



# **SAN RAMON POLICE DEPARTMENT**

## **2020 ANNUAL REPORT**







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# MESSAGE FROM THE CHIEF



Once again it's my privilege to present the San Ramon Police Department's annual report. 2020 was a year like no other that brought with it many challenges. We managed our way through a worldwide pandemic. The many incidents of protests and civil unrest have impacted every law enforcement agency across the country. There is a tremendous emphasis on law enforcement to explore ways of improving our delivery of service, as well as exploring additional response options relating to those experiencing mental crisis and homelessness. I can assure you that the San Ramon Police Department, as a progressive police department, is always evaluating how we can improve and better serve our community. One of the highlights of the past year is the amount of support we have received from our amazing San Ramon community. In what was the most challenging of years, I can't tell you how much it meant to our staff to hear the continual words of support from our residents.

While 2020 certainly brought its share of challenges, we also experienced some significant accomplishments. We installed a comprehensive camera system throughout the city. These cameras serve as an excellent investigative tool to identify and prosecute those who are committing crimes in our community. We expanded our drone program which was established in 2019. We have added additional drones as well as drone operators. The drones have been utilized on numerous occasions to include, searches for missing persons, searches for criminal suspects, aiding our SWAT Team in tactical deployments, and assisting in the recreation of crime and vehicle accident scenes. SRPD is continually analyzing new equipment and technologies that will help us improve our delivery of service.

2021 will be an exciting year for the San Ramon Police Department as we continue to strengthen and expand our partnership with the San Ramon Valley Fire Protection District. We will be establishing a joint public safety complex that will house the police department as well as the Administrative offices for the fire district. We will also be building a brand new, state of the art Dispatch Center and Emergency Operations Center on the site. The joint public safety complex will effectively serve our community for many years to come.

San Ramon continues to be one of the safest cities in the country. For the second year in a row, *Safewise* selected San Ramon as the safest city in California to raise a child and the ninth safest in the entire country. We also saw a significant decline in our Part 1 crimes in 2020 as compared to 2019.

In closing, I would once again like to thank our amazing community. It is truly our honor to serve the City of San Ramon. I would also like to give a special thanks to the dedicated women and men serving for the San Ramon Police Department. They have continued to serve with a sense of duty and professionalism, even in the most challenging of times. 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 Police Department employs 88 full-time employees, including 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 our community's level of services. These volunteers include citizen volunteers, Police Chaplains, and Police Explorers.

The San Ramon Police Department's goal is to deliver a high service level to our residents and visitors. We focus heavily on 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 reason why San Ramon is such a remarkable city.

We continually strive to explore new technologies, processes, and procedures to further enhance our service delivery. We work very closely with several surrounding public safety agencies, resulting in many essential 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**



**\$25,081,370**

**ANNUAL  
BUDGET**

## SRPD RECRUITING

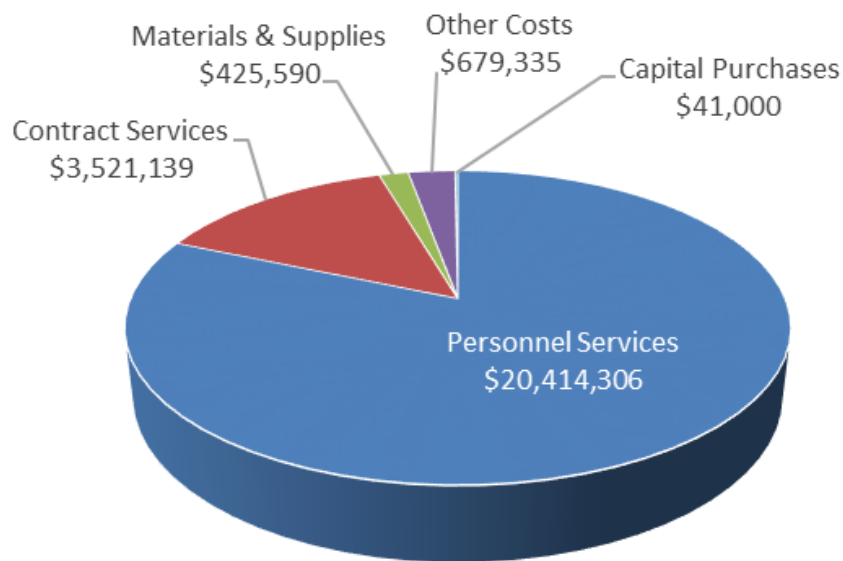
The San Ramon Police Department is looking for the best and brightest to join our team. New hires will receive the tools and training necessary to achieve their goals as a law enforcement professional along with job satisfaction, teamwork, opportunities for growth and an excellent salary.

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





## 2020 Budget Breakdown



- Personnel Services \$20,414,306
- Contract Services \$3,521,139
- Materials & Supplies \$425,590
- Other Costs \$679,335
- Capital Purchases \$41,000

## 2020

### Quick Facts

**Chief: 1**

**Captains: 2**

**Lieutenants: 5**

**Sergeants: 10**

**Corporals: 9**

**Detectives: 5**

**Patrol Officers: 30**

**Traffic Officers: 4**

**K-9 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, Unmanned Aerial System (UAS) Team and the Office of Emergency Preparedness. These Divisions make up the largest portion of the police department with a total of 45 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 TAMI WILLIAMS** is the Operations Division Commander responsible for the management of the Traffic and Youth Services Divisions, K-9 Unit, Fleet Services 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.



**LIEUTENANT JASON BARNES** is the weekday Patrol Division Commander in charge of patrol operations and works Monday through Thursday. 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 weekday 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. Through transparency, we hope to have citizens realize how much we rely on them for reporting issues and being on the front line of problem solving.



**LIEUTENANT NATE JONES** 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. 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.







# PATROL

The Patrol Division is the largest division within the San Ramon Police Department. The men and women of this division perform the most visible and recognized functions of the 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.

Patrol is comprised of uniformed officers in Patrol, Traffic and K-9s. The Patrol Division consists of five 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 one 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 is managed by two Lieutenants serving as Watch Commanders.

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

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.

As you are all aware, 2020 has been a difficult time for everyone. Throughout, the Patrol Division has maintained staffing, response times, and provided police services at the highest possible level. Officers continue to respond to calls for service and conduct proactive enforcement while adhering to ever-changing public health orders.





