

HEALDSBURG POLICE DEPARTMENT

2009 ANNUAL REPORT





Healdsburg

When you long for small town charm, come to Healdsburg. Envision a town with the best qualities of turn-of-the century America, yet with the ambiance of a European countryside. Tucked between three lush valleys and surrounded by over 60 wineries, Healdsburg is nestled in the heart of the wine country. We're only 65 miles north of San Francisco on Hwy. 101.

Our early residents, the Pomo Indians, built their villages in these open fertile valleys along the Russian River. The wild 1800's and California Gold Rush brought new settlers to the generous farming land here. One early entrepreneur, Harmon Heald, envisioned a grand plan for the village that would be his namesake. In 1857 he constructed a store and post office, sold lots "downtown", and plotted a town complete with a Spanish-style Plaza. Healdsburg was officially incorporated ten years later. The extension of the Northwestern Pacific Railroad in 1871 brought visitors and increased commerce to our booming town.

The City of Healdsburg continues to flourish. We are a full service City, providing electrical, water and sewer services to residents. Healdsburg's safety is ensured by modern and well-equipped police and fire departments. Economic development is guided through the efforts of the local Community Redevelopment Agency.

Mission First, People Always.



Statement of Values

We, of the Healdsburg Police Department, recognize our contribution to the quality of life and safe environment in our community through the provision of professional law enforcement services. We will meet the challenge of providing these services by basing our thoughts and actions on the following shared values:

- Service to the Community
- Integrity
- Responsibility —Accountability
- Professionalism
- Pride and Enjoyment of our Profession

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Chief Susan Jones

MESSAGE FROM THE CHIEF OF POLICE

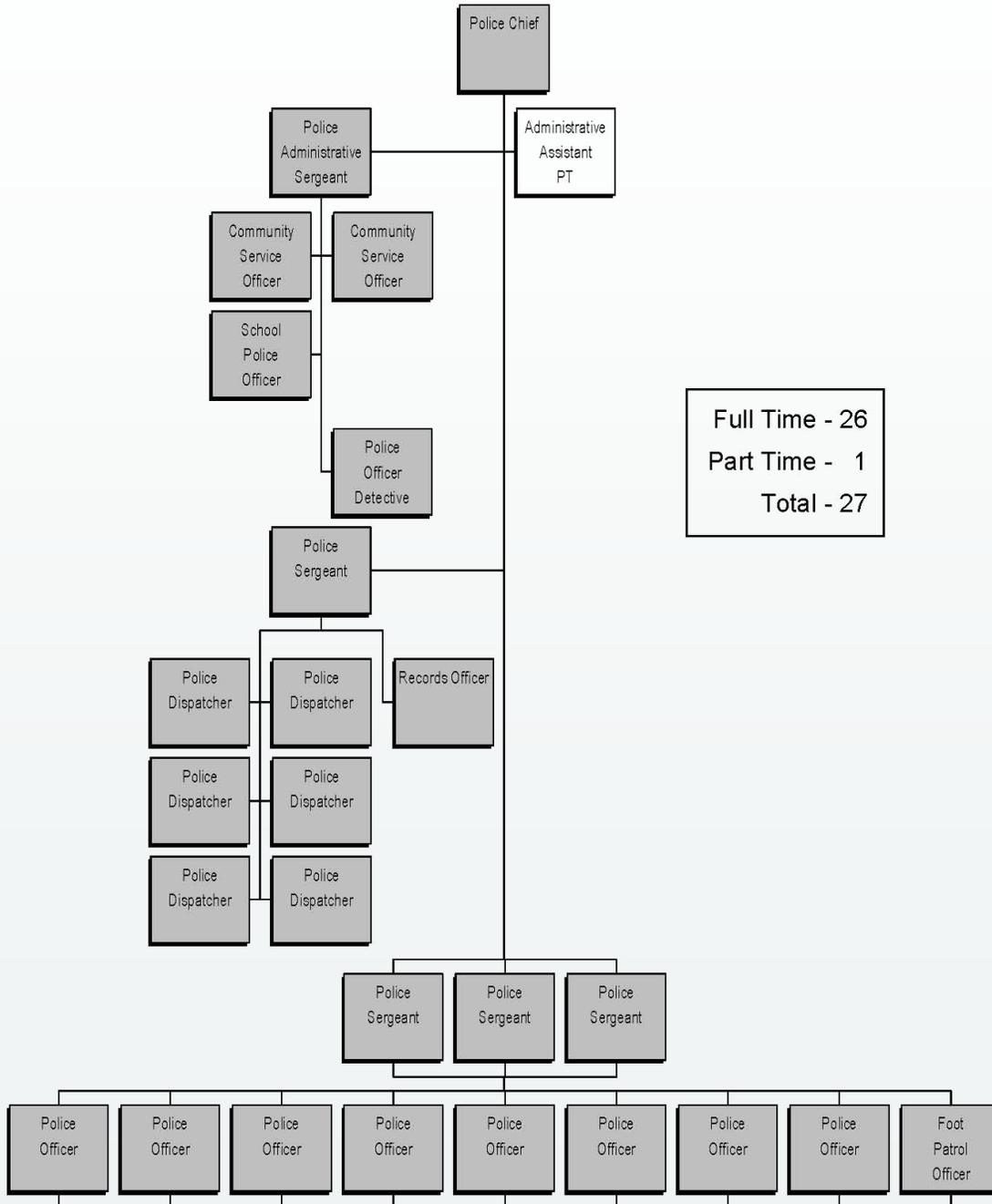
On behalf of the dedicated staff of the Healdsburg Police Department I am pleased to present our 2009 Annual Report. What a difference a year makes... The financial crisis of 2008/2009 has caused us to rethink how we can continue to provide quality services within the context of diminishing resources.

