

United We Stand

*Paul M. Walters
Chief of Police*

Santa Ana Police Department
2001 Annual Report



VISION, PURPOSE AND VALUES

Our Vision

A Community-Oriented Department committed to:

High Quality Services

Innovative Leadership

Problem Prevention

Through highly trained and professional employees in modern facilities using the latest technology.

Our Purpose

To ensure the safety and security of all people in our city by providing responsive and professional police services with compassion and concern. Our mission is accomplished within the moral and legal standards of our community, through a problem-solving partnership with the community and members of the department.

Our Values

Integrity

We value adherence to the rule of law, to the constitution of California and of the United States, and to utmost honesty.

Safety and Security

We value working to create and maintain a safe, secure and enjoyable working and living environment for community members, for visitors, and for ourselves.

Community Participation

We value working with Santa Ana's diverse communities to ensure the safety and security of our neighborhoods

Service

We value providing equally to all people fair, courteous, responsive, and efficient service which observes each individual's dignity and worth

Organizational Growth

We value the creation of an environment which focuses on solving problems through teamwork, participation, cooperation, and

Santa Ana Police Department Management Team 2001

Office of the Chief of Police

Paul M. Walters
Chief of Police



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Administration & Support Bureau
Capt. Bruce Carlson

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Field Operations Bureau
Capt. Daniel McCoy

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Investigations Bureau
Capt. F. Peter Jensen

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Jail Operations Bureau
Administrator Russ Davis

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2002 California Police & Fire Games Operations Director
Lt. Steve Polito

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Southeast District Division
Lt. Mike Foster

Page 8
Watch Commander
Lt. Robert Chavez

Page 8
Executive Officer
Lt. George Saadeh

Page 32
Criminology & Parole Division
Lt. William Tager

Page 37
Administration Division Manager
Chris LaGrone

Page 19
Communications Division Manager
Suzette Cochran

Page 25
Northwest District Division
Lt. Tony Harrison

Page 9
Watch Commander
Lt. Jose Garcia

Page 9
Information Systems Division Manager
Mike Lovato

Page 33
District Investigations Division
Lt. David Nick

Page 38
Support Division Manager
Ann Madala

Page 16
Personnel Division
Lt. Rick Hicks

Page 26
Southwest District Division
Lt. Charles Magliana

Page 24
Watch Commander
Lt. Matt Hall

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SPSP
Lt. Bob Heller

Page 37
Operations Division Manager
Ken Vargas

Page 18
Property & Facilities Division - Manager
Mary Galbreath

Page 24
Westend District Division
Lt. William Tager

Page 28
Watch Commander
Lt. Felix Osame

Page 34
Special Investigations Division
Lt. Colleen Provencio

Page 19
Records Division Manager
Arnie Barakat

Page 28
Traffic Division
Lt. Anthony Lovatone

Page 17
Training Division
Lt. Jeff Owens

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Chief's Message
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CITY OF SANTA ANA

MAYOR
Miguel A. Pulido
MAYOR PRO TEM
Patricia A. McGuigan
COUNCILMEMBERS
Claudia C. Alvarez
Lisa Bist
Alberta D. Christy
Brett Franklin
Jose Solerio



CITY MANAGER
David N. Ream
CITY ATTORNEY
Joseph W. Fletcher
CLERK OF THE COUNCIL
Patricia E. Healy

It is an honor to be a part of the Santa Ana Police Department's Annual Report. Your commitment to continuously improve the delivery and quality of service to our residents has been a catalyst to the rise of Santa Ana as a metropolitan center for commerce and culture.

Our Police Department has become our front-line ambassadors of goodwill and service. It is no surprise that our crime rate has decreased due to the dedicated efforts of the men and women of the Santa Ana Police Department and their partnerships within the community.

The service and duty displayed by the Police Department represents the highest measure of professionalism. From the command staff to the officers on the beat, the dispatchers to the community service officers and the civilian support staff, residents and visitors can be assured that they will be provided with the highest quality service.

All of your efforts, especially those that are unnoticed and unseen, have helped to create the vibrant and visible city we are proud of today. I salute all of you who have committed yourselves to the safety and growth of our community.

Sincerely,

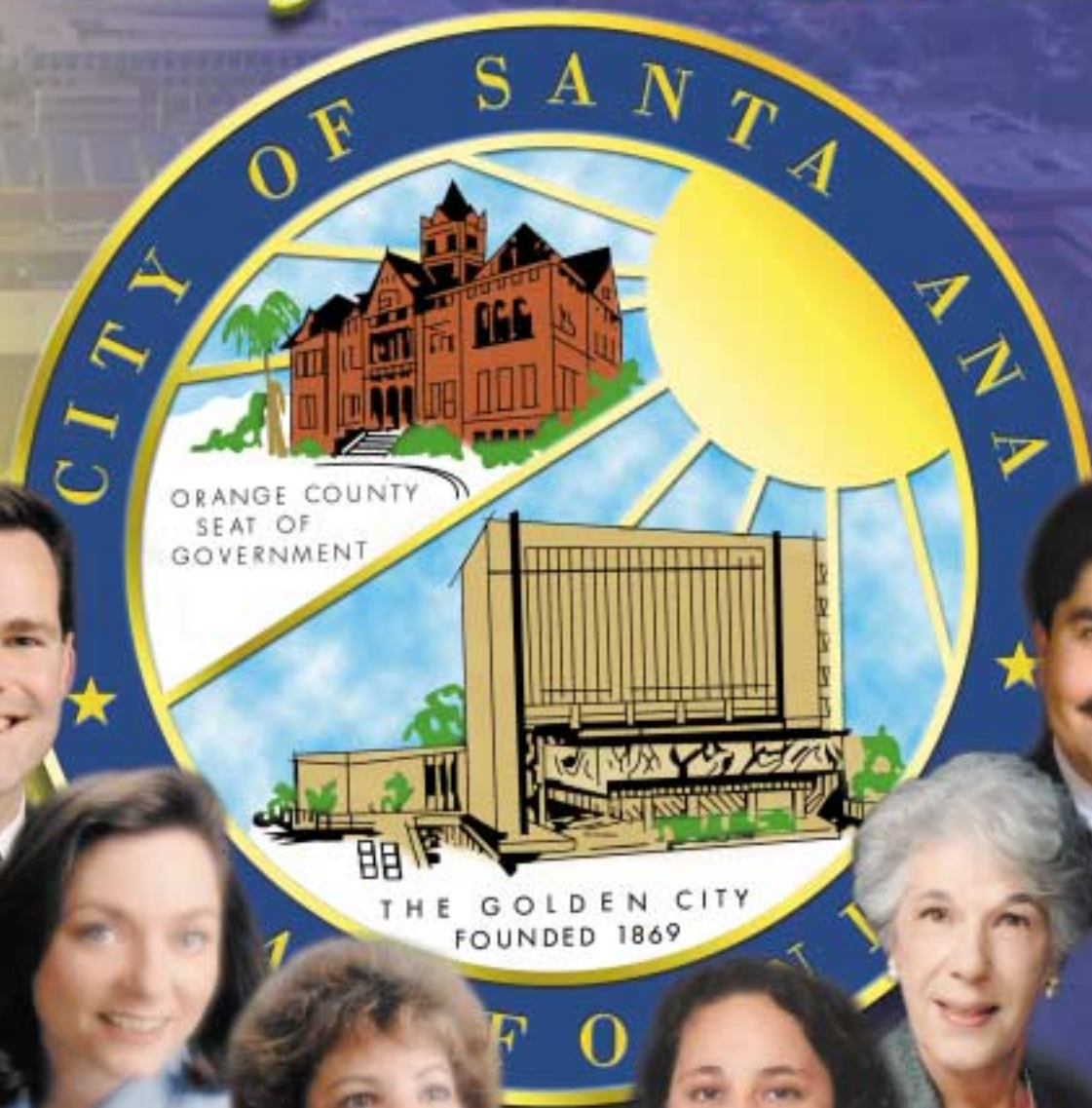

Miguel A. Pulido
Mayor



20 CIVIC CENTER PLAZA • P.O. BOX 1988

Mayor
Miguel A. Pulido

Santa Ana City Council



Brett
Franklin



Lisa
Bist



Alberta
Christy



Claudia
Alvarez



Jose
Solorio



Patricia A.
McGuigan

*“Our freedoms have come under attack,
...our duties have become more vital,
...we are unifying and moving forward.”*

*-Paul M. Walters
Chief of Police*



MAYOR
Miguel A. Pulido
MAYOR PRO TEAM
Patricia A. McGowan
COUNCILMEMBERS
Claudia C. Alvarez
Lisa Bitt
Alberta D. Christy
Brett Franklin
Jose Solorio



CITY OF SANTA ANA
POLICE DEPARTMENT
60 CIVIC CENTER PLAZA • P.O. BOX 1981
SANTA ANA, CALIFORNIA 92702

CITY MANAGER
David N. Ream
CITY ATTORNEY
Joseph W. Fletcher
CLERK OF THE COUNCIL
Patricia E. Healy

I am pleased and honored to present the Santa Ana Police Department Annual Report for the year 2001. We cannot even begin to talk about the year of 2001 without first paying respects to the thousands who lost their lives in the sudden and evil acts of terror committed on September 11th. Our way of life and the very freedoms we as Americans have grown to expect and often take for granted have come under attack from the deliberate acts of terrorism committed that day. Those of us working in public service, both law enforcement and fire safety, lost many of our brothers and sisters that day. With all the difficult feelings we have encountered by way of these acts of pure malice, the members of our Police Department, as well as those in departments across the nation, have realized the need to grow stronger and realized our duties have become more vital because of what occurred. With this in mind, we are taking appropriate measures to get through these turbulent times while at the same time unifying these new duties with continuing plans and success of moving our department's Community Oriented Policing to the next level.

As we entered the new century, our organization made the commitment to take our deeply rooted values of Community Oriented Policing to "The Next Level". This past year we have implemented two key strategic components toward our future success. First, we have put into operation a state-of-the-art Crime Analysis Section. This section is now providing the department with timely and accurate information used to develop effective tactical responses and bringing about significant and positive changes to "quality of life" issues. The Crime Analysis Section is instrumental in allowing us to develop flexible strategies and rapid responses to emerging crime trends. The second step we implemented in 2001 was the addition of a Career Criminal Apprehension Program Unit (C-CAP). This program is an essential element of our problem solving strategies. C-CAP and the Crime Analysis Section work together developing a constant mutual exchange of information. The Crime Analysis Section processes and analyzes available data to produce operational information. C-CAP unit uses this operational information in the apprehension of Career Criminals and Criminal Groups.

For 2002, the department will implement three strategic components toward strengthening communications and information sharing. First, is the establishment of Santa Ana's Technological Approach To Target Responses Against Crime (STAT-TRAC), a comprehensive review of operational strategies, located in a state-of-the-art room on the 4th floor of the Police Administration building. Secondly, following the events of September 11, 2001, Chiefs throughout the State began working with Governor Davis and Attorney General Lockyer to create the California Anti-Terrorism Information Center (CATIC). The local CATIC will be housed in the Santa Ana Police Facility and serve as the central collection point for law enforcement intelligence related to terrorism.

The third component is the establishment of the Santa Ana Police Department Training Center emphasizing our distinction as a nationally designated "Community Policing Demonstration Site." Teamwork, flexibility, cooperation from other divisions and using the latest technology in providing state of the art instruction, is now the hallmark of hosting the majority of POST certified training to police department personnel.

