2021 Annual Report

Prepared for:
Charles M. Duggan, Jr.
City Manager

Prepared by:
Chris Catren
Chief of Police
On behalf of the dedicated members of the Redlands Police Department, I am excited to present our Annual Report for 2021. This report details a sampling of the amazing accomplishments made by the exceptional staff and volunteers who provide the highest level of service to our wonderful community. Our engaged community, our supportive City Council, and our diligent staff and volunteers have delivered another year of positive public safety impacts throughout the City despite the many challenges we faced this year. Although we were hoping to be through the worst of the COVID-19 epidemic, we continued to face the ongoing challenges that were felt by the community, our staff, operations, and the City’s budget. The human toll of this virus is incalculable and continues to be felt everyday throughout the community. During this crisis, your Redlands Police Department staff continued to respond to calls for assistance and provide public safety services around the clock.

During the last quarter of the year, we were once again able to connect with the community at larger events. In partnership with the Redlands Police Community Foundation, the first Redlands Police “Coptober” Community Fair was held to reintroduce our staff to the community in a fun and educational environment. The event was very well-attended and is a blueprint for future activities. Staff were also able to help the hungry with a pre-Thanksgiving feast at Sylvan Park and serve a Thanksgiving lunch to dozens of happy folks at the Joslyn Senior Center. The year concluded with a massive turnout for the annual Heroes and Helpers event that allowed standout kids in need go on a shopping spree in the Citrus Plaza and Mountain Grove shopping centers.

The impacts of the prior years’ budget cuts and layoffs continued to be felt throughout the department. Vacancies existed in all critical areas throughout the year, despite a focus on recruitment and retention efforts. The use of overtime to fill shift vacancies has become standard in an effort to continue to provide the highest quality policing services to the community.

I hope you find the contents of this report useful as it is our intent to provide you with the information you need in a succinct and easy-to-read manner while highlighting the metrics most often inquired about by the community. We are dedicated to enhancing public safety through trust, innovation, community partnerships, and excellence in service. The department’s efforts to fervently address crime and disorder issues using this model are well documented in the following pages. Our community’s trust is truly appreciated and essential in the co-production of public safety we all enjoy.

Sincerely,

Chris Catren
Chief of Police

Note to reader: Information within this report is reflective of the Redlands Police Department’s Crime Dashboard, which captures crime data in the City of Redlands and the neighboring area of San Bernardino County commonly referred to as the “Donut Hole” where the RPD provides police services. RPD Dashboard statistics will not match the Federal Bureau of Investigation’s Annual 2021 Uniform Crime Report (UCR), as the data in the UCR is reflective of reported crimes that occurred exclusively in the City of Redlands and is not inclusive of the crimes that occurred in the Donut Hole.
## Violent Crimes

### 2021 Violent Crimes

<table>
<thead>
<tr>
<th></th>
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<th></th>
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<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Homicide*</td>
<td>1</td>
<td>6</td>
<td>1</td>
<td>7</td>
<td>3</td>
<td>-57.14 %</td>
</tr>
<tr>
<td>Rape</td>
<td>35</td>
<td>64</td>
<td>41</td>
<td>46</td>
<td>32</td>
<td>-30.43 %</td>
</tr>
<tr>
<td>Robbery</td>
<td>86</td>
<td>99</td>
<td>85</td>
<td>77</td>
<td>75</td>
<td>-2.60 %</td>
</tr>
<tr>
<td>Aggravated Assault</td>
<td>120</td>
<td>112</td>
<td>137</td>
<td>112</td>
<td>114</td>
<td>1.79 %</td>
</tr>
<tr>
<td>Total Violent Crime</td>
<td>242</td>
<td>281</td>
<td>264</td>
<td>242</td>
<td>224</td>
<td>-7.44 %</td>
</tr>
</tbody>
</table>

### 2021 Violent Crimes Pie Chart

- Homicide: 1.4%
- Rape: 15.2%
- Robbery: 51.0%
- Aggravated Assault: 32.4%
# Property Crimes

