

Annual Report 2017

RENO POLICE DEPARTMENT



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MESSAGE FROM RENO CITY COUNCIL



Providing vibrant neighborhoods and public places is a top priority of the Reno City Council. As such, we are proud of the accomplishments our Police Department has achieved this past year.

Efficient and effective emergency response to our citizens and enhancing community engagement are key benchmarks in which our police department continues to excel.

As our community continues to grow, we are committed to providing excellent emergency services to our residents and visitors.

On behalf of the men and women of the Reno Police Department, I would like to thank our entire community for their outpouring of support for your police department. It is our privilege to serve this community. We understand our responsibility and duty to provide a safe environment so that we can all enjoy daily life and activities.

The mission of the RPD is to safeguard the lives and property of those we serve, reduce the incidents of crime and community disorder, and enhance public safety while working with our community to improve the quality of life for everybody.

The RPD's vision is to be a Model of Policing Excellence. Our vision is achieved through the use of our Core Values and Guiding Principles. Respect, Integrity, Fairness and Service are the cornerstone values that allow us to police our community to the standards you expect.

Similarly, our guiding principles, Community Engagement, Crime Reduction, Organizational Culture and Organizational Future establish the trust to allow your Reno Police Department to foster a relationship with this community that promotes the expectations of transparency, accountability, honesty and respect.

It is very important to me as your Chief of Police to share my vision for this agency, and the safety and service to our community as a whole.

Your RPD has a rich history of successful Community Policing that dates back several decades. It is fair to say that the Reno community is, in large part, a direct reflection of that success. Reaching out and working with our citizens has moved your department to the forefront of community policing and we are viewed as a model agency throughout this nation.

As part of our Community Policing Philosophy, trust within our community is paramount. To further these efforts and to enhance transparency and trust,

beginning in June 2018, all uniformed officers have been wearing body worn cameras.

Finally, I am extremely proud and excited to announce the Reno Gun Initiative. Your RPD has created a strategy aimed at reducing gun violence in our community. This strategy and initiative will include our community partners, as well as utilize resources from both our regional and federal law enforcement partners.

Your RPD has dedicated officers, technology, and improved processes to investigate crimes involving firearms and criminals who engage in gun violence. Utilizing established policing philosophies and evidence-based practices, we will emphasize a zero tolerance approach to gun related crimes in an effort to reduce gun violence and strengthen our partnership with the community.

Over the past few years, Reno has experienced significant residential and business growth. Having resided in the Reno area for the past forty years, I am aware of the unique challenges of this growing community and will continue to drive your Police Department's mission of providing safety and quality of life.

Respectfully,
Chief Jason Soto



"Your Police, Our Community"



ABOUT YOUR POLICE DEPARTMENT



ABOUT US

Reno is located in northern Nevada and is best known as a tourist location with a growing and diverse population and economy. The City of Reno Police Department (RPD) has an authorized staffing level of 317 sworn police officers and serves a population of approximately 250,000 residents. In addition, RPD serves approximately four million visitors annually.

RPD is nationally recognized as a model for community oriented policing and problem solving. Our motto, "Your Police, Our Community," exemplifies our commitment to creating partnerships with community members, local businesses and other agencies and organizations to make Reno a safe and pleasant place to live and work.

OUR MISSION: *We are committed to partnering with our community to create a safe city by providing the highest level of police services.*

