



Surprise Police Department 2015 Annual Report



Prepared by Lt. Mike Donovan

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Message from the Chief

I am pleased to present the Surprise Police Department's 2015 Annual Report.

Throughout the past year, members of the Surprise Police Department worked diligently to expand levels of service to enhance our reputation as one of the most professional police organizations in America. We are very proud of our accomplishments, but recognize the need to continuously enhance services to ensure we exceed customer expectations.

The success of the Department is attributed to innovation, creativity, and teamwork from staff members throughout the organization. We are committed to building upon these successes through the continued development of an organizational culture characterized by accountability, professionalism, and respect. To ensure success and achieve established goals, the following serves as our guiding principles:

- 1) Continue to support an environment of involvement and participative problem-solving
- 2) Identify and acquire existing and developing technologies to remain on the forefront of innovation and efficiency
- 3) Ensure the effective management and use of timely, complete, and accurate internal and external information to suppress crime
- 4) Staff the Department with members who possess the knowledge, skills, and abilities to effectively provide safety and security services to the community
- 5) Challenge the status quo through critical analysis and improvement of existing law enforcement processes
- 6) Plan for future expansion of personnel, facilities and equipment to ensure timely and efficient police service

Through our partnerships, our staff members, our values and principles, and our belief in the overt benefits of innovation, we fully anticipate the continued progression toward our organizational vision to be the safest city in America. The subsequent pages are designed to communicate our organizational progress in 2015, and we are confident that in the years that follow, the Surprise Police Department will continue to meet the needs of our growing community.

Throughout the year, our employees consistently demonstrated excellence and our community responded with their trust and support. As a rapidly growing city and the 10th largest in Maricopa County, I know that new challenges lie ahead. I am confident that with the commitment of our employees, the continued support from our public officials and city leaders, and the ongoing trust and assistance from our community, we will effectively turn those challenges to opportunities for growth and development. Together, we will continue to make Surprise one of the safest cities in the nation.

Terry Young
Chief of Police



Surprise Police Department's Vision and Mission

VISION STATEMENT

The Surprise Police Department strives to ensure that our city is the safest and most secure community in America.



SURPRISE POLICE DEPARTMENT VISION STATEMENT

The image shows a vertical banner with a dark, perforated metal background. At the top, a blue banner reads 'VISION STATEMENT'. The main text is in white and bold. At the bottom right is the official police badge logo for the City of Surprise, Arizona. The background also features faint, repeating text of 'POLICE OFFICER' and 'SURPRISE POLICE DEPARTMENT'.

MISSION STATEMENT

The Surprise Police Department is committed to maintaining a safe community by providing extraordinary law enforcement service with an emphasis on professionalism, accountability, and respect.



SURPRISE POLICE DEPARTMENT MISSION STATEMENT

The image shows a vertical banner with a dark, perforated metal background. At the top, a blue banner reads 'MISSION STATEMENT'. The main text is in white and bold. At the bottom right is the official police badge logo for the City of Surprise, Arizona. The background also features faint, repeating text of 'POLICE OFFICER' and 'SURPRISE POLICE DEPARTMENT'.



Surprise Police Department
Organization Chart

Police Chief

Administrative Specialist Senior Legal Advisor (CoS) PIO Assistant Police Chief Administrative Technician

Commander
Field Operations Division

Commander
Professional Standards & Training Division

Commander
Administrative Services Division

Commander
Criminal Investigations Division

Patrol

SAU

Traffic

K9

SRO

Support Services

Administrative Staff & Equip. Mgmt. Services

Off Duty/3511/ OSHA

Professional Standards

Policy Management

Accreditation (CALEA)

Recruiting

Training

Human Resources (CoS)

Sr. Fin. Analyst Administration & Support Unit

Communications Section

Records Unit

Property/Evidence Grants Mgmt. 3511

Information Technology (CoS)

Investigations

Neighborhood Response Unit

Victim Assistance

Crime Analysis

Crime Prevention

Citizen Patrol

Explorer Program

Demographics/Staffing

City of Surprise

	2011*	2012*	2013*	2014**	2015**
Population	118,349	119,530	119,181	123,546	126,275
Area (Square Miles)	107	107	107	107	107

* Population according to the Maricopa Association of Governments (MAG) records.

** Population according to the U.S. Census, 2014 records.

Surprise Police Department

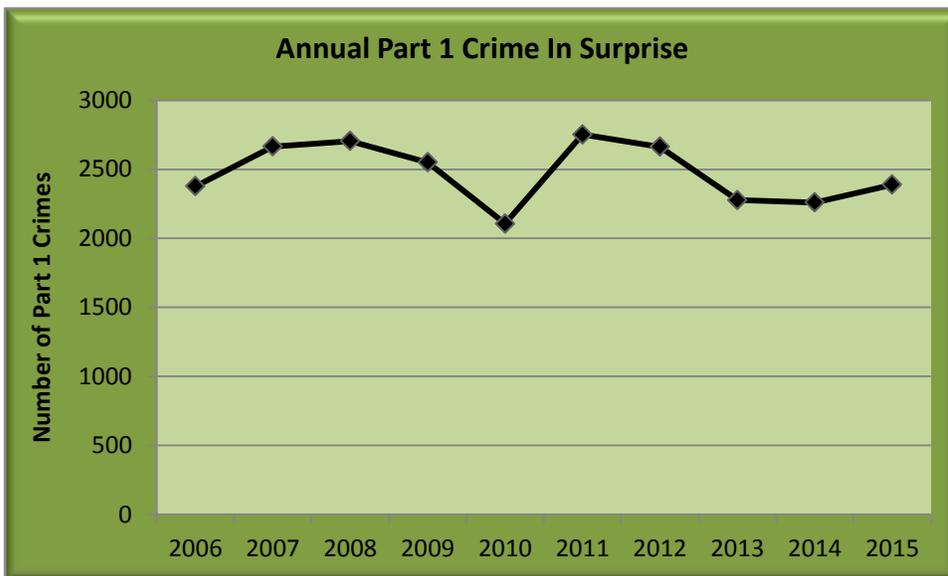
	2013	2014	2015
Sworn Employees Authorized	132	134	136
Sworn Employees Actual	129	131	*129
Civilian Employees Authorized	50	50	53
Civilian Employees Actual	46	48	52
Total Authorized Employees	182	182	189
Total Actual Employees	175	179	181

*In FY2015, the number of sworn officers per 1,000 residents was 1.02.



2015 Crime in Surprise

Type of Crime	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
<i>Homicide</i>	1	6	0	1	1	1	1	1	4	3
<i>Rape</i>	17	14	8	9	12	15	7	14	13	18
<i>Robbery</i>	21	35	48	42	35	51	62	47	32	44
<i>Aggravated Assault</i>	69	99	62	64	60	69	89	86	94	107
<i>Burglary</i>	358	534	595	529	437	617	521	402	355	417
<i>Larceny/Theft</i>	1612	1719	1752	1716	1441	1871	1853	1573	1617	1672
<i>Motor Vehicle Theft</i>	288	240	208	167	93	108	117	146	132	105
<i>Arson</i>	11	19	32	22	27	20	13	8	13	23
<i>Total Violent Crime</i>	108	154	118	116	108	136	159	148	143	172
<i>Total Property Crime</i>	2269	2512	2587	2434	1998	2616	2504	2129	2117	2217
<i>Total Part 1 Crimes</i>	2377	2666	2705	2550	2106	2752	2663	2277	2260	2389



When comparing 2015 to the 5 year average, Surprise experienced a 2.35% increase in Part 1 Crimes.

Total Part 1 Crimes increased 6% from 2,260 in 2014 to 2,389 in 2015. In 2015 there were 19.3 Part 1 crimes per 1000 population.

Type of Crime	2014	2015	% Change
<i>Homicide</i>	4	3	-25%
<i>Rape</i>	13	18	38%
<i>Robbery</i>	32	44	38%
<i>Aggravated Assault</i>	94	107	14%
<i>Burglary</i>	355	417	17%
<i>Larceny/Theft</i>	1,617	1,672	3%
<i>Motor Vehicle Theft</i>	132	105	-20%
<i>Arson</i>	13	23	77%
<i>Total Violent Crime</i>	143	172	20%
<i>Total Property Crime</i>	2,117	2,217	5%
<i>Total Part 1 Crimes</i>	2,260	2,389	6%

Calls for Service and Officer Initiated Incidents

69% of Officer initiated calls are non-criminal in nature.
31% are criminal in nature.

