



PACIFIC GROVE POLICE DEPARTMENT

2020 ANNUAL REPORT

"OUR COMMUNITY, YOUR POLICE"



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MESSAGE FROM THE CHIEF



As Police Chief, I am honored to present the Pacific Grove Police Department's 2020 Annual Report. This report provides a small sampling of information and statistics on a wide range of topics including crime, traffic, staffing, budget, and our organization. Although the annual report is a useful and informative tool, it is only a brief summary of all the work conducted by the sworn and professional staff of the police department. No document of this type could ever measure the service these professionals provide to our community members.

I want to thank those who assisted with the preparation of this report, namely Administrative Technician Vincent Garcia. I further wish to thank the members of the Pacific Grove Police Department for their dedication to the community and continuously striving for excellence in service.

2020 was a very challenging year for everyone. The way we lived dramatically changed and we were all forced to adapt to new ways of conducting business and going about our daily routines.

Law enforcement professionals across the nation learned to be adaptable during a pandemic and struggled with calls to defund the police and civil unrest. Despite the challenges, we were determined to keep moving forward as a department and steadfast in our mission. I am very proud of my entire staff for maintaining the highest level of professionalism during these unprecedented and trying times.

Our Pacific Grove Officers patrol the City and respond to varying types of calls for service. They enforce criminal and state law and the local ordinances of the City to make Pacific Grove a safe community for all. Detectives conduct follow-up investigations, work on major cases, and work in conjunction with numerous law enforcement partners to solve crimes in our City and assist those in need. Professional staff serve the community, officers, attorneys, and others, by keeping custody of records, control of property, compliance with parking, public outreach, municipal codes, and all things related to animals.

I CANNOT EMPHASIZE ENOUGH THAT ALL OF OUR EMPLOYEES ARE OUR MOST VALUABLE RESOURCE.

In 2020, we created a Community Service Officer position. We transitioned two staff to that job title and hired a part-time employee. Due to the County Health Order, the City was unable to hold special events in 2020, except for a Halloween Drive-Through at the turnouts along the coastline. Our staff was beyond thrilled to participate and went all out with a Jurassic Park-themed drive-through for our community members.

I am very proud to report on November 13, 2020, the Pacific Grove Police Department received our Accreditation Certificate from CALEA (Commission of Accreditation for Law Enforcement Agencies) making us the first and only department in the tri-county area (Monterey, San Benito, and Santa Cruz) and the smallest municipal police department in the State of California to date to become accredited.

As an agency, we are not perfect, we are human, we will and do make mistakes, but we will continue to strive towards perfection as we move forward, always remembering the reason why we are in our roles as law enforcement public servants, to serve and protect with dignity and respect. This level of service is made possible by the compassion and kindness our personnel display in their work.

I am very proud of the daily efforts of my staff and honored and privileged to work alongside them. The women and men of the Pacific Grove Police Department genuinely live up to the oaths they have taken and continuously strive to make the City greater and better than it was when entrusted to them.

On a personal note, I thank the community for their engagement over the past year and I truly appreciate the support I received from the community, the members of the Police Department, City Staff, friends, and family over this very challenging year.

On behalf of the Pacific Grove Police Department who work hard to make lives better in the City, I would like to thank you for your commitment to public safety and for taking the time to read our annual report. In the words of Sir Robert Peel, "...the police are the public and the public are the police..." cherishing the principle that public safety is a shared responsibility within the community.

I encourage you to follow our media platforms so that you can learn about upcoming events, safety tips, and other informative and fun topics.

CATHY MADALONE,
YOUR CHIEF OF POLICE

MISSION, VISION, AND VALUES

MISSION

To provide exceptional public safety service and enhance the quality of life in our community.

VISION

To achieve a culture of excellence by partnering with our community, respecting the rights and dignity of all people, and providing professional public safety service through integrity and accountability.



VALUES

EXCELLENCE

We will promote the common good, uphold the public trust, and leave the department greater and better than when entrusted to us.

COMMUNITY

We will commit to partnering with our community and deliver excellent public safety services.

RESPECT

We will respect the rights and dignity of all people.

PROFESSIONALISM

We will exemplify professionalism in all we do as public employees.

INTEGRITY

We will be accountable to ourselves, the public, and the law enforcement profession.



