



Message from Tustin Police Chief Stu Greenberg

The Tustin Police Department is committed to community engagement and transparency. As part of that mission, we maintain our accreditation with the Commission on Accreditation for Law Enforcement Agencies (CALEA). In July 2017, The Tustin Police Department received the Gold Standard Award in CALEA Accreditation for the third consecutive time.

The accreditation process requires the Department to undergo the continuous process of self-assessments, including internal reviews of all policies, best practices, and procedures. Independent assessors across the nation provide an assessment of Department policies in all police practices, such as use of force, community engagement, patrol procedures, administrative investigations, and support services. As part of that assessment, public feedback is sought and reviewed, and interviews are conducted of key stakeholders in the delivery of Department services and procedures. The Tustin Police Department has earned the trust and support of our community.

The Tustin Police Department has been recognized as a leader in setting the standard for connection and communication with the community we serve. We partner with the Orange County Human Relations for community dialogues for police officers to engage with middle and high school students to discuss perceptions. All participants walk away with a better understanding of each other. We will continue our community outreach efforts to increase understanding between our police personnel and our residents. We hope to create an understanding on both sides for those that may feel disenfranchised or marginalized in the community and assist our personnel in bridging those differences.

An additional community partnership involves the Chief's Advisory Board (CAB). The goal of the CAB is to provide a forum for police-community interaction to address public safety and related issues. The CAB is comprised of a diverse cross-section of community activists, business leaders, and citizens representing Tustin and the greater Orange County area.

The Department conducts regular training for consistency with best practices and industry standards in policing. Department personnel train continuously on de-escalation techniques, mental illness, tactical communication, and racial profiling. The Personnel Early Warning System is a proactive program designed to identify and positively influence conduct or performance-related problems exhibited by individual employees. It is intended as a proactive approach for supervisors and managers to address inappropriate behavior preventing further and more serious problems.

Further details about community engagement, training, and use of force policies are described in the following pages. Should you need any additional information, please refer to our website, www.tustinpd.org.



The Tustin Police Department (TPD) is proud to be one of 30 agencies in California and one of only four agencies in Orange County to obtain professional accreditation. TPD continues to maintain accreditation with the Commission on Accreditation for Law Enforcement Agencies (CALEA) by adhering to stringent standards. In July 2017, the TPD was awarded the CALEA Accreditation for the third consecutive time. TPD maintains over 480 standards of best practices in public safety service.

This accreditation is in effect for four years and requires the Department to undergo the strenuous process of self-assessments including internal reviews of policy, practices and processes. This is followed by an independent assessment performed by external subject matter experts from CALEA. As part of that assessment, public feedback is sought and reviewed, and internal interviews are conducted of key personnel involved in the delivery of services. The decision to renew accreditation is rendered by a governing body of 21 commissioners following a public hearing and review of all documentation.

To maintain the public's trust, TPD constantly demonstrates their partnership with the community by being objective and securely rooted in consistently applied ethical principles. As an organization, TPD's 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.

TPD personnel spend an extraordinary amount of time participating in events and programs that strengthen the bonds between the police and the community. Our employees go above and beyond their normal job requirements to engage the community they serve. Due to their efforts toward community engagement, the TPD has earned the trust and support of our community.



The following is a summary of the various programs, events, and community engagement efforts our personnel participate in. Also included in the information below is a summary of our training related to de-escalation and relevant policies.

COMMUNITY ENGAGEMENT

Community Enrichment Programs

Programs designed to give back to the community

Community Dialogues

TPD has been recognized as a leader in setting the standard for connection and communication with the community it serves. We bring high school and middle school students together with police officers to engage and talk about their perceptions of each other. All participants walk away with a better understanding of each other. As a result, the TPD was honored by the Orange County Human Relations for our creative strategies in providing service and building positive relationships with the Tustin community.

Open House

Annual event held in June at the Police Department. Thousands attend from Tustin and surrounding communities to learn about police and safety programs, view demonstrations from our canine unit, traffic unit, and SWAT team. Attendees have the opportunity to interact with our employees, climb in police and OCFA vehicles, tour the police department, and participate in law enforcement training through our force option simulator.

