



# SAN RAMON POLICE DEPARTMENT

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**2013  
ANNUAL  
REPORT**

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# **SAN RAMON POLICE DEPARTMENT ADMINISTRATION**

**CHIEF OF POLICE  
JOE GORTON**

**LIEUTENANT TOM LAROCQUE  
INVESTIGATION DIVISION COMMANDER**

**LIEUTENANT DAN PRATT  
PROFESSIONAL STANDARDS DIVISION COMMANDER**

**LIEUTENANT MIKE BOEHRER  
ADMINISTRATIVE SERVICES DIVISION COMMANDER**

**LIEUTENANT CRAIG STEVENS  
PATROL DIVISION COMMANDER (WEEKDAY)**

**LIEUTENANT TERRENCE REEDER  
PATROL DIVISION COMMANDER (WEEKEND)**

## **CITY GOVERNMENT**

Mayor Bill Clarkson  
Vice Mayor Philip G. O'Loane  
Councilmember David E. Hudson  
Councilmember Scott Perkins  
Councilmember Harry Sachs

City Manager Greg Rogers



# MESSAGE FROM THE CHIEF



I am pleased to present the San Ramon Police Department's Annual Report for 2013. This report reflects the fantastic work done by the outstanding professionals at the San Ramon Police Department. From our civilian staff to our police officers, we strive to provide the community with the best policing service possible. Their dedication to the community can be seen from the bottom to the top of the organization and is realized through a safe and thriving community.

We continue to face challenges head on, working to combat the negative fallout from AB109-Realignment, which released thousands of prisoners in the state to our communities' streets. Studies have confirmed that this release caused a negative impact statewide and our community is no exception as we have recognized an uptick in some property crimes.

The good news is that overall Part 1 crimes are down, once again by 9-percent, according to the department's Uniform Crime Report statistics. San Ramon has also been identified by a research firm as the tenth safest city in California. This is quite an accomplishment and is reflective of our officers' dedication to the community. The Police Department staff remains vigilant and responsive to quickly address and confront criminal activity.

New challenges are to be expected in 2014 and must be met with policing strategies that address the growing population of the city, the needs of the city's most vulnerable populations: our youth and aged, and responding to criminal activity associated with ever changing technology. More resources will have to be directed to countermand the negative outcomes from AB 109-Realignment and the growth of the city. We will not only have to work smarter, but also harder to prevent property crime trends from continuing upward.

Perfection is rarely possible but should always be strived for. Our staff is committed to driving crime downward while being responsive to the Quality of Life issues important to our citizens. Our police department will continue to be service-oriented with the goal of creating an environment, through public safety, where our children, families, and businesses thrive.

Sincerely,

**Joe Gorton** ▪ Chief of Police

# MISSION, VISION AND VALUES



Newly promoted Lieutenant Terrence Reeder is “pinned” by his wife and son during a swearing-in and promotion ceremony in October 2013.

## Mission

The San Ramon Police Department is committed to providing the highest quality police service to those who live and work in the City of San Ramon. We work in collaboration with the community and strive to maintain the utmost level of public safety with the goal of maintaining the quality of life expected within the City of San Ramon. We provide our service with a commitment to cultivating the public trust by respecting individual rights and striving to be fair, just and responsive to the needs and feelings of our community.

## Vision

The San Ramon Police Department will be on the forefront of the law enforcement profession by employing the most effective methods in providing quality police services. Members of the Police Department will be leaders in initiating and maintaining positive relationships with neighborhoods, schools, businesses, and other members of our community. These community bonds will form a medium where public safety concerns can be anticipated and addressed.

## Core Values

- **SERVICE** — We provide quality, professional service to every citizen we contact.
- **RESPONSIVENESS** — We are here to respond to the needs of our community. In doing so, we will assure that we are responsive to all requests for our service.
- **INTEGRITY** — The integrity of the San Ramon Police Department is reflective of each member of our organization. We must be mindful of this responsibility at all times.
- **SAFETY** — Our goal is to ensure that the community is safe for all those who live and work in the City of San Ramon.
- **PROFESSIONALISM** — We will provide quality, professional Service while being Responsive to the needs of our community. We will do this with Integrity and assure that all citizens have a sense of Safety. In doing so we will be recognized as the Professional organization we strive to be.



## The Community

The City of San Ramon is one of the Bay Area's most desirable areas. Located in Contra Costa County, San Ramon is approximately 25 miles east of the City of Oakland in the San Francisco Bay Area.

San Ramon is a multifaceted city, dedicated to improving itself while maintaining the high quality of life its homeowners have come to enjoy and expect. The area's scenic views, good climate and low crime rate make this community one of the county's most exciting places to live and work. The City of San Ramon works hard to provide outstanding business opportunities, superior public services and a safe, friendly community.

In an effort to provide the highest quality of services to our community, the Police Department facilitates the following community based programs:

- **Character Counts** is a program for school students that impart the importance of good character and good ethics in the community of San Ramon.
- The **Citizen's Academy** is a 13-week program with a focus on educating citizens to the issues and training facing modern police officers. The public gains a better understanding of legal issues and personnel issues as well as department policies and procedures.
- The **Youth Academy** is designed to provide youth an inside look at city policing. The program gives them a better understanding of what society requires in order for them to grow into responsible, productive citizens.
- The **Neighborhood Watch Program** facilitates communication between neighbors and develops a partnership with police and citizens for the safety and security of area neighborhoods.
- **National Night Out** is an extension of the Neighborhood Watch program and encourages neighbors to gather together and get to know each other on a more personal level while also meeting with community leaders, police and fire department personnel.
- The **Crime Free Multi-Housing Program** is a widely successful program designed to help tenants, owners and managers of rental property keep drugs and other illegal activity off their property.
- The **Crime Free Business Program** is designed to provide training and education to local business owners to arm them with the knowledge to prevent crime in and around their business.

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# DEPARTMENT OVERVIEW

The San Ramon Police Department employs 62 sworn officers who serve a community of almost 76,000 residents spanning an area of over 18 square miles. In addition, the Department employs 20 civilians who provide essential services such as Finance, Executive Support, Records, Training, Property & Evidence, Crime Prevention, Emergency Preparedness and Fleet Services. There are 55 civilian volunteers who continue to help our organization deliver the highest caliber of police service possible. The volunteers include 39 Volunteers, 7 Police Chaplains, 1 Reserve Officer and 8 Explorers.

The Police Department is organized into two bureaus; the Operations Bureau consisting of the Patrol Division, Investigation Division and Traffic Division; and the Administrative Bureau consisting of the Professional Standards & Training Division, Records Division and Support Services Division. The function of each division is an important component in assuring the San Ramon Police Department maintains the professional operation expected by the community we serve.

The San Ramon Police Department draws some of the finest law enforcement professionals in the state. Our average officer tenure in the department is over ten years of experience investigating all major crimes and complex traffic accidents. California's Commission on Police Officers Standards and Training (POST) has identified the San Ramon Police Department as a model agency.

Our department values independent decision making and problem solving strategies. Using a community-oriented policing philosophy, our department has fostered strong partnerships between our schools, faith-based community, civic organizations and citizens. This type of collaboration greatly enhances our crime fighting tactics and tends to reduce crime and the fear of crime in our community. We strongly believe that preventing crime is a community effort and it is our role, as the Police Department, to provide the training and information necessary to help our citizens take an active part in crime fighting efforts.

Committed to providing quality, responsive service in its efforts to work in partnership with the community, the department's web site contains information about crime prevention, statistics and online services including Crime Mapping, Patrol Requests, Vacation House Checks and how to pay your traffic ticket.

The Department strives to continually improve itself and become more proficient. Every member of the San Ramon Police Department is committed to our Mission and Core Value statements, which are summed up in our motto: **Service, Commitment, Community.**



Chief Scott Holder (now retired) stands with the department's newest sworn officer, Jon Danielson, and newly promoted Cpl. Mike Schneider, Sgt. Steve Brinkley, Lt. Terrence Reeder, Cpl. Tami Williams and then Captain Joe Gorton. (From L-R)

Visit the San Ramon Police Department's web site at [www.sanramon.ca.gov/police](http://www.sanramon.ca.gov/police),

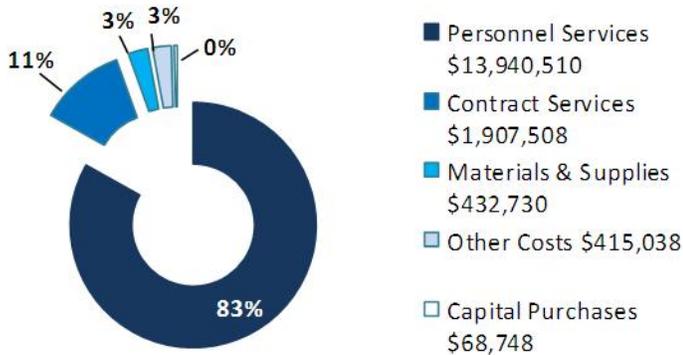


or scan the code above with any mobile QR code reader to learn more about the department .

## Expenditure Summary by Category

	FY 12/13	FY 13/14
Personnel Services	\$13,929,438	\$13,940,510
Contract Services	\$1,788,498	\$1,907,508
Materials and Supplies	\$417,255	\$432,730
Other Costs	\$423,562	\$415,038
Capital Purchases	\$74,208	\$68,748
<b>Total Expenditures</b>	<b>\$16,632,961</b>	<b>\$16,764,534</b>

## BUDGET BREAKDOWN



## Program Summary

Description	Program Expenditures	Program Revenue	Net Cost
Administration	\$4,602,908	\$116,100	\$4,486,808
Animal Control	\$394,947		\$394,947
Crossing Guards	\$99,205		\$99,205
Crime Prevention	\$136,585		\$136,585
Emergency Preparedness	\$358,744		\$358,744
Investigations	\$1,701,449		\$1,701,449
Patrol	\$7,851,218	\$397,994	\$7,453,224
Traffic Safety	\$854,927		\$854,927
Volunteer Services	\$5,050		\$5,050
Youth Services	\$628,491	\$101,000	\$527,491
Fleet	\$131,010		\$131,010
<b>Total Expenditures</b>	<b>\$16,764,534</b>	<b>\$615,094</b>	<b>\$16,149,440</b>

## 2013-2014 Budget

The Police Department operates on 28.1% of the City's \$38 million General Fund. As with all municipal budgets, the majority of funds are spent on salaries and benefits to employees. Operating expenses and professional services comprise the remainder of the budget.

### Salaries and Benefits:

The Police Department will incur \$13,940,510 in employee salaries and benefits. Salaries and benefits include employee wages, overtime, holiday pay, Medicare, retirement, workers compensation, unemployment and uniform allowance.

### Contract Services:

The department will spend approximately \$1,907,508 on contract services which include County Animal Services, Sheriff's Dispatch, Lab Services and jail booking fees.

### Materials & Supplies:

Operating supply expenses are projected at \$432,730. This includes funds for vehicle repair, fuel, safety communication, computer functions and equipment, needed to operate the department.

### Other Costs:

This \$415,038 covers education, training, membership dues for officer legal assistance, as well as utility rentals, lease fees, subscriptions, maintenance and repair for equipment and vehicles.

### Capital Purchases:

Around \$74,208 will be spent on Capital Purchases such as police vehicles, office equipment, computer software, audio and video equipment for vehicles.

# DEPARTMENT STAFFING

## OFFICE OF THE CHIEF — CHIEF JOE GORTON

Assistant Police Chief — Vacant

Administrative Analyst-Civilian — Vacant

Emergency Preparedness Manager-Civilian — 1

## OPERATIONS BUREAU

Lieutenant Tom LaRocque — Investigations Division Commander

Lieutenant Craig Stevens — Patrol Division Commander (Weekday)

Lieutenant Terrence Reeder — Patrol Division Commander (Weekend)