As you look through this report you will see that our department continues to evolve to meet the challenges of the future. Together, with the committed men and women of the Santa Ana Police Department, we continue to build on our successes raising the level of distinction the department has enjoyed in years past.

A handwritten signature in black ink, appearing to read "Paul M. Walters".

PAUL M. WALTERS
Chief of Police



PROFESSIONAL STANDARDS

The Professional Standards Section (commonly known as Internal Affairs) is responsible for assisting the Senior Management Team in ensuring compliance with state law and departmental standards, as well as adherence to departmental values. These responsibilities involve, among others, the investigation of complaints of misconduct, ranging from discourteous behavior to serious criminal allegations; the investigation of officer-involved shootings; investigation of civil claims; and conducting organizational audits of all types. The accomplishments for 2001 include:

- The Section worked with managers and supervisors from throughout the department to expand their awareness of policies and procedures, as well as their administrative investigative and report writing skills. As a result, the quality of administrative reports and investigations increased perceptibly. This informal mentoring of supervisors resulted in better investigations, more awareness of government code rights afforded officers, and a renewed sense of cooperation between field supervisors and Professional Standards.
- Professional Standards conducted several audits during the year, which proved useful in identifying procedures and processes that needed improvement, thus reducing liability by ensuring that departmental personnel adhered to standards and state law while using technology and other departmental resources.
- The Section worked with the courts, the District Attorney and the City Attorney's office to handle all Pitchess motions in a professional and cooperative manner. The Section corporal was able to work closely with the Legal Advisor and others, to produce documents and files that were responsive to the motions in a manner that met the court's objective and yet protected the personnel files of our officers.

The Professional Standards Section helps generate and maintain the trust of the community. This trust is critical to the success of policing efforts and represents the most valuable resource, besides its people, that a police department has to fight crime and reduce fear in the community.



The Information Systems Division provides direct technical and operational support to the Santa Ana Police Department and the Santa Ana Jail. The Division is comprised of the following sections: Research and Planning, Computer Services, Crime Analysis and False Alarms.

Research and Planning

The Research and Planning Section serves in an intergovernmental relations role by coordinating and preparing all "Request for Council Action," grant applications, agreements and contracts. This section also coordinates the preparation and publication of numerous reports and documents for internal and external distribution (such as this annual report).

Computer Services

The primary purpose of the Computer Services Section is to support the technology needs of the Police Department and the Jail. To accomplish this, the Computer Services Section researches, purchases, installs and services a wide variety of information technologies (hardware and software). This year the Section released a powerful intranet desktop search program providing calls for service and officer activity information.

Crime Analysis

The Crime Analysis Section provides operational support that maximizes the effectiveness of our Community Oriented Policing (COP) strategies by capitalizing on the existing COP infrastructure.



The Section works with Field Operations and Investigation Bureaus providing and exchanging critical information on crime patterns, suspect modus operandi, cross-case analysis and status of known offenders (i.e., parolees). A Career Criminal Apprehension Program was initiated combining the resources of the Crime Analysis Section and a newly formed Career Criminal Unit to identify, apprehend and prosecute career criminals and repeat offenders.

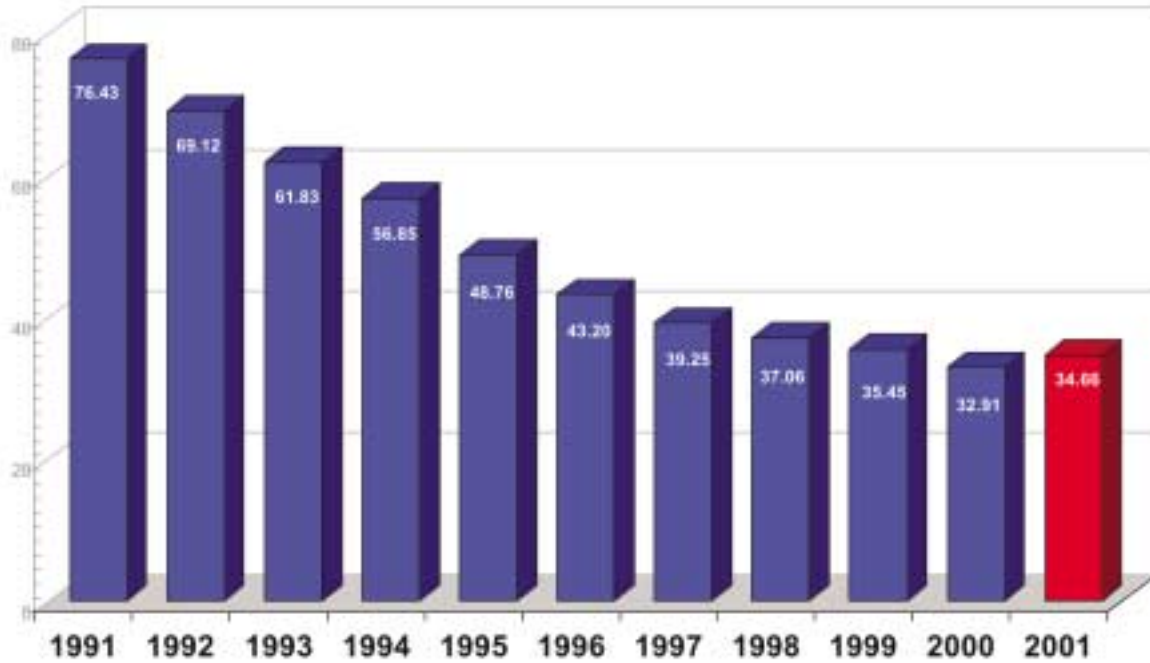
False Alarms

The Alarm Coordinator works with alarm companies, business owners and residential alarm holders to reduce occurrences of false alarms in Santa Ana. A record of false alarm activity for purposes of correcting any alarm deficiency will be sent to alarm users, along with educational information regarding the proper use of their alarm system. Education is our primary goal, however when excessive false alarms occur, the alarm holders are billed and encouraged to correct the problem.

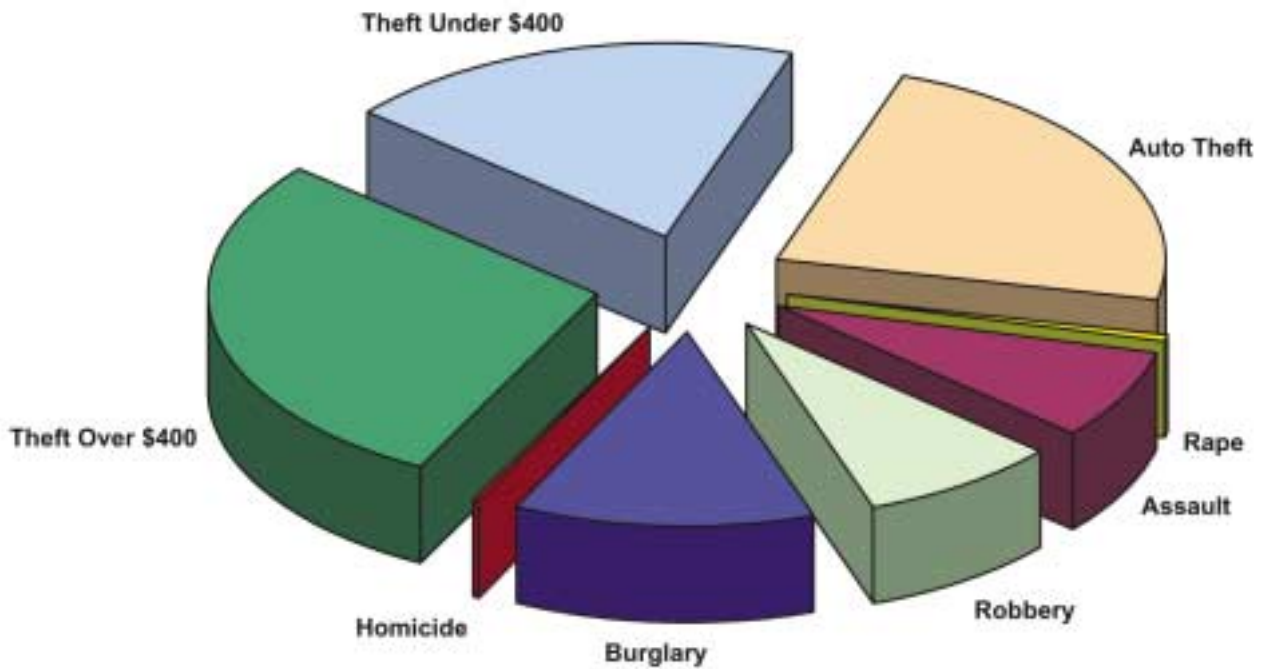




City of Santa Ana FBI Crime Index (Per 1000 Population)



Breakdown of Year 2001 Part 1 Crimes



NATIONAL COMPARISON OF 2000 CRIME RATES

**FBI CRIME INDEX
TOTAL CRIMES**
(CITIES WITH POPULATIONS 250,000 TO 500,000)

City	Rank	Population	Total	Per 100,000
St. Louis MO	1	341,708	50,653	14,823
Atlanta, GA	2	422,266	55,468	13,136
Tampa, FL	3	307,747	33,616	10,923
Kansas City, MO	4	447,921	47,125	10,521
Miami, FI	5	390,540	39,756	10,180
Oklahoma, OK	6	488,431	47,845	9,796
Albuquerque, NM	7	439,724	39,447	8,971
Birmingham, AL	8	253,868	20,749	8,173
Fresno, CA	9	413,000	32,868	7,958
Toledo, OH	10	310,586	24,023	7,735
Minneapolis, MN	11	364,049	27,489	7,551
Newark NJ	12	271,839	19,663	7,233
New Orleans, LA	13	471,134	34,001	7,217
St. Paul, MN	14	263,937	18,719	7,092
Tulsa, OK	15	392,102	26,853	6,848
Corpus Christi, TX	16	293,146	20,009	6,826
Omaha, NE	17	397,243	26,819	6,751
Stockton, CA	18	250,391	16,849	6,729
Oakland, CA	19	373,215	25,060	6,715
Arlington, TX	20	324,533	21,480	6,619
Sacramento, CA	21	415,818	27,338	6,575
Buffalo, NY	22	308,288	20,248	6,568
Cincinnati, OH	23	333,750	21,646	6,486
Mesa, AZ	24	396,003	25,525	6,446
Wichita, KS	25	339,907	21,669	6,375
Louisville, KY	26	258,301	15,058	5,830
Aurora, CO	27	268,243	15,526	5,788
Pittsburgh, PA	28	351,769	19,456	5,531
Colorado Springs CO	29	371,363	18,684	5,031
Anchorage, Alaska	30	260,900	12,866	4,931
Riverside, CA	31	271,545	12,228	4,503
Long Beach, CA	32	444,563	17,667	3,974
Virginia Beach VA	33	446,431	17,682	3,961
Santa Ana CA	34	316,070	10,452	3,307
Anaheim, CA	35	307,240	9,909	3,225

NOTE: Figures are based on U.S. Department of Justice statistics
FBI Crime Index figures include: Homicide, Forcible Rape,
Aggravated Assault, Burglary, Motor Vehicle Theft, and Larceny-Theft.