79% of Citizen calls for service are no-criminal in nature. 21% are criminal in nature.



Citizen Calls for Service and Officer Initiated Activity



Total Arrests for 2015 were down 14% from 2014.

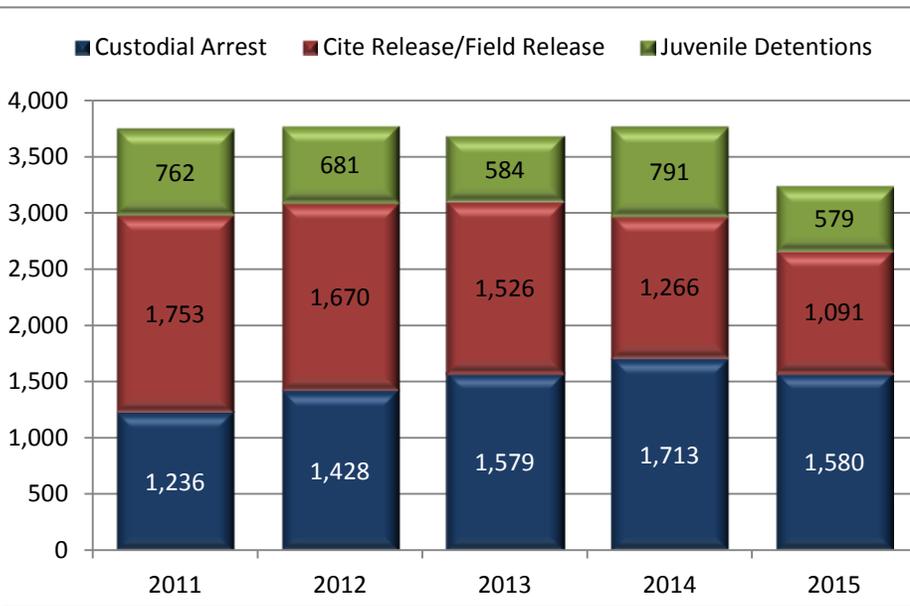
Custodial Arrest – A subject is physically brought to Surprise Police Department, fingerprinted and booked into jail for a criminal violation.

Cite & Release – A subject is cited for a criminal violation, brought to Surprise Police Department, fingerprinted and released.

Field Release – A subject is cited for a criminal violation in the field and released. This does not include traffic citations.

Juvenile Detentions - A person who is under 18 years of age is cited or referred to appear in a juvenile court or before other juvenile authorities for prosecution of a criminal offense.

Arrests in Surprise



2015 DUI's and Citations

2015 DUI Statistics

2015	Ext DUI	Agg DUI	Misd DUI	DUI Under 21	DUI Drugs	Minor Consumption	Total DUI Charges	Total DUI Arrests
Jan	7	2	17	0	1	2	27	15
Feb	9	2	28	0	2	2	41	22
Mar	10	1	30	1	1	4	43	23
Apr	3	0	10	1	0	1	14	8
May	13	0	22	0	1	1	36	18
Jun	7	2	24	1	0	0	34	18
Jul	13	1	24	1	1	8	40	26
Aug	9	0	20	2	1	0	32	16
Sep	9	1	20	1	1	0	32	15
Oct	12	4	24	1	3	1	44	25
Nov	6	1	14	0	3	0	24	13
Dec	13	1	18	1	0	0	33	17
Total	111	15	251	9	14	19	400	216

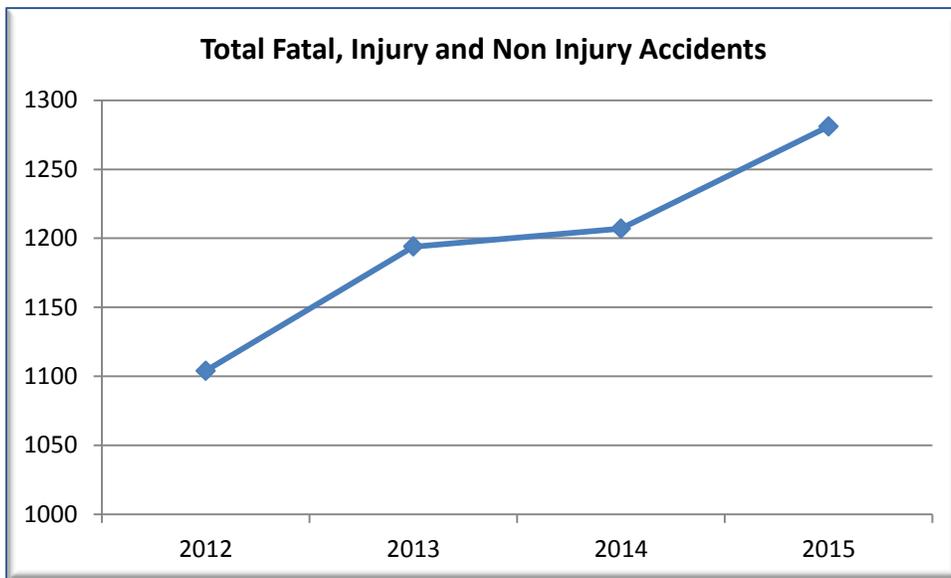
Top 10 violations in 2015 compared to prior years

Violation	Description	2011	2012	2013	2014	2015
28-701A (28-701)	Speed Greater than Reasonable and Prudent	2897	3590	3312	2802	2561
28-4135C/B	No Proof of Insurance	2103	2488	1813	1839	1285
28-3473A	Drive with License Suspended, Revoked, Cancelled	526	670	616	590	535
28-2153A	Violation Registration Law, No Current Registration	602	769	612	579	497
28-644A1	Fail to Obey Traffic Control Device	176	76	296	464	364
28-4139A	Display Plate Suspended - Financial Responsibility	291	421	362	439	348
28-3151A	No Valid Driver's License	268	511	212	263	271
28-855B	Stop Sign Violation	352	406	319	366	230
28-645A3A	Fail to Stop for Red Light	162	268	260	269	197
28-2532A	No Current Registration	116	177	125	218	193

