



# CALIFORNIA POLICE CHIEF

*Serving as the voice of and resource of choice for California's municipal Police Chiefs*

FALL 2013



## ALSO INSIDE

Redwood PD launches effort to better understand the city's youth

iCop: the integration of law enforcement and the Internet

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## About The California Police Chief

The biannual *California Police Chief* is the only magazine that reaches all of California's municipal chiefs of police with information regarding our members and their agencies. The magazine is designed to inform and inspire our members with articles about their personal and professional successes as well as offer updates and information about the association.

The *California Police Chief* is part of our mission of serving as the voice of and resource of choice for California's municipal Police Chiefs.

We appreciate and encourage our members and their agencies to submit articles to be used in future issues of *California Police Chief*, submissions can be sent to Sara Dwyer at [sdwyer@californiapolicechiefs.org](mailto:sdwyer@californiapolicechiefs.org).

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ON THE COVER - LEFT TO RIGHT *Officer Maria Orozco, Chief Carlos Rojas and Officer Alejandro Partida. Officer's Orozco and Partida both work the HEART program. Photo by Andrew Zelinko.*



Dear CPCA Members:

Welcome to the Fall 2013 edition of our magazine, the *California Police Chief*, which has been rebranded and reengineered to provide our members with articles and information that will keep you up-to-date on program innovations and association activities. This edition includes articles by our members about the programs they have successfully implemented, articles by our Strategic Partners on cutting-edge innovations and information about the programs and services that make Cal Chiefs the voice of and resource of choice for California's municipal police chiefs.

Cal Chiefs had a successful legislative year and some of those highlights are included in this issue. We also presented a very successful 8<sup>th</sup> Annual Women Leaders in Law Enforcement Training Symposium. Information and updates on our Annual Training Symposium as well as our new training programs for the year are also included. You will meet our Strategic Partners and learn more about our Corporate Circle Members and the CPCA Marketplace.

We hope you enjoy this newly revised issue of the magazine. I look forward to receiving your feedback. I also encourage you to follow Cal Chiefs on Facebook or Twitter.

Thank you for the critical role you play in making California one of the best and safest places in the world to live, work and play.

Sincerely,

A handwritten signature in blue ink, which appears to read "Kim Raney". The signature is fluid and cursive, with a large loop at the end.

Kim Raney, President  
*California Police Chiefs Association*



# Membership Update

By Craig Steckler, Chair, Membership and Communications Committee

As chair of the Cal Chiefs' Membership Committee for the past 13 years, I have not only watched the organization grow and develop but have also witnessed the turnover in chiefs accelerate, even more so over the past several years. We have experienced some years where the number of new chiefs is between 35 and 65. This high level of turnover requires that we work hard to keep our database of members as current as possible, helping to insure that we are the most accurate resource for chiefs in California. At each CPCA Training Symposium we offer a workshop for new chiefs called, "What New Chiefs Need to Know." This is an opportunity for us to introduce the association as well as provide resources for a successful career. In addition to the workshop, we also acknowledge and introduce each new chief during the Host Chief Night/New Chiefs' reception. An accurate membership database also helps assists us in recognizing the tenure of our

police chiefs. Chiefs are awarded years of service pins during the business meeting to help celebrate their leadership in 5-year increments, recognition ranges from 5 years all the way to 30 years.

For the first time in many years we have an active Membership Committee and we are working with CPCA's Membership Coordinator Shellie Willetts to prioritize the goals and strategies dealing with Member Services and Resources that are included in the recently adopted Cal Chiefs Strategic Plan. The complete plan is included in this issue for your reference. The Membership Committee includes: Morro Bay Police Chief Amy Christey,

Hayward Police Chief Diane Urban, Fremont Police Captain Kimberly Petersen; Pacifica Police Captain Dan Steidle, Retired Hercules Police Chief Mike Tye and Retired Pleasant Hill Police Chief Pete Dunbar. We welcome their interest and participation. ■



In this issue of the *California Police Chief*, we wanted to highlight the new chiefs that have come on board so far in 2013. Their names and agencies are listed below. We appreciate their support and involvement in Cal Chiefs.

1/1/2013	Mitchell Celaya, Calistoga Police Department	1/22/2013	Rikki Goede, Piedmont Police Department	2/25/2013	Robert Jonsen, Menlo Park Police Department
1/2/2013	Michael Wilson, Lake Shastina Police Department	1/28/2013	Gary Hoving, Guadalupe Police Department	2/25/2013	Art Miller, South Pasadena Police Department
1/3/2013	David Cerda, Parlier Police Department	2/1/2013	Mark Fronterotta, Inglewood Police Department	3/1/2013	Steve Frazier, Madera Police Department
1/8/2013	Galen Carroll, Modesto Police Department	2/5/2013	Robert Gager, Port Hueneme Police Department	3/22/2013	Manuel Rodriguez, National City Police Department
1/15/2013	Danny Hughes, Fullerton Police Department	2/22/2013	Sam Somers, Sacramento Police Department	4/9/2013	Richard Lucero, Fremont Police Department

4/10/2013	Scott La Chasse, Burbank Police Department	6/25/2013	Tabarez Pompeyo, Calexico Police Department	8/16/2013	Craig Carter, Escondido Police Department
4/11/2013	Rod Walthers, Bear Valley Police Department	7/1/2013	Greg Garner, Selma Police Department	8/19/2013	Mike Harris, Livermore Police Department
5/1/2013	Devon Popovich, Dinuba Police Department	7/1/2013	Steven McLean, Santa Paula Police Department	8/20/2013	Michael Grant, Stallion Springs Police Department
5/18/2013	Scott Heller, Placerville Police Department	7/2/2013	David Westrick, Hollister Police Department	9/1/2013	David Baker, Marysville Police Department
5/20/2013	Jon Froomin, Coronado Police Department	7/8/2013	Thomas Chaplin, Walnut Creek Police Department	9/3/2013	Sean Hadden, Murrieta Police Department
6/1/2013	John Moore, Pleasant Hill Police Department	7/8/2013	Thomas McDonald, West Sacramento Police Department	10/1/2013	Rex Marks, Lincoln Police Department
6/3/2013	Michael deMoet, Montclair Police Department	7/15/2013	Roy Campos, Irwindale Police Department	10/1/2013	Sharon Papa, Hermosa Beach Police Department
6/18/2013	Robert Burton, Paso Robles Police Department	8/9/2013	Jerry Price, La Habra Police Department		



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# REDWOOD PD launches effort to better understand city's youth

The five high school students took a seat on the couches as three cops and a school official intently studied their faces.

But instead of grilling the teens about a stolen iPhone, graffiti on the gym wall or some other criminal incident, the adults were on hand to bend their ears – and to hear their opinions about what constructive summer programs the kids would be interested in participating in should they become available in Redwood City.

Introducing SCAN, for Student Community Advisory Network – a program recently launched by the Redwood City Police Department that is believed to be the only one of its kind in California law enforcement – and perhaps other states.

“Coffee with Cops,” community town halls – these are common ways police departments reach out to take the pulse of their communities. Yet such events almost always are exclusively attended by adults.

Redwood City Police Chief JR Gamez, in his job now for about 1½ years, says SCAN is the result of discussions that began a few months ago concerning how the Redwood PD could devel-

op a deeper understanding of the needs of the city's youth.

Now, once a week, the creator and main facilitator of SCAN, Redwood City Police Capt. John Spicer, and a fellow officer or two meet with up to six students from the city's two high schools to hear what's on their minds – and to collaborate on ways cops and youth can better work together.

The Redwood City P.D. has 95 sworn officers and a total staff of 125 that serve the city of about 78,000 located on the San Francisco Peninsula.

SCAN, Gamez says, is part of a larger effort to better serve all segments of the city, including groups that traditionally are underserved or underrepresented.

“While we don't know where all of this exactly is going to end up, we already are confident that these meetings will result in enhancing our policing efforts,” Gamez says.

The SCAN program kicked off about a month ago and ten-



Members of the Redwood City P.D.'s Student Community Advisory Network (SCAN) attend a recent meeting. Sgt. John Spicer, who developed the innovative program, is shown in the middle (red tie). To his left is juvenile specialist Manuel Velarde, and the female officer is Diana Villegas. The topic for the meeting was what constructive summer programs the kids would be interested in participating in should they become available in Redwood City.

tatively is scheduled to run until the end of the school year and resume in the fall. Up to six students — all sophomores through seniors who attend either the 2,000-student Sequoia High or the alternative school Redwood High with 400 students — are invited to the meetings.

“We go into each meeting with a free-for-all mentality,” Spicer says. “We have to have thick skin.”

The teens are asked, for example, if they’ve ever had contact with an officer, and how they honestly feel they were treated.

