



TUSTIN

POLICE DEPARTMENT

Serving and Protecting the City of Tustin for over 85 years

2013 & 2014 BIENNIAL REPORT



A Message from the Chief

I am honored and humbled to serve as the Chief of Police for the Tustin Police Department and to present our biennial report for 2013-2014. Looking back over the past two years, I am reminded of the many challenges facing the profession of policing. However, I am encouraged and excited for the future because of the amazing, talented, and hardworking men and women of this department. It is through their diligence and dedication that we persevere, prosper and succeed.

We continue to operate under a philosophy of Community Governance; working in partnership with other city departments, businesses and residents to solve problems, improve the quality of life and increase the level of safety and security. In July of 2013, we added the CTAPS model to our policing arsenal. The Crime and Traffic Analysis Policing Strategy (CTAPS) is a data-driven system designed to maximize our resources and focus them in areas where crime is most prevalent. It is essentially "putting cops on the dots." Not long after implementing this strategy, we began to see some of the lowest crime rates in the past decade.

As we witnessed in 2014, various police departments across the country experienced tension with their respective communities, some resulting in

community unrest, violence and an erosion of the public trust. Fortunately, here in Tustin, we enjoy an extremely positive relationship with our community and we are constantly working to improve that relationship. Various programs, such as the Annual Open House, Neighborhood Watch, Santa Cop, Santa Sleigh and our Citizens' Academy are stalwart examples of our commitment to reach out to our community and enhance that public trust.



CHIEF CHARLES F. CELANO, JR

In 2014, we received our first re-accreditation from the Commission on Accreditation for Law Enforcement Agencies (CALEA), signaling our steadfast commitment to best practices in policing. We are still only the third agency in Orange County and the 17th in the

State of California to have earned such an honor.

2015 and beyond will bring many more challenges and opportunities for our department. With a solid foundation of dedicated employees, a nationally accredited system of policing, and a strong relationship with the community, there are no limits to what we can accomplish.

City Council

TUSTIN



Mayor
CHUCK PUCKETT



Mayor Pro Tem
JOHN NIELSEN



Council Member
ALLAN BERNSTEIN



Council Member
BECKIE GOMEZ



Council Member
AL MURRAY

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, our principal goals are the preservation and protection of human life, and propose to fairly and impartially carry out the Mission of the Department with **P.R.I.D.E.**

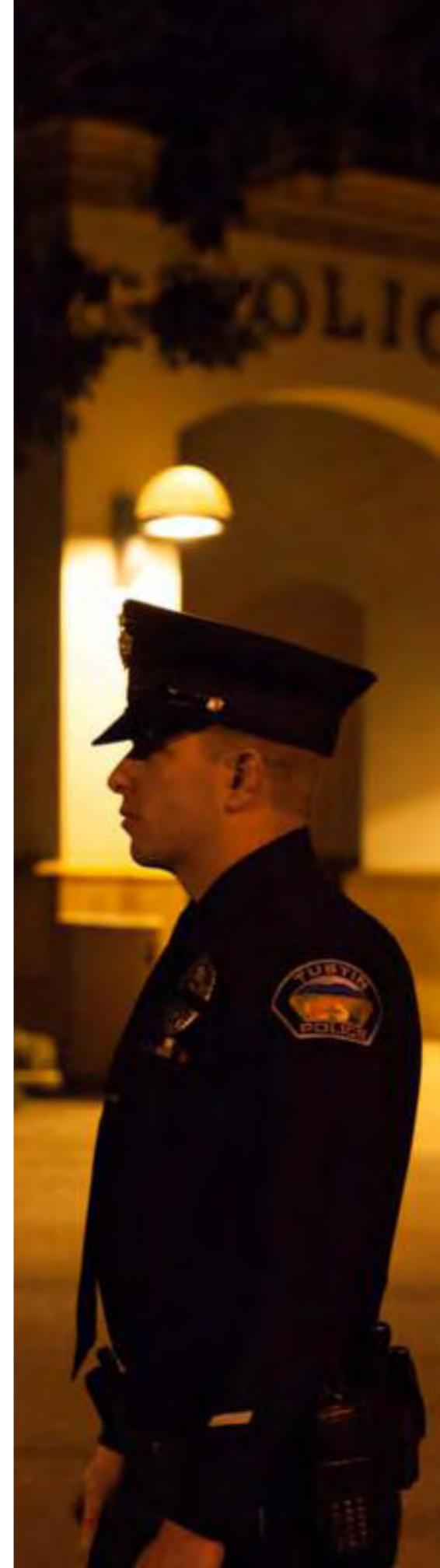
Partnership -We take pride in developing relationships with the people we serve.

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.



Administrative Services Bureau

The Services Bureau is comprised of three divisions: Professional Standards, Field Support and Operations Support. Five separate units operate within these divisions providing support for the Community Policing Bureau: Communications, Police Services Officers, Records, Property/Evidence/Fleet and Personnel and Training. The men and women of this bureau provide outstanding service to the Tustin Police Department and to the community as a whole.

For example, in 2014 the Communications Officers handled over 96,000 calls with over 23,000 of them being 9-1-1 calls. What is even more impressive is they answered in excess of 99% of the 9-1-1 calls within 10 seconds, far exceeding the state standard of 90%!

The Police Services Officers, or PSOs as they are called, are civilian officers and play a very important role assisting the patrol officers in the

field. PSOs respond to report calls that do not require a sworn officer, freeing up police officers to handle emergency calls for service and crime suppression. In addition to handling

these calls, they are highly trained in the field of Crime Scene Investigation or CSI.

The Records Unit is staffed by Police Records Specialists or PRSs. They are the group that processes all of the paperwork the Police Department generates. In 2014 they processed in excess of 7,300 reports, 11,600 citations and 4,700 requests for records.

The Property Unit is the most secure unit in the department allowing only four personnel to access or gain entry into the unit. Even the Chief of Police cannot enter without one of the staff checking him in. The unit houses in excess of 50,000 items including weapons, drugs and money. This unit is also responsible for maintaining all of the vehicles for the department and processing most of the purchasing.

Falling within the Professional Standards Division is Personnel and Training, Internal Affairs, Emergency Management, Press Information Officer, Community Relations, Reserve Officers, Volunteer Program, Cadets and Explorers.

This division is the face of the department due to all of the community programs that are put on and the interaction with the press due to the responsibility of being the Press Information Officer. Great community programs such as Santa Cop, Santa Sleigh, Open House, Neighborhood Watch, the Citizen Police Academy and others all originate from this division. In addition, personnel have formed a strong partnership with the school district allowing them to offer student programs such as anti-bullying and anti-gang. This division is also responsible for a very active volunteer program whose members perform great service to the community and the department itself. The personnel in this bureau are constantly out in the community building relationships which promote the Department's philosophy of Community Governance.

Working within the philosophy of Community Governance, the men and women of this bureau will continue to provide the outstanding support and services to other members of this department, to the citizens of Tustin, and to continue the tradition of providing excellent service to our community!



CAPTAIN STEPHEN D. LEWIS

Great community programs such as Santa Cop, Santa Sleigh, Open House, Neighborhood Watch, the Citizen Police Academy and others all originate from this division.



