

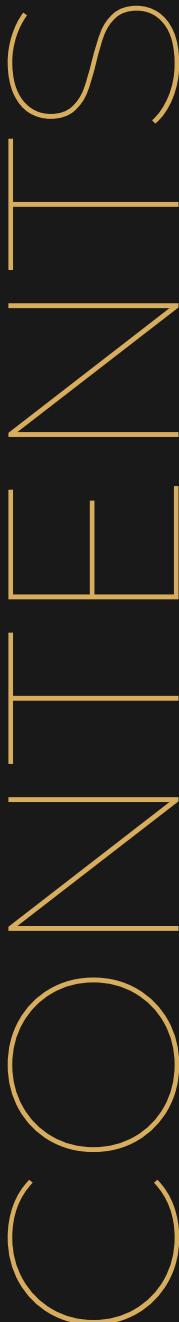
ANNUAL REPORT

2022



HOLLISTER POLICE DEPARTMENT
Code Enforcement, and Animal Care and Services

Table of Contents



03.	Message from the Chief	16.	Motor Unit
04.	Mission Statement	17.	School Resource Officer
05.	Organizational Chart	19.	K-9 Unit
06.	Promotions	20.	Animal Control Services
07.	New Employees	24.	Mental Health Officer
09.	Employees of the Year	25.	Community Services Officer
10.	Records Department	26.	Code Enforcement
11.	Statistics	28.	Training
13.	Multi Services Officer	30.	Explorers
14.	Detectives Bureau	32.	150th Anniversary
15	Patrol Division	33.	Dispatch

Chief of Police



The Hollister Police Department had some notable events in 2022. It was another year of hard work from the men and women who make up our department. They are truly committed to providing the best services possible to our community. I want to take a moment to thank our entire staff for another year of outstanding work, and I am very proud of their hard work and dedication.

This year, Officer Eduardo Solis was promoted to Sergeant. Sergeant Solis was previously a senior officer with our department and has over 13 years of law enforcement experience. We were also fortunate to have hired four police officers and four professional staff members in 2022. We are so grateful to have these new additions to our extended family.

After several years of code enforcement being managed by several other departments in the city, the Hollister Police Department is now in charge of this division. We have hired Desiree Martinez as our newest Community Services Officer II. Our CSOII officers will be primarily conducting traditional code enforcement responsibilities. We have been given authority to hire two additional CSO II officers, whom we plan on having in service in 2023.

We have continued with our partnership with San Benito County Behavioral Health and our S.A.F.E. Team. The S.A.F.E. (Support, Awareness, Follow-up, and Engagement) team prioritizes calls for service dealing with persons suffering a mental health crisis. Our S.A.F.E. Officer and her social worker partner meet with our residents in need and provide essential services. We are so happy to continue with this program in 2022.

Unfortunately, our motor officers were pulled away from their duties at the beginning of this year due to low staffing stemming from on-the-job injuries from our patrol staff. Thankfully, our motor officers returned to their assignments and have been patrolling and keeping our streets safer.

We had our annual appreciation dinner in August, where our staff selected Police Services Officer Jenelle Hoefling as our professional staff member of the year, Detective Melissa Castro as our officer of the year, and Sergeant Michael Paddy as our supervisor of the year. They represent the best aspects of our department, and once again, we are very proud of them and our entire staff.

I want to thank you for taking the time to read this annual report. It provides a small glimpse of all the hard work that goes into having a professional and dedicated police department serve our community. I also want to thank the staff who made this report possible, especially Support Services Assistant Anna Crandall, for her hard work in creating this document.

I would also like to thank our mayor, city council members, city manager, and city management team, who help make everything possible and are essential parts of making Hollister a great place to live.

Thank you,
Carlos Reynoso, Chief of Police

HOLLISTER POLICE DEPARTMENT ORGANIZATIONAL VALUES

Values are the principles that guide decisions, both big and small, which communicate what the Hollister Police Department stands for and how it aspires to be in all its interactions. The members of the Hollister Police Department have identified the following five organizational values that all department members are called upon to observe in their daily activities:

INTEGRITY

WE BELIEVE IN DOING THE RIGHT THING AT ALL TIMES, REGARDLESS OF WHETHER OR NOT SOMEONE IS WATCHING.

PROFESSIONALISM

WE WILL ADHERE TO THE ESTABLISHED HIGH STANDARDS OF LAW ENFORCEMENT AND THE HOLLISTER POLICE DEPARTMENT.

RESPECT

WE ACT IN CONSIDERATION OF THE RIGHTS AND ROLES OF EACH OTHER, AND OF THE MEMBERS OF OUR COMMUNITY.

