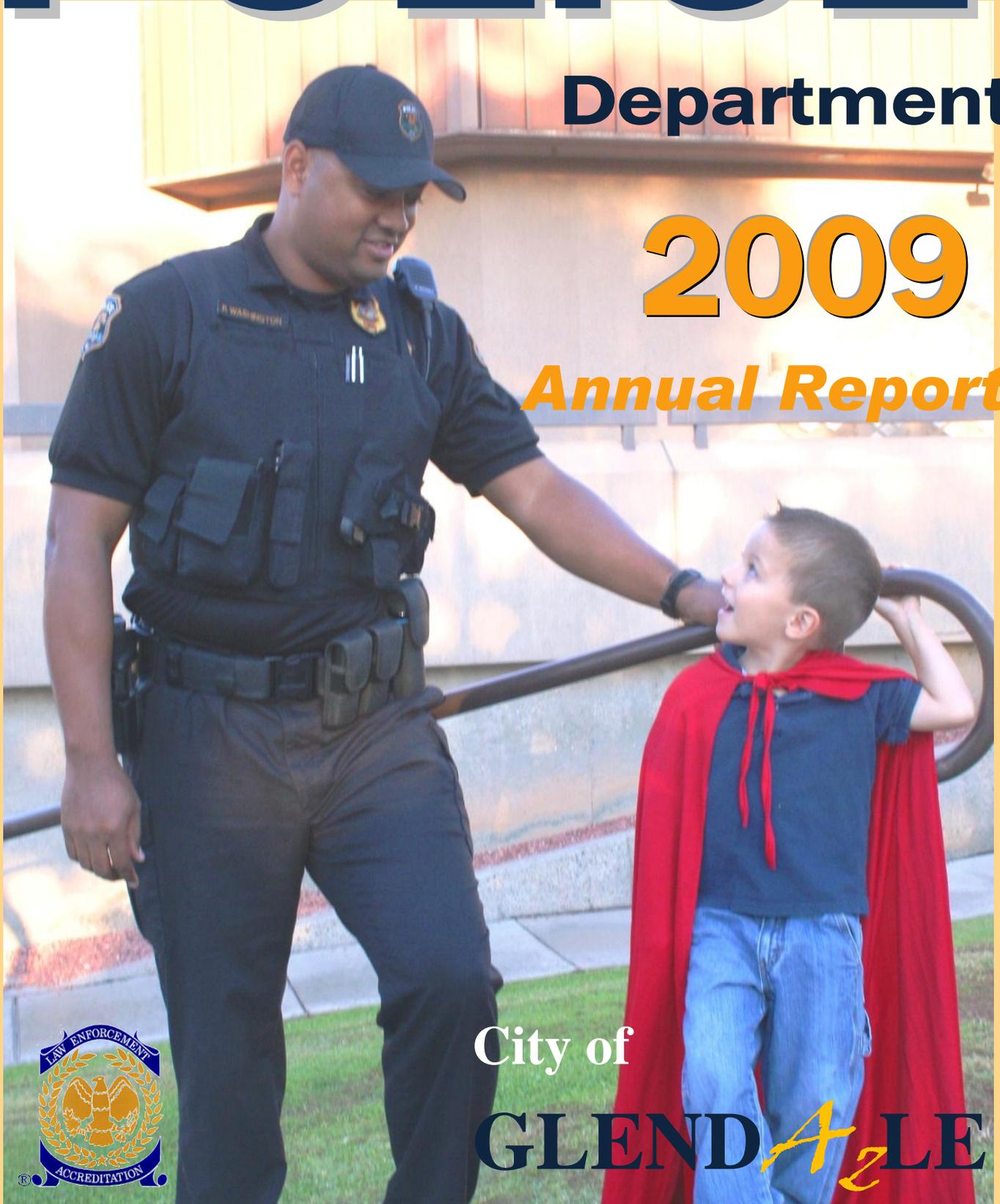


POLICE

Department

2009

Annual Report



City of

GLENDALE



from the

Chief

Challenge. The word accurately reflects 2009. The Glendale Police Department continued to ride the waves of the recession. Reduced funding, staffing shortages, and other consequences of the sagging economy necessitated significant adjustments to police programs in order for us to continue to provide quality services to the citizens of Glendale. Every member of the Department works very hard to maintain service levels, to continue to make Glendale a safer place to live, work and play, and to strive to improve the quality of life in the City. This report provides a glimpse of what we have been able to accomplish during the past year as well as a look at the cadre of professional and dedicated people whose profound efforts help to make Glendale a city of which we

can all be proud. I, therefore, am pleased to present the Glendale Police Department's **2009 Annual Report**.

