



CRYSTAL

POLICE DEPARTMENT

2023 ANNUAL REPORT



1956

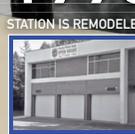
CRYSTAL POLICE DEPT. IS ESTABLISHED

1965

POLICE STATION IS BUILT AT CURRENT SITE

1993

STATION IS REMODELED



CANINE UNIT INTRODUCED IN 2012. ROCCO PICTURED



Susan Carstens Crystal Police juvenile specialist

Juvenile worker made life easier for Crystal's most vulnerable

By TIM HARLOW • harlow@tribune.com



Children and vulnerable adults in trouble and faces who are a part of the law found a kind and compassionate advocate in Susan Carstens.

In her 24 years as a juvenile specialist for the Crystal Police Department, Carstens has tirelessly worked to help the city's most vulnerable citizens and their families to get the help they need, frequently going above and beyond her job to help those in need.

In 2015, she received statewide recognition in the form of the Minnesota Association of Women Police Excellence in Support Award.

"Susan's service was to our most vulnerable citizens and she served in exceptional fashion," said Crystal Police Chief Stephanie Revering. "Susan's extensive network of contacts throughout the statewide law enforcement community is mounting the loss of one of the state's best crime prevention and intervention experts."

Carstens joined the Crystal Police Department in 2008 and dedicated her career to keeping kids on the straight and narrow, said her sister, Kelly Robbins of Minneapolis. She fought tragedy and spent countless hours visiting schools to teach students how to be safe and make them feel comfortable with police.

"She loved the kids and they loved her," said Ken Varrault, a retired Crystal Police sergeant who worked with Carstens for more than 20 years. "She had a good hand with the kids. She was a good public servant, a really strong advocate for the community."

Carstens was well known for the shopping seminars she put on for families, juvenile offenders and their parents. The seminars were designed to prevent teens from entering the court system down the road. Carstens heard years later from some participants, who thanked her for intervening when they had taken their missteps.

"She did a great job with them, and in many cases it was a relief," said retired attorney Steve Sandwick. "She was a true professional who had her heart into her work more than anyone could imagine. She cared so much for kids and families. She was a parent to everybody."

Besides helping provide services to homeless people, Carstens coordinated the city's "Burger in Your Boot" drive and arranged for snow shoveling for the elderly. She was a knowledgeable resource and the "go-to" person for officers investigating tough cases of child abuse and neglect, Revering said. She coordinated the Hennepin County Juvenile Advisory Council and knew the importance of working with other agencies. She made her connections to get victims and the city, county and state mental outreach programs they needed.

"Her demeanor with families was friendly, not confrontational, and it was a relief to see her, the frightened and angry families we met with," said Don Harlow, a retired Hennepin County juvenile protection investigator. "Susan kept herself knowledgeable in everything connected to child humans in residence, for emotional hardship and never proposed that families caused their own misery. Her compassion was refreshing."

After 24 years, Carstens was an avid ballroom dancer and took Ballroom Arthur Murray Studios. She was a longtime member of the Plymouth Congregational Church in Minneapolis.

The family just was to never say anything about her age (60), but she was well beyond her years. Said her sister, "She was the smart one." Robbins said, adding that Carstens held about every degree one could earn after graduating from Minneapolis South High School in 1966, including a doctorate in psychology from the University of St. Thomas.

Besides Robbins, Carstens is survived by another sister, Julie Hanson, of Bloomington; Services have been held.

Tim Harlow 612-677-7268

"She cared so much for kids and families. She was a parent to everybody."

— Retired detective Steve Sandwick

2021

DEMOLITION OF STATION BEGINS



2022

NEW STATION UP AND RUNNING



Service with compassion, integrity and professionalism.

MESSAGE FROM THE CHIEF



I am excited to present to you our 2023 Annual Report. The men and women of the Crystal Police Department continue to work tirelessly everyday to serve our community with compassion, integrity and professionalism.

