

# INDIO POLICE DEPARTMENT ANNUAL REPORT



FY 2019-2020



<b>Mission, Vision, Core Values Statement</b>	<b>3</b>
<b>City of Indio</b>	<b>4</b>
<b>Chief's Message</b>	<b>5</b>
<b>Organizational Chart &amp; Staffing</b>	<b>6</b>
<b>New Hires &amp; Promotions</b>	<b>7</b>
<b>Field Services</b>	<b>8</b>
<b>Investigative Services</b>	<b>10</b>
<b>Support Services</b>	<b>12</b>
<b>Indio Police Department Through the Years</b>	<b>14</b>
<b>Crime Statistics</b>	<b>16</b>
<b>Review of Services Provided</b>	<b>17</b>
<b>Code Enforcement</b>	<b>18</b>
<b>Outreach Services</b>	<b>19</b>
<b>Volunteer Services</b>	<b>21</b>
<b>Public Information Office/Social Media Team</b>	<b>22</b>



# Indio Police Department

## MISSION

Our mission, in partnership with the community, is to safeguard and improve the quality of life in Indio by using traditional and non-traditional policing methods that promote trust, support, and confidence in the Indio Police Department.

## VISION

Our vision is to be the premier community-oriented municipal law enforcement organization in the nation.

## CORE VALUES

- ♦ Integrity
- ♦ Professionalism
- ♦ Service
- ♦ Respect

## MOTTO

*“Our Community... Our Commitment”*

## 2019 US Census Demographic Data



Population:	91,765
Increase in Population from 2010:	15.9%
Average Age:	37.30
Persons Under 18 Years:	23.6%
Number of Households:	31,468
Average Household Size:	2.78
Owner-Occupied Housing:	69.50%
Median Household Income:	\$50,824
Hispanic:	65.6%
White:	28.3%
Black:	2.70%
Asian:	2.60%
High School Graduate:	78.6%
Bachelor's Degree or Higher:	15.5%



## CHIEF'S MESSAGE



I am proud to present the Indio Police Department's Annual Report for Fiscal Year 2019-2020. As I reflect on the challenges and accomplishments of the past year, I am humbled by the privilege of leading such a great team of men and women who make up the Indio Police Department. Despite the COVID-19 pandemic, uncertain budget picture, riots in our nation's major cities and calls for defunding police, our employees remained focused on our mission – keeping Indio safe.

COVID-19 caused us to re-engineer our methods of policing in order to keep our employees, citizens, and suspects safe. The various festivals for which Indio is famous, were canceled. High school graduations became drive-through events. The police department's community engagement

events were either canceled or conducted virtually. Again, the men and women of the Indio Police Department were flexible and innovative in achieving our mission and objectives despite many of our normal operations being altered. We, of course, would not have been successful without the flexibility, understanding, and support of our community; for which we are extremely appreciative.

While the past year presented us with challenges, it was also a banner year for us in a number of areas:

- ◆ Celebrated our 90<sup>th</sup> Birthday on August 18<sup>th</sup>
- ◆ Added a Mental Health Clinician to our Quality of Life Team – the national model for dealing with high-risk vulnerable adults
- ◆ Accomplished our highest priority for the year – revamping our hiring and recruiting efforts, which resulted in filling 22 existing vacancies
- ◆ Re-wrote our Mission, Vision, and Core Values – this was done by our line-level employees from every area of the department (See Page 3)
- ◆ Emphasized that the recipe for true police reform in our nation was written in May 2015: President Obama's Task Force on 21<sup>st</sup> Century Policing; for which the Indio Police Department is one of just 15 agencies nationwide (and the only California agency) to be selected as a model for implementation

