



**2014
ANNUAL REPORT**



SAN RAMON POLICE DEPARTMENT ADMINISTRATION

**CHIEF OF POLICE
JOE GORTON**

**CAPTAIN
DAN PRATT**

**LIEUTENANT TOM LAROCQUE
INVESTIGATION DIVISION COMMANDER**

**LIEUTENANT CRAIG STEVENS
PROFESSIONAL STANDARDS DIVISION COMMANDER**

**LIEUTENANT MIKE BOEHRER
ADMINISTRATIVE SERVICES DIVISION COMMANDER**

**LIEUTENANT DENTON CARLSON
PATROL DIVISION COMMANDER (WEEKDAY)**

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

CITY GOVERNMENT

MAYOR BILL CLARKSON

VICE MAYOR HARRY SACHS

COUNCILMEMBER DAVID E. HUDSON

COUNCILMEMBER PHILIP G. O'LOANE

COUNCILMEMBER SCOTT PERKINS

CITY MANAGER GREG ROGERS

MESSAGE FROM THE CHIEF

I am proud to present the San Ramon Police Department's Annual Report for 2014. We had many achievements this past year to include completing my first year as the Police Chief for this fine city. Through hard work and the selfless dedication of our officers and civilian staff, the community has once again seen a drop in Part I crimes. With a 4% overall reduction in Part 1 crimes, San Ramon continues to be one of the safest cities in the state and, in fact, the nation. However, we cannot become complacent as property crimes continue to trend upward. We must be ever vigilant in our efforts to reduce violent crime, including domestic violence. Our efforts to keep our streets safe from drunk drivers has also been highly successful in 2014 through targeted enforcement, yielding a significant increase in DUI arrests.



There are many challenges we will address head on in the coming year. We continue to combat negative fallout from the AB109-Realignment, which released thousands of California prisoners. We must also evaluate and respond to consequences following the passage of Proposition 47, which reduced most drug and property crimes to misdemeanors. Proposition 47 has the potential to drive crime rates up and impact the quality of life for our residents. I believe it takes the whole community to address crime. We are proud to collaborate with other community stakeholders such as our schools, service and faith-based organizations, and residents to ensure we all do our part to preserve a safe, robust and thriving environment. We must continue to protect the quality of life for our residents and visitors through strong community policing programs.

The Department saw many firsts in 2014, from new recruits to improved technology, patrol vehicles and equipment. For the first time in its history, the San Ramon Police Department put recruits through the police academy. Previously, we relied on hiring experienced, lateral officers to fill the ranks. With the growth of the department, three entry level officers were given the opportunity to start their careers with San Ramon. These officers were the top candidates selected after a vigorous background and interview process and they attended a full-time, six-month police academy. I'm confident that they will deliver many years of honorable service to our citizens. This year, the department was also able to augment the Computer Crimes unit with a civilian investigator and upgrade our crime fighting technology. Technology is involved, in one way or another, with almost every crime we encounter, so this position and upgrade is a welcome addition to our crime-fighting tool bag. This last year also brought us the transition to new Dodge Charger patrol cars after the Ford Crown Victoria was discontinued. These cars have been completely redesigned with new and improved safety features and technology.

Planning for the future, we will be analyzing the impact of the city's increasing population and future development of the City Center commercial project, which is expected to increase retail development and housing. It's important to maintain service levels during periods of growth and to anticipate the service needs of the community in the years to come. With the national attention received elsewhere regarding strained relationships between the police and the public, it is also crucial to maintain, strengthen and continue building new relationships with the public we serve. The San Ramon Police Department's motto: "**Community, Commitment, Service**" are not just hollow words and empty promises, but the mantra by which we live our professional lives. Our staff is committed to reducing crime and doing our part in ensuring a safe and prosperous community.

In Your Service,

Joe Gorton ■ Chief of Police

MISSION, VISION AND VALUES



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:

- The **Citizens' 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.

TABLE OF CONTENTS

I	Message from the Chief	13	Investigations
II	Mission, Vision and Value Statements	25	Crime Prevention
III	The Community	31	Crime Statistics
IV	Table of Contents	33	Administrative Bureau
01	Department Overview	46	Department Roster
02	Budget Breakdown	47	Quality Assurance Program
03	Department Staffing	48	Thank You
04	Organization Chart	49	Exceptional Performance Awards
05	Operations Bureau	50	Retirements
07	Patrol Division	51	Dedication of Annual Report



DEPARTMENT OVERVIEW

The San Ramon Police Department employs 62 sworn officers who serve a community of more than 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 56 civilian volunteers who continue to help our organization deliver the highest caliber of police service possible. The volunteers include 40 Citizen 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.

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**.



L-R, Captain Dan Pratt, Lt. Denton Carlson, Reserve Offc. Karl Baculik, Ofc. Jared Pereira, Ofc. Lacy Pelayo, Ofc. Seaton Fajeau, Records Technicians Marisol Camarena and Dave Schulz, Police Services Technician Demetri Tyrovolas and Chief Joe Gorton at a swearing-in ceremony in May.

Visit the San Ramon Police Department's web site at www.sanramon.ca.gov/police,

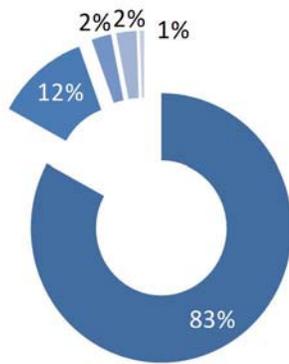


or scan the code above with any mobile QR code reader to learn more about the police department .

Expenditure Summary by Category

	FY 13/14	FY 14/15
Personnel Services	\$13,940,510	\$14,788,262
Contract Services	\$1,907,508	\$2,056,983
Materials and Supplies	\$432,730	\$437,512
Other Costs	\$415,038	\$449,622
Capital Purchases	\$68,748	\$96,748
Total Expenditures	\$16,764,534	\$17,829,127

Budget Breakdown



- Personnel Services
\$14,788,262
- Contract Services
\$2,056,983
- Materials and
Supplies \$437,512
- Other Costs
\$449,622
- Capital Purchases
\$96,748

Program Summary

Description	Program Expenditures	Program Revenue	Net Program Cost
Administration	\$4,963,659	\$147,500	\$4,816,159
Animal Control	\$404,378		\$404,378
Crossing Guards	\$109,205		\$109,205
Crime Prevention	\$139,679		\$139,679
Emergency Preparedness	\$381,556		\$381,556
Investigations	\$1,794,748		\$1,794,748
Patrol	\$7,829,292	\$396,306	\$7,432,986
Traffic Safety	\$1,080,753		\$1,080,753
Volunteer Services	\$5,800		\$5,800
Youth Services	\$989,047	\$101,000	\$888,047
Fleet	\$131,010		\$131,010
Total Expenditures	\$17,829,127	\$644,806	\$17,184,321

2014-2015 Budget

The Police Department operates on 28.0% of the City's \$44.4 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 \$14,788,262 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 \$2,056,983 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 \$437,512. This includes funds for vehicle repair, fuel, safety communication, computer functions and equipment, needed to operate the department.

Other Costs:

This \$449,622 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 \$96,748 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 — Captain Dan Pratt

Administrative Analyst-Civilian — Vacant

Emergency Preparedness Manager-Civilian — Vacant

OPERATIONS BUREAU

Lieutenant Tom LaRocque — Investigations Division Commander

Lieutenant Denton Carlson — 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 — 5

Traffic Division

Sergeant — 1

Corporal — 1

Motor Officers — 3

Investigations Division

Sergeant — 1

Corporals — 2

Detectives — 4

Youth Service/Community Resource

Sergeant — 1

School Resource Corporal — 1

School Resource Officers — 2

Community Resource Officer — 1

Youth Resource Officer — 1

Crime Prevention Specialist-Civilian — 1

Explorers — 8

ADMINISTRATIVE BUREAU

Lieutenant Mike Boehrer — Administrative Services Division Commander

Lieutenant Craig Stevens — 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 — 8