CALEA

Commission on Accreditation for Law Enforcement Agencies

April 2014 marked the conclusion of our three year CALEA reaccreditation review. The Commission on Accreditation for Law Enforcement Agencies (CALEA) is a credentialing authority created in 1979 for police agencies, communication centers, school campus police and police academy training centers. CALEA establishes a body of professional standards for agencies to comply with. These standards are based upon proven, internationally recognized best practices and procedures for law enforcement. The Tustin Police Department participates in the Advanced Law Enforcement Accreditation Program and is required to comply with 483

standards. Some requirements include developing and maintaining a comprehensive set of policy and procedures, providing accountability both within the agency and to the community, and preparing reports and analyses to ensure decisions made are informed and fact-based.

At the conclusion of our accreditation cycle, two assessors, a Chief of Police from Illinois and a Captain from Hawaii, were brought in to review our policies, practices and procedures, and to conduct an independent on-site review. This on-site review included documented proofs of compliance, unit interviews and in-field ride-alongs. The assess-

sors spent four days verifying compliance with all 483 standards. The assessors found the agency files to be organized with a sufficient amount of documentation to support compliance with applicable standards. The assessors found our members to be professional, supportive and positive.

The CALEA accreditation process is a continual review process. We must maintain compliance with all 483 standards on a yearly basis to be reviewed on a triennial basis. CALEA helps to facilitate our department's pursuit of professional excellence, positive community relationships and transparency.

Field & Operations Support Services

The Field Support Division is comprised of civilian employees in the Communications Unit and the Police Services Officers/CSI Unit. Manager Mary Novotny oversees the operation of both units. Mary's other responsibilities include the development of the police department's budget alongside Captain Lewis, the oversight of grants for the police department and the Biennial Report. Mary also serves on several committees such as the Retiree Committee, Officer of the Month Committee, and the Annual Awards Committee.

The Operations Support Division is comprised of civilian employees in the Records Unit and Property & Evidence/Fleet Unit. Manager Kristin Miller oversees the operation of both units. Kristin is also responsible for keeping Tustin Police Department in compliance with all CALEA standards and preparing the department for its inspection every three years. Kristin oversees and is a member of our Peer Support Team. Kristin serves on several committees such as Baker to Vegas and the Annual Awards Committee.



MANAGERS MARY NOVOTNY AND KRISTIN MILLER



The Tustin Police Department participates in the Advanced Law Enforcement Accreditation Program.

Records



The Tustin Police Department Records Unit consists of 14 staff members who work 12.5 hour shifts. The unit is staffed 24 hours a day, 7 days a week to perform police-related records management duties. Staff members strive to meet the Tustin Police Department's needs in a timely and efficient manner by providing support to both sworn and civilian personnel, as well as the citizens of Tustin.

The Records Unit is an integral part of the Police Department that works closely with Patrol Officers, Police Services Officers, Detectives, Dispatch, and Property & Evidence Technicians. This unit is responsible for processing and retaining police reports, court packages, citations, field-interview cards, pawn slips, and fax requests. Records staff also provides help with answering phones, fingerprinting, compiling Uniform Crime Reporting to the Department of Justice, and assisting the front desk personnel when needed.

In addition to its daily responsibilities, the Records Unit has specialty assignments assisting the Gang Unit, General Investigations and working in the Professional Standards Division.

In 2014 the Records Unit processed in excess of 7,300 reports, 11,600 citations and 4,700 requests for records.



RECORDS LEAD SHARON MCCANN & RECORDS SUPERVISOR THAO NGUYEN

Property & Evidence

The Property and Evidence Unit preserves all items of property or evidence placed in our custody. It is our responsibility to account for and keep the chain of custody on all items of evidence. All laws and procedures are followed to ensure that the evidence maintains its integrity when presented in court.

The Supervisor and technicians are members of the California Association for Property and Evidence (CAPE). This membership helps 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.

Here is a breakdown of the number of property and evidence items booked into our Unit compared to the number of items disposed over the last two years after cases are adjudicated by the court.

YEAR	BOOKED	DISPOSED	DIFFERENTIAL
2013	9,076	5,160	+3,916
2014	7,997	9,401	-1,404
TOTALS	17,073	14,561	+2,512

Property & Evidence is also responsible for ordering supplies, forms, equipment, vehicles and uniforms for the entire police department. 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.

Our Property and Evidence Fleet Coordinator works in conjunction with personnel from our City Yard to ensure that all police vehicles are functioning efficiently. The Fleet Coordinator works to keep the many delicate computer systems and police radios functional to help limit vehicle down time, and keeps our vehicles equipped with up to date technology.



Police Services Officers/CSI

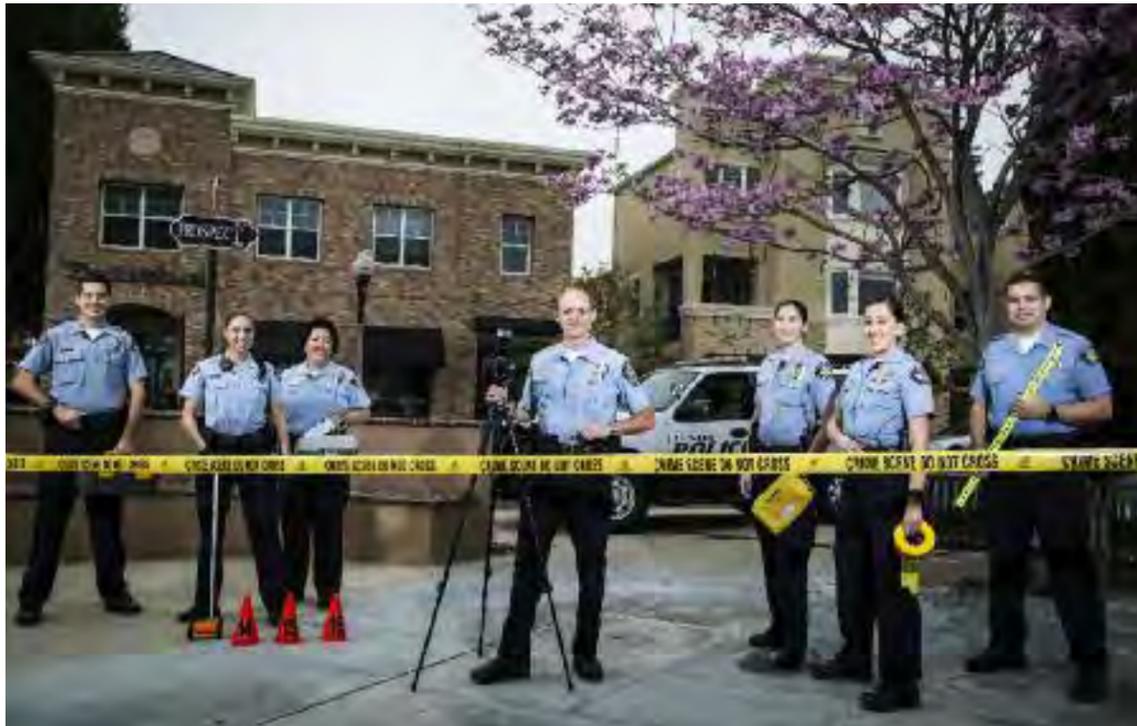
Police Services Officers perform a wide variety of duties that play a vital role in the day-to-day operations of the police department. Police Services Officers have the opportunity to serve the community in many different capacities. Personnel may be assigned to the General Investigations Bureau, the Crime Scene Investigation team, Field Operations, the Traffic Division, the Community Policing Bureau or the Personnel and Training Division during the course of their careers. Police Services Officers take police reports in the field and at the front counter of the police department, and testify in court as needed.

