



REDLANDS POLICE DEPARTMENT

2024 ANNUAL REPORT



Message from Chief Rachel Tolber



At the Redlands Police Department, we are honored to serve our community and remain dedicated to providing the highest level of public safety services. We are fortunate to work in a city where public safety is not only valued but actively supported by our City Council and residents. Together, we make a lasting impact on the safety and well-being of Redlands.

Our department has long embraced a culture of continuous improvement and innovation to meet the evolving public safety needs of the community. Over the past year, we have remained focused on enhancing public safety by leveraging technology and data-driven insights to improve service delivery, increase efficiency, and prevent and reduce crime. We also prioritized the expansion of internal initiatives, such as our Wellness Program, to ensure our department members have the tools and support needed to serve at their best. Looking ahead, we remain committed to delivering effective public safety services and strengthening our organization, and we are deeply grateful for the trust and support of those we serve.

I am especially proud to share this annual report, as it highlights the outstanding work of the men and women of the Redlands Police Department throughout 2024. It not only showcases their dedication but also reinforces our commitment to public safety through trust, innovation, community partnerships, and excellence in service.

As we move into 2025, we thank you for your continued support and partnership. We hope this report acts as a foundation for ongoing progress, enhancing our policing strategies, strengthening community relationships, and shaping a safer future for all.

Sincerely,
Rachel Tolber
Chief of Police



REDLANDS POLICE DEPARTMENT

Mission

The Redlands Police Department is dedicated to enhancing public safety through trust, innovation, community partnerships, and excellence in service.

To be a unified police service that cares about people, establishes trust, maintains accountability through positive relationships, is effective in harm-reduction and community safety, prioritizes and integrates wellness, embraces technology, and fosters an inclusive work culture.

Vision

CLEAR Values

C

Credible: We build trust by being truthful, reliable, and consistent in our actions.

L

Lead: We build relationships, inspire, and mentor to accomplish our shared goals. Every department member is a leader.

E

Empathetic: We build stronger relationships by seeking to understand the perspective of others in our communications and interactions.

