

Annual Report 2016

THE RENO POLICE DEPARTMENT



Your Police, Our Community

Your Police. Our Community.

03	A MESSAGE FROM YOUR CHIEF	18	EVENTS AND INTEL
04	ABOUT YOUR POLICE DEPARTMENT	20	DETECTIVES
07	RENO POLICE CRIME STATISTICS	22	REGIONAL OPERATIONS
09	INNOVATION + TECHNOLOGY	23	RECORDS + ADMINISTRATION SUPPORT
10	INTERNAL AFFAIRS + TRAINING	24	FRONT DESK
11	PATROL	25	VICTIM SERVICES UNIT
14	COMMUNITY ACTION & OUTREACH	26	SATISFACTION SURVEY
16	TRAFFIC		



A MESSAGE FROM YOUR CITY COUNCIL

Providing vibrant neighborhoods and public places is a top priority of the Reno City Council. As such, we are proud of the accomplishments our Police Department has achieved this past year. Efficient and effective emergency response to our citizens and enhancing

community engagement are key benchmarks in which our department continues to excel. As our community continues to grow, we are committed to providing excellent emergency services to our residents and visitors.

On behalf of the men and women of the Reno Police Department (RPD), I would like to begin this message with thanks. Thank you, our community, for your constant support, involvement and interaction with your Reno Police Department. We have been working hard to keep our city safe and take great pride in being a national model for community policing.

The mission of the RPD is to safeguard the lives and property of those we serve, reduce the incidents of crime and community disorder, and enhance public safety while working with our community to improve the quality of life for everybody.

The RPD's vision is to be a Model of Policing Excellence. Our vision is achieved through the use of our Core Values and Guiding Principles. Respect, Integrity, Fairness and Service are essential values that allow us to police our community to the standards you expect. Similarly, our guiding principles, Community Engagement, Crime Reduction, Organizational Culture and Organizational Future establish the path to allow the Reno Police Department to foster a relationship with this community that promotes transparency, accountability, honesty and respect.

We have achieved many milestones this year and we are excited to share them with you. The Reno Police Department has recently established the new position of Police Services Specialist to staff our front desks at both the main police station and south sub-station. This team provides exceptional customer service with a victim-centered approach, to all visitors and callers. A new triage model has been implemented to immediately assess the needs of a visitor and prioritize the response in a more efficient manner. Partnered with the Victim Services Unit, the team is also trained to provide trauma-informed care when necessary.

Additionally, we now have several ways to follow your Reno Police Department and receive the latest news, provide input to the Chief, follow crime trends specific to your neighborhood and file a report online. You can download the MyRPD smart phone application on any smart device to carry with you, or go to www.renospd.com from any web browser.

As Reno continues to be an events destination and outdoor playground, with great restaurants and new business in the region, it is my highest priority to provide a safe environment for all to enjoy. The men and women of the Reno Police Department are extremely proud to protect and serve this community and build lasting relationships that improve the quality of life for everyone.

Having resided in Reno for over forty (40) years, I have witnessed a lot of positive change for our city, and have always admired our residents and neighbors who take pride in their "Biggest Little City in the World".

Respectfully,
Chief Jason Soto

"Your Police, Our Community"



Chief Soto hanging out at the 6th Annual GNHBC



Chief Soto partnering with Nevada Humane Society for their 2016 calendar



ABOUT US

Reno is located in northern Nevada and is best known as a tourist location with a growing and diverse population and economy. The City of Reno Police Department (RPD) has an authorized staffing level of 317 sworn police officers and serves a population of approximately 250,000 residents. In addition, RPD serves approximately four million visitors annually.

The Reno Police Department is nationally recognized as a model for Community Oriented Policing and Problem Solving. Our motto, "Your Police, Our Community," exemplifies our commitment to creating partnerships with community members, local businesses and other agencies and organizations to make Reno a safe and pleasant place to live and work.

OUR MISSION: *We are committed to partnering with our community to create a safe city by providing the highest level of police services.*

