

CALEA



**Assessment Report for the
Wilmette (IL) Police Department**

2012

**Wilmette, Ill. Police Department
Assessment Report
April 2012**

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A. Agency name, CEO and AM

Wilmette Police Department
710 Ridge Road
Wilmette, Illinois 60091

Brian King, Chief of Police

Synthia Nugent, Accreditation Manager

B. Dates of the On-Site Assessment:

January 29, 2012 – February 1, 2012

C. Assessment Team:

1. Team Leader: Richard J. White
Chief of Police
Portage Police Department
7810 Shaver Road
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2. Assessor David Newlan
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Cape Coral, Florida 33915
(239) 575-0659

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

Christie Goddard

Seventh Law Enforcement Advanced Re-accreditation, B size (43 sworn, 21 non-sworn)

CACE-L version 2.0 SP3 – Manual version 5.11

E. Community and Agency Profile:

1. Community profile

The Village of Wilmette is located approximately 14 miles north of downtown Chicago. It covers a land area of 5.4 square miles and has a population of over twenty-seven thousand people.

Recorded history indicates that the Potawatomi people were the first to inhabit this area. European contact began with the arrival of the French almost three centuries ago. Incorporation efforts began around 1869 as the railroads were beginning to play an important role in development. A group of five men formed a land syndicate to promote residential development on the former Ouilmette Reservation. Finally, in 1872 the Village was incorporated and named after early settlers Archange and Antoine Ouilmette, although the spelling was changed.

In 1910 the Northwestern Elevated Electric Railroad began service to Chicago and Milwaukee from the east side of the Village. The electric line still operates today and is commonly called the "L". In 1951 the Edens Expressway opened and together with the postwar baby boom brought significant changes to Wilmette. By 1972 there was very little vacant land in the Village and its' challenges became more of preservation than growth.

The Village town is governed by a board composed of six trustees and a Village president. Trustees serve staggered, four year terms and are elected at large. The current Village president is Chris Canning.

2. Agency profile.

In 1886 the Wilmette Village Board of Trustees adopted an ordinance providing that the President and Board of Trustees would serve as police officers. Today the Wilmette Police Department is a 24 hour full service agency that provides a variety of services. It is commanded by a Police Chief who is appointed by and reports directly to the Village Manager. Department management and direction is provided by a Deputy Police Chief, three Patrol Commanders, and six Sergeants. Two of the Commanders together with four of the Sergeants are responsible for uniform services. A Commander is responsible for Special Operations. The investigative unit is supervised by a Sergeant. The department requires that each candidate for a position of police officer possess a four year college degree.

The department operates its' own emergency communications center. It however only dispatches calls for police service. A regional public safety center provides fire and emergency medical communications services.

The Wilmette Police Department is involved in a number of cooperative law enforcement endeavors to include, The North Illinois Police Alarm System which is a multi-jurisdiction emergency response team, The North Regional Major Crimes Task Force, and the Major Crash Assistance Team. The department is also engaged in a number of community relations efforts to include a special needs open house and the law enforcement torch run.

3. Demographics (sworn personnel, service population, available workforce)

The demographic composition of the service area and agency are represented in the following table:

	Service Population		Available Workforce		Current Sworn Officers		Current Female Sworn Officers		Prior Assessment Sworn Officers		Prior Assessment Female Sworn Officers	
	#	%	#	%	#	%	#	%	#	%	#	%
Caucasian	23,148	86%	563,110	80%	36	81%	3	7%	37	81%	4	9%
African-American	215	1%	33,071	4%	1	3%	1	3%	2	5%	2	5%
Hispanic	902	4%	44,415	6%	3	7%	1	2%	3	7%	1	2%
Other	2,822	10%	71,621	10%	4	9%	0	0%	2	5%	0	0%
Total	27,087	100	700,877	100	44	100	5	12%	44	100	7	16%

The agency's demographics imply that employment of all minorities is closely representative of the available workforce in this area. It should be noted that since the last accreditation cycle there was a 4% drop in the number of female police officers. The agency has also observed that the number of females who have applied recently has been reduced in comparison to previous years. The causation of this has not been identified. They have been working toward a solution to this by modifying their recruitment efforts to include more community college advertisement. Recently they have moved to a nationally known private company who uses an internet based application and testing process to provide a pool of applicants to them. The village and department are committed to attracting qualified minority candidates from a much wider jurisdictional area to continue to reflect the make up of the community.

4. Future issues

Chief King reports that the Village of Wilmette and its' police department will continue to be challenged by the downturn in the global economy. The department will be tasked with the challenge of providing the same level of quality service that it now provides however to do so with fewer resources. These issues will task the department and staff to think creatively, look at further opportunities to share resources, acquire funding through grants to purchase equipment as well as fund initiatives and to seek efficiencies through technological advancements.

In 2012 the Village of Wilmette is exploring the possibility of sharing a 9-1-1 server with the City of Evanston which should reduce the costs significantly for both jurisdictions. The server and a back-up will be connected via a microwave link providing redundancy for both community dispatch centers. When this is accomplished they will be the first two communities in Illinois to share such a system.

The Cook County Clerk's Office is in the process of migration to a paperless traffic citation system. The Village of Wilmette is planning to join this initiative in 2012. Grant funding has already been obtained to accomplish this.

Clerical staffing has been reduced causing the services division to be backlogged in data entry and file maintenance. The police department is exploring solutions to this issue to include the sharing of clerical staff with other departments in the village and embarking on a Volunteer in Policing Program.

