

# City of Sierra Madre

## Police Department Annual Report

### 2018



**Mission:** To ensure community safety, and to deliver the highest quality service through our dedication, teamwork, and partnerships.

**Vision:** To become the model for 21st century small town policing.

**Values:** Integrity, Innovation, Dedication, Compassion.

**Motto:** Serving Those We Protect.



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## Sierra Madre City Mayor & Council



Mayor  
Denise Delmar



Mayor Pro-Tem  
John Harabedian



Council Member  
Rachelle Arizmendi



Council Member  
John Capoccia

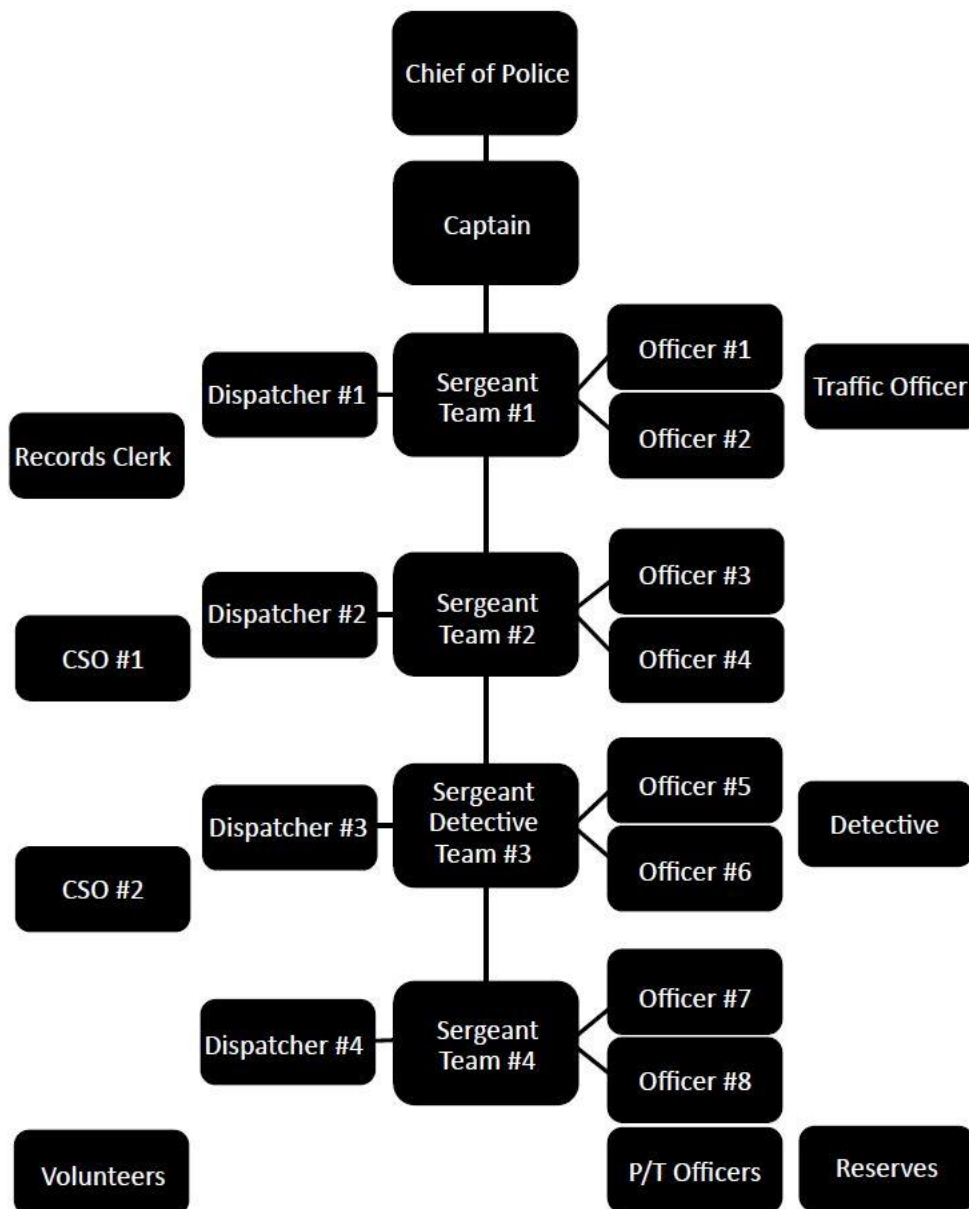


Council Member  
Gene Goss



## Organizational Chart

The Sierra Madre Police Department is committed to ensuring a safe environment for those who live, visit, and work in Sierra Madre. The organization is led by its management team consisting of the Chief of Police and Captain. Patrol shifts are separated into four teams that work day and night shifts, seven days a week. Each patrol shift consists of a Sergeant Watch Commander, two Officers, and a Dispatcher. Day shifts are often supported by a Traffic Officer and Detective, along with two part-time Community Service Officers, and a part-time Records Clerk. A team of part-time Police Officers, Reserve Officers, and Citizen Volunteers also play a valuable role in the organizational structure.





## **2018 Department Accomplishments**

- Under the leadership of Chief Joe Ortiz and the indispensable efforts of Department Personnel, the Sierra Madre Police Department finished the 2018 calendar year fully staffed.
- Expanded community engagement and information sharing efforts by improving capabilities of existing social media platforms.
- Implemented SMPD Homeless Assistance Resource Team (H.A.R.T.) program and became partnering agency in L.A. County efforts to address community impacts of homelessness.
- Continued investment in the development of SMPD personnel through additional training which included:
  - ✓ Leadership
  - ✓ Tactical Skills
  - ✓ Active Shooter Scenarios utilizing simunitions
- Developed department experts in the following fields:
  - ✓ Drug and Alcohol Recognition
  - ✓ Policing the Homeless
- Developed traffic officer assignment and increased traffic enforcement measures needed to decrease overall collisions.



***SMPD Officers participate in "Active Shooter" training***



## **2019 Department Goals**

- Build on department's vision to become model for 21<sup>st</sup> century small town policing by developing a plan to restructure, and operate more efficiently and effectively.
- Increase the professional development of all agency personnel