CONTACT INFORMATION

EMERGENCY HELP

9-1-1

NON-EMERGENCY DISPATCH

(775) 334-2121

NON-EMERGENCY HELP

(775) 334-4636

MAIN STATION FRONT DESK

(775) 334-2175

WEBSITE

RenoPD.com



AVERAGE RESPONDED
SERVICE CALLS

120,201

CALLS PER YEAR



10,017

CALLS PER MONTH



330

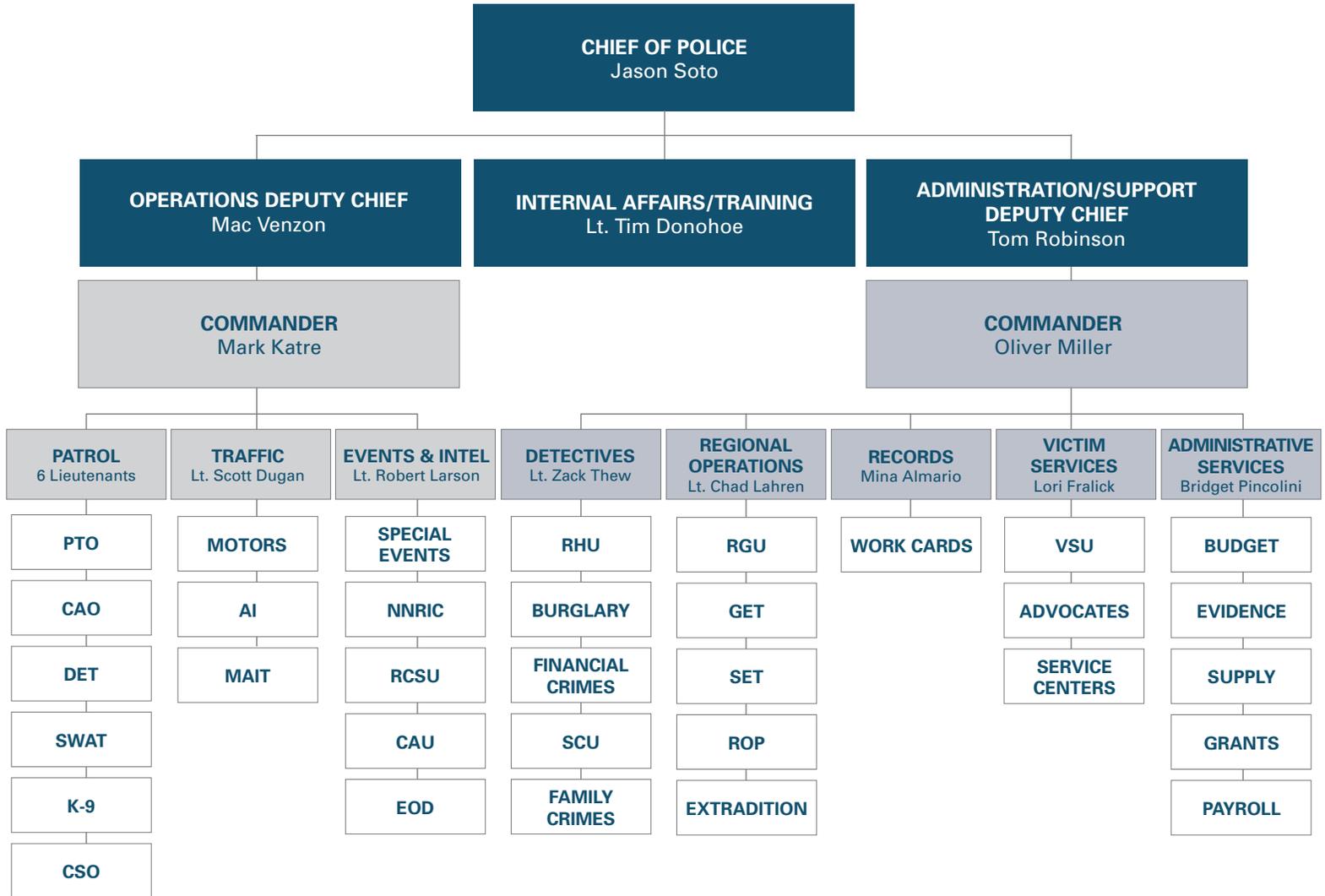
CALLS PER DAY



110

CALLS PER SHIFT

COMMAND STRUCTURE



NEW HIRES

Lorna Atencio	Police Assistant I
Jessica Benitez	Police Assistant I
Tyler Burrow	Officer
Jack Callaghan	Officer
Julian Castro	Officer
Jeremy Catalano	Officer
Blaine Clements	Victim/Witness Advocate
Susan Connolly	Office Assistant II
Andrew Della	Police Services Specialist
Carl-Paul Desantis	Officer
Anje Earl	Community Services Officer II
Curtis Espinosa	Officer
Anthony Feroah	Officer
Michael Frady	Officer
Alex Franzwa	Officer
Elliot Goodrich	Officer
Russell Harrington	Officer
Johanna Heidenreich	Public Service Intern
Ethan Hoops	Officer
Jeffrey Horecka	Officer
Sarah Horn	Public Service Intern
Joshua Kent	Officer
Keith Kiechler	Officer
Christie Lawson	Police Services Specialist
Austin Lee	Officer
Carlee Lindahl	Police Services Specialist
Joshua Iori-Tone	Officer
Marco Madrigal-Pintor	Officer
Brittany Miller	Police Services Specialist
Amanda Morrow	Police Assistant I
Daniel Nicolini	Officer
Kathryn Opperman	Police Services Specialist
Ruth Orres	Public Service Intern
Blake Overby	Officer
Paul Riedel	Officer
Adam Roa	Officer
Jose Rodriguez	Police Services Specialist
Justin Schneider	Officer
Gabriel Smith	Officer
Erik Tom	Officer
John Torres	Officer

Janira Varty	Officer
Wen Wei	Officer
Tyler Wamre	Officer
Monique Warneke	Officer
Simeon Ziese	Officer

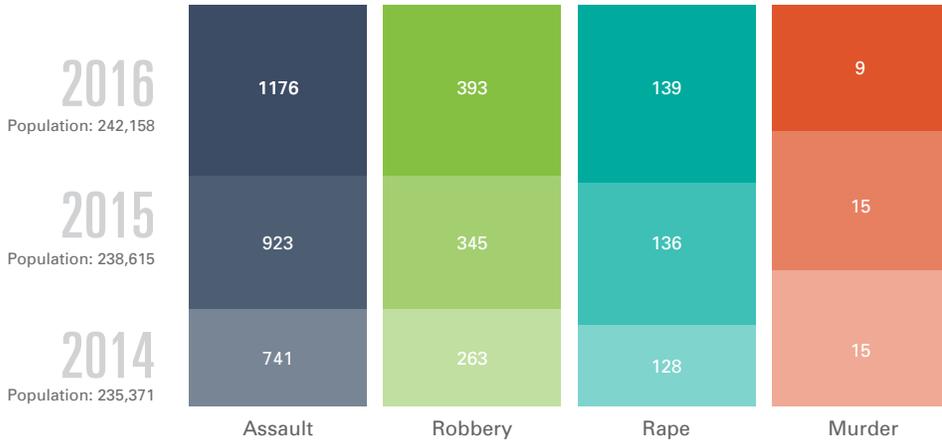
PROMOTIONS

Paul Adamson	Lieutenant
Greg Bonnette	Sergeant
Ryan Connelly	Sergeant
Eric Friberg	Sergeant
Sean Garlock	Lieutenant
Jerel Hallert	Sergeant
Joseph Hodges	Sergeant
Sean Jones	Sergeant
James Pitsnogle	Sergeant
Jason Stallcop	Sergeant
Craig Titterington	Sergeant

