

POLICE DEPARTMENT CRYSTAL



CRYSTAL
MUNICIPAL CENTER
HALL FIRE POLICE



MISSION STATEMENT

“Service with compassion,
integrity and professionalism.”

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LETTER FROM THE CHIEF

March 11, 2016

Ms. Anne Norris
City Manager – City of Crystal
4141 Douglas Dr. N.
Crystal, MN 55422

Dear Ms. Norris,

The men and women of the Crystal Police continued to deliver professional police services to our community. During 2015, the Crystal Police Department responded to 31,077 calls for service and dealt with several serious incidents. One call, in particular, the homicide of a 10-year-old Crystal resident, weighed heavily on our entire department. Law enforcement officers deal with emotional situations every day, but the death of a child is the most disturbing call officers deal with.

I could not be more proud of the dedicated men and women of the Crystal Police Department. From the initial call of a child missing in our city, all hands were on deck. This continued throughout the investigation. Due to the nature of this case, our investigative staff worked around the clock for several weeks. There were hundreds of interviews, thousands of tips and hundreds of hours of time spent gathering and dissecting cell phone data and video surveillance footage from across the metro area. Our patrol officers saw their call loads multiply exponentially in the days following the child's disappearance as hundreds of tips streamed in through the dispatch center. Records staff worked diligently typing thousands of pages of dictation to allow investigators timely access to interviews and reports. As you know, the case was solved through outstanding police work, and the department was honored with the Hennepin County Attorney's Office Leadership Award.

Our success as a police department is dependent on the cooperation and coordination of the community. We are fortunate in the City of Crystal to have great partnerships. During the above-mentioned homicide case, hundreds of volunteers joined us in our search for the missing child. It is said that great communities come together in a time of crisis; clearly, Crystal is a great community.

Working together with the community, we are proud to report that we have seen an 11% reduction in Part I offenses and just under a 3% reduction in Part II crimes. Details of these statistics can be found on page five of this report.

It is my honor and privilege to report the accomplishments of the Crystal Police Department in 2015. On behalf of the men and women of the department, we look forward to serving and working together with you.

Sincerely,

Stephanie K. Revering
Chief of Police
Crystal Police Department



PATROL DIVISION

The largest segment of the Crystal Police Department is the Patrol Division. It is led by Lt. Pete Underthun and includes four sergeants, 21 police officers and a dedicated traffic safety officer.

The Patrol Division has an expansive range of duties based on providing service and ensuring safety for a broad range of customers. Patrol officers respond to 911 calls, medical emergencies, crimes in progress, citizen concerns, requests for assistance, vehicle crashes and a variety of other emergency and non-emergency requests.

When not engaged in service requests, the Patrol Division focuses on proactive patrol. Officers initiate business visits, vacation home checks and park patrols. Information sharing allows officers to focus on increased crime areas where traffic safety is a concern.

The Patrol Division uses the directed patrol report to convert citizen concerns into targeted, proactive monitoring and enforcement efforts. It documents enforcement efforts, observations and resolutions of citizen concerns. This report is available to citizens and provides feedback on how concerns are handled.

During 2015, the Patrol Division responded to 31,077 requests for service, made 859 arrests for misdemeanor, gross misdemeanor, and felony level crimes, warrants and court order violations. Of the 859 arrests, 227 custodial arrests were for driving while impaired and related crimes.

The Patrol Division focuses its proactive patrol efforts through vehicle stops. In 2015, Crystal officers conducted 8,515 vehicle contacts for a variety of reasons including motorist safety, suspicious circumstances, traffic violations, vehicle equipment safety concerns and criminal violations. These

stops led to warnings, citations, arrests, seizures of illegal drugs, recovery of stolen property, interruption of crimes and the apprehension of wanted criminals. Every vehicle stop increases the visibility of the Patrol Division and impacts public safety.

The Patrol Division directly participates in community outreach. Officers supervise and train in the Crystal Police Reserve and Explorer programs. Through these programs, the Patrol Division welcomes the adult and youth community into volunteer service.

The Patrol Division staffs community events such as Crystal Frolics, Airport Open House and Bike Rodeo. These events provide the community with opportunities to speak with officers face-to-face about concerns, and allows officers to get to know community members. The Patrol Division also participates in the "Dinner at Your Door" program, providing meals to members of our community.

