

**EMERGENCY  
9-1-1**

**NON-EMERGENCY ASSISTANCE  
(714) 573-3200**

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

**TUSTIN POLICE DEPARTMENT**  
300 Centennial Way • Tustin, CA 92780 • [www.tustinpd.org](http://www.tustinpd.org)

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BEHIND THE BADGE**

# TUSTIN

## POLICE DEPARTMENT

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2015 & 2016 BIENNIAL REPORT



# A Message from the Chief



Chief  
Charles F.  
Celano Jr.

I am honored and humbled to serve as the Chief of Police for the Tustin Police Department and to present our biennial report for 2015-2016. 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. Additionally, we place a high value on community engagement. In Tustin, we enjoy an extremely positive relationship with our community and we are constantly striving to improve in that area. 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.

We are very proud of the fact we are a nationally accredited police department through the Commission on Accreditation of Law Enforcement Agencies (CALEA) and have been so since 2011. We work very hard to maintain over 480 standards of best practices in public safety service and we are honored to be only the 3<sup>rd</sup> agency in Orange County to achieve this milestone.

In 2016, we received approval from our City Council to implement a comprehensive Body-Worn Camera program, which included the purchase of 100 body worn cameras, new in-car video systems for the fleet and new mobile data computers as well. (This project spanned 18 months and we are currently in the implementation phase.) The addition of body-worn cameras serves to make us a more transparent agency, protect our officers and to increase trust overall.

2017 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



Mayor  
DR. ALLAN BERNSTEIN



Mayor Pro Tem  
AL MURRAY



Council Member  
CHUCK PUCKETT



Council Member  
BECKIE GOMEZ



Council Member  
LETITIA CLARK

# Tustin

# Mission · Vision · Values



## 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.

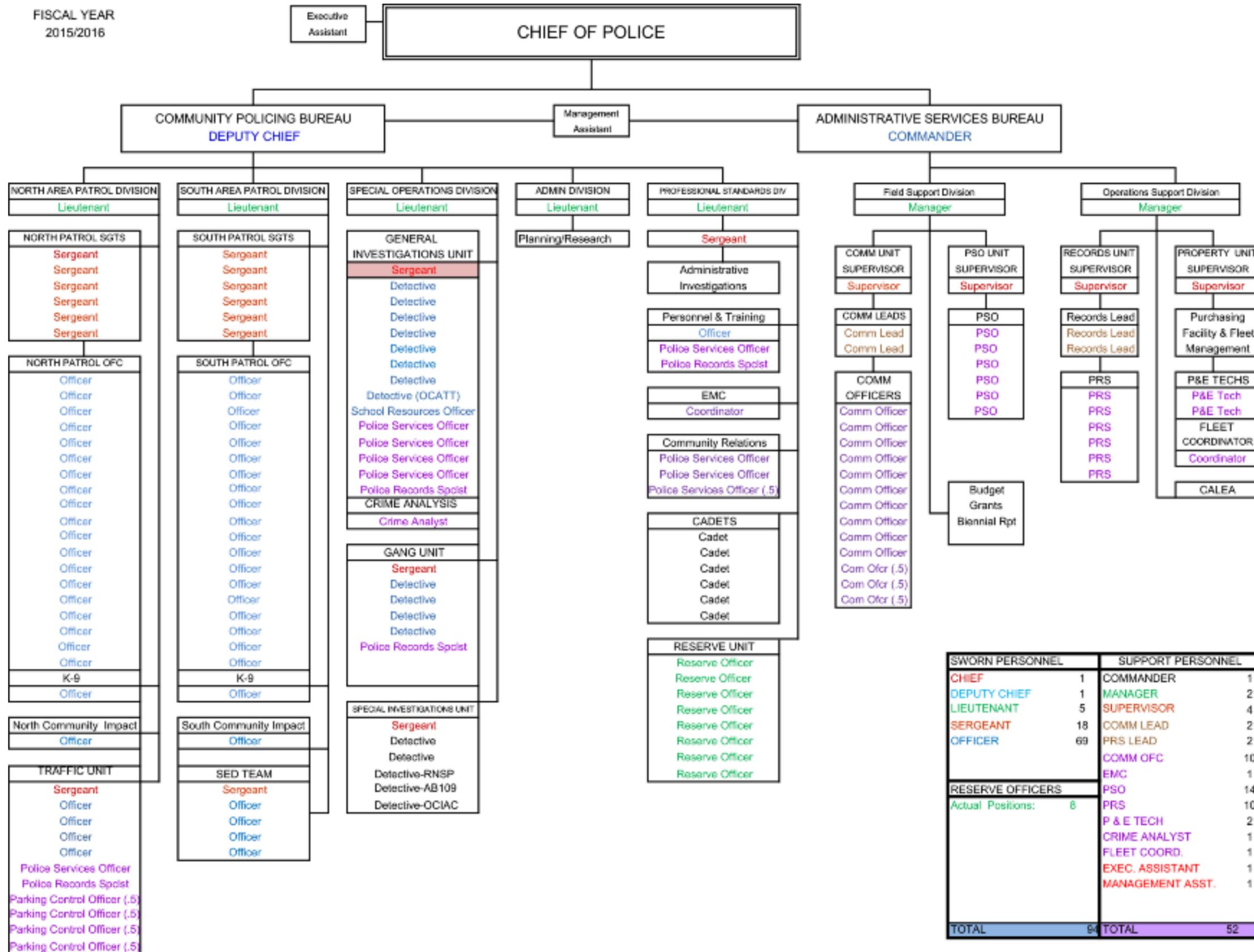
**Innovation** -We will remain an innovative and progressive organization through leadership, education and technology in partnership with the community we serve.

**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.

# Organizational Chart

FISCAL YEAR  
2015/2016



# Tustin POLICE DEPARTMENT

# Community Policing Bureau



Deputy Chief Paul Garaven

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

Each patrol area is led by a Lieutenant with extensive experience in policing, who embrace the Community Governance philosophy. Lieutenant Todd Bullock is the North Area Commander and Lieutenant 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, one police service officer, a police records specialist and four parking control officers who report to Lieutenant Bullock. The Traffic Unit focuses its efforts on traffic engineering, education and enforcement. The Traffic Unit is also charged with the plan-

ning and deployment of DUI checkpoints and DUI saturation details.