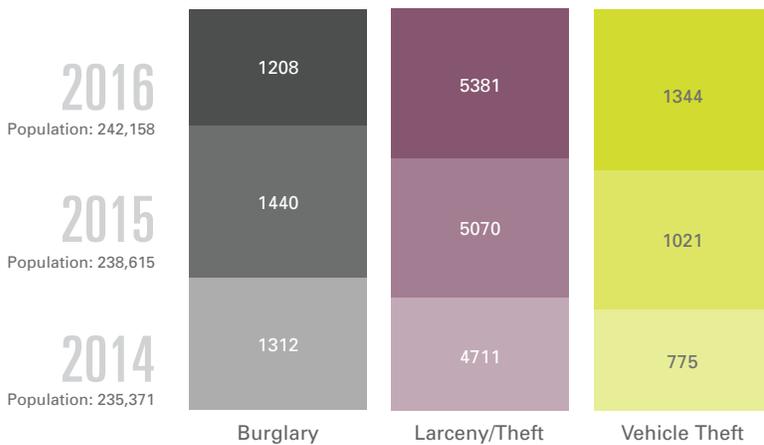
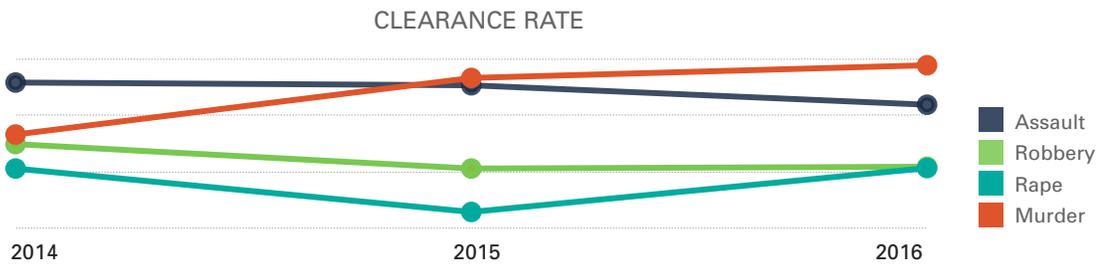
RETIREMENTS

Greg Blair	Sergeant
Leslie Bowen	Police Technician
Joe Burfield	Lieutenant
Ira Coffey	Officer
James Cox	Officer
Doris Dean	Police Assistant II
Alfred Delvecchio	Master Officer
Allan Fox	Detective
Kenneth Harmon	Sergeant
Richard Miller	Officer
Nathan Parker	Master Sergeant
Donna Robinson	Senior Officer
Charles Smith	Master Detective
John Topoian	Officer
Philip Tuttle	Officer

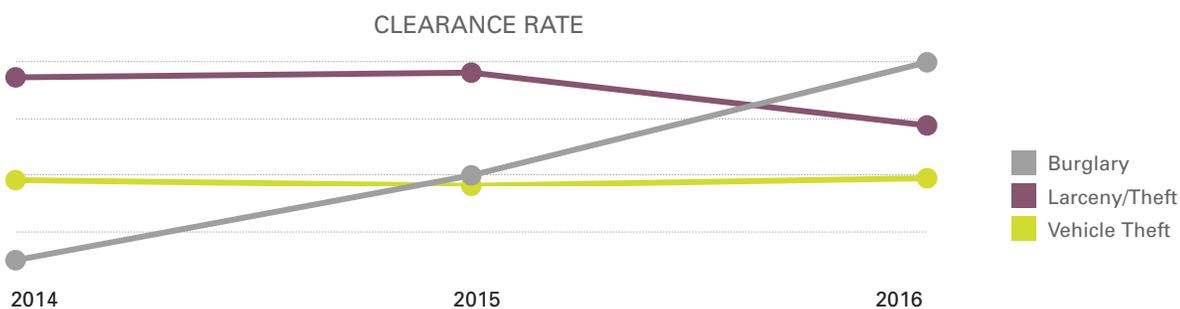




2014-2016 VIOLENT CRIME REPORTS



2014-2016 PROPERTY CRIME REPORTS



OUR VISION: *The Reno Police Department will be totally integrated into the Community and viewed as a model of policing excellence.*

ORGANIZATIONAL
FUTURE
SMART
COMMUNITY
RESEARCH
GROWTH tech development
TRAINING
TRUST
legitimacy
COMMUNICATION
RECRUITMENT
TRANSPARENCY
ENGAGEMENT
EDUCATION
RECOGNITION
professionalism

GUIDING PRINCIPLES

The Guiding Principles are intended to ensure the success of the department's mission, vision and values. Each Guiding Principle has a group that meets to bring together ideas from every employee in our organization.

WELLNESS
CUSTOMER SERVICE
COPPS
ORGANIZATIONAL CULTURE
LEADERSHIP
accountability
VALUES
TECHNOLOGY
CRIME REDUCTION
EVIDENCE BASED POLICING
ENRICHMENT
diversity
succession planning
predictive policing

RESPECT

TREATING EVERYONE WITH DIGNITY, EMPATHY AND FAIRNESS

INTEGRITY

SERVICE THAT DEMONSTRATES HONESTY, PROFESSIONALISM AND DEDICATION IN ALL ACTIONS.

FAIRNESS

CONSISTENT, ETHICAL AND IMPARTIAL TREATMENT OF EVERYONE

SERVICE

PROACTIVELY RESPOND TO THE CHANGING NEEDS OF THE COMMUNITY AND DEPARTMENT THROUGH OPEN COMMUNICATION, ACCOUNTABILITY AND PROFESSIONALISM

INNOVATION & TECHNOLOGY

SOCIAL MEDIA + WEB PRESENCE

Over the past several years, RPD has initiated a renewed focus on innovative methods to leverage technology, help create efficiency and meet our vision of being completely integrated into the community. 2016 was no exception, as we delivered on one of our major milestones and continued to grow our digital presence by leaps and bounds. Since launch in 1st quarter 2016, our new streamlined website **RenoPD.com** has garnered much acclaim from citizen users. Our most requested and vital services are front and center and very easy to access. Our primary goal was to design and implement an online space that would connect citizens in need with the proper services as quickly and easily as possible.

Additionally, through measured use of social media platforms such as Facebook, Twitter and Instagram, we

have been able to conduct outreach like never before. From the promotion of charity events and community meetings to the publishing of important notices or wanted persons, social media has evolved to become an invaluable and cost effective resource for RPD in connecting with the community in a new way. In 2016, our user engagement has increased exponentially and continues to grow at an astounding pace. Citizens enjoy the near real time dialogue and transparency that stem from the use of these tools.

MYRPD APP

MyRPD helps Reno citizens interact with the Reno Police Department and one another, while making it easy to be aware of happenings in your neighborhood and your city. Information and services provided include local incidents and offenders, most wanted, missing persons and a variety of public safety related resources. Citizens can also file reports and request information from various divisions within the department.



