



REDLANDS  
POLICE

2025

# ANNUAL REPORT

*"Dedicated to enhancing public safety through trust, innovation, community partnerships, and excellence in service."*



# Chief's Message

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At the Redlands Police Department, it is our honor to serve our community with professionalism, integrity, and an unwavering commitment to public safety. We are fortunate to work in a city where our mission is strongly supported by our City Council, community partners, and residents. This shared commitment continues to strengthen our ability to provide exceptional service and maintain the high quality of life that defines Redlands.

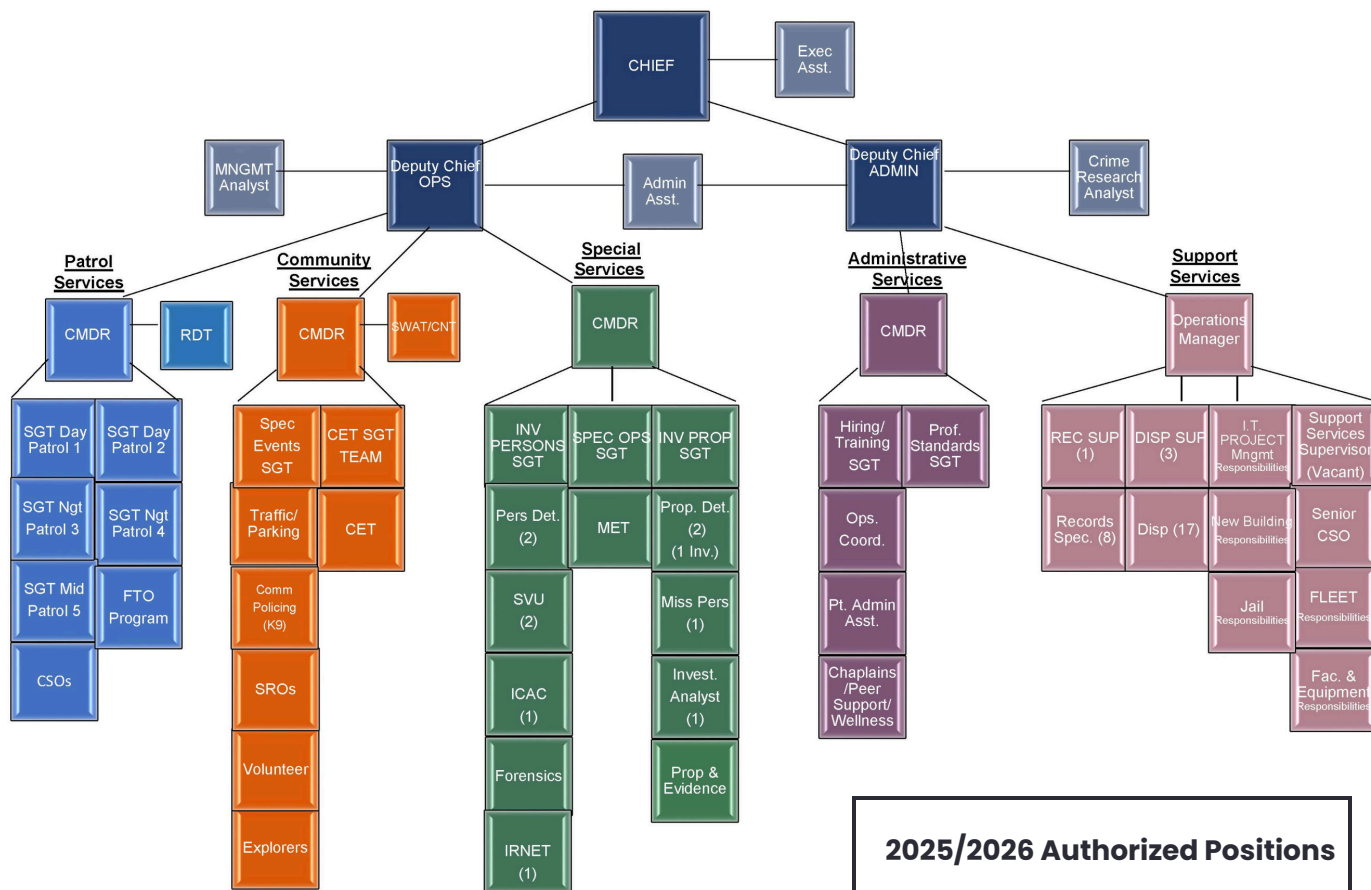
Over the past year, our department has remained focused on innovation, accountability, and continuous improvement. We have enhanced our use of technology and data-driven strategies to improve service delivery, increase efficiency, and proactively address crime. At the same time, we have invested in our personnel through wellness initiatives, leadership development, and training, ensuring our team is prepared to meet the evolving challenges of modern policing.

