

TUSTIN

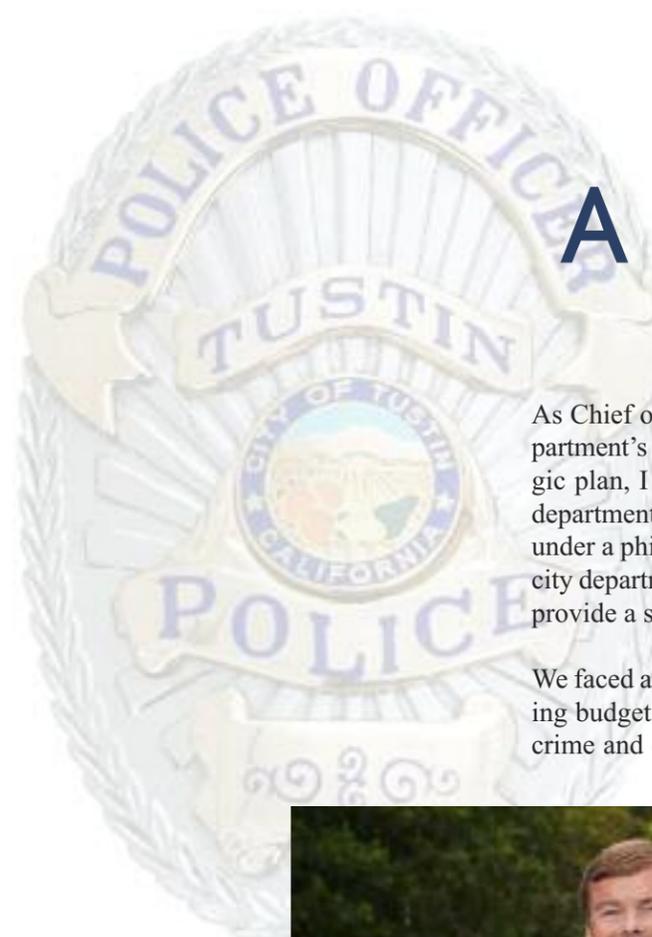
POLICE DEPARTMENT



*Serving and Protecting the
City of Tustin since 1928*

**2011 & 2012
BIENNIAL REPORT**





A MESSAGE FROM THE CHIEF

As Chief of Police, it is my honor and privilege to present the Tustin Police Department's Biennial Report for 2011-2012. As we embark on our 2012-2015 strategic plan, I am humbled by the accomplishments of the men and women of the department, and excited about a prosperous future. We will continue to operate under a philosophy of Community Governance, working hand in hand with other city departments and the community to work towards our mission to reduce crime, provide a sense of safety and security, and improve the quality of life in Tustin.

We faced an unprecedented set of challenges over the past two years; from shrinking budgets, reduced staffing levels, and overcrowded prisons; to an increase in crime and calls for police services. Through it all, I am proud to report our employees continued to work hard to carry out the mission of the organization on a daily basis. At the same time, the passage of the Public Safety Realignment Act of 2011 (AB 109) has had a negative impact, through the release of state prisoners into our communities. We have vowed to work diligently with our partners at the Orange County Probation Department to closely monitor and assess AB 109 offenders and the corresponding impact on public safety.



Despite these challenges, we were successful in achieving our first official accreditation from the Commission on Accreditation for Law Enforcement Agencies (CALEA) in July of 2011. We are only the third in Orange County and the 17th police department in the State of California to have earned such an honor. Through the creation of a new set of General Orders and Standard Operating Procedures, we are confident in our ability to provide high quality police services according to national best practices and standards.

With the completion of our second strategic plan (2012-2015) in September of 2012, we can now set our sights on new and exciting goals in the years ahead. As the economy recovers and plans for the Tustin Legacy build-out get back on track, we stand poised to grow and excel as an agency, while maintaining our fiscally conservative values to stretch the tax dollar. We are confident in our ability to provide the highest level of public safety service for all of those who visit, live and work in the City of Tustin.



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

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.

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. As an organization, we propose to fairly and impartially carry out the Mission of the Department with **P.R.I.D.E.**

- **Partnership** -We take pride in developing relationships with the people we serve.
- **Respect** -We respect and value the dignity and worth of all persons, recognizing that diversity enriches our community.
- **Innovation** -We will remain an innovative and progressive organization through leadership, education and technology in partnership with the community we serve.
- **Dedication** -We hold an individual's right to constitutional protection sacred and place the highest value on 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, and promote teamwork and the empowerment of employees at all levels.

TUSTIN CITY COUNCIL

MAYOR PRO TEM
Chuck Puckett



COUNCIL MEMBER
Allan Bernstein



COUNCIL MEMBER
Beckie Gomez



COUNCIL MEMBER
John Nielsen



CITY OF TUSTIN MAYOR
Al Murray



CALEA

The Commission on Accreditation for Law Enforcement Agencies exists to improve the delivery of public safety services by maintaining a credible, best-in-class body of standards which are detailed and specific. Accreditation is an opportunity to voluntarily demonstrate the Tustin Police Department is better trained, better managed and bet-

ter prepared. Our policies are in accordance with national standards, providing the Chief of Police a blue print for efficient use of resources to improve service delivery. CALEA's ongoing checks and balances allow us to show the community we are one of the best. Specifically, CALEA's goals are to consistently strengthen crime preven-

tion and control capabilities; formalize essential management procedures; establish fair and non-discriminatory personnel practices; improve service delivery; solidify interagency cooperation and coordination; and increase community and staff confidence in law enforcement agencies and the public safety sector.

3RD ORANGE COUNTY AGENCY
TO BE AWARDED
ACCREDITATION



restoring a sense of safety and security. They are highly trained and extremely effective in rooting out crime in Tustin.

Special Operations encompasses General Investigations, Special Investigations, SWAT, Crime Analysis, a School Resource Officer, and the Gang Unit. Generally speaking, they provide assistance to patrol through follow-up investigation, tactical support, and analysis. In major crimes, the detectives will respond to the scene and take over the investigation. Our SWAT Officers, who work in conjunction with the Irvine/Tustin SWAT team, are the most tactically sound Officers in the department. Our School Resource Officer maintains a regular presence at Tustin High School, as well as many of our middle schools, depending on the need. The Gang Unit is one of the finest specialized units in the County and is well respected among our law enforcement peers. In existence now for the past 18 years, our Gang Unit adeptly investigates any and all gang related crimes and conducts regular gang suppression duties in the streets on a nightly basis.

Reduction of the crime rate, particularly

Part I crimes, is one of the main goals of this Bureau. Part I crimes consist of most violent crimes (murder, rape, robbery, aggravated assault) and some property crimes (burglary, larceny, and auto theft). From 2010 to 2011, we experienced a 5.4% reduction in Part I crimes, mostly due to our efforts to reduce the number of robberies and auto thefts from the prior year. From 2011 to 2012, we saw a reversal in this trend with a 5.9% increase in the Part I crime rates. Although the raw crime numbers are not much different than our prior 5 year average (-1.1%), we are still concerned about this recent increase. In response, we are rolling out a "Compstat" style of data-driven policing which will allow us to more efficiently and effectively allocate our resources. We will utilize current crime data to identify trends and patterns and assign our resources accordingly.

