

EXCELLENCE IN SERVICE
ACCOUNTABILITY
COMMUNITY SERVICES VOLUNTEERS
CHARACTER INNOVATION SPECIAL SERVICES
LEADERSHIP PROFESSIONALISM
PATROL RESPECT CONSISTENCY
OPERATIONS
COMMUNITY
POLICE
TECHNOLOGY TRUST TEAMWORK
PEACE LEADERSHIP
PARTNERSHIPS
MENTOR PUBLIC DEVELOPMENT
SUPPORT SERVICES
PUBLIC SAFETY



2017 Annual Report

Chief Christopher R. Catren



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A Message from the Chief



Christopher R. Catren
Chief of Police
Redlands Police Department

It is both an honor and privilege to serve the community of Redlands as its Chief of Police. I am immensely proud to lead a group of dedicated staff and volunteers who continually strive to provide the highest level of public safety services to a community that truly supports its police department.

The Department is keenly focused on working in partnership with all facets of the community to co-produce public safety. We strive to improve our service to the community by identifying and implementing best practices in policing, creatively utilizing technology, and through the professional development of staff. We are dedicated to bolstering the public's trust through accountability to high standards of performance, ethics, transparency, and professional conduct.

Sincerely,

A handwritten signature in blue ink that reads "Christopher R. Catren".

Executive Staff



CHRISTOPHER R. CATREN
CHIEF OF POLICE

At the end of 2017, the Redlands Police Department Command Staff was restructured to include a Chief of Police, an Assistant Chief of Police, and three lieutenants. The Department has four main bureaus which are led by the Lieutenants and the Operation Manager and overseen by the Assistant Chief.

The Department's Executive Staff is made up of Command Staff and executive-level support staff including the Operations Manager, the Management Analyst, the Operations Coordinator, the Executive Assistant and the Sergeant assigned to Professional Standards.



TRAVIS MARTINEZ
ASSISTANT CHIEF



MIKE REISS
LIEUTENANT



RACHEL TOLBER
LIEUTENANT



SHAYNA WALKER
OPERATIONS MANAGER



DOMINICK POVERO
SERGEANT
PROFESSIONAL STANDARDS



BRENDA BOON
MANAGEMENT ANALYST



DEBORAH SHUKER
OPERATIONS COORDINATOR



CHAY MILLER
EXECUTIVE ASSISTANT

Mission Statement



“The Redlands Police Department is dedicated to enhancing public safety through trust, innovation, community partnerships and excellence in service.”

Department Values

CLEAR VALUES

Character — We embody and demonstrate trustworthiness, respect, responsibility, fairness, caring and citizenship at all times.

Leadership — We build relationships based on trust and credibility to accomplish our mission. Every department member is a leader.

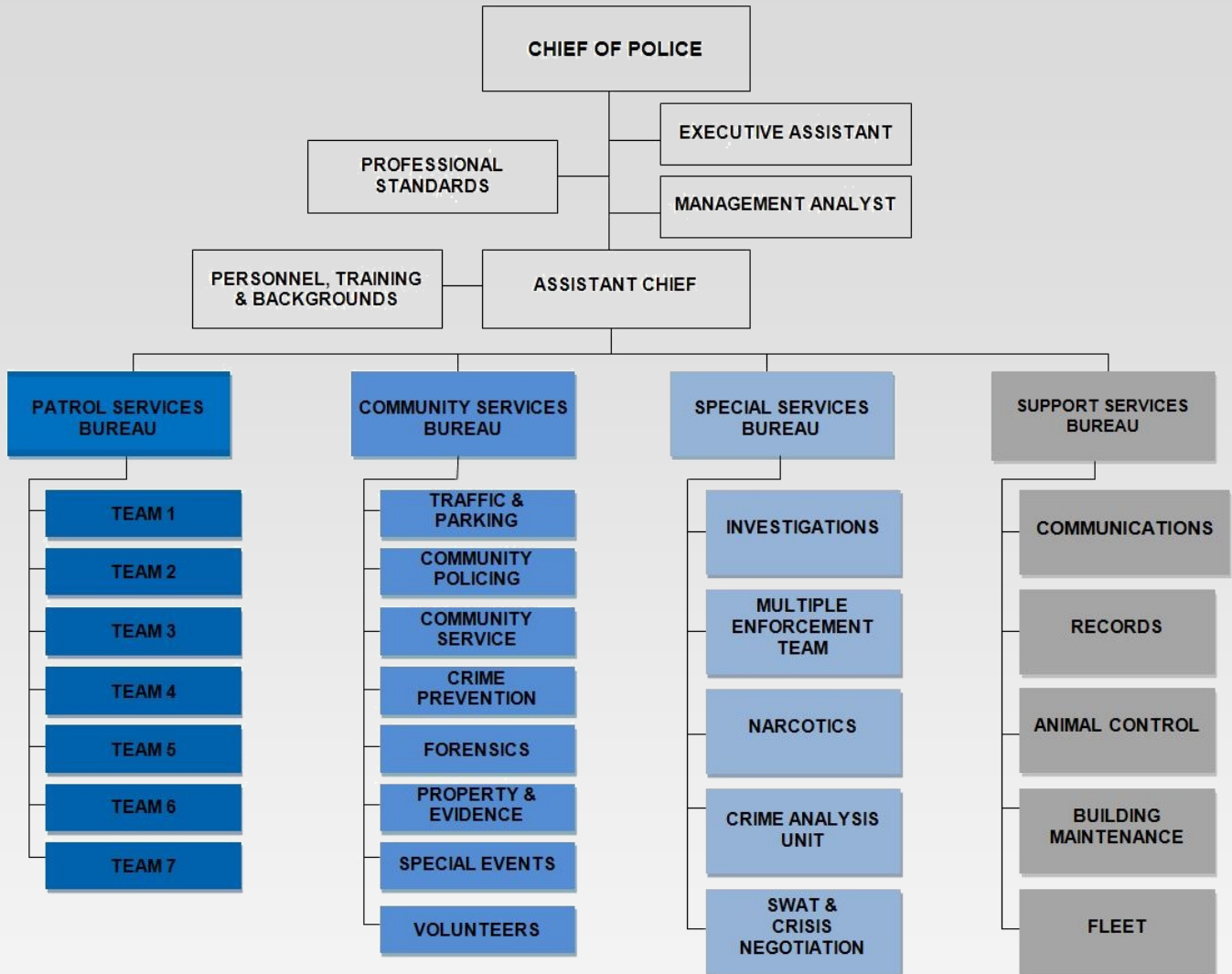
Excellence in Service — We provide excellent service to the community and to all internal and external stakeholders

Accountability — We take responsibility for our actions and disclose the results in a transparent manner. Regular feedback is critical to our success.