### Patrol Division

Sergeants — 5

Corporals — 5

Patrol Officers — 21

K-9 Officers — 3

Police Services Technician-Civilian — 3

### Traffic Division

Sergeants — 1

Corporals — 1

Motor Officers — 3

### Investigations Division

Sergeants — 1

Corporals — 1

Detectives — 5

### Youth Service/Community Resource

Sergeants — 1

Youth Services Corporal — 1

Officers — 1

Community Resource Officer — 1

Crime Prevention Specialist-Civilian — 1

Explorers — 8

## ADMINISTRATIVE BUREAU

Lieutenant Mike Boehrer — Administrative Services Division Commander

Lieutenant Dan Pratt — Professional Standards Division Commander

Administrative Coordinator-Civilian — 1

Finance Coordinator-Civilian — 1

### Records Division

Records Supervisor-Civilian — 1

Records Specialist-Civilian — 1

Records/Office Technicians-Civilian — 5

Property and Evidence Technician-Civilian — 1

### Professional Standards and Training

Sergeant — 1

Training Coordinator — 1

Fleet Coordinator — 1

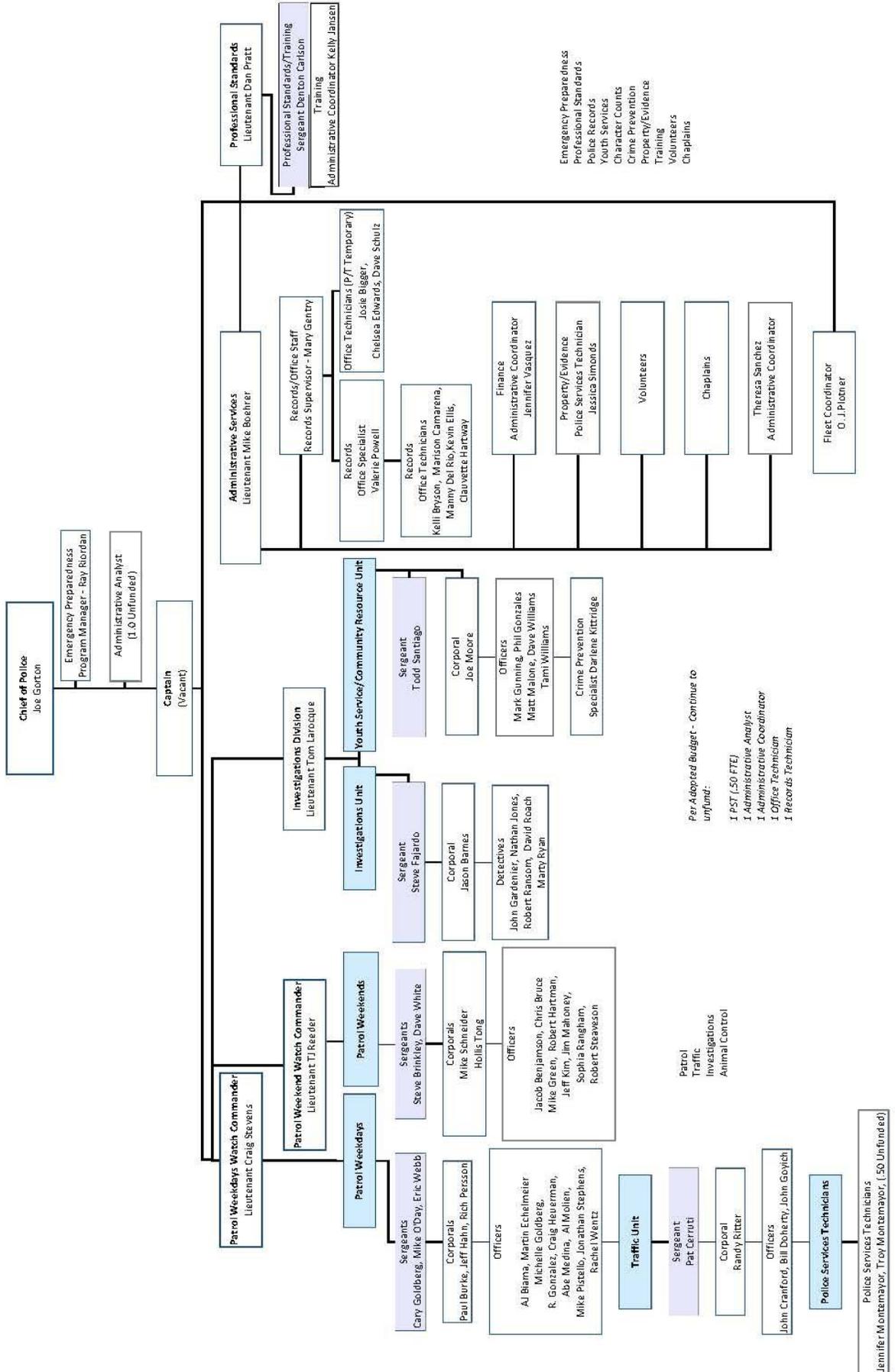
### Volunteers

Chaplain Volunteers — 7

Civilian Volunteers — 39

# DEPARTMENT ORGANIZATION

City of San Ramon  
Police Services  
Fiscal Year 2013-14





The mission of the Operations Bureau is to ensure the safety and security of those who live, work, and visit the City of San Ramon. This mission is accomplished by providing timely and professional public safety services to the community utilizing a problem solving approach in partnership with the community through prevention, suppression and apprehension strategies.

The **Operations Bureau** is comprised of the following divisions:

- Patrol Division
- Traffic Division
- Investigations Division

**Specialized Units** include:

- K-9 Unit
- SWAT
- Bicycle Unit
- Honor Guard
- Youth Service/Community Resource Team

These three divisions make up the largest portion of the police department with a total of **57** sworn and 4 non-sworn employees. There are **7** Sergeants assigned to the Bureau as division and team supervisors. In the following pages you will see more detailed information about each of the Divisions and Specialized Units which comprise the Operations Bureau.

# COMMAND STAFF — OPERATIONS



**LIEUTENANT TOM LAROCQUE**  
**INVESTIGATIONS DIVISION COMMANDER**

The Investigations Division includes the Investigations Unit, and the Youth and Community Resources Unit. The Investigations Unit is comprised of six investigators and is supervised by a sergeant. The Youth and Community Resources Unit is comprised of three School Resource Officers, a Community Resource Officer and a Crime Prevention Officer. The Unit is supervised by a sergeant and its programs include “My Beat, My School,” Crime Free Multi-Housing, the Citizen’s Academy and the Youth Academy.



**LIEUTENANT CRAIG STEVENS**  
**PATROL DIVISION COMMANDER (WEEKDAY)**

The weekday Watch Commander is under the command of Lieutenant Stevens. He is responsible for the day to day operations Monday-Thursday. He oversees 3 patrol teams, the Traffic Unit and the Police Service Technicians. He also oversees the department’s Field Training Program. His additional duties include scheduling, payroll and ride along requests.



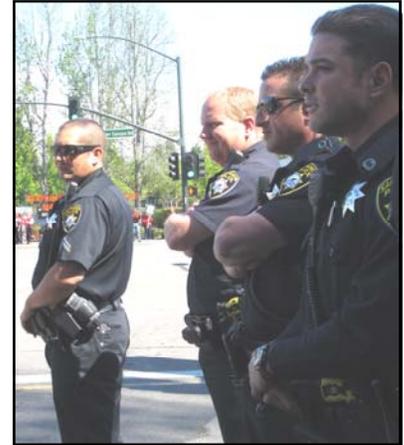
**LIEUTENANT TERENCE REEDER**  
**PATROL DIVISION COMMANDER (WEEKEND)**

The weekend Watch Commander is under the command of Lieutenant Reeder who is in charge of the day to day operations on Friday, Saturday and Sunday. The major components that make up his area of command are the uniformed Patrol Division that works the weekends, K-9 Units, the Mutual Aid Mobile Field Force (MAMFF), Special Event operations, and the bicycle unit. The weekend shifts consists of three Patrol teams, two Sergeants and 11 officers.

# PATROL DIVISION

The Patrol Division is the largest division within the San Ramon Police Department. The division is comprised of uniformed patrol staff, the Traffic Unit and the K-9 Unit. It consists of five different Patrol teams and the Traffic Unit; each staffed with a Sergeant, Corporal and four to five officers. The Patrol Division provides the core police services to the community. These services include handling dispatched calls for service, traffic enforcement, traffic accident investigations, proactive patrol, conducting preliminary criminal investigations and ensuring the safety and security in and around all school zones.

The City is currently divided into five separate geographical areas known as beats. An individual officer is assigned to each beat and is responsible for providing police service to that area. Officers are generally assigned to a specific beat on a daily basis to allow for them to become very familiar with the area, residents, schools, parks and businesses. In the upcoming year, the Police Department is expecting to expand to a “6 beat” system. This is necessary due to the growth of the City in both geographical size and population. This will allow the department to add an additional officer to each patrol team and minimize some of the larger beats. The primary benefits will be having additional staffing on patrol and reducing overall response times within the City.



The Patrol Division is responsible for the “My Beat, My School” program. This program was instituted in 2007 and has been very successful since its inception. As part of the program, each school within the City has a police officer assigned to it. The officer maintains high visibility in and around their assigned school. They become familiar with the school staff and administrators. They provide a safe environment in and around the school. They also have the ability to focus on any problems or issues that may arise at the school. Since the beginning of our Police Department, children and schools have been one of our primary priorities and that philosophy will continue and even increase as we move forward.

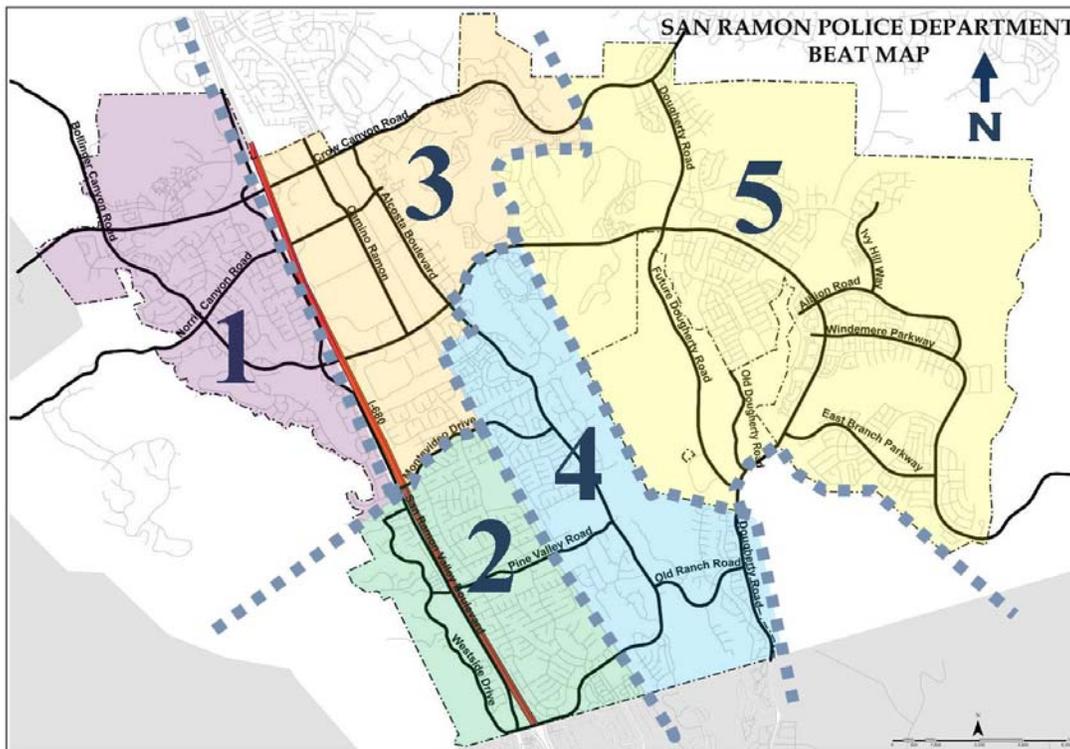


The Patrol Division currently has three Police K-9 service dogs. These service dogs frequently train with their handlers and provide a number of critical police services. These include, tracking of both suspects and missing persons, article searches, searching (sniffing) for illegal substances, building searches and community demonstrations.

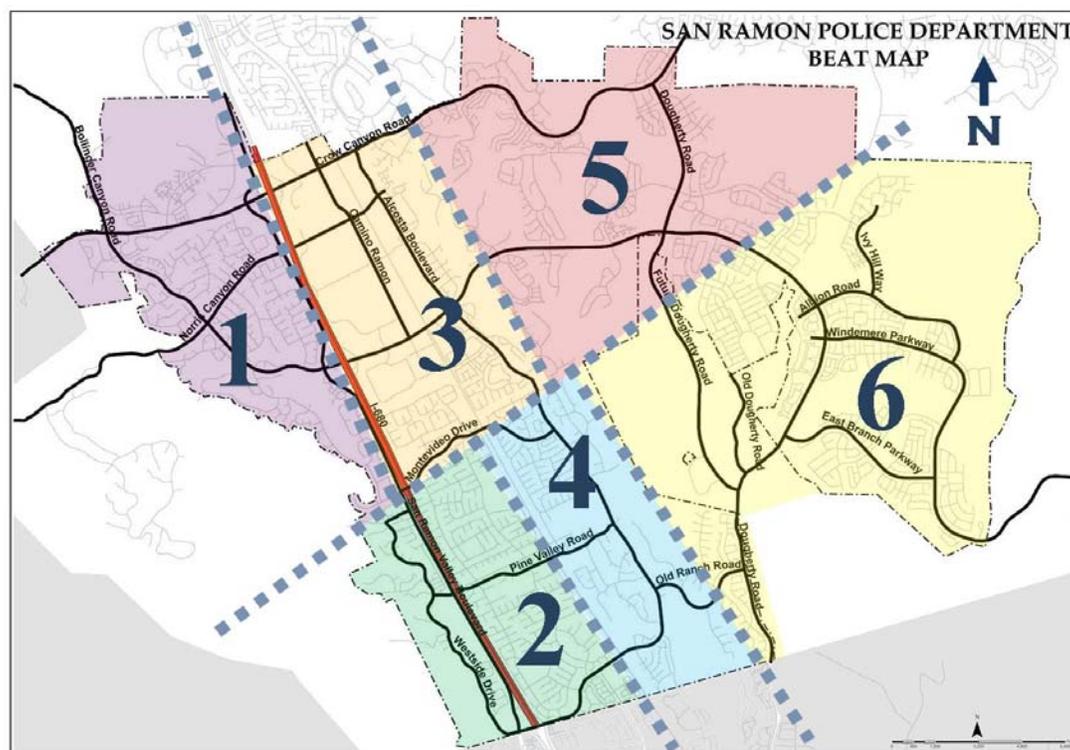
Other components of the Patrol Division include the Honor Guard and the Police Service Technicians. The Patrol Division works closely in partnership with other SRPD units, governmental agencies and community organizations to solve crime problems at the neighborhood level.

