

2021

ANNUAL REPORT

UPLAND POLICE DEPARTMENT



A MESSAGE FROM THE CHIEF



DARREN L. GOODMAN

On behalf of The Upland Police Department, I am honored to present our 2021 Annual Report. Each year, the annual report is presented as a reflection of our achievements over the course of the previous year. This report highlights a small portion of the outstanding work done by the employees and volunteers of the Upland Police Department in our ongoing effort to deliver high quality public safety for the City of Upland.

The year 2021 was filled with challenges and opportunities for the Upland Police Department. Our dedicated and adaptive members battled crime while navigating an everchanging landscape of health threats due to the ongoing pandemic. Our members remained

committed to our mission of improving the safety of our residents, business owners, and visitors.

As we settle into 2022, I am optimistic about the future of our police department and community. We are committed to earning the trust and respect of our community through collaboration and mutual goal alignment. In other words, we are in this together, and our success depends heavily on strong community relationships and support. We will never take that for granted.

In closing out my third full year as your Chief of Police, I am proud of what our department and community members have accomplished together. Rest assured, we will continue our relentless pursuit of protecting your quality of life guided by our commitment to service, fairness, respect, law, and order.

In Service,
Darren L. Goodman, Chief of Police



MISSION STATEMENT

Maintain public order following established ethical and constitutional guidelines, in partnership with the community to provide a safe and peaceful environment for all.

GOALS

- 1.) Improve Quality of Life
- 2.) Enhance Operational Effectiveness
- 3.) Increase Employee Development & Training
- 4.) Increase Recruitment & Retention
- 5.) Enhance Community Engagement





ORGANIZATIONAL CHART



CHIEF OF POLICE
Darren L. Goodman



OPERATIONS CAPTAIN
Cliff Mathews



ADMINISTRATIVE SERVICES DIVISION CAPTAIN
Marcelo Blanco

SENIOR ADMIN ASSISTANT

PATROL DIVISION

PATROL SERGEANTS (6)

CORPORALS (5)

OFFICERS (49)

SCHOOL RESOURCE OFFICER (1)

RESERVE POLICE OFFICERS (10)

CHAPLIANS (8)

POLICE SERVICE TECHNICIANS (7)

TRAFFIC SERGEANT (1)

MOTORCYCLE OFFICERS (3)

PARKING ENFORCEMENT (1)

DISPATCH SUPERVISOR (1)

DISPATCHERS - F/T (12)

DISPATCHERS - P/T (5)

**SPECIAL PROJECTS LIEUTENANT
INTERNAL AFFAIRS INVEST.**

EXPLORERS (20)

VOLUNTEERS (VIPS) (13)

CODE ENFORCEMENT OFFICERS (4)

ANIMAL CONTROL SUPERVISOR (1)

ANIMAL CONTROL OFFICER (3)

ADMINISTRATIVE LIEUTENANT (1)

DETECTIVE BUREAU SERGEANT (1)

DETECTIVES (9)

CRIME ANALYST (1)

PROPERTY & EVIDENCE UNIT (3)

POLICE SERVICE TECH (1)

SPECIAL TEAMS SERGEANT (1)

SPECIAL INVEST. UNIT (5)

IMPACT (4)

HOMELESS COORDINATOR (1)

ADMIN ASSISTANT (1)

K9 TEAM (2)

RECORDS SUPERVISOR (1)

RECORDS SPECIALIST (5)

CADETS (7)

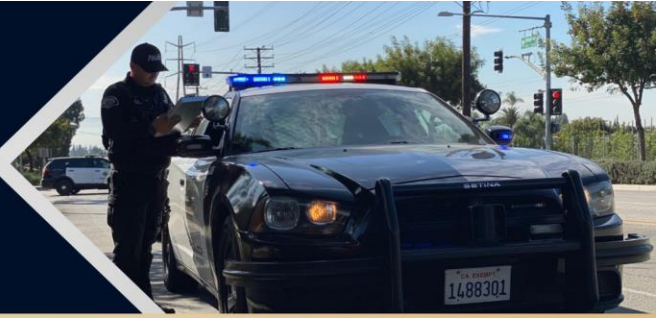
PERSONNEL & TRAINING / CRIME PREVENTION

POLICE OFFICER (1)

POLICE SERVICE TECH (1)