Respect — We honor human life, dignity and rights. We practice the Golden Rule of Policing with everyone, no matter their status.



Organizational Chart



At the end of 2017, the Redlands Police Department Command Staff was restructured to include a Chief of Police, an Assistant Chief of Police, and two lieutenants. Shortly thereafter, a third lieutenant position was added.

Patrol Services Bureau



Patrol teams are comprised of a sergeant, one to two corporals, and four or five officers. There are seven patrol teams that rotate schedules.



2017 Patrol Statistics

Calls for Service: 56,195
Self-Initiated: 16,222
Extra Patrols: 2,278

Traffic Collisions: 640

Hit & Runs: 306

DUIs: 137

PATROL SERVICES BUREAU

The Operations Division includes the Patrol Services Bureau which is one of the most visible units in the department, as it provides twenty-four-hour-a-day service to the citizens of our community. This year patrol officers responded to over 56,000 emergency and non-emergency calls for service for a variety of issues and made over 3,000 arrests.

The Patrol Services Bureau coordinates the field training and evaluation program which is responsible for the development of new recruits into competent officers. The department currently has thirteen (13) field training officers who trained seven (7) new officers during the year.

CUSTODY

The Redlands Police Department continues to contract with G4S Secure Solutions to provide custody officers who are responsible for the booking, processing, and transportation of prisoners. In mid-November, the contract increased from 112 hours per week to 120 hours per week, allowing officers to spend more time in the community providing services.

Patrol Services Bureau

NOTABLE PATROL CASES



Patrol Team 5

Officers Koahou and James were responsible for assisting with the evacuations of approximately 30 homes during the Palmer Fire. Cpl. McCauley acted as the incident commander and provided leadership to personnel on-scene. The officers were later formally commended at a department awards ceremony for their bravery and dedication to the safety of the citizens of Redlands and their property.

In August, officers were assisting Beaumont Police Officers who were looking for a missing juvenile. The juvenile had made suicidal statements and was a type 1 diabetic that needed her insulin immediately.

Beaumont officers tracked the juvenile's last location to Redlands, and they brought in a K9 tracking dog from Riverside Sheriff's Department to assist in the search. While the dog was searching, an officer checked a shopping complex for the missing juvenile.

The officer saw the juvenile walking and told her to stop. The juvenile ran and the officer pursued her into an alley. The juvenile stopped and turned around to face the officer, and she then produced a razor blade. The juvenile told the officer she was going to cut her wrists.

The officer was able to grab the juvenile's wrists before she was able to hurt herself. The officer detained the juvenile until other officers arrived, and they were able to take the razor blade out of her hand and detain her. The juvenile was uninjured and taken in for evaluation by officers.

Patrol Services Bureau

NOTABLE PATROL CASES CONTINUED



Patrol Team 1

In October, patrol officers responded to an armed robbery at a motel in Redlands. Responding officers quickly reviewed surveillance video and relayed the suspect description to other officers. The suspect was armed with a handgun and had his face concealed with a mask. Dispatcher DeWoody was able to isolate and monitor the area on camera and relay pertinent suspect information to officers. DeWoody found a similar looking vehicle a short distance away and provided the information to patrol officers. Officer James observed the suspect vehicle driving and advised other officers of his location before attempting a traffic stop. A foot pursuit soon ensued, and the suspect was taken into custody. The weapon and mask used in the robbery were found in the vehicle.

Also in October, an attempted robbery occurred which resulted in the victim obtaining an arterial laceration to his right arm and a cut to the left side of his face. The victim was losing a significant amount of blood and was starting to go into shock when officers arrived. Corporal Bryson and Officer Knudsen arrived within minutes. Knudsen talked to the victim while Bryson applied a tourniquet. The tourniquet stopped the bleeding, and they monitored the victim until the paramedics arrived.

When the paramedics arrived it was mentioned that based on the amount of blood lost, the victim might not have survived if the bleeding had not been stopped. Officers were also able to obtain suspect information from the victim at this time.



Patrol Team 3

Community Services Bureau

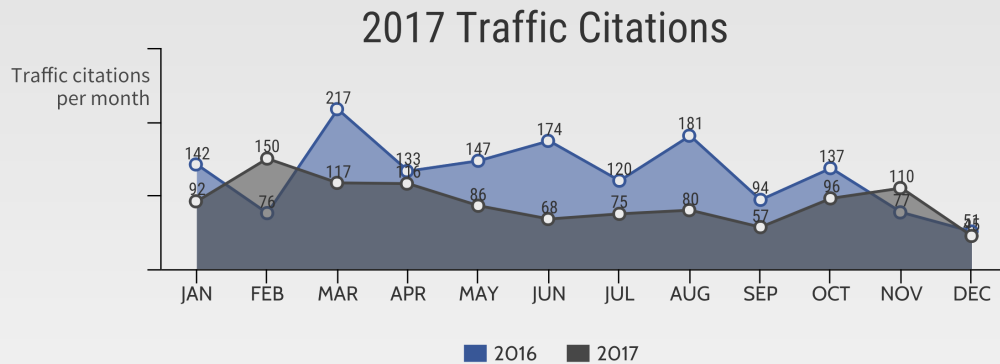
TRAFFIC & SPECIAL EVENTS UNIT



CSOs Shirley Ogden and Kim Howard are assigned to parking enforcement

The Traffic and Special Events Unit is comprised of one sergeant and two community service officers assigned to parking control. The sergeant of the unit is responsible for coordinating investigations into fatal and major injury traffic collisions utilizing specially trained patrol officers. The parking control officers patrol all areas of the City including the downtown area where most of the timed parking is located. These officers also assist with traffic control at collisions and special events, and traffic issues at Market Night.

In 2017, there were 3,096 parking citations issued in the City of Redlands.

