I am pleased to present the Palo Alto Police Department’s 2018 Annual Report. The following pages are filled with information about our Department and the many things we accomplished during the year - from reducing crime in numerous important categories, to the fun days we had interacting with our community at various events. You will read about some of the outstanding arrests made in a few of our major criminal cases, about our body-worn cameras being worn by all of our patrol officers and supervisors, and how we’ve made community engagement a top priority within the organization. This report highlights each of the various units within the Department, and how through teamwork we were able to re-introduce our Traffic Team after a three-year hiatus, offer career-development opportunities for our personnel, and continue to serve Palo Alto with a caliber of service second to none.

I was fortunate to become Palo Alto’s tenth police chief in January 2018. Being the chief of this Department brings me tremendous pride because this is no ordinary city: this is Palo Alto, the birthplace of Silicon Valley. Members of this community developed much of the technology we use today, and have made this city known throughout the world as one that values education, innovation, and excellence. My expectations for our personnel are simple. I expect us to be excellent in everything we do. I expect us to proactively enforce the law and to serve this special community with professionalism and respect. I expect us to positively engage our residents, business owners, and visitors whenever we can. All of these things will help us to build trust and legitimacy. This Department is full of amazingly dedicated men and women, whether they are police officers, public safety dispatchers, records personnel, administrative support personnel, or animal control officers; and together, we all share a common goal: to make this city as safe as possible.

This is the first annual report we’ve produced in several years, and I’m proud to say that it is the first one that we have made publicly available in an online digital format. I invite you to learn more about us and all the services we provide in the coming pages.

Chief Robert A. Jonsen
Be Fit. Be Well. Be More.
MISSION

To proudly serve and protect the public with respect and integrity.

VISION

Through the leadership and commitment of our employees, the Palo Alto Police Department will build trust and respect with the public and the law enforcement profession.

CORE VALUES

We value and expect teamwork, trust, integrity, accountability, a positive attitude, and the professional, impartial treatment of all.
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<td>69</td>
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We have four main divisions:

**FIELD SERVICES DIVISION**
*Beginning on page 12*

Field Services consists of our uniformed patrol personnel, the most visible representatives of our Department.

**INVESTIGATIVE SERVICES DIVISION**
*Beginning on page 28*

Investigative Services consists of our detective bureau, traffic unit, special enforcement team, and property room.

**TECHNICAL SERVICES DIVISION**
*Beginning on page 44*

Technical Services consists of our records unit, communications center, technology, court liaison, and code enforcement.

**ADMINISTRATION**
*Beginning on page 52*

Administration consists of our personnel and training unit, public affairs, and many other programs.
This organizational chart represents citywide Full-Time Equivalents (FTEs) for this department. The Department Summary tables summarize FTEs by position allocation.
Chief Jonsen’s first year saw crime rates drop or remain the same in six of eight categories from 2017, with decreases in robberies, rapes, assaults, larcenies, and vehicle thefts and no change in the number of homicides (of which we had zero in either 2017 or 2018). While crime tends to be cyclical in nature as the chart on the following page indicates, one thing that remains constant is that Palo Alto is a safe city that continues to have a very low rate of violent crime per capita.

These statistics are always available on our website at this link: https://www.cityofpaloalto.org/gov/depts/pol/info/stats.asp. Additionally, you can always visit the website CrimeReports.com, an online mapping and analysis service that is fueled by data from our records management system, for an up-to-date view of where reported crime is occurring. That link is www.crimereports.com.

2018 Statistics

Part One Crimes

<table>
<thead>
<tr>
<th>Crime</th>
<th>2018 Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homicide</td>
<td>0</td>
</tr>
<tr>
<td>Rape</td>
<td>6</td>
</tr>
<tr>
<td>Robbery</td>
<td>30</td>
</tr>
<tr>
<td>Assault</td>
<td>38</td>
</tr>
<tr>
<td>Burglary</td>
<td>234</td>
</tr>
<tr>
<td>Larceny</td>
<td>1197</td>
</tr>
<tr>
<td>Car Theft</td>
<td>83</td>
</tr>
<tr>
<td>Arson</td>
<td>9</td>
</tr>
</tbody>
</table>

General Numbers

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls for Service</td>
<td>55,798</td>
</tr>
<tr>
<td>Offense Reports</td>
<td>5,715</td>
</tr>
<tr>
<td>Collision Reports</td>
<td>993</td>
</tr>
</tbody>
</table>

1 Part One Crimes are defined by federal law, and are the crimes that occur with sufficient frequency to provide an adequate basis for comparison between cities. We report these numbers to the California Department of Justice monthly, and they are incorporated into the FBI’s annual Uniform Crime Report.

2 A call for service is any request for service made by a member of our community, or any self-initiated action initiated by one of our officers.

3 An offense report is a police report (other than a collision), and includes crime reports (both Part One and others) and informational cases.

4 A collision report is a police report documenting a traffic collision (which could include a vehicle, bicycle, and/or pedestrian).
10-Year Crime Comparison, 2009-2018

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Homicide</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Rape</td>
<td>6</td>
<td>11</td>
<td>10</td>
<td>13</td>
<td>4</td>
<td>4</td>
<td>5</td>
<td>3</td>
<td>4</td>
<td>9</td>
</tr>
<tr>
<td>Robbery</td>
<td>30</td>
<td>39</td>
<td>28</td>
<td>26</td>
<td>26</td>
<td>30</td>
<td>26</td>
<td>25</td>
<td>39</td>
<td>29</td>
</tr>
<tr>
<td>Assault</td>
<td>38</td>
<td>40</td>
<td>35</td>
<td>27</td>
<td>24</td>
<td>21</td>
<td>23</td>
<td>35</td>
<td>70</td>
<td>63</td>
</tr>
<tr>
<td>Burglary</td>
<td>234</td>
<td>215</td>
<td>221</td>
<td>212</td>
<td>273</td>
<td>242</td>
<td>332</td>
<td>287</td>
<td>217</td>
<td>267</td>
</tr>
<tr>
<td>Larceny</td>
<td>1197</td>
<td>1477</td>
<td>1161</td>
<td>1407</td>
<td>975</td>
<td>1179</td>
<td>1048</td>
<td>937</td>
<td>1083</td>
<td>1350</td>
</tr>
<tr>
<td>Car Theft</td>
<td>83</td>
<td>92</td>
<td>65</td>
<td>87</td>
<td>68</td>
<td>69</td>
<td>48</td>
<td>38</td>
<td>49</td>
<td>50</td>
</tr>
<tr>
<td>Arson</td>
<td>9</td>
<td>6</td>
<td>8</td>
<td>5</td>
<td>3</td>
<td>10</td>
<td>12</td>
<td>13</td>
<td>23</td>
<td>33</td>
</tr>
</tbody>
</table>
Our officers and detectives stayed busy throughout 2018, spending their time between calls for service and community outreach efforts proactively enforcing criminal laws, traffic laws, and the Palo Alto Municipal Code. Compared to 2016 and 2017 figures, our personnel made a consistent number of arrests and wrote significantly more traffic citations. The uptick in traffic citation numbers was due to the return of our full-time Traffic Team (see pages 36 and 37).
During the fiscal year encompassing the second half of 2018 and the first half of 2019, the Police Department’s adopted budget is over $42 million. To view details of the City’s budget, from which the below summary originates, click this link: https://www.cityofpaloalto.org/civicax/filebank/documents/66641.