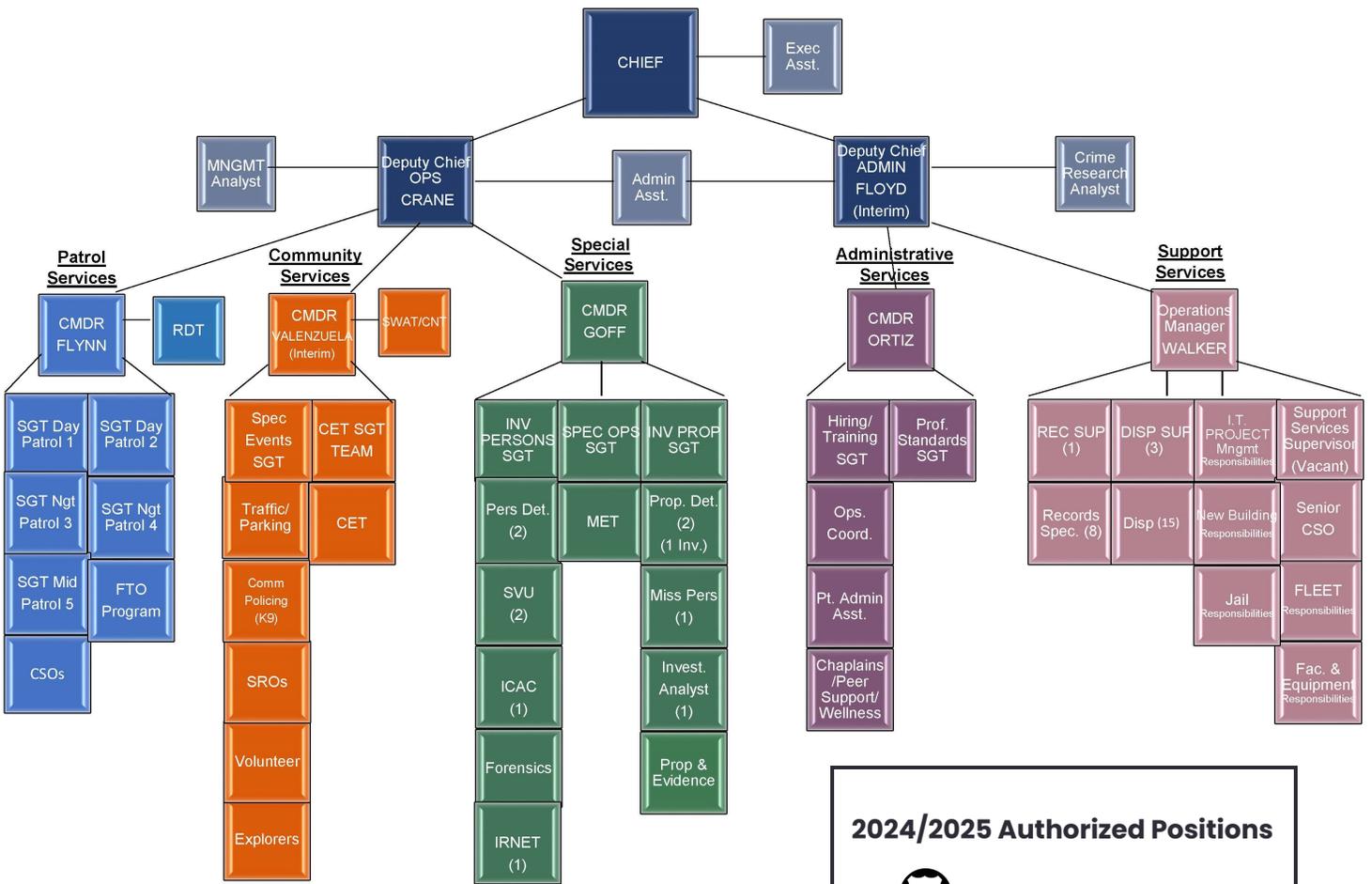
A

Accountable: We take responsibility for our actions and disclose results in a transparent manner. We constantly solicit regular feedback on our performance.

R

Respectful: We honor human life, dignity and rights. We treat others the way we want to be treated, no matter their status.

Organizational Chart



2024/2025 Authorized Positions

-  **98 sworn**
-  **49 professional staff (full-time)**
-  **12 professional staff (part-time)**
-  **26 Volunteers**

Patrol Services

Introduction and Overview

The Patrol Services Bureau is one of the most visible units in the department, providing twenty-four-hour-a-day service to the residents of our community. Patrol officers respond to a wide variety of emergency and non-emergency calls for service. The Patrol Services Bureau is comprised of several sub-units, namely:

- **Patrol:** Patrol teams are comprised of eight officers including the corporal and sergeant. Five patrol teams rotate schedules supplemented by professional staff community service officers.
- **Field Training and Evaluation Program:** The Field Training and Evaluation Program is responsible for the development of recruits into competent solo police officers. Field training officers coordinate and deliver nearly six (6) months of training to new officers to prepare them to operate as solo police officers.
- **Explorers:** The Redlands Police Department Explorer Post began in 1968 and has been the starting point for many future police officers. Young men and women interested in joining the program must be at least 15 years of age and no older than 21 years. The program is for youth interested in learning about the field of law enforcement.
- **Custody:** The department contracts with Allied Universal to provide custody officers who are responsible for the processing, booking, and transportation of prisoners.
- **Nine (9) police recruits** successfully completed the Field Training Program to become solo police officers.
- **Two (2) community service officers** also successfully completed training and were assigned to assist Patrol.

