

CHANDLER POLICE DEPARTMENT 2023 ANNUAL REPORT



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MESSAGE FROM THE CHIEF



The last ten years serving as your chief have been especially rewarding. From driving down crime to historic low levels, to forging deep rooted relationships with the community, our culture of earning support and trust by serving our community in a fair and equitable manner has been the cornerstone of our system of policing. A highly successful system of policing.

Our strong culture has enabled us to thrive in a chaotic and rapidly changing landscape over the years. It is born out of our adherence to the highest standards of performance while continually seeking self-improvement and perhaps most importantly, holding each other accountable.

The police department has been in a continuous state of change and evolution to meet the many challenges of modern policing. From enhanced training, new and revised policies and procedures, community trust building, and the implementation of new technologies, the stresses and demands of being a police officer today are enormous.

Yet, despite all the changes and the many challenges, the Chandler Police Department is recognized regionally and nationally as a modern, transparent, and model agency where the community supports and appreciates their police.

And while we experienced many successes over the past ten years, we have suffered heartbreaking and incalculable loss with the deaths of five of our colleagues and friends. As a department and a community, we relied on each other for strength and support to press on. These moments of unity and caring will long remain in my memory.

I am grateful for the people of Chandler who have placed their trust in our department and the bonds forged over the years helping to make Chandler one of the safest cities in the United States.

I am especially grateful for our dedicated officers and professional staff. I have witnessed their selfless service and sacrifice time and again. Their nobility, courage, determination, teamwork, and skill have made everything possible. They have earned the respect and support of those they protect and serve. Our accomplishments over the past decade belong to them.

Reflecting back on my ten years as I retire in January 2024, it has been the greatest honor and privilege to serve as your Police Chief. Chandler is a special community with the spirit of unity and collaboration where residents and police work together to help keep our city safe.



