

HOLLISTER POLICE DEPARTMENT CODE ENFORCEMENT AND ANIMAL CARE SERVICES



ANNUAL REPORT 2025

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MESSAGE

The past year presented both significant challenges and meaningful accomplishments for the Hollister Police Department. Throughout 2025, our personnel continued to demonstrate professionalism, resilience, and an unwavering commitment to public safety while navigating an increasingly complex policing environment and reductions in staffing.



Our officers responded to a wide range of incidents, many of which highlighted the unpredictable and often dangerous nature of police work. At the same time, we remained focused on crime prevention strategies that produced measurable results. Notably, several key property crime categories saw meaningful reductions compared to the previous year. Shoplifting decreased from 127 incidents in 2024 to 75 in 2025, stolen vehicles dropped from 90 to 58, and auto burglaries were reduced from 93 to 37. Residential burglaries declined from 19 to 7, and overall burglary cases also decreased from 19 to 7. These reductions reflect the continued focus, collaboration, and strategic enforcement efforts of our personnel.

While property crimes declined, certain violent crime categories experienced shifts that required continued attention. Simple assaults increased from 136 to 178 incidents, while aggravated assaults decreased from 93 to 61. Robberies declined from 11 to 7, and homicide decreased from two cases in 2024 to one in 2025. Reported rapes increased slightly from 10 to 12 cases. These statistics underscore the importance of maintaining a balanced approach that prioritizes both enforcement and prevention, while continuing to invest in community partnerships and support service.

This year also marked significant transitions within our department. We honored the retirement of Captain Eric Olson, whose 24-year career exemplified dedication, leadership, and service. From his early days as a patrol officer to his work as a narcotics task force agent, field training officer, and ultimately as Captain, Eric consistently demonstrated professionalism and integrity. His contributions to traffic safety initiatives, including securing long-standing grant funding that brought substantial resources and recognition to the department, have left a lasting legacy. A graduate of the FBI National Academy and an instructor at the POST Sherman Block Leadership Institute, his influence extended far beyond our agency. Captain Olson's steady leadership, mentorship, and commitment to excellence have helped shape this department in enduring ways.

MESSAGE

We also recognized the retirements of Multi-Services Officer Cammie Marcus and Police Services Officer Della Filice. Cammie played a critical role in evidence management and department operations, handling a wide range of responsibilities essential to our mission. Della dedicated over 16 years to our records division, providing professionalism and support that ensured the smooth operation of our services. Both individuals leave behind legacies of hard work and commitment, and they will be greatly missed.

In addition to retirements, we experienced a profound loss with the passing of retired Multi-Services Officer Gail Cole. Gail served the department for more than two decades and was widely regarded as the backbone of daily operations. Her dedication, reliability, and care for others made a lasting impact on everyone she worked with. Even after her retirement in 2021, her influence remained deeply felt within our organization. Her passing is a significant loss to our department family, and she will always be remembered for her contributions and the relationships she built.

Amid these transitions, we also took time to recognize excellence within our ranks. At our annual appreciation dinner, Sergeant Eduardo Solis was honored as Supervisor of the Year for 2025, Officer Rene Rayas was named Officer of the Year, and Danny Pacho was selected by his peers as Professional Staff Member of the Year. These recognitions reflect the high standards, dedication, and teamwork that define our organization.

Throughout the year, our department continued to strengthen its connection with the community through outreach, engagement, and transparent communication. Our officers routinely held events where they gave back to the community and provided essentials to those in need. These efforts remain essential to building trust and fostering partnerships that enhance public safety.

As we reflect on 2025, I remain proud of the men and women of this department. Their commitment to serving the community, often under difficult and demanding circumstances, continues to define who we are. While challenges remain, we will carry forward the lessons of this past year, build on our successes, and remain focused on our mission to protect and serve with integrity.

Together, we will continue to move forward as a stronger, more resilient organization and continue to serve this wonderful community of Hollister.



MISSION

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.

VISION

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

1. INTEGRITY

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

2. PROFESSIONALISM

We adhere to the established high standards of law enforcement and the Hollister Police Department.

3. RESPECT

We act in consideration of the rights and roles of each other, and the members of our community.

ORGANIZATIONAL VALUES

4. COMMITMENT

We are committed to each other, the Police Department and the community we serve.