Civilian Investigators assigned to the General Investigations Bureau follow-up on criminal cases, collect and evaluate supporting evidence and work closely with the District Attorney's Office to prepare cases for trial. Field Operations personnel respond to traffic collisions and crime reports in the field, and process public requests at the front counter. Field Operations personnel also staff the Crime Scene Investigations Unit where they specialize in forensic evidence collection, crime scene photography, crime scene mapping and the preservation of evidence for laboratory analysis.

Police Services Officers in the Traffic Unit respond to both injury and non-injury traffic collisions, conduct traffic control at special events and oversee parking enforcement throughout the city. They also assist at major collision scenes where

they collect data for the reconstruction of traffic fatalities.

Police Services Officers in the Professional Standards Division specialize in crime prevention, public safety and the implementation of community programs. Community Relations personnel can be found giving presentations at neighborhood watch meetings, teaching student safety to children in our schools and organizing large events like the



semi-annual Block Captain Meetings, Santa Cop program and National Night Out. Their efforts enable patrol officers to remain available for emergencies and implementation of crime suppression strategies in the field.

Police Service Officers handled 4,391 original crime reports, 788 supplemental reports and issued 3,838 parking citations.

Communications



COMMUNICATIONS SUPERVISOR LISA POLLEY

CALLS FOR SERVICE



The Communications Center is staffed by professional civilian personnel and is operated 24 hours a day, 7 days a week, to provide around the clock service to the businesses and the citizens of Tustin.

99.31% of all 911 calls within 10 seconds. The State requires we answer 90 percent of all 911 calls within 10 seconds and we exceeded that in both 2013 and 2014.



In 2013, The Communications Unit answered over 91,000 phone calls and 21,000 of those were 911 calls. The unit answered 98.03 percent of all 911 calls within 10 seconds. In 2014 the unit answered over 96,000 phone calls with over 23,000 of those being 911 calls. We answered

The Center is staffed by 12 full-time and one part-time Communications Officer.

The Communications Officer is a skilled emergency professional who receives emergency 911 and non-emergency requests for assistance. The Communications Officer must be able to determine the nature and urgency of incoming calls, prioritize the calls and dispatch the appropriate field personnel.

Professional Standards Division

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

The Professional Standards Division is responsible for the recruitment, pre-employment testing and hiring of police department personnel. During the years 2013-2014 PSD processed hundreds of applicants for positions throughout the department, both civilian and sworn. Because of the high standards required for law enforcement positions, along with rigorous testing and in-depth background investigations, employing personnel is an extremely time-intensive endeavor. As a result of the recruitment and hiring process over the past two years, from the initial pool of hundreds of applicants, we were able to bring more than 30 new employees to the Police Department.

Overseeing training for the entire department is another responsibility of the Professional Standards Division. Law enforcement employees are required to maintain training proficiency in several different areas. It is up to PSD to ensure all training requirements are met, and employees are kept in compliance with standards set by the Police Officer Standards and Training (POST) as well as maintaining training documentation necessary in the support of the Commission on Accreditation for Law Enforcement Agencies (CALEA) training requirements. PSD is responsible for presenting training in the areas of Mental

Health, First Aid, CPR, Tactical Communications, as well as many other topics. Internal department training is further enhanced by monthly training videos from the Orange County District Attorney's Office which, along with both internal and external training bulletins, helps keep the employees up to date on relevant topics. PSD is also responsible for coordinating training in the 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 over 40 Administrative Investigations. Those Administrative Investigations were the result of both citizen 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 we serve.

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 part of the social media team which is not only used as a communication tool with press networks, but provides relevant information updates to the community.

PSD is directly involved with the community through the Community Relations Unit. The Community Relations Unit oversees and presents several community programs including: Neighborhood Watch, the Annual Police Department Open House, National Night Out, Walk to School, and many others. They also partner with Tustin Unified School District to present programs at local elementary schools. In addition, the Community



LIEUTENANT ROBERT WRIGHT & SERGEANT ANDY BIROZY

Relations Unit is an essential part of the Neighborhood Improvement Task Force (NITF), which works with other city and community departments and organizations to address quality-of-life issues throughout the City.

The Cadet program operates under the supervision of PSD, and provides the opportunity for full-time college students to gain part-time employment in the field of law enforcement. Cadets are given the opportunity to ex-

perience hands-on involvement in many different areas within the Police Department. The Cadet program has also proven to be a stepping-stone to a full-time career in law enforcement. To date we have hired six former Cadets as full-time employees.

In addition, PSD is responsible for oversight of the Explorer and Chaplain programs. The Explorer program allows younger members of the community to become involved in the Police Department. The Explorer Ad-

visors provide the young Explorers with training and mentorship to help them develop into productive young men and women. Explorers provide assistance at community events such as: Dino Dash, Tiller Days parade and carnival, the Street Fair and Chili Cook-Off, as well as assisting other agencies in the county with other community events.

The Chaplain program provides spiritual support and counseling to department employees and to the community in times of need.

Over the past two years, from the initial pool of hundreds of applicants, the Professional Standards Division was able to bring more than 30 new employees to the Tustin Police Department.

Professional Standards Division

(continued)

Chaplains have been called out to assist with a variety of tragic or grievous situations where their training and experience are best suited to provide assistance to those in need.

The Volunteer Program is a valuable asset to the Tustin Police Department as the services provided by the volunteers allows sworn and civilian employees to dedicate their efforts in other needed areas. Master Reserve Officer George Vallevieni has the primary oversight of the Volunteer Program. On average we have about fifteen volunteers contributing their time and assistance to the department.

The volunteers contributed a total of 6,619 hours in 2013, and 6,844 hours in 2014; working in a variety of units to assist police personnel in completing their tasks. The assignments included: Property and Evidence, CSI, Records, Community Relations, General Investigations, Gang Unit, Traffic, and Fleet. Special Events included Tiller Days Booth, Chili Cook-off, Dino Dash, Santa Sleigh, Santa Cop, Enderle Center Christmas Program, and Open House.



VOLUNTEERS



EXPLORERS & ADVISORS



VOLUNTEERS



OUR COMMUNITY



CAPTAIN PAUL GARAVEN

Community Policing Bureau

The Community Policing Bureau (CPB) is the operational side of the police department, and consists of the Patrol Division (North and South Area Command) and the Special Operations Division.

Each patrol area is led by a Lieutenant, with extensive experience in policing, who embraces the Community Governance philosophy. Lt. Todd Bullock is the North Area Commander and Lt. Jeff Blair is the South Area Commander. Under their 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 build positive working relationships with the community.

Under North Area Command, the Traffic Unit consists of one sergeant, four motorcycle officers, and one police services officer who report to Lt. Bullock. The Traffic Unit focuses its efforts on traffic engineering, education and enforcement. The Traffic Unit is also charged with the planning and deployment of DUI checkpoints and DUI saturation details.

In the latter part of 2014, the Traffic Unit was able to secure funding for three additional part-time parking control officers, and by spring of 2015, they will be fully operational. The addition of the part-time positions will allow greater and more consistent emphasis on parking problems citywide.

Under South Area Command, our Special Enforcement Detail reports to Lt. Blair. This unit consists of one sergeant and four officers and is not responsible for patrol related calls for service. Instead, they are a proactive, problem-oriented team, assigned to crime trend areas with the goal of removing the criminal element and maintaining a sense of safety and security.