As you can imagine, we have settled into our new police department and decided to make sure the history of the organization was prominently displayed inside of the building. The front cover depicts various vehicles police officer drove, along with our original police department, and many faces from the past. It also pays tribute to our Juvenile Specialist Susan Carstens who was instrumental with her work with youth within Hennepin County and in particular, our community.

We will continue to collaborate with our local, county, state, and federal partners to find strategic, well-thought out approaches to combat crime while working to represent the best in innovative, engaging police work focused on keeping our communities safe. And we will continue to lead from the front of doing this work while remaining focused on how to police all of our populations with respect and dignity.

In this report, you will see many of the faces that have chosen Crystal Police as their destination department and Crystal as the community with which they want to be a part. We are proud of this team and hope this report will add to your pride in those that are here to serve you.

As your police chief, I am humbled to serve you, our officers and civilian staff and our dedicated volunteers. I continue to notice the unbelievable support that our department receives from you, our residents, community, and business leaders. We can't thank you enough as we continue to strive for the best policing standards in this county, state and country.

I urge you to reach out to me directly with any questions you may have about this report and please continue to follow us on social media.

With much respect and gratitude,

A handwritten signature in black ink, appearing to read "Stephanie K. Revering".

Stephanie K. Revering
Chief of Police
Crystal Police Department

TABLE OF CONTENTS

Message from the Chief..... 2
Administration Division & Public Information Officer..... 4
Patrol Division & Community Service Officers..... 5
Investigations Division & Drone Unit 6
Mobile Field Force & West Metro SWAT/Negotiations Team 7
K9 Unit & Animal Control Officer 8
Records Division 9
Department Statistics & Compliance Checks 10
Use of Force Statistics..... 11
Community Engagement 12
Community Events 13
Department Training & Officer Wellness Program..... 14
Department Awards 15
Acknowledgments..... 16

On the Cover

Police Department Timeline Mural

The cover art is a section of the montage timeline mural prominently displayed in the police department lunchroom.

The artwork features various historical images of former police vehicles and the first police department building. It also honors moments of police engagement and faces of the past.

Specifically, the mural pays tribute to former Juvenile Specialist Susan Carstens, whose work with youth in Hennepin County and the City of Crystal was instrumental to the department’s community engagement success moving forward.



ADMINISTRATION DIVISION

34
Sworn Officers

15
Civilian Support
Personnel

4
Divisions

37,214
Calls for service

The Police Chief and Deputy Chief provide overall leadership to the 34 sworn officers and 15 civilian support staff of the Police Department. The goal of this leadership is to model, motivate, and equip staff to live out the department's mission of serving all residents, businesses, and visitors in Crystal with compassion, integrity and professionalism.

Police administration is also responsible for making sure the department is in compliance with all state, federal, and constitutional laws and expectations of the community for their Police Department.

In addition to guiding the work of department staff, the chief and deputy chief are very engaged with the community and are continually interacting and connecting with those who live, work, and visit the city to ensure that the department is best serving the community.



Stephanie Reverting
Police Chief



Brian Hubbard
Deputy Police Chief

Public Information Officer

The Crystal Police Department takes great pride in being transparent with the community, and works hard to provide timely and accurate information about incidents, crime trends and police department activities.

Through aggressive social media use, regular contact, an open-door policy with all media and timely response to citizen's, business owner's, or the media inquiries, the department attempts to be an enforcement agency model with information sharing and engagement.

One primary strategy for timely sharing with the community is through social media platforms. The department uses these platforms to share pertinent and timely information about things happening in the city, safety tips and information, as well as ways department staff are impacting our community. The deputy chief serves as the Public Information Officer (PIO) for the police department.

Facebook	Twitter	Nextdoor
10,536	5,285	8,806
Followers	Followers	Followers

PATROL DIVISION

Patrol Lieutenant Justin Tourville

Patrol is the largest division of the Crystal Police Department. It consists of the patrol lieutenant, six patrol sergeants, two K9 officers and 14 police officers.



