



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 18, 2016

Mr. James Kruger, Jr.
Chief of Police
Oak Brook Police Department
1200 Oak Brook Road
Oak Brook, IL 60523

Dear Chief Kruger, Jr.:

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 Oak Brook Police Department is scheduled for a Review Committee Hearing at the next Commission Conference in Charleston Area, South Carolina on November 5, 2016. 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,

W. Craig Hartley, Jr.
Executive Director



**Oak Brook (IL) Police Department
Assessment Report**



2016

**Oak Brook, Illinois Police Department
Assessment Report
July 2016**

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	3
F	Public Information	4
	Public Information Session	4
	Telephone Contacts	4
	Correspondence	4
	Media Interest	5
	Public Information Material	5
G	Essential Services	6
	Chapters 1 – 17	6
	Biased Based Profiling	6
	Use of Force	7
	Chapters 21 – 35	12
	Grievances	13
	Discipline	13
	Recruitment	14
	Promotions	16
	Chapters 41 – 61	17
	Vehicle Pursuits	18
	Critical Incidents, Special Operations and Homeland Security	21
	Internal Affairs	21
	Chapters 70 – 84	23

H	Standards Issues	25
I	20 Percent Standards	27
J	Future Performance/Review Issues	27
K	Standards Summary Table	27
L	Summary	27

A. Agency name, CEO and AM

Oak Brook, Illinois Police Department
1200 Oak Brook Road
Oak Brook, IL 60523

James Kruger, Jr., Chief of Police
Sergeant Benjamin Kadolph, Accreditation Manager

B. Dates of the On-Site Assessment:

July 24-27, 2016

C. Assessment Team:

1. Team Leader: Kevin L. Newman
Captain
Madison Police Department
P. O. Box 2489
Madison, MS 39130
(601) 856-6111
knewman@madisonpd.org
2. Team Member: Darrin Abbink
Lieutenant
Colorado Springs Police Department
605 South Nevada Avenue
Colorado Springs, CO 80903
(719) 499-4877
djabbink@comcast.net

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

Daniel Shaw, Regional Program Manager

First Reaccreditation, B size agency (56 personnel; authorized 40 full-time sworn, 10 reserve sworn, 3 non-sworn full-time employees, 7 non-sworn part-time employees), 5th Edition Law Enforcement Advanced Accreditation (Version 5.23)

The agency uses the Power DMS software program.

E. Community and Agency Profile:

Located in northeast Illinois about 12 miles from Chicago, the Village of Oak Brook was incorporated in 1958. Oak Brook covers approximately eight square miles within both DuPage and Cook counties. A network of expressways serves the area including Interstates 88, 290, and 294. It is home to several major corporations such as McDonald's, Blistex, Federal Signal and Ace Hardware. Oak Brook's 8,041 residents live in homes having a median value of over \$800,000. With a daytime population swelling to over 80,000, the community enjoys excellent recreational opportunities with

the largest polo facility in the country, four golf courses, and ample bike paths and woodlands. The community benefits from an ample amount of retail and restaurants establishments throughout. Oak Brook is home to the busy upscale Oakbrook Center Mall.

Oak Brook is governed as a Municipality by a six-member Board of Trustees and Village President, Gopal Lalimalani. The President and Board are elected and they appoint a Village Manager, to handle daily operations of the municipality. The Chief of Police, James Kruger, is appointed by both the Village President and the Board and reports directly to the Village Manager, Riccardo Ginex.

Agency Profile:

The Village of Oak Brook Police Department is dedicated to the values of loyalty, honor and teamwork. The agency practices a community oriented policing philosophy that promotes better communication, continuity in service and ownership and innovation in problem solving between community members and police employees. The police department’s command staff consists of the Chief, one Deputy Chief, two Commanders, and seven Sergeants. The department is divided into two major divisions, Patrol Division and Support Service Division. The operations of the department are under the direction of Deputy Chief Jason Cates who reports to Chief James Kruger, Jr. Patrol Commander Tamie Madden and Support Services Commander Jeffery Weber report to the Deputy Chief. There are four teams of officers in Patrol and Support Services includes records, training, investigators, community service officers, and other support functions. A civilian Board of Fire and Police Commissioners administers, according to state statute, personnel matters pertaining to the Oak Brook Fire and Police Departments including employment, promotion, disciplinary hearings and dismissals. The Oak Brook Police Department achieved its initial accreditation from CALEA in 2013.

Demographics:

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

Demographics Report

	Service Population*		Available Workforce*		Current Sworn Officers		Current Female Sworn Officers		Prior Assessment Sworn Officers		Prior Assessment Female Sworn Officers	
	#	%	#	%	#	%	#	%	#	%	#	%
Caucasian	5,395	69	5,105	78	39	85	6	13	35	88	5	13
African-American	154	2	490	8	1	2	0	0	1	3	0	0
Hispanic	339	4	455	7	6	13	0	0	4	10	0	0
Other	1,995	25	449	7	0	0	0	0	0	0	0	0
Total	7,883	100	6,499	100	47	100	6	13	40	100	5	13

The agency’s demographics in regards to ethnicity and gender of its sworn ranks are in approximate proportion to its available workforce data as illustrated by the preceding

chart, with the exception of slight underrepresentation in African-American and Other categories (8% and 7% respectively of available workforce vs. 2% and 0% actual sworn officers). The agency employs above the percentage of available workforce for Hispanic officers. The agency CEO is committed to the on-going implementation of the agency's recruitment plan and attempting to achieve better proportion when vacancies are filled. The agency goal is to have a sworn workforce representative of the community diversity numbers.

