



## PLANO POLICE DEPARTMENT

# 2019

## ANNUAL REPORT

*...in partnership  
with the community...*



# *Introducing Plano's New Chief of Police*



## *Chief Ed Drain*

*Chief Drain started his law enforcement career with the Plano Police Department in 1994. He worked in Patrol, the Neighborhood Police Unit, and Traffic Investigations. He also served on the SWAT Team and the Bomb Squad. He progressed through the ranks as a Sergeant, Lieutenant, and Captain.*

*In 2006, Chief Drain was appointed as the Assistant Police Chief, a position he held for ten years. During that time, Chief Drain managed all operational areas of the department, including Patrol Services, Criminal Investigations, and Support Services. From June 2015 to September 2015, Chief Drain served as the Interim Chief for the Murphy Police Department while still employed with the Plano Police Department. In July 2016, Chief Drain was appointed as the Interim Chief for the Amarillo Police Department. In October 2016, Chief Drain was formally selected as the Police Chief for the Amarillo Police Department. In February 2020, Chief Drain returned to Plano to serve as the Police Chief.*

*Before his career in law enforcement, Chief Drain served in the U.S. Army as an Explosive Ordnance Disposal (EOD) officer. Upon leaving active military service, he continued to serve in the Army Reserves. Between April 2004 and April 2005, he was recalled to active duty and assigned to the Third U.S. Army Corps in Iraq, where he was awarded a Bronze Star and other military decorations. Chief Drain retired from the Army Reserves in 2007 as a Lieutenant Colonel with 24 years of active and reserve military service.*

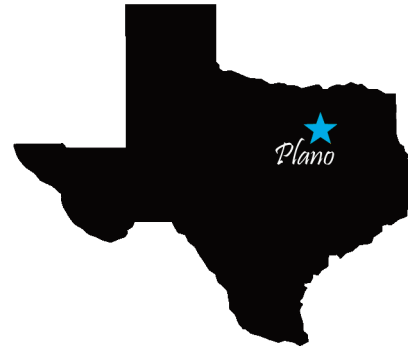
*Chief Drain serves on the Texas Children's Justice Act Task Force, the Texas Sexual Assault Survivors Task Force, and the Texas A&M Engineering Extension Service Law Enforcement Training Advisory Board. Chief Drain has also served with several non-profit organizations in the Plano community to include the Samaritan Inn Executive Board, Advisory Council for the Salvation Army, and the Executive Board for CASA of Collin County. He is also a member of the Plano Metro Rotary Club and Phi Beta Sigma Fraternity.*

*Chief Drain is a graduate of the Institute for Law Enforcement Administration (ILEA) School of Police Supervision and the School of Executive Leadership. He is also a graduate of the FBI National Academy. He is certified by the Texas Commission on Law Enforcement (TCOLE) as an instructor and Master Peace Officer. Chief Drain has a Bachelor of Science Degree in Criminal Justice from the University of Texas at Arlington, a Certification in Public Management from the University of Texas at Dallas, and a Masters of Business Administration Degree from Amberton University.*

*Chief's Drain wife, Linda, previously worked as an Assistant District Attorney for Collin, Potter, and Randall Counties and is now retired.*

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## PLANO TEXAS HIGHLIGHTS

Population – 286,400 (*approximately*)

9<sup>th</sup> largest city in Texas  
69<sup>th</sup> largest city in the United States  
4<sup>th</sup> largest city in North Texas  
Largest city in Collin County

Visitors each year – 3,215,256 (*estimate*)

### **Fortune 1000 companies in Plano include:**

J.C. Penney, Rent-A-Center, Cinemark Holdings,  
and Yum China Holdings.

### **Largest private employers (employing over 1,000) include:**

Bank of America, Capital One Finance, JPMorgan Chase,  
Toyota Motor North America, NTT DATA, Ericsson,  
Liberty Mutual Insurance, J.C. Penney, USAA,  
Fannie Mae, PepsiCo, Frito-Lay, Texas Health Plano,  
Medical City Plano, FedEx Office, Stewart Systems,  
Samsung Electronics America,  
and Hewlett Packard Enterprise.

### **Companies that have recently relocated to Plano include:**

Reata Pharmaceuticals, Ryan, Ribbon Communications,  
Cognizant Technology Solutions, Paragon Healthcare,  
Heathcare Associates of Texas, EWC Ventures,  
Newmark Knight Frank, and CDW.

## Our Mission

*To provide outstanding police services, in partnership  
with the community, to maintain a safe environment that  
contributes to the quality of life.*

## PERFORMANCE MEASURES

*Crime Rate • Traffic Safety • Timely Service • Quality of Service*





## *Message from the Chief*

*On behalf of the 685 dedicated men and women of the Plano Police Department, I am pleased to present our 2019 Annual Report. Our mission as an organization is to provide outstanding police services, in partnership with the community, to maintain a safe environment that contributes to the quality of life. To measure whether we are achieving our mission, we have four organization performance measures: Crime Rate, Traffic Safety, Timely Service, and Quality of Service.*

Ed Drain, Chief of Police

## *The results of our four organization performance measures for 2019 are:*

**Crime Rate:** The Department's goal is to keep the crime rate below a rolling five year average. Plano continues to receive national acclaim for its safe community and quality of life. As a result, both Haven Life Insurance and WalletHub named Plano as one of the safest cities in America in 2019.

The Federal Bureau of Investigation (FBI), through Uniform Crime Reporting, collects crime data from law enforcement agencies across the nation. Homicides, Rapes, Robberies, and Aggravated Assaults are classified as violent crimes, while Burglaries, Larcenies, and Motor Vehicle Thefts are classified as property crimes.

In 2019, Plano's violent crime rate was down 3.7 percent while the property crime rate decreased by 4.5 percent. Overall, the major crime rate, which consists of violent and property crimes, fell 4.4 percent in 2019. These decreases are significant as according to the most current data released by the FBI, Plano has the lowest crime rate for Texas cities with a population over 200,000.

**Traffic Safety:** The Plano Police Department has a three-pronged approach to traffic safety: Enforcement, Education, and Partnership with the community. In 2019, the total number of crashes increased 5.9 percent. Crashes with injuries also increased 7.4 percent and fatality crashes increased by 14.3%.

**Timely Service:** Responding to citizen's requests for police services is one of our top priorities. The Department's goal is to respond to priority one calls within 5-minutes and all other calls within 8-minutes. In 2019, the average response time to priority one calls was 3.98 minutes, down from 4.05 minutes in 2018. The response time for all other calls for service decreased from 7.32 minutes in 2018 to 7.29 minutes in 2019.

**Quality of Service:** Through quarterly and annual surveys, citizens continue to provide a high rating on the quality of service provided by the Plano Police Department. In the most recent survey, 96 percent of the citizens polled rated the Department as "good to excellent." We invite you to join us in partnership to keep Plano a safe community by participating in one of our many community programs such as Neighborhood Crime Watch, Citizen's Police Academy, UNIDOS, or our Community Camera program.

*Our employees are committed to serving the community. Please do not hesitate to call upon us whenever you have questions or concerns*

Ed Drain, Chief of Police



# EXECUTIVE TEAM

## PLANO POLICE DEPARTMENT



**VACANT**

### Name

*Assistant Chief of Police*  
Field Operations Bureau



### Dan Curtis

*Assistant Chief of Police*  
Support Operations Bureau



### Ed Drain

*Chief of Police*



### Curtis Howard

*Manager*  
Administrative Services Bureau



### Marlin Price

*Manager*  
Operation Services Bureau



### Mike Tower

*Deputy Chief*  
Criminal Investigative Services Div.



### Steve Copling

*Deputy Chief*  
Patrol Services Div.



### Danny Alexander

*Manager*  
Planning & Research Div.



### Charlotte Holzmeister

*Manager*  
Records Div.



### Jason Christensen

*Deputy Chief*  
Patrol Services Div.



### Danny Pirozzo

*Deputy Chief*  
Support Services Div.



### Sharon Jameson

*Manager*  
Fiscal Affairs Div.



### Rick Staub

*Manager*  
Physical & Technical  
Services Div.



### John Hill

*Manager*  
Detention Div.

## STAFFING

Plano Police Personnel	Authorized 2019	Authorized 2020
Chief of Police .....	1	1
Assistant Chief of Police .....	2	2
Deputy Chief .....	4	4
Lieutenant .....	16	16
Sergeant .....	40	40
Officer .....	348	351
<b>TOTAL SWORN .....</b>	<b>411</b>	<b>414</b>
Civilian Staff (FT) .....	186	186
Civilian Staff (PT) .....	85	85
<b>TOTAL CIVILIAN .....</b>	<b>271</b>	<b>271</b>
<b>TOTAL STAFF .....</b>	<b>682</b>	<b>685</b>

## JANUARY

The National Association of Town Watch ranked Plano #12 in the nation for National Night Out events.

Plano is ranked first in 2019 as the "Best Places to Live 2019" by areavibes.com for the third year consecutively.



## FEBRUARY

The Plano Citizens Police Academy Alumni Association held an Annual Awards Banquet and the following volunteers received awards:

Daryl Molitor .....*Volunteer of the Year*  
 Michael Manor .....*Rookie of the Year*  
 Bill Werner .....*Rookie of the Year*  
 Rick Krupka .....*President's Award*



## MARCH

Plano is named the "Happiest City in America" by WalletHub.com



## JULY

Plano Police and Fire go head-to-head in the Battle of the Badges Blood Drive, sponsored by Rotary Clubs of Plano.

Police Explorers attend the state's annual Law Enforcement Explorer Competition in Texas and out of 64 teams from across the state are named "2nd Best Team in State."



## AUGUST

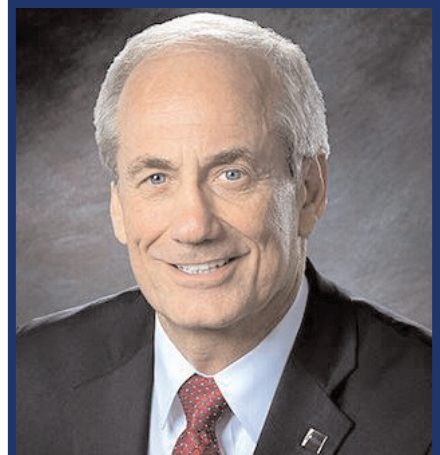
Plano Police and Fire hold Active Shooter/Bleed Control training for citizens.

Officer Mark Dawson was named "2019 Peace Officer of the Year" by the Texas Citizens Police Academy Alumni and Law Enforcement Training organization.