The significantly reduced ability to hire, combined with staff departures, made it necessary to realign the department organizational structure. The departure of the Assistant Director in the Administration Bureau made it necessary to realign seven operational divisions under two bureaus; each led by an Assistant Chief. Additional alignments were made at the division level to further redistribute workloads to accommodate functional requirements. These adjustments will allow the continuity of operations while functioning under continued economic constraints.

Department goals and objectives are assessed annually. With an overall goal of reducing crime, six specific goals were identified for 2009; enhance response to crime, enhance community outreach, enhance employee development, enhance working conditions, enhance labor relations, and enhance internal communications. Within each goal specific activities provided direction for our various programs throughout the year.

These goals and activities enabled us to achieve a **13.7% reduction in violent crime; the third straight year of decline**. Robbery rates declined by an astounding 28.6% and rape an equally impressive 18.2% compared to 2008 levels. Such declines represent a continuing focus and challenge for our department and our community. We are proud of these achievements yet we realize the need to remain vigilant and continue our efforts to sustain these improvements.

Community involvement in policing efforts is vital to any effort to control crime and promote community safety. Opening lines of communication is just as important. Extremely valuable to these efforts, the **citizen advisory committees** and **community crime forums** continue to expand and reinforce the department's relationship with the community. The committees provide vital information for shaping the department's priorities and enhancing the quality and effectiveness of police services.

Through City and Department strategic management we have been able to navigate the turbulent waters of the economic crisis without the loss of any sworn police positions. Budget limitations necessitated a temporary moratorium on hiring civilian employees which increased the vacancy rate in 2009. Despite staffing shortages created during this period of recession, every member of the department remains dedicated to not only survive the crisis, but to prevail in spite of it. This report seeks to demonstrate the department's ability to meet this challenge and highlights some of the accomplishments achieved in 2009.