Traffic Sgt. Pat Cerruti poses with members of a local Boy Scout troupe during a station tour. Above Sgt. Brinkley and officers Gunning, Pistello and Biama (L-R) watch over a protest of the Chevron shareholders meeting in May 2013.

# BEAT MAPS



San Ramon officers currently patrol beats 1-5, shown in the map above. A proposed sixth beat, shown below, is being developed for implementation in the coming year.



# PATROL DIVISION

In 2013, the Patrol Division was responsible for handling 58,228 calls for service. Patrol officers are the first line of defense in a threat to public safety. These highly trained men and women place themselves at risk every day to protect the community whether responding to an accident, pursuing a fleeing vehicle, apprehending an armed suspect or handling a violent domestic dispute. The officers are required to bring about a successful resolution to situations, which at times may seem impossible. These challenging tasks are accomplished in strict adherence to state and federal laws and held within the high standards of conduct set forth in the Police Officers Code of Ethics.

PATROL EVENTS						
	2008	2009	2010	2011	2012	2013
<b>Calls for Service</b>	62,194	53,622	57,258	55,161	58,513	58,228
<b>Officer Initiated</b>	37,612	29,178	33,870	33,626	37,900	36,597
<b>Arrests</b>	661	500	574	470	440	525
<b>Reports Written</b>	4,365	3,870	3,979	3,453	3,460	3,482
<b>Alarm Responses</b>	2,482	2,857	2,582	2,492	2,645	2,749

## Calls for Service

Patrol is unlike any other division within the police department because of its high visibility and frequent contact with the public. The law enforcement process is most likely to start with a patrol officer responding to a call for service or having a self-initiated call, such as a traffic stop or pedestrian check.

The key to successful crime prevention and control is “Proactive Policing” where officers identify a problem in the field, respond and bring it to resolution without receiving a call from the public. In 2013, we had 36,597 officer-initiated calls.



# Emergency Response

The Department's overall response time for routine calls was just under 14 minutes per call. The median response time for Priority 1 "in progress" calls was roughly 6:38 minutes from January to September 2013.

# False Alarm Data

The City's False Alarm ordinance (Ord. 237 § 1, 1993) is designed to make alarm systems more effective and to reduce the number of police responses to false alarms.

Prior Year	False Alarms
2013	2,063
2012	1,996
2011	1,757
2010	1,782
2009	1,922
2008	1,724
2007	2,025

**False Alarm Warning Letters Issued in 2013:**  
 Commercial Locations: 121  
 Residential Homes: 120

**Violation Fines Issued by the City in 2013:** \$9,225

**False Alarm/Fee Schedule**

2 in 90 days	Warning
3 in 90 days	\$50
4 in 90 days	\$200
5 in 90 days	\$300
More than 5	\$200 ea.



## Emergency Response

The use of emergency lights and sirens by officers is limited to certain situations. When there is the possibility of further injury or death to any person, an officer is authorized to use their emergency lights and siren. When the immediate presence of an officer can prevent a dangerous situation from escalating, or while attempting to apprehend a fleeing felon or serious law violator, you may see the use of emergency equipment.

The average response time for a routine, non-emergency call for service was 13:50 per call (January-September). The median response time for a Priority 1 call was 6:38 per call (January-September). For December, the response time for Priority 1 calls was 5:39. (Due to a dispatch software upgrade, response times for October/November 2013 are not available.)

The time it takes an officer to arrive on scene, known as "response time," is always a concern of the San Ramon Police Department. The department understands the importance of a timely response and aggressively evaluates and re-evaluates staffing levels, call types and other factors affecting these times. As the city's population increases, more roadways and houses will be built. As the city grows, so does the obligation of the police department to provide timely services and the department is committed to maintaining superior service.

Evaluating response times across the city has led to the development of a sixth patrol beat, which will be implemented in 2014.

## False Alarms

In 2013, San Ramon Police received a total of 2,063 false alarm calls, which increased by about 67 calls over last year. Of these calls, 608 were attributed to commercial businesses, 366 at schools and public facilities and 1,089 were residential false alarms. The false alarm data doesn't include "cancelled calls," which were cancelled by the subscribers before an officer arrived on scene.

# POLICE SERVICE TECHNICIANS

The San Ramon Police Department staffs personnel called Police Service Technicians (or PSTs). They are a vital part of the police department and are responsible for many day-to-day calls for service. Their responsibilities include, but are not limited to:

- Evidence collection
- Abandoned vehicle abatement
- City ordinance violations
- Parking complaints
- Traffic accident reports
- Patrolling city facilities
- Crowd and traffic control
- Department tours
- Police volunteer program coordination
- Bicycle rodeos at the elementary schools

Police Service Technicians write police reports dealing with most non-emergency calls, such as cold burglaries, vandalism, stolen vehicles and similar incidents. Additionally, PSTs are qualified to investigate and document traffic collisions.



PST Troy Montemayor, left, works with officers at the scene of a traffic collision.

The PST Unit currently consists of two full-time employees and will soon expand adding two part-time employees. They provide a critical link of service to the community. The PSTs participate in a variety of community oriented police functions, such as attending neighborhood watch meeting, National Night Out, frequenting schools and attending Neighborhood Watch meetings.

PSTs are also highly trained crime scene technicians allowing them to identify, collect and preserve evidence. They are able to collect fingerprints, shoe print impressions, DNA, photos and many other types of evidence. They share this knowledge during presentations at elementary schools and to civic groups.

Police Service Technicians also conduct child car seat inspections at the police station. These inspections are to ensure that the appropriate seat is used in the proper manner to keep your child safe. The inspections are available by appointment only.



PST Jenn Montemayor works with Carol Powers, a child passenger safety coordinator from John Muir Health, at a free car seat clinic held in San Ramon.

Police Service Technicians are a valuable asset to the Department in the field and respond to calls for service that may not require a sworn police officer. This allows sworn officers more time to direct their attention to proactive patrol and respond to urgent calls.

The PSTs often work hand in hand with the other divisions of the department. This allows for the highest level of service to be provided to the community.

## My Beat — My School

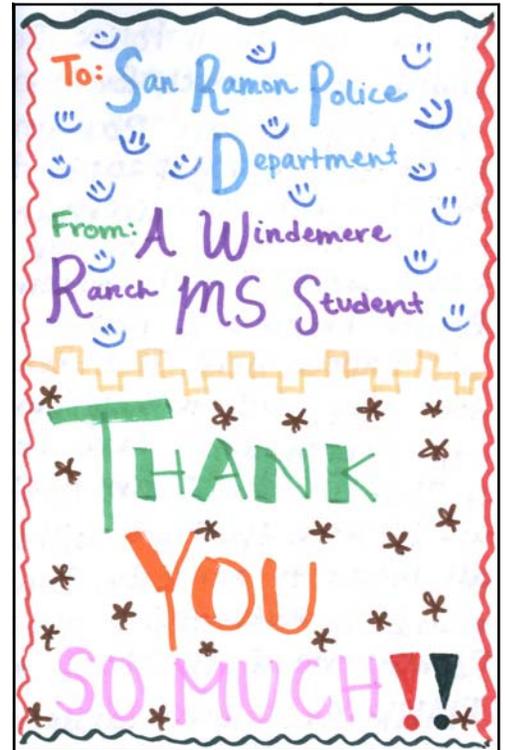
The San Ramon Police Department is proud of our “My Beat – My School” program. The program was started in 2007 and was made a priority by the department’s previous Chief, Scott Holder. It has been a great tool in making positive contacts and relationships with our faculty, parents and students. San Ramon’s current Police Chief, Joe Gorton, has the same priorities with our schools and was a former DARE Officer in San Ramon.

One of the department’s goals was to become better acquainted with our citizens in and around the schools. We have been successful in creating some invaluable relationships and students feel more comfortable to approach and talk with our officers.

To run the program correctly, every elementary school in the city has an officer assigned to it. Officers are expected to complete the following tasks:

- Act as a liaison with the school and take a sense of ownership with the assigned the school.
- Be familiar with school staff, parents and students.
- Attend some school functions, such as PTA meetings.
- Spend a minimum of an hour a week on campus developing positive relationships with students.
- Patrol the school area during the morning and afternoon to address traffic and safety issues.

As San Ramon’s population grows, the number of students attending our schools will increase, and traffic will become more of an issue than it already is. We work with our schools and the City’s Transportation Department to make the drop-off and pick-up of students safer for the students, parents and school staff. We encourage our officers to make their presence known during these times, when not assigned to other priorities.



At left, Officer Mike Pistello hangs out at Twin Creeks Elementary School with his nieces. PST Jenn Montemayor poses with students from Bollinger Canyon Middle School at right. Up top a thank you card from a student at Windemere Ranch Middle School hangs in the police department lineup room.

# K-9 UNIT

San Ramon Police's K-9 Unit continued into their 13th year in operation. In 2013, San Ramon's original Police K-9 Dar retired after a remarkable 10 year career with his handler Officer Marty Echelmeier. A new dog, a female Belgian Malinois, Senna was added to the team to compliment the two existing canines. Officer Abe Medina was chosen to handle Senna after a selection process.

The K-9 units each received over 320 hours of initial training prior to working patrol. Daily and weekly training is a must, as the dogs and their handlers must pass strict annual POST certification standards. All three K-9 teams completed the required monthly update training to maintain their certifications throughout the year. During detection training the teams are exposed to new situations and scenarios they might encounter during their career. The dogs must obey their handlers without hesitation and be able to work under the most trying and adverse conditions. The teams train for real life applications of tracking, building searches, area searches, obedience, suspect apprehensions and anything else a patrol K-9 might encounter. The scenarios are ever changing and evolving so that the dog and handler do not become complacent when they are needed.



Officer Marty Echelmeier takes a bite from the department's newest K-9, Senna during a school demonstration. Senna and Officer Abe Medina have been partners since May 2013.

The San Ramon Police Department's canine unit plays a vital role assisting the agency and others in the accomplishment of mission objectives. The superior sense of smell, hearing and potential aggressiveness of a trained law enforcement canine is a valuable supplement to law enforcement manpower.

The K-9s are specifically trained in tracking and trailing of fleeing felons and lost children or missing persons. They have the ability to locate discarded articles and can detect the odor of narcotics.

K-9s are particularly efficient in searching large fields or buildings for hiding suspects and can access small areas that officers would not be able to access. They are also very useful in high risk situations such as vehicle pursuits, which often lead to foot chases where the K-9s speed and tracking ability become very useful.

Although the canines are well trained when selected by the Police Department, their training continues for the working life of the dog. The officers involved have a strong commitment to the program and this assignment is one of the longest in the department. Not only are the dog and handler together constantly at work, the dogs also live with the family of the handler. At home these dogs act like ordinary family pets. However, once his handler puts him in the car for the trip to work, the dog's demeanor changes. The dogs seem to have an innate sense of when they will be required to assist their partner and they look forward to coming to work. Canine teams generally work during the night-time hours. This allows the greatest effectiveness since most building searches, alarms, burglaries, etc. occur during this shift.

The K-9 teams also attend numerous civilian functions each year. These include school visits and demonstrations at local civic groups, the Citizen and Youth Academies, and public education programs.



### **Officer Christopher Bruce and Bongo (center)**

Bongo and Officer Christopher Bruce became partners in July 2010. Bongo is a 7-year-old male German Shepherd from the Netherlands. Bongo was born, raised and trained at the Raad Van Beheer kennel club in Amsterdam. All of Bongo's commands are in Dutch and prior to coming to the United States, Bongo received his Schutzhund III certificate. After coming to the United States, Bongo was purchased by San Ramon PD from Adlerhorst International kennels in Riverside, California . Bongo is trained in locating narcotics and discarded articles, building/area searches and tracking.

### **Officer Al Molién and Hector (left)**

Officer Al Molién and his K-9 Hector became a team in June 2012. Hector, a 4-year-old German Shepherd, was born Oct. 28, 2010 in Burbach, Germany. All of his commands are given in German. Hector's name comes from Greek mythology, where his namesake was a Trojan prince and the greatest fighter for Troy in the Trojan War.

### **Officer Abe Medina and Senna (right)**

San Ramon's newest K-9 is Senna, a 4-year-old female Belgian Malinois. She was born in the Netherlands and her commands are given in Dutch. Officer Medina and Senna became partners in May 2013. Senna started out a bit older than most new K-9s because she originally competed as a certified sporting dog. Senna is a dual purpose dog, meaning she is a police patrol K-9 who is also trained in the detection of narcotics. She was purchased with community donations from the same kennel as Bongo, Hector and Dar (retired).

# CENTRAL COUNTY SWAT TEAM

In January 2013, the San Ramon Police Department SWAT Team joined forces with the Walnut Creek and Martinez police department SWAT Teams to form a new, three agency multi-jurisdictional SWAT Team known as the Central County SWAT Team.

The mission of the Central County SWAT Team is to safely resolve critical incidents. The team is composed of law enforcement officers from each of the three agencies, which are specifically trained and equipped to work as a coordinated team to resolve critical incidents that are so hazardous, complex, or unusual that they may exceed the capabilities of first responders or investigative units. Critical incidents include, but are not limited to, hostage taking, barricaded suspects, snipers, terrorist acts and other high risk incidents. The Central County SWAT Team may also be used to serve high risk search and arrest warrants where public and officer safety issues merit the use of such a unit. The Central County SWAT Team consists of a Tactical Unit, Crisis Negotiations Unit and a Tactical Dispatch Unit.