Patrol Services

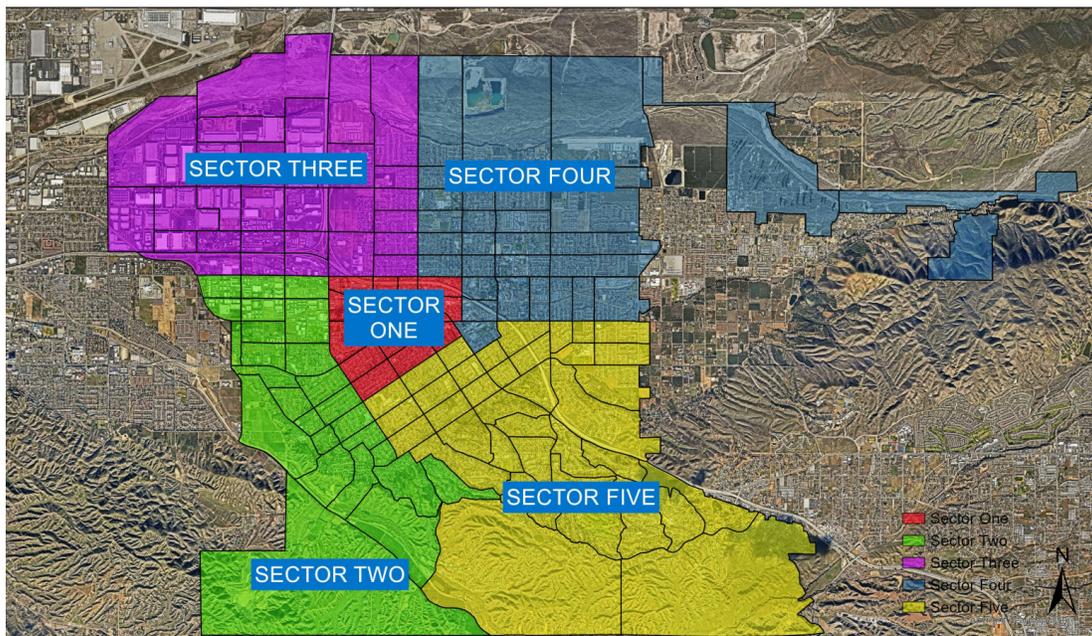
Notable Achievements

Patrol Sector Deployment

In 2024, Command Staff made the decision to deploy patrol sectors with the goals of increased community engagement, greater officer familiarity of specific geographic areas, more effective identification and addressing of crime trends, and more efficient response times.

Throughout the year, sectors allowed officers to uniquely learn their assigned geographic area to increase positive community engagement by speaking with residents and business owners to address problematic areas within their respective sectors.

Since the implementation, there was a decrease in response times to Priority 1 and Priority 2 calls for service, especially in the fourth quarter of 2024.



Special Services Bureau

Investigations Unit

Forensics Unit

Responded to approximately 105 calls for service.

Digital Forensics

Approximately seven (7) devices per month analyzed for digital evidence, for a total of approximately 5.5 terabytes of data in 2024. *(The equivalent to over 900 1-hour long high definition videos.)*

Crime Analysis

Provided numerous trainings on crime analysis techniques to staff, supported investigative efforts in approximately 156 cases, prepared and distributed over 80 crime flyers, prepared various statistical reports, and assisted with the data migration process for the departments new Virtual Crime Center system.

Property & Evidence

Collected and processed approximately 3,146 items.



Investigations Unit Introduction and Overview

In 2024, the Special Services Bureau was assigned 936 cases, 246 of which were cleared. This represents a 26.39% clearance rate, a 3.99% increase from the previous year. The Crimes Against Persons and Missing Persons units both improved their clearance rates from the previous year by 10.27% and 15.91% respectively.

Caseload & Staffing

In 2024, property crimes represented 62% (582 property cases of 936 total cases) of the cases assigned to the Investigations Unit and 72% (1,040 property cases of 1,433 total cases) the year before. To more evenly distribute the workload and bring closure to victims, a one-year, rotational position was added to the Property Crimes Unit. This brought the Property Crimes Unit's staffing up to two detectives, one investigator, and one reserve officer. The rotational position is intended to develop department personnel by familiarizing them with the Investigations Unit's functions and procedures and to learn detective skills by conducting property crimes investigations. In practice, the officer assigned to this position routinely assists in investigations of crimes against persons and crimes involving special victims, expanding their job knowledge and skills.





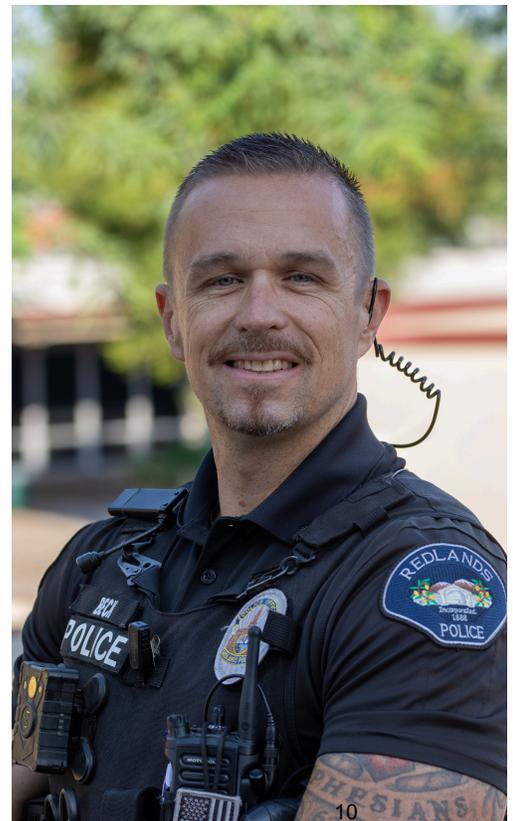
Notable Investigations:

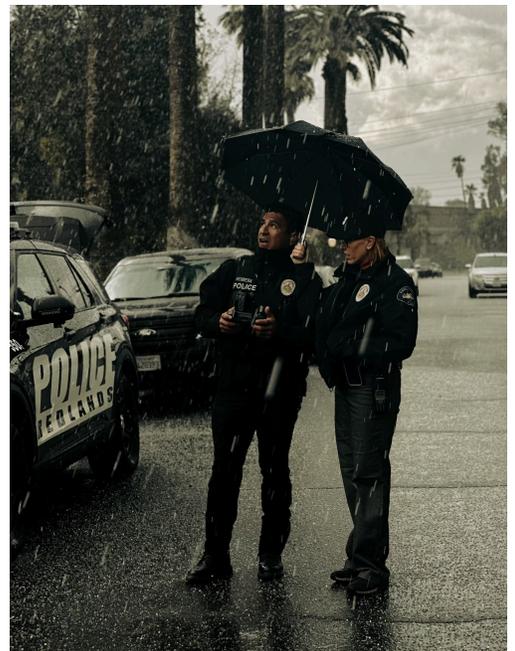
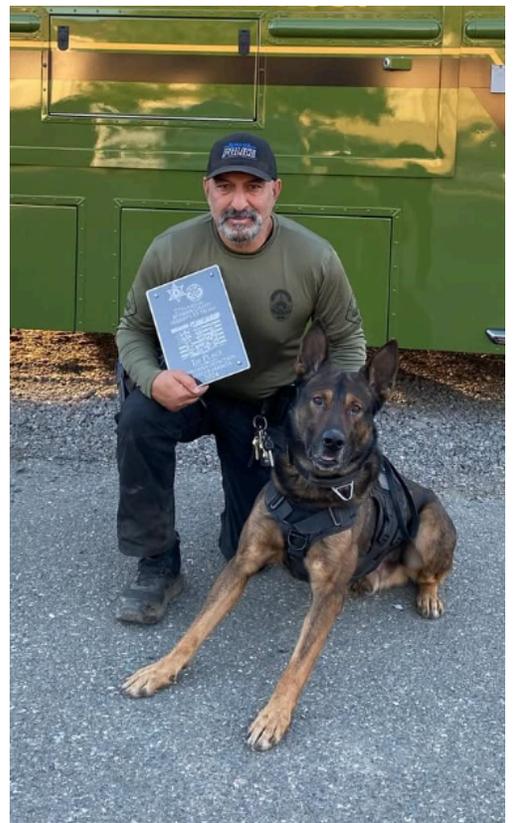
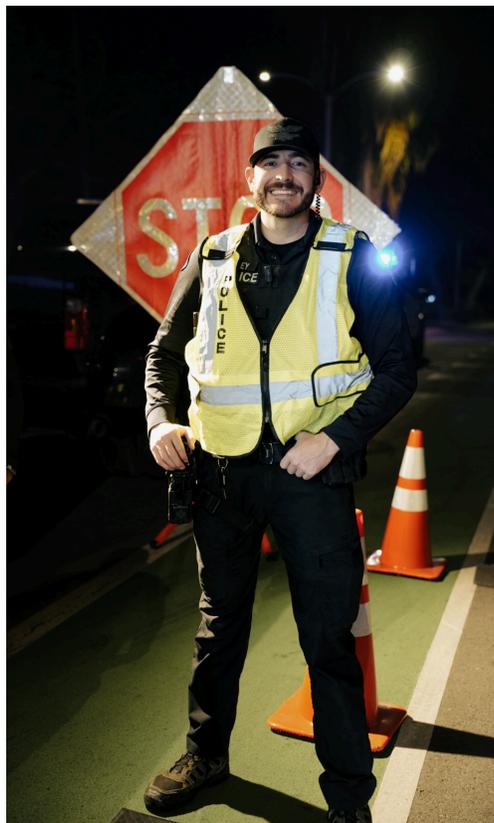
In June, the officer assigned to the Internet Crimes Against Children position began a possession of Child Sexual Abuse Material (CSAM) investigation. In July, the entire Special Services Bureau, with assistance from Special Weapons and Tactics (SWAT) team, served a search warrant at the suspect's residence in the city of Loma Linda. The suspect was arrested and his electronic devices were seized. The digital forensic examiner found over 1,000 CSAM images on the suspect's devices.

In August, the Special Services Bureau investigated a report of two missing persons from a mobile home park on the edge of the department's jurisdiction but within city limits. During the investigation, a large number of personnel from the SSB and the Patrol Services Bureau conducted a neighborhood canvas operation in the complex. This began a chain of events which revealed the missing persons were homicide victims and led to a

standoff with the suspect. The suspect was ultimately taken into custody by members of the department's SWAT team. Members of the SSB remained at the scene, collecting evidence for several days afterward. The suspect is currently in custody and awaiting trial on two counts of murder.

