OUR CITY COUNCIL

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I am pleased to provide you with the 2017 Hurst Police Department Annual Report. I hope you continue to find this report a beneficial resource of our organization, activities, and accomplishments. 2017 was without a doubt a busy yet successful year for the department. The department’s continued success is a tribute to the men, women, and volunteers of our organization and the great service they provide to the citizens and the community.

Highlights from 2017 include:
- New Alarm Information System
- New Public Information Request Program
- Introduction to “Bella” our Peer Support Canine

Our objective at the Hurst Police Department is to continue to police smarter and to make the most of our resources to deliver the best service possible. On behalf of the entire Hurst Police Department, I want to thank you for your continued support. Please feel free to call me with any questions or concerns you may have.

Steve Niekamp
Steve Niekamp - Chief of Police
NATIONALLY ACCREDITED

WHAT DOES IT MEAN?

The Law Enforcement Accreditation Program was the first credentialing program established by the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) after its founding. It was originally developed to address what was seen as a need to enhance law enforcement as a profession and to improve law enforcement. That mission continues today.

It provides a process to systematically conduct an internal review and assessment of the agencies’ policies and procedures, and make adjustments wherever necessary to meet a body of internationally accepted standards. The standards, upon which the Law Enforcement Accreditation Program are based on, reflect the current thinking and experience of law enforcement practitioners and researchers.

The Hurst Police Department gained its first accreditation in 1990. In March 2018, the Hurst Police Department will have an on-site Gold Standard Assessment. This assessment allows more interaction between agency personnel, the assessment team, city leaders and the community. The assessors will be able to experience the professionalism and dedication of the members of the Hurst Police Department.

HISTORY

1990

FIRST ACCREDITED

The Hurst Police Department first became accredited in 1990, becoming the 10th agency in Texas to be accredited and the 148th accredited agency in the nation.

The department underwent a second on-site assessment in 1995 and a third in 2000.

2003

ASSESSMENT TIME FRAME CHANGES

The process then changed from 5-year cycles to 3-year cycles and in 2003, the department gained its 4th accreditation.

In 2006, 5th accreditation, in 2009, 6th accreditation in 2012, 7th accreditation in 2015, 8th accreditation with “Excellence” and “Meritorious” award.

2018

NEXT CALEA ON-SITE ASSESSMENT

In March 2018, the department will have its 9th on-site assessment. After this, the assessment time frame will change from 3-year cycles to 4-year cycles.

This new process will now require a yearly on-site review of the files to ensure compliance.

PROFESSIONAL STANDARDS

THE FORMAL COMPLAINTS-

What to expect when you make a formal internal affairs complaint.

THE RESULTS: 9 FORMAL COMPLAINTS

<table>
<thead>
<tr>
<th>Nature of Complaint</th>
<th>Source of Complaint</th>
<th>Disposition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code of Conduct</td>
<td>External</td>
<td>Unfounded</td>
</tr>
<tr>
<td>Excessive Force</td>
<td>External</td>
<td>Not Sustained</td>
</tr>
<tr>
<td>False Arrest</td>
<td>External</td>
<td>Unfounded</td>
</tr>
<tr>
<td>Discourtesy</td>
<td>External</td>
<td>Unfounded</td>
</tr>
<tr>
<td>Biased Based Enforcement</td>
<td>External</td>
<td>Unfounded</td>
</tr>
<tr>
<td>Code of Conduct</td>
<td>Internal</td>
<td>Sustained</td>
</tr>
<tr>
<td>Discourtesy</td>
<td>External</td>
<td>Unfounded</td>
</tr>
<tr>
<td>Illegal Search</td>
<td>External</td>
<td>Unfounded</td>
</tr>
<tr>
<td>Improper Seizure</td>
<td>External</td>
<td>Exonerated</td>
</tr>
</tbody>
</table>

STEP 01-COMPLAINT
The complaint will be assigned an Internal Affairs Control number

STEP 02- INVESTIGATION
Expect confidentiality of the investigation and records to be maintained

STEP 03- TIMELY COMPLETION
You may be asked to provide a detailed statement of the incident for a thorough and timely investigation

STEP 04- DISPOSITION
You will be notified of the final disposition of the complaint.
On September 12, 2017, the Hurst City Council approved to amend and replace Hurst Ordinance, Chapter 12, Article VI (Alarm Permits) to include residential locations requiring residential permits for alarm systems. Effective September 12, 2017, any resident who does not have a permit for their home alarm system within ninety (90) days of being notified in writing by the alarm administrator, could be fined up to $500. New alarms must be permitted within thirty (30) days of installation.

