

INDIO

police department



2022

Annual Report



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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



It is with pride that I present the Indio Police Department's 2022 Annual Report to illustrate the great work of the men and women that make up Team Indio PD. Indio residents are an integral part of the work our team accomplishes throughout the year as we all live up to our motto, "Our Community... Our Commitment". It is through the investment of our residents that allow the Indio Police Department to provide the highest quality of services to our visitors and community.

Key highlights from this past year include projects to improve public safety, recognizing our exceptional team members, and displaying the daily work of our outstanding divisions and units that help keep Indio safe.

- The City of Indio and the Police Department broke ground on Phase 1 of our Public Safety Campus that will bring three new buildings – a state-of-the-art Dispatch Center, our two-story Public Safety Services building, and a four-bay firehouse. The project is ahead of schedule and expected to be completed by the end of 2023.
- We participated in over 20 career fairs to attract potential applicants, hosted a nationally-recognized National Night Out event, held numerous Coffee with a Cop events, and had over 2,000 hours donated to our city by our volunteer programs.
- The public safety initiative to bring year-long awareness of the dangers of impaired driving to our visitors and residents. The initiative also gave Indio PD the capacity to train six of our officers in advanced, three-week training to better identify and assess potentially impaired drivers on our roads.
- From 2017 to 2022, we saw significant reductions in our crime statistics during a period of growth in our city. There was a 45% reduction in violent crimes and 18% reduction in property crimes. This is a direct reflection of the proactive work of the divisions that make up the Indio Police Department.