As we move into 2026, we are guided by priorities that will shape the future of our organization. We will continue to deliver outstanding service to both our community and our personnel, while developing the next generation of leaders through succession planning. We are committed to implementing evidence-based practices that enhance effectiveness, improve efficiency, and reduce crime. Strengthening recruitment and retention efforts remains a priority as we work to sustain a high-performing organization, and we will continue to maximize our resources through the use of volunteers, analysts, and technology-driven solutions. Additionally, we will continue to foster a strong organizational culture where department members thrive.

This annual report highlights the dedication and professionalism of the men and women of the Redlands Police Department. Their work reflects our commitment to service, innovation, and strong community partnerships. Thank you for your continued trust, support, and collaboration as we work together to keep Redlands a safe and thriving community.

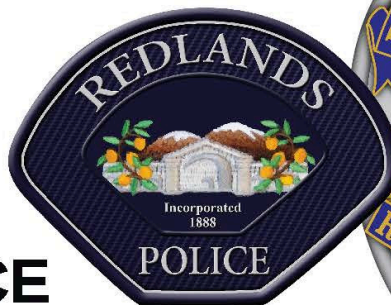
Sincerely,  
*Rachel Tolber*  
Chief of Police

# Organizational Chart



**2025/2026 Authorized Positions**

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



## 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



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

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

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

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

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

## Patrol Services Bureau

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 nine 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.
- **Community Service Officers (CSOs):** CSOs respond to non-emergency calls for service or crimes that have been committed with no suspect information or leads. They also respond to non-injury traffic collisions. Their presence significantly reduces the call load for patrol officers, allowing them to be available for emergency calls for service.
- **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 responsible for the processing, booking and transportation of prisoners.
- Six (6) police recruits successfully completed the Field Training Program to become solo police officers, and one (1) community service officer also successfully completed training and were assigned to assist Patrol.

# Patrol Services

- In 2025, Patrol Services Bureau personnel responded to over 46,000 incidents, nearly 14,000 of which were officer-initiated.
- Officers took more than 7,000 reports.
- There were approximately 1,961 adult arrests made and 113 juvenile arrests.

RPD implemented the Blue Envelope Program to enhance communication between police officers and community members with disabilities or conditions such as autism spectrum disorder, dementia, anxiety, and others that may affect interactions during law enforcement encounters.

The voluntary program allows individuals to present a blue envelope containing identification, emergency contacts, and vehicle documents to help officers better understand and respond during interactions. There is no registry component, ensuring participant privacy.

RPD collaborated with community partners and the Redlands Fire Department to promote the program and provide outreach, and attended autism-focused training to further strengthen compassionate and effective service delivery.

RPD also partnered with the Autism Society to equip officers with sensory kits that include items designed to help calm individuals with autism and other special needs, supporting more effective and compassionate interactions. Each patrol unit is equipped with a kit, ensuring officers are prepared to respond appropriately during encounters with members of the community.



# Data-Driven Traffic Enforcement

In 2025, Redlands Police Department used a data-driven ArcGIS traffic dashboard to identify high-collision locations, deploy targeted enforcement, and track results. The expanded enforcement includes assigned schools and designated intersections. This approach has improved officer efficiency and reduced traffic accidents across the city.

