



Commission on Accreditation for
Law Enforcement Agencies, Inc.
13575 Heathcote Boulevard
Suite 320
Gainesville, Virginia 20155

Phone: (703) 352-4225
Fax: (703) 890-3126
E-mail: calea@calea.org
Website: www.calea.org

October 25, 2017

Mr. Douglas Flint
Chief of Police
Glendale Heights Police Department
300 Civic Center Plaza
Glendale Heights, IL 60139

Dear Chief Flint:

CALEA Accreditation represents a commitment to professional excellence. The work of your organization toward attaining this internationally recognized credential is indicative of sound leadership, as well as practitioner support of adherence to standards.

The report accompanying this transmittal is provided only to the chief executive officer and represents observations and findings from the most recent standards-based review of the organization. It is important to review this document in its entirety with specific attention to any matter indicating compliance concerns, required policy/practice adjustments, or outcomes not reflective of the intent of standards. The Commission will use this document as the primary resource in considering your organization for accreditation. To that end, you or a qualified representative(s) should be prepared to address information contained in this report and respond to inquiries by Commissioners

The Glendale Heights Police Department is scheduled for a Review Committee Hearing at the next Commission Conference in Jacksonville, Florida on November 18, 2017. While the Commission does not require your attendance at this hearing, your participation helps ensure a comprehensive understanding of issues impacting your agency's candidacy. An Awards Banquet for successful organizations will occur in the evening following the Review Committee Hearing.

CALEA is *The Gold Standard for Public Safety Agencies* and we are honored to have your organization participate in this highly regarded process.

Sincerely,

A handwritten signature in black ink that reads "W. Craig Hartley, Jr." in a cursive script.

W. Craig Hartley, Jr.
Executive Director



**Glendale Heights (IL) Police Department
Assessment Report**



2017

**Glendale Heights (IL) Police Department
Assessment Report
August 14-17, 2017**

Table of Contents

Section		Page
A	Agency name, CEO, AM	1
B	Assessment dates	1
C	Assessment team	1
D	Program Manager	1
	Type of Assessment	1
E	Community and Agency Profile	1
	Community Profile	1
	Agency Profile	2
	Demographics	2
	Future Issues	3
	CEO Biography	4
F	Public Information	4
	Public Information Session	4
	Telephone Contacts	5
	Correspondence	5
	Media Interest	5
	Public Information Material	5
	Community Outreach Contacts	5
G	Essential Services	6
	Chapters 1 – 17	6
	Biased Based Profiling	7
	Use of Force	8
	Chapters 21 – 35	9
	Grievances	10
	Discipline	10
	Recruitment	11
	Training	12
	Promotions	13
	Chapters 41 – 61	14
	Crime Statistics and Calls for Service	18
	Vehicle Pursuits	19
	Critical Incidents, Special Operations and Homeland Security	20
	Internal Affairs	20
	Chapters 70 – 84	21

H	Applied Discretion	24
I	Non-compliance	25
J	20 Percent Standards	25
K	Future Performance/Review Issues	25
L	Standards Summary Table	25
M	Summary	25

A. Agency name, CEO and AM

Glendale Heights (IL) Police Department
Douglas R. Flint, Chief of Police
Katie Pentecost, Accreditation Manager

B. Dates of the On-Site Assessment:

August 14 – 17, 2017

C. Assessment Team:

1. Team Leader: Mark A. Scott
Chief of Police
Americus Police Department
119 S Lee Street.
Americus, GA 31719
229-591-3310

2. Team Member: Sue Madsen
Chief of Police
Miami Township Police Department
5900 McPicken Drive
Milford, OH 45150

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

Dan Shaw

Gold Standard, Third Re-Accreditation, B size (65 personnel; authorized 54 sworn and 11 non-sworn)
5th Edition Law Enforcement Advanced Accreditation, Manual Version 5.23

E. Community and Agency Profile:

1. Community Profile

The Village of Glendale Heights is located in DuPage County, Illinois, approximately 25 miles northwest of the Chicago Loop and 15 miles southwest of O'Hare International Airport. Formerly a large rural area, Glendale Heights was incorporated as a village in 1959 with a population of 104 people.

With an area of about six square miles and a growing, culturally diverse population of 34,208 (2010 census), Glendale Heights is a developmentally balanced community with a variety of zoned areas. In addition to approximately 11,500 residential properties, the Village is home to a number of industrial, retail and religious venues, as well as two

public school districts, two fire protection districts, a hospital, a golf course, and numerous parks and sports fields.

Glendale Heights is a “home rule” municipality with a Village President/Administrator form of government. The Village President, Village Clerk and six district Trustees serve staggered four-year election terms. Ms. Linda Jackson serves as the Village President. Management oversight of department heads and the 197 full time employees is provided by the Village Administrator, Raquel Becerra.

2. Agency profile.

The Glendale Heights (IL) Police Department is commanded by a Chief of Police appointed by the Village President in accordance with Village Code. The agency reorganized itself from three divisions: Administration, Patrol Operations, and Support Operations, into two divisions, Operations and Support, in November of 2013.

The Operations Division, headed by a Deputy Chief of Police, is responsible for providing 24-hour police services and includes patrol officers and sergeants, community service officers, and a canine unit. The Support Division, headed by a Deputy Chief of Police, includes the Investigations Section, Special Operations/Gang Tactical Unit, School Resource Officers, Records Section, Communications, Community Outreach Specialist, Evidence Officer, school crossing guards, emergency management, accreditation, planning and research, and grant management.

The agency has fifty-four full time sworn officers and utilizes five part time reserve officers. The agency has eleven full time civilian personnel and six part-time civilian personnel. Civilian staffing includes a records supervisor and records technicians, clerical support, community outreach, community service officers, evidence officer, emergency services coordinator, accreditation coordinator and school crossing guard personnel.

The agency has 16 volunteer positions. The majority of these positions are within the Village’s Emergency Services and Disaster Agency (ESDA), which is overseen by the agency’s emergency management function.

3. 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	13438	39	414950	80	48	89	7	13	48	94	6	12
African-American	1939	6	23903	5	1	2	0	0%	1	2%	0	0
Hispanic	10512	31	68262	13	5	9	0	0	2	4	0	0
Other	8319	24	68413	13	0	0	0	0	0	0	0	0
Total	34208	100	515903	100	54	100	7	13	51	100	6	12

Note: Data is based on full time sworn officers as of August 2017. There are five part-time sworn officers, all male. Service population is based on Glendale Heights 2010 census.