2011 and 2012 were transition years for the Tustin Police Department, in that we closed out a fairly successful Strategic Plan, which spanned from 2006 through 2010. As a result of that plan, we completely restructured the organization by adopting an Area

Command system of policing and creating a Crime Analysis Unit, a SED team, and Community Impact Officers for each area. Additionally, we were successful in achieving our goal of becoming an official accredited agency through the Commission on Accreditation for Law Enforcement Agencies (CALEA) in July of 2011.

In 2012, we embarked on a brand new strategic plan which will carry us through to the end of 2015. Although not as dramatic in terms of change, this particular plan will push us to fine tune our department, enhance our technology and to develop and tend to our employees. As mentioned earlier, one of the biggest objectives of the current plan is to develop and implement a true data-driven policing system, similar to Compstat, which should assist us in mitigating the impending increase in crime. We need to be proactive rather than reactive!

I am proud of the men and women of the Community Policing Bureau and of the accomplishments we have achieved in 2011 and 2012 and I look forward to the challenges ahead of us in 2013.

COMMUNITY POLICING BUREAU

The Community Policing Bureau (CPB) is the operational side of the police department, consisting of three divisions; North Area Patrol, South Area Patrol, and Special Operations. Each division is headed up by a Lieutenant with extensive experience in the department, and who embraces the Community Governance philosophy. Currently, due to staffing issues, there is only one Lieutenant in charge of both the North and South Area Patrol, Lt. John Strain. Under the circumstances, Lt. Strain is performing in an exemplary manner, mainly due to his strong leadership skills, and the assis-

tance of an excellent corps of Patrol Sergeants. Under Lt. Strain's guidance, patrol personnel respond to all calls for police service, conduct regular patrols, handle initial crime scene investigations, arrest law violators, and enforce traffic laws. Patrol Officers are expected to utilize the philosophy of Community Governance on a daily basis to solve problems and to provide the highest level of public safety service for the Tustin community.

The Traffic Unit, consists of one Sergeant, four Motorcycle Officers, and one Police Services Officer, operates under

the North Area Patrol Division and reports to Lt. Strain's chain of command. The Traffic Unit focuses its efforts on traffic engineering, education, and enforcement. They are highly trained and can handle all traffic collision incidents, from the minor fender-bender to the major fatality collision. Under the South Area Patrol Division is our Special Enforcement Detail. This specialized unit, consisting of one Sergeant and four Officers, is not responsible for patrol related calls for service. Instead it is primarily a proactive team, typically assigned to the highest crime areas with the goal of removing the criminal element and

TUSTIN PD ON SOCIAL MEDIA



The way in which people communicate in the world today is changing at an incredibly rapid pace. We recognize the members of our community want the information and they want it "now." Social media outlets afford us the opportunity to share the latest crime developments and trends, public service announcements, information on future events, and the great work done by Tustin PD employees. Beginning in 2011, we created a Social Media Team within the department, comprised of a cross-section of the various divisions, sworn and civilian. The Team was instrumental in creating our successful Facebook page (<https://www.facebook.com/Tustinpolice>) as well as a Twitter feed, a YouTube channel and a Flickr account.

As we look forward to 2013 and beyond, we hope to expand our social media audience as much as possible, engaging the Tustin community, so we know how we can improve the level of public safety service we provide.

NORTH & SOUTH AREA COMMAND

The North & South Area Commander is Lt. John Strain. Due to budget constraints and cost saving measures, The North and South Area were temporarily assigned to one Lieutenant. A sergeant from the North and South Area were designated as adjutants to assist with daily operations. The Department is hopeful to reinstate a second Area Commander by mid 2013.

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.

In 2011/2012 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 provided 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 committed to finding long-term so-

lutions to problems. 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. An ordinance was created to regulate the residency of certain sex offenders throughout the city. 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, 2011 / 2012 were successful years for the North Area Command and we look forward to continuing this high level of service and success in the future.

The 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.

The current economic climate has shown improvement and the development of the former military base is proceeding forward. The Police Department is excited about the expansion, and has already

and recreational development. During this two-year period, a Metrolink Station was completed. The multi-story parking structure has allowed more commuter ingress and egress to the City, expanding opportunities for residents and businesses alike. The Police Department was involved with the development of the structure and, with efforts toward 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-

12 SERGEANTS; 38 OFFICERS; 2 K-9's AND 2 COMMUNITY IMPACT OFFICERS ARE ASSIGNED TO NORTH & SOUTH AREA COMMAND

2011 TUSTIN METROLINK PARKING STRUCTURE WAS COMPLETED IN THE SOUTH AREA

begun planning in anticipation of future retail, residential, commercial,

profit organizations. Working in a partnership with everyone impacted, we targeted several neighborhoods in south Tustin during the past two years. 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.



TRAFFIC

1

SERGEANT, 4 MOTORCYCLE OFFICERS, 1 POLICE SERVICES OFFICER, 1 CADET & 1 MASTER RESERVE OFFICER MAKE UP THE TRAFFIC UNIT



The Traffic Unit consists of one Sergeant, four Motorcycle Officers, one Police Services Officer, one Police Cadet and one Master Reserve Police Officer.

The Traffic Unit is tasked with conducting education and enforcement activities related to city-wide traffic and parking issues. The Traffic Unit achieved these goals through a model of Community Governance and the establishment of collaborative partnerships with other City Departments, other law

enforcement agencies, the local school district, non-profit associations and the citizens we serve. In addition, the Traffic Unit has coordinated all special events, including the Tustin Street Fair, High School graduations, the Fourth of July event, the Tustin Tiller Days event and Dino Dash.

The Traffic Unit placed an emphasis on addressing driving under the influence (DUI) enforcement. Traffic personnel worked additional hours or adjusted

their work schedules in order to conduct DUI checkpoints and DUI enforcement during evening and weekend hours. We educated the youth in the dangers of driving under the influence with our participation in, and coordination of, the "Every 15 Minutes" program at Tustin High School. The Unit also participated in the "Avoid the 28" campaign, which is a county-wide DUI task force which coordinates checkpoints and enforcement.

The Traffic Unit works with other law

enforcement agencies to foster cooperation, seek out training opportunities, and to address traffic-related issues. As an example, the Unit participated in the national "Distracted Drivers" campaign, the national "Click it or Ticket" campaign, and the county-wide "Railroad Enforcement Day". The Traffic Unit also participated in regional associations such as the Orange County Traffic Officers Association, The Orange County Traffic Investigators Association and the Orange County Taxi Administration Program.

The Traffic Unit works with the community to build positive relationships. We accomplish this through our participation in community events such as the Special Olympics Torch Run, the Block Captain Meetings, the national "Walk to School Day" and the Child Safety Seat Program.

The Traffic Unit continually works with all other Units within the department to address crime trends and to accomplish the goals and mission of the department.

The Traffic Unit assisted Patrol with calls for service, participated in Crime Impact details and participated in "Operation Omnipresence II" which focused on the reduction of burglaries in the north end of the city.

As we move into 2013, the Traffic Unit will continue to stay committed to the philosophy of Community Governance in order to keep the streets of Tustin safe and to provide the highest level of service to its citizens.