The Tactical Unit consists of an Entry Team and a Sniper Team. The role of the Entry Team includes; containment, emergency action, and deliberate action during a critical incident or planned event. The role of the Sniper Team is to provide observation, intelligence and precision marksmanship in tactical situations. Negotiators assigned to the Crisis Negotiations Unit are specifically trained in hostage negotiations, intelligence gathering, and conflict management. Negotiation is a tactic that may be used when appropriate to resolve, or assist in resolving, a crisis situation. The Tactical Dispatch Unit supports the team command structure through the accurate and timely documentation and communication of events during high-risk operations.

Central County Swat Team members serve on the team as a collateral duty that is performed in addition to their regular assignment. Team members are required to be on call 24 hours a day, 7 days per week. San Ramon Police Lt. Dan Pratt serves as the Central County SWAT Team Commander.

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## Urban Shield

The Central County SWAT Team participated in the 2013 Urban Shield event, held October 26-28, 2013. Urban Shield is a continuous 48 hour full-scale, multi-disciplinary Homeland Security and Disaster Preparedness Exercise hosted by the Alameda County Sheriff's Office. SWAT Teams are presented with 36 exercise scenarios that incorporate key elements of real world emergencies and major incidents at various sites in Alameda, Santa Clara, San Mateo, San Francisco, and Contra Costa counties. The scenarios included: hostage rescues, bus, train, airplane and boat emergency assaults; active shooter; dignitary protection and rescue; terrorist actions involving radiation, biological agents, explosives and critical infrastructure protection; and physical challenges.

The Central County SWAT Team began in January 2013 and involves officers from the Martinez, San Ramon and Walnut Creek police departments. Nine officers of the Central County SWAT Team participated in the event. Five of those officers were from the City of San Ramon; Sergeants Carlson and Brinkley, and Officers Echelmeier, Green, and Jones. In 2013, 34 SWAT Teams participated in the event, including teams from Brazil, Boston, Dallas and military emergency response teams. For 48 straight hours, the teams moved continuously from one scenario to the next, challenging not only their tactical and physical ability, but their endurance and mental capacity to stay focused while fatigued. Having been a joint team for less than a year, the Central County SWAT Team was able to gain valuable experience and further develop team cohesion during this grueling event.



The Central County SWAT Team poses for a group photo during a training day (top left). Team members participate in the 2013 Best of the West competition (left middle and top right). Officer Marty Echelmeier prepares to rappel down a building (middle right) and SWAT members take a quick break during the Urban Shield training event held in October (bottom right).

# HONOR GUARD

The San Ramon Police Departments Honor Guard was founded in 2007. The Honor Guard functions as ambassadors for the San Ramon Police Department and the City of San Ramon. The Honor Guard presents the colors of our Nation, State, City and Department at many events within the City. Our Honor Guard currently consists of a six person team. The members are all volunteers who are willing to adjust schedules to serve on this team. Honor Guard members are screened for their personal appearance, motivation, conduct and show an aptitude for ceremonial duty. Only those officers which exhibit these traits will likely be selected.

## Members of the 2013 Honor Guard included:

Lieutenant Liz Gresham (Retired in 2013)  
Sergeant Todd Santiago  
Sergeant Cary Goldberg  
Officer Marty Echelmeier  
Detective Dave Williams  
Detective Rob Ransom  
Officer Chris Bruce

## 2013 Events:

### City Council Meetings:

**Lt. Liz Gresham's** farewell into retirement on Aug. 13, 2013  
**Chief Scott Holder's** farewell into retirement on Nov. 12, 2013.  
Swearing in of the new **City Council**.



Lieutenant Liz Gresham (retired), Sergeant Todd Santiago, Officer Chris Bruce, Officer Marty Echelmeier, Detective Rob Ransom and Detective Dave Williams, from L-R.



## Traffic Division

The San Ramon Police Traffic Division consists of a sergeant, a corporal and three officers. The officers are responsible for traffic education and enforcement of state traffic laws. The officers write 200-500 citations per month and are responsible for investigating all traffic accidents from non-injury to fatalities.

Each officer has attended specialized traffic accident investigation courses, making them one of the only traffic divisions in California with members who are "Traffic Accident Reconstructionists." The Traffic Division is a professional team of individuals dedicated to the motto, "*Safety Through Enforcement.*"

The officers patrol the streets on BMW R1200 RT-P police motorcycles, the most state of the art police motorcycle available. Riding a motorcycle allows an officer the ability to maneuver through traffic congestion and enforce traffic laws where officers in a patrol car cannot access. The goal of the Traffic Division is to take a proactive approach to traffic related issues and have a timely response to crime and traffic problems. When a speed related issue is brought to the attention of the police department, the Traffic Division will place a radar trailer on the affected street to educate people on their speeds.

Traffic officers work closely with the California Office of Traffic Safety (OTS) to reduce traffic deaths, injuries and economic losses. In 2013, the department received a Traffic Safety Grant from OTS. The mission of the partnership with OTS is to effectively and efficiently administer traffic safety grant funds. The grant will assist police department in focusing efforts on DUI drivers, speed violators, distracted drivers, seatbelt violations and high collision intersections.

The Traffic Division will continue its partnership with San Ramon Valley School District, teaching bicycle and pedestrian safety to the elementary and junior high school students. The Traffic Division also works with California and Dougherty Valley high schools to educate underage students about the consequences of drinking alcohol/taking drugs, personal safety and the responsibility of making mature decisions. We work in partnership with each high school in providing the underage drinking and driving program, "It Happened" at Dougherty Valley High School and "Every 15 Minutes" at California High School.

The "It Happened" and "Every 15 Minutes" programs are two-day events that challenge high school students to think about the consequences of driving under the influence of alcohol or drugs. The goal is to prevent impaired driving tragedies and save lives. It teaches students the responsibility of making mature decisions. The "It Happened" program serves as a powerful reminder of the dangers associated while driving under the influence of alcohol or drugs.

Traffic safety around schools, parks and residential neighborhoods are a primary concern of the police department. Both patrol and traffic officers are responsible for monitoring traffic related issues at an assigned school. We are also focused on traffic safety in our business districts. It is important to us to provide a safe commute for the workforce population that commutes to San Ramon every day. The Traffic Division is committed to making a positive impact on traffic safety and places a high priority on traffic related issues that come to our attention.

## 2013 DUI Statistics

San Ramon officers made 108 DUI arrests in 2013 — nearly a 20% decrease in arrests from last year.

19% of DUI arrestees were involved in a collision — an 8% decrease in DUI accidents over last year.

California considers an individual to be legally impaired when their “Blood-Alcohol Content,” or BAC is 0.08 or higher.

Approximately, 50% of San Ramon PD’s DUI arrests had a blood alcohol level of 0.16 or higher, which is more than twice the legal limit of 0.08.

The department averaged 9 DUI arrests per month; with December having the highest number of DUI cases with 17 arrests.

Total DUI Arrests: 108  
Under Age 21: 8  
Above 0.16 BAC: 45  
Involved in Accident: 21

## DUI Enforcement

The San Ramon Police Department places a high priority on DUI enforcement. Every day, 28 people die in alcohol related crashes in the U.S. In 2012, 10,322 people died nationwide in drunk driving crashes - one every 51 minutes. Almost every 90 seconds, a person is injured in a drunken driving crash. Car crashes are the leading cause of death for teens, and about a quarter involve an underage drinking driver. The crime of driving under the influence of alcohol/drugs costs the United States \$132 billion a year.

Through the traffic safety grant obtained from the Office of Traffic Safety, officers are on the street in greater numbers specifically looking for impaired drivers. The grant allows extra staffing on special days such as New Year’s Day and St. Patrick’s Day, with officers that are specifically looking for drivers under the influence of alcohol and drugs. The San Ramon Police Department relies on the patrol officers’ constant vigilance looking for impaired drivers. Officers patrol known problem areas and city streets with the focus of identifying drivers who display objective symptoms of being under the influence of alcohol or drugs. We also rely on the assistance of the public with identifying impaired drivers. Using the “911” system, citizens can call to alert police to possible DUI drivers. With the help of alert citizens, numerous DUI arrests are made each year.

## Seat Belt Enforcement

The San Ramon Police Department recognizes the important relationship between wearing a seat belt and the reduction of injuries and deaths in vehicle collisions. As a part of the ongoing public education, the San Ramon Police Department participates in the Office of Traffic Safety’s “Click it or Ticket” seat belt enforcement campaign conducted each spring.

More than 280 law enforcement agencies participate statewide in the “Click it or Ticket” Campaign. The campaign relies on heavy enforcement and public education as a means to help California achieve the highest seat belt use rate in the nation. The Traffic Division uses a number of enforcement strategies aimed at not only gaining compliance, but also increasing the public’s awareness regarding wearing seat belts and utilizing child safety seats where appropriate.

According to state officials, since the campaign began in 2005, public safety officials have been seeing an overall yearly increase in the use of seat belts.





# 2013 Statistical Summary

Officers wrote 6,277 citations for moving violations, 946 non-moving violations, 614 courtesy warnings and 1,030 parking violation tickets.

Officers tagged 365 abandoned vehicles and towed 45 abandoned vehicles. In addition, 204 oversized vehicles were tagged and 40 were cited.

The two major causes of accidents in 2013 were speed at 28% and right of way violations with 11%.

	2010	2011	2012	2013
Total Citations Issued	12,014	10,755	9,842	8,867
Moving Citations (excluding speed)	5,349	5,009	5,206	4,360
Excess Speed Citations	2,516	2,042	1,599	1,917
Non-Moving & Parking Citations	3,203	2,774	2,271	1,976
Warning Citations	946	930	766	614
DUI Arrests	203	166	135	108
DUI Accidents	43	36	37	21
Accident Reports Written	453	420	433	368
Fatal/Injury Accidents	89	110	102	142
Fatal	0	2	1	0
Injuries	89	108	101	142
Vehicle vs. Pedestrian Accidents	9	8	10	5
Vehicle vs. Bicycle	10	18	9	10



# INVESTIGATIONS

The mission of the Investigations Unit is to identify, target, arrest and successfully prosecute individuals involved in criminal activity as well as recover any stolen property. The Investigations Unit consists of two major components: felony investigations and misdemeanor complaints. Detectives investigate all felony crimes occurring within the City as well as cases beyond the resources of the Patrol Division.

The Investigations Unit is managed by a Lieutenant, who has the responsibility for both the Investigations Unit and the Youth Services Unit. The unit is supervised by a sergeant who is responsible for assigning cases and handling day-to-day operations. There are six detectives assigned to the unit as well as a per diem employee who assists with case filings and cold case investigations.

INVESTIGATIONS	2011	2012	2013
Cases followed up on by Detectives	1,306	1,314	1,121
Felony Investigations	807	794	694
Misdemeanor Investigations	438	430	361
Missing Adult/Juvenile	54	53	66
Search Warrants	35	42	19
Parole/Probation Searches	14	18	4
Value of Recovered Property	\$709,276	\$432,303	\$536,361

Detectives establish and maintain liaisons with other law enforcement agencies, local courts, the District and City Attorney's Offices. The unit participates in all forms of investigative activities including: conducting surveillance, serving arrest warrants and search warrants, and probation and parole searches. Detectives are also responsible for monitoring and registering habitual offenders.

The detectives assigned to the Investigations Unit are carefully selected based on experience, work ethic and the ability to conduct in-depth criminal investigations. Detectives investigate complex and demanding cases, which could take months, sometimes years to fully investigate. Our detectives have developed an advanced level of expertise by attending specialized training and by working complex cases with colleagues at the local, state and federal level. This experience is passed on from one detective to another, which allows the Investigations Unit to maintain a high level of expertise and efficiency.



Detective Jason Barnes talks with neighbors during an investigation.

Some notable cases in 2013 include:

- Detectives identifying a suspect in two bank robberies, closing both cases after traveling to Florida to interview the suspect. Their efforts led to federal charges being filed by the FBI.
- The investigation of a sexual assault on a minor led to the discovery of four additional victims. The suspect was arrested on 11 felony sexual assault charges.
- Detectives, working in conjunction with patrol officers, targeted known problem areas within the city. Through proactive policing (probation/parole searches, suspicious subject/vehicle stops), 16 arrests were made for charges ranging from drug possession/sales, burglary, prostitution and an assault with a deadly weapon.
- A house cleaner was suspected of stealing high end jewelry from multiple families throughout San Ramon, Dublin and Pleasanton. Detectives identified the suspect who was subsequently charged with several counts of theft. The suspect has recently pled guilty to several of the theft charges.

# CRIME PREVENTION

Crime prevention is essential to every city. The Crime Prevention Unit has educated many residents, groups and individuals on the importance of crime prevention and how not to become a target of a crime. They have done this through presentations, classes and as guest speakers throughout the City.

In 2013, the Crime Prevention Unit was responsible for facilitating over 24 Neighborhood Watch meetings throughout the City. The main focus was being vigilant on reporting suspicious people in the neighborhood, making your house or neighborhood less of a target and getting to know your neighbors. Neighbors need to know each other, this is essential to the Neighborhood Watch program, knowing who belongs in the area is imperative.

The CPU also coordinates and attends special events throughout the year. The CPU presented at over 20 events in 2013 including: She's All That, If I Were A Thief and Coffee with the Cops. National Night Out was also a successful event, with teams visiting 19 groups throughout the City. Participating in public relation events and presenting to groups promotes the need and importance of Crime Prevention and how it relates to our daily lives.

