

# PLEASANTON POLICE DEPARTMENT ANNUAL REPORT



2010



The 2010 Annual Report includes data on Part I crimes, arrests, clearance rates, victim demographics, repressible street crimes, juvenile related offenses, traffic citations and traffic collision information. Also included is a brief summary of the department's various units and their accomplishments for the year.



For complete information about our agency, please review the Pleasanton Police Department website at:  
<http://pleasantonpd.org>

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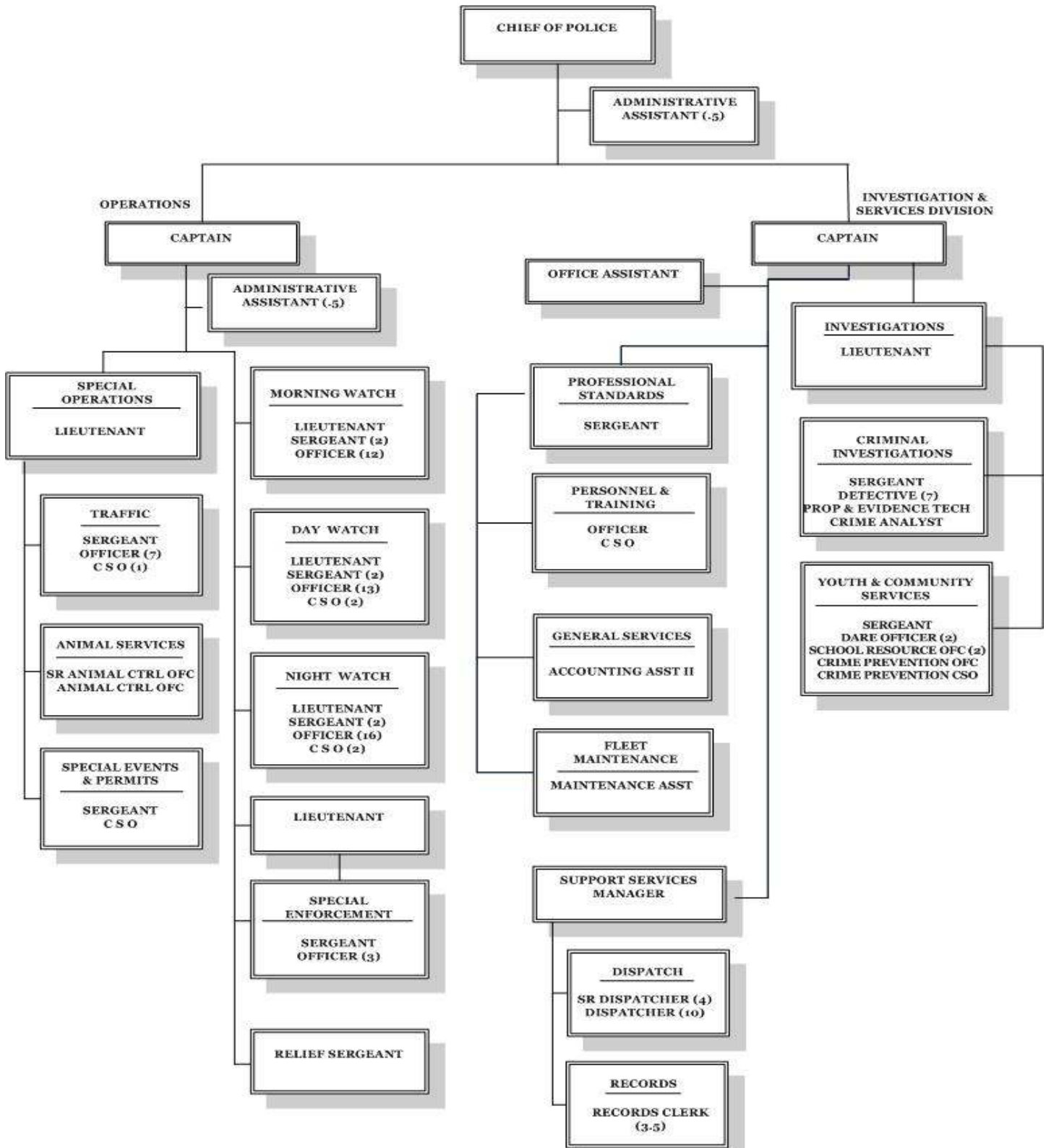
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# 2010 Organizational Chart





## ***MISSION STATEMENT***

*Our mission is to work in collaboration with our community to protect life and property. This shall be accomplished through the creative use of resources, community education and involvement and interactive problem solving. We will strive to maintain trust, understanding, and mutual respect within our department and our city.*

## ***PLEASANTON POLICE DEPARTMENT'S VISION STATEMENT***

*As Chief of the Pleasanton Police Department, my vision for the organization is to continue to provide the highest quality of law enforcement service and customer satisfaction possible to our community. I expect this to be accomplished while paying attention to the details in everything we do, day-in and day-out.*

*I envision an organization that recognizes the spirit of the law and makes decisions accordingly. Professionalism shall be demonstrated through ethical behavior and integrity at all times.*

*Although the time has come for a return to the basics, it is not my intention to abandon community outreach. We will continue to evaluate and provide those services while looking for new innovative programs that will bolster our community oriented philosophy.*

*I intend to continue to ensure the Department remains well equipped and trained. Technology is a very important part of this and we will strive to keep abreast of the latest trends and cutting edge products that will benefit our mission of providing the best law enforcement service possible.*

*I challenge every member of the organization to embrace a sense of pride in everything we do. We need to be a cohesive organization pulling in the same direction during the good times, as well as those in challenge. This can only be accomplished through a sense of family and working together.*

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## KEY ACCOMPLISHMENTS

- Despite unprecedented economic challenges, the City of Pleasanton remains among the safest cities in the California. The city experienced 19.6 Part I crimes per 1,000 population, this was virtually unchanged from 2009.
  - In 2010 the clearance rate for Part I crimes was 39%, which is a 5% increase from 2009 and is the highest clearance rate since 1996. The State average of Part I crimes cleared is only 22%.
  - Continuing our commitment to traffic safety, the Police Department issued 7,281 citations for moving violations and over 10,000 courtesy citations, which is a valuable education tool for our community.
  - Due in large part to our traffic enforcement efforts, the Traffic Index reached 29.96 %. This means that for each collision that resulted in injury, we issued 29.96 formal citations for violations contributing to those collisions.
  - DUI prevention, education and enforcement efforts remain a top priority for the Police Department. In 2010, we continued our partnership with Alameda County law enforcement agencies to identify and arrest impaired drivers. Pleasanton Police Officers arrested 329 DUI offenders.
  - The overall response time to emergency calls for services was 3 minutes and 58 seconds from the time the call was dispatched to the arrival of the first police officer. Response time to low priority calls was 18 minutes and 9 seconds per call for service, which was 13 seconds faster than 2009.
  - We maintained our commitment to youth outreach and education programs through participation in DARE, School Resource Officer Program, Explorer Post, Teen Academy, Every Fifteen Minutes, Tri-Valley Youth Court, In-House Juvenile Diversion Program, and maintaining our representation with the Youth Commission.
  - The Crime Prevention Unit continued the Crime Free Multi-Housing Program. 2010 was the program's first full year. Currently, of the city's apartment complexes having 10 or more units, 19 of 27 have now completed Phase I and/or Phase II, including seven of which are now fully certified.
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## CRIME AND ARREST DATA

### PART I CRIMES

The Federal Bureau of Investigation and the International Association of Chiefs of Police defined Part I crimes decades ago. These crimes are reported to the Department of Justice by every law enforcement agency and allow for statistical comparisons by agency and crime type on an annual basis.

Typically, headlines erroneously refer to Part I crimes as “Major Crimes” or “Serious Crimes”. Part I crimes are defined as: homicide, rape, aggravated assault, robbery, burglary, theft/larceny, motor vehicle theft and arson.

Homicide, rape, aggravated assault and robbery are very serious in nature and are considered crimes of violence. The remaining four Part I crime classifications are generally non-violent crimes and are classified as property crimes. In almost every jurisdiction larceny/theft represents the highest percentage of reported Part I crimes.