Future issues (agency and community)

The floor plan of the current police facility has created a significant problem due to the secured area for holding detainees and the sensitive evidence storage room being along a hallway that is generally used by all personnel on a regular daily basis to enter the facility from the designated parking area for employees. This can create a precarious condition for members of the agency who are routinely entering the locked and secure area to pass through the hallway without knowing whether a prisoner is being processed or detainees are being held. The agency has recognized this issue and has initiated architectural review of this area of the facility. When adequate funding is made available the issue will be resolved after structural changes are made to this area of the building.

Oak Brook's location along major highways and near the City of Chicago has brought major corporations to the predominantly residential area, but the proximity to major transportation corridors and the expansive Oak Brook Mall retail shops attract a great number of people and vehicles to the village which present key challenges to the Department. The agency will need to continue partnering with community business and residential interests, as well as neighboring municipalities to help address this constantly growing concern.

The law enforcement community has seen a great increase and change in law enforcement technology. The agency's Patrol Division has experienced tremendous growth in the use of technology to streamline police services. The Support Service Division has an opportunity to grow in this area particularly in using technology and software available to improve efficiencies within the Records Section. The increase in efficiencies will provide agency personnel with time to use data collected to assist in better identification of crime patterns and analysis.

CEO Biography

Chief James Kruger, Jr. is a 35-year veteran of law enforcement. Prior to being named Chief of Police for the Village of Oak Brook in 2011, Chief Kruger served as Chief of Police for the Villages of Roselle and Winfield for over seven years and spent 20 years with the Carpentersville Police Department, attaining the rank of Commander. Chief Kruger completed over 2,500 hours of specialized law enforcement training, having served as SWAT Team Commander, Police K-9 handler, Traffic Crash Reconstructionist, Truck Enforcement Officer, and Motorcycle Officer. Chief Kruger is a 1994 graduate of the Northwestern University School of Police Staff and Command. He holds a Bachelors of Arts in Management and Leadership from Judson University, and a

Master of Science from National Louis University in Chicago. He also attended the FBI Midwest Law Enforcement Executive Development Seminar in 2010. During Chief Kruger's tenure in Oak Brook several programs have been implemented or resumed such as, the Homeowners Association Liaison (HALO) Program, the Police Department Honor Guard, Citizen's Police Academy, Hotel Liaison Program, and the Village of Oak Brook Leadership Academy. He was the founding Director of the Criminal Justice Management program at Judson University as well as an Adjunct Professor in both the Criminal Justice Program and the Management and Leadership program at Judson and Elgin Community Colleges. Chief Kruger is the first Vice President of the Illinois and International Associations of Chiefs of Police and is a firm supporter of the international accreditation for law enforcement. Chief Kruger is also the first Vice President for the DuPage County Chief of Police Association.

F. Public Information Activities:

Public notice and input are cornerstones 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 Monday, July 25, 2016, at 6:00 p.m. in the Village Board of Trustees Meeting Room in the Village of Oak Brook Administration Building located at 1200 Oak Brook Road in Oak Brook, IL. Agency personnel were present for the hearing. There were no other persons present. No one requested to address the assessors at the hearing. The public information session concluded at 6:15 p.m.

b. Telephone Contacts

The assessors received four telephone calls during the designated call-in period. The callers included area law enforcement professionals, other professionals the agency interacts with on a daily basis, and business leaders. All of the phone calls received by the assessors praised the agency for its professionalism and recommended the agency for reaccreditation. Two of the callers were police chiefs from surrounding jurisdictions. Both chiefs offered complimentary and positive comments regarding his agency's interaction with the police department, stressing the cooperation and inter-agency coordination that occurs with all agencies. One call was received from the corporate security managers for the Ace Hardware Corporation which is based in the jurisdiction. The security managers praised the police department as being very proactive in assisting the corporate security personnel with providing a secure and safe environment for its management and employees.

c. Correspondence

The assessment team received five written documents prior to and during the assessment regarding the agency's reaccreditation. The correspondence

received was positive and praised the agency for its professionalism, commitment to CALEA Accreditation and recommended the agency for reaccreditation.

d. Media Interest

The Accreditation Manager, Sergeant Benjamin Kadolph, provided copies of all public information notices regarding the agency's accreditation that were distributed to local news media organizations and to the public. There were news media articles that appeared in various local media outlets in the area, as well as internet postings announcing the upcoming assessment of the agency prior to the start of the assessment. The assessors had no contact with the media during the assessment.

e. Public Information Material

The agency completed appropriate steps to publicize the on-site assessment. The accreditation manager appropriately announced the assessment team's pending visit to the agency and the public information sessions to be conducted by the assessors. The assessment was well publicized through news releases to area news media organizations in the format required by the Commission. Agency employees were briefed in advance about the forthcoming assessment through in-service training and a written notice posted within the agency's facility. All interested parties were invited to offer comments to the assessment team. All comments received were positive and praiseworthy regarding the agency, its practices and its reputation regarding compliance with accreditation standards. There were no additional required follow-up activities by the assessment team.

