City of Redlands  
2012-2013  
Adopted Budget  

Police

Mission Statement:

The strategic purpose of the Redlands Police Department is to control crime before it occurs by supporting strong families, resilient youth and safe and sustainable neighborhoods.

Department values are “CLEER”  
Collaboration
Leadership
Excellence
Ethical Behavior
Respect for Human Dignity

The Redlands Police Department has developed and implemented the strategy of Risk-Focused Policing. This is a data and results-driven, community-oriented policing and problem solving strategy that focuses on those factors in a community that place its youth and their families most at risk for criminal and other problem behaviors. Included in the strategy is prevention, intervention and suppression efforts designed to enhance the department’s Safe Community Initiatives: strong families/resilient youth; safe and sustainable neighborhoods; safe schools; and safe businesses.

Departmental Goals:

- Improve and maintain physical plant and equipment
- Use technological improvements to improve service, internal performance, and accountability
- Improve customer service, morale, and performance
- Improve use of technology to prevent and reduce crime
- Maximize Community Policing efforts
- Leverage available resources through the use of volunteers, analysts, video cameras and data driven solutions to create greater efficiencies

Sustainability Efforts:

- Officers and volunteers continue to regularly use Segways, foot patrol, and bicycles for downtown patrol duties and special events.
- The department is implementing a paperless field interview data collection process on smart phones that will significantly reduce the amount of paper used to collect this information.
- The expanded use of smart phones results in fewer vehicle trips to and from the station as the information needed by officers is now readily available to them in the field.
- Staff is moving toward implementation of a paperless organization through improved use of technology.

Performance Measures:

- Maintain our response time to emergency calls-for-service at 5:30 or less.
  - Improved safety of citizens through an expedient response
- Increase the use of online reporting by 10%.
  - Increased convenience to those filing reports that do not require a response by an officer
- Improved efficiency in Dispatch and Records
  - Increase parking citations by 10%.
  - Improve parking conditions in the City by enforcing the adopted standards
  - Address an increased number of parking complaints by citizens and businesses
City of Redlands  
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REVENUE DETAIL

<table>
<thead>
<tr>
<th>POLICE DEPARTMENT</th>
<th>2010-11 Actual (Audited)</th>
<th>2010-11 Adjusted Budget</th>
<th>2011-12 12 Month Estimated</th>
<th>2012-13 Council Adopted</th>
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POLICE - ANIMAL CONTROL

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City of Redlands  
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REVENUE DETAIL

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Investigative Services Bureau

Program Description:

The Redlands Police Department's Investigative Services Bureau takes the responsibility for criminal investigations and unresolved field investigations. Following up on the initial efforts of patrol and community service officers, the Investigative Services Bureau’s mission is to identify and apprehend those accountable for the commission of various crimes, such as homicides, sexual assaults, robberies, burglaries, thefts and aggravated assaults, the recovery of stolen property, and eliminating the innocent and wrongfully accused. Criminal investigations include gathering information, interviewing parties, and collecting evidence. The arrests of offenders and recovery of stolen property is accomplished through the evaluation of crime trends and patterns, the identification and location of past and probable offenders, and the utilization of modern police technology and the forensic sciences. By developing and maintaining active relationships between the Redlands Police Department and other law enforcement agencies, social service organizations, local citizen groups, and the District Attorney, the investigators successfully bring criminal cases to prosecution and conviction.

The Redlands Police Department's Investigative Services Bureau (ISB) is comprised of the following specialized units:

- **Violent Crimes Unit**: This unit has primary responsibility for homicides, rapes, assaults, robberies, and other acts of violence against adults.
- **Special Victims Unit**: This unit has primary responsibility for crimes against children, senior citizens, and crimes committed by juveniles. The unit is also part of the Los Angeles area Internet Crimes against Children Task Force.
- **Property Crime Unit**: This unit is responsible for burglaries, fraud, identity theft, vehicle theft and other theft related crimes.
- **Forensic Investigation / Property and Evidence Unit**: This unit is responsible for crime scene processing, evidence, property retention, and all forensic evidence development and preservation.

Program Objectives:

- Investigate crimes to disposition, including arrest, prosecution and conviction
- Develop and implement strategies to address crime trends, patterns and series
- Train and educate patrol officers in specialized criminal investigations and procedures
- Process crime scenes and effectively handle all evidence and seized property

Significant Program Changes:

None
Accomplishments for Fiscal Year 2011-2012:

- Detectives investigated a case involving a 48 year-old male who was preying on juvenile victims using social media. The suspect lured two 15 year-old victims to a Redlands motel and sexually molested them. Detectives tracked the suspect down and arrested him. He was sentenced to a long prison term and will be a registered sex offender for the rest of his life.
- Detectives investigated the robbery of Chase Bank in Redlands. The suspect description was similar to the Chase Bank robbery in Upland a week prior. Detectives identified the suspect by a latent fingerprint on the Redlands Chase Bank door. Detectives located the suspect in a Highland motel room. He was arrested and charged with both bank robberies. His trial date is pending.
- Detectives went to trial regarding a suspect who robbed a series of McDonald's restaurants, including one in Redlands. The suspect was found guilty on all counts and was sentenced to 59 years in prison.
- Detectives investigated a case in which a 52 year-old male suspect lured a 4 year-old child into his residence where he molested the child. A search warrant was served on his residence and computers. Child pornography was also located on the suspect's computer. Forensic evidence collected at the scene tied the suspect to the crimes. The suspect is in-custody awaiting trial on numerous felony charges.
- Detectives investigated the robbery of Security Bank in Redlands. After developing significant leads, detectives identified the suspect and his whereabouts. They were able to narrow his location to an area in San Bernardino. The suspect was spotted driving and a vehicle pursuit ensued throughout San Bernardino. The suspect crashed his vehicle, and then tried to carjack another vehicle before being taken into custody by detectives. The suspect was in possession of money that could be traced to the robbery. He is currently awaiting trial.
- Detectives investigated a shooting which occurred in front of Charlie Jewell's Bar. The incident was captured on Police cameras. Three victims were shot and one of the victims succumbed to his injuries. Through several days of interviewing witnesses, all bar patrons, reviewing video footage, and conducting a press conference, detectives identified the suspect shooter. The suspect was tracked to a residence in San Bernardino where a search warrant was served with the assistance of multiple agencies. He was taken into custody and evidence in the crime was recovered at the residence. The suspect is currently awaiting trial.