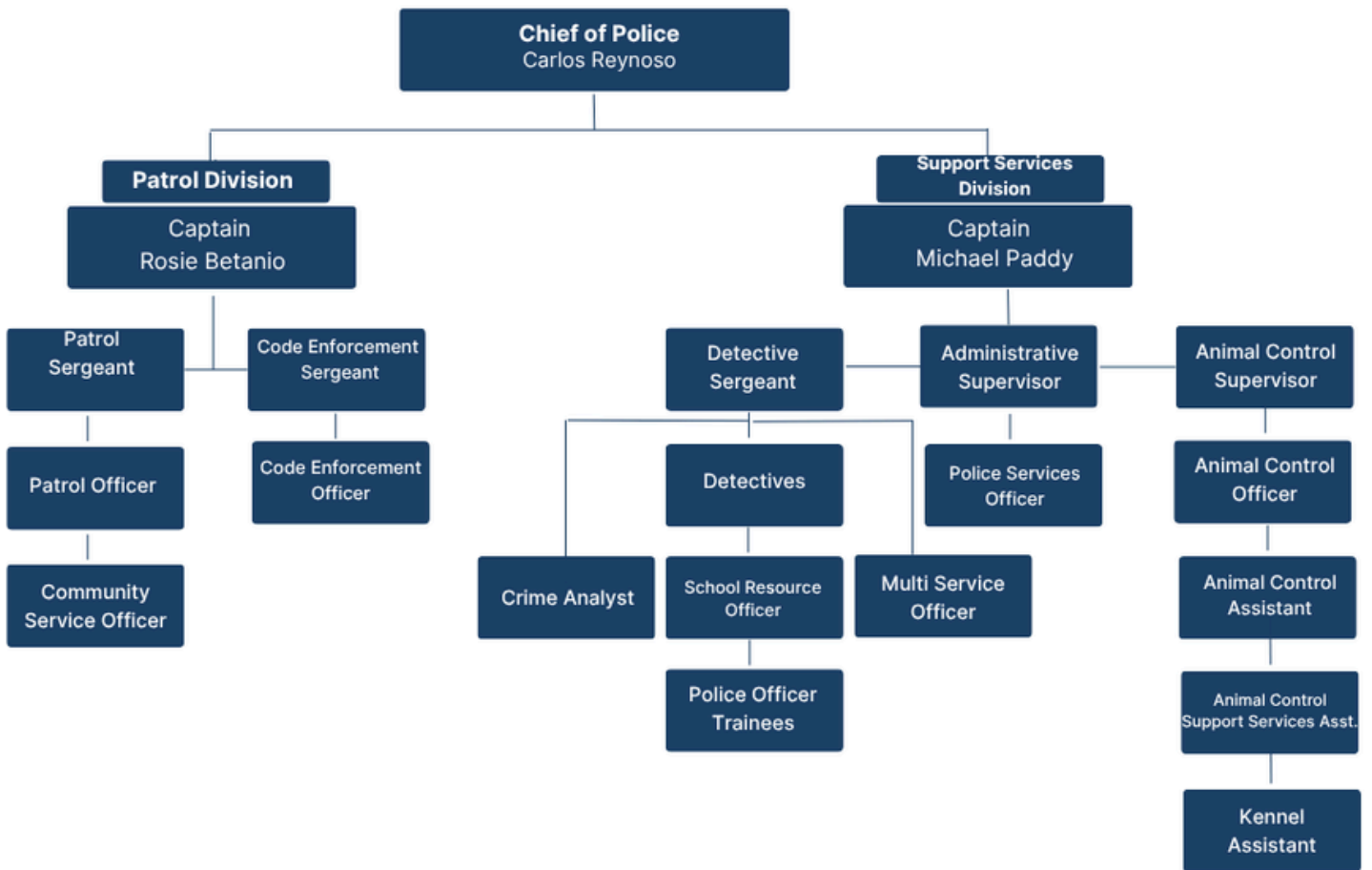
5. ACCOUNTABILITY

At all levels, individually and as a Department, we are accountable for our actions, decisions and performance.

ORGANIZATIONAL CHART



Hollister Police Department



EXECUTIVE COMMAND STAFF



**CHIEF OF POLICE
CARLOS REYNOSO**

Chief Reynoso, oversees all aspects of the police department, managing the department's operations and ensuring that the department is equipped and staffed to enforce the law.



**OPERATIONS CAPTAIN
ROSIE BETANIO**

Led by Captain Betanio, her division is responsible for emergency and non-emergency situations. Her division is comprised of Patrol, and Code Enforcement.



**SUPPORT SERVICES CAPTAIN
MICHAEL PADDY**

Led by Captain Paddy, his division provides investigative and operational support functions to the department. His division is comprised of Investigations, Records, Evidence & Property and Animal Control.