Another key component to our success as a department is the Community Impact Officer (CIO). Reporting directly to the Area Commanders, the CIO is responsible for addressing quality of life issues throughout the City. The CIO works closely with other City departments, allied agencies, and local non-profit agencies to solve problems in the long term. The CIO serves as a tremendous resource to patrol officers and the department at large.

Special Operations is led by Lt. John Strain and includes General Investigations, Special Investigations, SWAT, Crime Analysis, School Resource Officers, and the Gang Unit. General Investigations is comprised of both sworn and civilian personnel and together, they investigate all non-gang related crimes that occur within the City.

The Gang Unit investigates all gang related crimes and conducts regular gang suppression patrols. A full-time probation officer that is assigned to the department supports the unit. The Criminal Compliance Officer is currently assigned to the Gang Unit and is responsible for tracking and monitoring the compliance of all sex registrants, drug registrants, arson registrants, probationers, and parolees in the City.

Our SWAT officers work in conjunction with the Irvine/Tustin SWAT team and are the most tactically sound officers in the department. This partnership provides us access to a fully staffed tactical team in the event of a situation beyond the normal scope of a traditional patrol response.

The School Resource Officer maintains a regular presence

at Tustin High School, as well as many of our middle schools, and serves as a resource for both students and faculty within the Tustin Unified School District.

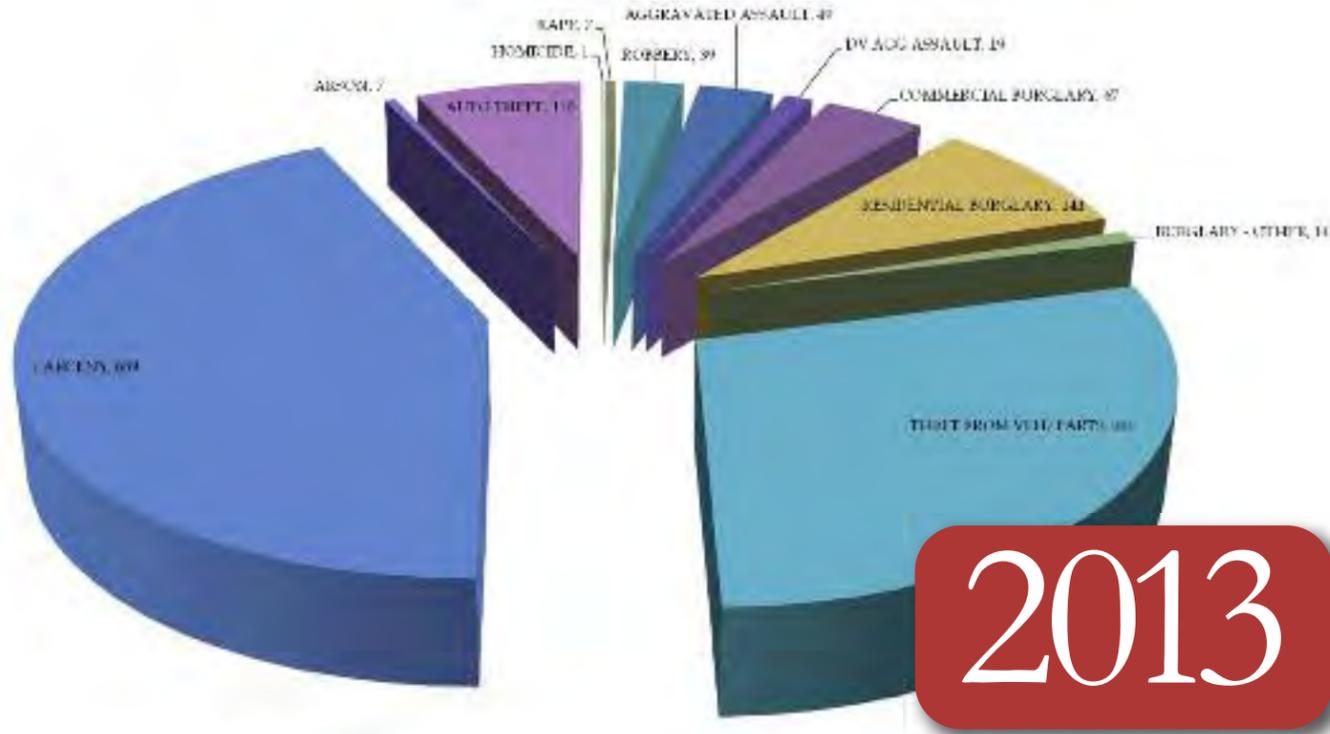
Reduction of the crime rate, particularly Part 1 crimes, is one of the primary goals of the Community Policing Bureau. Part 1 crimes consist of most violent crimes (murder, rape, robbery, and aggravated assault) and some property crimes (burglary, larceny, and auto theft). To effectively address the crime picture, the department implemented an intelligence based policing model that is referred to as Crime and Traffic Analysis and Policing Strategies (CTAPS). Under the CTAPS model, crime and traffic patterns throughout the City are analyzed. When a trend or "hot spot" is identified, resources are deployed in real time to address the concern. As a result of this model, we were able to reduce our Part 1 crime rate by 8.7% in 2013 and 7.5% in 2014.

We are proud of the men and women of the Community Policing Bureau and look forward to meeting the challenges ahead of us in 2015.

