

Pacific Grove Police Department



Annual Report

“Our Community,
Your Police”

2022



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Message from the Chief



Cathy Madalone
Chief of Police

As Chief, I proudly present the Pacific Grove Police Department's 2022 Annual Report. This report is a valuable and informative tool; however, it is only a brief summary of all the work conducted by our staff. No document of this type could ever measure these professionals' service to our community.

I want to thank those who assisted with preparing this report. I would also like to thank the Pacific Grove Police Department members for their dedication and service to the community. The women and men of the Pacific Grove Police Department are professionals dedicated to public service who take great pride in their work and conduct themselves with honour, respect, professionalism, and integrity.

I cannot emphasize enough that our employees are our most valuable resource.

Our department has developed core values of excellence, community, respect, professionalism, and integrity. These values are a blueprint for creating and maintaining relationships that provide excellence in service. For example, the Pacific Grove Police Department is an Accredited agency through CALEA (Commission of Accreditation for Law Enforcement Agencies). Currently, we are the smallest municipal police department in California and the

first and only department in the tri-county area to be accredited. The community can be proud to know that their police department will continue to maintain and adhere to nationally recognized standards of best practices for years to come.

Law Enforcement is constantly evolving. The development of our staff remains a high priority and is integral to maintaining high morale and a high standard of excellence. Training and new innovative ideas and practices help us utilize our department personnel and resources efficiently and effectively. Members of the department take pride in learning and applying new skills. Our scenario-based training includes de-escalation and use of force techniques that help us determine how to react to real-world situations.

We believe in accountability, transparency, and internal and external communication. We strive to promote an atmosphere that allows our members to evolve in healthy and meaningful ways, which in turn helps staff be the best public servants.

As law enforcement professionals, we remember why we are in our roles to serve and protect with dignity and respect. We recognize we are not perfect; we are human. We will and do make mistakes but will continue to progress, improve, and move forward.



This level of service is made possible by the compassion and kindness our personnel display daily.

Over the years, we have enjoyed incredible support. We are determined to continue to achieve community support, trust, and confidence through every contact we make. Policing our City is everyone's responsibility, so we encourage you to stay vigilant because you are the eyes and ears of the community, and we need your help and support to be successful.

I am proud of the daily efforts of our staff and honored to work alongside them. Pacific Grove Police Department staff genuinely live up to their oaths and continuously strive to make the City greater and better than it was when entrusted to them.

On a personal note, I am blessed and humbled to serve this community. I truly am one lucky Chief! I appreciate the support of the community, the members of the Police Department, City Staff, friends, and family.

On behalf of the women and men of the Pacific Grove Police Department who police with kindness and compassion, 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.

Over this new year, we will be introducing many new programs. Please follow our media platforms to learn about upcoming events, safety tips, and other informative topics.

Best regards,

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.



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 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