f. Community Outreach Contacts

During the assessment, the assessors had the opportunity to interview several leaders of key community organizations that work with the agency on community safety issues. The team interviewed the following community leaders: Mr. Riccardo Ginex, Oak Brook Village Manager; Rose Kane, Executive Secretary for the Oak Brook Board of Fire & Police Commissioners; Reverend Timothy Perry, Nationwide Chaplain Services; Dennis Quiles, Executive Corporate Director for McDonalds Corporation; Mort Westman, Homeowners Association President, Brook Forrest Subdivision; and Tom Reasoner, Director of North East Multi-Regional Training Network (CALEA Accredited Training Academy). All of the persons interviewed spoke positively of the agency. All complimented the agency on its proactive community oriented policing approach and the ease of accessibility of the Chief of Police and the agency's command staff. Several police chiefs from surrounding jurisdictions commented on the excellent working relationship between the agencies and the cooperation received on multi-jurisdictional issues.

G. Essential Services

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

The law enforcement role and authority of the agency are established in state statutes and the agency written directives. The agency has clear written directives establishing the distinctions between the duties and responsibilities of sworn and non-sworn personnel. The agency's written directives on limits of authority, arrest procedures, as well as search and seizure procedures are clear and concise. The agency's officers have the authority to arrest, summons, warn or make referrals.

Bias Based Profiling

The agency written directives prohibit biased-based profiling and the agency's Deputy Police Chief completed a documented annual administrative review of biased based policing activities for all three years of the reaccreditation cycle. The review examined traffic stops, field interviews, asset forfeitures, as well as agency policies, procedures, practices and citizens' concerns. The agency completed annual training on biased-based policing for each year of this reaccreditation cycle.

2014 Traffic Warnings and Citations

Race/Sex	Warnings	Citations	Total
Caucasian/Male	929	782	1711
Caucasian/Female	673	546	1219
African-American/Male	177	191	368
African-American/Female	170	164	334
Hispanic/Male	160	187	347
Hispanic/Female	112	98	210
Asian/Male	41	43	84
Asian/Female	28	21	49
OTHER	12	5	17
TOTAL	2302	2037	4339

2015 Traffic Warnings and Citations

Race/Sex	Warnings	Citations	Total
Caucasian/Male	1059	505	1564
Caucasian/Female	751	348	1099
African-American/Male	239	118	357
African-American/Female	218	109	327
Hispanic/Male	185	105	290
Hispanic/Female	144	77	221
Asian/Male	48	23	71
Asian/Female	41	13	54
OTHER	14	5	19
TOTAL	2699	1303	4002

2016 Traffic Warnings and Citations**

Race/Sex	Warnings	Citations	Total
Caucasian/Male	532	130	662
Caucasian/Female	469	110	579
African-American/Male	127	35	162
African-American/Female	115	29	144
Hispanic/Male	109	31	140
Hispanic/Female	66	16	82
Asian/Male	37	12	49
Asian/Female	24	6	30
OTHER	2	0	2
TOTAL	1481	369	1850

**** As of 5/31/2016**

Biased Based Profiling Complaints

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

**** As of 5/31/2016**

The agency received one complaint from a citizen who was part of a field contact in 2014 which was not substantiated, as well as one complaint from a citizen who was part of a traffic contact in 2015, which was also not substantiated. There were no complaints reported to date in 2016.

Use of Force (1.3)

The agency's use of force policy is comprehensive, addresses all of the related standards and is consistent with the state law and CALEA language. The agency has a Response to Resistance Policy and Procedure which includes a Use of Force Continuum for personnel. All agency members authorized to carry weapons are instructed in the use of force policies and must demonstrate proficiency in the use of any authorized weapon before receiving authorization to carry that weapon. The agency provides required training involving the use of force, firearms training and less-than-lethal weapons. The agency properly authorizes, issues and/or inspects and provides proficiency training on all firearms used in the course of duty. The agency requires annual proficiencies on all authorized handguns. The agency authorizes Tasers (Electronic Controlled Weapons) and requires initial training and annual proficiency with these weapons. The agency authorizes and issues Expandable Batons, Oleoresin Capsicum (OC) Spray and bean bag shotguns. Agency personnel must demonstrate proficiency with these weapons biennially. The agency also permits the use of backup firearms by officers, but officers must go through the agency approval process. The agency provides initial and in-service training on safe storage of firearms both on and

off duty. The agency had no instance of required remedial training in regards to annual firearms training proficiency.

The use of force by officers is well documented by the agency, as officers are required to complete a "Use of Force Report" whenever an officer encounters resistance or uses physical force of any nature and/or a weapon. Active pointing of a firearm or Taser is classified as a use of force incident and is reported as such. The agency closely monitors all aspects of use of force and conducts thorough reviews of all incidents beginning with the immediate supervisor and through the chain of command to include the Chief of Police. Administrative review is completed in regards to policy adherence, equipment or discipline. The agency requires an annual use of force analysis report to be submitted to the Chief of Police. The reports, completed by the Deputy Chief of Police, examined various facets of use of force. The chart below reflects the agency's use of force incidents for the three years of this reaccreditation period.

