



# 2020 Annual Report



**Prepared for:**

**Charles M. Duggan, Jr.**

City Manager

**Prepared by:**

**Chris Catren**

Chief of Police



## A Message from the Chief

On behalf of the dedicated members of the Redlands Police Department, I am excited to present our Annual Report for 2020. This report details a sampling of the amazing accomplishments made by the exceptional staff and volunteers who provide the highest level of service to our wonderful community. Our engaged community, our supportive City Council and our diligent staff and volunteers have delivered another year of positive public safety impacts throughout the City despite the many challenges we faced this year.

2020 began with much promise, and the department was poised to build upon several positive developments from the previous year. Just three months into the year; however, we were faced with the ongoing challenge of the COVID-19 pandemic and its impacts on the community, our staff, operations, and the City's budget. The human toll of this virus is incalculable and continues to be felt everyday throughout the community. During this crisis, your Redlands Police Department staff continued to respond to calls for assistance and provide public safety services around the clock.

The impacts of the pandemic and the ensuing closures were almost immediately felt in the City's finances and resulted in the layoff of 21 police department staff members and the elimination of an additional 10 unfilled positions. These cuts have significantly impacted our ability to provide the level of policing services our community has come to expect. We are excited that the financial future of the City looks brighter than the immediate past and have already begun to see the restoration of some of the cuts experienced last year.

The year 2020 also bore witness to the killing of George Floyd by a Minneapolis police officer that sparked widespread civil unrest and protests. This incident generated several questions from residents about our department and opened the door for candid conversations about the professional manner with which Redlands police officers conduct themselves daily. We used several methods to reach out and discuss issues such as use of force, carotid restraint, officers' duty to intervene, and the handling of protests. The Redlands Police Department was among the first departments to restrict (and later eliminate) the use of the carotid restraint as a force option. Redlands was home to several peaceful protests of its own as our staff modeled how to professionally interact with protesters, protect First Amendment rights, and maintain order for everyone's benefit.

All the aforementioned events have in one way or another impacted the statistics in the following pages, but to what degree we may not know for years to come. I hope you find the information contained in this report useful, as it is our intent to provide you with the information you need in a succinct and easy-to-read manner while highlighting the metrics most often inquired about by the community. We are dedicated to enhancing public safety through trust, innovation, community partnerships and excellence in service. The department's efforts to fervently address crime and disorder issues using this model are well documented in the following pages. Our community's trust is truly appreciated and essential in the co-production of public safety we all enjoy.

Sincerely,

Chris Catren  
Chief of Police

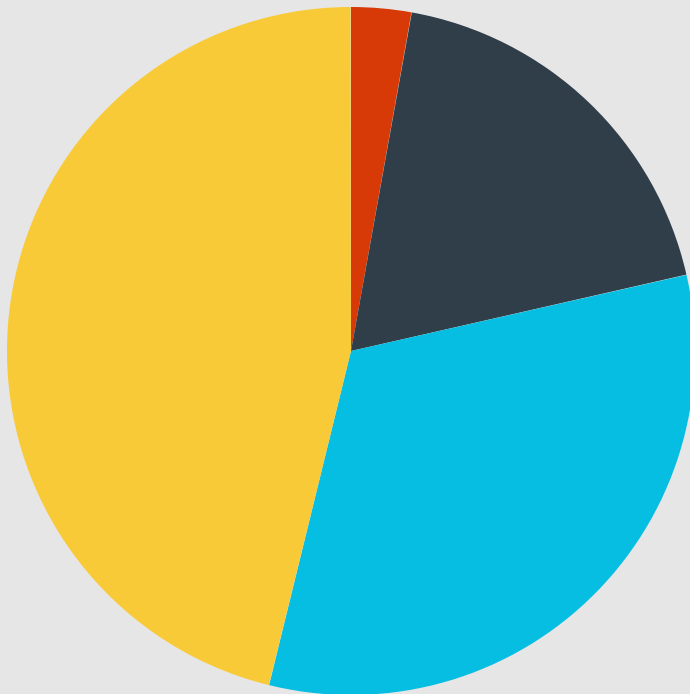
**Note to reader:** Information within this report is reflective of the Redlands Police Department's Crime Dashboard, which captures crime data in the City of Redlands and the neighboring area of San Bernardino County where we provide police services, commonly referred to as the "Donut Hole." RPD Dashboard statistics will not match the Federal Bureau of Investigation's Annual 2020 Uniform Crime Report (UCR), as the data in the UCR is reflective of reported crimes that occurred in the City of Redlands and is not inclusive of the crimes that occurred in the Donut Hole to which we provided police services.