Santa Cop

Annual event held at the Tustin Community Center where TPD employees, explorers, and volunteers provide a festive dinner, holiday activities, and gifts for the less fortunate in our city, as identified through schools, churches and other local non-profit organizations. Presents and food are donated by various community organizations, businesses, and City of Tustin employees. Our community relations officers wrap all the presents so the families can have gifts to open.



Foothill Regional Hospital Santa's Visit

Annual event where TPD members escort Santa to the hospital where he gives gifts to brain injured children. Although this is an emotional time for our employees who have to see children with these challenges, the joy the children get from Santa's visit makes it special and worth it.

Santa Sleigh

Annual event consisting of visits from Santa, Mrs. Claus, and Santa's helpers to neighborhoods throughout the City of Tustin. Many employees from the Police Department and City Hall volunteer their time to participate in this annual event.

Team Kids

Team Kids Includes four weekly challenges that empower children in our community to make a positive impact. TPD officers participate in each weekly challenge. Prior Team Kids challenges have included things such as students writing letters to deployed troops, collecting used towels and blankets to help rescued animals, and other similar types of good will.

Drug Take Back Day

Twice a year, TPD allows citizens to drop off unused or unwanted prescription drugs and medications. The disposed drugs and medications are then turned over to the Drug Enforcement Agency for destruction.

Turkey Bowl and Meal Giveaway

Six-week program designed to engage elementary school students in additional physical activities focusing on increasing their self-esteem through exercise. The program culminates with a community event (carnival format) where the students participate in activities and games while interacting with Police Department employees. As part of the Turkey Bowl, in which the children participate in a soccer game, Thanksgiving dinners are provided to the participants and other families in need.



Easter Egg Hunt

Annual event organized by Parks and Recreation held the weekend before Easter. TPD supports the event and provides safety materials and fun giveaways to the participating children. This is another City event where TPD employees are interacting with the community.

Tustin Tiller Days

Thousands attend this annual city weekend carnival to enjoy rides, special programs, and food offered by local organizations. TPD supports the event by sponsoring a booth and providing safety-related handouts to the community. The booth is staffed by police personnel during the entire carnival. Additionally, police department personnel provide security and traffic control, and interact with members of the community during the event.

Coffee with a Cop

Members of the community are invited to a coffee shop in Tustin to meet with our officers in a relaxed, friendly setting. This encourages open dialogue between the community and TPD personnel.

Coffee, Cars, and Cops

TPD invites a local classic car club to the front lot of the Civic Center. The car club members are able to showcase their classic vehicles to the community who come to see the cars. TPD personnel interact with the community while enjoying donuts and coffee.

Special Olympics Torch Run

TPD personnel participate in an organized run to support the Special Olympics. We collect the torch from a neighboring agency at the city border and pass it off to another neighboring agency when reaching the end of our city limits. During the run, participants stop at Currie Elementary school and take photos with the special needs children.

Cop on a Rooftop

Fundraiser for Special Olympics of Southern California. TPD Officers greet customers from the roof of the neighborhood Dunkin Donuts and encourage donations to support the Special Olympics.



Tip-A-Cop

TPD personnel partner with Special Olympics athletes at a Tustin restaurant and assist by serving food to patrons. The tips they receive are donated to the Special Olympics.

Tustin Chili Cook-off

Annual event where local restaurants, associations, and the Tustin Police Foundation cook up their best chili offerings to sell to thousands who enjoy the tasty journey through old town. The Tustin Police Officers Association sponsors a booth allowing the membership to interact with members of the community.

Community Improvement Programs

Programs addressing problems within the community

Homeless Liaison Officer

The Homeless Liaison Officer (HLO) currently assists patrol by providing resources and approving homeless individuals for housing either at TTES or other shelters. The HLO establishes professional, friendly relationships with the homeless in Tustin and responds to calls for service involving our homeless population.

Homeless Coalition

Each month the HLO, with several other officers, work with outside mental health specialists in an attempt to provide services to Tustin's homeless population. When appropriate, these individuals are offered housing at the Tustin Temporary Emergency Shelter (TTES) or other shelters near Tustin, and provided with resources to help them get back on their feet. Many families and individuals have been aided and uplifted at their most desperate times by the dedication of TPD.

