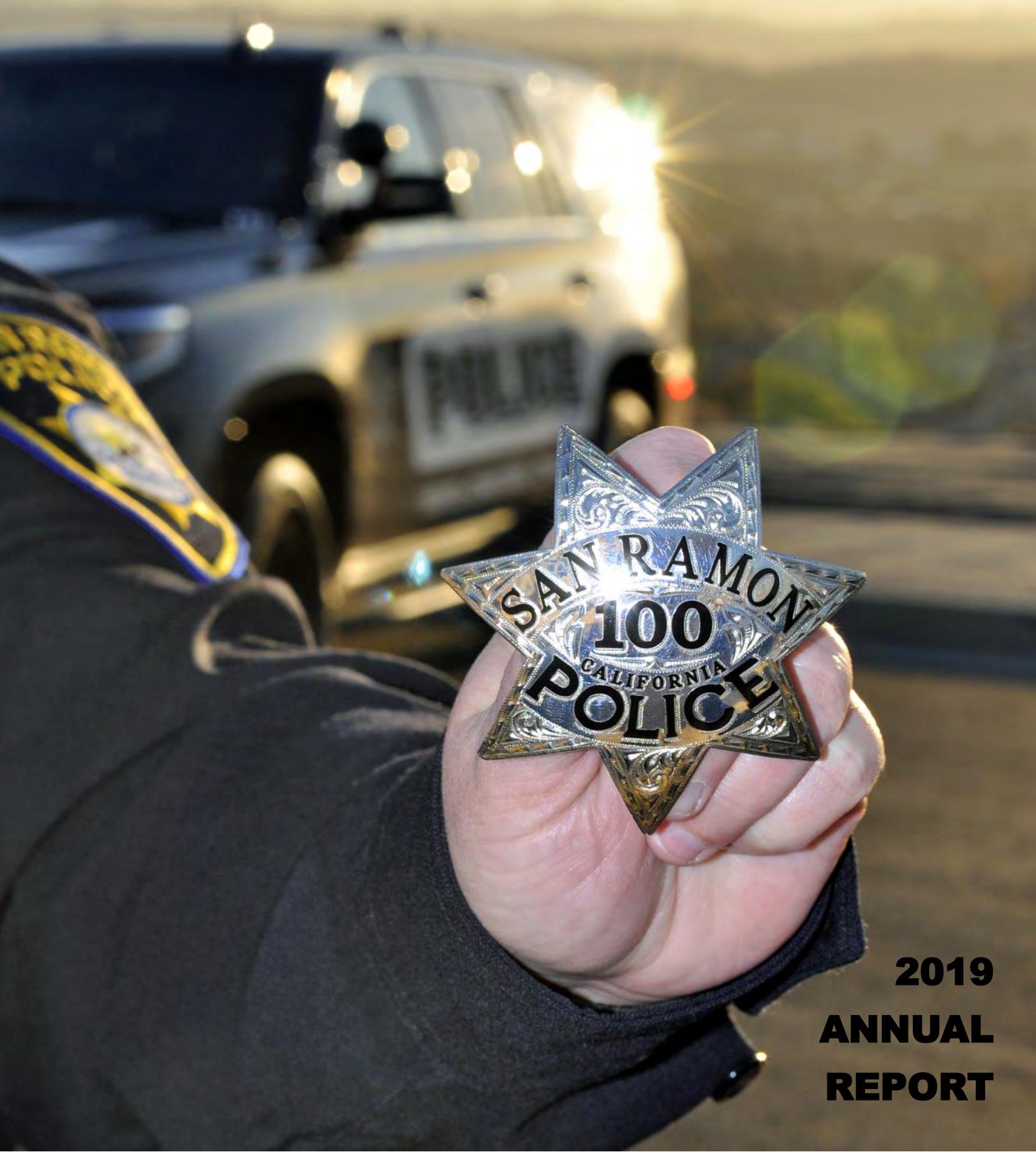


# **SAN RAMON POLICE DEPARTMENT**



**2019  
ANNUAL  
REPORT**



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# MESSAGE FROM THE CHIEF



It's my privilege to once again present the San Ramon Police Department's annual report. 2019 has been an eventful year for our department and community. It's hard to believe this police department has been in existence for over 12 years now. It doesn't seem that long ago that we were celebrating the formation of our brand new Police Department in 2007.

Many things have changed over the last 12 years. We've seen our city's population grow from approximately 58,000 to approximately 85,000, and it's still growing. We increased our sworn staff from 56 officers to 69 officers to keep up with the city's growth. We have forged a strong partnership with the San Ramon Valley Fire Protection District, who now dispatch for the police department. We've made a concerted effort to effectively communicate with our residents through the use of various communication platforms. We

continue to cultivate relationships with our community partners including our residents, businesses, schools and neighboring public safety organizations. We also consolidated our SWAT Team with those from the Walnut Creek, Pleasant Hill, Martinez and BART police departments. The regional squad is now one of the highest performing SWAT teams in the country. I'm proud of what our department has accomplished in such a short period of time and I'm excited about what lies ahead for our agency. I can ensure you that we are always striving to get better and to deliver the highest level of service to our community.

We faced a number of challenges in 2019 to include the introduction of Public Safety Power Shutoffs (PSPS's) and a spike in property-related crimes. I was proud of our city, department, and community with how we collectively responded to the PSPS's. We as a city and a department have learned a great deal during the first series of shutdowns and feel we are well leveraged to deal with future outages affecting our city. I was also impressed with the steps our residents took to prepare themselves and their families for extended power outages. One of the most significant increases in crime this past year was auto burglaries. We have already put into place a number of strategies and will continue to work diligently to combat these increases. One thing we would strongly encourage from our community is to refrain from leaving valuables in your vehicle.

Despite an increase in property-related crime, we continue to be one of the safest cities in the country. In fact, San Ramon received recognition this year (2019) as being the safest city in the State of California to raise a child and the seventh safest in the entire country, by *Safewise*. In addition, *The Home Security Advisor* ranked San Ramon as the second safest city in California with a population of over 50,000.

I would like to thank the dedicated professionals working for the San Ramon Police Department for their continued efforts to deliver an elite level of service to this community. I would also like to thank all of our community partners in the community for working with us to make San Ramon the special place that it is. We greatly look forward to the coming year!

**Craig Stevens** ■ Chief of Police



## 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.

# ABOUT SRPD

The San Ramon employs 88 full-time employees, which includes 69 sworn police officers and 19 civilian positions. These staff members provide service to San Ramon's community of over 84,000 residents. In addition to full-time employees, the Police Department relies heavily on civilian volunteers to enhance the level of services provided to our community. These volunteers include citizen volunteers, Police Chaplains, and Police Explorers.

It is the goal of the San Ramon Police Department to deliver an extremely high level of service to our residents and visitors. We focus heavily on community engagement, communication and building relationships with our community partners. These partners include our residents, businesses and schools. Having all of these groups working together towards common goals is one of the reasons why San Ramon is such a special city.

We continually strive to explore new technologies, processes, and procedures to further enhance our delivery of service. We work very closely with a number of surrounding public safety agencies which has resulted in a number of important partnerships benefiting our community. 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.**



69

SWORN  
OFFICERS



19

PROFESSIONAL  
STAFF



\$23,716,656

ANNUAL  
BUDGET

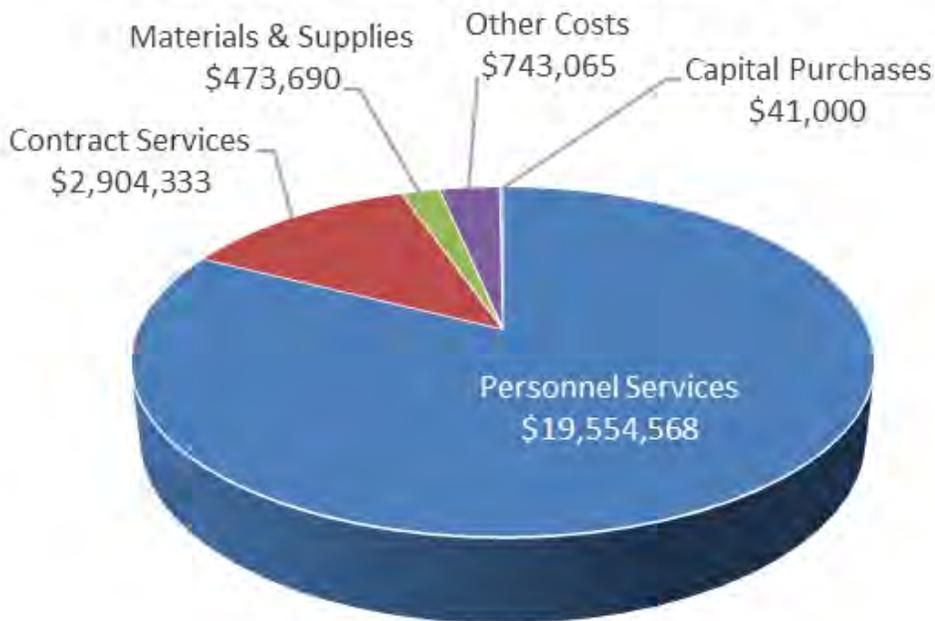
## SRPD RECRUITING

The San Ramon Police Department is looking for the best and brightest to join our team. New hires will receive the tools and training necessary to achieve their goals as a law enforcement professional along with job satisfaction, teamwork, opportunities for growth, and an excellent salary.