Each year, false alarms cost the city and its citizens thousands of dollars and take police officers away from actual emergencies. To lessen the financial impact of unnecessary emergency responses to false alarms, the City of Hurst adopted an alarm ordinance and program. The alarm ordinance establishes business and residential alarm code requirements. The ordinance requires business and residential alarm users to register their alarm system with the city by paying an annual permit fee. For billing questions, please call (855) 664-4526.

With the increase in news media and social media in our daily lives, citizens want more access to public information. To streamline this process for employees and citizens, the Hurst Police Department is now utilizing JustFOIA to help keep digital records of public information requests. This system also helps track the requests, communicate efficiently with requesters and provides an online portal for requesters to use. Citizens often request offense reports, statistics, videos and other records managed by our department. While there are fees associated with most requests, our goal is to provide the requester with any information that is legally available.

To access the form, visit our website: [www.hursttx.gov/how-do-i](http://www.hursttx.gov/how-do-i) and click on “Public Information Request”

### ALARM FEES

| False Robbery: First and Second and Third | $100 each | N/A |
| False Robbery: Fourth and beyond | $200 each | N/A |
| False Alarm: Sixth and Seventh | $75 each | N/A |
| False Alarm: Eigh and beyond | $100 each | N/A |
| resident Non -Senior Alarm | $25 | Annually |
| Resident Senior Alarm | $10 | Annually |
| False Alarm: Fourth and Fifth | $50 each | N/A |
| Business General Alarm | $75 | Annually |
| Business Robbery Alarm | $75 | Annually |
| Business General and Robbery Alarm | $150 | Annually |

**Payment Options**

- Online via credit card
- Mail in check or money order to: PO Box 207226
  
  Dallas, TX 75220-7226

Be sure and check the appropriate box at the top of the form: new, renewal or changes. The Hurst Police Department recommends you as a business owner/operator familiarize yourself and other alarm users with City Alarm Ordinance 1934 and Ordinance 2076. If you have any questions or need further assistance, please call 855-664-4526.
The Patrol Division is the backbone of the Hurst Police Department. Patrol officers are the first to respond to emergency and non-emergency situations.

Divided into four platoons, officers work 12-hour shifts that provide around-the-clock service to the 39,160 citizens of Hurst.

Patrol officers are assigned various tasks within the four geographically-divided patrol districts. Responsibilities of officers range from conducting community engagement events to initiating criminal investigations.

The duties of a patrol officer include but are certainly not limited to: responding to calls for service, providing traffic enforcement, investigating traffic accidents, conducting routine patrol, writing reports, and making arrests when necessary.

“Evil is powerless if the good are unafraid”

Ronald Reagan
PUBLIC INFORMATION & CITIZEN SERVICES (P2C)

The Hurst Police Department utilizes our “Public Information and Citizen Services” (P2C) page to share public information with its residents in a central location. Residents are encouraged to use P2C to report non-emergency incidents, request vacation house checks and enter officer commendations. Visit: p2c.hursttx.gov

Citizens can perform the following actions using the following links:
- Search for and print reports from our Records Management System
- Check our Community Calendar for Upcoming Events
- Search for Inmates in Our Custody and Acquire Bond Information
- Search our Wanted List for Probable-Cause Warrants
- View our Daily Bulletin for Crime Reporting
- View all animals in our animal shelter
- Report Non-Emergency Incidents
- Check for Missing Persons
- Request Vacation House Checks
- Camera Registration
- Enter Officer Commendations
- Crime / Call Mapping

Part I Crimes include Murder, Sexual Assault, Robbery, Aggravated Assault, Larceny Theft and Motor Vehicle Theft