# CITYWIDE CAMERA PROGRAM

In April 2020, the San Ramon City Council authorized the implementation of a citywide camera plan to help maintain a safe and secure environment for the community. Once completed, this plan will utilize both automated license plate reader (ALPR) cameras and situational awareness cameras.

The first phase of camera installation began in mid-August with the placement of 35 ALPR cameras at strategic locations throughout the city. Once these were operational, police personnel began receiving real-time alerts when the cameras detected vehicles that were reported stolen, displayed stolen license plates or were involved in felonious or violent activity. In addition, San Ramon detectives found the cameras were instrumental in developing investigative leads after criminal activity was reported.

In the first four months of deployment, ALPR cameras were instrumental in solving more than 30 cases. These cases included the recovery of occupied stolen vehicles, identifying suspects in numerous theft related cases, identification of a bank robbery suspect as well as the arrests of previously identified suspects responsible for thefts/burglaries. Officers recovered over \$40,000 in property in these cases.

At completion, the citywide camera program will consist of 45 ALPR cameras and 42 situational awareness cameras installed throughout the city.

Additionally, the ALPR cameras allow for excellent partnerships with other local law enforcement agencies and homeowner's associations (HOA's) because of the shared information they are capable of providing. The same ALPR cameras are in use by the Danville and Livermore police departments, as well as numerous other Bay Area agencies, which allows for seamless data sharing with the ultimate goal of property and quality of life preservation. If you would like to know more about this system, please contact Captain Cary Goldberg via email at [cgoldberg@sanramon.ca.gov](mailto:cgoldberg@sanramon.ca.gov).

# 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 UAS policy.

We currently have six UAS systems and seven Officers trained and certified as unmanned aircraft pilots (Part 107) by the Federal Aviation Administration (FAA). 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.

During this past year, the members of the UAS Team flew well over a dozen missions related to burglary investigations, missing persons, search warrants, suspicious circumstances, SWAT operations and homicide investigations. The pilots on the team participate in monthly training with teams from other local law enforcement agencies, honing their skills related to nighttime flights, flying indoors, thermal imaging, grid searches and overall flight proficiency.

# TRAFFIC



The San Ramon Police Traffic Division consists of a Sergeant, a Corporal and four officers. 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 primary mission of the Traffic Unit is to increase traffic safety in the community. This is achieved through Education, Engineering, and Enforcement. The unit prides itself on professionalism, creativeness, expertise, and hard work while balancing efforts equally between traffic safety education and enforcement. The Traffic Unit has built an excellent working relationship with the City of San Ramon Traffic Engineering Department by regularly communicating safety issues.

The Traffic Unit worked diligently on the primary goal of reducing traffic collisions in San Ramon in an effort to reduce injuries and deaths. The unit spent a significant amount of time conducting traffic enforcements at known problem areas.

The division also applied for and received a \$42,500 grant for 2020/2021 from the Office of Traffic Safety, which will be used for special enforcements and the purchase of new 3D mapping equipment and software.

## Regional Major Accident Investigations Team

The San Ramon Police Department is part of the Regional Major Accident Investigation Team (MAIT), 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.

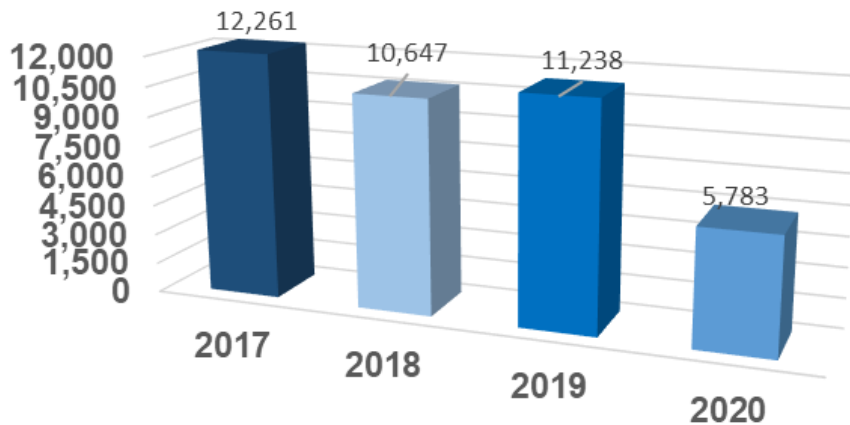




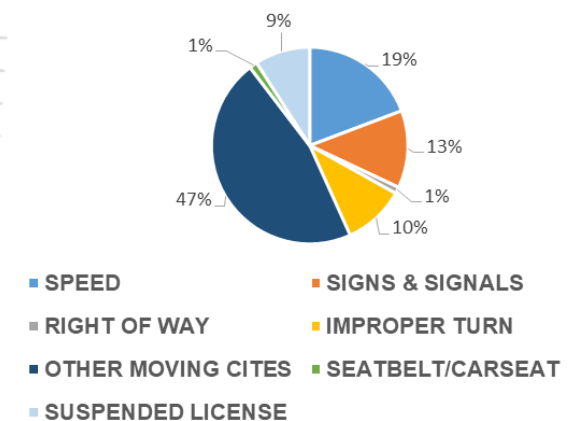


# TRAFFIC ENFORCEMENT STATS

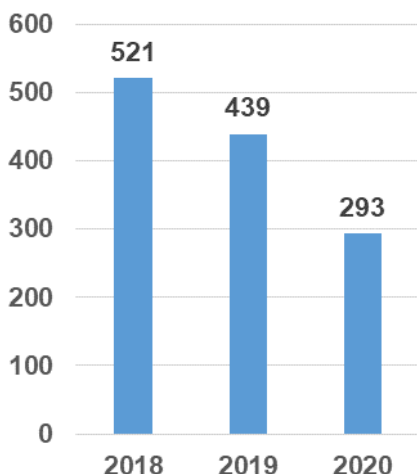
## TRAFFIC STOPS BY YEAR (2017-2020)



