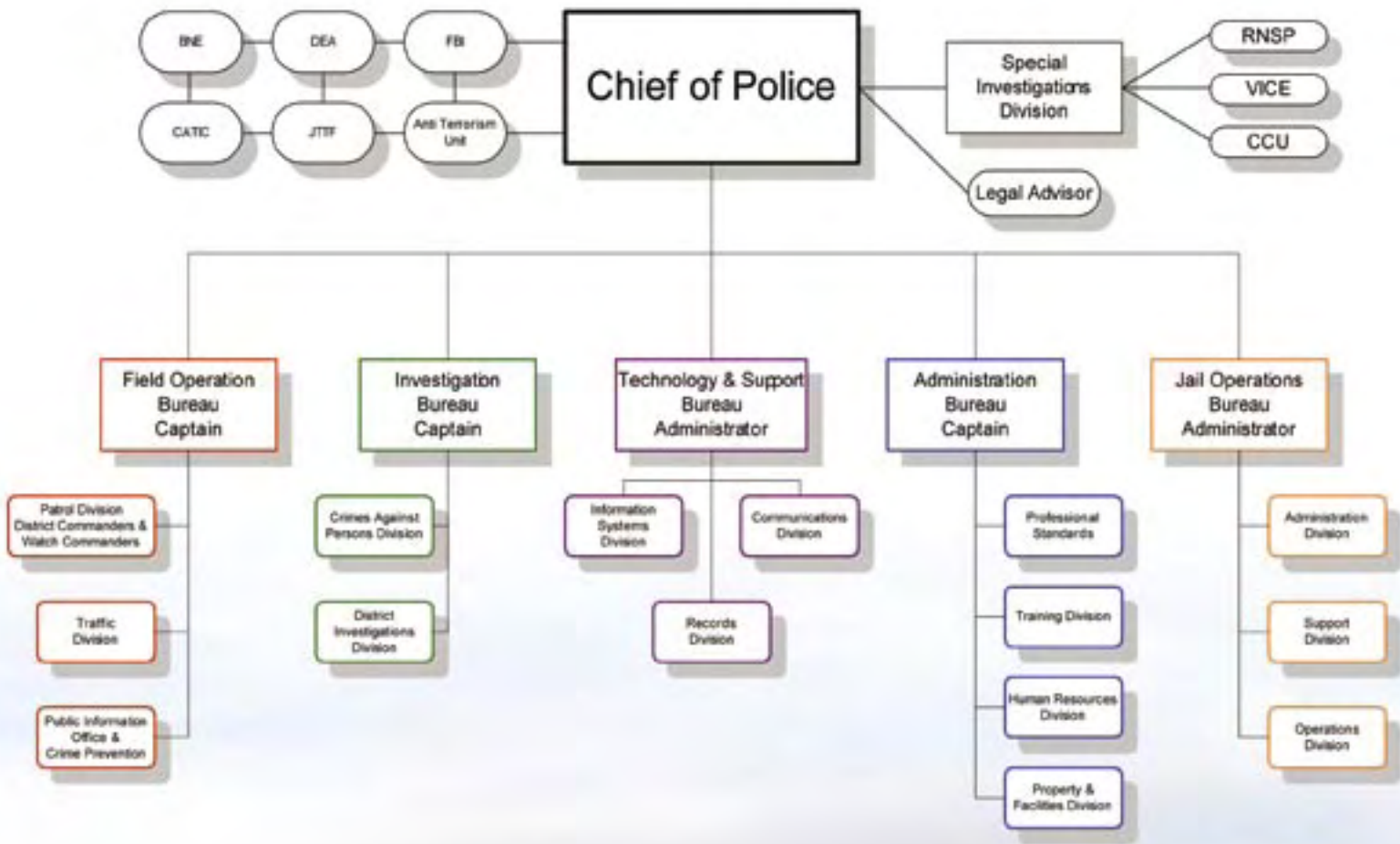


# POLICE DEPARTMENT SANTA ANA



Annual Report  
**2004**

# SANTA ANA POLICE DEPARTMENT ORGANIZATIONAL CHART



## TABLE OF CONTENTS

|  |       |  |       |
|--|-------|--|-------|
| Mayor's Message                          | 5     | Airborne Law Enforcement                         | 28    |
| <b>CHIEF'S MESSAGE</b>                   | 6-7   | Special Weapons and Tactics                      | 29    |
| Special Investigations Division          | 8     | Public Information Office                        | 30    |
| 2004 Awards Recipients                   | 9     | Watch Commanders & Patrol Division               | 30    |
| F.B.I Crime Index & Part 1 Crimes        | 10    | 2004 Events                                      | 31    |
| National Comparisons                     | 11    | Urban Area Security Initiative (U.A.S.I.)        | 32-33 |
| <b>ADMINISTRATION BUREAU</b>             | 12-13 | <b>INVESTIGATIONS BUREAU</b>                     | 34-35 |
| Human Resources & Professional Standards | 14    | District Investigations Division                 | 36    |
| Recruitment Poster                       | 15    | Crimes Against Persons Division                  | 37    |
| Training Division                        | 16    | C.S.I. Santa Ana                                 | 38    |
| Property & Facilities Division           | 17    | SAPD Making News                                 | 39    |
| <b>FIELD OPERATIONS BUREAU</b>           | 18-19 | <b>JAIL BUREAU &amp; Administration Division</b> | 40-41 |
| Westend District                         | 20    | Jail Operations Division                         | 42    |
| Northeast District                       | 21    | Jail Support Services Division                   | 43    |
| Southcoast District                      | 22    | <b>TECHNOLOGY &amp; SUPPORT BUREAU</b>           | 44-45 |
| Southeast District                       | 23    | Information Systems Division                     | 46    |
| Traffic Division                         | 24-25 | Communications Division                          | 47    |
| Animal Services, Canine & Mounted Units  | 26-27 | Records Division                                 | 47    |



# 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 City Council



Lisa Bist



Alberta D. Christy



Jose Solorio



Claudia C. Alvarez



Mike Garcia



Carlos Bustamante

## HISTORY & FACTS

1869 - William H. Spurgeon plots a townsite and names the town, Santa Ana.

1886 - Santa Ana is incorporated as a city.

1889 - Santa Ana designated as County Seat for Orange County.



### AREA

27.2 square miles

### CITY TREE

Jacaranda

### CITY COLORS

Royal Blue & Gold

### POPULATION

349,100

### CITY FLOWER

Hibiscus

### CITY MOTTO

"Education First"



MAYOR  
Miguel A. Pulido  
MAYOR PRO TEM  
Lisa Bist  
COUNCIL MEMBERS  
Claudia C. Alvarez  
Carlos Bustamante  
Alberta D. Christy  
Mike Garcia  
Jose Solano



## CITY OF SANTA ANA

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


Congratulations to the Santa Ana Police Department on another successful year. Thanks to the people and leadership of this department, Santa Ana is one of the safest cities in the nation. Year after year, you continue to deliver responsible and professional public safety services to our community.

Your commitment and determination to serving the public is highly commendable. All of your contributions to enhancing the safety, livability, and prosperity of our community are appreciated. Through your exceptional performance, innovative leadership and cooperative partnerships with the community, the Santa Ana Police Department is able to maintain the highest level of service.

The Santa Ana Police Department has been a leader in incorporating emerging technologies and innovative policing strategies to meet the challenges of today and the future. The effort and achievements of this department continuously contribute to and improve the quality of life for Santa Ana residents.

I salute all of you who have committed yourselves to the safety of our community. Thank you again for all of your efforts.

Sincerely,

  
Miguel A. Pulido  
Mayor







Chief Walters was the keynote speaker at the graduation ceremony of the Orange County Sheriff's Department Police Academy, Class 167



Chief Walters, his wife Linda, and their two sons, Gary and Michael at the graduation ceremony



Above & Above Right: Chief Walters surrounded by U.S. Marines and fellow Orange County Police Chiefs at the "Brotherhood of the Badge" press conference in July 2004



Above: Chief Walters with Governor Schwarzenegger



Left: The Chief rides with the Santa Ana Mounted Unit at the Fiesta Patria Parade



Office of the Chief of Police  
(Left to Right) Janet Chop, Chief Paul M. Walters, Loretta Tahaia  
(Standing) Susan Gougeon, Col. Anthony Bertagna, Lt. Hank Couvane





As Police Chief for the City of Santa Ana, it is an honor and a pleasure to present the 2004 Annual Report. I hope you continue to find this report to be a beneficial resource relating to our organization, personnel, activities, and accomplishments. The past several years have been influenced by the horrors of September 11th, two wars, and a challenging economic environment. As we continue to confront this convergence of events, we have remained resolute in keeping to our core values while efficiently handling the ever-changing needs of the community we serve and the world around us. We were pleased to end the year with a continued decline in crime, despite the challenges.

I believe our accomplishments continue to be rooted in our basic vision – Quality Services, Innovative Leadership, and Problem Prevention. Making a positive impact on the community in which we serve remains the cornerstone of our organization. We continue to apply our innovative spirit to enhance the foundation of our Community Oriented Policing strategies, always striving to make a difference in the lives of those who live, work, and reside in the community. Through such programs as our Urban Area Security Initiative (UASI), we have taken the principal role and responsibility with the County of Orange and other cities within our designated urban area to develop and implement a joint strategy to strengthen the capabilities of our region to prevent acts of terrorism. These endeavors also reinforce our dedication to ensuring a sustainable, long-term quality of life for all.

We, at the Santa Ana Police Department, will remain ever mindful of the power of imagining the possibilities instead of seeing limitations. We are an organization built on innovation - our future depends on it. I believe that we, in the law enforcement community, are in an extraordinary position to systematically embrace the new challenges brought about by a rapidly changing world. This can only be accomplished through transitioning into policing strategies that incorporate a broad set of technologies designed to complement one another. Now more than ever, it is critical that the sharing of information and integrated technology is used in collaboration to leverage our resources by supporting and participating in a strong and unified integrated law and justice network.

Each and every member of the Santa Ana Police Department continues to embrace and protect the community by working in partnership with its members to resolve crime and quality of life issues. The next few years may bring difficult challenges, but we remain motivated and energized by the promise of what our future holds.



# SPECIAL INVESTIGATIONS DIVISION



**Lieutenant Anthony Levatino**

**CAREER CRIMINAL UNIT**  
The Career Criminal Unit plays a crucial role in the apprehension of career criminals by working with the department's Strategic Information Crime Analysis Team to analyze and process 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.

**VICE SECTION**  
The Vice Section is primarily responsible for the enforcement of vice related offenses that include prostitution, pornography,

gambling, lewd conduct, and alcohol beverage control violations. The Section conducts investigations of all applicants for Alcohol Beverage Control licenses, dance permits, bingo permits, and other types of licenses and permits required by the State of California or city.

