

GARDEN GROVE POLICE DEPARTMENT

Strategic Plan

GARDEN GROVE CITY



2021 - 2026





WE ARE GGPD



COURAGE ~ COURTESY ~ COMMITMENT

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COURAGE

WE VALUE HONESTY, INTEGRITY AND TRUTHFULNESS THE
FOUNDATION OF OUR PROFESSION.

COURTESY

WE VALUE PROFESSIONALISM, CULTURAL DIVERSITY AND THE
RIGHTS OF ALL INDIVIDUALS.

COMMITMENT

WE ARE COMMITTED TO PROTECTING ALL LIVES AND PROPERTY
AND COMMUNITY INVOLVEMENT ON ALL ISSUES RELATING TO A
SAFE AND SECURE CITY.

Message from Chief Tom DaRé

As Chief of Police, I am pleased to introduce our Department's 2021 to 2026 Strategic Plan. This plan will explain our values, mission and vision while prioritizing issues. It will serve as the framework for our future decision making.

This Strategic Plan is the result of hard, dedicated work by Garden Grove Police Department personnel. This team met with department personnel, community members, other city departments and business owners, all to determine what our strengths and weaknesses were. We conducted surveys to determine what our community desires and needs, what they feel we are doing well, and how we can improve.

While our mission and values will guide our decision making and the service we provide, the strategic goals are designed to improve in areas identified by our employees, business owners, city personnel and community members. Our work to achieve these strategic goals will require dedicated and deliberate effort over the course of the next five years.

This plan is meant to be a reference for members of our community, city and police department staff members, the City Council and anyone who desires to better understand our commitment to keeping Garden Grove a great place to live, work, raise a family or build a business.

Thank you to the dedicated men and women of the Garden Grove Police Department for your continued commitment in providing exemplary service to the Garden Grove Community. Thank you to the City of Garden Grove and its community members for their continued support of public safety. We look forward to working together to accomplish the goals and objectives of the 2021-2026 Garden Grove Police Department Strategic Plan.



A stylized, handwritten signature in black ink, appearing to read "T. DaRé".

CHIEF OF POLICE
GARDEN GROVE POLICE DEPARTMENT

GARDEN GROVE

City Council



Steve Jones
Mayor



Kim B. Nguyen
Mayor Pro Tem
District 6



George S. Brietigam III
District 1



John R. O'Neill
District 2



Thu-Ha Nguyen
District 3



Patrick Phat Bui
District 4



Stephanie Klopfenstein
District 5

THE CITY COUNCIL, led by Mayor Steve Jones, focuses the City's resources and energy on maintaining and enhancing a safe, attractive and economically vibrant city with an informed and involved public. The high quality of life enjoyed by the residents of Garden Grove is directly related to the Police Department's commitment to serving and protecting the community. The City Council looks forward to providing support and leadership that will help the Police Department continue to provide a sense of safety and security to community members.

MISSION STATEMENT

The Strategic Plan Committee will develop plans and initiatives to be more proactive with crime prevention in the City.

Our objective is to develop strategies and values which will enhance quality of life for the community and its members.

The Garden Grove Police Department is committed to providing excellent customer service that is fiscally responsible and does not sacrifice service or public safety.

We will continue to hire and retain the best, qualified candidates and support career enhancement for all employees.



STRATEGIC PLAN COMMITTEE

**LIEUTENANT CARL WHITNEY
SERGEANT ROYCE WIMMER
CORPORAL THI HUYNH
DETECTIVE WILLIAM HOLLOWAY
CORPORAL NICHOLAS LAZENBY
MASTER OFFICER JOHN YERGLER
OFFICER PATRICK JULIENNE
OFFICER JORGE MAZON
DISPATCH SUPERVISOR BRANDY PARK
CSO RYAN BERLETH
RECORDS MANAGER PATRICIA FLINN
CSO VAN VU**



*** NOT PICTURED:**
LIEUTENANT CARL WHITNEY
CORPORAL NICK LAZENBY
RECORDS MANAGER PATRICIA FLYNN
COMMUNITY SERVICE OFFICER VAN VU



COURAGE ~ COURTESY ~ COMMITMENT

FUTURE BUILDING NEEDS

GOAL: Create a building space that will address the current and anticipated needs of the Garden Grove Police Department.

OBJECTIVE 1: Complete a building space needs assessment that will include building plan ideas and site location for construction.

OBJECTIVE 2: Identify funding sources to complete a new building project.

OBJECTIVE 3: Create adequate work spaces for the anticipated growth of GGPD to 200+ sworn officer and 100+ civilians.

OBJECTIVE 4: Create locker space and storage for Department equipment.

OBJECTIVE 5: Update/Create a new fitness and wellness center.



RECRUITMENT

GOAL: Select police officers and civilian employees, who will meet entry-level requirements and successfully complete the probationary period.