We have viewed this crisis as an opportunity to work more efficiently rather than to step backward into mediocrity. Our Police Department staff has been challenged to work together with our community and other City offices to design innovations which will enhance our efficiency and effectiveness as one of the public safety branches of our local government. We realize that tough decisions lie ahead of us, but we are committed to our mission and we will continue to work hard for the citizens of this wonderful city.

Thank you for your interest in our annual report. We encourage all of our residents, businesses and visitors to communicate with us about any issue or concern. Please visit our website at www.ci.healdsburg.ca.us.

A handwritten signature in blue ink that reads "Susan Jones". The signature is written in a cursive, flowing style.

ORGANIZATIONAL CHART



DEPARTMENT PERSONNEL

<u>Name</u>	<u>Position</u>	<u>Years of Service</u>	<u>Education</u>
Susan E. Jones	Chief of Police	30	MBA
Anne Mackenzie	Administrative Assistant	1	
Rick Urteago	Sergeant / Patrol	29	Some college
Kevin Young	Sergeant / Patrol	21	BA
John Haviland	Sergeant / Patrol	11	BA
Matt Jenkins	Sergeant / Administration	8	MS
Luis Rodriguez	Sergeant / Patrol / Bilingual	9	BA
Steve Moore	Officer / Range Master	20	Some college
Tom Whitmore	Officer / Range Master / FTO	20	Some college
Allison Hurley	Officer	13	BA
Mike Shooter	Detective	11	Some college
Darryl Erkel	Officer / FTO	9	Some college
Tanya Potter	Officer	9	AA
Nick Castaneda	Officer / FTO / Bilingual	4	BA
Jose (Nati) Garcia	Officer / FTO / Bilingual	4	BA
Katie Close	Officer	2	Some College
Scott Eland	Officer	2	Some College
Nadia Mohamed	Officer	1	Some College
Steve Cox	Reserve Officer	30	AA
Roy Takeda	Property & Evidence	8	AA
Stacey Miller	Parking Enforcement	2	BA
Christina Ramos	Records Technician / Bilingual	27	High School
Linda Haviland	Lead Dispatcher	26	High School
Larry Farnady	Dispatcher	26	AA
Colleen Simmons	Dispatcher	23	Some college
Sylvia Frey	Dispatcher / Bilingual	19	Some college
Tiffany Mitchell	Dispatcher	4	Some college
Barbara Monroy	Dispatcher	3	Some college

RETIREMENTS



Officer Joe Lozinto—August 31, 2009

Officer Joe Lozinto retired in August after 27 1/2 years of public safety service. During that time, Joe worked for the Healdsburg Police Department, the Santa Rosa Junior College and the Sonoma County Sheriff's Department.

During his time as a patrol officer, Joe was also a defensive tactics instructor and a Field Training Officer.



Officer Mike Hallett—February 17, 2009

Officer Mike Hallett retired from the Healdsburg Police Department after 25 1/2 years of public safety service. Mike began his career at the Delano Police Department in September of 1983. He worked in Delano for approximately 2 1/2 years before taking a job with the Healdsburg Police Department. While in Delano, Mike was promoted to the position of Detective and he worked that assignment for six months before leaving for Healdsburg. During Mike's career with us he was a Field Training Officer and he's been a member of the POA's negotiations team.

Mike is most noted for his traffic stops. The dispatchers say that he is the best in the department for relaying information to them in a clear, calm tone and he provides the information in the correct order. They would like him to teach everyone how to do this. He is also known for his very readable and accurate citations and reports.



Officer Steve Cox—September 31, 2009

Officer Steve Cox retired from the Police Department after 30 years of service in the City of Healdsburg. Steve began his public safety career with the Santa Rosa Junior College, where he worked as a cadet as he completed his Associates Degree.

During his career with the Healdsburg Police Department, Steve worked as a patrol officer and held various collateral assignments, including Range Master and Field Training Officer.

Steve has elected to continue to serve the citizens of Healdsburg as a Reserve Police Officer as he adjusts to retired life.



