Dear community members,

I am pleased to present the San Luis Obispo Police Department Annual Report for 2016; starting next year this report will be published biennially and will reflect two years of accomplishments for our department.

Policing has grown significantly more challenging with increases in crime in much of California, tightening budgets, and decreasing trust in law enforcement nationally. The San Luis Obispo Police Department knows we must partner with the community to resolve those challenges. We cannot reduce crime without a strong relationship with our community who are willing to support our efforts and help us prevent crime by reporting and engaging in neighborhood wellness. We cannot repair our damaged relationships without a community that is willing to engage openly and honestly in the process. We are incredibly fortunate to have a community in San Luis Obispo that understands this and whole heartedly partners with us in this effort.

Written on these pages are successes from men and women that are community members, police officers, professional staff and volunteers. I hope this report provides you with clarity of our mission, our vision and the direction the San Luis Obispo Police Department is going. We have worked incredibly hard for you and have accomplished many goals over the last year. As we move forward in 2017, we will continue to build upon our accomplishments as we also strive to improve, innovate and develop best practices for crime reduction, employee wellness and community engagement that will enhance the lives of all who live in, work in and visit San Luis Obispo. I am extremely proud and honored to be the Chief of Police for such a dedicated police department, community and city. We are your police department.

Chief Deanna Cantrell
San Luis Obispo Police Department
The **San Luis Obispo Police Department** is comprised of 85.5 employees; 59 sworn and 26.5 professional staff. The department has two bureaus, Operations and Administrative Services.

**MISSION**
The mission of the San Luis Obispo Police Department is to maintain a safe city by working in partnership with the community to protect life and property, prevent and reduce crime, and improve the quality of life in our neighborhoods while preserving the rights of all through a commitment to Service, Pride and Integrity.

**VISION**
To be recognized by our community and employees as a model of excellence in the law enforcement profession.
The *Downtown Bicycle Team* is broken into two teams of officers covering day time and night time activities in the downtown area. The team normally consists of one sergeant and four officers, two assigned to day time and two night. This year the team worked the majority of the year with none or one bike officer due to shortages in Patrol staffing.

### Daytime Bike Officers
- The two daytime officers deal with a variety of calls for service ranging from theft-related crimes to aggressive panhandling.
- Officers work closely with the San Luis Obispo Downtown Association security personnel to coordinate activity and provide outreach with downtown businesses.
- Officers also work closely with the Community Action Team (CAT) officers to identify problems and crime trends that negatively impact the quality of life for residents, business owners and visitors to the City of San Luis Obispo.

The Downtown Bicycle Team helps ensure a safe environment at a variety of special events, including festivals, car shows, parades, athletic events, and school activities.

Additionally, the Downtown Bicycle Team regularly assists other agencies within the County during a variety of special events that require officers on bicycles.

### Night Bike Officers
- Most nighttime enforcement activity in the downtown is related to alcohol consumption.
- Officers work closely with nighttime establishments to help ensure they are operated in a safe and lawful manner.
- Officers conduct regular training sessions with employees of restaurants and nightclubs to help combat underage drinking and excessive alcohol consumption.
The department’s CAT team collaborates with other agencies to address trends that negatively impact city residents, business owners and visitors to the City of San Luis Obispo.

**The Mission of CAT**
The Community Action Team will focus resources on individuals involved in adverse repetitive criminal activity which may include the abuse of alcohol, drug use, illegal lodging, trespassing, theft, fraud and other common crimes impacting the quality of life in San Luis Obispo.

**Examples of Collaboration**
- SLO County Mental Health
- Transitions Mental Health
- City Rangers
- Drug and Alcohol Services
- SLO County District Attorney’s Office
- Behavioral Health Treatment Court
- SLO Housing Authority
- CAPSLO

**Success Story**
In 2016 CAT was able to assist a homeless man living in San Luis Obispo by reuniting him with an old friend from his past. This friend helped relocate him to the Los Angeles area, where a job and shelter was lined up for him.

