

# UPLAND POLICE DEPARTMENT

## 2023 ANNUAL REPORT



*Proud To Serve*



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# A MESSAGE FROM THE CHIEF

On behalf of the women and men of the Upland Police Department, I am pleased to present our Annual Report for 2023. The Report reflects our achievements over the course of the year, providing the reader with a glimpse of the outstanding work by members of the Police Department in pursuit of our commitment “To Provide Exceptional Public Safety Services” to our residents.



2023 did not differ from many previous years; it was filled with challenges and opportunities for our Department and community. Our dedicated staff battled crime while navigating the currents of an ever-changing post-pandemic landscape. Despite the voices that seek to marginalize the work of the police, we remain committed to our vision “To Provide Exceptional Public Safety Services” to our residents, business owners, and visitors.

As we navigate through the social and political changes that will emerge in 2024, I remain optimistic about the future of our police department and community. We strive to earn your trust and respect with every contact we make with the public and through collaboration with our community to create an Upland of which we all can be proud. The effort to hold the police accountable for their performance and to recognize the excellence of their work is a cooperative process. Our success relies on strong community relationships and mutual respect by the police and for the police.

In closing, I am proud of the service delivered by everyone in our Department in 2023 and of the accomplishments achieved by our officers and personnel. Without strong community support, however, none of our work would matter. Each person who lives, works, or visits our City determines our success. Our commitment to you is that we will continue “To Provide Exceptional Public Safety Services” while protecting your quality of life through constitutional and ethical guidelines of fairness, respect, law, and order.

## 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.**

## DEPARTMENT GOALS

- 1 Quality of Life
- 2 Community Engagement
- 3 Operational Effectiveness
- 4 Recruitment & Retention
- 5 Employee Development and Training

# ORGANIZATIONAL CHART

**CHIEF OF POLICE**  
Marcelo A. Blanco

**OPERATIONS  
DIVISION CAPTAIN**

**Sr. Admin.  
Assistant**

**ADMINISTRATIVE SERVICES  
DIVISION CAPTAIN**

**PATROL  
OPERATIONS LT.**

**SERGEANTS  
(5)**

Patrol Officers  
(33)

Police Service  
Technicians (4)

**TRAFFIC  
SERGEANT (1)**

Motor Officers  
(4)

Parking Aide (1)

Upland CERT\*

**DISPATCH  
SUPERVISOR (1)**

Dispatchers F/T  
(12)

Dispatchers P/T  
(4)

School Resource  
Officers (2)

Reserve Police  
Officers (4)

Chaplains (3)

**SPECIAL SERVICES  
LT.**

Internal Affairs  
Investigations\*

**RECORDS  
SUPERVISOR (1)**

Sr. Records  
Specialist (1)

Records  
Specialist (5)

Cadets (9)

VIPS (10)

**ANIMAL SERVICES  
SUPERVISOR (1)**

Animal Control  
Officers (2)

Shelter  
Attendants (2)

**QUALITY OF LIFE  
TEAM SERGEANT (1)**

IMPACT Team  
(4)

Cadet (1)

Homeless  
Coordinator (1)

Asst. Homeless  
Coordinator (1)

Crime Prevention  
Specialist (1)

Code  
Enforcement (4)

Park Rangers (2)

**ADMINISTRATIVE  
SERVICES LT.**

Personnel and  
Training (1)

Background  
Investigator P/T (1)

Cadet (1)

Budget  
Specialist (1)

Social Media

**DETECTIVE BUREAU  
SERGEANT (1)**

Detectives (6)

Civilian  
Investigator (1)

Forensic  
Specialist F/T (1)

Forensic  
Specialist P/T (1)

Property and  
Evidence Tech (1)

Crime Analyst (1)

**SPECIAL TEAMS  
SERGEANT (1)**

SIU Team(4)

K-9 Team (2)

ORION (1)

Honor Guard\*

Explorer  
Program\*

\*These positions are ancillary duties

# PATROL OPERATIONS



OPERATIONS DIVISION

The City of Upland is segmented into four patrol beats, each with one or two assigned Patrol Officers. The Patrol Officer's primary responsibility is to respond to calls for service from the community. When not responding to these calls for service, Patrol Officers respond to high crime, traffic problem areas, and use innovative solutions to tackle problems within these areas to bring peace and order to the citizens of Upland.