2015 Traffic Collisions

Traffic Collisions

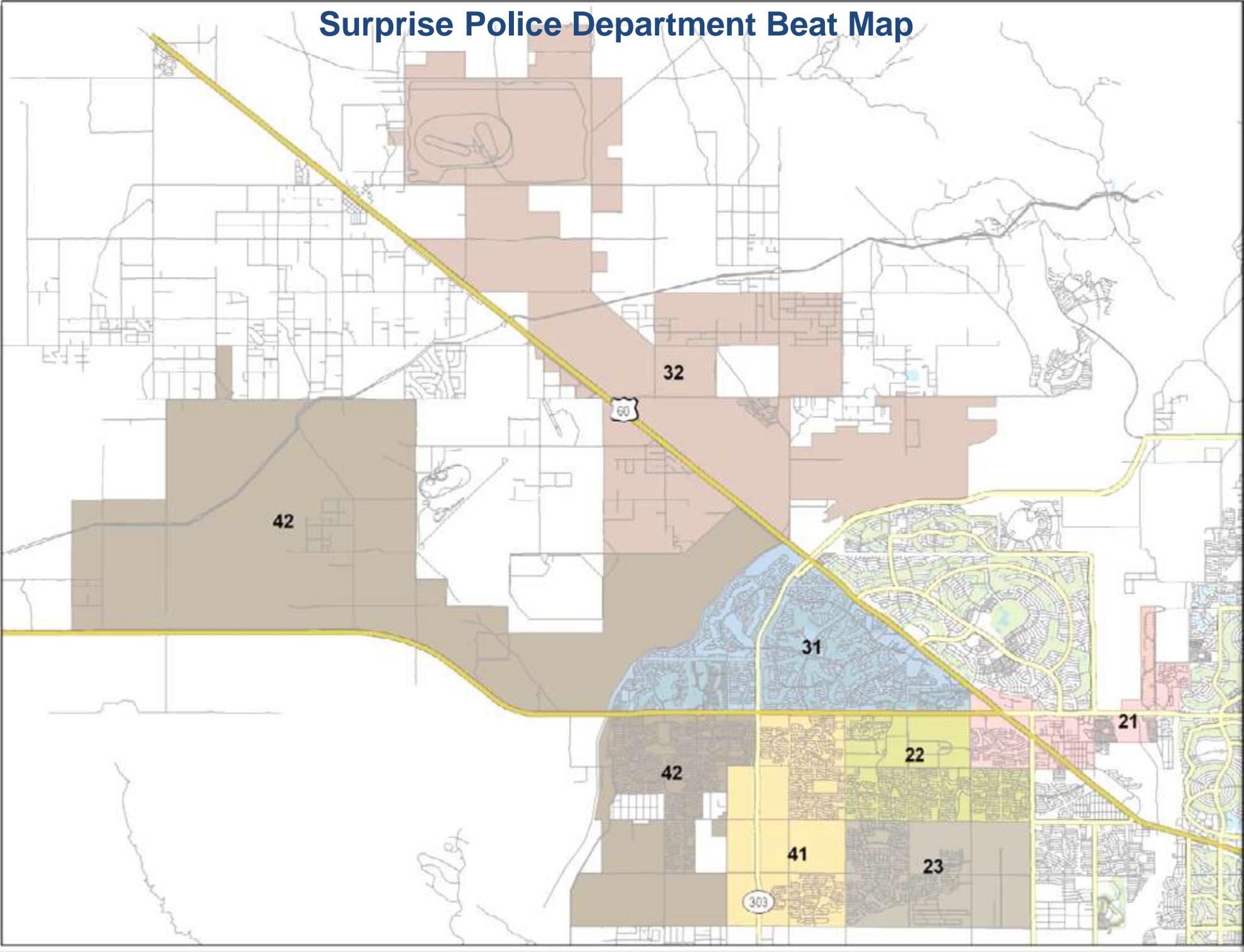
Year	Fatal Collisions	Injury Collisions	Non-Injury Collisions
2012	3	228	873
2013	2	231	961
2014	0	227	980
2015	3	246	1,032



DUI Involved Traffic Collisions

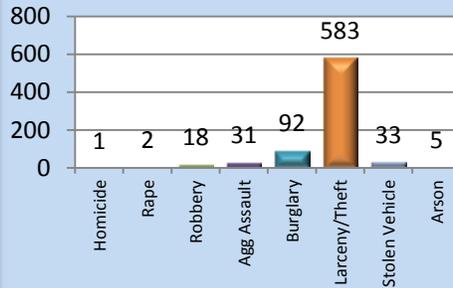
Year	Fatal Collisions	Injury Collisions
2012	0	8
2013	0	1
2014	0	6
2015	0	6

Surprise Police Department Beat Map

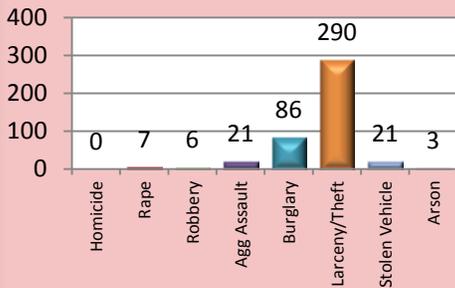


Surprise Beats and Part 1 Crimes

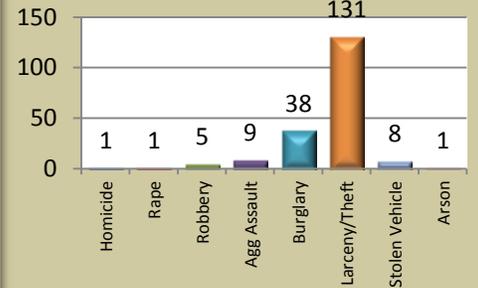
Beat 21 Part 1 Crimes



Beat 22 Part 1 Crimes



Beat 23 Part 1 Crimes

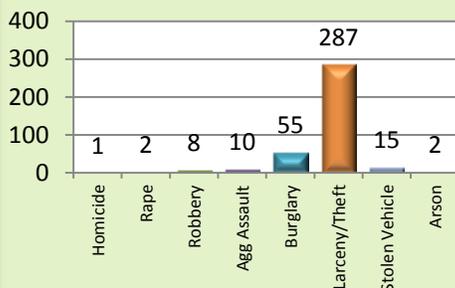


The Charts on this page shows Part 1 crimes for each Beat.

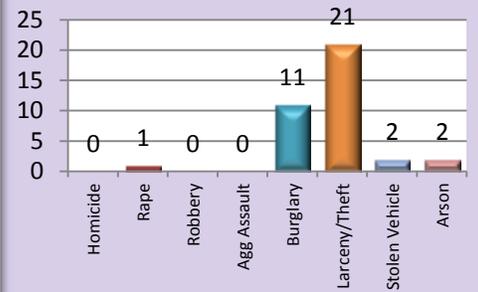
Part 1 Crimes include

- Homicide
- Rape
- Robbery
- Aggravated Assault
- Burglary
- Larceny/Theft
- Stolen Vehicle
- Arson

Beat 31 Part 1 Crimes

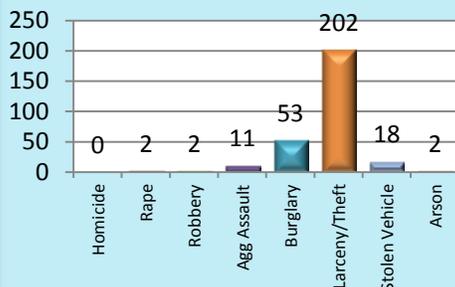


Beat 32 Part 1 Crimes

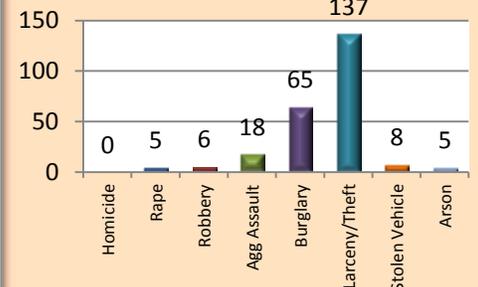


A 0% may be shown on the chart. This occurs when there are a small number of crimes and the overall percentage is less than 1%.

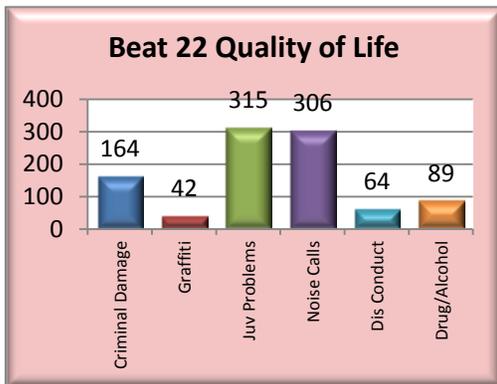
Beat 41 Part 1 Crimes



Beat 42 Part 1 Crimes



Surprise Beats and Quality of Life

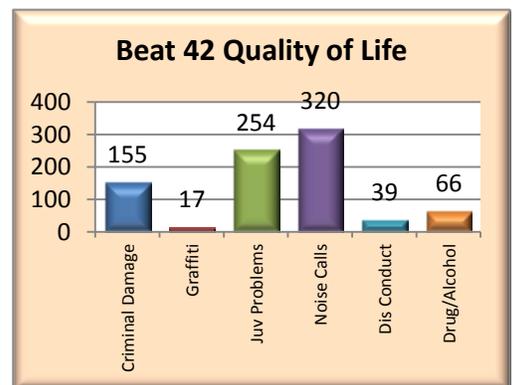
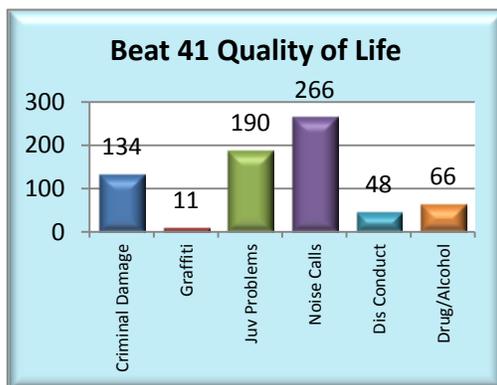
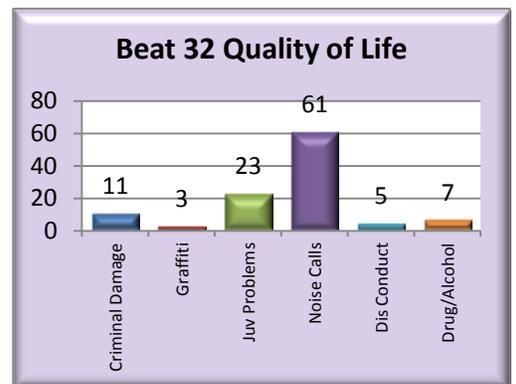
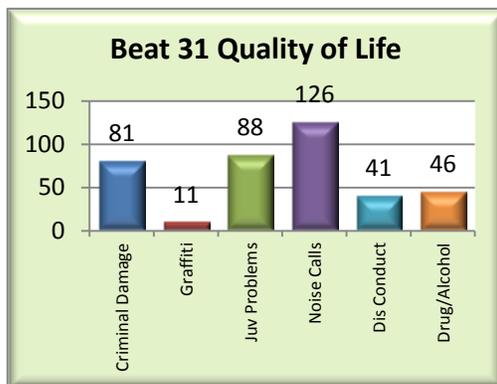