# Violent Crimes

Crime Classification:	2016	2017	2018	2019	2020	2019 vs. 2020 Percent Change
Homicide*	1	1	6	1	7	+600.0
Rape	36	35	64	41	46	+21.1
Robbery	86	86	99	85	80	-1.2
Aggravated Assault	126	120	112	137	114	-11.6
Total Violent Crime	228	242	281	264	247	-0.8

2020 Violent Crimes



● Homicide ● Rape ● Robbery ● Agg. Assault

**\* Homicide Breakdown:**

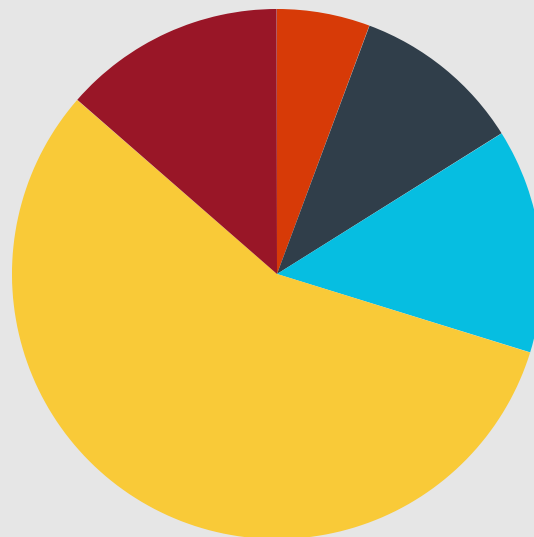
The seven homicides that occurred in 2020 were the results of four separate domestic violence incidents. One incident resulted in a triple homicide. Another domestic violence incident resulted in a homicide and a subsequent officer-involved shooting. The other two domestic violence incidents resulted in single homicides. All suspects were apprehended and arrested.



# Property Crimes

Crime Classification:	2016	2017	2018	2019	2020	2019 vs. 2020 Percent Change
Residential Burglary	296	220	175	187	117	-35.0
Commercial Burglary	224	223	169	171	215	+26.0
Vehicle Burglary	525	560	572	388	282	-23.0
Larceny	1714	1927	1480	1751	1167	-35.0
Auto Theft	457	347	364	284	280	+4.0
Property Crime Total	3216	3277	2760	2781	2061	-25.5

2020 Property Crimes

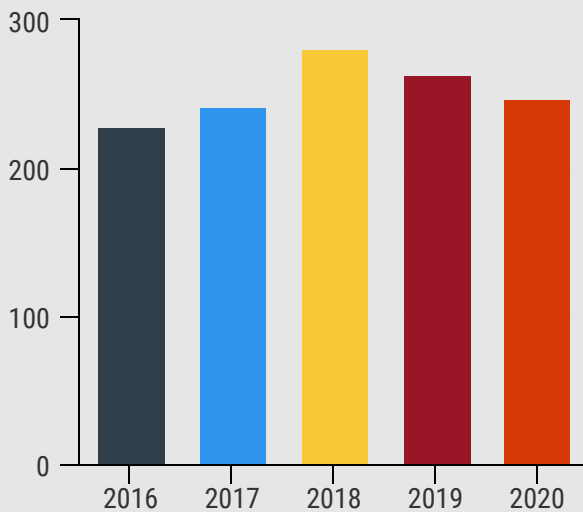


- Residential Burglary
- Commercial Burglary
- Vehicle Burglary
- Larceny
- Auto Theft

