



San Ramon Police Department
Annual Report



2011

Moving Forward



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.





Annual Report 2011

City Government

San Ramon City Council

Bill Clarkson, Mayor

Jim Livingstone, Vice Mayor

Dave Hudson, Councilmember

Phil O'Loane, Councilmember

Scott Perkins, Councilmember

San Ramon City Manager

Greg Rogers

Scott Holder
Chief of Police

Captain Joe Gorton
Assistant Chief

Lieutenant Dan Pratt
Investigation Division Commander

Lieutenant Liz Gresham
Administrative Services Division
Commander

Lieutenant Craig Stevens
Professional Standards Division
Commander

Lieutenant Tom Larocque
Patrol Division Commander (Weekday)

Lieutenant Mike Boehrer
Patrol Division Commander (Weekend)



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.



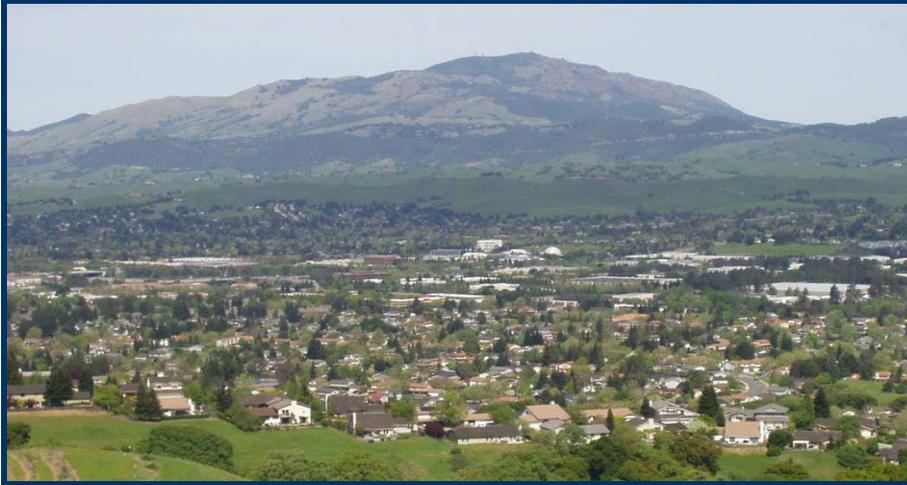
2011 Annual Report

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THE COMMUNITY



The City of San Ramon 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.

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.

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

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



San Ramon Police Department CHIEF OF POLICE

Message From The Chief

It is my pleasure to present the 2011 Annual Report for the San Ramon Police Department. Contained in this report are details outlining the fine service the men and women of our department provide to our community.

Despite fiscal challenges we face along with many other police departments we continue to provide what I feel to be the safest and finest community in the State. The efforts and dedication of our staff are indicative of their character and commitment to serving.

Once again, our crime rate was reduced from the previous year and I am proud to say this has been the case six of the past seven years. We continue to maintain our presence in our schools and our youth programs continue to flourish.

The coming year will present new challenges and I am confident our staff will rise to the occasion and remain stellar. We are excited about the future as we have moved into our new police headquarters and have completed a reorganization of the department.

We are here to serve and meet the needs of our community. I am proud of our department and the opportunity to work in the City of San Ramon.



Chief Scott Holder

A handwritten signature in black ink that reads "Scott Holder".



Chief Scott Holder



San Ramon Police Department

COMMAND STAFF



**Captain
Joe Gorton**

Assistant Chief

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



**Lieutenant
Dan Pratt**

Investigation Division Commander

The Investigations Division includes the Investigations Unit and the Youth and Community Resources Unit. The Investigations Unit is comprised of six investigators and is supervised by a sergeant. The Youth and Community Resources Unit is made up of School Resource Officers, the "My Beat, My School" program, the Character Counts program, Crime Prevention, and Community Resources.



**Lieutenant
Liz Gresham**

Administrative Services Division Commander

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

The Administration Bureau is comprised of four different functional areas: Finance, Executive Support, Records, and Property/Evidence.



San Ramon Police Department

COMMAND STAFF

Professional Standards Division Commander

The Professional Standards Division is under the command of Lieutenant Stevens. The Division serves two primary functions: Training and Internal Affairs. The Division provides and coordinates essential training to Police Department staff. The division is also responsible for conducting Internal Affairs investigations and reviewing certain critical incidents involving Police Department personnel.



**Lieutenant
Craig Stevens**

Patrol Division Commander (Weekday)

The weekday Watch Commander is under the command of Lieutenant LaRocque. He is responsible for the day to day operations of the Patrol Division, the Traffic Unit and the Police Service Technicians which collectively total 23 sworn and civilian employees. His duties include scheduling, payroll and ride-a-long requests.



**Lieutenant
Tom LaRocque**

Patrol Division Commander (Weekend)

The weekend Watch Commander is under the command of Lieutenant Boehrer. Lieutenant Boehrer is in charge of the day to day operations on the second half of the week. The major components that make up his area of command are the uniformed Patrol Division that works the weekends, K-9 Units, MMAF, Special Event operations, and the San Ramon Police Reserve Program. The weekend shifts consists of three Patrol teams, two Sergeants, and ten officers.



**Lieutenant
Michael Boehrer**



DEPARTMENT OVERVIEW

The San Ramon Police Department employs 58 sworn officers who serve a community of almost 74,000 residents and spans an area of over 18 square miles. In addition, the Department employs 20 civilians who provide essential services such as Finance, Executive Support, Records, Training, Property & Evidence, Crime Prevention, Emergency Preparedness, and Fleet Services. Additionally, there are 55 civilian volunteers who continue to help our organization deliver the highest caliber of police service possible. The volunteers include 39 Volunteers, 6 Police Chaplains, and 10 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.



Department Promotions
(L) Sgt. Carlson, Lt. Boehrer, Lt. LaRocque,
Sgt. Goldberg, Sgt. Santiago, Lt. Stevens

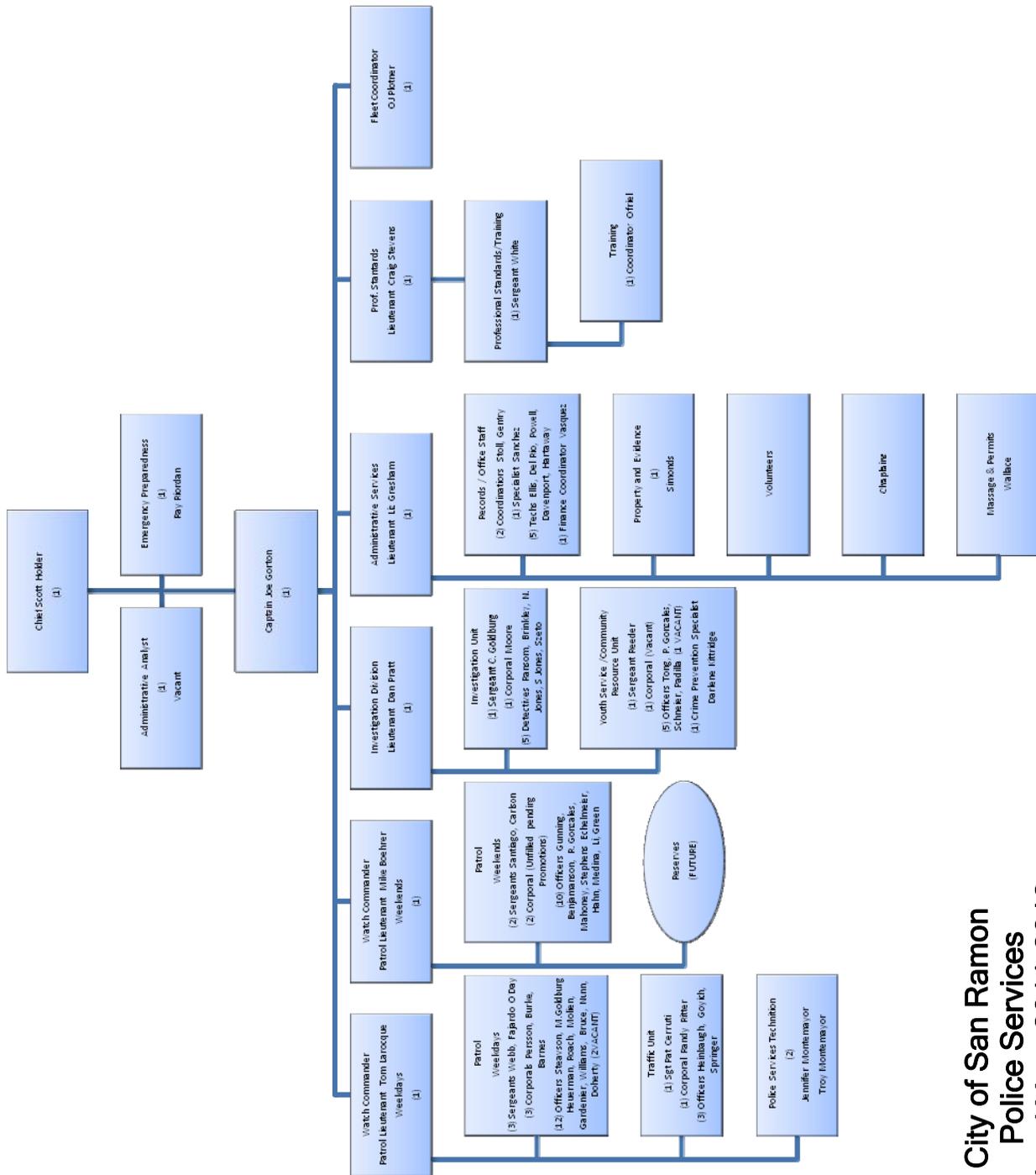
Operating independently since July 2007, the San Ramon Police Department is a team-oriented agency that prides itself on being a strong part of the community that we serve. We strongly believe that preventing crime is a total community effort and it is our role, as the Police Department, to provide the 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.

Since our inception in 2007, the Department has continually grown stronger and more proficient. Every member of the San Ramon Police Department is committed to promoting the Department's standards and goals, which are best expressed through our Mission and Core Value statements.