Special Operations Bureau

Program Description:

The Redlands Police Department's Special Operations Bureau (SOB) was created to lead the department's proactive efforts to intervene in street level felonious crime through prevention, intervention, and suppression of criminal activity and known criminal offenders through data-driven approaches. (SOB) is comprised of the following six specialized units:

- **Multiple Enforcement Team:** (MET) is a proactive group of officers whose responsibilities include monitoring and suppressing gang activity, addressing emerging crime patterns and series, and conducting investigations on gang-related crimes. MET suppresses gang activities and crime patterns through street contact, intelligence gathering and selective enforcement. MET works closely with the Probation and Parole Departments and participates in countywide gang suppression activities. MET is also responsible for staffing the PACT position and fulfilling the obligations associated with the assignment. MET is responsible for fugitive apprehension of suspects who have committed serious crimes in the City of Redlands. MET also handles all criminal extraditions for the police department. This requires team members to travel to different jurisdictions or states to retrieve wanted suspects who have been apprehended for crimes committed in Redlands. The team relies heavily on crime data and analysis to perform their mission. MET also serves as the department's Special Weapons and Tactics Team (SWAT). They perform high-risk operations that fall outside the abilities of regular officers. SWAT duties include
serving high-risk search warrants, barricaded suspects, heavily-armed criminals, and hostage rescues.

- **Narcotics Unit**: This unit addresses the persistent issues surrounding the sales, distribution and use of illegal drugs. It supervises and staffs much of the East Valley Street Enforcement Team (EVSET) which is a regional narcotics task force also comprised of members of the San Bernardino County Sheriff's Department. The Unit is responsible for suppressing drug-related crime in the eastern portion of the San Bernardino Valley. The Narcotics Unit has an Officer that is a member of IRNET, the Inland Regional Narcotics Enforcement Team. The Team is responsible for major narcotics investigations throughout the Inland Empire. The Unit also has a full-time and part-time Officer assigned to the Drug Enforcement Agency (DEA) Task Force. The Task Force is responsible for major narcotics investigations throughout the Greater Inland Empire area and beyond.

- **Police and Corrections Team (PACT)**: The Police and Corrections Team (PACT) is a team consisting of one Redlands police officer along with four to five State of California Department of Corrections Parole Officers. They interact on a daily basis with those parolees released to the Redlands area. The team focuses on facilitating the parolee's successful transition back to the community and into their family environment. The team is also responsible for monitoring the parolee's compliance with their terms of parole, and taking the appropriate enforcement action when appropriate.

- **Drug Court Program**: The Drug Court Officer represents an integral part of the success of the Drug Court Program. This officer participates in the selection, evaluation, and monitoring of drug court clients throughout the course of their program. The Drug Court Officer's involvement in the program allows for frequent and open communications between department personnel and court/probation representatives. The Drug Court Officer has been invaluable in involving client's families in the program process. Drug Court Officer duties include home visits, testing, GPS monitoring, frequent telephone checks and taking clients into custody when appropriate.

- **Air Support Unit**: The Air Support Unit provides aviation support to the Redlands Police Department with the goal of enhancing the safety of officers and the public, reducing crime and increasing community support for law enforcement.

- **Hostage Negotiation Team**: The Hostage Negotiation Team responds to incidents that involve barricaded subjects, with or without hostages, and suicidal subjects. Using highly skilled and trained negotiators, the team strives to resolve incidents as peacefully as possible, thereby reducing the risk of injury or loss of life.

**Program Objectives:**

- Use proactive efforts through prevention, intervention, and suppression to address criminal activity, crime trends, and criminal offenders.
- Continue participation in the EVSET, IRNET and DEA task forces to enhance the effectiveness of efforts to lower illegal narcotic sales, use, and production in the Inland Empire area.
- Continue implementation of the Police and Corrections Team (PACT) which has achieved success with parolees and their families.
- Prevent reoccurring drug abuse through increased participation in the drug court program.
- Train and educate patrol officers in specialized criminal investigations and procedures.
- Leverage the Department's resources through air support.

**Significant Program Changes:**

There were major changes to the Drug Court Program this year. Due to budget cuts there have been some staffing and program changes. The San Bernardino County Probation Department had one probation officer assigned and working with our officer liaison to the program. In June of 2011 the Probation Department removed their officer from the program, leaving it staffed by only one Redlands officer. In September of 2011, the position of the Redlands Police Drug Court officer was part of the Department reorganization and reduced to a part-time program. The assigned officer was transferred to a patrol function and covers the Drug court duties on a part-time basis. The local Drug Court program only accepts probationer clients that reside in Redlands, it no longer accepts probationer clients from other cities.
Accomplishments for Fiscal Year 2011-2012:

- MET investigated a significant increase in auto thefts that were occurring throughout the city. MET identified and arrested five suspects who were responsible for the auto thefts. The suspects confessed to stealing over 50 vehicles from Redlands in a three month period.
- MET investigated a kidnapping, robbery, and carjacking involving two high ranking Redlands gang members and a gang member from Bloomington. The gang members kidnapped, assaulted, robbed, and carjacked a victim in the 700 block of east Pennsylvania Avenue. The gang members were arrested and sentenced to 7 years in prison with a gang enhancement.
- MET investigated a vandalism spree involving suspects randomly driving throughout the city and breaking windows by shooting marbles with a slingshot. The suspects were responsible for approximately $100,000 dollars worth of damage. MET identified and arrested two suspects for the crime. Both suspects fully confessed to their crimes.
- MET investigated a home invasion robbery that occurred on Shawn Court. MET identified the suspect and tracked him to a location in Mentone. MET officer apprehended the suspect after he jumped through a closed bedroom window.
- MET participated in a serial robbery investigation involving a suspect who was responsible for committing approximately 20 armed robberies throughout the county. Five of those robberies were committed in Redlands. During one of those robberies, the suspect shot a clerk at Dairy Queen on Redlands Boulevard. MET was instrumental in the identification and apprehension of that suspect.
- MET assisted with the homicide investigation at Charlie Jewels. MET was instrumental in the identification, tracking, and apprehension of the homicide suspect.
- The narcotic canine detection team has been requested to deploy approximately 25 times. During those investigations the dog alerted on illegal narcotics that ranged in amounts from grams to several pounds. One investigation the canine alerted on $36,000 while checking parcels at a local post office. They also continue to partner with Redlands Unified School District to conduct random drug searches at local schools.
- EVSET, in collaboration with D.E.A. and San Bernardino County Sheriffs Department have been working on an on-going investigation into a number of heroin overdose deaths that have occurred in the region. Along with working a major investigation, the Team has continued to aggressively investigate street level narcotic activity.
- Drug Court graduated 12 students and has taken 48 new participants. Approximately 30 drug court participants have found and kept jobs while keeping all their commitment's to Drug Court. At 70-80%, Redlands has the highest working/participant ratio than any of the other programs.
- Since February 2011, IRNET has seized 223.5 kilos of cocaine, 2727 pounds of marijuana, 164.5 pounds of methamphetamine, 60.5 pounds of heroin, and approximately $8,000,000 in illicit proceeds. Since July 2011, the DEA task force has made 9 arrests and seized ~$1,050,000 in illegal proceeds, seized $1,035,000 in assets, 58 kilos of cocaine, 111 kilos of methamphetamine, 34 kilos of heroin, and 58 kilos of cocaine.
- To date Ar 10 has responded to 2208 calls for service. Some of those include the following: missing person's searches 22, felony arrest assists 104, misdemeanor arrests assists 104. Flight hours total 539.8 and unit volunteers donated 11,572 hours to the program.

OPERATIONS DIVISION

Patrol Services Bureau

Program Description:
The Patrol Services Bureau is one of the most visible units in the department, as it provides twenty-four hour a day service to the citizens of our community. Patrol Officers respond to a wide variety of emergency and non-emergency calls for service. The Patrol Services Bureau is comprised of three sub-units which are:
• **Patrol:** Patrol teams are comprised of seven officers including the corporal and sergeant. There are six patrol teams that rotate schedules.

• **Custody:** The Redlands Police Department contracts with G4S Secure Solutions for 75 hours per week to provide custody officers who are responsible for the booking, processing, and transportation of prisoners.

• **Field Training and Evaluation Program:** The field training and evaluation program is responsible for the development of new recruits into competent officers. The Department currently has 11 field training officers.

**Program Objectives:**

• Respond to all calls for service in a timely manner and render appropriate assistance upon arrival

• Conduct criminal investigations and prepare required documentation to be forwarded to investigators, District Attorneys and/or other agencies

• Maintenance of a ‘lockup’ custodial facility that is in compliance with applicable state and federal law

• Development of new recruits into competent police officers

• Maintain an atmosphere of positive and professional contacts between all officers and members of our community

• Support the department’s community policing and problem solving efforts through active participation and input on issues

• Conduct proactive patrols and take the appropriate enforcement action when the situation demands

**Significant Program Changes:**

• Sworn Police Officer staffing remains at 98 authorized positions, but has been reduced to 79 budgeted positions.

• A sixth patrol team was added to address the need for additional resources during the busiest days and times.

**Accomplishments for Fiscal Year 2011-2012:**

• Security Bank reported an armed robbery in which a subject escaped afterwards. Police surveillance cameras captured images of the suspect vehicle that were later provided to patrol units. A patrol officer later found the suspect vehicle parked in a driveway down a dark cul-de-sac. This observation led to the identification and arrest of the suspect.

• Patrol officers have become accustomed to utilizing their department issued smart phones to aid in solving problems. For example, officers commonly use their phones to capture and transmit images of missing persons, suspects, and other ‘Be On the Look Out’ information instantaneously leading to incredible time and resource savings.

• Patrol officers responded to a burglary in progress at Walgreen’s Pharmacy and found that the suspect fled the scene in a vehicle. Officers were able to locate the vehicle in San Bernardino and apprehended the suspect after he fled on foot.

**Community Policing Bureau**

**Program Description:**

The Redlands Police Department’s Community Policing Bureau was created to establish collaboration between the police and the community to help identify and solve community problems. The goal of the Community Policing Bureau is to encourage all members of the community to become active allies in the effort to enhance the safety and quality of neighborhoods. The Community Policing Bureau is comprised of the following specialized units:

• **Traffic Safety:** The Traffic Safety Unit is comprised of one Police Sergeant and six traffic officers who are responsible for traffic enforcement and traffic collision investigation involving fatalities and major injury crashes. The traffic officers do not solely investigate traffic related incidents. These six officers are actually members of a patrol team that possess expertise in investigating traffic related matters. The Sergeant manages all the OTS (Office of Traffic Safety) grants which
encompass sobriety checkpoints, Click It or Ticket, additional traffic enforcement and DUI saturation patrols during special events and holidays. The Parking Control Unit is a sub-group of the Traffic Safety Unit and consists of two full-time officers. These officers are primarily responsible for enforcing parking regulations in the downtown area, however, the two parking control officers also respond to parking related complaints in other areas of the City as well as handle other non-parking related activity as the need arises. In addition to traffic duties, the police sergeant and two parking control officers organize traffic flow for all the special events in town such as the Christmas Parade, Redlands Bicycle Classic, Run Through Redlands, Lincoln Pilgrimage Parade, RHS and REV graduation ceremonies, several triathlon/5-10 K runs and approximately thirty additional special events that are held on weekends that require some sort of traffic control. The police sergeant also supervises all Citizen Volunteer Patrol members and our Park Rangers.