The department is aware of the under-representation of both women and minority officers and Chief Flint has made the recruitment of women and minorities a primary focus for the department. The department is working to correct this through aggressive recruiting efforts and community partnerships aimed towards under-represented classes.

4. Future issues

- A. Community Diversity and Recruitment – Although the agency is actively seeking to hire minority officers, the agency demographics do not reflect the service population. The agency is working with leaders from the NAACP and from the Hispanic Community to explore new and innovative ways to reach and attract minority recruits.
- B. Succession Planning and Training – Former Chief of Police Michael Marron and two Deputy Chiefs retired after serving the Department for 30 years. Chief Flint, Deputy Chief Oliver, Deputy Chief Padyasek, and three Sergeants were promoted due to these retirements. Thirty-eight (38) percent of the agency’s patrol officers have been hired within the last three (3) years, and of the newly hired officers only four (4) have previous law enforcement experience. Although there are positive aspects to having a large number of young officers, there are also challenges associated with developing leadership skills among personnel with very little actual job experience.
- C. Community Relationships – Chief Flint has made building relationships in the community a priority for the department. Command staff and officers are encouraged to be an active part of the local community. The department is involved in working with various community groups including representatives from the growing Muslim community as well as various Hispanic and African American groups.

D. Physical Fitness of Employees – The department has a voluntary annual physical assessment that utilizes the state academy’s entrance physical assessment. Officers are not required to participate, but receive a monetary stipend if they are able to pass the assessment. Participation in the program fluctuates. The department has also contracted with a professional chaplaincy service to provide chaplaincy and counseling services to employees.

5. CEO Biography

Douglas R. Flint was appointed Chief of Police for the Glendale Heights Police Department on April 8, 2016. Chief Flint began his career with the Glendale Heights Police Department on July 10, 1988. During his 29 years of service, Chief Flint served as a patrol officer, investigator, and special operations detective. He was promoted to Patrol Sergeant in 2003 and served as the firearms and range, training, and investigations Sergeant. Chief Flint is a certified Northeast Multi Regional Law Enforcement Ethics Instructor.

Chief Flint holds a Bachelor of Science degree from Illinois State University and a Master of Science in Management degree from American Military University. He is a graduate of Northwestern University’s School of Police Staff and Command, and is a member of the International Association of Chiefs of Police (IACP), the Illinois Association of Chiefs of Police (ILACP), and the DuPage County Chiefs of Police Association

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

The public information session was held on August 15th at 1900 hours in the Village of Glendale Heights Board Room. The session was advertised in the local news media, posted in public areas and published on social media. Eight people attended the hearing and two signed up to speak. Bruce Christen, representing the Glen Oaks Hospital spoke and complemented the police department on their professionalism and integrity. He stated that he has seen positive change in the past few years and appreciates the department’s commitment to the safety of hospital employees and patients. The second speaker was Chester Pojack, a village trustee, who was also supportive of the department and spoke about their new command staff and newly hired officers and the positive changes they have brought to the agency.

b. Telephone Contacts

The agency provided an open telephone line for public comment on August 15th between the hours of 1300 and 1500. The number and timeframe were included in media advertising of the onsite. Four persons called during the call-in period to provide comments about the police department. Three of the callers were from other local departments, Hanover Park PD, Oakbrook PD, and Addison PD. All three called to speak in support of the Glendale Heights Police Department. The fourth call was from Robert Berlin, who is the DuPage County State's Attorney. Mr. DuPage spoke about the good working relationship he has with the police department and commended them for their professionalism and for keeping open lines of communication.

c. Correspondence

Assessors received four letters of support from police departments in Hanover Park, Naperville, Bartlett, and Elmhurst. All four letters noted Glendale Heights' commitment to the accreditation process and commended Chief Flint and his agency for their professionalism. Two additional letters were received following the onsite. They were from Illinois State Senator Tom Cullerton and from Almita Health Care. Both were in support of the agency.

d. Media Interest

There was no local media coverage of the onsite.

e. Public Information Material

The agency posted notice of all accreditation activities in the lobbies of public buildings, on the city and department web sites, and on social media. Information about the onsite was posted on the village electronic billboard and on the cable access channel. Flyers were distributed to Neighborhood Watch Groups. Notice was also sent to the *Chicago Tribune*, *Chicago Sun-Times*, *Daily Herald*, *Glendale Heights Press*, and *Reflejos* (Spanish newspaper).

f. Community Outreach Contacts

Assessors attended roll call meetings, rode with patrol officers, and spoke with citizens while out in the community. The agency also scheduled interviews with fourteen different community leaders and citizens. All of the comments concerning the agency were positive, stressing community involvement, professionalism and caring. All of the officers interviewed during ride alongs were very professional and very knowledgeable about the accreditation process and about agency policies and procedures.

G. Essential Services

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

The Glendale Heights Police Department has jurisdiction over law enforcement incidents within the corporate city limits of Glendale Heights Township. The agency has four written agreements with the two local school districts within their jurisdiction and with the Carol Stream Police Department to provide School Resources Officers at the local High Schools. The Glendale Heights Police Department also has a written agreement with the Carol Stream Police Department to provide office space to the Carol Stream PD Investigations Division and to allow that agency to share the GHPD jail facilities while police headquarters in Carol Stream is being renovated. The agency has a mutual aid agreement with the state police and twenty other surrounding agencies.

The Glendale Heights Police Department is organized into two Divisions, Operations and Support. Each Division is commanded by a Deputy Chief and is tasked with clearly defined responsibilities and has clear lines of supervision. Employees at all levels of the agency are given the authority to accomplish their assigned mission and are held accountable for their actions through the chain of command. The agency's administrative reporting system is designed to require participation from a variety of personnel at all levels of the department. The authority and responsibilities of the Chief of Police are enumerated through a combination of state law, village ordinance and agency directives. Command authority flows through clearly delineated ranks which are depicted on an organizational chart. Agencies policies and procedures are organized and promulgated to all personnel through Power DMS Software.

The department's planning and research function is carried out through the Operations Division and is the primary responsibility of a designated Planning and Research Officer. This responsibility is currently assigned to Katie Pentecost. The agency has a multi-year plan which encompasses three years, from 2015 to 2017 and was formulated by the previous chief of police. The agency provided written documentation that the current plan is under review and will be reworked for the next three year planning cycle.