Previously, this individual had been a chronic alcoholic and homeless in our city for many years and was the source of numerous calls for service. Thankfully, the CAT team worked hard to reunite him with a friend and he was able to get his life back on track.
Respect SLO: Be Informed

**Bench Ordinance**
City benches may be used for up to one hour or for three hours in a 24 hour period. SLMC 9.40

**Illegal Lodging**
Lodging on public or private property without permission is prohibited. PC 647(e)

**No Smoking in Public Places**
Smoking in public is prohibited when others are present. SLMC 8.16.030

**No Blocking of Sidewalks Without Permit**
Public sidewalks, streets, alleys and rights of way must be kept clear of any obstruction. WHEELCHAIR ACCESS MUST BE MAINTAINED AT ALL TIMES. SLMC 12.04.020

**Littering is prohibited. PC 347 (a)**

**Soliciting Ordinance**
Aggressive soliciting is not permitted. Threatening, intimidating and bullying for donations of money or other items is prohibited. SLMC 9.06.020

Panhandling is not permitted within 25 feet of any ATM, 6 feet from a business entrance, 10 feet of any intersection or on any roadway. SLMC 9.06.025

**Alcohol Prohibited**
Consumption or possession of an open container of alcohol in public is prohibited. SLMC 9.04.010

Public urination or defecation is prohibited. SLMC 9.20.050

Anyone found in public who is under the influence of drugs or alcohol and is unable to care for themselves or others will be arrested for public intoxication. PC 647 (f)

www.slocity.org
The Traffic Safety Unit uses a balanced and proven philosophy of enforcement, engineering, and education solutions to improve safety and reduce collisions. The Traffic Team conducts several community presentations and media releases to educate citizens about traffic laws, traffic hazards and common traffic violations that cause collisions. The team also announces enforcement operations to warn road users of the upcoming enforcement operation to increase the level of safety through public awareness. In 2016, there was a 3.1% reduction in vehicle collisions.

The responsibilities of the Traffic Team include:

- Traffic control and event planning for a large number of special programs and events, including sporting activities, parades and other local festivities
- Review and submission of DUI cost recovery claims
- Maintenance of all traffic related equipment
- Collection, investigation and management of traffic complaints

Traffic officers work closely with the City’s Traffic Engineering and Community Development departments and neighborhood groups to improve traffic safety issues.

The Traffic Team actively participates in traffic safety programs such as Click It or Ticket, Child Safety Seat Week, Safe Routes to School, Every 15 Minutes, MADD, Distracted Driving Month and school traffic safety presentations.

The Traffic Sergeant manages annual grants, such as the Office of Traffic Safety AVOID and STEP grants. These grants focus on reducing fatal and injury DUI crashes throughout the year and especially during special holiday periods with statistically high DUI collisions.

SLOPD partners with the City’s Parks and Recreation Department, the Public Works Department, the SLO County Bicycle Coalition, and local bike shops to host an annual “Bike Rodeo” to teach bike safety and basic skills to children cycling on the road.

Do you have a traffic concern? Click here to email the Traffic Division, be sure to include specifics about location.
Records Clerks transcribe police reports, enter crime and citation data into computerized data bases, convert paper to electronic format, prepare crime statistics for State and Federal reporting, fulfill public records requests for records, and transfer reports to the District Attorney’s Office for prosecution. Records Clerks are also the first faces you’re likely to see when you visit the Police Department as they provide assistance to our lobby customers. The Records Unit consists of five full-time Records Clerks, one part time Operations Support Specialist and a Records Supervisor. The Records Division is managed by the Police Department Communications & Records Manager.

Other specialized assignments the Records Clerks perform include:
- Entering Restraining Orders
- Processing massage, taxi, mobile food vendor and CCW permits
- Registering sex, arson and drug registrants
- Entering field interview cards
- Entering disturbance advisement cards
- Processing ride along forms
- Posting daily activity logs to the internet
- Responding to subpoenas for records
- Responding to informal discovery requests
- National Crime Information Center validations
- Court-Ordered Records Sealings
- Signing off correctable citations
- Issuing Clearance Letters

The Operations Support Specialist is a part-time position in the Records Unit. Duties include:
- This position meets with the Sex, Drug, and Arson Registrants processing their monthly and annual paperwork.
- In addition to working with registrants this position processes backgrounds, Field Interview cards, Disturbance Advisements, and conducts other data processing. This allows the Records Clerks to process reports more efficiently.

