



San Ramon Police Department 2008 Annual Report

Responsiveness



Integrity



Service



Safety

Professionalism

Connecting with the 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.



SAN RAMON POLICE

Annual Report 2008

Scott Holder
Chief of Police

Captain Joe Gorton
Assistant to the Chief of Police

Lieutenant Elizabeth Gresham
Administration Bureau Commander

Lieutenant Dan Pratt
Operations Bureau Commander

San Ramon City Council

H. Abram Wilson, Mayor
Jim Livingstone, Mayor Pro Tempore
Dave Hudson, Councilmember
Scott Perkins, Councilmember
Carol Rowley, Councilmember

San Ramon City Manager

Herb Moniz



San Ramon Police Department Annual Report 2008





Service Commitment Community

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The Community The Community

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 163%, from 22,444 to 59,002 in 2008.



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; 14 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 08/09	\$14.8 Million
Motorcycles	5
Radar Trailers	2
Canines	2



CITY OF SAN RAMON AT A GLANCE	
Incorporated	July 1, 1983
City Budget—FY 08/09	94.7 Million
Expenditure Budget Allocated to Police	24.5%
Land Area	18 sq. mi.
Parks	32
School Parks	14
Schools	17
Population	59,002
Housing Units	23,559

HIGHLIGHTS

The Police Department supports 56 police officers, 20 civilian employees, and 42 volunteers in the delivery of police services.

Almost 78% 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 .88 officer per 1,000 residents.

Our cost per resident is approximately \$250 per resident.



Message From The Chief



Scott Holder
Chief of Police

Once again it is my pleasure to present the Annual Report of the City of San Ramon Police Department. The year 2008 was another fantastic year for our department. This report will highlight the many accomplishments of the men and women who serve our community.

In only our second year as an independent department we continue to grow and seek new opportunities to serve those who live and work in San Ramon. We pride ourselves on offering quality police service while being responsive to the needs of our community. The programs we instituted in year one continue to thrive and I am confident that we will continue to be effective.

In 2008, our officers responded to a record 62,184 calls for service. This represents an increase of 5,154 over 2007. Of those calls, 37,612 were officer initiated contacts which is a reflection of the hard work and service provided by our staff.

To quantify our effectiveness we instituted a Quality Assurance Program. Following police contacts, our supervisors surveyed residents to ascertain if there is anything we as a department could do to improve our service. Ninety-nine percent of San Ramon citizens having interaction with the San Ramon Police Department were very satisfied or satisfied, with only one percent dissatisfied. Our purpose is to identify areas to be improved and specific topics for additional training; identify employees who are regularly providing exemplary service; and to serve as a benchmark/status report for the public's perception of the department.

I am proud of our department and the service we provide. We exist to serve and always seek new avenues to improve our effectiveness. We encourage public comment and suggestions to continue our quest to provide the best police service possible.

Sincerely,

A handwritten signature in cursive that reads "Scott Holder".

Chief Scott Holder



Department Command Staff

Captain Joe Gorton

Captain Gorton has twenty-one years in law enforcement and 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

Lieutenant Pratt has nineteen years in law enforcement and is the Commander of the Operations Bureau. His responsibilities include Patrol Division, Investigations Division and the Traffic Unit. He is also the Commander of SWAT which is currently in development. The team expects to be fully operational in 2010.



Lieutenant Liz Gresham

Lieutenant Gresham has twenty-two years in law enforcement and is the Commander of the Administrative Bureau. Her responsibilities include Records, Finance, Youth Services, Property and Evidence, Crime Prevention, and the Professional Standards and Training Division.



Department Overview

Department Overview



Captain Joe Gorton



**Captain Joe Gorton, Lt. Dan Pratt,
Lt. Elizabeth Gresham**

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 42 civilian volunteers. The volunteers include 28 V.I.P.S. (Volunteers in Police Service), 6 Police Chaplains, and 8 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.

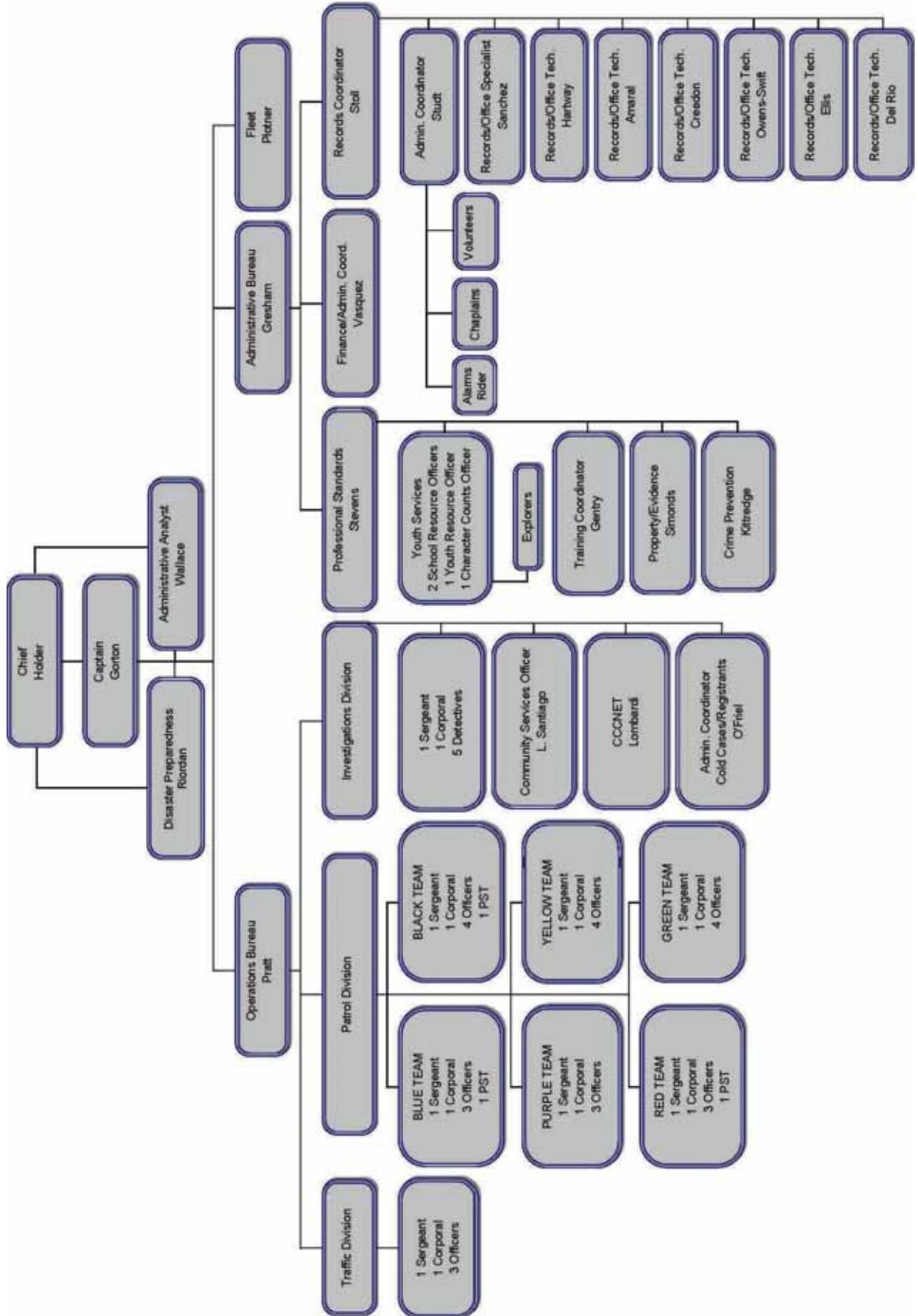
The Police Department has been operating independently since its inauguration on July 1, 2007. The San Ramon Police Department is a team-oriented agency that prides itself on being a strong part of the community that we serve. We strongly believe that preventing crime is a total community effort and 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, 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 2008-2009



