

A. Agency name, CEO and AM

Wilmette, IL Police Department
710 Ridge Rd.
Wilmette, IL

George Carpenter, Chief of Police
Officer Dan Huck, Accreditation Manager

B. Dates of the On-Site Assessment:

December 13, 2008 through December 17, 2008

C. Assessment Team:

1. Team Leader: Rob Schommer
Chief of Police
Huber Heights, Ohio Police Division
6121 Taylorsville Rd.
Huber Heights, Ohio 45424
(937)237-5850

2. Team Member: Cynthia Aaron
Commander
Burleson, Texas Police Department
225 W. Renfro St.
Burleson, TX 76028
(817)447-5300

3. Team Member: Ricardo Anderson
Sergeant (Ret.)
United States Capital Police
1903 Edgemont Lane
Wilmington, NC 28405
(910)509-7542

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

Dennis Hyater

Sixth reaccreditation, B size (62 personnel, 44 sworn, 18 non-sworn) 5th edition Law Enforcement Accreditation

The agency uses CACE-L for standards file compliance tracking.

E. Community and Agency Profile:

1. Community profile

One of the first settlers in the Chicago land area was a French-Canadian fur trader named Antoine Ouilmette, which is where the village name derived from. The present Village of Wilmette is the result of a merger between two villages in 1924. Wilmette is situated on the North Shore section of Lake Michigan, north of Chicago and is primarily a bedroom community. Wilmette is picturesque with the landscape of the North Shore as well as historical architecture and the works of Frank Lloyd Wright throughout the community.

Wilmette is governed by a Council-Manager form of government consisting of a Village President and six Trustees. The village Board of Trustees appoints a Village Manager who acts as the Village's chief administrative officer and is responsible for the day to day operations of the Village. The six Trustees are elected at large and serve staggered four year terms.

2. Agency profile

The Village of Wilmette Police Department was first established in 1886 and the department today carries its rich history with it. Throughout the police facility are photos and items dating back to the beginnings of the agency and it is easy for someone to view the story of how the department has been shaped and formed.

Currently, Wilmette Police Department is a full service law enforcement agency providing a wide range of services to the community it serves. The organizational structure of the agency is commanded by Chief George Carpenter, two Deputy Chiefs, three Commanders, six Sergeants and 33 Police Officers. The agency is divided into two primary sections; Operations and Services, each of which is commanded by a Deputy Chief.

Employees of Wilmette Police Department are well educated and conduct themselves with outstanding professionalism. The agency has a history of high levels of positive feedback from the community for the services and activities it performs. Wilmette is in the top 1% of agencies in the country for the percentage of employees having college education.

Demographics

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	24791	89	528,010	73	36	82	4	9	39	85	4	9
African-American	156	1	78,071	11	2	4	2	4	2	4	2	4
Hispanic	574	2	43,416	6	4	9	1	2	3	7	0	0
Other	2130	8	76,722	10	2	5	0	0	2	4	0	0
Total	27,651	100	714,877	100	44	100	7	15	46	100	6	13

As noted in the chart above, Wilmette Police Department has a diversified workforce that closely mirrors or exceeds the community demographics. This is attributed to the recruitment efforts of the agency and the diversified workforce goals of the Village and Chief Carpenter. Considering many suburban agencies across the country are challenged to achieve a diversified workforce, Chief Carpenter and the Wilmette Police Department should be commended for their success.

3. Future issues

Wilmette is faced with the same primary issue that most law enforcement agencies across the country are facing: the economic climate. In Wilmette's case, the economy has had an external effect on the services they provide the community, as well as an internal effect on the way those services are provided. Wilmette has noticed a decrease in tax revenue from local sales, real estate, and other revenue sources which has impacted the agency's ability to complete capital improvement plans. In addition, the community has been impacted by an increase of property-related crime incidents.

To help overcome the economical effect, Wilmette Police Department will discontinue its community relations officer and allocate that personnel resource to road patrol. The agency hopes to distribute the responsibilities of the officer throughout the agency. In addition, the Village suspended the position of animal control officer whose duties will also be distributed to other areas of the agency.

The budgetary constrictions will continue to challenge the Wilmette Police Department from the perspective of capital purchases and technological expenses. The response to these challenges requires the agency to be efficient, creative and adaptable to find

innovative methods to meet the service demands of the community. Wilmette Police Department seems willing and prepared to face that challenge; always maintaining focus of providing the best possible law enforcement service to the community it serves regardless of the challenges presented.

4. CEO biography

Chief George Carpenter joined the Wilmette Police Department in 1973, and worked through the ranks achieving his current position in January 1991. Chief Carpenter earned a Bachelor's Degree in Liberal Arts from Marquette University and Master's Degree in Law Enforcement Administration from Western Illinois University. Chief Carpenter is also a graduate of Northwestern Police Administration Training Program, the Police Executive Research Forum's Senior Management Institute, and the FBI Midwest Law Enforcement Executive Development Seminar. In addition, Chief Carpenter is a member of and has served on boards of regional police organizations, the State police association and the Wilmette Rotary Club.

Chief Carpenter is a long-time proponent of CALEA and the accreditation process. He uses accreditation as the management model for the best law enforcement practices at Wilmette Police Department. He actively works as a CALEA team leader for on-site assessments and is the recipient of the Egon Bittner Award.