YEAR	PART 1 CRIME RATE
2013.....	Reduced by 8.7%
2014.....	Reduced by 7.5%

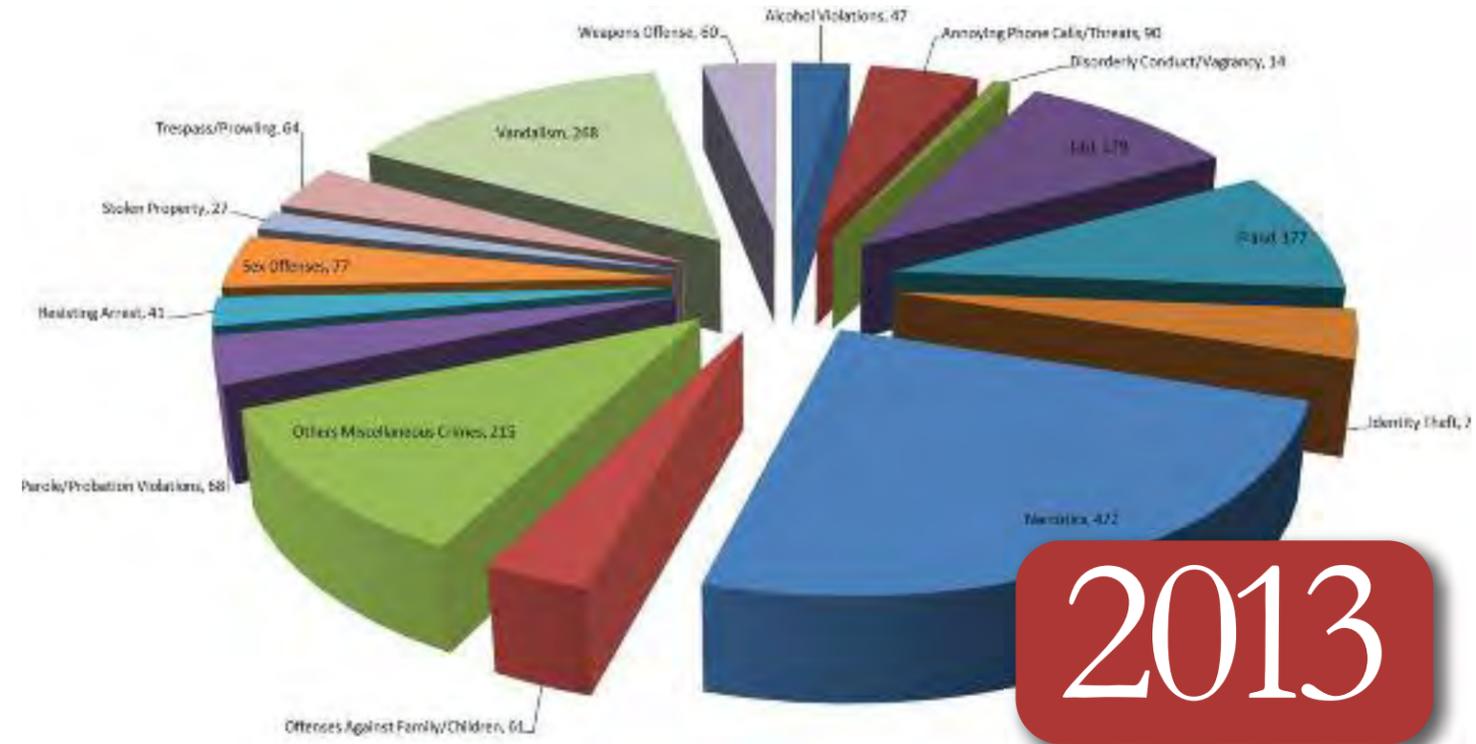
Crime Statistics

PART 1 CRIMES

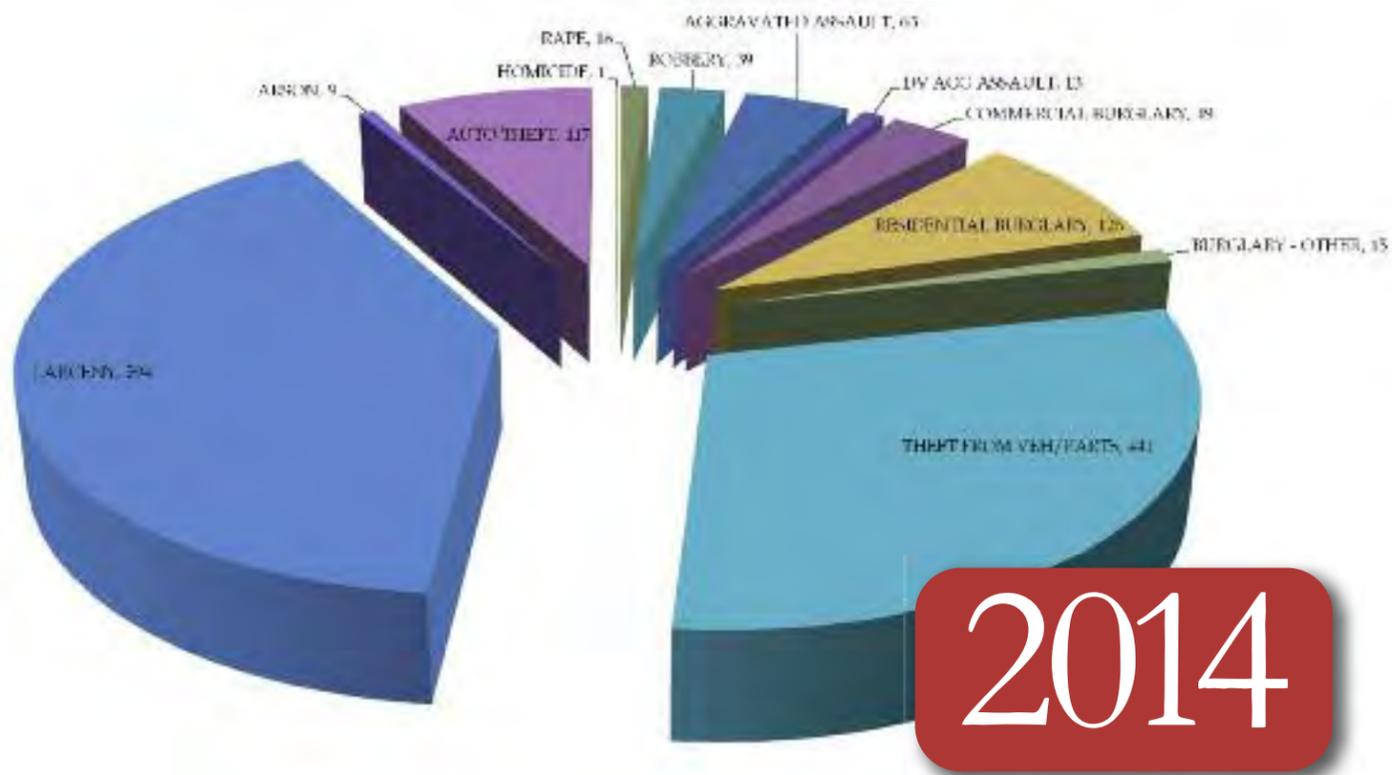


2013

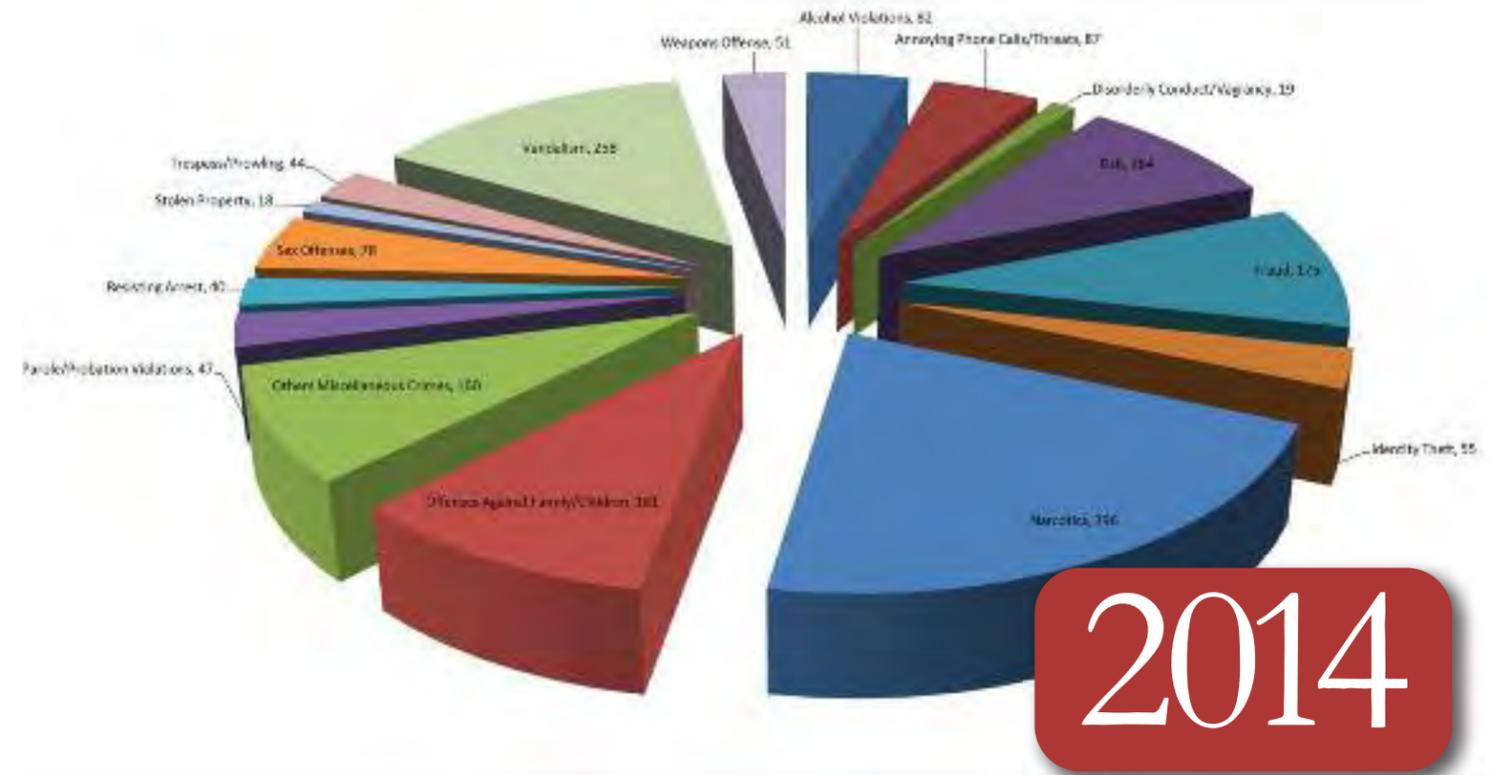
PART 2 CRIMES



2013



2014



2014

Officer Waldron “Wally” Karp



Every January 7th, the Tustin Police Department honors Officer Wally Karp, who is the only Tustin Officer killed in the line of duty.

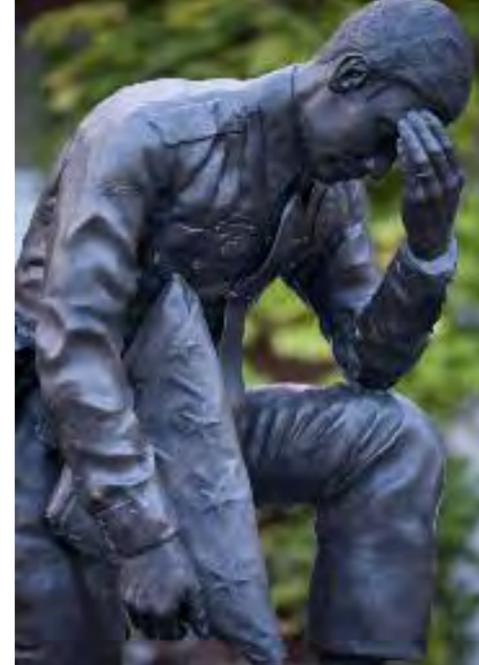
On December 6th, 1972, Officer Karp was one of two officers patrolling the streets of Tustin. At about 2:15 A.M., he responded to a radio call of a man with a rifle. Officer Karp and other officers arrived on scene and they located a man who had crawled under a parked car and was aiming his rifle at the officers. Officer Karp quickly took cover and verbally engaged the suspect from a prone position. The gunman opened fire on Officer Karp with a 30-06 hunting rifle with armor piercing shells. The suspect fired several rounds, one of which struck Officer Karp and OCSD Deputy Tim Stewart.

Although gravely wounded, Officer Karp returned fire, struck the suspect and the suspect was taken into custody.

Officer Karp was rushed to the hospital where he underwent emergency surgery. Officer Karp lived for several weeks following surgery, but on January 6, Officer Karp began to worsen and at 1:45 A.M. on January 7, 1973, he succumbed to his injuries.

In 2000, Tustin Police Officers raised approximately \$100,000 dollars to create a fallen officer memorial to honor the sacrifice of Officer Karp. This memorial was dedicated on January, 7th, 2001. In addition to the memorial, a scholarship fund was established in his name. The scholarship is sponsored by the Tustin Police Officers' Association and is awarded to a local high school student each year to offset the cost of his or her college education.

In 2000, Tustin Police Officers raised approximately \$100,000 to create a fallen officer memorial to honor the sacrifice of Officer Waldron “Wally” Karp.



Images by Create and Capture Photography

Tustin Police Department



Area Command

Area Command is comprised of the entire Patrol Division including the Traffic Unit, Special Enforcement Detail, Community Impact Officer and K-9 Unit. The Area Command model divides the city into two geographical areas, North and South. Lieutenant Todd Bullock serves as the North Area Commander, responsible for policing matters North

5% reduction in Part I crime and a 10% reduction in the number of injury traffic collisions. The final result was an 8.7% decrease in Part 1 crime and a 4.3% decrease in injury traffic collisions. In 2014 the goals included a 2% reduction in Part 1 crime, a 5% reduction in injury traffic collisions and a 5% reduction in bicycle accidents. The final result was a 7.5% decrease in Part 1 crime for 2014!

Unfortunately neither of the traffic related goals were attained. Going into 2015, the Area Commanders reassessed and developed new goals for the upcoming year. The Area Commanders researched developing trends in law enforcement and consulted with the Crime Analyst. Based on a variety of factors, statistical models suggest an *increase* in Part 1 (primarily related to