- Increase the retention of valuable employees
- Reduce Part 1 crimes and decrease the number of traffic collisions that occur within city limits
- Improve efforts of community engagement, along with internal and external communication



***2018 Sierra Madre Police Department***



## **Message from the Chief**

Serving as the Sierra Madre Police Department's 14<sup>th</sup> Chief of Police gives me great pride. This community is rich with history and the members of the Sierra Madre PD, (past and present), view themselves as part of it. I invite you to review this year's annual report and see for yourself what the Sierra Madre Police Department has to offer our community members and visitors to the City. It has been recognized that both department and public confidence in service delivery is at an all-time high. My "hands-on" approach allows me to assume a leadership role, steering from the front, and working side-by-side with employees to achieve the goals of the department and obtain organizational excellence.

The Sierra Madre Police Department is comprised of professional men and women dedicated to providing excellence in police services. We are committed to strive diligently in partnership with our community members to enhance the quality of life for all who reside in and visit Sierra Madre. I am proud of our community and Police Department; our ongoing desire to succeed is evident in our partnerships with the citizens we serve.

The department, as a "team" has directly participated in many projects focused on the identification and promotion of community values, economic growth, financial stability and excellent service delivery. Our successes in these activities are the result of building partnerships based on trust, commitment and empathy.

Our dedicated and motivated staff continues to devote themselves to making Sierra Madre the 21<sup>st</sup> century model of small town policing. Sierra Madre continues to uphold its reputation for having one of the lowest crime rates in California.



***Chief of Police, Joe Ortiz***



## Community-Oriented Policing Philosophy

Community-oriented policing is a strategy of policing that focuses on building ties and working closely with members of the community. It's this policing philosophy and the special relationship we share with our community that drives our vision to become the model for 21<sup>st</sup> century small town policing.



Partnering with key stakeholders to effectively address problems that impact quality of life issues in our city, or simply taking a pro-active approach to educate visitors of our community impacted by certain crime trends are just some examples of our community policing efforts.

