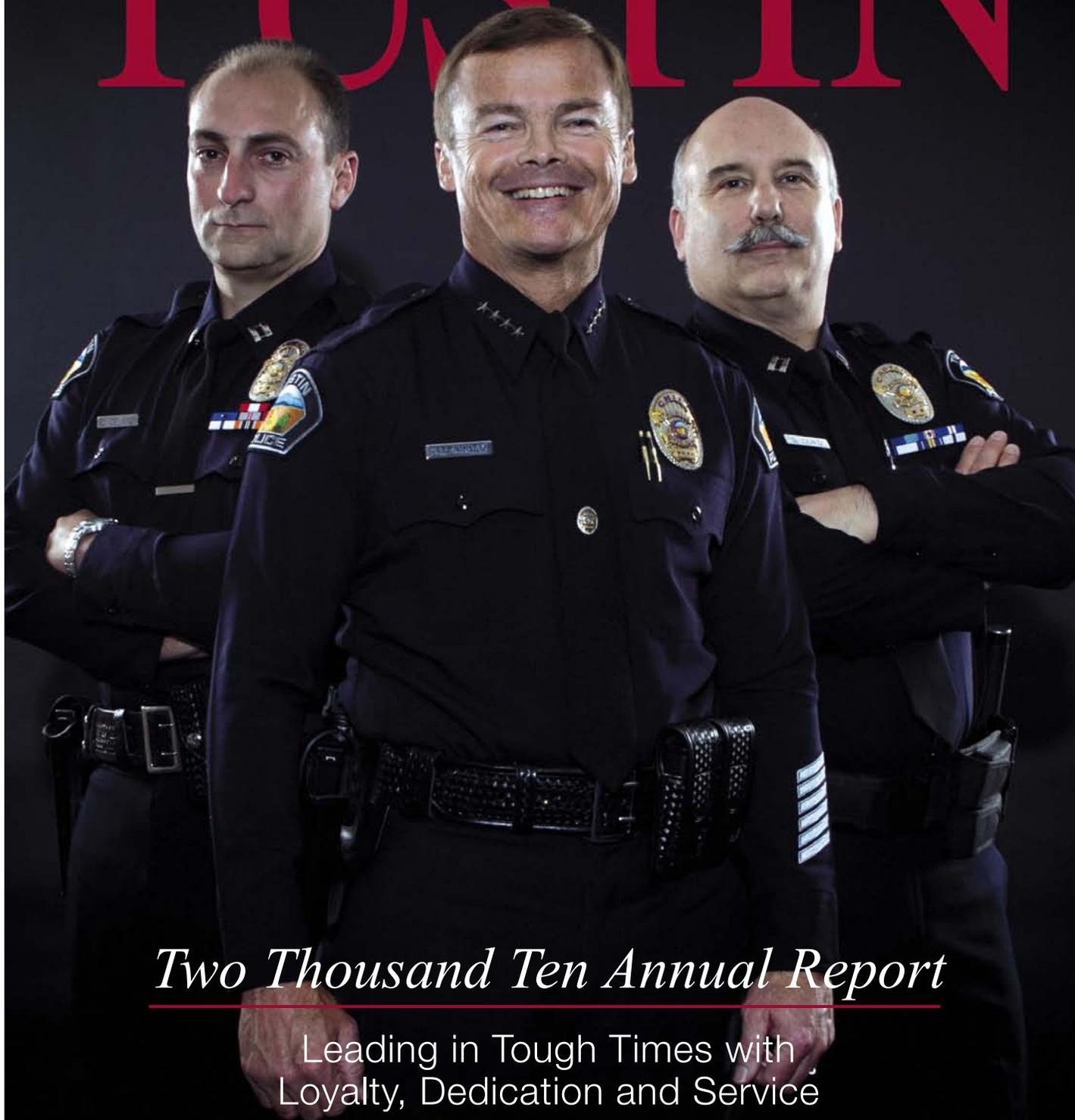


# POLICE DEPARTMENT TRUSTIN



## *Two Thousand Ten Annual Report*

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Leading in Tough Times with  
Loyalty, Dedication and Service





## A MESSAGE FROM THE CHIEF...

As Chief of Police, it is my pleasure to present the Tustin Police Department's 2010 Annual Report. As we wrap up our first five-year Strategic Plan, I feel honored to reflect on the accomplishments of the men and women of the department, and look forward to a new vision and a bright future. One thing I know for sure, we will stay committed to a philosophy of Community Governance, and continue to work in partnership with other City departments and the community to reduce crime, provide a sense of safety and security, and improve the quality of life in Tustin.

2010 was a year of challenges. We worked with a 12% reduction in staffing levels due to the worst economy since the Great Depression. However, the agreement to take such a huge reduction in our budget helped avoid additional layoffs at City Hall, something we were proud to do as cooperative partners. At the same time, the California Department of Corrections started a wholesale release of prisoners due to its budget woes, which continued all year long. As a result, our Part I crime rate increased for the first time since the implementation of Area Command. Yet, we still made more arrests in 2010 than we had in the previous five years, and the number of dispatched calls for service continued to drop to the lowest on record. Our policing philosophy and organizational structure continue to be very effective.

We finished the self assessment phase in our journey towards national accreditation, the last objective in our Strategic Plan. We transitioned to a new General Orders manual and implemented Standard Operating Procedures which are based on national standards and best practices. The on-site assessment by members of the Commission on Accreditation for Law Enforcement Agencies (CALEA) is scheduled for April 2011, at which time we hope to be recognized as one of the elite agencies in the nation.



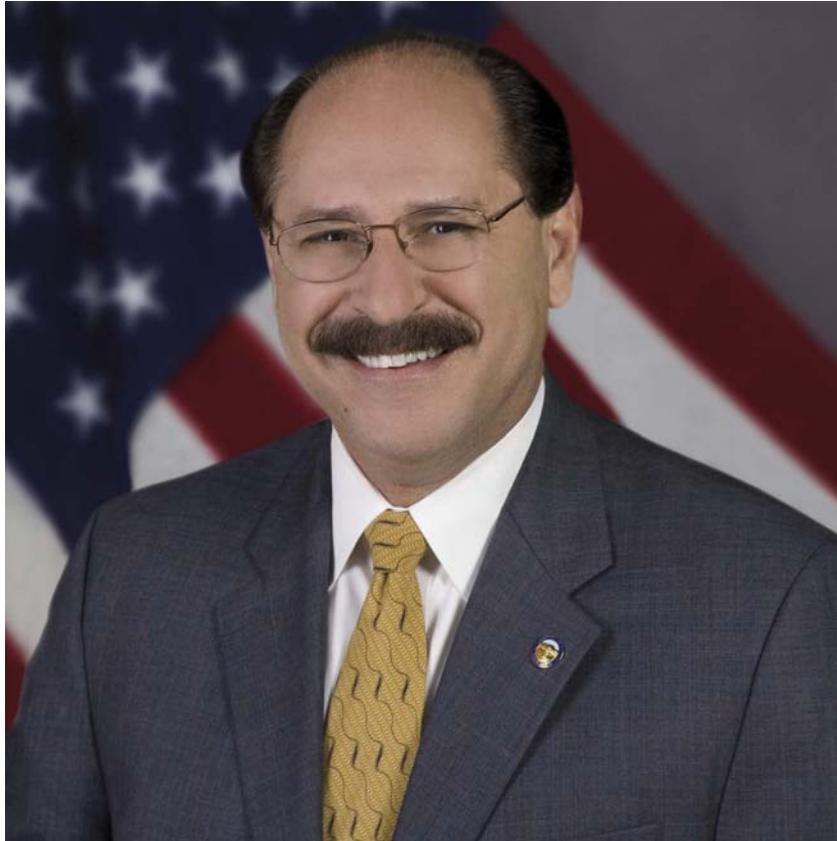
We look forward to the challenges of 2011 and beyond. After becoming an accredited agency, we plan on embarking on the development of a new Strategic Plan. There are signs the economy is recovering, and we hope to rebuild our department in a new and better way. After suffering through this recession, we have learned that we need to focus on efficiency and consider regionalization, civilianization, and privatization as a way to stretch the tax dollar. We are confident in our commitment to Community Governance and will continue our efforts in improving the quality of life for those who visit, live, and work in the City of Tustin.