CONTACT INFORMATION

EMERGENCY HELP

9-1-1

NON-EMERGENCY DISPATCH

(775) 334-2121

NON-EMERGENCY HELP

(775) 334-4636

MAIN STATION FRONT DESK

(775) 334-2175

WEBSITE

RenoPD.com



AVERAGE RESPONDED
SERVICE CALLS

141,087

CALLS PER YEAR

11,757

CALLS PER MONTH

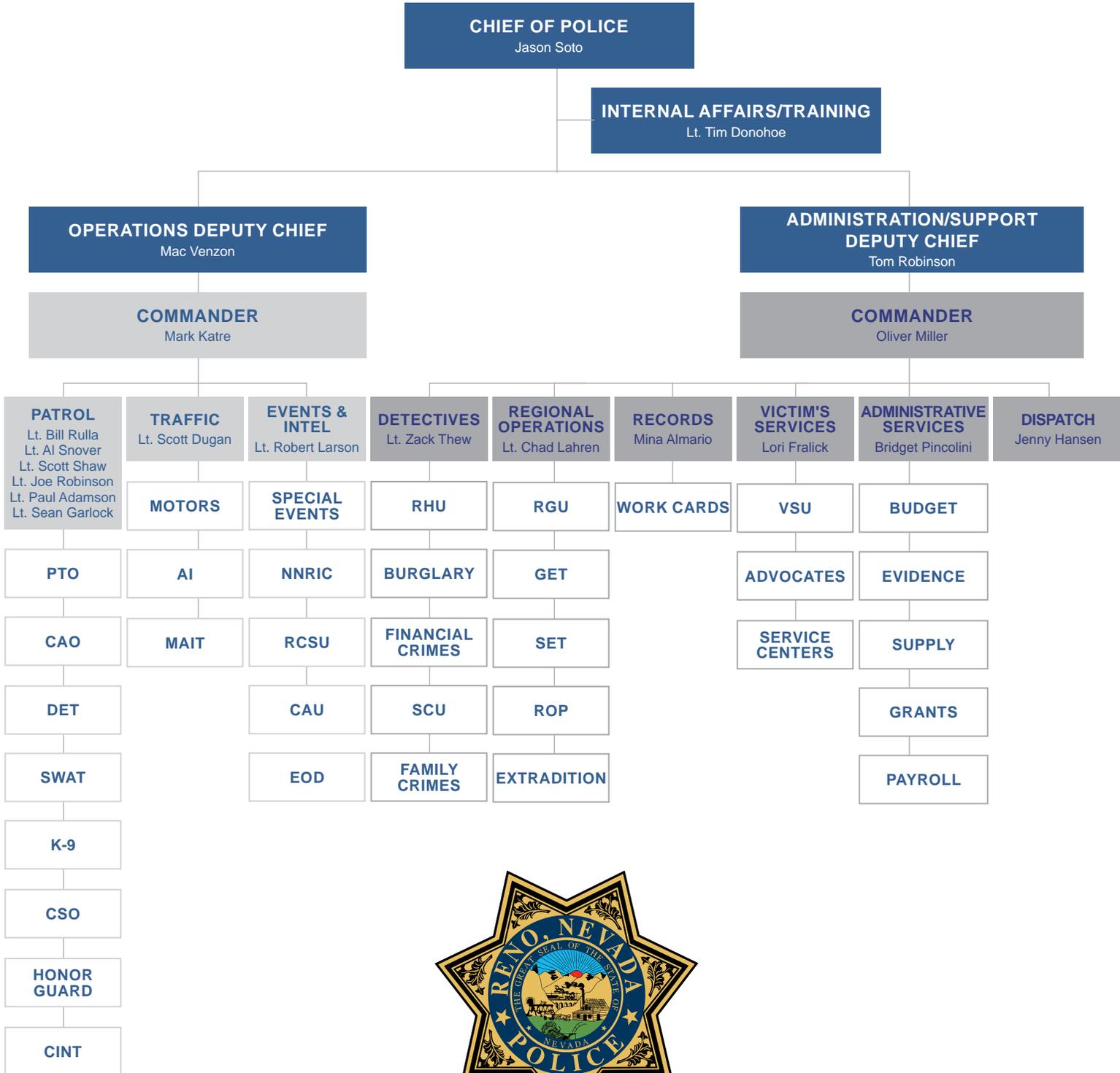
387

CALLS PER DAY

129

CALLS PER SHIFT

COMMAND STRUCTURE



ABOUT YOUR POLICE DEPARTMENT

NEW HIRES

Christopher Aufiero	Maintenance Worker I
Jaclyn Benvin	Police Officer
Tiffany Black	Dispatch Trainee
Kristen Bryant	Victim/Witness Advocate
Bryan Christensen	Police Officer
Tasheeka Claiborne	Police Officer
Kevin Clark	Police Officer
Cheryl Cusick	PSI Transcriber
Andre DaSilva	Police Officer
Deena Devore	Public Service Intern
Edzar Felipe	Police Officer
Margaret Gonyo	Police Assistant I
Nicholas Griebel	Police Officer
Kevin Hail	Police Officer
Jenny Hansen	Dispatch Asst. Director
Patricia Haynes	Police Assistant I
Paula Hlade	VSU Volunteer Coordinator
Peter Hughes	Police Officer
Daniel Hutmier	Police Officer
Thomas Jameson	Police Officer
Adam Jenkins	Police Officer
Tyler Jones	Police Officer
Branden Kniestedt	Police Officer
David LaFrance	Police Officer
Jewel Lambert	Police Assistant I
Michael Lawton	Police Officer
Haley Magenheimer	Police Officer
Shawn Manning	Police Officer
Nohely Mariscal	PSI Transcriber
Patrick Martin	Police Officer
Brigit McGurk	Police Officer
Brian Mudd	Dispatch Trainee
Adrian Rivera	Police Officer
Scott Roberts	Police Officer
Anthony Sotelo	Police Officer
Joshua Thornton	Police Officer
Kimberly Troop	Police Assistant I



RETIREMENTS

Janet Cockrum	Police Assistant II
Guy Cooper	Police Officer
Jessica Duralde	Dispatch Supervisor
Michael Long	Police Officer
John Mandagaran	Police Sergeant
Scott Massey	Police Officer
Savannah Montgomery	Dispatcher
Steven Mussell	Police Officer
Danica Rast	Dispatcher
Suzy Rogers	Dispatch Asst. Director
Karen Rudy	Administrative Secretary
Charles Smith	Police Officer

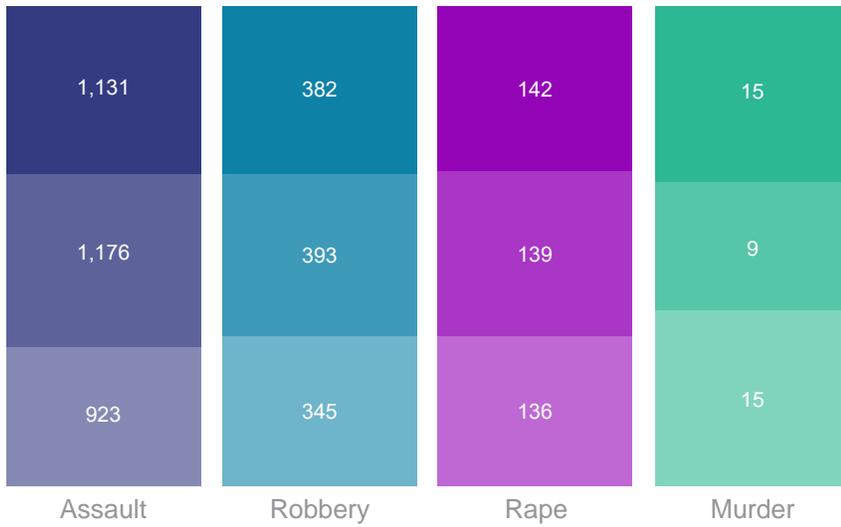
PROMOTIONS

Lori Heidenreich	Management Assistant
Juan Lopez	Sergeant
Patricia Medina	Secretary
Tom Yturbide III	Sergeant

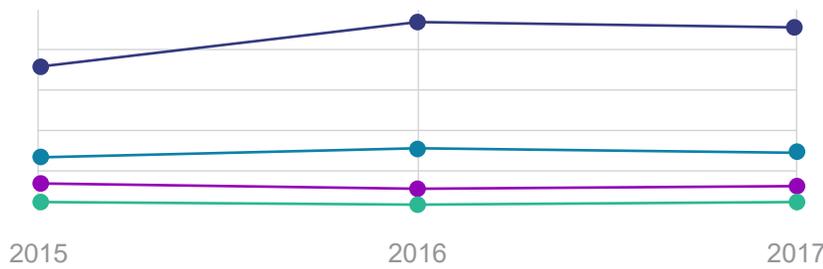
2017
Population: 244,612

2016
Population: 242,158

2015
Population: 238,615



2015-2017
VIOLENT
CRIME
REPORTS



CLEARANCE RATE

- Assault
- Robbery
- Rape
- Murder

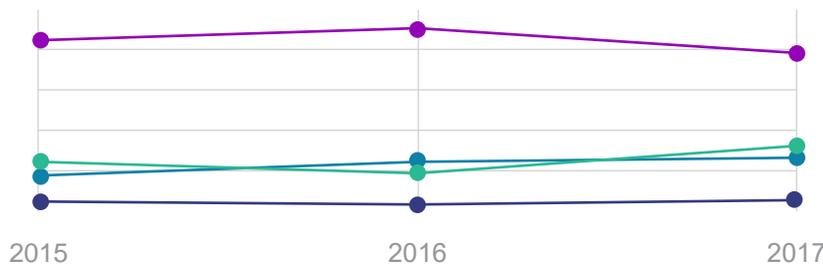
2017
Population: 244,612

2016
Population: 242,158

2015
Population: 238,615



2015-2017
VIOLENT
CRIME
REPORTS



CLEARANCE RATE

- Arson
- Vehicle Theft
- Larceny/Theft
- Burglary

OUR VISION: *The Reno Police Department will be totally integrated into the community and viewed as a model of policing excellence.*

GUIDING PRINCIPLES

The Guiding Principles are intended to ensure the success of the department's mission, vision and values. Each Guiding Principle has a group that meets to bring together ideas from every employee in our organization.

RESPECT

TREATING EVERYONE WITH DIGNITY, EMPATHY AND FAIRNESS

INTEGRITY

SERVICE THAT DEMONSTRATES HONESTY, PROFESSIONALISM AND DEDICATION IN ALL ACTIONS

FAIRNESS

CONSISTENT, ETHICAL AND IMPARTIAL TREATMENT OF EVERYONE

SERVICE

PROACTIVELY RESPOND TO THE CHANGING NEEDS OF THE COMMUNITY AND DEPARTMENT THROUGH OPEN COMMUNICATION, ACCOUNTABILITY AND PROFESSIONALISM

INNOVATION & TECHNOLOGY

SOCIAL MEDIA + WEB PRESENCE

RPD is continuing to focus on innovative methods to leverage technology, help create efficiency and meet our vision of being completely integrated into the community. As we reported in 2017, we improved our web presence and social media for the community.

