OUR VISION:
Building a safer community through excellent service and community partnerships.

OUR MISSION:
The Peoria Police Department is committed to partnering with the community to ensure a high quality of life and safety, maintaining community trust, and preserving life and property.

PEORIA’S CORE VALUES:

Professional - Continually reviewing my own behavior and questioning whether what I do is consistent with the City’s and my profession’s values. Maintaining the highest levels of confidentiality.

Ethical - Being honest and objective in performing my duties and deciding all matters on the merits, free from improper influences. Being guided by principle and conscience and the desire to do the “right thing”.

Open - Communicating truthfully and completely with others, supporting diversity and treating others with respect. Participating positively in the community.

Responsive - Responding to all internal and external customers in a prompt, efficient, friendly and patient manner.

Innovative - Seeking out opportunities to contribute to the daily and future work of the City in ways that are new and creative.

Accountable - Observing both the letter and the spirit of laws and rules. Engaging only in appropriate personal and professional conduct in all matters involving City transactions and interactions with coworkers, residents, visitors, and businesses.
On behalf of the dedicated and professional men and women of the Peoria Police Department, it is my privilege to present this annual report. 2012 was a good year for our community. By working together, our personnel and our citizens have continued to reduce crime and improve the quality of life for all of our residents and visitors. In 2012, we expanded our crime prevention, education, and outreach efforts which assisted in building better relationships and preventing crime. We are also fortunate to have a very supportive City Manager and staff, Mayor and City Council members, and many City employees who work side-by-side with us daily. It is because of their dedication and professionalism that we are able to provide excellent service to the citizens of the city of Peoria.

Even though we are still facing challenging economic times, we have been able to maintain staffing levels and keep service delivery high. We have also added new initiatives and expanded existing ones that have increased positive police-citizen interactions and our focus on crime and safety.

Although this was a good year, we still have much to accomplish. We remain committed to providing world class service; building enhanced levels of openness, interaction, and trust; and positively impacting crime through prevention, partnerships, and performance.

Finally, I want to thank every member of the Peoria Police Department for your dedication and hard work. I also want to thank the citizens who support and assist us. We exist to serve you, and we are proud to do so.
Police Calls for Service (CFS) saw a small drop from last year’s total. Calls have been trending steadily downward since 2007. These numbers do not reflect self-initiated activity by officers.

As part of the department’s community oriented policing philosophy, residents are encouraged to call the police about any suspicious activity.
**PROPERTY CRIME**

**BURGLARY**

**VIOLENT CRIME**
With the emphasis on involving the community in many aspects of police operations, there is a critical need to solicit and evaluate feedback from citizens on how we are doing.

Two years ago, the department increased its efforts to track the level of customer service by contacting people who had received police services.

In addition to the traditional method of mailing surveys, last year we began using additional methods of gathering feedback. This includes conducting telephone surveys with persons randomly selected from calls for service, having a customer service box available at the front desk for lobby visitors, and posting the survey on our department website. The survey was designed to measure responses to twelve specific questions which focus on the performance of responding officers and other personnel, our response times, knowledge and competency, responsiveness and follow through, and their overall sense of safety in the community.

In 2012, we received a total of 145 responses via our website, the front lobby comment box, mail, and phone calls combined. Of those, 70% of respondents lived in the city, and almost half (47%) of those have been Peoria residents for over 5 years. More than 80% felt safe or very safe walking their neighborhoods at night. The majority of respondents rated their experience with the department positively. Of those who had contact with employees other than police officers, such as dispatchers, the bulk of their experiences were positive. Three-quarters felt our response times were excellent or satisfactory. Even more gave high marks for our officers’ professionalism and appearance.
As in recent years, the employees of the Peoria Police Department received a far greater number of commendations than complaints for police service. The Professional Standards Unit processed 308 commendations and 88 complaints.

A formal commendation occurs when someone takes the time to provide written feedback on an employee’s performance. Complaints regarding poor service or alleged misconduct are received via letter, website, email, telephone, or in person. These can also be initiated from within the department.

