



2021 Annual Report



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MESSAGE FROM THE CHIEF



It's my privilege to present the San Ramon Police Department's annual report for 2021. We are very excited to have started construction on our joint public safety complex. The public safety complex is a collaborative effort between the City of San Ramon and the San Ramon Valley Fire Protection District. The complex will house a newly remodeled and expanded police department and Fire Administration Building, as well as a newly constructed, state of the art 911 Communications Center and Emergency Operations Center. Construction is scheduled to be completed in the latter part of 2022. The public safety complex will serve our community for years to come.

In last year's annual report, I mentioned that there is a tremendous emphasis on law enforcement to explore ways of improving delivery of service and exploring additional response options for those experiencing mental health crisis. I'm pleased to say that in 2022 we are implementing a pilot program developed for mental health response. This program will be a partnership between the San Ramon Police Department and the San Ramon Valley Fire Protection District. This program will involve a Fire Department response as opposed to a Police Department response for certain calls involving those experiencing a mental health crisis.

This past year we held a Team Building workshop attended by our department's supervisors and managers. The primary focus was to evaluate how we can better serve our community and identify opportunities to develop current and future leaders within the department. As a result, we're developing a leadership program within the department to promote the development of our staff. These efforts will help to ensure stability and efficient operations within the police department moving forward.

I'd be remiss if I didn't recognize and thank our wonderful community for its continued support and partnering with us to make San Ramon the special city it is. We value our relationships with the community as well as our business and school district partners. We all have shared values and support each other in the encouragement of those values.

Lastly, I want to thank our amazing staff at the San Ramon Police Department. It continually strives to serve our community to the best of its availability. Our sworn staff as well as our professional staff are dedicated professionals that set the standard for public service. We look forward to the upcoming year.

A handwritten signature of Craig Stevens in black ink.

Craig Stevens ■ Chief of Police



Artist rendering of new public safety complex



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 89 full-time employees, including 70 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 and Community.



70

**SWORN
OFFICERS**



19

**PROFESSIONAL
STAFF**



\$26,931,390

**ANNUAL
BUDGET**

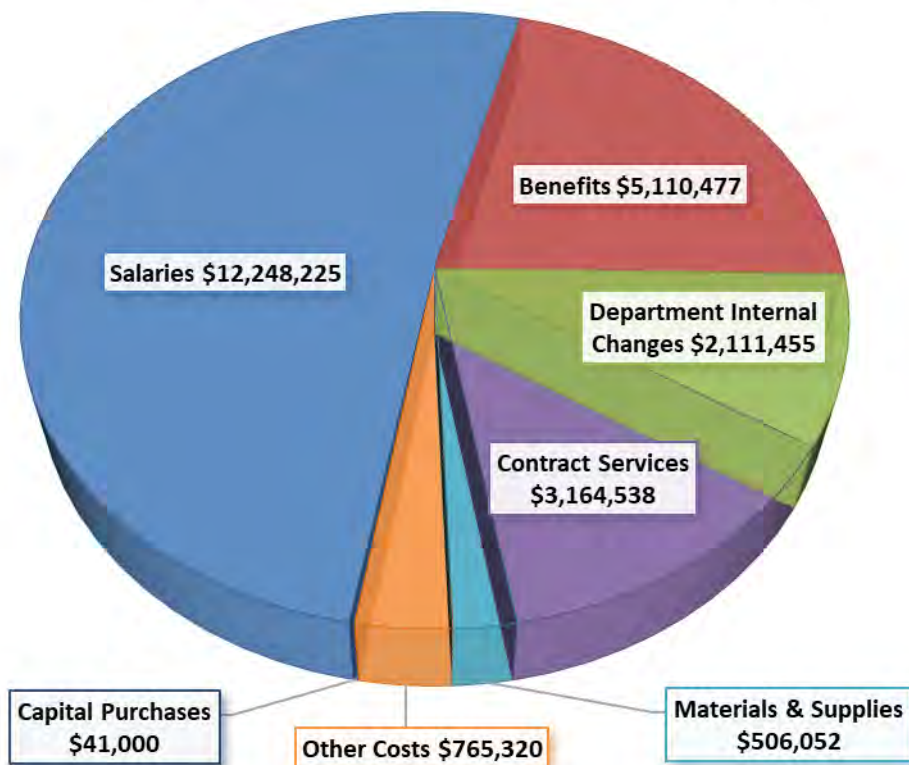
SRPD RECRUITING

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 website at www.sanramonpolice.com.



2021 BUDGET BREAKDOWN



2021 Quick Facts

Chief: 1
Captains: 2
Lieutenants: 5
Sergeants: 10
Corporals: 9
Detectives: 5
Patrol Officers: 32
Traffic Officers: 4
K-9 Officers: 2

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 41 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 one officer who serves the community's high schools and middle schools. These 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 to six 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 two officer K-9 Unit. Each Patrol Team is supervised by a Sergeant, a Corporal, and is staffed with five 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 two 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, 2021 has been a challenging 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. At completion in early 2021, 45 Automated License Plate Reader (ALPR) cameras and 42 Situational Awareness cameras were strategically deployed 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.

During 2021, ALPR cameras were instrumental in solving numerous cases. These cases included the recovery of over 60 stolen vehicles as well as 72 on-view arrests. Additionally, the cameras were utilized in identifying suspect vehicles associated with numerous theft related cases, the identification of a homicide suspect, as well as suspects responsible for thefts/burglaries/other crimes throughout the area.

Over the past year, Officers and Detectives have utilized ALPR cameras in over 236 investigations, and evidence from situational awareness cameras in over 100 cases.

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 protecting 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.