SPECIAL ENFORCEMENT DETAIL

The Special Enforcement Detail (SED) was created on August 21, 2006 as part of the Police Department's Area Command structure. The team consists of one Sergeant and four Officers. The SED team provides high-crime saturation patrol throughout Tustin.

In addition to providing proactive law enforcement services to the residents and businesses in Tustin, the SED team also provides "mission specific" police services in problematic areas throughout the city at the request of patrol Officers and Investigators from the Special Operations Unit. These incidents involve situations where the time commitment and personnel required to accomplish the mission necessitate the specialized services of the SED team. The team also conducts regular probation and parole searches in partnership with the Orange County Probation Department, and the State of California Department of Corrections and Rehabilitation.

The following is a summary of the enforcement action taken in 2011/2012 by the SED team:

- The SED team made (316) arrests in 2011 and (357) in 2012
 - 1179 grams of marijuana was seized
 - 549 grams of methamphetamine was seized
 - 33 grams of cocaine was seized
 - 101 grams of heroin was seized
 - 671 pills were seized
 - (37) illegal weapons were recovered
 - \$74,915 in stolen property was recovered
 - \$3,267 in asset forfeiture was recovered
- Reduced part one crimes (homicide, rape, robbery, commercial burglary, residential burglary, vehicle burglary, theft from vehicle and vehicle theft) by 17% in southwest Tustin

The SED team is proud of the accomplishments made in 2011/2012 and will continue to work to achieve the same success in 2013. The SED team will continue the tradition of service to the residents of southwest Tustin and accepts the challenges that will be encountered with the increase of released offenders into the community due to AB 109. The SED team's goal is to continue to keep criminal activity at bay throughout the city.



GENERAL INVESTIGATIONS UNIT

2011 and 2012 will be remembered as years that tested the capability of the men and women of the Special Operations Division. They will also be remembered for the two years of success we found working together as a team to stem the rise of crime and violence in Tustin.

The work of the Major Crimes Team paid off in January of 2011, when the Orange County District Attorney's Office filed a Sexually Violent Predator (SVP) petition against convicted child kidnapper / molester Lawrence Brown. Brown had been slated to be paroled to Tustin, but thanks to the efforts of Detectives from General Investigations, working with Investigators from the Orange County District Attorney's Office, we were able to prevent his release, and return him to custody.

In 2011, a team of three General Investigations Detectives traveled to the

state of Tennessee where they arrested a suspect wanted for his involvement in several child molestations in Tustin. The suspect was arrested and extradited back to California, where he is being held for trial along with his co-defendant. A significant amount of additional evidence including child pornography was located at the suspect's home in Tennessee. This investigation was led by Detective Pam Hardacre of the Major Crimes Team

A number of bank robberies in 2011 also kept us busy. Our U.S. Bank located at 17th Street and Prospect was robbed by the serial bank robber known as "The Wrong Way" bandit. Detective Kirwan of the Major Crimes Team led this investigation, which ultimately led to the arrest of the suspect.

In October of 2011, the lone suspect in the "Bank of the West" robbery on East

First Street, was arrested in Costa Rica, and extradited back to the United States. This investigation was led by Detective Mark Sauerwein of the Major Crimes Team.

In addition to all of the cases resolved by DNA evidence in 2011, our Property Crimes Team Detectives utilized traditional investigative tactics to resolve a number of elaborate crimes. One such case was the late-night burglary in September 2011, of the ATM kiosk located at the Red Hill and Walnut Avenue shopping center. The suspects tunneled into the enclosed kiosk location from a vacant business next door. This crime was related to a series of similar crimes in Orange County. A number of suspects were subsequently arrested by Detective Natalie Nguyen, who led the investigation into this case.

Two significant court cases from

crimes in previous years reached a local conclusion in 2011. The lone suspect in the "Home Depot" murder was sentenced to death in November of 2011. This investigation was led by Sergeant Andy Birozy.

International Serial Rapist Ali Achezkai was found guilty by jury of multiple rape charges. He was subsequently sentenced to life in prison. This investigation was led by Detective Ryan Coe.

In 2011, personnel from the Special Operations Division investigated a total of 3,913 criminal cases.

In 2012, the Special Operations Division welcomed the highly experienced Sergeant Robert Wright who transferred from the Special Enforcement Detail Team into his new position as the General Investigations Unit Sergeant, responsible for supervising the Major Crimes Team and Property Crimes Team.

Detective Brian Miali also joined the General Investigations Unit in 2012, and became a valuable member of the Property Crimes Team.

In January of 2012, detectives from the Major Crimes team travelled to Illinois to locate and arrest an adult subject wanted for several charges involving sexual assault and child molestation. The subject was located, arrested, and extradited back to California.

In March of 2012, detectives were called to the Tustin Library to investigate the sexual assault of a 13 year-old boy, who had been molested in the public restroom after going to the library to study after school. The adult suspect was arrested, and is currently awaiting trial. Detective Pam Hardacre of the Major Crimes Team led this investigation.

In May of 2012, a series of nighttime

commercial burglaries were brought to an end by detectives from the Property Crimes Team and Major Crimes Team. For two years we had been experiencing burglaries of businesses in one of the commercial areas of the city. A Memorial Day weekend surveillance resulted in the arrest of this trans-national gang of professional burglars, and the subsequent recovery of \$200,000 in stolen property. For their efforts, Detective Eric Haug, and Crime Analyst, Suzanna Howard would be awarded with the Tustin Chamber of Commerce's "Officer of the Month" award.

In September of 2012, the Bank of the West was robbed by the serial bank robber named "The Desperate Bandit". This suspect was ultimately arrested after a series of bank robberies throughout Southern California. Detective Kirwan of the Major Crimes Team led this investigation.

In 2012, personnel from the Special Operations Division investigated a total of 6,012 criminal cases.

In addition to the combined efforts of

2011

THE LONE SUSPECT IN THE "HOME DEPOT" MURDER WAS SENTENCED TO DEATH

2012

PERSONNEL FROM THE SPECIAL OPERATIONS DIVISION INVESTIGATED A TOTAL OF 6,012 CRIMINAL CASES

the Gang Unit, General Investigations Unit, and Special Investigations Unit, our division also supplied personnel for the Orange County Regional Narcotics Suppression Program (Detective Mike Shrode in 2011, and Detective Val Villarreal in 2012), the Orange County Auto Theft Task Force (Detective Dave Welde), and the Irvine PD SWAT Team (Sergeant Duane

Havourd, Detective Mike Shrode, Officer Tom Knostman, Officer Jason Muro, and Detective Brian Poling).

The department also deployed a full-time School Resource Officer at Tustin High School in both 2011 and 2012. Officer Scott Wright handled these duties very capably during both years. Officer Wright also assisted the Gang Unit and Special Investigations Unit as his schedule permitted.

In 2012 our department and Orange County Social Services entered into an agreement in which a Social Services worker will be stationed at Tustin PD one day a week to assist with the growing number of cases where children are being victimized.