DEMOGRAPHICS

THREE PRECINCTS



DESERT BREEZE



DOWNTOWN



CHANDLER HEIGHTS

2023 POPULATION

287,000

ANNUAL CALLS FOR SERVICE

147,268

362 SWORN EMPLOYEES

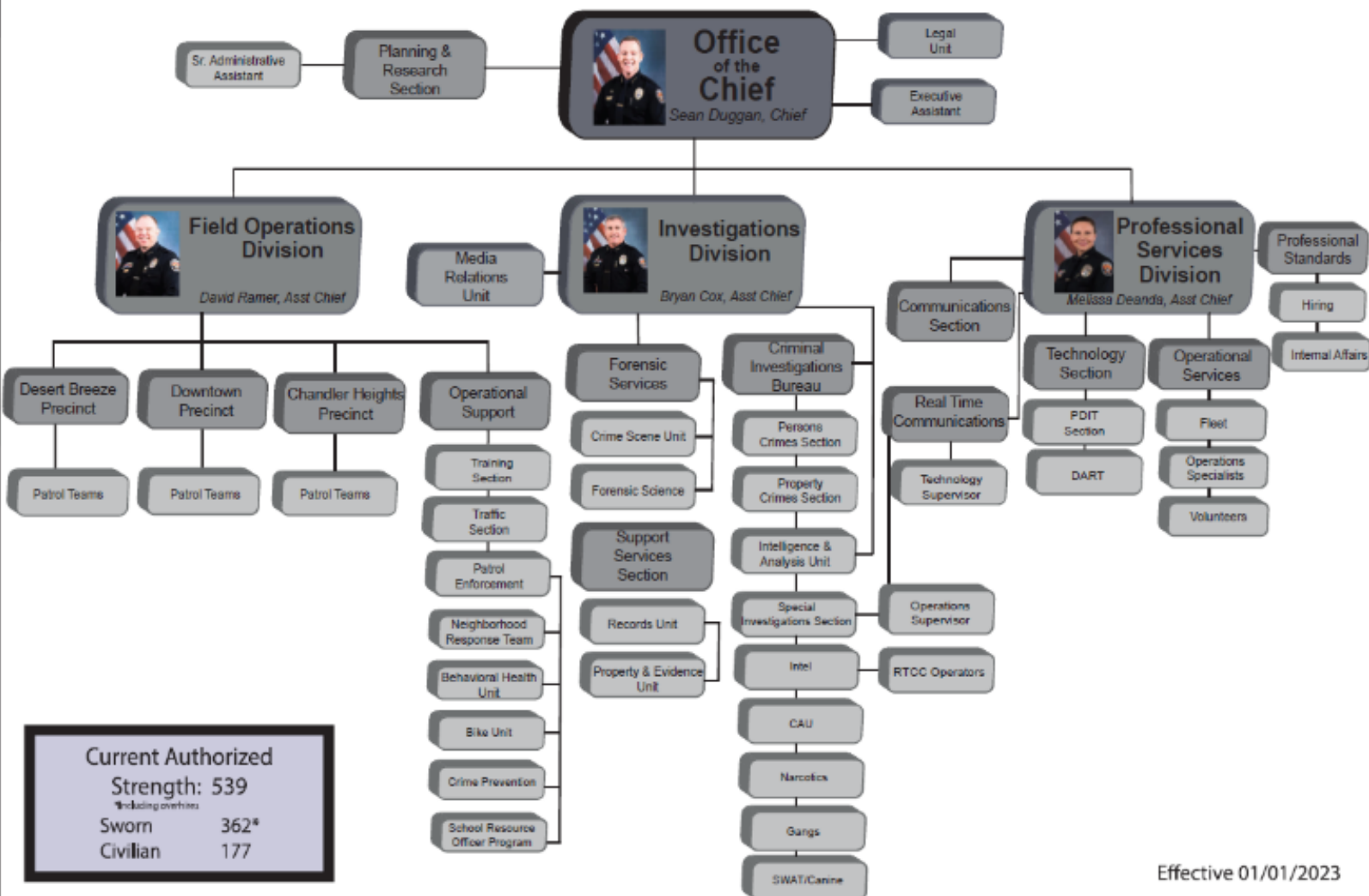
177 CIVILIAN EMPLOYEES

ANNUAL VOLUNTEER HOURS

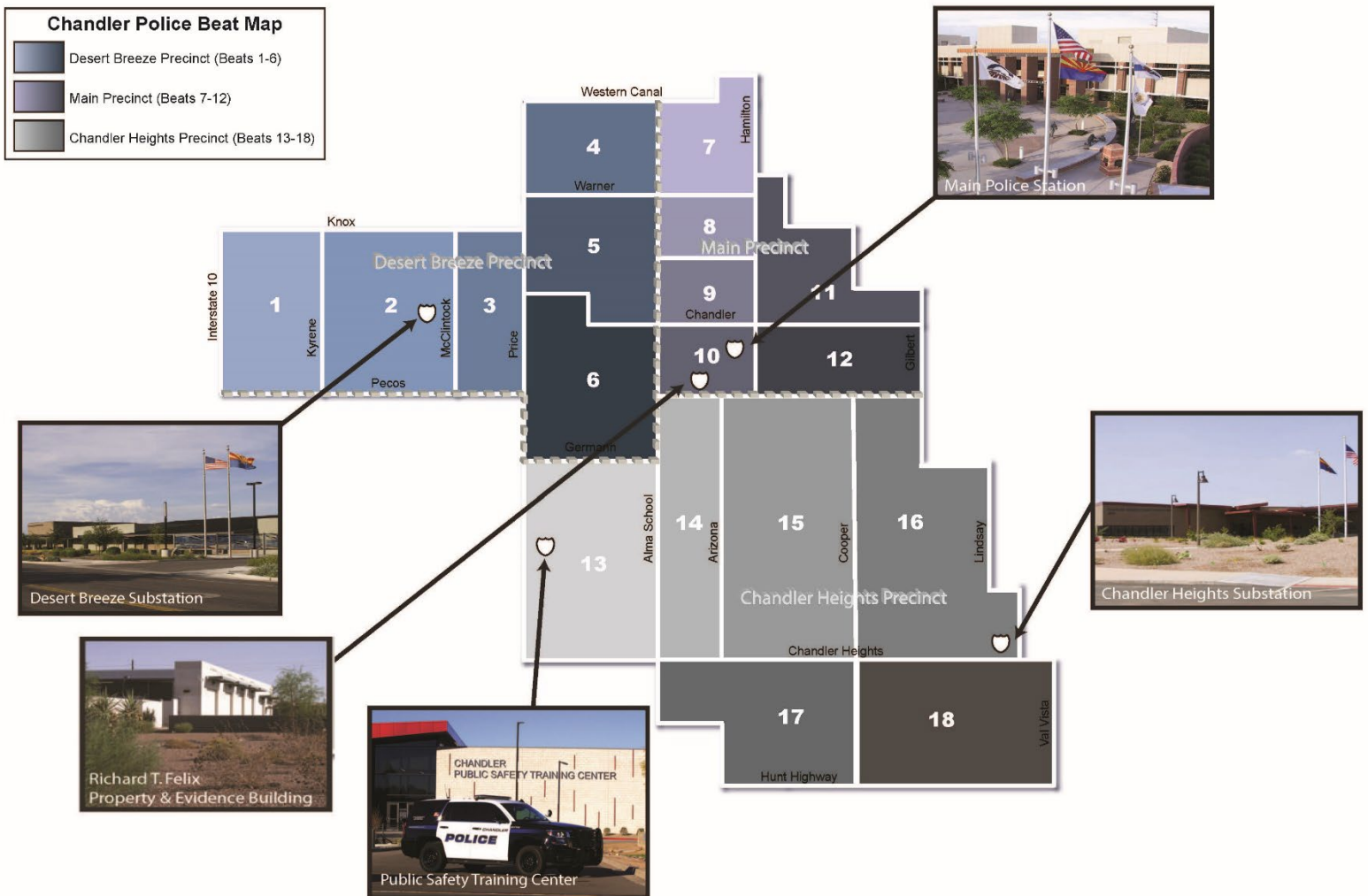
8,123

ORGANIZATION CHART

Chandler Police Department Organization Chart 2023



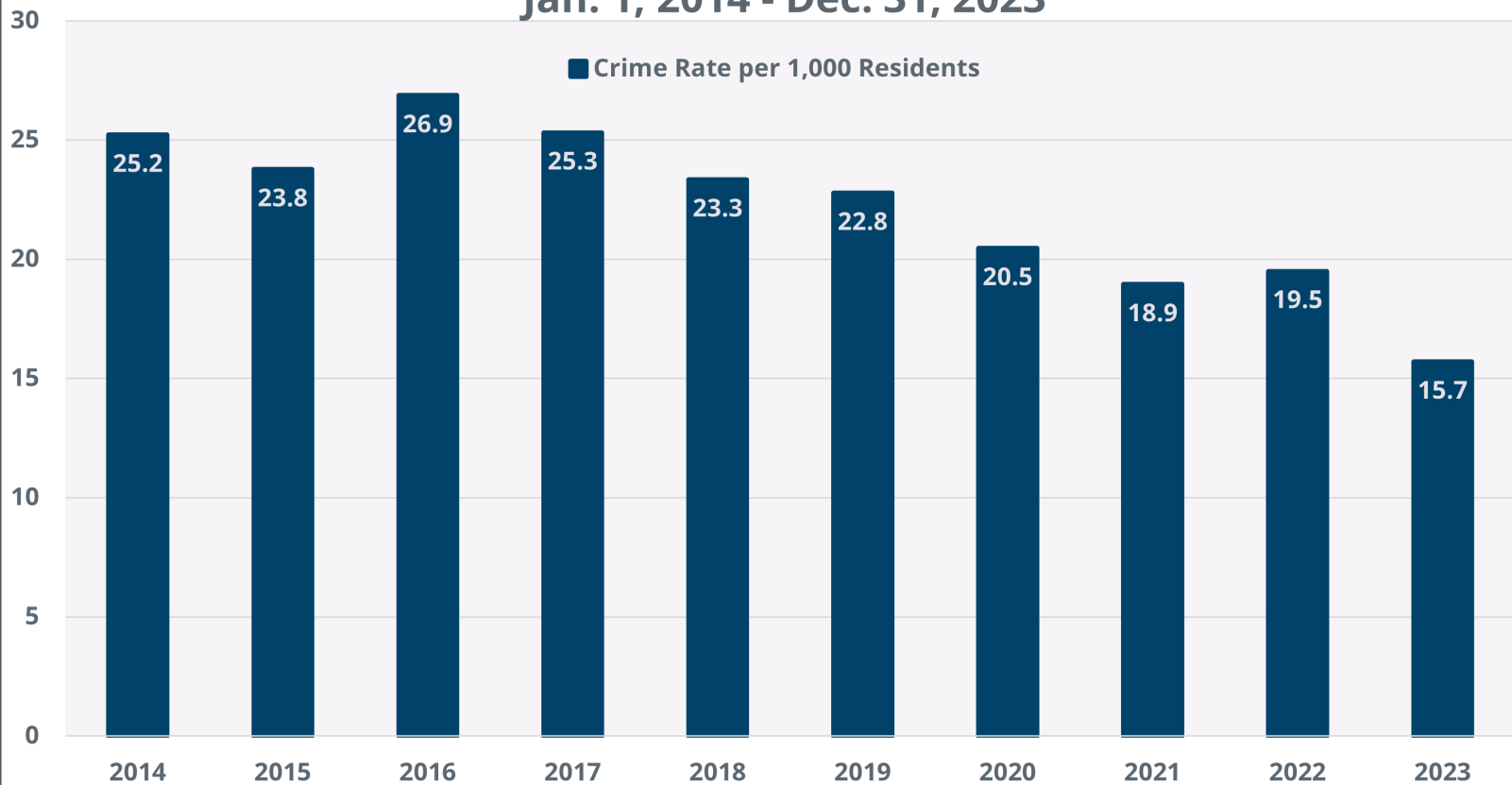
BEAT MAP



CRIME RATE



City of Chandler UCR Summary Crime Rate
Jan. 1, 2014 - Dec. 31, 2023



DEPARTMENT BUDGET



| Cost Center | 2021-22 | 2022-23 | 2023-24 |
|-------------------------|--------------|--------------|---------------|
| Administration | \$2,969,953 | \$3,412,466 | \$3,440,487 |
| Professional Standards | \$1,419,584 | \$1,700,951 | \$1,668,672 |
| Property & Evidence | \$461,983 | \$464,822 | \$499,316 |
| Forensic Services | \$2,494,075 | \$2,548,165 | \$2,898,580 |
| Field Operations | \$32,794,640 | \$34,604,723 | \$36,823,237 |
| Criminal Investigations | \$13,956,463 | \$14,652,691 | \$18,359,401 |
| Planning & Research | \$1,157,343 | \$650,858 | \$773,828 |
| Communications | \$5,498,905 | \$6,231,483 | \$7,050,193 |
| Police Technology | \$2,631,384 | \$3,638,713 | \$3,595,093 |