ACCOUNTING TECHNICIAN (1)

MEET UPLAND PD

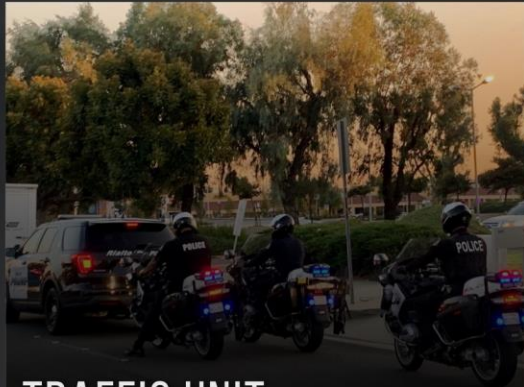


OPERATIONS DIVISION



PATROL OPERATIONS

Patrol Operations is the backbone of the Upland Police Department. The Department operates six patrol shifts of 12 hours each.



TRAFFIC UNIT

The Upland Police Department Traffic Unit is comprised of a Traffic Supervisor, three Motor Officers and one Parking Aide.



PARKING ENFORCEMENT

The Parking Aide is responsible for monitoring parking throughout the City.



COMMUNICATIONS

The Communications Unit is an integral part of the Police Department, providing a vital link between the community and police personnel.



SCHOOL RESOURCE OFFICER

The role of an SRO is to provide a safe learning environment for students and faculty.



POLICE SERVICE TECHNICIAN

The Police Services Technician performs a variety of tasks within the guidelines of non-hazardous duty assignments in support of sworn personnel.

MEET UPLAND PD



ADMINISTRATIVE SERVICES DIVISION



DETECTIVE BUREAU

The Upland Police Department's Detective Bureau is responsible for follow up investigations started by uniform patrol officers.



SPECIAL INVESTIGATIONS UNIT (SIU)

The Special Investigations Unit (SIU) is comprised of three officers, one detective and a sergeant.



IMPACT TEAM

The Upland Police Department IMPACT Team is comprised of 3 officers, 1 detective, 1 sergeant, and 1 homeless coordinator.



K9 UNIT

Police K9 Teams are used to supplement the operations of the Police Department & consists of two dual purpose teams.



HOMELESS COORDINATOR

Homeless Coordinator Ashley Esquivel works to support Upland residents experiencing homelessness.



PERSONNEL & TRAINING COORDINATOR

Personnel & Training Coordinator, Officer Sendldorfer is responsible for the recruitment and training of all personnel.

MEET UPLAND PD



ADMINISTRATIVE SERVICES DIVISION



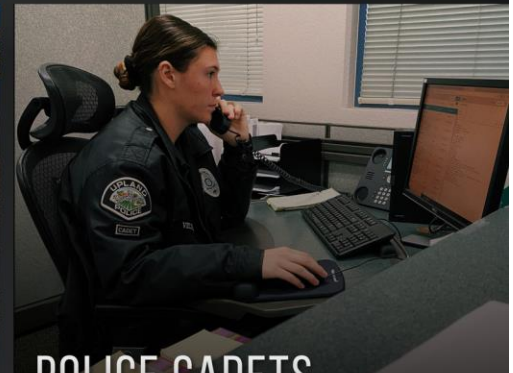
RECORDS UNIT

The Records Unit provides a vital service to the community. They are often the first contact citizens have when they arrive at the Department.



PROPERTY & EVIDENCE UNIT

The Property & Evidence Unit is responsible for processing, documenting and collecting physical and biological evidence at crime scenes in addition to the maintenance and retention of all evidence collected by the department employees.



POLICE CADETS

Police Cadets perform tasks in various divisions of the Police Department including but not limited to: lobby reception, records, patrol, traffic, and property control.

SPECIAL PROJECTS UNIT



CODE ENFORCEMENT

A Code Enforcement Officer investigates code compliance, resolves complaints, and enforces City codes and ordinances.



ANIMAL SERVICES OFFICER

Animal Services Officers conduct field patrols and enforce state laws/regulations and local ordinances regarding stray, dangerous, domestic, and wild animals, and other nuisance complaints.



VOLUNTEERS IN POLICE SERVICE (VIPS)

The Volunteers in Police Service (VIPS) is a program where volunteers provide essential services to our police department.