Steve Conrad
Chief of Police



Mission

*To protect the lives
and property of the
people we serve.*

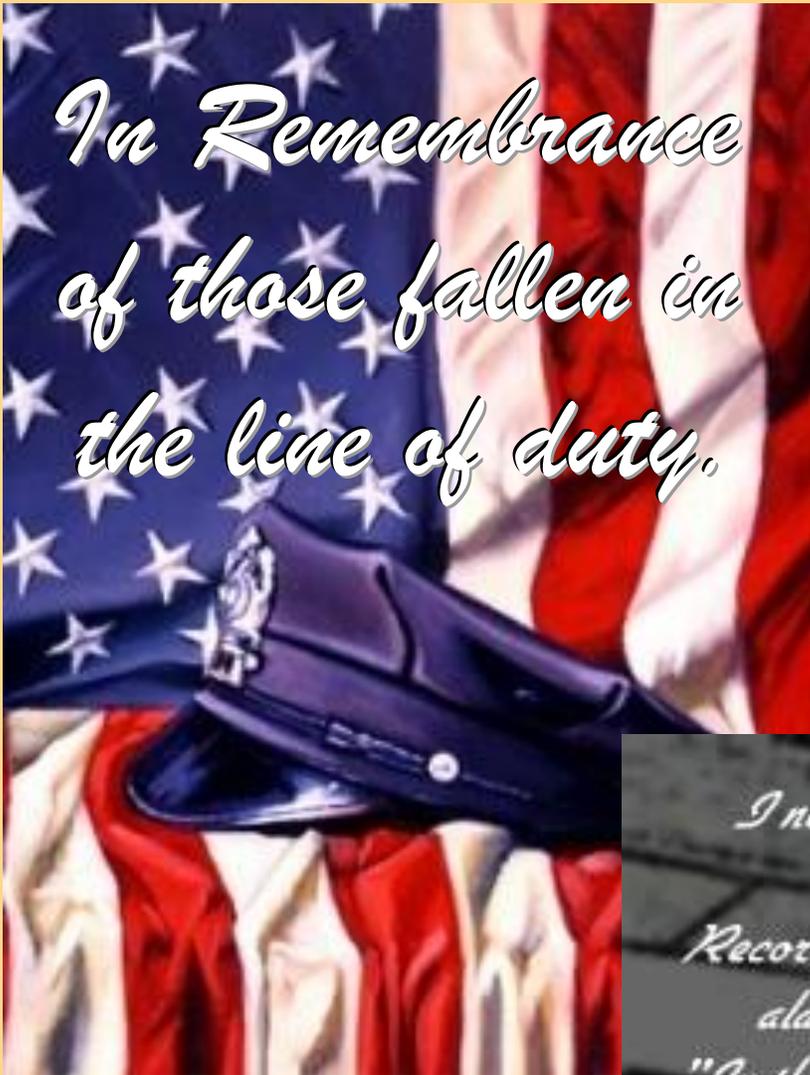


Values

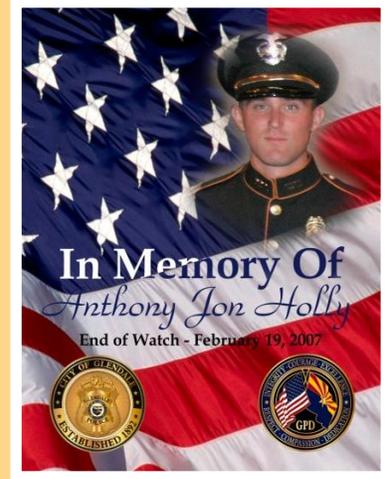
*Integrity
Courage
Excellence
Respect
Compassion
Dedication*

Objectives

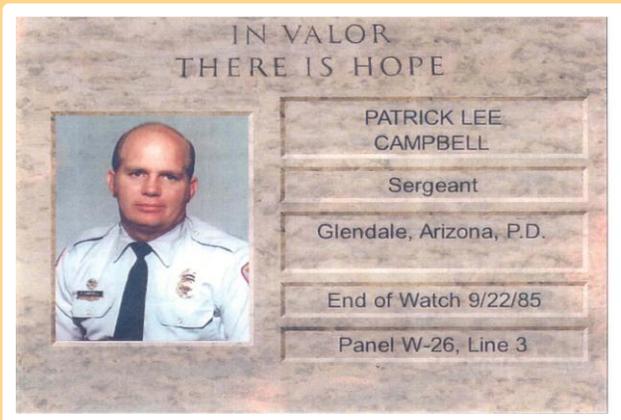
*Crime Prevention
Crime Control
Community Involvement
Fair and equitable treatment*



*In Remembrance
of those fallen in
the line of duty.*



*I never dreamed it would be me,
my name for all eternity
Recorded here at this hallowed place,
alas my name, no more my face
"In the line of Duty" I hear them say,
my family now the price to pay
My folded flag stained with their tears,
we only had those few short years
The badge no longer on my chest,
I sleep now in eternal rest
My sword I pass to those behind,
and pray they keep this thought in mind
I never dreamed it would be me,
and on my heavy heart and bended knee
I ask for all those here from the past,
Dear God, let my name be the last*



Chief of Police
Steven Conrad

Fiscal Management & Planning Unit
Mgr. Debi Willis

Legal Advisor
Vacant

Operations Bureau
Assistant Chief Preston Becker

Support Bureau
Executive Assistant Chief Debby Black

Professional Standards Unit
Lt. Larry Castrovinci

Public Information
Sgt. Brent Coombs/Off. Gerald Sydnor

Emergency Management Division
Administrator Rob G. Gunter, Jr.

Gateway Patrol Division
Cmdr. Christine DeSanti

Special Operations Division
Cmdr. Greg Dominguez

Foothills Patrol Division
Cmdr. Matt Lively

Criminal Investigations Division
Cmdr. Rick St. John

Administrative Services Division
Cmdr. Dana Culver

Technical Services Division
Cmdr. Denny Bennett

Assistant Director
Mitch Lach

Sector Operations Unit
Lt. Frank Balkcom

Special Events Planning & Operations Unit
Lt. Brian France

Sector Operations Unit
Lt. Rich Levander

Special Investigations Unit
Lt. Rich Bradshaw

Training Unit
Lt. Andre Anderson

Communications Unit
Mgr. Loretta Hadlock

Systems Administrator
Todd Greenhagen

Patrol Operations Unit
*Lt. Carpenter
Lt. Matt Apodaca
Lt. Johnny Arevalo
Lt. Robert Jones*

Emergency Response Unit
Lt. Chris Briggs

Patrol Operations Unit
*Lt. Judy Manning
Lt. Brad Harkleroad
Lt. Nicolas Susuras*