Procedures for the preparation and implementation of the department's budget are established by a combination of state law and local directives. Responsibility for the preparation and administration of the department's budget is vested in the Chief of Police. The town's fiscal year runs from May 1st to April 31st. Chief Flint typically meets with his two deputy chiefs and administrative assistant in November to review budget expenditures for the first six months of the year. They meet again in January to discuss needs for the coming fiscal year. In February, all department heads begin weekly meetings with the Finance Director, Mayor and Village Administrator. Each department head has input into the budgetary process and can make recommendations about the budgets of other departments. In April, the Mayor and Village Administrator compile the

budget proposal for the coming year and the Finance Director presents it to the Village Board of Trustees.

Bias Based Profiling

Prohibitions against biased-based profiling are included in agency directives. The agency received one complaint of biased based profiling from a citizen in 2014 who claimed that he received a parking citation based on his race. The complaint was investigated and it was determined that the officer issued citations to other vehicles in the same complex and that since the vehicle was unoccupied he had no way of knowing the race of the vehicle owner. There were three complaints filed in 2015. One involving a drug arrest, one in which the complainant felt the officer stood too close to her when talking to her and one in which the complainants felt the officer did not adequately explain a traffic accident to them. All three complaints were investigated and the first two complaints were ruled unfounded while the third was not sustained.

Traffic Warnings and Citations--2014

Race/Sex	Warnings	Citations	Total
Caucasian/Male	1942	1073	3015
Caucasian/Female	1208	647	1855
African-American/Male	357	255	612
African-American/Female	256	166	422
Hispanic/Male	850	413	1263
Hispanic/Female	402	292	694
Asian/Male	247	164	411
Asian/Female	132	82	214
OTHER	28	34	62
TOTAL	5422	3126	8548

Traffic Warnings and Citations --2015

Race/Sex	Warnings	Citations	Total
Caucasian/Male	1211	1240	2451
Caucasian/Female	783	719	1502
African-American/Male	263	264	527
African-American/Female	180	202	382
Hispanic/Male	559	473	1032
Hispanic/Female	328	241	569
Asian/Male	247	181	428
Asian/Female	131	91	222
OTHER	9	19	28
TOTAL	3711	3430	7141

Traffic Warnings and Citations --2016

Race/Sex	Warnings	Citations	Total
Caucasian/Male	1220	1411	2631
Caucasian/Female	729	869	1598
African-American/Male	290	315	605
African-American/Female	169	220	389
Hispanic/Male	603	478	1081
Hispanic/Female	326	255	581
Asian/Male	221	171	392
Asian/Female	111	110	221
OTHER	3	8	11
TOTAL	3672	3837	7509

Biased Based Policing Complaints

Complaints from:	2014	2015	2016
Traffic contacts	1	3	3
Field contacts	0	0	1
Asset Forfeiture	0	0	0

Use of Force

The authority and powers of sworn personnel are imparted through state law. The agency provides direction to all employees on the use of force through a combination of written agency directives and Illinois state law. The agency uses a standardized form to document use of force incidents and requires officers to provide medical assistance to suspects who are injured and in all incidents requiring the use of a weapon. The agency requires a report for certain empty hand control techniques as defined by policy, as well as any use of non-lethal and lethal weapons. Looking at the number of documented arrests that involved a use of force, the number of incidents is consistent for the three-year period and appears to depict a high occurrence of force with an average of 10% of total custodial arrests resulting in a reported use of force over the three year period. However, the majority of the reported use of force incidents involved empty hand control of a suspect. Looking at force incidents involving a weapon, there were no incidents that involved serious injury and only thirteen incidents involving a non-lethal weapon over the three-year period.

Only one complaint alleging an excessive use of force was filed with the agency during this accreditation period. That report was investigated and ruled to be unfounded. The complainant was charged with filing a false report. All use of force incidents are reviewed by a Use of Force Review Board which is appointed by the Chief of Police. The board looks at each report and determines if the action falls within department

guidelines, requires further investigation, or is not within department guidelines. If issues are identified, the board can recommend disciplinary action, training, or recommend that equipment issues be addressed.

The agency demonstrated compliance with all requirements for training and proficiency on weapons. Deputy Chief Oliver provided a tour of the agency's state of the art indoor range facility. The State of Illinois requires that sworn officers demonstrate proficiency on firearms annually.

Use of Force

	2014	2015	2016
Firearm	8	9	22
ECW	2	4	7
Baton	0	0	0
OC	0	1	0
Weaponless	49	66	46
Total Uses of Force	59	80	75
Total Use of Force Arrests	24	19	28
Complaints	0	0	0
Total Agency Custodial Arrests	803	621	695

Personnel Structure and Personnel Process (Chapters 21-35)

Agency personnel are allocated based on workload analyses, which are conducted within each of the different organizational components. The patrol officers work a combination of twelve hour shifts and ten hour overlapping shifts based on shift preference specified in union contracts. Patrol sergeants work eight hour shifts. Officers working twelve hour shifts work from 0700 to 1900 hours. Officers working ten hour shifts work from 1100 to 2100 or from 1600 to 0200. The agency has a reserve officer program which utilizes paid part-time officers. Reserve officers receive the same required training and have the same uniforms, equipment and authority as full time officers. There are currently five part time reserve officers.

The city utilizes a salary schedule based on comprehensive job descriptions with salary ranges clearly delineated for each job classification. The agency's leave, salary, and compensation guidelines are clear and well defined. Full time employees are provided with a full insurance and retirement benefits program. Collective bargaining agreements are negotiated for civilian personnel, patrol officers, and sergeants every four years. Representatives from the Village Human Resources Division work with the Village Attorney to negotiate with union representatives to reach an agreement on employment contracts for each classification of employee. Assessors met with Ofc. Greg Pirtle, newly elected president of the union representing police officers. Ofc. Pirtle stated that the union has a good working relationship with the village and with the department. He feels that the relationship with the unions has gotten better since Chief Flint was

promoted. Other than one grievance, which is currently under arbitration, Ofc. Pirtle did not identify any issues with department or village administration.

A city payroll and benefits specialist assists all city employees with issues related to fringe benefits, insurance and retirement. The Benefits Specialist provides orientation training to all new employees on benefits offered by the village and also provides them with their union contracts.

Grievances

The agency's grievance procedures are included in the union contracts for non-exempt employees. Employees who have a grievable issue first file their complaint with their supervisor. If the complaint is not resolved, they may elect to file a formal grievance through the union representatives. Formal grievances that cannot be resolved at the supervisor level are forwarded to the Chief of Police. If the chief is not able to resolve the issue, it can be appealed to the Village Administrator and then ultimately resolved through arbitration.