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

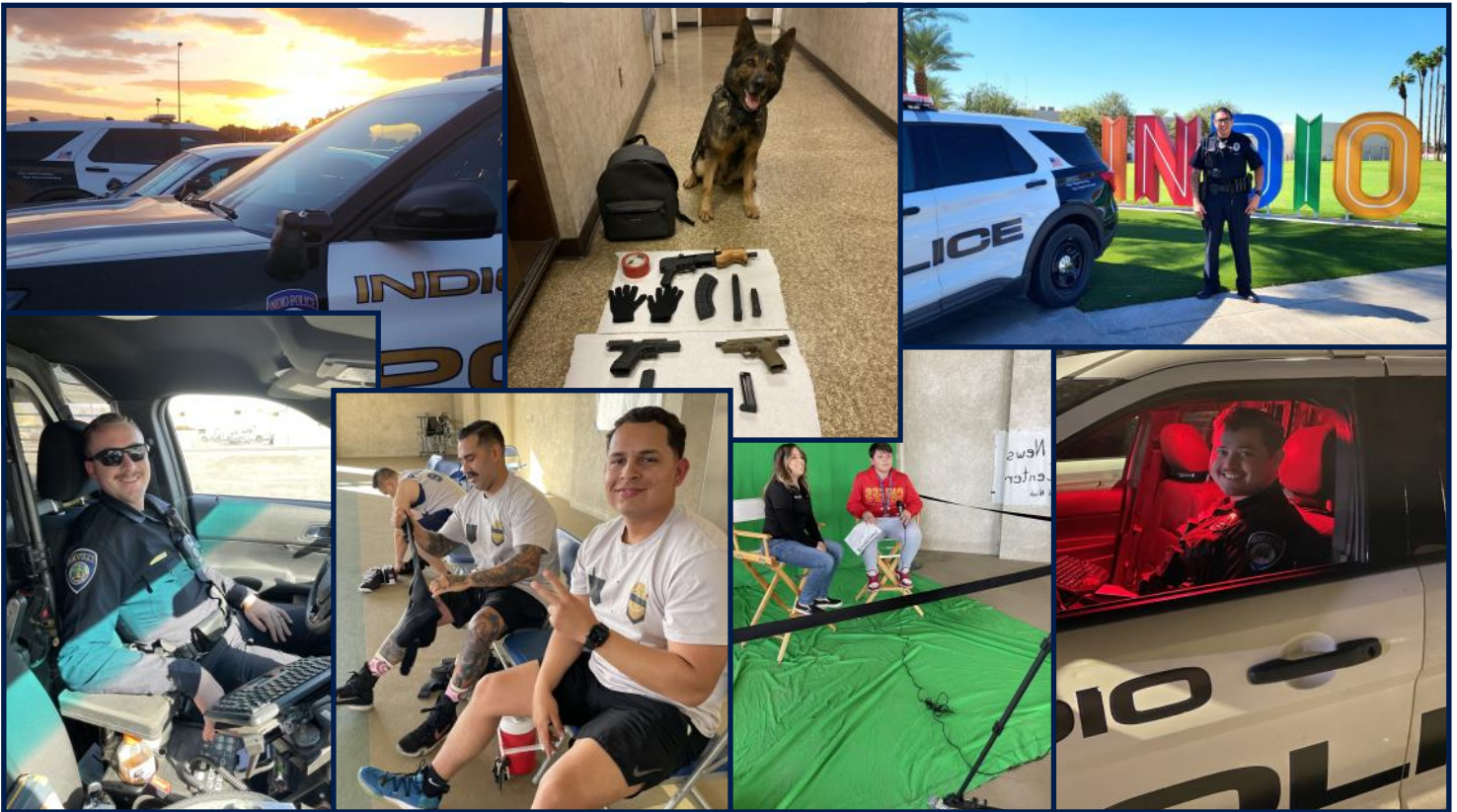
Chief of Police

Ground Breaking for Public Safety Campus

The City of Indio and Indio Police Department broke ground on Phase 1 of the Public Safety Campus bringing the City of Indio up to the 21st century! The ground breaking of three state-of-the-art buildings featured leaders from all around the Coachella Valley to celebrate the momentous occasion!



Our Community... Our Commitment



The Indio Police Department responded to 312 media requests in 2022. 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 police officers and professional staff members, which 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

2022 US Census Demographic Data

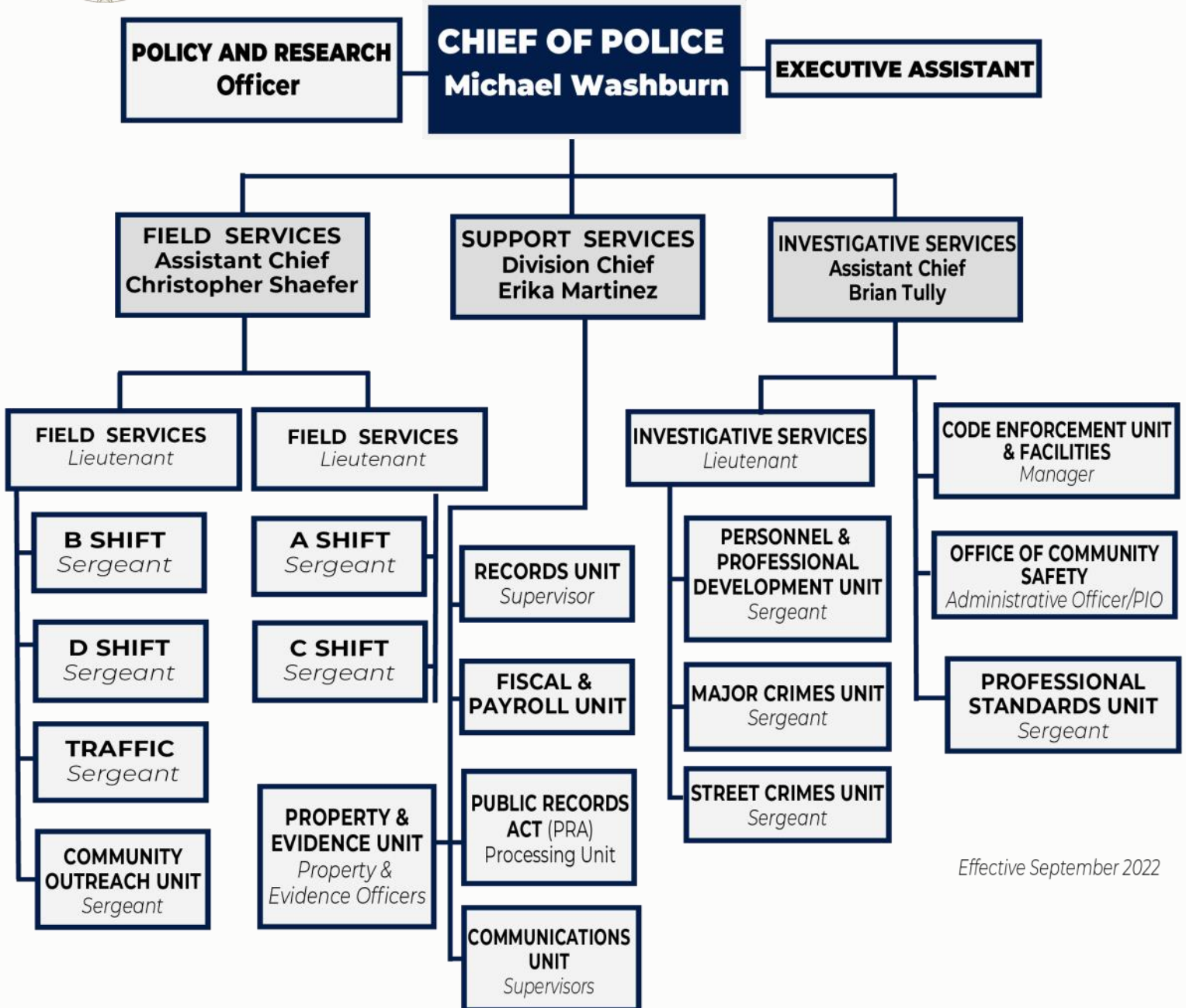
Population:	90,416
Increase in Population from 2010:	17%
Median Age:	40
Persons Under 18 Years:	24%
Median Household Income:	\$59,400
Hispanic:	67%
White:	27%
Black:	3%
Asian:	1%