Under South Area Command, our Special Enforcement Detail reports to Lieutenant Blair. This unit consists of one sergeant and four officers and is not responsible for patrol related calls for service. Instead, they are proactive, a 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. Over the past year, the CIO's have teamed with personnel from the Orange County Health Care Agency to address mental health issues in the City. Our newly formed Psychological Emergency Response Team (PERT) has proven to be a valuable partnership with the

County, providing much needed resources to the Patrol Division and the community.

Special Operations is led by Lieutenant 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 Special Investigations Unit is comprised of a sergeant and five detectives. Two detectives are assigned to regional task forces. This unit's main focus is enforcement of narcotic and vice crimes and any other investigation where an undercover capacity would prove beneficial. The Criminal Compliance Officer is currently assigned to the Special Investigations Unit and is responsible for tracking and monitoring the compliance of all sex registrants, drug registrants, arson registrants, probationers, and parolees in 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.

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.

Our Professional Standards Division is led by Lieutenant Robert Wright and is staffed with one sergeant, one police officer, three police services officers, the emergency management coordinator and a police records specialist. The division is responsible for all recruitment, hiring and training and the vast majority of our community engagement. The division also has oversight over the auxiliary units in the departments such as the Cadets, Chaplains, Volunteers and Reserve Police Officers. In addition, the division also handles many of our internal affairs investigations.

The men and women of the Community Policing Bureau are committed to the success of the department and are steadfast in their dedication to the community. I am very proud of their accomplishments over the past two years and am humbled with the quality and quantity of work that is done on a daily basis.



Tustin Police Departments Lieutenant Commanders

# Area Command



**A**rea 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 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 14 Sergeants and 50 Police Officers working in a variety of assignments divided between North and South Area Command.

In 2015, the City of Tustin experienced an increase in Part I crimes. After reviewing the available data provided by the Crime Analysis Unit and projecting the potential impact of the previous year's increase, the department outlined our goals for 2016:

- Reduce of Part I crime
- Reduction of Injury Traffic Collisions
- Increase Community Outreach

Once the goals were established, patrol sergeants were tasked with developing strategies to attain the goals. After collaborating and developing strategies, the patrol sergeants implemented the strategies with the individual patrol squads. There were numerous strategies and the most successful were: enhancing our GPS "bait" program, saturating high crime areas using the data provided by our Crime Analyst, and identifying prolific offenders.

Lieutenants  
Todd Bullock  
and  
Jeff Blair

# Area Command (CONTINUED)

## Crime

In 2016, Part I crime increased 2.9% increase, with commercial burglary having the biggest impact with a 92.9% increase over the previous year (53 in 2015, 101 in 2016). See display #1 for details. North Area Command saw a 3.2% reduction while South Area Command realized a 9.3% increase. See displays #2 & #3, respectively.

## Community Outreach

In addition to enforcement efforts, Officers also worked with the community through education and awareness to reduce crime and addressed, "quality of life" issues. One example of this is the Community Officer Program, formerly known as the Adopt-a-Complex program. This program 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 to name a few. 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.

In 2015/2016 the Patrol Division spearheaded several community outreach programs and all were very successful. The biggest program was "Run with a Cop" which was a weekly running club that met with students from Heideman Elementary School. At the end of the program the club members celebrated with a carnival at the school. Another youth-based program was the flag football league that also involved students from Heideman Elementary. That was a weekly program that led to a grand finale "Turkey Bowl" football game on the campus; later that same day, members of the agency passed out Thanksgiving turkey dinners to families in Southwest Tustin.

Tustin was once again a Category 3 (50,000 - 99,000 population) National Night Out Award winner in both 2015 & 2016. In 2015 we received the award due to our success in rehabilitating an abandoned fourplex that was creating blight in a neighborhood in the Southwest section of Tustin. The 2016 award resulted from our successful efforts to improve Frontier Park. Frontier Park had become a gathering spot for local gang members, drug users and transients. In 2015 there was a murder in the park and many law abiding residents began avoiding the park for fear of their safety.

## Citywide Display #1 - 2015-2016

	TO DATE 2015	TO DATE 2016	% CHANGE 2015-2016
HOMICIDE	1	2	100%
RAPE	10	10	0.0%
ROBBERY	36	33	-8.3%
AGGRAVATED ASSAULT	63	53	-15.9%
DV AGG ASSAULT	17	16	-5.9%
COMMERCIAL BURGLARY	53	101	90.6%
RESIDENTIAL BURGLARY	147	98	-33.3%
BURGLARY - OTHER	14	7	92.9%
THEFT FROM VEH/PARTS	551	649	17.8%
LARCENY	801	751	-6.2%
ARSON	6	6	0.0%
AUTO THEFT	160	166	3.8%
<b>TOTAL</b>	<b>1,859</b>	<b>1,912</b>	<b>2.9%</b>
<b>EXCLUDING BAIT BIKES</b>	<b>1,792</b>	<b>1,855</b>	<b>3.5%</b>

## North Display #2 - 2015-2016

	TO DATE 2015	TO DATE 2016	% CHANGE 2015-2016
HOMICIDE	0	0	0.0%
RAPE	4	2	-50.0%
ROBBERY	19	17	-10.5%
AGGRAVATED ASSAULT	18	22	27.8%
DV AGG ASSAULT	4	6	25.0%
COMMERCIAL BURGLARY	21	63	200.0%
RESIDENTIAL BURGLARY	72	53	-27.8%
BURGLARY - OTHER	6	7	16.7%
THEFT FROM VEH/PARTS	253	257	2.8%
LARCENY	473	421	-11.0%
ARSON	3	3	0.0%
AUTO THEFT	66	57	-15.2%
<b>TOTAL</b>	<b>939</b>	<b>908</b>	<b>-3.3%</b>
<b>EXCLUDING BAIT BIKES</b>	<b>917</b>	<b>888</b>	<b>-3.2%</b>

## South Display #3 - 2015-2016

	TO DATE 2015	TO DATE 2016	% CHANGE 2015-2016
HOMICIDE	1	2	100%
RAPE	6	8	33.3%
ROBBERY	17	16	-5.9%
AGGRAVATED ASSAULT	45	31	-31.1%
DV AGG ASSAULT	13	10	-23.1%
COMMERCIAL BURGLARY	32	38	18.8%
RESIDENTIAL BURGLARY	75	46	-38.7%
BURGLARY - OTHER	8	20	150.0%
THEFT FROM VEH/PARTS	298	392	31.9%
LARCENY	328	330	0.9%
ARSON	3	3	0.0%
AUTO THEFT	94	109	16.0%
<b>TOTAL</b>	<b>920</b>	<b>1,005</b>	<b>9.2%</b>
<b>EXCLUDING BAIT BIKES</b>	<b>878</b>	<b>959</b>	<b>9.2%</b>

This was identified as a priority at a NITF meeting and immediate steps were taken to improve conditions at the park. Police teamed with Parks and Recreation employees and a variety of other community members to make improvements at the park and in August we held a Substation for a Day at the Park, which served as a grand "re-opening."