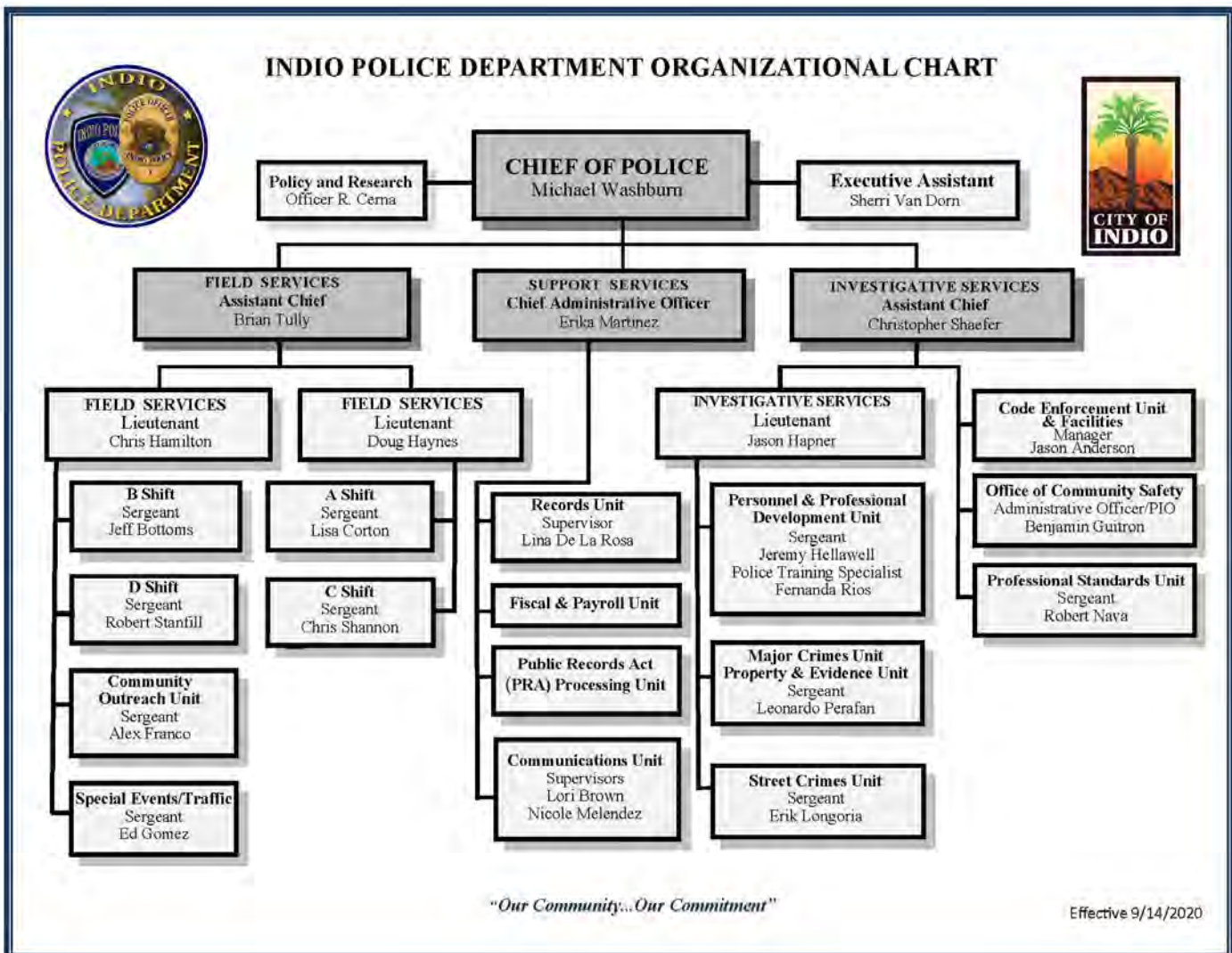
Please enjoy this year's annual report. We sincerely hope it helps you get to know your police department a bit better and serves as a point of pride for our residents, business owners, and employees.