## Neighborhood Watch



Our Neighborhood Watch Program involves meetings with our residents in efforts to prevent crime in their community. Citizens remain alert for suspicious activities and report those activities to the police. The most frequent crime targeted is residential burglary, but other offenses can be targeted as well, such as mail theft, and vandalism. Our program is very active and is considered the third pillar to establishing and maintaining a positive community policing partnership. Each Neighborhood Watch group has a designated Block Captain. The Block Captain serves as a liaison to their community and the Police Department.





## **“Coffee with a Cop” & “Cookie’s with a Cop” Programs**

The “Coffee with a Cop” and “Cookie’s with a Cop” programs continued in 2018 with much success. These community oriented programs provide an open forum that allows our officers, community, and youth the opportunity to interact and establish relationships.



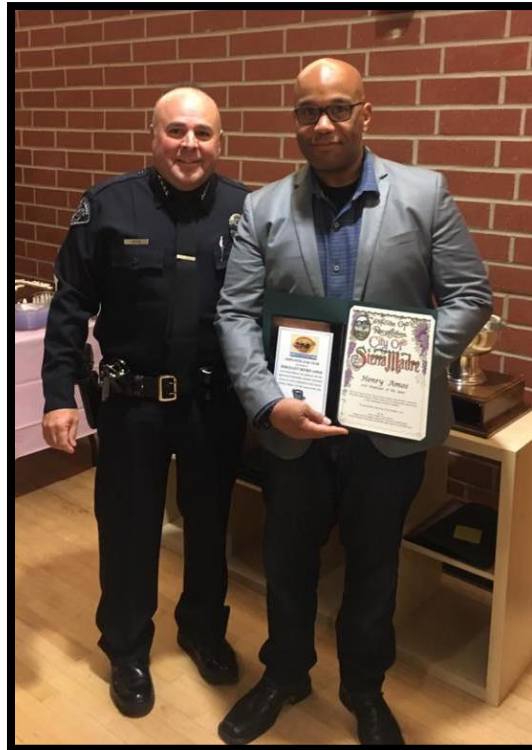
## **Other Community Events & Engagement**

Our motto, “Serving Those We Protect” means more than words. The Personnel of the Sierra Madre Police Department constantly seeks opportunities to positively impact those we serve. In 2018, we participated in all major city sponsored events, such as the Wistaria Festival, 4<sup>th</sup> of July Celebration, and Mt. Wilson Trail Race. We also participated in several community sponsored events such as the National Night Out Community Block Party and 100<sup>th</sup> Year Anniversary Celebration of Bethany Church. Even if it was just supporting the local lemonade stand, we were there! We are proud of our community and those we have the honor to serve and protect.





## 2018 Employee of the Year



***Sergeant Henry Amos***

A graduate of Fullerton Police Academy, Sgt. Henry Amos was first hired as a Reserve Police Officer for the Sierra Madre Police Department. Eight months later he became a full-time police officer.

During the 15 years that Sgt. Amos has been with the Police Department, he has served as a Reserve Officer Coordinator, Explorer Advisor, Field Training Officer, Pepperball Instructor, Terrorism Liaison Officer, Detective, and Sergeant.

Sgt. Amos consistently strives to work hard and do his best while mentoring to younger officers. Sgt. Amos enjoys working with the community of Sierra Madre and finding ways to better serve the residents and business owners. It is not unusual to find Sgt. Amos reading books to children at the various schools in Sierra Madre. He is also a regular participant in the Coffee with a Cop program designed to bring law enforcement and the community closer together.

Outside of work, Sgt. Amos spends his time with his wife, Catherine and their two children, Jaden and Jiya.