F. 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.

a. Public Information Session

On Monday, December 15th, 2007 7:00pm the Public Hearing was conducted in the Village Trustee Board meeting room. A total of seven people attended and one chose to speak. Village President Chris Canning was the speaker who offered very supportive and positive comments. There were no issues or concerns related from the speaker regarding the agency's status of accreditation. All comments were overwhelmingly supportive and indicative of the relationships the agency employees have with the community and its residents.

b. Telephone Contacts

The telephone line was open for the public to call the assessment team on Monday December 15th from 1:00pm to 3:00pm. The assessment team verified the line was working prior to the phone in period. Four callers consisting of neighboring police agencies and members of the community elected to call in to show their support for

the Wilmette Police Department. All comments were positive and supportive of the agency's bid for re-accreditation.

c. Correspondence

The agency set up an email account specifically for citizen comments during the onsite period. This was an innovative and very effective manner for people to offer comments about the agency. The assessment team had access to the email account so the messages were directly accepted and could be replied to if desired. In all, 16 email messages were received from various members of the community including members of community organizations, neighboring law enforcement agencies and Village residents. All comments were positive and supportive of the agency describing excellent service and relationships with the community.

d. Media Interest

The assessment team did not have contact with the media.

e. Public Information Material

The public information plan was well planned and systematic. Announcements were published and placed on the Village's website and posted in various locations throughout the community. A continuous flow of announcements were streamed prior to the on-site date to provide notice to the public.

f. Community Outreach Contacts

The assessment team found occasions to interview several members of the Wilmette Police Department as well as members of the community. In the discussions, a common conclusion was the fact Wilmette Police Department provides a high level of service to the community. The team attended roll calls as well as several ride-alongs and conducted impromptu meetings with members of the agency. It was a pleasure to have the opportunity to meet agency members from all units and assignments and gain insight to how the agency provides law enforcement services to the community. The team noticed the employees were committed to serving the community and reflected pride in their performance of doing so.

The assessment team was able to observe several employees as well as speak to officers during ride along sessions. Assessor Aaron spoke to Officer Jurmu about a variety of patrol activities including handling parking and juvenile offenses. Officer Jurmu explained the great amount of discretion and options Wilmette PD officers have in dealing with juveniles. In addition to Officer Jurmu, Assessor Aaron spoke to and observed Sue Green, and learned about the new implementation of a

Computer Aided Dispatch (CAD) program which has greatly enhanced the agency's field operations.

Assessor Anderson observed and spoke with Officer John Falk during a ride-along and learned he and the others in the agency truly understand the benefits of accreditation. Officer Falk explained accreditation has helped Wilmette PD keep training up to date, ensure policies are followed and is proactive in addressing issues within the agency and community.

The assessment team also spoke to various members of the community as they could make contact in stores, restaurants, and other locations. Assessor Schommer was able to attend a weekly Rotary meeting with Chief Carpenter. At the Rotary meeting were various community leaders and members of other organizations. Chief Carpenter is a past president of the Wilmette Rotary Club which demonstrates his involvement and commitment to the community. Rotary International headquarters is in Chicago; therefore, Rotary is instrumental in community philanthropic activities. While at the meeting, Assessor Schommer was able to speak to several members who gave high praise to Chief Carpenter and the members of the Wilmette Police Department.

G. Essential Services

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

Officers of the Wilmette Police Department are granted authority within the Illinois Compiled Statutes (ILCS) and the Village of Wilmette Code of Ordinances.

The State of Illinois has a comprehensive state Employees Ethics Act that provides statutory guidance to the employees of Wilmette regarding ethics. At least biennially the agency conducts refresher ethics training for all employees, covering both the legal updates of the Ethics Act as well as general policies regarding ethical performance. The new hire orientation packet for the agency includes a booklet titled "Policing Philosophy and Values" covering all major aspects of ethics and agency values. This booklet is a training and reference guide covering various policies, practices and activities which demand attention to ethics. The manner in which the agency provides training and information about ethics is innovative and advanced of most law enforcement agencies.

Wilmette Police Department employs a full time police social worker and has done so since 1970. Olivia Chui is a licensed clinical social worker and has proven to be invaluable to the agency for the services she provides. Ms. Chui's primary role is to provide referral and short term counseling services to the residents of Wilmette and assist in critical interviews of victims and witnesses. Ms. Chui provides actual therapy for residents in need within the Village and provides assistance to victims and families.

In addition, Ms. Chui assists the elderly population of the community by either provided services or assisting them in a referral to appropriate services meeting their needs.

The agency uses "Station Adjustments" and other suitable diversion processes for juveniles to be diverted from the juvenile court system in compliance with the Juvenile Court Act of ILCS. Wilmette also offers a peer jury program for juveniles which the agency has had good success with.

Wilmette PD follows the procedures and protocols of the U.S Department of State regarding Consular notifications. The agency chose to replicate the procedures and notification in 17 different languages directly within the policy manual. This provides a direct and easy reference for officers handling foreign nationals.

The Illinois Compiled Statutes (ILCS) has provisions for a variety of law enforcement authorities and responsibilities. This includes authorization to carry and use firearms and authority for arrests. The ILCS covers constitutional requirements including situations involving interviews, interrogations, and access to representation. The agency's directive manual also has comprehensive procedures defined within to give guidance on constitutional requirements for the officers' use and reference at hand.

Agency policy and ILCS contains provisions which allow officers to issue a summons or citation in lieu of arrest. In addition, agency policy allows for issuing warnings as an alternative to citation or arrest if the situation warrants such. By practicing these alternatives to arrest, Wilmette officers show good use of discretion to ensure the most effective disposition is used when dealing with persons charged with criminal violations.

The agency has a well structured written directive system titled Wilmette Police Department Policies and Procedures Manual. The manual is issued and directives are in force under the authority of the Chief of Police. The policies within the manual are critiqued and reviewed by the department at large which makes them easily understood by all employees. The Manual is indexed by Chapters one through nine for easy reference and look-up at the end user level.

The Chief establishes and annually reviews department goals and objectives for each division and component. Each division commander submits to the Chief a written evaluation of the progress made toward the attainment of the goals and objectives in August for the present year. Effective goals and objectives helps the agency stay focused on its value-based policing philosophy which meets the true spirit and intentions of a good goals system.