As we move into 2017, we are committed to reducing crime and to solve 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.

# Traffic Unit

The Traffic Unit consists of one sergeant, four motor officers, one master reserve officer, one police services officer who is a traffic collision investigator, one police records specialist, and four part-time parking control officers.

The goal of the Traffic Unit is to ensure the safety of the public within our jurisdiction through education, enforcement, and engineering. This is accomplished by maintaining a positive relationship with the community and its members by utilizing the Community Governance policing model.

The Traffic Unit is responsible for the management of all traffic and parking-related matters throughout the City of Tustin. This includes the coordination of all special events sponsored by the City of Tustin, including the July 4th Fireworks Show, the Tustin Street Fair, the Chili Cook Off, Tustin Tiller Days, Dino Dash, the 'Hangar Half' half marathon,

and high school graduations.

The Traffic Unit is involved in a variety of community and regional programs promoting the safety of the public during the course of their daily activities. These programs include the identification and deterrence of aggressive driving, distracted driving, the national "Click it or Ticket" campaign, the county-wide "Avoid the 38" campaign, seat belt education, and traffic safety programs such as the 'Every 15 Minutes' program with Tustin High School. We work closely with the Office of Traffic Safety (OTS) through specific grant funding which allows the Unit to conduct DUI checkpoints and DUI saturation patrols throughout the year.

Over the last two years the Traffic Unit investigated 1,077 traffic collision reports, 5 of which unfortunately involved fatalities. Of the 5 fatal investigations, 2 were alcohol related. During this same time period, the Traffic Unit issued 4,622 traffic citations and 23,991 parking citations.

## Accidents

	TO DATE 2016	TO DATE 2015	PERCENT CHANGE
TOTAL ACCIDENTS	742	647	15%
INJURY ACCIDENTS	309	282	10%
PERSONS INJURED	435	373	17%
FATAL ACCIDENTS	3	3	0%
PERSONS KILLED	3	3	0%
HIT & RUN ACCIDENTS	128	90	42%
DUI ACCIDENTS	67	32	109%
INJURY ACCIDENTS - BICYCLE	24	25	-4%
INJURY ACCIDENTS - PEDESTRIAN	43	28	54%

## Citations

	TO DATE 2016	TO DATE 2015	PERCENT CHANGE
TOTAL CITATIONS (INCLUDES PARKING CITES)	16718	18879	-11%
PARKING CITATIONS	11952	14021	-15%
HAZARDOUS CITATIONS	4274	4713	-13%
NON-HAZARDOUS CITATIONS	492	145	239%
SEAT BELT CITATIONS	143	147	-3%
FAILURE TO YIELD CITATIONS	94	113	-17%
SPEEDING CITATIONS	1090	822	33%
CELL PHONE VIOLATIONS	1127	1136	-1%



# General Investigations



The Special Operations Division includes three units, which conduct widely varied and specialized criminal investigations, as well as proactive, street-level law enforcement duties. Those three units are the General Investigations Unit, the Special Investigations Unit and the Gang Unit. In addition to these three units, the Special Operations Division provides oversight of our joint SWAT Team with the Irvine Police Department.

The General Investigations Unit is the largest unit in the Division, and is divided into the Major Crimes Team and 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. Detectives assigned to this unit are on-call 24 hours a day to respond to crime scenes throughout the city. The Detectives from the General Investigations Unit are supported by Police Services Officers and civilian personnel from the Crime Analysis Unit who utilize state-of-the-art technology to analyze crime patterns.

The Special Investigations Unit conducts narcotics and vice enforcement city wide, as well as ensuring compliance with liquor related laws. Officers assigned to this unit operate in an undercover capacity.

# Gang Unit



The Gang Unit is responsible for suppressing gang activity throughout the city. The Gang Unit also conducts 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 SWAT Team's primary role is to solve potentially dangerous incidents through experience, training, and the use of highly

## Special Operations Tasks

- Follow-up on all cases with workable leads;
- Investigate incidents dealing with vice, narcotics, gangs, and white-collar crimes;
- Follow-up on unsolved homicide cases, and "cold" DNA hits in sexual assault, burglary, and vehicle theft cases;
- Respond to community needs concerning juveniles, including using juvenile diversion programs and maintaining a School Resource Officer program;
- Coordinate community special event plans;
- Respond to Barricaded Suspects/Hostage Situations;
- Respond to threats of armed suicide;
- Conduct high-risk warrant services;
- Provide crime suppression through specific crime analysis;
- Gather gang intelligence on gangs that claim geographical areas within the city;
- Provide personnel to the Orange County Regional Narcotics Suppression Program (RNSP), and the Orange County Auto Theft Task Force (OCATT).

specialized tools and equipment.

# Technology



Lieutenant Brian Greene

Technology has become increasingly important to modern era policing. In a rapidly changing and complex technological landscape, police agencies and leaders have turned to technology to identify, assess, and evaluate new ways to improve their effectiveness and efficiency. With new technology comes additional responsibilities such as training, maintenance and program management. In 2015, the leadership of the Tustin Police Department created an Administrative Lieutenant position to coordinate these projects. Lieutenant Brian Greene works under the direction of the Deputy Chief and also serves as the police department's liaison with the IT department.

One of the first tasks to be handled was the revamping of the Tustin Police Department's website. The goal was to create a more interactive and informational website to assist our citizens with finding information about crime trends, filing commendations or complaints or letting us know about their traffic concerns in the city. We also wanted to enhance our recruitment opportunities by featuring employment opportunities within the department and allowing applicants to apply online. The new website was launched in April 2016.

In May of 2015, the department began researching the feasibility of body worn cameras, along with new in-car video systems and new mobile data computers. The goal was to find an integrated and cost effective system to assist our

personnel with accomplishing the department's mission and goals. The committee researched several vendors and options over an 18-month period, eventually narrowing it down to two vendors. In August of 2016, the City Council approved the purchase of the new technology and it is currently being tested and mounted in our patrol vehicles. A policy has been created and a training plan is being developed to educate our employees on the use and operation of the equipment. In December 2016, the department began deploying the body worn camera and mobile data computers which are integrated with the in-car video system. Full project implementation is expected by Spring of 2017.

