

## WHAT'S NEWS WITH TITAN:

- The Importance of Proper Training
- Best Surveillance Positions and Course of Action
- New Hires and Company Award Winners
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## Proper Training of Investigators is Key to Success

It is a known adage in the business of private investigations that you are only as good as your last investigation. Taking that a step further is the general truth that you are only as good as your investigators. But how do they get "good"? The answer is their training. A private investigator can only be as effective as the training they receive. Private investigators come from all walks of life. Some come with police or military experience and may or may not have a wealth of investigative experience. Others may arrive as college graduates as criminal justice or computer forensics. A third and ever growing category of applicants are those that always wanted to be a private investigator and have no knowledge of the job or formal investigative experience.

In all three categories of applicants, proper training is the key to future successes. Investigators need to be trained in the realities of what their job entails. While those with police and military experience may think that they have all their bases covered, they soon find out the playing field is totally different in the civilian world, and the rules have changed as well. Those that are book smart also find out quickly that there is no substitution for experience. Common traits of good private investigators are trustworthiness, alertness, creativity, attention to detail and even common sense. Good private investigators are passionate in what they do and always professional and persistent. While some of these traits cannot be taught, they can be brought out with proper training. Never underestimate the training needed.

All private investigators need to go through a structured training program with several experienced investigators as they will undoubtedly take something different away from each one and become more well-rounded. While the amount of training needed may vary with experience level, all training needs to include systems training and both classroom and field training. Investigators need to be aware of what is expected of them so they can reach their objectives. They need to be made aware of all pertinent laws and regulations, tools of the trade, and liabilities for their actions. Knowledge of laws and regulations will assist with making better decisions about setting up and protecting the integrity of an investigation. Using updated tools will assist with saving time and producing a better product. In the end, there is no substitute for proper training.

## Setting Up Surveillance - How Close is too Close?

From aggressive to out of sight, an investigator's surveillance position can make or break an assignment. While there are no set rules that work in all situations, an investigator must weigh several options when deciding how close to sit to a subject's residence or location. Proper pre-surveillance investigation will aid greatly in

determining the best course of action. Knowing the layout of the land, all routes in an out of the area, and even the make-up of the neighborhood can assist the investigator and cut down on any unnecessary, unwelcomed, and even dangerous, surprises.

An aggressive surveillance position comes with a risk of getting

burned. Parking too close to a subject's residence or location can increase the likelihood of being noticed, but what if there are no alternatives? If a subject is deemed active and there are no other vantage points to observe the activity, then the investigator may need to blend in as much as they can and simply hope for the best.



An aggressive surveillance position would be setting up directly across the street from a residence such as in the above photo.

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## How Close is too Close? (Continued)

In general, moderate surveillance positions are better suited for most assignments, especially those scheduled to last several days. When the situation allows, parking at the end of the street where the subject resides, or from a greater distance with a view of the property, is preferable.

But what if there is nowhere to park safely and inconspicuously to observe a residence or location? If a surveillance position must be obtained “out of sight” and it is determined

that the best course of action has to be to follow the subject once leaving the area, then certain challenges must be overcome. It is preferable to allow for two investigators to work in tandem to either assist in covering each direction the subject may leave or for one of the investigators to remain stationary so as not to alarm the subject, while communicating the movement to the other investigator to maintain mobile surveillance. When situations do not allow for two investigators, the single investigator needs to be

positioned near the most likely exit of the area while maintaining a clear view of the route to watch for any vehicles the subject may depart in. The challenge is in the educated guess and hoping that the subject is not picked up and driven away in a vehicle that is not expected. In situations such as these, it is necessary to drive by the residence on occasion to check for changes at the location, but caution needs to be made to not drive too slowly or often as to raise suspicions. Striking that balance is a challenge that can make or break an investigation.

## Team Titan: Titan Company News

### Welcome Aboard

Titan would like to take this time to welcome aboard the following new hires in the second half of 2016.

**Bryan S. Bornfriend**  
Baltimore, Maryland

**Caitlin G. James**  
Phoenix, Maryland

**Paul D. Leschinsky**  
Macungie, Pennsylvania

### Welcome Aboard (Continued)

**Evan T. Mitchell**  
Eaton, Ohio

**Jack T. O'Reilly**  
Gulfport, Florida

**Randy D. Staten**  
Rosedale, Maryland

### Investigators of the Month

Titan would like to congratulate the following investigators for their recent Investigator of the Month Awards:

#### July/August/October/November

**Greg D. Jakovics**  
Pasadena, Maryland

September  
**David T. Adams**  
Medford, New Jersey

## 2016 Investigator of the Year Award

Titan would like to congratulate **Greg D. Jakovics** of Pasadena, Maryland, for winning the 2016 Investigator of the Year Award. Greg won the overall award with an end of year video percentage of 79% while averaging over 33 minutes of Claimant video per day. It should be noted that Greg won five individual Investigator of

the Month Awards in 2016 and was also the 2014 Investigator of the Year Award winner.

Coming in second place was **Rick K. McAuliffe** of Norristown, Pennsylvania. Rick ended the year with a video percentage of 65% while averaging almost 25 minutes of Claimant video per day.

Finishing in third place was 2013 Investigator of the Year Award winner, **Michael L. McSwain** of Springville, Tennessee. Michael ended the year with a video percentage of 63% while averaging of 23 minutes of video per day.

Congratulation to all winners from everyone at Team Titan!