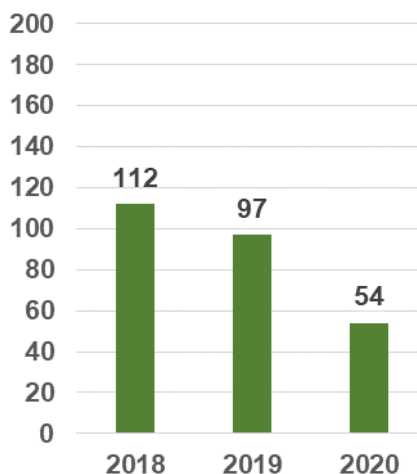
## MOVING VIOLATIONS IN 2020



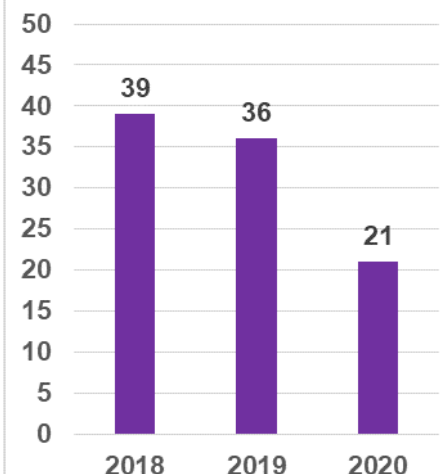
## CRASHES BY YEAR



## DUI ARRESTS BY YEAR



## DUI CRASHES BY YEAR



# K-9 UNIT

San Ramon Police's K-9 Unit has been in operation since San Ramon established its police department in 2007. The K-9 handlers and dogs must pass strict annual POST certification standards. During this past year, the SRPD K-9 unit transitioned to a new training partner in D-Tac K9.

Our canines are well trained when selected, and a great deal of training continues for the dog's working life. Our trainers and officers take great pride in being up to date on the latest trends and tactics. The handlers and canines are trained in detection, tracking and trailing, obedience, safety procedures and K-9 First Aid, among other tactics and skills. The training consists of numerous different situations and scenarios they might encounter while on patrol. The canines must obey their handlers without hesitation and be able to work under the most stressful situations.

The department's K-9 unit serves an invaluable role in assisting the agency during many circumstances, including but not limited to patrol, investigations and SWAT operations. The canine's superior sense of smell, hearing, and potential aggressiveness is a beneficial supplement to law enforcement human resources. Based on our canines' abilities, 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 safely.

Law enforcement trained canines are very useful in high-risk situations such as foot chases where the dogs' speed and tracking ability are advantageous. However, law enforcement canines can also search for lost children or missing persons, locate discarded articles, and detect the odor of narcotics.

The canines live with the handler's family; however, 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 look forward to public demonstrations at schools, local civic groups, the Citizen and Youth Academies, and public education programs. However, the COVID pandemic has limited our ability to showcase their abilities this past year.







## **OFFICER ABE MEDINA & SENNA**

Officer Abe Medina is partnered with K-9 Senna, an 11-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.

Senna is set to retire, along with Officer Medina, in 2021.



## **OFFICER DEMETRI TYROVOLAS & EGON**

Officer Tyrovolas was partnered with K-9 Egon in March 2019. Egon is a 3.5 year old Belgian Malinois who was imported from Germany and his commands are in German.

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



## **OFFICER JOHN CATTOLICO & DEXTER**

Officer Cattolico is partnered with K-9 Dexter, a 4-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 he 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 and competitions. Due to COVID restrictions, all of these training opportunities and competitions were cancelled during 2020.

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, safety concerns, and to add positive mentorship to our community's youth. The SRO program is comprised of three officers. Officer Ray Hamilton is assigned to Dougherty Valley High School and Officer Abbas Husain is assigned to California High School. The unit is supervised by Corporal Jeff Kim, who is assigned to Pine Valley Middle School, Iron Horse Middle School, Windemere Middle School, and Gale Ranch Middle School.

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, internet 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. This is a program which emphasizes the dangers of driving under the influence.
- Coordinate and implement Secure Campus/ Active Shooter drills.
- Collaborate 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 unlawful behaviors are not acceptable.

Due to the COVID pandemic and District-wide remote learning, the SRO's are currently assigned to the Patrol Division. Once students and staff return to in-person learning, the SRO's will be re-assigned to their respective schools.



# 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.

Once in-person learning resumes, officers will return to visiting campuses.



# 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.





# 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 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.

Although the Explorer program has been on hold due to COVID, we are looking forward to hopefully getting back in late spring or summer 2021!

# 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 all 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 26 years of Law Enforcement experience, several of which had a specialty vehicle fleet component. Fleet Services Technician Kevin Albert has over 24 years of experience as a Master Technician including extensive experience maintaining Public Safety vehicles.

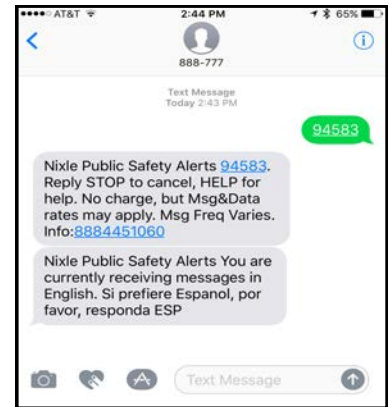


# EMERGENCY PREPAREDNESS

As residents of the San Ramon Valley, we're surrounded by the natural beauty and tranquility of 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 chose to build our housing, has helped create threatening circumstances for many. This Urban Area Interface has inherent dangers, including those from wildfires and local stream flooding. Again this year our electrical supplier invoked a Public Safety Policy of planned electrical de-energization events when threatening wildfire conditions were present. In recent years these events resulted in certain areas of our city being without electrical power for days. There was an undesirable effect on some of our general and vulnerable populations as well as some businesses.



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 along with many other local agencies to ensure we're 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



Happy St. Patrick's Day

From K9 Senna

K-9

EMERGENCY  
911



# POLICE ACTIVITY

## A SAMPLE OF CALLS FROM 2020

ALARMS	2,268
ARMED ROBBERY	6
ASSAULT W/ A DEADLY WEAPON	6
BATTERY	74
BURGLARIES	243
CITY ORDINANCE VIOLATION	181
CIVIL STANDBY	88
DISTURBANCE MUSIC / PARTY	274
DOMESTIC DISTURBANCES	117
DRUG VIOLATIONS	66
DRUNK IN PUBLIC	3
DUI	103
FOUND PROPERTY	197
FRAUD	207
GRAND THEFT	148
HAILED BY A CITIZEN	193
HIT AND RUN	147
IDENTITY THEFT	106
LOST PROPERTY	81
MISSING ADULT	40
MISSING JUVENILE	17
OUTSIDE AGENCY ASSIST	293
PARKING COMPLAINT	626
PATROL CHECKS	3,947
PETTY THEFT	564
RAPE	8
RECKLESS DRIVING	418
RUNAWAY JUVENILE	62
SERVICE TO CITIZEN	1,732
STOLEN VEHICLE	82
STOLEN VEHICLE RECOVERY	25
SUBJECT STOP	216
SUSPICIOUS CIRCUMSTANCE	844
SUSPICIOUS SUBJECT	642
SUSPICIOUS VEHICLE	1,634
TRAFFIC ACCIDENT	439
TRAFFIC HAZARD	395
VANDALISM	201
WARRANT ARREST	46
WELFARE CHECK	902