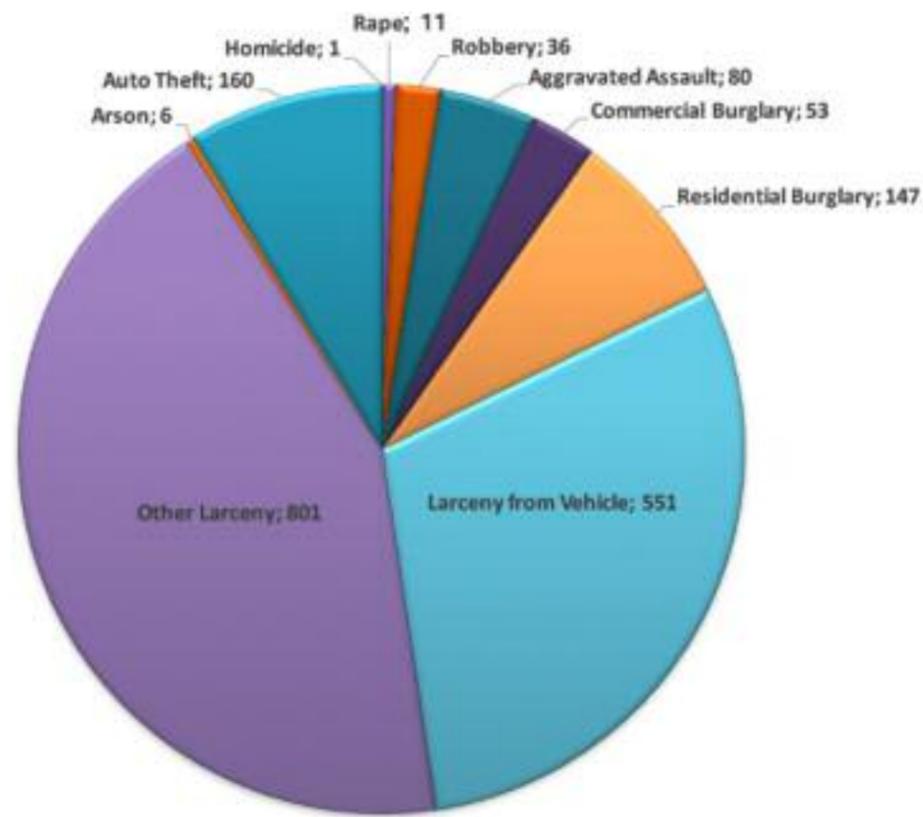
Obviously, large scale projects such as these could not be accomplished by one person. As a result, committees were formed from stakeholders throughout the department. These hard working individuals made contributions that were in addition to their regular assigned duties. It is because of their determination and dedication that we were able to accomplish our goals.

On the horizon, the Department will be implementing a pursuit management system in order to address the concerns and dangers of police pursuits. The Department will also begin researching the replacement of our Computer Aided Dispatch System and our Records Management System.