The Charts on the following pages show Quality of Life crimes for each Beat. Quality of Life Crimes include:

- Criminal Damage
- Graffiti
- Juvenile Problems
- Noise Related Calls
- Disorderly Conduct
- Drug
- Alcohol Related Calls

In 2015 Beat 22 had the highest percentage of Quality of Life calls (23%) and Beat 32 had the lowest percentage of Quality of Life calls (3%).

A 0% may be shown on the chart. This occurs when there are a small number of crimes and the overall percentage is less than 1%.



Response Times

Priority 1 calls are those in which there is an imminent danger to life or major damage/loss to property or an in progress or just occurred major felony. These would be of a serious nature or have a degree of immediate personal danger or harm. This includes business and residential hold up and panic alarms.

Priority 2 calls are those in which a crime in progress might result in a threat of injury to a person, or major loss of property or immediate apprehension of a suspect. These calls are urgent but not known to be life threatening. This includes traffic accidents with injuries, traffic accidents blocking a roadway, residential panic alarms, business audible hold-up/panic alarms and business silent burglar alarms.

Priority 3 calls are non-emergency requests for service to report a crime after the fact.

Dispatch Time (Start=Call is received, End=First Officer is enroute)

Officer Response Time (Start=When Officer is enroute to call, End=First Officer arrives on scene)

Response Time (Start=Call is received, End=First Officer arrives on scene)



Year	Priority 1			Priority 2			Priority 3		
	Dispatch	Ofc. Response	Total Response	Dispatch	Ofc. Response	Total Response	Dispatch	Ofc. Response	Total Response
2013	0:00:50	0:03:49	0:04:37	0:01:35	0:05:48	0:07:21	0:15:15	0:10:34	0:25:29
2014	0:00:52	0:03:48	0:04:39	0:01:31	0:05:54	0:07:18	0:13:51	0:10:13	0:23:22
2015	0:00:49	0:03:58	0:04:46	0:01:27	0:06:15	0:07:36	0:14:33	0:10:45	0:24:15

*All times are averages. The actual times for each incident are used to determine each average and therefore the Total Response average will not equal the Dispatch average plus the Officer Response average. Using the actual times gives a more accurate average.

2015 Communications

Total 911 Calls	55,705*
<i>Surprise</i>	50,445
<i>El Mirage</i>	2,687**
<i>Outside agency transfers</i>	2,573
Non-emergency calls	73,782
Administrative	26,641***
Dispatched Calls for Service (SPD)	39,493*
SPD Officer Initiated	55,172****
% of 911 Calls answered within 10 sec.	94.69%
Tape Duplication Requests	
<i>Surprise</i>	523
<i>El Mirage</i>	103**
Warrants Entered	
<i>Surprise</i>	1,407
<i>El Mirage</i>	321**



*Not all 911 calls result in a SPD call for service. In these circumstances, the 911 call may be transferred to different jurisdictions or to a SPD non-emergency telephone line.

**The Surprise Police Department provides contracted Dispatch services for the City of El Mirage.

***Direct calls to Communications by internal and external public safety employees.

****Comprised of traffic stops, citizen contacts, motorist assists, etc.

Office of the Chief

The Department Head of the Police Department is the Chief of Police, and the executive officer is the Assistant Chief of Police. The Office of the Chief is comprised of the six (6) sworn employees and two (2) civilian professionals. The Office of the Chief staff includes the department's Legal Advisor, an Administrative Assistant and an Administrative Technician. The Public Information Sergeant reports directly to the Assistant Chief, as does the Professional Standards Unit.

Professional Standards Unit

The *Professional Standards Unit (PSU)* is part of the *Office of the Chief*. This unit, which is comprised of two sergeants, is overseen by the Assistant Chief of Police, who reports directly to the Chief of Police.

PSU maintains control over all administrative inquiries and investigations brought into the Department through the complaint process, and maintain professionalism within the department. This control includes the case numbers assigned, corresponding documentation, and storage of the results of the investigation, as well as any copies of corrective action or discipline issued as a result of an investigation. The unit is responsible for the records storage of all Administrative Investigations, Collision Review Boards (CRB), Pursuit Review Boards (PRB), Use of Force (UOF), Departmental audits and inspections, and assisting the City Attorney's Office and the Human Resource Department with matters pertaining to Police Department personnel. The unit is also responsible for the training of Department personnel in matters relating to the functions of the Professional Standards Unit.

The Surprise Police Department responded to 90,262 incidents in 2015, which resulted in 1,580 booking arrests, 1,091 cite and release arrests and 579 juvenile detentions. Although the department arrested a total of 3,250 individuals, only 68 Use of Force incidents were reported, with zero fatalities occurring to either the suspect(s) or officers.

The following table summarizes the 2015 calendar year and provides a comparison with 2011 through 2015.

Activity	2011	2012	2013	2014	2015
Divisional Investigations (Non-PSU)	86	86	91	49	64
Internal Investigations (PSU Investigated)	27	27	38	52	47
Performance Improvement Plan	0	0	1	0	1
Collision Review Board (number of collisions)	13	13	20	23	19
Complaints Concerning Discriminatory Practices	0	0	3	1	3

Public Information Officer (PIO)

The purpose of this position is to inform the public and news media of events that may affect the lives of citizens in the City of Surprise.

In review of 2015, the position of Public Information Officer (PIO) was changed and made into a “full-time” dedicated position. Prior to 2015, the police department had one (1) Sergeant and two (2) Lieutenants trained to handle public information and act as the liaisons between the Department and the local media outlets. The PIO Sergeant, who also acted as the Crime Prevention/Community Relations Unit supervisor, shared the PIO on-call responsibilities with the two lieutenants on a weekly rotational basis.

Since becoming a “full-time” dedicated position, the PIO Sergeant has assumed the sole responsibility to expand our media relations and conduct proactive public information programs. Several listed goals for the PIO Sergeant are to increase our social media followership and to produce more effective and efficient public service announcements or video messages which reinforce our community policing initiatives.

Additionally, with the creation of the “full-time” PIO position, the reporting process has been streamlined; the current reporting system now requires the “full-time” PIO to report directly to the Assistant Chief and is a member of the Office of the Chief of Police.

In regard to daily responsibilities, the “full-time” PIO Sergeant produces press releases promoting programs or events to the appropriate outlets. The PIO Sergeant responds to news media inquiries, responds to scenes or assists the on-duty/on-call Lieutenant or supervisors with releasing information to the news media. The PIO Sergeant coordinates and authorizes the release of information regarding victims, witnesses, suspects, and the releases of confidential investigations and operations. The PIO Sergeant shall notify their supervisor of possible programs in which the Surprise Police Department is involved.

The PIO Sergeant is responsible for assisting news media personnel in covering news stories at the scene of incidents, for assisting in arranging and conducting news conferences, for developing procedures for releasing information when other public service agencies are involved in a mutual effort. The PIO Sergeant will be the primary contact for the Arizona Abducted Child Alert program and will also provide police department staff with recommendations when dealing with media related issues, and notify the command staff of daily media inquiries.