Through all functions, the Patrol Division focuses on service with compassion, integrity and professionalism through a participative community partnership.



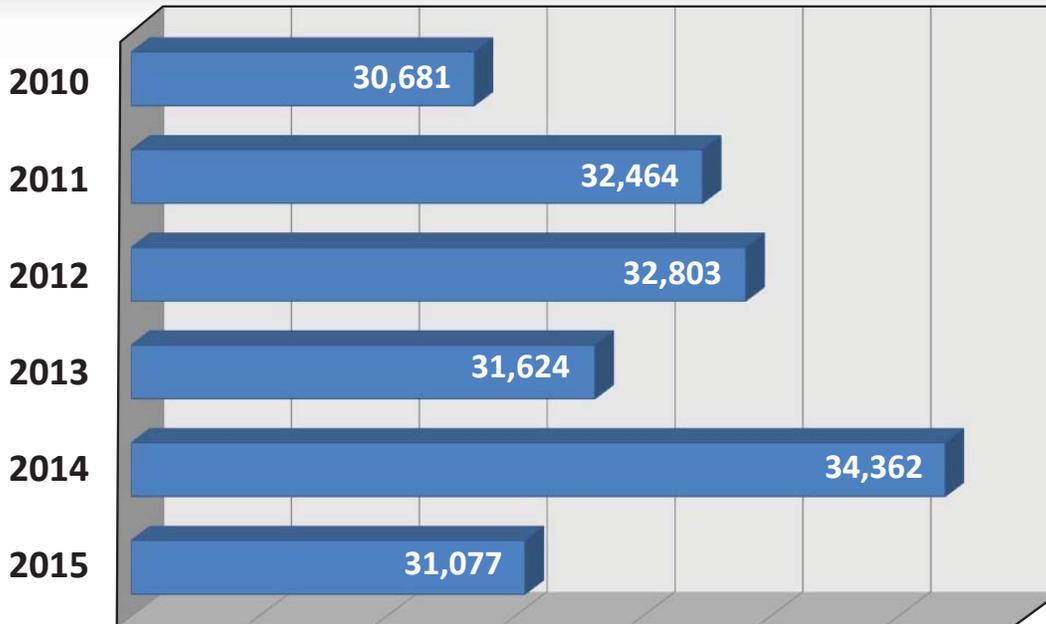
CRIMINAL STATISTICS

Total Part I and Part II Crimes: 1,554 in 2015

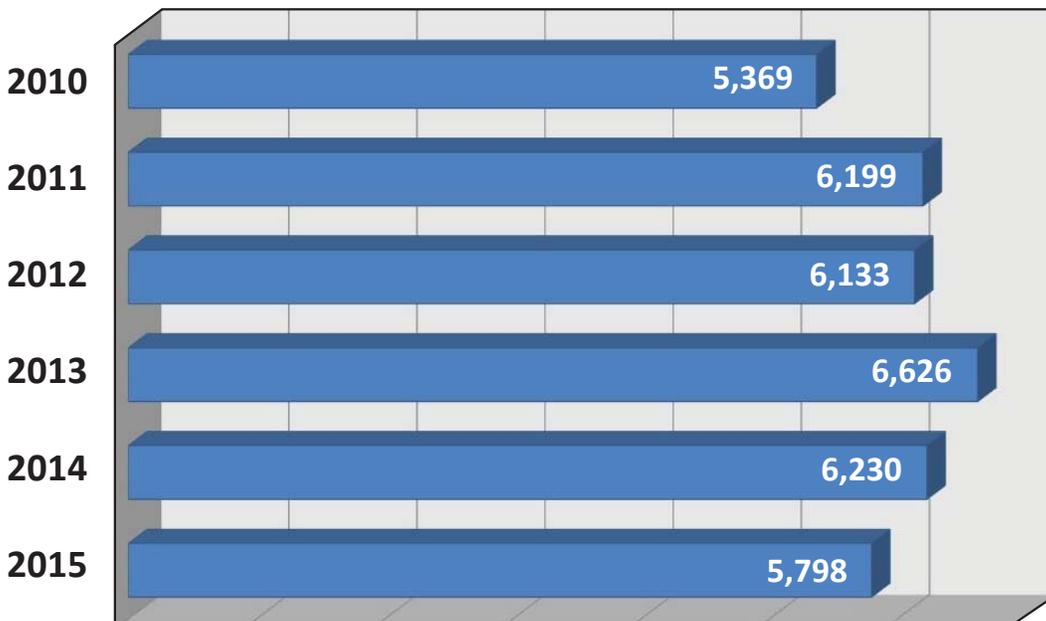
PART I CRIMES	2013	2014	2015
Homicide	0	0	1
Rape	5	2	5
Robbery	16	14	8
Aggravated Assault	8	19	28
Burglary	60	88	49
Larceny/Theft	423	463	442
Auto Theft	35	31	23
Arson	3	5	4
TOTAL	550	622	560