Like Gamez, Spicer came to Redwood City from the San Jose P.D., where he amassed more than 24 years of experience working with schools in that city.

Spicer says the students selected for SCAN meetings are representative of a broad demographic.

“We’re looking for kids of all types who we encounter on a regular basis,” he says.

Topics of discussion so far have ranged from bullying to safety concerns at school to drug dealers, mental health issues

and a train platform many students must cross while walking to and from school.

“We’ve already gotten a number of takeaways from these SCAN meetings,” Spicer says.

And the web-savvy teens also have advised Gamez on how to beef up the Redwood City P.D.’s social media efforts, such as by launching second Facebook page that will include human interest stories as well as local crimes stories and hyperlinks to topics of teen interest such as the latest shoe fashions.

“We’re letting them have more of a voice,” the chief says. “We really think SCAN helps them feel more empowered, and we certainly see this evolving into a regular focus group for our department.”

F.W. Wells, principal of Redwood High, likes what he sees so far.

“Collaboration of this nature is a very important part and positive step for our students,” Wells says. ■

**“We go into each meeting with a free-for-all mentality,” Spicer says. “We have to have thick skin.”**

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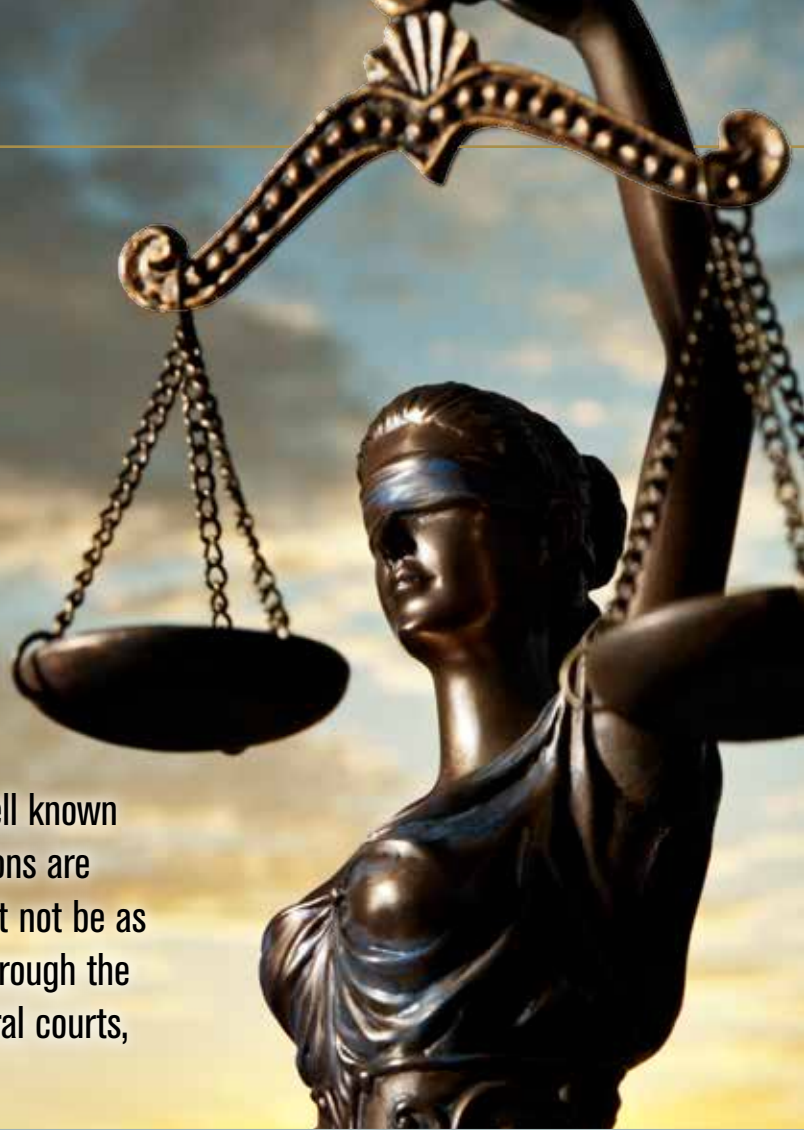
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# COURTS LISTEN TO CPCA

By Martin J. Mayer, General Counsel  
California Police Chiefs Association



The California Police Chiefs Association (CPCA) is well known for its legislative advocacy and the fact that its opinions are considered and respected in Sacramento. What might not be as well known is the extent of CPCA's legal advocacy through the submission of *amicus curiae* briefs to state and federal courts, in support of law enforcement issues.

The term “*amicus curiae*” literally means “friend of the court.” It is a brief filed by a person or an entity, who is not a party to the litigation, but who believes that the court’s decision may affect its interest and not just the interest of a party. In fact, Rule 37(1), of the [Rules of the Supreme Court of the U.S.](#) states that “an *amicus curiae* brief [is one] that brings to the attention of the Court relevant matter not already brought to its attention by the parties [which] may be of considerable help to the Court. An *amicus curiae* brief that does not serve this purpose burdens the Court, and its filing is not favored.”

*Amicus* briefs are important because they can bring to the court’s attention legal arguments and perspectives different from the parties’ views. Such briefs may, for example, help the justices see the larger effects of potential rulings. An *amicus curiae* is usually an organization, such as CPCA, although it may be an individual. As general counsel to CPCA we are frequently asked by cities, counties, or specific law

enforcement agencies to submit an *amicus* brief from the police chiefs supporting a particular issue. We have also presented oral argument to the California Court of Appeal, as well as to the California Supreme Court.

Over the years, CPCA has been actively involved in supporting a number of various law enforcement issues through the submission of *amicus* briefs. The preparation of such briefs is very labor intensive, involving reviewing and analyzing the briefs of the parties, including the cases cited by them, and then developing and drafting a brief which does not merely reiterate the arguments set forth by the party being supported. As the Supreme Court noted above, if the *amicus* brief doesn’t provide the court with an additional and different perspective, it is not of benefit to the court and will be rejected.

In this year alone, CPCA’s voice was heard in advocating for the court to grant qualified immunity to a police chief who was “doing her job,” despite the demand

by an officer suing her that she have personal liability for her actions; defending an officer’s use of deadly force when circumstances called for such action and arguing that he be granted qualified immunity; and defending the legitimacy of California’s Proposition 69, passed in 2004, which allows the taking of DNA samples from felony arrestees.

## Ellins v. City of Sierra Madre

The underlying question in this case was whether the refusal, by Police Chief Marilyn Diaz, to certify an applicant’s good moral character, while he was the subject of a criminal investigation, was conduct which constituted a First Amendment violation due to his being a union officer? A United States District Judge concluded that Police Chief Diaz’s conduct *did not* violate a clearly established constitutional right. Unfortunately, a three judge panel of the Ninth Circuit U.S. Court of Appeal decided that the constitutional violation was so apparent that a reasonable person should have been aware that

the conduct was unlawful.

The City of Sierra Madre requested amicus support from CPCA, which would be submitted to an en banc panel (consisting of 11 members of the court) of the Ninth Circuit, and the board of directors approved the request. A primary part of the argument by CPCA was that the ruling necessarily meant that the three judge panel was demanding that the police chief have a firmer grasp of the nuances of federal constitutional law than that possessed by a federal district judge who had ruled in her favor. If Chief Diaz could be denied qualified immunity on that basis, so could any law enforcement officer in the state.

CPCA presented argument to the court setting forth how such a decision was contrary to law, and would negatively impact police chiefs throughout the state.

The brief was submitted in May, 2013, and we are awaiting the court's decision on the underlying issue.

### Markgraf v. A.D.

The Markgraf case involved a California Highway Patrol Officer's use of deadly force, following a high speed chase across the Golden Gate Bridge and through the streets of San Francisco, ending in a cul-de-sac. After being blocked in by two CHP vehicles, the driver crashed her car into the police units three times in an effort to flee. Officer Markgraf approached her on foot, directed her to turn off the engine and get out of her car, and she responded with profanities and continued her efforts to escape. At that time, believing two CHP officers were standing behind her car, and fearing that she would again attempt to smash through the units, and possibly hit the officers, he fired his weapon, striking and killing her.

Following a trial before a federal jury, the district court judge failed to consider the issue of qualified immunity before submitting the case to the jury, and the jury concluded that there was "no legitimate law enforcement purpose" behind Markgraf's use of deadly force.

Following a request from the Office

of the Attorney General, and the CHP, the CPCA board of directors approved the preparation of, and submission of, an amicus brief to the United States Supreme Court urging it to accept the case for review. The focus of the brief was that "the Ninth Circuit's decision directly conflicts with relevant decisions of [the Supreme] Court relating to the objective standard applicable to an officer's exercise of discretion is the use of force in an apprehension or arrest, and in the application of qualified immunity to such actions."