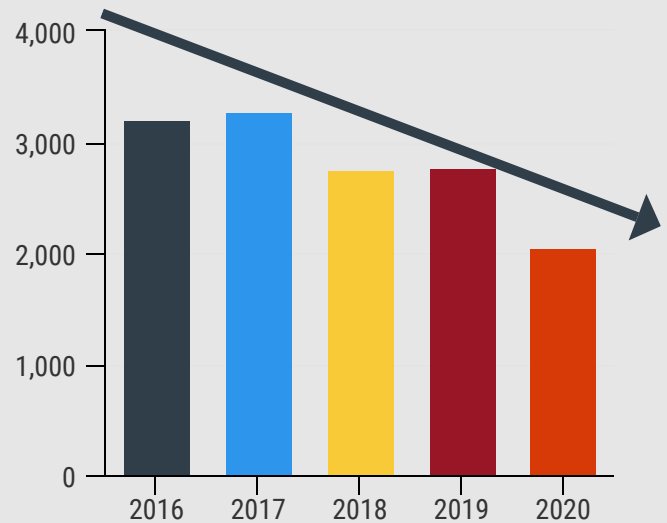


# Total Crime Statistics

Total Crimes	2016	2017	2018	2019	2020	2019 vs. 2020 Percent Change
Violent	228	242	281	264	247	-6.4
Property	3216	3277	2760	2781	2061	-25.9
Total	3444	3519	3041	3045	2308	-24.2



● Violent Crime



● Property Crime



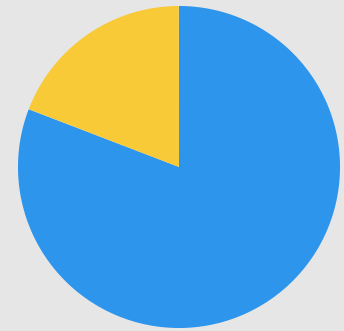
# Patrol Services

Total Calls for Service (CFS): 45,669  
 Extra Patrol CFS: 2,548  
 Self-Initiated/Proactive Activity: 10,824