National Night Out & Project 365

The completed "Project 365" is presented to the community and submitted to the National Association of Town Watch. TPD has received many awards for our outstanding Project 365 work. The goal of Project 365 is to select a particular crime problem or concern within the City that negatively impacts



the quality of life for the residents. Whatever the issue is, we work together to solve the problem and make life better in our community.

The National Night Out is an annual summer event held at The District involving TPD personnel, community members, and various local businesses. Demonstrations by our police canine unit and performances by various community members make this event a happy, family focused activity. The focus is on encouraging positive relations between law enforcement and the community.

Community Officer Program

Officers are assigned to specific community or apartment complexes to serve as direct liaisons between the complex and the police department. The officer is assigned as the community officer over a prolonged period of time allowing enhanced relationships to be built, and property managers have a direct line of communication to their assigned officer. This program received national recognition for our efforts in bridging the communication gap with our community.

Neighborhood Improvement Task Force (NITF)

TPD meets twice monthly with representatives from City departments, including Public Works and Parks and Recreation. Our partners and stakeholders, including the Tustin Unified School District and Waste Management, also attend the meetings. The purpose of NITF is to identify problems that impact the quality of life in our community. When all City departments come together, we are able to quickly address community issues in a more effective manner.

Sub-Stations

The TPD Community Response Vehicle is deployed to a particular neighborhood with known problems where TPD employees interact with the residents to address problems within their community. Locations for the sub-station are determined during the NITF meetings. Projects may evolve into long-term improvements for the community, such as improving lighting, fixing sidewalks, and reducing gang activity. Throughout the project clean-up days may be scheduled in the neighborhood, and at the close of the project, a Town Hall meeting is held with the community. TPD employees present an overview of the initial concerns and what tasks were accomplished to fix the identified problems.



Town Hall Meetings

Scheduled when needed to address common concerns and problems within a neighborhood. Previous meetings consisted of a Use of Force Symposium and Senate Bill 54. Members of the community are invited to a location in Tustin to ask questions of TPD and provide input. A healthy dialogue generally is accomplished after a town hall meeting.

City of Tustin Schools Involvement

Programs designed to reduce juvenile delinquency and prevent crime among the children and youth of Tustin

Officer Friendly Presentations

Law enforcement overview and education program developed for pre-school classes, Children's Development Centers (CDC), and kindergarten classes. Our Community Relations Officers (CROs) present the role of a police officer and how a police officer can assist young children.

"Think About It" Lessons

"Think About It" lessons teach elementary school children about personal responsibility, personal safety, and good citizenship. Grade-level specific lessons are brought to each classroom and customized to the needs and interests of each class and age.

Walk to School

Annual event where TPD employees walk to school with elementary age students aimed to encourage pedestrian safety and maintaining a healthy lifestyle through exercise.

Read Across America

Annual event in March that encourages elementary school children to read. TPD employees visit classrooms and read to the students, thus igniting a love of learning and setting a good example of citizenship among the children.



Run with a Cop

Developed to create a passion for fitness in elementary school students. TPD employees meet the students immediately after school and run with them, twice a week for nine consecutive weeks. The program concludes with students and police personnel running a mile together at the school followed by a carnival.

Every 15 Minutes

National event that brings awareness to the dangers of drunk driving to high school students. TPD works in conjunction with the Tustin Unified School District to educate students on the consequences of their actions and how driving drunk can lead to disastrous consequences.

Community Involvement

Designed to strengthen communication between the community and TPD to create a more secure, safe, and thriving community

Chief's Advisory Board

The goal of the Chief's Advisory Board (CAB) is to provide a forum for police-community interaction to address public safety and related issues in order to further enhance the quality of life in our community. The primary purpose of the CAB is to provide a forum with key stakeholders regarding law enforcement policies within the community and is comprised of a diverse cross-section of community activists, business leaders and citizens representing both Tustin and the greater Orange County area.

Neighborhood Watch Meetings

A crime prevention and reduction program implemented by the local residents with assistance from TPD. Citizens and TPD work together to help solve problems within their neighborhood.

Block Captain Meetings

Companion program to the Neighborhood Watch program. All Neighborhood Watch members are invited to the Community Center twice a year to hear directly from TPD staff about crime trends in the community. The meeting was originally designed for "block captains" only, however, due



to input we received from the community, we opened the meeting up to all Neighborhood Watch members.