In 2017, RPD improved several areas of day-to-day operations and used custom software for these issues. Spending less time obtaining vital information means more time on patrol, keeping our neighborhoods safe. The result of these efforts has been a significant streamlining of several of our most prevalent duties and tasks.

Through the use of social media such as Facebook, Twitter and Instagram, we have been able to continue community outreach. From the promotion of charity events and community meetings to the publishing of notices or wanted persons, social media has evolved to become an invaluable and cost-effective resource for the department.

In 2017, our user engagement continued to increase significantly. Citizens turn to our social media for the latest information in a timely manner and direct from the department.

6K+
MyRPD
App Users

500K+
Web Page
Visits
RenoPD.com

18K+
Increase in
Post Engagement
@RenoPoliceDepartment

1.3K+
Followers
@Reno_Police

7.5K+
Followers
@RenoPolice



INTERNAL AFFAIRS (IA)

 (775) 334-2106

IA has established a performance system of accountability for members of our organization who may have performed in a less-than-professional manner, complaints of employee misconduct and monitors investigations being conducted by an employee's direct supervisor.



SENIOR AUXILIARY VOLUNTEER EFFORT PROGRAM (SAVE)

 (775) 348-6925

SAVE is a uniformed civilian volunteer organization with the purpose of relieving police officers of certain duties. With an average of 90 members throughout the year, SAVE provides an increased level of crime prevention with a non-confrontational approach. Under NRS 484B.470, members are authorized to issue handicap parking citations.



TRAINING

 (775) 789-5421

The Training Section is responsible for educating employees and assisting with the Northern Nevada Law Enforcement Academy. The Training Section is progressive on national trends and concerns such as active violence, officer ambush, topics related to use-of-force and de-escalation techniques.

Education includes arrest, control techniques, alternative weapons use and firearms qualifications as prescribed by the State of Nevada Peace Officer and Standards Training. Additional education includes constitutional law, search-and-seizure, building searches, and emergency vehicle operations. The Training Section blends classroom instruction with problem-based learning and scenario-based training while following a values and ethics-based training philosophy.

RECRUITMENT

RPD recruiters are continuously recruiting applicants for police officers, community service officers, victim advocates, and administrative support positions. Recruiters attend community events throughout the year and hold events such as the Run With the Recruiter and applicant information sessions.

BACKGROUND INVESTIGATIONS & HIRING

Our background investigations and hiring units are responsible for ensuring our hiring process promotes our future employees to share the RPD's values and vision, embody a sense of service, team orientation, communication, human relations skills, self-control and empathy.

POLICE TRAINING OFFICER (PTO)

In 1999, RPD and the COPS office of the US Department of Justice developed the PTO program that is an adult-based and community policing-centered training model. New officers are expected to focus on performance competencies and to use problem solving skills to address calls. This program is trainee-centered, meaning the trainee will seek out resources from inside and outside the department to help development.

 **23** | NEW OFFICERS



**PTO PROGRAM
NATIONALLY RECOGNIZED**
PRESIDENT'S TASK FORCE
ON 21ST CENTURY POLICING
AS A MODEL PROGRAM



DOWNTOWN ENFORCEMENT TEAM (DET)

DET is composed of twelve officers and two supervisors separated into two teams. They are funded by the Special Assessment District as well as RPD. Their mission is to help improve the quality of life for the many residents of downtown Reno. DET provides a safe and friendly downtown environment to citizens and tourists.

DOWNTOWN WALKING TEAM (DWT)

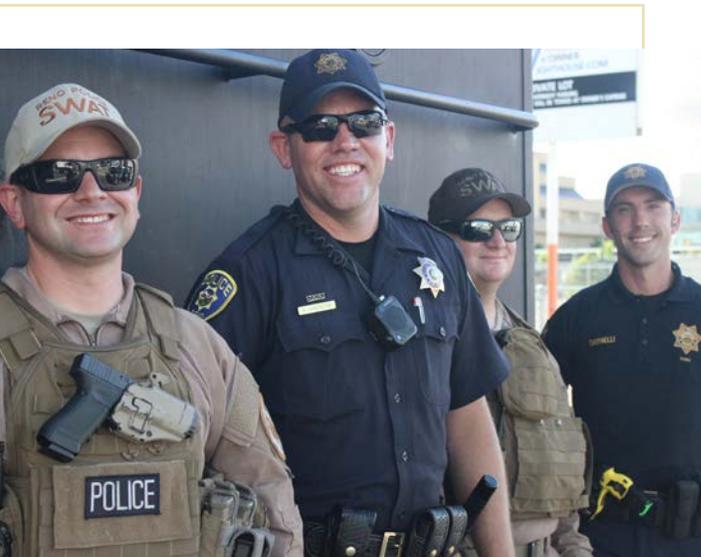
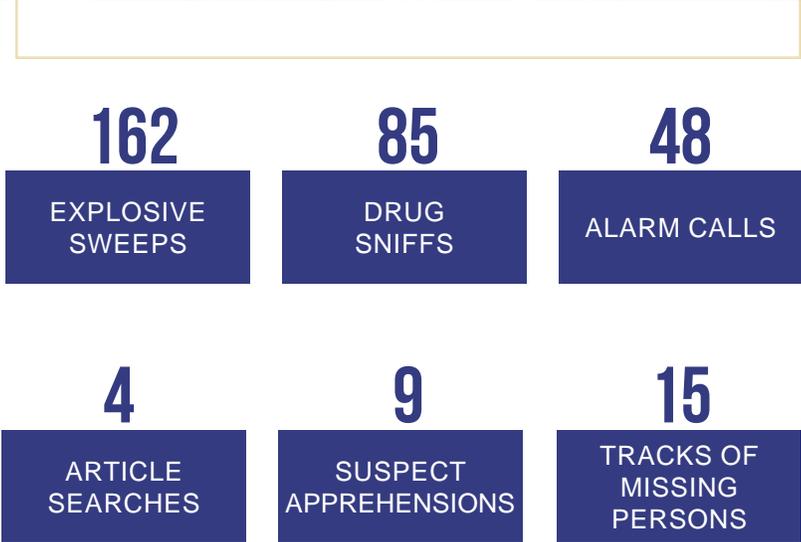
DWT is the first full-time tourism-oriented policing team that is composed of four officers and one supervisor. They are funded by RPD and the Special Assessment District. DWT's mission is to be present in downtown Reno to help create a safe and friendly environment.



K-9 UNIT

The K-9 Unit is a team of highly-trained officers and canine partners who are equipped to assist with critical incidents that go beyond normal police operations. They also handle routine calls for service and assist officers with narcotics and explosive searches.

RPD's K-9 officers conducted demonstrations, community awareness, and safety seminars for our partners in the community.



