

# San Ramon Police Department 2009 Annual Report



*Service*



*Commitment*



*Community*

## **Mission Statement**

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 Statement**

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.



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***Annual Report  
2009***

***Scott Holder  
Chief of Police***

***Captain Joe Gorton  
Assistant to the Chief of Police***

***City Government 2009***

***San Ramon City Council***

***H. Abram Wilson, Mayor***

***Dave Hudson, Mayor Pro Tempore***

***Jim Livingstone, Councilmember***

***Scott Perkins, Councilmember***

***Carol Rowley, Councilmember***

***San Ramon City Manager***

***Herb Moniz***

***Lieutenant Liz Gresham  
Administration Bureau Commander***

***Lieutenant Dan Pratt  
Operations Bureau Commander***





“A New Era of Excellence”



# 2009 Annual Report

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## The Community

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Called San Ramon since 1833, the City today is considered to be one of the most desirable living areas in the Bay Area. Located in Contra Costa County, the City of San Ramon is approximately 25 miles east of the City of Oakland in the San Francisco Bay Area. Since 1984, the population of San Ramon has increased by 169.5%, from 23,444 to 63,176 in 2009.

The City of San Ramon is committed to ensuring that the quality of life in the community remains high. San Ramon is a multifaceted city, dedicated to improving itself while maintaining the quality of life its homeowners have come to enjoy and expect. This dedication, the area's scenic beauty and good climate and San Ramon's high quality of life is what makes this beautiful community one of Contra Costa County's most exciting cities to live in and work. The City of San Ramon works hard to provide outstanding business opportunities, superior public services, and a safe, friendly community.

The City of San Ramon has 32 developed parks; 18 school parks; 16 schools; a community college; two public swimming pools; two libraries; three community centers; a community theater; a performing arts center that showcases professional concerts, musicals, and talent; and a hospital which offers a complete range of health care programs and services.

In recent years San Ramon received recognition as one of the "100 best communities for young people" by America's Promise-The Alliance for Youth, a national contest, and "one of the 100 best cities to live" by Fortune 500 Money Magazine.

The City of San Ramon has consistently been one of the safest communities in the County and in the Tri-Valley area.



**Facts at a Glance**

SAN RAMON POLICE DEPARTMENT AT A GLANCE	
Founded - Contract with Sheriff's Office	July 1, 1984
Independent Police Department Created	July 1, 2007
Authorized Sworn Officers	56
Authorized Civilian Personnel	20
Total Employees	76
Budget - FY 09/10	\$15,357,207
Motorcycles	5
Radar Trailers	2
Canines	2



CITY OF SAN RAMON AT A GLANCE	
Incorporated	July 1, 1983
City Budget—FY 09/10	93.9 Million
Expenditure Budget Allocated to Police	25.9%
Land Area	18 sq. mi.
Parks	32
School Parks	18
Schools	17
Population	63,176
Single & Multiple Housing Units	25,113

**HIGHLIGHTS**

The Police Department supports 56 police officers, 20 civilian employees, and 50 volunteers in the delivery of police services.

Almost 80% of our budget is for personnel costs and our budget is primarily supported through the City's General Fund.

The Department receives over \$100,000 in federal and state grants.

The Officer to resident ratio is .82 officer per 1,000 residents.

Our annual cost per resident is approximately \$243 per resident.





## Message From The Chief

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I am pleased to present the 2009 Annual Report for the San Ramon Police Department.

The year presented many challenges yet our staff responded and continued working with the community to keep San Ramon a fantastic city. I want to first acknowledge the men and women of our department for their dedication and professionalism. I want to also thank the San Ramon community for their support of our department.

Our greatest challenge of 2009 was policing the City during difficult economic times. Often a poor economy will result in an increase in crime, particularly property crimes; however, through the vigilant efforts of our staff we realized a 17% decrease in burglaries and an overall decrease in Part I Crimes of 3%.

Throughout this report you will see we are about community and service; our policing model. Our youth and school programs are a testament to our commitment to relationships within the community. If we fail to foster this level of service and dedication we will not achieve continued success.

I remain proud of our department and our service. We are here for the community of San Ramon.

Sincerely,

Chief Scott Holder

***Individual commitment to a group effort -- that is what makes a team work, a company work, a society work, a civilization work.....***

***Vince Lombardi***



**Command Staff**

**Captain Joe Gorton**

Captain Gorton is second in command of the police department. His duties include oversight of the department’s daily operations, budget management and strategic planning. In the absence of the Chief of Police he serves as the Acting Chief.



**Lieutenant Dan Pratt  
Operations Bureau Commander**

The Operations Bureau is commanded by Lieutenant Pratt who is in charge of the day to day operations. The major components that make up the Bureau are the uniformed Patrol Division and K-9 Units, the Traffic Unit, and the Investigations Division. Collectively, these three divisions make up the largest portion of the Department with a total of 50 sworn and civilian employees. Eight Sergeants are assigned to the Bureau as division and team supervisors.



**Lieutenant Liz Gresham  
Administration Bureau Commander**

The Administration Bureau is under the command of Lieutenant Gresham. The Bureau’s mission is to provide essential administrative services to ensure the effective and efficient delivery of police services.

The Administration Bureau is comprised of four different functional areas: Finance, Executive Support, Records, and Professional Standards and Training. Youth Services, Character Counts, Crime Prevention, and Property/Evidence are additional areas of responsibility that complete the Professional Standards and Training Division.

Emergency Preparedness and Fleet Vehicles administration are two distinct areas of responsibility that complete the Administration Bureau.





## Department Overview

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The San Ramon Police Department is staffed by 76 employees who have the overall responsibility to serve and protect the citizens of San Ramon. We take pride in hiring only the best, and we hope that the community takes pride in our efforts.

The Department has 56 sworn officers who are assisted in their law enforcement responsibility by 20 civilian employees and 50 civilian volunteers. The volunteers include 30 V.I.P.S. (Volunteers in Police Service), 6 Police Chaplains, and 14 Explorers.

The Police Department is organized into two bureaus: the Operations Bureau consisting of Patrol, Investigations, and Traffic Divisions; and the Administrative Bureau consisting of Professional Standards & Training, Records, and Support Services Divisions. Each function in each division of the two Bureaus is an important component in assuring that the San Ramon Police Department maintains a professional image that its citizens not only expect but can also be proud of.



The Police Department has been operating independently since its inauguration on July 1, 2007. The San Ramon Police Department is a team-oriented agency that prides itself on being a strong part of the community that we serve. We strongly believe that preventing crime is a total 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.

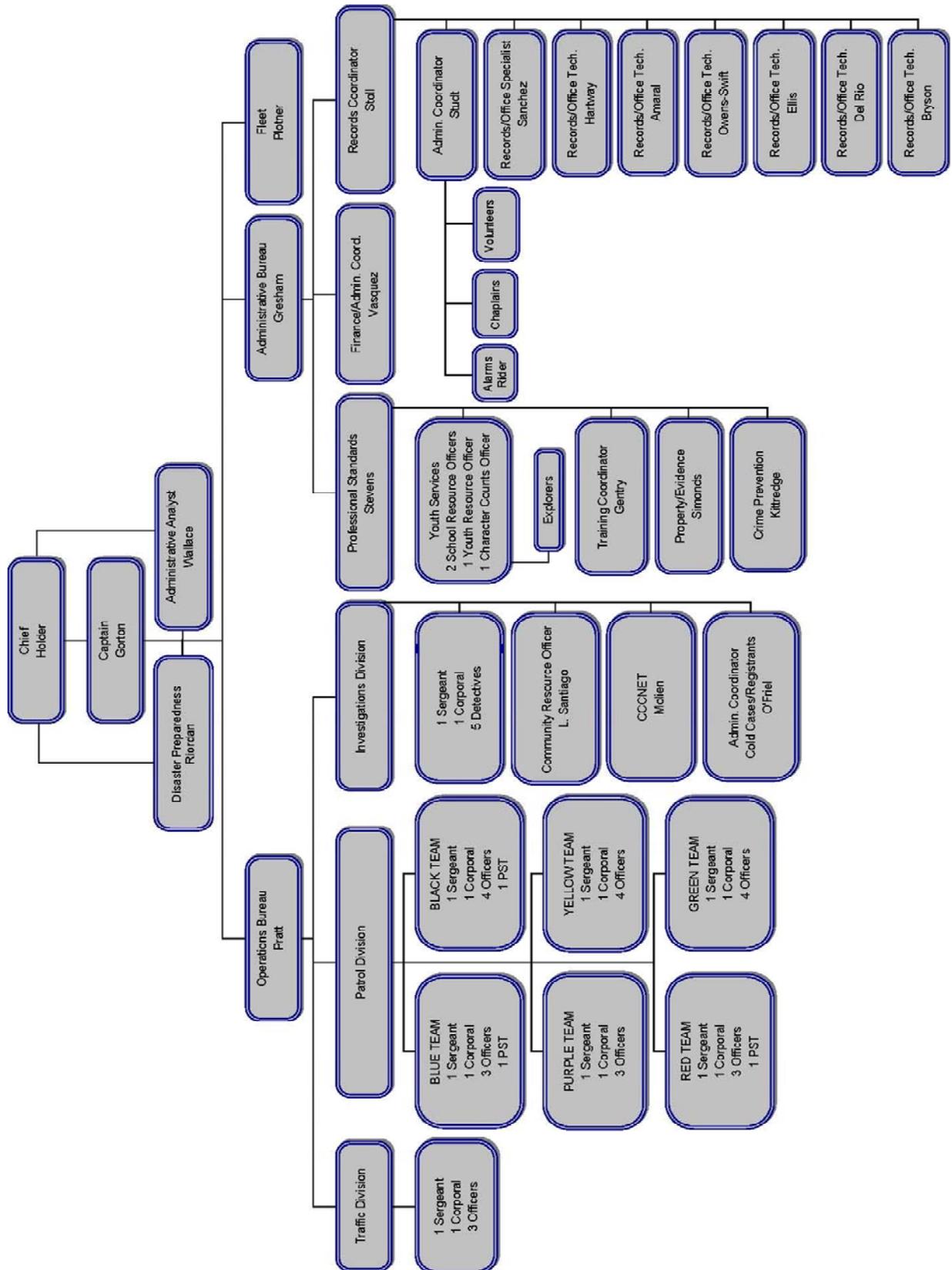
Committed to providing quality, responsive service in its efforts to work in partnership with the community, the department's website, [www.sanramon.ca.gov/police](http://www.sanramon.ca.gov/police), contains educational information about the department, crime prevention, statistical information, and online services.



One of the online services is OffenderWatch® which is a database that the public can access for information on sex offenders residing in San Ramon. This particular program allows citizens to sign up and receive email notification when an offender moves within a one-mile radius of any address they choose to register that is within San Ramon. Additional online services offered through the website are Crime Mapping, Requests for Patrol, Vacation House Check, and Pay your Traffic Ticket.

We believe that we have been triumphant in achieving this year's established goals, and attribute many of our successes to our involvement and connection with the community.

# City of San Ramon Police Services Fiscal Year 2009-2010





**Authorized Staffing FY 09-10**



*San Ramon Police escort widow of slain Oakland Police Sergeant Ervin Romans*

**SWORN PERSONNEL**

<b>Chief</b>	<b>1</b>
<b>Captain</b>	<b>1</b>
<b>Lieutenant</b>	<b>2</b>
<b>Sergeant</b>	<b>9</b>
<b>Corporal</b>	<b>10</b>
<b>Detective</b>	<b>5</b>
<b>Police Officer</b>	<b>28</b>
<b><u>Total Sworn Officers</u></b>	<b>56</b>

**CIVILIAN STAFF**

<b>Administrative Analyst</b>	<b>1</b>
<b>Administrative Coordinator</b>	<b>4</b>
<b>Crime Prevention Specialist</b>	<b>1</b>
<b>Emerg. Preparedness Mgr.</b>	<b>1</b>
<b>Fleet Coordinator</b>	<b>1</b>
<b>Office Specialist</b>	<b>1</b>
<b>Office Technician</b>	<b>4</b>
<b>Records Coordinator</b>	<b>1</b>
<b>Records Technician</b>	<b>2</b>
<b>Police Services Technician</b>	<b>4</b>

**Total Civilian Staff**                    **20**

**VOLUNTEERS**

<b>Chaplain Volunteers</b>	<b>6</b>
<b>Civilian Volunteers</b>	<b>30</b>
<b>Explorers</b>	<b>14</b>

**Total Volunteers**                    **50**



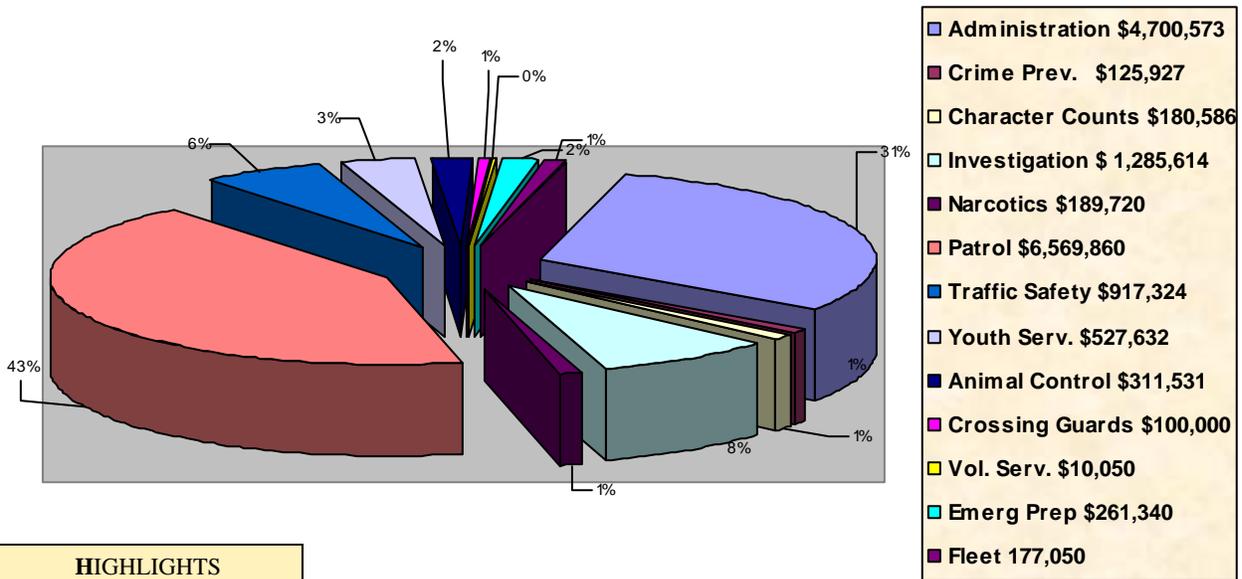
**GRAND TOTAL**  
**SAN RAMON POLICE PERSONNEL**    **126**



**The Budget FY 09-10**

**Expenditure Summary by Category**

	08/09 Final	09/10 Adopted
Personnel Services	\$11,465,344	\$12,212,278
Contract Services	2,014,177	2,066,643
Materials & Supplies	834,123	526,473
Other Costs	632,164	551,813
Capital Purchases	48,500	
<b>Total Expenditures</b>	<b>\$14,994,308</b>	<b>\$15,357,207</b>



**HIGHLIGHTS**

The San Ramon Police Department budget supports 56 police officers, 20 civilian employees and 50 volunteers in the delivery of police services. Almost 80% of our budget is for personnel costs and our budget is primarily supported through the city's General Fund. In addition to the General Fund, the Department receives over \$100,000 in federal and state grants and \$700,000 in state funding, levies and fines.