## SEPTEMBER

Plano Police Chief Gregory W. Rushin was named Deputy City Manager after 34 years of service with the Plano Police Department. Chief Rushin served as Chief of Police from 2001 to 2019.



## APRIL

The Plano Police Department held their 44th Annual Awards Banquet to recognize the Police Officers and civilian employees who have excelled in making Plano's neighborhoods safer and a more enjoyable place in which to live and work.



## MAY

The Plano Police Memorial was held in the Senator Florence Shapiro Council Chambers at City Hall in memorial of the 12 Texas Peace Officers who were killed in the line of duty in 2019.



## JUNE

Officer T.J. Brantley rescues special needs child from creek and receives media attention for his life-saving efforts.

Sergeant Renee Glasser and Officer Taylor Rust each received a Texas Medal of Valor award at the State Capitol for their heroic and lifesaving actions in the line of duty.



## OCTOBER

Plano Police hold their annual National Night Out event. Over 60 events across the city were attended by members of the Plano Police Department.

Plano Police participated in the National Drug Take Back initiative sponsored by the DEA. In the April and October events, over 4,400 lbs of unused, unwanted, or expired drugs were collected for safe disposal.



## NOVEMBER

Plano Police Department receives its 8th re-accreditation from the Commission on Accreditation for Law Enforcement Agencies (CALEA) and a Meritorious Service Award for 15 or more years as an accredited agency.



## DECEMBER

Plano was ranked by WalletHub.com as the third "Safest City in America" and first in the state of Texas. Plano also ranked second overall in the "Home and Community Safety" category. No. 3 in Texas (13th in the US) "Best & Worst Cities to Drive In" by WalletHub

Plano Police Crime Prevention Specialist Liu Yuan named "2019 North Texas Outstanding Crime Prevention Specialist of the Year" by the North Texas Crime Prevention Association.





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# DEPARTMENTAL AWARDS

## PLANO POLICE DEPARTMENT

# 2019

### *Plano is ranked....*

*No. 2 “Best Southern City to Retire” by Go Banking Rates.*

### *Plano is named....*

*No. 3 “Safest City in the United States.” by Haven Life Insurance*

*No. 3 Safest City in America by WalletHub.*

*No. 4 “Best City to Raise a Family.” by WalletHub.*

*No. 4 “Best Cities to Buy a House in America” in 2019 by Niche.*

*No. 5 “Best City to Live in America” by Niche.*

*No. 10 “Best City to Retire” by Niche.*

*No. 13 in the US (3rd in Texas) as the “Best & Worst Cities to Drive In” by WalletHub.*

### *Plano is also....*

- Among “Least Stressed Cities” in America by WalletHub.
- One of the “Most Caring Cities in America” by WalletHub.
- “America’s Happiest City in 2019” by WalletHub.

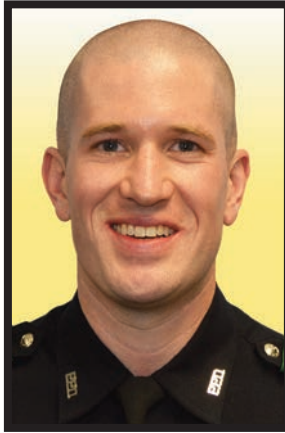
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# 2019 ANNUAL AWARD RECIPIENTS

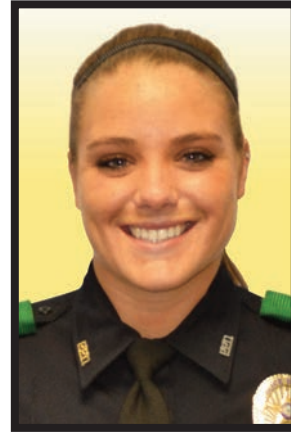
## PLANO POLICE DEPARTMENT



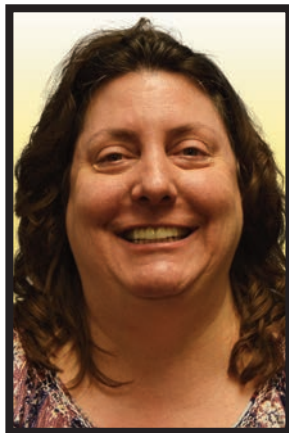
*Sworn Supervisor of the Year*  
Lieutenant Mica Lunt



*Officer of the Year*  
Officer Jacob Evans



*Rookie of the Year*  
Officer Kami Stockett



*Civilian of the Year*  
Ms. Christi Blazo



*Civilian Supervisor of the Year*  
Ms. Nicole Offerdahl



### *Lifesaving*

*Officer Coy Clements • Officer Luis Diaz • Officer Marcus Halpin • Officer Kenneth Mings*

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## *Office of the Chief of Police*

*Chief Drain's staff includes: Assistant Chief of Police Dan Curtis, Administrative Services Bureau Manager Curtis Howard, Operations Services Bureau Manager Marlin Price, as well as additional sworn and civilian employees.*

*The Office of the Chief is responsible for developing and communicating the vision of the Department. This office plans, organizes and directs Departmental policies and activities, oversees the budgetary operations, as well as houses the Legal Advisor, the Professional Standards Unit, and the Public Information Office.*

*The individuals assigned to these Units ensure that the Department continues to provide professional service to the citizens of our community on an ongoing basis.*





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# Office of the Chief of Police

## PLANO POLICE DEPARTMENT



### *Office of the Legal Advisor*

The Department's Legal Advisor, Gail Leyko, is available twenty-four hours a day to Police Department staff to answer questions and provide a range of legal services to the Police Department. Primarily, she provides legal guidance on criminal cases and search and seizure issues, updates personnel on changes in the law, acts as the legislative liaison for the Department, and is responsible for training Officers, civilians, and recruits on these matters. She also supervises the Department's Open Records and Victim Services Units.

### *Open Records Unit*

The Open Records Unit is responsible for receiving and responding to open records requests and Attorney General's opinions when necessary.

In 2019, the Unit responded to 7,542 Open Records requests from citizens, businesses, and governmental entities, requested 716 opinions from the Attorney General's Office as required by law, and coordinated 656 Pre-Determination responses. The Unit began utilizing the GovQA Open Records Tracking software in March, 2019. This new software has enabled Unit personnel to process requests more efficiently and has cut down on the amount of paper needed to process requests.



### *Victim Services Unit*

The Victim Services Unit (VSU) provides services to victims, witnesses, and family members with the goal of reducing the trauma experienced as a result of a violent crime. The VSU provides crisis intervention, criminal justice support and advocacy, community referrals, assistance in obtaining shelter, court accompaniment, assistance with filing Crime Victims' Compensation claims, assistance with applying for Emergency and Permanent Protective Orders, case management, and notification of crime victim rights for all victims of violent crime and any impacted family member. The VSU has two victim advocates on staff, and they served a total of 4,123 primary victims and provided crisis counseling to 2,556 of those victims in 2019.

The victim advocates provided over 406 victims with Texas Crime Victims' Compensation applications and personally assisted 63 individuals in applying for the program. These individuals received over \$72,000 in reimbursement from the Crime Victim Compensation Fund administered by the Texas Attorney General's Office. Over the course of seven years the advocates have helped victims obtain over \$1.1 million dollars in funds.

In 2019, the VSU became an approved provider of Continuing Education Credits for Social Workers and launched the Lunch & Learn program to train social workers in topics related to victimization. Unit personnel also offered 15 training events for college students, law enforcement personnel, social workers, and the citizens of Plano on a variety of topics.

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# Office of the Chief of Police

## PLANO POLICE DEPARTMENT

### *Professional Standards Unit*

The Professional Standards Unit (PSU) is responsible for recruiting, hiring and managing administrative incidents filed against Department personnel. The primary focus of conducting administrative investigations is to protect the public and employees from misconduct, identify those who may be unfit for law enforcement service, and to protect employees from false allegations. Administrative investigations also assist in identifying substandard policies and procedures that need to be revised or updated.

The Plano Police Department is an equal opportunity employer and endeavors to reflect the demographic makeup of our community with an emphasis on recruiting qualified candidates. The Department encourages personal excellence and seeks service oriented candidates who exemplify these traits. The Department gives full consideration to recruiting and hiring of all persons for jobs they are qualified for without regard to race, color, religion, sex, national origin, and age or handicap status. The hiring of civil service employees (sworn personnel) is regulated by the Texas Local Government Code and Plano's Civil Service Regulations.



### *The Public Information Office*

The Public Information Office is staffed by a Public Information Officer and a Public Information Office Coordinator. Their primary responsibilities are to respond to media inquiries, distribute press releases, and coordinate press conferences and public events. They also maintain the Plano Police Department's webpage and social media sites, assist field personnel with local media relations, and serve as a liaison for public relations matters with other governmental agencies.





## ***Field Operations Bureau***

*The Field Operations Bureau is the largest component of the Plano Police Department. It includes the uniformed men and women assigned to patrol the city, providing the first line of police services to our community.*



# FIELD OPERATIONS BUREAU

## PATROL SERVICES DIVISION

*Patrol Officers work shifts that cover the city during the day, evening, and nighttime hours, seven days a week. Their functions include law enforcement; crime detection and suppression; traffic enforcement and education; crash and crime investigation; order maintenance; and responding to calls for service.*

*The Patrol Service Division (PSD) represents almost half of the Department's personnel making it the largest Division within the Plano Police Department. Patrol Services, when fully staffed, is comprised of 249 sworn Officers who are first responders to citizens' needs. These individuals are the most visible members of the Plano Police Department, providing safety and security to the citizens of Plano.*



### *High Visibility Enforcement Unit*

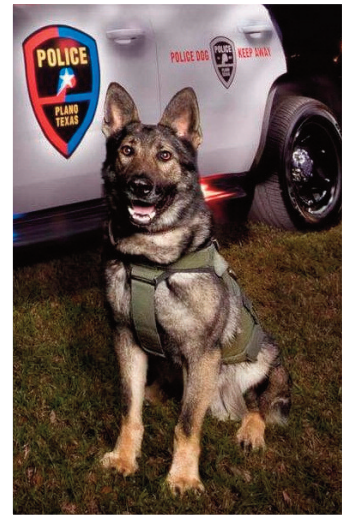
Traffic safety continues to be a priority for the citizens of Plano and the Police Department. The High Visibility Enforcement Unit (HVEU) enhances the Department's enforcement of traffic laws, with the primary goal to reduce the number and severity of motor vehicle crashes. The Unit concentrates its



crash reduction efforts in geographically identified areas with emphasis on major roadways and streets with high traffic volume counts. Additionally, the Unit engages in activities designed to educate motorists regarding traffic laws and gain motorists' voluntary compliance with traffic regulations.