Youth Services Counselor Pam Pryal—August 31, 2009

Pam Pryal retired after 27 years as the Youth Services Counselor for the department. Pam conducted a number of programs including diversion, Family Group Conferences, Drug and Alcohol programs for the school district, and the Adopt-a-Cop program.

Pam's dedication to her programs and the youth of Healdsburg contributed to Healdsburg's low juvenile crime rate.

For her efforts, Pam was named the 2006 Civilian Employee of the Year



Officer Nadia Mohamed receiving the Oath of Office from City Clerk Maria Curiel. (Photo courtesy of the Healdsburg Tribune)

NEW EMPLOYEES

Officer Tanya Potter

With Healdsburg Police Officer Mike Hallett retiring in February, the Police Department had been “on the look out” for his replacement. Officer Tanya Potter started with the Healdsburg Police Department on January 19th.

Officer Potter comes to us from the Santa Rosa Police Department where she was a patrol officer for three years. Prior to her stint in Santa Rosa, she was a California Highway Patrol Officer for four years. During her background investigation, we learned that Officer Potter is well respected by her co-workers and supervisors and that she is considered a “role model” for new officers.

Prior to becoming a police officer, Tanya served two years in the United States Army, from 1998 to 2000, and was Honorably Discharged. She is currently pursuing her Bachelor’s Degree in Social and Behavioral Science.

Her husband, Steven Potter, is also a Police Officer for the Santa Rosa Junior College.

Officer Nadia Mohamed

Nadia Mohammed was hired by the Police Department to replace Officer Steve Cox who retired on September 1st. Nadia had been a police explorer and a Community Service Officer with the Hayward Police Department until HPD lured her away. She attended the Santa Rosa Criminal Justice Training Center’s Police Academy and graduated on May 29th, earning the honor of setting the Physical Training Record for the Academy. Not just her class, for the entire academy!

EMPLOYEES OF THE YEAR

OFFICER OF THE YEAR

Officer Scott Eland

Officer Scott Eland joined our department in March 2007 as a Community Service Officer. A year later he successfully applied and was appointed to police officer with our department. He has been doing an outstanding job since! His peers have commented that:

“Scott is one of the top producing officers. He made over 450 traffic stops since January and issued over 200 citations, and he ranks close to the top in arrests.”

“He has been a valuable member in multiple high profile cases...He is a team player by definition and he has a ‘can do’ attitude.”

“He has consistently netted one of the highest total number of arrests and has had a high level of activity regardless of the shift he has been on.”

“He shows great initiative, he’s proactive, he’s willing to hold over or come in when needed, he volunteers to help others and he follows direction without hesitation.”

“Scott continues to be enthusiastic about his job.”

“His quality of work, his attitude, his ethics, and his pleasant personality, all speak for



CSO Stacey Miller and Officer Scott Eland after receiving their plaques at a City Council meeting.

EMPLOYEE OF THE YEAR

CSO Stacey Miller

Community Services Officer Stacey Miller came to work for us in June of 2008. She brought with her a wealth of experience and program knowledge from her former department Twin Cities, P.D. that has changed how we do business. Aside from her normal parking enforcement duties, Stacey has become our Car Seat Technician and Crime Prevention Officer, delivering those programs throughout the community. She is clearly an asset to our department. Her peers noted that:

“She has an excellent work ethic and is always willing to help her fellow employees.”

“She has managed to find the time to start up several different programs that are beneficial to the City of Healdsburg and the public.”

“She has a killer sense of humor and is so much fun to be around.”

“She’s willing to do whatever is needed to get the job done and she never complains.”

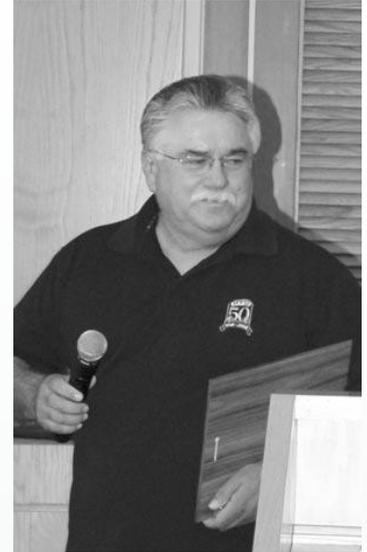
“Love the disco ball!”

AWARDS AND RECOGNITION

Life Saving Award



On Saturday May 23, 2009 at approximately 9:45 p.m., the Healdsburg Police Department received a 911 call reporting a woman choking and barely breathing. Dispatcher Linda Haviland advised Officer Joe Lozinto of the call and that the caller was going to start CPR on the victim. Officer Lozinto arrived on scene in approximately a minute and a half and found the victim lying on her side. Officer Lozinto knelt down next to her and attempted to perform the Heimlich maneuver. His initial attempts were not successful, so he repositioned his arms and attempted the maneuver again. After several more thrusts Officer Lozinto was able to dislodge the obstruction and restore the victim's breathing. According to doctors, any longer without oxygen and she would have sustained brain damage or maybe even pronounced dead.