**Program Summary**

Description	Program Expenditures	Program Revenue	Net Program Cost
Administration	4,700,573	193,100	4,507,473
Crime Prevention	125,927		125,927
Character Counts	180,586	1,000	179,586
Investigation	1,285,614		1,285,614
Narcotics	189,720		189,720
Patrol	6,569,860	517,280	6,052,580
Traffic Safety	917,324		917,324
Youth Services	527,632	102,000	425,632
Animal Control	311,531		311,531
Crossing Guards	100,000		100,000
Volunteer Services	10,050		10,050
Emergency Preparedness	261,340		261,340
Fleet	177,050		177,050
<b>Program Totals</b>	<b>15,357,207</b>	<b>813,380</b>	<b>14,543,827</b>

## **Law Enforcement Code of Ethics**

As a Law Enforcement Officer, my fundamental duty is to serve mankind; to safeguard lives and property; to protect the innocent against deception, the weak against oppression or intimidation, and the peaceful against violence or disorder; and to respect the Constitutional rights of all men to liberty, equality and justice.

I will keep my private life unsullied as an example to all; maintain courageous calm in the face of danger, scorn, or ridicule; develop self-restraint; and be constantly mindful of the welfare of others. Honest in thought and deed in both my personal and official life, I will be exemplary in obeying the laws of the land and the regulations of my department. Whatever I see or hear of a confidential nature or that is confided to me in my official capacity will be kept ever secret unless revelation is necessary in the performance of my duty. I will never act officiously or permit personal feelings, prejudices, animosities, or friendships to influence my decisions, with no compromise for crime and with relentless prosecution of criminals.

I will enforce the law courteously and appropriately without fear of favor, malice or violence and never accepting gratuities. I recognize the badge of my office as a symbol of public faith, and I accept it as a public trust to be held so long as I am true to the ethics of the police service. I will constantly strive to achieve these objectives and ideals, dedicating myself before God to my chosen profession..... law enforcement.





# OPERATIONS BUREAU





**Operations Bureau / Patrol Division**

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**Day Watch Weekdays**

*Steve Fajardo, Watch Sergeant  
Officers: Craig Heuerman,  
Corporal Rich Persson,  
Phil Gonzales, Dave Roach*



**Day Watch Mid-Week**

*Pat Cerruti, Watch Sergeant  
Officers: Corporal Todd Santiago,  
Michelle Goldberg,,  
Dave Williams, Rob Steaveson*



**Day Watch Weekends**

*Tom Larocque, Watch Sergeant  
Officers: Hollis Tong,,  
Corporal Joe Moore,  
Albert Li, Jacob Benjamson*





### Evening Watch Weekdays

*Mike Boehrer, Watch Sergeant  
Officers: Corporal Paul Burke,  
Jon Gardenier,  
Keith Butler & Deny,  
Tom Padilla*



### Evening Watch Mid-Week

*T.J. Reeder, Watch Sergeant  
Officers: Chris Bruce, Stan Szeto,  
Jeff Hahn, Corporal Jason Barnes,*



### Evening Watch Weekends

*Mike O'Day, Watch Sergeant  
Officers: Jason Nunn,  
Marty Echelmeier & Dar,  
Nathan Jones,  
Corporal Denton Carlson*





## Operations Bureau / Patrol Division

The primary function of the Patrol Division is to provide core police services to the community. The core services are those most visible on a daily basis and include uniformed police patrol, the traffic unit, and the K-9 unit. Other components of the Patrol Division include the Honor Guard and the Police Service Technicians.

The Patrol Division contains the largest allocation of manpower and the Division is unlike any other division within the police department because of its visibility and the amount of contact with the citizens of San Ramon.

The Patrol Division is responsible for 24 hours a day, 7 days a week response to citizen-initiated calls for service, in addition to officer-initiated activity. Some of the functions performed by members of the Patrol Division include preventive patrol, preliminary criminal investigations, traffic enforcement, response to all emergency situations, accident investigations, calls for service, and ensuring the safety and security in and around all school zones. The Patrol Division works closely in partnership with other SRPD units, governmental agencies, and community organizations to solve crime problems at the neighborhood level.

Police Service Technicians (PST's) are also part of the Patrol Division and provide support services for the patrol officers. PST's handle minor ordinance violations, minor traffic collision and crime reports, evidence and crime scene processing, and traffic control.

Twenty-one officers and six corporals provide the first response to calls for police assistance. Six sergeants, also known as Field Supervisors, provide leadership and training for all patrol officers. Patrol sergeants are responsible for all field operations and command critical incidents. Patrol Division corporals assume the role of Field Supervisor in the absence of a sergeant and provide expertise in patrol operations.



Patrol Division staffing is divided into six teams, with 3 to 4 officers, one corporal and one sergeant on each watch. The City is divided into five areas known as "beats", and police officers are assigned to a beat every workday. To augment specific patrol duties, the Patrol Division utilizes two police service dogs and their handlers.



**Chevron Protest Dec. 7, 2009**



## Operations Bureau / Patrol Division

Patrol Division police officers are thoroughly trained to investigate a multitude of crimes. Officers receive ongoing training with CPR/First-Aid, firearms, self-defense, ethics, defensive driving, search and seizure, interviewing, testifying, and new state and federal laws. Through this training and in-service experience, patrol officers have the expertise and tools necessary to provide the highest quality police service to the citizens of San Ramon.



Officers Jason Nunn and Nathan Jones were recognized by the SRV Fire District, the Sudden Cardiac Arrest Association, and Contra Costa Co. Emergency Medical Services for their training in CPR and proper use of an AED (Automatic External Defibrillator) that saved the life of an 8-year old boy.

The main function and mission of the Patrol Division is to provide a safe and peaceful city by protecting and serving the citizens, businesses, and visitors of San Ramon in a professional and proactive way. The officers assigned to the Patrol Division are courteous, compassionate, dedicated, and responsive to the needs of the City of San Ramon. We strive to provide highly trained and professional individuals who know what to do as we handle all requests for service, and will effectively and efficiently meet the needs of our citizens. Quality personnel enables us to provide competent, effective and caring service to the community.

### Calls for Service

The Patrol Division is unlike any other division within the police department because of its visibility and amount of contact with the citizens of San Ramon. 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 car stop or pedestrian check. The main function and mission of the Patrol Division is to provide a safe and peaceful city by protecting and serving the citizens, businesses and visitors of San Ramon in a professional and proactive way.

PATROL EVENTS			
	<u>2007</u>	<u>2008</u>	<u>2009</u>
<b>Calls for Service</b>	<b>57,040</b>	<b>62,194</b>	<b>53,622</b>
<b>Officer Initiated</b>	<b>31,710</b>	<b>37,612</b>	<b>29,178</b>
<b>Arrests</b>	<b>779</b>	<b>661</b>	<b>500</b>
<b>Reports Written</b>	<b>4,902</b>	<b>4,365</b>	<b>3,870</b>
<b>Alarm Responses</b>	<b>2,865</b>	<b>2,482</b>	<b>2,857</b>

### Emergency Response

Officers only activate their emergency equipment (overhead lights and siren) during certain occasions. These are when the presence of an officer is required to prevent the further injury or death of any person, when their immediate presence is required to prevent a dangerous situation from escalating, and while attempting to apprehend a fleeing felon or serious law violator.

Our average overall response time for routine calls was a little over 10 minutes per call. When the San Ramon Police Department had to respond to a true emergency, with lights and sirens (Code 3), the median response time for a Priority 1 “in progress” call was approximately 3 1/2 minutes.



## Operations Bureau / Patrol Division

Response times and calls for service are not only a concern to the department, but to the community as well. The San Ramon Police Department understands the importance of response times and aggressively re-evaluates staffing, call types, and other factors that affect this. As the City's population increases, roadways are completed, and residential properties increase in numbers, so does the department's obligation to provide services. Staff is committed to stay in front of this issue and evaluate both internal and external factors that impact the ability of the department to effectively police its community.

### False Alarms

The number of false alarms for 2009 increased by approximately 200 calls over 2008. Of these calls, 1,079 were attributed to commercial businesses, schools, and public facilities; and 843 were residential false alarms. Of the total 1,922 false alarms, 879 were cancelled calls. These are subscribers that call to cancel the officer prior to his arriving on scene.

### Special Olympics Torch Run and Tip A Cop

#### HIGHLIGHTS

##### STATISTICAL SUMMARY

Among the more than 53,600 calls for service, patrol officers made well over 10,000 traffic stops, contacted over 2,700 suspicious vehicle/persons, investigated 481 traffic collisions, handled 26 domestic violence calls, and responded to over 1,350 disturbance calls. The San Ramon Police Department made a total of 500 arrests in 2009.

54% of the 53,600 calls for service, were self-initiated by the officer.





## Operations Bureau / Patrol Division / Police Service Technician Unit

The Police Service Technician Unit is an essential component of the San Ramon Police Department and provides a critical link in the delivery of service to the public by our agency.



**PST Troy Montemayor**

The Police Service Technician (PST) unit consists of two civilian employees whose duties have evolved beyond the duties of front desk assistance and issuing parking citations. The PST's respond to calls for service involving events that are non-confrontational. PST personnel also participate in a variety of community-oriented policing functions, such as building rapport with citizens in neighborhoods and businesses, attending crime watch meetings and contributing to the success of the Citizens Academy.

Police Service Technicians provide support to other units within the Department. Additionally, PST's are trained to collect and preserve evidence and perform basic criminal investigations. PST's are tasked with inspecting vehicles for citation corrections and write police reports dealing with non-emergency calls, such as burglaries, vandalism, stolen vehicles, and lost or found property. These cases involve circumstances where there is little or no suspect information or active leads to pursue.

The Police Service Technicians have received training as crime scene technicians. Their training ranges from sixty to one hundred twenty hours and covers varying topics including fingerprinting, casting of impression evidence, crime scene photography, firearm trajectories, and homicide scene investigation. PST's have been trained in the use of the Sokkia and Nikon total stations to diagram crime and accident scenes, and one PST has also attended crime scene investigation and crime scene reconstruction courses.

The PST's use their training daily, whether it be collecting latent fingerprints from an auto burglary or photographing a suspicious death. One PST is a member of the Injury and Major Prosecution Accidents Call-out Team (IMPACT) and photograph and diagram fatal and major injury accidents and officer involved shootings for other agencies and the Crime Lab. The PST's also use their knowledge to instruct the Citizen's Academy, conduct line-up training, special events at local schools, and to speak to civic groups. The PST's patrol the city in distinctively marked police vehicles, observing and reporting criminal activity or suspicious conduct, and are available to assist the public.



**PST Jennifer Montemayor**

PST's are very valuable assets to the police department in that they are in the field and able to respond to calls for service that may not require the services of a sworn police officer. The sworn officers are afforded more time to direct their attention to proactive police activity and are free to respond to more urgent calls. By working hand-in-hand with the patrol officers, the PST's allow for the needs of the community to be serviced at the highest level.



## Operations Bureau / Patrol Division / My Beat .... My School



**Officer Craig Heuerman**

The return to school marks a time for renewed communication and service efforts between the San Ramon Police Department and students. The relationship between the Police Department and our schools has always been a point of focus in the City of San Ramon.

In an effort to enhance our relationship, the Police Department implemented the “My Beat — My School” program in 2007. Youth are our greatest resource and our goal is that the officers, students, faculty and parents will become better acquainted as this will assist us in enhancing our level of service.

To make this program work, we have assigned an officer to each of our elementary schools located in the area (Beat) of the City that the officer is assigned.



**Corporal Todd Santiago**



**Officer Rob Steavenson**



**Officer Dave Roach**



**Officer Abe Medina**



**Officer Dave Williams**



**Officer Michelle Goldberg**



**Operations Bureau / Patrol Division / My Beat...My School**

The officer is expected to:

- Act as a liaison with the school
- Become acquainted with school staff and parents through faculty and PTA meetings
- Be on campus a minimum of one hour per week to develop a positive relationship with the students
- Be in the school area during mornings and afternoons to address any traffic and safety issues

Our officers are encouraged to attend school functions frequently, and make a presence on the campuses during the morning drop-off and afternoon student pick-ups, and during lunchtime and recess periods. As a result, we have received numerous positive comments from school staff and parents.



**Officer Phil Gonzales**



**Officer Jim Springer**



**Corporal Rich Persson**



**Officer Dave Heinbaugh**



**Officer Marty Echelmeier**



**Officer John Goyich**



**Corporal Randall Ritter**



## Operations Bureau / Patrol Division / K-9 Units

The San Ramon Police Department's canine unit plays a vital role in assisting the agency in the accomplishment of mission objectives.