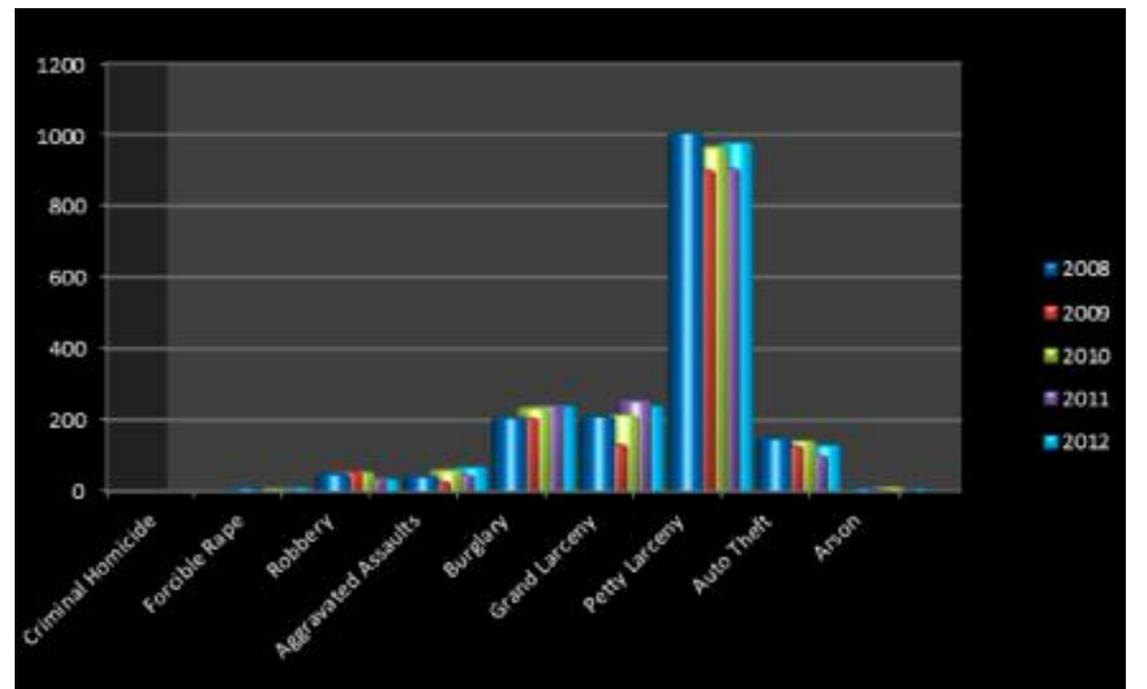
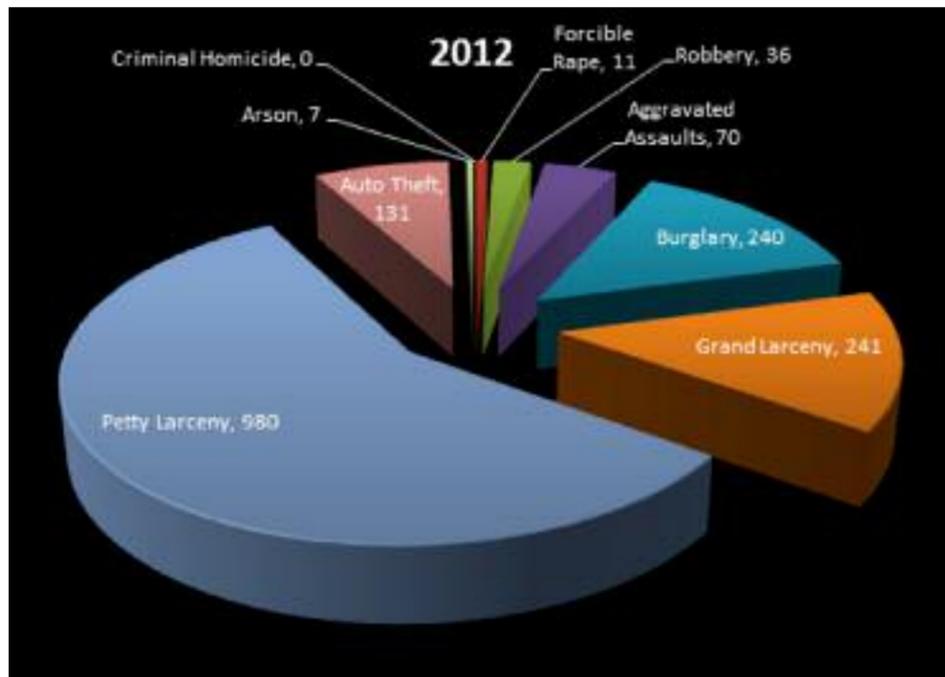
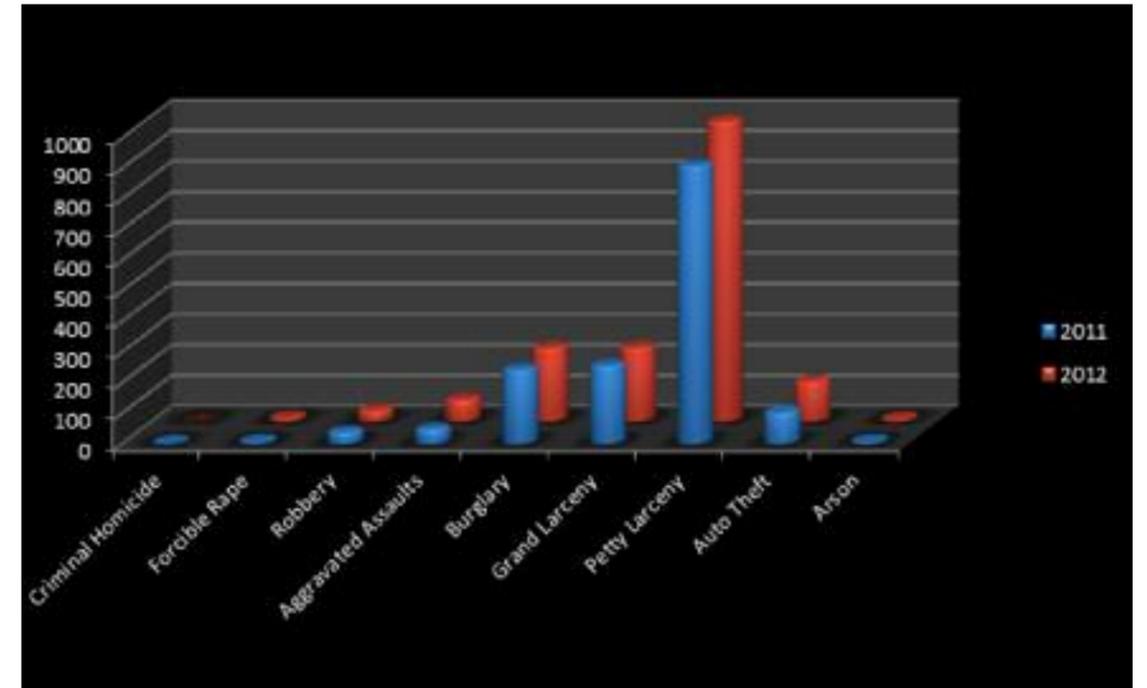
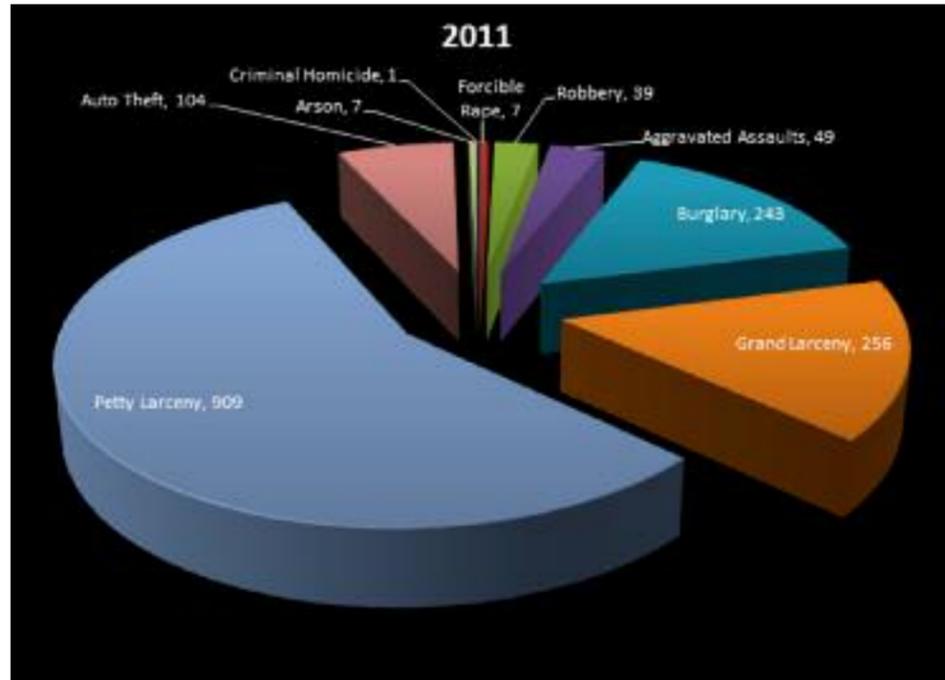
In nearly all of the cases referenced in this summary, our department's stellar Crime Analyst, Suzanna Howard, played a critical role providing key investigative leads using state-of-the art technology.