**City of San Ramon
Police Services
Fiscal Year 2011-2012**



Police Department Staffing

Office of the Chief

Chief Scott Holder

Assistant to Police Chief

Captain Joe Gorton

Administrative Analyst-Civilian
Emergency Prep. Mgr-Civilian

1
1

Operations Bureau

Lieutenant Dan Pratt
Lieutenant Tom Larocque
Lieutenant Mike Boehrer

Investigation Division Commander
Patrol Division Commander (Weekday)
Patrol Division Commander (Weekend)

Patrol Division

Sergeants
Corporals
Patrol Officers
K-9 Officers
Police Services Technician-Civilian

5
5
20
3
2

Traffic Division

Sergeant
Corporal
Motor Officers

1
1
3

Investigations Division

Sergeant
Corporal
Detectives

1
1
5

Youth Service/Community Resource

Sergeants
Youth Services Corporal
Officers
Crime Prevention Specialist-Civilian
Explorers

1
1
5
1
10

Administrative Bureau

Lieutenant Liz Gresham
Lieutenant Craig Stevens

Administrative Services Division Commander
Professional Standards Division Commander

Administrative Coordinator-Civilian
Finance Coordinator-Civilian
Records Division
Records Coordinator-Civilian
Records Specialist-Civilian
Records/Office Technician-Civilian
Property & Evidence Technician-Civilian

1
1
1
1
6
1

Professional Standards & Training

Sergeant
Administrative Coordinator-Civilian
Fleet Coordinator-Civilian

1
1
1

Volunteers

Chaplain Volunteers
Civilian Volunteers

6
39

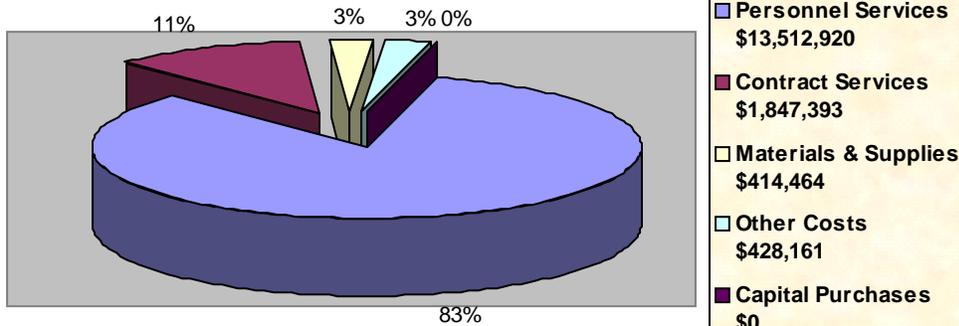


San Ramon Police Department

THE BUDGET FY 11-12

Expenditure Summary by Category

	10/11 <u>Final</u>	11/12 <u>Adopted</u>
Personnel Services	\$13,245,706	13,512,920
Contract Services	1,933,058	1,847,393
Materials & Supplies	453,230	414,464
Other Costs	493,990	428,161
Capital Purchases	40,000	
Total Expenditures	\$16,165,984	\$16,202,938



2011-2012 BUDGET

The Police Department operates on 28.3% of the City's General Fund expenditure budget of \$36.5 million. As with all municipal budgets, the vast majority is spent on salaries and benefits to Department members. Operating expenses and professional services comprise the remainder of the budget.

Salaries and Benefits:

The Police Department will incur \$13,512,920 in employee salaries and benefits in FY 11/12. Salaries and benefits include the employees salaries and wages, overtime, holiday pay, Medicare, retirement, workers compensation, unemployment and uniform allowance.

Contract Services:

The majority of the \$1,847,393 is for the Police Department's contracts with County Animal Services, Sheriff's Dispatch and Lab Services,, and jail booking fees.

Materials & Supplies:

Operating supply expenses total \$414,464 Operating supplies are the needed expenses to operate the department. Operating supplies include funds for vehicle repairs, fuel, safety communication, computer functions, and equipment.

Other Costs:

The majority of the \$428,161 expense is for education & training and police officer legal assistance membership dues.

Capital Purchases:

Purchases include vehicles, office equipment, computer software, audio and video equipment for vehicles.

Program Summary

<u>Description</u>	<u>Program Expenditures</u>	<u>Program Revenue</u>	<u>Net Program Cost</u>
Administration	\$ 4,235,923	\$ 106,900	\$ 4,129,023
Animal Control	344,407		344,407
Character Counts	199,626	1,000	198,626
Crime Prevention	122,237		122,237
Crossing Guards	99,205		99,205
Emergency Preparedness	234,491		234,491
Investigation	1,421,405		1,421,405
Narcotics	213,001		213,001
Patrol	7,514,340	489,794	7,024,546
Traffic Safety	1,040,516		1,040,516
Volunteer Services	5,050		5,050
Youth Services	630,253	101,500	528,753
Fleet	142,484		142,484
Program Totals	\$ 16,202,938	\$ 699,194	\$ 15,503,744



OPERATIONS BUREAU



Lieutenant Dan Pratt

Lieutenant Tom LaRocque

Lieutenant Mike Bohrer

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

The Operations Bureau is comprised of divisions which include:

- ◇ Patrol Division
- ◇ Traffic Division
- ◇ Investigation Division

Specialized Units include:

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

Collectively, these three divisions make up the largest portion of the Department with a total of 55 sworn and non-sworn employees. Eight Sergeants are assigned to the Bureau as division and team supervisors.

In the following pages you will see more detailed information about each of the Divisions and Specialized Units which comprise the Operations Bureau.



OPERATIONS BUREAU

Patrol Division

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

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



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



Twenty-three officers and five corporals provide the first response to calls for police assistance. Five sergeants, also known as Field Supervisors, provide leadership and training for all patrol officers. The duties of Patrol sergeants are varied. The Sergeants supervise department employees in prevention and investigation of crimes; resolution of individual, neighborhood or community problems; protection of life and property; enforcement of laws and ordinances; response to hazardous material incidents; and command critical incidents. Additionally, Sergeants are responsible for the day to day operations of the Department and for resolving shift staffing issues and schedules, briefing of patrol staff, and review and approval of all completed police reports. Patrol Division corporals assume the role of Field Supervisor in the absence of a sergeant and provide expertise in patrol operations.



The Patrol Division consists of five teams, with 4 officers, one corporal and one sergeant on each watch, who rotate shifts to provide 24-hour coverage, 7 days per week. The City is divided into five areas known as "beats", and police officers are assigned to a beat every workday. By maintaining area assignments (beats) patrol reduces overall response time and provides comprehensive coverage to the City of San Ramon. Additionally, to augment specific patrol duties, the Patrol Division utilizes three police service dogs their and their handlers.



OPERATIONS BUREAU

Patrol Division

In 2011, the Patrol Division was responsible for handling 55,161 calls for police service. The patrol officers are the first line of defense against those who represent a threat to public safety. They are highly trained professionals, who at times must unselfishly place themselves at risk in order to protect the community. Whether responding to an accident, pursuing a fleeing vehicle, apprehending an armed suspect or handling a violent domestic dispute, these officers are required to bring about a successful resolution to situations, which at times, seem impossible. They must accomplish these critical and challenging tasks in strict adherence to the rule of law and within the high standards of conduct set forth in the Police Officers Code of Ethics.

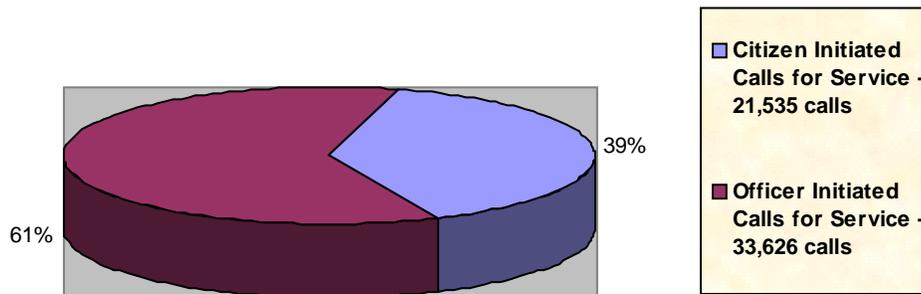
The officers assigned to the Patrol Division are courteous, compassionate, dedicated, and responsive to the needs of the City of San Ramon. Quality personnel enables us to provide competent, effective and caring service to the community.

PATROL EVENTS				
	<u>2008</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>
Calls for Service	62,194	53,622	57,258	55,161
Officer Initiated	37,612	29,178	33,870	33,626
Arrests	661	500	574	470
Reports Written	4,365	3,870	3,979	3,453
Alarm Responses	2,482	2,857	2,582	2,492

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 key to successful crime prevention and control is proactive policing. What is Proactive Policing? It is a police initiated response. In other words, no one called in a request for police assistance. Instead, our officers identified a problem, initiated the response, and resolved a solution. In 2011, we did this 33,626 times. The total calls for service we responded to in 2011 were 55,161.



OPERATIONS BUREAU

Patrol Division

Emergency Response

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

Our average overall response time for routine calls was a little over 10 minutes per call. When the San Ramon Police Department had to respond to a true emergency, with lights and sirens (Code 3), the median response time for a Priority 1 "in progress" call was approximately 3:24 minutes.

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

False Alarms

The number of false alarms for 2011 decreased by approximately 140 calls over 2010. Of these calls, 546 were attributed to commercial businesses, schools, and public facilities; and 843 were residential false alarms. Of the total 1,389 false alarms, 368 were cancelled calls. These are subscribers that call to cancel the officer prior to his arriving on scene.

Special Olympics Torch Run & Coffee with the Cops



OPERATIONS BUREAU

Police Service Technicians

Police Services Technicians (PST's) are an often overlooked, yet a vital part of the San Ramon Police Department. Police Service Technicians are responsible for many of the day-to-day calls for service. Those calls include, but are not limited to:

- Evidence collection
- Abandoned vehicle abatement
- City ordinance violations
- Parking complaints
- Traffic collision reports
- Traffic incidents
- Parking enforcement
- Patrol city facilities
- Crowd and traffic control



Jennifer Montemayor

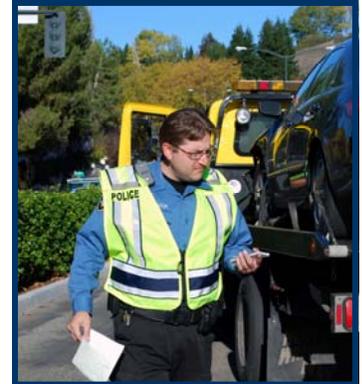
The PST unit currently consists of three civilian employees and is an essential component of the Department. PST's provide a critical link in the delivery of service to the community by our agency. The PST's participate in a variety of community-oriented policing functions, such as building rapport with citizens in the neighborhoods and businesses, attending neighborhood watch meetings and contributing to the success of the Citizens Academy. PST's coordinate the Department's volunteer program.

