

Glendale Police Department
Annual Report 2011





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From the Chief



Though the nature of public safety is to address criminal activity daily, all else pales in comparison to the loss of a dear friend and colleague. Such was the case with the tragic death of Glendale Officer Brad Jones. We are all impacted by Brad's death, both individually and collectively. Moving forward is difficult, but forward we must go while remembering not only Brad's contributions but also all of those who have sacrificed. Despite this and other challenges, we have been able to achieve measured success and progress toward many of the goals we have established. We remain steadfast in our commitment to our objectives and providing the highest level of service to the community. 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 strive to improve the quality of life in our 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 2011 Annual Report.

Resource limitations continued to challenge the Department's ability to provide our city with the desired level of services. Staffing levels have declined. Limited hiring and turnover are responsible. All personnel extend themselves and adjust in order to maintain service levels. Since the end of 2008, and the beginning of the recession, the number of officers and civilians in the department has decreased. Realignment of staffing is a continual process in order to adjust to the changing staffing environment.

Despite the challenges, we continue to advance on our stated goals and objectives with an overall goal of reducing crime. Department efforts are gauged against these goals; reduce violent and serious property crime, enhance victim services, enhance community outreach, improve traffic safety, improve information infrastructure, enhance professionalism, and enhance labor relations. Objectives translate these goals into concrete actions and programs designed to achieve the positive impacts desired by the department and the community.

The City has seen a setback from the downward crime trends of recent years. A slight increase in violent crime in 2011 is still below 2008 and 2009 levels. Likewise, property crimes have also seen similar increases. Definitive causes for this trend reversal, as yet, are undetermined, although lingering economic effects and unabated unemployment may be root causes.

Despite continued challenges, the Department continues maximum efforts to better serve this Community. The provision of high quality services the public expects and deserves remains the priority. Challenges serve as motivation. We remain dedicated to advancing the goals of the City and its citizens. This report will highlight accomplishments of 2011 and inform the public of many of the things we do as we go about serving this great community.

Steve Conrad
Chief of Police



In Memoriam Police Officer Bradley Jones #15227

On October 28, 2011, Officer Brad Jones responded to a call from a probation officer to assist him with a probationer who wanted to report finding a gun. While taking a report involving the recovery of the gun, which turned out to be stolen, Officer Jones became suspicious of the involvement of the man making the report. As he began to question him, the man pulled another gun and fired multiple times fatally wounding Officer Jones. In the early morning hours of October 29, 2011, a family lost a husband, father, brother and son; our department lost an outstanding officer; and our community lost a hero.



A Part of America Died

*Somebody killed a police officer today
and a part of America died.
A piece of our country he swore to protect
will be buried with him at his side.
Somebody killed a police officer today
it happened in your town and mine.
While we slept in comfort behind our locked doors
a cop put his life on the line.
Now his ghost has the beat
on a dark city street
and he stands at each rookie's side.
A cop answered the call
of himself gave his all
and a part of America died.*

- Author Unknown



Mission

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



During an era of unprecedented growth and development, the Glendale Police Department will focus on preventing crime and maintaining order, while supporting numerous major events.

We recognize the importance of our employees in meeting the challenges of the future. Our growing organization will emphasize the development of professional knowledge and leadership skills within our ranks. We will recruit exemplary men and women who reflect our community. We embrace a progressive mindset that encourages one and all to seek innovative techniques and emerging technologies in order to accomplish our mission.

Community participation in formulating police strategies will be encouraged. Our common goal will be to provide the most effective possible response to law enforcement emergencies, neighborhood problems and the enforcement of traffic laws, ensuring that Glendale continues to be a desirable place to live, raise a family, educate, recreate and do business.

Everything that we do, collectively or individually, will be done in accordance with our values and objectives.

Objectives

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

Values

Integrity • Courage • Excellence • Respect
Compassion • Dedication



Demographics

Area	55.8 square miles
Elevation	1,152 feet
Population	227,466 (2011 est.)

Population by Race

White	51.5%
Hispanic	35.5%
African American	5.6%
All Other	7.4%

Population by Age

Under 5	7.6%
5-19	23.8%
20-39	28.3%
40-59	26.4%
60 plus	13.8%

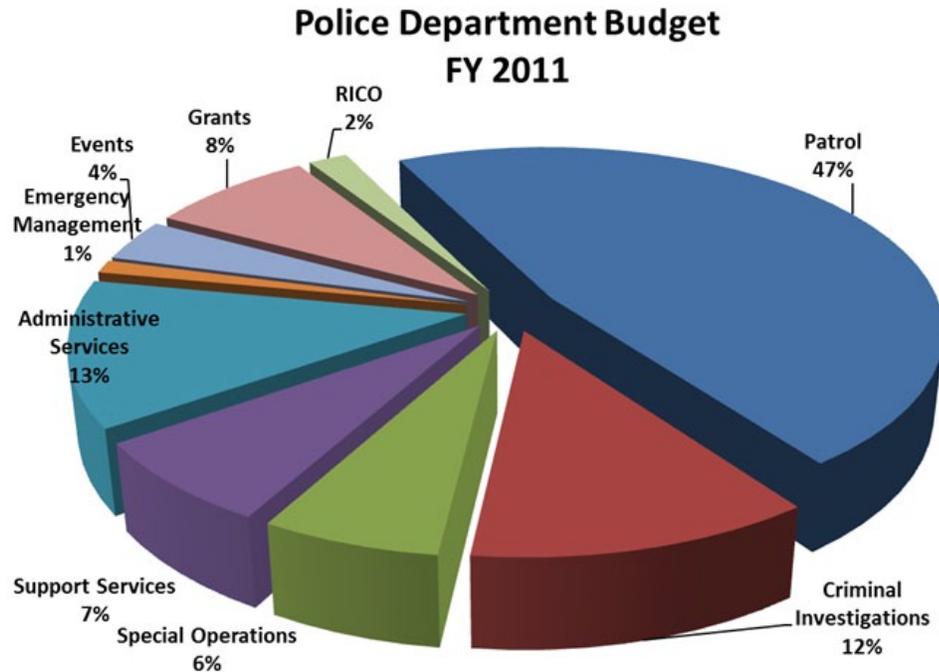
Household Information

Households	79,114
Median Household Income	\$51,103
Median Home Value	\$207,400
Housing Occupancy	87.4%





Budget Breakdown



Program	FY 2010	FY 2011	Change
Patrol	\$34,022,338	\$32,827,080	-4%
Criminal Investigations	8,457,862	8,267,040	-2%
Special Operations	4,515,079	4,302,068	-5%
Support Services	6,973,660	5,039,279	-28%
Administrative Services	9,310,279	8,819,918	-5%
Emergency Management	803,183	798,161	-1%
Events	2,574,049	2,579,453	0%
Grants	3,607,672	5,576,724	55%
RICO	1,324,312	1,324,389	0%
Total	\$71,588,433	\$69,534,102	-3%



Staffing Levels

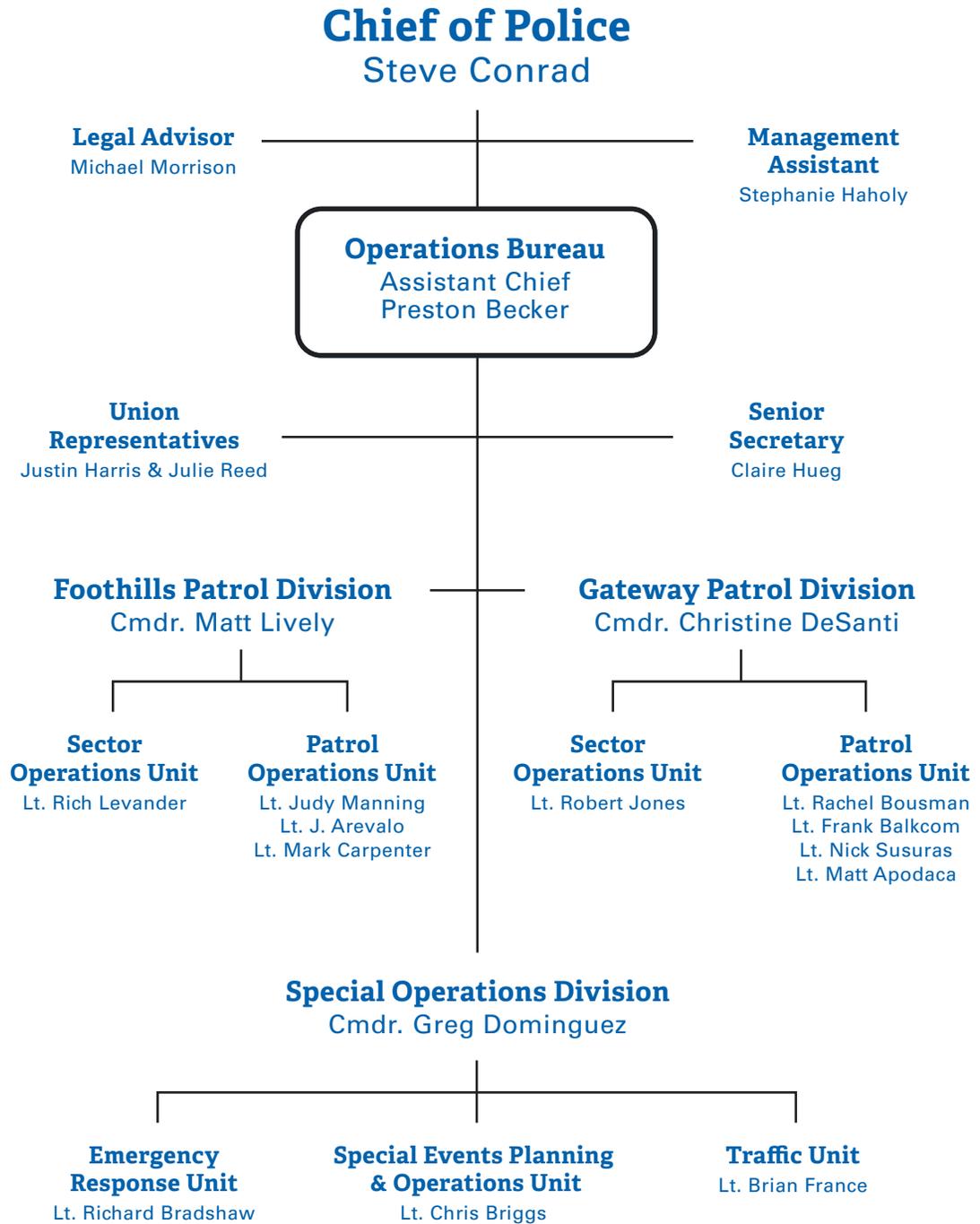
Hiring limitations due to severely strained budgets have depleted both the sworn and civilian staffing in the department. No police officers have been laid off and no new officers have been hired since October 2009 (four Reserve Officers were offered full time positions in 2011). While the department had been able to obtain the financial benefits through salary savings, the depleted staffing, both sworn and civilian, has necessitated creative means permitting the department to continue to provide quality services to the Community.