5K+
MyRPD App Users



500K+
Web Page Visits
RenoPD.com



400%
Increase in Post Engagement
@RenoPoliceDepartment



1000+
Followers
Reno_Police



4K+
Followers
@RenoPolice



INTERNAL AFFAIRS (IA)

775-334-2106

IA has established a performance system of accountability for our community and RPD personnel who believe that members of our organization may have performed in a less-than-professional manner. IA conducts investigations into complaints of employee misconduct and monitors investigations being conducted by an employee's direct supervisor.

Internal Affairs completes its own Annual Report which is available now at RenoPD.com



TRAINING

775-789-5421

The Training Section is responsible for continuing education for employees and assisting with the Northern Nevada Law Enforcement Academy. Continuing education includes training in such areas as arrest and control techniques, alternative weapons use and firearms qualifications as prescribed by the State of Nevada Peace Officer and Standards Training.

The Training Section produces and conducts progressive training on various topics of national trends and concerns such as active violence, officer ambush, and topics related to use-of-force and de-escalation techniques. Continuing education also includes topics such as constitutional law, search-and-seizure, building searches, and emergency vehicle operations. The Training Division blends classroom instruction with problem-based learning and scenario-based training while following a values and ethics-based training philosophy.



SENIOR AUXILIARY VOLUNTEER EFFORT PROGRAM (SAVE)

775-348-6925

SAVE is a uniformed civilian volunteer organization with the purpose of relieving police officers of certain duties and providing an increased level of crime prevention through patrol and observation, and enforcing Handicap Parking. SAVE members averaged about 90 members throughout the year, have a non-confrontational approach, and under NRS 484B.470, are authorized to issue handicap parking citations.



VOLUNTEER HOURS

19,068



PATROL HOURS

11,196



NON-PATROL HOURS

7,872



HANDICAP CITATIONS

734



VACATION HOME CHECKS

591

POLICE TRAINING OFFICER (PTO)

The Reno Police Department, in conjunction with the COPS Office, developed the PTO program in 1999. The PTO program was designed to be a more adult-based, community policing centered training model than the FTO program, which was used prior to 1999. To meet that goal, the program focuses on performance competencies rather than completion of specific tasks. New officers are expected to use problem solving skills to apply the skills and abilities they have learned to address calls. This encourages a transfer of knowledge from previous experiences to new experiences.



The PTO program has been nationally recognized on several occasions. Most recently, the program was referenced in the President's Task Force on 21st Century Policing as a model program for the future of the police training.

35

NEW OFFICERS TRAINED
IN 2016



DOWNTOWN ENFORCEMENT TEAM

The Downtown Enforcement Team (DET) is composed of twelve officers and two supervisors separated into two teams. They are funded by the "Special Assessment District" as well as the Reno Police Department. Their mission is to help improve the quality of life for the many residents of downtown Reno. DET strives to provide a safe and friendly environment to the many citizens and tourists who visit downtown.



495

BUSINESSES

1358

RESIDENTS

DET's mission is achieved through daily interaction with business owners and residents as well as self-initiated problem-solving efforts. DET collaborates with other city entities like Code Enforcement, Parks, IT and the Street Department.



K-9 UNIT

The mission of the Reno Police Department's K9 Unit is to maintain a team of highly-trained officers and canine partners who are prepared and equipped to assist with critical incidents which go beyond the scope of normal police operations. They also handle routine calls for service, assist officers with narcotics and explosive searches.

162

EXPLOSIVE SWEEPS

SPECIAL WEAPONS AND TACTICS TEAM (SWAT)

SWAT is comprised of members who are specially trained and equipped to respond to the community's most emergent needs under a variety of circumstances. The types of missions, where the team is activated, include high-risk warrant service, barricaded and armed suspects, hostage rescue, crowd/riot control, dignitary protection, and emergency action response.

SWAT works with federal law enforcement authorities and provides site security and dignitary protection for high profile visitors to the community.

SWAT is a voluntary collateral assignment that is undertaken in addition to an officer's primary duty. The men and women selected for the team must demonstrate excellence in leadership, tactical and technical skill in their primary assignment, and problem solving skills. SWAT provides the Department and the community with an effective resource when the Department is called upon to deal with highly dangerous critical incidents.



17 year old suffering from life-threatening disease made honorary Reno PD SWAT member



The Reno Police Department SWAT Team

HONOR GUARD UNIT

It is the mission of the Reno Police Department’s Honor Guard to respond to special events as a highly disciplined team serving with honor at ceremonial functions, with respect and dignity at funeral services for active/retired personnel and personnel that have died in the line of duty, and provide comfort and compassion for the survivors; these events are approved by the Chief of Police/Designee and they are accomplished through drilling in military etiquette and attention to detail.



A makeshift memorial for the fallen officers of the Dallas Police Department



Honor Guard Unit in formation



Honoring the fallen officers of the Dallas Police Department



EXPLORER PROGRAM

 775-334-4524

The RPD Explorer Program is for young men and women interested in learning about law enforcement careers. Designed for students between the ages of fourteen and twenty, the program offers the opportunity for community involvement while gaining valuable law enforcement knowledge.

COMMUNITY SERVICES OFFICERS

Community Services Officers (CSOs) are non-sworn employees whose primary function is to take and process police reports. Their duties include the collection of evidence, traffic control, operational assistance with special events, response to non-hazardous calls for service, and involvement in missing person investigations. The CSOs often recognize crime trend information which is referred to patrol and other specialized teams for follow up.

CAO's mission is to infuse the principles of Community Oriented Policing and Problem Solving, Intelligence Led Policing/Crime Fighting, Crime Prevention Through Environmental Design, resource management, and innovative policing principles designed around developing social capital in our communities to reduce crime and calls for police service.

 775-657-4543

CRISIS INTERVENTION TEAM (CIT)

The CIT program is a model for community policing that brings together law enforcement, mental health providers, hospital emergency departments and individuals with mental illness and their families to improve responses and deescalate crisis situations. CIT programs enhance communication, identify mental health resources for assisting people in crisis and ensure that officers get the training and support that they need.

CRIME FREE MULTI-HOUSING PROGRAM

Crime Free Multi-Housing Program is a state-of-the-art crime prevention program designed to reduce crime, drug activity, and gang activity in apartment properties.

HOMELESS EVALUATION LIAISON PROGRAM (HELP)

The goal of HELP is to provide homeless individuals utilizing services and creating police calls with assistance in reuniting with family or friends in a stable environment.