The Crime Prevention Unit is also involved in many associations pertaining to Crime Prevention and the other programs administered by this division. These programs include but are not limited to California Crime Prevention Officers Association, International Crime Free Association and the National Association of Town Watch just to name a few.



Cpl. Mike Schneider talks to residents at a neighborhood block party during National Night Out (left). Below, Cpl. Joe Moore and Crime Prevention Specialist Darlene Kittredge are part of the department's Crime Prevention Unit. Kittredge poses with students after a "Stranger" presentation at a San Ramon preschool.





# CRIME FREE PROGRAMS

## Crime Free Multi-Housing

The San Ramon Police Department is entering its seventh year of participating in the Crime Free Multi-Housing Program. The program is not only about crime management and crime prevention; it's about quality of life for the residents of the apartment communities and surrounding neighborhoods. The success of this program is evident in the statistics used to evaluate the program. Since the program began, calls for service at participating apartment communities have dropped by 60 percent and arrests are down 65 percent. Simply put, this program works!

The **San Ramon Crime Free Multi-Housing Program** is designed to help residents, owners and managers of rental property keep drugs and other illegal activity off their property. The program is honest and direct. It is designed to be easy, yet very effective in reducing crime in rental properties. The program utilizes a unique three-part approach that ensures the crime prevention goal, while maintaining an approach that is very tenant friendly.

- **Phase I** involves an 8-hour seminar presented by the San Ramon Police Department's Crime Free Coordinator. Topics include: crime prevention, crime prevention through environmental design (C.P.T.E.D), active property management, the eviction process, combating illegal activity, drug awareness and gang awareness.
- **Phase II** is a security assessment of the rental property to certify that the minimum security requirements have been met.
- **Phase III** requires the rental community to host a tenant crime prevention meeting/party to promote Crime Free Multi-Housing.

There are seven apartment communities that are fully certified in all three phases of the program. Several others are in the final stages of certification. Currently, 17 of the 21 apartment communities in San Ramon participate in the program.

## Crime Free Business

The Crime Free Business Program is available to those businesses that request it. We can provide training to businesses on what to do in the event of robbery or other critical incident. We have training materials and videos to share with employees to educate them on best practices during a critical incident and how they may prevent them from occurring.

SRPD continues to offer Crime Prevention analysis to those businesses upon request. Three members of the San Ramon Police Department have been trained in Crime Prevention Through Environmental Design or CPTED by the National Institute of Crime Prevention.

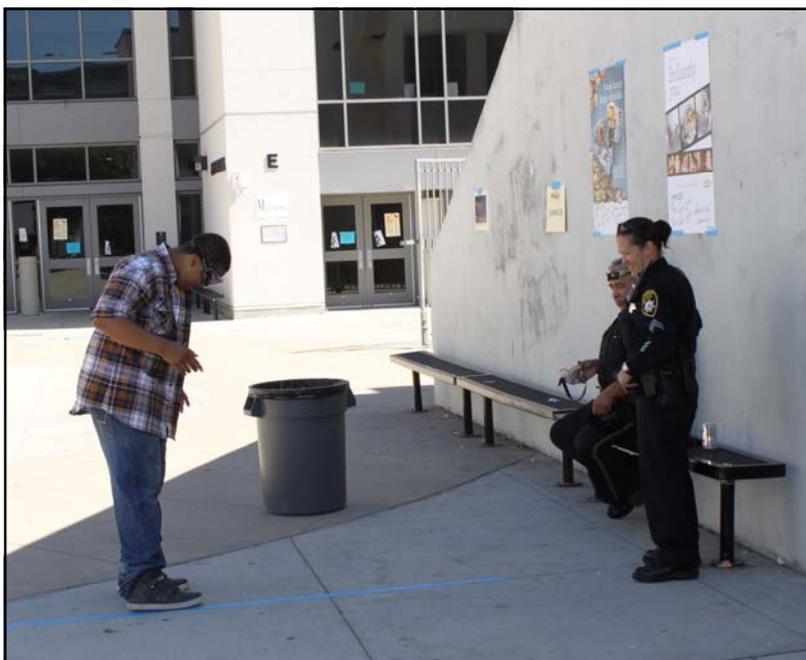
# SCHOOL RESOURCE OFFICERS

The San Ramon Police Department has three School Resource Officers: Cpl. Tami Williams is assigned to California High School, Officer Phil Gonzales is assigned to Dougherty Valley High School and Officer Mark Gunning is assigned to the four middle schools in San Ramon, which include Windemere, Gale Ranch, Pine Valley and Iron Horse middle schools.

School Resource Officers take an interactive approach with students at their schools. They not only investigate crimes on campus, but also participate in a variety of activities including the following:

- Act as a liaison between school administration and the Police Department.
- Perform classroom presentations concerning law enforcement as a career, child safety, traffic safety, drug prevention and alcohol prevention.
- Patrol campuses and surrounding neighborhoods.
- Presents the Character Counts program at the middle school level.
- Assists in the coordination and presentation of the Every 15 Minutes program at the high school level.
- Coordinate and implement Secure Campus/ Active Shooter drills.
- Work collaboratively with the Police Investigations Division and Juvenile County Probation Department.
- Coordinate, recruit and present the Youth Academy program and the Citizen's Police Academy program.
- Coordinate the Police Explorer program.
- Mentor youth who are interested in a law enforcement career.
- Provide police security at home football and basketball games, school dances and graduation ceremonies/ celebrations.

The School Resource Officers maintain an open and honest relationship with students, which promote a positive image of law enforcement. These officers often prevent incidents from arising on campus due to their presence and relationships with the community. Working closely with the schools, the youth and their families, the San Ramon Police Department not only strives to keep our children safe, but is also educating and encouraging students to make positive choices in their current lives and for their futures.



Cpl. Tami Williams and Officer Phil Gonzales, left, watch a student try to walk in a straight line while under the influence of "Drunk Goggles" during an "It Happens" Safe Driving Campaign for teens.

Above, Cpl. Williams talks with a California High School student while classmates try on the goggles.

## Highlights

In 2013, there were 130 cases assigned to the YRO:

- 33 felonies committed by juveniles
- 52 misdemeanors by juveniles
- 45 reported runaway juveniles
- Out of the 130 cases, 85 were criminal
- 27 juveniles were referred to the Juvenile Diversion Program
- 35 juveniles were referred to the Juvenile Probation Department or District Attorney
- 43 Assessments were conducted

The cases can be further broken down by the following crime categories:

Battery.....	15
Theft (Petty & Grand).....	18
Under the Influence.....	3
Weapon Offenses .....	0
Poss. Drugs/Alcohol.....	17
Sex Crimes-Juvenile Suspects .....	3
Vandalism .....	9



Youth Resource Officer  
Dave Williams

## Youth Resource Officer

The Youth Resource Officer (YRO) is the department's representative to the San Ramon Community and Youth Resource Program (CYRP) and is responsible for the Diversion Program. The CYRP is a collaboration of community partners committed to implementing prevention and intervention strategies for San Ramon youth and their families. This collaboration includes the police department, Parks and Community Services, the San Ramon Valley Unified School District and California State Youth Employment and Development. Essential partnerships with concerned residents, parents, community groups and commercial leaders are also integral to the network.

The Diversion Program serves as an alternative to filing a criminal complaint or referral to Juvenile Probation Department for first time juvenile offenders and can also be offered for traffic related offenses at the direction of the Municipal Court Magistrate. The program serves as an early intervention for at-risk youth, runaways and those in need of structured guidance. Early intervention, a multidisciplinary team approach and targeted enforcement are important features of the Youth Resource Program. The goal of the YRO is to interrupt the escalating cycle of at-risk behavior by focusing on productive alternatives and creating opportunities for positive involvement in the community.

Additional responsibilities of the Youth Resource Officer include:

- Investigate referred cases involving juvenile offenders.
- Write/serve warrants and court orders.
- Presents cases to the DA, County Counsel, Children & Family Services and Juvenile Probation.
- Investigate reports of Missing/Runaway juveniles and coordinate the investigation between involved jurisdictions and various government agencies.
- Organize/conduct operations related to tobacco and alcoholic beverage sales to juveniles/minors.

Community outreach to include:

- Presentations to community groups on crimes against children and proactive protection strategies.
- Consultations with parents and/or community members to share resources to help at-risk juveniles.
- Participate in the Student Attendance Review Board (SARB).
- Provide Department training related to juvenile crime.
- Maintain juvenile crime/arrest statistics.
- Attend city related youth events.

# CITIZEN'S ACADEMY

Each year, the San Ramon Police Department hosts the Citizen's Police Academy. The Citizen's Academy is an informative and exciting 13-week classroom series which gives an inside look at San Ramon Police operations and the life of a police officer. The purpose of this class is to promote a greater awareness and better understanding of local law enforcement's continuously changing role in the community.

Presented in a friendly and casual environment, the class covers a wide variety of subject areas including criminal law, crime investigations, use of force issues, narcotics and more. Attendees experience first-hand the dynamic and complex nature of law enforcement.

The Citizen's Academy creates stronger police-community relations. Community members benefit as they gain a better understanding of legal and personnel issues as well as departmental procedures. The Police Department benefits by learning specific problems and concerns from community members. Sessions are taught by experienced police officers who share their unique perspective on law enforcement. The course concludes with a graduation dinner, where students receive a certificate of completion.

The San Ramon Police Department is committed to the community and proactive problem-solving. This is apparent with the Citizen's Academy presentation and the partnership we build with our citizens. Together, we will continue to strive to provide the level of service expected in our great city.



Clockwise from top, the 2013 Citizen's Academy group graduation photo. At the range, department firearms instructors show academy members how to shoot rifles and handguns. Cpl. Hollis Tong teaches an academy class. Cpl. Paul Burke shows an academy member how to use a Taser.



# YOUTH ACADEMY

The Youth Academy is a two-week summer program offered by the San Ramon Police Department to young adults age 14 to 18. The program, which allows participants an exclusive look into law enforcement, is coordinated by the School Resource Officers.

Participants will meet with different members of the police department and be allowed to interact with them as they teach the inner workings of each division. Students will be encouraged to take an open and active part of each learning block that is offered to them.

The Youth Academy will strive to accomplish the following goals, but is not limited to:

- Have students understand and communicate with San Ramon Police employees.
- Develop a better understanding of law enforcement and the criminal justice system.
- Encourage students to share their academy experiences with their peers.
- Introduce the students to possible career opportunities in law enforcement and/or criminal justice.

Students will experience law enforcement subjects pertaining to Constitutional and legal guidelines, Patrol Operations, Juvenile Law, Use of Force, DUI Enforcement, Community Policing, Crime Scene Investigations, K-9 Patrol, Traffic Enforcement and Building Entry.

The Youth Academy offers students the opportunity to learn firsthand what society requires from them in order to mature into responsible, productive citizens. The Academy also offers students the knowledge and interaction with members of the Police Department in hopes of creating a lasting and productive partnership between the San Ramon Police Department and the City we serve.

Some academy graduates have gone on to become Police Explorers or Volunteers within the department.



# EXPLORERS

The San Ramon Police Explorer Program provides young men and women between the ages of 14 to 21 years old an opportunity to experience how a police department functions and to prepare for a challenging career in law enforcement. The program is part of the Boy Scouts of America education program.

Law Enforcement Exploring provides educational training programs for young adults on the purposes, mission and objectives of law enforcement. The program provides career orientation experiences, leadership opportunities and community service activities. The primary goals of the program are to help young adults choose a career path within law enforcement and to challenge them to become responsible citizens of their communities and the nation.



Explorers provide a valuable asset to the community by working at special events and performing any other duties required by the Police Department. In addition, Explorers are exposed to and learn correct information about the criminal justice system, which often is a topic of conversation among their peers.

Expectations instilled in Explorer members are high morals, an acceptable grade point average, good judgment and active community involvement. We are proud that several of our past Explorers have pursued a higher education and many have achieved law enforcement careers.

The Explorer program is coordinated by two advisors, Officer M. Gunning and Detective R. Ransom.

Explorer Advisor responsibilities include:

- Conduct monthly meetings
- Provide training at each meeting such as, building searches, vehicle stops, defensive tactics, officer safety, radio codes and operation, fingerprinting, firearms and written tests.
- Field training to include shooting range day, physical training, tour of Officer Memorial in Sacramento, paintball and ride alongs.
- Coordinate the Explorers at special events and office assistance.
- Maintain log and files on all Explorers (past and present) for hours, attendance, equipment issue and Charter Post Renewal with Boy Scouts of America.



Explorers Dylan and Tyler (above) conduct a mock building search during training. In addition to being educated for a career in law enforcement, Explorers perform a variety of non-enforcement duties to assist department staff such as greet citizens and answer phones at the front counter, conduct station tours, etc.

## A Closer Look

In 2013, the total number of Part 1 crimes in San Ramon declined by 9.14% over the previous year.

The table below reflects a 0.9% increase in the total number of Violent Crimes (forcible rape, robbery and assault and battery) and a 10.46% decrease in Property Crimes (burglary, larceny/theft and motor vehicle theft) over the previous year.

Part 1  
Crimes

-9.14%

Property  
Crimes

-10.46%

Larceny/  
Theft

-23.22%

## Uniform Crime Reporting

The Uniform Crime Reporting (or UCR) Program was developed in 1929 by the International Association of Chiefs of Police to meet the need for national uniform crime statistics.

