

On-site Final Report Executive Summary

Commission on Accreditation for Law Enforcement (CALEA®)

Agency: Wilmette (IL) Police Department

Dates of assessment: August 13-17, 2005

Team Leader: Chief Glen B. Allen
Henderson (NC) Police Department

Type of assessment: Law Enforcement Reaccreditation (5th), B size (67 personnel)

CALEA Program Manger: Dennis Hyater

1. Previous assessment issues

The agency had no difficulty with its previous re-accreditation assessment. There were only seven file maintenance issues and five applied discretion matters. All corrections were readily handled.

2. File maintenance

File maintenance was not an issue during the current assessment as there were only 11 files sent back for some attention by the agency. The addition of pre-existing proofs of compliance or minor administrative corrections on existing documents corrected the issues identified.

3. Performance activities

The agency's time sensitive reports and issues were generally well done with sufficient proof of sustained compliance. In a few areas requiring analysis, the agency complied minimally, but significant analysis was difficult in some instances due to there being few applicable occurrences of reviewable events.

Wilmette Police has had only four employee grievances over the past three years so the required analysis (23.1.3) was done but of limited benefit.

The pursuit reports (41.2.2) and annual analysis of pursuits (41.2.3) were also completed, but the significance of the evaluations was diminished because the agency was involved in only a very few pursuits.

An outstanding citizen survey (45.2.4) had been done in 2003 involving mailings to over 700 people having contact with the agency in 2002. The results were useful and positive.

4. Applied discretion

The agency had four standards in applied discretion:

1.3.9 Authorized weapons and ammo; (c) review by qualified weapons instructor or armorer and procedure to remove weapons from service, also (d) keeping records of weapon reviews. (M) The directive language was changed. Agency practice was in compliance.

22.3.2 Physical fitness; policy regarding fitness for sworn employees. (M) The directive mandated annual testing by all sworn officers, but many were excused. Language was changed to allow provisions to be excused from testing.

53.1.1 Line inspections; required. (M) The policy was amended to replace text such as "should" and "may" with "shall" and "will."

82.3.4 Citations; stored in secure area. (M) Citations were stored in an unsecured area of the roll call room. All were moved and securely stored in Shift Supervisor's office per written policy.

5. Non-compliance

The agency had no non-compliance issues.

6. Items of note

The agency's annual reports stated that the agency was in compliance with all applicable standards with one exception. Some quarterly performance evaluations on probationary personnel were not done in 2003-2004. Supervisory personnel remedied the problem and compliance was realized during this on-site.

The agency had did not have a mock assessment in June 2005 using eight mock assessors, four that were certified CALEA assessors. This helped the agency be well prepared for the on-site.

7. Quality of law enforcement service and Exemplary Projects

The agency is a full service, community orientated law enforcement agency that enjoys a high level of community trust and support.

Wilmette has an outstanding quality and character of personnel. Educational attainment by officers is exemplary. All officers have at least two or more years of college. Bachelor degrees are held by 40 officers, six have Masters' degrees and two hold Juris Doctorates.

The agency is very sensitive to cultural diversity and that is reflected in their recruitment and selection programs and their traffic stop monitoring program to insure that bias-based policing does not occur.

The Wilmette Police Department is the beneficiary of a \$300,000 grant from the Cook County Board of Commissioners that administers the federal Balanced Approach to Drugs and Gang Enforcement (BADGE) grant. This has helped the agency to conduct youth programs, purchase ballistic shields and helmets and pay for overtime training associated with rapid deployment exercises.

8. Recommendation

It is the recommendation of the assessment team that the Wilmette Police Department be reaccredited without reservation.

TO: Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA)
FROM: Glen B. Allen, Assessment Team Leader
DATE: September 6, 2005
SUBJECT: On-site Assessment Report for the Wilmette Police Department,
Wilmette, Illinois

A. Dates of the On-Site Assessment:

August 13 – 17, 2005

B. Assessment Team:

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C. CALEA Program Manager and Type of On-site:

Dennis M. Hyater
Fifth reaccreditation, B size (67 personnel) 4th edition standards

D. Agency Profile:

1. Community history and description

The present Village of Wilmette is distinct among North Shore communities because it was created by the 1924 merger of two older villages, Wilmette and Gross Point. The origins and development of these two communities differ, and this difference is still visible on the landscape. On the east, Wilmette developed on a wooded tract bordering Lake Michigan. On the west, Gross Point was the center of a German immigrant, farming community that spread across the open fields west of what is now Ridge Road.

Wilmette's road to incorporation began in 1869 when a group of five men formed a land syndicate to promote residential development on the former Ouilmette Reservation. John G. Westerfield, the man who had originally farmed the land around the old Ouilmette cabin and later the village's first president, laid out streets and lots in his first survey of the village. Despite this earlier platting of the Village, it was not until 1872 that the village was incorporated. It was named after early settlers Archange and Antoine Ouilmette, although the spelling was changed.

The railroads played a crucial role during this early period of development as early as the 1860s. Commuter train service to Chicago actually began in 1871. By 1910, the Northwestern Elevated Electric Railroad made electric train service to Chicago or Milwaukee available for the first time in the village. This electric line is commonly called the "L" line and still operates today.

By the 1920s, most of the characteristic land use features of Wilmette were established. A business district extended two blocks east and west of the Chicago & North Western Railroad depot along West Railroad Avenue (Green Bay Road). Several churches and schools already occupied their present sites. Residential development was extending east with many large residences designed by distinguished local architects. Subdivisions of more modest homes were built west toward Ridge Road. The brick-paved streets were bordered with tree-lined parkways. Many residential neighborhoods are still maintained in this manner giving the village a measure of pastoral charm in a suburban setting.

With the improvement of the economy in the 1990s, Wilmette saw renewed interest in both its residential and commercial neighborhoods. The village struggled to find ways to balance its maturity as a suburb with growth and adaptation. Over the past decade, Wilmette has witnessed a redevelopment of the housing stock, with homeowners and developers tearing down or adding to older homes and creating newer, larger structures in their place. Commercial and multi-family infill has also been common, often accompanied by controversy.

Today, Wilmette is a community of nearly 28,000 population located 16 miles north of Chicago along the shores of Lake Michigan. Covering about five and a half square

miles, the village borders Kenilworth and Northfield to the north, and Glenview to the west. Evanston and Skokie are along the southern border. Wilmette is a sophisticated community with a median family income of \$122,515. The village is known for its tree lined streets, excellent parks and quality public and private schools. It is a community committed to its history, preserving its brick streets with old fashioned street lights, and beautiful lakefront areas. The average home value in Wilmette is \$441,600. Balancing the history of the village with the changing demands of a successful community will prove to be a difficult challenge for the Village of Wilmette.

2. Governmental organization

Wilmette is governed by the Council-Manager form of government, which consists of a Village President and six trustees. This form of government was adopted by ordinance and confirmed by referendum in 1969. Under the Council-Manager form, the Board of Trustees serves as the legislative body by adopting resolutions, passing ordinances, adopting a budget and determining a tax rate. These elected officials work in conjunction with a full time professional manager and staff.

The Village Manager, who is appointed by the Village Board, acts as the Village's chief administrative officer and is responsible for implementing the policies of the Board and managing the day to day operations of the Village. The seven members of the Village Board of Trustees are elected at-large for staggered, four year terms. There is a two-term limit for members of the Village Board and the Village President.

3. Biography of CEO

George E. Carpenter has served as Wilmette's Chief of Police for the past 14 years. Chief Carpenter is a veteran officer, having served the agency for over 32 years. His three decades of experience have been marked by successful leadership in municipal policing in a highly respected agency with an annual operating budget of \$7.5 million serving a resident population rapidly approaching 30,000.

Chief Carpenter earned his Bachelor's Degree from Marquette University and attained his Master's Degree in Law Enforcement Administration from Western Illinois University. The Chief also attended the Senior Management Institute for Police; Kennedy School of Government at Harvard University. He has served as President of the North Suburban Association of Chiefs of Police and of the Northern Illinois Police Crime Laboratory. Chief Carpenter has support from the agency and the village community as a highly ethical and progressive police administrator with an inclusive leadership style, building community partnerships while practicing sound fiscal management. He is a strong advocate of international accreditation.

4. Agency history and description

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Wilmette Police Department

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The Wilmette Police Department was established in 1886 when the Wilmette Village Board of Trustees adopted an ordinance providing that the President and Board of Trustees would serve as police officers, along with any additional officers appointed by the Board. In the early years police officers were responsible to see that roaming domestic animals were kept off the sidewalks and that foraging cows did not enter stores and consume the green vegetables. They also were present at dances, picnics, celebrations and other public events.

The Wilmette Police Department today provides a full range of law enforcement services, responding to nearly 20,000 calls each year. The Wilmette Police Department has 46 sworn officers and 21 civilian employees. Sworn personnel include the following: Chief of Police, two Deputy Chiefs, three Commanders, six Sergeants, and 34 Police Officers.

The Wilmette Police Department values education and supports their personnel who pursue higher academic degrees. The agency requires a Bachelor's Degree for new officers, but five officers hold Master's Degrees and two are licensed attorneys with law degrees. More than 85% of the officers have a four-year college degree, which has been an entry requirement since 1991. The Wilmette Police Department became the third agency in Illinois and the twenty-ninth in the country to earn accreditation in 1986 from the Commission on Accreditation for Law Enforcement Agencies. Since 1991 the Wilmette Police have required a four year college degree at the entry level which reflects the high level of educational attainment and sophistication of the Village residents.

Wilmette Officers enjoy comprehensive in-service training programs. Training is a priority and is managed in a way that is sensitive to both the needs of the department and the career interests of the individual. Officers received an average of 118 hours of in-service training in 2004.

Departmental components include patrol, criminal and juvenile investigations, community relations/crime prevention, and research and development. Additionally, collateral assignments within patrol include evidence technician, regional emergency services team, field training officer, DARE officer, firearms instructor, DUI specialist, emergency vehicle operations instructor, and traffic accident reconstructionist.

5. Future issues facing this agency and its service environment

Like most law enforcement agencies, there is no shortage of future challenges awaiting the Wilmette Police Department.

There is a dire need for more space in the Police Department. The facility is nearly forty years old and offers considerable challenges to policing in the new millennium. The Communications Center is in a small island-room in the center of the Records section. The room is full of equipment and provides minimal space for telecommunications

personnel. Several years ago, an architectural consultant reported on how best to address the critical space needs of this vital function. Adequate space cannot be found within the existing walls of the police building. Providing necessary space for police communications should be a high priority for the Wilmette Police Department.

Although the venerable building is maintained in good condition, it lacks adequate space for many other critical needs and functions. The lobby area affords no privacy for citizens entering the police facility to report crimes or to discuss sensitive or embarrassing matters. Supervisors generally must work from open cubicle workstations which provide little opportunity for confidential conversations with subordinates or public complainants. The confines of space limitations further complicate the protection of the supervisors work product from the eyes of others.

Procedures, training and equipment are all changing rapidly in response to evolving homeland security demands placed on local police departments such as Wilmette's. A newly revised edition of the Emergency Management Plan was issued earlier this year, and significant upgrades to the training provided to agency personnel and the protective equipment for officers have been made. Further changes are easily foreseeable. The Wilmette Police Department realizes that it is essential that they meet the challenge of expanding their emergency management capability to encompass projected hometown security needs.