## **Performance & Accountability**

As a professional law enforcement organization, the Sierra Madre Police Department takes great pride in delivering the highest level of public safety service. Employees make hundreds of contacts a month with members of our community in situations that are often challenging. Even in difficult situations, the mission of our department is to treat people fairly, with respect and to provide the highest level of service. Supervisors are expected to continually monitor their subordinates for compliance with policies and procedures, mandated laws, performance standards, safety protocols, and ethical behavior. Below are a few tools we use to help accomplish this:

### **Annual Evaluations:**

Each year, every full time employee of the department receives a comprehensive annual evaluation with specific goals tailored to each employee. The employees are evaluated in five Performance Standards. These standards are Customer Service and Public Relations, Tactical Performance, Teamwork and Internal Relations, Work Habits and Reports/Written Work. As the evaluation is crafted, supervisors often conduct random audits on investigations conducted by the officer being evaluated. Victims, witnesses or even suspects are contacted and asked if the officer was professional and patient and they are asked to rate the contact with the officer from 1-10, 10 being the best level of service.

### **Video and Audio Recorders:**

Every patrol car is equipped with a video camera. The video/audio file from the patrol cars are automatically downloaded to a server. Employees also carry digital audio recorders which they use for all field contacts. The recorders that are used capture audio files which are also downloaded to the department's server. These files from both recording devices cannot be deleted and provide valuable insight on investigations or allegations of a complaint. Supervisors randomly conduct audits of the video and audio files.

### **Monthly Training:**

For several years the Sierra Madre Police Department has utilized Lexipol, which is a provider of policy management resources for law enforcement organizations across the country. Lexipol is an on-line tool that provides comprehensive, defensible policies written by legal and public safety professionals. All employees are responsible for reviewing and understanding policy and procedure. Each employee is also required to complete a daily training bulletin for the entire month. These bulletins contain scenario based questions, with current policy attached to the bulletin that explains the topic in detail. An audit is completed on our employees to ensure they are meeting departmental requirements.

### **Use of Force and Pursuits:**

When a use of force or pursuit occurs, a Watch Commander completes an administrative investigation and formal report of the facts surrounding the incident. The investigation ensures the incident was conducted within current policies and procedures. The Watch Commander, Captain and Chief review every use of force and pursuit report to ensure there is compliance within departmental policy. The event is also used as a training opportunity for officers to learn from.



## Community Safety

Ensuring the safety of our community has always been the #1 priority and our department mission. Recently, the National Council for Home Safety and Security conducted a study and determined the City of Sierra Madre to be the 5<sup>th</sup> safest cities in all of California.



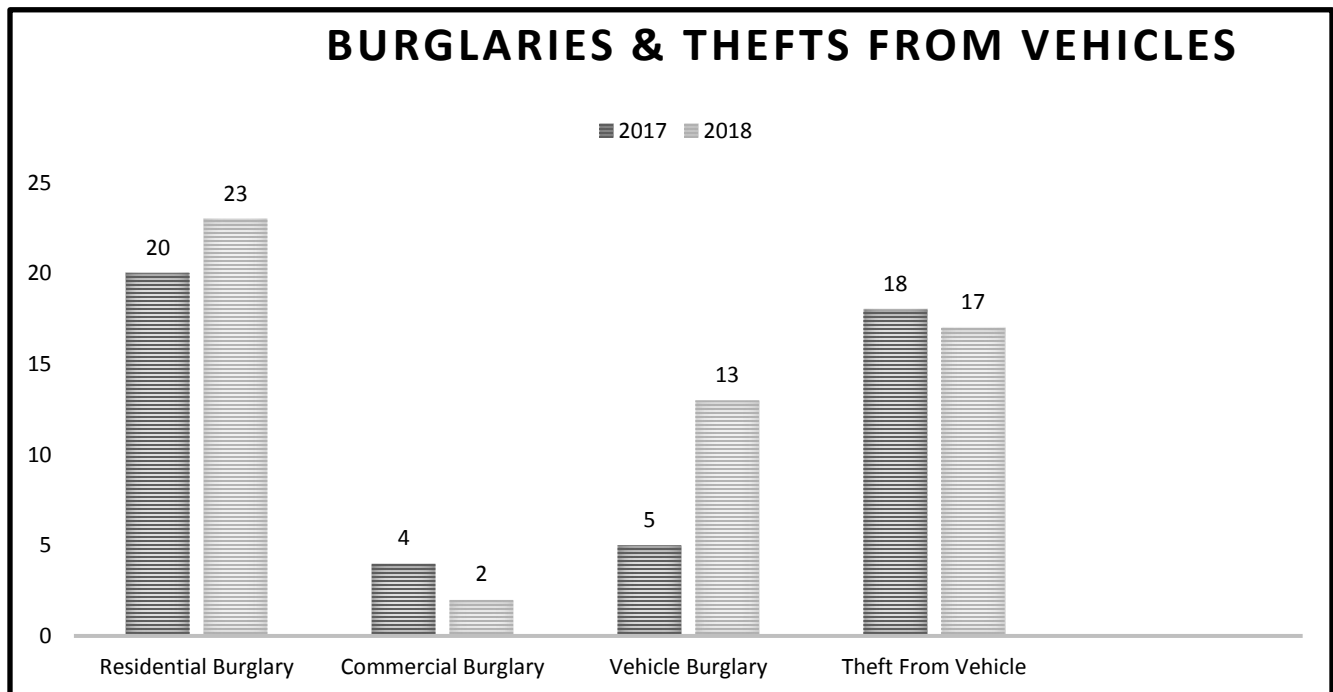
The study was based on actual 2018 crime data submitted to the FBI and applied a per capita formula to determine its findings.