### CRIME STATISTICS

<table>
<thead>
<tr>
<th>Part I Crimes</th>
<th>District A</th>
<th>District B</th>
<th>District C</th>
<th>District D</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Murder</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Sexual Assault</td>
<td>9</td>
<td>7</td>
<td>6</td>
<td>6</td>
<td>28</td>
</tr>
<tr>
<td>Robbery</td>
<td>13</td>
<td>10</td>
<td>15</td>
<td>3</td>
<td>41</td>
</tr>
<tr>
<td>Aggravated Assault</td>
<td>6</td>
<td>8</td>
<td>2</td>
<td>2</td>
<td>18</td>
</tr>
<tr>
<td>Burglary</td>
<td>54</td>
<td>33</td>
<td>40</td>
<td>21</td>
<td>148</td>
</tr>
<tr>
<td>Theft</td>
<td>138</td>
<td>588</td>
<td>347</td>
<td>254</td>
<td>1,327</td>
</tr>
<tr>
<td>Motor Vehicle Theft</td>
<td>17</td>
<td>30</td>
<td>16</td>
<td>5</td>
<td>68</td>
</tr>
</tbody>
</table>

One crime occurred every 5 Hours
Chief of Police

Our Department

Budget Expenditures 17'18

<table>
<thead>
<tr>
<th>Category</th>
<th>General Fund</th>
<th>Crime Control</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel Services</td>
<td>$9,637,605</td>
<td>$2,551,822</td>
</tr>
<tr>
<td>Materials &amp; Supplies</td>
<td>$212,900</td>
<td>$84,400</td>
</tr>
<tr>
<td>Maintenance</td>
<td>$95,070</td>
<td>$47,965</td>
</tr>
<tr>
<td>Sundry Charges</td>
<td>$352,850</td>
<td>$2,178,621</td>
</tr>
<tr>
<td>Internal Services</td>
<td>$541,703</td>
<td>$588,713</td>
</tr>
<tr>
<td>Capital Outlay</td>
<td>$0</td>
<td>$466,353</td>
</tr>
<tr>
<td>Total</td>
<td>$10,840,128</td>
<td>$5,984,874</td>
</tr>
</tbody>
</table>
COMMUNITY SERVICES FOR YOU

CRIME PATROL AND PREVENTION:
Residential and Business Bicycle Patrol, Crime Free Multi-Housing Program, N.E. Mall Christmas Security Detail, Event Security: These events continue to require traffic and crowd control assistance from the police department. Schedules and manpower allocation have been sufficient and future police involvement should be based on past deployment.
Several new events have been added this year:
Stars and Stripes, Eggstravaganza, Bellaire Fall Festival (new), Grand Family Picnic at Heritage Village (new), Movie Night at Heritage Village (new), Salsa Night at Heritage Village (new), Dogtoberfest at Heritage Village (new) Christmas Tree Lighting Event, Parade Escorts, L.D. Bell Homecoming Parade, L.D. Bell Band Parade.

SUMMER CAMPS
Two separate camps are offered each summer for students going into the 5th and 6th grade. Campers must pre-register with Community Services to participate. Information is sent out through local schools. This year Community Services utilized junior high age students to help mentor and assist with campers.
- PALS Camp was a success with approximately 66 campers this year
- Basketball camp continues to be a very strong and successful program

COMMUNITY OUTREACH:
- Citizen’s Police Academy
- Apartment Managers Association
- Neighborhood Dispute Resolution
- Cell Phone Give-away Program
- National Night Out
- Property Identification and Social Programs include: Bicycle Registration and Rodeos, Child Fingerprinting/D.N.A. Collection, V.L.N. Etching, Operation I.D., Project Child Safe, and Police Department Tours

SAFETY AND SECURITY:
- Residential and Business E-Mail Alert
- Residential and Business Security Surveys
- Women’s Safety Days
- Nextdoor social media app-Crime prevention tips and trends are posted via Nextdoor. Currently, we have approximately 4,112 users
- Residential and Business Safety and Security Presentations

