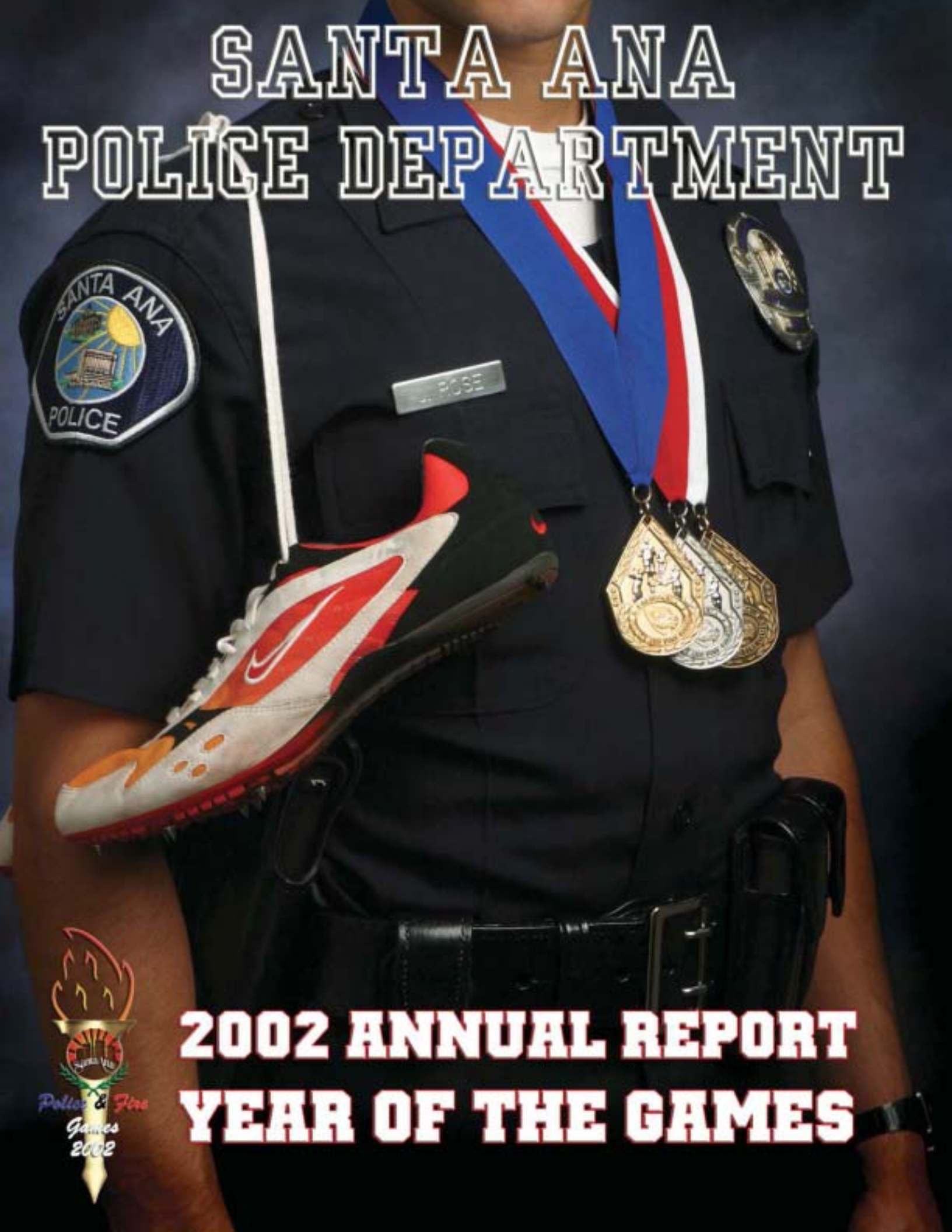


SANTA ANA POLICE DEPARTMENT



**2002 ANNUAL REPORT
YEAR OF THE GAMES**

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

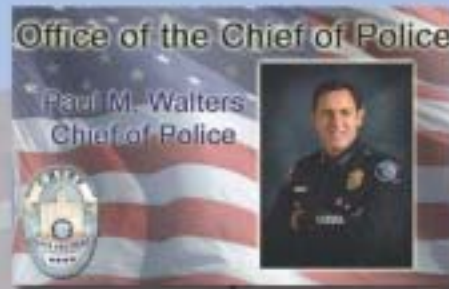
Service

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 enthusiasm fostered by decisive, professional leaders who support creativity and innovation

Santa Ana Police Department Management Team 2002



ON THE COVER:

Our own Investigator Jim Rose received a gold medal in the 200 meter run, a silver medal in the 400 meter run and a bronze medal in the 100 meter run at the 2002 Police and Fire Games.

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CITY OF SANTA ANA



MAYOR
Miguel A. Pulido
MAYOR PRO TEM
Brett E. Franklin
COUNCIL MEMBERS
Claudia C. Alvarez
Lisa Bitt
Alberta D. Christy
Mike Garcia
Jose Solorio

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

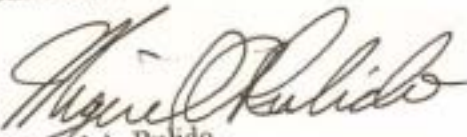
It is an honor to be a part of the Santa Ana Police Department's Annual Report. Your commitment to continuously improve the delivery and quality of service to our residents has been a catalyst to the rise of Santa Ana as a metropolitan center for commerce and culture.

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,

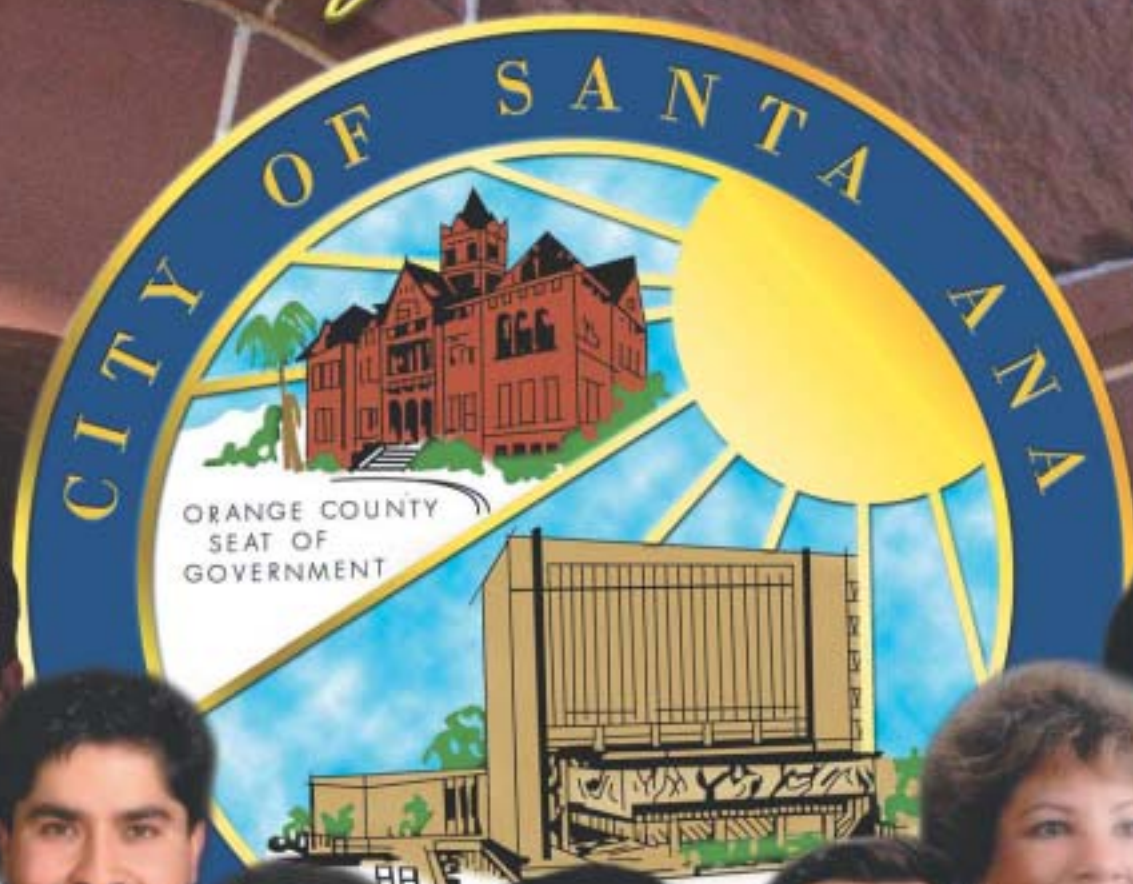

Miguel A. Pulido
Mayor

20 CIVIC CENTER PLAZA • P.O. BOX 1988

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Santa Ana City Council



Mike
Garcia

Jose
Solorio

Claudia
Alvarez

Mayor
Miguel A. Pulido

Brett
Franklin

Alberta
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Lisa
Bist

MAYOR
 Miguel A. Pulido
 MAYOR PRO TEM
 Brett E. Franklin
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 Claudia C. Alvarez
 Lisa Pitt
 Alberta D. Christy
 Mike Garcia
 Jose Solano



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

On behalf of Santa Ana Police Department, I want to welcome you to our 2002 Annual Report. This past year was one of healing for the members of the Law enforcement and Fire Safety families across the nation after the tragic events of 2001. The Santa Ana Police Department was honored to be the host for the 36th Police and Fire Summer Games. The Executive Board and members of the games committee worked vigorously to make the games and the events associated with them an enjoyable time for all. It was our intent to honor law enforcement and fire safety personnel that lost their lives on September 11th 2001, and at the same time focus our ambition of raising money for selected charities which included Orangewood Children's Home, United Cerebral Palsy, Boys & Girls Club Of Santa Ana, Children's Hospital Of Orange County and the Santa Ana Police Officers Benevolent Association. The event was a resounding success with 6,000 competitors; their families and the more than 900 volunteers, the games were one of the most enjoyable and successful Games to date raising \$140,000 for the charities. I would like to thank the community members and local business leaders who gave of their time and resources to make this endeavor a tremendous success.