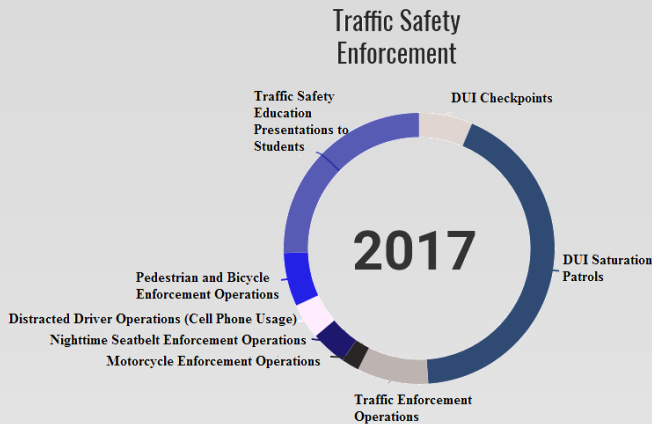


In addition, the unit coordinates all of the City's special events to ensure the public's safety. During the grant year of October 2016 to October 2017, the Special Events Unit, with the support of the department's Citizen Volunteers, participated in twenty-two major events to include the Redlands Bicycle Classic, The Run Through Redlands, Hangar 24 Airshow, Redlands Unified School District high school graduations, Redlands Bowl Summer Music Festival, Special Olympics Torch Run, University of Redlands Fourth of July fireworks show, Stater Bros. Believe Walk, the Veterans Day Parade, the Halloween trick-or-treat event, and the annual Christmas Parade.

Community Services Bureau

TRAFFIC AND SPECIAL EVENTS CONTINUED

The Traffic and Special Events Unit also administers the Office of Traffic Safety grant that is used to conduct DUI checkpoints, saturation patrols, and directed traffic enforcement operations to improve the safety for all of those who use public streets. This year, the grant amount received was \$118,000.



- 3 *DUI Checkpoints*
- 20 *DUI Saturation Patrols*
- 4 *Traffic Enforcement Operations*
- 1 *Motorcycle Enforcement Operation*
- 2 *Nighttime Seatbelt Enforcement Operations*
- 2 *Distracted Drive Operations (Cell Phone Usage)*
- 3 *Pedestrian and Bicycle Enforcement Operations*
- 12 *Traffic Safety Education Presentations to Students*

CRIME PREVENTION AND EDUCATION

The Crime Prevention and Education Unit seeks to reduce crime and improve safety by educating residents and businesses with the latest information regarding crime prevention and traffic safety. This unit has the responsibility of coordinating neighborhood watch programs, acting as a liaison with the schools, providing traffic safety related education, and implementing programs focused on children.

This year the unit has coordinated or participated in approximately thirty-five (35) events and conducted approximately forty-five (45) presentations to various groups in the community. The unit continues to attend community meetings and has also hosted and assisted AAA with a teen and parent class called Dare to Prepare for pre-permit drivers. In addition, the unit has conducted approximately thirty (30) child safety seat inspections and held five (5) child passenger safety courses at Redlands Community Hospital for their prenatal courses.



CSO Cori Lane with a child at the RPD crime prevention booth

Community Services Bureau

COMMUNITY POLICING UNIT

The Community Policing Unit (CPU) is composed of two (2) police officers and one part-time community outreach coordinator. The unit focuses on maintaining positive relationships with citizens and business owners throughout the City of Redlands.

The Community Policing Unit continues to be actively involved in community events, neighborhood watch programs, the Redlands Police Department Citizen Volunteer Program, and a variety of organized committees (Cops and Clergy Network, Human Relations Commission, Redlands Unified School District Student Attendance Review Board, Multi-Disciplinary Team, the Youth Coalition, Midnight Hoopz, and the department's Citizen Volunteer Unit Steering Committee).

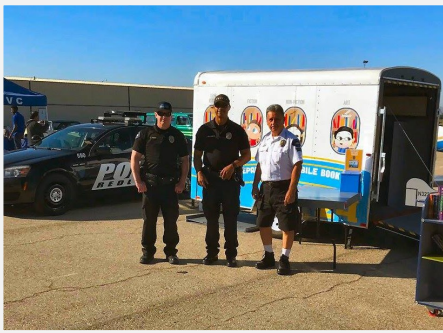
This year the members of the unit participated in the Health and Safety Bike Rodeo, Redlands Emergency Services Academy (RESA), Back 2 School Jam, Cops and Kids Softball game, University of Redlands tailgate party, the Christmas Block Party, Neighborhood Christmas Parade, Shop with a Cop, Midnight Hoopz (monthly), and two separate Youth Coalition events. In addition to participating in these events, members of the unit have also deployed the mobile book plane at several community events in 2017.

The Downtown Business Liaison Officer regularly conducts a minimum of 40 business contacts per week in order to address homeless issues and crime trends in the Downtown business corridor. Community policing officers also patrol the Mountain Grove and Citrus Plaza shopping centers in order to establish and maintain business and community partnerships.

Community policing officers work with many different City departments and public entities to identify and rectify homeless issues within the City. The unit works closely with Code Enforcement to address public nuisance issues by posting eviction signs and red-tagging unsafe structures, as well as the Quality of Life Department for assistance in tree trimming and cleanup of abandoned homeless encampments.

The CPU also conducts follow-up on referrals regarding homeless individuals who may qualify for housing and other public services. This year the CPU welcomed the addition of a part-time community outreach coordinator, who assists the unit by interviewing referred subjects to determine the appropriate type of assistance necessary. The coordinator then collaborates and coordinates with local organizations such as the San Bernardino County Department of Behavioral Health, the Social Security Administration, the Department of Motor Vehicles, local houses of worship, and local non-profit organizations.

Community Services Bureau



Community Services Bureau

RESERVE OFFICERS

The Redlands Police Department's Reserve Unit continues to render valuable assistance and donate hundreds of hours to our organization. This year our Reserve Unit frequently assisted with calls for service, traffic control, community policing, special events, DUI check points and downtown patrol. In addition, the unit was available for call-outs to assist in special emergency situations, such as flooding, fires, major traffic collisions and crime scene security. Reserve officers are a valuable force multiplier, especially with the busy holiday season. These officers assist with many of the City's major events like the annual Redlands Bicycle Classic, Halloween celebrations, Stater Bros. Believe Walk, and the Veteran's and Christmas parades. Our dedicated volunteer reserve officers continue to provide professional service to our community and remain a valuable asset to our police department.