**NARCOTICS SECTION**  
The Narcotics Section continues to focus its resources on local narcotic cases while at the same time providing assistance to target both mid-level and major narcotic traffickers and those engaged in money laundering. We also provide assistance

to the Federal Bureau of Investigation and Drug Enforcement Administration on joint investigations. The investigations we initiate are typically long in duration and involve using the latest investigative methods and technologies. The emphasis we place on working cooperatively with other law enforcement organizations to stop criminal enterprises is the most effective tool, along with the seizure of narcotics and assets derived from these illegal activities.



*30 kilograms of cocaine were found in a joint investigation with the L.A. Drug Enforcement Agency.*



*A search warrant in an investigation revealed 9 kilograms of cocaine, 36 pounds of "crystal ice" methamphetamine, and \$642,296 in U.S. currency.*



*A joint investigation with Portland FBI resulted in the seizure of 16.9 kilograms of heroin and 2 kilograms of methamphetamine.*

## ORANGE COUNTY REGIONAL NARCOTICS SUPPRESSION PROGRAM



**Lieutenant Ed DeMarco**

The Orange County Regional Narcotics Suppression Program (RNSP) was established in 1986 and is currently comprised of thirty-one investigators and four non-sworn support personnel from various local, state, and federal agencies. Presently, the Santa Ana Police Department has seven investigators assigned to RNSP. The mission of RNSP is to target, investigate, and prosecute individuals who organize, direct, finance or otherwise engage in high-level (major) illicit drug trafficking enterprises or money laundering operations. A high priority is placed on those subjects engaged in the importation of illegal drugs into or through the County of

Orange, California and the interdiction of such illicit pipelines. The Orange County Regional Narcotics Suppression Program promotes the coordinated drug enforcement efforts throughout the county, state, and nation, encouraging maximum cooperation between all law enforcement and prosecutorial agencies.

In 2004 the Orange County Regional Narcotics Suppression Program was responsible for the arrests of 65 violators and seized 668 pounds of marijuana, 521 pounds of cocaine, 33 pounds of heroin, 169 pounds of methamphetamine, and 1,085 pounds of pseudoephedrine. In addition, proceeds from illegal narcotic trafficking totaling \$5,540,180 were seized over the course of the year.



*Additional narcotics were seized by RNSP investigators from an investigation in Covina, CA.*



**CHIEF'S AWARD**

Sergeant Robert W. Wooding  
Officer Matthew W. Brown  
Officer Ernie Gomez  
Officer Michael R. Mc Carthy  
Investigator Dominick Padilla  
Officer Daniel T. Park  
Officer Charles L. Saale  
Officer Randy R. Saunders

**CLASS 'A' LIFESAVING**

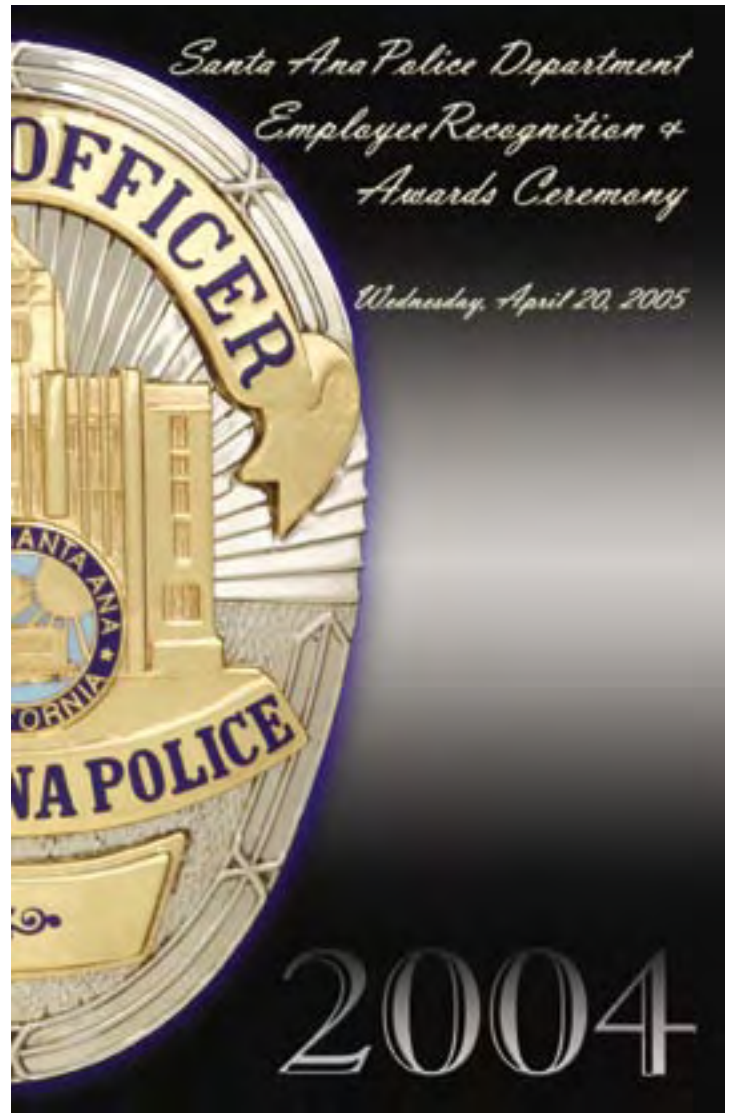
Officer Garth D. Brackman- 2 Awards  
Sergeant Kenneth M. Gominsky, Jr.

**CLASS 'A' ADMINISTRATIVE**

Corporal Raul Rivera  
Sergeant Daniel T. Mc Dermott  
Animal Services Officer Joni Page  
Sergeant Donald P. Bray

**2004 EMPLOYEES OF THE YEAR**

|                        |                      |
|------------------------|----------------------|
| Sergeant               | Irma V. Mandell      |
| Corporal               | Dean L. Fulcher      |
| Investigator           | Frank B. Fajardo     |
| Officer                | Charles T. Elms      |
| Field Training Officer | Brett A. Nelson      |
| Traffic Officer        | Randall G. Record    |
| Reserve Officer        | Brent L. Mosbrook    |
| Dispatcher             | Gabriela Rodriguez   |
| Records Specialist     | Carol J. Contreras   |
| Non-Sworn Supervisor   | Sonya Radziuk        |
| Non-Sworn              | Dat C. Nguyen        |
| Detention Supervisor   | Virginia O'Leary     |
| Detention Officer      | Vincent G. Rodriguez |
| Detention Records      | Maria Correa         |



**DISTINGUISHED SERVICE MEDAL**

Officer Richard L. Marckstadt  
Officer Jose D. Gonzalez

**POLICE SERVICE MEDAL**

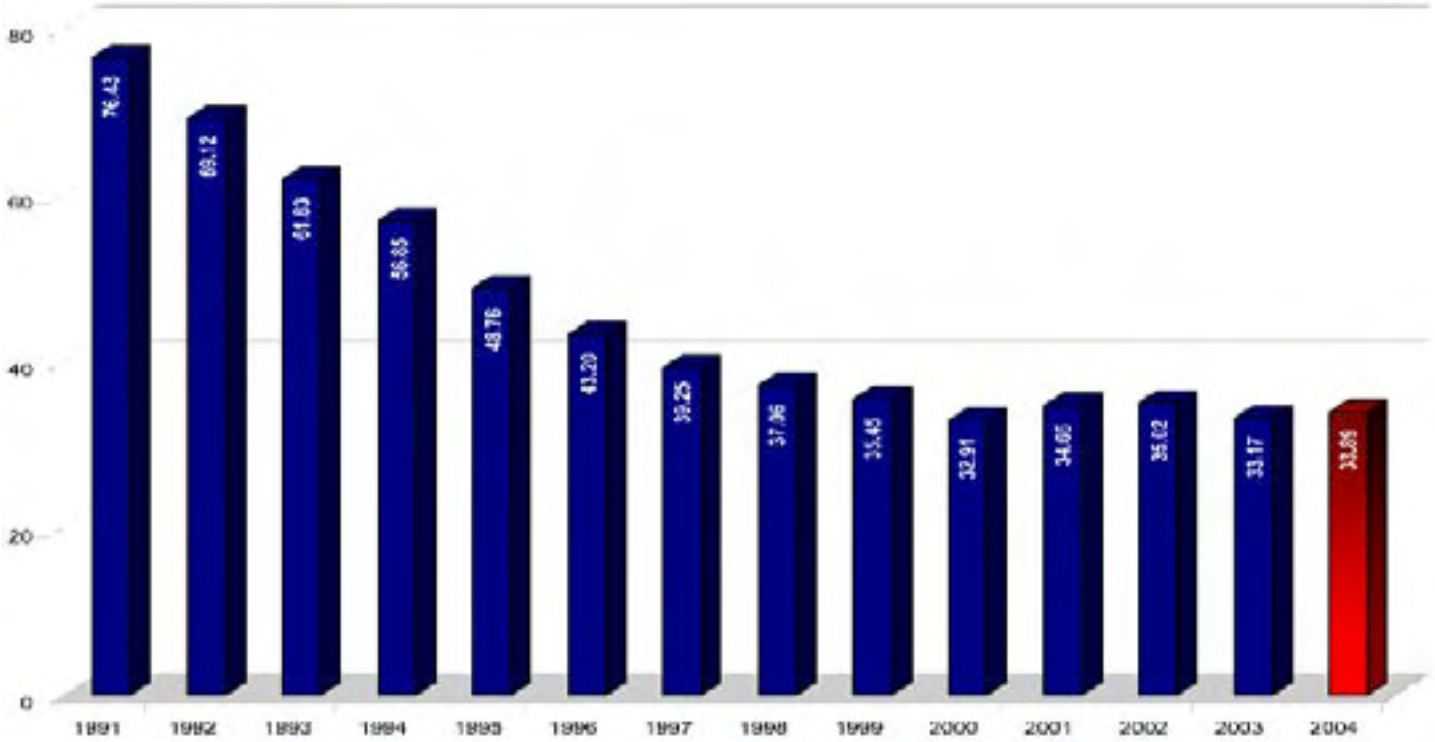
Investigator Louie Martinez III  
Officer Edward R. Gutierrez