COMMAND STAFF



SERGEANT
MATT WEISS



SERGEANT
BO LELAND



SERGEANT
AURELIO MELGOZA



SERGEANT
EDUARDO SOLIS



SERGEANT
THERESA AGUILAR



SERGEANT
CHRIS WELLS



SERGEANT
STACI ESQUEDA



ADMINISTRATIVE SUPERVISOR
VALERIE REYNA



ANIMAL CONTROL SUPERVISOR
ALYSSA CARRILLO

NEW EMPLOYEES

PATROL



OFFICER
ZACHARY BUZZETTA



OFFICER
JASON GUERRERO

ANIMAL CONTROL



ANIMAL CONTROL OFFICER
REGINA MAGDALENO

PROMOTIONS



SERGEANT
STACI ESQUEDA



CAPTAIN
MICHAEL PADDY

SPECIALTY ASSIGNMENT



**FIELD TRAINING OFFICER
RAMON CAMPOS**



**FIELD TRAINING OFFICER
JAMES ROBLEDO**



**SPECIAL INTELLIGENCE UNIT
BRYCE MORGAN**

EMPLOYEES OF THE YEAR



SUPERVISOR OF THE YEAR
EDUARDO SOLIS



OFFICER OF THE YEAR
RENE RAYAS



CIVILIAN EMPLOYEE OF THE YEAR
DANNY PACHO

RETIREMENTS



POLICE SERVICE OFFICER
DELLA FILICE



MULTI SERVICE OFFICER
CAMMIE MARCUS



CAPTAIN
ERIC OLSON

Capt. Olson began his career with the Hollister Police Department in 2001. He was promoted to Sergeant in 2009 to Lieutenant in 2013 and Captain 2021.

In the last 24 years, he served with unwavering dedication, integrity and leadership to our department

DISPATCH



Santa Cruz Regional 9-1-1 (SCR9-1-1), a Joint Powers Authority (JPA) dedicated to providing specialized emergency communication services, has proudly served the Hollister Police Department since 2011. Throughout that partnership, SCR9-1-1 is grounded in its core values of Service, Excellence, and Teamwork. Its skilled dispatchers are often the first point of contact for community members in crisis, setting the foundation for an effective and coordinated emergency response.

OPERATIONS REPORT

As the primary Public Safety Answering Point (PSAP) for Santa Cruz and San Benito counties, SCR9-1-1 works collaboratively with Law Enforcement, Fire, and EMS agencies to ensure a coordinated response to emergencies. This collaboration reflects the agency's commitment to Teamwork, both within the center and with its public safety partners.

In 2025, SCR9-1-1 answered a total of 424,034 telephone calls, one of its primary activities in support of public safety and community Service. Between incoming phone calls and officer-initiated activity, the center managed 34,295 incidents for the Hollister Police Department, providing support for community safety and daily field operations.



DISPATCH

Performance Standards

Emergency communications require a careful balance of speed, accuracy, and judgement. SCR9-1-1 dispatchers meet the responsibility with dedication and professionalism.

In 2025, SCR9-1-1 achieved an impressive average call processing, or “building” time of 74 seconds for Priority 1 calls within the Hollister Police Department's jurisdiction. This measures the time from when a 9-1-1 call is answered to when an officer is assigned. Priority 1 calls involve immediate threats to life or safety and require the fastest possible response. Attaining an average well below the 120-second standard reflects the agency's strong performance and commitment to Excellence in the most critical moments.

The complete annual performance report of SCR9-1-1 can be accessed through their 2025 Annual Report, available at www.scr911.org.



2026 Goals

In the pursuit of continuous improvement and enhanced service delivery to the community and Users, SCR9-1-1 has identified the following goals for the year 2026:

Develop a Strategic Plan (2027-2032)

The current strategic plan concludes in FY 26/27. SCR9-1-1 will begin planning for the future by looking ahead to new challenges, opportunities, and priorities that will guide the organization's next phase of growth.

Update Training Phases

Training guidelines will be updated to provide training officers with more standardized evaluation methods, promoting consistency for both trainees and evaluators.

Update Agency Values Documents

Continuing the work done in 2025 through its workplace culture initiative, staff will update the agency's existing values documents to memorialize the work done on defining our core values of Service, Excellence, and Teamwork.

Conduct a Survey of User Agency Personnel

SCR9-1-1 will gather feedback from User agency personnel to better understand service needs, strengthen partnerships, and identify opportunities for improvement through collaboration.

RECORDS



The Hollister Police Department Records Division is a multifaceted department that is managed by a non-sworn Administrative Supervisor and staffed by four non-sworn Police Services Officers (PSO) and a Crime Analyst. The employees of the Records Division are the first point of contact for the public when entering the police department lobby as well as when calling our business line.

The Hollister Police Department Records Unit plays a vital role in supporting public safety operations and community transparency. The unit is responsible for the accurate maintenance, processing, and release of police reports, citations, warrants and other official documents in compliance with local, state and federal regulations.

Records staff are highly knowledgeable in all areas of the Department's services, including Code Enforcement and Animal Control. Their cross-functional expertise allows them to effectively assist residents, answer questions and guide the public to appropriate resources. In addition to managing data entry into state and national law enforcement databases and supporting allied agencies, Records staff ensure that the public has timely, appropriate access to information while maintaining the integrity and confidentiality of sensitive records.

