

INDIO

police department



2021 Annual Report



Mission, Vision, Core Values Statement	3
Chief's Message	4
City of Indio	7
Organizational Chart & Staffing	8
Support Services	10
IPD By the Numbers	12
Field Services	14
Investigative Services	18
Code Enforcement	21
Recruitment	22
Outreach Services	24



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.

VALUES

Integrity › Professionalism › Service › Respect

MOTTO

Our Community...Our Commitment

Chief's Message



I am pleased to present to you the Indio Police Department's Annual Report for 2021. As Indio and the rest of the world adjusted to a new normal following the COVID-19 Pandemic, we can say with certainty that the Indio Police Department, in partnership with the community, remained committed to meeting the public's needs. We remained focused on public safety and the community continued their generous support for our work and for the men and women on the front lines of policing who help keep our community safe.

I wanted to draw your attention to several accomplishments that are highlighted in this report:

- Despite a rising population, Indio ended 2021 with an **historic 10-year low** for reported crime.
- The work of two of our officers, Officers Bryan Traynham and Kyle Lawrence, both received some well-deserved national recognition.
- Our Quality of Life team continues to leverage resources through our multi-disciplinary collaborative program to reduce the unhoused population. Our approach includes an embedded clinical therapist who responds to calls for service as a full partner with our police officers. Our approach serves as a model throughout the county as newly hired clinicians with the Riverside University Health System are sent to the Indio Police Department for training and orientation prior to being deployed to other Riverside County police agencies.
- We developed a Naloxone (Narcan) Deployment Program in partnership with the California Department of Health Care Services that included training our staff on identifying opioid overdoses and administering the Naloxone. The program has been a successful addition to our tools for ensuring public safety and has resulted in multiple lives saved.
- We greatly enhanced our approach to recruiting and testing processes to address the challenges all police departments are experiencing in attracting and hiring qualified candidates.
- Finally, we have included several renderings of our new state-of-the-art public safety campus, slated to open in 2024.

On behalf of the men and women of the Indio Police Department, I thank you for being invested partners in keeping Indio safe.

Michael R. Washburn

Michael R. Washburn

Chief of Police

Community Policing

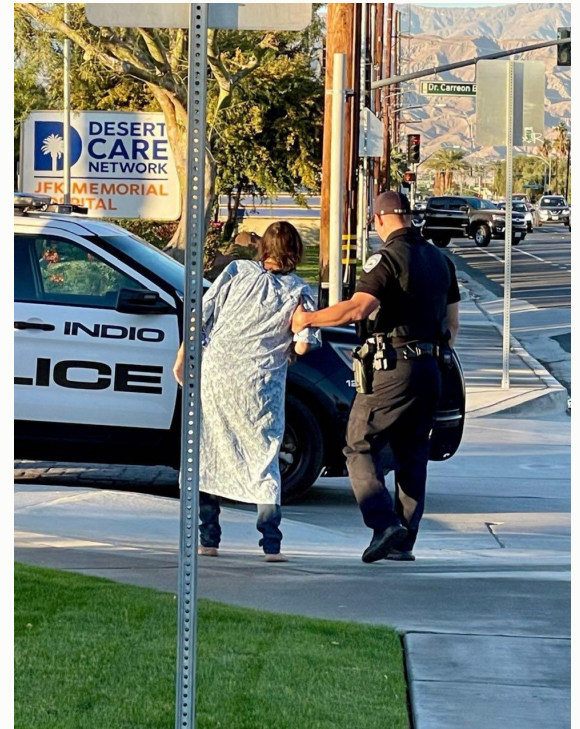
In December 2021, we received several pictures of one of police officers, Kyle Lawrence, helping an individual that seemed disoriented outside of JFK Memorial Hospital in Indio. In recognition of the act of compassion, we submitted the photos with the caption below to the Police Executive Research Forum (PERF) — a national organization focusing on advancing law enforcement into the 21st century — to highlight Officer Lawrence. Those photos were selected as the December 23, 2021, Photo of the Day.

The Indio Police Department prides itself in being community-oriented and sensitive to the needs of our community and residents. While on-duty, Officer Kyle Lawrence interacted with an individual who seemed unfamiliar with her surroundings and disoriented outside of our local hospital. When Officer Lawrence was caring for the individual and connecting her with resources to better meet her needs, a community

member snapped the photo above and shared the post on NextDoor praising Officer Lawrence for his attentive and caring demeanor with the individual. The caption to the social media post reads in part, "The

City of Indio, his department, and his family should be very proud of him as he dealt with this person under very trying circumstances. True gentleman, treated her with respect and gave her dignity, and took her to a facility where she could be cared for and safe. Thank you, Officer Lawrence." The Department's training on community policing, which is emphasized in our agency's Field-Training Program (FTO), helped ensure

Officer Lawrence was able to tend to the individual with compassion while upholding his commitment to IPD's mission and values, such as integrity, professionalism, service and respect.



