

MAKING A DIFFERENCE.



In 2021, we were inspired to develop new opportunities to strengthen our relationships with the community and shape the future of our department.

A MESSAGE FROM CHIEF OF POLICE DAVID SWING



Hi Pleasanton,

Welcome to our 2021 Annual Report. This past year, we had new opportunities to reconnect and strengthen our relationships with our community. Notable among them was the launch of our Community Advisory Board and revamp of the much sought-after School Resource Officer program. Additionally, we are proud to introduce our new mission, vision and values which serve as guiding philosophies on how we serve our community.

Mission: As members of our diverse community, we selflessly serve as guardians with empathy, fairness and respect, to protect life, prevent crime and enhance the quality of life.

Vision: The Pleasanton Police Department will be a model of excellence and a leader in the law enforcement profession.

Values: Service, Courage, Leadership, Safety, and Teamwork.

We endeavor to provide services aligned with our mission, vision and values, and ask that you let us know when we have and when we can do more. We take great pride in our work and look forward to developing new partnerships with our community.



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FOR COMMUNITY COLLABORATION

In 2021, there were several opportunities for our community and police department to collaborate, including the launch of our Community Advisory Board (CAB). Following a series of community listening sessions and a staff presentation, Pleasanton's City Council affirmed the Police Department's desire to establish a Community Advisory Board. The Community Advisory Board is open to individuals who live and/or work in the city of Pleasanton, and who demonstrate an interest in advising the Chief of Police on issues related to public safety such as use of force, homelessness, and school resource officers.

Of the 84 applications, 15 members were thoughtfully selected. Members include local business owners, residents, Pleasanton Unified School District (PUSD) employees, and mental health and homeless professionals.

Through the CAB, our police department can focus on developing long-term solutions that best serve our diverse community.



TIES

In serving our community, the police department partnered with Pleasanton Unified School District to draft and review a Memorandum of Understanding for the school resource officer program. Throughout 2021, members of the police department, PUSD, and student groups closely examined and discussed each draft. The joint agreement, which was formally approved by PUSD and the City Council in October 2021, outlines how officers will perform their duties on campus.

Working with our community partners, another important opportunity was created in 2021: A pilot mental health crisis response program. For details, turn to page 19.

Community Advisory Board

84

BOARD
APPLICANTS

15

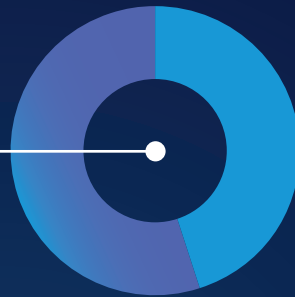
MEMBERS
SELECTED



2021 POLICE INCIDENTS

59,473

Total Incidents



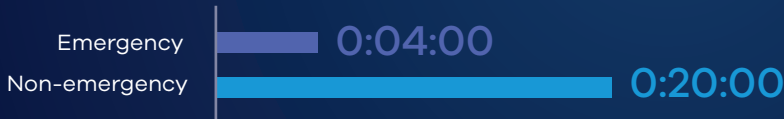
26,901

Officer initiated

32,572

Calls for Service

POLICE RESPONSE TIME GOALS



SUPPORT SERVICES TEAM CALLS



2021

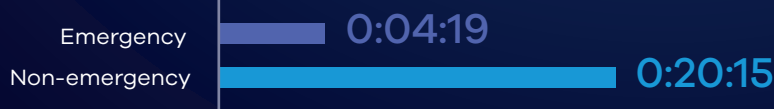
107,165



2020

98,288

2021 POLICE RESPONSE TIME AVERAGE*



With the assistance of the Records Unit, the Support Services Team fielded 107,165 phone calls in 2021, an increase of 8,877 over the 98,288 phone calls in 2020.



RESPONDING

TO EMERGENCIES

In 2021, the Pleasanton Police Department fulfilled 59,473 incidents—26,901 were initiated by officers and 32,572 were at the request of our community. Police response time goals are established in the General Plan as 4:00 minutes for emergencies and 20:00 minutes for non-emergency calls for service. Average emergency response times in 2021 was 4 minutes 19 seconds and average nonemergency response time averaged 20 minutes 15 seconds. A critical component of the department's response time is the work of our dispatch center. When a resident has an emergency and calls 9-1-1, the call is answered within 15 seconds nearly 98 percent of the time.