OBJECTIVE 1: Expand the potential candidate pool by increasing networking efforts on social media and other relevant job-seeking platforms.

OBJECTIVE 2: Strategically diversify the recruitment sources so shortages in candidates do not occur.

OBJECTIVE 3: Further develop and expand current programs such as Reserve Officer, Cadet and Explorer to maintain a pool of potential applicants for full-time employment.

OBJECTIVE 4: Develop an expedited testing process for hiring personnel.



COMMUNITY POLICING BUREAU

GOAL: Decrease crime rate and improve officer response times.

OBJECTIVE 1: Implement an online reporting service to decrease the volume of non-emergency calls for service.

OBJECTIVE 2: Increase staffing with more field community service officers, to allow patrol officers to stay available for priority calls and self-initiated activity.



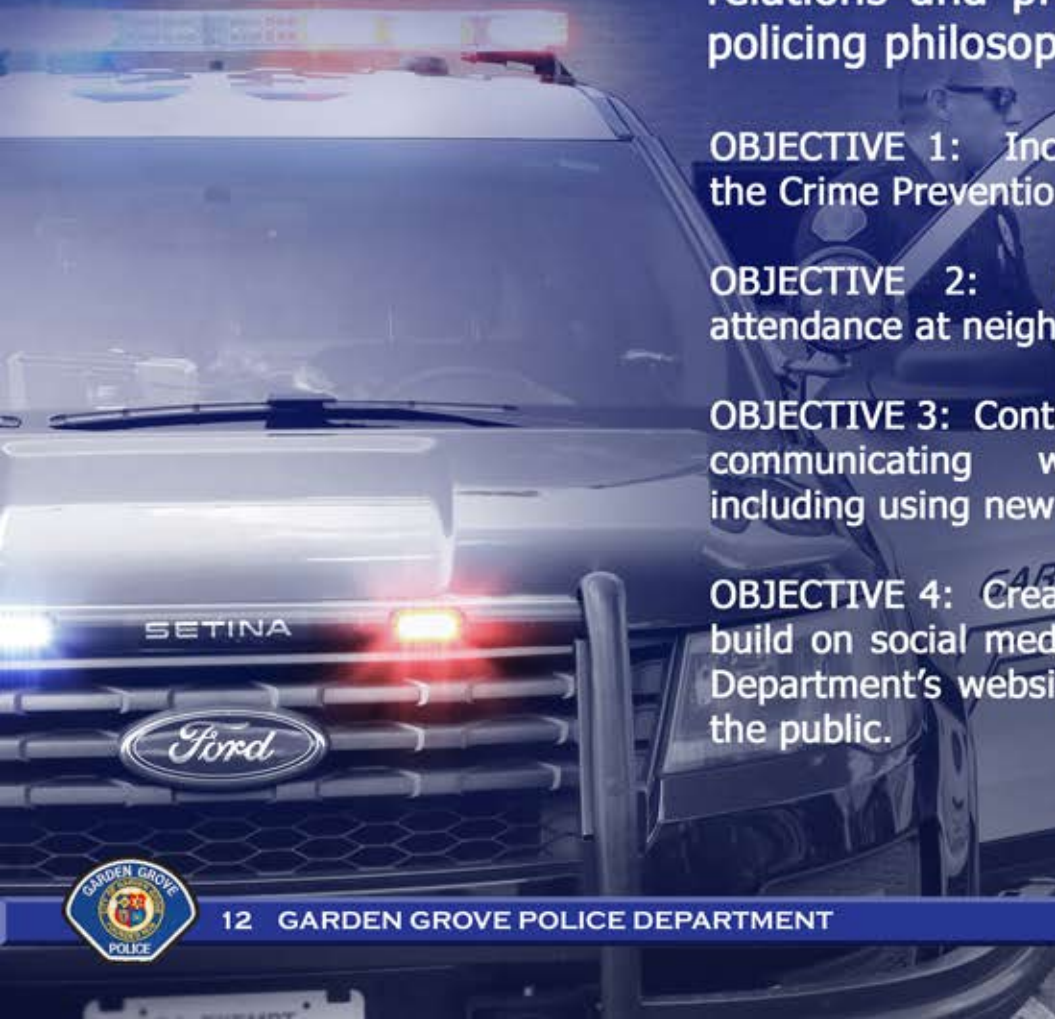
GOAL: Continue to improve public relations and promote the community policing philosophy.

OBJECTIVE 1: Increase the involvement of the Crime Prevention Unit.

OBJECTIVE 2: Promote patrol officers' attendance at neighborhood watch meetings.

OBJECTIVE 3: Continue to educate citizens on communicating with the Department, including using new technology (i.e. Text 911).

OBJECTIVE 4: Create a Social Media Team to build on social media platforms and maintain Department's website, to better connect with the public.