COMMITMENT

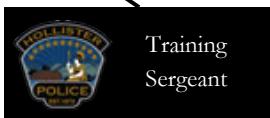
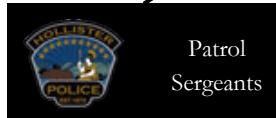
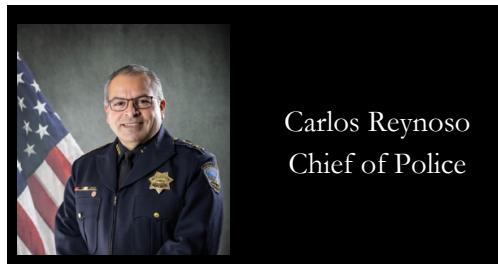
WE ARE COMMITTED TO EACH OTHER, THE POLICE DEPARTMENT AND THE COMMUNITY WE SERVE.

ACCOUNTABILITY

AT ALL LEVELS, INDIVIDUALLY AND AS A DEPARTMENT, WE ARE ACCOUNTABLE FOR OUR ACTIONS, DECISIONS AND PERFORMANCE.

Hollister Police Department

Organizational Chart



Promotions



Sergeant Eduardo Solis

New Employees



Officer Freddy Hernandez



Officer Lenin Pimentel



Officer Emmanuel Estrada



Officer Alejandro Gaeta

New Employees



PSO Susana Canales



PSO Jennifer Corona



PSO Terra Casarez



CSO Desiree Martinez

Employees of the Year



Sergeant Michael Paddy

Supervisor of the Year



Detective Melissa Castro

Officer of the Year



PSO Jenelle Hoefling
Professional Staff of the Year

RECORDS

The Records Department is staffed by one Administrative Supervisor and four Police Service Officers.

Together they handle a multitude of tasks which include but are not limited to processing live scans, records requests, background checks, counter and online reports, clearance letters, record sealing requests, and traffic collision report requests.

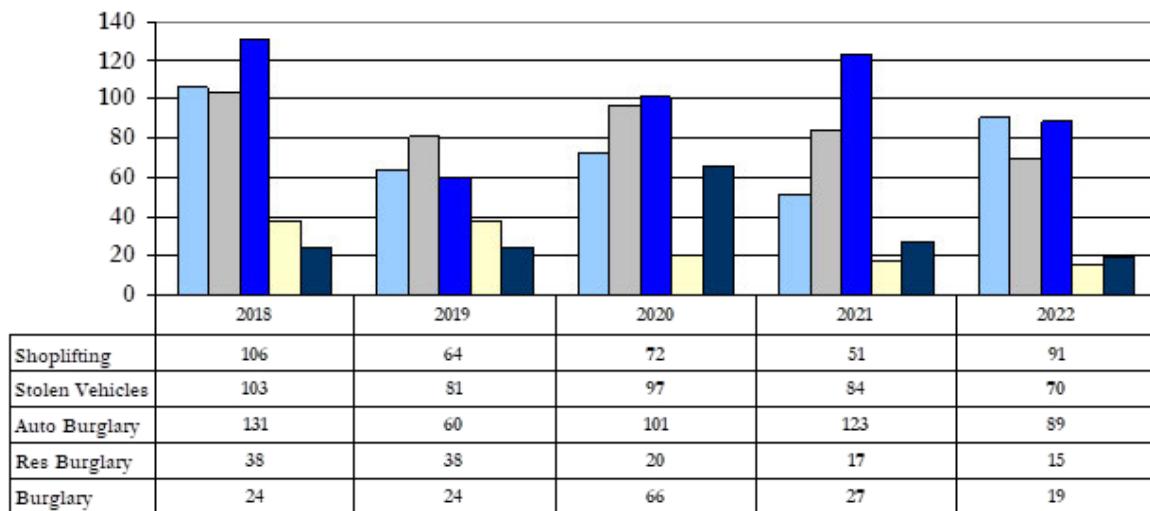
The records team is also responsible for processing administrative, parking, and traffic citations as well as schedule officers' court appearances, subpoena clerk and prepare criminal complaints for the District Attorney's Office for filing and prosecution.

Our staff is friendly, dedicated and always eager to help with the public's requests and needs.