Along with annual goals and objectives, the agency develops a multi-year plan providing for specific goals and operational objectives for each operational component of the department. In addition to components, the multi-year plan includes functional responsibilities like traffic safety and policing values to cover all aspects of activities and operations.

Wilmette PD operates a volunteer program titled Community Emergency Response Team (CERT). This is a group of citizen volunteers who offer support services to the agency when needed. The CERT is used for events requiring traffic control or special assistance. The program is an avenue used by the agency to involve interested citizens and to form partnerships within the community to enhance police-community relations.

Budget preparation for Wilmette PD involves many within the agency. Solicitation for input is provided in the "weekly bulletin" distributed to all personnel. Deputy Chiefs are responsible for collecting the input and submitting recommendations for their respective sections to the Chief. The Chief then prepares a budget submission for consideration.

Once the budget is established, the agency follows a relatively standard accounting and purchasing process. The records supervisor, Joan Stazy, handles purchase requisitions for the agency. Ms. Stazy explained a Purchase Order (PO) number is not needed for purchases under \$600. Anything \$1000 or higher requires a finance department issued purchase requisition. The purchasing system and process is described in the Village manual and is efficient for the agency.

The agency has four cash funds: petty cash, confidential fund, detective fund, and clergy fund. Each fund has limited expenditure amounts and use of the funds is limited to transactions authorized by at least a supervisor. Susan Budd, the Chief's secretary, handles the ledger and transactions for the petty cash and clergy fund. She conducts quarterly accounting reports and finance conducts annual audit on all cash funds.

Bias Based Profiling

The ILCS requires traffic stop data collection for a state wide statistical study. The statute specifies the type of data to be collected and when to collect it. The statute also prescribed how to submit the data which is collected on the Illinois DOT Traffic Stop Data Sheet. In addition to the state statute, the agency has a policy prohibiting the engagement of bias based policing in the performance of duties. The agency provides respective training in the field training and evaluation program and annual retraining on the policies, and laws for all personnel. Based on the study provided by Northwestern University of all the traffic stop data, Wilmette PD closely matched the benchmark data for stops regarding racial demographics supporting the agencies objectives of fair stops and enforcement. In addition, there were no complaints against the agency or employees for biased based policing during the re-accreditation period.

Traffic Warnings and Citations 2007

Race/Sex	Warnings	Citations	Total
Caucasian/Male	1068	1816	2884
Caucasian/Female	750	1332	2082
African-American/Male	83	122	205

African-American/Female	56	87	143
Hispanic/Male	109	264	373
Hispanic/Female	58	86	144
Asian/Male	79	163	242
Asian/Female	84	134	218
OTHER	N/A	N/A	N/A
TOTAL	2287	4004	6291

Bias Based Profiling Complaints

Complaints from:	2005	2006	2007
Traffic contacts	0	0	0
Field contacts	0	0	0
Asset Forfeiture	0	0	0

Use of Force (1.3)

Section 720 ILCS defines a peace officer’s use of force in making an arrest including force likely to cause death or great bodily harm. The agency’s directives refer to and mirror language in the State statute. There have been no incidents involving the use of deadly force during the re-accreditation period. The agency uses oleoresin capsicum (OC) spray and batons as less lethal weapons and firearms include the Beretta .40 cal and Colt AR-15 patrol rifles. Additional tactical rifles are authorized for members of the regional Emergency Services Team. Use of all weapons is clearly defined within the policies and procedures manual.

Wilmette PD utilizes a distinct Use of Force Report form to detail the particular information of an incident where force is used. The form reports data about the location, officers, suspect, situation requiring force, and the specific methods used. In addition, the form is passed up the chain of command to the Chief of Police being reviewed and authorized at each step. The agency also uses an “Animal Report” to document incidents involving the destruction of animals by use of weapons.

Use of Force

	2005	2006	2007
Firearm	0	0	0
ECW ¹	N/A	N/A	N/A
Baton	0	0	0
OC ²	1	3	0
Weaponless	4	9	6
Total Types of Force	8	16	8
Total Use of Force Arrests*	8	14	6
Complaints	0	0	0
Custodial Arrests	1,843	1,912	1,703

*Number reflects reported incidents. In some cases there were several responses to aggression captured in one event.

¹ Electronic Control Weapon

² Oleoresin Capsicum/Chemical spray

Personnel Structure and Personnel Process (Chapters 21-35)

The Village of Wilmette maintains current job descriptions for all classifications of employees including those within the police department. If the agency finds a need to reclassify or create a new job classification, the agency works with the Village staff to develop an appropriate job description.

The Village of Wilmette produces a pay and classification plan for each year. The classification plan defines pay grades and each position authorized within the Village is assigned a pay grade. Wilmette also has a comprehensive salary program that goes along with the Village Pay and Classification Plan. The Collective Bargaining Agreements applicable to agency personnel includes provisions for a special qualification stipend for field training officer special skills, compensatory time, overtime, and officer in charge pay. The agency provides a host of benefits to its employees including educational benefits for employees. The retirement benefits are determined and described within Village policy as well as the various leave types available to employees.

Teamsters Local 714 organized the patrol officers of Wilmette PD for collective bargaining purposes. The collective bargaining agreements specify grievance procedures. The grievance process involves four steps/levels: employee's supervisor, Deputy Chief, Chief, Village Manager. If the grievance is not resolved within the four steps and the grievant wishes to appeal step four, the grievance is referred to arbitration. For non-collective bargaining employees the Village Personnel Manual contains the grievance procedure defining three steps: employee's supervisor, department head, Village Manager. For non-bargaining employees, the Village manager's resolution and disposition of the grievance is final.