NATIONAL COMPARISON





In 2001, the Santa Ana Police Department Training Division shifted the approach in providing state mandated training. Historically, the Training Division functioned primarily as a facilitator of training, rather than a provider of training.

After extensive research, Training Division Personnel concluded that it was more cost effective to provide instruction at our facility than to send officers out to other facilities. Additional advantages were identified such as the opportunity to develop curriculum designed specifically for department personnel. Furthermore, classes can be offered to members of other agencies generating revenue for the City.

In September 2001, the Training Division developed a formal proposal to establish “The Santa Ana Police Department Training Center.” In addition, the proposal included provisions to highlight the distinction bestowed upon the Department as a nationally designated “Community Policing Demonstration Site.” The Department Senior Management Team approved the entire proposal, which has since undergone implementation.

Teamwork, flexibility and cooperation from other divisions in the Department have turned this concept into a reality. Using the latest technology and state-of-the-art instructional techniques, the Training Center provides the majority of training to police department personnel.

The Driver Training Program, which features two computer-operated driving simulators, has been used to train over 350 officers since receiving POST certification last year. The Training Center “Range 2000” computer-operated shooting simulator is currently used to provide force-options training to patrol officers. The simulator uses branching technology to produce countless scenarios designed to test and improve officer judgmental shooting skills.

In an effort to improve the computer literacy of employees within the Department, the Training Center has facilitated hundreds of hours of instruction relating to software application. Microsoft Word, Access, PowerPoint, Excel, Outlook, CyberMCT and laserfiche are among some of the courses of instruction.

The Training Center operation has been responsible for reducing expenses for tuition, meals, mileage reimbursement and travel time compensation. Furthermore, the curriculum developed by Training Center personnel is directed specifically with Santa Ana policy and procedures in mind, and as such addresses the specific needs of the community.

Recently, the high quality of instruction has captured the attention of many Southern California Law Enforcement Agencies, which now regularly send their officers for training. The Training Center has provided over 5600 hours of POST certified instruction to police officers from Santa Ana and twenty other law enforcement agencies. The instruction provided by the Training Center personnel has generated \$16,477 in revenue for the City and saved several thousand dollars more by reducing off-site training expenses.

ADMINISTRATION & SUPPORT SERVICES BUREAU

The mission of the Administration and Support Services Bureau is to provide the essential administrative and support services necessary to ensure the effective and efficient delivery of police services. This is accomplished through an interactive network of highly specialized and distinctively diverse activities, which both support and strengthen the police mission.

The Bureau is comprised of six divisions consisting of a total of 120 sworn and non-sworn personnel:

Human Resources – Responsible for all human resources management functions related to the hiring, retention, and discharge of both sworn and non-sworn employees. Prepares and administers the budget, manages payroll and coordinates expenditures.

Training – Responsible for preparing, conducting and coordinating the training new employees as well in-service and ongoing training of existing employees.

Property and Facilities – Responsible for the safekeeping of all property recovered as evidence; maintaining the facility, systems, and grounds; coordinates the procurement, issuance, and maintenance of police equipment, supplies and vehicles.

Communications – Responsible for the professional and timely response to calls from the community for police service and the handling of non-emergency incidents via telephone reporting.

Records – Responsible for document storage, retrieval, and management; repository for all official police reports, records and statistical information.

Police and Fire Games – Responsible for the planning, organizing and hosting the California Police and Fire Games in 2002. This is one of the largest amateur sporting events in the world and will involve over 8,000 Police and Firefighters competing in 60 sporting events throughout the Orange County area. It is anticipated that 40,000 spectators will view the free events and that between \$7-\$9,000,000 will be generated for the local economy.

In addition to our fundamental responsibilities, the bureau made great strides in helping the department achieve its police mission. Among the most noteworthy accomplishments were:

Developed a comprehensive proposal to establish the Santa Ana Police Department's Training Center and National Community Policing Demonstration Site. This will reduce the number of personnel sent to outside training, saving time and money, and will raise revenue by offering training to outside agencies. The Santa Ana Police Department Training Center and National Community Policing Demonstration Site will continue to develop the professionalism of our employees and assist other cities in developing Community Policing strategies. Through these efforts, the Santa Ana Police Department will continue to be on the cutting edge in innovation and the leader in Community Policing.

Completed the successful implementation of the new 800 MHz radio system. This included individually issued pac-sets and new radio installation in all police vehicles. This was done with minimum disruption and ensures officer and community safety.

Continued the Driver Training Simulator Program for police personnel and will be reviewing the training of other City employees who have emergence driving requirements and outside agencies as a revenue generator. Obtained \$33,124 in POST reimbursement for the program.

Obtained POST certification for the following in-house courses: Domestic Violence; Driver Simulator; Sexual Assault; Rave Drugs; Informant Development; Use and Influence of Drugs; Drug Identification; and, seeing POST certification for eight more classes.



CAPTAIN BRUCE CARLSON

2002 California Police & Fire Games

After an absence of fifteen years, the California Police & Fire Games, are returning to Orange County. Hosted by the Santa Ana Police Department, these games promise to provide thrills and memories for all participants and their families. Orange County has changed dramatically since the games last visited us in 1987, the several major shopping malls, the amusement park and night life, as well as the golden beaches, truly provide a vacation Mecca for all who choose to visit.

The Santa Ana Committee has made a major commitment to community involvement and to providing top quality ambiance for the athletes at these games. Over the years, the medal presentations have been downplayed and become somewhat anticlimactic. At the Santa Ana games, world class sports figures and Hollywood celebrities will perform medal presentations with appropriate fanfare and media coverage.

A concerted effort has been made to provide assistance to local charities as a result of the games. The selected charities are:

1. Santa Ana Boys and Girls Club
2. United Cerebral Palsy Foundation
3. Children's Hospital of Orange County
4. Orangewood Children's Center
5. Santa Ana Police Officers Association
Widows' and Orphans' Fund
6. New York Police Department/Fire Department
of New York Relief Fund

Historically, the boxing finals are held on the evening of the California Memorial for Fallen Public Safety Members. This continues with what promises to be the most moving and memorable service in the games history. We will also host a memorial service on opening night in conjunction with the body building finals to remember those who fell in New York on September 11, 2001. It is our hope to have several survivors share the evening with us. This event will take place at the Orange County Performing Arts Center, one of the most spectacular buildings in metropolitan Southern California.

Members of the Santa Ana Committee have competed in the games for years and have closely monitored the last three events. We believe, we have made some dramatic improvements in several areas and have added several new events.

*"...where the kids
are the real winners."*





Casino Night Fundraiser



Councilwoman Alberta Christy wins BIG!



Orange County Sheriff's Association makes a donation to the games.



Chief Walters and the 2002 Police & Fire Games Board Members

**FOR FURTHER INFORMATION, PLEASE CONTACT:
(714) 245-8567
OR VISIT US ON THE WEB @
WWW.PAFG2002.ORG**

**2002 SANTA ANA POLICE & FIRE GAMES, INC.
60 CIVIC CENTER PLAZA, M-18
SANTA ANA, CA 92702**





The Human Resources Division provides effective and responsive human resources management to the police department and its more than 800 employees. Responsible for all human resource management functions related to the recruitment, hiring, retention and discharge of both sworn and non-sworn employees. Administers the budget, manages payroll and coordinates expenditures ensuring



assets meet the exacting standards of a Community Oriented Police Department. The Human Resources Division is comprised of Personnel, Background Investigations, Workers' Compensation, and the Fiscal and Budget Sections

PERSONNEL AND BACKGROUND INVESTIGATIONS

Services provided by these sections include: recruitment; pre-employment testing; polygraph examinations; hiring; maintenance of personnel records; assistance in developing and coordinating promotional examinations; ensuring compliance with Federal and State mandated laws and programs; investigating all discrimination complaints; developing and implementing lawful personnel practices, managing the performance evaluation system; administering the Police Cadet Program; and, coordinating all employee payroll adjustments due to change in rank, assignment, shift or educational assistance status. This section also serves as the primary liaison with the City's Personnel Department, Risk Management and Workers' Compensation Unit.

During 2001, the Human Resources Division provided a variety of services to the organization, which helped reduce liability and increased the effectiveness of our employees. Emphasizing teamwork and total quality management, this group works to make sure our department and its personnel receive superior support in all areas. Our accomplishments for this period included:

- Sworn officers reached 48.9% bilingual fluency and non-sworn employees reached 71% bilingual fluency.
- Hired approximately 50 full-time and part-time employees, including 16 police officers of which four are female police officers. Our part-time hiring included dispatchers, forensic specialists, police cadets, police record specialists and others.
- Completed in excess of 200 background investigations and a significant number of pre-employment and criminal polygraph examinations.

WORKERS' COMPENSATION

This section serves as the primary liaison between our supervisors and employees, the City's Risk Management and Workers' Compensation Unit, and medical providers. The constant and compassionate interaction is crucial to the quick recovery and return to work of our injured personnel. Our accomplishments included:

- Reduced the total number of industrial injury days by 5%
- Increased the use of "temporary modified duty days" by 5%

FISCAL & BUDGET

The Police Fiscal and Budget Section prepares and manages the Police Department's \$80 million budget, processes payroll for more than 800 full and part-time employees and handles all acquisitions and billing matters. The substantial obligations are accomplished through the efforts of the Police fiscal Officer and his staff. These employees prepare the annual budget, monthly financial reports, monitor expenditures, post payroll conflicts, process purchase requests and payments, monitor contract compliance, and begin the account receivable process for the department. In addition to the above responsibilities, the Fiscal and Budget Section also:

- Prepares 13 financial reports and produces approximately 12 year-end revenue and expenditure forecasts.
- Monitored 22 general fund accounts and 42 non-general fund accounts.
- Monitors status of 140 contracts and annual purchase orders.

The Human Resources Division recognizes the role it plays in ensuring Santa Ana's philosophy of Community Oriented Policing is met for today and for the future. This is accomplished by filling our ranks, both civilian and sworn, with people of character and outstanding technical competencies.

In 2001, the Training Division received POST certification for six new courses, which are offered to department employees and other agencies. Onsite instruction eliminated expenses associated with employees attending training at other facilities. In addition, the Training Division contracted with Santa Ana Community College to register these classes through the college, which will generate \$20,000 dollars in annual reimbursement

To better prepare new officers for field duty, the Field Training Program was expanded to include a three-week orientation, with over thirty different subjects. The orientation has been extremely successful in satisfying POST requirements, while simultaneously helping officers understand department policies and policing philosophy.

Using the latest technology, the Training Division provided state-of-the-art instruction, as evidenced by the Driver Training Program, which features two computer-operated driving simulators and has been used to train over 350 officers. The Program received POST certification in 2001 and has resulted in \$33,000 reimbursement. The Training Division is in the final stages of POST certification for the "Range 2000," a computer-operated, force options simulator to improve officer judgmental shooting skills. Our Video Production Unit has developed training videos and captured training information via satellite.

Another successful year for the department volunteer program included the following: Police Reserves Corps, Santa Ana Volunteers for Excellence, Police Explorer Post, Police Chaplain Program and the Community Academy, also known as PACT (Police and Community Together). With over 9,000 hours of invaluable service, these programs have built positive relationships between the police department and community.