FIELD TRAINING AND ADVANCED OFFICER TRAINING PROGRAMS

GOAL: Maximize each employee's potential and knowledge base through consistent and efficient training standards.

OBJECTIVE 1: Expand probationary officer Field Training Program (FTO) to include an additional patrol phase, specialized training in traffic investigations and crime scene investigation.

OBJECTIVE 2: Prepare employees for future assignments by providing in-house career enhancement opportunities.



LEADERSHIP

GOAL: Ensure all employees meet the highest ethical and professional performance standards by enhancing employee training and development.

OBJECTIVE 1: Promote participation in community service organizations, while encouraging attendance at leadership conferences and trainings.

OBJECTIVE 2: Improve Department awareness through annual meetings with sergeants and command staff.

OBJECTIVE 3: Continue to provide training for officers to raise awareness on the significance of diversity.

OBJECTIVE 4: Continue to provide formalized training protocols to ensure personnel remain current with existing legal, professional and criminal trends affecting law enforcement.

OBJECTIVE 5: Continue employee education and training on risk management and civil liability.

OBJECTIVE 6: Send one manager to executive leadership training once a year.



GARDEN GROVE POLICE DEPARTMENT



PATROL

GOAL: Improve customer service and decrease response times.

OBJECTIVE 1: Continually evaluate and assess the patrol deployment model to deliver appropriate services to the City of Garden Grove.

OBJECTIVE 2: Increase field staffing by implementing a fully staffed swing shift.

OBJECTIVE 3: Hire the best trained and qualified police officers to include academy recruits and lateral officers to deliver quality police services.



GOAL: Promote advanced training.

OBJECTIVE 1: Apply for grants to fund extra opportunities for personnel to attend more specialized trainings.

GOAL: Streamline patrol procedures.

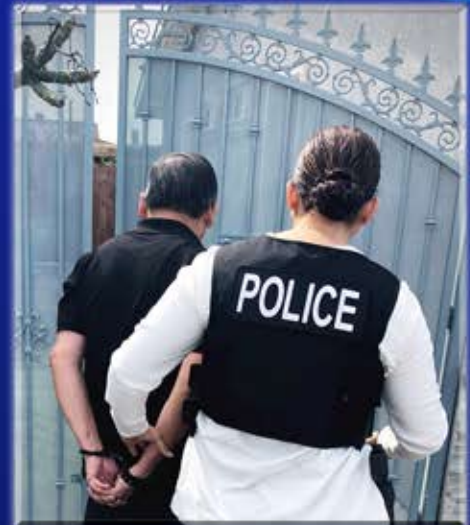
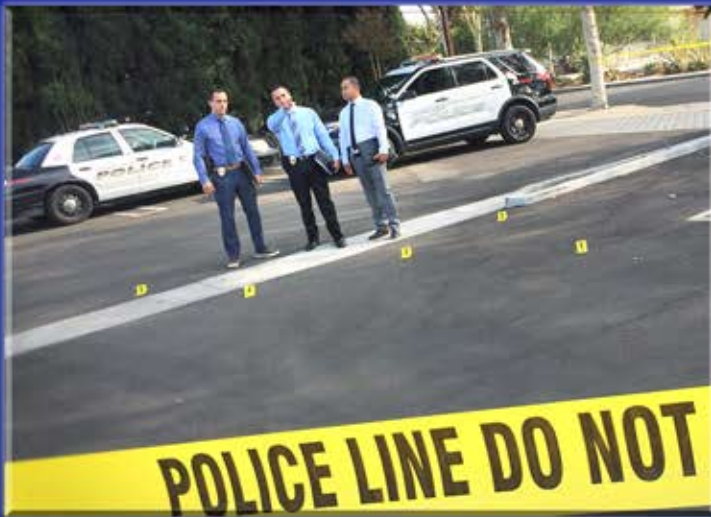
OBJECTIVE 1: Improve current technology used by patrol, including report writing, in-car computers and cameras.

OBJECTIVE 2: Implement online reporting.



INVESTIGATIONS UNIT

GOAL: Continue developing strategies to reduce crime and efficiently solve cases.



OBJECTIVE 1: Identify Financial Crimes Investigators and seek out specialized training to further their expertise.

OBJECTIVE 2: Assign a detective to the Orange County Regional Computer Forensic Laboratory.

OBJECTIVE 3: Add technology to help with crime reductions and suspect identification.

OBJECTIVE 4: Implement a crime reduction committee to seek new and innovative ways to reduce crime.



SPECIAL WEAPONS AND TACTICS

GOAL: Provide advanced officer safety training to increase officer and public safety, when dealing with violent offenders.

OBJECTIVE 1: Locate facilities to provide realistic training for officers, in the areas of breaching, firearms, simunitions and tactics.

OBJECTIVE 2: Provide SWAT team with advanced weapons and tactics training.

OBJECTIVE 3: Acquire a "Bear Cat" armored vehicle and other equipment to increase officer and public safety, during violent incidents.