There were seven formal grievances filed in 2014. All seven were filed by the patrol officer's union and six involved scheduling and overtime issues. One grievance involved an appeal of termination. The grievance was resolved through arbitration with the employee being reinstated without back pay. Both of the formal grievances filed in 2015 involved overtime issues. One was denied and not carried forward. The other was resolved at the supervisor level.

Grievances	2014	2015	2016
Number	7	2	0

Discipline

The agency's rules of conduct are contained in the General Orders manual which is issued to all personnel. The Glendale Heights Police Department utilizes a progressive discipline policy for all divisions. Complaints are documented in the LEA Database software system. Documentation was provided illustrating the progressive nature of the disciplinary process, from documented verbal counseling (non-punitive) and documented verbal reprimands (punitive) which can be issued at the sergeant level, through written reprimands, suspensions and termination, which can only be issued by the Chief of Police. Employees can appeal disciplinary actions to a disciplinary review board or can request that the union attorney file for arbitration.

The agency has an employee recognition program for both sworn and civilian employees. Overall there were many more commendations made than disciplinary actions taken during this reporting period.

Personnel Actions

	2014	2015	2016
Suspension	6	3	7
Demotion	0	0	0
Resign In Lieu of Termination	1	1	0
Termination	1	0	0
Other	0	0	0
Total	7	4	7
Commendations	24	30	31

The procedures for employee performance reviews are established by the department and are specific to job classification. The agency utilizes Halogen Software to track employee records and complete employee evaluations for sworn officers. Evaluations are conducted annually and are due on the employee's anniversary date. Probationary employees are evaluated monthly and all employees receive a six-month performance review which focuses on general areas of strong performance, weak performance and suggestions for improvement. Civilian employees are evaluated using a hand written evaluation instrument.

The agency's early warning system is tracked through LEA Database software and is based on a set series of triggers that are automatically monitored by the software. Triggers include use of force incidents, pursuits, employee discipline, and attendance issues. When the software identifies an employee who has met the trigger threshold it automatically sends a notification to that employee's supervisor who must then meet with the employee to resolve the identified issues.

Recruitment and Selection

Responsibility for the recruitment of sworn officer candidates is shared by the agency and by the Police and Fire Commission, whose three members are appointed by the Village Board of Trustees. The agency has a recruitment plan and actively participates in job fairs and other recruitment activities, in an effort to identify and attract good candidates. Chief Flint has been working with Paul Scott, a representative from the local NAACP, and with representatives from Immigrant Solidarity DuPage, a group representing local Hispanic residents, to identify ways to attract and successfully hire more minority candidates. Maria Martin, Cristobal Cavazos and Gabriela Hernandez from Solidarity DuPage met with assessors and were very enthusiastic in their support of the Glendale Heights Police Department and of Chief Flint's efforts to build relationships with the community. They stated that they felt the department's outreach efforts, particularly a planned Citizen's Police Academy taught in Spanish, will greatly enhance community trust in the department and thereby increase the likelihood of Latino job applicants.

Although the Police Department actively participates in the recruitment process, responsibility for the actual recruitment and selection of sworn officers is vested in the

Police and Fire Commission. Commission Chairman Rick Schwerdtner explained that the commission advertises for openings in the police department in the local newspapers as required by law and that they also advertise in publications that target minority communities in Chicago to try to attract more minority applicants. Once an application is received, the commission has sole responsibility for conducting the hiring process, with assistance from the police department in conducting background investigations. Commissioner Schwerdtner stated that once an application is received, the commission conducts the hiring process and produces a ranked list of eligible candidates at the end of the process. The commissioners then select the number of candidates that will be hired, based on the number of openings that the department has. The list is active for two years, and when openings occur, the commission will contact candidates on the list in ranked order to see if they are still interested in employment.

Sworn Officer Selection Activity in the Past Three Years

Race/Sex	Applications Received	Applicants Hired	Percent Hired	Percent of workforce population
Caucasian/Male	134	10	7%	43.2
Caucasian/Female	39	1	3%	37.3
African-American/Male	15	0	0	2.1
African-American/Female	6	0	0	2.5
Hispanic/Male	51	3	6%	7.6
Hispanic/Female	20	0	0	5.7
Other	21	0	0	
Total	286	14		

Training

Responsibility for the training function falls under the direction of Deputy Chief Oliver, who coordinates training provided by in house instructors and outside facilities. The State of Illinois requires all full-time sworn law enforcement officers to complete a 240 hour Basic Law Enforcement Officer's Training Course. State law further establishes a statewide in-service training program which consists of sixteen Mobile Team Units scattered across the state which are responsible for providing in-service, specialized, and advanced training to all Illinois police agencies. The Glendale Heights Police Department is served by the Northeast Multi-Regional Training (NEMRT) Mobile Team Unit #3. Thomas Reasoner, Director of the local NEMRT Unit, stated that his organization provides both basic training and in-service training to law enforcement agencies in a six county region around the City of Chicago. He stated that his NEMRT Unit is one of six CALEA accredited academies in the state and has successfully maintained accreditation since 1999.

The training unit has a strong working relationship with the Glendale Heights Police Department. Chief Flint serves on the Training and Curriculum Committee for the Training Unit and several of the agency's certified instructors teach for the unit. The

police department also frequently allows the Training Unit to utilize their facilities to host training events. Director Reasoner stated that the state enacted a law, which became effective this year, requiring all law enforcement agencies to provide annual training to all sworn personnel on Legal Updates and Use of Force and that officers complete in-service training every three years on Civil Rights, Constitutional and Proper Use of Law Enforcement Authority, Cultural Competency, Human Rights, Lead Homicide Investigator and Procedural Justice. His unit is working with local agencies to identify training that will address these required topic areas.

Promotions

Responsibility for the agency’s promotional process is vested in the Police and Fire Commission. The commission conducts a promotional assessment for the rank of sergeant every three years. The assessment is advertised within the department and interested candidates submit a letter of interest to the commission. Commissioners then verify the eligibility of each candidate and notify qualifying individuals of the dates scheduled for the process. Candidates are given a written exam and must score 70% or better in order to continue in the process. The commission contracts with an outside vendor to conduct assessment centers to evaluate the remaining candidates. At the end of the process candidates are placed on a ranked promotional list based on their exam scores, assessment scores, and points for evaluations and time in grade.

When a promotional opening occurs, the board can select from the top three candidates on the list. The selection is made based on interviews with the candidates and their most recent employee evaluations. Promotions to the rank of Deputy Chief are made solely by the Chief of Police.

