

# *Our Community, Your Police*

## 2019 ANNUAL REPORT



PACIFIC GROVE  
POLICE DEPARTMENT



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# Message from the Chief



As we look back on 2019, the following pages are the yearly report prepared and submitted to provide a synopsis of what your police department has responded, handled, and investigated during the past twelve months. This annual report is a compendium of data and statistics compiled by the various bureaus within the police department. Although the annual report is a useful and informative tool, it is only a brief summary of all the work conducted by the sworn officers and civilian employees of the police department every hour of every day. No document of this type could ever measure the service that these men and women 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.

Officers patrol the City and respond to calls for service of varying types conducting preliminary investigations of crimes and incidents, effecting arrests, checking on suspicious activity, making referrals, administering medical aid as first responders, and assisting citizens in every way possible. They also enforce state traffic laws and the local ordinances of the City to make Pacific Grove a safer community for all. Detectives conduct follow-up investigations, work on major cases, and work in conjunction with numerous other police and civilian agencies to solve crimes in our City and assist those in need.

Civilian personnel also serve the citizens, officers, attorneys, and others, by keeping custody of records, control of property, compliance with parking regulations, and all things related to animals.

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

In 2019, we hired four new employees, promoted two, and saw the retirement of beloved Sergeant Roxane Viray, who served the department with dignity and pride for over 20 years. We participated in National Night Out, Coffee with a Cop, Special Olympics Torch Run, and numerous other community engagement programs throughout the year.

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, and that is to serve and protect with dignity and respect. That service is made possible by the work and efforts of our personnel who report for duty every day. I am proud of the work they do and privileged to work alongside them. The men and women 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 want to thank the community, City Staff, and members of the Police Department for the warmest of welcomes in June of 2019.

I thank you for taking the time to read our annual report. We have a very robust social media program; 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.

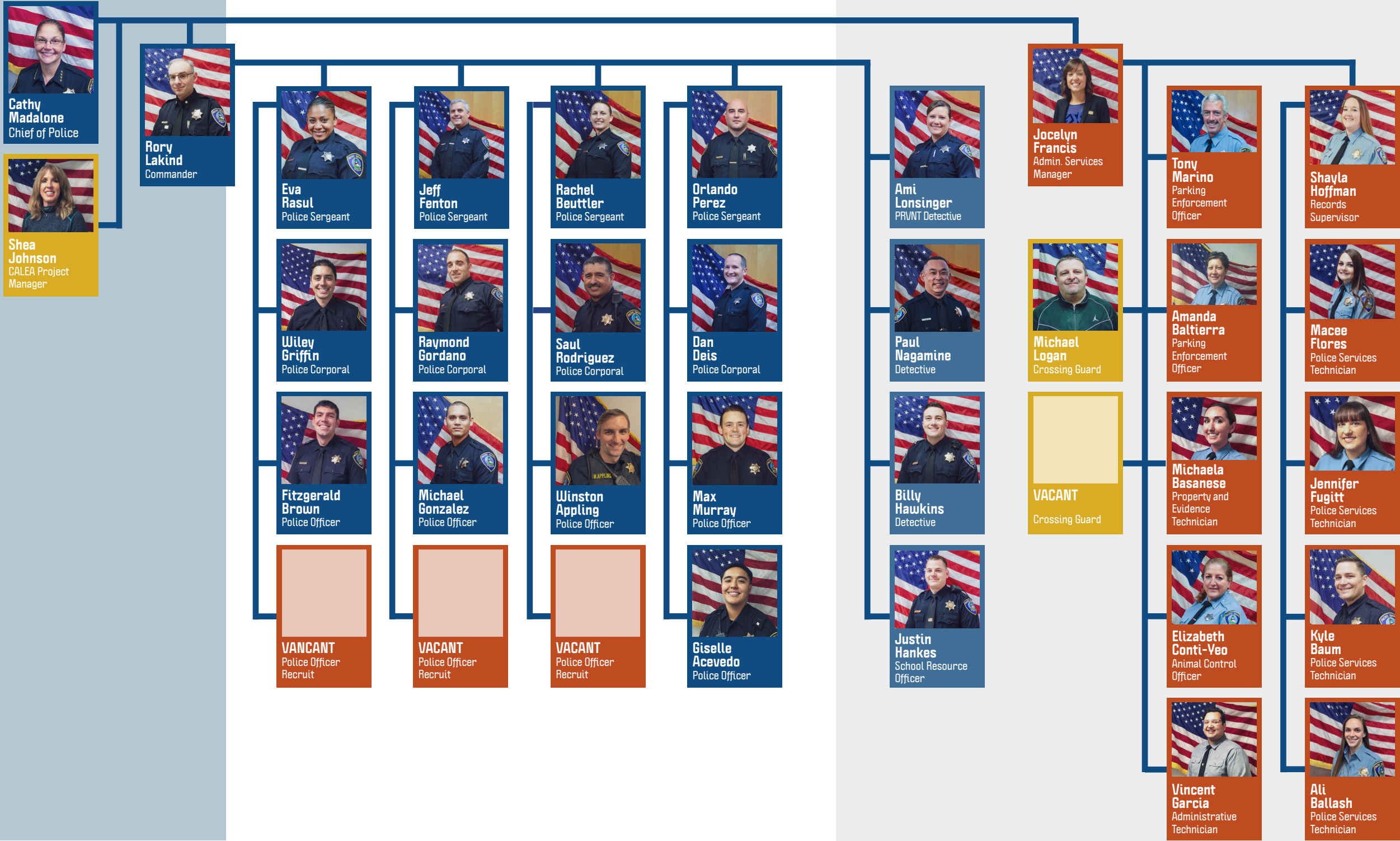
I WILL keep my private life unsullied as an example to all; maintain courageous calm in the face of danger, scorn, or ridicule; develop self-restraint; and be constantly mindful of the welfare of others. Honest in thought and deed in both my personal and official life, I will be exemplary in obeying 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