## TRAFFIC UNIT

A Traffic Officer's duties include traffic enforcement, traffic crash investigations, and grant-funded activities such as DUI checkpoints, DUI saturation patrols, directed traffic enforcement, and distracted driver enforcement. The Parking Aide is responsible for parking enforcement throughout the city.

### 2023 Totals

Traffic crashes	416
Traffic citations	2,567
Parking citations	3,144
DUI checkpoints	6
DUI saturations	12
Traffic enforcement details	10
Fatal crashes	5
Major incident investigations	20



# DISPATCH

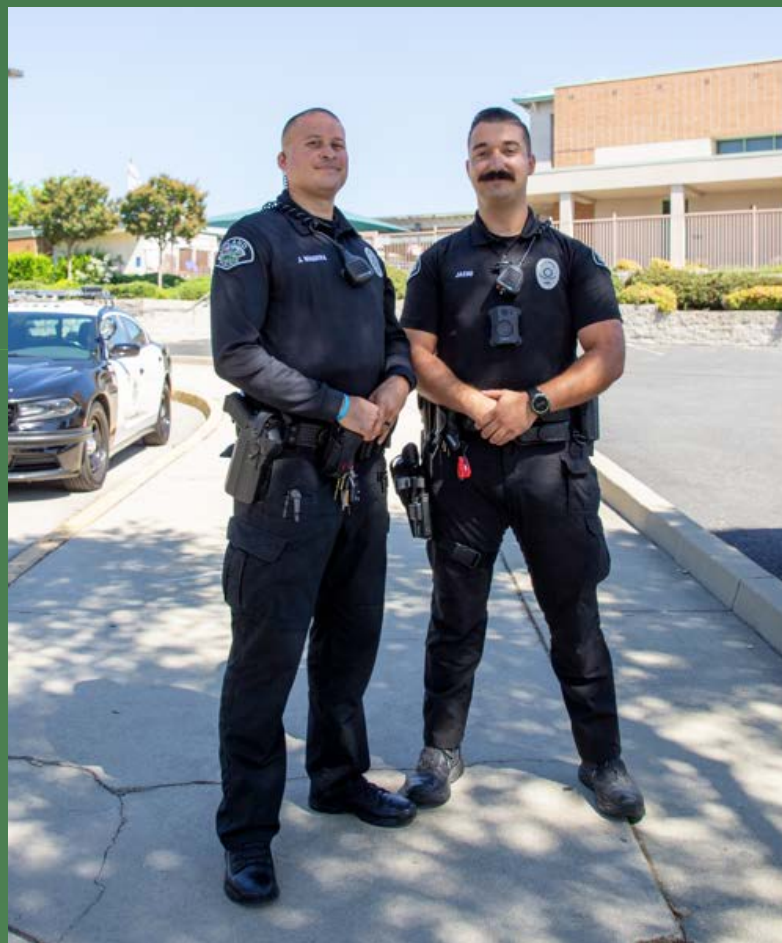


The Dispatch Center is responsible for transmitting emergency and non-emergency calls for police, fire, and emergency medical service. They maintain contact with officers in the field, including accounting for location and status of field units, sending back-up units, and ensuring the safety of field units.

## 2023 Totals

Emergency & non-emergency calls	133,718
Calls processed via Computer Aided Dispatch (CAD)	67,285
911 calls	28,733
Daily average 911 calls	79
Total text to 911	233
Phone lines for emergency and non-emergency use	15

## SCHOOL RESOURCE OFFICERS (SROs)



The SROs are responsible for all 14 schools within the school district with approximately 10,200 students. Officers Jacso and Noguera respond to calls for service at the schools. The SROs made presentations on the following topics by mid-year (July through December 2023):

- 14 active shooter presentations
- 1 campus security training on searching and handcuffing
- 2 Juvenile Law presentations
- 1 community forum presentation on Fentanyl
- Participated in 2 Back to School “Bashes”

Police Service Technicians assist patrol operations by responding to calls for service that may not require an officer's presence. Their main functions are to investigate criminal offenses with no suspect present, investigate traffic crashes, issue parking citations, tow vehicles, and assist with crime scene evidence collection.