Property and Evidence Technician-Civilian — 1

Professional Standards and Training

Sergeant — 1

Training Coordinator — 1

Fleet Coordinator — 1

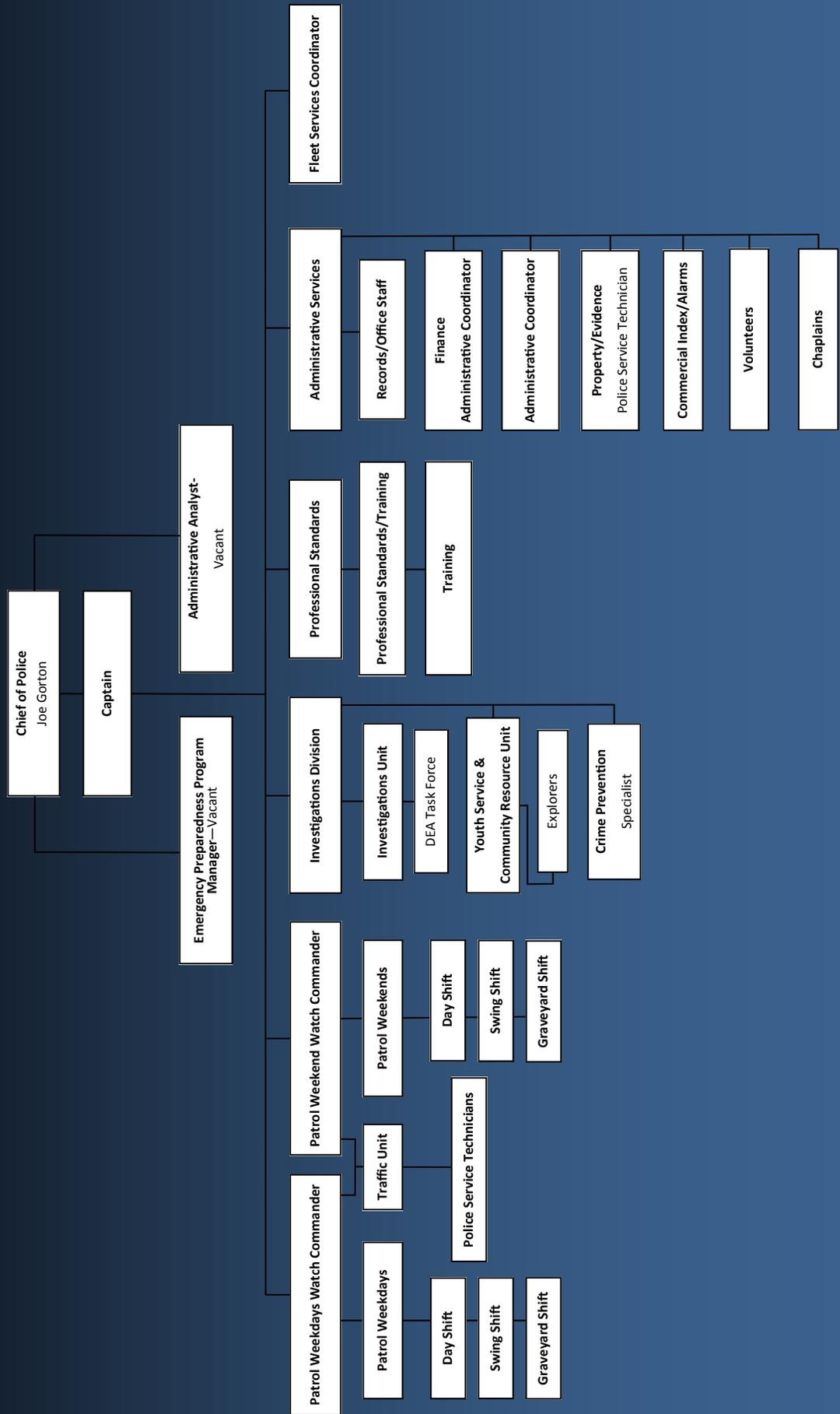
Volunteers

Chaplain Volunteers — 7

Civilian Volunteers — 40

DEPARTMENT ORGANIZATION

City of San Ramon
Police Services
Fiscal Year 2014-15



OPERATIONS BUREAU



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 Patrol Division, Traffic Division and Investigations Division. Specialized units within these divisions include the K-9 Unit, SWAT, Honor Guard and the Youth Service/Community Resource Team

These three divisions make up the largest portion of the police department with a total of **57** sworn and 5 non-sworn employees. There are 8 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 Citizens’ Academy and the Youth Academy.



LIEUTENANT DENTON CARLSON
PATROL DIVISION COMMANDER (WEEKDAY)

The weekday Watch Commander is under the command of Lieutenant Carlson. 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

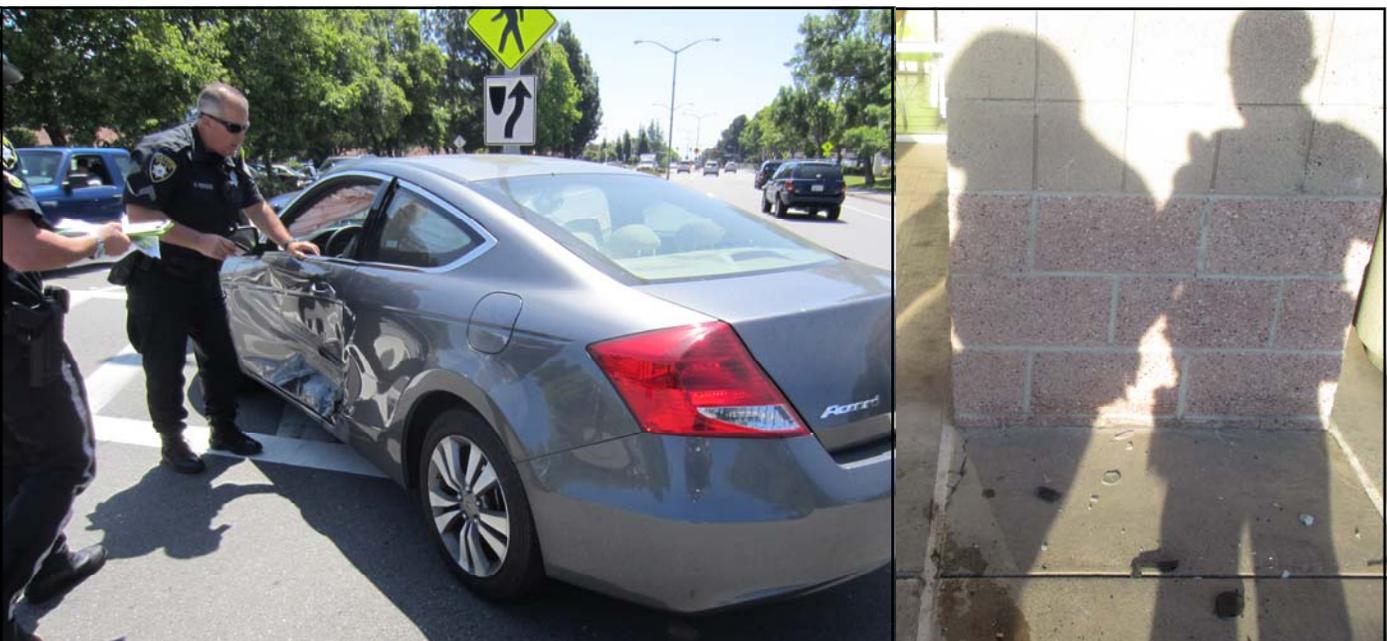
The Patrol Division is the largest division within the San Ramon Police Department. The division is comprised of uniformed patrol staff, the Traffic Unit and the K-9 Unit. It consists of five different Patrol teams and the Traffic Unit; each staffed with a Sergeant, Corporal and four to five officers. 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 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.

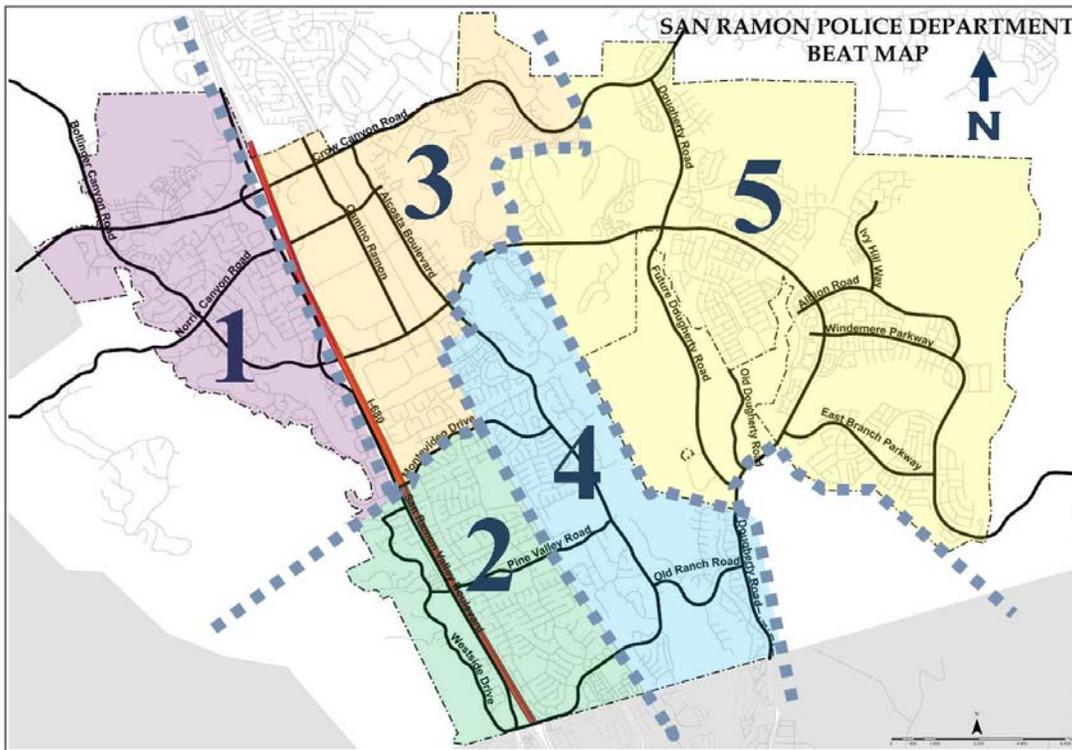
The Patrol Division is responsible for the "My Beat, My School" program. This program was instituted in 2007 and has been very successful since its inception. As part of the program, each school within the City has a police officer assigned to it. The officer maintains high visibility in and around his or her assigned school. The officers become familiar with the school staff and administrators. Officers provide a safe environment in and around school and have the ability to focus on any problems or issues that may arise on campus. Since the beginning of our Police Department, children and schools have been one of our primary priorities. 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.