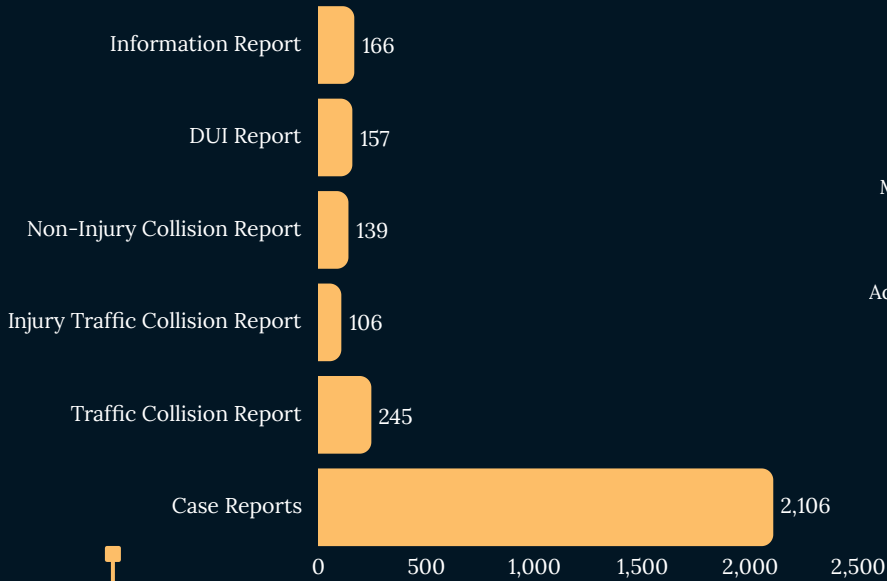
Through efficiency, professionalism, and a strong commitment to customer service, the Police Services Officers in the Records Unit help to ensure the smooth daily operations of the Department and strengthen the connection between the Department and the community it serves.