2023 Totals	
Cases taken	1,192
Parking citations issued	2,617
Vehicles towed	127
Total calls for service	3,987

## POLICE SERVICE TECHNICIANS (PSTs)



## RESERVE POLICE OFFICERS

In 2023, we had three Reserve Officers who assist with special details as necessary, including patrol, checkpoints, and special events.

For the year 2023, the Reserve Unit worked approximately:



# Triage, Engagement and Support Team (TEST)

## 2023 Totals

Referrals	256
Follow-ups	1,020
Field response	192
Non-response	2

TEST identifies persons in crisis and completes risk evaluations with appropriate interventions in the least restrictive environment, such as the Crisis Stabilization Unit (CSU) and to divert from unnecessary hospitalizations and incarcerations. TEST assists officers with responding to persons experiencing mental health crisis and provides case management to ensure persons are linked to stable resources.

Upland CERT (Community Emergency Response Team) performs emergency response tasks and provides emergency preparedness education and community outreach programs.

## UPLAND CERT

### 2023 Totals

Total volunteer hours	5,479
Call-out hours	531
Call-out events	10
Traffic accidents	7
Police activity	3
Planned events	12
Traffic/crowd control	10
Lemon Festival	3 days
Open Houses	2



## CHAPLAINS



The Upland Police Department Chaplains are all certified Pastors and Spiritual Counselors, who must go through an extensive background assessment. They serve the Police Department through:

- Counseling Peace Officers, other members of the department and their families
- Visiting sick and injured officers, and department personnel at home and in hospital
- Making death notifications
- Equipping Officers in areas such as stress management, ethics, family life, pre-retirement
- Serving as liaison with other clergy in the community

# CRIME ANALYSIS

Crime statistics and response time averages help us measure crime levels and assess our service levels and the needs of our community.

ADMINISTRATIVE SERVICES DIVISION

Part I (crimes against persons)	2022	2023	% Change
Homicide	3	2	-33%
Sexual offenses	69	58	-16%
Assault offenses	1,040	1,010	-3%
<b>Totals</b>	<b>1,112</b>	<b>1,071</b>	<b>-4%</b>
Part II (crimes against property)			
Robbery	81	82	1%
Burglary	337	311	-8%
Larceny	1,085	1,059	-2%
Grand Theft Auto	239	289	21%
<b>Totals</b>	<b>1,742</b>	<b>1,741</b>	<b>0%</b>
<b>GRAND TOTALS</b>	<b>2,854</b>	<b>2,812</b>	<b>-1%</b>

Priority Response Time Averages	2021	2022	2023	% Change from 2022 to 2023
Priority 1	0:06:56	0:07:24	0:07:07	-4%
Priority 2	0:20:16	0:21:24	0:18:32	-13%
Priority 3	0:55:54	1:05:26	1:03:48	-2%
Priority 4	0:55:10	1:00:42	1:10:43	17%

## PROPERTY AND EVIDENCE

Property and Evidence personnel conduct a thorough analysis of major crime scenes which includes the search for, and processing of latent prints, crime scene photography, and collecting and storing evidence and property that comes in.

### 2023 Totals (estimates)

Evidence/property pieces taken in	4,861
Evidence/property pieces destroyed	2,400
Evidence/property pieces released	770
Evidence/property pieces sent to lab/ CAL ID	830
Firearms tested for NIBIN (National Integrated Ballistic Information Network)	68
CSI call outs	60



# SPECIAL INVESTIGATIONS UNIT (SIU)

The Special Investigations Unit is comprised of two officers, one corporal and one sergeant. Any major investigations concerning vice and narcotics are the responsibility of SIU. This unit also participates on the ORION (Ontario Regional Interdiction Of Narcotics) Task Force.



## 2023 ORION Totals

Methamphetamine	343 lbs.
Cocaine	149 lbs.
Marijuana	1,195 lbs.
Fentanyl	36.2 lbs.
Firearms	3
Arrests	7
US currency	\$1,825,830
Warrants served	120

In 2023, Officer Alvarran and K9 Petey were approved for POST SWAT/K9 integration and POST approved for narcotics detection certification, including fentanyl detection imprinting.

Cpl. Hanley and K9 Rudy received POST recertification in patrol and narcotics detection, fentanyl detection imprinting, and participated in the K9 unit supervisors course with 32 hours of professional development training with the National Police Canine Association (NPCA).