As seen in the accompanying chart, the vacancy rate for police officers has continued to rise for the last five years reaching 10.5%. The civilian vacancy rate, at 4.6%, is lower, however, does not include the 29 non-sworn staff positions permanently removed from those authorized. Lifting of the hiring restrictions is not anticipated in the coming year, although some exceptions will be considered. Even when hiring is permitted, it will take several years to fill the vacant positions.

Sworn Positions	2010		2011	
	Authorized	Actual	Authorized	Actual
Chief	1	1	1	1
Assistant Chief	2	2	2	3
Commanders	5	5	5	4
Lieutenants	18	17	18	18
Sergeants	56	56	56	56
Officers/Detectives	364	321	364	311
Court Officers	3	3	3	3
Union Representatives	2	2	2	2
Total Sworn	451	407	451	398
Civilian Positions	Authorized	Actual	Authorized	Actual
Assistant Director	0	0	0	0
Managers	7	7	8	8
Supervisors	12	12	12	12
Others	134.5	128.5	132.5	122.5
Total Civilian	153.5	147.5	152.5	142.5
Grand Total	604.5	554.5	603.5	540.5

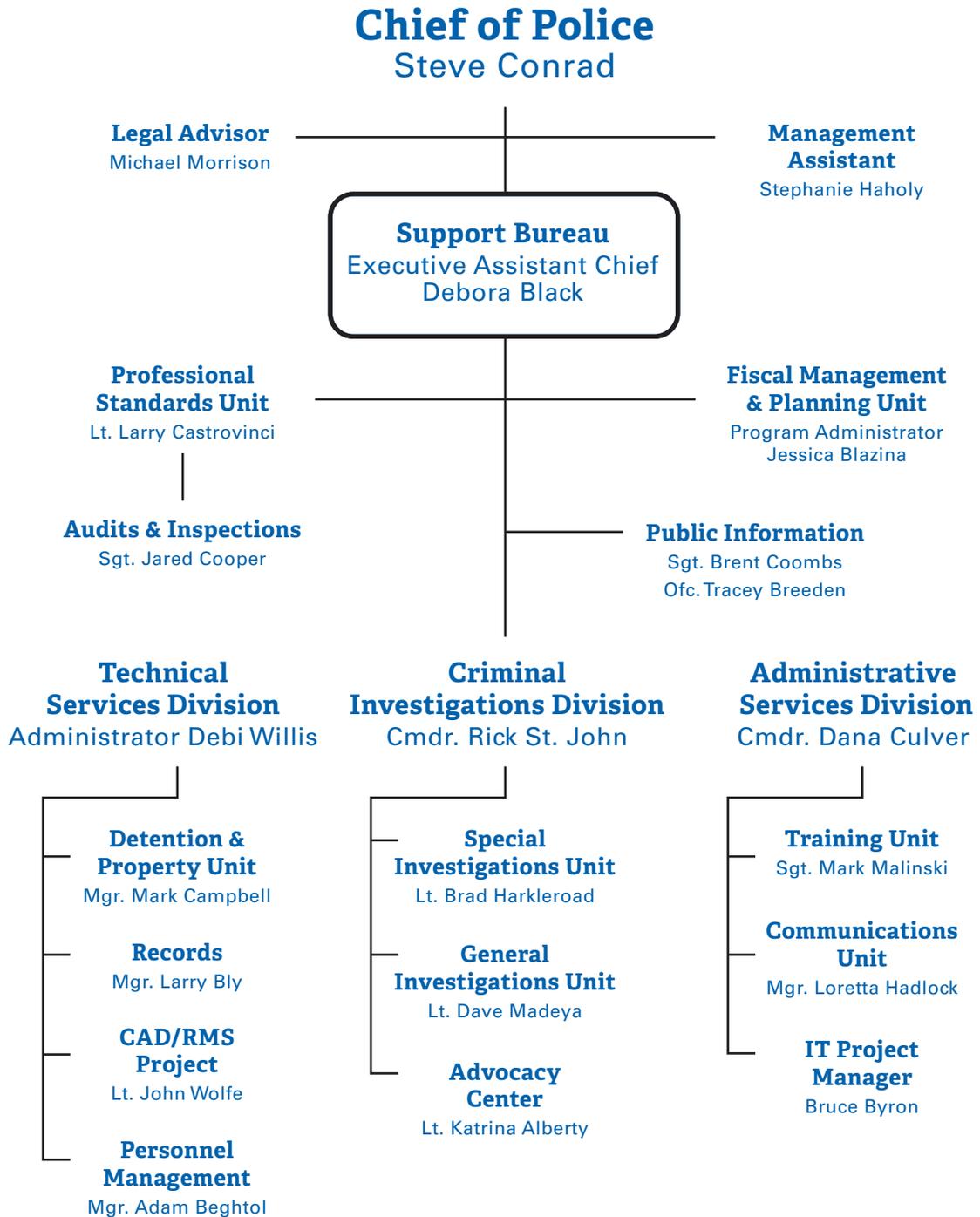


Organization Chart





Organization Chart

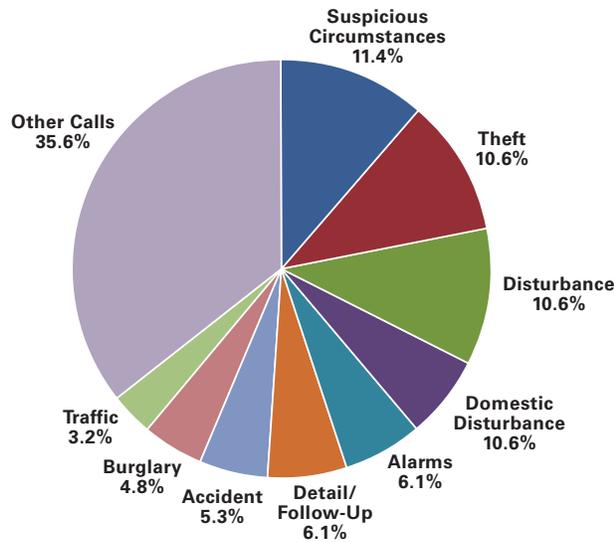
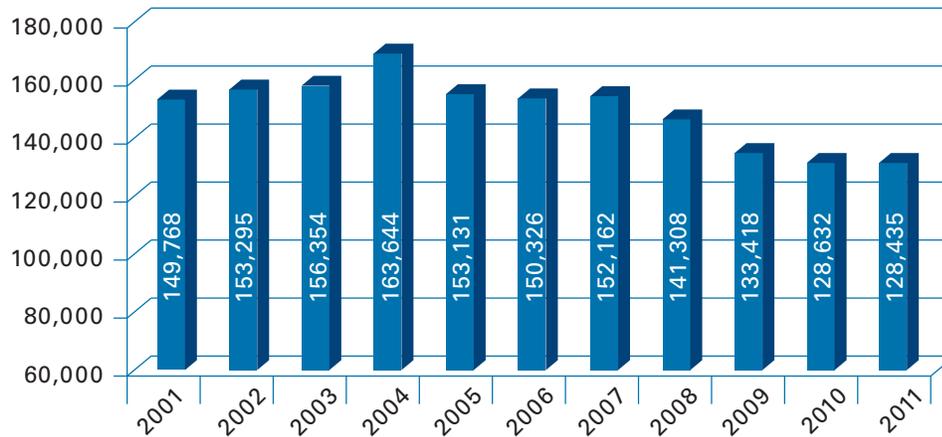




Calls For Service

Calls for services continued their multi-year decline; a drop of more than 21% since the peak in 2004. The decline is more significant considering the increase in population, albeit moderate at just 0.54% over the same period. As part of cost saving initiatives in 2010 the Callback Unit was collapsed transferring the more than 13,000 calls routinely handled by this unit to patrol officer responses. Yet overall calls for service still declined.