### 2010 PART I OFFENSE COMPARISON WITH SURROUNDING CITIES

PART I CRIMES	PLEASANTON	DUBLIN	LIVERMORE	SAN RAMON
POPULATION	70,711	48,821	85,312	64,860
Homicide	0	0	0	0
Rape	4	6	17	6
Aggravated Assault	49	44	255	12
Robbery	24	20	53	17
Burglary	210	122	369	215
Larceny/Theft	1,009*	438	1250	693
Motor Vehicle Theft	83	72	151	67
Arson	6	2	19	5
<b>TOTAL</b>	<b>1,385</b>	<b>704</b>	<b>2,114</b>	<b>1,015</b>

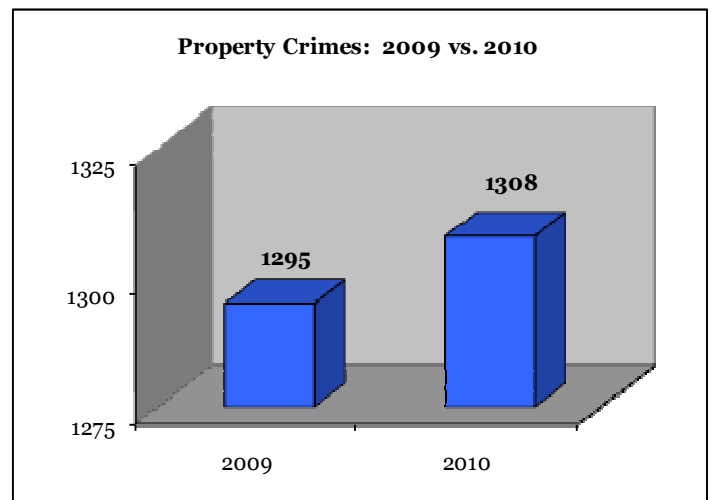
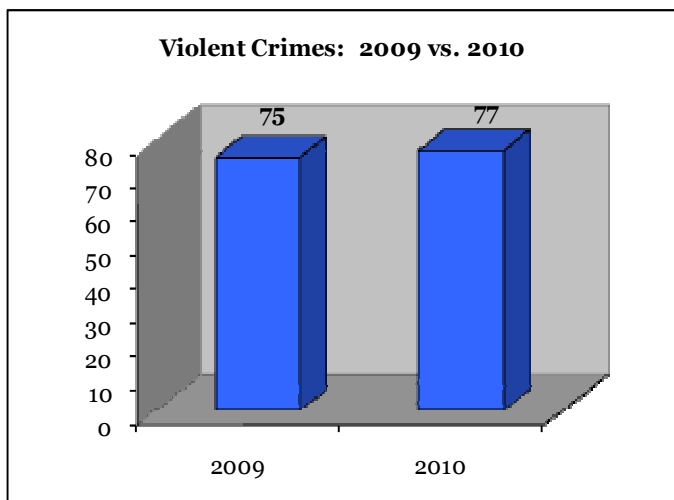
Population data provided by the State of California Department of Finance.

\*302 out of 1,009 (30%) Larceny/Thefts were committed at Stoneridge Mall



## PART I CRIMES

Pleasanton continues to be one of the safest communities in California. In 2010, total Part I offenses increased by 1% from 2009 (1,308 v. 1,295). The number of violent Part I crimes increased 3% and property related crimes increased 5%.



<b>PART I CRIMES</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Homicide	0	0	0	0	0
Sexual Assault	6	8	6	4	4
Aggravated Assault	38	19	47	51	49
Robbery	25	36	22	20	24
<b><i>Violent Crimes Subtotal</i></b>	<b>69</b>	<b>63</b>	<b>75</b>	<b>75</b>	<b>77</b>
Burglary	215	149	186	136	210
Larceny/Theft	1,181	1,009	1,188	1,059	1,009
Motor Vehicle Theft	141	133	114	95	83
Arson	14	4	4	5	6
<b><i>Property Crimes Subtotal</i></b>	<b>1,551</b>	<b>1,295</b>	<b>1,492</b>	<b>1,295</b>	<b>1,308</b>
<b>TOTAL</b>	<b>1,620</b>	<b>1,358</b>	<b>1,567</b>	<b>1,370</b>	<b>1,385</b>



## PART I CRIMES CLEARANCE RATES

Clearance rates are defined by the US Department of Justice "Uniform Crime Reporting" guidelines. An offense is cleared or "solved" for crime reporting purposes when at least one person is arrested, charged with the commission of the crime, turned over to the court for prosecution or referred to juvenile authorities.

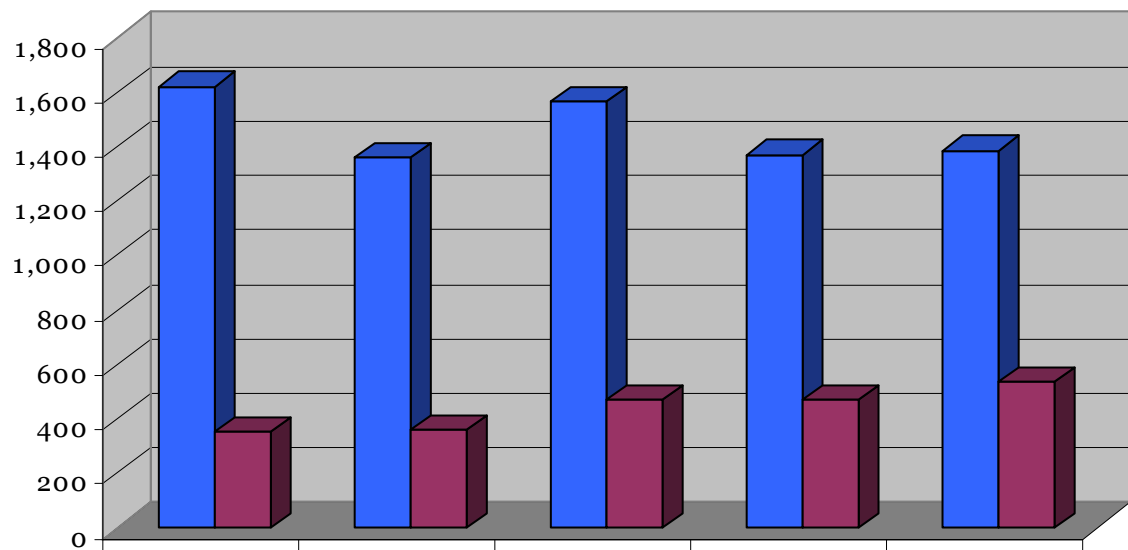
In certain situations, a clearance may be counted by "exceptional means." This is when the police have identified the offender, have enough information to support an arrest, but for some reason cannot take the offender into custody.

According to the Uniform Crime Reports, the average California Law Enforcement Agency clearance rate is approximately 22%.

In 2010, the men and women of the Pleasanton Police Department successfully cleared 39% of the Part I crimes that occurred within our jurisdiction.

## COMPARISON OF PART I CASE CLEARANCES 2006 THROUGH 2010

**REPORTED PART I CRIMES COMPARED TO CASE CLEARANCES**



■ Reported Cases	1,620	1,358	1,567	1,370	1,385
■ Cleared Cases	353	359	468	472	535