For more information on current employment opportunities check out the city's web site at [www.sanramon.ca.gov](http://www.sanramon.ca.gov).



## 2019 Budget Breakdown



- Personnel Services \$19,554,568
- Contract Services \$2,904,333
- Materials & Supplies \$473,690
- Other Costs \$743,065
- Capital Purchases \$41,000

## 2019

### Quick Facts

**Chief: 1**

**Captains: 2**

**Lieutenants: 5**

**Sergeants: 10**

**Corporals: 9**

**Detectives: 5**

**Patrol Officers: 27**

**Traffic Officers: 4**

**K-9 Officers: 3**

**School Resource**

**Officers: 3**

# OPERATIONS BUREAU



**CAPTAIN CARY GOLDBERG** oversees the Operations Bureau of the Police Department, which includes the Patrol, Traffic Safety and Fleet Services Divisions. Captain Goldberg's career in law enforcement began in 1997 and he's been with the San Ramon Police Department since its inception in July 2007. Captain Goldberg has worked a variety of assignments including; Patrol, Investigations, Homicide, SWAT Team member and team leader, Professional Standards and Training Supervisor and Central County SWAT Team Commander. He holds a Bachelor's Degree in Criminal Justice Administration and is a graduate of the FBI National Academy as well as the California Chief's Executive Leadership Institute at Drucker.

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 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, Traffic, and Fleet Services Divisions. Specialized units within these Divisions include the K-9 Unit, SWAT Team, Honor Guard, Bicycle Patrol, Police Services Technicians, School Resource Officer Program, sUAS Team and the Office of Emergency Preparedness. These Divisions make up the largest portion of the police department with a total of 46 sworn and five non-sworn employees. There are three Lieutenants who oversee the Patrol and Traffic Divisions, and six Sergeants assigned as Patrol Team supervisors.



**LIEUTENANT TODD SANTIAGO** is the Operations Division Commander responsible for the management of the Traffic and Youth Services Divisions, K-9 Unit, and Special Events. The Traffic Division is responsible for working together with a goal of making our streets safer for everyone who drives, rides or walks in our city. The Traffic Division is comprised of a Sergeant, a Corporal, and four officers. The Youth Services Division is comprised of a Corporal and three officers who serve the community's high schools and middle schools. The officers not only enforce laws on campus but also work with the staff and students. The K-9 Unit is comprised of three officers and their K-9 partners, providing specialized services for the community.

His motto is "You are who you associate with."



**LIEUTENANT HOLLIS TONG** is the Weekday Patrol Division Commander in charge of day to day operations and works Monday through Thursday. He's 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 Monday through Thursday. The weekday shifts consists of three Patrol teams, made up of 13 patrol officers who are supervised by three Sergeants and three Corporals.



**LIEUTENANT JASON BARNES** is the weekend Patrol Division Commander in charge of patrol operations and works Wednesday through Saturday. He's responsible for supervising the patrol sergeants, police officers and civilian personnel who carry out day-to-day crime suppression and prevention functions for the weekend patrol teams. He also ensures appropriate staffing levels and the effective deployment of officers over the three shifts. Each shift has a Sergeant, a Corporal and five Officers. The Police Department strives to connect with the community and gain a mutual understanding of daily challenges. We hope through transparency to have citizens realize how much we rely on them for reporting issues and being on the front line of problem solving.



# PATROL

The Patrol Division is the largest division within the San Ramon Police Department. The men and women of the Patrol Division perform the most visible and recognized functions of the San Ramon Police Department. They are the ones who you see responding to calls for service, on the street behind the wheel of a police car, looking for a lost child, comforting the victim of a crime, arresting an intoxicated driver, enforcing traffic laws, conducting traffic accident investigations, providing proactive patrol and leading preliminary criminal investigations. The division is comprised of uniformed Patrol Officers, uniformed Traffic Officers and K-9 Officers. The Patrol Division consists of five different patrol teams, a six Officer Traffic Unit, and a three Officer K-9 Unit. Each Patrol Team is supervised by a Sergeant, a Corporal and is staffed with four to six officers. The Patrol Division provides the core police services to the community. We value the opportunity to provide service which is courteous, responsive, efficient and fair.

The City is currently divided into six separate geographical areas known as "Beats." An individual officer is assigned to each beat and is primarily responsible for providing police service to that area, with overlap or "Cover" from adjoining "Beats." Officers are generally assigned to a specific beat on a daily basis to allow them to become familiar with the area, residents, schools, parks and businesses as well as specific issues. 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 three Police K-9 service dogs. These service dogs train bi-weekly with their handlers and provide critical services towards the department's mission of public safety. Their duties 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 the 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.





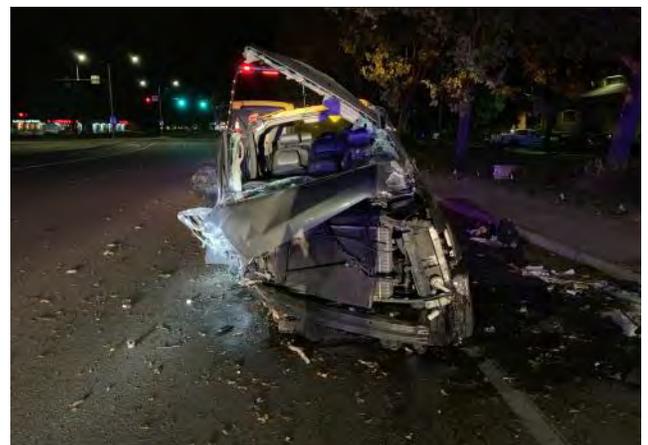
The San Ramon Police Traffic Division consists of a sergeant, a corporal and four officers. The Unit is responsible for traffic education and enforcement. The officers conduct proactive traffic enforcement and are responsible for investigating traffic collisions from non-injury to fatalities. Riding 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 applied for and received a \$30,000 grant for 2019/2020 from the Office of Traffic Safety, which will be used for enforcement, training and equipment. The grant money will be used to send our traffic officers to specialized training classes like the NHTSA Standardized Field Sobriety Testing (SFST) and Advanced Roadside Impaired Driving Enforcement (ARIDE). San Ramon conducted 42 DUI Saturation Patrol operations.

In 2019 the Traffic Division focused on enforcements in and around the schools throughout the city. Motor Officers conducted over 300 of these enforcements issuing over 500 citations.

## Regional Major Accident Investigations Team

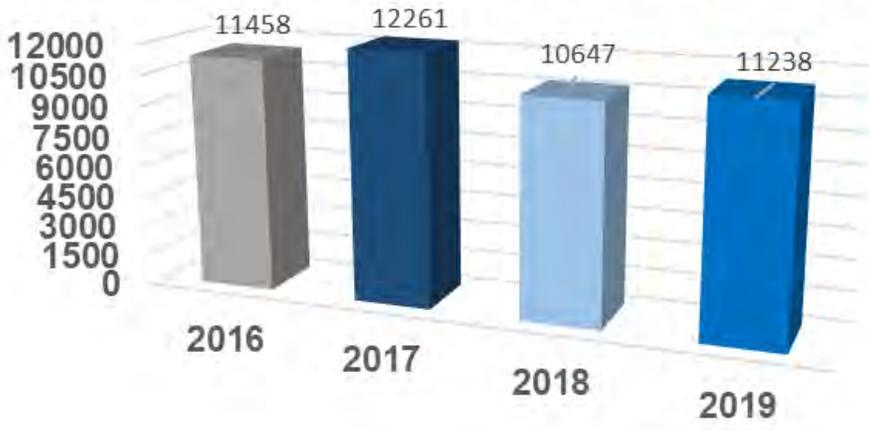
The San Ramon Police Department is part of the Regional (MAIT) Major Accident Investigation Team, which also includes officers from the Walnut Creek, Pleasant Hill and Martinez Police Departments. The Traffic Investigators from each agency are skilled in advanced accident investigations and respond to traffic collisions involving major injuries and fatalities 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.