Police Services Technicians write police reports dealing with non-emergency calls, such as burglaries, vandalism, stolen vehicles and similar incidents. Additionally, PST's investigate and document many traffic collisions on a daily basis.

The Police Services Technicians have received extensive training as crime scene technicians. This training allows the PST's to identify, collect and preserve evidence. The PST's use their training daily, whether it be collecting latent fingerprints from an auto burglary, collecting DNA evidence from a sexual assault or photographing a fatal traffic collision. In addition to being instructors at the Citizens Academy, they share their knowledge at line-up training, special events at local schools and speaking engagements to civic groups.

The Police Services Technicians are trained to inspect child car seats. The inspections are to ensure that the appropriate seat is used in a proper manner to keep children safe.

Police Services Technicians are a valuable asset to the Department in that they are in the field and respond to calls for service that may not require the services of a sworn police officer. This allows officers more time to direct their attention to proactive patrol and to respond to urgent calls in a timelier manner. By working hand-in-hand with the Patrol Division, the PST's allow for the needs of the community to be serviced at the highest level.



Troy Montemayor



OPERATIONS BUREAU

Patrol Division/My Beat... My School

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

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

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



OPERATIONS BUREAU

Patrol Division/My Beat... My School

The officer is expected to:

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

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



OPERATIONS BUREAU — PATROL DIVISION

K9 - Unit

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

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, expanded the program to two canines in 2007, and added a third canine July 2010. In October of 2011 Officer Keith Butler and K9 Deny retired.



**Officer Butler & Deny
Retired October 2011**



Officer Marty Echelmeier and Dar

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

Officer Echelmeier & Dar



Officer Chris Bruce and Bongo

Officer Chris Bruce and his K-9 partner "Bongo" have been partners since June 2010. Bongo is a 5-year old, 82 pound German Shepherd originally from the Raad Van Beheer Kennel Club in Amsterdam. He was purchased from the same kennel in Riverside, Calif. as Dar. Bongo is a Schutzhund Level III trained dog. Being from the Netherlands, all of his commands are in Dutch. Bongo was paid for through community donations. Adding an additional K-9 was part of the police budget, however, the only cost to the department was outfitting the vehicle with a K-9 cage.

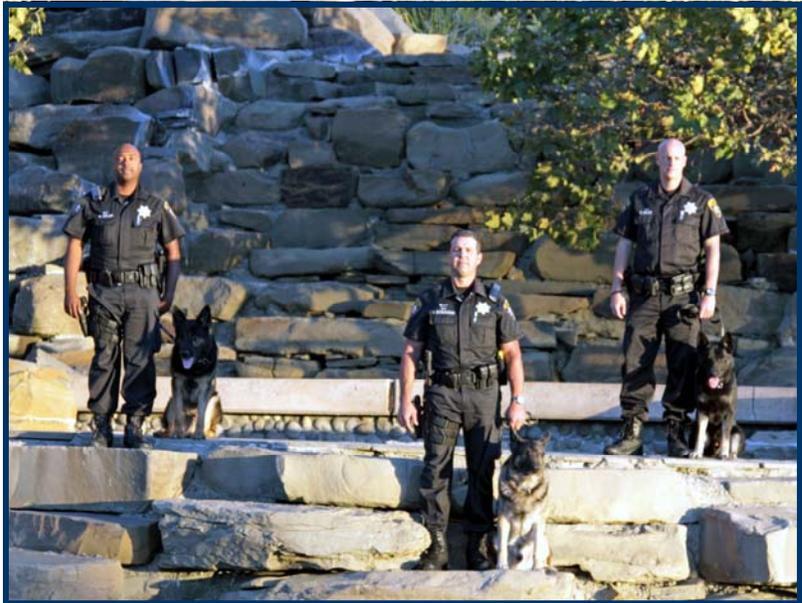
Officer Bruce & Bongo



OPERATIONS BUREAU — PATROL DIVISION

K9 - Unit

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.



The K-9's each received over 320 hours of initial training prior to working Patrol. Weekly and daily training is a must, as they 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.

The K-9's 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.

The K-9's are assigned to their handlers 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.

Canine teams generally work during the night-time hours. This allows the greatest effectiveness since most building searches, alarms, burglaries, etc. occur during this shift. Our K-9 teams enjoy working the night shifts — dedicated to the citizens of San Ramon as they offer a sense of extra protection, confront danger in the cover of darkness, and are faithful to their handlers.

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



OPERATIONS BUREAU

Specialized Enforcement - SWAT



Officer Echelmeier, Sgt. Goldberg, Officer Jones, Lt. Pratt, Officer Williams, Officer Hahn, Sgt. Cerruti, Sgt. Carlson

The purpose of a Special Weapons and Tactics Team (SWAT) is to provide specially selected and trained law enforcement officers working as a coordinated team to resolve critical incidents that are so hazardous, complex, or unusual that they may exceed the capabilities of first responders or investigative units, and to increase the likelihood of safely resolving such incidents.

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

Being a member of the SWAT Team is a collateral duty to an officer/detective's normal duties and responsibilities. Officers assigned to the SWAT Team must pass a rigorous testing process prior to assignment to the Team. This test consists of a challenging physical test, a handgun marksmanship course, and an oral interview. Once assigned to the SWAT Team, officers attend a basic SWAT school and attend training twice a month.

SWAT officers must be excellent decision makers even when in extreme danger. They must have a mature attitude and focus on ways to safely resolve the situation. Brains, intensive training and dedication are the mark of these professionals.



OPERATIONS BUREAU

Specialized Enforcement - CNT

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

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

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

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

The primary goals of Specialized Enforcement Teams are:

- To Save Lives
- To Enhance Safety
- To achieve a peaceful resolution of the situation.



The Crisis Negotiation Team



(L) Officer Roach, Officer Szeto, Lt. Gresham, Corporal Jones, Corporal Persson, Officer Patty



OPERATIONS BUREAU

Bicycle Patrol Unit



The Bicycle Patrol Unit is staffed by full-time police officers on an as-needed basis for special assignments and events. A successful bicycle patrol team can improve public safety and support other patrol units maintaining high visibility and mobility with close citizen contact in areas not suitable for conventional patrol cars due to traffic congestion, pedestrian congestion, etc.



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. Some of the special events that the Bicycle Unit involves itself in include the Art & Wind Festival and 4th of July Celebration.



The purpose of the Bicycle Unit is to promote positive contact with citizens. This creates greater police-citizen interaction, creating trust and rapport with the community. Compared to a traditional police vehicle, police bicycles have a quality that makes them much more approachable by citizens. Bicycle officers can interact with citizens far more often and more in depth than officers in cars, leading to information exchange that leads to more effective policing.



OPERATIONS BUREAU

Honor Guard

The Police Department's Honor Guard is made up of police officers who volunteer to represent the Police Department 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.

The San Ramon Police Department Honor Guard continues to function as ambassadors for the San Ramon Police Department and the City of San Ramon. The Honor Guard presents the nations colors at many events within the City of San Ramon such as the City Council meetings, 4th of July festivities, 9-11 ceremonies and non-profit events.

Members of the 2011 Honor Guard include:

Lieutenant Liz Gresham

Sergeant Todd Santiago

Sergeant Cary Goldberg

Officer Rob Ransom

Officer Bill Doherty

Officer Chris Bruce

Officer Marty Echelmeier

Officer Dave Williams

Highlights:

The San Ramon Police Department Honor Guard had the privilege of presenting the colors for the Swearing in Ceremony of the new Mayor and City Council members on December 5, 2011



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 has taken a proactive approach to traffic related issues. The goal of the Traffic Division is not only to seek out aggressive drivers or issue citations for traffic safety laws, but to also educate the public regarding traffic related issues and alert the public to areas of concern. When concerns about speed related issues in neighborhoods, near parks or in school zones arise, the Traffic Division will place a radar trailer in the area.

Officers assigned to the Traffic Division can be seen patrolling the streets on police motorcycles. The motorcycles allow the officer the ability to maneuver through traffic congestion. The majority of the time they can be found focusing their attention on high traffic areas or locations of frequent traffic accidents. The focused attention has helped decrease the number of red light violators and traffic accidents in problem areas.

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.



OPERATIONS BUREAU

Traffic Division

San Ramon Police receives both constant praise and constant criticism for traffic enforcement, a trait shared by most law enforcement agencies. The Traffic Division is committed to making a positive impact for safety on our city streets, and places a high priority in responding to reported traffic-related issues that come to our attention in many ways. We are able to accomplish this level of response because of the partnership we have with our citizens, the dedication and professionalism of our police officers, private organizations and generous grants from our state government.



STATISTICAL SUMMARY

166 DUI arrests in 2011 — an 18% increase in arrests from last year.

22% of DUI arrestees were involved in a collision — a 5% increase in DUI accidents over last year.

10% of DUI arrestees were under the legal age of 21.

California considers an individual to be legally impaired when their BAC is at 0.08 or above, and 42% of San Ramon's DUI arrests had a blood alcohol level of .16 or higher -- more than twice the 0.08 legal limit.

San Ramon Police averaged 12-15 DUI arrests per month; with February having the highest number of DUI arrests with 22 arrests.

Total DUI Arrests	166
Under Age 21	17
Above .16 BAC	70
Involved in Accident....	36



OPERATIONS BUREAU

Traffic Division

DUI Enforcement



Our officers place a high priority on DUI enforcement since this crime results in countless property damage, injuries, and fatalities every year nationwide. San Ramon police officers took part in an intensive 18-day, county-wide DUI enforcement campaign from August 2nd through Sept. 6th, and the Contra Costa County's "Avoid the 25" campaign from December 17th, 2011 to January 2nd, 2012. San Ramon Police made a total of 166 DUI arrests for the 2011 calendar year.