Calls For Service



Average Response Times

	GOAL	2010	2011
Priority 1	0:05:00	0:04:36	0:04:41
Priority 2	0:05:00	0:05:56	0:06:06
Priority 3	0:15:00	0:18:53	0:21:04
Priority 4	0:35:00	0:29:45	0:34:57



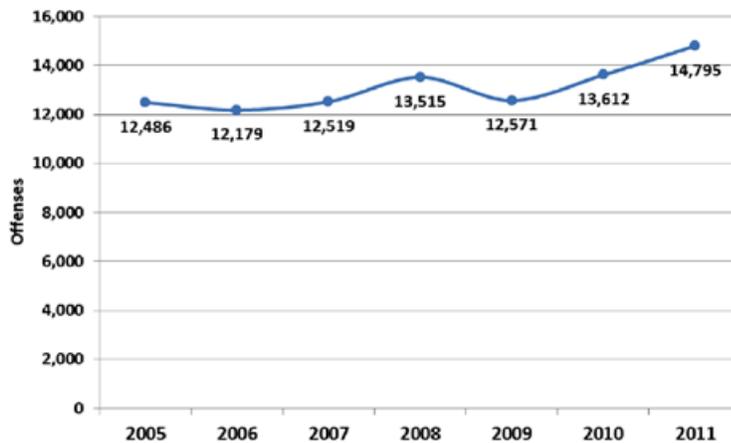
Crime Statistics

2011 saw the reversal of a general trend in Violent Crime that had continued its downward pattern since 2006. Crimes against persons rose 12.8% over the previous year driven by marked increases in Robbery and Aggravated Assault. This reversal of trend continued throughout the year despite concerted efforts to address these crimes.

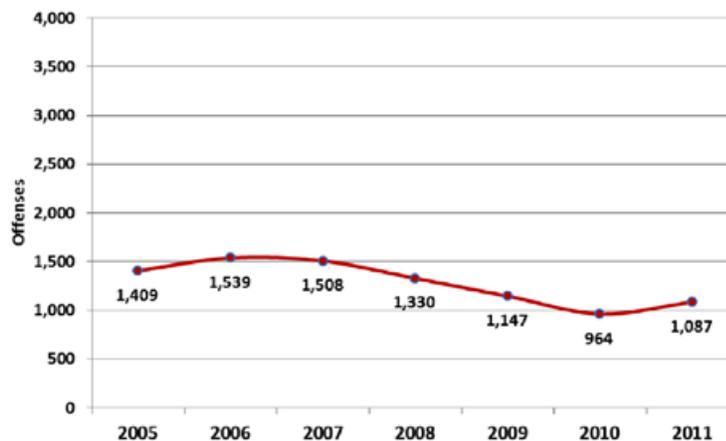
Property Crime has risen to previously unseen levels. Since 2006 the City experienced an average annual increase of 4.3%. The increase was consistent across all property crimes; however, the rise in theft was the driving factor as it represents slightly more than 73% of all property offenses.

A wide range of factors impact crime and its occurrence. Research associating the effects of the economy on crime is anything but conclusive, however, it appears reasonable to suggest that the economic downturn continuing through 2011, at least in part, has influenced this trend.

Property Crime Trend



Violent Crime Trend





Glendale Part 1 Crime Counts

Persons Crimes	2010	2011	Change
Homicide	13	22	69.2%
Rape	46	44	-4.3%
Robbery	385	430	11.7%
Aggravated Assault	520	591	13.7%
Total Persons Crimes	964	1,087	12.8%
Property Crimes	2010	2011	Change
Burglary	2246	2439	8.6%
Theft	9957	10837	8.8%
Stolen Vehicle	1346	1454	8.0%
Arson	63	65	3.2%
Total Property Crimes	13,612	14,795	8.7%
Part 1 Crime Total	14,576	15,882	9.0%

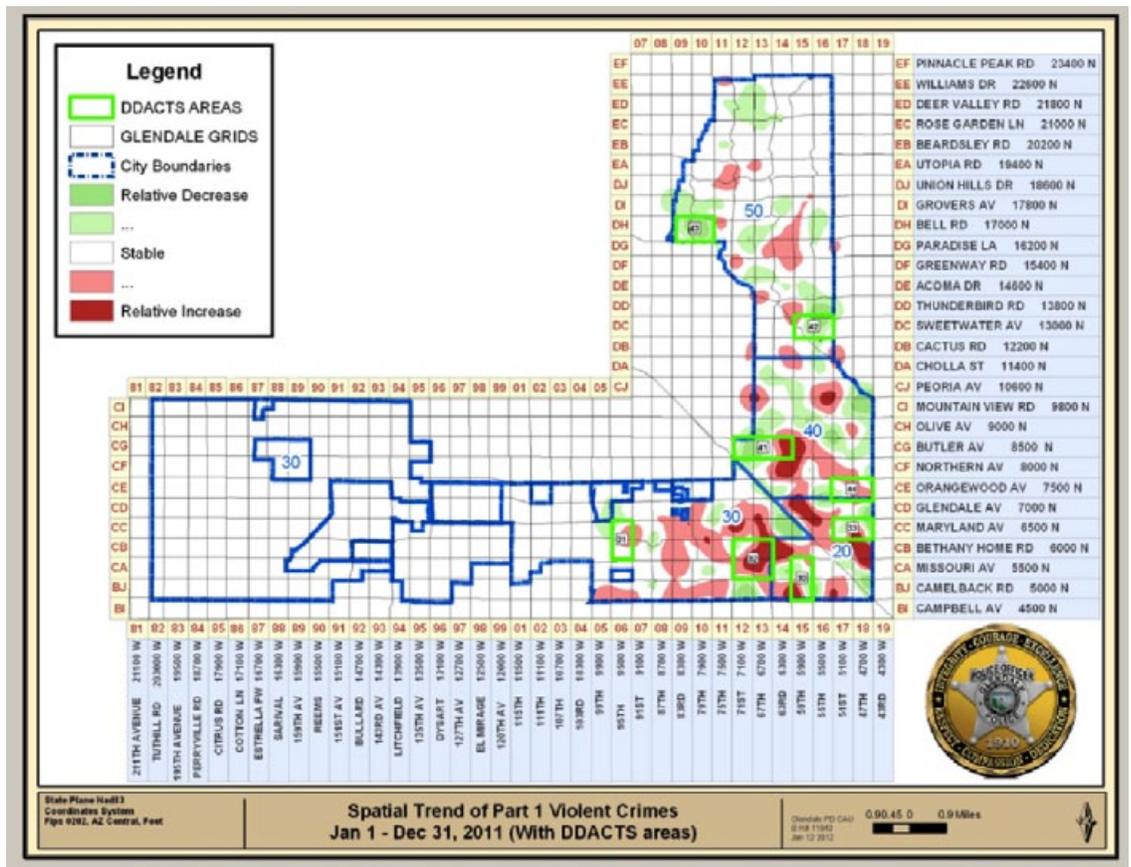
Note: All crime and calls for service totals are subject to change based on review, reclassification, query date and crime reports determined to be unfounded which may occur throughout the year. The data represented in this chart is based on queries using Beginning Date of Occurrence. Caution is urged when this data is compared with data compiled using alternate methods. This data may not be consistent with UCR published figures.

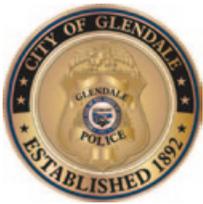


Data-Driven Approaches to Crime and Traffic Safety

The department adopted Data-Driven Approaches to Crime and Traffic Safety (DDACTS) as part of its CompStat strategy. DDACTS integrates location-based crime and traffic data to establish effective and efficient methods for deploying law enforcement and other resources. Using geomapping to identify areas that have high incidences of crime and crashes, DDACTS uses enforcement strategies that play a dual role in fighting crime and reducing crashes and traffic violations. Drawing on the deterrent of highly visible traffic enforcement and the knowledge that crime often involves the use of motor vehicles, the goal of DDACTS is to reduce the incidence of crime, crashes, and traffic violations.