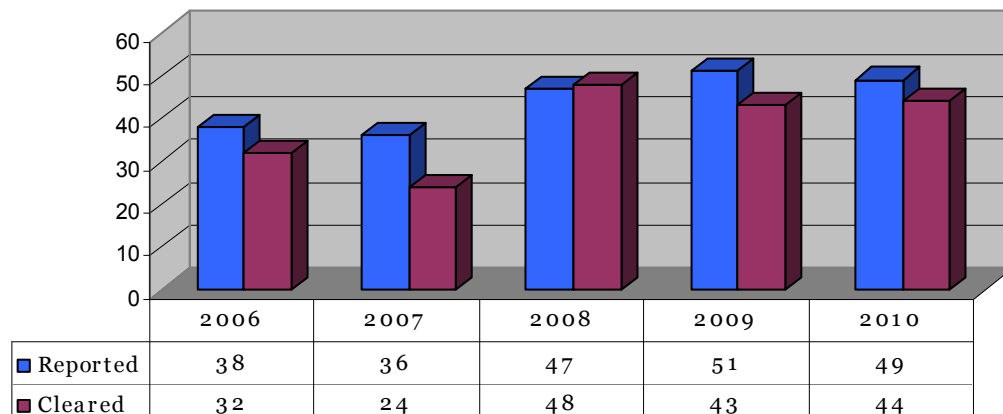


## Part I Crimes and Clearance Rates for the past five years.

	Homicide	RAPE	Aggra- vated As- sault	Robbery	Burglary	Larceny Theft	Grand Theft Auto	Arson	Total
<b>2010 Reported</b>	0	4	49	24	210	1009	83	6	<b>1,385</b>
<b>Cleared</b>	0	4	44	12	43	417	11	4	<b>535</b>
<b>Rate</b>	<b>0%</b>	<b>100%</b>	<b>90%</b>	<b>50%</b>	<b>20%</b>	<b>41%</b>	<b>13%</b>	<b>67%</b>	<b>39%</b>
<b>2009 Reported</b>	0	4	51	20	136	1059	95	5	<b>1,370</b>
<b>Cleared</b>	0	4	43	6	24	375	16	4	<b>472</b>
<b>Rate</b>	<b>0%</b>	<b>100%</b>	<b>84%</b>	<b>30%</b>	<b>18%</b>	<b>35%</b>	<b>17%</b>	<b>80%</b>	<b>34%</b>
<b>2008 Reported</b>	0	6	47	22	186	1188	114	4	<b>1,567</b>
<b>Cleared</b>	0	5	48*	15	27	347	26	0	<b>468</b>
<b>Rate</b>	<b>0%</b>	<b>83%</b>	<b>102%</b>	<b>68%</b>	<b>15%</b>	<b>29%</b>	<b>23%</b>	<b>0%</b>	<b>30%</b>
<b>2007 Reported</b>	0	8	36	19	149	1009	133	4	<b>1,358</b>
<b>Cleared</b>	0	6	24	16	21	275	17	0	<b>359</b>
<b>Rate</b>	<b>0%</b>	<b>75%</b>	<b>67%</b>	<b>84%</b>	<b>14%</b>	<b>27%</b>	<b>13%</b>	<b>0%</b>	<b>26%</b>
<b>2006 Reported</b>	0	6	38	25	215	1181	141	14	<b>1,620</b>
<b>Cleared</b>	0	6	32	14	28	252	20	1	<b>353</b>
<b>Rate</b>	<b>0%</b>	<b>100%</b>	<b>84%</b>	<b>56%</b>	<b>13%</b>	<b>21%</b>	<b>14%</b>	<b>7%</b>	<b>22%</b>

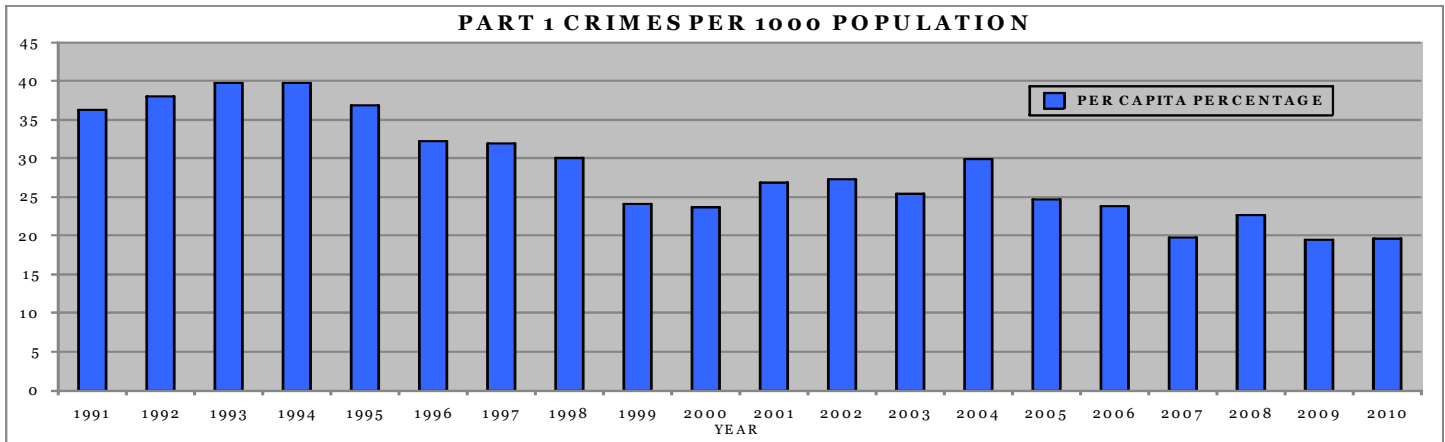
\*One of the 2007 reported cases was cleared in 2008

**AGGRAVATED ASSAULT CASES AND CLEARANCES  
2006 - 2010**





The following charts depict a 20-year history of Part I crimes that have occurred in Pleasanton, indexed to population (homicide, rape, aggravated assault, robbery, burglary, theft/larceny, grand theft auto and arson). 2009 saw the lowest part I crime index in over 22 years.

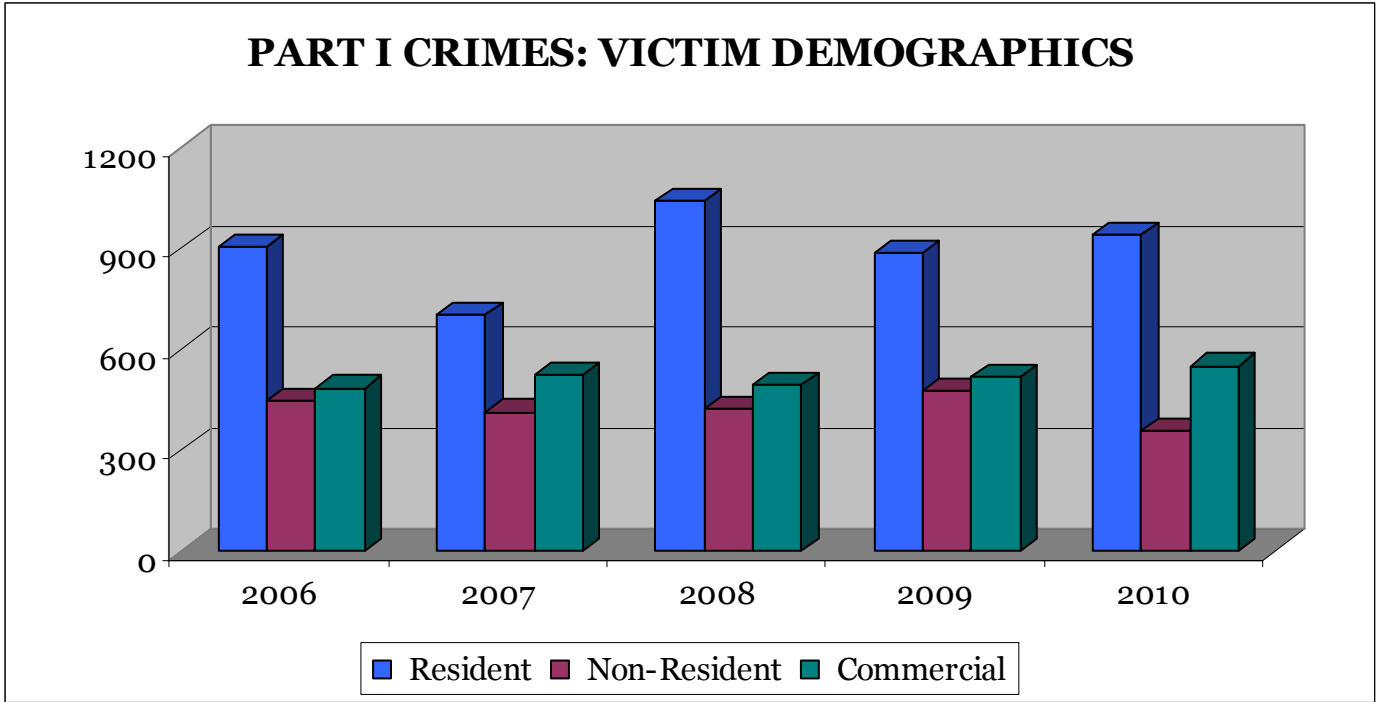


YEAR	POPULATION (Source: CA Dept of Finance)	PART I CRIMES	PART I CRIMES PER 1,000 POPULATION
2010	70,711	1,385	19.6
2009	70,097	1,370	19.5
2008	69,388	1,567	22.6
2007	68,755	1,358	19.8
2006	67,876	1,620	23.9
2005	67,321	1,660	24.7
2004	67,049	2,002	29.9
2003	66,788	1,694	25.4
2002	65,961	1,804	27.3
2001	65,154	1,750	26.9
2000	63,654	1,511	23.7
1999	61,700	1,489	24.1
1998	60,300	1,818	30.1
1997	57,800	1,845	31.9
1996	56,000	1,811	32.3
1995	55,100	2,029	36.8
1994	53,900	2,144	39.8
1993	53,000	2,106	39.7
1992	52,000	1,977	38.0
1991	51,200	1,860	36.3



**PART I CRIMES: VICTIM DEMOGRAPHICS**

In 2010, 51% of our Part I crime victims were Pleasanton residents, 19% were non-residents and 30% of the reported victims were commercial or retail businesses. Below is a five-year comparison of victim demographics.