- The Police Reserve Corps provided coverage in the field during peak hours of activity, totaling 2,700 hours.
- Santa Ana Volunteers for Excellence, a senior volunteer program of community members at least 55 years of age, use their knowledge and experience to perform a variety of important tasks, donating 3,110 hours of service, in various sections.
- Police Explorer Post gives young men and women the opportunity to develop character, discipline and self-confidence under the mentorship of Santa Ana Police Officers. The explorers perform community service functions, such as fingerprinting children, distributing information, searching for

missing children and performing various tasks at City sponsored events. In 2001, Santa Ana Explorer Michael Guadan helped highlight the success of this program by graduating number one, out of ninety-two recruits, in the Summer Explorer Academy.

- Police Chaplains fulfill a critical role within the police department and community. Police Chaplains are volunteers comprised of professional clergy, who are on call 24 hours a day to provide guidance and counseling to police employees and citizens during times of crisis. They assist officers with death notifications, incidents involving suicides, deaths of children and other traumatic events. Chaplains donated over 1,000 hours of service in 2001.

- Community Police Academy (PACT) is a thirteen-week program providing the community with exposure to the dynamic and complex nature of law enforcement. Interactive instruction guides participants through realistic field problem scenarios, enabling them to see the police officer point of view.

TRAINING





PROPERTY & FACILITIES

The Property and Facilities Division provides support services to the Police Department and Jail. These services include facility management for a 500,000 square foot building, maintenance and replacement for over 250 police vehicles, evidence management, operation of the Central Distribution Center, as well as emergency logistical support, liaison with City Purchasing, and the department fitness center.

EVIDENCE SECTION

The Evidence Section is responsible for evidence and property held in police custody. In 2001, the Section processed over 29,900 items of evidence and destroyed approximately 2,850 pounds of narcotics and contraband. Nearly \$200,000 was deposited into Asset Forfeiture funds and the City General Fund. A Cost Recovery Analysis of evidence related to court exhibits was completed, as well as an update of the evidence procedure manual.



CENTRAL DISTRIBUTION CENTER

The Central Distribution Center (CDC) provides support services for police operations. CDC coordinated the vehicle and handheld 800MHz radio changeover for 840 radios and a subsequent upgrade, in 2001.

Several CDC staff volunteered to work on the Santa Ana Police Department Yearbook. A CDC Supervisor spurred the donation of used cellular phones to a Domestic Violence Program, offering increased safety to victims. CDC staff also participated in the Special Olympics torch run, Student Government Day, Baker-to-Vegas Relay Race and adopting two families during the Christmas holiday season.



FACILITY MANAGEMENT

The Police Administration and Jail Facility turned five years old at the end of 2001. Preventive maintenance is a high priority with weekly facility inspections to insure timely repairs. The top level of the police parking structure was resurfaced and striped. Offices were restructured, using the modular features of the building to accommodate needs of Crime Analysis, Investigations Bureau Captain, two Lieutenants and Hispanic Affairs Office.

Manager, Mary Calderwood-Chiechi, representing the Santa Ana Police Department and working closely with the International Association of Chief's of Police (IACP), served as the writing consultant for the newly published IACP Police Facility Planning Guidelines: Desk Reference for Law Enforcement Executives. This publication is largely based upon Santa Ana's successful police facility project management experience.



Records Division

The Records Division is responsible for the security and maintenance of departmental records. Services are provided to the public, governmental agencies and police personnel on a twenty-four hour basis. Providing service and information to the public is a vital part of the Records operation. In excess of 210,000 requests for service were processed by the Records staff.



With over 5 ½ million automated records on file, the computer systems play a major role in the storage and retrieval of information and documents. Over 400,000 entries were added to various computer systems this year. More than 20 million documents are stored on microfilm. In addition, there are over one million records on optical storage.

The California Department of Justice operates the California Law Enforcement Telecommunications System (CLETS). The system links all law enforcement agencies throughout the state and nation. The Division is responsible for entering data into the State's various systems. Over 46,000 transactions were sent to the Department of Justice. The Division is also responsible for the reporting of Part I crimes to the Department of Justice on a monthly basis.

The mission of the Records Division is to maintain the integrity of Department records and to provide information and assistance in a courteous, responsive and professional manner. The Records staff accomplishes this goal by their participation on quality teams and continually working to improve the service provided to the public and Department personnel.



Communications

The Communications Division handles 911 and non-emergency (business) telephone calls. During 2001, more than 183,000 telephone calls were handled by 32 employees. Dispatchers have the ability to communicate with the deaf through specialized telephonic equipment, providing the caller with immediate assistance. The Language Line Services provides translators for over 100 languages, handling more than 4000 calls in 2001.

To provide the best service possible and to maintain proficiency in the latest technology, techniques and laws, dispatchers attended continuous training courses.

The Police Department utilizes an 800 MHz County-wide Coordinated Communications System. This system allows police officers to communicate with the Fire Department, as well as local and state law enforcement agencies.



Telephone Reporting Unit

Last year the Telephone Reporting Unit handled more than 9100 reports. The 11 full-time employees take reports previously taken by patrol officers, enabling these officers to remain available to respond to emergency calls and more serious criminal calls. The Telephone Reporting Unit also answers the information telephone line, with the goal of maintaining citizen satisfaction by giving prompt and courteous service.

RECORDS & COMMUNICATIONS



Daniel G. McCoy Captain

August 2, 1949 - April 27, 2002



USMC 1969

SAPD Hiring Photo 1971



Inv. McCoy & Mooney
(retired Lt.)



Dan's favorite hobby....flying!



Newly promoted Captains
Bruce Carlson and Dan McCoy
circa 1990



Investigations Captain 1998

SERVICE RECOGNITION BIOGRAPHY

NAME: Daniel G. McCoy
AGENCY: Police Department
TITLE: Police Captain
DATE OF HIRE: August 23, 1971

Captain Daniel G. McCoy began his law enforcement career with the Santa Ana Police Department on August 23, 1971 and was promoted through the years to various positions, culminating with his appointment as Police Captain on January 2, 1990. Captain McCoy attended Villa Park High School and Fullerton Junior College, and served with the United States Marine Corps. Captain McCoy possesses a Bachelor's Degree from the University of Redlands, and a Master's Degree in Management from California Polytechnic University at Pomona. He is also a graduate from the California Law Enforcement Command College.



Field Operations Captain 2001

Captain McCoy has distinguished himself throughout his law enforcement career, which has included assignments in virtually all areas of the department. While assigned as an investigator in the Gang Detail in the 1970s, Captain McCoy was instrumental in obtaining the first gang civil injunction in the nation against a Santa Ana gang, which prohibited the congregating of known gang members at or near a specific residence in the community. This gang injunction eventually became the model for other law enforcement agencies. Captain McCoy went on to work in the Homicide Unit, where he was responsible for working and solving a significant number of homicides and other violent crimes. As the Commander of the Field Operations Bureau, he brought a tremendous amount of experience that served the organization well.

Captain McCoy has been married for 33 years to his wife Robyn, has two daughters, Danielle and Renee, and four grandchildren. Captain McCoy was an avid pilot and the chairperson of the A-4 Skyhawk Project, which has recently acquired an A-4 aircraft from the federal government. The aircraft will be placed in a monument in the Civic Center area to commemorate the contributions made to Orange County by the El Toro Marine Base during the last 50 years. Captain McCoy's leadership in this important project has been the primary force behind its success.

During his tenure with the Santa Ana Police Department, Captain McCoy made many significant contributions to the law enforcement community and to the people of Santa Ana in particular. His leadership, tenacity, hard work and dedication will be missed, but his lasting impact will endure.



Orange County Article - October 24, 2001



Dan with wife Robyn

FIELD OPERATIONS BUREAU

The mission of the Field Operations Bureau is to ensure the safety and security of all people in Santa Ana. Our mission is accomplished by providing responsive and professional public safety services to the community utilizing a problem solving approach in partnership with community members through prevention, suppression and apprehension strategies.

The Field Operations Bureau comprises three main divisions and incorporates seven sectional units consisting of sworn and non-sworn personnel.

District Police Division
Watch Commander Division
Traffic Division

Sectional Units:

Media Relations; Hispanic Affairs; Animal Services; Canine; Air Support; Civic Center Patrol; Special Weapons and Tactics

FIELD OPERATIONS BUREAU ACCOMPLISHMENTS:

· Operation "ORION", an innovative, multi-agency, community policing enforcement effort brought national recognition, and was the recipient of the prestigious 2001 United

Way Orange County Together Community Policing Award.

· Held the Department's fourth Drug Education for Youth (DEFY) camp at the Camp Pendleton Marine Corps base for at-risk youth in the community.

· Our Weed & Seed Programs continue to receive national recognition for our involvement in programs like The Safe Schools Initiative, Community Learning Center, Families and Community Together Program (FACT), Minnie Street Learning Center, Operation Kidworks and Drug Education for Youth.

· Coordinated, developed and implemented The Community Learning Center Project where six locations throughout the central corridor, provide education and training for youth in all aspects of computer operation and technology. The project is supported by over 40 community-based organizations through donations of equipment, hardware, software, technical support and expertise.

· Established a City/Police Department operated Animal Shelter to facilitate an efficient, full service, customer oriented animal services program, which provides temporary housing and humane treatment for animals in our custody.

· Administered the California Office of Traffic Safety (OTS) Orange County DUI Task Force. Coordinated countywide Saturation Operations in nine cities, which resulted in 90 arrests for Driving Under the Influence, 22 of which were in our community. Check Point Operations in 4 cities resulted in an addition 35 arrests. Presented a "Reality Check" educational program to over 100 youths where they witnessed simulated live action re-enactments of fatal collisions.

· Continued the Traffic Offender Program (TOP) to reduce traffic related injuries and fatalities by focusing on enforcement strategies that target uninsured and unlicensed drivers.

· Conducted a pilot Program requiring Motor Officers to enter their own collisions and traffic citations into the Crossroads Traffic Management Program reducing clerical costs and duplication.

· Expanded Weed and Seed Site I Program (Project SAINT) from two to six Police Grids and added Site II, S.P.I.R.I.T. (Southeast Partners in Revitalization Improvement Team) in the Southeast District. The programs were recognized by the Executive Office of Weed and Seed for its success and awarded an M-COPS Mobile Substation.

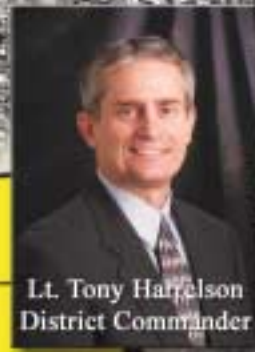
The Field Operations Bureau continues to provide the highest level of police service through a collaborative partnership with the community. The Bureau proudly reflects upon our past accomplishments and eagerly looks forward to the challenges of the future.