In 2016, the Records Clerks processed 8,903 Reports and 7,048 Citations.
The Communications Division (or Dispatch) is comprised of eleven (11) dispatch positions and two (2) dispatch supervisors. The Communications Manager oversees both Dispatch and Records.

2016 brought the following improvements to dispatch:

- **New audio recording** equipment was installed which consolidated servers between the police department and emergency communications center. It also provides advanced technology to tie the CAD system with the recording system to streamline packaging calls. The communications supervisors now have a quality assurance module and a more methodical way to pull Emergency Medical Dispatch (EMD) calls for monthly critiques.

- **A 9-1-1 phone upgrade** was completed in February. The State 9-1-1 office provides for upgrades every five years to stay current with advancing technologies. This system has improvements preparing our center to receive text to 9-1-1. This will be an upcoming countywide project.

- **Rapid Dispatch**: Dispatch and City Fire are conducting a 6-month pilot program that has the potential to reduce total response times by as much as two minutes. This one change can result in an 18% increase in survival rates for cardiac arrest patients. The pilot program began in the fall of 2016 and will be finalized spring of 2017.

**Reporting Tip:**
For emergencies dial **911**
For non-emergency, dial the business line 805-781-7317
2016 City of San Luis Obispo Employee of the Year Team Award

The Communications Technicians and their Supervisors were nominated as a team for Employee of the Year and received the award!

The nomination read in part “Although they worked many extra hours covering for extended absences and shortage of personnel, they performed their jobs with grace and extreme professionalism.”

• Structure fire – in the first 10 minutes two people dispatched fire and police to the scene and answered 76 incoming phone and radio requests. This hectic and almost overwhelming pace continued for hours.

• 9-1-1 call (open line) - One dispatcher kept pinging for updated locations while listening to anything she could while the other dispatcher directed officers and took care of the rest of the city’s requests for service. The call was determined to be a kidnapping where the victim hid her phone and dialed 9-1-1 in hopes police would find her.

• City wide threat to kill others and self at named locations - City buildings were locked down, an operation center was established for personnel and dispatch was vital in the coordination of events while still answering other calls for service.

2016 Dispatch Statistics

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<th>Number</th>
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<tr>
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<td>95,294</td>
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<tr>
<td>Total calls for service</td>
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<td>Police calls for service</td>
<td>32,738</td>
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<tr>
<td>Fire calls for service</td>
<td>6,187</td>
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The Investigations Bureau is comprised of five (5) highly trained investigators who are assigned to investigate crimes against persons as well as property crimes.

In 2016, the Investigations Bureau investigated:
- 204 suspected child abuse reports
- 92 missing person’s cases
- Conducted follow up on 212 cases that began at the patrol level and an additional 277 cases that were initiated by our investigators.
- At any time the Investigations Bureau is typically working on an average of 35 cases.

The School Resource Officer (SRO) is assigned to the Investigations Bureau. This officer is responsible for providing services to all of the public schools within the San Luis Coastal Unified School District (SLCUSD).

Unfortunately, in FY 2017-18 the SRO position will not be filled due to budget restraints and SLCUSD will no longer provide partial funding for the position.

Property and Evidence Unit

This unit provides safe and secure storage for all items seized by Officers or turned in by the public. The Property and Evidence Technician is responsible for the preservation, destruction, and release of all items placed in the department’s care, as well as providing all items of evidence to courts.

The Evidence Technician processes evidence for cases being investigated; this includes fingerprint processing, cyber crimes, crime scene investigation, computer forensics, and more.

TIP: The best way to ensure lost property is returned is to document serial numbers, and etch your name or phone number on the property. Property marked in this manner is easier to return and is more difficult to alter.
Notable Cases of 2016

Bomb threat on a City Bus:
On January 6th, 2016, The San Luis Obispo and Cal Poly Police Departments worked together after a male boarded a City bus at the transit center located next to City Hall. The suspect announced to the other passengers on the bus, “I am passing out literature and talking about the possibility that there may be a bomb on one of the busses. This is not a joke so I would advise you not to ride the busses today or for the rest of the week until I am shown to be wrong. But I have reason to believe that this is the case. Thank you for your attention.”