	2006		2007		2008		2009		2010	
<i>Resident</i>	902	49%	699	43%	1037	53%	884	47%	939	51%
<i>Non-Resident</i>	447	24%	414	25%	420	22%	474	25%	355	19%
<i>Commercial</i>	485	26%	523	32%	493	25%	515	27%	550	30%
<b>TOTALS</b>	<b>1,834</b>		<b>1,636</b>		<b>1,950</b>		<b>1,873</b>		<b>1,844</b>	

*\*Some incidents have multiple victims resulting in a greater number of victims than Part I crimes reported.*

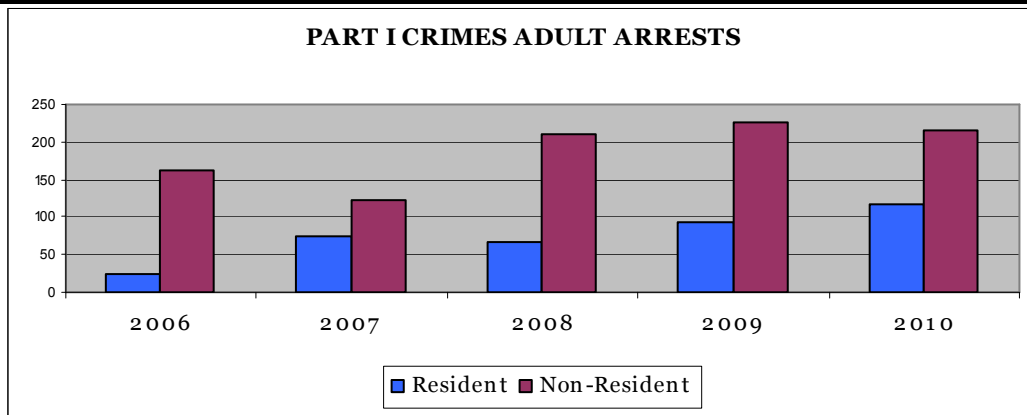


## PART I CRIMES: ADULT AND JUVENILE ARRESTS

For the commission of Part I crimes, the following charts depict the number of adults and juveniles arrested by the Pleasanton Police Department in 2010.

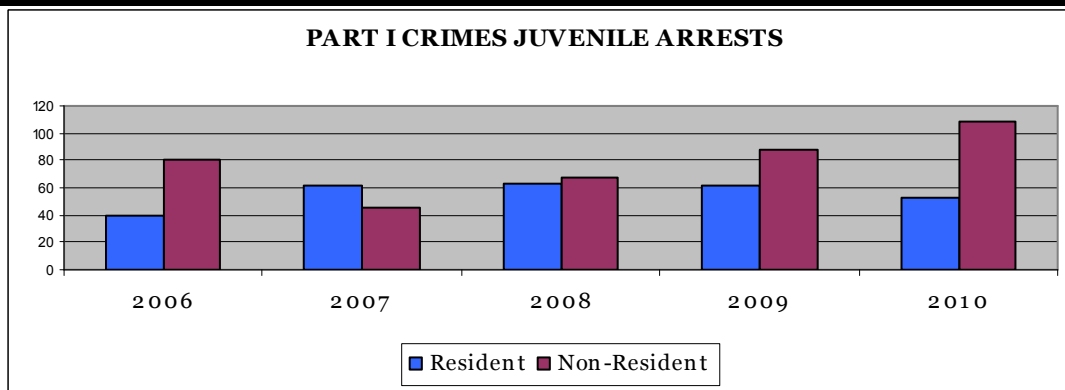
### ADULT ARRESTS

	2006		2007		2008		2009		2010	
<i>Resident</i>	24	13%	75	38%	66	24%	94	29%	117	35%
<i>Non-Resident</i>	162	87%	122	62%	209	76%	225	71%	215	65%
<b>TOTAL ARRESTS</b>	<b>186</b>		<b>197</b>		<b>275</b>		<b>319</b>		<b>332</b>	



### JUVENILE ARRESTS

	2006		2007		2008		2009		2010	
<i>Resident</i>	39	33%	62	58%	63	48%	61	41%	53	33%
<i>Non-Resident</i>	81	68%	45	42%	68	52%	88	59%	108	67%
<b>TOTAL ARRESTS</b>	<b>120</b>		<b>107</b>		<b>131</b>		<b>149</b>		<b>161</b>	





**REPRESSIBLE STREET CRIMES**

Repressible street crimes are crimes that can generally be deterred through an active partnership between the police and the community it serves. A proactive uniformed police presence is a significant deterrent, however, it is no longer the only solution to crime suppression.

An active and involved citizenry who take the time to report suspicious activity, coupled with a proactive and rapid police response, contributes to the overall success of the police department and the safety of our community. Crimes such as burglary, theft from automobiles, robbery and grand theft auto are often crimes of opportunity. Through an active partnership that encourages community trust, open communication, and cooperation we collectively share a responsibility to harden the potential crimes of opportunity and reduce the overall victimization of our community.

The list of repressible street crimes differs from agency to agency. In the City of Pleasanton, repressible street crimes are categorized as residential and commercial burglaries, vandalisms, thefts from vehicles including auto burglaries, and grand theft auto. The distinction between an auto burglary and a theft from an auto is whether or not the vehicle was locked.

		Residential Burglary	Commercial Burglary	Vandalism	Vehicle Burglary	Theft from Vehicle	Grand Theft Auto	Totals
<b>2010</b>	<b>Reported</b>	144	54	413	178	203	85	1,077
	<b>Cleared</b>	39	7	65	18	21	9	159
	<b>Rate</b>	<b>27%</b>	<b>13%</b>	<b>16%</b>	<b>10%</b>	<b>10%</b>	<b>11%</b>	<b>15%</b>
<b>2009</b>	<b>Reported</b>	87	44	497	301	220	95	1,244
	<b>Cleared</b>	10	7	60	16	12	16	121
	<b>Rate</b>	<b>11%</b>	<b>16%</b>	<b>12%</b>	<b>5%</b>	<b>5%</b>	<b>17%</b>	<b>10%</b>
<b>2008</b>	<b>Reported</b>	95	75	506	284	259	114	1,333
	<b>Cleared</b>	10	9	122	20	31	26	218
	<b>Rate</b>	<b>11%</b>	<b>12%</b>	<b>24%</b>	<b>7%</b>	<b>12%</b>	<b>23%</b>	<b>16%</b>
<b>2007</b>	<b>Reported</b>	74	72	398	262	178	133	1,117
	<b>Cleared</b>	13	8	57	8	16	17	119
	<b>Rate</b>	<b>18%</b>	<b>11%</b>	<b>14%</b>	<b>3%</b>	<b>9%</b>	<b>13%</b>	<b>11%</b>
<b>2006</b>	<b>Reported</b>	116	88	504	278	244	141	1,371
	<b>Cleared</b>	18	11	51	25	9	20	134
	<b>Rate</b>	<b>16%</b>	<b>13%</b>	<b>10%</b>	<b>9%</b>	<b>4%</b>	<b>14%</b>	<b>10%</b>



## OTHER CRIMES AND OFFENSES

The following chart is a comparison of other crimes and offenses from 2006 through 2010.