Recruitment is a continuing challenge for the Wilmette Police Department. The agency can find plenty of candidates, but recruiting and hiring candidates that match the values, education and diversity of the Village will always remain a priority. Because a candidate's values are the first selection criterion in Wilmette, the agency regards themselves as being a highly ethical organization. The agency has significantly increased education and diversity during the past fifteen years, and continued improvement is expected as evidenced by their recruitment plan.

Because technology changes so rapidly, this will likely be a major challenge into the future. The Wilmette Police are currently working with two other municipalities to purchase a Computer Aided Dispatch (CAD) system and Records Management System (RMS). Purchasing and implementing both are priorities for the department. In cooperation with Cook County, a grant project is underway to create live video feeds from high-risk locations in Wilmette (and elsewhere in the County) directly to the Communications Center and squad car laptop computers.

Finally, the challenges of traffic enforcement should not be underestimated. The cities and villages north of Chicago lack sufficient roadways to safely accommodate the proliferation of motor vehicles using them. In order to assure the safe and efficient movement of vehicular transportation, and protect the safety of the motoring public, Wilmette will be challenged to see that accidents and injuries are reduced by effectively directing enforcement to the locations and times where the accidents are occurring.

The agency will also need to be involved in regional and state transportation planning groups.

E. Agency Demographics:

The Wilmette Police Department has an authorized full-time strength of 46 sworn officers and 21 non-sworn personnel. The agency also utilizes several part-time seasonal personnel to include park gate guards and seasonal civilian bicycle personnel. There are six female sworn officers equating to about 13% of the sworn staff. There are thirteen civilian females that comprise 62% of the non-sworn positions. The available workforce is estimated to be 85% Caucasian. The population estimate for the Village of Wilmette is 27,500.

The department's actual sworn workforce is 4% (2) African-American, and 7% (3) Hispanic. Another 4% (2) are categorized as Other. The remaining members are Caucasian. Although the overall staff composition generally reflects the available workforce, the agency still has a four-year recruitment plan in an effort to decrease any under-representation of minorities and females, and that plan is reviewed and modified after two years.

F. CALEA Agency Annual Report:

Each accredited or recognized agency submits an accreditation Annual Report to CALEA on the first and second anniversary of its accredited status. The annual report is a statement by the agency outlining its compliance status and significant events for the previous year. This section reviews, compliance and or non-compliance issues reported by the agency.

The 2004 Annual Report indicated non-compliance with mandatory standard 35.1.3 requiring probationary employees' performance evaluation to be done at least quarterly. The agency identified the problem, and administratively corrected the matter to insure compliance.

There were no compliance and or non-compliance issues reported by the agency that required the attention of the assessors in the 2003 Annual Report from the Wilmette Police Department.

G. Pre-assessment Planning:

File review responsibilities were delegated to selected staff well in advance of the on-site, and eight members of the Illinois Police Accreditation Coalition (IPAC) assisted the agency by conducting a mock assessment on June 1, 2005. Of the eight mock assessors, four were CALEA certified assessors and informal recommendations for file preparations were provided.

H. Previous Assessment Issues

This section identifies areas that were reported as problematic during the previous on-site assessment to facilitate review and comparison with the current assessment.

No issues arising from the August 2002 on-site assessment proved problematic for this assessment. The 2002 on-site team had returned seven files for minor file maintenance, and had five applied discretion issues. Those applied discretion files were appropriately corrected and did not emerge as issues in the current on-site. The review in August 2002 concluded with the agency having been found in compliance with all applicable standards.

I. On-site Assessment Summary:

All members of the assessment team arrived before 5:00 p.m. at Chicago's O'Hare Airport on Saturday afternoon, August 13, 2005. Officer Stephen Leigh, the accreditation manager, and Deputy Chief Robert LaMantia met the assessors and provided them transportation to the hotel for lodging. An unmarked police car was provided for the team to use during the on-site. The remainder of the evening was devoted to training and orientation for the on-site. All of the team members had prior experience with conducting on-site assessments.

On Sunday morning, August 14th, the assessment team was met by Accreditation Manager Leigh and Deputy Chief LaMantia at the hotel. Officer Leigh drove the assessors on a brief orientation tour of the Village of Wilmette before traveling to the Wilmette Police Department for the commencement of on-site activities. A static display and tour of the police facility was provided by Officer Leigh. Other agency members present were Deputy Chiefs Robert LaMantia and Brian King, Commander Kyle Perkins, Sergeant Thomas Welter, and Officers John Falk and Alejandro Mercado. Civilian employees on hand were Susan Green, Ron Testa, and social worker Olivia Chui. Communications was staffed by Freddie King and Supervisor Eric Peterson. Afterward, the assessors were shown to their work area and began file review.

1. Off-site standards review

After coordinating with the team and the program manager, Team Leader Glen Allen contacted the Accreditation Manager, Stephen Leigh with the chapter assignments for the assessors. Prior to July 18, 2005, there were 138 files for offsite review. Adequate communication was ensured between the team and Officer Leigh, then all parties agreed that the files could be reviewed and returned to the agency no later than August 3, 2005. The files were distributed to the three team members via appropriate courier, and returned as planned.

The review of the offsite standards was completed and all files were returned to the agency prior to the established deadline. Many of the files for pre on-site review were for standards that were not applicable by agency size or function. There were no

problems encountered, and a few files were noted for further consideration during the on-site visit. The offsite file review allowed the team to examine and approve several dozen files in advance. Comments on specific standards that were reviewed before the on-site were incorporated into the report in the Quality of Law Enforcement Services in Section T.

2. Assessor and agency orientation

No problems were encountered regarding agency and assessor orientation. The Wilmette Police Department was prepared for the on-site and the agency staff was briefed and ready for the assessment. Agency members showed a familiarity with the accreditation process that was evident in the perspectives of the staff and other personnel. Coordination and communication between the assessment team and the Accreditation Manager was ample and adequate. Additionally, interaction between the agency, the team leader, and the Accreditation Manager allowed for all to become acquainted with each other and familiarize everyone with the expectations of the process.

3. Agency tours and displays

On Sunday, August 14th, Officer Leigh led the assessment team through a static display of vehicles and equipment, along with a tour of the agency headquarters located at 710 Ridge Road. The agency tour included the Communications Center.

A static display was established in the rear parking lot under the direction of Deputy Chief Brian King. A marked patrol vehicle equipped with a Mobile Data Terminal (MDT) was displayed. Also observed were seatbelts, radio equipment and equipment in the cruiser trunk including a rifle, radar, in-car video, a traffic vest, crime scene processing equipment, accident investigation gear, etc. The barrier that separates the prisoner from the driver was noted, as was the modification of the rear doors to prevent exit. The display also included unmarked police vehicles, and the vehicles used by animal control and parking enforcement personnel.

Patrol Officer John Falk was in standard uniform was observed wearing body armor. All officers are issued and wear protective vests. Officer Alex Mercado displayed the tactical body armor worn by members of the department that perform tactical services in cooperation with a regional team.

The brief tour of the Wilmette Police headquarters moved inside to the lobby under the direction of Officer Stephen Leigh. Public information about internal affairs complaints, traffic safety, crime prevention, personal safety and other general information forms were readily available to the public. Proceeding to the Communications Center, two-way communications and duplicate radio console systems were observed. Radio frequencies and the Illinois State Police Emergency Network (ISPERN) were demonstrated along with the state Law Enforcement Agency Data Systems (LEADS)

and the Illinois Wireless Information Network (IWIN) capabilities. Also explained were the handling of the instant playback system, access to federal and state criminal justice systems, and monitoring devices in the communications center. Area maps, manuals, plans, and emergency contact references were also observed.

The Investigations section was toured and assessors noted the case file management system, intelligence files, and detective on-call lists. The surveillance equipment log and a closed circuit video monitoring system for the interview room were observed.

Juvenile and adult holding facilities and booking areas were inspected. Video monitoring, panic alarms, notice of medical access, gun lock boxes, and posted evacuation instructions were all demonstrated or displayed. The individual cells were viewed, to include toilet, running water, bed, blanket, etc. Lock boxes to secure firearms prior to entering the holding facility were observed, as was property storage for prisoners, processing / booking area, first aid kits, signs posted with instructions for obtaining medical attention, and a phone available to prisoners. Monitoring of the holding areas is continuously accomplished by on-duty Communications personnel using audio-visual technology.

Portable radios assigned to officers were kept in the Roll Call Room and it was noted that the Northern Illinois Police Alarm System (NIPAS) manual and emergency management plan were in the office of the Shift Supervisors. The main floor tour concluded in the Records section where the agency's records management system was demonstrated. The electronic files are stored on the Police Information Management System (PIMS) and hard copy files are stored in a locked rotisserie-style cabinet with juvenile records separated from those of adults. The department plans to get a new Computer Aided Dispatch (CAD) system soon to correlate dispatch data with records.

Moving to the basement floor of the station, assessors viewed the evidence processing area and the property and evidence component. The emergency power generator was also noted during the tour as was the security of the radio transmission tower located adjacent to the building.

The static display of vehicles and the station tour were helpful in providing the agency an opportunity to exhibit much of the technology and gear that the agency uses to accomplish its mission. The facilities, vehicles, and equipment were all noted to be in good operational order. Compliance with nearly forty observation standards was accomplished during the agency tour and static display.

4. Onsite standards review

The assessors were shown to the teams' designated work area after concluding the succinct agency tour. The basement training room of the station was committed for assessors' use throughout the on-site. After discussing individual assignments and team responsibilities, work began on the standards files Sunday at about 10:45 a.m.

The standards from the pre on-site review that had been unresolved were attended to first without complication. Work on the files continued uninterrupted and the team members made substantial progress during the first day. The team concluded file review for the day shortly before 7:00 p.m.

At 8:00 a.m. on Monday, August 15th, the team returned to the police department to continue file review and assessment activities. The first series of panel reviews began at 8:50 a.m. The team continued working on files during the afternoon. The team concluded work on the files at 6:30 p.m. in time for the Public Information Session.

The team returned to the police department to continue file review and assessment activities at 7:45 a.m. on Tuesday, August 16th. The second and final Panel Review session began at 8:00 a.m. The interviews were very useful in demonstrating compliance with CALEA standards and illustrating the quality of services provided by the agency. At the conclusion of the panel reviews the team met to assimilate the information garnered during the interviews and to assure notes were accurate, before resuming work on the files. Work on the files was concluded by 5:00 p.m.

On Wednesday morning, August 18th, the team gathered at 8:00 a.m. in the police department work area to conclude file review, finalize notes and complete paperwork prior to the exit interview.