Officer Lozinto receiving the Life Saving Award. (Photo courtesy of the Healdsburg Tribune)

Outstanding Service Pin



The Outstanding Service Pin is awarded to any employee, reserve, or volunteer, who has been awarded four Superior Performance Awards, Officer/Employee/Reserve of the Year Awards, and/or Certificates of Commendations.

This years recipients are:

Officer Steve Cox*
Officer Jose Garcia
Officer Steve Moore
Officer Darryl Erkel
Sergeant Luis Rodriguez*

*Denotes second Outstanding Service Pin Award

Superior Performance Award

The Superior Performance Award may be given to any employee, reserve, or volunteer, who, while serving in an official capacity and in the best interest of the department, distinguishes themselves through the accomplishment of an outstanding service. Examples of actions, which may provide the basis for receiving this award, are:

- Individual action that is extraordinary and/or currently demonstrates exceptional skills in performing their duties, and/or conducting follow up investigation in a major case.
- Initiation of a departmental program or activity that significantly increases the department's efficiency or enhances the Healdsburg Police Department's image.

2009 Recipients

December 2008 Homicide Investigation— Awarded March 2009

- Sgt. Matt Jenkins
- Officer Mike Hallett
- Sgt. Luis Rodriguez
- Officer Joe Lozinto
- Detective Mike Shooter
- Dispatcher Linda Haviland
- Officer Katie Close
- Dispatcher Barbara Monroy
- Officer Scott Eland
- CSO Roy Takeda

February 2009 Attempted Homicide Investigation—Awarded December 2009

- Detective Mike Shooter
- Officer Jose (Nati) Garcia
- Officer Scott Eland
- Dispatcher Sylvia Frey
- Officer Steve Moore
- CSO Roy Takeda
- Officer Steve Cox



Officer Garcia receives his Superior Performance Team Award from Chief Jones following a patrol briefing in December 2009

The community Policing award is presented to any citizen or group of citizens who has performed a meritorious act in order to either assist law enforcement or to save human life or to prevent the loss of destruction of property.

Community Policy Award

On August 24, 2009, the Healdsburg Police Department received a call of a violent transient who had entered Big John's store. He stole some merchandise and then punched a female employee in the face when she asked him to pay for the items. He then left the store. Vincent Herrera, who was shopping at the time, witnessed the incident and gave chase after the suspect.

Mr. Herrera chased the suspect to the intersection of Dry Creek Road at Grove Street, where the suspect grabbed a six foot metal "spear-like" rod and attempted to stab Mr. Herrera during a stand-off.

James Fay and Douglas Keane happened to be in the immediate area and saw the suspect attempting to stab Mr. Herrera. Without hesitation, they ran across the street to help. Mr. Fay grabbed the suspect in a bear hug while Mr. Keane took the rod away from him. Off-duty Officer Whitmore was driving by and witnessed the incident at the intersection and stopped to help with the arrest.

Vincent Herrera, James Fay and Douglas Keane demonstrated bravery and support to help take a wanted felon into custody.

(Photo courtesy of the Healdsburg Tribune)



OPERATIONAL COMPONENTS

Police Administration

This division manages the administrative functions of the department and prepares and implements the department budget, monitors employee recruitments and promotions, applies for and manages grant programs, reviews all employee evaluations, and maintains professional standards through training and policy review. All citizen complaints are reviewed and assigned for investigation through this office. The office also analyzes crime statistics and staffing needs.

Investigations

The responsibilities of investigations are to investigate major crime scenes and collect evidence. They analyze fingerprints and other physical evidence, maintain court evidence, process and destroy contraband evidence, monitor activities of individuals on probation and parole, and conduct major investigations with crimes requiring out of town follow-up. Additionally, this division maintains gang tracking and participates on countywide task forces including high profile drug cases.

Communications

The responsibilities of this division are to maintain/operate a full 911-dispatch center for Police. They receive and process all calls for service, maintain communications with officers in the field and monitor the status of police units and field personnel. Dispatchers conduct inquiries for police officers such as warrant checks, criminal histories and vehicle registration information. Dispatchers are the critical link between citizens in need of service and law enforcement officers. They also process records and work with the Records Officer in obtaining important data and the dissemination of information.

School Resource Officer

The School Resource Officer (SRO) divides his/her time at all of the Healdsburg schools and the Foss Creek After School Program. S/he works toward building relationships with students, faculty, staff and parents, providing counseling and education, conducting enforcement and other activities associated with creating a safer school environment and attending special events. The SRO also conducts presentations to educate students and facilitate a discussion about issues such as alcohol and drug abuse, rules of the road, gangs, criminal law, police procedures and other topics of interest that are expressed by students.