## SIU 2023 Totals

Illegal firearms recovered	16
Search warrants served	48
Murder suspects arrested	4
Attempted murder suspects arrested	4
Internet crimes against children arrests	10
Felony suspects located	25

## K-9

### K-9 Totals

Total deployments	97
Suspect surrenders	21
Physical apprehensions	4
Narcotics related arrests	12
Illegal firearms located	2
Cash seized from narcotics sales	\$21,000
Pounds of illegal narcotics seized	26
SWAT assists	10
Public demonstrations	19
K-9 calls for service	3,077





# DETECTIVES

The Detective Bureau is tasked with investigating all major crimes and all crimes requiring special attention and/or lengthy investigations.

2023 Totals	
Assigned investigations	1,214
Search warrants served	257
Arrests made	123

# IMPACT

IMPACT is composed of three Officers, one Corporal, and one Sergeant. The main purpose of this team is to address quality of life issues occurring within the City of Upland.

2023 Totals	
Felony arrests	19
Drug related arrests	103
Trespassing arrests	42
Cite-release arrests	98
Warrant arrests	46
Misc. arrests	84



# HOMELESS COORDINATOR

IMPACT, in partnership with the Homeless Coordinator, assists the homeless by providing available services and finding individuals resources and shelter.

2023 Totals	
Homeless provided placement	27
Homeless provided permanent placement	4
Total contacts for Homeless Coordinator	215

# CODE ENFORCEMENT

## 2023 Totals

Cases created	2,599
Inspections	6,785
Cases closed	2,509
Notices issued	3,557
Illegally posted signs removed	1,629
Shopping carts removed	65
Administrative citations issued	277
Average case resolution	23 days



The Code Enforcement Unit is responsible for maintaining the City's motto, "The City of Gracious Living." Code Enforcement Officers are tasked with the responsibility of protecting property values and eliminating blight through the enforcement of the City's Municipal Code.

# PARK RANGER

In late 2023, the Upland Police Department introduced its new Park Ranger program. The program is designed to help increase quality of life at city parks by providing critical security, safety, and deterrence measures. The Park Ranger patrols the Pacific Electric Trail and the parks within the city of Upland. Additionally, the Park Ranger enforces Upland Municipal Codes affecting quality of life. The Park Ranger distributes resources to the public such as information regarding homeless assistance and provides homeless referrals to the Upland Police Department Homeless Coordinator. Establishing effective communication with patrol officers and other city personnel is key to the Park Ranger's success.



# 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.



The Budget Specialist is responsible for all fiscal services (Preparing the annual department budget and reviewing of expenditures throughout the year, coordinating and reporting the department's grants, purchasing, accounts payable, deposits, travel reimbursements, petty cash, special event invoicing and FBI joint task force billing for grant reimbursement.

In 2023, following major accomplishments and technological advancements, we eliminated manual paper processing of timesheets and implemented personnel scheduling and timekeeping software. This helped our department increase efficiency, enhance communication, and improved compliance.

# BUDGET SPECIALIST

## 2023 Totals

Homeland Security Grant Programs	4
Justice Assistance Grants	6
Office of Traffic and Safety Grants	2
ABC Grant (with Claremont)	1
Targeted Violence & Terrorism Prevention Grant	1
COPS Grant	1
Asset Forfeiture Programs	3
National Opioid Settlements	3

# SOCIAL MEDIA

The Social Media Team works around the clock to provide the community with information regarding incidents that occur in Upland. In addition, we use this platform to build a connection with our community, offer safety tips, and show the various ways our officers proudly serve. Below is the combined following on our social media accounts:



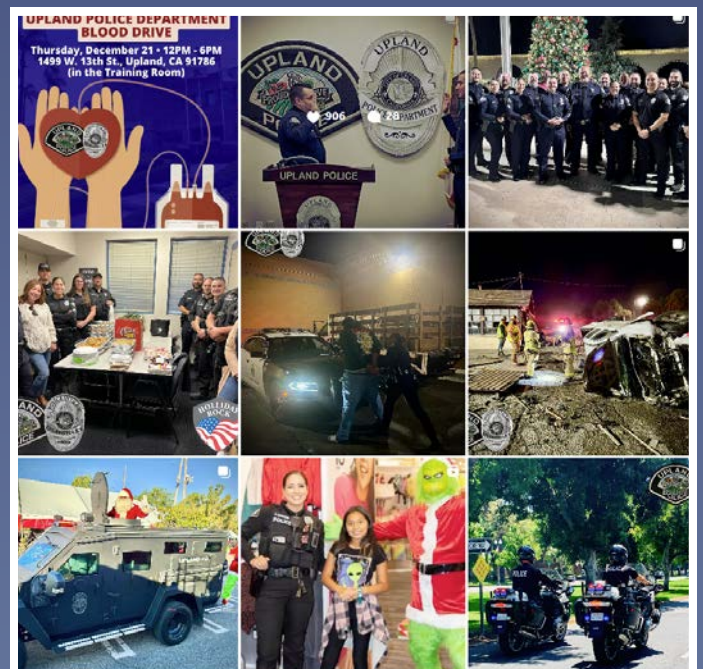
36.5K  
followers



23.6K  
followers



5.1K  
followers



# PERSONNEL AND TRAINING



In 2023, we received 1,232 applications for Police Department positions. Of these applicants, 35 were hired:

- 7 Police Officer Trainees
- 3 Pre-Service Police Officers
- 7 Lateral Police Officers
- 1 Dispatch Supervisor
- 3 Dispatchers
- 1 Budget Specialist
- 1 Records Supervisor
- 2 Records Specialists
- 1 Police Civilian Investigator
- 1 Homeless Services Coordinator
- 1 Animal Services Supervisor
- 1 PST
- 1 Code Enforcement Officer
- 1 Park Ranger
- 1 Police Cadet
- 3 Volunteers

The Upland Police Department continued to train new UPD Police Trainees by hosting a 3-week pre-academy prior to attending the Police Academy. During the Pre-Academy trainees worked on physical fitness, firearms training, drill and ceremony, uniform inspections, scenarios (building searches, high risk traffic stops, arrest & control) as well as classroom preparation.

The Upland Police Department Personnel attended a variety of advanced officer and professional staff training throughout 2023. Some of this training included:

- Sherman Block Supervisory Leadership Institute
- Traffic Investigations (Basic, Intermediate, Advanced)
- Standardized Field Sobriety Tests (SFST)
- Advanced Roadside Impaired Driving Enforcement (ARIDE)
- Radar Operator / Lidar Operator
- Traffic Safety Summit
- School Resource Officer Course
- Intervention and De-escalation Techniques for SROs Course
- Field Training Officer Course
- Field Training Officer Behavior Health Course
- Basic Drone Course
- Basic Patrol Rifle Training
- Red-Dot Transition/Firearms Perishable Skills Program Course
- Internal Affairs
- Gang Awareness Course
- Critical Incident Leadership for Supervisors Course
- Foundation of Executive Leadership Course
- Arrest and Control Instructor Course
- Basic Dispatch Course
- PC 832 Course
- First Aid / CPR Course
- Crisis Negotiations Association Conference
- Alcohol Beverage Control Conference
- Threat Assessment Conference

In addition, The Upland Police Department Tactical Team grew by sending 3 officers to the San Bernardino County Sheriff's Department Special Weapons and Tactics (SWAT) School.



# RECORDS



# SPECIAL SERVICES DIVISION

## 2023 Totals

Police reports	8,002
Adult arrests	2,601
Citations	3,224

The Records unit processes local and state criminal offender information, and actively performs a detailed list of law enforcement record-keeping processes. They are often the first contact the public has when they arrive at the Police Department and help answer questions and provide information.

Police Cadets perform non-hazardous work in various divisions of the Police Department including: records, patrol, traffic, evidence, personnel and training.

# CADETS



# VOLUNTEERS IN POLICE SERVICES (VIPS)

Volunteers in Police Services (VIPS) unit consists of members of the community who volunteer to serve at the Police Department. They're assigned to patrol or to perform administrative tasks within the different divisions within the Police Department. During the year 2023, VIPS volunteered approximately:

**965  
hours**

## ANIMAL SERVICES



Animal Services handles any animal-related issue in the city to ensure public safety as it relates to animals and pets. The Officers conduct field patrols and enforce state laws and local ordinances regarding stray, dangerous, domestic and wild animals, in addition to addressing nuisance complaints.