All complaints regarding police department employees are thoroughly investigated by the agency. Of the 88 service complaints received, 30 were exonerated (actions were lawful, proper, and within department policy), 2 were not sustained, 24 were sustained, and 29 were unfounded. The 24 sustained complaints involved 26 employees. Discipline resulting from these investigations included 11 verbal counselings, 8 letters of reprimand, 3 written counselings, and 2 trainings.

In addition to the investigation of citizen complaints, the department self-initiated 10 internal investigations regarding employee misconduct in 2012. The investigations were reviewed by a Discipline Review Panel (DRP) that consisted of the employee’s chain of command. Of those, the DRP determined the following: 1 was not sustained, 7 were sustained, 1 was unfounded, and 1 was closed due to resignation prior to the start of the investigation. Of the 7 sustained allegations, discipline ranged from suspension to termination.

In 2012, the department handled 116,161 calls for service. These resulted in 3,312 arrests. This includes just 38 incidents in which an officer documented force being utilized, and equates to officers using force less than 1% of the time when effecting an arrest.
The Peoria Police Department was given high praise during their recent re-accreditation and earned the Meritorious Award for successfully completing their sixth cycle and 18th year of accreditation.

On July 21, 2012 at Talking Stick Resort in Scottsdale, Peoria Police Chief Roy Minter Jr. was awarded re-accreditation for the department, by a board from the Commission on Accreditation for Law Enforcement Agencies, Inc. (C.A.L.E.A.).

C.A.L.E.A. was created in 1979 as a credentialing authority through the joint efforts of major law enforcement executive associations throughout the country. The purpose of CALEA 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.

In April 2012, a team of assessors from CALEA conducted an on-site assessment of the department examining all aspects of the Peoria Police Department. This included an assessment of the department’s policies, procedures, management, operations, and support services.

The assessors found the department to be in full compliance with all 480 CALEA standards. They also commented on how impressed they were with the department’s leadership, innovative crime reduction initiatives, community partnerships, volunteer program, and department employees.

The assessment is part of a voluntary process done every three years to gain accreditation, a highly prized recognition of professional excellence in the field of law enforcement. This is an important achievement for the men and women of the Peoria Police Department.
In late 2012, the safety of our schools became a top priority for many after a tragic shooting at a Connecticut elementary school. However, in Peoria, the police department had already made school safety, and building a strong partnership with the school district a priority.

Every one of the high schools in Peoria has a School Resource Officer. These officers serve not only as an armed officer on campus, but also as a counselor to students and as an educator in the classroom.

During the year the department worked to meet with every school in the city from not only PUSD, but also charter and private schools to create safety plans. They then reviewed and practiced these plans with table-top exercises that allowed administrators and staff to verbally walk through their actions as though an issue did arise on campus.

On a regular basis, officers visit middle and elementary schools as part of the officer liaison program. By stopping by the schools on a regular basis, officers develop a good relationship with students, while also familiarizing themselves with the layout of the schools helping if ever an emergency should happen.

Schools also host “Lunch with Blue” several times a year. The program invites officers to have lunch with students allowing both officers and students an opportunity to sit down and learn more about each other.
SHOP WITH A COP EVENT

It was a happier holiday season for almost 60 Peoria children who needed some extra cheer, thanks to the Peoria Police Officers Association’s annual “Shop with a Cop” event. The group partnered with the Peoria Police Department to provide each child with a gift card and an officer shopping partner so they could get themselves, and their families, gifts for the holidays.

BIKE RODEO

Motorcycle officers and trained technicians inspected bicycles, provided personalized education and assisted children as they rode their bikes through a challenging, but fun skills course. Kids who brought their bicycles, but did not own helmets were provided a free helmet. Displays were set up allowing both kids and parents to learn more about the programs in our community. The Police Canine Unit and motorcycle officers also performed demonstrations.

STUDENTS WITH ASPIRING GOALS

The Peoria Police Department joined with the Peoria Police Officers Association to honor more than 200 students from the “Students With Aspiring Goals” program at the Peoria Sports Complex before taking them to a Phoenix Suns game. The program brings together high school students as mentors to middle school students helping them set and achieve high academic and interscholastic goals. Officers work year round supporting the program and provide these incentive trips to sporting events twice a year.