### Study Data:

- Violent crimes - 8
- Violent crime rate - .722 per 1000 (State Average is 3.77 per 1000)
- Property related crimes - 108
- Property crime rate - 9.747 per 1000 (State Average is 26.4 per 1000)

(Source of study: [www.alarms.org/safest-cities-in-california](http://www.alarms.org/safest-cities-in-california))

## Crime Stat Information





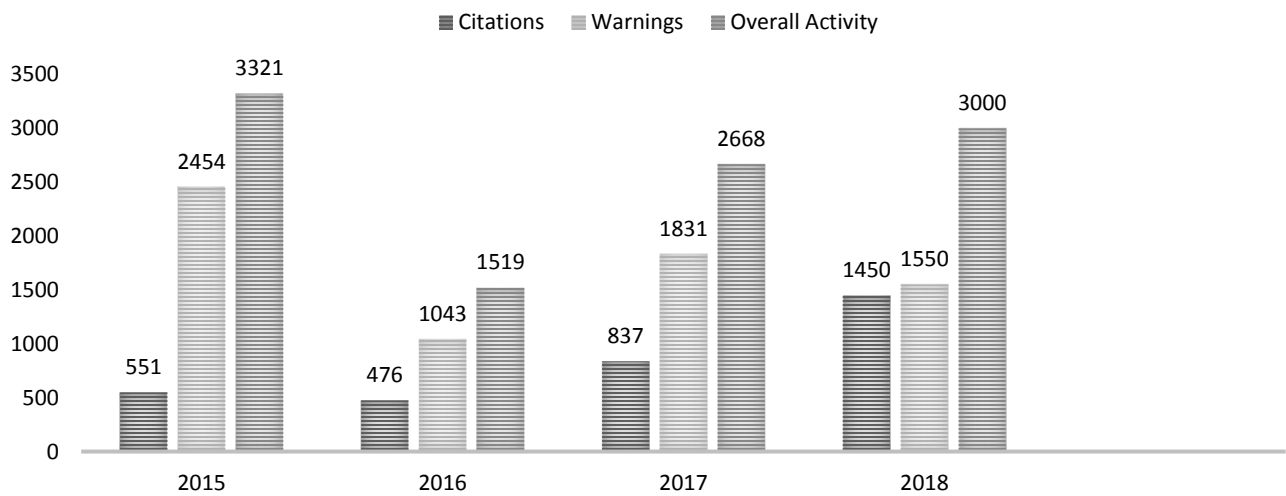
## Traffic Stat Information

### Traffic Data:

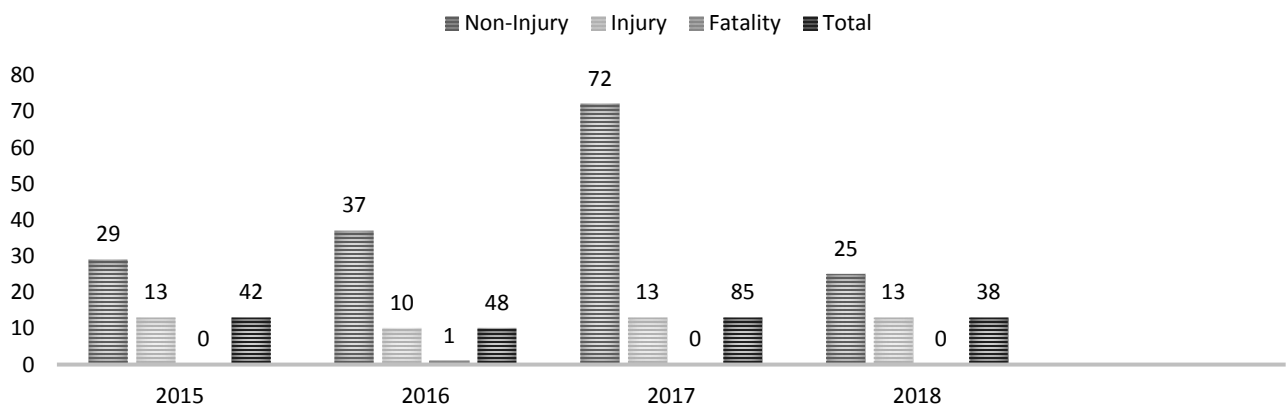
- 3,000 traffic enforcement stops
- 1,450 moving and equipment citations issued
- 65 written/1485 verbal warnings issued
- 1,605 parking citations issued
- 38 traffic accidents
  - Non-Injury collisions = 25
  - Injury collisions = 13



### TRAFFIC ENFORCEMENT DATA



### VEHICLE COLLISIONS DATA





## 2018- Statistical Data

### Police Department Budget:

- The City of Sierra Madre Budgeted General Fund allocation (FY 2018-2019) is as follows:

Police Personnel (includes benefits) -	\$3,319,700
<u>Maintenance &amp; Operations -</u>	<u>\$402,700</u>
Total -	\$3,722,400

### Staffing:

- Full time officers: 16
- Full time professional staff (Dispatchers/Records): 4
- Part-time staff: 13
- Volunteers: 16

### Hours Donated

- Reserve Police Officers and Volunteers = 1345 hours
- Based on the California value of volunteer time = \$38,278 of value to the City of Sierra Madre