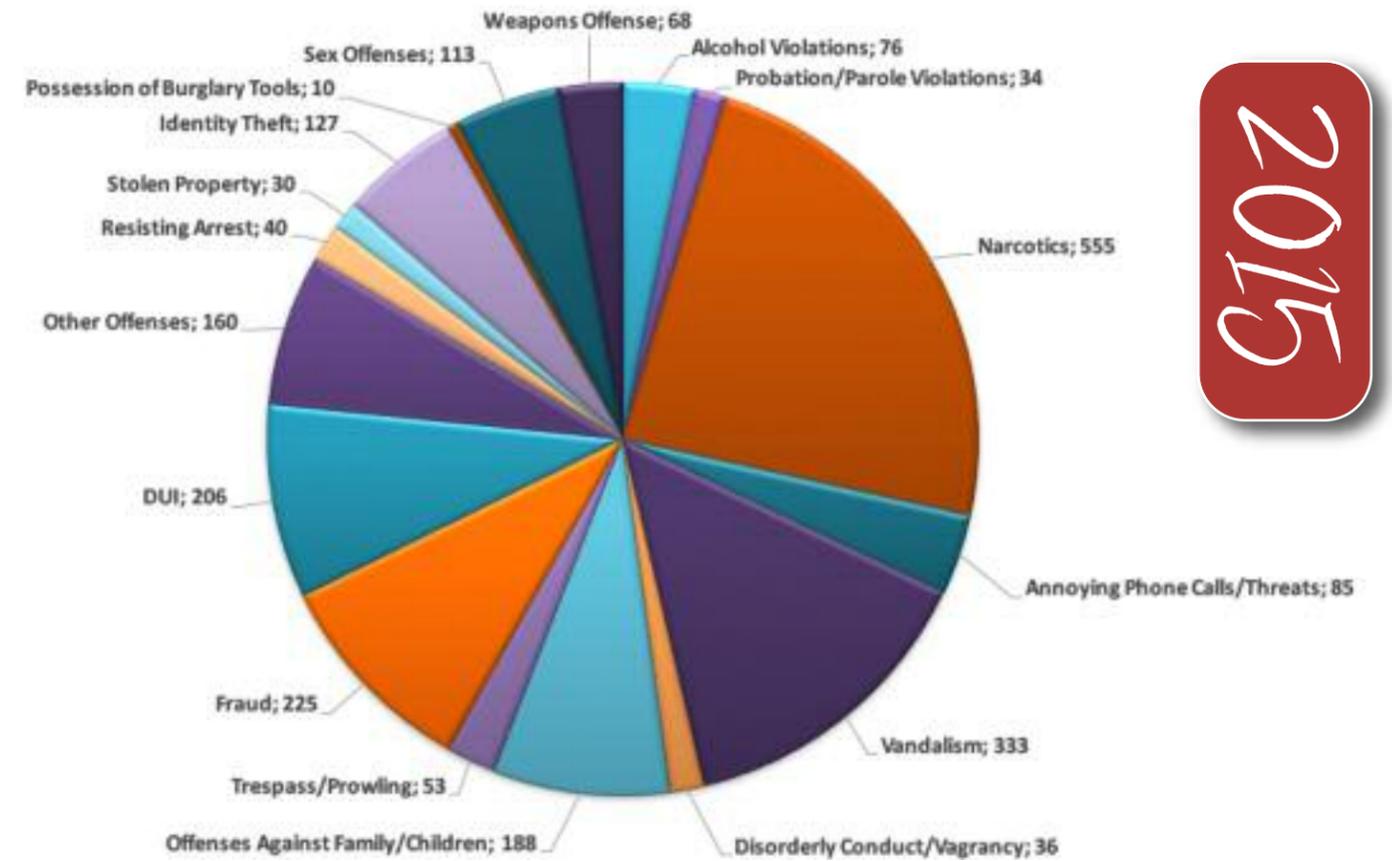
# Crime Statistics / Part 1 Crimes

# Crime Statistics / Part 2 Crimes

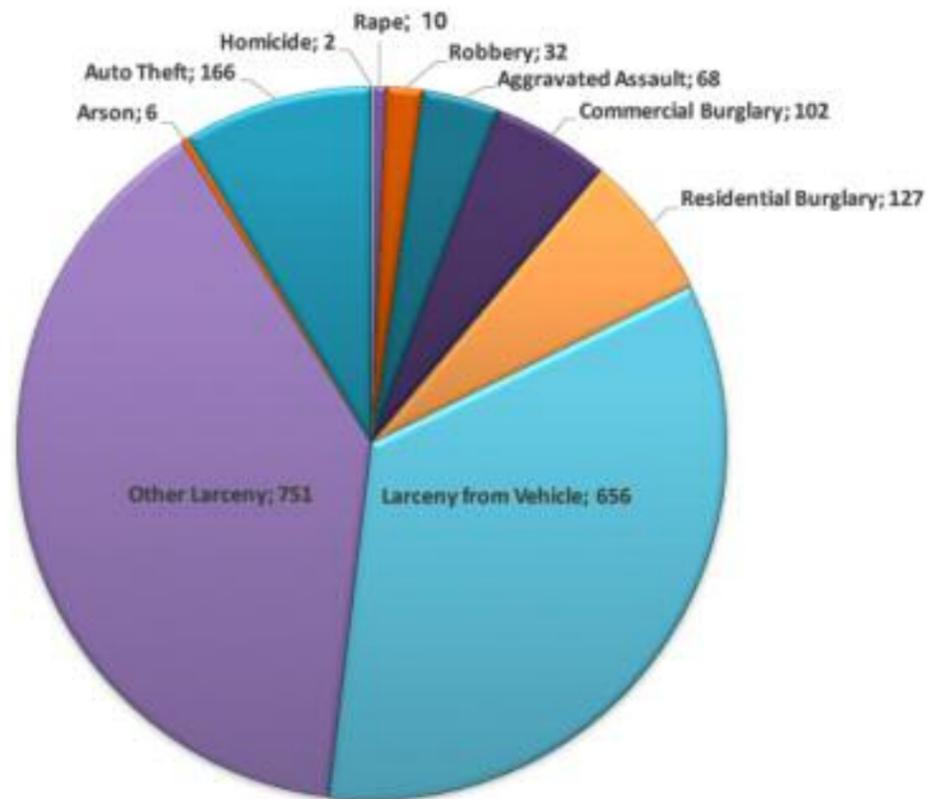
2015



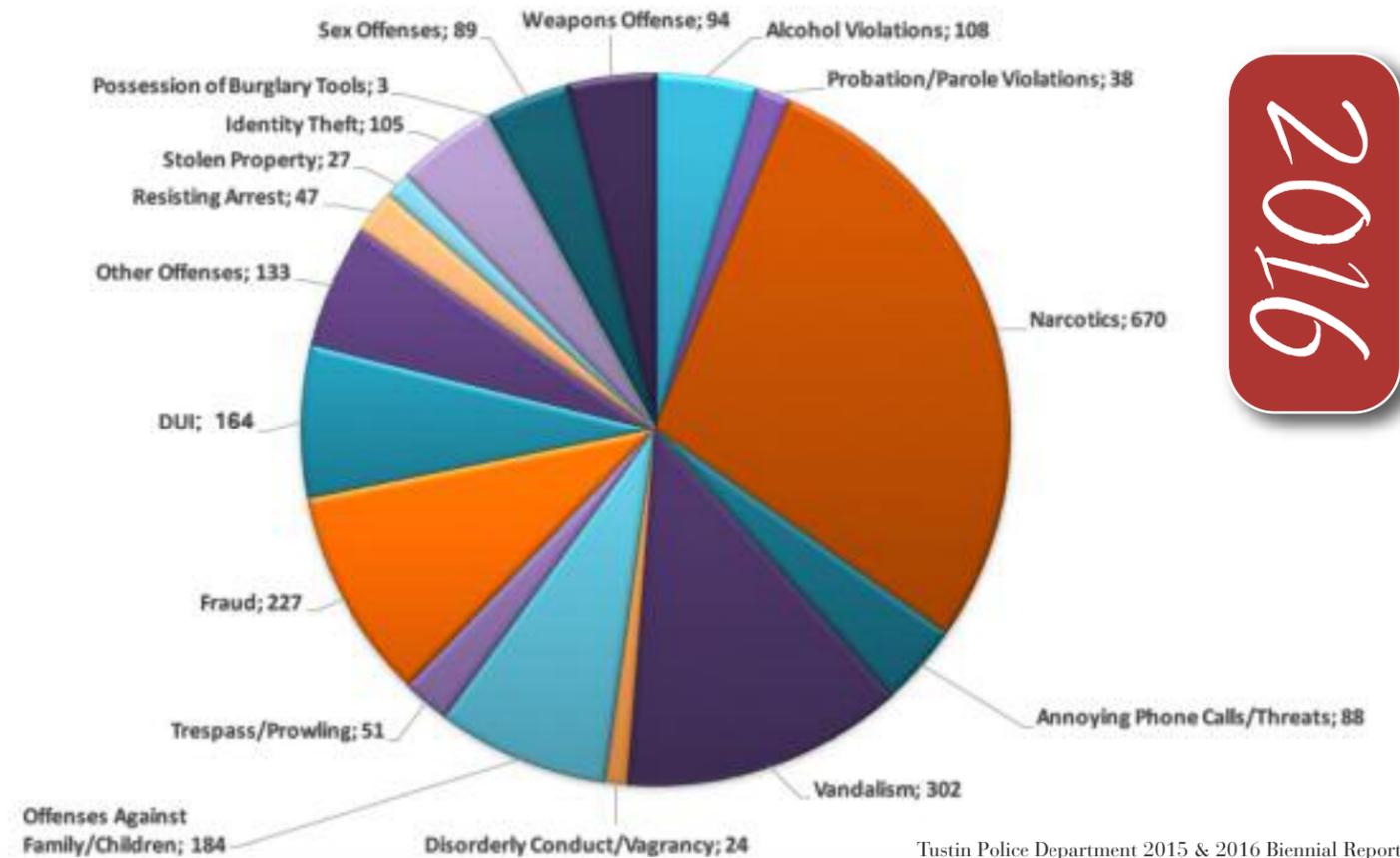
2015



2016



2016





*Squad One*

# Tustin All Day



# Tustin P.D. Veterans



# 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, three full-time Police Services Officers, one part-time Police Services Officer, one part-time Cadet and a Police Records Specialist.