5. CEO biography

Brian M. King has served the Wilmette Police Department for the past 25 years. He has served in a number of positions during this time to include patrol officer, detective, sergeant, commander and deputy police chief. He was selected as chief three years ago. He holds a Bachelor's Degree from Xavier University, Masters' Degree in Management from National Lewis University, and is a graduate of the School of Police Staff and Command (Northwestern) as well as the Senior Management Institute conducted by the Police Executive Research Forum.

Chief King is a member of the North Regional Major Crimes Task Force, The Foundation Board for the Northern Illinois Public Safety Institute, North Illinois Police Crime Laboratory, The International Association of Chiefs of Police and the Illinois Chiefs of Police Association. He has performed credible work with the State Attorney Generals' Office for the development and implementation of the best practices involving the recording of interviews and interrogations of homicide suspects. Due to his work starting in 2012 there will be a credentialing program in Illinois for all homicide investigators.

F. Public Information Activities:

Public notice and input are corner stones 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 public information session was conducted on January 30, 2012 at 5:30 p.m. at the Council Chambers of the Wilmette Board of Trustees located at 1200 Wilmette Avenue, Wilmette, Ill. There was one person in attendance that chose not to speak.

2. Telephone Contacts

The telephone contact session took place on Monday, January 30, 2012 from 1p.m. to 3 p.m. a total of three telephone calls were received. All callers reported that the Wilmette Police Department was a well run and professional organization. The comments centered on the agency's commitment toward accreditation and their participation in regional law enforcement efforts.

3. Correspondence

A letter was received by the department during the on-site. Dr. Robert Boxer, a Wilmette resident wrote that even though he had little contact with the agency during the 42 years he has lived in Wilmette he believes them to be a high quality police agency. He does not think that there is much that Wilmette Police can do to improve upon the services they provide.

4. Media Interest

During the on-site a reporter, Kathy Routliffe, from the *Wilmette Life/Pioneer Press* contacted the team leader. She was interested in the accreditation process and wanted to know what benefit the citizens of Wilmette and the members of the police department received from accreditation. The team leader provided her with an overview of the process and gave her several examples of the benefits derived from accreditation. The article was not printed during the on-site.

5 Public Information Material

The agency made its members and the general public aware of the upcoming on-site and the acceptance of public comment through press releases and public notices. The public notice was posted at all Village Departments, the Village website and distributed at a local forum known as the listening post. A notice was also sent to Wilmette residents via Wilmette E-News, (a local e-mail information network.) The Village cable television station and the local newspaper, *Pioneer Press* were provided a media release. A notice was also sent to the Illinois PAC.

6 Community Outreach Contacts

The assessment team spoke with all but a few members of the Wilmette Police Department as Chief King made them available as they were either beginning or ending their shift. The team attended several roll calls and participated in several ride-alongs with patrol officers. Contact with Dr. David Palzet, Principal of the Wilmette

Junior High School. He spoke highly of the police department and the interactions that they have had with police officers from the Wilmette Police Department. In particular he was pleased with the relatively new assignment of a School Resource Officer to his school. The team also made contact with Mr. Christopher Canning, Village President. He was introduced to the team leader and assessor. We briefly explained the process that we would be following. He was pleased that his police department was again pursuing accreditation as he understood the value. The Assistant Village Manager, Kathleen Gargano, was also contacted. She has recently assisted the Wilmette Fire Department with their accreditation process. Due to this she was quite familiar with the process and the benefits derived from law enforcement accreditation. Contact was also made with Diann Sheridan, Deputy Supervisor for the Cook County State Attorneys' Office. She stated that Wilmette Police Department sets the standard for other agencies to follow even though they are smaller than many others in the county. She has high respect for the leadership and work of this agency.

G. Essential Services

Law Enforcement Role, Responsibilities, and Relationships and Organization, Management, and Administration. (Chapters 1-17)

All sworn officers are required to take an oath of office that requires them to support the Constitution of the United States and of Illinois. All sworn officers and non-sworn employees take an oath to abide with a Code of Ethics adopted by the agency. The State of Illinois has a comprehensive Employee Ethics Act that provides statutory direction to all employees. The department conducts training biennially to all employees on ethical performance. The department is driven by values and they guide the delivery of every police service in Wilmette. To this end all new employees are given an orientation by the Chief of Police regarding expected conduct.

The department is organized so each component (division, section, unit) is under the direct command of one supervisor. The organizational structure and chain-of-command are clearly defined in both written directives and practice. All employees receive a copy of the organizational structure and policy defines the duties, responsibilities, span of control and authority of each component. Policy and Procedure clearly identifies organizational responsibilities and all employees are vested with the authority to make decisions for the effective execution of their duties. Supervisors are responsible for the performance of employees under their control and are held accountable to be so. The department does not have a reserve officer program or auxiliaries. The law enforcement role and authority of the Wilmette Police Department is established by Illinois law, the City Charter, and the agency written directives. Officers have the authority to arrest, summons, warn or make referrals.

Illinois Compiled Statutes gives officers the authorization to carry and use firearms. The United States Constitution and the Compiled Statutes of Illinois governs

requirements for the proper conduct of interviews, interrogations and access to counsel. Agency policy provides guidance to officers on constitutional safeguards. The agency has excellent policy and training regarding the preservation of individuals constitutional rights.