We argued further that "fundamental ways in which the Ninth Circuit's published opinion goes awry is in its application of a *subjective* standard and its wholesale reliance on the jury's verdict, without giving proper regard to the *objective* standards applicable to the underlying due process constitutional claim that is at issue."

That finding was put into the hands of the jury, but is a determination that should have been made by the *court*. Additionally, we argued, that a legitimate law enforcement objective was, obviously, present in this case.

The brief was submitted to the U.S. Supreme Court in mid October, 2013 and we are waiting for the Court to decide whether or not to grant review.

### Haskell v. Harris

Following a U.S. Supreme Court decision, Maryland v. King, that taking DNA from those arrested for "serious crimes" was constitutional, the Ninth Circuit U.S. Court of Appeal *upheld* California's law, regarding taking DNA from felony arrestees, in the case of Haskell v. Harris. Following the three judge panel's decision, the ACLU petitioned for an en banc rehearing. That petition was granted and the Office of the Attorney General asked CPCA to assist with the submission of an amicus brief.

The brief was submitted in an effort to support the constitutionality of California's Proposition 69, which authorizes the taking of DNA samples from felony arrestees. It was noted, in the amicus brief, that "Plain-

tiffs-Appellants make much of the fact that the Supreme Court used the phrase "serious offense" repeatedly in *King*, without definition, and ask the *en banc* panel to adopt the argument that certain felonies are not serious offenses."

We submitted to the court that "felonies are, by definition, serious offenses, as evidenced by the fact that the conviction of a felony results in the loss of substantial state and federal rights."

Furthermore, we noted that "the Court specifically observed that a failure to swab all felony arrestees had caused violent felons to be released into society simply because the crime they had been arrested for most recently was a non-violent felony."

This brief was just filed with the en banc panel on October 28, 2013 and oral argument will be heard in December.

### Conclusion

The ability to submit amicus briefs provides California municipal police chiefs with a unique opportunity to speak out on behalf of issues important to law enforcement. It has been noted that few amicus briefs are accepted by state and federal appellate courts. However, we have submitted amicus briefs to the California Courts of Appeal, the California Supreme Court, the Ninth Circuit U.S. Court of Appeal, and the United States Supreme Court and, in each case, the Courts have accepted and considered the amicus briefs from CPCA.

The observations of CPCA, as articulated in the amicus briefs, have frequently be cited by the courts in their published opinions. Advocacy, whether on legislative matters or in court litigation, is a significant contribution by CPCA in helping to shape the law enforcement landscape in California and, hopefully, will continue into the future. ■

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*Martin J. Mayer is a name partner with the public sector law firm of Jones & Mayer and has served as General Counsel to the California Police Chiefs Association for approximately 30 years.*

# Cal Chiefs at the Capitol



By Chief David Swing,  
Chair of the Law and  
Legislation Committee

This year Cal Chiefs strengthened its voice at the capitol with the addition of Lauren Michaels, Cal Chiefs' new legislative coordinator. Working in conjunction with John Lovell, Cal Chiefs' government relations manager, the duo helped shepherd two Cal Chiefs' sponsored bills across the finish line resulting in both being signed by the governor into law. It is impossible to overstate the impact both of these professionals have on our association's ability to advocate for the interests of front-line law enforcement.

The Cal Chiefs Law and Legislative Committee was directly involved in the policymaking scene at the capitol. The questions, contributions and dialogue that defined the committee's weekly conference calls had a direct impact on the passage, blockage and transformation of legislation. Indeed, many of the conclusions reached during these calls transpired into the language of public safety legislation. Furthermore, committee members directly reached out to members of the Legislature to seek clarification on legislation, verify legislative intent and discuss the public safety impacts of proposed legislation.

Our Legislative Committee played a substantial role in the development of Assembly Bill 60, which permits undocumented persons to lawfully obtain a driver's license. It was during a Cal Chiefs Legislative Committee call when the security features included in the final language of the bill were proposed. Committee members Chief Jim Leal and Chief Robert Lehner played a huge role in ensuring that this bill met the needs of public safety professionals. Our involvement with AB 60 was publicly noted numerous times within the Legislature and during signing

ceremonies. As exemplified by this bill, Cal Chiefs has undoubtedly taken its legislative program to an entirely new level this year.

In addition to Cal Chiefs' unwavering and robust Legislative Committee, John Lovell was the driving force behind our successful year at the capitol. John's professionalism, incomparable legislative insight, and amicable demeanor contribute to him being a welcomed and highly respected figure at the capitol. John's undisputed legislative success has resulted in him being both highly respected by Cal Chiefs' allies and loathed by those backing legislation that would adversely impact public safety. John's reputation is so well regarded that Lauren has yet to walk into a legislative office without being told how wonderful John is and how lucky Cal Chiefs is to have him! Under his skilled and highly respected leadership, Cal Chief's witnessed two of its sponsored bills signed into law.

Our first success was Assembly Bill 767, by Assembly Member Levine, that will authorize every county to increase its motor vehicle fee from \$1.00 to \$2.00 and its commercial vehicles from \$ 2.00 to \$ 4.00 upon action by the county board of supervisors. These funds must be used for vehicle theft task forces or for DUI enforcement for some small counties that do not have an auto theft taskforce. Cal Chiefs was joined in sponsoring this legislation by the California State Sheriffs' Association.

The second bill sponsored by Cal Chiefs was Assembly Bill 986, one of the few

bills passed that made changes in California's realignment law. This bill, authored by Assembly Member Bradford, provides that city jails, as well as county jails, may be used for the purposes of flash incarceration of realignment felons who are under the supervision of their probation officer. The impact of this bill will be to make flash incarceration a real sanction. Currently, with most county jails being filled to capacity, flash incarceration, as a practical matter, has not been used to its fullest extent.

This year, however, was not without its challenges. Senate Bill 649, which would have reduced all drug possession offenses to wobblers, was a major challenge to defeat. The bill's ultimate veto was a result of numerous calls made by individual chiefs and Cal Chiefs' President Kim Raney's activism at the capitol. Without the engagement and proactivity demonstrated by Chiefs throughout California, it is doubtful that we would have seen this bill vetoed.

Next year will undoubtedly present Cal Chiefs with new legislative challenges. However, if past patterns are a predictor of future performance, I am confident that the influence of chiefs can once again ensure meaningful new bills are signed into law and that many bad bills are prevented from adversely affecting public safety. Please take time to meet with your local legislator during this legislative off-season and make plans to join us in Sacramento on May 14, 2014 for our first annual Legislative Day. ■

# The H.E.A.R.T. of Santa Ana PD



Based on a study conducted by National Alliance to End Homelessness in 2011, California is home to over 135,000 homeless men, women and children. The city of Santa Ana alone is home to over 600 of these individuals. Chief Rojas from the Santa Ana Police Department explains “since the early 1990’s the city of Santa Ana has battled an increasingly rising homeless population. We knew we had to do something to change not only the perception our officers had on the homeless, but also what the homeless thought of law enforcement.”

Santa Ana’s Civic Center houses over 90 percent of their homeless population. In November of 2012, Santa Ana PD launched a new community outreach program entitled Homeless Evaluation/ Assessment Response Team (H.E.A.R.T.). The H.E.A.R.T. program is a collaborative relationship between the Santa Ana PD and local non-profit organizations. The program focuses on providing sustainable solutions beyond the short-term solutions offered through the enforcement of laws and ordinances. Santa Ana

PD recognizes that the criminalization of homeless individuals is not a solution to the city’s ever-growing homeless population. Realizing that while enforcement is still needed to maintain public safety, cleanliness and order in the Civic Center and surrounding areas where homelessness is prevalent, they searched for more long-term solutions and alternatives that prevent homeless individuals from having continuous contact with the police.



*Santa Ana officers out on daily patrol through the city's Civic Center.*

Prior to the launch of the H.E.A.R.T. program, a majority of the calls officers received resulted in fines resulting from the city's no camping ordinance. In addition, the Santa Ana PD officers who patrolled the Civic Center did so in patrol vehicles. Chief Rojas understands that in order for this program to work successfully, Santa Ana PD needed to re-evaluate their current enforcement process. Officers underwent special training that prepared them to work with the homeless and mentally ill on a day-to-day basis. Chief Rojas explained that "realizing that the vehicles acted as a barrier to those we were trying to help was a wakeup call." Since the program's implementation, the eight officers currently patrolling the Civic Center do so on foot and spend a majority of their shift conversing with the homeless and building relationships. The shift from enforcement to outreach has benefited the department in multiple ways. "We've been able to seek assistance from the homeless on some of our cases," Chief Rojas says. "Having the partnership with local non-profits assists our officers in connecting those who are willing to utilize the right resources to help find them stable homes and get them permanently off the street. It's not always easy," continues Chief Rojas, "sometimes you have to face the truth, which is, not everyone wants to be helped."