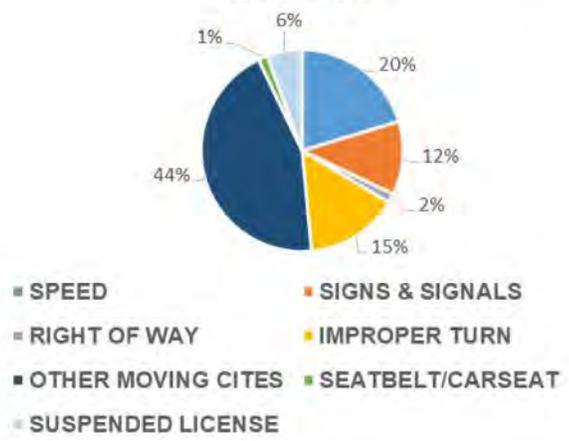


# TRAFFIC ENFORCEMENT STATS

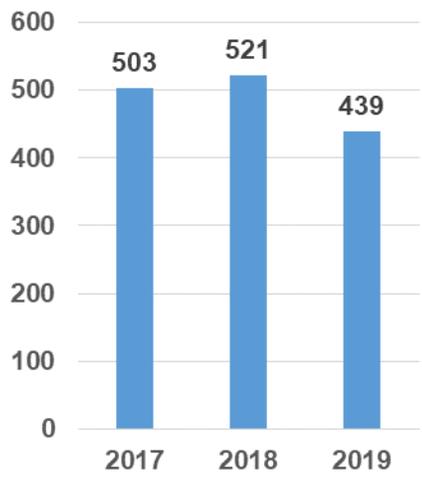
TRAFFIC STOPS BY YEAR (2016-2019)



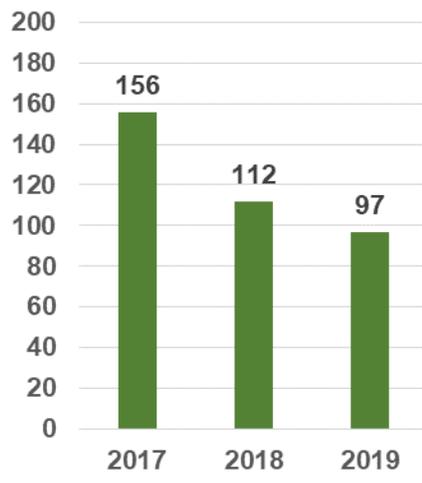
MOVING VIOLATIONS IN 2019



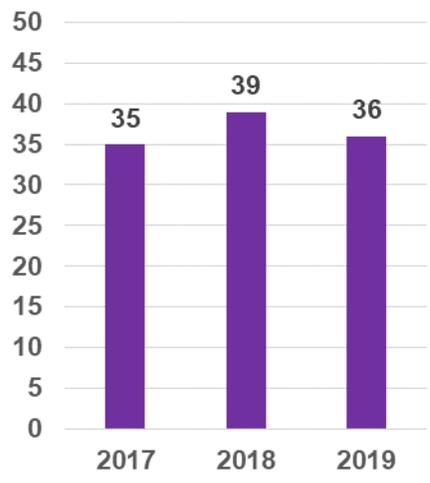
CRASHES BY YEAR



DUI ARRESTS BY YEAR



DUI CRASHES BY YEAR



# UAS PROGRAM



The San Ramon Police Department UAS (Unmanned Aerial System) program is an efficient and effective way of providing enhanced law enforcement services to the community of San Ramon. Some examples of our UAS usage are public safety and life preservation missions including, but not limited to: Missing persons incidents, search and rescue operations, disaster scene incidents, hazmat incidents, suspected explosive devices, pursuant to a warrant (search or arrest), barricade situations, active shooters, apprehension of armed and dangerous fleeing suspects, high-risk search warrants, investigative scenes, special events, training missions, and mutual aid support when the underlying missions meets the uses outlined in the San Ramon Police Department U.A.S. policy.

We currently have three UAS systems and six Officers trained and certified by the Federal Aviation Administration (FAA) as unmanned aircraft pilots (Part 107). The San Ramon Police Department also possesses a Blanket Area COA (Certificate of Waiver or Authorization) through the FAA, which authorizes our UAS team members to fly under circumstances not authorized by Part 107, such as night time operations.

# K-9 UNIT

San Ramon Police's K-9 Unit has been in operation since San Ramon established its own police department in 2007. The K-9 handlers and dogs must pass strict annual POST certification standards.

Our canines are well trained when selected and a great deal of training continues for the working life of the dog. Officers involved have a strong commitment to the program. The dogs live with the family of the handler. 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 handlers and canines are trained in detection, tracking and trailing.. The training consists of numerous different 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 stressful situations. 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 department's K-9 unit serves an invaluable 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.

Based on the abilities of our canines, they are efficient in searching large areas 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 are extremely useful.

The K-9 teams participate in 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 ABE MEDINA & SENNA**

Officer Abe Medina is partnered with K-9 Senna, a 10-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 DEMETRI TYROVOLAS & EGON**

Officer Tyrovolas was partnered with K-9 Egon in March 2019. Egon is a 2.5 year old Belgian Malinois who was imported from Germany and his commands are in German.

Egon is a dual purpose dog, meaning she is a police patrol K-9 who is also trained in the detection of narcotics.



## **OFFICER JOHN CATTOLICO & DEXTER**

Officer Cattolico is partnered with K9 Dexter, a 3-year-old male German Shepard / Belgian Malinois mix. He was born in the Netherlands and takes Dutch commands. Officer Cattolico has been partnered with K9 Dexter since June 2019.

Dexter is a dual purpose dog, meaning she is a police patrol K-9 who is also trained in the detection of narcotics.

# 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 showcased 31 teams from all over California and one full time team from the State of Oregon all competing in seven skill and physical fitness 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. The Central County SWAT Team finished the competition in 2<sup>nd</sup> place overall. The only team to score better was the full time Oregon Team. The Central County SWAT Team completed the event as the top physical fitness team and had the top ranked physical fitness individual.

In September, eight team members participated in the annual Alameda County Sheriffs Office Swat Fitness Challenge. This two day event focuses on one day simulated critical incidents and one day of physical fitness challenges. This event tests the operational readiness and capabilities of first responders, including law enforcement, fire and EMS. The Central County SWAT Team finish in 3<sup>rd</sup> place overall after combining the critical incident scenario training day and the physical fitness challenges.

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 Steve Brinkley is the Central County SWAT Team Commander.



# SCHOOL RESOURCE OFFICERS



The San Ramon Police Department's School Resource Officer (SRO) Program was developed to address juvenile crime and safety concerns in our local schools. The SRO program is comprised of three officers. Officer Katie Williams is assigned to Dougherty Valley High School and Officer Abbas Husain is assigned to California High School. The unit is supervised by Corporal Mike Pistello, who is assigned to Windemere Ranch Middle School and Iron Horse Middle School. Pine Valley and Gale Ranch middle schools are shared between all three of the School Resource Officers.

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.
- Assist 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 oversee 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.

Our SRO's strive to create a safe learning environment by making themselves available for the needs of the students, staff and community. The SRO's are positive role models for many students and their presence in the school sends a strong message that violence and certain behaviors are not acceptable.

# MY BEAT — MY SCHOOL

The San Ramon Police Department is proud of our “My Beat – My School” program that started in 2007. The goal of the program is to provide law enforcement services in the school environment and build positive relationships between students, school faculty and law enforcement.

The Police Department has successfully created invaluable relationships with students and believes they feel more comfortable approaching and speaking with our officers.

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

- Act as a liaison to the school and have a sense of ownership with that campus..
- Be familiar with school staff, parents and students.
- Attend some school functions, such as PTA meetings.
- Spend at least an hour a week on campus developing 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:

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



Police Service Technicians are a valuable asset to the department and respond to calls for service that may not require a sworn police officer. This allows sworn officers more time to direct their attention to proactive patrol and respond to urgent calls. The PSTs often work hand in hand with the other divisions of the department. This allows for the highest level of service to be provided to the community.

The PSTs participate in a variety of community oriented police functions, such as attending neighborhood watch meetings, National Night Out and frequenting 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.

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 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.



# EXPLORERS

The San Ramon Police Department 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 Explorers at special events and office assistance.
- Maintain and log files on all Explorers (past and present) for hours, attendance, equipment issue and Charter Post Renewal with Boy Scouts of America.



# FLEET SERVICES



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

The Police Department's fleet includes marked Patrol vehicles, Command vehicles, Investigations/ Administrative vehicles and Volunteer vehicles. In addition, we have support, utility, tactical and traffic safety calming vehicles and equipment. The marked patrol platform includes late model Dodge Chargers, Chevrolet Tahoes and Ford pickup trucks. Our Traffic Unit rides BMW Police motorcycles.

The Fleet Services Unit is responsible for every aspect involving our vehicles, including Fiscal Year budgeting, acquisition, licensing, insurance, emergency equipment up-fitting, preventative maintenance and repair, end of vehicle use deconstruction / disposal and special vehicle projects. In addition, Fleet Services handles Fleet related equipment and supplies, vehicle driver assignments and rotation to ensure the most efficient and 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.

# EMERGENCY PREPAREDNESS

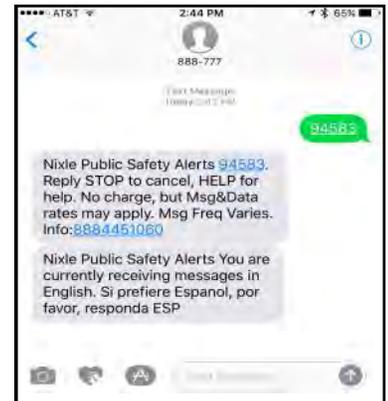
As residents, we enjoy the natural beauty and tranquility of our San Ramon Valley. The graceful rolling hills covered in soft green and yellow grasses, peppered with clusters of native oak trees and wandering streams. It's easy to understand why this area was so attractive to early American settlers and those that have followed in calling our special valley their home.

However, it would be wise to keep in mind the forces of nature that played a role in creating this beautiful place we've chosen to claim as our own. For as long as we have record there has been constant geological activity right under our feet helping to shape the landscape we've come to know and love. The Calaveras, Green Valley, Rogers Creek and Diablo faults are our closest seismic threats with the Hayward and San Andreas less than 30 miles away.

Gradual changes in our climate over the years, combined with where we build our housing, has helped create threatening circumstances. This Urban Area Interface has inherent dangers, including those from wildfires and local stream flooding. This year our electrical supplier invoked a Public Safety Policy of planned electrical de-energization events when threatening wildfire conditions were present. These events resulted in large parts of our city without electrical power for days. There was an adverse effect on some of our general and vulnerable populations as well as our business community.