OBJECTIVE 4: Expand SWAT team personnel to include certified medics who can provide treatment during active violent incidents.

OBJECTIVE 5: Increase cross-training with the Hostage Negotiations Team and Tactical Dispatchers.

OBJECTIVE 6: Implement mentorship program to help non-SWAT officers develop skills needed to become successful future SWAT team members.

OBJECTIVE 7: SWAT body cameras, purchase and outfit all team members.



HOSTAGE NEGOTIATIONS TEAM

GOAL: Enhance negotiation skills through regular training and the use of modern technology.

OBJECTIVE 1: Update all negotiation technology.

OBJECTIVE 2: Identify a dedicated storage area for all HNT equipment.

OBJECTIVE 3: Recruit new members and provide continued training for current members.

OBJECTIVE 4: Increase cross-training with SWAT and tactical dispatchers.

OBJECTIVE 5: Provide patrol personnel with basic negotiation tactic skills.



SPECIAL INVESTIGATIONS UNIT

GOAL: Increase effectiveness in investigating narcotics, vice-related crimes and complex in-progress incidents.

OBJECTIVE 1: Acquire new technology and equipment to improve surveillance capabilities and enhance officer safety during sophisticated narcotics and vice investigations.

OBJECTIVE 2: Increase Special Investigations training to combat organized crimes to include: illegal gambling, human trafficking and prostitution.



GANG SUPPRESSION UNIT

GOAL: More effectively investigate and prevent gang related crimes and improve quality of life in neighborhoods affected by gang violence.

OBJECTIVE 1: Increase gang detectives' investigative ability through advanced training.

OBJECTIVE 2: Acquire new technology and equipment to improve surveillance capabilities and enhance officer safety during gang related investigations.

OBJECTIVE 3: Continue collaborations with such programs as Gang Reduction Intervention Program (GRIP) to facilitate gang prevention through community relationships.



NEIGHBORHOOD TRAFFIC UNIT

GOAL: More effectively prevent fatal traffic collisions, provide specialized training to patrol officers and address quality of life issues related to vehicle traffic issues.

OBJECTIVE 1: Increase staffing to include an additional 2 to 4 officers. The additional positions will be used to investigate traffic related fatalities, address traffic related calls for service, and help supplement the need for traffic officers needed for community events like marathons, parades, and special events.

OBJECTIVE 2: Acquire and update current technology to more accurately depict and investigate fatal traffic collisions and/or major crime scenes.

OBJECTIVE 3: Implement a one-week training program, designed to train new officers on traffic related issues, investigations and enforcement; to increase the proficiency of traffic accident reports taken by patrol officers.

OBJECTIVE 4: Acquire a dedicated training motorcycle and implement an annual advanced riding training course to increase traffic officer safety and effectiveness.



COMMUNITY IMPACT UNIT

GOAL: Improve public safety through effective crime reduction measures and with community partnerships.

OBJECTIVE 1: Utilize intelligence-led policing with the use of crime statistics and geographic policing technology. Team members will focus on suppression, intervention and prevention measures.

OBJECTIVE 2: Partner with neighborhood groups and businesses to engage joint problem solving efforts and crime prevention.

OBJECTIVE 3: Utilize modern law enforcement technology to enhance crime suppression efforts and surveillance capabilities.



YOUTH SERVICES UNIT

GOAL: Continue the partnership with the Garden Grove Unified School District (GGUSD) to provide effective support as it relates to the community's youth population.

OBJECTIVE 1: Increase staffing to expand the School Resource Officer program.

OBJECTIVE 2: Establish a dedicated area for the Explorer program; with locker space for members to change into uniforms, adequate meeting room and storage space for equipment.

OBJECTIVE 3: Acquire and implement the use of advanced technology to assist with the investigations of juvenile cyber related crimes.

OBJECTIVE 4: Assign investigators to the Orange County School Mobile Assessment and Resource Team to be utilized in school situations and incidents related to violence.



RESORT SERVICES TEAM

GOAL: Improve and Expand the Resort Services Team.

OBJECTIVE 1: Increase staffing to include an additional full-time officer, to better serve the expanding resort area.

OBJECTIVE 2: Add one designated specially marked Resort Services vehicle to the fleet.