Since November of 2012, H.E.A.R.T., along with the city's Mental Health and Social Security Departments, local non-profits, and some generous donations from private citizens, has been able to place 60 individuals in permanent living accommodations. Furthermore, the partnership was able to register over 590 people into their agency data base, which allows officers to better monitor and assist the homeless population. One of the most recent success stories involves a pregnant woman who officers spoke with in the Civic Center. Upon explaining the H.E.A.R.T. program with her they discovered that her husband and four small children had been residing at the Civic Center for two days. H.E.A.R.T. members immediately sought assistance from their partners and quickly learned that the family desired to be relocated back to Arizona where family had agreed to assist them out of homelessness. It was the partnership with Social Services that allowed the family of six to have fully-paid transportation back to Arizona within a matter of hours.

For additional information regarding the H.E.A.R.T. program, you can contact Corporal Michael Kuplast at (714) 245-8249. ■

# Cal Chiefs Launches Strategic Partner & Corporate Circle Programs

Cal Chiefs recently launched a Strategic Partner and Corporate Circle program as well as a CPCA Marketplace on our website.



The Strategic Partner Program was designed to create partnerships with leading organizations whose objectives include the support of the profession and the broader law enforcement community.

The goal of the program is to provide CPCA members with services, tools and resources to enhance the positive impacts they have on their organizations and the communities they serve, as well as to provide our partners with a broader level of access and visibility across CPCA's events and communication tools.

Strategic Partners have the opportunity to select a proprietary platform that they can brand. They are also included as Corporate Circle members in the CPCA Marketplace and are featured as Major Conference Sponsors.

The Corporate Circle Program and CPCA Marketplace are designed to provide our members with a single online resource. Corporate Circle members include Strategic Partners and all of their contact information is on the website under CPCA Marketplace, <http://www.californiapolicechiefs.org/cpca-marketplace>. ■

Cal Chiefs welcomes the following Strategic Partners:



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# iCops:

## The integration of law enforcement and the Internet



Nestled in the heart of the Silicon Valley, the number one region in the U.S. for innovation and technology, lies Mountain View, a city that quietly boasts an impressive resident population of 75,000. This population almost doubles with the daytime workforce from numerous high tech companies such as Google, Microsoft, and LinkedIn, as well as the various industry startups and venture capitalists that punctuate the city's landscape. The combination of these varied elements makes Mountain View a unique location for the intersection of traditional law enforcement methodology and groundbreaking Internet technology.

A typical day for a Mountain View Police Department (MVPD) officer; 0530 hours, MVPD officers assigned to the weekday dayshift begin to arrive. Coffee in hand, they are ready and prepared for the routine daily briefing. Traditionally, a patrol sergeant would sit at the front of the room reading from several clipboards recapping recent police activity and preparing for the day ahead. A time-consuming and often inefficient process, these bulletins typically included crime and information notices, administrative memorandums, and a 24-hour log. This process proves to be outdated, ineffective and in much need of improvement. In the past, it was challenging for weekend and weekday patrol teams to effectively communicate information between their shifts and at times this challenge resulted in pertinent officer safety information being lost or not returned to the clipboards.

In an effort to combat these inefficiencies, MVPD worked with a vendor to create the Department Operations Center (DOC), a groundbreaking cloud-based medium to disseminate, distribute, and share pertinent information amongst all of its patrol teams, detectives, and administrative staff. MVPD worked closely with the vendor to create an innovative system that streamlined the flow of information throughout the department. Briefing clipboards of the past were soon replaced with a modern and efficient

desktop computer and two television monitors.

Now, MVPD utilizes an interactive website to brief officers, document warrant service, list traffic complaints, provide officer safety training topics, and monitor trending activity on its social media platforms, including Facebook and Twitter. Furthermore, the system is simple to use, eco-friendly, and designed to encourage communication and the flow of information between officers, records staff, detectives, and command staff. Officers have secure access from a host of electronic devices including the mobile digital computers located in their patrol cars, laptops, tablets, and smart phones, thereby allowing for the dissemination of real-time data. According to Mountain View Police Chief Scott S.G. Vermeer, "The DOC puts the key local information at the fingertips of our officers in a modern almost Facebook-like format which allows us to collaborate and share information in a way we never have in the past with flyers, clipboards and traditional meetings. This product built through the vision and imagination of our personnel has produced results that have exceeded all my expectations."

MVPD's DOC allows for officers to submit and share relevant information, upload photos, and update a particular incident. Additional officers can easily add comments or photos to inci-



dent bulletins and communicate about the case with each other. Moreover, the submitting officer receives an immediate email notification alerting them when an update is made to their incident. These updates are crucial on felony cases where time is of the essence and, oftentimes, bridges the information gap between patrol teams and detectives.

MVPD launched the DOC in 2010 and it has grown organically since its inception. The system began with a few hypertext titles on its dashboard and has evolved into a series of interactive tabs including warrants, local sex offenders, department memos, resources, training, and a recently added social media tab. It is now the central hub for information throughout the department.

In October 2011, MVPD soon realized the website's communicative ability when officers utilized the system to identify and apprehend a commercial burglary crime spree. Officers from several different shifts used the DOC to update the case by providing photos of the suspects and their vehicle. Consequently, two suspects were arrested after an officer matched the suspect vehicle to the image posted on the DOC.

At a nominal cost of \$1,000 to \$3,000 per year (depending on the functionality desired), the capability, effectiveness, and success of the website continues to grow. Bordering law enforcement agencies including Los Altos Police Department and the Palo Alto Police Department have met with the same vendor to create their own website. Additionally, the vendor is currently developing a solution that would link our three departments through a common forum to share cross jurisdictional crime information. The desired result will be to blur the borders between the three cities and gain a better operational picture of crime trends and intelligence in the region, instead of any one city in particular.

Ultimately, crime information should not be limited to an individual city or county, but rather shared on a regional level. When law enforcement agencies work collaboratively on a single and shared platform, information is easily disseminated irrespective of boundaries. Cities benefit by seeing a reduction in crime and an increase in the level of cooperation and knowledge amongst law enforcement entities. ■



SEEN HERE *Daily briefing of MVPD officers using iCops.*

# WOMEN LEADERS inspires



Over 600 women and men, of all rank and level gathered in San Jose on October 6-8, 2013 for the 8th Annual Women Leaders in Law Enforcement Training Symposium (WLLE). The attendees came to learn, be inspired and to network. This year's symposium theme, *Leading at Every Level*, was reemphasized by speakers such as Janice Niederhofer, Betsy Brantner-Smith and Attorney General Kamala Harris. The high-level training this year featured presentations on leadership, critical incident survival, and health and fitness for law enforcement, as well as other exciting topics. "WLLE offers great leadership tips, reminders to mentor, motivate, etc. I always leave WLLE seminars feeling motivated to be a stronger leader." "WLLE helps me refocus and inspires me. I leave with a renewed sense of purpose."



Santa Clara Police Chiefs Association hosted this year's event along with volunteers from Campbell, Citrus Heights, Fremont, Gilroy, Los Gatos/Monte Sereno, Milpitas, Mountain View, Palo Alto, Santa Clara, and Sunnyvale Police Departments. Orange County Sheriff Laurie Smith; Cal Chiefs' President, Covina Police Chief Kim Raney; CPOA President, Fremont Police Chief Richard Lucero; and, CHP Assistant Commissioner Ramona Prieto all welcomed the attendees to the symposium.

The idea of bringing women together to exchange ideas, training, struggles and

# attendees to lead at every level



triumphs began in 1987 in the Bay Area when two women, Los Gatos Police Captain Alana Forrest and Menlo Park Police Commander Lacey Burt, met in a restaurant with 20 other female law enforcement professionals to discuss how to help each other in their profession. In 2006, after several years of small, local training events, the California Police Chiefs Association took the event statewide and brought in the State Sheriffs' Association, the California Peace Officers' Association and the California Highway Patrol as co-sponsors. To this day, WLE hosts upwards of 800 female and male attendees each year. One of the biggest supporters of WLE since its institution has been Los Gatos/Monte Sereno Police Chief, Scott Seaman. This year, Chief Seaman was recognized for all of his outstanding contributions and overwhelming support for WLE throughout the past 10 years.

WLE has grown tremendously since 1987, and this year we were honored to have attendees from states such as; Alabama, Arizona, Michigan, New York,

**“WLE helps me refocus and inspires me. I leave with a renewed sense of purpose.”**

Nevada, Oregon, Texas, and Washington. Furthermore, WLE played host to twelve very special female attendees from Tajikistan (a mountainous, landlocked country

in Central Asia, bordering Afghanistan to the south, Uzbekistan to the west, Kyrgyzstan to the north, and China to the east). Female police officers in Tajikistan have been traditionally assigned to administrative duties only — very similar to the beginnings of law enforcement in the United States. This visit to the U.S., and more specifically to WLE, was designed to allow the Tajik officers to network with their American counterparts and build lasting, mentoring friendships. Tajikistan is moving toward having their female police officers handle crimes against women and children, a progression that mirrors the evolution of duties assigned to female police officers in America.