691

Arrests for...

- Misdemeanors
- Gross Misdemeanors
- Felony Crimes
- Warrants
- Court Order Violations

2,377

Citations Issued

The patrol division provides a variety of services to residents, businesses and visitors of Crystal, including preventative patrols, responding to calls for service, providing medical aid, staffing civic events, assisting with community engagement, providing traffic safety and enforcement, taking reports of criminal activity, conducting bike patrols, crisis intervention response, search and rescue and providing K9 tracking services.

The goal is to provide safety and security for our community partners with compassion, integrity and professionalism.

Community Service Officers

Community Service Officers (CSOs) are a team of civilian police department employees who provide essential support to police officers and the community.

Their support functions include bookings, monitoring people in custody, handling after-hours animal complaints, and a variety of other requests for assistance by community members. They also conduct the majority of parking and code enforcement activities, as well as routine patrols.

CSOs are often engaging with the community at many city and police events. Most are college students working towards becoming licensed peace officers.

In 2023, the CSOs include Amara Murphy, Tyler Wasgatt, Frank DeBlicek and Aaron Fields.

INVESTIGATIONS DIVISION

Investigations Lieutenant Pete Underthun

The Investigations Division is staffed by one lieutenant, four general Investigators, one Juvenile Investigator.



The Investigations Division is responsible for investigating criminal cases that are not resolved by a responding patrol officer. Investigators work cases to a resolution by utilizing evidence processing, search warrants, subpoenas, interviews, cellular and computer forensics and canvassing. When all available evidence is gathered by an investigator, a summary report is prepared and presented to a prosecutor, who determines if criminal charges are warranted. Investigators often are required to testify in court about their case work.

Drone Unit

The Crystal Police Department Drone Unit consists of seven officers certified as Federal Aviation Administration (FAA) drone pilots. Crystal drone pilots maintain their skills with frequent training and deployment opportunities. Crystal police utilize the DJI Mavic 2 Enterprise Dual drone which features a high-definition camera and thermal imaging for external deployment. For internal building deployments, the department utilizes a DJI Mini.

During 2023, pilots deployed the drone 29 times which included training, assisting SWAT operators with interior building and vehicle searches, searching for missing people and assisting in searches weapons, evidence and outstanding suspects.



Mobile Field Force

The Crystal Police Department Mobile Field Force is comprised of four officers who attended more than 48 hours of initial operations training and have more than 16 hours of active field deployment.

The force operates through a consortium of Hennepin County police agencies with several hundred active members. Crystal's force operates in second platoon with the assistance of the New Hope, St. Louis Park, Robbinsdale and Hopkins Police Departments.

Officers train a minimum of 24 hours per year in riot control, crowd management and target protection. It is equipped with protective body armor, a ballistic helmet, gas mask and wooden baton. In 2023, the Crystal Police Department Mobile Field Force team added Jeff Kleven to bring its strength from three to four officers.



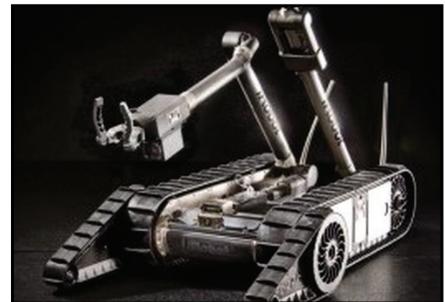
West Metro SWAT/Negotiations Team



The Crystal Police Department partners with the cities of New Hope and Robbinsdale to provide critical incident response services to three jurisdictions encompassing 58,000 residents.

The Crystal Police Department has six officers and six crisis negotiators currently assigned to the West Metro SWAT Team.

In 2023, SWAT team members underwent approximately 100 hours of specialized training and were involved in several high risk search warrants related to violent offenders.