The dedicated staff of the Dispatch Unit, which is comprised of four dispatch supervisors and 11 dispatchers, put into operation several new technologies this past year. With the goal to improve efficiency and service, the Dispatch Unit implemented "Text to 911" for those who cannot call when experiencing an emergency. With the integration of next generation 9-1-1 technology, our staff has more precise wireless phone call data to assist in locating callers.

Last year, the Pleasanton Police Department was asked to conduct a welfare check at the Moller Ranch Staging area. The situation quickly evolved into a large-scale search and rescue operation for a runner who had not returned from the trail. Our Dispatch Unit had a key role in facilitating this operation by fielding hundreds of thousands of calls in the span of three weeks. Dispatchers quickly gathered pertinent information at the time of the original call and relayed that information to officers. The dispatchers distributed photos of the missing person, utilized license plate recognition software, checked area hospitals, coordinated drone and search and rescue deployment. Although Pleasanton Police Department was unable to safely reunite the missing person with his family, we were able to identify the need for a tip line for future large-scale operations and established a media relations team to keep the community informed.



DE-ESCALATING

THREATS TO SAFETY

Our department is trained to handle different types of dangerous situations, and for rapidly escalating threats the Pleasanton Police Department is prepared to activate its Special Weapons and Tactics (SWAT) team, which is known as the East County Tactical Team (ECTT) and shared between the cities of Pleasanton and Livermore.

The team consists of a lieutenant from each department and 21 tactical personnel (officers and sergeants). The team is called upon when dangerous situations rise above the capacity of a standard patrol response. The team trains twice a month on a variety of specialized tactics and equipment. In addition to the tactical operators, the ECTT includes trained negotiators and

specialized tactical dispatchers who serve specific functions to support the team.

By providing specialized training, tactics and equipment, SWAT teams are highly skilled and focused on bringing peaceful resolutions to dangerous situations.

In 2021, the ECTT was activated six times. During each activation, there was a coordinated and trained response resulting in a peaceful resolution.



During one SWAT activation, a man fired over 200 rifle rounds from his apartment, striking nearby residences. The SWAT team took the suspect into custody with minimal force. In another, a suspect wanted for a shooting in another city was safely arrested by the team and a weapon likely used in the shooting was recovered.

Members of the ECTT participated in the Alameda County SWAT Fitness Challenge which raises money for the George Mark Children's House. They donated their time to the Law Enforcement Torch Run to raise funds and awareness for Special Olympics. The team is a popular component of community programs such as National Night Out, where they interact with community members and discuss their important role and purpose.

East County Tactical Team



1

DEPARTMENT
LIEUTENANT

21

TACTICAL
PERSONNEL



CRIME

AND TRAFFIC SAFETY

The Criminal Investigations Unit (CIU) is made up of several detectives and a supervisor who handle a variety of investigations. Some of the detectives have specialized training in the areas of child abuse, sexual assault, financial crimes, domestic violence, cell phone technology, and homicide investigations. The CIU mitigated many challenges throughout the course of the year to include dealing with COVID-19, restrictions and subjects who may have contracted the virus.

In 2021, our detectives investigated a residential burglary case where a car was stolen from the victim's garage. Fortunately, with assistance from our community members, detectives received surveillance camera footage documenting the incident. The video recording ultimately helped detectives locate and identify the suspect, and the stolen vehicle was successfully recovered.

To help deter criminals and keep our city safe, the Pleasanton Police Department encourages

residents and business owners to register their security cameras.

Knowing where security cameras are installed around Pleasanton can help detectives solve future cases.

For more information, please visit our web page to participate in our Surveillance Camera Registry.