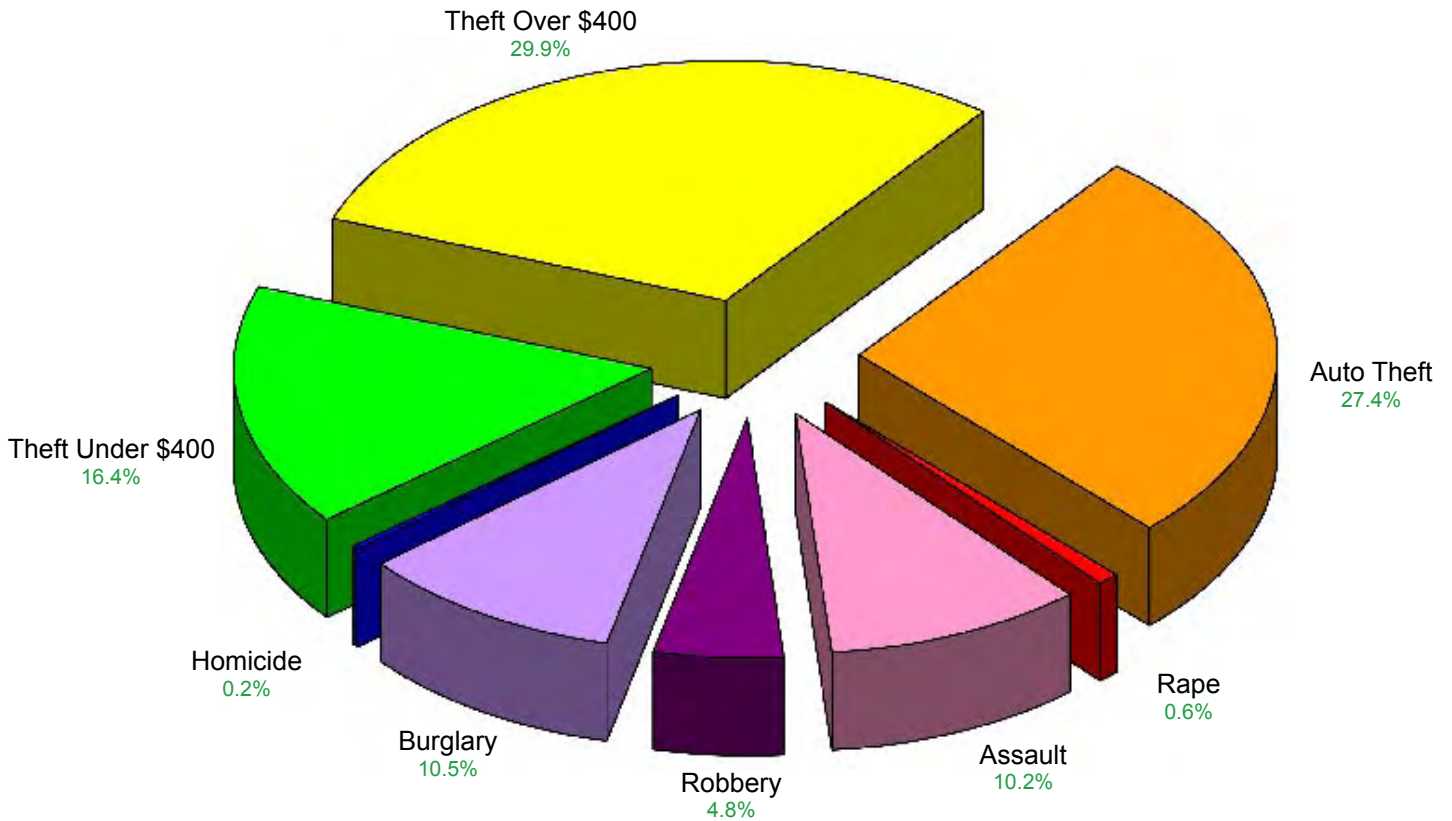


# CITY OF SANTA ANA

FBI CRIME INDEX  
(PER 1,000 POPULATION)



## BREAKDOWN OF YEAR 2004 PART 1 CRIMES





# NATIONAL COMPARISON OF 2003 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    | 340,256    | 46,635 | 13,706      |
| Atlanta, GA          | 2    | 431,043    | 46,722 | 10,833      |
| Tampa, FL            | 3    | 320,908    | 34,182 | 10,652      |
| Kansas City, MO      | 4    | 445,965    | 41,620 | 9,333       |
| Miami, FL            | 5    | 381,651    | 33,527 | 8,785       |
| Cincinnati, OH       | 6    | 324,297    | 27,810 | 8,576       |
| Toledo, OH           | 7    | 309,499    | 26,341 | 8,511       |
| Stockton, CA         | 8    | 265,593    | 22,404 | 8,436       |
| St. Petersburg, FL   | 9    | 253,095    | 20,485 | 8,094       |
| Tulsa, OK            | 10   | 393,907    | 31,557 | 8,011       |
| Corpus Christi, TX   | 11   | 282,850    | 22,563 | 7,977       |
| Sacramento, CA       | 12   | 439,811    | 31,686 | 7,205       |
| Albuquerque, NM      | 13   | 488,764    | 33,733 | 7,198       |
| Mobile, AL           | 14   | 251,345    | 17,451 | 6,943       |
| Oakland, CA          | 15   | 407,003    | 28,243 | 6,933       |
| Cleveland, OH        | 16   | 468,446    | 32,278 | 6,880       |
| Fresno, CA           | 17   | 449,898    | 30,701 | 6,824       |
| Buffalo, NY          | 18   | 288,187    | 19,563 | 6,785       |
| Omaha, NE            | 19   | 401,692    | 27,139 | 6,756       |
| Minneapolis, MN      | 20   | 378,602    | 24,922 | 6,583       |
| Mesa, AZ             | 21   | 436,569    | 28,473 | 6,522       |
| Arlington, TX        | 22   | 355,385    | 21,784 | 6,130       |
| New Orleans, LA      | 23   | 475,128    | 29,073 | 6,119       |
| Wichita, KS          | 24   | 358,123    | 21,745 | 6,108       |
| Pittsburgh, PA       | 25   | 335,302    | 19,994 | 5,963       |
| Newark, NJ           | 26   | 278,551    | 16,592 | 5,957       |
| Bakersfield, CA      | 27   | 263,707    | 15,616 | 5,922       |
| Aurora, CO           | 28   | 288,830    | 16,344 | 5,866       |
| St. Paul, MN         | 29   | 286,281    | 15,718 | 5,490       |
| Raleigh, NC          | 30   | 310,157    | 16,775 | 5,403       |
| Colorado Springs, CO | 31   | 374,818    | 20,247 | 5,402       |
| Riverside, CA        | 32   | 277,103    | 14,807 | 5,344       |
| Anchorage, AK        | 33   | 271,085    | 13,450 | 4,982       |
| Lexington, KY        | 34   | 265,224    | 12,807 | 4,829       |
| Long Beach, CA       | 35   | 477,368    | 18,402 | 3,855       |
| Virginia Beach, VA   | 36   | 439,454    | 15,492 | 3,525       |
| Anaheim, CA          | 37   | 336,132    | 11,765 | 3,500       |
| Santa Ana, CA        | 38   | 347,016    | 11,516 | 3,319       |

NOTE: Figures are based on U.S. Department of Justice statistics.

FBI Crime Index Figures include: Homicide, Forceable Rape, Aggravated Assault, Burglary, Motor Vehicle Theft, and Larceny-Theft.



The mission of the Administration Bureau is to provide the essential support 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.

#### TRAINING DIVISION

Responsible for preparing, conducting, and coordinating the training of new employees as well as in-service and on-going training of existing employees. Administers the Reserve Police Officers, Senior Volunteers, Police Chaplains, and Police Explorers Programs.

- Developed an **in-service Spanish Language Program** for officers
- Implemented an in-house Dispatch Training Center
- Implementing a Respiratory Protection Program in cooperation with the Fire Department
- Developed an interactive Report Writing Class for officers
- Conducted Legal Update Training for all managers/supervisors
- Developing a "Ground Control Techniques" Training Program
- Provided **9,000 hours** of on-site training for employees
- Generated over **\$50,000** in training revenue.

#### PERSONNEL DIVISION

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

- Implemented a comprehensive

recruitment, hiring, and mentoring effort for new officers

- Implemented a **Wellness Program for Health and Fitness**
- Developed a Line of Duty Death Policy
- Conducted in-house training on reporting industrial injuries.

#### PROPERTY AND FACILITIES DIVISION

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

- In cooperation with the Technology Bureau, implemented **new computer systems for tracking evidence and property**
- Implemented on-site detailing and maintenance of marked units
- Completed an operational audit of the Evidence Section.

#### PROFESSIONAL STANDARDS DIVISION (INTERNAL AFFAIRS)

Responsible for the investigation of all employee misconduct complaints, officer involved shootings, civil claims, Pitchess motions, and concealed weapons permits for retired officers.

- **Provided training to supervisors on the Police Officers Bill of Rights**
- Conducted audits in Evidence, the Investigation Bureau, and MCT Messages
- Produced an Administrative Investigation Manual for Supervisors.



Captain  
Bruce  
Carlson

# ADMINISTRATION BUREAU





CITY OF  
SANTA ANA  
RECRUITING  
POLICE  
OFFICERS  
2014  
245-5577

ANGEL  STADIUM  
-ANANEIM

*Recruitment efforts included advertising at Angel Stadium*



# HUMAN RESOURCES DIVISION



Lieutenant  
Anthony Harrelson



The Police Human Resources Division is comprised of: Personnel, Background Investigations, Workers' Compensation, and the Fiscal and Budget Sections. Human Resources conducts pre-employment testing including polygraph examinations and background investigations to ensure applicants are qualified to work for the Santa Ana Police Department. Once hired, Human Resources maintain the personnel records for over 700 employees. This Division is also charged with coordinating promotional examinations for both sworn and civilian positions.

The Personnel Section ensures compliance with federal and state mandated laws and programs, develops and implements lawful

personnel practices, investigates all discrimination complaints, manages the performance evaluation system, and administers the Police Cadet Program, Peer Support Team, Safety Committee, and Fitness Program. Personnel facilitates workers' compensation claims and is the primary liaison between employees and the city's Risk Management and Workers' Compensation units and the city's industrial medical providers. Our monthly newsletter "Human Resources News" is distributed to all supervisors in the police department informing them of current personnel practices and what the Division is currently working on.

The Fiscal Office prepares the Police Department's annual budget, monitors expenditures, and provides

monthly financial forecasts and recommendations to Police Management. The Fiscal Office is responsible for processing all purchase requests, vendor payments, and maintaining all agreements for services and equipment.

The Background Investigations Section conducts comprehensive background investigations and coordinates the final hiring components on applicants. This civil service process is imperative to ensure we employ a highly qualified work force. The Background Section organizes recruiting events and media campaigns to attract qualified candidates that include television, cable television, and community

based broadcasting networks, television and radio talk shows, internet websites, and publications. This year saw a major recruitment effort for sworn officers, both entry level and lateral hires. Recruitment efforts doubled from years past as did the amount of sworn officers hired in 2004.

Members of the Personnel Section, Backgrounds Section, and Fiscal Office.



## PROFESSIONAL STANDARDS DIVISION

The Professional Standards Division is responsible for assisting the Senior Management Team in ensuring compliance with state law, departmental standards, and adherence to departmental values. These responsibilities involve the investigation of external and internal complaints of misconduct; investigation of officer-involved shootings and other major officer-involved incidents; investigation of civil claims; acting as the department's custodian of records in all Pitchess motions and conducting organizational audits of all kinds.