### *K-9 Unit*

The Police Department's K-9 Unit is comprised of three Police Officer-Handlers and their canine partners. The Officers and their dogs assist in building searches, article searches, narcotic crime searches, Officer and handler protection, tracking criminal suspects, criminal apprehension, and locating lost or endangered persons.



Primarily designed for patrol duties, the K-9 teams routinely assist other Divisions within the Department including the Emergency Services and Narcotics Units.

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# FIELD OPERATIONS BUREAU

## PATROL SERVICES DIVISION



### *Neighborhood Police Officer Unit*

The Neighborhood Police Officer (NPO) Unit was created in 1993 to utilize Community Policing philosophies while working in partnership with residents and business owners to improve the quality of life in their neighborhoods.

The NPO Unit is staffed by personnel who are divided into three groups:

*Neighborhood Police Officers*

*Business District Officers*

*Problem Oriented Police Officers*

### *Public Safety Unit*

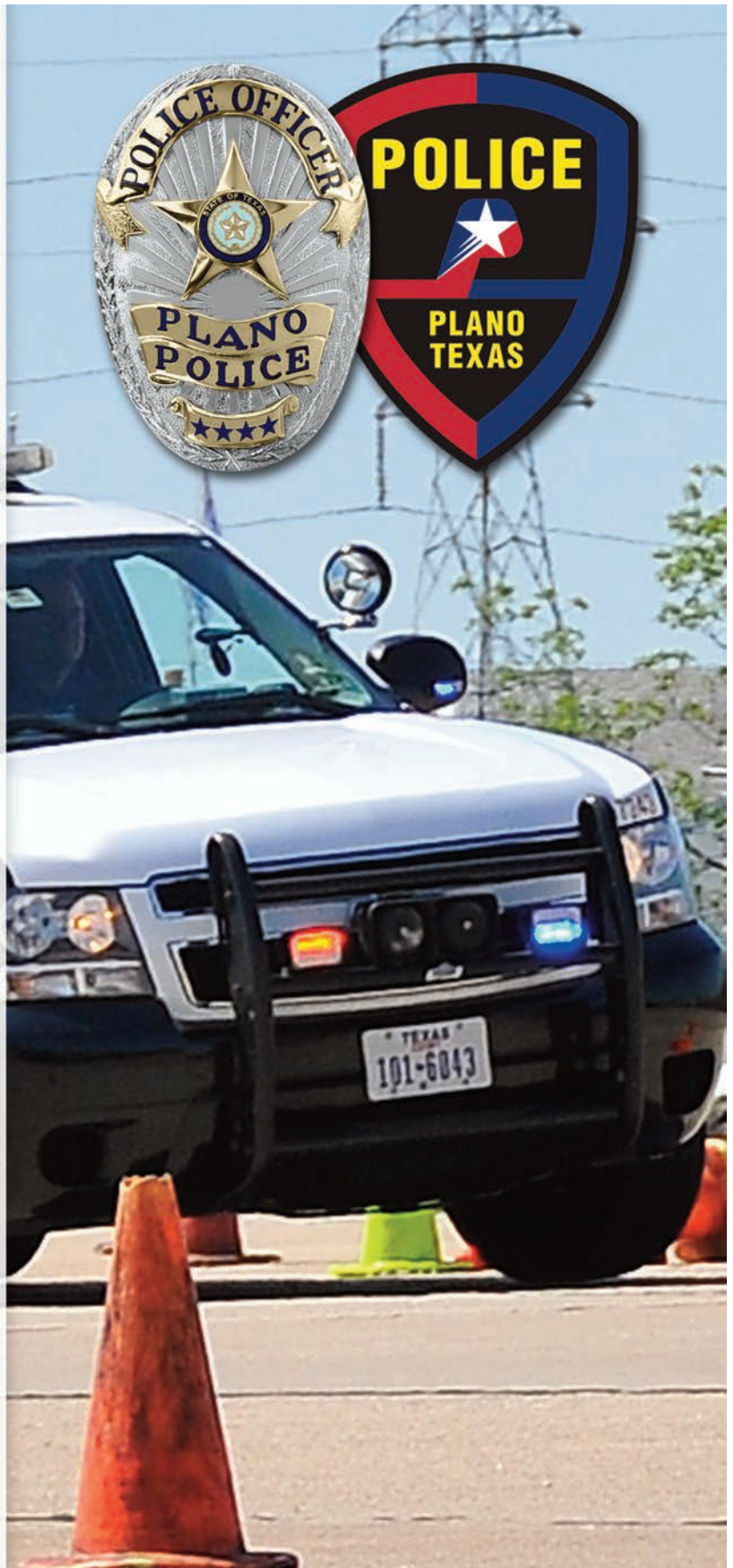


The Public Safety Unit is staffed by civilian personnel who provide non-emergency services to citizens. Public Safety Officers (PSO) are assigned to work the front desk at Police Headquarters, the Joint Use Facility, and NPO storefronts at Legacy Town Center, and Legacy West. Public Safety Officers also assist with street patrol, downtown parking enforcement, and the Telephone Reporting Unit.



## ***Support Operations Bureau***

*The Support Operations Bureau is a vital component of the Plano Police Department and is responsible for much of the behind the scenes work necessary to support visible operations regularly seen by the public. The Bureau is home to various Divisions and Units, including the Criminal Investigative and Support Services Divisions as well as the Emergency Services and Homeland Security Units.*





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# SUPPORT OPERATIONS BUREAU

## CRIMINAL INVESTIGATIVE SERVICES DIVISION

The Criminal Investigative Services Division (CISD) is comprised of sworn and civilian personnel who are assigned to specialized and general investigative Units. Crime specialization enhances Detectives' ability to identify developing trends and respond quickly. The Division is divided into three sections:

Property Crimes • Persons Crimes • Special Investigations

Units within the Property Crimes section include: Bait Deployment, Burglary, Forgery, General Assignments, Juvenile, and Vehicle Crimes. The Persons Crimes section includes: Crimes Against Persons (CAPers) & Sex Crimes and Family Violence. The Special Operations Section includes the Narcotics, Intelligence, and Surveillance Units.

The Department partners with State and Federal law enforcement agencies such as the Federal Bureau of Investigation, Secret Service, U.S. Marshals Service, Drug Enforcement Administration, Internal Revenue Service, United States Postal Inspector's Office, Texas Department of Public Safety, and the Bureau of Alcohol, Tobacco, Firearms and Explosives.

### *Crimes Against Persons & Sex Crimes Unit*

Detectives within this Unit investigate offenses against individuals such as harassment, murder, assault, and includes investigations involving all unattended deaths and suicides. One Detective conducts "cold-case" investigations into unsolved violent crimes.

Detectives investigate all sexually-related offenses not involving family members. Cases include offenses involving prowlers and aggravated sexual assault crimes. They also work an increasing number of Internet-related sexual offenses, such as child pornography, improper photography or visual recording, and online solicitation of a minor. The Detectives assigned to this Unit also conduct unannounced compliance checks of registered sex offenders in Plano.

Additionally, the Unit staffs a CAPers Coordinator. The coordinator is a civilian employee responsible for maintaining all files and databases on CAPers and Sex Crimes cases as well as manages the registered sex offender registry compliance. Sex Crimes Detectives work closely with the CAPers Coordinator on all tasks relating to investigating, registering, and monitoring registered sex offenders in the City of Plano.

### *Burglary Unit*

Detectives within this Unit investigate offenses involving burglaries of homes, businesses, and other buildings. They also investigate secondary offenses resulting from these burglaries, such as Credit Card Abuse and Burglary of Motor Vehicles. Burglary Detectives are responsible for the recovery of property from burglary offenses as well as assisting Detectives from other Units and other law enforcement agencies to locate and recover property from those offenses.

The Burglary Unit also work proactively with business owners to deploy equipment at locations that have a high likelihood of being targeted for burglary.



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### *Bait Deployment Unit*

This Unit works closely with all Units in the Criminal Investigation and Field Operations Bureaus to address crime trends by utilizing technology as a proactive counter-measure. The Bait Deployment Unit continues to expand their proactive efforts to target offenses such as vehicle theft, burglary from vehicles, bicycle theft, and package theft initiatives to help reduce the number of thefts from residents throughout the City of Plano.

One Detective in this Unit is a Task Force Officer assigned to the Bureau of Alcohol, Tobacco, Firearms and Explosives.

# **SUPPORT OPERATIONS BUREAU**

## **CRIMINAL INVESTIGATIVE SERVICES DIVISION**

### ***Family Violence Unit***

This Unit is located at the Children's Advocacy Center of Collin County and which allows Unit personnel to participate in a multi-agency collaborative approach to dealing with family violence crimes and ensures that victims receive the best possible care.

The Children's Advocacy Center of Collin County also houses personnel from Adult Protective Services, Child Protective Services, the Collin County Sheriff's Office Child Abuse Task Force, Allen PD and Wylie PD, the Collin County District Attorney's Office, forensic interviewers, and Mental Health Professionals who provide therapy to victims of these offenses.

One of our Detectives is responsible for investigating Internet Crimes involving children. These crimes typically involve on-line solicitation of minors and child pornography and other Child Exploitation offenses. This Detective is an active member of the FBI's Violent Crimes Against

Children's Task Force and works closely with the Collin County Sheriff's Office, the U.S. Attorney's Office, and the U.S. Secret Service. He is also a member of the Internet Crimes Against Children Task Force, the Innocent Images National Initiative, and the Project Safe Childhood Initiative.

### ***Forgery Unit***

Unit Detectives investigate an ever-increasing number of computer and internet-related crimes and financial crimes. These crimes include Credit Card Abuse, credit and debit card cloning, Identity Theft, Embezzlement from companies, computer and internet-related scams and other crimes.

These crimes tend to involve many hours of financial statement analysis and often cross jurisdictional boundaries. This Unit is also responsible for the investigation of criminal diversion or prescription fraud. Forgery Detectives work closely with financial institutions, major retailers, and cellular phone companies as well as federal law enforcement agencies such as the United States Secret Service, Internal Revenue Service, and the United States Postal Inspector's Office. One of the Detectives is assigned as a part-time Task Force Officer with the United States Secret Service.



### ***General Assignments Unit***

General Assignments Unit Detectives are responsible for investigating property crime not specific to other Units. While many of these offenses involve few investigative leads, delayed reporting, and do not immediately appear to follow a specific trend, Detectives work to identify and link offenses to larger criminal groups operating in the DFW area.