5. Panel standards review

The compliance panel reviews were conducted in split sessions beginning at 8:50 a.m. Monday, August 15th and at 8:00 a.m. on Tuesday, August 16th. Each day the interviews were concluded in about a two and a half hour time span, with twenty presenters covering a total of 45 standards. Some presentations included two members of the agency coordinating together. Officer Leigh elected to monitor all of the presentations and assisted with keeping presenters on schedule. The following personnel presented during the reviews:

Commander Patrick Collins	Agency Weapons and Ammunition
Officer Thomas Dworak	Personnel Approved to Carry Weapons
Olivia Chui, Social Worker	In-service Weapons Training
Officer Nicholas Rizzo	Training Records and Lesson Plans
Officer Michael McGarry	Victim-Witness Assistance Information
Officer Christopher Morgret	Victim-Witness Services Provided During Follow-Up
	Victim-Witness Services After Arrest
	Procedures for Notifying Next-of-kin
	Procedures for Juvenile Custody
	Investigative Task Forces
	Collision Reporting and Initial Investigations
	Response to Serious Collisions

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Ken Goze, News Reporter	Responsibilities of Officers at Accident Scenes Collision Follow-Up Investigations Reports After Processing Crime or Accident Scenes Public Information Function Involvement of the Media in Policy Development Access of News Media to Scenes
Commander Kyle Perkins	Unusual Occurrences Plans Incident Command System
Susan Green, Data Processing Joan Stazy, Data Processing	Procedures for Warrants and Wanted Person Files Procedures for Requisitions Agency Accounting System
Sergeant Kyle Murphy Officer Mark Gamba Sergeant Thomas Welter	Selective Traffic Enforcement Activities Recruit Training Program Recruit Training Curriculum and Evaluation Field Training Program
Officer John Falk	Crime Scene Specialist On-Call Procedures for Photographic or Video Evidence Collection of Evidence Control Comparison Samples Evidence Handling Guidelines Procedures for Fingerprint Evidence Staff and Equipment for Crime Scene Processing Procedures for Submitting Evidence to Forensic Lab
Don George, Parking Ron Testa, Property Control	Enforcement of Parking Regulations Access to Property and Evidence Property and Evidence Records Final Disposition of Stored Property and Evidence
Deputy Chief Robert LaMantia	Selection Process for Sworn Personnel Testing Elements of Selection Process
Susan Budd, Chief's Secretary Phil Brankin, Training Academy	Candidates are Informed About Hiring Process Training Instructors Annual Retraining and Legal Updates
Eric Peterson, Communications	Procedures for Radio Communications

The panel reviews were informally conducted in the assessor work area and the scheduled timeline was generally maintained. The team met briefly after the panel reviews each day to review the information that had been presented and to make sure that there were no further questions. It was emphasized that the team would incorporate information garnered from the panel session into its respective notes and quality of service comments for the respective chapters.

6. Key activities

Assessor Buckbee attended roll call for the oncoming evening shift Sunday afternoon. Sergeant Kyle Murphy conducted the roll call session for Evening shift personnel.

Updates were issued on activities occurring over the previous day, which was followed up with brief discussion among the officers about plans for the pending tour.

On Sunday evening, Assessor Beckman visited telecommunicator Diana Wight at the Communications Center. She explained about dispatch protocols and detailed how the radio channel frequency is shared with other jurisdictions although separate dispatch services are maintained. She seemed very knowledgeable of her responsibilities.

Assessor Beckman conducted a ride-along with Officer Allen Stec of the Evening Shift in his assigned Patrol District later on Sunday night. Officer Stec is a 28-year veteran of the police department and serves as the union steward. He seemed very positive about the Wilmette Police Department.

On Monday, shortly after 8:00 a.m., the team met with several departmental staff and as well as Village administrators. In a brief and informal gathering at the police headquarters, casual discussion and interaction between the assessment team occurred including an update on Chief Carpenter who had undergone emergency surgery Saturday night. Present were the following agency members:

Deputy Chief Robert LaMantia, Services
Deputy Chief Brian King, Operations
Commander Patrick Collins, Patrol
Commander Kyle Perkins, Investigations
Sergeant Thomas Welter, Patrol
Officer Stephen Leigh, Accreditation Manager

Also present were Michael J. Earl, Village Manager and John Robberson, the Village Fire Chief. After photographs were taken of the assessors and agency staff, prints were later provided to the team leader. The entire group convened in the Chief's office for more introductions and further informal discussions about accreditation, the on-site, and the remaining schedule. Village Manager Earl expressed his confidence in the level of quality police services provided by the Wilmette Police Department and Fire Chief Robberson commended the cooperation between the fire service and police department. Preparations for the evening's public hearing were reviewed with Officer Leigh before assessment activities resumed.

At midday Monday, Assessor Buckbee had a conversation with Bicycle Patrol Officer Diane Grassi. Officer Grassi explained how bike patrols compliment police operations and was enthusiastic about her job. She said that the presence of bike officers is welcomed by the community, and they often serve in a public relations capacity at large outdoor events while performing safety and security functions.

Assessor Allen spoke with Chief George Carpenter by telephone Monday afternoon. At home recuperating from surgery, Chief Carpenter discussed some future challenges for the Wilmette Police Department, but was confident that the exceptional employees of

the agency can excel under a wide variety of adverse circumstances. The Chief himself is a long-time CALEA assessor and team leader and a strong advocate of the assessment process as a tool for professional excellence and organizational improvement. He expressed his opinion that he would rather have issues identified during the on-site that would allow the agency to grow and improve, than to have an on-site that complied with all standards, but provided little information useful in improving operations of the department. Chief Carpenter further emphasized during the conversation that his officers are rarely the subjects of litigation which speaks to the high education and standards of the employees. He said that the only lawsuit against the Wilmette Police Department was one filed against him personally for actions taken as a drug enforcement officer some 22 years ago. Wilmette having been the twenty-ninth law enforcement agency in the nation to achieve CALEA accreditation nearly two decades ago is still a source of pride for Chief Carpenter and the village.

Assessor Beckman visited the 2:45 p.m. Roll Call on Monday afternoon and interacted with members of the Evening Shift patrol officers. Sergeant Thomas Welter covered recent activity and changes in policy. There was lively interaction between the shift members. In a brief discussion at the conclusion of the debriefing it is notable that he expressed value based statements on the role and mission of the agency, in his own words. It is clear that he, as well as the other supervisors with which I talked to, share a common set of values that express the quality of the command and supervisory staff of Wilmette Police Department.

Later Monday afternoon, Assessor Allen participated in a ride-along with Officer Michael Robinson. Officer Robinson discussed how he decided to seek a position with the Wilmette Police Department, saying jobs at the agency are highly prized by officer applicants in the area. He has been pleased with his career to this point. Officer Robinson was observed making an arrest for Driving with No Operator's License and processed the Spanish-speaking offender. Robinson asked Officer Mercado to assist with translation and explaining the booking process before releasing the man on his own recognizance.

Assessor Buckbee conducted a ride-along on Monday evening with Officer Alejandro Mercado and joined Sergeant Edmund Trage who had stopped a suspected impaired driver. Sergeant Trage processed the arrestee and Officer Mark Gamba assisted with making arrangements for the vehicles passengers.

The Midnight Roll Call was also monitored by Assessor Buckbee. Sergeant Murphy presided as the shift discussed the addition of new evidence lockers for rifles and large items, the activity of the past 24 hours and the death of an elderly woman who was once a Village employee. The interaction was good and a good deal of cooperation, discipline and camaraderie and was observed.

Afterwards, Assessor Buckbee rode along with Officer Valerie Davis. She was assigned to the business district and directly went to do checks of these business areas.

She was very professional and knowledgeable about her agency and jurisdiction. She has been serving at Wilmette for three and a half years after being recruited from the local Crime Lab. She has enhanced her training and expertise in evidence processing by attending classes that give her crime technician status in Illinois. She expressed a sincere appreciation for her time with Wilmette. Officer Mark Gamba had occasion to asked good questions about the assessment process. He was very welcoming and friendly, going out of his way to be hospitable and was an excellent ambassador for his agency.

On Tuesday afternoon, Assessor Allen conducted a ride-along with Officer Chris Morgret of the Day Shift. Officer Morgret is a Field Training Officer and is trained as an Accident Reconstructionist. He explained his duties and appeared to be very familiar with them. While investigating a report of a possible attempted residential burglary, he summoned Officer John Falk for assistance with identification duties to lift prints. Both officers took extra time to explain everything to the victim and made sure that no questions went unanswered.

Later in the afternoon, Assessor Buckbee observed a live suspect line-up conducted by the Investigations Section in a case of a home invasion by an armed suspect. All witnesses immediately identified the suspect without reservation. The Wilmette officers conducted the line-up professionally without any indication of bias or improper direction to the witnesses.

In summary, the assessors had the opportunity to interview numerous members of the Wilmette Police Department. The interviews were informal and went beyond the structured activities of the team. All those interviewed showed great knowledge and awareness regarding their jobs and recognized how accreditation contributed to improving the agency and services to the village community.

7. Public information

At the direction of Chief George Carpenter, Officer Leigh distributed a Public Notice for the Wilmette Police Department in preparation for the on-site. The plan was posted well ahead of the on-site visit August 13th through the 17th. Notices were posted in the police headquarters lobby and at other high visibility locations about the community, to include the Village Hall. The agency's Internet web page also carried the notices and the local news media were issued press informational releases. The dates and times for the public hearings and telephone call-in session were publicized along with information on contacting CALEA or getting more information about accreditation.

The *Wilmette Life* newspaper included relevant information from the agency's release for the public hearings and for the telephone call-in session as did Wilmette Cable Television Channel 6. The August 15th public hearing produced no individuals desiring to comment at the session.

A phone was located in the assessors' work area for use in the call-in session. A check of the published number showed the direct access phone to be in proper working order. All phone calls received were complimentary toward the Chief and the agency. There was no information received by the assessors that required follow-up.

8. Team / agency conflicts

There were no conflicts experienced between the agency and the assessment team. It should be noted that Chief Carpenter was hospitalized for an emergency appendectomy on August 13th, shortly after the assessment team arrived in Wilmette. Agency staff handled the situation smoothly, with no impact upon the on-site process. Team Leader Allen was able to communicate with Chief Carpenter by telephone during the on-site and the Chief was able to return and participate in the exit interviews on August 17th.

9. Exit interview

The exit interview was conducted in the Village Hall conference room starting at 11:00 a.m. on Wednesday, August 17th. Chief Carpenter was able to attend in person, his first foray back to work following his emergency surgery only days before. In addition to Chief Carpenter, the interview was attended by the following:

Joanne Aggens, Village Trustee
John Levin, Village Trustee
Michael Earl, Village Manager
Maureen Barry, Assistant Village Manager
Joseph Robberson, Fire Chief
Brian King, Deputy Chief of Police
Robert LaMantia, Deputy Chief of Police
Joan Stazy, Records Supervisor
Joan Miller, Data Processor
Susan Green, Data Processor
Janet Burrows, Data Processor
Olivia Chui, Police Social Worker
Don George, Parking Enforcement
Ron Testa, Property Control

Assessor Allen began the exit interview by thanking Chief Carpenter and his staff for the cooperation and hospitality extended to the assessors. He explained that the team could only present preliminary findings, and that the ultimate determinations could change before the report is finalized. It was clearly emphasized that any final decision is the responsibility of the CALEA Commissioners.

Each assessor then presented overviews of their respective findings during the onsite process. Areas of concern were discussed, as were matters of note upon which the agency had excelled. The team leader informed Chief Carpenter that the preliminary

findings of the team would indicate that the Wilmette Police Department was in compliance with 308 mandatory and 95 other-than-mandatory standards. Because of the agency's size or function, the team found 37 standards to be not applicable. The agency had placed six standards in the 20-percent category. The team had returned 16 files for some type of correction or changes during the onsite. The status of one standard was changed during the assessment team's visit. The team leader explained that no standards were found to be in noncompliance at the time of the exit interview, but again stressed that the team's findings were only preliminary at the time.