## Key Achievements

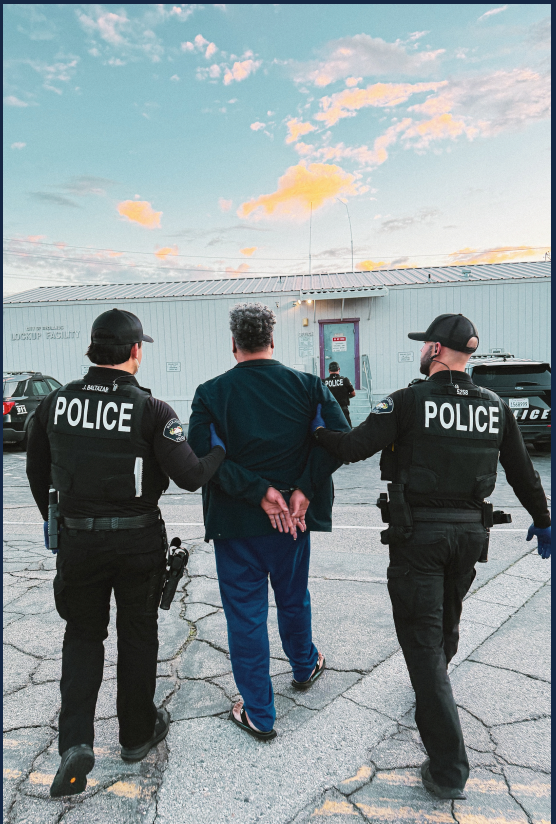
- Targeted enforcement at the top eight (8) intersections reduced collisions.
- Mobile-friendly, real-time deployment model implemented in June.
- There were approx. 270 more traffic stops conducted in 2025 compared to 2024.
- Total traffic collisions decreased seven (7) percent, from 1,588 in 2024 to 1,482 in 2025.

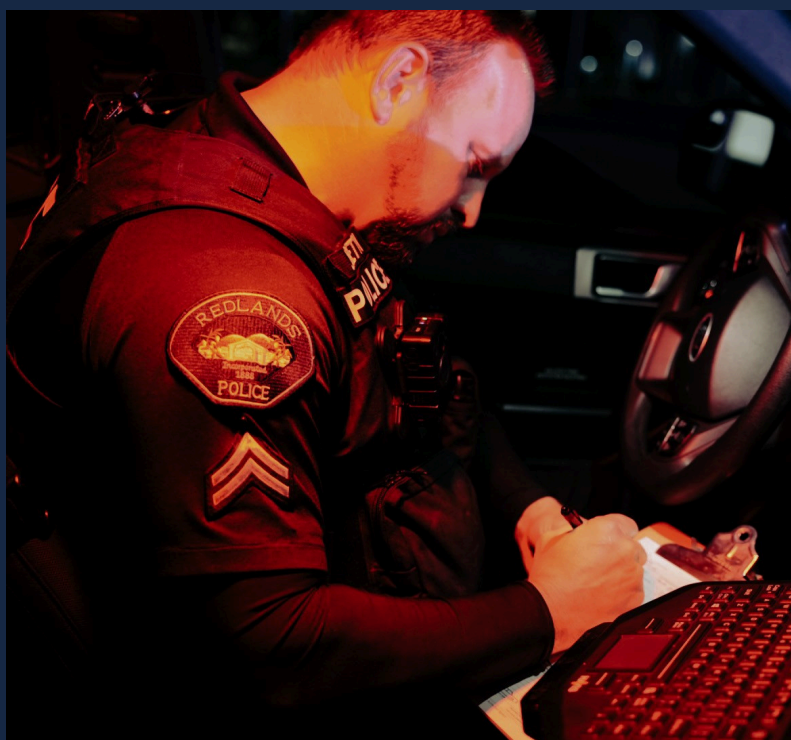
**2024**



**2025**







# Special Services Bureau

## Forensics Unit

Responded to approximately 106 calls for service.

## Digital Forensics Unit

- Total devices analyzed for digital evidence: 117
- Total cases worked: 33
- Total amount of data extracted, previewed, or analyzed: 14.9 TB (the equivalent of over 2-3 years of nonstop, high-definition video.)

## Property & Evidence Unit

- Collected and processed approximately 2,477 items.
- Processed and submitted to the San Bernardino County Sheriff's Department Crime Lab approximately 611 items.
- Transferred approximately 285 items to other agencies for processing.