**Officer Keith Butler and Deny**

**Officer Marty Echelmeier and Dar**

The canine program was established to supplement police operations by locating and apprehending criminal offenders and locating illegal narcotics and explosives. Because of superior sense of smell, hearing and potential aggressiveness, the trained law enforcement canine is a valuable supplement to law enforcement manpower.

### HERO HIGHLIGHTS

Along with locating various small amounts of hidden meth/marijuana in several vehicles, Dar located a depressed woman who had cut herself and then left her residence on foot. The woman had cut herself with a knife and there was a good amount of blood in her room when she left on foot. Dar tracked her through a neighborhood for approximately 1.5 miles and then located her passed out on someone's driveway, most likely from loss of blood. The woman received medical attention and recovered.

Utilization of canines requires adherence to procedures that properly control their use of force potential and channel their specialized capabilities into legally acceptable crime prevention and control. Each police dog handler is trained in the tactical application of his/her dog prior to being placed in an operational status. A dog handler assists in formulating plans of action for effective canine use. Canine use is based upon the immediate circumstances of a situation.

San Ramon Police Department's Canine Program has been in existence since 2003. At that time, the Department started with one canine, Dar. The Department realized the value of additional resources and expanded to the present program of two canines in 2007.

Dar is a male German Shepherd and he was born and trained in the Czech-Republic. He began his training when he was eight weeks old. Dar was brought to the United States when he was two years old and was taken to a kennel in Southern California where he was purchased with federal grant money. Officer Marty Echelmeier and his K-9 partner "Dar" will begin their seventh year of service in the upcoming year.



**Operations Bureau / Patrol Division / K-9 Unit**

Officer Keith Butler and his K-9 partner “Deny” have been partners since May 2006. They started out working at another police department in the Bay Area and San Ramon Police Department welcomed both Officer Butler and his K-9 Deny to the Department when Officer Butler was hired in July 2007 as the second K-9 Handler dog team.

K-9 Deny is also a male German Shepherd who is 5 1/2 years old and he weighs 88 pounds. Deny was also born and trained in the Czech-Republic. At the age of one, Deny was brought to the United States and taken to a kennel in the Bay Area, where he continued his training.

Officer Butler and Deny and Officer Echelmeier and Dar each received over 320 hours of initial training prior to working Patrol. Weekly and daily training is a must, as Dar and Deny must pass strict annual P.O.S.T. certification standards. The standards are high. The dogs must obey their handlers without



**K-9 Deny & Officer Butler**



**K-9 Dar & Officer Echelmeier**

hesitation and be able to work under the most trying and adverse conditions.

K-9s Dar and Deny are specifically trained in tracking and trailing of fleeing felons and lost children or adults. They have the ability to locate discarded articles and can detect the odor of narcotics. K-9s are particularly efficient in searching large fields or buildings for hiding suspects and can access small areas that officers would not be able to access. They are also very useful in high risk situations such as vehicle pursuits which often lead into foot chases where the K-9s speed and tracking ability become very useful.

Deny and Dar are assigned to Officer Echelmeier and Officer Butler 24 hours a day. This strengthens the bond between the police canine and the handlers and it also allows for a quicker response to emergencies if they are requested while off-duty.

On an everyday basis, the K-9 teams are requested for K-9 searches and narcotic searches throughout the City of San Ramon and Contra Costa County. Both Deny and Dar have also been successful with searching for narcotics and criminal offenders throughout the City of San Ramon.

**HIGHLIGHTS**

Along with locating small amounts of narcotics and paraphernalia, Officer Butler and Deny responded to assist Lafayette PD with a subject who fled from a stolen vehicle. They arrived on scene approximately 40 minutes later and after conducting a 1-mile track, Deny located the suspect hiding in the bushes in an open rural area. The suspect was taken into custody without incident and booked into the county jail.



## Operations Bureau / Patrol Division / Specialized Enforcement



(Back Row L to R) Officers Nathan Jones, Marty Echelmeier, Corporals Cary Goldberg, Todd Santiago, Officer Jeff Hahn, Sgt. Tom Larocque (Front Row L to R) Officer Chris Bruce, Corporal Denton Carlson, Lt. Dan Pratt, Sgt. Pat Cerruti (Not pictured: Officers Steve Brinkley, Mike Green, Dave Williams)

The San Ramon Police Department Special Weapons and Tactics Team (SWAT) is comprised of officers from both Patrol and Investigations Divisions. The SWAT Team consists of highly-trained officers whose primary mission is the protection of life and property and peaceful resolution of high risk situations that require a prolonged tactical deployment of police personnel. There are four components of the SWAT Team: the Entry Team, Sniper Team, Crisis Negotiators, and Tactical Command. Lieutenant Dan Pratt serves as the SWAT Commander.

Being a member of the SWAT Team is a collateral duty to an officer/detective's normal duties and responsibilities. Officers assigned to the SWAT Team must pass a rigorous testing process prior to assignment to the Team. This test consists of a challenging physical test, an handgun marksmanship course, and an oral interview. Once assigned to the SWAT Team, officers attend a basic SWAT school and begin training with the SWAT Team. The Tactical Team trains twice a month and training consists of handgun and rifle marksmanship, breaching, tactical movement, open area searches, hostage rescue, less lethal force options, terrorist incident resolution, and much more. The SWAT Team is also a conduit for outside training ideas, equipment and tactics that are ultimately passed on to uniformed patrol officers. SWAT Team members comprise a significant portion of our in-house instructor staff.





The Crisis Negotiation Team (CNT) is a component of SWAT and the goal of the team is to train and prepare for rapid response to critical incidents that require verbal skills and specialized equipment beyond those generally deployed by the Patrol Division, or generally available when a serious incident arises.

The Crisis Negotiation Team is a six member team specifically trained in hostage negotiations, intelligence gathering, and conflict management. Negotiation is considered a "tactic" to be used when appropriate to resolve, or assist in resolving a crisis situation. The Crisis Negotiation Team works hand-in-hand with SWAT in providing intelligence to officers in order to secure a peaceful resolution to the incident. When deployed on a SWAT call-out, CNT's primary function is to establish communications with barricaded suspects and/or to negotiate the safe release of innocent person(s) in a hostage situation.

The Crisis Negotiation Team is under the command of Lt. Liz Gresham.

The SWAT Team and Crisis Negotiator Team members are required to be on call 24 hours a day, 7 days a week.



(L to R) Corporals Rich Persson and Sharlene Dinkins, Detective Todd Patty, Lieutenant Liz Gresham, Officers Stan Szeto and Dave Roach





## Operations Bureau / Patrol Division / Bicycle Unit

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The mission of San Ramon Police Department's Bicycle Patrol Unit is to police the community on bicycle, using the bike as an efficient form of transportation, an enforcement tool, and as a public relations instrument.



Officer Albert Li, Corporal Sharlene Dinkins, Corporal Rich Persson, Detective Mike Green, Officer Phil Gonzales

The Bicycle Patrol Unit is staffed by full-time police officers on an as-needed basis for special assignments and events. This unit is supervised by the Traffic Division sergeant. The officers are selected after submitting a letter of interest and participating in an interview process. The officers who are currently assigned to Patrol regularly carry their bicycles on a trunk mounted vehicle rack which allows them to use the bikes to patrol business and commercial areas up close, interacting with citizens and employees in an attempt to be more visible and foster a positive relationship resulting in a safer community overall.

Officers assigned to the Bicycle Patrol Unit are required to pass a 40-hour "Patrol Bicycle" course. Several members have passed advanced bicycle courses attaining their "Instructor" certificates and are responsible for regular in-service training. Bicycle Patrol Unit officers participate in the many special events held in the City of San Ramon each year and are an integral part in the success of these events. They are able to help with locating lost or missing children/parents and provide a quick response to any other problems which requires law enforcement attention.

Police bicycles have been used for a number of years by many police agencies and have proven to be a very effective tool for patrolling areas around schools, walking trails, residential neighborhoods, parks, shopping center complexes, etc. Bicycle officers are able to contact suspects who are engaged in illegal activity before they are aware of the police officer's presence even though the officers are in a distinctive police uniform.

Compared to a traditional police vehicle, police bicycles have a quality that makes them much more approachable by citizens. Bicycle officers can interact with citizens far more often and more in depth than officers in cars, leading to information exchange that leads to more effective policing.



**Operations Bureau / Patrol Division / Honor Guard**

The Honor Guard is a six member team whose mission is to represent the San Ramon Police Department in a professional, dignified manner at special functions.



(L to R) Corporals Cary Goldberg, Todd Santiago, Lance Santiago, Officer Rob Ransom

The San Ramon Police Department Honor Guard was implemented by Chief Scott Holder to showcase the San Ramon Police Department to the community.

The Police Department Honor Guard functions as ambassadors for the San Ramon Department and the City of San Ramon. The Honor Guard presents the Nation’s colors at many events within the City of San Ramon such as the City Council meetings, 4th of July festivities, 9-1-1 ceremonies, and non-profit events. The San Ramon Police Department Honor Guard has also performed in conjunction with the San Ramon Valley Fire Department Color Guard on several occasions.

The Police Department’s Honor Guard consists of six police officers who volunteer to represent the agency at formal and solemn occasions. This collateral duty requires a commitment to train in a variety of protocols ranging from posting of the colors at City functions to participating in funeral ceremonies for fallen officers.



Lt. Liz Gresham  
Commanding Officer of the Honor Guard





## Operations Bureau / Traffic Division

The Traffic Division is a professional and effective team of individuals dedicated to traffic safety with the ability to provide timely response to crime and traffic problems in order to assist all members of the community and generate voluntary compliance to traffic laws and regulations.



Officers Dave Heinbaugh, Jim Springer, Corporal Randall Ritter, John Goyich

The Traffic Division is responsible for monitoring and soliciting citizen cooperation in complying with state motor vehicle laws. The focus of its duties is to target hazardous moving violations (speeding, running red lights, careless driving, etc.) and to strictly enforce Driving Under the Influence (DUI) violations in an effort to improve the overall quality of life for our citizens while traveling the streets on the city's roadways.

San Ramon Police receives both constant praise and constant criticism for traffic enforcement, a trait shared by most law enforcement agencies. The Traffic Division is committed to making a positive impact for safety on our city streets, and places a high priority in responding to reported traffic-related issues that come to our

attention in many ways. We are able to accomplish this level of response because of the partnership we have with our citizens, the dedication and professionalism of our police officers, private organizations and generous grants from our state government.

Traffic safety around our city schools, parks, and residential neighborhoods is one of our primary concerns. Our Traffic Officers with the help of our Patrol Officers, are responsible for an assigned school and patrol beat in which they monitor traffic related issues during business/school hours. This is done in an attempt to educate the public and heighten the awareness of pedestrian and motorist safety.

We are dedicated to improving traffic safety near our business districts as well because of the workforce population that commutes into the City of San Ramon each day. With the increased population we experience a proportional increase in reported traffic safety issues. These issues all over the city are handled utilizing mainly three methods, the 3 E's; Education, Engineering and Enforcement. These methods are common to most cities and have proven very effective. We utilize electronic message trailers and radar trailers in addition to regular monitoring of intersections and roadways with higher than normal statistics for CVC (California Vehicle Code) violations and traffic collisions.



Traffic Sergeant Dave White

### STATISTICAL SUMMARY

SRPD wrote 6,814 moving violations, 350 license and registration violations, 1,432 non-moving violations, 882 courtesy warning citations, and 1,915 parking violations.

Officers made 176 Driving Under the Influence (DUI) arrests; tagged 507, and towed 8 abandoned vehicles.

There were 826 traffic accident calls for service in 2009.

The Department investigated 481 collisions: 1 fatality; 138 injury collisions; and 342 non-injury collisions.

The top two major causes of accidents in 2009 were speed (21%) and turning violations (13%), respectively.



## Operations Bureau / Traffic Division

Our Traffic Division consists of one supervisor and four officers who ride Harley Davidson motorcycles and collectively write approximately 200-500 traffic citations each month in the City of San Ramon. They are responsible for all reported traffic accident investigation including accidents that result in serious or fatal injuries. Each member of the Traffic Division has attended numerous specialized traffic accident investigation courses and is one of the only traffic divisions in Contra Costa County or the State where each member has reached the level of "Traffic Accident Reconstructionist".



All members of our Traffic Division are members of a County-wide, specialized traffic accident investigation team (IMPACT) Injury and Major Protocol Accident Call-out Team. This team is regularly called upon to investigate not only collisions where a fatality has occurred, but have been utilized in events where police officers from a number of different agencies have been involved in the use of deadly force. This team attends regularly scheduled quarterly training for accident reconstruction techniques, including computer-aided diagramming where they can input evidence collected at the scene and produce a computer animated reproduction of what may have occurred. Along with this expertise, they also provide highly technical testimony in the court proceedings that normally occur in these unfortunate incidents.



Sgt. Dave White, Corporal Randall Ritter, Officers Jim Springer, Dave Heinbaugh, John Goyich

### STATISTICAL SUMMARY

176 DUI arrests in 2009 — a 23% decrease in arrests from last year.

23% of DUI arrestees were involved in a collision — a 10 % increase over last year.

9% of DUI arrestees were under the legal age of 21— a 1% increase from last year.

California considers an individual to be legally impaired when their BAC is at 0.08 or above, and 53% of San Ramon's DUI arrests had a blood alcohol level of .16 or higher -- more than twice the 0.08 legal limit.

San Ramon Police averaged 12-15 DUI arrests per month; with August having the highest number of DUI arrests with 20 arrests.

Total DUI Arrests.....	176
Under Age 21 .....	15
Above .16 BAC .....	93
Involved in Accident .....	41



## Operations Bureau / Traffic Division

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### DUI Enforcement

San Ramon police officers took part in the Contra Costa County's "Avoid the 25" campaign this year from December 18<sup>th</sup>, 2009 to January 3<sup>rd</sup>, 2010 and made a total of "8" DUI arrests during the campaign period. Our officers place a high priority on DUI enforcement since this violent crime results in countless property damage, injuries, and fatalities every year nationwide. San Ramon Police made a total of 176 DUI arrests for the 2009 calendar year.