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



Seat Belt Enforcement

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



More than 280 law enforcement agencies statewide participated in this year's "Click-It or Ticket" campaign. The campaign relies on heavy enforcement and public education as a means to help California achieve the highest seat belt use rate in the nation. The San Ramon Traffic Unit uses a number of enforcement strategies aimed at not only gaining compliance, but also increasing the public's awareness regarding wearing seat belts and utilizing child restraint seats where appropriate.

According to state officials, since the campaign began in 2005, public safety officials has been seeing an overall yearly increase in seat belt use. San Ramon Officers issued 443 citations for restraint violations in 2011.

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 approximately \$2,500 in grant monies for this campaign.



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".



TRAFFIC STATISTICS

	2009	2010	2011	Change (10-11)
Total Citations Issued	11,569	12,014	10,755	- 1,259
<i>Moving Citations (excluding speed)</i>	<i>5,408</i>	<i>5,349</i>	<i>5,009</i>	<i>- 340</i>
<i>Excess Speed Citations</i>	<i>1,932</i>	<i>2,516</i>	<i>2,042</i>	<i>- 474</i>
<i>Non-Moving & Parking Citations</i>	<i>3,347</i>	<i>3,203</i>	<i>2,774</i>	<i>- 429</i>
<i>Warning Citations</i>	<i>882</i>	<i>946</i>	<i>930</i>	<i>- 16</i>
D.U.I. Arrests	176	203	166	- 37
D.U.I. Accidents	41	43	36	- 7
Number of Accidents Reported	826	860	779	- 81
Accident Reports Written	481	453	420	- 33
Accidents with Property Damage Only	342	364	310	- 54
Number of Fatal/Injury Accidents	139	89	110	+ 21
<i>Fatal</i>	<i>1</i>	<i>0</i>	<i>2</i>	<i>+ 2</i>
<i>Severe Injury</i>	<i>1</i>	<i>6</i>	<i>3</i>	<i>- 3</i>
<i>Visible Injury</i>	<i>48</i>	<i>25</i>	<i>40</i>	<i>+ 15</i>
<i>Complaint of Pain</i>	<i>89</i>	<i>58</i>	<i>65</i>	<i>+ 7</i>
Vehicle vs. Pedestrian Accidents	13	9	8	- 1
Vehicle vs. Bicycle	14	10	18	+ 8

STATISTICAL SUMMARY

SRPD wrote 7,051 moving violations; 357 license and registration violations; 1,200 non-moving violations; 930 courtesy warning citations; and 1,574 parking violations.

Officers made 166 Driving Under the Influence (DUI) arrests; tagged 357, and towed 10 abandoned vehicles.

There were 779 traffic accident calls for service in 2011.

The Department investigated 420 collisions: 2 fatalities; 110 injury collisions; and 310 non-injury collisions.

The top two major causes of accidents in 2011 were speed (20%) and other moving violations [this category excludes turning and right-of-way violations] (15%), respectively.



OPERATIONS BUREAU

Investigations Division

The Investigations Unit is comprised of six Detectives, a Detective Sergeant, and a per diem employee who assists with case filings and cold cases. The mission of the Investigations Unit 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 Unit is also responsible for the collection, dissemination, and management of criminal intelligence information.



Investigations Corporal Barnes

The Investigations Unit consists of two main components; felony investigations and misdemeanor complaints. In addition to these specific crimes, members of the Unit also maintain and monitor the Sex, Drug, and Arson registrants.

The Detectives assigned to the Investigations Unit are assigned to investigate all felony crimes reported to the City of San Ramon Police Department; such as homicide, robbery, sexual assaults, child abuse, property crimes, missing persons, fraud and high tech crimes, domestic violence, elder abuse, narcotics/drug violations and any other felony cases involving major follow-up investigation. All Detectives are prepared to 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 that results in the successful prosecution of the suspects. Detectives assigned to investigate 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 local, state, and federal levels.

The Detectives assigned to the Investigations Unit are carefully selected from sworn officers within the department based upon demonstrated dedication and excellence in conducting criminal investigations. After being selected to the Unit, each Detective is sent to various 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 Investigations, Interview and Interrogation, Homicide Investigation, Sexual Assault Investigation, Search Warrant Writing, Child Abuse Investigation, and Officer Involved Critical Incident Investigation.



Detective Jones & Detective Ransom



OPERATIONS BUREAU

Investigations Division

All of the Detectives assigned to the Investigation's Unit are members of various law enforcement associations that enable them to maintain their skills in specialized areas. Examples include; California Homicide Investigators association and California Sexual Assault Investigator's Association. Some Detectives also have collateral duties within the department such as; SWAT, Crisis Negotiators, and departmental Firearms Instructors.

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 investigative information, and develop leads or suspects. They also work closely with officials from allied agencies to solve crimes that inevitably cross jurisdictional lines.

During 2011, Detectives assigned to the Investigations Unit followed up on a total of **1,306** cases. Of these cases, **807** were felony investigations, and **438** were misdemeanor cases. There were **54** missing adult/juvenile cases. Detectives from the Investigations Unit wrote and served **35** search warrants, conducted **14** parole/probation searches, and recovered **\$709,276** in property. In addition, Detectives performed numerous special operations throughout the year based on crime trends, such as; burglary suppression, prostitution stings, ABC enforcement, and stolen vehicle recoveries.



Detective Ransom



Detective Jones



OPERATIONS BUREAU

Community Resource Officers



**Officer Joe Hinkston
&
Cpl. Lance Santiago**

The Community Resource Officer (CRO) program is assigned to the Youth Services and Community Resources Unit of the Investigations Division. The officers are 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 in conjunction with Crime Prevention worked as a team and 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 of their properties.



Officer Echelmeier

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

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

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



**Officer Bruce & Bongo
National Night Out**

Phase 1: An eight hour seminar/training presented by the Police Department and other city and county agencies. Apartment owners, managers and staff must attend. The following topics are taught: applicant screening; tips to strengthen rental agreements; Crime Prevention Through Environmental Design (CPTED), 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.

Phase 2: Property Inspection (CPTED) that will certify that the property has meet the minimum security requirements for the residents safety. (completed annually)

Phase 3: Resident Social/Meeting is conducted annually to bring the community together to discuss the program and other Crime Prevention topics related to the property and or other resident concerns.



**Officer Gonzales &
Officer Medina
National Night Out**



OPERATIONS BUREAU

Community Resource Officers

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 there, or they come to the property to commit crimes. The Crime Free Multi-Housing Program address 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.

Once all the phases in this program are met, the property becomes fully certified, and sign are given to the property to be erected at each entrance of the property. This also advises anyone who enters the property that this community works and is certified by the police department.

The Crime Free Business Program was implemented in March of 2009 and is also co-coordinated with Crime Prevention. This program is designed to provide training and education to business operators/owners in the city to arm them with the knowledge to prevent crime in and around their business. The program similar to the Crime Free Multi-Housing , consisting of two phases. The first phase is a 2-hour training session attended by the business owner and or manager. This training covers topics such as robbery prevention, workplace violence, suspicious subjects, identity theft, personal safety, and much more. The second phase of the program consist of an onsite visit by the Crime Free Coordinators to survey the property using the principles of CPTED. Once the property meets the minimum safety requirements of the program they become fully certified. Many of the business in the City of San Ramon have attended this training and are in some process of the certification.



HIGHLIGHTS

At the 2011 International Crime Free Association Conference, Corporal Lance Santiago won a prestigious award of "Officer of the Year". This award comes as no surprise given his commitment and beliefs in these programs. In the past fiscal year alone Lance and his partner and co-coordinator of the program, have trained over 40 law enforcement personal throughout the greater bay area. Allowing other agencies to implement a proven, proactive, crime prevention program. This also marks the second year in a row that the San Ramon Police Department has been recognized with such a prestigious award from this International Association.



Corporal Lance Santiago



OPERATIONS BUREAU

School Resource Officer



Officer Phil Gonzales
School Resource Officer

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.

Our two School Resource Officers are assigned fulltime to each of the two high schools. They are more than "cops on campus". They are caring individuals who take a personal interest in the success of our youth. And they fulfill a vital role in promoting safe school communities. San Ramon schools have a 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 illegal substance
- The possession of weapons
- Bullying

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.



OPERATIONS BUREAU

School Resource Officer

The School Resource Officers duties include, but are not limited to:

- Investigate crimes on campus
- Triage incidents to ascertain if police involvement is required
- Liaison between school administration and the police department
- Act as the representative of SRPD in the eyes of school staff and community members
- Perform classroom presentations concerning court room testimony, law enforcement as a career, child safety, traffic safety, and drug abuse
- Patrol campuses and surrounding neighborhoods
- Teach the Character Counts program at the High School level
- Coordinate and implement Secure Campus/Active Shooter drills at High School
- Work collaboratively with Investigations and Juvenile Probation
- Plan, teach, and recruit/advertise for two Parent Project classes per year
- Mentor kids who are interested in the career of law enforcement
- Attend PTA meetings
- Plan, recruit/advertise and lead/instruct for Citizen and Youth Academy classes
- Provide police security at home football and basketball games, dances, and Grad Night
- Provide police security at middle school and high school graduations
- Coordinate summertime projects such as alcohol decoy programs and skate park enforcement

The SRO's facilitate the Parent Project Program, a highly popular program for parents of at-risk or difficult to control teenagers. The Program 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.

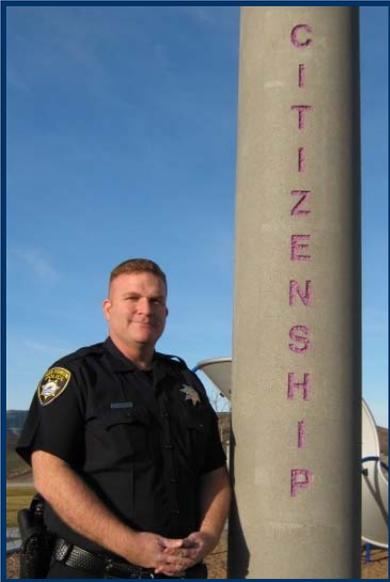


Officer Hollis Tong
School Resource Officer



OPERATIONS BUREAU

Youth Resource Officer



Officer Mike Schneider
Youth Resource Officer

The San Ramon Community and Youth Resource Program (CYRP) is a collaboration of community partners committed to identifying and implementing prevention and intervention strategies for San Ramon youth and their families. This collaboration includes the Police Department, Parks and Community Services Department, the San Ramon Valley Unified School District, and California State Youth Employment and Development. Essential partnerships with concerned residents, parents, community groups and commercial leaders are also integral to the network. CYRP is state funded and accepts referrals from parents, teachers, community leaders, neighbors or any other resident who is concerned with helping a juvenile who may be making poor choices.