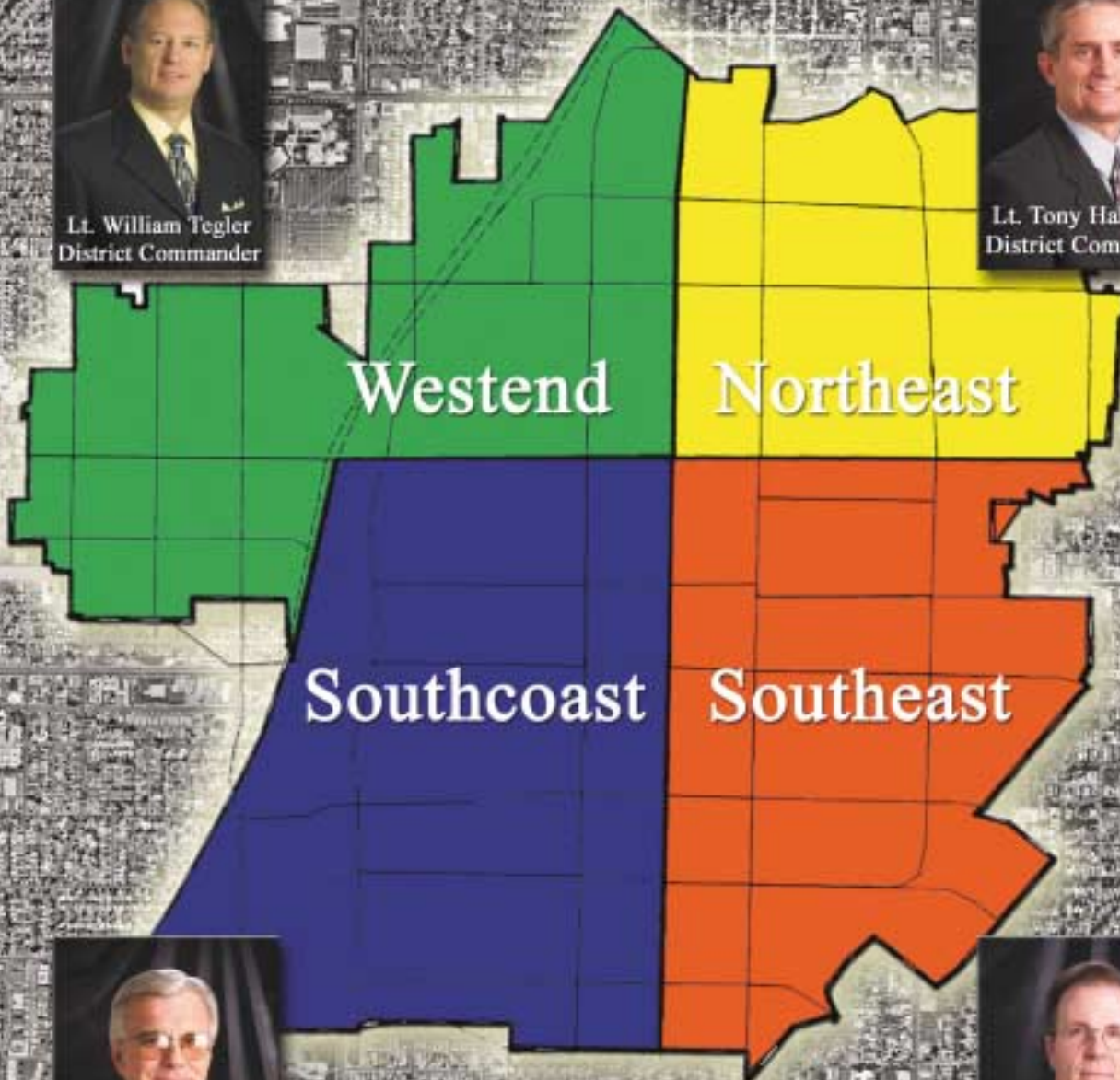
Santa Ana Police Department Policing Districts



Lt. William Tegler
District Commander



Lt. Tony Harrison
District Commander



Lt. Mike Fonte
District Commander



Lt. Charles Magdalena
District Commander



Orange County's fastest growing and most diverse ethnic group. Responding to the events of September 11th, the unit worked with members of the Asian community organizing a charity fundraising event to benefit the victims of the act of terrorism upon New York's World Trade Towers. The unit continues to provide leadership by organizing and hosting monthly meetings with investigators throughout Southern California. Important information and trends on Asian criminal activity is now exchanged on a regular basis. During 2001, the unit worked closely with federal, state, county and local agencies on cases ranging from street level Asian gang activ-

The Westend Division maintained its tradition of providing innovative and award-winning police service to Santa Ana's diverse northwest communities. Fellow members of law enforcement, dignitaries and the media alike recognized the Westend's successful community policing efforts and problem-solving strategies. The Division's *Operation ORION* was recipient of the prestigious 2001 United Way Orange County Together Community Policing Award.

The Westend Division Substation continues to serve as a Community Oriented Policing Center and neighborhood meeting facility. Substation personnel provided prompt service to the public while assisting officers in long-term problem solving interventions. During 2001, the substation managed 3,322 telephone calls, handled 3035 in-person contacts and validated 803 traffic citations. In total, the substation averaged 25.2 community contacts per day, a 9% increase from last year and nearly 40% over 1998 when the substation first opened. To maximize policing efforts and foster a cooperative relationship with the community, the substation Police Service Officer offers organization and education to the division's neighborhoods. New collaborations were initiated and long-standing partnerships strengthened throughout the year. This united effort has optimized the allocation of resources and community involvement in major interventions throughout the year.

The Westend's Asian/Pacific Islander Liaison Unit is recognized for blending "bridge-building" strategies with aggressive investigative techniques to impact the concerns of

ity to complex fraudulent passports and international smuggling rings. The unit has been credited with the arrest of several high profile cases including multiple homicides, narcotic trafficking, robbery gangs, as well as gambling and extortion.

The Community Policing Team in the Westend Division is committed to enhancing the quality of life for those who live and work in the division as well as strengthening the relationship between the police and community. Working in partnership with the COP and Neighborhood Associations, the Community Policing Team identified and resolved several issues of crime and disorder including narcotics, trespassing violations, illegal dumping, graffiti and gang activity. In 2001, the

team was responsible for 236 arrests and the seizure of weapons and \$50,000 from narcotic violators while assisting Orange County Youth & Family Services as speakers at monthly Drug and Alcohol Education meetings for juveniles and their parents.

Members of the Westend Division are proud of our many accomplishments in 2001 and look forward to working in close alliance with the community to meet the challenges of the upcoming year.



WESTEND

Police officers assigned to the Northeast District completed problem oriented policing projects addressing a wide range of issues from trespassing to street racing activities. Officers identified problems and solved them, following up with long-term resolution by addressing the causes of the problem.

In addition to the patrol efforts in the Northeast District, four specialized units (Directed Patrol, Business Liaison Unit, Civic Center Patrol and Main Place Mall) were also productive in solving problems in their respective areas.

Northeast Directed Patrol

The Northeast Directed Patrol completed the Santiago Park project that dealt with lewd conduct, which prevented the public from freely using the park. A neighborhood survey determined that the adjoining neighborhoods noticed a marked improvement in the park and access to the park. The Northeast Directed Patrol made over 245 narcotic related arrests in the area of First Street and Lyon Street in 2001.

Business Liaison Unit

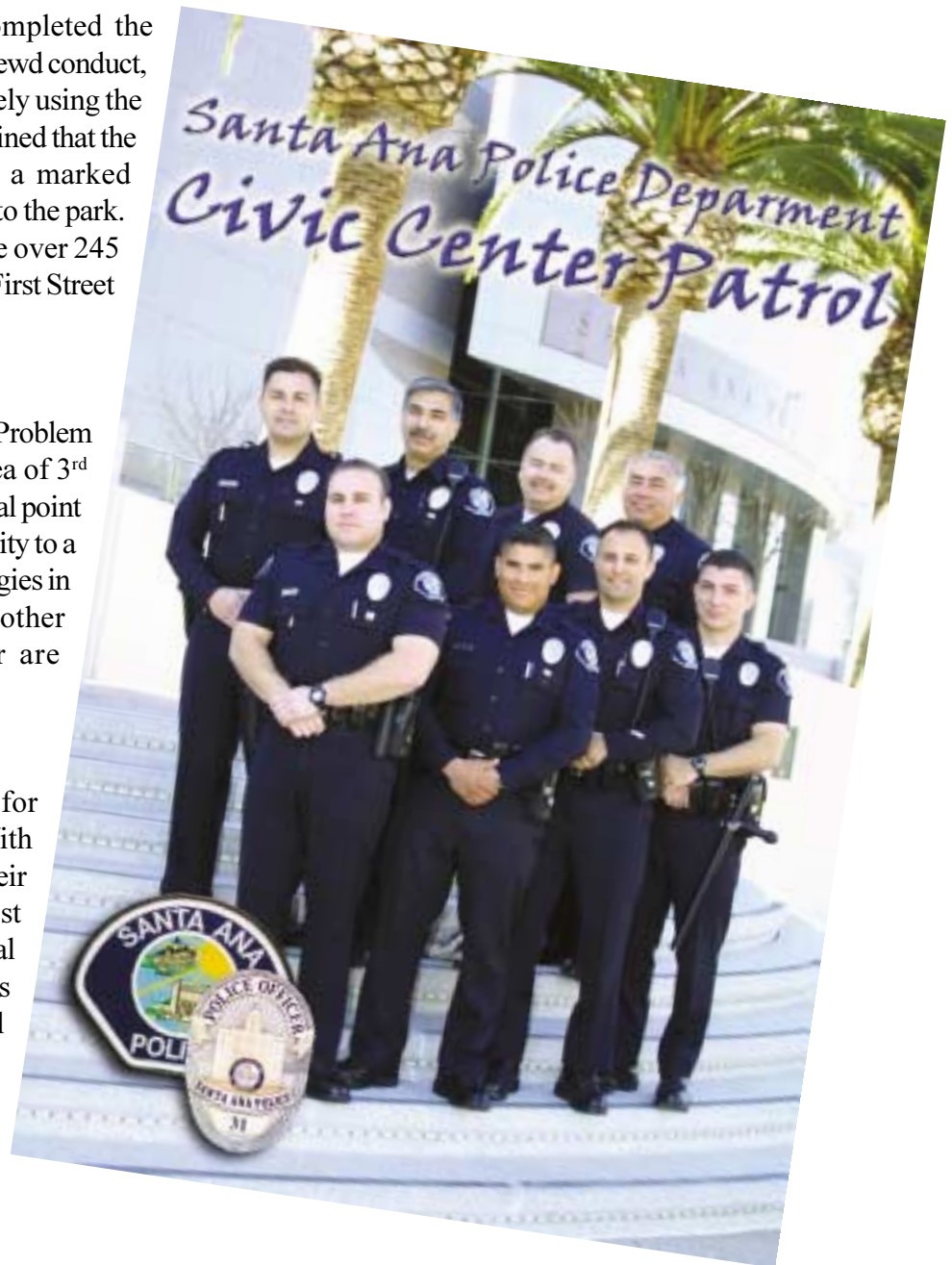
The Business Liaison Unit initiated a Problem Oriented Policing project in the area of 3rd Street and Lacy. This location is a focal point for narcotic activity due to its proximity to a methadone clinic. A number of strategies in addressing narcotic dealing and other neighborhood signs of disorder are underway.

Civic Center Patrol

Civic Center Patrol handle calls for service in the Civic Center area. With the events of September 11, 2001, their duties increased to crime and terrorist awareness seminars for governmental entities. The officers assigned to this unit also handle homeless and mental health related issues in the Civic Center area.

Main Place Mall

The two officers assigned to the Main Place Mall answer calls for service ranging from identity theft to credit card fraud. The officers coordinated holiday traffic enforcement and holiday shopper assistance from Thanksgiving through the New Year.



NORTHEAST





since attending. Staff also completed a video on the program, which has been presented to U.S. Department of Justice and DOD, and the program has been nationally recognized as model for other communities.