SPECIAL WEAPONS AND TACTICS TEAM (SWAT)

SWAT is comprised of specially trained and equipped personnel who respond to the community's most emergent needs under a variety of circumstances. The types of missions are high-risk warrant service, barricaded and armed suspects, hostage rescue, crowd/riot control, dignitary protection, and emergency response to critical incidents.

In partnership with our regional partners, SWAT participates in joint training and missions throughout Northern Nevada. SWAT works with federal law enforcement authorities and provides site security protection for high profile visitors to the community.

SWAT is a collateral assignment for officers who demonstrate leadership, tactical ability, technical expertise and problem solving skills.



COMMUNITY SERVICE OFFICERS (CSO)

CSOs are non-sworn civilian employees who take and process police reports, collect evidence, enforce parking regulations, conduct traffic control, assist with special events, respond to non-hazardous calls for service, and initiate missing person investigations. The CSOs often recognize crime trend information and notify patrol officers, who have made several arrests or recoveries of stolen property.

4,521

CSO CALLS FOR SERVICE

2,405

CSO POLICE REPORTS

HONOR GUARD

The Honor Guard conducts memorial affairs to honor fallen officers and active and retired members of law enforcement. The Honor Guard represents RPD by participating in ceremonies, special events, fundraisers, and other functions approved by the Chief of Police. The Honor Guard is a highly disciplined team, serving with honor and respect.

EXPLORERS

(775) 348-6925

The Explorer program is for young men and women, ages 14-20, who are interested in learning about law enforcement careers. The program offers the opportunity to be involved with the community, gain law enforcement knowledge and assist in facilitating neighborhood block parties. Some annual events that Explorers participate in are the Barracuda, Hot August Nights, and Street Vibrations.

CONSOLIDATED LAW ENFORCEMENT ALL-HAZARDS RESPONSE (CLEAR)

The CLEAR team is a collateral assignment that addresses crimes involving hazardous materials, provides the conduit between law enforcement and other entities/agencies, to include the Health Department, Reno Fire Hazmat Team, and the 92nd Civil Support Team.

CLEAR members are trained and certified to work in chemical, biological, radiological, nuclear, and explosive environments. Duties include the handling and collection of evidence, rendering safe operations, clean-up and disposal of hazardous materials, and education training for employees.

13

FUNERALS

6

MEMORIALS

2

PARADES

3

CITY EVENTS

15

HONOR GUARD EVENTS



The Community Action & Outreach (CAO) unit's mission is to infuse the principles of Community Oriented Policing and Problem Solving, Intelligence-Led Policing/Crime Fighting, Crime Prevention Through Environmental Design, resource management, and innovative policing principles designed around developing social capital into our communities to reduce crime and calls for police service.

CRISIS INTERVENTION TEAM (CIT)

CIT brings together law enforcement, mental health providers, hospital emergency departments and individuals with mental illness to improve responses to people in crisis. The CIT program enhances communication, identifies mental health resources and ensures officers have the training and support they need.

CRIME FREE MULTI-HOUSING PROGRAM

The Crime Free Multi-Housing Program is a state-of-the-art crime prevention program designed to reduce crime, drug activity, and gang activity in apartment properties.

HOMELESS EVALUATION LIAISON PROGRAM (HELP)

The goal of HELP is to provide homeless individuals utilizing services and creating police calls with assistance in reuniting with family or friends in a stable environment.

KIDS TO SENIOR KORNER (KSK)

KSK targets kids and seniors in low income areas for medical and social outreach. By caring for those in our community, we reduce incidents and crime that risk our neighborhoods.



MOBILE OUTREACH SERVICES TEAM (MOST)

MOST provides follow-up services for individuals whose mental illness impacts their community. They also provide assistance to individuals who require aid, arrive on scene for those in crisis and provide psychiatric emergency response. Therapists and officers conduct outreach services for the improvement and stability of the mentally ill and homeless populations.

360 BLUEPRINT

 (775) 324-2583

Created by a local pastor and RPD officer in 2013, the 360 Blueprint Program works with and mentors at-risk elementary school-aged youth within the Washoe County School District (WCSD). The program is a partnership between community churches, local law enforcement, WCSD and volunteer mentors.

8

ACTIVE IN WASHOE
COUNTY SCHOOLS

MOTEL IMPROVEMENT TEAM (MIT)

MIT addresses the health and safety of those community members living in approximately 63 hotels/motels throughout the city. The MIT program is a collaborative effort with Reno Code Enforcement, Reno Business Licensing, State Health Department, and Reno Fire Inspectors.

The mission of the MIT is to change the environment in and around each motel in order to create a safe, thriving, healthy, and law-abiding neighborhood. This shall be accomplished through a joint partnership with Code Enforcement, other City of Reno Departments, and other agencies within the region.



The Traffic Section is committed to enhancing traffic safety for our community through education, enforcement and engineering.

MOTORS

Motor officers are routinely assigned to high-crash locations, conduct enforcement to positively influence driving behaviors, and handle traffic issues and citizen requests for targeted enforcement.

CRASH INVESTIGATORS

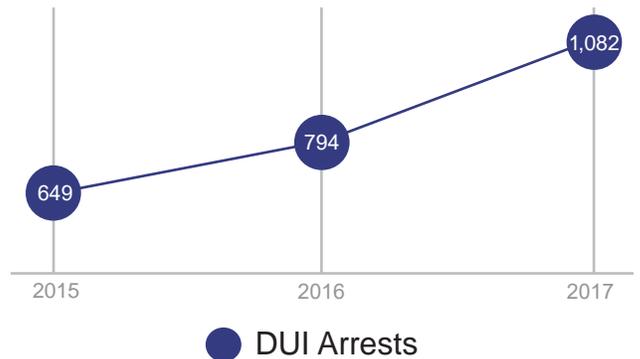
Crash Investigators work in the field to investigate property, injury, fatal, and hit-and-run traffic crashes. They drive vehicles equipped with specialty equipment for the investigation of crashes.

DETECTIVES

Traffic Detectives conduct investigations related to crashes involving property damage, injuries, fatalities, and hit-and-run incidents.

DUI ENFORCEMENT OFFICERS

DUI officers are assigned to exclusively enforce drunk-driving laws.



MAJOR ACCIDENT INVESTIGATION TEAM (MAIT)

Traffic detectives and crash investigators conduct investigations of major crashes involving serious bodily injury and death. MAIT receives advanced training in major crash investigations and reconstruction.

EDUCATION

The Traffic Section conducts public awareness campaigns with reader boards, posters and displays to educate the public about law enforcement and safety measures.

ENFORCEMENT

Traffic targets drivers to focus on the right-of-way, speed, impaired driving and distracted driving. In addition, it requires pedestrians to obey crossing laws and right-of-way violations.

ENGINEERING

Traffic provides observation data to City of Reno traffic engineers for additional analysis and assesses dynamics in the field.