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 nine UAS systems and nine 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 dozens of 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 five 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 \$50,000 grant for 2021/2022 from the Office of Traffic Safety, which will be used for special enforcements and a \$40,000 grant for the purchase of new Electronic Citation writer equipment and software.

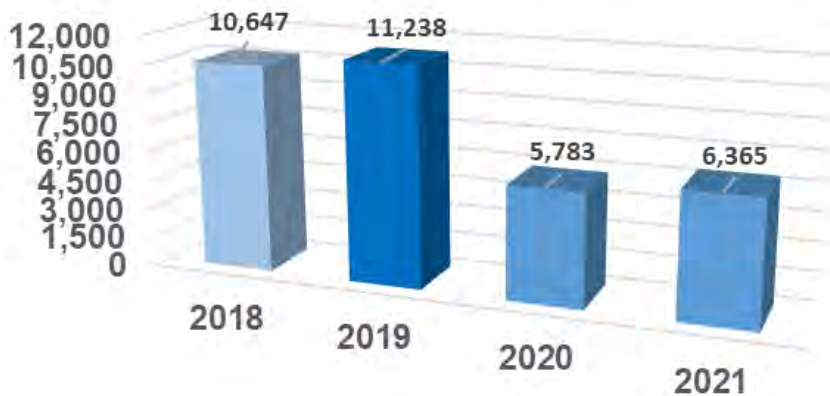
Regional Major Accident Investigations Team

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.

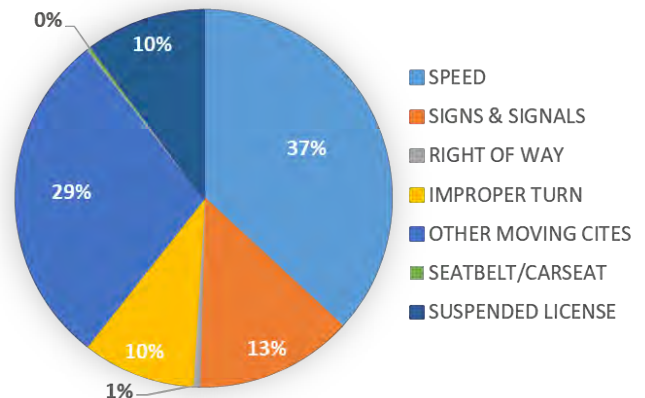


TRAFFIC ENFORCEMENT STATS

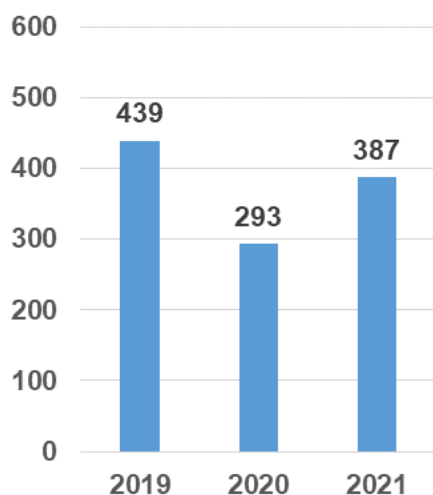
TRAFFIC STOPS BY YEAR (2018-2021)



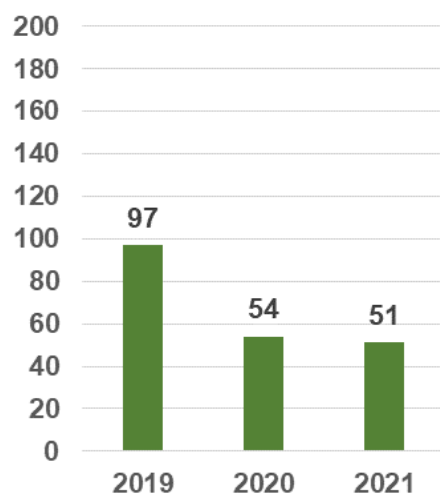
MOVING VIOLATIONS 2021



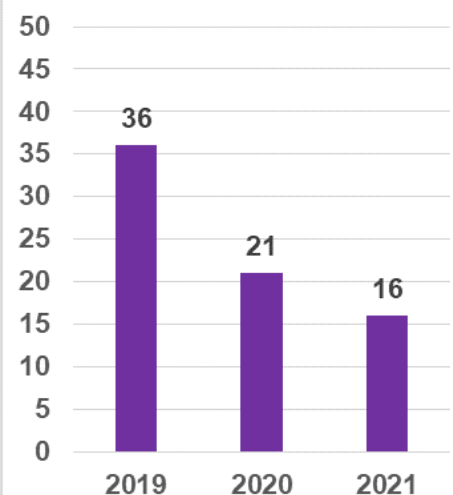
CRASHES BY YEAR



DUI ARRESTS BY YEAR



DUI CRASHES BY YEAR



K-9 UNIT

Law enforcement agencies use specially trained dogs for various vital purposes to detect and deter crime. San Ramon Police's K-9 Unit has been in operation since San Ramon established its police department in 2007. The handlers and their K-9 partners must pass strict annual California Commission on Peace Officer Standards and Training (POST) certification standards. The SRPD K-9 unit has been proud to work with our training partner in D-Tac K9 for the past two years.

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 K-9 unit serves an invaluable role in assisting the agency during many circumstances, including but not limited to patrol, investigations, SWAT operations, and assisting outside agencies. 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 in the most stressful situations.

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.

The K-9 teams look forward to public demonstrations at schools, local civic groups, the Citizen and Youth Academies, and public education programs.