CPA & COPS PROGRAM
The Citizens Police Academy is designed to promote better understanding and cooperation between citizens and the police. Graduates can volunteer for COPS Program.
In 2017, COPS Volunteers issued 65 citations and volunteered 6,160 hours.
If you are interested in attending the Citizens Police Academy, please contact the Hurst Police Department Community Services at 817-788-7342.
COMMUNITY SERVICES CONTINUED

FAMILY ASSISTANCE:
• The Behavioral Intervention Unit (BIU) is a joint unit which includes Hurst, Euless, and Bedford police departments.
• Hurst Intervention Team (H.I.T.)
• Intimate Partner Violence Program
• HEB Regional Peer Support Team provides all public safety employees the opportunity to receive emotional and tangible support through times of personal and professional crisis. Our regional team is made up of Hurst, Euless, Bedford, and Grapevine police departments and is led by the Mental Health Coordinator.

• Bella, a Peer Support Dog, is the newest member to the HEB Regional Peer Support Team. Bella will complete our team as a therapy/comfort dog. She will assist the police departments in times of crisis to comfort individual officers, victims of crime, and used in group debriefs after a critical incident such as an officer-involved shooting or any other incident that has greatly impacted the police department.

CRIME VICTIMS ASSISTANCE
In 2017, the Hurst Police Department assisted 519 crime victims...
Passed by the Texas Legislature in 1979, the Texas Crime Victims’ Compensation Act created a fund and established statutory eligibility guidelines for the provision of certain benefits for crime victims. Victims of crime involving “criminally injurious conduct,” in which the victims suffer physical or emotional harm or death, are eligible for assistance. The revenue in the fund comes from people who break the law and pay court costs; the amounts depend on the types of crimes committed.
Services provided to crime victims include counseling, criminal justice support, information and referral to local social service providers, assistance with CVCF, advocacy, and assistance with evidence return.

PUBLIC SERVICE OFFICERS
The Hurst Police Department currently has four Public Service Officers who handle crimes reported after the suspect has left the scene and the event has ended. PSOs investigate burglaries, thefts, abandoned vehicles, forgeries, credit card fraud, identity theft, criminal mischief, harassment, and misdemeanor assaults. When there is imminent danger still present or when a rapid field response would be more beneficial, patrol officers are dispatched.
In many cases, patrol and PSOs work in tandem. In addition to assisting with calls for service, PSOs complete car seat inspections and installations, take fingerprints, and substitute for school crossing guards when needed.

<table>
<thead>
<tr>
<th>PSO Unit Statistics</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls For Service</td>
<td>2,551</td>
</tr>
<tr>
<td>Reports Taken</td>
<td>792</td>
</tr>
<tr>
<td>Car Seat Installations</td>
<td>39</td>
</tr>
<tr>
<td>Fingerprints</td>
<td>152</td>
</tr>
</tbody>
</table>
CRIMINAL INVESTIGATIONS

This unit is supervised by a sergeant and is staffed with seven civilians and nine sworn detective positions.

FARO 3-D SCANNER

FARO provides revolutionary forensic solutions for crime, crash, and fire investigations that digitally capture the scene, analyze the data in 3D, and enable compelling and persuasive courtroom presentations.

FARO 3D Laser Scanner captures millions of data points (called a 3D point cloud) at the scene and creates an accurate 3D representation of evidence such as blood spatter, artifacts, skid marks, vehicle positions or charring patterns. This process allows investigators to document a scene in a fraction of the time it takes with traditional methods.

The 3D point cloud allows investigators to measure locations accurately and evaluate multiple points of view. This high-tech software allows one to virtually walk through a scene, which creates an easy way to comprehend the totality of the evidence.