The Professional Standards Division is responsible for the recruitment, pre-employment testing and hiring of police department personnel. During the years 2015-2016 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 hire 30 new Police Department employees.

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 Peace 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. Among the numerous training topics which PSD was responsible for presenting include Mental Health, First Aid/CPR, Tactical Communications, as well as many other topics. Department internal 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,

# Professional Standards Division (CONTINUED)

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 51 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 also responsible for the majority of the department's community events. These community events are managed by the Community Relations Unit. The Community Relations Unit is staffed by two full-time Police Services Officers and one part-time Police Services Officer. 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. The Community Relations Unit

also works with other city and community departments as well as various private organizations to address quality-of-life issues throughout the City.

The Emergency Management Coordinator is another important part of PSD. The Emergency Management Coordinator is responsible for the coordination of all emergency planning and training. By interacting with local, state and federal agencies the Emergency Management Coordinator ensures the City is current with emergency management requirements and procedures. The Emergency Management Coordinator also oversees the Community Emergency Response Team (CERT). CERT training is offered twice a year and offers members from the community the opportunity to receive basic emergency preparedness and response training.

The Cadet program is also under the responsibilities of PSD. The Cadet program provides the opportunity for full-time college students to gain part-time employment in the field of law enforcement. Cadets are given the opportunity of hands-on experience 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.

PSD is also 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 Advisors 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: Dinosaur Dash, Tiller Days parade and carnival, the Street Fair and Chili Cook-Off, as well as assisting other agencies in the county with their community events.

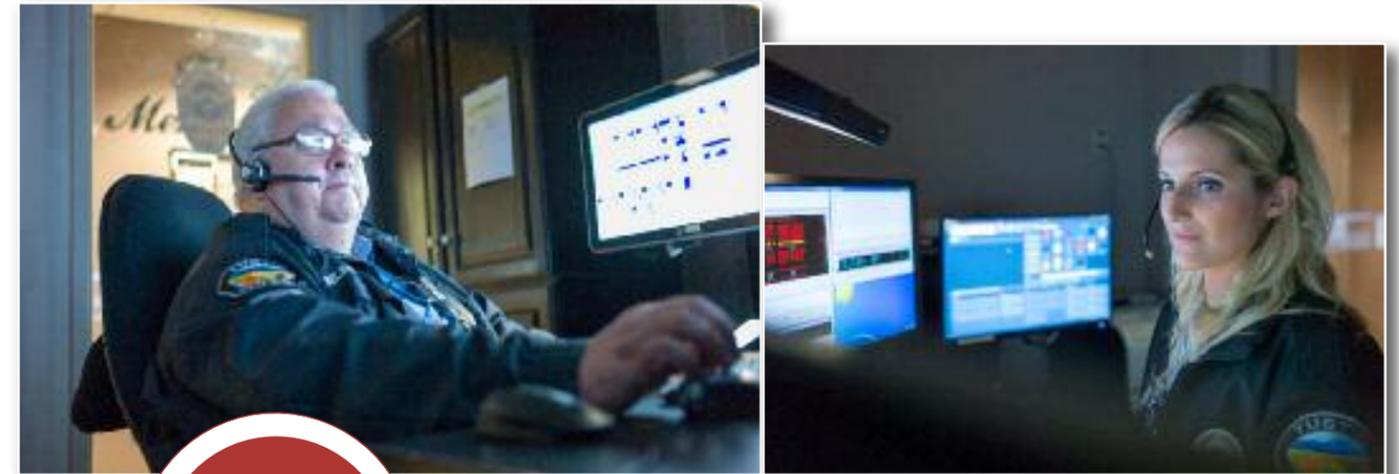
The Chaplain program provides spiritual support and counseling to department employees and to the community in times of need. Chaplains have been called out to assist with a variety of incidents, generally those incidents are tragic or grievous situations where their training and experience are best suited to provide assistance to those in need.



# Administrative Services Bureau



Civilian  
Commander,  
Managers &  
Supervisors



Communications  
Unit



100,764 calls with 24,017 of those calls being 9-1-1 calls. What is even more impressive is they answered 98% of the 9-1-1 calls within five seconds, well within state standards for answering 9-1-1 calls within 10 seconds of ringing. The Communications Officers are that first voice people hear when they call for help, and our Communications Officers perform a critical and very responsible role in community safety.

The Administrative Services Bureau is comprised of two divisions: Field Support Division and Operations Support Division. Each division is commanded by a Civilian Manager. There are four separate units operating within those divisions providing much needed support for the Community Policing Bureau. These units are comprised of the Communications Unit, Police Services Officers Unit, Records Unit, and Property & Evidence/Fleet Unit. The men and women of this bureau provide outstanding service to not only the rest of the department but to the community as a whole.

## Communications Unit

A great example of our service to the Tustin community comes from the Communications Unit. The Communications Unit is staffed by professional civilian personnel 24