CRIME SHIELD

Operation Crime Shield is a program specifically designed to assist members in building a defense against property crime. This defense is based on three basic premises; Education, Deterrence, and Awareness. By informing our community about areas of vulnerability, assisting them in better securing their property, and making them aware of criminal activity, we can reduce the chance of victimization.

Officers and volunteers with the Crime Shield program help participants protect their home or business by offering a checklist to create a strong defense that deters criminals and helps recover valuables if stolen. After an assessment by trained personnel, the participant is given a sign or sticker that can be displayed outside the property.
The Operations Division is under the command of Deputy Chief Bob Sanders and consists of the Patrol Services and Operations Support Bureaus, which comprise the majority of the department’s sworn personnel.

**PATROL SERVICES BUREAU**

The Patrol Services Bureau (PSB) comprises the majority of sworn personnel and provides 24-hour emergency response to our citizens’ calls for service. Police services are divided between Police Patrol Commanders.

South Command works out of the Public Safety Administration Building located at 8351 W. Cinnabar and is responsible for all service south of Bell Road. North Command works out of the Pinnacle Peak Public Safety Facility located at 23100 North Lake Pleasant Parkway and is responsible for providing services north of Bell Road.

PSB provides police services to the growing community by focusing on five operational goals:

1. Prevent crime and disorder;
2. Respond promptly to calls for service;
3. Develop safer neighborhoods through community partnerships and participation;
4. Enhance traffic safety;
5. Maintain the integrity, quality and effectiveness of policing services.

Patrol Services Bureau members are the first responders to all calls for service from our citizens. In this role, officers are trained to provide a variety of services which include accident investigation, emergency response to crimes in progress, proactive patrols, and crime prevention.
SPECIAL ENFORCEMENT SECTION

STREET CRIMES

This unit is responsible for investigating cases involving illegal drug activity, organized crime and vice. In 2012, this unit served 100 search warrants and recovered over $800,000 in property and illegal drugs. The specialty K-9 assigned to this unit was directly responsible for detecting over $400,000 in narcotics and marijuana.

CANINE TEAMS

The department’s K-9 teams provide critical support to various sections of the department to include drug and narcotics detection, building and open area searches, suspect and missing persons tracking and high risk apprehensions. In 2012, these teams accomplished over 1,100 K-9 deployments including 53 criminal apprehensions of which only two resulted in a dog bite.

COMMUNITY IMPACT TEAM

The Community Impact Team was born of a need to be able to deploy resources to address emerging trends, priority problems, and community concerns and for working special events in the city. This team is not tied to radio calls for service, as beat officers, nor laden with a caseload as traditional specialty units. Impact members have a variable schedule so they can easily adjust to the days or time of day needed to address any given problem. During 2012, this team deployed on 76 special missions resulting in the arrests of more than 100 criminal suspects. Many of the cases were significant serial crime sprees that affected not only our communities, but neighboring cities as well.

TRAFFIC SERVICES UNIT

In addition to providing focused enforcement for traffic violations and impaired drivers, the Traffic Services Unit is responsible for the investigation of serious injury and fatal traffic collisions.

In 2012, this unit addressed 115 traffic enforcement requests received directly from the community. In addition, the department adopted a deployment philosophy for enforcement that is endorsed by the National Highway Traffic Safety Administration known as DDACTS (Data Driven Approaches to Crime and Traffic Safety). Efforts in this regard resulted in over 2,700 hours of enforcement and over 5,400 citizen contacts with emphasis on roadways where injury accidents have occurred.
This section, supervised by Lieutenant Douglas Steele, conducts investigations into reported criminal activity, and is divided into three units: Major Crimes, Special Victims, and Investigative Support. The investigators assigned to this section are dedicated to solving cases by bringing the right suspects to trial and criminal cases to the appropriate resolution. In 2012, CIS was assigned a total of 849 new investigations across the three units.

**MAJOR CRIMES UNIT**

The detectives assigned to the Major Crimes Unit investigate major felonies, including homicides, robberies, assaults, arson, incidents of serious injury and death, and missing persons. They investigated 303 cases in 2012, including eight homicides. In addition, they saw the successful capture of a young teen who killed two people during a robbery at a smoke shop then stole a victim’s vehicle before taking a bus to Los Angeles.

