

# SAN RAMON POLICE DEPARTMENT



2018  
ANNUAL  
REPORT



**SAN RAMON POLICE DEPARTMENT  
ADMINISTRATION**

**CHIEF OF POLICE  
CRAIG STEVENS**

**OPERATIONS CAPTAIN  
DENTON CARLSON**

**SUPPORT SERVICES CAPTAIN  
TO BE DETERMINED**

**LIEUTENANT MIKE BOEHRER  
OPERATIONS DIVISION COMMANDER**

**LIEUTENANT TERRENCE REEDER  
PROFESSIONAL STANDARDS DIVISION COMMANDER**

**LIEUTENANT CARY GOLDBERG  
SUPPORT SERVICES DIVISION COMMANDER**

**LIEUTENANT TODD SANTIAGO  
PATROL DIVISION COMMANDER (WEEKDAY)**

**LIEUTENANT HOLLIS TONG  
PATROL DIVISION COMMANDER (WEEKEND)**

**CITY GOVERNMENT**

**CITY MANAGER JOE GORTON**

**MAYOR BILL CLARKSON  
VICE MAYOR PHILIP G. O'LOANE  
COUNCILMEMBER DAVID E. HUDSON  
COUNCILMEMBER SCOTT PERKINS  
COUNCILMEMBER SABINA ZAFAR**

# MESSAGE FROM THE CHIEF

It is my privilege to present the San Ramon Police Department's 2018 Annual Report. It was an exciting and eventful year for both the Police Department and the City of San Ramon. We enjoyed the much-anticipated opening of the San Ramon City Center. The City Center allows the opportunity for our community to enjoy excellent cuisine, entertainment and shopping at a location centrally located in San Ramon. As a Police Department, we have continued to cultivate our relationships with our community, our businesses, our schools, and our public safety partners.

In 2018, we enjoyed a downturn in crime as compared to 2017. There was a 23% decrease in violent crime and a 19% drop in property crime. There are a number of factors that come into play to create these types of reductions. Certainly, one component is the efforts of our dedicated police officers and staff, but that is just one piece of the puzzle. Our community plays a vital role in this equation by being diligent, reporting suspicious behavior, and following crime prevention strategies that lower the risk of being a victim of crime. San Ramon continues to be one of the safest communities in the State of California.

With each New Year, both opportunities and challenges are presented. 2019 will be no exception for the San Ramon Police Department. We are always exploring new technologies that will assist us in better serving our community. We continually focus our efforts on community outreach and increased communication strategies. With the continued growth of our community, we will continue to proactively address the issues of crime and traffic safety. We can never be content with past success and we will continue to strive to improve our operations and our delivery of service to our community.

Lastly, I would be remiss if I didn't thank and acknowledge the efforts of our staff members, both sworn and non-sworn, as well as our police volunteers. The sense of service that is felt within our agency by our employees and volunteers is palpable. I feel extremely fortunate to have such a professional and dedicated staff serving the San Ramon Police Department and our community. We greatly look forward to the upcoming year and serving our amazing community.



**Craig Stevens** ■ Chief of Police



# MISSION, VISION AND VALUES



## Mission

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

## Vision

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

## Core Values

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



Police Chief Craig Stevens (top left), Police Explorer Owen Lynch (top row), City Councilman Scott Perkins (top middle), Mayor Bill Clarkson (bottom left) and PST Jenn Montemayor (bottom middle) hang out with a group of residents on National Night Out in August.

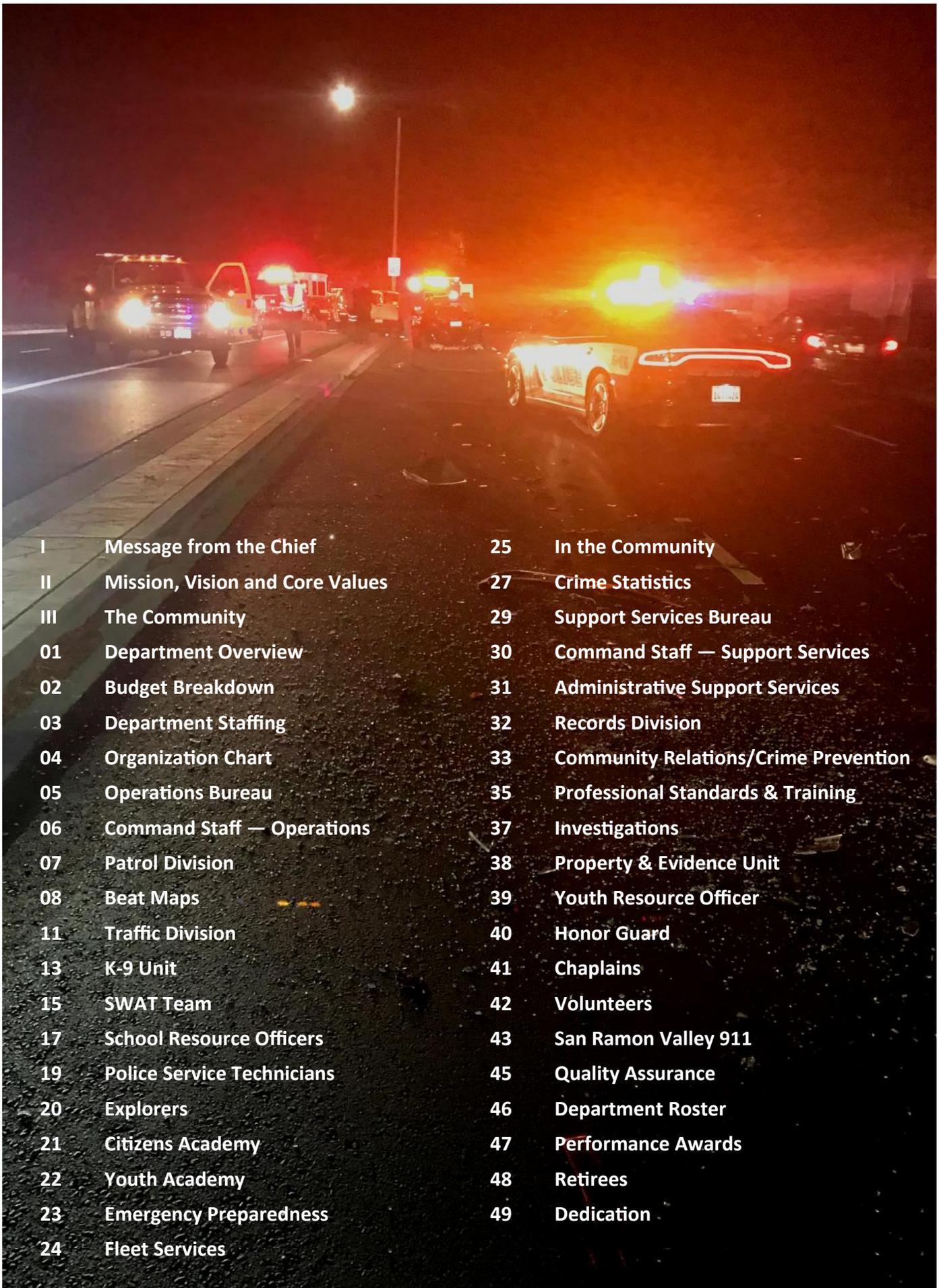
## The Community

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

San Ramon is a multifaceted city, dedicated to improving itself while maintaining the high quality of life its homeowners have come to enjoy and expect. The area's scenic views, good climate and low crime rate make this community one of the county's most exciting places to live and work. The City of San Ramon works hard to provide 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 numerous community based programs, which include:

- The **Citizens Academy** is a 14-week program with a focus on educating citizens to the issues and training facing modern police officers. The public gains a better understanding of legal issues and personnel issues as well as department policies and procedures.
- The **Youth Academy** is designed to provide youth an inside look at city policing. The program gives them a better understanding of what society requires in order for them to grow into responsible, productive citizens.
- The **Neighborhood Watch Program** facilitates communication between neighbors and develops a partnership with police and citizens for the safety and security of area neighborhoods.
- **National Night Out** is an extension of the Neighborhood Watch program and encourages neighbors to gather together and get to know each other on a more personal level while also meeting with community leaders, police and fire department personnel.
- The **Crime Free Multi-Housing Program** is a widely successful program designed to help tenants, owners and managers of rental property keep drugs and other illegal activity off their property.
- The **Crime Free Business Program** is designed to provide training and education to local business owners to arm them with the knowledge to prevent crime in and around their business.



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# DEPARTMENT OVERVIEW

The San Ramon Police Department employs 69 sworn officers who serve a community of more than 82,000 residents spanning an area of over 18.5 square miles. In addition, the Department employs 20 civilians who provide essential services such as Finance, Executive Support, Records, Training, Property and Evidence, Crime Prevention and Fleet Services. There are 54 civilian volunteers who continue to help our organization deliver the highest caliber of police service possible. The volunteers include 40 Citizen Volunteers, 7 Police Chaplains and 7 Explorers.

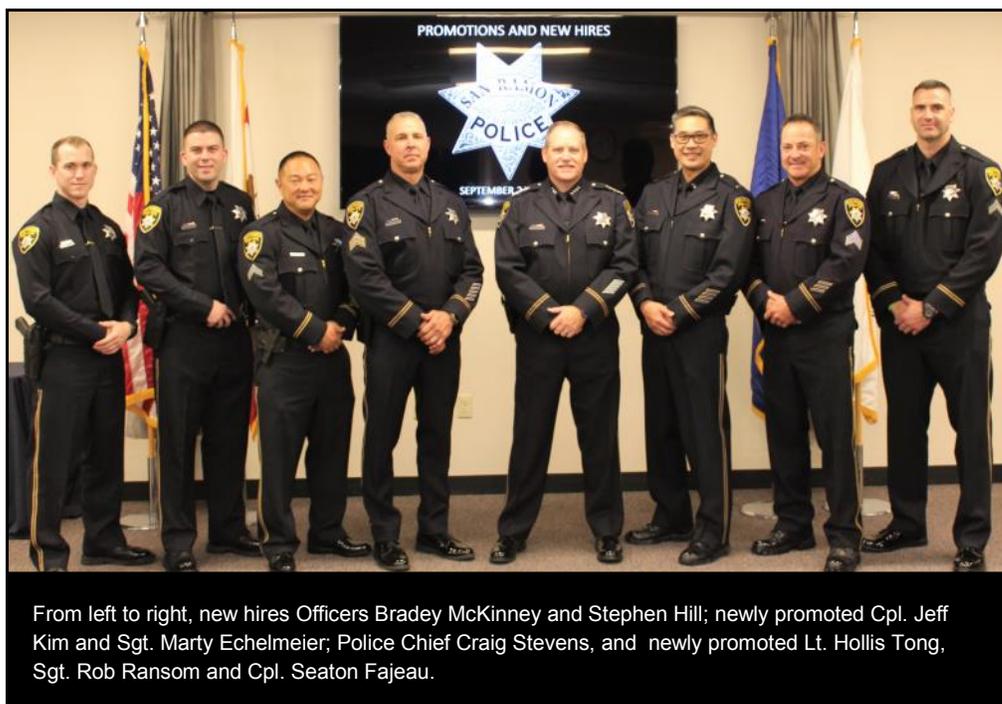
The Police Department is organized into two bureaus; the Operations Bureau consisting of the Patrol Division, Investigation Division and Traffic Division; and the Support Services Bureau consisting of the Community Relations and Crime Prevention Division, Professional Standards & Training Division, Records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

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

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

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

Every member of the San Ramon Police Department is committed to our Mission and Core Value statements, which are summed up in our motto: **Service, Commitment, Community.**

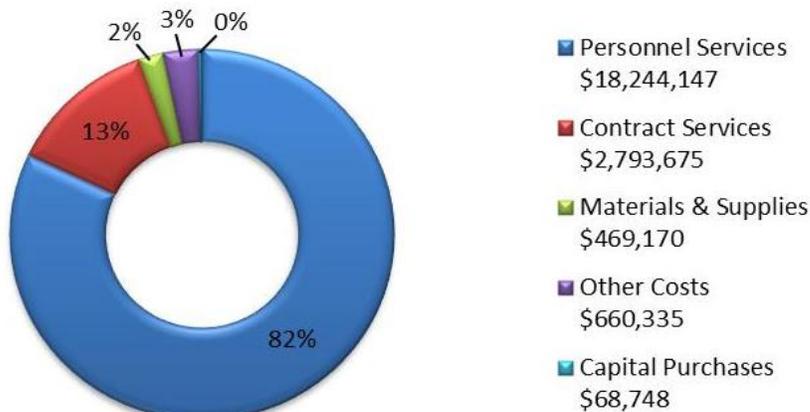


From left to right, new hires Officers Bradey McKinney and Stephen Hill; newly promoted Cpl. Jeff Kim and Sgt. Marty Echelmeier; Police Chief Craig Stevens, and newly promoted Lt. Hollis Tong, Sgt. Rob Ransom and Cpl. Seaton Fajeau.