CRIMES AGAINST
Family/Children: 30
Missing Persons/Runaways: 49
Juveniles Referred to Tarrant County Juvenile Services: 87

FIELD OPERATIONS
Arrests: 358
Cases Cleared: 521
Street Value of Drugs Seized: $3,919,120

AUTO THEFTS: 4,415
Burglary Motor Vehicles: 15,534
Vehicles Recovered: 716
Estimated Value Recovered: $6,319,912

SOME FACTS FOR YOU
Two sworn officers are assigned to a specific multi-agency task force, Tarrant Regional Auto Crimes Task Force or Combined Narcotics Enforcement Team. Two sworn detectives are assigned to family and juvenile investigations.
**POLICE AND FIRE DISPATCH**

When emergency or non-emergency phone calls are placed, a Hurst dispatcher will be the first voice to answer our citizens’ calls. With a calm and professional demeanor, our Hurst Police Department Communications Center Personnel are dedicated to serving the public 24 hours a day, 7 days a week.

As a section of the Administrative Services Division, the Communications Center consists of ten dispatchers and one civilian supervisor. The primary job function of a dispatcher involves the reception and dissemination of information via radio, telephone, or computer.

<table>
<thead>
<tr>
<th>Calls For Service</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority P Calls</td>
<td>356</td>
</tr>
<tr>
<td>Priority 1 Calls</td>
<td>2,228</td>
</tr>
<tr>
<td>Priority 2 Calls</td>
<td>8,883</td>
</tr>
<tr>
<td>Priority 3 Calls</td>
<td>7,665</td>
</tr>
<tr>
<td>Priority 4 Calls</td>
<td>2,042</td>
</tr>
</tbody>
</table>

**REGIONAL NETCAST**

NETCAST is a regional SWAT team that serves the residents of Hurst, Euless, Bedford, and Grapevine, a population of over 195,000 people. The team is comprised of 32 SWAT operators and 12 negotiators. SWAT operators train a minimum of twice a month and are required to meet the highest physical and range standards. The team is a part of the Texas Tactical Police Officer Association and operators routinely attend TTPOA training. The City of Hurst provides 8 officers, 4 tactical medics, 3 negotiators, and 1 commander to NETCAST.

The function of NETCAST is to respond to high-risk situations including barricaded subjects, hostage situations, and to serve high-risk warrants. The team has a wide range of capabilities including snipers, explosive entry, robots, armored vehicles and chemical munitions.

<table>
<thead>
<tr>
<th>Statistics</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hazardous Warrant Service</td>
<td>9</td>
</tr>
<tr>
<td>Criminal Barricade</td>
<td>4</td>
</tr>
<tr>
<td>Suicidal Barricade</td>
<td>2</td>
</tr>
<tr>
<td>Total Call-outs</td>
<td>15</td>
</tr>
</tbody>
</table>
The Hurst Police Department Holding Facility is staffed with eight detention officers and one supervisor. The holding facility is composed of 19 cells and seven holding cells. We are capable of housing 40 inmates and the holding facility is operational 24/7.

In 2017, the average jail occupancy rate was 20 inmates daily. All inmates go through an administrative process (booking) which includes collecting information, charges, inventory of personal property, photographs, obtaining fingerprints and arraignments. Additionally, the staff processes a multitude of bonds to include Appearance Bonds, Surety Bonds, Cash Bonds, Personal Recognize Bonds and the payment of fines. The ultimate goal is ensuring the safety and well-being of the staff and those incarcerated by getting them processed to the next level or facility.

<table>
<thead>
<tr>
<th>Arrest Classification</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Murder</td>
<td>0</td>
</tr>
<tr>
<td>Sexual Assault</td>
<td>3</td>
</tr>
<tr>
<td>Robbery</td>
<td>5</td>
</tr>
<tr>
<td>Aggravated Assault</td>
<td>8</td>
</tr>
<tr>
<td>Burglary</td>
<td>15</td>
</tr>
<tr>
<td>Larceny Theft</td>
<td>531</td>
</tr>
<tr>
<td>Motor Vehicle Theft</td>
<td>3</td>
</tr>
<tr>
<td>Other Assaults</td>
<td>161</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Arrest Classification</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Forgery/Counterfeit</td>
<td>11</td>
</tr>
<tr>
<td>Fraud</td>
<td>39</td>
</tr>
<tr>
<td>Criminal Mischief</td>
<td>19</td>
</tr>
<tr>
<td>Weapons</td>
<td>25</td>
</tr>
<tr>
<td>Drug Violations</td>
<td>495</td>
</tr>
<tr>
<td>Driving While Intoxicated</td>
<td>155</td>
</tr>
<tr>
<td>Liquor Laws/Public Intoxication</td>
<td>224</td>
</tr>
<tr>
<td>Warrants/ All Other</td>
<td>874</td>
</tr>
</tbody>
</table>