## 2020 CALLS FOR SERVICE:

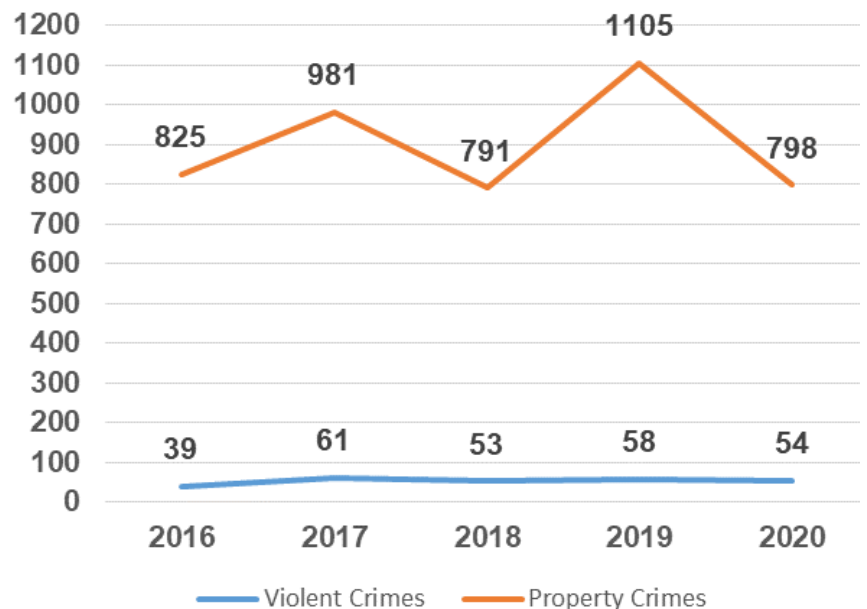
# 70,521

DISPATCHED CALLS:	23,316
SELF INITIATED CALLS:	47,205
TRAFFIC STOPS:	5,783
REPORTS TAKEN:	2,907
CITATION VIOLATIONS:	2,168
ARRESTS:	500

## CALLS FOR SERVICE BY YEAR



## VIOLENT VS. PROPERTY CRIMES

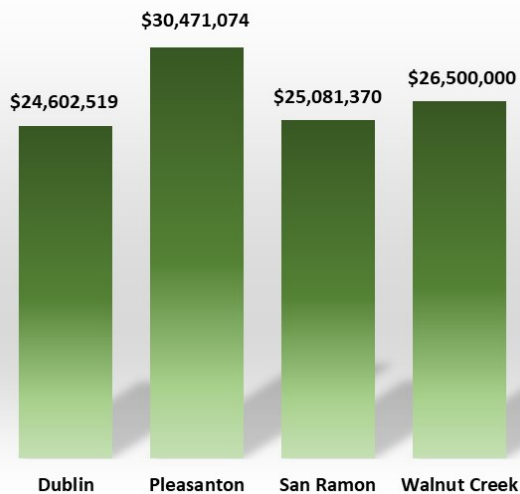




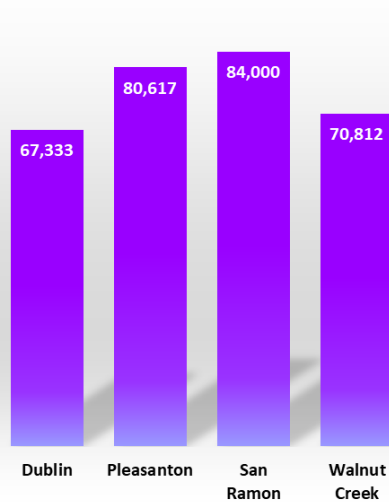
# STATISTICS

2020 Part 1 Crimes	Dublin	Pleasanton	San Ramon	Walnut Creek
<b>Murder</b>	2	1	0	0
<b>Rape</b>	12	11	11	3
<b>Robbery</b>	32	40	22	27
<b>Aggravated Assault</b>	53	42	21	60
<b>Burglary</b>	80	162	103	264
<b>Larceny/Theft *including auto burgs</b>	545	941	636	1,581
<b>Motor Vehicle Theft</b>	101	90	56	216
<b>Arson</b>	4	2	3	3
<b>Total Offenses</b>	<b>829</b>	<b>1,292</b>	<b>852</b>	<b>2,154</b>