MOTTO

“OUR COMMUNITY, YOUR POLICE”



CODE OF ETHICS

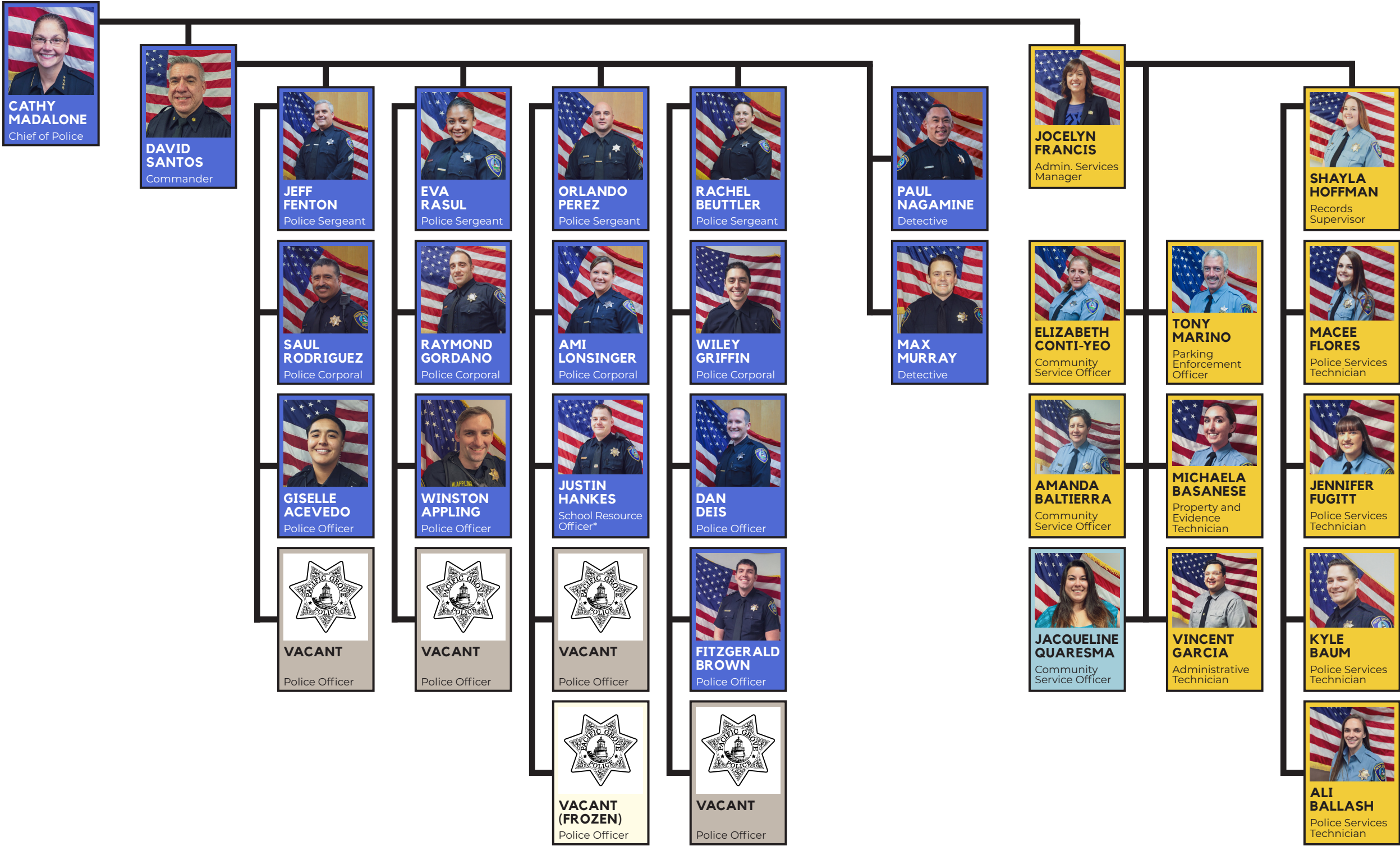
AS A LAW ENFORCEMENT OFFICER, my fundamental duty is to serve mankind; to safeguard lives and property; to protect the innocent against deception, the weak against oppression or intimidation, and the peaceful against violence or disorder; and to respect the Constitutional rights of all men to liberty, equality and justice.

I WILL keep my private life unsullied as an example to all; maintain courageous calm in the face of danger, scorn, or ridicule; develop self-restraint; and be constantly mindful of the welfare of others. Honest in thought and deed in both my personal and official life, I will be exemplary in obeying the laws of the land and the regulations of my department. Whatever I see or hear of a confidential nature or that is confided to me in my official capacity will be kept ever secret unless revelation is necessary in the performance of my duty.

I WILL never act officiously or permit personal feelings, prejudices, animosities or friendships to influence my decisions. With no compromise for crime and with relentless prosecution of criminals, I will enforce the law courteously and appropriately without fear or favor, malice or ill will, never employing unnecessary force or violence and never accepting gratuities.

I RECOGNIZE the badge of my office as a symbol of public faith, and I accept it as a public trust to be held so long as I am true to the ethics of the police service. I will constantly strive to achieve these objectives and ideals, dedicating myself before God to my chosen profession... law enforcement.