Use of Force			
	2014	2015	2016**
Firearm	3	4	3
ECW (Taser)	4	8	1
Baton	0	0	0
OC	0	0	0
Weaponless	6	7	1
Total Uses of Force	13	19	5
Total Use of Force Arrests*	2	6	1
Complaints	1	0	0
Total Agency Custodial Arrests	217	282	96

** As of 5/31/2016

The agency documented the following numbers of use of force incidents: 13 in 2014, 19 in 2015 and 5 in the partial year 2016. All of the firearms use of force incidents reported involved active pointing. There were no reported use of force incidents where there was a discharge of a firearm. Of the 13 Taser use of force incidents for the three year assessment period, 10 were active pointing only. The Taser was discharged in three incidents. There were no reports of the use of OC spray. There was one complaint related to a use of force (weaponless – no injury) in 2014 which was found to be not-sustained. The agency had no deadly force incidents. There were no incidents of warning shots and warning shots are strictly prohibited by the agency. The agency reviews and updates policies annually as a part of the annual review of the Use of Force Reports.

The agency reported it has no contractual agreements for law enforcement services with outside or other entities.

The agency has excellent written directives and a graphical organizational chart, which establishes a functional organization structure. Each employee receives a copy of and has access to the written directive and the organizational chart. The agency has three

major organizational units consisting of the Office of the Chief which includes the Deputy Chief of Police, the Support Services Division headed by a Division Commander, and the Patrol Division also headed by a Division Commander. Command structure is as follows: Chief, Deputy Chief, Division Commander, Sergeant and Officer. The duties, responsibilities, span of control, unity of command and authority of components and personnel are clearly defined in writing. Each employee is accountable to only one supervisor. Responsibility and commensurate authority is fixed and is apparent in department operations. The agency has a comprehensive written directive describing its system of administrative reports, which includes excellent, monthly reports of activity and workload of the various agency components and annual reports. The department uses the Outlook Email System as well as the PowerDMS Accreditation Management tool with reminder alerts and other methods that assisted the agency in remaining current in its reporting requirements on CALEA Accreditation. These processes are closely monitored by the Accreditation Manager. The agency has strict controls over the introduction of new computer hardware, discs, software and peripherals within its computer system, which is controlled by the Village Information Technology Manager. The standard related to notification of the agency CEO regarding liability situations and heightened community interest cases included written procedures of types of incidents requiring such notification.

The authority and responsibilities of the Chief of Police of the agency are established through village ordinances, state law and the formal job description of the Chief of Police. The agency's chain of command, command protocol and obedience to orders are clearly established through its written directives and are apparent in its daily operations.

The Police Department has well written Vision, Mission and Values Statements to guide all police employees. The agency has an excellent system of internal communications, which includes: periodic staff meetings and roll call sessions prior to the start of each patrol shift and the use of an email system, in order to enhance communications internally.

The agency has a very comprehensive and excellent system of written directives, which includes General Orders hosted electronically on the agency's PowerDMS document management system. In addition, there are backup hard copies under the control of the Support Services Division. Other agency written directives include the following: Special Orders, Personnel Orders, Directive Memorandums, Village Personnel Policy and Procedures, Departmental Correspondence and Email. The Chief of Police has authority and responsibility to issue, modify, approve or revise the Departmental written directives of the agency. The review of all new or revised written directives involves the Support Services Division with further review by the command staff who make recommendations for final approval by the Chief of Police. The agency has an excellent system for the receipt and acknowledgement of new and/or revised written directives through the PowerDMS program.

The ultimate responsibility for the agency's research and planning function is that of the Chief of Police, but the day-to-day functional responsibility is assigned to the Deputy Chief of Police, the Division Commanders, and their staff. To some extent all police supervisors, especially the Division Commanders, share responsibility for this function for their component. The agency had an excellent 5-Year Strategic Plan which is formulated, coordinated and implemented with the Village of Oak Brook 5-Year Plan. The plan is reviewed and revised annually as a part of the agency's budget and strategic planning process. The strategic plan addressed all of the required standard bullets and comprehensively laid out the strategic planning for the agency for the next five years. Strategic planning is included which assesses and analyzes the short and long term needs related to personnel, equipment and achievement of agency goals and objectives. Personnel inflation and workloads, as well as capital improvement considerations are also part of the planning process. The agency encourages the input and feedback of all supervisors and personnel in the formulation and updating process. Detailed reports are distributed to affected personnel on the annual goals and the progress reports on the previous annual goals.

The agency makes use of a variety of data sources to prepare written documents of crime trends and patterns. The Support Services Division Commander is responsible for the crime analysis function within the agency. Crime analysis reports are prepared by designated Support Services personnel and are supplied to other units and divisions within the department via email. Depending on crime trends and occurrences these email reports may be disseminated on a daily, weekly, monthly and annual basis. The agency utilizes a variety of data sources to prepare the crime analysis documents including information from Part 1 Crimes within the jurisdiction, significant changes or events, event analysis and measures taken by the agency in light of a previous analysis. In addition to crime analysis information provided to department members via email, the Chief of Police and command staff review crime analysis information at command staff meetings.