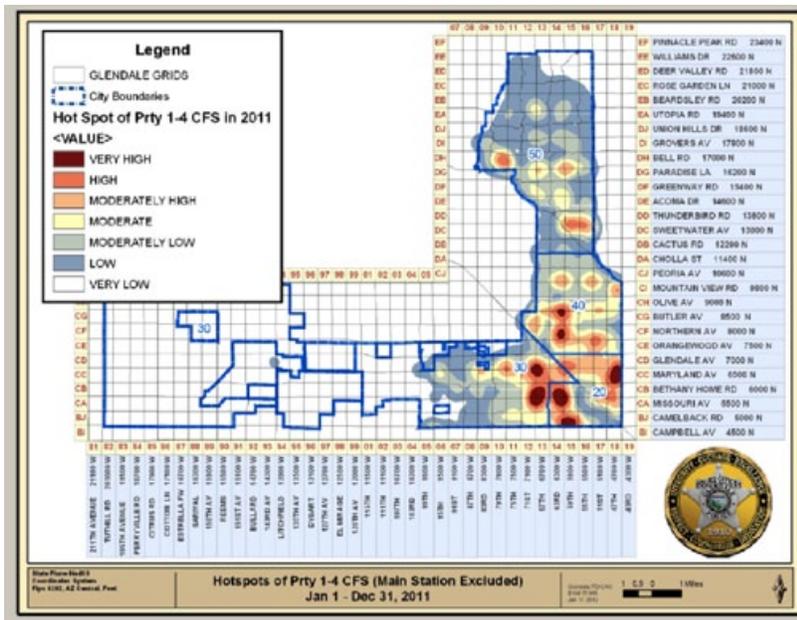
Glendale Crime Analysts use GIS capabilities to identify “hot spots” based on criteria defined by the DDACTS model. Patrol and Criminal Investigations use the maps showing the “hot spot” areas to determine the deployment of police resources. The maps are updated regularly to monitor the effectiveness of the program.





CompStat

GIS and temporal analysis are used as another part of the department's CompStat initiative. Geomapping is used to identify locations within the city that show high levels of crimes. Separate maps are produced for various types of crime. Temporal analysis identifies the relative frequency of crime by Time of Day and Day of Week. Police resources are further deployed guided by this analysis permitting for more efficient allocation. Here, too, the analysis involves various calls for service and crimes classifications.



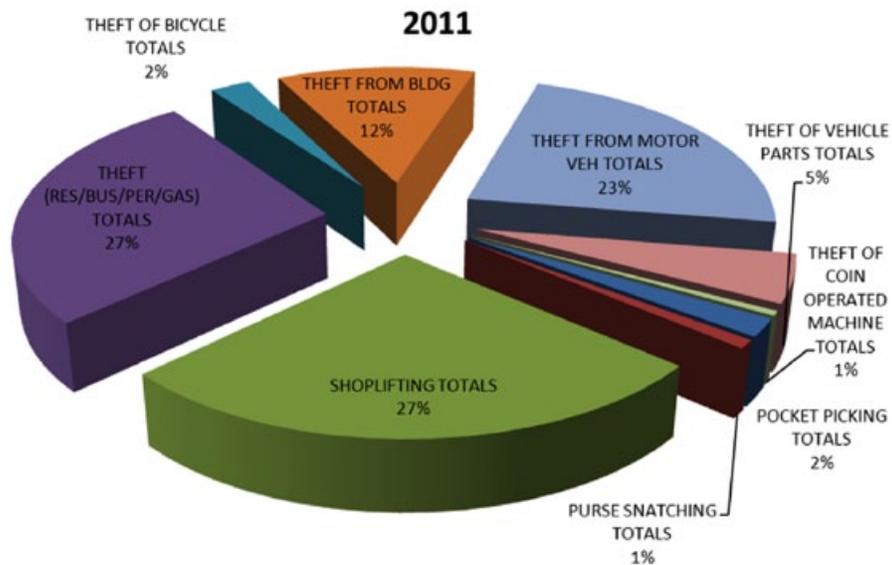
Jan 1 to Dec 31, 2011 CFS by Day of Week and Time of Day								
HOUR	SUN	MON	TUE	WED	THU	FRI	SAT	TOD Totals
0000-0059 hrs	963	529	552	478	516	539	961	4,538
0100-0159 hrs	872	416	368	392	476	460	870	3,854
0200-0259 hrs	826	359	375	320	377	377	738	3,372
0300-0359 hrs	544	338	297	215	341	332	535	2,602
0400-0459 hrs	357	256	265	233	281	259	374	2,025
0500-0559 hrs	266	223	235	254	229	242	285	1,734
0600-0659 hrs	316	313	349	378	301	336	306	2,299
0700-0759 hrs	343	591	568	596	582	575	452	3,707
0800-0859 hrs	476	737	750	714	742	726	569	4,714
0900-0959 hrs	559	810	842	808	885	802	672	5,378
1000-1059 hrs	701	901	923	846	876	854	737	5,838
1100-1159 hrs	666	892	907	864	928	903	847	6,007
1200-1259 hrs	800	865	943	912	884	991	884	6,279
1300-1359 hrs	803	899	956	941	903	923	904	6,329
1400-1459 hrs	805	1,119	1,070	1,093	1,023	1,029	902	7,041
1500-1559 hrs	870	1,110	1,265	1,204	1,164	1,149	906	7,668
1600-1659 hrs	908	1,140	1,203	1,186	1,189	1,169	925	7,720
1700-1759 hrs	965	1,164	1,227	1,168	1,131	1,196	950	7,801
1800-1859 hrs	950	1,097	1,062	1,136	1,066	1,137	1,066	7,514
1900-1959 hrs	949	973	985	1,018	953	1,077	1,007	6,962
2000-2059 hrs	932	948	925	983	979	1,016	1,022	6,805
2100-2159 hrs	871	836	914	866	938	1,016	1,153	6,594
2200-2259 hrs	827	818	750	784	793	1,058	1,255	6,285
2300-2359 hrs	665	624	592	643	683	964	1,163	5,334
DOW Totals	17,234	17,958	18,323	18,032	18,240	19,130	19,483	128,400



Theft

As is found nationally, Glendale's most frequently reported crime is theft representing 68% of all crime in the City. Theft comes in many forms as can be seen in the chart. Shoplifting, though a relatively minor crime, accounts for more than a quarter of all thefts.

Theft losses totaled more than \$20.5 million in 2011; an increase of 2.2% over 2010. Motor vehicle thefts accounted for 41.4% if the total value of stolen goods. The recovery rate for stolen property in 2011 was 14.3%; down sharply from the 21.7% the year before.



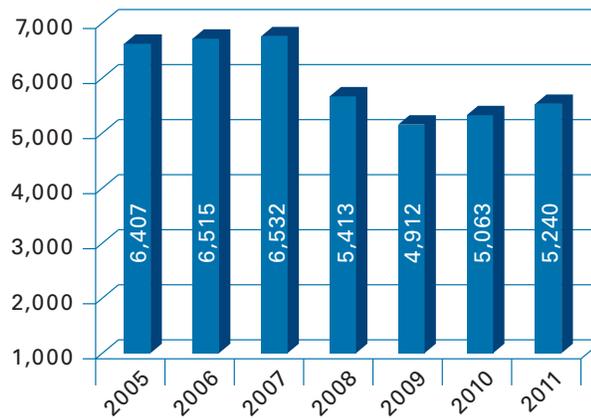
	STOLEN			RECOVERED			% RECOVERED	
	2010	2011	Change	2010	2011	Change	2010	2011
Currency, Notes, Etc.	946,362	682,395	-27.9%	2,910	24,679	748.1%	0.31%	3.62%
Jewelry and Precious Metals	1,885,128	1,984,775	5.3%	7,422	6,660	-10.3%	0.39%	0.34%
Clothing and Furs	209,615	208,033	-0.8%	16,587	14,854	-10.4%	7.91%	7.14%
Locally Stolen Motor Vehicles	8,917,599	8,528,032	-4.4%	4,119,731	2,732,392	-33.7%	46.20%	32.04%
Office Equipment	1,000,800	987,978	-1.3%	10,866	14,668	35.0%	1.09%	1.48%
TV's, Radios, Sterios, Etc.	1,043,006	904,909	-13.2%	10,703	13,139	22.8%	1.03%	1.45%
Firearms	285,880	219,040	-23.4%	2,219	3,875	74.6%	0.78%	1.77%
Household Goods	270,790	335,606	23.9%	2,774	7,943	186.3%	1.02%	2.37%
Consumable Goods	83,589	86,678	3.7%	4,265	2,455	-42.4%	5.10%	2.83%
Livestock	3,581	16,829	370%	146	0	-100.0%	4.08%	0.00%
Miscellaneous	5,515,488	6,654,755	20.7%	197,641	123,276	-37.6%	3.58%	1.85%
Total	20,161,838	20,161,838	2.2%	4,375,264	2,943,941	-32.7%	21.7%	14.3%



Traffic

In what may be a reversal of recent trends, vehicle crashes have increased over the last two years. Although the number of crashes has increased 6.7% during that period, the level in 2011 is still almost 20% below the peak level in 2007.