To accomplish this, Detectives work closely with major retailers and surrounding agencies in the investigation and identification of organized retail theft groups. This joint effort has resulted in numerous apprehensions and the recovery of over \$30,000 in property during 2019 by the Unit. In recognition of their efforts, these Detectives have received two Chief's Unit Awards in 2019.

The General Assignments Unit has recently partnered with area police agencies and retail loss prevention professionals to conduct several successful retail theft operations at local shopping centers to proactively address retail theft groups.

Also, the General Assignments and Bait Deployment Units have created new partnerships with businesses as well as the community to reduce package theft offenses through the deployment of tracked bait packages at cooperating residential locations.

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# SUPPORT OPERATIONS BUREAU

## CRIMINAL INVESTIGATIVE SERVICES DIVISION

### *Intelligence Unit*

Unit personnel are responsible for investigating cases involving gangs, hate/bias crimes, gambling, prostitution and organized crime. They are also responsible for inspecting and enforcing laws related to pawn shop transactions.

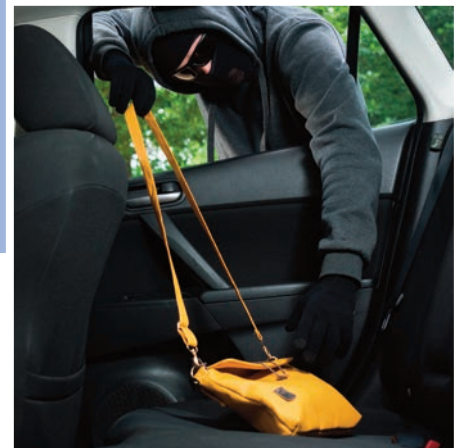
One Detective in the Unit is assigned to the FBI North Texas Joint Terrorism Task Force. A second Detective is assigned to the FBI North Texas Regional Computer Forensics Laboratory. Select Unit members have special deputation authority with the U.S. Marshal's Service to participate in the Joint East Texas Fugitive Task Force. This partnership concentrates on apprehending major fugitives wanted for crimes involving violence, weapons and sex offenses.

### *Surveillance Unit*

Unit personnel are responsible for locating and identifying persons of interest as well as gathering evidence for the successful prosecution of criminal cases. The Unit provides surveillance capabilities in support of all Units within the Criminal Investigative Services Division.

### *Vehicle Crimes Unit*

The Vehicle Crimes Unit investigates offenses specifically related to vehicles. The primary responsibility of this Unit is to investigate theft of motor vehicles, burglaries of vehicles, theft of vehicle accessories, and secondary offenses related to these offenses.



### *Juvenile Unit*

Detectives within this Unit investigate offenses involving juvenile offenders with the exception of murder, sex-related offenses, and offenses involving family violence. They work closely with other members of the Department, particularly School Resource and Patrol Officers.

During 2019, the Juvenile Unit has created a partnership with the Plano Independent School District to participate in monthly informal meetings with at-risk juveniles attending Special Programs for behavioral issues. Detectives work to build positive relationships with these students in small group settings, offering resources and support to reduce recidivism.

### *Narcotics Unit*

The goal of the Narcotics Unit is to make Plano safer by reducing the availability of illicit drugs within the community. This Unit takes a three-pronged approach to achieving their goal:

Education • Enforcement • Criminal investigation

The Unit utilizes a number of strategies to combat the illegal distribution and possession of narcotics in our community. These strategies include undercover operations, overt investigations in high-drug trafficking areas, and in-depth investigations involving an overdose in our community.





# SUPPORT OPERATIONS BUREAU

## SUPPORT SERVICES DIVISION

*Support Services is a specialized Division and manages many of the “behind the scenes” aspects which are vital to the smooth operation of the Department. While not as visible as Patrol Officers, these personnel provide an equally important role in the delivery of police services to the community. Housed within this Division are Units that provide services to support our schools, prevent crime, as well as emergency services and Homeland Security.*

### *Crime Prevention Unit*

The goal of the Crime Prevention Unit (CPU) is to make Plano a safer place to live and work, and to enhance the quality of life by providing education and services to citizens through a partnership with the community.

Crime Prevention currently offers many different citizen programs, such as Neighborhood Crime Watch, National Night Out, Citizen Police Academy (CPA), Citizens Assisting Plano Police (CAPP), and Home and Business Security Assessments. Members of the Plano Citizen Police Academy Alumni Association (PCPAAA) participate in the Handicap Parking Patrol, Sky Watch Tower, and CAPP programs. These trained volunteers donated more than 22,985 hours in 2019. CAPP members assist Plano Police Officers in detecting and deterring crime throughout Plano by acting as additional eyes and ears for the Department.

The Department also offers a Law Enforcement Explorer Program. Sanctioned by the Boy Scouts of America, the program is open to young adults, 14 through 20 years of age, who are interested in a career in law enforcement. Explorers are taught the importance of higher education, self-discipline, and respect for diversity and human dignity through training, involvement in community service projects, and other Exploring events. Throughout the years, several of these individuals building on the skills and experiences gained have gone on to become Plano Police Officers.

In 2019, after extensive training, these explorers competed at the Lewisville Life on the Beat overnight competition, Mansfield competition, Grand Prairie Rookie Challenge, and the Texas Law Enforcement Explorer Advisors Association's (TLEEAA) annual competition on the University of TX at Arlington campus. The event includes competition-based learning and hands-on activities that promote personal growth, teamwork and development of adolescent youth. The two explorer teams sent to compete at TLEEAA placed in 10 out of 16 scenarios, and one of the teams was awarded second place “Best Overall Team” out of 64 teams from across the State of Texas and even a few teams from other states.



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# SUPPORT OPERATIONS BUREAU

## SUPPORT SERVICES DIVISION

### *School Resource Unit*

School Resource Officers serve in a variety of roles which include law enforcement duties; as a resource to teachers, parents, and students; and serve as a positive role model. A goal of the School Resource Officers is to create a positive relationship between students and law enforcement.

In 2019, the SRO program was expanded from nine Officers and one Sergeant to 25 Officers and 2 Sergeants. This expansion entailed Officers assigned to each middle schools campus and the addition of one Officer to each of the senior high school campuses.

Crime Stoppers of North Texas updated their tip reporting software for the SRO crime stoppers campus program. The software was designed to be used in a cooperative effort between LE and school administrations to keep schools safe by offering one place where students, faculty and staff can report a multitude of concerns both criminal and social in nature. Cooperative use of the software allows school administrators to immediately handle social/administrative concerns, while Officers efficiently handle criminal issues.

### *School Crossing Guard Program*

The School Crossing Guard Program provides safe passage for school children at 43 campuses throughout the city during arrival and dismissal school zone periods. A dedicated staff of over 70 school crossing guards proudly serve primarily at intersections adjacent to elementary schools.

To serve where they are needed most, the Program executes electronic traffic studies when additional services are requested. These studies yielded the approval for over 11 new locations during 2019. The Plano Police school crossing guard legacy boasts an ongoing exemplary safety record in the protection of our youngest citizens.



### *Traffic Unit*

In an effort to reduce the number of injury and fatality crashes, the Plano Police Department's Traffic Unit emphasizes the enforcement of state and local traffic laws and utilizes crash and electronic survey data to target problem areas. Using a three-pronged approach of strict traffic enforcement, education, and partnership with the community, the Traffic Unit focuses on accomplishing their mission of saving lives.





# SUPPORT OPERATIONS BUREAU

## SUPPORT SERVICES DIVISION

### *Training Unit*

The goal of the Training Unit is to provide the City of Plano with well-trained, professional Police Officers and civilian employees.

The Plano-Richardson Basic Peace Officer Course has been in operation for two years and has trained 199 recruit Officers for the Plano, Richardson, Allen, Frisco, and McKinney Police Departments. The program has maintained a 100% pass rate for the State Licensing Exam and has gained a reputation for providing progressive, high-quality recruit training for its client cities.

The Training Unit also provides tenured Officers and civilian employees with in-service, continuing education, and specialized training opportunities to enhance their knowledge, skills, and abilities.

In 2019, the Department continued its partnership with Lexipol's PoliceOne Academy platform, completing over 7,000 hours of online training. The Training Unit also continues to emphasize adult learning principles and reality based training, including greatly expanding implementation of the Training Center's training simulator for both recruit and tenured Officers.



### *Court Security Unit*

The mission of the Court Security Unit is to provide a safe and secure environment for the Municipal Court during proceedings.

### *Warrants Unit*

The Unit is responsible for the administrative functions of processing warrants issued by the Plano Municipal Court. This includes arresting wanted persons who appear in court, making telephone calls to persons wanted on outstanding warrants, prisoner transfers from other agencies, and investigations/deployments to make warrant arrests.



### *Crisis Intervention Team*

The Plano Police Department implemented a Crisis Intervention Team program (CIT) to train Officers to better respond to people in crisis. The program also increases the communication between law enforcement and the mental health providers in our community. CIT has been adopted by many police departments throughout the country since 1988 and was started in Memphis, TN after a police-involved shooting.

The Department's Take Me Home registry serves a variety of people with special health and safety needs to help them be identified when encountered by law enforcement Officers as persons with special needs, thus protecting their safety and helping them to access the care they need quickly.



# SUPPORT OPERATIONS BUREAU

## EMERGENCY SERVICES UNIT



*The Emergency Services Unit (ESU) is comprised of four teams, whose purpose is to respond to, mitigate, and resolve critical incidents such as hostage situations, barricaded subjects, suicidal persons, high-risk warrant service, improvised explosive*

*devices, and civil disorder. Each team of highly trained Officers utilizes specialized equipment to resolve critical incidents while minimizing risk to the community.*

*Specialized teams within the ESU include the Crisis Negotiations Team, Intelligence & Logistics Team, SWAT Team, and the Hazardous Devices Unit. Each team has unique skills and abilities and is capable of responding around the clock to critical incidents.*

*Members of the ESU serve on a part-time, as needed basis. In addition to their ESU responsibilities, every member maintains a full-time position within the Department. ESU members must balance their normal duties while maintaining the necessary skill level needed within their discipline.*

### *Crisis Negotiation Team*

The Crisis Negotiation team members receive advanced training in crisis communication techniques and use specialized equipment to achieve their goals. The goal of the Crisis Negotiation Team is to reduce the level of force necessary to resolve a critical incident. Because of their training, Crisis Negotiators are able to respond to a variety of emotionally charged situations and are capable of communicating in English, Spanish, and American Sign Language.