The assessors expressed their observation that the officers of the Wilmette Police Department seemed to display a sincere responsibility and ownership toward serving the Village of Wilmette, although few officers actually reside in the village. The team voiced their feeling that the agency's Mission and Values Statement was exemplified by the department's ability to foster a quality work environment and professional attitude in Wilmette that encourages open communication and affords trust, respect and support for each member.

The exit interview concluded shortly after 11:40 a.m. Deputy Chief LaMantia drove the assessors to the Chicago O'Hare Airport for their departing flights.

J. Table: Standards Summary:

	<u>TOTAL</u>
Mandatory (M) Compliance	<u>308</u>
(M) Noncompliance	<u>0</u>
Waiver	<u>0</u>
Other-Than-Mandatory Compliance	<u>95</u>
(O) Noncompliance	<u>0</u>
(O) Elect 20%	<u>6</u>
Not Applicable	<u>37</u>
TOTAL	<u>446</u>

K. File Maintenance:

This section reports on the condition of the agency's files presented to verify proof of compliance with accreditation standards. This includes organizing and marking files for review, clerical issues, the adequacy, correctness, and currency of proofs used for compliance. Generally, this section indicates preparation and understanding of the accreditation process. This section does not indicate compliance with standards or report on agency practices.

The Wilmette Police Department's file maintenance was overall very satisfactory. Specific proofs of compliance were highlighted appropriately, and the files were all

maintained in a consistent manner with applicable texts that were easily distinguishable to the reviewers.

The assessment team returned only 11 files (2.5%) of 446 for corrections or slight additions. The files were maintained generally by the addition of pre-existing proofs of compliance or minor administrative corrections on existing documents.

L. Performance Activities:

The accreditation process has 50 time sensitive issues that require some type of agency action within specific time frames. Included are reports, analysis, reviews, inspections ranging in a time frame from weekly to periodically, or once in three years. These activities are important to agency operations, public safety, and liability concerns. This section reports on, summarizes the quality of the reports, and describes impact on the agency.

The assessors completed a thorough evaluation of agency proofs for the respective time-sensitive standards assigned to each. Generally, the team encountered no problems with the time-sensitive files of the Wilmette Police Department and noted that they were found to be in good order.

The Wilmette Police Department's written directive on bias based profiling required by standard 1.2.9 was in effect since 2002. They have conducted training sessions and there is no evidence of bias based profiling. The complaint investigation process is sound and would be able to adequately review any complaints of bias based profiling. Wilmette is a community extremely sensitive to diversity issues and the Chief announced to the media and public in March 2005 the agency's traffic stop statistics and said the results dispel any notions of bias based traffic stops in Wilmette. The department requires a separate "use of force report" when force, as defined by the agencies written directive, is used. This was confirmed through interview with Commander Patrick Collins and various Patrol officers. The procedure is simple, yet comprehensive and serves to adequately meet standard 1.3.6. The agency exceeds the standard in 1.3.11 by requiring annual training of all use of force practices. There were no missing reports or activities. Methods are effective and there is strong evidence that the police officers are informed, educated and professionally carry out "use of force" responsibilities. A documented annual analysis of use of force is done in compliance with standard 1.3.13 and published in the Annual Reports for 2002, 2003 and 2004. The analysis is adequate but lacks specificity due to the small number of incidents annually.

The Accreditation Manager, Stephen Leigh, is utilizing a software program to track time sensitive activities and reports mandated by 11.4.3. E-mail reminders and suggestions are routinely used to keep managers informed. The Accreditation Manager is included in regularly scheduled staff meetings where report and activity progress is included on the agenda. The simple and effective process is relatively easy for the Accreditation

Manager to administer. The agency's written directives are in compliance with 11.5.1 calling for all command level staff to develop and deliver to the Chief their goals and objectives for their particular areas of responsibility.

The unique nature and types of crimes in Wilmette do not generally require analysis beyond the Morning Reports of activities. The analysis for 15.1.1 is accomplished in monthly meetings of the North Regional Major Crimes Task Force (NORTAF) where investigators combine efforts of several agencies and area municipalities into crime analysis. This information is distributed to the members of the Wilmette Police Department.

The department utilizes a financial management system provided by the village which is comprehensive and allows Data Processing Supervisor Joan Stazy to accurately track appropriations and encumbrances. The compliance with this standard is particularly effective, with the comprehensive software package providing all necessary information for the reports specified in 17.4.1.

The Chief of the Wilmette Police Department conducts a complete and thorough annual analysis of grievances as required by 25.1.3, but there are not enough filed for meaningful analysis. Two unrelated grievances were filed in 2002 and 2003, and none in 2004 or thus far in 2005.

The annual re-training of sworn personnel in legal updates required by 33.5.1 occurs in both roll call sessions and in off-site training. Ample training proofs were available for the past three years.

The agency policies mandate that each employee must have an annual performance evaluation covering the previous year as specified in standard 35.1.2. This is done after January 1st of each year. Separate rating forms are used for different job functions.

Very few vehicle pursuits take place in Wilmette but the agency complies with 41.2.2 and 41.2.3 by requiring a report on each case and sample proofs were available. There were two pursuits in 2002 and three in 2003 for which an analysis was done. There was no analysis in 2004 as there were no pursuits. Statistical significance can not be attained in analysis due to the low numbers, but the directives are established in policy.

Each new calendar year, policy requires the Detective Bureau Supervisor to prepare an evaluation of all juvenile enforcement and prevention programs in accord with 44.1.3. Memos from Commander Perkins to Deputy Chief King for January 2003 and February 2004 and 2005 evaluate the DARE program, Tobacco Enforcement Program, Alcohol Enforcement Program, and the New Trier Township Peer Jury Program. The recommendations include good qualitative analysis, but the quantitative information is only minimal.

Policy for the Wilmette Police Department requires crime prevention programs be implemented as needed. The agency has DARE and Character Counts school programs, but very little proactive crime prevention programs target the community at large. Compliance with 45.1.1 is attained by cooperating with technical review committees in the village on crime prevention through ergonomic design meetings. Agency staff are capable and trained, but crime in the village is not of the type or volume that generates public requests for programs. The annual reports for 2002, 2003, and 2004 have the analysis mandated by 45.1.1. The agency has good quarterly communications reports required by 45.2.2 that are prepared by staff and delivered to the Chief. Every three years, the department conducts a citizen survey of the community. Most recently, the survey was conducted via mail-out to randomly selected residents in 2003. The results were generally positive for the department and were mostly supportive of the services provided. Standard 45.2.4 mandates the survey every three years so the agency will need to do another in 2006.

The Wilmette Police Department requires event supervisors to submit after action reports in accord with 46.1.10 and Deputy Chief King has done an excellent job on this task. The Fourth of July celebrations "Fun Run" events serve as examples. A directive requires the after action reports specified by 46.1.11(e) to be done by the Deputy Chief of Operations when the Incident Command System is utilized. The department adopted the policy in 2003, but has not had an event requiring utilization of the Incident Command System since that date. Agency staff participated in tabletop training exercises in 2003 and 2004 per standard 46.1.11(f) and has training planned again this year to comply with the annual mandate. An analysis of incidents and training is required every three years by policy and by 46.1.11(g). This has yet to be done, but the agency indicates that compliance is planned for 2006.

The Internal Affairs statistical summary report for 52.1.11 was included in the published Annual Reports for 2002, 2003, and 2004. Very few complaints are received by the agency considering the size and scope of services provided. That low number reflects well upon the members.

The Wilmette Police Department realizes that traffic safety issues are important to village residents so special care goes into an annual analysis of school crossing guard locations for 61.3.5 and changes are recommended as indicated.

The report required by standard 71.1.7 upon the escape of a prisoner is mandated by policy. No escapes have occurred since the last assessment. Well-established policy and procedures provide the agency with good operating guidelines that are followed and documented. Consequently, the holding facility operations are seldom subject to criticism or complaints. The file included a memo indicating that no escapes had occurred, so no reports were existed as proofs.

Many of the time-sensitive standards in Chapter 72, Holding Facility, were exceeded by higher levels of compliance than that required by CALEA. The holding facility fire

suppression equipment is inspected weekly by members of Patrol, which meets the requirement of standard 72.3.1a. Compliance proofs were provided for the past three years in the form of written checklists. The report required by standard 72.4.11 upon threats to the facility was established in policy, but there have been no threats.

The agency has an alternate source of electrical power that is sufficient to ensure continued operation of emergency communication equipment in the event of the failure of the primary power source. The agency tests the equipment weekly and compliance was verified by an inspection of the natural gas generator located in the basement of the police facility. The weekly inspection and testing exceeds the monthly requirement in 81.3.2.

The agency uses the State's Police Information Management System (PIMS) that controls the passwords and access codes. Computerized records and are checked in accord with standard 82.1.6 in a timely manner. Compliance was verified through a review of the file folder, the panel review and a follow up interview with Joan Stazy, Data Processing Supervisor. The department would like to upgrade records management in conjunction with a new Computer Aided Dispatch (CAD) system, but that has yet to be realized.

Under standard 84.1.1, the agency requires staff to prepare a report each time it comes into control of a piece of property. Compliance with this directive was verified by reviewing the file folder, inspecting the separate property and evidence rooms, and by interviewing Property Control officer Ron Testa.

M. Applied Discretion Compliance Discussion:

This section provides specific information on standards found to be in compliance after on-site "adjustments" were made. Adjustments may include modifying agency policies and directives, creating documentation, alteration of the physical plant, deficiencies in performance activities, and "wet ink" issues, where the written directive is newly issued.

The agency had four standards in applied discretion.

- 1.3.9 *A written directive requires that only weapons and ammunition authorized by the agency be used by agency personnel in law enforcement responsibilities. The directive shall apply both on and off duty and must address:*
- (c) a procedure for review, inspection, and approval of all weapons intended for use by each employee in the performance of duty, prior to carrying, by a qualified weapons instructor or armorer; and a process to remove unsafe weapons.*
 - (d) a procedure for maintaining a record on each weapon approved by the agency for official use. (M)*

Policy 1.8 did not specify that inspections and approvals must come from a qualified weapons instructor or armorer, and had no procedures for removing unsafe weapons or

for keeping a record on approved weapons. Upon further review, it was determined that the policy had been rewritten in April 2005, and the requisite text was not included in the new policy. The agency practice was actually in accord with the standard, so policy 1.8 was revised to comply with the standard and re-issued during the on-site.

22.3.2 A written directive describes the agency's policy regarding general health and physical fitness for sworn employees. (M)

Assessor review discovered a conflict between Policy 2.12 which specified that all sworn personnel are required to participate in an annual wellness and fitness examination, and annual reports submitted as proofs showing many officers that do not participate, with no make-ups completed. The policy was revised and reissued during the on-site to allow for excuses of all or part of the annual fitness testing when authorized by the Deputy Chief of Operations.

53.1.1 A written directive requires line inspections within the agency. (M)

The agency conducts line inspections in accordance with agency Policy 1.21. The standard requires the action of inspection, but the policy was permissive and ambiguous in its wording. The policy was revised to replace instructions of "should", "may", and "are expected to" with specific terminology such as "shall" and "will", making the intent of the directive absolutely clear. Adequate documentation was available to indicate that the agency had complied with the standard in practice, but the revised directive corrected the problem and it was issued to all personnel immediately.