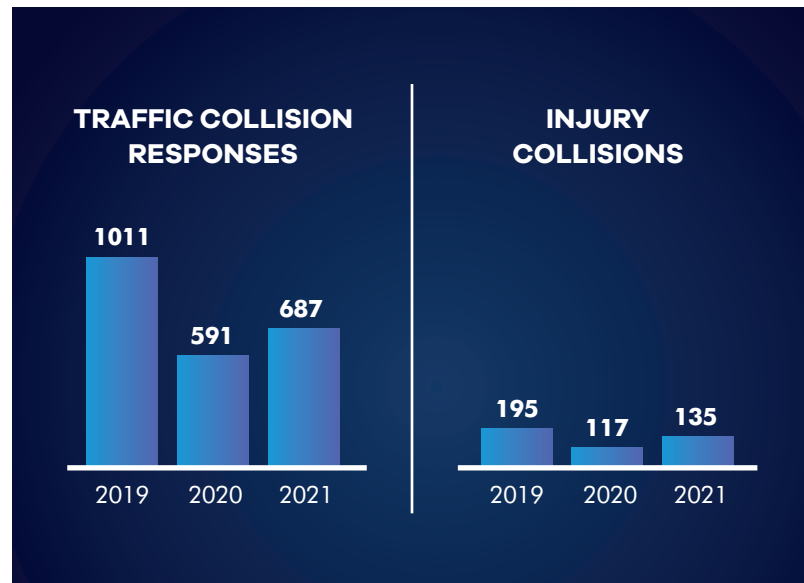
The Traffic Unit serves as a versatile resource as traffic safety continues to be an important priority for the community and Police Department. In addition to their other responsibilities, the team of one sergeant and five motorcycle officers have been deployed to proactive patrols through the Arroyo Del Valle and have also been utilized for enforcement and search/rescue operations.



The unit operates six days a week with the primary function of keeping the roadways safe for vehicles, bicyclists, and pedestrians. The unit also participated in multiple events in 2021 including Coffee with a Cop, Teen Academy, Safety Valet, DUI Enforcement Saturation Events, National Distracted Driving Month, and allied agency commercial vehicle enforcement.

This year's return to in-person school also brought a renewed focus on traffic safety around the schools. Additionally, two motorcycle officers were assigned annually to work with the local high schools to produce Every 15 Minutes, which is a two-day event designed to educate both teen drivers and their parents about the dangers of driving while under the influence of alcohol and includes a mock collision and retreat for the junior and senior students. The Traffic Unit is responsible for coordinating multiple agencies to work in conjunction including the Livermore-Pleasanton

Fire Department, Mothers Against Drunk Driving, the California Highway Patrol, and Falck. 2021's program took place virtually due to the pandemic and was live viewed by more than 1300 students.





COMMUNITY

PROGRAMS AND OUTREACH

Developing the youth of Pleasanton and building positive relationships are two of the goals of the department's youth programming. This occurs primarily through the Police Explorer program, the Teen Academy and school resource officers.

The Police Explorer program is designed to educate and involve youth in police operations, to educate youth about potential careers in the field of law enforcement, and to help strengthen relationships with youth. Explorers are trained in various law enforcement tasks and assist at community events. Currently, there are 17 explorers with seven advisors.

The Teen Academy is a three-week summer program designed to promote a stronger partnership between the Pleasanton Police

Department and the youth it serves. Participants get a unique opportunity to learn about law enforcement procedures from our staff, on topics such as patrol procedures, dispatch communications, SWAT, investigations, juvenile traffic issues, K-9, evidence collection and animal services. The Teen Academy is available to local high school students, between the ages of 14-18. This program consists of nine classes that are three hours each.

A community's safety is directly related to its ability to prevent crime.



While crime is prevented through proactive patrols, the primary strategy for crime prevention is to make committing a crime more difficult for offenders. Since property crime is the most prevalent crime type, the department's crime prevention efforts are focused on how to make homes, businesses and vehicles less appealing to thieves. For instance, our crime prevention officer can offer suggestions on how residents can best deter catalytic converter thieves and avoid becoming a victim.

17

EXPLORERS

7

ADVISORS

EXPLORER PARTICIPANTS LEARN ABOUT:

- Patrol procedures
- Dispatch communications
- SWAT
- Investigations
- Juvenile traffic issues
- K-9
- Evidence collection
- Animal services



The department's Crime Prevention Officer, Ryan Tujague, who also serves as the President of Region 11 of the California Crime Prevention Officers Association, coordinated Neighborhood Watch meetings using virtual platforms. These virtual settings also assisted in facilitating a city wide community safety meeting focused on concerns specific to the Asian-American and Pacific Islander community after a series of assaults in the county.

The department and community are excited to re-engage in-person.