Grievances

The agency had only two grievances during the re-accreditation period. The origin of the grievances involved the agency's fitness incentive program, and resulted in both labor and management coming to an agreeable resolution without formal or arbitrary steps.

Formal Grievances

Grievances	2006	2007	2008
Number	0	0	2

Disciplinary and Awards Systems

Wilmette PD is very values driven, and much attention is given to projecting the Department's mission and values to all employees. In addition, a comprehensive Standards of Conduct and Code of Ethics manual are included in the Department Policies and Procedures Manual. Considering the agency's philosophy of working

toward the mission, there is a well practiced employee recognition program in place. The agency provides for a host of awards and levels of recognition including: Honorable Mention, Department Commendation, Life-Saving Award, Distinguished Service Award, Exceptional Merit Award, Police Officer of the Year, Civilian Employee of the Year, Chief's Award for Meritorious Service, and Traffic Safety Award.

The agency uses training as an alternative to disciplinary action, and may be used when it is likely that the unacceptable performance or conduct can in fact be corrected through training. In addition, employee counseling is used when a less formal means of handling a disciplinary incident is warranted. The agency also utilizes punitive measures when appropriate. Regardless of what type of discipline is administered, it is apparent that methods are used fairly and objectively and most importantly consistently by all levels of supervision. That attributes to the fact the agency is highly values-driven and reflects an effective culture within the agency which is championed by Chief Carpenter.

Personnel Actions

	2006	2007	2008
Suspension	2	2	0
Demotion	0	0	0
Resign In Lieu of Termination	0	0	1
Termination	0	0	0
Other	0	0	0
Total	2	2	1
Commendations	2	9	14

Recruitment and Selection

The Wilmette PD's four year recruitment plan is based on purposeful recruitment of qualified females, minorities and others who are fluent in foreign languages. The plan is in effect for four years and is reviewed at two intervals or more frequently, as needed. A 2008 review of the recruitment plan revealed an analysis of key objectives showing progress with achieving stated goals in the plan. Fifteen percent of the agency's workforce is female, and seventeen percent are minority. The agency's goal of recruiting applicants who are fluent in a second language has been successful.

Through the use of comparisons from previous testing cycles, the agency is better able to measure the effectiveness of the plan. A plan of action details activities and methods for achieving success in the recruitment plan and is reviewed at two year intervals or more frequently, as needed. The analysis and reviews provided by the agency offered sufficient details to assess the plan's effectiveness.

The agency's equal employment opportunity plan (EEO) is comprehensive. The plans use of analysis demonstrates their commitment to stated guidelines and principles in the EEO. The agency conducted a recruit testing process in 2007 and provided documentation supporting all requirements for announcements, notifications, postings and compliance with EEOC guidelines.

Sworn Officer Selection Activity in the Past Three Years

Race/Sex	Applications received	Applicants hired	Percent hired	Percent of workforce population
Caucasian/Male	35	1	2.8%	36%
Caucasian/Female	17	0	0	38%
African-American/Male	8	0	0	4.2%
African-American/Female	2	0	0	6.7%
Hispanic/Male	11	0	0	2.8%
Hispanic/Female	5	0	0	3.3%
Other	4	0	0	10.8%
Total	82	1	1.2%	

Years reported: 2007

Population percentage based on 2000 Census figures

Training

The training committee consist of the Chief of Police, the Deputy Chiefs of Operations and Services, the communication Supervisor and the Training Supervisor. Members of the committee may be replaced at the discretion of the Chief of Police. The committee conducted several meeting throughout the re-accreditation period. The meeting minutes provide insight into the level of attention given to the agency's in-service training program and the process for submission and approval of proposed training.

The Field Training and Evaluation program provides probationary officers with training on agency policy, procedures, rules and regulations. Illinois State Statute requires successful completion of a 40-hour weapon specific course of instruction, in addition to, 480-hours of training from the Police Training Institute before an officer is allowed to carry a weapon or is in a position to make an arrest. The eleven week field training program rotates probationary police officers through all agency field assignments and shifts. Field training officer's are required to complete a 40-hour training program approved by the State of Illinois.

The Wilmette PD's policy and practices in conducting performance evaluation closely follows the intent and spirit of the associated standards. Supervisory training is specific to the agency directive requirements and highlights provisions for career counseling and development. Actual performance evaluations show participation on the part of the counseled employee in the process. During the period under review, no employee of this agency received an unsatisfactory performance evaluation. This can be attributed to specific guidelines that require supervisor to note and correct deficiencies' in performance in a timely manner.

Promotions

The agency's promotional process provides for a twelve month probationary period for newly promoted employees. The agency's only promotional process during the assessment cycle was the sergeant's process that began in 2005 and ended in 2006 which resulted in the statistics listed below. The process resulted in one promotion for this as the agency tests for promotions when there is a vacancy.

Sworn Officer Promotions			
	2006	2007	2008
GENDER / RACE TESTED			
Caucasian/Male	5	N/A	N/A
Caucasian/Female	1	N/A	N/A
African-American/Male	0	N/A	N/A
African-American/Female	0	N/A	N/A
Hispanic/Male	1	N/A	N/A
Other	2	N/A	N/A
GENDER/ RACE ELIGIBLE AFTER TESTING			
Caucasian/Male	2	N/A	N/A
Caucasian/Female	0	N/A	N/A
African-American/Male	0	N/A	N/A
African-American/Female	0	N/A	N/A
Hispanic/Male	1	N/A	N/A
Other	1	N/A	N/A
GENDER/ RACE PROMOTED			
Caucasian/Male	1	N/A	N/A
Caucasian/Female	0	N/A	N/A
African-American/Male	0	N/A	N/A
African-American/Female	0	N/A	N/A
Hispanic/Male	0	N/A	N/A
Other	0	N/A	N/A

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

Continuous patrol coverage is provided through the assignment of at least one patrol officer prior to the beginning of a shift. A collective bargaining agreement between the Village of Wilmette and Teamsters Local 714 includes language addressing provisions for assignment to a patrol shift, shift rotation, and determination of days off. Shift briefings are essential in the agency's ability to provide necessary information to employees in a timely manner. Roll-call training, legal updates, changes in directives, new directives, daily patrol activity from the past sixteen hours and other vital information is provided at shift briefings.