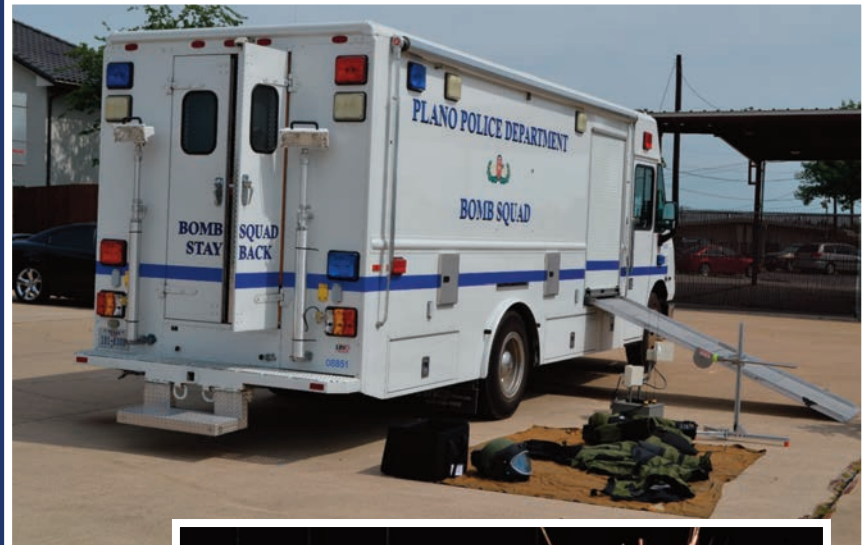


# SUPPORT OPERATIONS BUREAU

## EMERGENCY SERVICES UNIT

### *Hazardous Devices Team*

The members of the Hazardous Devices Team respond to calls involving improvised explosive devices, pyrotechnic substances, commercial explosives, and military ordnances. Additionally, the team responds to call-outs involving barricaded persons and hostage situations. This highly trained team is equipped with two bomb robots, digital X-ray equipment, demolition equipment, nuclear/chemical monitoring devices, and a variety of other equipment to safely neutralize explosive hazards. Team personnel train bi-weekly and each member is required to complete at least one week of external training annually. Members are certified at the FBI Hazardous Devices School in Alabama and must undergo recertification every three years.





# SUPPORT OPERATIONS BUREAU

## EMERGENCY SERVICES UNIT

### *Intelligence/Logistics Team*

The Intelligence and Logistics Teams provide crucial support to the ESU during critical incidents. Intelligence Officers provide the incident commander and ESU members with accurate and timely intelligence on suspects, victims, structures, and other issues in order to enhance decision-making. Intelligence Officers are responsible for interviewing witnesses and keeping members of the other ESU teams and command staff informed during these dynamic situations.



Logistics Officers also transport the Mobile Command Vehicle, ESU trailer, SWAT van, and other specialized vehicles and equipment to the incident scene. Logistics members are skilled at on-site repair/replacement of equipment, as well as problem-solving situations requiring unique solutions. Logistics Officers also deploy the Mobile Command Vehicle and / or ESU trailer to large special events as well as complex crime scenes to assist Cisd personnel on extended investigations.

### *SWAT Team*

The SWAT Team participates in tactical training to contain volatile incidents in order to minimize danger to the community. Team members utilize training and equipment allowing them to conduct dangerous operations such as entering a structure containing armed suspects, serving high-risk warrants, assisting with high-risk surveillance, and conducting other operations requiring advanced training and weapons. Due to the nature of their operations, all SWAT Team members have additional personal



protective equipment that include ballistic helmets, tactical body armor, protective eyewear, and chemical gas masks. The SWAT Team utilizes advanced, specialized weapons, less lethal and chemical munitions, breaching tools, and surveillance equipment. Members must qualify on all weapons and pass a rigorous physical fitness test twice a year, while sharpshooters are required to qualify monthly with their scoped rifles. When necessary, the SWAT Team utilizes an armored tactical vehicle to complete their tasks safely.

The SWAT Team trains regularly each month and receives an additional week of team training each year to enhance their skills.



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# SUPPORT OPERATIONS BUREAU

## HOMELAND SECURITY/SPECIAL EVENTS UNIT

The Homeland Security/Special Events Unit strives to mitigate risk and enhance the safety, security, and resilience of both private and public sector critical infrastructures, key resources, symbolic institutions, special events, and the overall community within the City of Plano. Maintaining close partnerships with other city and county departments, the North Central Texas Council of Governments, the Texas Department of Public Safety, along with numerous additional state and federal agencies allows the Unit to facilitate an effective level of preparedness.

The HSSE Unit is currently staffed by a Lieutenant, a Sergeant and a senior administrative assistant. Staff within the Unit manage the Department's Homeland Security grants, emergency preparedness exercises, Incident Command System procedures, disaster plans and coordinates police involvement in all special events to ensure the safety and security for everyone involved. Unit personnel work closely with the City of Plano's Department of Emergency Management and manage the Police Department's portion of the city's Emergency Management Plan. The Unit also fosters public and private partnerships while identifying and coordinating the Critical Infrastructure and Key Resources protection within the City of Plano.

Bi-annual meetings with area corporate and private security directors, faith-based leaders of the community, officials from the Plano Police Department, and other city departments enhance partnerships and the exchange of information within the community. The Unit also conducts facility threat assessments for local businesses, schools, and faith-based organizations as well as training related to civilian response to critical incidents.

In 2019, the Homeland Security/Special Event Unit continued a preparedness initiative by offering Civilian Response to Active Shooter Events training to the public at-large. As a result of the 29 presentations that were conducted, over 2200 civilians were offered tips and tactics to survive active attack events.

Also in 2019, the HSSE Unit continued to work closely with event organizers, other city departments, and private businesses in the planning and operation of parades, concerts, fairs, festivals, 5K/10K runs, half marathons and other special events at locations throughout the city. The Homeland Security/Special Events Unit coordinates street closures, creates and implements event action plans, employs spectator safety measures, and uses a variety of public safety resources in order to ensure events are safe and enjoyable for everyone.





## *Administrative Services Bureau*

*The Administrative Services Bureau is comprised of personnel who provide services to both internal and external customers. Personnel employed in these Units are often the first contact a citizen will have with the Plano Police Department. Therefore, the bureau emphasizes high-quality service and customer focus.*



# ADMINISTRATIVE SERVICES BUREAU

ACCREDITATION & COMPLIANCE UNIT • FISCAL AFFAIRS DIV.



## *Accreditation & Compliance Unit*

The Accreditation & Compliance Unit manages the Department's administrative policies and standard operating procedures, ensuring the Department maintains compliance with standards established by the Commission on Accreditation for Law Enforcement Agencies, Inc., (CALEA). This Unit also provides administrative direction over the PowerDMS® software used to simplify the policy and training lifecycle with online distribution, signatures and tracking of policies, forms, and training documents, giving employees secure access to these documents wherever they are.

On November 21, 2019, the Plano Police Department was accredited for the 9th time by CALEA and has been CALEA accredited since 1992.

## FISCAL AFFAIRS DIVISION

### *Fiscal Affairs Unit*

The Fiscal Affairs Unit is primarily responsible for the purchasing, budgeting, and financial reporting functions of the Police Department. Additional responsibilities include the coordination of grant reporting and research, and the financial management of additional police funds, such as traffic safety, federal and state equitable sharing, child safety, equipment replacement, and Law Enforcement Officers Standards and Education funds.

### *Quartermaster Unit*

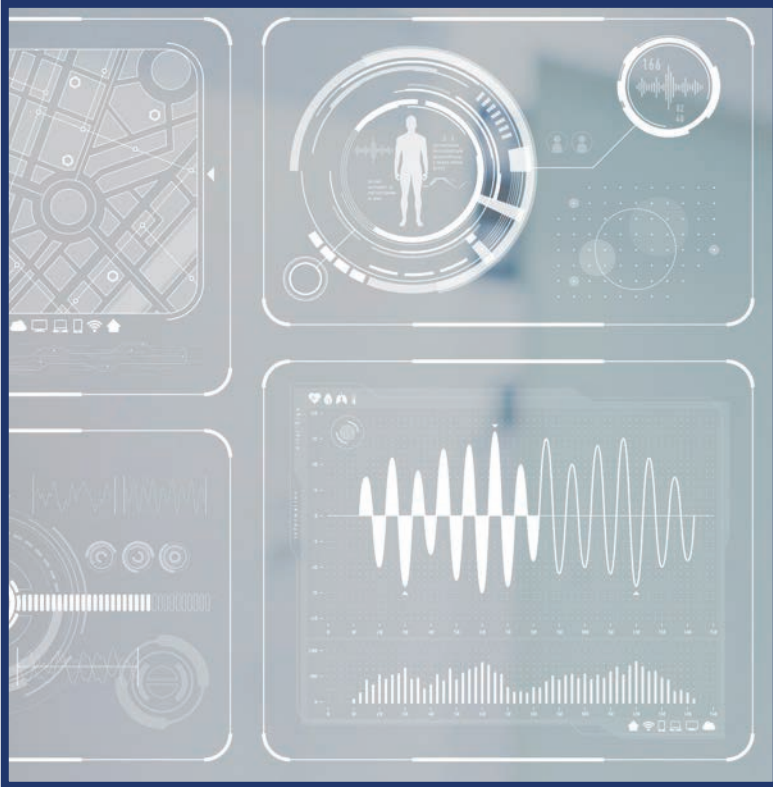
The Quartermaster Unit provides support to both sworn and civilian police personnel through the management and organization of equipment, weapons, uniforms, and supplies. The Unit is accountable for identifying and maintaining inventory, distributing supplies, and tracking equipment. The Unit is also responsible for overseeing the police vehicle fleet, coordinating any necessary maintenance, and moving vehicles between various locations to meet Department demand.





# ADMINISTRATIVE SERVICES BUREAU

## PLANNING & RESEARCH DIVISION



### *Crime Analysis Unit*

The purpose of the Crime Analysis Unit (CAU) is to provide timely and accurate tactical, strategic, administrative, and operational intelligence analysis of data and information relating to crime, traffic, quality of life, and organizational efficiency to the Department. CAU personnel work closely with many Units within the Department to provide analytical reports and data to assist in the suppression of criminal activities, aid in the investigative process, increase offender apprehensions, and improve traffic safety to enhance the quality of life in Plano. CAU personnel also work directly with our local, state, and federal law enforcement partner agencies on regional crimes that have a nexus to Plano.