As a result of the threat all of the City busses were stopped and searched for explosives. It was determined there was no threat to the public safety and bus services were restored. At approximately 12:30 pm, Marcus Karr age 33 was located on the Cal Poly campus and identified as the person on the bus who made the bomb threat. The investigation revealed the threats were false and there was never a threat to public safety.

Threats made on Facebook about shooting students at SLO High School:
On February 26, 2016 the SLOPD School Resource Officer (SRO) was contacted by the Probation Department and given information regarding threatening statements and photos posted on Facebook. One of the photos depicted a male San Luis Obispo High School student dressed in a trench coat, holding what appeared to be a weapon similar to a Mac 10 machine gun and a handgun in his waistband. All the weapons pictured in the Facebook posts appeared to be real guns.

After reviewing several concerning photos and written references on the student’s Facebook page, the SRO worked with school administrators to find that the student who posted the images and was pictured holding the weapons was currently at school. Officers responded to the high school, and along with school administrators removed the student from his class and the campus.

During the investigation the suspect admitted to posting the information seen by the SRO. A search of his residence revealed many of the weapons pictured were actually “Air Soft” guns, which are replica firearms that fire plastic BB’s. In addition to the Air Soft guns several real guns were located and seized for safe keeping. The student was arrested for making Criminal Threats and taken to the San Luis Obispo County Juvenile Services Center and booked into custody. Currently this is an ongoing investigation which may result in additional charges.
Notable Cases of 2016

**Armed Robbery at Batch Ice Cream Shop:**
On November 9th, 2016 at approximately 6:25 pm, the San Luis Obispo Police Department received a 911 call reporting an armed robbery had just occurred inside the Batch Ice Cream Shop, located downtown.

An unknown suspect entered the store and ordered food. He then produced a handgun, pointed it in the direction of the clerk and demanded the money from the cash register. After receiving an undisclosed amount of cash, the suspect demanded the clerk’s cell phone and fled the business on foot.

On November 22nd, 2016, the Paso Robles Police Department experienced an armed robbery. The suspect in that robbery matched the description of the suspect as given by the clerk in the Batch robbery. A tip from a citizen to Crime Stoppers led investigators from both agencies to start investigating Ian Robbins as the suspect in both robberies. Based on that tip investigators were able to positively identify Robbins as the suspect who robbed Batch. He was arrested for robbery and use of a firearm while committing a robbery.

**Arson at San Luis Obispo High School:**
On December 8, 2016 at 12:24 am, the SLOPD received a fire alarm activation on San Luis Obispo High School campus. The alarm was activated in a building which houses the school’s Computer Lab and robotics team. Responding SLO Fire personnel found the Computer Lab fully involved in fire. The Fire Department was able to stop movement of the fire into additional buildings and saved the Computer Lab building. The contents of the Lab were a total loss.

While Fire Department personnel were working to suppress the fire, the SLOPD Dispatch center received an additional call from an observant resident. That citizen wanted to report a suspicious vehicle with three occupants. According to the caller, the three men parked their car and jumped over a fence which led towards the fire scene. Police officers were sent to investigate and located Jacob Ruth, Michael Benadiba and Cameron Bratcher who were detained pending further investigation.

As a result of the detention and subsequent investigation, the three men were arrested for Arson, Burglary and Vandalism.

SLOPD Investigators were able to link these suspects to three additional burglaries, eight arson reports, one fire alarm pull and two fire sprinkler activations. Investigators continue to actively investigate these additional crimes. At the conclusion of the investigation they will determine which of those cases will be appropriate to submit to the District Attorney’s Office for criminal charges.
The Office of Neighborhood Outreach & Education helps coordinate city services in residential neighborhoods of the City. The Student Neighborhood Assistance Program (SNAP), community and student outreach, and crime prevention are all programs coordinated by the Neighborhood Outreach Manager. The Neighborhood Outreach Manager also serves as a liaison to City neighborhood associations, Cal Poly University, Cuesta Community College, SLO Solutions and various community groups.