19/20 FUNDED*	
Sworn Staff	22
Professional Staff	11
VACANCIES	
Sworn Staff	3
Professional Staff	0
*Does not include part-time staff	

- Sworn Full-Time
- Sworn Full-Time (Special Assignment)
- Professional Full-Time
- Professional Part-Time



# Recruitment and Assignments

This year the Pacific Grove Police Department hired four new members to our team: Chief Cathy Madalone, Police Services Technicians Kyle Baum and Alexandra Ballash, and Custodian David Moya.

Police Services Technician Kyle Baum comes to us from the Del Rey Oaks Police Department with two years of experience. We are honored to have him on our team.

Police Services Technician Alexandra Ballash is a recent graduate of CSUMB. We are so excited for this welcome addition

Chief Cathy Madalone comes to us from the Bergenfield Police Department where she served twenty-five years. She was assigned to the Patrol Bureau, Traffic Bureau, and Records Bureau. While in Patrol she was assigned to the Roy W. Brown Middle School as a School Resource Officer. She moved through the ranks getting promoted to Sergeant in 2003, Lieutenant in 2008, and Captain in 2012. In September of 2015, she made history for the department and the community when she was promoted as the first female Chief of a municipality in Bergen County.

Also in 2019, Officer Saul Rodriguez was assigned as Corporal. Cpl. Rodriguez has over eight-teen years of experience in law enforcement. He is a great addition to our field training team.



## Promotions

Sergeant Eva Rasul started at the Pacific Grove Police Department in 2002 as a Police Officer. She was a D.A.R.E instructor for ten years and has held ancillary duties such as School Resource Officer, Corporal and is a member of the Monterey Regional Special Response Unit Crisis Negotiation Team. Sergeant Rasul is also a Second Class Petty Officer in the United States Navy Reserves. She has been a vital part of our department and community for the past seventeen years and we are proud of her as she steps into this new role as Police Sergeant.

Records Supervisor Shayla Hoffman started with the Pacific Grove Police Department as a Police Services Technician in November of 2016. While working in Records, she also assisted with CSI and Property and Evidence. As a Police Services Technician, Hoffman reformed several processes within Records. In addition to her regularly assigned duties, she got the Pink Patch Project rolling and was recognized by the Law Enforcement Cancer Support Foundation. We are proud of her accomplishments.