In 2009, Healdsburg Police Department Employees attended over 550 hours in advanced officer and dispatcher training. **Below, Officer Erkel attends Driver Simulator Training at the Santa Rosa Junior College Public Safety Training Center.**



Patrol Operations

The Healdsburg Police Department operates a Patrol Division of four Sergeants and ten Officers. Our patrol staff works the 4/10 plan which allows for the best coverage during peak demand times and the Sergeants work a combination of the 4/10 and 12-hour shift plan.

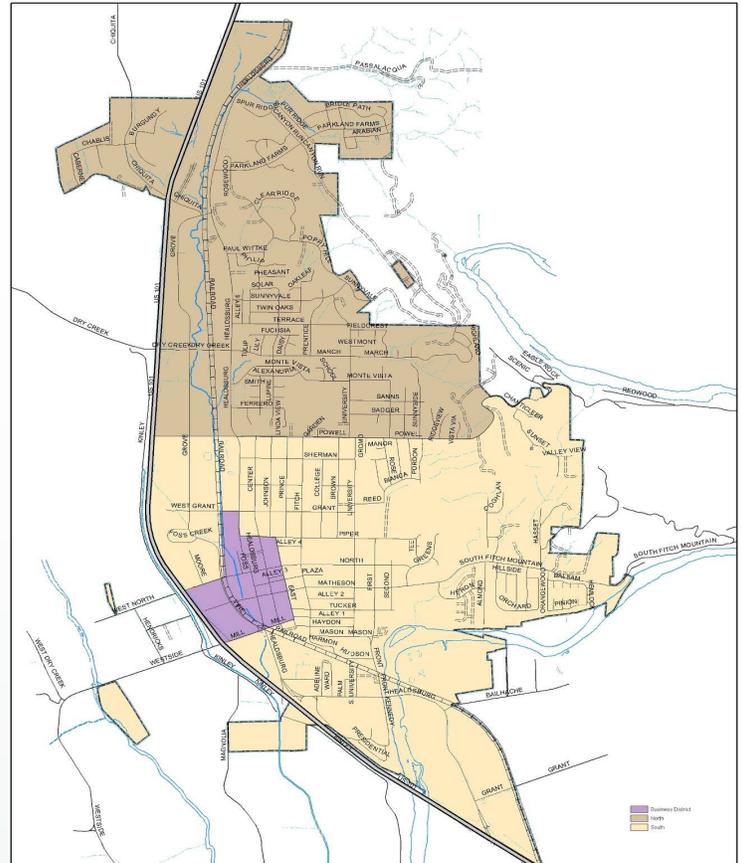
The Patrol Division handled an average of 1400 calls for service in 2008. These included calls to handle criminal investigations, traffic collisions and suspicious circumstances, burglary and robbery alarms at residential and commercial buildings, medical aid calls, calls to assist other allied agencies, and calls to assist citizens with civil matters. Also included are traffic enforcement, parking enforcement, crime suppression, and directed patrol.

In addition to routine patrol, officers make regular security checks of the City's parks and licensed establishments. Officers working the graveyard shift continue the time-honored tradition of "shaking the door knobs" in the downtown to provide an additional measure of security to our merchants.

Community policing is a large part of the patrol function. Although it is a department wide philosophy, the patrol officers are the ones who employ the problem solving process the most. To do this they utilize the SARA model to develop problem solving strategies for chronic community problems. After scanning the problem to identify what the symptoms are, the officers analyze why it is occurring. Once the analysis is completed, they develop a response that will either eliminate the problem or greatly reduce its effects on the community. The assessment is performed to monitor how successful the response was. If the response did not have acceptable results, then the SARA model is performed again.

Chronic problems range from traffic complaints, graffiti, loud businesses, neighborhood issues and areas of blight that affect the quality of life for our residents.

To ensure accountability, the City is divided into three districts; north, south and the downtown business district. The Foot Patrol officer is assigned to the downtown business district and teams of patrol officers are assigned to the north or south districts.



Jail Operations

The Department operates a 24 hour holding facility that is used mainly for short term offenses such as public intoxication, DUI, and cite or bail releases. All felony arrests, some warrants and parole or probation violations are transported to the Santa Rosa Jail Facility.

Domestic Violence Advocate

The Healdsburg Police Department has a Domestic Violence Advocate funded by the YWCA. The Advocate works full time to provide referrals for such services as counseling, legal advocacy, safe temporary housing, and support groups. The goals of this position are to support, educate, empower, and advocate on the behalf of survivors of domestic violence and sexual assault.

The duties of the Advocate include providing direct support services to survivors of domestic violence and their children, reviewing all assigned domestic violence cases and attempting direct contact with the survivors, arranging for emergency shelter in the YWCA Safe House or other shelter as appropriate, and coordinating other services for survivors and/or their children, as well as assisting in the Restraining Order Clinic.