Community Impact Officer

The community impact officer (CIO) position was created to address quality of life issues that patrol officers would not be able to focus their efforts on. Patrol officers often find themselves responding to the same location over and over for non-police related incidents. To alleviate the burden on patrol and leave officers available to handle emergency calls, the CIO would be called in to assist with solving the issue and providing continued follow-up to ensure the problem was solved.

Crime Prevention Presentations

Presentations provided by TPD Community Relations Officers to Neighborhood Watch groups, businesses, residents, and seniors concerning crime prevention and areas of interest to each group.

Police Department Tours

TPD offers community groups (e.g. Boy Scouts, Cub Scouts, Girl Scouts, school groups) tours of the police department to enrich their understanding of police work.

Officer Ride-Alongs

Scheduled for Tustin community members and police recruit candidates to provide an immersive introduction to real-world policing. Ride-along participants spend time interacting with a TPD officer in a forum where they otherwise may not have the opportunity to do so.

Dispatch Sit-Alongs

Scheduled for Tustin community members and communication officer applicants to provide an overview of the daily requests for service asked of the police department and how we deploy resources to assist the community.



Citizens Academy

The multi-week program, held one day a week, is designed to educate community members on the various aspects of police department operations. Topics include patrol procedures, investigations, dispatch use of force review, and internal affairs investigations.

Spanish Citizens Academy

The multi-week program, held one day a week, is designed to educate Spanish speaking community members on the various aspects of police department operations.

NIXLE

TPD provides timely and relevant crime data and community education via NIXLE notifications. Examples of information that is shared include crime trends, bicycle safety, and community events.

Social Media Posts

TPD has an outstanding social media presence with timely and relevant posts via Twitter, Instagram, and Facebook.

Crime / Traffic Analysis and Policing Strategies (CTAPS)

Multilayered dynamic approach to crime reduction, quality of life improvement and personnel and resource management. Employs geographical information and is intended to map crime and identify problems within the community. Strategies and tactics are devised to solve problems, reduce crime, and ultimately improve the quality of life in the City of Tustin.

Emergency Preparedness

Programs designed to prepare the community for emergencies and disasters.

Emergency Preparedness Expo

Annual event held at the hangar on the former Tustin Marine Corp Air Station. The expo consists of emergency service workers, fire department, and other critical services and is designed to educate the community on



emergency preparedness and how individuals can protect their families in the event of a major disaster.

Community Emergency Response Team

The Community Emergency Response Team (CERT) program educates volunteers about disaster preparedness for the hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations. CERT offers a consistent, nationwide approach to volunteer training and organization that professional responders can rely on during disaster situations, allowing them to focus on more complex tasks.

POLICIES AND PROCEDURES

CALEA Accreditation ensures the Department regularly reviews all policies and procedures for uniformity in laws and practices

Body-Worn Cameras

In 2017, the TPD equipped our officers with body-worn cameras to supplement the existing in-car camera system. The cameras were welcomed by our personnel as it highlights the professionalism they display during very difficult situations in the field. Body-worn cameras protect both our employees and the members of our community.

Bias-Based Policing

It is the policy of the Department to enforce the law fairly, equally, and without discrimination toward any individual or group. The practice of bias-based policing is illegal and is not tolerated by the Tustin Police Department. The Department thoroughly investigates all allegations of bias based policing. TPD personnel receive continuous training on bias-based policing from a POST certified instructor.

Personnel Early Warning System

The Personnel Early Warning System (PEWS) is a proactive program designed to identify and positively influence conduct or performance-related problems exhibited by individual employees. It is intended to be a proactive approach for supervisors and managers to address inappropriate behavior preventing further and more serious problems.



Racial Profiling Training

Police recruits receive racial profiling training during the police academy. TPD requires in-service officers to attend racial profiling training on a frequent basis, exceeding established standards.

Ethics / Career Survival

Provides practical information on how to recognize and deal with ethical issues commonly faced by officers. Core principles that are fundamental to every law enforcement professional, including honesty, integrity, fairness, caring, respect, and accountability, are continuously reinforced.

Mental Illness

Employees attend in-service training on mental illness every year. The training teaches officers how to better interact with a person suffering from mental illness and the different forms of mental illness an officer may encounter. A majority of our officers were also sent to Crisis Intervention Training at Golden West College. Our field training officers received additional mental illness training as required by the State of California.