In 2011 and 2012, the Special Operations Division was supported by the outstanding efforts of our professional staff: Police Records Specialist, Kristi Kameya; Police Records Specialist, Trish Jansen; and Department Volunteer, Marilyn Hogan.

Police Records Specialist Jansen was awarded the Tustin Chamber of Commerce's "Officer of the Month" award in 2012 for her efforts in spearheading the service of arrest warrants.

While there were certainly many challenges for the Special Operations Division the past two years, we can look back with pride on all that we accomplished. The Special Operations Division has a long tradition of service in Tustin, and we look forward to providing professional and effective law enforcement services for many years to come.

CRIME STATISTICS





THEN & NOW



GANG UNIT

Thirty minutes into the new year of 2011, our Gang Unit was called out to investigate a stabbing that had just occurred at Red Hill Avenue and Nisson Road. This incident was the beginning of a series of stabbings the Gang Unit was faced with as 2011 unfolded. On March 5, 2011, the Gang Unit responded back to Red Hill and Nisson Road for another stabbing, in which three gang members were stabbed.

On March 19, 2011, the Gang Unit was called out to a gang stabbing at a Korean restaurant on El Camino Real. Two East Los Angeles Korean gangs had come to-

gether at the restaurant and began fighting. Three gang members were stabbed during the fight.

On June 7, 2011, the Gang Unit handled the investigation of a stabbing that took place at a high school graduation party at a residence near the intersection of Newport and Mitchell Street.

Arrests and successful court prosecution for the suspects in each of these cases led to a decrease in gang hostilities as we moved into the second half of the year.

In 2012, the Special Operations Division

welcomed the highly experienced Sergeant Jim Brabeck who transferred from patrol into his new position as the Gang Unit Sergeant. We also welcomed a new member of the Gang Unit in 2012, Detective Ronald Sandoval.

On July 24, 2012, our Gang Unit responded to Anaheim to assist with a large demonstration that began after a series of Officer-involved shootings. During the confrontation which lasted for several hours late into the night, our Detectives came under repeated attack by demonstrators throwing rocks and bottles. Throughout this hostile encounter, our Gang Unit took affirmative action to prevent widespread destruction to businesses in downtown Anaheim, as well as the resort area.

SPECIAL INVESTIGATIONS

4

DAYS AFTER A TUSTIN BANK OF AMERICA WAS ROBBED, OUR SPECIAL INVESTIGATIONS TEAM TOOK THE SERIAL BANK ROBBER INTO CUSTODY

On October 30, 2011, our Bank of America was robbed by the serial bank robber known as "The Stare Down Bandit." Four days later, our Special Investigations Unit consisting of Sergeant Sean Quinn, Detective Brian Chupp, Detective Mark Turner, and Detective James Olds, took the suspect into custody.

In February of 2012, our Special Investi-

gations Unit assisted the Connecticut State Police in locating and arresting a fugitive who had eluded law enforcement for several years in several different states. The suspect was hiding out in Tustin after being charged with the sexual assault of a child in Connecticut. After a multi-day search, the suspect was arrested and returned to Connecticut to face charges.



SPECIAL WEAPONS AND TACTICS

The Tustin Police Department is celebrating its sixth year in partnership with the Irvine Police Department SWAT team. This sixth year of collaboration between our two cities has been marked by great achievements, which benefit both the citizens of Tustin and those citizens residing in the City of Irvine. This partnership benefits not just SWAT but every aspect of our daily mission. In our shared endeavor to provide the best safety and service to both cities, we have had several occasions in which major events have unfolded in Tustin or Irvine which necessitated additional police resources. The respective cities quickly committed all their available assets to these scenes. The immediate response of critically needed Police Officers and equipment is invaluable, and the willingness to commit resources without hesitation has been greatly enhanced by our partnership.

During the period of 2011 through 2012 the SWAT team has participated in over 540 hours of formalized tactical training. These 540 hours of training covered a wide spectrum of disciplines, all related to tactical operations and SWAT. This training does not include specialized training for collateral assignments within the Team's operational structure.

In the period from 2011 through 2012 the SWAT team was activated on a number of occasions:

On March 3rd 2011 the Tustin / Irvine SWAT team was activated to serve a narcotics warrant. The suspect was believed to be armed with several firearms. The target location was fortified with steel doors and security bars as well as surveillance cameras.

On April 1st 2011 the Tustin / Irvine SWAT team was activated when a suspect armed with a high powered rifle barricaded himself in his Tustin apartment. The suspect took his girlfriend hostage during the incident. The suspect was a known drug addict and former Deputy Sheriff.

On June 16th 2011 the Tustin / Irvine SWAT team was activated after a murder occurred in Irvine's Turtle Rock area. The victim's estranged husband shot her as she was leaving work at a local school. The team was utilized during the search for the suspect and ultimately took him into custody.

On July 29th 2011 the Tustin / Irvine

SWAT team was activated to assist with a barricaded suspect armed with several firearms. The suspect would not come out of his Tustin apartment after a domestic violence incident.

On September 12th 2011 the Tustin / Irvine SWAT team was activated to assist with a commercial burglary of an ATM Vault in Tustin. The suspects tunneled into the business and were believed to still be inside.