More than 18,000 law enforcement agencies nationwide report crime data to the UCR Program. The goal is to generate a set of criminal statistics for use in law enforcement administration, operation and management.

Crimes are either classified as “Part I” or “Part II” offense categories. Part I offenses are violent crimes including murder, rape, robbery and aggravated assault and the property crimes of burglary, larceny and auto theft. Arson, is also a property crime, however data for arson is not included in property crime totals.

For more information on the UCR Program, visit the California Department of Justice’s web site at: [www.fbi.gov/about-us/cjis/ucr/ucr](http://www.fbi.gov/about-us/cjis/ucr/ucr).

The Crime Rate, or the number of offenses per 100,000 inhabitants, is a commonly requested crime statistic within the UCR program. The rate can be calculated regardless of a city or county’s population. Since San Ramon has less than 100,000 residents, we are using *1,000 residents* for these calculations (a common crime rate measure).

To compute the crime rate, divide the number of violent crimes by the population of the city (76,000) and multiply the result by 1,000. This gives you the number of crimes per 1,000 people. Therefore, the 2013 crime rate for San Ramon is 11.51 crimes per 1,000 residents, which is very low.

Uniform Crime Reporting Statistics

Part I Crime Totals	2009	2010	2011	2012	2013
<b>Murder</b>	0	0	0	0	0
<b>Forcible Rape</b>	2	6	1	3	0
<b>Robbery</b>	17	17	11	13	14
<b>Assault/Battery</b>	142	112	95	96	99
<b>Burglary</b>	156	215	166	147	171
<b>Larceny/Theft</b>	770	693	641	633	486
<b>Motor Vehicle Theft</b>	62	69	63	71	105
<b>Total Offenses</b>	1,149	1,112	977	963	875

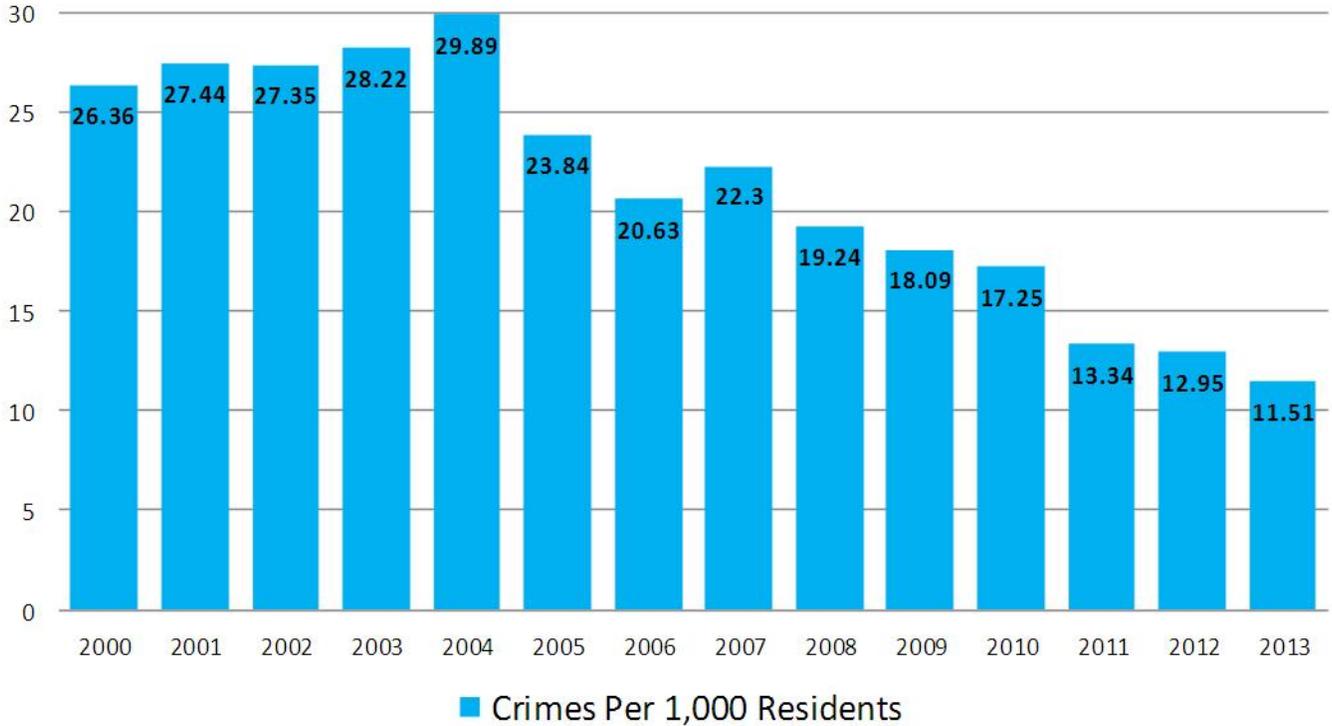
While San Ramon had significant drops in overall property crimes and larcenies, stolen vehicles and residential burglaries increased sharply.

Vehicle thefts hit an all time high with 25 in July 2013. An increase in patrols around vehicle theft “hot spots” as well as continued anti-theft education helped to cut stolen vehicles in the second half of the year.

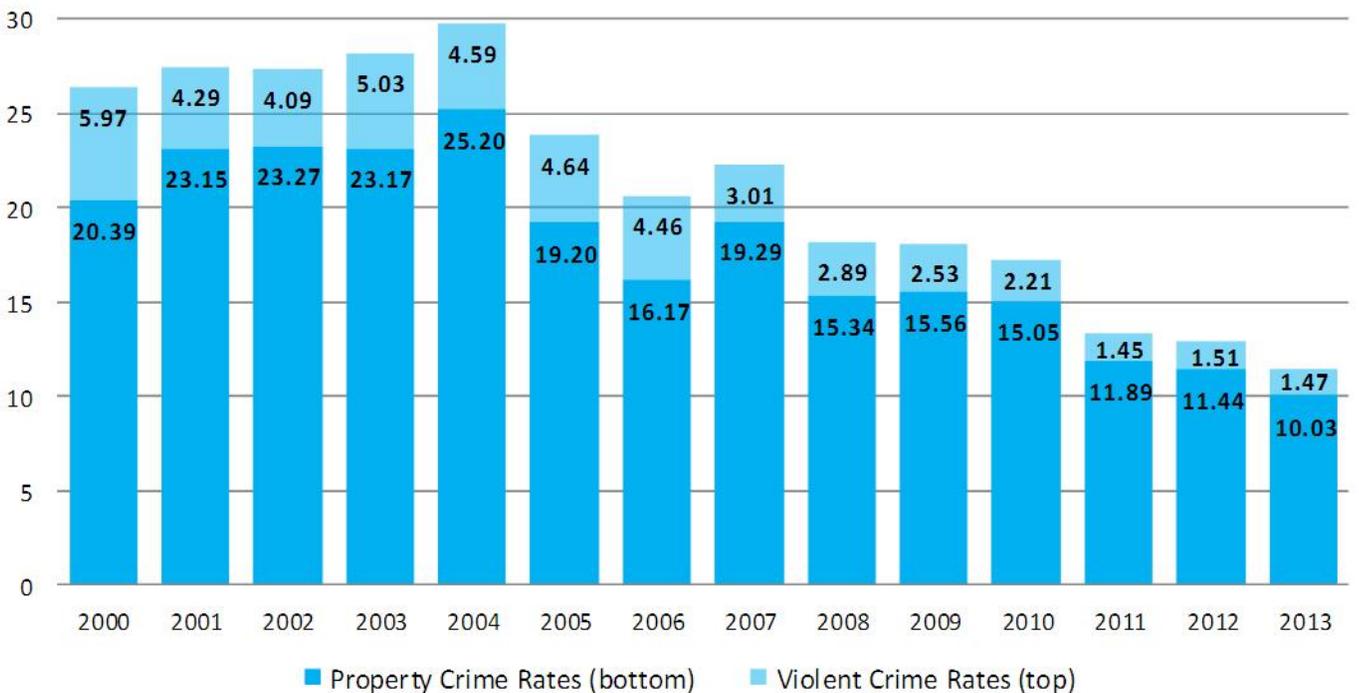
In 2014, the department is focused on addressing the growing number of residential burglaries in the city.

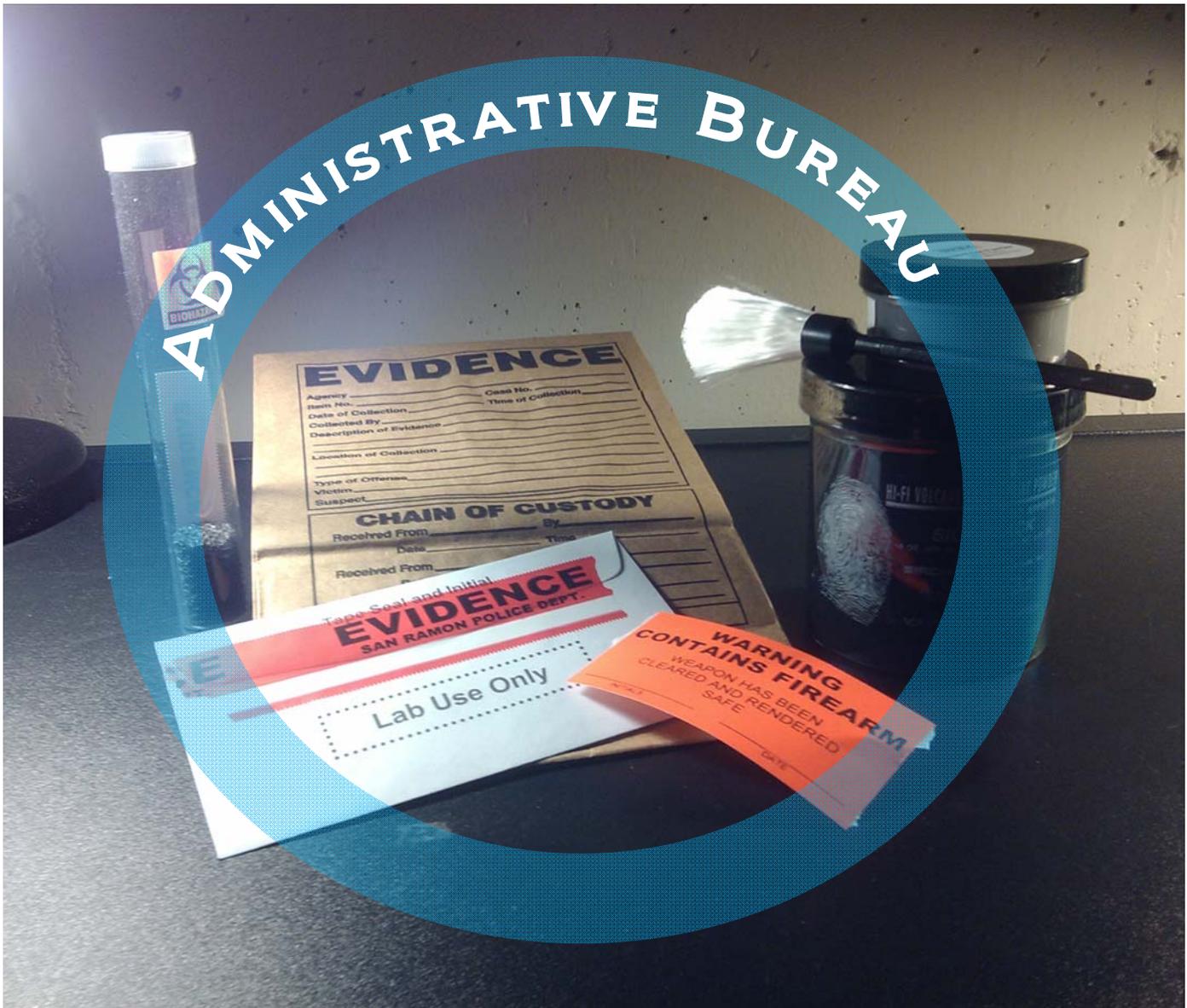
# CRIME STATISTICS

## PART 1 CRIMES



## PROPERTY CRIMES vs. VIOLENT CRIMES (Crimes per 1,000 Residents)





The mission of the Administration Bureau is to facilitate the operational support of the police department, foster the effective and efficient delivery of police services, and ensure that quality training and standards are maintained within the San Ramon Police Department.

The Administrative Division is comprised of several different functional areas including: Executive Support, Finance, Records, Property and Evidence, Personnel, Permits, Volunteers and Chaplains. They exercise financial accountability and locate new sources of funding to help fulfill the Department's mission. Members of the Administrative Division maintain all police reports and records; they keep the computers running and catalog and control all evidence in the San Ramon Police Department. Emergency Planning and Fleet Vehicles administration are two distinct areas of responsibility that complete the Administrative Division.

The Professional Standards Division provides the Department with the highest quality personnel, training, resources and standards to improve the delivery of police services. They train the Department's officers and support personnel. They monitor changes in laws and update the San Ramon Police Department Policies and Procedures to stay current with legal updates and best practices. Professional Standards conducts Internal Affairs investigations and reviews critical incidents involving department members.

# COMMAND STAFF — ADMINISTRATIVE



**LIEUTENANT MIKE BOEHRER**  
**ADMINISTRATIVE SERVICES DIVISION COMMANDER**

The Administration Services Division is under the command of Lieutenant Boehrer. The Division's mission is to support the operational needs of the police department. The Administration Services Division is comprised of four different functional areas: Finance, Executive Support, Records and Property/Evidence.