	2006	2007	2008	2009	2010
<b>Child Abuse</b>	42	16	18	20	15
<b>Alcohol Violations</b> (excluded DUI & Drunk In Public)	69	51	49	65	59
<b>DUI -Total</b>	262	256	283	296	329
- Felony Arrests	1	2	1	5	5
- Misdemeanor Arrests	261	254	282	291	324
<b>Drunk In Public</b>	236	247	228	298	241
<b>Domestic Violence</b>	127	131	104	121	112
<b>Fraud/Forgery</b>	197	248	221	186	195
<b>Identity Theft</b>	228	214	175	224	234
<b>Narcotics Violations</b>	327	325	270	335	257
<b>Sex Offenses</b>	48	24	32	48	22
<b>Simple Assaults</b>	183	161	171	136	185
<b>Vandalism</b>	158	242	275	258	269
<b>Graffiti</b>	142	95	266	239	183
<b>Weapons Violations</b>	51	49	41	49	36
<b>Psychiatric Commitment</b>	232	196	260	281	305
<b>TOTAL</b>	<b>2,302</b>	<b>2,255</b>	<b>2,389</b>	<b>2,556</b>	<b>2,475</b>



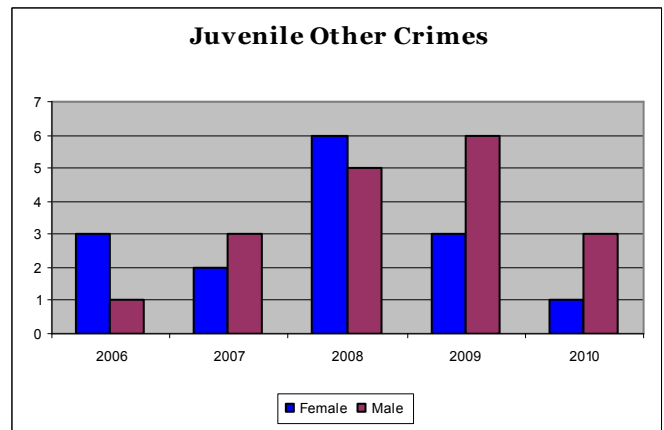
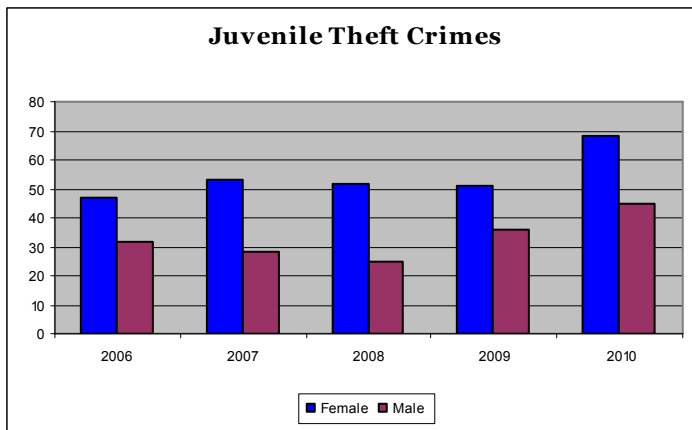
## JUVENILE DETENTIONS AND/OR ARRESTS

Offense or Reason for Contact	2006	2007	2008	2009	2010
Assault &/or Battery	29	14	17	18	22
Assault with a Deadly Weapon	3	1	1	4	3
Brandishing or Possessing a Weapon	3	1	4	8	6
Burglary	1	14	15	3	4
Grand Theft Auto	6	7	3	1	2
Grand Theft	24	10	9	11	9
Incorrigible	14	6	6	8	6
Driving Under Influence of Drugs &/or Alcohol	5	8	4	6	4
Petty Theft	73	98	79	104	123
Possession of Drugs &/or Alcohol	55	65	50	59	61
Psychiatric Commitment	54	54	70	61	81
Robbery	4	4	4	3	2
Runaway	74	51	45	53	38
Sex Crimes	1	1	2	5	5
Truant	30	16	15	19	9
Vandalism	17	8	6	5	8
<b>TOTAL</b>	<b>393</b>	<b>358</b>	<b>330</b>	<b>368</b>	<b>383</b>



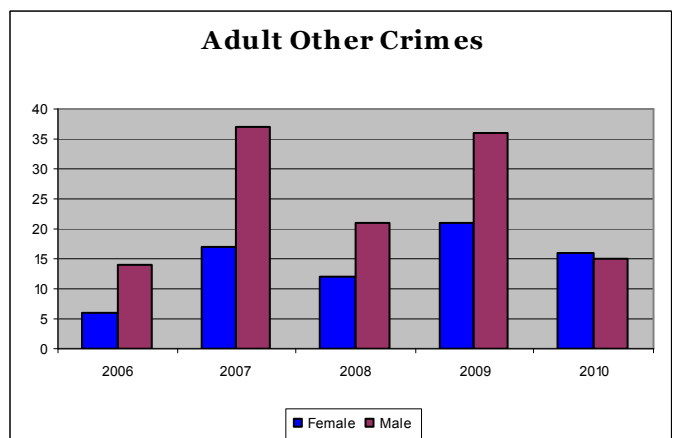
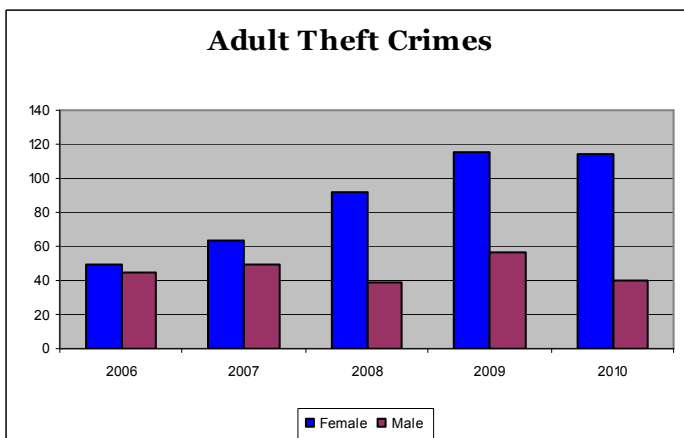
### JUVENILE ARRESTS FROM CASES AT STONERIDGE MALL

Theft Offenses						Other Offenses				
	2006	2007	2008	2009	2010	2006	2007	2008	2009	2010
Female	47	53	52	51	68	3	2	6	3	1
Male	32	28	25	36	45	1	3	5	6	3
<b>TOTAL</b>	<b>79</b>	<b>81</b>	<b>77</b>	<b>87</b>	<b>113</b>	<b>4</b>	<b>5</b>	<b>11</b>	<b>9</b>	<b>4</b>



### ADULT ARRESTS FROM CASES AT STONERIDGE MALL

Theft Offenses						Other Offenses				
	2006	2007	2008	2009	2010	2006	2007	2008	2009	2010
Female	50	63	92	115	114	6	17	12	21	16
Male	45	49	39	57	40	14	37	21	36	15
<b>TOTAL</b>	<b>95</b>	<b>112</b>	<b>131</b>	<b>172</b>	<b>154</b>	<b>20</b>	<b>54</b>	<b>33</b>	<b>57</b>	<b>31</b>