Budgets from other years are available by clicking this link: https://www.cityofpaloalto.org/gov/depts/asd/budget.asp.

Budget Summary

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<thead>
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<th>Dollars by Division</th>
<th>FY 2016 Actuals</th>
<th>FY 2017 Actuals</th>
<th>FY 2018 Adopted Budget</th>
<th>FY 2019 Adopted Budget</th>
<th>FY 2019 Change $</th>
<th>FY 2019 Change %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration</td>
<td>1,194,121</td>
<td>1,172,907</td>
<td>1,038,302</td>
<td>1,191,493</td>
<td>153,190</td>
<td>14.8%</td>
</tr>
<tr>
<td>Animal Services</td>
<td>1,575,147</td>
<td>1,592,082</td>
<td>1,834,492</td>
<td>1,906,145</td>
<td>11,458</td>
<td>0.6%</td>
</tr>
<tr>
<td>Field Services</td>
<td>15,866,641</td>
<td>19,438,878</td>
<td>21,705,557</td>
<td>21,075,775</td>
<td>(629,782)</td>
<td>(2.9%)</td>
</tr>
<tr>
<td>Investigations and Crime</td>
<td>4,737,600</td>
<td>4,494,576</td>
<td>4,644,272</td>
<td>4,780,398</td>
<td>136,126</td>
<td>2.9%</td>
</tr>
<tr>
<td>Prevention Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parking Services</td>
<td>1,241,728</td>
<td>1,307,611</td>
<td>1,496,299</td>
<td>1,628,536</td>
<td>130,237</td>
<td>8.7%</td>
</tr>
<tr>
<td>Police Personnel Selection</td>
<td>1,390,555</td>
<td>1,311,192</td>
<td>1,343,204</td>
<td>1,351,115</td>
<td>7,912</td>
<td>0.6%</td>
</tr>
<tr>
<td>Technical Services</td>
<td>7,269,247</td>
<td>6,239,038</td>
<td>8,709,332</td>
<td>9,064,759</td>
<td>255,427</td>
<td>3.0%</td>
</tr>
<tr>
<td>Traffic Services</td>
<td>2,558,209</td>
<td>3,555,766</td>
<td>1,411,594</td>
<td>1,352,257</td>
<td>(69,339)</td>
<td>(4.2%)</td>
</tr>
<tr>
<td>Total</td>
<td>35,665,276</td>
<td>39,206,070</td>
<td>42,333,053</td>
<td>42,348,477</td>
<td>15,425</td>
<td>—%</td>
</tr>
</tbody>
</table>

Dollars by Category

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Healthcare</td>
<td>2,734,632</td>
<td>2,837,397</td>
<td>3,224,964</td>
<td>3,441,864</td>
<td>216,909</td>
<td>6.7%</td>
</tr>
<tr>
<td>Other Benefits</td>
<td>1,031,944</td>
<td>646,624</td>
<td>694,168</td>
<td>772,237</td>
<td>78,081</td>
<td>11.2%</td>
</tr>
<tr>
<td>Overtime</td>
<td>2,010,330</td>
<td>2,010,204</td>
<td>1,700,000</td>
<td>1,776,500</td>
<td>76,500</td>
<td>4.6%</td>
</tr>
<tr>
<td>Pension</td>
<td>6,516,331</td>
<td>6,472,251</td>
<td>7,304,834</td>
<td>7,948,102</td>
<td>643,288</td>
<td>8.8%</td>
</tr>
<tr>
<td>Retiree Medical</td>
<td>2,362,490</td>
<td>2,686,651</td>
<td>2,805,449</td>
<td>2,557,257</td>
<td>(248,193)</td>
<td>(8.2%)</td>
</tr>
<tr>
<td>Salary</td>
<td>15,715,964</td>
<td>17,072,244</td>
<td>18,396,668</td>
<td>18,779,900</td>
<td>383,334</td>
<td>2.1%</td>
</tr>
<tr>
<td>Workers’ Compensation</td>
<td>949,783</td>
<td>1,057,456</td>
<td>1,187,029</td>
<td>840,707</td>
<td>(326,322)</td>
<td>(28.9%)</td>
</tr>
<tr>
<td>Total Salary &amp; Benefits</td>
<td>30,320,494</td>
<td>32,761,526</td>
<td>35,293,009</td>
<td>36,134,466</td>
<td>841,377</td>
<td>2.4%</td>
</tr>
<tr>
<td>Allocated Charges</td>
<td>2,969,885</td>
<td>2,783,927</td>
<td>3,231,864</td>
<td>3,483,529</td>
<td>251,665</td>
<td>7.8%</td>
</tr>
<tr>
<td>Contract Services</td>
<td>1,388,583</td>
<td>2,710,594</td>
<td>2,747,528</td>
<td>1,285,523</td>
<td>(1,464,000)</td>
<td>(54.4%)</td>
</tr>
<tr>
<td>Facilities &amp; Equipment</td>
<td>21,460</td>
<td>74,934</td>
<td>69,500</td>
<td>34,500</td>
<td>(35,000)</td>
<td>(50.4%)</td>
</tr>
<tr>
<td>General Expense</td>
<td>417,774</td>
<td>306,720</td>
<td>452,205</td>
<td>480,205</td>
<td>26,000</td>
<td>6.2%</td>
</tr>
<tr>
<td>Operating Transfers-Out</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>Rents &amp; Leases</td>
<td>3,202</td>
<td>3,202</td>
<td>3,436</td>
<td>3,436</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>Supplies &amp; Material</td>
<td>543,819</td>
<td>474,787</td>
<td>535,431</td>
<td>560,431</td>
<td>26,000</td>
<td>4.7%</td>
</tr>
<tr>
<td>Total Dollars by Expense Category</td>
<td>35,665,276</td>
<td>39,206,070</td>
<td>42,333,053</td>
<td>42,348,477</td>
<td>15,425</td>
<td>—%</td>
</tr>
</tbody>
</table>
Field Services consists of our uniformed patrol personnel, the most visible representatives of our Department.

- Patrol Division 14
- Community Outreach 15
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- SWAT Team 20
- Crisis Negotiations Team 21
- Canine Program 22
- Bike Team 23
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- Police Vehicle Fleet 25
- Range Team (Firearms) 26
- Reserve Officer Program 27
2018 was a busy year and provided lots of opportunities for officers from the Field Services Division to serve and connect with the Palo Alto community. In addition to providing 24/7 patrol services, answering calls for service and arresting criminals, our patrol officers engaged with the community in a variety of ways. Whether it was supporting our young entrepreneurs selling lemonade, attending neighborhood block parties, or providing crime prevention and safety talks, our patrol officers went the extra mile to provide that high level of service for which Palo Alto officers are known. And it wasn’t just our community that noticed: during 2018, personnel assigned to patrol were recognized by our regional partners for their professionalism, heroism, and outstanding contributions in solving crime. It was a privilege to serve Palo Alto in 2018 and the Field Services Division is looking forward to continued service to our residents and engagement with our community in 2019.
The Patrol Division is the largest workgroup in the Department, consisting of two lieutenants, ten sergeants, and ten teams staffed with three to five officers or agents. Our uniformed patrol personnel are the most visible representatives of the Police Department, driving around the city in marked police cars, riding marked police bicycles, or patrolling on foot.