Weed & Seed Site I (Project SAINT)

This year, the Weed and Seed Site I Program expanded from two to six Police Reporting Grids and expanded to a second site in Southeast Division. Officers conducted meetings to form a Merchants Association in the area of McFadden and Bristol and initiated formation of a Community Credit Union to meet urban revitalization goals. This program was recognized by the Executive Office for Weed and Seed for its success and was awarded an M-COPS Mobile Substation valued at \$175,000. Officers:

- Attended or facilitated over 100 community and crime prevention meetings and five neighborhood cleanups;
- Worked with the Community Development Agency to form a new Neighborhood Association, reactivated two Neighborhood Associations, and opened the Los Puentes Community Center;
- Made 990 arrests, including 440 felony arrests;
- Completed 313 Field Interviews;
- Issued 283 citations;
- And seized:
 - o 11 firearms;
 - o 21,450 grams of controlled substances;
 - o And, \$203,988 in assets.

Community Technology Consortium

The Consortium opened six Learning Centers staffed by Community-based organizations throughout the central area of the city. This program has been adopted as a key project of the city and it is anticipated that during 2002, six additional centers will be opened, grant funding obtained, and curricula expanded to include distance learning, ESL, and job training and search capabilities to enhance service. Additionally, the program has expanded to include similar sites operated by multiple organizations and schools, which will expand the program to over 20 sites throughout the city.

Santa Ana Youth Expo

Over 10,000 middle and high school students and over 100 community-based organizations, government agencies and employers attended this year's Youth Expo. The Expo has been hailed as a highly successful event by the City Council.

Business Community Watch Program

Staff continued to work with the South Garnsey Business Community Watch and developed a second program, the Harvard Business Community Watch. Staff also continued to work with the South Coast Metro Alliance, Business Police Partnership. These programs now represent over 400 property owners/managers and over 1100 retail establishments.



Drug Education For Youth (DEFY)

The fourth DEFY Camp for at-risk youth was held in June and brought the total number of attendees to 241 youth, with only 4 attendees having negative contact with police

SOUTHCOAST



Bradford Neighborhood Burglary Arrests

From February through July 2001, the Bradford Condominium community experienced 26 residential daytime burglaries in which jewelry, cash, electronics and computer equipment was taken. In July, Southeast Patrol and Directed Patrol officers worked long hours in surveilling the condos in an effort to identify potential suspects. Late in the month, officers, working with the burglary investigators, observed a suspect attempting to break into a condominium. His arrest led to four other suspects who lived in the complex. Subsequent investigation cleared the cases and resulted in the return of a majority of the stolen property to its owners.

S.P.I.R.I.T. Team (Southeast Partners in Revitalization Improvement Team)

The second year of the federal Weed and Seed Site II strategy in the Southeast Division evolved into a productive collaborative in 2001. The various partners in the program formalized the governance structure into a working steering committee known as the SPIRIT Committee that meets monthly and established sub-committees to address such issues as public safety and community policing concerns; prevention, treatment and intervention for at-risk youth; community revitalization; and community consultation. The 17 core members and 44 advisory members of the SPIRIT Committee provided such services as Sports-in-the-Streets to the Minnie Street Community and Henniger Elementary School and a growing Reading Readiness program for preschoolers in the Henniger Park neighborhood. Southeast Directed/Weed & Seed officers saturated grids 166 & 186 (Henniger Park and Eastside) with both high-visibility patrol and undercover operations to reduce the incidence of street level narcotics and low level crime during the year.

DEFY Camp

In June 2001, in conjunction with the Southcoast Division, Southeast officers took 41 nine to twelve year old kids to a week at the Marine Corps Base at Camp Pendelton for Camp DEFY (Drug Education for Youth). Police officers along with Santa Ana Parks and Recreation employees and representatives of the U.S. Attorney's Office chaperoned the youth through five days of drug prevention classes, sports, hikes, military, fire and police equipment demonstrations and evening recreational activities. The officers lived in the barracks and ate in the mess hall with the kids and provided needed mentoring and role modeling for the youngsters.

Major Heroin Seizure

In September, a "routine" Southeast patrol response to a domestic violence call on South Lyon resulted in the seizure of eight pounds of uncut heroin with a street value at nearly \$4 million. Besides being a large amount of narcotics, this case was the first in the division that met federal prosecution filing guidelines and resulted in the interest of the US Attorney's Office in assuming prosecution under more stringent federal narcotics statutes.



SOUTHEAST





Santa Ana Police Department - 2001 Annual Report

cense violations keeping the total number of accidents from all causes at manageable levels.

The Traffic Division's continuing responsibility is to provide exceptional traffic safety services to the community. These efforts have been accomplished through education and enforcement, plus the incorporation of a problem solving approach involving the community to address traffic concerns.

In 2001, 25 sworn officers were assigned to the Traffic Division. The sworn officers, including 24 Motorcycle Officers are assigned to enforcement activities such as issuing citations, apprehending drivers under the influence and investigating traffic collisions. A total of 21,406 hazardous violation citations were issued and 3,777 collision reports taken in 2001.

Following the success of the Traffic Offender Program, the Office of Traffic and Safety awarded the Traffic Division a \$591,949 grant to form the Orange County DUI Task Force. The Task Force is a countywide DUI cooperative enforcement and education campaign involving 16 law enforcement agencies within Orange County including local offices of the California Highway Patrol. In 2001, the Task Force conducted 12 enforcement operations that resulted in the arrest of 125 intoxicated drivers, 175 hazardous violation citations and 110 vehicle impounds.

The Traffic Division's School Pedestrian - Bicycle Safety Program with Officer "Reggie" continues with great success. The program contributes tremendously to the continuing reduction of traffic accidents involving school-age children. During 2001, the program was delivered to over 30,000 students in Santa Ana.

Pedestrian safety was further enhanced this year by the Pedestrian Accident Reduction Team's enforcement efforts targeting motorists failing to stop for pedestrians, and pedestrians illegally crossing streets. This program included an educational component designed to educate pedestrians on the hazards associated with crossing roadways outside of designated crosswalks.

In 2001, the Traffic Division began replacing our older Kawasaki motorcycles with the new BMW Police Motorcycle. This motorcycle incorporates numerous improved safety feature including Anti-Lock Brakes, which have enhanced the safety of the officers.

Our mission for 2001 to reduce traffic collisions and increase traffic safety has been accomplished through a comprehensive education and enforcement program as well as maintaining adequate parking in the city through effective parking enforcement strategies.



The Collision Investigation Section consists of one Sergeant and three Investigators who handle follow-up investigations of all fatal accidents, including hit and run accidents. The Collision Investigators were assisted this year by the integration of state-of-the-art computer systems and investigation equipment to aid in the preparation of criminal cases and the prosecution of criminally negligent drivers.

Eleven civilian personnel are assigned to non-enforcement duties such as vehicle abatement and the coordination of over 80 part-time Crossing Guards. The Division also has 18 Parking Control Officers who issue parking citations and investigate abandoned vehicle complaints. The Traffic Division continued to handle the enforcement and issued 51,622 citations in 2001.

In December of 2001, the Traffic Division continued with enforcement of the Traffic Offender Program (TOP). This program was designed to reduce the rate of traffic-related injuries and fatalities by focusing on enforcement strategies that target uninsured and unlicensed drivers. Originally funded by the California Office of Traffic and Safety, a total of 2,374 vehicles were impounded and motorists cited for li-



TRAFFIC



The Department continues to participate in Airborne Law Enforcement Services (ABLE) in cooperation with Costa Mesa and Newport Beach Police Departments. The Department provides a Pilot and a part-time Observer. ABLE personnel responded to 2172 emergency calls for service during 2001, providing ground officers with valuable tactical support and assisting in the apprehension of 284 suspects.

ABLE purchased two new EC 120B helicopters equipped with the latest technology including new FLIRs and searchlights. The FLIR Ultra 7500 combines an infrared imager and color video camera with an integrated video recorder, auto focus and auto tracking. These features record crimes in progress for use in court. A video downlink transmitter is being installed to transmit video or FLIR images to a command post in case of natural disasters or other emergencies. The Department is committed to providing the best and most efficient air support unit to the community it serves. We will continue to be innovative in our approach and will utilize the latest technologies available to maximize the unique capabilities of the helicopter in airborne law enforcement.



Animal Services handled 27,413 calls for service, issued 1023 citations, impounded 3422 live animals and 1952 dead animals and received 10,384 telephone calls. The two part-time officers provided service to the community by extending service hours throughout the week.

A total of 192 unwanted animals were received through Owner Release Program, which generated \$6,720 in revenue. Approximately 550 dogs were redeemed by their owners, which generated \$20,087 in revenue.

In 2001, the Animal Services Unit continued existing programs, including the reactivation of the door-to-door licensing program, which sold 1102 dog licenses generating \$77,092.

School presentations continued to provide officers with an opportunity to discuss pet ownership responsibilities and dealt with safety issues concerning



stray animals. New ways to reach the community stressing responsible pet ownership makes a difference in the quality of life in the community. A volunteer program was implemented providing one volunteer to handle telephone calls and other duties for six hours a week.

This year, the Canine Unit saw some changes in personnel and dogs. One dog was retired, one dog was transferred to another officer due to a handler's departure from the unit, and a new handler and dog completed the canine academy in December. Six teams assisted with 198 arrests and searches, and conducted 337 narcotic and patrol searches. The unit has two dogs cross-trained in narcotics detection and those two teams recovered 1.2 grams of various narcotics and \$232,572 in cash. The unit saw a decrease in activity as compared to the year 2000, which can be attributed to the reduction in overall crime, the reduction in cross-trained dogs from three to two, and to the transition time required for training of new handlers and dogs.

The Canine Unit, the Mounted Unit and canine handlers from other agencies used the Wheeler Training Center at Santiago Park. The bloodhound unit is used by police officers and other agencies.

The unit demonstrated the abilities of the canine teams to over 10,000 persons at various public events.



AIR SUPPORT, ANIMAL SERVICES & K9





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The City of Santa Ana was one of 21 cities across America designated by the United States Department of Justice as a **National Demonstration Center for Community Policing**. This prestigious designation included \$1 million in grant funds to conduct inventive multi-agency projects focused on creating innovative public safety strategies, which may be replicated in communities across America. The Westend Division initiated Operation ORION, a complex, four-phased problem solving intervention designed to address criminal activity and disorder in the Santa Anita Neighborhood. ORION strategically worked in collaboration with various city departments, outside agencies, the private sector and non-profit organizations to improve the neighborhood's safety and quality of life.

school bus stops. Also, a traffic signal and crosswalk has been installed at the intersection of Jackson Street and McFadden Avenue to improve the safety of residents traveling to a nearby shopping center. **Clean Up the Neighborhood** - The Santa Anita Neighborhood hosted the City's largest neighborhood cleanup. Residents were also provided referrals to self-report graffiti and shopping cart removals to eradicate the visible signs of disorder in the community. **Better Communication Between Children and Police** - Several programs have been implemented to provide mentoring opportunities for officers and improve communication with neighborhood children, including Junior Children of Pride, Teen Talk, Christmas Celebration, Holiday Mobile Estates Gardening Day, Excursion to Theme Parks, Recreational Activities at Neighborhood Parks and Outings to Angel Baseball Games. **Narcotics Activity** - Since the initial phase of Orion, 45 additional arrests for narcotics violations were made from officers' personal observations and information provided by the community.