Citations:  
 Parking 2,326  
 Traffic (written and warnings) 1,554

Arrests (persons arrested):  
 Adult 2,076  
 Juvenile 36  
 DUI Offenses 178

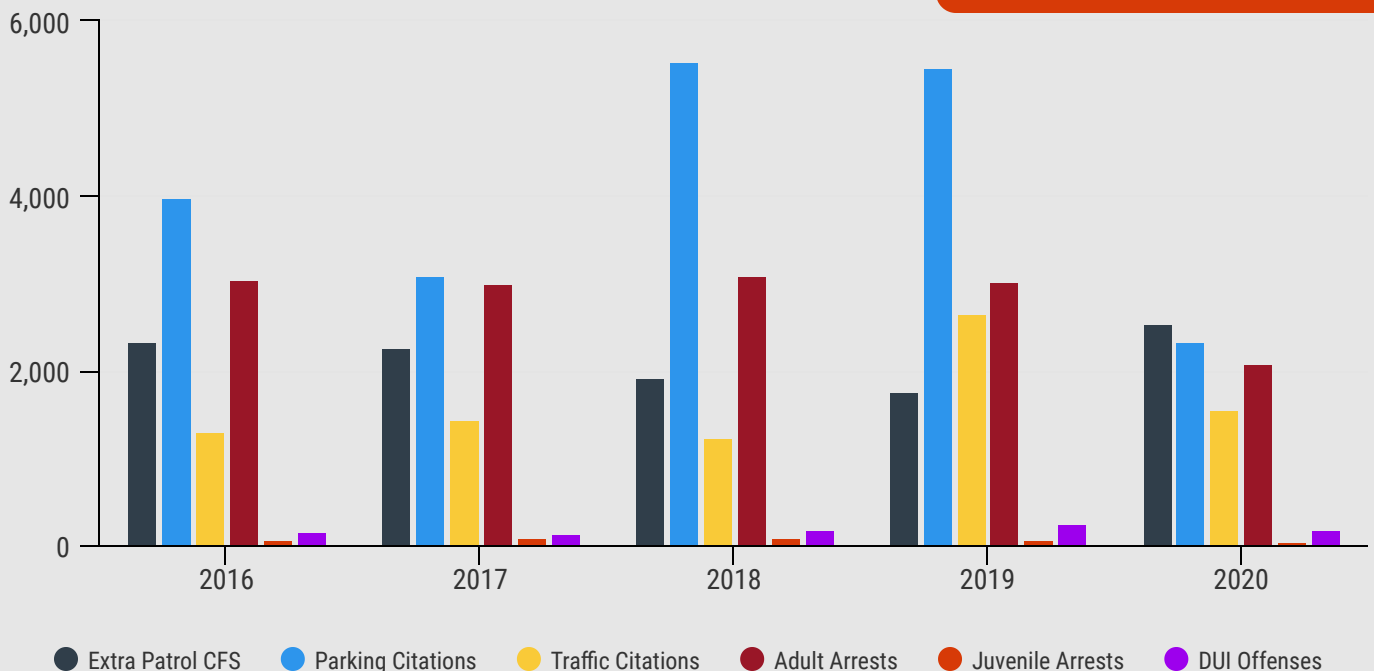
Total Calls for Service



● Calls for Service ● Self-Initiated

## Response Times

Priority 1: 09:08  
 Priority 2: 15:19  
 Priority 3: 25:52





# Special Services

## Investigations

	Cases Assigned	Cleared	Closed	Clearance Rates %
2016	1,221	410	1,241	33.0
2017	1,149	380	1,228	30.9
2018	1,018	374	1,027	36.4
2019	667	382	991	38.5
2020	786	337	969	34.7

The Redlands Police Department utilizes Automated License Plate Reader (ALPR) cameras as a an innovative investigative tool to enhance public safety. ALPRs are strategically mounted in fixed locations throughout the City and capture images of license plates, convert the numbers and letters into machine-readable text, tag them with the time and location, and upload that data into a secured regional database for retrieval by authorized law enforcement personnel. Law enforcement agencies utilize the data to compare plates to a "hot list" of vehicles suspected of being connected to crimes and illegal activities in the city and neighboring areas.

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In 2020, ALPR cameras supplied leads to suspects in

**51**

cases related to crimes that occurred in the City of Redlands

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# Community Services

## Community Policing Unit

Community policing officers (CPOs) regularly perform extra patrols throughout the City, conduct checks with local business owners, and attend meetings with community groups and partners. Members of the unit also work in partnership with local service providers, non-profit organizations, faith-based groups, and behavioral health professionals to employ a multi-faceted approach to addressing homelessness and other long-term issues within the community.

The State's Homeless Emergency Assistance Program (HEAP) grant funds an outreach program that allows two part-time community outreach coordinators to work closely with the CPOs to find placement and housing for the homeless through street outreach and by identifying, assessing, and referring homeless individuals to the proper resources that will connect them to rapid re-housing, permanent housing, and/or transitional housing. Since its implementation in May 2019 through December 2020, a total of 158 clients have been served under the outreach program.

The RPD Community Policing Unit also spearheads the department's community youth programs and events. Public health restrictions and precautions of 2020 brought about unique challenges for many of these community policing activities this year. Several RPD youth events were modified to be virtual or non-contact, including coloring contests, birthday parades, bicycle giveaways, and holiday events. Despite not being able to physically come together due to social distancing, the RPD helped spread holiday cheer and recognized approximately 200 deserving children in the community with gifts and gift cards delivered to their homes in the month of December. Funding was provided by the Redlands Police Community Foundation through generous community donations.





# Community Services

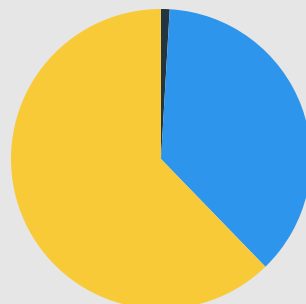
## Traffic Unit

The Traffic Unit provides traffic enforcement, related investigations, and special traffic services within the City. The unit also enforces parking standards and provides traffic control for special events held within the City.

In 2020, the Traffic Unit assisted with small-scale, drive-thru special events that were permitted by the City under the current public health restrictions. The Traffic Unit also provided traffic control at several peaceful protests within the city. In addition, they assisted with traffic control at the mass COVID-19 testing site that was held at Citrus Valley High School.

Collision Type	2016	2017	2018	2019	2020	2019 vs. 2020 Percent Change
Fatalities	0	3	8	4	5	+ 25.0
Non-Injuries	273	260	279	248	197	- 20.0
Injuries	352	384	434	432	333	- 22.0
Total	625	647	721	684	535	-21.8