**SPECIAL VICTIMS UNIT**

Special Victims Unit detectives investigate crimes involving domestic violence, sex crimes, and crimes against children. In 2012, they investigated 546 cases. These types of crimes are complex in nature and because of their complexity they require an extensive amount of investigation and specially trained detectives. SVU detectives work on identifying repeat domestic violence offenders and collaborate with prosecutors to impose strict sentences to prevent further violence.

SVU detectives work closely with Childhelp USA and Child Protective Services (CPS) in the protection of Peoria’s children. This unit is also responsible for the tracking and community notification of registered sex offenders living within Peoria.

**INVESTIGATIVE SUPPORT UNIT**

The Investigative Support Unit is overseen by a sergeant and includes two civilian crime scene technicians, a pawn shop analyst, and a computer forensic detective. This unit helps to forensically examine evidence from fingerprints to computer hard drives and cell phones. In 2012, crime scene technicians helped identify a bank robbery suspect using only a single fingerprint. This lead to an arrest within 24 hours of the robbery.
SPECIAL ASSIGNMENTS UNIT

The Special Assignments Unit, or SAU, includes the S.W.A.T. and Crisis Negotiations functions.

S.W.A.T., which stands for Special Weapons and Tactics, is a team of highly trained officers who are called in to serve high risk search warrants, deal with barricaded subjects, and a variety of other sensitive and high risk activities.

This year saw a tremendous increase in the utilization of the department’s Special Assignments Unit, which is attributed to an increase in the number of search warrants executed by the Special Investigations Unit and increased use by the Criminal Investigations Section for fugitive apprehension.

Compared to 30 in 2011, in 2012 the department’s SWAT team responded to 37 separate operations, including planned operations, call-outs and special details.

The Crisis Negotiations Team provides critical communication with subjects on a variety of calls, including hostage barricades and suicidal subjects. In 2012, CNT logged 54 events, including call-outs, search warrants, and special details.
The Services Division is comprised of Administrative Services, Communications, Personnel and Training/Youth Services, and Neighborhood Services. The personnel in the Services Division report to Deputy Chief Rocky Smith.

**ADMINISTRATIVE SERVICES SECTION**

Supervised by civilian Police Manager Teresa Corless, this section is responsible for numerous administrative functions, including monitoring the department budget, writing and managing grants, processing asset forfeiture transactions, and reporting statistical data. In 2012, the section succeeded in receiving 13 grants, totaling $324,706. They also settled 31 asset forfeiture cases, which resulted in over $171,000 and 297 items being awarded to the department.

**COMMUNICATIONS SECTION**

The Communications Section is the responsibility of civilian Police Manager Vicky Scott. The primary role of Communications is handling all 911 and non-emergency calls and dispatching officers to those calls. They also manage warrant records for the department and handle outgoing communications in cases where emergency neighborhood notifications are required. Using either the Community Emergency Notification System (CENS) or Nixle, Communications keeps the community aware of what is happening around them in an emergency. In 2012, Communications processed a total of 256,593 incoming calls, including 57,155 calls to 911.

**PERSONNEL & TRAINING/ YOUTH SERVICES SECTION**

Supervised by Lt. Bruce Walls, this section includes hiring, training, and the School Resource Officer (SRO) program. In 2012, the Training Unit provided over 5,000 hours of training to employees.

**MODULAR TRAINING**

Officers are provided 40 hours of biannual training using a variety of proficiency skills such as hands-on tactics and reality-based scenarios. They are also provided with continuing training in areas such as customer service, career survival and ethics.

**HOSTED TRAINING**

The Training Unit hosted outside training classes such as Pre-Employment Interviewing, Crisis Communication for Dispatchers, First Line Supervision, Homicidal Drowning, Practical Aspects of Fire/Arson and Glock Armory School. We formed partnerships with other agencies and trainers while ensuring the training needs of the department were met.
The Neighborhood Services Section (NSS) is overseen by civilian manager Jay Davies, and includes Animal Control, Code Enforcement, Crime Prevention, Park Rangers, and Volunteers. NSS is staffed entirely by civilian personnel who perform a variety of support and enforcement roles.