## Expenditure Summary by Category

	FY 17/18- Final	FY 18/19-Adopted
Personnel Services	\$17,477,882	\$18,244,147
Contract Services	\$2,697,326	\$2,793,675
Materials and Supplies	\$447,486	\$469,170
Other Costs	\$628,397	\$660,335
Capital Purchases	\$210,748	\$68,748
<b>Total Expenditures</b>	<b>\$21,461,839</b>	<b>\$22,236,095</b>

## 2018 Budget Breakdown



## Program Summary

Description	Program Expenditures	Program Revenue	Net Program Cost
Administration	\$5,945,490	\$116,400	\$5,829,090
Animal Control	\$488,750	-	\$488,750
Crossing Guards	\$114,847	-	\$114,847
Crime Prevention	\$596,132	-	\$596,132
Emergency Preparedness	\$165,323	-	\$165,323
Investigation	\$2,048,109	-	\$2,048,109
Narcotics	\$202,093	\$73,956	\$128,137
Patrol	\$9,733,972	\$386,500	\$9,347,472
Traffic Safety	\$1,404,583	-	\$1,404,583
Volunteer Services	\$26,044	-	\$26,044
Youth Services	\$1,084,457	\$101,000	\$983,457
Fleet	\$426,295	-	\$426,295
<b>Total Expenditures</b>	<b>\$22,236,095</b>	<b>\$677,856</b>	<b>\$21,558,239</b>

## 2018-2019 Budget

The Police Department operates on 28.6% of the City's \$48.5 million General Fund. As with all municipal budgets, the majority of funds are spent on salaries and benefits to employees. Operating expenses and professional services comprise the remainder of the budget.

## Cost Per Capita Local Comparison

City	Population	Police Budget	Cost Per Resident
THE CITY OF PLEASANTON	79,201	\$28,868,897	\$365

City	Population	Police Budget	Cost Per Resident
CITY OF WALNUT CREEK	70,667	\$26,591,635	\$376

City	Population	Police Budget	Cost Per Resident
THE CITY OF San Ramon	82,643	\$22,236,095	\$269

**OFFICE OF THE CHIEF — CHIEF CRAIG STEVENS**

**Operations Captain — Denton Carlson**

**Support Services Captain — TBD**

**OPERATIONS BUREAU**

Lieutenant Mike Boehrer — Operations Division Commander

Lieutenant Todd Santiago — Patrol Division Commander (Weekday)

Lieutenant Hollis Tong — Patrol Division Commander (Weekend)

**Patrol Division**

Sergeants — 5

Corporals — 4

Patrol Officers — 25

K-9 Officers — 2

Police Services Technician-Civilian — 1 Full-time, 1 Part-time

**Traffic Division**

Sergeant — 1

Corporal — 1

Motor Officers — 4

**Youth Services Division**

School Resource Corporal — 1

School Resource Officers — 3

**Fleet Services**

Fleet Coordinator-Civilian — 1

Fleet Technician-Civilian — 1

**SUPPORT SERVICES BUREAU**

Lieutenant Cary Goldberg — Support Services Division Commander

Lieutenant Terrence Reeder — Professional Standards Division Commander

Finance Analyst-Civilian — 1

Administrative Specialist-Civilian — 1

Property and Evidence Coordinator-Civilian — TBD

Property and Evidence Technician-Civilian — 1

**Records Division**

Records Program Manager-Civilian — 1

Records Coordinator-Civilian — 1

Records Specialists-Civilian — 2

Records Technicians-Civilian — 3

**Community Relations and Crime Prevention Division**

Community Resource Sergeant — 1

Community Resource Corporal — 1

Community Resource Coordinator-Civilian — 1

Crime Prevention Specialist-Civilian — 1

Police Services Technician-Civilian — 1

**Professional Standards and Training**

Sergeant — 2

Training Coordinator — 1

**Investigations Division**

Sergeant — 1

Corporal — 1

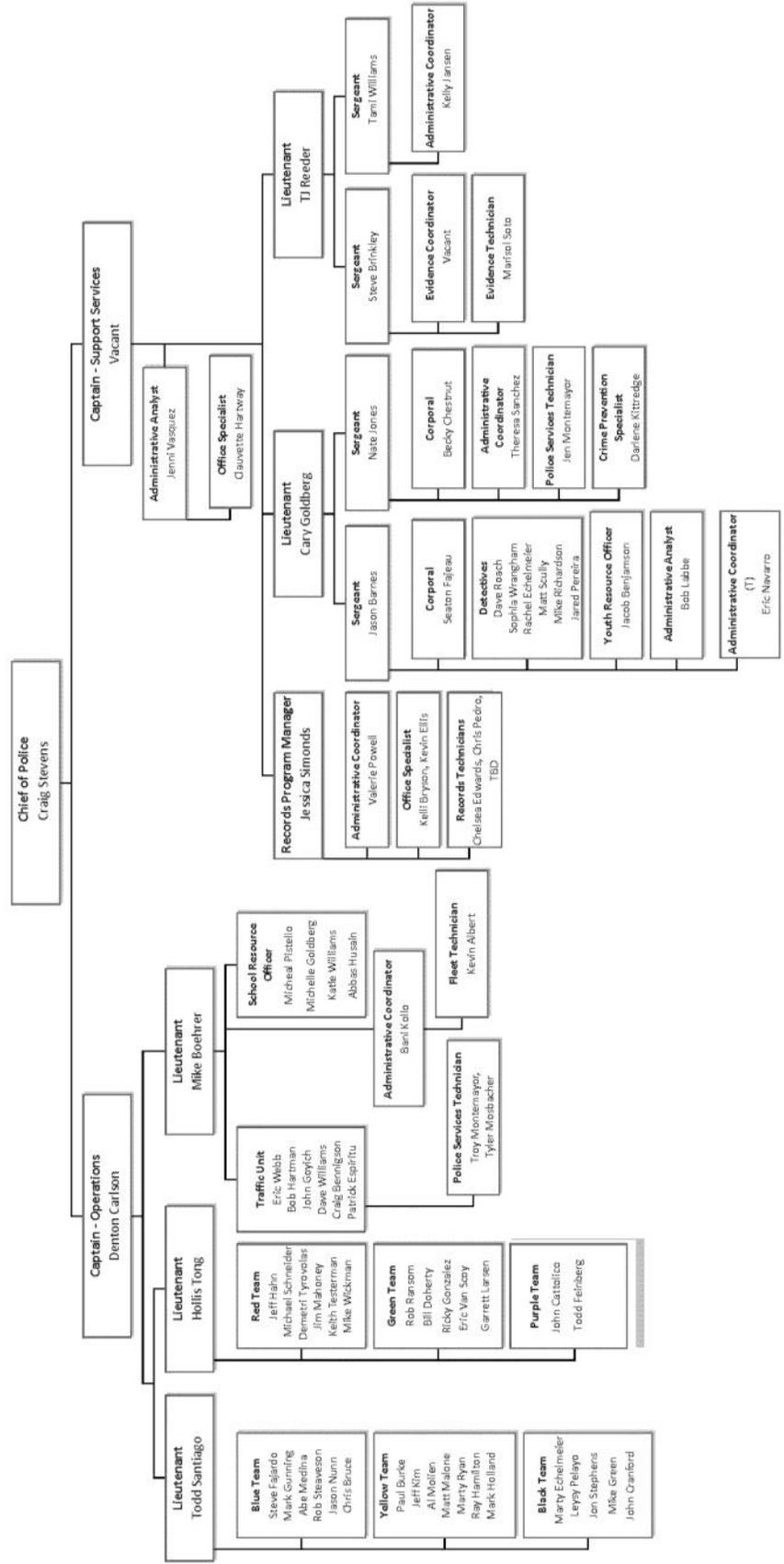
Detectives — 5

Youth Resource Officer — 1

Special Assignment - DEA — 1

# DEPARTMENT ORGANIZATION

City of San Ramon  
Police Services  
FY 2018-2019



# OPERATIONS BUREAU



## OPERATIONS CAPTAIN DENTON CARLSON

Captain Carlson oversees the Operations Bureau of the Police Department, which includes the Patrol, Traffic and Youth Resource Divisions. In addition, he is the Director of the City of San Ramon's Office of Emergency Preparedness. Captain Carlson's career in law enforcement began in 1998 and he has been with the San Ramon Police Department since its inception in July 2007. Captain Carlson has had the opportunity to hold numerous positions during his career including Detective, SWAT Team member, Professional Standards and Training Supervisor, and SWAT Team Commander. He holds a Bachelor's Degree in Criminal Justice Administration, a Master's Degree in Emergency Services Administration, and is a graduate of the California Peace Officer Standards and Training (POST) Command College.



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

The Operations Bureau is comprised of the Patrol Division, Traffic Division, Youth Resource Division, Fleet Services, and the Office of Emergency Preparedness. Specialized units within these divisions include the K-9 Unit, SWAT Team, Honor Guard, Bicycle Patrol, and Police Services Technicians.

These divisions make up the largest portion of the police department with a total of 45 sworn and 4 non-sworn employees. There are three Lieutenants, who oversee the patrol and traffic divisions, and six Sergeants assigned as division and team supervisors. In the following pages, you will find additional detailed information about the Divisions and Specialized Units that comprise the Operations Bureau.

# COMMAND STAFF—OPERATIONS



**LIEUTENANT MIKE BOEHRER**  
**OPERATIONS DIVISION COMMANDER**

The Operations Division Commander is responsible for the management of the Traffic Division, Property and Evidence Unit, Youth Services Division, K-9 Unit, and Special Events. The Traffic Division is comprised of a Sergeant, a Corporal, and three officers. The Property and Evidence Unit is supervised by an Evidence Coordinator and is responsible for the evidence and property that comes into the care of the police department. The Youth Services Division is comprised of a Corporal and three officers who serve the community's high schools and middle schools. The K-9 unit is comprised of three officers and their K-9 partners, providing specialized services for the community.



**LIEUTENANT TODD SANTIAGO**  
**PATROL DIVISION COMMANDER (WEEKDAY)**

The weekday Patrol Division is under the command of Lieutenant Todd Santiago. He is responsible for the day to day operations Monday-Thursday. He oversees three patrol teams, which consist of three Sergeants, three Corporals and 13 officers.



**LIEUTENANT HOLLIS TONG**  
**PATROL DIVISION COMMANDER (WEEKEND)**

The weekend Patrol Division is under the command of Lieutenant Hollis Tong who is in charge of day to day operations and works Wednesday through Saturday. The Division Commander is responsible for developing key relationships and understanding the issues and concerns unique to the community. This includes being accountable for developing strategies and directing resources to solve problems. The major components that make up his area of command are the uniformed Patrol Division working Friday through Sunday. The weekend shifts consists of three Patrol teams, made up of 10 patrol officers who are supervised by 2 Sergeants and 2 Corporals.

# PATROL DIVISION



The San Ramon Police Department Patrol Division is the largest division within the San Ramon Police Department. The Patrol Division is responsible for primary responses to calls and for stabilizing dangerous situations, as well as initiating and often fully investigating criminal incidents. The division is comprised of uniformed patrol staff, the Traffic Unit and the K-9 Unit. It consists of six different Patrol teams and the Traffic Unit; each staffed and supervised by a Sergeant, Corporal and four to five officers. The Patrol Division provides the core police services to the community. These services include handling dispatched calls for service, traffic enforcement, traffic accident investigations, proactive patrol, conducting preliminary criminal investigations and ensuring the safety and security in and around all school zones.

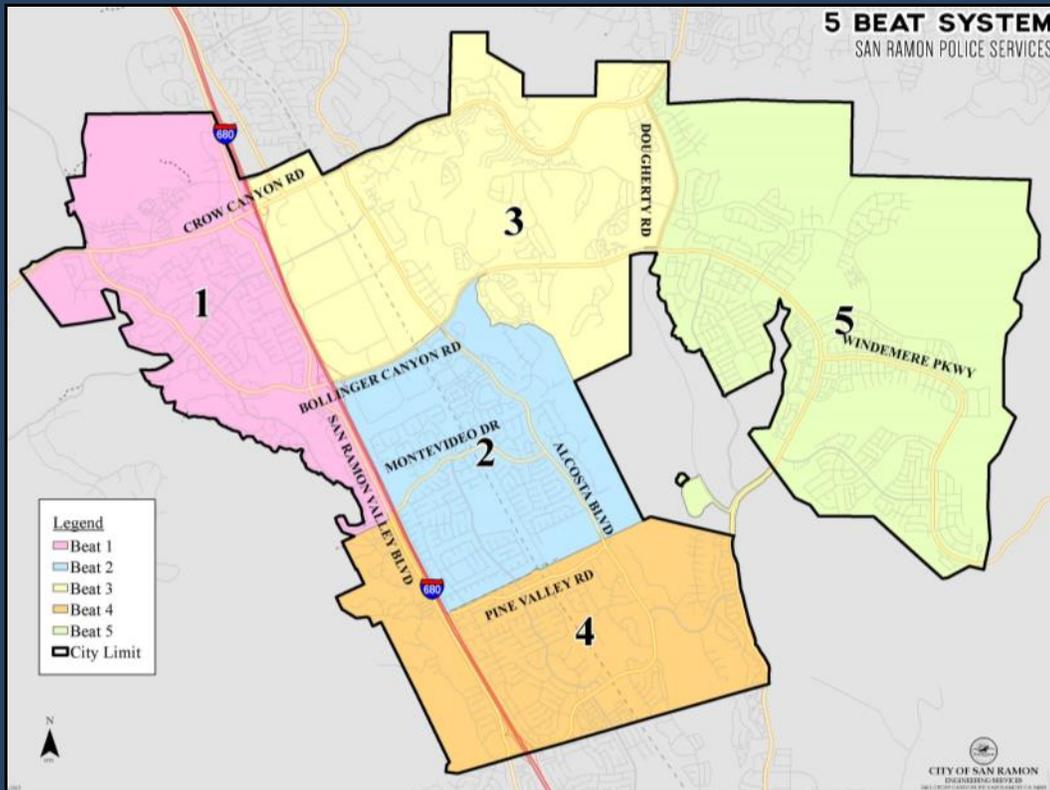
The City is currently divided into six separate geographical areas known as beats. An individual officer is assigned to each beat and is responsible for providing police service to that area. Officers are generally assigned to a specific beat on a daily basis to allow them to become very familiar with the area, residents, schools, parks and businesses. Our patrol personnel are managed by two Lieutenants serving as Watch Commanders.