*Scott Jordan  
Chief of Police*

EST.



1927



City of Tustin Mayor  
*Jerry Amante*



*John Nielsen*



*Deborah Gavello*



*Rebecca Gomez*



*Al Murray*

# TUSTIN

CITY COUNCIL



## LAW ENFORCEMENT CODE OF ETHICS

*As a Law Enforcement Officer, my fundamental duty is to serve mankind; to safeguard lives and property; to protect the innocent against deception, the weak against oppression or intimidation, and the peaceful against violence or disorder; and to respect the Constitutional rights of all persons to liberty, equality and justice.*

*I will keep my private life unsullied as an example to all; maintain courageous calm in the face of danger, scorn or ridicule; develop self-restraint; and be constantly mindful of the welfare of others. Honest in thought and deed in both my personal and official life, I will be exemplary in obeying the laws of the land and the regulations of my department.*

*Whatever I see or hear of a confidential nature or that is confided to me in my official capacity will be kept ever secret unless revelation is necessary in the performance of my duty.*

*I will never act officiously or permit personal feelings, prejudices, animosities or friendships to influence my decisions. With no compromise for crime and with relentless prosecution of criminal, I will enforce the law courteously and appropriately without fear or favor, malice or ill will, never employing unnecessary force or violence and never accepting gratuities.*

*I recognize the badge of my office as a symbol of public faith, and I accept it as a public trust to be held so long as I am true to the ethics of the police service. I will constantly strive to achieve these objectives and ideals, dedicating myself before God to my chosen profession...law enforcement.*



## MISSION STATEMENT

*"The Tustin Police Department is committed to a policing model of Community Governance. To that end, the Mission is to work in partnership with other city departments, the residential and business community, and other governmental and non-profit agencies to reduce crime, provide a sense of safety and security, and improve the quality of life for those who visit, live, and work in the City of Tustin."*

## VISION STATEMENT

*The Tustin Police Department is a professional organization with exemplary leadership and employees. We are committed to the principles of Community Governance and we must strive to provide and maintain the highest standard of professional services; in a courteous, respectful, and unbiased manner; to all people in the City of Tustin. It is our vision to make the City of Tustin and its neighborhoods the most livable and safest in the State of California by incorporating the components of Community Governance into our daily strategies and activities in order to:*

- \* Resolve community problems*
- \* Reduce citizen fear of crime*
- \* Increase citizen satisfaction with service provided by local government*
- \* Form partnerships with other governmental services in order to address community concerns and problems.*

## VALUES STATEMENT

*For the Tustin Police Department to maintain public trust, we must constantly demonstrate that our partnership with the community will be objective and securely rooted in consistently applied ethical principles. Members of the Tustin Police Department are expected to demonstrate, through words and actions that the best interest of the public is always in the forefront of their decisions. We are committed to providing professional, courteous, and compassionate service to our community through dedication and teamwork. As an organization, we propose to incorporate the components of Community Governance into our daily strategies and activities in order to fairly and impartially carry out the Mission of the Department with P.R.I.D.E.*

**PARTNERSHIP** - *The Tustin Police Department places pride in developing relationships with the people we serve. We believe that by practicing the principles of Community Governance, we will best achieve a feeling of security and safety in our community.*

**RESPECT** - *We respect and value the dignity and worth of all persons, recognizing that diversity enriches our community. We will not only protect civil rights, we will promote the civil rights of all.*

**INNOVATION** - *We will remain an innovative and progressive organization through leadership, education and technology in partnership with the community we serve.*

**DEDICATION** - *We hold individual's right to constitutional protection sacred and place the highest value of preserving life. We are accountable and responsive to the community that we serve.*

**EXCELLENCE** - *We will strive for excellence through the effective and efficient use of resources, which promotes teamwork and the empowerment of employees at all levels.*



Captain Steve Lewis

## COMMUNITY POLICING BUREAU

Organizational speaking the Community Policing Bureau (CPB) is the operational aspect of the police department. It is made up of three divisions: North Area, South Area and Special Operations. Each is led by a Lieutenant who is the Commander of that division. The Area Commanders function as Mini Police Chiefs responsible for all activities occurring in their respective areas including criminal, quality of life issues and community events. The Special Operations Commander is responsible for all of the specialized units under his command.

North and South area encompass the whole city with the I-5 freeway being the delineator of the two. Thirteen Sergeants are assigned to supervise 45 patrol officers including two Canine officers plus four officers assigned to the Special Enforcement Detail.

Special Operations encompasses General Investigations, Special Investigations, Gang Unit, Traffic Unit, S.W.A.T., Crime Analysis and School Resource Officers. Generally, their mission is to assist the patrol officers by following up on the initial crime. In major crimes, the investigators will respond to the scene and take over the investigation. The highly specialized units are more proactive in their approach conducting street level investigations based on their responsibilities.

Under the Community Governance philosophy, the CPB has created excellent partnerships not only with other city departments but with the community as well. The Neighborhood Improvement Task Force is an award winning problem solving group. Composed of not only city staff but of outside agency personnel such as the School District, Health Department and the Orange County Human Relations, this interactive highly successful group continues to solve long term problems creating a better quality of life for the citizens of Tustin.

The Police Department is also involved in creating safe environments by partnering with the City's Community Development Department. Utilizing a program called Crime Prevention Through Environmental Design, the Police Department regularly reviews new construction, ABC permits and large developments paying attention to and promoting designs that foster safety and limit criminal opportunity.

Being proactive in the fight against criminal activity is of critical importance in keeping the residents of Tustin safe. The units of the Special Operations Division exemplify this. Whether working in undercover capacities dealing with drug dealers on the local school campuses or working high profile gang enforcement, the individuals working in these units are exemplary. This was evident when the Tustin Police Departments Gang Unit was selected as the top unit in Orange County!

Technology continues to be one of law enforcements greatest weapons! Tustin continues to be on the cutting edge utilizing the latest programs in an effort to find, track down and arrest those individuals that prey on the citizens of Tustin. All of the patrol units were recently outfitted with the latest in-car camera systems and computers. The Crime Analysis Unit has the latest software enabling them to provide real time data, especially during active "hot" investigations. Improved methods of DNA collection are identifying a significantly greater number of criminals, resulting in more arrests, and identifying those individuals committing those crimes.