theft/larceny) crime for 2015. Despite these projections, the Area Commanders believe a reduction in crime is once again attainable, so a 1% reduction has been targeted. There will be extra emphasis on reducing theft related crimes that were identified as the reason for the predicted spike in crime in 2015. Extra effort will also go toward reducing injury traffic collisions by 5%. Drunk/DUI drivers significantly contribute to the number of injury traffic accidents, so a goal of an 8% increase in DUI arrests has been targeted.

In addition to enforcement efforts, officers also

LIEUTENANT TODD BULLOCK



of the I-5 freeway and Lieutenant Jeff Blair serves as the South Area Commander, responsible for policing matters South of the I-5 freeway. There are currently 13 Sergeants and 49 Police Officers working in a variety of assignments divided between North and South Area Command.

Every year the Area Commanders develop goals for the Patrol Division and the Sergeants develop strategies to accomplish these goals. The officers employ these strategies in their day to day operations and the results are tracked on a weekly basis by our Crime Analyst. In 2013 the goals included a



LIEUTENANT JEFF BLAIR

work with the community through education and awareness to reduce crime and address quality of life issues. One example of this is the Community Officer Program, formerly known as the Adopt-a-complex program. This has been very successful for well over a decade and it will continue to serve as an important link between those who reside in the city and the officers on patrol. Another example is the Neighborhood Improvement Task Force (NITF). This group is comprised of representatives from the police department, other city departments, Tustin Unified School District, waste management, Orange County Human Relations, and Orange County Fire Authority. Through the Community Governance model of policing, the NITF meets regularly to focus on quality of life issues and concerns in the community. The topics of these meetings include: parking concerns, noise abatement, waste accumulation, traffic signage, graffiti, blight, crime issues, business licensing and health & safety matters.

The Area Commanders also work closely with our Community Relations Unit in hosting "Substations for a Day" and "Town Hall" meetings. When an impacted area is targeted for improvement, an operational plan is developed which includes a day where members of the agency and other city departments work out of a mobile command post in that area. After spending time in the neighborhood interacting with the residents, a subsequent Town Hall is scheduled where residents are provided with crime statistics, crime prevention tips and a Q & A session following the presentation. An example of this was the substation in the Bliss/Altadena/Myrtle neighborhood where 82 children were fingerprinted, 35 bicycle safety helmets were distributed, and 9 bicycles were registered. Safety materials were handed out as well as crime prevention literature. Afterward, at the Town Hall meeting, residents were treated to pizza and refreshments while members of a police panel spoke about crime and quality of life issues in the neighborhood. Residents also submitted

The Area Commanders work closely with our Community Relations Unit in hosting "Substations for a Day" and "Town Hall" meetings.

