# CRYSTAL POLICE DEPARTMENT 2023 ANNUAL REPORT

**1956**
CRYSTAL POLICE DEPT. IS ESTABLISHED

**1965**
POLICE STATION IS BUILT AT CURRENT SITE

**1993**
STATION IS REMODELED

**2021**
DEMOLITION OF STATION BEGINS

**2022**
NEW STATION UP AND RUNNING

**Susan Carstens** Crystal Police juvenile specialist

## Juvenile worker made life easier for Crystal's most vulnerable

By TIM HARLOW • harlowe@startribune.com

Children and vulnerable adults in trouble and those who ran afoul of the law found a tenacious yet empathetic advocate in Susan Carstens.

In her 20 years as a juvenile specialist for the Crystal Police Department, Carstens was tireless in her efforts to connect children and families to the help they needed, frequently going above and beyond her 40-hour workweek to make their lives better and head off problems. 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 mourning the loss of one of the state's premier crime prevention and intervention experts."

Carstens died July 23 of cancer. She was 73.

Carstens joined the Crystal Police Department in 1980 and dedicated her career to keeping kids on the straight and narrow, said her sister Kellie Robbins, of Minneapolis. She fought truancy 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 Varnold, a retired Crystal Police sergeant who worked with Carstens for more than 20 years. "She had a good bond with the kids. She was a good public servant, a really strong advocate for the community."

Carstens was well known for the shoplifting seminars she put on for first-time juvenile offenders and their parents. The sessions 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 that, and in many cases it worked," said retired detective Steve Sandwick. "She was a true professional who put 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 "Dinner at Your Door" deliveries and arranged for snow shoveling for the elderly. She was a knowledgeable resource and the "go-to" person for officers investigating tinchy 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 used her connections to get victims into the city, county and state social outreach programs they needed.

"Her demeanor with families was friendly, not confrontational, and it was often well-received by the frightened and angry families we met with," said Don Dietz, a retired Hennepin County child protection investigator. "Susan kept herself knowledgeable in community resources to assist families in economic or emotional hardship and never proposed that families caused their own misery. Her compassion was refreshing."

Later of time, Carstens was an avid ballroom dancer and took lessons at Arthur Murray Studios. She was a longtime member of Plymouth Congregational Church in Minneapolis.

The family joke was to never say anything about her age (64), but she was wise 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 1965, 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 612-673-7768

"She cared so much for kids and families. She was a parent to everybody."
— Retired detective Steve Sandwick

*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,

**Stephanie K. Revering**
**Chief of Police**
**Crystal Police Department**

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# 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 Revering**
**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.**

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

**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.**

# 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 DeBlieck and Aaron Fields.

# INVESTIGATIONS DIVISION

## Investigations Lieutenant Pete Underthun

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

6
Investigators

3,069
Cases Assigned

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 canvasing. 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

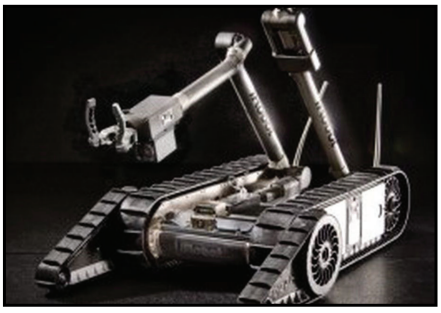
The Crystal Police Department Mobile Field Force is comprised of four officers who attended more than 48 hours of initial operations training and have more than 16 hours of active field deployment.