ORGANIZATIONAL CHART



20/21 STAFFING	
Sworn Staff	22
Professional Staff	12
VACANCIES	
Sworn Staff*	5
Professional Staff	0
*One frozen position.	

Sworn

Professional

Part-time

*School Resource Officer temporarily moved to Patrol due to staffing

RECRUITMENT AND ASSIGNMENTS



COMMUNITY SERVICE OFFICER PROGRAM

The Community Service Officer (CSO) Program was created and approved by City Council this year. Implementing the new CSO Program started with developing a new job description, training and implementation plan. Animal Control Officer Conti-Yeo and Parking Enforcement Officer Baltierra were both promoted to the newly minted CSO position. In addition, part-time CSO Quaresma was hired to tackle the additional responsibilities, partially funded by a grant program. CSOs are tasked with handling a variety of responsibilities, including (but definitely not limited to) animal control calls, public health order violations, close patrols of Lovers Point and the Recreation Trail, parking enforcement, vehicle abatement, past tense thefts (including those from vehicles), and a variety of other municipal code violations. In addition to enforcement, they also assist with public outreach and communication efforts whether it is bicycle registrations, brochures, connecting resources to community members, providing recommendations to improve safety, or handing out masks! The CSO program is a great resource for our community and our department.

COMMANDER SANTOS

In January 2021 we welcomed David Santos as our new Commander.

"I hope to bring my experience to the City of Pacific Grove and work hard to make the Department better in any way I can."

Commander Santos began his law enforcement career as a Reserve Police Officer for the San Jose Police Department in 1993. Becoming a full-time Officer in 1995.

Throughout his career Santos worked as a training officer, both at the police academy and in the field, he also had the opportunity to work in Special Operations.

Later, Commander Santos was promoted to Sergeant and worked in the Bureau of Investigations and in Research and Development.

After being promoted to Lieutenant, he was assigned as the Sexual Assaults Investigations Unit Commander, as the Bureau of Field Operations Administrative Unit Commander, and Training Division Commander. After being promoted to Captain, he was the Commander of the Central Division.

"Throughout my career, I have always had a passion for teaching. I continued to teach at the police academy for over 21 years. I want to bring my training experience to the Pacific Grove Police Department to enhance the advanced training our officers already receive. I am committed to providing excellent service to our Pacific Grove community."



CRIME STATS

WORKLOAD INDICATORS*

Written Reports:	1,318
Citations:	601
Field Interviews:	492
Arrests:	233

15,875
CALLS TO SERVICE

CRIME REPORTING+

Homicide	0
Rape	12
Robbery	3
Non-Aggravated Assault	30
Aggravated Assault	15
Burglary	25
Larceny-Theft	194
Vehicle Theft	9
Domestic Violence	32
Arson	0
Hate	2

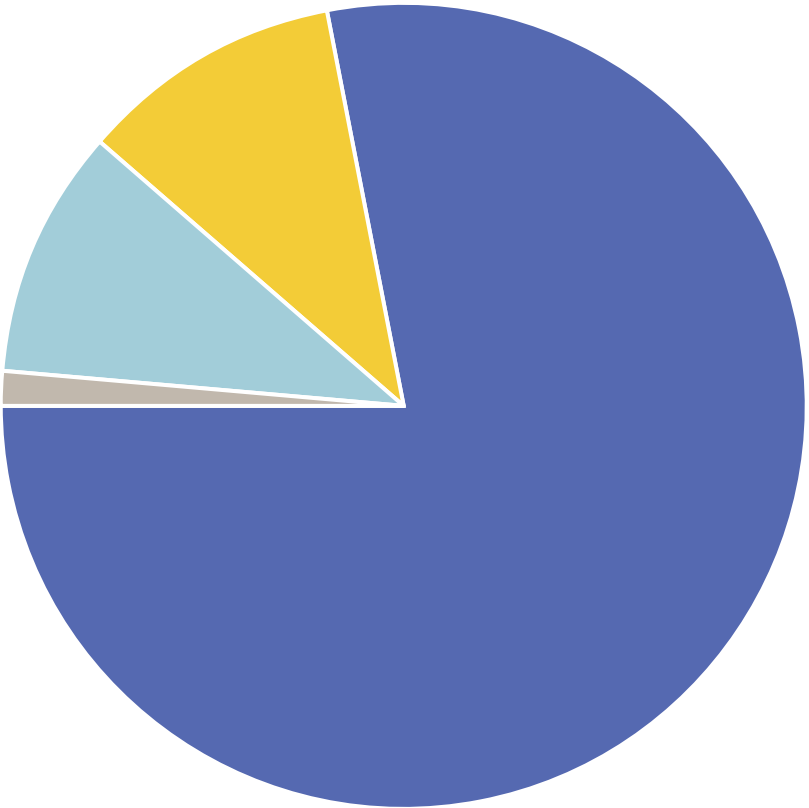
TOP TEN REPORT TYPES

- 1. Suspicious Incidents
- 2. Persons Cared For
- 3. Thefts
- 4. Property Damage
- 5. Disturbing the Peace
- 6. Theft from Vehicle
- 7. Fraud
- 8. Civil Matters
- 9. Warrants
- 10. Assaults