| Jail Arrest Totals        | 2,568 |

The Hurst Police Department is constantly in motion and always moving in a direction of safety. Through the use of Response-to-Resistance training, officers are reminded on a weekly basis of expectations and taught new and evolving techniques for facing resistance on calls.

This internal program is comprised of one Hurst PD Sergeant and several officers who have undergone a battery of unique and specialized training. The team members reiterate de-escalation techniques and the Use of Force Continuum as well as teaching combat techniques and ways to minimize officer and suspect injuries while executing their duties. The team members work closely with all officers and supervisors. They are available 24/7 and encourage questions, input, suggestions, and practice.
Congratulations to the 2017 retirees:

- Rich Winstanley
- Janie Coleman
- Craig Teague
- Tammy Esselman
- Staphany Martin
- James Wall II
- Angela Candelaria
- Andrew Connell
- Jacob Grady
- Kevin Queppet Jr.
- Brandon Morgan
- Randy Gardner

Welcome 2017 New Employees:

- Tammy Esselman
- Staphany Martin
- James Wall II
- Angela Candelaria
- Andrew Connell
- Jacob Grady
- Kevin Queppet Jr.
- Brandon Morgan
- Randy Gardner
- Rich Winstanley
- Janie Coleman
- Craig Teague

Hurst Animal Services works diligently to find homes for all animals at the animal shelter, either by sending them home with their owners or by finding adoptive homes looking for animal companions.

To donate or learn more about Hurst Animal Services, please visit www.hursttx.gov/pets

4 Ways to Help

1. Identification
   - Identification is the most positive factor in reuniting lost animals with their owners. Hurst Animal Services encourages residents to microchip their animal companions, so even if they lose their collars, the shelter staff can still identify them and find their owners.

2. Animal Foster
   - This program helps animals who have been at the shelter for an extended period of time by relieving stress and gives volunteers a way to enjoy animal companionship without a long-term commitment.

3. Borrow a Buddy
   - This program allows approved volunteers to take animals home for a few days and up to a few weeks at a time to give them a break from shelter life.

4. Monetary Donations
   - More than ten dogs were treated for heartworms, several eye removal surgeries, bladder stone removal surgery, perineal hernia repair surgery, torn ligament repair surgeries, several skin issues were treated, and many dental cleanings were paid for with these donations.

ANIMAL SERVICES

ANNUAL REPORT '17

DUSTIN SMITH 2016 SUPERVISOR OF THE YEAR

Dustin was hired in 2003 and has served as an Investigator with the Tarrant County Auto Theft Task Force. He is currently assigned to SWAT/NETCAST as an Operator and an Investigator with the CRASH Team (Accident Reconstruction), holds a Master Peace Officer certificate and is an NAPD Driving Instructor. Dustin was promoted to Corporal in 2014.

ADAM HOOTON 2016 OFFICER OF THE YEAR

Adam was hired in 2010 and was promoted to Corporal in May 2017. He is a Certified Intoxilyzer Operator, a Crime Scene Officer and is assigned to the SWAT/NETCAST as an operator. Adam serves as a proud member of the Hurst Honor Guard.

JONATHAN CRAMER 2016 ROOKIE OF THE YEAR

Jonathan was hired at the Hurst Police Department in October of 2014 with a bachelor’s degree in sociology/criminal justice from the University of North Texas. He is a Crime Scene Officer and a Police Training Officer. Jonathan enjoys hunting and fly fishing.

CHRISTY PROVINCE 2016 CIVILIAN OF THE YEAR

Christy was hired in 1998 as an Animal Service Officer, and transitioned to a Public Service Officer in 2012 where she assisted with Quartermaster duties. In October 2016, she became an Investigative Assistant in the Criminal Investigation Division.