

Hollister Police Department Code Enforcement and Animal Care and Services



2023
Annual Report





2023 Annual Report
Presented By
Hollister Police Department
Carlos Reynoso, Chief of Police
395 Apollo Way
Hollister, California
831 -636 -4330

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CHIEF OF POLICE

It has been my honor to work for the Hollister Police team and see another momentous year for our department and our people who make up this agency. We have had significant accomplishments as we continue to strive to make this department the best it has ever been and build on our accomplishments.

In 2023 we had an unprecedented hiring of over twelve employees for various positions within the department. With the support of our city council, our department was able to become more attractive for lateral officers to apply and become part of our extended family. In 2023 we hired seven new police officers. Five of those officers were already working as police officers or correctional deputies for other agencies. Our department benefits from their experience as they complete their field training program very quickly and bring the maturity that can mostly come from years of law enforcement work.

In addition to our officers, we were able to hire our second multi-Services Officer who works with our evidence and body camera footage management. In 2023 we finally were able to fill all three CSO II positions which are dedicated to enforcing our Municipal Code as our Code Enforcement Officers.

We also hired three Community Services Officers (CSO), two of which are dedicated to responding to calls for service for non-emergency reports. These officers can provide reporting services for our community while allowing our police officers to remain available for in progress calls, traffic enforcement, DUI and other self-initiated activities.

A police department can be effective in their community when they are visible and active in the city. The most effective departments have enough officers to take the reports of crimes that have occurred but also have enough officers to remain available and to handle self-initiated stops. Whether it's a suspicious vehicle or a person acting suspicious or lurking in the dark, contacting individuals that ultimately are found in possession of weapons or burglary tools are the cases that really make a difference. Our entire command staff have continually encouraged our officers to stay active while on patrol and to seek out those individuals in our community that are targeting our residents. It has been a combination of our officer's commitment and the increased staff that resulted in an 84% increase in self-initiated activity this year over the previous year. Our officers are deeply committed to providing the best services possible to our community.



CHIEF OF POLICE

In our annual appreciation dinner, we revealed the staff members who were voted by their peers to exemplify excellence in their fields. Honored as the Supervisor of the year was Sergeant Eduardo Solis. The Officer of the year was Officer Lenin Pimentel, and the professional staff member of our agency was Multi Services Officer Kristin Soares. They represent the best aspects of our department, and once again, we are immensely proud of them and our entire staff.

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.

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 Mayra Clemente, who is our new Administrative/Crime Analyst. 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



Mission & Vision Statement

Mission Statement

In recognition of our duty, and to the best of our ability, we protect, serve and educate our community to positively impact its overall quality of life.

Organizational Values

INTEGRITY

We believe in doing the right thing at all times, regardless of whether or not someone is watching.

PROFESSIONALISM

We 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 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.

Vision Statement

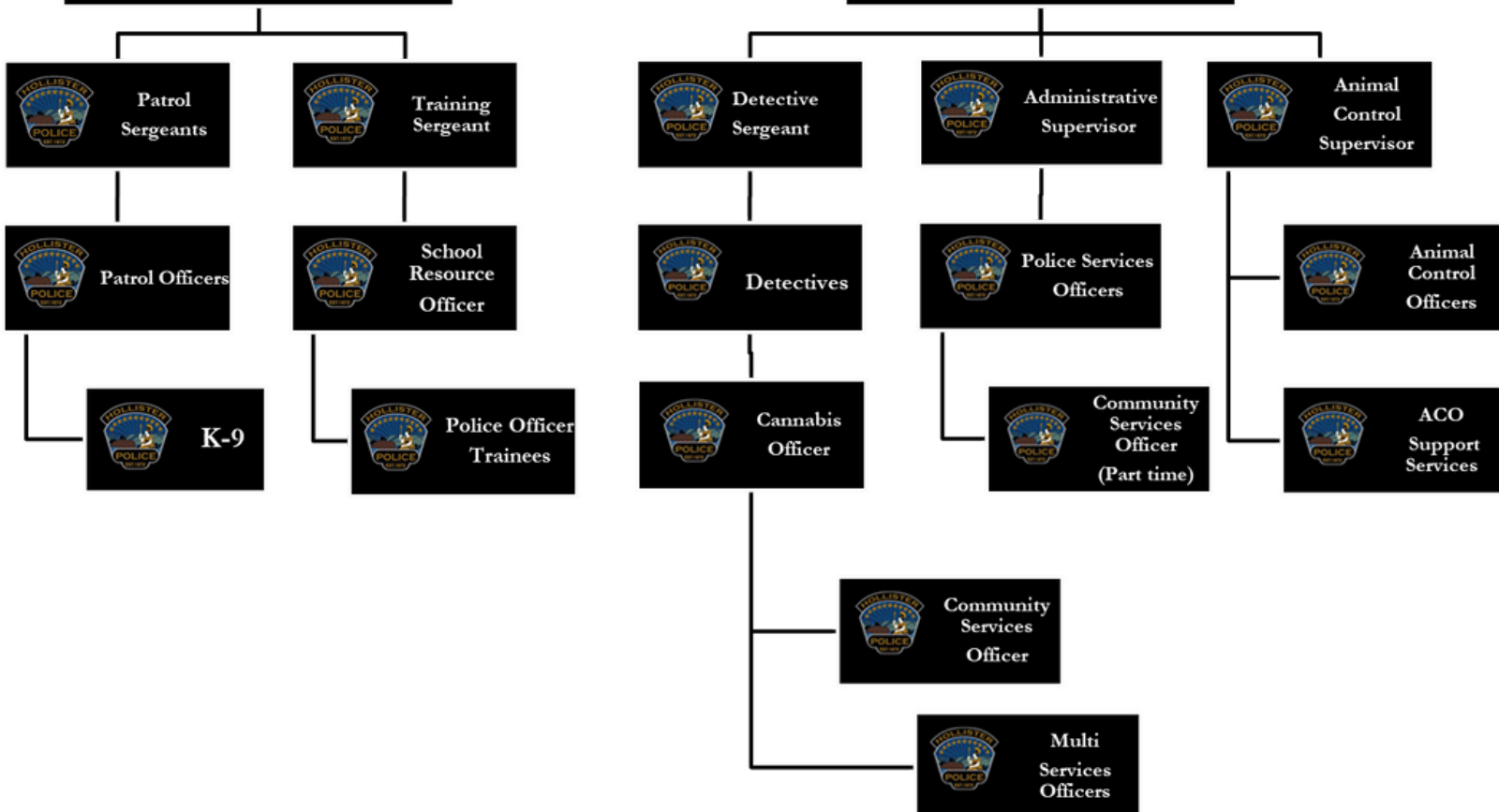
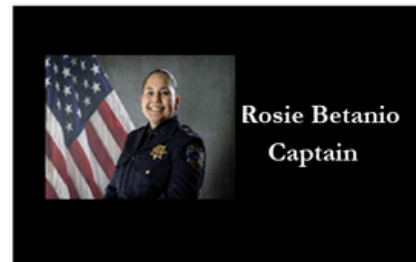
Great police departments don't just happen. They are built by the men and women who make individual and collective efforts to foster a culture that makes a police department great. The members of the Hollister Police Department make ours a great police department when we demonstrate our commitment to:

- ▶ Teamwork
- ▶ Openness and Adaptability
- ▶ Training and Resources
- ▶ Service
- ▶ Consistency and Fairness
- ▶ Community



Hollister Police Department

Organizational Chart



New Employees

Patrol



Officer Chiyanne Schneider



Officer Shawn Rodriguez



Officer James Schafer



Officer Tyler Provost

New Employees



Officer Yesenia Baugher



Officer Sergio Bernal



Officer Emmanuel Cruz

New Employees

Multi Service Officer



MSO Cammie Marcus

Code Enforcement



CSO II Angel Trejo



CSO II Christopher Dorn

New Employees

Community Service Officer



CSO Katrina De Frates



CSO Danny Pacho



CSO Diego Torres

Employees of the Year



Sergeant Eduardo Solis
Supervisor Of the Year



Lenin Pimentel
Officer of the Year



Kristin Soares
Civilian Employee of the Year

Dispatch



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

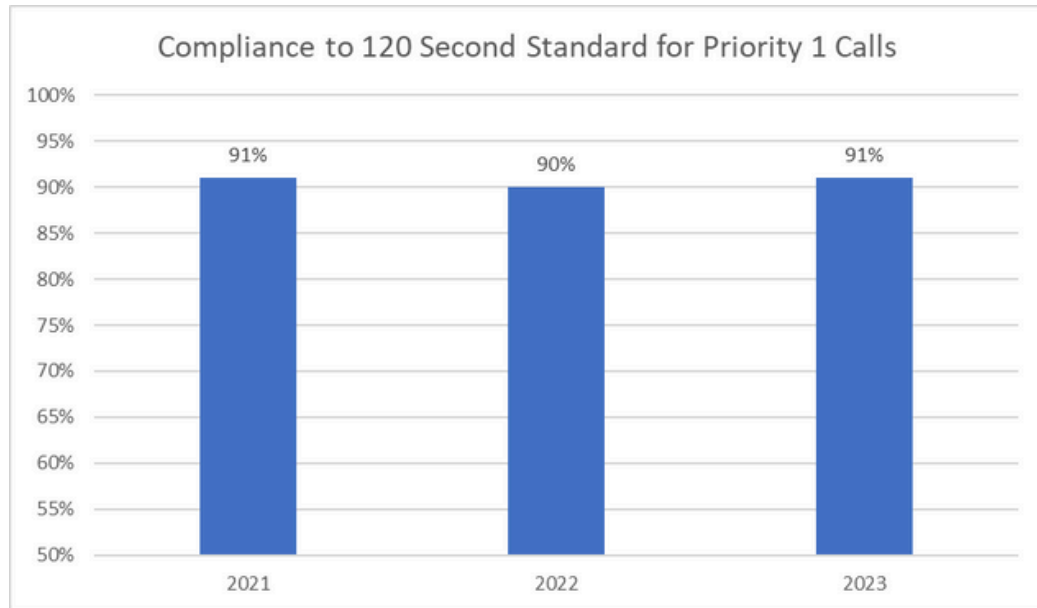
Santa Cruz Regional 9-1-1 (SCR9-1-1), a Joint Powers Authority (JPA), which is a government agency formed to provide specialized services, has served the Hollister Police Department since 2011. SCR9-1-1 works in close collaboration with Law Enforcement, Fire, and EMS agencies in Santa Cruz and San Benito counties. Their commitment to excellence is not just a statement but a practice they uphold through a task team approach and equitable governance. As the county's primary public safety answering point (PSAP), its dispatchers are the first point of contact for callers who dial 9-1-1. In 2023, SCR9-1-1 handled 468,995 telephone calls, creating 35,876 calls for service exclusively for the Hollister Police Department.