The agency is a relatively stable organization and has an adequate position management system that monitors authorized versus actual positions annually against the authorized budget documents. The agency posts all new specialized position vacancies and fills those positions through a selection process. Specialized assignments are outlined in agency policy and include Detective, Detective Sergeant, Support Services Officer, Support Services Sergeant and K9 Officer. The agency had the necessary written directives in place and had completed all required annual reviews of the specialized assignments.

The agency instituted an Auxiliary Officer program in 2014. Although the program is named by the agency "Auxiliary Officer Program" by CALEA definition it is a Reserve Officer program. The agency classifies its reserve officers the same as it does its full-time sworn officers in regards to training. Reserve officers are required to have graduated from a State of Illinois law enforcement training academy and must be certified by the state. The program is overseen and supervised by the Patrol Division Commander. Reserve officers receive the same in-service training and on the same

schedule as full-time officers. This includes use of force and proficiency training/certifications with lethal and non-lethal weapons. Selection requirements for reserve officers in regards to knowledge, skills, and abilities are the same as those for full-time sworn officers. Reserve officer candidates must be high school graduates or the equivalent. Reserve officers receive annual performance evaluations by the Patrol Division Commander. Reserve officers' uniforms are the same as those of full-time sworn officers with the exception of the badge design being different for reserve officers (star versus shield). Reserve officers receive the same liability insurance protection through the Village as full-time sworn police officers. There are currently 10 reserve officer positions allocated with seven reserve officers currently assigned to the program.

The agency also has a Volunteer Service Program where citizens may volunteer to assist the agency with non-enforcement activities. Some of these activities include reception/information duties at events sponsored by the police department. The volunteers do not wear uniforms and do not have enforcement powers. All volunteers participating in the program must be graduates of an area citizen's police academy. The agency has written directives in place that describe the volunteers' duties as well as their limitations on authority. Prior to participating in the program volunteers receive orientation training from the agency.

In accordance with the village code, state law and the job description of the Chief of Police, the Chief of Police of the agency is designated as having the overall authority for the fiscal management and accountability of the agency. The day-to day fiscal responsibility is assigned to the Deputy Chief of Police Chief, including budget administration and preparation. In addition, agency written directives and village and state codes, as well as fiscal policies and procedures adequately covered all fiscal management standards. The fiscal year for the agency runs on a calendar year basis from January 1 – December 31th. The agency's most recent budget was \$8,507,475 for the current fiscal year. The agency through village ordinances, fiscal policies and procedures, as well as state law, has comprehensive written directives governing purchasing, bidding, selection of vendors and other purchasing. This is governed by the Village Financial Policy document. The department utilizes a very clear monthly account balance sheet through the Village's financial accounting software system documenting the financial activity and balances in each account and line item. The department does an excellent job of monitoring, tracking and accounting for incoming/outgoing cash in its cash funds which include petty cash, cash receipts, cash bail bonds, and administrative tow accounts. The written directives describe who has authority to receive and disburse cash from these funds. There were quarterly accounting reviews of these funds by the Village Finance Director. The Village Finance Director also maintains the agency's covert fund. The agency and the village were audited each year by an independent auditing firm. The agency has the required written agreements in place with PowerDMS Incorporated that meet all of the requirements for the standard on data ownership and storage.

Personnel Structure and Personnel Process (Chapters 21-35)

The agency has a written classification plan that addresses all related standards. All positions are grouped by like jobs in classes of pay ranges. The agency's role in the development and maintenance of class specifications is that of making recommendations and requests and is described in the agency written directives. The agency maintains job descriptions for all fulltime positions within the agency, which are available to all personnel through the agency's computer.

The agency has written directives for officer and employee salary and benefits, which are competitive with neighboring jurisdictions. The agency's written directive and practices related to pay, benefits, retirement and other conditions of work were in compliance with applicable standards. The positions classifications, compensation and benefits are all clearly documented and administered by the department. The agency's overtime and compensatory time is fully described in various written directives that detail the administration of earning and usage of such. The agency does utilize salary augmentation for sworn officers through an additional \$4 an hour pay for each hour worked in the capacity of an acting shift commander, acting detective supervisor, or as a field training officer. The retirement benefits are governed by the state's pension plan. The agency's Employee Assistance Program (EAP) is provided through a private vendor.

Although the agency encourages continuation of higher education, there is no funded tuition reimbursement program. In addition to requiring all new-hires to complete a physical and psychological examination, the agency requires its sworn employees to obtain periodic physical examinations. The schedule for these examinations as described in policy is once every three years until age 45, once every two years to age 54, and annually for those 55 and older. The Department does not have an official physical fitness and wellness program but does encourage physical fitness and wellness through the use of the physical examinations, village health fairs, and the availability to employees of exercise equipment at the police department building as well as at the village office.

The agency's written directives provide guidelines on authorization for off-duty employment. Off duty employment is carefully regulated, reviewed and approved by the agency. Ultimately the Chief reviews all requests and approves or denies such requests. All financial costs are borne exclusively by the employer, not the agency. Extra duty employment in a law enforcement capacity is strictly controlled by the agency and paid to officers as overtime.