K9 Unit

The Crystal Police Department has two certified K9 handlers: Officer Caleb Selin has K9 partner Leo and Officer Mike Callan has K9 partner Ace. Officers Selin and Callan utilize their K9 partners in assisting with searches for missing persons, weapons, drugs, burglaries, and apprehending wanted criminals. Officers Selin and Callan perform demonstrations for community events and visit children’s groups.

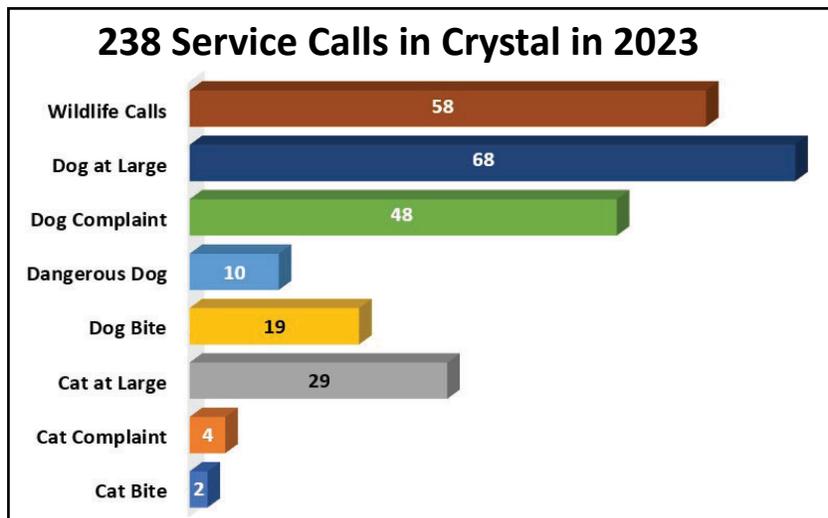
In 2023, Officers Selin and Callan completed a combined 549 hours of training, had 88 deployments, and apprehended 13 dangerous criminals. Crystal’s K9 teams exist thanks to the generosity of many community members and businesses such as the Crystal VFW, Crystal Lions and the West Metro Fire Relief Association who help to fund the purchase, training and care for Leo and Ace.



Animal Control Officer

The department shares one full-time animal control officer with the New Hope Police Department. Animal control responds to animal complaints, dealing with sick or injured animals and conducting animal abuse investigations.

Animal control assists in training new community service and patrol officers in Crystal and New Hope by reviewing animal-related ordinances and oversees animal boarding for both cities.



Animal control also assists with non-animal related calls for service, including traffic control at accidents and fire calls; motorist assists; medical assists; utility checks; assists at warrant and crime scenes; and vehicle and residential lockouts.

RECORDS DIVISION

Records Manager Sue Setter

The records division is comprised of civilian personnel consisting of a records office manager, property/evidence manager and three records management technicians. The records team completes most of its tasks behind the scenes and is responsible for a myriad of operational functions and administrative support. A few of those duties include:

- Processing police records, generally from reports generated by the patrol division, investigative unit and outside sources.
- Maintaining police records including, but not limited to, traffic citations; and incident, arrest traffic, crash and citizen reports.
- Preparing court transmittals.
- Ensuring accurate crime reporting for correct and current statistical data.
- Reviewing records for completeness and accuracy prior to entering or removing wanted persons, missing persons, stolen vehicles, stolen articles, stolen guns, and stolen securities from the state and national database.
- Submitting complete case files to the applicable attorney for criminal charging.
- Retrieving, interpreting and disseminating information from other agencies.
- Conducting background checks for employment, permits to purchase, massage and solicitors, liquor and tobacco licensing
- Purging records according to state laws governing records retention.
- Processing requests for law enforcement data as outlined in the Minnesota Data Practices Act.
- Handling non-emergency telephone calls.
- Conducting audits of records to maintain their integrity.