Performance Standards

Recognizing the dynamic nature of emergencies, dispatchers must balance the need for speed and accuracy. They work hard to meet their commitment to performance metrics as outlined in their Standards of Excellence document. This document is created in collaboration with their Users, including Hollister Police Department command staff. Continuous quality improvement is at the core of their operations, with a focus on measuring individual performance to drive ongoing improvements.

In 2023, the center achieved an average building time of 78 seconds for Priority 1 calls within the Hollister Police jurisdiction. This achievement underscores their ability not only to meet but exceed the high standards. Building time is the time from the 9-1-1 call being answered to the time an officer is assigned. Priority 1 calls are those representing an immediate threat to life or safety and requiring as rapid of a response as possible. The 78-second average is excellent, considering the standard is set at 120 seconds.

Dispatch



The complete annual performance report of SCR9-1-1 can be accessed through their 2023 Annual Report, available at www.scr911.org.

SCR911 2024 Goals

In the pursuit of continuous improvement and enhanced service delivery to the community and Users, SCR9-1-1 has outlined goals for the year 2024:

Community Survey

To gauge and elevate community satisfaction with its emergency response services, SCR9-1-1 plans to conduct a survey targeting Community members who have utilized its 9-1-1 services. Through personalized invitations via postcards or text messages, the organization aims to gather feedback to further refine its operations.

Dispatcher Job Classifications Review and Update

Embracing California's recognition of Dispatchers as First Responders, SCR9-1-1 will review and modernize Dispatcher job classifications and performance evaluations. This entails revisiting job duties to align with contemporary standards. They propose to incorporate Part-Time Dispatcher Positions to enhance flexibility and efficiency.

CAD Hardware Replacement and Upgrade

As part of its commitment to technological advancement, SCR9-1-1 will embark on a comprehensive overhaul of its CAD (Computer-Aided Dispatch) hardware infrastructure. This includes the addition of a Testing environment to the PremierOne solution and a new mobile map to bolster operational capabilities and responsiveness.

Records



The Hollister Police Department Records Division is comprised of 4 non-sworn Police Services Officers (PSO) and a non-sworn Administrative Supervisor. The employees in the Records Division are the faces that greet you when you walk into the police department lobby and the voices that answer your call when you call our business line. The Records Division is an integral part of the police department and at the heart of so much of what happens on a day-to-day basis. It is a fast-paced environment and multi-tasking is a must.

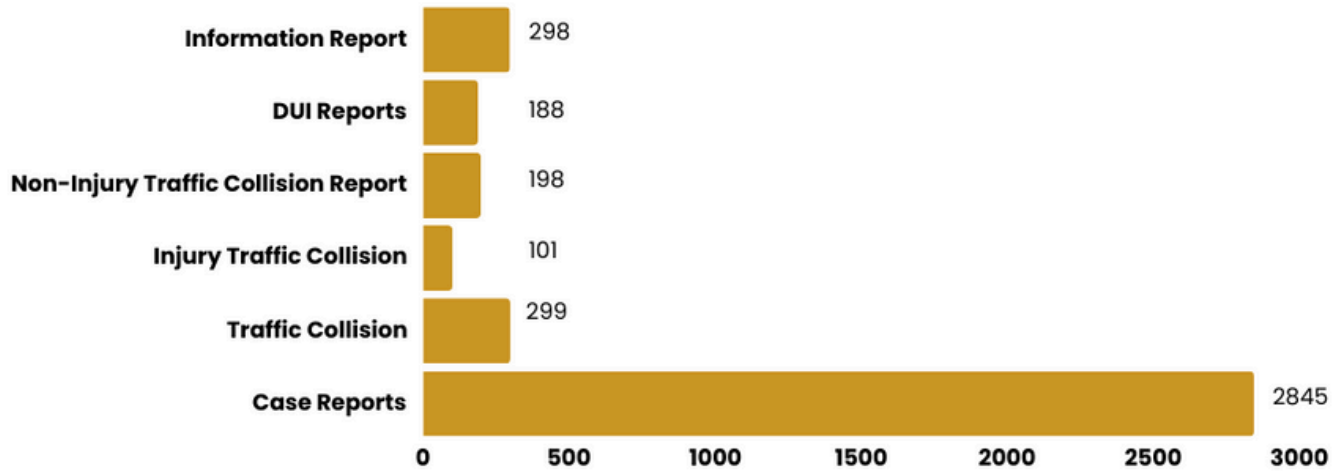
The PSOs who staff our Records Division are responsible for processing reports to send to the DA and outside agencies, processing citations for court, processing traffic collision reports, and processing warrant arrests. The staff handles PRA requests, report requests, subpoena processing, record sealing, fingerprinting, background checks, vehicle entries and releases, trespass letters, alarm permits, and so much more.

Our records team is a group of dedicated, caring, and compassionate professionals who are always willing and able to assist the residents of our community.