2020/2021 DEPARTMENT BUDGET

EXPENDITURES+

Non-Operating Transfers	\$107,000
Debt Services	\$752,000
Service and Supplies	\$717,000
Salaries and Benefits	\$5,549,941



COMPLETED PROJECTS

- Completed CALEA Accreditation
- Conducted full inventory and audit of items stored as property and evidence.
- Implemented employee early warning system
- New body worn and in car camera system
- New mobile data computers for patrol vehicles

BUDGETED FULL-TIME POSITIONS

22 SWORN
11 PROFESSIONAL
33 TOTAL



POLICE GRANTS

School Resource Officer	\$85,000
Safety Equipment	\$45,000
DARE Programs	\$12,000
Information Technology	\$140,000

* Pacific Grove Police Department Workload Indicators
+ Annual Reporting to DOJ Uniform Crime Reporting

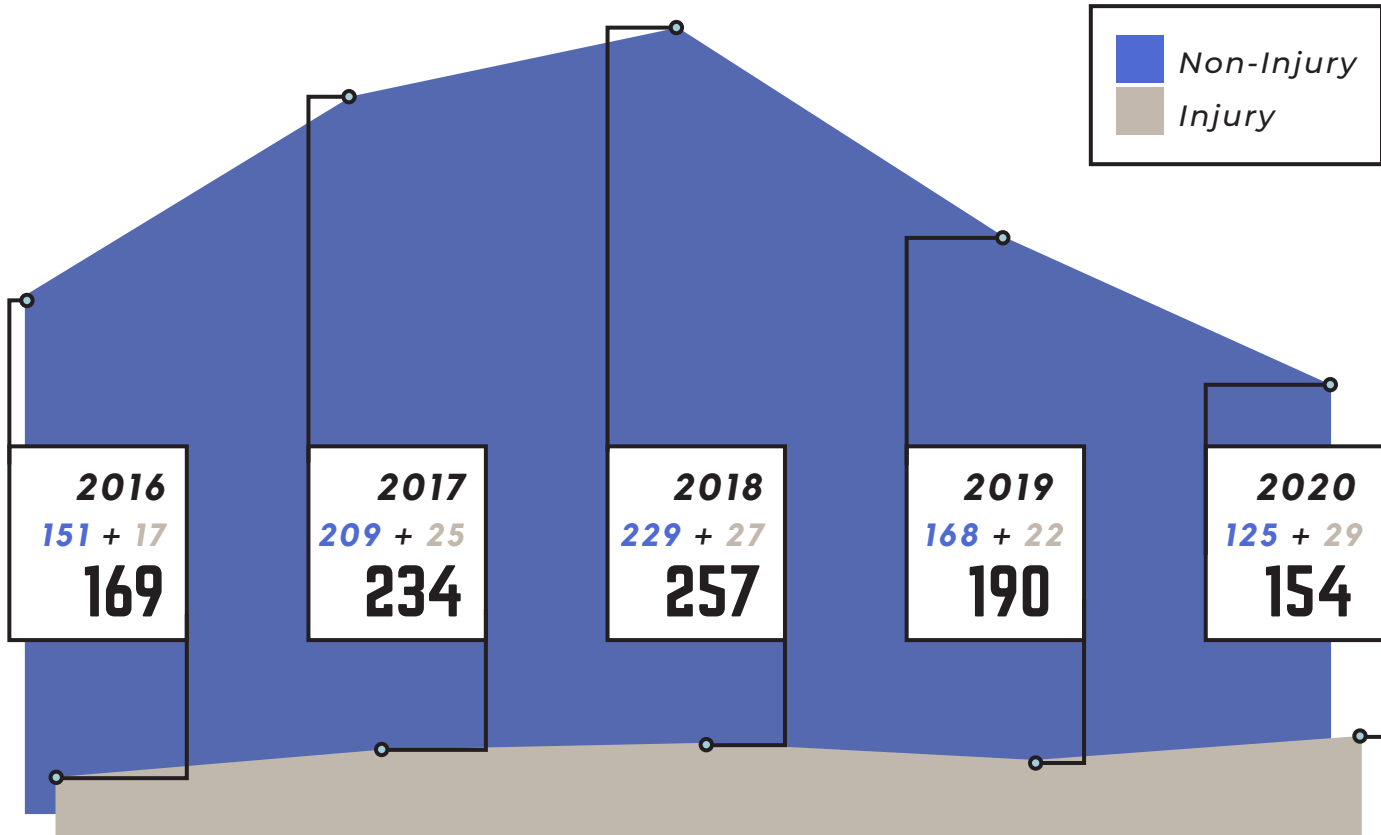
+ Data from Pacific Grove 20/21 Adopted Budget