While there are several methods of DUI enforcement, San Ramon Police Department relies on patrol officers' constant vigilance looking for impaired drivers. Utilizing "saturation patrols", officers pair up in vehicles for officer safety and efficiency purposes. They patrol known problem areas and city streets with the sole focus of identifying drivers who display objective signs of being under the influence of alcohol/drugs while operating a motor vehicle. Another method of DUI detection is our own motoring public utilizing the "911" system to alert police to possible DUI drivers. Numerous driving under the influence arrests are made each year as a result of an alert motorist notifying police of their observations. Once police arrive they take appropriate actions which result in an arrest a very high percentage of the time, thanks to the cooperation and concern for safety by citizens working with their local police department.

### Seat Belt Enforcement

Through the combined efforts of state and local law enforcement, San Ramon police officers participated in the Office of Traffic Safety's "Next Generation - Click-It or Ticket" seat belt enforcement campaign conducted during the Thanksgiving holidays, a fourteen day period between May 18<sup>th</sup> through May 31<sup>st</sup>, and spring graduation season. Additionally, the Traffic Unit utilized a dedicated officer at least one day per month who focused on seat belt enforcement and aggressively cited individuals who were not in compliance.

More than 280 law enforcement agencies statewide participated in this year's "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 San Ramon Traffic Unit 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 restraint seats where appropriate.



According to state officials, since the campaign began in 2005, public safety officials has been seeing an overall yearly increase in seat belt use. There was a minimal increase (.001%) in seat belt citations issued by San Ramon Officers in 2009, implying general compliance with the State's seatbelt compliance law. California continues to boast a compliance rate of over 90%.

Funding for officer overtime to support California's "Click-It or Ticket" campaign was provided by a grant from the California Office of Traffic Safety through the National Highway Traffic Safety Administration. San Ramon received nearly \$8,000 in grant monies for this campaign.



**Operations Bureau / Traffic Division**

**TRAFFIC STATISTICS**

	2007	2008	2009	Change (08-09)
<b>Total Citations Issued</b>	<b>12,069</b>	<b>12,677</b>	<b>11,569</b>	<b>- 1,108</b>
<i>Moving Citations (excluding speed)</i>	<i>4,420</i>	<i>4,543</i>	<i>5,408</i>	<i>+ 865</i>
<i>Excess Speed Citations</i>	<i>2,196</i>	<i>2,490</i>	<i>1,932</i>	<i>- 558</i>
<i>Non-Moving &amp; Parking Citations</i>	<i>4,156</i>	<i>4,824</i>	<i>3,347</i>	<i>- 1,477</i>
<i>Warning Citations</i>	<i>1,297</i>	<i>820</i>	<i>882</i>	<i>+ 62</i>
<b>D.U.I. Arrests</b>	<b>308</b>	<b>228</b>	<b>176</b>	<b>- 52</b>
<b>D.U.I. Accidents</b>	<b>54</b>	<b>30</b>	<b>41</b>	<b>+ 11</b>
<b>Number of Accidents Reported</b>	<b>977</b>	<b>877</b>	<b>826</b>	<b>- 51</b>
<b>Accident Reports Written</b>	<b>534</b>	<b>506</b>	<b>481</b>	<b>- 25</b>
<b>Accidents with Property Damage Only</b>	<b>422</b>	<b>392</b>	<b>342</b>	<b>- 50</b>
<b>Number of Fatal/Injury Accidents</b>	<b>112</b>	<b>114</b>	<b>139</b>	<b>+ 25</b>
<i>Fatal</i>	<i>0</i>	<i>1</i>	<i>1</i>	<i>0</i>
<i>Severe Injury</i>	<i>3</i>	<i>4</i>	<i>1</i>	<i>- 3</i>
<i>Visible Injury</i>	<i>34</i>	<i>42</i>	<i>48</i>	<i>+ 6</i>
<i>Complaint of Pain</i>	<i>75</i>	<i>67</i>	<i>89</i>	<i>+ 22</i>
<b>Vehicle vs Pedestrian Accidents</b>	<b>11</b>	<b>9</b>	<b>13</b>	<b>+ 4</b>
<b>Vehicle vs Bicycle</b>	<b>13</b>	<b>19</b>	<b>14</b>	<b>- 5</b>





## Operations Bureau / Investigations Division

The mission of the Investigations Division is to identify, target, arrest, and successfully prosecute individuals involved in criminal activity within the City of San Ramon, with specific emphasis on felony Crimes. The Division is also responsible for the collection, dissemination, and management of criminal intelligence information. The Investigations Division consists of four interdependent units: felony investigations, misdemeanor complaints, C-NET Drug Task Force, and the Community Resource Program.

The Investigations Division consists of six Detectives, a Community Services Officer, a Detective Sergeant, and an Office Coordinator who assists with “Cold Cases” and Sex, Drug, and Arson Registrants.

The members of the San Ramon Police Department’s Investigations Division are assigned to investigate felony crimes reported to the City of San Ramon Police Department; such as homicide, robbery, sexual assault, child abuse, property crimes, missing persons, fraud and high-tech crimes, domestic violence, elder abuse, and any other cases requiring major follow-up investigation. The Detectives investigate some of the most demanding and challenging cases police can be involved in. Some crimes may take months or even years to fully investigate to a conclusion and bring a suspect to justice. Detectives assigned to these crimes have developed an advanced level of expertise by attending specialized training and by gaining years of experience working on complex cases with colleagues at the federal, state, and local levels.

The Detectives assigned to the Investigations Division are carefully selected from sworn officers within the department based upon demonstrated dedication and excellence in conducting criminal investigations. After being selected to the Investigations Division, the Detectives are sent to schools throughout the state to receive highly specialized “advanced officer” training. Most of the specialized training is certified by P.O.S.T. (California Peace Officers Standards and Training) and can range from 24 to 80 hours of instruction per school. Examples include Criminal Investigation, Homicide Investigation, Sexual Assault Investigation, Child Abuse Investigation and Officer Involved Critical Incident Investigation. All of the Detectives are members of various law enforcement associations that enable them to maintain their skills in specialized areas. Examples include California Homicide Investigator’s Association and California Sexual Assault Investigator’s Association.

Investigating complex major crimes requires the dedication, cooperation, and assistance of a variety of individuals and units. Detectives work closely with patrol officers to identify witnesses, preserve major crime scenes, gather critical information, and develop leads. They also work closely with officials from other agencies to solve crime that inevitably crosses jurisdictional lines.

During 2009, our Investigations Division followed up on 1,496 criminal cases. Of these cases, 860 were felony cases, 519 were misdemeanor cases, and 117 were missing adult/missing juvenile cases. Investigations served 53 search warrants, conducted 16 parole/probation searches, and recovered over \$515,000 in property. We had a 45% closure rate for felony cases in 2009.



(L to R) Officer Joe Hinkston, Office Coordinator Kelly O’Friel, Detectives Bill Doherty, Mike Schneider, Steve Brinkley, Corp. Sharlene Dinkins, Corp. Cary Goldberg, Detectives Mike Green, Todd Patty, Det. Sgt. Eric Webb



**Operations Bureau / Investigations Division / C.C.C.N.E.T**

The **Central Contra Costa Narcotic Enforcement Team (CCCNET)** is a proactive narcotic enforcement team whose mission is to target mid to high-level drug dealers that affect the quality of life for residents in the Central Contra Costa cities. Because drug crimes are commonly related to violent crimes, property crimes and identity theft, CCCNET also works with local, state and federal authorities to tackle these issues.

**HIGHLIGHTS**

**Statistics: City of San Ramon**

Total Arrests ..... 7  
*Felony* ..... 5  
*Misdemeanor* ..... 2  
 Total Search Warrants..... 4  
 Total Parole Searches..... 1  
 Total Consent Searches..... 2  
 Total Drugs Seized:  
 Marijuana ..... 23.7 grams  
 Marijuana .....40 lbs.  
 Marijuana Plants .....443 plants  
 MDMA.....24 tablets  
 Total Street Value of Drugs:  
 Marijuana - grams ..... \$592  
 Marijuana - lbs. .... \$288,000  
 Marijuana plants..... \$886  
 MDMA tablets ..... \$240  
 Total street value of drugs seized  
 in the City of San Ramon  
 ..... \$289,718  
 Total assets seized in the City of  
 San Ramon ..... \$125,464

CCCNET Detectives are specially trained by the Department of Justice to investigate and to write and serve legal documents. CCCNET detectives all work in an undercover capacity and use information from informants and other confidential sources. The team is available 24 hours a day, seven days a week to all involved agencies. The taskforce concept is now one of the most commonly used and effective ways for both small and larger agencies to get the most experienced undercover officers, daily communication with multiple agencies, the best equipment, and a task force to respond at any time for a fraction of the cost.

A board of directors, which consist of the Chiefs of Police in Central Contra Costa, runs CCCNET. The Department of Justice and each member city contribute resources and detectives to form this task force. The team is supervised by a DOJ Special Agent with member cities participating from Walnut Creek, San Ramon, Danville, Pleasant Hill, Martinez, Clayton, Contra Costa County Sheriff's Office, and Contra Costa County's Probation Dept. and District Attorney's Office.

In 2009, CCCNET made a total of 110 arrests, 7 of the arrests in the City of San Ramon. CCCNET served 4 search warrants; 1 parole and 2 consent searches; seized \$125,464 in cash; seized: 443 marijuana plants (street value \$886); 23.7 grams and 40 lbs. of marijuana (street value \$288,592); and 24 MDMA tablets (street value \$240) in the City of San Ramon.

Once cases are adjudicated and state agencies receive their share of operating costs, the remaining asset forfeiture funds are distributed to participating agencies to keep the task-force running. Forfeited monies often take a year or more to disburse. No funds are disbursed until the case has been adjudicated, and some funds are actually seized in prior years.

CCCNET disbursed \$94,500 from adjudicated assets during 2009 to participating agencies.

**CCCNET TEAM STATISTICS 2008**

Total Drugs Seized		Street Value	Total Drugs Seized		Street Value
Crystal Methamphetamine	911.77 grams	\$145,888	Hashish	177 grams	\$2,400
Cocaine	55.12 grams	\$4,400	MDMA - 464.8 grams	45,199 tablets	\$498,490
Base Cocaine	82 grams	\$6,560	Heroin	0.5 grams	\$50
Marijuana (grams; oz; lbs.)	3,633; 2.05; 41.152 lbs.	\$354,562	Pharmaceuticals	662 tablets	\$19,310
Marijuana Plants	4,312 plants	\$8,549	Steroids/ Stimulants	assorted	\$483,577

Total street value of drugs seized:	\$1,523,786
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Assets Seized:	Cash	\$483,274
	Property	\$88,500
Total assets seized:		\$571,774



## Operations Bureau / Investigations Division / Community Resource Officer

The Community Resource Officer (CRO) provides a proactive approach to neighborhood problems and attends to the quality of life needs in our community.

The Community Resource Officer (CRO) program is assigned to the Investigations Division of the Operations Bureau. The officer is assigned to specific communities of interest to establish problem-solving partnerships with residents, property managers and owners, and the business community. These partnerships allow for the identification and resolution of crime-related issues.

The CRO introduced the Crime Free Multi-Housing (CFMH) Program in 2007, a widely successful program designed to help tenants, owners, and managers of rental property keep drugs and other illegal activity off their property.

The goal of the Crime Free Multi-Housing Program is to reduce blight, crime, narcotics sales, and narcotics use within the multi-housing communities within the City of San Ramon. The Crime Free Multi-Housing Program reduces blight, crime, and provides a safer living environment for the managers, landlords and tenants that live within the multi-housing communities. The program is honest and direct. It is designed to be easy, yet very effective in reducing crime in rental properties.

The benefits of the Crime Free Multi-Housing Program include: A stable, more satisfied tenant base. Increased demands for rental units with a reputation for active management, lower maintenance and repair costs, increased property values, improved personal safety for tenants, landlords and managers.

The solution-oriented, tenant-friendly program utilizes a three-part approach that ensures the crime prevention goal.

- Phase 1: An eight-hour seminar presented by the Police Department and other city and county agencies. Apartment owners, managers and staff must attend.
- Phase 2: Certifies that the property has met the minimum security requirements for the residents' safety.
- Phase 3: Tenant/Neighborhood Watch/Crime Prevention meeting at the property will be conducted for full certification.

Training includes: applicant screening; benefits of active management and how to become a pro-active manager; tips to strengthen rental agreements; crime prevention through environmental design; drug nuisance abatement; warning signs of drug activity; actions required when illegal activities are being conducted on your property; gang recognition; the role of the police; crisis resolution; legal issues, civil liability, and the eviction process.



**Cpl. Lance Santiago and Crime Prevention Specialist Darlene Kittredge**





The Crime Free Multi-Housing Program is successful because it approaches crime on many fronts. There are three ways criminal activity comes into a rental community. The criminal lives there, they visit friends there, or they come to the property to commit crimes. The Crime Free Multi-Housing Program addresses all three of these possibilities. By not renting to people with criminal intent, they not only reduce the likelihood of crime in the community, they also reduce the number of visitors who come to the property with criminal intent.

#### HIGHLIGHTS

In July 2009, the CRO was contacted by a hotel manager who is enrolled in the Crime Free Business Program. The manager was concerned about a guest who was occupying a room that continually refused housecleaning service. The manager also noted several other suspicious activities in and around this room. The manager contacted the CRO and provided information regarding the guest. The CRO was able to confirm the guest had outstanding warrants in two different counties. The CRO provided this information to Patrol personnel who arrested the subject and removed him from the property.

In December 2009, the CRO was contacted by another hotel manager enrolled in the Crime Free Business Program. The manager believed several individuals were engaged in prostitution. The CRO relayed the information to Patrol personnel. Coordinating efforts, Patrol and Investigations personnel made contact with 8 persons believed to be involved in prostitution. One person was arrested while the other individuals were identified and removed from the property.