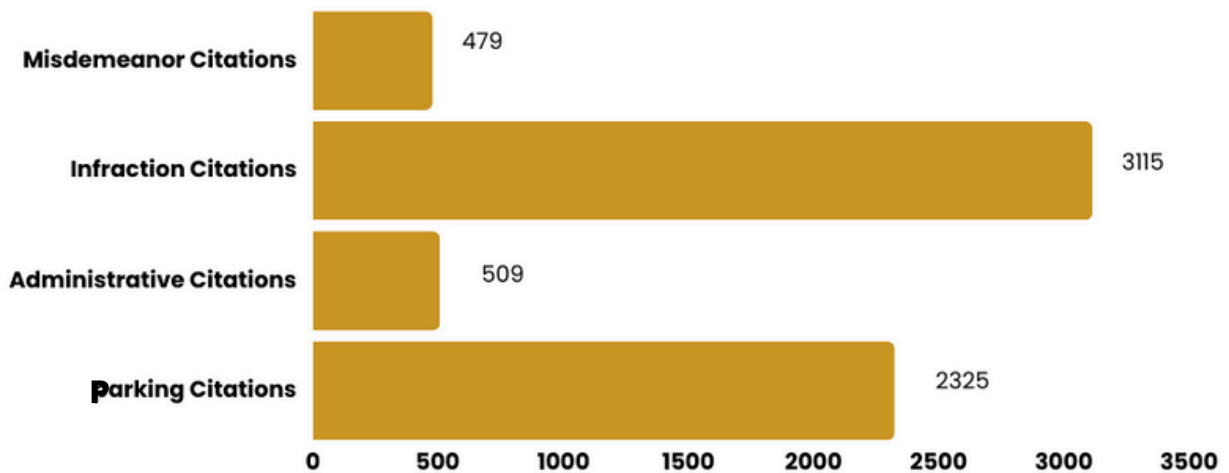


Record Department

Reports

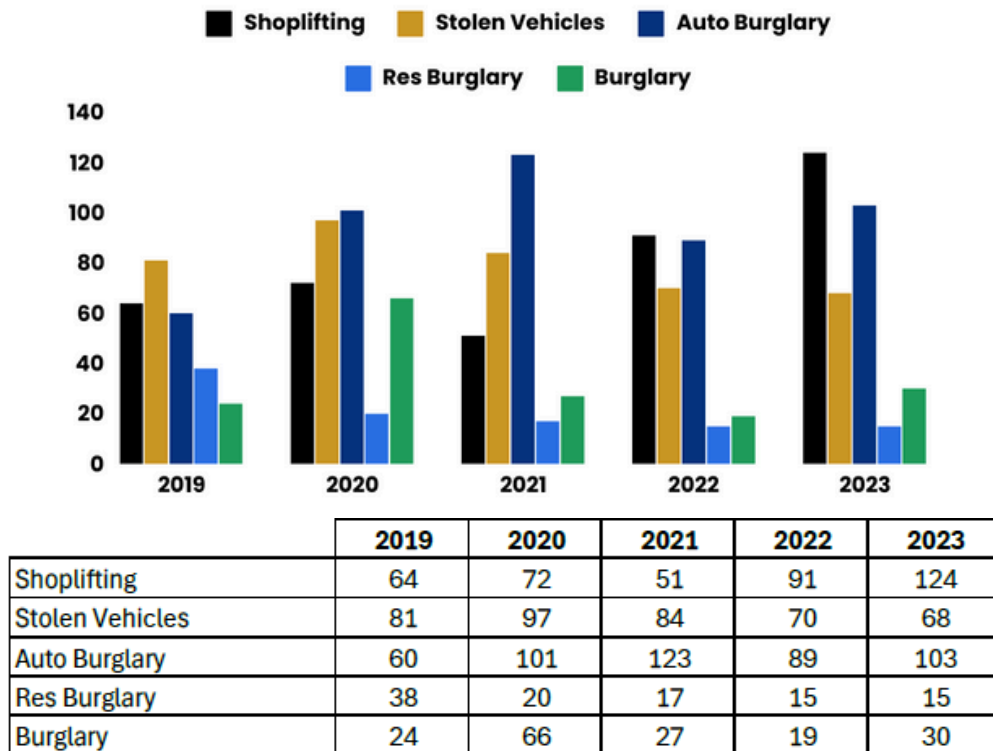


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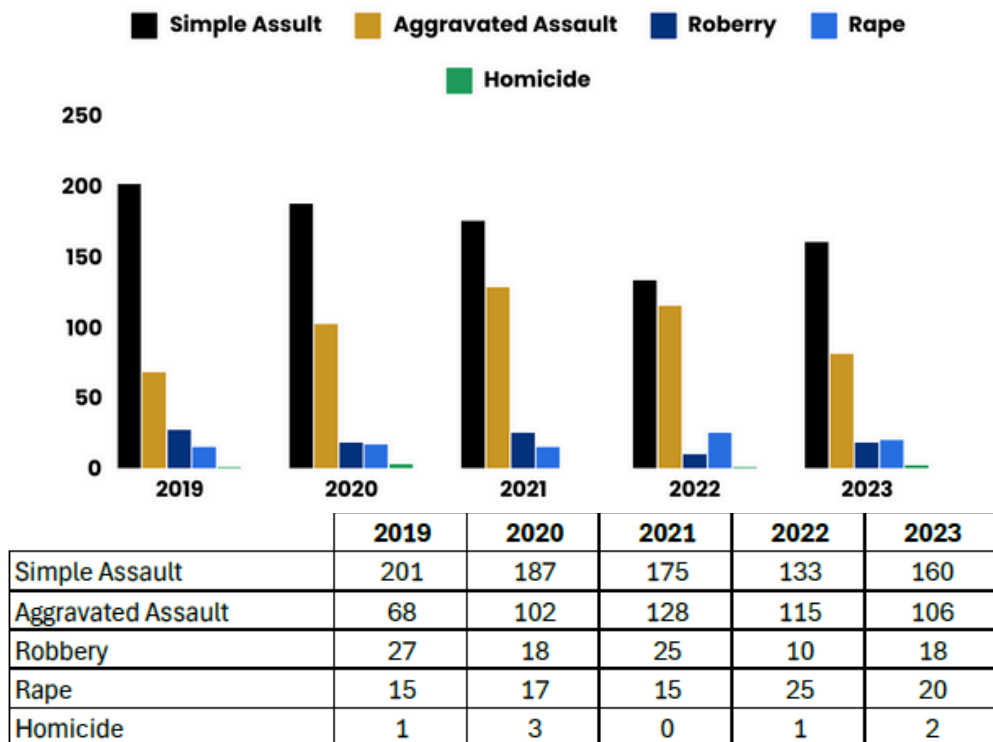


Uniformed Crime Reporting

Property Crimes



Crimes Against Persons



Multi Service Officer

The Hollister Police Departments Multi Services Officers or also known as MSO's are responsible for maintaining property and evidence for HPD. Currently the department has two MSO's. In the 2023 year, the MSOs took in over 3800 pieces of property and evidence.

This property could be anything from evidence of a crime, found property turned over to HPD, safe keeping items turned over with no owner information, or items being turned over to HPD for destruction. This included 48 guns & 232 types of drugs.

In addition to managing the property room, the MSOs are responsible for downloading and storing body/vehicle camera footage. Routing the camera footage to the DA's office or other departments for prosecution.



Investigations Bureau

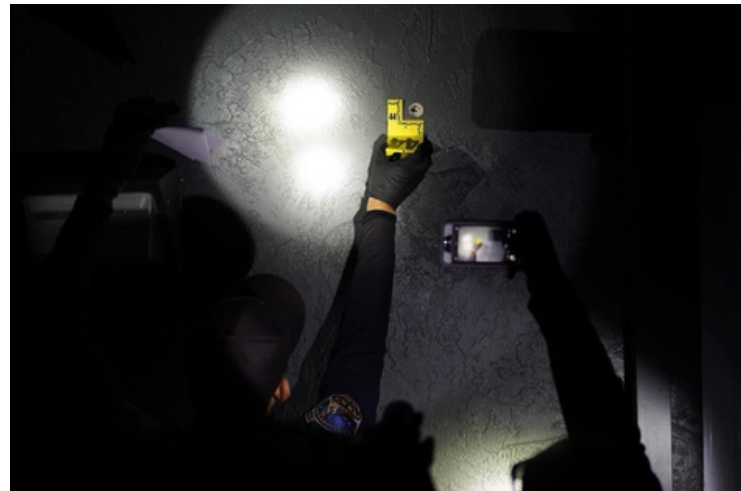
The Hollister Police Department's Investigation Bureau consists of one Captain, one Sergeant, and two general crime Detectives. Detectives handle major criminal and sexual assault investigations involving adult and juvenile offenders. Detectives are on-call 24/7 and are always ready to respond at a moment's notice.

In 2023, The Hollister Police Department Investigation Bureau 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, 67 shootings & violent crimes, and 56 sex related crimes. In addition to the above crimes investigated, HPD detectives registered a total of 92 Sex Registrants and Gang Registrants.

The Detective Bureau works closely with various agencies such as the San Benito County Sheriff's Office, San Benito County Child Protective Services, San Benito District Attorney's Office and all surrounding Law Enforcement Agencies.



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.

Thanks to recent staffing increases, we currently have three shifts of officers: dayshift, graveyard, and swings. The swing shift is made up of officers who work a time which help bridge the gap between dayshift and graveyard calls for service. In addition, during a given period of time this allows up to six patrol officers to be on shift during the busiest parts of the day.

Our minimum staffing on any given day is three patrol officers and a supervisor. During dayshift, our patrol officers are supplemented with other uniformed special assignments such as SAFE Team officer, School Resource officer, and traffic enforcement officers.