Agency sworn personnel receive entry level training on persons suspected of suffering from mental illness. As noted earlier in the report, specialized knowledge of the agency's police social worker Ms. Chui greatly assists the officers and employees in

dealing with people suffering from mental illness. All procedures and processes to deal with individuals lead to excellent resolutions as demonstrated by the agency.

Wilmette PD has recently upgraded in-car video cameras to a more efficient system with these unique advantages: wireless downloading of video data on a memory chip, DVD backup, and centralize storage server. Media data is uploaded when patrol vehicle pulls within range of the server, allowing supervisors to immediately view the data from their desk. The system makes it unnecessary for supervisors to remove media from patrol vehicles, thereby improving the chain of custody and reducing lost data.

The agency's General Information Handbook provides checklists for employees to follow when conducting a criminal investigation. It is a small and convenient field pocket guide that includes checklist for specific criminal investigations as well as, other valuable law enforcement information.

Wilmette PD participates in the North Regional Major Crimes Task Force (NORTAF). NORTAF may be activated to assist a participating agency in the investigation of a homicide, non-parental kidnapping and other major crimes. NORTAF are activated for a five-day period and may be extended with approval.

The Wilmette Police Department policy on identity theft investigation is comprehensive and easy to follow. The agency provides a pamphlet that identifies detailed guidelines to help protect its citizens from identity theft. The easy to follow guide offers contact numbers for resources within and outside of the agency. In addition, as part of its community relations function, identity theft information is presented to interested groups at community relation functions.

The ILCS/Juvenile Court Act provides intervention procedures for the agency's juvenile operations function. The agency has developed liaisons with recreational juvenile programs and schools within the Village of Wilmette. The S.H.A.R.E. (Safety, Health, Attitude and Responsibility through Education) program is newly developed to teach drug and violence prevention education to every fifth grade class in Wilmette. Investigation unit personnel and S.H.A.R.E. officer perform the duties of school liaison. Program activities include: bike safety, lockdown drills, youthful drivers, alcohol awareness and internet safety.

The Wilmette PD has been an active partner with the Peer Jury Program. The program was created in 1998 to offer first-time non-violent juvenile offenders an opportunity to avoid the formal county court system. The Peer Jury has a proven record of reducing repeat offenses in a cost effective manner.

The Wilmette PD crime prevention function will face new challenges as a result of budget reductions that will eliminate one full-time community relations officer. Assessor Anderson interviewed Community Relation Officer Jessica Black regarding the services

that will be impacted by her reassignment. Officer Black advised that several of the programs she manages will be affected by the reassignment of the community relations officer. Specifically, the agency's relationship with the community schools, through the S.H.A.R.E. program, will be suspended, a designated contact for senior citizens in the community, and a designated contact for the chamber of commerce (merchants). Commander Patrick Collins of Investigations advised that the agency has not yet determined the specific details for reassigning responsibilities for the services provided through the community relations officer, however, he suggested that most of the duties could be reassigned within the investigative unit or others within the agency. The agency will meet in the near future to develop strategies to meet the needs of the community most affected by the reassignment of the community relations officer.

Over the past three years the agency has provided a multifaceted approach to reducing crime within the community. Use of the Internet, public receptions, mailings, directed patrols, security surveys, pamphlets and other activities have helped to reduce crime in the community. Annual evaluations of the crime prevention programs detail the comprehensive efforts of the agency to reduce crime and highlight their commitment to address a range of issues and concerns the community has faced over the past few years. The quarterly report to the Chief on community concerns includes a list of each concern submitted by citizens and a contact number if provided. The agency narrative of the concerns addresses follow-up actions on the part of the agency.

A community survey on the quality of service provided by the Wilmette PD was conducted in 2006. The survey's finding revealed a high level of satisfaction with the quality of service provided by the Wilmette Police Department. The survey identified home security and identity theft as the top two areas for the agency to emphasize in its future public education programs.

An interview was conducted with Ken Goze from the local newspaper, The Pioneer Press. Mr. Goze advised he met every Monday morning with the Deputy Chief of Operations and reviewed the police reports from the previous days. They are allowed reasonable access at crime scenes and provided up-to-date information. It was obvious from the interview, and remarks made by staff members of the Wilmette Police Department, that a professional relationship exists between the agency and the media. Mr. Goze said he has been able to provide input to the agency on ways to better the agency's relationship with media representatives. The Wilmette Police Department is also able to publish information on new programs or special details, such as traffic enforcement, through the paper. The agency utilizes the paper to communicate information to their community.

In regard to victim/witness assistance, the Wilmette PD far exceeds the requirements of the standards. As noted earlier in this report, the agency employs a full-time licensed clinical social worker as part of the staff. She is available to assist on a 24-hour basis and the services she provides to the community are advertised on the agency's website and other publications. Pamphlets are also provided to possible victims of domestic

violence providing information on what violence is, filing a complaint, orders of protection, and the court process. Each time an officer sees a potential need for the agency social worker, as in the case of a domestic violence incident, they are required to complete a "Police Social Worker Referral". Based on the documentation reviewed, Ms. Chui is frequently called upon by the agency, thusly providing an invaluable service to the community.