The PIO Sergeant also now shares the on-call responsibilities with a Lieutenant Administrative Division Lieutenant and the current Crime Prevention Unit Sergeant. The on-duty or on-call PIO’s shall be responsible for disseminating information to the media (press releases) and answering media inquiries. When necessary, the on-duty or on-call PIO shall designate staff to conduct media on-camera interviews, standups and/or sound bites in lieu of the PIO. Additionally, the PIO routinely posts information in regard to other important messages, such as traffic collision alerts and other public safety messages.

This assignment continues to be effective in assisting with media relations and continues to forge relationships with local media. This is a specialized assignment that is selected by the Chief of Police or designee.

During the 2015 review of the PIO assignment, we have noticed our social media footprint has nearly tripled. Also, with assistance from the Crime Prevention Unit, we have been able to bring on-board another social media platform, Nextdoor.com, in order to reach our external customers more efficiently and effectively.

In 2015, the PIO made 10+ appearances on the “Warrant Wednesday” segment of **FOX 10’s Morning**

Show. During these appearances, photographs and videos of criminals in previously unsolved criminal cases were shared with the public. By highlighting these cases on the live TV show and by posting the information on our social media sites, it has led to increased solvability and apprehension rates for the assigned detectives. The highlighted cases have climbed to nearly an 80% rate of identification, location and apprehension.



Administrative Services Division

The Administrative Services Division is comprised of the Communications Sections, Financial Management, Grant Funds, Property and Evidence, Records Unit, 28-3511 Vehicle Impounds and Off-Duty Coordination. These functions provide services to both internal and external customers. The Communications Section and Records Unit are often the first contact a citizen will have with the Police Department. Therefore, the division emphasizes high quality service and customer focus.

Records Unit

The Records Unit is responsible for the processing and retention of all police reports and for providing computerized criminal history information used by officers to investigate and prosecute criminals. The staff assists with requests for copies of police reports, processing of felony and misdemeanor arrests, juvenile referrals, data entry of traffic accidents and citations, answering incoming non-emergency phone calls, collection of fees, scheduling officer interviews, subpoenas, Uniform Crime Reporting (UCR) and the scanning/attaching of related documents into the Records Management System. The Records Unit is the repository for department records such as citations, traffic collisions and criminal and non-criminal cases initiated by law enforcement officers. The unit provides high quality service to both internal and external customers.

Record Requests Processed	7,997
Citizens Assisted	7,120
Traffic Citations Entered	2,711
Subpoenas Received & Processed	672
Uniform Crime Report Hours	1,223

Financial Management

The Administrative Services Division is committed to fiscal responsibility and focusing budget related decisions toward the achievement of department goals.

Budget Year	Budget Allotted
2015 Police Department Operating Budget	\$24,469,400
2014 Police Department Operating Budget	\$21,564,000
2013 Police Department Operating Budget	\$20,129,900

2015 Grant Funds

During Fiscal Year 2014-2015, the Surprise Police Department actively sought, applied for and was awarded \$242,437 in grant funding. These funds increased the levels of service without an increase in the department's general fund budget.

Governor's Office of Highway Safety	35,000	DUI Enforcement/Overtime Grant
Governor's Office of Highway Safety	11,500	Accident Investigation Equipment
DOJ: Justice Assistance Grant	7,849	Crime Analyst/Investigator Training
Walmart	2,000	Explorer Program
AZ Department of Homeland Security	50,000	SWAT Equipment & Training
VOCA: Victims of Crime Act	99,992	Support for Victims Advocacy Program
USDOJ- DEA Task Force	36,096	Drug Enforcement Agency Task Force
FUNDING TOTAL	\$242,437	

Communications Section



The Communications Section (COM) is typically the first point of contact for most citizens requesting public safety assistance. We succeed in our endeavor to provide the highest level of customer service by staffing our 911 center with 25 dedicated personnel who are trained with the specific expertise required for this field of work. Each year we build upon our existing skill-set and knowledge base to stay current with industry trends and changes, as well as technological

advancements.

In 2015, the COM section initiated efforts to interact more with our community, providing history and information specific to the 911 services available from our center. This information focused on what the public should expect when dialing 911 and how we can best serve them through mutual cooperation. Such activities and events included; public tour of the communications center, question/answer opportunity at our annual testing process for Public Safety Communications Officer positions, GAIN night and other community events. Our efforts have been well received by the public and continues to be one of our primary goals in 2016.

The Police Communications team continues to utilize the Spillman CAD/RMS system, the Maricopa Region Viper 911 phone system and the Regional Wireless Cooperative (RWC) radio system. Use of these systems ensures we have the proper tools at hand to best serve our community. In addition, we continue to provide dispatch services for the City of El Mirage, which resulted in the following combined statistics for the COM center in 2015:

The Communications Section once again exceeded the National Emergency Number Association (NENA) standard to answer 90% of all 911 calls within 10 (ten) seconds by answering 94.70% of our calls within the recommended timeframe.

- 55,705 – 911 calls
- 100,423 – Non emergency calls
- 71,544 – Officer initiated calls for service
- 53,869 – Calls for service requiring an officer response
- 1,728 – Warrants
- 626 – Requests for audio recordings

It is with great pride that the Communications Section continues to dedicate their efforts in a professional, courteous and timely manner to all internal and external customers each year.

Property and Evidence Unit

The Property and Evidence Unit performs a wide variety of non-emergency support services such as processing, transporting, documenting, and storing evidence and property. Additional responsibilities include processing recordings, photographs, and requests for evidence from internal departments and police personnel, releasing property to appropriate individual(s) per City codes, destroying illegal weapons and narcotics, inspecting property room inventory and ensuring compliance with state and federal statutes regarding the storage, destruction and sale of property. In 2015, the Property and Evidence Unit processed and stored 9,981 items of property, and worked diligently to reunite the owners with the property when it became available.

Vehicle Impound Program

Law enforcement officials may impound a vehicle, subject to certain exceptions, if there is probable cause to arrest the driver for certain DUI offenses. The vehicle must be impounded for thirty (30) days; however, under certain circumstances, the owner may be able to get the vehicle back sooner, if the vehicle was stolen or the owner was driving the car at the time of impoundment and can prove his/her driving privilege had been reinstated. The law guarantees the owner of the impounded vehicle a post-storage hearing to contest the impoundment's validity. The vehicle owner is responsible for towing charges and storage fees. (The law caps the storage fee at \$15 per day). The vehicle owner is also liable to the law enforcement agency for administrative fees of up to \$150 (**Ariz. Rev. Stat. §§28-3511–3515**).

2015 Vehicle Impound Program	
Total Impounds	681
Total Hearings Conducted	820
Total Vehicle Releases	624
Total Telephone Calls	2,045
Total Administrative Fees Collected	\$89,700
Total Administrative Fees Collected since February 2008	\$815,150

Criminal Investigations Division (CID)

The Criminal Investigations Division is comprised of highly motivated and trained sworn officers and civilian employees who provide support in many areas. The division's values of Integrity, Professionalism, Accountability, High Quality Service and Customer Focus are in line with the Department's values.

Criminal cases requiring further investigation are received in large part from the initial reports taken from officers while on patrol. Police reports are submitted to the Criminal Investigations Division and reviewed based on solvability factors that are in place from the time the initial patrol officer takes the report. These submitted cases are reviewed by supervisors and assigned to detectives from the appropriate unit.

Property Crimes Unit

The Property Crimes Unit (PCU) is responsible for the investigation of all burglaries, thefts, fraud and identity theft related crimes. Under each major crime category, detectives in the Property Crimes Unit are also assigned to investigate incidents of arson, criminal damage, shoplifting, and counterfeit currency. The department's pawn program is also a responsibility of the property crimes unit.

Currently, the unit is staffed by One (1) Sergeant, seven (7) Detectives, and two (2) civilian employees. Six (6) of these detectives are divided into specific areas of investigation; four (4) detectives assigned to burglary and theft cases, and two (2) detectives assigned to fraud and identity theft investigations and (1) assigned as the Court Liaison detective

In addition to sworn detectives, the unit also contains:

1. An Electronic Forensic Analyst. This civilian employee completes all examinations of electronic evidence, such as computers, tablets and cellular phones.
2. The Surprise Police Department Crime Analyst. The Crime Analyst is responsible for identifying and forecasting crime trends, as well as providing data on crime patterns and series to the department, and city leaders.