Planning for the 9<sup>th</sup> Annual Women Leaders in Law Enforcement Training Symposium is already underway! We hope you will join us October 13-15, 2014 in Anaheim, CA. ■

# A STRATEGIC PARTNERSHIP BUILT ON ENGAGEMENT.

## AMU AND CALIFORNIA POLICE CHIEFS ASSOCIATION

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As its newest strategic partner, American Military University and its team of former police executives look forward to supporting the California Police Chiefs Association members and their agencies with meeting their professional goals through:

- Leadership Development
  - In-service Training
  - No-cost Webinars
  - Scholarship Funding
  - Graduate Degrees
  - Undergraduate Degrees
- 

Visit us at [www.PublicSafetyatAMU.com/CPCA](http://www.PublicSafetyatAMU.com/CPCA)



# Cal Chiefs announces exciting new and refreshed training

*The California Police Chiefs Association opened its 2013-14 Training Programs back in July and since then the classes have been filling up fast. We listened to your survey feedback when we asked what kind of training you would like to see offered. Based off of these results, we adjusted the formatting of the Role of the Police Chief course in addition to adding many new instructors. Furthermore, we also added two brand-new courses: Peer Support and The Leadership Challenge.*

## Role of the Police Chief

The course is now four full days and now includes topics such as; preparing for the position of chief of police and how to be competitive when applying; shaping public policy; labor relations and personnel issues for the police chief; public engagement: a vital leadership skill; and, crisis communication and leadership. The material is presented using a combination of learning techniques, including attendee participation, small group discussion, lectures, scenarios, and discussion panels. Attendees have an opportunity to interact with experienced police chiefs, city managers, executive search consultants, police legal advisors, and other experts who specialize in the aforementioned topics.

If it has been a while since the last time you took the Role of the Police Chief course, we encourage you to register for the 2014 dates. We think the following feedback speaks for itself; "Very good instructors, and excellent handout material." "Having attended this course in 2005, the current revised format and contemporary content is excellent. Not to mention very applicable for any chief or seconds in command."

## Effective Leadership: The Leadership Challenge for Police Executives

This course is based on the Leadership Challenge®, which evolved from research developed in 1983 by Jim Kouzes and Barry Posner when they set out to

discover what people did when they were at their personal best in leading others. Kouzes and Posner discovered certain behaviors commonly associated with leaders who make extraordinary things happen in organizations and eventually grouped these behaviors into The Five Practices of Exemplary Leadership®.

Attendees will begin the journey of leadership development by completing pre-course work with The Leadership Practices Inventory, or LPI, a 360-degree leadership assessment survey that serves as the foundation of the course. The course is highly interactive and is designed to give participants hands-on experience in applying the five practices.

## Peer Support: Police Chief Survival in the 21<sup>st</sup> Century

This workshop is a component of a 2012 strategic initiative of California Police Chiefs Association to develop a mentorship program and a support network for its members. The Association believes strongly that the Peer Support concepts taught to our officers offer much needed assistance to both present and future generations of chief executives. This workshop is specifically developed to help establish a support network for Police Chiefs.

The workshop will share examples of contemporary stressful challenges and their reactions for agency CEO's. Effective stress reducing strategies for surviving in the workplace and at home will be also offered.

## Partnering for Success: The Role of the Police Chief's Executive Assistant

This course is now in its second year since completely revamping the format. Topics covered in this seminar include; responsibilities of the Executive Assistant, real life challenges, partnering with your chief, time management and organization and difficult & crisis situations.

The two-day course will give attendees the opportunity to ask questions from a panel of current police chiefs and to interact and build relationships with their peers. This course is designed not only for current Chief's Executive Assistants, but also for those who fill-in during their absence, as well as those who are on the path to becoming an executive assistant in the future. The relationship between Chief and Assistant is a true partnership. You will not want to miss out on sending your assistant—attendees are saying this is the best class yet!

*If you have any questions regarding training, please contact Meagan Catafi at [mcatafi@californiapolicechiefs.org](mailto:mcatafi@californiapolicechiefs.org) or (916) 325-9005.*



## Cal Chiefs Board Adopts 2013-2016 Strategic Plan

Cal Chiefs' Board of Directors held a facilitated strategic planning session in May to review and revitalize the association's Strategic Plan. The goals and action plans adopted in May will propel the association forward over the next three years, continuing the momentum we achieved through our previous plan.

You may have noticed our new mission statement; "Serving as the voice of and resource of choice for California's municipal Police Chiefs." this was also a direct result of the Strategic Plan.

The main components of the plan centered around our five key goals; member services and resources, advocacy and government relations; training and professional development, public awareness and communication, and association strength and leadership. In accordance with the plan, additional staff was hired to successfully meet the needs of each goal.

A copy of the Strategic Planning Summary is featured below and is also posted on the website. ■

The five goals along with the staff specialist are listed below for your reference:

- **Member Services and Resources** - Serving the needs of members through services and access to expertise. (Shellie Willetts, Member Services Coordinator)
- **Advocacy and Government Relations** - Representing the interests of members and promoting public safety through government relations. (Lauren Michaels, Legislative Coordinator)
- **Training and Professional Development** - Providing training, events and resources to support police chiefs and their organizations. (Meagan Catafi, Training and Program Coordinator)
- **Public Awareness and Communication** - Communicating the concerns and issues of public safety and police chiefs through public relations, social media and brand awareness. (Sara Dwyer, Communications and Marketing Coordinator)
- **Association Strength and Leadership** - Maintaining the resources, leadership and professional staff to serve the profession. (Leslie McGill, Executive Director)



Bob Harris, CAE [bob@rchcae.com](mailto:bob@rchcae.com) 6-1-13

# Strategic Plan 2013-2016

## Mission

Serving as the voice of and resource of choice for California's municipal Police Chiefs.