PART II CRIMES	2013	2014	2015
Assault	173	203	166
Forgery/Counterfeiting	22	25	35
Fraud	96	134	126
Embezzlement	0	1	0
Possess Stolen Property	10	13	7
Vandalism	124	126	129
Weapons	7	11	11
Prostitution	0	1	1
Criminal Sexual Conduct	22	21	9
Narcotics	85	103	101
Gambling	1	0	0
Family/Children	5	3	4
DWI	276	209	214
Liquor Violations	15	13	8
Disorderly Conduct	54	60	83
Vagrancy	0	0	0
Other Offenses	99	101	100
TOTAL	989	1,024	994

SERVICE CALLS



MOVING/NON-MOVING CITATIONS





INVESTIGATION UNIT/ WEST METRO SWAT

INVESTIGATIONS UNIT

Lieutenant Derrick Hacker supervises the Investigations Unit of the Crystal Police Department.

In 2015, the Investigations Unit reviewed more than 1,000 reports. These reports are submitted from Crystal patrol officers, Hennepin County Child Protection, and Hennepin County Adult Protection, along with information the investigators obtain from citizens and confidential informants during the course of their work.

In addition to the investigation of case reports, the Investigations Unit manages vehicle forfeitures for DWI and qualifying felonies, as well as oversees, coordinates and conducts compliance checks of local business in regards to the sale of tobacco and alcohol.

The Crystal Police Department Investigation Unit includes:

- Three criminal investigators
- One narcotics investigator assigned to the Northwest Metro Drug Task Force
- One DARE / SRO officer / part-time investigator

WEST METRO SWAT TEAM

The Crystal Police Department partners with the cities of Golden Valley, New Hope and Robbinsdale to provide critical incident and high-risk warrant service to a metropolitan population of more than 75,000 citizens.

There are currently 27 police officers assigned to the West Metro SWAT Team. Assigned officers are full-time members of their respective police departments and participate with the team as an additional duty. In 2015, the City of Crystal had six officers participating in the West Metro SWAT team.

Team members are on-call 24 hours a day, seven days a week. Officers are selected for the team based on exceptional work performance and competency.

The SWAT Team responds to high risk situations such as:

- High-Risk Warrant Service
- Barricaded Suspect
- Hostage Situation
- Suicidal Subjects

In 2015, the team had about 150 hours of specialized training in various areas including emergency response, special weapons and tactics.





TRAFFIC UNIT/ RECORDS UNIT

TRAFFIC UNIT

The Crystal Police Department Traffic Enforcement Unit is geared toward making Crystal a safer place to live and work. During the 2015 calendar year, Traffic Officer Mason Barland issued 1,830 citations.

The unit is committed to working with other agencies through the Hennepin County Traffic Advisory Committee (HCTAC), Hennepin County Traffic Enforcement Group (HCTEG) and the Minnesota Towards Zero Deaths (TZD) initiative. Barland worked many such projects this year, coordinating all HCTEG events countywide and two high-visibility traffic enforcement projects to coincide with the Crystal Frolics. For the second year in a row, Barland served as the director of the HCTEG and was re-elected to the board of directors for the HCTAC.

In 2015, Barland became the City's first officer certified in roadside commercial vehicle inspections. Less than 12 municipal officers are so certified statewide. This voluntary assignment required two weeks (80 hours) of intensive classroom training followed by 32 field inspections with a senior truck inspector.