The backbone of the concept is the "Crime Free Lease Agreement." This document hold renters, their visitors and friends, accountable for their actions. Three phases to the program are manager training, property inspection, and a safety social. Each of these is an important component to the program. When implemented, renters improve, properties improve, and crime plummets.

The Crime Free Business Program was implemented in March of 2009. This program is designed to provide training and education to business operators in the city to arm them with the knowledge to prevent crime in and around their business. The program consists of two phases. The first phase is a 2-hour training session attended by the business owner and/or manager. This training covers topics such as robbery prevention, workplace violence, suspicious subjects, identity theft, personal safety, and more. The second phase consists of an on-site visit by the Crime Free Coordinators to survey the property using the principles of CPTED. Since the inception of the program, there have been more than 30 businesses enrolled in the program.





## Operations Bureau / Crime Statistics

The Uniform Crime Reporting (UCR) Program is a nationwide, cooperative statistical effort of city, county, and state law enforcement agencies voluntarily reporting data on crimes brought to their attention. The Program’s primary objective is to generate a reliable set of criminal statistics for use in law enforcement administration, operation, and management.

Since 1930, the FBI has administered the Uniform Crime Reporting Program and issued periodic assessments of the nature and type of crime in the nation. In reporting of offense data to the state or national Uniform Crime Reporting Program, it is necessary to classify appropriate offenses into the “Part I” or “Part II” offense categories as defined by the Federal Bureau of Investigation. This practice ensures that offenses with different titles under state and local law are considered and appropriately counted in the Uniform Crime Reporting Program. All criminal offenses of law are classified as either “Part I” or “Part II”.

The Crime Index is composed of selected offenses used to gauge fluctuations in the overall volume and rate of crime reported to police. The offenses included are the violent crimes of murder, rape, robbery, and aggravated assault; and the property crimes of burglary, larceny, and auto theft. These offenses are known as “Part I” crimes.

The “Part II” offenses encompass all other crime classifications. “Part II” crimes include simple assaults, forgery and counterfeiting, fraud, embezzlement, buying/receiving and possessing stolen property, vandalism, carrying and possessing weapons, sex offenses, drug abuse violations, gambling, disorderly conduct, drunkenness and numerous other miscellaneous offenses.

According to the UCR, “Simple Assault” is not within the Part I Crime Index — it is a Part II offense but is collected and presented in the Part I Crimes table as a quality control matter and for the purpose of looking at total assault violence.

Part I Crime Totals	2008	2009	% Change
Murder	1	0	- 100%
Forcible Rape	4	1	- 75%
Robbery	15	17	+ 13%
Assault/Battery	157	142	- 10%
Burglary	184	152	- 17%
Larceny/Theft	751	769	+ 2%
Motor Vehicle Theft	<u>65</u>	<u>62</u>	- 5%
<b>Total Offenses</b>	1,177	1,143	- 3%

### A Closer Look

One of the most meaningful crime statistics used in Uniform Crime Reporting is the Crime Rate. This rate is the number of offenses per 100,000 inhabitants. This rate can be calculated regardless of the number of inhabitants in a city or county. We will use *per* 1,000 residents in our calculations (a common crime rate measure).

To compute the crime rate, divide the number of violent crimes by the population of the city, (63,176) and multiply the result by 1,000. This gives you the number of crimes per 1,000 people. Therefore, the crime rate for San Ramon is 18.09 crimes per 1,000 residents which is considered to be a very low crime rate.

The total number of Part One crimes declined by 3% over the previous year; and the crime rate declined by 1.14 crimes per 1,000 residents.

In 2009 there were 53,622 calls for service in the City of San Ramon. Of these, 1,143 calls make up the seven reportable offenses of the Uniform Crime Report. The City of San Ramon has consistently been one of the safest communities in the County and in the Tri-Valley area.

# REPORTED PART I OFFENSES FOR SAN RAMON

	1984	1985	1986	1987	1988	1989	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999
<b>POPULATION VS STAFFING</b>																
POPULATION	23,444	25,352	26,417	27,439	30,404	33,879	35,303	35,950	36,196	38,880	39,995	40,880	41,000	42,000	43,500	44,688
NO. SWORN OFFICERS	15	17	17	20	23	23	25	27	28	28	28	33	34	34	36	37
OFFICERS PER 1,000	0.64	0.67	0.64	0.73	0.76	0.68	0.71	0.75	0.77	0.72	0.7	0.8	0.83	0.81	0.83	0.83
<b>PART I CRIMES</b>																
MURDER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
MANSLAUGHTER	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
FORCIBLE RAPE	4	1	2	6	4	5	8	3	8	3	4	4	5	5	6	4
ROBBERY	6	8	9	17	9	11	9	21	13	11	15	20	14	19	17	9
ASSAULT/BATTERY	94	103	106	176	150	172	160	134	165	169	189	176	167	178	183	175
BURGLARY - RESIDENTIAL	109	116	94	110	104	86	65	117	125	90	84	83	75	110	82	61
BURGLARY - COMMERCIAL/OTH	49	54	60	82	79	81	99	88	68	83	101	87	96	81	101	91
THEFTS - PETTY/GRAND/OTH	688	565	657	664	749	681	736	840	772	786	713	787	804	791	624	608
AUTO THEFTS	14	30	30	47	40	71	61	52	55	70	67	69	61	78	57	65
<b>TOTAL PART I CRIMES</b>	944	877	958	1,102	1,135	1,107	1,138	1,255	1,206	1,212	1,174	1,226	1,222	1,263	1,071	1,014
<b>CALLS FOR SERVICE</b>	N/A	N/A	N/A	N/A	N/A	N/A	29,512	26,875	29,209	30,422	32,086	34,267	33,904	36,668	38,954	43,244
<b>CRIMES PER 100,000 POP.</b>	4,027	3,459	3,626	4,016	3,733	3,268	3,223	3,491	3,332	3,117	2,935	2,999	2,980	3,007	2,462	2,269

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
<b>POPULATION VS STAFFING</b>																
POPULATION	45,704	45,886	46,237	47,050	48,600	53,858	53,858	59,501	61,187	63,176						
NO. SWORN OFFICERS	40	42	44	43	*47	*50	**50	56	56	56						
OFFICERS PER 1,000	0.88	0.92	0.95	0.9	0.84	0.82	0.74	0.87	0.85	.82						
<b>PART I CRIMES</b>																
MURDER	1	0	0	1	0	1	1	0	1	0						
MANSLAUGHTER	0	0	0	0	0	0	0	0	0	0						
FORCIBLE RAPE	12	8	1	1	2	5	1	2	4	1						
ROBBERY	21	20	10	17	15	14	25	15	15	17						
ASSAULT/BATTERY	233	189	180	217	211	215	224	162	157	142						
BURGLARY - RESIDENTIAL	62	66	51	75	62	70	56	58	51	71						
BURGLARY - COMMERCIAL/OTH	97	96	95	82	94	76	113	151	133	81						
THEFTS - PETTY/GRAND/OTH	696	833	861	816	925	733	661	847	751	769						
AUTO THEFTS	57	67	81	114	144	94	79	92	65	62						
<b>TOTAL PART I CRIMES</b>	1,179	1,259	1,279	1,324	1,453	1,208	1,160	1,327	1,177	1,143						
<b>CALLS FOR SERVICE</b>	48,039	47,717	46,581	44,670	41,471	48,833	51,157	57,040	62,194	53,622						
<b>CRIMES PER 100,000 POP.</b>	2,580	2,744	2,766	2,814	2,990	2,243	2,098	2,230	1,923	1,809						

## **History of San Ramon Police Department**

The San Ramon Police Department was founded July 1, 1984 when the City entered into a contract with the Sheriff's Office and continued working under the original contract with the Sheriff's Office for 23 years.

The city continued to grow and prosper thus creating an expanded need for independent police services, and on June 13, 2006, the City Council unanimously passed a resolution to bring control of the San Ramon Police Department in house. The San Ramon Police Department became an independent police department, and on July 1, 2007, 56 sworn officers, 20 civilians, and 30 volunteers assumed their new positions with the City of San Ramon.

San Ramon Police Department is a team-oriented agency that maintains a close partnership with the community through community oriented police work and various youth-oriented programs.

The services offered by the Police Department have changed over the years in an effort to maintain a proactive approach to the needs of the public. These changes have included the creation of specialized programs such as the Crime Free Multi-Housing, Crime Free Business programs, and "My Beat-My School" programs.

Today's city police officers have embraced changes in the use of technology such as the mobile audio video system and field computers and the wireless transmission of incident reports.

Committed to providing quality, responsive service in its efforts to work in partnership with the community, the department's website contains online services such as, Offender-Watch®, Crime Mapping, Requests for Patrol, Vacation House Check, and Pay your Traffic Ticket on line.

The San Ramon Police Department continues to construct and adopt progressive policies in an effort to mirror the changing times and strives to improve the services it offers on a daily basis, while remaining ever vigilant to the needs and potential of the future.



# ADMINISTRATION BUREAU





## Administration Bureau / Emergency Preparedness

The primary goal of Emergency Management is to develop the capacities within the City of San Ramon to respond to and recover from all hazards and disasters. The Emergency Preparedness Manager is very involved in local, regional, and national emergency management efforts. This is accomplished by training and implementation of the fundamental tenants of emergency management.



**Ray Riordan**  
Emergency Preparedness Manager

The primary goal of Emergency Management is to develop the capacities within the City of San Ramon to prepare for, respond to and recover from all hazards and disasters. This is accomplished by planning, training and implementation of the fundamental tenants of emergency management. Coordination of all efforts extend beyond the city in collaboration with neighboring cities, state and federal response. The Emergency Preparedness Manager is very involved in local, regional, state and national emergency management efforts.

As a result of the efforts the City of San Ramon received two distinguished Federal Emergency Management Agency awards.

- *Honorable Mention Outstanding Citizen Corps Council Award (for pop. under 1.5 million), for innovative practices and achievements that are making communities safer, stronger, and better prepared to manage any emergency situation.*
- *Honorable Mention Collaborative Preparedness Planning Award, for collaborative practices that generate partnerships with public and private entities in developing and sustaining the Citizen Corps Mission.*

The successes of the city's program relies on the 2006 agreement the City of San Ramon entered into with the Town of Danville, San Ramon Valley Fire Protection District and San Ramon Valley Unified School District to collaborate on improving the preparedness of the San Ramon Valley community. The San Ramon Valley Emergency Preparedness Citizen Corps Council mission is to collaboratively plan and coordinate community disaster preparedness and training efforts to preserve the life, health and welfare of all who reside or work within the San Ramon Valley. Disasters "know no boundaries" and regional planning with neighboring agencies makes sense.

The following accomplishments had an accumulative effect on improving city staff readiness to respond to an emergency:

- *Police and public services personnel continued to receive training on using the national award winning Pre-incident Aerial Survey plans, the incident command system (a national training requirement), and on how to operate in a command post.*
- *Created the Bay Area's first training for City Council alternates, and conducted the training with 22 of the designated members.*
- *Conducted two shelter management trainings to prepare staff for a full scale mass care human shelter drill. Over 150 volunteers arrived to register and participate and learn what it was like to be in a shelter during an emergency.*
- *Conducted training for volunteers on how to operate animal shelters. The training led to a simultaneous full scale drill with the human shelter. The volunteers and the shelter staff learned how to coordinate both shelters at a single site.*
- *Staff responded to the May and November H1N1 flu outbreak and set up a drive thru flu clinic on November 21 to inoculate over 4900 residents.*
- *Staff responded to the May 29 hazardous material spill and conducted a review of actions to improve to future incidents.*
- *Staff were trained on how to manage Federal Emergency Management Agency reimbursement programs with other agencies around the bay area.*





The following accomplishments had an accumulative effect on improving citizen and business readiness to respond to an emergency:

- *With the Citizen Corps Council recruited and registered 300 CERT volunteers, organized a community fair that reached over 4,000 residents, and launched a preparedness website [www.bereadysrv.org](http://www.bereadysrv.org)*
- *City staff re-initiated the Disaster Council with local businesses and conducted a Business Continuity and Emergency Preparedness Program with the Chamber of Commerce.*
- *Installed an AM 1610 radio emergency broadcast station for citizens, businesses and employees in San Ramon.*



Emergency Preparedness Fair September 2009

The following activities with state and county programs improved the ability of city to obtain support during an emergency:

- *Participated in the development and execution of the State of California Golden Guardian Exercise, a catastrophic earthquake scenario that tested the delivery of potable water to local communities, communication with the operational areas and resource deployment from the region and other regions of the state.*
- *Staff completed training as an "A-team" member of the National Emergency Management Agency, Emergency Mutual Aid Compact.*
- *Staff supported the development of the Contra Costa County Disaster Mitigation Plan which is to be complete in 2010 and adopted by council.*
- *Staff supported the development of the Regional Catastrophic Response Plan for Contra Costa County.*

The city's commitment to providing the finest emergency preparedness efforts continue with the support of the City Council, Management, the staff, and most importantly you, the citizens of San Ramon. Preparedness begins with the measures the residents take at home, and as a team, how the residents and businesses can coordinate their response with the police, fire and other responders managing the critical events. Take the time for preparing yourself, your family and your business to be ready when the next emergency occurs. Together as a team, we achieve more.





## Administration Bureau / Professional Standards & Training Division

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The Professional Standards and Training Division has a mission to provide the most knowledgeable and experienced officers to serve the City of San Ramon. To do so, this Division handles internal affairs concerns and ensures the development of officers through education and training.

*In order to meet the training demands of the San Ramon Police Department, the Training Division strives to provide the highest level of training and education for all department personnel. Providing training in all aspects of law enforcement and public service is a priority of the San Ramon Police Department.*

### PROFESSIONAL STANDARDS

The Professional Standards Division is located within the Administrative Bureau and is under the supervision of the Administrative Lieutenant Liz Gresham. The Professional Standards Sergeant, Craig Stevens, is responsible for the day to day operations of the Division.