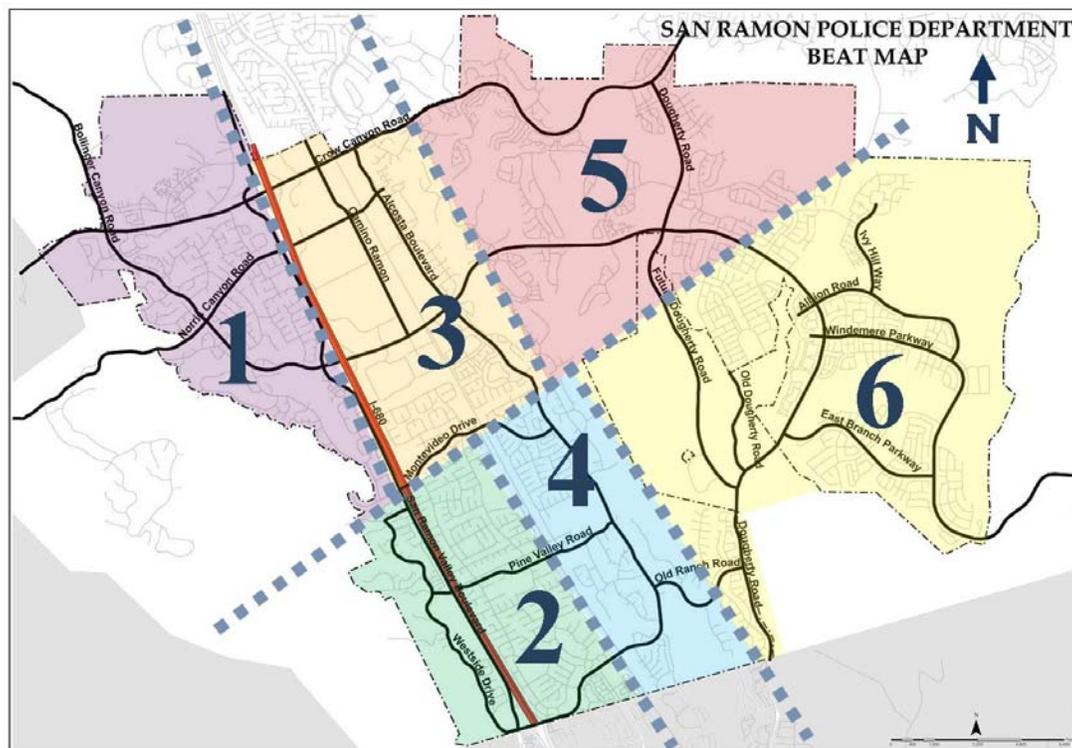
Other components of the Patrol Division include the Honor Guard and the Police Service Technicians. The Patrol Division works closely in partnership with other SRPD units, governmental agencies and community organizations to solve crime problems at the neighborhood level.



BEAT MAPS



San Ramon police officers currently patrol beats 1-5, shown in the map above. A proposed sixth beat, shown below, is being developed for implementation in March 2015.



PATROL DIVISION

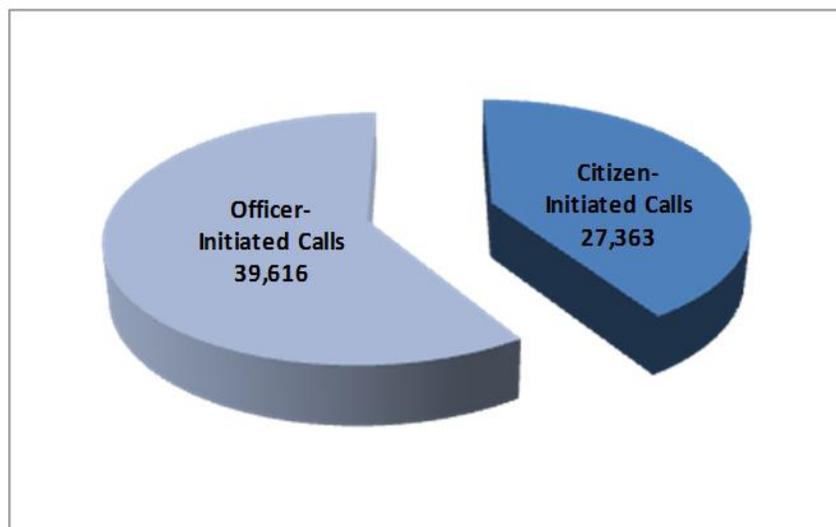
In 2014, the Patrol Division was responsible for handling 66,979 calls for service. Patrol officers are the first line of defense in a threat to public safety. These highly trained men and women place themselves at risk every day to protect the community whether responding to an accident, pursuing a 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	2014
Calls for Service	62,194	53,622	57,258	55,161	58,513	58,228	66,979
Officer Initiated	37,612	29,178	33,870	33,626	37,900	36,597	39,616
Arrests	661	500	574	470	440	525	637
Reports Written	4,365	3,870	3,979	3,453	3,460	3,482	3,530
Alarm Responses	2,482	2,857	2,582	2,492	2,645	2,749	2,860

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 2014, we had 39,616 officer-initiated calls.



2014 DUI Statistics

San Ramon officers made 230 DUI arrests in 2014 — nearly a 113% increase in arrests from last year.

113%



DUI
ARRESTS

90%



DUI
ACCIDENTS

40 DUI arrestees were involved in a collision in 2014, versus 21 last year.

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

Approximately, 38% 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 18 DUI arrests per month; with September having the highest number of DUI cases with 29 arrests.

Total DUI Arrests: 230
Under Age 21: 9
Above 0.16 BAC: 87
Involved in Accident: 40

DUI Enforcement

The San Ramon Police Department places a high priority on DUI enforcement. Every day, nearly 30 people die in alcohol related crashes across the U.S. In 2012, more than 10,300 people died nationwide in drunk driving crashes - that’s one every 51 minutes, according to the National Highway Traffic Safety Administration. Car crashes are the leading cause of death for teens and about a quarter involve an underage driver. NHTSA says the crime of driving under the influence of alcohol/ drugs cost the state of California \$26.6 million in 2010.

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.

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.

Two officers have attended traffic accident investigation courses, making them highly specialized “Traffic Accident Reconstructionists.” The Traffic Division’s motto is, “*Safety Through Enforcement.*”

The officers patrol on BMW R1200 RT-P motorcycles, the most state of the art police motorcycle available. Riding a motorcycle allows these officers the ability to maneuver through traffic and enforce 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.

The Traffic Division also continues 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 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 Happens” at Dougherty Valley High School and “Every 15 Minutes” at California High School.

The “It Happens” 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. The events teach students the responsibility of making mature decisions and serve as powerful reminders of the dangers of driving under the influence.

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.

2014 Statistical Summary

Officers wrote 5,803 citations for moving violations, 790 non-moving violations, 444 courtesy warnings and 1,079 parking violation tickets for a total of 8,116 citations issued.



Officers and Police Services Technicians tagged 418 abandoned vehicles and towed 61 abandoned vehicles. In addition, 215 oversized vehicles were tagged and 11 were issued citations.