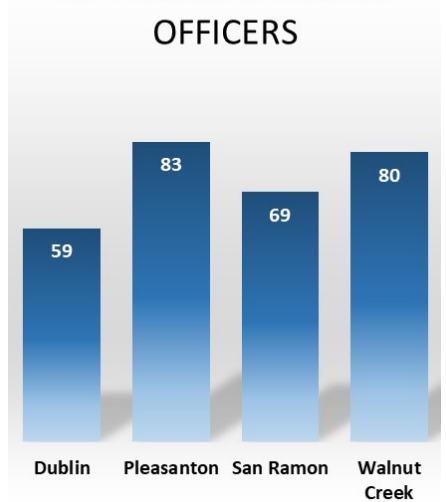
2020-21 POLICE BUDGETS



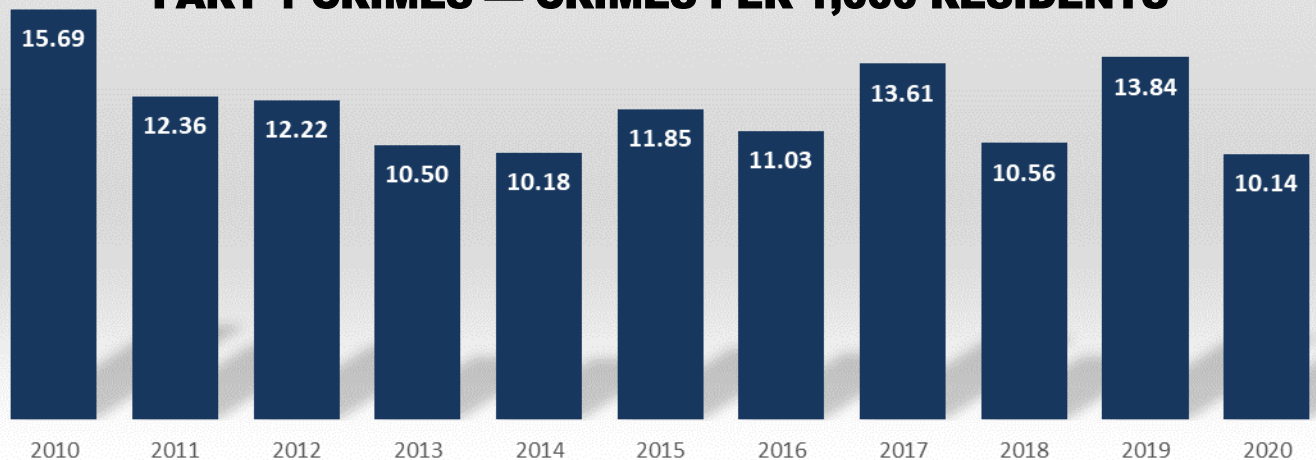
POPULATION



AUTHORIZED SWORN OFFICERS



**PART 1 CRIMES — CRIMES PER 1,000 RESIDENTS**



# 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 and a Master's Degree in Emergency Services Administration. He is a graduate of the California Commission on Peace Officer Standards and Training (POST) Command College and serves on both the California Police Chief's Technology Committee and Officer Wellness and Resiliency Committee.

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 San Ramon Police Department's five core values remain the guiding point of all personnel within this Bureau. Through Service, Responsiveness, Integrity, Safety and Professionalism, the San Ramon Police Department's Support Services Bureau employees 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 HOLLIS TONG** is the Professional Standards Division Commander. The purpose of this division is multi-faceted. Most importantly, it ensures we are achieving the highest standards, service levels and professionalism possible. The Professional Standards Division helps the Department to consistently achieve a high level of excellence through its responsibilities of Training, Policy, Hiring, and Administrative Investigations of allegations of employee misconduct or non-compliance with Department policies and procedures. Lt. Tong began his law enforcement career in 1998 and has been with the San Ramon Police Department since its formation in 2007. Lt. Tong has held several positions during his career, including Patrol, Detective, School Resource Officer, Corporal, Sergeant and Weekday/Weekend Patrol Division Commander. He has a Bachelor of Science degree in Business Administration, is a graduate of the POST Sherman Block Supervisory Leadership Institute program and the FBI National Academy.



**RECORDS & EVIDENCE MANAGER JESSICA SIMONDS** is responsible for ensuring the agency is 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.





 **San Ramon Police Department**  
November 25, 2020 · 🌐

Our swing shift team has been busy this week! Yesterday afternoon they received a FLOCK camera notification of a wanted suspect who just entered our city. Our vigilant swing shift Sergeant located the vehicle and the driver decided he didn't want to go back to jail. So the chase was on! Our officers pursued the suspect into Danville where he decided to give up and was taken into custody with the assistance of our friends at Danville PD. Back to county jail!

#sanramonpd  
#FL... See More





# 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, forecasting revenues, 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 2020-21 is \$25 million with personnel expenses accounting for 81 percent of the annual budget. Contract, maintenance, and operational expenses make up 18 percent of the budget. Capital outlay expenses are large, one-time expenditures for items such as technology and equipment and are an estimated 1 percent of the annual budget.

Although the Department was faced with budgetary challenges related to the pandemic, the focus and priorities were shifted to maintain essential and critical services to the community.

# \$50,723

## GRANT MONEY AWARDED IN 2020



### CALIFORNIA OFFICE OF TRAFFIC SAFETY GRANT - \$42,500

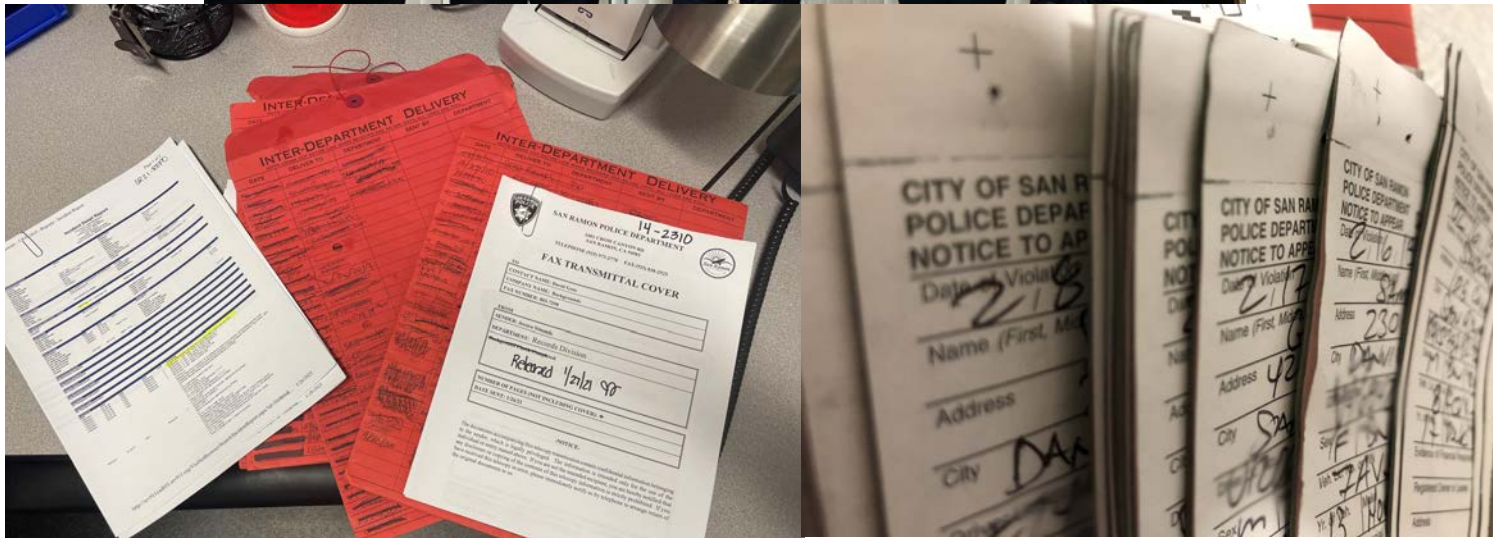
This grant was applied for and awarded to San Ramon for the 2020-21 fiscal year. It will be used for special enforcements operations such as impaired and distracted driving, seat belt and speeding enforcement. The Traffic Unit is also planning to use some of the funds to purchase new 3D mapping equipment and software.