The Wilmette PD solicits the assistance of the community in their traffic enforcement efforts. The agency has a "Neighborhood Traffic Watch" program. Participants are volunteers that are trained to report traffic violators in their neighborhood to the Police Department. The department then takes the information and mails a letter to the violator warning them of the violation that occurred and the potential cost of a fine had the violation been witnessed by an officer. Civilian Community Service Officers are also allowed to conduct traffic stops during daylight hours. They are allowed to wear body armor and use OC spray (if trained). However, they are not allowed to participate in the pursuit of a violator.

The agency investigates crashes according to Illinois State Law. They normally request assistance from the North Regional Major Crimes Task Force Crash Assistance Team in the investigation of fatalities, but the agency also has their own Major Traffic Crash Investigation Unit. The agency provides mandatory basic and refresher training in emergency first aid. Actions dealing with the injured take precedence over investigative or reporting activities.

To ensure school zone safety, the agency provides selection and training of adult school crossing guards. They are equipped with reflective vests and signs. The agency conducts surveys along with the Village Traffic Engineer and school authorities to determine the locations requiring the crossing guards.

Crime Statistics and Calls for Service

The Wilmette Police Department is a full-service law enforcement agency prepared to provide all aspects of law enforcement services which has embraced the concepts and philosophies of community policing. The employees of the agency are well trained and very competent to provide professional service to the community.

The majority of the service demands are general calls for service and traffic enforcement. Wilmette enjoys a safe environment with a low crime rate which has reduced consistently over the past decade. This reduction is correlated with the addition of community oriented policing programs instituted by the agency.

Calls for Service

Year	Calls for Service
2006	15,046
2007	15,116
2008	TBD

Upon reviewing the last complete year of calls for service, 2007, the majority of the calls were other non-violent calls.

Offenses

Call type	Percentage of total
Part I Offenses	2%
Animal Control Issues	4%
Motor Vehicle Crashes	6%
False Alarms	8%
Medic/Fire Assists	8%
Part II Offenses	11%
Other	56%

Due to an issue with false alarms in the community, the Village of Wilmette adopted an ordinance which required alarm holders to obtain an alarm user permit. Since the inception of the ordinance ten years ago, there has been a 55% reduction in the number of false alarm calls, greatly reducing the manpower usage for these calls to provide other services to the community. In addition, the permits system allows for the identification of problems and patterns of a specific alarm provider to prevent defects or inoperable alarms at the time of a real alarm event.

As evidenced by the activities of the onsite assessment including document review, ride-a-longs, and interviews with employees and community members, the Wilmette Police Department is responsive to the service demands and needs of the community. Due to the awareness the agency has of the community, it is easily able and capable of adapting and shifting resources when and where needed to help solve issues and problems.

Vehicle Pursuits

The agency conducted only five pursuits during the reaccreditation period. The required reports were completed and provided sufficient data from which detailed analysis were made. The agency's policy regarding pursuits clear language and regular training help to minimize risk associated with this activity.

Vehicle Pursuits

PURSUIITS	2006	2007	2008
Total Pursuits	3	2	0
Policy Compliant	3	2	N/A
Policy Non-compliant	0	0	N/A
Accidents	0	1	N/A
Injuries: Officer	0	0	N/A
: Suspects	0	0	N/A
: Third Party	0	0	N/A
Traffic offense	0	2	N/A
Felony	2	0	N/A
Misdemeanor	1	2	N/A

Critical Incidents, Special Operations and Homeland Security

The Village of Wilmette Emergency Management Plan (All Hazard Plan) delineates responsibilities for community entities in the event of a critical incident. The Wilmette Police Department's policy and procedure manual specifies response procedures in the event of a critical incident utilizing ICS principles and concepts. While the agency critical incident and special operation planning procedures can be found in a patchwork of State, regional and internal plans and statutes, it effectively managed several events over the past three years with little or no adverse affect.

The agency's CodeRED Notification System is used to quickly notify the public about emergency situations via automated, recorded phone calls. The agency participates in the Silent Partner Alert System, aimed at providing residents and businesses with up to date information on public safety issues via email, text pagers, mobile phone email, and PDA email devices. Finally, the agency supplies terrorism awareness information through traditional community meetings.

Internal Affairs and Complaints against employees

Wilmette PD has a well publicized process for citizens and employees to offer input about the agency or its employees. The agency uses a Personnel Commendation or Complaint Information brochure to provide a person information on the process to provide input or a complaint. In addition, the commendation or complaint procedure and forms on the Village's website, lobby of the police facility and other public locations.

Complaints received are investigated and concluded within 30 days unless exigent circumstances exist. The process and timeline information is initially provided to the complainant, and the complainant is notified of the status and conclusion of their complaint. Deputy Chief King explained the complaint procedure which fortunately is not a process frequently used. Deputy Chief King added that very few complaints are received and the majority of them are handled through a brief conversation with the complainant with little or no follow up needed. There have been no serious allegations or investigations conducted during the re-accreditation period.

The Illinois Compiled Statutes' "Uniform Peace Officers' Disciplinary Act" provides definitions and governance for internal investigations and disciplinary procedures for all law enforcement agencies in the state. The Act prescribes procedures for interviewing or interrogating an officer including rights and responsibilities. The agency has standardized forms used for processing internal investigations including a Disciplinary Action notice informing the employee of the allegations against him/her. It is apparent the agency takes citizen input seriously and investigates all matters as much as possible although very few in numbers. The annual analysis conducted by the agency revealed no problem trends, patterns, or other deficiency. The very fact there are few complaints against the agency and its employees supports this fact.