## Crime Classification:

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential Burglary</td>
<td>220</td>
<td>175</td>
<td>187</td>
<td>117</td>
<td>82</td>
<td>-30 %</td>
</tr>
<tr>
<td>Commercial Burglary</td>
<td>223</td>
<td>169</td>
<td>171</td>
<td>213</td>
<td>137</td>
<td>-36 %</td>
</tr>
<tr>
<td>Vehicle Burglary</td>
<td>560</td>
<td>572</td>
<td>388</td>
<td>276</td>
<td>316</td>
<td>14 %</td>
</tr>
<tr>
<td>Larceny</td>
<td>1,927</td>
<td>1,480</td>
<td>1,751</td>
<td>1,167</td>
<td>1,479</td>
<td>30 %</td>
</tr>
<tr>
<td>Auto Theft</td>
<td>347</td>
<td>364</td>
<td>284</td>
<td>270</td>
<td>389</td>
<td>44 %</td>
</tr>
<tr>
<td>Property Crime Total</td>
<td>3,277</td>
<td>2,760</td>
<td>2,781</td>
<td>2,017</td>
<td>2,403</td>
<td>19 %</td>
</tr>
</tbody>
</table>

## 2021 Property Crimes

- Residential Burglary: 82 cases, -30% change
- Commercial Burglary: 137 cases, -36% change
- Vehicle Burglary: 316 cases, 14% increase
- Larceny: 1,479 cases, 30% increase
- Auto Theft: 389 cases, 44% increase
- Property Crime Total: 2,403 cases, 19% increase

![Pie Chart](image)
## Total Crime Statistics

<table>
<thead>
<tr>
<th></th>
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<th></th>
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<tbody>
<tr>
<td>Violent</td>
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<td>281</td>
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<td>Property</td>
<td>3,277</td>
<td>2,760</td>
<td>2,781</td>
<td>2,017</td>
<td>2,403</td>
<td>19.14 %</td>
</tr>
<tr>
<td>Total</td>
<td>3,519</td>
<td>3,041</td>
<td>3,045</td>
<td>2,259</td>
<td>2,627</td>
<td>16.29 %</td>
</tr>
</tbody>
</table>

**Violent Crime**

- **2017**: 242
- **2018**: 281
- **2019**: 264
- **2020**: 242
- **2021**: 224

**Property Crime**

- **2017**: 3,277
- **2018**: 2,760
- **2019**: 2,781
- **2020**: 2,017
- **2021**: 2,403

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**Graphs**

- **Violent Crime**: Decrease from 2017 to 2021
- **Property Crime**: Increase from 2017 to 2021
## Patrol Services

**Total Calls for Service (CFS):** 45,254

**Extra Patrol CFS:** 1,266

**Self-Initiated/Proactive Activity:** 9,851

**Citations:**
- **Parking:** 1,718
- **Traffic (written and warnings):** 1,669

**Arrests (persons arrested):**
- **Adult:** 2,333
- **Juvenile:** 43
- **DUI Offenses:** 298

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### Total Calls for Service

<table>
<thead>
<tr>
<th>Year</th>
<th>Calls for Service</th>
<th>Self-Initiated</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>45,254</td>
<td>1,266</td>
</tr>
<tr>
<td>2018</td>
<td>45,254</td>
<td>1,266</td>
</tr>
<tr>
<td>2019</td>
<td>45,254</td>
<td>1,266</td>
</tr>
<tr>
<td>2020</td>
<td>45,254</td>
<td>1,266</td>
</tr>
<tr>
<td>2021</td>
<td>45,254</td>
<td>1,266</td>
</tr>
</tbody>
</table>

**82.3%**

**17.7%**

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### Response Times

- **Priority 1:** 0:10:00
- **Priority 2:** 0:18:52
- **Priority 3:** 0:30:18

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![Response Time Chart](chart.png)
### Special Services

#### Investigations

<table>
<thead>
<tr>
<th>Year</th>
<th>Cases Assigned</th>
<th>Cleared</th>
<th>Closed</th>
<th>Clearance Rates %</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>1,149</td>
<td>380</td>
<td>1,228</td>
<td>30.9</td>
</tr>
<tr>
<td>2018</td>
<td>1,018</td>
<td>374</td>
<td>1,027</td>
<td>36.4</td>
</tr>
<tr>
<td>2019</td>
<td>667</td>
<td>382</td>
<td>991</td>
<td>38.5</td>
</tr>
<tr>
<td>2020</td>
<td>786</td>
<td>337</td>
<td>969</td>
<td>34.7</td>
</tr>
<tr>
<td>2021</td>
<td>990</td>
<td>290</td>
<td>951</td>
<td>30.4</td>
</tr>
</tbody>
</table>