On July 5th 2012 the Tustin / Irvine SWAT team was called out to the City of Irvine. A suspect barricaded himself in his ex-wife's residence armed with a handgun. The male suspect would not surrender and after a lengthy standoff he committed suicide using a 9 mm handgun. During the standoff, the suspect fired at least one shot inside the residence before taking his own life.

In 2012 there were two partial callouts. One was a request by Newport Beach Police Department for a sniper team to assist with a barricaded suspect in its city. The other was a Joint Hazardous Assessment Team (JHAT) activation for a suicide call involving caustic chemicals.



ADMINISTRATIVE SERVICES BUREAU

The individuals that work within this Bureau perform a vital service to the rest of the organization, one of support and providing resources. They are the backbone of the Community Policing Bureau and form a critical partnership with this Bureau in providing the high quality of service the citizens of Tustin have come to expect from the Police Department.

The Bureau is composed of three divisions: Professional Standards, Field Support, and Operations Support. Contained within these three divisions are five units: Records, Police Service Officers/CSI, Communications, Property & Evidence/Fleet, and Professional Standards. Together they are responsible for providing a wide range of services to assist the department in meeting its mission.

They deliver statistical information; respond to public records requests;

process reports; provide communication services including 911 calls and the notification of the public in emergency situations; and perform crime scene investigations including DNA processing and field report writing. They manage evidence including the storage, processing, retrieving and auditing; facility and fleet; budget preparation and management; purchasing, recruiting, hiring, community relations, including school programs. They also provide department-wide training, and perform administrative investigations. Contained within the following pages of this report are the individual units and their respective accomplishments.

In 2011 the department was awarded CALEA accreditation, and the Services Bureau is responsible for maintaining those high standards within the department. Currently, work is under way in preparation for our reac-

creditation which will occur in 2014.

Recently, the Police Department acquired the Emergency Management program from the city, including an Emergency Operations Center (EOC) Coordinator. The Bureau is now responsible for this program and work is progressing in several areas including providing the citizens of Tustin with it's first ever Community Emergency Response Team or (CERT) as it is commonly known. Debut of this program is expected the spring of 2013.

Working within the philosophy of Community Governance, the men and women of this Bureau will continue to provide the outstanding support and services not only to other members of this department, but to the citizens as well, continuing the tradition of providing excellent service to our community.



TUSTIN@WORK



PROFESSIONAL STANDARDS DIVISION

The Professional Standards Division (PSD) provides a variety of services to the Police Department and the community. Currently, the Professional Standards Division is staffed by one Lieutenant, one Police Officer, two Master Reserve Officers, one Emergency Management Coordinator, two full-time Police Services Officers, one part-time Police Services Officer, and a Police Records Specialist.

PSD is responsible for the recruitment, pre-employment testing, hiring and initial/ ongoing training of department personnel. During the years 2011 – 2012, PSD processed hundreds of applicants for positions, throughout the agency. Because of the high standards required for law enforcement positions coupled with in-depth background investigations and rigorous testing, employing personnel is a time-intensive endeavor. As a result of the recruitment and hiring process over the past two years, we were able to bring more than 30 new members to the Police Department.

We have conducted hundreds of hours of internal training, covering a myriad of topics, to include: Mental Health, Active Shooter, First-Aid/CPR, Emergency Driving, Elder Abuse, Domestic Violence, Arrest and Control, and Tactical Communications. Internal training is further enhanced by monthly training videos from the Orange County District Attorney's Office along with both internal and external training bulletins. PSD has also been responsible for coordinating outside training in areas of Advanced Officer Training, Supervision, Management, and Leadership for both sworn and civilian personnel.

PSD is responsible for conducting and tracking complaints of misconduct. During the last two years, the Police Department conducted 61 Administrative Investigations. These Administrative Investigations were the result of both citi-

zen and internally generated complaints. It is the goal of the Police Department to investigate all allegations of misconduct in order to hold ourselves accountable to the community.

Our Press Information Officer (PIO) also operates out of PSD. The PIO is responsible for coordinating with local, national, and sometimes international press. The PIO is also a large part of our social media presence, which is used to communicate with the press and community alike.

Many of the tasks in PSD reach out directly to the community. Our Police Services Officers serve as our Community Relations Unit. The Community Relations Unit forms the backbone of many community outreach and educational programs. Our Police Services Officers oversee programs such as Neighborhood Watch, the Annual Open House, National Night Out, Walk to School, our partnership with Tustin Unified School District, and the "Think About It" program that is presented at local elementary schools. In addition to these programs, the Community Relations Unit is also very active in our Neighborhood Improvement Task Force and is a key component in improving quality-of-life issues citywide.

In 2012, the Police Department took over emergency management for the City and an Emergency Management Coordinator position was created at the Police Department. This position is staffed out of PSD and is responsible for the coordination of all emergency planning and training. In addition to the current duties assigned to the Emergency Management Coordinator, the Po-

lice Department intends to create a Community Emergency Response Team (CERT) program during 2013.

The Cadet program, also under the oversight of PSD, provides the opportunity for full-time college students to gain part-time employment in the field of law en-

2011
thru
2012

PROFESSIONAL STANDARDS DIVISION PROCESSED HUNDREDS OF APPLICANTS FOR POSITIONS THROUGHOUT THE AGENCY. AS A RESULT OF THE RECRUITMENT AND HIRING PROCESS OVER THE PAST TWO YEARS, WE WERE ABLE TO BRING MORE THAN 30 NEW MEMBERS TO THE POLICE DEPARTMENT

forcement. Our Cadets have a desire to pursue a career in law enforcement, and this opportunity provides them "hands on" experience throughout the agency. To date, we have hired three Cadets as full-time employees.

PSD is also responsible for our auxiliary programs such as the Explorer Post and the Chaplains Program. The Explorer Post allows young members of the community to become involved with the Police Department. Explorers attend regular meetings, go out on ride-alongs with Police Officers and frequently provide assistance with staffing during events such as, The Chili Cook-Off, Tiller Days, and a variety of other community events. Our five Chaplains provide spiritual support and counseling to department employees and to the community in times of need. On 15 occasions over the past two years, our Chaplains have been called out to assist with a variety of incidents. These call-outs are generally related to tragic incidents where their training, insight and expertise are invaluable.

RESERVE UNIT



The Reserve Unit consists of five Master Reserve Officers, two Reserve Officers, two Assistant Reserve Coordinators and a Sergeant.

In calendar year 2011, the Reserve Officers of the Tustin Police Department completed 4,489 hours of service to the agency. In 2012, they completed 4,193 hours of service for a two-year total of 8,682 hours. This represents an overall average of approximately 52 hours per month, per Officer.

The Reserve Officers are assigned

throughout the department based on their experience and areas of expertise. Reserve Officers are currently assigned to the Traffic Unit, the Professional Standards Unit, Patrol, and the Investigations Unit. The Reserve Officers also served at community events including the Open House, Chili Cook-Off, 4th of July, Tiller Days, Annual Enderle Center Car Show, Santa Sleigh, and Santa Cop.

With the sluggish economy, the continued freeze on some positions, and several extended medical leaves, the

department continued to experience personnel shortages. The Reserve Officers' continued contributions to the agency helped supplement these deployment shortages and achieve the Department's goals of Community Governance, while maintaining the highest possible deployment in the field.