Property and Evidence

The property and evidence manager maintains records and tracks all evidence and property entered and stored in the property/evidence room. In addition, the manager insures that property is properly packaged and labeled according to established procedures.

There are various statutory requirements concerning the storage and disposal of property. These laws specify the time period property must be retained by law enforcement agencies. Following the final adjudication of a case, all property in control of the police department is released to the owner as applicable, destroyed or auctioned.

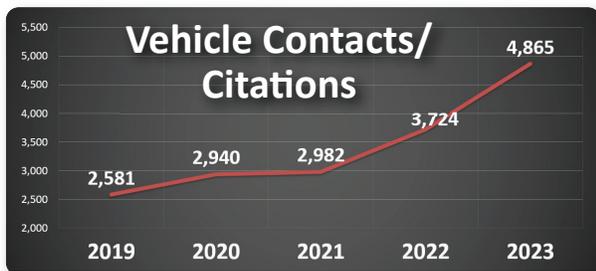
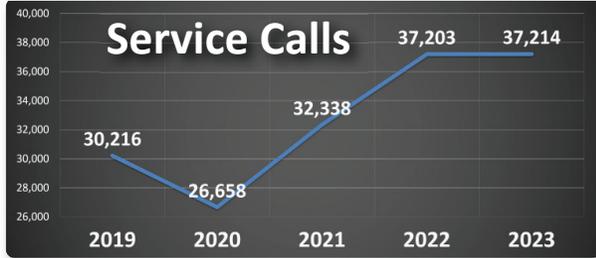
These records serve several purposes:

- Inventory of items in custody.
- Inventory of items that have been disposed of and released from custody or destroyed.
- Chronological record of chain of custody of each item.

In addition, the property and evidence manager processes evidence requests (body camera data) from prosecuting attorneys for criminal court proceedings.



Department Statistics



CRIMES	2019	2020	2021	2022	2023
Arson	1	4	1	4	-
Assault	130	135	163	148	127
Burglary	52	52	44	50	37
Criminal Sexual Conduct	16	25	26	31	36
Disorderly Conduct	18	67	58	53	36
DUI	118	211	147	216	264
Drug Violations	52	110	65	98	60
Family Offenses	13	27	20	5	12
Fraud	140	139	149	131	136
Homicide	1	5	2	1	-
Kidnapping	-	-	4	5	2
Liquor Violations	5	7	10	6	13
Pornography/Obscenity	-	-	6	2	7
Property Damage	77	122	128	149	113
Robbery	19	20	25	17	14
Theft	505	543	380	440	386
Trespassing	-	-	15	13	19
Vagrancy	-	-	2	1	-
Vehicle Theft	45	67	79	70	53
Weapon Violations	18	39	34	70	25
Other Offenses	125	177	198	229	286

Compliance Checks

Alcohol and Tobacco Checks

The department conducts annual compliance checks for all businesses licensed to sell alcohol or tobacco in the city to ensure underage sales are not occurring. Compliance check reports are forwarded to the city council for any action for non-compliance. In addition, the department conducts occasional free training for servers and managers regarding how to properly regulate the sale of these products to minors.

2023 Compliance Checks

Alcohol	Tobacco	Trained Servers
		
20	20	8

2023 Checks on Registered Predatory Offenders



Predatory Offender Registrations

The department conducts bi-annual checks of all individuals who are required to register as Predatory Offenders by the State of Minnesota. In addition, the department is responsible for notifying individuals in the community when Level 2 or 3 designated offenders move into their proximity. In 2023, the department hosted two Level 3 offender community notifications meetings.

