



CITY OF GARDEN GROVE  
**POLICE DEPARTMENT**  
ANNUAL REPORT 2016



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THIS REPORT IS DEDICATED TO THE MEMORY OF



SERGEANT MYRON L. TRAPP · END OF WATCH · OCTOBER 6, 1959

RESERVE OFFICER ANDY R. REESE · END OF WATCH · MAY 30, 1970

OFFICER DONALD F. REED · END OF WATCH · JUNE 7, 1980

OFFICER MICHAEL L. RAINFORD · END OF WATCH · NOVEMBER 7, 1980

MASTER OFFICER HOWARD E. DALLIES JR. · END OF WATCH · MARCH 9, 1993

## CONTRIBUTORS

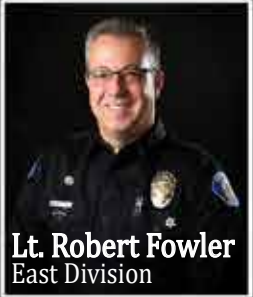
Cadets - Police Office Aides .....	Nick Jensen	Jail Operations .....	Amir El-Farra
Crime Analysis Unit .....	Helena Elsousou	Canine Unit .....	Ray Bex
Career Criminal Apprehension Team .....	Lonzo Reyes	Mounted Enforcement Unit .....	Jim Holder
Citizens Academy .....	Cindy Nagamatsu Hanlon	Neighborhood Traffic Unit .....	Patrick Gildea
Communications .....	Rebecca Meeks	Patrol - East Division .....	Amir El-Farra
Community Liaison - Crime Prevention ..	Cindy Nagamatsu Hanlon	Patrol - West Division .....	Chris Lawton
Connecting with the Community: (Behind the Badge)		Planning & Research .....	Jim Colegrove
I am BLUE / National Night Out .....	Greg Hardesty	Professional Standards Division .....	Michael Viscomi
Tip-a-Cop .....	Shawn Price	Records - Front Desk - Court Liaison .....	Vicky Lawton
Detectives - Crimes Against Persons .....	William Allison	Reserve Officers - Master Reserve Officers ..	Michael Viscomi
Detectives - Property Crimes .....	Carl Whitney	Resort Services Unit .....	Charlie Loffler
Explorers .....	William Allison	Special Investigations Unit .....	Jeff Hutchins
Forensic Services Unit .....	Bob Bogue	SWAT .....	Otto Escalante
Gang Suppression Unit .....	Otto Escalante	Volunteers In Policing .....	Cindy Nagamatsu Hanlon
Hostage Negotiation Team .....	Craig McIver	Youth Services Unit .....	Jim Holder
Honor Guard .....	Jim Holder		





# 2016 ORGANIZATIONAL CHART

CAPTAIN  
TRAVIS WHITMAN  
COMMUNITY POLICING



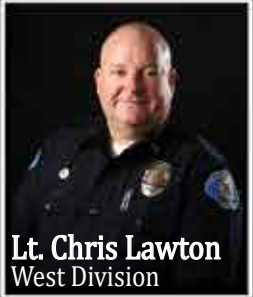
Lt. Robert Fowler  
East Division

CRIME ANALYSIS • PATROL FLEET  
MOUNTED UNIT • NIC  
RESORT SERVICES UNIT



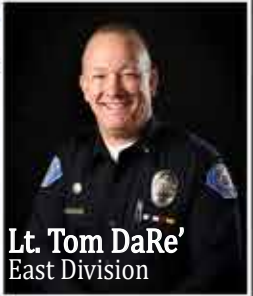
Lt. Jeff Nightengale  
West Division

CSOs • EXPLORERS



Lt. Chris Lawton  
West Division

JAIL • IVS • NIC



Lt. Tom DaRe  
East Division

CANINE • SCHEDULING



Lt. Ed Leiva  
Special Services

INTELLIGENCE • GSU  
SIU • SWAT • HNT • NTU



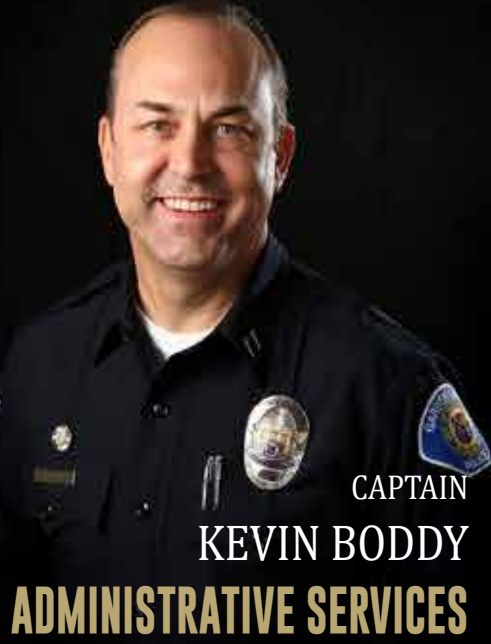
Lt. Bob Bogue  
Professional Standards

CADETS • CHAPLAINS  
INTERNAL AFFAIRS  
PERSONNEL & TRAINING  
RESERVE OFFICERS • PIO



Courtney Allison  
Finance

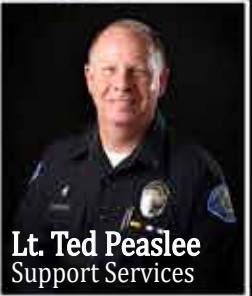
ANNUAL REPORT  
BUDGET • CONTRACTS  
GRANTS • PURCHASING



CAPTAIN

KEVIN BODDY

ADMINISTRATIVE SERVICES



Lt. Ted Peaslee  
Support Services

CCAT • PROPERTY CRIMES  
CRIMES AGAINST PERSONS  
FORENSIC SERVICES (FSU)  
YSU • PROPERTY & EVIDENCE



Vicky Lawton  
Records

COURT LIAISON  
FRONT DESK  
RECORDS • STATS



Rebecca Meeks  
Communications

ALARM COORDINATOR  
COMMUNICATIONS  
MOBILE COMPUTERS



Cindy Nagamatsu  
Community Liaison

CITIZEN ACADEMY  
COMMUNITY EVENTS  
COMMUNITY OUTREACH  
CRIME PREVENTION • VIPS

CAPTAIN  
BEN STAUFFER  
SUPPORT SERVICES

# CHIEF'S MESSAGE

On behalf of the dedicated members of the Garden Grove Police Department, I am privileged to present to you our 2016 Annual Report. This annual report is a snapshot of some of the work we completed in 2016. It also provides insight into some of the challenges we face and gives you a brief look at the inner workings of your police department.

I continue to be amazed at what we are able to accomplish as a police department, considering the limited resources we have at our disposal. The number of officers “injured on duty” and employees leaving the organization through retirements or resignations was staggering (35 positions). As a result, the number of sworn officers and civilian staff was significantly reduced. The department’s sworn officer contingent average was 139 this year, far short of the 166 authorized sworn positions. With that said, we continued to perform exceptionally well, handling over 67,000 calls for service, making more than 5,900 arrests, and keeping our average response times to well under five minutes on priority calls for service.

In 2015, Garden Grove saw a drastic increase (40%) in major crimes due to the combined effects of the Public Safety Realignment Act (AB109) and the Safe Neighborhoods and Schools Act (Prop. 47). In 2016 there was a slight drop (4%) in major crimes, which may be an indication that the effects of the above legislation are beginning to “level out.” However, because California voters passed the Parole for Non-Violent Criminals and Juvenile Courts Initiative (Prop. 57) in November, even more criminals will qualify for early release from state prison. We are bracing for a potential increase in crime and calls for service, so it will be imperative that we remain diligent, effectively utilize new technologies, and continue to work with our community partners to reduce crime and improve the quality of life for Garden Grove residents.

In 2016, we continued to work on fine-tuning the fully integrated department-wide computer system that went live in September, 2015. One of the final steps towards our ultimate goal of a paperless reporting system was to deploy tablet computers to field personnel; deployment began in mid-2016. The Department also officially launched its Special Resources Team (SRT) to address the city’s homeless and mentally ill populations, as 2015 saw a 40% increase in calls for service related to these issues. The SRT works with these at-risk populations to offer referrals to outreach programs, veterans resources, faith groups, shelter projects, and rehabilitation programs to find solutions that address the growing needs of our community.

In closing, it is a privilege for me to represent one of the finest law enforcement agencies in the state of California. The professionalism shown by the men and women of this organization, together with unending community support, is overwhelming. Moving forward, your police department remains committed to looking for new ways to maximize our efficiencies and will continue strengthening our relationships with the community we serve. Keeping the City of Garden Grove safe is all of our responsibility, and we look forward to leading efforts to reduce crime and improve the quality of life for our citizens in 2017 and beyond.



*Todd D. Elgin*

CHIEF OF POLICE  
TODD D. ELGIN





# GARDEN GROVE CITY COUNCIL

The City Council, led by Mayor Steve Jones, focuses the City’s resources and energy on maintaining and enhancing a safe, attractive and economically vibrant city with an informed and involved public. The high quality of life enjoyed by the residents of Garden Grove is directly related to the Police Department’s commitment to serving and protecting the community. The City Council looks forward to providing support and leadership that will help the Police Department continue to provide a sense of safety and security to community members.



STEVE JONES  
Mayor



PHAT BUI  
Mayor Pro Tem  
District 4



KRIS BEARD  
District 1



JOHN O’NIELL  
District 2



THU HA NUYEN  
District 3



STEPHANIE KLOPFENSTEIN  
District 5



KIM B. NGUYEN  
District 6



## ABOUT THE CITY

Garden Grove is a mid-sized metropolitan city of approximately 17 square miles, centrally located in Orange County. When Orange County incorporated in 1889, the Garden Grove area had a population of about 200. When residents formally decided to incorporate their town on June 18, 1956, Garden Grove had a population of nearly 44,000. Today, the population is over 170,000, making Garden Grove the fifth largest city in Orange County and the 25th largest in the State.