The Patrol Division provides 24-hour service and protection to the Palo Alto community. Our officers are the first faces that someone sees when in need. They respond to every type of call, ranging from in-progress criminal activity to non-criminal dispute mediation. They also enforce traffic regulations, spend time at our schools, and regularly conduct community outreach. Most importantly, our officers are invested in the community, forming strong partnerships and relationships to ensure that Palo Alto is a safe place to live, work and visit.

Many of the personnel in the Patrol Division have been trained to perform one or more special functions, such as field training, crime scene investigation, canine operations, and crisis negotiations. You can read more about those functions in the coming pages.
The fun part of the job for us is the opportunity for community outreach! In addition to the everyday spur-of-the-moment casual encounters on the street, patronizing lemonade stands, and visiting our adopted schools, our personnel participated in several formal community events in 2018. These included National Night Out (see page 63), SAP Bring Your Kid to Work Day, Barron Park Movie Night, Avenidas Senior Safety Awareness Presentation, KARA Walk/Run to Remember, Posada Event at the Buena Vista Mobile Home Park, Girl Scout & Boy Scout station tours, Project WeHOPE Holiday Toy Drive, our popular Citizens Police Academy (see page 62), and Fantasy Flight 2018.

Our officers also performed many routine spot checks and directed patrol assignments at areas of concern as communicated by our residents.
The Field Training Program is led by a lieutenant and three sergeants assigned to the Patrol Division. Together, they work with a cadre of patrol officers and agents who have been selected to be Field Training Officers, or FTOs. This dedicated team is charged with the training of all new officers hired by the Department, both those who just graduated from the police academy as well as experienced officers (“laterals”) who have transferred to our Department from another law enforcement agency.

The objective of the Field Training Program is to provide probationary officers with the essential skills and knowledge that are necessary to function in a solo capacity on patrol here in Palo Alto. Each new officer is paired up with an FTO, and they patrol together in the same vehicle. The FTO is responsible for training all aspects of police work, from how to operate a patrol car and navigate around town to how to enforce the law in accordance with Department policy, procedure and applicable case law.

The Field Training Program is comprised of four phases, wherein new officers progressively handle a higher percentage of the work. Prior to being certified by the Department to work in a solo capacity, lateral officers must complete a minimum of 10 weeks of training, and academy graduates must complete a minimum of 16 weeks.
The Crime Scene Investigation (CSI) Team consists of specially-trained personnel who are experts in field evidence collection, fingerprinting, DNA collection, blood evidence, crime scene mapping, photography, and more. They routinely consult with officers in the field to ensure that any evidence left behind at a crime scene is securely collected and properly preserved for later analysis and/or court proceedings.

During 2018, in addition to their day-to-day work on regular cases, the CSI Team was called out to six major crime scenes, where they worked closely with our detectives to identify clues. The team also operates a special truck called the Mobile Forensic Unit to allow them not only to transport their special equipment to major crime scenes, but also to work those scenes safely and securely.
“Defensive tactics” refer to the mandatory skills that every officer must master in order to safely take people into police custody and keep themselves as safe as possible at the same time. The safety of the public, our officers, and criminal suspects that we arrest are our highest priorities. When our personnel are forced to take a violent criminal offender into custody, we utilize sound defensive tactics techniques and/or tools to do so as safely as possible, with the goal being a minimum of injury to all involved.

Our Defensive Tactics Team is led by a lieutenant and two sergeants, and consists of a cadre of officers and agents who have received special state-approved training. With the exception of firearms training (see page 26), our Defensive Tactics Team instructors are charged with teaching and training our sworn personnel all tactics associated with police use of force. This includes handcuffing, control holds, pepper spray, baton, and TASER. The instructors teach to a state-approved standard, and focus on de-escalation techniques and tactical communication. The team plans, coordinates, and implements bi-annual refresher training for all sworn personnel. This training is “reality-based,” with scenarios and situations that simulate what officers might face in a real-life event.

The team also teaches an intensive five-day defensive tactics course to every new officer before they begin the Field Training Program. In 2018, 12 new officers went through this course of instruction.

PAPD officers arrested 2,602 individuals in 2018, and they had to use force in only 11 of those incidents. This is a testament to the professionalism of our officers and their ability to de-escalate tense situations and gain compliance without using force.
The Emergency Medical Team is responsible for the Department’s first aid instruction and certifications, oversight of Personal Protective Equipment compliance, automatic external defibrillator (AED) training, and limited tactical medicine concepts. The team is led by a lieutenant and two sergeants. In 2018, the team added two new members and now has a total of eight instructors.

All of our officers have been trained in the use of AEDs, and there are always patrol cars available in the field that carry them. In 2018, patrol personnel deployed these valuable tools in five separate incidents.

Another notable accomplishment for the team in 2018 was the creation and implementation of a new Opioid Overdose Response program. All of our officers are now equipped with Narcan (Naloxone), a special medication that can save lives by mitigating the effects of an opioid overdose. Not only will our personnel now be able to administer this medication in the field to someone who has overdosed, but they will also be able to protect themselves in the event of an accidental exposure to the dangerous opioid fentanyl.
The Special Weapons and Tactics (SWAT) Team is a part-time specialty team that trains together monthly, and conducts two full-scale scenario trainings per year in conjunction with the Department’s Crisis Negotiations Team (see next page). Team members attend a two-week basic SWAT course upon selection. The team consists of 11 officers, including two team leaders and a SWAT tactical medic.

The team’s primary function is to provide tactical support during critical incidents, including hostage situations, barricaded suspects, or the service of high-risk arrest warrants or search warrants. SWAT also assists with crowd control, dignitary protection, and undercover surveillance operations. In addition, team members bring their specialized training and tactical expertise to their daily assignments as patrol officers or detectives. The SWAT Team also provides the Department’s in-house active shooter response training for all our sworn personnel.
The Crisis Negotiations Team (CNT) is a part-time specialty team that trains quarterly, and conducts two full-scale scenario trainings per year in conjunction with the Department’s Special Weapons and Tactics (SWAT) Team (see previous page). Members attend a basic negotiations course upon selection for the team. The team consists of eight officers, including two team leaders.

The team’s primary function is to negotiate peaceful resolutions to critical incidents, including hostage situations, barricaded suspects, and incidents involving subjects experiencing a mental health crisis. The team members also bring their specialized training to their daily assignments as patrol officers or detectives, helping to de-escalate everyday calls for service.
The Palo Alto Police Department has two patrol canine teams assigned to the Field Services Division. Their primary function is to respond to in-progress crimes, and in so doing, protect our residents and officers. Our canine teams are often used to locate suspects who are trying to hide from the police. They can use their noses to track suspects who fled an area, search for discarded evidence in large outdoor areas, and assist with locating people who are lost and in need of assistance. Our handlers can often be seen at various events, introducing their canine partners to the community, especially children who are eager to meet our police dogs!