EXPLORERS

The Redlands Police Department Explorer Post 61 is a volunteer youth training and mentoring program led by Redlands police officers. Explorers learn policies and procedures related to careers in law enforcement, ethics and character development. Police explorers volunteer their time in Dispatch, Patrol, Records, special events and as directed by Command Staff. All Redlands Police Explorers are between 14-21 years of age and must be of good moral character. All Explorers pass a rigorous law enforcement background check prior to being admitted into the Post.

During 2017, Redlands Police Explorers assisted on patrol and several community events including parades, the Redlands Bicycle Cassic, the Christmas parade, and numerous other special events. The Explorers have also started detailing police units to assist officers in maintaining a clean, professional fleet.

The Redlands Police Explorer Post 61 is funded entirely through community and local business donations. Donations are actively sought by police officer advisors to fund the activities of the Post and to provide equipment for the Post.



RPD Explorers

Community Services Bureau

CITIZEN VOLUNTEERS

The Redlands Police Department's Citizen Volunteer Unit had a very productive year in 2017. There were seven graduates of the Citizen Volunteer Academy in April and five graduates in November. Six of the new volunteers became Citizen Volunteer Park Rangers (CVPRs) and six became Citizen Volunteer Patrol members (CVPs). In 2017, our volunteers donated a total of 19,517 hours, equivalent to a monetary value of \$409,857.

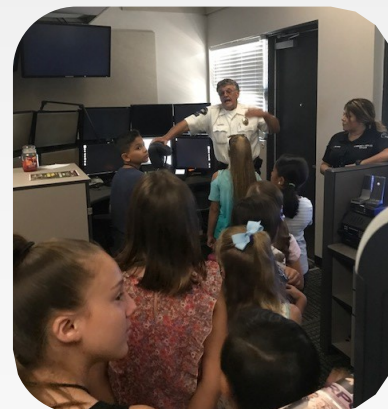


CVPs and Park Rangers dedicated hundreds of volunteer hours assisting with over forty special events throughout the year. Some of the more notable events include the annual Redlands Bicycle Classic, the Run thru Redlands, Hangar 24 Airshow, local high school graduations, the Redlands Bowl Summer Music Festival, Special Olympics Torch Run, University of



Redlands Fourth of July fireworks show, Stater Bros. Believe Walk, the traditional Halloween trick-or-treat events, the Veterans Day Parade and the Christmas Parade. Many of our volunteers are veterans and took part in the Veterans Parade on their own float. RPD is thankful for their military and volunteer service.

In 2017, CVP Gary McCormick provided five guided tours of the Redlands Police Department facilities to groups of school-aged children.



Community Services Bureau

CITIZEN VOLUNTEERS CONTINUED

CVP Jim Stellar continues to build strong relationships with local businesses that support the Volunteer Unit's *365 Club*. This year, with the help of a few very committed volunteers, he raised \$21,150. These annual donations are the sole source of funding to purchase equipment, vehicles, and uniforms for the Volunteer Unit. In 2017, the *365 Club* merged with the recently established Redlands Police Community Foundation, a non-profit organization in the City with the purpose of providing additional support to the Redlands Police Department. The Foundation's main focus is the operational expenses of the Citizen Volunteer Unit, and with the assistance of CVP Stellar, plans are in place to expand the *365 Club's* fundraising efforts in the community.

This year the Volunteer Unit was able to purchase a new Toyota Tacoma pick-up truck that was needed to replace older, high mileage volunteer patrol vehicles.



CVPR Martin Lemon

Our citizen volunteers continue to be the extra "eyes and ears" of the department, conducting vacation house checks and providing patrol of the shopping centers, San Timoteo Canyon, local parks and nature sanctuaries. Officers, detectives, and supervisors are provided assistance with administrative duties from volunteers with specialized training in addition to callouts for major crime scenes, traffic control, DUI check points and the deployment of traffic safety speed trailers.

Special Services Bureau



2017 Investigations Unit's Statistics

Cases Assigned:	1,157
Adult Arrest Cases:	28
Juvenile Arrest Cases:	9
Exceptionally Cleared Adult Cases:	201
Exceptionally Cleared Juvenile Cases:	42
Unfounded Cases:	18
Administratively Cleared Cases:	30

INVESTIGATIONS

The Redlands Police Department's Investigations Unit takes responsibility for criminal investigations and unresolved field investigations. Following up on the initial efforts of patrol and community service officers, its mission is to identify and apprehend those accountable for the commission of various crimes, such as homicides, sexual assaults, robberies, burglaries, thefts, aggravated assaults, the recovery of stolen property, and protecting the innocent and wrongfully accused.

The Redlands Police Department's Investigations Unit is comprised of the following specialized sub-units:

Violent Crimes Unit: This unit is responsible for homicides, rapes, assaults, robberies, and other acts of violence.

Special Victims Unit: This unit's primary responsibility is crimes against children, senior citizens and individuals with developmental disabilities, and crimes committed by juveniles.

Property Crime Unit: This unit is responsible for burglaries, fraud, identity theft, vehicle theft and other theft related crimes.

Forensic Investigation / Property and Evidence Unit: This unit is responsible for crime scene processing, evidence, property retention, and all forensic evidence development and preservation.

Special Services Bureau

NOTABLE INVESTIGATIONS

HOMICIDE

On Tuesday, September 12, 2017, Redlands Police Dispatch received several 911 calls regarding a male stabbing victim near a gas station located in the 900 block of Orange Street. A caller advised a male had collapsed in the street and was stabbed in the abdomen. An independent witness saw the victim was bleeding, and he was walking away from four Hispanic males who were on Alta Street.

Through video evidence and statements made by a suspect, it was discovered the victim was lured to the sidewalk on the west side of Alta Street, south of Sun Avenue, by one of the suspects. Three additional suspects were at the location waiting for the victim. These subjects argued with the victim then attacked him, at which time one of the suspects stabbed the victim. Detectives worked diligently and were quickly able to identify and arrest all four suspects. The murder weapon and other items of evidentiary value were also located during the investigation.