The Patrol Division functions are supported by specialized units including Canine Officers (K-9). The Patrol Division currently has two Police K-9 service dogs. These service dogs train frequently with their handlers and provide critical services towards the department's mission of public safety. These include tracking suspects and missing persons, article searches, searching (sniffing) for illegal substances, building searches and community demonstrations.

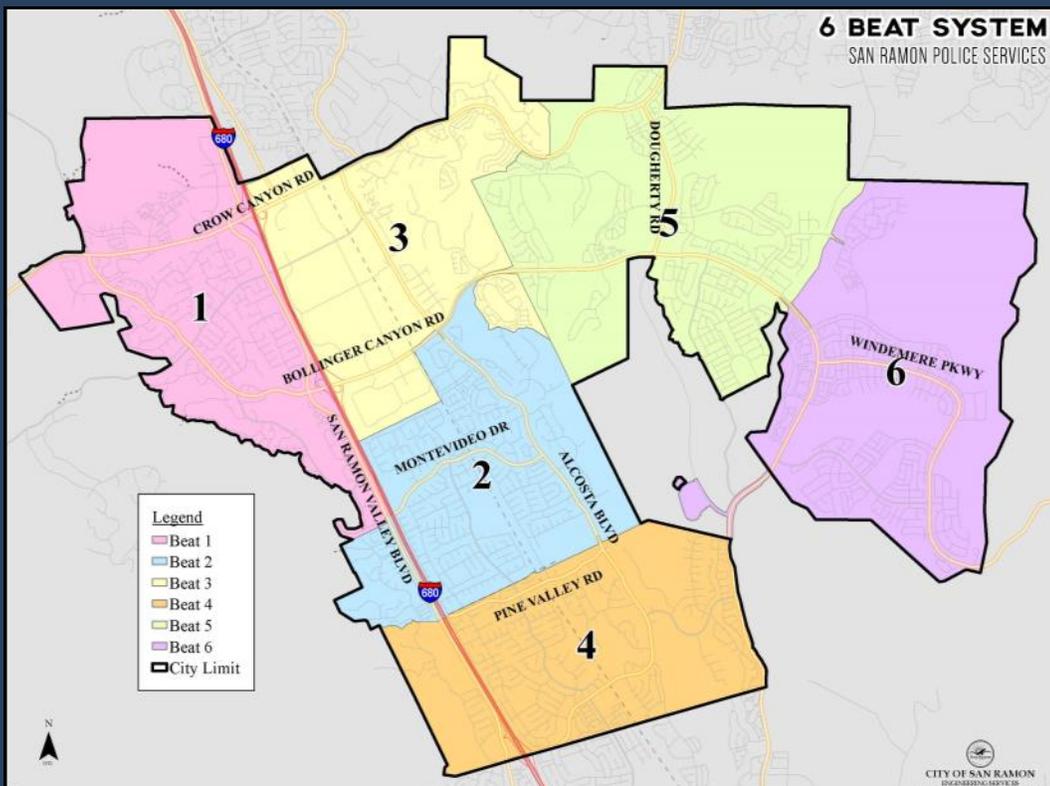
The Patrol Division is responsible for the "My Beat, My School" program. This program was instituted in 2007 and has been very successful since its inception. As part of the program, each school within the City has a police officer assigned to it. The officer maintains high visibility in and around his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

Other components of the Patrol Division include the Honor Guard and Police Service Technicians. The Patrol Division works closely in partnership with other SRPD Divisions, governmental agencies and community organizations to help address crime and quality of life issues at the neighborhood level.

# BEAT MAPS



San Ramon police officers patrol in a 5 or 6 beat system depending on the city's needs, time of day and staffing levels. The six beat system was implemented in March 2015.



# PATROL DIVISION

In 2018, the Patrol Division was responsible for handling 70,317 calls for service. Patrol officers are the first line of defense in a threat to public safety. These highly trained men and women place themselves at risk every day to protect the community whether responding to an accident, pursuing a fleeing vehicle, apprehending an armed suspect or handling a violent domestic dispute. The officers are expected to bring about a successful resolution to situations, which at times may seem impossible. These challenging tasks are accomplished in strict adherence to state and federal laws and held within the high standards of conduct set forth in the Law Enforcement Code of Ethics.

PATROL EVENTS							
	2012	2013	2014	2015	2016	2017	2018
Calls for Service	58,513	58,228	66,979	70,836	61,891	68,749	70,317
Officer Initiated	37,900	36,597	39,616	44,301	35,361	35,460	34,147
Arrests	440	525	637	602	500	543	534
Reports Written	3,460	3,482	3,530	3,697	3,721	3,736	3,360
Citizen Generated Reports (online)		144	73	136	114	121	130
Alarm Responses	2,645	2,749	2,860	3,148	3,160	3,260	3,216

## Calls for Service

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

The key to successful crime prevention and control is “Proactive Policing” where officers identify a problem in the field, respond and bring it to resolution without receiving a call from the public. In 2018, we had 34,147 officer-initiated calls.



## 2018 DUI Statistics

San Ramon officers made 112 DUI arrests in 2018 — down 28% from 2017.

-28%



**DUI ARRESTS**

2.8%



**DUI ACCIDENTS**

36 DUI arrestees were involved in a collision in 2018, versus 35 last year.

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

Approximately, 81% of San Ramon’s DUI arrestees had a BAC of more than twice the legal limit. Officers arrested 65 drivers with a BAC of 0.16 or more, 21 drivers with a BAC of 0.24 or more and 5 drivers at more than four times the legal limit at 0.32 or more.

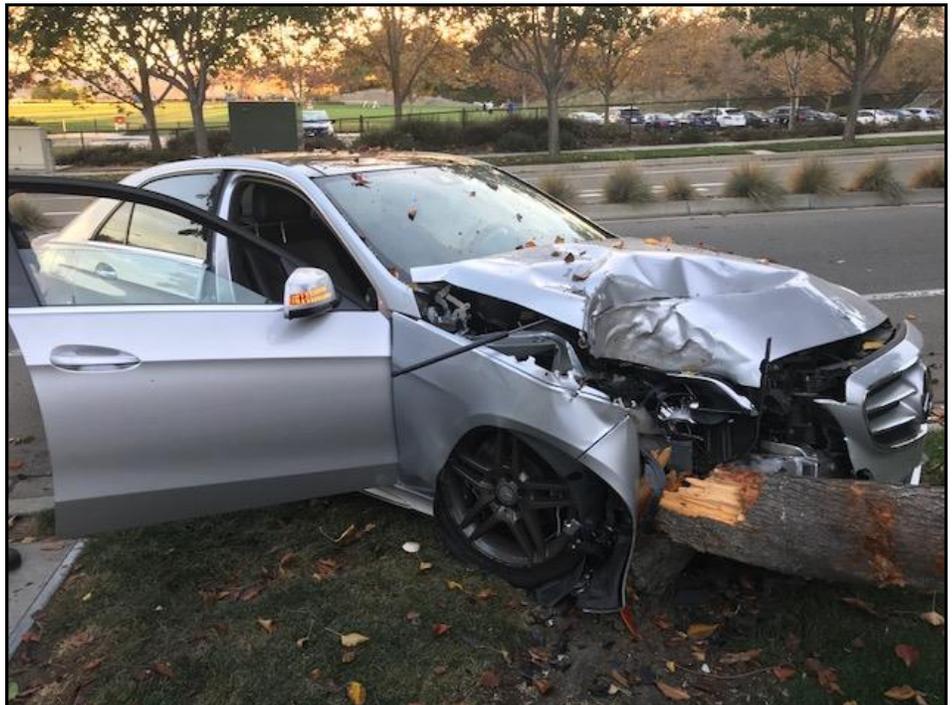
The department averaged 9 DUI arrests per month. September had the highest number of DUI cases with 12 arrests.

Total DUI Arrests: 112  
Under Age 21: 2  
Under Age 18: 0  
Involved in Accident: 36

## DUI Enforcement

The San Ramon Police Department places a high priority on DUI enforcement. In every state, it’s illegal to drive with a BAC of .08 or higher, yet in 2017 one person was killed in a drunk-driving crash every 48 minutes in the United States, according to MADD. That’s 30 people killed each day, not to mention the 300,000 people injured in drunk driving crashes each day.

The San Ramon Police Department relies on the patrol officers’ constant vigilance looking for impaired drivers. Officers patrol known problem areas and city streets with the focus of identifying drivers who display objective symptoms of being under the influence of alcohol or drugs. We also rely on assistance from citizens to identify impaired drivers. Using the “911” system, citizens can call to alert police to possible DUI drivers. With the help of alert citizens, numerous DUI arrests are made each year.



A driver under the influence escaped serious injuries despite crashing into a tree.

## Seat Belt Enforcement

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

More than 280 law enforcement agencies statewide participate in the “Click it or Ticket” program. The campaign relies on enforcement and public education to help California achieve the highest seat belt use rate in the nation. The Traffic Division uses several enforcement strategies aimed at not only gaining compliance, but also increasing public awareness about wearing seat belts and using child safety seats where appropriate. Since the campaign began in 2005, public safety officials have been seeing an overall yearly increase in the use of seat belts.

# TRAFFIC DIVISION

## San Ramon Police Department



Traffic Sgt. Eric Webb, Volunteer Kirsten Cho, Officer Patrick Espiritu and Cpl. Bobby Hartman (L-R) attend a city event. Above, Cpl. Hartman.

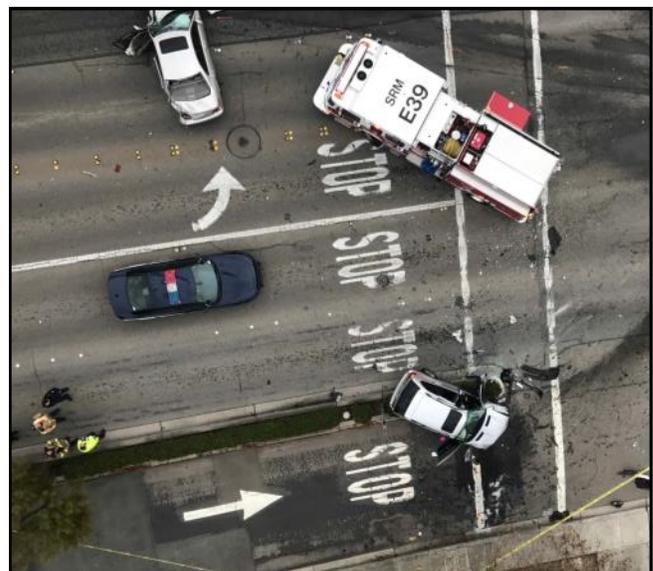
The San Ramon Police Traffic Division consists of a sergeant, a corporal and three officers. The Unit is responsible for traffic education and enforcement. The officers write 200-300 citations a month and are responsible for investigating traffic collisions from non-injury to fatalities. Riding a motorcycle allows these officers to maneuver through traffic and enforce laws where patrol cars cannot access. The Traffic Division's goal is to take a proactive approach to traffic related issues in a timely manner.

The Traffic Division is applying for a grant for 2019/2020 and is seeking about \$61,000, which will be used for enforcement, training and equipment. Last year, grant money was used to send more officers to specialized training classes like the NHTSA Standardized Field Sobriety Testing (SFST) and Advanced Roadside Impaired Driving Enforcement (ARIDE). San Ramon also conducted 24 DUI Saturation Patrol operations and a warrant service targeting repeat DUI offenders who failed to appear in court.

In 2018, traffic officers conducted 14 Traffic Enforcement operations for speed and other primary collision factors and 15 Distracted Driving enforcement campaigns targeting drivers using hand held cell phones and texting. They also participated in 14 pedestrian and/or bicycle enforcement operations. The department also used grant money to purchase two mobile Vehicle Speed Feedback Signs and equipment for detecting blood alcohol content and calibration supplies.

## Major Injury Accident Regional Traffic Team

Recognizing the complex nature of traffic accident investigations, the San Ramon Police Department joined forces with Walnut Creek, Pleasant Hill and Martinez police departments to form a major injury accident investigation team. Traffic investigators from each agency, versed in advanced accident investigations, collaborate and respond to major accidents in any of the four cities. In addition, the Team also conducts regional traffic enforcement activities targeting dangerous roadways and intersections identified in each city.



# 2018 Statistical Summary

Officers wrote a total of 6,613 traffic tickets, citing for 5,827 moving violations, 647 non-moving violations, 57 courtesy warnings and 638 parking violations.



Officers and Police Services Technicians tagged 434 abandoned vehicles and towed 42 of them. In addition, 89 oversized vehicles were tagged and 6 were issued citations.



Injury collisions fell 10% over last year while crashes involving pedestrians and bicyclists also dropped slightly from 2017.