Area Command

(continued)

questions that were answered by members of the panel.

We are always looking for ways to improve our level of service and this past year we have focused on utilizing technology to become more effective and efficient. Forecasting crime and identifying crime trends is a function of our Crime Analyst. We developed a program to utilize this information in order to deter crime and/or catch those who commit crimes. The program is called Crime and Traffic Analysis Policing Strategies/CTAPS. This is a monthly meeting chaired by the Chief of Police and attended by a representative of every unit in the agency. Crime and traffic statistics are formally presented to the Chief by the Area Commanders. The crimes and traffic accidents are displayed on a citywide map which helps to identify "hot spots." This information includes the type of incident along with days and times of occurrence. Those in attendance are encouraged to come up with strategies to address these "hot spots" and an action plan is developed. These action plans are documented and at the next CTAPS meeting an assessment is made to determine if they were effective. If not effective, the problem is reassessed and new strategies are implemented. Data developed by the Crime



OFFICER ERIC KENT AND HIS K-9 RIGGS

Analyst has proven to be an effective way to best utilize our resources. Simplified, this information allows us to, "put cops on the dots."

As we move into 2015, we are committed to reducing crime

and solving problems as we work in partnership with other city departments and the community we serve. Through this proactive approach to partnering with the community, we strive to make Tustin one of the safest cities in the county.

Wellness

The Tustin Police Department manages a wellness program that utilizes various resources to help create a healthy work environment for our employees. One aspect of the wellness program is the City of Tustin Fitness Center which is managed by the police department. The fitness center is designed so an employee can do a traditional workout with weights, develop a circuit training course or use various cardio based machines such as treadmills, stationary cycles, and elliptical machines.

Another component of our wellness program is our Peer Support program and our Managed Health Network Employee Assistance Program (MHN/EAP). MHN/EAP assists eligible family members in resolving personal problems that can affect their health, family life, abilities, and desire to excel at work. The program can also help resolve a broad range of personal problems through assessment of issues and referrals to Participating Practitioners including: Marriage/Family Issues, Stress Management, Emotional Problems and Alcohol/Drug Dependency.

The Peer Support Team consists of fourteen members who have been nominated by their peers. The Peer Support Team members are committed to providing support and assis-

tance to employees in times of stress and crisis. Using the skills of active/reflective listening and basic crisis intervention techniques, one-on-one support of one employee by another is often the first line of defense in helping employees get back on the road to wellness. In these one-on-one encounters, an employee can confidentially reach out for resources, including, but not limited to: advocacy, cathartic ventilation, social support, stress management, problem solving techniques, spiritual support, and referrals for further assistance. Peer Support Team members value trust and respect the need for anonymity and confidentiality. Communication between a Peer Support Team member and a peer is considered confidential, except for those matters that involve a life threat or violation of law.

Lastly, another vital component to our Wellness Program is the "Emotional Survival" training presented by the renowned Dr. Gilmartin, which all of our employees attend. This training is specific to employees and



spouses impacted by a career in law enforcement. The training addresses the dynamics that can transform idealistic and committed law enforcement officers/employees into individuals who begin having difficulties in both the personal and professional aspects of their lives. The training educates the officer/employee on the long-term effects of this career field, focusing on specific preventative strategies that can be helpful in reducing the negative emotional impact of a law enforcement career.



Special Operations

The Special Operations Division has a long tradition of service in Tustin conducting widely varied and specialized criminal investigations, as well as proactive, street level law enforcement duties.

Special Operations encompasses General Investigations, Special Investigations, the Gang Unit, a Criminal Compliance Detective, SWAT, Crime Analysis and School Resource Officers.

The General Investigations Unit is divided into the Major Crimes Team and the Property Crimes Team. These two teams are responsible for conducting comprehensive follow-up investigations for the majority of crimes that are reported to the Tustin Police Department. Investigators assigned to this unit are on call 24 hours a day to respond to crime scenes throughout the city. The investigators from the General Investigations Unit are

supported by personnel from the Crime Analysis Unit, who utilize state-of-the art technology to analyze crime patterns.

The Gang Unit is responsible for suppressing gang activity throughout the city. They also conduct comprehensive follow-up investigations to any crime which may be gang related. The Gang Unit maintains a visible presence throughout the city, conducting street-level gang enforcement.

The primary role of the Special Weapons and Tactics Team (SWAT) is to solve potentially danger-

ous situations through experience, training, and the use of highly specialized tools and equipment.

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.

Based on the emerging needs created by state legislation, the Criminal Compliance Detective (CCD) was created in 2014. This Detective tracks and monitors the activities of probationers and parolees. The CCD acts as a resource for all divisions in the agency. When needed, the CCD assists other units with manpower during operations and enforcement details. The position is also responsible for monitoring and tracking sex, drug and arson registrants.

Technology continues to be one of law enforcement's greatest weapons in the fight against crime. Tustin strives to be on the cutting edge by utilizing the latest software programs in an effort to find, track down and arrest those individuals that prey on the citizens of Tustin. This software enables the crime analyst 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.



Special Operations encompasses General Investigations, Special Investigations, Gang Unit, Criminal Compliance Detective, SWAT, Crime Analysis and School Resource Officers.



Traffic

The Traffic Unit consists of one Sergeant, four Motorcycle Officers, one Police Services Officer and one Master Reserve Police Officer. The general purpose of the Traffic Unit is to provide continual education and enforcement on traffic and parking related issues, and to address the needed improvements to provide a safe and efficient traffic flow throughout the City's transportation system. The Traffic Unit achieves these goals by utilizing the Community Governance model and establishing partnerships with other City departments and law enforcement agencies, the local school district, and non-profit associations.

The Traffic Unit works with the community to build positive relationships by participating in events such as the Special Olympics Torch Run, the Block Captain Meetings, the national "Walk to School Day," and providing the Child Safety Seat Program. During the past two years, the Traffic Unit placed an emphasis on bicycle safety to provide additional educational resources to members of the community. In addition, the Traffic Unit coordinates all City special events, including the Tustin Street Fair, High School graduations, the Fourth of July event, the Tustin Tiller Days event and the Dino Dash.

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 Traffic Unit participates in the national "Distracted Drivers" campaign, the national "Click it or Ticket" campaign, and the county-wide "Avoid the 38" campaign. The Traffic Unit also participates in regional associations such as the Orange County



KYLE GREENE AND OFFICER JOHN HEDGES

Traffic Officers Association, the Orange County Traffic Investigators Association and the Orange County Taxi Administration Program.

The Traffic Unit has established an ongoing goal to reduce the number of DUI's and DUI related traffic collisions. Traffic personnel work additional hours and/or adjust their work schedules in order to conduct DUI checkpoints, DUI saturation enforcement, and special enforcement operations. The Traffic Unit receives special funding from the Office of Traffic Safety to provide additional activities, programs and equipment for our ongoing effort to reduce injury and fatal traffic collisions, and DUI related accidents. In late 2014, the Traffic Unit launched the "Know Your Limit" campaign which is a program designed to help educate and deter potential DUI drivers.

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 Tustin Police Department. As we move into 2015, 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 residents.



PSO STEVE GIDDINGS

In late 2014, The Traffic Unit launched the "Know Your Limit" campaign which is a program designed to help educate and deter potential DUI drivers.