General Investigations Unit
Lt. Dave Madeya

Personnel Management
Mgr. Adam Beghtol

Records and Call Back Unit
Mgr. Larry Bly

Management Aide
Veronica Steele

Traffic Unit
Lt. John Wolfe

Advocacy Center
Lt. Katrina Alberty

Security Coord.
Mark Smith

Detention and Property Unit
Mgr. Mark Campbell

Admin Support Staff
Stephanie Haholy

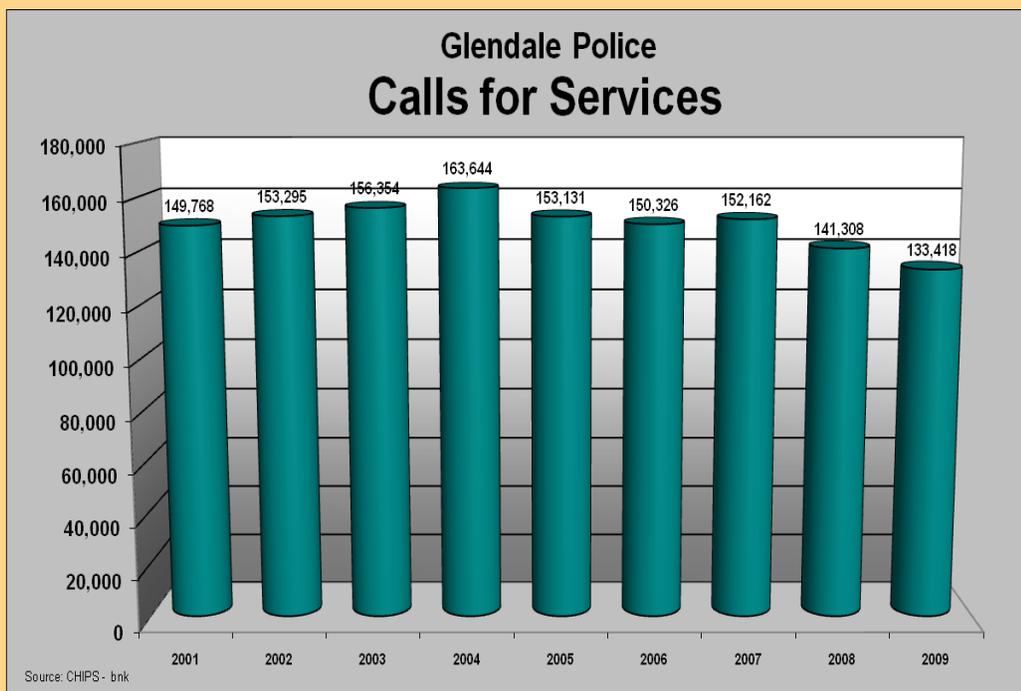
GLENDALE POLICE ORGANIZATION CHART

Despite advances and improved efficiency, resources supporting department efforts to accomplish its mission of protecting the Glendale community and its citizens have been strained by the economic crisis. Emphasis has been placed on maintaining service levels desired by the community. Staffing strategy has been adjusted to align tasks to accommodate for vacancies.

Staffing

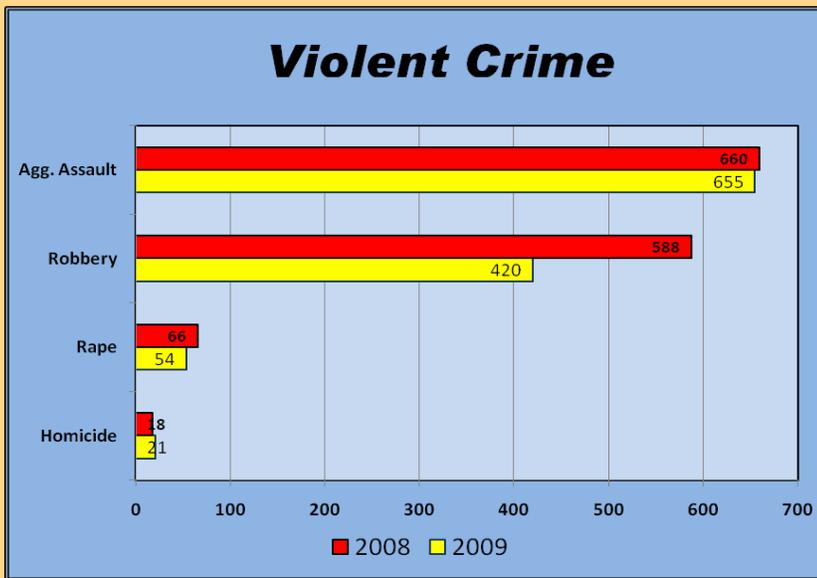
| Glendale Police | 2008 | | 2009 | |
|---------------------------|--------------|--------------|--------------|--------------|
| | AUTHORIZED | ACTUAL | AUTHORIZED | ACTUAL |
| SWORN POSITIONS | | | | |
| CHIEF | 1 | 1 | 1 | 1 |
| ASSISTANT CHIEF | 2 | 2 | 2 | 2 |
| COMMANDERS | 5 | 5 | 5 | 5 |
| LIEUTENANTS | 18 | 17 | 18 | 17 |
| SERGEANTS | 56 | 55 | 56 | 56 |
| OFFICERS / DETECTIVES | 366 | 339 | 366 | 334 |
| COURT OFFICERS | 3 | 3 | 3 | 3 |
| DEP ATTORNEY (LIEUTENANT) | 1 | 1 | 1 | 1 |
| TOTAL SWORN | 452 | 423 | 452 | 419 |
| CIVILIAN POSITIONS | | | | |
| ASSISTANT DIRECTOR | 1 | 1 | 1 | 0 |
| MANAGERS | 8 | 8 | 8 | 6 |
| SUPERVISORS | 14 | 14 | 14 | 12 |
| OTHERS | 158.5 | 147.5 | 158.5 | 136.5 |
| TOTAL CIVILIAN | 181.5 | 170.5 | 181.5 | 154.5 |
| GRAND TOTAL | 633.5 | 593.5 | 633.5 | 573.5 |