- **Reserves:** The Redlands Police Department Reserve Unit is comprised of volunteers from a variety of professions, who live in the city or neighboring communities. Reserve officers receive extensive training in the many facets of law enforcement, which they routinely put to use while assisting the department. Reserve officers render valuable assistance to all units in the department including: patrol, traffic, community policing, and investigations. Reserve officers most frequently assist in patrol related activities such as traffic and crowd control. They are also involved in investigative and administrative matters. Reserve officers are available for call-out to assist in special emergency situations, such as flooding, fires, major traffic collisions and crime scene security. The officers provide other public service assistance, such as maintaining security at school functions and sports activities. The Reserve Unit also serves as valuable training for future law enforcement officers. Throughout the history of the Unit many members have been hired by the Redlands Police Department and other local agencies as full-time police officers. The Reserve Unit currently consists of eleven members, who donated more than 2,569 hours of service to the department and the community during 2011.

- **Citizen Volunteers:** The Department also has a Citizen Volunteer Patrol (CVP) unit consisting of over 62 hard working men and women. After a person successfully completes the application process to join the CVP program, they spend 54 hours of department training. This intensive training gives them an understanding of the various components of the department and the expectations of the community. After their initial training the CVPs patrol the City in specially marked patrol units. During 2011, CVP members donated approximately 21,000 hours. These volunteers are a vital part of the department’s strategy to meet the needs of the community.

- **Park Rangers:** The Redlands Police Department’s Citizen Volunteer Park Ranger (CVPR) Unit follows the concept that a highly visible, uniformed, unarmed “eyes and ears” unit will assist the Police Department in making the City parks, City orange groves, and the Santa Ana River Wash and San Timoteo Canyon safer places for the community’s use. The CVPRs patrol on horseback, Dual Sport Motorcycles, Segways, mountain bikes and on foot. CVPRs routinely visit with citizens in the patrol areas and are considered one of the department’s “public relations” units. CVPRs are on the lookout for illegal activities in the patrol areas, including the use of alcohol, smoking in the parks, after-hours activities in the parks, significant trash accumulations and signs of suspicious activities. All CVPRs on patrol carry a police radio and are in constant contact with dispatch and the officers on duty. The Unit currently has 45 CVPRs. During 2011, CVPR members donated approximately 8,581 hours.

- **Business Liaison:** The Business Liaison Unit currently consists of one officer who handles a diverse assortment of problems in the community’s business districts, and patrol the downtown restaurant/bar area during the busy weekend period.

- **Explorers:** The Redlands Police Department Law Enforcement Explorer Post is a career exploration program, sponsored by the department and affiliated with the Boy Scouts of America. The Explorer Post began in 1968 and has been the starting point for many future law enforcement officers. Young men and women interested in joining the program must be at least 15 years of age and no younger than 21 years. The program is one of career exploration and education for youth interested in learning about the field of law enforcement. The program is not designed to rehabilitate troubled youth, but to further the knowledge of youth of good moral, ethical and educational standing, maintaining a GPA of 2.0 or higher. The program currently has 11 Explorers.
• Police Chaplains: The Police Chaplain Unit consists of ministers of varying faiths. The program is a crisis ministry designed to offer a professional religious/social ministry to the people of Redlands and the members of the Redlands Police Department through counseling and crisis intervention. Chaplains support and assist officers in providing the best service possible to the citizens of the City of Redlands. These ministers are on-call 24 hours a day to bring comfort, consolation and assistance to persons involved in crises, accidents and catastrophes. With an officer, they will notify members of a family when relatives are involved in life threatening situations where injury or death has occurred. The Chaplains not only respond to callouts, but ride in the patrol car alongside the regular officers and frequently find themselves in developing crisis situations. This is when they are most beneficial by bringing a calming effect to the situation. The Redlands Police Department currently has three chaplains that are supervised by a sergeant.

Program Objectives:
• Collaborate with citizens to address problems within the community
• Reduce the amount of traffic collisions by enforcing traffic violations
• Reduce the amount of traffic collisions caused by DUI drivers by conducting DUI checkpoints
• Maintain a strong, viable volunteer program that assists Department members in their efforts to provide a safe and sustainable community

Significant Program Changes:
• School Resource Officer Program was eliminated.
• The DUI Officer Program was eliminated.
• The CSO Patrol program was reduced by one CSO due to budget cuts.