### Dispatch:

- Total calls for service: 15,179
- Total 911 calls made by landline and wireless callers: 2125



*SMPD Dispatcher, Erin Butler*



## 2018 - Statistical Data (Continued)

### Detective Bureau:

- Search warrants: 6
- Cases assigned: 786

### Crime Stats:

Commercial burglaries and general thefts from motor vehicles have decreased since 2017. However, there was a slight increase in residential and vehicle burglaries.

- Total arrests: 276 (267 Adults/9 Juveniles)
- Out of the 786 cases investigated, 331 cases were cleared, 238 were closed, 28 are still active, 148 are inactive and 41 were investigated and deemed to be unfounded.

### Emergency Response Times:

- Priority one calls: 2:18 minutes
- Non-priority calls: 3:23 minutes



### Personnel Complaints:

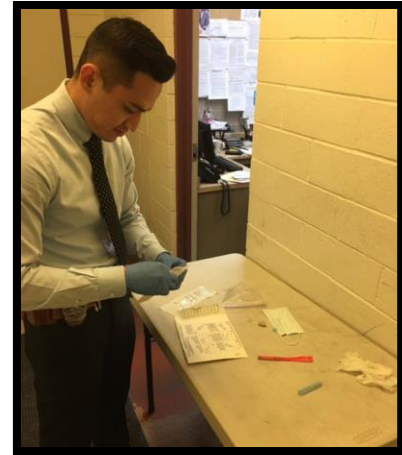
The Sierra Madre Police Department takes seriously all complaints regarding the service provided by the Department and the conduct of its members. The Department will accept and address all complaints of misconduct in accordance with this policy and applicable federal, state and local law, municipal and county rules and the requirements of any collective bargaining agreements. It is also the policy of this department to ensure that the community can report misconduct without concern for reprisal or retaliation.