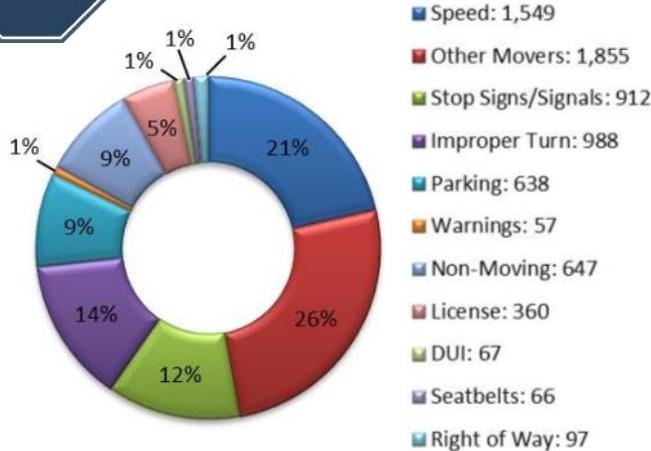
## Accidents

3.6%

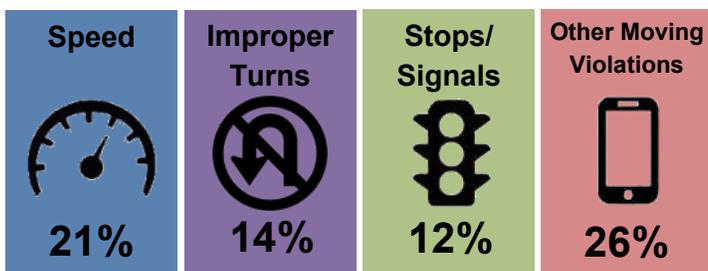
### PRIMARY COLLISION FACTORS



## 7,236 Violations & Warnings



### Most Frequent Moving Violations



	2014	2015	2016	2017	2018
Total Citations Issued	8,116	8,595	7,888	6,932	6,613
Moving Citations (excluding speed)	4,035	4,344	5,577	4,544	4,278
Speed Citations	1,768	1,917	1,820	1,880	1,549
Non-Moving & Parking Citations	1,869	1,603	2,090	1,309	1,285
Warning Citations	444	731	221	38	57
DUI Arrests	230	251	158	156	112
DUI Accidents	40	39	36	35	39
Accident Reports	436	449	478	503	521
Fatal/Injury Accidents	152	173	171	214	192
Fatal	2	2	1	1	2
Injuries	150	171	170	213	190
Vehicle vs. Pedestrian	13	9	17	23	20
Vehicle vs. Bicycle	5	12	14	23	21

# K-9 UNIT



San Ramon Police's K-9 Unit continued into its 18th year in operation. The K-9 units each receive over 320 hours of initial training prior to working patrol. Daily and weekly training is a must, as the dogs and their handlers must pass strict annual POST certification standards.

During detection training, the teams are exposed to new situations and scenarios they might encounter while on patrol. The dogs must obey their handlers without hesitation and be able to work under the most trying and adverse conditions. The teams train for real life applications of tracking, building searches, area searches, obedience, suspect apprehensions and anything else a patrol K-9 might encounter. The scenarios are constantly changing and evolving so that both dog and handler do not become complacent.

The department's K-9 unit plays a vital role assisting the agency and others in the accomplishment of mission objectives. The superior sense of smell, hearing and potential aggressiveness of a trained law enforcement canine is a valuable supplement to law enforcement manpower. The K-9s are specifically trained in the tracking and trailing of fleeing felons and lost children or missing persons. They have the ability to locate discarded articles and can detect the odor of narcotics.

Canines are particularly efficient in searching large fields or buildings for hiding suspects and can enter small areas that officers would not be able to access. They are also useful in high-risk situations such as foot chases where the dogs speed and tracking ability become very handy.

Although the canines are well trained when selected by the department, training continues for the working life of the dog. The officers involved have a strong commitment to the program and this assignment is one of the longest in the department. Not only are the dog and handler together constantly at work, the dogs also live with the family of the handler. At home these dogs act like ordinary family pets. However, once his handler puts him in the car for the trip to work, the dog's demeanor changes. The dogs have an innate sense of when they will be required to assist their partner and they look forward to coming to work. Currently, we have a K-9 team working on all three shifts, day, swing shift and graveyard.

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

## Officer Al Molien and Hector

Officer Al Molien and his K-9 Hector became a team in June 2012. Hector, an 8-year-old German Shepherd, was born in Burbach, Germany and his commands were given in German. Hector's name comes from Greek mythology, where his namesake was a Trojan prince and the greatest fighter for Troy in the Trojan War.

In July 2018, Hector was diagnosed with cancer and began receiving chemotherapy. He finished chemo and returned to patrol in November. Sadly, the cancer came back aggressively and he passed away on Dec. 9, 2018.



**End of Watch: 12-09-18**

## Officer Abe Medina and Senna

Officer Abe Medina is partnered with K-9 Senna, a 9-year-old female Belgian Malinois. She was born in the Netherlands and her commands are given in Dutch. Officer Medina and Senna became partners in May 2013. Senna started out a bit older than most new K-9s because she originally competed as a certified sporting dog. Senna is a dual purpose dog, meaning she is a police patrol K-9 who is also trained in the detection of narcotics.



## Officer Rick Gonzalez and Blix

San Ramon's newest K-9 is Blix, a 4-year-old male Belgian Malinois. He was born in the Netherlands and his commands are given in Dutch. Officer Gonzalez and Blix became partners in February 2017. Blix was purchased with community donations from the same Riverside kennel as Senna and Hector, as well as retired K-9s Bongo and Dar.



# CENTRAL COUNTY SWAT TEAM

The Central County SWAT Team originally formed in January 2013 and was comprised of members from the San Ramon, Martinez, and Walnut Creek police departments. Officers from the Pleasant Hill Police Department joined in December 2015 and the Bay Area Rapid Transit Police Department in June 2016.

The SWAT Team's mission is to safely resolve critical incidents. Law enforcement officers from each agency are specifically trained and equipped to work as a coordinated team to resolve critical incidents so hazardous, complex or unusual they exceed the capabilities of first responders or investigative units. Critical incidents include, but are not limited to, hostage taking, armed barricaded suspects, snipers, terrorist acts, and other high-risk situations. The SWAT Team may also be used to serve high risk search or arrest warrants where public and officer safety issues merit the use of such a highly trained unit.

The Central County SWAT Team is composed of three units, the Tactical Team, Crisis Negotiation Team (or CNT) and a Tactical Dispatch Team. The Tactical Team consists of Entry and Sniper Teams. The role of the Entry Team includes: containment, emergency action, and deliberate action during a critical incident or planned event. The role of the Sniper Team is to provide observation, intelligence and precision marksmanship in tactical situations. The Crisis Negotiation Team is specifically trained in hostage negotiations, intelligence gathering, and conflict management. Negotiation is a tactic used, when appropriate, to resolve, or assist in resolving, a crisis situation. The Tactical Dispatch Team supports the team's command structure through accurate and timely documentation and by communicating vital information during critical incidents and high risk operations.

## Training

The Central County SWAT Team trains twice a month for 16 hours total. Those assigned to the CNT unit train 8 hours per month. In addition to the monthly training, those assigned to the Sniper Team train an additional 6 hours a month. The training's primary focus is to ensure team members are well versed in the different tactics utilized for unique situations, marksmanship, and critical thinking. Several times a year, every element of the team participates in scenario-based training designed to simulate critical incidents.

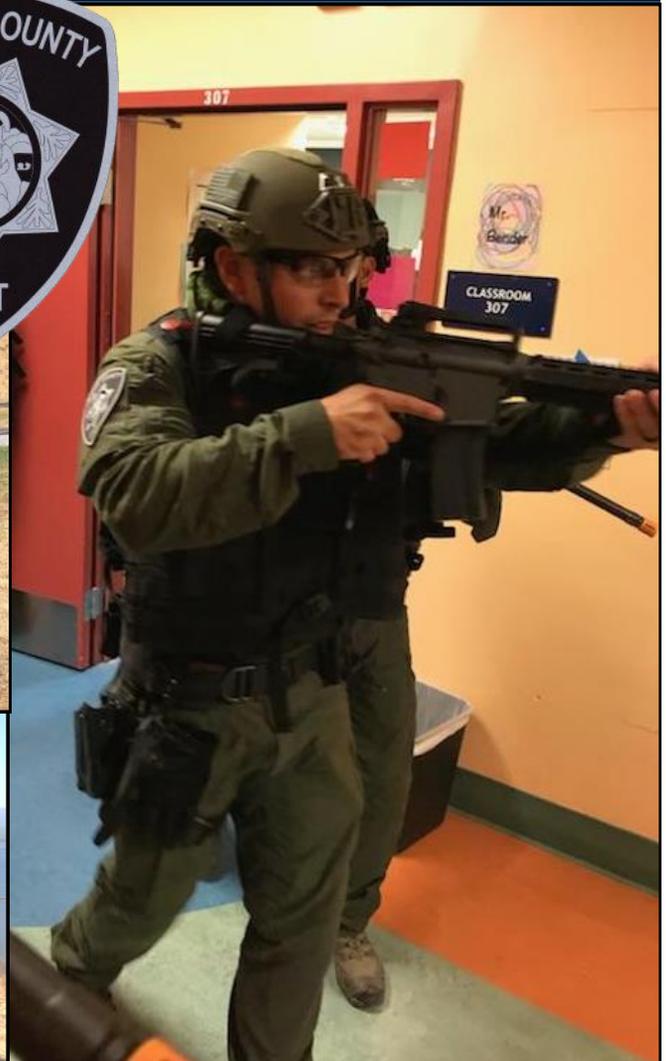
Throughout the year, members from the Central County SWAT Team participate in a variety of unique training opportunities. In May, six team members participated in the annual Best in the West SWAT Competition, hosted by the Santa Clara County Sheriff's Office. The competition showcases over 20 teams competing in seven events. The two day competition was filled with excellent shooting fundamentals, tactics, and teamwork. The event gave agencies from across the state the opportunity to network, learn, and enjoy friendly competition.

In July, five team members participated in a SWAT Physical Challenge, hosted by the Alameda County Sheriff's Office. This event focuses on the physical preparedness required of all SWAT members, and tests their strength, endurance and marksmanship abilities.

In September, seven team members participated in the annual Urban Shield exercises. This event focuses on simulated critical incidents in the Bay Area, which have occurred around the world in years past. This 48-hour event tests the operational readiness and capabilities of first responders, including law enforcement, fire and EMS.

Each October, in addition to the competitions and scheduled training, the tactical team trains together for a 40 hour training evolution. This event focuses on all aspects and responsibilities of the team, with specific emphasis on marksmanship, scenario-based training, and evaluation of team tactics by other professionals and instructors within the law enforcement community.

All Central County SWAT Team members serve on the team as a collateral duty performed in addition to their regular assignments. Team members are on call 24 hours a day, 7 days a week. San Ramon Police Lieutenant Cary Goldberg is the Central County SWAT Team Commander.



# SCHOOL RESOURCE OFFICERS



San Ramon Police School Resource Officers (from left to right): Officer Katie Williams, Cpl. Mike Pistello, Officer Michelle Goldberg, Officer Abbas Husain.

The San Ramon Police Department has four School Resource Officers: Officer Katie Williams and Officer Abbas Husain are assigned to Dougherty Valley and California high schools respectively. Corporal Mike Pistello and Officer Michelle Goldberg are assigned to San Ramon's four middle schools, which include Windemere Ranch, Gale Ranch, Pine Valley and Iron Horse schools.

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

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

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

# MY BEAT — MY SCHOOL

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

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

This successful program has an officer assigned to every elementary school in the city. Officers are expected to complete the following tasks:

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

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



# POLICE SERVICE TECHNICIANS

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

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

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

The PST Unit has one full-time employee and one part-time position. The PSTs participate in a variety of community oriented police functions, such as attending neighborhood watch meetings, National Night Out and frequenting schools.

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

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

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

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



# EXPLORERS

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

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

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

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

The Explorer program is coordinated by one advisor, Officer Katie Williams. Explorer Advisor responsibilities include:

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



# CITIZENS ACADEMY

Twice a year, the San Ramon Police Department hosts our Citizens Police Academy. The Academy is 14 weeks packed with classroom demonstrations, guest speakers, scenario based exercises and hands-on experiences. The Academy provides an inside look at police work and how our department functions. By offering these classes to our residents, we hope to provide a better understanding of law enforcement's role in the community.

During the 14 weeks, participants will learn about a variety of topics, including criminal law, investigations, use of force issues, narcotics, K-9s, crime scene processing, DUI and traffic functions, dispatch, and equipment used by officers. The Academy will conduct field trips to the county jail, the shooting range, and the high speed driving course. Participants will experience first-hand the dynamic and complex nature of law enforcement. At the completion of the course, each participant is invited to bring their family for a dinner and a graduation ceremony commemorating the experience.

The San Ramon Police Department is highly committed to the community we serve and to proactive problem-solving. The community members who attend the Citizens Academy gain a better understanding of the operations of our department while our department learns the issues and concerns of our community. The Citizens Academy creates stronger police-community relations and we are proud to continue to provide this program to our residents.



# YOUTH ACADEMY



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

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

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

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

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

The Youth Academy offers students the opportunity to learn firsthand what society requires from them in order to mature into responsible, productive citizens. The Academy also offers students the knowledge and interaction with members of the Police Department in hopes of creating a lasting and productive partnership between the San Ramon Police Department and the City we serve. Some academy graduates have gone on to become Police Explorers or Volunteers within the department.