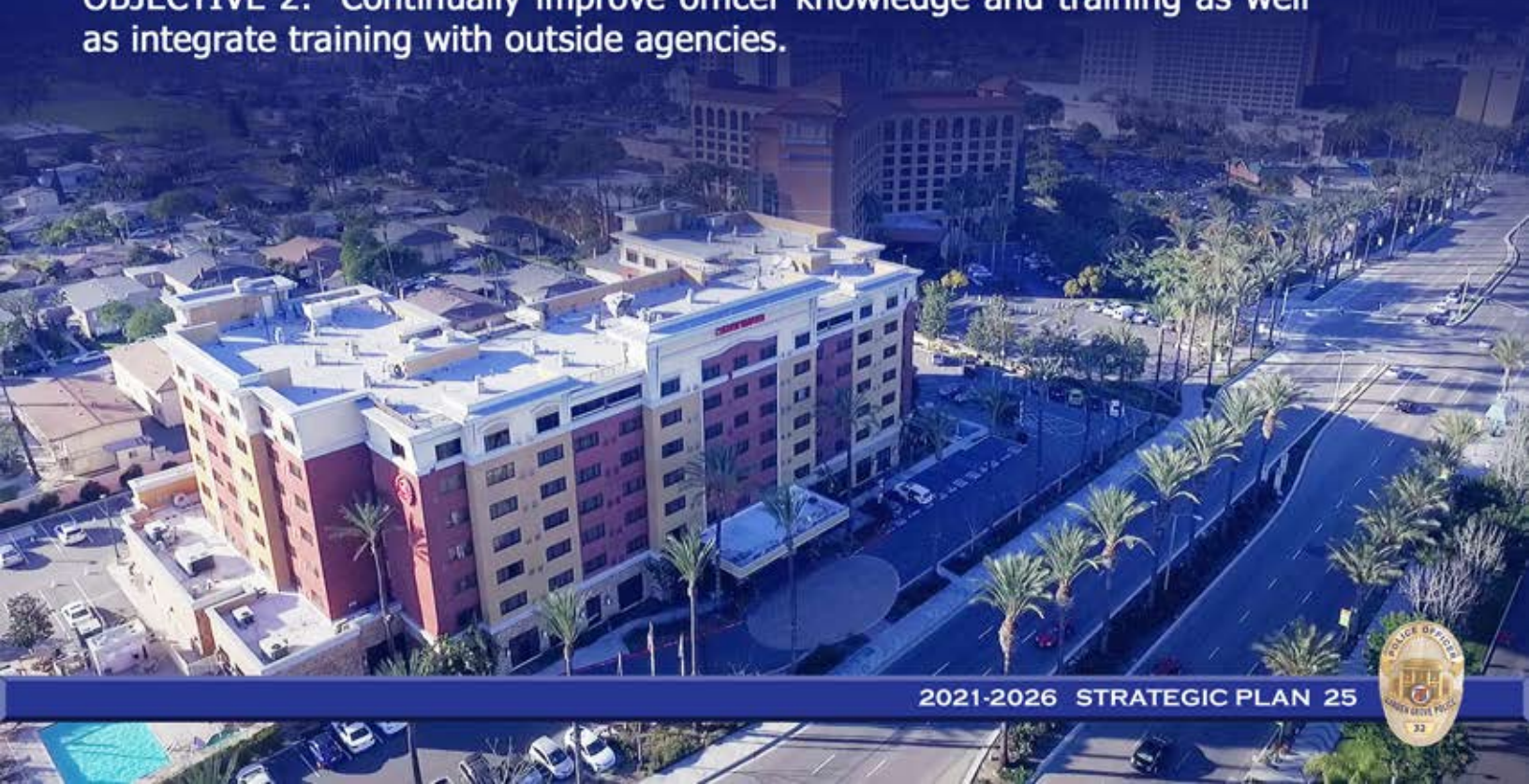
OBJECTIVE 3: Procure a designated team office, in the resort area to allow for efficient call handling and tourist interaction.



GOAL: Training and Education

OBJECTIVE 1: Continue educating resort employees on how to report criminal activity and handle emergencies.

OBJECTIVE 2: Continually improve officer knowledge and training as well as integrate training with outside agencies.



SPECIAL RESOURCE TEAM

GOAL: Improve and expand the Special Resources Team.

OBJECTIVE 1: Increase staffing to more effectively handle calls for service related to homelessness issues and community blight.

OBJECTIVE 2: Add another dedicated SRT vehicle to the fleet, so overlapping shifts do not take a patrol unit out of service.



GOAL: Address space needs to improve efficiency.

OBJECTIVE 1: Improve property booking process and establish a dedicated storage area to temporarily keep arrestee property.

OBJECTIVE 2: Implement a system for donated goods (clothing, toiletries, bedding etc.) for distribution to homeless persons.

GOAL: Collaborate with non-profit organizations and outside agencies to address homelessness issues.

OBJECTIVE 1: Continue utilizing City Net as a resource for outreach, transition support and streamlining multiple services.

OBJECTIVE 2: Continue to partner with County Mental Health to provide necessary mental health resources for the community.



CANINE UNIT

GOAL: Continue to improve and expand the Canine Unit while simultaneously providing updated and educational training to the department and community.

OBJECTIVE 1: Acquire and deploy a third canine for weekday day shift to more effectively address calls for service as well as City/Department needs.