2021 STAFFING	
Sworn Staff	22
Professional Staff	11.5
VACANCIES	
Sworn Staff	1
Professional Staff	0.5



School Resource Officer

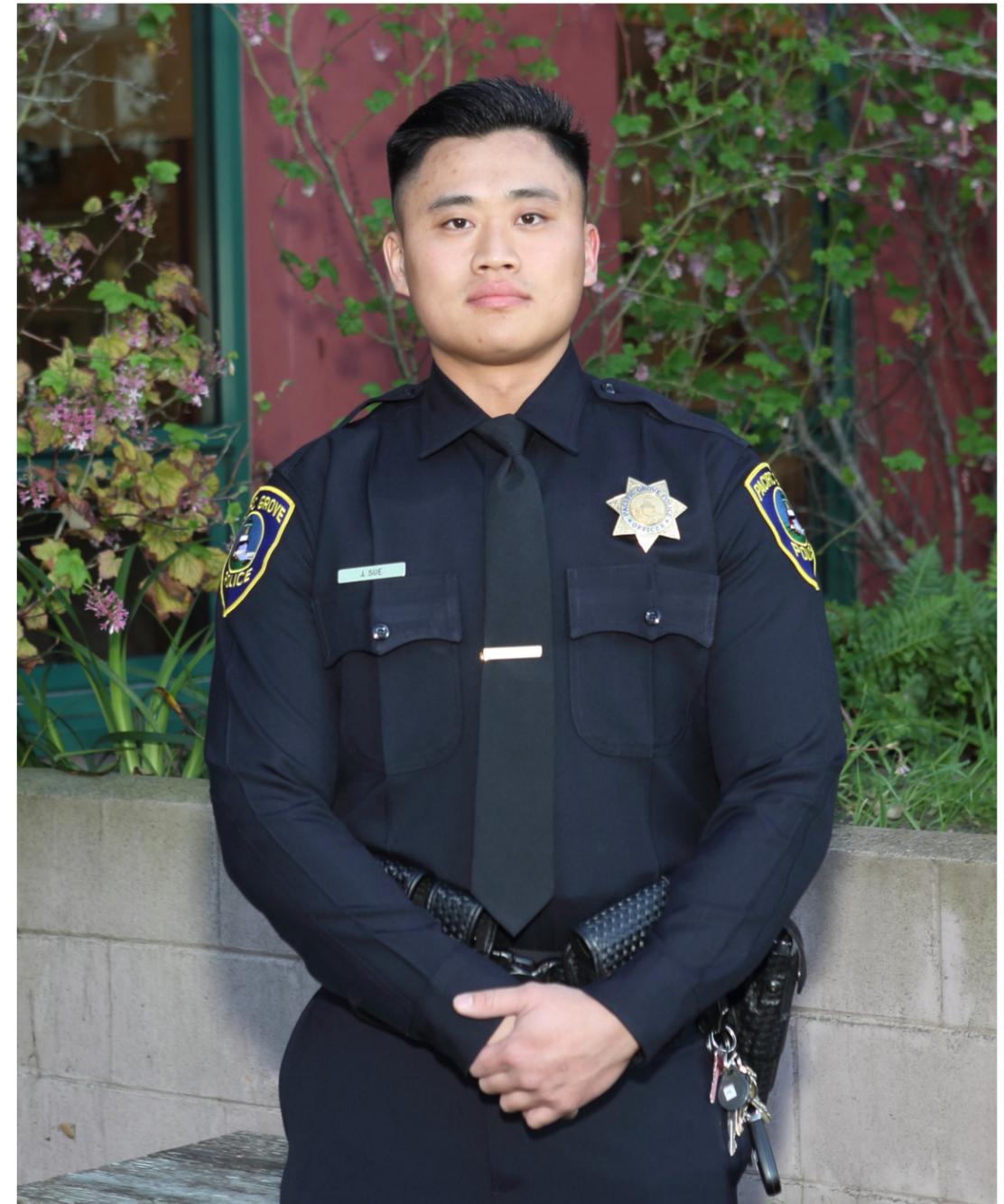
The SRO acts as the liaison between the schools and PD, handles calls for service, conducts school or student related investigations, maintains a visible presence on campus, attends school functions, and ancillary duties that might include reading to a class, coordinating presentations, or providing help to students and faculty. School Resource Officer Justin Hankes is assigned to the schools in Pacific Grove. He fluctuates his days between the High School, Middle School, Elementary Schools and the Adult School. SRO Hankes spends his time collaborating with students, parents, and school staff, and teaching the DARE program. Most importantly, SRO Hankes builds bonds and relationships with our youth, faculty, staff, and parents within our community.



Recruitment and Assignments

Officer Sue

Officer Sue completed the Field Training Program in 2022. He comes to us with prior experience with the New York City Police Department and the San Jose Police Department. We are excited to have him as a member of our team.