Authorized Staffing FY 08-09

Authorized Staffing-08-09



SWORN PERSONNEL

Chief	1
Captain	1
Lieutenant	2
Sergeant	9
Corporal	9
Detective	6
Police Officer	28
<u>Total Sworn Officers</u>	56

CIVILIAN STAFF

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

Total City Staff 20

VOLUNTEERS

Chaplain Volunteers	6
Civilian Volunteers	28
Explorers	8

Total Volunteers 42



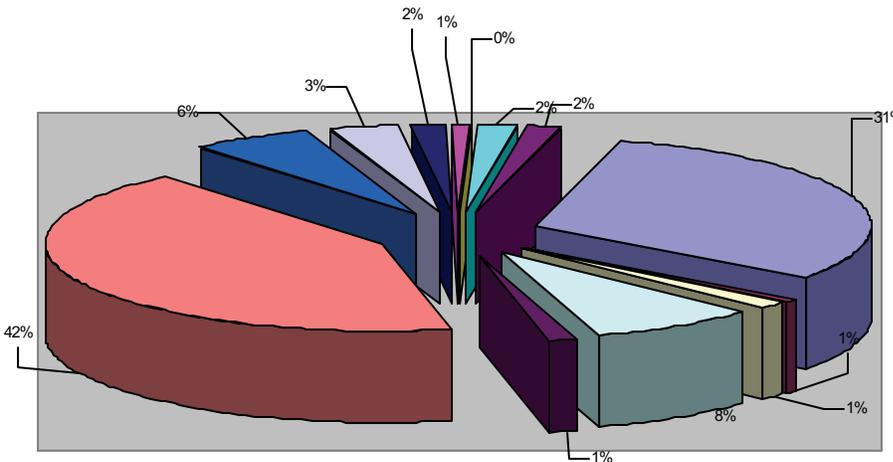
GRAND TOTAL
SAN RAMON POLICE PERSONNEL 118

The Budget 2008-2009

The Budget 2008-2009

Expenditure Summary by Category

	07/08 Final	08/09 Adopted
Personnel Services	\$11,078,356	\$11,465,344
Contract Services	1,702,477	1,958,853
Materials & Supplies	630,946	680,638
Other Costs	504,976	632,164
Capital Purchases	92,636	48,500
Total Expenditures	\$14,009,391	\$14,785,499



Administration	\$4,561,006
Crime Prev.	\$127,872
Character Counts	\$193,563
Investigation	\$1,209,075
Narcotics	\$180,513
Patrol	\$6,251,606
Traffic Safety	\$1,052,245
Youth Serv.	\$476,684
Animal Control	\$276,247
Crossing Guards	\$115,000
Vol. Serv.	\$4,850
Emerg Prep	\$281,012
Fleet	\$243,010

The San Ramon Police Department budget supports 56 police officers, 20 civilian employees and 42 volunteers in the delivery of police services. Almost 78% 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	4,561,006	199,850	4,361,156
Crime Prevention	127,872		127,872
Character Counts	193,563	1,000	193,563
Investigation	1,209,075		1,209,075
Narcotics	180,513		180,513
Patrol	6,251,606	511,450	5,740,156
Traffic Safety	865,061		865,061
Youth Services	476,684	100,000	376,684
Animal Control	276,247		276,247
Crossing Guards	115,000		115,000
Volunteer Services	4,850		4,850
Emergency Preparedness	281,012		281,012
Fleet	243,010		243,010
Program Totals	14,785,499	812,300	13,973,199

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



Lt. Dan Pratt

Lieutenant Dan Pratt
Operations Bureau Commander

The Operations Bureau is commanded by a Lieutenant 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 non-sworn employees. Eight Sergeants are assigned to the Bureau as division and team supervisors.



*Sgt. Mike Boehrer
Patrol Division*



*Sgt. Pat Cerruti
Investigations Division*



*Sgt. Dave White
Traffic Division*



*Sgt. Steve Fajardo
Patrol Division*



*Sgt. Tom Larocque
Patrol Division*



*Sgt. Mike O'Day
Patrol Division*



*Sgt. T.J. Reeder
Patrol Division*



*Sgt. Eric Webb
Patrol Division*

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.



Day Watch Weekdays (L to R) Officer Todd Patty, Cpl. Paul Burke, Sgt. Steve Fajardo, Cpl. Joe Moore, Cpl. Todd Santiago

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.

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, animal control, 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



Day Watch Mid-Week (L to R) Sgt. Eric Webb, Cpl. Rich Persson, Officer Dave Roach, Officer Tom Padilla, Officer Rob Steaveson

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.



Day Watch Weekends (L to R) Officer Jacob Benjamson, Officer Ai Li, Officer Hollis Tong, Officer Jeff Hahn, Sgt. Mike Boehrer



Evening Watch Weekdays (L to R) Officer Keith Butler & Deny, Sgt. T.J. Reeder, Officer John Gardenier, Officer Allen Molién, Officer Phil Gonzales

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.