PATROL OPERATIONS



- Patrol Functions Include:
- Responding to calls for service
 - Proactive enforcement
 - Directed patrols of known problem areas

TRAFFIC UNIT

The Upland Police Department Traffic Unit is comprised of a traffic supervisor, three motor officers, and one parking aide.

Traffic Collision Investigations	398
Traffic Citations Issued	3,058
DUI Checkpoints	6
DUI Saturation Patrols	16
Traffic Enforcement Details	15
Fatal Collisions	5
Major Accident Investigations	3



PARKING ENFORCEMENT

The Parking Aide is responsible for monitoring parking throughout the City including the downtown business district, MetroLink parking lots, residential permit parking zones, street sweeping enforcement areas, and any other problem parking areas.



COMMUNICATIONS



135,043	Emergency/Non-Emergency Calls Through Dispatch
65,499	Calls Processed Via Computer Aided Dispatch (CAD)
81	9-1-1 Calls per Day (average)
15	Phone Lines Dedicated for Emergency/Non-Emergency

SCHOOL RESOURCE OFFICER

The Upland Police Department, in conjunction with the Upland Unified School District, provides one School Resource Officer (SRO) to the city's fourteen Upland School District schools. The role of an SRO is to provide a safe learning environment for students and faculty. The SRO works on building a positive relationship with students and develops strategies to resolve problems affecting students and staff.



DETECTIVE BUREAU



2021 INVESTIGATIONS STATISTICS

769 Misdemeanor Cases filed
272 Felony Cases filed

CRIME ANALYSIS

2021 Part I Crimes (Jan - Apr) 2021 Group A Offenses (May - Dec)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2021 Totals	2020 Totals	% Change
Homicide	0	0	0	0	1	0	0	0	1	1	0	1	4	1	300%
Rape (Jan - Apr)															
Sexual Offenses (May - Dec)	0	0	2	0	4	1	9	8	8	8	9	7	56	16	250%
Aggravated Assault (Jan - Apr)															
Assault Offenses (May - Dec)	20	24	33	23	80	68	57	82	86	117	87	64	741	237	213%
Totals	20	24	35	23	85	69	66	90	95	126	96	72	801	254	215%
Robbery	4	4	10	4	6	4	6	9	6	5	9	3	70	109	-36%
Burglary	41	26	33	12	20	23	20	26	17	20	28	26	292	363	-20%
Larceny	78	131	128	81	97	106	94	101	83	87	93	102	1181	1118	6%
Grand Theft Auto	27	29	24	35	32	23	20	16	18	18	27	15	284	278	2%
Totals	150	190	195	132	155	156	140	152	124	130	157	146	1827	1868	-2%
Grand Total	170	214	230	155	240	225	206	242	219	256	253	218	2628	2122	24%

Due to a change in the required methodology for reporting crime statistics, reported crimes from May 2021 on are not comparable to reported crimes for April 2020 and before. The definition of certain crimes has changed significantly to include far more crimes listed as sexual offenses than were previously reported as rapes and far more crimes reported as assault offenses than were previously reported as aggravated assaults.

Priority Response Time Averages	2019	2020	2021	% of Difference from 2020 to 2021
Priority 1	0:06:37	0:06:26	0:06:53	6.99%
Priority 2	0:17:18	0:16:58	0:20:16	19.45%
Priority 3	0:44:39	0:44:16	0:55:54	26.28%
Priority 4	0:38:21	0:39:06	0:55:10	41.09%

RECORDS UNIT

Utilizing a sophisticated records management system, Records is responsible for collecting, maintaining, and distributing all police reports and related records. The Records Unit is dedicated to maintaining and ensuring the integrity of data generated by the Upland Police Department.