SHOOTING/ROBBERY

In August of 2017 following an investigation of shots fired in a Redlands neighborhood, police arrested two convicted felons in possession of

firearms and high capacity magazines. Initially, Redlands police officers responded to multiple calls reporting shots fired in the 1100 block of East Lugonia Avenue. Officers located several shell casings. Police evacuated several units at an apartment building in the area and checked with local hospitals but could not locate a victim or any evidence that anyone had been injured.

The next day, a victim came to the police station to report that he had been robbed at the residence by his brother. Police later located the brother (suspect) at a motel in the 12000 block of 14th Street in Yucaipa.

He was arrested without incident. Inside the motel room, police located a 45-caliber semiautomatic handgun with high-capacity magazines and more than seven pounds of marijuana packaged for sales.

The suspect implicated his brother (victim) in the earlier shooting. Police obtained consent to search the East Lugonia Avenue apartment where they located a 50-caliber semiautomatic handgun and several high capacity magazines.

Both brothers were arrested as convicted felons in possession of a firearm. The initial suspect was also arrested for robbery and possession of drugs for sale.

Special Services Bureau



DOWNTOWN VEHICLE BURGLARY

On September 24, 2017, a victim reported her vehicle was broken into while parked on State Street. The victim was a musician and had three (3) guitars and other equipment inside the car that were stolen. The next day, the victim saw one of the guitars on the OfferUp app and on Craigslist. The victim contacted the seller and attempted to arrange a time to see the guitar; however, the seller broke off communication. Detectives were assigned the case and contacted the seller on OfferUp to see the guitar. Detectives researched the seller and were able to obtain his identity. They then authored a search warrant for the suspect's apartment in San Bernardino.

Redlands Police Department detectives served the search warrant and located one of the guitars and other suspected stolen items, including a handgun stolen out of the State of Arizona. Detectives interviewed the suspect and obtained a full confession. They learned the other two guitars were pawned at a pawn shop in Fontana.

Detectives went to the pawn shop and located the outstanding guitars. All three guitars were subsequently returned to the victim. Several of the other items seized at the search warrant were also returned to additional victims, including two (2) violins, tennis equipment, a Bluetooth speaker, and an iPhone.



Special Services Bureau

CRIME ANALYSIS UNIT

The Crime Analysis Unit (CAU) provides data and information to support the department's data-driven approach to community safety. The CAU collects and analyzes data from many sources to develop actionable tactical and strategic information used by various units in the department to control crime.



Crime Analyst Amy Varela at the 2017 CCIAA Conference at the Riverside Mission Inn

FORENSICS UNIT

The Redlands Police Department currently has two full-time Forensic Specialists who work twenty-four hours a day, seven days a week, handling various calls for service. The Forensics Unit works closely with the Investigations Unit and Patrol Services Bureau handling various types of calls including sex crimes, homicides, traffic investigations, and property crimes. The unit handled approximately 800 calls for service in 2017.



Senior Forensic Specialist Eloise Tankersley photographing a crime scene

PROPERTY/EVIDENCE UNIT

The CSO assigned to the Property/Evidence Unit is responsible for the proper retention and maintenance of all property and evidence collected by the department. In 2017, 3,392 pieces of evidence and found property were collected. The unit is also responsible for transporting items of evidence for additional processing to the San Bernardino County Sheriff's Department Crime Lab. In 2017, 950 items of evidence were submitted for additional processing to include DNA, firearms, and narcotics for testing.

Special Services Bureau

MULTIPLE ENFORCEMENT TEAM

The Multiple Enforcement Team (MET) is a proactive group of officers whose responsibilities include monitoring and suppressing gang activity, addressing emerging crime patterns and series, and conducting investigations on gang-related crimes. MET suppresses gang activities and crime patterns through street contact, intelligence gathering, and directive enforcement. MET works closely with the probation and parole departments and participates in countywide gang suppression activities.

The team is also responsible for staffing the Police and Corrections Team (PACT) position and fulfilling the obligations associated with the assignment. Additionally, they handle all criminal extraditions for the department. This requires team members to travel to different jurisdictions or states to retrieve wanted suspects who have been apprehended for crimes committed in Redlands. The team relies heavily on crime data and analysis to perform their mission.

MET Officer Joseph Aguilar is assigned all auto-theft reports including those with positive identification via fingerprints. Officer Aguilar works simultaneously with both MET and the San Bernardino County Auto Theft Task Force (SANCATT) to implement strategies on reducing the auto theft crime rate.



Members of the Multiple Enforcement Team, including K9 Officer Duke

K9 Officer Duke and his handler, Officer Joseph Valdivia, are assigned to MET. Duke is an apprehension dog and is cross-trained in narcotics detection. K9 Officer Duke and Officer Valdivia continue to assist the Patrol Services Bureau as needed, as well as local and federal agencies.

Special Services Bureau

NOTABLE MET CASES

ILLEGAL SALE OF ASSAULT WEAPONS

In March of 2017, MET developed information regarding the illegal sale of assault weapons occurring in the City of Redlands. MET, along with Redlands Police Narcotics Unit and the Federal Bureau of Alcohol, Tobacco, Firearms and Explosives, served a search warrant in the City of Redlands, reference the three-week long investigation. A 28 year-old Redlands man was arrested in connection with the investigation. A total of 43 firearms were recovered from his residence in Redlands, which included 13 assault weapons (three of which were fully automatic), various rifles, and handguns. Approximately 200 high capacity magazines, thousands of rounds of ammunition, and eight firearm suppressors were also seized. The target of the investigation was charged in Federal Court for the illegal sales and manufacturing of assault weapons.

ATTEMPTED HOMICIDE

In May of 2017, MET investigated a gang-related attempted homicide in the City of Redlands. The victim (a rival gang member) was stabbed multiple times by two documented North Side Redlands gang members. Both suspects immediately fled the area and went into hiding.

MET officers continued to follow up on leads and conducted hours of surveillance. Two weeks later, one of the suspects was found hiding out in a local motel and was taken into custody. In September, after months of being on the run, MET obtained information on the whereabouts of the second and primary suspect. Upon contact, the suspect fled on foot and was taken into custody after a lengthy foot pursuit. He was found to be in possession of narcotics and a loaded handgun. Both suspects are currently awaiting trial for attempted homicide and a gang enhancement.