The City of San Ramon is continuously preparing for critical incidents or natural disasters that could significantly impact our residents and businesses. Our comprehensive Emergency Operation Plan is in place allowing for an effective and organized response to any major calamity. Critical City staff participate in continuous training in order to be prepared in a major emergency. We work and train diligently with our partners in the Town of Danville, the San Ramon Valley Fire Protection District, the San Ramon Valley Unified School District, and the County of Contra Costa to ensure we are prepared for critical incidents and natural disasters which could, and will, impact us all.

One of the most critical functions in any emergency is communications. We're taking a multi-tiered, multi-function approach to communicate with our residents in major unplanned events. This includes the Integrated Public Warning System or IPAWS, Highway Alert Radio System AM1610, Contra Costa County Community Warning System, Twitter, Facebook and Nixle Alerts, to improve communication among the public, city staff and partner response organizations. The system allows the public to register for emergency notifications, via text message, by simply sending a text message. The public can register for these notifications by texting their San Ramon zip code (94582 or 94583) to 888-777.



Emergency preparedness is not a role for government alone. We encourage all citizens and businesses to learn more about how to prepare for an emergency. Ask yourself, would you be able to keep your household fed and hydrated if you had no assistance for a week or more? If not, you can find an abundance of helpful information on how to be prepared, including household preparation guides, at [www.bereadysrv.org](http://www.bereadysrv.org).



# SAN RAMON POLICE



# IN THE COMMUNITY



# POLICE ACTIVITY

## A SAMPLE OF CALLS FROM 2019

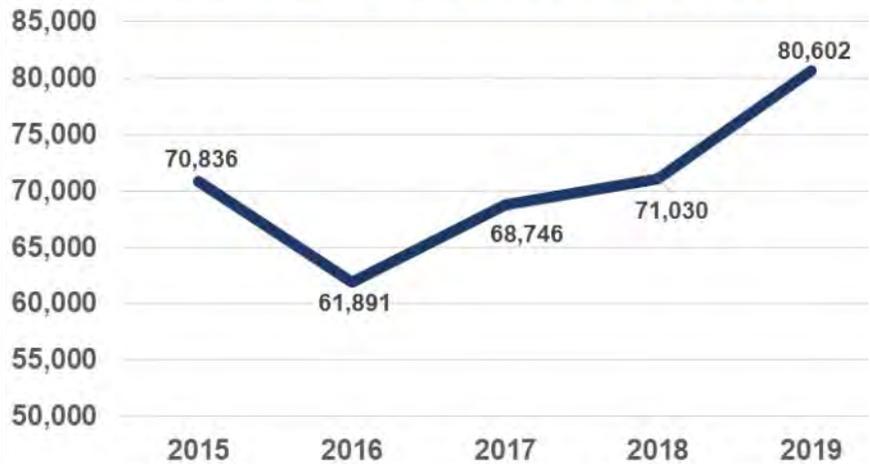
ALARMS	3,281
ARMED ROBBERY	8
ASSAULT W/ A DEADLY WEAPON	8
BATTERY	108
BURGLARIES	185
CITY ORDINANCE VIOLATION	109
CIVIL STANDBY	112
DISTURBANCE MUSIC / PARTY	208
DOMESTIC DISTURBANCES	125
DRUG VIOLATIONS	82
DRUNK IN PUBLIC	94
DUI	204
FOUND PROPERTY	212
FRAUD	236
GRAND THEFT	138
HAILED BY A CITIZEN	257
HIT AND RUN	275
IDENTITY THEFT	113
LOST PROPERTY	131
MISSING ADULT	70
MISSING JUVENILE	39
OUTSIDE AGENCY ASSIST	345
PARKING COMPLAINT	927
PATROL CHECKS	3,008
PETTY THEFT	606
RAPE	8
RECKLESS DRIVING	502
RUNAWAY JUVENILE	83
SERVICE TO CITIZEN	1,500
STOLEN VEHICLE	79
STOLEN VEHICLE RECOVERY	22
SUBJECT STOP	329
SUSPICIOUS CIRCUMSTANCE	976
SUSPICIOUS SUBJECT	618
SUSPICIOUS VEHICLE	1,795
TRAFFIC ACCIDENT	749
TRAFFIC HAZARD	556
VANDALISM	249
WARRANT ARREST	110
WELFARE CHECK	910

# 2019 CALLS FOR SERVICE:

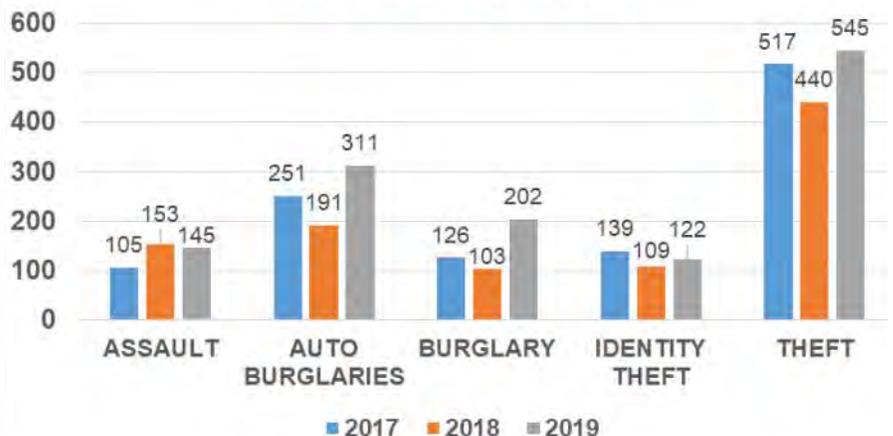
# 80,602

DISPATCHED CALLS:	29,922
SELF INITIATED CALLS:	50,680
TRAFFIC STOPS:	11,238
REPORTS TAKEN:	3,820
CITATION VIOLATIONS:	6,564
ARRESTS:	596

## CALLS FOR SERVICE BY YEAR



## TOP FIVE INCIDENTS



# STATISTICS

PROPERTY CRIMES	2015	2016	2017	2018	2019
ARSON	9	2	7	5	3
AUTO BURGLARY	173	119	251	191	317
THEFT	481	497	517	440	554
BURGLARY	146	140	126	103	180
VEHICLE THEFT	95	67	80	52	51

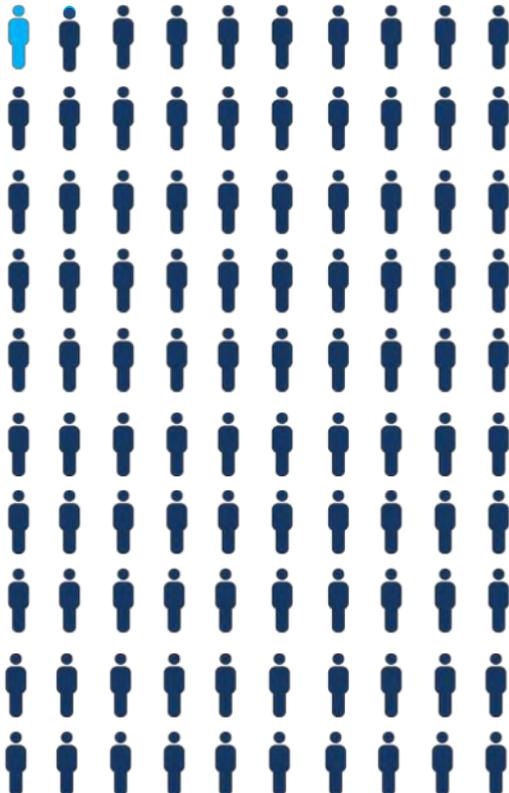
VIOLENT CRIMES	2015	2016	2017	2018	2019
AGGRAVATED ASSAULT	10	18	23	28	33
HOMICIDE	0	0	0	0	0
RAPE	4	9	8	4	4
ROBBERY	13	12	30	21	21
*SIMPLE ASSAULT *	66	96	82	125	112



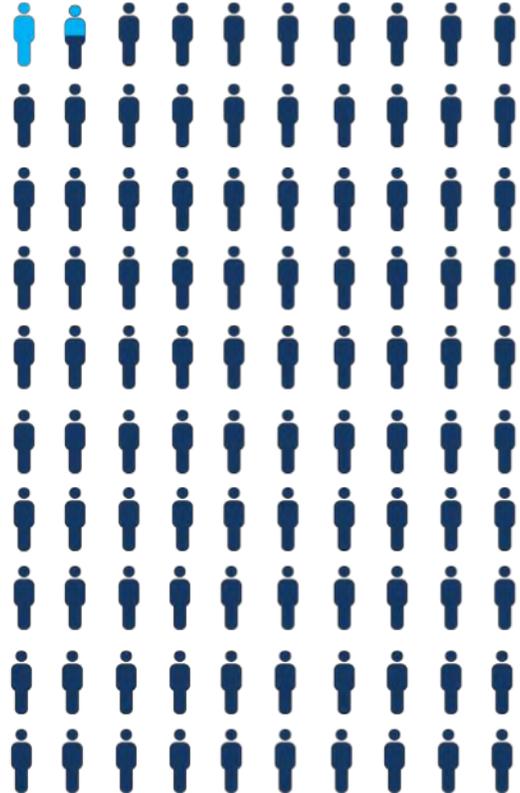
\*Simple assault data is collected for Uniform Crime Reporting purposes with the Department of Justice, however only aggravated assaults count toward Part 1 Violent Crimes.