Use of Force Statistics

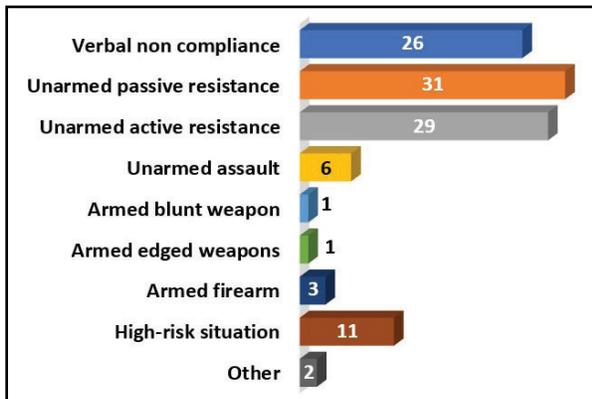
The Crystal Police Department Use of Force Policy requires that any use of force that is more than placing handcuffs on a compliant individual requires officers to complete a separate Use of Force Report. This includes suspects of crimes, as well as those in crisis who may be a danger to themselves or someone else.

This report is forwarded to a supervisor for review, which includes the supervisor reviewing the incident report and viewing available body worn camera footage. This report is then forwarded to the division lieutenant and the deputy chief for additional review. This process makes sure that every use of force is reviewed by various supervisors and that the use of force was proper, within policy and conducted according to training. We are proud of this process as we are not aware of any other agency that has this type of force review on every incident.

In 2023, the department responded to 37,214 calls for service. During this time frame, force (defined as more than physically controlling someone and the use of handcuffs) was used on non-compliant individuals 53 times, which is .001% of all contacts staff have with individuals. We believe this statistic speaks highly of the importance Crystal officers put on calmly dealing with situations and using de-escalation techniques to reduce the need for uses of force.

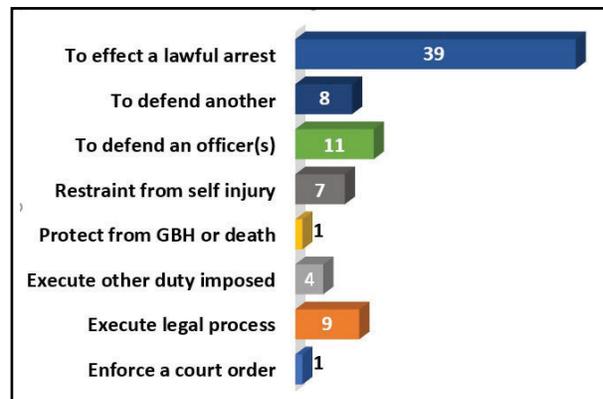
Level of Resistance

* An incident may include more than one.

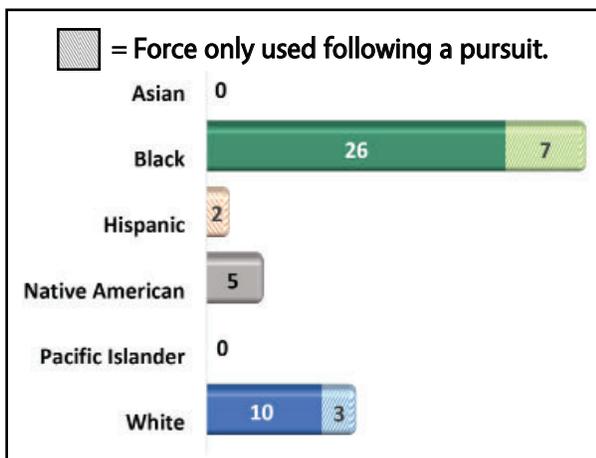


Reason for Response

* An incident may include more than one.

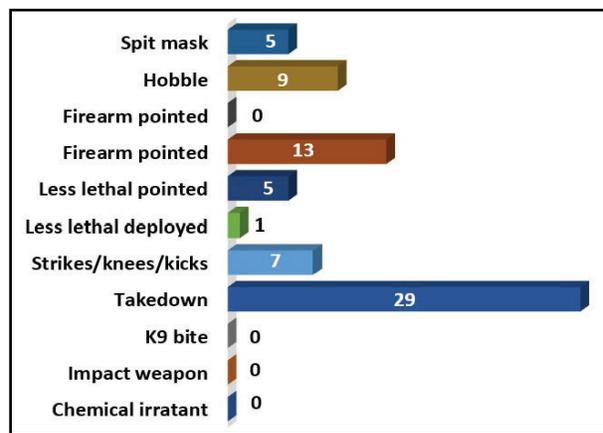


Use of Force by Race



Type of Force Used

* An incident may include more than one.