Our Policing efforts have continued to focus on doing what we do best, striving to enhance the quality of life throughout the community of Santa Ana. In this time of uncertainty and changing times it is important to remain committed to the roots of "Community Oriented Policing," while continuing to enhance our way of doing business through innovation, ideas and performance.

Two years ago, we made the commitment to bring our Community Policing effort to "The Next Level" by using advanced technologies as an integral part of our way of doing business. We now have the main components in place and are implementing the processes committed to creating a new generation of COP strategies. These advancements have provided better communications and direction of our efforts in these times of fiscal uncertainty.

These collective successes have ignited the Police Department to excel in providing services and in our commitment to the community. We have to live our values as we meet the new and changing demands placed on Public Safety. In times like these we take great strength from each other as we go forward in keeping our part of America safe.

Paul Walters



Office of the Chief of Police

(Left to Right) Yvette Clark, Sgt. Hank Cousine,

Cpl Anthony Bertagna, Chief Paul M. Walters, Janet Chop & Loretta Tafoya



Opening Ceremonies of the Police & Fire Games



The Chief threw out the first pitch at Edison Field during the games



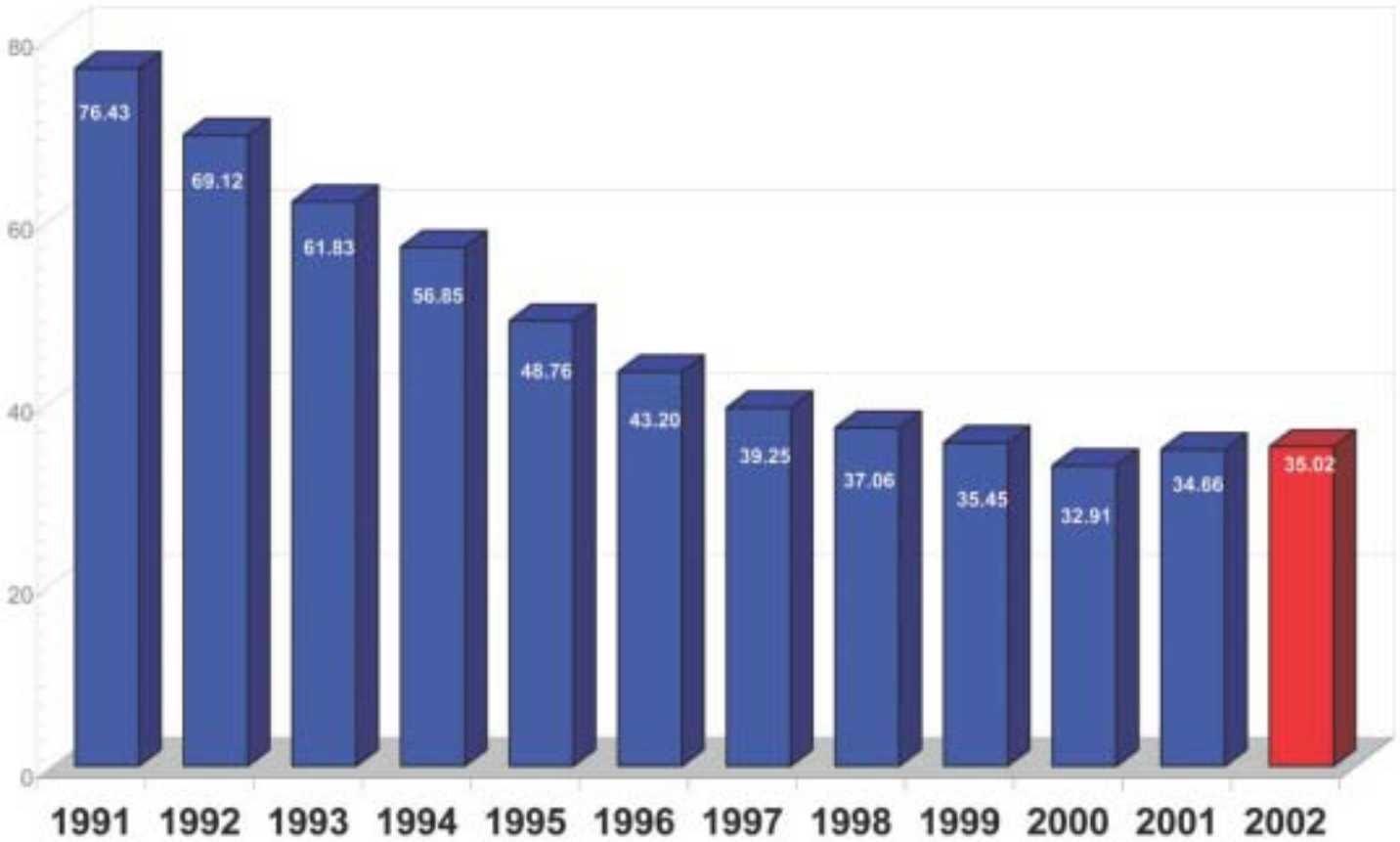
Chief Walters personally swears in all new officers



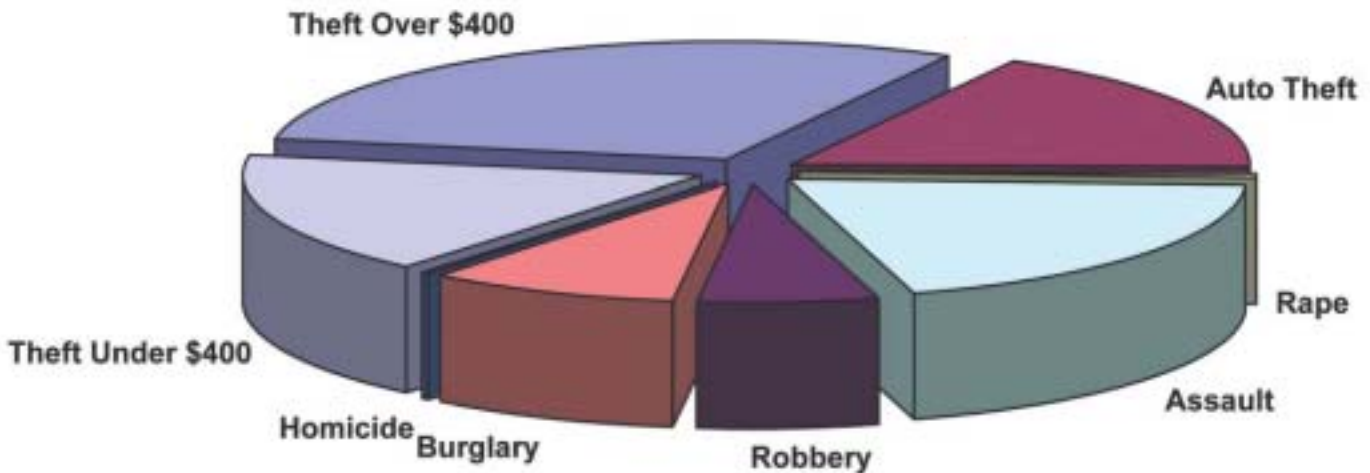
Chief Walters at the California Police Officers Memorial with Governor Davis and the Honor Guard



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



Breakdown of Year 2002 Part 1 Crimes



NATIONAL COMPARISON OF 2001 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	350,336	52,635	15,024
Atlanta, GA	2	426,511	52,195	12,238
Kansas City, MO	3	444,267	49,959	11,245
Tampa, FL	4	311,310	34,848	11,194
Miami, FI	5	371,863	35,291	9,490
Oklahoma, OK	6	507,517	45,875	9,039
Albuquerque, NM	7	451,098	39,541	8,766
Birmingham, AL	8	243,762	21,085	8,650
Toledo, OH	9	314,183	27,105	8,627
Cincinnati, OH	10	331,880	27,817	8,382
Fresno, CA	11	435,600	34,681	7,962
Stockton, CA	12	248,301	19,728	7,945
Corpus Christi, TX	13	283,750	22,534	7,941
Omaha, NE	14	390,456	29,507	7,557
Tulsa, OK	15	394,125	29,354	7,448
New Orleans, LA	16	484,289	36,057	7,445
Sacramento, CA	17	414,582	30,691	7,403
Arlington, TX	18	340,525	24,551	7,210
Minneapolis, MN	19	386,726	26,820	6,935
Wichita, KS	20	345,081	23,534	6,820
Newark NJ	21	275,823	18,748	6,797
Oakland, CA	22	406,908	27,627	6,789
Buffalo, NY	23	293,187	19,894	6,785
Mesa, AZ	24	410,026	27,508	6,709
St. Paul, MN	25	290,234	19,046	6,562
Louisville, KY	26	257,739	15,673	6,081
Aurora, CO	27	283,876	17,224	6,067
Pittsburgh, PA	28	341,414	19,708	5,772
Riverside, CA	29	259,908	14,518	5,586
Colorado Springs CO	30	370,661	19,475	5,254
Anchorage, Alaska	31	263,588	13,214	5,013
Long Beach, CA	32	470,099	18,467	3,928
Virginia Beach VA	33	431,819	16,135	3,737
Santa Ana CA	34	344,258	12,066	3,505
Anaheim, CA	35	334,110	11,225	3,360

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.