In 2018, the Department was proud to introduce our newest canine team, Officer Julie Tannock and her Police Service Dog Bohdan. Julie and Bohdan successfully graduated from a month-long canine handler patrol school. Bohdan is a two-year-old German Shepherd imported from the Czech Republic. When not on patrol, Bohdan lives at home with Officer Tannock.

This is Officer Nick Enberg and his Police Service Dog Balko, a three-year-old German Shepherd imported from Germany. In 2018, Officer Enberg and Balko successfully passed a strenuous month-long explosives detection school, making them our first-ever canine team certified in Explosives Detection! When not on patrol, Nick and Balko can be seen at sporting events, community events and assisting with dignitary visits.
The Bike Team is a collateral assignment for uniformed officers assigned to the Field Services Division. When staffing permits, officers patrol on bicycles during their shifts. When patrolling on a bicycle, officers focus on problem solving and proactive patrols of the broader downtown area. Bicycle patrol affords officers a unique opportunity to interact with the community and visitors, especially in downtown.

Officers patrolling on bicycles wear a distinctive royal blue uniform shirt to ensure the officer is highly visible.

In 2018, the Bike Team acquired three new Class 3 electric bicycles in a joint procurement with the City’s Office of Emergency Services (see page 66). These pedal-assisted e-bikes are capable of reaching speeds of 28 miles per hour.
The Emergency Vehicle Operations Course (EVOC) Team is responsible for continual driver’s training for our officers and oversight of vehicle-related incidents involving police personnel. The team is also responsible for keeping our policies on driving and pursuits up to date and in compliance with state law and case law.

In 2018, like they do every other year, the EVOC Team completed state-mandated training for all sworn Department members. This year, the training occurred on the runways and taxiways of former Naval Air Station Alameda (picture above). This training includes low-speed maneuverability drills and a high-speed pursuit driving course. New for this year, the EVOC Team acquired new training technology that simulates the loss of traction during turning movements. Using this technology ensures our officers know how to recover quickly and safely from a loss of traction, allowing them to continue driving to reach their destination.

The EVOC Team leadership was consulted for approximately 10 vehicle-related incidents involving police personnel during 2018, with team members providing extra driver’s training to Department members.
The Palo Alto Police Department has a fleet of 76 vehicles. These vehicles range from patrol cars, police motorcycles, Animal Control trucks, and parking enforcement vehicles to specialty vehicles like the Mobile Emergency Operations Center (MEOC) and the Mobile Forensic Unit (MoFU).

For 2018, our standard patrol vehicle remained the Ford Police Interceptor Utility, an industry-leading pursuit-rated sport utility vehicle that allows our patrol personnel enough room to efficiently carry all of their mandatory equipment. On average, one of these patrol cars is driven for five years and will travel about 100,000 miles in that time. The Department replaces between six to ten cars each year based on wear, age, mileage, and need. All of our vehicles are maintained by City of Palo Alto fleet staff at our Municipal Services Center on East Bayshore Road, where we have a City mechanic dedicated to handling repairs and routine maintenance to keep our fleet in top shape.
The Range Team oversees all Department firearms-related training and safety measures. The Range Team’s Firearms Instructors have the responsibility of providing annual state-mandated training shoots and quarterly Department qualification shoots, as well as acting as safety officers for numerous specialty training events. Firearms training includes all weaponry utilized by the Department, including handguns, rifles, and less lethal weapons. Officers fired roughly 45,000 rounds of ammunition during training shoots in 2018. The Range Team supervisors who are certified armorers performed weapons maintenance inspections for the entire Department during 2018, ensuring that every weapon was in good working order. The Range Team also put on several training sessions this year using their advanced force options video simulator tool, which presents officers with video scenarios designed to test decision-making under stress.

The Range Team also participated in the North County Gun Buy Back Event held in Sunnyvale in September 2018, where members of the public could surrender unwanted firearms in return for cash. The photo above shows three of our Range Team sergeants with some of the weapons that the public turned in for destruction.
The Department currently has five reserve police officers. These officers have regular careers outside of law enforcement, and choose to work for us as hourly employees in their spare time. They are all certified by the state as reserve peace officers, and wear uniforms and equipment that are identical to those worn by our full-time officers.

In 2018, our reserves assisted the Department by working hundreds of hours on patrol supplementing our Field Services Division. Reserve officers also handled extraditions and other prisoner transportation details. They are most visible to the public when they are providing traffic control at special events, notably all Stanford Football home games and the May Fête Parade.

The Department is currently hiring for more reserve police officers! For more information, visit www.papd.org or call 650-329-2181, and refer to pages 54 and 55 of this Annual Report.

Sadly, in November 2018, our Department lost one of our own. Reserve Officer Alex Rudd passed away at the age of 51 after a valiant battle with cancer. He honorably served the citizens of Palo Alto for 16 years. Alex is missed, and will never be forgotten. Alex is survived by his wife and two children.
Investigative Services consists of our detective bureau, traffic unit, special enforcement team, and property room.

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While the Investigative Services Division (ISD) has always been the home of our detective bureau, a number of organizational changes occurred to it in July 2018. Chief Jonsen brought back our Traffic Team and placed it under the purview of ISD. He also created an investigations lieutenant position, re-assigning one of the four patrol lieutenants to ISD, and tasked them with managing both the detective bureau and the Traffic Team. We also sent one of our sergeants to supervise the Santa Clara County Special Enforcement Team (SCCSET), a regional task force charged with combating major crimes, and one of our agents to participate in the Santa Clara County Regional Auto Theft Task Force (RATTF), which targets vehicle theft and chop shops. ISD is also the home of our Special Operations Unit, the Property and Evidence Room, Animal Services, and parking enforcement. We are exceptionally proud of the work the personnel assigned to ISD perform on a daily basis, and we invite you to learn more about their 2018 accomplishments in the following pages.
The detective bureau within the Investigative Services Division is divided into two units: Person Crimes and Property Crimes. Each unit is led by a detective sergeant. Detectives assigned to the Person Crimes Unit are responsible for all investigations related to homicides, assaults, robberies, sexual assault and child abuse. The unit also includes our two School Resource Officers, who are responsible for investigating all crimes that occur in the jurisdiction of the Palo Alto Unified School District.

While Palo Alto fortunately went all of 2018 without a homicide (the last homicide in Palo Alto occurred in 2016), there were four significant violent felony cases committed by strangers in public during the year, which was highly unusual. These cases included a sexual assault of a female high school-aged jogger near Gunn High School in March, a shooting in the parking lot of the Safeway in Midtown in August, and two sexual assaults of adult women committed by separate suspects that occurred within nine days in December. In each of these four cases, the Person Crimes Unit led the investigations, identified the suspects, and made arrests in a timely manner. We are pleased to report that all four suspects are currently facing criminal prosecution.
Detectives assigned to the Property Crimes Unit are responsible for all investigations related to burglary (including residential, commercial, and auto), theft, financial crimes, scams, vandalism, and fraud. These types of crime are, by far, the most common in Palo Alto. They kept our three detectives assigned to this unit busy in 2018, with the investigators handling follow-up work like neighborhood checks, coordinating cases regionally with local law enforcement agency partners, identifying and interviewing suspects, writing and serving search warrants, making arrests, returning stolen property to its rightful owner, and coordinating with retailers to help deter theft.