Property and Evidence

The Community Service Officer assigned to this unit handles all property that comes into the police department whether it is found, evidence in a crime, or held for safe keeping. In 2009, the property officer booked 1,057 items into our evidence room. He is also responsible for getting the items ready for auction through the on-line service of Propertyroom.com. They take our unclaimed property and sell it on-line. They also offer a service called, Stealitback.com. If you are a victim of a crime and you locate your property on their website, you can “steal it back” by letting them know that it is yours. You won’t have to buy it and they will return it to you at no charge.

Parking Enforcement Unit

This unit consists of one full and one part-time Community Service Officer. Their sole function is to enforce parking and vehicle abatement laws within the City. In 2009, the parking enforcement officers generated \$68,728 in abandoned vehicle fines and \$54,951 in parking fines. The Parking Enforcement Officers wrote a total of 2,358 citations.



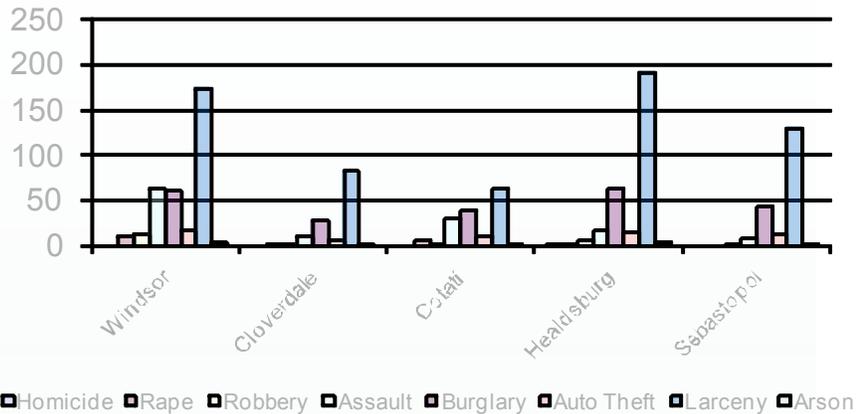
STATISTICS

Part I Crimes

Part One felony crimes are recorded for the National Crime Information Center to document trends in crime. The Part One crimes are murder, forcible rape, robbery, aggravated assault, burglary, larceny, arson, and auto theft. The Department also tracks Part Two crimes, which include malicious mischief, vandalism, and all other misdemeanors.

The table to the right shows how Healdsburg measured up in 2008, which is the most recent data available, with all other smaller cities in Sonoma County. Windsor has the largest population at approximately

Part One Crime Totals
2008



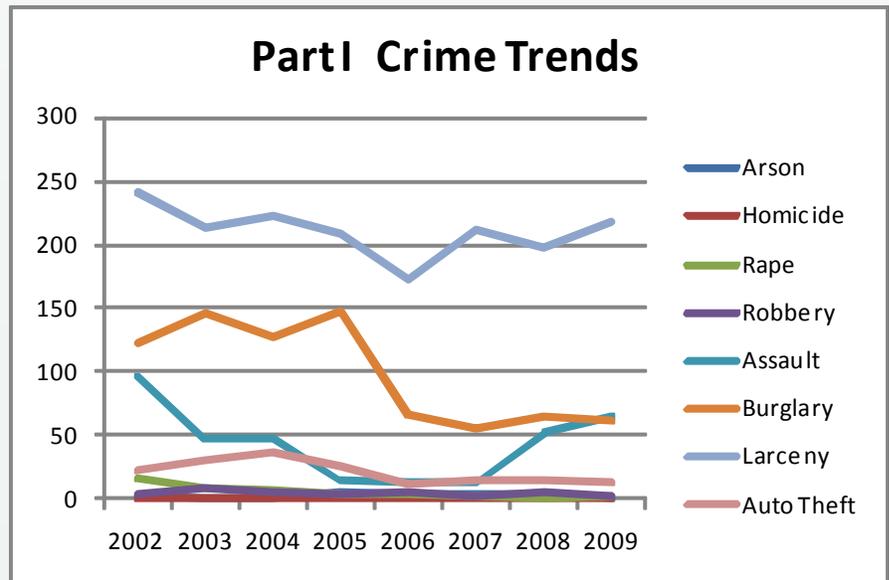
Crime Trends

During 2009, Healdsburg saw a 6.4% increase in Part I Crimes. A significant portion of that increase was due to an increase in thefts; however, there was also increase in the number of simple and aggravated assaults.