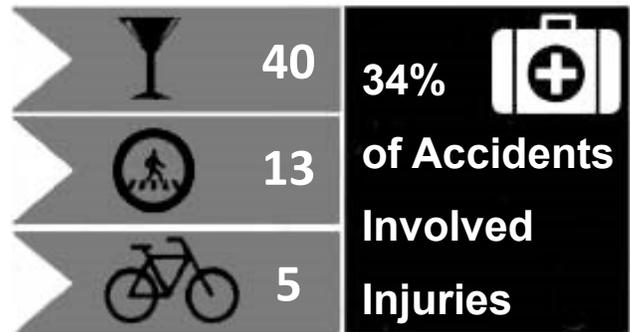
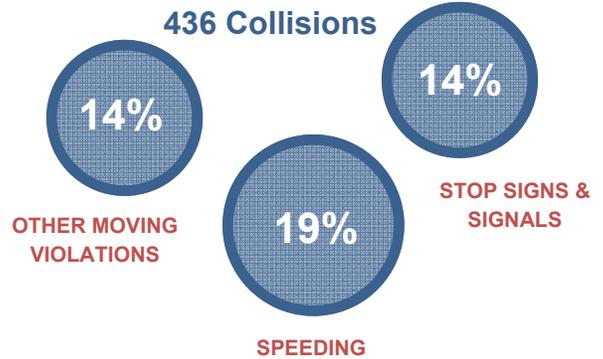
Citations written for seatbelt violations dropped 56% in 2014 while drivers license violations went down 5%.



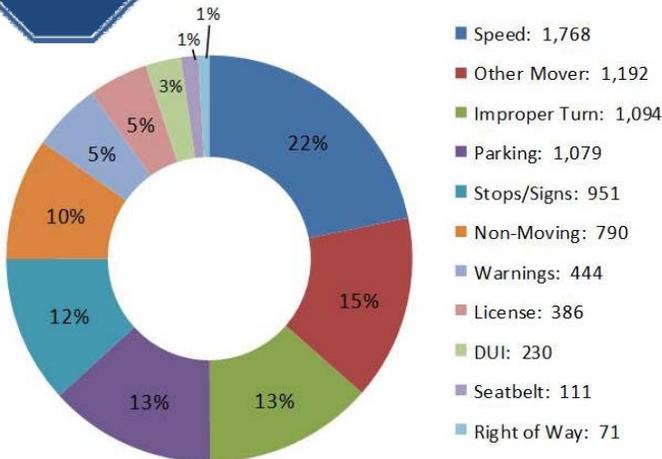
Accidents



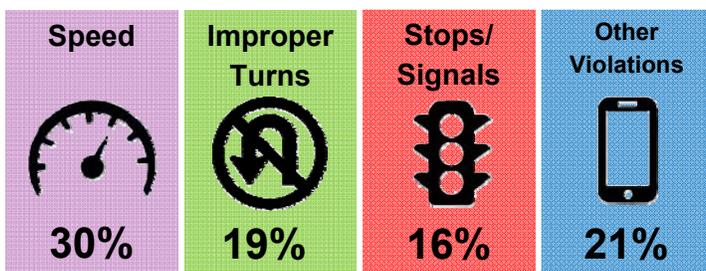
PRIMARY COLLISION FACTORS



8,116 Citations & Warnings



Most Frequent Moving Violations



	2010	2011	2012	2013	2014
Total Citations Issued	12,014	10,755	9,842	8,867	8,116
Moving Citations (excluding speed)	5,349	5,009	5,206	4,360	4,035
Speed Citations	2,516	2,042	1,599	1,917	1,768
Non-Moving & Parking Citations	3,203	2,774	2,271	1,976	1,869
Warning Citations	946	930	766	614	444
DUI Arrests	203	166	135	108	230
DUI Accidents	43	36	37	21	40
Accident Reports	453	420	433	468*	436
Fatal/Injury Accidents	89	110	102	142	152
Fatal	0	2	1	0	2
Injuries	89	108	101	142	150
Vehicle vs. Pedestrian	9	8	10	5	13
Vehicle vs. Bicycle	10	18	9	10	5

*Revised data from 2013 Annual Report

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	2012	2013	2014
Cases followed up on by Detectives	1,314	1,121	1,184
Felony Investigations	794	694	620
Misdemeanor Investigations	430	361	492
Missing Adult/Juvenile	53	66	70
Search Warrants	42	19	32
Parole/Probation Searches	18	4	7
Value of Recovered Property	\$432,303	\$536,361	\$485,583

*Revised data as of 01/15/15

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.

Some notable cases in 2014 include:

- Detectives, along with Patrol and Search and Rescue personnel, worked diligently to find a missing 77-year-old female. She was found in relatively good health 2.5 days later in a dry creek bed.
- Detectives identified and arrested 2 subjects who were using the identities of others to finance an extravagant lifestyle. Case resulted in the seizure of property and cash valued in the tens of thousands, believed to be illegally obtained. Numerous felony charges were filed against both suspects.
- An investigation of a local youth pastor who was molesting an underage female. The pastor was arrested and held to answer on numerous felony charges.
- Detectives, along with Patrol, responded to an interrupted residential burglary. Two suspects were arrested initially and the subsequent investigation identified a third suspect who was later arrested. All three suspects were held to answer on felony burglary charges and all property was recovered.
- Detectives, along with Patrol, investigated a string of drug dealer robberies. Multiple search warrants were served and a total of 4 subjects were arrested and held to answer on multiple felony charges.
- A local wrestling coach was accused of sexual misconduct with underage victims. The investigation revealed a series of assaults against several victims. The suspect was held to answer on multiple felony charges.

Emergency Response

An “emergency response” is the use of lights and sirens to effectuate a rapid and timely response to life threatening situations.

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
2014	2,205
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 2014:
 Commercial Locations: 122
 Residential Homes: 127

Violation Fines Issued by the City in 2014: \$7,575

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, officers are 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 Department maintains a goal of arriving within 5 minutes of any emergency call.

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 March 2015.

False Alarms

In 2014, San Ramon Police received a total of 2,205 false alarm calls, which increased by about 142 calls over last year. Of these calls, 574 were attributed to commercial businesses, 426 at schools and public facilities and 1,205 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.

K-9 UNIT

San Ramon Police's K-9 Unit continued into its 14th year in operation. The K-9 units each receive 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 while on patrol. The dogs must obey their handlers without hesitation and be able to work under the most trying and adverse conditions. The teams train for the real life applications of tracking, building searches, area searches, obedience, suspect apprehensions and anything else a patrol K-9 might encounter. The scenarios are constantly changing and evolving so that both dog and handler do not become complacent.

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 the 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 enter small areas that officers would not be able to access. They are also useful in high-risk situations such as foot chases where the K-9s' speed and tracking ability become very handy.

Although the canines are well trained when selected by the department, 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 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 an 8-year-old male German Shepherd from the Netherlands. Bongo was born, raised and trained at the Raad Van Beheer kennel club in Amsterdam. Bongo's commands are in Dutch and prior to coming to the United States, he 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 Molien and Hector (left)

Officer Al Molien and his K-9 Hector became a team in June 2012. Hector, a 5-year-old German Shepherd, was born Oct. 28, 2010 in Burbach, Germany. 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 5-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 March 2013).

CENTRAL COUNTY SWAT TEAM

The Central County SWAT Team, comprised of members from the San Ramon, Walnut Creek and Martinez police departments, formed in January 2013.

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. Walnut Creek Police Lt. Bryan Hill serves as the Central County SWAT Team Commander and San Ramon Police Lt. Denton Carlson is the Team's Assistant Commander.

Urban Shield

The Central County SWAT Team participated in the Urban Shield event which began on September 6, 2014. 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.

Eight members of the Central County SWAT Team participated in the event. Three of those officers were from the City of San Ramon; Corporal Jones and Officers Echelmeier and Green. In 2014, 35 SWAT Teams participated in the event, including teams from South Korea, Singapore, Texas, Philadelphia and several 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 two years, the Central County SWAT Team gained valuable experience and significantly developed its team cohesion during this grueling event.



SCHOOL RESOURCE OFFICERS



The San Ramon Police Department has three School Resource Officers: Cpl. Tami Williams (center) is assigned to Dougherty Valley High School, Officer Jeff Kim (right) is assigned to California High School and Officer Mark Gunning (left) 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 Citizens' 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.

MY BEAT — MY SCHOOL

The San Ramon Police Department is proud of our “My Beat – My School” program. The program was started in 2007. It has been a great tool in making positive contacts and building relationships with our faculty, parents and students.

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 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.



Motor Officers John Cranford (left) and Bill Doherty (right) check in with crossing guards at Montevideo Elementary School.