Garden Grove is home to several annual cultural festivals that celebrate the city’s diverse heritage. Garden Grove’s Strawberry Festival is the largest community-based Memorial Day event in the western United States. Garden Grove is conveniently located less than one mile from Disneyland, seven miles from Knott’s Berry Farm, nine miles from local beaches, and 10 miles from John Wayne Airport.

The City of Garden Grove has many services to offer its community, including employment assistance, educational programs, recreational programs, and family entertainment. Garden Grove has seven fire stations and several police field offices helping to make the city one of the safest places to live in California. The City’s staff of over 600 full-time employees is supported by more than 100 community-minded volunteers.

The Mission of the Garden Grove Police Department, through a Community Policing Partnership, is to improve the quality of life in the city and provide a sense of safety and security to the community members.

### We Value Employees, The Department’s Most Valuable Resource

We are dedicated to building the foundation of the Police Department through fairness, respect, and equal opportunity provided to all employees. We are dedicated to providing an enjoyable work environment through open and honest communications, quality leadership, up-to-date training, and mutual support.

### We Value Our Commitment to Protect Lives and Property

We are dedicated to providing the highest quality of service to protect the citizens of Garden Grove.

### We Value Honesty, Integrity, and Truthfulness

We recognize that honesty, integrity, and truthfulness are the foundations of our profession. We will constantly strive to maintain the highest standards recognizing their importance in upholding our credibility within the law enforcement profession and the community we serve.

### We Value Professionalism, Cultural Diversity, and the Rights of All Individuals

We are dedicated to performing our duties in accordance with the Constitution, State laws, and City ordinances, while protecting the rights of all individuals. We will build from the strength provided by cultural diversity within the Department and the community to ensure the fair and equitable treatment of all.

### We Value Community Involvement On All Issues Relating to a Safe and Secure City

We respond to the needs of the community; therefore the community should have significant involvement in achieving a secure and safe city. Using Community Policing, we will continuously seek mutual cooperation on all community-related problems, reducing the threat of crime and enhancing the quality of life.

**As a Law Enforcement Officer,** my fundamental duty is to serve mankind; to safeguard lives and property; to protect the innocent against deception, the weak against oppression or intimidation, and the peaceful against violence or disorder; and to respect the Constitutional rights of all men to liberty, equality, and justice.

I WILL keep my private life unsullied as an example to all; maintain courageous calm in the face of danger, scorn, or ridicule; develop self-restraint; and be constantly mindful of the welfare of others. Honest in thought and deed in both my personal and official life, I will be exemplary in obeying the laws of the land and the regulations of my department. Whatever I see or hear of a confidential nature or that is confided to me in my official capacity will be kept ever secret unless revelation is necessary in the performance of my duty.

I WILL never act officiously or permit personal feelings, prejudices, animosities or friendships to influence my decisions. With no compromise for crime and with relentless prosecution of criminals, I will enforce the law courteously and appropriately without fear or favor, malice or ill will, never employing unnecessary force or violence and never accepting gratuities.

I RECOGNIZE the badge of my office as a symbol of public faith, and I accept it as a public trust to be held as long as I am true to the ethics of police service. I will constantly strive to achieve these objectives and ideals, dedicating myself before God to my chosen profession . . . law enforcement.







## I AM BLUE

On Aug. 30th, nine year-old Garden Grove resident, Alyssa Castille, visited the police station with her parents and little sister to explain to the officers a campaign she created called “I AM.” Its mission? To eliminate negativity, racism and bullying while learning how to spread love in the world. How? Through the distribution of pins that declare a person’s favorite color — colors that describe the person as an individual and how he or she should be viewed by others, with cool acronyms for each letter of that color.

Chief Todd Elgin invited Alyssa to visit the station. “We talk about community relations all the time and we talk about community support, and in light of everything that’s been going on (nationally) for quite a while now... it is so nice to have somebody come into the police department like this person I am going to introduce now,” the chief said.

Alyssa handed out to 15 GGPD officers pins that read “I AM BLUE,” for “Brave, Loyal, Upstanding and Elite.” Said Alyssa, “I wanted to thank all (of you) for keeping our communities safe. You are great examples and role models to everyone. I also want to thank you for teaching us to always do the right thing.”

Alyssa, who is half Puerto Rican, half black, hopes to expand the “I AM” campaign to Boys and Girls clubs, schools and the community at large. When she grows up, Alyssa wants to be a police officer. Elgin urged Alyssa to join the GGPD Explorer and Cadet programs, and told her she has a very promising future.



## TIP A COP

In December, more than \$1,500 was raised by the Garden Grove Police Department at a special Tip-a-Cop charity fundraiser for the Special Olympics at Joe’s Crab Shack in Garden Grove. A group of 10 officers volunteered their time to help serve and chat with customers. A total of \$1,514 was raised, exceeding expectations for the event.

Shortly after October’s annual Tip-a-Cop event at the Red Robin restaurant next door, Joe’s asked to host an event of their own and GGPD Special Olympic liaisons Nick Jensen and Mark Lord were quick to oblige. “It gives people a chance to see we’re regular people, too,” says Lord, a 22-year veteran who has been a department liaison for 15 years. Lord says he has attended Special Olympics games, and seeing how happy the athletes is the reason he loves doing the Tip-a-Cop fundraisers.

Special Olympics volunteer Jennifer Purcell loves being part of the fundraisers as well. “I think it’s great for the community to see us working together,” she says. “A lot of officers become a little shy working with the athletes. But they work together well, so it helps some officers come out of their shell.”

Joe’s manager Dan Williams says the reasons he sought out the event were personal. He attended a previous Tip-a-Cop event a few years ago and has friends who are autistic, and is enthusiastic about hosting future events.

## THE LAW ENFORCEMENT TORCH RUN FOR SPECIAL OLYMPICS

The Law Enforcement Torch Run for Special Olympics Southern California is the largest public awareness vehicle and grassroots fundraiser with more than 3,500 officers in Southern California championing acceptance and inclusion. The Torch Run is an actual running event, in which officers and athletes run the Flame of Hope to the Opening Ceremonies of local Special Olympics competitions and State and National Games. The Law Enforcement Torch Run is represented in all 50 U.S. states, Canadian provinces and 46 nations with 97,000 officers around the world, raising more than half a billion dollars since its inception in 1981.





# NATIONAL NIGHT OUT

On a Tuesday evening in August, Garden Grove police officers fanned out to five locations to mingle with locals on National Night Out, the annual community-engagement event that this year had a special resonance given the widespread violence targeting members of law enforcement.

At the Buena Clinton Family Resource Center, neighborhood kids slurped down snow cones, scarfed on doughnuts and cupcakes, and played games with members of the GGPD. Officer Josh Escobedo regularly patrols Buena Clinton, which is a much safer place now than it was years ago, when drug dealers ruled the streets. About 4,000 residents — 2,800 or so of them under the age of 18 — live in the five-block section of the city. “We’re building trust here,” Escobedo said of National Night Out. “This shows people we’re not just about law enforcement.”

Giselle Martinez, 14, served as a volunteer on NNO and participates in several center programs. “The police want to make a difference in the community,” said Martinez, an incoming freshman at Santiago High School. “I used to be scared to go outside when I was younger, but now I feel a lot more safe.”



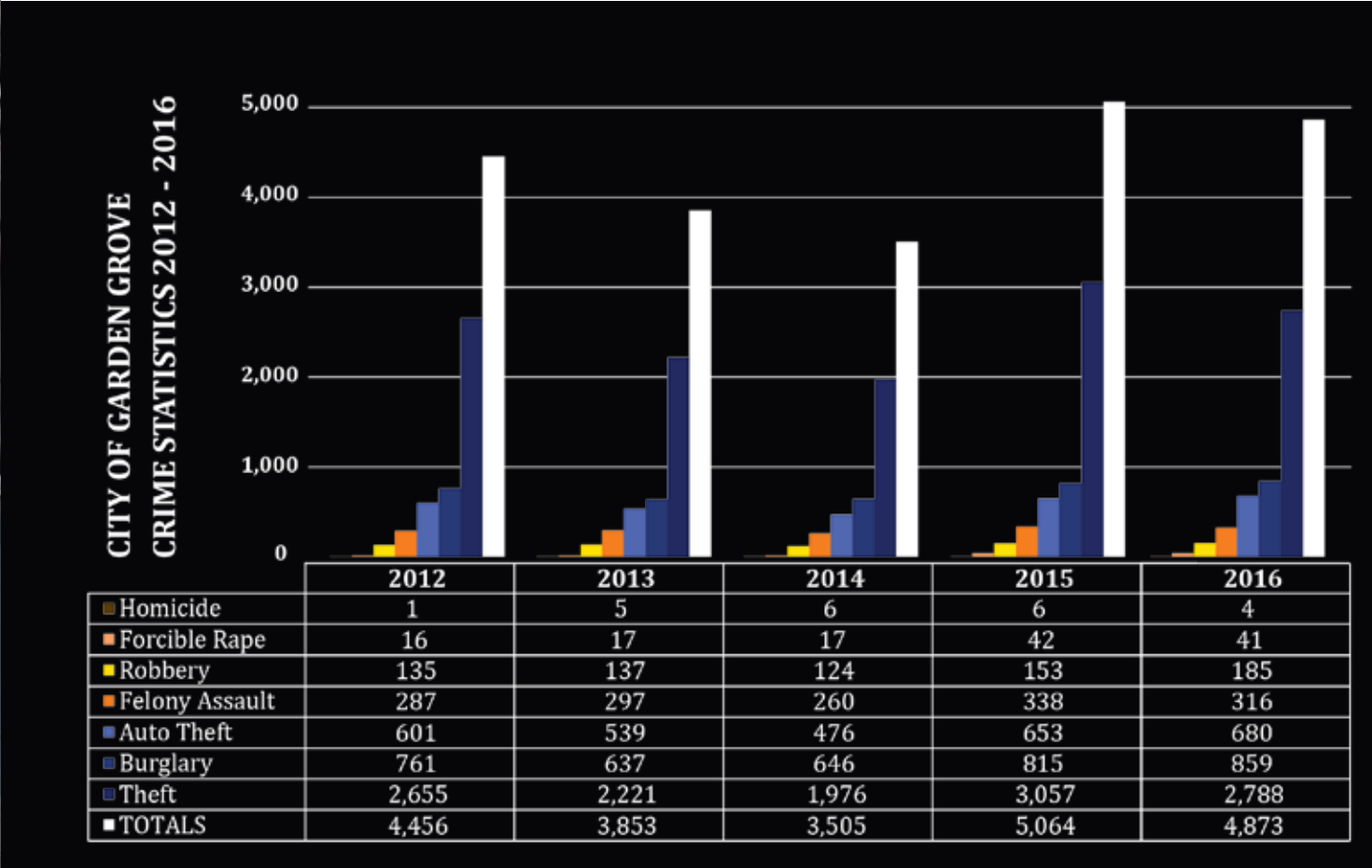
SHOP WITH A COP



MCDONALD’S MURAL



CHRISTMAS PRESENTS





# WEST DIVISION

Officers were sent to the 9500 block of Maureen Dr. for a call of shots fired. As officers arrived on scene it was determined that a shooting had occurred in a one story multi-unit apartment complex. An elderly male from one apartment had fired a shot at the front door of another tenant. Officers developed a plan and began to evacuate some of the neighboring apartments. This proved to be tough as they needed to provide a safe area of evacuation so as not to expose the other tenants and themselves to the suspect apartment. While the evacuation was proceeding officers learned that the suspect spoke only Vietnamese, so a translator was requested to respond. Officers attempted to make contact with the suspect by phone, but he refused to answer. Officers then set up near the suspect apartment and attempted to call the suspect out of the house.