OFFICER DEMETRI TYROVOLAS & EGON

Officer Tyrovolas was partnered with K-9 Egon in March 2019. Egon is a 4.5 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 5-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 also 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 is also 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 (tactical) 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 have an additional 6 hours training per 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 Central County SWAT 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 2021.

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 current Central County SWAT Team Commander.





SCHOOL RESOURCE OFFICER



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.

School Resource Officers take an interactive approach with students at the city's high 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.
- 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.
- Assist with 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 SROs strive to create a safe learning environment by making themselves available for the needs of the students, staff and community. The SROs 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.

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.
- Spend at least an hour a week on campus developing relationships with students and staff.
- 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.

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. 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 two advisors, Officer Katie Williams and Officer Kevan Lopez. 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 physical training, tours 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 was on hold due to COVID, we are BACK!!! We are looking forward to an eventful 2022 and looking to add more Explorers! If your child is interested in joining or hearing more about the program, please contact Officer Katie Williams at kwilliams@sanramon.ca.gov.



FLEET SERVICES



The San Ramon Police Department Fleet Services Unit provides staff with safe and reliable vehicles so they can effectively respond to emergencies and provide quality police service to the citizens in our city. The department's fleet includes marked patrol vehicles, unmarked vehicles and volunteer vehicles. In addition, the unit provides support, utility, tactical and traffic safety vehicles and equipment. The marked patrol vehicle platform includes late model Dodge Chargers, Chevrolet Tahoes and Ford pickup trucks. The Traffic Unit rides BMW Police motorcycles.

The Fleet Services Unit is responsible for every aspect of the fleet vehicles, including long and short term budgeting, acquisition, licensing, insurance, emergency equipment up-fitting, preventative maintenance and repair, end of vehicle use deconstruction/disposal and special vehicle projects. In addition, the Fleet Services Unit 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.

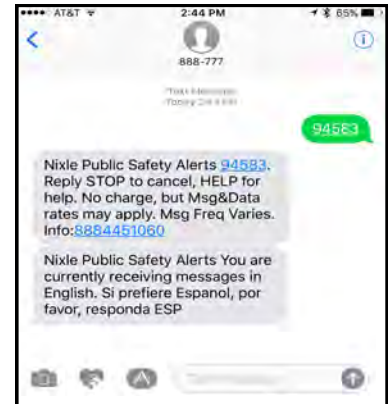
Bani Kollo (Fleet Coordinator) has over 30 years of service in Public Safety, including 4 in San Ramon. Marine Corps Veteran Kevin Albert (Fleet Technician) has over 23 years of experience as a Master Technician in private industry and 3.5 years with the city. Bill Jaffin (Volunteer) is retired from IBM and General Mills. He's been with the Volunteer Program for nearly 13 years, working with the Fleet Services Unit for the past 3 years. Bill provides a great deal of needed support to the Unit.

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 Native Americans, early 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.

Changes in our climate over the years, combined with where we chose to build our housing, have helped create threatening circumstances for many. This Urban Area Interface has inherent dangers, including those from wildfires and local stream flooding. On several occasions this year dangerous Fire Weather conditions resulted in portions of the city being without power for several hours due to a preemptive electrical de-energization. These events impacted our general and vulnerable populations and are expected to become more frequent in the future.



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.

Communications is one of the most critical functions in any emergency and we employ a multi-tiered, multi-function approach to communicate with the public, city staff and partner response organizations in major unplanned events. The foundational components are the Integrated Public Warning System (IPAWS), Highway Alert Radio System (HAR) AM1610, Contra Costa County Community Warning System (CCWS), Twitter, Facebook and Nixle Alerts. Nixle Alerts allows the public to register for text message emergency notifications simply by sending a text to 888-777 indicating their San Ramon zip code (94582 or 94583).

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.



SAN RAMON POLICE



IN THE COMMUNITY



POLICE ACTIVITY

A SAMPLE OF CALLS FROM 2021

ALARMS	2,022
ARMED ROBBERY	6
ASSAULT W/ A DEADLY WEAPON	6
BATTERY	84
BURGLARIES	244
CITY ORDINANCE VIOLATION	126
CIVIL STANDBY	102
DISTURBANCE MUSIC / PARTY	256
DOMESTIC VIOLENCE	77
DRUG VIOLATIONS	51
DRUNK IN PUBLIC	6
DUI	120
FOUND PROPERTY	156
FRAUD	176
GRAND THEFT	192
HAILED BY A CITIZEN	184
HIT AND RUN	190
IDENTITY THEFT	81
LOST PROPERTY	85
MISSING ADULT	42
MISSING JUVENILE	38
OUTSIDE AGENCY ASSIST	260
PARKING COMPLAINT	710
PATROL CHECKS	2,992
PETTY THEFT	443
RAPE	8
RECKLESS DRIVING	390
RUNAWAY JUVENILE	90
SERVICE TO CITIZEN	1,620
STOLEN VEHICLE	117
STOLEN VEHICLE RECOVERY	30
SUBJECT STOP	148
SUSPICIOUS CIRCUMSTANCE	903
SUSPICIOUS SUBJECT	441
SUSPICIOUS VEHICLE	1,252
TRAFFIC ACCIDENT	535
TRAFFIC HAZARD	446
VANDALISM	188
WARRANT ARREST	54
WELFARE CHECK	913