TYPE OF COMPLAINT	NUMBER REPORTED	NUMBER SUSTAINED	NUMBER EXONERATED	NUMBER NOT SUSTAINED	NUMBER UNFOUNDED
Total	3	0	0	0	3
Complaints					
Noncriminal	3	0	0	0	3
Misdemeanor	0	0	0	0	0
Felony	0	0	0	0	0



## Patrol & Detective Cases

During 2018, the Detective Bureau wrote multiple search warrants, sent multiple types of evidence to the crime lab for DNA, computer, or latent print forensic processing. Below is a small sampling of the types of investigations and arrests the Sierra Madre Police Department officers were involved in during 2018.



Officers took a criminal threats report. The Detective Bureau's follow up investigation led to the suspect being charged with multiple felony crimes including PC 273.5(a), PC 422(a) and PC 273a(b). A warrant was issued for the suspect's arrest.

Officers investigated a grand theft, where the victim paid \$1000.00 for false tickets for a professional game. The suspect used a fake identity and had the victim deposit \$1000.00 in his account. A search warrant of the suspect's bank account led to the discovery of the suspect's true identity. The suspect was discovered to be out of the State of Florida. The Detective Bureau contacted the local Florida Police Dept. to assist with follow-up. The suspect was known by that department and had prior arrests for outstanding warrants and attempting to evade arrest police. The case was filed and an arrest warrant was issued for the suspect's arrest.

Officers investigated a theft from a vehicle. The suspect eventually used the victim's credit cards at different department stores in the cities of Baldwin Park and Duarte. Latent fingerprints were obtained from the crime scene, which were eventually used to identify the suspect. The Detective Bureau's is still investigating this incident.

Officers conducted a traffic stop for a vehicle code violation. Further investigation revealed that the driver of the vehicle was in possession of a loaded firearm. The suspect was arrested and charged with PC 25850(a).

Officers took a report of a grand theft where the suspect stole the victim's Apple iPhone. The theft was captured on security surveillance video and the suspect was identified. After a follow-up investigation was conducted by the Detective, the case was presented to the court and charges were filed against the suspect.

Officers took a report of a domestic violence incident where the suspect physically assaulted the victim. The Detective Bureau conducted a follow-up investigation and interviewed the victim and suspect. The case was presented to the court and a warrant was issued for the suspect for multiple felony charges including PC 273.5(a), PC 245(a)(1), PC 422(a), and PC 136.1(b)(2). The Detective Bureau eventually arrested the suspect at his home for the warrant.





## **Patrol & Detective Cases (Continued)**



Officers took a report of an aggravated assault that occurred at a residence. The suspect had physically assaulted the elderly victim and left her with severe injuries. The suspect was eventually arrested and charged with PC 368(b)(1).

Officers responded to a domestic violence incident. During the officer's investigation, it was discovered that the suspect left a loaded firearm unsecured in his home, where children were present. Follow-up investigation conducted by the Detective Bureau determined that the suspect was also in possession of several illegal firearms after about 40 firearms were seized from the residence. The suspect was ultimately charged with multiple felonies including PC 273a(a), PC 30605(a), PC 32310(a) and PC 25100(c).

Officers responded to a burglary in progress. On their arrival, the officers located the suspect in the victim's garage looking for items to steal. During the course of the investigation, officers were able to connect the suspect with a prior theft that occurred on the previous night. The Detective Bureau interviewed the suspect and he confessed to stealing the item from the previous night to provide for his narcotics habit. The suspect was charged in court with PC 459.

Officers responded to a residence regarding a mail theft. The suspect was captured on surveillance attempting to steal mail and fled when the victim confronted him. The suspect's vehicle was captured on surveillance footage and the Detective Bureau was able to identify the suspect using the vehicle's license plate. The suspect was a known criminal and ongoing follow-up is being conducted into the incident.