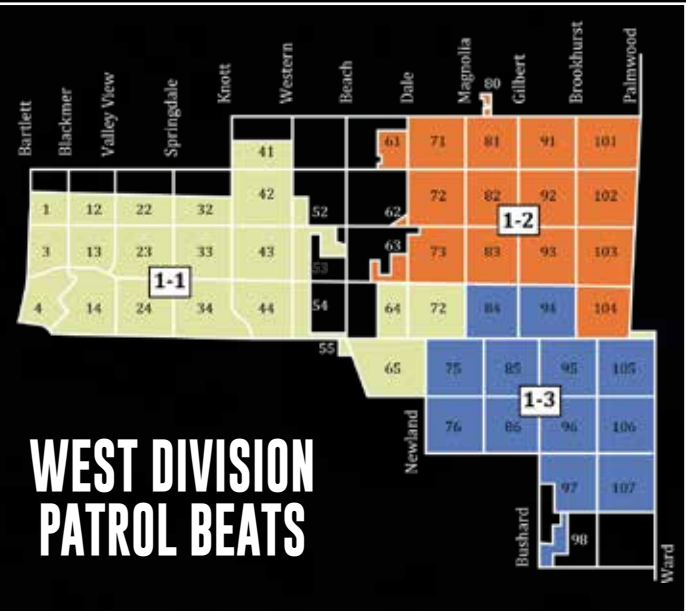
The officers were able to see the suspect walk past a window, but he made no attempt to contact the officers. While this was occurring, other officers were on scene conducting intelligence on the suspect. After contacting the apartment owner it was discovered that the suspect was deaf so officers had to change their plan. They had to make contact at the front door with enough force that the suspect could feel the knock on the door, all the while remembering that this was an armed suspect. Officers were able to safely make contact at the front door and the suspect was arrested without incident. A loaded handgun was located in the apartment. The suspect later stated that he was mad at his neighbor for no specific reason and decided to fire a shot at their front door.

Calls for service related to the city’s homeless population have been steadily increasing for several years. One of the issues officers face when dealing with the homeless population is that not everyone wants help, so all they can do is let people know what type of assistance is available to them. In the fall, the Special Resource Team organized an outreach event to connect local homeless advocacy groups and social service organizations with those in need of their services. More than 17 organizations participated in the event, including the Westminster and Anaheim Police Departments, and approximately 70 people received services through the outreach program. Even though the event was held on a Saturday, representatives from the Department of Motor Vehicles were on hand to process applications for identification cards. Four people immediately found placement in a shelter, and another person was reunited with family in another state.

One evening, just before midnight, officers were dispatched to the 9100 block of Central Ave. to check for a suspicious person walking in the parking lot of the apartment complex. As officers checked the area they saw a male subject halfway through an apartment window. He fled when he saw the officers approaching and officers immediately searched the area, but the suspect was gone. One of the officers stayed close

to the area after the call had been cleared, and after several hours saw the same male subject walking down the street. The officer was able to detain the suspect without incident, and he denied any involvement in breaking into any apartment. The suspect lived in the area and was on probation for other crimes, so his apartment was searched pursuant to the terms of his probation. Evidence was located connecting him to the crime, including glass shards on the clothing he had been wearing at the time.

Anaheim police put out a county-wide broadcast of a man in a white Dodge sedan brandishing a gun. These types of crimes are broadcast to all Orange County law enforcement agencies for officer safety as well as to notify officers to “be on the lookout” for this suspect. Approximately an hour after the broadcast, one of our officers saw a vehicle matching the suspect description driving in the area of Katella and Magnolia. As the original crime had occurred near Disneyland, this was some distance away. The officer called for additional units to assist, but prior to that the suspect became suspicious and began to flee at a high rate of speed. The officer initiated a pursuit and was the only unit behind that suspect vehicle. The suspect attempted to enter the southbound 5 freeway when he crashed his car and fled on foot. The suspect was located and arrested a short time later. A loaded handgun was discovered in the suspect vehicle.



WEST DIVISION  
PATROL BEATS





# EAST DIVISION

East Division Patrol has handled a myriad of complex investigations and calls for service, once again proving that patrol efforts are the “backbone” of the Department. Officers assigned to the Patrol division are consistently doing “more with less.” They are proactive and relentless in their pursuit of high standards and improving the quality of life for the community in which they serve.

Beat officers utilized their unstructured patrol time to conduct periodic checks at a city-owned vacant house in the area of Twintree Lane and Harbor Boulevard. This vacant house has been a problem in beat 2-2 due to the transient population using the structure as a makeshift encampment. There had also been a significant increase in acts of vandalism and general quality of life issues for those community members residing in close proximity to this location. As an officer was conducting a check on this property early in his shift, he didn’t notice anything out of the ordinary. However, when he returned later in the day, he saw that the temporary fencing had been pulled aside as if someone entered the property, and discovered that someone had forced the boarding off of the rear door and gained access to the residence.

As the officer was calling for additional units, a male subject exited the house through the rear door. The officer was able to detain the suspect until additional officers arrived. Once the suspect was detained, the officer entered the house and saw that the suspect had cut holes in the walls and was in the process of stealing the copper wire and pipes inside the house. Several tools such as a drill, drill bits, and cutting instruments that the suspect used to force entry and aid him in stealing the copper wire and pipes were located inside the house. The suspect was identified as a career criminal with several prior arrests for burglary and possession of burglary tools. The suspect was arrested and sent to county jail.



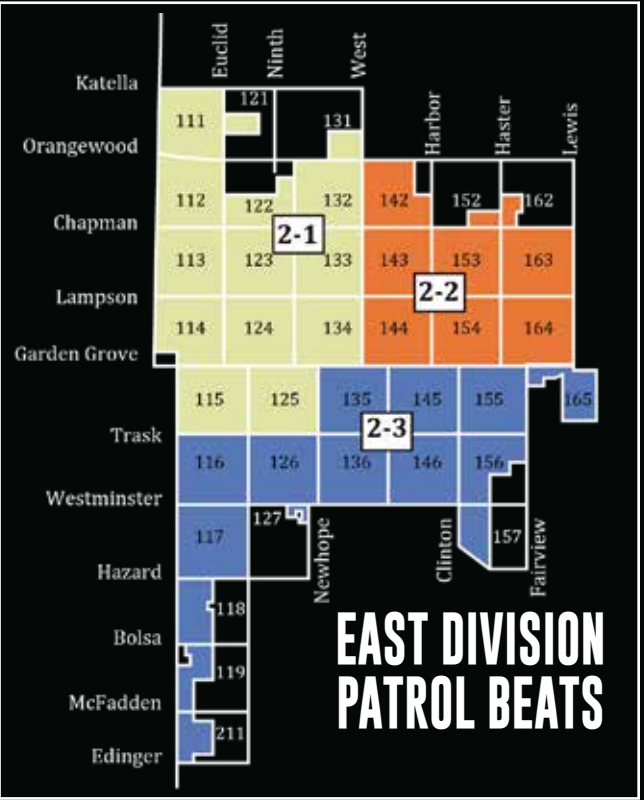
In another incident, on Faye Avenue, officers responded to a call of a male who threatened to kill his family by shooting them. Prior to police arrival, the suspect fought his children to get to a gun inside his closet. The male then fled from the home and went to a nearby family member’s residence. The officer spoke with the victims, who had also changed locations and were afraid to return back to their home. Using the victim’s information, the officer found the suspect in a nearby home. He formulated a tactical plan to detain the suspect, who was extremely uncooperative and denied making such statements. In a recorded interview with the suspect, the officer was able to build a rapport with the suspect and obtained a full admission regarding the threats and assaults. He was able to convince the suspect to sign a consent to search form, at which point officers returned to the residence and located the assault rifle. This demonstrates the willingness of patrol officers to see an investigation through to the end and ensure the safety of our community.

East Patrol Division officers often work with the Crime Analysis Unit to develop action plans for long-term solutions to identified community problems. The “crime triangle” approach has proven to be an effective enforcement strategy, and the plans can be archived for future generations of officers to reference if they are faced with similar concerns during their careers.

In 2016, Beat 2-1 officers implemented the “Kmart triangle” project in the area of Euclid St. and Katella Ave. District 111 has the highest crime rate in beat 2-1, so beat officers increased foot patrols in the area to enhance visibility and police presence. This had a positive impact on the area, as their proactive work and high-visibility patrols caused a general reduction in crime in this area.

Part of the crime triangle objective for this area is the vacant property (formerly Kmart) located at 10870 Katella Ave. Officers have been utilizing the “crime triangle” method in an attempt to combat illegal dumping on the property, to include transients setting up camp behind the building and the congregation of “street racers.” Officers have conducted numerous patrol checks of this area throughout their shifts. The owner of the property, who requested police assistance regarding this matter, installed a chain link fence around the property to keep out vehicle and foot traffic. Open communication with members of the community, who are stakeholders in the area, has proven to be vital to finding long-lasting solutions to community problems.