Through the philosophy of Community Governance and within the framework of the Area Command system, the personnel of the CPB will continue to provide the highest levels of service to the residents, businesses and schools of Tustin!

## 2010 PART 1 CRIME

NORTH	HOMICIDE .....	0
	RAPE .....	5
	ROBBERY .....	27
	AGGRAVATED ASSAULT .....	23
	SIMPLE ASSAULT .....	145
	COMMERCIAL BURGLARY .....	20
	RESIDENTIAL BURGLARY .....	59
	VEHICLE BURGLARY .....	116
	THEFT OVER \$400 .....	77
	THEFT UNDER \$400 .....	364
	THEFT FROM VEHICLE .....	177
	VEHICLE THEFT .....	58
ARSON .....	4	

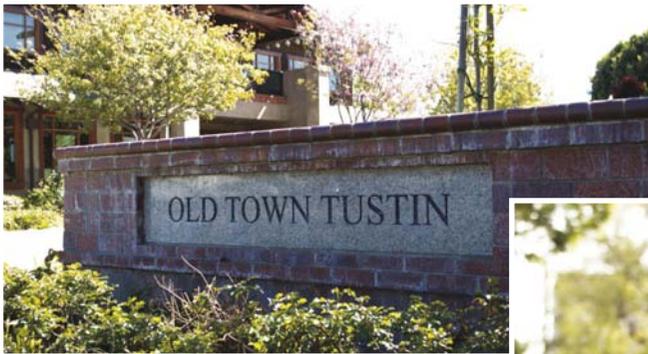
## 2010 PART I CRIME

SOUTH	HOMICIDE .....	1
	RAPE .....	3
	ROBBERY .....	26
	AGGRAVATED ASSAULT .....	39
	SIMPLE ASSAULT .....	195
	COMMERCIAL BURGLARY .....	34
	RESIDENTIAL BURGLARY .....	112
	VEHICLE BURGLARY .....	152
	THEFT OVER \$400 .....	57
	THEFT UNDER \$400 .....	208
	THEFT FROM VEHICLE .....	78
	VEHICLE THEFT .....	83
ARSON .....	3	

## CITY-WIDE STATS

	2009	2010	%CHANGE
HOMICIDE .....	0	1	not calculable
RAPE .....	4	8	100%
ROBBERY .....	56	53	-5%
AGGRAVATED ASSAULT ....	30	62	107%
SIMPLE ASSAULT .....	340	340	no change
COMMERCIAL BURGLARY ..	64	54	-16%
RESIDENTIAL BURGLARY ..	131	171	31%
VEHICLE BURGLARY .....	212	268	26%
THEFT OVER \$400 .....	98	134	37%
THEFT UNDER \$400 .....	531	572	8%
THEFT FROM VEHICLE .....	202	195	-3%
VEHICLE THEFT .....	136	141	4%
ARSON .....	6	7	17%

2009-2010



## NORTH AREA COMMAND

The North Area Commander is Lt. John Strain. The North Area Command is comprised of six patrol sergeants, nineteen patrol officers, one K-9 officer and a community impact officer. These employees all focus their patrol and problem solving efforts on the geographical area in Tustin north of the I-5 freeway, which includes the Tustin Market Place, Tustin Auto Mall, Enderle Center, Tustin Ranch, Old Town Tustin, and Tustin High School.

Officers assigned to the North Area Command adhere to the mission statement: "To make a positive impact on a community member and solve long range problems in conjunction with the Police Department's overall mission."

In 2010, the North Area Command identified several goals related to crime reduction including: thefts from vehicles; burglary; and alcohol related traffic collisions. The strategy to accomplish this was through education, awareness, and enforcement. Officers attended Neighborhood Watch meetings to educate residents about reducing the risk of being victimized and how to identify suspicious behavior. The Nixle electronic notification system was used to notify residents via email or text message regarding crime trends or significant law enforcement activities in the City. Officers focused their enforcement attention on local habitual offenders by working closely with the probation and parole agencies. The Tustin Police Crime Analysis Unit fed officers a steady flow of information related to crime trends, "hot spots", and active criminals and/or fugitives within the North jurisdiction.

Officers in the North Area Command are encouraged to take a proactive approach toward problem solving, quality of life and criminal activities within their jurisdiction. Examples of this include officers who have worked to enact a loitering/trespassing ordinance to deal with vagrants responsible for vandalizing local parks and harassing residents. Another ordinance to regulate the residency of certain sex offenders is currently being researched.

North Area Command officers continue to emphasize our Community Governance philosophy and work closely with our partners in other governmental branches and those in our community. As a result, 2010 was yet another successful year for the North Area Command and we look forward to continuing this high level of service and success in the future.

The South Area Commander is Lt. Paul Garaven. South Area Command encompasses the area south of the I-5 freeway from Williams Street to the west, Jamboree Road to the east and Barranca Parkway to the south. South Area Command consists of diverse residential, commercial and retail areas.

Located in the south end of the City is the former Marine Corps military base. The former base is home to the District shopping center, a retail and entertainment hub for Central Orange County. In August, The District was the site of this year's National Night Out event and was recognized by the governing body as one of the award winning events in the entire nation. Although the current economic climate has impacted the development for a majority of the former military base, future growth is anticipated and the Police Department is excited about the expansion, and has already begun planning in anticipation of future retail, residential, commercial and recreational development. Also located in the south end of the City is a Metrolink Station that is currently under construction in order to accommodate a multi-story parking structure. The improvements to the station will allow more commuter ingress and egress to the City, expanding opportunities for residents and business alike. The Police Department was involved with the development of the structure and with efforts towards crime prevention, was able to incorporate technologies designed to deter criminal activity and promote safety to the commuters.

South Area Command continues to emphasize our Community Governance philosophy and has worked closely with our partners in City Hall, the community, the business sector, allied agencies and non-profit organizations. Working in a partnership with everyone impacted, we targeted two neighborhoods in southwest Tustin during the course of the year. Some elements of the project are ongoing and we have been able to make a positive impact in the areas, bringing a better quality of life to the residents and providing a sense of safety and security. This was accomplished through Town Hall Meetings, increased Neighborhood Watch Programs, addressing blight, working with property owners/managers and augmenting law enforcement efforts. As a result of these efforts, we have been able



to build on the relationships forged in past years in order to bring a sense of ownership and safety to much of South Area Command.



Traditional criminal activity and enforcement continues to be a concern for South Area Command.

Although we had an increase in some property related crime, we specifically targeted and reduced theft from vehicles after a sharp increase in 2009. Graffiti continued to be a concern of the Police Department and the community. To that end, we have fully implemented a graffiti tracking system (TAGRS) citywide. The system is used by the Police Department, City Hall and the Tustin Unified School District. The use of this system allows timely removal of graffiti, provides a historical and real time database of "tagging" resulting in the identification and prosecution of individuals responsible for these crimes. We were also able to reduce crimes against persons in the area of rape and robbery. Through the use of crime analysis, the efforts of our Spe-

cial Enforcement Detail and all of the officers belonging to South Area Command, we have seen a marked increase in arrests and enforcement. Pursuing a balance between long term problem solving and traditional policing has been a successful combination.

As we move into 2011, we are committed to the community, to creative problem solving, in working with our partners at City Hall and the identification and prosecution of the criminal element in order to make Tustin a safe place to live, work and play.