TRAFFIC STATS



2020 TRAFFIC COLLISIONS*	
Non-Injury	125
Injury	29
Fatal	0
Total	154

FIVE YEAR TRAFFIC COLLISION OVERVIEW



*Data from Annual Traffic Report

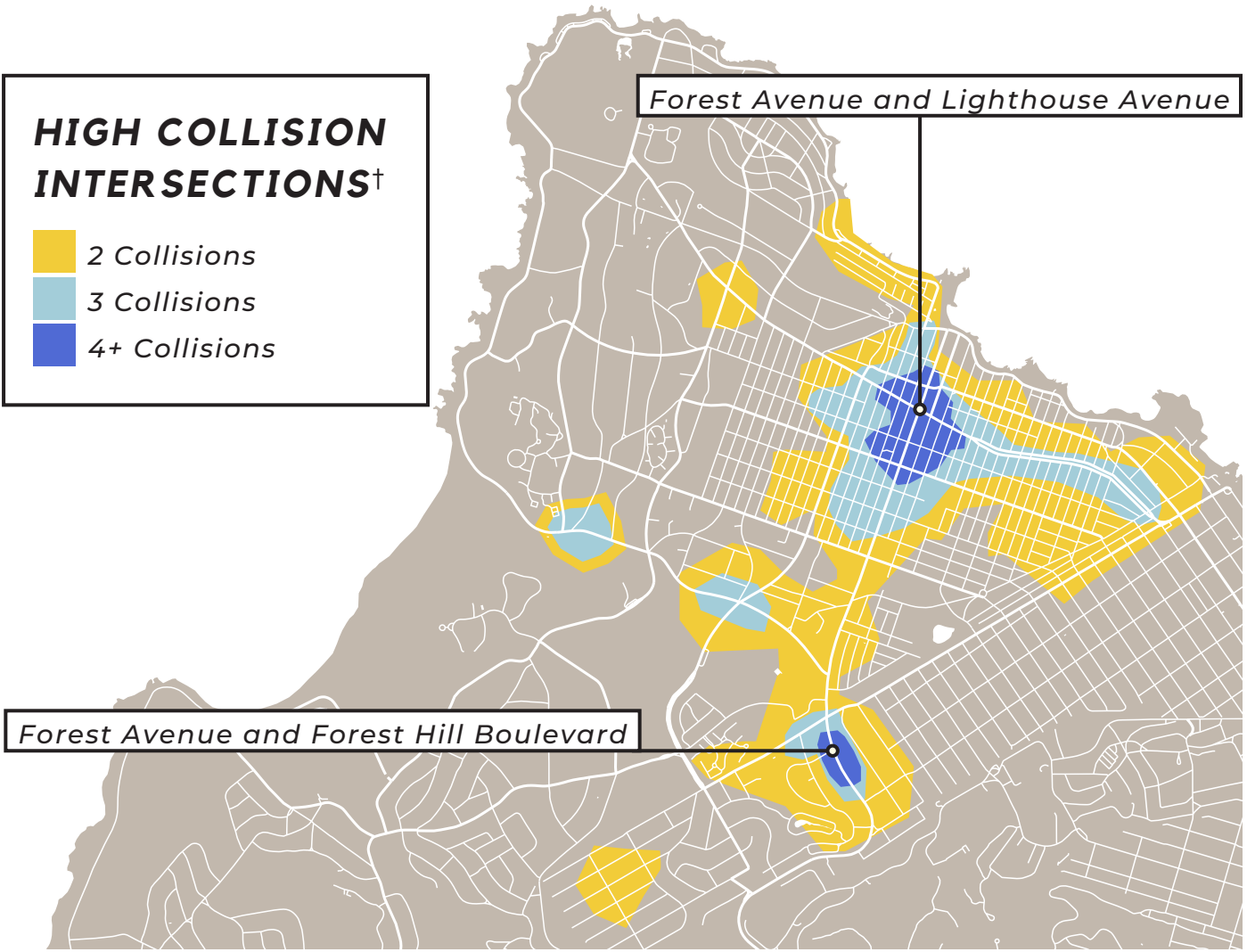


433
MOVING VIOLATIONS
Most common violations: Stop Sign and Speeding

4,489
PARKING VIOLATIONS
Most common violations: Overtime and Meter

HIGH COLLISION INTERSECTIONS†

- 2 Collisions
- 3 Collisions
- 4+ Collisions



† Heat map uses a .20 mile radius per accident

PROPERTY AND EVIDENCE



7

Scenes responded to assist with evidence collection



220

Pounds of prescription drugs turned in for destruction



68

Requests from the District's Attorney's Office for body worn camera footage



226

Items turned in as found property



847

Items booked as evidence

22-MONTH PLAN RECAP

In 2019, the City Manager directed each city department to create a 22-Month Work Plan. Listed below are our goals along with updates of our progress.