The Professional Standards Division ensures the integrity of the department, promotes ethical conduct in compliance with the department's mission, standards and policy and procedures, while maintaining integrity through effective and efficient police service. Public trust and support are a critical component to a successful police organization. The Professional Standards Division accomplishes this by:

**Recruiting and hiring** — the hiring process of a sworn officer is a very thorough and intensive process that begins with the application and interview and concludes with an extensive background check, a psychological evaluation and a complete medical screening.

**Policy Development and Maintenance** — includes developing department wide policies to meet current best practices and legal guidelines; disseminating, tracking and archiving policies.

**Ensure fair and equal treatment of citizens and employees** — responsible for investigation of allegations of employee misconduct, both external and internal; investigate major officer-involved incidents.

### TRAINING DIVISION

The Training Division is located within the Administrative Bureau and is a sub-division of the Professional Standards Division. It is under the supervision of the Administrative Lieutenant Liz Gresham. The division consists of one Training Sergeant, Craig Stevens and one Training Coordinator, Mary Gentry. The Training Division is responsible for the department's training which includes all sworn and civilian personnel. It is also responsible for the coordination and planning of continuing professional training (CPT) for all police department staff. The Training Division fulfills an essential role in meeting State, Federal, City and Department training mandates and keeping the department well trained and up to date with the latest knowledge, skills and abilities.

**Training** – includes in-house training, specialized outside training, and department sponsored Commission of Peace Officers Standards and Training (POST) training. In addition to training the department also provides sworn and civilian staff the opportunity to advance their skill and knowledge in many other areas.

**Accreditation** — ensuring the SRPD is maintaining compliance with state law, accreditation standards set forth by POST, and adherence to departmental values.



Lt. Liz Gresham, Sgt. Craig Stevens, Mary Gentry



One of the goals of the Training Division is to provide quality training within the department in order to ensure continuous improvement in the professional development of our employees and to prepare them for any assignment or advancement within the department.

Through participation in various training programs, employees continue to maintain awareness of the changing law enforcement practices and enhance their level of skill and knowledge.

It is policy of the San Ramon Police Department to present the most current and comprehensive in-service, advanced and specialized training to all employees. This assures the needs of the department and the community we serve will be met at the highest level while increasing the productivity and effectiveness through increased job knowledge and skill. In order to ensure that our officers are performing essential job functions in an efficient and professional manner, they continuously attend updated training.

By utilizing our “in-house” instructors for essential core training such as Defensive Tactics, Firearms and Electronic Weapons (TASER), we are able to provide more specialized training and improve the skill level and expertise of our officers.

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

Defensive Tactics	10 Instructors	Tactical Communications	2 Instructors
Firearms	11 Instructors	First Aid/CPR	2 Instructors
Electronic Weapons	6 Instructors	Driver Awareness	6 Instructors
Racial Profiling	1 Instructor		

During the past fiscal year the Training Division provided over 12,350 hours of training, both in-house and outside the agency. In addition to this training, monthly training bulletins and policy updates were distributed. All of these different functions serve to advance our employee’s skill and knowledge allowing the agency to better serve the public and the citizens of San Ramon.





## Administration Bureau / Professional Standards / School Resource Officers

Under the Administrative Bureau, the objective of our School Resource Officer Program is to help our youth by building partnerships between the family, school, police department, and community.



Officer Rob Ransom

The School Resource Officers (SRO) program is a nationally recognized strategy that places law enforcement officers in elementary, middle, and high schools. School Resource Officers have an opportunity to work in conjunction with school principals to find solutions to problems affecting students. The School Resource Officer program incorporates a multifaceted strategy of enforcement, education, and counseling in hopes of reducing criminal activity on the school campus, reducing student suspensions for violent incidents, and contributing to the quality of a safe learning and teaching environment.

The concept behind the SRO program is to help youth through some of their most difficult challenges, working together to provide tools and understanding to help kids grow into successful adults. The SRO program is a proactive approach to identifying risk factors that face today's youth, including drug, alcohol and tobacco use, peer pressure, bullying, gang activity, and sex. The program allows the police, school, and community to work closely together to provide a holistic approach and more complete problem solving model.

Wearing a variety of hats — our two SRO Officers assigned fulltime to each of the two high schools and four middle schools — are officers, counselors, teachers, mentors, parents, and friends. They are more than “cops on campus”. They are caring individuals who take a personal interest in the success of our youth. The officers fulfill a vital role in promoting safe school communities. Safe school communities promote trust in our schools and police, contribute to the learning process, and foster quality city growth.

San Ramon schools are places of zero tolerance for weapons, drugs or abuse of any kind and there are no exceptions to the practice of reporting violations of the law. School Resource Officers and school administrators take measures to prevent and address all incidents involving:

- assaults against students or school personnel,
- threats against school personnel,
- involvement with drugs or alcohol,
- the possession of contraband or any suspicious substance which may be illegal, or
- the possession of weapons.





Our School Resource Officers fill many different roles within their schools:

- The SRO is a vital member of the school’s administrative team, helping to solve problems within the school community.
- The SRO is an educational resource for students, teachers, administrators, and parents.
- The SRO provides students with a positive role model, and a balanced view of law enforcement.
- The SRO is a proactive law enforcement officer dealing with law related issues on campus.

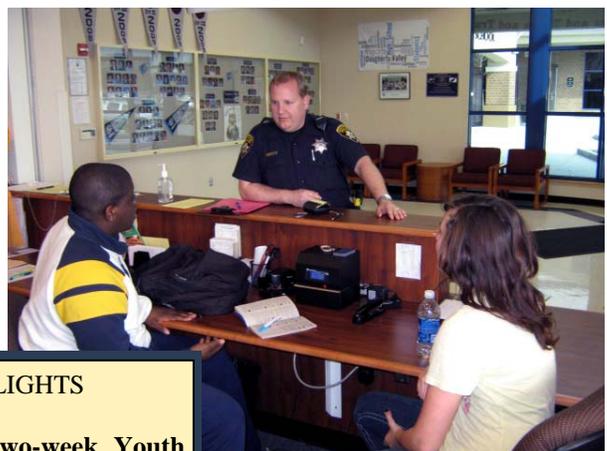


**Officer Mark Gunning**

The SRO’s also facilitate the Parent Project Program which is a program for parents of at-risk or difficult to control teenagers.

The Parent Project , a new program for parents introduced in 2007, is a 10-week class that teaches parents strong, effective and proven skills to change adolescent destructive behavior. This interactive class allows parents to gain solutions, receive emotional and practical support, create an action plan, and experience success in working with their teen’s behavior.

Through their honest and open communications with the students, the SRO’s promote a positive image of law enforcement.. They are often able to prevent problems from arising by their close relationships with the students. Together, law enforcement, parents, and community leaders, we can effectively prepare our students to make positive choices in dealing with the challenges of life.



**HIGHLIGHTS**

**Conducted a two-week Youth Academy in June 2009 with 20 students participating.**

**Taught two Parent Project classes to 44 parents in 2009.**



### Administration Bureau / Professional Standards / Youth Resource Officer

The Youth Resource Program, which began in 1996, was developed to identify and implement prevention and intervention programs for youth and families to address at-risk, maladaptive, or criminal behaviors.



Corporal Sharlene Dinkins

The San Ramon Community and Youth Resource Program (CYRP) is a collaboration of community partners committed to identifying and implementing prevention and intervention strategies for San Ramon youth and their families. This collaboration includes the Police Department, Parks and Community Services Department, 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. CYRP is state funded and accepts referrals from parents, teachers, community leaders, neighbors or any other resident who is concerned with helping a juvenile who may be making poor choices.

The Youth Resource Officer (YRO) is the Police Department's representative to the CYRP and is responsible for: community education concerning youth related issues; investigating crimes involving juvenile suspects or victims where age is a critical factor in the victimization; managing the Diversion Program; and participating on the multi-agency Internet Crimes Against Children (ICAC) Task Force. Early intervention, a multidisciplinary team approach, and targeted enforcement, are important features of the Youth Resource Program.

At the conclusion of a criminal investigation, the YRO may refer the case to Juvenile Probation, the District Attorney, or the Diversion Program. The Diversion Program serves as an alternative to the filing of a misdemeanor criminal complaint for first time offenders and is also offered for traffic related offenses at the direction of the Municipal Court Magistrate. The program also serves as an early intervention for at-risk youth, runaways, and those in need of structured guidance.

Diversion is voluntary and begins with an assessment which involves a meeting with the youth, a parent, the YRO, and a Marriage and Family Therapist (MFT). The purpose of the assessment is to evaluate the youth's attitude, school performance, family concerns, at-risk behaviors, sphere of influence, and goals and aspirations. After the assessment, the YRO and MFT discuss the suitability of the youth for the program. If the youth will be offered Diversion, the YRO and MFT develop a list of recommendations the family must agree to in order to be enrolled in the program. Diversion typically lasts between six months to a year and may include: community service hours, anger management training, substance abuse classes, family therapy, parenting classes, tutoring, restitution, letters of apology, school attendance and grade requirements, and any other recommendation that may be of benefit to the youth.

The CYRP offers youth an opportunity to reflect on the consequences of their choices in a positive and supportive environment. 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.

#### HIGHLIGHTS

In 2009, there were 291 cases assigned to the YRO:

- 57 felonies committed by juveniles
- 93 misdemeanors by juveniles
- 113 reported runaway juveniles
- Out of the 291 cases, 150 were criminal
- 15 juveniles were referred to the Juvenile Diversion Program
- 96 juveniles were referred to the Juvenile Probation Department or District Attorney
- 61 Assessments were conducted

The 96 referred cases can be further broken down by the following crime categories:

Battery .....	22
Theft (Petty & Grand).....	33
Under the Influence .....	3
Weapon Offenses.....	2
Poss. Drugs/Alcohol .....	20
Sex Crimes.....	5
Vandalism.....	8
Trespass .....	3





**Administration Bureau / Professional Standards / Character Counts !**

Under the Administrative Bureau, Professional Standards Division, Character Counts! is a program for school students that imparts the importance of good character and good ethics in the community of San Ramon.

Character Counts! Is a nonprofit, nonpartisan, nonsectarian character education framework that teaches the “Six Pillars of Character”: trustworthiness, respect, responsibility, fairness, caring, and citizenship. These Six Pillars of Character come from the Character Counts! Program developed by the Michael Josephson Institute of Ethics in Los Angeles and represent “core values” or “basic life skills” necessary for a successful life in society. The Character Counts! Program is considered to be one of the nation’s most thorough and multi-faceted assessments of character education.

In this program we don’t just talk about “Saying No” and drugs, we talk about what happens if you say “yes”, making good choices, dealing with your conscience, consequences, reputations, and self-respect. This is a very interactive class. The kids can address things that are important to them, not only what we think is important for them.



Officer Abe Medina



The course reinforces values that are already being taught by families at home, teachers at school, and our society in general. The Six Pillars of Character are used to teach everyone that their actions, words, choices and behavior are their responsibility. The program makes a valiant effort to bring youth to a place of well-being and sound judgments in their decision making. Character Counts! is the foundation of a more peaceful tomorrow.

The Character Counts! Program has been changing and expanding. The Six Pillars of Character has been reinforced at Hidden Hills, Quail Run, Country Club, Montevideo, Coyote Creek, and Walt Disney elementary schools. California High School joined the program in the second half of the 2009 school year and Dougherty Valley High School will be joining the program in early 2010. Character Counts! intends to reach the entire community through community meetings and community awareness activities. The Department’s goal is to reach out to youth at the earliest possible age to make a difference in the lives of San Ramon’s youth and to show that they are valued at the earliest possible and most impressionable time of their lives. By offering a variety of programs in collaboration with other entities for a variety of ages of youth, the Department hopes to demonstrate that “Character Counts!”



**HIGHLIGHTS**

Character Counts! has done special presentations for local Boys Scout Troop 834, and local Girls Scout Troops as well.

Character Counts! has made several special presentations at day care centers within the City.

Participated in Character Counts! Skate Nights, Movie Nights, Primo’s to Primo’s Run Carbo Load Event, Art & Wind Festival, July 4th activities, and school carnivals.

Dougherty Valley High School will join the program in 2010.

The new Character Counts! Chevy HHR Mini-van premiered this school year.



## Administration Bureau / Professional Standards / Explorer Post

Under the Character Counts! Officer's supervision, the goal of our post is to educate our area youth in the career and related field of law enforcement.



The San Ramon Police Department, in partnership with the Boy Scouts of America, is a co-ed career based program for young men and women between the ages of 14-21 years old. If the Explorer is in high school, they must maintain a 2.0 or better grade point average and must be willing to work at least 10 hours per month at the station.

The Explorer Program provides young adults the opportunity to learn about law enforcement through training opportunities and interaction with



law enforcement professionals. We teach training on all aspects of Law Enforcement from policy to tactics. This program is a great way to spend time with youth and keep them out of trouble by teaching them good moral values as well as the way the Criminal Justice System works. The Explorers are involved in ongoing training throughout their involvement in the program and after completion of their probationary period, are eligible to go on ride-alongs with department Officers.

### HIGHLIGHTS

Fourteen Explorers volunteered almost 400 hours of service to community events in 2009.

Explorers participated in the Art and Wind Festival, July 4th event activities, Tip a Cop, and Character Counts! skate and movie nights.

Explorers attended canine and shooting range training, went on a San Quentin prison tour, and attended a Giants baseball game.

Explorers have participated as role players for SWAT training.

One of the most important components of the program is Community Service. Explorers provide a valuable asset to the community by working at special events, as well as 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.





## Administration Bureau / Professional Standards / Crime Prevention

Under the Administrative Bureau, the Crime Prevention Unit is responsible for promoting public safety through community awareness.

Crime Prevention is essential to any city. San Ramon takes great pride in striving to exceed the standard Crime Prevention programs. Crime Prevention Specialist Darlene Kittredge is continually introducing new programs and ideas to the citizens of San Ramon. She strives to take a proactive approach to crime prevention and is constantly researching or training on the latest trends in crime prevention.