| Records | \$1,907,553 | \$1,871,794 | \$2,068,021 |
| Detention Services | \$2,639,813 | \$2,654,280 | \$2,874,374 |
| Operational Support | \$12,184,094 | \$11,703,690 | \$13,594,564 |
| Capital | \$8,205,273 | \$8,857,187 | \$10,955,939 |
| Total | \$88,321,063 | \$92,991,823 | \$104,601,705 |

RESPONSE TIMES BY PRIORITY



| | 2021 | 2022 | 2023 |
|-------------------------------|--------|--------|--------|
| Priority 1 – Total Count | 450 | 468 | 474 |
| Priority 1 – Response Time | 4:06 | 4:18 | 4:16 |
| Priority 2 – Total Count | 17,946 | 16,142 | 15,613 |
| Priority 2 – Response Time | 5:30 | 5:32 | 5:27 |
| Priority 3 – Total Count | 22,657 | 22,947 | 21,359 |
| Priority 3 – Response Time | 9:39 | 9:13 | 9:03 |
| Priority 4 – Total Count | 20,558 | 21,249 | 19,349 |
| Priority 4 – Response Time | 27:46 | 26:20 | 26:55 |
| Priority 5 – Total Count | 2,432 | 1,635 | 1,540 |
| Priority 5 – Response Time | 32:46 | 39:33 | 32:26 |

PROFESSIONAL STANDARDS



HIGHLIGHTS

- The Hiring Unit handled all aspects of recruiting, hiring, and pre-employment background checks, which included hosting recruitment processes for all sworn and civilian positions.
- In 2023, the unit hired 52 sworn police officers and 38 civilian employees. The unit worked closely with the City of Chandler's Communications and Public Affairs Department to increase the social media and online presence for recruitment purposes.
- The Professional Standards section also completed 19 audits during Fiscal Year 2023-24.



FORENSIC SERVICES



HIGHLIGHTS

- Laboratory staff participated in a feasibility study attending multiple meetings and workshops all focused on defining the forensic needs of the Police Department and the community to create a vision and a path towards a new facility that will serve our community for many years to come.
- The Forensic Services Section (FSS) increased its presence in the community more than doubling the number of community outreach events we participated in compared to previous years. Understanding the benefits of engaging with the community, the FSS accepted invitations for presentations from the library, schools, and other groups in our community.
- In May 2023, the FSS was awarded their fifth consecutive Foresight Maximus Award which recognizes top performing laboratories. The award was given to forensic laboratories that operated at 90% or better efficiency during 2022.