Highlights

In 2014, there were 107 cases assigned to the YRO:

- 8 felonies committed by juveniles (down 76% over 2013)
- 37 misdemeanors by juveniles (down 29% over 2013)
- 54 reported runaway juveniles
- Out of the 107 cases, 45 were criminal
- 10 juveniles were referred to the Juvenile Diversion Program
- 26 juveniles were referred to the Juvenile Probation Department or District Attorney
- 21 Assessments were conducted

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

Battery.....	10
Theft (Petty & Grand).....	7
Under the Influence.....	2
Weapon Offenses	2
Poss. Drugs/Alcohol.....	14
Sex Crimes-Juvenile Suspects	0
Vandalism	4



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 multi-disciplinary 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.

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 nine-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 are selected.

In 2014, we added three members to the team in an effort to be available for more functions.

Members of the 2014 Honor Guard include:

Sergeant Todd Santiago
Sergeant Cary Goldberg
Officer Marty Echelmeier
Detective Dave Williams
Detective Rob Ransom
Officer Chris Bruce
Officer Rachel Wentz
Officer John Danielson
Officer Rick Gonzalez



POLICE SERVICE TECHNICIANS

Police Service Technicians (or PSTs) 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.

The PST Unit has two full-time employees and in 2014 two part-time positions were added. The PSTs participate in a variety of community oriented police functions, such as attending neighborhood watch meetings, National Night Out and frequenting schools.

PSTs are also 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 to ensure that the appropriate seat is used in the proper manner to keep children safe. The inspections are available by appointment only.

Police Service Technicians are a valuable asset to the department 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.



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.



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 2014, the Crime Prevention Unit was responsible for facilitating 19 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 27 events in 2014 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 24 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.



CRIME FREE PROGRAMS

Crime Free Multi-Housing

The San Ramon Police Department is entering its eighth 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 eight 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.

CITIZENS' ACADEMY



Each year, the San Ramon Police Department hosts the Citizens' Police Academy. The Academy is an informative 13-week classroom series, which gives an inside look at police operations and the life of a police officer. This class is designed to promote awareness and a better understanding of law enforcement's 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 Citizens' 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 Citizens' 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.



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 gives participants an exclusive look into law enforcement and is coordinated by the School Resource Officers.

Participants will meet different members of the police department and 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.



IN THE COMMUNITY





A Closer Look

In 2014, the total number of Part 1 crimes in San Ramon declined by 4% over the previous year.

The table below reflects an 18.5% decrease in the number of Violent Crimes (forcible rape, robbery, and assault and battery) and a 1.7% decrease in Property Crimes (burglary, larceny/theft and motor vehicle theft) over 2013 statistics.



Violent Crimes

-18.5%



Motor Vehicle Thefts

-26.7%



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 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 it’s not included in national crime data for UCR purposes. In 2014, there were 2 arsons in San Ramon, compared to 9 cases in 2013.

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.

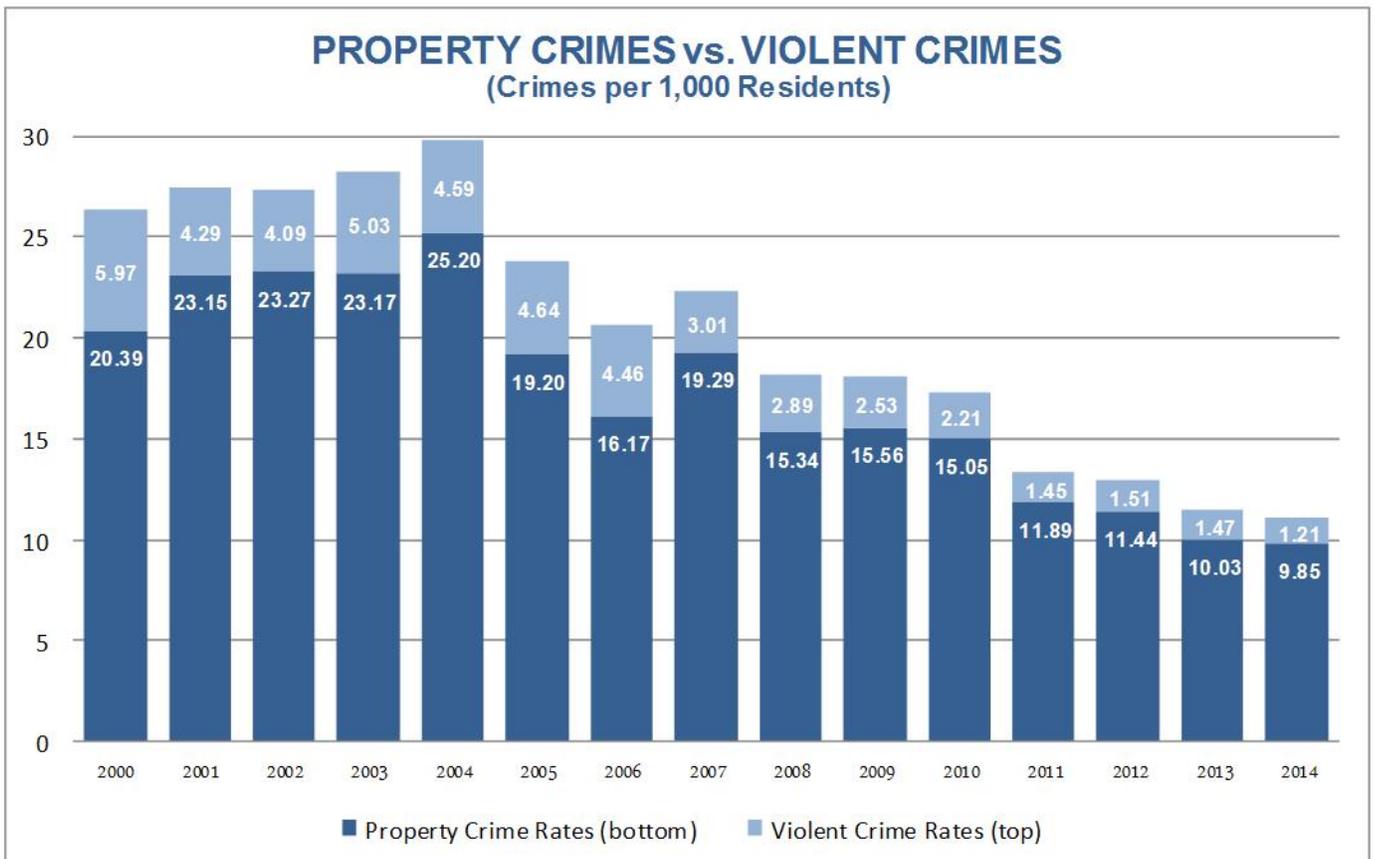
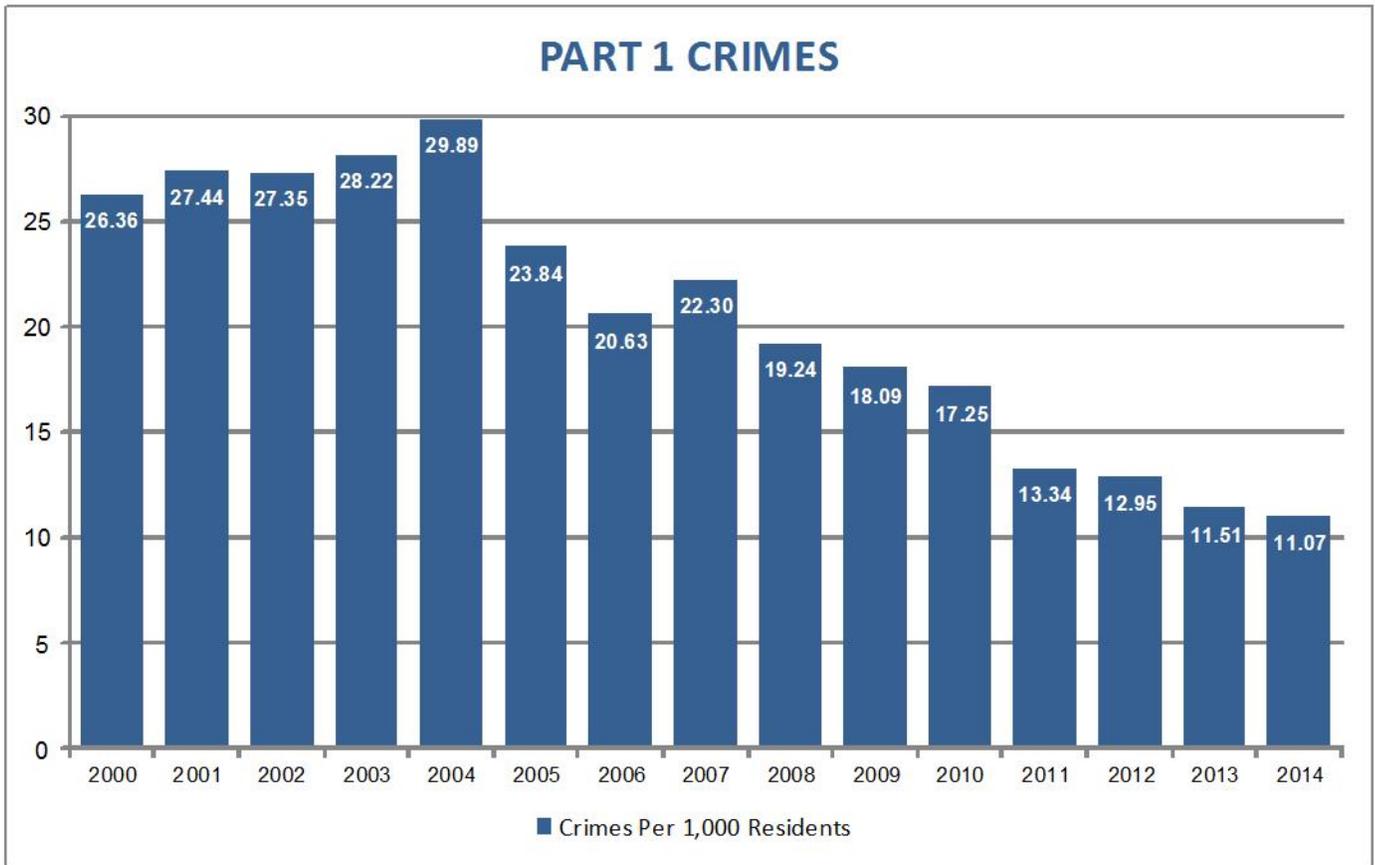
Uniform Crime Reporting Statistics					
Part I Crime Totals	2010	2011	2012	2013	2014
Murder	0	0	0	0	0
Forcible Rape	6	1	3	0	3
Robbery	17	11	13	14	11
Assault/Battery	112	95	96	99	78
Burglary	215	166	147	171	209
Larceny/Theft	693	641	633	486	463
Motor Vehicle Theft	69	63	71	105	77
Total Offenses	1,112	977	963	875	841