**CODE ENFORCEMENT UNIT**

Code Enforcement is dedicated to protecting the public’s health, safety and welfare, while ensuring every citizen the right to a clean, enjoyable neighborhood. Working in partnership with the citizens of Peoria, with an emphasis on educating homeowners and tenants on the various ordinances that address neighborhood livability, the unit processed 5,952 cases in 2012, and resolved 74% of them through voluntary compliance. More than a quarter of those cases involved weeds, but also included a wide variety of violations including illegal parking, building safety concerns, debris in public view, and many more. Potential violations are received through citizen complaints, referrals from other public agencies, code officers’ observations in an assigned area; and systematic inspections in target areas. The actions of a code officer impact the quality of life, crime rate, illegal activities, and property values of Peoria.

**PARK RANGERS**

Park Rangers serve the public in the tradition of “Park Keepers” and are responsible for monitoring and patrolling community parks and recreation areas. Park Rangers are non-sworn employees and work in partnership with patrol officers to ensure our parks remain a safe place to bring families. The unit patrols over 30 neighborhood parks as well as Rio Vista, and deploy on bikes to monitor activity on the more than 35 miles in the city’s trail system.

<table>
<thead>
<tr>
<th>PARK RANGERS STATS</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Directed Patrol Hours</td>
<td>4437</td>
<td>4864</td>
</tr>
<tr>
<td>Citizens / Referred Telephone Calls</td>
<td>327</td>
<td>339</td>
</tr>
<tr>
<td>Dispatched Calls</td>
<td>89</td>
<td>218</td>
</tr>
<tr>
<td>Call Time Telephone / Disp Hours</td>
<td>179</td>
<td>352</td>
</tr>
<tr>
<td>On Views</td>
<td>4832</td>
<td>6739</td>
</tr>
<tr>
<td>City Code Violations</td>
<td>1331</td>
<td>1661</td>
</tr>
<tr>
<td>Park Rule Violations</td>
<td>899</td>
<td>1284</td>
</tr>
<tr>
<td>Other Violations</td>
<td>34</td>
<td>59</td>
</tr>
<tr>
<td>Written Warning</td>
<td>118</td>
<td>84</td>
</tr>
<tr>
<td>Verbal Warning</td>
<td>1784</td>
<td>2749</td>
</tr>
<tr>
<td>Civil Citations</td>
<td>1</td>
<td>8</td>
</tr>
<tr>
<td>Criminal Citations</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Vandalism / Grafitti</td>
<td>4</td>
<td>11</td>
</tr>
<tr>
<td>Reports</td>
<td>9</td>
<td>20</td>
</tr>
<tr>
<td>PR Contacts</td>
<td>2305</td>
<td>3600</td>
</tr>
</tbody>
</table>
ANIMAL CONTROL

The Animal Control Unit employs four full-time Animal Control Officers, and one working field supervisor, who provide animal services seven days a week during the day and evening hours. Responsible for incidents involving domestic animals, they respond to loose and injured animals, animal disturbances, bite incidents, and to assist patrol when animals are a factor at crime scenes or other incidents.

They work in conjunction with local, state, and federal agencies to address wildlife concerns within the city’s boundaries, and coordinate the steps involved in the rabies protocol when a domestic animal bites a human. In 2012, they handled over 5,200 calls for service and wrote approximately 300 reports.

This year, several animal cruelty cases were conducted by the unit, resulting in complex investigations, assuming care and custody of abused animals, and ultimately administering adoption of those animals to good homes.

ANIMAL CONTROL INCIDENTS 2012

- Proactive Activity: 9%
- Leash Law Complaints: 11%
- Public Relations: 11%
- Animals Disturbing: 14%
- Animal Impounds: 9%
- Radio Calls Dogs: 39%
- Radio Calls Cats: 3%
- Radio Calls Other: 2%
- Licensing Violations: 2%
NEIGHBORHOOD SERVICES

CRIME PREVENTION UNIT
The Crime Prevention Unit manages crime prevention and educational programs offered by the department including the Citizen’s Academy, Crime Free Multi-Housing Programs, G.A.I.N. (Getting Arizona Involved in Neighborhoods) and Neighborhood Watch, as well as conducting residential and business security surveys.