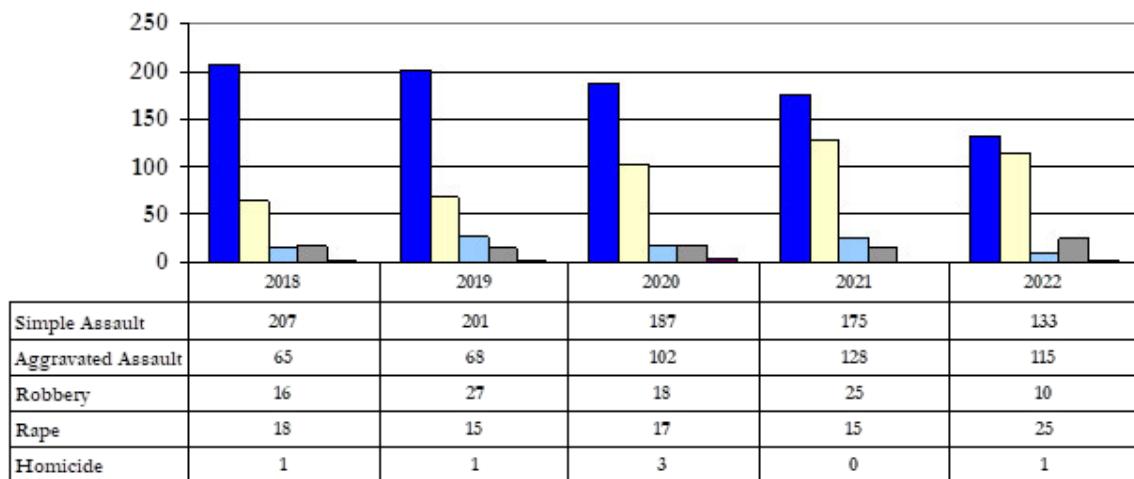


CRIME STATISTICS

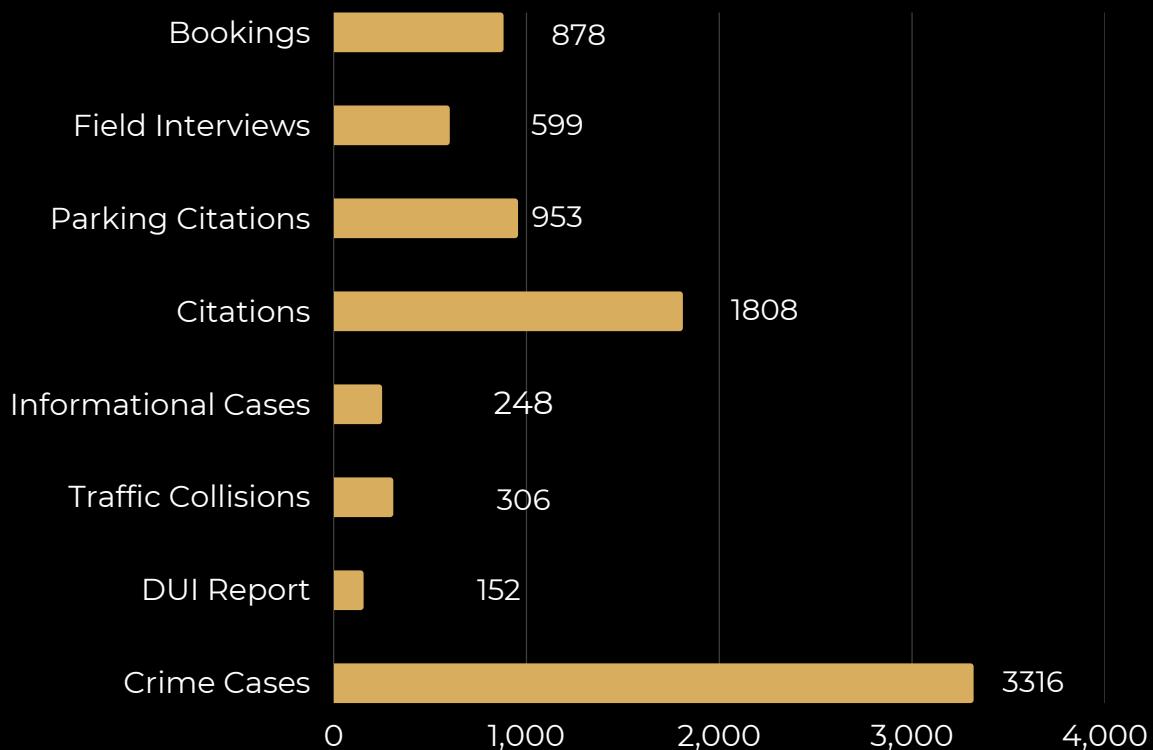
Property Crimes



Crimes Against Persons



Records Department Statistics



Calls for Service

2020	29,002
2021	30,588
2022	28,503

Officer Initiated Calls

2020	7,618
2021	9,338
2022	7,698



MULTI SERVICES OFFICER



The Hollister Police Department's Multi Service Officers or MSO for short, are responsible for managing the evidence at the Police Department. Currently the Hollister Police Department plans to hire another MSO in the coming year. In 2022, our MSO processed 3,800 pieces of property booked by police offers for various cases. This property could be anything from evidence of a crime, found property turned over to HPD, safekeeping items turned over with no owner information, or items turned over to HPD for destruction. MSO's are also responsible for downloading and storing officer's body worn camera footage from cases. In addition to managing the property room, MSO's also assist with providing reports, body worn camera footage, photographs, and many other forms of evidence to the San Benito County District Attorney's office for prosecution of cases.