San Ramon had significant drops in violent crimes (-18.5%) and motor vehicle thefts (-26.7%), with larcenies also declining by nearly 5%. However, burglaries — including residential, commercial and miscellaneous — rose sharply by 22% over 2013 statistics.

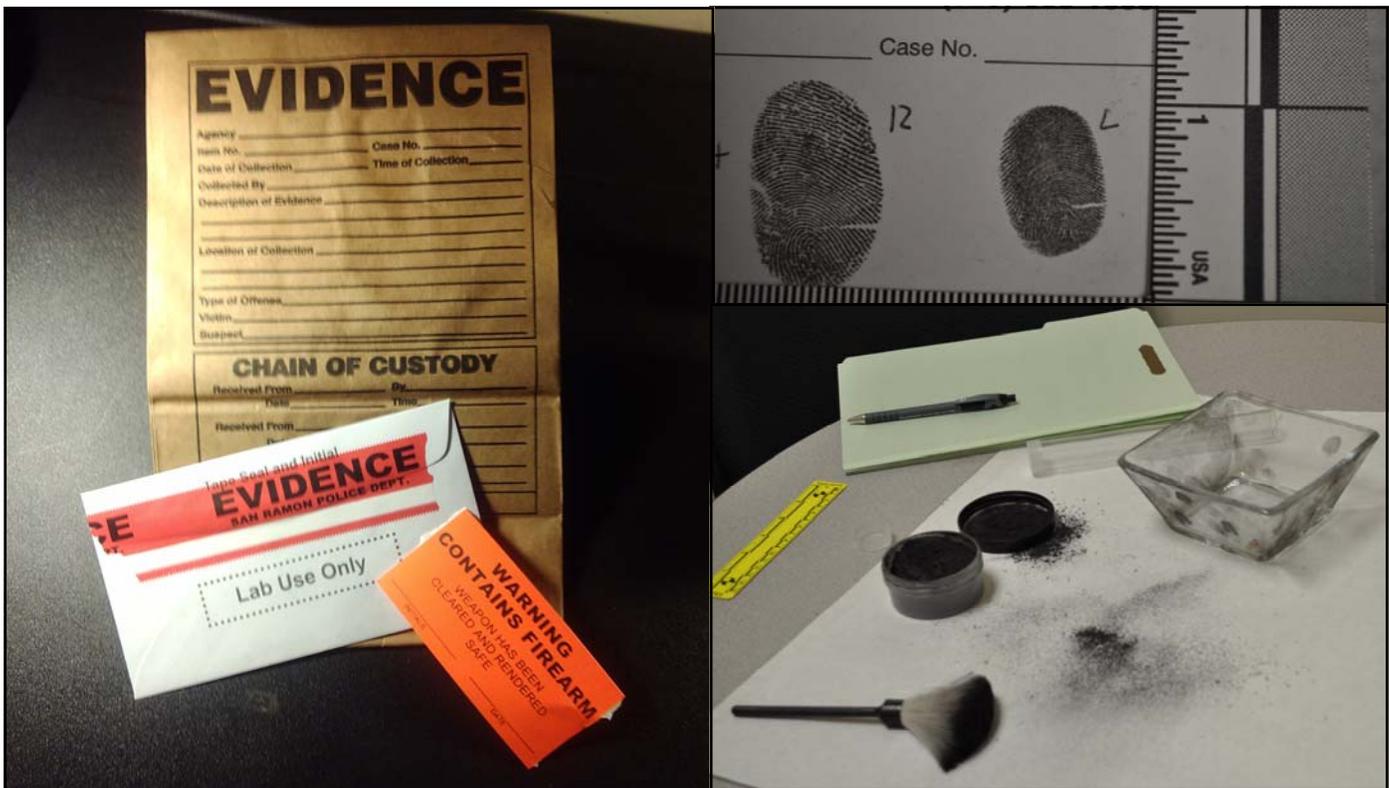
In 2015, the Department is focused on addressing the growing number of residential burglaries by increasing proactive patrol and engaging the community through increased awareness and Crime Prevention programs.

Crime Statistics — Local Comparison			
Part I Crime Totals	Pleasanton	San Ramon	Walnut Creek
Murder	0	0	0
Forcible Rape	8	3	4
Robbery	14	11	24
Aggravated Assault	39	9	46
Burglary	169	209	435
Larceny/Theft	920	463	1793
Motor Vehicle Theft	156	77	222
Arson	3	2	1
Total Offenses	1309	774	2525

*Revised data as of 01/15/15



ADMINISTRATIVE BUREAU



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 CRAIG STEVENS
PROFESSIONAL STANDARDS DIVISION COMMANDER

The Professional Standards Division is under the command of Lieutenant Craig Stevens. 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. This 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.

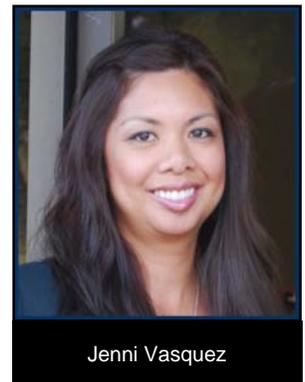


Financial Support

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

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 Craig Stevens. The Division consists of one Sergeant, Cary Goldberg and one Training Coordinator, Kelly Jansen.

TRAINING DIVISION

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	10 Instructors
Chemical Agent	4 Instructors
Defensive Tactics	10 Instructors
Driver Awareness	8 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 2014, the San Ramon Police Department provided approximately 12,865 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 2014, the Policy Manual was updated twice, and personnel were kept abreast of these modifications.

NEW RECRUITS



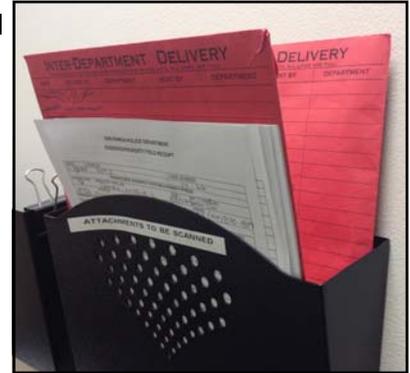
For the first time in its history, the San Ramon Police Department put recruits through the academy. Previously, the department relied on hiring experienced, lateral officers to fill the ranks. With the growth of the department, three entry level officers were given the opportunity to start their careers with San Ramon.

These officers were the top candidates selected after a vigorous background and interview process and they attended a full-time, six-month police academy at the Contra Costa County, Office of the Sheriff, Law Enforcement Training Center.

After successfully completing the academy, they were sworn in as San Ramon police officers on Aug. 25, 2014. Each new officer must then pass Field Training, spending at least 600 hours with senior San Ramon officers before going on patrol alone.