HOMICIDE

In September of 2017, MET responded to assist the Investigations Unit with a homicide that occurred in the City of Redlands. MET officers identified one of the suspects from video surveillance footage. MET officers immediately began contacting witnesses in the area. During those contacts, MET officers observed a second possible suspect on foot in the area. That subject was contacted and found to be in possession of evidence linking him to the homicide. Four subjects were eventually arrested and charged with the homicide and the case is currently awaiting trial.

Special Services Bureau



NARCOTICS UNIT

The Redlands Police Narcotics Unit addresses the sale, distribution, and use of illegal drugs. The unit includes the Street Enforcement Team (SET), and two officers assigned to the Inland Regional Narcotics Enforcement Team (IRNET).

The SET is made up of a sergeant, a detective and three investigators. One of the investigators is the handler for the team's narcotics detection dog, Sonny. SET is responsible for suppressing drug-related crime, conducting vice investigations and fugitive apprehension, and providing surveillance for other units.

Over the past year, the SET has conducted investigations throughout San Bernardino, Riverside, Los Angeles and San Diego counties leading to 105 arrests and the seizure of over 10 lbs. of methamphetamine, 2 lbs. of cocaine, one half pound of heroin, 633 prescription pills, over \$50,000, and 33 firearms. In addition to narcotics investigations, the SET has assisted the Investigations Unit with surveillance and apprehending burglary, robbery and homicide suspects.

IRNET is administered by the San Bernardino County Sheriff's Department and is made up of officers and investigators from numerous local, state, and federal agencies. As a part of the Los Angeles based High Intensity Drug Trafficking Areas (HIDTA) program, IRNET is responsible for major narcotics investigations throughout the Inland Empire and Los Angeles County. Over the past year, IRNET has seized 633 kilograms of cocaine, 396 lbs. of methamphetamine, 154 kilograms of heroin, 58 kilograms of fentanyl, and over \$5.2 million.



Special Services Bureau

SPECIAL WEAPONS AND TACTICS TEAM

The RPD Special Weapons and Tactics (SWAT) team was formed in September of 2015. The SWAT team is a designated group of law enforcement officers who are selected, trained, and equipped to work as a coordinated team to resolve critical incidents that are so hazardous, complex, or unusual that they may exceed the capabilities of first responders or investigative units.

The SWAT team has also incorporated the Redlands Fire Department in its tactical response to critical incidents, such as active shooter situations. The SWAT team and the fire department personnel train together and are prepared to provide tactical emergency care to victims during these incidents to reduce the number of casualties and preserve life.

The Redlands Police Department K9 has become an integral component to SWAT operations. The K9 and his handler train with the SWAT team on a regular basis and have been utilized during several SWAT operations.



Support Services Bureau



The Redlands Police Officer Association (RPOA) took Records personnel to lunch on Law Enforcement Records & Support Personnel Day

RECORDS UNIT

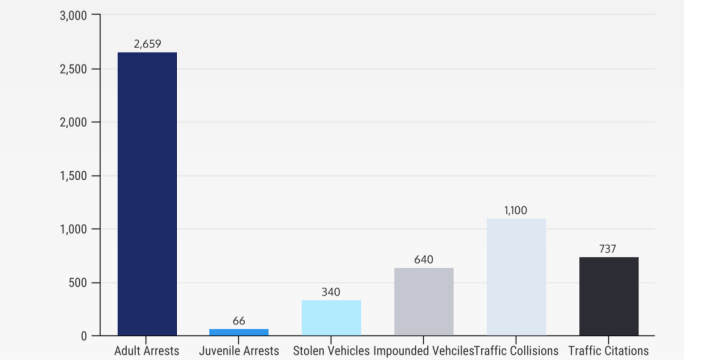
The Records Unit requires Customer Service Representatives (CSRs) to have a broad understanding of numerous laws, procedures and policies pertaining to the daily security, maintenance, and processing of crime reports and citations. CSRs provide assistance with registrants, releasing vehicles, accepting and processing subpoenas, entering calls for service, releasing reports, submitting monthly crime statistics to the Department of Justice, completing background checks for other law enforcement agencies, and processing requests for information.

The Records Unit ensures the department's compliance with statutory requirements for the input and processing of many records and trains others in the California Law Enforcement Telecommunications System. Records personnel are also responsible for cross-reporting to other law enforcement agencies, courts, Child Protective Services, Department of Motor Vehicles and Department of Justice.

The Records Unit consists of a supervisor, three (3) full-time clerks, 1 (one) part-time clerk, one (1) part-time court liaison, one (1) part-time ID technician (who provides fingerprinting and registrant services) and one (1) volunteer.

In 2017, the Records Unit processed close to 10,000 reports. Of those, 2,659 were adult arrests, 66 juvenile arrests, 340 stolen vehicles, 640 impounded vehicles, 1,110 traffic collisions, and 737 traffic citations. The Records Unit entered approximately 2,271 calls for service at the front counter and completed 443 vehicle releases. The ID technician completed 715 Livescans and 233 registration events. Additionally, over 1,800 subpoenas for officers to appear in court were received and served by the court liaison.

2017 Reports Processed
During 2017, the Records Bureau processed close to 10,000 reports



Support Services Bureau

COMMUNICATIONS UNIT

The Communications Unit is one of the most important of the support services contained within the police department. It is the unit responsible for maintaining a vital link between the public and the officers in the field. Police dispatchers handle many types of calls and situations daily, from routine to emergency, critical incidents. The dispatcher provides a necessary, indispensable function for the public and the police officer alike.



96.97%
of all 911 calls were answered
within 15 seconds

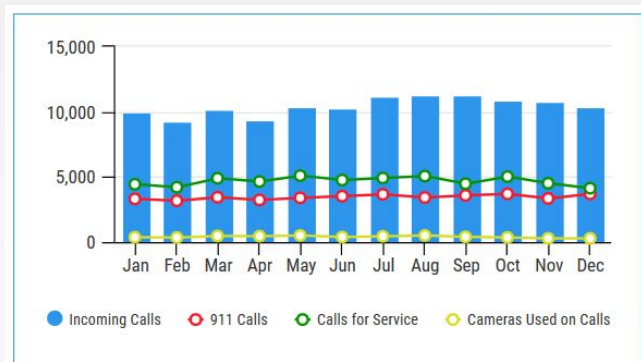
99.00%
of all 911 calls were answered
within 20 seconds

At the Redlands Police Department, the Communications Unit receives thousands of calls a year and averages about 450 calls daily. Many of these calls result in calls for service, which require response of a police officer or other action that needs to

be documented. The majority of calls received are of a routine, business nature that is easily handled by the dispatcher. But there are also those calls of an emergency nature that require the dispatcher's greatest skills, training, and level-headed thinking to be utilized.