GOAL 1: Receive CALEA Accreditation by December 2020

The purpose of CALEA (Commission on Accreditation for Law Enforcement Agencies) is to improve the delivery of public safety services by strengthening accountability through a continuum of standards that clearly define authority, performance, and responsibilities. CALEA ensures best practices by confirming policy is consistent with practice.

Update: On November 13, 2020, the Pacific Grove Police Department received its award of Accreditation from CALEA. Way to go team PGPD! Goal complete!

GOAL 2: Enhance Property and Evidence Service

Improve the evidence processing room and property and evidence storage area. Modernize CSI equipment, processing, and procedures.

Update: In the summer, staff completed an inventory of every single piece of property in storage (nearly 6,000 items!). The new evidence packaging and processing area and renovation of the property and evidence storage areas are complete. Goal complete!



GOAL 3: Expand Public Outreach and Transparency

- Implement 10-Week Youth Academy.
- Publish Annual Reports.
- Develop enhanced Social Media strategies and training to increase community engagement.
- Implement and complete Tobacco Education and Enforcement Campaign.
- Create a Faith-Based Council to collaborate with community faith leaders on public safety and quality of life issues impacting community members.

Update: Because of the COVID-19 epidemic, the youth police academy and chaplain program will continue into our next 22-month plan. We have completed annual reports and created a robust social media strategy. Officer Hankes worked with DARE to create a new curriculum on the dangers of vaping, which is taught to students across the world. The department also took part in the crafting of the City's updated Tobacco Ordinance and is to enforce the ban in public locations. Goal mostly complete!

GOAL 4: Enhance Risk Management and Employee Wellness

Complete advanced supervisor risk management training. Create an employee wellness program to include identifying/providing resources and conducting training with a focus on mindfulness, health, and support.

Update: Several officers attended Critical Incident Stress Management training and Sergeant Rasul and Corporal Lonsinger attended the International Association of Chiefs of Police's Officer Wellness Seminar to spearhead the department's efforts in creating a new Wellness Program that will focus on mindfulness, health and support for team members. The department's program is up and running, and we will implement new components in the coming year. Goal complete!

GOAL 5: Improve Department Technology

Assess current systems, research solutions and implement improvements of existing technology including body worn/in-car cameras, mobile data computers, radio, and wireless service systems.

Update: The Department implemented critical technology improvements, focused on improving Patrol operations. The first project included the purchase, installation and set-up of mobile data computers (those installed in the patrol cars). This allows officers to better use dispatch communication software, write reports in the field, and use various programs to search and run information. The next project was the purchase and implementation of a new body worn camera and in-car camera system. Both the cameras and back-end software program are a major improvement for our officers in collecting important video evidence. Goal complete!

NEW 22-MONTH PLAN

Listed below are the new 22-Month Goals for 2021-2023:

GOAL 1: Equity And Empowerment: Employee Development

- Develop a robust recruitment and retention plan
- Improve staff training plan, mentorship, and succession plan.
- Liaison with City Council in the creation of the Diversity, Inclusion, and Equity Task Force.

GOAL 2: Expand Transparency and Community Outreach

- Create a Youth Police Academy
- Conduct a Citizen Police Academy
- Continue to improve on social media campaign
- Participate in community events

GOAL 3: Employee Wellness Program

- Create a Chaplain Program
- Build upon employee wellness program
- Provide resources such as CORDICO app for staff

GOAL 4: Technology

- Implement a new RMS (Record Management System) for the department
- Upgrade server room for security and functionality

GOAL 5: Traffic Safety

- Host Pedestrian & Bike Safety Youth Workshops
- Enhance Bicycle Patrol Program
- Work with Caltrans & Traffic Engineer on Sunset/19th Street Improvements



CULTURE OF EXCELLENCE

2020 OFFICER OF THE YEAR

Detective Paul Nagamine



Detective Nagamine began his law enforcement career with the Santa Cruz County Sheriff's Office and came to the Pacific Grove Police Department (PGPD) in 2017.

Since joining PGPD, Detective Nagamine has served as an Officer, a Corporal, and a Detective. He is also the lead instructor of the PGPD Range Team. It has been noted by other officers and command staff the vast overall improvement in Range training at our Department. Detective Nagamine is an experienced investigator and assisted in the re-implementation of the Detective Bureau at PGPD. While in investigations, Detective Nagamine has trained new detectives and helped patrol officers conduct more in-depth and complete investigations.