A background image showing a Chandler Police Officer from behind, standing next to a white patrol car. The officer's uniform has "POLICE" on the back. The car has "CHANDLER POLICE" and the number "207709" on its side. An American flag decal is on the rear door, and the Chandler Police Arizona star logo is visible. The title "FIELD OPERATIONS" is overlaid in large white letters.

FIELD OPERATIONS

HIGHLIGHTS

- In 2023, Chandler Police made official contact with approximately 150,025 individuals in our community. We issued 17,823 citations and made 8,504 arrests.
- In the City of Chandler, serious crime decreased by 18.33% in 2023 compared to 2022. The crime rate (15.7 serious crimes per 1,000 population) is the lowest in over 30 years with 2021 being a previous record low year with a crime rate of 18.9.
- Notable accomplishments in 2023 included expanding the Police Aide program from two to twelve positions to assist patrol with non-emergency calls for service.



CRIMINAL INVESTIGATIONS

The Criminal Investigations Bureau is responsible for thoroughly investigating serious crimes committed against persons, property, and/or the State of Arizona. In doing so, investigators utilize special investigative skills, technology, and techniques to aid in solving crimes. In addition, the Bureau maintains informative databases and investigative files on criminal street gangs and sex offenders.

HIGHLIGHTS

- Utilized State funding to implement new software in the Computer Forensic and Internet Crimes Against Children Unit to streamline processes, enhance investigations, and provide regional support to our law enforcement partners.
- The Narcotics Unit worked with our DEA partners, U.S. Army National Guard, and other location agencies to seize over 1.8 million fentanyl pills.
- Our Family Advocacy Center (FAC) and Victim Services Unit (VSU) provided support and resources for over 750 crime victims. In addition, our four Victim Advocates assisted an additional 6,764 citizens who needed additional support and services.

PLANNING & RESEARCH



HIGHLIGHTS

- Continued projects identified in the Police Department Facilities Master Plan for more efficient service delivery by completing feasibility studies for construction of a new Forensic Services Lab and Detention Facility.
- Completed renovation of old firing range to include new workspaces for Fleet and the Bike Team, as well as adding workspaces for the Criminal Intelligence Unit, Gang Unit, Criminal Apprehension Unit, Behavioral Health Unit, Neighborhood Response Team, and Real Time Crime Center.
- Utilized Corona Solutions Deploy Plus to measure workload and align patrol schedules for staffing efficiencies.
- The Commission on Accreditation for Law Enforcement Agencies (CALEA) reviewed and assessed standards to substantiate ongoing compliance. Our department has maintained status as an internationally accredited law enforcement agency since 1996.

COMMUNICATIONS



HIGHLIGHTS

- Began partnership with Solari to embed a crisis counselor in the 9-1-1 Communications Center to train staff on how to screen and divert mental health crisis calls. Since then, over 300 calls have been diverted to Solari that did not require a police response.
- Deployed Motorola APX NEXT portable radios with advanced technology including real time crime center integrations and Smart Connect technology allowing the radio to remain seamlessly in contact when out of range of the conventional radio network.
- Implemented an automatic attendant system to triage and divert non-emergency calls. This has significantly reduced call volume and allows dispatchers to answer high priority calls.



POLICE TECHNOLOGY



HIGHLIGHTS

- Launched SPIDR Tech, a victim notification platform to automate notifications minutes after victims call 9-1-1, providing them access to case numbers, the working detective's email address, and case updates. This will empower victims by giving them more control and visibility into the progress of their case.
- Rollout of Blue Team, a platform that will help allow prevention of the decline in officer mental health due to on the job events. It will send notifications regarding check ins, and keep track of violent incidents by officer.
- Deployed EMVA, a mapping solution built into patrol MDCs that allow them to quickly build accident diagrams and exchange information in only a few clicks.

SUPPORT SERVICES



HIGHLIGHTS

RECORDS

- The Records Unit manages and processes police reports and related records. During 2023, the Records Unit received and processed over 10,155 report copy requests after redacting person identifying information

PROPERTY & EVIDENCE

- The Property and Evidence Unit receives and disposes a wide variety of property that is found, held for safekeeping, or seized as evidence during an investigation. During 2023, the unit impounded over 15,464 items and release and destroyed 17,719 items.