Sworn Officer Promotions			
PROMOTIONS – 2014-2016			
	2014	2015	2016
GENDER / RACE TESTED			
Caucasian/Male	0	6	0
Caucasian/Female	0	1	0
African-American/Male	0	1	0
African-American/Female	0	0	0
Hispanic/Male	0	1	0
Hispanic/Female	0	0	0
GENDER/ RACE ELIGIBLE AFTER TESTING			
Caucasian/Male	5	3	2
Caucasian/Female	0	1	0
African-American/Male	0	1	1

African-American/Female	0	0	0
Hispanic/Male	1	1	1
Hispanic/Female	0	0	0
GENDER/ RACE PROMOTED			
Caucasian/Male	1 Sergeant	1 Deputy Chief 1Sergeant	1 Chief 1 Deputy Chief 1Sergeant
Caucasian/Female	0	0	1 Deputy Chief 1Sergeant
African-American/Male	0	0	0
African-American/Female	0	0	0
Hispanic/Male	0	0	0
Hispanic/Female	0	0	0

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

The Glendale Heights Police Department clearly incorporates the tenets of Community Oriented Policing into the day to day operations of the department and into all citizen contacts. Chief Flint is building a culture of transparency and accountability to the community. In several different interviews with community members, the concept of policing the community versus law enforcement was mentioned. This is an idea that Chief Flint is clearly communicating in his interactions with community leaders. The department provides 24-hour patrol coverage using a combination of twelve hour shifts and overlapping ten hour shifts that are scheduled at four different start times. Patrol supervisors update officers with focus areas for the shift during roll call and assign them to their patrol zones. Patrol officers leave shift briefing and conduct pre-shift searches of their patrol vehicles.

The agency is responsive and supportive to their traffic related responsibilities and services in Glendale Heights. The training of line officers, their participation within Dupage County Accident Reconstruction Team, their employment of Community Service Officers and assistance of the volunteer services of the Emergency Services Disaster Agency is proof of that commitment. The agency's selective traffic enforcement is the end result of a traffic analysis that is completed by the agency by way of the collected traffic crash and enforcement data. The agency has seen a 38% decrease in traffic related crashes over the past fifteen years.

The agency applies for and has been awarded traffic grants for overtime to address impaired driving and occupant protection. Occupant protection and texting and driving are primary probable cause to conduct traffic stops in the State of Illinois. Sergeant

Kristein the traffic sergeant, stated that the primary objective of her unit is to prevent traffic accidents. The agency utilizes speed trailers to assist with traffic studies for traffic related complaints and works with traffic engineering authorities to address design and flow of traffic within their jurisdiction to help provide a safer Glendale Heights.

In 2015 the agency went to electronic citations utilizing the Dupage County citation software. This new software allows an officer to electronically enter all driver and traffic violation information into the system. Once entered this information is electronically shared with the Clerk of Courts of Dupage County.

Glendale Heights Community Service Officers enforce village parking code violations. Community Service Officers are agency employed personnel that are uniformed officers but they are not armed. These full time, paid personnel are available to handle this type of enforcement as well as assist patrol officers with traffic direction and control if needed at a traffic crash scene and other assistance duties as requested.

All fatal or serious personal injury traffic crashes are investigated by The Dupage County Accident Reconstruction Team (DUCART). The team is made up of traffic crash investigators from several agencies inside Dupage County, Illinois. DUCART can be deployed in the case of fatal traffic crashes or any serious personal injury crash. For long term traffic control the Emergency Services Disaster Agency (ESDA) can be called to the scene to respond with barricades or lighting if needed.

The agency does employ school crossing guards. There are no Student Safety Patrol programs within the Village of Glendale Heights. The agency utilizes the Village Newsletter to disseminate traffic related safety messages to remind drivers of school zones, texting and driving and other traffic related safety messaging to keep the educational message of safe driving alive and at the forefront of the minds of their residents

The agency has a fully staffed investigative unit that is available 24 hours a day. If an investigator is not on duty, a call out schedule is accessible to call out an investigator upon the approval of the investigative sergeant. Investigative Sergeant Pappas is the person responsible for the review, classification, safeguarding, storage and purging of departmental intelligence information gained through the agencies "criminal intelligence sheet".

All electronic intelligence files in the agency's Laserfiche database from the year 2010 and older have been deleted by Sgt. Pappas. Investigators are required to remove any critical reach bulletins stored on their computers that are more than one year old and all emails that are stored on their computers for more than one year are to be archived. The agency has annually reviewed their procedures and processes to ensure they are complying as intended.

The agency has a robust case screening software that affords the Investigative Sergeant a great overview of cases by type of crimes, case numbers, case assignment, and case status to assist with the proper assignment and disposal of cases. The

agency is involved in several Task Forces such as the Internet Crimes Against Children Task Force, Dupage County Major Crimes Task Force, Dupage County Fire Investigations Task Force, DEA Tactical Diversion Task Force, Dupage County Accident Reconstruction Task Force, Dupage Metropolitan Enforcement Group since 1980, and Illinois Internet Child Exploitation Task Force.

Mark Piccoli the Director of DUMEG stated that this multi-jurisdictional drug enforcement task force has been in existence for the past 32 years and that Glendale Heights has been a part of this group for the majority of those 32 years. Dupage County law enforcement agencies can participate in the DUMEG Task Force by allocating personnel or by paying annual dues. An intergovernmental agreement is in place between participating agencies. Assets seized by the task force are kept with DUMEG for operational purposes, although, if there is a large seizure within an agency's jurisdiction the Chief of that agency will be contacted about receiving a percentage of that specific seizure.

Detective Brad Malloy is a general detective assigned to the Illinois Internet Child Exploitation Task Force and in speaking with him he has had the opportunity to be trained through federal funding. Once he received the training he was then able to receive the software to run child exploitation cases for his jurisdiction as well as those surrounding him in Dupage County or to transfer cases to the jurisdictional agency for follow up.

Internally, the agency has created a form for tracking expenses, unused funds, and deposits expended on the investigation of vice, drugs or other organized crimes. These funds are accounted for and annually audited. Information on confidential informants is maintained in a locked file cabinet inside Sgt. Pappas's office. Confidential funds are only available through Deputy Chief Padyasek for internal investigations. All other drug related investigation funding would go through the various task forces.