Thank you,

*Michael R. Washburn*

Michael R. Washburn  
Chief of Police

# ORGANIZATIONAL CHART & STAFFING



<b>Personnel:</b>	81 Sworn Officers
	43 Professional Staff
<b>Volunteers:</b>	17 Citizens Helping Indio Police (CHIP)
	12 Police Cadets
	2 Police Chaplains

## Promotions

Sergeant Edmund Gomez  
Code Enforcement Officer II Sabrina Sobczyk

Code Enforcement Officer I Jaclyn Kelley  
Administrative Secretary Katherine Lomeli



## New Hires

Parking Technician Dulce Granados-Aquino  
Code Enforcement Officer I William Evans  
Office Assistant Alma Jahnig  
Office Assistant Ana Segura  
Property & Evidence Officer I Danielle Miller  
Dispatcher I Benjamin Moran  
Community Service Officer Richard Melendez  
Records Specialist I Gabriela Torres  
Police Officer Joseph Gravell  
Police Officer Mark Robles  
Police Officer Jeron Justice

Police Officer Timothy Lopez  
Police Officer Paige Tonniges  
Police Officer Frank Ortega  
Police Officer Samuel Mendoza  
Police Officer Zachary Rubalcava  
Police Officer Trainee Kyle Lawrence  
Police Officer Kevin Belman  
Police Officer Ivan Duran  
Police Officer Daniel Swithenbank  
Police Officer Jesse Yuhas  
Police Officer Christopher Schwartz



**Brian Tully**  
**Assistant Chief**

The Field Services Division represents the largest commitment of departmental resources, which represents the department's foremost dedication to the protection and preservation of public safety. The mission of the division is to provide quality and professional public safety services to the citizens of Indio. We accomplish this by providing responsive and professional services through the utilization of collaborative community-oriented partnerships.

The Field Services Division is comprised of the following units: Patrol, which includes the Field Training program and K-9 unit; Community Outreach Unit, including the Quality of Life team and School Resource Officer program; and Special Events/Traffic.

**DEPARTMENT WIDE ACTIVITY AVERAGE IN A 24-HOUR PERIOD**

<b>Calls for Service</b>	<b>160</b>
<b>Police Reports</b>	<b>67</b>
<b>Arrests Per Day</b>	<b>6</b>





## FIELD SERVICES EXPLAINED



The **Community Outreach Unit** balances proactive enforcement, quality investigations, and public relations to enhance public safety through improved relationships with all of the Indio stakeholders.

**Quality of Life Team** works directly with our vulnerable population to assist them in getting resources from our partnered agencies and organizations as needed.

**School Resource Officers** are assigned to different schools throughout Indio to proactively solve problems within the school community. They are an educational resource for students, teachers, administrators, and parents.

**Patrol** is dedicated to providing prompt and exceptional service during times of emergency or crisis to residents and business operators within the city. Comprised entirely of uniformed personnel, assigned staff are responsible for first responder duties, conducting the initial investigation of most crimes and traffic collisions, addressing quality of life issues, and performing outreach through numerous community-oriented policing initiatives.



**Special Events/Traffic Unit** was established to reduce accidents, property damage, and loss of life through education and enforcement. The unit works closely with the City Traffic Engineer, utilizing best practices and data driven decisions to achieve the most efficient flow of traffic at the safest speeds throughout the city. This unit is also responsible for the public safety aspect of special events within our city to include: parades, street fairs, block parties, concerts, and festivals.



**Christopher Shaefer**  
**Assistant Chief**

The primary role of the Investigative Services Division is to support the mission of the Indio Police Department. This is achieved through, and comprised of, the following units: Investigations – Major Crimes and Street Crimes, Desert Regional SWAT, Professional Standards, Property and Evidence, Crime Analysis, Personnel and Professional Development, Code Enforcement, Facilities, Public Affairs, Social Media and the Office of Community Safety (Neighborhood Watch, Citizens Helping Indio Police (CHIPs), Chaplains, and our Police Cadets).

These highly trained specialized units, focus on specific law enforcement needs, and make up one-third of the IPD workforce. They are comprised of dedicated men and women who are sworn and non-sworn professional staff, who work tirelessly to ensure that our community receives the highest level of police services.