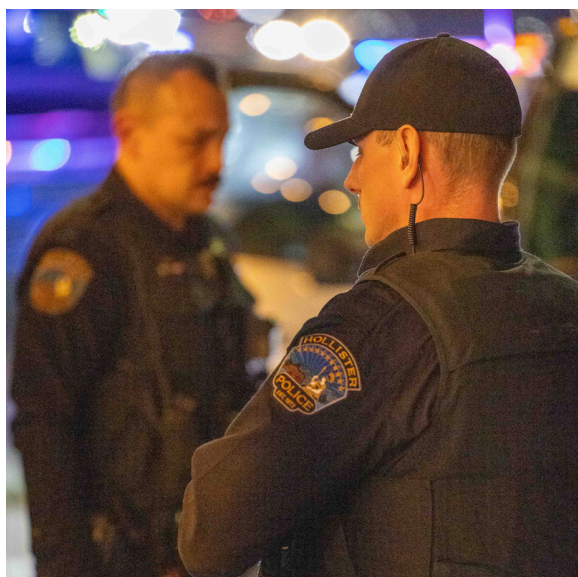
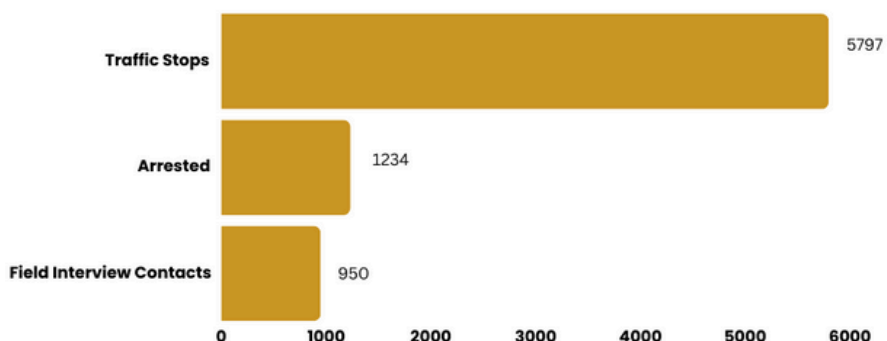
Patrol

In 2023, our patrol division saw additions of patrol-based Community Service officers. These are professional staff employees who are able to respond to calls for service and take reports for the community. This frees up patrol officers for more proactive work and increases our ability to respond to serious calls for service.

In addition, at the end of 2023 and into 2024, the Hollister Police Department was able to hire several experienced lateral police officers from neighboring agencies. Due to their level of experience as solo beat officers at other agencies it reduced the amount of time it takes to complete field training and become a solo beat officer for the Hollister Police Department.



Patrol



Motor Unit

Fortunately, 2023 brought a number of newly hired officers to our department. Since both of our motor traffic officers also serve as field training officers, and are involved in many aspects of departmental training, our motor traffic officers spent a considerable amount of time providing training for the department, in addition to the normal traffic enforcement duties.

Motor officers also 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 traffic enforcement unit also maintained Drug Recognition Expert (DRE) proficiency by conducting a number of DRE evaluations of drivers suspected of driving under drug influence. The traffic enforcement unit also provided course instruction for officers without our agency and to outside agency officers in the area of Standardized Field Sobriety Tests (SFSTs).

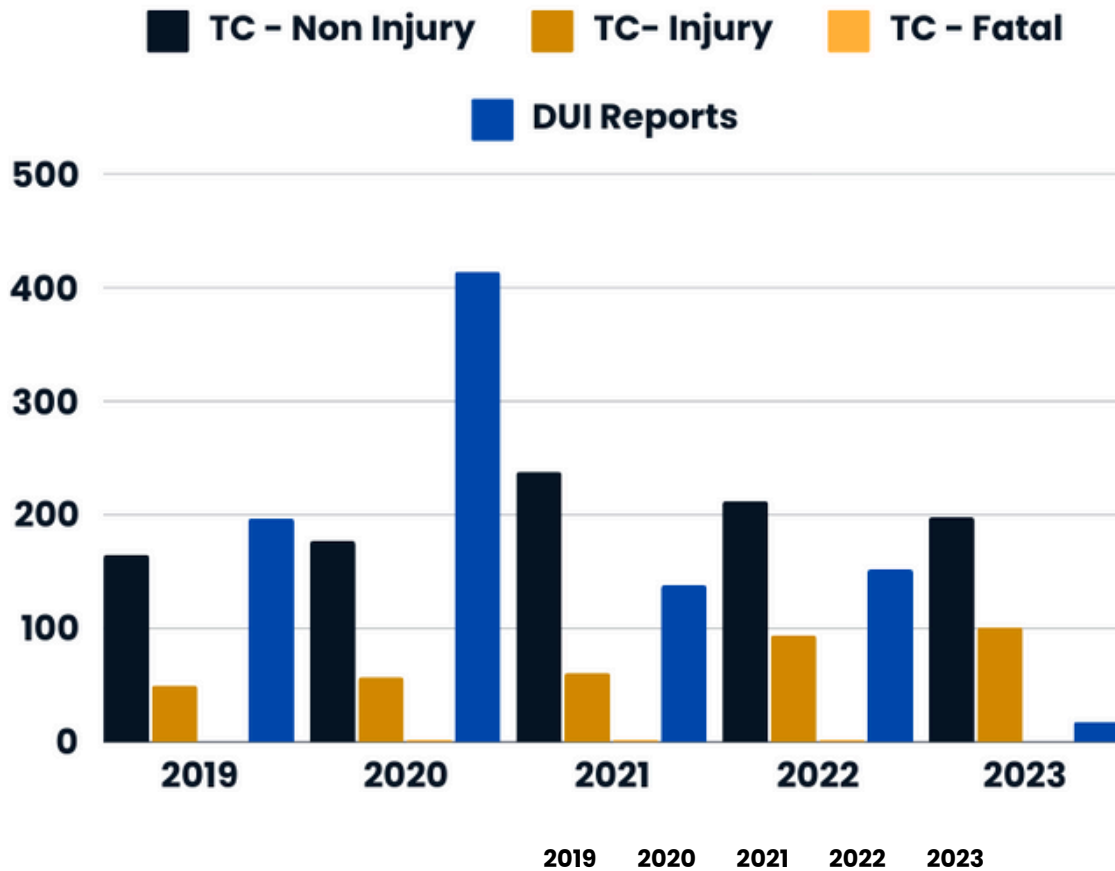
The Hollister Police Department also conducted a number of DUI saturation patrols and DUI/Driver's License checkpoints through the same grant from the OTS. The DUI saturation operations had officers out specifically patrolling for those telltale signs of people driving impaired. Officers were investigating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

When our motor officers were not working other assignments or busy with other duties, they wrote 972 citations, took 52 collision reports, and made 3 DUI arrests.