The agency has one School Resource Officer, (SRO) who floats between three different high schools which are outside of the agency's jurisdiction and one SRO/DARE officer that floats between eleven middle schools within the agency's jurisdiction. The SRO is able to operate outside of the agency's jurisdiction through a Memorandum of Understanding between the affected governing bodies. The SRO's are also responsible for these noted programs: Safety Town, Junior Citizen's Police Academy, Annual G.R.E.A.T. Bowling event, Annual D.A.R.E. Lock-In, Involvement with D.A.R.E. and G.R.E.A.T. floats in annual Village parade, and a G.R.E.A.T. Summer Camp.

In addition to the D.A.R.E. Program, the agency partnered with staff from Amita Health Adventist Glen Oaks Hospital to meet with a variety of high school students and ask them to identify what is needed for younger students regarding drug use in their families. This conversation resulted in high school mentors being selected to speak with elementary school aged students on how to cope with a family member or friends that are addicted. The conversations provided students with information on how to

reach out for resources and services that are available to students to help improve their daily existence and day at school.

The Glendale Heights Police Juvenile Diversion Program is an initiative designed to provide a flexible alternative to conventional court proceedings for first time, juvenile offenders. The program focuses on youth accountability for delinquent behavior and on incorporating strategies to address parental and social issues with the goal of reducing juvenile recidivism within the village.

Crime Prevention and Community Involvement

Chief Flint's expectation of timeliness, knowledge, professionalism and fairness in service is the cornerstone in building trust within the community. He believes that once a community can trust you, then community involvement and crime prevention activities can be trusted in their presentation and sincerity.

The agency has changed their Neighborhood Watch approach from inviting the residents to come to them, to now meeting the residents where they live. The Code Red system as well as the village newsletter are used to announce the Neighborhood Watch meetings, dates and times at a location within each neighborhood/district. The police department also sponsors events in the village parks during summer months to foster community involvement

The agency has completed the three year review of their numerous crime prevention programs and identified the purpose and need for continued support for all programs listed. A few of those programs are: We Care Bear Program, Vacation House Checks, Police Department Tours, Neighborhood Watch Newsletters, National Night Out, and Get a Clue with Blue. The second Monday of each month a member of the police department visits the Glendale Heights Center for Senior Citizens with a presentation on safety issues confronting the community's senior citizens.

The agency did a very nice job of ensuring the lessons they learned from their last triennial survey were put in place. Specifically, in their last survey they realized they were missing responses from their Latino population. They corrected that error on this most recent survey by creating forms in Spanish and making them available to all residents.

For those who responded to the survey, 89.93% rated the overall performance of the Police Department as good or excellent. This compares to 52% in 2011 and 78.3% in 2013. 78.5% rated the overall competence of Police Department members as good or excellent. This compares to 56% in 2011. 79.56% feel very safe to extremely safe in their neighborhood. This compares to 79% in 2011 and 81.6% in 2013.

Public Information

Deputy Chief Oliver is the official public information officer for the agency as designated by the Chief of Police. Although, the supervisor, watch commander and/or the investigator of the case is the responsible party in writing the press release all must pass through him for approval. The agency utilizes the village web site to document all news releases. There have been no staged media press releases for the agency during this rating period but there have been joint investigations where news releases have noted the shared case. The agency has begun utilizing social media to communicate their message with the community.

Victim Services

The agency has hired a non-sworn Community Outreach Specialist, Tonya Macko, who assists the agency in delivering victim assistance services. In speaking with Ms. Macko she receives referrals from officers responding to calls for service. This referral can consist of assistance to juvenile victims of crime, persons with mental health issues, seniors that may need assistance, persons with chemical dependency, grief after care, next of kin notification and domestic violence. Ms. Macko is responsible for making a follow-up on all referrals. Two domestic violence calls for service within a month will automatically require a personal visit by her. This response has been mandated by the Chief due to the uptick in domestic violence calls for service that was brought forward through the monthly analysis of crime.

All officers have been trained on the proper reporting of victim rights according to Illinois State Law. Officers provide all victims with a written statement and explanation of rights as governed by the State of Illinois. If further victim assistance is required beyond what can be provided on a local level, officers provide victims with information regarding the States Attorney Victim Advocacy Program.

Crime Statistics and Calls for Service

The Glendale Heights Police Department utilizes the department's computerized records management system to analyze crime data. The agency's crime analyst, Maureen Pope, prepares a weekly report of all Part I and II crimes and presents the data to the command staff in weekly meetings. She also monitors daily activity and prepares beat specific crime trend reports as she sees activity trends emerging. These reports are emailed directly to the command staff and to all supervisors. Ms. Pope prepares specific weekly reports on all domestic calls within the village. Addresses that generate more than one domestic call for service in a three to four month period are placed on a watch list. If additional calls are generated, the information is immediately forwarded to, Tanya Macko, the Community Outreach Specialist. This program is described in more detail in the Operations Section of this report. Ms. Pope has also designed an Access database which allows her to document and track gang members living and/or generating activity in the village. Information for the database is taken from

gang contact reports generated by the School Resource Officers and by officers encountering gang members on the street.

The agency's overall crime statistics have remained relatively constant over the past three years, increasing by 67 total incidents from 2014 to 2015 and by only two incidents from 2015 to 2016. There were no homicides during the past three years and Part 1 violent crimes increased from 33 to 54 reported incidents from 2014 to 2015, but decreased by three incidents from 2015 to 2016. Similarly, Part 1 Property Crime increased by 46 incidents from 2014 to 2015 and by only five incidents from 2015 to 2016.

Glendale Heights, IL Part One Crime Statistics

	2014	2015	2016
Murder	0	0	0
Forcible Rape	6	14	15
Robbery	8	11	14
Aggravated Assault	19	29	22
Burglary	139	139	173
Larceny-Theft	365	413	379
Motor Vehicle Theft	8	8	14
Arson	3	1	0
TOTAL	548	615	617

Vehicle Pursuits

The agency's pursuit policy allows sworn officers who are trained in tactical driving techniques to initiate the pursuit of a motor vehicle that has or is suspected to have committed a felony or misdemeanor violation. Officers initiated a total of seven pursuits during this three year period, one pursuit in 2014 and three pursuits in 2015 and 2016. An annual analysis of pursuits was conducted for all three years and showed the two of the reported pursuits were within department guidelines, while five of the pursuits were not within policy guidelines. In each pursuit incident found to be in violation of department guidelines, documented corrective action was taken, to include training on the agency's pursuit policy.

Two of the reported pursuits resulted in traffic accidents, but none resulted in injury to officers, suspects, or third parties. Three of the pursuits were initiated for traffic violations, which is not allowed by department guidelines. Three pursuits were initiated for misdemeanor violations and one pursuit involved a felony offense.