The Traffic Unit's public education efforts included a press conference, a live media interview and a TZD presentation. Additionally, Barland wrote quarterly traffic safety articles, conducted Cable 12 News interviews, wrote and released press notices prior to saturated enforcement projects and conducted safety training for city pool crossing guards.

In July, Barland helped coordinate a large media event with the Minnesota State Patrol, speaking on camera about the importance of speed enforcement, and he did a live TV interview the following week.

RECORDS UNIT

The Records Unit maintains the records of all incidents and arrests documented by the Crystal Police Department.

RECORDS UNIT DUTIES:

- Processing police-related data requests.
- Processing gun permit applications (209 in 2015).
- Processing employee and volunteer backgrounds checks.
- Handling inquiries by citizens at the front service counter.
- Processing dog licenses.
- Transcribing officer dictations and statements.
- Answering all incoming department phone calls.
- Submitting cases to the city and county attorney.
- Processing daily mail to department members.
- Processing bi-weekly payroll.
- Compiling monthly statistics.
- Entering/auditing information in the National Crime Information Center system.

The unit is comprised of three full-time and two part-time administrative employees. The Crystal Police Department is fortunate to have a dedicated staff of civilian employees in the Records Unit who consistently maintain a high level of service to our internal and external customers and produce a high-quality product.



K-9 UNIT



In 2015, K-9 Rocco continued an extensive training program, completing more than 315 hours of various tracking, advanced obedience and a police canine first aid course training.



When K-9 Rocco is not working, he is visiting Crystal residents. He enjoys socialization and loves to play with people whenever he gets a chance. His many public visits include Night to Unite, Run for Rocco and more.

In 2015, K-9 Rocco excelled at his patrol responsibilities and continued to be productive in his support activities. He was deployed 72 times, providing assistance to Crystal citizens and neighboring agencies.

K-9 Rocco continues to work diligently, using his keen sense of smell to locate hidden evidence and narcotics. During deployments, 12 arrests were directly attributed to K-9 Rocco.

Some notable arrests include suspects wanted for stolen vehicles or who had assaulted others with deadly weapons. He also assisted in arrests for outstanding felony warrants, removing dangerous individuals from Crystal's streets.

Annually, K-9 teams are certified with the United States Police Canine Association. This ensures police K-9 teams meet specific requirements to continue patrol work. It is a rigorous testing process. K-9 Rocco continually performs well. In 2015, he successfully passed and scored highly in competition, placing third in a criminal apprehension event.





EXPLORER POST #3950

Teamwork is an important aspect of the Explorer Program. The Explorers (above) competed in the 5K Run at State competition. They pushed through and helped each other cross the finish line like true team members.



The Crystal Police Explorer Post is a career exploration program for youth ages 14-21. The post trains throughout the year to compete in an annual state competition. The Crystal Police Explorers attended the most recent competition in April 2015.

During the competition, teams took part in scenarios such as burglary, traffic stops, first aid, use of force, crime prevention and many more. The scenarios were designed for four-person teams, but each of Crystal's teams competed as a group of three. For the first time, Crystal's three teams all earned an award:

- Use of Force** - 2nd Place
- Crime Prevention** - 4th place
- Domestic Crisis** - 5th place

The following officers worked as advisors to Explorer Post #3950 in 2015:

Explorer Post Coordinator:
Sgt. Brandon Dorr

Advisors:
Officers Julie Severson, Jonathan Wilkes, Bryan Elfstrom and Jake Albers



Explorers (above) and Investigator Julie Severson before the annual Toys for Tots delivery to Kare 11 in December 2015.

The Explorers also volunteer at several community events throughout the year. They dedicate their time to Night to Unite, Crystal Frolics, the Airport Open House, Vehicle Fair and several other community events within and outside the City of Crystal.

The Crystal Explorers earned a Community Service Award, along with Post of the Year, through its sponsoring agency, the Northern Star Council.

Explorer Corey St. Pierre also earned a Life Saving Award for putting his first aid skills to use in two different real-life situations.



CSO UNIT/ SUPPORT SERVICES

COMMUNITY SERVICE OFFICERS (CSO) UNIT

The Crystal Police Department CSO Unit responds to calls for service that do not require the assistance of a sworn police officer. In 2015, the Community Service Officers of the Crystal Police Department responded to 6,832 calls for service.