The agency negotiates its labor contract for sworn, non-supervisory police personnel through the collective bargaining process with the Illinois Fraternal Order of Police (FOP) Labor Council. The agency has a written directive that governs its activities during the collective bargaining process. The assistant village manager is identified as the principal negotiator for the agency. Sworn department personnel appointed by the FOP Labor Council act as principal negotiators for the officers. Definitive ground rules are established prior to the bargaining process and both sides agree to negotiate in

good faith. Once an agreement is made and finalized, both entities agree to abide by the agreement in letter and spirit. Agreements are valid for three years. The most recent agreement was approved and instituted on January 1, 2015 and expires on December 31, 2017.

Grievances

The agency's grievance procedures are clearly described in the collective bargaining agreement (for sworn officers) and the Village Personnel Policy Manual (for sworn supervisors and civilian employees). The written directives addressed all the required standards related to the definition of grievances, grievance forms, time lines, etc. The grievance procedures require the grievances to be processed through the chain of command after discussion with the employee's immediate supervisor. The grievance can be further appealed to the Division Commander, Chief of Police, and then to the Village Manager. The Village Manager has final authority on deciding the final disposition of grievances that are appealed to that level. Sworn officers covered by the collective bargaining agreement may elect to utilize arbitration past the village manager level. No grievances were filed in 2014 or 2016. One grievance was filed in 2015 regarding a salary augmentation issue but was settled at the initial grievance level. As such, there were no patterns or trends identified from the annual grievance analysis reports. The agency has reviewed the agency's policies and procedures related to grievances annually as a part of the annual review process.

Disciplinary

The agency has excellent written directives and is in compliance with the respective standards on awards, code of conduct, appearance and grooming, disciplinary process and the handling of sexual harassment and other forms of harassment. The agency had no formal sexual harassment claims filed during the assessment period. The agency has a comprehensive code of conduct and disciplinary system for officers and/or employees (General Rules and Regulations). Disciplinary action of the agency's sworn officers is governed by the agency's written directives and the village personnel policy. The agency has extensive awards and other internal recognition methods for officers/employees regarding commendable service. The agency excels at providing recognition/awards for officers/employees and publicly acknowledges the employees' excellent work through awards programs and recognition in the village annual report. Counseling and remedial training are used as an effective element of the disciplinary system. The disciplinary system includes: documented oral reprimand, written reprimand, suspension, and termination of employment. While all supervisors have a role and authority in the formal disciplinary process (maintaining and reinforcing discipline and ensuring the employee's behavior is consistent with department expectations), the Chief of Police has the ultimate authority for all disciplinary issues. Only the Chief of Police may issue suspensions and terminations. Suspensions and terminations must be presented to the Village Board of Fire and Police Commissioners for final approval. Officers may appeal disciplinary actions through the formal grievance process. The agency has had no formal appeals of disciplinary actions during this time period.

Personnel Actions

	2014	2015	2016**
Suspension	0	4	2
Demotion	0	0	0
Resign In Lieu of Termination	0	0	0
Termination	0	0	0
Other	21	25	11
Total	21	29	13
Commendations	14	9	5

** As of 5/31/2016

The agency had six suspensions from duty and no terminations during the three-year reaccreditation cycle.

Recruitment and Selection

The agency conducts its recruitment efforts in coordination with the Board of Fire and Police Commissioners as well as the Village of Oak Brook Assistant Village Manager and Human Resources Director. The agency has the primary responsibility for recruitment of personnel. Recruitment efforts are conducted by the Support Services personnel and overseen by the Commander of the Support Services Division. The Commander maintains liaison with the village human resource representatives during the recruitment process. The agency conducts recruitment activities at job fairs and through the posting of job notices online through commercial recruitment websites and social services organizations. Support Services personnel who are assigned to recruitment activities receive specific training from the village human resources department. The police department also utilizes a recruitment brochure. Advertisements are made through local social service websites and print media. The agency utilizes community service organizations to assist with its recruitment efforts and maintains contact with these organizations throughout the year. The agency has an Equal Opportunity Plan that is established and part of the Village of Oak Brook. The agency's Equal Opportunity Plan meets the requirements of the standard. The agency also maintains a Recruitment Plan which is reviewed annually and amended as needed.

The agency has proactive recruitment efforts in order to attract minority and female candidates to participate in the selection process for police officer. The agency only reported that two applicants were hired during the three-year assessment period. This was due to the very limited availability of job openings. While both were Caucasian, one of the applicants was female. A review of application activity for the three year assessment period showed only a small number of minority candidates applying for positions. The agency's objective is to continue to try to increase recruitment of minority candidates through proactively seeking candidates from predominantly minority institutions and organizations.