MOBILE OUTREACH SERVICES TEAM (MOST)

MOST provides follow-up services for individuals whose mental illness impacts their community. They also provide assistance to individuals who require aid in managing their mental health treatment programs. MOST will show up on calls for service where people are in crisis and provide psychiatric emergency response. Therapists and officers are able to conduct outreach services for the improvement and stability of the mentally ill and homeless populations.

33

LOCATED FUNDS WITH FAMILY ASSISTANCE THROUGH HELP

46

TRAINED APARTMENT COMPLEX EMPLOYEES IN THE CFMH PROGRAM

105

HOMELESS ASSISTED BY (HELP)

110

STUDENTS AND COMMUNITY VOLUNTEERS FOR 360 BLUEPRINT

1783

INDIVIDUALS CONTACTED BY MOST

KIDS TO SENIOR KORNER (KSK)

KSK targets kids and seniors in low income areas, and brings medical and social outreach to those communities. By caring for those who are most vulnerable in our community, we can reduce the incidents and impact of crime in at-risk neighborhoods.



360 BLUEPRINT  775-324-2583

360 Blueprint was started in 2013 by a local community Pastor and a Reno Police Officer.

The vision of 360 Blueprint is to work with and mentor at-risk elementary school aged youth attending Washoe County Schools. The program is a partnership between community churches, local law enforcement, the Washoe County School District and volunteer mentors.

ACTIVE IN **8** WASHOE COUNTY SCHOOLS



9 POLICE OFFICERS



TRAFFIC

The Traffic Section is committed to enhancing traffic safety for our community through education, enforcement and engineering.



 775-334-2141

CRASH INVESTIGATORS

Crash Investigators work in the field and are assigned to investigate property, injury, fatal, and hit-and-run traffic crashes. They drive vehicles equipped with specialty equipment for the investigation of crashes.

DETECTIVES

Traffic Detectives conduct investigations related to crashes involving property damage, injuries, fatalities, and hit-and-run.

DUI ENFORCEMENT OFFICERS

DUI Officers are exclusively assigned to enforce impaired-driving laws. These officers are specialty trained to detect drivers impaired by alcohol and drugs.

MAJOR ACCIDENT INVESTIGATION TEAM (MAIT)

Traffic Detectives and Crash Investigators comprise this specialized team. MAIT investigates major crashes involving serious bodily injury and death. Investigators receive advanced training in major crash investigations and reconstruction.

MOTORS

RPD Motor Officers are routinely assigned to high-crash locations and conduct enforcement to positively influence driving behaviors. They also assess other contributing factors and forward their observations to City of Reno traffic engineers for further review and possible action. Motor Officers also respond to citizen concerns regarding traffic issues and requests for targeted enforcement.



TRAFFIC SECTION GRANT PROGRAMS

The Traffic Section applied for and was awarded monies under the following three grant initiatives in 2016: Joining Forces, Pedestrian Safety and the Motor Carrier Safety Administration Program (MCSAP) programs.

JOINING FORCES

This initiative promotes an education and enforcement partnership with numerous state and local law enforcement agencies during several nationally-sponsored operations throughout the year.

MOTOR CARRIER SAFETY ADMINISTRATION PROGRAM (MCSAP)

The grant initiative provides funding for specially trained officers to specifically dedicate their time and effort to commercial vehicle safety as we see an increase in large truck traffic due to burgeoning warehouse and manufacturing facilities. Officers assigned to this

initiative conduct commercial vehicle inspections, license verifications, and participate in enforcement operations with emphasis on the most hazardous, crash-causing violations. Officers also capitalize on opportunities to educate commercial drivers on the safe operation of their vehicles.

PEDESTRIAN SAFETY SECTION

The Reno Police Traffic Section is one of 3 agencies within the state who were awarded monies specifically to address pedestrian safety. These monies help pay for enforcement operations, which target violators of pedestrian related laws, and educational programs designed to teach children safe crossing behaviors.

2016 FATAL CRASH STATISTICS
 This past year saw an increase in overall crash fatalities and ended a five year decline in pedestrian fatalities. The same spike occurred in the state and national statistics.

RENO CRASH DATA 2011-2016



The Mission of the Reno Police Department Special Events Unit is to ensure the safety and security of the event through a tourism based policing philosophy, and partnering with the citizens of Reno, City Departments and the event promoters to provide the highest levels of police services for over 200 special events that occur in the City of Reno.



CONSOLIDATED BOMB SQUAD (CBS)

CBS is responsible for handling a variety of calls for service, to include suspicious packages, hoax devices, recovered explosives, firework disposal, dry ice/chemical bombs and improvised explosive devices. The team conducts bomb sweeps during special events and dignitary protection. They also provide support, training and demonstrations for local and surrounding Northern Nevada/Northern California agencies.

The CBS team is staffed with employees from the Reno Police Department, Sparks Police Department, and the Washoe County Sheriff's Office.



REGIONAL CRIME SUPPRESSION UNIT (RCSU)

RCSU is made up of detectives from the Reno Police Department and the Sparks Police Department. Their philosophy is to look at trending crimes at a regional level; understanding the criminal element is not bound by geographical locations. They address crimes by using an Intelligence-Led Policing model, working closely with each department's Crime Analysis Unit and the Northern Nevada Regional Intelligence Center (NNRIC). RCSU collaborates with all local, state and federal agencies to develop the most time sensitive information possible to identify local crime trends.