The CSO Unit is also charged with the care and custody of prisoners held at the Crystal Police Department's temporary holding facility. CSOs book, photograph and fingerprint arrestees of the Crystal Police Department.

In 2015, the Crystal Police Department CSO Unit booked 314 prisoners through its temporary holding facility.

The Crystal Police Department CSOs also enforce City codes and ordinances, particularly in the area of parking and vehicle storage. Working with the City of Crystal's community development staff, the CSO Unit investigated 245 code enforcement cases in 2015.

SUPPORT SERVICES

Crystal Police Department Support Services Manager Matt Haga provides the department's technical support, maintains the property and evidence functions and supervises the Community Services Officers (CSO) Unit. Additionally, the support services manager is responsible for jail administration, oversight of Crystal's building security systems, crime

analysis and runs the Crystal Police Department's social media accounts.

In 2015, Haga led testing of several new pieces of information technology equipment vital to safe and efficient police operations. Current squad video systems were reaching the end of their planned life cycle, leading the department to test a new product capable of recording video activity from department vehicles in high definition. This system was tested in the traffic car during 2015, resulting in a recommendation to move to the new system in 2016. Additionally, the traffic car was used as a test bed for a new mobile data computer option, moving from previously issued laptops to a rugged tablet option. The rugged tablets proved to be cheaper and more versatile and will be beneficial as the department transitions to a new records management system in 2016.

The Crystal Police Department operates Facebook, Twitter and Nextdoor accounts with the support services manager having the primary responsibility. Social media accounts are used to distribute safety tips, urgent information necessary to ensure citizen safety and event information. In 2015, the department's Facebook page showed a 260% increase in followers, from about 800 to 2,100 followers at the end of the year.

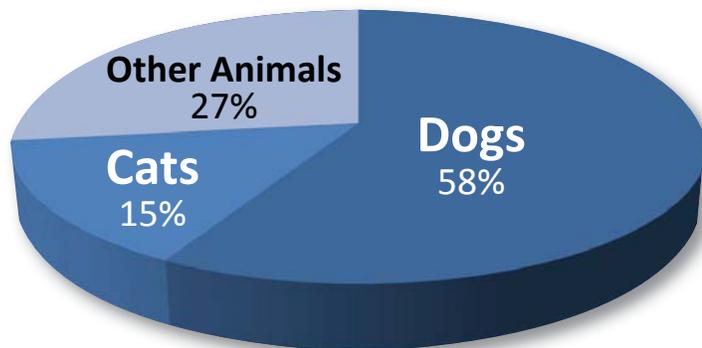
During 2015, officers of the Crystal Police Department entered approximately 3,050 items into the property and evidence room. Haga also processed roughly 5,000 digital photographs and 3,500 audio recordings entered by officers of the department.



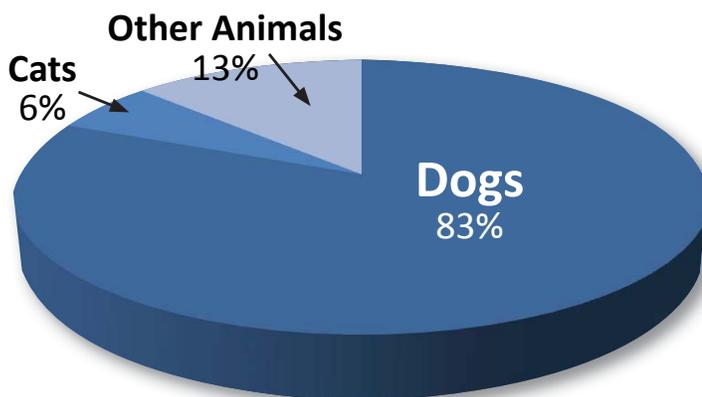
ANIMAL CONTROL OFFICER

Animal Control Officer Tom Mahan encountered or responded to 457 animal-related incidents in 2015. That is 11 more than 2014. Of the animal-related incidents, 341 were citizen complaints, two less than last year; and there were 116 officer-initiated complaints, 12 more than last year.

Citizen-initiated Complaints



Officer-initiated Complaints



The charts above show the type of animal involved in citizen-initiated and officer-initiated complaints in 2015.