The department uses "Station Adjustments" and other diversion processes when dealing with juveniles as allowed by the Juvenile Court Act of Illinois. The adjustment is a counseling session held at the station in which an officer explains to the offender the possible consequences of future or repeated violations of the law. The counseling session is documented. This diversion process is used for minor violations of the law. Peer Jury is another program used by the department. In order to qualify the juvenile must admit guilt and accept responsibility for their actions. A restorative justice remedy is used and assigned by the court. The jury is comprised of peers, in age, to offenders.

Pursuant to the Illinois Intergovernmental Cooperation Act and the Local Governmental and Governmental Employees Tort Immunity Act the Illinois Law Enforcement Alarm System (ILEAS) was created in 2002. This system was created to meet the needs of local law enforcement throughout the State of Illinois in matters of mutual aid, emergency response and the combining of resources for public safety, terrorism prevention and response.

The department produces a number of administrative reports that are designed to aid management in decision making and the allocation of resources. These reports include but are not limited to: The Daily Report, The Morning Report, Weekly Bulletin, Monthly Report, Monthly Traffic Report, Annual Report, Special Bulletin, Operational Reports, Accreditation Reports, and the Multi-Year Plan. Department directives identify who is responsible for the creation of these documents, the content, and who the recipient will be. The department multi-year plan includes an evaluation of issues involving Recruitment and Selection, Patrol, Communications, Traffic Safety, Investigations, Community Relations and Crime Prevention, Training, Physical plant, workload assessments, population forecasts, personnel levels and capital improvement expectations. The plan is reviewed on a biennial basis. Goals and objectives are reviewed yearly by the Chief of Police.

Bias Based Profiling

The Illinois Police Training Act requires that all police officers receive training on a yearly basis regarding the enforcement of the traffic code in a non-discriminatory fashion. The Wilmette Police Department, by policy, is committed to unbiased policing. They have defined bias based policing as, "differential treatment of an individual based upon on an actual or perceived common appearance". The department conducts an annual review of all of its enforcement practices to ensure compliance with this policy.

2008			
Traffic Warnings and Citations			
Race/Sex	Warnings *	Citations	Total *
Caucasian/Male		1592	
Caucasian/Female		1272	
African-American/Male		138	
African-American/Female		85	
Hispanic/Male		303	
Hispanic/Female		102	
Asian/Male		137	
Asian/Female		129	
Other		52	
Total	1252	3812	5064

2009			
Traffic Warnings and Citations			
Race/Sex	Warnings	Citations	Total
Caucasian/Male	429	1440	1869
Caucasian/Female	370	1037	1407
African-American/Male	37	122	159
African-American/Female	35	51	86
Hispanic/Male	37	212	249
Hispanic/Female	20	61	81
Asian/Male	49	126	175
Asian/Female	40	96	136
Other	0	103	103
Total	1017	3248	4265

2010			
Traffic Warnings and Citations			
Race/Sex	Warnings	Citations	Total
Caucasian/Male	507	1447	1954
Caucasian/Female	445	1189	1634
African-American/Male	46	123	169
African-American/Female	28	71	99
Hispanic/Male	43	191	234
Hispanic/Female	29	53	82
Asian/Male	60	147	207
Asian/Female	58	13923	197
Other	0	87	87
Total	1216	3447	4663

Illinois Compiled Statutes requires all police departments to track traffic citations and warnings by race and sex. Wilmette Police Department does not issue written warnings, they do so orally, and each officer is required to fill out a contact sheet that details the information about the stop. This data was not collected until 2009. A review of all of the traffic enforcement data does not indicate the existence of any biased traffic enforcement practices.

Bias Based Policing Complaints	2009	2010	2011
Traffic Contacts	1	2	1
Field Contacts	0	0	0
Asset Forfeiture	0	0	0

The agency has received four biased based complaints during the past accreditation cycle. All four were originated from traffic stops. A thorough investigation of each complaint did not reveal that enforcement action was based upon any unlawful bias.

Use of Force

Illinois law and agency policy clearly define the limits of use of force. Illinois law defines deadly force as that which is likely to cause death or great bodily harm. Officers may use deadly force when an officer reasonably believes that such force is necessary to prevent the death or great bodily harm to themselves or another. A special use of force report is generated each time force is used. The department tracks each time an officer points a lethal weapon at someone and force at the level of soft hand techniques or above is employed. Soft hand includes pain compliance locks and holds. If the recipient of a use of force complains of injury or it should be evident that medical care is needed officers are mandated to ensure aid is provided. The Watch Commander reviews each force report before the employee goes off duty. The report is then reviewed by the Deputy Police Chief who completes a written critique of the incident. He may take corrective action or institute remedial training if necessary. The report is then forwarded to the Chief. The Deputy Police Chief conducts an annual review of all incidents.

Use of Force			
Category	2009	2010	2011
Firearm	0	3	1
Pepper ball	1	0	0
Baton	0	0	0
Oleoresin Capsicum (OC)	1	2	0
Weaponless	7	10	13
Total Types of Force	9	15	14
Total Use of Force Arrests	3	3	2
Complaints	0	0	0
Total Agency Custodial Arrests	126	104	113

General orders mandate yearly training on use of lethal weapons and this includes a review of department policy. Less than lethal weapons are trained on biennially. Officers are provided hand guns, urban patrol rifles, impact weapons and chemical weapons. They must demonstrate proficiency before they are allowed to carry these tools. If an officer cannot demonstrate proficiency a process of remediation exists.