7-Year Crash History



	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2000	352	402	486	524	546	483	415	504	455	552	466	500	5,586
2001	386	415	463	414	420	427	430	479	495	466	463	548	5,406
2002	483	489	530	499	516	447	418	479	526	537	484	508	5,916
2003	481	479	483	459	509	444	382	462	476	535	447	508	5,665
2004	443	436	552	548	490	428	472	491	505	593	554	559	6,071
2005	536	518	551	563	499	464	455	536	568	593	513	611	6,407
2006	510	527	532	516	554	515	454	562	547	632	553	613	6,515
2007	558	525	636	518	591	492	493	592	525	537	518	547	6,532
2008	483	488	542	448	455	373	382	404	449	472	433	484	5,413
2009	406	383	451	442	401	353	313	403	410	449	440	461	4,912
2010	403	388	454	419	446	352	386	398	422	477	435	483	5,063
2011	431	454	488	488	411	378	380	458	409	450	400	493	5,240
AVG	456	459	514	487	487	430	415	481	482	524	476	529	5,736

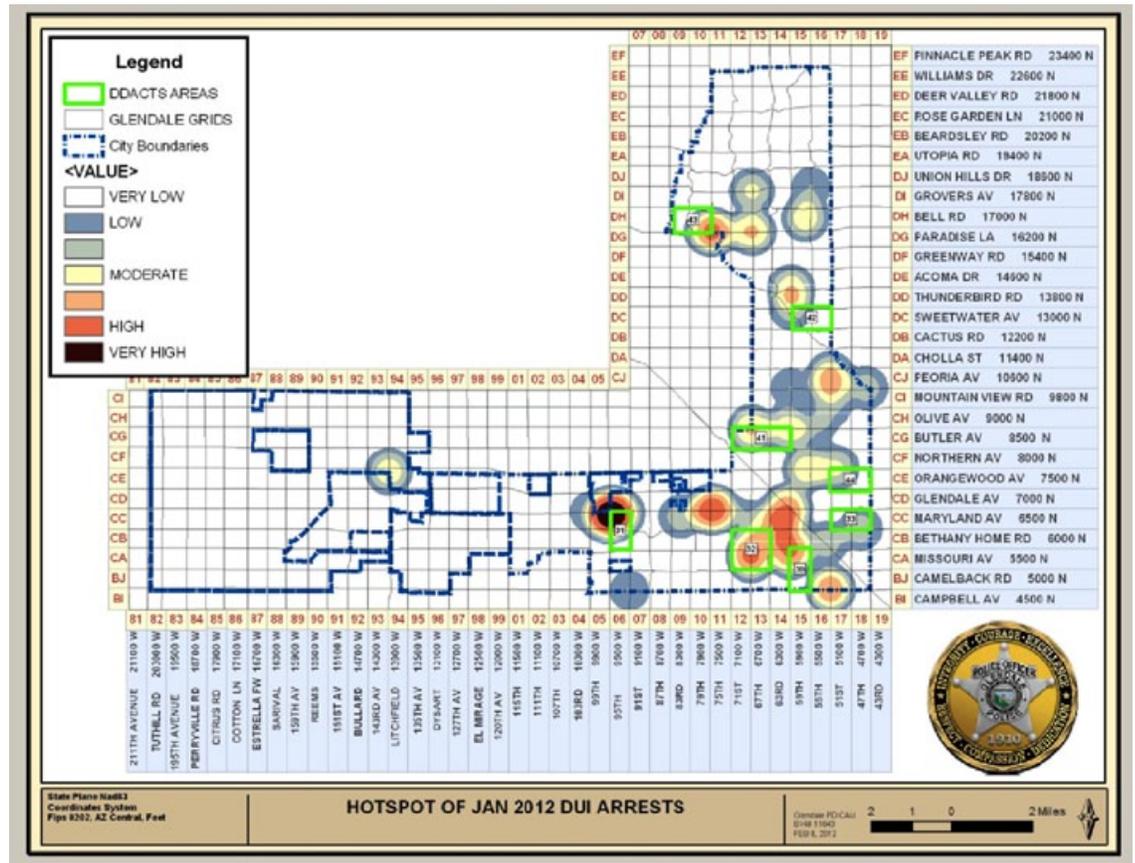


DUI

The West Valley DUI Task Force is a joint effort among most West Valley agencies. About 40 to 60 officers representing 11 agencies descend on a West Valley city for a night in a concentrated saturation patrol aimed at catching impaired drivers. The task force goes out several times throughout the year, including holidays. Supervisors from the participating agencies gather at the Glendale Police Department every year on New Year's Eve to choose the dates and host cities for the next year's task forces. Glendale police Sgt. Mark Malinski, who coordinates the task force, compiles the schedule and keeps all the agencies in touch throughout the year.

Using the latest mapping techniques the Department is able to identify trouble "hot spots" enabling officer to focus their limited resources in specific target areas for a more cost effective operation. As a result, the City shows a 23.3% decline in DUI offenses during the year.

	2008	2009	2010	2011	% Change 2010-2011
DUI	980	1000	1073	823	-23.3%





Divisions - Foothills Sector

Community Response Unit

The Foothills Community Action Team attempts to solve problems in the Foothills Patrol sector. The Community Action Team employs strategies of team building, use of various community resources, provides educational programs and numerous other curriculums with the intent of solving neighborhood and business issues. The Foothills Community Action Team utilizes the COMPSTAT process along side Community Oriented Policing as a crime fighting philosophy and strategy to reduce crime throughout the division. In 2011 the team facilitated 24 Neighborhood Watch groups, participated in the Getting Arizona Involved in Neighborhoods event, instituted five certification classes for Crime Free Multi-housing, and hosted 11 Managers Against Crime workshops. The Foothills Community Action Team hosted three VIN Etching events, a DEA Prescription Drug Take Back event and an Identify Theft prevention shred event. Working with Code Compliance, the Community Action Team made numerous citizen contacts focusing on combating blight issues. Juvenile truancy strategies included issuing criminal citations against parents for failing to ensure their child attended school. 2011 inaugurated Coffee With a Cop with resounding success and saw the Community Action Team conduct 25 business and residential security surveys; no less than 30 crime prevention presentations were made which include safety forums, safety talks and station tours to manifold groups.

Neighborhood Response Unit

The Foothills Neighborhood Response Unit (NRS) is a community based, proactive squad that responds to and deals with most neighborhood issues. This can range from narcotics sales, thefts, burglaries, robberies, to living in an unsafe structure. NRS works closely with the Community Action Team and the Investigations Team. In 2011 NRS was awarded a Meritorious Unit of the Year Award for their efforts in arresting over 600 offenders. NRS also served over 40 search warrants including sales of narcotics, armed robbery, possession of stolen property, and forgery. NRS worked hand-in-hand with the City of Glendale building safety to help identify several homes deemed as unsafe for occupancy. They received and responded to over 100 narcotic complaints and assisted in several Request for Service (RFSs) that came through city hall. NRS developed a crime suppression plan for the Arrowhead Towne Center during the holiday season which was met with tremendous success in lowering the overall crime rate there and the buffer zone around the mall. NRS assisted Patrol operations with various crimes, training, in addition to their normal duties attacking high-crime problems that arose.





Foothills Investigations Team

In 2011 the Investigations Team investigated residential burglaries, vehicle burglaries, commercial/business burglaries, organized retail theft operations, and metal theft crimes and has made it a point to assist other investigation disciplines in the department. The Team also participated in many community events that were run through Neighborhood Partnership at city hall. They worked very closely with other agencies to help investigate and arrest criminals that were a criminal nuisance to other jurisdictions as well. In 2011 a protracted investigation involved a group titled "Mall Raiders" that were involved in organized retail theft. This was a multi-jurisdictional operation with Foothills team taking the lead role. The investigation resulted in over 20 arrests, several search warrants, and the recovery of large amounts of property. Over the year the unit made a total of 343 arrests (261 felonies – 82 misdemeanors) with 27 search warrants being secured.



Divisions - Gateway Sector

Community Response Unit

The mission of the Community Action Team (CAT) is to provide an open bridge between Law Enforcement and the community. During the year the Gateway team facilitated numerous outreach programs. Gateway partnered with the Emergency Management Department to present the annual Getting Arizona Involved in Neighborhood (GAIN) event. This year's theme was Domestic Preparedness. The well-attended event promoted community involvement in crime control efforts. VIN Etching events were held throughout the where police etched Vehicle Identification Numbers into windshields as a theft prevention strategy and to assist in the recovery of stolen vehicles. In all 113 vehicles were provided the free VIN etching. Shred Events were held where personal documents were shredded for free to help protect citizens from identity theft.