Our Community... Our Commitment



The Indio Police Department addressed 208 media requests in 2021. The Public Information Officer (PIO) provides updates to department-related activities through local media networks. In addition to our traditional PIO, the Indio Police Department also has a group of professional staff members — police officers and various support/administrative personnel — who make up the Social Media Team. The team monitors and creates relevant material to be posted on six different social media platforms. Our social media team provides accurate information and reaches out to our community members easily and effectively.

Social Media Outlets



Facebook

@indiopolicedepartment



Instagram

@indiopolicedepartment



Twitter

@indiopd



Nextdoor

Indio Police Department

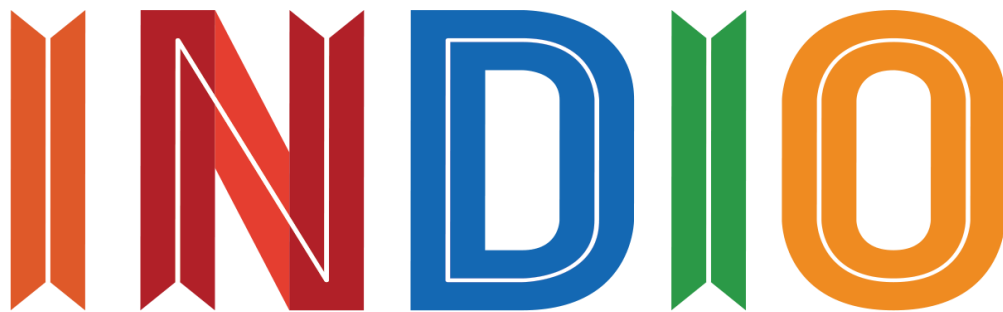


LinkedIn

Indio Police Department

2020 US Census Demographic Data

Population:	89,137
Increase in Population from 2010:	17.2%
Average Age:	37.30
Persons Under 18 Years:	23.6%
Number of Households:	32,470
Average Household Size:	2.73
Owner-Occupied Housing:	69.50%
Median Household Income:	\$50,824
Hispanic:	64.2%
White:	29.5%
Black:	3.40%
Asian:	2.20%
High School Graduate:	80.3%
Bachelor's Degree or Higher:	17.2%