AWARD FOR OUTSTANDING AGENCY PERFORMANCE
HIGHEST IMPACT ON IMPAIRED DRIVING



ADDITIONAL TRAINING ON DRUG IMPAIRED DRIVERS

37%

INCREASED ARRESTS OF IMPAIRED DRIVERS

TRAFFIC SECTION GRANT PROGRAMS

The Traffic Section was awarded three grant initiatives in 2017: "Joining Forces," Pedestrian Safety, and the Motor Carrier Safety Administration Program (MCSAP). In addition, the Traffic Section was awarded funding by the Office of Traffic Safety for a grant initiative which focuses on impaired driving.

JOINING FORCES

This initiative promotes an education and enforcement partnership with numerous state and local law enforcement agencies during several nationally-sponsored operations throughout the year.

PEDESTRIAN SAFETY

RPD is one of three agencies within the state that was awarded grants to address pedestrian safety. This grant helps pay for enforcement operations, which target violators of pedestrian-related laws, and educational programs designed to teach children safe crossing behaviors.

MOTOR CARRIER SAFETY ADMINISTRATION PROGRAM (MCSAP)

The grant initiative provides funding for specially trained officers to conduct commercial vehicle inspections and license verifications with emphasis on the most hazardous, crash-causing, violations.

IMPAIRED DRIVING

The State of Nevada Office of Traffic Safety grant program provides officers patrolling the streets proactively looking for impaired drivers. The additional DUI officers are deployed at specific times according to national and local data.

2017 GRANT AWARDS

\$96,596	JOINING FORCES
\$31,433	PEDESTRIAN SAFETY
\$35,000	IMPAIRED DRIVING GRANT
\$96,596	MOTOR CARRIER SAFETY ASSISTANCE PROGRAM

RENO CRASH DATA

RPD continues to analyze pedestrian-related crashes and applies the data to its strategic planning in deploying its resources. Traffic section engages in a multi-jurisdiction and multi-discipline approach to improve pedestrian safety, administers two state-funded pedestrian safety-related grant initiatives, and uses response tactics with a focus on changing crash behaviors.

30%

DECREASE IN FATAL CRASHES

17%

DECREASE IN PEDESTRIAN FATAL CRASHES

RENO CRASH DATA



MOST COMMON ATTRIBUTES FOR FATALITIES

AGES 46-55	MALE PEDESTRIANS
FRIDAYS	MOST COMMON DAY
AT NIGHT	DARK WITH LIGHTED CONDITIONS
ROADWAYS	NOT AT INTERSECTIONS
INTERSECTIONS	WITH MARKED CROSSWALK
IMPROPER CROSSING	BY PEDESTRIANS AND MOTORISTS FAILURE TO YIELD THE RIGHT-OF-WAY

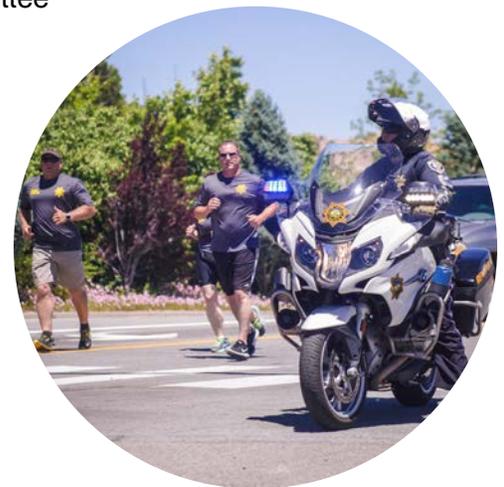


VICTIM SERVICES

Under the Victims of Crime Act (VOCA) grant, a part-time victim advocate is designated to provide support to survivors and families who have been impacted by traffic crimes. The program refers victims to counseling, financial assistance, witness support, and other services.

THE TRAFFIC SECTION PARTICIPATES IN THESE PROGRAMS:

- Northern Nevada DUI Task Force
- Strategic Highway Safety Plan/NV Zero Fatalities: Impaired Driving Task Force
- Impaired Driving Task Force Marijuana/DUI-Drug Tracking Subcommittee
- Strategic Highway Safety Plan/NV Zero Fatalities: Intersection and Pedestrian Task Force
- Nevada Office of Traffic Safety Traffic Records Coordinating Committee (TRCC)
- TRCC Brazos Electronic Citation and Crash Reporting Working Group
- Nevada Traffic Incident Management Coalition
- Annual Nevada Traffic Safety Summit
- 2017 Nevada Bicycle and Pedestrian Summit
- City of Reno Pedestrian Safety Working Group/Regional Vision Zero Exploratory Committee



The Mission of the Reno Police Department Special Events Unit is to ensure the safety and security of the event through a tourism-based policing philosophy, and partnering with the citizens of Reno, City departments and the event promoters to provide the highest levels of police services.

Hosting nearly 200 major annual events, Reno has established itself as a destination city. Each event has its own dynamic and requires specific planning to ensure a safe, orderly and successful event. If you are looking to hold an event in the City of Reno please visit: Reno.Gov/SpecialEvents

REGIONAL CRIME SUPPRESSION UNIT (RCSU)

RCSU is a regional partnership between RPD and Sparks Police Department (SPD). RCSU monitors crime trends at a regional level and deploys resources to those areas targeting specific crime types and locations. They address crimes by using an intelligence-led policing model while working closely with the Crime Analysis Unit (CAU), Northern Nevada Regional Intelligence Center (NNRIC), and local, state and Federal agencies to identify crime trends.



130

ARRESTS

60+

REMOVED STOLEN/
RECOVERED FIREARMS
FROM STREETS

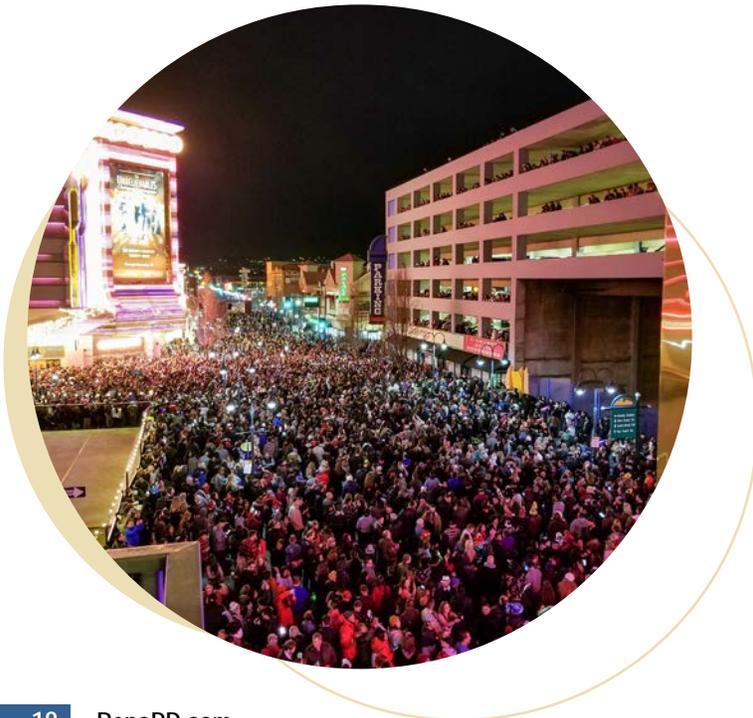


CAU analyzes local calls for service and crime data to identify crime patterns and concentrated crime areas (hot spots) within Reno. CAU also works closely with other departments in the city to provide crime statistics for the Neighborhood Advisory Boards (NABs), Reno City Council, business licensing and other specific requests for crime data.