*82.3.4 A written directive establishes procedures for maintaining records of traffic citations, to include:
(c) storing citations in a secure area. (M)*

During the agency tour, citations were observed being stored in the roll call room. Policy 5.24 indicates that the citations will be stored in the locked citation supply closet in the Shift Supervisors' office. The citations had been moved to an unsecured area in the roll call room about a month before the on-site to create storage space in the cramped office of the Shift Supervisors. The problem was corrected by moving the citations back to the secure storage area in the Shift Supervisors' office.

N. Standards Noncompliance Discussion:

This section does not apply, as no standards were found to be in noncompliance.

O. Waiver Concurrence/Nonconcurrence Discussion and Recommendation:

In unusual situations, the Commission may grant the agency a waiver from complying with a standard or parts of a standard. Assessors must verify all Commission approved waivers.

There were no waivers granted by the Commission, nor did the agency request any waivers of standards.

P. Standards Status Changed by Assessors:

This is primarily a CALEA administrative section that indicates changes to standards applicable to the agency. Changes result from modifications of agency responsibilities and operations, assessor reevaluation of a situation, and revisions of standards by the Commission.

46.1.6 Agency equipment designated for use in unusual occurrence situations is inspected at least once each month. (M)

The agency could provide compliance documentation only for monthly inspections done on equipment owned and maintained by the Northern Illinois Police Alarm System (NIPAS), but had no information regarding any agency equipment used for such unusual occurrences. It was determined that NIPAS handled this function and it was not applicable to the Wilmette Police Department. Consequently, the standard was changed from mandatory in compliance to N/A by function.

Q. 20 Percent Standards:

CALEA agencies must be in compliance with at least 80% of applicable other than mandatory (O) standards. The agency is free to choose which standards it will meet based on their unique situation. This section administratively clarifies these standards for the agency, assessors, and CALEA Commissioners.

The agency was in compliance with 93.7% of applicable other-than-mandatory (O) standards.

The following six standards were placed in the 20 percent category by the agency before the assessment began:

- 16.1.2 Allocates personnel in accordance with periodic workload assessments.
- 16.2.1 Annual review of each specialized assignment.
- 35.1.15 Personnel Early Warning System.
- 44.2.5 Participates in and/or organizes community recreational youth programs.
- 46.1.3 Procedures for carrying out mass arrests.
- 53.2.1 Requirement for staff inspection function.

The agency elected to place no standards in the 20 percent category during the assessment.

R. Public Information Activities:

Public notice and input are a corner stone of democracy and CALEA accreditation. This section reports on the community's opportunity to comment on their law enforcement agency and to bring matters to the attention of the Commission that otherwise may be overlooked.

1. Public Information Session

The agency public hearing was scheduled for Monday, August 15, 2005, at 7:00 pm in Village Hall located at 1200 Wilmette Avenue. There were a few agency members present, but no one signed up or elected to address the assessors. The team leader announcement to open the hearing was videotaped and a copy was provided to the team before conclusion of the on-site.

2. Telephone Contacts

The open telephone line was held from 1:00 p.m. until 5:00 p.m. on Monday, August 15th. There were three telephone calls received on the line that was published and continuously monitored by the assessment team. All were supportive of Chief Carpenter and the continuing efforts of the Wilmette Police Department toward re-accreditation. One call came from a long time resident of Wilmette, Jackie Holland. She said that she had lived in the village for 39 years and wanted to express her favorable view of the department and its progressiveness. Two calls came from law enforcement practitioners who represented agencies in the Illinois Police Accreditation Committee (IPAC). Commander Richard Fonk of the Joliet Police Department and Brian Scruggs of the Evanston Police Department both held the agency in high regard. Respectively, they commented that Wilmette is an agency that sets professional standards in the field and epitomizes the good aspects of accreditation.

3. Correspondence

One e-mail correspondence was provided to the team during the onsite by Deputy Chief LaMantia. The message was from a gentleman having lived for many years in the village and he expressed his appreciation for the reasonableness and understanding of the agency's members, giving the department high marks of praise.

4. Media Interest

A copy of the press release announcing and detailing the on-site review of the Wilmette Police Department was provided to the team during the assessment. The information was provided to Wilmette Cable Television Channel 6 and the *Wilmette Life* newspaper to precede the August 15th public hearing and the full on-site visit by the assessment team. The team was not requested to meet with representatives of any media.

5. Public Information Material

The Wilmette Police Department had properly publicized the pending visit of the assessment team. A detailed public information plan was developed and distributed. The plan was posted several days prior to the on-site in the police station lobby. Additional notices were posted at other prominent locations about the village as well as on the agency's Internet web page. Public notifications of the reaccreditation assessment were included in a news release to the local newspaper, *Wilmette Life*, which published the notice. A local cable-access television station carried the notice as well. The notice advised the public of the dates and times for the public hearing and telephone session. Additional information on contacting CALEA or getting more information on accreditation was also provided.

S. Exemplary Policies/Projects/Procedures:

An exemplary project is a unique or extraordinary program, practice, or procedure that enhances some aspect of law enforcement professionalism, or service, or impacts positively on the community. Exemplary projects do not have to address specific CALEA accreditation standards but they must meet established guidelines with measurable results. Exemplary projects are voluntary and the lack of exemplary projects does not affect an agency's ability to become accredited nor suggest the agency is somehow deficient.

The agency did not opt to nominate any specific exemplary policies, projects, or procedures to the assessment team during this re-assessment.

T. Quality of Law Enforcement Service:

Based on chapters in CALEA's standards manual, this section presents a comprehensive view of the agency and indicates the quality of service provided. When appropriate, agency and individual strengths are emphasized and areas of needed improvement discussed.

Chapter 1 Law Enforcement Role and Authority

A Peer Jury is used as an alternative to arrest for juvenile offenders. Detective Nicholas Rizzo, a certified juvenile officer explained that an agency Juvenile Officer decides which juvenile is eligible for the Peer Jury. Juveniles guilty of crimes of violence are not eligible. He is impressed with the Peer Jury and says that the juvenile peers are strict. Some of the juvenile offenders come back to be peer jurors and the program is successful for correcting most juvenile offenders who are entered into the program.

Policies regulating use of force are sound and practical. Under the direction of Patrol Commander Patrick Collins, the policies are subjected to a process of continual review and evaluation. Commander Collins and other agency staff provide useful and effective

training in weapons and use of force issues to the agency members. The quality and quantity of training is excellent.

The number of force incidents is low for an agency of Wilmette's size and for the scope of services and activities involving the officers. Use of force reporting is effective and each incident is reviewed by the immediate supervisor with comments or notations added by the section Deputy Chief and the Chief. The annual review is comprehensive.

When the State of Illinois recently passed legislation requiring law enforcement to collect data on traffic stops, Wilmette acted proactively and began collecting comprehensive data on traffic stops and other field encounters beyond that which was required by law.

Brian King, Deputy Chief of Operations, indicated the agency's confidence in the integrity of their personnel and emphasized that relations with the community are important. The agency went to community groups and talked about the law and their response to it. Before the state required the data, and well before it would otherwise be published, the Wilmette Police Department made a press release and presented the findings to the Wilmette Human Relations Committee, which is appointed by the Village President to oversee a wide range of village activities). The data showed that Wilmette meets the projected statistics provided by Northwestern University that establishes non-bias activity in stops. Wilmette should be applauded for accepting this challenge and having open approach towards the media and public regarding bias issues. It reflects a confidence in the veracity of the department. The agency exceeds CALEA standards by training all personnel in bias issues, both sworn and civilian.

Chapter 2 Agency Jurisdiction and Mutual Aid

According to Illinois statute, a police district includes the corporate limits of the municipality as well as contiguous municipalities within any county. Wilmette officers have legal authority in adjoining municipalities of Wilmette, Kenilworth, Evanston, Skokie, Glenview and Northfield. The officers are directed to not seek out enforcement opportunities outside the corporate boundaries of Wilmette, but may take enforcement action when necessary. This state law helps to simplify the task of designating jurisdictional boundaries in the suburban Chicago area.

Illinois has very forward-thinking laws that complement homeland security efforts by local governments. These laws permit agencies to join together in mutual aid contracts that help small agencies pool resources and respond to emergencies and critical incidents more effectively. Wilmette is a member of the several consortiums bound by mutual aid agreements.

The Illinois Law Enforcement Alarm System (ILEAS) is a state wide consortium governed by a board whose members align to assist each other in emergencies. ILEAS is organized into regions for mutual aid purposes. The Northern Regional Police

Assistance Consortium (NORPAC) includes 14 Chicago-area suburban agencies with a mutual aid contract governed by a Board of Directors. The North Regional Communications System (NORCOM) includes 11 participating local agencies with mutual aid contracts to assist in the event that one of the agencies loses communications ability. In a joint venture of 97 law enforcement agencies in the Chicago metropolitan area form, the Northern Illinois Alarm System (NIPAS) serves agencies in four counties including the Village of Wilmette. This partnership provides for an emergency services team with SWAT capabilities and a mobile field force for responding to civil disorders and tactical incidents. The members come from the various cooperating departments. Wilmette Police are members of the Northern Regional Major Crimes Task Force (NORTAF) along with 13 area communities created to respond to and investigate serious crimes like homicide or kidnappings. This group has been highly successful in making the investigative process more effective, training and developing officers, and solving crimes, with a 97% solvability rate for homicides in 14 years. In May 2004, NORTAF added a Burglary Task Force which has been very successful as well. NORTAF operates under the mutual aid auspices of NORPAC and the arrangement has served well.

This area enjoys are remarkable and sophisticated level of interagency cooperation. The agency is not just a beneficiary of this cooperation but promotes, contributes, and advances that teamwork accordingly.

Chapter 3 Contractual Agreements

The Wilmette Police Department does not contract law enforcement services.

Chapter 11 Organization and Administration

The structure of the agency is well organized. It is divided into two major divisions: (1) Chief George Carpenter is the top executive officer. Deputy Chief Robert LaMantia is in charge of the Services Division and Deputy Chief Brian King oversees the Operations component. The published organizational chart is distributed to all personnel. The Accreditation Manger is Officer Stephen Leigh and he is tasked with the responsibility for tracking periodic reports, reviews, and other activities. He uses a software program to assist and has regular access to staff level personnel.

The Wilmette Police Department enjoys excellent leadership and management. There is a uniformity of purpose in accomplishing the mission with shared values from the Chief through the command staff, supervisors and officers that is noteworthy. This is reflective of the leadership of the Chief and his Deputy Chiefs, and the effective organizational structure of the agency.

The agency takes the process of establishing goals and objectives seriously, and solicits input through the command structure of Deputy Chiefs, Commanders and Sergeants. The constant review and evaluation that occurs is indicative of an agency

that is intent on continual self-improvement. The annual report is a model for effectively communicating the goals and achievements of the agency and provides a variety of analytical reports on agency activities.

The research and development function is important and the agency has assigned Officer Stephen Leigh to the position of Director of Research and Development. Officer Leigh has done an excellent job in managing this function which includes responsibilities for ensuring the completion of reports and reviews required by accreditation standards. It should be noted that he took over these responsibilities relatively late into the last three year cycle.

The agency has developed a comprehensive multi-year plan that is reviewed biennially. The plan addresses the challenges for Wilmette in the foreseeable future in terms of local and regional trends, and the capabilities and responsibilities of the Police Department in meeting these challenges.