## Crime Analysis Unit

- Prepared crime flyers (78), worked on property case series (12), and completed case workups (62).
- Assisted with various protests and demonstrations and provided analytical support for homicide cases (3) and missing person case (1).
- Contributed to the preparation and coordination of the 2025 California Crime and Intelligence Analyst Association State Conference.
- Presented at multiple events on crime trends and analysis.



# Investigations Unit

The Investigations Unit conducts follow-up and in-depth criminal investigations to identify and apprehend individuals responsible for serious crimes while also protecting the innocent. Using crime analysis, modern technology, and forensic science, the unit works to arrest offenders and recover stolen property. Investigators collaborate closely with law enforcement partners, community organizations, and the District Attorney's Office to bring cases to successful prosecution and conviction. One investigator is assigned to the San Bernardino County Inland Regional Narcotics Enforcement Team (IRNET), and one detective is assigned to investigate Internet Crimes Against Children (ICAC).

## Notable Cases

Detectives arrested a suspect for murder. The suspect was located inside a residence in Calimesa and apprehended with the assistance of SWAT. The firearm believed to be used in the homicide was recovered along with clothing worn during the homicide.

Detectives identified a suspect after he held a female victim, her children, and her boyfriend at gunpoint outside their apartment. The suspect then forced them inside their apartment where he ransacked the residence. Detectives secured an arrest warrant for the suspect.

Three suspects were arrested for the homicide of Emilio Ghanem. The case had been an ongoing suspicious missing person investigation since May 2023. Through interviews, call records, surveillance, search warrants, and a 30-day wiretap, detectives discovered enough evidence for the District Attorney to file homicide charges on the three suspects.

### **Inland Regional Narcotics Enforcement Team (IRNET)**

Illegal narcotics and firearms seized:

Cocaine: 1,452.5 kilos

Methamphetamine: 8,586 lbs.

Fentanyl: 103 lbs.

Firearms: 103

### **Internet Crimes Against Children (ICAC) Cases: 21**

Detectives investigated a robbery at a gas station convenience store in which the suspect entered, brandished a firearm at the cashier, and stole several items before fleeing. The suspect was later identified through a photo lineup. While detectives continued efforts to locate him, the San Bernardino Police Department notified them that the same individual had committed a homicide in San Bernardino following the Redlands robbery. The suspect was subsequently arrested by San Bernardino PD, and the Redlands robbery was added to his charges.

# National Crime Victims' Memorial Event

National Crime Victims' Rights Week is observed every year in April. Each year, Family & Friends of Murdered Victims, Inc. (FFMV) hosts a memorial event that provides family members and friends a space for remembrance, healing, and solidarity. FFMV is a nonprofit organization dedicated to supporting survivors of homicide victims and victims of attempted murder by providing grief support and resources.

The Redlands Police Department was honored to partner with Family & Friends of Murdered Victims, Inc., the City of Redlands, and the San Bernardino County District Attorney's Office of Victim Services to host the 2025 National Crime Victims' Memorial event on April 10 in Smiley Park. The candlelight memorial service brought together family members, friends, and community members to honor those whose lives have been lost to violence. Attendees brought photos, shoes, and T-shirts to represent and remember and honor their loved ones.



# Investigations Unit



# 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 Unit

A sergeant and two community services officers performing parking control duties made up the Traffic Unit in 2025. Additionally, auxiliary motor officers and officers in units patrol the city for traffic violations, ensure pedestrian safety, investigate injury traffic collisions, and respond to traffic complaints. The sergeant also manages all the Office of Traffic Safety (OTS) grants which encompass sobriety checkpoints, Click It or Ticket operations, additional traffic enforcement, and DUI saturation patrols..

## Community Engagement Team

The team tackled retail theft and transient issues in business districts while fostering strong ties with local businesses. In 2025, CET conducted three (3) Retail Theft Operations at Cirtus Plaza and assisted the City's Homeless Resources Division.