**LIEUTENANT DAN PRATT**  
**PROFESSIONAL STANDARDS DIVISION COMMANDER**

The Professional Standards Division is under the command of Lieutenant Dan Pratt. The San Ramon Police Department is committed to providing the highest quality police services to those who live, work and visit in the City of San Ramon. We work in collaboration with the community and strive to maintain the utmost level of public safety with the goal of maintaining the quality of life expected within the City of San Ramon. We provide our service with a commitment to cultivating the public trust by respecting individual rights and striving to be fair, just and responsive to the needs and feelings of our community. Division is responsible for investigating allegations of employee misconduct and compliance with Department policies and procedures.

# SUPPORT SERVICES DIVISION

The goal of the Administrative Support Services Division is to provide essential administrative support for the Command Staff, the department and the community. The division consists of two Administrative Coordinators and a part time employee. The Administrative Support Services Division continually strives to provide quality customer service to the department and the public.

## Executive Support

The Administrative Coordinator provides support to the Police Chief and the department's Command Staff. She prepares a variety of monthly statistical reports for the department, City Manager and City Council. She's a liaison to other government agencies including the California Department of Justice, FBI and DMV. She is also the point of contact for other City departments.

The Administrative Coordinator is responsible for special projects and assignments within the department. She monitors, answers and forwards citizen inquiries, complaints and commendations to the appropriate division. She works with the Administrative Lieutenant in the hiring, promotion and retirement process. She is also the liaison for multiple agency backgrounds checks.

The Administrative Coordinator also oversees access to the building, working with other departments and outside vendors to ensure the security of the department.



## Financial Support

The Financial Coordinator analyzes department overtime, equipment expenditures, purchasing requests and overall program costs. As the City continues to face economic challenges it's critical to evaluate budget reductions that would yield the smallest impact to core services and operations while allowing the department to provide the highest level of service.

To offset the economic burdens, the Financial Coordinator seeks local, state and federal grants for supplemental funding. The department continues to participate in the Bulletproof Vest Program, the Edward Byrne JAG grant, and also receives funding from the state in support of our Youth Resource Officer Program through the Supplemental Law Enforcement Services Funds (SLESF).

The Financial Coordinator also works closely with department stakeholders to ensure all purchasing requests are met utilizing the department's resources. In addition to managing the expenditures for the department, the Coordinator administers billing matters including restitution and services fees.



## Licensing and Permits

Under the direction of the Chief of Police, the Crime Prevention Specialist administers licenses and permits issued by the department. The Specialist maintains these records and processes each request. This ensures the citizens doing business in the City of San Ramon have met all the requirements set forth in our ordinances for compliance.



# PROFESSIONAL STANDARDS & TRAINING DIVISION



## Professional Standards

The San Ramon Police Department is committed to providing the highest quality police services to those who live, work and visit in the City of San Ramon. We work in collaboration with the community and strive to maintain the utmost level of public safety with the goal of maintaining the quality of life expected in San Ramon. We provide our service with a commitment to cultivating the public trust by respecting individual rights and striving to be fair, just and responsive to the needs and feelings of our community. The Professional Standards Division accomplishes this mission by:

**Training** - The Division provides and coordinates quality training in order to ensure the continuous improvement of employees. We ensure that the SRPD maintains compliance with state laws and accreditation standards.

**Policy Development and Maintenance** - The Division develops department wide policies to meet current best practices and legal guidelines, and trains department personnel on policy matters.

**Ensures fair and equal treatment of citizens and employees** - The Division is responsible for investigating allegations of employee misconduct and compliance with Department policies and procedures.

The Professional Standards Division is under the supervision of Lieutenant Dan Pratt. The Division consists of one Sergeant, Denton Carlson and one Training Coordinator, Kelly Jansen.

## Training

It is the policy of this department to administer a training program that will provide for the professional growth and continued development of our personnel. By doing so, the Department ensures that our personnel possess the knowledge and skills necessary to provide a professional level of service that meets the needs of San Ramon. The objectives of the Training Program are to:

- (a) Enhance the level of law enforcement service to the public.
- (b) Increase the technical expertise and overall effectiveness of our personnel.
- (c) Provide for continued professional development of department personnel.

Training of personnel includes in-house training, specialized outside training courses and Department sponsored Commission of Peace Officer Standards and Training (POST) certified training. The San Ramon Police Department’s annual training exceeds POST accreditation standards and is compliant with police agency best practices and state and federal law.

The San Ramon Police Department has the following POST certified Instructors:

Active Shooter/Simunition	7 Instructors
Chemical Agent	4 Instructors
Defensive Tactics	8 Instructors
Driver Awareness	6 Instructors
Firearms	12 Instructors
First Aid/CPR	2 Instructors
Field Training Officers	6 Instructors
Less Lethal	2 Instructors
Racial Profiling	1 Instructor
Tactical Communications	1 Instructor
Electronic Weapons	5 Instructors

In 2013, the San Ramon Police Department provided approximately 11,057 hours of training, both in-house and outside the agency. This included short, daily training sessions on department policies through scenario based training and its real world application.

## Policy

The San Ramon Police Department Policy Manual is updated every six months, at a minimum, to remain current on law and best practices. During 2013, the Policy Manual was updated twice, and personnel were kept abreast of these modifications.



# RECORDS DIVISION

Under the Administrative Bureau, the Records Division is responsible for all aspects of document control within the department. The unit is supervised by a Records Supervisor whose key role is to maintain the integrity of the San Ramon Police Department's records.

The Records Division is staffed by one Records Specialist, five full-time Police Records Technicians and three part-time Records Technicians. As the repository for all reported crimes, suspected crimes, traffic accidents, arrests, injuries, fatalities and all other incidents or events maintained within local and state automated record-keeping systems the division is responsible for controlling all documents within the department. The Records Unit is responsible for data entry of incident reports, arrests, citations, traffic collisions, towed vehicles, field contacts and warrants. This includes the maintenance, dissemination and security of all documents to include processing, storing, scanning, retrieving and releasing documents to appropriate government and law enforcement agencies, and the public.



The Records Division processed more than 8,800 traffic citations in 2013. This includes entering them into an electronic database and mailing them to Traffic Court.

The Records Division is also responsible for processing arrest warrants. Those duties include 24/7 "hit confirmation" for officers and other agencies, checking the status of warrants, sending warrant abstracts to arresting agencies, managing "due diligence" documentation, purging expired warrants and updating local, state and national databases. This information is crucial to the investigative, arrest and judicial process. The Records Division provides assistance and information to law enforcement seven days a week from 7 a.m. to 12:30 a.m. The on-duty sergeant covers records between 12:30 a.m. and 7 a.m.

Access to all records information is governed by local, state and federal laws. It is crucial to the unit that they remain up to date on all laws and rules governing the release of information. All full-time Records employees are required to complete a 40-hour POST Records Class where they are trained in the proper handling and release of sensitive criminal justice information.

Providing service and information to the public is a vital part of the Records Division. The public can request information and assistance from Records during business hours, Monday thru Friday from 8 a.m. to 6 p.m. During these hours the public can request reports, clearance letters, stored vehicle releases, fingerprinting services, counter reports and scheduling child safety seat inspections.



Records Technicians are trained to provide ink card (left) and Live Scan fingerprinting services to the public for criminal history background checks that may be required for employment, licensing, certification, adoptions or immigration clearances. At right, members of the Records Division answer calls from the public, work with officers and enter reports and information into local, state and national databases. In 2013, the Records Division completed data entry on more than 3,400 police reports.

## Evidence & Property Division

The Evidence and Property Technician is responsible for the proper collection, control, storage, safekeeping, release and disposal of all property and evidence, which comes under control of the San Ramon Police Department.

The department maintains a property and evidence storage room and an additional 400-square-foot storage facility. The Evidence Technician is responsible for maintaining the security and control of over 16,000 items of evidence and property.

The Evidence and Property Division is managed by a Police Services Technician, whose work involves frequent contact with the public, requiring them to have effective interpersonal and communications skills. The position also requires that the technician be able to work with minimum supervision. The technician must have the ability to communicate orally and in writing, be familiar with computer operations and maintain a positive working relationship with a variety of individuals and organizations.



The Evidence Technician's primary assignment is to accept, log, classify, store, dispense, destroy and release property and evidence to its rightful owner, for court presentation and/or for destruction and auction. The technician also acts as a liaison between the department and other state and local law enforcement agencies.

This unit has constant checks and balances including audits, inventories and random spot checks performed throughout the year to assure all policies are being followed. The technician must not only be familiar with the laws regarding evidence handling, but also safety regulations for hazardous items.

The technician is responsible for purchasing items and maintaining a budget for the division. The technician also trains officers and other technicians on policy and procedure updates for evidence collection and packaging. Due to frequent changes in the law, policies and procedures are updated in the evidence manual at least once a year.

Along with managing the Evidence and Property Division the Evidence Technician is also trained to respond and assist officers in the processing of a crime scene, from collecting/packaging evidence to dusting for fingerprints and taking photographs.

### JULY & DECEMBER 2013

On July 1, 2013, a man robbed the Bank of the West on Sunset Drive using a demand note. Evidence Technician Jessica Simonds responded to the scene and lifted a fingerprint from where the suspect opened the bank door.

Detectives reviewed security footage of a second robbery at the same bank five months later on Dec. 6, 2013 and the suspect in both robberies appeared to be the same person.

In December 2013, the Contra Costa County Crime Lab returned a fingerprint match to the suspect from the print lifted in July. Detectives traveled to Florida where the 35-year-old was in custody on five warrants and he confessed to the San Ramon robberies.

The FBI is now handling the case in Federal Court.



# EMERGENCY PREPAREDNESS

Did you feel them; those pesky little quakes from November 8-13? What went through your mind? What did you reach for? Who did you call? Do you remember the fire that burned from September 7-12? The flames whipped around Mt. Diablo and began to creep toward the San Ramon Valley. What would you do if you needed to evacuate? What would you grab in the house or in your business? What about your pet and their needs? Who would you call to give information on your safety?

The beauty of our location was created by the forces of nature. The hills were created by earthquakes. Yes, Mt. Diablo is the result of a thrust fault zone. Storms and floods moved the soils to create a valley that once sustained significant orchards, farms and ranches. Fires shaped the types of vegetation that line our hills.

In preparation for any hazard, especially the eventual significant quake on the Hayward Fault which forms our western hills or the Calaveras Fault that rests under Interstate 680, the City of San Ramon with partner agencies like the Town of Danville, the San Ramon Valley Fire Protection District, and the San Ramon Valley Unified School District, regularly provide training and resources to help individuals, families and businesses prepare for the next emergency.

Citizen and Business activities included:

- Seven Community Emergency Response Team (CERT) classes over the year that trained over 300 residents on response to an emergency.
- Supported a youth CERT program in collaboration with the Boy Scouts of America and integrated the trained youth in the emergency response program at California High School.
- Trained over 950 people to perform “hands only CPR.”
- Initiated programs to assist those with Access and Functional Needs who may require shelter following an emergency. The program includes managing the needs of autistic students following an emergency and the residents of the 27 residential care facilities in the City.
- Facilitated two communications drills with trained CERT neighborhood teams which enhanced communications between the citizens and the government response organization.
- Created and produced a video sponsored by federal funds to educate first responders and employees of residential care facilities.

City Staff activities included:

- Participated in a Bay Area wide exercise simulating a significant earthquake along the San Francisco Peninsula. It was an opportunity to practice evacuation and reception policies and procedures and joint response among many agencies.
- Conducted employee training in the Emergency Operations Center, which is where city operations will be coordinated during an emergency.

The City’s commitment to providing the finest emergency preparedness efforts continue with the support of the City Council, management, staff and most importantly you, the citizens of San Ramon. Preparedness begins with the measures the residents take at home, and as a team, affects how the residents and businesses can coordinate their response with the police, fire and other responders managing the critical events.

Take the time for preparing yourself, your family and your business to be ready when the next emergency occurs. Together as a team, we achieve more.



Emergency Preparedness  
Manager Ray Riordan

# FLEET SERVICES



Fleet Manager  
O.J. Plotner

The Police Department's fleet of approximately 63 vehicles includes patrol cars, traffic safety vehicles (cars/motorcycles/radar trailers), Investigation cars, Police Service Technician vehicles and Emergency Command units. Due to multiple work shifts and multiple drivers, some of these vehicles may travel up to 700 miles per week.

The ultimate goal and responsibility of Fleet Services is to provide our officers with safe and reliable vehicles to respond to emergencies and perform law enforcement duties. Fleet Services Coordinator O.J. Plotner, with over 30 years of fleet logistics experience ensures the vehicles are inspected, repaired and maintained according to a rigorous, preventive maintenance schedule designed around their severe duty use. He is also responsible for the purchase and emergency "up-fit" of the vehicles, license and titling, accident repairs, budgeting, special vehicle projects, driver assignments, used vehicle disposal and any other aspects of operating our emergency fleet.

Moving forward...

In 2013, Plotner spent hours researching and inspecting the many brands and models of equipment available for the new Dodge Charger police package cars. Engineering it all to work together in the smaller confines available for equipment in these cars was very challenging. However, the results netted a vehicle that is very officer friendly; should be easier to maintain and repair, and is visually impressive in all respects. After a couple of last minute changes and adjustments, the first four new Charger patrol cars hit the streets of San Ramon in March 2014 and five more will be coming this summer.