Neighborhood Response Unit

Gateway Divisions NRS teams can be proud of the community outreach they conducted during the year. Officer Haney worked with the local youth center to establish a "Be a Leader" chapter locally. The Gateway NRS Team and Downtown unit were very committed to providing service to the community through their volunteer work. Recently the Downtown NRS team worked with Ashley furniture and Home Depot to remodel and refurbish the home of a permanently disabled citizen. Gateway NRS teams were responsible for the arrest of approximately 1,000 felony suspects and 2,500 misdemeanor suspects. This year Gateway Property Crime Investigations successfully investigated and prosecuted over 500 felony property crimes and recovered approximately \$50,000 in stolen property. Gateway NRS has made a concerted effort to arrest the worst of the worst meaning those repeat offenders who consistently derogates the quality of life in the city.



Special Operations - Emergency Response Units

Patrol Canines (K-9)

The Canine Unit has four active dogs providing various “K-9” services. During 2011 the team conducted a total of 531 searches or an average 133 each. A breakdown by type is:

Person finds: 84

Narcotic finds: 107

Searches (areas, buildings and tracks): 340

“Marley” is the newest member of this four-legged team and is assigned to the Special Investigations Unit. He recently successfully complete his certification for narcotics.

The Unit also provided approximately 25 public demonstrations to various public organizations or groups. The demonstrations are important in educating the public about the role and function of the unit and the significant contribution they provide to the community.

Explosive Ordinance Detachment (EOD)

The EOD Squad is made up of highly trained officers and is responsible for responding and investigating incidents involving potentially dangerous materials. In 2011 the unit responded to 150 call outs; one every 2 ½ days. Half of the calls were in support of SWAT operations. Fifty six calls involved the investigation of suspected dangerous materials and, as appropriate, the neutralization of the substances. The remaining nineteen calls were related to Special Events occurring in the City or surrounds. In addition, the squad members provided 34 Community Outreach demonstrations to various public groups.





Special Operations - Emergency Response Units

Joint Terrorism Task Force (JTTF)

The JTTF is a partnership between various U.S. law enforcement agencies that is charged with taking action against terrorism, which includes the investigation of crimes such as wire fraud and identity theft. The task force includes the Federal Bureau of Investigation, other federal agencies, state and local law enforcement, and specialized agencies. One Glendale detective is assigned to work with the Task Force full time. The Task Force closed thirteen investigations in 2011 and provided coverage to all of special events in Glendale and five major events outside of the City.

Special Weapons and Tactics (SWAT)

One sergeant and one police officer are permanently assigned to the Glendale SWAT Team. The remainder of the unit is comprised of police officers routinely in other assignments who respond to incidents as needed. During 2011 the SWAT Team responded to at least 75 call outs or about one every five days. Sixty four were to assist with serving search warrants and eleven with barricaded subjects. The unit also provided thirty public demonstrations in the Community.

The Unit hosted and instructed a large scale military statewide training exercise at The Glendale Regional Public Safety Training Center and coordinated a multi-agency SWAT scenario at The Arrowhead Town Mall.





Special Operations - Special Events

In 2011 the Special Events Unit planned numerous events including NFL Football, NHL Hockey, City events to include Glendale Glitters, Glendale Glitter and Glow, Glendale Chocolate Affaire and Glendale Jazz & Blues Festival. Additionally the unit planned the yearly Fiesta Bowl and the BCS National Championship game.

This unit also assisted in the logistics for planned political protests related to federal congressional offices and Planned Parenthood facilities.



Traffic

The DUI Squad is responsible for the pro-active detection, investigation, and arrest of alcohol and/or drug impaired drivers and focus their effort to the primary times DUI offenses occur late evening/early morning. The Unit participated in the "Click it or Ticket" campaign promoted by the Governor's Office of Highway Safety. Officers provided their support at numerous special events in the City including those in and around the Westgate City Center, University of Phoenix Stadium, and Jobing.com arena. In conjunction with the Governor's Office of Highway Safety/Arizona DUI Task Force, the DUI squad was an active member of the West Valley DUI Task Force and continued to coordinate the activities of the West Valley DUI Task Force; a contingent of highly trained DUI enforcement officers from numerous agencies throughout the west valley. Via saturation patrol and DUI checkpoints, officers aggressively pursue and apprehend DUI offenders to reduce alcohol-related traffic collisions. A specific police agency hosts each saturation patrol or checkpoint. Officers from participating agencies combine efforts in the focus area for higher impact. The Department participated in 25 of these events during the year with a number within the City.

The Vehicular Crimes Squad investigates all traffic fatalities and other serious collisions as well as assists in the diagraming of the scenes for Homicides. There were 19 fatal collisions in the city last year. The squad responded to a total of 33 Callouts for fatalities, homicides or serious collisions.

As a public education effort, officers conducted two well attended Mock Crash scenes for local high school students to demonstrate how serious speed and impairment can contribute to collisions.



Emergency Management



Communications

The radio system encompassing all City departments was upgraded to the most recent Motorola version enabling its integration with the Regional Wireless Cooperative (RWC). The upgrade allows the police and others access to over 20 radio sites, from the previous five, thus enabling virtual valley-wide radio coverage and reducing areas of limited coverage. This permits improved community service and increases safety for City personnel. The upgrade increases previously unavailable interoperable radio communications for many city users. Interoperable communications with other valley agencies is a valuable asset especially during major events and incidents. Participation in the regional system positions the Department for future grant awards as single agency, stand-alone radio systems are no longer eligible for most grants. Considerable effort was dedicated to working towards vendor selection for the overdue replacement of the Computer Aided Dispatch and Records Management System. For weeks following the disappearance of Jhessye Shockley, the Communications Center acted as the main hub for tips coming in regarding the missing little girl as well as the major resources involved to support the multi-agency tactical operations in this investigation.

Homeland Security

Emergency Management dedicated much of its efforts during this period to further prepare the city to respond to and recover from emergencies through development of city plans, procedures and training related to donations management, volunteer management, points of distribution operations, emergency resource management, and human caused hazards mitigation. These programs tie directly with the establishment of the Glendale Citizen Corps - a major initiative to harness the power of the community and make it more resilient to the impacts of disaster. Emergency plans and operations centers were field-tested during special events including the Cardinal Football Season, Fiesta Bowl, the 2011 FEMA Statewide Exercise, 2011 City Volunteer Reception Center Functional Exercise, and other real world events.



Criminal Investigations - General Investigations

Homicide

The Homicide Squad is responsible for investigating all unattended deaths to include accidental deaths, overdoses, suicides, unexplained deaths, and homicides. In 2011 the Homicide Squad investigated 24 possible homicides and numerous other unattended deaths.

Violent Crime

The Violent Crimes Squad is responsible for investigating all robberies, aggravated assaults, simple assaults, and violations of non-domestic violence related court orders. In addition, Violent Crimes detectives work all gang related investigations and track gang activity throughout the City. In 2011 Violent Crimes investigated 430 robberies, 591 aggravated assaults, and numerous other non-domestic violence related persons crimes.



Fraud/Forgery

The Fraud/Forgery Squad is responsible for investigating all forms of fraudulent activity to include identity theft, prescription fraud, business fraud, and other schemes and scams designed to defraud innocent people. The Fraud/Forgery Squad is also responsible for aiding other investigators in the processing of electronic devices for evidentiary reasons. These devices include cell phones, surveillance systems, personal computers, and any device designed to capture information. In 2011 the Fraud/Forgery Squad spent over 612 hours assisting with the collection of electronic evidence and the remainder of their time investigating numerous cases of reported fraudulent activities.

Forensic Investigations/ Identification

The Forensics Squad is responsible for the documentation of major crime scenes and the collection of evidence from those scenes. They process evidence obtained by other officers and detectives for trace evidence and latent prints. They are also responsible for maintaining and entering into various databases such as AFIS and NIBIN.



Criminal Investigations - Special Investigations

Selective Enforcement

The Narcotics Squad is responsible for initiating and conducting larger scale drug investigations aimed at disrupting the widespread drug trafficking problem impacting our City and the Phoenix metropolitan area as a whole.



Fugitive Apprehension

The Fugitive Apprehension Squad is responsible for locating and arresting wanted persons identified through various resources such as the Maricopa County felony warrant list and other investigatory squads. In 2011 the Fugitive Apprehension Squad arrested 123 wanted felons.

Asset Forfeiture

The Asset Forfeiture detective is responsible for aiding in the disrupting of criminal organization activities by processing and handling seized assets from on-going criminal investigations. In 2011 the Asset Forfeiture detective processed \$1,938,043.24 worth of seized assets.

Repeat Offender

Suspects entered into the ROP program are tracked and when arrested for additional felonies, the case is transferred to the ROP County Attorney for prosecution which may result in enhanced sentencing. In 2011, 37 Repeat Offenders were identified and 54 were prosecuted under the program.

Street Crime and Auto Theft

SCAT is responsible for conducting undercover street crimes investigations and investigating auto theft cases. They are additionally responsible for maintaining the BAIT program and ensuring the LPR systems used throughout the Department are functional.



Advocacy Center

Family Violence

The Family Violence Squad is responsible for investigating all acts of domestic violence to include aggravated assaults, simple assaults, criminal damage, disorderly conduct, court order violations, and several other less frequent crimes. In 2011 the Family Violence Squad investigated 1,697 acts of reported domestic violence.