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

Additional responsibilities of the Youth Resource Officer include:

- Investigate referred cases involving juveniles
 - Write/serve warrants and court orders
 - Follow up on DOJ "Suspected Child Abuse" reports
 - Case presentation to Office of District Attorney, County Counsel, Children and Family Services, and Juvenile Probation
- Investigate reports of Missing Persons, to include runaway and child abduction reports; and coordinate the investigation between involved jurisdictions and the various government agencies
- Investigate crimes referred from the Internet Crimes Against Children Task Force and participate on the multi-agency Task Force.
- Community outreach to include:
 - Presentations to community groups related to crimes against children and proactive protection strategies
 - Consultations with parents and/or community members to share resources to help at-risk juveniles
 - Identify potential trends in juvenile crimes and initiate special enforcement operations to address any issues or concerns
 - Participate in Student Attendance Review Board dealing with truancy
 - Investigate juvenile sexual assaults occurring in the City of San Ramon
 - Provide Department training related to juvenile crime
 - Maintain juvenile statistics
 - Attend city related youth events

HIGHLIGHTS

In 2011, there were 147 cases assigned to the YRO:

- 30 felonies committed by juveniles
- 51 misdemeanors by juveniles
- 42 reported runaway juveniles
- Out of the 147 cases, 81 were criminal
- 12 juveniles were referred to the Juvenile Diversion Program
- 33 juveniles were referred to the Juvenile Probation Department or District Attorney
- 25 Assessments were conducted

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

Battery	9
Theft (Petty & Grand).....	5
Under the Influence	2
Weapon Offenses.....	1
Poss. Drugs/Alcohol	17
Sex Crimes-Juvenile Suspects ...	1
Vandalism.....	4



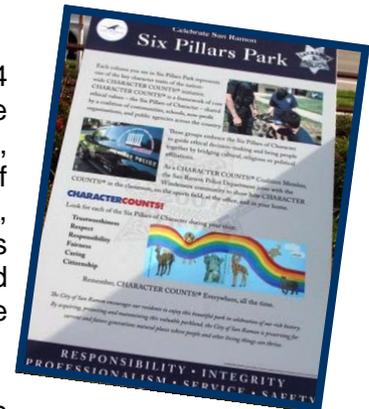
OPERATIONS BUREAU

Character Counts Officer

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.



The Character Counts? Program is currently being reinforced at 4 elementary schools and at both high schools. 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.



Character Counts! intends to reach the entire community through community meetings and community awareness activities. In 2010 San Ramon opened Six Pillars Park in Dougherty Valley. The name Six Pillars comes from a national ethics education program and each column in the park is inscribed with the Character Counts traits: Trustworthiness, Respect, Responsibility, Fairness, Caring, and Citizenship. Responsibilities for the Character Counts Officer outside the classroom include:



- Organize and plan CC Skate Nights and Movie Nights with business owners
- Special presentations for various Boy and Girl Scout troops
- Coordinate marketing plans with Street Smarts and Crime Prevention for festivals such as; the Art & Wind Festival, 4th of July, Primo’s Carbo Load, and other 5K runs in the city
- Attend San Ramon Rotary luncheon for CC awards and presentations
- Work with Department’s Webmaster on CC website; provide updates on schedules and events
- Work with High Schools on CC programs at each school, working with
- Work with the SRO’s at Cal High and DV High football and basketball games, special dances, and graduations
- Assist the SRO’s with the Youth Academy
- Participate in alcohol and tobacco stings; assist with cases that pertain to juveniles at or near the schools



**Youth Resource Officer
Tom Padilla**



OPERATIONS BUREAU

Citizens Academy



**Academy Instructors
Officers Bruce & Echelmeier**

Once a year, in the 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 Citizens Police Academy creates 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. Officers Hollis Tong and Phil Gonzales are the Citizens Academy Instructors.



**Officer Echelmeier
& Dar**

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

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



**Sgt. Cerruti
SWAT Training**



**Officer Gonzales
Range Day**



Officer Tong

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.



OPERATIONS BUREAU

Youth Academy

The two-week summer program 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.



Radar Training



Officer Mark Gunning



Fingerprinting



SRPD Youth Academy



OPERATIONS BUREAU

Explorer Post



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



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

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. 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.



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.

Explorer Advisor responsibilities include:

- Conduct monthly meetings
- Provide training at each meeting such as, Building Searches, Vehicle Stops, Defensive Tactics, Officer Safety, 10 & 11 Codes, Fingerprinting, Firearms, Written Test, etc.
- Field training to include Shooting Range Day, Physical Training, Tour of San Quentin, Tour of Officer Memorial in Sacramento, Paintball, Ride-Alongs, etc.
- Coordinate the Explorers at special events, office assistance
- Maintain log and files on all Explorers (past and present) for hours, attendance, equipment issue, and Charter Post Renewal with Boy Scouts of America



OPERATIONS BUREAU

Crime Prevention

The Crime Prevention Unit had another very busy year. Staff rose to the challenge to keep up with all the duties involved with the Crime Prevention Programs, in addition to the Crime Free Programs.

2011 Continued to be an eventful year for the unit. Specialist Darlene Kittredge was re-elected as Director of Region 12 for the California Crime Prevention Officers Association. In this association she leads her region at Bi-Monthly meetings, organizes trainings, and assists her peers in Crime Prevention. Darlene is also continuing her roll as an appointed board member on the San Ramon Chamber of Commerce, board of Directors. This allows her to be directly connected to the business community and is able to assist the community in many directions. Corporal Lance Santiago was honored by being chosen as the Officer of The Year by the International Crime Free Association. This honor was due to his work with the Crime Free Housing program implemented in the City of San Ramon.



Crime Prevention at the Police Department Grand Opening

Coffee with the Cops continues to be very popular with the community and giving citizens their own one on one time with police employees to answer any questions or concerns they may have. National Nigh Out remains a shining star in Crime Prevention and continues to grow annually. Neighborhood Watch is another program near and dear to Crime Prevention with more and more neighborhoods starting the program effectively. Crime Free Multi Housing and Business Programs have proven to be a tremendous asset to our community proven by our stats.

With the fiscal year coming to a close and having dealt with budget issues, Crime Prevention has not fallen short due to the hard work and dedication of the staff. Loving what you do and doing what you love makes a difference, a difference you can see and feel in San Ramon.



National Night Out



Crime Prevention Specialist Darlene Kittredge



CRIME RATES & POLICE STATISTICS



Chief Scott Holder

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.

Crime rates for the most part are cyclical and will vary based on numerous factors. While police play a pivotal role in crime rates, we are only part of the equation, as we are only one part of the criminal justice system. It is important to remember that crime is a social problem and, therefore, a concern of the entire community. The efforts of law enforcement are limited to factors within its control.



Lt. Liz Gresham & Captain Joe Gorton

Of course there are many other factors from economic to demographic, which also play a large role in crime rates. An additional factor in small communities with low crime rates, such as San Ramon, is "spree crimes". One individual or group, which goes on a spree and for example breaks into cars or houses or businesses, can greatly affect the statistics.

The UCR preliminary 2011 figures indicate that law enforcement agencies throughout the Nation reported a decrease of 6.4% in the number of violent crimes for the first 6 months when compared with figures reported for the same time in 2010. The number of property crimes decreased 3.7% when compared to the same time period in 2010. .



Chief Scott Holder

Traffic Safety efforts continue to be one of our priorities focusing on education, compliance, and enforcement. Our radar trailer was used in several sections of town to remind motorists of speeds, while staff provided various other educational efforts to the community. A full review of traffic statistics is presented in the Traffic Division pages of this report.

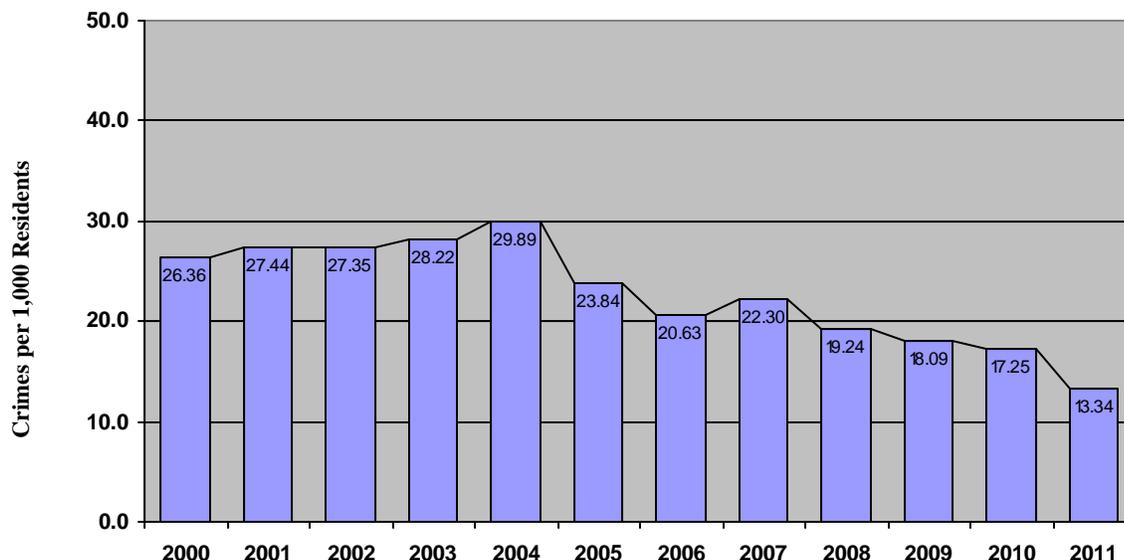
The upper graph on the adjacent page represents a ten year period for Part I Crime Rates for the City of San Ramon. The lower graph compares violent crime rates and property crime rates for the last 11 years.