### BULLET PROOF VEST PARTNERSHIP PROGRAM - \$8,223

The Bulletproof Vest Partnership (BVP) Program, administered by the Bureau of Justice Assistance, allows agencies to apply for funding to reimburse the cost of "uniquely fitted vests." These are 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.





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 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. For half of 2020, in addition to the Records Division staff, there were three VIPS (Volunteers in Police Services) who volunteered weekly in Records. The division's staff looks forward to having them return soon.

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

# COMMUNITY RESOURCE & CRIME PREVENTION

The Community Relations and Crime Prevention (CRCP) unit manages multiple crime prevention and community outreach programs, as well as the San Ramon Police social media platforms and the volunteer program. The primary goals of the CRCP unit 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 unit holds regular trainings and meetings to keep the programs current and active.

The Community Relations and Crime Prevention unit also focuses on charitable activities throughout the year. The unit conducts Special Olympics fundraisers such as the Torch Run. We also facilitate “Stuff the Cruiser” events throughout the year to help the disadvantaged of 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 unit manages the San Ramon Police Department social media platforms. Consistent postings on Facebook, Twitter, Instagram and 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 serves to keep citizens apprised of the many police community events managed by the Community Relations and Crime Prevention unit.

This unit is also responsible for solicitor, bingo, and massage business permit management. The unit is responsible for review, approval and issuance of these permits. We perform random inspections to help business owners comply with operating regulations.

The San Ramon Police volunteer programs such as Volunteers in Police Services (VIPS), Police Explorers and Police Chaplains are managed by the CRCP. In 2020, there were 41 citizens participating in VIPS, 8 Police Chaplains and 14 Police Explorers.

## Get social with us and explore our website



facebook.com/  
sanramonpolice



@sanramonpolice



@sanramonpolice



sanramon.ca.gov/police





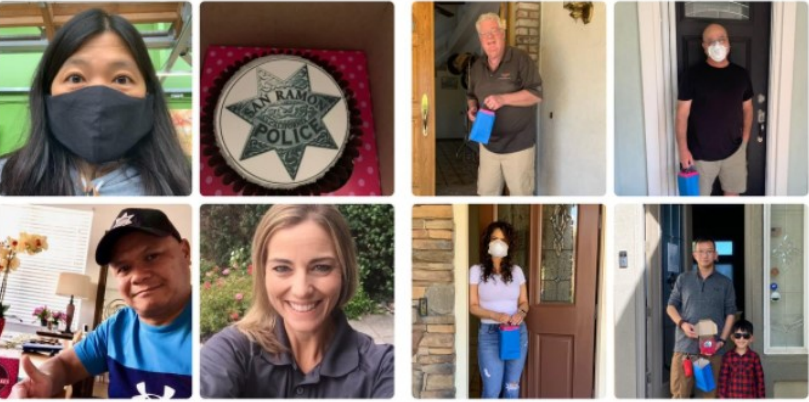
If I were a thief... you would be a victim!" This afternoon our Community Relations Crime Prevention Unit was out in full force distributing flyers on potential victim vehicles in one of our busy shopping centers. While many people passed we were shocked to see the amount of valuables left in plain view inside of cars. Remember an item hidden under a jacket is not hidden. Don't be a target, remove all valuables from your car. If you must carry valuables secure the... See More



**STUFF THE CRUISER**  
FOOD DRIVE FOR THE  
**FOOD BANK**  
of Contra Costa & Solano  
Wednesday, August 26<sup>th</sup>, 2020  
10am - 4pm  
2505 San Ramon Valley Blvd., San Ramon  
**SAFEWAY**  
To donate online:  
<https://give.foodbankccs.org/undralser/2844754>

**VEHICLE  
CRIMES  
DOORS  
LOCKED?  
VALUABLES  
REMOVED?**  
SAN RAMON POLICE DEPARTMENT  
Working with you to create a  
**CRIME FREE COMMUNITY**  
925-973-2779

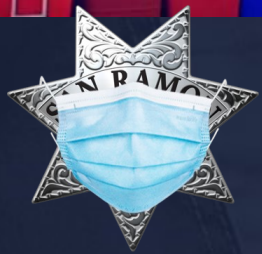
San Ramon Police Department  
April 23, 2020  
This week is National Volunteer Appreciation Week! We want to recognize our Volunteers in Police Services (VIPS) and Explorers. They are a group of amazing people who volunteer their time to help our department and community. We couldn't let this week go by without saying from a distance and delivering a small to each of them! We seeing the smiles (and masks) on their faces. Th... See More



San Ramon Police Department  
December 11, 2020  
We take thefts in your neighborhood seriously! Like in this case, we used home video surveillance and our Flock cameras to identify the suspects. Be sure to report all suspicious activity in your neighborhood! Lock it up - take all your valuables out of your car. Collect your mail or packages when delivered. If you see something...say something! See More



**"If I Were A Thief...  
You Would Be A Victim!"**  
One or more of the following visible items makes your vehicle a target:  
Purse-Bag-Backpack-Laptop Bag  
Cell Phone-iPod-Other Electronics  
Mail or packages-Documents with I.D. or address  
Unlocked Door(s)  
Keys visible-in ignition  
Garage door opener- Fastrak  
Shopping bags and gifts  
Items a thief might perceive to have value  
**CONGRATS! YOUR VEHICLE PASSED AND YOU MAY NOT BE A VICTIM!!!!**  
REPORT ALL SUSPICIOUS ACTIVITY TO THE SAN RAMON POLICE DEPARTMENT





# 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 service level that meets San Ramon's expectations. 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 and state and federal law.