Complaints and Internal Affairs Investigations

External	2006	2007	2008
Citizen Complaint	7	7	3
Sustained	3	4	1
Not Sustained	1	3	2
Unfounded	1	0	0
Exonerated	2	0	0
Internal			
Directed complaint	0	0	1
Sustained	0	0	0
Not Sustained	0	0	0
Unfounded	0	0	0
Exonerated	0	0	0

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

During this assessment period, there have been no escapes from custody of the Wilmette Police Department. Officers are required to search their vehicles prior to beginning their tour of duty, and prior to and after transport of a detainee. Detainees cannot be transported in a vehicle without a safety barrier without prior approval from a supervisor. Supervisor approval also has to be obtained to handcuff a detainee in front. Sick or injured detainees are transported to medical facilities by the Wilmette Fire Department ambulance service. An officer is required to accompany the detainee in the ambulance, but must relinquish their firearms first to an officer not in the ambulance.

Detainees taken into custody by a Wilmette police officer must be searched each time they come into the transporting officer's custody. Illinois state law prohibits the strip search of a person arrested for a traffic, regulatory or misdemeanor offense, except in cases involving weapons or a controlled substance. If a strip search is conducted, the officer must complete the Department Strip Search Report and obtain prior permission from a supervisor.

Security is apparent in the Wilmette PD Holding Facility. The Deputy Chief of Services is responsible for weekly security inspections of the facility as well as accountability for

all keys. Security checks are also conducted by officers prior to placing a detainee in a cell and immediately after each use. The security doors in the facility remain closed and locked at all times. Cell doors also remain closed whether occupied or not. The facility is equipped with audio and visual communications, allowing the communications center to monitor activity. A panic button is also located in the cellblock that alerts communications of any emergency as well as panic buttons on the officer's radios. Males, females and juveniles are all separated by sight and sound when detained.

An inventory search of a detainee is conducted at the time of booking. Personal property is removed and placed in a locked locker corresponding with the cell the detainee is placed in. A Property Custody Report is accomplished detailing personal property taken. Property is released to the detainee upon their release, and a signed receipt completed.

A "Lock-up Report" is completed on anyone detained in the holding facility. No detainee with a known history of mental disorder, or who appears suicidal, is housed in the agency holding facility; they are referred to an appropriate facility. Detainees who are under the influence of drugs or alcohol, and cannot be released to a responsible family member, are transported to a detoxification facility. If necessary, a police guard will be posted at the facility. Procedures for receiving medical treatment are posted in both English and Spanish in the booking area for the detainees to observe and be aware of.

In November 2007, the agency updated its warrant tracking system with the installation of the new Aegis Records Management System. The Illinois Compiled Statutes authorizes the county sheriff to serve civil process; therefore, the agency's officers only serve Orders of Protection when requested by outside law enforcement agencies or court systems. Wilmette officers are also allowed to serve summons for violations of ordinances occurring within the Village of Wilmette. When a warrant for a jail-able offense is executed, the agency requires a minimum of two officers be sent. Obtaining and executing search warrants is regulated by the Illinois Compiled Statutes, and once issued, the search warrants must be executed within 96 hours.

The Wilmette Police Department Communications Center is located within the secure area of the Wilmette Police Department. Access to the Communications Center is limited to department personnel or personnel authorized by the Deputy Chief of Services, the Communications Supervisor or another supervisor. Communications personnel receive training in telephone call management and complaint taking. This training also covers designation of proper response codes. The agency has 24-hour toll-free telephone access to the residents of Wilmette including 911 lines and other emergency lines. Communications personnel monitor the Fire Department radio and other emergency radio networks. The agency does not provide dispatch services for fire or ambulance; therefore, any request for fire or ambulance services are transferred to the fire department. The agency has various lists of information and references at

hand and communications personnel provide 24-hour victim/witness referral information.

In November 2007, the center went live with a computer aided dispatching system, greatly improving their efficiency. Prior to this, the agency shared a data system with approximately twenty other agencies which had limited capability of running contact information across the other agencies entries. This system allows the agency to retrieve accurate call data and maintain a better view of the service demands of the community.

The responsibility of the agency records is under the Services Division of the agency. Reports are routed to the Services Division upon approval by the line supervisors. The records personnel are then responsible for assuring reports bear the same incident number as the CAD entry. Regular data back-ups are conducted of all files. Back-up tapes are then stored on-site and off-site for security purposes. Individual users are assigned to groups which limit their rights and privileges to the system based on needs.

Original case files are stored in a locked file cabinet in the Records Section. No original case file or related documents are removed without the prior approval of the Deputy Chief of Services or his designee. Supervisors have keys to the locked cabinet for after-hours access. Report information is not released unless approved by the Deputy Chief of Services, the Chief of Police, when someone has a clear vested interest or under the guidelines of the Freedom of Information Act.

Juvenile records, including fingerprints and photographs, are placed into case jacket files of a different color than adult files. These are distributed in accordance with Illinois State law. Access by agency officers is on a need-to-know basis only. At the time a minor is released from custody, they are provided with a Cook County Expungement Packet.

The agency has a number of qualified crash investigators, detectives and evidence technicians that which a list is maintained in the Communications Center. The majority of the Wilmette patrol force has received Evidence Technician training, adding to the efficiency and effectiveness of the crime scene investigation operations of the agency. Several have received additional training in photography, evidence handling, bloodstain evidence, footwear and tire track impressions, etc. A sufficient supply of equipment is on-hand for use in evidence collection by officers. Technicians have access to the Nikon Total Station, a computerized system that will diagram scenes to scale. The Wilmette Police Department is a member of the North Regional Major Crimes Task Force which consists of investigators and evidence technicians from local police departments. The task force will respond to assist in major crime scenes upon approval of the Chief or Deputy Chief. An evidence technician can also be summoned to a minor crime scene when the assigned officer determines there is evidence of value present after approval of the supervisor. The agency directive provides clear guidelines

for collecting and submitting evidence. An Evidence Technician Report is required for each scene worked.