The uses of firearm depicted on the chart do not identify weapon discharges. The agency tracks each time a lethal weapon is pointed at someone to affect an arrest. This is what the data reflects. There were no uses of lethal force during the last accreditation cycle. The agency does not issue Electronic Control Weapons to officers. The Pepper ball weapon was used to subdue a suicidal subject in 2009 and its use was successful. A review of these incidents did not identify any trends, training uses or violations of policy.

Personnel Structure and Personnel Process (Chapters 21-35)

The Village of Wilmette has established a comprehensive classification and pay plan. Each position is classified into six steps. Step 1 being the hiring or starting range and step 6 being the top of the range. Based upon training, education, and experience an employee may begin at a higher range. Employees are also provided with a comprehensive benefits package, a stipend for advanced police skills that requires participation in a wellness program, and incentive pay for field training officers and evidence technicians. Officers are paid overtime for work in excess of scheduled hours or they may bank these hours as compensatory time. Although the agency did not identify an employee who may have benefited from Employee Assistance Program the agency does have this resource available.

The Village participates in the Illinois Municipal Retirement Fund as well as providing its own Village Supplement. These retirement programs provide for a disability pension in the event an injured employee cannot return to work, a retirement for a surviving spouse and normal retirement. A variety of paid leaves exist for employees to include sick leave, emergency leave, funeral leave, and family medical leave. Health care insurance and educational incentives are provided.

The agency's Early Warning System analyzes specific employee actions within specific dimensions; Pursuits, Response to threats, Complaints filed, Preventable accidents, Attendance/Tardiness. Each dimension is evaluated within a 12 month period and each dimension has a specific number of acceptable incidents. The department also recognizes the impact of 'life events' upon their employees. To this end employees who are suffering from health problems, divorce, death of a loved one, or financial difficulties are also tracked. On a monthly basis the management staff reports to the Chief of Police the status of these employees. This consistent information allows the

Chief to identify any potential employment related issues before they evolve into a serious personnel matter.

Grievances

All employees can file grievances consistent with Village rules and labor agreements. Unionized employees generally cannot file a grievance on issues pertaining to discipline, promotion/selection or personnel assignments. The first step requires a written statement of the issue be directed to the immediate supervisor. If the issue involves the supervisor the first step may be skipped. The fourth step is addressed by the Village Manager. Arbitration is available if the grievance remains unsettled. The Deputy Chief generates the Annual Grievances Analysis which is submitted to the Chief of Police.

Formal Grievances			
Category	2009	2010	2011
Number of Grievances	2	2	2

There were no grievances filed by non-union employees during the last accreditation cycle. An analysis of the six grievances filed during the last three years indicates that the majority of these involved the administration of benefits such as vacation picks, call backs, and banked time. A number of union and management meetings were held to resolve these disagreements. Jointly acceptable practices were identified.

Discipline

The agency has a comprehensive policy dealing with both employee recognition and corrective actions. Any employee may recommend another for a department award or recognition by submitting in writing a recommendation. The awards board is selected by the Deputy Police Chief and he will choose an employee from the supervisory ranks, an investigator, a patrol officer and a civilian employee to serve for a two year period of time. The awards board not only reviews the recommendations submitted to them but may also review any other action of an employee. Awards include but are not limited to: Department Commendation, Life-Saving Award, Distinguished Service Award, Exceptional Merit Award, Police Officer of the Year, Civilian Employee of the Year, The Chief's award for Meritorious Service and a Traffic Safety Award. The criteria for each award are defined by policy.

Rules and Regulations provide specific guidance to officers and members of the agency on general conduct, uniforms, personal appearance and grooming standards, care of equipment and military courtesy. When considering corrective action the following are taken into consideration: the employee's experience, the degree of harm

by the action, whether the act was intentional or unintentional, the employee's motivation and past record. Progressive discipline is followed and ranges from training and counseling to discharge.

The agency has a comprehensive policy on harassment which is made available for all personnel. The policy clearly prohibits any acts that may fall within this category and allows the employee options to channel a specific complaint. During this assessment period, no complaints of this nature were reported to the agency or the Village of Wilmette.

Personnel Actions			
Action	2009	2010	2011
Suspension	1	1	1
Demotion	0	0	0
Resign in Lieu of Termination	0	0	1
Termination	0	0	0
Other	0	0	0
Total	1	1	1
Commendations	13	11	5

The term 'other' is used to describe several forms of corrective action to include counseling and remedial training. Both of these methods are used when violations of policy are minor and it is believed that this action will modify behavior. Typically counseling is conducted by a first-line supervisor while the more serious corrective measures are issued by the Chief of Police.

Recruitment and Selection

The department directs its efforts in recruitment based upon a plan which was developed in conjunction with the Wilmette Board of Fire and Police Commissioners. This plan requires that the agency is actively engaged in recruiting minority and female applicants. The Police Department web site provides information to interested applicants detailing the hiring process. The department accepts applications only from people who have a four year college degree. Recently the department has been using a private vendor to receive applications and conduct testing. The vendor then provides a list of applicants to the Village. Attendance at job fairs, career days at local colleges and advertisements in the local newspaper are part of their recruitment activities.

The Board of Fire and Police Commissioners work closely with human resources and the department to ensure that the most qualified candidates are hired. The Chief of Police conducts the final interview of candidates.