**MAJOR CRIMES UNIT FY 2019-2020 STATISTICAL SUMMARY**

<b>New Cases Assigned</b>	<b>168</b>
<b>Closed Cases</b>	<b>236</b>
<b>Total Cases Carried Over</b>	<b>49</b>
<b>Closed by Arrest</b>	<b>68</b>

**STREET CRIMES UNIT FY 2019-2020 STATISTICAL SUMMARY**

<b>New Cases Assigned</b>	<b>93</b>
<b>Closed Cases</b>	<b>118</b>
<b>Total Cases Carried Over</b>	<b>38</b>
<b>Closed by Arrest</b>	<b>117</b>
<b>Firearms Recovered</b>	<b>76</b>

## INVESTIGATIVE SERVICES EXPLAINED



**Investigations** - The Indio Police Department's Detective Bureau, is comprised of two units, Major Crimes (MCU) and Street Crimes (SCU). While some MCU cases are initiated by detectives, more commonly detectives follow up investigations initiated by the patrol division and work these cases to conclusion. SCU detectives are primarily proactive and address street crime trends such as gang and firearm-related violence.

**Personnel and Professional Development (PPD)** is responsible for insuring that the members of the Indio Police Department possess the knowledge, skills, and abilities that are required of their positions. They are also tasked with delivering advanced levels of training, which prepare officers and professional staff to accept added responsibilities during their careers. Equally important is PPD's recruitment efforts; identifying a competent, diverse, and innovative workforce is the number one goal of Indio Police Department.



**Desert Regional SWAT** is comprised of individual agency Special Weapons and Tactics Teams, Crisis Negotiation teams, Tactical Dispatchers, and other assigned personnel from the City of Indio, Palm Springs, and Cathedral City. The Desert Regional SWAT Team is comprised of three specialized teams: the Crisis Negotiation Team (CNT), the Tactical Dispatch Team, and the Tactical Team. The unit has been established to pool personnel and equipment resources while providing specialized support in handling critical field operations where intense negotiations and/or special tactical deployment methods appear to be necessary.

## SUPPORT SERVICES



Erika Martinez  
**Chief Administrative Officer**

The Support Services Division manages various administrative, operational, analytical, financial, and communication services and programs for the Indio Police Department. The division is comprised of a highly trained and dedicated team of professionals who serve in the Communications/Dispatch Unit, Records Unit, the Fiscal Services Unit, and in the Public Records Act (PRA) Processing Unit.

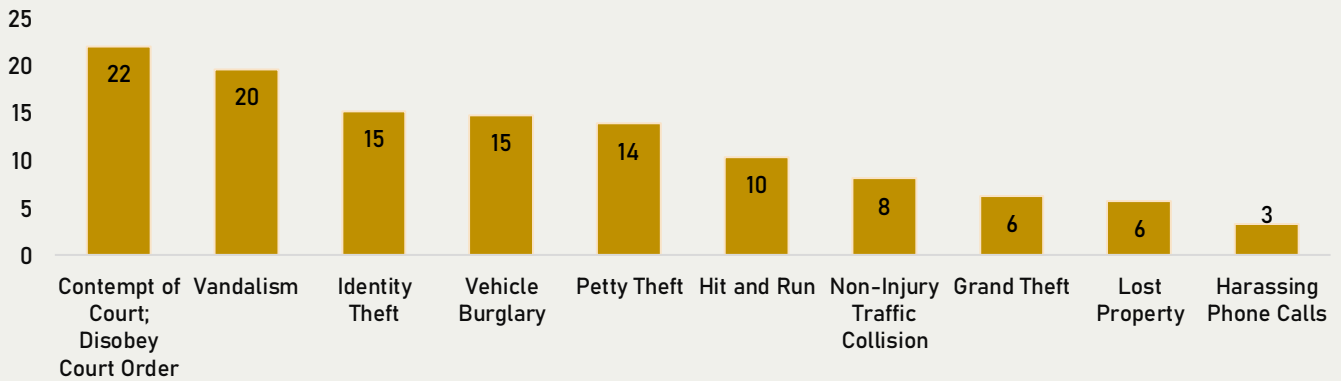
The Support Services Division also manages various innovative grant-funded programs, through successful multi-disciplinary partnerships with federal, state, and nonprofit organizations such as the Virginia-based CNA research and analysis organization. Notable projects include police-research projects through an on-going partnership with the Bureau of Justice Assistance (BJA) – sponsored Strategies for Policing Innovation program (SPI) that supports law enforcement agencies in building evidence-based, data-driven law enforcement strategies. Through these initiatives, the department currently partners with a researcher from Arizona State University (ASU) and has previously collaborated with researchers from the University of California.