Vehicle Pursuits

PURSUIITS	2014	2015	2016
Total Pursuits	1	3	3
Terminated by agency	1	0	1
Policy Compliant	0	1	1
Policy Non-compliant	1	2	2
Accidents	0	1	1
Injuries: Officer	0	0	0
: Suspects	0	0	0
: Third Party	0	0	0
Reason Initiated:			
Traffic offense	0	1	2
Felony	0	0	1
Misdemeanor	1	2	0

Critical Incidents, Special Operations and Homeland Security

Deputy Chief Padyasek is the responsible party tasked with planning response to critical incidents. Although the agency has had no active threats within this assessment period, the agency continues to be diligent in ensuring annual drills are accomplished at their schools. As of 2015 both School Resource Officers were A.L.I.C.E. (Alert, Lockdown, Inform, Counter, and Evacuate) trained instructors. Any newly hired officers will receive this training as well as rapid deployment training during their field training program before the end of probation.

The agency has a well thought out Emergency Operations Plan which was last updated in 2016. This plan spells out all areas of command with assignment and responsibility. The agency has invested in the Code RED system to disseminate situational information to the public in addition to the activation of the Emergency Alert System with Dupage County Emergency Operations Center. All annual reviews of policies, procedures and training for active threat situations during this rating cycle have been completed.

John Sulak is the Emergency Services and Disaster Agency (ESDA) Director under the supervision of the Deputy Chief of Support. Glendale Heights funds this section with a part time director and 16 volunteers that are paid a small stipend for their response to call outs for service. ESDA provides traffic control equipment and support for preplanned events and emergency response when called out. They have trained officers that can operate the agency owned mobile command vehicle if needed for long term planned or unplanned events.

Internal Affairs and Complaints against employees

All complaints are thoroughly investigated by assigned officers of the agency as deemed by the Chief of Police. The number of complaints has declined from the past

two years of reporting, with a 50% decrease in complaints from 2015 to 2016. Citizens are kept apprised of the assignment of the investigation, time lines that have been set for the investigation, as well as the final disposition by the Chief of Police. The agency's contracted employees are exempt from the use of a polygraph as a part of any internal investigation and the Chief of Police maintains all internal investigations within a locked file cabinet within his office. All internal investigations are tracked through the LE Database which provides levels of security for viewing capabilities.

Complaints and Internal Affairs Investigations

External	2014	2015	2016
Citizen Complaint	20	21	10
Sustained	3	5	3
Not Sustained	8	6	0
Unfounded	7	10	6
Exonerated	2	0	1
Internal	4	2	1
Directed complaint	4	2	1
Sustained	2	2	0
Not Sustained	1	0	0
Unfounded	0	0	1
Exonerated	0	0	0

The agency had twenty four complaints in 2014, twenty three in 2015, and eleven in 2016. External complaints far outweighed the number of internal complaints. The annual summary of internal affairs complaints is analyzed as well as published on the village web site.

Inspectional Services

Line inspections are completed daily by the supervisor of the holding facility and juvenile booking areas. All agency members complete a daily vehicle inspection form at the beginning of their shift which was noted in the roll call that was attended during the onsite. Any deficiencies for repairs will be noted to the appropriate member within the agency for repair. At least once monthly the supervisor completes a formal inspection of the vehicle. Once a year the supervisor completes a ride-along with each officer to view driving performance and ensure all daily inspections are performed. During a ride along with Officer Matt Brieschke he explained the daily vehicle and roll call inspections along with the responsibility to report any deficiencies for repairs.

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

The agency does permit strip searching upon the approval of the Watch Commander and according to Illinois State law. The ability to search hinges on the officer's

reasonable belief that a person is concealing a weapon or contraband. Cavity searches are permitted of the mouth only. Any other cavity search is only permissible with a search warrant.

The agency requires an intake data sheet to document the condition of the detainee. If a detainee arrives in a condition that would dictate a hospital visit, the detainee will be transported to the hospital prior to entry into the jail. Combative suspects committed directly to the Dupage County Jail.

Temporary Detention

The Detainee Intake Sheet is required to record all detainee property. This form is used to ensure that all items in possession of the detainee are accounted for at the time of collection and before release. Release of a detainee is completed upon the positive identification of the subject via fingerprint scan, photograph and other local, state, and federal computer check systems.

Deputy Chief Padyasek explained during a tour of the jail, that once the detainee is searched for a second time since transport they are then handcuffed to a ring that is attached to the booking table. He pointed out the various security related items within the facility such as audio/video, fire suppression and first aid equipment. The agency requires 30 minute face to face checkups. If the detainee is left alone during any time during that 30 minutes the agencies 24 hour records clerks are advised and they will monitor the video/audio of the holding facility and relay any necessary information that is seen or heard to the officers. If for some reason a detainee needs medical assistance the detainee will be immediately transported to Glen Oaks Hospital which is within the agency's jurisdiction.

Agency members, to include the records clerks, are provided initial training concerning holding facility operations. The agency's general orders spell out the specific use of the facility, the required checks and balances down to the amount of time between checks in various situations while persons are detained within the facility, and the required documentation. The agency does have a plan in place if detainees need to be moved to a safe location due to some natural or manmade disaster.

The Glendale Heights Police Department has entered into an agreement with the Carol Stream Police Department to allow CSPD officers to utilize the Glendale Heights booking and holding facilities while Carol Stream facilities are being renovated. All Carol Stream officers have been trained on all policies and procedures. When speaking with Chief Ed Sailer of Carol Stream Police Department, it was obvious the agreement was one that was working out for both agencies. The agency's holding facility does have two blocks and therefore females, males and juveniles can be separated when needed.

Communications

In May of 2016 Glendale Heights closed their communications center. An intergovernmental agreement for dispatching services was agreed to with the Addison Consolidated Dispatch Center. Prior to May 2016 Glendale Heights maintained their own communications center and application of all standards was intact. The Addison Consolidated Dispatch Center is a CALEA accredited agency.

Records

In 2016 when the agency went to the Addison Consolidated Dispatch Center the chief changed the dynamic of the records section to a 24 hour operation. During the afternoon hours assessors observed Barb Kroll, one of the records clerks, as she handled a complaint/question at the walk up window. She was able to assess the need of the resident and offer them the report number and the date the officer would be back to help address their question. She then helped them complete a Freedom of Information Form which would help identify specifically what report they were looking for and obtained a number to call them back when the report was prepared for pick up.