OBJECTIVE 2: Designate an area at the station to be utilized for the care and housing of canines during special circumstances as well as the storage of canine equipment.

OBJECTIVE 3: Locate a permanent training area with real world obstacles as well as attain new training aids and equipment.

OBJECTIVE 4: Replace old outdated training suit with new one which will provide the required protection needed during weekly training.



RECORDS DIVISION

GOAL: Improve technology to increase efficiency and provide better customer service.

OBJECTIVE 1: Research and create an on-line report filing option for the public.



GOAL: Update facility and equipment to increase employee and public safety, and promote customer service.

OBJECTIVE 1: Install phones in all interview rooms to enable language translation line services.

OBJECTIVE 2: Research and implement different payment options for customers to make payments for reports, booking fees, alarm permits, vehicle releases and live scan transactions.



GOAL: Allocate staff for changing roles in technology, promote professional development and meet training needs.

OBJECTIVE 1: Increase staffing to include four Records Specialist positions and an additional shift supervisor.



COMMUNICATIONS

GOAL: Promote career development opportunities, increase resources available to dispatchers and encourage employee involvement in the community.

OBJECTIVE 1: Develop a mentorship program and leadership opportunities for line staff.

OBJECTIVE 2: Include observation of dispatch operations as part of the FTO curriculum.

OBJECTIVE 3: Establish protocol in which dispatch personnel participate in the debriefing of major incidents.

OBJECTIVE 4: Increase dispatch personnel involvement in community outreach events.

OBJECTIVE 5: Replace CAD/RMS with a new system that is user friendly.



COMMUNITY SERVICE OFFICERS

GOAL: Enhance working environment for all Community Service Officers (CSOs).

OBJECTIVE 1: Expand training topics for CSOs to include court testimony, customer service training, investigative interviewing and de-escalation techniques such as "verbal judo".

OBJECTIVE 2: Implement cross-training of CSO positions, as staffing and time permits.

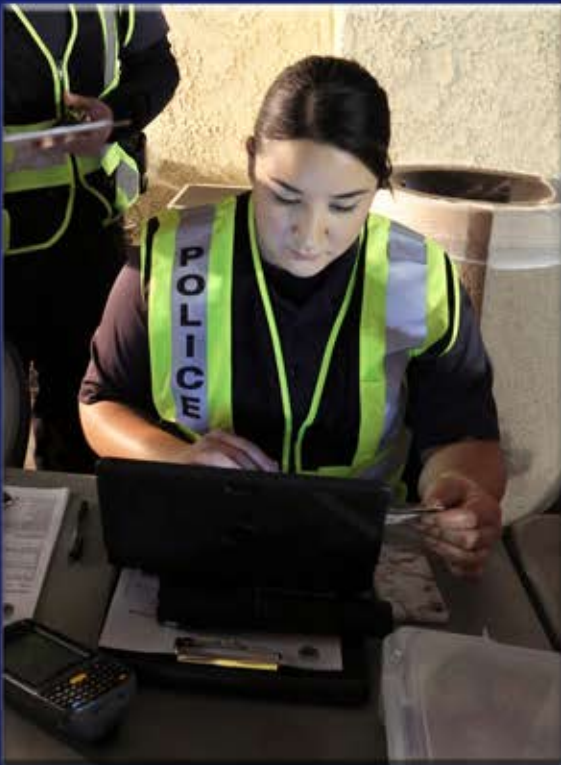


GOAL: Address Safety Concerns for all CSOs.

OBJECTIVE 1: Include civilian personnel and CSO's in first aid trainings.

OBJECTIVE 2: Provide safety/self-defense training for civilian personnel and CSO's who have regular contact with the public.

OBJECTIVE 3: Affix privacy mesh on fencing around all police parking lots and implement other forms of security measures, to address personnel safety concerns.



CRIME PREVENTION

GOAL: Continue to connect the Department with the community to better address crime trends and prevent future crimes.



OBJECTIVE 1: Create a master Department Events Calendar, accessible to all divisions to better coordinate our schedule with community events.

OBJECTIVE 2: Establish procedures to coordinate with Crime Analysis to better communicate crime trends to the community.

OBJECTIVE 3: Establish procedures to coordinate with Communications to be more mutually informed of current community concerns and operational goals.

PROPERTY AND EVIDENCE

GOAL: Increase storage space, improve technology and update equipment to address the growing needs from the increase of calls for service.

OBJECTIVE 1: Modernize security measures with state-of-the-art systems to maintain employee safety and security of property.

OBJECTIVE 2: Increase staffing to include three additional Community Service Officers to support the increased workload and volume of cases.



OBJECTIVE 3: Update equipment and technology (printers, scanners, updated Internet) at the offsite warehouse to allow staff to efficiently work at the location.

OBJECTIVE 4: Create a Safekeeping Form to be signed during the booking process to eliminate the need to send notification letters to arrestees.