Sworn Officer Selection Activity 2009, 2010, 2011

	Applications received	Applicants hired	Percent hired	Percent of workforce population
Caucasian/Male	146	7	3.3	80%
Caucasian/Female	15	0	0	
African-American/Male	6	0	0	1%
African-American/Female	2	0	0	
Hispanic/Male	17	0	0	4%
Hispanic/Female	4	0	0	
Other	23	0	0	10%
Total	213	0	0	100%

All elements of the selection process are administered, scored, evaluated and interpreted in a uniform manner. Entry level qualifications are established in accordance with rules established by the Wilmette Fire and Police Commission, the Illinois Law Enforcement Training Standards Bureau and the needs of the Wilmette Police Department. The chart provided indicates there were 7 new hires during the last accreditation cycle. The Village of Wilmette is an Equal Opportunity Employer and declares so on their web page.

Training

The Illinois Law Enforcement Training Standards Board has established a 12 week recruit training program for police officer certification. The Wilmette Police Department has used both the Suburban Law Enforcement Academy at the College of DuPage and the Police Officer Training Institute in Champaign to accomplish this. Once hired the department conducts a comprehensive orientation for new employees. Recruits are then required to complete a 12 week field training program modeled after the San Jose Program. In this program officers progress is measured daily by certified field training officers. Training is also provided on a regular basis during roll call. Each month a number of topics are presented by the watch commander or a subject matter expert and include new policies, law changes, and new practices. The department conducts in-service training that is designed to improve officers ability to perform their jobs such as interview and interrogation, dealing with domestic violence and first aid to name a few. Specialized training is provided to those who need a higher level of knowledge. This training includes crime scene processing, field training officer, accident reconstruction and juvenile officer. Management training is provided to current supervisors and those who aspire to these positions.

Remedial training is provided when an employee demonstrates repeated performance errors or other indicators of deficiency. The agency has created an environment that encourages and supports education for all employees. Based on the amount and quality of training that is generated it is apparent the agency and the community values a well educated staff.

Promotions

The Village Manager in liaison with the Chief of Police sets the requirements for promotion. Typically the process involves a written test, an assessment center, an oral board, credit for seniority and a review of past performance appraisals. A roster of qualified candidates is then prepared and is good for a two year period of time. Newly promoted officers serve a one year probationary period. The Chief of Police is responsible for coordination and administration of all facets of the process and acts as a liaison with the Fire and Police Board.

During the current assessment period the agency promoted two Sergeants to the position of Commander, and three police officers were promoted to the position of Sergeant. The position of Commander is a non-unionized rank.

Sworn Officer Promotions

PROMOTIONS – 2005-2007			
	2009	2010	2011
GENDER / RACE TESTED			
Caucasian/Male	0	8	0
Caucasian/Female	0	0	0
African-American/Male	0	0	0
African-American/Female	0	0	0
Hispanic/Male	0	0	0
Hispanic/Female	0	0	0
GENDER/ RACE ELIGIBLE AFTER TESTING			
Caucasian/Male	0	6	0
Caucasian/Female	0	0	0
African-American/Male	0	0	0
African-American/Female	0	0	0
Hispanic/Male	0	0	0
Hispanic/Female	0	0	0
GENDER/ RACE PROMOTED			
Caucasian/Male	0	1	2
Caucasian/Female	0	0	0
African-American/Male	0	0	0
African-American/Female	0	0	0
Hispanic/Male	0	0	0
Hispanic/Female	0	0	0

In the promotional process for Sergeant and the promotional process for Commander only Caucasian Males participated even though there were eligible minorities who could have competed.

Law Enforcement Operations and Operations Support (Chapters 41-61)

The Wilmette Police Department provides police services with the use of three separate shifts for patrol. The hours of the shifts are as follows; 10:45 p.m. to 6:45 a.m., 6:45 a.m. to 2:45 p.m., and 2:45 p.m. to 10:45 p.m. In order to provide continuous coverage, a minimum of one officer will start (30) minutes prior to each shift. The duty schedule is based on thirteen 28-day periods with eight days off per period. Non-probationary officers will be allowed to choose in the fourth quarter of the previous year, their desired shifts for the following year commencing in January. Probationary officers will be assigned shift hours by the Deputy Chief. A work week is defined as a seven-day period beginning on Sunday and ending on Saturday with two days off per work week. The collective bargaining agreement addresses the assignment to shifts, rotation, and determination of days off. Shift briefings are conducted at the beginning of each shift and training, new directives, legal updates, and the activities of the previous day are discussed with those in attendance.

The only listed special purpose vehicle for the Wilmette Police Department is the Police Mountain Bicycles. The department does not utilize, own or control any animals.

Department members are responsible for requesting replacement of their protective vests the year prior to the protective vests' suggested expiration. The department does not make it mandatory to wear protective vests, but they do encourage personnel to wear them during the performance of their duties.

The patrol vehicles are marked in a fashion to provide high visibility. Vehicles contain equipment to support a number of functions, such a traffic enforcement, crime scene processing, rapid response and emergency operations. All department vehicles are inspected by the Deputy Chief or his/her designee on a bimonthly basis. The Watch Commander and/or Field Supervisors prepare an inspection report and submit it to the Deputy Chief.

Traffic enforcement is one of the main functions of the patrol force. It is understood that by providing appropriate enforcement and educational programs accidents and accidents involving injuries can be reduced. They analyze data to determine areas identified as high crash locations. Shift supervisors assign team members to these areas and officers are required to provide feedback on their results in a written fashion. Traffic Service Requests are used to identify neighborhood traffic issues. Resolution to these complaints may involve engineering or assistance from other departments. In 2009 the department received a grant from the Illinois Department of Transportation in the amount of \$39,600 to fund several traffic enforcement campaigns to reduce vehicle

crashes, injuries and deaths related to lack of seat belt use. Policies provide direction for officers to perform enforcement in a uniform manner so that no group is the subject of undue enforcement.