The makeup of our Reserve Officers, their loyalty, diversity and willingness to help the agency in any way, continues to make the program invaluable to this agency.

NEIGHBORHOOD IMPROVEMENT TASK FORCE



Since the inception of the Community Governance philosophy and the Area Command system in 2006, the Neighborhood Improvement Task Force (NITF) has become one of our most valued programs. The concept is simple: Identify the most pressing quality of life issues/problems facing the Tustin community, bring all of the stakeholders into the same room, come up with some potential solutions, and ultimately hold each other accountable to follow through on promises. Participants in the meetings include representatives from the Police Department, Orange County Fire Authority,

Community Development, Parks and Recreation, Finance, Tustin Unified School District, Boys and Girls Club, Orange County Health Agency, and many others. The group meets every other week to discuss the current project list, identify new project areas within the city, and to brainstorm on some possible solutions to various issues having a negative impact on the quality of life for members of the Tustin community.

NITF has been so successful that it has received the Orange County Human Relations Commission Community Policing

Award in both 2008 and 2011. 2012 was yet another busy year for the NITF. Several long-term projects were completed this past year, including the McFadden/Pasadena Parkette, the Frontier Park Fitness Zone, and the Carfax/Del Amo project area. NITF will continue to be one of our stalwart programs for 2013 and beyond.

2011 AND 2012 PROVED TO BE VERY SUCCESSFUL YEARS FOR NITF

HONOR GUARD

The Tustin Police Honor Guard was formed in 2005. Honor Guard Officers serve as liaisons and peer/family support when attending funeral services for Police Officers who have fallen in the line of duty.

The Tustin Police Honor Guard participates in the annual Orange County Peace Officer Memorial Services held in Santa Ana and the California Memorial Services held in Sacramento in May of each year. These services are held for Peace Officers killed in the line of duty from the previous year.

The Tustin Police Honor Guard also presents the colors of the Nation, State of California, and City of Tustin at many events within the City including:

- * City Council Meetings
- * State of the City Address
- * National Night Out
- * National Night of Prayer
- * Tustin Police Open House
- * Annual Mayor's Prayer Breakfast

In 2011 the Tustin Police Honor Guard made a special appearance at the 9/11 ceremonies at Angel Stadium, along with Honor Guard teams from other Orange County Agencies.

The Honor Guard is under the direction and command of Lieutenant John Strain and Sergeant Todd Bullock.



POLICE VOLUNTEERS



Police Volunteers are community members who are recruited from the Citizen Police Academy and trained in various police-related duties. Volunteers function as an auxiliary unit of the Tustin Police Department, but are not armed and have no powers of arrest beyond those of any citizen. These dedicated volunteers enable the Department to focus its resources on priority tasks, thus enhancing the effectiveness and quality of service to the community. They also make it possible to undertake projects that were previously considered unfeasible due to lack of personnel resources.

The Police Volunteers are an integral part of the police family, and serve in direct support of regular staff in almost

every division of the Department. Volunteer opportunities are available throughout the agency in the following areas:

- Crime Analysis
- Crime Scene Investigation
- Community Relations
- Fleet Operations
- General Investigations
- Patrol
- Professional Standards
- Property & Evidence
- Records
- Traffic

Police Volunteers also work many special events and programs such as Tustin Tiller Days, Dino Dash, Tustin Chili Cook-Off, DUI Checkpoints, Na-

tional Night Out, School Programs, Neighborhood Watch, Disaster Preparedness, Police Open House, Police Facility Tours, Santa Cop, Walk-to-School, Santa Sleigh, Code Enforcement, Vacation Home Checks, Community Substation events, Take Back Drugs Day, Tip-a-Cop, and many more.

Currently, 15 volunteers serve the Department, contributing 4,737 hours of their own time in 2011 and 6,036 hours in 2012, far exceeding the minimum number of hours required of them. Since the inception of the program in 1998, the Police Volunteers have contributed more than 40,600 hours in support of the Tustin Police Department.



13,620

POLICE REPORTS
WERE PROCESSED
IN 2012

RECORDS

The Records Unit is comprised of one Records Supervisor, two Records Leads, eight Police Records Specialists, and one Police Cadet. Together they play a vital role in the successful operation of the Tustin Police Department. The Records Unit is staffed 24 hours a day, seven days a week.

Highly skilled Records staff routinely perform the following tasks: processing data entry of citations and crime reports, responding to California Public Records Act requests and Subpoenas Duces Tecum, maintaining centralized record keeping systems, releasing crime reports to citizens, providing assistance with arrestee booking, reporting mandated Uniform Crime Reporting to the Department of Justice, providing California Law Enforcement Telecommunication Systems (CLETS) information to Officers in the field, and a variety of other services. Records personnel work closely with Police Services Officers and provide assistance with answering incoming phone calls and handling citizen contacts at the front counter.



PROPERTY & EVIDENCE

The Property and Evidence Unit is a vital part of the Police Department, and is an essential piece of the criminal justice system. Our staff is highly trained to maintain control and keep the chain of custody for all evidence items that are booked into our unit. All laws and procedures are followed to ensure the evidence maintains its integrity when presented in court. On average, our unit takes in approximately 9,500 items of evidence each year and purges

or clears approximately 6,500 items associated with cases that have been adjudicated by the court. We currently have approximately 50,000 items booked in our unit.

The Supervisor and technicians are members of the California Association for Property and Evidence (CAPE). This membership helps to maintain communication with other law enforcement agencies in the county and state which enables

us to stay connected with all new legislative updates, policies and procedures.

We are also responsible for ordering supplies, forms, equipment, vehicles and uniforms for the entire police department. This is a time consuming responsibility. We strive to meet all department needs in a timely manner to help department personnel accomplish their assignments safely and with the best equipment available.



FLEET

8

NEW PATROL VEHICLES
WERE DELIVERED
IN 2012 AND FLEET
OPERATIONS COORDINATED
THE EQUIPMENT CHANGE OVER
FOR THOSE
NEW CARS

Fleet operations ensure all vehicles assigned to the Police Department are functional and operational. In 2011, budget restraints froze the Fleet Coordinator position and the duties of Fleet were distributed to the Property and Evidence Section. Working with the assistance of Police Volunteers and Cadets, the Property and Evidence Supervisor managed the repair and maintenance of all police vehicles. There were 5 vehicles replaced in 2011 which included 4 Detective vehicles and 1 Police Services Officer SUV. The Fleet Coordinator position was opened and filled in the last quarter of 2011 and resulted in the hiring of a highly qualified candidate.

The addition of a new Fleet Coordinator in 2012 had a significant impact on this Unit as we saw dramatic improvement in the overall reliability of our Mobile Data Computers (MDC), police radio, power supply, and lighting and safety equipment on our Patrol vehicles. Our Fleet Coordinator works in conjunction with personnel from our City Yard and outside vendors to ensure that all police vehicles are functioning efficiently. A schedule of consistent maintenance resulted in less vehicle downtime for repairs. Fleet was also able to make minor mechanical repairs on our vehicles which helped to reduce

the strain on City Yard resources.