ADMINISTRATIVE & SUPPORT

The Mission of the Administration Bureau is to provide essential administrative services to ensure the effective and efficient delivery of police services. The Bureau of the Training Division, Personnel Division, Fiscal and Budget Section, Professional Standards (Internal Affairs) Section and the 2002 Police and Fire Games.

Training Division – Responsible for preparing and conducting all in-service training for employees and coordinating outside school requests. This is accomplished through the Departments Training Center and National Community Policing Demonstration Site.

Human Resources Division – Responsible for all human resource management functions for the Department, including; recruitment, background investigations, pre-employment testing, polygraph examinations, promotional testing and workers compensation.

Fiscal and Budget Section – Responsible for preparing and managing the Police Department's annual budget, all purchase requests, billing matters and contracts.

Professional Standards – Responsible for the investigation of allegations of employee misconduct, officer involved shootings and civil claims against the Department.

Police and Fire Games - Responsible for the planning, organizing, fund raising and hosting of the 2002 California Police and Fire Games. Over 6,000 athletes competed in over 60 sporting events in Santa Ana and the Orange County Area. This weeklong event attracted over 30,000 spectators and contributed over \$100,000 in cash to local charities.



ON
RT



TRAINING CENTER



National Community Policing
Demonstration Site



CAPTAIN
BRUCE CARLSON

Administration Bureau

HUMAN RESOURCES DIVISION



Many celebrities, including Lou Ferrigno, showed up for the body building event which was held the opening night of the games.



The open water swimming event took place in Huntington Beach.



Personnel from Human Resources assisted with the coordination of softball, bodybuilding and swimming venues at the 2002 Police & Fire Games.

The Police Human Resources Division provides human resource management, recruitment, and guidance in personnel related functions, and takes pride in hiring highly qualified people, both civilian and sworn, with character and outstanding competencies to promote a professional workforce. The Police Human Resources Division is comprised of Personnel, Background Investigations, Workers' Compensation, and the Fiscal and Budget Sections.

Personnel

Services include recruitment; pre-employment testing; administering polygraph examinations; hiring; maintenance of personnel records; developing and coordinating promotional examinations; investigating discrimination complaints; ensuring compliance with Federal and State mandated laws and programs, developing and implementing lawful personnel practices; managing the performance evaluation system; administering the Police Cadet Program; and, coordinating employee payroll adjustments. This Section also is the liaison with the City Personnel Department, Risk Management, and Workers' Compensation Unit.

The Human Resources Division provides a wide variety of services to the organization, coordinating Lieutenant promotional examination, a Corporal promotional examination involving in excess of 100 police officer candidates, hiring of 56 full-time and part-time employees, including 19 police officers of which four are female police officers, increasing the number of female sworn officers by 23.5%, processing of approximately 2000 job applicants, 20 sworn service retirements, 31 promotions, reaching 51.1% bilingual fluency level for Sworn officers, and maintenance of two qualified department polygraphists and training of a third polygraph examiner.

Background Investigations

The Background Investigations Section instituted a vigorous recruitment campaign to attract lateral and entry level candidates in numbers sufficient to fill anticipated vacancies. The Section compressed testing components into one day consisting of the written examination, physical agility test, oral interview examination, bilingual fluency examination and the preliminary background orientation. This hiring practice proved beneficial for laterals and out-of-state recruits. Dedicated to the needs of the department, the Section's accomplishments included:

- Processing of 500 police officer applicants
- Completion of more than 200 background investigations
- Completion of Firefighter backgrounds for Santa Ana Fire
- Coordination of the Softball, Bodybuilding and Swimming Venues for the 2002 Santa Ana Police & Fire Games

Workers' Compensation

This Section manages worker compensation claims and serves as the liaison between supervisors and employees, the City Risk Management and Worker Compensation Unit, and medical providers. The Section accomplished reduction in the number of industrial injury claims by 28.4% and a reduction in the number of litigated injury claims by 36.4%.

Fiscal and Budget

The Police Fiscal Office is staffed by two Senior Accounting Assistants, two Accounting Assistants, one Senior Office Specialist and the Police Fiscal Officer. The staff is responsible for payroll attendance reporting, processing invoices, monitoring grants and agreements, and the preparation and administration of the budget. The Human Resources Division is committed to Community Oriented Policing.

TRAINING DIVISION



In 2002, the Training Division officially launched the Santa Ana Police Department Training Center. The project stemmed from research to more cost effectively train department personnel on-site rather than at outside training facilities. The Training Center provided 8,970 hours of POST certified training, representing an average of 747 hours per month, an 86%

increase of on-site training over last year's average.

This has resulted in a tremendous savings estimated at \$70,000 annually. Last year, 595 students from over 50 different law enforcement agencies attended training at our facility. Fees generated in 2002 resulted in revenue of over \$37,000 and is expected to reach \$50,000 in 2003. These accomplishments earned the Training Center Project top honors at the City's 2002 Exceptional Quality Service Award ceremony.

Other Accomplishments

The Department's Perishable Skills Program that employs the latest in technology also began in 2002. The program consists of 24 hours of POST certified instruction that includes the "Range 2000" Force Options Simulator, Computerized Driver Simulator, Arrest and Control Techniques, Racial Profiling and Tactical Communications. Santa Ana is currently the only municipal agency in Orange County to have a POST certified Perishable Skills Program.

In addition to producing several public service announcements and training videos, the Training Division's Video Production Unit played a significant role in promoting and memorializing accomplishments related to the Police Olympics hosted by Santa Ana in June 2002.

Police Reserve Program

The Reserve Program provided 2,398 hours of police service to the community during 2002, which were a significant boost to the Field Operations Bureau during peak hours of activity. In 2002, the California Law Enforcement Reserve Coordinators Association nominated Santa Ana Reserve Officer Bob Ayres for the Reserve Officer Valor Award.

Santa Ana Volunteers for Excellence

The SAVE Volunteer Program recruits and trains talented and experienced senior citizens dedicated to serving the community. Volunteers work with full-time police employees performing a variety of important tasks throughout the Department, contributing more than 4,800 hours of service.

Police Explorer Post

Police Explorer advisors serve as mentors and trainers to 24 police explorers, focusing on development of character, discipline and leadership skills in young men and women. Throughout the year, our explorers volunteered hundreds of hours performing community service functions, such as fingerprinting children, distributing information and performing various tasks at City sponsored events.

Police Chaplains

The Police Chaplain Program consists of a dedicated group of clergy professionals who provide guidance, counseling and crisis intervention on a 24-hour basis, assisting officers with the critical task of helping police employees and citizens cope with incidents involving suicides, homicides, fatal traffic accidents and the deaths of children. Police Chaplain Warren Johnson was appointed Chairman of Events for the 2002 International Conference of Police Chaplains that was attended by over 1,000 chaplains from throughout the United States.

Community Police Academy (PACT)

The Santa Ana Police Department takes pride in this 13-week program that allows community members the opportunity to experience first-hand the dynamic and complex nature of law enforcement. Department staff members use an interactive approach to provide instruction that leads participants through a series of realistic scenarios designed to simulate an actual criminal investigation. Graduating students develop a greater appreciation for the profession of law enforcement and are in a better position to view police work from the officer's perspective. We are extremely proud of this program, which has received excellent evaluations and proven to be tremendously valuable in building rapport with members of the community.

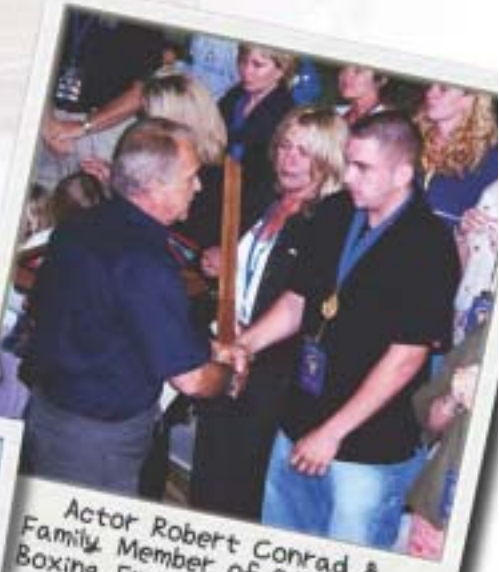


PACT students hold up fingerprint cards during CSI training.

2002 Police



Chief Walters @ Edison Field
PAFG Baseball Championship Game



Actor Robert Conrad &
Family Member of 9/11 Victim
Boxing Finals & 9/11 Memorial



Boxing Finals, 9/11 Memorial
NYPD & New Jersey



Casino Night at the Host Hotel!
Fun for everyone during the Games!



Fire Games

In 2002, the Santa Ana Police Department hosted the 36th annual California Police and Fire Games. Santa Ana was selected over the Cities of San Diego and Fresno to host this event. During the week of June 16-22 over 6,000 police and firefighters from throughout the State competed in over 60 athletic events. The Santa Ana Games were clearly established as the largest and most successful ever held.