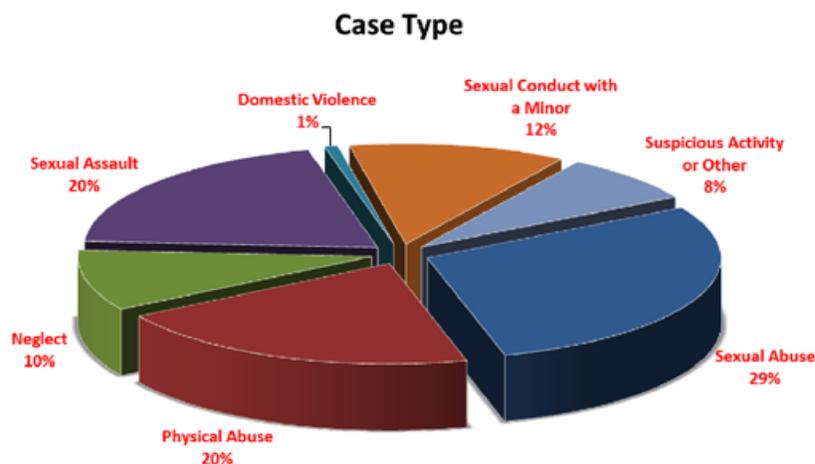
Sex Crimes

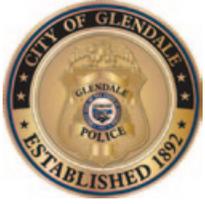
The Sex Crimes Squad is responsible for investigating criminal activity typically deemed sexual in nature such as sex assaults, sex abuse, indecent exposure, sex conduct with a minor, and molestation. Sex Crimes is additionally responsible for investigating allegations of child and vulnerable adult abuse, and for tracking, making public notification of, and maintaining the database for known registered sex offenders. In 2011 Sex Crimes investigated 1,083 cases and processed 12 new sex offenders to the City.

The Department created the state's first Sex Offender Address Verification Program in 2004. Patrol Officers conduct routine unannounced visits with certain registered sex offenders. A portion of this program seeks to identify absconders and secure their arrests. The Department recently adopted OffenderWatch® for the citizens of Glendale to assist in providing information on sex offenders living within the City. Glendale police utilize OffenderWatch® to manage and monitor the whereabouts, conduct and compliance status of the registered offenders in Glendale. OffenderWatch® provides the most accurate and timely information available and now this information is available to the public. Since 2005, the number of registered sex offenders moving to Glendale has declined more than 22% overall, although the number has increased in the last two years (29%). The number leaving the City has increased by 230%.

Victim Advocate Unit

The Victim Advocate Unit is responsible for working with victims of crime by providing outside resource information to those victims and making sure that they are aware of their case status and any pending arrests and/or court appearances. In 2011 the Victim Advocate Unit provided service to over 1,300 victims of crime.





Task Force Participation

Arizona Counter Terrorism Information Center

A single detective is assigned to ACTIC to assist in large scale multi-agency investigations. This detective also serves as a resource to the Department as a trained Computer Forensics expert.

FBI Mortgage Fraud Task Force

A single detective is assigned to the FBI Mortgage Fraud Task Force to assist with large scale mortgage fraud impacting primarily the City of Glendale, but also the entire Phoenix metropolitan area.

US Marshalls Task Force

The Fugitive Apprehension Squad works with the US Marshalls Task Force on locating and arresting wanted felons. A single detective is assigned to the TF and a US Marshall is assigned to the Fugitive Apprehension Squad. The two entities exist in a federally owned facility and work together on larger scale operations.

DEA Task Force

The Narcotics Squad works with the DEA Task Force on large scale narcotics investigations. A single narcotics detective is assigned to the TF. The TF and the Narcotics Squad share office space at an undercover off-site facility. The Asset Forfeiture detective is also assigned to this facility.

Secret Service Electronic Crimes Task Force

Two detectives are assigned as liaisons to the Secret Service Electronic Crimes Task Force. These detectives are tasked with assisting the TF when needed on large scale investigations rooted in internet based and computer based fraud schemes.



Administrative Services

Training

In addition to the regular 40 hours of Advanced Officer Training for sworn officers, we have expanded training for non-sworn employees. Leadership development continued as a focus as we continued to offer weekly and bi-weekly for line staff, supervisors and mid-level. Three department management employees attended the AZPOST Leadership in Police Organization Training. To assist in managing tightening budget, marketing of the capabilities of our premier training facilities was expanded to statewide and national audiences, such as NOBLE, TRADEV Systems, FLETC and AZPOST. In a major advancement of our training capabilities the Training Unit opened a state-of-the-art Video Product Facility. This facility will allow us to cost effectively develop high-quality video training. Scenario Based training is used to prepare police staff to effectively respond to real-life encounters. Immersion Training is helping officers returning from military deployments readjust to the department. In particular, through a partnership with Operation American Patriots, officers are prepared to deal with subjects with PTSD or other mental illness. This training has been extended to our west valley police partnering agencies.



Personnel Management

Despite the down economy, the Personnel Management Unit (PMU) processed over 900 applications, although the only hiring were four former Reserve Officers who were hired as full time police officers. PMU also managed promotional processes for one Assistant Police Chief, one Lieutenant, three Sergeants, one Technical Services Administrator, two Detention Supervisors, two Management Assistants and one Victim Advocate. In the third year of an effort to improve the performance evaluation process a new process has been implemented resulting in improved evaluations along with a more efficient process. In the fall, the first class of the Law Enforcement Spouse Academy for the spouses of police officers was held. As it was well received, more classes will be scheduled in the future.

PMU has begun work on classification project to streamline the department and create consistency within the City, where appropriate, by merging classifications or creating new ones. The goal is for fewer and better classifications. So far, reclassifications for Legal Assistant to Management Assistant have been completed to align them department goals and objectives.



Technical Services

Records

As part of a new Records Unit program all documents associated with accident and criminal reports are digitally imaged. The documents are now available to police staff through a web application. This initiative will result in considerable time saving for the Records Unit and its customers in retrieving relevant documents for investigations and court appearances. Additionally, space previously used to physically file the documents will become free for other uses.

Much foundational work has been done in preparation for the implementation of the new Computer Aided Dispatch and Records Management System. All current work flow practices have been reviewed and documented with appropriate revisions to make them more efficient.

Despite budget-related staff limitations, the Records Unit has maintained timely entry of criminal and accident reports in the Records Management System providing staff with needed information to support police operations.

Detention/Property

The Detention Division provided the processing, care, custody and control of 11,054 detainees in 2011. The members of the division were able to maintain a safe environment while assisting where possible to reduce the amount of time that it takes for an officer to complete detainee processing, returning them to their duties more quickly. In addition to their daily duties, they worked approximately 20 special events in the city providing support to our Police Officers.

Information Technology

Information Security Enhancements: As a result of audits from the FBI and DPS, an intelligence network security appliance was installed that encrypts Criminal Justice data as it is transferred from the Communications center at the Glendale Regional Public Safety Training Center (GRPSTC) to the computer center at Main Station. Previously this data was not encrypted when the Communication center was moved to its current location at GRPSTC. Encryption prevents any party from intercepting the routed traffic over City fiber and reading unencrypted data containing criminal justice information. Additionally, a primary "two factor" authentication process installed RSA Corporation's SecurID solution adds significant data security protection.





Technical Services

COPLINK: Glendale Police and the City IT staff continue to work closely with i2, the firm that supports and markets COPLINK, to finalize the loading of CHIPS COPLINK data into the Phoenix COPLINK node. Daily trigger tables were established and tested, and started collecting information in October, 2011 to enable the daily changes to CHIPS for upload to the COPLINK data base. The initial load of our COPLINK data into the COPLINK node in Phoenix was delayed due to other project priorities, however, will be completed in early 2012. As the COPLINK node in Phoenix grows it will contain data from Avondale, Glendale, Peoria, and Phoenix PD, with other Departments still in process. Giving police officers access to the shared data will greatly enhance the effectiveness of participating agencies in investigating and controlling crime.

Arbitrator 360 In-car Video System: This year, Glendale implemented the largest in car video system operated by a municipal department in the State. A total of 117 cameras systems, over 200 remote microphone set, and 11 wireless access points were installed. Each camera system consists of one forward facing and one rearward facing camera, an in car microphone, a GPS antenna, a video processing unit (VPU), a 32 GB storage card, one collision sensor, and a remote microphone receiver. Over 200 officers were trained in the basic use of the system. An extensive Digital Media Policy was created by a group representing technical support, legal, sworn supervision, and forensics. Over 5,200 videos are being stored on the system. These involve traffic stops, felony and misdemeanor arrests, subject stops, and traffic accidents. The videos are accessible from multiple desktop computers across the department and the City.





Accreditation

The purpose of the Commission on Accreditation for Law Enforcement Agencies' (CALEA) Accreditation Program is to improve the delivery of public safety services, primarily by: maintaining a body of standards, developed by public safety practitioners, covering a wide range of up-to-date public safety initiatives; establishing and administering an accreditation process; and recognizing professional excellence. An agency must maintain compliance with 462 internationally recognized standards for law enforcement excellence.