# Crime Stats

## Workload Indicators\*

Written Reports:  
2,384  
Citations:  
1,722  
Field Interviews:  
724  
Arrests:  
322

**18,902**  
Calls to service

## Crime Reporting\*

Homicide	0
Rape	2
Robbery	1
Non-Aggravated Assault	61
Aggravated Assault	13
Burglary	28
Larceny-Theft	148
Vehicle Theft	6
Domestic Violence	46
Arson	1
Hate	0

## Top Ten Report Types

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

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

# 2019/2020 Department Budget

## Expenditures+

Non-Operating Transfers  
\$139,000  
Debt Services  
\$728,033  
Service and Supplies  
\$790,000  
Salaries and Benefits  
\$7,652,674

## Completed Projects

- Property and evidence packaging room upgraded
- Report writing room upgraded
- Both interview rooms upgraded

## Budgeted Full-Time Positions

**11** Professional  
**22** Sworn  
**33** Total

## Police Grants

School Resource Officer  
\$70,000  
Equipment  
\$64,000  
DARE Programs  
\$16,000  
Information Technology  
\$180,000  
Tobacco Grant  
\$11,000

+ Data from Pacific Grove 19/20 Adopted Budget

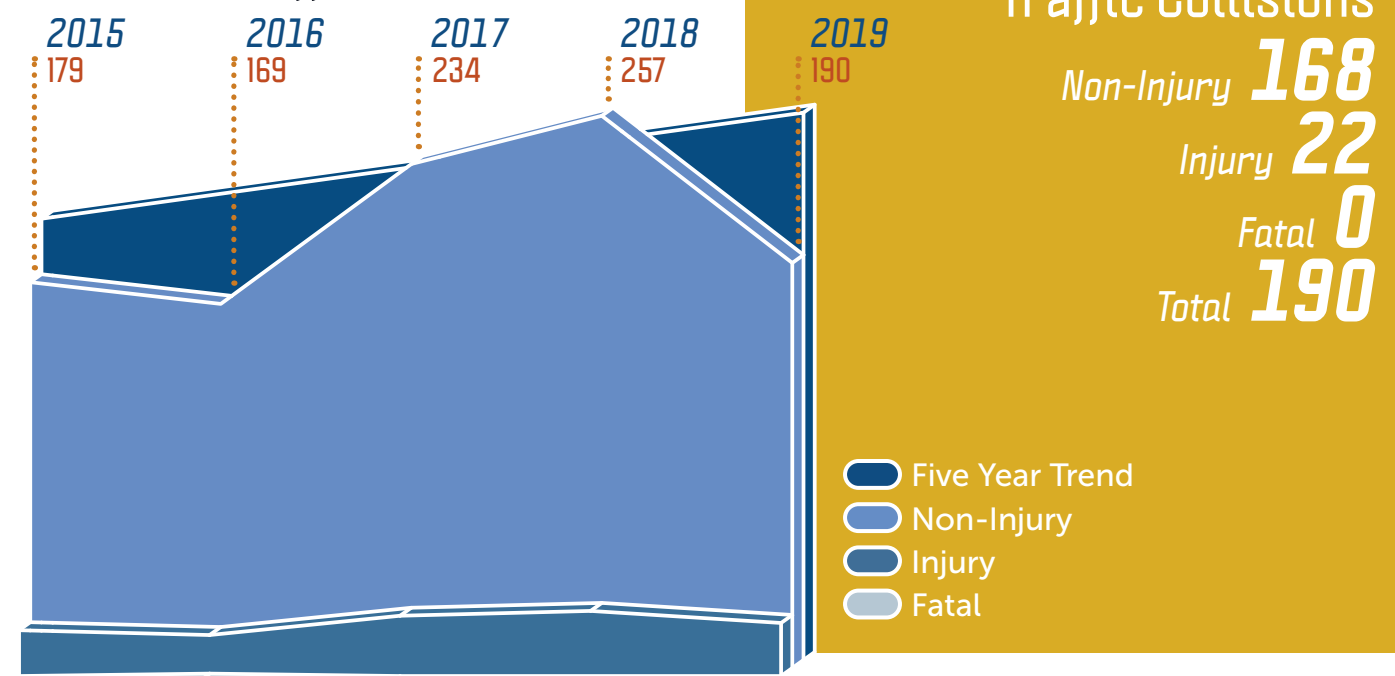




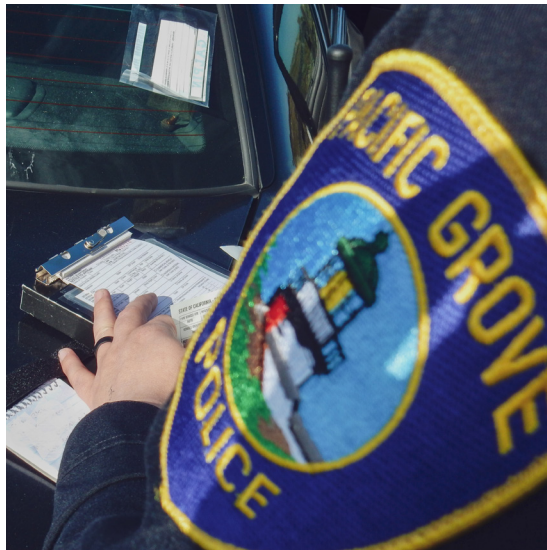
# Traffic Stats



## Five Year Traffic Collision Overview



\*Data from Annual Traffic Report  
14



## Moving and Parking Violations

**1,564**  
Moving Violations

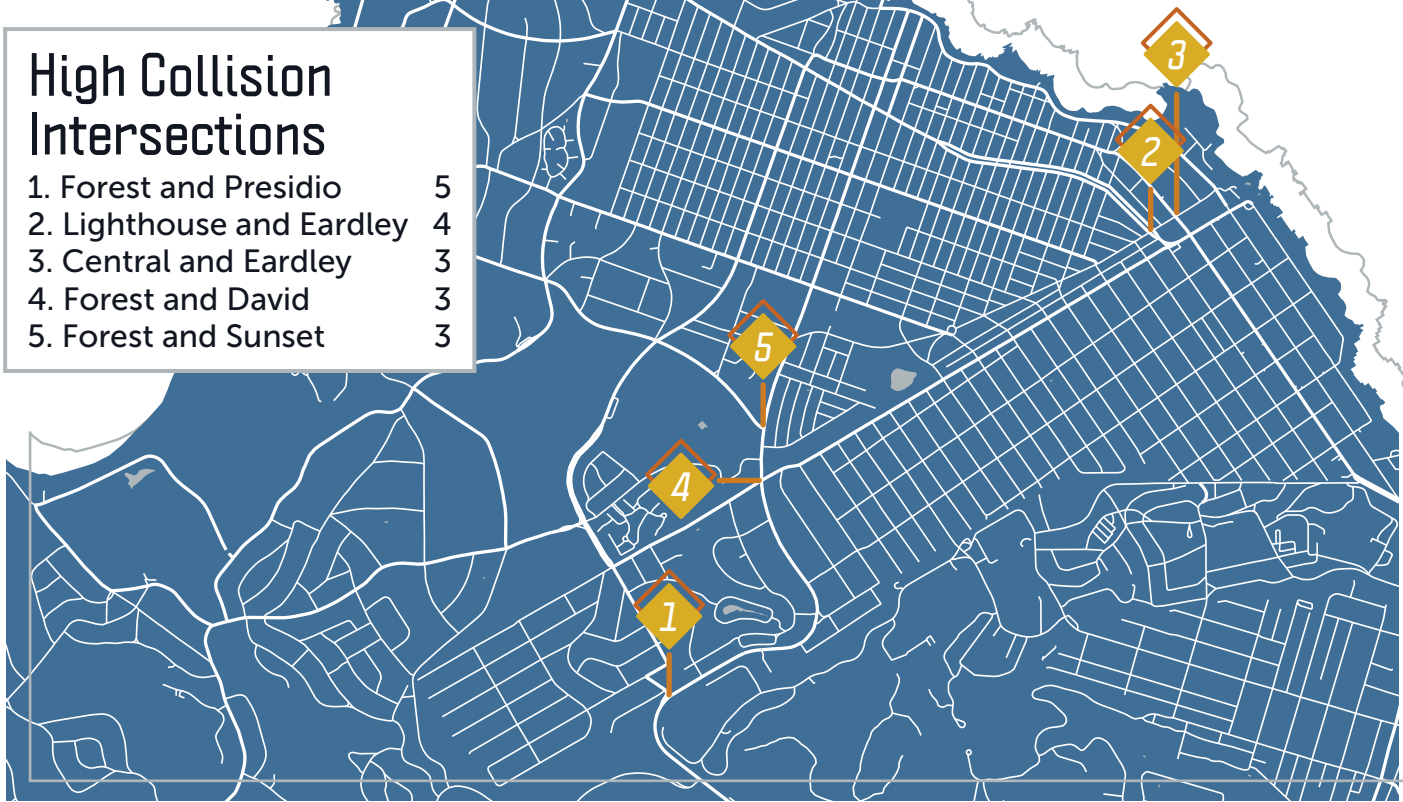
Most common violations: Stop Sign and Speeding