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

Active Shooter/Simunition	6 Instructors
Chemical Agent	2 Instructors
Defensive Tactics	11 Instructors
Driver Awareness	9 Instructors
Firearms	12 Instructors
First Aid/CPR	3 Instructors
Field Training Officers	7 Instructors
Less Lethal Weapons	1 Instructors
Racial Profiling	2 Instructors
Principled Policing	2 Instructors
Tactical Communications	2 Instructors
Conductive Energy Weapon (TASER)	6 Instructors
Regional SWAT Team	11 SRPD Operators (30 regional members total)
Crisis Negotiators (CNT)	3 Members

In 2020, the San Ramon Police Department provided approximately 18,775 total training hours to its members. This includes about 11,363 hours of training for officers (in-house and outside the agency), an additional approximate 1,152 hours of SWAT training, approximately 214 hours of CNT training, about 496 hours of K-9 training, and around 5,550 hours of Field Training for newly hired officers (13 trainees). 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 applications. The training hour number above also does not include supervisor pre-shift training delivered at patrol and investigation briefings. Due to COVID restrictions, members of the San Ramon Police Department lost approximately 3,136 hours of combined scheduled in-house and outside training.

# Policy

The San Ramon Police Department Policy Manual is updated, at a minimum, every six months to remain up-to-date on laws and best practices. During 2020, the Policy Manual was updated nine times. Department personnel was notified of each of the modifications to the policy manual. Each employee was required to review and sign off to attest to their understanding of the changes. The policy manual is also posted on our Department's website for public transparency purposes, in compliance with SB 978.

# 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 misdemeanors and missing persons cases.

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	2018	2019	2020
Cases Assigned to Detectives	1,124	1,360	967
Felony Investigations	667	800	622
Misdemeanor Investigations	457	463	293
Missing Adult/Juvenile	82	97	52
Search Warrants	56	55	87
Parole/Probation Searches	2	2	6
Value of Recovered Property	\$1,035,557	\$915,204	\$835,798

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 2020:

- In August, a construction site was burglarized and a truck stolen. The suspect's vehicle was identified from surveillance footage, Flock and ALPR cameras in several Bay Area cities. Detectives discovered the suspect rented a box truck following the burglary which had several hits in the Anaheim area following the theft. Surveillance footage was obtained from local storage units where the suspect stashed stolen property before transporting it to Southern California. Detectives worked with Anaheim PD, who ultimately arrested the suspect on a San Ramon warrant. Stolen property from the original San Ramon burglary was recovered, along with items linking the suspect to additional crimes. As a result of the thorough investigation, this case was filed by the DA's office. Additionally, the suspect, who was out on bail for a homicide case, had his bail revoked.
- In November, a resident realized they had been the victim of a fraudulent vehicle sale where the odometer had been rolled back. The original owner was contacted and confirmed he sold the vehicle a week earlier and it had more than 240,000 miles on it. After learning this, the victim located a similar "vehicle for sale" post on Craigslist by the same suspects.

Prior to this, there had been seven similar fraudulent vehicle sales in San Ramon where the victims later discovered the odometers had been rolled back, significantly increasing their value. DMV Investigators were also working similar cases in the Dublin/San Ramon area.

The suspect was in the process of selling another vehicle with a fraudulent odometer reading when detectives contacted him under the ruse of buying the vehicle. Ultimately, a tracker was placed on the vehicle and detectives watched as a sale took place. The suspect was immediately taken into custody.

- In 2019 and 2020, several residential burglaries occurred in San Ramon and neighboring cities. Many of these burglaries consisted of the same modus operandi. They occurred between 1800- 2300 hours, the suspects smashed a rear sliding glass door to gain entry, and they stole cash, jewelry, firearms, safes and designer handbags. Several high-end vehicles were used as getaway cars during the burglaries.

During an investigation, a suspect was identified via security video and assistance from surrounding agencies. Search warrants were obtained for GPS data, which showed the suspect and his crew at several of the San Ramon victims' addresses. A warrant with a \$5 million bail was obtained and the suspect was ultimately taken into custody after a lengthy vehicle pursuit. The suspect is currently in custody and was charged with 11 residential burglaries in San Ramon and more than 55 residential burglaries throughout the Bay Area.



# 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 who follows 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 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 is 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 to 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 field trips 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 2020, the San Ramon Police Department held one partial Citizens Police Academy program, which was cancelled as a result of the pandemic. Once it subsides, the Citizens Police Academy program will continue.

# 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.

Although the Youth Academy has been on hold due to COVID, we are looking forward to hopefully holding it this summer!



# VOLUNTEERS

The Volunteers in Police Services (VIPS) consists of citizens who contribute their time and talents to the San Ramon Police Department and 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 2020, there were 41 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.
- Patrolling neighborhoods and shopping centers.
- Conducting vacation home checks.
- Helping in the front office at the police department with administrative work and answering phones..
- 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, like 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 2020, our volunteers worked more than 800 hours until the pandemic halted their efforts in mid-March. The volunteer program has been temporarily suspended, but we look forward to having the volunteers returning!



# PEER SUPPORT

The San Ramon Police Department Peer Support team is a group of dedicated and caring police officers, professional staff, dispatchers, and chaplains whose sole interest is the welfare and well-being of all employees who work at the San Ramon Police Department.

The members of the Peer Support Team are available 24/7 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 mobilize to conduct a defusing of a critical incident to ensure the mental health and well-being of 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**  
**Becky Chestnut**  
**Leysy Pelayo**  
**John Cranford**  
**Bobby Hartman**  
**Todd Feinberg**  
**Mark Holland**  
**Sophia Wrangham**

**Bradey McKinney**  
**Keith Testerman**  
**Demetri Tyrovolas**  
**Kelli Bryson**  
**Dina Taylor**  
**Nick Vleisides**  
**Susan Bianchi**

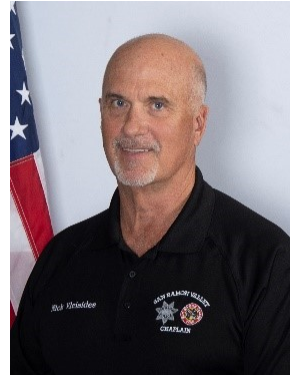




# CHAPLAINS

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).



Nick Vleisides

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.