INVESTIGATIONS BUREAU



Detectives handle major criminal and sexual assault investigations involving adult and juvenile offenders. The Hollister Police Department's investigation bureau consists of, one captain, one sergeant, and two detectives. The Hollister Police Department Investigations Bureau in 2022, was responsible for a vast amount of duties as well as investigating and closing out many serious crimes. Some examples of the duties HPD detectives are responsible for on a weekly basis include things such as, registering sexual offenders, registering gang members, authoring search warrants for ongoing investigations, booking and processing evidence, participating in various ongoing trainings, and testifying in court for cases being prosecuted. HPD detectives investigated 5 attempted homicides, 2 homicides, 74 shooting/violent crimes, and 99 sex-related crimes. In addition to the above crimes investigated by HPD detectives registered a total of 81 sex registrants and gang registrants. During 2022, the HPD responded to a report of multiple people shot during a family gathering at a residence. During the unfolding events, two of the victims shot succumbed to their injuries while three other victims survived. Detectives responded to the crime scene and began to investigate the shooting. Over a period of five days, detective and HPD officers, worked around the clock, following up on leads, interviewing witnesses, and doing some good old fashioned detective work. The suspect responsible for the shooting was located and arrested in San Jose, CA, with the help of the San Jose Police Department. The Hollister Police Department prides itself in conducting thorough criminal investigations such as this. This is just one example of the many outstanding criminal investigations done by not only detectives, but also patrol officers for the year of 2022.

PATROL



The patrol division of the Hollister Police Department is the most visible face of our department. These are the members of our department who drive in marked police vehicles, patrolling the city for state, local, and traffic offenses on a daily basis. We currently have three shifts of officers; dayshift, graveyard, and covers. The cover shift is made up of four officers who are used to help bridge the gap between dayshift and graveyard calls for service, and are used to reduce our overtime liability by being shifted to dayshift and graveyards to cover vacations and injuries. Our minimum staffing on any given day is three patrol officers and a supervisor. However, during dayshift, our patrol officers are supplemented with other uniformed special assignments like the SAFE Team officer, School Resource Officer, and traffic enforcement officers.

In July of this year, facing an unprecedented amount of long-term injuries, our patrol division was revamped with a new schedule that divided the week and created patrol teams. Prior to that, for several years, officers had cascading schedules that allowed them to choose particular, unique sets of days off during their four-month patrol rotations. By re-bidding and revamping our shifts, we were able to utilize our personnel more effectively than before to ensure there was enough patrol coverage for our community.

In 2023, our patrol division will see the addition of patrol-based Community Service Officers. These will be professional staff employees who, after a training period, will be able to respond to calls for service and take reports for the community, thus freeing officers for more proactive work and increasing our ability to respond to serious calls for service.

MOTOR UNIT



Unfortunately, 2022 brought a number of challenges to our department. We had an unprecedented number of officers injured in the line of duty towards the end of 2021 and the beginning of 2022. Several officers were not available for their patrol duties due to their injuries. Therefore, our motor traffic officers were moved back to patrol to fill the vacancies.

Although the motor officers were assigned to patrol, they still conducted traffic enforcement operations on their days off through a grant from the California Office of Traffic Safety (OTS). These operations focused mainly on speed enforcement, stop sign and red light violations, occupant protection (seatbelts), and distracted driving.

The Hollister Police Department also conducted a number of DUI saturation patrols and DUI/Driver's License checkpoints through the same grant from the OTS. The DUI saturation operations had officers out specifically patrolling for those telltale signs of people driving impaired. Officers were investigating and arresting impaired drivers during those operations.

Despite the reduced patrol force, officers working these checkpoints and saturation patrols made arrests or issued citations for people found to be driving under the influence of drugs or alcohol, driving on suspended licenses, driving without a valid license, and various other crimes.



School Resource Officer

In 2022, the Hollister Police Department continued its commitment to providing the San Benito High School District with a School Resource Officer (SRO) assigned to the Hollister High School (formally San Benito High School). The SRO's primary duty continues to be the monitoring and security of the High School Campus and all who attend or work at the school. The SRO is also tasked with educating the school staff and students about legal, social and safety matters. Recently the SRO organized a Distracted Driving Assembly wherein students learned the importance of the fundamentals of driving and the dangers of driving under the influence. The SRO conducts daily traffic enforcement of the surrounding area of the high school to prevent congestion and create a safer environment for students and families who frequent the school zone.

Throughout the 2022 spring and fall semesters, the SRO conducted over 110 case investigations. The investigations conducted by the officer included criminal matters such as battery, criminal threats, theft, weapons possession, kidnapping, assault with a deadly weapon, explosion, child pornography, sexual battery, domestic violence, trespassing, statutory rape, drug/drug paraphernalia possession. The officer also handled cases involving missing/runaway juveniles and emotionally vulnerable students.

The SRO has worked closely with the high school's wellness center staff and counselors to resolve matters which involve students with severe emotional trauma and suicidal ideations. The officer also assisted outside agencies with criminal investigations involving high school students. The SRO was instrumental in coordinating multi-agency security for special events held at the high school which included the homecoming parade and graduation ceremony.



School Resource Officer

The SRO has continued to work closely with the Hollister Police Department Mental Health Officer and members of the San Benito County Behavioral Health Department to provide resources for students who struggle with complications of mental and/or emotional health.

The success of the SRO program continues to be imbedded in its ability to strengthen the Hollister Police Departments' ties with the community it serves, while providing the community members with the finest service they deserve. The Hollister Police Department SRO program is committed to doing its best to deliver on its promise of making the education experience of students, their parents and school staff the safest it can be.