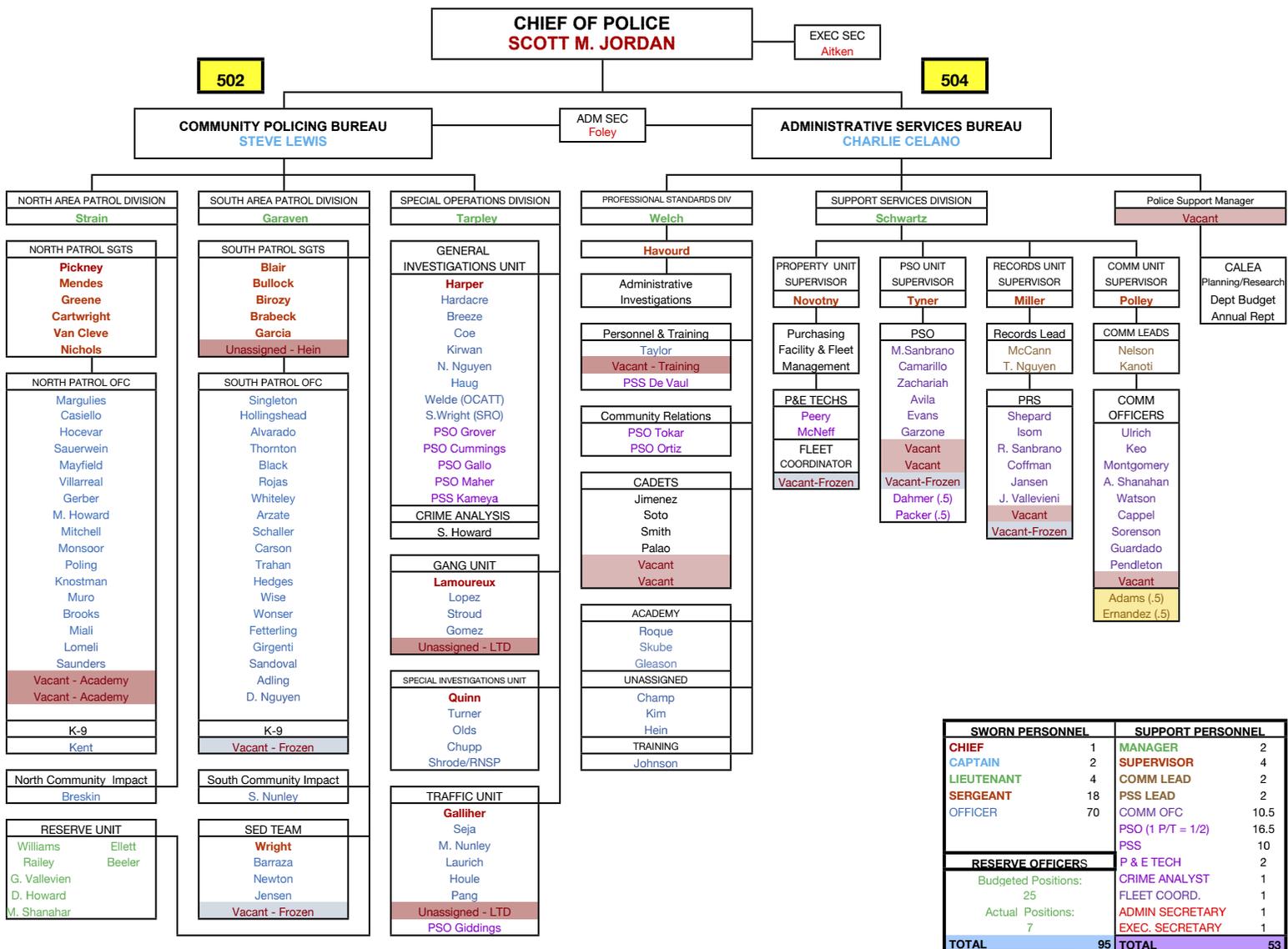
## SOUTH AREA COMMAND



# TUSTIN POLICE ORGANIZATION

The Tustin Police Department was founded in 1928 and started with only 1 officer, John Stanton who was hired to serve as Street Superintendent. This title changed to Chief of Police two months later. With a salary of \$45.00 a month, Chief Stanton was the sole Tustin officer for the next fourteen years. Chief Stanton had no police department building and handled calls for service from his home.

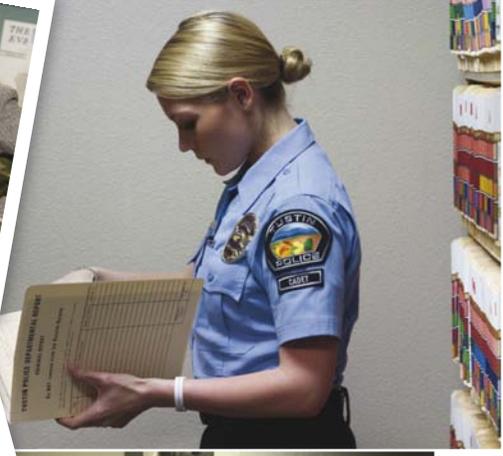
From this, Tustin Police Department has grown to nearly 100 Sworn Police Officers and 55 Civilian Support Personnel. The Department patrols the City of Tustin which is approximately 12.3 square miles with a population of 75,339.



SWORN PERSONNEL		SUPPORT PERSONNEL	
CHIEF	1	MANAGER	2
CAPTAIN	2	SUPERVISOR	4
LIEUTENANT	4	COMM LEAD	2
SERGEANT	18	PSS LEAD	2
OFFICER	70	COMM OFC	10.5
		PSO (1 P/T = 1/2)	16.5
		PSS	10
		P & E TECH	2
<b>RESERVE OFFICERS</b>		CRIME ANALYST	1
Budgeted Positions:		FLEET COORD.	1
25		ADMIN SECRETARY	1
Actual Positions:		EXEC. SECRETARY	1
7			
<b>TOTAL</b>	<b>95</b>	<b>TOTAL</b>	<b>53</b>