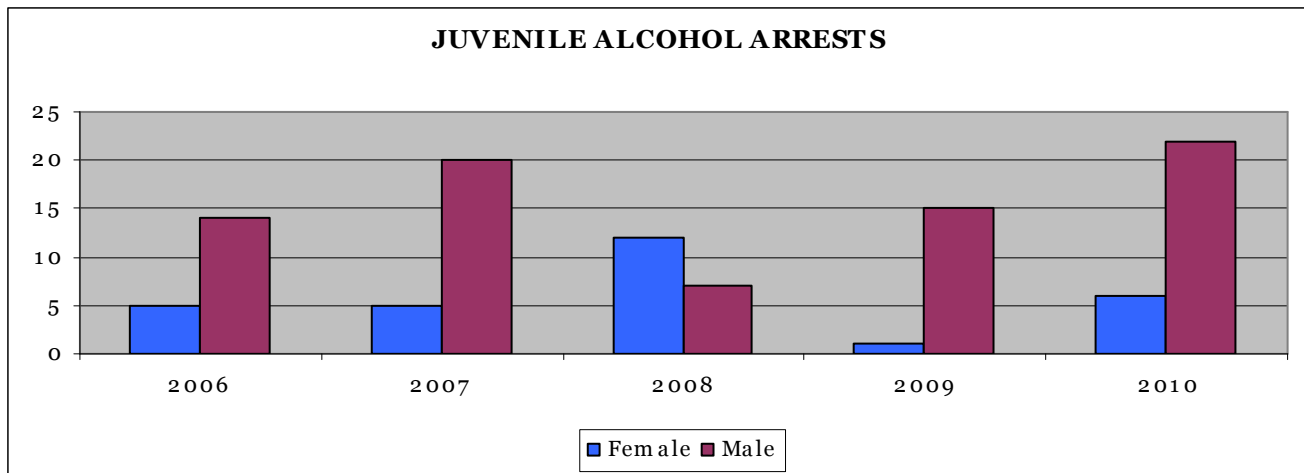




## JUVENILE ALCOHOL & DRUG ARRESTS

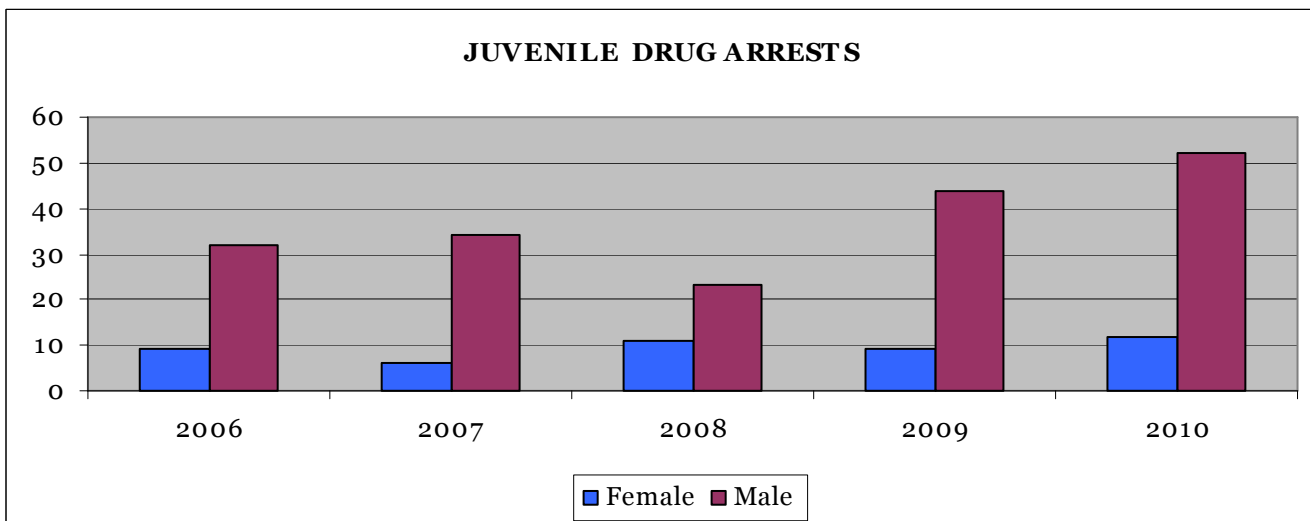
### Alcohol

	2006	2007	2008	2009	2010
Female	5	5	12	1	6
Male	14	20	7	15	22
<b>TOTAL</b>	<b>19</b>	<b>25</b>	<b>19</b>	<b>16</b>	<b>28</b>



### Drugs

	2006	2007	2008	2009	2010
Female	9	6	11	9	12
Male	32	34	23	44	52
<b>TOTAL</b>	<b>41</b>	<b>40</b>	<b>34</b>	<b>53</b>	<b>64</b>





### RESPONSE TIMES

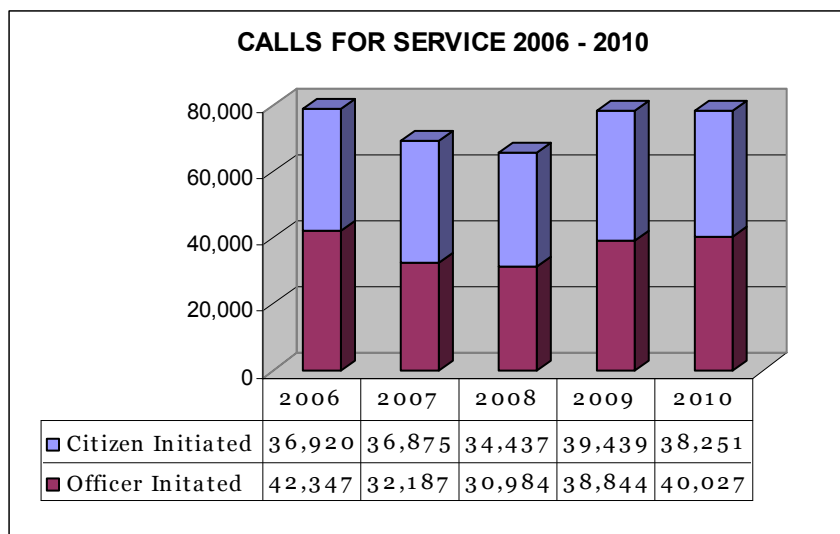
Our average overall response time for 2010 was 18:09 minutes per call compared to 18:22 minutes in 2009. The average response time for emergency calls in 2010 was 3:58 minutes compared to 3:47 minutes for the previous year.



### CALLS FOR SERVICE

The following chart depicts the number of calls for service during the past five years.

	2006	2007	2008	2009	2010
Citizen Initiated	36,920	36,875	34,437	39,439	38,251
Officer Initiated	42,347	32,187	30,984	38,844	40,027
<b>Total</b>	<b>79,267</b>	<b>69,062</b>	<b>65,421</b>	<b>78,283</b>	<b>78,278</b>





## TRAFFIC COLLISIONS

The following statistics denote a reduction of reported vehicle collisions during the past five years. Injury collisions increased 13% in 2010 while the total number of collisions we responded to increased 3%.

Reports	2006	2007	2008	2009	2010
Fatal	2	2	1	1	0
Injury	252	236	232	214	243
<b>TOTAL</b>	<b>254</b>	<b>238</b>	<b>233</b>	<b>215</b>	<b>243</b>

## TOTAL COLLISION RESPONSES

2006	2007	2008	2009	2010
1,484	1,240	1,162	1,141	1,175

## TRAFFIC AND PARKING ENFORCEMENT

The following chart depicts the number and types of citations issued during the past five years.

Types of Citations	2006	2007	2008	2009	2010
Moving (non-radar)	3,890	3,640	4,319	4,720	6,325
Moving (radar)	869	1,938	1,161	840	956
Mechanical	973	1,247	1,446	1,336	1,756
Parking	1,286	1,087	996	738	1,633
Courtesy (warning)	4,975	7,001	9,100	9,278	10,925
<b>TOTAL</b>	<b>11,993</b>	<b>14,913</b>	<b>17,022</b>	<b>16,912</b>	<b>21,595</b>



## OPERATIONS DIVISION



The Operations Division led by Captain Eric Finn is the largest and most visible portion of the police organization consisting of 71.5 uniformed and civilian personnel. The Division is comprised of three units, Patrol, Special Enforcement Unit (SEU) and the Special Operations Unit (SOU) - the Patrol and Special Enforcement Units are comprised of 57 sworn officers and 3.5 civilian employees while 8 sworn officers and 3 civilian staff members make up the Special Operations Unit.

### PATROL

Patrol is comprised of 57 Police Officers, Sergeants and Lieutenants and are supported by three non-sworn Community Service Officers (CSO's). Patrol is divided into four watches: MW-Morning Watch, DW-Day Watch, ENW-Early Night Watch and LNW-Late Night Watch. Four Lieutenants manage the bureau's day-to-day activity on a 24-hour/7-day-a-week basis; while eight Sergeants provide the supervisory oversight. Patrol is also responsible for the Special Enforcement Unit (SEU) the Field Training Officer, Canine, Reserve Officer and Special Weapons And Tactics Team (SWAT) Programs.