# FLEET SERVICES



Fleet Services was developed to provide the San Ramon Police Department staff with safe and reliable vehicles so they can more effectively perform their duties of responding to emergencies and providing quality police service to those who live and work in the City of San Ramon.

The Police Department's vehicle fleet includes marked Patrol vehicles, Investigations vehicles, Administrative vehicles, Police Service Technician support vehicles, Command vehicles, Utility vehicles and a Traffic Safety radar trailer.

Our current marked patrol platform consists of late model Dodge Chargers, Chevrolet Tahoes and Ford pickup trucks. In addition, our Traffic Officers ride BMW Police motorcycles. You can't miss our vehicles based on the graphics/color design developed by our first Fleet Coordinator, OJ Plotner, who retired earlier this year after more than 15 years of service to the community of San Ramon.

Fleet Services is responsible for every aspect involving our vehicles, including budgeting, purchasing, licensing, emergency equipment up-fitting, routine maintenance, mechanical and vehicle collision repairs, end of vehicle life deconstruction / disposal and special vehicle projects. In addition, Fleet Services handles vehicle driver assignments and rotation to ensure the most effective long term use of each of our vehicles.

Fleet Services Coordinator Bani Kollo has over 25 years of Law Enforcement experience, several of which had a specialty vehicle fleet component. Fleet Services Technician Kevin Albert has over 23 years of experience as a Master Technician including extensive experience maintaining Public Safety vehicles.



# IN THE COMMUNITY





## A Closer Look

In 2018, Part 1 Crimes in San Ramon fell by 19.5% over last year

The table to the right reflects a 23% decrease in Violent Crimes (murder, forcible rape, robbery, and aggravated assault) and a 19% drop in Property Crimes (burglary, larceny/theft, motor vehicle theft and arson) over 2017.



Part 1 Crimes -  
20 %

### Crime Rates per 1,000 Residents

	Violent Property	
Pleasanton (79,201)	1.39	18.56
San Ramon (82,643)	0.52	9.57
Walnut Creek (70,667)	1.54	31.92

To compute the crime rate, divide the number of crimes by the population of the city and multiply the result by 1,000. This gives you the number of crimes per 1,000 people.

## Uniform Crime Reporting

The UCR Program was developed in 1929 by the International Association of Chiefs of Police to meet the need for national crime statistics.

Part I Crime Totals	2014	2015	2016	2017	2018
<b>Murder</b>	0	0	0	0	0
<b>Rape</b>	3	4	9	8	4
<b>Robbery</b>	11	13	12	30	21
<b>Aggravated Assault</b>	9	10	18	18	18
<b>Burglary</b>	209	146	140	126	103
<b>Larceny/Theft</b>	463	654	616	768	631
<b>Motor Vehicle Theft</b>	77	95	67	80	52
<b>Arson</b>	2	9	2	7	5
<b>Total Offenses</b>	<b>774</b>	<b>931</b>	<b>864</b>	<b>1,037</b>	<b>834</b>

We saw a reduction in overall crime rates in 2018 with property crimes such as burglary, larceny and theft of motor vehicles falling by nearly 20%. Officers and Investigators also recovered more than \$1 million in stolen property. The San Ramon Police Department responded to more than 70,300 calls for service in 2018, while making 534 arrests and issuing 6,613 citations.

San Ramon Police continued its outreach efforts this past year by participating in several community programs, fundraisers and civic functions. In addition to regular events such as the Citizen and Youth Academies, National Night Out and Coffee with the Cops the department also joined in new activities including Fro-Yo with the Force, Bats and Badges and the city's first Trunk or Treat.

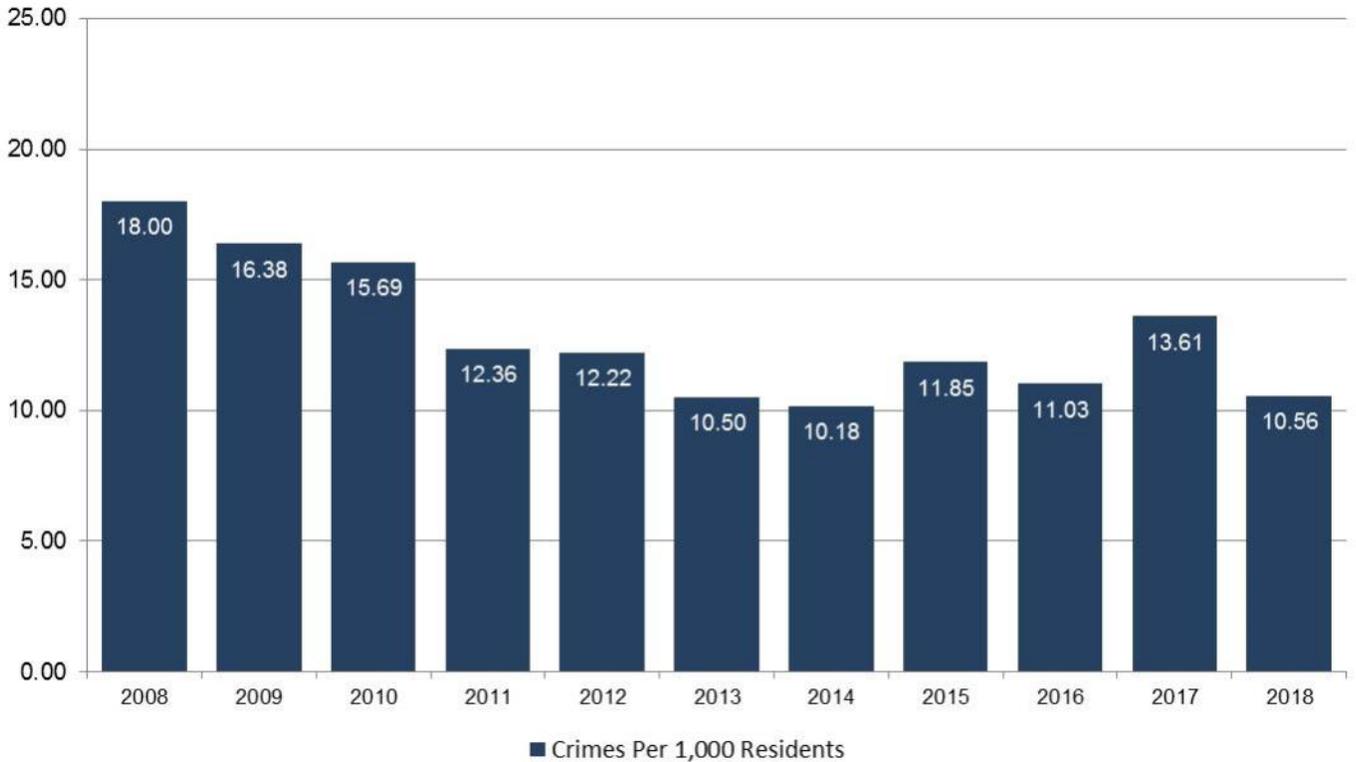
The opportunity to meet and interact with residents bolsters the positive relationship we have with the community, which is critical for active crime prevention, increased officer safety, an enhanced level of trust and a greater familiarity with those we serve.

The police department continued to partner with local businesses including those in the new Shops at Bishop Ranch. We also continued to work with our neighboring agencies such as the San Ramon Valley Fire Department, local DEA branch and the Regional SWAT team comprised of officers from San Ramon, BART, Martinez, Pleasant Hill and Walnut Creek police departments.

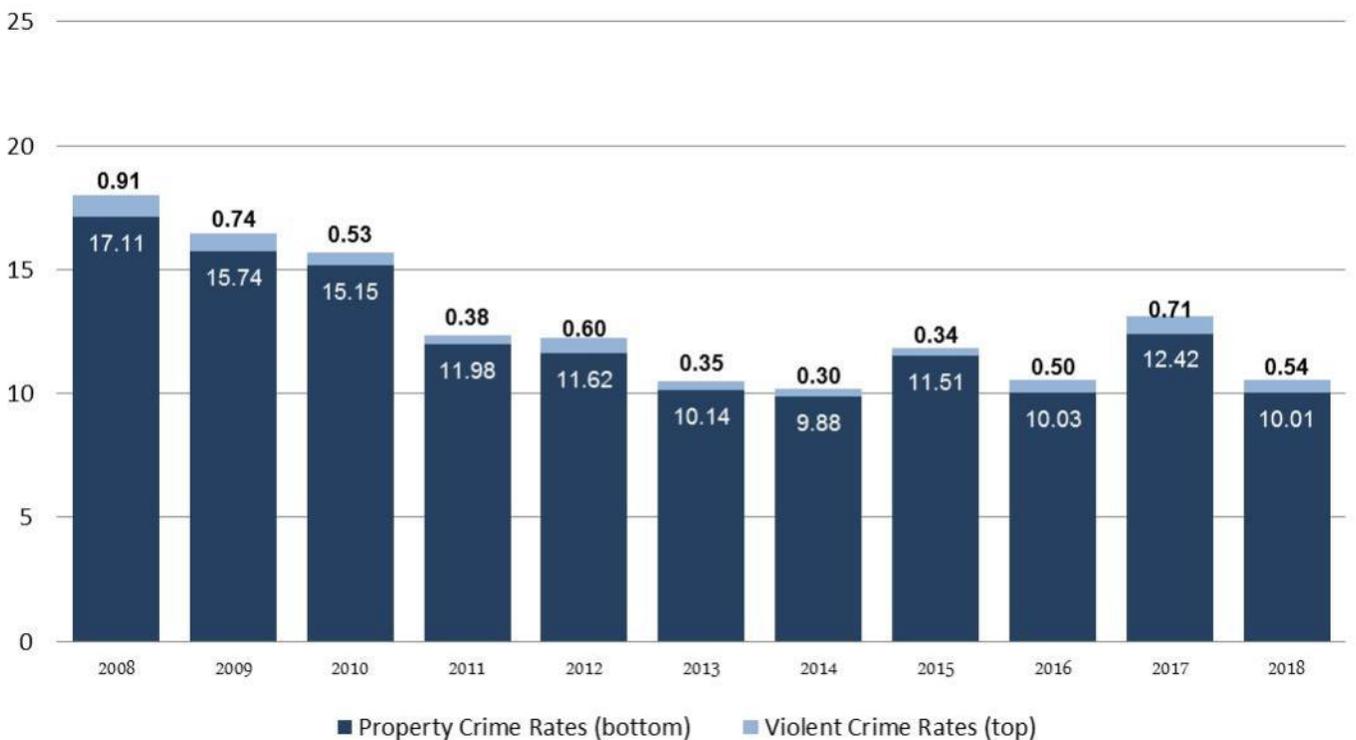
2018 Part 1 Crimes	Pleasanton	San Ramon	Walnut Creek
<b>Murder</b>	0	0	2
<b>Rape</b>	6	4	3
<b>Robbery</b>	57	21	35
<b>Aggravated Assault</b>	47	18	69
<b>Burglary</b>	158	103	303
<b>Larceny/Theft</b>	1,197	631	1,814
<b>Motor Vehicle Theft</b>	112	52	138
<b>Arson</b>	3	5	1
<b>Total Offenses</b>	<b>1,580</b>	<b>1,037</b>	<b>2,365</b>

# CRIME STATISTICS

## PART 1 CRIMES



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



# SUPPORT SERVICES BUREAU

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

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

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



## OPERATIONS CAPTAIN — TO BE DETERMINED

The Operations Captain oversees the Support Services Bureau of the Police Department which includes the Investigations, Professional Standards and Training, and the Records Divisions. The position is expected to be filled in 2019.

# COMMAND STAFF — SUPPORT SERVICES



**LIEUTENANT CARY GOLDBERG**  
**INVESTIGATIONS/SUPPORT SERVICES**  
**DIVISION COMMANDER**

The Investigations/Support Services Division Commander oversees the Investigations Division, Crime Prevention and Community Relations. Investigations includes detectives who specialize in sexual assault and computer forensics cases, in addition to other types of investigations. The Crime Prevention Unit oversees programs such as Crime Free Multi-Housing, Crime Free Businesses and Neighborhood Watch.

The Community Relations programs consists of the Citizens Academy, Explorer's Program, Citizen's View, Volunteers, Chaplains and the department's social media programs. In addition, CPCR members organize and assist with community fundraisers, such as Special Olympics, food drives, Toys for Tots, and other charitable events.



**LIEUTENANT TERENCE REEDER**  
**PROFESSIONAL STANDARDS DIVISION COMMANDER**

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



**JESSICA SIMONDS**  
**RECORDS PROGRAM MANAGER**

The Records Manager is responsible for keeping the agency compliant with the laws and rules governed by the Department of Justice and the Federal Bureau of Investigation to include all audits and CJIS compliance. In addition to the 40-hour POST Records Course, the Records Manager must complete the 40-hour Post Records Supervisor Course, the 16-hour POST Public Records Act Course and complete a minimum of two years of satisfactory service as a records supervisor at a POST-participating agency to receive the Professional Records Supervisor Certificate.

# ADMINISTRATIVE SUPPORT SERVICES

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 a Financial Analyst, and an Administrative Specialist. The Administrative Support Services Division continually strives to provide quality customer service to the department and the public.

## Financial Support

The **Financial Analyst** monitors and tracks the Department's budget. She studies department overtime, determines budgetary impacts, manages purchasing requests and overall program costs and revenue.