Sworn Officer Selection Activity in the Past Three Years**

Race/Sex	Applications Received	Applicants Hired	Percent Hired	Percent of workforce population
Caucasian/Male	114	1	0.8	78%
Caucasian/Female	13	1	7.7	-
African-American/Male	6	0	0	8%
African-American/Female	0	0	0	-
Hispanic/Male	28	0	0	7%
Hispanic/Female	8	0	0	-
Other	6	0	0	7%
Total	175	2	1.1	100%

** As of 5/31/2016

The agency has an extensive selection process in place and is well identified in its written directives. The process is coordinated with the Oak Brook Board of Fire and Police Commissioners. The elements of the selection process for sworn officers include an initial orientation, a physical ability test, a written test, an initial oral test, a comprehensive background investigation, an oral interview, polygraph examination, psychological test and, medical test. All of the elements of the process are conducted uniformly. Minimum qualifications criteria as well as questions used in tests and interviews are job related and specific. The Board maintains contact with applicants during the selection process via telephone and email. Upon completion of the process applicants are ranked on an eligibility list from which final candidates are chosen. Background investigations are conducted by trained investigators from the agency. Polygraph examinations are conducted by trained and certified professionals with the results of the polygraph examination not being used as a sole determinant of employment. Psychological testing is also conducted by trained professionals. Once candidates are chosen for sworn positions and hired by the agency they are placed in a probationary status for 18 months.

Training

The agency is committed to providing comprehensive and professional training programs and services to its employees. The agency uses a training committee which consists of the Chief of Police, Deputy Chief, and the Patrol and Support Services Commanders. The committee assists in developing and evaluating the training needs of the agency, making recommendations to the Chief of Police. The agency does not operate its own training academy and uses state certified law enforcement training academies in the metro Chicago area. Officers must successfully complete a certified training academy program prior to assuming sworn status with the agency.

The agency has a field training program based on the Field Training Officer (FTO) Model, which commences once the new recruit has completed the required academy training and lasts a minimum of 15 weeks. FTOs complete specialized training and receive in-service training periodically. The field training program is a structured and

progressive training program that is based on the tasks and responsibilities required of a police officer. FTO Reports that document the recruit's progress are required as part of the program.

The agency provides all newly promoted supervisors training in new supervisory assignments, career development counseling and on-the-job training. The agency also provides formal training to new supervisors upon promotion and periodically sends supervisors to advanced management training such as the Northwestern University Center for Public Safety. The agency's written directive specified those specialized positions requiring additional training upon placement (Accreditation Manager, Detective, and K-9 Officer).

Promotions

The agency's written directives addressed the promotional requirements including: eligibility requirements, selection criteria, assessment of candidates, reapplication and appeals. The Chief of Police has the responsibility over the promotional processes of the agency under the direction of the Village Board of Fire and Police Commissioners. The positions of Sergeant and Division Commander have a formal promotional process. Similar to the recruit selection process, the commission utilizes the services of a private human resources contractor to screen and test promotion applicants. The contractor coordinates the written tests, oral boards, assessment centers and interviews with the promotion applicants. All elements used to evaluate promotional personnel are job related and non-discriminatory. The agency does not permit lateral applications for any promoted position. The agency conducts a promotion process for Sergeant and Division Commander in three year cycles regardless of whether there are available positions. The eligibility lists established are valid during the three year period. The most recent list was established in 2015 and is valid until 2018. There have been no promotions from the 2015 list. There was one promotion to Sergeant from the previous eligibility list in 2014. The Chief of Police, in his sole discretion, reserves the right to select any of the top three candidates from the promotional list. Final approval of the Chief's selection is made by the Village Board of Fire and Police Commissioners.

Sworn Officer Promotions

PROMOTIONS 2014-2016			
	2014	2015	2016**
GENDER / RACE TESTED			
Caucasian/Male	0	12	0
Caucasian/Female	0	1	0
African-American/Male	0	1	0
African-American/Female	0	0	0
Hispanic/Male	0	2	0
Hispanic/Female	0	0	0
GENDER/ RACE ELIGIBLE AFTER TESTING			
Caucasian/Male	0	12	0

Caucasian/Female	0	1	0
African-American/Male	0	1	0
African-American/Female	0	0	0
Hispanic/Male	0	2	0
Hispanic/Female	0	0	0
GENDER/ RACE PROMOTED			
Caucasian/Male	1	0	0
Caucasian/Female	0	0	0
African-American/Male	0	0	0
African-American/Female	0	0	0
Hispanic/Male	0	0	0
Hispanic/Female	0	0	0

** As of 5/31/2016

The agency has a formal performance evaluation system and all officers and civilian employees are evaluated at least annually by their immediate supervisor. Probationary employees are evaluated quarterly. The agency has a written directive for supervisors to guide them through the evaluation process. Different evaluation forms are used for sworn, non-sworn and supervisory employees. The completed evaluation is discussed with the employee by the rating supervisor and employees are provided an opportunity to record any comments, sign the evaluation and receive a completed copy. The agency provides employee written notice of unsatisfactory performance 90 days before the end of the evaluation period.

The agency establishes through its written directives a comprehensive Personnel Early Warning System. The system is based on the officers' work and behavior patterns and include, but are not limited to: internal affairs investigations, performance evaluations, monthly activity reports, citizen complaints, disciplinary actions, use of force incidents, vehicle pursuits, supervisory and employee reports, sick leave usage and officer injury rate, tardiness, absenteeism, assaults, officer injury reports, and vehicle accidents. Generally, a personnel early warning system review is instituted by the employee's immediate supervisor, although command staff may direct a review to occur. During a personnel early warning system review supervisors and command staff may counsel the employee, require remedial training, participation in the village Employee Assistance Program (EAP), or institute disciplinary action. The Chief of Police conducted documented annual reviews of the Personnel Early Warning System for each year of the assessment period.