Officers were made aware of chronic theft and burglary problems at the Gem Theater and the amphitheater on Main Street. Once again, officers utilized the crime triangle approach to combat the problem. One of the beat officers took the lead and requested a key to the amphitheater. He shared crime information with fellow beat officers and they each conducted foot patrols in the area during their shifts. The high-visibility patrols helped to deter additional criminal activity and officers identified career criminals in the area and transients known to loiter near the amphitheater. They also met with amphitheater management and conducted a walk-through of the venue, providing them with a full security assessment of the area and recommendations for physical security measures to put in place to deter future burglaries. Officers also obtained a list of new tools that the amphitheater purchased and recorded their serial numbers to ensure proper documentation, in case these tools were stolen and pawned. Several weeks later, one of the items in the burglaries was discovered at a local pawn shop, which led to further investigation and the arrest of a career burglar on parole.





# SPECIAL INVESTIGATIONS UNIT (SIU)

## 2016 TOTALS

Arrests : 210
Search Warrants : 152
Labs : 2
Guns : 13
Cash : \$92,000
Methamphetamine : 52 pounds
Cocaine : 3.5 pounds
Marijuana : 6,200 pounds
MDMA : 25,000 pills
Heroin : 1.2 pounds



The Special Investigations Unit (SIU) received several complaints from citizens regarding a business running an illegal gambling operation. The business was a smoke shop that had several gaming machines in a back room. The complaints were received because the smoke shop was across the street from a local high school and students were seen gambling after school. A search warrant was obtained and executed at the business. A total of five (5) gambling machines were seized and the owner of the business was arrested. The business has since shut down and the community problem was resolved.

In another case, the Special Investigations Unit learned of a subject dealing ecstasy pills in the city. Through the investigation, a search warrant was obtained for the subject and his residence. The suspect was stopped as he was driving in his vehicle. After the stop, SIU went back and executed the search warrant at his residence. Inside the suspect's room were 23,000 ecstasy pills. The street value of the ecstasy was over \$250,000 and weighed over 15 pounds. It appears that the suspect was clearly one of the biggest ecstasy dealers in the county. The suspect was arrested and booked for drug sales.

The Special Investigations Unit also learned of two males dealing large amounts of methamphetamine in Garden Grove. Surveillance was conducted on the subjects as they were driving in the city, and SIU stopped the vehicle in the area of Joyzelle and Brookhurst. The driver admitted he was armed with a handgun, and was arrested. Located inside the vehicle were 13 pounds of methamphetamine, and the street value of the drugs was over \$200,000. Both the driver and passenger were booked for drug sales and firearm charges.

In another case during 2016, the Special Investigations Unit began investigating a subject who was known to transport large amounts of methamphetamine in his vehicle. Officers stopped him in his vehicle less than 500 yards from the Police Department. Inside his vehicle investigators located 25 pounds of methamphetamine. The street value of the drugs was over \$375,000.

Lastly, the Special Investigations Unit continued to work on closing illegal marijuana dispensaries. A total of 35 search warrants were executed on different businesses and a total of 6,200 pounds of marijuana were seized. Also, a court injunction was obtained for seven (7) businesses that continued to operate illegally, so the businesses were ultimately shut down.

# GANG SUPPRESSION UNIT (GSU)

The Garden Grove Police Department Gang Suppression Unit (GSU) takes great pride in reducing gang violence within the city. The gang unit is made up of street suppression officers, supported by investigations and the Target unit. The Department is fortunate to have a deputy district attorney, a DA investigator and a probation officer on-site to assist in the prosecution of arrested gang members. GSU officers have specialized training and experience and they are dedicated to addressing gang problems in Garden Grove. Through aggressive teamwork, communication, and a dedicated group of investigators, the unit has had a positive impact on gang related crimes within the city.

The GSU continues to be a big part of the Orange County Gang Reduction Intervention Partnership (GRIP) program run by the District Attorney's office. The program involves working closely with middle school children and their parents. Since this program started, the members of GSU have seen a big change in the kids' school activities and how they interact with police officers. GSU continues to enjoy the week-long soccer camp hosted by the DA's office for student involved in the GRIP program.

The Gang Suppression Unit continues to work hard on the graffiti issues plaguing Garden Grove and the surrounding cities. GSU works closely with officers from the Youth Services Unit (YSU) on all graffiti and school gang cases. Working closely with YSU makes it much easier for GSU to identify juveniles involved in gang cases. GSU also attends quarterly school district meetings where information is presented to all assistant principals regarding gang and student incidents.

In May, GSU conducted its annual gang sweep, with assistance from more than 150 officers from throughout Orange County. The two-day sweep resulted in over 85 arrests and numerous probation checks done by Probation officers. It was another successful gang sweep prior to the annual Garden Grove Strawberry Festival.

During 2016, GSU made over 350 arrests, served 10 search warrants and recovered 11 handguns. GSU also assisted other units in the Department with search warrants and surveillance. Even though the unit was understaffed for most of the year, GSU still made a deep impact on various gang issues throughout the city and the surrounding cities.





## NEIGHBORHOOD TRAFFIC UNIT (NTU)



The Neighborhood Traffic Unit (NTU) enforces traffic laws, educates the community, and targets areas of the city where traffic problems are most prevalent. Traffic issues at schools are always a priority of the NTU. Calls come in from both parents and school officials about the flow of traffic during drop-off and pick-up times. Throughout 2016, members of NTU educated parents and students by conducting high-visibility enforcement operations, providing informative lectures to students, coordinating with school officials on effective traffic control measures, and by participating in the National Walk Your Child to School event. NTU works to keep the school zones safe for all students and parents.

In 2016 there was a dramatic increase in the number of traffic fatalities, primarily fatalities involving pedestrians and bicyclists. As a result of the rise in injury and fatal traffic collisions, the NTU educated the public on traffic safety, utilized directed enforcement, and conducted analyses of statistical information to combat the issues surrounding traffic safety. Events such as the homeless outreach were used as a platform for face-to-face contact with citizens, to answer their questions and provide education on pedestrian safety. Multiple directed enforcement details were conducted in areas of the city predicted, through data analysis, to be at an increased risk for pedestrian and bicycle traffic collisions, which led to the issuing of hundreds

of citations and numerous educational contacts with pedestrians, bicyclists, and motorists.

The NTU partnered with the city's Community Relations department to form the Accident Reduction Team to increase public awareness of the dangers associated with distracted driving, pedestrians not utilizing crosswalks, and bicyclists not following the rules of the road. Through the partnership, NTU began conducting public service announcements for Garden Grove Channel 3 and has been able to utilize the vast delivery capabilities of social media to provide educational material as it relates to traffic safety. Several of the events conducted to promote traffic safety have been live-streamed on social media sites and led to multiple press releases and articles featured on BehindtheBadgeOC.com.

In 2016 NTU received grant funding from the California Office of Traffic Safety to conduct various traffic safety-related operations. With these funds, the NTU was able to send officers to advanced training, set up various DUI checkpoints, DUI saturation patrols, bicycle and pedestrian safety operations, primary collision factor operations, "Click it or Ticket" operations, distracted driver operations, and motorcycle safety operations. This close working relationship provides NTU with multiple officer training resources, and allows officers working the streets to continue providing motorist and pedestrian safety education.

## CANINE UNIT (K9)



The Garden Grove Police Department Canine Unit (K9) consists of canine handler, Corporal John Bankson, and his police service dog (PSD). In the beginning of 2016, PSD Strauss was retired. A field of several dogs brought in from Germany were put through a battery of tests, Corporal Bankson and Sergeant Bex, the canine sergeant, selected PSD Rex.

After bonding with Corporal Bankson for several weeks by riding around in the back of the canine patrol car, Rex and Corporal Bankson went through a 10-week certification course that included field apprehension and detection and narcotics detection training. PSD Rex has a tremendous work drive and is always pestering his partner to find him something to do. Until late 2016 they were the Department's only K-9 team, and kept themselves very busy supplementing the patrol officers. They were assigned to work nights city-wide, ready to respond to any call for assistance. In early 2017 a second K9 team will be deployed to the field, after completing the same rigorous selection and training process.

## RESORT SERVICE TEAM

The Resort Services Team helps to maintain a safe and secure environment for the enjoyment of all guests, merchants, and employees within the Grove District, Garden Grove's tourism area adjacent to Disneyland and the Anaheim Convention Center. It is comprised of one full-time officer, one part-time master reserve officer and one sergeant, who supervises the team. The Grove District has 10 resort hotels and five restaurant chains within its 700 acres, and includes the highly anticipated Great Wolf Resort/Water Park which opened in February 2016.

The Resort team spends a large portion of its time maintaining direct contact with hotel and business management sharing information on current crime trends. The team assists hotel employees with recognizing potential fraud and to help them prevent guests from becoming victimized. Training provided by the Resort Services Team includes: Decisions & Documentation of Incidents Before Police Arrive, Active Shooter and Workplace Violence, What To Do About a Bomb Threat (provided by the OC Sheriff's Department Bomb Squad), Crisis Communication and the Press, Drug Recognition (provided by the SIU), and Mental Health Issues in the Resorts. The team also partners with the Anaheim Tourism Policing Team to facilitate the regional Crime Alert Network meetings and conduct training for the Orange County Visitor and Convention Bureau's Certified Tourism Ambassadors program. In 2016, the team hosted the Southern California Tourism Safety and Security Association conference and gave a symposium on Management and Press in Crisis as well as International Tourism.

Another important function of the Resort Services Team is to act as a liaison between the hotels/businesses in the Grove District and the Police Department. Due to the high volume of visitors and spending in the resort area, the Grove District occasionally experiences unique crime trends specifically targeting tourism. Depending on the issue, the Resort Team utilizes problem solving techniques and elicits assistance from patrol officers, the Career Criminal Apprehension Team, the Special Investigations Unit, and the Detective Bureau in coming to successful resolutions. The coordinated efforts and partnerships between the Police Department and Garden Grove resort area staff ensures the Resort Team's mission of providing a safe and secure environment within the Grove District.