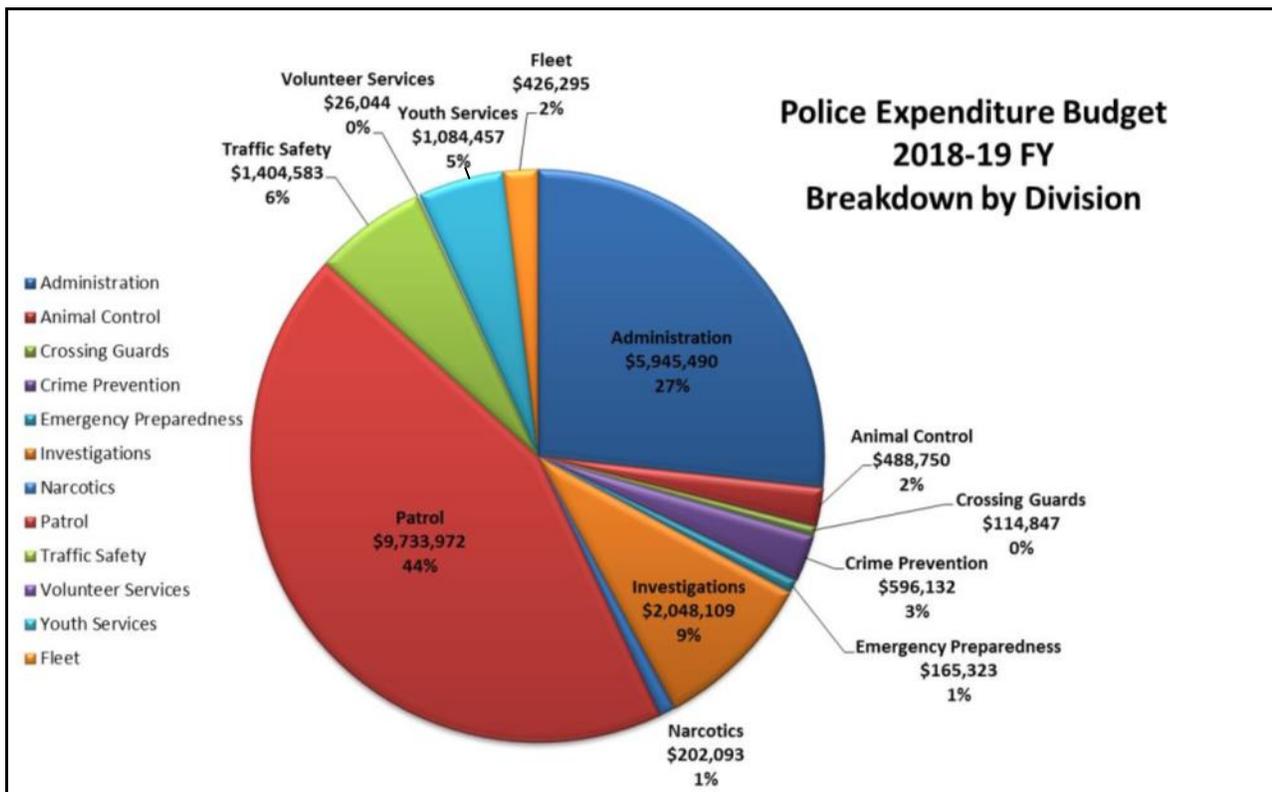
To offset program costs, the Financial Analyst seeks local, state and federal grants for supplemental funding. The department continues to participate in the Bulletproof Vest Program, Office of Traffic Safety initiatives, and also receives funding from the state in support of our Youth Resource Officer Program through the Supplemental Law Enforcement Services Funds.

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

She's a liaison to other government agencies including the California Department of Justice, FBI and DMV. She is also the point of contact for other City departments.



Jenni Vasquez



# RECORDS DIVISION

The Records Division's mission is to support the operational needs of the department and provide the highest quality customer service to those who live, work and visit the City of San Ramon.

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

The Records Division is also staffed with a Records Coordinator, two Records Specialists, and three Records Technicians. They are all trained in the proper handling and release of sensitive criminal justice information by remaining up to date on all laws and rules governing the release of information.

The Records Division is responsible for the data entry of all incident reports, arrests, citations, traffic collisions, towed vehicles, subpoenas and warrants. They are also responsible for maintaining and processing automated records within local, state and national databases. This information is crucial to the investigative, arrest and judicial process.

Records staff goes beyond handling the important day to day tasks and also take on other department projects: facilitating the intern program, developing the annual report, and volunteering to assist the Community Relations and Crime Prevention Division. The Records Division works hard to continue their commitment to the department and City of San Ramon.

In addition to the Records Division staff, there are three VIPS (Volunteers in Police) who volunteer two to three days a week in Records. They assist at the front counter, processing paperwork and taking on any other tasks to assist Records staff. The volunteers play a big role in Records and the department is appreciative for everything they do.

Providing service and information to the public is a vital part of the Records Division. The public can request information and assistance during business hours, which are Monday through Friday from 8 a.m. to 5 p.m. (excluding Holidays). The Records Division continues to be committed to maintaining and further enhancing community relationships to proactively address the needs of our citizens.



# COMMUNITY RELATIONS & CRIME PREVENTION DIVISION

The Community Relations and Crime Prevention Division coordinates numerous programs at the San Ramon Police Department. The division is responsible for Crime Prevention, Neighborhood Watch, Crime Free Multi Housing, Crime Free Business, Permits and the VIPS Program (Volunteers in Police Services) to name a few. Our goal is to increase community engagement and crime prevention awareness by striving to provide the most comprehensive police services to our citizens. The Division accomplishes this through numerous events facilitated and participated by this team of experts. A perfect example is the many Neighborhood Watch and Home Owners Meetings presented by this group. National Night Out is also coordinated by this division. In 2018, we attended over 30 night out events in one evening with hundreds of our citizens in attendance.

The Crime Free Programs encompass a direct relationship with our apartment managers and business communities. The program is designed to help residents, owners and managers of rental properties and businesses keep drugs and other illegal activity off their property in order to maintain quality of life for the residents and patrons of those properties. The division holds regular trainings and meetings to keep the program current and active. This program has lowered calls for service in these areas by up to 70% since the program started.

The Community Relations and Crime Prevention Division also focuses on charitable activity throughout the year. The division is a huge supporter of the Special Olympics. We have a yearly Polar Plunge Team "SRPD FREEZE POLEEZE", Tip a Cop events and we participate in the Torch Run. The division holds special fundraisers to raise money for the Special Olympics like Pizza with the Police.

We also facilitate many "Stuff the Cruiser" events throughout the year to help the disadvantaged in Contra Costa County. These events help children fill backpacks with school supplies, provide food for our food banks and toys for the children in need at the holidays.

In response to the Camp Fire in Butte County, the department donated uniforms to the Paradise Police Department, which was destroyed by the fire. We also pushed out donation links to our community on social media.

Social media is a top priority as we manage all of the department's platforms through this division. Consistent postings on Facebook, Tweets on Twitter, pictures on Instagram and direct communication with the community on Nextdoor.com keeps our citizens aware of what is important and relevant in our city. This interaction gives the public more direct access to engage with the police department and is also a great source to keep them apprised of the many events they can attend and interact with the officers.

This division is also responsible for Solicitor, Bingo and Massage Business related permit management. The division is responsible for review, approval and issuance of these permits. In 2018, we reviewed over 100 permits throughout the year. We strive to keep these businesses operating legitimately and perform random inspections to ensure they do so. We are currently in the process of updating the current massage ordinance to streamline a concurrent process with the state.

It was a very busy year for the Community Resource and Crime Prevention Division. The division is looking forward to providing more opportunities for public outreach and working with the residents of San Ramon. Our goal remains to provide the utmost comprehensive police services to our citizens, all while helping them stay safe and not become a target of a crime.

## SRPD ON SOCIAL MEDIA

Follow us on:

Facebook



Twitter:  
@sanramonpolice



Instagram:  
@sanramonpolice



nextdoor.com



**sanramonpolice**

Liked by **and 129 others**

**sanramonpolice** This adorable little guy, Michael, came to share some Christmas cheer with the PD. Thanks for coming by!! #thatsmile #christmasgifts

**San Ramon Police Department**  
December 31, 2018 at 10:20 PM

Our last shift of 2018 and first shift of 2019! A special thanks to Officer Stephens, Officer Cranford, Officer Green, Sgt. Echelmeier and Officer Hill. Stay safe out there!

467 52 Comments 2 Shares

**sanramonpolice**

Liked by **and 141 others**

**sanramonpolice** Sgt. Echelmeier found a new beat partner. Welcome aboard!

**San Ramon Police Department**  
November 5, 2018

Thanks for coming out Bella Vista! for the Community Helper/Safety presentation.

**San Ramon Police Department**  
September 23, 2018

Congrats to Sgt. Mike O'Day. After tonight's shift, he will begin his retirement after 26 years of dedicated service. Enjoy retirement Mike, you deserve it!

418 39 Comments 3 Shares

**sanramonpolice**

Liked by **and 150 others**

**sanramonpolice** We love our schools & are proud to show our support for breast cancer awareness month! #galeranchmiddleschool #schoolresourceofficer

**San Ramon Police Department**  
October 26, 2018

We are at the City of SR Trunk or Treat at City Hall. Come by & see us 'til 6p.

You, **and 83 others** 1 Share

**San Ramon Police Department** shared a post.  
December 31, 2018 at 1:46 PM

Today we had the pleasure of meeting Sandra & donating the proceeds from our Pink Patch fundraiser. Thank you to everyone who purchased a patch & supported this amazing foundation! (Photo: Chief Stevens, Records Coordinator Valerie Powell, & Sandra Wing.)

**sanramonpolice**

Liked by **and 144 others**

**sanramonpolice** Making friends at the safety fair! Thanks for stopping by, Samir!

**San Ramon Police Department**  
October 5, 2018

We are so proud to be part of this community and we couldn't agree more - San Ramon is the best!

**SAN RAMON: BEST PLACE TO RAISE A FAMILY**  
KRON 4

**San Ramon Police** @san... - 8/28/18

No injuries at this time but traffic is definitely affected.

2 2

**San Ramon Police Department**  
November 26, 2018

Cyber Monday Online Shopping Safety

Look for "https" in the URL when shopping online.  
Know whom you're dealing with.  
Beware of pop-up windows and unsolicited emails.  
Pay by credit card & keep a paper trail.  
Never email your financial information.

# PROFESSIONAL STANDARDS & TRAINING DIVISION



## Professional Standards

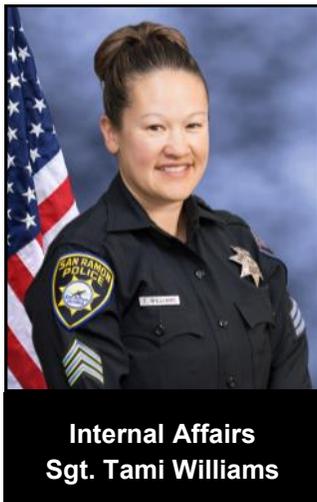
The San Ramon Police Department is committed to providing the highest quality police services to those who live, work and visit in the City of San Ramon. We work in collaboration with the community and strive to maintain the utmost level of public safety with the goal of maintaining the quality of life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

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

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

**Ensures Fair and Equal Treatment of Citizens and Employees** - The Division is responsible for investigating allegations of employee misconduct and compliance with Department policies and procedures.

The Professional Standards Division is under the supervision of Lieutenant Terrence Reeder and consists of two Sergeants: Tami Williams and Steve Brinkley, as well as Training Coordinator, Kelly Jansen.



## Training

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

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

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

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

Active Shooter/Simunition	9 Instructors
Chemical Agent	2 Instructors
Defensive Tactics	13 Instructors
Driver Awareness	8 Instructors
Firearms	12 Instructors
First Aid/CPR	2 Instructors
Field Training Officers	7 Instructors
Less Lethal Weapons	3 Instructors
Racial Profiling	3 Instructors
Tactical Communications	3 Instructors
Conductive Energy Device	6 Instructors
Regional SWAT Team	10 Members
Crisis Negotiators (CNT)	4 Members

In 2018, the San Ramon Police Department provided approximately 14,197 hours of training, both in-house and outside the agency. This number does not include mandatory short daily training sessions required by each officer on department policies. These daily training bulletins (DTBs) are taken on the computer, through scenario based training with real world application. The training hour number above also does not include supervisor pre-shift training delivered at patrol and investigation briefings.

## Policy

The San Ramon Police Department Policy Manual is updated every six months, at a minimum, to remain current on law and best practices. During 2017, the Policy Manual was updated twice, and personnel were kept abreast of these modifications.

# INVESTIGATIONS

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

The Investigations Unit is managed by a Lieutenant who oversees the Investigations and the Youth Services Unit. The unit is supervised

by a sergeant who is responsible for assigning cases and handling day-to-day operations. There are six detectives as well as a per diem employee who assists with case filings and cold case investigations.

INVESTIGATIONS	2016	2017	2018
Cases Assigned to Detectives	1,056	1,232	1,124
Felony Investigations	576	677	667
Misdemeanor Investigations	400	471	457
Missing Adult/Juvenile	80	84	82
Search Warrants	23	43	56
Parole/Probation Searches	8	8	2
Value of Recovered Property	\$713,171	\$691,366	\$1,035,557

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

Detectives are carefully selected for Investigations based on experience, work ethic and the ability to conduct in-depth criminal investigations. They investigate complex and demanding cases, which could take months, sometimes years, to fully investigate. Our detectives develop an advanced level of expertise by attending specialized training and working complex cases with colleagues at the local, state and federal level.