During 2018, the Department re-launched its “Lock It or Lose It!” educational campaign, which encourages residents and visitors to Palo Alto to always lock cars and homes when unoccupied, and to never leave valuables in plain sight in a parked car.
The Special Enforcement Team (SET) is a two-officer team assigned to the Investigative Services Division. They are a sort of utility team, able to be assigned on an as-needed basis to address current crime trends, chronic problems throughout town beyond the capabilities of patrol officers who have to juggle calls for service, and special events. They also work closely with detectives when extra assistance is needed on investigations or surveillance. They can work either in uniform or plainclothes as the situation requires, and they are often spotted downtown or at the Stanford Shopping Center patrolling on police bicycles.

One focus of SET is to work with the homeless population in Palo Alto, teaming up with regional social service providers to give the homeless access to resources and help to get them into housing. During 2018, they also assisted our Community Services Officers with offering social service resources to those living in vehicles who were encountered during enforcement of the City’s 72-hour parking ordinance.
The successful prosecution of a criminal case depends in large part on evidence collected at the scene of the crime by patrol officers, crime scene investigators, and detectives. That evidence needs to properly maintained in a secure chain of custody in order to be legally admitted in court. We have two full-time employees and one part-time employee working as Property and Evidence Technicians. Their duties include the cataloging and storing of all property and evidence collected by the Department.

To give you an idea of the scope of their job, 2018 saw 4,326 items of property or evidence booked into the Department’s property and evidence room. Those items were collected across 1,504 separate cases. The items range from drugs and weapons to blood evidence, fingerprints, clothing, backpacks, and valuables.

In 2018, our Property and Evidence Technicians sent 257 items of evidence (taken from 209 separate criminal cases) to the Santa Clara County Crime Laboratory for further processing, like fingerprint or DNA analysis. Also in 2018, the technicians conducted a routine gun destruction that turned 480 pounds of weapons into scrap metal.
The Santa Clara County Specialized Enforcement Team (SCCSET) is a county-wide task force designed to promote interagency collaboration to prevent, suppress, and combat the impact of violent crime, weapons offenses, and major narcotic offenses and trafficking. In 2018, we sent a sergeant to SCCSET to serve as one of the team supervisors. This was the first time in our Department’s history that we had sent a supervisor to a regional task force.

SCCSET targets investigations related to narcotics, organized crime, violent crimes, gangs, firearms, and other cases affecting public safety and quality of life. Use of this task force concept is intended to ensure well-coordinated investigations and enforcement action between law enforcement agencies in and around our county.

Pictured below is an example from just one case of the types of contraband that SCCSET investigators remove from the streets from Santa Clara County.
The Santa Clara County Regional Auto Theft Task Force (RATTF) is a proactive, multi-jurisdictional unit that augments already-existing auto theft units. RATTF provides additional resources to enhance the capacity of all police agencies countywide in order to impact the specific crime of auto theft. In 2018, we sent an agent to RATTF to serve as a task force member. This was the first time in at least twenty years that the Department had been able to contribute an investigator to this important regional resource.

The Task Force works in all jurisdictions in Santa Clara County, regardless of whether an agency is participating in the Task Force or not. The exclusive objective of RATTF is to deter, investigate, and prosecute vehicle theft and related crimes.

As a team in 2018, RATTF recovered 421 stolen vehicles with a total value of $4,669,237. They also arrested 237 suspects and prosecuted over 100 cases.
After a three-year hiatus, Chief Robert Jonsen brought back the Department’s Traffic Team in July 2018. Two officers accepted the challenge of tackling the growing list of traffic complaints and problem spots throughout the City; unlike patrol officers assigned to the Field Services Division, the officers assigned to the Traffic Team are dedicated full-time to traffic enforcement.

During the year, the Traffic Team focused on persistent problems which included commercial vehicle enforcement, truck route violations, school zone safety, bike routes and speeding violations. The officers also concentrated on city streets that had recently undergone engineering improvements meant to enhance roadway safety. Both officers worked regularly with the City’s Safe Routes to School group and helped with the school bike rodeos, a bicycle educational curriculum taught to every third grade student in the Palo Alto Unified School District.
All traffic-related complaints received by the Department are directed to the Traffic Team for attention. The officers made an extra effort throughout the year to encourage bike safety, issuing record numbers of citations for children failing to wear bike helmets; as a result, the December 2018 bike diversion class was the first class in over a decade that reached the attendance limit, with 53 students attending the educational class (including with a parent for part of the program) to have their citations dismissed.

Chief Jonsen will be expanding the Traffic Team in 2019, adding a motorcycle-riding Traffic Sergeant to supervise the team and act as its third member. Ultimately, as we hire more officers to the Department’s ranks, we intend to increase the size of the Traffic Team to more efficiently address traffic concerns from our community.
Traffic collisions are an unfortunate consequence of our mobile lifestyle. The Department recognizes that one of our most important obligations is the investigation of traffic collisions. While officers from the Field Services Division handle the majority of non-injury and minor-injury collision investigations, the Department has a team of specially-trained personnel to investigate and document the most severe traffic collisions. They are known as the Special Traffic Accident Reconstruction (STAR) Team. The team responds to all fatal collisions and those involving serious injury.

The STAR Team is led by two sergeants and is staffed by officers and other personnel who have attended advanced training classes on collision investigation, photography, evidence collection, collision reconstruction, speed determination and precision mapping. One of the most-used pieces of equipment of the STAR Team is the Leica Total Station (pictured above), an engineering and survey tool that is used to create precision diagrams.
The Parent Project is an evidence-based program that is taught nationwide to parents with difficult adolescent-aged children. The focus of the program is to empower parents to appropriately engage with their strong-willed child. The program addresses truancy, underage drinking and drug use, running away, suicide prevention, technology and social media, and defiance. Parents walk away from the course knowing how to have difficult conversations with their child, how not to argue with their child, how to bring peace into their home, and much more.

The Department, in collaboration with the Palo Alto Unified School District, runs two 12-week Parent Project programs each year in both English and Spanish. We have a cadre of personnel who have undergone special training to facilitate the program. In addition to the course work, parents are also provided dinner and child care. We have been administering this program for several years now, and in 2018, we continued to receive accolades from the parents who successfully completed the curriculum. We are proud to do our part to help parents and families succeed.
Law Enforcement Exploring, a division of Learning for Life, is a volunteer career education program for young men and women interested in the field of law enforcement. Exploring is open to youth ages fourteen to twenty years. The Department is proud to host Explorer Post 61.

Our Explorers receive training and education in various aspects of police work such as criminal law, crime scene investigation, first aid, traffic enforcement, patrol procedures, and more. Explorers participate in regular meetings consisting of a mix of classroom training and hands-on application of learned skills. Explorers receive first-hand opportunities to experience police work through a structured ride-along program in which they are able to observe our officers taking enforcement action and to participate by assisting with non-hazardous assignments. Explorers also have opportunities to provide community services during public events such as traffic/crowd control, search and rescue, natural disaster response, and more (as appropriate to the position).