### 2023 Totals

Animals returned to owner	264
Euthanized	144
Disposal requests processed	546
Stray animals received	1,598
Deceased animals collected	503
Trap-neuter-return	46 cats
Confiscated animals	61
Owner surrender animals	126
Animals adopted out	1,351
Animals returned after adoption	45
Animal bite investigations	53

# COMMUNITY EVENTS

## Baker to Vegas



In March, we participated in the annual Challenge Cup Relay.

## Autism Awareness



In April, we created our first autism awareness patch and raised funds to help spread awareness.

## Coffee with a Cop



In April and June, we held Coffee with a Cop events to connect with the morning people in our community.

## Community Advisory Workshop



In May, we hosted a workshop to share tips on crime prevention, theft prevention, cyber safety and more.

## LETR



In June, we participated in the Special Olympics Law Enforcement Torch Run (LETR) to help raise awareness and funding.

## Citizen's Academy



In September, we hosted a 10-week course to educate the community on our police department.

## Cane's with the K-9s



In August, we held an event with our K-9 Team at Raising Cane's, to further connect with our community.

## National Night Out



In August, we visited many Neighborhood Watch groups for National Night Out.

# COMMUNITY EVENTS

## Breast Cancer Awareness



In October, we participated in the Pink Patch Project and held a "Making Strides Against Breast Cancer" fundraiser.

## Open House



In November, we opened our doors to the community for our annual Open House event.

## No Shave November



During November, many of our officers forwent shaving for a month in an effort to raise awareness and funds for prostate cancer research.

## Hairy Holidays



During December, our officers continued growing their mustaches and beards to further raise awareness and funds for prostate cancer research.

## Shop with a Cop



In December, we participated in the Colonies Holiday Miracles event funded by the Colonies business partners and joined many families and children on a shopping spree.

## Blood Drive



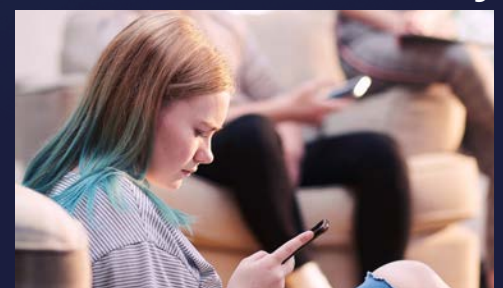
We partnered with the American Red Cross to host four blood drives at our facility.

## Ride to Live Course



We hosted two free motorcycle safety courses during the year.

## Social Media Safety



We hosted 5 social media safety courses for children at UUSD schools, local girl scouts, and the public.

# AWARDS



**Volunteer of the Year**  
Diane Cheever



**Dispatcher of the Year**  
Elisabeth Covey



**Employee of the Year**  
PST Katherine Morgan



**Officer of the Year**  
Richard Vanderbilt



**MADD Award**  
Ryan Knight



**GTA Award**  
Angel Ojeda



**GTA Award**  
Joshua Swink



**City of Upland Employee of the 3rd Quarter**  
Joshua Swink

# CONNECT WITH US!




## UPLAND POLICE DEPARTMENT:

 @UplandPolice  
 Upland Police Department  
 @UplandPD

## CHIEF MARCELO A. BLANCO

 @UplandPDChief

## UPLAND POLICE K9 UNIT:

 @k9uplandpd  
 @k9\_rudy  
 K-9 Rudy

## UPLAND PD IMPACT TEAM:

 @Upland\_PD\_Impact  
 Upland P.D. Impact

## UPLAND PD S.W.A.T.:

 @UplandPDSWAT

#UPD\_ProudToServe  
#TeamUplandPD

## JOIN UPD

Are you interested in a career in law enforcement? Join a team that makes a difference and contact our recruiter today!

Corporal A. Garcia  
(909) 946-7624  
agarcia@uplandpd.org

For current jobs openings:  
[www.governmentjobs.com/careers/uplandca](http://www.governmentjobs.com/careers/uplandca)

## BECOME AN EXPLORER

Interested in becoming an Upland Explorer? If so, contact Officer Vanderbilt at [rvanderbilt@uplandpd.org](mailto:rvanderbilt@uplandpd.org)



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

1499 W. 13th St., Upland, CA 91786  
Non-Emergency: (909) 946-7624  
[www.uplandca.gov/police](http://www.uplandca.gov/police)