OPERATIONS

- Launched Paws for Police, a therapy dog program staffed by Volunteers in Policing to promote and provide wellness for personnel.
- The Volunteers in Policing program donated 8,123 hours valued at \$227,038 in calendar year 2023, as well as satisfying \$287,467 in warrants.

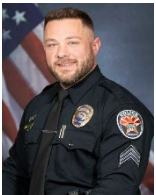
OPERATIONAL SUPPORT BUREAU



HIGHLIGHTS

- Launched School Educational Engagement (SEE) program to provide educational law enforcement material to 6th grade elementary school students within the City of Chandler. The focus is to build relationships between the police department and students by engaging students in a fun and interactive manner while providing useful safety information.
- The Training Section acquired state funds to develop and implement a patrol-based, less lethal pepper ball program.
- Provided over 220 employees voluntary access to an extensive cardiac screening evaluation designed to deter the early stages of cardiovascular disease.
- The Behavioral Health Unit was established in late 2023 with specially trained and equipped officers committed to safety, understanding, and compassion when working with persons experiencing mental health, behavioral health, and substance abuse crises.
- Hosted ASPIRE Academy for girls ages 14-18 to provide opportunities to experience law enforcement operations and connect with women currently in the profession and other non-traditional roles.

PROMOTIONS



Ryan Andrews
Police Sergeant



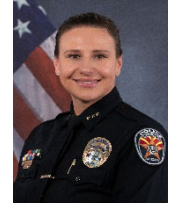
Anne Cervantes
Detention Officer



Danny Carter
Business Systems
Support Supervisor



Earl Cowell
Police Sergeant



Melissa Deanda
Assistant Chief



Ryan Farley
Police Sergeant



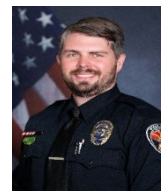
Troy Figueroa
Police Sergeant



Thomas Gabauer
Senior Business Systems
Support Specialist



Ricardo Gonzales
Police Sergeant



Jacob Grass
Police Sergeant



Stephanie Heinzelman
Police Communications
Senior Manager



Joy Howard
Dispatcher



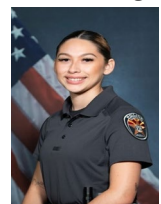
David Kerzie
Police Sergeant



Kristilyn Lutt
Lead Crime Scene Technician



Daniel Mellentine
Police Lieutenant



Brianna Ramirez
Law Enforcement Senior
Technician



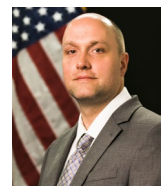
Nicole Vasey
Police Lieutenant



Juan Verdugo
Police Sergeant



Andrew Whitworth
Detention Supervisor



Donald Witt
Police Technology
Senior Manager

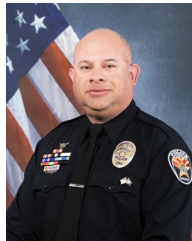


Ashley Young
Crime Analysis Specialist

RETIREMENTS



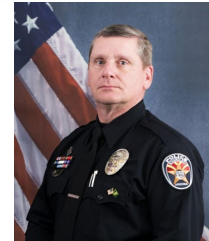
John Allison
Police Officer



George Arias
Police Officer



Sherri Chavarria
Police Officer



Daniel Coons
Police Officer



Robert Englert
Police Officer



Candace Hammond
Planning & Research Manager



Beth Hill
Police Officer



William Klapmeyer
Police Officer



David Keipert
Police Officer



April Lockwood
Records Representative



Brett Lockwood
Police Sergeant



Thomas Lovejoy
Police Sergeant



Mary O'Neill
Police Officer



Ronald Parks
Radio Communications
Senior Specialist



Kevin Quinn
Police Officer



Jennifer Rome
Police Officer



James Schwalenberg
Digital Media Creator



David Sitz
Police Officer



Scott Veach
Police Commander



Cynthia West
Crime Analysis Data Technician

IN MEMORIAM



Officer Jeremy Wilkins #662
EOW: 12/16/2021



Officer Chris Farrar #528
EOW: 4/30/21



Officer Tyler Britt #490
EOW: 1/11/21



Officer David Payne #574
EOW: 10/31/14



Officer Bryant Holmes #638
EOW: 10/31/14



Officer Carlos Ledesma #600
EOW: 7/28/10



Officer Robert Nielsen #445
EOW: 6/12/02



Officer James Snedigar #312
EOW: 4/16/99



Officer Richard Felix #151
EOW: 9/9/95

ACKNOWLEDGEMENTS

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