Detective Nagamine developed strong working relationships between PGPD and law enforcement partners, including, local, state, and federal agencies. He played a vital role in the investigation process for multiple violent felony cases that occurred in the City of Pacific Grove.

PGPD is lucky to have Detective Nagamine and PGPOA is proud to announce him as the 2020 Officer of the Year!

2020 SUPPORT SERVICES
EMPLOYEE OF THE YEAR

Police Services Technician Kyle Baum



In 2020, there were worldwide, national and close to home events that made this last year difficult. It affected both our community and staff in different ways by these stressful and divisive times. PST Baum is energetic, compassionate, and a fantastic listener. His communication skills with community members, whether over the phone or in-person, are second to none. For his co-workers, his positivity lifts everyone's spirits, even on the most challenging days. PST Baum is always willing to step-in and help. He takes charge when it gets busy and covers shifts at the drop of a hat so his co-workers can take time off. PST Baum goes above and beyond and is always ready or available to help when and wherever he can.

EXCELLENCE AWARD

Awarded to those who strive for excellence in everything they do, are responsible and dependable for the success of the department, take initiative and seek challenges, and commit to our Mission and Values.

On August 12, 2020, Officers received numerous reports, in several locations throughout the City of a male yelling racial slurs and brandishing an aluminum baseball bat and shovel. Officers searched the City for the suspect vehicle described as a silver van with only a possible partial plate. Sergeant Fenton made initial contact, requested additional units, and conducted a felony stop. Detective Hawkins, Officer Acevedo, Commander Lakind, and Corporal Griffin arrived at the location, took cover and engaged in the felony motor vehicle stop. ACO Conti-Yeo and PEO Baltierra blocked off traffic in both directions of Lighthouse to allow officers to safely engage the suspect. Records Supervisor Hoffman, ASM Francis and PST Baum assisted staff with records requests and quickly alerting the public using our social media platforms. Sergeant Fenton deployed the less-lethal shotgun while Corporal Griffin began a dialogue with the suspect. Corporal Griffin was able to convince the suspect to voluntarily surrender in less than eight minutes without having to use force.

This event unfolded midday on Lighthouse Avenue with many pedestrians, restaurant patrons, and onlookers in the area. Every moment during this encounter had the potential to turn volatile and could have resulted in injury to members of the public, Officers, and the suspect. The training and professionalism were showcased for many to see. All used great judgment and presented an atmosphere of calmness. The de-escalation techniques used from start to finish were textbook. The efforts and actions taken individually and collectively on this day at this incident contributed to the positive outcome and peaceful arrest of the suspect. We received many positive comments on our social media platforms.



PROFESSIONALISM AWARD

Awarded to those who lead by example and do the right thing, are willing to go beyond traditional expectations, and set a positive example in our personal and professional lives.

On June 4, 2020, officers responded to a report of a male yelling. Through the course of their investigation, it was determined the suspect made criminal threats to his neighbors and made claims he was in possession of an AR-15 style rifle. The suspect proceeded to barricade himself within his home.

Sergeant Perez instructed his team to safely evacuate the area and contacted SRU and CNT teams for response to the area. Once the teams arrived, they established a command post nearby.

After a day long standoff, the suspect exited his apartment and was taken into custody by the SRU team without incident or use of force.

Detectives Nagamine, Hawkins, and Lonsinger assisted in obtaining warrants to search the apartment.

PEO Marino, ACO Conti-Yeo, and PST Basanese all assisted by with keeping the area safe by blocking access to the area. While Records Supervisor Hoffman and ASM Francis assisted with social media notifications, creating a press release, and various other tasks to support members at the scene.

This incident had the potential for a tragic outcome. Staff worked together as a team and partnered with specialty teams and county departments, which resulted in an arrest with no use of force or injury to any member of the community, the suspect, or any member of law enforcement.



COMMUNITY AWARD

Awarded to those who are empathetic and compassionate, treat all problems as important, follow through on promises – when expectations are set they meet or exceed them, and who foster cooperation and collaboration with the public.

The Community Award goes to those who organized and took part in the City’s Drive-Thru Trick-or-Treating. PEO Marino developed the concept of PGPD’s theme, Jurassic Park! It was well received by the community and his co-workers. PST Baum created an amazing archway and dressed the part. PEO Marino, PST Baum, PST Basanese, Sergeant Fenton, PST Fugitt, PST Ballash and Supervisor Hoffman all dressed in costumes to greet the kiddos and hand out treat bags. In order for her co-workers to participate in the fun, CSO Conti-Yeo helped set-up and cover Records. Now that is dedication to her team! It was an absolutely amazing event and extremely well-received by our community.

INTEGRITY AWARD

Awarded to employees who constantly strive to uphold each department value of Excellence, Community, Respect, Professionalism and Integrity.