2021 CALLS FOR SERVICE:

67,854

DISPATCHED CALLS: 24,764

SELF-INITIATED CALLS: 43,090

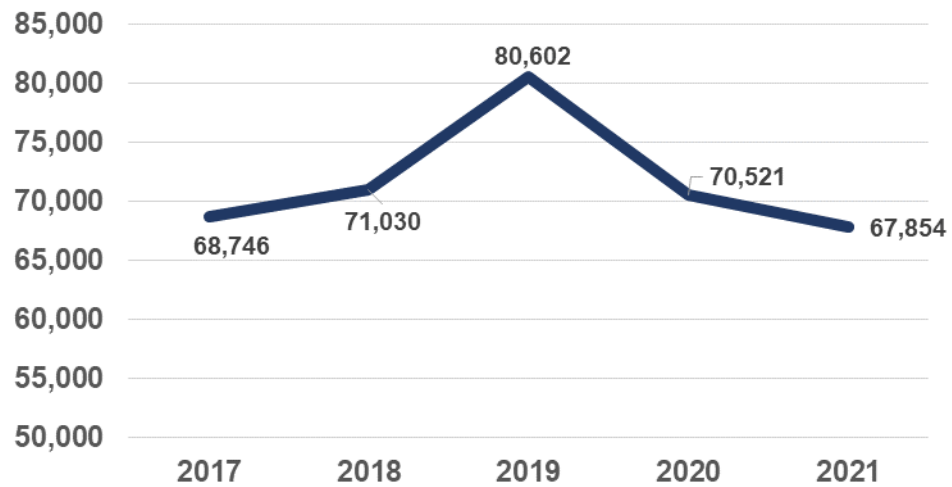
TRAFFIC STOPS: 6,365

REPORTS TAKEN: 3,340

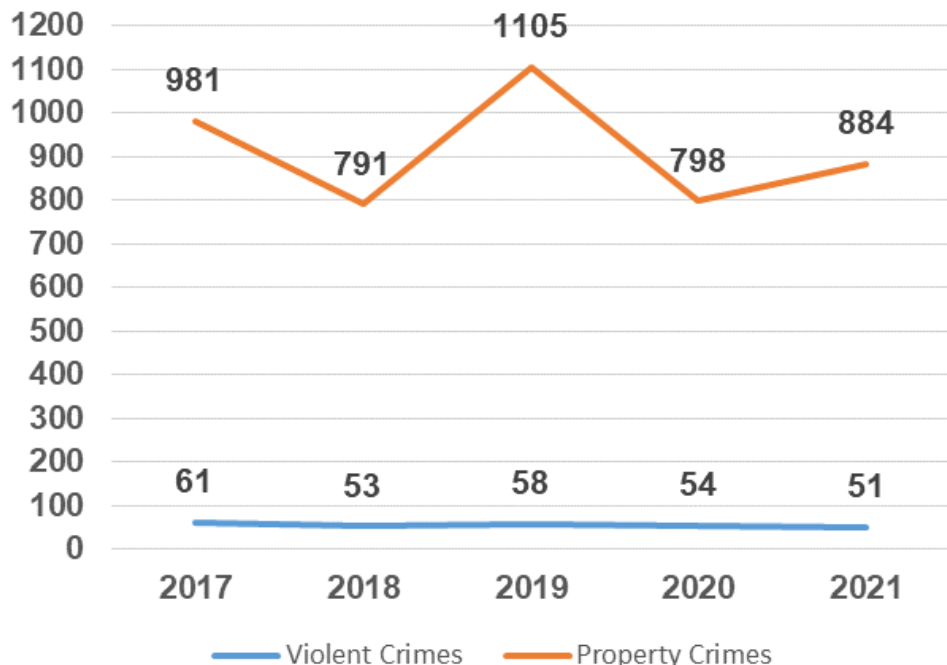
CITATION VIOLATIONS: 3,013

ARRESTS: 574

CALLS FOR SERVICE BY YEAR



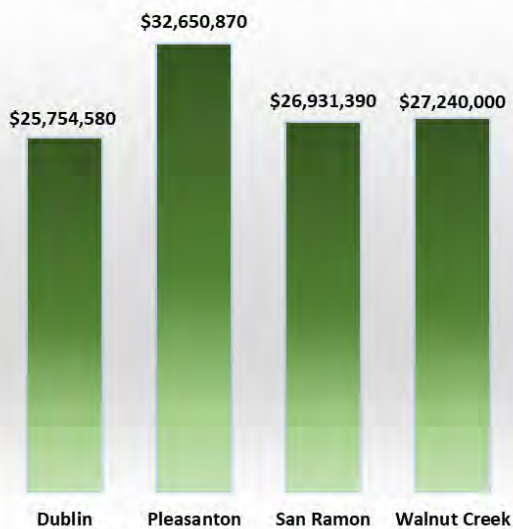
VIOLENT VS. PROPERTY CRIMES



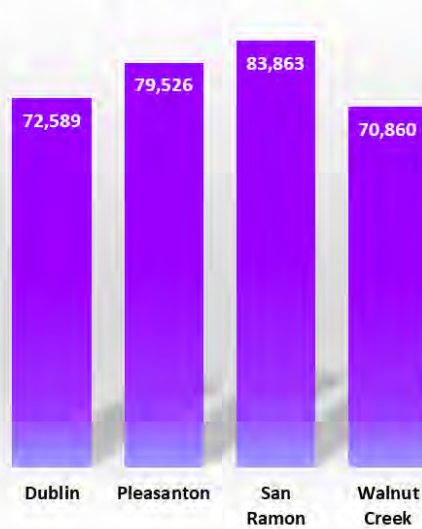
STATISTICS

2021 Part 1 Crimes	Dublin	Pleasanton	San Ramon	Walnut Creek
Murder	0	0	0	4
Rape	8	11	6	5
Robbery	43	49	18	41
Aggravated Assault	81	51	27	64
Burglary	98	121	113	297
Larceny/Theft *including auto burgs	718	907	686	1,776
Motor Vehicle Theft	118	113	84	230
Arson	7	7	1	7
Total Offenses	1,073	1,259	935	2,424