K-9

The police department K-9 unit, comprising of Senior Officer Don Tong and his partner "Sully" had a big year. Prior to 2022, the team had been "patrol" certified through our K-9 training vendor. This year, in May, Officer Tong and Sully completed a detection school. The class was four weeks long and held at locations throughout the bay area, and certified Sully to detect several narcotics. Officer Tong and Sully attend bi-weekly training to keep their skills sharp, and they practice at home and on the job.

Keeping California POST Certification as a K-9 handler is difficult and Officer Tong manages it with ease.

The team had some notable highlights as well:

- February 16th-Officer Tong and Sully helped locate a sexual assault suspect in a residential neighborhood. The suspect had broken into a detached garage and covered himself in motor oil to try and prevent his detection, but Sully found him anyway.**
- August 18th-Officer Tong and Sully assisted in the apprehension of an armed subject who ran from officers in the area of San Andreas Continuation School.**
- September 16th-A subject fled from Officer Tong in the area of Sunnyslope Road and Highland Drive, tossing a gun and methamphetamine pipe. Sully helped to apprehend the suspect safely.**



Hollister Police Animal Care & Services

Since January 1, 2022

- 1,171 Animal Arrivals
- 308 Adoptions
- 302 Animals reunited with owners
- 32 Animals transferred to other shelters

Hollister Police Animal Care and Services has worked diligently to enhance the welfare of the animals within the City of Hollister and San Benito County. The Hollister Animal Shelter is the only open intake animal shelter in San Benito County and is responsible for housing lost or found animals, adoptions, humane investigations, and community engagement.

84%
Calculated by dividing live outcomes by all outcomes, with the exception of owner requested euthanasia, court orders, and deceased animals.



HOLLISTER POLICE ANIMAL CARE & SERVICES

1700 FIELD CALLS

525 ANIMAL INVESTIGATIONS

302 CITATIONS ISSUED

215 IN FIELD IMPOUNDS

74 ANIMAL BITE INVESTIGATIONS

37 SICK/INJURED ANIMAL RESCUES

Our team of Animal Control Officers is responsible for providing animal control services to the City of Hollister and San Benito County. From containment of aggressive animals to investigating reports of neglect or abuse of animals. Animal Control Officers encounter a wide range of animals and scenarios each day.



COMMUNITY EVENTS

READY, SET, ENGAGE!



Hollister Police Animal Care & Services had the privilege of attending an array of events hosted by the community as well as animal adoption events throughout 2022.

- National Night Out
- San Benito County Fair
- Adoption Events

Hollister Police Animal Care and Services staff has worked hard throughout 2022 to find new opportunities in order to help further develop expertise and support to increase the Hollister Animal Shelter's overall effectiveness and lifesaving impact within our community.

The Hollister Animal Shelter was selected for the Best Friends Animal Society, save them all grant. This funding will commit the Hollister Animal Shelter to implementing new skills, programs, and protocols to increase positive outcomes for the community in which we serve.



additionally, the Hollister Animal Shelter was selected for the UC Davis Koret Shelter Medicine Program, spay and neuter grant. Funding provided by this grant opportunity will allow Hollister Police Animal Care and Services to provide low cost spay and neuter alternatives to San Benito County residents.



MENTAL HEALTH OFFICER

The partnership between San Benito County Behavioral Health and the Hollister Police Department completed its first full year of in-the-field psychiatric support through their S.A.F.E. (Support, Awareness, Follow-up, and Engagement) team collaboration. The partnership continued to support efforts to provide assistance to those experiencing psychiatric needs and opened the door for them to receive immediate support. The team worked directly with individuals and their support systems to help build treatment plans that best serve their needs while trying to achieve the goal of having them remain within the community to obtain care.

In 2022, Hollister Police Department received 114 community calls for service involving suicidal persons. This number does not include police responses that had general psychiatric concerns or were later determined to be suffering from a psychiatric need. During the S.A.F.E. Team's operating hours, their task was to respond directly to these reports and conduct a risk assessment to evaluate the person's needs. The S.A.F.E. Team was able to mitigate the need for a psychiatric hold on 37 of these types of cases by working to provide immediate care and treatment through crisis intervention. In doing so, these persons were offered to receive rapid care with providers through San Benito County Behavioral Health and were able to avoid the stress of being placed on a psychiatric hold.

The S.A.F.E. Team also contacted 70 people in our community who were identified through a referral process as needing psychiatric assistance. These individuals were also connected to San Benito County Behavioral Health or their private insurance providers to help support their treatment needs. In an effort to ensure these individuals were connected with the care they needed, the S.A.F.E. Team conducted 37 follow-up contacts to ensure treatment was obtained.

Over the year, the Hollister Police Department began to incorporate further training to officers in the subject matters of de-escalation, disengagement, crisis intervention, and use of force to help officers establish a broader range of skills to engage community members needing mental health care. These trainings are scheduled to continue into 2023 with our mental health officer continuing to expand her training in the area of crisis intervention.