Chapter 12 Direction

The Chief of Police has the authority to issue, amend, and approve written General Orders. Once approved and signed by the Chief, the order is posted electronically and distributed to all staff. The agency's written directives adequately explain how other guiding documents are issued. Drafts of general orders are normally shared with the management team and they are encouraged to solicit feedback. Distribution of new or revised written directives is accomplished through updating of electronic files and subsequent distribution. The Accreditation Manager is responsible for verification of dissemination of General Orders and this is accomplished through both electronic and hard copy methods. Interviews with agency members confirmed that General Orders are available.

It is readily apparent that the Wilmette Police Department is well structured and benefits from exemplary leadership from Chief Carpenter and Deputy Chiefs LaMantia and King. Commanders and Sergeants also seemed well-versed in managerial and supervisory talents. Communications and coordination between the functional units is excellent and the agency policies are effective. Discipline is high and employees are well trained, informed, and tend to adhere to rules, regulations and policies.

Chapter 15 Crime Analysis

The agency has the training, ability and capability to perform the crime analysis function. The nature and type of crime does not lend itself necessarily to a scheduled analysis. Wilmette's crime rate runs far below that for the rest of Illinois and the nation. When a pattern of related crimes occurs, the agency responds with an appropriate analysis. The participation of the agency in the North Regional Major Crimes Task Force (NORTAF) sees a degree of delegation of crime analysis to that specialized task force, especially in the case of burglary offenses. The agency's comprehensive annual

report provides some crime analysis that is disseminated to the Village government and made available to all personnel and the public.

The Wilmette Police Department distributes an internal Morning Report each day summarizing the significant activities and crimes of the previous day.

Chapter 16 Allocation and Distribution of Personnel

Specialized assignments exist for investigations and task force assignments. The agency announces openings and provides opportunities for officers to acquire temporary assignments that can further their training and experience, leading to career enrichment. Accreditation Manager Stephen Leigh is in a rotating assignment in his current position as Director of Research and Development. This has certainly helped the agency by providing leadership and administrative development opportunities to this intelligent and talented police officer.

The agency is proactive in developing the career skills of their employees through special assignments. This is mutually beneficial to the agency and employee, ensuring a large cadre of personnel with the experience and ability to step into current and future leadership roles. Additionally, the agency evaluates and reviews positions and duties and makes changes that best suit their needs, such as reassigning the position of traffic coordinator to a civilian, freeing up a sworn officer for other duties.

The Wilmette Police Department does not employ reserve officers or auxiliaries. Wilmette is currently fully staffed, having a very low turnover rate and seldom experiencing vacant positions.

Chapter 17 Fiscal Management and Agency-Owned Property

Although Wilmette is an affluent community, the Police Department experiences similar budgetary challenges as occur in most other fiscal relationships between police agencies and their parent governments. Chief Carpenter is responsible for fiscal management and works closely with the Village in evaluating and developing the annual budget. The Chief is capably assisted by his Deputy Chiefs and commanders who submit budget recommendations for each upcoming year. The agency is funded well in terms of equipment and salary, but challenges exist regarding the limited space allocation provided by the existing police facility. The agency has managed well with the dated design and space provided by the structure, but has reached a point where they need a facility that matches their capabilities and the needs of the community. Adding to this challenge, Wilmette is a Village where growth has been rapid and the land required for new buildings is very limited.

Daily budgetary functions are handled by Data Processing Supervisor Joan Stazy, who coordinates routine budget processes between the agency and Village. The Village employs professional auditors who annually review the fiscal activities of the agency

and ensure compliance with law and standards. There are a variety of cash funds allocated for special purchases and these are satisfactorily maintained. No accounting deficiencies were noted during this assessment period.

Chapter 21 Classification, Duties and Responsibilities

The agency produced an in-house task analysis following the prescribed formulas for frequency and importance of work behaviors. The analysis is adequate but some consideration should be given to refreshing the analysis since the existing one is becoming somewhat dated.

The agency has a written job classification that includes provisions for both sworn and civilian categories. Job classifications are effectively done and sworn members may move between assignments to investigations, regional task forces, etc. without regard to classification and compensation. This is effective because the agency provides ample opportunity for officers to receive training and experience in a wide range of law enforcement functions without undue difficulty or conflict with collective bargaining agreements.

Chapter 22 Compensation, Benefits, and Conditions of Work

The agency is well compensated in terms of pay and benefits. This is indicative of the value with which the Village regards the police and the professional relationship that exists between the bargaining unit and Village. The excellent pay helps Wilmette attract educated and qualified applicants but the cost of living in Wilmette prohibits officers from being residents. Regardless, the officers display an unusual sense of ownership in the welfare of the Village.

The agency outfits all sworn members with uniforms and equipment and replaces body armor when required. Sworn members receive a \$550.00 uniform allowance that must be used to purchase authorized items and is processed through Data Processing Supervisor Joan Stazy. Authorized purchases include reimbursements to plainclothes officers for the required business attire they must wear. The agency benefits from an Employee Assistance Program provided to all Village employees.

Physical fitness is strongly encouraged and the agency requires sworn members to complete a baseline fitness test each year. To emphasize the agency's commitment to fitness, an extra incentive is provided by awarding recognition and eight hours of compensatory time to those officers who make or exceed the 80th percentile on the test.

Chapter 24 Collective Bargaining

The agency maintains a cordial and professional relationship with the collective bargaining unit, Teamsters Local #714. The collective bargaining unit has existed for about ten years and the current steward is Officer Allen Stec, a 30-year veteran of the

agency. Officer Stec said that there are no significant concerns or issues. The few grievances that occurred have been addressed quickly and early in the grievance process. The bargaining unit has a mature and reasonable perspective on the issues that concern them. The only thing that may become an issue in the future is the rising cost of health care.

Deputy Chiefs King and LaMantia report that the Village respects the bargaining unit based on past conduct and the nature and quality of previous negotiations.

Chapter 25 Grievance Procedures

Village and departmental policies are in place to accommodate employee grievances. There have been very few filed by members. Two unrelated grievances were filed in both 2002 and 2003 and there were none in 2004. The grievances that occurred were settled in the first stages of the process. There appears to be a high level of satisfaction among the employees, also reflected in observing daily interaction and the relationship between agency staff and personnel that appears open and cordial. The union steward concurred to assessors that there were no complaints regarding employee relationships. The low number of grievances is a credit to the agency's management and supervisors, who can clarify issues or otherwise satisfy the concerns of subordinates before those concerns become grievances.

Chapter 26 Disciplinary Procedures

The Wilmette Police Department possesses an exemplary level of leadership and supervision, which is reflected in a commensurate degree of discipline. The conduct of agency members is professional and courteous as seen repeatedly in various contacts viewed during contacts and ride-along opportunities. The limited need for counseling and punitive discipline is indicative of the high level of discipline.

The agency has a wide range of procedures in place for recognizing and rewarding employees. The agency has an awards board appointed by the Deputy Chief of Operations (Brian King). The board, with a rotating membership, consists of a staff officer (Sergeant or above), a detective, a patrol officer and a civilian employee. Employees may then submit names to the board for review, or they may consider any case they deem worthy of recognition. The Awards Board considers several categories of good performance: Honorable Mention for employees who display competence and professionalism for handling a difficult assignment or exceptional work in a routine assignment; Department Commendation for competence and professionalism in handling a difficult assignment of a major or uncommon nature or outstanding work in a criminal investigation; Life-Saving Award for an employee who directly contributes to the saving of a human life; Distinguished Service Award for an employee who receives a serious wound or injury in the line of duty, Exceptional Merit Award for an unusual police accomplishment intelligently performed under circumstances demonstrating a disregard for personal consequences.

The agency also provides for an officer and civilian employee of the year award, the Chief's Award for Meritorious Service for an outstanding accomplishment resulting in improved administration or operations contributing to effective police service and a Traffic Safety Award for promoting or improving traffic safety. The agency also provides for letters of recognition and recognition of letters received from the community. Sworn members who complete the annual fitness test with a score of 80% or above also receive a fitness pin and eight hours of compensation time.

It is obvious that the agency values its employees and takes pride in recognizing their achievements and good performance. This attitude is reflected in the daily conduct of the members, the low incidence of punitive disciplinary action and grievances the sincere expressions made by interviewed employees of their satisfaction at being a member of the Wilmette Police Department.

Chapter 31 Recruitment

The Chief of Police administers the department's recruitment and selection process as outlined by the Village Board of Fire and Police Commissioners. Comprehensive training is provided to those members involved in recruitment efforts to include legal aspects of personnel matters taught by the law firm of Seyfarth and Shaw. Wilmette has a detailed recruitment plan that targets women and minorities. Recruitment activities utilize women and minority officers and job postings are placed with women's associations and business groups. The agency even posts job openings in foreign language newspapers and media, in an effort to be more culturally diverse.

The Wilmette Police Department has a recruitment plan to cover a four-year span, but the plan is reviewed and updated every two years to make sure that everything possible is done to attract candidates of underrepresented classifications. Wilmette targets educated candidates since the agency requires a Bachelor's Degree for entry level officers. Education of officers is important to the village, as census data shows that Wilmette has a very high rate of adults with college degrees; a percentage that is among the highest per capita for that category in the nation.

Chapter 32 Selection

The Board of Fire and Police Commissioners regulates the aspects of the Wilmette Police Department's hiring process, although general policy serves as the agency guide having been approved by the Board at an earlier time. The agency experiences little turnover, and the selection process is very thorough. The department always receives a plethora of applications at each infrequent posting, so the agency can afford to be very selective in hiring decisions. No selection process was held throughout 2004 because there were no openings available.

Detectives are trained in conducting background investigations and handle that duty in the selection process. Polygraphs are given to applicants by John E. Reid and Associates of Chicago, however, policy prohibits the test results as being the sole determinant of employment status. Job applications are available on-line via the agency website, but must be submitted in person.

Chapter 33 Training and Career Development

The Wilmette Police Department has a training committee that is lead by Deputy Chief LaMantia and reports directly to the Chief. Basic training for officers is done at the College of DuPage Suburban Law Enforcement Academy. The department does an excellent job of ensuring its personnel are trained, with training occurring in-house as well as through utilization of various outside training resources. All personnel must complete the approximately 480-hour basic training course before gaining arrest authority and eventually being issued firearms.

The agency utilizes the San Jose Model for its field training, making use of Field Training Officers (FTOs) that are selected by the Chief and have a minimum of two years of service. Appropriate FTO training is provided and field training emphasizes the "how to" methods of instruction with regular performance critiques to document the progress of the trainee. Civilian, as well as sworn officer training is well documented, and the department also utilizes roll call sessions for training.

Legal updates are given as needed, usually at roll call sessions. In-service training provided to officers exceeds that required by Illinois statute. Phil Brankin, of the Northeast Multi-Regional Training, Inc. (NEMRT) informed assessors during panel interview that NEMRT provides a variety of in-service training to over 100 member agencies including Wilmette. The quantity and quality of the training is excellent as evidenced by NEMRT being only the second public safety training academy in the country to achieve CALEA accreditation.

The department has trained managerial personnel at the Northwestern University Center for Public Safety, the FBI National Academy, and the Southern Police Institute in Louisville, Kentucky.