World class venues included: Opening Ceremonies and Bodybuilding at the Performing Arts Center of Orange County, Baseball at Edison Field, Equestrian at Oaks-Blenheim Equestrian Center, a motocross track built at Centennial Park by Dirtwurx, and a new event to the Games, Paintball at SC Village. All events were free and open to the public

Santa Ana College was the site of eight events including: track and field, weight lifting and toughest competitor alive. Weightlifting was held in Phillips Hall, an outstanding venue for competitors and spectators alike. In addition to motocross, Centennial Park was the location for flag football and soccer at the Dan Young Fields. The numerous events held in the City of Santa Ana provided easy access for community members to watch the competition and interact with police and firefighters.

Three nights of boxing were held at the Santa Ana Bowl. The finals included a special ceremony to honor police officers and firefighters who were killed in the line of duty in California and public safety officers from the City of New York, who were invited guests of the Games.

The Host Hotel was the Westin South Coast Plaza. It also served as the venue for karate, and wrist wrestling as well as Casino Night and other social activities.

Sponsorships and fundraising activities ensured the success of the Games and raised money for local charities. Approximately \$140,000 in cash was provided to 30 charities, including: the Boys and Girls Club of Santa Ana; Orangewood Children's Home; Children's Hospital of Orange County; United Cerebral Palsy Foundation; and the Santa Ana Police Department's Widows and Orphans Fund. In addition to this, thousands of dollars worth of sporting equipment was donated to local intermediate and high schools.

While the Santa Ana Police Department served as the lead agency for the Games, the success was due to the support of the Mayor and City Council, other City departments and assistance from other Cities and County Law Enforcement Agencies.



Police & Fire Games Committee (from left to right)
 top row: Epl. Bob Reed, Spl. Paul Consaves, Captain Bruce Carlson,
 Lt. Dave Petko, Inv. Tom Serran
 bottom row: Cpl. Chuck Saal, PFS Tina Horner, Spl. Brad Hadley



Congresswoman Loretta Sanchez & CBS2 News Anchor Gretchen Carr w/Celebrity Bodybuilders @ the Opening Ceremony & Bodybuilding Competition.



Captain Carlson
 Silver Medal in Bench Press



**CAPTAIN
GEORGE SAADEH**



The year 2002 proved to be challenging but successful for the Field Operations Bureau. In the aftermath of the tragic and horrific events of September the 11th, the Bureau emphasized emergency preparedness and homeland defense. Working with the southern branch of the California Anti-Terrorism Information Center (CATIC), which is housed in the Santa Ana Police Building, we established a full-time Emergency Preparedness Coordinator position, which is filled by a police officer with military experience in this area. In addition, each district commander conducted a threat assessment and developed an action plan, including making contact with community members and businesses to proactively address security issues.

In 2002 the Bureau formed and deployed the Special Operations Unit (SOU), which is a cadre of



Photo courtesy of the Orange County Register



eleven officers (three rotational) and a sergeant. The SOU handles special operations, serial criminals, surveillances and other enforcement, investigative and problem-solving projects that require a group of highly-trained officers not limited by calls for service. In addition, the SOU works closely with the Crime Analysis Section, the Career Criminal Apprehension Unit and others to address criminal behavior in a systematic and focused manner. This is accomplished, in part, by having weekly meetings using the Department's Stat-Trac (Santa Ana's Technological Approach to Target Responses Against Crime) process. The result has been increased effectiveness and communication among internal units of the Department, as well as the apprehension of a significant number of career criminals and violent gang members.

Also in 2002, the Bureau developed a problem-solving database that allows for the documentation and tracking of all formal problem-solving efforts, and which will be available to all officers and civilian personnel in the agency. In addition, the Bureau designed and delivered a full-day Community

Policing class that was certified by the California Peace Officers Standards and Training (POST) organization. The class will be presented several times each year to SAPD employees as well as officers from other agencies.

In 2002 the Bureau's Traffic Division developed a comprehensive Red Light Camera program and formed a partnership with Redflex Traffic Systems to install up to 20 approaches throughout the City. The Department is hopeful that these automated red light systems will decrease side-impact collisions that tend to result in death or significant injury more often than not.

These are among some of the initiatives and programs upon which the Field Operations Bureau embarked in 2002. Each of them will help increase community safety; but collectively they serve to truly impact the quality of life in the community.

FIELD OPERATIONS



Lieutenant David Valentin
District Commander



WESTEND

The Westend Division completed several Problem Oriented Policing projects addressing a variety of crime and quality of life issues in 2002. Division personnel continued to uphold the highest levels of professionalism while performing their public safety function. Division crime trends have been strategically addressed with the support of information provided by the Crime Analysis Unit.



The annual Westend Christmas party draws thousands of people together for a time of celebration.

Officers assigned to the Westend Division have continued their award winning efforts in crime prevention, responding to crime issues while implementing solutions to persistent problems. The Division Police Service Officer was awarded the "California Crime Prevention Officers Association - Crime Prevention Practitioner of the Year 2002" for her efforts in facilitating crime prevention programs. Patrol officers were recognized for problem solving strategies and received the City of Santa Ana Exceptional Quality Service Award.

Westend Substation and Community Policing Team

Due to the geographical boundaries of the Westend Division, which includes an environmental barrier of

the Santa Ana River, the policing functions provided at the Westend Substation continue to provide equal access to the residents on the west side of town. During 2002, personnel assigned to the Westend Substation managed a total of 2,795 telephone contacts, handled 2,175 in person contacts and processed 796 traffic citations. The Community Policing Team made 354 arrests for a variety of narcotics, weapons violations and public nuisance offenses, while seizing \$15,000. The team was also responsible for coordinating police services for Division special events.

Projects

The Division completed the 4th session and site assessment for the 5th session of the Jr. COP Program, a youth-based crime prevention program, which has now serviced over 275 children. In partnership with the Tobacco-Free Communities Program, officers implemented the *On-Track* \$40,000 grant project, which increases merchant compliance through enforcement and education. Originally a pilot project, the Division developed a Public Disturbance Response Procedure for repeat offenders, to be expanded Bureau wide in 2003.





Lieutenant Phil Archer
District Commander



NORTHEAST

Police officers assigned to the Northeast Policing Division are presented with a variety of specialized policing problems on a daily basis. They are challenged to develop innovative solutions, which address the root causes of problems rather than merely treating the symptoms. Problem solving is a key component of the Santa Ana policing philosophy. Officers assigned to the division are encouraged to identify problems and seek long-term solutions by developing partnerships and involving the community.

Business Liaison Unit

The downtown Santa Ana business district is a diverse collection of businesses and cultural venues. It is home to the Artist Village, Historic Fourth Street and the Fiesta Market Place. There are a number of annual events, such as the *Fiestas Patrias*, which draws over 250,000 people to the downtown area. Officers assigned to the unit have worked on Problem Oriented Policing projects dealing with quality of life issues, such as the abatement of the Third Street Clinic as a neighborhood nuisance. They also provide two officers to staff the Main Place Mall to handle calls for service ranging from identity theft to burglary and auto theft.



Civic Center Patrol Officers maintain high visibility.

Civic Center Patrol

The Santa Ana Civic Center is home to the Orange County seat of government and presents unique problems for law enforcement. Civic Center Patrol Personnel are specifically tasked with policing the area in and around the Civic Center. They provide a constant law enforcement presence and deal with homeless and mental health issues as they relate to the Civic Center. They have developed partnerships with mental health agencies as well as homeless advocates to assist potential clients they encounter.



SOUTHCOAST

Lieutenant Mike Foote
District Commander



The Southcoast Division is home to ten city parks, five high schools, and approximately 38% of the city's population. During 2002, personnel aggressively addressed crime and quality of life issues through effective enforcement and strong relationships with community and government agencies.



This year, the U. S. Department of Justice awarded a tenth year of funding for the Santa Ana Inter-Agency Neighborhood Team (SAINT) Program, a long-term strategy to reclaim blighted

neighborhoods through collaborative efforts of police, government, school district and community based organizations. Personnel continued to organize and mobilize neighborhood associations, church congregations and civic groups to address crime and urban blight.

Officers closed several open-air drug market locations, formed two neighborhood associations, made 617 arrests of gang and drug offenders, seized over \$44,000 in assets, 11 firearms and over 600 grams of narcotics and attended over 100 meetings.

The UNTAG program, in its ninth year of operation, continued to address vandalism affecting this community. 74 arrests, 302 investigations, 37 cases to diversion and 571 probation searches, generated \$2,484 in restitution and 26,000 hours of community service by first offenders, resulting in removal of 16,000 square feet of graffiti from public property.



Personnel continued to develop business outreach programs. The South Garnsey Business Community Watch Program completed its ninth year of operation and hosted a Clean-Up Day resulting in elimination of trash and graffiti and

improvement in business retention capability. The Harvard Business Community Watch continued efforts to organize 235 businesses and identify priorities. The South coast Metro Business/Police Partnership completed its eighth year of operation and hosted six meetings dealing with business and public safety issues. Work has begun to form an association on South Bristol St. At Christmas, staff conducted Operation Santa Claus through which over 270 needy families were provided essential service and assistance.





SOUTHEAST

*Lieutenant Charles Magdalena
District Commander*



Southeast “Weed & Seed” SPIRIT Team

The Weed and Seed strategy in the Southeast Division entered its third year in 2002. Known by its acronym SPIRIT (Southeast Partners in Revitalization Improvement Team), the program partners law enforcement and community policing efforts (the “weeding” strategy) with neighborhood revitalization and community building (the “seeding” component) to effect positive change in the designated areas. Those areas include the Eastside neighborhood, the Henger Park community, the South Lyon street area, and the newly formed Madison Park neighborhood.