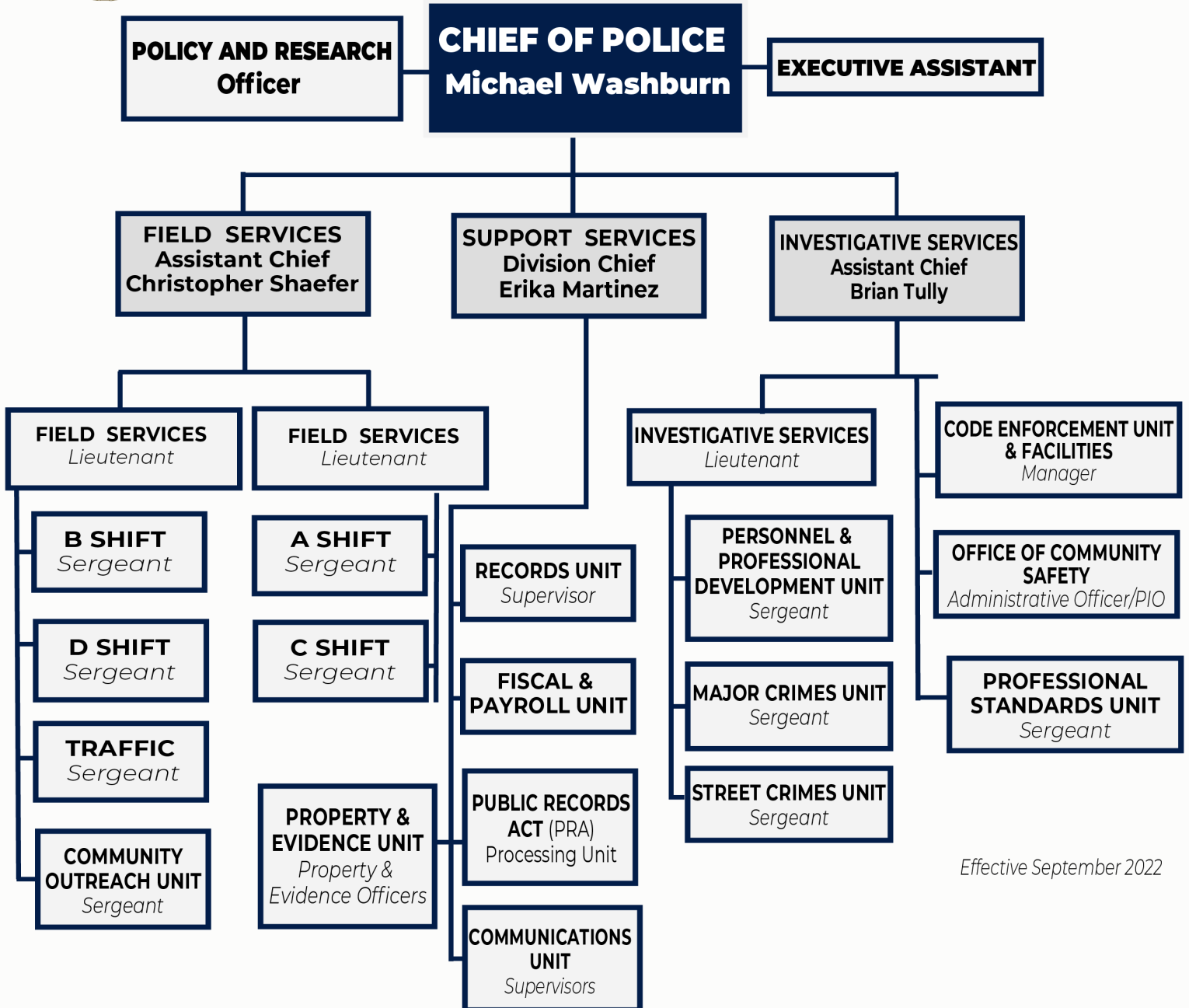


take center stage

Organizational Chart & Staffing



INDIO POLICE DEPARTMENT ORGANIZATIONAL CHART



Effective September 2022

Staffing

**Budgeted
Personnel:**

85 Sworn Officers
55 Professional Staff

Volunteers:

12 Citizens Helping Indio Police (CHIP)
12 Police Cadets
2 Police Chaplains

Promotions

Code Enforcement Officer I

Dulce Granados

Code Enforcement Officer I

Richard Melendez

Code Enforcement Officer II

Jaclyn Kelley

Senior Code Enforcement Officer

Julian Cansino

Senior Code Enforcement Officer

Jennifer Stroud

Dispatcher II

Joanna Serrano

Police Officer Trainee

Benjamin Moran

Police Officer

Salvador Cardenas

Police Officer

Kyle Lawrence

Records Specialist II

Gabriela Torres

Records Specialist II

Melissa Wise

Support Services



Erika Martinez **Division Chief of Support Services**

The Support Services Division manages various administrative, operational, financial, communication services, and programs for the Indio Police Department. The division is comprised of a highly trained and dedicated team of professional staff who serve as the Communications Unit, Records Unit, Fiscal Services Unit, Public Records Act (PRA) Processing Unit, and Property & Evidence Unit. The division manages various groundbreaking and innovative major projects and grants for the Indio Police Department.

The various projects originate in the Support Services Division and feed into other divisions and units throughout the department. These projects include:

Oversight and management of grant-funded projects like the Smart Policing Initiative program (SPI) – funded by the Bureau of Justice Assistance (BJA) – which supports law enforcement agencies in building evidence-based, data-driven law enforcement strategies. Among the currently funded projects include the augmentation to our homelessness response through a collaborative approach that consists of a partnership with the Riverside University Health System (RUHS) from their Community Behavioral Health Assessment Team (CBAT) to support our Community Outreach Unit by providing an onsite clinician for our most vulnerable residents.

Support Services

The **Communications Unit** handles a high volume of both non-emergency and emergency phone calls 24 hours a day. Any 911 call placed from a landline phone, or from a cell phone within the city limits, is directed to the Communications Center located within the Indio Police Department. Police dispatchers are responsible for keeping track of all activity, officer initiated and radio calls, and continuous monitoring of the activity to ensure the overall safety of officers, and other IPD employees in the community.

The **Property & Evidence Unit** is responsible for receiving, storing, tracking and disposing of all property and evidence booked at the police department by our staff. Property is considered items held for safekeeping and found property. Thousands of items are processed each year. Entry into the secured property area is limited to authorized Property and Evidence personnel.



Records Supervisor De La Rosa interacting with community members at the 2021 National Night Out event.

The **Records Bureau** serves a vital function for Indio Police, as it is responsible for maintaining and releasing the Department's police records. Records Bureau personnel are responsible for sorting, filing, copying, and distribution of crime, incident, arrest, and accident reports to the general public, insurance companies, and various governmental agencies, such as the Department of Justice (DOJ), California Highway Patrol, District Attorney, and the Department of Motor Vehicles (DMV).