Organizational Chart & Staffing



INDIO POLICE DEPARTMENT ORGANIZATIONAL CHART



Effective September 2022



**Authorized
Personnel:**

85 Sworn Officers
55 Professional Staff

Volunteers:

17 Citizens Helping Indio Police (CHIP)
14 Police Cadets
2 Police Chaplains

Promotions

Code Enforcement Officer I

Ana Escobar

Police Dispatch Supervisor

Helen Polanco

Police Dispatcher II

Shane Vernon

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 in the Communications Unit, Records Unit, Fiscal Services Unit, Public Records Act (PRA) Processing Unit, and Property & Evidence Unit. The division manages various innovative projects and grants for the Indio Police Department.

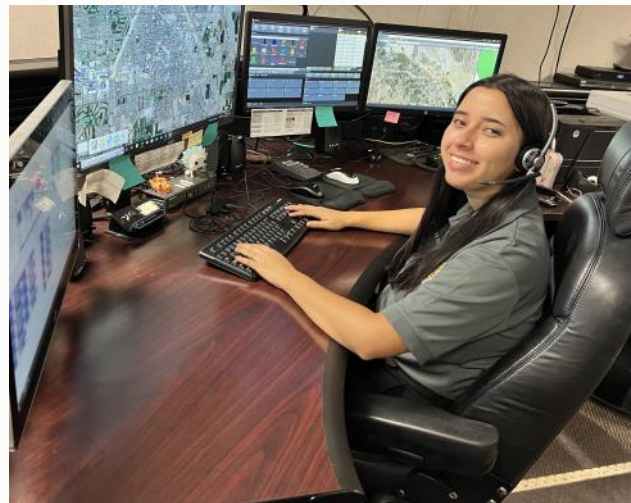
Among the exciting projects the Support Services Division oversees for the Indio Police Department is the transition of our police radio system from the Eastern Riverside County Interoperable Communications Authority (ERICA) to Riverside County's Public Safety Enterprise Communication System (PSEC). The Support Services Division has been working on this project since our City Council provided direction to continue with the much needed upgrade to the aging infrastructure.

PSEC has the ability to unify Riverside County law enforcement agencies under the same communications system which will greatly improve public safety by improving interoperability – the ability to communicate with other agencies via radio communications. The improved radio communications system will better position Indio PD and the rest of Riverside County to effectively respond to large-scale needs for public safety such as our April Music Festival Series or natural disaster events.

This multi-year project is nearing completion with the team finalizing the final steps to ensure we are ready for the transition when the team moves into our new Dispatch Center by the Spring 2024.

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 at 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.

The **Records Bureau** serves an essential function for Indio Police, as it is responsible for maintaining and releasing our police records. Records Bureau personnel are responsible for sorting, filing, copying, and distribution of crime, 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