The final phase of ORION combined a neighborhood celebration of the operation's success with empowering the community to maintain their neighborhood safe from the influence of criminals. Over \$4000 in donations and in-kind contributions was raised to pay for a day of celebration. Attended by over 2000 members of the community the day began with a ceremonial march through the streets of the neighborhood to a street fair which included participant recognition, a bicycle rodeo, vehicle displays, skateboard and bicycle stunts, as well as information and food booths. Elected dignitaries and representatives of the law enforcement agencies contributing to the success of ORION were recognized and thanked by residents of the Santa Anita neighborhood.

Operation ORION was responsible for reducing crime in the Santa Anita Neighborhood by nearly 30%. More importantly, the communications and trust between the police and community has improved. A strong foundation has been established in which relationships may grow and further improvements in the neighborhood may be realized. Operation Orion has brought significant notoriety to the City of Santa Ana and furthered the Police Department's standing as one of the nation's law enforcement leaders. California **Senator Dianne Feinstein** has praised Operation Orion, calling it, **"a model for other law enforcement agencies to follow."** The success of Operation ORION has been recognized by several entities and has been awarded the following honors:

- **International Narcotic Enforcement Officers Association.**
2000 *"Special Award of Honor"*
- **City of Santa Ana**
2000 Exceptional Quality Service Award
- **Orange County Together, United Way**
2001 Community Policing Award *"Distinguished Community Policing Team"*

OPERATION ORION

The initial phase of Orion utilized a 7-month undercover operation in which criminals' illegal activities were recorded on closed circuit television (CCTV). This strategy eliminated the need of a citizen to testify in court to incarcerate the most serious criminals to remove their intimidation in the neighborhood. In this manner the level of fear in the community may be reduced, creating a two to three year "window of opportunity" to improve the entire well being of the neighborhood. The further phases of ORION were dependant on the success of the first phase's task force.

In 2001, the three remaining phases of ORION were implemented. The second phase targeted less serious offenders and those gang members not caught in the net of the initial phase, but continue to disrupt the neighborhood. This stage blended high visibility enforcement with undercover operations using highly sophisticated technology. During this phase, over 180 additional arrests were made for various violations including narcotics and weapon violations, violations of probation and parole and auto theft.

ORION's third phase was key to successfully turning around the neighborhood and sought to unite, educate and mobilize the community to keep their streets safe. Environmental factors contributing to crime and disorder were addressed as well as implementing alternative programs for at-risk youth. A community meeting was attended by over 350 residents who identified their five most important concerns, which became the priorities and action plan for the police department. After 90 days, a follow-up meeting was conducted to hold the police department accountable and update the neighborhood on their five issues: **Increase Visibility of Officers** - By working a multitude of modes including foot beats, bicycle patrol and golf carts, officer visibility was increased. Positive contacts with residents and children became as important as enforcement activities. **Speeding Vehicles** - At the request of the community, traffic enforcement increased in the neighborhood, especially in the areas of school bus stops. To improve the safety in the neighborhood, nearly 400 traffic citations were issued, most at

INVESTIGATIONS BUREAU

The Mission of the Investigations Bureau is to provide prompt, professional, and effective investigative services to solve crimes and reduce the risk of future crimes. Our mission is accomplished through the utilization of a comprehensive problem solving strategy; employing a variety of apprehension, suppression, and prevention techniques.

The Investigations Bureau is comprised of 94 sworn and 44 non-sworn personnel organized into four operational divisions:

Crimes Against Persons
District Investigations
Special Investigations
R.N.S.P.

The **Crimes Against Persons Division** is responsible for the investigation of homicides, felony assaults, gang crimes, sexual assaults, child abuse, missing persons, and weapons violations. The Division also offers diversion programs for youthful offenders, counseling for families and crime victims, registers and tracks habitual sexual offenders, and administers the DARE program in schools.

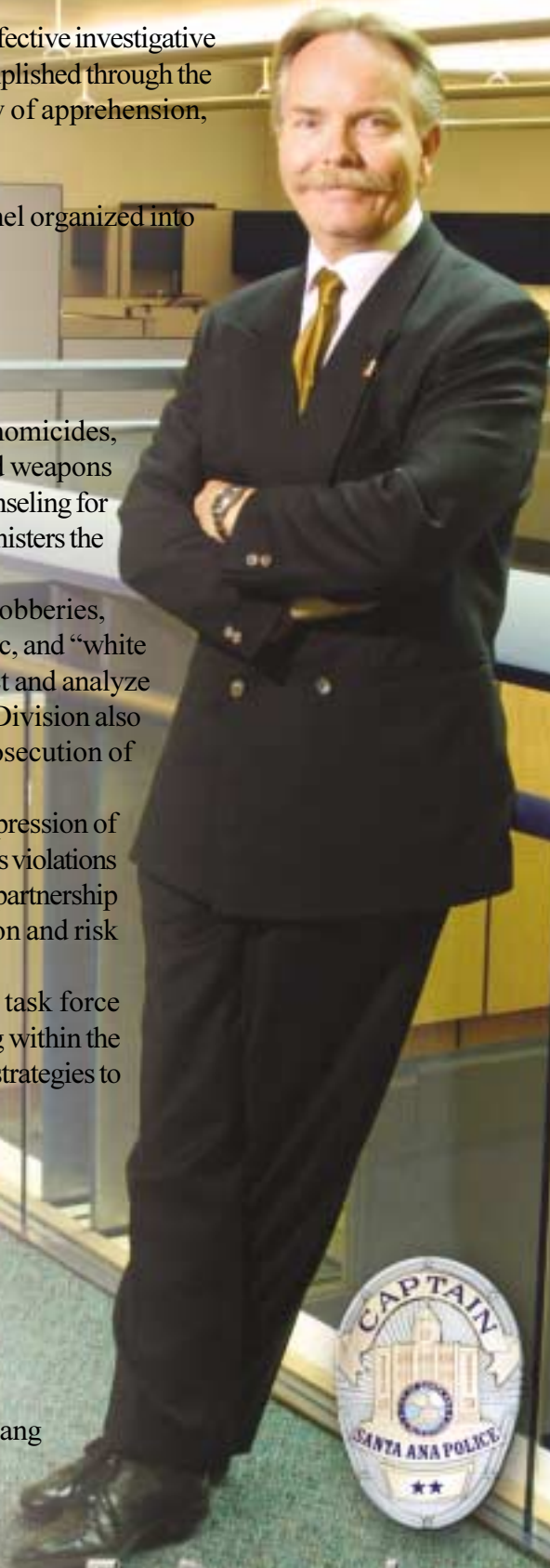
The **District Investigations Division** is responsible for the investigations of robberies, burglaries, thefts, stolen vehicles, selected assaults, domestic violence, economic, and “white collar” crimes. Division personnel conduct crimes scene investigations, collect and analyze evidence, examine firearms used in crimes and process latent fingerprints. The Division also coordinates court appearances, reviews crime reports, and coordinates the prosecution of criminal offenders.

The **Special Investigations Division** is responsible for the investigation and suppression of drug trafficking and the seizure of illegally gained assets. The Division also investigates violations of law involving public decency, morals, and gaming. Division personnel work in partnership with other City agencies and community members to promote crime prevention and risk reduction strategies.

The **Regional Narcotics Suppression Program** or RNSP is a multi-agency task force designed to impact major drug trafficking and related criminal activities occurring within the Southern California region. RNSP utilizes a variety of sophisticated enforcement strategies to adversely impact the flow of illegal narcotics and to seize illegally gained assets.

Major accomplishments of the Investigations Bureau include:

- Establishment of a Career Criminal Apprehension Program
- Participation in the Homeland Defense Anti-Terrorist Program
- Implementation of the Alcoholic Beverage Control Enforcement Grant
- Participation in the federal Youth Gun Crime Interdiction Initiative
- Implementation of the National Integrated Ballistic Information System
- Establishment of a Domestic Violence/Victim Advocacy Program
- Completion of the STOPIV Street Terrorist Offender Program Anti-Gang Grant



CAPTAIN F. PETER JENSEN



operation of the STOP Task Force despite the expiration of grant funds. As recognized experts in Gangs, investigators provided training to law enforcement personnel throughout the country at the **California Gang Investigators' Association, National Gang Conference** supported by the Federal Bureau of Investigation. The Juvenile/Sexual Assault Section investigated one child homicide and worked 441 sexual assaults, annoying phone calls and related cases in 2001. Child Abuse Investigators worked 350 cases during the year and added the services of a victim advocate to

The mission of the Crimes Against Persons Division is to provide the effective investigation of crimes while apprehending criminals, assisting crime victims and protecting the community. Members of the Division are responsible for investigating homicides, felonious assaults, child abuse, sexual assaults, gang crimes, kidnapping, missing persons, hate crime as well as threats and weapons violations. The CAP Division also offers diversionary programs for youthful offenders, counseling for families and crime victims as well as tracks and registers habitual sexual offenders.

Working in partnership with other agencies, the Division hosts several task forces including the Street Terrorist Offender Program (STOP), which consists of members from Santa Ana Police Department's Investigation Bureau along with the Orange County's District Attorneys Office and Probation Department. The division also houses Orange County's Task Force Review Aimed at Catching Killers, Rapists and Sexual Offenders Unit (TrackERS) and contributes to the Bureau of Alcohol Tobacco and Firearms Weapons Interdiction Team.

The Crimes Against Persons Division is comprised of three distinct areas: the **Homicide Section**, the **Gang Section** and the **Juvenile/Sexual Assault Section**. The aggressive actions by members of the Division resulted in the arrest of over 700 criminal suspects while maintaining a 99% complaint-filing rate with the District Attorney's office. The Homicide Section investigated thirteen murders including one victim who expired from injuries occurring in a 1998 assault. The Gang Section has two primary components, the Homicide/Assault Team that investigated eleven gang homicides during the year, an increase over 2000. The second element, Street Terrorist Offender Program Team demonstrated dedication to preserving safety in the community by maintain



assist victims and their families. The Missing Persons/Juvenile Diversion Unit investigated 2129 missing persons and runaway children, a 34% increase over last year. A total of 1264 juvenile offenders were referred to Juvenile Court or diverted to community based counseling services.



CRIMES AGAINST PERSONS

The District Investigations Division provides professional investigative and support services to the Police Department, local law enforcement agencies, and the community. The Division continues to support the Community Policing Districts by assigning specific crime type specialist investigators to the generalist investigative teams already working in each of the policing districts. This effort has resulted in enhanced recognition of crime trends and improved recognition of those committing crimes.

Major Accomplishments

The District Investigations Division established a collaborative effort with the Field Operations Bureau to reduce the incidence of auto theft.

The District Investigations Division completed the third year of the O.C.J.P., Violence Against Women grant, which provides a full-time advocate and a Police Investigative Specialist.

The District Investigations Division obtained Empowerment Zone funding in the amount of \$314,000 to establish a "Community Resource Coalition" that provides counseling and advocacy services to Empowerment Zone residents.

The Forensics Section completed the conversion from the Drug Fire System to the National Integrated Ballistic Information Network, which enables the identification of crime guns through the analysis of both casings and bullets.

District Investigations Section

The District Investigations Section (DIS) is responsible for the investigation of robberies, burglaries, assaults, thefts, and domestic violence-related incidents. District Investigators worked closely this year with the Crime Analysis Unit to provide a focused approach to the resolution of serial crimes.