## HOSTAGE NEGOTIATION TEAM (HNT)

The Hostage Negotiation Team (HNT) was originally formed in 1978. The unit now has 12 experienced officers from both patrol and the investigations bureau. The team operates from a specially-equipped room in a state-of-the-art mobile command post. The HNT responds to critical incidents that have the potential to result in a possible barricaded subject and/or hostage situation, as well as high-risk search warrants and dynamic entries involving active suspects.

The primary function of a negotiator is to deescalate situations using active listening techniques and a calm demeanor. The officers assigned to intelligence gathering during live situations often utilize their investigative abilities to develop information on both suspects and victims. All officers assigned to the team can be required to write both arrest and search warrants should the situation arise.

Each member of the team cross-trains in all functions of the unit, such as primary negotiator, secondary negotiator, and intelligence gathering. In addition to mandatory monthly training, all members of HNT belong to the California Association of Hostage Negotiators. This is an association where many police agencies throughout California gather to share valuable training scenarios, experiences, and case law updates. The HNT also participates in an annual full deployment exercise with the Department's SWAT team to reenact real-life scenarios.

## SPECIAL WEAPONS & TACTICS (SWAT)

The Special Weapons and Tactics (SWAT) team consist of 20 specially selected officers, who are trained in the use of special weapons and tactics to handle high risk situations, barricaded suspects, hostage takers, high-risk warrant service, or other situations requiring training and expertise beyond the capabilities of the regular police officer. Officers assigned to the SWAT team are required to pass physical agility and strength tests, and undergo psychological examination. Components of the SWAT team include a chemical agent unit, entry teams, a Hostage Negotiation Team (HNT), and sniper teams. All members of SWAT are also trained in the use of a myriad of less than lethal weapons.

In 2015, His Holiness the Dalai Lama came for a six-day visit to Orange County. He was so impressed with the way his security was handled by the SWAT team that he decided to return for another five-day visit in 2016, staying at a hotel in the Garden Grove Resort District for all five days while appearing at various functions throughout Orange County. As in 2015, the Department of Security Services gave praise to the Garden Grove SWAT team by saying, "We could not have had another successful trip without the assistance of the Garden Grove SWAT Team."

In 2016 the SWAT team implemented a new Tactical Medic component. Tactical medics are Garden Grove Fire Department firefighter/paramedics who have been specially trained to deploy with the SWAT team, and the team of six SWAT medics are activated any time the SWAT/HNT teams are activated.

SWAT returned to its annual training site located at Marine Corps Air Ground Combat Center Twentynine Palms. This training has proven to be very important to the team due to its large-scale training facilities, and SWAT takes advantage of the live-fire house and numerous simunition (simulated ammunition) sites.



## HONOR GUARD

The Garden Grove Police Department Honor Guard is a ceremonial unit comprised of 20 officers. These men and women volunteer for this duty in addition to their regular assignments. Their purpose is to honorably and professionally represent the Garden Grove Police Department at various functions. These range from attending funerals, presentation of colors at city functions, and the largest is being a huge part of the Call to Duty annual memorial service for Garden Grove's Fallen Five. The annual memorial utilizes not only the core Honor Guard but also the 21-gun salute team. Having these two teams work together provides the basis for the ceremonial portion of the memorial.



## MOUNTED ENFORCEMENT UNIT (MEU)

The MEU is composed of officers who, in addition to their regular duty assignments, work as a mounted officer. Officers who work the unit provide their own horse, trailer and tack (saddles, bridles and bits) and the Department provides the officer with specialized equipment, such as distinctively marked saddlebags, reflectors and a protective face shield for the horse.

Officers are required to train a minimum of 10 hours per month, but many spend more hours training on their own, working with their equine partners to ensure they can perform safely and effectively together. The demands placed on a police horse are high as they are often put in situations that would cause a horse of ordinary temperament to startle and flee. Members of the MEU spend extensive hours training their horses to overcome a multitude of situations.

In 2016, the MEU worked the Strawberry and Tet Festivals, as well as the Open Streets event in Garden Grove, with assistance from mounted officers from all over the county. Garden Grove MEU officers also worked events in other cities, and was utilized at several protests during the year, to ensure the safety of the public.





# CRIME ANALYSIS UNIT (CAU)



The Crime Analysis Unit (CAU), comprised of one full time certified crime analyst, is responsible for forecasting future crime occurrences, analyzing crime trends, comparing suspect modus operandi, providing investigative leads, providing statistical crime data, and assisting in the deployment of resources through the use of systematic and analytical processes. Crime Analysis processes tactical, strategic, and administrative analysis.

Crime Analysis functions are to identify evolving or existent patterns and series, forecast future crime occurrences, and initiate target profile analysis. To achieve these goals, the analyst collects data and disseminates monthly beat activity reports, traffic analyses, and parolee reports. The unit also produces special bulletins on wanted suspects and crime information to further assist officers throughout the department. Finally, the Crime Analysis Unit is responsible for responding to both internal and external reports for statistical data and for conducting administrative, strategic, and tactical analysis of crime data.

After extracting relevant crime data, the crime analyst tracks the criminal activity in a database or by computer mapping software. Tactical crime analysis is used to concentrate on crimes that are an immediate threat to the community, such as rape, burglary, robbery, and serial murders. CAU works to detect a pattern from crimes by studying and linking common factors together such as method, suspect physical description, and weapon used. They then disseminate information regarding the anticipated crime to patrol officers and to detectives to provide suspect leads and to prevent the crime. Bear Analytics is a new tool used by Crime Analysis to disseminate reports that include maps, “heat maps”, charts and day and time of occurrence. This information is available to the public through RaidsOnline.com. Crime Analysis is part of the Terrorism Liaison Officer program and assists in identifying and reporting any suspicious activities to the Orange County Intelligence Assessment Center.

The Crime Analysis Unit monitors any increase or decrease in crimes and reports such changes to patrol personnel. The problem-solving activity develops tactical strategies to address current and emerging crime patterns and series identified by the Crime Analyst, such as auto theft, robbery and burglaries. As a result, the coordinated efforts from patrol officers, investigators and CCAT are able to address priority crime issues more effectively and efficiently.

The analyst has also developed and maintained communication with other analysts and investigators throughout the County and surrounding counties. These alliances with other crime analysis organizations are important for sharing crime information, identifying regional crime patterns and series, and keeping abreast of new developments in technology and training.

# JAIL OPERATIONS

The Garden Grove Police Department contracts the operation of its jail facilities with the GEO Group Inc. (GEO). GEO employees working in the Garden Grove facility are supervised by a city-employed part-time jail/fleet supervisor who has many years’ experience supervising all levels of jail operations.

Being able to maintain a jail facility on site at the Garden Grove Police Department has allowed officers to work more efficiently and effectively. This allows much needed police resources to be freed up and sustains a high level of police service to the community we serve. Officers are able to quickly process their arrestees in an expeditious manner, which gives them more time to remain proactive in the field. This is a vital and integral component in combating crime due to the high activity levels during this past year.

In 2016, GEO jail staff processed 5,362 adult arrestees and 392 juvenile arrestees. Their dedication and hard work have become a vital piece to ensuring our officers have an efficient and streamlined process when booking an arrestee.



# COMMUNITY LIAISON DIVISION (CLD)

The Community Liaison Division (CLD) facilitates several Department programs, including: Crime Prevention; Korean, Latino and Vietnamese Community Policing Outreaches; Volunteers in Policing (VIP) corps; and the annual Citizen Academy. The CLD also maintains an ongoing partnership with the Fire Department regarding the Garden Grove Community Emergency Response Team (CERT) program. The Division’s primary focus is to provide a comprehensive crime prevention and safety education for the entire community, including Neighborhood Watch, Commercial Watch, and child safety, to name only a few. The CLD is also responsible for facilitating the majority of the Department’s major community outreach efforts and events.

When fully staffed, the CLD includes a manager and five full-time community service officers (CSOs). Two CSOs serve as general community liaisons for the city’s east and west sides, while the other two are assigned to field offices within the heart of the vibrant Korean and Vietnamese business districts. These sites provide a vital link in maintaining ongoing communication and rapport with the Department, as residents and merchants can go in person to receive assistance from bilingual staff. The fifth CSO serves as the VIP program coordinator.

Since 2000, all Community Liaison Division CSOs have received training and certification as child safety seat technicians, as part of a very comprehensive, multi-faceted traffic safety outreach program. Today, Garden Grove Police Department is one of only a handful of law enforcement agencies with certified technicians. Over the years, the Department has hosted many training events and has been awarded several grants for child safety seats and bike helmets. To date, the Department has given away more than 1,200 free helmets to low-income youth and more than 1,000 child safety seats to low-income families, and conducted hundreds of safety seat inspections for parents who already own a car seat. These giveaways and inspections have undoubtedly helped save lives and prevent horrific injuries, but they have also helped establish and maintain positive relationships with the city’s culturally diverse communities.

In January of 2014, the Division manager was asked to establish contact with the city’s largest Neighborhood Watch Facebook group. After meeting with their page administrators to discuss collaborating Community Policing/Neighborhood Watch efforts, Division staff began attending and presenting information at their monthly zone meetings and joining their Facebook page. This has evolved into joining/interacting with five other major Neighborhood Watch Facebook groups, and the combined membership of all six is now nearly 14,000 citizens, with new members joining every day. These social media resources allow the Department to share with thousands of people information that is relevant to their community, such as crime alerts, safety tips and community events, which has enabled us to create new and/or strengthen existing relationships throughout the city.







## CRIMES AGAINST PERSONS UNIT (CAP)

The Crimes Against Persons Unit, commonly referred to as CAP, is the detective bureau responsible for investigating the most serious and violent crimes that occur in the Garden Grove.

The CAP detectives are primarily responsible for homicides, robberies, sexual assaults, child abuse, felony assaults, domestic violence, weapons violations, and mental health and psychological holds. Within the Department, the CAP unit is second in size only to the Patrol division. The CAP unit is staffed by one sergeant, 11 detectives, two master reserve officers, and one investigative aide.