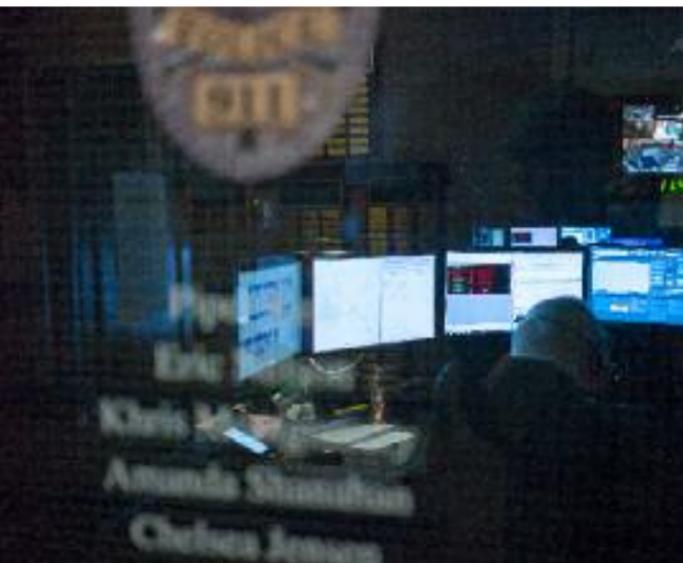
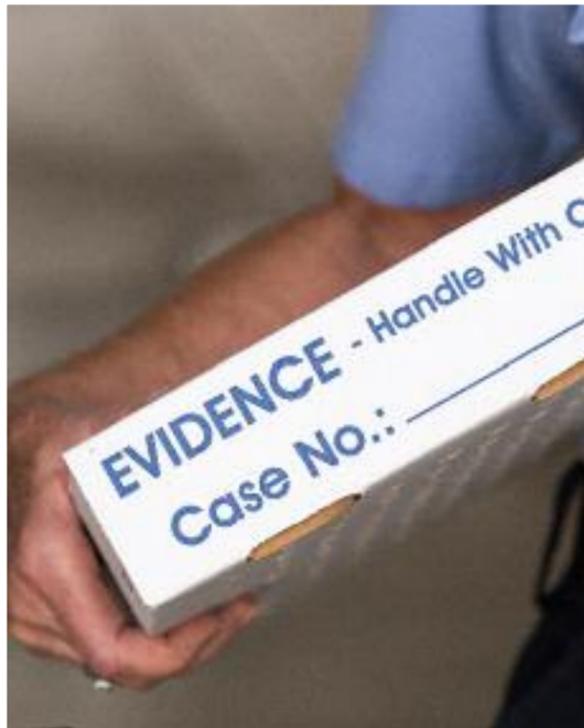
hours a day, 7 days a week, and 365 days a year in order to provide emergency services to the citizens and businesses of Tustin. The Unit is staffed with 1 Supervisor, 2 Leads, 10 full-time and 2 part-time Communications Officers who handle both emergency and non-emergency calls for service. These Communications Officers receive 24 or more hours of mandated training every two years in compliance with the Commission on Peace Officer Standards and Training. The Communications Officer must assess the urgency and nature of the incoming call, prioritize and coordinate the response of officers and other emergency personnel, doing so in a timely manner to preserve life and property.

In 2015, the Tustin Police Department (TPD) Communications Officers received 99,559 calls and 24,017 were 9-1-1 calls. In 2016 Communications Officers received



Dispatch  
Commendation  
Award

# Admin All Day



## 2015/2016 Records Processed

YEAR	2015	2016
REPORTS	8,289	7,722
COURT PACKAGES	2,589	2,657
CITATIONS	15,664	12,011
FIELD INTERVIEW CARDS	971	918
CLETS ENTRIES	6,353	5,957
PRIVATE PROPERTY IMPOUNDS & REPOSSESSION ENTRIES	3,246	3,475
LIVE SCANS	920	811
MUG SHOTS	885	797
RECORDS REQUESTS	5,837	4,894

### Records Unit

The Tustin Police Department Records Unit is comprised of nine Police Records Specialists, two Records Leads, one Cadet and one Records Supervisor. The Records Unit is staffed 24 hours a day, 7 days a week. They are the personnel that process all of the paperwork the police officers and civilians generate, as well as a variety of administrative and clerical support duties around the department. In addition, they back up front desk personnel and Communications Officers in answering incoming phone calls.

# Administrative Services Bureau (CONTINUED)



Police Services Officers

## Police Services Officers

The Police Services Officers, or PSOs as they are called, are civilian employees and play a very important role assisting the patrol officers in the field. They respond to non-emergency calls for service, including traffic collisions, dangerous road conditions, and take police reports ranging from Identity Thefts, Burglaries, Restraining Order Violations and Found Property. They conduct parking enforcement, including vehicle abatement and assist in many patrol responsibilities which allows our police officers to spend more time being proactive in the

field and handle emergency calls. Our PSOs also work the front counter of the police department and assist the public with their needs. In 2015 and 2016, our PSOs took a total of 4,514 original non-arrest reports, 1,160 supplemental reports, and issued 1,991 parking citations. In addition to handling those calls they are highly trained in the field of Crime Scene Investigation, or CSI, and specialize in forensic evidence collection, crime scene photography, scene reconstruction and the preservation of sensitive evidence requiring laboratory analysis.

## Property & Evidence Unit

The Property & Evidence Unit, is the most secure unit in the department, allowing only four personnel to enter on their own. Even the Chief of Police cannot gain entry without one of the staff allowing him in. The property and evidence staff is a critical part of our criminal justice system, and the chain of custody concerning evidence is imperative for trials. Housing in excess of 45,000 items including weapons, drugs and money, they are constantly moving items in and out and documenting every movement of the numerous items booked in



Property and Evidence Unit

Year	Items Booked	Items Purged	Differential
2015	9,021	11,617	-2,596
2016	9,753	11,220	-1,467

the facility. This unit is also responsible for ordering supplies, forms, equipment and uniforms for the entire police department.

The Property and Evidence Unit is also responsible for maintaining and purchasing police vehicles with the assistance of our Fleet Coordinator. The Fleet Coordinator works to keep the many delicate computer systems and police radios up and running to help limit vehicle down time. The Fleet Coordinator also keeps our vehicles equipped with up to date technology.

The men and women of this bureau will continue to provide the outstanding support and service to the community, as each displays character, integrity, and a commitment to the Tustin Police Department's core values. Working within the philosophy of Community Governance the personnel assigned to the Administrative Services Bureau provide excellent service to this department, and the citizens of our Tustin community.