COMMUNITY SERVICES OFFICER

A Community Services Officer (CSO) handles a wide variety of non-enforcement duties. CSOs are dispatched and respond to select lower priority calls. In doing so, they are alleviating the need for officers to respond to those calls. CSOs serve as a point of contact for the public by providing information, addressing concerns, and answering questions related to parking/city regulations. CSOs also represent our department by participating in community events.



COMMUNITY EVENTS

- ▶ National Night Out
- ▶ San Benito County Fair

- ▶ Kids In The Park
- ▶ Saddlehorse Parade

- ▶ Lights on Parade
- ▶ Special Olympics Law Enforcement Torch Run



CODE ENFORCEMENT

In late 2022 the Hollister Police Department added the Code Enforcement Division to its ranks. This new division will be concentrating on enforcing the city of Hollister Municipal Code throughout the city. This division is unique in the fact that the goal of the division is to work with the citizens of the community and gain compliance to the city's municipal code as well as helping educate people. The types of code violations that Code Enforcement handles are Homeless encampments cleanups, graffiti abatement, building inspections, sub-standard housing all the way down to basketball hoops being left in the roadway. These type of violations can result in fines up to \$1000 dollars, but that is never the goal when an issue is being addressed. Our Code Enforcement division also works hand in hand with the Police Departments Parking Enforcement personnel in helping get unwanted abandoned vehicles off of the city streets.

The Code Enforcement Division is a resource that works with the city council and helps recommend changes to old outdated municipal codes that would better serve the citizens and help to alleviate any unnecessary issues needing to be addressed. The Code Enforcement Division is currently located that the Briggs Building 365 Fourth St Ste A and in mid-January our doors will be open to the public where individuals could stop in and ask questions.

In 2023 our goals for the Code Enforcement Division is to grow from one current CSO II position to adding two additional personnel to its ranks. The new personnel will be a great addition to a historically understaffed department. Our current Code Enforcement Officer investigated and issued compliance orders to over 700 residences within the city this year. This was an increase from last year (2021) where only 452 compliance orders were issued and investigated. The type of violations reported for 2022 ranged from unpermitted structures to recreational vehicles being stored improperly on private property. The Code Enforcement Division will also be adding a new and improved webpage where there will be a large amount of information readily available to our citizens to include a frequently asked questions section so our citizens will be able to obtain answers to questions in a convenient manner.



What Next?

Our division is excited for this coming year and look forward to our continued work with the community in helping keep the city of Hollister a great place to live.

CODE ENFORCEMENT



**RIVERBED
CLEAN UP**



**CODE
VIOLATIONS**



**HOMELESS
ENCAMPMENTS**

TRAINING



2022 saw staffing levels increase to the point that we could reintroduce a training manager position to our department structure. In September of 2022, Sergeant Bo Leland left patrol and took on the responsibility of re-organizing and creating a Training Division. This position could not be filled for several years based on our staffing levels and need to fill investigations and patrol positions. We were able to meet our training mandates by dividing this responsibility across the six supervisors. The reintroduction of this training manager position streamlines that process.

Sergeant Leland hit the ground running, however. Within a matter of weeks, we had adopted a 2-year training schedule, created a training matrix that encompassed all of the sworn and professional staff positions within the department with a series of recommended trainings based on each individuals job functions and need for special skills, and had organized cooperative agreements with five outside training vendors to provide 7 different trainings at the police department facility next year. We were also able to conduct several trainings to get near 100% in DUI enforcement and detection to our patrol staff. And that is just the beginning!



TRAINING

In 2023, the Hollister Police Department is spearheading the formation of a 40-hour San Benito County Critical Incident Training (CIT) Academy. The upsurge in mental health crisis incidents in the City and County make this training curriculum vital and essential to our overall mission of keeping all of our residents and visitors safe.

The Police Department is committed to providing every possible training opportunity to our staff with the overall goal of delivering the best possible police service to this community.

The Police Department is committed to providing every possible training opportunity to our staff with the overall goal of delivering the best possible police service to this community.



EXPLORER PROGRAM



Police Explorers

Hollister Police Departments Explorer Post 395 is a mentoring and training program for youth ages 14-20 years old interested in pursuing a profession within law enforcement. The Explorer Program is a subsidiary of Boy Scouts of America in collaboration with their exploring program. The explorer post is managed and operated by advisors, which is a collective of the department's sworn and non-sworn staff. An explorer is put through mock hiring efforts similar to that of law enforcement personnel with an oral board panel, written exercise, and background investigation.

The programs advisors create an annual calendar of events and lesson plans. Events include various community events, public relations matters, and fundraising efforts.

Explorer Post 395 is fully self-financed by fundraisers and charitable donations within the guidelines of the IRS 501 (c) (3) status. Explorers have participated in events like the San Benito County Saddle Horse Show and Rodeo, the San Benito County Fair, Hollister Airshow, National Night Out, Lights on Parade, and Turning Wheels for Kids bicycle build.