During 2016, the Crimes Against Persons unit worked tirelessly to bring suspects to justice. In February 2016, a female member of the US Army was visiting California from her post in Germany to attend a class for college. The victim had never been to California before, so she decided to walk to a nearby restaurant/retail area on her last night in town. As the victim was walking down the street she was grabbed from behind. The suspect threatened to kill her, forced her to a dark location and sexually assaulted her. The victim was eventually able to break free and run for help. Evidence obtained by the hospital from the victim produced a DNA match for a suspect, whose DNA was in the system from a previous felony arrest. The suspect was positively identified in a lineup and a \$1 million warrant was issued for the suspect, an 18-year-old male. With the assistance of the US Marshals, the suspect was arrested in Fresno and returned to Orange County to answer for his crime.

Robberies are a prime example of how one individual can have a significant impact on crime statistics in several cities at the same time. During 2016, Garden Grove and Santa Ana were plagued by a series of robberies of 7-11 stores. Detectives distributed surveillance pictures of the suspect via conventional news outlets and social media platforms, and the suspect was recognized by a citizen and identified. Robbery detectives from both departments worked together to serve a search warrant on the suspect's residence, but he was not there. They continued the hunt and eventually arrested him in Stanton while he was in possession of a loaded handgun.

In August, CAP and various other units within the Department worked together to quickly identify a suspect and locate his whereabouts in another state. Two women got into a physical altercation on the suspect's front lawn as a result of the suspect sending the victim a string of text messages challenging her to a fight. Two males then jumped into the fight and one of them shot the victim multiple times. The incident was captured on a home surveillance camera and, within a few hours, several involved parties had been located, leaving only the suspect on the run. Detectives obtained information that the suspect had possibly fled to Texas, so the Department requested assistance from the US Marshals to locate the suspect; six days later he was in custody in Corpus Christi, Texas and transported back to California.

## YOUTH SERVICES UNIT (YSU)

The Youth Services Unit (YSU) is responsible for addressing issues related to schools, families and at-risk youth within the city of Garden Grove. On a daily basis, four school resource officers (SROs) provide police services to approximately 20,000 students and staff at eight intermediate schools and seven high school campuses.

While student and staff safety is always a priority, the school officers are also responsible for providing juvenile offender education and make approximately fifteen presentations to students each year. The SROs, YSU detectives and YSU sergeant work with every school on safety planning. YSU partnered with all 15 assigned schools and conducted safety lock down drills alongside each school's administrators. Over the past few years, each school has demonstrated significant improvement following these drills. These efforts have underscored the high level of cooperation between the GGUSD school staff, students and the police department.

During 2016, YSU handled several trending, but serious, cases. One such case involved a missing teenage girl, who was eventually tracked down via cell phone. She had been working as a prostitute for a male she had met online. With the assistance of the Department's Career Criminal Apprehension Team, the male and the female juvenile were tracked down and the male was arrested. He is currently facing a possible life sentence in this case.

The YSU regularly works with the District Attorney's Gang Reduction Intervention Partnership (GRIP I and GRIP II) programs. All of the school officers, YSU detectives and the YSU sergeant actively supported the GRIP programs at Lawrence, Wakeham, Bryant, and Eisenhower elementary schools and Alamitos intermediate school by giving presentations and assisting parents. In 2016, the school officers committed even more time to the students by doing one-to-one mentoring at the GRIP schools.

Throughout 2016, the YSU sergeant continued to hold quarterly communication meetings with GGUSD, YSU and the GGPD Gang Suppression Unit. These meetings allow the principals and assistant principals to exchange tagging and gang trend information with GGPD personnel. Online bullying and "sexting" are also issues that arise regularly. YSU personnel made several presentations to parents and administrators at several schools about how to address these now common issues.

The Youth Services Unit is housed next to the main police department in a building known as the Juvenile Justice Center (JJC). The Bruce Beauchamp Juvenile Justice Center houses the Family and Youth Outreach Program, a collaboration between the City of Garden Grove and the Boys & Girls Clubs of Garden Grove. To date, the center has served more than 8,000 at-risk youth and their families through counseling, intervention programs and educational classes.





# CAREER CRIMINAL APPREHENSION TEAM (CCAT)

The Garden Grove Police Department has a specialized undercover team called the Career Criminal Apprehension Team (CCAT). The team is comprised of four officers and a sergeant, whose goal is to identify and arrest suspects wanted for a variety of crimes, including robbery, fraud, counterfeiting, commercial burglaries, and auto theft. Along with these crimes, CCAT actively locates and arrests wanted parolees at large, second strike criminals and violent offenders.

For the past several years, CCAT has taken an active role with the Department of Corrections realignment program under AB109. In 2016, CCAT performed two sweeps every month with members of the Orange County Probation Department and other Garden Grove officers. During these sweeps approximately 377 locations were targeted and 41 arrests were made. CCAT has developed an outstanding relationship with the Probation Officers involved in the AB109 program and they work well together to solve issues.

CCAT works closely with patrol officers in the field to identify current crime trends. In June, CCAT received information about a street robbery that occurred the previous night in the area of Park Street with a female robber armed with a handgun. CCAT developed information of a possible suspect loitering in the area of Clinton Avenue and Pearce Street. CCAT responded to this location and quickly identified the suspect standing with a group of people. CCAT blended with the surroundings and was able to quickly arrest the suspect without anyone being injured. The suspect was in possession of a stolen car, a toy gun and live ammunition, along with the victim's stolen cell phone.

During another investigation in August, the Youth Services Unit requested CCAT's assistance with a human trafficking investigation. Information was received that a Garden Grove female juvenile was being held against her will and being forced to work as a prostitute. Working closely with the Orange County Human Trafficking Task Force, CCAT was able to use modern day investigative techniques to locate the victim and suspects in the city of Compton. Two adult suspects were taken into custody, and the victim was safely returned to her family.

The west end of Garden Grove and the city of Westminster experienced a series of acts of indecent exposure and sexual assaults. The suspect was described as middle-aged male Hispanic who was approaching females along the Dale Street corridor during school hours and exposing himself. The suspect had groped two other females in this area and information was developed that pointed to a possible suspect being identified during an incident in Westminster. CCAT, along with the Crimes Against Persons (CAP) unit, surveilled the suspect for a week and caught him following and approaching numerous women on the street. CCAT eventually arrested the subject and obtained a statement from him, which placed him at many of the crime scenes. The suspect was charged with several felony charges and the case was filed by the District Attorney's Office.



# PROPERTY CRIMES UNIT



The Property Crimes Unit investigates property-related crimes, such as burglary, auto theft, identity theft, fraud, forgery, minor assault, and vandalism. The unit consists of one sergeant, seven detectives, one civilian investigator, two part-time community service officers and one police cadet. The responsibilities for each detective are divided by crime types and geographical areas within the city. The detectives work as a cohesive team and they have the highest case load volume in the department.

In 2016, the Property Crimes Unit saw a continued increase in property crimes across the city. After reviewing numerous arrests, detectives determined that there was a higher rate of recidivism with the offenders. Our detectives looked at innovative ways to combat the crimes and were able to make several significant arrests this year. By sharing active crime information with the public and partnering with different neighborhood watch groups and on-line social media communities, they received assistance from the community which helped solve a crime series.

During March and April there were a string of battery thefts from recreational vehicles in the west end of the city. After an attempted theft in San Bernardino county, a witness posted a photo of the vehicle and license plate on a neighborhood watch Facebook page. It matched the description of the suspect vehicle involved in the Garden Grove thefts, and was shared on the West Garden Grove Facebook page. After an extensive investigation that involved obtaining a search warrant for a GPS device, and several hours of surveillance by the entire Unit, two suspects were arrested in Lake Elsinore. Detectives interviewed the suspects, who confessed to 18 battery thefts in Garden Grove and many others in Orange, Anaheim, Cypress, Westminster, and Santa Ana. Detectives found that the suspects had sold over 100 stolen batteries to a business in Fontana, and they were prosecuted for numerous felonies.

In March, the victim of a residential "distraction" burglary spotted one of the female suspects as she was driving. She took a picture of the suspect and the license plate of her vehicle and posted it on the neighborhood watch Facebook page. Detectives discovered that the female suspect was part of a Romanian "Gypsy" family. Most of the family members had been previously arrested for similar crimes but all had given false home addresses. With the use of departmental resources, the suspect vehicle was found at a motel in Orange. A GPS warrant was obtained in hopes that the vehicle would lead to the other two suspects in the distraction burglary. In the end, six people were arrested for various felony charges. The two burglary suspects were positively identified by two of the victims. It was believed that eight distraction burglaries had been committed by the same group in Garden Grove, and many more in other cities. These are two examples of the Department partnering with neighborhood watch groups. When community members take an active role fighting crime and creating partnerships with the police department, there can be positive results.





# COMMUNICATIONS

The Garden Grove Police communications center is the primary public safety answering point (PSAP) for the City of Garden Grove and receives all incoming 9-1-1 calls for the area. The center is comprised of four supervisors, 13 dispatchers and two community service officer call takers. Dispatchers work 12-hour shifts and are tasked with answering non-emergency phone calls, 9-1-1 phone calls and the 800 MHz radio system on which they communicate with officers. Dispatchers are also expected to maintain a high level of professionalism, customer service and work product accuracy.

In 2016, dispatchers and call takers answered 71,620 incoming 9-1-1 phone calls, 94,670 incoming non-emergency phone calls and dispatched 42,788 calls for service. The daily averages were eclipsed on July 4th, 2016, when 254 incoming 9-1-1 calls and 643 non-emergency phone calls were answered. That same day, 146 fireworks-related calls for service were dispatched.

Also in 2016, the California state 9-1-1 office changed the statewide standard for 9-1-1 call answer times. In the past, the state standard required that 90% of 9-1-1 calls must be answered within 10 seconds. The new standard requires that 95% of incoming 9-1-1 calls must be answered within 15 seconds. The Garden Grove Police Communications Division answered 97.7% of incoming 9-1-1 phone calls within 15 seconds, well within the state's standard.