The Crime Prevention division of the San Ramon Police Department continued to flourish throughout 2009. The newest Crime Free Program, Crime Free Business, was introduced in April of 2009. Trainings are held bi-monthly for all business owners/managers in the City of San Ramon and participation in this program is free to all. This program is designed to reduce crime in and around retail and service based businesses and provide a safe work environment for employees, customers and employers, all while increasing their bottom line.



**Darlene Kittredge, Crime Prevention Specialist**

Crime Free Business is only one of the programs administered out the Crime Prevention Division. Currently the Crime Prevention Division is responsible for the coordination of both Crime Free Programs which include Crime Free Multi Housing and Crime Free Business. Crime Prevention Specialist Darlene Kittredge manages and runs these programs with Corporal Lance Santiago, the Community Resource Officer. Together they are a wealth of knowledge and experience that has lead to the success of both of these programs, including the reduction of calls for service in some areas up to 75%.

In addition to the Crime Free Programs, Crime Prevention Specialist, Darlene Kittredge has many other duties that encompass the Crime Prevention Division. She is the liaison to the community and continually strives to keep the citizens of this city in the know. This is achieved in many ways, through her Quarterly Crime Prevention Newsletter, email blasts, website updates, trainings, or presentations. Darlene focuses on teaching others how not to become a victim of a crime and the many ways of preventing such.



Specialist Kittredge also serves as the department liaison on many boards and committees. One of which is the Development Review Committee, in which she reviews all plans for building or redevelopment throughout the City of San Ramon. Specialist Kittredge has been trained and certified in this area and checks all plans prior to inception for CPTED (Crime Prevention Through Environmental Design).

Crime Prevention Specialist Darlene Kittredge is impassioned by her work and it shows in her daily enthusiasm, whether she is giving a presentation or researching a new program. Specialist Kittredge always strives to keep San Ramon a safe place to live, work and play.



## Administration Bureau / Professional Standards / Property & Evidence

Under the Administrative Bureau, the Property and Evidence Unit is responsible for maintaining the integrity of evidence and chain of custody of all property that comes into their possession in accordance with state laws, city ordinances, and departmental policies and procedures.



Jessica Simonds  
Evidence Technician

San Ramon Police Department maintains a property and evidence room and an additional 400 sq. ft. storage facility. The current facilities store over 4,000 items classified as evidence, safekeeping, or found property collected from the San Ramon Police Department.

The Evidence Technician receives all property taken as either evidence, safekeeping, or found property. Evidence and property received by the division includes, but is not limited to, cash, jewelry, guns and various weapons, narcotics, vehicles, bikes, blood samples, urine samples and other evidence related to assaults, homicides and other crimes. Biological items are stored in cold storage until they are transported to the Lab for analysis.

The Evidence Technician is responsible for logging, and maintaining all property received on a case until there is final court adjudication. Following the final adjudication of a case, all property that is still in control of the Technician is released to the owner. If property was booked for safekeeping or as found property, the Technician can release the property to the rightful owner or have it properly disposed of.

There are various statutory requirements concerning the storage and disposal of property. These laws specify the time period items must be retained by law enforcement agencies and the format of required notifications. Any serialized property must be queried through a computerized database to determine whether it has been reported as lost or stolen. All seized illegal narcotics and related paraphernalia are destroyed pursuant to court order. Confiscated guns and other illegal weapons are also destroyed. After a specified amount of time, unclaimed property can be sold at auction or destroyed if there is no appreciable value.

Access to the property room is strictly controlled. Any movement of property in or out of the property room is properly recorded on an official "property record".

Property and Evidence activity include:

- Processing of all property and evidence entered into the system
- Response to crime scenes, when requested, to take custody of collected evidence.
- Maintenance and disposal of property and evidence in accordance with state audit requirements, departmental and accreditation standards.
- Maintains a record of all property movement transactions within the facility as well as movement to the courts, crime labs, investigations, and property viewings.

### HIGHLIGHTS

- In addition to maintaining the Property room the Technician must keep updated on current laws and regulations.
- Attending classes and workshops keep up the needed certification for running an evidence and property room.
- It has been the practice of the Property Division to retain what we need to and dispose of what we can.
- Since 2007 an estimated 800 items have been sent to auction or returned to the owner.



## Administration Bureau / Fleet Services

Fleet Services' ultimate responsibility is to ensure our police officers have safe and reliable vehicles with which to respond to emergencies and perform their law enforcement duties.



**O.J. Plotner**  
Fleet Services Coordinator

The Police Department fleet consists of 59 vehicles, including Patrol cars, Traffic Safety vehicles (cars/motorcycles/radar trailers), Investigation cars, PST vehicles and Emergency command units. Due to multiple work shifts and multiple drivers, some of these vehicles travel up to 700 miles per week.

The high mileage, severe duty use of these vehicles requires a rigorous, preventive maintenance schedule. Fleet Services Coordinator O.J. Plotner, with over 20 years of fleet logistics experience, ensures the vehicles are inspected, maintained and repaired on a regular basis. He is also responsible for the purchase and emergency "up-fit" of the vehicles, license and titling, accident repairs, budgeting, used vehicle disposal, and all other aspects of operating an emergency fleet.

An ongoing challenge with police cars includes researching the latest technology in equipment available for them. Over the last decade, in-car video recording technology has proliferated. This past year, all Patrol cars and Traffic motorcycles were equipped with video recording systems.

The use of these video systems has proven to deter assaults on officers and provide safer working environments. Their use will also reduce the City's liability by disproving racial profiling claims and other police related complaints such as traffic enforcement stops.

The in-car video system is an excellent, reactive tool that will expedite the internal investigative process and potentially provide conclusive evidence of guilt or innocence. It also serves as a training indicator. The review of the videos will allow the department to recognize training issues and address future training needs.





## Administration Bureau / Support Services Division

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The goal of the Administrative Support Division is to provide essential administrative support for the department in the areas of staffing the front office, the fiscal unit, licensing and permits, and special projects and reports. The Administrative Support Division continually strives to provide quality customer service to the public both in person and on the phone.



**Sue Wallace**  
Administrative Analyst

### Executive Support

The Administrative Analyst works closely with the Police Chief and the Department's Command Staff by providing research, preparing a variety of monthly and annual reports, and acting as a liaison to various government agencies. The Analyst is the Department's point of contact with city management and is responsible for monitoring, answering, or forwarding citizen inquiries and commendations received via e-mail and through the department's website.

The Chief's Office also has the responsibility for the administration of several city ordinances that require the receipt and processing of applications for city permits or licenses. Various components within the agency provide assistance to the Chief of Police in the routine administration and enforcement of these ordinances.



**Jennifer Vasquez**  
Finance Coordinator

The Financial Coordinator is responsible for assisting with the preparation of the Police Department annual budget, all purchase requests, billing matters, and managing contracts and grants.

The Finance Coordinator also serves as the Department's Web Developer and manages the layout, visual appearance and usability of the Department's web pages. The Department's website is a valuable tool for communication by providing information and online services to the public.

In 2009, the Police Department's website underwent an entirely new redesign. The changes made were to further enhance our customer service and to provide updated content and resources that are useful to the community.

### Front Office Administrative Support

The Administration Division's front office staff are often the public's first contact with the department. Staff members are very adept at assessing requests for assistance and routing citizens to the person best able to take care of their situation. Front office staff are responsible for handling incoming telephone requests for non-emergency information and assisting citizens who come to the lobby of the Police Department with questions and concerns. The Police Department's Office Coordinator and staff assigned to the front counter spend the majority of their time greeting citizens at the front counter answering phones, fingerprinting, releasing police reports and towed vehicles, receiving counter reports, scheduling child safety seat inspections, and providing requested information.

Additionally, Administrative Support personnel are responsible for notification of department personnel for appearances in the criminal justice system. Staff handles requests from the District Attorney's Office, Public Defender's Office, private attorneys, Municipal Court, and the Division of Driver's Safety for department members to appear and offer testimony in criminal cases and traffic matters. Staff continues to expand its efficiency through computer technology. Court appearance information is available via ARIES (Automated Regional Information Exchange System), a county-wide, criminal justice web-based service system.



## Administration Bureau / Records Division

The mission of the Records Division is to maintain the integrity of the San Ramon Police Department records and to provide information and assistance in a courteous, responsive, and professional manner.

### Records Division

The Records Division is the repository of the reported crimes, suspected crimes, traffic accidents, arrests, other incidents or events, injuries, fatalities, and all other information maintained within local and state automated record-keeping systems. This information is essential to the investigative, arrest and judicial process. Staff provides assistance and information to law enforcement 24 hours a day, seven days a week. The Records Unit is staffed with clerical employee's 19 hours a day from 6:00 am - 1:00 am,

7 days a week. The remainder of the day is covered by the Sergeant on duty from 1:00 am - 6:00 am.



Kevin Ellis, Catrice Owens-Swift, Alice Stoll, Clauvette Hartway, Theresa Sanchez, Gayle Studt, Valerie Amaral, Manny Del Rio

Access to records information is governed by local, state and federal laws and providing service and information to the public is a vital part of the Records mission. Records Staff are required to complete a 40 hour POST Records Class and they are trained in the proper handling of sensitive criminal justice information. Records staff attends training throughout the year to update, enhance and expand their knowledge.

The Records Division is staffed by eight fulltime and one part-time Police Records personnel: Records Coordinator, Records Specialist and six Records Technicians. The Records Unit is responsible for all aspects of document control within the Police Department. The tasks performed include processing, storing, scanning, retrieving and releasing documents to appropriate government agencies, law enforcement agencies and the public. In addition to our in-house computer systems we have access to the California Department of Justice operated California Law Enforcement Telecommunications System (CLETS). This system is a statewide computerized system. This system links all law enforcement agencies throughout the State of California and interfaces with national (NLETS) and international systems (INTERPOL) and a variety of other government data bases.



Kelli Bryson

The Records Division is also responsible for processing all arrest warrants. 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.

With the environment in mind, we strive to be as paperless as possible. Computer systems continue to play a major role in the storage and retrieval of information and documents. The Records Division is responsible for data entry of incident reports, arrests, citation, traffic collisions, towed vehicles, field contacts, and warrants. Documents are scanned and stored in an electronic format for future retrieval.

During 2009, the Records Division processed approximately 4,000 police reports and is required to report crime and clearance data to the California Department of Justice. Statistics are used to measure the volume and frequency of incidents and crimes. The data is also used for budget formulation, assessment of program effectiveness, and provides supporting data for future administrative and operations purposes.



## Administration Bureau / Volunteer Program / Chaplains

The purpose of the San Ramon Police Department Chaplaincy Program is to supplement the work and services of the Department by dealing with the personal needs of our citizens as well as to the police officers and their families.



(L to R) Officer Jason Nunn - Chaplain Program Administrator, Chaplains Bill Meine, Bill Hoffman, Gayle Studd -Chaplain Coordinator, Chaplains Nancy Bell, Pat Grady, Gary Swensen; Lt. Liz Gresham - Chaplain Program Director

Since 1999, San Ramon Police Chaplains have provided spiritual, emotional, and physical assistance to those citizens involved in traffic or traumatic incidents. The Police Chaplain Program is comprised of a dedicated group of clergy professionals of various religious affiliations who provide guidance, counseling, and crisis intervention on a 24-hour basis, assisting officers with the critical task of helping police employees and citizens cope with incidents involving suicides, homicides, fatal traffic accidents, and the deaths of children or family members.

The Chaplain must be ordained or commissioned and must attend the 13-week Citizens Academy to join the program. Chaplains are members of the International Conference of Police Chaplains (ICPC) and have completed necessary training to

become members of the internationally recognized International Critical Incident Stress Foundation, Inc. (ICISF) and are qualified to lead and participate in critical incident stress defusing and debriefings.

When Chaplains are available to handle the citizen's personal needs, it frees officers on the scene or in a given situation to complete their duties such as evidence gathering, reporting, etc. Being familiar with department policy and procedures, the Chaplains can clarify and explain to those individual the actions of the officers. As a member of the Clergy, their presence will give a calming and comforting assurance to those individuals with unfortunate circumstances surrounding them.



October 2009 Mass Shelter Drill

### HIGHLIGHTS

Chaplains are on call 24 hours a day and provided many invaluable hours of counseling to residents in crisis.

The Chaplain Program is administered by an officer and coordinated by the Office Coordinator. There are five active volunteer Chaplains and two facilitators who participate in the program. They are provided with necessary training and resources in return for hundreds of hours of volunteer service. The Chaplains are considered members

of the Police Department for their invaluable guidance and support of both the Police Department and the community.



## Administration Bureau / Volunteer Program / V.I.P.S. Citizen Volunteers

Members of San Ramon Police Department's V.I.P.S Citizen Volunteers are an incredibly talented group of individuals who serve selflessly to give back to the San Ramon community while helping our organization deliver the highest caliber of police service possible.

The Police Department is fortunate to have 30 active volunteers who benefit and enrich the Department while they give back to their community. These volunteers are known as Volunteers in Police Services (V.I.P.S).

The V.I.P.S. are a group of adult volunteers who pool their talents, knowledge and abilities; donating their time to assist the Department in providing a higher level of service to our citizens. Each volunteer wears a complete uniform to distinguish them as official police volunteers in the performance of their duties. The V.I.P.S. volunteers are required to attend the 13-week Citizens Academy which gives them a basic understanding of police work.

Some of the tasks undertaken by V.I.P.S. members include:



- Helping with special events, such as Character Counts, the 4th of July celebration, the Art & Wind Festival, and other community functions;
- Collecting emergency contact information from local business owners to be entered into the Dispatch Center's computer system;
- Acting as Neighborhood Patrols to look for homes whose owners need to be notified of conditions which may invite crimes against their properties and doing vacation house checks;
- Helping in the front office at the police department with administrative work, answering phones, and fingerprinting;
- Working with the detectives and the Youth Resource Officer; and
- Helping with Neighborhood Watch programs; Parent Project; and the Citizen's and Youth Police Academies.

Special events and activities that the V.I.P.S. volunteers have worked are events like National Night Out, Bicycle Rodeos, Character Counts! Graduations, the Wind Festival, Skate and Movie Nights, and the Star Spangled Spectacular.