Focus and direction for the strategy is vested in the 25 member SPIRIT steering committee, comprised of residents, non-profits, school representatives, local businesses and the Southeast Directed/Weed & Seed team. In 2002 law enforcement efforts were directed toward reducing violent gang activity, illegal document manufacture and sales, and resident-generated quality of life issues.

New Neighborhood Associations

The former South Eastside Neighborhood Association became the **Madison Park Neighborhood Association** in 2002 and remains an active participant with the Southeast Division officers in revitalizing their neighborhood.

The **South Standard Business Association** was formed in 2002. Merchants from the small businesses started quarterly meetings with police to address problems with crime, loitering, transients and public drunkenness.



Minnie Street Substation

The substation was renovated and redecorated in August of 2002, improving the look and appeal of the facility. In addition to two full-time Southeast police officers, representatives of Parks & Recreation and the Santa Ana WORK Center partially staff the substation on a part-time basis.



Cpl. Phil Lozano works foot patrol out of the Minnie Street Substation

Field Operations Bureau

TRAFFIC DIVISION

The Traffic Division continues 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.

During 2002, the Traffic Division coordinated the Orange County DUI Taskforce after being awarded a grant for \$600,000 by the California Office of Traffic and Safety (OTS). This enforcement effort combined the resources of numerous police departments, conducting DUI Checkpoint Operations, Saturation DUI Patrols and public education, resulting in 237 arrests with 237 impounded vehicles.

The Traffic Division has been widely recognized as a leader in the integration of technology into traffic enforcement and education effort, as demonstrated by the award of two additional grants by OTS. The first grant of \$140,500 utilized handheld computers to issue citations, generate collision reports and DUI investigations. The second grant is for \$275,000 to create a 40' mobile DUI classroom and theatre containing state of the art driving simulators.



Cpl. Stires patrols the Northeast District on a BMW police motorcycle.

SWAT Team

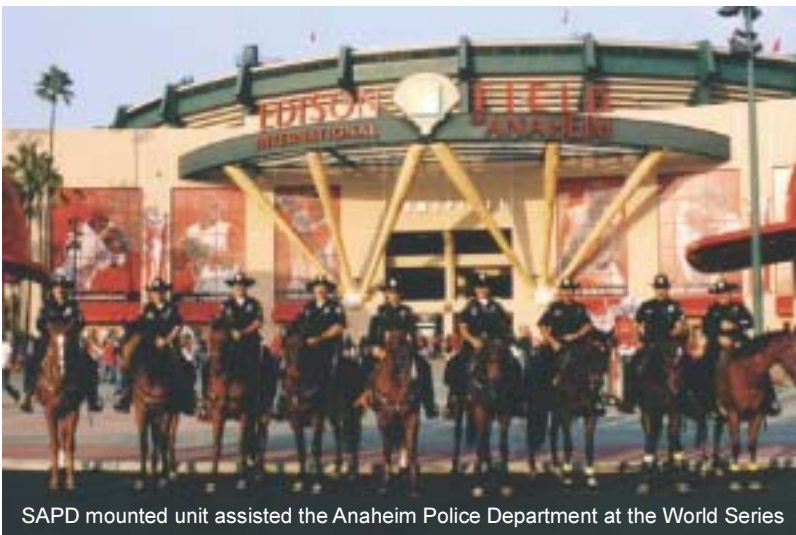
As the year unfolded, the team encountered a number of incidents involving armed and barricaded suspects with hostages. Each of these incidents resulted in the hostages being released unharmed and the suspects surrendering to SWAT officers, the success of these violent incidents added to our remarkable record of peaceful resolutions in SWAT Team call-outs. One particular incident lasted over twenty-four hours with the suspect being shot by a law enforcement agency assisting our SWAT Team. Fortunately, no team members were seriously injured in any of these incidents. The unselfish commitment to training and willingness to place themselves in harms way by each member of the SWAT Team continues to be the cornerstone of the Santa Ana Police Department SWAT Team.



Photo courtesy of the Orange County Register

Mounted Unit

The Santa Ana Police Department Mounted Unit proved to be significant in the development and operational support the unit played in a number of assignments. These ranged from crowd control, demonstrations, community events, enhanced holiday security, and assisting Anaheim Police Department with security at the American League Baseball Playoffs and World Series at Edison Field. The Mounted Unit was the recipient of numerous commendations, received high acclaim for its effectiveness and is recognized among the premier Mounted Units in Southern California. Officers assigned to the unit have demonstrated commitment to training and willingness to serve the community.



SAPD mounted unit assisted the Anaheim Police Department at the World Series

Canines

Our newest canine officer went through training with a champion trial dog, "Chris," who is performing very well on the streets. The six canine teams assisted on 325 arrests and searches for suspects, conducted 407 searches of buildings, vehicles and other areas, and assisted investigations and patrol with 200 narcotics searches. The two dogs cross-trained in narcotics detection recovered \$177,720 in cash related to narcotics transactions, and 1,453.61 grams of various drugs. Total time saved in patrol was 1,306 hours. Canine teams conducted an average of three demonstrations per month and spoke to approximately 54,635 people, demonstrating the abilities of the canine teams.



K9-Chris



Canine Officer McCarthy & K9 Chris in training

Animal Services

In 2002, the Animal Services Unit continued with existing programs and opened a City-operated animal shelter with very successful results. Euthanasia rates dropped to 33% while adoptions and rescues increased to 60% for the year. Complaints fell to near zero and compliments on customer service were plentiful thanks to the efforts of the Shelter Director and his staff.

Animal Services Officers handled 22,904 calls for service; issued 1,095 citations; impounded 2,732 live animals and 1,862 dead animals, and handled 8,079 telephone calls within the unit. Animal Services and the Shelter received a total of \$185,391 in revenue. The door-to-door licensing program continued in place using CCI as the service provider, whose staff collected \$116,263 and sold 2,005 dog licenses, which would have otherwise gone uncollected and unlicensed. Through the owner-release program, we impounded 56 unwanted animals, which generated \$2,617 in revenue.

In September, Animal Services implemented the Administrative Citation program as an additional tool for use by field personnel in conjunction with the Criminal Citations. The fees assessed for these violations are payable directly to the City of Santa Ana, thus reducing the burden of the Criminal Court system. A contract hearing officer utilized by Code Enforcement will hear appeals on cites issued.

In addition to community education projects at the schools, staff added a touch therapy program whereby adoptable animals from the Shelter were brought to the John Henry Foundation homes for weekly visits. This was a very successful program that generated praise and positive feedback from the Foundation and its residents.

Air Support

The Department participates in Airborne Law Enforcement Services (ABLE) in cooperation with Costa Mesa and Newport Beach Police Departments. The department's full-time pilot became a certified flight instructor this year. He will be training new pilots and observers, as well as re-certifying current pilots on mandated training and testing. The helicopter responded to 2257 emergency calls for service during 2002, providing ground officers with valuable tactical support. The helicopter assisted in 340 arrests and 49 pursuits.





**CAPTAIN
F. PETER JENSEN**

The members of the Investigations Bureau are dedicated to providing prompt, professional, and effective investigative services in order 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 identification, apprehension, suppression and prevention technologies.

The Investigations Bureau is comprised of 80 sworn and 38 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, felonious 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 crime scene investigations, collect and analyze forensic evidence, examines firearms used in crimes and processes latent fingerprints. The Division also coordinates court appearances, reviews crime reports and coordinates the prosecution of criminal offenders.



The **Special Investigations Division** is

**I
NVE**



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.

Key accomplishments of the Investigations Bureau include:

- Formation of the new Family Crimes Section
- Expansion and enhancement of the Career Criminal Apprehension Program
- Renewal of the Alcoholic Beverage Control Enforcement Grant
- Initiation and implementation of the Auto Theft and Street Robbery Crime Task Forces
- Full implementation of the National Integrated Ballistic Information System technology



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.

STIGATIONS

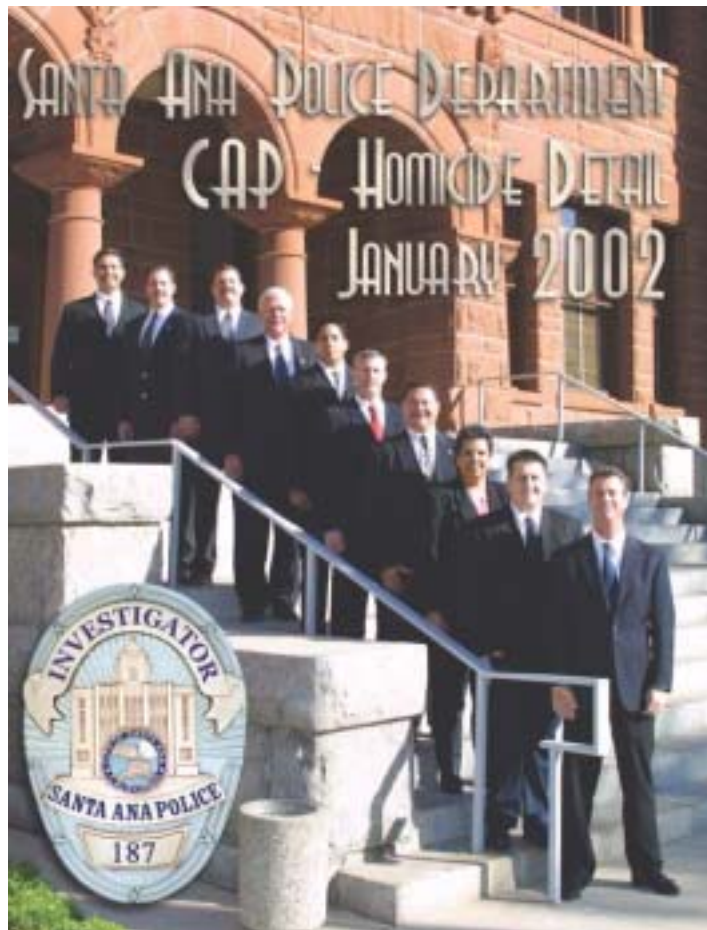
Investigations Bureau

CRIMES AGAINST PERSONS

The Crimes Against Persons Division is responsible for protecting Santa Ana's communities through the efficient investigation of crimes, aggressive apprehension of criminals and proactive assistance to victims. Members of the Division investigate homicides, felonious assaults, child abuse, sexual assaults, gang crimes, kidnapping, missing persons, hate crime as well as threats and weapons violations. The Division tracks and registers habitual sex offenders while offering diversionary programs for youthful offenders and counseling for crime victims and their families. To further assist our communities, an informative Sexual Offender Page was developed and added to the Department's Web Site in 2002.