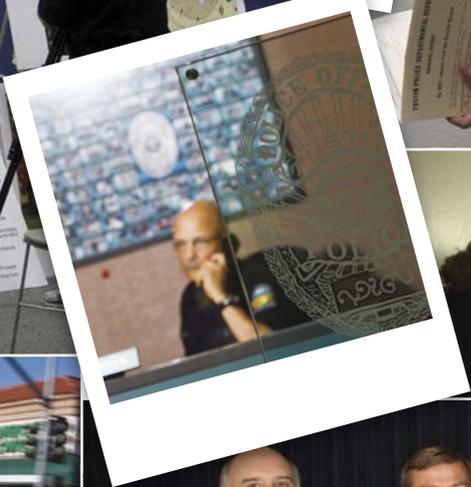


CRIME SCENE & REPORT SERV

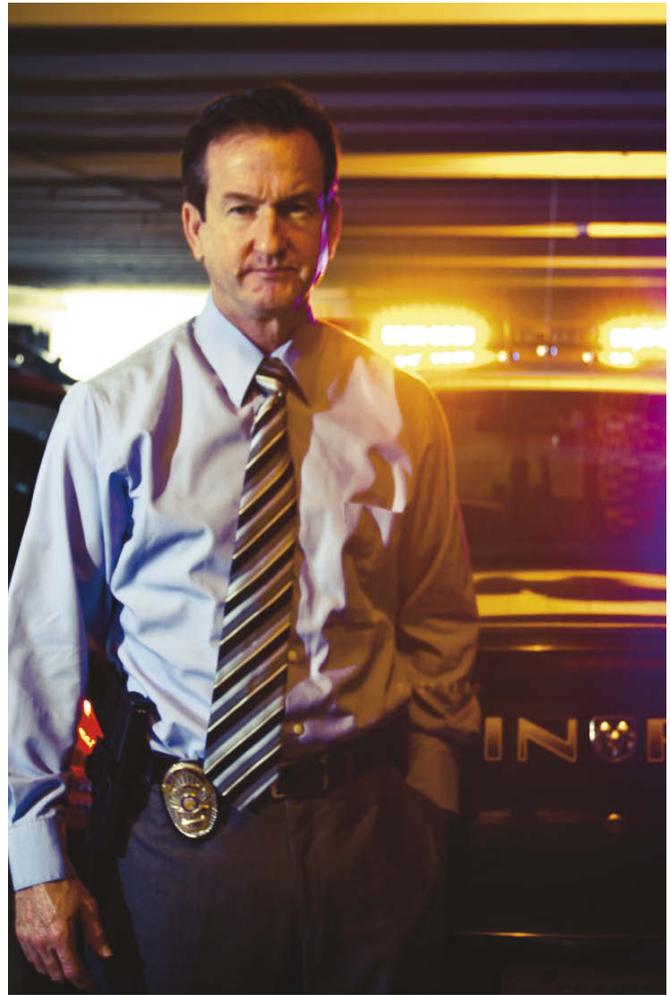


Lawrence Brown case information board:

- Bookings Photo 1983
- Current Photo
- Alternative views of Lawrence Brown's mugshot in 1983 in a jail cell and mugshot from June 19 and June 20, 1983.
- Sketches of both by 7-year-old June 19, 1983.
- Van Brown used to kidnap and sexually assault June 19 and June 20, 1983.
- Shooting of one of 7-year-old June 19, 1983.
- YOU'RE THE HEROES
- LAURENCE BROWN'S TATTOOS
- Current Photos



JUSTIN@WORK



The Special Operations Division Commander is Lt. Tom Tarpley. The Special Operations Division conducts widely varied and specialized investigations throughout the city, as well as providing proactive, street-level law enforcement services. The Special Operations Division is divided into five units, each of which is headed by a Sergeant. Those five units are the General Investigations / Crime Analysis Unit, the Gang Unit, the Special Investigations Unit, the Traffic Unit, and the Special Weapons and Tactics Team (SWAT).

2010 was a year of significant challenges for the men and women assigned to the Special Operations Division. Our agency saw a large increase in serious crime this year, and the responsibility for investigating those cases was the responsibility of the Special Operations Division.

Two days into the new year, the SWAT Team was called out to a barricaded suspect incident on 17th Street. Patrol officers had been sent to the location for a domestic violence incident. Upon their arrival, officers were confronted with a male subject

who was armed with a handgun, and said he would shoot any officer who attempted to enter his residence to arrest him. When negotiations with the suspect failed, the SWAT Team shot tear gas into the residence, and the suspect was taken safely into custody.

Eight days later, a 16 year-old boy was murdered in a shooting on Myrtle Street, following an altercation between two rival gangs near the intersection of McFadden Avenue and Myrtle Street. Two members of the Tiny Rascals Gang returned to the scene following the altercation, and fired several gunshots, striking and killing the victim.

The case was assigned to Detective Manny Arzate of the TPD Gang Unit. The Gang Unit, with the assistance of our SWAT Team, the Santa Ana PD SWAT Team, and the entire Special Operations Division swiftly arrested eight suspects in connection with this murder, and recovered two firearms. The Orange County Grand Jury subsequently indicted the suspects for their various roles in the murder.

As 2010 progressed, we saw several robbery series including the robbery/kidnapping of a Radio Shack employee, as well as the robbery of Citibank and the Arco Gas Station on Red Hill at the hands of the "100's & Armed Bandit." The suspects in both of these cases were arrested.

To slow the wave of violence during the summer months, "Operation Omnipresent" was implemented. "Operation Omnipresent" involved the deployment of our Traffic Unit into high-crime areas to conduct proactive policing in hopes of preventing more violence. Due to the concerted efforts of the entire Traffic Unit, we experienced a marked decrease in violent crime during this time frame.

However, as summer transitioned to fall, and Traffic personnel returned to their normal duties, we saw the crime rate rise again. A late-night shooting at a trailer park on Browning left the victim of a drug rip-off with three bullet holes, and the suspects on the run. Once again, we turned to the Gang Unit to resolve this crime, and within 24 hours, five suspects, including the



## SPECIAL OPERATIONS DIVISION

shooter were in custody, along with the gun used in the attempted murder.

In addition to solving these crimes, the Special Operations Division had a number of other success stories in 2010. International fugitive and serial rapist Ali Achekzai was arrested in Austria, and extradited back to the United States by Detective Ryan Coe to stand trial for a 2004 Tustin rape.

The lone suspect in the Home Depot murder case was convicted by jury of the special circumstances murder of the store manager during a robbery.

Detective Pam Hardacre led a sweep of all registered sex offenders residing in Tustin in May. (58) registered sex offenders were contacted during the sweep, and five arrests were made. Detective Hardacre also played a key role in the Lawrence Brown case, which resulted in this violent and sadistic child rapist being returned to prison within an hour of being released from custody.

Our Special Investigations Unit was suc-

cessful in maintaining public order through vigorous narcotics enforcement in 2010. A thorough investigation led to the arrest of ten suspects in an upscale Tustin neighborhood, where drugs were being used and sold in front of small children.

In addition to their outstanding work with "Operation Omnipresent" our Traffic Unit also played a key role in motorist safety throughout Tustin. In 2010 we saw an 8% reduction in the number of traffic collisions from last year. We also did not have a single fatal traffic accident in Tustin in 2010.

While 2010 was a difficult and demanding year for the Special Operations Division due to a level of crime and violence we had not seen for many years, all of the personnel assigned to the Gang Unit, the General Investigations Unit, the Special Investigations Unit, and the Traffic Unit, made a commitment to work together as one team to solve as much of that crime as possible.

We can look back with pride on our suc-

cesses, we will learn from our mistakes, and we will continue to work as a united team to keep Tustin safe in 2011.

It has been a pleasure and an honor to lead this dedicated group of Sergeants, Officers, Detectives, Investigators, Police Service Officers, and professional support staff during a challenging 2010.



# ADMINISTRATIVE SERVICES BUREAU



Captain Charlie Celano

It is the men and women in Administrative Services who provide the foundation of support and resources for the Community Policing Bureau to help them to be successful. The Bureau is comprised of five units: Records, Communications, Property and Evidence, Police Service Officers, and Professional Standards. The 50+ personnel in these units work in collaboration with the Community Policing Bureau to accomplish the overall mission.

Through the efforts and talents of these dedicated men and women, both sworn and civilian, Bureau staff members represent a critical element in the effective delivery of outstanding police services

to the community. Administrative Services delivers primary information and statistical analysis; recruiting, hiring, and training management; administrative investigations; crime scene investigative services and field report taking; communications coordination; evidence storage, maintenance, and retrieval; fiscal management and budget preparation; equipment inventory, procurement and purchasing; and facility and fleet management. The skilled handling of such duties allows field officers to focus a majority of their time in proactive enforcement activities and problem solving.