Evening Watch Mid-Week (L to R) Officer Stan Szeto, Officer Joe Hinkston, Sgt. Tom Larocque, Officer Dave Williams, Officer Jon Stephens



Evening Watch Weekends (L to R) Officer Nathan Jones, Sgt. Mike O'Day, Officer Marty Echelmeier & Dar, Officer Jason Nunn, Officer Michelle Goldberg

Operations Bureau Patrol Division



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				
	2006	2007	2008	Change 07-08
Calls for Service	51,157	57,040	62,194	+ 5,154
Officer Initiated	26,819	31,710	37,612	+ 5,902
Arrests	820	779	661	- 118
Reports Written	4,565	4,902	4,365	- 537
Alarm Responses	2,710	2,865	2,482	- 383

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 about 22 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

False Alarms

The San Ramon Police Department responded to 1,724 False Alarms in 2008. Of these calls, 1,074 were attributed to commercial businesses and caused by either employee error, janitors, or faulty alarm equipment.

The amount of officers' time spent responding to false alarms is excessive. This means that there is much less time they have for needed police work. In addition, this creates a very hazardous situation for the officers and citizens. Officers, attempting to respond as quickly as is reasonable, increase their chances of accidents and, more importantly, get lulled into a feeling of "just another false alarm".

Through the joint efforts of the alarm companies and their customers, the overall number of false alarms has not increased proportionately, even though the residential areas of San Ramon continue to grow.

Fact In the last 5 years, alarm related calls in San Ramon have dropped by 20%.

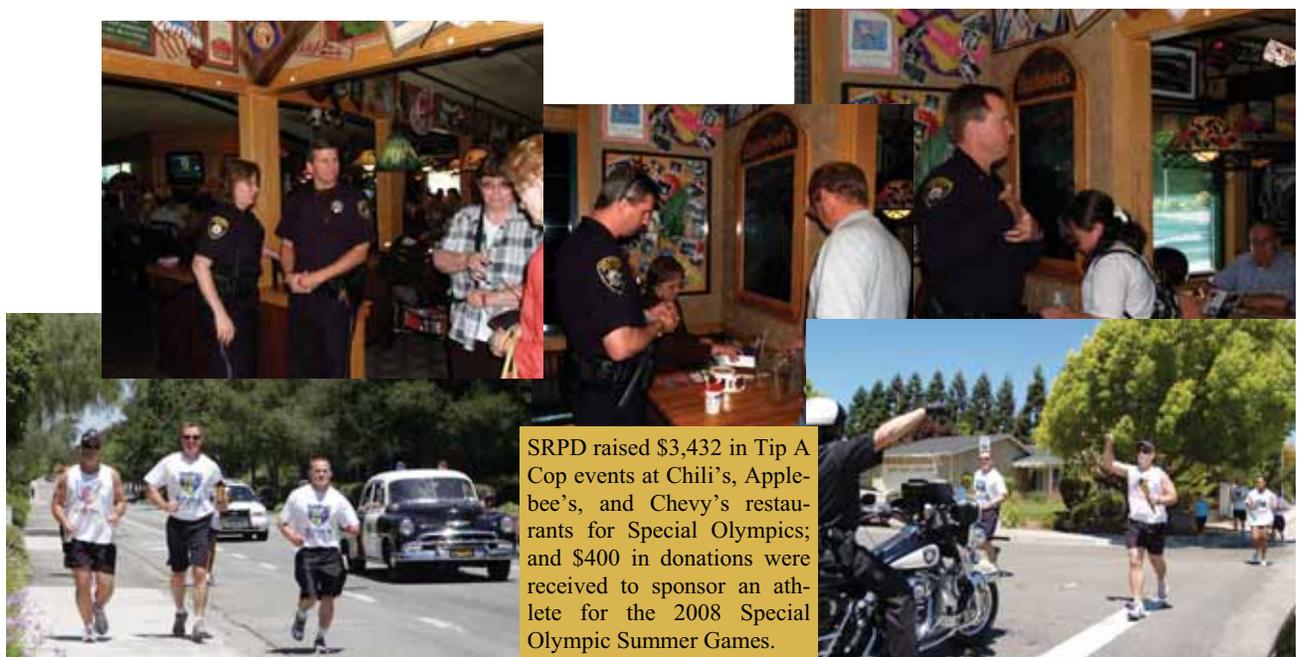
Fact: In 2008, there were 690 calls to Dispatch which were cancelled prior to the officer arriving at the alarm location.

HIGHLIGHTS

STATISTICAL SUMMARY

Among the more than 62,000 calls for service, patrol officers made almost 15,000 traffic stops, contacted over 3,200 suspicious vehicle/persons, investigated 506 traffic collisions, handled 38 domestic violence calls, and responded to over 1,450 disturbance calls. The San Ramon Police Department made a total of 661 arrests in 2008.

Special Olympics Torch Run and Tip A Cop



Operations Bureau Patrol Division My Beat



Corporal Joe Moore

The San Ramon Police Department places a high priority on police service in our schools. 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. 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.



Officer Dave Heinbaugh



Officer Tom Padilla



Corporal Randall Ritter



Officer Jacob Benjamson



Officer Todd Patty



Corporal Paul Burke

Operations Bureau Patrol Division 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 Jim Springer



Officer Abe Medina



Corporal Todd Santiago



Officer John Goyich



Corporal Rich Persson



Officer Rob Steaverson



Officer Dave Roach

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.



(L to R) Deny & Officer Keith Butler,
Officer Marty Echelmeier & 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.



K-9 Dar

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.

HIGHLIGHTS

In 2008, Dar was successful in locating various amounts of hidden narcotics in vehicles during traffic stops.

Dar located a baseball bat that was used in an assault with a deadly weapon case where the victim was hit in the head and almost died. The suspect hid the bat in an open field approximately five feet down in a drainage culvert.

Officer Marty Echelmeier and his K-9 partner "Dar" began their sixth year of service this past year. 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 & Dar

Operations Bureau Patrol Division K-9 Units



K-9 Deny

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 3 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 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.



Officer Keith Butler & Deny

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

In September, Officer Butler assisted Danville Police in a vehicle pursuit with suspects that were involved in a robbery and assault with a deadly weapon. When Officer Butler located the vehicle, the vehicle spun out of control, collided with a curb and rolled over on the freeway. Both the driver and passenger fled on foot onto city streets. Deny searched several backyards and the suspects were located and apprehended.

In October Officer Butler & Deny responded to a “Code 3” cover request from the Sheriff’s Office. The Deputy requested emergency assistance for a traffic stop because the driver was armed with a cross bow and told the Deputy that he wanted to “die and wanted the police to kill him. Officer Butler removed Deny from the patrol car and told the suspect that if he did not comply with police orders, he would let the dog go. When the suspect heard Deny barking, he immediately exited his vehicle with his hands in the air. He told officers that he would rather be shot than bit by the police dog.

