

CRIME STOPPERS



2010 State of the Corpus Christi Police Department
Chief of Police Troy Riggs



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The Corpus Christi Police Department
wishes to thank
the following partners:

CORPUS CHRISTI
Caller Times



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December 7, 2010



Chief of Police
Troy Riggs

Dear Friends and Supporters,

It is my honor and pleasure to stand before you today, and share with you the 2010 outstanding accomplishments of your Corpus Christi Police Department. None of this is possible without the dedicated men and women officers and civilians who work for this department.

This year, we have initiated many changes throughout the agency to achieve the department's core mission of engaging the community it serves by reducing crime, the fear of crime, and enhancing public safety.

To accomplish this, we focused on reshaping and redirecting the department to become more effective and efficient. The changes depended on input from our officers, civilian employees, and community members. We created 25 Reorganization Teams to examine a variety of issues including: Uniform Patrol Division staffing, MetroCom Operations, Women in Policing, Mass Communications, Gang Activity, Internal Affairs Investigations, Employee Wellness Program, Vehicle Pursuits, and many more.

The information contained in the following pages is designed to communicate the reshaping of the Corpus Christi Police Department and our commitment and dedication to the community. We have had much success in 2010 because of the hard work of our officers, civilian employees, and the tremendous support of the community and organizations like Corpus Christi Crime Stoppers. In the future, we have even larger goals planned. The Corpus Christi Police Department is blessed and I look forward to keeping you updated on its progress.

God Bless and Be Safe,

Troy Riggs

MISSION STATEMENT:

The mission of the Corpus Christi Police Department is to work as an equal partner with the community to reduce crime, the fear of crime, and to improve the quality of life in our community.



CORPUS CHRISTI POLICE DEPARTMENT COMMAND STAFF



**Chief of Police
Troy Riggs**



**Assistant Chief of Police
Mike Walsh**



**Chief of Staff
Commander John Moseley**



**Commander
J.V. Garcia**



**Commander
David Torres**



**Commander
Mark Schauer**



**Commander
Heidi Frese**



**Commander
Steve Mylett**



888-TIPS

www.888tips.com

Crime Stoppers came to Corpus Christi in 1981, as a joint effort between the Corpus Christi Police Department and the Chamber of Commerce. It has now grown to cover the entire county.

So far in 2010, Corpus Christi Crime Stoppers has received 2,252 tips, which helped make 207 arrests, resulting in \$193,598 worth of property recovered, \$70,961 worth of narcotics seized, and 39 weapons confiscated.

Crime Stoppers is a non-profit organization certified by the Governor's office and widely supported by funding from local judges and supported by the local media. It consists of a dedicated, non-paid volunteer board, working with two full-time Corpus Christi Police coordinators who act as liaisons between the board, law enforcement agencies, and the media.

Crime Stoppers provides an avenue for the citizens of Corpus Christi and the entire county to report crimes anonymously through the use of a hotline and pays cash rewards to anonymous tipsters. If you have information about a graffiti crime, call the Crime Stoppers Tip Line at 888-TIPS (8477) or 1-800-827-TIPS. The Tip Line is answered 24 hours a day, 365 days a year. Your information will be taken in strictest confidence. Anonymity is protected and you never have to give your name. You may also send information about a crime via the internet at www.888tips.com.

Tips that lead to the arrest of suspects, as well as the recovery of stolen property and drugs, are eligible for cash rewards of up to \$1,000.



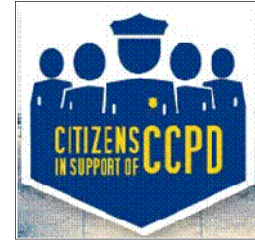
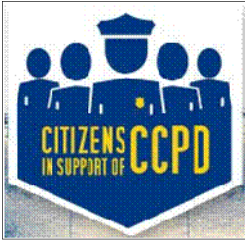


CHIEF TROY RIGGS

2010 Accomplishments & Achievements for the CCPD



Community Engagement:



Chief of Police Troy Riggs listens as businessman Ed Hicks announces his \$10,000 donation to the foundation.