They also coordinated the department's numerous community events, including:

- Nine (9) Coffee with a Cop events
- GSI mapping demonstrations
- Back 2 School Jam
- Bats & Badges
- Blue Christmas
- Coptober Community Event
- Heroes & Helpers
- Homeruns & Heroes
- Thanksgiving Tuesday
- and numerous other events with community partners

# Community Services Bureau Introduction and Overview

## Special Events/K9 Unit

A sergeant and one officer make up the special events unit. This officer is also the handler for the department's K9 "Jake."

In 2025, the Unit planned 27 events requiring operational plans which included all summer music festival concerts and high school graduation ceremonies. In total, there were approximately 42 special events throughout the year.

## School Resource Officers (SROs)

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. SROs also attend school board meetings, provide training to students and staff, and handle all CFS on their respective campuses.

## Citizen Volunteer Unit

The Citizen Volunteer Unit is comprised of a group of local, hardworking men and women who have chosen to give back to the community.

In 2025, the group of 24 Citizen Volunteers volunteered over 3,000 hours, including 900 hours on patrol and 600 hours for special events.

## Boards & Badges Event



In May, the Redlands Police Department’s Community Engagement Team (CET) hosted the first Boards & Badges event at Sylvan Park. The event was designed to build positive connections between law enforcement and youth in the local skateboarding community. Professional skateboarder Andy Roy participated as a key collaborator, helping attract young skaters and promote the event.

Boards & Badges was the first event of its kind in Redlands focused on engaging a demographic group that can sometimes be difficult to reach through traditional community outreach efforts. The event encouraged positive interactions and mutual understanding through a shared interest in skateboarding. Youth in attendance received free haircuts, snacks, and drinks, and several skateboards were given away to promote participation and engagement.

The event was made possible through the support and funding provided by the Redlands Police Community Foundation and the Redlands Police Officers Foundation.



# Administrative Services Bureau

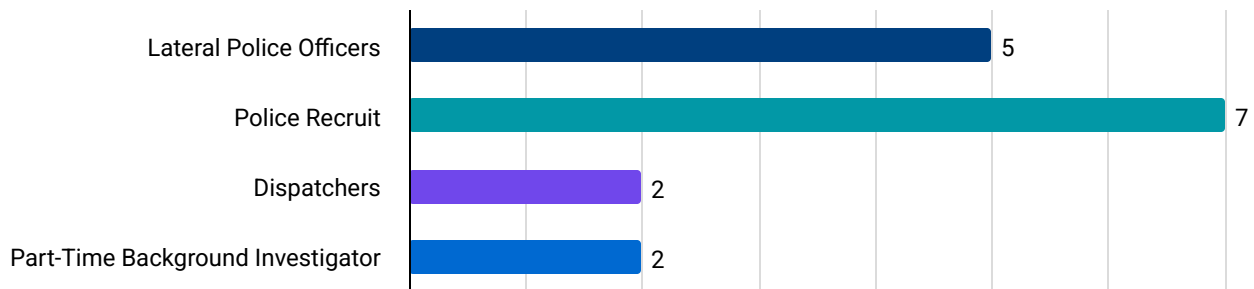
## Hiring



In 2025, a total of 13 requisitions were flown for the Police Department, including the following positions:

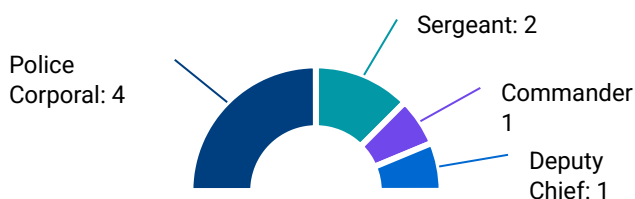
- Lateral Police Officer
- Police Recruit
- Dispatcher
- Records Specialist
- Records Supervisor
- Part-Time Background Investigator
- Part-Time Administrative Assistant

With that, there were 64 background investigations of candidates completed. Of those, 16 employees were hired.



## Promotions

During 2025, there were a total of 8 promotions of sworn staff.



## Peer Support Team

In July, the Redlands Police Department launched its new Peer Support Team, marking a significant advancement in the department's ongoing commitment to employee wellness. In the demanding and often challenging profession of policing, maintaining a strong support network is essential.