Rosemary Discipio was observed working with a resident that had arrived to retrieve their vehicle which had been towed on an earlier date. Rosemary explained the process of release and requested to see a paid receipt of bond. The young lady could only show an electronic copy therefore Rosemary provided a copy of the form for the young lady to assist her once she was at the tow company. Rosemary's customer care was genuine and obviously welcomed help to the customer.

Julia Taglia the records supervisor explained the overall operations of records. The county has made great strides in moving toward a paperless process which has alleviated the paper push. The Dupage County Clerk's Office has created a software program called Dupage County Case Tracker which allows for the transfer of court related paperwork directly to their system so it is available to the court. A paper copy is only required for court subpoenaed cases.

Mrs. Taglia showed the physical division of adult and juvenile offenders within the records section as well as the process for requesting a record/report from the agency which is guided by Illinois state law. Most traffic citations are completed through yet another software system which is countywide and electronically submitted to the county clerk's office as well as the reporting agency. There have been several technological advancements in paperwork flow between local jurisdictions and Dupage County which have torn down previous silos of information and have created an environment of shared information.

Property and Evidence

The agency's property room was neat and orderly in presentation. All exceptional or valuable items were separated from all other pieces of held property. The evidence custodian has created a very clean and detailed processing room with the proper instructions for evidence packaging and submission into the temporary holding lockers posted on the walls. The agency utilizes the BEAST evidence management system which has been designed to facilitate the preservation of forensic evidence, provide a chain-of-custody record, and enhance the day-to-day efficiency of the agency. The evidence custodian provided a tour and explained how evidence is entered into the BEAST software. Officers then obtain a bar code and place their evidence into temporary lockers.

The agency does allow for times of unusual circumstances when an officer is permitted by the Watch Commander to place a piece of evidence in an evidence holding locker which is within the locked vehicle processing garage. This garage is video monitored as well as key card accessed for security. The officer and the evidence custodian are the only persons that have a key for that locker. The officer must complete an Evidence Submission Extension form for the evidence custodian if evidence is placed in this holding area. The agency maintains control of all evidence until final disposal is permitted by way of case closure, property owner retrieval, or destruction.

The agency has created a property room inspection form to address the various semi-annual, annual, unannounced, and change of property room custodian inspections. The agency did not report any change in property room custodians during this assessment period although in 2016 newly appointed Chief Flint requested a full evidence audit upon his appointment.

Evidence custodian, C.J. Camel is well trained and serves as an instructor on evidence procedures. She has an extensive background in property management training and is a member of numerous professional associations. She has consulted for various Illinois Police Departments Evidence & Property Rooms including high profile/incident departments.

H. Standards Compliance Discussion:

This section provides specific information on standards that were found to be not in compliance and 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 no standards identified during this onsite which had compliance issues.

I. 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.

The agency was in compliance with 88% of applicable other-than mandatory (O) standards.

J. Future Performance / Review Issues

There were no future performance issues related to specific standards.

K. Table: Standards Summary:

	<u>TOTAL</u>
Mandatory (M) Compliance	<u>360</u>
Waiver	<u>0</u>
Other-Than-Mandatory Compliance	<u>67</u>
Standards Issues	<u>0</u>
(O) Elect 20%	<u>9</u>
Not Applicable	<u>48</u>
TOTAL	<u>484</u>

L. Summary:

This was an Advanced Accreditation Assessment of the Glendale Heights Illinois Police Department. The department elected to participate in a Gold Standard Assessment for reaccreditation. A limited number of files were reviewed off site and were found to be complete and in good order. In consultation with agency personnel, the team determined that we would focus on five distinct areas:

1. Records Section – The department recently implemented 24-hour accessibility of the records section to the public.
2. Department Infrastructure – The department is dealing with aging infrastructure, particularly outdated computer systems. Since taking office, Chief Flint has worked to upgrade the department’s computer system, putting new laptops with external

antennas in most patrol vehicles. Officers interviewed stated that the new equipment works much better and is more reliable.

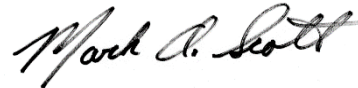
3. Community Relations and Community Partnerships – The department has implemented a new emphasis on community engagement since April 2016 and is working to establish relationships with diverse community groups. Assessors met with representatives from the local NAACP and from Immigrant Solidarity DuPage. Both groups were very enthusiastic in their support of the police department and expressed that there has been a noticeable change in the department's community outreach efforts over the past year. The number of outreach events has increased and the Solidarity DuPage representatives were particularly impressed with the police department's efforts to open dialogue between the citizens and village leadership.
4. Neighborhood Watch – The department has recently restructured the Neighborhood Watch Program, dividing the city into eight sections and encouraging Neighborhood Watch groups to hold meetings in their neighborhoods rather than holding one monthly meeting for all groups at the police department. Attendance at the decentralized meetings has greatly increased. Several members of the Latino community stated that they were intrigued by a notice that the police department was holding a community meeting at a bowling alley and went to see what it was about. They stated that this was how they were introduced to Chief Flint and the department's efforts at community outreach and that a strong partnership with their group and the department began with that chance meeting.
5. Officer Wellness – The department has launched an Officer Wellness Initiative which includes wellness training for employees and a new chaplain program. The officer wellness initiative includes voluntary participation on an annual physical assessment, which has been in place for several years as well as wellness and nutrition events sponsored by the village. The department has contracted with Nationwide Chaplain Services to provide professional chaplain services to members of the department and to the community. Rev. Timothy Perry met with assessors and stated that all of the chaplains from the service are trained counselors and that they can offer both spiritual and secular counseling services to department employees and their families. The chaplains attend roll call and ride with the officers. They are also available to assist with death notification and victim assistance.

There were no issues that required attention on this assessment that were identified as an issue on the agency's last assessment. Annual reports were submitted to CALEA on time and the assessment was not problematic. Compliance with applicable standards was documented through interviews with agency personnel, interviews with community members and observation of agency practices. Throughout the assessment it was clear that agency personnel have a firm understanding of proper practice and procedure and

that the concepts of accreditation and community policing are ingrained in the organizational culture of the Glendale Heights Department.

There were no reported issues concerning bias based policing. The agency collects data on the demographics of all persons encountered in traffic and investigative stops. There were no compliance issues identified and no modifications were made to agency compliance levels or to any agency directives.

SIGNATURE BLOCK

A handwritten signature in black ink that reads "Mark A. Scott". The signature is written in a cursive style with a large initial 'M' and 'S'.

Mark A. Scott
Team Leader

October 25, 2017