In mid-2020, the Indio Police Department moved toward the replacement of its 22-year-old Computer-Aided Dispatch/Records Management System (CAD/RMS). SOMA Global was selected as the new system. This new technology will streamline police services by connecting to other cloud-based systems, providing multiple system interfaces, advanced analytics, and interoperability with neighboring jurisdictions. The new CAD/RMS system will also support the department's move toward Next-Gen 911, a statewide Internet Protocol (IP)-based network.

### SUPPORT SERVICES MONTHLY AVERAGE SUMMARY FY 2019-2020

Online Police Reports	120
Calls to 9-1-1	3,593
Non-Emergency Calls	6,906

**Monthly Online Police Report Average FY 19-20**

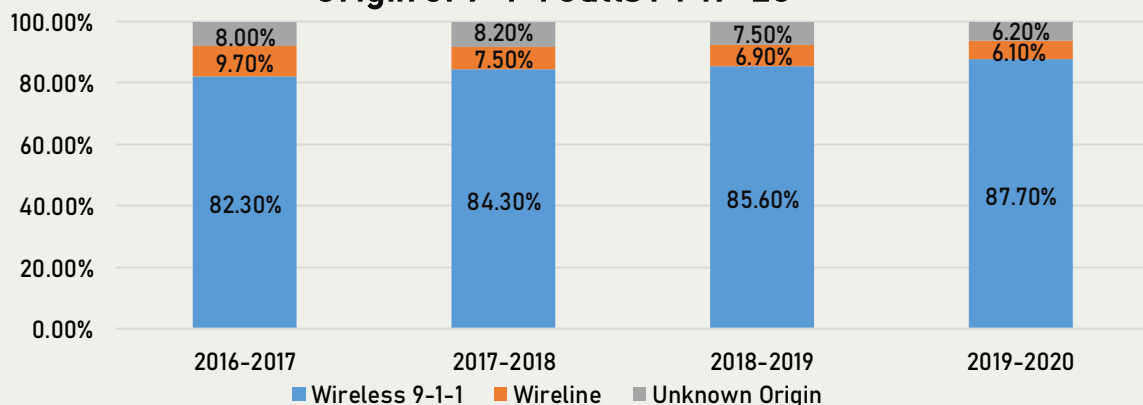


**DISPATCH FY 2019-2020 STATISTICAL SUMMARY**

2016-2017	2017-2018	2018-2019	2019-2020
9-1-1 Calls 37,930	9-1-1 Calls 41,182	9-1-1 Calls 45,453	9-1-1 Calls 43,115
Non-Emergency 84,910	Non-Emergency 85,753	Non-Emergency 85,016	Non-Emergency 82,868
Outbound 39,575	Outbound 39,596	Outbound 41,672	Outbound 33,062
Total Calls Handled 162,415	Total Calls Handled 164,531	Total Calls Handled 172,141	Total Calls Handled 163,045

The percentage of wireless 9-1-1 calls continues to increase each year. Approximately 85 percent of all 9-1-1 calls now originate from a cell phone. When Dispatchers receive a wireless 9-1-1 call, the location information is not immediately known as it would be with a wireline call. This requires the caller to remain on the 9-1-1 call for 25 seconds or more. It often causes a delay of services in immediate need situations and more work for the Dispatcher to attempt to locate the caller if they are unable to tell us their location.