## PART 1 CRIMES PER 100 RESIDENTS

**2018 POPULATION 82,643**  
**CRIME RATE: 1.02**



**2019 POPULATION 85,000**  
**CRIME RATE: 1.37**



To compute this crime rate, divide the number of Part 1 Crimes (violent and property crimes listed above, minus simple assault) by the city's population and multiply the result by 100. This gives you the number of crimes per 100 people.

# SUPPORT SERVICES BUREAU



**CAPTAIN DENTON CARLSON** oversees the Support Services Bureau of the Police Department including the Investigations, Records, Property and Evidence, Community Resource and Crime Prevention, and Professional Standards and Training Divisions. In addition to overseeing the Support Services Bureau, he is also the Director of the City of San Ramon's Office of Emergency Management. His career in law enforcement began in 1998, and he's been with the San Ramon Police Department since its inception in July of 2007. Captain Carlson has held several positions during his career, including Detective, SWAT Team member, Professional Standards and Training Supervisor, and SWAT Team Commander. He has a Bachelor's Degree in Criminal Justice Administration, a Master's Degree in Emergency Services Administration, and is a graduate of the California Commission on Peace Officer Standards and Training (POST) Command College.

Although the Support Services Bureau encompasses a wide range of functional areas, it maintains consistent primary goals throughout the multiple divisions involved. Regardless of the work focus, the five core values of the San Ramon Police Department remain the guiding point of all personnel within this Bureau. Through our core values of Service, Responsiveness, Integrity, Safety and Professionalism, the employees within the San Ramon Police Department's Support Services Bureau are proud to do their part to ensure San Ramon remains one of the best places to live and work in all of California.



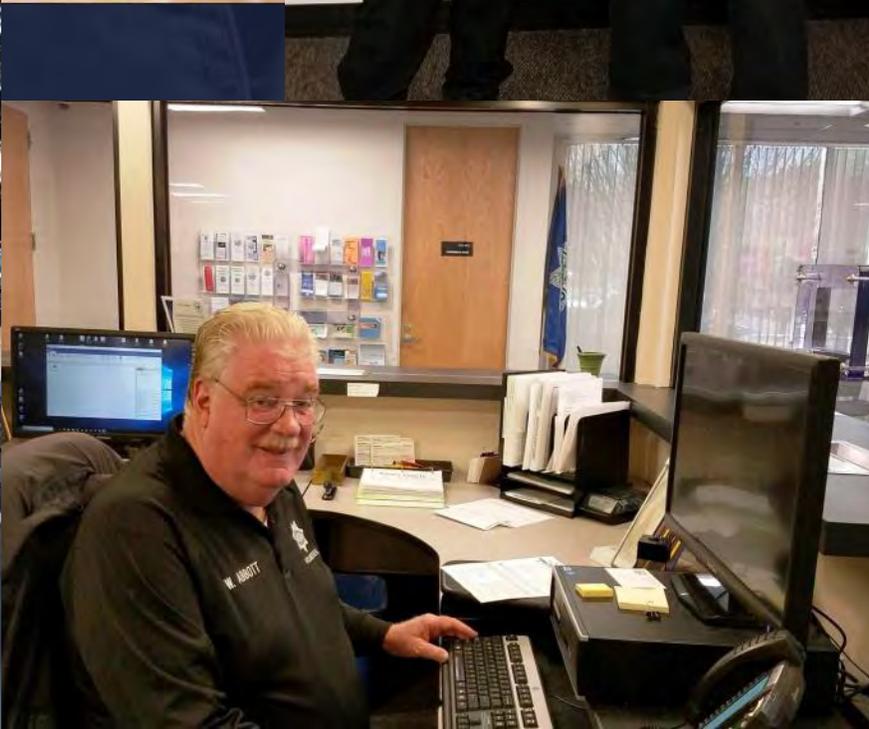
**LIEUTENANT STEVE BRINKLEY** is the Investigations and Community Relations and Crime Prevention Divisions Commander. Investigations includes detectives who specialize in sexual assault, juvenile investigations, and computer forensics cases. In addition, detectives follow up and investigate all felony cases, certain misdemeanor cases and suspicious circumstance incidents. Community Relations programs consist of the Citizens Academy, Explorer Program, Citizen View, Volunteers, Chaplains and the department's social media platforms. In addition, CRCP members organize and assist with community fundraisers such as Special Olympics, food drives, Toys for Tots, and other charitable events. The Crime Prevention Unit oversees programs such as Crime Free Multi-Housing, Crime Free Businesses and Neighborhood Watch.



**LIEUTENANT TERENCE REEDER** was the Professional Standards Division Commander. 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. (Lt. Reeder retired in November 2019.)



**RECORDS & EVIDENCE MANAGER JESSICA SIMONDS** is responsible for keeping the agency compliant with the laws and rules governed by the California Department of Justice and the Federal Bureau of Investigation to include all audits and CJIS compliance. In addition to applying and enforcing current laws governing the security and processing of police records and evidence, the manager is responsible for training personnel on changes in laws and new systems.



# 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.

## Financial Support

The Financial Analyst performs duties that are necessary to support daily police department operations. She is responsible for budget development and fiscal oversight, managing purchase requests, tracking expenditures and program costs. She also administers the billings for DUI cost recovery, reimbursement of police services costs such as special events and mutual aid.

The department's budget for FY 2019-20 is \$23.7 million. Personnel expenses are 82 percent of the department's annual budget. These costs include salary, benefits, overtime and workers compensation. Benefits costs include items such as retirement, disability, health insurance and life insurance.

Maintenance and operation expenses are 17 percent of the budget which includes ongoing costs associated with supporting daily police department operations. Examples include contract and maintenance costs, equipment and supplies, training and police vehicle maintenance. Capital outlay expenses are large, one-time expenditures for items such as technology and equipment and are less than 1 percent of the annual budget.

# \$247,302

## TOTAL GRANT MONEY AWARDED IN 2019

### CALIFORNIA OFFICE OF TRAFFIC SAFETY GRANT - \$30,000



This grant money was used to focus on traffic enforcement designed to reduce the number of people killed or injured in traffic collisions. The traffic unit used the money to fund several special enforcement operations on impaired driving, distracted driving, seat belts, primary collision factors (such as speed) and public awareness in areas with high bicycle and pedestrian collisions.

### BULLET PROOF VEST PARTNERSHIP PROGRAM - \$8,586



The Bulletproof Vest Partnership (BVP) Program, administered by Bureau of Justice Assistance, allows agencies to apply for funding to reimburse the cost of "uniquely fitted vests," which means protective (ballistic or stab-resistant) armor vests that conform to the individual wearer to provide the best possible fit and coverage. The grant reimbursed San Ramon for half the cost of vests purchased in 2019.

### SUPPLEMENTAL LAW ENFORCEMENT SERVICES FUND (SLESF) - \$208,716



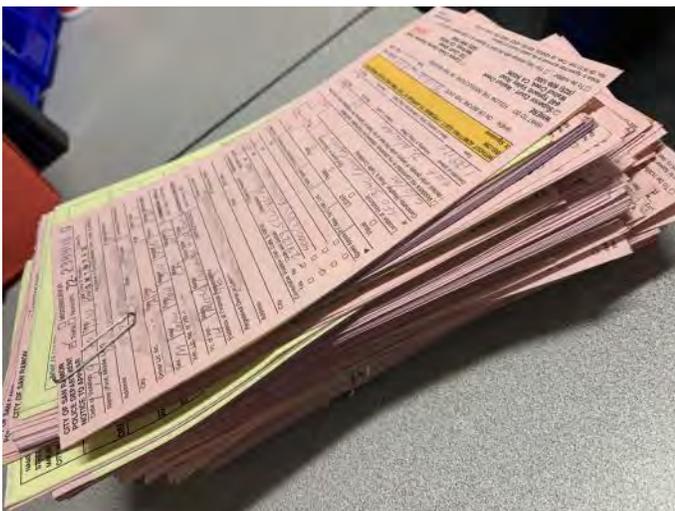
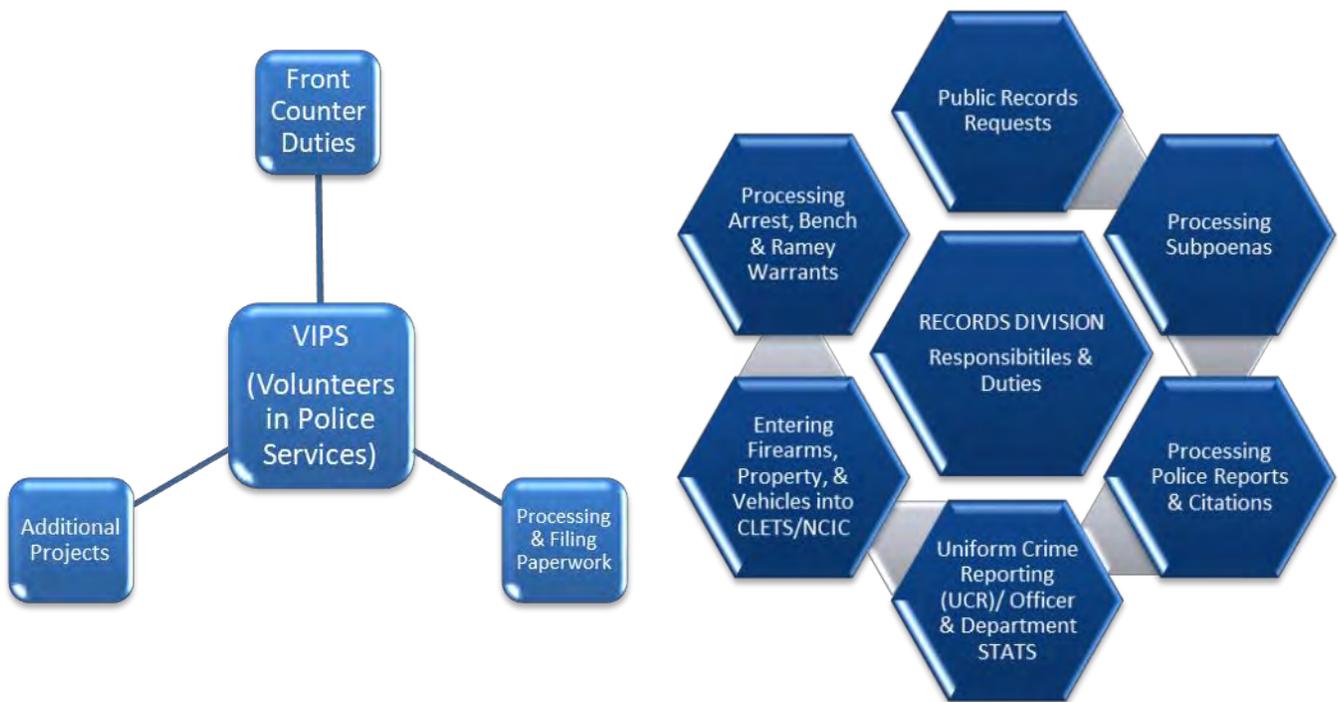
In 1997, the California State Legislature created the Citizen's Option for Public Safety (COPS) Program. This is a non-competitive grant whereby cities and counties receive state funds to augment public safety expenditures. The funds received by San Ramon were deposited in revenue and partially used to supplement the salary costs of the Youth Resource Officer.