Operations Bureau Patrol Division Bicycle Patrol Unit

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 Phil Gonzales and Officer Mike Green

The Bicycle Patrol Unit is staffed by 8 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.



Bike Patrol Officers assigned to July 4th Star Spangled Spectacular (L to R) Sgt. Dave White, Cpl. Denton Carlson, Officer Phil Gonzales, Officer Sharlene Dinkins, Cpl. Rich Persson, Officer Marty Echelmeier, Officer Chris Bruce

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) Officer Bill Doherty, Officer Rob Ransom, Cpl. Cary Goldberg, Cpl. Lance Santiago, Cpl. Todd Santiago, and Lt. Elizabeth Gresham

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.



Operations Bureau Patrol Division Police Service Technicians

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.



Jennifer and 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'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.



Crime scene photo courtesy of Valley Times Newspaper

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.

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

STATISTICAL SUMMARY

SRPD wrote 7,033 moving violations, 425 license and registration violations, 2,488 non-moving violations, 820 courtesy warning citations, and 2,336 parking violations.

Officers made 228 Driving Under the Influence (DUI) arrests; tagged 315, and towed 24 abandoned vehicles.

There were 877 traffic accident calls for service in 2008.

The Department investigated 506 collisions: 1 fatality; 125 injury collisions; and 380 non-injury collisions.

The top two major causes of accidents in 2008 were speed (21%) and turning violations (15%), respectively.

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.



(L to R) Officer Dave Heinbaugh, Cpl. Randall Ritter, Sgt. Dave White, Officer John Goyich, Officer Jim Springer

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.

DUI Enforcement

San Ramon police officers took part in the Contra Costa County’s “Avoid the 25” campaign this year from December 15th, 2008 to January 1st, 2009 and made a total of “12” 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 228 DUI arrests for the 2008 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.

STATISTICAL SUMMARY

228 DUI arrests in 2008 — a 26% decrease from last year.

13% of DUI arrestees were involved in a collision — a 5 % decrease over last year.

8% of DUI arrestees were under the legal age of 21— a 5% decrease from last year.

California considers an individual to be legally impaired when their BAC is at 0.08% or above, and 21% of San Ramon’s DUI arrests had a blood alcohol level of .20 or higher.

San Ramon Police averaged 19-20 DUI arrests per month; with August having the highest number of DUI arrests with 27 arrests.

Total DUI Arrests.....	228
Under Age 21	19
Above .20% BAC.....	47
Involved in Accident	30

Operations Bureau Traffic Division



Seat Belt Enforcement

San Ramon police officers participated in the Contra Costa County's "Click-It or Ticket" seat belt enforcement campaign between Nov. 17th-30th and May 12th-June 1st. The effort yielded 1,013 citations for seat belt violations, in addition to dozens of other violations ranging from speeding to driving on a suspended license were issued during the enforcement period.

More than 280 law enforcement agencies statewide participated in this year's "Click-It or Ticket" campaign. The program was timed to provide enforcement during Thanksgiving holidays, the long Memorial Day weekend, and during the spring graduation season. The program has found that actually issuing tickets is what changes people's behavior.

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. California currently has the nation's fourth highest seat belt use rate.

According to state officials, since the campaign began in 2005, public safety officials have seen seat belt usage increase from 90.4 percent to 95.7 percent in 2008, equivalent to more than 1 million additional drivers using seat belts.

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 \$15,000 in grant monies for this campaign.

TRAFFIC STATISTICS

	2006	2007	2008	Change (07-08)
Total Citations Issued	12,540	12,069	12,677	+ 608
<i>Moving Citations (excluding speed)</i>	<i>5,067</i>	<i>4,420</i>	<i>4,543</i>	<i>+ 123</i>
<i>Excess Speed Citations</i>	<i>976</i>	<i>2,196</i>	<i>2,490</i>	<i>+ 294</i>
<i>Non-Moving & Parking Citations</i>	<i>3,937</i>	<i>4,156</i>	<i>4,824</i>	<i>+ 668</i>
<i>Warning Citations</i>	<i>2,560</i>	<i>1,297</i>	<i>820</i>	<i>- 477</i>
D.U.I. Arrests	303	308	228	- 80
D.U.I. Accidents	45	54	30	- 24
Number of Accidents Reported	851	977	877	- 100
Accident Reports Written	446	534	506	- 28
Accidents with Property Damage Only	324	415	380	- 35
Accidents with Injuries	122	119	126	+ 7
<i>Fatal</i>	<i>2</i>	<i>0</i>	<i>1</i>	<i>+ 1</i>
<i>Severe Injury</i>	<i>4</i>	<i>3</i>	<i>4</i>	<i>+ 1</i>
<i>Visible Injury</i>	<i>36</i>	<i>35</i>	<i>43</i>	<i>+ 8</i>
<i>Complaint of Pain</i>	<i>80</i>	<i>81</i>	<i>78</i>	<i>- 3</i>
Vehicle vs Pedestrian Accidents	10	11	9	- 2
Vehicle vs Bicycle	13	13	19	+ 6



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 Specialist 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.



(L to R) Office Coordinator Kelly O’Friel, Detectives Sharlene Dinkins, Mike Schneider, Jason Barnes, Mike Green, Sgt. Pat Cerruti, Detectives Cary Goldberg, Craig Heurman, Lance Santiago, Denton Carlson

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 2008, our Investigations Division followed up on 1,878 criminal cases. Of these cases, 1,029 were felony cases, 737 were misdemeanor cases, and 112 were missing adult/missing juvenile cases. Investigations served 62 search warrants, conducted one parole/probation search, and recovered over \$480,889 in property. Our closure rate for felony cases increased from 54% in 2007 to 57% in 2008.

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

HIGHLIGHTS

Statistics: City of San Ramon

Total Arrests	13
<i>Felony</i>	9
<i>Misdemeanor</i>	4
Total Search Warrants.....	6
Total Parole Searches.....	1
Total Consent Searches.....	4
Total Drugs Seized:	
Crystal Meth	223.9 grams
Cocaine	70 grams
Marijuana Plants	60 plants
MDMA.....	472 tablets
Total Street Value of Drugs:	
Crystal Meth	\$12,000
Cocaine	\$2,000
Marijuana Plants	\$180,000
MDMA.....	\$4,720
Total street value of drugs seized in the City of San Ramon	
\$198,720	
Total assets seized in the City of Ramon.....	
\$90,020	

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.

