



Hemet California Police Volunteers In Police Unit

Volunteer Unit Formed: 1993
Number of Members: 100+
City Population: 78,657
Number of Sworn Officers: 60
VIMS Client Since: 2010

The VIMS Impact:

Using VIMS has allowed me to concentrate more on supervision, training, scheduling, and planning as opposed to spending hours trying to consolidate 18+ different schedules and track hours via hand-written notes from 100 volunteers. VIMS allows me to recognize volunteers based on documented hours & events as opposed to what I 'think' someone did when I last saw him or her.

What Feature(s) do you best like about VIMS and why?

The Calendar & Scheduling. Volunteers can sign-up for events with a simple click of the mouse. Once event is full, a wait-list is established. If someone drops, next in line is activated and alerted. I also like the Hours Tracking, being able to break down hours by type, value, and activity.

What do your volunteers like best about VIMS?

The Event Notification, Calendar and Scheduling features.

Overview from Sgt. Nate Miller Volunteer Unit Coordinator Hemet California Police Department July 2013



The city of Hemet is located in Southern California within the county of Riverside also known as the Inland Empire region approximately 90 minutes east of Los Angeles. The city is known for being the home of The Ramona Pageant, California's official outdoor play. Started in 1923, the play is one of the longest running outdoor plays in the United States. During World War II, the city hosted the Ryan School of Aeronautics, which trained about 6,000 fliers for the Army Air Force between 1940 and 1944. Hemet-Ryan Airport exists today at the site of the flight school and also serves as an air base for Cal Fire, the statewide fire agency, which provides air support with water dropping air tankers and helicopters to combat wild land fires in the region. In the 1980s, subdivisions of single-family homes began to sprout up from former ranchland. In the early 1990s, housing starts in the city began to skyrocket. The area's affordable housing, its proximity to employment centers within Riverside County and its relatively rural character made it an attractive location for working-class families looking for affordable homes in a peaceful community.

What were the initial goals of starting the volunteer program?

The initial goal of the "Volunteer Force" in 1993 was to assist officers with tasks that took time away from patrol. Within a couple years, "Force" was dropped from the name and numbers exploded as well as the City's population. With the extra help, several new programs were introduced. Responsibilities of the Volunteer Bureau expanded as sworn numbers could not keep pace with increase in population.

What are the primary functions of your volunteer unit?

Patrol, Parking Enforcement, TC Traffic Control, Alzheimer's Registry, Vacation Checks, Special Events Staffing, Records Staffing, Vehicle Fleet Maintenance, Neighborhood Watch, Call-Out (24 hour baby/adult sitting, major traffic incident response, crime scene security, etc), Sub-Station Staffing, and much more.

What are the qualifications to become a volunteer member?

Good Moral Character (background checked), Reasonable Response Time (not required to live within City limits, but close), Ability to Dedicate a minimum of 16 hours per Month, Good Communication Skills (oral interview panel).

What type on initial training do volunteers receive?

Six-Week Volunteer Academy; three hours a week / once a week. Following successful completion and Graduation Ceremony they are provided blue (Class C) polo shirt and are assigned to volunteer trainers within the area(s) they choose (see answer #3). Field Training is normally around six months but is case-by-case; some need a little extra time. Following probationary six months, Volunteers are assigned to bureau and/or duties per their choice and are given a white uniform shirt with patches at another ceremony.



How do you primarily recognize and/or reward your Volunteers ?

Volunteers can be nominated for recognition by Team-Leaders for actions at any time (atta-boy/atta-girls written by Team-Leader & submitted to Sergeant). When approved, I send copy of written recognition to volunteer and share with entire bureau. We also have an annual awards banquet / Christmas party wherein fairly large scale awards & gifts are given out. I am currently working on a program to bolster 24 hour Call-Out Team; every call-out of over xx hours gets an entry into a quarterly drawing for gift cards or some other sort of valuable prize.

What were your most current year's statistics such as hours volunteered by all members total, services performed, etc?

Year 2012 Stats: 30,644+ collective volunteer hours. At conservative \$24/hr value = \$735,456.00 in value-added savings. Year 2013 YTD as of July: 16,766+ collective volunteer hours @ \$402,378.00

What is your annual operating budget and how are you funded?

Police Department Line Item Budget of \$7900.00. Supplemented with donations; in-kind, private, and public. Some aspects (such as Vehicle Maintenance) are covered via different operational budgets.

Do you offer any ongoing Special Services to the public such as fingerprinting, vacation checks, Traffic control, crime scene control, senior citizen welfare checks, etc?

All of the above and much more.

What special events do you provide support for such as Parades, Fairs, etc?

Ramona Outdoor Play (longest running outdoor play in the nation, Christmas Parade, July 4th Parade/Celebration, National & Local Rx Drug Turn-In Days, Science Under the Stars, Evening of Art, Farmers Market Festivals, Tinsel Triathlon, Veterans Day Celebration, High School Football Games, United Way's 'Day to Give Back Day', etc.

Prior to using VIMS, what methods or programs did you use to track hours, schedule events and shifts, track recognition, training, etc.??

Prior to VIMS, everything was done via paper schedules, paper hour totals, estimation, etc.

What challenges did you encounter utilizing the previous methods?

Clutter, lost papers, 15-20 different schedules laying around, lost hours, best-guess estimations, papers all over my desk/office, lost schedules, lost hours, and even more clutter. Within two weeks of taking this office, I knew this was NOT going to work and started looking for a solution. Thankfully, I found VIMS and became a customer immediately.

Pictured to the right is the new Hemet Police volunteer units GEM e4 electric vehicle put in to service in July 2013. The vehicle is street legal to 25 mpg and seats up to four people in the fully enclosed cabin providing cover and shelter during foul weather. The vehicle will be used to support the volunteers patrol efforts during special events, downtown areas and other locations where close contact to the public is needed when full size volunteer patrol vehicles may not be accesible. The vehicle was purchased using a California state COPS grant. The GEM won the "Most Unique Patrol Vehicle of any kind" award at the 2013 NACOP conference as voted by all the various agency attendees that day.