### ACCOMPLISHMENTS FOR 2004 INCLUDE:

- The division continued to provide training for department supervisors on administrative investigations, officer-involved

shootings and the Public Safety Officers Procedural Bill of Rights Act.

- The division conducted several organizational audits, ensuring that critical systems throughout the department are utilized appropriately and effectively, and are maintained within legal constraints.

The Professional Standards Division helps to secure and maintain the trust of the community. This trust is critical to the success of community policing efforts and is essential to our success in fighting crime and reducing fear in the community.



# BECOME A SANTA ANA POLICE OFFICER

GREAT PAY

POLICE RECRUIT (Non-Bilingual/Bilingual)  
\$4014-\$5330/\$4215-\$5574 Monthly  
POLICE OFFICER-LATERAL TRANSFER (Non-Bilingual/Bilingual)  
\$5330-\$7548/\$5596-\$7842 Monthly

GREAT BENEFITS

City paid PERS retirement 3% at 50  
Flexible schedule - 3/12 patrol, 4/10 investigations and specialty assignments  
College tuition reimbursement program  
40-hour holiday buy back

THE BEST EQUIPMENT, TRAINING & FACILITY

EQUALS

THE BEST OFFICERS!

APPLY NOW!!!



Code 7 Cafe



Driving Simulators



Range



Locker Room



North Atrium



Report Writing Room



Main Lobby



Training Classrooms



Briefing Room



Patrol



Fitness Center



Traffic



SWAT



K9



For application, please call (714) 245-8032

Or visit our website at

[www.ci.santa-ana.ca.us/employment](http://www.ci.santa-ana.ca.us/employment)

City of Santa Ana, Personnel Services

20 Civic Center Plaza, PO Box 1969, Santa Ana, Ca 92702



2004 marked another busy year for the Santa Ana Police Training Center. The training staff delivered almost 25,000 hours of POST certified, STC certified, and general in-service training to over 2,100 students throughout the year. Several new classes were developed and presented onsite at the police department. New courses included Report Writing, Tactical Dispatch, Due Process for Supervisors, and Active Shooter for Patrol Officers. The onsite instruction enabled the Department to achieve a 100% compliance rate for POST and STC mandates by sworn personnel, detention officers, and dispatchers.

Another benefit to providing onsite instruction has been the opportunity to generate revenue. In 2004, Training Center revenue totaled over \$62,000, which resulted from range rental fees, Santa Ana College reimbursements, outside student fees, and driver simulator reimbursements.

#### TECHNOLOGY BASED TRAINING

The Training Division remains

committed to utilizing the latest in technology to provide officers with realistic “hands on” instruction. The Department’s driver simulators continue to be an efficient means of satisfying the POST mandated Perishable Skills driver training requirements. The Department’s computerized firearms training system was upgraded to a “Range 3000.” Considered state of the art, the system is capable of providing hundreds of realistic interactive shooting scenarios designed to test the officers’ skill and judgment.

#### POLICE RESERVE PROGRAM

The Reserve Program provided 1,504 hours of police service to the community during 2004. The hours donated by the Department’s reserve corps are of considerable assistance in handling calls for police service during peak weekend hours.

#### 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. SAVE volunteers contributed more than 2,100 hours of service in 2004. One of our volunteers serves as an assistant to the Department’s Firearms Examiner. He has been commended several times for his contributions to the Department’s IBIS program, which is used to match firearms seized as evidence to unsolved criminal cases.

#### POLICE EXPLORER POST

Police explorer advisors serve as mentors and trainers to 16 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, which included fingerprinting children, distributing information and performing various other tasks at City sponsored events. One of our explorers, Arturo Gonzalez, was selected to participate in a leadership program in Sacramento. Arturo had the unique opportunity to spend a week working with elected officials where he learned first-

hand the legislative process and inter-workings of state government.

#### POLICE CHAPLAINS

The Police Chaplain Program is comprised 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.

#### VIDEO TRAINING UNIT

The Video Training Unit, headed by Mark Kiss, produced several notable videos throughout the year. In partnership with a Hollywood production company, Mark co-produced a video entitled “.08.” The video was produced using state grant funds with the purpose of bringing attention to the tragedy and consequences that often result from underage drinking. The video has been featured at several local and out of state high schools and has received positive reviews.



Lieutenant  
Jeff Owens

## TRAINING DIVISION





# PROPERTY & FACILITIES DIVISION



**Manager**  
**Mary Calderwood**

The Property & Facilities Division provides a wide range of support services to the Police Department and Jail and its more than 700 full and part time employees, contractors, vendors, and visitors. Contained within the Division is overall facility management, the Evidence Section, and Central Distribution Center Section.

## FACILITY MANAGEMENT

Our state-of-the-art facility turned eight years old, yet continues to be a role model for many other law enforcement agencies. Facility tours highlighting its flexible, functional, and open design, unique furnishings and equipment, and overall facility management operations continued to be requested by many visiting police agencies and architectural groups.

## EVIDENCE SECTION

The Evidence Section is responsible for processing evidence and property held in police custody. It coordinated both a weapons and drug destruction and

processed a multitude of items for release or auction, such as bicycles, jewelry, and tools.

Excellent staff participation continued in the California Association of Property

& Evidence, which offers evidence employees access to network and training opportunities. The overall focus continued to be the release and disposal of items, as well as finalizing user support and the implementation start up for a new evidence computer system.

## CENTRAL DISTRIBUTION CENTER

The Central Distribution Center (CDC) continued to provide essential support services to all areas of police operations. CDC staff continued to excel in quality customer service and pro-active alert readiness for immediate safety equipment issuance, tactical alerts, and emergencies. Patrol vehicle laptop installations and vehicle video camera research were part of this year's workload.



*Property & Evidence Specialist Anderson examines a gun from the evidence storage area.*





*Sgt. Wooding and Ofc. Kuplast speak to paramedics at the scene of an overdose*





During 2004, the Field Operations Bureau, which serves as the field services delivery backbone of the Santa Ana Police Department, continued to live up to its commitment to serve the needs of our community with characteristic hard work and dedication. The men and women of the Bureau placed themselves in harm's way each and every day to keep residents, businesses and visitors safe, while at the same time using a problem-solving approach to eliminate or reduce the impact of entrenched community problems. In particular, our patrol and traffic officers worked very hard not only to enforce state laws but also to work with community members in an effort to reduce blight, disorder, and fear of crime. This approach included the formation of a [Community Relations Team \(CRT\)](#) which reached out to the community with neighborhood meetings, presentations, and programs aimed at strengthening community/police relations. The CRT has become a sought-after group that accomplished its objectives beyond our initial vision for the project.

Our community-based approach continued with the regular delivery of the [Parenting Academy in the Westend District](#). The Academy, which is delivered by uniformed personnel and other justice system members such as probation officers, seeks to educate parents as to laws and parenting skills that affect them and their children. The program resulted in more knowledgeable parents who are better informed to deal with

parental issues and are much more likely to use the resources available to them. The Northeast District began the implementation of the [Crime-Free Multihousing Program](#) which will assist high-density apartment managers and residents to reduce crime, blight, and disorder in their buildings. Once again, these programs are an example of the Bureau's commitment to a community-based approach to policing.

During 2004, the Bureau assumed the additional responsibility of managing the [Urban Area Security Initiative grant program](#) which involves a number of regional programs to better prepare Orange County to prevent, respond to, and recover from a terrorist incident. This program involves the coordination of efforts with all Orange County first responders, including police, fire, public works, and health agencies, to create a sustainable anti-terrorism model that will serve as an example to the nation. The fact that [Santa Ana was one of only nine cities in the state to receive the grant](#) is a testament to the credibility and reputation of our police and fire agencies.

These are just a few examples of the accomplishments of the Field Operations Bureau during 2004. [The Bureau will continue to demonstrate its dedication and commitment](#) through the hard work, professionalism, and focus of its members, without whom these accomplishments would not have been possible.



Captain  
George  
Saadeh

## FIELD OPERATIONS BUREAU



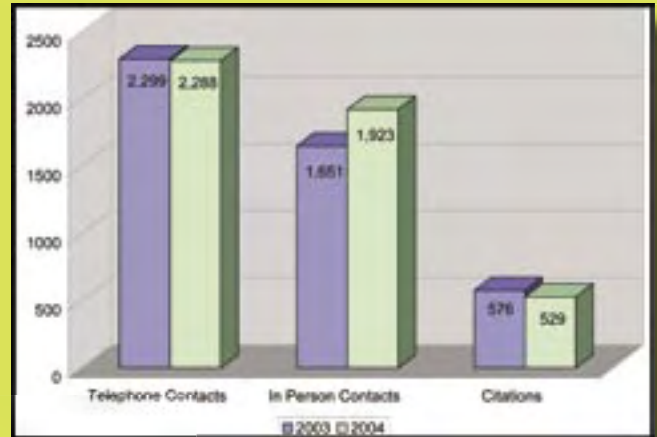


# WESTEND



## WESTEND DISTRICT POLICING / SUBSTATION

Officers effectively responded to calls for service, facilitated problem-solving projects impacting neighborhood wellness, and attended over 150 community meetings.



**Lieutenant  
David Valentin  
District Commander**



**Westend COP  
Christmas Party**

## COMMUNITY RELATIONS / PROGRAM FACILITATION

Two sessions of the "Santa Ana Parent Academy" (Academia De Padres) were held in 2004. This innovative crime prevention-based program in only its second year helps educate parents on targeted juvenile delinquency issues. The Division also facilitated its 6th annual "Jr. Children of Pride" (Jr. COP) Program in one of the most densely populated and economically challenged mobile home parks in the Division. Following a highly successful pilot project, the Santa Ana Read and Create program returned to the Santa Anita Recreation Center. The 14th Annual Westend District Holiday Celebration and a rededication of the Angels Community Park also highlighted 2004.

## WESTEND COMMUNITY POLICING TEAM / PROBLEM SOLVING STRATEGIES

Under the primary leadership of the Westend Community Policing Team, police personnel in 2004 began to implement the comprehensive strategic plan to address the historical public nuisance crime issue along Harbor Boulevard. Under the guise of "Operation Clean-up," a one-month enforcement strategy resulted in 153 arrests for a variety of public nuisance and narcotics violations and other crimes. During 2004, the team made 839 arrests for a variety of narcotic, weapons violations and other public nuisance offenses, while seizing over \$44,000 in U.S. currency and over 60 pounds of methamphetamine.





The Northeast Policing District is a unique and diverse collection of residential neighborhoods, business districts, and cultural venues. Residential neighborhoods in the district range from some of the most upscale in the City to some of the most densely populated. Officers assigned to the district are not only required to deal with crime problems occurring within the district, but quality of life issues as well. Citizens are encouraged to interact with police officers to resolve issues that impact their neighborhoods.