2021 STATISTICS

- Approximately 8,500 reports processed
- Over 2,560 adult arrests
- 28 juvenile arrests



IMPACT TEAM

IMPACT'S FOCUS

- CRIMINAL VAGRANCY
- SOLICITING
- TRESPASSING
- LOITERING
- PROVIDE HOMELESS ASSISTANCE
- ILLEGAL BUSINESSES
- PROSTITUTION
- DRUG SALES



ADMINISTRATIVE SERVICES



ARRESTS FROM 1/1/21 - 12/31/21

DRUG-RELATED	TRESPASSING	CITE-RELEASE	WARRANTS	OTHER ARRESTS
52	86	20	51	45

2021 CALL TYPES



415 Transient (disturbing the peace)	449
Transient Problem	1,466
Trespassing Transient	314
Grand total	2,229

Accepting Immediate Assistance	110 (41%)
Not Desiring Immediate Assistance	158 (59%)
Drug Addiction	167 (62%)
Alcohol Addiction	48 (18%)
Veterans	17 (6%)
Probation or Parole	30 (11%)
Previously Arrested	239 (89%)
Mental Illness	79 (29%)
Male	267 (70%)
Female	80 (30%)

HOMELESS COORDINATOR

2021 Homeless Outreach Efforts

- 40 Placed
- 17 Prevention Cases (rental assistance)

Homeless Service Options

- Emergency Shelter Referrals
- Referrals to Mental Health (TEST)
- Greyhound tickets
- Prevention from Eviction
- Motel Assistance (Bridge to placements)
- CES Referral (County Homeless Services)



SPECIAL INVESTIGATIONS UNIT



- 80** Training Hours
- 55** Search Warrants Written
- 6** Guns Confiscated
- 4** Pursuits
- 3** Barricades
- 2** AOJ Tactical Assists



* AOJ : Assists other jurisdiction*

DRUGS SEIZED

- 500** Fentanyl pills
- 44** Xanax bars
- 20** Pounds of marijuana
- 12** Ounces of methamphetamine
- 7** Grams of fentanyl
- 6** Ounces of cocaine
- 1.5** Ounces of heroin



K9 UNIT



K-9 RUDY

- 62** Deployments
- 19** Narcotic Arrests
- 16** Suspect Surrenders
- 2** Suspect Apprehensions (bite)

As of 2021, the Upland Police Department K9 Unit consists of two dual-purpose teams. Corporal Hanley and K9 Rudy make up one team and Officer McCallon and K9 Timur make up the other. Police K9 Teams are used to supplement the operations of the Police Department. They function as dual purpose in both locating and apprehending criminal offenders and locating illegal narcotics and contraband.

K-9 TIMUR

- Deployments **75**
- Narcotic Arrests **16**
- Suspect Surrenders **17**
- Suspect Apprehensions (bite) **4**

PERSONNEL & TRAINING

EMPLOYEE DEVELOPMENT & TRAINING

A Pistol Mounted Optics Transition Course was added to the Upland Police Department's list of POST certified training courses. This course also includes the POST Perishable Skills Program (PSP) certification for Firearms.

The Upland Police Department Tactical Team grew by sending five officers to the San Bernardino County Sheriff's Department Special Weapons and Tactics (SWAT) School. Additionally, members of this team attended Sniper school, Swat Team Leader, Armored Vehicle Operations, and Tactical Canine.

1,259 APPLICATIONS WERE RECEIVED AND SCREENED FOR VARIOUS POSITIONS WITHIN THE POLICE DEPARTMENT. OF THESE APPLICANTS, 30 WERE HIRED:

SWORN

- 4** Police Officer Trainees
- 3** Police Officers – Academy Grads
- 4** Pre-Service Police Officers
- 3** Lateral Police Officer



PROFESSIONAL STAFF

- 4** Dispatchers
- 3** Police Service Technician
- 1** Code Enforcement Officer
- 1** Forensic Specialist
- 1** Administrative Assistant – Homeless Services
- 6** Police Cadets



UPLAND POLICE DEPARTMENT PERSONNEL ATTENDED A VARIETY OF ADVANCED OFFICER AND PROFESSIONAL STAFF TRAINING THROUGHOUT 2021. SOME OF THIS TRAINING INCLUDED:

- Sherman Block Supervisory Leadership Institute
- Standardized Field Sobriety Tests (SFST)
- Advanced Roadside Impaired Driving Enforcement (ARIDE)
- Radar Operator/ Lidar Operator
- Cognitive Interview & Forensic Statement Analysis
- Investigative Interview and Interrogation
- Search Warrant Workshop
- Child Abuse Investigations
- Sexual Assault Investigations
- ICI Basic Core Course
- Basic Crisis Negotiations Course
- Advanced Crisis Negotiations
- Crisis Intervention/De-Escalation
- FTO School / FTO Update
- Gang Enforcement Officer
- Organizational Wellness
- Cultural Diversity
- Advanced Social Media
- Crime Scene Investigation/Field Evidence Technician
- Crime Prevention Through Environmental Design (Basic) & (Advanced)
- Homeless Liaison Officer Course
- Use of Force Instructor / Stop-stick Instructor
- Firearms Instructor
- Pistol Red Dot Transition
- Basic Patrol Rifle
- FBI Executive Leadership Development (LEEDA)
- FBI Command Leadership Institute (LEEDA)
- Civil Liability Update