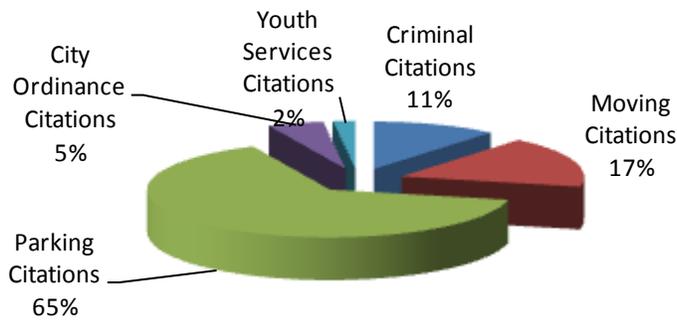
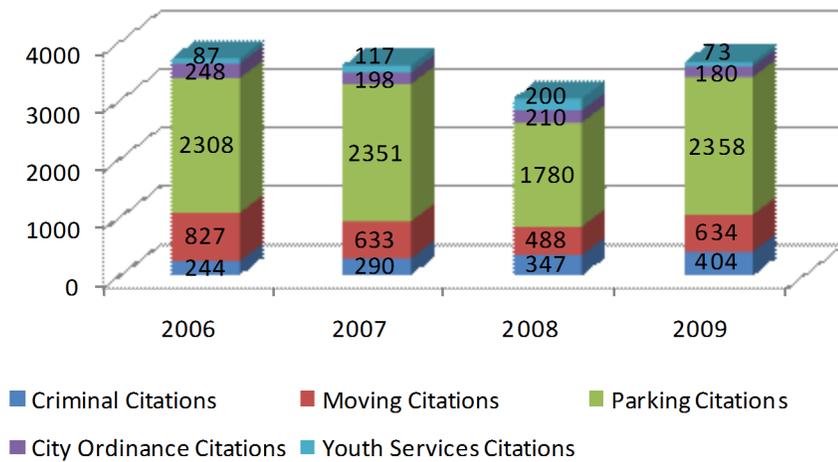
Since 2007, the Healdsburg Police Department has seen an upward trend in the number of reported thefts. This trend coincides with the downward economic conditions—both locally and nationally. Historically, during poor economic times there is an increase in crime rates, and in particular, property related crimes.

In the past two years, there has been an overall increase of 25% in simple and aggravated assaults. The Police Department experienced a growing number of gang related assaults in 2009. A majority of the reported assaults (81%) were simple battery reports, where the victim sustained minor or no injuries.

Part I Crime Trends



Citations by Type



2009 At a Glance

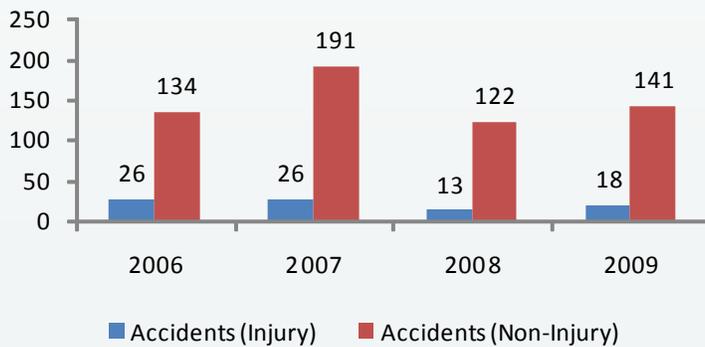
Total Incidents:	18,459
Calls for Service:	7,166
Officer Initiated Incidents:	11,293
Traffic Stops:	2,982
Other OIA	8,311
Business/Building Checks:	2,247
Vehicle/Pedestrian Checks:	1,130

Total Officer Reports:	1,797
Collision	100
Courtesy Reports	3
Criminal Collision	58
Felony	286
Informational	408
Misdemeanor	866
Missing Persons	13
Other	166

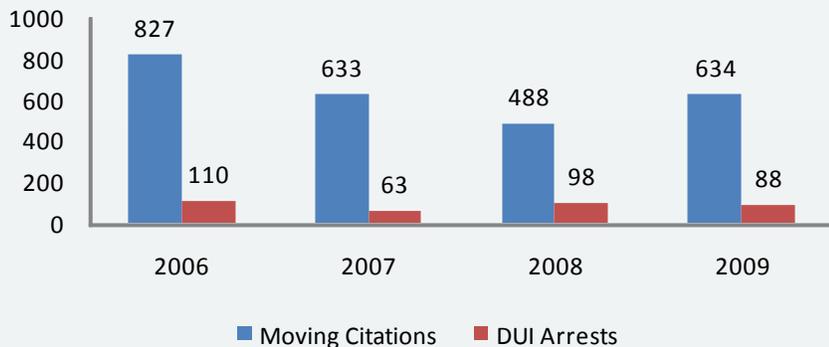
Total Arrests:	735
Misdemeanor	608
Felony	127