Police Foundation:

Citizens in Support of Corpus Christi Police Department is a community based foundation formed to support the work of local law enforcement. The non-profit group's focus is raising money for police initiatives which aren't covered in the city budget. In September, businessman Ed Hicks, who is president of the newly formed group, joined Chief of Police Troy Riggs in announcing the foundation. The foundation already has more than \$84,000 in donations, \$10,000 from Hicks. Chief Riggs and a board unanimously approve any spending by the group. The money cannot be spent on expenses such as officer's salaries. Members have already approved spending for the recent Crime Reduction Business Summit, upgrades to the department's website, a public crime alert system, and the department's upcoming awards banquet. For more information visit, www.supportCCPD.org.



25 reorganization teams have helped increase effectiveness and efficiency within the police department.

Reorganization Project:

The Reorganization Project was created to increase agency effectiveness and efficiency. To date, there have been 25 reorganization teams consisting of internal employees, officers from all ranks and assignments, and civilians. Many community members shared a wealth of knowledge from their backgrounds including, business, education, government, religion, law enforcement, and private citizens. The teams made recommendations to Chief of Police Riggs on improving external communications, recruiting more females to become police officers, and updating the department's 911 system. Chief Riggs has used many of the suggestions he received by implementing the information in these programs and is already seeing results.

Citizen Observer:

In an effort to improve our communication with the public, the department recently began utilizing Citizen Observer. The idea is to engage the public as a force multiplier by creating awareness through group alerts, expanding that reach through social media sites and giving the ability for citizens to provide immediate, anonymous tips and intelligence.

The system is available to anyone who wishes to sign up through the website, www.citizenobserver.com to receive information from the department on crimes that have just occurred, crime trends, crime prevention information, and anything else the department wishes the public to receive. Citizen Observer also contains a feature which allows the department to receive tips via text message. The system assigns an anonymous ID to the text, and a system administrator can respond so the tipster receives a text message back from the police department.

Any alerts we send out will also automatically post to the department's new Facebook page, [City of Corpus Christi Police Department](#) and Twitter account [CCPoliceDept](#).



CompStat:

CompStat is a proactive program designed to reduce crime, the fear of crime, and enhance public safety by creating a forum in which all divisions of the police department gather in one location and discuss crime and crime trends. The CCPD's CompStat program began in January 2010, and has been opened to the public so community members can witness firsthand, the information sharing which occurs between all major components of the department. The CCPD CompStat program will be modified in 2011.

COMPSTAT



Chief for a Day:

This program was established to provide business leaders insight as to how the department operates. The Police Foundation independently selects a business leader to run the police department for a day under the guidance of the Chief of Police.



The new program's first "Chief for a Day," was longtime local radio personality, Jim Lago. His time included attending the department's first annual Crime Reduction Business Summit and a CompStat meeting. At the end of the day, Lago was presented with a framed photo of himself posing behind the Chief's desk and although he did not have to make any major decisions, Lago said it was a great experience.

Jim Lago
1st Chief for a Day

Faith Based Summit:

More than 250 people attended the first of its kind Faith Based Summit, a religious effort to assist the community to engage and combat gang activity in Corpus Christi. It is an independent organization of church leaders and members of community organizations who provide services to people in need. Services include spiritual guidance, counseling, rehabilitation, medical, and family support. A Faith Based Services Coalition Board has been formed to keep the program on track.



Char Atnip, is the board's Chairperson. She says there will be a follow up meeting soon to update the public on the churches and organizations taking part in the outreach program aimed at rescuing individuals from the ravages of gang violence.

Char Atnip



Chief of Police Troy Riggs explains how his strong faith inspired him with the idea of having a Summit.



Nueces County Sheriff Jim Kaelin says he's seen first hand, how faith has helped inmates change their lives.



Crossroads:

This program is designed to reduce gang violence through a multi-agency approach where gang members will be identified and integrated into contributing members of our community. Agencies involved include the District Attorney's Office, Adult Probation, Parole, faith based organizations, education and employment groups, drug rehabilitation organizations, and the Corpus Christi Police Department. The primary goal is to change the participant's behavior by providing positive choices and making him/her responsible for the consequences of those choices.