Our citizen volunteers are a valuable daily resource for the police department. In 2009, the V.I.P.S. volunteers worked a total of 3,157 hours.



Volunteers helping with Primo's to Primo's Carbo Load Dinner





## Administration Bureau / Citizens Academy

The purpose of the Citizens Academy is to create better police-community relations. The public benefits by better understanding of legal issues, personnel issues, and departmental procedures. The Department benefits by learning specific problems and needs of the community. Officer Rob Ransom and Mark Gunning are the Citizens Academy Instructors.

Twice a year, once in the fall and spring, the San Ramon Police Department hosts a Citizens Police Academy. This exciting 13-week program allows community members the opportunity to experience first-hand the dynamic and complex nature of law enforcement.



The concept of the Citizens Police Academy involves opening up the Police Department to the public and showing citizens exactly what they do and how they do it. The program offers a different hands-on, interactive, activity each week. Sessions are taught by experienced police officers who share their unique perspective on law enforcement.

Some of the Academy topics presented are: patrol, criminal investigations, traffic stops, crime scenes, narcotics, Special Weapons and Tactics, DUI enforcement, officer safety, community policing, and defensive tactics. Academy staff provide demonstrations in arrest control techniques, crime scene processing, and building searches, and much more. As a result, citizens are better equipped to assess safety issues and share with others their knowledge of law enforcement practices and policies.



Given the Department's commitment to the community and proactive problem-solving, they see the Citizens Academy as an effective way of bringing law enforcement and the public together in an informal, educational forum. The benefits of such a partnership can only help strengthen the entire community in terms of public safety and quality of life.





## Administration Bureau / Youth Academy

The mission of the Youth Academy is to provide the youth of San Ramon with the foundation of the principles of law enforcement.



**Officers Rob Ransom , Abe Medina,  
& Mark Gunning  
Youth Academy Instructors**

The two-week program held in late spring is coordinated by the two School Resource Officers. The program is designed to provide youth with the opportunity to obtain an inside look at local law enforcement. The participants have an opportunity to interact with the officers and instructors and meet members of the different divisions of the Police Department. The atmosphere is open and active with students encouraged to ask any question that they may have.



The Youth Academy is designed with four specific goals in mind:

- To create better understanding and communication between young people and police employees;
- To enhance the participants' knowledge about law enforcement and the criminal justice system;
- To encourage the participants to discuss their youth academy experiences with their peers; and
- To introduce the participants to possible career opportunities within the criminal justice system.

Some of the subjects touched on are Constitutional and Legal Guidelines, Crimes in Progress, SWAT Operations, Police Vehicles, Juvenile Law, Crime Scene Investigation, K-9 Unit, Traffic Stops, Community Oriented Policing, Narcotics & Gangs, DUI Enforcement, and Building clearing.

The Youth Academy brings about a better understanding of what society requires in order for the youth to grow into responsible, productive citizens. Additionally, the Youth Academy not only increases understanding through education and interaction with members of the Police Department, but it fosters lasting and productive partnerships between our Police Department and the community we serve.



Some of the participants in the Youth Academies go on to become Police Explorers and help out with other projects such as volunteering for alcohol and tobacco enforcement operations.



## **Accomplishments / Future Objectives**

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Each year the police department sets goals for the coming year. These goals are established working in conjunction with the City Council, City Manager, our residents and staff. At the end of each year we evaluate our accomplished goals and set goals for the upcoming year. The lists below detail our accomplishments for 2009/2010 and our Goals/Major Action Plans for 2010/2011.

### **SIGNIFICANT ACCOMPLISHMENTS FY 2009-2010**

- Enhanced the Crime Free Business and Crime Free Housing Programs to continue to reduce crime in the business and rental communities and enhance the quality of life for all residents.
- Broadened the City's Emergency Preparedness by further detailing the Pre-Incident Aerial Photography Survey Plans.
- Completed Phase Three of the creation of a Special Weapons and Tactics Team through training and implementation of tactics.
- Expanded internal expertise to provide required training in-house, reducing the reliance on outside training sources.
- Instituted action plan based on the recommendations of the evaluation by the State of California Commission on Police Officers Standard and Training (POST) on the Police Department's Command and Control structure and workload limits.
- Completed installation of a City of San Ramon AM Radio Station to increase communication between the City and residents in the event of an emergency or disaster.
- Improved investigative response to Identity Theft and Computer crimes through the procurement of forensic computer analysis equipment and software, and the training of staff.

### **MAJOR ACTION PLANS FY 2010-2011**

- Train and deploy two new police officers, July 2010.
- Add Community Resource Officer position to assist with the Crime Free Multi-Housing Program, Aug. 2010.
- Add and deploy an additional Canine Officer, Sept. 2010
- Activate SRPD SWAT Team, Oct. 2010.
- Activate Crisis Negotiation Team, Oct. 2010.
- Implement updated Emergency Operations Plan, Dec. 2010.
- Conduct Emergency Shelter refresher training for humans and animal shelter operations, March 2011.
- Conduct Emergency Operations Center exercise, April 2011.
- Functionalize Mobile Command Post, June 2011.
- Conduct public outreach regarding 1610 AM Emergency Broadcast Radio, June 2011.
- Transition to new police facility 2011.



## Exceptional Performance Awards

### *Officer of the Year*

Detective Steve Brinkley was recognized for his outstanding efforts in our Investigations Division. Steve has demonstrated a superior work ethic by maintaining a heavy workload as well as continuing to improve his knowledge and expertise by attending several specialized Investigative training courses. Steve is always willing to assist other investigators and patrol staff and has consistently responded during off hours and stays late to conclude cases that are time sensitive. He exhausts every reasonable lead and leaves no stone unturned. In addition to his regular assigned duties, Steve is a member of the SWAT Team and is also a department firearms instructor.



**Detective Steve Brinkley**  
Officer of the Year

### *Employee of the Year*

Police Services Technician Jessica Simonds is extremely reliable and continues to excel at her position. During this year Jessica has been instrumental in the planning and organization of the new police department property room. She continues to keep informed of changes in the law regarding property and evidence and has completed important audits and inventories of all of the property rooms. In addition to her normal property and evidence duties as well as her other regular additional duties, such as vehicle inventory and supplies and forms maintenance, Jessica has also taken on the additional responsibility of managing the copying of the Vision Hawk video for evidence and court purposes. Jessica makes herself available 24/7 for all property related issues and is always willing to do what is needed to get the job done.



**Jessica Simonds**  
Employee of the Year

### *Supervisor of the Year*

Sgt. Pat Cerruti continually proves himself to be a dedicated, selfless member of the Police Department. Sgt. Cerruti is committed to training and improving himself and those that he supervises. He leads by example in his day-to-day activities and encourages those that he supervises. Sgt. Cerruti continues to strive to develop himself professionally and has attended numerous training courses this year. He is a firearms instructor, a team leader for the SWAT Team, an armorer for department handguns, a team leader for both SPACE and VSET Task Forces, has coordinated projects with the Police Department's Explorers, and teaches new recruits at the Contra Costa County Police Academy.



**Sgt. Pat Cerruti**  
Supervisor of the Year

### *Volunteer of the Year*

Volunteer Bill Jaffin has been a volunteer since May 2009. Bill has a career and a full-time job but still managed to donate over 300 hours of service this year by working 8-10 hours a day with Crime Prevention. Bill is an intricate part of the Crime Prevention team and is eager to help out where he can. He researches information, files, compiles Neighborhood Watch and Crime Free packets, and offers help and assistance with computer work and software programs. Bill has familiarized himself with both the Crime Free Multi-Housing and Crime Free Business programs. He assists with Crime Free Business training days and on many occasions helps to market the Crime Free Business program. Bill's knowledge and dedication is inspiring. He brings an upbeat boost to crime prevention and what it means to help people every day.



**Bill Jaffin**  
Volunteer of the Year

*They don't do a job to be recognized ..... they do a job that is recognized*

## *How We Are Doing*

To function effectively, the San Ramon Police Department recognizes that it must have the trust and confidence of the community. A police department cannot function apart from the people that it serves, therefore, our Department's commitment to the community will remain unwavering.

The purpose of the Quality Assurance Program is to assure that the San Ramon Police Department is providing the highest quality service to all persons that we contact. It is accompanied by continual interaction, to solicit feedback from the community we serve.

### *Quality Assurance Program*

Supervisors of all employees of the San Ramon Police Department periodically initiated contact with citizens who had some interaction with the employee. 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 purpose of:

- Allowing supervisors to identify areas to be improved and specific topics for additional training
- Identifying employees who are regularly providing exemplary service
- Being used as a benchmark/status report of the public's perception of the San Ramon Police Department

During the fiscal year July 2008—June 2009 (the second year of the program), the supervisors of the San Ramon Police Department completed 755 quality assurance surveys with random citizens who had interaction with the Department throughout the year. 43 Police Officers were reviewed throughout the survey process.

The questionnaire allowed respondents to rate their experience with each officer as very satisfied, satisfied, or dissatisfied. Citizens were also asked if there was anything that could be done to improve the service of the San Ramon Police Department and finally, if they had any additional comments to add.

### *Survey Results*

Of the 755 surveys collected, 50% (376) responded *very satisfied*, 49.5% (374) responded *satisfied*, and just .5% (5) responded *dissatisfied*.

### *What the Community had to say about the San Ramon Police Department*

- "Things with the officers were great. They were great. I plan on living in San Ramon for a while and I appreciate you guys and the hard work you do."
- "Absolutely satisfied."
- "I would really like to thank you. I feel really safe with you guys".
- "The officer had to deal with a very difficult time for me and my family. He was very patient and took the time to help us understand all that was going on."
- "Your officers do a great job!"
- "Thank you so much. You guys were awesome. Thank you for catching the bad guys."
- "I appreciate the officer's attention to detail and the very professional, caring manner in which this very trying situation was handled."
- "The SRPD officers are very thorough and experienced. It is very comforting to me and my family".



<i>Valerie Amaral</i>	<i>Marty Echelmeier</i>	<i>Craig Heuerman</i>	<i>Mike O'Day</i>	<i>Michael Schneider</i>
<i>Jason Barns</i>	<i>Kevin Ellis</i>	<i>Joseph Hinkston</i>	<i>Catrice Owens-Swift</i>	<i>Jessica Simonds</i>
<i>Jacob Benjamson</i>	<i>Steve Fajardo</i>	<i>Scott Holder</i>	<i>Tom Padilla</i>	<i>James Springer</i>
<i>Mike Boehrer</i>	<i>John Gardenier</i>	<i>Nathan Jones</i>	<i>Todd Patty</i>	<i>Robert Steaveson</i>
<i>Steve Brinkley</i>	<i>Mary Gentry</i>	<i>Darlene Kittredge</i>	<i>Rich Persson</i>	<i>Jonathan Stephens</i>
<i>Chris Bruce</i>	<i>Cary Goldberg</i>	<i>Tom Larocque</i>	<i>O.J. Plotner</i>	<i>Craig Stevens</i>
<i>Paul Burke</i>	<i>Michelle Goldberg</i>	<i>Albert Li</i>	<i>Dan Pratt</i>	<i>Alice Stoll</i>
<i>Keith Butler</i>	<i>Phil Gonzales</i>	<i>Lou Lombardi</i>	<i>Robert Ransom</i>	<i>Gayle Studt</i>
<i>Kelli Bryson</i>	<i>Joe Gorton</i>	<i>Abe Medina</i>	<i>TJ Reeder</i>	<i>Stanley Szeto</i>
<i>Denton Carlson</i>	<i>John Goyich</i>	<i>Al Molien</i>	<i>Cliff Rider</i>	<i>Hollis Tong</i>
<i>Pat Cerruti</i>	<i>Mike Green</i>	<i>Jennifer Montemayor</i>	<i>Ray Riordan</i>	<i>Jennifer Vasquez</i>
<i>Dar</i>	<i>Liz Gresham</i>	<i>Troy Montemayor</i>	<i>Randal Ritter</i>	<i>Sue Wallace</i>
<i>Manny Del Rio</i>	<i>Mark Gunning</i>	<i>Joe Moore</i>	<i>Dave Roach</i>	<i>Eric Webb</i>
<i>Deny</i>	<i>Jeff Hahn</i>	<i>Jason Nunn</i>	<i>Theresa Sanchez</i>	<i>Dave White</i>
<i>Sharlene Dinkins</i>	<i>Clauvette Hartway</i>	<i>Kelly O'Friel</i>	<i>Lance Santiago</i>	<i>Dave Williams</i>
<i>Bill Doherty</i>	<i>David Heinbaugh</i>		<i>Todd Santiago</i>	

*We must not, in trying to think about how we can make a big difference, ignore the small daily differences we can make which, overtime, add up to big differences that we often cannot foresee.....*

**Marian Wright Edelman**

*This publication was created in-house at the San Ramon Police Department*

*A very special thanks to our talented in-house photographers:*

*Valerie Amaral, Records Technician  
Jennifer Montemayor, Police Services Technician  
Stan Szeto, Police Officer*



## *Remembering the Fallen*



### **PUBLIC HOURS**

Hours: Monday - Friday: 8 am - 6 pm  
Address: 2220 Camino Ramon  
San Ramon, CA 94583  
E-Mail: [police@sanramon.ca.gov](mailto:police@sanramon.ca.gov)  
(Non-emergencies only)

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

### **ON-LINE SERVICES**

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

**Crime Mapping**  
[http://www.sanramon.ca.gov/police/  
crimereportsfaq.html](http://www.sanramon.ca.gov/police/crimereportsfaq.html)

**Pay your Traffic Ticket (Non-parking)**  
<https://www.paybill.com/contracostacourts/>

### **IMPORTANT PHONE NUMBERS**

Emergency: 911  
Non-Emergency Dispatch: (925) 973-2779

### **MAIN POLICE STATION**

Police Administration: (925) 973-2700  
Police Records: (925) 973-2770  
Fax: (925) 830-0674

### **DOUGHERTY VALLEY SUBSTATION**

17011 Bollinger Canyon Rd.

Business Number: (925) 973-3300  
Fax: (925) 829-3457