OBJECTIVE 5: Identify an additional safe and secure site to store property belonging to transient arrestees.



BODY WORN CAMERAS

GOAL: Training and upgrading technology on a consistent basis.

OBJECTIVE 1: Establish procedures to provide annual or bi-annual training to ensure all Department employees are up-to-date on policy/procedures and proficient with the system.

OBJECTIVE 2: Follow current best practices and procedures involving body worn camera technology. Ensure technology stays updated and current.



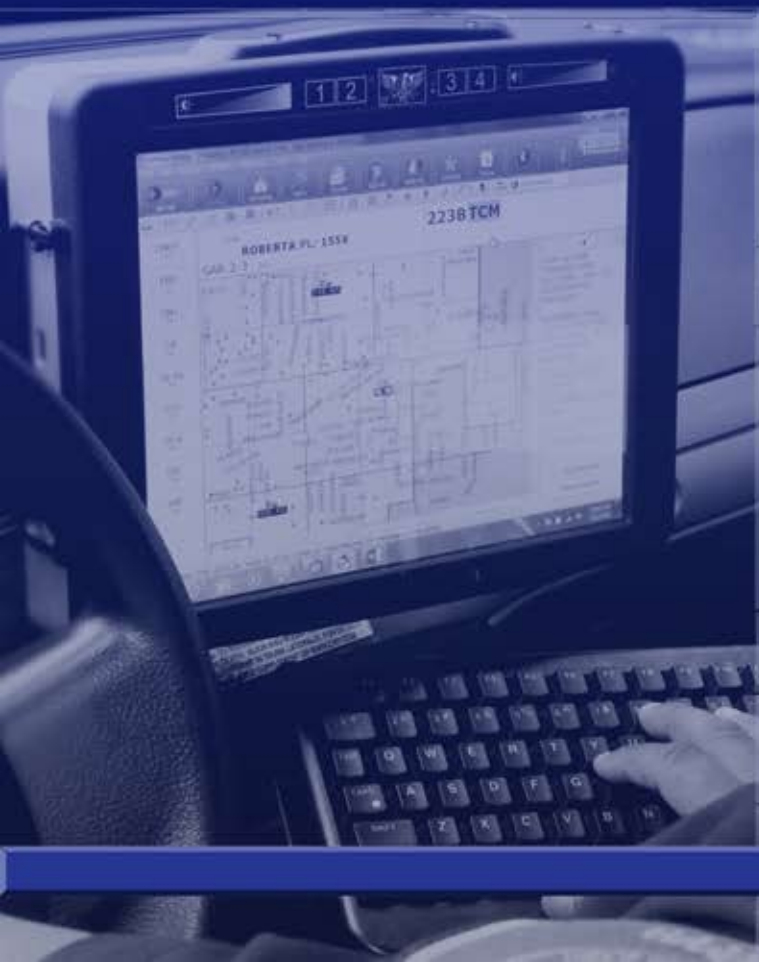
TECHNOLOGY

GOAL: To continually evaluate, research and acquire the most advanced crime-fighting technology to best serve public safety needs.

OBJECTIVE 1: To Utilize modern law enforcement technology to enhance crime suppression efforts and surveillance capabilities.

OBJECTIVE 2: Acquire updated computers for all patrol and unmarked units.

OBJECTIVE 3: Implement Lexipol and maintain CALEA Accreditation to ensure the Department's highest standards.