In December, members of the Patrol Services Bureau responded to an address in the 1000 block of Texas Street to assist the Redlands Fire Department with an elderly male on the ground. The male was quickly determined to be the victim of a homicide and SSB personnel responded to the scene to take over the investigation. They determined the victim's roommate was the suspect and interviewed him. The suspect ultimately confessed under Miranda to murdering the victim. The suspect is in custody awaiting trial for murder.





Community Services Bureau Introduction and Overview

The Community Services Bureau works closely with residents and business owners to prevent crime, solve problems, and enhance the quality of life of Redlands' residents. The Community Services Bureau is comprised of several sub-units:

- **Traffic and Special Events Unit:** Led by a sergeant and a traffic corporal, this unit manages parking enforcement, OTS grants (e.g., DUI checkpoints, Click It or Ticket), and traffic control for major events like parades and races. The sergeant also oversees the Citizen Volunteer Unit, Community Policing Unit, and School Resource Officers.
- **Community Policing Unit:** The unit focus on homelessness, crime issues, and building long-term community partnerships. They work with local organizations, run youth programs, and assist with special events.
- **K9 Unit:** K9 Officer Jake and his handler Officer M. Shahabi are assigned to Community Policing.
- **School Resource Officers:** Three SROs, funded by the Redlands Unified School District, are assigned to Redlands High, Citrus Valley High, and the middle schools (rotational). They enhance school safety, mentor students, and foster positive relationships with staff, students, and parents.
- **Triage, Engagement, and Support Team (TEST):** A county behavioral health specialist assists officers with crisis intervention, mental health services, and case management, aiming to reduce ER visits and criminal justice involvement.
- **Community Engagement Team (CET):** Formed in early 2024, this team tackles retail theft and transient issues in business districts while fostering strong ties with local businesses.
- **Citizen Volunteers:** Trained volunteers patrol in marked vehicles, serving as the department's "eyes and ears." They assist with crime prevention while maintaining radio contact with dispatch and officers.

Notable Accomplishments

Community Engagement Team

The Community Services Bureau introduced a new team in 2024. The Community Engagement Team (CET) was developed to be a resource for business owners in downtown Redlands and the Mountain Grove/Citrus Plaza Shopping Center. CET focuses its resources on issues related to retail theft and the city's unhoused population. The team also makes a great effort to interact with our community members in a positive way through social media challenges and in-person presentations. CET members proactively met with the city's business owners 129 times in 2024. They also assisted in cleaning up 32 homeless encampments and spearheaded 13 organized retail theft operations since they were created this past in early 2024. The department experienced a 14% decrease in calls for service in the Mountain Grove/Citrus Plaza Shopping Center over the past year. The Community Engagement Team continues to be innovative with identifying new ways to combat crime and foster positive interactions with our community members.

Partnership with SBCPD

During 2024 The Community Services Bureau collaborated with our partners from the San Bernardino County Probation Department. Our department's Community Engagement Team now has a full-time probation officer working with them. This provides The Redlands Police Department with even more resources from San Bernardino County. This collaboration represents meaningful progress with regard to assisting people in need and addressing juvenile related issues. RPD looks forward to continuing this partnership in 2025.

Notable Accomplishments

K9 Unit

K9 Officer Jake and his handler, Officer Mazi Shahab responded to 133 calls for service in 2024. In addition to their dedicated work in the field, the duo showcased their exceptional skills at the 27th Annual Riverside County Sheriff's K9 Trials in November. Competing against 60 other K9 teams in the Explosive Detection Vehicle Search Competition, they delivered an outstanding performance—earning first place.

Timed Parking Restrictions

The Community Services Bureau created a new program to reinstate the timed parking restrictions on East State Street in Downtown Redlands. The program was implemented incrementally. The first steps involved educating the public and issuing warning citations to individuals who violated the parking restrictions. The later steps consisted of greater enforcement action and continued education. The feedback from local business owners and downtown patrons has been very positive.

Volunteer Contributions

In 2024, the Citizen Volunteer Unit contributed 3,568 hours of volunteer service. This included 1,136 hours on patrol and 737 hours supporting special events throughout the City. Members answered callouts for weather events, serious traffic accidents, and shootings. Recurring training for members included Forensics, Traffic, Patrol, Parking Tickets, and Tactical Communications. Citizen Volunteers (CVs) made several presentations to community groups to increase awareness of the CV program. Three CV members celebrated 30 years of volunteer service to the RPD.