# CHAPLAINS

The San Ramon Police Chaplain Program was implemented in 1999. Chaplains provide spiritual, emotional and physical assistance to officers and San Ramon citizens in times of stress or during a traumatic event. The San Ramon Chaplains include clergy professionals who are available to furnish guidance, counseling and crisis intervention 24-hour a day. They come from various religious affiliations reflecting the diversity of the community. Chaplains assist with the critical task of helping police, employees and citizens cope with incidents involving suicides, homicides, fatal traffic accidents and the death of a child or family member.

Chaplains must be ordained or commissioned and are required to attend the Department's 13-week Citizen's Academy to join the program. Chaplains are eligible to join the International Conference of Police Chaplains (ICPC). Chaplains receive training in Critical Incident Stress Management at both the entry level and advanced level and are qualified to lead and participate in critical incident stress defusing and debriefings.

Chaplains are available to handle the personal needs of a victim or family member which frees officers on the scene of a traumatic event to complete their duties which includes gathering evidence, witness statements and report information. Since they are familiar with department policy and procedures, Chaplains are also able to clarify and explain the actions of the officers. The presence of a Chaplain provides a calming and comforting support to individuals affected by a traumatizing incident or when experiencing an unfortunate circumstance.

The Chaplain Program is administered by the Administrative Lieutenant and coordinated by the Chaplain Coordinator. There are seven active Chaplains who volunteer their time and service to the program. There is also a Chaplain Coordinator and two Volunteer facilitators participating in the Chaplain Program. Chaplain Program participants are afforded the opportunity of attending training and using department resources in return for their hours of volunteer service. In addition to providing support during a traumatic event, Chaplains assist with memorial services, weddings, emergency training and mock crime scenarios.

Chaplains are valuable members of the Police Department, providing guidance and support for both employees and the community.



Bill Hoffman, Gary Swenson and Pat Grady (L-R) are members of the department's Volunteer Chaplain program.

# VOLUNTEERS



The City of San Ramon is fortunate to have 39 citizen volunteers who tirelessly donate their valuable time to the San Ramon Police Department. Their selfless attitude enables the volunteers to not only give back to the community in which they reside; they also enable the Department to provide a level of service to their citizens that is second to none. Before being accepted as a police volunteer, each volunteer is required to attend the 13-week "Citizen's Academy." The academy gives each volunteer a basic understanding of police work and allows them to assist both the police department and their community.

Below are just a few examples of the things our volunteers accomplish every year:

- Assist the Records Department by answering the phones at the front counter, fingerprinting individuals and numerous other administrative tasks.
- Assisting our Detectives, School Resource and Youth Resource Officers.
- Collecting emergency contact information from local business owners. The information collected is entered into the Dispatch Center's computer system and allows us to contact a local business owner any time there is an emergency.
- Helping with special events, such as the Art & Wind Festival, Fourth of July Run, Primo's Run, Bah Humbug Run, National Night Out, Bicycle Rodeos, School Carnivals, Toy and Food Drives, Graduation Activities at California and Dougherty Valley high schools, Car Seat Events, Business Openings and Dedications, Teen Driving Events, Holiday Vigils, Sentinels of Freedom Bike Ride and the Emergency Preparedness Fair.
- Coordinating tours of the San Ramon Police Department for local Cub Scout, Brownies, Girl Scouts and other organizations.

Our Volunteers work closely with our Crime Prevention unit. They assist with the Neighborhood Watch program and local meetings, the "Parent Project," "Citizen Academy," "Youth Academy" and the "If I Were a Thief" program.

In 2013, the Volunteers worked a total of 2,670 hours. Special Recognition for 2013 goes to Martin Bradley for being selected as the San Ramon Police Department's Volunteer of the Year!

# Annual Survey Results

## July 2012 - June 2013

### Purpose and Scope:

The program is designed to assure that the San Ramon Police Department is providing the highest quality of service to everyone we contact. It is accompanied by continual interaction to solicit feedback from the community we serve.

### Quality Assurance Program Results:

Of the 564 surveys collected, 262 people (46%) responded that they were very satisfied; 297 people (50%) responded they were satisfied; and just 5 respondents (1%) of those surveyed reported being dissatisfied.



## Gathering Results

Supervisors within the San Ramon Police Department periodically initiated contact with citizens who had interactions with our employees. The contact was made by the supervisors no less than two times per month, per employee and was conducted on a random basis.

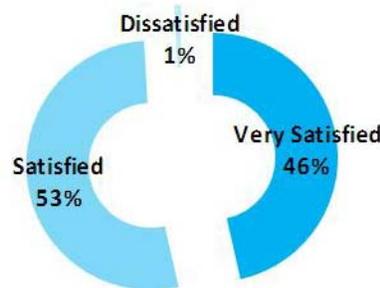
The contact serves the following purposes:

1. Allows supervisors to identify areas of improvement and specific topics or additional training
2. Identifies employees who regularly provide exemplary service
3. Establishes a benchmark/status report of the public's perception of the San Ramon Police Department

Throughout the fiscal year July 2012-June 2013, San Ramon Police Department supervisors completed 564 quality assurance surveys with random citizens who interacted with the San Ramon Police Department.

The questionnaire allowed respondents to rate their experience with each officer as: very satisfied, satisfied or dissatisfied. Citizens were also asked if anything could be done to improve the service of department employees and whether they had any additional comments.

## SAN RAMON QUALITY ASSURANCE



## What the community had to say:

- "Very friendly and professional."
- "(The officer) was fantastic. He got here right away. He dusted for fingerprints, I couldn't believe it. Another officer, a sergeant, came to help. They caught the people and somebody called to tell us."
- "He (the officer) was very patient and he was very kind."
- "Excellent as always."
- "The officer did a great job."
- "It was very informative. He was very personable and did a great job."

# ACCOMPLISHMENTS AND FUTURE OBJECTIVES



Each year, the police department sets goals for the following year. These goals are established in conjunction with the City Council, City Manager, City staff and San Ramon residents. At the end of each year, these objectives are reviewed to see what was accomplished and to set goals for the future. The lists below detail our accomplishments for 2012/2013 and our Goals/Major Action Plans for 2013/2014

## Significant Accomplishments

- Deployed a School Resource Officer to the City's middle schools.
- Implemented a Regional Swat Team in conjunction with the Walnut Creek and Martinez Police Departments.
- Deployed a new K-9 officer - Senna.
- Updated the department's less lethal weapons systems.
- Updated the department's in-car video system.

## Future Objectives

- Deploy new patrol cars
- Hire and deploy four newly approved officer positions
- Implement an interagency notification system between police, fire, the City of Danville and the San Ramon Valley Unified School District to enhance our ability to communicate during emergencies or localized incidents.
- Complete improvement to the Alternate Emergency Operations Center at the Dougherty Public Works Yard
- Update and initiate an Emergency Preparedness Strategic Plan that outlines priorities on trainings to conduct, plans to update and capital implement projects to implement.





# DEPARTMENT ROSTER

Jason Barnes  
Jacob Benjamson  
Mike Boehrer  
A.J. Biama  
Josie Bigger  
Bongo  
Steve Brinkley  
Chris Bruce  
Kelli Bryson  
Paul Burke  
Marisol Camarena  
Denton Carlson  
Pat Cerruti  
John Cranford  
Jon Danielson  
Manny Del Rio  
Bill Doherty  
Marty Echelmeier  
Chelsea Edwards  
Kevin Ellis  
Steve Fajardo  
John Gardenier  
Mary Gentry  
Cary Goldberg  
Michelle Goldberg  
Phil Gonzales  
Rick Gonzalez

Joe Gorton  
John Goyich  
Mike Green  
Mark Gunning  
Jeff Hahn  
Robert Hartman  
Clauvette Hartway  
Hector  
Craig Heuerman  
Kelly Jansen  
Nathan Jones  
Jeff Kim  
Darlene Kittredge  
Tom LaRocque  
Jim Mahoney  
Matt Malone  
Abe Medina  
Al Molien  
Jennifer Montemayor  
Troy Montemayor  
Joe Moore  
Eric Navarro  
Mike O'Day  
Michael Pistello  
Rich Persson  
O.J. Plotner  
Valerie Powell

Dan Pratt  
Robert Ransom  
Terrence Reeder  
Cliff Rider  
Ray Riordan  
Randal Ritter  
Dave Roach  
Marty Ryan  
Theresa Sanchez  
Todd Santiago  
Michael Schneider  
Dave Schulz  
Senna  
Jessica Simonds  
Robert Steaveson  
Jonathan Stephens  
Craig Stevens  
Hollis Tong  
Jennifer Vasquez  
Eric Webb  
Rachel Wentz  
Dave White  
Dave Williams  
Tami Williams  
Sophia Wrangham

**“Coming together is a beginning. Keeping together is progress.  
Working together is success.” — Henry Ford**

# PERFORMANCE AWARDS



**Supervisor of the Year  
Sgt. Cary Goldberg**



**Officer of the Year  
Jim Mahoney**



**Employee of the Year  
Manny Del Rio**



**Volunteer of the Year  
Martin Bradley**

# OUT AND ABOUT





# 10-10 INTO RETIREMENT



## Chief Scott Holder

After 28 years in law enforcement, San Ramon Police Chief Scott Holder retired on Nov. 8, 2013. Hired as San Ramon's first Chief, he oversaw the department's transition from a Contra Costa County Sheriff's Office contract city to an independent police department — in just 11 months.



## Lieutenant Liz Gresham

Lt. Liz Gresham retired on Aug. 15, 2013 after 26 years in law enforcement. She joined San Ramon in 2006 as the Administrative Services Lieutenant, working on the transition team to create an independent agency. She also worked as the Commander of the Crisis Negotiation Team, Assistant Honor Guard Team Leader, Honor Guard Team Leader and the Tactical Communications Instructor.



## Officer Dave Heinbaugh

Police Officer David Heinbaugh retired in July 2013 after 23 years in law enforcement. He came to San Ramon as a Contra Costa Sheriff's deputy in 1995 and became a traffic officer in 1996. Over his career he wrote more than 500 DUI Investigations; over 1,500 Traffic Accident Investigations; over 400 Hit and Run Investigations; over 140 Major Injury/Fatal Traffic Accident Investigations; and over 50 Auto vs Pedestrian Accident Investigations.



## Dar

Dar, a German Shepherd who spent 10-years patrolling San Ramon with Officer Marty Echelmeier, retired March 4, 2013. Dar had 127 deployments resulting in felony arrests; 40 resulting in the arrest of wanted subjects; 7 resulting in either arrests or article locations resulting in murder convictions and 176 resulting in narcotic finds, the largest was 55-pounds of methamphetamine buried 5-feet underground.



The San Ramon Police Department would like to dedicate the 2013 Annual Report to  
**Chief Scott Holder.**

Chief Holder retired in November 2013 after 28 years in law enforcement, including 19 years in San Ramon. He was hired as San Ramon's first Police Chief, overseeing the department's transition from a Contra Costa County Sheriff's Office contract city to an independent police department.

When the department formed, San Ramon's Part 1 Crimes (which include assaults, robberies and larcenies) had reached an all-time high. Those crimes fell nearly 34 percent during Holder's tenure.

He was appointed as Contract Police Chief in April 2005 and hired as Police Chief in August 2006 after the City Council elected to create an independent police department. He created a five-person team, which facilitated the department's transition – a task that included recruiting and hiring 62 police employees, developing policies and procedures, strategic planning, training and evaluation, budget development, IT systems coordination and organizational structure.

Holder began his career with the Santa Barbara County Sheriff's Department in 1985 and transferred to the Contra Costa County Sheriff's Department in 1987. In 19 years, he served in San Ramon as a police officer, Sergeant, Detective Sergeant, Assistant to the Police Chief, Lieutenant and Contract Police Chief, prior to his permanent appointment as the City Police Chief.





City of San Ramon web site:  
[www.sanramon.ca.gov](http://www.sanramon.ca.gov)

San Ramon Police Department:  
[www.sanramon.ca.gov/police](http://www.sanramon.ca.gov/police)

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Use any mobile QR code reader to learn more about connecting with the City of San Ramon.

## SAN RAMON POLICE DEPARTMENT 2401 CROW CANYON RD, SAN RAMON, CALIFORNIA

### PUBLIC HOURS

Hours: Monday - Friday: 8 a.m. to 6 p.m.  
Address: 2401 Crow Canyon Road  
San Ramon, CA 94583

Web site: [www.sanramon.ca.gov/police](http://www.sanramon.ca.gov/police)

E-Mail: [police@sanramon.ca.gov](mailto:police@sanramon.ca.gov)  
(Non-emergencies only)

### IMPORTANT PHONE NUMBERS

Emergency:	911
Non-Emergency Dispatch:	925.973.2779
Business Office:	925.973.2700
Police Records:	925.973.2770
Fax:	925.838.2925

### ONLINE SERVICES

#### Online Citizen Police Reporting

<http://www.sanramon.ca.gov/police/onlinerpt.html>

#### OffenderWatch®

[http://www.sheriffalerts.com/cap\\_main.php?office=54318](http://www.sheriffalerts.com/cap_main.php?office=54318)

#### Crime Mapping

<http://www.sanramon.ca.gov/police/crimereportsfaq.html>

#### Pay your Traffic Ticket (Non-parking)

<https://www.paybill.com/contracostacourts/>

#### Pay your Parking Ticket

<https://www.remit-online.com/3.0/start.aspx?id=925022>

*The 2013 Annual Report was created in-house at the San Ramon Police Department.*

*A very special thanks to all those who contributed to this publication.*