Crime Stats

Crime Reporting+ (% Compared to Last Year)

Homicide	0	0%
Rape	2	0%
Robbery	1	0%
Non-Aggravated Assault	18	-25%
Aggravated Assault	6	-53.8%
Burglary	44	-63.6%
Larceny-Theft	82	-56.4%
Vehicle Theft	4	-66.7%
Domestic Violence	29	-9.4%
Arson	0	0%
Hate	0	-100%



Workload Indicators*

Written Reports:	1,353
Citations:	1,375
Field Interviews:	211
Arrests:	241

15,384
Calls of Service

Top Ten Report Types

1. Bench Warrant
2. Driving On Suspended License
3. Vandalism
4. Possession of Unlawful Paraphernalia
5. Probation Violation
6. Battery - Simple Assault
7. Grand Theft
8. Petty Theft
9. Felony Theft by False Pretense
10. Misdemeanor Theft by False Pretense

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

2022/2023 Department Budget

Expenditures+

Non-Operating Transfers	\$70,000
Debt Services	\$813,561
Service and Supplies	\$971,000
Salaries and Benefits	\$6,957,629

Budgeted Full-Time Positions

22 - Sworn
11.5 - Professional
33.5 - Total

Completed Projects

- Police Records Management System
- Electronic Citations
- CSO Van Purchase
- Youth Academy
- E-Bike Purchase



+ Data from Pacific Grove 20/21 Adopted Budget

Traffic Stats

Five Year Traffic Collision Overview

2022 - 119
2021 - 166
2020 - 154
2019 - 190
2018 - 257

963 Moving Violations

Most common violations:
Stop Sign and Expired Insurance

High Collision Intersections

1. Central & Dewey
2. Congress & Sunset
3. Forest & Laurel
4. Forest & Sinex
5. Forest & David

5,761 Parking Violations

Most common violations:
Overtime and Meter

Property and Evidence

826 Items booked in 2022. This includes evidence, found property, and items marked for destruction and safe keeping.

1,392 Items purged or released

228 Found property

266 Pounds of prescription drugs turned in for destruction

84 Items containing controlled substances

29 Firearms taken in

38 Bicycles taken in



Department Training

Between training on updated policy, Professional Development for staff, Advanced Officer Training for Sworn staff, and perishable skills training mandated by the Commission on Peace Officers Standard and Training (POST), our department participated in 2,909 hours of training throughout 2022. Below are just a few examples of the courses taken last year.

**560
Hours**

Policy/
Accreditation

- Ethical Decision Making
- Bloodborne Pathogens
- HAZMAT Training
- Bias Based Policing
- DEI Training

**1,100
Hours**

Advanced Officer
Training

- CIT Academy
- Field Training Officer Update
- Officer Safety & Field Tactics
- Resiliency & Wellness in Public Safety

**572
Hours**

POST
Perishable Skill

- Firearms Training
- Tactical Communications
- Pursuit Driving
- Defensive Tactics
- Active Shooter Training

**677
Hours**

Professional
Development

- Property and Evidence Management
- Sherman Block Supervisory Leadership Institute
- FEMA/EOC Training
- CAHN Annual Training
- Women Leaders in Law Enforcement Conference

New 22-Month Plan

Listed below are the new 22-Month Goals for 2023-2025:

- 1. Recruitment & Retention:**
Employee Development & Wellness
 - Create a robust recruitment and retention plan
 - Improve staff training
 - Prepare staff for advancement and career development
 - Create a Peer Support Program
 - Expand the Chaplain Program
- 2. Expand Transparency & Community Outreach**
 - Expand the CSO Program to provide resources along the coastline
 - Host a Youth Police Academy
 - Host a Citizen Police Academy
 - Participate and host community events
 - Successfully complete CALEA reassessment and maintain Accreditation status
- 3. Address Property & Theft Crimes**
 - Enhance community and business owner education on theft prevention
 - Enhance the surveillance camera program at ingress/egress of the city
 - Reestablish a Neighborhood Watch Program
- 4. Community Education of Narcotic Use**
 - Develop and host efforts on drug abuse prevention
 - Investigate narcotic offenses and overdose calls for service
 - Work with law enforcement agency partners to develop cases
 - DARE Program
- 5. Improve Traffic Safety**
 - Host pedestrian and bicycle safety workshops
 - Conduct child safety seat inspections
 - Partner with Public Works, Caltrans, Traffic Engineer, and stakeholders to improve roadway safety
 - Work on staffing levels to create a dedicated traffic officer
 - Work with Public Works and Community Development to complete a City Parking Study and Parking Management Plan
 - Develop parking improvement recommendations for Council consideration

22-Month Plan Recap

In 2020, 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.