In 2016, the Neighborhood Outreach Manager and Chief Cantrell provided:
- 18 SLO Days summer orientation sessions with students and supporters
- Week of Welcome events (WOW leader orientation and the resource fair)
- Student government meetings
- Cuesta College new student orientation
- Inter-Fraternal and PanHellenic Council meetings
- Greek Summit and all-Greek risk managers meetings
- 19 neighborhood meetings
- Coordinated bi-monthly Neighborhood Wellness meetings which then transitioned into the Neighborhood Forum. The Neighborhood Forum allows city staff to work closely with residents to communicate and collaborate to improve conditions within neighborhoods.
- The Neighborhood Outreach Manager also participated in bi-annual neighborhood walks coordinated by Cal Poly to observe and discuss challenges in the neighborhoods.

**Student Neighborhood Assistance Program**

The Student Neighborhood Assistance Program (SNAP) created in 1992, utilizes student employees to act as first responders to noise complaints in the City. SNAP employees are able to issue formal warnings when noise violations occur and help educate residents of noise standards in the city. SNAP also assist with the enforcement of neighborhood parking districts, conduct graffiti abatement and tag abandon vehicles for towing.

In 2016, SNAP issued 597 formal warnings and 2122 parking citations.
SLO Solutions

The Neighborhood Outreach Manager helps with the referrals of residents to the SLO Solutions Conflict Resolution Program (a program of Creative Mediation, a local non-profit organization.)

This program offers mediation and conflict resolution service for San Luis Obispo residents at no charge. The types of disputes handled include landlord/tenant, roommates, student/non-student, and neighbor-to-neighbor issues.

Per the SLO Solutions 2016 Annual Report
- 1,214 residents received services through the program
- Approximately 232 of those residents self-identified as Cal Poly students and 112 self-identified as Cuesta College students
- SLO Solutions conducted 6 workshops and 11 discounted customized trainings that involved individuals from Cal Poly’s orientation programs, Cuesta College Government/Leadership, Cal Poly Graduate programs, several Cal Poly Departments, AmeriCorps VIP, Cuesta College staff, as well as a San Luis Obispo-based non-profit.

Please visit their website at www.slosolutions.com for additional information on the programs and services offered.

Neighborhood Watch

The Neighborhood Outreach Manager assists residents with starting Neighborhood Watch groups; in 2016, there were 10 Watch groups started. Neighborhood Officers and the Neighborhood Outreach Manager educate residents how to successfully set up and maintain Neighborhood Watch groups and provide information on neighborhood crime prevention.

Volunteers

The Police Department utilizes fourteen (14) volunteers for a variety of tasks including clerical work, archive and scanning of records, pawn detail, tagging and towing abandoned vehicles, graffiti abatement, cold case assistance, Chaplin, and Project Lifesaver battery changing. In 2016, our generous volunteers gave the Police Department 1,656 hours of service.
IN THE COMMUNITY

Law Enforcement Night, Downtown SLO

Children’s Day in the Plaza

2016 City Christmas Parade

Chief at Hawthorne Elementary

Turning in a lost wallet!

Mission Plaza Santa’s House
IN THE COMMUNITY

Chief with RAMS (Retired Active Men’s group)

Smoke alarm installation & check

Neighborhood Meeting

Cub Scout Visit to PD

Parks & Rec Summer Camp

Torch Run—Special Olympics

9/11 Memorial at Fire Station 1
2016 Uniform Crime Reporting (UCR)

**Property Crime**


**All Property Crime**

- 2014: 1,439
- 2015: 1,844 (28% increase)
- 2016: 2,076 (12.5% increase)
To report a noise violation, call the San Luis Obispo Police non-emergency line at 805-781-7312. Noise Violations are enforced by the San Luis Obispo Police Department; the ordinance is enforced 24 hours a day and violators may receive a warning or a citation which carry fines.

Want more information?

See the City’s Noise Standards.
San Luis Obispo Police Department Programs:
   Administration
   Patrol
   Investigations
   Support Services (Dispatch and Records)
   Neighborhood Outreach & Education
   Traffic Safety

Total Budget: $14,917,303
San Luis Obispo Police Department
1042 Walnut Street
San Luis Obispo, CA 93401

Lobby Hours:
Monday 12:00 pm to 4:45 pm
Tuesday - Friday 10 am to 4:45 pm

Visit us at www.slocity.org/police