43,980

9-1-1 Calls

117,765

Non-Emergency Calls

161,745

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

910

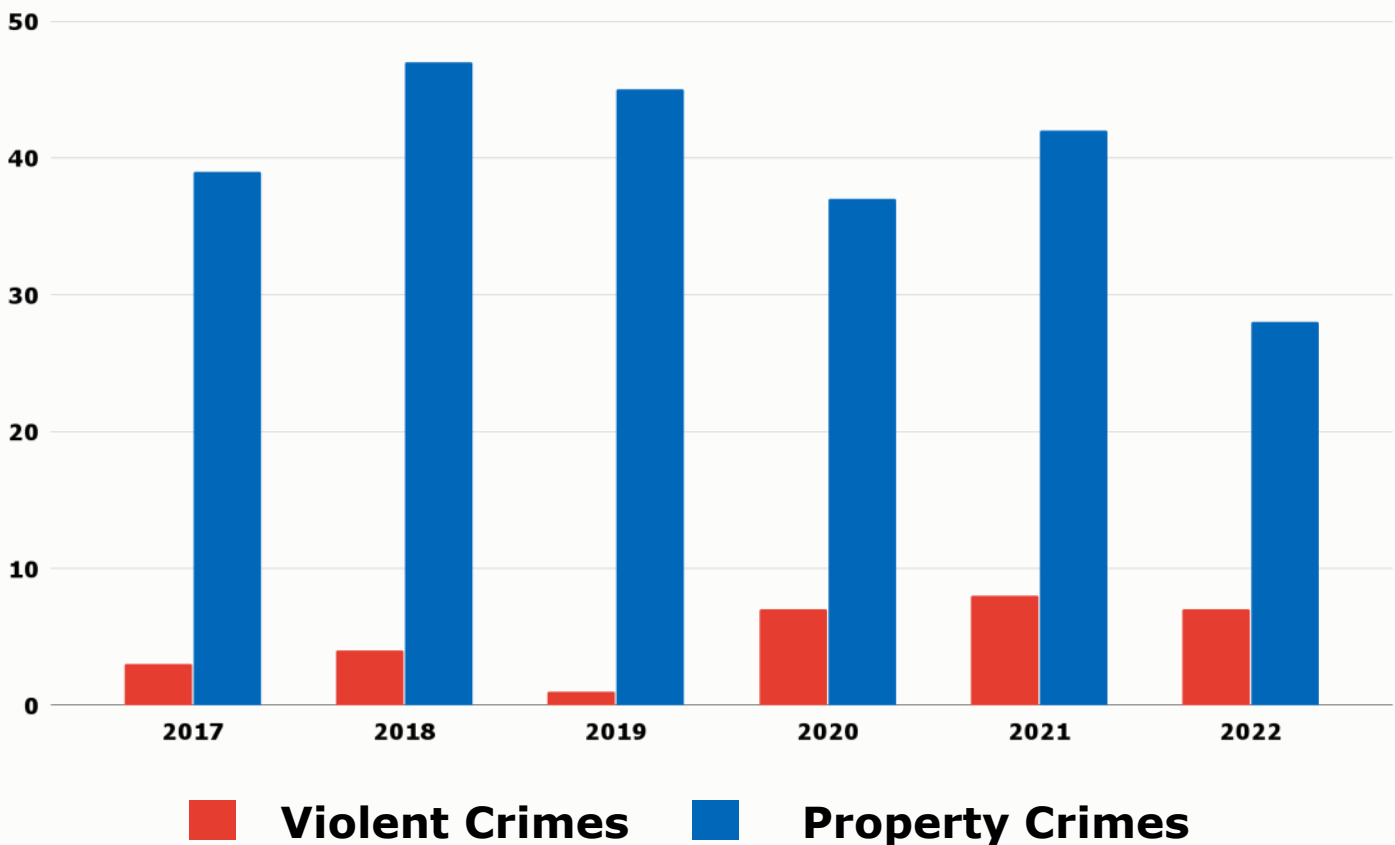
Fulfilled evidence requests for the District Attorney's Office



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, the last five years saw a reduction of **45%** in violent crimes and property crimes are down **18%**.

Indio PD - Violent Crime and Property Crime 2017-2022



Field Services



Christopher Shaefer Assistant Chief

The Field Services Division accounts for the largest segment 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.

The Field Services Division is comprised of the following units:

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

2022 DEPARTMENT-WIDE ACTIVITY	
Calls for Service	58,242
Police Reports	12,375
Arrests	1,536



Field Services

The **School Resource Officer** Program is comprised of four highly trained officers that are assigned to Indio's three high schools, four middle schools, and thirteen elementary schools. The SRO is a vital member of the school's administrative team, helping to proactively solve problems within the school community. They are an educational resource for students, teachers, administrators, and parents. They also provide students with a positive role model and a balanced view of law enforcement.



The **Quality of Life** Team 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 are steadfast in offering 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.

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.



Indio Police



We hosted **several Coffee with a Cop** events as part of our recurring community outreach events.

We took part of the expansion of the International Tamale Festival, seeing **the growth of the City**. We answered questions from the community regarding what's new for Indio PD.



The Recruitment Team participated in **over 21 events** throughout the state including universities, colleges, community events, and the Tamale Festival. With the help of the team and the community, we have been able to hire **19 staff members** and that number is growing into 2023.

in the Community

The 2022 Indio Police National Night Out was awarded **12th in the nation** for providing a positive space for law enforcement to interact with residents.