Accomplishments for Fiscal Year 2011-2012:
• The Community Policing Bureau assisted the Human Relations Commission in holding an event that focused on reducing hate crimes in the community.
• The Community Policing Bureau assisted community members in organizing the annual Christmas Block Party.
• The Community Policing Bureau deployed a GPS tracking device program which has been responsible for the apprehension of five vehicle burglary suspects, two robbery suspects, two burglary suspects, an armed and dangerous parolee at large, four different theft suspects from the city landfill, and a serial bike thief from the University of Redlands.
City of Redlands  
2012-2013  
Adopted Budget

DEPARTMENT/DIVISION  
FIELD SERVICES

<table>
<thead>
<tr>
<th>FUND</th>
<th>ORGKEY</th>
<th>2010-11</th>
<th>2011-12</th>
<th>2011-12 ESTIMATED</th>
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<td>(AUDITED)</td>
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**SALARIES AND BENEFITS**

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<th>Code</th>
<th>Description</th>
<th>2010-11</th>
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<th>2011-12 ESTIMATED</th>
<th>2012-13 ADOPTED</th>
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<td>Clothing Allowance</td>
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<td>4085</td>
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**SERVICES**

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<th>Code</th>
<th>Description</th>
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<td>5040</td>
<td>Undercover Investigations</td>
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<td>5880</td>
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244
City of Redlands
2012-2013
Adopted Budget

DEPARTMENT/DIVISION
FIELD SERVICES

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<th>FUND</th>
<th>ORGKEY</th>
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SUPPLIES

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<td>6120 Chemical &amp; Lab Supplies</td>
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<td>6180 Turnouts/Uniforms/Safety Clothing</td>
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<td>6310 Janitorial Supplies</td>
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<tr>
<td>6510 Small Tools &amp; Equipment</td>
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<td>6590 Special Departmental Supplies</td>
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FIXED ASSETS

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<th>2012-13</th>
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<td>7100 Motor Vehicles</td>
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<td>7140 All Other Equipment</td>
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DEBT SERVICE

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<td>8100 Principal</td>
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DIVISION TOTAL

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<th>2011-12</th>
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<th>2012-13</th>
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<td>14,582,204</td>
<td>14,867,981</td>
<td>15,222,693</td>
<td>15,188,493</td>
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City of Redlands
2012-2013
Adopted Budget

Police
Communications

Program Description:
The Communications Section is a significant component of the Police Department, providing a vital link between the community and public safety personnel. Communications personnel are often the first contact in a citizen’s emergency situation. Communications personnel interpret the individual’s needs and coordinate the response of appropriate services to meet those needs. These highly trained individuals are responsible for providing assistance to callers on more than twenty-five incoming telephone lines including 911 emergency, alternate emergency and business lines. In addition to answering the multitude of phone lines, communications personnel are tasked with dispatching calls via radio and a Computer Aided Dispatch (CAD) system. They also monitor over a dozen different radio channels. These radio channels include all of the frequencies utilized by the various units of the department, local government and other allied agencies. Dispatchers use a unified channel to link a Redlands Police Department officer with officers from other area agencies. This radio link capability is especially useful during vehicle pursuits into other jurisdictions and when responding to mutual requests for assistance. The Communication Section also utilize a variety of cameras from various locations in town to support responding units on calls for service and by providing an additional resource to ensure site security at the various locations. The Communications Section implemented the ability for members of the community to contact the Communications Unit through a 911 e-mail system which is currently one of the only such systems in San Bernardino County. The Communications Section is currently allocated 11 full-time dispatchers, one shift supervisor, and one communications supervisor who respond daily to hundreds of telephone and radio calls.

Program Objectives:
- Increase effectiveness and improve efficiency through increased information in the field and to further compatibility to a SDSV System
- Answer all incoming calls on emergency, alternate emergency, and business lines in an expeditious and courteous manner, instantly prioritizing and relaying calls to police personnel in the field by entering designated calls for service into the CAD system, or immediately transferring the call to the appropriate agency for response; monitor and utilize over 100 cameras placed at various locations throughout the City of Redlands
- Dispatch calls for service, process requests from officers in the field, to include the response of additional personnel, equipment and/or resources
- Facilitate and prioritize telephone contacts and communication between the public, public safety agencies and other City departments
- Support the department’s community policing policy, including but not limited to the one-on-one instruction from Redlands Police Dispatchers to local elementary students through the 911-for-Kids program. Support problem solving efforts through active participation and input on police department issues

Significant Program Changes:
None
Accomplishments for Fiscal Year 2011-2012:

- Continued Quality Assurance and Review Program where Supervisors randomly reviewed calls to ensure that Police Department customer service expectations, departmental protocols and guidelines are met.
- Dispatchers answered 32,413 9-1-1 calls.
- Dispatchers answered 120,133 business and alternate emergency lines.
- There were 48,821 calls for service.
- Installation of additional cameras near Citrus Plaza and Citrus Valley High School were completed bringing total video cameras citywide to 139. These are monitored by dispatchers and two video operators.
- Video cameras were used on 2,104 calls.
- Dispatchers have taken on the additional responsibility of entering officer citations and field interview cards in order to help alleviate records workload due to staff reduction.
City of Redlands  
2012-2013  
Adopted Budget  

DEPARTMENT/DIVISION  
COMMUNICATIONS  

<table>
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<tr>
<th>FUND</th>
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| | 2010-11 | 2011-12 | 2011-12 | 2012-13 |
| | (AUDITED) | ADJUSTED | 12 MONTH | COUNCIL |
| | | BUDGET | ESTIMATED | ADOPTED |
| SALARIES AND BENEFITS | | | | |
| 4000 Full Time Salaries | 714,401 | 656,359 | 640,617 | 737,180 |
| 4010 Overtime Salaries | 61,372 | 72,075 | 35,000 | 72,075 |
| 4015 Banked Leave Buy Back | 16,391 | 13,626 | 9,630 | 19,634 |
| 4050 Pension Contributions | 152,689 | 135,844 | 132,270 | 154,161 |
| 4051 Fica/Medicare | 57,677 | 58,294 | 53,119 | 65,797 |
| 4055 Health/Dental Insurance | 187,749 | 166,338 | 166,802 | 183,739 |
| 4057 Disability Insurance | 8,791 | 8,279 | 7,894 | 7,880 |
| 4058 Unemployment Insurance | 10,628 | 6,076 | 5,374 | 6,510 |
| 4059 Life Insurance | 922 | 882 | 792 | 945 |
| 4081 Eyecare Reimbursement | 1,204 | 3,150 | 2,925 | 3,375 |
| 4082 Clothing Allowance | 14,100 | 12,600 | 7,950 | 13,500 |
| 4085 Other Taxable Benefits | 3,542 | 4,200 | 7,456 | 4,200 |
| TOTAL SALARIES AND BENEFITS | 1,229,466 | 1,137,724 | 1,069,829 | 1,268,995 |