Captain James Brandon signs up people for the department's Citizen Observer program to receive information from the department via text message or e-mail on crimes that have occurred, crime trends, crime prevention tips, and anything else the department wishes the public to receive.



More than 145 business owners and employees attended the first annual Crime Reduction Business Summit.

Crime Reduction Business Summit:

This proactive initiative assisted the business community to take preventive measures to reduce the likelihood of becoming victims of crime. The first Crime Reduction Business Summit occurred on October 27th with more than 145 business men and women in attendance. Representatives from the Secret Service Agency, South Texas Regional Identity Task Force, Texas Retailers Association, and the Corpus Christi Police Department gave presentations. The next Summit is scheduled for Spring 2011.



Volunteers in Police Service:

This program is designed to allow members of the community to contribute their time and talents aiding the department in providing services. Right now, there are currently 21 volunteers working within the department doing a variety of jobs. They include entering important information into computers, helping Traffic Reporting Unit clerks expedite the process by gathering information from victims, and handing out handicap parking citations. If you are interested, or know someone who might want to learn more about the behind the scenes happenings at the police department, contact program coordinator Robert Marraro at (361) 886-2832, or e-mail him at robertmar@cctexas.com.

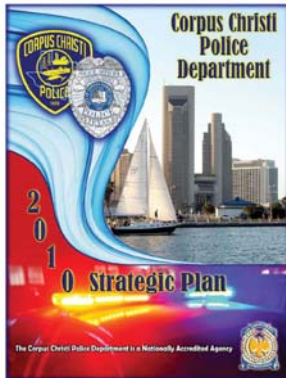


CrimeReports.com:

Chief Riggs obtained this use of technology for the department to further enhance the department's ability to provide services to the community. The web-based service allows users to identify crime and crime trends in the city; to include individual neighborhoods. Working with more than 700 agencies across North America, CrimeReports is the largest online resource for accurate, up to date crime information. The CrimeReports network offers easy to use software tools to understand crime trends and share current neighborhood crime data with the public. Community members can access the integrated crime map and receive e-mail crime alerts for free at www.CrimeReports.com, empowering them to make informed decisions to help improve the safety of their neighborhood and community. This includes information on sex offenders. More information can be found at: http://content.crimereports.com/press/pdf/sex_offenders_data.pdf

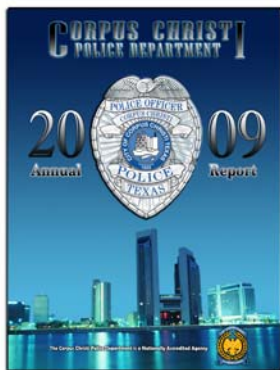


Strategic Plan:



The department's Strategic Plan was published in September 2010. It communicates the direction of the police department for the next three years. It can be located on the department's website. www.ccpolice.com

Annual Report Magazine:



The Annual Report Magazine is the first document of its kind to be published by the Corpus Christi Police Department. It informs members of the community and other stakeholders what achievements the police department accomplished for the calendar year. The magazine also appears on the department's website.

Radio Appearance:

Chief of Police Troy Riggs appears every Tuesday morning between 8 a.m. and 9 a.m. on the Jim Lago Talk Radio Show. The Chief answers all questions posed by call-in listeners and also communicates information about the department so the community remains informed as to how their police department serves them.

Department Reorganization:



Returned 41 Officers to Patrol:

As a result of recommendations from three Patrol Reorganization Teams and Chief Riggs' desire to strengthen the Patrol Division, the Chief moved 41 officers to the Patrol Division. The move enhanced services by adding 13 additional officers to patrol shifts. He did this by eliminating certain specialized assignments and moving entire units under the direction of the Uniform Patrol Division.



Efficiency Teams:

Efficiency Teams were established in October 2010. Chief Riggs has taken a proactive position to ensure that CCPD is being financially prudent as a steward of taxpayer's dollars. The team's essential goal is to ensure tax dollars are being spent efficiently while providing exceptional public safety. Efficiency Teams consist of an audit leader and a group of no fewer than three individuals.