Chief Scott Holder, Lt. Liz Gresham & Capt. Joe Gorton visited participating communities during National Night Out

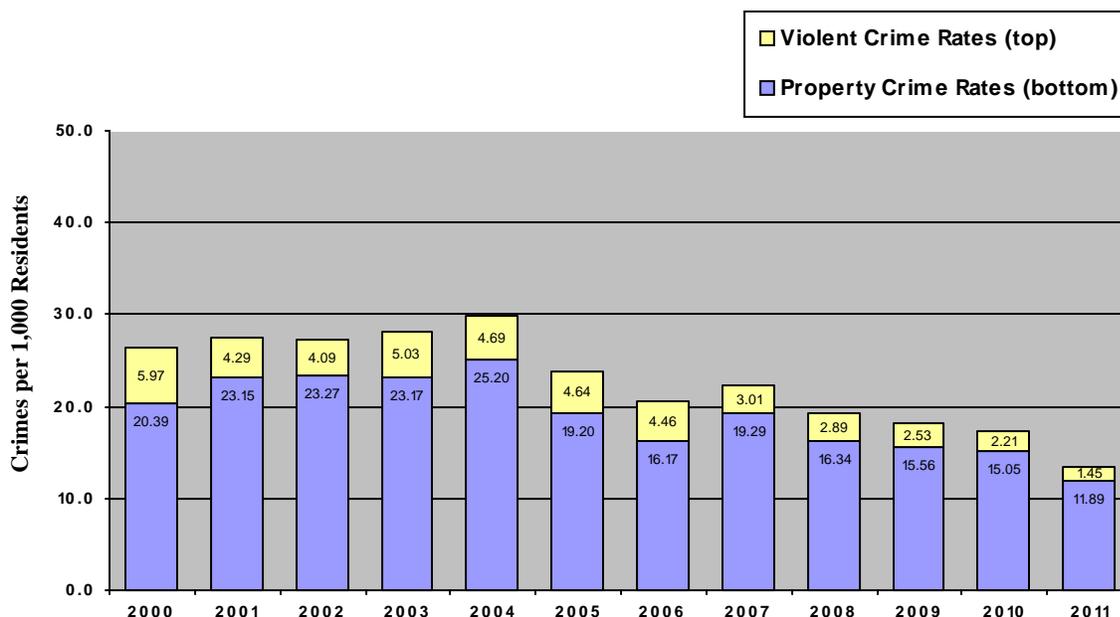


Crime Statistics

San Ramon Part I Crime Rate



Although National crime rates are calculated per 100,000 inhabitants, the charts on this page represent the Part I Crime Rates per 1,000 San Ramon City residents over the past 11 years with changes from the previous year (above) and the rates for Violent and Property crimes (below).



Serious crimes known to law enforcement as Part I crimes are defined as violent and property crimes. Violent crimes are comprised of homicide and non-negligent manslaughter, forcible rape, robbery and aggravated assault. According to the Uniform Crime Rate Reporting Program, "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 as a quality control matter and for the purpose of looking at total assault violence. Property crimes include burglary, larceny-theft, and motor vehicle theft. Arson is also a property crime, but data for arson are not included in property crime totals.



SAN RAMON POLICE DEPARTMENT

UNIFORM CRIME REPORTING PROGRAM

A Closer Look

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

To compute the crime rate, divide the number of violent crimes by the population of the city, (73,109) and multiply the result by 1,000. This gives you the number of crimes per 1,000 people. Therefore, the crime rate for San Ramon is 13.34 crimes per 1,000 residents which is considered to be a very low crime rate.

The total number of Part One crimes declined by 13% over the previous year; and the crime rate declined by 3.91 crimes per 1,000 residents.

This table reflects a 26% decrease in the total number of Violent Crimes, and an 11% decrease in Property Crimes over the previous year.

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. Arson is also a property crime, but data for arson are not included in property crime totals.

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.

In 2011 there were 55,161 calls for service in the City of San Ramon. Of these, 975 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.

State and city comparison statistics for the Uniform Crime Reporting (UCR) Program can be viewed on the Department of Justice website:

www.fbi.gov/about-us/cjis/ucr/ucr

Part I Crime Totals	2010	2011	% Change
Murder	0	0	0%
Forcible Rape	6	0	- 100%
Robbery	17	11	- 35%
Assault/Battery	120	95	- 21%
Burglary	215	166	- 23%
Larceny/Theft	693	640	- 8%
Motor Vehicle Theft	<u>68</u>	<u>63</u>	- 7%
Total Offenses	1,119	975	- 13%



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	668	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 1,000 POP.	40.27	34.59	36.26	40.16	37.33	32.68	32.23	34.91	33.32	31.17	29.35	29.99	29.80	30.07	24.62	22.69

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
POPULATION VS STAFFING																
POPULATION	44,722	45,880	46,750	46,920	48,609	50,672	56,234	59,488	61,184	63,230	64,860	73,109				
NO. SWORN OFFICERS	40	42	44	43	*47	*50	**50	56	56	56	58	58				
OFFICERS PER 1,000	0.88	0.92	0.95	0.9	0.84	0.82	0.74	0.87	0.85	.82	.83	.73				
PART I CRIMES																
MURDER	1	0	0	1	0	1	1	0	1	0	0	0				
MANSLAUGHTER	0	0	0	0	0	0	0	0	0	0	0	0				
FORCIBLE RAPE	12	8	1	1	2	5	1	2	4	1	6	0				
ROBBERY	21	20	10	17	15	14	25	15	15	17	17	11				
ASSAULT/BATTERY	233	169	180	217	211	215	224	162	157	142	120	95				
BURGLARY - RESIDENTIAL	62	66	51	75	62	70	56	58	51	71	88	68				
BURGLARY - COMMERCIAL/OTH	97	96	95	82	94	76	113	151	133	81	127	98				
THEFTS - PETTY/GRAND/OTH	696	833	861	816	925	733	661	847	751	769	693	640				
AUTO THEFTS	57	67	81	114	144	94	79	92	65	62	68	63				
TOTAL PART I CRIMES	1,179	1,259	1,279	1,323	1,453	1,208	1,160	1,327	1,177	1,143	1,119	975				
CALLS FOR SERVICE	48,039	47,717	46,581	44,670	41,471	48,833	51,157	57,040	62,194	53,622	57,258	55,161				
CRIMES PER 1,000 POP.	26.36	27.44	27.35	28.22	29.89	23.84	20.63	22.30	19.24	18.09	17.25	13.34				



HISTORY OF SAN RAMON POLICE DEPARTMENT

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

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

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

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

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

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

And, after 27 years we are in a new location. With the move to our location we also restructured our internal organization. Divisions were created and the units within those divisions were reorganized in order to better serve the citizens of San Ramon, the Community and the Police Department.



Moving Forward.....



.... To Our New Police Department



ADMINISTRATION BUREAU



Lieutenant Liz Gresham



Lieutenant Craig Stevens

The mission of the Administration Bureau is to provide the essential support necessary to ensure the effective and efficient delivery of police services. This is accomplished through an interactive network of specialized and distinctively diverse activities, which both support and strengthen the police mission.

The Administration Bureau is comprised of four different functional areas: Executive Support, Finance, Records, and Professional Standards and Training. Property and Evidence, Permits, Volunteers and Chaplains are additional areas of responsibility under the Administration Bureau.

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.



ADMINISTRATIVE BUREAU

Support Services Division

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

Executive Support



Mary Gentry

The Administrative Coordinator works closely with the Police Chief and the Department's Command Staff by providing research and support in a variety of monthly and annual reports. She acts as a liaison to various government agencies including the DOJ, FBI and DMV. She is the point of contact with other departments in the City, overseeing many functions within the Police Department. She is responsible for many special projects and assignments within the department and monitors, answers and forwards citizen inquiries, complaints and commendations received to the appropriate division.

The Administrative Coordinator also oversees the departments uniforms, equipment and supplies including researching, purchasing, distributing and inventory control. She works closely with outside vendors making sure the department is meeting the requirements and standards set forth by the state and the department. She works closely with the Administrative Lieutenants in the hiring and promotion process making sure the Officers have the tools they need and are ready for service.



Financial Support



Jenni Vasquez

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

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



ADMINISTRATIVE BUREAU

Support Services Division

Licensing and Permits

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 department's part time employee maintains these records and make sure that citizens doing business in our city meet the requirements in our city ordinances.



Sue Wallace

Hired as one of the City's first employees in 1984, Sue Wallace has held many roles during her 27 year career with the police department. Sue has served as the right-hand person or administrative assistant to all seven of San Ramon's Police Chiefs. She retired from her full-time job as Administrative Analyst in July 2011.

After all those years of working in cramped offices, Sue was delighted for the opportunity to return part-time to work in the long awaited, new police facility and continues to provide her knowledge and expertise in several areas. Sue has the responsibility for the administration of several city ordinances that require the receipt and processing of applications for city permits or licenses, and for the routine administration and enforcement of these ordinances. Additionally, Sue is responsible for:

- Officer monthly/quarterly/yearly statistical activity reports
- Monthly Report to City Council/City Manager – crime and police activity statistics
- Monthly Traffic Analysis
- Year-end statistics
- DUI Cost Recovery Program
- Quarterly Abandoned Vehicle Report
- SB90 annual reporting
- Respond to requests to provide information for specific traffic accident locations, injuries, and Primary Collision Factors

One of Sue's prior and most important projects during the year was the creation and production of the police department's annual report. Sue was pleased to hand that responsibility over this year to Mary Gentry, her successor, so that information could be presented in new and different ways.



ADMINISTRATIVE 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.

PROFESSIONAL STANDARDS

The Professional Standards Division is under the supervision of the Professional Standards Division Commander Lieutenant Craig Stevens. The Professional Standards Sergeant, Dave White, 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.

Lt. Craig Stevens
Kelly O’Friel
Sgt. Dave White

TRAINING DIVISION

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.

The Training Division is located within the Professional Standards Division . It is under the direct supervision of the Lieutenant Craig Stevens. The division consists of one Training Sergeant, Dave White and one Training Coordinator, Kelly O’Friel.

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.



ADMINISTRATIVE BUREAU

Professional Standards & Training Division

Training – includes in-house training, specialized outside training, and department sponsored Commission of Peace Officers Standards and Training (POST) training. The Training Department has 30 POST approved courses and we satisfy all of POST's PSP and CPT requirements in-house with our own instructors.

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

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 the 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	6 Instructors	Tactical Communications	2 Instructors
Firearms	10 Instructors	First Aid/CPR	1 Instructors
Electronic Weapons	8 Instructors	Driver Awareness	6 Instructors
Racial Profiling	1 Instructor		

During the past fiscal year the Training Division provided over 8,000 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.