COMMUNITY ENGAGEMENT

The Crystal Police Department has a proud tradition of reaching out to the community to build relationships, develop connections and cultivate partnerships. These relationships are key to the department's success, ensuring positive interactions with law enforcement while making Crystal a great community to live, work and frequent. The department seeks out officers, staff and community partners who value and empower these connections.

Community Engagement Sergeant

Community Engagement Sergeant Brandon Dorr supervises the Community Engagement Team, as well as the Community Service Officers, the traffic car and juvenile investigator. In addition, Dorr organizes events, collaborates with community members, attends community meetings and follows up on community concerns.

Joint Community Police Partnership

Nneka Onuma – Nneka is a Hennepin County employee embedded in the department, serving as a bridge between the police and community. Onuma oversees the department's Multicultural Advisory Committee (MAC) and assists with the development, scheduling and participation in community meetings and events.

Hennepin County Social Worker

Hennepin County Social Worker Savanna Farmer – In 2023 Savanna served as a Hennepin County Employee who was embedded in the Crystal Police Department. Her primary role is to provide services to community members in need. These services can vary greatly and include providing housing services, mental health services, basic needs assistance, supportive services, transportation assistance, family and parenting assistance, and much more. Throughout 2023 Savanna handled 324 cases with people in need of services.



Juvenile Investigator

Investigator Jonathan Wilkes has two primary roles within the police department: Build relationships with teachers, staff and students in Crystal schools and working on criminal cases related to children.

In the schools, D.A.R.E. is taught to 5th grade classes to teach the benefits of living drug and alcohol free, as well as teaching about the negative effects of bullying.

Wilkes also has specialty training in Internet Crimes Against Children (ICAC) to provide effective response to technology-facilitated child sexual exploitation and Internet crimes against children.

Traffic Enforcement Officer

The most common complaints to the department are traffic safety related. Speed, stop sign violators, school bus stop arm violators and reckless driving are all common concerns. Officer Andrew Robles responds to these complaints, is proactive in reducing the number of vehicle collisions and seeks to improve safety on city roads.

In 2023, Robles made more than 1,300 traffic stops, issued 700 citations and 600 warnings and made more than 100 arrests. He was also nominated for a Mothers Against Drunk Driving award for his dedication to DWI enforcement.

COMMUNITY EVENTS

Throughout each year, the Crystal Police Department conducts and participates in numerous community events. In 2023, hundreds of hours were dedicated to building community relationships. Events the department participated in 2023 included:



COMMUNITY POLICE ACADEMY

In partnership with Robbinsdale and New Hope police departments, the Community Police Academy provides citizens with an in-depth look at being a police officer. In 2023, the academy had 33 participants who learned about police operations, defensive tactics, dispatch, crime lab, SWAT, K-9, crime lab, investigations and more during a seven-week period.



BIKE RODEO

This annual event, sponsored with other local cities, allows the department to teach young bike riders about how to enjoy riding safely.

CAR SEAT CLINICS

Several times a year, the department sponsors a car seat clinic to help young families ensure they have the proper car seat(s) and that they are installed properly. In addition, Crystal Police Department certified car seat specialists are able to assist residents with car seat installation.



CRYSTAL FROLICS

This annual summer city festival includes officers conducting foot patrols and engaging with community members who come to celebrate Crystal.



NIGHT TO UNITE

Community members host neighborhood block parties every August in an effort to come together, eat great food and build and develop relationships. Police department staff attend parties and engage with the community, answer questions and respond to concerns.