Administrative Services initiates and

manages a variety of agency project plans, coordinates grant opportunities and usage of asset forfeiture funds, and oversees a variety of special projects. Bureau staff is tasked with the publication of many internal periodicals for both department personnel and the public, including the production of this Annual Report. All agency purchase requisitions and expenditures pass through the Bureau in its oversight of a nearly 23 million dollar operating budget.

2010 was a very busy, yet productive year in Administrative Services. The following is a brief list of accomplishments for the Bureau this past year:

- \* Completion of the final steps in the CALEA Accreditation project, with an anticipated award date in July, 2011. This project has been made possible with the assistance of nearly every unit within the police department.
- \* Completion of a much-needed remodel of the Records Unit, utilizing funds from asset forfeiture rather than general fund money.
- \* Completion of the remodel of the Communications Center utilizing State 911 funds.
- \* Facilitation of several Technology projects, including the completion of the two-year Mobile Audio Video/ Mobile Data Computer project.
- \* Acquisition of over \$200,000 in both State and Federal Grant monies. These funds help to purchase needed equipment and to pay the salary and benefits of our outstanding Crime Analyst.
- \* Purchase of nine new vehicles for the fleet, after a nearly two-year hiatus of not replacing any vehicles.
- \* Facilitation of over 3700 hours of training for department personnel.
- \* Conducted several internal investigations to ensure our personnel are meeting our high standards of professionalism and ethics.





# PROFESSIONAL STANDARDS DIVISION

The Professional Standards Division (PSD) provides a variety of services to the Police Department and the community. Staffed by a Personnel Officer, a Training Officer, two Police Services Officers, two Master Reserve Officers and a Police Support Specialist, PSD is supervised by a Sergeant and a Lieutenant. The internal duties of PSD include the recruitment, pre-employment testing, hiring, and initial/ongoing training of the Department's sworn and civilian employees.

The Division has responsibility for the oversight of personnel records and evaluations; the investigation of citizen and internal complaints; and the management of the Cadet and Volunteer Programs. The PSD supervisors serve as the immediate liaison for the Chief's Advisory Board.

2010 was an extremely busy year for PSD. The division carefully processed hundreds of applicants hiring only a select few as new sworn and civilian employees of the Tustin Police Department. It is PSD's responsibility to maintain the integrity of our 'family' atmosphere by hiring high caliber and professional employees who will continue our tradition of meeting the expectations of the Tustin community.

During the calendar year of 2010, the Tustin Police Department worked in partnership with the City of Tustin Human Resources Department in a single recruitment effort that produced 1,029 applicants for the position of Police Officer/Recruit. The primary method of advertisement for this position was that of the internet, specifically a program called NEOGOV; supplemented by personal recruitment efforts and notifications at local police academies by department personnel.



NEOGOV is an internet program designed to reach applicants who are seeking government employment. The success of this method of advertisement has continued to prove its effectiveness in reaching candidates who desire a career in this field. The Tustin Police Department will continue to monitor the results of our recruiting plan and make every effort to reach populations interested in this field.



We conducted over 2,300 hours of combined training for our personnel to make sure we remain ever ready and able to respond to any call for service. Individual department members attended additional formal career development and educational training courses throughout the year. Personnel attended approximately 4,778 hours of outside training. Thirty-nine (39) employees were sent to supervisory and leadership sessions; and two hundred nineteen (219) were sent to a variety of other law enforcement related courses to further develop their training and expertise. Monthly District Attorney Training Videos



and inter-departmental training bulletins were provided to all personnel via Power DMS. The Power DMS program has been a significant enhancement to the training program providing an avenue for distribution of training materials and the necessary tracking and documentation in support of the CALEA training requirements. The DMS system has allowed the Tustin Police Department and CALEA to promote the well-organized use of resources, improving upon training service delivery and responsibilities to the agency.

These efforts in training TPD personnel have contributed to the following statistics:

- \* There was a 19% decrease in total administrative investigations during calendar year 2010 over 2009 and a 33% decrease over the 2008 total
- \* There was a 19% decrease in internally generated administrative investigations in comparison with the 2009 totals and a 34% decrease in internally generated administrative investigations over the 2008 totals
- \* There was a 28% decrease in external (citizen complaint) generated administrative investigations in comparison with the 2009 totals and a 39% decrease in external (citizen complaint) generated administrative investigations over the 2008 totals

The extended and external duties of PSD reach out to the com-

munity in many ways. PSD serve as our Community Relations Unit, conducting a variety of programs to assist and educate the community members on law enforcement-related topics. Some of these include Neighborhood Watch meetings, the Block Captain's network, the Neighborhood Improvement Task Force, Graffiti Wipeout Day, and the annual Tiller Days police booth.

The Community Relations Unit works with a Master Reserve Officer and the Volunteers to promote and host community projects. Two examples are our annual Santa Cop and Santa Sleigh programs.

PSD also serves as the point of contact for the release of important information through the media and at community functions. Serving as the primary Press Information Officer, the division is the voice that works closely with local television news channels, radio, and newspapers to provide up to date information on criminal activities, crime prevention techniques, and important events. It is our belief that effective crime prevention and a safe community comes from our partnership with those who live, work, and visit Tustin.