IPD By the Numbers

DISPATCH

44,050

9-1-1 Calls

82,013

Non-Emergency Calls

162,135

Total dispatch
calls handled

RECORDS

1,442

Online police reports
filed and reviewed

1,381

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

PROPERTY & EVIDENCE

4,568

Intake items
processed

5,053

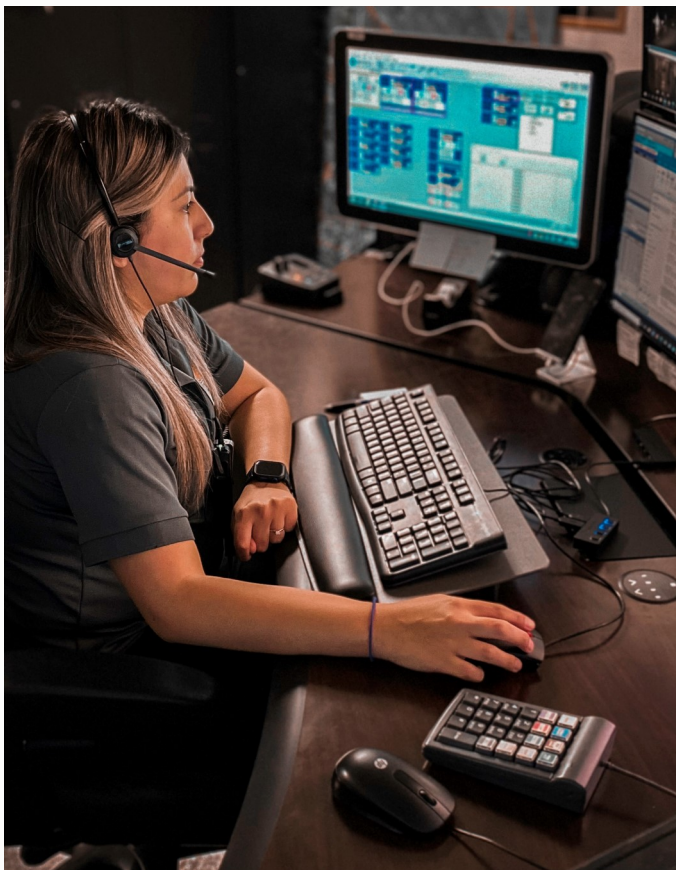
Purged items

183

Processed firearms

963

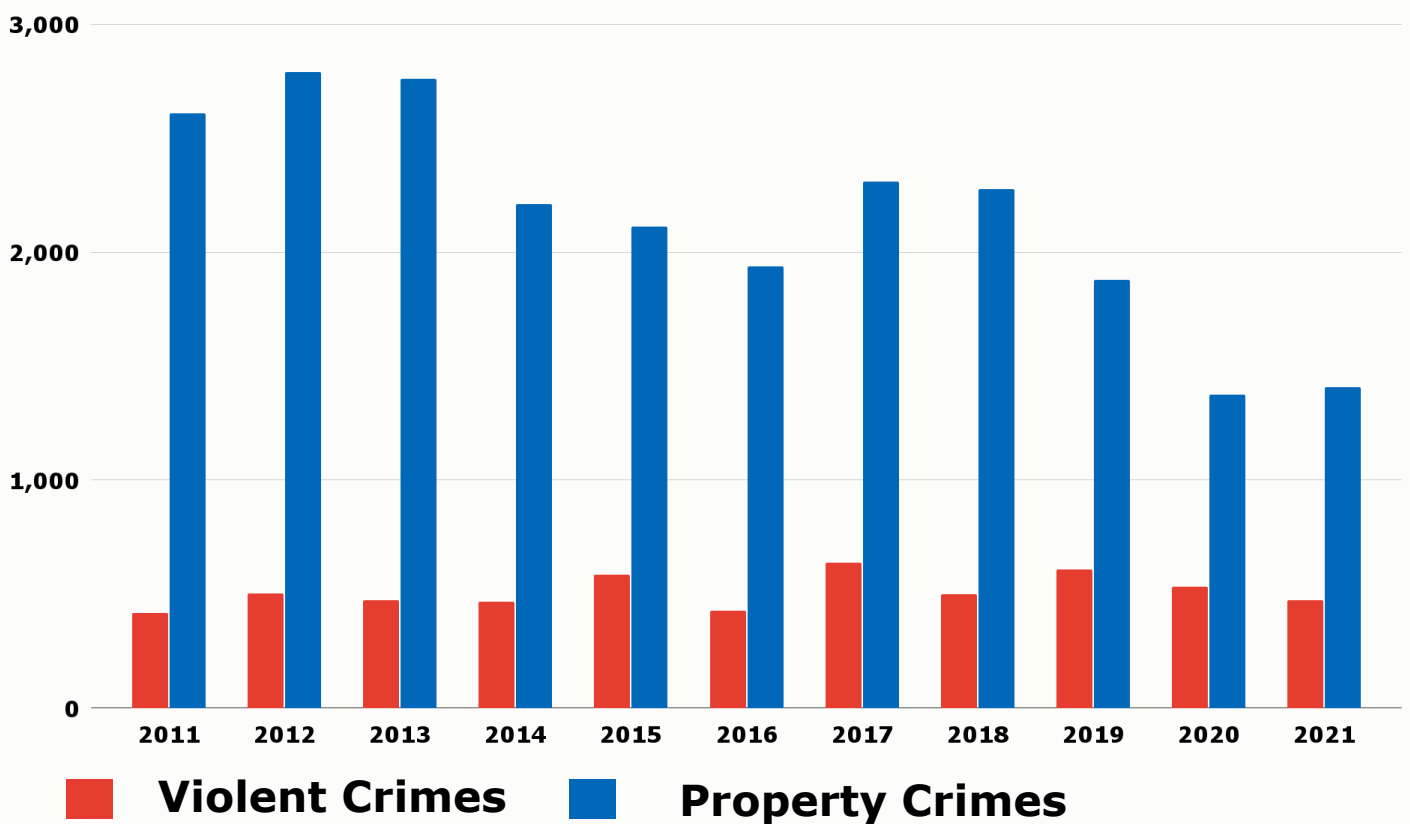
Fulfilled evidence requests
for the District Attorney's
Office