CAU has completed the 34th annual satisfaction survey based on the participation of our community's opinions. Results of the satisfaction survey can be found on page 26.

NORTHERN NEVADA REGIONAL INTELLIGENCE CENTER (NNRIC)

NNRIC is a regional asset that was established to collaborate in the collection, analysis, and dissemination of actionable, strategic, and tactical intelligence throughout the region. NNRIC provides the tools for all regional agencies to anticipate, identify, monitor, prevent and respond to terrorism and criminal acts occurring in the region and beyond. Go to NNRIC.org for more information.



PUBLIC INFORMATION OFFICER (PIO)

The PIO is the single point of contact for community information. The PIO encourages communication and assistance with information about events impacting Reno. The PIO is responsible for maintaining RPD-related issues on various social media sources to keep the community informed.



MyRPD app



@RenoPoliceDepartment



RenoPD.com



Reno_Police



@RenoPolice

CONSOLIDATED EXTRADITIONS UNIT (CEU)

CEU is a regional asset comprised of officers and deputies from RPD and Washoe County Sheriff's Office (WCSO). They are responsible for all state extraditions for RPD, WCSO, and SPD. CEU personnel have devised a complex mechanism to efficiently move fugitives closer to their desired location to minimize costs.

112 TRIPS | MOVED 319 INMATES



CONSOLIDATED BOMB SQUAD (CBS)

CBS is responsible for handling a variety of calls for service including: suspicious packages, hoax devices, recovered explosives, firework disposal, dry ice/chemical bombs and improvised explosive devices. CBS is staffed with employees from RPD, SPD and WCSO who conduct bomb sweeps during special events and dignitary protection. They also provide support, training and demonstrations for local and surrounding Northern Nevada/California agencies.

40

INCIDENTS

100

PARTICIPATED
IN COMMUNITY
ACTIVITIES





DETECTIVES

The primary objective of the Detective Section is to reduce the rate of crime by determining those responsible.

BURGLARY UNIT

 (775) 657-4762

The Burglary Unit investigates and arrests burglary suspects and recovers property taken in commercial and residential burglaries and thefts, as well as general theft, larceny, and auto theft.

COMPUTER CRIMES UNIT (CCU)

 (775) 334-2107

The mission of the CCU is to investigate computer facilitated crimes and to provide investigative support to all investigations involving digital evidence.

Assigned detectives investigate digital evidence, fraud, internet crimes, provide resources and expertise to all of Northern Nevada. CCU detectives work in conjunction with the Washoe County Cyber Crimes Unit, Sparks Police Department, UNR Police Department, FBI Internet Crimes Against Children Task Force, and numerous local and regional law enforcement agencies.

FAMILY CRIMES UNIT

 (775) 334-2134

The Family Crimes Unit is committed to the aggressive prosecution of misdemeanor crimes, public awareness, and developing community-based responses to domestic violence. The Family Crimes Unit works closely with RPD's victim advocates to provide service and support to victims. Detectives strive to maintain the family as a unit while working to break the cycle of family violence.

FINANCIAL CRIMES UNIT

 (775) 334-2107

The Financial Crimes Unit investigates a variety of white-collar crimes including: identity theft, fraud, elder finance abuse, embezzlement, forgery, computer crime, and check/credit card offenses. The unit works closely with federal, state, and local law enforcement agencies and financial institutions.

MISSING PERSONS UNIT

 (775) 334-2677

The Missing Persons Unit is responsible for assisting local police agencies in coordinating, investigating and responding to cases involving missing persons, runaway children, and unidentified living or deceased individuals.

ROBBERY/HOMICIDE UNIT

 (775) 334-2188

The Robbery/Homicide Unit investigates robberies, deaths, and major crimes against persons. This unit also participates in the Regional Officer Involved Shooting Protocol.

SEX CRIMES/CHILD ABUSE UNIT

 (775) 657-4745

The Sex Crimes/Child Abuse Unit investigates sexually-based crimes, child abuse, neglect and endangerment. In a compassionate and respectful manner, the unit provides services to victims and ensures a successful conclusion to minimize additional trauma. Detectives in this unit are members of the Washoe County Child Advocacy Center's multidisciplinary team.

The mission of Public Safety Dispatch is to provide exceptional quality service to our citizens and partner agencies in an expedient, professional and compassionate manner while respecting the diversity of our community and recognizing our employees as our most valuable asset.

Reno Public Safety Dispatch is the largest 9-1-1 Public Safety Answering Point (PSAP) in Northern Nevada. It provides dispatching and/or telecommunication services to Reno and areas within Washoe County.

WHEN TO CALL 9-1-1

Emergencies that require immediate attention from police, fire or ambulance services and include:

- ALL crimes in progress
- Major crimes that have just occurred
- Any call with the potential for injury or death
- Any medical emergency
- Any type of fire

WHEN TO CALL NON-EMERGENCY

 (775) 334-COPS (2677)

- Noise disturbances
- Parking problems
- Past-tense crimes
- Welfare checks

WHEN CALLING 9-1-1

- Know the location of the emergency
- Stay calm and speak clearly
- Answer the dispatcher's questions
- Stay on the phone (if it's safe to do so) and do not hang up until the dispatcher tells you to do so

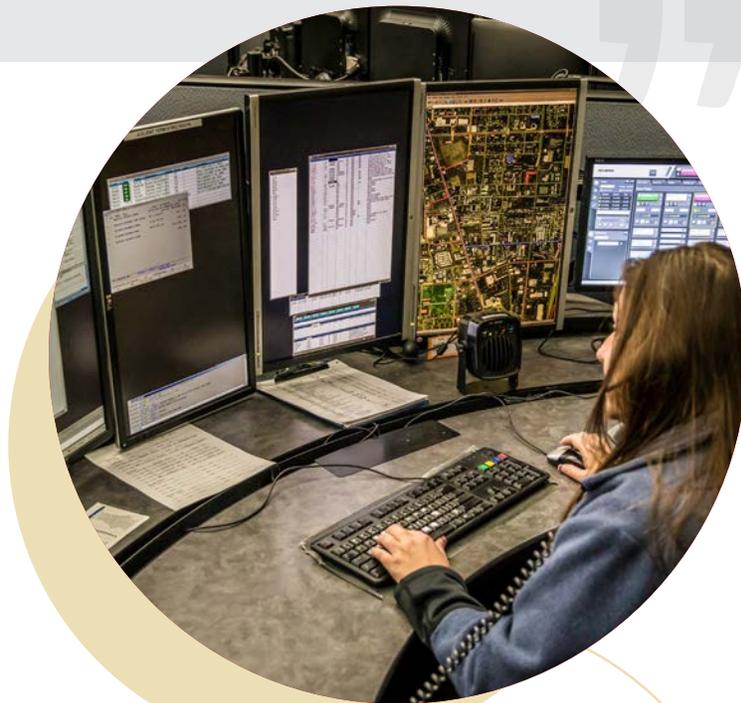
TEXTING 9-1-1

Texting 9-1-1 is beneficial to those who are hard of hearing, deaf, or speech-impaired, but residents should only text 9-1-1 when calling 9-1-1 is unsafe or not possible.