Defensive Tactics



Pepperball



Firearms



ADMINISTRATIVE BUREAU

Professional Standards & Training Division

The training division greatly benefited from the move to the new police building. There are now two distinct areas for in-house training sessions: a classroom and a defensive tactic room. The classroom can accommodate 48 students at tables. There are two dropdown projection screens for classroom presentations, as well as 7 desktop computers that staff can use for online training, such as P.O.S.T. Learning Portal classes. The defensive tactics room is equipped with floor mats, training dummies and striking bags. Officers now have the space they need to properly train on topics like Defensive Tactics and Electronic Weapons (TASER).



The Workout Room



The Classroom



The Defensive Tactic's Area



ADMINISTRATIVE BUREAU

Records Division

Records Division

The Records Division is a service support unit within the Administrative Bureau which is supervised by the Administrative Bureau Lieutenant. Records staffing consists of the Records Coordinator, Records Specialist, and 5 Police Records Technicians.

The San Ramon Police Department Records Division is responsible for the maintenance, dissemination and security of all criminal investigation documents. Currently the Records Division maintains approximately 20,000 criminal reports electronically.

Each year Records Technicians process approximately 4,000 reports generated by members of the Police Department. Those documents also require records personnel to enter and clear more than 50 missing persons, complete more than 100 vehicle entries, enter more than 400,000 pieces of stolen property. During 2011, the Records Division processed over 3,522 police reports.

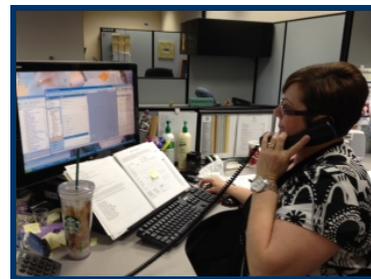
The Records Division also responds to approximately 900 Public Records Act requests received each year via telephone, fax, mail, and in person from the public counter.

The Records Division is also responsible for staffing the front counter. Duties include providing information and assistance to the public such as entering calls for service, providing customers with copies of reports, executing vehicle releases, receiving counter reports and scheduling child safety seat inspections and fingerprinting.

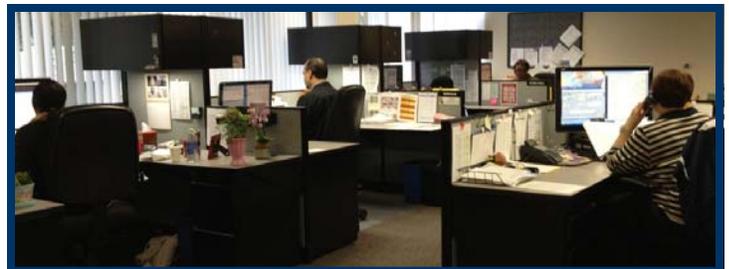
Records is staffed from 6:30 AM until 12:00 AM. The Records counter is open to the public Monday—Friday 8:00 AM to 6:00 PM. During these times the public can contact Records staff to request copies of traffic accident reports and crime incident reports.



(L) Manny Del Rio, Theresa Sanchez, Lt. Liz Gresham, Alice Stoll, Kelli Bryson, Catrice Davenport, Clauvette Hartway and Kevin Ellis



Theresa Sanchez



Records Division



ADMINISTRATIVE BUREAU

Property & Evidence



Jessica Simonds

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.

San Ramon Police Department maintains a property and evidence room and an additional 400 sq. ft. storage facility. The current facilities store over 5,000 items classified as evidence, safekeeping, or found property collected from the San Ramon Police Department.

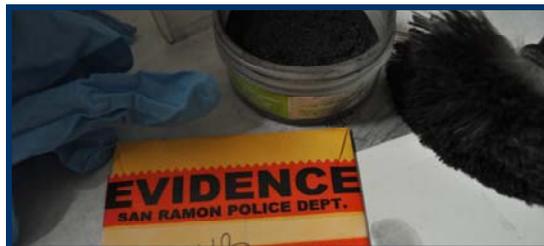
The Evidence Technician receives all property taken as either evidence, safekeeping, or found property. Evidence and property received by the division includes, but is not limited to, cash, jewelry, guns and various weapons, narcotics, vehicles, bikes, blood samples, urine samples and other evidence 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 activities 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.



ADMINISTRATIVE BUREAU Property & Evidence



ADMINISTRATIVE BUREAU

Emergency Preparedness

The primary goal of Emergency Management is to develop the capabilities within the City of San Ramon to prepare for, respond to, and recover from all hazards and disasters. Coordination of all efforts extends beyond the city in collaboration with neighboring cities, state and federal response. To meet this requirement, the Emergency Preparedness Manager is very involved in local, regional, state and national emergency management efforts.



Ray Riordan

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

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

- Continued the implementation of the nationally organized Community Emergency Response Team (CERT) program with SRVFPD
- Recruited, registered, and trained an additional 250 CERT volunteers in San Ramon.
- Continued as Chair of the Contra Costa County Citizen Corps Council Committee to establish standard CERT programs consistently among the 19 CERT programs in the county.
- Assisted in the organization of a community fair that reached over 4,000 attendees on September 10, 2011.
- Facilitated two Simulated Exercise Tests (SET) in for the amateur radio community and CERT neighborhood teams which enhanced communications between the citizens and the government response organization.
- In coordination with the San Ramon Valley Fire Protection District, assisted in the launch of the AED phone application that alerts the public to a cardiac event.
- Assisted in the initiation of "sidewalk CPR" which allowed us to train over 1,200 residents in CPR.
- Activated the 1610 am Highway Advisory Radio (HAR) system to inform residents and businesses of traffic lane realignment on Interstate 680 and other road emergencies related to protests and events in the city.
- Completed the launch of the Be Ready San Ramon Valley webpage at www.bereadysrv.org to publish emergency preparedness information and announcements for local residents and business.
- Initiated contact with St. Joan of Arc Catholic Church to engage interfaith support and involvement in public care and shelter.
- Engaged the Rotary Clubs to support the CERT program and challenge to become more than 50% trained in CERT with success in complete the charge in two clubs.
- Received \$41,000 in grants to support CERT activities throughout the county.



ADMINISTRATIVE BUREAU

Emergency Preparedness

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

- Continued as Chair of the Contra Costa County Citizen Corps Council Committee to establish standard CERT programs consistently among the 19 CERT programs in the county.
- Recruited, registered, and trained over 125 additional CERT volunteers.
- Assisted in the organization of a community fair that reached over 3,500 residents.
- Facilitated third annual Simulated Exercise Test (SET) in September for the amateur radio community and CERT neighborhood teams which enhanced communications between the citizens and the government response organization.
- Created and launched a new module on how to integrate CERT into local damage assessment protocols, and tested the reporting protocol with the CERT members during the SET.
- Initiated the use of a highway advisory radio (HAR), 1610 am, station for the community. Four times used: H1N1 Flu Clinic, Chevron demonstration, Fourth of July, and LPGA Tourney.
- Initiated a HeartSafe Community Campaign in coordination with County EMS and organized a CPR/Automated External Defibrillator Saturday that reached over 200 residents.



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

- Through the statewide mutual aid program, assisted the California Emergency Management Agency response to the April 4, Baja Earthquake response.
- Sponsored and organized workshops for public comment on the Contra Costa County Disaster Mitigation Plan which will impact ability to receive grant funds for mitigation projects in San Ramon prior to the next emergency. Included the CERT program in an effort to “get the word out” about the public hearings. Sponsored and organized workshops to create local earthquake response plans that support the county’s Regional Catastrophic Response Plan.
- Participated in the Regional Catastrophic Response Plan committee that helped draft the Volunteer Management, Debris Clearance, and Mass Evacuation and Transportation Plans for a catastrophic earthquake.



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



ADMINISTRATIVE BUREAU

Fleet Services

The Police Department's fleet of approximately 60 vehicles includes 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 may travel up to 700 miles per week.

The ultimate goal and responsibility of Fleet Services is to provide our officers with safe and reliable vehicles with which to respond to emergencies and perform law enforcement duties. Fleet Services Coordinator O.J. Plotner, with over 25 years of fleet logistics experience ensures the vehicles are inspected, repaired and maintained according to a rigorous, preventive maintenance schedule designed around their severe duty use. He is also responsible for the purchase and emergency "up-fit" of the vehicles, license and titling, accident repairs, budgeting, special vehicle projects, driver assignments, used vehicle disposal and any other aspects of operating an emergency fleet.

The move to one central Police Department in 2011 consolidated not only the various personnel groups, but their vehicles as well. The various types of vehicles had been spread among several workplace facilities in San Ramon. All vehicles may now be parked in one parking lot with security fencing and gates. This is a tremendous improvement for fleet logistics, providing much greater access to all vehicles.

With the venerable Ford Crown Victoria Police Interceptor no longer in production, the department researched and compared the Dodge Charger and Chevrolet Caprice police package cars as the most viable, rear wheel drive replacement candidates. The performance between the two candidates was similar, but the Dodge Charger was chosen because of its better driver roominess and visibility. The new cars will start to arrive as part of the 2012-2013 fiscal year purchases.

A new, more modern day image was designed and approved for the Dodge Chargers. The new cars will be Midnight Blue and bright white. Also, they will display our silver badge as well as our motto: Service * Commitment * Community



OJ Plotner Fleet Services Manager



ADMINISTRATIVE BUREAU

Fleet Services



1952 Chevy Parade Car



2009 Ford Crown Victoria

MOVING FORWARD.....

A new, more modern day image was designed and approved for the Dodge Chargers. The new cars will be Midnight Blue and bright white. Also, they will display our silver badge as well as our motto: Service * Commitment * Community



2012 Dodge Charger



ADMINISTRATIVE BUREAU

Chaplains



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 eligible to join the International Conference of Police Chaplains (ICPC). They 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 during a traumatic event 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 provides a calming and comforting assurance to those individuals when

unfortunate circumstances surround them.



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

In addition to providing support during a traumatic event, Chaplains are available to assist with memorial services, weddings, emergency training and mock crime scenarios.



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



ADMINISTRATIVE BUREAU

Volunteer Program

The Police Department is fortunate to have 39 active volunteers who benefit and enrich the Department while they give back to their community. Members of San Ramon Police Department'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 volunteers are a group of adults who pool their talents, knowledge and abilities; donating their time to assist the Department in providing a higher level of service to our citizens. The Volunteers are required to attend the 13-week Citizens Academy which gives them a basic understanding of police work.