| SERVICES | | | | |
| 5340 Office Equipment Maintenance | 540 | 2,500 | 2,515 | 2,500 |
| 5395 Info Technology Services Charge | 99,976 | 13,883 | 13,399 | 14,597 |
| 5580 Communications Svs & Rental | 363,669 | 370,000 | 370,000 | 370,000 |
| TOTAL SERVICES | 464,185 | 386,383 | 385,914 | 387,097 |

| SUPPLIES | | | | |
| 6500 Office Equipment & Furniture | 0 | 2,568 | 2,568 | 2,568 |
| 6510 Small Tools & Equipment | 403 | 1,700 | 1,700 | 1,700 |
| 6590 Special Departmental Supplies | 242 | 1,400 | 1,137 | 1,400 |
| TOTAL SUPPLIES | 645 | 5,668 | 5,405 | 5,668 |

| DIVISION TOTAL | 1,694,296 | 1,529,775 | 1,461,148 | 1,661,760 |
City of Redlands  
2012-2013  
Adopted Budget 

Police  
Support Services

Program Description:

The Support Services Bureau is comprised of diverse responsibilities that effect all operations of the department. The goal of the Support Services Bureau is to supply the necessary equipment, provisions, and support personnel to facilitate the citizens of Redlands with courteous service. The Support Services Bureau is comprised of the following units: Office of the Chief of Police, Operations Supervisor, Criminologist, Records, Crime Analysis, and Maintenance.

The Office of the Chief of Police is comprised of the Chief, one Executive Assistant, one Management Analyst, one criminologist and a Sergeant in charge of internal investigations. The Chief’s Executive Assistant is the community’s primary point-of-contact for the Office, handling complex and confidential executive level administrative and secretarial duties for the management staff. The Executive Assistant also coordinates special projects and events. The Management Analyst’s responsibilities include ensuring the department’s needs are being met through budget development and monitoring, purchase requisitions, grant coordination and payroll processing. The Executive Assistant and the Management Analyst ensure the department’s compliance with governmental requirements. The Office also coordinates the background investigations for new hires. The Criminologist runs our statistics and finds ways to incorporate data driven results. The Professional Standards Sergeant oversees internal investigations and personnel issues, is the point of contact for the community for any inquiries and complaints, and oversees and maintains all training and personnel files.

The Records Unit consists of five Customer Service Representatives who are responsible for the maintenance and security of all criminal records, as well as processing all reports, citations and other records produced by the other departmental units. The Customer Service Representatives are also the primary point-of-contact for the community when they come to the department for records. The Records Unit ensures the department’s compliance with statutory requirements for the input and processing of many records and trains others in the California Law Enforcement Telecommunications System. Records personnel are also responsible for cross-reporting to other law enforcement agencies, courts, Child Protective Services, Department of Motor Vehicles and Department of Justice.

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

The part-time Maintenance Worker responds to concerns of safety issues that are minor, general maintenance. He works with the City’s Building Maintenance staff to assist the department when projects are larger in scale. Our maintenance worker provides minor repairs which keeps down time to a minimum.

Program Objectives:

- Ensure that all department members receive training for the California Law Enforcement Telecommunications System computer system
• Provide expedient service to police officers, court officials, citizens and the press when requesting records information
• Ensure department safety and efficiency through standard maintenance programs
• Process records in compliance with statutory requirements
• Provide outstanding customer service to internal and external customers

Significant Program Changes:

• The jail services contract was reduced from 168 hours per week to 75 hours per week resulting in officers performing the booking, processing, and transportation of prisoners.
• The Police Annex was closed to public access due to last year's reduction in personnel.
• The public hours of operation of the Records Unit were reduced due to last year's reduction in personnel.

Accomplishments for Fiscal Year 2011-2012:

• Customer Service Representatives processed nearly 6,200 criminal reports, over 3,000 arrest reports, 2,700 traffic citations, and over 700 traffic collision reports in compliance with statutory requirements.
• The Crime Analyst began production of a two-week crime summary report to keep staff apprised of changes in crime rates and produced numerous tactical reports on crime patterns and series to better inform officers of the current hot-spot crime locations.
City of Redlands  
2012-2013  
Adopted Budget  

**DEPARTMENT/DIVISION**  
SUPPORT SERVICES  

<table>
<thead>
<tr>
<th>FUND</th>
<th>ORGKEY</th>
<th>2010-11 ACTUAL (AUDITED)</th>
<th>2011-12 ADJUSTED</th>
<th>2011-12 12 MONTH ESTIMATED</th>
<th>2012-13 COUNCIL ADOPTED</th>
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<td>GENERAL FUND</td>
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**SALARIES AND BENEFITS**  

<table>
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<tr>
<th>Item</th>
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**SERVICES**  

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City of Redlands
2012-2013
Adopted Budget

DEPARTMENT/DIVISION
SUPPORT SERVICES

<table>
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<tr>
<th>FUND</th>
<th>2010-11 (AUDITED)</th>
<th>2011-12 ADJUSTED</th>
<th>2011-12 12 MONTH ESTIMATED</th>
<th>2012-13 COUNCIL ADOPTED</th>
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SERVICES (CONT)

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<td>5590 Other Rentals</td>
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SUPPLIES

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<tr>
<td>6560 Food</td>
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DIVISION TOTAL

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<th>2011-12</th>
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City of Redlands
2012-2013
Adopted Budget

Police
Animal Control

Program Description:

The Animal Control Bureau enforces State and Federal animal laws and City Municipal Codes and provides a variety of services to meet the needs of the community and welfare of animals. The Animal Control Officers are responsible for handling stray animals loose on the City streets, animal disturbance calls, reports of injured or aggressive animals, and animals receiving fatal injuries. The Animal Control Bureau also quarantines animals after reported animal bites, investigates reports of animal abuse, and temporarily provides shelter to neglected livestock and injured wildlife. Field animal control services are provided to Redlands citizens five days a week. The animal shelter is open Tuesday through Saturday for adoptions and animal turn-ins.