Total Citations:	1,280
Felony	9
Infraction	469
Misdemeanor	802

Accidents



Moving Citations and DUI Arrests



BUDGET

Total Budget: \$4,511,262

Change from 08/09: -8%

1 Police Officer Position Eliminated

1 Youth Services Counselor Position
Eliminated

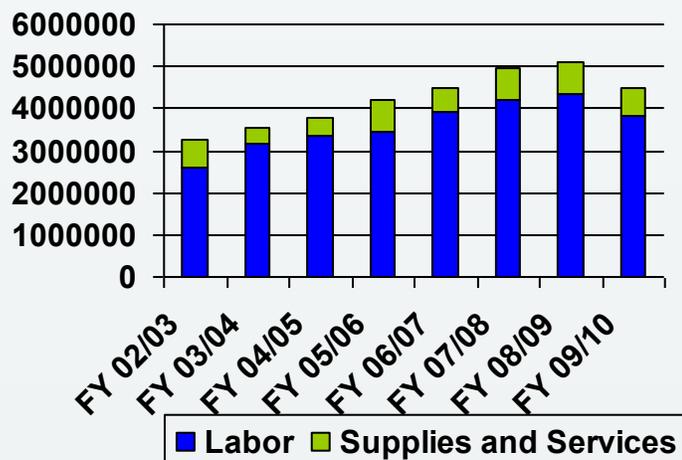
Administrative Assistant Position
reduced from 40 hrs to 27 hrs

For the 2009/2010 Fiscal year, the Police Department has a budget of \$4,511,262, which accounts for 60% of the City of Healdsburg's general fund.

The budget has been developed and approved in a time when the local economy, housing market and retail sales have continued to slow at unprecedented levels and when the unemployment levels have been increasing. All of this has resulted in declines or tepid growth in our most important revenues, and an increasing concern about inflation.

While previous budgets have required the use of contingency reserves to balance the budget, the Healdsburg City Council recognized the current economic conditions and adopted a balanced budget. The adoption of a balanced budget resulted in the loss of two full time positions within the police department—one police officer and the youth services counselor. With the loss of positions, the department also lost its youth services program, which had boasted a unprecedented recidivism rate of less than five percent. The budget cuts also resulted in the loss of the downtown foot patrol officer, who was moved back to patrol, and the reserve and college intern program.

HPD Budget Past 8 Years



ACCOMPLISHMENTS

Completed Upgrade of 9-1-1 System

As a Public Safety Answering Point (PSAP), the department was eligible for state funding to upgrade the 9-1-1 equipment in the communications center. The total cost of the project was approximately \$100,090 and provided the 9-1-1 routing equipment for landline and wireless emergency calls and a telephone recording system. The upgrade was completed in May.

ABC GAP Grant Completed

The Police Department was awarded \$25,221 in July 2008 to operate prevention programs targeting minors who use alcohol. The department successfully completed the grant and utilized all but \$10.91. A total of 62 arrests were made during grant related alcohol operations. In addition, 53 persons from 17 Healdsburg businesses were provided training in responsible beverage service.

Social Advocates for Youth contracted to diversion Services

With the retirement of Youth Service Counselor Pam Pryal, the department was left without a youth diversion service. Budget cuts kept the department from hiring new youth service counselor, so other options were sought. The department partnered with Social Advocates for Youth, who has been providing diversion services for Juvenile Probation for years.

Participation in County Wide Warrant Sweeps

The Healdsburg Police Department participated in multiple county-wide warrant sweeps in efforts to clear outstanding arrest warrants. Numerous warrants were cleared as a result of the combined efforts.

Started Car Seat Installation Program

CSO Stacey Miller, who is a certified Child Passenger Safety Technician, began a car seat installation program. Car seat installs are provided free of charge. In addition, the department co-sponsored a car seat safety fair in November. The program is averaging 5-10 installations per month.

Implemented Narcotic Canine Program

In May the Healdsburg Police Department was awarded a grant from the Sonoma County Indian Gaming Community Benefit Committee in the amount of \$40,823.00 for the startup costs of a narcotic canine program. Additional money was raised through fundraising efforts and donations, which covered the full cost of the program. In September, Officer Close and her narcotic canine "Dasha" went on patrol for the first time.



LOOKING FORWARD

Major Police Department Goals for 2010

- Restructure command and supervisory positions to allow the return of the Lieutenant Position.
- Maintain staffing levels and current levels for service.
- Continue with county-wide Warrant Sweeps.
- Locate grant funds to assist with budget shortfalls.
- Train and develop officers as subject matter experts in narcotics, gangs and other identified specialties.

Future Police Objectives

As the Police Department moves forward into 2010, the department will continue to look for new and creative ways to maintain staffing and service levels in light of the economic conditions and the effects on the Police Department's budget. The department will focus on developing employees through in-house and POST training courses to ensure that all officers are trained in the needs of the community, today and tomorrow. Additionally, emphasis continues to be placed on employees completing their college degrees for future promotional opportunities and to better reflect the community that we serve.



CONTACT US

Emergency (24 Hours)

911 or (707) 431-3366

Non-Emergency

(707) 431-3377

Police Administration

Office of the Chief of Police

(707) 431-3368

Administrative Services Bureau

(707) 431-3372

Administrative Sergeant

(707) 431-3163

- Special Events
- Permits—Taxi, Massage, CCW, Gun Dealer
- Reserve Officer Program

Detectives

(707) 431-3371

School Resource Officer

(707) 431-3380

Records Unit

(707) 431-3490

Patrol Officers' Voice Mail

(707) 473-4473

Healdsburg Police Department
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