Patrol officers conduct crash investigations and may take photographs or video as needed. The department participates in the Major Crash Assistance Team with thirteen other communities in Northern Illinois. This team provides a rapid response to fatal and severe injury accidents. Officers may at any time be required to hand direct traffic. Officers are provided and wear the appropriate safety vest when engaged in these activities. The department staffs 16 school crossing posts where guards are employed. Annually the Village Traffic Engineer and school authorities review the need for continued staffing.

Department directives primarily task initial investigations with the patrol function and follow-up or protracted investigations are assigned to the detective unit. They are available after hours. Crime scene processing is provided by patrol platoon members and if outside the realm of their capabilities assistance may be provided by another agency. Wilmette has the services of a private crime lab, the Northern Illinois Police Crime Laboratory. This lab has full forensic capability in the areas of trace evidence, chemistry, fingerprints, firearms, tool marks and DNA. Several agencies fund the operation of this lab. The value of this service is the quick turn-around time and quality of work provided. The department also participates in The North Regional Major Crimes Task Force (NORTAF). This task force consists of investigators and forensic specialists from thirteen local law enforcement agencies. They assist member departments with the investigation of kidnappings, homicides, school shootings and other major cases.

When officers receive information pertaining to illicit drugs, vice crimes or organized crime they complete a police report which is sent to the Criminal Investigations Unit Sergeant. These reports are secured apart from the main records system of the department. Well written department directives control the processes for receipt, processing and the investigation of these complaints. The agency has equipment to assist with these cases and the department is capable of conducting surveillances, decoy operations, and raids. The Investigations Sergeant notifies the Police Chief when investigations of this nature are initiated.

All Wilmette police officers are responsible to participate in and support all Juvenile operations and enforcement activities. The Criminal Investigations unit has a detective whose primary responsibility is the investigation of Juvenile crime. Enforcement alternatives include a process called a "station adjustment" and "Peer Jury". A station adjustment is a formal counseling process that identifies for the juvenile all of the pitfalls of their behavior and the possible criminal justice response to correct these behaviors. Release is then made to a parent/guardian. The counseling is documented in writing. The Peer Jury program requires the juvenile to admit guilt and accept responsibility for their actions. A jury of peers assigns a community service program or other restorative

justice remedy. Successful completion of the program eliminates the need to file charges through the Juvenile Court. Peer Jury is used for non-violent crimes.

Crime Statistics and Calls for Service

Proactively, the department tracks activity and identifies trends as they occur. Each day before a patrol team goes on duty, the events of the prior day are discussed. At roll call the supervisor directs the patrol zone officer to address current events. As evidenced by the chart below the number of burglaries that have occurred during the last three years has decreased by 33%. The number of thefts has also greatly decreased. Between 2009 and 2011, the number of thefts dropped by 52%.

Year End Crime Statistics			
Crime	2009	2010	2011
Homicide	2	3	0
Forcible Rape	0	6	1
Robbery	9	3	4
Aggravated Assault	1	2	2
Burglary	112	88	84
Larceny-Theft	215	230	103
Motor Vehicle Theft	2	4	5
Arson	5	2	2
Calls for service	15,594	16,247	17,366

The Village of Wilmette is predominantly a residential community and therefore the major crime issues are property crimes and quality of life issues. Calls for police service increase by 11.4 % between 2009 and 2011.

Vehicle Pursuits

The foundation for all decisions to engage in a pursuit is found in the department policy which states: "When the risks to human life and property begin to outweigh the benefits of capture, officers should refrain from pursuits". Policy allows pursuits if the suspect has been involved in a crime in which a deadly weapon was used, if the driver appears to be intoxicated and it would be dangerous to allow him to continue to drive, and if the escape of the individual would pose a danger to the community. Pursuits are not permitted solely for traffic charges or misdemeanors. The pursuing officer is responsible to communicate his speed, direction of travel, vehicle description, and reason for the pursuit. Officers may terminate a pursuit if they determine that it is unsafe to continue and supervisors may also terminate pursuits.

The Deputy Chief conducts a written analysis of pursuits each year. In 2010, there were three pursuits involving the Wilmette Police Department. The analysis shows all three pursuits were properly resolved two by supervisory termination due to safety concerns.

Vehicle Pursuits			
	2009	2010	2011
Pursuits			
Total Pursuits	1	3	1
Terminated by Agency	1	2	1
Policy Compliant	1	3	1
Policy Non-compliant	0	0	0
Accidents	0	0	0
Injuries: Officer	0	0	0
Injuries: Suspects	0	0	0
Injuries: Third Party	0	0	0
Reason Initiated			
Traffic Offense	0	3	0
Felony	1	0	1
Misdemeanor	0	0	0

The agency was engaged in only five pursuits during the last three year period of time. All but one of these pursuits was terminated by the agency due to an evaluation made concerning the circumstances. The remaining pursuit was stopped as the officer lost sight of the fleeing vehicle. Analysis of these incidents did not identify a training shortcoming or policy weakness.

Critical Incidents, Special Operations and Homeland Security

The Village of Wilmette does not have its own Special Weapons and Tactical Team or hostage negotiators. They participate in a multi-county special response unit call the Northern Illinois Police Alarm System or NIPAS that can provide these services for them. Participating agencies have the option of supporting NIPAS either by providing people or providing economic support. Wilmette has assigned an officer to the team. Due to their participation, Wilmette has at their disposal equipment and personnel that they would be unable to field on their own. All of the applicable standards are met. Wilmette does not conduct search and rescue missions.