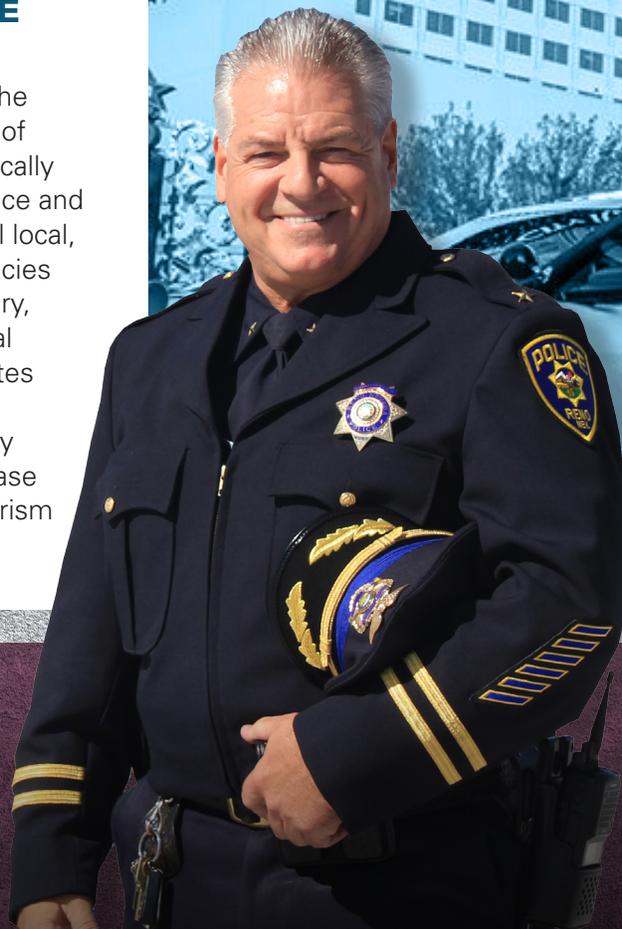


CAU analyzes local calls for service and crime data to identify crime patterns and concentrated crime areas (hot spots) within the city to identify trends that can be focused on by various department units.

NNRIC - NORTHERN NEVADA REGIONAL INTELLIGENCE CENTER

The mission of the NNRIC is to protect the citizens and critical infrastructure assets of the United States of America and specifically Northern Nevada by enhancing intelligence and domestic preparedness operations for all local, state, and federal law enforcement agencies whose mission it is to protect the citizenry, and public entities associated with critical infrastructure assets. The NNRIC facilitates and provides intensive multi-disciplinary training to law enforcement, public safety and private sector professionals to increase knowledge and strengthen counter-terrorism and anti-criminal readiness.

THE NNRIC IS STAFFED WITH EMPLOYEES FROM THE RENO POLICE DEPARTMENT AND THE WASHOE COUNTY SHERIFF'S OFFICE.



We dedicate ourselves to providing complete and thorough investigations while protecting our victims' rights.



DETECTIVES

The primary objective of the Detective Section is to reduce the rate of crime by arresting those responsible. The Section is comprised of the following units: Sex Crimes, Robbery/Homicide, Burglary, Financial Crimes, Computer Crimes, and Family Crimes.

BURGLARY UNIT

 775-657-4762

The Burglary Unit investigates and arrests burglary suspects and recovers property taken in commercial and residential burglaries and thefts, as well as general theft, larceny, and auto theft.

COMPUTER CRIMES UNIT

 775-334-2107

The mission of the Reno Police Department Computer Crimes Unit (CCU) is to investigate computer facilitated crimes and to provide investigative support to all investigations involving digital evidence.

Assigned detectives not only investigate crimes in the City of Reno, but provide resources and expertise to all of Northern Nevada. RPD CCU Detectives work in conjunction with the Washoe County Cyber Crimes Unit, Sparks Police Department, UNR Police Department, FBI Internet Crimes Against Children Task Force, USSS Electronic Crimes Task Force, Nevada Department of Public Safety and numerous other local and regional law enforcement agencies to investigate crimes involving digital evidence, fraud, and internet crimes.



FAMILY CRIMES UNIT 775-334-2134

The Family Crimes Unit is committed to the aggressive prosecution of misdemeanor crimes. The unit works to impact public policy, increase public awareness, and develop community-based responses to domestic violence to effect an overall reduction of criminal behavior. Family Crimes works closely with RPD's victim advocates to provide service and support to victims. Detectives strive to maintain the family as a unit while effectively working to break the cycle of family violence.

FINANCIAL CRIMES UNIT 775-334-2107

The Financial Crimes Unit investigates a variety of white-collar crimes including: identity theft, fraud, elder finance abuse, embezzlement, forgery, and check/credit card offenses. The unit works closely with federal, state, and local law enforcement agencies, as well as financial institutions.

MISSING PERSONS UNIT 775-321-8372

The Missing Persons Unit is responsible for assisting local police agencies in coordinating, investigating and responding to cases involving missing persons, runaway children, and unidentified living or deceased individuals. Contact RPD Dispatch at 334-COPS (2677) to initiate a missing persons report.

ROBBERY/HOMICIDE UNIT 775-334-2188

The Robbery / Homicide Unit investigates robberies, deaths, and major crimes against persons. This unit also participates in the Regional Officer Involved Shooting Protocol.

SEX CRIMES/CHILD ABUSE UNIT 775-657-4745

The Sex Crimes/Child Abuse Unit investigates sexual-based crimes and child abuse, neglect and endangerment. Specialized members of the unit provide professional investigative services to victims in a sensitive and compassionate manner with respect for the rights of victims and those accused.

Detectives in this unit are also members of the Washoe County Child Advocacy Center's multidisciplinary team. This team approach ensures a successful conclusion while minimizing additional trauma to the victim.

GRAFFITI ENFORCEMENT TEAM (GET)

775-657-4781

775-334-INFO

TO REPORT GRAFFITI

The goal of GET is to remove reported graffiti within 24-48 hours. GET has multiple partnerships including WCSO, SPD, Nevada Department of Transportation (NDOT), NV Energy, Waste Management, AMTRAK, and Secret Witness.



 **5509** GRAFFITI REMOVALS

REGIONAL GANG UNIT (RGU)

775-334-3852

RGUs responsibilities include gathering and sharing intelligence, suppressing gang activity and investigating gang-related crimes. RGU works closely with county and state juvenile and adult probation departments and federal agencies. Employees from the Reno Police Department, Sparks Police Department, and the Washoe County School Police all participate in this unit.

Gang prevention and diversion are equally important in the mission to promote a safe community. RGU is proactive in our local schools and neighborhoods in providing education to children and parents about the dangers of gangs. RGU partners with the Children’s Cabinet, referring vulnerable youth and their families to available resources.

REGIONAL SEX OFFENDER NOTIFICATION UNIT (RSONU)

775-353-2244

RSONU is responsible for implementing state law for the registration and monitoring of convicted sex offenders in Washoe County. Under the provisions of NRS 179B.250, the public is authorized to gain access to certain sex offender information.