### *Planning and Research Unit*

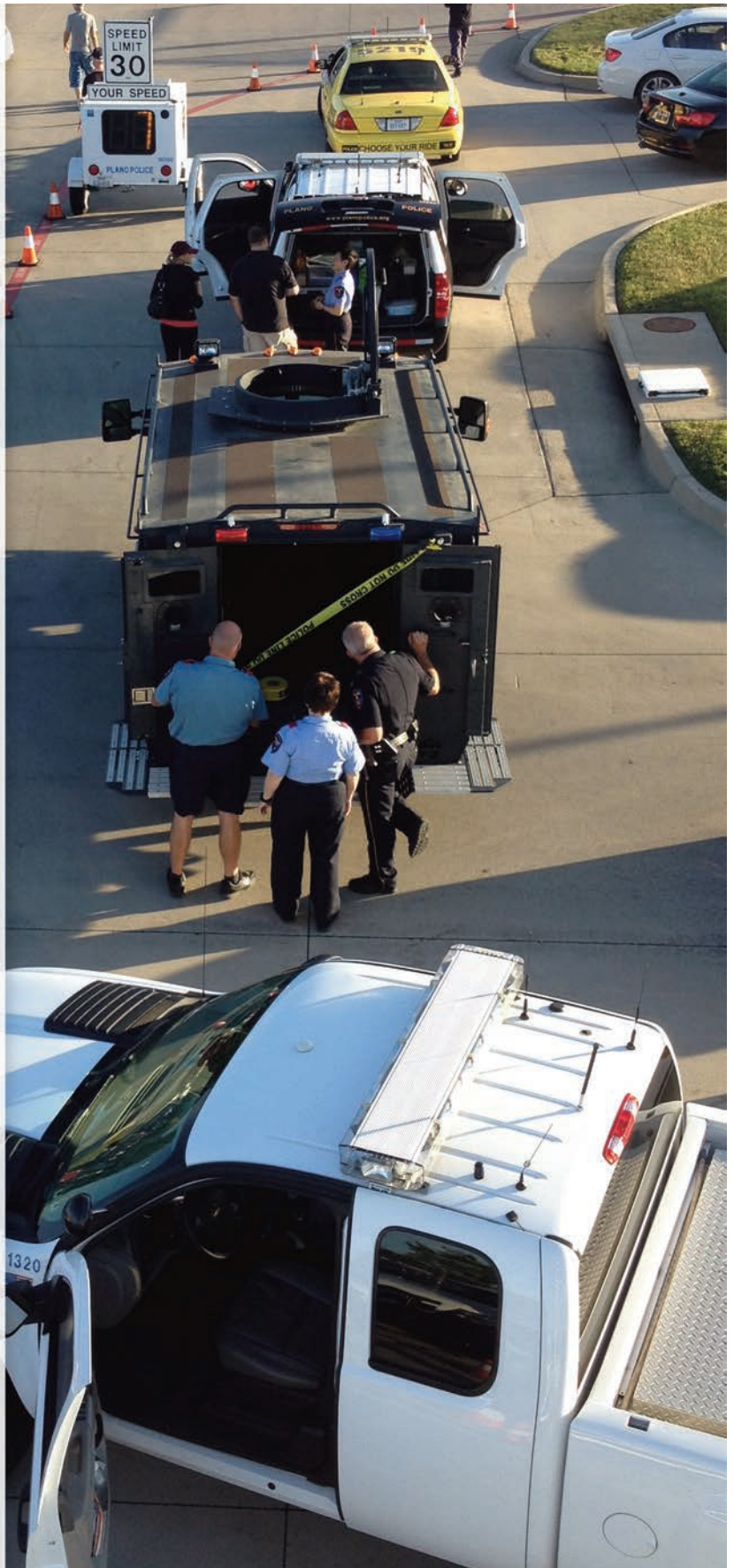
The Planning Unit is responsible for guiding the Department's strategic planning process through research and analysis of Departmental programs, activities, and statistical data. Each year the Unit conducts an annual survey of Plano citizens to benchmark the Department's performance. The Unit researches, coordinates, and produces Departmental reports such as the Annual Crime Statistics, Racial Profiling, and the Department's Strategic Plan. Planning and Research is the repository for Departmental statistical data. The Unit collaborates with other city departments, other police agencies, and law enforcement professional organizations nationwide to ensure the Department's operations and programs are efficient and effective in accomplishing the Department's mission.





## *Operational Services Bureau*

*The Operational Services Bureau provides administrative and operational support to the Department. The Bureau is responsible for crime scene, technical services, records management, alarms, permits, and property and evidentiary services.*





# OPERATIONAL SERVICES BUREAU

## DETENTION SERVICES DIVISION

### *Detention Unit*

The Detention Unit is responsible for the temporary housing, care, behavioral management, and custody of suspects arrested by Plano Police Officers. The jail is a 24-hour operation dedicated to professional, compassionate service, efficient collaboration, and the safety of both staff and those incarcerated.

Detention Officers are trained to deal with a diverse group of individuals who range from cooperative to those with aggressive tendencies, including individuals who are both mentally and chemically impaired. The position is challenging, fast-paced, and requires the ability to provide fair treatment to all, regardless of criminal charges or demeanor. It also requires a skilled communicator who is able to quickly assess and diffuse potentially dangerous situations in order to effectively manage the safety of all involved.





# OPERATIONAL SERVICES BUREAU

## PHYSICAL & TECHNICAL SERVICES DIVISION

### *Crime Scene Investigative Unit*

The Crime Scene Investigation Unit (CSI) collects, examines, and analyzes physical evidence that is gathered at the scene of a crime.

In March 2012, the Unit was the first in the continental United States to receive accreditation from ANSI/ASQ National Accreditation Board (ANAB) in the area of forensic inspection. The CSI Unit continues to maintain this accreditation.

The CSI Unit provides 24/7 coverage with 12 Criminalists and three Criminalist Supervisors. CSI personnel receive quality training to ensure they are prepared to process all types of crime scenes.



### *Digital Media Forensic Unit*

To respond to the burgeoning availability of digital videos associated with criminal activity, the Department maintains a team of three Digital Media Forensics Specialists in the CSI Unit. They are responsible for the collection and analysis of digital videos and efficiently handle an ever-increasing amount of video processing due to the increased number of security cameras in use.



### *Property/Evidence Unit*

Unit personnel are responsible for receiving, storing, and tracking all physical and digital evidence as well as stolen and found property seized or recovered by the Department, including biological and DNA evidence in accordance with the rules pertaining to chain of custody. The Unit was tasked to keep up with the significant increase in digital evidence being produced by Officer's body cams. This increasing amount of digital evidence is a continuing challenge for the Unit and will likely continue to increase in future years.



The Unit also maintains all documentation on narcotics, firearms, and weapons destruction through video recording, as well as the transporting of evidence to various laboratories, destruction sites, substations, and the city warehouse for public auction. This involves working closely with co-workers, the District Attorney's Office, Municipal Court, Juvenile Probation, and other law enforcement agencies to ensure that case dispositions are carried out as expeditiously as possible.

### *Firearms Examiner Unit*

CSI personnel are frequently called upon to aid other local agencies because the Department maintains a Firearms Examination Station connected to the National Integrated Ballistic Information Network (NIBIN). Through the use of sophisticated computer technology, NIBIN allows Firearms Examiners to acquire, digitize, and compare markings made by firearms on cartridge casings. The data are then entered into the NIBIN network to look for possible matches to data collected from other crimes across the nation.

Presently, this Unit consists of two Firearms Examiners and a Firearms Technician. They handle all of the Department's firearms examinations as well as those from many surrounding communities.

# OPERATIONAL SERVICES BUREAU

## RECORDS DIVISION



### *Alarms and Permits Unit*

Personnel within this Unit are primarily responsible for managing alarm application permits. Unit personnel recoup the costs associated with responding to false alarms, maintaining alarm permits, and educating the public to lower the number of false alarm activations.

Additional responsibilities of the Alarms and Permits Unit include issuing and maintaining solicitor, taxi, and limousine permits.

### *Crime Information Center*

The Crime Information Center (CIC) is a specialized Unit that enters and continually monitors information pertaining to persons and property within the National Crime Information Center and Texas Crime Information Center. Crime information specialists are responsible for a vast amount of auditing and record keeping functions with these systems. CIC personnel additionally provide research support across a large number of law enforcement databases on both active calls for service and general offenses that have occurred.

### *Records Unit*

Records personnel perform specialized and diverse record-keeping functions. All of the documentation that is produced in the course of police business filters through the Unit's auditing, processing, and data integrity processes. Records Unit personnel are also responsible for filing all patrol criminal cases with the District Attorney's office.





# 2019 - 2020 POLICE BUDGET

(\$78,554,487)

## Personnel Services

\$69,245,408

## Materials & Supplies

\$1,775,471

## Sundry

\$176,526

## Contractual Professional

\$7,390,829

## Capital Outlay

\$54,500

## Reimbursements

\$88,247

## TOTAL

\$78,554,487

## SWORN OFFICER Diversity

**Black = 7%**

**Hispanic = 7%**

**Asian = 1%**

**American Indian = 1%**



## 2019-20 AUTHORIZED PERSONNEL

**414** ..... Sworn Officers

**186** ..... Full Time Civilians

**85** ..... Part Time Civilians

# KEY PERFORMANCE METRICS

## PLANO POLICE DEPARTMENT

### Plano Crime Rate *(per 1,000)*

2018 = 19.49 • 2019 = **18.64**

### Historic Crime Rate *(per 1,000)*

2014 = 21.66 • 2019 = **18.64**

#### \*Homicide

2018 = 0.04 • 2019 = **0.01**

#### \*Robbery

2018 = 0.43 • 2019 = 0.46

#### \*Aggravated Assault

2018 = 0.75 • 2019 = **0.69**

#### \*Burglary

2018 = 2.46 • 2019 = **2.19**

#### \*Theft

2018 = 14.17 • 2019 = **13.39**

#### \*Vehicle Theft

2018 = 1.32 • 2019 = 1.57

#### \*Rape

2018 = 0.32 • 2019 = **0.32**

*\*Number of reported incidents*



# KEY PERFORMANCE METRICS

## PLANO POLICE DEPARTMENT

*Number of Chaplains*

7

*Victims Assistance Contacts*

4,123

*Community Presentations*

CPU Presentations • 714

Security Surveys • 154

*Nextdoor Members*

93,500 (approximately)