Part of expecting dispatchers to maintain high standards is to also recognize those who exceed expectations. In the first quarter of 2016, Dispatcher Marsha Spellman was recognized as Civilian of the Quarter. Marsha earned this award for her willingness to go above and beyond her duties and help with extra projects and assignments. Her attention to detail and diligence were instrumental in helping her to complete these extra tasks in a timely and efficient manner.

Dispatchers also completed their most recent two-year training cycle, during which they each must attend 24 hours of relevant training. The training included courses such as customer service, tactical dispatching, dispatcher wellness, terrorism awareness, and communications training officer. Ongoing training is yet another way that dispatchers are able to continue to maintain standards, learn best practices and expand their knowledge about their chosen career.



# RECORDS, FRONT DESK & COURT LIAISON



2016 was another great and busy year for the Records Unit. Staff continued learning the new Spillman Technologies CAD/RMS system, implemented in the fall of 2015. This system completely changed the Unit's operations. Learning and mastering the system continues to be a priority for staff whose goal has been to use Spillman to its maximum potential. One feature is the Spillman interface for State Link, which provides a secure way for staff to query and enter data into the California Law Enforcement Telecommunications System (CLETS), National Crime Information Center (NCIC) and Criminal Justice Information Systems (CJIS), without having to log onto the National Law Enforcement Telecommunications System. It also allows much of the data to be auto-imported into Spillman record tables, preventing the need for manual entry, in many instances. Records continued to scan and archive documents from 2012 into the new system, and outsourced the scanning of legacy documents that must be retained per state law.

Records processed 3,765 arrest packages for court in 2016 and processed 3,093 private property vehicle impounds and repossessions. In addition to the regular duties performed by Records personnel are Records specialties, such as: quality control/processing of traffic citations; traffic collision reports; vehicle code violation impounds; warrant due diligence; drug and arson registrants; processing business permits for secondhand, pawn, antique, billiards, and massage businesses; NCIC validations; quality control of data and reports per local, state and federal requirements; and, entries into the CLETS for stolen and recovered vehicles, property, firearms, and missing and found persons.

To the Unit's credit, Records passed the Department of Justice CJIS/NCIC database audit in February and CLETS compliance audit in March. The purpose of the database audit is to verify adherence to the Federal Bureau of Investigation and CJIS policy regulations and to ensure the accuracy, completeness and timeliness of the information contained in the CJIS/NCIC databases. One of the many adjunct duties handled by the Records Unit is generating and mailing notices of impounded and recovered vehicles, and responding to public records requests. While Spillman and BRAZOS, an electronic citation and traffic collision report system, have been instrumental in achieving the Department's goal to be a "paperless" agency, documents that are not generated by these systems require manual entry and scanning into Spillman by Records staff. Whatever the task, maintaining quality control of data and documents is the number one function of the Records unit. In 2016, the front desk processed a total of 1,650 reports, released a total of 957 recovered and impounded vehicles, and performed more than 2,000 LiveScan and fingerprint card background check requests for military and law enforcement agencies.

March brought with it the exciting opportunity to meet and plan with an architectural firm for the much needed remodel of Records and the front lobby. The goal of this on-going project is to break ground in 2017 and create an efficient, safe, and ADA-compliant workspace for employees and front lobby for citizens.

The Records Division is currently staffed with three supervisors, thirteen full-time and two part-time records specialists, one court liaison officer, three full-time front desk community service officers, one part-time community service officer, one master reserve officer, and three cadets.





## FORENSIC SERVICES UNIT (FSU)



The Garden Grove Police Department has a long-standing partnership with the Orange County Crime Lab, which provides enhanced forensic services on a contractual basis to the city of Garden Grove. The Orange County Crime Lab is the only full-service, internationally accredited laboratory providing forensic analysis to law enforcement agencies in Orange County. The Orange County Crime Lab (OCCL) is accredited through the American Society of Crime Laboratory Directors-Laboratory Accreditation Board, and maintains ISO Accreditation through the International Organizations for Standardization.

The lab is staffed by forensic scientists who are skilled and knowledgeable experts who use their talents in various forensic science specialties to serve the needs of the criminal justice community. The Garden Grove Police Department Forensic Services Unit is comprised of an OCCL lead forensic specialist, who works full-time at the Garden Grove police station. Additionally, a second forensic specialist and a DNA scientist at the OCCL work exclusively on cases that originate in Garden Grove.

The Garden Grove Police Department has contracted for forensic services since 1996 and receives state-of-the-art services at a much lower cost than if the Department had its own crime laboratory. As part of the agreement, a forensic specialist is on call 24-hours a day, seven days a week, for major or serious crime scenes such as felony assaults, homicides or incidents that require significant forensic investigation.



## PROPERTY & EVIDENCE UNIT (P&E)

The Property and Evidence Unit (P&E) consists of two full-time community service officers (CSOs) and one part-time police cadet. The P&E unit is responsible for controlling and maintaining security of all property and evidence seized and retained by the Department, as well as managing equipment resources for uniformed personnel. There are approximately 477,000 pieces of property currently being stored in the Department's Property and Evidence facilities, some from as far back as 1962. During the summer months, two school resource officers were assigned to P&E to help organize evidence and oversee the disposition of items from older cases that were finished in court; the reorganization helped free up much needed storage space.

The Department must follow strict state and federal protocols for the handling and storage of evidence, and P&E personnel are trained to ensure compliance with these standards. Property and Evidence personnel play a very important role in the criminal justice process by documenting the chain of custody, preparing and transferring evidence to court and the crime lab, and handling the disposition of evidence after the investigation has been adjudicated. In 2016, P&E also took delivery of a new van to transport evidence between the off-site evidence storage facility and the Orange County Crime Lab.

At the beginning of 2016, a new evidence tracking system was implemented as part of the department-wide software system upgrade. The new system automates the tracking process and also makes it easier to release items back to their owners. Any property that remains unclaimed after a proscribed period of time will be sent to an auction company to be sold. The Department receives 40% of the proceeds from the sale of these items, which is then deposited into the city's General Fund.

In 2016, P&E staff destroyed 87 firearms, 500 pounds of edged or other weapons, and 350 pounds of narcotics.

Total Items booked: 14,088  
Total Cases to/from lab: 1,901  
Total Items to/from lab: 2,937  
Hours for lab: 465  
Items released: 800  
Items destroyed: 2,209







## PROFESSIONAL STANDARDS DIVISION (PSD)

The Professional Standards Division (PSD) is responsible for conducting several tasks including organizing the Department’s annual training, the recruitment and hiring of both sworn and non-sworn personnel, and overseeing the field training program for newly hired police officers.

The recruitment process is very detailed. PSD works closely with the city’s Human Resources department during this process, which usually includes events such as a physical agility test, a written examination, an oral interview, and an extensive background check. On average, the Department receives more than 100 applications for each police recruit job opening, making the process very lengthy and labor intensive.

During 2016, the Professional Standards Division conducted eight recruitment events at several locations, including local colleges/universities, local public events, Camp Pendleton, and GGUSD high schools. As a result, several new employees were hired, including six police recruits, fifteen lateral police officers, two reserve police officers, three community service officers, three records specialists, three police dispatchers, and one vehicle expeditor.

Some of the training courses conducted during 2016 were: first aid, vehicle pursuit training, basics in improvised explosive devices, tactical communication skills, and arrest and control tactics.

The Professional Standards Division is also responsible for conducting internal affairs investigations, and the PSD lieutenant is the Department’s public information officer, responsible for generating press releases and dispersing them to the media. During 2016, the PSD lieutenant conducted numerous press conferences about significant events that occurred in the city of Garden Grove and released approximately 70 press releases.

## PLANNING AND RESEARCH DIVISION

The Planning and Research Division handles several administrative duties within the Police Department. Their primary function is the continued compliance with the Commission on Accreditation for Law Enforcement Agencies (CALEA) Standards. Accreditation is a continuous process and requires constant vigilance and attention to detail. During 2016, the Planning and Research Division completed the transition of the Department to a completely electronic means of performing its accreditation processes and file maintenance. Coupled with the recent changes instituted by CALEA, the Department now uploads proofs of standard compliance on a daily basis for CALEA review.

In March 2016, the Department underwent its eighth re-accreditation on-site visit by two CALEA assessors for a one-week period. In July 2016, the Department was formally notified that it had been successfully re-accredited with an additional meritorious citation on the CALEA re-accreditation award, which is valid through July 2020.

The true value of accredited status is that it allows the City of Garden Grove to demonstrate to its citizens that the Police Department continually meets professionally recognized standards that were carefully developed by national law enforcement organizations.

## POLICE CADET AND OFFICE AIDE PROGRAM

The Police Cadet and Office Aide Program offers college students the opportunity to work in various non-enforcement uniformed positions that allow them to assess their future interest in law enforcement. At the same time, the Department is given the opportunity to evaluate them for potential future full-time sworn or civilian positions. In 2016, the Department hired several cadets to fill community service officer and police recruit positions.

The job duties and responsibilities are similar for both police cadets and office aides. The cadet position, however is reserved for those interested in becoming a full-time police officer. In 2016, the Professional Standards Division conducted police cadet and office aide recruitments, which brought new and highly motivated young individuals into the program.

Police cadets and office aides change assignments every year, so they can become familiar with a variety of Department operations. The year-long assignment gives them enough time to become proficient in their duties but allows them time to rotate assignments and grow in the Department during their employment. While employed with the Department, cadets and aides are required to be enrolled in college on a full-time basis, and make satisfactory progress towards a degree. Examples of assignments police cadets and office aides may have include Crime Prevention, Front Desk, Communications, Forensic Services, Traffic, Gangs, Property and Evidence, Investigations, Juvenile Justice Center and Professional Standards.

In addition to their regular duties, police cadets and office aides also provide additional staffing for DUI checkpoints and parking control for the community’s annual festivals and other city events. The Department generally accepts applications four times a year from young men and women who want to be a part of the program.





# OFFICER OF THE YEAR

Corporal Nick Jensen has been assigned to the Professional Standards Division (PSD) for three years and has become the anchor of the unit. Nick has a strong work ethic and, as the Department recruiter, he is the friendly face representing the organization.