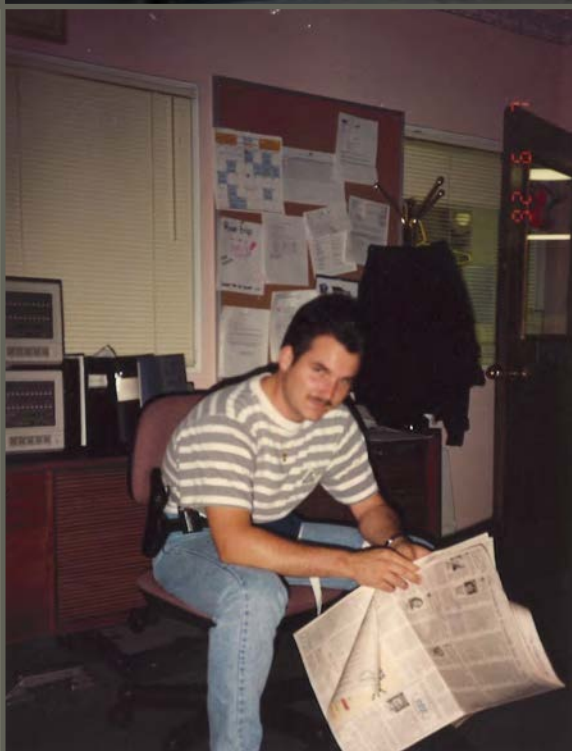
**Origin of 9-1-1 Calls FY 19-20**



*INDIO POLICE DEPARTMENT THROUGH THE YEARS...*



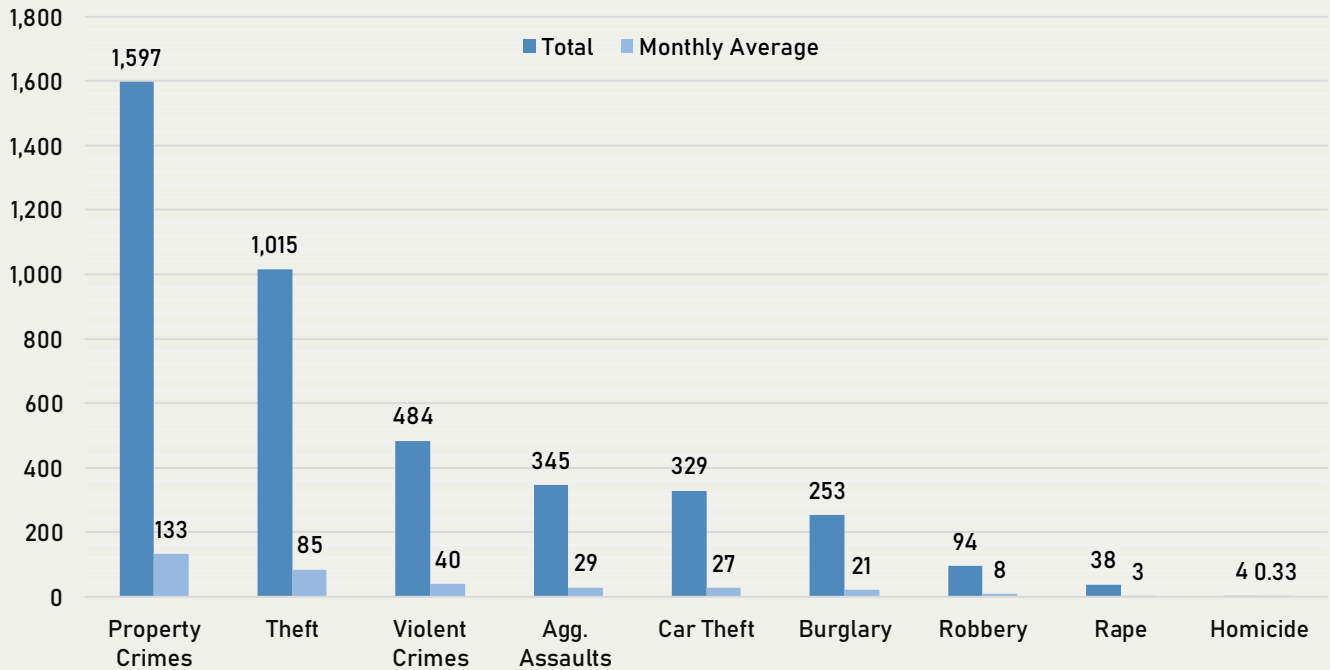
*INDIO POLICE DEPARTMENT THROUGH THE YEARS...*