Calls for Service



The Communications Center processed 459,361 incoming and outgoing telephone calls in 2009. Calls for service (CFS) are the total number of calls that are either dispatched or initiated by an officer. There were 133,418 CFS that generated some type of a police response and were assigned a report number. This is a decrease of 5.6% over 2008. The chart above shows this trend using the annual CFS totals from 2001 through 2009. Of all calls for service in 2009, 26% resulted in an offense report; a slight increase from 23.5% in 2008.

Crime Stats



Glendale residents saw a decrease in violent crime for a third year in a row. Violent crime dropped 13.7% between 2008 and 2009; this is on top of the 14.8% decline in 2008.

Property crime in 2009 declined 7.6%. Larceny/Theft and Burglary offenses continue to be the main driver together representing almost 86% of all property crimes and 78% of all Part I offenses.



Glendale Regional Public Safety Training Center



The Glendale Regional Public Safety Training Center (GRPSTC), a state-of-the-art public safety training facility, is a unique partnership between the cities of Avondale, Glendale, Peoria and Surprise and the Maricopa County Community College District. It is the first and only shared use public safety training center in the Valley and its varied, unique, features and training amenities will provide for the present and future public safety needs for many years to come.

GRPSTC opened in April 2007. It includes a full range of facilities needed to train new firefighters and specialty training facilities to fine-tune the skills of veteran fire and police officers. The 70,000 square foot main building contains classrooms; a computer lab; a defensive tactics room; a physical fitness room; a health center; and candidate testing facilities used by personnel of partnering cities, MCCCDC's fire and police training program students, and area high school and college students.

The 56-acre training site includes a shooting range; driver training track; a 5-story burn/drill tower; a simulated fire station, a burn house, an underground confined space prop, residential and commercial ventilation props, Flashover Chamber; natural gas and propane props; railroad tanker car, tracks and a railroad crossing; and many other props that maximize public safety officers' ability to respond to and mitigate almost any type of emergency or disaster. These valuable training assets are also available to non-partnering public safety agencies, private corporate training programs, and state and federal agencies for specialized training and educational programs.

Partners:



Accreditation

The Commission on Accreditation for Law Enforcement Agencies (CALEA) sets law enforcement standards with which the department must demonstrate compliance in a wide range of department functions and operations. The CALEA review culminated three years worth of work, which required the effort of every member of department.

In July, the department accreditation team appeared before a board of CALEA Commissioners. The Glendale Police Department received rave reviews for how well the agency had performed in the process. CALEA accreditation means greater agency accountability, a proven management system, reduced risk and liability protection, professional prestige, and public confidence, all of which create a positive reputation and a true mark of professionalism. The Glendale Police Department has been accredited four times by CALEA (2000, 2003, 2006, & 2009), and we are diligently working towards our next reaccreditation in 2012.





Patrol

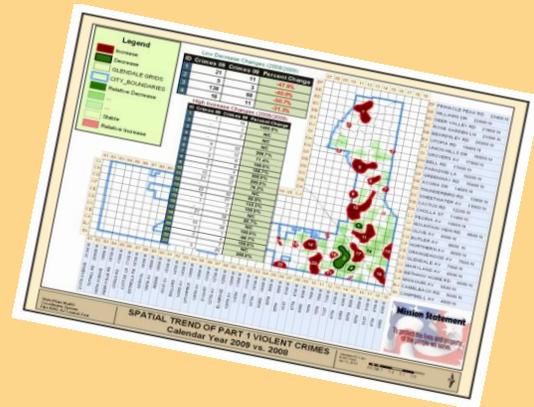
Patrol Bureau officers are assigned to one of four zones and patrol sergeants work with officers to manage the calls for service assigned to the zones. This unique approach to calls for service facilitates problem solving, provides a concentration of personnel in neighborhoods experiencing higher crime levels, and allows significant flexibility in deploying available patrol resources to address emerging crime trends.