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 2008, CCCNET made a total of 140 arrests, 13 of the arrests in the City of San Ramon. CCCNET served 6 search warrants; 1 parole and 4 consent searches; seized \$95,020 in cash; seized: 60 marijuana plants (street value \$180,000), 223.9 grams of crystal methamphetamine (street value \$12,000), 70 grams of cocaine (street value \$2,000); and 472 MDMA tablets (street value \$4,720) 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 taskforce 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 \$216,150 from adjudicated assets during 2008 to participating agencies.

CCCNET TEAM STATISTICS 2008

Total Drugs Seized		Street Value	Total Drugs Seized		Street Value
Crystal Methamphetamine	20,260 grams	\$2,026,000	Hashish	41.5 grams	\$1,867
Cocaine	1,375.5 grams	\$110,280	MDMA	600 tablets	\$12,000
Base Cocaine	3 grams	\$180	Heroin	28.71 grams	\$574
Marijuana	21,036 grams	\$423,644	Pharmaceuticals	763 tablets	\$15,260
Marijuana Plants	1,832 plants	\$3,664,000	Steroids	415 d.u.	\$8,300

Total street value of drugs seized:	\$6,262,105
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Assets Seized:	Cash	\$530,147
	Property	\$10,000
Total assets seized:		\$540,147

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.



Cpl. Lance Santiago

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 program is honest and direct. It is designed to be easy, yet very effective in reducing crime in rental properties.

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.



Operations Bureau Investigations Division Community Resource Officer

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

· **Gang member apprehended.**

The FBI contacted the CRO to alert him to a Project Trojan Gang member wanted on Federal narcotics trafficking charges who was possibly hiding in San Ramon. Recalling a previous incident of a gang associate living in an apartment complex in San Ramon, the CRO directed the FBI to the location where the individual was living. During a surveillance of the apartment complex, the CRO saw the wanted suspect and attempted to take him into custody. The suspect fled on foot but was apprehended by the CRO.

· **Homicide.** The CRO worked with the lead detective on San Ramon's only homicide of 2008. The CRO wrote 15 search warrants and assisted the lead detective in more than 21 interviews.

· **Training other agencies.**

The CRO has trained several neighboring agencies in the Crime Free Multi Housing Program. Agencies trained in 2008 include: Dublin PD, San Leandro PD, Walnut Creek PD, Alameda County Sheriff's Office, Pinole PD, and the Contra Costa County Housing Authority.

The Crime Free Multi-Housing Program implemented in other cities has had remarkable success. The following table shows that there has been an overall reduction in crime in San Ramon for properties participating CFMH in 2008.

Year	Calls	Criminal Reports	Arrests
2007 <i>Baseline #'s</i>	2,509	360	54
2008	1,965 down 2%	244 down 32%	31 down 43%

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.



Crime Statistics

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	2007	2008	% Change
Murder	0	1	+ 100%
Forcible Rape	2	4	+ 100%
Robbery	15	15	0%
Assault/Battery	162	157	- .03%
Burglary	209	184	- 12%
Larceny/Theft	847	751	- 11%
Motor Vehicle Theft	<u>92</u>	<u>65</u>	- <u>29%</u>
Total Offenses	1,327	1,117	- 16%

HIGHLIGHTS

San Ramon continues to be one of the safest communities in California. While there was a slight increase in the top two violent crimes in 2008, there was an overall reduction in Part I property crimes (-13%). Public awareness and focused attention by our officers have attributed to the decrease.

Although there appears to be an alarming increase in the percentage of homicide and rape cases, and while the crimes are no less serious, it is important to note that all of the victims were known to their assailants.

Of the four rapes that were reported, all involved young teens and/or young adults who were acquaintances at the time of the offense.

The overall crime rate in the City declined by 16% over the previous year.

In 2008 there were 62,194 calls for service in the city of San Ramon. Of these, 1,117 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
POPULATION VS STAFFING																
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
PART I CRIMES																
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
TOTAL PART I CRIMES	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
CALLS FOR SERVICE	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
CRIMES PER 100,000 POP.	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
POPULATION VS STAFFING																
POPULATION	45,704	45,886	46,237	47,050	48,600	53,858	53,858	58,085	59,002							
NO. SWORN OFFICERS	40	42	44	43	*47	*50	**50	56	56							
OFFICERS PER 1,000	0.88	0.92	0.95	0.9	0.84	0.82	0.74	0.90	0.88							
PART I CRIMES																
MURDER	1	0	0	1	0	1	1	0	1							
MANSLAUGHTER	0	0	0	0	0	0	0	0	0							
FORCIBLE RAPE	12	8	1	1	2	5	1	2	4							
ROBBERY	21	20	10	17	15	14	25	15	15							
ASSAULT/BATTERY	233	189	180	217	211	215	224	162	157							
BURGLARY - RESIDENTIAL	62	66	51	75	62	70	56	58	51							
BURGLARY - COMMERCIAL/OTH	97	96	95	82	94	76	113	151	133							
THEFTS - PETTY/GRAND/OTH	696	833	861	816	925	733	661	209	751							
AUTO THEFTS	57	67	81	114	144	94	79	92	65							
TOTAL PART I CRIMES	1,179	1,259	1,279	1,324	1,453	1,208	1,160	1,327	1,117							
CALLS FOR SERVICE	48,039	47,717	46,581	44,670	41,471	48,833	51,157	57,040	62,194							
CRIMES PER 100,000 POP.	2,580	2,744	2,766	2,814	2,990	2,243	2,098	2,285	1,893							
					*6	*6	*8									
					vacancies	vacancies	vacancies									



“A New Era of Excellence”

Administration Bureau Administration Bureau



Lt. Elizabeth Gresham

Lieutenant Elizabeth Gresham Administration Bureau Commander

The Administration Bureau is under the command of a Lieutenant and its 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.

The Bureau provides the San Ramon Police Department with the highest quality personnel, training, resources, and standards to enhance the delivery of police services. They recruit, hire, and train the officers and support personnel of the Department. They exercise strict financial accountability, and locate new sources of funding to help fulfill the Department's mission. They maintain the records, keep the computers running, and write the policies and procedures.

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



Civilian Staff (L to R) Back Row: Manny Del Rio, Catrice Owens-Swift, Valerie Amaral, Kevin Ellis, Theresa Sanchez, OJ Plotner, Clauvette Hartway, Ray Riordan. Front Row: Lt. Gresham, Alice Stoll, Sue Wallace, Gayle Studt, Jennifer Vasquez, Jessica Simonds

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.

The City of San Ramon entered into a unique agreement 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*. because disasters “know no boundaries” and regional planning with neighboring agencies makes sense.