In 2015, Corporal Jensen was instrumental in the Department’s hiring of (10) full-time officers, (2) academy recruits, (7) cadets, (3) records specialists, (4) community service officers, (2) dispatchers, (4) master reserve officers, (1) vehicle expeditor, and (1) chaplain. A total of 81 very detailed and time-consuming background checks had to be completed in order to hire these 34 employees. In 2016, Corporal Jensen helped the PSD hire an additional (6) police recruits, (15) lateral police officers (experienced officers from other law enforcement agencies), (2) reserve police officers, (3) community service officers, (3) records specialists, (3) police dispatchers, (1) vehicle expeditor, and (2) cadets.

Succession planning is a high priority for the Department, and the continuous recruitment and hiring of new employees is an essential part of a successful plan. Corporal Jensen has been so successful at recruiting laterals that he now regularly receives calls from officers wanting to come work for Garden Grove PD. In addition, Corporal Jensen was given a number of extra duties and took them all in stride, accepting the challenges with enthusiasm. For these reasons, Corporal Nick Jensen was chosen as Officer of the Year for 2016.

# CIVILIAN OF THE YEAR

Community Service Officer (CSO) Van Vu is one of the busiest people in the Department. Van handles the majority of discovery requests for the Investigations unit, and she regularly processes up to 20 requests per week. She is very organized in disseminating the request to the appropriate department personnel, collecting the information and sending it back to the D.A.’s office. She is also an advocate for the police department when a request is too broad, too old or has already been requested.

CSO Vu assists the entire Investigations unit with any requests they have, including filling in at the Investigations front desk and even ordering supplies. When needed, she also provides Vietnamese translation services for the Department and even city hall, if requested. CSO Vu is also responsible for training new officers in CPR, and she has been involved with the Garden Grove Community Emergency Response Team (CERT) program for many years, managing their budget and personnel and planning events for the team.

In addition to her usual duties and responsibilities CSO Vu also acts as the “department photographer,” capturing moments that become the history of GGPD. Many of her photos have been used for the department’s annual report, recruitment materials, Fallen Five memorial ceremony, and more.

CSO Van Vu deserves to be acknowledged for her hard work and her dedication to her unit and the police department, and that is why she was chosen as the Garden Grove Police Department Civilian of the Year for 2016.

## OFFICERS OF THE QUARTER

- 1st Quarter  
Nick Lazenby
- 2nd Quarter  
Danny Mihalik
- 3rd Quarter  
Nick Jensen
- 4th Quarter  
Dave Lopez

## CIVILIANS OF THE QUARTER

- 1st Quarter  
Marsha Spellman
- 2nd Quarter  
Van Vu
- 3rd Quarter  
Michelle Estrada
- 4th Quarter  
Rebecca Meeks



## CITIZEN ACADEMY

In the fall of 2006, the Police Department conducted its first Citizen Academy class for residents of Garden Grove. This class is designed to teach citizens about the philosophy, policies, and guiding principals of law enforcement, and ethical conduct governing police services in any given community. This allows the “students” to become more aware of how the Department functions in its daily operations, and they learn how they can play an integral role in helping to keep our communities safe (Neighborhood Watch, Commercial Watch) through community policing partnerships. The Academy also allows the Department to become more aware of the feelings and concerns of the community, and helps build positive and interactive relationships between citizens and police personnel.

Since the Academy began, graduates have been uniform in their enthusiasm and feedback regarding their Academy experience. Several participants said the experience changed their previous perceptions in a very powerful way and gave them a much deeper appreciation for what patrol officers deal with on a daily basis. In 2009, the first Citizen Academy “graduate alumni” classes were held, whose purpose is to offer Academy graduates an opportunity to stay in touch with the Department on a regular basis and provide them with timely information. To date, graduates have been observed at DUI checkpoints, participated in shooting exercises in an indoor range, and watched special presentations on a high profile homicide case, illegal gambling machines, and medical marijuana dispensaries.

The 2016 Citizen Academy class graduated 12 participants who are now ready to join 164 past graduates to serve as well-informed “citizen ambassadors,” educating their peers on how to work together with their neighbors and the Police Department to keep Garden Grove safe.

HOW TO GET INVOLVED





## POLICE EXPLORERS

Garden Grove Police Explorer Post 1020 works hard to make a positive impact on the City of Garden Grove. Explorers, who are between the ages of 14 and 21, serve the community by volunteering thousands of hours every year. During 2016, explorers donated more than 8,800 hours of service to the community.

The explorers are mentored by a staff of volunteer explorer advisors, a dedicated group of both sworn and civilian Garden Grove Police employees. Many community events and city civic organizations in Garden Grove could not occur without the explorers and explorer advisors. Explorers and advisors are also depended upon to assist the Police Department Neighborhood Traffic Unit with numerous DUI checkpoints throughout the year.

Explorer advisors work hard to train the explorers to perform their responsibilities in a mature and professional manner, and to prepare them for the positions of cadet and police recruit. Post 1020 has been very successful in that regard, as numerous former explorers are now officers with the Garden Grove Police Department. The explorers train hard for competitions with other explorer posts by participating in critical incident scenarios no different than an officer would face. In January 2016, Garden Grove explorers earned awards in several areas during the Chandler, Arizona Tactical Competition, including officer down scenario, waterborne operations, and vehicle assault. They also earned trophies at the Orange County Law Enforcement Explorer Advisors Association (OCLEEA) competition in November.



## INTERFAITH VOLUNTEER & CHAPLAIN PROGRAM



The Police Interfaith Volunteer and Chaplain Program is designed to offer professional spiritual assistance to members of the community and police personnel who are faced with crisis situations. The Chaplain selection criteria requires them to be licensed or ordained ministers of the clergy, or be active in the pastorate within their denomination for at least one year, and to have a minimum of one year experience in family counseling. In their assignment as a volunteer police chaplain, members are asked to donate six hours each month to a ride-along program, counseling community members, responding to call-outs in crisis situations, or by representing the Department at community functions.

Another important part of the Chaplain program is the service its' members provide to the members of the police department family. The chaplains establish close ties with officers and civilians and make themselves available for counseling or other spiritual needs. Chaplains have had the honor of officiating weddings for officers and have provided funeral services for employees that have passed away. The chaplains are an integral part of the Garden Grove Police family.

## RESERVE & MASTER RESERVE OFFICERS (MRO)

Reserve Police Officers and Master Reserve Officers (MROs) work part-time, but while on duty have the same policing powers as any full-time officer. Reserve officers receive specialized law enforcement training as mandated by the Commission on Peace Officer Standards and Training (POST); and select MROs are required to receive continuing POST training to maintain their "perishable skills," such as firearms and tactics.

Reserve police officers are men and women that either work full-time in another profession, or were once full-time peace officers that now wish to work only part-time. Some may work in the field performing various duties such as patrol, DUI checkpoints, gang suppression, and prisoner transportation. Others are specially trained to conduct background investigations for new employee applicants. Reserve officers also help to provide security at many community events, including the annual festivals and the West Garden Grove Little League parade.

Master Reserve Officers are peace officers who retired from a full-time career in law enforcement. They bring years of experience and expertise with them that benefits the Department. MROs are assigned various tasks throughout the Department, including range officer, armorer, front desk officer, cold case investigator, CALEA accreditation, and mobile computer support. The Department presently employs 13 MROs.



## VOLUNTEERS IN POLICING (VIPs)

The Volunteers in Policing (VIP) program is comprised of 25 volunteers, including members who have been with the program since its inception in 1994 - that's 22 years of dedicated service and commitment! The VIPs provide both primary and support services for more than 17 different regular assignments: alarm coordinator, city hall reception desk, Community Liaison Division, Crime Analysis Unit, first aid, Gang Suppression Unit, Investigations, Juvenile Justice Center, patrol checks, pawn slips, Police memorial plaza maintenance, Records Division, Resort Services Unit, special events, Special Investigations Unit, vacation checks, and the VIPER team.

The field volunteers continue to play an integral role in enhancing the Department's visibility within the community, and strengthening relationships within the city's business communities. To date, the VIPs have contributed nearly 103,000 hours to the Department and the community-at-large, translating into nearly \$3 million dollars!





# HOW TO JOIN THE GARDEN GROVE POLICE DEPARTMENT

- Police Recruit
- 911 Dispatcher/Call Taker
- Lateral Police Officer
- Academy Enrolled
- Reserve Police Officer
- Academy Graduate
- Community Service Officer
- Records Specialist



Visit [www.ci.garden-grove.ca.us/HR/jobs](http://www.ci.garden-grove.ca.us/HR/jobs) and fill out an interest card.

If the position is closed, you will be notified when the position is open and accepting applications. Vietnamese, Korean, and Spanish speaking applicants are highly desirable!

Any Questions?

Please contact the GGPD Recruitment Coordinator  
714-741-5922  
[PDjobs@ci.garden-grove.ca.us](mailto:PDjobs@ci.garden-grove.ca.us)



**FOLLOW US ON SOCIAL MEDIA:**  
Facebook: Garden Grove Police Department Recruitment  
Instagram: GGPD\_Recruitment

# THE CITY OF GARDEN GROVE POLICE DEPARTMENT

## GENERAL INFORMATION

**PUBLIC HOURS**  
Monday – Saturday: 8 a.m. to 6 p.m.

**ADDRESS**  
11301 Acacia Parkway,  
Garden Grove, CA 92840

**WEBSITE**  
[www.garden-grove.org/police](http://www.garden-grove.org/police)

**COMPLAINT STATISTICS**  
[www.garden-grove.org/police/ComplaintStatistics](http://www.garden-grove.org/police/ComplaintStatistics)

**IMPORTANT PHONE NUMBERS**  
Emergency: ..... 911  
Non-Emergency Dispatch: ..... 714.741.5704  
Police Records: ..... 714.741.5719

**CITY OF GARDEN GROVE WEBSITE**  
[www.garden-grove.org](http://www.garden-grove.org)

**GARDEN GROVE POLICE DEPARTMENT**  
[www.garden-grove.org/police](http://www.garden-grove.org/police)

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**CALEA ACCREDITED SINCE 1988**



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