These men and women are the first responders to all criminal calls for service and suspicious circumstances reported within our community. They are responsible for emergency response functions and initial investigations on all calls for service generated by the Pleasanton community. An Administrative Assistant is shared between the Operations Division and the Executive Administration.

### K-9 UNIT



Officer Dave Batoy

The department has three K-9 officer teams. All of the dogs are trained in handler protection, apprehension, area searches, and tracking. In addition to these capabilities, two of the dogs, Kaij and Camo, are trained in drug detection. They are often called upon to search cars, packages, and homes during search warrants to locate secreted illicit drugs. The third dog, Robbie, has been trained as an explosives detection canine. Robbie is one of only a handful of bomb-trained canines in the area and has been used for special details, such as dignitary protection, bomb threats and checking suspicious packages, throughout the Bay Area.



**Motorcycle Unit**

### **SPECIAL OPERATIONS UNIT**

The Special Operations Unit is comprised of traffic, parking, special events, permits, animal services and policy administration. Lieutenant Craig Eicher manages the multiple components of this bureau. In addition to Lieutenant Eicher, the Special Operation Unit's authorized staffing is one motorcycle Sergeant, six motorcycle Officers, a Special Events Sergeant, two CSO's and Animal Services Officer.

The primary objective of the motorcycle officers and CSO's is to provide effective traffic education, enforcement and investigation of traffic related collisions. The traffic unit continues to work closely with the California Office of Traffic Safety (OTS). This year we applied for and received an OTS traffic safety grant allowing the department to continue our partnership with the school district in providing the underage drinking & driving program, "Every 15 Minutes."

Every 15 Minutes is a two-day program that challenges high school juniors and seniors to think about consequences of drinking, personal safety, and the responsibility of making mature decisions. This program seeks to provide students with a hard-hitting, realistic dramatization of the aftermath of an alcohol related crash. The first program was produced at Foothill High School in 1999. Since its inception we have alternated the program each year between Foothill and Amador Valley High School.

Statistics indicate we have had few fatalities due to alcohol related collisions from students in our target group. Conversely, Pleasanton's 6,000 students have demonstrated the potential for smart decision making by choosing not to drive under the influence of drugs or alcohol. We have worked closely with partners in our community including the Livermore-Pleasanton Fire Department, East Bay Regional Parks Police, CHP, Alameda County Sheriff's Coroner's Bureau, American Medical Response Ambulance, Graham Hitch Mortuary, Pleasanton Unified School District, local medical centers and numerous other local businesses and volunteers. Every simulated alcohol related collision we present involves over 35 student coordinators and participants; and approximately 50 police, fire, medical and other volunteers.



**Officer Erik Silacci**



DUI Checkpoint

Most of the funds received through OTS Traffic Safety Grants have been used for directed Driving Under the Influence enforcement efforts. Finally, there are nearly 40 special events held in the City of Pleasanton each year. Over 20 of these events involve partial or complete street closures. The management of these events requires the organization and coordination of event volunteers, police personnel, and various departments within the City.

The community has also come to rely upon several programs provided by the Special Operations Unit. The child safety seat installation program is one example. The police department has trained technicians, each of whom participated in a 40-hour certification program that teaches them how to properly install child car seats.



CSO Shannon Revel-Whitaker

The Traffic Education And Monitoring (TEAM) program is available for residents with concerns about neighborhood speeding issues. Residents are trained by a police officer on the use of a department issued radar gun. Participants then record vehicle speeds and license plate numbers of violators and provide the information to the Police Department. The department will then send letters to the registered owners of the vehicles advising them of their speed, encouraging the drivers to obey all speed laws. The data obtained is often utilized to target specific time periods to address perceived problems.

### Every 15 Minutes





### **S.W.A.T. TEAM**

The utilization of a highly-trained police Special Weapons and Tactics (S.W.A.T.) unit has shown to substantially reduce the risk of injury or loss of life to citizens, police officers and suspects. A well managed "team" response to critical incidents usually results in successful resolution of critical incidents. It is the purpose of the Pleasanton Police Department's S.W.A.T. operators to provide a highly trained and skilled tactical team as a resource for the police department in the safe handling of critical incidents such as hostage rescue, barricaded suspects, and high risk warrant services. The SWAT Team trains with other tactical teams throughout the region and has been used by other jurisdictions as a tactical resource.



SWAT Team Train Entry

### **SPECIAL ENFORCEMENT UNIT**

The Special Enforcement Unit (SEU) is a flexible and dynamic team of officers comprised of a Sergeant and three specially-trained officers who serve the community in a multi-faceted manner. Each officer serves as a resource expert in one of three areas of law enforcement, which include narcotics enforcement and recognition, vice and sexual offender management, and gang awareness and suppression. These officers are assigned to this position based on their proven skills in law enforcement and career experiences. Each officer is cross-trained in multiple disciplines to enable them to serve as a team.



The unit is highly flexible and deployed in a manner so as to blend their activity and approach with both uniformed crime suppression and undercover investigations. In addition to being proactive, the unit is also responsive to community complaints, neighborhood issues, and the quality of life in Pleasanton. The Special Enforcement Unit through their flexible approach and strategic deployment enables the department to actively respond to community concerns and pursue all types of criminal behavior.



## INVESTIGATIONS and SERVICES DIVISION

The Investigations and Services Division is divided into three areas of responsibility. The division is staffed with 42 full time employees consisting of 16 Police Officers, three Police Sergeants, two Community Service Officers, a Property and Evidence Technician, a Civilian Police Support Services Manager, fourteen Dispatchers, a Crime Analyst, four Records Clerks, and an Office Assistant.

Members of the Division are responsible for a large cross section of activities and support functions within the overall effort to provide public safety. Investigations personnel are assigned to Criminal Investigations, D.A.R.E., School Resource Officers, and Crime Prevention. The majority of the non-sworn personnel in the division are responsible for Dispatch, Crime Analysis, and Records Management, as well as the control of property and evidence.

### **CRIMINAL INVESTIGATIONS**

The Criminal Investigations Unit performs follow-up investigations on crimes after an initial responding officer or Community Service Officer has conducted a preliminary field investigation and completed the work which they are able to within the confines of their shift hours and the city boundaries. Personnel assigned to this unit generally work Monday through Friday from 7:00 am to 5:00 pm.

The Criminal Investigations Unit supervisor, Sergeant Jim Knox, is responsible for reviewing all crime reports taken by the officers of the Pleasanton Police Department. He assigns cases to detectives for follow-up when needed. Follow-up investigations vary by type and scope and are frequently necessary, even in minor reports. Examples of follow-ups may include contacting people to clarify facts of an incident, acquiring additional documentation, facilitating technical and laboratory work, crime scene processing, and ensuring accurate and detailed written and photographic documentation of a crime.

The unit is comprised of a Sergeant, seven Detectives, a Crime Analyst, a Property and Evidence Clerk and an Office Assistant. The primary goal of the Criminal Investigations Unit is the clearance of criminal cases. Successful case resolution is achieved through the identification of criminal suspects, the recovery of stolen property, documentation for criminal prosecution and restitution and conflict resolution.



**Criminal Investigations Personnel**



Each of the seven Detectives has an assigned area of expertise. These specific areas of specialization include, auto theft, residential and commercial burglary, crimes against persons, juvenile crimes, sexual assault, computer and technology assisted crimes, and identity theft. These detectives receive extensive training in their area of specialization but are also cross-trained to handle investigations outside their specialized assignment.

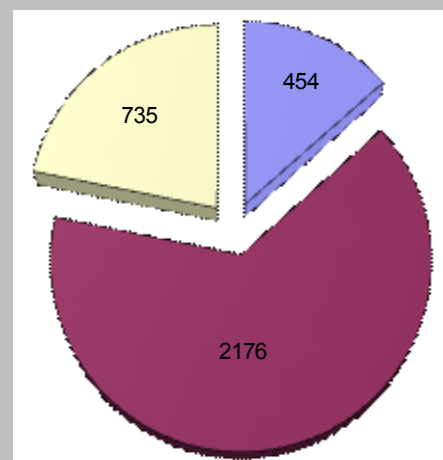


Detective Matt Lengel

In 2010, the detectives were assigned 981 cases for active investigative follow-up. Of those cases, 302 (31%) were cleared through submission to the District Attorney for charging, exceptional means (based upon an identified suspect and their method of operation, time and proximity to a known committed offense) or through a victim refusing to pursue charges against an identified suspect. In addition, detectives determined 81 cases (8%) were unfounded, meaning the original reported crime had not actually occurred. They also identified 75 additional cases that occurred in another jurisdiction and referred those cases to the appropriate authority. In cases with a lower degree of solvability, 635 victims received letters letting them know which Detective was assigned to their case and its status.