# SUPPORT SERVICES DIVISION

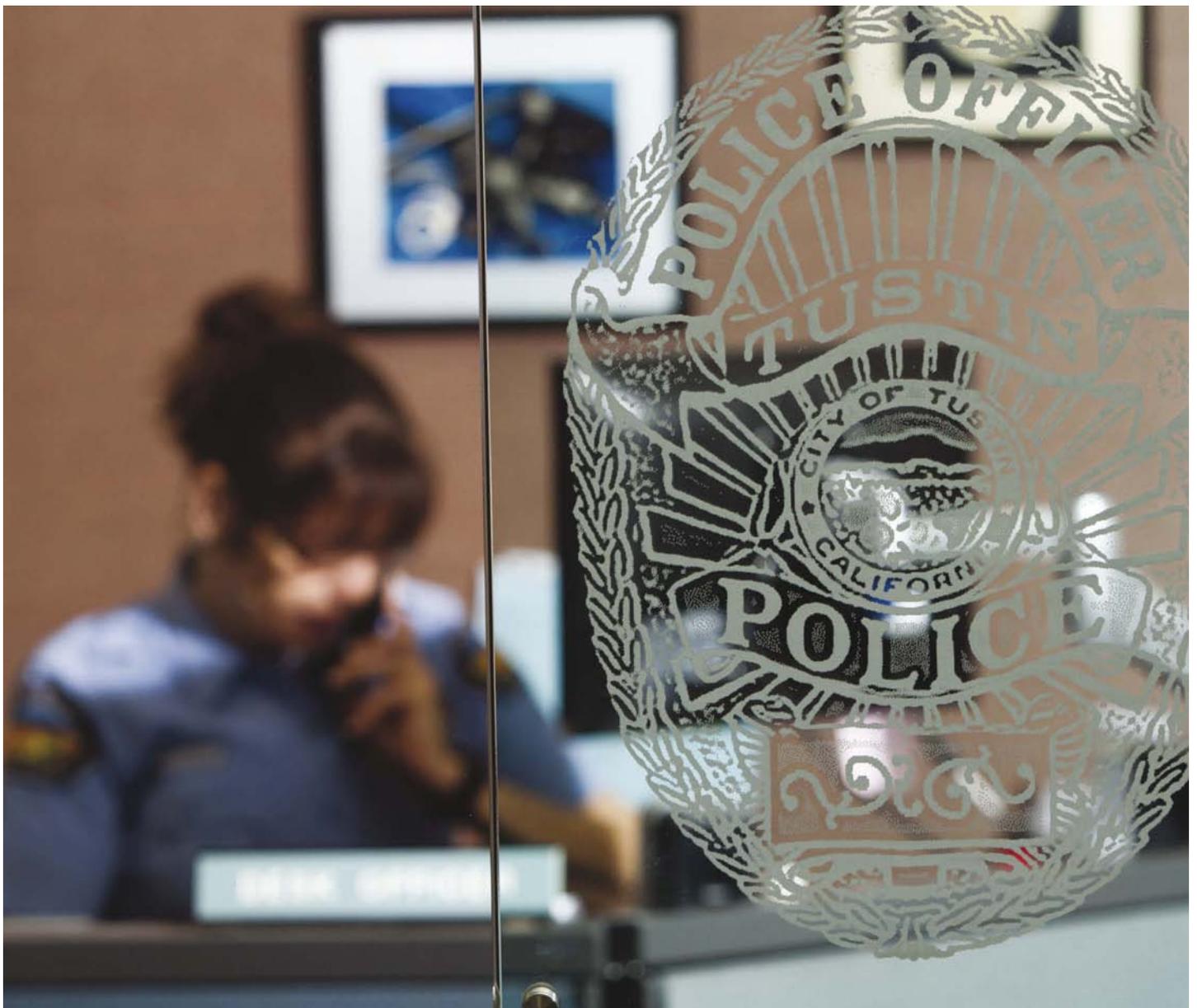
T

he Support Services Division Manager is Christine Schwartz. The Support Services Division is a branch of the Administrative Services Bureau. This division is managed by a civilian manager. Four civilian supervisors and four lead positions have responsibility for the four units within the divisions. The division is staffed solely by civilian employees. The members of the Support Services Division devote great emphasis to problem-solving and excellence in customer service.

Communications Officers remain in constant contact with both the citizens who call for assistance and the field patrol officers. This enables the department to get help to those in need. This unit is proud to maintain average response times of 3:48 minutes for emergency calls and 14.54 minutes for non-emergency calls. Communications Officers handled a total of 27,931 calls for service and answered 94,490 total phone calls, 17,547 of which were 9-1-1 calls. Tustin is proud to have some of the very best Communications Officers in the profession. Over the past year the Communications Unit utilized their allotted 9-1-1 state funding to bring the center up to date with an upgrade to more ergonomically designed work areas.



Police Services Officers in the field and front counter as report takers take a great deal of work away from sworn patrol officers, thus freeing them for more proactive crime fighting in the city. This unit handled 2,573 original crime reports and 681 supplemental reports toward their goal of taking 50% of all non-arrest reports. During the course of the year they met this goal and occasionally exceeded it. In conjunction with our Cadet Unit, they were also responsible for a total of 6,510 parking citations. Utilizing the TAGRS Graffiti Reporting System, they handled 441 graffiti reports. Acting as the department's mid-level crime scene investigation team, they responded to 21 after-hours CSI call-outs. From identity theft reports to major traffic collisions, school programs,



neighborhood watch and case investigation and filing, Police Services Officers play a critical role.

Police Support Specialists assigned to the Records Unit processed 7,041 reports, 1,758 of which required court packages. They were also responsible for processing 566 Livescan fingerprint/mug shot photos of arrestees; processed 17,393 citations and 2,324 Field Interview Cards.

This unit handled 943 Public Records Act requests and processed 38 subpoenas. Police Support Specialists are also assigned directly to the General Investigations Unit, the Gang Unit, Special Investigations and Professional Standards. This past year also allowed this group, who sit at desks for 12 hour shifts, to improve the quality of their work space with ergonomically correct furniture funded by asset forfeiture.

Property and Evidence Technicians must track every item of evidence and maintain the integrity of chain of custody to eliminate challenges of evidentiary contamination. In 2010, they booked 10,877 items of property and evidence. After disposition in drug cases, this unit handled the destruction of 209.5 pounds of various drugs. This unit is also responsible for maintaining supplies, purchasing and all equipment used by every member of the Tustin Police Department to be able to accomplish their assignments safely with the best equipment available. Charged with the responsibility of keeping the entire police department fleet of vehicles operational and replacing vehicles as necessary, nine new vehicles were purchased and converted to police units. Over the past year, staff has begun preparation for improvements to their tracking system with a new state of the art bar coding system that will assist the tracking of over 65,000 articles of property and evidence.



We use teamwork to obtain our goals and objectives of making Tustin a safer place to visit, live and work through Community Governance. In the same manner, the men and women of the Tustin Police Department came together in 2010 as a team to achieve our goal of professional accreditation through the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA). We began the three year journey towards accreditation through CALEA in 2009 to better serve our community by establishing policies and procedures which allow us to be more effective and efficient in our delivery of law enforcement services to our community.

During 2010, the accreditation team drew upon the experience and knowledge of the entire department in completing a review of our General Orders and in the development of a set of Standard Operating Procedures covering all aspects of our daily operations. Each of the standards set forth in the accreditation process requires the application of a policy or procedure and the written documentation of our adherence to the standard. Throughout the process, we identified areas allowing for change and improvement in our operation. However small these changes may be, they build upon the strong foundation of the professional law enforcement agency we already are.

The CALEA accreditation process requires us to provide written documentation to a team of independent outside assessors proving we meet or exceed 464 internationally recognized law enforcement standards. The proven adherence to these standards ensures the policies, practices, and procedures of our daily operations not only meet the expectations of those we serve; they provide the Tustin Police Department employees with the training and tools to work safely as they deliver those services. The standards further require:

- \* Procedures related to the hiring and training of new employees, and the continued training and professional development of our current personnel.
- \* Policies addressing regular, documented internal and external inspections of our facilities and personnel to ensure our ability to continue our mission.
- \* Administrative and preparedness programs to allow for an effective and controlled response to a critical incident, natural or man-made, that may affect our community.
- \* Proven practices which reduce and limit our liability and risk exposures.
- \* Procedures which provide for informative reports and analyses the management team can draw upon to make informed decisions for the future direction of the Department.