Special Enforcement Detail

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

In addition to providing proactive law enforcement services to the residents and businesses 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 Division. 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 2013-2014 by the SED team:

- The SED team made (363) arrests in 2013 and (309) in 2014
- 119 ounces of marijuana was seized
- 12 ounces of methamphetamine was seized
- 2 ounces of cocaine was seized
- 3 ounces of heroin was seized
- 589 illegally possessed pills were seized
- 146 illegal weapons were recovered
- \$602,745 in stolen property was recovered
- \$24,643 in asset forfeiture was recovered

The SED team is proud of the accomplishments made in 2013/2014 and will continue to work to achieve the same success in 2015. The SED team will continue the tradition of service to the residents of Tustin and accepts the challenges that will be encountered with the increase of career criminals being released into the community with the passing of Proposition 47 and Assembly Bill 109. The SED team's goal is to continue to keep criminal activity at bay throughout the city.

CTAPS

Crime and Traffic Analysis Policing Strategies



The 2012-2015 Strategic Plan identified the need to create a model of policing that was based on statistical data related to crime and traffic patterns in order to establish our policing goals and associated strategies. To create this new policing model, we studied the various systems employed by other police agencies, and ultimately created what is now

known as CTAPS (Crime and Traffic Analysis Policing Strategies).

To be successful, CTAPS requires participation from all areas and levels of our agency. Formal meetings are held each month where we analyze the crime and traffic statistics and collectively devise policing strategies to combat any cur-

rent or emerging crime trends.

CTAPS has been very effective, as it has allowed us to best utilize our resources and quickly respond to any crime or traffic pattern with a specific strategy. It also allows us to assess the results of our efforts and make adjustments to our strategies as needed.

Honor Guard

The Tustin Police Honor Guard was formed in 2005. Honor Guard Officers serve as representatives of the Tustin Police Department while attending funeral services for Police Officers who have fallen in the line of duty. The Honor Guard consists of 20 sworn personnel.

The Tustin Police Honor Guard also 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 United States, State of California, and City of Tustin at many events within the City including:

State of the City Address

National Night Out

National Night of Prayer

Tustin Police Open House

Annual Mayor's Thanksgiving Breakfast

Wally Karp Memorial Tribute

In 2014 the Tustin Police Honor Guard travelled to New York to attend the funerals for NYPD officers Rafael Ramos and Wenjian Liu who were killed in the line of duty.

The Honor Guard is under the direction and command of Lieutenant Todd Bullock and Sergeant Sean Whiteley.



SERVICE awards

2013

C.T.A.P.S. Achievement Award

Officer Ryan Newton
Officer Brian Stroud

Community Service Award

Officer Melissa Trahan
Sergeant Sean Whiteley

TPOA Supervisor of the Year

Sergeant Brian Greene

TPOA Officer of the Year

Officer Jeremy Laurich

TPOA Dedication and Professionalism

Officer Melissa Trahan

TPOA Rookie of the Year

Officer Robert Ward

Reserve Officer of the Year

Captain Michael Shanahan (Retired)

TPSSA Employee of the Year

Communications Officer Kristin Cappel

Explorer of the Year

Nick Gonzalez

Cadet of the Year

Joseph Chiavatti

Volunteer of the Year

Richard Ruedas



NEW AWARDS FOR 2014

Lifetime Achievement Award

Retired Captain Mike Shanahan

Distinguished Service Award

Officer Bonnie Breeze
Officer Donald Houle
Officer Matthew Howard

Community Policing Award

David Landis (Calvary Chapel)

TPSSA Rookie of the Year

Police Services Officer
Jasmine De Leon

Civilian Supervisor of the Year

Property & Evidence Supervisor
Dave Kanoti

TPSSA Dedication and Professionalism Award

Property & Evidence Supervisor
Dave Kanoti

Case of the Year

Detective Pam Hardacre
Officer David Nguyen

Honorary Police Officer of the Year

Blake Zika

Medal of Valor

Officer Waldron "Wally" Karp

Lifesaving Award

Officer Michael Carter
Officer Brian Chupp
Officer Royce Del Merari
Officer Michael Fitzpatrick
Officer Michelle Jankowski
Officer Michael Jensen
Detective Diego Gomez
Officer Gustavo Gonzalez
Officer Bradley Saunders
Officer Greg Schaller

CTAPS Achievement Award

Officer Bonnie Breeze
Officer Royce Del Merari
Officer Sarah Fetterling
Officer Matt Roque

TPOA Supervisor of the Year

Sergeant Brian Greene

TPOA Officer of the Year

Officer Sarah Fetterling

TPOA Dedication and Professionalism Award

Officer Don Houle

TPOA Rookie of the Year

Officer Adam Nikolic

Reserve Officer of the Year

George Vallevieni

TPSSA Employee of the Year

Police Services Officer
Jasmine De Leon

Explorer of the Year

Christopher Sidahmed

Cadet of the Year

Guadalupe Lazaro

Volunteer of the Year

Richard Ruedas

2014

OFFICER of the month

§ 2013 §

§ 2014 §

JANUARY Detective Ryan Coe
Reserve Police Officer Bruce Williams

FEBRUARY Police Officer Rene Barraza

MARCH Police Officer Bonnie Breeze

APRIL Police Officer David Welde
Police Officer Royce De Merari

MAY Police Officer Ryan Newton

JUNE Police Officer Michael Jensen
Police Officer Jason Muro

JULY Detective Diego Gomez

AUGUST Police Officer Brian Stroud

SEPTEMBER Police Officer Brad Saunders

OCTOBER Police Officer Royce Del Merari

NOVEMBER Police Officer Robert Ward

DECEMBER Police Officer Melissa Trahan

JANUARY Detective Eric Haug

FEBRUARY Detective Natalie Nguyen

MARCH Police Officer Chuck Mitchell

APRIL Detective Brian Poling

MAY Police Officer David Nguyen

JUNE Police Officer Matt Roque

JULY Police Officer John Hedges

AUGUST Detective Ronald Sandoval

SEPTEMBER Detective Colton Kirwan

OCTOBER Police Officer Mark Turner

NOVEMBER Deputy Probation Officer Art Lopez

DECEMBER Police Officer Royce Del Merari



Chief Scott Jordan
January 2005 - August 2013



Sr. Officer Joseph Thornton
November 1990 - September 2013



Lt. Tom Tarpley
June 1989 - October 2013



Officer Mark Hocesvar
January 1994 - December 2013



Officer James Olds
March 2003 - December 2013



Comm. Officer Laura Ulrich
July 1989 - March 2014

TUSTIN POLICE DEPARTMENT

Retirees.....



EMERGENCY
9-1-1

NON-EMERGENCY ASSISTANCE
(714) 573-3200

FRONT LOBBY HOURS:
MONDAY – SATURDAY
7 A.M. – 6:30 P.M.

COMMUNICATIONS
(714) 573-3225

INVESTIGATIONS
(714) 573-3240

PROFESSIONAL STANDARDS
DIVISION
(714) 573-3303

PROPERTY & EVIDENCE
(714) 573-3230

RECORDS
(714) 573-3200

TRAFFIC
(714) 573-3218

WATCH COMMANDER
(714) 573-3220

TUSTIN POLICE DEPARTMENT

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

Executive Producer
CHARLES F. CELANO, JR.

Editor
MARY NOVOTNY

Graphic Design
STACY NUNLEY

Printing
J&W PRINTING

Photography
JASON WALLIS
TPD PERSONNEL