*Citizens Assisting Plano Police*

54

*Plano Citizens Police Academy  
Alumni Association Members*

210

*UNIDOS Attendees*

210

*Active Police Volunteers*

133

*Neighborhood Crime*

*Watch Groups*

Active CWA • 244

*Explorer Program Participants*

13

## *Social Media Tools*



PlanoPolice.org



Facebook



Twitter



Nextdoor



Instagram



YouTube

*Volunteer Hours = more than*

**23,472**

A Cost Savings Value  
of more than \$596,800

*Thank You! • We appreciate your efforts*

# KEY PERFORMANCE METRICS

## PLANO POLICE DEPARTMENT

### *\*Dispatched Calls for Service*

2018 = 100,996 • 2019 = 105,320

### *\*Officer Self-Initiated Calls*

2018 = 120,259 • 2019 = 124,819

### *\*Traffic Stops Conducted*

2018 = 93,630 • 2019 = 95,953

### *\*Telephone Reporting Unit Calls*

2018 = 8,015 • 2019 = 8,132

### *\*Online Reports*

2018 = 2,027 • 2019 = 2,136

### *\*Arrestees Booked into the Plano City Jail*

2018 = 5,789 • 2019 = 6,264

*\*Number of reported incidents*

Average response time in minutes  
to a Priority "1" Call =

**3.98**

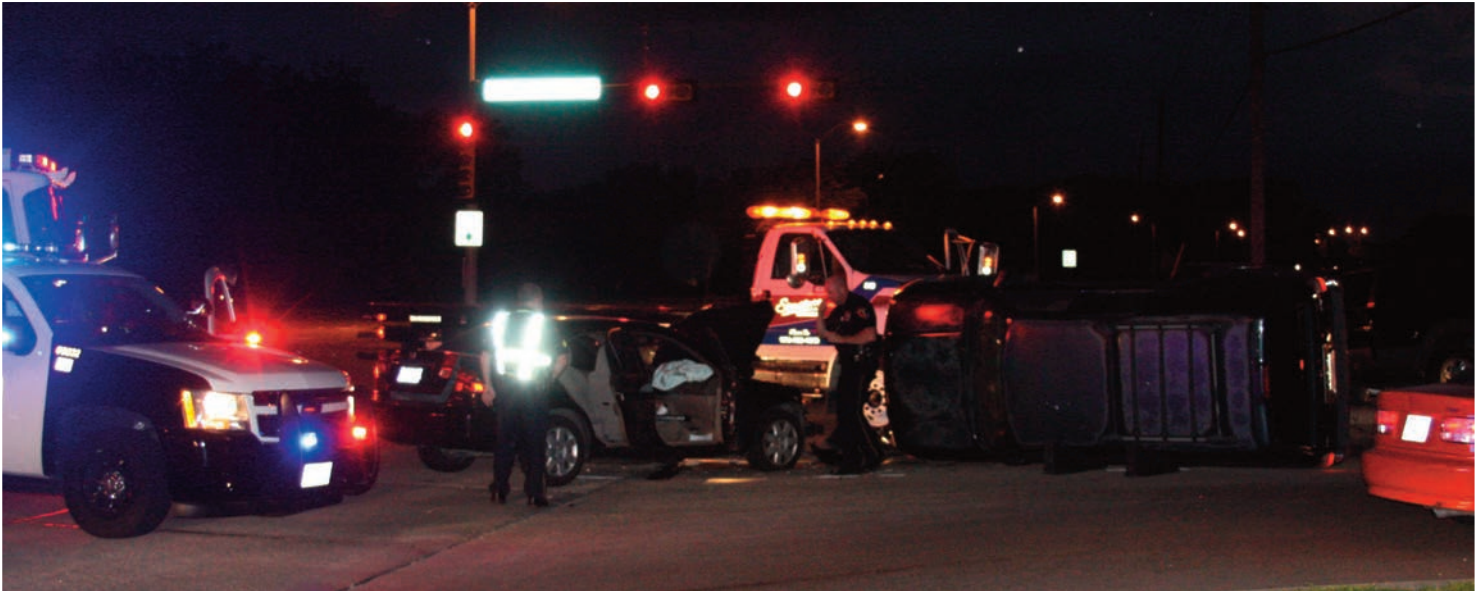
Average response time in minutes  
for all other calls =

**7.29**



# KEY PERFORMANCE METRICS

## PLANO POLICE DEPARTMENT



Approximately **3** out of every **10**  
crashes in Plano resulted  
in an injury in **2019**

### *Top Three Contributing Factors for Plano in 2019*

*Failure to control speed • Driver Inattention  
Failure to yield the right of way when turning left*

### *Crashes*

*Number of incidents*

**2018 = 5,144 • 2019 = 5,448**

### *Enforcement*

**858 DWI/DUI Arrests in 2019**

### *Alcohol-Related Crashes*

**2018 = 228 • 2019 = 158**



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# VOLUNTEERS

## PLANO POLICE DEPARTMENT

In 2006, the Plano Police Department established a citizen volunteer program called "Citizen's Assisting Plano Police (CAPP). These citizen volunteers are not commissioned as sworn officers and have no enforcement authority beyond that of any citizen, but assist Officers with designated, non-confrontational activities.

The implementation of the Plano Police Department's CAPP program has proven to be a valuable tool, greatly appreciated by the Department and the citizens of Plano. The Department draws on the time, talents, and experience of its volunteers to allow Officers to better perform their frontline duties. We attempt to match volunteers to jobs according to their strengths and abilities.

Volunteers must be graduates of the Plano Citizens Police Academy (PCPAAA) but need no prior experience. After completing basic training in the CAPP Program, citizen volunteers complete at least four hours of patrol per month. Citizen volunteers perform:

- Aid in a variety of administration situations such as front desk assistance at police substations
- Aid in crime scene assistance (*setting up barricades and outer perimeter help*)
- Assist in locating lost children / adults efforts
- Assist in locating evidence during coordinated searches
- Assist in Officer shuttles (*such as between the station and a crash scene or hospital*)
- Festival / parade patrols
- Handle special enforcement requests, such as investigating speeding in school zones (*relaying information to the Traffic Division*)
- Monitor the SkyWatch program (*sky towers set up in shopping areas to deter auto theft and enhance parking lot security*)
- "Open Garage Door" patrol
- Provide security for functions such as: Kids Night Out, Dickens Festival, and other city events
- Work as "victims" in various training and emergency management scenarios
- Handling special enforcement requests, such as investigating Handicap Parking Complaints
- Handicap Parking Enforcement of marked spots throughout the City of Plano
- City Parks and Trails Patrol on a Segway® motorized vehicle and on foot

Citizen volunteers are issued equipment by the Plano Police Department, wear official CAPP uniforms, and drive specially marked vehicles bearing the CAPP logo. Volunteers receive specialty training in their field of interest, rather than being generalists in all areas and can choose from a variety of shift duties and hours.

Thank you to all our volunteers for your dedication, support and loyalty shown to the Plano Police Department. Without you, we could not be as good as we are. Your service has made a tremendous impact on the citizens of Plano. We cannot thank you enough for your time and efforts.

*You are the Plano Police Department's "Everyday Heroes."*





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# RECRUITING

## PLANO POLICE DEPARTMENT

*The men and women of the Plano Police Department do more than make a living; we make a difference!*

The Plano Police Department is a team of dedicated individuals who work with the community to create and maintain a safe, secure environment for our residents and visitors. We are a diverse organization reflecting the various cultures which exist here, and offering many different opportunities to promote the safety of the unique and growing community in which we live.

A Plano Police Officer interacts with citizens to identify and solve problems; keeps law and order; makes necessary arrests; keeps records and writes reports of all important incidents; responds to citizen calls for assistance during crisis situations; patrols a beat on foot or in a patrol car; checks property, suspicious persons and all other suspicious or dangerous conditions within the City of Plano; investigates complaints and conducts preliminary investigations at the scene of crime, accident or other police matters; enforces traffic laws and responds to traffic accidents; testifies in court by presenting evidence and facts; works various shifts and weekends.

During our recruitment process, we look for men and women to serve as peace officers in our rapidly expanding law enforcement agency. We serve a diverse community of over 286,400 residents with state-of-the-art equipment and policing programs that enable us to make a difference in the quality of life of our residents. To be eligible to take the civil service examination to apply to become a Plano Police Officer, applicants must be at least 21 at date of hire but not older than 45 years of age. Applicants must have a baccalaureate degree from a college or university accredited by the United States Department of Education or Council for High Education Accreditation at the time of their start date with the Police Department.

Alternatively, in lieu of a baccalaureate degree, applicants possessing at least three (3) years active duty military service or two (2) years full time (paid), sworn law enforcement experience, shall have a minimum of sixty (60) semester hours credit from a college or university accredited by the United States Department of Education or Council for Higher Education Accreditation at the time of their start date with the Police Department.

Those individuals not interested in becoming a peace officer may still enjoy a career in law enforcement. Many civilian employment positions are also available, including crime scene investigation, dispatch, property/evidence support, police records and alarms, public safety officer, crime analysis, quartermaster / police supply, jail operations, and administrative support positions.

The Plano Police Department is an Equal Opportunity Employer and an advocate of workplace diversity. For more information about becoming a Plano Police Officer or exploring some of the civilian employment opportunities available, please contact our Professional Standards Unit at (972) 941-2436. To review current employment opportunities, contact the City of Plano's Career Information Line Toll Free (866) 485-7777 or the City's Human Resources Department at 972-941-7115.

*Have you made a difference lately?*





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# A FOND FAREWELL

## PLANO POLICE DEPARTMENT



Gregory W. Rushin served as the City of Plano's Chief of Police from November 2001 until October 2019 when he was promoted to Deputy City Manager over Plano's Public Safety Departments.

Chief Rushin began his career as a Deputy Sheriff in Illinois. Also he was a former FBI Agent and served in the Washington, D.C. area during his tenure. He holds a Bachelor's Degree in Law Enforcement Administration and a Master of Science Degree in Human Relations and Business.

He holds a Certificate in Public Management from the University of Texas at Dallas. Chief Rushin is a graduate of the FBI Academy, the FBI National Academy, the Senior Management Institute for Police at Harvard, and the FBI Law Enforcement Executive Development Program.

Chief Rushin is a past President of the Texas Police Chiefs Association (TPCA) and the North Texas Police Chiefs Association (NTPCA). He was also Chair of the North Texas High Intensity Drug Trafficking Areas (HIDTA) and the North Texas Regional Computer Forensics Laboratory (NTRCFL).

Chief Rushin is a lifetime member of the International Association of Chiefs of Police (IACP), with over 20 years membership, a former executive board member, and has served on the legislative committee. He is a former Texas Representative and Secretary-Treasurer for the State Association of Chiefs of Police (SACOP).