IPD By the Numbers

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. Through the dedicated work of the women and men that make up this department, crime in Indio is at a **ten-year low**.

Indio PD - Violent Crime and Property Crime 2011-2021



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.

Field Services



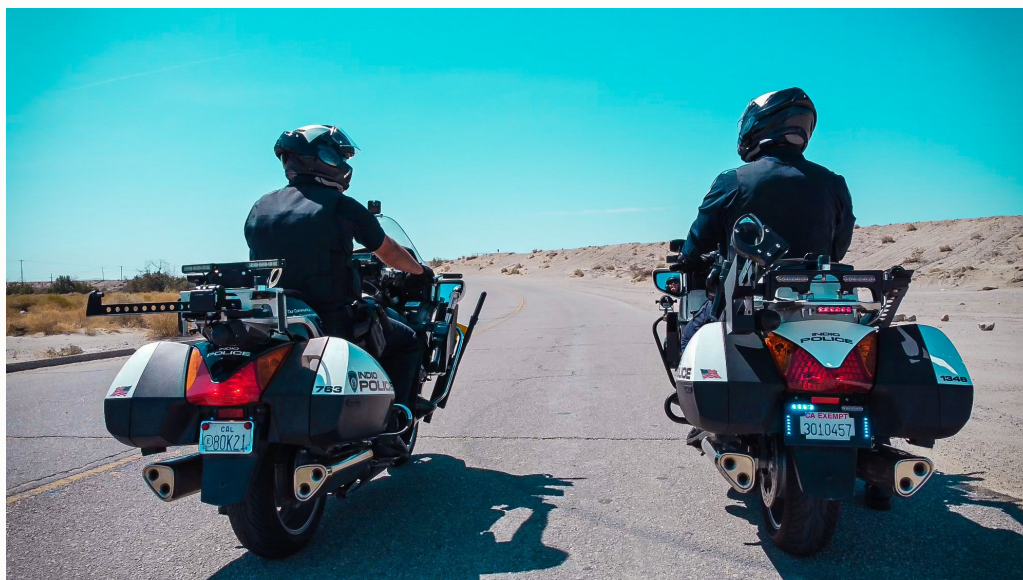
Christopher Shaefer Assistant Chief

The Field Services Division accounts for the largest representation of sworn department personnel, exemplifying the department's commitment to the preservation of life, protection of property, and enforcement of the rule of law. The division includes the men and women you see patrolling your neighborhoods — providing quality public safety services to the residents and visitors of Indio. Our officers strive to accomplish the goal of a safe Indio by using traditional and non-traditional policing methods, and providing responsive and professional law enforcement services through the utilization of dedicated staff.

The Field Services Division is comprised of the following units:

- Patrol Operations
- Traffic Unit
- K-9 Team
- Community Outreach Unit
- Quality of Life Team
- School Resource Officer Program
- Public Affairs and Social Media

2021 DEPARTMENT-WIDE ACTIVITY	
Calls for Service	57,468
Police Reports	15,257
Arrests	1,718



Field Services



Patrol Operations is dedicated to providing prompt and exceptional service during times of emergency or crisis to residents and business operators within Indio. 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.

The **K-9 Team** is comprised of three Police Officers and three canines. The program has two German Shepherds (Asko and Loki) assigned to Patrol Operations and a English Labrador (Mikey) assigned to East P.A.C.T. (Post-Release Accountability & Compliance Team). The care of our canines is entirely funded in part by community donations and fundraisers like the Elks Lodge's Pancake Breakfast.



The Traffic Unit was established to reduce accidents, property damage, and loss of life through education and enforcement. The unit works closely with the City Engineering Services Department, utilizing best practices and data driven decisions to achieve the most efficient flow of traffic at the safest speeds throughout the city.



Quality of Life Team

The Indio Police Quality of Life Officers regularly connect with the unhoused population living within Indio's city boundaries to offer assistance based on their specific needs. In many instances, these individuals initially decline help; however, our officers consistently offer services to assist them in getting out of homelessness. It is through fostering relationships and trust-building these individuals become more receptive to the idea of accepting assistance and uplifting resources.