HIGHLIGHTS

- The City of San Ramon (together with the Town of Danville, the Fire District and School District) earned the prestigious Public Agency Gold Award from the CA Emergency Services Association for outstanding contributions and achievement to citizen preparedness.
- The City of San Ramon (together with the Town of Danville, Fire District and School District) earned the highly sought International Fire Chiefs Award for Innovation and Merit.

community Centers, Senior Center and two high schools. The equipment will enhance communication between the shelters, Red Cross and city responders. Access was established to over 300 amateur radio operators in the south county area and the operators conducted two community drills on June 28 at Central Park and September 20 at twelve different locations.

In the last year this resulted in the following:

- Over 250 San Ramon residents and business personnel were certified as Community Emergency Response Team (CERT) members. Attendees on 8 critical emergency response skills and were registered as Disaster Service Workers. While police and fire responders deal with catastrophic conditions, this vital training and organizational skill development will promote independent response to the next disaster which is expected in the near future. Residents and businesses need to be self sufficient.
- The CERT program conducted two drills in the last year. The first community drill took place at Iron Horse middle school to help keep trained members active. The second drill was a communications drill that tested ability to collect information from the CERT teams to the City Emergency Operations Center (EOC).
- Citizen Corp Members acquired amateur or “ham” radio station equipment via grant funds for ten potential shelter locations. Sites include both City of San Ramon Com-



Ray Riordan
Emergency Preparedness Manager

Administration Bureau Emergency Preparedness

- The group co-sponsored a joint community Emergency Preparedness Fairs with the local faith based community that reached an estimated 4,000 residents.
- The team developed comprehensive outreach program consisting of common emergency preparedness monthly messages used by City of San Ramon, San Ramon Valley Fire Protection District, San Ramon Valley Unified School District, Town of Danville, American Red Cross, and Regional Medical Center.
- Delivered and installed 125 Automated External Defibrillator (AED) public buildings and businesses. The AEDs have been proven to save lives of those who suffer heart attacks and improve the readiness of the community to respond to emergency situations.
- The team conducted two American Red Cross shelter management training sessions for City of San Ramon and Town of Danville staff.
- Finally, the team created a set of Aerial Photographic Response Plans used by police, fire, public works, parks and community services, and emergency responders in all four agencies. As a group, the staff identified 250 critical sites, aerially photographed and documented important emergency response information for each site.



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

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.



Sgt. Craig Stevens

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.

Administration Bureau

Professional Standards & Training Division



Mary Gentry
Training Coordinator

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.

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.



Officer Rob Ransom



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.

Administration Bureau Professional Standards School Resource Officers

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 co-facilitate the TAG (Teen Activities Group) and Connections Intervention groups at the middle schools in San Ramon and at the high schools. In addition, they co-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 2008 with 20 students participating.

Taught two Parent Project classes to 57 parents in 2008.



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.



Officer Sharlene Dinkins

The state-funded, San Ramon Community and Youth Resource Program is a collaboration between the Police Department and the Parks and Community Services Department, in partnership with the San Ramon Valley Unified School District, California State Youth Employment and Development, parents, local businesses, and the community as a whole.

One aspect of the Youth Resource Program is the Diversion Program. The Diversion Program is under the direction of the SRPD Youth Resource Officer (YRO). The program is intended as a resource and serves first time offenders, at-risk youth, runaways, and those youth who are beginning to act out and/or demonstrate signs of inappropriate behavior at

home, school and in the community. For first time offenders, the program is an alternative to the formal filing of a misdemeanor criminal complaint. When the juvenile successfully completes the Diversion recommendations, his or her criminal case is closed without prosecution.

Diversion is voluntary and begins with an assessment meeting with the youth, a parent, the YRO, and a Family Therapist. After meeting with the family, the officer and therapist discuss the youth's attitude, school performance, family concerns, at-risk behaviors, sphere of influence, and goals and aspirations to determine the suitability of the youth for the program. If it is determined that Diversion is appropriate, the YRO and Family Therapist 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 classes, drug and alcohol abuse counseling, family therapy, parenting classes, tutoring, restitution, written apology to the victim, attendance and grade requirements, and any other recommendation that may be identified as being of benefit to the youth.

Diversion is concerned with addressing the youth as an individual and the families as a whole, to most efficiently affect positive change. The program offers an opportunity for youth to reflect on, and learn from, their mistakes in a positive and challenging environment. Our goal is to interrupt the escalating cycle of at-risk behaviors in the early stage by focusing on productive alternatives and creating opportunities for positive involvement in the community.

HIGHLIGHTS

In 2008, there were 253 cases assigned to the YRO:

- 44 felonies committed by juveniles
- 119 misdemeanors by juveniles
- 90 reported runaway juveniles
- Out of the 208 cases, 142 were criminal
- 37 juveniles were referred to the Juvenile Diversion Program
- 83 juveniles were referred to the Juvenile Probation Department or District Attorney

The 83 referred cases can be further broken down by types of crime:

Battery	20
Burglary.....	8
Theft (Petty & Grand)	26
Under the Influence	6
Weapon Offenses	5
Poss. Drugs/Alcohol.....	12
Sex Crimes	2
Vandalism	2
Stolen Vehicle	2

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.

HIGHLIGHTS

Character Counts! participated in National Night Out.

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.

California High and Dougherty Valley High Schools are scheduled to join the program soon.

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



Officer Abe Medina

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.

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 will be joining the program the second half of the school year and Dougherty Valley High School will soon be joining the program. At the conclusion of the school year, the course ends up with Certificates of Accomplishments given to each student completing the program and celebratory cake.

Character Counts! intends to reach the entire community through community meetings and community awareness activities. Currently, we are participating with Street Smarts and with Skate Nights at Golden Skate. Character Counts!

hosts Movie Nights for the whole family to come and enjoy at Crow Canyon Cinemas. Each of these activities occur on a monthly basis. It is at these events that we find out that the program is reaching the community as a whole, and we are continually striving to improve the program every 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.



(L to R) Aaron Robinson, Devon Jones, Rudy Perez, Officer Abe Medina, Greg Hoover, Zachery Wright

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 15 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.



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.

HIGHLIGHTS

Eight Explorers volunteered approximately 245 hours of service to community events in 2008.

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.

Even if the Explorer does not go into the Criminal Justice field, the training and experience he/she receives from the program will help prepare them for other endeavors in life.

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 Specialist is responsible for working with the community to reduce crime through prevention and education. This is achieved by providing community programs and on-site security inspections to both businesses and homeowners. The Specialist serves as the department liaison with the Planning Department and handles all building plan security checks. The Specialist has been trained and certified in the areas of residential and business security, as well as CPTED (Crime Prevention through Environmental Design).