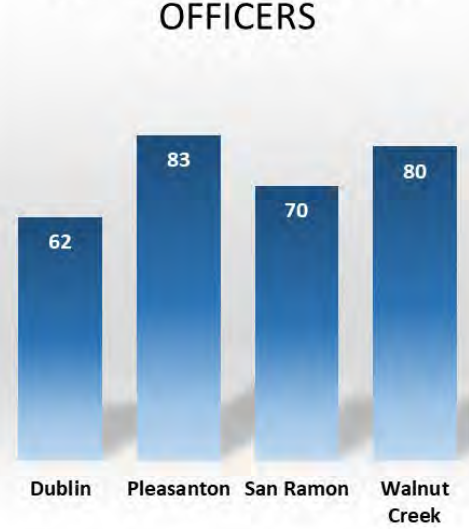
2021-2022 POLICE BUDGETS



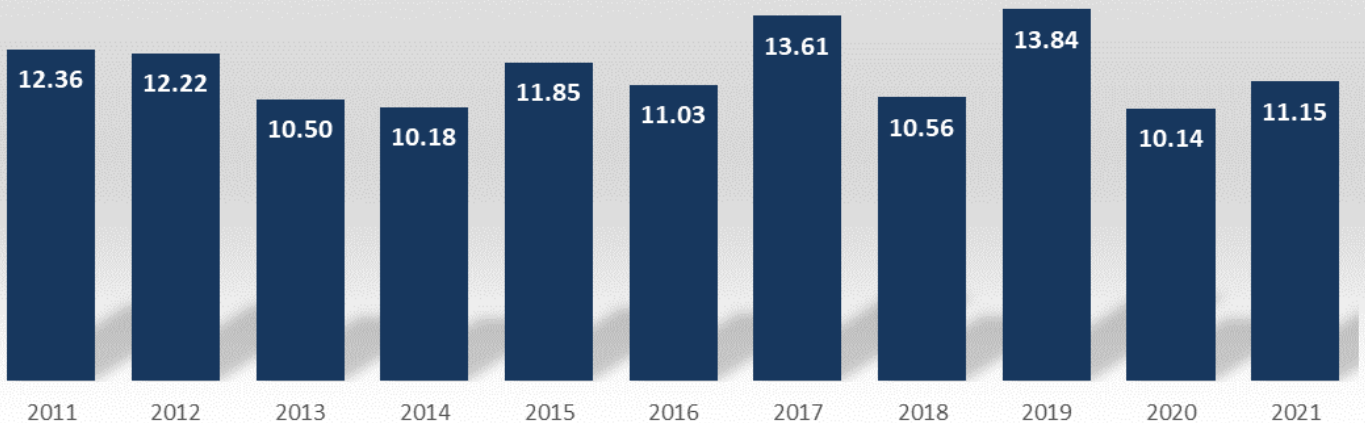
POPULATION



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, 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. Captain Carlson also serves on the California Police Chief's Association's Officer Wellness and Resiliency Committee and the Advisory Council for the Transformative Leadership Program at California State University, East Bay.

Although the Support Services Bureau encompasses many 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 Division Commander over Investigations, MHET and Community Relations and Crime Prevention Divisions. Investigations includes detectives who specialize in sexual assault, juvenile and computer forensics cases. In addition, detectives follow up and investigate all felony cases, some misdemeanor cases and suspicious circumstances. The acronym MHET stands for Mental Health Evaluation Team. San Ramon PD has an officer assigned to this regional team that handles follow up on mental health cases in central Contra Costa County. Community relations programs consist of the Citizens Academy, Explorer Program, Citizen View, Volunteers, Chaplains and department 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 also oversees programs like Neighborhood Watch, Crime Free Business and CONNECT. (Community Outreach aNd Neighborly Engagement Cultivating Trust).



LIEUTENANT HOLLIS TONG is the Professional Standards Division Commander. This division ensures department personnel achieve the highest standards, service levels, and professionalism possible. The Professional Standards Division helps the department achieve a high level of excellence through its responsibilities of training, policy, hiring, and administrative investigations into allegations of misconduct or non-compliance with policies and procedures. 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 been a Department Defensive Tactics Instructor, Baton/Impact Weapons Instructor, Racial Profiling Instructor, Reserve Police Officer Coordinator, FTO/FTP Coordinator, and First Aid/CPR Instructor. He has a Bachelor of Science degree in Business Administration from San Diego State University. He is a proud graduate of the POST Sherman Block Supervisory Leadership Institute program (Class 411) and the FBI National Academy (Session 277).



RECORDS & EVIDENCE MANAGER JESSICA SIMONDS oversees the Records and Evidence Divisions and 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.



NOW HIRING!

**Laterals and Academy grads
or participants.**

Interviews scheduled for January 2022.

www.sanramonpolice.com



sanramonpolice
San Ramon Police Department

...



**See it.
Hear it.
Report it.**

**Emergency? Call 9-1-1
Non-emergency,
call 925-973-2779**



San Ramon Police Department

Published by Instagram · December 24, 2021 ·

...

To all the parents on "Peek Patrol" you're in the home stretch, the shift ends at dawn!

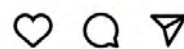
Wishing everyone a Merry Christmas, especially those officers working the holiday weekend to keep our community safe.

Oh, and thanks to Officer Penguin too! 🐼 🎄 🍷

#... See more

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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.

This division is primarily responsible for developing and administering the department's annual operating budget. Functions include accounts payable, accounts receivable, cost recovery, analysis and reporting, procurement of all supplies and equipment, management of contracted services and grant administration.