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.

Update: The Department is currently in the background process with an applicant to complete our sworn staff and are actively recruiting to complete our professional team. The PD team conducted in person recruiting at the local police academies and updated job descriptions and recruitment application. Members of the PD attended 2,909 hours of training to include professional development training for succession planning. The department collaborated and coordinated a city-wide Diversity, Equity, and Inclusion training for all employees, elected officials, and volunteers which was held in May of 2022.

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

Update: We held our first youth police academy in April of 2022. The academy provided cadets with a snapshot of the day-to-day activities of members of the police department. The cadets were exposed to scenario-based training activities and encourage collaboration, teamwork, and transparency between members of the department and participants. Our social media team has really stepped it up this year with many new campaigns and activities to engage our community. Our department also hosted a Citizen Police Academy in January of 2023.

3. Employee Wellness Program

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

Update: Employee wellness is critical to the success of the department because our employees are our most valuable resources. Having a healthy staff is critical. Officers need to be healthy in mind, body, and spirit to cope with job related stressors in an effective and professional manner. We encourage officers to seek assistance when they are struggling. We are proud of the healthy culture within the department and continuously work to crush the stigma surrounding officer wellness. In 2022 we provided the CORDICO app for all current and retired members of the department. The app provides resources for officers who may be having trouble dealing with stressors of the job, home, family, or life in general. We have one volunteer chaplain to assist the members of the department and community members experiencing a crisis.

GOAL 4: Technology

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

Update: We went live on September 1, 2022, with a new Record Management System (Mark43). The process began back in January of 2021 when we researched and crafted system requirements and opened the process to vendors through the request for proposal process (RFP). Staff vetted ten applications and narrowed the selection down to Mark43. Record Management Systems are critical to the success and daily operations of police departments. We also introduced electronic citations and are working with a vendor to provide electronic traffic collision reporting.

GOAL 5: Traffic Safety

- Host Pedestrian & Bike Safety Youth Workshops
- Enhance Bicycle Patrol Program
- Work with Caltrans & Traffic Engineer on Sunset/19th Street Improvements
- Work on staffing levels to create a dedicated traffic officer.

Update: SRO Hanks conducted a bicycle rodeo at Robert Down School and it was so much fun!!

We look forward to hosting more events for our youth. Department staff collaborated with Public Works, Caltrans, and the City Traffic Engineer to improve the signage, markings, and lighting to promote pedestrian safety at the intersection of 19th and Sunset. That work is ongoing as we await safety equipment parts for the project. We are eager to complete the project once all parts are delivered.

We are hoping to include a dedicated traffic officer beginning in July of 2023 when our staffing levels are full.

Culture of Excellence



2022 Administrative Services Employee of the Year Police Services Technician Jennifer Fugitt

PST Fugitt is the City Emergency Operations Coordinator and the most experienced Police Services Technician. PST Fugitt has improved the City's emergency operations by ensuring City staff are current and up to date on training, as well as organizing exercises. PST Fugitt organized an in-person training and exercise day for those City staff assigned to the EOC, as well as hosting a virtual exercise scenario. In addition, with the transition to a new police records management system, PST Fugitt assisted with completing data migration validations and providing insightful feedback during the testing process. With the transition of several new software programs in the last twelve months, PST Fugitt also voluntarily took the lead in updating several portions of the Police Records Manual. PST Fugitt is detail-oriented and meticulous, and a great asset to the Department which are some of the reasons why she is the 2022 Administrative Services Employee of the Year!