Darlene Kittredge, Crime Prevention Specialist

Darlene focuses on teaching others how to reduce the likelihood of becoming a victim of a crime. She accomplishes this through training citizens at Neighborhood Watch meetings, group presentations, Crime Free Multi-Housing Program for apartment communities and this year, the introduction of the Crime Free Business Program.

Crime Free Business is one of the newest programs being implemented in San Ramon. It is a subdivision of the Crime Free Programs tailored specifically for businesses. The Crime Free business Program is designed to reduce crime in and around retail and service businesses and provide a safe work environment for employees, customers and employers, all while increasing their bottom line.



Darlene is working on both Crime Free Programs with Corporal Lance Santiago. Out of the thirteen apartment communities, they have fully certified three properties within the first year of its implementation. Every community is currently in some phase of the program. They aspire to have all thirteen properties certified by the end of the year. Their joint efforts have made the Crime Free Multi-Housing Program the success that it is today.

As a part of that success, the City of San Ramon was chosen to be part of a pilot program to be one of the first cities to implement the Crime Free Business Program. This program is being studied and presented by NIOSH (National Institute for Occupational Safety and Health), UNC (Injury Prevention Research Center), IPRC (The University of Iowa Injury Prevention Research Center). Together, Specialist Kittredge and Corporal Santiago are eager to implement this new program and have high aspirations that the Crime Free Business program will exceed their expectations of success.

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 3,000 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 450 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 57 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 for Fleet Services includes researching the latest technology in equipment available for police cars to help our officers be more efficient and effective.



HIGHLIGHTS

Patrol vehicles have been upfitted with an auxiliary battery and master cut-off switch for all of the emergency equipment. This has eliminated dead, main batteries and therefore lessened the need to idle vehicle engines for long periods of time.

The 17-year old Character Counts mini-van has been replaced with a new Chevrolet HHR mini-panel truck. Many donations of equipment and labor have contributed to a vehicle that will captivate children's attention, entertain them and help teach them about the program.



Administration Bureau Support Services Division

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.

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.



Jennifer Vasquez and Sue Wallace

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.

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.

Front Office Administrative Support

The four people that are primarily assigned to the front office are trained Records Technicians and concurrently work both assignments. 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 front counter staff 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.

HIGHLIGHTS



Manny joined the officers in the annual Special Olympics Torch Run

Police Office Technician Manny Del Rio has been a member of our police "family" for a little over a year and is a great asset to the Department.

Enlisted as a Naval Aviation Boatswain, Manny lost the lower portion of his right leg while serving overseas. Manny was the first in the Tri-Valley's Sentinels of Freedom Program to become a city employee.

Manny works full-time and is also attending college with aspirations of becoming a Juvenile Probation Officer.

Manny is one of four first-contact personnel that provides the public with efficient service.

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.

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 7 days a week. The Records Unit is staffed with clerical employee's 17 hours a day from 7:00 am - Midnight, 7 days a week. The remainder of the day is covered by the Sergeant on duty from Midnight – 7:00 am.

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.



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

The Records Division is staffed by four fulltime Police Records personnel: Records Coordinator, Records Specialist and two 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.

HIGHLIGHTS

Processed:

Police Reports: 4,400
Traffic Citations: 12,677

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 goal 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 2008, the Records Division processed in excess of 4,400 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.

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.



(L to R) Bill Hoffman, David Kim, Gary Swenson, Bill Meine, Nancy Bell, Pat Grady



The Chaplain Program is administered by an officer and coordinated by the Office Coordinator. There are six 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 part of the Police Department for their invaluable guidance and support of both the Police Department and the community.

HIGHLIGHTS

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

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 28 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 is provided with a complete uniform to distinguish them as official police volunteers, and training to prepare them for the wide variety of duties they may perform. The V.I.P.S. volunteers are required to attend the 13-week Citizens Academy which gives them a basic understanding of police work.



Volunteers helping with a Safety Fair and Bike Rodeo (below picture)

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



Marc Klass of the Polly Klass Foundation attended a children's Safety Fair in San Ramon

- 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, and the Star Spangled Spectacular.

Our citizen volunteers are a valuable daily resource for the police department. In 2008, the V.I.P.S. volunteers worked a total of 2,131 hours.



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 Mark Gunning and Officer Rob Ransom
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.

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 polices.

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.

Some of the Academy topics presented are: patrol, criminal investigations, traffic stops, crime scenes, narcotics, Special

HIGHLIGHTS

The Spring Citizens Academy graduated 20 citizens in 2008.

Many Academy graduates become V.I.P.S. Volunteers in the Police Department.



Administration Bureau Youth Academy

The mission of the Youth Academy is to provide the youth of San Ramon with the foundation of academic, creative thinking, and life skills that will launch them toward successful and productive lives.



**Officers Rob Ransom and 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.



**The June 2008 Youth Academy had
20 graduates.**

Accomplishments Future Objectives

SIGNIFICANT ACCOMPLISHMENTS

- √ Implemented the Crime Free Business Program designed to reduce crime in the City's business community and partner with the Crime Free Multi-Housing Program.
- √ Instituted the rank of Corporal within the personnel system of the Police Department adding to enhanced oversight of police operations.
- √ Implemented enhanced crime prevention and risk management strategies through the installation of video cameras in the Department's patrol fleet.
- √ Completed Phase Two of the creation of a Special Weapons and Tactics Team including procurement of equipment, team member selection and standards and policy development.
- √ Reviewed and updated the City Emergency Operations Plan to enhance operations and incorporated the National Incident Management System (NIMS) requirements, such as animal care and vulnerable population assessment.
- √ Developed Emergency Preparedness Department Operation Plans for the Parks and Community Services Department, Public Services, and Police Departments.
- √ Completed and integrated the multi-agency Pre-Incident Aerial Photography Survey Plans into daily City operations and information management systems.
- √ Trained and equipped all police officers with Electronic Control Devices (Taser's) to reduce injuries to officers and combative or resistive subjects.
- √ Began an organizational evaluation with the State of California Commission on Police Officers Standard and Training (POST) on the Police Department's Command and Control structure and workload limits to determine adequacy.
- √ Instituted an annual service analysis to ensure effective police service through the Quality Assurance Program which elicits feedback from the community following police contacts.

MAJOR ACTION PLANS FY 2009-2010

- √ Enhance 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.
- √ Broaden the City's Emergency Preparedness by further detailing the Pre-Incident Aerial Photography Survey Plans.
- √ Complete Phase Three of the creation of a Special Weapons and Tactics Team through training and implementation of tactics.
- √ Expand internal expertise to provide required training in-house, reducing the reliance on outside training sources.
- √ Institute 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.
- √ Complete 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.
- √ Improve investigative response to Identity Theft and Computer crimes through the procurement of forensic computer analysis equipment and software, and the training of staff.