Integrity includes ensuring we are accountable to ourselves and our community. PST Basanese is assigned primarily to property and evidence management functions. PST Basanese completed a full inventory and movement of every single item of property in her care (roughly 6,000!). In addition, she was integral during the CALEA process, including the assessment and on-site interviews. The CALEA assessors were thoroughly impressed with all she has accomplished. Related to audits, Supervisor Hoffman went through a detailed DOJ Database Audit. The audit is an opportunity to review our important CLETs records against case reports. It involves a lot of tedious work and detail-oriented follow-up. Supervisor Hoffman also began the transition of NIBRS monthly reporting criminal statistics. PGPD is one of three agencies in the STATE to report to DOJ. Fantastic!



RESPECT AWARDS

Awarded to those who act consistently with our values and expectations, let compassion and courtesy guide their actions, have respect for all people, ideas, opinions, apply rules, regulations, and law in an unbiased manner.

This year was trying! It started with cruise ship passengers quarantining in our City. From then on, each week new public health orders, parks and beach closures, and restrictions were published. And each week, the Records team responded to phone calls, walk-ins, emails and social media comments on what was allowed or not, and reporting seen violations. At a moment’s notice, PSTs quickly read through public health orders to best share the changing rules to inquiring community members. In addition, City Hall closures compounded phone calls and foot traffic to the continuously open police lobby. To say we are proud and grateful for their dedication, compassion, and teamwork is an understatement. Great job PST Flores, PST Fugitt, PST Baum and PST Ballash!

CASE OF THE YEAR

On August 18, 2020, at approximately 4:48 AM, Sergeant Perez and Corporal Gordano responded to the area of Forest Avenue for the report of broken glass. Upon arrival, it was determined a shooting had occurred. They worked quickly to remove the victim from the scene, and AMR transported them to an area hospital and contained the armed suspect in the parking lot while they awaited additional resources.

Commander Lakind, Corporal Griffin, and Officer Acevedo assisted with the command post set-up, making notifications, and checking on the well-being of the suspect's children. Detective Nagamine, Detective Murray, and Corporal Lonsinger got victim statements from the scene and the hospital. With the help of SWAT and CNT we were able to take the suspect into custody without injury and without the application of force. Sergeant Rasul, Officer Brown, and Officer Appling maintained crime scene integrity as they waited on the Monterey County Sheriff Crime Scene Investigators. Detective's Nagamine and Murray were able to interview the suspect and obtain a full confession. Corporal Griffin assisted with processing evidence. Officer Acevedo transported the suspect for medical clearance and to the Monterey County Jail. ASM Francis, PST Basanese, and PST Fugitt assisted with social media notifications, creating a press release, and conducted many look-ups to assist team members at the scene.

This was a brilliant display of teamwork. Several members were called-in and responded without hesitation. The suspect on numerous occasions pointed her weapon toward Officers. Corporal Gordano, Sgt Perez, and members of the SWAT team showed great restraint by not engaging the suspect with less lethal or deadly force. This incident had the potential of becoming very volatile at any moment and could have resulted in the loss of life. Your actions and efforts prevented that. I am very proud of your hard work on this case.



APPRECIATION OF SERVICE

RORY LAKIND

Commander Rory Lakind served as Commander for five years. Having joined the team in late 2014. Prior to joining our team he served the community of Houston for over 20 years. We wish Commander Lakind well in his retirement.



BILLY HAWKINS

Having joined the team in 2014 as a Police Service Technician, Billy Hawkins worked his way through the Police Academy, was a member of the range team, School Resource Officer, the Monterey Peninsula Special Response Team, and eventually landed as a Detective. We wish Billy well in his future endeavors.



COMMISSION ON ACCREDITATION FOR LAW ENFORCEMENT AGENCIES

In July 2020, the Department completed the Compliance Service Member review, which included auditing each policy against CALEA standards, and reviewing proof the Department was in compliance with each policy. In August 2020, the Department completed a virtual On-Site Assessment which included tours of the station, interviews with staff on selected standards and a public hearing. In November 2020, the Pacific Grove Police Department received award of CALEA accreditation! A huge accomplishment! PGPD is the first CALEA accredited Police Department in Monterey, Santa Cruz and San Benito counties, and the smallest municipal accredited agency in California. A major milestone accomplishment for the City of Pacific Grove!



COMMUNITY OUTREACH

Each year, the Pacific Grove Police Department takes part in a variety of community events - both on and off duty. Because of COVID-19 we could not host as many events, but like everyone in 2020 our team was able to find different ways to continue to connect with our community, like our drive thru trick-or-treat, online art competitions, Elf on a Shelf, and birthday shout-outs!





PACIFIC GROVE POLICE DEPARTMENT

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