In 2020, during a national rise of deaths and overdoses involving opioids, the RPD partnered with the local medical and fire department communities to develop a training program to enable officers to carry and administer Narcan to overdose patients. As the first emergency personnel on scene in calls for service involving an overdose or life-threatening emergency, RPD officers are now able to save lives through the administration of Narcan. Since implementation of the program, Narcan has been deployed by officers in the field on a total of 61 emergency calls, 21 instances in 2020, and 40 instances in 2021.

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**In 2021, RPD officers deployed Narcan in the field on 40 life-threatening emergency calls for service in the City of Redlands**
Community Services

Community Policing Unit & School Resource Officers

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

The RPD Community Policing Unit also spearheads the department’s coordination of youth programs, activities, and events. The RPD’s youth programs are supported by the Redlands Police Community Foundation (RPCF), a 501(c)3 non-profit organization that provides additional financial support to the department beyond the City’s General Fund. In 2021, the RPCF provided nearly $50,000 in funds towards RPD youth programs and events, allowing the department to continue to build and develop positive relationships with the community through outreach efforts. The RPCF also supports the RPD’s 40-member strong Citizen Volunteer Unit and the department’s K9 Unit, both of which are funded entirely through community donations.

The two school resource officers were again assigned to Redlands High School and Citrus Valley High School when instruction resumed to in-person in August of 2020 after 1.5 years of distance learning throughout school districts in California.
## Community Services

### Traffic Unit

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

<table>
<thead>
<tr>
<th>Collision Type</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
<th>2020 vs. 2021 Percent Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fatalities</td>
<td>3</td>
<td>8</td>
<td>4</td>
<td>5</td>
<td>5</td>
<td>0 %</td>
</tr>
<tr>
<td>Non-Injuries</td>
<td>260</td>
<td>279</td>
<td>248</td>
<td>192</td>
<td>246</td>
<td>28 %</td>
</tr>
<tr>
<td>Injuries</td>
<td>384</td>
<td>434</td>
<td>432</td>
<td>328</td>
<td>342</td>
<td>4 %</td>
</tr>
<tr>
<td>Total</td>
<td>647</td>
<td>721</td>
<td>684</td>
<td>525</td>
<td>593</td>
<td>12.95 %</td>
</tr>
</tbody>
</table>

### 2021 Traffic Collisions

- **Fatalities**: 0.8%
- **Non-Injuries**: 41.5%
- **Injuries**: 57.7%

![2021 Traffic Collisions Pie Chart](chart.png)
98.98% of all 9-1-1 calls were answered within 15 seconds. 99.66% of all 9-1-1 calls were answered within 20 seconds.

Text to 9-1-1 Received: 93
Total Messages: 719
Average Duration of Session: 13 minutes
Support Services

Records Unit

Total reports processed: 8,145
Traffic collision reports: 1,049
Traffic citations (written & warning): 1,669
Stolen vehicle reports: 395
Vehicles impounded: 769
Vehicles released: 322
Mental health holds received: 370
Sex/Arson registrant appointments: 240
Calls for service at front counter: 1,260

Animal Control

<table>
<thead>
<tr>
<th></th>
<th>Adoptions</th>
<th>Transfers</th>
<th>Release</th>
<th>Return to Owner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dogs</td>
<td>214</td>
<td>26</td>
<td>0</td>
<td>157</td>
</tr>
<tr>
<td>Cats</td>
<td>244</td>
<td>8</td>
<td>82</td>
<td>10</td>
</tr>
<tr>
<td>Other</td>
<td>37</td>
<td>30</td>
<td>194</td>
<td>1</td>
</tr>
<tr>
<td>Total</td>
<td>495</td>
<td>64</td>
<td>276</td>
<td>168</td>
</tr>
</tbody>
</table>
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https://www.cityofredlands.org/police

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

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