In 2018, our Explorer Advisor team (led by a sergeant, with six other Department personnel participating) received renewed certification for Post 61 and the advising staff, and conducted numerous training meetings throughout the course of the year.
In 2018, Palo Alto Animal Services continued to provide a high level of service to our community. The bare-bones staff (consisting of one veterinarian, one veterinarian technician, one Animal Services specialist, one administrative specialist, one general laborer, and four Animal Control Officers), which had dwindled in recent years in preparation for the transition to a public/private operational model, did a remarkable job with all employees pitching in wherever help was needed to get the job done and provide the best possible care for the animals of Palo Alto.

Together, this dedicated group of employees cared for over 450 homeless domestic animals, 1,600 sick or injured wild animals, processed 200 pet adoptions, performed 874 spay or neuter surgeries, and administered 3,050 vaccinations. Animal Control Officers responded to 2,200 calls for service during the year, ranging from dogs off leash to injured animals to wildlife rescues.

2018 was the last full calendar year in operation for Palo Alto Animal Services, which has operated the City-run animal shelter and provided animal control services in one form or another since the 19th century. In 2019, shelter operations will transition to the private non-profit Pets in Need, while the Police Department will continue to employ the Animal Control Officers to respond to animal-related calls for service.
The Department's Special Operations Unit is supervised by a sergeant. In their capacity as the chairperson of the City of Palo Alto Special Events Team, they are responsible for all of the special events that occur in the City. In the 2017-2018 fiscal year, 78 special event permits were issued for various events around our City.

The Special Operations Sergeant is the law enforcement liaison for all dignitary visits that occur in Palo Alto. Additional responsibilities include coordination and supervision of the Palo Alto Police Department's Stanford Football game operations, the community service officers who work in parking enforcement (see facing page) and patrol, and the reserve officer program (see page 27). The Special Operations Sergeant is also the Department’s primary representative on various law enforcement security coordination groups, assists with mutual aid coordination for various events and disasters, and works closely with the City’s Office of Emergency Services (see page 66).
Our Department employs eight community service officers who enforce parking regulations, process abandoned vehicles and assist with traffic control at Stanford Football games and large City-sponsored special events. In 2018, these community service officers issued more than 36,000 parking citations. They can often be seen enforcing parking regulations in the downtown and California Avenue business districts, as well as responding to parking-related calls for service all around town.

During the last two months of 2018, two of these community service officers began training to transition to work as patrol community service officers. They will respond to non-emergency calls for service and in so doing, enhance our service delivery to our community. This patrol CSO program will launch in 2019 on a one-year trial basis.
Technical Services consists of our records unit, communications center, technology, court liaison, code enforcement, and crime analysis.

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DIVISION: OVERVIEW

The Technical Services Division is responsible for the operation of our 24-hour dispatch center, the Records Unit, crime analysis, and permitting. TSD acquires, implements and supports of most of the Department’s technology. There are 40 professional staff assigned to the division. Personnel include Public Safety Dispatchers, Records Specialists, a Code Enforcement Officer, a Court Liaison Officer, a Crime Analyst, two Business Analysts, and a GIS specialist. Three Unit Managers and a Deputy Director oversee the division.

Daily operational responsibilities in the Communications Unit include answering and responding to 9-1-1 calls and dispatching a multitude of agencies (see pages 48-49). The Records Unit maintains police reports, citations and other critical documents and is responsible for mandatory state and federal reporting. The Court Liaison insures that complete documentation and evidence is presented to the District Attorney’s Office and the courts. The Crime Analyst creates specialized reports and analyzes data to track police activity and crime trends.

Technical administration and support are the responsibility of TSD. The administration of our in-car and body worn camera video systems is the full-time responsibility of a Business Analyst. The second Business Analyst is responsible for Computer Aided Dispatch (CAD) interfaces and radio programming. A Senior Technologist recommends technical solutions, writes requests for proposals and oversees implementation and support. A GIS specialist supports mapping for CAD and the addressing for the city. The division also supports significant technology for the Fire Department, including records management and the interface to the station ring-down system used to notify Fire personnel of emergencies.
Our Records Unit is comprised of records information management professionals who cordially greet everyone who visits the Police Department while also assisting citizens on the phone and processing the daily document information workflow with the utmost attention to detail.

Police Records Specialists perform many tasks but this year we realized a major dataset increase that affected the unit. Records Specialists key in information from traffic citations and warnings into the computerized records management system. For example, in 2017, Records Specialists entered approximately 5,800 citations and warnings into the records management system. In 2018, the Records Specialists entered approximately 8,200 citations and warnings, which is an increase of about 42%. This increase is a direct result of the many efforts of patrol officers, as well as the 2018 reinstatement of the Traffic Team (see pages 36 and 37). Although these efforts have increased our workload, we support the work of all the officers to keep traffic moving safely within Palo Alto.

Data extracted from citations is posted on the City of Palo Alto Open Data Website for 2016, 2017, and 2018. To view these datasets, follow this link:

http://data.cityofpaloalto.org/dashboards/8854/emergency-preparedness/
Police technology plays an essential role in our officers responding to, investigating and documenting incidents and calls for service. Systems, equipment and applications are increasingly complex, requiring significant administration and support. The technology employed by the Department includes in-car computers, in-car and body worn cameras, automatic vehicle location, a geographic information system, computer-aided dispatching (CAD), a records management system (RMS), an analog radio system that is in the process of being migrated to a digital trunked system for 2019, a 9-1-1 system and interfaces to local, state and federal law enforcement databases. Future projects on the horizon include electronic citations, online reporting of crime, outsourced alarm permitting, replacement of the RMS system, and a major upgrade to our CAD system.
Palo Alto Police & Fire Communications provides dispatch services for a multitude of agencies in and around the Palo Alto and Stanford communities. We provide police dispatch services for the Palo Alto Police Department and the Stanford Department of Public Safety. We provide fire and medical dispatch services, including advanced emergency medical dispatch services, for the Palo Alto Fire Department. We also provide dispatch services for Palo Alto Animal Services, which serves the communities of Palo Alto, Los Altos, and Los Altos Hills. Finally, we provide dispatch services for Palo Alto Utilities, including the water, gas, wastewater, and electric divisions.

We are the third-busiest dispatch center in Santa Clara County. In 2018, our center handled 177,930 calls, including 37,097 9-1-1 calls. We answered 9-1-1 calls within 15 seconds 99.5 percent of the time, providing the community with immediate assistance in critical situations.

2018 saw the Communications staff move into a renovated dispatch center (see photos on next page). Equipment upgrades prepared the staff to transition to a new County-wide interoperable radio system and gave them access to improved caller location data. Technology projects will continue to enhance the services we provide to the community in 2019, including the ability to send text messages to 9-1-1.
Our 2018 Dispatcher of the Year was Marissa Vanbibber. She is our most veteran public safety dispatcher, starting her career with us in 1999. Marissa is pictured here at a county-wide recognition event with Captain Andrew Binder, Chief Robert Jonsen, and Captain Zach Perron (left to right).
As a non-sworn member of the Palo Alto Police Department, the Court Liaison Officer’s function is to support the Department with their work with the Santa Clara County District Attorney’s Office and the Santa Clara County Superior Court in helping to process people through the court systems. The Court Liaison Officer reviews and prepares the criminal reports and citations, which includes redacting reports for the courts and gathering evidence for the District Attorney’s Office. The Court Liaison Officer keeps track of every item submitted to the District Attorney’s Office as well as all subpoenas and discovery requests received by the Department. The Court Liaison Officer also submits traffic citations to the court and assists with traffic subpoenas.