GARDEN GROVE PD AT A GLANCE

2019



POPULATION
174,226



**NUMBER OF
OFFICERS**
182



**OFFICERS
PER CAPITA RATIO**
1.04



Responses 69,570

Calls Received
(911 Calls) 52,926
(Non-Emergency line) 85,765

Text to 911
(Text Sessions) 296
(Text Messages) 2179



REPORTS
10,147

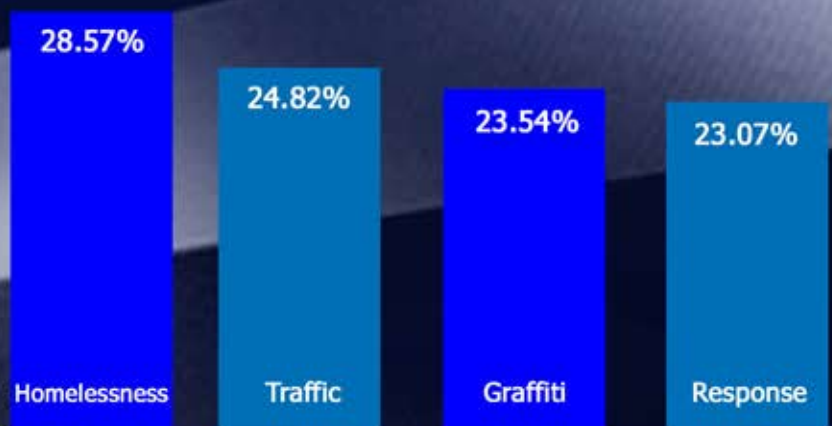


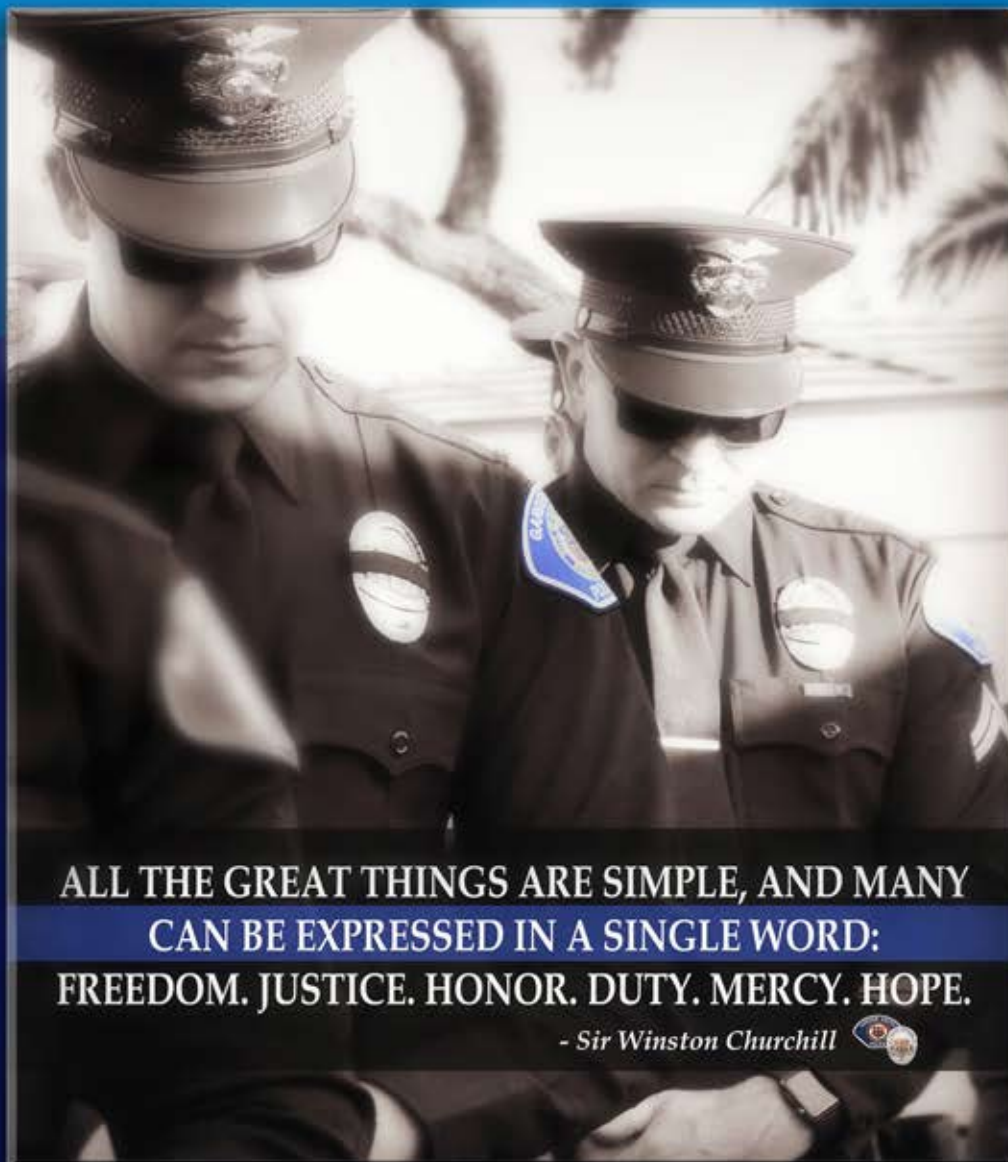
ARRESTS
7566



CITES
13,674

2019 Survey of matters
that are of most concern
to the citizens of Garden
Grove.





ALL THE GREAT THINGS ARE SIMPLE, AND MANY
CAN BE EXPRESSED IN A SINGLE WORD:
FREEDOM. JUSTICE. HONOR. DUTY. MERCY. HOPE.

- Sir Winston Churchill



GARDEN GROVE POLICE DEPARTMENT GENERAL INFORMATION

PUBLIC HOURS

Monday – Friday: 8 a.m. to 6 p.m.

ADDRESS

11301 Acacia Parkway, Garden Grove, CA 92840

IMPORTANT PHONE NUMBERS

Emergency: 911

Non-Emergency Dispatch: 714.741.5704

Police Records: 714.741.5719

CITY OF GARDEN GROVE WEBSITE

ggcity.org

GARDEN GROVE POLICE DEPARTMENT

ggcity.org/police

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