Dispatchers work twelve (12) hour shifts, and there are at least two (2) dispatchers on duty at any given time of day or night on weekdays, weekends or holidays. When fully staffed, the communications unit employs one (1) shift supervisor, fifteen (15) full-time dispatchers, and one (1) part-time dispatcher to fill these shifts.

Despite staffing shortages, increasingly heavy workloads, and the additional responsibilities associated with training new dispatchers, the Communications Unit has worked together to overcome these difficulties and remain committed to working as a team to provide the highest level of service to the department and the community. For this reason, the Communications Unit was recognized with a Commitment to Excellence Award in December of 2017.



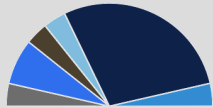
7.18 minutes was the average response for Priority 1 Calls

Support Services Bureau

FLEET OPERATIONS

The Fleet Unit is overseen by Operations Manager Shayna Walker and handled by part-time Community Service Officer (CSO) Robert Neely. CSO Neely assists the Operations Manager and the Fleet Coordinator with the Quality of Life Department in the day-to-day operations of the fleet. This involves communicating repairs needed, downing units, and transporting units between shops for repairs, prioritizing work orders, scheduling fleet repairs, maintaining records, and informing staff of the progress of the work.

Vehicles Purchased in 2017



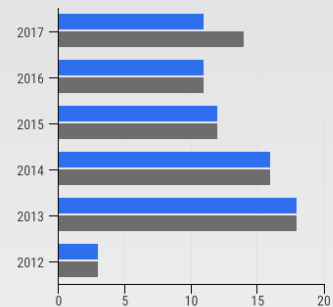
- Toyota Tacoma -- 1
- Ford Focus Sedan -- 2
- Ford CMAX Hybrid -- 1
- Ford Escape -- 1
- Ford Explorer -- 8
- Ford F250 -- 1

Several years ago, the City of Redlands adopted a practice that all black and white patrol vehicles will be rotated out of the marked patrol fleet at 100,000 miles. Vehicles that reach the 100,000 mile limit may be used for other city purposes if the vehicle is of sufficient quality to be operated safely. An evaluation is conducted annually and a recommendation is made to the City Manager regarding the number of police vehicles that should be retired or replaced each year. This practice maximizes officer safety, reduces department liability, and yields a higher vehicle value at the time of resale.

In 2013, a viable fleet replacement plan was established for the Redlands Police Department. The goal of the fleet replacement plan was to replace a percentage of the fleet each year until the department fleet is within industry standards and best practices. These recommendations allowed the department to reduce maintenance and fuel costs while continuing to provide an adequate number of vehicles for police services.

Over the last five years, the police department has downsized the fleet by decommissioning vehicles that were no longer needed, replaced vehicles that were not within industry standards, and improved officer safety, professionalized the police department, and improved the department's service to our citizens.

As part of a research project on public perception of police in the community, *Peace Officer* graphics were installed on twenty-two (22) patrol units. The project was designed to determine if the terminology used to refer to law enforcement officers has any effect on public perception and whether the semantical change from *Police Officer* to *Peace Officer* would have any impact on the community. In partnership with Police2Peace, a charitable organization founded to assist law enforcement agencies, the Redlands Police Department was the first department in the nation to become involved in this project. Ongoing research is being conducted by New York University and UCLA.



Vehicles Purchased
Vehicles Decommissioned



Support Services Bureau

Redlands Animal Shelter



The Redlands Animal Shelter provides a safe, healthy, and loving environment for lost, stray, or unwanted animals, both domestic and wild. The staff and volunteers provide ongoing care, affection, and attention to those animals, until they are reunited with their owners or adopted to new homes.



The shelter also provides public education regarding the importance of proper pet care, sterilization, vaccinations, licensing, and laws pertaining to animals and their welfare. We strive to create community awareness regarding their individual responsibility to respect, protect, and preserve our animals.



ADOPTIONS

547 dogs
762 cats
4 other animals (guinea pigs, rabbits, etc.)



DONATIONS

A total of \$21,194.00 was donated to the Shelter by generous members of the community. Redlands Friends of Shelter Animals (REDFOSA) raised \$4,022 in fundraising events, and \$1,290.00 was raised through adoption events.



VOLUNTEERS

Dedicated volunteers gave over 21,000 hours of volunteer time, which allowed the Shelter to provide the level of service that the community expects.



SERVICES PROVIDED

2,336 field and on-site calls
9,781 phone calls
15,842 walk-ins to the Shelter

Support Services Bureau

TRAINING

Every two years, police officers, reserve officers, and dispatchers are required by the State of California to have twenty-four hours of continued professional training. The department has a commitment to maintaining these hours as well as offering training in many other areas to ensure police personnel are well trained in their respectful areas. A total of 5,901 hours of training was accumulated during 2017.

Additionally, various internal training classes were held for all personnel who were interested in leadership training. Topics of the training included becoming more promotable, effectively navigating accountability, and service-oriented leadership. The training demonstrated how personal growth works to build leadership capacity and how individuals develop themselves to become a more effective person. Individuals also learned how to build a sense of purpose and become more successful in every area of their lives. The training additionally outlined important leadership principles and enhanced skill building that would assist individuals in strengthening their leadership ability. The training benefited the department by building its leadership capacity.

PERSONNEL

For calendar year 2017, 1,584 applicants applied for various positions within the Redlands Police Department. Throughout the year, five (5) police officers, five (5) police officer recruits, two (2) full-time community service officers, four (4) full-time dispatchers, one (1) full-time animal control officer, one (1) part-time community service officer, and one (1) part-time ID technician trainee were hired.

The department also processed three (3) explorer applicants, sixteen (16) citizen volunteer applicants, three (3) air support applicants, eight (8) massage therapists and ten (10) solicitors.

Additionally, the department promoted the following positions: one (1) assistant chief, one (1) commander, one (1) lieutenant, three (3) sergeants, and five (5) corporals/detectives. Retirements included one (1) commander, two (2) sergeants, one (1) corporal/detective and one (1) police officer. Two Police Officers lateraled to other departments. The following Professional Staff positions were vacated: three (3) full-time dispatchers, two (2) full-time community service officers, one (1) part-time dispatcher, one (1) part-time ID tech trainee, one (1) part-time community service officer, and one (1) part-time camera operator.