**6,972**  
Parking Violations

Most common violations: Overtime and Meter

## High Collision Intersections

- |                           |   |
|---------------------------|---|
| 1. Forest and Presidio    | 5 |
| 2. Lighthouse and Eardley | 4 |
| 3. Central and Eardley    | 3 |
| 4. Forest and David       | 3 |
| 5. Forest and Sunset      | 3 |





# Property and Evidence



## Property and Evidence Question and Answer

**Q How many items were turned in as found property?**

**A** 307 items were turned in as found property.

**Q What kinds of items get turned in as found property?**

**A** We get cell phones, bicycles, backpacks, wallets and most recently a surfboard.

**Q How long are items typically held in the evidence room?**

**A** Items of evidentiary value are held until the case has been adjudicated or for the statute of limitations which can range from 2-10 years and in some cases indefinitely. Found items are held for 90 days.

**Q How many items are in the property and evidence room?**

**A** The number changes daily upon intake of new items but there are approx. 6,000 items in the property room.

**4**  
Scenes responded to  
assist with evidence  
collection

**88**  
Requests from the  
District's Attorney's  
Office for body worn  
camera footage

**370**  
Pounds of  
prescription drugs  
turned in for  
destruction

**1,174**  
Items returned to  
owners, taken to the  
lab, auctioned, or  
destroyed

**1,814**  
Items booked as  
property or evidence

# 22 Month Plan Update

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

## Goal 1 - Receive CALEA accreditation by December 2020

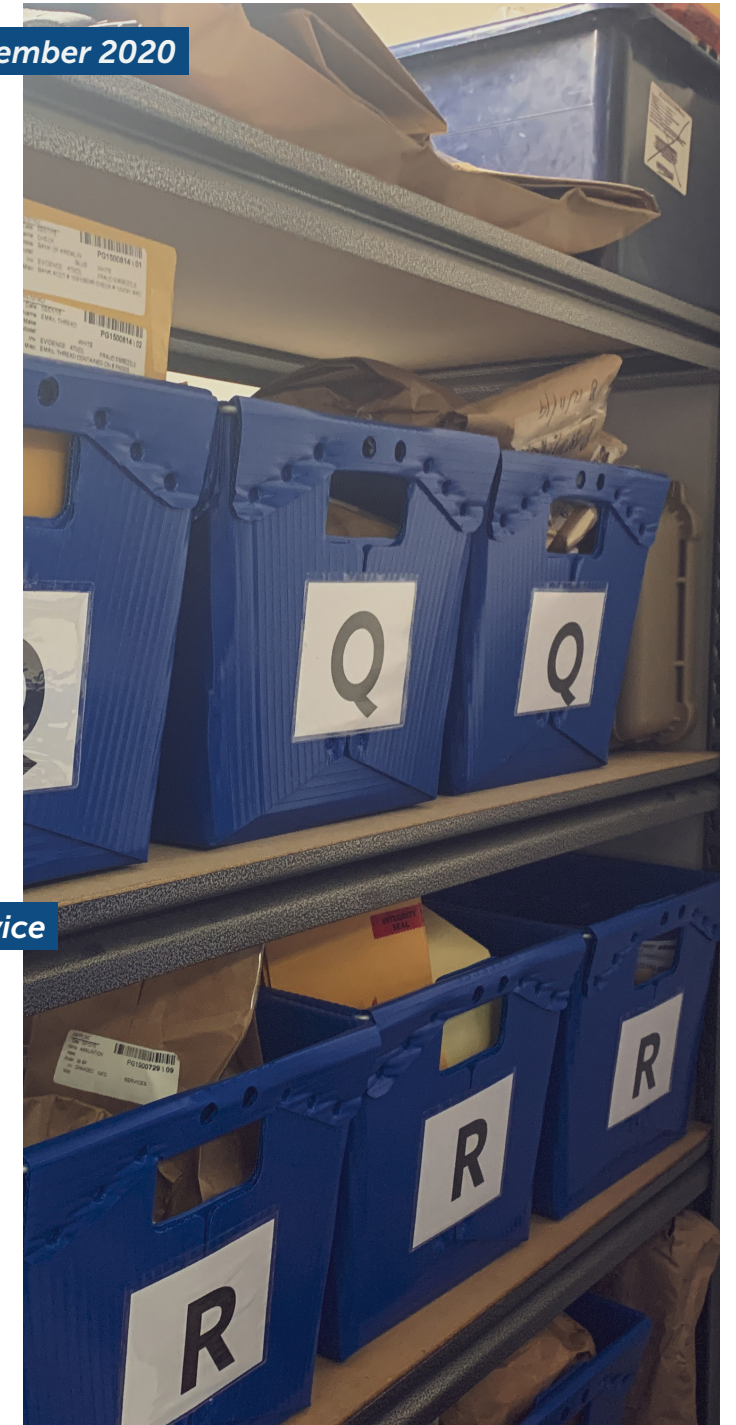
The purpose of CALEA (Commission on Accreditation for Law Enforcement Agencies) is to improve the delivery of public safety services by strengthening accountability through a continuum of standards that clearly define authority, performance, and responsibilities. CALEA ensures best practices by confirming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