Public Information Office:

The Public Information Office works closely with all local, state, and national news gathering organizations to provide them with factual, up to date information on current investigations, crime trends, crime awareness bulletins, crime prevention tips, new and innovative police department programs, as well as positive "success" stories about the dedicated officers and civilians of the Corpus Christi Police Department. The Public Information Office accomplishes its mission by arranging and scheduling interviews, the daily distribution of the media briefing, news releases, and news conferences. In addition, the Public Information Office is responsible for updating the Corpus Christi Police Department Web page and any other forms of social media, or electronic public communications authorized by the Chief of Police, such as Citizen Observer, Twitter, or Facebook.



Office of Accountability

The Office of Accountability was established by Chief Riggs in October 2009. It is designed to ensure members of the agency are performing their duties within the rules and regulations of the department. It oversees the agency's Inspection Unit, Accreditation Unit, and the Chief's Reorganization Project.

New Mission for Department:

The new mission of the Corpus Christi Police Department was established in October 2009. The new mission for the department is to work as an equal partner with the community to reduce crime, reduce the fear of crime, and to enhance public safety.

Gang Unit:

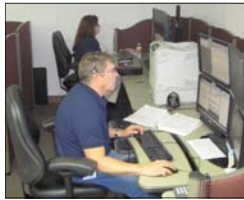
In September 2010, Chief Riggs commissioned a team to review the mission and structure of the Juvenile Enforcement Team. Following several meetings and under the direction of Chief Riggs, the Juvenile Enforcement Team was redesigned and renamed. The Corpus Christi Police Department Gang Unit was established with a renewed mission. The Gang Unit established a strategic plan to identify and combat gang activity within the City of Corpus Christi and to work in conjunction with various groups in the criminal justice system to interdict gangs and gang activity in the Coastal Bend and beyond.



Chief of Police Troy Riggs announces the Strategic Gang Plan in July 2010.

MetroCom Realignment:

In 2009, Chief Riggs recognized the MetroCom Unit, commonly known as the dispatch center, was critically understaffed and experiencing severe morale concerns. In response, he commissioned three MetroCom Reorganization Teams to review the situation. After receiving the recommendations from the teams, Chief Riggs responded by authorizing the division commander to recruit and fill all existing vacancies and to design the unit in a manner that improved morale while establishing a more efficient and effective system which adequately serves the community.



MetroCom's dispatch center received a facelift which included new state of the art communication equipment, as well as ergonomic consoles.

Policies Established:

Search Warrant Matrix:

The Search Warrant Matrix was created to ensure search and arrest warrants are executed in a manner that emphasizes officer and community safety. This establishes when and under what circumstances members of the SWAT Unit will be used to execute warrants. This allows the more dangerous search warrants to be served by a group of officers who are specifically trained and equipped to do so. This policy was enacted in March 2010, and SWAT has served 12 search warrants thus far with no significant injuries to officers or citizens.





Wellness Program:

This incentive based program encourages all sworn members of the agency to remain fit. The goal is to enable our officers to become healthier which in turn will increase man-hour availability. A Wellness Program for non-sworn members of the police department will be unveiled in early 2011.



2010 CCPD Gang Unit

Drive-By Response Team:

In order to more effectively combat gang violence in our city, the department established the Drive-by Response Team in August, when Chief Riggs signed the policy. The group is comprised of Gang Unit officers who respond to those offenses where an immediate response by investigators is likely to result in the rapid identification and arrests of suspects and/or the recovery of firearms used in the offense. Responding to the crime scene gives investigators an obvious advantage in any investigation, but is even more advantageous in gang-related crimes.

Pursuit Policy:

With a focus on following best practices in policing, the CCPD proactively reviewed existing policy and modified the manner of when we pursue fleeing vehicles. Any pursuit places the community and officers in jeopardy and the CCPD takes this responsibility very seriously; the CCPD will no longer pursue offenders whose only known violation is for a traffic infraction or minor misdemeanor offense.