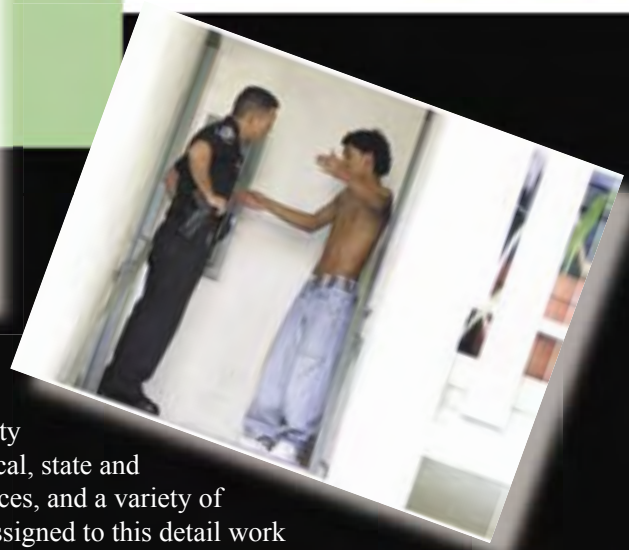
# NORTHEAST



**Lieutenant  
Phil Archer  
District Commander**



**Ofc. Sweet & Ofc. Marty search a suspected stolen car**



**BUSINESS LIAISON UNIT**  
The Business Liaison Unit was originally developed to respond to the unique needs of the district's business communities. Officers assigned to this unit work out of the downtown substation located in the heart of the City's historic business district. A second substation is located at the Main Place Mall where officers from the unit are assigned full-time to ensure a police presence at the mall seven days a week. Officers from the Business Liaison Unit have provided expertise and training to local merchants and business owners. They have planned and provided security for the Cinco De Mayo Festival and the Fiestas of the Americas Celebrations, both bringing over 250,000 people to downtown Santa Ana.

## CIVIC CENTER PATROL

The Civic Center Patrol is responsible for policing the County Civic Center which is home to local, state and federal courts, administrative offices, and a variety of government agencies. Officers assigned to this detail work closely with the Santa Ana Parks, Recreation and Community Services Agency to ensure the Civic Center is a safe and pleasant place to work and visit. The officers provide security during protests, rallies and demonstrations that are held in the Civic Center. With this responsibility comes the task of dealing with the clientele who frequent the Civic Center to receive benefits and services from government agencies. Some of the visitors to the Civic Center are homeless and have mental health problems. The Behavioral Health Assessment Team was developed to handle these issues. It teams a police officer with a mental health nurse to assess and refer clients to the services they are entitled to receive but may be unaware of or unable to access on their own.



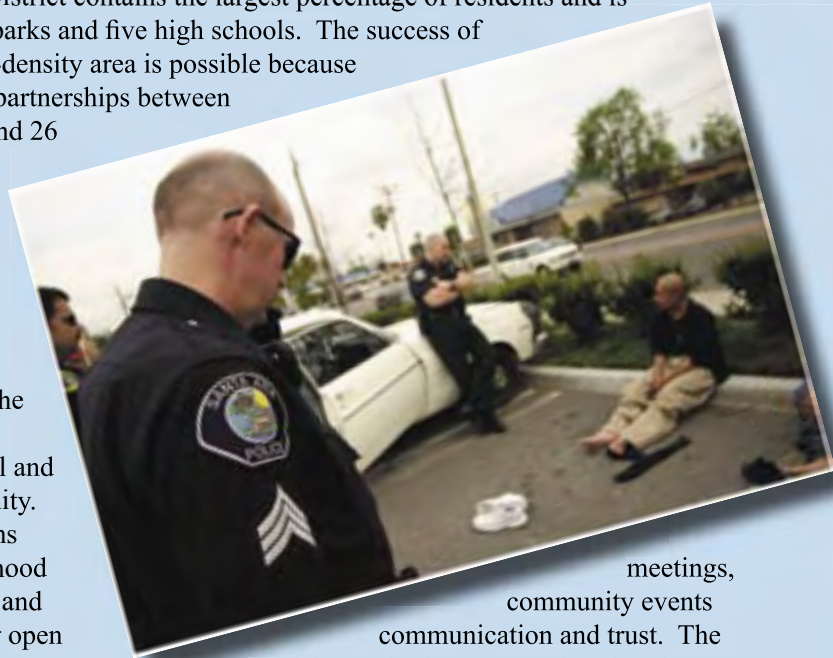


# SOUTHCOAST



**Lieutenant  
Alan Caddell  
District Commander**

The Southcoast District contains the largest percentage of residents and is home to ten city parks and five high schools. The success of this vibrant, high-density area is possible because of long-standing partnerships between the Department and 26 community associations. Working closely with key stakeholders allows District personnel to effectively meet the expectations of a diverse residential and business community. Outreach programs include neighborhood school programs, and designed to foster open District maintains a and coordinates the Anti-Graffiti reward program.



meetings,  
community events  
communication and trust. The  
confidential hotline for neighborhood concerns

## DIRECTED TEAM

As a designated Weed and Seed site, specific portions of the District receive tailored problem-solving strategies developed in conjunction with community representatives to address complex community issues. The Directed Patrol Team aggressively targets offenders in this area to provide a window of opportunity for either concurrent or subsequent community-based programs to foster renewal and growth - especially for the District's youth. In 2004, the Directed Team was responsible for over 900 arrests and \$174,000 in seized assets. The California Narcotic Officers' Association named Officers Rudy Reynoso and Juan Gonzalez as Uniformed Narcotic Officers of the Year.



## GRAFFITI TASK FORCE

The Graffiti Task Force aggressively attacks the source for many of the problems associated with visible signs of disorder. Working closely with the Public Works Department and County Probation, the Task Force



conducted 473 investigations resulting in 265 arrests, 78 searches, and over \$8,000 in restitution. The weekend work program uses first-time juvenile offenders who served over 48,000 hours removing 400,000 square feet of graffiti.





During 2004, Southeast Division successfully completed several Problem Oriented Policing projects that aggressively addressed neighborhood criminal activity and quality of life issues through established community and government agency partnerships.



**Ofc. Elmore**  
*investigates a stolen S.U.V.*

## SOUTHEAST



**Lieutenant**  
**Baltazar De La Riva**  
**District Commander**



### WEED & SEED SPIRIT

The Southeast “Weed & Seed SPIRIT” area, comprised of four reporting grids, completed its fifth year of successful existence. The focus of Weed & Seed is to foster existing and develop new partnerships within the community and to include them in the process of developing strategies to eliminate crime in their community. These partnerships include neighborhood organizations, local businesses, schools, non-profit organizations and other law enforcement agencies.

### MOTEL ROBBERY SUSPECTS ARRESTED

Southeast Officers were actively involved in the investigation and arrests of several robbery suspects responsible for 44 commercial robberies in ten different Orange County cities. A coordinated plan led to the arrest of the suspects shortly after they committed a motel robbery in Southeast District.

The response plan and deployment of resources was based on the critical information provided by the Crime Analysis Unit during analysis of the robberies. The successful conclusion of this investigation was the direct result of the coordinated efforts between Division officers, District Investigators, and the Crime Analysis Unit.



Southeast Weed & Seed Officers chaperoned sixty at-risk youth at the week long Drug Education for Youth (DEFY) Camp, which was held during the summer at the Camp Pendleton Marine Corp base. The primary goals of the camp are to develop positive relationships between youths and police officers, develop leadership and decision-making skills to deter drug use and gang involvement.



# TRAFFIC DIVISION



Lieutenant David Jones

The Division continued to operate the grant-funded Mobile DUI Education & Driving Simulator Trailer at local high schools and other venues.



In 2004, twenty-one motorcycle officers were assigned to enforcement and other ancillary duties in the Traffic Division. Five part-time motor officers from other assignments within the department supplemented the full-time staff.

## 2004 TRAFFIC DIVISION PROGRAMS/ ACCOMPLISHMENTS:

- The Division continued the Traffic Offender Program by focusing on enforcement strategies that target uninsured and unlicensed

drivers. Over 31,000 hazardous violation citations were issued; 12,110 vehicles were impounded; and 3,877 collision reports were taken.

- The Collision Investigation Unit handled 13 fatal traffic collisions, and conducted follow-up investigations on many hit and run accidents using state-of-the-art investigative technology.
- Non-sworn Traffic Division personnel handled vehicle

abatement, customer service, coordination of crossing guards, and parking control. Over 80,000 parking citations were issued.

- Continued installation and operation of the Automated Red Light Camera System. Fifteen intersection "approaches" were operational by the end of 2004, with a total of 20 approaches scheduled to be in service in early 2005. Over

14,000 red light citations were filed in 2004.

- Received a \$144,850 grant to participate in the California Seat Belt Compliance Campaign.
- Will receive over \$103,000 for saturation pedestrian enforcement programs through a Public Works Department grant from the Office of Traffic Safety.

*A Crossing Guard performs his job at his assigned intersection.*



*Cpl. Hernandez speaks on the dangers of pocket bikes at a press conference.*



*Officer Bell gives a DUI test to a driver.*







- In partnership with the Orange County Traffic Officers Association, hosted a Police Motorcycle Competition with over 120 participants from as far away as Oakland. Raised over \$9,000 in donations for the families of California Motorcycle Officers killed or injured in the line of duty.



*Sgt. Brown at the 2004 Motor Rodeo.*

*PCO Montanez issues a citation for a meter parking violation.*

*Sgt. Gonsalves talks to the press at the Motor Rodeo.*







# CANINE UNIT

The canine unit increased the number of apprehensions this year. The unit saved approximately 1000 man hours for Patrol by handling alarms and other calls that normally require two units. In January, K-9 Ygor was added to the unit. Ygor has only one eye, but his nose has served the department well by locating and physically arresting three suspects and finding numerous others who gave up before deployment. Ygor has been in great demand by school teachers who have seen newspaper articles on our newest canine, so he has been attending career days at the schools regularly. Ygor also paid a personal visit to a 9-year old girl in Garden Grove as a thank you for her fundraising activities for police canine protective vests.