CALL if you can, TEXT if you can't

- Include the location and type of help needed
- Answer questions and instructions
- Do not power off phone until a dispatcher tells you to do so



500,000+

ANSWERED/PROCESSED 9-1-1 & NON-EMERGENCY CALLS



GRAFFITI ENFORCEMENT TEAM (GET)

 (775) 657-4781  (775) 334-INFO

GET has partnerships with WCSO, Sparks Police Department (SPD), Nevada Department of Transportation (NDOT), NV Energy, Waste Management, AMTRAK, and Secret Witness to remove reported graffiti within 24-48 hours. A detective is assigned to the team who investigates prolific graffiti violators in the City of Reno.

REGIONAL GANG UNIT (RGU)

 (775) 334-3852

RGU gathers and shares intelligence, suppresses gang activity, investigates gang-related crimes, educates and provides resources to our community about the dangers of gangs. RGU works with county and state juvenile and adult probation departments and federal agencies. Organizations that participate in this unit are RPD, SPD, WCSO and the Washoe County School Police.

REGIONAL SEX OFFENDER NOTIFICATION UNIT (RSONU)

 (775) 353-2244

RSONU is responsible for implementing state law for the registration and monitoring of convicted sex offenders in Washoe County. Under the provisions of NRS 179B.250, the public is authorized to gain access to certain sex offender information.

REPEAT OFFENDER PROGRAM (ROP)

 (775) 334-2115

ROP identifies career criminals in the community who are responsible for committing a disproportionate number of crimes. Investigators work directly with the Washoe County District Attorney's Office, SPD and WCSO for the purpose of seeking maximum penalties and reducing recidivism.



STREET ENFORCEMENT TEAM (SET)

 (775) 334-3065

SET is responsible for investigating street-level narcotics, prostitution, and addressing underage drinking throughout the community. SET participates in the FBI-led Innocence Lost Task Force which investigates incidents of human trafficking. SET also partners with the Drug Enforcement Administration for major drug investigations in conjunction with Join Together Northern Nevada (JTNN). SET is a regional unit comprised of detectives from RPD, SPD, and University of Nevada Reno Police Department (UNRPD).



CRITICAL INCIDENT NEGOTIATION TEAM (CINT)

CINT handles hostage situations, barricaded subjects and similar incidents by protecting the lives and the safety of citizens through professional negotiations. CINT is comprised of volunteer members from RPD, UNRPD, and regional partners and participates in joint regional training throughout Northern Nevada.

 **40** | CINT INCIDENTS
IN 2017



RECORDS

The Records Section is responsible for maintaining and updating a comprehensive records-keeping system for retention. Maintenance and dissemination of all original and supplemental police reports are produced by department employees for law enforcement purposes. Records is composed of General Records, the Work Applicant Unit (WAU), and Detectives' Support.

 **14,126** ITEMS OF INTAKE
IN 2017

 **27,181** ITEMS DISPOSED
IN 2017

ADMINISTRATIVE SERVICES

The Administrative Services division is responsible for managing department goals, identifying significant policies, operational issues, and creating strategic objectives. The Administrative Services division is comprised of budget, evidence, supply, grants, payroll and accounts payable.



51,222

REPORTS PROCESSED

3,318

CRIMINAL HISTORY REQUESTS

7,464

CASE COPY REQUESTS

4,691

WORK APPLICANT UNIT CUSTOMERS

FRONT DESK

Integrated with the Victim Services Unit (VSU), the Front Desk Team employs a customer service model that improves the response to the community. While assisting victims, survivors, and witnesses, this team is trained to take initial crime reports while utilizing a trauma-informed approach. In addition, the Front Desk Team takes pride in developing community partnerships and attending community outreach events.

HOURS OF OPERATION

MAIN STATION - 455 EAST 2ND STREET:

Monday - Friday 8am - 5pm

SOUTH SUB-STATION - 3905 NEIL ROAD:

Thursdays 8am - 4pm



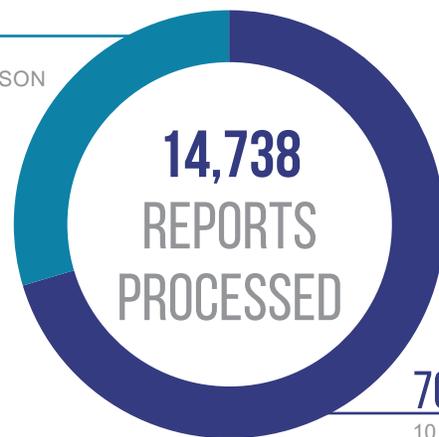
17,541 VISITORS IN 2017

70 AVERAGE VISITORS PER DAY

ASL CERTIFICATION POLICE SERVICES SPECIALIST BEGAN AMERICAN SIGN LANGUAGE (ASL) CLASSES

NEW CHECK-IN WEB-BASED PROGRAM/PROCESS TO IMPROVE VISITOR CONFIDENTIALITY, CUSTOMER SERVICE, EFFICIENCY, DATA REPORTING AND RECORD-KEEPING

30%
4,363
IN-PERSON



70%
10,375
ONLINE

468

VSU
CASES

236

CASES FROM
OUTSIDE
AGENCIES

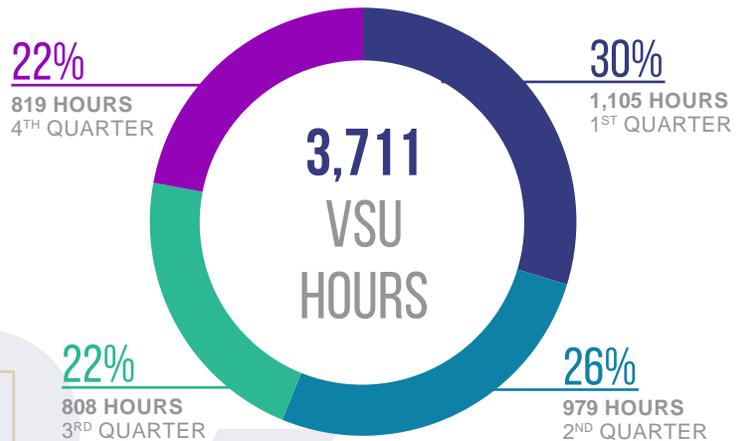




VICTIM SERVICES UNIT (VSU)

VSU and partnering agencies coordinates a 24-hour, 7-days a week multidisciplinary, victim-centered collaborative approach that enhances the overall response to crime victims. VSU works on

statewide and local community initiatives, projects, education, outreach, and training for professionals and volunteers. VSU has assisted multiple agencies throughout the state with various critical incidents during the 2017 calendar year.