The agency has an All Hazards Plan based upon the National Incident Management System with procedures for actions and responsibilities during major events. The plans are the product of a cooperative effort between the Village of Wilmette and its police department. The city department heads are members of the group that staffs the city-wide emergency operations center.

The police department has used the Incident Command System both in exercises and during large scale events. The department has conducted table top exercises to test

their Emergency Management Plan and it is reviewed every three years. The plan requires that the Emergency Operations Center to be opened and staffed anytime there is an event that has the potential of causing significant damage to Village property. The Deputy Police Chief is responsible for maintenance and updating this plan. He also conducts quarterly inspections of all equipment to ensure readiness. All supervisors, Sergeants and above, have attended critical response training. Basic awareness level training is provided on an annual basis regarding hazardous materials.

Internal Affairs and Complaints against employees

The Wilmette Police Department accepts and investigates all complaints about its sworn and non-sworn employees from any and all sources including those that are anonymously made. Complaints are documented on a Wilmette Police Department Personnel Complaint Report Form. Investigations can either be formally or informally investigated. Informal investigations typically involve minor policy violations, are determined by policy and are handled typically by supervisors. Formal investigations are conducted by the Deputy Police Chief and require immediate notification to the Chief of Police. The final determination on all investigations is made by the Chief of Police. Complaints are closed with one of the following classifications: Sustained, Not-Sustained, Unfounded, and Exonerated. Only those cases which are sustained are maintained. All records are stored in a secure cabinet within the police department.

The rights of all employees are identified in policy which governs the conduct of investigations. The department cannot mandate a polygraph examination. The Deputy Police Chief prepares a yearly report which is available to all members and the community. The agency makes available on their webpage information on how to file a complaint. Pamphlets are also available in the lobby of the police department.

Complaints and Internal Affairs Investigations

External	2009	2010	2011
Citizen Complaint	5	4	7
Sustained	0	2	2
Not Sustained	0	0	0
Unfounded	2	0	3
Exonerated	3	2	2
Internal	3	0	2
Sustained	3	0	2
Non Sustained	0	0	0
Unfounded	0	0	0
Exonerated	0	0	0
Totals	8	4	9

Victim/Witness Services

The Wilmette Police Department has policy that requires that the rights of all victims and witnesses receive the highest level of professional service and assistance. These rights are rooted in Illinois Law 725. The department conducts an analysis of all victim/witness services and needs every three years. Wilmette partnered with the Village of Winnetka and Skokie to survey many of the most frequently used community agencies. It was learned that for the most part service needs that remain unmet are due to inadequate funding and staffing cuts. Wilmette Police Department is fortunate that they have a full time social worker as she is able to provide short term counseling and referrals to other agencies.

Detainee and Court Related Activities; Auxiliary and Technical Services (Chapters 70-84)

The agency's personnel employ due care for detainees during transport to detention and/or medical facilities. The agency's vehicles are equipped with safety barriers to enhance detainee and officer's safety. Vehicles used for transport must be searched prior to use and immediately after.

The agency has a temporary holding facility whose operation is governed by comprehensive department policy. This policy covers the operation of the facility, detainee rights, evacuation plan, provision for meals, procedures for handling escapes, and procedures for the release of detainees. Vehicles routinely used for the transport of detainees are equipped with a safety barrier between the front and rear seats. The agency's written directives details the circumstances and procedures when a juvenile is detained within the temporary detention area. Adult females and juveniles are separated from each other and from adult males to include separation by sight and sound. The Deputy Police Chief is responsible the training of all employees on detention procedures both the initial training and refresher every three years. He also ensures that the fire suppression system is fully functional, that the first aid equipment is maintained, and responsible for detainee records. Security checks are conducted every 30 minutes by the watch commander or employee designated by him when the facility is occupied. Cells are searched prior to placing a detainee in one and immediately after vacating the cell.

The agency operates a 24 hour Communications Center. The Communications Center is responsible for emergency 911 and non-emergency phone calls for all police related matters. The Communications Center does take fire related calls but routes them to the Fire Dispatch Center for Wilmette. Approximately, 50% of the phone calls received are generated from a cellular caller. The Communications Center is compliant with Phase One and Phase Two FCC regulations. The Phase Two regulation provides cellular tower and geographical data related to a cellular callers' location. Through an agreement with the Village of Winnetka, Wilmette was able to install a computer aided dispatch program a few years ago. This program allows the department to better track

their service demands. Wilmette is able to communicate with neighboring jurisdictions through a variety of interoperable communications systems. They are the Illinois State Police Radio Network (ISPERN), the Area Police Emergency Radio Network (APERN), and the Northern Illinois Fire Emergency Network (NIFERN). These shared frequencies provide car-to-car communication between the contiguous jurisdictions, the fire department and provides immediate communications during any multi-agency incident (to include the Illinois State Police).

The Aegis Computer Aided Dispatch Program merges directly into the agency's Records Management System (RMS). Based on written documentation and observation during the tour the CAD system allows easy retrieval and entry of relevant information on every call for service. The system has two separate automatic playback features. One system allows for automatic playback of approximately the last 30 minutes of dispatcher call history and the second system retains all digital audio history for each call for service in perpetuity. Officers also have the ability to indicate in the call history specific notes about the call or the residence. These specific details give responding officers additional information about premise hazards.