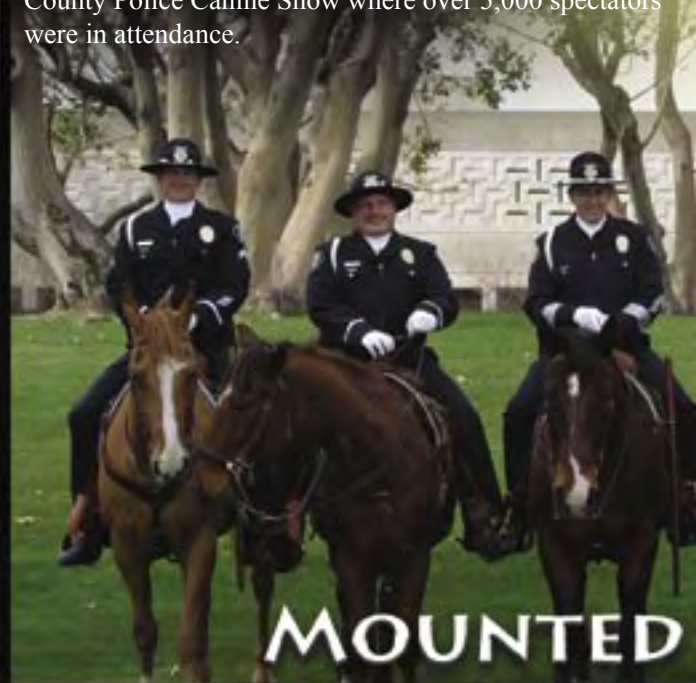
The canine teams assisted patrol on 279 arrests, conducted 447 building, vehicle and area searches, and handled 1228 alarm calls. The three narcotics detection canines assisted investigators and patrol with 71 searches, recovering 152.8 grams of various drugs and \$18,035 in cash. Canine teams conducted 20 demonstrations this year and spoke to 1640 school children and adults at various career days and City events. They also participated in the annual Orange County Police Canine Show where over 5,000 spectators were in attendance.

# ANIMAL SERVICES

In 2004, the Animal Services Unit saw a reduction in live animals impounded and an increase in adoptions. Animal Services staff handled 18,407 calls for service, 9,114 telephone calls, issued 75 citations, impounded 3,709 animals, made 7 educational presentations and held 42 adoption events. The Orange County Shelter found homes for 1,246 of the animals from Santa Ana.

The animal outreach coordinator successfully ran the voucher program which provides free spay/neuter of dogs and cats to any resident of Santa Ana. This program was made possible through a \$10,000 grant provided to our partnering nonprofit organization, Santa Ana Friends for the Animals. Another grant request has been made in order to continue the program in 2005. Animal Services began selling microchips at the biweekly vaccination clinics at a substantial savings to the public. The microchips enable animal services officers to return an animal directly to its owner rather than incur the cost of sheltering pets who go stray.

One of our very own animal services officers created the "Pet Amigos" educational program on animal safety and responsible pet ownership, which is now being presented to 3<sup>rd</sup> and 4<sup>th</sup> grade students at a local elementary school. The program has been well received by teachers and students and we hope to implement the program throughout the entire Santa Ana Unified School District.



The Mounted Enforcement Unit was deployed on 36 separate occasions both in and outside the city limits during 2004. These deployments included crowd control assignments in the downtown area for the *Fiestas Americas* and *Cinco de Mayo* celebrations and high visibility patrol at Main Place Mall, Santiago Park, and downtown civic center areas. The unit worked several community relations events as well, riding in four parades and participating in the annual Orange County K-9 Benefit Show.






*Ofc. Graham and his canine partner "Rex"*

# UNIT

Our unit continues to be an active, vital member of the Orange County Regional Mounted Enforcement Unit (OCRMEU). As a result of our participation in the regional program, we have a ready resource of over 40 mounted officers and horses available to respond to any major civil unrest in our city. In addition, our unit participates in quarterly P.O.S.T. certified training with OCRMEU, providing us with expert training at no cost to the department.





One of three A.B.L.E. airships,  
also known as EAGLE,  
flies patrol over the  
Santa Ana Zoo


From January 1, 2004 through December 31, 2004, A.B.L.E., the Department's helicopter service provider, responded to 2,297 emergency calls for service in Santa Ana. The helicopter was directly involved in the capture and arrest of 460 suspects, which is up from 378 in 2003. EAGLE crews contributed to 21 robbery arrests, 14 arrests for assault with a deadly weapon, 37 persons with a gun, 64 burglary arrests, 124 stolen vehicle arrests, 11 carjacking arrests, and 13 parolees at large.

EAGLE crews assisted with 45 vehicle pursuits, which allowed ground units to slow down and allowed the helicopter crew to call the pursuit from the best vantage point, thus making pursuits safer and greatly reducing the risk of injury to officers and citizens in the path of the pursuit.

EAGLE assisted on 25 missing children calls and was instrumental in locating several children by using the loudspeaker to make announcements. One child heard his name and returned home. In another incident the helicopter was sent to a second neighborhood where the child's father lived. After more public address announcements, the crew reported to ground officers that a male subject retrieved a child from a neighbor's home and ground units discovered it was the missing child. The technology on the helicopter is invaluable to patrol officers in successfully locating people and vehicles, as well as criminal activity on a daily basis.

**A.B.L.E.**  
**AIRBORNE LAW ENFORCEMENT**





The Department's SWAT team has undergone tremendous growth and change over the past 30 years. The first team consisted of five officers and one sergeant who was not a team member. Officers had to buy their own weapons, equipment, and train on their own time. Their arsenal was made up of revolvers, shotguns with 18" barrels, and one .308 sniper rifle. Team members wore military fatigues when training, but during a callout, the officers were required to wear their police patrol uniforms.

Today's SWAT team has over 34 members: two lieutenants, seven sergeants, and 25 officers who all train together on a regular basis. The Department supplies uniforms, boots, weapons, and equipment. Weapon systems consist of less lethal impact, less lethal electronic, semi-automatic pistols and shotguns, MP5 submachine guns, M4 rifles, and .308 sniper rifles. Additionally, the team uses K-9s, remote camera systems, ballistic shields and an armored rescue vehicle.

The team's mission has evolved and expanded over the years. In the past, team members trained to handle barricade suspects, hostage incidents, sniper situations, high-risk warrant service, and VIP protection. Due to a changing world environment, SWAT must not only be proficient in handling the previous listed incidents, but also be prepared to manage acts of terrorism including weapons of mass destruction, improvised explosive devices (IEDs), homicide bombers, and active shooters.

The evolution of SWAT's mission has made it a vital element in the Chief's Policing Philosophy as SWAT ensures the safety and security of all people in our city.

*Inv. Stow during a  
S.W.A.T. training exercise*

# S.W.A.T. SPECIAL WEAPONS AND TACTICS



## PUBLIC INFORMATION OFFICE

This year the Public Information Office created a new program called the Community Relations Team (CRT). The team consists of 15 police employees from every bureau of the police department. This new addition to the Public Information Office has allowed the police department to enhance and continue the tradition of providing accurate and timely information to both the media and members of the community.

The duties of the Hispanic Affairs Officer have been integrated into the public information office, which has increased the dissemination of information to Spanish media outlets and the community. A Vietnamese Liaison Officer was also appointed to enhance the department's relationship with the increasing Vietnamese population in our community.

The Public Information Office coordinated numerous special projects such as Operation School Bell, Project ChildSafe, Bureau of Corrections Mentoring Program, CHP 10851 Auto Theft Award Program, Special Olympics Torch Run, Toys for Tots, and Rotary/Kiwanis Awards Ceremonies.

In order to enhance public safety the public information office has developed a procedure that will facilitate disseminating information to the public in case of a major crisis or emergency.



## PATROL AND WATCH COMMANDERS

The primary responsibility of the uniformed Patrol Division is to ensure the safety and security of the community through professional and responsive service. The Division provides routine and emergency police services 24-hours a day, seven days a week. Our patrol officers responded to 187,967 calls for service during 2004. The Watch Commander provides citywide supervision to Patrol Division personnel and operational command of all emergencies, serious incidents, and major crime scenes.



Acting Watch Commanders  
(top to bottom): Tammy Franks, Joseph Kahagan, Mark Strohman, Lee Witt







*The Chief swore in 33 new officers in 2004*

*Members of the Santa Ana Police Department ran with the torch for the 2004 Special Olympics*



**Lt. Mike Foote**



**Lt. Charles Magdalena**

*Chief Walters welcomes Inv. Chuck Flynn home after serving three years in the military reserves*



*Santa Ana made headlines after arresting suspects involved in a county wide robbery spree*



**Lt. Ken Hall**



**Lt. Felix Osuna**

*The four Lieutenants (pictured above) from the Field Operations Bureau retired in July 2004, with a combined total of 122 years of public service*



*Members of the Police Department organized a fifties themed Open House at Christmas time*



*Investigator Paul Hayes was activated in 2004 and is now serving in Iraq*



*On October 30, 2004, the Orange County Police Canine Association held their annual canine benefit show at Eddie West Field. The event has grown in popularity so much that next year it will be held at Cal State Fullerton*



*The SAPD Hogs continued to improve their place in the annual 120 mile Baker to Vegas relay*



**2004**

*The police department made a donation to the Marine Corps Toys-For-Tots Campaign*



**2004**



# URBAN AREA SECURITY



*Funding from the U.A.S.I. Grant has provided money for new safety equipment including a mobile command post*





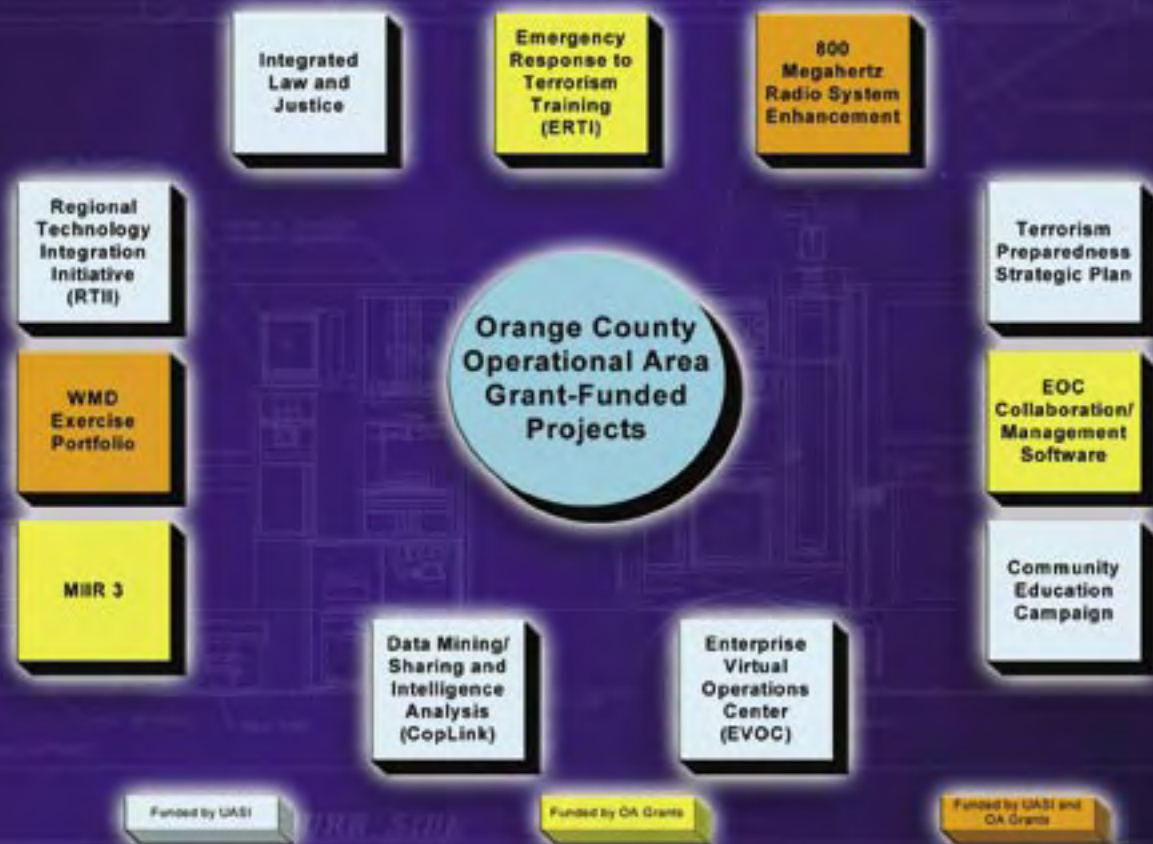
# INITIATIVE (UASI)