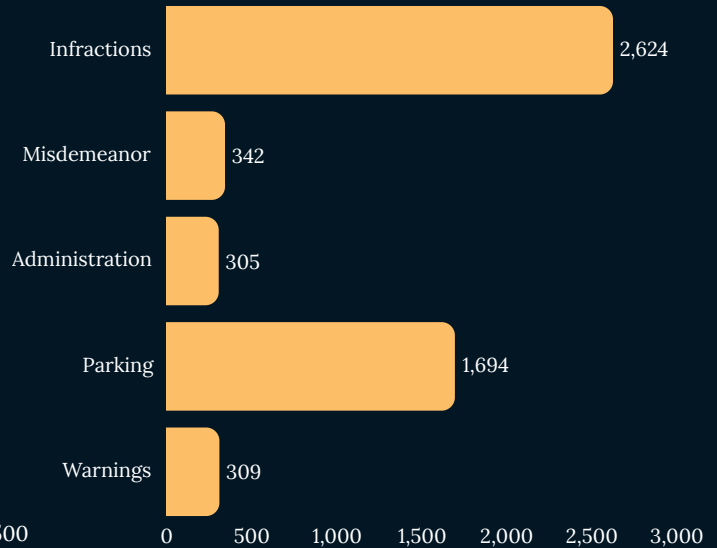
RECORDS DEPARTMENT



REPORTS

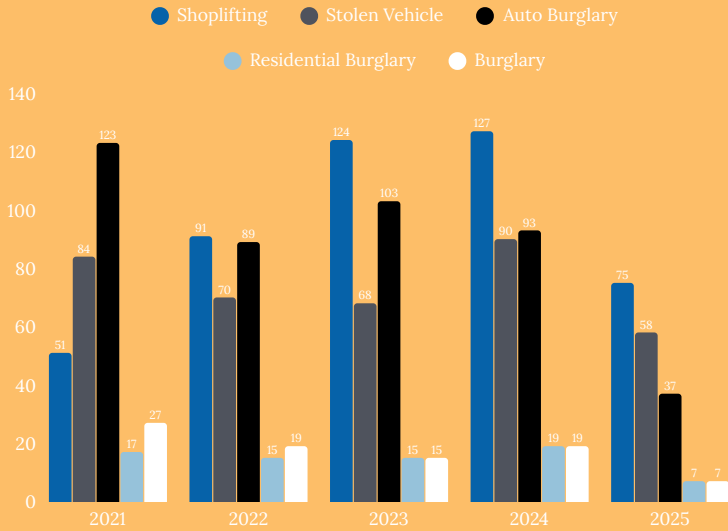


CITATIONS



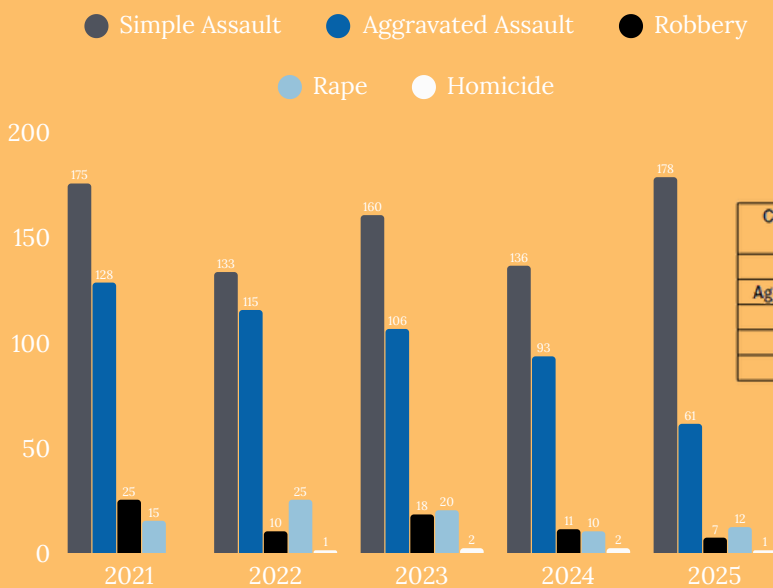
UNIFORM CRIME REPORTING

PROPERTY CRIMES



Property Crimes	2021	2022	2023	2024	2025	% Change 2024-2025
Shoplifting	51	91	124	127	75	-40.9%
Stolen Vehicle	84	80	68	90	58	-35.6%
Auto Burglary	123	89	103	93	37	-60.2%
Residential Burglary	17	15	15	19	7	-63.2%
Burglary	27	19	15	19	7	-63.2%

CRIMES AGAINST PERSONS



Crimes Against Persons	2021	2022	2023	2024	2025	% Change 2024-2025
Simple Assault	175	133	160	136	178	30.9%
Aggravated Assault	128	115	106	93	61	-34.4%
Robbery	25	10	18	11	7	-36.4%
Rape	15	25	20	10	12	20.0%
Homicide	0	1	2	2	1	-50.0%

MULTI SERVICE OFFICER



The Hollister Police Department currently employs one Multi-Service Officer (MSO). The officer is responsible for the intake, recording, and chain of custody for all evidence brought into the department. These items can be received from any department officers, including Patrol, Code Enforcement, Animal Care, and Community Services Officers.

MSO duties also include downloading and storing body-worn camera and dash camera footage requested by the District Attorney's office or other government agencies for prosecution, transporting evidence to the DOJ lab for analysis, and packaging and shipping medication turned in for destruction

PROPERTY



2,200 PIECES OF EVIDENCE



435 LBS OF TURNED IN
PRESCRIPTION MEDICATION



185 NACOTICS BOOKED

GUNS BOOKED



49 GUNS TOTAL



35 SAFEKEEPING



2 FOUND



EVIDENCE



2 RETURNED TO OWNER

INVESTIGATIONS BUREAU



The Hollister Police Department's Investigation Bureau includes a Captain, a Sergeant, two general crime Detectives, and a specialized drug and gang Detective. This bureau focuses on major crimes such as sexual assaults, crimes against children, violent crimes, retail theft, and homicides. Every day, detectives work to protect the Hollister community by conducting investigations, drafting search warrants, and seizing evidence for prosecution.

They are on call 24/7 and ready to respond to critical incidents immediately. Annually, detectives receive training from the Institute of Criminal Investigations (ICI) in areas like homicide, crimes against children, sexual assault, and other major crimes. These skills aid in investigations, intelligence gathering, and crime reduction. As a specialized team, detectives collaborate closely with state, federal, and local law enforcement agencies to better serve our community



INVESTIGATIONS



1 HOMICIDE



4 ATTEMPTED HOMICIDE



61 SEX RELATED CRIMES

PATROL

The Hollister Police Department Patrol Division is the backbone of our department and the most visible representation of our commitment to public safety. Hollister Police Officers provide 24-hour coverage, responding to 911 calls, conducting investigations, making arrests, assisting individuals in crisis, and supporting motorists and residents in need. Their daily presence throughout the community reinforces our mission to protect life and property while maintaining public trust.

In 2025, the Patrol Division successfully navigated budget constraints, staffing adjustments, and mandatory overtime while continuing to deliver consistent, high-quality service. To maintain effective deployment, the Department consolidated shifts to maximize staffing resources while ensuring uninterrupted coverage. Officers continue to balance patrol responsibilities with ongoing training, court appearances, and professional development.

Day and graveyard shifts each provide unique opportunities for both responsive and proactive policing. Day shift officers manage a higher volume of calls for service and investigative reports, while graveyard officers focus heavily on proactive enforcement and crime prevention efforts. Throughout the year, Patrol personnel engaged in multiple Problem-Oriented Policing (POP) initiatives, addressing issues such as vehicle theft trends, abandoned vehicles, illegal camping, and neighborhood crime concerns. Officers also supported community outreach efforts: National Night Out, coats for families, blood drive, and backpack giveaways, demonstrating their commitment to service beyond enforcement. Regardless of shift or assignment, the Hollister Police Officers remain dedicated to protecting our community with professionalism, integrity, and pride.