 **26** | VOLUNTEERS & INTERNS



DEMOGRAPHICS

The survey was completed in its entirety by 834 respondents. Almost 61.9% of those respondents reported having lived in the city of Reno for 15 or more years, which is consistent with the previous year. 75.8% of respondents identified themselves as residing in a house as opposed to an apartment, mobile home or condo. The majority of respondents, almost 68.1%, were employed, while 21.8% of all respondents identified themselves as being retired. Interestingly, 3.7% identified themselves as a full-time student, 2.8% were unemployed and 3.6% identified themselves as a full-time homemaker.

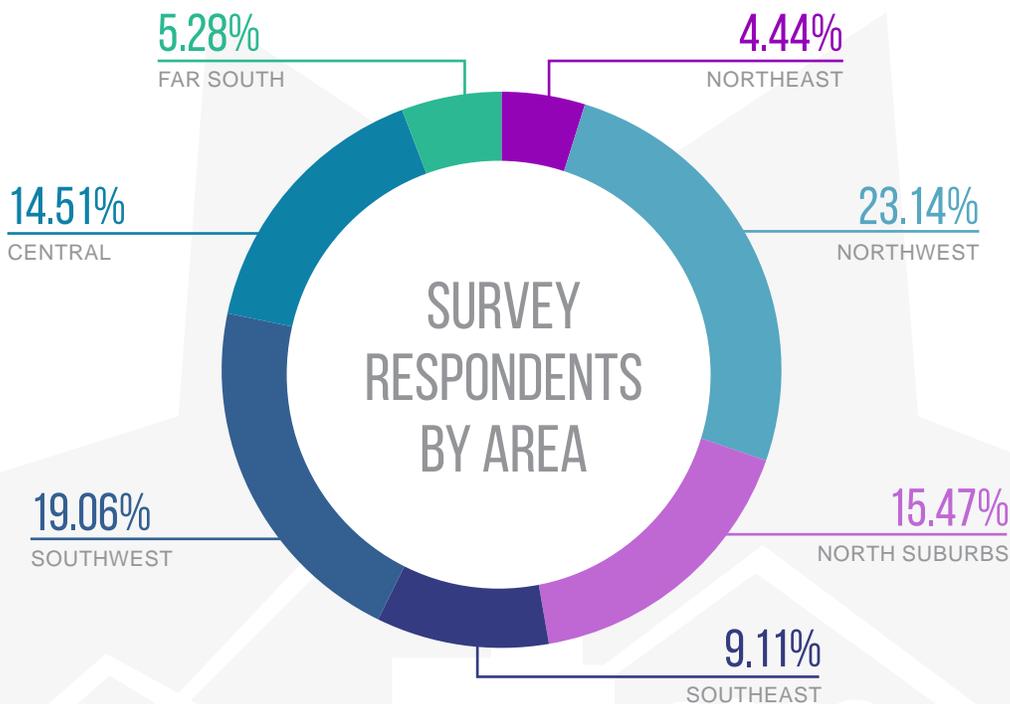
This year's sample is slightly more educated than that of previous years. Typically, we have observed some representation of high school graduates and post-graduate college-educated individuals among participants with the majority of respondents claiming either some college or to have obtained a college degree. Although this year yielded similar results overall with respect to educational attainment, it is more evenly distributed among those claiming some college and those claiming to be a college graduate or having some post-graduate college education than has been observed in previous years. Approximately 35.9% of respondents completed some college, (a slight increase from last year) 31.9% obtained a

4-year degree, and 19.8% attained some level of post-graduate education. 12% reported being a high school graduate only.

Close to 90% of this year's sample ranged from 26 to 75 years in age. As expected, reported income level is commensurate with the level of education attained. Those with greater overall educational attainment tended to have higher incomes. 88% of respondents reported earnings between \$30,000 and \$100,000 or more (87.88). The overwhelming majority of respondents, 85.0%, identified as Caucasian or White, followed by 6.6% who identified as Hispanic, 4.8% who identified as Other, 1.4% as American Indian, 1.2% as Asian, and 0.96% who identified as African American. Approximately 59.83% of the sample identified as female and 40.17% identified as male.

SURVEY RESPONDENTS BY AREA

The majority of respondents who participated in this year's survey resided in the Northwest and the Southwest areas of Reno at 23.14% and 19.06%, respectively. The Northeast, Far South and Southeast were among the least represented areas in the survey. The Northeast had the lowest amount of representation by far, with only 4.44% of respondents who identified themselves as residing there.



■ NORTHEAST
 ■ NORTHWEST
 ■ NORTH SUBURBS
 ■ SOUTHEAST
 ■ SOUTHWEST
 ■ CENTRAL
 ■ FAR SOUTH

DEPARTMENT'S PERFORMANCE

The department's performance was evaluated positively 75.33 percent of the time, up 0.20 percent from the previous survey. This survey's mean score was 3.98. The mean is calculated on a scale of one to five, with five being very good, four being good, three being fair, two being poor and one being very poor.

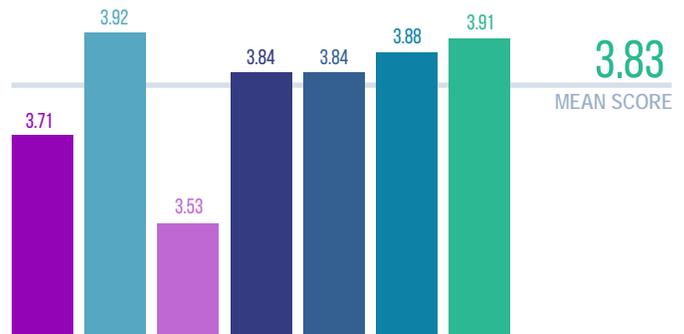
OVERALL EVALUATION **75.33%**



DEPARTMENT'S CRIME FIGHTING EFFORTS

The department's crime fighting efforts were evaluated positively by 70 percent of respondents.

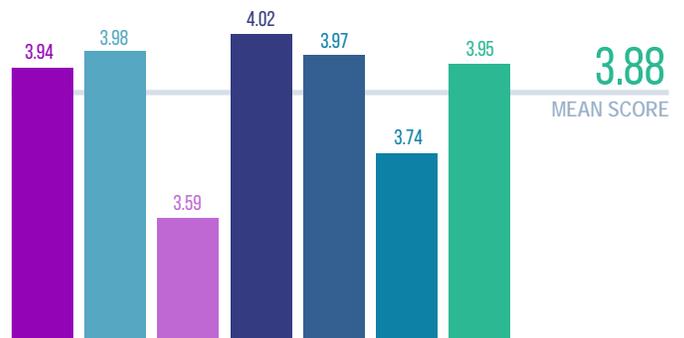
OVERALL EVALUATION **70%**



DEPARTMENT'S IMAGE

The department's image was evaluated positively by 71.56 percent of respondents.

OVERALL EVALUATION **75.33%**



COMMUNITY'S SENSE OF SAFETY

The majority of Reno residents, 76.20 percent, reported feeling that the city of Reno is a safe place to live.

OVERALL EVALUATION **76.20%**