In 2004, the Department of Homeland Security (DHS), through the Office of Domestic Preparedness (ODP), established the Urban Area Security Initiative (UASI) to create a “sustainable” national model program to enhance security and overall preparedness to **prevent, respond to, and recover from acts of terrorism**. The City of Santa Ana was awarded approximately \$15 million dollars to accomplish the grant goals for the Santa Ana Urban Area (SAUA), which includes half of the cities in Orange County. The City of Anaheim was also awarded funds to do the same in the other half of the county. Both cities and the County of Orange have teamed up to forge one of the most cohesive, focused, and

regional partnership anywhere in the nation. By leveraging the UASI funds and the Orange County Operational Area grant funds, which are administered by the Orange County Sheriff’s Department, Orange County has embarked on truly collaborative projects that will undoubtedly make our region better prepared to prevent, respond to, and recover from any acts of terrorism.

The following chart depicts just some of the projects that are currently in progress and which should be completed within the next two years. The grant, which was awarded to only nine cities in California, is being managed by the Field Operations Bureau of the Santa Ana Police Department.





The members of the Investigations Bureau are dedicated to providing prompt, professional, and effective investigative services for the purpose of solving crimes, apprehending offenders, and reducing the risk of future crimes. Our mission is accomplished through the utilization of a comprehensive problem solving strategy; employing a variety of sophisticated identification, apprehension, and prevention techniques.

The Investigations Bureau is comprised of 85 sworn and 41 non-sworn personnel organized into two operational divisions:

The Crimes Against Persons Division is responsible for the investigation of homicides, felonious assaults, gang crimes, sexual assaults, domestic violence, child abuse, missing persons, and weapons

violations. The Division also offers diversion programs for youthful offenders, counseling for families and crimes victims, and registers and tracks habitual sexual offenders.

The District Investigations Division is responsible for the investigation of robberies, burglaries, stolen vehicles, selected assaults, economic, and "electronic" crimes. Division personnel conduct crime scene



investigations, collect and analyze forensic evidence, examine firearms used in crimes and process latent fingerprints. The Division also reviews police reports, coordinates court appearances, and facilitates the prosecution of criminal offenders with the District Attorney.



Captain  
F. Peter  
Jensen

# INVESTIGATIONS BUREAU





**Gang investigators Cpl. Ruiz & Inv. Launi question a suspected gang member**



# DISTRICT INVESTIGATIONS

The District Investigations Division provides investigative service by assigning specialist investigators to each specific crime type to enhance the capabilities of the investigative teams already working in each policing district. This results in increased recognition of crime trends and improved identification of those committing crimes.

## MAJOR ACCOMPLISHMENTS:

- The Economic Crimes Section was re-established to increase the department's capabilities in the detection and apprehension of suspects committing financial crimes and identity theft. This expanded unit has absorbed the Major Fraud Section to further enhance our investigative resources and response.



*Forensic Specialist Murray dusts a car for latent fingerprints*



*Inv. Rose questioning a suspect*



*Inv. Tavenner prepares a "six pack" line up using ImageWare*

- The District Investigations Division successfully established an Arson Liaison Investigator to work closely with the Fire Department Arson Investigators. This police investigator has received substantial arson training, and has greatly increased the investigative resources of both the police and fire department's ability to identify and arrest arson suspects.
- The Forensic Services Unit's participation in the Alcohol, Tobacco and Firearms (ATF) Integrated Ballistic Information System (IBIS) has been extremely successful. Santa Ana has been consistently ranked number 3 in the State for the total number of projectiles linked to crimes.



## DISTRICT INVESTIGATIONS SECTION

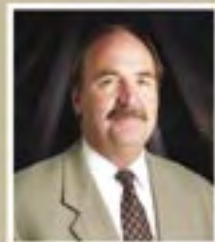
The District Investigations Section is responsible for the investigation of all robberies, burglaries, assaults, thefts, major fraud and checks/forgeries. Investigators actively participate in the Stat-Trac process in an effort to provide a comprehensive approach to the resolution of serial crimes.

## FORENSIC SERVICES SECTION

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

## CRIMINAL PROSECUTIONS 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 appearance; maintaining a computerized case tracking system; and reviewing police reports to assure that corrections are made and training issues identified.



*Lieutenant Dave Nick*



# CRIMES AGAINST PERSONS



**C.A.P. investigators take custody of a suspect from the U.S. Marshals**



The Crimes Against Persons Division is dedicated to building collaborations and establishing partnerships to protect our community through effectively investigating crimes, the timely apprehension of offenders, and providing assistance to crime victims and their families. The Division is made up of dedicated Investigators, Police Investigative Specialists, Cadets, and volunteers who, supported by clerical personnel, investigated more than 5,500 cases in 2004, a 10% increase over 2003. The Division is responsible for a myriad of investigations including all homicides and suspicious deaths, felonious assaults, child abuse, domestic violence, sexual assaults, elder abuse, gang crimes, kidnapping, missing persons, and hate crimes as well as terrorist threats and weapons violations. The CAP Division also registers and aggressively monitors habitual sex offenders while offering diversionary programs for juvenile offenders and counseling services for victims and their relatives.

Working in cooperation with other agencies, the Division hosts several multi-agency task forces which supports the department's COP philosophy and maximizes service to our community. The Street Terrorist Offender Program (STOP) consists of members from Santa Ana Police Department's Gang Section, Orange County District Attorney's 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.

Members of the CAP Division are proud of our many accomplishments in 2004. We remain committed to Santa Ana Police Department's Community Oriented Policing philosophy and look forward to working in close alliance with all members of the community to successfully meet future challenges.



**Lieutenant  
Bill Tegeler**





# CSI:

CRIME SCENE INVESTIGATION

## Santa Ana



The Santa Ana Police Department Forensic Services Section consists of a team of experts trained in evidence identification, documentation, collection and preservation. This team is comprised of highly motivated Crime Scene, Firearms, Toolmark Impression, Fingerprint, and Photo specialists. Together, they respond to and process evidence collected from all crime types that occur within the city. Their professionalism and expertise has built a reputation that extends far beyond the borders of Santa Ana and consequently, the Forensic Services Section routinely performs evidence examinations for numerous local, state and federal agencies. In 2004, the Santa Ana Police Department Forensic Services Firearms Unit was ranked third in the state of California and thirteenth in the nation for ballistic "cold hits"; confirmed firearms links between cases that were previously not known to be related.



# SAPD Making News



**HEALTHY CARE:** Santa Ana police officer Randy Decax, right, talks with Nurse "Sugar" Brown at 602 Medical Center's emergency room. Hospital staff bring patients a supportive and caring environment. Decax brought flowers, who represented an act of care, to the hospital to honor his friend.

**SANTA ANA POLICE OFFICER RANDY DECAZ AND PSYCHIATRIC NURSE STEPHEN BROWN WORK TOGETHER TO HELP PEOPLE WHO CAN'T HELP THEMSELVES: THE MENTALLY ILL HOMELESS.**

## Reaching out on the streets

It is a goal that Santa Ana police officer Randy Decax and psychiatric nurse Stephen Brown share. They are working together to help people who are mentally ill and homeless. Decax, who has been on the streets for over 10 years, and Brown, who has been a nurse for over 20 years, have formed a partnership that has helped many people in need. They have been working together for several years, and their efforts have been recognized by the community. Decax and Brown have been instrumental in helping people who are struggling with mental health issues and homelessness. They have provided support, resources, and a safe place for people to stay. Their work has been a lifeline for many people who are in need. Decax and Brown have been instrumental in helping people who are struggling with mental health issues and homelessness. They have provided support, resources, and a safe place for people to stay. Their work has been a lifeline for many people who are in need.



**TOY GIFT:** Santa Ana police officer Paul Gonzalez gives a large teddy bear to a young girl injured in a car accident. The bear is a gift from the community.

## ANDRES: He whispers prayers for better sight and a good life



ANDRES: He whispers prayers for better sight and a good life. Andres is a man who has been blind for many years. He is a devout Christian and often prays for a better life. He is currently living in a nursing home and is being cared for by a family. Andres is a kind and gentle man who has a strong faith in God. He is a man who has overcome many challenges and is now looking for a better future. He is a man who is full of hope and faith. He is a man who is a true inspiration to everyone who knows him. He is a man who is a true blessing to the world.

## Our Towns

The Orange County Register • Tuesday, Nov. 23, 2004

### POLICE ESCORT FOR VIB



**WELL-BEING:** Santa Ana police Sgt. Paul Gonzalez delivers a huge teddy bear to Katalina Murua at LCI Medical Center. Below, Sgt. Ulisses Gonzalez gives Murua her gifts. The girl, injured in an accident, is heading shortly.

**"I'm just glad to see her smile. The last time I saw her, she was unconscious."**

Santa Ana police delivered toys Monday to a 6-year-old girl badly injured in a hit-and-run accident. Sgt. Ulisses Gonzalez hoped the see the little girl smile when he and other officers stopped by her hospital bed with a giant teddy bear, a large stuffed rabbit and a basket of toys. Instead, Katalina Murua averted when she saw the bear, and screamed louder at the sight of the stuffed cat. Katalina was hit by a pickup truck on Nov. 14.

## MUESTRO DONACION



**SANTA ANA** El oficial Jesus De la Botz, supervisor de la División Western de la policía de Santa Ana, recibiendo las sillas de seguridad infantil donadas por los padres de Shantel Adreclin, propietaria de una gasolinera Chevron que sirve a la comunidad de Santa Ana. Las sillas (doce en total) serán usadas en los radiopatrullas de los investigadores de la mencionada división y de la oficina central del cuerpo policial de la ciudad.