## CRIME STATISTICS

The Indio Police Department actively monitors criminal activity in the City of Indio and communicates the information to patrol, investigations, various sections and units within the department, and partner law enforcement agencies that can assist with reducing or eliminating the criminal activity. We achieve this by emphasizing community-oriented policing strategies.

### Crime Statistics FY 2019-2020





## REVIEW OF SERVICES PROVIDED

### DISPATCH

43,115

9-1-1 Calls

82,868

Non-Emergency Calls

163,045

Total Dispatch  
calls handled

### RECORDS

1,442

Online police reports  
filed and reviewed

1,320

Criminal filings submitted  
to District Attorney's Office  
and Probation Department

### PROPERTY & EVIDENCE

4,770

Intake items  
processed

1,918

Purged items

192

Processed firearms

797

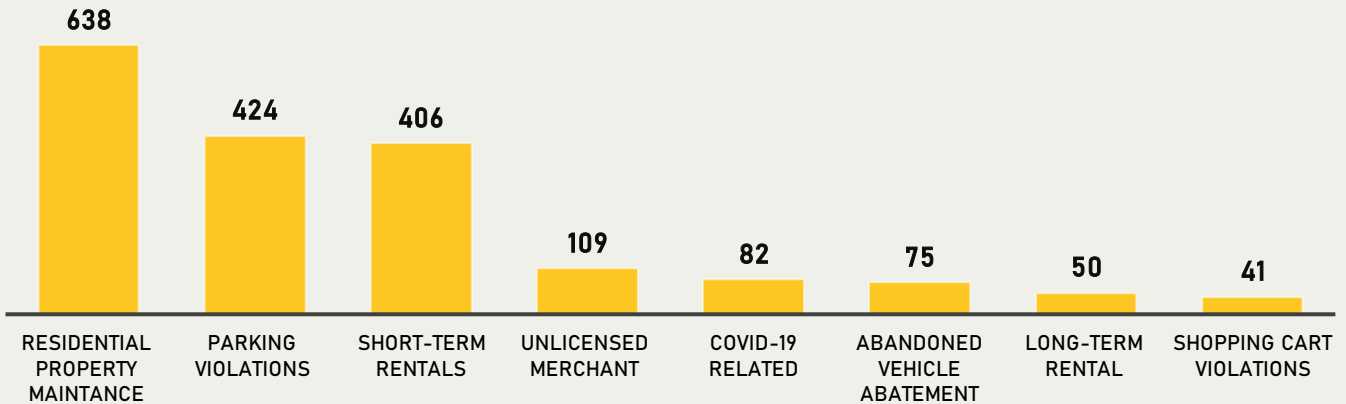
Fulfilled evidence requests for  
the District Attorney's Office



## CODE ENFORCEMENT

The Code Enforcement Unit of the Indio Police Department works in partnership with the citizens and businesses of Indio to promote and maintain a safe and pleasing environment to live, work, and visit. This is achieved through community involvement, education, and enforcement of state and municipal laws and regulations.