In addition to enforcement and calls for service, the patrol division remains committed to building meaningful partnerships within the community. Officers regularly engage with residents, business owners, schools, and community groups to foster open communication, address concerns, and promote collaborative problem-solving. These ongoing relationships strengthen trust, enhance transparency, and ensure that public safety efforts reflect the needs and priorities of the community we proudly serve. We appreciate the continued support of our residents and remain committed to enhancing safety and strengthening community partnerships.



PATROL



PATROL STATISTICS

Traffic Stops



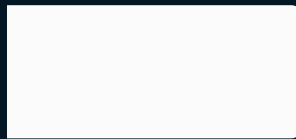
4,316

Arrest



880

Field Interview Contacts



2,182

0 1,000 2,000 3,000 4,000 5,000



COMMUNITY SERVICE OFFICER (CSO)



The Hollister Police Department currently has two Community Services Officers in the field and one Community Services Officer that maintains facilities and fleet. In the field position, CSOs rotate in and out of the assignments of Parking and Patrol. One CSO focuses on parking violations and vehicle abatement. While the other one handles cold case reports, such as cold residential burglaries, theft reports, missing persons reports, non-injury traffic collisions, fraud reports, and sex offender registrations. CSOs assist patrol staff with crime scene investigations and assist other departments like animal control, code enforcement. CSOs also assist in various community outreach details and events, i.e. Drug Take Back, San Benito County Fair, National Night Out, etc. Our building CSO ensures our Police Department is in good working order, provides equipment to our patrol teams, maintains all police vehicles, and other special projects as needed.

CODE ENFORCEMENT

2025 was a great and exciting year for the Code Enforcement Division. The division for a majority of the year, was able to operate with 2 officers very efficiently. The division continues to concentrate on the enforcement of municipal code violations and be more effective in addressing quality of life issues for the residents of this community. The Code Enforcement Division's mission is to work diligently with the community members to help and achieve voluntary compliance through communication, education, outreach and community interaction. Only in cases where compliance is not obtained do Code Enforce staff move forward with administrative enforcement.

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.

The division is continuing the monitoring and inspection of local cannabis cultivation businesses. We were able to form a routine inspection system and ensure our cannabis facilities complied with the city of Hollister Municipal Code ordinances.

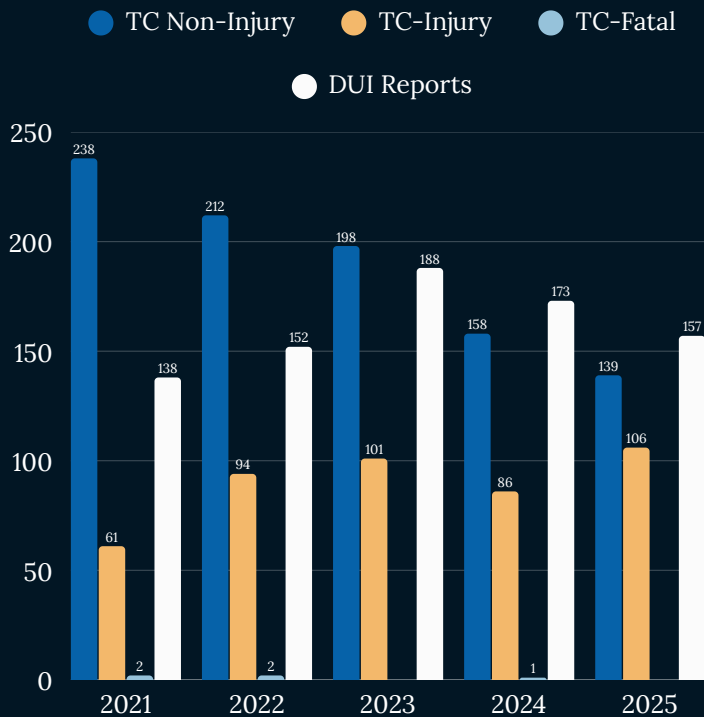


MOTOR UNIT

Unfortunately, 2025 brought budget reductions across the City of Hollister, and to the Police Department. This resulted in our second motor traffic officer position remaining vacant. In addition to normal traffic duties, our motor officer also assisted in the Field Training Program and in covering vacancies on patrol, as the needs arose.

The motor officer also conducted traffic enforcement operations on some 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), distracted driving (cell phones), as well as pedestrian safety. 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 within 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.



MOTOR STATISTICS

- 1108 CITATIONS
- 47 COLLISION REPORT
- 2 DUI
- 1 RECKLESS DRIVER

Traffic Collisions (TC)	2021	2022	2023	2024	2025	% Change 2024-2025
TC Non Injury	238	212	198	158	139	-12.0%
TC Injury	61	94	101	86	106	23.3%
TC Fatal	2	2	0	1	0	-100%
DUI Report	138	152	188	173	157	-9.2%

SCHOOL RESOURCE OFFICER



In 2025, the Hollister Police Department continued its community partnership with Hollister High School through the School Resource Officer (SRO) Program. Senior Officer Nicholas Rudolfs continued in his role as SRO, bringing eight years of departmental experience to the campus.