The department's budget for FY 2020-21 was \$26.9 million with personnel expenses accounting for 72 percent of the annual budget. Contract, maintenance, and operational expenses make up 27 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.

The department received an allocation of \$210,000 from the American Rescue Plan Act (ARPA) that was signed into law from the Coronavirus State and Local Fiscal Recovery Funds. The approved expenses were designated toward the Stand! For Families Free of Violence program to work together to implement a Domestic Violence Homicide Prevention Program (DVHPP). Funding will also go toward a dedicated officer position on the Mental Health Evaluation Team (MHET) in collaboration with Contra Costa County. Lastly, a portion of the funds will be utilized for the upgrade of body worn cameras and taser equipment.

\$208,240

GRANT MONEY AWARDED IN 2021

CALIFORNIA OFFICE OF TRAFFIC SAFETY GRANT - \$40,000



This grant was applied for and awarded to San Ramon for the 2021-222 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 - \$5,000



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 2021.

SUPPLEMENTAL LAW ENFORCEMENT SERVICES FUND (SLESF) - \$163,240



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 a School Resource Officer.

RECORDS

The Records Division supports the operational needs of the department and provides 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 division includes a Manager, a Coordinator, a Specialist and three Technicians who are all trained in the proper handling and release of sensitive criminal justice information. Staff attends training classes and is involved in regional law enforcement groups, such as the California Law Enforcement Association of Records Supervisors (CLEARS), to remain up to date on all laws and rules governing the release of information and law enforcement records.

In addition to Records staff, the division is also supported by some dedicated VIPS (Volunteers in Police Services) who volunteer weekly to assist with answering phones, greeting customers, scanning and entering citations. The Records Division is committed to providing outstanding service.

MENTAL HEALTH EVALUATION TEAM

The Mental Health Evaluation Team (MHET) is a co-responding model that pairs law enforcement departments with Contra Costa County Behavioral Health Services to address critical mental health needs of community members.

Starting in July 2021, San Ramon PD took over the role of “Host” Department for Central MHET from Walnut Creek. The Central MHET Officer is responsible for San Ramon, Moraga, Walnut Creek, Clayton, Pleasant Hill and Martinez.

MHET covers all regions of Contra Costa County. Host law enforcement departments are the Office of the Sheriff, West (Richmond Police Department), Central (San Ramon Police Department and the City of Concord) and East (Pittsburg Police Department). A MHET Officer/Deputy partners with a mental health clinician to provide follow-up welfare checks, evaluations, consultation, and linkage to outpatient mental health services to individuals who have had a recent psychiatric crisis.

MHET serves a diverse population of individuals with a recent psychiatric crisis/ law enforcement encounter in which one of the following criteria was met: multiple contacts with law enforcement; attempts or acts of physical aggression during encounters with law enforcement or others; domestic violence; firearm use or possession; and/or multiple visits to Psychiatric Emergency Services (PES).

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 volunteer program. The primary goals of the CRCP Unit is to foster a strong relationship with the community and to increase community engagement with San Ramon Police Department to best prevent and deter crime.

The crime prevention programs include Neighborhood Watch and a new program called CONNECT, which stands for Community Outreach aNd Neighborly Engagement Cultivating Trust. The program aims to cultivate and maintain relationships with all our rental communities in San Ramon through engagement with the property managers and the citizens living within the communities. CONNECT also integrates crime prevention education into the program.

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 informed 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 Citizens Academy is also managed and implemented by the CRCP Unit as well.

The San Ramon Police volunteer programs such as Volunteers in Police Services (VIPS), Explorers and Chaplains are also managed by the CRCP. In 2021, there were 39 citizens participating in VIPS, 9 Chaplains and 14 Explorers.

Get social with us and explore our website



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



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www.sanramonpolice.com



sanramonpolice

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San Ramon Police Department

Posted by Instagram

Dec 10, 2021 · 🌐

...



Liked by cpoa_region_x and 399 others

sanramonpolice Our swing shift team is hard at work! Tonight a traffic stop lead to three suspects in custody for outstanding warrants, illegal drugs and a handgun. Excellent work keeping our streets safe! 🚔 🚒 🚑



Virtual Town Hall: Mental Health Awareness

Join the San Ramon Police Department, Discovery Counseling Center and the Mental Health Evaluation Team for a Virtual Town Hall to discuss Mental Health Awareness and available resources in our community.



APRIL 14TH AT 6 P.M.
<https://cityofsanramon.zoom.us/j/97328725385>



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 to remain leaders in our industry.

The Professional Standards Division ensures that the San Ramon Police Department maintains compliance with state laws and accreditation standards, often 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. The Division has the responsibility of managing Worker's Compensation and accident claims.

Hiring

The Professional Standards Division leads the department's recruitment and hiring activities for police officers. Hiring standards follow the requirements of California Peace Officers Standards and Training.

Employment opportunities, job descriptions, and benefits packages are regularly posted on the governmentjobs.com and sanramonpolice.com websites. Alerts to openings are also posted on the department's Facebook, Instagram and Twitter accounts. The department looks at hiring as a way to mutually ensure we add the right candidate for our Department and Community needs, as well as being the right Agency for that candidate's future in the Law Enforcement profession.



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 Training Unit works hard to create a fresh, robust, and innovative training program. 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.