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

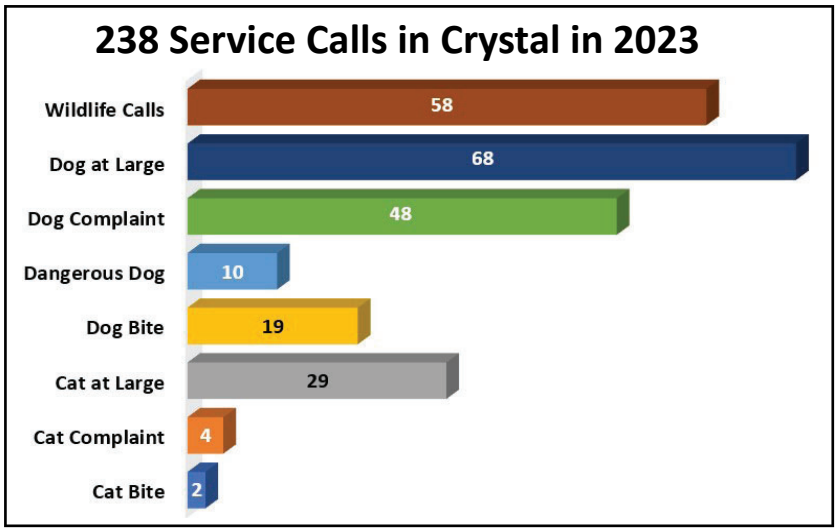
The Crystal Police Department has two certified K9 handlers: Officer Caleb Selin has K9 partner Leo and Officer Mike Callan has K9 partner Ace. Officers Selin and Callan utilize their K9 partners in assisting with searches for missing persons, weapons, drugs, burglaries, and apprehending wanted criminals.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

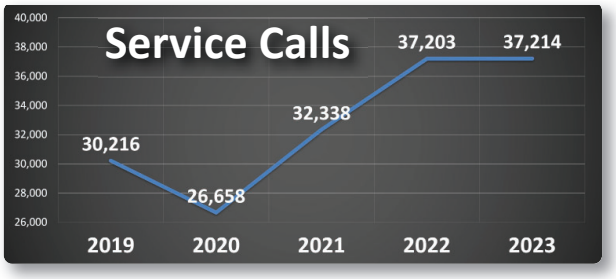
These records serve several purposes:

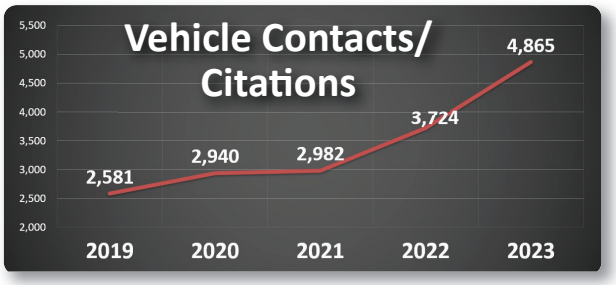
- Inventory of items in custody.
- Inventory of items that have been disposed of and released from custody or destroyed.
- Chronological record of chain of custody of each item.

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

| | |
|---|---|
| 2,461 Evidence Items | |
| 292 Safe-kept Items | 94 Cases with Items |
| 23 Found Property | 1,263 Disposed Items |
| 56 Items Booked for Destruction | 785 Evidence Requests |

# Department Statistics

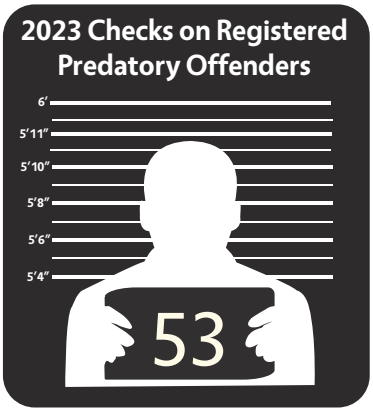



| CRIMES | 2019 | 2020 | 2021 | 2022 | 2023 |
|---|---|---|---|---|---|
| Arson | 1 | 4 | 1 | 4 | - |
| Assault | 130 | 135 | 163 | 148 | 127 |
| Burglary | 52 | 52 | 44 | 50 | 37 |
| Criminal Sexual Conduct | 16 | 25 | 26 | 31 | 36 |
| Disorderly Conduct | 18 | 67 | 58 | 53 | 36 |
| DUI | 118 | 211 | 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.