Property and Evidence

Officers place all property into the control of the Property Officer prior to the end of their tour of duty. Items are packaged and labeled following department guidelines provided on reference sheets, training, and agency policy. Property Custody Reports are completed for items logged in. There are an abundance of temporary transfer lockers available for use during those times when the Property Officer is not on duty. Two temporary transfer refrigerators are available in the evidence processing room for temporary storage of perishable items. Those items that are too large to fit in the lockers can be stored in the armory or garage storage rooms which are secured according to standards and agency policy.

Items of value, such as money or jewelry, are locked in a safe within the secured area of the property room. Narcotics and weapons are kept separate in a locked cabinet. For tracking property/evidence the agency uses the Bar coded Evidence Analysis Statistics and Tracking system (BEAST). The agency disposes of abandoned, stolen, lost or similar property in department custody following the provisions of their state laws. Final dispositions are initiated within six months after legal requirements have been met. A contract with the Northeastern Illinois Police Crime Laboratory allows for destruction of weapons and narcotics that are no longer of evidentiary value. The agency currently uses propertyroom.com to sell unclaimed property.

During the tour of the agency, the Property/Evidence Room and the Evidence Processing area were found to be neat and well organized and Community Service Officer Ron Testa who serves as the property management officer has a very thorough understanding and excellent background to handle sensitive items such as evidence. Officer Testa provided a great tour and explanation of the agency's evidence and property storage procedures.

H. 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, and an alteration of the physical plant.

There were two files in applied discretion for this re-accreditation onsite.

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 to weapons and ammunition carried both on and off duty, and must address:

b. the types and specifications of ammunition approved for use, including ammunition used in specialized weapons for members of tactical teams or other specialized personnel. (M)

ISSUE: The agency's directive did not provide for specifications of the type of ammunition authorized for use.

AGENCY ACTION: The agency provided a modified directive to include a table describing the specifications and type of ammunition authorized. The directive was distributed during the onsite to all affected personnel, and this action and directive is fully compliant with the standard.

46.1.8 The agency completes a documented quarterly inspection for operational readiness of equipment designated for use in support of its critical incident plan. (M)

ISSUE: Until September of 2008, the agency's procedure for inspection for operational readiness of equipment designated for use in support of its critical incident plan, failed to identify specific types of equipment and supplies needed for various emergencies. In addition, it did not consistently provide documented quarterly inspections of equipment and supplies for the entire period under review. The agency previously relied upon the Northern Illinois Police Alarm System Emergency Services Team, which maintained such equipment and responds in these situations, to identify and inspect related equipment and supplies.

AGENCY ACTION: The agency implemented a new equipment readiness inspection report during the onsite and assigned responsibility for its completion to the Commander of Special Operations. This action is fully compliant with the standard.

I. Standards Noncompliance Discussion:

This section does not apply.

J. 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 89% of applicable other-than-mandatory (O) standards.

K. Future Performance / Review Issues

This section reports on directives that appear to meet the intent of standards but the directives initial established time line for completion of required activities has not be met (“wet ink”). These requirements are reported to emphasize that these activities must be completed in the appropriate time frame.

This section does not apply.

L. Table: Standards Summary:

	<u>TOTAL</u>
Mandatory (M) Compliance	<u>314</u>
(M) Noncompliance	<u>0</u>
Waiver	<u>0</u>
Other-Than-Mandatory Compliance	<u>75</u>
(O) Noncompliance	<u>0</u>
(O) Elect 20%	<u>9</u>
Not Applicable	<u>62</u>
TOTAL (Equals number of published standards)	<u>460</u>

M. Summary:

Wilmette Police Department’s accreditation files were in excellent order. The files were easy to read through, appropriately indexed, highlighted and bullets segmented. There was an appropriate amount of written documentation to support proof of the agency’s compliance. The ease of access to the vital information within the files aided the assessment team in their ability to verify compliance.

The assessment team returned four files for file maintenance issues as well as the last assessment. All issues only required an additional piece of existing written documentation to satisfy the required proofs of compliance. Officer Dan Huck served as the onsite accreditation manager and was quick to respond and return the files which assisted in an efficient file review process.

The onsite assessment revealed two files in applied discretion compared to four from the last assessment. The four files noted during the last assessment demonstrated sustained compliance throughout the re-accreditation period.

The annual reports to CALEA during the self-assessment period for re-accreditation were filed timely and were complete.

The assessment team reviewed all standards applicable to the agency for Accreditation and found them to be in compliance with agency practices and directives meeting the intent of CALEA standards.

The agency has good systems in place to ensure performance activities are conducted as required by agency directive and CALEA standards. The agency conducts many administrative activities to evaluate overall performance as well as having the ability to provide the Village Staff and community information on department activities.

The Wilmette Police Department is providing a high level of service to the community it serves. This excellence was reflected not just through file review, but through the actions of the agency personnel and the support of the citizens. The agency has achieved wide-spread support for the CALEA process demonstrated by the cooperativeness of all staff members and personnel of the agency with the assessment team. All interactions with agency employees were positive, and the assessment team found the agency to be professional in all respects in the performance of their duties.

N Recommendation:

After comprehensive review of the agency's files, written directives, proofs of compliance, and observance and interaction with agency employees, the assessment team found the agency to be in compliance with all applicable mandatory standards. The files were in excellent condition and the agency was very well prepared for the on-site assessment. Chief Carpenter and the members of the Wilmette Police Department are committed to the process of accreditation and to providing a high level of professional law enforcement service to their community.

While recognizing the Commission reserves the right to the final determination of accredited status and any recommendation of the assessment team may be modified or rejected, the assessment team does, without reservation, and in full consensus recommend the Wilmette Police Department be re-accredited at the next Commission Meeting.

SIGNED,

Robert Schommer
Team Leader