Administrative Services Bureau Introduction and Overview

A notable development this year is the expansion of the Administrative Services Bureau, which is now comprised of a Deputy Chief, a Commander, an Operations Manager, a Professional Standards Sergeant, and the Hiring & Training Unit, overseen by a Sergeant.

The newly expanded Hiring and Training Unit is dedicated to enhancing the skills and competencies of our officers and staff. The unit focuses on delivering comprehensive training that addresses contemporary challenges in policing including community engagement, crisis intervention, and procedural justice.

The unit places a strong emphasis on recruitment for all positions, ensuring that we attract and retain top talent to meet our agency's evolving needs. Our recruitment strategy includes utilizing billboards, social media, and community events to boost visibility and interest in our agency.

Additionally, the unit takes a personalized approach by directly reaching out to applicants, addressing their questions, and guiding them through the application process. Through these concerted efforts, the Hiring & Training Unit has significantly strengthened our recruitment capabilities.



Hiring and Training Unit



Backgrounds & Requisitions

- The newly expanded Hiring & Training Unit focused efforts on recruitment in 2024. The RPD placed recruitment ads on several billboards along the 10 freeway, in addition to advertising positions on social media. As a result, there was significant improvement in the number of qualified applicants for lateral officer recruitment.
- A total of 42 background investigations of candidates were completed in 2024.
- Two police officers were sent to background investigations school to be able to assist with backgrounds.
- Thirteen (13) employees were hired -- six (6) sworn and seven (7) professional staff members.
- A new lateral physical agility test (PAT) was introduced in 2024. It provided a more accurate representation of the physical demands required of a police officer compared to the previous version.

Promotions

There were promotional processes held for the positions of corporal, deputy chief, dispatch supervisor, and senior community service officer, and nine (9) promotions were made. Additionally, an interim deputy chief and interim commander were also appointed.



Corporal



Deputy Chief



Dispatch Supervisor



Senior CSO

Administrative Services Bureau Special Projects

High Performance Culture Project:

The RPD actively participated in the High-Performance Culture Project, spearheaded by Dr. Renee Thornton, to foster an environment of excellence and continuous improvement. This program is designed to enhance organizational effectiveness by cultivating a high-performance culture that empowers our team members to excel in their roles. Through a series of workshops and training sessions, Dr. Thornton provides invaluable insights and strategies on leadership development, team dynamics, and performance optimization. By embracing these principles, our department aims to boost employee engagement, improve service delivery, and create a supportive workplace where innovation and collaboration thrive. This project underscores our commitment to building a resilient and adaptive organization that can effectively meet the challenges of modern law enforcement.

As part of the project, our agency participated in a series of comprehensive surveys designed to assess current performance levels and organizational dynamics. The results of these surveys were presented to the Chief, who has since shared some of the feedback with the department, highlighting key areas for growth and development.

Administrative Services Bureau Special Projects

CNA Futures Project:

In August, members of our Command Staff, City department directors, and representatives from the police bargaining units participated in an insightful workshop hosted by the CNA Project on American Justice Futures. This workshop aimed to spark a forward-thinking dialogue about the evolving landscape of policing and its potential implications for our agency and the broader community.

The workshop served as a collaborative platform, bringing together diverse perspectives from key stakeholders to explore innovative strategies and best practices that could shape the future of law enforcement. Discussions focused on emerging trends, technological advancements, and societal changes that are redefining the role of policing in modern society.

Participants engaged in dynamic sessions that encouraged them to think critically about the challenges and opportunities that lie ahead. They explored topics such as the integration of technology in policing, enhancing community trust and engagement, and adapting to new expectations of transparency and accountability.

By fostering open communication and collaboration among leaders from various sectors, the workshop helped identify actionable insights and strategies that can be implemented to ensure our agency and city are well-prepared for future developments in law enforcement. This proactive approach underscores our commitment to continuous improvement and our dedication to serving the community with integrity and foresight.

Support Services Bureau Introduction and Overview



The Support Services Bureau is comprised of units that affect all operations of the department. The goal of the Support Services Bureau is to supply the necessary equipment, provisions, and support to facilitate the delivery of efficient and courteous public safety services to residents of Redlands.

Significant Update: Senior Community Service Officer

In 2023, the position of Senior Community Service Officer (CSO) was added to the salary schedule. In 2024, the position was filled through a promotional process and assigned to the Support Services Bureau.