Neighborhood Response Squads

Squads, one in Foothills and two in Gateway Patrol Division, provide resources to support efforts for community oriented policing efforts. Each includes a sergeant, police officers, Crime Prevention Specialists, and a Community Action Team Officer. Focus is on crime prevention and control. Duties range from assisting the community with on-going concerns to proactive drug enforcement and special projects. Officers utilize a variety of enforcement strategies including marked and unmarked vehicles, bicycles, foot patrols, and plainclothes and uniform assignments.

The Glendale Police Department has adopted the CompStat accountability model and directed patrol under which officers are briefed on crime trends and assigned focus areas on that basis. CompStat utilizes computer-generated statistical data to identify suspects, locations and crime trends that can be addressed by effectively applying available resources and tactics to address the trends.



Citizen Advisory Committees were established in each Patrol Division in 2007 to enhance the department's relationship with the community and to assist the police department in making Glendale a better and safer place to live, a more prosperous place to do business and to enhance the quality and effectiveness of police services. Committees receive information on the crime picture and recommend actions to address crime trends or problems occurring in the City.

Special Operations

Emergency Response Unit

The Emergency Response Unit is made up of three squads; the Explosive Ordinance Disposal, SWAT, and Canine squads. The EOD squad is responsible for all investigations involving explosives, the seizure of explosive materials, training for police personnel, on-call response to crimes involving explosives, handling and training of the explosives-trained canines, and conducting bomb sweeps for special events. The SWAT team members are pulled from their full-time duties to respond to SWAT callouts and trainings in a part-time capacity. The Canine Squad officers and their four-legged "partners" provide patrol officers with assistance ranging from tracking of suspects, article searches, and assisting with high-risk traffic stops.



The Special Operations Unit coordinated 158 Stadium, Arena, and other City special events. Sporting and entertainment venues hosted well over a million guests. Glendale was again a focus of attention during several national and international events.

- University of Phoenix Stadium: High School Football Championships, NCAA Sweet 16 Basketball, Gold Cup Soccer, Monster Truck Jam, U2 Concert, Fiesta Bowl, 10 NFL games, Playoff games, and Wrestle Mania.
- Jobing.com Arena: 44 NHL games. Concerts including Jonas Brothers, Miley Cyrus, Taylor Swift, Keith Urban, Britney Spears, Bruce Springsteen, Paul McCartney and more.
- Camelback Ranch Park: 27 Spring MLB games.

The unit provided logistical support with Arizona State University's Commencement where President Obama was the Keynote Speaker. Support and staff were provided at Phoenix PD's Emergency Operation Center during the NBA's All Star Game. The Unified Command Center was deployed twice to Phoenix International Raceway and Luke Days providing logistical support. Other major events included Congressman Trent Franks Town Hall Meeting, the Glendale Fire Parade, Fiesta Bowl Grid Iron Jam, and Glendale Glitters.



The DUI Motor Squad was the runner up for the 2009 Governor's Office of Highway Safety DUI enforcement award. The squad works nights and coordinates DUI checkpoints as part of the West Valley DUI Task Force. They also conduct DUI and special enforcement details, such as the racing campaign. The DUI motor officers operate the DUI van to ensure that equipment is available valley wide for patrol officers to process DUI arrestees. The officers also assist with DUI Task Force efforts in the Valley and are certified phlebotomists and trained as drug recognition experts.



Criminal Investigations



General Investigations encompasses five detective squads each led by a sergeant. These investigative squads include Violent Crimes, Robbery, Property Crimes, Auto Theft and Fraud/Forgery. The Violent Crimes squad was reorganized from the previous homicide squad to refocus its investigations to a broader scope of crimes. The Robbery squad was created to bring more resources to bear on this significantly rising crime trend. In addition to the detective squads, this unit includes the Forensic Investigations squad which consists of civilian technicians with specialized skills and training to provide evidence collection and examination services to support the investigations conducted by the division.

The Special Investigations Unit is made up of the Selective Enforcement, Fugitive/Gang and Asset Forfeiture squads. Detectives assigned to the Fugitive/Gang squad focus on violent crime, the apprehension of fugitives, repeat offenders and gang-related activities. A public website featuring "Glendale's Most Wanted" criminals was developed along with an on-line tip form and a hotline phone number for citizens to submit information about these criminals and other criminal activity. The Selective Enforcement Unit investigates narcotics, vice and other street crimes. Three detectives are assigned to work at the Arizona Counter Terrorism Information Center and FBI Joint Terrorism Task Force. These officers supply intelligence information to the police department on possible threats; as well as conduct surveillance and vulnerability assessments of critical infrastructure sites in the city and throughout the state.