Motor Unit

Traffic Collisions



	2019	2020	2021	2022	2023
TC - Non Injury	165	177	238	212	198
TC- Injury	50	57	61	94	101
TC - Fatal	0	2	2	2	0
DUI Reports	197	414	138	152	188

School Resource Officer



In 2023, the Hollister Police Department continued to honor its commitment to providing the San Benito High School District with a School Resource Officer (SRO) assigned to the Hollister High School. The SRO's primary duty continues to be the monitoring and security of the High School Campus for all who attend or work at the school.

The SRO is also tasked with educating the school staff and students about legal and safety matters. The SRO continues to conduct 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 2023 spring and fall semesters, the SRO conducted over 127 case investigations. The investigations conducted by the officer included but were not limited to criminal matters, informational reports and civil matters. The SRO also handled cases involving missing/runaway juveniles and emotionally vulnerable students.

The SRO worked closely with the Hollister Police Department Mental Health Officer and the S.A.F.E. Team (Comprised of members from the San Benito County Behavioral Health Department), to provide essential help to students suffering from emotional trauma and/or suicidal ideations. The SRO also helped bridge the gap between the S.A.F.E Team, the high school's Wellness Center and school counselors to improve the quality and types of services available to students in need.

School Resource Officer

In 2023, the SRO was instrumental in coordinating a multi-agency response to a school lockdown which successfully led to the arrest of a suspect who had brought a loaded firearm onto campus. The SRO also assisted outside agencies with criminal investigations involving Hollister High School students.

The SRO supported the high school by organizing security for special events held at Hollister High School which included the Homecoming Parade and Graduation.

The Hollister Police Department's SRO program continues to strive towards its aim of providing the highest quality service to our community. In furtherance of our goal, we hold steadfast in our commitment to provide the best possible educational experience to our youth, their parents and school staff



Hollister Police Animal Care & Service



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.

In 2023 Animal Control had...

- 728 Animal arrivals
- 170 Adoptions
- 272 Animals reunited with owners
- 179 Animals transferred to other shelters
- 1,055 Field Calls
- 99 Citations Issued
- 145 Animal Bite Investigations



Hollister Police Animal Care & Service



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.



Hollister Police Animal Care & Service

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 2023.

Adoption Spooktacular 2023



Coffee, Cats, and Canines 2023



Hollister Police Animal Care and Services staff has worked hard throughout 2023 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 UC Davis Koret Shelter Medicine Program, More People and Pets Together Grant. This funding will commit the Hollister Animal Shelter to helping families and their pets that are facing complex economic, housing, and public health challenges. By implementing innovative and accessible programs for our community, we can help to support people and their pets staying together!

Mental Health Officer



The Hollister Police Department and San Benito County Behavioral Health have completed their third year of partnering for the S.A.F.E. (Support, Awareness, Follow-up, and Engagement) program. The partnership has continued to build relationships, increase communication, and ensure officer and community safety. S.A.F.E. helps to support community members experiencing challenges during mental health crisis and aiding them in connecting to behavioral health services. The two agencies entered into the partnership with the goal of establishing behavioral health supports for services to those identified. Also, to provide officers with access to mental health workers during crisis calls to aid in the assessment process.

During the first two years of the program's operation, the S.A.F.E. team was comprised of a police officer and mental health work. In 2023, due to the program's constant success and the community's need for extra outreach, the S.A.F.E. team grew its numbers to one police officer and four mental health workers. Because of the expansion of the S.A.F.E. team, the program has been able to offer more outreach services and follow-up for those identified by officers and other community members.

The Hollister Police Department submitted 101 requests to San Benito County Behavioral Health for psychiatric evaluations petitions, maintaining the downwards trend from 2021 and 2022. The S.A.F.E. team contacted 51 individuals with the purpose of engagement for outreach services, resources, and to provide them with crisis intervention. The S.A.F.E. team conducted 21 follow-ups with individuals in order to continue providing them assistance and support while navigating the behavioral health system.

Officer Staci Esqueda participated in 64 hours of continued training in 2023 that was tied to crisis response matters. These trainings included expanded training given by San Diego County's Psychiatric Emergency Response Team (PERT) program for advanced crisis intervention and developing crisis negotiations skills. Officer Esqueda is also coordinating with San Benito County Behavioral Health to provide officers with the Hollister Police Department further training related to the psychiatric evaluation process and mental health disorders.

Code Enforcement



2023 has been an exciting year for Code Enforcement. The division has grown substantially with the addition of four new members. We were able to add two new Code Enforcement Officers to the ranks. Having a total of three Code Enforcement Officer II focusing in municipal code violations, has enabled the department to be more effective in addressing quality of life issues for the residents of this community.