Personnel training 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 complies 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	16 Instructors
Chemical Agent	3 Instructors
Defensive Tactics	10 Instructors
Driver Awareness	8 Instructors
Firearms	15 Instructors
First Aid/CPR	3 Instructors
Field Training Officers	9 Instructors
Less Lethal Weapons	3 Instructors
Racial Profiling	1 Instructors
Principled Policing	2 Instructors
Strategic Communications	2 Instructors
Conductive Energy Weapon (TASER)	6 Instructors
Regional SWAT Team	9 SRPD Operators (30 regional members total)
Crisis Negotiators (CNT)	3 Members

In 2021, the San Ramon Police Department provided approximately 12,884 total training hours to its members. This includes about 10,017 hours of training for officers (in-house and outside the Agency), an additional approximate 2,088 hours of SWAT training, approximately 55 hours of CNT training, about 724 hours of K-9 training, and around 3,680 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 a computer through scenario-based training with real-world applications. The training hours listed above also do not include supervisor pre-shift training delivered at patrol and investigation briefings.

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. In 2021, the Policy Manual was revised six 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, complying with SB 978.

INVESTIGATIONS

The Investigations Unit's mission is to identify, target, arrest and successfully prosecute criminals and recover stolen property. The unit consists of two components: felony investigations and misdemeanor complaints. Detectives investigate all felony crimes, some misdemeanors and missing person's cases.

A Lieutenant oversees the unit, and a Sergeant is responsible for assigning cases and handling day-to-day operations. There are six detectives with one working primarily as a forensic examiner.

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

INVESTIGATIONS	2019	2020	2021
Cases Assigned to Detectives	1,360	967	1,093
Felony Investigations	800	622	696
Misdemeanor Investigations	463	293	337
Missing Adult/Juvenile	97	52	60
Search Warrants	55	87	73
Parole/Probation Searches	2	6	7
Value of Recovered Property	\$915,204	\$835,798	\$1,446,477

A FEW NOTABLE CASES FROM 2021:

- In May 2021, officers responded to an armed robbery at the Alcosta Smoke Shop. A man pointed a handgun at employees and demanded money and tobacco products before fleeing. An employee followed the suspect a short distance and provided a detailed description. Officers and a K9 searched the area and located the suspect and a backpack with stolen items and a loaded handgun. The handgun was stolen from a residential burglary in Danville. During the investigation, a fingerprint and cell phone activity linked the suspect to the smoke shop. The suspect was later convicted.
- In November 2021, two people arrived home and were robbed in their garage by two armed, masked men. The suspects fled in an Infinity G35, which was soon located by another agency who was searching for the same car in connection to a recent shooting. The occupants were contacted and a suspect was arrested. Detectives found firearms and the San Ramon victims' property in the vehicle. The suspect was connected to several other robberies and confessed to San Ramon detectives.
- Detectives were in the Crow Canyon Commons parking lot on an unrelated case when they saw a man who appeared out of breath walking quickly through the lot. The subject jumped in the backseat of a parked SUV and talked briefly with the driver before they drove off. Detectives followed the car and saw the male suspect laying on the rear floorboard. A traffic stop was made and detectives confirmed the driver didn't know the suspect who forced him to drive away. Around the same time, Danville police were investigating a carjacking with a similar suspect description. The suspect was identified and arrested on two counts of carjacking, kidnapping, robbery and assault with a deadly weapon.
- In March 2021, officers responded to a burglary at a self-storage location. The suspect ran from officers and avoided capture despite a lengthy search. A K9 track located a backpack with clothing, burglary tools, car keys, and stolen property. The suspect was quickly identified through items in the backpack and a fraudulent locker rental agreement. The suspect vehicle was located with stolen property and narcotics inside. The suspect was later arrested and a search of his home yielded additional stolen property.
- In 2021, detectives investigated a used car scam that ended with the suspects pleading guilty to several crimes in federal court. In the three-year scam, victims from around the Bay Area, including several in San Ramon, reported buying used cars with very low mileage only to find out the odometers were rolled back and DMV documents falsified. DMV Investigators and Homeland Security Agents conducted an extensive investigation and identified multiple suspects. A San Ramon detective located a fraudulent vehicle via a Craigslist Ad and contacted the seller. Search warrants were authored to track the car and for the suspect's residence. The suspect was eventually arrested and a search of his home yielded keys to several vehicles with tampered odometers and falsified DMV documents. The suspects were eventually arrested and have been ordered to pay more than \$1 million dollars in restitution and face 20 years in federal prison.

PROPERTY & EVIDENCE

The Property and Evidence Division currently stores more than 16,000 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 receive any property taken into custody including, but not limited to: cash, jewelry, guns, knives and other weapons, narcotics, vehicles, bikes, blood and urine samples and various evidence collected in 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 ensure 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 those who live and 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 law enforcement 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 including the:

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

During these fieldtrips, participants 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.

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 meet different members of the police department as they teach the inner workings of each division. 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 experience law enforcement subjects pertaining to constitutional and legal guidelines, patrol operations, juvenile law, use of force, DUIs, community policing, crime scene investigations, K-9 patrol, traffic enforcement and building entry.

The academy offers students access to knowledge and interaction with members of the police department in hopes of creating a lasting and productive partnership between the department and the city we serve. Some academy graduates have gone on to become Police Explorers or Volunteers within the department.

The Youth Academy has been on hold due to COVID, however we hope to host it again in 2022.

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 2021, there were 39 active volunteers who worked more than 1400 hours 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 Run for Education, National Night Out, K-9 Demonstrations, food and toy drives, graduation activities at San Ramon 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.



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
TODD FEINBERG
MARK HOLLAND
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.