Some notable cases in 2018 include:

- Based on tips from San Ramon officers and residents, a San Ramon Detective assigned to the DEA Task Force began investigating a local group suspected of distributing Fentanyl. Several controlled purchase operations were conducted and arrests were later made. The investigation ultimately led to the main "Source of Supply" in the Los Angeles area who was apprehended and in possession of three kilograms of Fentanyl. The suspect admitted supplying Bay Area sources (ultimately San Ramon) with approximately two kilograms of Fentanyl a week for the past several months. To date, seven subjects have been federally indicted for their involvement in this Fentanyl trafficking ring.
- Detectives investigated an attempted murder case which stemmed from a suspicious vehicle call. The vehicle was discovered in a residential neighborhood with bullet impacts around the driver door and blood on the center console. The scene was cold and initially there were no victims, witnesses or suspects identified. Within 24-hours, the victim was located and admitted to his participation in the theft of marijuana which ultimately led to the shooting. The shooting suspect was also identified and we learned he fled to Mexico. He was arrested upon his return to the US several months later.
- Officers were dispatched to an interrupted residential burglary where the homeowner returned from the store to find a black Mercedes parked in front of her driveway. The victim noted the license plate and contacted the female driver who claimed to be visiting a friend. The victim entered her garage and saw an unknown subject run to the Mercedes which then sped off. The victim entered her home and discovered a shattered window and ransacked rooms. The suspect had cut himself/herself while gaining entry to the residence, as there was obvious blood evidence around the residence. Using License Plate Reader data, detectives discovered the Mercedes was associated with a San Ramon resident. Detectives located the subject and vehicle and upon viewing the interior, saw blood smears. Detectives obtained a search warrant for the vehicle which resulted in the recovery of physical evidence and stolen property. Detectives followed up with a search warrant for the suspect's residence which resulted in the recovery of additional property stolen from the victim's residence.

# PROPERTY & EVIDENCE UNIT

The Property and Evidence Unit receives, catalogs, safely stores and maintains the integrity of evidence, found items and property for safekeeping.

The Property and Evidence Unit is staffed by an Evidence Coordinator and Evidence Technician; they follow a number of guidelines driven by statute and strive to be in compliance with California and national law enforcement best practices in the evidence/property function. Due to frequent changes in the law, policies and procedures are updated in the evidence manual at least once a year. It is the responsibility of the staff in the Evidence Unit to stay current on evolving trends and ensure the initial and ongoing training is provided for officers and civilian staff.

The Evidence Coordinator and Technician are relied on by the agency to maintain security and control of the unit and are responsible for the storage, safekeeping, release and disposal of all property and evidence which comes under control of the San Ramon Police Department. It is the responsibility of the unit to ensure evidence items are properly tracked and monitored for court exhibits, discovery and laboratory examination.

There are approximately over 15,000 pieces of evidence and property; hundreds of items are sent to be auctioned or properly disposed of each year. The unit has constant checks and balances including audits, inventories and random spot checks; which are performed throughout the year to assure all policies and best practices are being followed.

Administration supports and encourages the Evidence Unit Coordinator and Technician to be involved with many organizations which promote the training in all aspects of evidence and property unit allows them to better manage and facilitate an effectively operating evidence unit.



Each year, hundreds of items are booked as evidence or for safekeeping or as found property. Officers turn in everything from firearms and ammunition to knives, narcotics, purses, wallets, computers, car parts and tools. The photos on the left are firearms being prepared for destruction. On the right, officers confiscated dozens of boxes of cold medication and containers of baby formula, believed to be stolen from Bay Area stores.

## Highlights

In 2018, there were 138 cases assigned to the YRO:

- 6 felonies committed by juveniles (down 60% over 2017)
- 29 misdemeanors by juveniles (down by 44% 2017)
- 50 reported runaway juveniles
- Out of the 138 cases, 56 were criminal
- 7 juvenile cases were referred to the District Attorney's office
- 13 cases were referred to the Juvenile Probation Division
- 2 juveniles were referred to the Juvenile Division Program

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

Assaults.....	4
Marijuana/Tobacco possession .....	9
Miscellaneous .....	15
Possession of Stolen Property.....	1



Youth Resource Officer  
Jacob Benjamson

## Youth Resource Officer

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

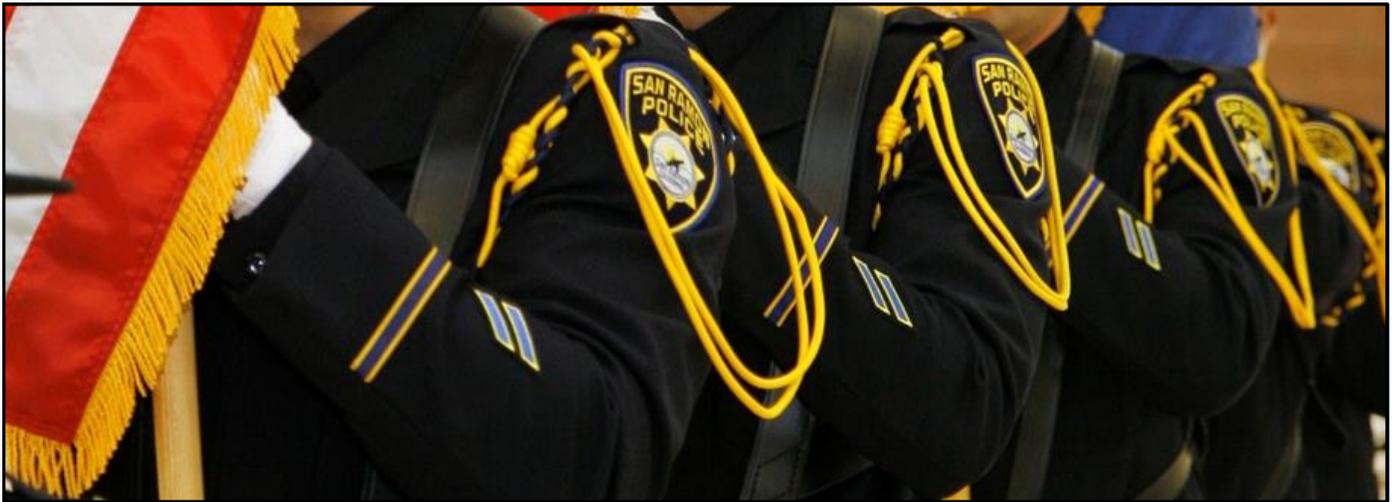
The Diversion Program serves as an alternative to filing a criminal complaint or referral to Juvenile Probation Department for first-time juvenile offenders and can also be offered for traffic-related offenses at the direction of the Municipal Court Magistrate. The program serves as an early intervention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

Additional responsibilities of the Youth Resource Officer include:

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

Community outreach to include:

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



## **MEMBERS OF THE 2018 HONOR GUARD:**

**LIEUTENANT TODD SANTIAGO**

**SERGEANT ROB RANSOM**

**SERGEANT MARTY ECHELMEIER**

**OFFICER CHRIS BRUCE**

**DETECTIVE RACHEL ECHELMEIER**

**OFFICER DAVE WILLIAMS**



The San Ramon Police Department's Honor Guard began in 2007. The Honor Guard functions as ambassadors for the Police Department and the City of San Ramon. The Honor Guard presents the colors of our Nation, State, City and Department at many events within the City. The Honor Guard currently has six members. The team consists of volunteers who adjust their schedules to serve on this team. Our team is comprised of dedicated law enforcement professionals, who work hard to present a positive image of our department and profession. Honor Guard members are screened for their personal appearance, motivation, conduct and show an aptitude for ceremonial duty. Only those officers which exhibit these traits are selected.

# CHAPLAINS

The Chaplains of the San Ramon Police Department exist to be a resource to community members, officers and other department personnel. Chaplains are on call to be utilized by officers in the community when there is a critical incident where a tragic or sudden loss has occurred.

Chaplains interface with community members to help them deal with sudden trauma and grief providing them with a caring presence as well as additional resources to help them through their ordeal. Chaplains also work directly with officers and personnel as a resource to them as they deal with the stress and demands of law enforcement.

The work of a law enforcement chaplain encompasses the tangible, emotional and spiritual needs of people under duress. Currently, we have a team of ten chaplains who serve our police department as well as the San Ramon Valley Fire Protection District. Nick Vleisides is our chaplain coordinator and he also serves on the Peer Support Teams for both agencies.

The duties of the Police Chaplain may include, but are not limited to:

- On call to assist officers and citizens when a sudden or tragic death or incident occurs, and the assistance of a chaplain is needed.
- Riding along with officers on routine patrol on various shifts.
- Attending line ups and briefings
- Accompanying a police officer to assist with death notifications.
- Working with police officers in a crisis where the presence of a trained chaplain might help.
- Counseling department members in response to stress or family crisis problems. Counsel is privileged and confidential between the officer and chaplain involved.
- Visiting with sick or injured members of the department.
- Offering invocations at special occasions such as recruit graduations, promotions, award ceremonies and dedications of buildings, etc.
- Serving on review boards and/or other committees.
- Assisting the Police Department in the performance of appropriate ceremonial functions.
- Assisting with specialized teams (Crisis Response, Critical Incident Stress Management, Peer Support, Hostage Negotiation, SWAT, etc.) given their appropriate, specialized training.
- Serving at the pleasure of the police chief.



San Ramon Police Chaplains Tim Barley, Omar Taovil, Jodi Aldredge, Greg Biekert, Lisa Sawires, Lead Chaplain Nick Vleisides and Susan Bianchi.

# VOLUNTEERS

The San Ramon Police Department is so grateful for each one of our VIPS (Volunteers In Police Services). These volunteers graciously give of their time to assist our officers and staff in many ways. Our VIPS not only give back to the community they live in, but they also enable the department to provide excellent service to our citizens. In order to be accepted into the VIPS Program each volunteer must attend the 14 week Citizens Academy which helps the volunteers get to know our police department and allows them to be better equipped to assist the officers and our community.

Our VIPS are involved in a vast amount of activities and projects each year. Here are just a few examples of the things our volunteers accomplished this year:

- Assist the Records Department by answering the phones at the front counter, fingerprinting, and numerous other administrative tasks.
- Helping with special events, such as the Art & Wind Festival, the Run for Education, Bah Humbug Run, National Night Out, Bicycle Rodeos, K-9 Demonstrations, Toy and Food Drives, Graduation activities at our high schools, Coffee with the Cops, and Teen Driving Events.
- Coordinating tours of the San Ramon Police Department and presentations for local children's groups and other organizations.
- Vehicle deployment and fleet assistance.
- Assisting our Detectives, School Resource Officers, and Patrol Officers
- Collecting emergency contact information from local business owners which allows our officers to contact them any time there is an emergency at their business.
- Volunteers work closely with our Community Relations and Crime Prevention Division unit, assisting with everything from Citizens Academy and Youth Academy to our "If I Were A Thief" program.

In 2018, our VIPS worked more than 3,089 hours. John Li was selected as the San Ramon Police Department's 2018 Volunteer of the Year.



At left, a young citizen checks out the police department's prize wheel with Volunteer Anni Working. Volunteers Mike Andrews, John Li and Destini Wright hand out flyers and information at a Town Hall meeting.

# SAN RAMON VALLEY 911 COMMUNICATIONS CENTER

The San Ramon Police Department's 911 Communications Center processes all incoming emergency and non-emergency calls-for-service and dispatches Police, Fire and EMS.

The Communications Center has been an Accredited Center of Excellence since 1996 by the International Academy of Emergency Dispatch (IAED), and was the eighth center in the world to be awarded this highest distinction. In January 2017, the Communication Center was reaccredited by the IAED after an extensive evaluation to ensure all standards and performance measures are continuing to be met.

The Communications Center is equipped with the latest advances in emergency telecommunications technology. These systems include an Enhanced 9-1-1 System that allows the location and phone number of the calling party to be displayed on a computer screen which interfaces with a Computer-Aided Dispatch (CAD) workstation. In March 2018, the Communications Center added Text-to-911. Dispatch workstations are equipped with an extensive mapping system that provides the ability to plot the location of calls, view emergency personnel using an automated vehicle location utility and provide navigation capabilities.

The 9-1-1 Communications Center is staffed 24 hours per day and consists of nine Dispatchers, three Dispatch Supervisors and a Communications Director. All communications personnel are trained to the Peace Officers Standards and Training (POST) for Public Safety Dispatchers and adhere to all 9-1-1 State of CA Standards. In addition, Dispatchers have extensive training in emergency medical dispatching where life-saving pre-arrival instructions are immediately provided to callers.

The Communications Center is also equipped with Smart 911 technology. Citizens can register for Smart911 at [www.smart911.com](http://www.smart911.com) and create a Safety Profile for their household that includes any information they want 9-1-1 and response teams to have in the event of an emergency. When a citizen makes an emergency call, their Safety Profile is automatically displayed to the 9-1-1 call taker, allowing them to send the right response teams to the right location with the right information. Additionally, individuals can opt-in to receive notifications about emergencies or critical situations and receive alerts regarding necessary actions, such as evacuation and shelter-in-place.