The Citizens Helping Indio Police (CHIPs) and Cadet Explorer programs **volunteered over 2,000 hours** to assist staff at community events throughout the year.

Our Administrative Officer, Benjamin Guitron, took part in over **100 on camera interviews** with our local media regarding Indio PD.



Investigative Services



Brian Tully Assistant Chief

The Investigative Services Division is comprised of the following units: Investigations – Major Crimes and Street Crimes, Desert Regional SWAT, Professional Standards, Crime Analysis, 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 2022 STATISTICAL SUMMARY	
New Cases Assigned	232
Closed Cases	183
Closed by Arrest	23

STREET CRIMES UNIT 2022 STATISTICAL SUMMARY	
New Cases Assigned	239
Closed Cases	199
Closed by Arrest	66
Firearms Recovered	91

Investigative Services



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, and the Tactical Dispatch. The unit was established to leverage 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 may be needed.

The **Detective Bureau** is comprised of two units: Major Crimes (MCU) and Street Crimes (SCU). MCU cases are initiated by our detectives or follow-up investigations initiated by Field Services work these cases to conclusion. The SCU Unit proactively address street crime trends such as gang and firearm-related violence.

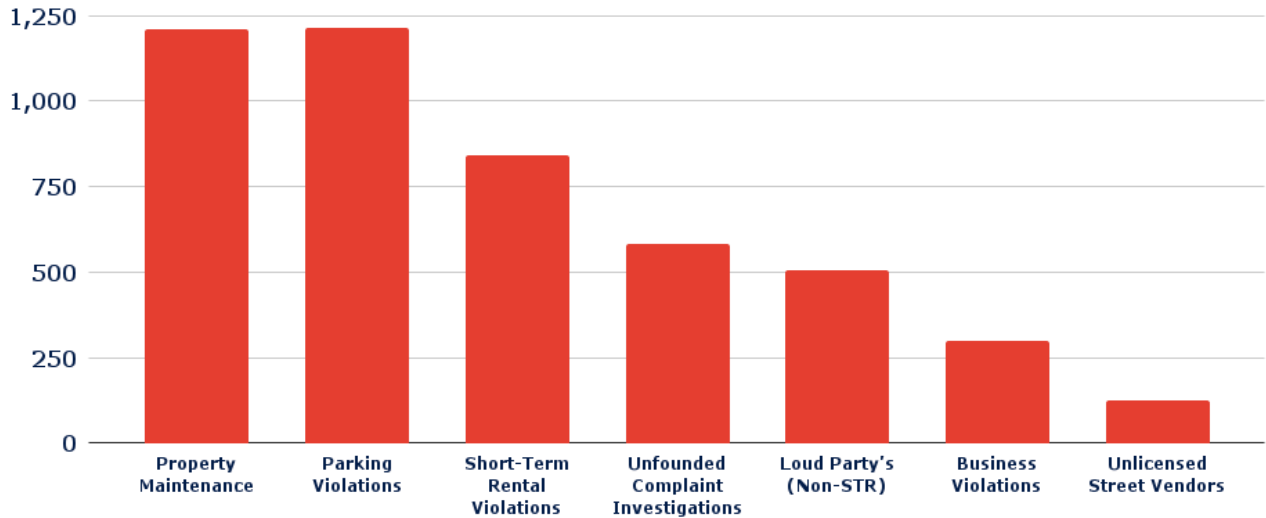


The Investigative Services Division is also the lead internal division for the **Coachella Music and Arts Festival and Stagecoach Festival** held April. The Incident Command Team plans and implements a coordinated law enforcement response during the major music festivals.

Code Enforcement

The Code Enforcement Unit 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 2022



Our Code Enforcement team is among the most progressive in 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.



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 enhance community safety while establishing and maintaining positive relationships with 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	29
• Annual homeowner associations & service groups meetings	32
• Participating Neighborhoods in Neighborhood Watch Groups	15
• Participating Rental Properties in the Crime Free Multi-Housing Program	35
• Participating Businesses in the Business Watch	86

Crime Prevention:

• Crime Prevention Presentations	14
• Crime Stoppers Tips Received	52
• Crime Stoppers Rewards to Indio residents for tips	\$3,200



Volunteer Services

The 31 dedicated community members that volunteer for the Indio Police Department are an integral part of the department. Our Police Chaplains, Citizens Helping Indio Police Program (CHIPs), and our Police Cadets have committed nearly 275,000 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 an important part of our volunteer program. With two Police Chaplains, the purpose of our program is to provide 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

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



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



WWW.JOININDIOPD.ORG