2020 Traffic Collisions



● Fatalities ● Non-Injuries ● Injuries



# Support Services

## Dispatch

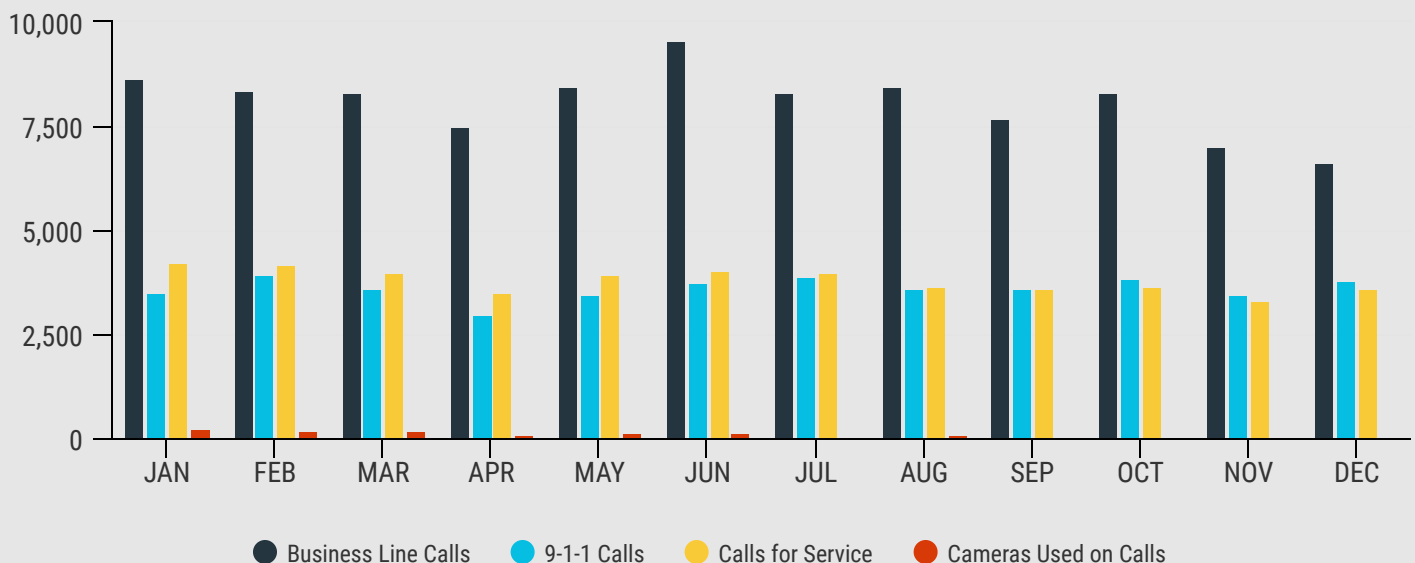
# 99.06%

of all 9-1-1 calls

were answered within 15 seconds.  
99.67% of all 9-1-1 calls were answered within 20 seconds.

Text to 9-1-1  
Received: 50  
Total Messages: 410  
Average Duration  
of Session:  
16 minutes

	Business Line Calls	9-1-1 Calls	Calls for Service	Cameras Used on Calls
JAN	8643	3507	4219	253
FEB	8355	3924	4190	169
MAR	8313	3615	3969	198
APR	7519	2979	3500	92
MAY	8465	3443	3950	124
JUN	9555	3744	4045	135
JUL	8315	3896	3967	70
AUG	8439	3625	3665	82
SEP	7686	3606	3583	62
OCT	8321	3829	3654	61
NOV	7011	3440	3339	62
DEC	6649	3792	3587	48





# Support Services

## Records Unit

Total reports processed:	7,540
Traffic collision reports:	832
Traffic citations (written & warning):	1,554
Stolen vehicle reports:	278
Vehicles impounded:	579
Vehicles released:	268
Mental health holds received:	376
Sex/Arson registrant appointments:	253
Calls for service at front counter:	1,139

### ONLINE REPORTING SYSTEM

The Redlands Police Department utilizes an online citizen reporting system. Residents are able to submit criminal and non-criminal reports when an incident occurred within the City of Redlands, there are no known suspects, and it is not an emergency.

#### Online reports submitted:

<b>2018:</b>	<b>1,648</b>
<b>2019:</b>	<b>1,414</b>
<b>2020:</b>	<b>1,575</b>

## Animal Control

	Adoptions	Transfers	Release	Return to Owner
<b>Dogs</b>	273	9	0	201
<b>Cats</b>	257	1	21	5
<b>Other</b>	15	28	158	2
<b>Total</b>	545	38	179	208

Want to learn more? Check us out online!

<https://www.cityofredlands.org/police>



<https://www.instagram.com/redlandspolice/>



<https://www.facebook.com/RedlandsPoliceDepartment/>