Of the 116 officer-initiated incidents, one important case involved formal charges against a mother and daughter for harboring and refusing to register two declared dangerous dogs.

A review of 393 bite reports taken from 1992 through 2015 show 86% of bites were from dogs, 10% from cats and 3% were from other animals – 40% involved juveniles. There were 760 licensed dogs in the city at the end of 2015. Mahan was also involved in 68 non-animal related calls for service.

When statistics for both Crystal and New Hope are combined, Mahan encountered or responded to 660 animal involved incidents during 2015: 457 in Crystal and 203 in New Hope. There were 516 citizen complaints and 144 officer-initiated complaints.

Mahan has continued efforts to decrease the number of Canada geese in parks. Throughout the summer and fall, there was a decrease in the number of adult and juvenile geese in each city's parks and there were no complaints of feces on the trails. The program will continue in 2016.

Mahan attended Crystal code enforcement meetings and represented Crystal and New Hope at the Pets Under Police Security (PUPS) board meetings. He assisted in training new community service officers and patrol officers in both cities by reviewing animal-related ordinances and procedures. He also attended in-service training sessions for both cities. Mahan attended first responder, defensive driving and defensive tactics refresher courses when offered. He also participated in Night to Unite events.



RESERVE UNIT

The Reserve Unit conducts patrols of Crystal and assists paid staff (both sworn and non-sworn) at accident scenes, crime scenes and any time large crowd and/or traffic control is needed, including numerous community events.

In 2015, Crystal Police reserve officers volunteered more than 1,393 hours, equivalent to more than \$25,000 in wages.

Last year, the Reserve Unit had two members leave: Sgt. Nick Nelson became a first-time father last year and was the City's 2014 Reserve Officer of the Year. Nelson left to focus on his family.

Reserve Officer Hoang Phan was hired as a City of St. Paul police officer. Crystal ended the year with 10 active members.

Each year, the Reserve Unit selects a Reserve Officer of the Year. This year, the Reserve Advisory Board selected Scott Smith.

Smith has been with the Crystal Police Reserve Unit for two years. In that time, he has shown a willingness to lead by example and can frequently be found encouraging other reserves to come in and patrol with him. He has a great work ethic, a lot of enthusiasm and can always be counted on to work events and details as they arise.

Smith is originally from Prince Edward Island, Canada, and moved to the U.S. in 2000. While in Canada, he served as an infantry scout with the Canadian Army for three years. He has a degree in law enforcement and spends his days as a bus driver for Metro Transit.

RESERVE UNIT EVENTS IN 2015

- Northwest Metro Remodeler's Fair
- Crystal Frolics
- Antique Car Run
- Tater Daze in Brooklyn Park
- Duk Duk Daze in New Hope
- Whiz Bang Days in Robbinsdale
- Monster Mash Dance
- Teen Dance at the Crystal Community Center
- Night to Unite
- West Metro Fire-Rescue District Open House
- DARE Graduations
- Crystal Airport Open House
- Kids, Cops, and Firefighters
- Citizens Police Academy
- Annual Bike Rodeo
- Maple Grove Days Parade
- Raspberry Festival Parade in Hopkins

NEW EVENTS IN 2015:

- Run for Rocco
- Birdtown Half Marathon
- Minneapolis Polar Plunge
- Crystal Airport Hangar Dance

Applications for the Crystal Police Reserve Unit, when it has vacancies, are on the City of Crystal website at www.crystalmn.gov.



In Memoriam - Susan Carstens

On July 23, 2015, the Crystal Police Department suffered a great loss. Susan Carstens, the department's juvenile specialist for more than 35 years, passed away after a long, hard-fought battle with cancer.

Carsten's career began with the Crystal Police Department on Feb. 20, 1980. From the beginning, she brought a positive, can-do attitude to her work and to the office. Her level of dedication to the department and the community was unmatched. She was also the most sought-out employee on the department by citizens, employees and other agencies.

Because of her more than 35 years of experience, Carstens often served the children and grandchildren of her original clients, and she never forgot the small, important details of those she served.

Neighboring agencies often called upon Carstens for her expertise in child protection and vulnerable adult cases.