CODE ENFORCEMENT



2,363 Cases Created	26% increase	3433 Notices Issued	68% increase
7,302 Inspections	40% increase	2,169 Illegal Signs	4% increase
2434 Cases Closed	31% increase	60 Shopping Carts Recovered	30% decrease
60 Administrative Citations Issued 46% increase			

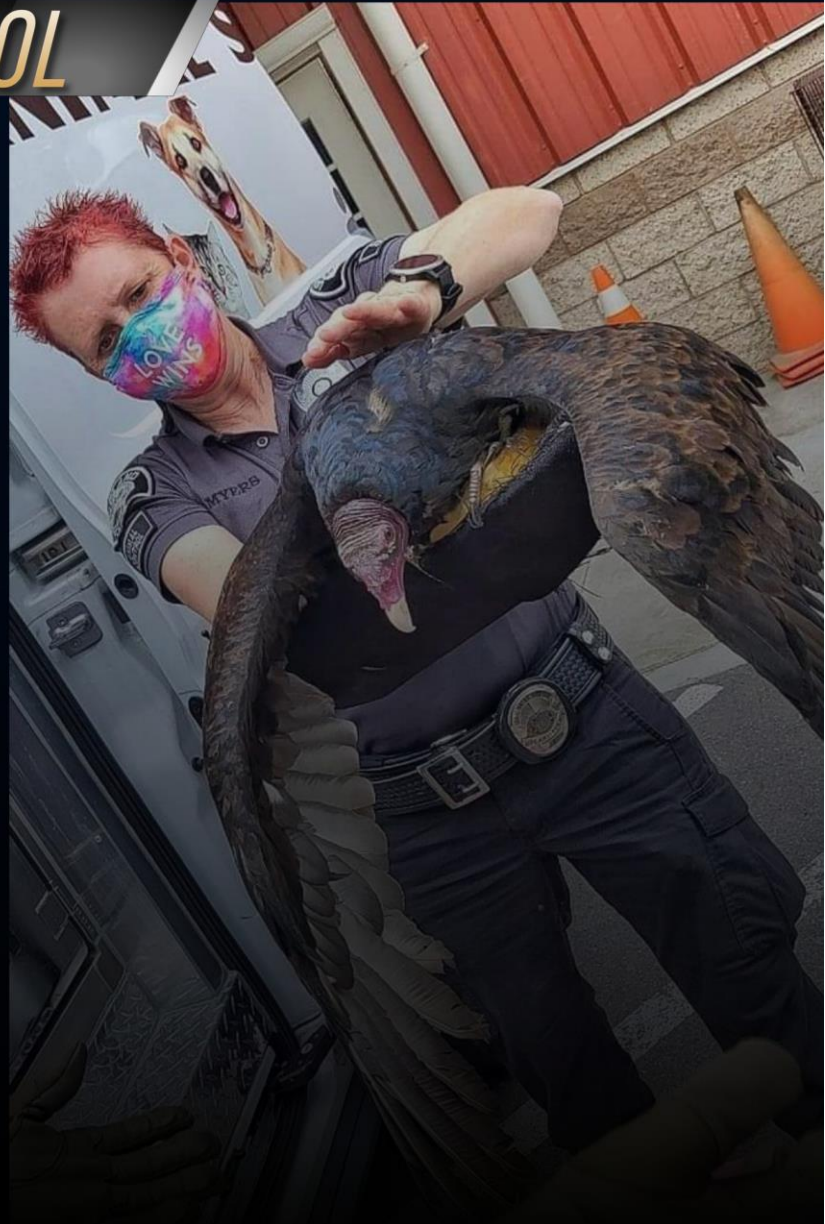
Average case resolution 25 days

ANIMAL CONTROL

2021 ANIMAL STATISTICS

- 1303** Calls for Service
- 2633** Animals Received
- 210** Returned To Owner
- 43** Trap Neuter Release