Fleet

# Officer OF THE MONTH



2015



2016

- JANUARY** Officer Michael Carter
- FEBRUARY** Officer Michelle Jankowski
- MARCH** Officer Bonnie Breeze
- APRIL** Police Records Specialist Connie Vit
- MAY** Officer Mark Turner
- JUNE** Officer Shonn Rojas
- JULY** Officer Eric Kent
- AUGUST** Officer Adam Nikolic
- SEPTEMBER** Officer Brian Girgenti
- OCTOBER** Officer Tom Knostman
- NOVEMBER** Officer Shonn Rojas
- DECEMBER** Officer Greg Schaller

- JANUARY** Officer Robert Nelson
- FEBRUARY** Officer Jorge Sanchez
- MARCH** Detective Ronnie Sandoval
- APRIL** Officer Mark Turner
- MAY** Officer Mark Sauerwein
- JUNE** Officer Greg Schaller
- JULY** Officer Andrew Gleason
- AUGUST** Officer Matt Roque
- SEPTEMBER** Motor Officer Ralph Casiello
- OCTOBER** Officer Joseph Cossack  
Officer Andrew Gleason
- NOVEMBER** Crime Analyst Suzanna Howard  
Detective Ryan Newton
- DECEMBER** Motor Officer Tim Crouch

## Honor Guard



The Tustin Police Honor Guard consists of 20 sworn personnel. The Tustin Police Honor Guard presents the colors of the United States, State of California and City of Tustin at many events 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
- Wally Karp Memorial Service
- Orange County Peace Officer Memorial Services
- California Memorial Services

Law Enforcement fatalities nationwide rose to their highest level in five years in 2016. According to preliminary data compiled by the National Law Enforcement Officers Memorial Fund, 64 officers were killed in firearm-related incidents in 2016, a 56 percent increase over 2015, when 41 officers were killed. It is the highest number of firearm-related deaths recorded since 2011, when the tally was 73. The rise in deaths of on-duty police officers marked the highest number of officers killed during one incident since September 11th. This was the beginning of several critical incidents where multiple officers were killed in the line of duty.

The Tustin PD Honor Guard travelled to Dallas, TX; Baton Rouge, LA; Des Moines, IA; San Diego, Palm Springs, and Modesto to attend funerals for officers killed in the line of duty.

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

# Service AWARDS

2015

**TPOA SUPERVISOR OF THE YEAR**

Dana Harper

**TPOA OFFICER OF THE YEAR**

Robert Nelson

**TPOA ROOKIE OF THE YEAR**

Stephanie Kimosh

**TPOA DEDICATION AND PROFESSIONALISM**

Natalie Nguyen

**TPSSA SUPERVISOR OF THE YEAR**

Chris Grover

**TPSSA EMPLOYEE OF THE YEAR**

Suzanna Howard

**TPSSA ROOKIE OF THE YEAR**

Kayla Brennan

**TPSSA DEDICATION AND PROFESSIONALISM**

Liliana Mendez

**CADET OF THE YEAR**

Brandon Jehoich

**EXPLORER OF THE YEAR**

Michael Duff

**VOLUNTEER OF THE YEAR**

Rich Ruedas

**RESERVE OFFICER OF THE YEAR**

Darryl Pang

**TPD LIFETIME ACHIEVEMENT AWARD**

Pam Hardacre

**CASE OF THE YEAR**

Eric Haug

**COMMUNITY POLICING AWARD**

Tyron Jackson

**LIFESAVING AWARD**

Bonnie Breeze, Tim Carson, Jason Muro,  
Anthony Ramirez, Taylor Ryan

**COMMUNITY SERVICE AWARD**

Megan Evans, Adriana Tokar, Marilyn Packer,  
John Hedges, Natalie Nguyen

**CTAPS AWARD**

Del Pickney, Suzanna Howard

**TPOA SUPERVISOR OF THE YEAR**

Del Pickney

**TPOA OFFICER OF THE YEAR**

Matt Roque

**TPOA ROOKIE OF THE YEAR**

Kendal Russel

**TPOA DEDICATION AND PROFESSIONALISM**

Matt Roque

**TPSSA SUPERVISOR OF THE YEAR**

Dave Kanoti

**TPSSA EMPLOYEE OF THE YEAR**

Jasmine DeLeon

**TPSSA ROOKIE OF THE YEAR**

Alysia Cornell

**TPSSA DEDICATION AND PROFESSIONALISM**

Kristin Fetterling

**CADET OF THE YEAR**

Josh Schlesinger

**EXPLORER OF THE YEAR**

Savannah Phillips

**VOLUNTEER OF THE YEAR**

Rich Ruedas

**RESERVE OFFICER OF THE YEAR**

George Valleveni

**TPD LIFETIME ACHIEVEMENT AWARD**

Del Pickney

**CASE OF THE YEAR**

Diego Gomez, Brian Poling, Ronnie Sandoval and  
DPO Art Lopez

**COMMUNITY MEMBER AWARD**

Veronica Rivas and Jonathan Parker

**COMMUNICATIONS UNIT  
RECEIVED A COMMENDATION**

**MEDAL OF MERIT**

Matt Roque

**DISTINGUISHED SERVICE**

Anthony Ramirez, Val Villarreal, Ryan Coe



**LIFESAVING AWARDS**

Travis Wilson, Chuck Mitchell,  
Mark Sauerwein, Michael Carter,  
Chris Natividad, Colton Kirwan, Mark Turner,  
Matt Howard, Jeremy Laurich, Amanda Shanahan,  
Kailey Kaczor, Ralph Casiello, Jorge Sanchez,  
Robert Nelson, Taylor Ryan, Charles Carter

**COMMUNITY SERVICE AWARD**

Joe Cossack, Robert Nelson,  
Michael Carter, Manny Arzate,  
Kristin Fetterling, Diego Gomez, Jorge Sanchez,  
Chris Gerber, Charles Carter, Stephanie DiStefano

2016

# TUSTIN POLICE DEPARTMENT

## Retirees



**Master Officer Michael Shrode**  
May 1993 - May 2015



**Officer Mark Black**  
August 1995 - May 2015



**Detective Brian Miali**  
March 2008 - May 2015



**Master Officer Gentry Mayfield**  
October 1995 - October 2015



**Sergeant Dana Harper**  
October 1985 - December 2015



**Captain Stephen Lewis**  
December 1985 - December 2015



**Officer John Alvarado**  
April 1990 - July 2016



**Detective Pam Hardacre**  
June 1986 - October 2016



**Officer Brian Chupp**  
April 2001 - November 2016



**Officer Bradley Saunders**  
August 2009 - December 2016

### In Remembrance



On August 11, 2015, former Tustin Police Department employee Captain Frank Semelsberger passed away at the age of 72, after a lengthy and painful battle with cancer.

Captain Semelsberger started his career with TPD on November 5th,

1975 as a Community Services Officer before being hired as a sworn police officer in April of 1976. Captain Semelsberger quickly rose through the ranks of the Department, promoting to Agent (detective) in 1979, Sergeant in 1981, Lieutenant in 1986 and Captain in

2000. Captain Semelsberger retired honorably after a 28-year career in 2003. Captain Semelsberger will always be remembered for his strong work ethic, his dedication to the FTO program and his overall commitment to the profession.