An expert in the juvenile justice system and juvenile crime, Carstens knew the importance of early intervention in a child's life. She was tenacious in connecting children with resources that would help them make better future decisions. She was compassionate and she fought hard every day for the youth and vulnerable adults of the community.

Within the Crystal Police Department, there was a confidence that when a case was referred to her, she would ensure that the individuals would get the



services they needed. There were no cracks to fall through when Colonel Carstens was on the case.

Susan Carstens is greatly missed by many within the community and the department. She will never be forgotten.



2015 Awards and Commendations

TRAFFIC SAFETY OFFICER OF THE YEAR

Officer Mason Barland

The Hennepin County Chiefs of Police awarded Barland this award for the second time. He also received a **Meritorious Service Award** from the Minnesota Chiefs of Police, a departmental **Exceptional Performance Award** for life-saving actions he conducted in October 2014, and also the **Hennepin County Traffic Advisory Council Award** for his work in traffic enforcement and educating the public.

LETTER OF COMMENDATION

Crystal Police Department Members

For the department's commitment and teamwork during the homicide case of Barway Collins. Patrol officers and investigators followed up on hundreds of tips and records staff transcribed thousands of interviews. The whole department came together and worked long hours with one goal: justice.

CHIEF'S AWARD

Investigators Adam Harrer, Matthew Marson and Sean Kwiatkowski
Harrer, Marson and Kwiatkowski were responsible for follow up interviews and tracking down information which was instrumental in the suspect's guilty plea in the homicide case of Barway Collins.

MEDAL OF MERIT – Lt. Derrick Hacker and Investigator Julie Severson

For their dedication and commitment shown during the Barway Collins homicide investigation. Hacker and Severson worked tirelessly to bring justice for this 10-year-old Crystal resident. On the 24th day of the investigation, the case turned from a missing person report to a homicide. Hacker and Severson were responsible for the coordination of the case, follow-up interviews and tracking down leads through the department tip line and FBI lead sheets. With their investigative skills and leadership, Hacker and Severson brought justice to young Barway and his family.

Awards continued on page 16.





Awards Continued – Exceptional Performances

**Officers Rob Hodge, Matt Saba,
Matthew Wright and Matthew Marson**
For their assistance in arresting a serial bank robber.
– February 2015

Officer Matthew Marson
For his investigation resulting in the successful
charging of two suspects in three jurisdictions for
identity theft.
– February 2015

Investigator Julie Severson
For going above and beyond in collaborating with
several individuals to bring justice for a 13-year-old
abuse victim.
– February 2015

Officers Jonathan Wilkes and Jordan Myhre
For their actions in arresting a suspect who refused to
surrender after an attack at a local restaurant.
– February 2015

**Officers Kathi Lefty Gomez, Caleb Selin,
Jordan Myhre, Jonathan Wilkes and
Tim Tourville**
For their teamwork in the arrest of a dangerous
armed suspect.
– March 2015

Officer Adam Harrer
For his outstanding investigative work that culminated
in first degree criminal sexual conduct and kidnapping
charges.
– April 2015

Officers Gabe Storz and Justin Tourville
For their keen observational skills and taking
immediate action that resulted in the arrest of a
business burglar.
– May 2015

Officer Geoff Kusick
For his proactive patrol efforts that resulted in the
arrest of two individuals with several outstanding
felony warrants.
– April 2015

Officer Geoff Kusick
For assisting the City of Robbinsdale in the arrest of an
individual hiding in an attic, demonstrating Kusick and
K-9 Rocco's dedication to training.
– April 2015

Officer Caleb Selin
For keeping a male suspect from assaulting a female
victim during a heated domestic incident.
– July 2015

Officer Caleb Selin
For his brave response to a house fire. Selin informed
dispatch that the upper level of a home was fully
engulfed in flames. He was informed two people were
still inside, so he entered and encountered two adult
males. Selin escorted them out of the home before
several oxygen bottles inside the home exploded.
– November 2015

Officer Jake Albers
For his keen observational skills during a traffic stop
which resulted in the confiscation of an illegal 9mm
handgun.
– December 2015

Officers Jon Kurtz and Jake Albers
For their proactive traffic enforcement which
resulted in the arrest of four individuals breaking
into residents' vehicles. This stop also resulted in the
removal of an illegal, loaded 22 caliber handgun.
– December 2015