Did you know that Indio's approach to assisting the unhoused is among the most progressive within in the Coachella Valley? So much so, the team has been recognized in Police Executive Research Forum— a leading publication within law enforcement, and

The Indio Police attempt to understand the needs of one of our most vulnerable populations - the unsheltered. In partnership with other local government agencies and non-profits, the Indio Police was

able to secure funding to address residents' quality of life via the Community Outreach Resource Program (CORP). CORP is a two-pronged approach to helping reintegrate the chronically unhoused and address disorder problems. Among the most critical components of the program is our Quality of Life team comprised of police officers and a behavioral health clinician that provides resources to this vulnerable community to strive for long-term success. Indio Police is one of the leaders in pairing a clinician with law enforcement to provide the most adequate response to calls dealing with the effects of homelessness and unhoused individuals.

Narcan (Naloxone) Deployment Program

The Indio Police Department has consistently advocated and fostered collaborative working relationships with other agencies that can help us meet the needs of Indio residents. In November 2021, Indio Police led a partnership with the California Department of Health Care Services (DHCS) to establish a local supply of Narcan (Naloxone) Nasal Spray at no cost to Indio Police. Following the shipment, we shared a portion with neighboring agencies like the Palm Springs Police Department to add to their existing program.



We have trained our officers to identify a suspected opioid overdose and administer the Naloxone nasal spray to the individual. Officers have been overseeing the training and deployment to our front-line officers of this life-saving safety measure.

Since the start of the Naloxone Deployment Program, we have saved seven lives of Indio visitors and residents that could have been lost due to an opioid overdose. Programs like this reaffirm the Indio Police Department's motto to our residents and visitors, "Our Community...Our Commitment." Like our motto, programs like this stem from the ideas and collaboration of our front-line staff to preserve the quality of life for Indio residents.

Investigative Services



Brian Tully Assistant Chief

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

The Investigative Services Division focuses on specific law enforcement needs making up one-third of the IPD workforce. The unit is comprised of dedicated sworn and professional staff, who work tirelessly to ensure that our community receives the highest level of police services.

MAJOR CRIMES UNIT 2021 STATISTICAL SUMMARY

New Cases Assigned	215
Closed Cases	192
Closed by Arrest	56

STREET CRIMES UNIT 2021 STATISTICAL SUMMARY

New Cases Assigned	112
Closed Cases	103
Closed by Arrest	75
Firearms Recovered	70

Investigative Services



Investigations - The 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 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 prepares staff to progress within 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 a joint operational team with specially trained staff from Indio PD, Cathedral City PD, and Palm Springs PD. The Desert Regional SWAT Team is divided into three specialized teams: Tactical Operations, the Crisis Negotiation, the Tactical Dispatch. The unit was established to pool personnel and equipment resources while providing highly specialized support in handling critical field operations within the region where intense negotiations and/or special tactical deployment methods appear to be necessary.

Officer of the Year—Bryan Traynham

The Indio Police Department is proud to present Officer Bryan Traynham. His time with Indio Police began in 2005 when he joined the department in our Reserve Officer program and has been with the Department ever since. He has served on many special units and completed several special assignments for the Department. This year, Officer Traynham was recognized by the Veterans of Foreign Wars (VFW) Post 3699 and the National VFW as Law Enforcement Officer of the Year.

Why did you join law enforcement?

I was a student at CSUSB majoring in biochemistry when I saw the movie *Super Troopers*. It was at that moment that I had the idea to become a police officer. Shortly after, I spoke with my neighbor, a San Bernardino Police Officer, to set up a ride along with San Bernardino PD. After that experience, I was sold on being an officer.

What is your favorite TV show?

At the present moment, I am currently the head coach of four highly competitive football teams, some of which are returning champions. So what it's fantasy football. For that reason, I watch anything related to football and/or fantasy football. But during the off season, anything Netflix suggests will do.

What makes Indio special?

Indio is special to me because it was the city that gave me the opportunity to become an officer. I am forever grateful. This job has allowed me to provide a great life for my family. Indio originally hired me as a reserve police officer and during that time, the officers I worked with offered tremendous support and mentored me throughout the process. It was because of these mentors that I was quickly hired on as a full time officer. I am forever in debt to several people in this organization for what they have done for me. This department has opened so many doors and has given me so many awesome experiences that I will never forget. I have made life long friends not only in the department but with the members of this community and that is why Indio is special to me.

What is your favorite part of the job?