The agency also provides an alarm response service to citizens. Business and residential alarms are routed directly into the Communications Center. This practice eliminates the need for a third party vendor to route the call to the agency and also allow for a faster response time from patrol officers.

Officers generate police reports using the Computer Aided Dispatch and Records Management software package from New World. Using a field reporting module of this software allows officers to complete reports in their vehicles via their laptop computers. The reports are automatically downloaded from the vehicle computers anytime the vehicle is in the area of the police building. Supervisors can then review and approve the reports from their computers. The records staff then uses the electronic file to collect stat and Federal crime reporting information. The agency places a high priority on the safe handling of department generated records to include juvenile, adult and criminal history. Juvenile records are separated electronically from other electronic files and can only be viewed with appropriate authorization. The agency's record section is open during regular business hours to release copies of reports to the public. The records area is a limited access area to other agency personnel. The agency stores hard copies of documents and other items which are not capable of being electronically stored.

The agency has specially trained officers on each platoon that receive advanced training in evidentiary collection procedures. This allows for 24 hour coverage and prompt collection of evidence. These officers have received training beyond that provided at the basic academy level. Patrol vehicles are equipped with a variety of equipment that allows the initial responding officer to process a crime scene. Advanced evidence processing resources are available through the North Regional Major Crimes Task Force. These trained investigators are available on a 24hr basis.

The agency has a comprehensive policy regarding the collection and preservation of evidence. The policy combined with several highly trained officers and an access to the Northern Illinois Police Crime Laboratory gives the agency an edge in criminal detection through evidence processing. On-site the department has the resources to process fingerprints using latent dusting powder, a ventilated area for fuming articles of evidence and other resources for DNA collection.

Property and Evidence

The agency has well written policies governing the collection and safekeeping of evidence and property. In an area designed for processing, officers have access to a variety of packaging materials and instructions on how to best handle numerous items. Property Custody Reports are completed for each item to be stored. After an officer packages and labels the property it is placed into an evidence locker or another secure location designated for larger items (i.e. bicycles, vehicle or computers).

Money, jewelry, and other items of value are stored in a locked safe within the secure property and evidence room. Narcotics and weapons are also kept separate and stored in a locked cabinet within the property room. Tracking and accounting for all items in the property room are accomplished through the use of the Bar Coded Evidence Analysis Statistics and Tracking system (BEAST). The agency disposes of abandoned, stolen, lost or similar property in accordance with state law. The agency conducts unannounced inspections, audits and other quality control measures of the property room consistent with accreditation standards. In 2011 a new property and evidence manager was appointed and a full inventory was conducted.

It is apparent by the proofs provided and the onsite tour the agency's practices demonstrate a high level of interest in how the property function is managed and how property is accounted for.

H. Applied Discretion Compliance Discussion:

This section does not apply.

I. Standards Noncompliance Discussion:

This section does not apply.

J. 20 Percent Standards:

CALEA agencies must be in compliance with a least 80% of applicable other than mandatory (O) standards. The agency is free to choose which standards it will meet based upon their own unique situation.

The agency is in compliance with 81 % of applicable other-than mandatory (O) standards.

K. Future Performance / Review Issues

There are no issues for future review.

L. Table: Standards Summary:

Mandatory (M) Compliance	310
(M) Noncompliance	0
Waiver	
Other-Than-Mandatory Compliance	68
(O) Noncompliance	0
(O) Elect 20%	16
Not Applicable	86
TOTAL (Equals number of published standards)	480

M. Summary:

The members of the Wilmette Police Department were friendly and open with the assessment team. All files were appropriately constructed, contained the information needed to determine compliance, and were highlighted correctly. There were no issues of applied discretion and only two file maintenance issues. During the last on-site the agency had two applied discretions. The files pertaining to these two issues indicate sustained compliance with the standards. The Assessment team reviewed all applicable standards and conducted a thorough examination of proof documents, interviewed staff and employees of the Wilmette Police Department, and through observation it was found that the department was in compliance.

The annual reports required by The Commission were completed and submitted in a timely fashion. The Wilmette Police Department tasked the Illinois Police Accreditation Coalition to conduct a mock assessment for them in September 2011. It was quite evident that a thorough review was conducted.

The Wilmette Police Department is a full service agency which uses Problem Solving techniques and Community Policing to address crime and public safety issues facing the jurisdiction. The agency does an excellent job of leveraging its limited resources by participating in various regional operations such as the North Regional Major Crimes Task Force, the Northern Illinois Police Alarm System, the Major Crash Assistance Team, and sharing Computer Aided Dispatch systems. These joint efforts have given the Wilmette Police Department access to personnel and equipment that many much

larger agencies do not enjoy. The department hires only college graduates and therefore has a broad base of educational disciplines to draw upon. For example one of their officers, who conducts crime scene processing, is a certified biologist. Another officer is a certified accountant.

The Wilmette Police Department and the community are fortunate to have a Licensed Clinical Social Worker, Olivia Chui, assigned to the department. Ms. Chui has provided services to Village employees and citizens. These services include counseling and referral to other appropriate service providers. The assessment teams' review of the Wilmette Police Department finds that the agency is in compliance with all applicable standards. The interviews, interactions and observations of this agency were positive. The Wilmette Police Department is committed to maintaining or exceeding the standards established by the Commission on Accreditation for Law Enforcement Agencies, Inc.



Richard J. White
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