Promotions

Corporal Promotions

Nine officers were promoted to the rank of Corporal. Mayor H. Abram Wilson presented the new Corporals with promotion certificates during the October 29th ceremony.



Corporal Paul Burke



Corporal Jason Barnes



Corporal Denton Carlson



Corporal Cary Goldberg



Corporal Joe Moore



Corporal Rich Persson



Corporal Randall Ritter



Corporal Lance Santiago



Corporal Todd Santiago

Administration Bureau Civilian Staff

SRPD employs 20 dedicated, professional, civilian employees whose contribution is vital to the success of the SRPD Mission



SRPD recognizes it's civilian employees
..... *Making a difference everyday*

Exceptional Performance Awards

Officer of the Year

Corporal Todd Santiago was recognized for his outstanding effort in our Patrol Division. Todd is a highly proactive officer with a tenacious work ethic. When Todd takes a report or makes an arrest he has the ability and energy to see it through to completion. Often this entails extra work assisting investigators in developing leads, writing and executing search warrants, recovering property and eventual prosecution. He leaves no stone uncovered when solving crime.



**Corporal Todd Santiago
Officer of the Year**

Employee of the Year

Police Services Technician Jennifer Montemayor is active in many facets of our department. During this year she stepped in and coordinated our efforts in our Crime Prevention and Neighborhood Watch Programs. Due to her vast array of abilities, Jennifer is often called upon to assist on special details and makes personal sacrifices to ensure the success of the department.



**Jennifer Montemayor
Employee of the Year**

Supervisor of the Year

Records Coordinator Alice Stoll was hired to create our Records Division. She immediately hit the ground running and has seen to it that our Records Division is operational and functional. Recognizing that this was a new function of the department, Alice made herself available 24/7 for her supervisors and her employees as well as sergeants and officers. On numerous occasions, Alice has answered questions from home in order to assist officers in the field. She is a dedicated employee and is always willing to do what is needed to complete the job.



**Alice Stoll
Supervisor of the Year**

Volunteer of the Year

Volunteer Larry Weingarten has been with the department since 2003 and during that time he has donated 930 hours of service. He assists the department in many areas; however, his main interest and responsibility has been visiting all the commercial businesses to obtain emergency contact information which is used not only by the police department but also the fire department. Our Commercial Index is a vital tool in assuring the public safety of our residents.



**Larry Weingarten
Volunteer of the Year**

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

News Highlights

Feature Story of the Year

“Doing Our Very Best”



Sgt. Eric Webb

SAN RAMON — Like many others on a Friday afternoon, Eric Webb was figuring out a way to beat the looming rush-hour traffic. His solution: Take a helicopter.

Webb wasn't trying to get an extra-early start to his weekend. The San Ramon police sergeant had just become responsible for delivering an experimental drug in flight from Boston, thought to be the last hope for a rapidly deteriorating patient at San Ramon Regional Medical Center. "I definitely had never done this before," Webb said.

The patient, a Fremont woman, was released from the hospital earlier this month, three weeks after Webb led an effort involving hospital staff, multiple police agencies and, yes, a helicopter, to get the drug to San Ramon as soon as its carrier touched down in San Francisco.

Police and medical staff described the magnitude of the situation and its time pressure as something out of a movie. So, to paraphrase a common plot line, the clock was ticking.

It began with a telephone call on the morning of Friday, April 25.

A woman in her 40s had arrived at San Ramon Regional Medical Center from a local hospital the previous Wednesday with an undisclosed illness that caused low blood volume, said Michael Nixon, director of the hospital's Blood Conservation Program. She got progressively worse. "By Friday, the situation was getting worse and we were running out of time," Nixon said. "She only had hours."

News article and photos courtesy of Valley Times printed May 29, 2008. Contributing writer, Robert Solonga

Doctors decided that a new drug designed to boost oxygen levels in the blood was the only chance they had, Nixon said. But the drug was still in clinical trials.

On Thursday, doctors called the Food and Drug Administration, asking to be able to use it, but the request was denied. When the patient worsened Friday morning, the hospital appealed the decision. This time approval was granted, Nixon said.

With that, a box of Biopure Corp.'s Hemopure product was sealed inside a white box and put on United Airlines flight 181 from Boston to San Francisco International Airport, scheduled to arrive about 6:40 p.m.

The hitch now was getting it from the airport to San Ramon quickly. In rush-hour traffic. Nurse Beth Trencheny, patient care coordinator at San Ramon Regional Medical Center, called San Ramon police and got Webb on the line. She explained the situation. Webb started brainstorming.

Webb knew that a speeding police car with siren and lights on wasn't going to be much help in Friday traffic. "People would be dodging out of the way, maybe causing accidents," Webb said.

As fortune would have it, Capt. Joe Gorton was in the office. He had spent significant time as an air observer with the Contra Costa County Sheriff's Office. He called some of his old colleagues, and pretty soon the office volunteered its helicopter unit STAR 1 to help.

That left Webb with a checklist to get through before the United flight landed. There was coordinating with the airport, San Francisco police and the Transportation Security Administration. In an era of lockdown air travel security, Webb had to make sure he could be the first man on the runway, take the drug out

of the cargo hold, and be back in the helicopter to San Ramon before a single passenger got up from a seat. He also needed to secure a place for the helicopter to land in San Ramon. He called Toyota Corp., which offered field space next to its offices.

Then came what Webb called the hardest part: waiting. The plane wasn't going to come sooner just because they wanted it to, so that left Webb with a lot of time to think about what he was charged with. "It was pretty stressful. I'm thinking I can't miss anything," Webb said. "I've got to make sure this goes right. I'm hoping we don't miss the box."



Box in hand, Webb landed back in San Ramon by 7:20 p.m., less than an hour after the drug landed. He took a patrol car and rushed to the hospital. Nixon and doctors involved in the treatment, Michael Kazemi, Anderson Rowe and Rishi Sawhney, said he arrived just in time.

Nixon said the patient, who declined comment through the hospital, received treatment almost immediately and made a drastic improvement. "She is making excellent progress," Nixon said. "How everybody came together to support this patient was tremendous. Sgt. Webb went above and beyond the call of duty and did everything he possibly could to save somebody's life."

For Webb, the experience, while harrowing, was a welcome contrast to the bleakness that can sometimes cast a pall over police work. "It offsets the daily grind and negativities," Webb said.

Police Department Roster



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

***We are dedicated to quality and excellence
in our service to the community***