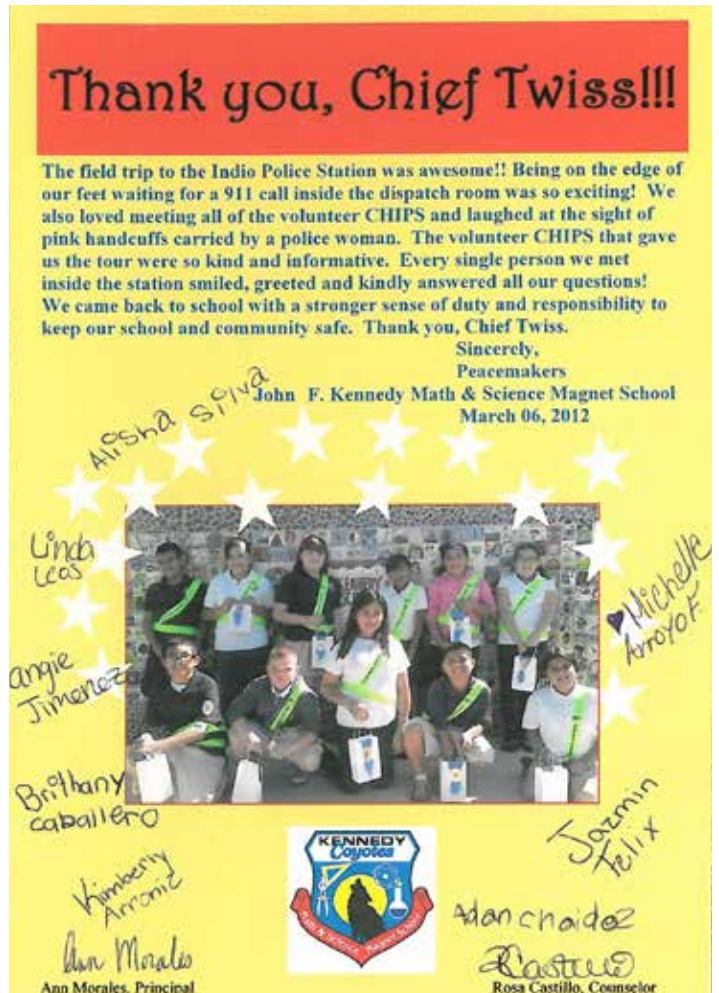
Member Service and Resources	Advocacy and Government Relations	Training and Professional Development	Public Awareness and Communications	Association Resources and Leadership
<p>A. <b>Programs and Services</b> – Maintain the quality of member programs and services by providing sufficient resources.</p> <p>B. <b>Member Relations</b> – Maximize service to members and enhance relations through use of demographic data and technology.</p> <p>C. <b>Research, Electronic Data Repository</b> – Manage the association's access to data and knowledge that support inquiries and needs of police chiefs; identify a common form or format for data collection from departments.</p> <p>D. <b>Document Sharing</b> – Use technology and archival methods to collect, store and retrieve data and provide information and solutions to police chiefs.</p> <p>E. <b>Member Needs</b> – Annual survey and responsiveness to members through new channels and technology.</p> <p>F. <b>Member Awareness</b> – Improve member awareness of programs, services and successes.</p> <p>G. <b>Professional Support and Mentoring</b> - Support the culture and tradition of the profession.</p> <p>H. <b>Corporate Sponsor Relations</b> – Implement corporate relations program to connect members to suppliers.</p> <p>I. <b>Member Engagement</b> – Promote the concept that membership encourages a commitment to be active, participative, responsive and a leader at some level in the profession. Consider a member commitment form and/or a member self-assessment.</p>	<p>A. <b>Lobbying Strength</b> – Maintain a powerful presence in state government relations.</p> <p>B. <b>Issues Management</b> – Ensure that the association is proactive in identifying issues, taking positions and communications. Take the lead in issues communications. Develop a process or flow chart of managing and communicating positions.</p> <p>C. <b>Legal Resource</b> – Maintain sustainability of the legal resources to members.</p> <p>D. <b>Member Awareness</b> - Work towards instant access by members to issues and positions to keep them informed.</p> <p>E. <b>Allied Organizations</b> - Collaborate with allied organizations to support public safety and police chief issues.</p> <p>F. <b>Day on the Hill</b> – Plan a day at the Capitol to represent the specific interests of members.</p> <p>G. <b>Member Grassroots Involvement</b> – Include members in advocacy and government relations.</p>	<p>A. <b>Needs Assessment</b> – Conduct members' training needs assessment and develop quality programs to meet the needs.</p> <p>B. <b>Specialty Training Development</b> – Develop programs that lead to new lines of expertise or mastery for chiefs, i.e. "youth focused policing." Consider potential of credentialing or certification with new curriculum.</p> <p>C. <b>Curriculum Credentials</b> – Identify ways that the CPCA courses can be identified as essential to career advancement.</p> <p>D. <b>Annual Symposium</b> – Maintain quality of the symposium.</p> <p>E. <b>Association Members</b> – Develop courses for association members, i.e. leadership, ethics, etc.</p> <p>F. <b>Strategic Partners</b> – Explore development of courses using the strategic partners.</p>	<p>A. <b>Image of Law Enforcement</b> – Strengthen the public's image of law enforcement with positive communication programs.</p> <p>B. <b>Social Media</b> – Maintain social media presence aimed at public awareness through Facebook, Twitter, etc.</p> <p>C. <b>"Behind the Badge"</b> – Enhance the twice yearly publication to provide support for the developing corporate sponsors program. Consider expansion to include information about association.</p> <p>D. <b>Media Relations</b> – Maintain staff relations with the media and the media database.</p> <p>E. <b>Crisis Management</b> – Use PR consultant as service to members for crisis management.</p> <p>F. <b>PR Support</b> – Utilize PR consultant, review return on investment.</p>	<p>A. <b>Foundation</b> – Explore feasibility of establishing a 501c3 foundation to supplement the association and align with the corporate sponsorship program.</p> <p>B. <b>Networks of Police Chiefs</b> – Strengthen the statewide network of police chiefs through region representatives, county chief associations, etc.</p> <p>C. <b>Leadership Involvement</b> – Increase board member involvement, accountability and understanding through leadership development and orientation.</p> <p>D. <b>Technology Investment</b> – Anticipate and invest in technology to support the association's programs, education and communications.</p> <p>E. <b>Corporate Sponsorship Program</b> – Implement corporate sponsorship program by establish guidelines, protocols, etc. to serve suppliers while generating revenue.</p> <p>F. <b>Governing Structure</b> – Review the overall structure for efficiency, including policies, board size and composition, regional alignment, and committees to be sure they are aligned with the strategic goals and programs.</p> <p>G. <b>Professional Staffing</b> – Maintain a professional staff by providing appropriate resources, compensation, professional development and respect for employees.</p> <p>H. <b>Proactive Approaches</b> – Transition to a proactive approach to anticipating needs of members and issues; maintain an annual operational calendar with key programs and deadlines.</p>

# INDIO – *Chief for a Day*

In January 2012, then newly appointed Chief of Police (and Indio Noon Rotarian), Richard Twiss attended the ribbon cutting ceremony for the rebranding of the John F. Kennedy Math and Science Magnet Elementary School. Little did he know that his personal escort for the morning's events would be six grade student and Peacemakers program member James Neuberger. Three months later, a March 2012 field trip to the Indio Police Station was facilitated for the Peacemakers program by members of the Citizens Helping Indio Police (CHIP) and Cadet Volunteers. This is Chief Twiss' story of how sixth grader James Neuberger later became Indio's first Chief for a Day on June 19, 2013.

During a community event honoring public safety in 2012 a friend bid on and won a ride-along with me. Acting on his suggestion, I decided to instead select a child from the community who would benefit from spending the day with me. I broached the idea with my executive team, who quickly embraced the concept. We soon began the process of selecting our recipient. Concurrent with the selection process, I continued to spend time with James, who tragically experienced the loss of his biological mother and uncle within a close timeframe. Furthermore, James was struck by a vehicle while walking through a parking lot and called the incident into our dispatch center. During his call, he asked if I could personally respond to the call.

The fact that James had suffered multiple tragedies during the latter part of 2012 was not apparent. He retained the same upbeat, positive attitude that I had witnessed during a public safety display event hosted by the Heritage Palms Country Court. James attended the event as the guest of the principal of Indio Middle School. It was at this event that I was able to spend time with James, offer my condolences for his familial losses and apologize for not being able to respond to his dispatch call. In typical James demeanor, he assured me that he was okay, understood that I was



TOP TO BOTTOM Chief Twiss pictured with Indio's Chief for the Day James Neuberger. A warm thank you note from the John F. Kennedy Peacemakers.

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## “What started as an invitation to attend a ribbon cutting ceremony soon developed into a community outreach program focused on our community’s middle schools.”

busy, and shook my hand.

Following this event, my executive team and I decided to select young James to be our first Chief for the Day. On June 19, 2013, James spent his thirteenth birthday serving as Indio’s Chief for the Day. Chief James began his day by preparing for the evening’s city council meeting by assisting me in preparing my speaking points for the police department’s agenda items. He then walked the station with me, coffee mug full of water in hand, greeting staff. Following his tour, Chief James spent time with each Division Commander. In the communications center, he announced that the dispatchers all deserved a raise and promised to bring the matter to my attention. Next, Chief James checked the status of our Special Enforcement Team (SET), which failed to respond to his radio inquiry of their location! Despite the lack of radio response, Chief James then rode along with our SET, which treated him to his birthday lunch. I was later told that Chief James was able to use the mobile data computer during a traffic stop. The day’s events culminated at the city council meeting where both Mayor Elaine Homes and myself recognized Chief James and presented him with a Chief’s award for his service to the community. Following the day’s events, the Indio Weekly wrote a community article about Chief James’ day.

What started as an invitation to attend a ribbon cutting ceremony soon developed into a community outreach program focused on our community’s middle schools. Moving forward, our department’s School Resource Officers, in partnership with middle school officials, will select a quarterly Chief for the Day. The city of Indio is home to twenty-two schools and services a study body population of 15,942. We recognize this population as a pipeline of potential future public safety professionals. This new community-focused policing program is in accord with Sir Robert Peel’s Seventh Principle of Policing, “Police at all times, should maintain a relationship with the public that gives reality to the historic tradition that the police are the public and the public are the police; the police being only members of the public who are paid to give full-time attention to duties which are incumbent upon every citizen in the interests of community welfare and existence.” As a Rotarian the prospect of exposing young community members to a career in public safety through job shadowing solidifies our motto “Service Above Self” and intertwines the Indio Police Department’s motto, “Our community...Our commitment”. For mottos and mission statements are of little value unless they are modeled and acted upon! ■

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James Neuberger, 13, was selected to be “Chief for a Day,” at the Indio Police Department with Indio Police Chief Richard Twiss. SUBMITTED PHOTO

### Hail to the (mini) police chief for day

By Tatiana Sanchez

tatiana.sanchez@thedesertsun.com

**INDIO** — Indio Police Chief Richard Twiss recruited a wingman on June 19.

James Neuberger of Indio Middle School was Indio’s “Chief for a Day.” The seventh-grader also turned 13 that day.

It was the first time the city took part in the activity.

Neuberger filed paperwork alongside the chief, helped him prep his work for that day’s City Council

meeting and also spent the day with other officers.