# RECORDS

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 includes a Records Manager, Records Coordinator, Records Specialist and four 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. In addition to the Records Division staff, there are three VIPS (Volunteers in Police Services) who volunteer weekly in Records

The Records Division is committed to providing outstanding service and to make a positive difference in citizen's lives. They uphold the highest integrity in all of their actions, work together, value each other, and together exhibit a strong will to "BE GREAT" every day.



# COMMUNITY RESOURCE & CRIME PREVENTION

The Community Relations and Crime Prevention (CRCP) Division manages multiple crime prevention programs, a variety of community outreach programs, the San Ramon Police social media platforms, and the volunteer program at the San Ramon Police Department. The primary goals of the CRCP division are to foster a strong relationship with the community and to increase community engagement with San Ramon Police outreach programs, in order to best prevent and deter crime.

The crime prevention programs include Neighborhood Watch, Crime Free Multi Housing, and Crime Free Business. The Crime Free Programs aim to create a collaborative relationship with our citizens, apartment managers, and business communities. The program is designed to help residents, owners, and managers of rental properties and businesses with crime prevention by reducing illegal activity in neighborhoods. The CRCP Division holds regular trainings and meetings to keep the programs current and active.

The Community Relations and Crime Prevention Division also focuses on charitable activities throughout the year. The Division conducts multiple Special Olympics fundraisers and supporting events to include the Polar Plunge Team and the Torch Run. We also facilitate “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 gives toys to children in need at the holidays.

The CRCP Division manages the San Ramon Police Department social media platforms. Consistent postings on Facebook, Twitter, Instagram, and direct communication with the community on Nextdoor keep our citizens aware of what is important and relevant in San Ramon. This interaction gives the public additional opportunities to engage with the police department and serve to keep citizens apprised of the many police community events managed by the Community Relations and Crime Prevention Division.

This division is also responsible for solicitor, bingo, and massage business permit management. The division is responsible for review, approval, and issuance of these permits. We strive to keep these businesses operating legitimately and perform random inspections to ensure they do so.

The San Ramon Police volunteer programs such as Volunteers in Police Services (VIPS), Police Explorers, and Police Chaplains are managed by this division. In 2019, there were 43 citizens participating in VIPS, 10 Police Chaplains, and 8 Police Explorers.

The division is looking forward to providing more opportunities for public outreach and working collaboratively with the residents of San Ramon.

## Get social with us and explore our website



[facebook.com/  
sanramonpolice](https://facebook.com/sanramonpolice)



[@sanramonpolice](https://twitter.com/sanramonpolice)



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



[sanramon.ca.gov/police](https://sanramon.ca.gov/police)

**San Ramon Police** @SanRamonPolice · Dec 31  
 As you celebrate the last day of 2019, please remember to not drink and drive... have a designated sober driver or take a ride-share!

Ending your night in jail or in the hospital is no way to start the new year!!!!



**DRIVE SOBER OR GET PULLED OVER!**

2 2 25

**POLAR PLUNGE**



**Special Olympics Northern California**

**San Ramon Police Department**  
 November 13, 2019

Come join us to learn about residential home security at our next Town Hall Meeting. This will be held on Tuesday, November 19th at 7PM at the Front Row Theater located at 17011 Bollinger Canyon Rd. We hope to see you there.

**The San Ramon Police Department invites you to a Town Hall Meeting featuring information on crime prevention & home security measures.**

**November 19th, 2019**  
**7:00pm - 8:00pm**

**Front Row Theater**  
 17011 Bollinger Canyon Rd.  
 San Ramon




**Coffee WITH A Cop**  
 October 2, 2019 from 09:00-11:00 AM  
 Starbucks @ Magnolia Square  
 2005 Crow Canyon Place

Come join us for some casual conversation or just come out to say HI! We hope to see you there.



NATIONAL Coffee with a Cop DAY

The City of San Ramon presents

Friday, October 25  
 4-6 p.m.

**Trunk or Treat**

at the San Ramon Community Center  
 12501 Alcosta Blvd.



Join us for festive goodies, games, food trucks and more!

All City departments, including Police, Fire, Parks, and Public Works will be hosting decorated vehicles and handing out goodies.

The event is free and open to all ages.

We can't wait to see your little ones in costume!

**Pizza with the Police**

Come visit with San Ramon Police  
 Wednesday, June 5th  
 5:00pm ~ 8:00pm

Located at the new Pizza Bello  
 12191 Alcosta Blvd. San Ramon



PIZZA Bello



**San Ramon Police Department**  
 December 6, 2019

Thanks to everyone who came to our toy drive event yesterday! We appreciate all the donations. Santa, Mrs. Claus, and their helpers had a great time!



38

6 Comments 3 Shares

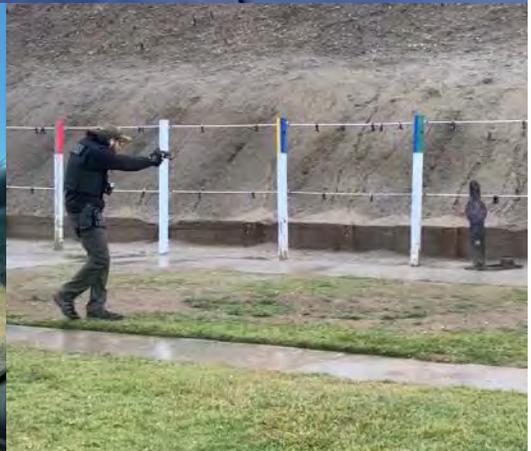


# PROFESSIONAL STANDARDS & TRAINING

The San Ramon Police Department is proud to employ highly trained and compassionate Police Officers who strive to provide top-notch service to those who live, work and visit the City of San Ramon.

Our agency's effectiveness depends on a strong relationship with the public, which emphasizes continuous trust-building through transparency. Our Officers embrace the community's support and we do not take our responsibilities lightly. While working in conjunction with those we serve, we stay abreast of our community's expectations and aim to treat each person with fairness, equality and respect. The department is dedicated to continuously assessing our tactics, training and procedures in order to remain as leaders in our industry.

The Professional Standards Division ensures that the San Ramon Police Department maintains compliance with state laws and accreditation standards, many times exceeding those standards. The Division develops department-wide policies to meet current best practices and legal guidelines, while training personnel on policy and legal matters. The division is responsible for thorough and impartial investigations into all allegations of employee misconduct and compliance with Department policies and procedures. The division also conducts in-depth reviews of each Use of Force incident.



# Training

The San Ramon Police Department not only provides but encourages professional growth and continued development of our employees. This empowers each employee with the knowledge and skills necessary to provide a professional level of service that meets the expectations 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 the 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 department's annual training exceeds POST accreditation standards and is compliant with police agency best practices as well as 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	12 Instructors
Driver Awareness	6 Instructors
Firearms	12 Instructors
First Aid/CPR	2 Instructors
Field Training Officers	7 Instructors
Less Lethal Weapons	3 Instructors
Racial Profiling	2 Instructors
Tactical Communications	3 Instructors
Conductive Energy Device	7 Instructors
Regional SWAT Team	10 Members
Crisis Negotiators (CNT)	3 Members

In 2019, the San Ramon Police Department provided approximately 16,247 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 up-to-date on laws and best practices. During 2019, the Policy Manual was updated twice, and personnel was informed of these modifications.