	PSAP						
	Total Calls	Percent Answered Within 10 Secs	Percent Answered Within 15 Secs	Percent Answered Within 20 Secs	Percent Answered Within 40 Secs	Percent Answered Within 60 Secs	Percent Answered Within 120 Secs
January	1,519	94.21 %	98.42 %	99.28 %	99.87 %	100.00 %	100.00 %
February	1,318	95.22 %	99.24 %	99.85 %	100.00 %	100.00 %	100.00 %
March	1,612	94.48 %	99.07 %	99.75 %	100.00 %	100.00 %	100.00 %
April	1,436	94.36 %	99.44 %	99.79 %	99.93 %	100.00 %	100.00 %
May	1,636	94.56 %	99.02 %	99.69 %	100.00 %	100.00 %	100.00 %
June	1,677	92.96 %	98.39 %	99.22 %	99.94 %	100.00 %	100.00 %
July	1,720	94.19 %	98.84 %	99.71 %	99.88 %	100.00 %	100.00 %
August	1,546	94.83 %	98.77 %	99.68 %	100.00 %	100.00 %	100.00 %
September	1,642	95.49 %	99.03 %	99.63 %	100.00 %	100.00 %	100.00 %
October	1,690	96.63 %	99.47 %	99.94 %	100.00 %	100.00 %	100.00 %
November	1,511	94.84 %	99.21 %	99.54 %	99.87 %	100.00 %	100.00 %
December	1,593	95.35 %	98.74 %	99.37 %	99.87 %	100.00 %	100.00 %
<b>Total</b>	<b>18,900</b>	<b>94.76 %</b>	<b>98.96 %</b>	<b>99.62 %</b>	<b>99.95 %</b>	<b>100.00 %</b>	<b>100.00 %</b>

# Emergency Response

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

# False Alarm Data

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

Prior Year	False Alarms
2018	3,216
2017	3,260
2016	2,828
2015	2,374
2014	2,205
2013	2,063
2012	1,996
2011	1,757
2010	1,782

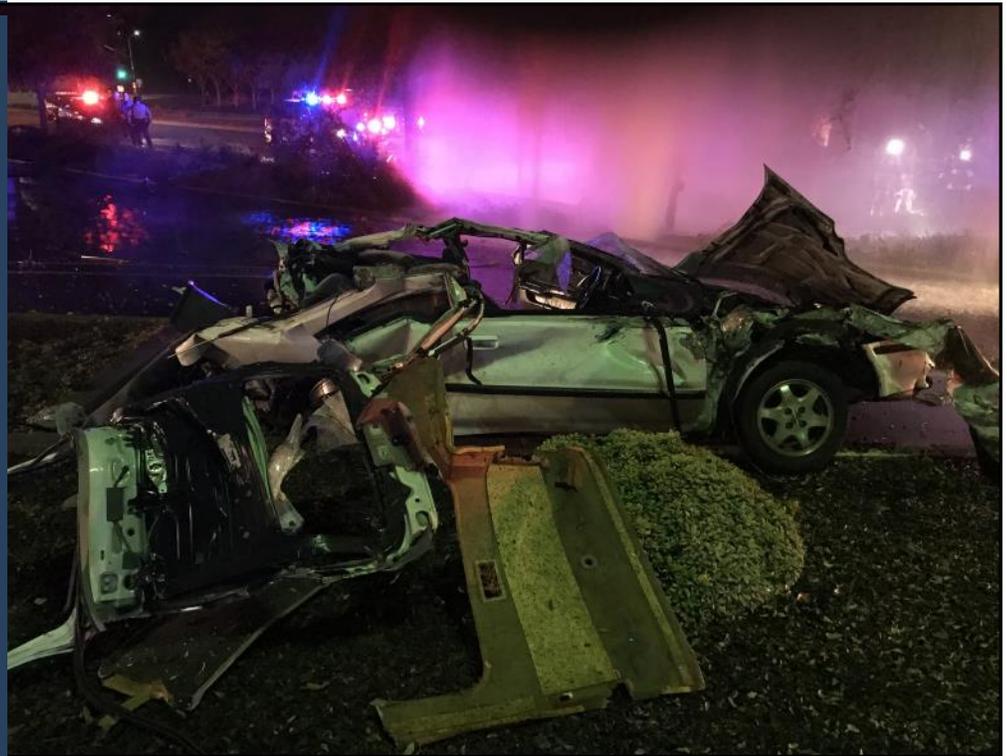
## False Alarm Warning Letters Issued in 2018:

Commercial Locations: **137**  
Residential Homes: **97**

## Violation Fines Issued by the City in 2018: 6,600

### False Alarm/Fee Schedule

3 in 90 days	\$75
4 in 90 days	\$225
5 in 90 days	\$300
More than 5 in 90 days	\$225 ea.



## Emergency Response

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

The Department maintains a goal of arriving within 5 minutes of any emergency call.

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

## False Alarms

In 2018, San Ramon Police received a total of 3,216 false alarm calls, which decreased by 42 calls over last year. Of these calls, 827 were attributed to commercial businesses, 375 at schools and public facilities and 2,014 were residential false alarms. The false alarm data doesn't include 281 "cancelled calls," which were cancelled by the subscriber before an officer arrived on scene.

# QUALITY ASSURANCE

## 2018 Annual Survey Results

### Purpose and Scope:

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

### Quality Assurance Program Results:

Of the 469 surveys collected, 48.8 percent (229) responded that they were very satisfied; 51 percent (239) responded they were satisfied and 0.20 percent, (1) responded they were unsatisfied.

## Gathering Results

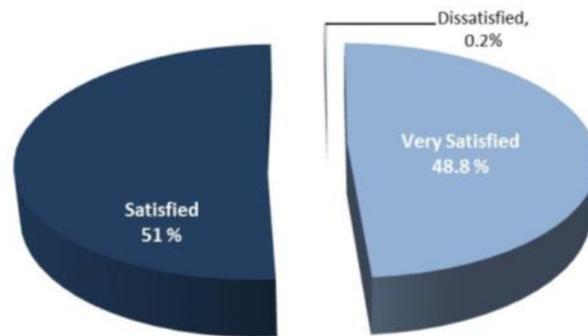
Supervisors within the San Ramon Police Department periodically initiated contact with citizens who had interactions with our employees. The contact was made by the supervisors no less than two times per month, per employee and was conducted on a random basis.

The contact serves the following purposes:

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

Throughout 2018, San Ramon Police Department supervisors completed 466 quality assurance surveys with random citizens who interacted with the Police Department. The questionnaire allowed respondents to rate their experience with each officer as: very satisfied, satisfied or dissatisfied. Citizens were also asked if anything could be done to improve the service of department employees and whether they had any additional comments.

## 2018 QUALITY ASSURANCE SURVEY



## What the community had to say:

- “It was a pleasure to be arrested by you guys. “ - Suspect arrested for drug possession.
- “Officer Molién deserves five stars for his work.” - Witness in a DUI case
- “Thank you so much. Both of your officers were great! I appreciated their help today.” - Store manager in a shoplifting case
- “These officers (Malone and Ryan) are great. They’ve been here before, so helpful.” - Reporting party in a disturbance
- “You guys did a great job finding and arresting (the suspect).” - Victim.
- “I was treated very well, like always.” Suspect arrested for drug abuse.
- “The officer was great. Super helpful.” - Theft victim

# DEPARTMENT ROSTER

Kevin Albert	Jason Barnes	Jacob Benjamson	Craig Bennigson
Blix	Mike Boehrer	Steve Brinkley	Chris Bruce
Kelli Bryson	Paul Burke	Denton Carlson	John Cattolico
Becky Chestnut	John Cranford	Bill Doherty	Phil Duncan
Marty Echelmeier	Rachel Echelmeier	Chelsea Edwards	Kevin Ellis
Patrick Espiritu	Steve Fajardo	Seaton Fajeau	Todd Feinberg
Brian Gardner	Cary Goldberg	Michelle Goldberg	Rick Gonzalez
John Goyich	Mike Green	Mark Gunning	Jeff Hahn
Ray Hamilton	Stephen Hill	Robert Hartman	Clauvette Hartway
Mark Holland	Abbas Husain	Kelly Jansen	Nathan Jones
Jeff Kim	Darlene Kittredge	Bani Kollo	Bob Labbe
Garrett Larsen	Jim Mahoney	Matt Malone	Bradey McKinney
Abe Medina	Pat Melissare	Al Molien	Jenn Montemayor
Troy Montemayor	Tyler Mosbacher	Eric Navarro	Jason Nunn
Chris Pedro	Leysy Pelayo	Jarred Pereira	Chio Phahn
Mike Pistello	Valerie Powell	Rob Ransom	TJ Reeder
Mike Richardson	Dave Roach	Marty Ryan	Todd Santiago
Theresa Sanchez	Mike Schneider	Matt Scully	Senna
Jessica Simonds	Marisol Soto	Robert Steaveson	Jon Stephens
Craig Stevens	Hollis Tong	Keith Testerman	Demetri Tyrovolas
Jenni Vasquez	Eric Van Scoy	Eric Webb	Michael Wickman
Dave Williams	Tami Williams	Katie Williams	Sophia Wrangham

UNITY IS STRENGTH. WHEN THERE IS TEAMWORK AND COLLABORATION,  
WONDERFUL THINGS CAN BE ACHIEVED.  
— MATTIE STEPANEK

# 2018 AWARDS



**SUPERVISOR OF THE YEAR**  
Sgt. Jason Barnes



**OFFICER OF THE YEAR**  
Det. Rachel Echelmeier



**EMPLOYEE OF THE YEAR**  
Kelly Jansen



**VOLUNTEER OF THE YEAR**  
John Li



**DISPATCHER OF THE YEAR**  
Trisha Klink

# 2018 RETIREES

**Chief Dan Pratt**



Chief Pratt retired in September after 28 years in law enforcement, including 14 years in San Ramon.

**Lt. Tom LaRocque**



Lt. LaRocque retired in September as the Weekday Patrol Lieutenant after 33 years of service in law enforcement.

**Sgt. Mike O'Day**



Sgt. O'Day retired in September after 26 years of dedicated service in law enforcement.

**Officer John Gardenier**



Officer Gardenier retired in September after approximately 25 years in law enforcement.

**Records Program Manager  
Mary Doherty**



Mary worked in several divisions of the Police Department and retired in August after 24 years of service.

**Fleet Coordinator  
O.J. Plotner**



O.J. managed the department's ever-growing fleet of vehicles. He retired in May after 15-plus years of service.

**THANK YOU FOR YOUR SERVICE & DEDICATION**

# DEDICATION

The San Ramon Police Department would like to dedicate the 2018 Annual Report to

## K-9 HECTOR



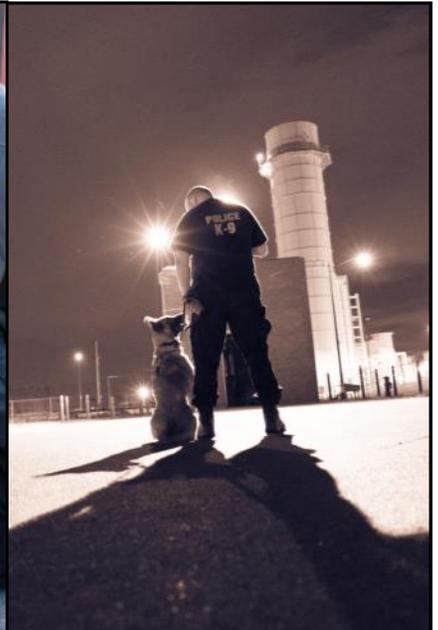
Hector the Protector joined the San Ramon Police Department in June 2012. The sable German Shepherd was partnered with Officer Al Molién and spent six years on patrol. He was trained to apprehend suspects, locate missing persons, find items and sniff out drugs. His gentle demeanor made him perfect for public demonstrations where he was a favorite among children. In 2018, Hector and Officer Molién participated in more than 40 public events, including youth education activities, and Boy Scout and Girl Scout demonstrations.

Off duty, Hector loved going for walks, playing fetch and was a champ at tug of war, sometimes pulling his colleagues around the department in their desk chairs. He also enjoyed playing with the five other dogs at the Molién home as well as horses, chickens, goats and cats.

Hector, 8, was born in Burbach, Germany and his commands were given in German. His name came from Greek mythology. His namesake was a Trojan prince and the greatest fighter for Troy in the Trojan War. Hector was purchased with community donations in 2012 as an 18-month-old puppy from Adlerhorst International in Riverside, which specializes in training dogs for security and police duties.

In July 2018, Hector was diagnosed with cancer and began chemotherapy. He came back to patrol in November after five rounds of chemo. Sadly, the cancer returned aggressively and he passed away on Dec. 9, 2018. He will be greatly missed.

**THANK YOU FOR YOUR SERVICE, HECTOR. GOOD BOY.**





## SAN RAMON POLICE DEPARTMENT

2401 Crow Canyon Road  
San Ramon, CA 94583  
Public Hours: Monday - Friday: 8 a.m. to 5 p.m.

Web site: [www.sanramon.ca.gov/police](http://www.sanramon.ca.gov/police)  
E-Mail: [police@sanramon.ca.gov](mailto:police@sanramon.ca.gov)  
(Non-Emergency)

### IMPORTANT PHONE NUMBERS

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



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

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Instagram:  
[@sanramonpolice](https://www.instagram.com/sanramonpolice)



[nextdoor.com](http://nextdoor.com)



*The 2018 Annual Report was created in-house at the San Ramon Police Department.  
A very special thanks to all those who contributed to this publication.*