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 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 midnight. The on-duty sergeant covers records between midnight 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.



Members of the Records Division (left) answer calls from the public, work with officers and enter reports and information into local, state and national databases. In 2014, Records Technicians completed data entry on more than 3,500 police reports and 8,116 traffic citations.

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 16,500 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. This includes collecting and packaging evidence, dusting for fingerprints and taking photographs.



Each year, hundreds of items taken as evidence, safekeeping or found property filter through the Evidence and Property Division. Officers book everything from firearms and ammunition to knives, drugs, laptops, car parts, backpacks, tools and other random items. A half-dozen scorpion lollipops and a plush kid's toy from the movie Shrek were among hundreds of dollars in merchandise purchased with stolen credit cards and held as evidence.

EMERGENCY PREPAREDNESS

On August 24, 2014, many San Ramon residents awoke at 3:20 am due to the South Napa County earthquake. While not much damage occurred in the San Ramon Valley, downtown Napa suffered significant damage. Water was out. Fires raged, and lives were saved. The recovery was swift, not by happenstance, but by preparedness, training and response.

The City of San Ramon with partner agencies like the Town of Danville, the San Ramon Valley Fire Protection District, the San Ramon Valley Unified School District, and Contra Costa County regularly provide training and resources to help individuals, families and businesses prepare for the next emergency. Together these agencies form the San Ramon Valley Emergency Preparedness Citizen Corps Council.



Emergency Preparedness
Manager Ray Riordan

Citizen and Business Preparedness

- A community Emergency Preparedness Fair was held on September 12. Over 5,000 residents attended with support from over 45 vendors and co-sponsored with the Latter Day Saints organization, American Red Cross and a host of many other public agencies.
- Eight Community Emergency Response Team (CERT) classes were held over the year that trained over 300 residents on response to an emergency.
- A youth CERT program in collaboration with the Boy Scouts of America helped with local school drills and training.
- Over 4,200 learned people to perform “hands-only CPR,” which brings the total over 10,000 in three years. The creation of a CPR program in the schools has benefited many and is now part of the curriculum in the San Ramon Valley Unified School District.
- The City of San Ramon, with its partners in the Citizen Corps Council, received the Gold Award from the California Emergency Services Association for the outstanding contribution to emergency preparedness with the distribution of the Residential Facility Evacuation video produced by the staff.
- Over 1000 copies of the evacuation video were distributed and received state and national acclaim.
- Facilitated two communications drills with trained CERT neighborhood teams, which enhanced communications between the citizens and the government response organization.

City Staff Preparedness

- City staff assisted the City of Napa by coordinating mutual aid and assistance to the area of impact.
- Conducted employee training in the Emergency Operations Center, which is where city operations will be coordinated during an emergency.
- We initiated an agency alert notification system to improve communication and coordination among the response agencies in the San Ramon Valley. The fires of 2013 on Mt. Diablo, the earthquake in Napa, and other incidents of emergency response taught us the importance of being able to share information in real time.
- The East Bay Radio Interoperable Radio network was expanded to include our public services, parks and community services, building inspection and other groups. This integrated radio network will allow our departments to better communicate during an emergency by being on one radio system.
- More than 50% of city staff are now trained in CPR to assist in an emergency at one of the city facilities.

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.

Please, take the time to prepare yourself, your family and your business to be ready when the next emergency occurs. Together, as a team, we achieve more.

FLEET SERVICES



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.



Fleet Manager
O.J. Plotner

With the Ford Crown Victoria police interceptor now out of production, the Dodge Charger police package was selected as the best, rear-wheel drive candidate for replacement. A lot of research and work went into designing the officer's "work space" and a cabinet to house the emergency equipment electronics. A total of nine 2013 and 2014 Dodge Chargers have now gone into service, providing a patrol car more advanced than the Crown Vics, with far better handling, braking and police equipment necessities. The summer of 2015 will see the addition of five more Chargers, changing the greater portion of all white Ford patrol cars to the dark blue and white hues of the new Chargers.

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 Citizens' 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.



VOLUNTEERS



The City of San Ramon is fortunate to have 40 citizen volunteers who donate their valuable time to the San Ramon Police Department. These volunteers not only give back to the community in which they reside, they also enable the department to provide a higher level of service to its citizens. Before being accepted as a police volunteer, each candidate is required to attend the 13-week Citizens' 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 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.

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

In 2014, the Volunteers worked a total of 2,053 hours. Special Recognition for 2014 goes to Phyllis Looney for being selected as the San Ramon Police Department's Volunteer of the Year!

TOUGH MUDDER



In 2014, San Ramon Police Volunteer Ryan Sykes (pictured above) set his sights on competing in a Tough Mudder. He recruited teammates from the San Ramon Police and Orange County Sheriff's departments to assist him in this goal. "Team Silent Predators" competed in Tough Mudder Los Angeles on March 29.

Petty Officer 1st Class Ryan Sykes - Naval Special Warfare Operations was injured in Afghanistan during his fifth tour of duty. Despite suffering a life-long injury, including a traumatic brain injury, he strives to continue an active lifestyle. He became a police volunteer in 2013 through the Sentinels of Freedom program, which assists severely wounded, post-9/11 veterans as they re-enter the civilian world.

Among Ryan's Tough Mudder teammates was US Navy Petty Officer Manny Del Rio (pictured above Ryan), who also joined the police department as a Records Technician through the Sentinels of Freedom program in 2007.

DEPARTMENT ROSTER

Karl Baculik	Joe Gorton	Dan Pratt
Jason Barnes	John Goyich	Robert Ransom
Jacob Benjamson	Mike Green	Terrence Reeder
Craig Bennigson	Mark Gunning	Michael Richardson
Mike Boehrer	Jeff Hahn	Cliff Rider
Josie Bigger	Robert Hartman	Ray Riordan
Bongo	Clauvette Hartway	Randal Ritter
Steve Brinkley	Hector	Dave Roach
Chris Bruce	Craig Heuerman	Marty Ryan
Kelli Bryson	Kelly Jansen	Theresa Sanchez
Paul Burke	Nathan Jones	Todd Santiago
Marisol Camarena	Jeff Kim	Michael Schneider
Denton Carlson	Darlene Kittredge	Dave Schulz
Pat Cerruti	Tom LaRocque	Matt Scully
John Cranford	Jim Mahoney	Senna
Jon Danielson	Matt Malone	Jessica Simonds
Manny Del Rio	Abe Medina	Robert Steaveson
Bill Doherty	Al Molien	Jonathan Stephens
Marty Echelmeier	Jennifer Montemayor	Craig Stevens
Chelsea Edwards	Troy Montemayor	Keith Testerman
Kevin Ellis	Joe Moore	Demetri Tyrovolas
Steve Fajardo	Eric Navarro	Hollis Tong
Seaton Fajeau	Mike O'Day	Jennifer Vasquez
John Gardenier	Leysy Pelayo	Eric Webb
Mary Gentry	Jared Pereira	Rachel Wentz
Cary Goldberg	Rich Persson	Dave White
Michelle Goldberg	Michael Pistello	Dave Williams
Phil Gonzales	O.J. Plotner	Tami Williams
Rick Gonzalez	Valerie Powell	Sophia Wrangham

I am a member of a team, and I rely on the team, I defer to it and sacrifice for it, because the team, not the individual, is the ultimate champion.
- Mia Hamm

Annual Survey Results July 2013 - June 2014

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 458 surveys collected, 47 percent (214) responded that they were very satisfied; 53 percent (243) responded they were satisfied; and less than 1 percent (1) 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.

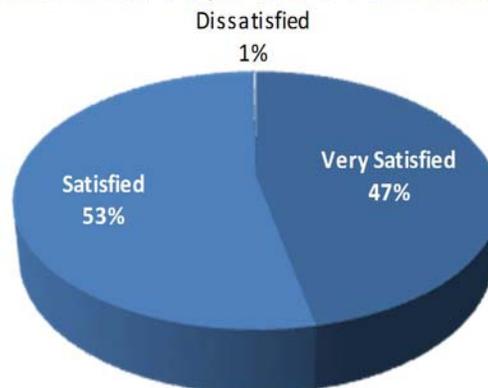
The contact serves the following purposes:

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 2013-June 2014, San Ramon Police Department supervisors completed 458 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:

- “She was very nice! I had a similar thing happen to me in another city and nobody from the police called me. “
- “He was great; he explained everything to me. He followed up by calling me a few days later.”
- “Tragic Circumstances. I appreciate you handling it so professionally.”
- “No complaints. Your response time was quicker than where I live.”
- “The officer was very professional and treated me well even though I

THANK YOU'S



Thank you for
teaching us how
to be safe. ei
From: Michael



Thank you for
teaching us how
to be safe.
From: Adri



Dear Police Officers,

I know that this isn't a regular occurrence: you getting letters from thirteen year old girls, but trust me, it should be. By now you must realize that this letter wasn't written because I was bored on a particularly drab day, but because it was a homework assignment. And like all homework assignments, my first thought upon hearing that we had to write a letter to a community service group was, "This is definitely going to take up a chunk of my weekend." Of course I know that was shallow, but I only thought that because I didn't really think about the assignment. When I started thinking though, I realized that this letter was important because it's recognizing everything you all do.