A code enforcement officer handles a variety of tasks, all related to the enforcement of local municipal code violations. These tasks include substandard building violations, improperly stored/hazardous materials, inoperable vehicles on private property, the displaying of prohibited signs, homeless campsite clean-ups, public right of way permits and several other types of municipal code violations.

Another responsibility that this division is currently undertaking is the monitoring and inspection of local cannabis cultivation businesses. We aim to further our training in this area and begin conducting routine inspections later this year.



Code Enforcement

The Code Enforcement Division includes three Community Service Officer II, who have recently expanded their team with the addition of two new Community Service officers. This growth has allowed us to deploy our Community Service Officers into the field to allow the patrol division to focus on in progress calls for service and self-initiated activity. One CSO can focus on parking violations, while the other can handle cold case reports, such as cold residential burglaries, theft reports, non-injury traffic collisions, missing persons reports, and sex offender registrations.



Abandon Vehicle/ 72 hr. Tag



Parking Violation

The Community Service Officers at Hollister PD play a key role in organizing special community events like National Night Out and other outreach programs. Currently, they are working on a program to register local residential video security systems, which can be a valuable tool in criminal investigations.

Additionally, the Code Enforcement team receives support from our Police Services Officer, who assists in filtering complaints and assigning them to the appropriate officers. The Police Service Officer also manages municipal code violations that do not require in-field contact, such as false alarm violations, failure to obtain garbage services for properties as well as registration of vacant residences.

Code Enforcement



Unhoused Encampment Cleanup



Encroachment Permit Violation



Improperly Stored Items on Private Property

In 2023 Code Enforcement had...

- Calls for Service- 1577 Code Enforcement/ 2646 Community Service Officers
- Municipal Code Violation Warnings Issued-726
- Compliance letters issued/ Generated Cases- 239
- Admin Cites Issued-269 Code Enforcement/ 46 Community Service Officers
- Parking Citations-17 code enforcement/ 1616 Community Service Officers
- 72 hr. Tags-643
- Towed Vehicles-190
- Cases generated (CSOs only)- 241

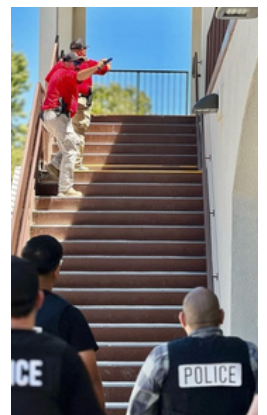
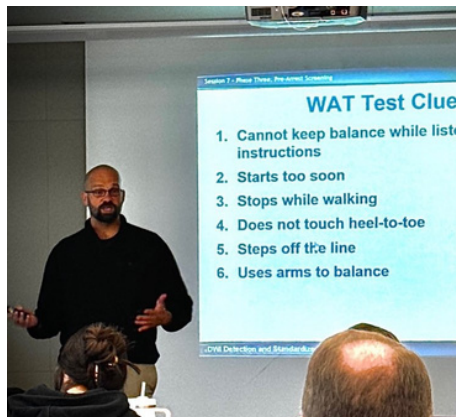
Training

2023 was the first year under our newly adopted 2-year training plan. By the end of 2023, our officers had managed to complete nearly the entire training regimen required by the California Commission on Peace Officer Standards and Training (POST). POST requires that officers training in 5 specific areas every two years to keep their certification, and our trainers managed to complete nearly the entire regimen in year one.

At the end of 2023, we modernized our training files with a training management platform that allowed us to go completely paperless. Officers and employees are assigned training online, and their trainings are recorded and maintained in an online database. This has proved invaluable as we expanded our ranks and had so many new employees to train.

Training Highlights for 2023:

- We brought Emergency Vehicle training in-house with our own training cadre
- We had six outside training classes that we hosted at the Police Department for outside agencies and companies
- Modernized our training division with an online platform for training management
- Joined a regional training manager's group where local agencies pool resources to assist each other in better serving local communities.



Cadet Program



The Hollister Police Department Cadet Program is a youth volunteer program for young men and woman between the ages of 14-20 years old. The program allows young individuals to participate in the operations of our department and discover a future in law enforcement or criminal justice through hands-on training as a Hollister Police Cadet.

Police Cadets meet as a unit twice a month for meetings, volunteer work, and trainings. As training progresses, cadets may also participate in ride-a-longs with police officers, traffic control for community events, and minor decoy operations. Our cadet program currently has 14 active members and is always accepting new applications for those that meet the following criteria;

- between the ages of 14-20
- free from any criminal convictions
- successfully complete a background check
- maintain a 2.0 GPA if enrolled in high school

Our department has 8 Police Cadet Advisors, in both sworn and non-sworn positions, who work to provide structured trainings and mentorship to all cadets.



Community Events

In 2023, the Hollister Police Department participated in numerous community events throughout the year

- National Night Out
- Kids in the Park
- Saddle Horse Parade
- Pack the Patrol Car/ Back to School Resource Fair
- Emergency Preparedness Fair
- Workforce Development Job Fair
- Coffee with a Cop



Special Olympics Law Enforcement Run



Trick or Treat Street



Pack the Patrol Car



Lights on Parade



Read Across America



Coats for Kids



San Benito County Fair

Community Events