Crime Prevention celebrated the return of National Night Out in August. With approximately 40 block parties where officers and support staff interacted with community members to highlight crime prevention tips and community safety.

The crime prevention officer proactively reaches out to diverse groups within Pleasanton. Presentations tailored for specific audiences include Sunflower Hill and business groups. Additionally, the crime prevention officer coordinated the first "Movie Night" held by bilingual officers at the Las Ventanas Apartments.

If you are interested in scheduling a safety presentation, please contact:

OFFICER TUJAGUE

crimeprevention@cityofpleasantonca.gov



TRAINING

AND WELLNESS

The training and education of our members plays a critical role in ensuring high-quality service to our community and the future success of our department. Presented with a few unique opportunities, Pleasanton Police Department's sworn members received more than 60 hours of in-service training. Through a 1-day course

outside experts provided training that covered a range of topics such as de-escalation and mental illness. Additionally, the City's Human Resources department provided Diversity, Equity and Inclusion training for all of our members. Other mandated curriculum included defensive tactics, conducted energy devices, and first aid.



Sworn members training hours (total):

5,544



In 2021, sworn members received more than

60 hours

of in-service training.



In 2021, we recognized the ongoing professional accomplishments of Sergeant Benjamin Sarasua, Officer Nicole Evans, and Officer Katie Emmett. Sergeant Sarasua graduated from the prestigious Sherman Block Supervisory Leadership Institute, which is commonly known as SLI. This intensive 8-month program enhances the leadership skills required of first-line supervisors in the law enforcement profession. Officers Evans and Emmett successfully graduated from their respective master's programs: Forensic Psychology at Arizona State University and Political Science with a focus on Police Training and Response to Mental Health from CSU Chico.

While education is a key component to one's success in law enforcement, it is important staff has resources to manage the daily stressors and potential trauma. Understanding the added stress of the pandemic, training opportunities covering topics such as mental health and wellness were offered to the Peer Support team.



Diversity, Equity and Inclusion



Women's Leadership Institute Conference



Principled Policing – Train the Trainer



The Future of De-Escalation Training for Law Enforcement



Organizational Wellness



Understanding Compassion Fatigue for First Responders



Successful Mental Health Diversion for Law Enforcement



Mental Resiliency for First Responders



PIO and Community Engagement



Women Leaders in Law Enforcement Training



Police Response to Homelessness



DUI Detection



Cultural Diversity



Crisis Intervention Training



RECRUITMENT

AND RETENTION

Over the course of the year, we welcomed 16 new employees, including officers and professional staff. We are continuously looking for new members to join our team and serve our community.

If you have no experience in law enforcement or are an experienced professional, you can discover your purpose in Pleasanton. We offer a competitive salary and benefits, career development opportunities, and work-life balance. Together, we strive to be a model of excellence and a leader in the law enforcement profession. Most important, Pleasanton has a reputation for being a supportive and diverse community.

We look forward to connecting with prospective members and encourage applicants to schedule a ride along today.

For more information:

Visit
www.pleasantonpd.org

Call
(925) 931-5210



THE FUTURE OF YOUR POLICE DEPARTMENT

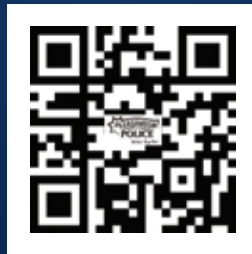
Recognizing the need to expand and continuously improve the level of service provided to our community, the Pleasanton Police Department's Alternative Response Unit aims to reduce interactions between uniformed police personnel and individuals experiencing non-criminal incidents of mental health crisis. This two-year pilot program partners licensed mental health clinicians with non-uniformed officers who have received advanced training in areas of crisis intervention and de-escalation. With the prevalence of various mental health disorders among our unhoused community, this unit will expand services to the city's unhoused population by providing increased access to clinical services. This program is anticipated to start providing services in July 2022.

The department is also set to unveil its newly formed mission, vision, and values. Following the establishment of a new mission, vision and values, the department developed a strategic plan. This plan serves as the framework for future developments, community partnerships, and overall improvements to policing in Pleasanton.

For information about the department's mission, vision and values, click on "Department Overview and Training" at:

www.pleasantonpd.org

Join our supportive community. Apply today.



www.pleasantonpd.org

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