Senior Officer Rudolfs works closely with San Benito County Juvenile Probation and school staff to create a safe learning environment for nearly 3,500 students. While campus safety is the program's primary focus, it is only one of the SRO's many responsibilities.

Since taking over the assignment in August 2024, Senior Officer Rudolfs has collaborated with the city to improve safety infrastructure, including advocating for crosswalk re-stripping and the installation of new lights at surrounding crosswalks. He also facilitated a regional SRO summit attended by officers from Merced, Santa Cruz, Monterey, and San Benito counties. Furthermore, the SRO continues to work closely with school administration to identify parties involved in incidents and maintain a safe campus.

In October, members of Hollister High School's Safety & Security Team, including Senior Officer Rudolfs, met with Hollister Prep School staff to present on safety and emergency preparedness. The team reviewed the Big Five Safety Protocols—used across California to ensure consistent emergency responses—as well as reunification procedures and visitor policies. This collaboration between the Hollister Police Department, San Benito County Probation, and the High School's safety team highlights a shared commitment to creating safe learning environments for every student in Hollister.

The SRO remains dedicated to providing a safe environment for all Hollister High School students and staff.











ANIMAL CONTROL



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.

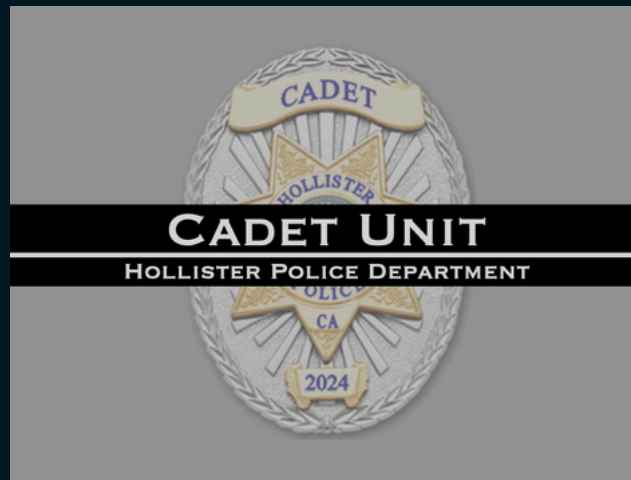
Our team of Animal Control Officers is responsible for providing animal control services to the City of Hollister and San Benito County. From containment of aggressive animals to investigating reports of neglect or abuse of animals. Animal Control Officers encounter a wide range of animals and scenarios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

-  840 Animal arrivals (Including deceased animal intakes)
-  74 Adoptions
-  146 Sent to rescue
-  280 Animals reunited with owners

-  930 Calls for Service
-  3 Criminal Citations Issued
-  70 Administrative Citations Issued
-  180 Animal Bite Investigations



CADETS



The Hollister Police Department Explorer Program is a youth volunteer initiative for young men and women between the ages of 14 and 20. This program offers participants the chance to engage with our department's operations and explore careers in law enforcement or criminal justice through hands-on training as Explorers. Explorers meet once every two months as a unit for meetings, volunteer work, and training sessions. As their training progresses, Explorers may participate in ride-along with police officers, assist with traffic control for community events, and partake in minor decoy operations.

Explorers also participate in ride-alongs with our Community Service Officers (CSO's) and Animal Control Officers. Our department includes 4 Explorer Advisors, both in sworn and non-sworn positions. Advisors are experienced officers who enjoy teaching and help explorers work towards their ultimate goal of becoming law enforcement officers. Advisors are dedicated to providing structured training and mentorship to all explorers.



TRAINING



Due to staffing and budget issues, the HPD Training Division saw a year of austerity with respect to extra training. California law mandates certain specific classes for every peace officer on an annual and bi-annual basis, and we met those standards. We also were able to get some specialty training for our Investigations Bureau.

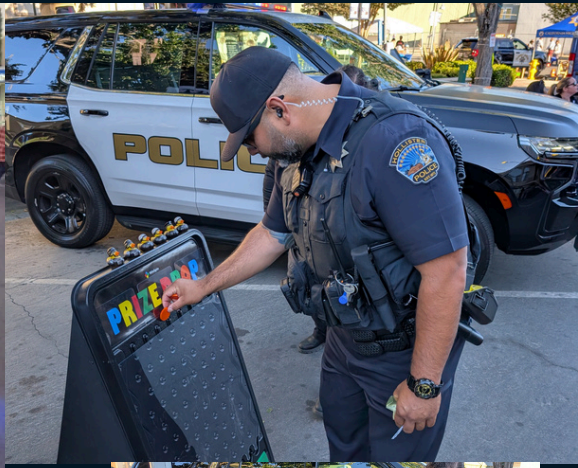
This was a year of doing more with less, and we managed to save training costs by bringing many of the regional trainings to the police department, where we were able to get our staff into classes at reduced or no cost.