G.A.I.N. EVENT
The Peoria Police and Fire Departments hosted the Getting Arizona Involved in Neighborhoods (G.A.I.N.) event at Rio Vista. The fun-filled safety event is a cooler weather alternative to National Night Out which is in August.

The event is designed to bring all of the Peoria community together promoting our safe and family friendly city.

Activities included a kids’ zone with jousting, face painting and a bounce house. Both departments had interactive displays allowing attendees to see the equipment the departments use. Safety organizations also had displays showing different ways families can better protect themselves and their homes.

CITIZEN’S POLICE ACADEMY
The Peoria Police Department graduated the largest class from its Citizen’s Police Academy. Over a 12-week period, the 38 member class learned how the various functions within the department operate. The instruction is comprehensive and allows for hands-on interaction for participants in many of the topics, which include Gang Awareness, Narcotics Investigation, DUI Investigation, Use of Force, and a Firearms Training Simulator.

In all, the class spends more than 30 hours getting an up-close look at the police department. Those completing the class are awarded a certificate of completion along with a Peoria Police Department coffee mug. Graduates call the academy very informative, helping them understand how the department works and how much effort truly goes into every investigation.
VOLUNTEERS

One of the most important ongoing partnerships is with our department volunteers. They serve in a variety of meaningful assignments, working alongside employees to perform work that is critical to the agency’s mission. Because of their hard work and dedication, we are able to provide a higher level of service to our citizens. In 2012, 54 volunteers and seven interns donated a combined total of 10,081 hours, for an added value of $219,665 in City services.

As a result of their contributions, this year we were able to:

a) Create Crime Shield, Project Lifesaver and RUOK Programs;
b) Expand the role of our patrol volunteer unit who conducted Vacation Watches on 164 homes;
c) Provide department tours for the Neighborhood Services Section;
d) Facilitate nine neighborhood mediations through the use of certified mediation volunteers with a 100% success rate; and
e) Clerical volunteers donated more than 346 hours assisting with false alarm data entry.
NEW TECHNOLOGY

SOCIAL MEDIA, WEB & PHONE

In 2012, the Peoria Police Department made great strides in reaching out to the public using technology. In June, the department hired Amanda Jacinto as their new Public Safety Information Officer. Jacinto’s strong media background and experience communicating with the community through social media made her a valuable addition to the police department.

The department also created a joint Public Safety Facebook page and Twitter account. Both serve as a communication tool with the public, allowing them to get real-time messages about incidents, as well as regular updates about the department and programs.

Jacinto also worked with the City’s web staff to redesign the Peoria Police Department web page, making it more user friendly. The web page is now updated on a regular basis with new information on events, programs, and public notifications.

The department also introduced a phone application called MyPD. The app is available for both Android and Apple phones and allows tech savvy residents quick access to the police department through their smart phones.
Non-Emergency and General Information ...................................... 623-773-8311
*PoliceDept@peoriaaz.gov*

Animal Control .................................................................................. 623-773-8311

Barking Dog Hotline ............................................................................ 623-773-7040

Block Watch .......................................................................................... 623-773-7099

Citizens Pipeline ................................................................................. 623-773-7002

Code Complaint Line .......................................................................... 623-773-7226

Community Relations ........................................................................... 623-773-7099

Criminal Investigations .......................................................................... 623-773-7097

Graffiti Hotline ..................................................................................... 623-773-7094

Police Administration ........................................................................... 623-773-7096

Property & Evidence ............................................................................ 623-773-7086

Records ................................................................................................... 623-773-7098

Silent Witness ....................................................................................... 480-948-6377

TipSoft .................................................................................................... 623-773-7045

Drug Hotline ......................................................................................... 623-773-7123

Traffic Services Unit ............................................................................. 623-773-7020

Victims’ Assistance ............................................................................... 623-773-7019

Volunteer Program ................................................................................ 623-773-5058