Crimes Against Persons Unit

The Crimes Against Persons Unit (CAP) is comprised of one (1) Sergeant and eight (8) Detectives. The unit is split between four (4) Violent Crimes Investigators, and four (4) Sex Crimes Investigators. The Units primary objective is to assist and continue investigations generated by the field operations division and see them through to prosecution.

The Sex Crimes Investigators specialize in the investigation of Sex Assaults, all Crimes Against Children, forensic interviews, Department of Child Safety referrals, Runaway Juveniles, and Sex Offender Notification Program.

The Violent Crimes Investigators specialize in homicide, suicides or any death where foul play is suspected or is related to an Industrial accident. The investigations involving any and all of law enforcement personnel shootings occurring within the City of Surprise, to include in custody deaths, domestic violence incidents, kidnapping, aggravated assault, and assault. All forms of robbery, extortion, missing persons investigations where foul play is suspected, elder abuse, and any other criminal offense as directed by the commander of the division.

In addition to sworn detectives, the unit also contains:

1. A Crime Scene Specialist. This civilian employee completes all examinations and collection of evidence found at major and some minor crimes scenes. Collection of evidence includes, but is not limited to the collection of photographs, DNA, latent prints, tire, shoe and tool mark impressions, and other vital evidence left behind at a crime scene.

Neighborhood Response Unit (NRU)

The Neighborhood Response Unit (NRU) was established in 2012 to utilize officers and investigators to aggressively pursue those prolific offenders driving our crime rates. The NRU focuses primarily on reducing Part 1 UCR property crime, assisting the Crimes Against Persons and Property Crimes Unit with violent crimes and high-profile cases, and addressing and resolving identified property crime trends.

The unit is comprised of one (1) sergeant and four (4) detectives who are responsible for providing support to investigative services for Field Operations Units as well as Criminal Investigations Units. Members of the NRU specialize in the investigation of burglaries, automobile thefts, illegal drug use/sales and felony property thefts. These issues, while considered to be street-level, oftentimes have many suspects involved and patterns of criminality among the participants that require extensive investigative resources and intelligence gathering.

Victim Assistance Unit

The Victim Assistance Unit (VAU) provides a continuum of services to support victims of crime and to encourage and empower victims to exercise their rights. The Victim Assistance Unit focuses on the needs of the victim, while advocating for their constitutional rights. The VAU Coordinator serves as a liaison between the victims, patrol officers, detectives and the prosecutor's office. The Unit has one full-time advocate and has just received a \$96,000 VOCA Federal Grant to add a part time advocate and continue to pay 80% of the VAU Coordinators salary. VAU has two volunteer advocates who donated a total of 1,300 hours in 2015 to assist victims. The VAU assisted with obtaining Orders of Protection or Injunctions Prohibiting Harassment, court accompaniments, providing transportation to forensic interviews and medical examinations, and placing victims in safe houses. The Unit received 835 cases this year and 485 of those victims were provided direct services, while the remaining 350 cases elected not to receive services or could not be located.

	Cases Received	Direct Services Provided
Assault	171	113
Domestic Violence	573	294
Child Abuse	13	10
Child Molest	30	30
Court Order Violation (DV)	6	5
Threatening	3	2
Sexual Assault	12	8
Robbery	23	20
Indecent Exposure	4	3
TOTALS	835	485

Crime Analysis Unit

The Crime Analyst compiles, analyzes and reports findings on crime and other related statistical data and information for the Police Department. The Crime Analyst acts as a liaison with other police departments. The Analyst creates statistical reports by compiling, organizing, and reviewing crime reports and other documents; reviews, analyzes, investigates and integrates statistical information; determines and makes conclusions regarding patterns, trends, "hot spots," suspects, etc.; and develops recommendations for appropriate police department responses, to include planning, tactical or preventive deployment.

Community Relations Unit

The Community Relations Unit is comprised one sergeant and three officers. The unit is designed to provide a direct line of contact to the community to serve citizens one on one for issues of residential and business security, risk assessments, HOA, block watch and community blight issues. Community Relations officers act as a resource and support team for other department units as they strive to improve partnerships between citizens and police officers. The Community Relations Unit works with residents, home owners associations, citizen advocates and fellow officers to locate nuisance areas, identify needed resources and assist in coordinating a proactive response. The unit is actively involved in the teaching, coaching and mentoring of the Surprise Police Department's Explorer Post 2236. This vibrant partnership instills the department's core values of Integrity, Professionalism, Accountability, High Quality Service and Customer Focus into teens enrolled in the program. These teens are equipped to carry these values into the law enforcement industry.

Below is a summary of the Community Relations Unit's activities/accomplishments for the 2015 calendar year:

- The unit was renamed from the Crime Prevention Unit to the Community Relations Unit. While the nomenclature change is minor, it is an important one to clarify the mission of the team and provide a clear focus.
- The "Lock it or Lose it" campaign was re-designed
 - A new handout was designed to streamline the flow of information and provide a clear and concise message
 - A banner, following the same format as the new handout, was created to further assist with the distribution of the message. This banner is displayed prominently at events attended by the Community Relations Unit
 - A "Lock it or Lose it" window decal was designed and installed on 38 patrol vehicles
 - The Community Relations Unit has taken the "Lock it or Lose it" campaign to the people. Members set up a table at various businesses within the city, particularly those in close proximity to high activity areas, and subsequently spread the word about how citizens can protect themselves from preventable property crimes
- The Crime Free Multi Housing program was overhauled. At the start of 2015 less than half of the multi-housing communities participated. This number has increased to more than two thirds of all apartment communities in the city. Additionally, phase 2 certification evaluations have been conducted for all participating communities; while

none have attained phase 2 certification they have been provided with a detailed list of improvements needed.

- The Risk Assessment Program was changed to provide maximum benefit to the community. This program offers free site surveys to residents and business owners. Community relations staff evaluates the premises based on proven Crime Prevention Through Environmental Design (CPTED) principles and provide actionable feedback for the resident/business owner to take in order to maximize the safety of their premises.
 - Nearly all victims of residential or commercial burglaries are called within 1 calendar week of the incident date. Victims are offered a free risk assessment survey
- The Med Return drug takeback program was started in late June of 2015
 - Policy was drafted and designed to meet the needs of the Surprise Police Department and provide maximum oversight of the program
 - Med Return box was obtained with no cost and no grant requirements
 - Since implementation the program has resulted in the collection of 742 lbs of medications
- The Community Relations Unit is now regularly attending Homeowners Association meetings
- The unit coordinated and facilitated refurbishing the exterior decals of the command van to include the updated badge and patches
- The unit joined the social media site Nextdoor.com on behalf of the Surprise Police Department. Nextdoor added access to over 3,000 citizens and has since grown to reach nearly 5,000 citizens. This website has become one of the mainstays for distribution of information to community members
- Explorer Post #2236
 - During 2015 fundraising efforts netted over \$9,000 in revenue. The incoming funds have allowed for the post to attend a competition in Southern Arizona and procure uniforms for all qualifying Explorers.
- The unit participated in 124 community events during the calendar year. Events include but are not limited to: GAIN Night, Fiesta Grande, police station tours, and community block parties

Citizens Patrol Unit

The Surprise Citizens Patrol is a nationally recognized, award-winning volunteer organization, the mission of which is to assist the Surprise Police Department and to help ensure a safe environment for the people who live and work in the City of Surprise. The Surprise Citizens Patrol were the recipients of the nationally prestigious 2015 "Volunteer in Police Services Award" voted by the International Association of Chiefs of Police. The Surprise Citizens Patrol was selected from over 150 volunteer organizations throughout the country.

Citizens Patrol volunteers act as extra eyes and ears for the Police Department. The volunteers help prevent and reduce crime through the observation and reporting of suspicious or possible criminal activities. The volunteers conduct vacation house checks, deliver internal city mail, direct traffic at accident scenes and are called out to assist with emergencies. The Citizens Patrol Unit currently has 59 volunteers.