The number of cases Cleared by Arrest or Submitted to the Prosecutor increased by 4.16%. The total number of "cleared" cases (including Exceptional Clearances) improved 11.9%. The number of cases that were not worked even though viable decreased almost 45%. A case cleared exceptionally occurs when the identity of the offender is known, however, there are reasons for them not to be charged or the case prosecuted.

Technical Services



Communications

Communications is responsible for all incoming police calls, prioritizing, and dispatching both emergency and non-emergency calls. All 911 calls placed within the city limits of Glendale are automatically routed through the Police Communications Center. Police Communications Specialists screen and process emergency police calls. Communications personnel worked diligently to effectively and efficiently process the 459,361 telephone calls handled in 2009 and operate radio dispatch positions. Communications personnel process more than 1,000 calls per day. Communications personnel also enter persons and stolen articles into NCIC as well as monitor a number of different systems such as the Bait Car, the Bank Robbery Tracking System, Shot Spotter, security cameras, and others.

In-car Video Cameras

The department received over \$900,000 to be used for an in-car video camera recording system. The Panasonic Arbitrator 360 will be installed in the coming months. One piece still remaining will be to identify an "on-officer" camera system to be used at selected mega events and other strategic opportunities throughout the City and uniform assignments.

Detention officers assume the task of completing the officers' booking and other paperwork necessary in processing arrestees. The Express Booking Program implemented in 2007 allows officers to process prisoners and return to their street duties in 15 minutes rather than the average process time of 74 minutes.



Emergency Management

The Glendale Office of Emergency Management was established to prepare the city's departments prior to and coordinate their action after a catastrophic disaster or emergency whether natural or human caused. The city of Glendale is dedicated to help the Community prepare, and works every day to make the community safe and secure. Our Web site, as well as those of the U.S. Department of Homeland Security and the American Red Cross, is a great resource for the community.



The City's Emergency Management program was formally transitioned to the Police Department and was assigned division status under the Operations Bureau. These changes are designed to minimize disruption created by the executive staffing deficit and maintain effective leadership during the period of budget shortages.

1st Annual Arizona Domestic Violence Training Summit

The Glendale Police Department partnered with the Glendale City Court, Administrative Offices of the Supreme Court of Arizona, and the Arizona Coalition Against Domestic Violence as well as others to develop the 1st Annual Arizona Domestic Violence Summit which was held on Tuesday, October 6, 2009 at the Glendale Civic Center. The event was supported by a grant to The Glendale Police from the Governor's Office on Children, Youth, and Families.



i Chief Justice Rebecca W. Berch

This successful, one-day training event represented a collaborative effort to encourage a collaborative approach and multi-disciplinary dialog in order to strengthen the ability of the criminal justice system to keep victims safe and hold offenders accountable. Over 300 attended the capacity event and represented professionals from the fields of Law Enforcement, Judiciary, Advocacy, and Prosecutorial personnel, as well as Domestic Violence Survivors. The 1st Annual Summit offered training on a variety of topics through 12 different workshops which provided attendees for up to 6.2 hours of professional training credits from either the Committee on Judicial Education and Training (CJET), Mandatory Continuing

Legal Education (MCLE), or the Arizona Peace Officers Standards and Training (AzPOST).

Glendale City Manager Ed Beasley opened the event and Rebecca White-Berch, Chief Justice, Supreme Court of Arizona provided opening comments. The Keynote was presented by nationally recognized speaker, advocate, and domestic violence survivor, Professor Sarah Buel of the Clinical Program at the University of Texas School of Law.



ii Professor Sarah Buel

Police Explorers

Glendale Police Department's Explorer Post 2469 is the longest standing Explorer program in the state currently involving 33 youth in the program.



The following is a list of the Glendale Police Explorers:

Explorer Rubi Breceda
Explorer Katy Hemphill
Explorer Jocelyn Perez
Explorer Matthew Ross
Explorer Cody Sickles

Lt. Brad Kudler
Lt. Robert Tyree
Explorer Angel Navarrete
Explorer Freddy Navarrete
Commander Andrew Larson

***Exemplary Team Spirit Award
Freddy Navarrete***



***Explorer of the Year Award
Commander Andrew Larson***



The Explorer Post specializes in all aspects of law enforcement including but not limited to: records, communications, crime scene management, accident investigation, and patrol procedures. The Post also assists the police department during the city's major events. They participate in community service projects and work with the alcohol and tobacco enforcement programs.