Chapter 34 Promotion

The Wilmette Police Department conducted a promotional process in 2003, and this was the only one in the past three years. A minor downside of the low turnover rate is that fewer promotional opportunities are available. Promotional opportunities are posted in advance, and a published weighted scoring system is utilized. Each promotion is handled administratively by the agency. The Board of Fire and Police Commissioners has authority for promotional processes.

Eligibility lists are used, and are in effect for two years. All newly promoted personnel serve a requisite 12 month probationary period.

Chapter 35 Performance Evaluation

Department policy requires that all employees be given performance appraisals annually, and this is accomplished on or about the beginning January each year. The agency has a good system in place that uses evaluation forms that are specific to positions. Entry-level probationary employees are evaluated bi-monthly which exceed the quarterly requirement mandated by CALEA. Employees are given the opportunity to sign the written evaluation and to add commentary if desired. Career goals and objectives are documented on the forms and discussed with the employees. Each member is given a copy of their completed appraisal paperwork, and the forms are retained in personnel files. The skills of supervisors at conducting evaluations are measured on their respective appraisal forms. Directives are established to allow for members to appeal their scores on evaluations, but none have been appealed in the past three years, serving to illustrate the quality and completeness of the evaluation system.

Chapter 41 Patrol

The Wilmette Police Department provides twenty-four-hour patrol coverage with daily roll calls at the beginning of the shifts. Patrol works eight-hour shifts with officers assigned to Day, Evening, and Midnight squads. Patrol scheduling is specified in policy as per collective bargaining agreements. Watch commanders, shift supervisors, or a designated Officer in Charge direct shift briefings and Patrol operations. Detailed procedures exist for police vehicle operations, and cars are equipped with Mobile Data Terminals that are wired into the Illinois Wireless Information Network (ILWIN). Agency policy regulates vehicular pursuits, but only five have occurred in the past three years, and none since 2003. In car video is utilized and only supervisors have access to the trunk mounted video recorders and tapes. The tapes are kept in the Property room for 30 days, and then are recycled if not needed for evidentiary purposes.

Although no Amber Alerts have been necessary in Wilmette, the department has well-written directives for missing persons including a recent revision to include missing children.

Chapter 42 Criminal Investigation

Patrol officers are skilled in conducting investigations. Patrol and investigations utilize the same salary schedule, although detectives can get compensation for increased work hours incorporated into their schedule. The Wilmette Police Department has strong policies relating to the duties and responsibilities of all department members as they relate to investigations. The department documents sex offender information through legally mandated registration.

The department utilizes detectives for most follow up cases, but all officers are capable of such responsibilities. Detective Commander Kyle Perkins makes assignments and monitors the progress of investigations. He demonstrated an Investigative Case Management System, which is an in-house computer program that is based upon the expectations of the village community rather than solely upon standard solvability factors. Checklists are used as an aid to major case investigations. Detectives participate with the North Regional Major Crimes Task Force (NORTAF). The task force recently began working burglary cases after realizing a tremendous success rate solving homicides.

An on call system is in place for summoning detectives after hours. Although an infrequent occurrence, directives are in place for the use of confidential informants and such files are adequately protected.

Chapter 43 Vice Drugs and Organized Crime

Detectives will handle all drug case investigations, but Wilmette Police Department seldom conducts vice or drug investigations. The Chief is informed of any drug investigations in writing. The detectives working with the NORTAF group do monitor local burglary rings for connections to organized crime activities. Commander Perkins controls the confidential investigation funds and proper accounting procedures are in place. The investigations component has equipment available for special surveillance such as an undercover van, cameras, night vision technology, pin-hole video cameras, etc. that are logged out for special needs applications.

Chapter 44 Juvenile Operations

The Wilmette Police Department works collaboratively with a Peer Jury system to divert juvenile offenders from the criminal courts. Used as an alternative to traditional arrest for juvenile offenders, the Peer Jury is located in New Trier Township and serves five participating jurisdictions including Wilmette. Juvenile offenders under 17 who meet certain requirements can volunteer to be scheduled for Peer Jury in lieu of juvenile court. The jury, which consists of six peer juveniles and an adult moderator, do not determine guilt or innocence, but the juvenile must admit responsibility for their behavior and the peer jury assigns an appropriate punishment that is typically community service. Juveniles that fail to comply may be sent to juvenile court. Juveniles committing status offenses such as curfew violations are diverted from the court system as well.

Wilmette appoints an officer that is not involved with the case to act as an advocate for juveniles that are detained or arrested. The advocate officer explains the juvenile rights to assure understanding and provides information about the juvenile system processes. The department is active in inviting open liaisons with the school community maintaining both DARE and Character Counts programs for young students.

Chapter 45 Crime Prevention and Community Involvement

The department has good quarterly Community Relations Reports that are forwarded to the Chief and command staff for their review and recommendations. Directives are in place for crime prevention efforts, but the department could improve upon establishing and continuing working relationships with crime prevention groups. The department reports that no new crime prevention groups have been established, but that may be in part attributable to internal analysis indicating that such groups are not necessary. Wilmette officers do occasionally address community groups and include crime prevention subject matter when possible.

The Citizen Survey is done at least every three years and Wilmette completed a comprehensive survey and 20-page report in 2003. The survey was mailed to over 700 people representing a random selection of residents having documented interaction with the Police Department in calendar year 2002. The report was excellent and included the community perceptions that traffic and impaired driving was of more concern to residents than traditional Part 1 Uniform Crime Report (UCR) offenses.

Chapter 46 Unusual Occurrences and Special Operations

Policy specifies that the Deputy Chief of Operations is responsible for planning responses to unusual occurrence situations. The agency follows a thorough village Emergency Operations Plan and copies are readily available in several locations about the police building. The department follows the guidelines of the Incident Command System (ICS) for handling critical events and unusual occurrences. Policy was revised in 2003 to include ICS and the agency has had documented annual tabletop training exercises since that time. The triennial analysis required by the directive has yet to be done as it is not due until 2006.

The Wilmette Police Department joins 97 suburban municipal police departments in the metropolitan Chicago area in the Northern Illinois Police Alarm System (NIPAS). Member departments can call upon NIPAS for response to natural disasters or critical events. NIPAS maintains an assembly of special trained tactical personnel whose members come from the various participating departments. In addition, NIPAS has a variety of special purpose vehicles and equipment to support their missions. Wilmette directives indicate that NIPAS activations may be authorized by the on-duty supervisor who maintains responsibility for actions during the event.

Officer Alex Mercado is a member of the NIPAS response team and displayed member tactical equipment and explained its use to assessors.

Chapter 51 Criminal Intelligence

The agency performs an intelligence function and has policies and procedures established to ensure the integrity of the process. Investigations Commander Perkins maintains the criminal intelligence files and displayed the storage of such during the

agency tour. The department actually conducts very little criminal intelligence because of the nature of crime in Wilmette, but some burglary suspect and suspicious activity documents were in the files which are secured in the Investigations area.

Chapter 52 Internal Affairs

The Deputy Chief of Operations coordinates the Internal Affairs function and reports directly to the Chief in all matters involving complaints. The Chief is specifically notified of complaint cases. The time limit for investigations is 30 days unless extenuating circumstances necessitate an extension. Deputy Chief King also provides written confirmation to each complainant that a complaint has been received and is responsible for periodic notification of the status of the complaint and its completion. Policy details the rights of the employees including notification procedures. The agency documents all complaints and handles fewer than 20 complaints per year on average. This is a very low number considering the size and scope of service of the agency, which illustrates the tact and professionalism of the officers and staff members. Completed Internal Affairs files are maintained in the Deputy Chief of Operations' office and access to those files is limited except by permission of the Chief. Information for the public regarding how to file a complaint with the police department is available on the internet, in pamphlets, and in policy.

Written directives address the procedures when a member of the agency is not medically approved for duty due to medical reasons. The Chief may remove sworn members who are unable to meet minimum physical fitness standards, and the Chief or his designee may temporarily remove any member from duty.

Chapter 53 Inspectional Services

The agency policy states that the shift supervisor, prior to making duty assignments, shall conduct a daily inspection of patrol personnel. Command personnel and supervisors check periodically on activities assigned to their personnel. Supervisors report any deficiencies in dress to the appropriate Deputy Chief, and such reports are kept on file for a year. A safety checklist is used during the inspections, and some of the problem issues found in line inspections were also sent to the City Safety Committee for follow up. During the agency tour portion of the assessment, the appearance of the officers and the care given to the property and equipment belonging to the agency was exemplary.

Chapter 54 Public Information

Wilmette Police Department policy defines the duties of the Public Information Officer and the expectations of department members when dealing with the media. Mr. Ken Goze, a newspaper reporter who covers several area municipalities, appeared during the panel interview and discussed his strong and positive relationship with the Wilmette Police Department. He stated that of all the agencies he deals with, Wilmette is the

easiest. He commended the Chief and other various command officers as being accessible and helpful in media issues. Brian King, as the Deputy Chief of Operations is the official Public Information Officer.

It was apparent the media is actively involved in the development of department policies and procedures that relate to media issues. Policy provides specific guidance for dealing with the news media and concerning photography of incidents and crime scenes. The policy states that the press is welcome, but provides guidance to the officers at scene as to the conditions when the press may enter or photograph within the perimeter of the incident or scene.

Chapter 55 Victim/Witness Assistance

Wilmette Police Department is fortunate to have a police social worker hired by the Village working full time in an office within the police building. This dedicated worker, Olivia Chui, is available to assist officers in all matters involving victim's issues. She is available on a 24 hour basis, with coverage arrangements with other area workers when she is not available.

The police department has a Companion System. This system provides assistance to victims of domestic violence who have sought appropriate juridical protection, are recent victims of crime and live or work in the community. This system is administered by the Community Relations Officer and utilizes equipment from Ameritech Security Link.

Illinois law includes a victim's bill of rights. Copies are posted in prominent places around the department. The police department distributes a pamphlet for victims of domestic abuse. Policy requires information about services be given to victims during the preliminary investigation. Various pamphlets and hand out materials support this information exchange. Agency directives require updating the victim with required follow up information including the charging and arrest of offenders. The agency's staff seems well equipped to handle most, if not all situations with regard to social service issues. The staff was found to be knowledgeable, well trained and able to follow well written and concise directives.

Chapter 61 Traffic

The department uses a blend of parking enforcement, community officers and sworn police officers to handle traffic matters. Traffic matters are a major issue in the community. In the matter of arrests resulting from traffic contacts, policy provides guidance concerning when an arrest may be made for traffic issues only. Citations are used in the majority of traffic violations. The department has a Neighborhood Traffic Watch Program. Every effort is made to insure that the traffic contact is as positive as possible for the citizen. Written directives provide excellent guidance in impaired driving enforcement matters. Well written and comprehensive policy provides officers guidance on discretion, warnings, and citations including expectations during Officer /

traffic violator relations. The property custodian takes care of the radar units and they are calibrated by the factory.

Illinois has a "zero tolerance" program for underage drivers who have been drinking. Highly trained and qualified accident investigators are on staff within the agency and available for call after hours. Supervisors deal with operational matters involving escort situations, but the agency has not conducted a law enforcement escort in the previous three years. The policy directs officers to not conduct medical escorts, and agency members are actively involved with the Wilmette Transportation Commission on traffic and road design matters. The department policy does not authorize rolling or stationary roadblocks, indicating that, "due to the inherent risks involved, the use of forcible stop techniques to terminate a pursuit or non-compliant motorist is prohibited." Vehicle pursuits are rare.