2022 Officer of the Year Officer Winston Appling

Officer Appling has been selected as the 2022 Officer of the Year due his unwavering dedication to his fellow officers and this department. He has been relied on countless times when called upon to work special events, cover sick officers, and transport offenders to jail in the middle of the night. Officer Appling is an outstanding teammate, is well-liked by his peers, and is always willing to assist other officers with their investigations.

In one instance, Officer Appling responded to Safeway as a cover unit for a theft in progress. It was determined the suspect lied about his name and fled from officers. While attempting to apprehend the suspect Officer Appling sustained multiple injuries, but this did not stop his ability to help other officers taking the suspect into custody. This shows Officer Appling's courage and dedication to his teammates and this agency.

Last but not least, Officer Appling continually ensures he handles his cases which are assigned to him. He has reached out multiple times to the investigation's unit regarding his cases to garner advice so he may complete thorough reports which have included the execution of multiple search warrants. These are just a few examples of how Officer Appling has contributed to his teammates, this department, and is the reasoning why his fellow officers have voted him 2022 Officer of the Year.

Excellence Award

Corporal Fitzgerald Brown

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.

Members of the Pacific Grove Police Department are dedicated to providing excellent service to our community. Corporal Brown has demonstrated excellence through his dedication to providing leadership on his shift. As a newly selected corporal, he jumped into the role immediately. He has been tasked as the watch commander many times since his selection and has done an excellent job. He makes sound decisions in the field and on the rare occasion he needs guidance, he knows to call for help. He does not shy away from the responsibility and will continue to provide excellent service to the department and our community.

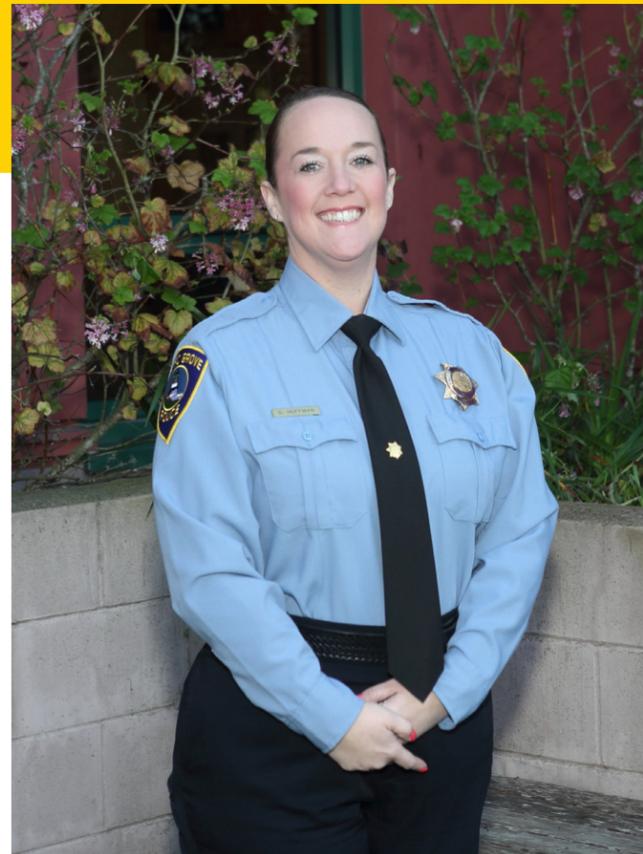


Professionalism Award

Records Supervisor
Shayla Hoffman

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.

This last year the Department upgraded a variety of information technology improvements. Specifically implementing a mobile application for RIPA reporting requirements, progressing from handwritten citations to electronic citations, and transitioning to a new police records management system. Records Supervisor Shayla Hoffman has been (and continues to be) instrumental in the coordination of these projects by working with vendors, outside agencies, and internal staff to ensure the best outcome for the Department.