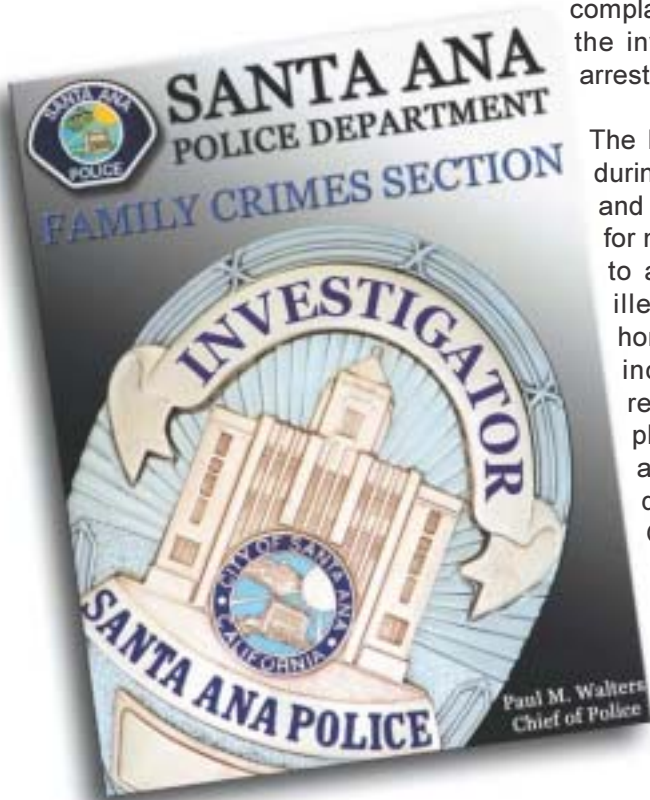
In order to maximize resources and support the Santa Ana COP philosophy, the Division hosts several task forces including the Street Terrorist Offender Program (STOP) and Orange County's Task Force Review Aimed at Catching Killers, Rapists and Sexual Offenders Unit (TrackERS). The Division also participates in the Federal Bureau of Alcohol Tobacco and Firearms' Weapons Interdiction Team.

The Crimes Against Persons Division consists of three definitive entities: the Homicide Section, the Gang Section and the newly reorganized Family Crimes Section. Vigorous actions by members of the Division resulted in over 600 arrests this year while maintaining a 98 %



complaint-filing rate with the District Attorney's Office. Emphasizing the investigation of "cold cases," the Division made 28 homicide arrests in 2002, a 115% increase over the previous year.

The Homicide Section was responsible for 26 major investigations during the year including 8 murders, 6 Officer Involved Shootings and a number of high profile assaults, kidnapping, and solicitation for murder cases. During 2002, the Gang Section was restructured to achieve the proactive suppression of criminal street gangs' illegal activity along with the assertive investigation of 15 homicides and 175 felonious assaults. Although gang homicides increased during the year, overall gang related activity was reduced by 29%. The Family Crimes Section reorganization plan was implemented on February 1, 2002, which included the additional responsibility for domestic violence crimes. Members developed the Domestic Violence Home Visit Team and DV Offender Arrest programs as well as hosted the Orange County Sexual Registrants Seminar. They trained over 400 police officers throughout Orange County in Domestic Violence and Sexual Assaults. Incorporating a multi-disciplinary approach which includes Early Prevention, Intervention, Suppression, and Re-integration, the Division is now better able to address the cycle of violence that threaten families and the stability of our community.



DISTRICT INVESTIGATIONS DIVISION

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.



Firearms Examiner Rocky Edwards prepares a bullet for entry into the IBIS system.

Major Accomplishments

- The District Investigation Division established a collaborative effort with the Field Operations Bureau to reduce the incidence of Robbery.
- Reorganized the Major Fraud Section by assigning two investigators to Major Fraud and one Police Investigative Specialist to Forgery/Fraud. The Major Fraud Section produced a new Identity Theft manual and provided presentations to community groups and the print and film media.
- The Forensics Section enhanced the IBIS (Integrated Ballistic Identification System) this year with the addition of the FTI Match Point System (MPS). The MPS allows the Firearms Examiner to review correlations on the Match Point System while IBIS technicians enter data on the main IBIS system. This Grant Funded enhancement saves considerable time in the entry and comparison process.

District Investigations Section

The District Investigations Section (DIS) is responsible for the investigation of all robberies, burglaries, assaults, thefts,

major fraud and checks/forgery. District Investigators actively participate in the Stat-Trac process in an effort to provide a focused approach to the resolution of serial crimes.

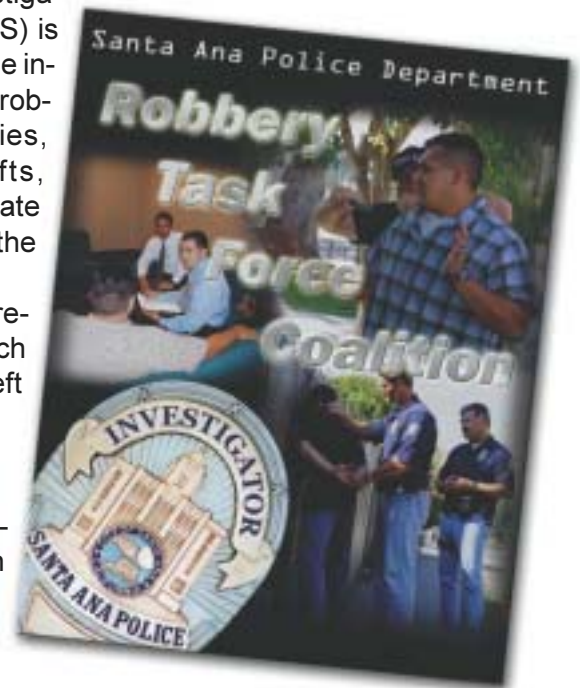
The District Investigations Section employs a Task Force strategy to reduce the incidence of robbery and auto theft. The Task Force approach marshals the necessary resources to stop the acceleration of auto theft and robbery before the problem is untenable.

Forensic Services Section

The Forensic Services Section is responsible for 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.



Investigations Bureau

ORANGE COUNTY REGIONAL NARCOTICS SUPPRESSION PROGRAM

This multi-agency Task Force was formed by the Orange County Chiefs in 1986 to combat large scale narcotic trafficking throughout Orange County and the entire Country. Cash and property seized through the asset forfeiture process are disbursed back to the individual cities proportionate to their participation in the program.

In 2002, the Santa Ana Police Department dedicated a ten man contingent to the project. Chief Walters serves as Chairman of the Executive Board, and he is joined by one Lieutenant, who serves as Operations Director, two Sergeants and six Investigators.



SPECIAL INVESTIGATIONS DIVISION

The Special Investigations Division includes Major Narcotics, Career Criminal, Vice and Crime Prevention and is responsible for enforcement and administrative responsibilities that include the investigation of major narcotic-related investigations, vice-related offenses, crime prevention and the investigation and apprehension of career criminals. All of the units in the division have developed partnerships and work closely with many local, state and federal law enforcement agencies.

Career Criminal Unit

The Career Criminal Unit plays a crucial role in problem solving strategies by apprehending career criminals and with the department's Strategic Information Crime Analysis Team in analyzing and processing criminal information. The reciprocal approach between the Crime Analysis Unit and the Career Criminal Unit has led to an improvement in career criminal suspect identification and the successful arrests of many career criminals.

A joint program is underway with the ATF, FBI and the U.S. Attorney's office using federal laws to identify, arrest, and prosecute career criminals that are involved in organized criminal enterprises.

Major Narcotics

The Major Narcotics Unit worked closely with local and federal law enforcement agencies, including the Federal Bureau of Investigation, U.S. Customs, Drug Enforcement Administration and the California Department of Justice's Bureau of Narcotic Enforcement focusing on major narcotic traffickers.

These efforts resulted in the seizure of significant quantities of illegal narcotics including heroin, cocaine and methamphetamine. The Narcotics Unit was selected by the California Narcotics Officers Association to receive the 2002 Major Narcotic Investigation Case of the Year award. Santa Ana Police Department Corporal Rick Serrato was also selected to receive the prestigious "Alfred E. Steward Memorial Award" as CNOA's Region 5 Narcotic Investigator of the year.