Some of the tasks undertaken by Volunteers include:

- Helping with special events, such as Character Counts, the 4th of July celebration, the Art & Wind Festival, and other community functions;
- Collecting emergency contact information from local business owners to be entered into the Dispatch Center's computer system;
- Helping in the front office at the police department and police sub-station with administrative work, answering phones, and fingerprinting;
- Working with the detectives and the Youth Resource Officer;
- Conducting Scout and school tours of the police station;
- Assisting Records Division; and
- Helping with Neighborhood Watch programs; Parent Project; and the Citizen's and Youth Police Academies.



Special events and activities that the Volunteers have worked are the National Night Out, Bicycle Rodeos, School Carnivals, Character Counts! Movie Nights, Graduations, the Wind Festival, Bah Humbug Run, Fallen Hero's Walk, Carseat events, Openings and dedications, Primo's Run and Primo's Carbo Load, Emergency Preparedness Fairs, and the Star Spangled Spectacular.



Our citizen volunteers are a valuable daily resource for the police department. In 2011, the Volunteers worked a total of 3,690 hours. Special Recognition goes to Dave Schulz, the San Ramon Police Department Volunteer of the Year!!



QUALITY ASSURANCE PROGRAM ANNUAL SURVEY RESULTS JULY 2010 - JUNE 2011

Purpose and Scope

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

Gathering Results

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

The contact serves the following purposes:

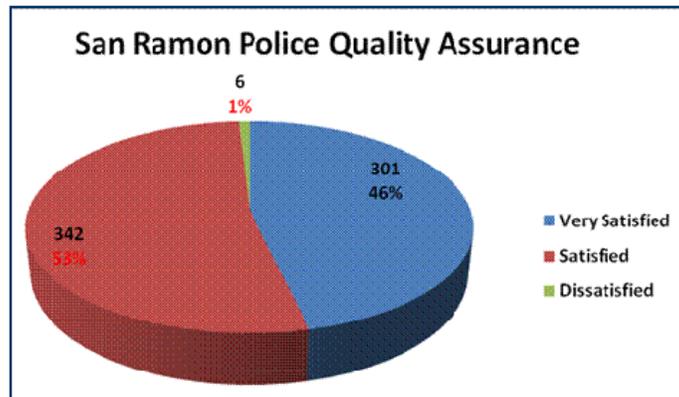
1. Allows supervisors to identify areas of improvement and specific topics for additional training
2. Identifies employees who regularly provide exemplary service
3. Establishes a benchmark/status report of the public's perception of the San Ramon Police Department

Throughout the fiscal year July 2010 - June 2011 (the fourth year of the program), the supervisors of the San Ramon Police Department completed 649 quality assurance surveys with random citizens who interacted with the San Ramon Police Department. Thirty-nine Police Officers were reviewed throughout the survey process.

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

QUALITY ASSURANCE PROGRAM RESULTS

Of the 649 surveys collected, 46% (301) responded very satisfied, 53% (342) responded satisfied and just 1% (6) responded dissatisfied.



WHAT THE COMMUNITY HAD TO SAY ABOUT THE SAN RAMON POLICE DEPARTMENT:

- "They were outstanding, and do an excellent job. I appreciate the follow up call."
- "I was a wreck. Those guys calmed me down. They caught the guys. I was impressed."
- "I would really like to thank you. I feel really safe with you guys."
- "The officers went above and beyond. Terrific. The officer was spectacular. Had a good sense of humor."
- "Everything was good. Thank you for the quick response."
- "You guys are great! Extremely thorough. Got here real fast and were on it."
- "Thank you so much. You guys were awesome. Thank you for catching the bad guys."
- "I appreciate the officers' attention to detail and the very professional, caring manner in which this very trying situation was handled."
- "The SRPD officers are very thorough and experienced. It is very comforting to me and my family."
- "He did a really good job. It was a very busy day and I had to wait a bit before I met with the officer. I didn't mind waiting and once we did meet up, he was very good. Thank you."



ACCOMPLISHMENTS/FUTURE OBJECTIVES

Each year the police department sets goals for the coming year. These goals are established working in conjunction with the City Council, City Manager, our residents and staff. At the end of each year we evaluate our accomplished goals and set goals for the upcoming year. The lists below detail our accomplishments for 2010/2011 and our Goals/Major Action Plans for 2011/2012.

SIGNIFICANT ACCOMPLISHMENTS FY 2010-2011

- Deployed reclassified Lieutenant positions
- Finalized move to new Police Department facility at 2401 Crow Canyon Road
- Implemented city Council approved Department reorganization
- Began the implementation of a Reserve Police Officer Program
- Conducted a shelter training and exercise
- Implemented Emergency Operations Plan
- Implemented Field Operations Center at Public Services

MAJOR ACTION PLANS FY 2011-2012

- Develop strategic plan addressing public safety issues related to growth and crime trends in the City
- Evaluate and implement community policing strategies specific to increase in the juvenile populations in the City augmenting the Community Resource & Youth Services Division
- Evaluate Crime Free Multi-Housing program and augment resources to increase efficiency
- Evaluate location and use of an alternate Emergency Operations Center
- Implement Cardio Pulmonary Resuscitation and automated External Defibrillator training for City staff
- Conduct communication drill with CERT field units
- Implement Emergency Management Policy
- Ensure smooth transition to the EBRCS communication system



The achievements of an organization are the results of the combined effort of each individual.

Vince Lombardi

ROSTER

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



EXCEPTIONAL PERFORMANCE AWARDS

Officer of the Year



Officer Hollis Tong

Officer Hollis Tong has worked as the Resource Officer at California High School for the past two years. He has become a valuable resource for the Youth Services Unit and for California High School Administration. Officer Tong has taken on a very proactive approach at the school and is considered an integral part of their team.

Besides the work he does for the High School, Officer Tong also makes time to work as a Defensive Tactics Instructor for the Police department.

Officer Tong has a positive attitude and is always willing to help those in the school, the community and the San Ramon Police Department.

Supervisor of the Year



Sergeant TJ Reeder

Sergeat Reeder is a tremendous asset to the City of San Ramon and the San Ramon Police Department.

As a Patrol Division Watch Commander Sgt. Reeder handles the scheduling needs of the department, which is a huge task. He has also taken on the lead position of the Youth Services Unit and has taken on several special projects in addition to running the Youth Services division.

Recently Sgt., Reeder completed the School Emergency preparedness binder and had it installed on the patrol vehicle's MDC's so everyone has full access to the Emergency Preparedness Plan.

Employee of the Year



Chio Phan

Chio Phan has served as the Information Technology specialist assigned to the Police department for the past two years. Since day one, Chio has been dedicated to providing the Police Department with the best IT service possible.

Chio was willing to take the lead role with the maintenance and installation of the Vision Hawk and other video monitoring systems at the Police Department. Chio played a huge role in making the transition to the new Police Department a smooth one.

Chio is always willing to stop what he is doing and help others out whenever he can.

Volunteer of the Year



Dave Schultz

Dave Schultz is an exceptional volunteer for the San Ramon Police Department. He currently volunteers at the front counter every Tuesday and Thursday. He also volunteers for special projects that come his way. Dave often takes on special tasks for the department while providing great customer service to the citizens of the city of San Ramon.. It is not uncommon for Dave to see something that needs to be completed and handle it without being asked to do so.

While each of our volunteers deserve special recognition for all that they have done for the San Ramon Police Department, Dave rose above all others as one of the hardest working volunteers of 2011.

Awarded to employees who exhibit perseverance with actions that have made a significant contribution to the Department and/or improves the quality of life in our community.





The San Ramon Police Department would like to dedicate the 2011 Annual Report to Breezy Bochenek... one of the bravest heroes in San Ramon.



San Ramon's Finest Hearts of GOLD

We could hear the roar of their engines throughout the house. "Is that for us?" Breezy asked. Moments later the doorbell rang and standing in our quiet little cull-de-sac were ten San Ramon Police Officers... An amazing sight to behold! Behind them were four perfectly parked Motorcycles, to the left two Police cars, to the right three more, all here to show their support for our little Breezy girl.

Words really don't do justice to the gratitude we feel towards all who have taken the time, opened their hearts, and shared a piece of themselves with us. We are on the journey of a lifetime and Breezy is our Hero for taking it on with Gusto. It is the Army we have behind us as we fight through this battle that has made the difference in the world. The blessings that have been showered upon our family as we travel this road have been many.

The Officers of the San Ramon Police Department are one of those blessings. The wonderful Basket full of goodies, the San Ramon Police Department hat with "BREEZY" embroidered on the back, the amazing donation towards Breezy Medical, and the sheer number of you that showed up to deliver so much more than a basket of goodies. You delivered a positive energy that lasted beyond your visit. As you circled around and drove out of the court with words of encouragement over the loud speaker, lights flashing and a flip of the sirens, the visual you provided was one of strength, encouragement and support. Your presence was the perfect representation of a Community that has rallied behind us, held us up in good thoughts and prayer, and let's us know in so many ways that we are not alone.

We have called San Ramon our home for twenty-six years and though it has always been a special place for us, the depth of our appreciation of the community we live in has grown immensely over the past few months. We are proud to live in such an amazing place. Thank you for all you do, and all you represent. Your visit meant the world to Breezy and the whole family and we have no doubt that as we continue on this journey the continued support of the community will be instrumental in her success.

Blessings to all of you,

The Bochenek Family
Stan, Deb, Bryce, Brittany, Brennan, Brookelyn, Breezy





**The San Ramon Police Department
2401 Crow Canyon Road San Ramon, California**

PUBLIC HOURS

Hours: Monday - Friday: 8 am - 6 pm
Address: 2401 Crow Canyon Road
San Ramon, CA 94583
E-Mail: police@sanramon.ci.gov
(*Non-emergencies only*)

Website: www.sanramon.ca.gov/police

IMPORTANT PHONE NUMBERS

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

MAIN POLICE STATION

Police Administration: (925) 973-2700
Police Records: (925) 973-2770
Fax: (925) 838-2925

ON-LINE SERVICES

OffenderWatch®
http://www.sheriffalerts.com/cap_main.php?office=54318

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

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

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

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

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