**Update:** Just over two years ago the agency hired Shea Johnson to serve as a part-time project manager. Shea has coordinated with department members who have assisted in creating and updating department policies, procedures, and "best police practices." We anticipate a professional evaluation from two National Assessors who will verify compliance of standards set forth by CALEA by the end of 2020. Stay tuned!

## Goal 2 - Enhance Property and Evidence Service

Improve the evidence processing room and property and evidence storage area by fall 2019. Modernize CSI equipment, processing, and procedures by winter 2019.

**Update:** In the summer, staff completed an inventory of every single piece of property located in storage (over 6,000 items!). The new evidence packaging and processing area is complete. And, substantial progress on renovating property and evidence storage rooms are nearly complete.







### Goal 3 - Expand Public Outreach and Transparency

**A.** Implement a ten week Youth Academy by summer 2020.

**Update:** The department will host a multi-week Youth Academy tentatively set to begin in 2020.

**B.** Publish Annual Reports for 2018 and 2019.

**Update:** Annual Reports have been published in 2018 and 2019.

**C.** Implement and complete Tobacco Education and Enforcement Campaign through Winter 2020.

**Update:** Tobacco Education and Enforcement program has begun. Officer Hankes has educated students, parents, and teachers on the dangers of vaping and tobacco use. He is coordinating educational opportunities for store employees of tobacco products with the Monterey County Sheriff's Office. The department also participated in the crafting of the city's updated Tobacco Ordinance and is in charge of enforcing the ban in public locations.

**D.** Create a Faith-Based Council to collaborate with community faith leaders on public safety and quality of life issues impacting community members.

**Update:** The department is working toward a robust Chaplain program to assist in quality of life issues for community members as well as department members.



### Goal 4 - Enhance Risk Management and Employee Wellness

Complete advanced supervisor risk management training by Winter 2019. Create an employee wellness program to include identifying/providing resources and conducting training with a focus on mindfulness, health, and support by Winter 2020.

**Update:** Sergeants Rasul and Fenton, and Detective Nagamine attended Critical Incident Stress Management training in the fall of 2019. Sergeant Rasul and Detective Lonsinger have 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.

### Goal 5 - Improve Department Technology

Assess current systems, research solutions and implement improvements by winter 2020 of existing technology including body worn/in-car cameras, mobile data computers, radio, and wireless service systems.

**Update:** New handheld radios were implemented, as well as radio reception improvements. Staff received Council approval to implement a new body worn/in-car camera system with an expected implementation date in summer 2020. We tested different mobile data computers and selected one which has been approved by City Council and will be installed by summer 2020.





## *Culture of Excellence*

### *2019 Officer of the Year*

#### School Resource Officer Justin Hankes

School Resource Officer Hankes-For his outstanding work as School Resource Officer and DARE Officer, Officer Hankes was chosen by his peers to be the 2019 Officer of the Year. Officer Hankes and the head of DARE curriculum created a Vaping lesson that has been added to the DARE manual and is used in classrooms all over the world. He had the opportunity to present that lesson to DARE Instructors at the International DARE Conference in Phoenix, AZ.