EXPLORER PROGRAM



ADVISORS

- **Officer Garcia**
- **Officer McKinney**
- **Officer Orneles**
- **AC Supervisor Alyssa Bautista**
- **AC Officer Eli Harvey**
-

The Hollister Police Department was excited to welcome 9 explorers to our family this year. The explorers and their families were able to attend a parent orientation. In the orientation, parents learned more about the program, and they had the opportunity to ask the explorer advisors questions.

Our explorers had their first meeting in December. During our first meeting, our explorers introduced themselves to each other. Two of our explorers are currently attending CSU Sacramento. One of our explorers is attending Gavilan College and the other six explorers are still in high school. Our explorers showed much interest in their future in law enforcement.

The City of Hollister celebrated its 150th Anniversary this year. Special events were held within the year to mark this occasion and commemorate the achievement.

Throughout the history of the city, there has always been a policing force. In the beginning, a town Marshall was selected and the position was created with the incorporation of the city. Over the years, the position expanded and eventually formed a police department along with a police chief.

When my family moved to Hollister, in the mid 1970's, the population was under 10,000 people. Obviously a lot has changed. The police department has changed a lot as well since the city was incorporated. The city has a population in excess of 43,000 and it is still growing.

We didn't want the year to pass without doing something special at the police department. We decided on several projects to commemorate the anniversary and honor those officers who have worked for Hollister over these past 150 years.

Captain Eric Olson organized several officers to design a special 150th Anniversary Badge. That badge design that incorporated items from past police patches and badges resulted in a shield badge with an incorporated star badge and a center depicting the previous Hollister Seal.

I then authorized a special subdued version of our shoulder patch with black, gray, white and blue colors. The patch also states "150 Years" and "1872-2022". Many of our officers proudly wore both the patch and the badge in place of the regular police badge and patch during the 2022 calendar year.

We had in our possession several old badges that have been used over the years by Hollister Police Officers. The badges were different and depicted the changes that occurred over the years. We had enough badges to commission two large shadow boxes with all the different badges and several versions of our patches. We had two built so that one of them could be displayed at the police department and the second at our City Hall. They both have the following engraving on the plaque; "City of Hollister Sesquicentennial Celebrating 150 Years 1872-2022 Created to honor the men and women of the Hollister Police Department that have honorably served the Hollister Community for the last 150 years." We hope they are proudly displayed for years to come.

Finally, I was honored to provide Hollister Police memorabilia and a letter about our department for the time capsule placed at the Hollister Vets Building. The time capsule will be opened in 50 years. I hope many of you reading this are present when that capsule is opened and I hope the next 50 years will mark a continued history of honorable service from an excellent police department; service for a fantastic and wonderful community of Hollister.

Carlos Reynoso

Chief of Police



150TH ANNIVERSARY



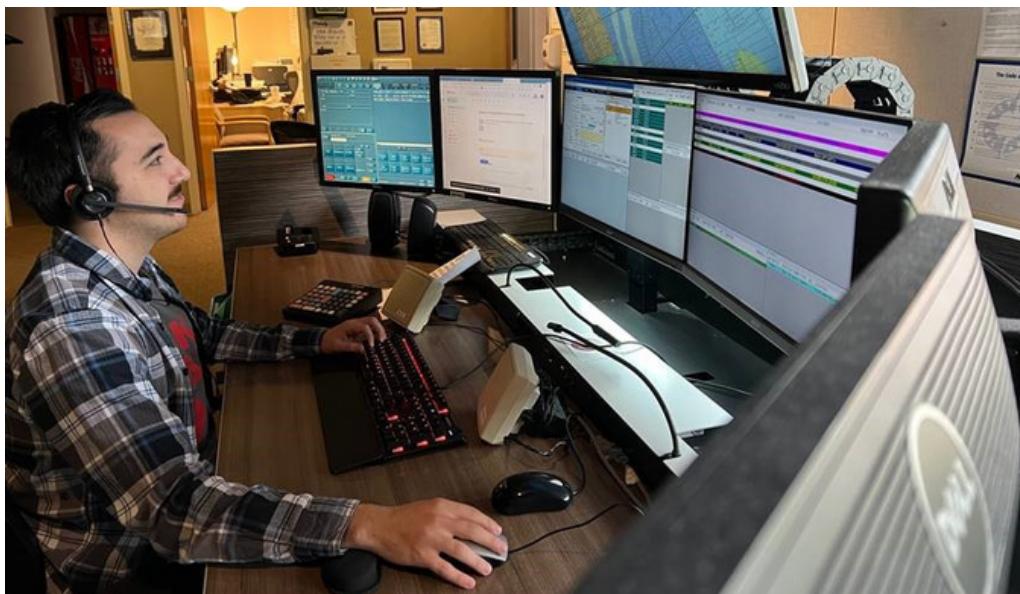
Mission Statement

"Santa Cruz Regional 9-1-1 is dedicated to serving as the vital link between the public and public safety organizations through responsiveness and technical excellence while in partnership with its Users and employees."