The Peer Support Team is designed to provide reliable, relatable support from colleagues who understand the unique pressures and experiences associated with the policing profession. Whether managing stress, processing traumatic incidents, or simply needing someone to talk to, the team is available to provide compassionate assistance and guidance when needed.

The Peer Support Team is composed of dedicated members who have completed specialized training to ensure they can effectively support their fellow employees. The Peer Support Team serves as another valuable wellness resource, helping department members to better care for themselves, each other, and ultimately those they serve.



## Annual Wellness Checks

The Redlands Police Department launched a new Annual Wellness Check Program, an initiative designed to support the health and well-being of every member of the organization. This program reflects the department's ongoing commitment to ensuring that personnel remain healthy, resilient, and prepared to safely and effectively perform their duties.

Annual wellness checks provide department members with an opportunity to assess their well-being, identify potential concerns, and access resources that support long-term health. By recognizing and addressing issues such as stress, burnout, or compassion fatigue early, employees can take proactive steps to maintain their personal well-being and professional readiness.

When department members are supported and equipped to care for themselves, they are better prepared to serve the community with professionalism, empathy, and resilience. Prioritizing wellness not only enhances individual well-being, but also contributes to improved job satisfaction, stronger retention, and a healthier, more effective workforce.

# Support Services Bureau

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.

## Fleet, Equipment, and Building

- Oversaw the purchase, outfitting, and receipt of eight Ford Explorers. Coordinated vehicle outfitting, decals, and radio installation.
- Procured approximately 100 new hand-held, desktop, and in-car radios. Coordinated the inventory, replacement, and reassignment of radios throughout the department, including those used by Volunteers and Explorers.
- Coordinated with IT, Fire, and County Radio to install new recording radios and a station-wide radio broadcast system inside the EOC.



## Records Unit

### Staffing

- A fully staffed Records Unit consists of eight (8) Records Specialists and one (1) Records Supervisor.
- Throughout 2025, the Unit operated with only five (5) Records Specialists and one (1) Acting Supervisor, resulting in four (4) vacancies (50% understaffed).
- Despite these shortages, the Unit maintained full operational capacity with no reduction in legally required services to the public, courts, or internal personnel.

Due to critical staffing levels, the unit was forced to reduce public-facing services:

- Front counter/window hours were limited to two days per week
- 290 registrant processing was limited to one day per week
- Phone service was restricted to designated hours only

These reductions were implemented out of necessity to allow staff time to complete legally mandated work such as discovery, subpoenas, arrests, reports, and CPRA requests.



### Year-End Statistics

The Records Unit processed:

- 1,000+ Subpoenas (nearly 800 requiring discovery)
- 7,000+ Police reports
- 2,500+ Citations
- 1,800+ Arrests
- 600+ Traffic accidents
- 650+ CHP 180 forms
- 250+ 290 registrant check-ins
- 70+ CPRA requests (since August 2025 in NextRequest)
- 2,200+ report request emails
- Thousands of documents scanned into files
- Thousands of phone calls answered
- Continuous front-counter service during limited public hours
- Weekly court runs
- Weekly financial deposits
- Hundreds of Children & Family Services (CFS) requests, in addition to regular duties.
- Over 1,200 Discovery requests processed

## Communications Unit



Dispatchers serve as a critical link between the community and police officers, often acting as the first point of contact during emergencies. Their professionalism, composure under pressure, and dedication directly support officer safety, effective response, and community trust. In 2025, dispatchers helped ensure uninterrupted emergency services, officer safety, and timely response to the community despite ongoing staffing challenges.

### Year-End Statistics

- Handled a total of 128,719 calls in 2025:
  - 92,924 business line calls
  - 35,795 emergency calls
- Processed 46,224 calls for service.
- Achieved exceptional performance standards:
  - 98.82% of 911 calls answered within 15 seconds
  - 99.46% of 911 calls answered within 20 seconds

### Staffing

- The department is authorized fifteen (15) dispatchers and three (3) Dispatch Supervisor positions.
- Year-end staffing included two (2) Dispatch Supervisors and eleven (11) dispatchers.