**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

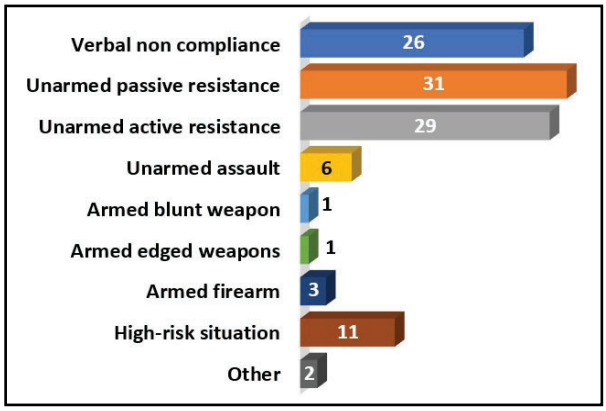
The Crystal Police Department Use of Force Policy requires that any use of force that is more than placing handcuffs on a compliant individual requires officers to complete a separate Use of Force Report. This includes suspects of crimes, as well as those in crisis who may be a danger to themselves or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

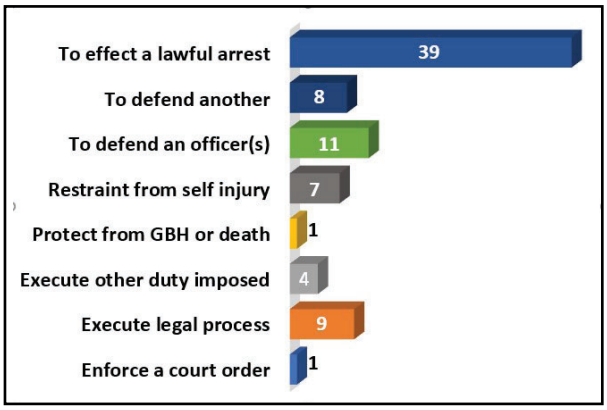
## Level of Resistance

*** An incident may include more than one.**

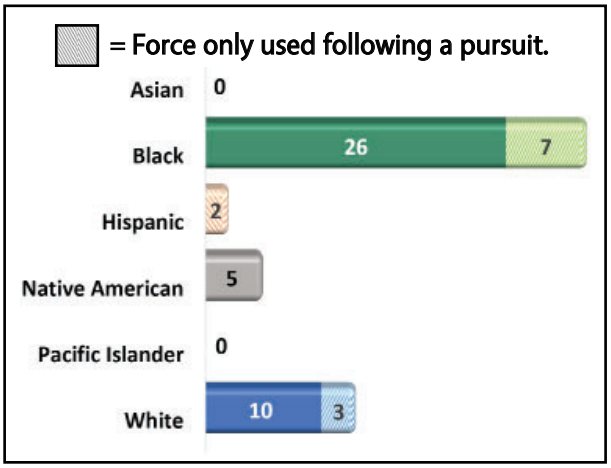



## Reason for Response

*** An incident may include more than one.**

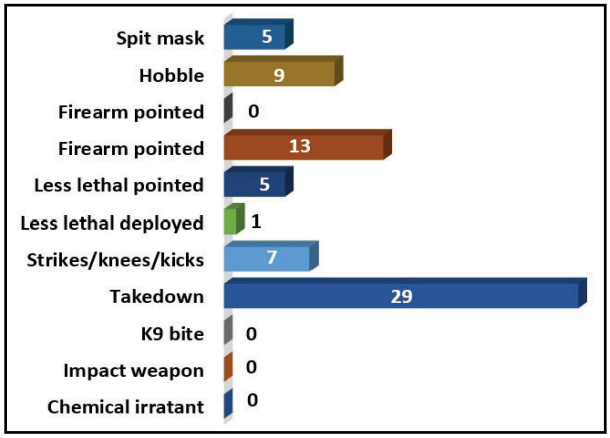



## Use of Force by Race




## 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
Jon Kurtz
Jake Albers
Adam Harrer
Gabe Storz
Jason Nolan
Matt Saba

**Records Manager**
Sue Setter

**City of Crystal**
4141 Douglas Dr. N.
Crystal, MN 55422
763-531-1014
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