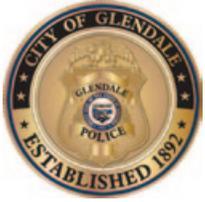


Specifically, CALEA's goals are to:

- Strengthen crime prevention and control capabilities;
- Formalize essential management procedures;
- Establish fair and nondiscriminatory personnel practices;
- Improve service delivery;
- Solidify interagency cooperation and coordination; and
- Increase community and staff confidence in the agency.

Glendale Police were first accredited in July 2000. Agencies must be re-accredited every three years. Glendale has retained its status receiving its third re-accreditation in 2009.

After the 2009 Accreditation, a major police review was undertaken and continued through 2011. Initially there were approximately 200 policies in the manual. That number was reduced to the current 177 through consolidation or retraction, as well as some creation of new policies. A total of 138 policies were reviewed and updated in this process. A "Mock CALEA Assessment" was conducted in November. Accreditation Experts from Chandler, Surprise, Peoria, Scottsdale, and MCAO assisted the Department in reviewing our CALEA files examining policies and other documentation that developed for the 2012 CALEA assessment. Two new Operations Manuals have been created for the Property and Forensics/ Identification units.



Getting Arizona Involved in Neighborhoods (G.A.I.N.)

G.A.I.N. is an annual event designed to heighten crime awareness, and generate support and participation in local anti-crime efforts, by uniting community members to help create safer neighborhoods. G.A.I.N. promotes residents coming together within their neighborhoods to plan a neighborhood party, share and promote safety and awareness of community issues, and increase neighborhood communication and participation.





Community Outreach

Community Action Team

- Neighborhood Watch & EOG Newsletter
- DEA Prescription Drug Take Back Events
- G.A.I.N.- Getting AZ Involved in Neighborhoods
- CFMHP – Crime Free Multi-Housing Program
- CADMine – electronic daily calls for service
- MAC – Manager’s Against Crime Meetings
- Shred Events & VIN Etching Events
- Quarterly Crime Forums
- HSS & BSS – Home and Business Security Surveys
- Crime Prevention Through Environmental Design
- Coffee with a Cop

The dedication and commitment of the CAT team is exemplified by the Unit being awarded the “Outstanding Unit” within the Glendale Police Department. Further evidence of their achievement Doreen Anderson was selected as the Civilian Employee of the year by the GPD and ABLE.





Community Outreach

Getting Arizona Involved in Neighborhoods (G.A.I.N.) Participating Organizations:

- Emergency Management Division
- CPAAG
- Citizen's Corp
- Community Partnerships
- Fresh & Easy
- American Red Cross
- AZ Division of Emergency Management
- Maricopa County Emergency Management
- Maricopa County Department of Public Health
- National Weather Service
- Sam's Club
- Wal-Mart
- Coffee Bean
- Community Shield
- Cabela's
- BJ's Restaurant
- APS
- Albertson's





Community Outreach

Etching, Shredding, Prescription Drug Disposal

Throughout the year the Department organizes an array of crime prevention and community service programs to help members of the community to protect them from the threat of crime.

The Community Action Team hosts "Shred It & Forget It" several times a year. The events are usually held in a convenient shopping center. Each household can bring five banker-size boxes of personal documents to have shredded on site for free. Document shredding helps protect against the increasing threat of Identity Theft.

VIN Etching is an auto theft deterrent in which the vehicle's 17-digit vehicle identification number is permanently etched on the windows of the vehicle.

The Department and the Drug Enforcement Administration provide the community the opportunity to safely and conveniently dispose of expired, unwanted or unused pharmaceutical substances and other medications; removing potentially dangerous prescription drugs from your home.





Community Outreach

Shop with a Cop

Glendale police officers traded in their guns for shopping carts as they helped local children pick out Christmas toys during the annual "Shop with a Cop" outing. Each year police officers give of their time and spirit to give a little seasonal joy to the less fortunate. The evening started with pizza party at Submarinos Pizza for the children and their law enforcement partner. Afterward everyone headed to Target in a procession of law enforcement vehicles with full lights and sirens flashing and wailing. Each child got a gift card to spend on themselves and their family. The event was held courtesy of the Fraternity Order of Police and the Glendale Police Officers Association, in conjunction with several local businesses.





Community Outreach

School Supply Drive

All of these items were generously donated by members of the community, the Target Corporation and their staff, and Glendale Police employees.

- 130 boxes of crayons
- 50 packages of notebook paper
- 20 backpacks
- 1,300 pencils
- 1,000 sheets of construction paper
- 20 pencil boxes
- 108 glue sticks
- 38 bottles of liquid glue
- 40 rulers
- 168 spiral-bound notebooks
- 40 boxes of colored pencils
- 160 pens
- 16 pencil sharpeners
- 75 scissors
- 40 boxes of markers
- Numerous other teacher supplies
- And miscellaneous school items!



Department employees delivered these supplies to the following Schools/Locations during the Month of August:

Desert Garden Elementary School, 7020 W. Ocotillo

William C Jack Elementary School, 6600 Missouri

Glendale Community Center, 5401 Ocotillo

Issac Imes Elementary School, 6625 56th Ave.



2011 Awards

OFFICER OF THE YEAR

Officer Brian Ong



INVESTIGATOR OF THE YEAR

Officer Wesley Zygmunt



CIVILIAN OF THE YEAR

Doreen Anderson



CITIZEN OF THE YEAR

Miguel Martinez



VOLUNTEER OF THE YEAR

Barbara & Dan Leimeter





2011 Awards

EXCEPTIONAL MERIT

Officer Ronald Bibeau
 John Burns
 Officer Paul Campbell
 Det. Bobby Edwards
 Officer Gino Garcia
 Officer Clarence Haas
 Officer Willie Jackson
 Officer Bud Machamer
 Det. Maria Wittevrongel

LIFESAVING

Officer Chad Bowers
 Officer Maurice Cunningham
 Officer Daniel Frusciano
 Officer Michael Griffith
 Officer Raymond Haleman
 Officer Jamie Hubbuch
 Officer Bret McLeod
 Officer Daniel Mooney
 Officer Tiffany Smith
 Sgt. Aaron Victor

CHIEFS AWARD FOR EXCELLENCE

Doreen Anderson	Bryan Hill	Officer Matt Schneider
Lt. Frank Balkcom	Officer Steven Julian	Officer Lisa Scott
Sgt. Colby Brandt	Mindy Kevitt	Officer Smith
Officer Gilbert Comparan	Officer Jeff Pittman	Officer Jarrod Smith
Sgt. Kim Dominguez	Officer Lee Rigdon	Sgt. Scott Walker
Officer Shaun Hardesty	Sgt. John Rohkohl	

MERITORIOUS UNIT CITATION AWARDS

CISM & Peer Support Team

Melissa Thomas - Accepting
 Michaelanne Acree
 Lt. Matt Apodaca
 Linda Berg
 Carol Bolick
 Angela Botz
 Officer Gilberto Comparan
 Yolanda de la Vega
 Kim Doka
 Sgt. Kim Dominguez
 Lt. Brian France
 Officer Kevin Garrett
 Loretta Hadlock
 Mindy Kevitt
 Jessica Kunz
 Angela Ledesma
 Janet Lopez
 Officer Jennifer Moore
 Officer Lisa Scott
 Officer Tony Smith
 Stephanie Sinon
 Christina Snyder
 Brianna Snell

Foothills N.R.S. & Crime

Cmdr. Matt Lively - Accepting
 Sgt. Aaron Aldridge
 Officer Jarod Behrens
 Officer Nicholas Lively
 Officer Brian Gallagher
 Officer Trevor Goode
 Officer Zane Hinde
 Officer James Stahl
 Officer James Mullins
 Aimee Tibbits

Fugitive Apprehension Unit - SIU

Lt. Richard Bradshaw – Accepting
 Sgt. Mike Ostin
 Det. Tobee Anderson
 Det. Kevin Bickel
 Det. Jim Carlo
 Det. Cody Carmichael
 Det. Zach Ching
 Det. Dan Hovatter
 Det. Dave Turley
 Det. Maria Wittevrongel

Gateway Community Action Team

Officer Chi Guillermo – Accepting
 Doreen Anderson
 Angela Freeman
 Kelly Kennedy

Training Unit

Lt. Andre Anderson – Accepting
 Sgt. Bill Cloud
 Sgt. Jerry McDaniel
 Eric Snell (Sgt., retired)
 Officer Joel Countryman
 Officer Rob Smith
 Officer Randy Stewart



Salute to the Troops

The Glendale Police have actively supported department personnel and their families as they prepare for deployment, while serving overseas, and as they return home. We honor them for the service to the country, the City and the department.

Matt Moody



Brad Eith



Pat Valenzuela, Sr.



Azzedine Azouz





Contact Information

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

Alarm Coordinator

AlarmCoordinator@glendaleaz.com
623.930.2466

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