### *2019 Support Services Employee of the Year*

#### Administrative Technician Vincent Garcia

Vincent Garcia was nominated by his peers for this year's Administrative Services Employee of the Year. As you all know, Vincent has become the glue that holds us together – whether it's troubleshooting a computer issue, designing incredible maps, signs and graphics, herding cats, or building shelves, it is inevitable he will find a solution to whatever random problem you come up with!

## *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.

### Corporal Wiley Griffin

On December 6, 2019, Corporal Griffin conducted a vehicle check on Laurel Avenue at Park Street. During the investigation, it was determined that the owner of the illegally parked vehicle had a felony warrant for his arrest. A search of the suspect discovered a loaded handgun and narcotics. A search of the vehicle resulted in the recovery of more narcotics and illegally owned ammunition. A detailed investigation was conducted and the suspect was charged with a probation violation, felon in possession of a firearm, felon in possession of ammunition, carrying a loaded firearm in public, possession of a controlled substance, possession of drug paraphernalia and the original felony warrant.

## *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.

### Detective Paul Nagamine

Detective Paul Nagamine joined the Pacific Grove Police Department two and a half years ago after more than ten years with the Santa Cruz County Sheriff's Office. Paul was our first in-house detective in a few years, as the department worked on its staffing related issues. Since re-starting the bureau in 2018, the department has made outstanding strides in its in-depth investigations. One such case early in 2019 involved a juvenile that had killed a cat. Detective Nagamine's work on the case was outstanding. He worked diligently and methodically to bring this case to its best conclusion and represented the department in a positive light.





## 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.

### Corporal Raymond Gordano

Corporal Ray Gordano has been with the Pacific Grove Police Department for three years. Previous to his joining the department, Ray worked at the Monterey County Sheriff's Office in Corrections for ten years. For the last five years, Corporal Gordano has been a member of the Search and Rescue Team run by the Sheriff's Office. Ray's dedication to the team includes monthly training in such disciplines as Mountain Rescue, Desert Rescue, Snow, Swift Water, Ropes and Tracking. Some of these trainings require overnight stays in the wilderness. For 2019, Ray participated in eight rescue attempts with a total of five rescues and one recovery. In total he has participated in over one hundred missions.



## Integrity Award

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

### Police Service Technicians Macee Flores and Jennifer Fugitt

This year's award of Integrity was awarded to Macee and Jennifer for their leadership and dedication to the Records Unit in 2019. They took on a lot of responsibility, took charge, and did a great job providing direction to the team.

## 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.

### Police Services Technician Michaela Basanese and Animal Control Officer Elizabeth Conti-Yeo

This year's award of Respect went to Michaela and Liz. Both of them immediately volunteered their time to assist in Records when we learned of employee departures. In addition to working in Records, they continued to keep property and evidence, and animal service cases afloat.

All four are very dedicated to the City and the Department, they updated procedures, worked overtime and trained and mentored both new hires, Kyle and Ali to take over the reins in Records. Two excellent additions to our awesome team!





## Case of the Year

On November 14, 2019 around noon time, officers were dispatched to a robbery at the Starbucks at Country Club Gate. Information given from the dispatcher was that one suspect ran toward the Rite Aid and one suspect was being held by witnesses. Officers Appling and Brown drove directly to the area with Officer Appling searching the shopping center and Officer Brown going directly to the scene. Officer Brown along with Sergeant Viray took the suspect into custody, for the attempted robbery and assault of a patron. Officers at the scene broadcasted information through dispatch about the other two suspects that had left the area in a gray Honda Civic. As other officers were returning from training at the District Attorney's office, Officer Justin Hanks heard the broadcast and began looking for the vehicle as he drove through Monterey. He observed the vehicle, immediately notified Monterey Police. Monterey Police Officers responded and pursued the fleeing vehicle. As the vehicle left Monterey and went through Seaside and Marina, the California Highway Patrol took over the pursuit and with the use of the PIT Maneuver, were able to stop the vehicle and take all of the occupants into custody.

