



CITY OF FULLERTON

Police Department

Danny E. Hughes Chief of Police

Dear Fullerton Resident:

I am writing to bring you up to date on an important issue. On December 2nd, the criminal trial is expected to begin for two former Fullerton police officers involved in the July 2011 confrontation involving Kelly Thomas. You will very likely read and hear reports about the trial, including comments and opinions both positive and negative, concerning the officers who were involved and the Fullerton Police Department in general.

As your new Chief of Police, I am very proud of the outstanding men and women who faithfully and diligently serve our community and want you to know that this one event does not, and should not, define the Fullerton Police Department. We have and are making many positive changes and I wanted to share with you some of those changes we have implemented to maintain your trust and confidence in your Police Department and Officers. Many of these changes have been outlined in our recently released annual report. I invite you to contact me if you would like a copy, or go to fullertonpolicenews.com for a copy.

In total, we have taken action on more than 50 recommendations from the Los Angeles Office of Independent Review, an external agency with law enforcement expertise, which conducted a comprehensive audit of our policies, procedures, and practices. They range from increased opportunities for residents to interact directly with the Department, external reviews of newly hired officers, to working more closely with residents on improving the city's safety and overall quality of life.

Here is a brief summary of some of the changes in the annual report:

- Community communications have been strengthened through service days, an annual Open House, a new Fullerton Police News web page, Facebook and Twitter accounts and on-line neighborhood crime mapping programs.
- We have resumed monthly Community Policing and Crime Strategy Meetings that involve all command staff, investigation supervisors and other personnel; the meetings are used to discuss crime trends and develop strategies and collaborate with residents to reduce crime and improve the quality of life in Fullerton.
- Department scheduling has been reorganized to increase the number of officers available for calls for service.
- We established a Victims Advocate Ride Along Program to have counselors from the non-profit Community Services Program ride with our officers to provide immediate counseling for domestic violence incidents and other traumatic events.

THE EDUCATION COMMUNITY

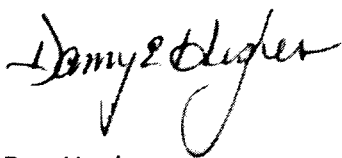
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- Our Policies and Procedures have been revised and are posted online so all residents may read them.
- To date the Department has held two Citizens Academies where community members learned and provided input on various aspects of the Police Department.
- We have hired an outside company to conduct background investigations to ensure we select the very best to serve our community.
- The Department requires all officers to complete training that covers the legal, reasonable, ethical and moral decision-making processes when officers use force. In addition, officers now undergo training that focuses on the issues of homelessness and mental illness.
- All Officers have undergone Crisis Intervention Training that included overviews of disorders including schizophrenia, bi-polar and depression. The training also provided de-escalation techniques for officers in the field with the goal to reduce the amount of force needed in the field. We also increased the Homeless Liaison Officer Program from one to four officers to enable greater coverage and expertise. The Department implemented an agreement with the Orange County Mental Health Department to have an Outreach Clinician ride with our officers on a regular basis to assist our homeless population obtain needed services.

All of us at the Fullerton Police Department, myself included, understand that we simply cannot do our jobs effectively without the trust and confidence of those we serve. Currently, I am assembling a citizen's advisory board that will include a cross-section of the community to add to this two-way communication, and we have recently hired the Los Angeles Office of Independent Review to conduct annual audits of internal investigations and to make a public report on the outcome of the audit. We continue to partner with our school districts to address concerning new trends, such as prescription drug use and bullying, as well as ensuring our schools remain a safe place to learn.

We are committed to working in close partnership with you to ensure the highest levels of safety and quality of life as possible. I look forward to the opportunity to enhance the quality of life in our great city, and am extremely proud of the positive accomplishments we have already made. As a lifelong member of our community, it is my extreme honor and privilege to be your Police Chief.

Yours in Service,

A handwritten signature in black ink, appearing to read "Dan Hughes", written in a cursive style.

Dan Hughes