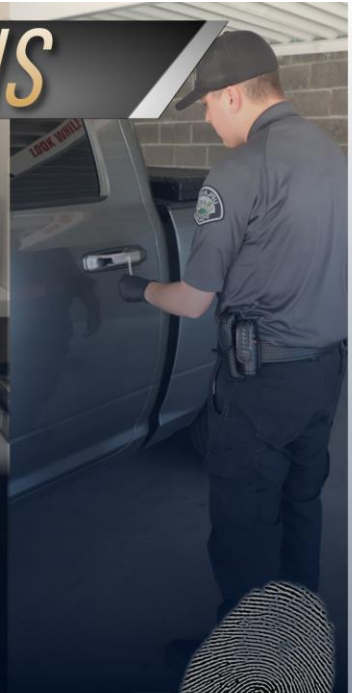
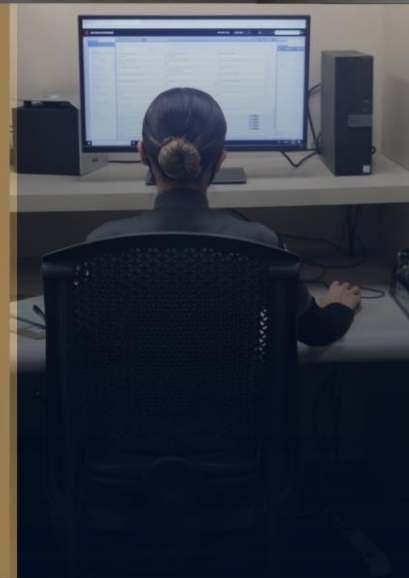
Animal Services has obtained software to provide an online portal for Upland residents to license and renew their pet licenses. The software is in the final stages of implementation and should be available to the public in the first quarter of 2022.



POLICE SERVICE TECHNICIANS

Police Service Technicians are responsible for responding to calls for service to assist the general public. Their main function is to investigate criminal offenses with no suspect information, investigate traffic collisions, issue parking citations, tow vehicles, and assist with crime scene evidence collection. PST's ensure our sworn police officers are free to respond to in progress/emergency calls for service.

- 1,077** Cases taken
- 2,654** Parking citations issues
- 179** Vehicles towed
- 1,641** Total calls for service responded to



PROPERTY & EVIDENCE UNIT



This year, the Property and Evidence Unit took in over 4,800 pieces of evidence to be maintained until the court case is adjudicated. Depending on the severity of the case, some pieces of evidence will be stored by our Department for a lifetime. Other items required processing for DNA and fingerprinting.

The Property and Evidence Unit also transported approximately 1,500 pieces of evidence to the San Bernardino County Crime Lab. These items included narcotics such as PCP, heroin, methamphetamine, illegally possessed prescription medication as well as evidence such as blood alcohol kits.

The Property and Evidence Unit assisted Detectives with search warrants throughout the year and assisted at several major injury and fatal traffic investigations.

In addition, they are responsible for maintaining and storing personal property from individuals arrested; these items include backpacks, bicycles, strollers, and any personal property not accepted by the jail.

POLICE CADETS

Our Police Cadets perform tasks in various divisions of the Police Department including but not limited to:

- Lobby reception
- Patrol
- CSI
- Investigations
- Records
- Traffic
- Dispatch

The cadet program includes a formal training program designed for career advancement into the law enforcement profession.



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COMMUNITY EMERGENCY RESPONSE TEAM

Despite the COVID-19 pandemic, Upland CERT had a strong year in fulfilling its two primary missions: education and service. While we were only able to complete one CERT Basic Course, we conducted a number of additional trainings including CPR/AED/First Aid, Chainsaw Training, Traffic and Crowd Control. Upland CERT currently has 67 members including 43 who have agreed to serve on the call-out team, making themselves available 24/7/365

UCERT was called out 14 times throughout the year to assist with emergencies. These involved assisting at crime scenes and traffic and crowd control for major traffic accidents or wind events.

- 3 Call-outs for wind events
- 6 Traffic events
- 4 For Police activity
- 471 Total of Volunteer Hours



RESERVE POLICE OFFICERS



The Upland Police Department Reserve Police Officer Unit is a tremendous asset to the police department and the community.