Tim  
Barley

Susan  
Bianchi

Jeremy  
Mann

Lisa  
Sawires

Dan  
Sturdivant

Omar  
Taovil

# SAN RAMON VALLEY 911 COMMUNICATIONS



The San Ramon Valley 911 Communications Center is staffed 24 hours per day by highly trained Public Safety Dispatchers (PSD's). PSD's are responsible for processing/prioritizing all incoming emergency and non-emergency calls for service, and dispatching the appropriate Police, Fire and EMS units. Dispatchers are cross trained and certified in Police, Fire, and Emergency Medical Dispatching, allowing them to provide pre-arrival medical instructions prior to personnel arriving on scene.

The Communications Center is comprised of many software applications that are used in the daily operation such as:

- RapidSOS enhanced 9-1-1 location information from a caller's smartphone
- Text to 9-1-1 can be used from smartphones
- Computer Aided Dispatch (CAD) workstation that is equipped with an extensive mapping system to provide the ability to plot the location of calls, view emergency personnel using an automated vehicle location utility and provide navigation capabilities
- FLOCK Safety camera system monitored 24/7 which alerts field personnel on wanted vehicles
- 3Si monitoring for GPS tracking to protect commercial businesses when there is theft
- ReddiNet alerting which facilitates real time information regarding hospital status changes within Contra Costa County
- Contra Costa County Warning System (CCCWS) which is an all-hazard public warning system
- Smart911 is free to San Ramon residents and allows citizens to create a Safety Profile for their household ([smart911.com](http://smart911.com))



Call Type	Incidents	Median Response Time
Priority 1	364	4:10 minutes
Priority 2	8,042	5:16 minutes
Priority 3	4,187	6:14 minutes



## 2020 Honor Guard

Sergeant Rob Ransom

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 diligently to present a positive image of the San Ramon Police Department and of the law enforcement profession.



# WHY I WEAR THE BADGE



"I wear the badge because I enjoy being part of a team that serves others. I am proud to work alongside the men and women of this department."

— **Sergeant Becky Chestnut #80**



"I wanted to work in a team-oriented environment. I also find it rewarding in helping people during their worst days. In addition, the badge runs in my blood - my grandfather was a Milwaukee Police Officer for 30 years."

— **Officer John Goyich #40**



"I became a police officer because I strongly believe we make a difference every day. I wanted a career that I could stand for, that helps our neighbors and community, and one I could go home feeling proud of each night."

— **Officer Bradey McKinney #96**



# QUALITY ASSURANCE

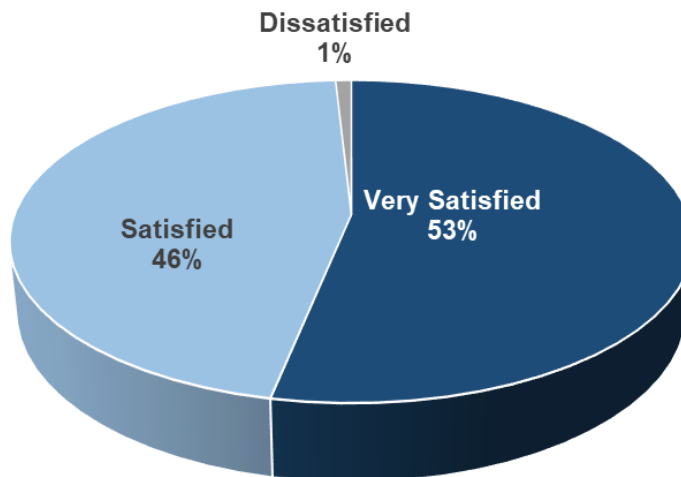
Supervisors within the San Ramon Police Department periodically initiated contact with citizens who had interactions with our employees. The contact was made by the supervisors no less than two times per month, per employee and is conducted on a random basis.

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 2020, San Ramon Police Department supervisors completed 342 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.

2020 Quality Assurance Survey



## What the community had to say:

- "Officer Allen was extremely professional and even provided a follow up call during his next shift."
- "Officer Cattolico asked all the right questions and was extremely professional."
- "Cpl. Holland was very polite and cared about my concerns. He answered all my questions."
- "I was very appreciative of the time Officers Medina and Goyich took to counsel my son. And they gave me some great advice."
- After his arrest, a suspect stated Officer Goyich was "very cool with me."
- "I was impressed with Officer Netz professionalism. He did a phenomenal job."

## 2020 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 342 surveys collected, 53 percent (182) responded that they were very satisfied; 46 percent (157) responded they were satisfied and less than 1 percent (3) responded they were unsatisfied.

# 2020 SERVICE AWARDS



**SUPERVISOR OF THE YEAR**  
Becky Chestnut



**OFFICER OF THE YEAR**  
Mike Wickman



**EMPLOYEE OF THE YEAR**  
Bill Brandt



**DISPATCHER OF THE YEAR**  
Latasha Bouzek



# 2020 RETIREES

**SERGEANT JEFF HAHN**



Sgt. Hahn retired in May after 17 years in law enforcement.

**OFFICER JASON NUNN**



Officer Nunn retired in July after nearly 20 years in law enforcement.

**CORPORAL BILL DOHERTY**



Cpl. Doherty retired in July after 18 years in law enforcement.

**OFFICER MICHELE GOLDBERG**



Officer Goldberg retired in September after 24 years in law enforcement.

**SERGEANT MARTY ECHELMEIER**



Sgt. Echelmeier retired in September after 27 years in law enforcement.

**LIEUTENANT TODD SANTIAGO**



Lt. Santiago retired in September after 25 years in law enforcement.

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

# **ACKNOWLEDGEMENTS**

**The San Ramon Police Department would like to thank the community for its continued support in 2020.**

**Residents, families and community groups rallied around the department by donating masks, cleaning supplies, meals, snacks, candy and cookies as well as “thank you” cards and positive messages on social media.**

**The department would also like to acknowledge the following people for their support:**

**CITY MANAGER JOE GORTON**

**MAYOR Dave Hudson**

**VICE MAYOR Scott Perkins**

**COUNCILMEMBER Sabina Zafar**

**COUNCILMEMBER Sridhar Verose**

**COUNCILMEMBER Mark Armstrong**

**Special thanks to former Mayor Bill Clarkson and Councilmember Phil O’Loane.**





**San Ramon Police Department**  
 April 24, 2020 · 🌐

A HUGE thank you to the Bharati Tamil Sangam Organization for your donation of 200 face masks!

The San Ramon Police Department, the City of San Ramon, and the entire San Ramon Community thanks you for your generosity! 🙏

Trust us, there is a massive smile hidden behind Captain Carlson's face mask. 😊