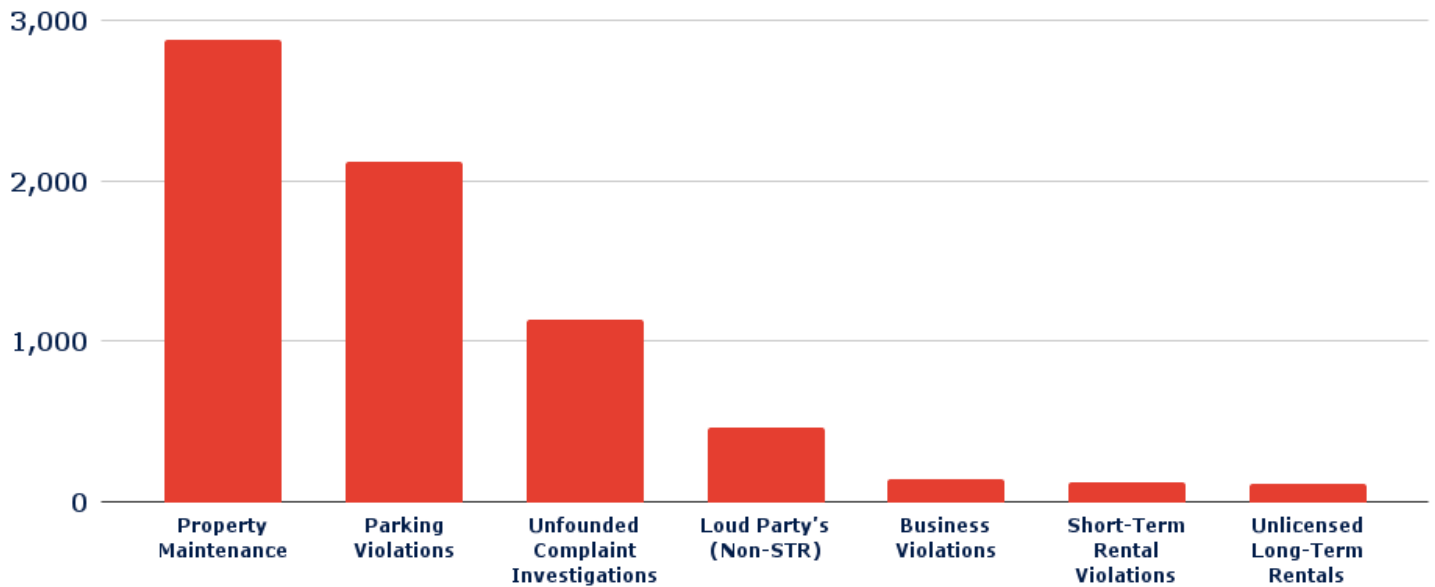
My favorite parts of the job are the impromptu foot races, the "just when I thought I saw it all," and "people say the darndest things" moments, the late night calls from friends to let me know "the word on the street is..." as well as the "no one was more surprised than me," conversations with my supervisors. But my favorite thing, is the opportunity to make a positive impact on people's lives.



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.

Code Enforcement Violations 2021



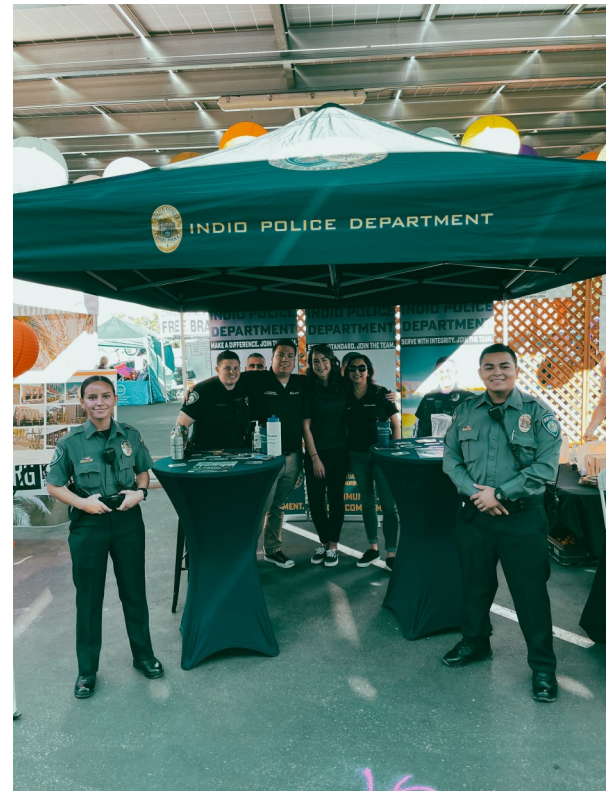
The Indio Police Department Code Enforcement team is among the most progressive in the Coachella Valley and within southern California. We are the only code enforcement team in the Coachella Valley with correctable citations – most citations have a fifteen-day grace period to comply with the municipal code. This is why over 40% of the citations are dismissed with no fine assessed!



Recruitment

Provided the current national challenges on recruitment and retention within law enforcement, the Indio Police is staying ahead of the curve by ensuring we are adapting to meet staffing needs. Our Recruiting Team has redesigned every aspect of how we market the Indio Police Department.