## Standoff empties emergency building

Santa Ana police arrest three, seek more in possible immigrant-smuggling case.



A standoff outside a building in Santa Ana, Calif., ended with three people being arrested and a search for more in a possible immigrant-smuggling case. The standoff began when a group of people gathered outside the building. Police officers arrived and a standoff ensued. The standoff lasted for several hours. Three people were arrested. The case is being investigated by the Santa Ana police department. The case is being investigated by the Santa Ana police department. The case is being investigated by the Santa Ana police department.

## Familiales realizan viaje gratis a Disneylandia

**JOSUE MORALES** La vida de Gómez de León, de 13 años, anclada en una dirección negativa en la cual los reales asociados crecieron a punto de abandonar en las drogas, afectado gravemente a los padres, pero con la ayuda de su familia y del Departamento de Policía de la ciudad de Santa Ana (SAPD), Gómez de León de 130 libras y ahora está libre de drogas, más saludable y por el camino del estudio.

Gómez de León y sus hermanos, los hermanos Gómez de León, de 13 años, anclada en una dirección negativa en la cual los reales asociados crecieron a punto de abandonar en las drogas, afectado gravemente a los padres, pero con la ayuda de su familia y del Departamento de Policía de la ciudad de Santa Ana (SAPD), Gómez de León de 130 libras y ahora está libre de drogas, más saludable y por el camino del estudio.





*Detention Officer Castillo stands watch as inmates play handball*



# JAIL BUREAU

**Administrator  
Russ Davis**



2004 was a very successful year for the Jail Bureau. We achieved total contract revenue in excess of **\$11.5 million** by improving the services we provide to contract agencies. Modifications to our facilities, changes in procedures, additional training for staff, and **coordination with federal, state, and local units** have improved our ability to house high-risk maximum security inmates awaiting trial.

The Bureau has continued to improve our ability to provide valuable operational information to the Police Department and other agencies. Information obtained through the jail has played a key role in a number of criminal cases. The safety and security of staff and inmates has been improved through the addition of **video and audio monitoring** and recording capabilities in the maximum security areas of the jail.

The Bureau has completed most of the **technology upgrades** to control systems, personal alarms, and access control. The conversion of the former roll call room to an additional classroom has improved our ability to **expand inmate programs**. The overall management of the organization has been improved through a comprehensive **focus group review of operations, supervision, leadership, and management**. The results of the focus group process were integrated into organizational and staffing changes, staff and supervisory training, and policy and procedure changes.

## ADMINISTRATION DIVISION

The Administration Division is responsible for all contract and administrative services of the Santa Ana Jail. These services include inmate housing and vendor contracts, budget monitoring, development of policies and procedures, ensuring Board of Corrections (BOC) compliance, and overseeing payroll and purchasing services at the Jail. The Santa Ana Jail has continued to receive excellent compliance ratings from the State Board of Corrections, the Federal Immigration Customs Enforcement, and the Orange County Department of Health. In 2004, maintaining a high contract inmate population total was a top priority, and throughout the year, this inmate population averaged over 410 per month.

The Administration Division is committed to updating and improving the technology at the Jail. In 2004, the Jail expanded its camera surveillance system for use by staff, and implemented a new LaserFiche system for the Jail Records Section. Additionally, the Jail is reviewing software for a new Jail Management System.

The Jail continues to utilize the Inmate Welfare Policy Committee to oversee the use of Inmate Welfare funds. This committee meets quarterly and is comprised of staff from various Bureaus of the Police Department and includes community representation.

Additionally, the Administration Division assisted in the development of policies and procedures for the Jail Records Section and continues to update existing policies on a regular schedule.



**Manager  
Chris Laugenour**



**Detention Officer LeGeyt uncuffing an inmate in a maximum security module**



## **OPERATIONS DIVISION**

To meet the Jail's mission to support and be responsive to Department needs, the Operation Division has the critical responsibilities of inmate management and security within the jail confines. Paramount to these is the safety, security, and well-being of Jail staff as they carry out their duties and responsibilities in responding to law enforcement personnel, inmate management, and maintaining security within the facility. 2004 brought several opportunities for growth and change. Through a number of employee-centered activities, areas of improvement were identified and changes were implemented based on employee concerns and ideas. This employee participative approach enhanced facility security, fostered team-oriented problem solving, and engendered a greater sense of staff ownership. Accomplishments included the hardening of the Jail's special handling module in order to better accommodate high-risk inmates, coordination of specialized training for staff by federal and state agencies, and the procurement of hi-tech inmate search and control devices. As a result of last year's endeavors, the Jail is now better equipped to respond to the on-going challenges associated with high profile inmates, staff safety, and facility security.

Staff safety and security has also been enhanced by a dramatic reduction in officers off duty or on limited duty from work related injuries. During this past year, we have worked closely with Training, Personnel, employee representatives, and the employee union to implement schedule changes, improve the distribution of vacation and holiday time off, add detention training officers, reduce sick leave usage, and address employee grievances and concerns.



**Manager  
Ann Matulin**





*Mike Cook instructs mathematics in the juvenile module*

## SUPPORT SERVICES DIVISION

The Support Services Division of the Jail Bureau is committed to supporting jail operations in fulfilling the needs of the department as well as meeting the needs of the public and the inmate population. The Support Services Division is comprised of four sections: Jail Records, Inmate Classification, Inmate Programs, and Inmate Discipline/Grievance.

The Jail Records Section is responsible for processing all bookings and maintaining inmate files. 2004 brought technical advances in file storage through the implementation of a LaserFiche filing system. The Records Section was extremely successful in soliciting pay-to-stay inmates through the year. This generated substantial revenue for the City.

Inmate Programs continues to provide inmates with quality educational programs and other self-help classes and activities. This year, the jail recognized 46 individuals, both adult and juvenile, who successfully completed their GED and/or attained a high school diploma. Twenty-one inmates were recognized for successful completion of college courses through Santa Ana College. This year the Santa Ana College music instructor organized the recording and production of a Christmas music CD.

Through the coordinated efforts of the Chief of Security and the Classification and Inmate Discipline/Grievance Sections, operation of the Special Management Unit has become safer and more secure for housing high-risk inmates. We have been successful at handling inmate grievances at the officer and supervisory levels.



**Manager  
Ken Vargas**



The Technology and Support Bureau is charged with providing operational, informational, and technical support for the department. The Bureau is comprised of three divisions: Communications, Information Services, and Records. The integration of technology into the daily operations of the three divisions is vital to providing effective support both tactically and strategically in sustaining the current and future required levels of service.



Continuing advancements in technology and corresponding sophistication of the employees using technology demonstrates the value of technology as an integral part of the organization. From daily distribution and sharing of administrative and criminal information to applying progressive analytical methodologies, the Technology and Support Bureau is fulfilling its role in providing the citizens of Santa Ana with the highest level of police service and community support available.



# TECHNOLOGY & SUPPORT BUREAU



Administrator  
Mike  
Lewalter





*Police Services Dispatcher Klein monitors police activity on day shift*



# INFORMATION SYSTEMS

The Information Systems Division is made up of two sections: Crime Analysis and Computer Services. Both sections are critical to the Department's mission as they directly support the Chief's policing philosophy.

Crime Analysis concentrates on reporting, tracking, analyzing, and forecasting crime trends. This proactive strategy allows decisions and allocation of resources to be made in advance based on the analysis of criminal statistics. Additionally, the Crime Analysis Section facilitates the weekly STAT TRAC meetings and produces weekly and monthly crime statistics and crime booklets.

In 2004, the Crime Analysis Section completed 46 complex crime analyses. These analyses are extremely time consuming and labor intensive. However, the time is well spent because comprehensive analysis assists officers in identifying suspects, determining crime patterns, and recognizing emerging crime series.

Computer Services prides itself as being on the forefront of technology and has developed a partnership with the City's Information Technology staff. This partnership has facilitated the sharing of resources and expertise. The new Computer Aided Dispatch (CAD) and Jail Management Systems (JMS) are projected to be in place by 2005. The Report Writing Module (RWM), the Case Management System (CMS), and Evidence Tracking System projects are well underway and are expected to be fully operational in the near future.

Additionally, the Section services 150 computer terminals, 28 servers, 350 stand-alone computers, 400 laptop computers, and a myriad of additional desktop devices. Computer Services has the responsibility for all technology support in the Police and Jail facilities.

Lieutenant  
John Gableman







# COMMUNICATIONS

The Communications Division is responsible for coordinating the safe and efficient delivery of essential police services to the community. Using state-of-the-art technology, the dispatch center provides rapid response to the needs of a diverse community. Professional and compassionate Communications personnel connect people in need with people who can help nearly 1,200 times a day.

## TELEPHONE REPORTING UNIT

To maximize resources in the field, the Telephone Reporting Unit (TRU) serves as an integral part of the department's community policing philosophy. By providing an alternative response to sending a police officer to take reports, TRU frees up valuable patrol time by relieving officers of over 5,000 reports per year. The Unit also provides valuable referral and resource information to the community and in 2004, processed nearly 51,000 telephone requests for assistance.



**Manager  
Suzette Caddell**

# RECORDS

The Records Division operates on a twenty-four hour basis providing information and services. Personnel provide a myriad of services to Department personnel, government agencies, and to the public. The staff is responsible for the storage and retrieval of all crime reports, warrants, traffic accident reports, vehicle reports, and statistical reports. Pivotal to the management of the Division are the automated computer systems which include over 6 million records. In 2004, over 400,000 entries were added to various databases.

The Records Division maintains liaison with the California Department of Justice. The Department of Justice operates a statewide computer system which links our Department with every criminal justice agency in the state and the nation. More than 53,000 messages were transmitted via the Department of Justice CLETS (California Law Enforcement Telecommunications System) network.

The Records Division continues to strive to improve responsiveness and efficiency. The values and goals of the Department and the City are met by creating an environment which allows employees to contribute ideas and participate in the continual improvement process. The mission of the Division is to maintain the integrity of department records and to provide information and assistance in a courteous, responsive, and professional manner.



**Manager  
Anita Barrett**





Santa Ana Police Department  
60 Civic Center Plaza  
P.O. Box 1981  
Santa Ana, CA 92702

Website: [www.ci.santa-ana.ca.us/pd](http://www.ci.santa-ana.ca.us/pd)  
General Information: (714) 245-8665  
Emergency: 911  
Media / Press Calls: (714) 245-8463  
Santa Ana Jail: (714) 245-8100  
Employment Opportunities: (714) 647-5340

Executive Producer  
Chief Paul M. Walters  
Editors - Administrator Mike Lewellen  
Corporal Anthony Bertagna  
Janet Chop  
Publishing - Susan Gorospe & Jeff Krutsinger  
Photography - Jeff Krutsinger

Copyright 2005  
All rights reserved  
This publication was created in house at the Santa Ana Police Department