The "Domestic Violence Advocacy Program" provides immediate victim advocacy services during the most critical intervention period. This collaborative program addresses violence against women; i.e., sexual assault, domestic violence, stalking and elder abuse by providing crisis intervention and coordinated support services to victims.



Forensic Services Section

The Forensic Services Section is responsible for conducting crime scene investigation, collecting and analyzing evidence, examining firearms used in crimes, processing latent fingerprints, operating a regional CAL-ID terminal and a National Integrated Ballistics Identification Network, and providing forensic support services for patrol and investigations.

Criminal Prosecution Section

The Criminal Prosecution Section is responsible for providing court and District Attorney liaison services for the Police Department. Services include: Assembling reports and evidence; presenting and filing cases; subpoenaing of departmental personnel for court appearances; maintaining a computerized case tracking system; and reviewing police reports to assure that corrections are made and training issues addressed.





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**SPECIAL INVESTIGATION
DIVISION**

The Special Investigations Division is a formation of the Major Narcotics Section, the Career Criminal Section, the Vice Section, the Crime Prevention Section, and the Homeland Defense and Anti-terrorism Section. The Division is responsible for enforcement and administrative responsibilities that include the investigation of major narcotic-related crimes, vice-related offenses and crime prevention. During the year, the Division also assumed responsibility for a new Career Criminal Unit and the Department involvement in homeland security program for preventing terrorism. Partnerships with local, state and federal law enforcement agencies are essential in fulfilling these responsibilities.

MAJOR NARCOTICS SECTION

The Major Narcotic Section focused on local cases, involving mid-level and major narcotic traffickers. Throughout the year the section emphasized working collaboratively with the Federal Bureau of Investigation, the Drug Enforcement Administration and the Bureau of Narcotic Enforcement. These joint investigations strengthened relationships between these agencies directing resources at large-scale criminal organizations.

CAREER CRIMINAL SECTION

In September 2001, the Santa Ana Police Department received funding from the California Office of Criminal Justice Planning to establish a Career Criminal Apprehension Program. The proposal included a coordinated effort by the Crime Analysis Section and the Career Criminal Unit focusing on the identification and apprehension of career criminals.

The Career Criminal Unit has a crucial role in the department problem solving strategies by apprehending and providing investigative information on these career criminals. This information is shared with the Crime Analysis Section for analysis and processing. The unique reciprocal approach between the Crime Analysis Section and the Career Criminal Unit has lead to increased identification and apprehension of career criminals. The Career Criminal Unit works closely with local, state and federal agencies in an effort to improve the quality of life in Santa Ana.

VICE SECTION

The Vice Section responsibilities include the enforcement of vice-related offenses occurring in the community such as prostitution, pornography, lewd conduct and gambling, as well

as alcoholic beverage control violations. The Vice Section conducts investigations for Alcoholic Beverage Control licenses, dance permits, bingo permits, and pool and billiards permits. In July of 2001, the Section received \$100,000 from the Department of Alcoholic Beverage Control "Grant Assistance Program." These grant funds are used for ABC enforcement and community education programs

CRIME PREVENTION SECTION

The Crime Prevention Section is responsible for working with the community to reduce crime through prevention and education. The Section educates business owners and residents through crime prevention meetings and onsite security inspections. Additionally, the section is responsible for the application and enforcement of the Building Security Ordinance and Police Discretionary Actions (ABC Licenses, 24-hour restaurants, mini-marts, etc.). The Section handles building plan checks, final inspections, and business security inspections. The Crime Prevention Section is responsible for the enforcement of the Alarm Ordinance in the field on new construction.

The Section serves as the Department liaison with the Planning Commission, the Santa Ana Unified School District New Construction Committee, the Permit Assistance Team, and developers for major new development in the City, the Enterprise Zone Consultant Team and the Community Development Agency mid-management teams. The section coordinates citywide special events, issuing of permits, coordinating officer/security deployment and overseeing street closures. These events include neighborhood association block parties, sports events, festivals, film permits, concerts, carnivals, posadas and parades.

The Crime Prevention Section provides safety seminars to businesses, schools and residents on the prevention of burglary, robbery, rape, personal safety, carjacking and auto thefts. Other duties include maintenance of the Department Knox Box program, conducting police building tours, providing fingerprinting for children and organizing the Annual Police Awards Banquet.

HOMELAND DEFENSE/ANTI-TERRORISM

During the year, the Special Investigation Division had responsibility for the Department participation in homeland security efforts, working with the California Anti-Terrorist Information Center Task Force and with the Federal Bureau of Investigation Joint Terrorism Task Force in Orange County.

SPECIAL INVESTIGATIONS

Bradford Apartment Burglaries

In February 2001, Investigator John Berger noticed an increase in residential burglaries in Grid 170. He requested an analysis which discovered a pattern of residential, daytime burglaries concentrated in the Bradford Condominiums bordered by Alton and Dyer; Bradford and Sycamore streets. Nineteen residential burglary reports were filed between 2/8/01 and 7/15/01. Losses were usually computers, home electronics, cameras, sports equipment, cell phones, credit cards, cash, jewelry and food.

A common MO was a patio door entry, either by breaking the glass door, or by occupant negligence in locking it. The analysis showed the most frequent day of the week to be Thursday and times of burglaries to be between 0900 and 1300 hours on weekdays.

Concurrent with Berger's investigation, Southeast patrol supervisors started to mention the increase in burglaries on their supervisor logs. PSO Arzate also noted the problem while reviewing district crime reports. It was a problem ready-made for a joint solution.

Using the analysis data, Southeast Directed and patrol officers partnered with District Investigators to research the problem, develop a suspect profile and formulate a response. Video and still surveillance equipment was installed in an upstairs condominium focused on the street. Watch I patrol checks were increased. PSO Arzate and Lt. Magdalena met with the property managers and subsequently with one of the three concerned community associations within the complex to inform and educate the residents on the situation.

After a week of extensive patrol coverage and undercover surveillance, Officer Mike Holderman noticed a young man loitering in the target area. The young man repeated his behavior the next day and appeared to be "casing" an end unit on West Carriage Street. Lacking probable cause to arrest the man, Holderman waited until the suspect started to graffiti a fence and the team then moved in to apprehend the 18-year-old man.

Upon interview under Miranda, the subject confessed to buying stolen property from several of his friends who actually lived in the Bradford complex. One arrest led to three more and a clearance of eight cases plus the recovery of nearly 75% of the stolen property.

While this case is not a major narcotics arrest or a homicide clearance, is an example of the "system" working way it was designed. The series of burglaries became a "problem" which was identified almost simultaneously by three sections in the Department – District Investigations, the crime analysis section, and Patrol. It also provided representatives from these sections to work together on a joint problem-solving effort that worked because of the contributions by all.



COLLABORATIVE SUCCESS STORY



JAIL BUREAU

During 2001, the Jail Bureau concentrated on improving service to the law enforcement and investigative efforts of the Santa Ana Police Department as well as other law enforcement agencies. The number of prisoners held in our facility for investigative purposes increased. The number of cases in which information from jail staff and jail resources played an important role increased significantly.

The Bureau continued its excellent safety record with virtually no significant inmate or staff safety issues. Since the jail facility has now been open five years, we are actively involved in upgrading technology in computers, control systems and life safety systems.

Overall administration and management of the organization has been improved through a continuing program of management and supervisory staff training seminars, team building programs, and the development of specific performance criteria for detention officers. A variety of programs have been implemented to ensure safety and security of the staff and inmates through proactive classification and reclassification, policy and procedure review and training, and a medical air filtration system in the booking area.

ADMINISTRATOR RUSS DAVIS

Jail Administration

The Administration Division is responsible for contracts and administrative services for the Santa Ana Jail. These services include inmate housing and vendor contracts, budget monitoring, the development of policies and procedures, ensuring Board of Corrections compliance, and payroll and purchasing issues at the Jail. Additionally, the Jail received excellent compliance ratings from the Board of Corrections and the Orange County Department of Health.

The Administration Division completed the installation of a video telecommunications system. This system provides video connectivity with the local INS office, which improves the ability to interview and process INS inmates before deportation or release. This system is used in Jail Bureau Training.

During 2001, the Jail developed a formal policy for the use of Inmate Welfare funds, which included the formation of a policy committee with oversight and coordination responsibilities for inmate welfare issues. The committee meets quarterly and is comprised of staff from various Bureaus of the Police Department and members of the community.



Jail Operations

The Santa Ana Jail Operations Division is responsible for providing for safe and secure housing of inmates. This responsibility falls under the leadership of five detention supervisors and 84 detention officers.

The detention officers assist law enforcement in providing access to inmates and relevant information regarding investigations and prisoner classifications.

The first Detention Training Officer was selected, trained and deployed. Twenty-one detention officers were hired and trained in 2001. Types of training for detention officers in the year 2001 consisted of: Defensive Tactics Instructors Course, Parolee Contact and Supervisors Core Course.





This past year was a successful year for the Support Service Division. The focus was on improving operations and services within each section. The most significant accomplishments were within the Inmate Programs, Records and Classification sections.

In partnership with Orange County Department of Education and Santa Ana College, we continued to provide the highest level of inmate programming found in any local detention facility. We provided a variety of educational and counseling opportunities such as GED tutoring and testing, ESL, Positive Life Skills, Computers, and the Community Oriented Policing (COP) aligned Stay Out of the System Program (SOS). Most significant in the past year was the addition of four college credit courses to our educational curriculum. We are the first municipal or county jail in Southern California to provide this quality of instruction.



The Classification Section improved coordination with the Investigation Bureau. Review and refinement of initial and reclassification processes have increased facility security, staff and inmate safety and reduced liability.



The Records Section successfully implemented the negotiated reorganization plan. This has increased unit supervision, improved operations, staff growth and promotion opportunities, resulting in increased quality of service.

JAIL SUPPORT

2001 Award Recipients

Class A Administrative

Sergeant Doyle Smith
Sergeant Dan Carr
Corporal Al Preciado
Officer Karl Beilby
Officer Edward Gutierrez
Officer John Hibbison
Officer Leonard Salcedo
Officer Fidencio Zepeda

Class A Lifesaving

Sergeant Mark Steen
Investigator Gregory Alcantra
Investigator Javier Esparza
Investigator Frank Fajardo
Corporal Lorenzo Carrillo
Officer Ricardo Perez



Purple Heart

Corporal John Tucker

Medal of Valor

Investigator Michael Holderman
Officer Randy Saunders
Investigator Dean Fulcher
Investigator Paul Hayes



Police Service Medal for Valor

Corporal Ruben Ibarra
Investigator Carol Salvatierra
Investigator Gonzalo Garcia
Investigator John Rodriguez
Detention Supervisor Amelia
Saunders

Police Service Medal Administrative

Lieutenant William Tegeler



Employees of the Year

Sergeant of the year
Philip Archer

Corporal of the year
Todd O'Conner

Investigator of the year
Richard Serrato

Uniformed Officer of the year
Jose Gonzalez

Traffic Officer of the year
Randall Record

Reserve Officer of the year
Steven Kasparian

Dispatcher of the year
Lisa Culver

Non-Sworn Supervisor of the year
Andrea Thornton

Non-Sworn Employee of the year
Mike McCoy

Police Records Specialist of the year
Carol Contreras

Detention Supervisor of the year
Mary Castillo

Detention Officer of the year
Jose Cruz

Detention Records Specialist of the year
Elizabeth Kloss



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