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
TAOUIL**

SAN RAMON VALLEY 911



Highlights of the Communications Center and software applications used in the daily operation:

- Staffed 24 hours a day / 7 days a week
- 12 Full Time Public Safety Dispatchers
- POST and APCO Certified
- Accredited Center of Excellence in Emergency Medical Dispatch
- RapidSOS – enhanced 9-1-1 location information from a caller's smartphone
- Text to 9-1-1 from a cell phone
- Computer Aided (CAD) dispatch workstations 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 cameras system monitored 24/7 which alerts personnel on wanted vehicles
- 3Si Monitoring for GPS tracking to protect businesses of theft
- ReddiNet alerting facilitates real time information regarding hospital status changes in Contra Costa.
- Smart 911 which is free to San Ramon residents and allows citizens to create a Safety profile for their household (smart911.com)



Highlights of the Mobile Communications Center:

- Primarily functions as a back-up communications center and emergency response unit for high priority callouts.
- Available to deploy within 30 minutes to 9 Bay Area Counties
- 16 Volunteer Communications Reserves
- Unit is equipped with Dispatch consoles, Telephones, Satellite, roof mounted lighting, digital video equipment, onboard radios with hundreds of public safety frequencies and software to reprogram radios, a GIS position with multiple mapping software programs and update to date office software.

TOTAL 911 CALLS 2021: 20,166

911 CALL ANSWER TIME IN 10 SECONDS 2021: 98%

2021 HONOR GUARD



SERGEANT ROB RANSOM

CORPORAL CHRIS BRUCE

CORPORAL RACHEL ECHELMEIER

OFFICER PATRICK ESPIRITU

OFFICER RYAN KIEFER



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



"Law enforcement means a lot to me and I've always respected those who chose to serve and protect. I am proud to be a police officer and I will always appreciate and respect the badge."
— **Officer Tiffany Cook #119**



"I wear the badge because I think this profession matters more now than it ever has before. I am proud to wear the badge alongside the men and women of this department."
— **Detective Stephen Hill #95**



"I wear the badge because I believe in the honor of the profession. I take pride in being part of a group of men and women who risk everything to make our communities a better place for our families and those we serve."
— **Sergeant Leysy Pelayo #72**

QUALITY ASSURANCE

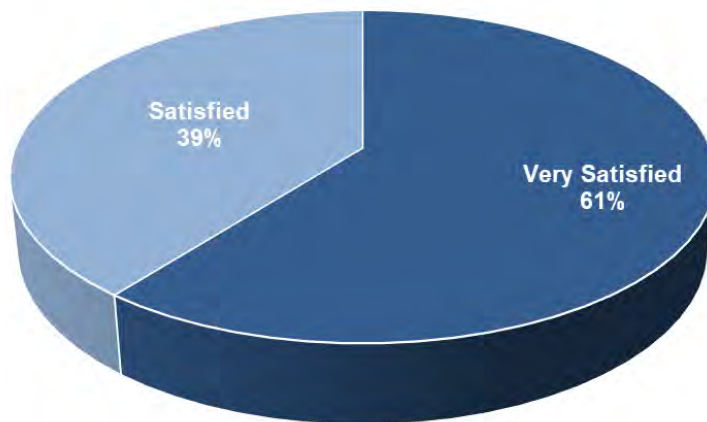
Supervisors within the San Ramon Police Department periodically initiated contact with citizens who had interactions with our employees. The contact was made by the supervisors no less than two times per month, per employee and is conducted on a random basis.

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 2021, San Ramon Police Department supervisors completed 246 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.

2021 QUALITY ASSURANCE SURVEY



What the community had to say:

- A victim of financial fraud said his experience with Officer Zubko was “great” and that he’d been “really helpful” and even followed up with him a few days later.
- “Cpl. Feinberg was very courteous and professional. Also, very thorough.” - victim of a vehicle burglary.
- “Officer McKinney was easy to talk to and did his job to the fullest. He even got on the ground to take pictures and provided me with information on the crime trend (catalytic converter thefts) so I could explain it to my boss.” - victim of theft.
- Officer Bracamonte was helpful just as much as the rest of SRPD. You were all great. Thank you.” - battery victim.

2021 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

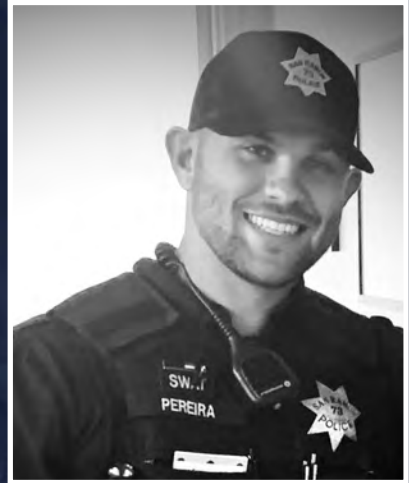
Program Results:

Of the 246 surveys collected, 61 percent (149) responded that they were very satisfied; 39 percent (97) responded they were satisfied and no one responded they were unsatisfied.

2021 SERVICE AWARDS



SUPERVISOR OF THE YEAR
Seaton Fajeau



OFFICER OF THE YEAR
Jarred Pereira



EMPLOYEE OF THE YEAR
Troy Montemayor



DISPATCHER OF THE YEAR
Juan Casillas

2021 RETIREES

**OFFICER ABE MEDINA &
K9 SENNA**



**SERGEANT
ERIC WEBB**



**OFFICER
JOHN GOYICH**



**OFFICER
DAVE WILLIAMS**



**POLICE SERVICE TECHNICIAN
JENNIFER AQUINO**



Thank you for your dedication & service!

ACKNOWLEDGEMENTS

The San Ramon Police Department would like to thank the community for its continued support in 2021.

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

CITY MANAGER Joe Gorton

MAYOR Dave Hudson

VICE MAYOR Sridhar Verose

COUNCILMEMBER Mark Armstrong

COUNCILMEMBER Scott Perkins

COUNCILMEMBER Sabina Zafar