We selected several new Field Training Officers this year, and those personnel are rounding out their training requirements in the first half of 2026.

We also selected four new rangemasters to complement Sergeant Wells moving forward. Each of those rangemasters requires a variety of instructional training classes. We started getting our new personnel into those training classes in 2025 and finishing that curriculum is a priority for 2026.

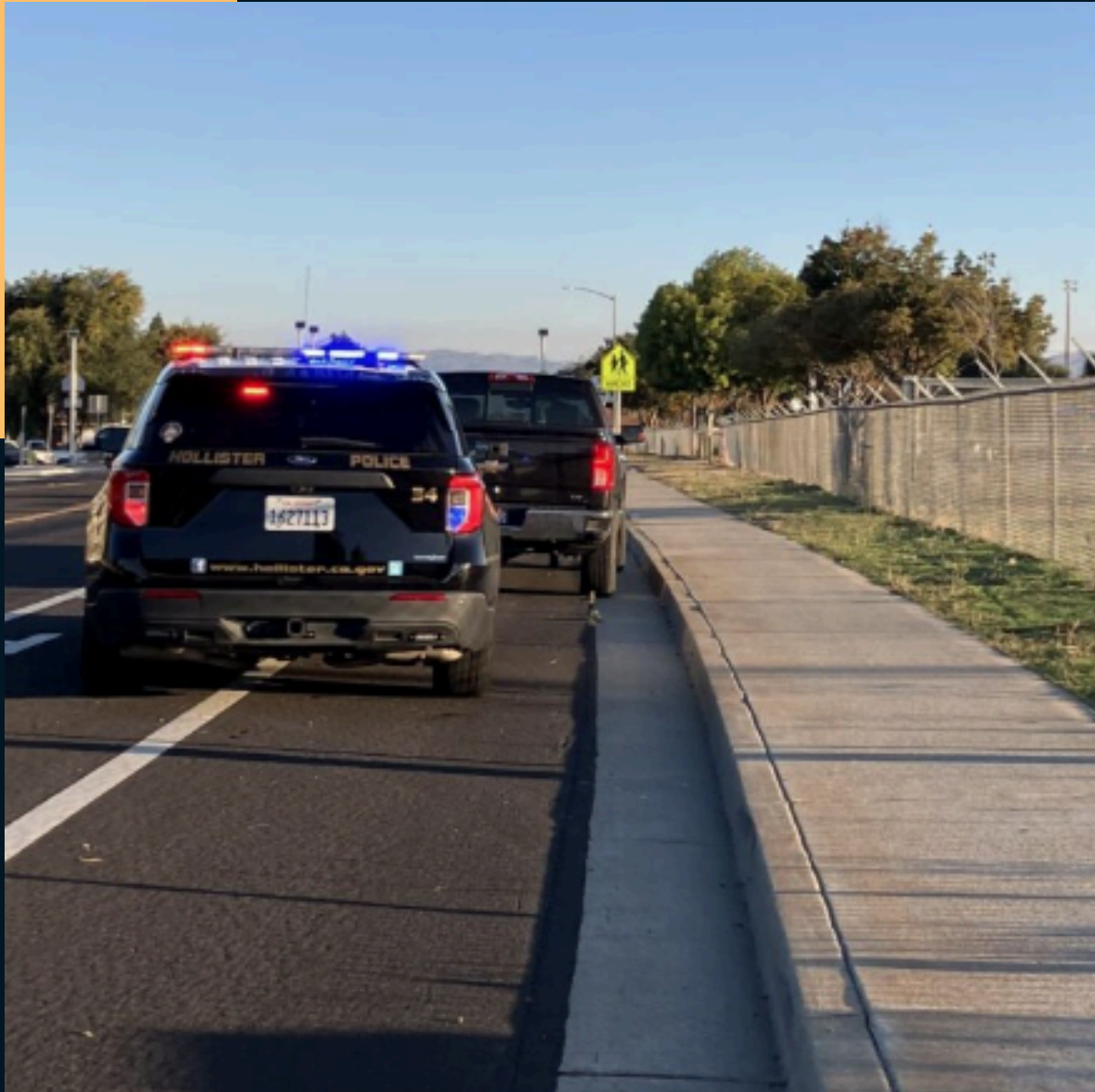


COMMUNITY EVENTS



COMMUNITY EVENTS





MORE ABOUT US



(831)636-4330



INFO@POLICE.HOLLISTER.CA.US



[HOLLISTERPOLICE](https://www.facebook.com/HOLLISTERPOLICE)



395 APOLLO WAY
HOLLISTER, CA 95023



[HOLLISTER.CA.GO/GOVERNMENT/
POLICE](http://HOLLISTER.CA.GO/GOVERNMENT/POLICE)



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