Vice Section

The Vice Section is responsible for investigating crimes involving prostitution, pornography, lewd conduct and gambling, and alcoholic beverage control violations. The Vice Section also conducts investigations for Alcohol Beverage Control licenses, dance permits, bingo permits and pool and billiard permits. In July of 2002, the Vice Section was awarded a \$100,000 Grant from the Department of Alcoholic Beverage Control for the second consecutive year. The "Grant Assistance Program" is designed to aggressively enforce ABC related violations and educate the public about the consequences of alcohol abuse.

Crime Prevention Unit

The Crime Prevention Unit works with all areas of the community to reduce crime through a coordinated program of prevention and education. This was achieved by providing community programs and onsite security inspections to both the business owner and homeowner. In addition, this unit is responsible for the implementation and enforcement of the Building Security Ordinance and Police conditioned Discretionary Actions (pay phones, ABC licenses, 24-hour restaurants etc.) and False Alarm Ordinance. In 2002, this unit processed and reviewed 2,064 plan checks and 1,064 building finals both commercial and residential. This unit is also responsible for the processing of related environmental impact reports and ensuring the False Alarm Ordinance is in compliance on all new construction.

Additionally, the unit coordinates citywide special events, (parades, concerts, carnivals, neighborhood block parties, etc.), helps to coordinate officer/security deployment and processes the issuing of city permits for all city events. The Crime Prevention Unit also processed 6 film permits, 102 street closures and 173 Land Use Certificates (private property permits).

The unit acts as the Department's liaison for the Planning Commission, the city's Permit Assistance Team, the School District's Construction Review Team, the Development Review Team and represents the department at all Zoning Administration Hearings and pre-event meetings.

Other duties include providing fingerprinting for children, conducting tours of the Police Facility, maintenance of the Department's Knox Box program, public pay phone ordinance abatement and organizing the Annual Police Award Banquet.

SANTA ANA POLICE DEPARTMENT SUCCESS STORIES 2002

Today's criminal element has become more sophisticated in their activities and operations. In response to growing sophistication of the criminal element the Santa Ana Police Department has incorporated the use of advancing technology into its Community Oriented and Problem Solving philosophy. At the core of this advancement is the Strategic Information Crime Analysis Team (SICAT). SICAT uses a highly specialized and systematic approach, allowing the department to analyze large volumes of complex and varied data to identify persistent and chronic offenders.



presentation system. These meetings enhance communication and cooperation at all levels. *STAT-TRAC* is a deliberate effort to recognize the positive accomplishments of each command, as well as a tool to create and recommend improvements for solutions to reduce and prevent criminal activities. *STAT-TRAC* has a positive effect on combating crime; while at the same time strengthening police and community relations through established quality policing strategies. *STAT-TRAC* also provides Senior Management Team with a method to observe internal effectiveness throughout the department.

The implementation of Santa Ana's Technological Approach To Target Responses Against Crime "*STAT-TRAC*" developed a comprehensive self-examination process department-wide. The *STAT-TRAC* meetings are held in the state-of-the-art room located on the 4th floor of the Police Administration building. The room is equipped with a multimedia supported

The *STAT-TRAC* meetings are an integral component of a comprehensive interactive management strategy, enhancing accountability and enabling the Division Commanders and Managers with a communications link to the Department's Senior Management Team.

In the 1990s, the Santa Ana Police Department was faced with a serious quality of life issue in one of its downtown neighborhoods. Citizens living in the area of 3rd and Lacy Streets were plagued with a myriad of criminal problems associated with a private methadone clinic located in the mixed-use commercial / residential neighborhood. The clinic had been located in the neighborhood for 20 years and had attracted drug addicts and dealers. With this influx of the clinic's clientele into the neighborhood the crime rate rose and citizens complained about excessive noise in the morning hours, constant fear of street robberies, along with daily blatant and aggressive narcotic transactions. Residents were forced to live in constant fear for their safety and the safety of their children. Many of the residents were too afraid to report the activity for fear of retribution. Neighborhood children were forced to walk several blocks out of their way to avoid walking by the clinic to get to school.

Traditional law enforcement tactics, which have netted impressive numbers of arrests, helped temporarily, but there was no sustained

improvement in the quality of life for neighborhood residents and their children. Something needed to be done to change the environment and eliminate the offensive activities. Officers from the Business Liaison Unit initiated a major problem-solving project and reviewed the business practices of the clinic. The officers found the clinic's practices contributed to the noise and large numbers of people having to wait outside during hours of operation. Surveillance of the clinic's clientele while waiting in line revealed a significant number were involved in drug activities and other offenses. These lines of waiting drug addicts attracted drug dealers to the area as well as drug users in search of illegal drugs. Because of the activities occurring outside of the clinic, the situation provided a rich environment for other illegal activities such as robberies, burglaries, prostitution and loitering. These activities occurred on a daily basis, seven days a week during business hours.

Officers approached the clinic management and identified the problems they had observed. The clinic management agreed to work with the

officers to relieve the problems in the neighborhood. The officers made eight recommendations to improve the conditions and help eliminate the problems in the neighborhood. The clinic would only agree to two of these recommendations. The problems continued in the neighborhood and residents became more vocal. The Police Department and Neighborhood Improvement organized a community meeting and over 120 people attended. Residents banded together and formed the Lacy Neighborhood Association and opted to pursue the clinic under the "Safe Streets Now" program that allows each resident to sue for up to \$5000 in damages in small claims court. Business Liaison Unit officers proceeded with the abatement process naming the clinic as a public nuisance. The City Attorney filed the case and forced the clinic into negotiations. Clinic ownership stipulated to a legal judgment in favor of the City, and further agreed to vacate the premises within one year. The clinic will relocate in 2003. The additional measures taken have already improved conditions significantly and the residents are looking forward to reclaiming their neighborhood.





**ADMINISTRATOR
RUSS DAVIS**



JAIL



During 2002, 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.

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. The touch screen control system upgrade is completed. We are now implementing camera surveillance systems in select housing units to increase the safety and security of staff and inmates.

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.

Much of the overall effort for the year was on developing new sources of contract inmates and improving customer services to the contract agencies as well as various units within the Police Department. Inmate programs have continued to improve with the implementation of some college credit classes as well as continued success with the GED program.

FACILITY

Jail Operations Bureau

JAIL ADMINISTRATION DIVISION

The Administration Division is responsible for contract and administrative services, including inmate housing, vendor contracts, budget monitoring, the development of policies and procedures, ensuring Board of Corrections compliance, overseeing payroll and purchasing issues. The Jail continues to receive excellent compliance ratings from the Board of Corrections and the Orange County Department of Health.

The Administration Division is also committed to updating and improving the technology at the Jail. In 2002, the Jail completed the upgrade of the Touch Screen system in the Control Room and completely updated its CCTV Surveillance system. Additionally, the Jail is reviewing software for a new Jail Management System and an expanded camera surveillance system for use by staff.

The Inmate Welfare Policy Committee was expanded to include a representative from the Santa Ana Chamber of Commerce. This committee meets quarterly and is comprised of staff from various Bureaus of the Police Department and includes community representation.



In 2002, improvements were made to the Jail Control Room

JAIL SUPPORT DIVISION

As anticipated, 2002 was an excellent year of accomplishment in meeting the Division's ongoing commitment to provide efficient operations and excellent customer service to the Department, other law enforcement entities and the public.



Our Inmate Programs, in partnership with Orange County Department of Education and Santa Ana College, continues to be considered one of the most comprehensive programs in the nation. A variety of educational and counseling opportunities such as GED tutoring and testing, ESL, Positive Life Skills, Computers, college credit courses and the Community Oriented Policing (COP) aligned Stay Out of the System Program (SOS), continue to provide the highest level of education found within any local detention facility. The benefits of these programs were not only realized by the individual inmates, but also by the communities into which these individuals were released.

Our Records Section continues to provide first-rate community service in responding to the needs of public visitors, attorneys and law enforcement. With efficient use of local and state identification databases, Records personnel insured positive offender identification, which prevented inappropriate arrestee release, resulted

Jail Operations Bureau

in increased identification of outstanding warrants and improved the overall accuracy of booking information.

The Jail Classification Section did an exemplary job in coordinating inmate information and intelligence. As a result, along with achieving safety and security considerations within the facility, Jail personnel were better able to respond to the various investigative and enforcement needs of the Department.

JAIL OPERATIONS DIVISION

The Santa Ana Jail Operations Division is responsible for providing safe and secure housing of inmates.

The safety and security of staff and inmates falls under the leadership of five detention supervisors. Four supervisors provide the leadership for the four individual shifts and one supervisor is responsible for overseeing the security of the jail. These supervisors provide the leadership necessary for improving the knowledge and competency of the 85 detention officers assigned to the Jail Bureau.

Law Enforcement Support

Jail staff and the Investigations Bureau worked together to gather information and evidence that resulted in the successful prosecution of several cases. The jail continues to house inmates who are cooperating with investigators in solving cases. Housing these inmates in the Santa Ana Jail provides for easy access as well as placing the inmates in an atmosphere that encourages them to cooperate.

Jail staff provides transportation of inmates to court, the hospital and the County Reception Center for

booking. Staff also participated in a multi-agency DUI check point program and volunteered their services for the 2002 Police and Fire Games.