REPEAT OFFENDER PROGRAM (ROP)

775-334-2115

ROP consists of members from RPD, SPD, WCSO, and Adult Parole and Probation. It was created for the purpose of identifying the small number of career criminals in the community who are responsible for committing a disproportionate number of crimes. Investigators work directly with the Washoe County District Attorney’s Office for the purpose of seeking maximum penalties and reducing recidivism.

STREET ENFORCEMENT TEAM (SET)

775-334-3065

SET is a regional unit responsible for investigating street-level narcotics and prostitution complaints throughout Washoe County.

SET participates in the FBI-led Innocence Lost Task Force which investigates incidents of human trafficking. In conjunction with Join Together Northern Nevada (JTNN), SET conducts compliance checks and engages in enforcement campaigns to address underage drinking throughout the community.

SET partners with the Drug Enforcement Administration SPD, UNRPD and Join Together Northern Nevada (JTNN).

CRISIS INCIDENT NEGOTIATION TEAM

The Crisis Incident Negotiation Team (CINT) is RPD’s resource for communicating with hostage takers, barricaded subjects, and persons threatening suicide. Negotiators are tasked with defusing critical incidents to increase the likelihood of a peaceful resolution while protecting the lives of citizens and police officers.





RECORDS

In 2016, the Records Section and Work Applicant Registration Unit areas have been remodeled. The remodel in the Records area has helped greatly with the employees' collaboration placing everybody in one central area. The remodel in the Work Registration Applicant Unit area has enhanced its security and created a separate lobby area for Work Applicant Registration Unit customers. The Records Section is staffed by 28 employees.

 3244

CRIMINAL HISTORY
REQUESTS

 9303

CASE COPY REQUESTS

 1216

LICENSE AND PERMITS

ADMINISTRATIVE SERVICES DIVISION

The Administrative Services Division is responsible for managing the development and implementation of departmental goals, objectives, and priorities. This includes identifying significant policy and operational issues and creating strategic objectives and succession plans for various aspects of the Division.

The Administrative Services Division is comprised of the following Units:

- **BUDGET UNIT**
- **EVIDENCE UNIT**
- **SUPPLY UNIT**
- **GRANTS UNIT**
- **PAYROLL UNIT**
- **ACCOUNTS PAYABLE UNIT**



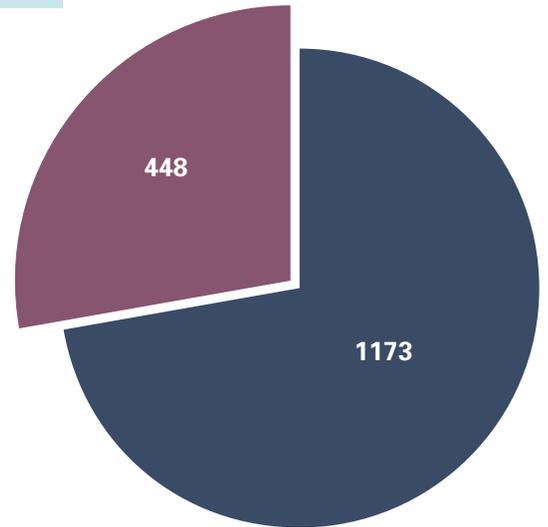


Reno Police Service Specialists

On September 26th, 2016 eight new Police Services Specialists began working at the front desk of the Reno Police Department main station. These positions are one component of a new innovative model of service implemented at RPD.

This team provides exceptional customer service to all visitors and callers, treating every citizen with dignity and respect while responding to their needs. A new triage model has been implemented to immediately assess the reason a citizen visits the station and prioritize the response in a more efficient manner. While assisting victims, survivors, and witnesses of all types of crime through a victim-centered approach, this team is also trained to provide trauma-informed care when necessary.

Integrated with the Victim Services Unit (VSU), this innovative customer service model was created to improve the response to the immediate needs of our community and the citizens at large.



- Total Reports Taken Online
- Total Reports Taken In-Person

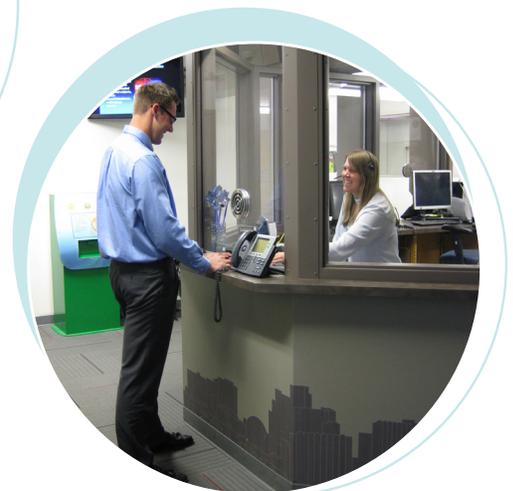
TOTAL: 1621

Main Station:
Monday - Friday
8 am - 5 pm

South Sub-Station:
Thursday, 8 am - 4 pm



The front desk in 1914



The front desk today

We proudly serve victims of crime, treating them with respect and dignity while responding to their needs and concerns. We educate victims of crime on their rights and are committed to providing the most professional, empowering advocacy possible while assessing each case on an individual basis.



VSU works with all facets of the Department to integrate a victim-centered approach throughout the organization. VSU promotes and coordinates a 24-hour, 7-days a week multidisciplinary, collaborative approach, which enhances the overall response to crime victims and maximizes resources with our partnering agencies. In addition, VSU works on statewide and local community initiatives and projects to improve the level and quality of services victims receive. Conducting regular community education and outreach, and providing training for both professionals and volunteers is extremely important to further the mission of VSU and the Department.



Planting pinwheels for child abuse prevention



43

Community Outreach & Training Presentations

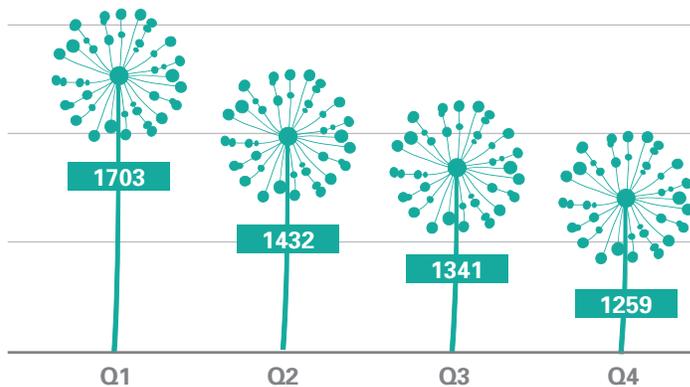


3308

Cases Assigned to a Victim Advocate



2016 VOLUNTEER/INTERN HOURS - TOTAL 5,735



BACKGROUND

In order to measure the effectiveness of the Reno Police Department, an Attitude and Public Opinion Survey was developed in June of 1987 after the department adopted Community Oriented Policing as its primary operating philosophy. To assure the validity and reliability of the survey, assistance was obtained from the University of Michigan and the University of Nevada Reno in developing the survey.