Between 1/1/21-12/31/21 our reserve police officers worked approximately 1120 hours

Reserve Officer Duties:

- Patrol
- Checkpoints
- Special Events

If you are interested in becoming a reserve police officer, please contact our Personnel and Training Unit

TEST TEAM

The goal for TEST is to collaborate with Upland Police Department (UPD), to identify consumers in crisis, complete a risk evaluation with appropriate interventions in the least restrictive environment, such as Crisis Stabilization Unit (CSU) and to divert from unnecessary hospitalizations and incarcerations. The TEST staff assist officers who are responding to situations involving consumers experiencing mental health crisis, with the goal of relieving the officers, unless the consumer is combative or a flight risk. TEST staff provide intensive case management to ensure consumers are successfully linked for stability, such as obtaining a psychiatrist, therapist, and other resources such as housing, shelters, food banks, information to apply for Medi-Cal coverage, SSI, General Relief and food stamps.

Total Encounters								
Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Total
12	43	25	29	42	40	50	47	288

Total Encounters Initial Vs. On-Going									
Initial vs. On-Going	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Total
Initial	8	30	8	15	34	21	33	43	192
On-Going	4	13	17	14	8	19	17	4	96
Total Encounters	12	43	25	29	42	40	50	47	288

NOTE: Ongoing means the same as follow-up.

VOLUNTEERS IN POLICE SERVICE

The Volunteers in Police Service (VIPS) is a program where volunteers provide essential services to our police department. Volunteers are an important part of any organization and have proven to be an extremely valuable asset to the Upland Police Department. Volunteers in Police Services benefit our agency, the volunteer, and the community.

The Upland VIPS provide investigative, technical, office/clerical, and customer service support in a variety of areas in our department. We appreciate their valuable contribution of time and their dedication to the community's quality of life.

Due to the pandemic, the VIPS were not able to work most of the early part of the year but were able to return during the latter part of the year.

2021 VOLUNTEER STATISTICS



397

HOURS DONATED

7

VOLUNTEERS

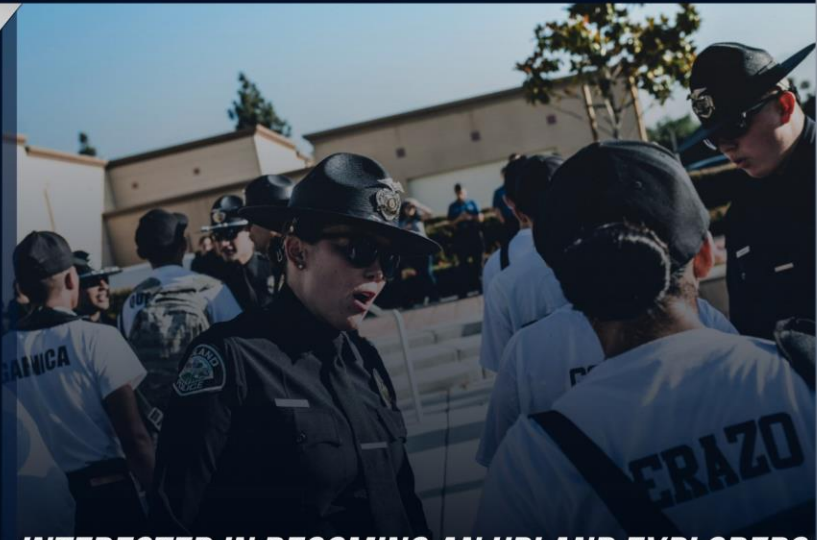
EXPLORERS

2021 EXPLORER STATISTICS

150 VOLUNTEER HOURS

20 EXPLORERS

The purpose of the Explorer program is to help young people get involved in their community and to expand their knowledge of law enforcement and its day-to-day operations.



INTERESTED IN BECOMING AN UPLAND EXPLORER?

- Must be between 14-21 years old
- GPA requirement 2.0 or better
- Must be able to attend weekly meetings

If this is for you, please email Officer Teague at cteague@uplandpd.org

BUILDING MAINTENANCE



The Facilities Department is comprised of a coordinator, 2 facilities specialists, and the combined efforts of 3 custodial staff members tasked with the day-to-day maintenance and cleanliness of the Police Department building.



Proud to Serve

Proud to Serve



@UPLANDPD

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