He even went on patrol for a short time, Twiss said.

And in the spirit of being the boss for a day, Neuberger made it a point to walk around with a cup of coffee in hand, just like Chief Twiss.

Neuberger was given a certificate at the City Council meeting, along with a photograph of him and Chief Twiss.



# Unifying First Responders with Unique Push-to-Talk Application

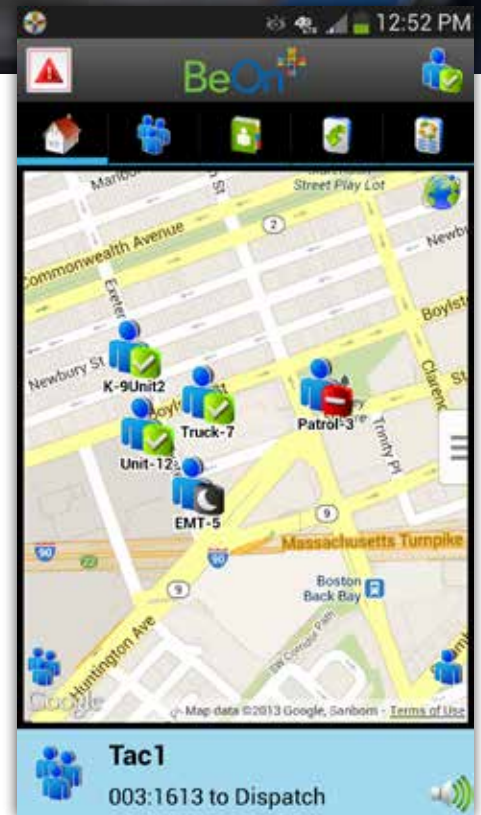
By David Simon, Product Manager,  
Applications, Harris Corporation

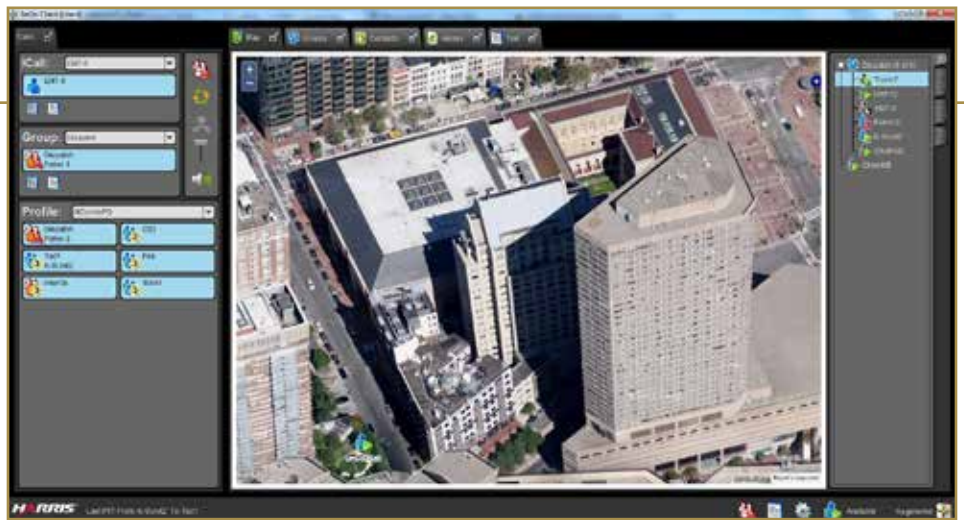
While LMR (Land Mobile Radio) is the proven technology for first responder communications, radio coverage is inherently limited to the geography covered by the radio sites. With an emphasis on providing constant connectivity for senior leadership, regardless of their physical location, the combination of LMR and LTE (Long Term Evolution) PTT (push-to-talk) applications provides connectivity never before possible. The Harris PTT solution, BeOn®, is available on Android™, Windows® PC and iOS™ platforms, and is the first application to support managed group and push-to-talk communications utilizing most consumer smart phones. Public safety users have begun to take advantage of the increased range offered by PTT.

## BeOn – The Secret Weapon

BeOn provides a connection between existing, traditional radio systems and other IP networks, including commercial cellular 3G, 4G and LTE networks, and WiFi or LANs. It enables push-to-talk voice, presence and situational awareness via smartphone, whether personal,

consumer or agency issued. With BeOn, senior staff and commanders are able to participate in incident communications or monitor situations even outside of their traditional radio service area, significantly bolstering the any mission-critical system. The application consists of a server with its own firewall that is linked to the radio





backbone on one side and the IP network on the other.

### Agency-Wide Advantages, Nationwide Accessibility

The application identifies BeOn users who are talkgroup members of the LMR system and forwards transmissions to their phones. Using a PTT function on the phone, the application receives and sends transmissions to the server. The BeOn server can handle thousands of users and recognizes logical talkgroups established in the digital radio system, allowing designated users to communicate over managed channels much like a traditional digital radio.

### The Power of PTT across LMR and LTE – A Real World Proofpoint

For years, Mobile County, Alabama had used a reliable LMR system. When the county saw an opportunity to expand its communications capabilities and improve collaboration between public safety and public service agencies, it leaped at the chance. County leadership decided to implement a new standards-based digital radio system from Harris. The new system is based on P25 (Project 25) standards and uses the latest technology to enable reliable and secure communications for users, as well as interoperability with other agencies and counties. The technology even allows for the integration of next-generation LTE technology and the inclusion of BeOn push-to-talk (PTT) capabilities. By leveraging the capabilities of the County's network, BeOn is able to tap into the County's first responder radio system and commercial wireless networks. The combined solution allows the county to leverage time-tested, standards-based

technology in LMR, as well as the emerging data capabilities of LTE.

Mobile County's Director of Public Safety Communications, Eric Linsley, wanted a PTT solution in order to leverage a new Long-Term Evolution (LTE) application to improve data connectivity and capabilities. As the director of public

**“Mobile County is just one example of how, with the right equipment and support, LMR and LTE cannot only exist in harmony, but actually be implemented as complimentary technologies.”**

safety communications for Mobile County, Linsley oversees all critical communications services in the county, and helps to ensure that infrastructure and equipment serves the county's more than 400,000 residents. Linsley chose the Harris BeOn solution for Mobile County, deciding that

BeOn's combination of the latest LMR and LTE technologies provides the best of both worlds – a combination of reliable and resilient voice and data communications.

BeOn takes very little uptime and is highly intuitive for the end-user. The implementation of BeOn was nearly immediate in Mobile County and took less than 24 hours to complete. Upon deployment, County leadership and administration officials were able to connect instantaneously and remain in constant contact regardless of their location. One of the most important features for Mobile County was the fact that BeOn is essentially P25 on a phone. The built in P25 vocoder not only significantly improves PTT speed and voice quality, it allows for end to end encryption between LMR devices and BeOn devices.

### Next Steps for Public Safety

Mobile County is just one example of how, with the right equipment and support, LMR and LTE cannot only exist in harmony, but actually be implemented as complimentary technologies. Thanks to ongoing feedback from Harris customers and BeOn users, like those in Mobile County, the BeOn application's feature set is constantly being improved to better meet the needs of today's first responders. By leveraging the data and imaging capabilities made possible by LTE and broadband, BeOn will soon feature functionality aimed at even greater situational awareness for first responders, offering improved emergency response, coordination, safety and overall efficiency.

And for public safety and other forward thinking agencies, getting on the PTT bandwagon is paying big dividends. ■

# Video is Only the Beginning; Real-Time Crime Centers Offer Next Step in Proactive Policing

By Tom Gross, Motorola Solutions



Picture the scene. A group of men are lurking at the back of a chemical storage warehouse. A citizen on the way to work captures video of the scene on his mobile phone camera, calls 9-1-1 and shares the video with dispatchers. Patrol units are sent immediately and as they approach, streaming video from local street cameras show an explosion engulfing the warehouse in flames. The men run from the scene. Officers immediately record video of the fire from their handheld units and call it in, allowing firefighters en route to view the scene as it evolves. At the same time, they access up-to-date building plans on their in-vehicle and handheld computers.

As the police call for backup, dispatchers receive a video of the fleeing suspects taken from a passing city bus. That video, along with other footage tracking the suspects as they try to escape, is streamed to all units, helping coordinate operations and locate, identify and apprehend the suspected arsonists. Later, the video will be used as evidence at trial.

This is a situation that public safety agencies could encounter on any particular day. And while it may seem like this is a smooth transfer of information, multiple pieces of technology have to be put in place for this to happen in real-time. In police and fire departments around the world, video is rapidly becoming one of the most important tools for enhancing the safety of first responders, citizens and the entire community. Deploying video is an effective way to bring cost-effective security to a neighborhood – or a city. A well-executed video solution can help spot problems before they turn into incidents, make the most effective use of staff and provide compelling evidence at trial. Its visibility can reassure the public, deter crime and even change behavior. In every part of the world, public safety agencies are considering the use of more video throughout their IP networks. By the end of 2013, many industry experts expect that 90 percent of all IP traffic will be video; experts also predict that video will comprise more than 60 percent of all mobile IP traffic in the same time frame.