### Special Projects

- The Communications Unit played a key role in the successful implementation of a new camera system and a new phone system. These projects required extensive planning, coordination, vendor meetings, system demonstrations and testing. Dispatch Supervisors and dispatchers actively participated in the process to ensure the systems met operational needs and were successfully integrated into daily operations.



# Crimes Against Persons

OFFENSE	2023	2024	2025	2024 vs 2025% CHANGE
MURDER	0	3	1	-67%
NEGLIGENT MANSLAUGHTER	0	0	0	0%
JUSTIFIABLE HOMICIDE	0	0	0	0%
<b>NON-CONSENSUAL SEX OFFENSES:</b>				
RAPE	45	29	26	-10%
SODOMY	5	2	2	0%
SEXUAL ASSAULT W/OBJECT	2	3	3	0%
FONDLING	27	26	14	-46%
AGGRAVATED ASSAULT	132	116	120	3%
SIMPLE ASSAULT	475	480	448	-7%
INTIMIDATION	65	50	27	-46%
KIDNAPPING/ABDUCTION	19	20	13	-35%
<b>CONSENSUAL SEX OFFENSES:</b>				
INCEST	0	0	0	0%
STATUTORY RAPE	4	6	4	-33%
HUMAN TRAFFICKING COMMERCIAL SEX ACTS	0	0	0	0%
HUMAN TRAFFICKING INVOLUNTARY SERVITUDE	1	0	0	0%
<b>CRIMES AGAINST PERSONS TOTAL</b>	<b>775</b>	<b>735</b>	<b>658</b>	<b>-15%</b>

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

# Crimes Against Property

OFFENSE	2023	2024	2025	2024 vs 2025% CHANGE
ROBBERY	65	52	45	-13%
BURGLARY/BREAKING & ENTERING	235	183	192	5%
LARCENY/THEFT OFFENSES	1437	1048	1002	-4%
MOTOR VEHICLE THEFT	239	237	194	-18%
ARSON	8	14	6	-57%
DESTRUCTION OF PROPERTY	403	337	352	4%
COUNTERFEITING/FORGERY	32	52	78	50%
FRAUD OFFENSE	241	226	216	-4%
EMBEZZLEMENT	9	11	5	-55%
EXTORTION/BLACKMAIL	4	3	2	-33%
BRIBERY	0	0	0	0%
STOLEN PROPERTY OFFENSES	55	32	36	13%
<b>CRIMES AGAINST PROPERTY TOTAL</b>	<b>2728</b>	<b>2195</b>	<b>2128</b>	<b>-22%</b>

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

# Crimes Against Society

OFFENSE	2023	2024	2025	2024 vs 2025% CHANGE
DRUG/NARCOTICS VIOLATIONS	406	525	323	-38%
DRUG EQUIPMENT VIOLATIONS	274	573	292	-49%
GAMBLING OFFENSES	0	0	0	0%
PORNOGRAPHY/OBSCENE MATERIAL	11	5	10	100%
PROSTITUTION	0	0	0	0%
WEAPONS LAW VIOLATION	108	138	77	-44%
ANIMAL CRUELTY	1	1	2	100%
<b>CRIMES AGAINST SOCIETY TOTAL</b>	<b>800</b>	<b>1242</b>	<b>704</b>	<b>-43%</b>

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

# In Memoriam: Officer Seth Franklin



**Seth Franklin**  
July 18, 1990 -- April 6, 2025

Officer Seth Franklin dedicated his life to serving others with honor, compassion, and unwavering commitment. He began his law enforcement career in 2014 with the San Bernardino County Sheriff's Department, later serving with the Desert Hot Springs Police Department, and joined the Redlands Police Department in 2018.

During his time at Redlands, Officer Franklin served in Patrol, Community Policing, and Investigations. He also contributed in specialized assignments as a member of the Rapid Deployment Team, a Terrorism Liaison Officer, and Advisor to the Police Explorer Unit. He proudly served his fellow officers as Treasurer of the Redlands Police Officers Association Board.

Officer Franklin was respected for his professionalism, quiet leadership, and steadfast dedication to the community. Beyond his service, he was a devoted son, brother, husband, and loving father.

Though he is no longer with us, his legacy lives on in the officers he served beside, the community he protected, and the countless lives he touched.