The Glendale Police Explorer Post #2469 provides a valuable learning experience. Our purpose is to introduce post members to current law enforcement concepts, ideas, and techniques. This is accomplished under the direction of Glendale Police Officers and Post Advisors.

Getting Arizona Involved in Neighborhoods

G.A.I.N.

The G.A.I.N. program is designed to heighten crime prevention and awareness; generate support and participation in local anti-crime efforts; strengthen community relations; and to send a message to criminals, letting them know neighborhoods are organized and working together and with the Police Department. Benefits of being involved in G.A.I.N. include:

- Reclaiming your neighborhoods*
- Sense of ownership*
- Reduction in crime*
- Freedom from fear*
- Improved quality of life*





School Resource Officers work on school grounds daily to provide positive contacts with parents, school staff and students. The department partnered with the Peoria Unified School District's Career and Technical Educational Training program to intern high school students who work along-side public safety employees to learn about the various aspects of law enforcement.

The Glendale Police Department is actively involved in Youth Educational Programs designed to educate our community and those youth who attend schools within the City of Glendale. Drug Abuse Resistance Education (DARE) and Gang Resistance Education and Training (GREAT) are taught in Glendale schools and, in 2009, involved more than 3,300 students.



In the Producing Leaders of Tomorrow Program, the City of Glendale and the police department have partnered with the Maricopa County Human Services Department to provide an internship for county youth to give students employment within a city services job and allow the students to work with mentors in professions that interest them.

Through these and other programs we endeavor to provide the youth, and future citizens, with a positive life experience and set them on a path that will benefit them as individuals and the community as a whole.



Awards 2009

MEDAL OF VALOR



Officer Ernest Ochoa



Officer Bryan Anderson

OFFICER OF THE YEAR



Officer William Scheckel

INVESTIGATOR OF THE YEAR



Detective Brad McMillen

CIVILIAN OF THE YEAR



Kirk Snell, Case Manager

VOLUNTEER OF THE YEAR



Joel Davis

LIFESAVING



Officer Ruben Ortega



Officer Mark Schilling



Officer Nicholas Magley

EXCEPTIONAL MERIT AWARD



Officer Clint Daly



Sgt. Kim Dominguez



Officer Troy Evans



Cassie Gaarder



Officer John Hoebee



Detective Mark Lankford



Officer Jarrod Smith



Officer Josh Wade

Chief's Award for Excellence



Officer John Doe



Cassie Gaarder



Officer Brian Hoskin

CITIZEN OF THE YEAR

BUSINESS OF THE YEAR



Picture
Unavailable

Kyle Cates



Burton Signs, LLC

MERITORIOUS UNIT CITATION AWARDS



Downtown NRS



Gateway NRS



ID /Forensics



Property Crimes



Explorer Post #2469



SIU - Investigations

Salute the Troops



Mitch Lach
Emergency Management
Operations Manager

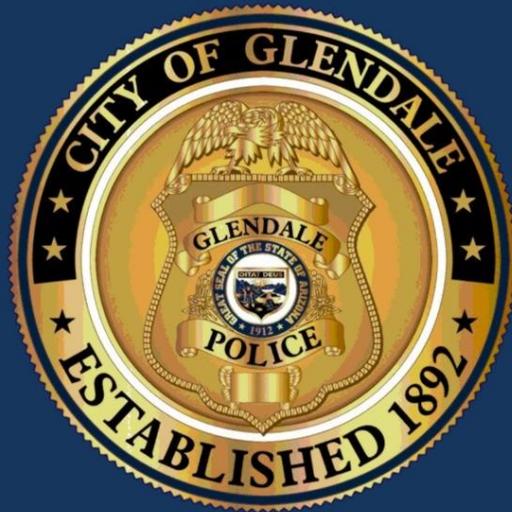


Kip Schlum
Emergency Management
Emergency Services
Coordinator



Justin Bayles
Explorer Advisor
Volunteer

The Glendale Police Department is proud of our employees who choose to serve their country and their community through service in the armed forces. Mitch Lach is the Operations Manager in Glendale Police's Emergency Management Unit and is stationed in Iraq. Major Kip Schlum is the Emergency Services Coordinator in the Emergency Management Unit and was deployed to the Kirkuk Regional Air Base in Iraq. Justin Bayles is a Volunteer Advisor for the Glendale Explorer's Post 2469 and is deployed at Camp Taji in Iraq.



Glendale Police Department

6835 North 57th Drive
Glendale, AZ 85301

Emergency

911

Non-Emergency

623.930.3000

Administration

623.930.3059

Criminal Investigations Division

623.930.3300

Records and Reports

623.930.3100

Detention and Jail

623.930.3020

Recruitment and Hiring

623.930.COPS