Chapter 71 Prisoner Transportation

The Wilmette Police Department ensures that officers and the public are appropriately protected while detainees are transported within the community. The agency has a detailed and well organized policy directing prisoner transportation. The policy is comprehensive and addresses prisoner safety, occupant safety, searches, transportation vehicles, communications, restraints, and escape procedures. Departmental directives also include procedures that ensure the rights of the detainee. Policies require prisoners to be searched each time they come into the transporting officer's custody and require patrol officers to inspect the assigned transport vehicle prior to beginning the shift. A Vehicle Inspection Report is completed daily on each cruiser. The agency requires that each transporting officer must thoroughly search the vehicle for weapons or contraband prior to and after each prisoner transport.

Directives specify the seating arrangement for prisoners in vehicles. Detainees must remain in view and officers transporting detainees can not engage in pursuits or high speed driving with detainees, nor can they conduct traffic stops. No delays are allowed unless required to protect human life. Requests by detainees to communicate with an attorney are denied until the destination is reached. This is not intended to deprive rights but to ensure safety of all concerned while only briefly delaying the opportunity of the detainee to meet with a lawyer. Policy provides guidance on handcuffing or otherwise restraining detainees during transport. Any special situations for transport must be approved in advance by the watch commander. Special transportation situations including specific techniques for transporting handicapped, sick, and injured detainees is covered in policy.

Security of detainees needing to receive medical care is important and the duty supervisor is required to evaluate the need for any special treatment of a detainee due to an unusual circumstance. Various written directives address the requirements to take certain paperwork to the court or authority receiving the prisoner.

Chapter 72 Holding Facility

The Wilmette Police Department is concerned about ensuring that all rights of those within their custody are protected. Illinois Compiled Statutes specify the rights of the person arrested and procedures that must be followed, and the Illinois Administrative Code has specific standards for municipal detention facilities. Arrest reports detail the treatment and circumstances of the incarceration. Other forms and checklists ensure that the holding facility conforms to statute and departmental policy.

Cameras are located throughout the area with video monitoring by communications personnel. Privacy for prisoners is appropriately obtained without comprising safety and security. Officers record via radio their vehicle mileage and other specifics when transporting prisoners of the opposite sex in police vehicles. Officers are issued portable radios and can call for assistance if needed. The holding area also is equipped with panic button alarms, which can be used to summon help.

Specific guidelines concerning who is authorized in the detention facility is found in policy. Only the watch commander can authorize visitors and they will be identified, searched and of same sex as the detainee. Policy restricts conditions in which officers may enter holding cells.

Illinois Compiled Statutes includes a Freedom of Information Act. The arrest report is included in that act. The police department also follows NCIC guidelines concerning arrest. Department policy provides guidelines for release of arrest information.

The agency has established policy and procedures deal with prisoner escape matters. The Watch Commander supervises the response and mandatory notifications and reports are required. There have been no escapes during the last three years. There have been no cases of threats to the facility or detainees except for a suicide attempt in 2002. At that time an internal report was created and a report was provided to the Illinois Jail and Detention Standards Unit.

Department policy addresses prisoner searches and property. Specific rules address strip searches and require written permission from a supervisor and a completed report. Lockers are provided to secure prisoner's property.

A report called the Adult Lock Up report is completed for each arrestee. This report includes interview questions concerning medical screening. A Property Custody Report is completed for each detainee withy personal items. The Cook County Circuit Court has a written agreement with the Wilmette Police Department in which the court will provide assistance to house detainees in mass arrest situations, but this has not occurred during the past three years.

Chapter 73 Court Security

Standards specified in Chapter 73 Court Security apply only to those law enforcement agencies that have responsibilities for provision of security within the courtroom (including limited-use courtrooms and court facilities), for the court house itself, or both. The Wilmette Police Department has no responsibility or duty to provide security for any court. This chapter is not applicable to the Wilmette Police Department.

Chapter 74 Legal Process

The main execution of legal process by the Wilmette Police officers is in the form of criminal arrest warrants and search warrants. The department follows the Illinois Code of Criminal Procedure which provides guidance on how these warrants are to be served and how the return of the process is to be documented. The Circuit Court of Cook County has a specific form for arrest warrants, with specific entries on it. The forms used by the department for citations, warrants, protection orders, etc are all approved by the various courts and appropriately addressed in policy.

The Wilmette Police Department does not perform civil legal process functions.

Chapter 81 Communications

The Wilmette Police Department has a full service communications center which is staffed 24 hours-a-day, seven days a week. The communications center handles and receives police calls for the agency as well as medical service calls. The communications center is adequately secured, inside the secure police facility. The radio system is licensed and conducts communications in accordance with Federal Communications Commission (FCC) regulations. The Wilmette Police Department communications center is an authorized 911 Public Safety Answering Point (PSAP). There are separate phone lines going into the communication center for 911 emergency traffic and administrative lines. The 911 PSAP has a roll over and transfer capability, ensuring that no call for assistance goes unanswered. The police department dispatcher training manual and department policy ensure that the calls received into the center are appropriately assigned. Incident cards are initiated for each call. Department policy provides guidelines for radio communications. The department uses clear speech with judicious use of the ten series radio code. The radio channel is shared with four neighboring communities, each with its own dispatch system. A board consisting of the chief executives of each participating agency provides guidance for the administration of the radio channel.

The communications center is well equipped with all necessary equipment, technology, and materials, including; police radio, communications capability with other jurisdictions, area maps, a telephone and radio recording device with immediate playback capability, an alarm board, telephone device for the hearing impaired, access to tactical plans, emergency telephones numbers, and agency manuals.

A generator provides back-up power to the communications center in the event of a power failure. The generator is well secured in the basement of the police facility. Building access is limited by an electronic keypad system. Compliance with all relevant standards was confirmed during a tour of the facility, a review of the file folders and a subsequent follow-up interview with Telecommunications Supervisor Eric Peterson.

Keeping track of the activity on the street and calls for service is becoming more difficult, due to the lack of a Computer Aided Dispatch (CAD) system, and agency staff expressed a desire to move forward on a system as soon as possible. A digital logger system records all telephone lines and all radio traffic. The data is retained for sixty days. The police department communicates laterally with all appropriate other resources and systems. The Illinois State Police Law Enforcement Agencies Data System (LEADS) is available in the dispatch center. The department is beginning to work with computers installed in the patrol vehicles.

Chapter 82 Records

The Department has a Records Bureau that handles all the duties concerning official police documents. Records are maintained in accordance with Illinois Compiled Statutes, "Local Government, Local Records Act", the state Freedom of Information Act and department policy. Juvenile records are separated from adult records by means of different colors of case folders. Department directives clearly describe policy for records security and access. Illinois law Freedom of Information Act concerns what may be and will be released to the public and describes which records of convicted persons will be retained and which may be released. The department participates in the Uniform Crime Reporting program and uses the Illinois Criminal Justice Information Authority (ICJIA) Police Information Management System (PIMS) as its central records management system. This system, however, is extremely limited in the data it stores and is considered difficult to use. The PIMS system allows records to be sorted in several ways, including by type location or property. The department does not have an automated report writing system, so reports are done by hand. Several command level staff discussed how this is a need that they are working to meet.

During the agency tour and panel presentation, the department demonstrated how records are available on a 24 hour basis. Summary data is available on the computer systems and the department ensures that back ups are scheduled. They use three separate back up storage locations and follow a specific back up procedure. Department policy directs employees to ensure that their use of the computer system is in compliance with policy and law. The Illinois Law Enforcement Agencies Data System has security standards that all users are directed to follow. The department has a comprehensive reporting program.

Officers are directed to accept any citizen reports submitted by any means and to document those reports. All incidents are documented on an incident card and subsequently entered on the Department Daily Log. Written reports are created for

specific types of incidents. The Illinois Traffic Crash Report instruction manual provides guidance on the preparation and submittal of traffic accident investigations

Chapter 83 Collection and Preservation of Evidence

During the agency tour, assessors observed the crime scene/evidence processing kits that are issued to each officer. This is an excellent system to ensure the necessary equipment and supplies are available at crime scenes. During the panel presentation a patrol Evidence Technician, John Falk, demonstrated his equipment and discussed his level of training. He was one of several officers who have received additional training and are considered to be crime scene technicians. All officers are expected to be able to process scenes to their level of their training. Traffic accident Investigators, detectives and evidence technicians all may be involved in the collection of evidence depending on the circumstance. The property custody report has a section for documentation of chain of custody. Evidence is tracked using a barcode system known as BEAST, which is an acronym for the product; Barcode, Evidence, Analysis, Statistics, Training. The BEAST system also records ongoing changes in the status of evidence as well as the chain of custody.

Chapter 84 Property and Evidence Control

The Wilmette Police Department has clear, well-written policies on property and evidence. The agency has separated the property and evidence functions, but they are clearly in compliance with all applicable standards. Civilian employee Ron Testa handles the property and evidence function. Personnel are required to properly process, package, and inventory evidence prior to the end of their shift. Temporary evidence storage lockers serve as a drop box used to store evidence until the evidence officer is available to enter property into the evidence system. The transfer of evidence from the temporary lockers to the regular storage area is done by Property Control Officer Testa, and is witnessed by a staff member to guarantee a high level of accountability.

The agency uses an automated stand-alone software system in accounting for all property and evidence taken into the agency. The Barcode, Evidence, Analysis, Statistics, and Tracking (BEAST) system tracks the Property Custody Report, which is the primary document used in property management. Each submission receives a unique bar code sticker that provides the means to associate an item of property or evidence described on the hand written property custody report with the automated BEAST system. A locker and key-drop system provides the manner of transfer of custody from the officer to the custodian. There are separate storage areas for weapons, drugs, and money. The BEAST program provides a means for final disposition of property. Storage bins are established for each month, a total of 36 months. Between the BEAST and the physical storage plan, the custodian is able to release or dispose of property on a timely basis. The department contracts with an outside forensics laboratory to perform destruction of drugs in accord with the Illinois

Compiled Statutes providing rules pertaining to the disposition of property by law enforcement.

Annual audits of property and evidence are conducted in accord with policy.

U. Summary and Recommendations:

The assessment team observed the Wilmette Police Department to enjoy a very high level of confidence and trust from Village administrators and residents. The team perceived the employees of the department to be friendly, well-educated and professional in their daily activities. The agency proved helpful and cooperative in all interactions during the on-site.

Officer Stephen Leigh has a good command of accreditation matters. He is knowledgeable in all aspects of police operations and showed an ability to skillfully handle last-minute issues and various adjustments so that the assessment was not impacted in the least. His skills and abilities were evident in his management of the accreditation process, as there were no major concerns noted by the assessment team, in spite of the Chief being taken ill at the start of the on-site and being generally unavailable for hands-on guidance. The role of Accreditation Manager is very demanding and Officer Leigh excelled in that capacity.

Chief of Police George Carpenter is very well-versed in accreditation matters and showed that he has developed an extremely competent command staff. The smooth functioning of the agency and the low crime rate are good examples of his effective leadership.

The members of the agency proved to be knowledgeable about their respective tasks and were energetic in the performance of their duties. The team found the Wilmette Police Department to be in compliance with all applicable standards, and recommends that CALEA commissioners review the department for reaccreditation.

Respectfully Submitted,

Glen B. ALLEN
Team Leader