Greg is a graduate of Leadership Plano and served on both the Leadership Plano Board and the Plano Youth Leadership Board. He was a member of the Collin County Child Advocacy Board and currently serves on their Advisory Board. He serves on the Medical City Plano Citizen Advisory Board and the Brett Adkins Foundation Board.

Greg also coached youth sports in Plano for many years, mentored at PISD, and served as the Adopt-a-Cop for Weatherford Elementary for over 20 years. Greg was recognized as one of The 21 Leaders for The 21st Century by Inside Collin County Business.

Chief Rushin is active in his community, serves on several Boards of Directors, and is a Rotary member.

Chief Rushin had a diverse law enforcement background with over forty years of police experience. This year, the Department thanks Chief Rushin for his service as the longest serving Chief in Plano's history as he begins the next phase of service to the citizens of the City of Plano.

*We wish him well in his new position and thank Chief Gregory W. Rushin  
for his 33 years of dedicated service to the City of Plano*

# A YEAR TO REMEMBER

## LIST OF HIRED EMPLOYEES – 01/01/19 -12/31/19

Civilians Hired/Position	Hire Date	Civilians Hired/Position	Hire Date
Whitney Meyer <i>Digital Media Forensic Specialist</i>	01/07/2019	Emily Grimshaw <i>Criminalist</i> .....	07/08/2019
Mike Mattson <i>Records Technician</i> .....	01/07/2019	Andrew Pfeil <i>Detention Officer</i> .....	07/22/2019
Marleny Morera <i>Public Safety Officer</i> .....	02/04/2019	Damacio Rodriguez <i>Background Investigator</i> .....	08/19/2019
Bruce Warren <i>Criminalist</i> .....	03/04/2019	Karl Santos <i>Police Records Technician (PT)</i> .....	08/23/2019
Zane Perkins <i>Police Records Technician (PT)</i> .....	05/20/2019	Vanessa Gutierrez <i>Detention Officer</i> .....	09/03/2019
Haroon Rasul <i>Detention Officer</i> .....	05/20/2019	Grisel Johnson <i>Police Records Technician</i> .....	09/09/2019
Genecia Whitney <i>Detention Officer</i> .....	06/03/2019	Holly Arai <i>Digital Media Forensic Specialist</i> .....	09/30/2019
Summer Duncan <i>Public Safety Officer</i> .....	06/24/2019	Denise Sowah <i>Police Records Technician (PT)</i> ...	10/07/2019
Holly Proenza <i>Police Planner</i> .....	07/01/2019		
Sarah Churchman .....	07/08/2019		
<i>Police Program Development Trainee</i>			

Sworn Hired/Position	Hire Date	Sworn Hired/Position	Hire Date
Henry Rogers <i>Police Recruit</i> .....	02/04/2019	Brandon Chapek <i>Police Recruit</i> .....	09/03/2019
Reagan Ball <i>Police Recruit</i> .....	02/04/2019	Dwayne Warren II <i>Police Recruit</i> .....	09/03/2019
Jaquay Johnson <i>Police Recruit</i> .....	02/04/2019	Alex Scharlau <i>Police Recruit</i> .....	09/03/2019
Jeffrey Drake <i>Police Recruit</i> .....	02/04/2019	Levi Pell <i>Police Recruit</i> .....	09/03/2019
Nathaniel Chilton <i>Police Recruit</i> .....	02/04/2019	Kyle Boyd <i>Police Recruit</i> .....	09/03/2019
Brandon Brioso <i>Police Recruit</i> .....	02/04/2019	Kyle Tobin <i>Police Recruit</i> .....	09/03/2019
Hannah Pond <i>Police Recruit</i> .....	03/18/2019	Ingrid Duggan <i>Police Recruit</i> .....	09/03/2019
Joshua Milinsky <i>Police Recruit</i> .....	04/29/2019	Mitchell Garcia <i>Police Recruit</i> .....	09/03/2019
Collin Matykunas <i>Police Recruit</i> .....	07/15/2019	Lindsay Starr <i>Police Recruit</i> .....	09/03/2019
Brian Ansley <i>Police Recruit</i> .....	07/15/2019	Carly Adair <i>Police Recruit</i> .....	09/03/2019
Daniel Curl <i>Police Recruit</i> .....	07/15/2019	Tyler Gross <i>Police Recruit</i> .....	09/03/2019
Kathleen (Alex) Beck <i>Police Recruit</i> .....	07/15/2019	Christina Freeze <i>Police Recruit</i> .....	10/14/2019

# A YEAR TO REMEMBER

## LIST OF SEPARATED EMPLOYEES – 01/01/19 -12/31/19

<i>Civilians Separated/Position</i>	<i>Separation Date</i>
Danny Minton <i>Detention Officer</i> .....	01/02/2019
Rena Bell <i>Senior Administrative Assistant</i> .....	01/04/2019
William "Kyle" Bryant <i>Detention Officer</i> .....	01/28/2019
James McGregor <i>Records Technician</i> .....	02/01/2019
Kaylee Medlock <i>Senior Administrative Assistant</i> .....	02/03/2019
Tyrina Soullas <i>Records Technician</i> .....	02/25/2019
Jaeden Thomas <i>Criminalist</i> .....	04/01/2019
Blake Sawyer <i>Digital Media Forensic Specialist</i> .....	04/29/2019
Alex Bastida <i>Police Academy Administrator</i> .....	05/03/2019
Michael Montenegro <i>Public Safety Officer</i> .....	05/21/2019
Tessa Brasier <i>Detention Officer</i> .....	05/30/2019
Jeff Jones <i>Background Investigator</i> .....	06/21/2019
Vicki Stevens <i>Records Technician</i> .....	06/21/2019
Brandon Wyatt <i>Quartermaster Assistant</i> .....	06/25/2019
Darrell Stephens <i>Detention Officer</i> .....	08/30/2019
Derek Eldridge <i>Public Safety Officer</i> .....	09/03/2019
David Netherland <i>Public Safety Officer</i> .....	09/27/2019
Christi Wilson <i>Property/Evidence Supervisor</i> .....	09/30/2019
Karl Mari Santos <i>Records Technician PT</i> .....	10/11/2019
Summer Duncan <i>Public Safety Officer</i> .....	11/15/2019

<i>Sworn Separated/Position</i>	<i>Separation Date</i>
Robert Fever <i>Police Officer</i> .....	01/14/2019
Joel Epperson <i>Police Officer</i> .....	01/24/2019
Calvery Tooley <i>Police Officer</i> .....	01/27/2019
Roberto Vasquez <i>Police Officer</i> .....	02/15/2019
Jeffrey Willis <i>Police Officer</i> .....	02/17/2019
Michael Knight <i>Police Officer</i> .....	02/18/2019
Jessie Harrison <i>Police Officer</i> .....	03/01/2019
Taylor Bailey <i>Police Officer</i> .....	03/04/2019
Brian Pfahning <i>Police Officer</i> .....	04/01/2019
Ryan McLin <i>Police Officer</i> .....	04/19/2019
Joe Cabezuela <i>Police Officer</i> .....	04/29/2019
Tyra Gabriel <i>Police Officer</i> .....	04/30/2019
Robert Harmon <i>Police Officer</i> .....	05/17/2019
Joshua Czech <i>Police Officer</i> .....	05/30/2019
Garrett Murray <i>Police Officer</i> .....	06/12/2019
A.D. Paul <i>Police Sergeant</i> .....	07/31/2019
Kimberly Neal <i>Police Officer</i> .....	07/31/2019
Christoher Casillas <i>Police Officer</i> .....	08/04/2019
Justin Bailey <i>Police Officer</i> .....	08/09/2019
Jeffrey Thomas <i>Police Officer</i> .....	08/18/2019
Phillip Gilbert <i>Police Officer</i> .....	08/25/2019
Riki Burroughs <i>Police Officer</i> .....	09/26/2019
Greg Rushin <i>Chief of Police</i> .....	09/30/2019
Mica Lunt <i>Police Lieutenant</i> .....	10/04/2019
Mark Routson <i>Police Officer</i> .....	11/01/2019
Frank "Eric" Dockery <i>Police Officer</i> .....	11/01/2019
Cliff Turrubiarte <i>Police Officer</i> .....	11/30/2019
Hannah Pond <i>Police Recruit</i> .....	12/11/2019
Reagan Ball <i>Police Officer</i> .....	12/19/2019
Glenn Kaletta <i>Police Sergeant</i> .....	12/22/2019





# CITIZEN'S PROGRAMS

## PLANO POLICE DEPARTMENT

### Citizen's Programs

Accident Reports On-Line  
Alarm Registration On-Line  
Campus Crime Stoppers  
Chaplain Program  
Citizens Assisting Plano Police  
Citizen Hero  
Citizens Police Academy  
Youth Citizens Police Academy  
Citizens Handicap Parking  
Commercial Security Assessment  
Community Camera Program  
Crime Reports Online  
Crime Stoppers  
Fingerprinting

### Home Security Assessment

ID Theft Education  
Law Enforcement Explorers  
National Night Out  
Neighborhood Crime Watch  
Online Police Reports  
Personal Safety Education  
Property Safety Education  
Safety Fairs  
Take Me Home Program  
Teddy Bear Program  
Tip411  
Traffic Safety Education  
UNIDOS  
Vacation Safety School



# IMPORTANT PHONE NUMBERS

## PLANO POLICE DEPARTMENT

**Emergency** ..... **9-1-1**

Non-Emergency.....(972) 424-5678

Alarms Information .....(972) 941-2426

Crimes Against Persons .....(972) 941-2490

**Tip Line**

Court Information.....(972) 941-2199

Crime Prevention.....(972) 941-2431

Crime Stoppers **Tip Line**.....(214) 373-8477

Criminal Investigative .....(972) 941-2445  
Services Division

Criminal Investigative .....(972) 941-2148  
Services Division **Tip Line**

Front Desk Officer .....(972) 941-2135

Fingerprint Information .....(972) 941-2049

Plano City Jail.....(972) 941-2020

Narcotics **Tip Line**.....(972) 941-STOP (7867)

Open Records .....(972) 941-2579  
(972) 941-2571

Public Information Office .....(972) 941-2433

Plano-Richardson Police .....(972) 941-2700  
Training Center

Professional Standards .....(972) 941-2436

Tip411 .....Text to 847411

Records .....(972) 941-2014

Traffic Violation and .....(972) 941-LITE (5483)  
Special Enforcement **Hotline**

Website Address .....planopolice.org











***Plano Police Department***

909 14th Street, Plano, TX 75074 • 972.941.2436 • [www.planopolice.org](http://www.planopolice.org)