OTHER EVENTS

Other events include Vehicle Fair, Cops and Bobbers, Polar Plunge, Shop with a Cop, Toys for Tots, the Santa Parade, Multicultural Driver's Education, the Multicultural Advisory Committee, local school events and graduations, and much more.

Department Training

Training Hours

4,800+

Hours Per Officer

150

Defensive Tactics
and Weapons

50+

The Crystal Police Department considers training to be very important. Ensuring that all officers receive continual, timely, relevant and diverse training in the wide array of topics that officers are expected to know is paramount to their success and our ability to best serve the community.

Training is conducted in-house by certified officers in areas such as defensive tactics, weapons use, de-escalation and DWI detection. Officers also regularly attend trainings by outside organizations in areas such as emergency vehicle operation, search and seizure laws, mental health and crisis intervention, court orders and legal issues. All trainings attended by officers are approved by the MN POST Board and far exceed the minimum number of content and overall hours required of officers.

Officer Wellness Program

In 2023, the Crystal Police Department continued to develop and implement its officer wellness program. The program provides training, guidance and assistance to all employees regarding physical, mental and emotional wellbeing. The goal is to prepare employees for the rigors of working in the police profession while reducing health risks, job-related injuries and absenteeism.

The department continued its “Check-up from the Neck Up” program, in which all employees meet with a mental health professional once per year. The department’s Peer Support Team, in partnership with New Hope and Robbinsdale Police, grew by several members: all three departments added both sworn and civilian members. Members provide guidance and are a bridge to services for employees experiencing hardship and/or are in crisis.

Physical wellness also continues to be a priority. The department’s new fitness room is available for all city employees. Police department employees can participate in 10-week challenges and a fit test, with earned incentives.

Sgt. Brandon Dorr, Officer Tyler Anthony, Officer Lauren Roll and Records Manager Sue Setter each contributed to the wellness program in 2023.



DEPARTMENT AWARDS

Crystal police officers do outstanding work every day to serve, protect and assist those in the community. Most of their work may go unrecognized, and all employees understand that is part of their job; however, there are times when the actions of employees surpass the department's motto of service with compassion, integrity and professionalism.

The following Crystal Police Department employees received awards for these extraordinary accomplishments in 2023:

Mission Award - Service

Officer Andrew Robles

Award of Merit

Officer Josh Kasten

Life Saving Award

Officer Lauren Roll (3)

Officer Mike Callan

Sgt. Zach Fecteau

Officer Josh Kasten (2)

Officer Tim Simon (2)

Officer Jon Beck

Officer Josh Butterfield

Officer Marcus Issa

Sgt. Matt Saba

Officer Cole Horner

Officer Anna Futterer (2)

CSO Frank Deblieck



Exceptional Performance Award

Lt. Pete Underthun

Officer Marcus Issa

Officer Jeff Kleven

Officer Lauren Roll

Officer Tyler Anthony

Officer Mike Callan

Officer Zach Fecteau

Sgt. Jason Nolan

Sgt. Gabe Storz



20 Years of Service

Lt. Pete Underthun

Sgt. Matt Saba

10 Years of Service

Evidence Technician Jen Novak

Sgt. Jake Albers

5 Years of Service

Officer Marcus Issa

Deputy Chief Brian Hubbard



Acknowledgments

Mayor

Jim Adams

City Council

John Budziszewski

David Cummings

Forest Eidbo

Traci Kamish

Taji Onesirosan

City Manager

Adam Bell

Police Chief

Stephanie Revering

Deputy Chief

Brian Hubbard

Lieutenants

Pete Underthun

Justin Tourville

Sergeants

Brandon Dorr Adam Harrer

Jon Kurtz Gabe Storz

Jake Albers Jason Nolan

Matt Saba

Records Manager

Sue Setter

City of Crystal

4141 Douglas Dr. N.

Crystal, MN 55422

763-531-1014

police.crystalmn.gov