### Code Enforcement Violations FY 2019-2020



The Indio Police Department Code Enforcement team is among the most progressive in the Coachella Valley and within southern California. We are the only code enforcement team with correctable citations – most citations have a fifteen-day grace period to comply with the municipal code. This is why over 40% of the citations written are dismissed with no fine assessed! Especially during the COVID-19 Pandemic, the team has emphasized compliance-driven enforcement by using home and business door tag warnings instead of writing a citation, along with reducing public contact by following-up over the telephone, email or even video conferencing!



## Office of Community Safety

The Office of Community Safety is responsible for developing public awareness through community education, involvement, and support. Our outreach and prevention programs are intended to improve relationships with the department and the community we serve through our Crime Free Multi-Housing Program. The Coronavirus Pandemic has truly changed how outreach is done, but the Office of Community Safety continues to provide support to business owners, apartment managers, and the community at large through phone and email. The functions of the Office of Community Safety are inclusive of every team/unit of the Indio Police Department.

### Outreach & Prevention Programs

· Outreach meetings with groups, businesses, and individuals	16
· Annual homeowner associations & service groups meetings	6
· Neighborhood Participants in Neighborhood Watch Groups	14
· Rental Property Participants in the Crime Free Multi-Housing Program	38
· Businesses Participating in Business Watch	89

### Crime Prevention

· Crime Prevention Presentations	11
· Crime Stoppers Tips Received	78
· Crime Stoppers Rewards to Indio residents for tips	\$6,650



## OUTREACH SERVICES

Our outreach staff balance proactive enforcement, quality investigations, and public relations to enhance public safety through improved relationships with all of the Indio stakeholders. The COVID-19 Pandemic has hindered the way we can do outreach, but we are still actively finding ways to connect with our community.



## VOLUNTEER SERVICES

With 31 volunteers, we are fortunate for the members of the community that assist the Indio Police Department. These dedicated community members make up about twenty percent of all staff, making them an integral part of the department. Our Police Chaplains, Citizens Helping Indio Police program (CHIPs), and our Police Cadets have committed nearly 9,000 hours of volunteer service in years past. During COVID-19, we continue to accept new volunteers to participate in a limited capacity.

### Police Chaplains

The police department's Chaplain Program is a very important part of our volunteer program. Currently, the police department has a total of two police chaplains. The purpose of our chaplaincy program is to provide spiritual guidance, emotional support, counseling, and assistance to all employees of the department, their families, and the community.

### Citizens Helping Indio Police

Our CHIPs Program assists the police department by conducting neighborhood patrols, traffic control, crime prevention programs, and other administrative and logistical tasks. They also are involved in crime prevention efforts and liaison with many of the community groups in Indio. In the nearly 30 years of the program, our CHIPs have committed an in-kind donation of over \$1.5 million in staff hours.

### Police Cadets

Cadets are given the opportunity to learn about the law enforcement profession by performing various tasks in the police department. The program provides our youth with the skills and responsibilities needed to become productive and successful members of our community.





The Indio Police Department addressed 208 media requests in FY 2019-2020. The Public Information Officer (PIO) provides updates to department-related activities through the major networks. In addition to our traditional PIO, the Indio Police Department also has a group of sworn and civilian staff members who make up the Social Media Team. The team monitors and generates content to be posted on six different social media platforms. The purpose of our social media team is to provide accurate information and reach out to our community members easily and effectively. Before the end of this year, we will be active on the Ring Neighbors App, stay tuned!

### *Social Media Outlets*



**Facebook**  
@indiopolicedepartment



**Instagram**  
@indiopolicedepartment



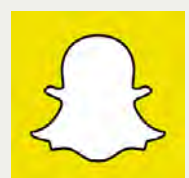
**Twitter**  
@indiopd



**Nextdoor**  
Indio Police Department



**LinkedIn**  
Indio Police Department



**Snapchat**  
@indiopd

JOIN IPD

# JOIN INDIO POLICE DEPARTMENT



Find your Purpose  
[WWW.JOININDIOPD.ORG](http://WWW.JOININDIOPD.ORG)