# INVESTIGATIONS

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

A Lieutenant oversees the Investigations and Community Resource and Crime Prevention units. The Investigations Unit is supervised by a sergeant responsible for assigning cases and handling day-to-day operations. There are seven detectives with one working primarily as a forensic examiner.

The unit participates in investigative activities including: conducting surveillance, serving arrest and search warrants, probation and parole searches. Detectives are also responsible for monitoring and registering habitual offenders.

INVESTIGATIONS	2017	2018	2019
Cases Assigned to Detectives	1,232	1,124	1,360
Felony Investigations	677	667	800
Misdemeanor Investigations	471	457	463
Missing Adult/Juvenile	84	82	97
Search Warrants	43	56	55
Parole/Probation Searches	8	2	2
Value of Recovered Property	\$691,366	\$1,035,557	\$915,204

Detectives are selected based on experience, work ethic and the ability to conduct in-depth criminal investigations. They investigate complex and demanding cases, which could take months, even years, to fully investigate.

## A FEW NOTABLE CASES FROM 2019:

- Detectives investigated a residential burglary where two suspects were seen on surveillance and neighbors witnessed them fleeing in a Hyundai. A patrol officer recalled seeing the vehicle and suspects at a Chevron earlier that morning. Video from Chevron showed the suspects who were eventually identified with the help of another agency. The vehicle was recently sold from a San Jose dealership and had a GPS tracking device. Investigators located the vehicle in Livermore and arrested one suspect. The suspect's girlfriend was also in the vehicle wearing stolen jewelry. A search warrant was conducted at the suspect's Oakland residence where additional stolen property was discovered from San Ramon, Fremont and Alameda including three firearms and extended magazines. Both suspects are awaiting trial.
- Detectives followed up on a vandal who spray painted numerous businesses in the Crow Canyon Commons shopping center with racist graffiti. An ATM captured video of the suspect. The images were posted to social media and tips identifying the suspect came pouring in. Comparing his photos to the ATM images, detectives confirmed the subject's identity. A search warrant was conducted at his residence and items associated with the crimes were located. The suspect was arrested and booked at county jail.
- Detectives investigating a series of auto burglaries at the City Center located the suspect on surveillance. The man, with a distinct haircut and thick glasses, was seen breaking into multiple vehicles over two days. The suspect left the area in a rental car and detectives obtained information on the renter. The suspect was eventually identified by cross referencing multiple law enforcement data bases as the adult son of the vehicle lessee. Previous booking photos also showed the suspect with same distinct haircut and thick glasses. A warrant was issued and the suspect was eventually arrested. Turned out he was associated to multiple commercial and auto burglaries throughout the Bay Area, totaling an excess of \$50,000 in stolen property. He remains in jail awaiting trial.

# PROPERTY & EVIDENCE

The Property and Evidence Division currently stores more than 15,000 items classified as evidence, safekeeping or found property collected by the San Ramon Police Department. The division is staffed by an Evidence Coordinator and an Evidence Technician who must follow specific guidelines based on several federal, state and local statutes to be in compliance with the law and industry best practices in the retention, storage and release or disposal of property and evidence.

Property and Evidence responsibilities include:

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

The Evidence Coordinator and Technician are responsible for logging and maintaining all property received on a case until there is final court adjudication. There are various requirements concerning the storage and disposal of property. These laws specify the amount of time an item must be retained by law enforcement and the process of required notifications.

Property and Evidence staff receives all property taken into the department's custody including, but not limited to, cash, jewelry, guns and various weapons, narcotics, vehicles, bikes, blood samples, urine samples and other evidence related to assaults, robberies, thefts, homicides and other crimes.

The division has constant checks and balances including audits, inventories, safety inspections and random spot checks performed throughout the year to assure all policies and best practices are being followed.



# CITIZENS POLICE ACADEMY

The Citizens Police Academy is a 14-week course offered at no cost to San Ramon citizens and those who work in San Ramon. The Academy is taught by San Ramon Police officers, detectives, and other department personnel, who focus on explaining the intricacies of the peace officer profession. The course is instructed via lecture, classroom demonstrations, scenario based exercises, and a variety of hands-on experiences. The Citizens Police Academy provides a detailed, inside look at police work and how the community-oriented San Ramon Police Department functions.

A variety of interesting law enforcement related topics are covered during the course to include criminal law, investigations, use of force issues, narcotics, K-9s, crime scene processing, DUI/traffic functions, dispatch, SWAT, and equipment used by officers. Academy participants also have the opportunity to attend multiple fieldtrips to include outings to the:

- Martinez Detention Facility (County Jail)
- Marsh Creek Shooting Range
- Emergency Vehicle Operation Course/Force Options Simulator at the Buchanan Airport

During these fieldtrips, participants personally experience the dynamic nature of law enforcement and the current challenges police officers face.

At the completion of the course, each participant is invited to bring family to a graduation ceremony celebrating and commemorating the Citizens Police Academy experience.

In 2019, the San Ramon Police Department held two Citizens Police Academy programs, with over 50 citizens participating. The community members who attended the Citizens Police Academy gained a better understanding of the operations of the San Ramon Police Department, and concurrently, the San Ramon Police Department learned more about the concerns of our community. The Citizens Police Academy creates stronger police-community relations and we are proud to continue to provide this program to our citizens and to those who work in San Ramon.



# 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 approach to each learning block 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 access to 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.



# PEER SUPPORT

The San Ramon Police Department Peer Support team is a group of dedicated and caring people including police officers, professional staff and a chaplain whose sole interest is the welfare and wellbeing of all employees.

The members of the Peer Support Team are available 24/7 and are there to help officers and other staff better manage symptoms of stress resulting from a personal or professional crisis.

After a particularly difficult or traumatic call, the team can also mobilize to conduct a diffusion or Critical Incident Stress Management debriefing to ensure the health and well being off all parties involved.

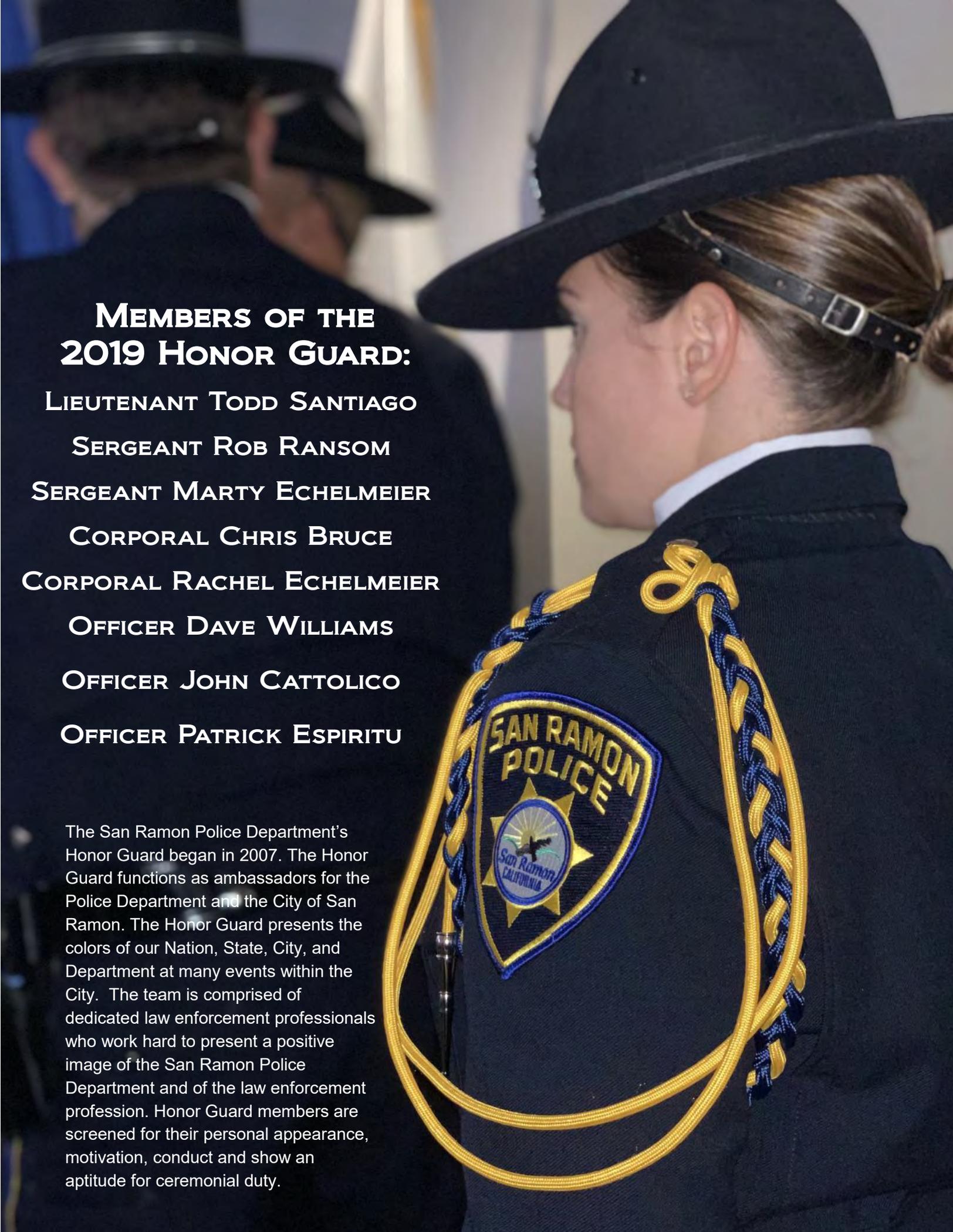
The Peer Support Team has clinical support provided by the Psychological Services Group led by Beth Dansie. The Psychological Services Group has decades of clinical experience with the unique stresses and trauma associated with working in law enforcement.