Over the years, there have been a number of minor changes to the survey. For example, between 1987 and 1997 the survey was conducted bi-annually, it has been an annual survey since then. Also, a number of questions have been added to the survey, to evaluate the community's attitude on certain issues.

In 2016, the survey underwent a significant update. In order to keep pace with changes in technology and

changes in how people communicate, the Reno Police Department discontinued the practice of conducting the survey through phone calls to community members and instead conducted a media and social media campaign inviting community members to take the survey on an internet-based online survey. This change helped us reach more people in our community which resulted in a more accurate reflection of people's experience with Reno PD.

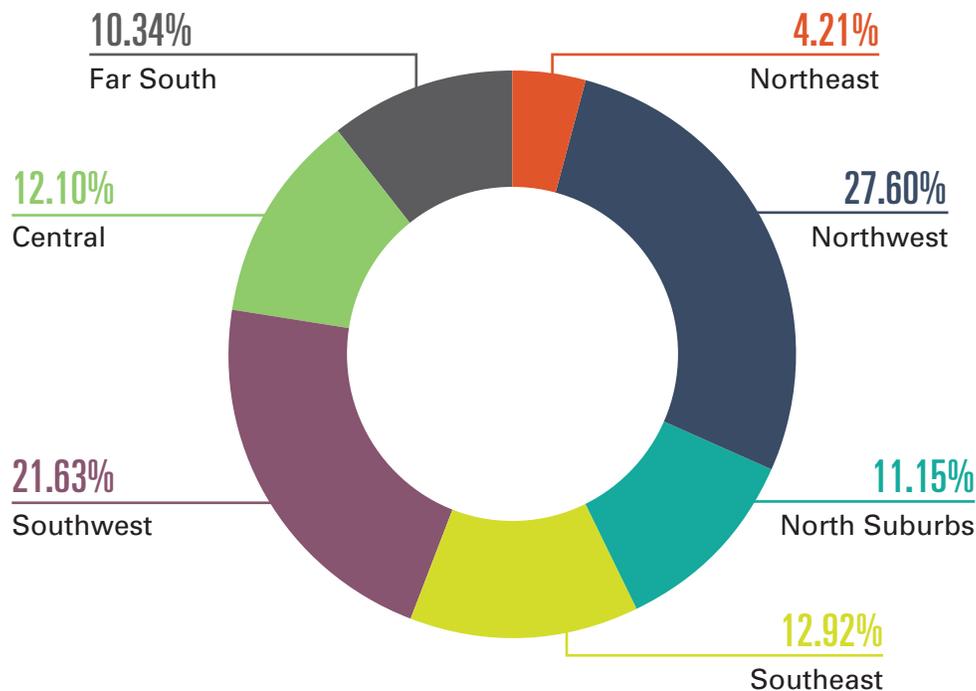
Even with all of the changes that the survey has undergone, it's primarily used to measure the community's perception of four key areas of analysis:

1. Department's Performance
2. Department's Crime-Fighting Efforts
3. Department's Image
4. Community's Sense of Safety

ANALYSIS

DEMOGRAPHICS

The survey was completed in its entirety by 798 respondents. The majority of respondents who participated in this year's survey resided in the Northwest and the Southwest areas of Reno at 27.60% and 21.63%, respectively. The Northeast, Far South and North Suburbs were among the least represented areas in the survey. The Northeast had the lowest amount of representation by far, with only 4.21% who identified themselves as residing there.

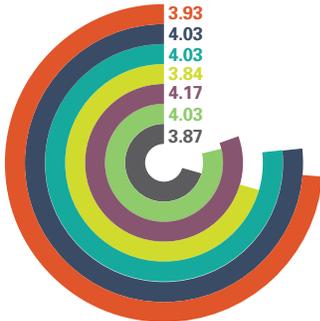


■ Northeast ■ Northwest ■ North Suburbs ■ Southeast ■ Southwest ■ Central ■ Far South

DEPARTMENT'S PERFORMANCE

The Department's performance was evaluated positively 75.13 percent of the time. This survey's mean score was 4.02. The mean is calculated on a scale of one to five, with five being very good, four being good, three being fair, two being poor and one being very poor.

OVERALL EVALUATION **75.13%**



Mean Score By Area

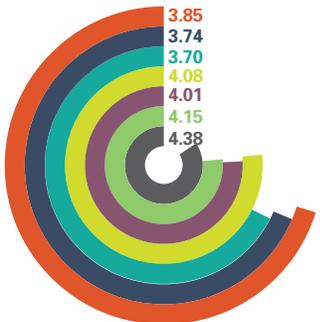


Mean Score

DEPARTMENT'S CRIME FIGHTING EFFORTS

The Department's crime fighting efforts were evaluated positively by 75.0 percent of respondents. The mean score was 3.94. The mean is calculated on a scale of one to five, with five being very good.

OVERALL EVALUATION **75%**



Mean Score By Area

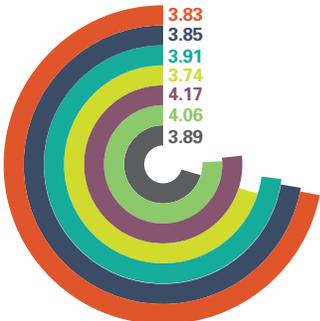


Mean Score

DEPARTMENT'S IMAGE

The Department's image was evaluated positively by 74.0 percent of respondents. The mean score was 3.94. The mean is calculated on a scale of one to five, with five being very good.

OVERALL EVALUATION **74%**



Mean Score By Area



Mean Score

COMMUNITY'S SENSE OF SAFETY

The majority of Reno residents, 83.0 percent, reported feeling that the city of Reno is a safe place to live.

OVERALL EVALUATION **83%**