In addition to investigating criminal activity, our Detectives frequently speak to various community groups and give presentations in the Citizens' and Teen Academies on topics such as sexual assault, juvenile crimes, identify theft and fraud, and an overview of the Investigations Unit.

#### BREAKDOWN OF CASE TYPES



■ People ■ Property ■ Miscellaneous



## YOUTH AND COMMUNITY SERVICES

The Youth and Community Services Unit deals with the many police/youth needs within the community. The Unit is comprised of a Sergeant, two D.A.R.E. Officers, two School Resource Officers, and two Crime Prevention Officers.

Our Crime Prevention unit serves dual functions. One is the education of our residents and business owners to help deter crime and a newer role is the management of our Crime Free Multi-Housing Program. This program is a collaborative effort involving law enforcement, apartment property owners, managers, and residents to reduce crime on their properties.



Y.C.S.U. Personnel

The Youth and Community Services Unit also oversees the Citizens' Academy and Teen Academy. Both courses are offered once a year in order for Pleasanton residents to better understand how their police department operates. The adult course is a 14-week program that teaches students about the programs within the department, including Community Policing, Traffic Enforcement, Criminal Investigations, Communications, SWAT, Narcotics Investigations and Crime Prevention. The Teen Academy is offered to Pleasanton youth between 14 and 18 years of age. This program is offered each summer over a two-week period, and is a shortened version of the Citizens' Academy.

We continue to teach D.A.R.E. to the city's 5th and 8th graders. The curriculum is continually modified to address community specific issues. Two School Resource Officers are present on school campuses during school hours. The SRO's also routinely attend school sporting events and other school activities.



COPPS TV Show

Our COPPS TV show, which airs quarterly, provides the community with information from a law-enforcement perspective. The show is produced by Police Department personnel, in conjunction with Tri-Valley Community Television. The show features guests from the community speaking on various topics, as well as segments on crime and traffic trends.

The Volunteers in Policing (VIPS) and Police Explorers are also managed by YCSU. The Volunteer program is consistently in high demand and maintains a volunteer staff of approximately 30 persons. The volunteers donate thousands of hours of service each year thus providing a significant cost savings to the city. The Police Explorers range in age from 14-20 years and are provided on-going training in basic law enforcement fields, including law, traffic control, criminal investigation, crime prevention and other related subjects. Currently the department has 22 Explorers, and three Explorer Advisors.



## **PROFESSIONAL STANDARDS UNIT**

The Professional Standards Unit is responsible for coordinating the recruitment and hiring of personnel, departmental training, business services, vehicle and facility maintenance, and budget administration for the Pleasanton Police Department. A Police Sergeant oversees the Personnel and Training Officer, Community Service Officer, Accounting Assistant and Maintenance Assistant assigned to the unit.

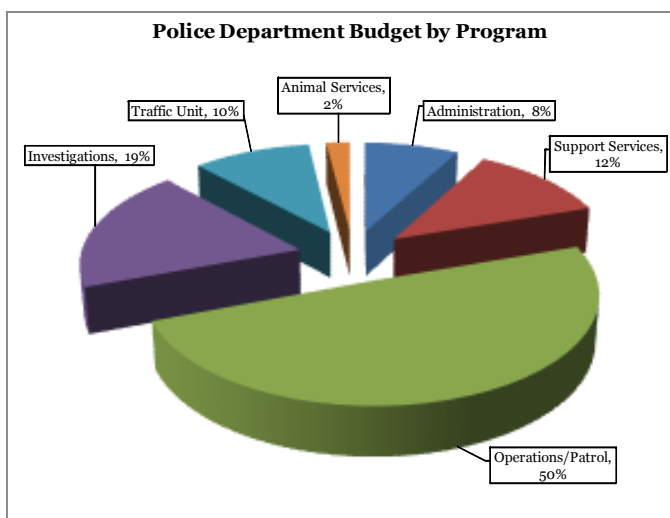


**Professional Standards Unit Personnel**

The police department bid farewell to eight employees in 2010, including Chief Michael Fraser, Lieutenants Mark Senkle, Thomas Fenner, and Darrin Davis, Sergeant Barry Mickleburgh, Officer Kelly O'Neal, Office Manager Paula Janusek and Administrative Assistant Melody Foreman.

The recruitment and selection of personnel is a crucial function that the unit coordinates with the city's Human Resources Department. In 2010, over 100 applications were screened. From those 20 lateral police officer applicants and 20 academy graduate applicants were interviewed which ultimately resulted in the hiring of two experienced lateral police officers. Additionally, Administrative Assistant Kimberly Monfort was welcomed to the department.

The unit is also tasked with coordinating the mandatory and essential training required by the State of California's Commission on Peace Officer Standards and Training (P.O.S.T.) as well as various statutory requirements. Police Officers and Police Dispatchers are required to meet P.O.S.T. Perishable Skill and Continuous Professional Training requirements on a biannual basis. In addition, an array of other specialized training is required to keep all sworn and professional staff up to date with the latest information and skills related to modern police practices and statutory changes to ensure that the best trained staff possible is serving our community. To that end, 6,743



hours of training was provided to department members with most of the related expenses reimbursed by P.O.S.T. and a Federal Justice Assistance Grant. There were two notable training highlights during 2010. In October, the Police Department hosted a Law Enforcement Assertive Supervision Course at the new Firehouse Arts Center, which was attended by members of other law enforcement agencies from throughout Northern California. In December, Police Management attended a two-day development course at the Museum of Tolerance in Los Angeles.



## RECORDS AND COMMUNICATIONS

The Pleasanton Police Department Records and Communications Unit is open to serve the community 24 hours a day, seven days a week. Between the Public Service Counter and the phone calls received, the majority of public safety service starts with the Records and Communications Unit. This unit is currently staffed with a civilian manager, 14 full time dispatcher positions, and three and a half full time records clerks.



**Police Dispatcher Betsy Jones**

Dispatchers answer all 9-1-1 emergency calls and the majority of all non-emergency, or business calls. In late 2007, the Pleasanton Police Department readied itself for the acceptance of wireless 9-1-1 calls, which began in June, 2008. Through a process called “selective cellular site sector routing,” most cellular calls placed within the Pleasanton Police jurisdiction are now received in the Pleasanton Police dispatch center. This can greatly reduce the response time to emergency calls within the Pleasanton jurisdiction, eliminating the need for these to be transferred from another agency to Pleasanton Police Dispatchers. A continuing review of cell sectors ensures appropriateness of the direction of cellular calls to provide the quickest response to emergency calls for assistance. Since receiving cellular 9-1-1 calls, our volume of 9-1-1 calls has nearly doubled, a 94% increase in 2010 over our 2007 call volume. Our dispatchers pride themselves in prompt inception of 9-1-1 calls, answering 99.7 % within the established goal of 10 seconds.



**Records Clerk Lori Bailey**

In addition to answering police calls for service, the records and communications unit receives many calls for city services when city offices are closed. Examples of these service requests include problems associated with flooding during heavy rains, and other emergency water service needs. During 2010, the unit handled 117,608 phone calls of which 18,854 were 9-1-1 emergency calls, 16% of our total call volume.



The Records and Communications Bureau is a high-activity area. Personnel process tens of thousands of reports, citations, court documents, warrants, subpoenas and correspondence from the Police Department each year. Additionally 22,353 citations and 1252 requests for background checks for eligible perspective employers and military branches. Partnering with the Pleasanton Unified School District, the unit conducted criminal history checks on 7,752 prospective school volunteers, a 40% increase over 2003 levels. A California Department of Justice audit of access to Criminal Offender Record Information was performed in August, with a finding of complete compliance.

The Pleasanton Police Department Records and Communications Unit is truly the nerve center and communications hub of the Police Department. The main concern remains the public's safety and welfare.