Program Objectives:

- Promote the adoption of cats and dogs housed in the shelter
- Provide pet visitations with school groups and senior citizens
- Increase the number of animals treated in the spay and neuter program
- Increase volunteer opportunities at the shelter and in special events
- Promote community partnerships to enhance animal welfare

Significant Program Changes:

One Animal Control Officer position that was scheduled to be eliminated during budget cuts was saved with donation money from Tom & Caroline Bell.

Accomplishments for Fiscal Year 2011-2012:

- On-going PetSmart adoption show every Sunday with $10 donation to our spay-neuter fund per animal adopted at the event by PetSmart.
- Fundraising efforts and donations raised over $20,000 to supplement the spay and neuter program.
## City of Redlands
### 2012-2013
### Adopted Budget

**DEPARTMENT/DIVISION**  
**ANIMAL CONTROL**

<table>
<thead>
<tr>
<th>FUND</th>
<th>ORGKEY</th>
<th>2010-11</th>
<th>2011-12</th>
<th>2011-12</th>
<th>2012-13</th>
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### SALARIES AND BENEFITS

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<th>2011-12</th>
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<td>3,123</td>
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<tr>
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<td>27,137</td>
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<td>4051 Fica/Medicare</td>
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<td>11,523</td>
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<td>34,833</td>
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<td>1,637</td>
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**TOTAL SALARIES AND BENEFITS**  
228,891          234,362  229,874  246,087

### SERVICES

<table>
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<td>5396 City Garage Charges</td>
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**TOTAL SERVICES**  
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### SUPPLIES

<table>
<thead>
<tr>
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<th>2011-12</th>
<th>2012-13</th>
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City of Redlands  
2012-2013  
Adopted Budget  

DEPARTMENT/DIVISION  
ANIMAL CONTROL  

<table>
<thead>
<tr>
<th>FUND</th>
<th>ORGKEY</th>
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<th>2011-12</th>
<th>12 MONTH</th>
<th>COUNCIL</th>
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<td>35,740</td>
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</table>

| FIXED ASSETS         |         |         |          |         |         |         |         |         |
| Other Betterments/Improvements | 8,985   | 0       | 0        | 0       |
| TOTAL FIXED ASSETS   | 8,985   | 0       | 0        | 0       |

DIVISION TOTAL       | 350,813 | 339,139 | 348,123  | 364,603 |

DEPARTMENT TOTAL     | 19,873,544 | 19,618,594 | 19,787,345 | 21,221,168 |

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City of Redlands
2012-2013
Adopted Budget

Police
Asset Forfeiture and Grants

Program Description:

The Redlands Police Department receives a share of the value of all assets seized during drug related arrests. Expenditures of these funds are intended to supplement, not supplant, police department needs, including personnel, equipment and vehicles. All expenditures follow guidelines as cited in the U.S. Department of Justice “Guide to Equitable Sharing of Federally Forfeited Property for State and Local Law Enforcement Agencies”.

Program Objectives:

Asset forfeiture supplements a variety of community drug and violence resistance programs.

The Redlands Police Department actively seeks grants to supplement operations. Grants awarded and/or funded through the 2011-2012 fiscal year include:

- Community grants whereby local non-profit organizations may apply for financial aid and/or grants to serve community program needs
- Homeland Security Grant to provide funding for video surveillance system at Redlands Boulevard and Alabama Street
- Justice Assistance Grant (JAG) provides funding to underwrite projects to reduce crime and improve public safety. Funding includes parallel justice for victims of crime program; expanding the department’s video surveillance system; and the funding for a part-time Customer Service Representative in Records
- ARRA - CHRP Recovery grant to fund four Police Officers salaries and benefits for three years
- Office of Traffic Safety Selective Traffic Enforcement grant & a OTS mini grant that focuses on traffic safety issues and enforcement that funds overtime for DUI and Drivers License checkpoints; DUI Saturation patrols; Special Enforcement Operations and Court Stings. The OTS grant also provides for traffic enforcement related training, equipment and supplies
- Office of Community Oriented Policing Services (COPS) Technology grants to implement advanced technology in the Communications Center, funding for a Criminologist, and a 2011 COPS Hiring grant to fund four Police Officers salaries and benefits for three years
- National Institute of Justice Grant funding the development of an iPhone based crime mapping application to assist law enforcement officers with understanding spatial and temporal crime patterns
- 2011 Office of Justice Programs, Public/Private Partnership Grant, using social business software (SBS) to enhance public/private partnerships; a collaborative approach to community knowledge mining
- The ABC 2011 grant will be used to increase the hours officers have to enforce alcohol related crimes, educate public/students on alcohol awareness, and conduct inspections on licensed establishments in the City of Redlands
- Supplemental Law Enforcement Services Fund (SLESF) supplements specialized training and part-time camera surveillance monitoring personnel

Significant Program Changes:

None
City of Redlands
2012-2013
Adopted Budget

DEPARTMENT/DIVISION
ASSET FORFEITURE

<table>
<thead>
<tr>
<th>FUND</th>
<th>ORGKEY</th>
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<th>SERVICES</th>
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<th>2012-13</th>
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City of Redlands  
2012-2013  
Adopted Job Ledger Budget