Tactical Communication Training

Tactical communication training is required by the State and is considered a perishable skill. The training includes the art of using communication to gain voluntary compliance. De-escalation techniques are also emphasized throughout the curriculum.

The TPD utilizes the Lexipol policy manual, which is the leading platform for comprehensive public safety and local government agency policy development. Lexipol's group of expert attorneys develop evidence-based, legally defensible policies that ensure our department has the most up-to-date resources to carry out our duties and ensure public safety. Our policy manual is a living document that is subject to constant change, and is updated on a continual basis.

Require De-Escalation

The Tustin Police Department continually trains our officers on the use of de-escalation techniques and we expect them to de-escalate situations whenever possible. De-escalation techniques are specifically mentioned in Tustin Police Department policy 390 which states, "Peace officers must understand that the principles of de-escalation can provide effective tools during contacts with the



public and may result in improved decision-making, reduction in situational intensity, and providing outcomes with greater voluntary compliance”. Additionally, de-escalation techniques are mentioned in policies 418.4, 309.6 and 300.1.4 and are included in our department’s arrest and control training courses. Our police officers also receive additional training in mental illness, tactical communication, force options and crisis intervention, all of which include de-escalation elements.

Require Use of Force Continuum

Many modern, professional law enforcement agencies and training institutions have moved away from the “force continuum” model and instead utilize the force options method. A continuum is not required by the Tustin Police Department. Officers must make split second decisions in rapidly changing situations, these rapidly changing situations are what sometimes dictate what type of force may be used. For example, when an officer is responding to an active shooter incident at a school, they should not be expected to use control holds on a suspect with a firearm who is actively shooting at children. However, we do recognize the use of force by law enforcement requires constant evaluation. Even at its lowest level, use of force is a serious responsibility and we understand that vesting our officers with the authority to use reasonable force to protect the public requires a careful balancing of all human interests. To this end, the Tustin Police Department created a comprehensive policy to cover the topic of Use of Force. Tustin Police Department policy 300 requires officers to use only the amount of force that reasonably appears necessary, given the facts and circumstances perceived by the officer at the time of the event, to effectively bring an incident under control and complies with California Penal Code 835a.

Ban Chokeholds and Strangleholds

The Tustin Police Department does not use, train or authorize our officers to use a chokehold or stranglehold. Our officers are trained on the use of the carotid restraint and must follow the guidelines set forth by Tustin Police Department policy 300.2.5. The policy states, “The carotid restraint hold may only be used when the officer reasonably believes that the application of the hold appears necessary to prevent serious injury or death to an officer or other person(s)”. If the carotid restraint is used, officers shall promptly have the subject examined by paramedics or other qualified medical personnel, inform any person receiving custody of the individual that they have been subjected to the carotid, notify their supervisor and adequately document the incident in their report.



Require Warning Before Shooting

Tustin Police Department policy 304.1.2 states prior to the use of deadly force, a verbal warning should be given, where feasible.

Ban Shooting at Moving Vehicles

Tustin Police Department policy 304.1.4 expressly covers the generally ineffective method of shooting at or from moving vehicles. This policy prohibits shooting at moving vehicles unless there is imminent danger to the officers or members of the public.

Exhaust All Alternatives Before Shooting

Tustin Police Department policy 300.2 states officers are required to use only the amount of force that reasonably appears necessary to bring the incident under control based on the totality of the circumstances. Tustin Police Department Policy 304.1.2 states an officer may use deadly force to protect themselves or others from imminent threat of death or serious bodily injury. Officers routinely attend training classes such as force options, tactical communication and arrest and control training that provides officers with tools for selecting the appropriate force option given the circumstances.

Duty to intervene

Tustin Police Department policy 300.1.3 requires an officer who views excessive force to intercede when in a position to do so. Additionally, the officer's observations should be promptly reported to a supervisor.

Require Comprehensive Reporting

Tustin Police Department policy 300.5 requires any use of force by an officer be documented promptly, completely and accurately in a police report. Every use of force is investigated and reviewed by multiple levels within the organization, including a review by a use of force expert who is certified by the Force Science Institute. Every year, the Professional Standards Division compiles a detailed report of all our uses of force cases and makes these statistics available to the public.