When people think of police officers, the typical stereotype coming to mind is a bunch of slightly overweight guys sitting in a police car eating donuts with pink frosting. What doesn't come to thought is the fact that you guys (and girls) are the ones that keep our area safe and uphold its name of a great place to live in. This ignorant thinking is what worries me. Sure it's funny when you see police officers always lagging behind eating their donuts in chases, never able to solve the mysteries in TV shows and movies, but this isn't true. Even though I'm sure people realize this, I still feel that the portrayal of the police by television affects our judgement of real police officers. It causes the people to only subconsciously appreciate all your hard work, as if they know what you guys do, but they don't feel the need to openly show their gratitude.

This, I think everyone can agree, has to change. As Newton says, "Every action must have an opposite reaction." You police officers risk your lives protecting us, ensuring our safety. In return, we must acknowledge our gratitude and openly appreciate. So don't take this letter and read it like it was a homework assignment; but read it as it really is now, a token of my gratitude and utmost appreciation.

Thank you,
Amisha Kambath (8th Grader at WRMS)

PERFORMANCE AWARDS



SUPERVISOR OF THE YEAR
Sgt. Todd Santiago



OFFICER OF THE YEAR
Robert Hartman



EMPLOYEE OF THE YEAR
Valerie Powell



VOLUNTEER OF THE YEAR
Phyllis Looney

2014 RETIREES



Officer Jim Springer

Officer Jim Springer retired in January 2014 after nearly 20 years in law enforcement. During his career he issued more than 10,000 citations and wrote more than 3,000 accident reports. He was also recognized by MAAD for his efforts in DUI enforcement and the "AVOID the 25" campaign for the State of California.



Officer Phil Gonzales

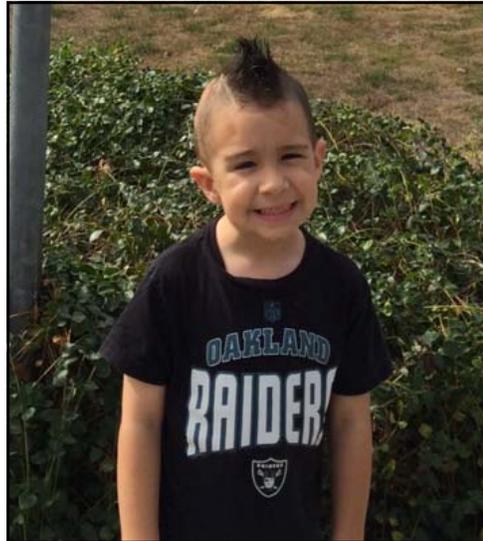
Officer Phil Gonzales retired in December 2014 after 26 years in law enforcement. He began his career with the Yolo County Sheriff's Department and later became a Contra Costa County Sheriff's deputy. In 2007, Gonzales was hired by San Ramon and worked in patrol, bike patrol and as a School Resource Officer.



Ray Riordan

Emergency Preparedness Manager Ray Riordan retired in May 2014 after 7.5 years with San Ramon. During his time with the City, Ray created programs that received statewide recognition from the California Emergency Services Association and national awards from the Federal Emergency Management Agency and International Association of Emergency Managers.

DEDICATION



The San Ramon Police Department would like to dedicate the 2014 Annual Report to

JJ Moisa

JJ is 6-years-old and has beaten a very rare form of cancer, twice. The San Ramon resident who started kindergarten in September received great news from doctors this fall when they found “No Evidence of Disease,” during a checkup just before Thanksgiving.

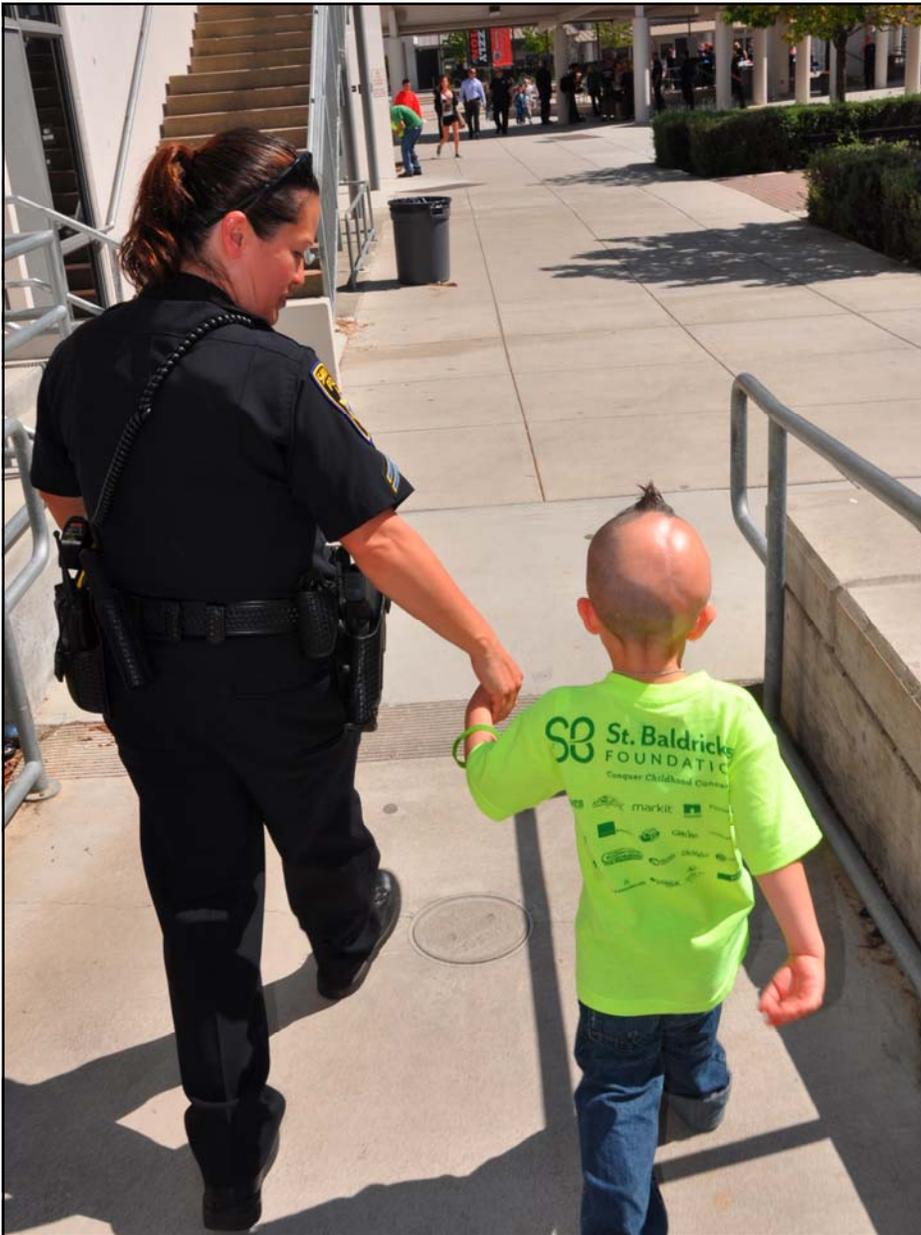
In March, JJ inspired dozens of San Ramon police officers, firefighters and California High School students to “Shave for the Brave.” The fundraiser, held during lunch at California High School, raised more than \$4,000 for the St. Baldrick’s Foundation. For a \$10 donation anyone could go under the clippers to help raise money for childhood cancer research.

“I work with courageous men and women on the police force every day, but JJ takes courage to a whole new level,” said San Ramon Police Chief Joe Gorton.

The Moisa family was looking for volunteers to attend a head-shaving fundraiser at Children’s Hospital Oakland, instead San Ramon Police Cpl. Tami Williams decided to organize a local event in JJ’s honor. “Once I met JJ, I thought it was a great opportunity for all of us to come together,” Williams said. “We often see people at their worst, and this was a chance to see them at their best, working together.”







City of San Ramon web site:
www.sanramon.ca.gov

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

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 connecting with the City of
 San Ramon.

SAN RAMON POLICE DEPARTMENT

Public 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

E-Mail: 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

The 2014 Annual Report was created in-house at the San Ramon Police Department.

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