In 2018, the Court Liaison Officer processed and submitted approximately 1,950 criminal cases for the District Attorney’s Office to review. The evidence for approximately 740 cases was submitted to the District Attorney’s Office in response to either a criminal discovery request or as part of the initial case review.
We employ one Code Enforcement Officer who has a multi-dimensional job responsible for issuing permits related to municipal codes enforced by the Police Department.

In 2018, our Code Enforcement Officer issued 3,208 building alarm permits. Building alarm permits are required by the City in order to reduce the number of false alarms to which our patrol officers respond. In 2018 alone, we responded to 2,444 false alarms. We hope to limit the number of false alarms to create more time for officers to respond to more urgent matters.

Also in 2018, our Code Enforcement Officer issued 63 no-fee block party permits to promote neighborhood relationships and increase community safety. Other permits that were issued were: 27 solicitation permits to organizations or businesses asking for donations; eight valet parking permits issued for private residence parties or businesses providing regular valet service; 15 City-issued massage therapist and establishment permits as well as maintaining rosters of the hundreds of state-certified massage therapists working at dozens of establishments throughout the City. In addition, we issued three helicopter lift permits, which allow a helicopter company to install large and heavy HVAC units on the roofs of commercial buildings. These permits restrict how long a helicopter can hover over the city and the times in which they are allowed to perform their lifts, so as to limit the noise nuisance to residents and businesses.
Administration consists of our personnel and training unit, public affairs, and many other programs.

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Many units, programs, and initiatives are run out of the Police Department’s Administration division. The Administration includes the Police Chief, Assistant Police Chief, Personnel & Training Unit, Public Affairs, and many other functions, all of which are designed to contribute to fulfilling our mission of proudly serving and protecting the public with respect and integrity.

There were three particularly exciting additions to the Department in 2018 within the Administration: we formed a Chief’s Advisory Group (page 64), re-launched our participation in National Night Out for the first time in a decade (page 63), and hired our first Public Affairs Manager (page 60).

This section of our 2018 Annual Report also includes details on a few other groups and teams that are not specifically housed within our Field Services Division, Investigative Services Division, or Technical Services Division. All of these groups and teams, though, are important components of our Department and help us provide the best possible service to our community.
The Personnel and Training Unit is responsible for recruiting, hiring, and training all Department personnel, as well as facilitating the annual promotional process. Unit personnel administer applicant tests and interviews, oversee applicant background investigations, and support recruits throughout the police academy. They also represent the Department at collegiate, military and professional recruiting fairs and community events, as well as host internal recruiting events.

Unit personnel facilitate the Department’s five annual training days and process all individual requests for officer training. Personnel and Training employees work collaboratively with the City’s Human Resources staff to facilitate hiring new officers, public safety dispatchers, and professional staff.

The Personnel and Training Unit lieutenant also serves as the Department’s liaison to the Independent Police Auditor (see page 58).
In 2018, Personnel & Training Unit personnel attended more than 30 collegiate, military and professional job fairs; hosted two PAPD recruiting seminars and one regional recruiting fair featuring multiple partner agencies; coordinated half a dozen dates to offer written examinations and oral panels to applicants; received approximately 1,000 applications for police officer positions; and hired three police officer recruits, one academy graduate, and four lateral police officers from other law enforcement agencies. We are actively hiring police officers and public safety dispatchers; for more information, visit the Recruiting page on www.papd.org and watch the two short videos about our agency.

In addition to the Department’s robust in-service training program and quarterly firearms qualifications, officers also attend outside courses provided by industry experts in a variety of disciplines. This training is designed to hone our officers’ existing investigative and tactical skills, provide expertise in specialized areas of law enforcement such as narcotics investigation and DUI enforcement, and prepare them for specialized assignments such as the detective bureau, field training program, traffic accident reconstruction, SWAT or crisis negotiations.

Approximately 90% of our officers attended at least one outside training in 2018. Each officer received an average of 75 hours of training in 2018, above and beyond the in-service hours referenced above.
The Peer Support Team is a part-time specialty team that trains quarterly and is activated as needed. Its primary function is to confidentially support Department personnel who may be experiencing personal or professional trauma. This support might take the form of a group stress debriefing following a critical incident, or one-on-one support provided to individuals.

The team consists of 11 members, including two team leaders, and the Department chaplain.
The Mentor Program is a part-time specialty team that is activated on an as-needed basis. The team’s members are paired with recruits attending the police academy, and are charged with assisting them with acclimating to the academy experience and the law enforcement profession, and supporting them through the training process.

The team consists of nine officers, including a supervisor.
The contracted Independent Police Auditor (IPA) is the OIR Group, based in southern California. The IPA is an independent entity tasked with conducting an audit of all citizen complaint investigations, internally-generated investigations, and investigations concerning TASER uses, to ensure that the Department’s investigations are conducted thoroughly and objectively. After reviewing these administrative reports and any associated police reports and evidence, the IPA generates its own report, which is provided to the City Council and published as a public document for our community to review.

In 2018, the Department completed three formal citizen complaint investigations, one internally-generated investigation, and two TASER reports.

To view all of the IPA public reports, as well as contact information for the IPA, view our webpage here: https://www.cityofpaloalto.org/gov/depts/pol/auditor.asp.
The Honor Guard Team is a part-time specialty team that is activated on an as-needed basis. The team’s primary function is to serve as the Department’s ceremonial presence for formal occasions, to include City events, Department promotional events, and law enforcement memorials.

The team consists of 7 officers, including 2 supervisors.
In 2018, we hired our first full-time Public Affairs Manager. This position, newly-created and first authorized by the City Council in 2017, carries a multitude of responsibilities and allows us to have a dedicated civilian manager who plans, designs, produces, and implements communications and information programs for the Department on a full-time basis. This includes distributing news releases, holding press conferences, sharing information on social media platforms, promoting crime prevention and public information campaigns, and managing our Public Information Officer team (see facing page). Through our outreach, we strive to improve transparency and build trust with the community. To that effect, our Public Affairs Manager plays an integral role in handling community relations and helping run programs such as the Citizens Police Academy (see page 62) and National Night Out (see page 63).
Keeping the public informed of public safety issues and sharing information are the primary functions of the Department’s Public Information Officer (PIO) Team. The Public Affairs Manager manages the team, which consists of seven sworn members of the Department. The team is responsible for returning media phone calls and handling interview requests from television and print journalists. We are the only police agency in the region that provides 24/7 accessibility to basic information about our activities. As a result, we have a long-standing and well-deserved reputation as being the most media-accessible law enforcement agency in the Bay Area.