Transfer Policy:

In response to concerns voiced by members of the agency, Chief Riggs commissioned a team of internal members and members from various components of the community to review the department's current internal transfer policy. Following the recommendations of the team, Chief Riggs modified the department's internal transfer policy making it more transparent and less subjective.

Light Duty Policy:

In 2009, Chief Riggs established a formal light duty policy for the agency. The former "informal" policy was ineffective and was very controversial.

Employee Engagement & Recognition:



Employee of the Month:

Each month, a minimum of two sworn and one non-sworn member of the department is selected as Employees of the Month. The nominations are made by division supervisors and the employees are selected by a panel. Employees are selected for exceptional performance and dedication to duty. Those selected are awarded a day off from work and lunch with the Chief of Police and a guest of their choosing. This year, more than 25 employees have been honored.



Officer Raymond Harrison was recognized for his outstanding effort toward the reduction of drunk drivers.



Captain Todd Green and his wife, Maria, at the banquet.



Explorer Cadets helped with a variety of tasks during the event.

Awards Banquet

This event was established in late 2009 to give the department an opportunity to celebrate and acknowledge the exceptional work performed by employees during the previous year. The banquet is funded in part by the Citizens in Support of Corpus Christi Police Department and other fund raising activities. No tax dollars are used for this event.

Employee Participation:

Chief Riggs ensures members of the agency participate in the development and creation of programs, policies, and procedures for the department. Both sworn and non-sworn, supervisors and managers, have been represented on all Reorganization Teams. Employees are encouraged to attend and participate in bi-weekly CompStat meetings.

Everybody Day:

Chief Riggs leads the way as he and members of his Command Staff step out from behind their desks, don their uniforms and work side by side with field officers to combat crime in the city. Everybody Day will occur periodically throughout the year and will focus on periods in which additional manpower is needed in the field to enhance public safety. (i.e. Spring Break, Holiday Patrols, Special Events etc.)

Newsletter:

Each month, Chief Riggs publishes a comprehensive department newsletter keeping all employees informed of current and future events in the department and city. In, "CCPD News Beat," Chief Riggs solicits input from agency employees to aid him in establishing programs, policies, and procedures. To date, many employees have forwarded numerous recommendations which have, all in one way or another, been acted on.

In-Service Appearance:

Each in-service class is given at least two hours with Chief Riggs in an open dialogue forum. All topics are open for discussion and to this point, the flow of information has been exceptional.

Department Uniform:

Since taking the oath of office in January 2010, Chief Riggs has worn his department issued uniform each and every day he has been at work. This small gesture has had a tremendous, positive impact on, not only agency personnel, but also the community.



Chief of Police Troy Riggs takes his oath of office from City Manager 'Angel Escobar.



Future Community Engagements:

Efficiency Teams

Keep Corpus Christi Safe

Coffee With the Chief

2nd Year Strategic Gang Plan

2nd Year Faith Based Summit

2nd Year Crime Reduction Business Summit

VISION STATEMENT:

The Corpus Christi Police Department will utilize community involvement that links new, innovative crime fighting methods, and technology to develop a community policing organization where officers and the public operate as one.

VALUE STATEMENT:

To fulfill our vision and achieve our mission, we, the members of the Corpus Christi Police Department are committed to these core values:

>Honesty & Integrity

We value and expect truth, honesty, and ethical behavior from the members of our organization. Honesty and integrity are central to all the values we embrace and we accept that honesty and integrity are the foundation for community trust.

>Community Service

We will develop initiatives that seeks solutions to community issues through a partnership with the people we serve. We value our badge of office as a symbol of public faith and will strive to enhance the quality of life of our citizens by providing service that is responsible to the needs of our community.

>Fairness

We will treat our employees and citizens alike with respect, dignity, and fairness. Fairness is basic human goodness and we will strive to treat all with equality.

>Work Ethic

We advocate a strong work ethic. As a result, we will provide high quality service leading to positive results for our community and organization. We endeavor to provide the highest standard of public service.

>Leadership

We are leaders in our community and profession. Effective leadership will model the way for both the department and the community.

PRODUCED BY: CORPUS CHRISTI POLICE DEPARTMENT
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