Operations

Since 1996, Santa Cruz Regional 9-1-1 (SCR9-1-1) has served as a non-profit Joint Powers Authority (JPA), catering to the dispatching needs of various Law Enforcement, Fire, and EMS agencies in Santa Cruz County, and since 2011, in San Benito County as well. With a commitment to excellence, SCR9-1-1 operates on the principles of collaboration through a task team approach and equitable governance.

As the county's primary public safety answering point (PSAP), the organization's dispatchers are the first point of contact for callers who dial 9-1-1. In 2022, SCR9-1-1 efficiently handled 501,768 telephone calls, creating 28,503 calls for service exclusively for the Hollister Police Department.



Performance Standards

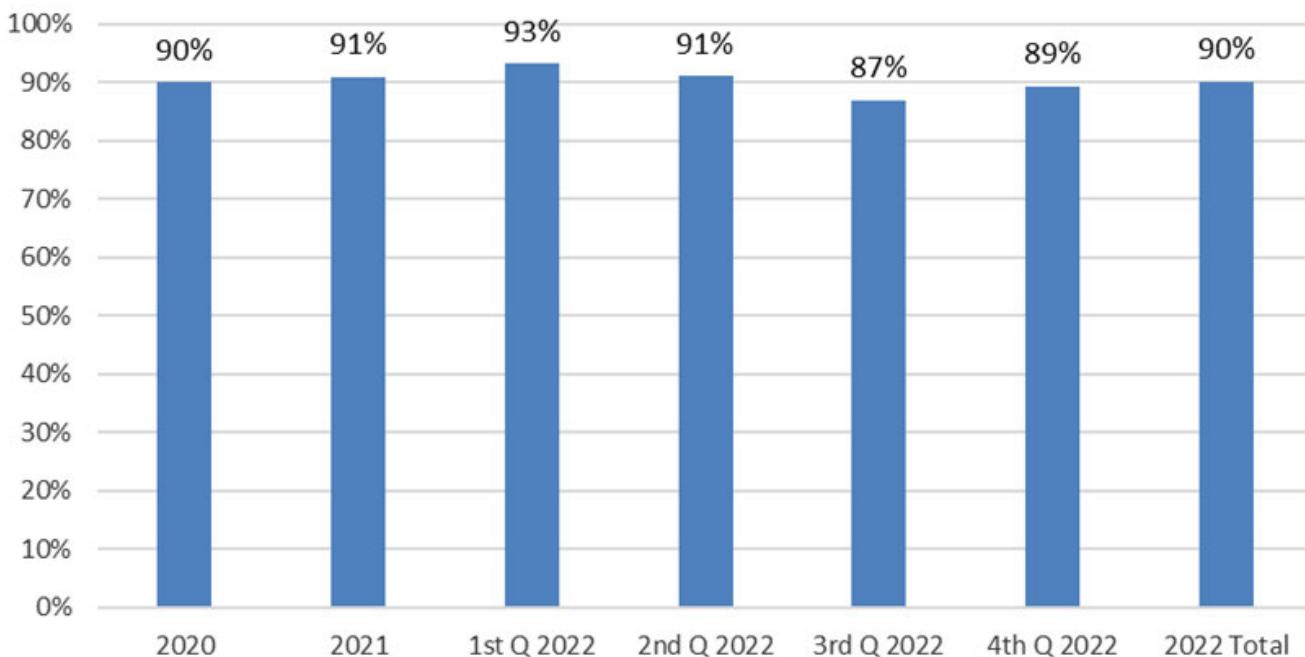
Dispatchers must balance both speed and accuracy to ensure a high-quality emergency dispatch center, recognizing the importance of each factor in different situations. Continuous quality improvement is crucial, and measuring individual performance is a significant part. To achieve ongoing improvement, tracking performance at a granular level is necessary. SCR9-1-1 has established

call-taking and radio dispatching performance standards to ensure continuous quality improvement. SCR9-1-1's commitment to providing timely emergency response services has led to steady performance from 2021 to 2022. In 2022, the organization maintained an average building time of 79 seconds for a Priority 1 call for service (the highest priority) in the Hollister

Police jurisdiction, consistent with the results achieved in 2021. This is noteworthy, considering the standard is set at 120 seconds, indicating SCR9-1-1's ability to meet the high standards set in collaboration with User agencies.

Furthermore, SCR9-1-1 achieved its performance metric for building time 90% of the time in 2022, demonstrating a sustained focus on delivering prompt emergency services. The complete annual performance report of SCR9-1-1 can be accessed through their 2022 Annual Report, available at www.scr911.org.

**Compliance to 120-second Standard for Priority 1 Calls
Hollister PD**





2023 Goals

In addition to the goals of the five-year strategic plan, SCR9-1-1 has set smaller annual goals. In 2023, SCR9-1-1's goals are to revamp their Quality Assurance/Quality Improvement program, hire a Support Services Administrative Analyst, develop performance dashboard reports for dispatchers, evaluate staffing levels and deployment models, develop a proposal for part-time dispatcher positions, and optimize the use of current systems by implementing new Motorola P1 Mobile features.