The Citizens Patrol participates in most events sponsored by the City, providing traffic control and additional security. Spring training is one of the major events in which the Citizens Patrol members provide traffic control for all games at the Surprise Stadium. The Citizens Patrol Unit is active in Surprise shopping centers during the holidays providing patrols via car, bicycle and on foot, resulting in almost non-existent criminal activity during this time.

The Citizens Patrol plays a critical role in the Surprise Police Department's ability to provide additional services to the community. Those services include:

- ["We Care" Program](#) - "We Care" is an automated telephone reassurance program designed to make automated telephone calls to check on the welfare of vulnerable adults, at a specified time of their choosing. If a participant fails to answer the automated call after three attempts, a police officer or a Citizens Patrol volunteer is dispatched to the residence to check on the participant.
- [Vacation Watch Program](#) - The Vacation Watch program is offered to residents who will be away from their homes for a minimum of two weeks. The goal is to check each residence that has been entered into the program once every four days. If there is anything suspicious observed, a Police Officer responds and the owner or designated key holder is notified.
- [Specialized Equipment Detail](#) - Volunteers are trained in the operation, set up, and maintenance duties related to the Mobile Command Van, Special Assignments Unit vehicles and equipment, and other patrol vehicles.
- [Parking Enforcement & Education](#) - Volunteers issue parking citations, primarily for Disabled Parking Violations. The CPs educated numerous violators to ensure they would be in compliance in the future.
- [Special Detail Traffic Control](#) - The CPs assisted with traffic control for numerous city sponsored events throughout the year, such as the Spring Training Baseball, Tennis Tournament, City Swap Meet, Annual City Party, and the 4th of July.
- [The Strike Force](#) - Citizens Patrol volunteers are on call 24 hours a day, on a rotational basis, to assist with amber alerts, vehicle collisions, missing persons, and various public safety incidents.
- [Public Safety Car Seat Program](#)- Citizen Patrol members volunteered 273 hours assisting with car seat clinics held in 2015. Volunteers conducted 194 safety seat instructions and installations. In December, program volunteers delivered 15 car seats to Banner Del E. Webb Medical Center.
- [Citizen Patrol Academy](#)- Sixteen new volunteers graduated from Citizen's Patrol Academies held during 2015. The graduates received instruction in K-9 operations, drug recognition and safety procedures, radio procedures, legal system and liability issues,

policies and procedures, crime scene etiquette and perimeter security procedures, driving and OC-10 (pepper spray) procedures.

Citizens Patrol volunteers donated 25,590 hours of service to the Police Department and the City of Surprise in 2015, performing vital services at minimal operational expenditures and no salary costs. The cost avoidance to the City was about \$639,750.00.

Citizens Patrol	
Patrol Hours	25,590
Administrative & Direct Support Hours	11,562
Community Events & Special Detail Hours	1,325
Training	2,229

Field Operations Division (FOD)

Field Operations is the largest division within the Surprise Police Department and is under the direction of the Field Operations Commander who reports to the Assistant Chief of Police. Field Operations is comprised of Patrol, Traffic Enforcement, Police Service Dog Unit (K9), Jail Transportation, Reserve Officer Program, Animal Care and Control, and the Park Ranger program. Field Operations has eighty-eight (88) full-time officers and two sworn reserve officers. FOD personnel strive to provide extraordinary law enforcement services with an emphasis on professionalism, accountability and respect.

Field Operations Programs

- **DUI Enforcement** – The Governor’s Office of Highway Safety (GOHS) provided grant funding to Surprise for DUI enforcement campaigns. Surprise officers participated in 20 DUI Task Forces and hosted 2 enforcement campaigns. Other activities included attending the State Fair to educate on the dangers of driving impaired and conducting a “Know your limit campaign” at a local pub where patrons were provided the opportunity to blow into a portable breath test to educate them on the levels of impairment.
- **Training** - The Governor’s Office of Highway Safety (GOHS) provided grant funding for members of the Traffic unit to attend Interview Techniques for the Traffic Crash Investigator, Drug Recognition Conference, Governor’s Office of Highway Safety conference and At-scene Traffic crash/Traffic Homicide Investigation.
- **Child Safety seat** – Participated in three (3) 40-hour child seat safety installations certification courses. 39 individuals received their installation certification to provide child safety seat installation training to others.
- **School Liaison Officer Program** – The School Liaison Officer Program provides a liaison officer to all the elementary schools within the jurisdiction of the City of Surprise. The program was established to build positive partnerships with school administration and staff and to enhance communication and police visibility on school campuses. Officers are assigned to schools within their designated beats based on their scheduled hours. The officers meet with school administrative staff weekly in order to be visible to staff, students, and parents. The officers interact with staff and students during lunch periods, recess, and at the start or end of school to build relationships between the youth and officers. Officers document concerns from their contacts and communicate the information to their beat team sergeant.
- **Citizen Observer Program** – Designed to provide residents a personal, up-close look into the on-duty ‘life’ of a police officer by placing them in the passenger seat during an officer’s shift. The setting provides an ideal opportunity for residents and officers alike to talk less formally, gain insight into respective concerns and develop relationships that last beyond the short time spent in the car. A number of requirements and restrictions apply in an effort to keep everyone safe. Generally required to be 18 or more years of age, Police Explorers and those enrolled in law enforcement-specific programs may be permitted.
- **Reserve Officer Program** – The Surprise Police Department’s Reserve Officer Program, in addition to bolstering general staffing needs, helps facilitate the transference of institutional knowledge and expertise. Reserve officers fill vital roles within the Department within Field

Operations, Criminal Investigations and Training. The Department currently has three (3) Reserve Police Officers and is looking to grow the program. Reserve officers are uncompensated fully sworn police officers and are required to work a minimum of twenty (20) hours per month.

- **Crisis Intervention Team (CIT) Program** – Recognizing the need for crisis intervention training the Department has undertaken the development of a CIT (Crisis Intervention Team) program. As a part of that effort, 96 members of the Department (sworn and non-sworn) have attended either an 8 or 40-hour block of instruction of specialized training. While the training is central to the effort, CIT also involves changes in Departmental procedures and approaches as well as collaboration with mental health providers and other community stakeholders. These efforts are ongoing and the program has already proven itself to be invaluable.
- **School Resource Officers** - In keeping with the Surprise Police Department's commitment to develop and perpetuate programs designed to prevent and control juvenile delinquency, the School Resource Officers continue to promote positive relationships between the Police Department and young adults within the community. There is one School Resource Officer assigned to each of the three Dysart School District High Schools in Surprise.

Support Services Unit

The Surprise Police Department's Support Services Unit is comprised of Traffic Enforcement, Animal Control, Park Ranger, and Jail Transport personnel. Personnel assigned to the Unit report directly to a sergeant who oversees the day-to-day activities. The Unit is an integral component of the Field Operations Division and contributes directly to its success.

- **Traffic Enforcement Officers** – To continually improve traffic safety and enhance community relations within the City, the Surprise Police Department commits officers to traffic enforcement activities. These activities include: speed and stop sign enforcement, safety belt events and enforcement, DUI enforcement and participation in the West Valley DUI Task Force, DUI education campaigns, commercial vehicle inspections, collision investigations, and special event and spring training traffic control.
- **Animal Control Officers** – To provide our citizens courteous, professional and effective animal control services the Surprise Police Department has trained and experienced Animal Control Officers. The services provided by the Animal Control Officers include: the capturing and impounding of animals, issuance of citations related to animal related crimes, response to animal bite calls and the quarantine of bite animals, and the investigation of animal cruelty cases.
- **Jail Transport Officers** – To more efficiently and effectively process prisoners and transport prisoners for court appearance, the Surprise Police Department employs experienced and trained Jail Transport Officers. The officers can take custody of a prisoner from an arresting officer, complete the necessary booking paperwork, and book the prisoner into jail allowing the arresting officer to complete an investigation or author the arrest report. The officers are also trained in traffic control to assist on traffic collisions and the issuance of court paperwork (i.e. Orders of Protection and Injunctions Against Harassment).
- **Park Ranger** – Keeping with high level of customer service provided by the Surprise Police Department, the Park Ranger provides a uniformed patrol presence in all of the City's parks. The

ranger interacts with citizens, identifies and addresses safety concerns, and educates the public on park rules, regulations, and amenities.