In addition to video, other forms of data are streaming in from virtually unlimited sources. Smartphones, social media, sensors and alarms are giving public safety agencies the ability to see, hear and do more with less. Yet this abundance of information comes with an enormous challenge: how do agencies operationalize all the data that surrounds them?

The key for public safety agencies is to have a solution in place that brings together information from all the different sources: video, sensors, alarms, computer-aided dispatch (CAD) and records processed with analytics to deliver a single, real-time operational view. In addition, incident and criminal complaints, arrest records and photographs, national crime databases, and 9-1-1 call records can also be utilized. A real-time crime center solution can capture all of this data – which resides in separate databases – and integrate it for law enforcement in seconds instead of hours or even days. By integrating multiple streams of multimedia into one unified view, one sworn officer in front of monitors in a real-time crime center can support multiple first responders in the field as an incident develops. Both the technology and applications are giving that officer timely access to information from myriad sources to help the responder confront the situation and solve the crime quickly.

A number of public safety agencies have begun making investments in real-time crime center initiatives to put all the data to work for them. If proper planning is done upfront, solutions can be designed to receive information from multiple data sources, process them with real-time analytics and deliver that critical, consolidated operational view. A new service from Motorola Solutions called Intelligent Data Discovery (IDD) helps consolidate and analyze real-time key performance indicators and historical data resulting in actionable, dashboard views of the situation. Tools such as IDD bring focus to the historical and real-time data points and are helping public safety officials in Ventura, Calif. identify crime patterns and trends to drive more effective decisions. The web-based dashboards graphically display real-time details and the scalable system allows the integration of data from additional systems such as city operations, fire, public works and more. “In this resource constrained environment, we have to find ways to do better with less,” said Ventura Police Chief Ken Corney. “Technology is going to be at the foundation of how we are going to achieve success in the future. By using IDD to put real-time information and crime analysis into the hands of the officers in the field, we can provide that information to our patrol of-

ficers on a shift-by-shift basis, rather than on a weekly or monthly basis. The information is much more relevant and actionable, and it gives greater credibility to us assigning resources to hot spots or areas that we believe have a propensity for higher crime.”

According to the Police Executive Research Forum as cited in a recent Motorola Solutions white paper, 90 percent of police departments plan to increase their use of predictive policing over the next five years. A real-time crime center sets the foundation for agencies to operationalize these predictive policing strategies and realize the full promise of their video surveillance investments by turning video into a real-time crime fighting tool. Public safety agencies across the country will be able to harness relevant data and move from reacting at a moment’s notice to more intelligent predictions and targeted counteractions. ■

*Tom Gross is the Director of Command Center Solutions for the Global Services and Solutions division of Motorola Solutions. Prior to joining Motorola, Tom retired from the Miami-Dade Police Department where he most recently served as Major of the Communications Bureau. thomas.gross@motorolasolutions.com*

### Additional information regarding IDD, White Paper and Real-Time Crime center can be found here:

#### IDD

[www.motorolasolutions.com/US-EN/Services/Plan/Design/PremierOne\\_Intelligent\\_Data\\_Discovery?utm\\_source=communications&utm\\_medium=press-release&utm\\_campaign=iacp-rtcc-press-release&utm\\_content=idd-link](http://www.motorolasolutions.com/US-EN/Services/Plan/Design/PremierOne_Intelligent_Data_Discovery?utm_source=communications&utm_medium=press-release&utm_campaign=iacp-rtcc-press-release&utm_content=idd-link)

#### White Paper

[www.motorola.com/web/Business/\\_Documents/White%20Paper/\\_Static%20files/Safer\\_Cities\\_White\\_Paper.pdf](http://www.motorola.com/web/Business/_Documents/White%20Paper/_Static%20files/Safer_Cities_White_Paper.pdf)

#### Real-Time Crime Center

[www.motorolasolutions.com/promo/publicsafety/real-time-crime-center.html?utm\\_source=communications&utm\\_medium=press-release&utm\\_campaign=iacp-rtcc-press-release&utm\\_content=rtcc-link](http://www.motorolasolutions.com/promo/publicsafety/real-time-crime-center.html?utm_source=communications&utm_medium=press-release&utm_campaign=iacp-rtcc-press-release&utm_content=rtcc-link)

## PROACTIVE POLICING WITH MOTOROLA'S REAL-TIME CRIME CENTER SOLUTION



### CITIZENS

Witnesses at the mall make calls to 911



### 911 CALL TAKER

Answers calls, fills incident form and pushes to CAD operator



### CAD OPERATOR

Enters incident, dispatches nearby units, establishes talk group



### REAL-TIME CRIME CENTER SOLUTION

Pulls video feed guided by dispatcher information, sets response strategy, provides tactical support to officer in the field via RTVI and radio console



### OFFICER

Dispatched to an entrance, receives image of suspect from commander



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# United as a Community, United 4 Safety



*Just this past year, the San Leandro Police Department launched their new public safety campaign, United For Safety. This crime prevention initiative in San Leandro is aimed at reducing crime and improving the quality of life through increased community involvement in public safety. The program's main focus is community engagement and education.*

As many other agencies know, community engagement has always been difficult, just ask Captain Ed Tracey with the San Leandro Police Department. Captain Tracey spent 19 years with the Oakland Police Department before transferring to San Leandro a little over a year ago.

"I went to middle school in San Leandro as a kid. The community demographics then, versus now, are completely different." According to the most recent census study, San Leandro ranked fifth in country for their diverse community. "Times are changing, our community is changing, and we need to change with it," Captain Tracey said.

*United For Safety* is just that. Captain Tracey explains, "United as a community, we've taken multiple platforms of communication and launched a targeted public safety campaign, designed to not only educate the community, but to get them excited about public safety."

Realizing what might work for one demographic, won't necessarily work for another didn't come to the San Leandro Police Department overnight. Under the leadership of Chief Sandra Spagnoli, the Department has been able to transform most of the community programs that have been in place for some time. National Night Out is a program that has been in existence since 1984, and though it brings its own success, the San Leandro Police Department realized they needed a bigger presence.

Programs such as Coffee with A Cop, Citizens Academy, Teen Academy, Chief's Advisory Board and Neighborhood Watch receive a great turnout. However, they don't want to limit themselves to just in-person programs. They've reached out virtually and are now using technology to reach a larger demographic through platforms such as Facebook, Twitter, Nixle, Nextdoor and CodeRed.





“We are able to reach more citizens quicker and more efficiently” Captain Tracey explains, “We’ve seen an increase in participation on our Facebook and Twitter accounts. When the Chief posts something to her Twitter feed, people respond. It’s that personable touch that has made our virtual programs a success.”

San Leandro Police Department held its Second Annual Open House on Saturday, July 27, 2013. The purpose of the Open House was to let the community get to know their local Police Department, all while promoting their *United For Safety* program. The day was focused around community involvement and included demonstrations from the Police Department’s Traffic, K9 and SWAT units.

## “Times are changing, our community is changing, and we need to change with it”

Donations were received from several local businesses and used as incentives for citizens to sign up for the CodeRed and Nixle programs. In addition, they gave out free, reusable grocery bags that came

with goodies inside as well as bumper and window stickers. All the give-a-way items had the *United For Safety* logo on it.

“I am really looking forward to driving down the street and seeing *United For Safety* bumper, and window stickers, and more importantly, knowing that our citizens have made the pledge to make San Leandro a safer community,” added Captain Tracey.

If you would like to request any additional information on how you can start your own *United For Safety* program in your city, Please contact Captain Ed Tracey at [ETracey@sanleandro.org](mailto:ETracey@sanleandro.org) or (510) 577-3249. ■



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*10/02/2013 12:18 pm*

[Junior Giants - Hayward PD](#)  
*08/30/2013 10:39 am*

[A Recap of the National Night Out's 30th Anniversary](#)  
*08/08/2013 9:53 am*

### The Pink Patch Project

*Posted 10/22/2013 7:30 am*

October is National Breast Cancer Awareness Month. Every October you can't help but notice the conspicuous infusion of pink on NFL team uniforms, Major League Baseball teams, and on the clothes of breast cancer survivors and supporters. But this year you won't have to turn on a professional sports event to see pink enhanced uniforms. All you'll need to do is have contact with a Seal Beach Police employee or volunteer.

That's right, for the entire month of October, Seal Beach Police personnel will be wearing their traditional uniforms with a special pink patch on the shoulder.

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