## Community Service Officers



Under general supervision, the Community Service Officer (CSO) performs a variety of non-hazardous duties in support of sworn personnel, including report preparation, parking enforcement, investigation and public education. The CSO may be assigned to uniformed and non-uniformed positions in Patrol, Crime Prevention, Evidence, Administration, Investigation, or other duties within the Police Department, as designated by the Chief of Police. Most positions require shift work; new incumbents are typically assigned to uniformed field duty and permitted transfer to other assignments as vacancies arise.

Community Service Officers are non-sworn (civilian) positions without powers of arrest and do not carry firearms. Some CSOs are authorized to carry less-lethal weapons such as batons or pepper spray, and do receive training in self-defense tactics. Many departments authorize their CSOs to issue traffic and civil infraction citations in the course of accident investigations. At some agencies, the first year of the job is primarily clerical, with little field work. The amount of training a CSO receives will vary by state, and even by local jurisdiction within a state.

The current climate within larger police agencies is that they are becoming increasingly constrained because of budgetary concerns and the need to serve a larger or growing community. In this environment, the position of the CSO is considered a blessing for both the departments and communities they serve in. CSOs typically are paid significantly less than sworn officers, allowing departments to field more people for the same amount of money. This has the effect of providing quicker response times to citizen requests for police services. Further, CSOs handle lower priority calls that do not require an armed police officer with arrest powers, freeing sworn officers to concentrate on those incidents requiring their specific skill set. Even a few CSOs can have a significant impact on the efficiency and effectiveness of police services that departments provide.

The hiring process for CSO's is similar to the process of a sworn officer in most departments. CSO's must undergo oral board reviews, polygraph tests, medical and psychological exams, writing skills tests, and background investigations. The City of Sierra Madre currently has two Community Service Officers (CSO) that primarily oversee social media and traffic enforcement.



## Citizen Volunteers

The Sierra Madre Police Department Civilian Volunteers are an integral part of the police department's work force. The volunteers augment the department by conducting special assignments and details, so that police officers can increase their availability in the field. The volunteers perform a wide range of non-enforcement duties and provide many services for the department and the community such as: assisting with traffic control, performing vacation checks, and assisting with the many annual community events.



The Sierra Madre Police Department Volunteers provide an invaluable source of experience, energy and time to make their community a safer place to live. The department has 16 active volunteers and in 2018 they collectively volunteered 1345 hours of service to the department and community.

The Independent Sector Organization provides a yearly dollar value based on wages of non-management, non-agricultural workers. This estimate helps acknowledge the millions of individuals nationwide who dedicated their time, talents, and energy to make a difference. For California the value of volunteer time is \$28.46 per hour. In 2018, Sierra Madre Police Department Volunteers volunteered a totaled 1345 hours of service. These hours are equivalent to just over \$38,278 of value to the City of Sierra Madre

## Reserve Police Officers

The Sierra Madre Police Department currently has 5 Reserve Police Officers. All our Reserve Officers volunteer their time to assist in patrol, and the many city events that are held each year. In 2018 our Reserve force provided a total of 330 hours of service which equates to \$9,391.60 in value to the City of Sierra Madre. The Sierra Madre Police Department would not be able to deliver the service that we do, if it were not for our Reserve Police Officers and Volunteers.



## Social Media



The Sierra Madre Police Department has successfully built a strong foundation within the social media world by utilizing Facebook, Instagram, Twitter, and Nixle as the conduit to deliver vital information to our community followers and other law enforcement agencies. The department has been able to relay up to date information to thousands of people in cases such as; warning of trail closures, active investigations in a certain area, crime alerts and trends, missing person reports or simply to inform followers of an upcoming community event. In return, we have witnessed the positive effects of choosing to be active and current in the expanding social media market. Our residents have responded with encouraging feedback and appreciation. As our efforts continue, our goal is to establish a growing audience of online followers which will serve as another tool in assisting outside agencies, our investigations, locating suspects or a crucial tip to help lead to arrests.

Follow the SMPD on:    

## National Campaigns & Support

In 2018, members of the Sierra Madre Police Department proudly supported national campaigns designed to support cancer awareness. Some of our female officers also supported the charitable efforts of W.L.L.E (Woman Leaders of Law Enforcement)



**No Shaver November**



**Pink Patch Project**



**The WLLLE from SMPD**