The Police Volunteer Program continued to be of vital importance to the unit in 2012 by assisting with transportation of vehicles needing mechanical repair to our City Yard and outside vendors; restocking supplies in all the vehicles, and keeping all fleet vehicles cleaned.

We took delivery of 8 new Patrol vehicles in 2012 and Fleet Operations coordinated the equipment changeover for these new cars. In addition, solar panels were used for the first time

to help offset the parasitic draw on the batteries and improve the longevity of electronic devices in the vehicle when the engine is turned off.

A major communication platform change from our existing 3G system to 4G speeds began this year and will be completed in early 2013. This upgrade will dramatically improve area coverage for the MDC devices and speed up communication with law enforcement databases. Fleet also made upgrade changes to a couple of our existing software packages including the Mobile Audio Visual System (MAVS).



COMMUNICATIONS

103,142

PHONE CALLS WERE
HANDLED BY THE
COMMUNICATIONS UNIT IN 2012

23,815

OF THOSE PHONE CALLS
BEING HANDLED
WERE 911 CALLS

The Tustin Police Department Communications Unit is a Public Safety Answering Point (PSAP) responsible for answering all emergency calls for service within Tustin city limits. In addition to emergency calls received from the 9-1-1 lines, Tustin Police Communications Officers respond to all non-emergency calls for service from the public. In 2012, The Communications Unit answered over 103,000 phone calls last year, close to 24,000 of those being 9-1-1 calls. In 2011, 98,629 phone calls were answered and 20,196 were 9-1-1 calls. The

Communications Unit is usually the first contact residents and business owners have with the Tustin Police Department.

The Communications Unit is staffed by Communications Officers who receive the most current and up-to-date training available. They are the only civilianized unit within the department that must meet mandated Peace Officer Standardized Training (POST) requirements to assure the highest quality response to requests for police services from the community. The unit operates 24 hours a day, 7 days a week.



POLICE SERVICES OFFICERS

Police Services Officers serve the Tustin Community in the field by taking reports, conducting crime scene investigations, and helping to improve quality of life issues. Other duties include working the front desk, conducting investigations, and working in Community Relations. The unit is proud to maintain their standing goal of taking 50% of all non-arrest reports, allowing sworn Patrol Officers to be available for emergency calls and community policing. For 2011 and 2012 Po-

lice Services Officers handled a total of 3,811 original reports and 1,175 supplemental reports. Working with Cadets, a total of 8,123 parking citations were issued. Using the TAGRS Graffiti Reporting System, a total of 1,190 graffiti reports were taken. This multi-faceted approach makes Police Services Officers a vital part of the Tustin Police Department

3,811

ORIGINAL REPORTS WERE TAKEN BY THE
POLICE SERVICES OFFICERS, ALONG
WITH 1,175 SUPPLEMENTAL REPORTS

1,190

GRAFFITI REPORTS
WERE TAKEN BY THE
POLICE SERVICES OFFICERS



THEN & NOW

OFFICER OF THE MONTH 2011

January	Detective Diego Gomez
February	Detective Nick Lopez
March	Officer James Monsoor
April	Officer Jason Muro
May	Police Services Officer Megan Evans
June	Officer Greg Schaller
July	Officer Steve Brooks
August	Sergeant Robert Wright
September	Officer Andrew Gleason
October	Officer Khaya Breskin
November	Officer Jeff Taylor
December	Officer Brad Saunders

2012

January	Officer Ronald Sandoval
February	Officer Eric Kent
March	Officer Glenn Hollingshead
April	Officer Michael Jensen
May	Detective Eric Haug and Crime Analyst Suzanna Howard
June	Officer Jeremy Laurich
July	Officer Matthew Adling
August	Police Records Specialist Trish Jansen
September	Detective Brian Stroud
October	Officer Thomas Lomeli
November	Police Records Specialist Debra Isom
December	Officer Matthew Roque

SERVICE AWARDS

Lifesaving Award

Officer Matt Roque
Officer Brian Girgenti
Officer Brad Saunders
Officer Melissa Trahan
Officer Jeremy Laurich
Officer Mark Hocevar
Sergeant Luis Garcia

Community Service Award

Officer Jeff Taylor

TPOA SERVICE AWARDS

Officer of the Year
Supervisor of the Year
Most Dedicated and Professional
Reserve Officer of the Year
Rookie of the Year
TPSSA Employee of the Year
Cadet of the Year
Volunteer of the Year
Explorer of the Year

Greg Schaller
Sergeant Luis Garcia
Detective Eric Haug
Jeff Beeler
Officer Matt Roque
Communications Officer Kristin Cappell
Wendy Soto
Rich Ruedas
Kikey Esparza

SERVICE AWARDS

Medal of Valor

Sergeant Jon Cartwright

Lifesaving Award

Sergeant Del Pickney
Officer Matthew Adling
Officer Gentry Mayfield
Officer Tim Carson
Officer Manny Arzate

Community Service Award

PSO Ruby Ortiz
Officer Glenn Hollingshead
Sergeant Luis Garcia
Officer Matt Roque

TPOA SERVICE AWARDS

Officer of the Year
Supervisor of the Year
Most Dedicated and Professional
Reserve Officer of the Year
Rookie of the Year
TPSSA Employee of the Year
Cadet of the Year
Volunteer of the Year
Explorer of the Year

Manny Arzate
Sergeant Robert Wright
Lieutenant Tom Tarpley
Doug Howard
Officer Gus Gonzalez
Communications Officer Kristin Cappel
Jesse Ochoa
Rich Ruedas
Carlos Acala



RETIREES 2011 thru 2012

Sergeant Mark Hein
April 1980 – March 2011



Officer Lillian Champ
November 1996 – April 2011



Officer Michael Kim
September 2003 – April 2011



*Support Services Manager
Christine Schwartz*
February 1987 – April 2011



*Master Officer
Darryl Pang*
May 1980 – September 2011



*PSO/CSI Supervisor
Shirl Tynner*
November 2006 – August 2012



Officer Suzy Nunley
June 1999 – September 2012



*Police Services Officer
Ellen Camarillo*
January 2004 – October 2012



Sergeant Clark Galliher
October 1984 – October 2012



*Master Officer
Larry Seja*
May 1982 – October 2012



Sergeant Darryle Mendes
March 1986 – October 2012



*Master Officer
Gordon Margulies*
October 1990 – October 2012



*Police Records Specialist
Louise Shepard*
January 1990 – October 2012



*Administrative Secretary
Penni Foley*
August 2004 – October 2012



Lieutenant Pat Welch
November 1985 – October 2012



TUSTIN POLICE DEPARTMENT

300 Centennial Way • Tustin, CA 92780 • www.tustinpd.org

NON-EMERGENCY ASSISTANCE
(714) 573-3200

EMERGENCY
9-1-1

COMMUNICATIONS
(714) 573-3225

INVESTIGATIONS
(714) 573-3240

PROFESSIONAL STANDARDS
DIVISION
(714) 573-3303

PROPERTY & EVIDENCE
(714) 573-3230

FRONT LOBBY HOURS:
MONDAY – SATURDAY
7 A.M. – 7 P.M.

RECORDS
(714) 573-3200

TRAFFIC
(714) 573-3218

WATCH COMMANDER
(714) 573-3220



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