The introduction of this position has significantly improved the turnaround times for police fleet outfitting, repairs, and building maintenance response times. The Senior CSO also oversaw several large-scale projects, including the radio upgrade, implementation of software for quartermaster assets and assignment equipment, Taser implementation, and enhancements to facility security.



Support Services Notable Accomplishments

Fleet

in 2024, RPD successfully acquired, outfitted, and deployed the following vehicles:

- Ten (10) Ford Explorers.
- Six (6) Ford F-150 PPVs have been assigned to the Community Engagement Team (CET), Patrol Sergeants, and the Training Sergeant.
- One (1) stake bed truck has been introduced to replace the aging 1988 model.

Building Improvements

A security enhancement to the Emergency Operations Center (EOC) was completed which included an outdoor break area with an attached K9 dog run. Security fencing was installed to enhance privacy, a patio cover was constructed over the break area, and decomposed granite was laid for the flooring. Additionally, outdoor furniture was set up for staff to enjoy breaks outside. A portion of this project was funded by the FY2021 Homeland Security Grant Program.

Moreover, the EOC has undergone significant building upgrades, including the replacement of both the roof and HVAC systems.

Motorola Radio Upgrade

The department has acquired 110 new handheld radios (HTs) and 45 new mobile radios (in-vehicle) from Motorola, replacing the outdated XTL/XTS 5000 radio systems. New handheld radios have been distributed to staff, and we are currently processing a second order to replace the remaining XTL/XTS units still in service. With the deployment of these new radios, we have successfully replaced 73% of the department's handheld radios and 76% of in-vehicle radios.



Support Services Records Unit

Throughout the year, the Records Unit made significant strides in operational efficiency, technological advancement, and community engagement. Records personnel successfully managed a high volume of requests, processing a total of 10,946 reports and handling 1,459 front counter requests. These reports included 2,355 arrests, 958 traffic collisions, 1,483 citations, 808 warning citations, and 1,599 reports received via the online reporting system.

In addition, the Records Unit implemented the use of dashboards to better manage and quantify critical tasks such as pre-employment background checks, subpoenas, Discovery, and Public Records Act (PRA) requests, significantly improving the ability to monitor and track progress in these areas. A major milestone was the transition to electronic submission of all reports through the DA portal and the submission of Discovery requests to the San Bernardino County District Attorney's Office via the evidence.com portal.

This shift has streamlined processes, increased accuracy, and greatly enhanced efficiency.

Another key accomplishment was the successful submission of the Racial and Identity Profiling Act (RIPA) annual stop data to the Department of Justice with no errors, demonstrating the precision and diligence of the Records Unit.

Throughout the year, cross-training remained a priority, ensuring all staff members are proficient in critical areas such as discovery, subpoena processing, sex and arson registrant processing, and collision and report processing. This cross-training ensures the team can manage high-priority tasks regardless of staffing changes.

Furthermore, the department submitted annual NIBRS/CIBRS data with a 0% error rate, a testament to the meticulous work of personnel in ensuring the accuracy of incident data.

Support Services Communications Unit

In 2024, our dispatchers exemplified their dedication to community engagement while performing their critical roles within the Communications Unit. These highly trained individuals manage over twenty-five incoming telephone lines, encompassing 911 emergency calls, alternate emergency lines, business inquiries, text-to-911 services, and email to 911 communications. In addition to answering these diverse forms of communication, they efficiently dispatch calls via radio and a Computer Aided Dispatch (CAD) system while monitoring more than a dozen different radio channels that serve various units within our department as well as local government and allied agencies. Utilizing a network of over 180 cameras from various locations throughout the city further enhances their ability to support responding units on calls for service and ensures site security at key locations.

In partnership with the Department of Innovation and Technology, our Dispatch Center underwent much-needed upgrades that included new computer hard drives, monitors, and updated software for workstation efficiency.

In addition to these ongoing efforts, we proudly acknowledged significant achievements within the team. We celebrated the successful completion of training for one dispatcher while welcoming a lateral dispatcher from a neighboring agency onto our team. Two dispatchers received promotions to supervisor positions and successfully completed POST mandated 80-hour supervisor training. Their advancement reflects not only their professional growth but also the department's commitment to fostering leadership within the unit and advancement opportunities for professional staff. Throughout the year, multiple dispatchers received numerous commendations for their exceptional work, demonstrating their dedication and skill in high-pressure situations.