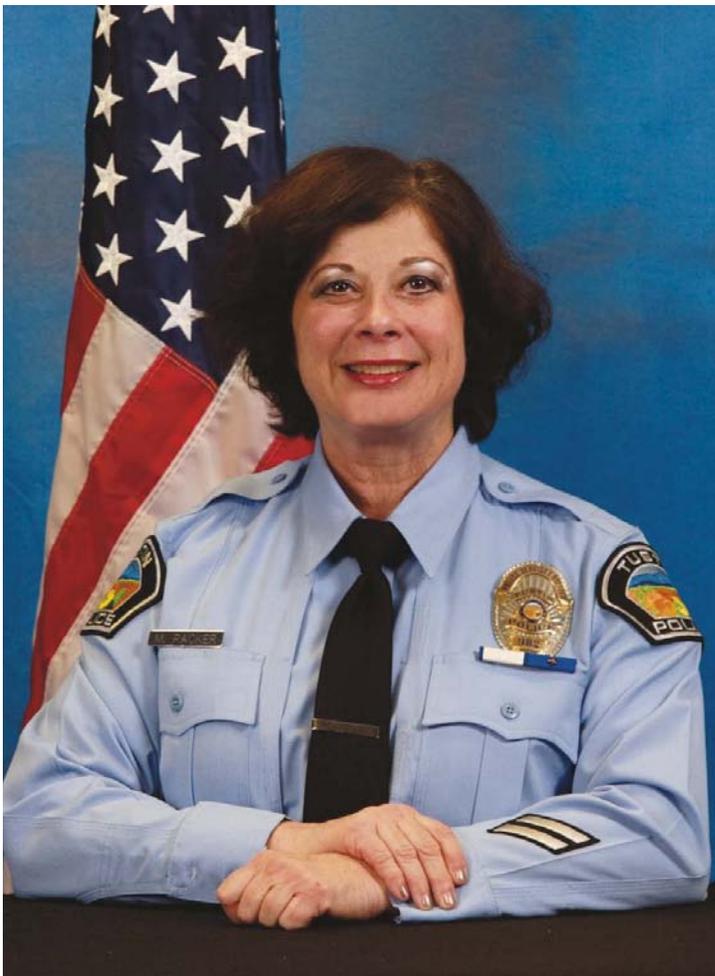
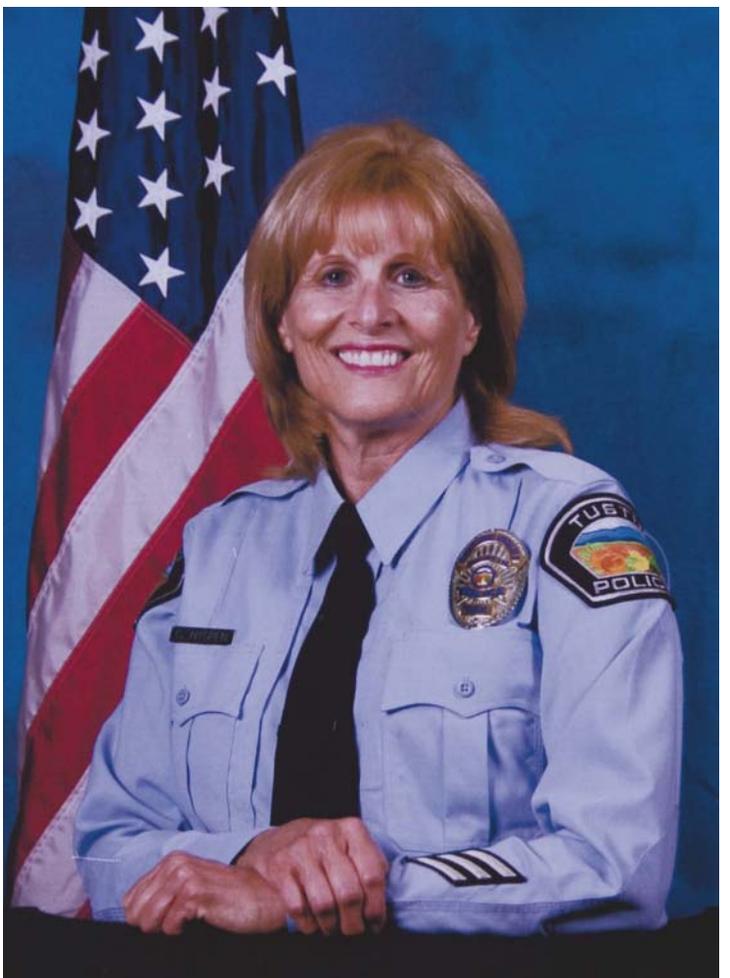
The bulk of the accreditation process has been completed and our assessment will occur in the spring of 2011. In July 2011, the Tustin Police Department will be recognized at the International CALEA Conference in Cincinnati, Ohio when we receive our award of accreditation. However, this will not conclude the process for us. Accreditation is an ongoing process requiring continued adherence to the standards with recertification at three year intervals. Our community can be assured the men and women of the Tustin Police Department will continue to provide the finest law enforcement services to those who visit, live, and work in Tustin.





CALEA





# 2010 RETIREES

## JEFFREY BEELER

Sergeant Beeler was hired in September, 1980 as a Police Officer. He obtained his Bachelors' Degree in 1997 from Chapman University. During his career he held many positions including: Field Training Officer; Special Investigations Detective; Detective for Regional Narcotics Suppression Program; Area Resource Officer specializing in Problem Oriented Policing; Range Officer; Investigations Sergeant; Traffic Sergeant; and Patrol Sergeant. During his career, Sergeant Beeler juggled many collateral duty assignments. He was recognized by the Chamber of Commerce twice as Officer of the Month and was voted Department Officer of the Year in 1993 as well as the Most Professional Award by his peers the same year. He retired as a Sergeant in September 2010 and immediately signed on as a Master Reserve Officer with Tustin. He is currently assisting with the CALEA accreditation process. Jeff regularly participates in the Project 999 Memorial Ride, a fundraiser to benefit families of fellow officers injured or killed in the line of duty.

## CAROL NYGREN

Carol received her Bachelors' Degree from Chapman College in 1989 and joined Tustin PD in January 1992 as a part-time Switchboard Operator. Several months later she was promoted to full-time Records Clerk. Carol's career spanned through Department Clerk, Office Support Specialist, Police Service Officer and Police Support Specialist, spending some time in the Records Unit, but the majority of her career was spent in the Investigations Division providing clerical support to various units of the Special Operations Division. Carol received many commendations throughout her career for singing at work related events. Carol retired in October and intends to spend more time dedicated to her grandchildren and her music endeavors.

## MARILYN PACKER

Marilyn received her Bachelors' Degree from University of Arizona in 1970. She was hired as a Records Clerk in 1995. In 1999 Marilyn was promoted to Police Services Officer and was transferred to the Crime Prevention/ Community Resources Unit. There Marilyn was best known for her enthusiastic outreach into the community through Neighborhood Watch, holiday programs, programs brought to the schools and for creating the E-Watch program. Marilyn received many commendations from various entities throughout the community and was honored as the Chamber of Commerce Officer of the Month twice. Marilyn retired in October and is currently working as a part time Police Services Officer. You will most likely find her at the front counter, helping people.

## ALEX KIILEHUA

Officer Kiilehua was hired in September 1980 as a Police Officer after graduating Goldenwest Police Academy #66 as Class President. He became a Career Officer in 1995 and a Master Officer in 2005. He was assigned to the Traffic unit; was a K-9 handler for his trusted partner Morres; was a Field Training Officer and a detective in General Investigations. He also managed the Bicycle Safety Program; weaponless defense at the Citizens' Academy and was an Arrest and Control instructor for the Department. He was a "Buddy" to a Japanese Police Officer in the University of California Extension sponsored program for the Japanese National Police Force. Officer Kiilehua received many performance commendations for his exceptional service including an ASIS Award for International Public Safety and received the Chamber of Commerce Officer of the Month Award four times. Alex retired in September, 2010 after 30 years of exceptional service.



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