Special Assignment Unit (SAU)

The Surprise Police Department's Special Assignment Unit (SAU) is comprised of the Special Weapons and Tactics Team (SWAT) and the Crisis Negotiation Team (CNT). The SAU is a part-time team with other primary responsibilities. The teams report to a Lieutenant, and is overseen by the Field Operations Commander, who reports directly to the Assistant Chief of Police. .

Special Weapons And Tactics Team (SWAT)

The Surprise Police Department's specially trained SWAT (special weapons and tactics) team, formerly identified as SAU (Special Assignments Unit), was formed in 1994 and continues to evolve and adapt to the needs of the department and the community. The 16-member team comprised of officers from various units within the department provides the capability to address those high-risk situations which may exceed the capabilities of first-responders. The team consists of one sergeant, and fifteen officers. Personnel assigned to the team maintain 24 hour/day availability, train regularly and respond as needed. SWAT was deployed 26 times in 2015; 11 call-outs and 15 planned operations.

The primary objective of SWAT is the protection of lives and to minimize the impact of a crisis to a community when a tactical response is necessary. Examples of the types of situations the team responds to are:

- Barricaded suspects
- Incidents involving weapons of mass destruction or hazardous materials
- High risk search warrants/arrests
- VIP protection details
- Counter sniper
- Hostage situations
- High Risk Arrests

The Surprise Police and Fire Departments are regional partners in the Phoenix Urban Area Security Initiative (UASI) program. The UASI program provides financial assistance to address the unique multi-discipline planning, organization, equipment, training, and exercise needs of high- threat, high-density urban areas, and to assist these areas in building and sustaining capabilities to prevent, protect against, mitigate, respond to, and recover from threats or acts of terrorism. The SWAT Team is the operational component from the Surprise Police Department and is actively involved in fulfilling the goals of the UASI program. As a result, the Surprise Police Department and the SWAT Team are recognized as a regional asset.

Tactical Emergency Medical Support (TEMS)

Surprise Police and Fire-Medical Departments entered into a joint agreement in FY16 to provide the community with paramedics who would provide emergency medical care during high-risk incidents as integrated members of Surprise PD SWAT. Approval to begin the program was given in August of 2015 and a selection process was held soon thereafter for members of the Surprise Fire-Medical Department who were interested in becoming tactical medics. Of the applicants that participated in the selection process, two were selected and were immediately sent to the 40 hour basic training class for tactical medics conducted by subject matter experts from the Arizona Tactical Officers Association. After completing the basic training, medics continue to train on a monthly basis with all

members of SWAT. In the short time the medics have been a part of the team they have already participated in many tactical operations with SWAT. The tactical medics are an extremely welcome addition to the team and have made immediate medical care possible for community members and team members during response to critical incidents and the service of high-risk search warrants.

Crisis Negotiation Team (CNT)

The Crisis Negotiation Team (CNT), formed in 2003, is an integral part of any SWAT response. The CNT provides negotiation services in situations involving hostages, suicidal individuals or barricaded subjects. The protection of lives and the overall well-being of all individuals affected in any situation, as well as the containment and safe resolution of any hostage taker(s), barricaded individual(s) or suicidal subjects, are the primary objectives.

The Crisis Negotiation Team is a specially trained unit staffed by a lieutenant, a sergeant and four negotiators who also work in various assignments throughout the Police Department and are called on an “as-needed” basis for critical incidents. The incidents handled by the Team are often highly charged emotionally and require an extraordinary amount of patience, self-control, perception and creative problem solving on the part of the negotiators.

Professional Standards and Training Division

The Professional Standards and Training Division is comprised of the CALEA Accreditation Unit, the Training Unit and the Recruitment Unit. These units focus on recruiting new employees, training existing sworn and civilian employees, and maintaining the professional standards required for an exemplary police department. The division is led by the PSTD Commander, who reports to the Assistant Police Chief, and consists of one sergeant, three officers, two civilian employees and three civilian volunteers.

CALEA Accreditation



As part of the commitment to maintaining the highest standards of professionalism and providing the community with exceptional police services, the Surprise Police Department has voluntarily participated in the accreditation process since 2007. The Department is one of more than 1,000 law enforcement agencies in the United States that are currently accredited by the Commission on Accreditation for Law Enforcement Agencies (CALEA®). In order to achieve and maintain accreditation, CALEA requires agencies to comply with 484 state-of-the-art standards in four basic areas: policies and procedures, administration, operations, and support services.

The Surprise Police Department (SPD) received its initial accreditation through CALEA in November 2007. Since that time, SPD has received its first and second reaccreditations in November of 2010 and 2013, respectively. The Department is constantly preparing for and looks forward to the next reaccreditation, which is scheduled for August 2016.

The law enforcement accreditation process is a proven management model. Once implemented, it provides an agency's Chief Executive Officer with a blueprint that promotes the efficient use of resources and improves service delivery regardless of the size, geographic location, or functional responsibilities of the agency. The 484 standards upon which CALEA's programs are based reflect the current thinking and experience of public safety practitioners and researchers and are considered benchmarks for today's public safety agencies.

Training Unit

The Training Unit is responsible for the development, coordination and implementation of training throughout the Police Department. Training responsibilities include analysis of training effectiveness, documentation, training program enhancement, and coordinating training opportunities. In FY 2015, the Training Unit presented over 113 hours of Briefing Training via Target Solutions, & 240 hours of instruction during Advanced Officer Training (AOT). The unit performed armorer level firearms inspections on each firearm assigned; patrol rifle inspections on all issued and personally owned rifles, and conducted respiratory fit testing for operational personnel. The unit held additional training for Firearms Instructor Course, Patrol Rifle Operator Course, Judgmental Shooting (MILO), Legislative Summary (law & legal update), held Open Range Instruction, Firearms Qualification, Firearms Remediation, and coordinated all mandatory training for sworn and civilian personnel, including New Employee Orientation (NEO).

Recruitment Unit

The Recruitment Unit seeks quality candidates to fill vacancies within the Police Department. The Recruitment Unit works in coordination with the Human Resources Department to requisition and post job opportunities and to ensure testing and assessments of all applicants is conducted in accordance with City and Department Policy. The Recruitment Unit conducts background interviews and investigations as well as coordinates required screenings in compliance with Department Policy and the Arizona Peace Officer Standards and Training Board. The unit compiles and organizes applicant information for Command Staff review. The unit's focus reflects the community it serves and recruits to demographics utilizing various methods to include advertising in publications and websites directed at diverse populations.

2015 Recruitment Review		
Position	Applicants	Hired
Assistant Chief of Police	3	1
Police Commander	16	1
Police Lieutenant	11	2
Police Sergeant	13	3
Police Officer Recruit	960	9
Police Officer	45	1
Police Reserve Officer	0	1
Public Safety Communications Officer	912	4
Animal Control Officer	348	1
Administrative Specialist (Police)	869	1
Computer Forensic Analyst	51	1
Police Records Technician	472	1
Management Analyst - Senior	50	1
Crime Scene Specialist	223	1

Awards & Recognition

Each year, the Police Department recognizes employees and volunteers for extraordinary acts of bravery and professionalism during a police awards ceremony. The awards program also allows the Department to recognize citizens who have gone above and beyond in assisting the Police Department achieve its mission and goals while improving the quality of life for all Surprise residents.

The following individuals were honored at the 2015 Annual Police Awards Ceremony:

OFFICER OF THE YEAR

Ofc. Jim Jennings

DETECTIVE OF THE YEAR

Det. Michael Forbrook

ROOKIE OF THE YEAR

Ofc. Morgan Williams

SUPERVISOR OF THE YEAR

Communications Supervisor
Emily Pepe

CIVILIAN EMPLOYEE OF THE YEAR

Administrative Technician Kim Davies

UNIT OF THE YEAR

Training & Recruitment Unit

VOLUNTEER OF THE YEAR

Victim Advocate Barbara Jones

CITIZEN PATROL MEMBER OF THE YEAR

Jim Gears

LIFESAVING AWARD

Ofc. Matt Barker, Ofc. Joshua Waldeck
Ofc. Craig Scartozzi
Ofc. Joanna Vallet

MEDAL OF MERIT

Ofc. Antonio Martinez

DEPARTMENT COMMENDATION

Ofc. Jason Lewis

MEDAL OF VALOR

Ofc. Raymond Johnson