Crimes Against Persons

(Previously Referred to as Violent Crimes)

OFFENSE	YTD 2022	YTD 2023	YTD 2024	% CHANGE 2023 vs 2024
MURDER	1	0	3	NON-CALCULABLE
NEGLIGENT MANSLAUGHTER	1	0	0	NO CHANGE
JUSTIFIABLE HOMICIDE	0	0	0	NO CHANGE
NON-CONSENSUAL SEX OFFENSES:				
RAPE	29	45	29	-36%
SODOMY	4	5	2	-60%
SEXUAL ASSAULT W/OBJECT	0	2	3	50%
FONDLING	18	27	26	-4%
AGGRAVATED ASSAULT	96	132	116	-12%
SIMPLE ASSAULT	414	475	480	1%
INTIMIDATION	58	65	50	-23%
KIDNAPPING/ABDUCTION	12	19	20	5%
CONSENSUAL SEX OFFENSES:				
INCEST	0	0	0	NO CHANGE
STATUTORY RAPE	5	4	6	50%
HUMAN TRAFFICKING COMMERCIAL SEX ACTS	0	0	0	NO CHANGE
HUMAN TRAFFICKING INVOLUNTARY SERVITUDE	0	1	0	-100%
CRIMES AGAINST PERSONS TOTAL	638	775	735	-5%

*Numbers may fluctuate based on case status throughout the year.

Crimes Against Property

(Previously Referred to as Property Crimes)

OFFENSE	YTD 2022	YTD 2023	YTD 2024	% CHANGE 2023 vs 2024
ROBBERY	80	65	52	-20%
BURGLARY/BREAKING & ENTERING	276	235	183	-22%
LARCENY/THEFT OFFENSES	1,669	1,437	1,048	-27%
MOTOR VEHICLE THEFT	245	239	237	-1%
ARSON	7	8	14	75%
DESTRUCTION OF PROPERTY	445	403	337	-16%
COUNTERFEITING/FORGERY	39	32	52	63%
FRAUD OFFENSE	306	241	226	-6%
EMBEZZLEMENT	7	9	11	22%
EXTORTION/BLACKMAIL	2	4	3	-25%
BRIBERY	0	0	0	NO CHANGE
STOLEN PROPERTY OFFENSES	70	55	32	-42%
CRIMES AGAINST PROPERTY TOTAL	3,146	2,728	2,195	-20%

**Numbers may fluctuate based on case status throughout the year.*

Crimes Against Society

(Defined as the violation of laws or ordinances prohibiting the manufacture, sale, purchase, transportation, possession, concealment, or use of firearms, cutting instruments, explosives, incendiary devices, or other deadly weapons.)

OFFENSE	YTD 2022	YTD 2023	YTD 2024	% CHANGE 2023 vs 2024
DRUG/NARCOTICS VIOLATIONS	374	406	525	29%
DRUG EQUIPMENT VIOLATIONS	217	274	573	109%
GAMBLING OFFENSES	0	0	0	NO CHANGE
PORNOGRAPHY/OBSCENE MATERIAL	8	11	5	-55%
PROSTITUTION	0	0	0	NO CHANGE
WEAPONS LAW VIOLATION	93	108	138	28%
ANIMAL CRUELTY	2	1	1	NO CHANGE
CRIMES AGAINST SOCIETY TOTAL	694	800	1,179	47%

**Numbers may fluctuate based on case status throughout the year.*

Note: The Community Engagement Team (CET) was implemented in early 2024, with a focus on retail theft, which allowed additional proactive time to address crimes against society. See Community Services Bureau section for additional information on CET.

Total Crime Statistics

(NIBRS Data)

TOTAL CRIMES	2022	2023	2024	% CHANGE 2023 vs 2024
Crimes Against Persons	638	775	735	-5%
Crimes Against Property	3,146	2,728	2,195	-20%
Crimes Against Society	694	800	1,179	47%
TOTAL CRIME	4,478	4,303	4,109	-5%

**Numbers may fluctuate based on case status throughout the year.*

NOTE: In recent years, crime data in our annual report may appear different due to the transition from the Uniform Crime Reporting (UCR) Program to the more detailed National Incident-Based Reporting System (NIBRS). Unlike UCR, which reported only the most serious offense in an incident, NIBRS captures information on all offenses, including specifics about victims, offenders, and circumstances.

This results in more comprehensive crime data, which may show higher offense numbers. This is not due to increased crime, but due to improved reporting. The shift helps provide a clearer understanding of crime trends and supports better-informed public safety efforts.

Additional information on NIBRS can be found on the on the Federal Bureau of Investigation's website at:

[https://www.fbi.gov/how-we-can-help-you/more-fbi-services-and-information/ucr/nibrs.](https://www.fbi.gov/how-we-can-help-you/more-fbi-services-and-information/ucr/nibrs)

REDLANDS POLICE



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