**Department**
Polic

<table>
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<tr>
<th>Job Ledger Nc.</th>
<th>Project/Program Description</th>
<th>FY 2012 12-Month Estimate</th>
<th>FY 2013 Budget Request</th>
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**TOTALS**  
$280,359  
$210,600
City of Redlands
2012-2013
Adopted Budget

DEPARTMENT/DIVISION
POLICE GRANTS

| FUND | POLICE GRANT FUND | ORGKEY  | 247200 |

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<th>2010-11</th>
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**SALARIES AND BENEFITS**

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**SERVICES**

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City of Redlands  
2012-2013  
Adopted Budget

**DEPARTMENT/DIVISION**
POLICE GRANTS

<table>
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<th>ORGKEY</th>
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<th>2011-12 12 MONTH ESTIMATED</th>
<th>2012-13 COUNCIL ADOPTED</th>
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FUND TOTAL              | 1,460,934         | 4,774,781        | 4,774,781                   | 0                       |
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<td>25113</td>
<td>2011 Alcohol Beverage Control Grant</td>
<td>24,007</td>
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<tr>
<td>25114</td>
<td>2011 Justice Assistance Grant (JAG)</td>
<td>22,672</td>
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<tr>
<td>25115</td>
<td>Homeland Security Grant 2010</td>
<td>37,652</td>
<td>0</td>
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</tr>
<tr>
<td>25117</td>
<td>County CVP Donation</td>
<td>20,000</td>
<td>0</td>
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<tr>
<td>25118</td>
<td>OTS STEP 11/12</td>
<td>120,000</td>
<td>0</td>
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<tr>
<td>25119</td>
<td>OJP 2011 - Public/Private Partnership</td>
<td>349,349</td>
<td>0</td>
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<tr>
<td>25120</td>
<td>2011 COPS Hiring Grant</td>
<td>1,711,616</td>
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<tr>
<td>25123</td>
<td>OTS Sobriety Checkpoint 11/12</td>
<td>60,750</td>
<td>0</td>
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</tr>
<tr>
<td>25124</td>
<td>Graffiti Clean Up</td>
<td>23,300</td>
<td>0</td>
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<tr>
<td>25128</td>
<td>Homeland Security Grant 2011</td>
<td>17,707</td>
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</tbody>
</table>

Totals: $4,774,781 $0
City of Redlands  
2012-2013  
Adopted Budget

**DEPARTMENT/DIVISION**  
SUPPLEMENTAL LAW ENFORCEMENT

<table>
<thead>
<tr>
<th>FUND</th>
<th>ORGKEY</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUPPLEMENTAL LAW ENFORCEMENT FUND</td>
<td>249200</td>
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</table>

<table>
<thead>
<tr>
<th></th>
<th>2010-11</th>
<th>2011-12</th>
<th>2011-12</th>
<th>2012-13</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>ACTUAL</td>
<td>ADJUSTED</td>
<td>12 MONTH</td>
<td>COUNCIL</td>
</tr>
<tr>
<td>(AUDITED)</td>
<td></td>
<td>BUDGET</td>
<td>ESTIMATED</td>
<td>ADOPTED</td>
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</table>

**SALARIES AND BENEFITS**

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>4005 Part Time Salaries</td>
<td>86,367</td>
<td>182,612</td>
<td>77,522</td>
<td>100,669</td>
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<tr>
<td>4051 Fica/Medicare</td>
<td>6,607</td>
<td>13,971</td>
<td>6,178</td>
<td>7,702</td>
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<tr>
<td>4058 Unemployment Insurance</td>
<td>3,233</td>
<td>3,906</td>
<td>1,514</td>
<td>2,170</td>
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<tr>
<td><strong>TOTAL SALARIES AND BENEFITS</strong></td>
<td><strong>96,207</strong></td>
<td><strong>200,489</strong></td>
<td><strong>85,213</strong></td>
<td><strong>110,541</strong></td>
</tr>
</tbody>
</table>

**SERVICES**

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>5190 Other Professional Services</td>
<td>0</td>
<td>0</td>
<td>15,000</td>
<td>0</td>
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<tr>
<td>5255 Travel Expense/ Reimbursement</td>
<td>6,476</td>
<td>8,145</td>
<td>0</td>
<td>0</td>
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<tr>
<td>5840 Training</td>
<td>63</td>
<td>1,333</td>
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<td>1,333</td>
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<tr>
<td><strong>TOTAL SERVICES</strong></td>
<td><strong>6,539</strong></td>
<td><strong>9,478</strong></td>
<td><strong>15,000</strong></td>
<td><strong>1,333</strong></td>
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</tbody>
</table>

**SUPPLIES**

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
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<th></th>
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</thead>
<tbody>
<tr>
<td>6590 Special Departmental Supplies</td>
<td>0</td>
<td>1,907</td>
<td>1,248</td>
<td>0</td>
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<tr>
<td><strong>TOTAL SUPPLIES</strong></td>
<td><strong>0</strong></td>
<td><strong>1,907</strong></td>
<td><strong>1,248</strong></td>
<td><strong>0</strong></td>
</tr>
</tbody>
</table>

**FUND TOTAL**

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FUND TOTAL</strong></td>
<td><strong>102,746</strong></td>
<td><strong>211,874</strong></td>
<td><strong>101,461</strong></td>
<td><strong>111,874</strong></td>
</tr>
</tbody>
</table>
City of Redlands
2012-2013
Adopted Job Ledger Budget

**Department**
Police

<table>
<thead>
<tr>
<th>Fund</th>
<th>Project/Program</th>
<th>FY 2012</th>
<th>FY 2013</th>
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</thead>
<tbody>
<tr>
<td>Supplemental Law Enforcement</td>
<td>COPS AB1913-2000</td>
<td>101,461</td>
<td>111,874</td>
</tr>
</tbody>
</table>

**Orgkey** 249200

**Totals**

| Totals   | $101,461   | $111,874 |