Youth Programs & Events



RPD staff and local youth at a Cooking with Cops leadership event at Shiki Sushi

The Redlands Police Department's Leadership Program aims to develop the youth of our community by building character and developing their leadership skills. In 2017, RPD was able to expand this program through the implementation of several events and activities for the local youth. The department partnered with the Redlands Boys and Girls Club to conduct a *Cooking with Cops* leadership series in which thirteen young members of the community participated in a four part cooking conference at local eateries.

The youth were exposed to various leadership principles presented by officers, and they also worked with the restaurants' chefs and business owners to prepare a meal. This collaboration allowed them to hear stories of how the various chefs and business owners worked to achieve success in the community.

RPD was also able to partner with several local churches to provide leadership training to various youth groups. RPD joined together with the local youth pastors and provided 30-40 youth an opportunity to learn how various leadership principles relate to the field of law enforcement. Students interacted with law enforcement officers in a variety of settings including competitive physical activities, sit-down family-style meals, forensic studies, and K9 demonstrations.



2017 Awards & Recognition

RPD Awards

Jose Rivera Award – Ofc. Joe Valdivia
William C. Brumigan – Dispatcher Kathy Ramirez
Reserve Officer of the Year – Paul Smith
Volunteer of the Year – Perry Wahe
Explorer of the Year – Sarah Brown

RPD Employees of the Quarter

1st Quarter — CSO Shelby Donley
2nd Quarter — Dispatcher Kathy Ramirez
3rd Quarter — Ofc. Mazi Shahabi
4th Quarter — Cpl. Corey Hunt

City of Redlands Awards

Civilian Safety Employee — Chay Miller
Safety Employee — Ofc. Dave Frisch
Redlands Hero — Ret. Cpl. Rick Strobaugh

Community Awards & Recognition

RCRC Citizen of the Year — Ofc. D. Frisch
Public Safety Officer Medal of Valor (Awarded
by Congressman Ruiz & Senator Harris) —
Ofc. Nicholas Koahou

Promotions

Trainee Shelby Donley
Trainee Taylor Shuey
Cpl./Det. Matthew Friesen
Cpl./Det. Elyzabeth Green
Cpl./Det. Christopher Mead
Sgt. Patrick Leivas
Sgt. Esteban Valenzuela
Lt. Rachel Tolber
Asst. Chief Travis Martinez
Chief Christopher R. Catren

Retirements

Sergeant Andy Capps
Sergeant Vonn Layel
Commander Shawn Ryan
Bill Miller, Animal Control Supervisor
CSO Janice Hawkins
Chief Mark A. Garcia

Chief's Awards

In December of 2017, the following department members were recognized at the annual Department Award Ceremony:

Certificate of Appreciation

Ofc. Mazi Shahabi

Commitment to Excellence

CSO Shelby Donley
Ofc. Nicholas Koahou
Ofc. Jon James
Cpl. Stan McCauley
Det. Matthew Friesen
Sgt. Kyle Alexander
Cpl. Chris Mead
CSO Kim Howard
Dispatch Unit
Explorers
Dispatcher Annette DeWoody

Chief's Commendation

Ofc. Joe Valdivia
CSO Tim Edson
Ofc. Nicholas Koahou
Ofc. Matt Knudsen
Dispatcher Jenna Hesuterberg
Inv. Dal Peters
Sgt. Esteban Valenzuela

Community-Oriented Policing

Ofc. Brad Grantz

Lifesaving

Ofc. Darren Beck
Cpl. Donnie Byrson
Former RPD Ofc./Special Agent Patrick Estrada

Thank you to the members of the 2017 Awards Committee, who formed recommendations for employee recognition that were presented to the Chief for approval.

Crime Statistics

2017 DEPARTMENT OF JUSTICE PART I CRIME STATISTICS

CRIME CLASS:	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD 2017	YTD 2016	% CHG
HOMICIDE	0	0	0	0	0	0	0	0	1	0	0	0	1	0	N/C
RAPE	3	5	1	5	2	4	3	1	4	6	2	0	36	37	-2.7
ROBBERY	4	6	3	3	6	11	6	5	7	6	4	8	69	76	-9.2
AGG. ASLT	12	8	3	11	8	12	11	11	10	8	5	11	110	112	-1.8
VIOLENT CRIME TOTAL	19	19	7	19	16	27	20	17	22	20	11	19	216	225	-4.0
BURGLARY	45	23	36	34	38	31	45	38	34	36	36	30	426	501	-15.0
LARCENY	163	149	130	145	184	151	173	178	160	177	153	145	1908	2014	-5.3
AUTO THEFT	21	35	31	16	23	24	25	30	22	22	24	20	293	398	-26.4
PROPERTY CRIME TOTAL	229	207	197	195	245	206	243	246	216	235	213	195	2627	2913	-9.8
MONTHLY TOTAL	248	226	204	214	261	233	263	263	238	255	224	214	2843	3138	-9.4
YTD TOTAL:	248	474	678	892	1153	1386	1649	1912	2150	2405	2629	2843			

2016 MONTHLY TOTALS

CRIME CLASS:	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD 2016
HOMICIDE	0	0	1	-1	0	0	0	0	0	0	0	0	0
RAPE	2	4	-1	4	5	3	3	5	4	1	7	0	37
ROBBERY	8	1	8	8	4	6	5	10	14	1	4	7	76
AGG. ASLT	5	14	7	11	12	5	10	10	10	8	14	6	112
BURGLARY	53	25	25	41	47	44	44	53	22	47	47	53	501
LARCENY	194	164	177	149	190	177	141	149	190	162	151	170	2014
AUTO THEFT	50	25	30	27	30	39	35	34	23	30	35	40	398
MONTHLY TOTAL	312	233	247	239	288	274	238	261	263	249	258	276	3138
YTD TOTAL:	312	545	792	1031	1319	1593	1831	2092	2355	2604	2862	3138	3138

Violent crime rate includes: homicide, forcible rape, robbery, and aggravated assault.

Property crime rate includes: burglary, motor vehicle theft, larceny, and theft over \$950.00.