We regularly distribute information on a variety of channels, to include our website (www.papd.org), Nixle (www.nixle.com), Nextdoor (www.nextdoor.com) Twitter (www.twitter.com/PaloAltoPolice), Facebook (www.facebook.com/PaloAltoPolice), Instagram (www.instagram.com/PaloAltoPolice), YouTube (www.youtube.com/user/PaloAltoPolice), and Flickr (www.flickr.com/photos/PaloAltoPolice). We also have a free mobile app, downloadable at bit.ly/PAPD-AppStore or bit.ly/PAPD-GooglePlay.
Our popular Basic Citizens Police Academy continued to run throughout 2018, with two new classes of Palo Alto residents completing the free 8-week program during the year. The program is designed to foster increased understanding and communication between community members and the police. Instructors are public safety employees who present on topics such as patrol procedures, laws of arrest, search and seizure, community relations, criminal investigations, evidence collection, police accountability, use of force and officer safety, disaster preparedness, and more. Students are also able to go on a ride-along with a patrol officer, participate in a “sit-along” with our public safety dispatchers, and experience a force options video simulator. The program offers participants detailed insight into how our Department operates and how we serve our community.

For more information on the Basic Citizens Police Academy, visit our website here: https://www.cityofpaloalto.org/gov/depts/pol/community/citizens_police_academy.asp.
We reintroduced National Night Out in 2018 after a decades-long absence, with the goal of making it once again an annual tradition moving forward. National Night Out occurs in August and is a campaign that promotes partnerships between the police and the community, as well as neighborhood safety. The Department held a block party on Forest Avenue in front of the police station, which proved to be a great success that was very popular with people of all ages. More than 300 people attended and enjoyed interacting with their neighbors and meeting our officers, one of our police dogs, and our Traffic Team. Members of our command staff, including the Police Chief and Assistant Police Chief, responded to invitations and attended 12 different block parties hosted by residents in various neighborhoods across the city.
After arriving as our new police chief in January 2018, Chief Robert Jonsen created a new Chief’s Advisory Group to represent all neighborhoods of Palo Alto and act as liaisons between our residents and the Department on issues of mutual concern. The group, which will begin meeting every other month in 2019, will provide input from their neighborhoods and share concerns and ideas directly with Chief Jonsen. They will engage residents within their respective neighborhoods and participate in consensus decision-making. The Chief will consider their viewpoints and concerns in planning and responding to various issues and challenges the city faces.
In 2018, the City Council approved the construction of our new Public Safety Building, which will be built at 250 Sherman Avenue in the California Avenue Business District and is currently slated to open in 2022. The building will house the Police Department (including our 24-hour dispatch center), the Emergency Operations Center, the Office of Emergency Services, and the administrative wing of the Palo Alto Fire Department. This project, which has been many years in the making, will give us a modern headquarters that will meet current seismic, accessibility, or regulatory code requirements set forth by the Essential Services Buildings Seismic Safety Act. Our current headquarters, located at 275 Forest Avenue in downtown Palo Alto, opened in 1970 and is approximately 25,000 square feet. The new building will be approximately 44,500 square feet and feature two underground levels and three above-ground floors.

The City’s Public Works Department is managing this construction project, and you can view more details about it on their website here: https://www.cityofpaloalto.org/gov/depts/pwd/infrastructure_plan/psb_and_cal_ave_garage.asp. We look forward to sharing many exciting details of this state-of-the-art building in 2019, as plans and designs solidify.
The mission of the City’s Office of Emergency Services (OES) is to prevent, prepare for, mitigate, respond to, and recover from all hazards. OES personnel develop, maintain, and sustain a citywide, comprehensive, all-hazard, risk-based emergency management program that engages the whole community. Learn more at www.cityofpaloalto.org/oes.

As the third of Palo Alto’s three public safety departments (the others being PAPD and the Palo Alto Fire Department), OES accomplished many important tasks in 2018. They completed the Intrusion Detection System (IDS) that replaced “human monitors” at the Caltrain track intersections and now provides 24-hour coverage to detect unsafe conditions. In partnership with Stanford University, OES deployed an emergency two-way radio network in the Stanford Research Park. In collaboration with the City’s Utilities Department, OES supported the framework to launch a public-private partnership with VMware regarding resilient power and telecommunications for public safety. In collaboration with the City’s Public Works Department, OES designed and helped build the new Public Works Mobile Department Operations Center (MDOC) – a fully renewable-powered (solar-battery) system.

In 2018, OES personnel deployed/activated the City’s Emergency Operations Center (EOC) and/or specialized vehicles and equipment to 25 emergencies, 14 planned special events, 71 training/planning sessions, and 149 public safety public education events, including for our Emergency Services Volunteer (ESV) program.
Our officers, agents, and sergeants are represented by the Palo Alto Police Officers’ Association (PAPOA). The goal of the Palo Alto Police Officers’ Association is to partner with the community and provide quality police service through community interaction, emphasizing the highest degree of cooperation, professionalism and ethical behavior, and to create an atmosphere of safety and security. Our community policing approach helps neighborhoods keep safe by working with our police officers daily. The Palo Alto Police Officers’ Association is active in our community and many of our members volunteer in and around the communities where they live. We proudly served the community of Palo Alto in 2018 and we are committed to not only the safety of our citizens and businesses but also to providing charitable contributions to those in our community who need our help the most.

For more information about the PAPOA, visit www.paloaltopoa.com.
Like any other year, 2018 saw several personnel changes within the Department. Here they are by the numbers.

New Hires: 13
Promotions: 10
Retirements: 4
We have lost three officers in the line of duty here at the Palo Alto Police Department.

Reserve Officer Lester Cole: End of Watch 1-31-1969
Officer Cole was laying flares at an accident scene when he was struck and killed by the driver of an automobile. The driver reported he never saw the officer. Officer Cole had been a reserve officer for PAPD since 1955. His was survived by his wife and several children.

Officer Gene Clifton: End of Watch 11-19-1971
Officer Clifton died as a result of a gunshot wound received on October 1, 1971, during the service of a narcotics search warrant at a Palo Alto residence. He was standing outside a bedroom when the suspect shot through the wall and struck him. Officer Clifton had served with PAPD for four years. He was survived by his wife, parents, and two sisters.

Reserve Officer Theodore Brassinga: End of Watch 5-15-1994
Officer Brassinga was accidentally shot and killed during a multi-agency training exercise aboard an Amtrak train for the 1994 World Cup Soccer tournament. The officers in the exercise were supposed to have unloaded weapons. Officer Brassinga had served with PAPD for one year. He is survived by his wife and son.

Every May, typically around National Peace Officers Memorial Day or in conjunction with Police Week, we have a public ceremony honoring our three fallen officers at Memorial Grove, a stand of three massive Coastal Redwood trees dedicated in their memory at Cogswell Plaza in downtown Palo Alto. Located at the corner of Ramona Street and Lytton Avenue, a permanent plaque recognizing their sacrifices is mounted nearby. The next time you are downtown, please visit Memorial Grove and reflect upon the sacrifices these officers, and their families, made.
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Public Counter / Front Desk:
Monday through Friday, 8 a.m. to 4 p.m.
Main Business Number: 650-329-2406

Important Phone Numbers:
Emergency: 9-1-1 or 650-321-4433
Non-Emergency 24-Hour Dispatch: 650-329-2413
Main Business Number: 650-329-2406
After Hours / Weekends: 650-329-2413

Follow us on social media for accurate, timely public safety updates! We’re @PaloAltoPolice.

Download our free mobile app!

Anonymous Tips:
E-mail: paloalto@tipnow.org
SMS / Voicemail: 650-383-8984

The 2018 Annual Report was created in-house by personnel at the Palo Alto Police Department.
Special thanks to the many employees who contributed written material, statistics, and photographs.