Through updated printed and digital materials, we target individuals that are more likely to want to put on our badge. We emphasize the generous benefits and unique aspects of Indio Police that are important to the modern police recruit like visible tattoos and availability of special assignments (SWAT, Detective Bureau, K-9) after successful completion of their probationary period. The updated digital materials currently displayed on social media have allowed the department to advertise our openings in different regions.



Members of the IPD Recruiting Team and cadets at the 2021 Tamale Festival.



An example of our new social media ads.

Many cutting-edge techniques are used to identify candidates with the ability, maturity, and skills required for our staff. In addition to a physical agility test, we utilize the ErgoMetrics exam consisting of a situational judgment and human relations test, report-writing test, and reading test to certify a candidate's understanding of their prospective career. Indio Police also uses a supplementary oral interview program, called the Behavioral Personnel Assessment Device (B-PAD), which helps measure an applicant's potential to uphold ethical decision-making and judgment while maintaining the high expectations our staff. Before adopting the two scientific examinations, we suffered unacceptably high failure rates during the field training phase. Through the administration of ErgoMetrics and B-PAD analytics, our Personnel and Professional Development Unit can assess the candidate's viability early on in the recruiting process – saving time and resources.

**SERVE WITH INTEGRITY.
JOIN THE TEAM.**



WWW.JOININDIOPD.ORG

Outreach Services

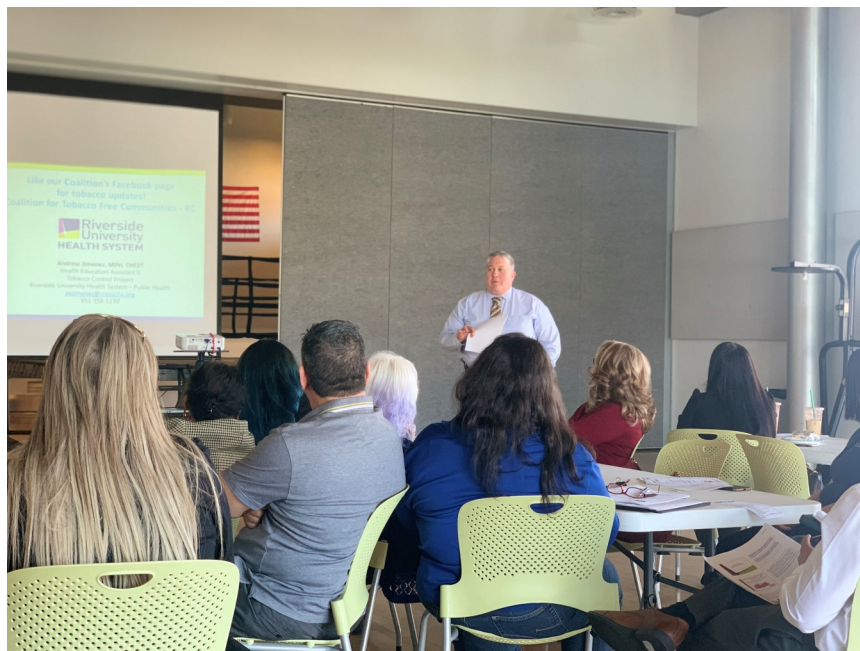
The Office of Community Safety is responsible for developing public awareness through community education, involvement, and support. Our outreach and prevention programs are intended to improve relationships with the department and the community we serve. The functions and scope of the Office of Community Safety are inclusive of every team/unit of the Indio Police Department.

Outreach & Prevention Programs:

• Outreach meetings with groups, businesses, and individuals	18
• Annual homeowner associations & service groups meetings	46
• Participating Neighborhoods in Neighborhood Watch Groups	16
• Participating Rental Properties in the Crime Free Multi-Housing Program	38
• Participating Businesses in the Business Watch	88

Crime Prevention:

• Crime Prevention Presentations	4
• Crime Stoppers Tips Received	64
• Crime Stoppers Rewards to Indio residents for tips	\$4,400



Administrative Officer Benjamin Guitron speaking to local property managers at the annual Crime-Free Multi-Unit Housing Program meeting.

Volunteer Services

With 26 volunteers, we are fortunate for the members of the community that assist the Indio Police Department. These dedicated community members make up about fifteen 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 265,000 hours in the lifetime of the programs making their in-kind financial contribution to the Indio Police over \$7.8 million!

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.

Police Cadet Explorers

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.



Public Safety Campus—Coming Spring 2024

The new Public Safety Services Building will be two-stories and have over 22,500 square feet of space to house various public safety personnel from both Indio Police and Indio Fire/CAL Fire.



The Public Safety Services Building will be home to several Indio Police units such as Code Enforcement and Property and Evidence, and Indio Fire/CAL Fire units like the Indio Fire Marshall and Fire Inspection staff.

The Communications/Dispatch Center will house the Indio Police Department team of professional staff handling the first interaction with residents needing police assistance.

The new building is projected to be nearly 7,500 square feet and will replace the current modular unit that currently houses our Indio Police Dispatch Unit.