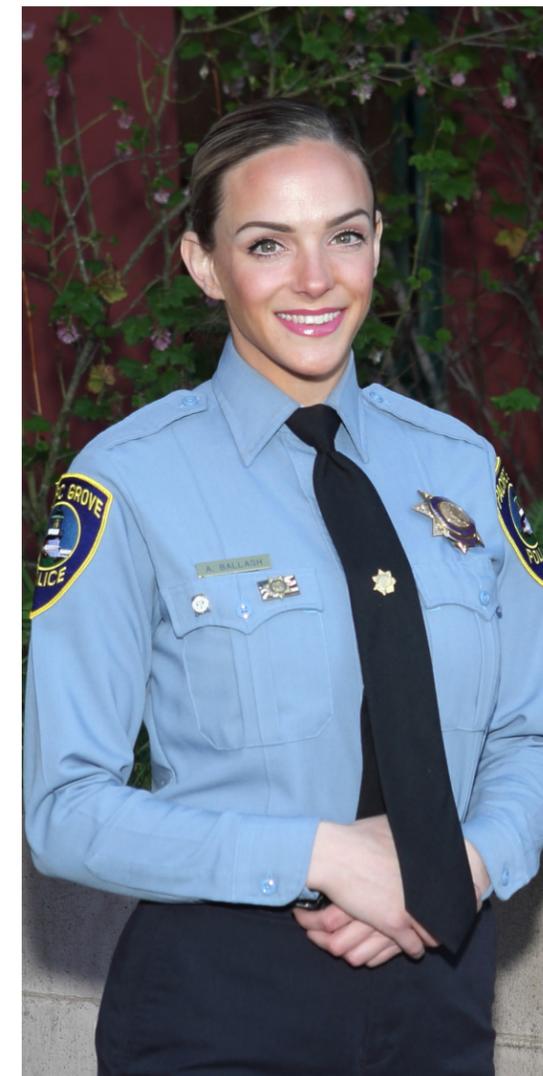


Integrity Award

Sergeant Rachel Beuttler

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

Sergeant Beuttler is the Training Manager for the department. This is an extremely important role within any police agency. Sergeant Beuttler ensures all of our members meet the required training from the Commission on Peace Officers Standards and Training (POST). This is a challenging assignment that requires coordination with POST, the South Bay Regional Training Consortium, the instructors, and the trainees. There are timelines that need to be met and scheduling can be extremely difficult. Sergeant Beuttler also scours training courses to find classes that meet our needs that can be completed online. In 2022, the department was inspected by POST. Part of the inspection included our adherence to training mandates. Due to Sergeant Beuttler's dedication to training, we were able to show we had met each training mandate.



Community Award

PST Alexandra Ballash

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.

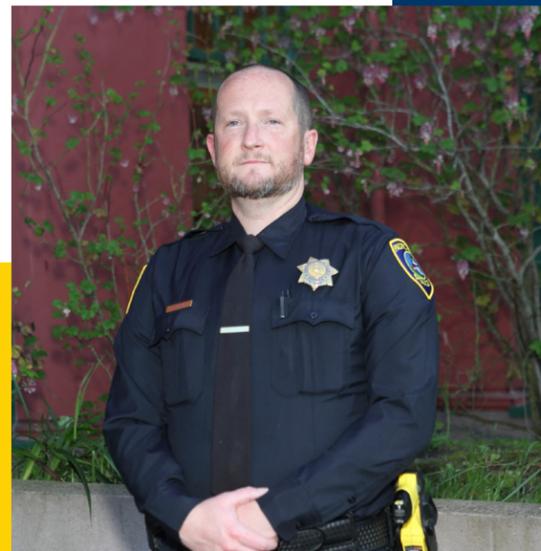
PST Ballash has become the lead coordinator for National Night Out and did a fantastic job the last two years. It is such an important event that brings together public safety, community organizations, partner agencies, and City services together with our community. In addition to NNO, she assisted with the Downtown Trick-or-Treat event (which last occurred in 2019!) and did a great job getting everyone involved with the Heroes and Villains theme.