Community Contact

The Jail Bureau conducts numerous tours throughout the year and some for Santa Ana College, Santa Ana High School, The Boys and Girls Club of Santa Ana and Anaheim, and local law enforcement agencies.

Jail staff participated in school career days in Santa Ana. Schools have included Santa Ana High School, Cesar Chavez High School, Horizon High School, Willard Intermediate, Spurgeon Intermediate and Lathrop Junior High.



TECHNOLOGY & SUPPORT

The Technology and Support Bureau was formed in 2002 with the purpose of centralizing existing support functions to provide a more comprehensive delivery of these services to the department and the community. This new Bureau is comprised of four divisions: Communications Division, Information Services Division, Property and Evidence Division and Records Division. This consolidation under Bureau-level leadership provides the Police Department with the ability to recognize and maximize the strategic importance of support in developing and implementing department and citywide initiatives.

Continuing advancements in technology are increasingly demonstrating the inherent dependence of these support functions upon each other, especially in providing the required level of service to operational and administrative personnel. Correspondingly, administrative and operational analysis is progressively being sought to evaluate existing operational methods, in our collective effort, to always provide the best police services to the citizens of Santa Ana. The Technology and Support Bureau continues to seek and develop ways to further improving its role in the department.





SICAT

ADMINISTRATOR
MIKE LEWELLEN



Technology & Support Bureau

INFORMATION SYSTEMS DIVISION

The Information Systems Division provides direct technical and operational support to the Santa Ana Police Department and Santa Ana Jail. The Division was part of the reorganization moving from the Office of the Chief, to the newly formed Police Technology and Support Bureau. The Division is now comprised of two sections: Computer Services and Crime Analysis.



Computer Services Section

The primary function of the Computer Services Section is to support the technology needs of the Police Department and Jail. The Section researches, purchases, installs and services a wide variety of information technologies (hardware and software). This year the Section continued to upgrade and enhance the internally developed intranet program. A remote wireless field report-writing system

is scheduled to go into full operation in the near future.

Crime Analysis Section

The Crime Analysis Section provides operational support maximizing the effectiveness of the Community Oriented Policing strategies.

This year, four crime analysts were trained and promoted within the Section. These analysts provide critical information to the Field Operations and Investigations Bureaus.

Santa Ana's Technological Approach To Target Responses Against Crime (STAT-TRAC), a state-of-the-art, highly technical and sophisticated STAT-TRAC room was created to facilitate bi-weekly meetings of the Senior Management Team. The meetings allow administrators to observe the effectiveness of the Department and review of problems with candid exchange of information and ideas.

The STAT-TRAC room is routinely used by Crime Analysis to facilitate the weekly Special Operations Unit (SOU) meetings. During these meetings, analysts brief the Field Operations Captain and District Commanders on crime trends and hot spots throughout the City. A



meeting with the Field Operations Captain, District Commanders and representatives from various sections within the Department review crime trends and hot spots along with serial crimes and suspects. At the end of the meeting, SOU is tasked with a list of enforcement priorities for the coming week. These meetings not only provide current and relevant crime information, but are designed to foster a spirit of cooperation and teamwork between the Bureaus.



Technology & Support Bureau

COMMUNICATIONS DIVISION

The Communications Division maintains its proud tradition of providing rapid, professional and compassionate service to the community. In 2002, Communications processed 173,000 calls for service that included an average of 1,000 9-1-1 and non-emergency telephone calls per day.

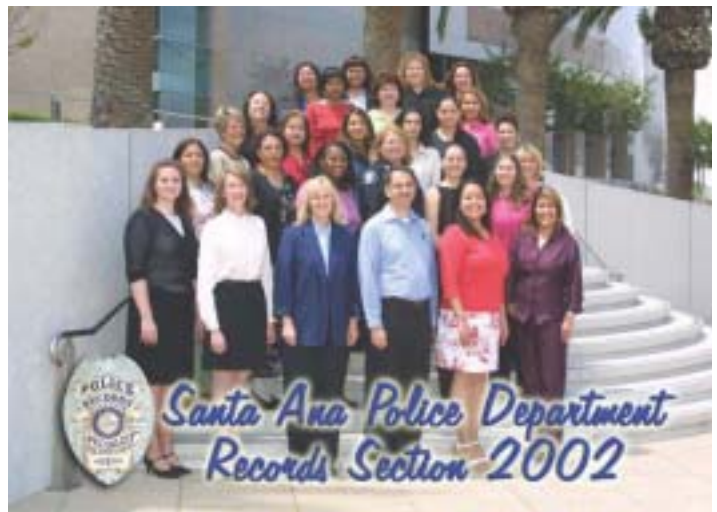
Communications personnel are the critical link between persons in need and emergency first responders. Our Division is equipped to communicate with the deaf and persons speaking over 140 languages.

Recent world events have made clear how vital it is to be well prepared, and as usual, conducted a quarterly training program to ensure that effective communications will continue in the event of an emergency including scenarios involving the loss of primary power or equipment failure. Communications personnel are prepared to maintain the distribution of critical services in times of natural or man-made disasters.



Telephonic Reporting Unit

The Telephone Reporting Unit (TRU) addresses non-emergency needs and often serves as the first point of contact to support our community policing efforts. TRU personnel evaluate the needs of callers and determine the appropriate response from the police, other city agencies, or other public or private resources. In many cases, community needs are immediately met without requiring a sworn officer be sent to the location. The 8400 reports taken by TRU last year resulted in considerable time savings to officers who were better able to respond to emergencies and to engage in long-term problem solving efforts to improve our community.



RECORDS DIVISION

The Records Division is responsible for maintenance and storage of all crime reports, collision reports, vehicle reports and warrants. Records personnel processed over 81,000 police reports and handled over 57,000 requests from departmental personnel and the public.

The California Department of Justice maintains a statewide-computer network (CLETS – California Law Enforcement Telecommunications System), which links the Department with criminal justice agencies in the state and the nation. More than 45,000 messages were transmitted by the Department of Justice CLETS network.

Our mission is to maintain the integrity of Department records and to provide information and assistance in a courteous, responsive and professional manner.



Technology & Support Bureau

PROPERTY & FACILITIES DIVISION

The Property & Facilities Division provides a wide range of support services to the Police Department and Jail and its full and part time employees.

Facility Management

Facility tours highlighting project management and design continue to be requested by many visiting police agencies and architects. Police Chief magazine spotlighted our facility management planning capabilities by publishing an article written by the Facility Manager, Scenario Testing and Transition Planning for Police Project Managers in their August edition.

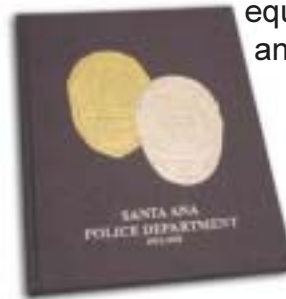


Central Distribution Center

The Central Distribution Center continued to provide essential support to all areas of police operations. The section produced a quality 1991 – 2001 SAPD Yearbook, as well as delivered vehicles for maintenance and issued items to employees. CDC staff continued to excel in quality customer service and pro-active alert readiness for immediate safety equipment issuance, tactical alerts and emergencies.

Evidence Section

The Evidence Section is responsible for evidence and property held in police custody. In 2002, the section processed over 30,000 items. \$375,000 was deposited into Asset Forfeiture accounts and the City General Fund.



Mary Chiechi, Cynthia Larkins and Liz Hernandez oversaw the production and completion of the latest SAPD Yearbook.



2002 Award Recipients

Police Service Medal

Administrative

Captain Bruce Carlson
Lieutenant Dave Petko
Sergeant Paul Gonsalves
Corporal Brad Hadley
Investigator Tom Serafin
Officer Robert Reed
Officer Chuck Saale
PCS Tina Horner

Class A Administrative

Sergeant Chuck Deakins
Sergeant Bruce Leamer
Sergeant Gary Mata
Sergeant Dan McDermott
Sergeant Martha Shirey
Sergeant Mark Strohmman
Corporal Galen Diaz
Corporal Theron Reed
Investigator Frank Fajardo
Officer Sergio Enriquez
Officer Eric Demopoulos
Officer David Lampman
Officer Eric Majors
Officer Dan Moreno
Darkroom Tech Jeff Carlson
Crime Analyst Jeff Krutsinger
PIS Angelina Gomez
CSO Mary Lou Gomez
Traffic Specialist Linda Flores
PSO Gloria Perez
Officer Victor Rodriguez

Distinguished Service Medal

Officer William Thielman

Employees of the Year

Sergeant of the year
Troy Guidry
Corporal of the year
Lorenzo Carrillo
Investigator of the year
Steve Lodge
Field Training Officer of the year
Jesus DeLaBarcena
Uniformed Officer of the year
Matthew Brown
Traffic Officer of the year
Richard Shin
Reserve Officer of the year
Robert Ayres
Non-Sworn of the year
Yvette Clark
Debbie Velarde-Reyes
Dispatcher of the year
Diana Moroyoqui
Record Specialist of the year
Pamelia Pollard
Detention Supervisor of the year
Laura Canales
Detention Officer of the year
Teresa Velasco
Detention Records Specialist of the year
Elizabeth Ponce

This cross was cut from an "I" beam

that was once part of Tower One of the World Trade Center.

It was presented to Chief Paul M. Walters by Sergeant Kevin Murphy of the Port Authority of New York & New Jersey on June 16th 2002 at the opening ceremonies of the California Police and Fire Games.



This publication was created in house at the Santa Ana Police Department

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Chief of Police

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