The San Ramon Police Peer Support Team: includes

Rob Ransom  
Bobby Hartman  
Becky Chestnut  
Sophia Wrangham  
John Cranford  
Leysy Pelayo  
Mark Holland  
Todd Feinberg  
Kelli Bryson  
Nick Vleisides



Courtesy of DanSun Photo Art, used with permission.



## **MEMBERS OF THE 2019 HONOR GUARD:**

**LIEUTENANT TODD SANTIAGO**

**SERGEANT ROB RANSOM**

**SERGEANT MARTY ECHELMEIER**

**CORPORAL CHRIS BRUCE**

**CORPORAL RACHEL ECHELMEIER**

**OFFICER DAVE WILLIAMS**

**OFFICER JOHN CATTOLICO**

**OFFICER PATRICK ESPIRITU**

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 team is comprised of dedicated law enforcement professionals who work hard to present a positive image of the San Ramon Police Department and of the law enforcement profession. Honor Guard members are screened for their personal appearance, motivation, conduct and show an aptitude for ceremonial duty.

# CHAPLAINS

The Chaplains of the San Ramon Police Department are a valuable resource to community members, police officers and department personnel. Chaplains are on call to be utilized by officers in the community when a critical incident has occurred and there has been a tragic or sudden loss. They 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 police 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 is built upon relationship building while encompassing the emotional and spiritual needs of people under duress.

Our chaplain team serves both the nearly 70 officers and personnel of the San Ramon Police Department and over 150 firefighters and personnel of the San Ramon Valley Fire Protection District. Our Chaplain Coordinator, Nick Vleisides, has served as a chaplain for over 20 years for multiple fire and law enforcement agencies. If you have any questions please contact Nick at [nvleisides@sanramon.ca.gov](mailto:nvleisides@sanramon.ca.gov)

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

- Riding along with officers on routine patrol on various shifts.
- Attending lineups and debriefings.
- Accompanying a police officer to assist with death notifications.
- Working with police officers to assist in any kind of crisis situation 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.
- Invocations at special occasions such as recruit graduations, award ceremonies and dedications of buildings, etc.
- Assisting the Police Department in the performance of appropriate ceremonial functions.
- Providing practical assistance to victims and their families.

Assisting with specialized teams (Crisis Response, Critical Incident Stress Management, Peer Support, Hostage Negotiation, SWAT, etc.) given the appropriate, specialized training.



# VOLUNTEERS

The Volunteers in Police Services (VIPS) consists of citizens who contribute their time and talents to the San Ramon Police Department and to our community. Volunteers support and supplement police department services, in non-hazardous duties, to free up police officers and staff to perform other duties and tasks critical for public safety. In 2019, there were 43 active volunteers assisting the San Ramon Police Department.

Some of the tasks undertaken by VIPS members include the following:

- Collecting emergency contact information from local business owners to be entered into the Dispatch Center's computer system.
- Helping in the front office at the police department with administrative work, answering phones, and fingerprinting.
- Working with the police officers, detectives, and other department personnel.
- Helping with the Neighborhood Watch program, tours of the Police Department, and the Citizens Police Academy.
- Serving as translators in various languages.
- Assisting at special events, such as the Art & Wind Festival, the Run for Education, Bah Humbug Run, National Night Out, K-9 Demonstrations, toy and food drives, graduation activities at our high schools and Coffee with the Cops.
- Vehicle deployment and fleet assistance.
- Crime prevention operations, such as the "If I Were a Thief" program and Town Hall Community Meetings.

In order to be accepted into the VIPS Program, each volunteer must attend the 14 week Citizens Police Academy, ensuring they have a basic understanding of police work. Volunteers are also required to pass a background check.

In 2019, our volunteers worked more than 4,000 hours. Gisselle Kling was selected as the San Ramon Police Department Volunteer of the Year for her outstanding dedication and contribution!

The volunteers are a valuable resource daily for the San Ramon Police Department.



# SAN RAMON VALLEY 911

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 Academies 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 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 Officer Standards and Training (POST) guidelines for Public Safety Dispatchers and adhere to all 9-1-1 State of California 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 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. 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. In March 2018, the Communications Center added Text-to-911, allowing citizens located in the City of San Ramon to send a text message to reach 9-1-1 Communications Center personnel from their smartphones or devices.

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.

Communications Center personnel receive enhanced location information from a caller's smartphone by leveraging RapidSOS technology. When a citizen calls 911, location information from the caller's smartphone is sent to the RapidSOS Clearinghouse and is seamlessly delivered to the Dispatcher's screen via a RapidSOS software integration. The technology provides faster, more effective responses to the citizens in the community by providing the most accurate location information available.



# QUALITY ASSURANCE

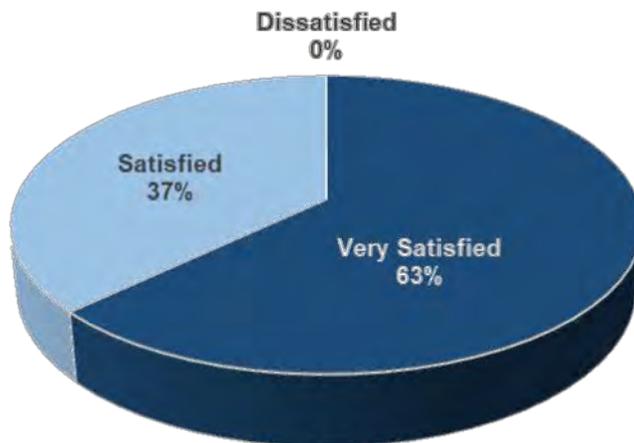
Supervisors within the San Ramon Police Department periodically initiated contact with citizens who had interactions with our employees. The contact was made by the supervisors no less than two times per month, per employee and is conducted on a random basis.

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 2019, San Ramon Police Department supervisors completed 475 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.

## 2019 QUALITY ASSURANCE SURVEY



### What the community had to say:

- “The cop was fair and cool with me.” - Subject arrested on a warrant.
- “Officer Benjamson was great. We could not have asked for more under the circumstances.” - In response to a welfare check.
- “I wish I was treated this well by all police officers.” Shoplifting suspect.
- “Officer Medina was great!” - Reporting party.
- A potential fraud victim said she “couldn’t be happier with Officer Goyich,” and his willingness to help.
- “They (the officers) did a great job and the follow up was great.” - Victim of a vehicle burglary.
- Officer Ryan was very genuine and really cared about my feelings.” - Victim of a vehicle burglary.

## 2019 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 475 surveys collected, 63 percent (299) responded that they were very satisfied; 37 percent (176) responded they were satisfied and no one responded they were unsatisfied.

# WHY I WEAR THE BADGE



“I became a police officer to serve the community and protect and serve those who cannot protect themselves.”  
— **Corporal Rachel Echelmeier #61**



“I wear the badge because I want to try and make a difference. To help people in need, and protect them from criminals.”  
— **Detective Marty Ryan #64**



“I became a police officer because I didn’t want to work somewhere that I did the same thing every day. I also knew I wanted to work in a profession where I could make a difference in our community. Often times I talk to people who are having the worst day of their life. I take pride knowing by the time I leave a call, I hopefully made someone’s day a little better.”  
— **Officer Demetri Tyrovolas #84**

# ROLL CALL

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

**We are not a team because we work together. We are a team because we respect, trust and care for each other. — Vala Afshar**

# 2019 SERVICE AWARDS



**SUPERVISOR OF THE YEAR**  
**Rob Ransom**



**OFFICER OF THE YEAR**  
**Matt Malone**



**EMPLOYEE OF THE YEAR**  
**Bani Kollo**



**VOLUNTEER OF THE YEAR**  
**Giselle Kling**



**DISPATCHER OF THE YEAR**  
**Angie Calcagno**

# 2019 RETIREES

**OFFICER ROB STEAVESON**



Officer Steaveson retired in May after 30 years in law enforcement.

**LIEUTENANT MIKE BOEHRER**



Lt. Boehrer retired in June after 29 years of service in law enforcement.

**SERGEANT STEVE FAJARDO**



Sgt. Fajardo retired in July after a 28 year career in law enforcement.

**LIEUTENANT TERENCE REEDER**



Lt. Reeder retired in November after 28 years of service in law enforcement.

**Thank you for your dedication & service!**

# ACKNOWLEDGEMENTS

We would like to thank the following for their support:

## OUR COMMUNITY

**CITY MANAGER JOE GORTON**

**MAYOR Bill Clarkson**

**VICE MAYOR Sabina Zafar**

**COUNCILMEMBER Dave Hudson**

**COUNCILMEMBER Phil O'Loane**

**COUNCILMEMBER Scott Perkins**





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