Community Award

Corporal Ami Lonsinger

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.

During 2022, most of the City's special events returned from being shut down due to the pandemic. Coordinating these special events is no easy task. Corporal Lonsinger embraced the role of Special Events Coordinator and made each of our events successful. Through completing operations plans, finding volunteers from the community, and finding officers to work the events, she made each event a success. In addition to the special events, Corporal Lonsinger also revamped the Citizens Police Academy. The Academy will complete its first session since 2018 on February 14, 2023. None of this would have been accomplished without Corporal Lonsinger's dedication to the department and the community.



Respect Award

Officer Daniel Deis

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.

Law enforcement officers are faced with challenging incidents and individuals on a daily basis. Many of the encounters can be frustrating for all involved parties as the events may not be criminal in nature and there often is not much law enforcement can do. Officer Deis always finds a way to make the people involved feel better about the situation. Officer Deis will volunteer to speak with people who are otherwise unhappy with the situation. He uses his easy going demeanor and quiet tone to calm people down and help resolve the situation. He also uses his tremendous knowledge of our community during these times. His respect of our community is second to none and it shows in the service he provides on a daily basis.



Case of the Year

Detective Maxfield Murray

On March 6, 2022, Corporal Lonsinger and Officer Mine were dispatched to an overdose event. Upon arrival, officers discovered that a 15-year-old male had tragically overdosed on Fentanyl. Nothing is more tragic than the needless death of a child.

The investigation into this incident was led by Detective Murray and Detective Nagamine. The case was difficult for all involved and faced many challenges. The DEA was contacted and assisted in the investigation. The dealer was ultimately identified and the investigation was able to prove the dealer actually delivered the drugs that killed the child to him on the night of his death. In addition to this dealer, three more dealers were identified. Ultimately, law enforcement from all over the county served four warrants on those selling dangerous drugs to our community. The case is ongoing, and several suspects are facing decades of years in Federal Prison. Without the dedication of these officers, this case would not have been as successful and these dealers would still be preying on our youth.

Community Service Officers

Community Service Officers have a wide variety of responsibilities! CSOs are responsible for animal services, municipal code violation calls, parking services, evidence collection, traffic control, vehicle abatement, and property reports. In addition, they provide a valuable resource to our coastline by educating and informing the public about our natural resources and wildlife.

The CSO program is an integral part of police operations and providing services to our community, by handling calls for service that do not require a police officer. Police officers then have more time to dedicate to crimes against person calls for service, investigations, and proactive enforcement.



Commission on Accreditation for Law Enforcement Agencies

PGPD received its accreditation certificate in November of 2020 from CALEA. Each year, we are required to continue updating policies and providing proofs to maintain accreditation. In November 2022 the Department completed and passed our second of three web-based assessments. This web-based assessment consists of submitting an annual report to CALEA, and a review of our proofs for that calendar year to ensure compliance with CALEA Standards. PGPD was once again in compliance!



Chaplain Program

We celebrated our Chaplain program by participating in the National Faith & Blue Weekend in October. National Faith & Blue Weekend is based on the premise that strong communities are built on mutual respect, trust, and understanding. Law Enforcement entities and faith based groups are key pillars of a local community, and when they work together, neighborhoods thrive. We also took this opportunity to thank our Chaplain, Pastor Charlie Rodriguez with Peninsula Church. If you are interested in volunteering for this role, please reach out, all faiths are encouraged to apply!

Community Outreach

Each year the Pacific Grove Police Department takes part in a variety of community events - both on and off duty. This year we were able to host National Night out, department tours, child vehicle safety training, a trunk-or-treat drive-thru, and various other community events. We love our community and look forward to seeing you more in 2023!





Pacific Grove Police Department

580 Pine Avenue
Pacific Grove, CA 93950
(831) 648-3143

CITYOFFPG.ORG/POLICE
PGPDRECORDS@CITYOFFPG.ORG
[@PACIFICGROVEPD](https://twitter.com/PACIFICGROVEPD)