The detectives from the Pacific Grove Police Department and PRVNT took over the follow-up investigation for the case. Detectives Nagamine, Hawkins, and Lonsinger worked diligently with other PRVNT detectives to piece together a comprehensive investigation, which also included a robbery at a Monterey Starbucks. Corporal Deis arrived shortly after the call was dispatched and assisted with the crime scene investigation and prisoner transport.

Charges in the case included Attempted Robbery, Battery, Criminal Conspiracy, Burglary, and Grand Theft.

## Appreciation of Service



## Sergeant Roxane Viray

Sergeant Roxane Viray joined the Pacific Grove Police Department on April 5, 1999 after a nine year career working for the Monterey County Probation Department. Over the last twenty-and-a-half years, she provided outstanding service to the City of Pacific Grove as a Patrol Officer, Corporal, School Resource Officer, Special Events Coordinator, and Training Coordinator. She was promoted to Sergeant on June 28, 2009. The department salutes her for dedication to the craft of law enforcement. She exemplifies the department's motto of "Our Community, Your Police". Sergeant Viray, thank you for your twenty plus years of service to the residents and visitors of Pacific Grove.



# Leadership Development and Training

2,820  
HOURS OF TRAINING\*

Supervisory and Management

728 Hours

Professional Development

552 Hours

Department Instructor

456 Hours

Investigative

432 Hours

Community Policing

368 Hours

Officer Safety/Defensive Tactics

284 Hours

\*Does not include department wide mandated trainings.



1. Administrative Services Manager Francis' Command College Graduation  
2. Officer Brown at Taser Instructor Training  
3. Corporal Gordano repelling during Search and Rescue Training  
4. PE Tech Basanese and Records Supervisor Hoffman at the annual CAPE Conference  
5. Corporals Gordano and Griffin during Bicycle Patrol Training



## School Partnerships

Officer Justin Hankes is currently assigned as the School Resource Officer for the Pacific Grove Police Department. The School Resource Officer works closely with department administration, as well as the Pacific Grove Unified School District to help ensure that our school system is safe through community partnerships. SRO Hankes is a mentor to the students and helps conduct security checks to evaluate safety on the campuses. He often speaks to students formally and informally and shares mutual respect for the students. He can also be found at large school events like football games, school-sponsored dances, district meetings, field trips, and graduation events.

School Resource Officer Hankes is also our school district's D.A.R.E. instructor providing students from pre-k to 12th grade a fun and dynamic way to make healthy life choices and learn critical decision-making skills. In 2019, SRO Hankes expanded the D.A.R.E. program to encompass all PGUSD campuses. Over the past year, SRO Hankes worked with the D.A.R.E. Curriculum Advisory Board and acted as a liaison between PGPD and D.A.R.E. America. This collaborative effort resulted in the development of the Vaping Curriculum within the D.A.R.E. program, which was adapted and implemented globally in 43 countries. Having co-authored the curriculum on vaping, SRO Hankes presented the work at the National D.A.R.E. Conference in Phoenix, Arizona last summer reaching fellow police officers from around the world. As a D.A.R.E. Mentor Officer, SRO Hankes instructs other officers to teach D.A.R.E. and its principles in their respective communities.

SRO Hankes also helps organize and fundraise for the Special Olympics, working together with other police agencies and corporate partners to raise awareness and provide financial assistance to athletes in our community who compete in the Special Olympics.



1. 2019 Special Olympics  
2. School Resource Officer Hankes and Commander Lakind at the 2019 D.A.R.E. Graduation  
3. 2019 Special Olympics Torch Run



## Citizen's Academy

The academy is a nine-week program designed to give members of the community a better understanding of law enforcement, department operations, as well as being a valuable volunteer resource. The course is designed to familiarize members with the mission, vision, and values of the police department, as well as the community policing focus of the department. Members meet the officers of the department as well as other members of the law enforcement community. Graduates of the Citizen's Academy are eligible to continue in their participation with the police department by being part of the Alumni Association. In 2019 the Alumni Association donated funding for our annual National Night Out and mugs for Coffee with a Cop, and also celebrated 20 years of service to the community.





# Community Outreach

Each year, the Pacific Grove Police Department participates in a variety of community events - both on and off duty. This year we hosted some of our own to build stronger relationships, create partnerships, and get to know our community even better.







# *Pacific Grove Police Department*

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Special thanks to photographer Peter Munteer