Law Enforcement Operations and Operations Support (Chapters 41-61) Crime Statistics and Calls for Service

The agency's Calls for Service for the last three years has remained fairly stable and include the following: 19,853 in 2014; 19,442 in 2015; and 10,697 in 2016 (through May

31). The agency has a stable crime rate over the three year period, which is evidenced by the following crime statistics:

Year End Crime Stats

	2014	2015	2016**
Murder	0	0	0
Forcible Rape	1	1	1
Robbery	1	1	0
Aggravated Assault	4	8	1
Burglary	14	23	8
Larceny-Theft	401	474	157
Motor Vehicle Theft	6	2	2
Arson	1	0	0

**** As of 5/31/2016**

The agency provides continuous patrol coverage through the use of the standardized 12 hour shift schedule. There are four patrol teams, two of which work days (6am-6pm) while the other two teams work nights (6pm-6am). Patrol coverage is ensured through the assignment of officers who staff four designated patrol beats. Shift briefings occur at the start of each patrol shift by the patrol supervisors and can generally last up to 30 minutes. The shift briefings include: assignments, briefing officers on daily patrol activity, schedule changes, officer readiness, beat assignments, officer safety, in-service training, etc. The assessors observed the agency's shift briefing during the assessment and determined that the briefing was consistent with agency directives. The agency has a comprehensive written directive governing the authorized uniforms, clothing and equipment that can be worn and used by all classes of employees. Written directives govern personal equipment and apparel authorized by the agency for use on-duty by sworn police officers. The agency does have a mandatory wear policy for bullet resistant vests for all uniformed patrol officers and field personnel while in uniform and on duty. The agency purchases and issues the ballistic vests to the officers. Non-uniformed officers must have their ballistic vests within close proximity. The agency mandates officers participating in high risk warrants/raids to always wear ballistic vests. In addition to individually assigned body armor, each patrol unit is equipped with a type IIIA ballistic vest in the event of an unforeseen tactical event.

Vehicle Pursuits

The agency has detailed procedures for responding to routine, urgent and emergency calls, following the requirements of state law. The officer must operate the police vehicle in a reasonable manner, with due regard to the rights and safety of others. The agency has a comprehensive pursuit policy and procedure, which provides general criteria officers should consider before initiating pursuits. Pursuits are strictly regulated with the agency only allowing pursuits in situations involving a suspect who has committed a forcible felony and is a severe threat to human life or has threatened to inflict great bodily harm to someone if not apprehended. Pursuits are not allowed for traffic, misdemeanor or non-violent felony offenses. The officer and supervisor must evaluate the conditions of the pursuit and may terminate the pursuit if they determine that the

pursuit is not within policy or if the pursuit is too dangerous. The pursuit may be terminated by the officer or the supervisor at any time. The agency has established responsibilities for the primary and secondary pursuit vehicles, which are incorporated into the officers' operating procedures. Specific criteria must also be met for the initiation and continuation of such pursuits. The agency requires its members to submit written after action reports when they are involved in a pursuit, which are reviewed by the immediate supervisor and forwarded through the chain of command to the Chief of Police.

Vehicle Pursuits

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

**** As of 5/31/2016**

The agency's Patrol Division Commander prepares an Annual Pursuit Analysis Report. The analysis report is based upon the contents of the per incident pursuit reports submitted during the course of the year. The agency had one pursuit during the three-year assessment period (2015). The one pursuit reported was determined to be non-compliant with policy and resulted in corrective action for minor violations. All three annual reports were in the file (2012- 2014). The annual pursuit analysis reflected no discernable trends or patterns.

The agency had comprehensive written directives which addressed all of the requirements for missing children and adults, including additional procedures if the missing person was considered "at-risk." These calls are referred to the supervisor for review and assigned to a detective if warranted. The agency has the procedures in place for an "Amber Alert." There have been no incidents requiring the activation of these Alert Systems during the three-year assessment period. The agency has comprehensive written directives on dealing with persons suffering from various forms of mental illness. All employees receive initial training on such during the employment orientation training for all employees that includes a block of instruction in various areas of mental illnesses, and sworn officers receive more training in the basic police academy. The agency provides formal retraining once every three years for all employees on matters related to dealing with persons with mental illness. The agency also has specially trained and available a number of Crisis Intervention Officers (CIT) for these types of calls, as well as written directives that govern the use of CIT Officers.

The agency does use digital in-car cameras in its marked police cruisers (DVR based systems that are digitally downloaded by shift supervisors) and had the necessary procedures and practices in place regarding the use, security and maintaining of such records (41.3.7).

The agency's Detective Division maintains an on-call system that ensures that a detective is on-call at all times. The Detective Sergeant maintains an electronic database of investigative cases indicating the administrative designation, case status and other information for the case. Investigative case files are maintained in a secured filing area in the Detective Division Office. A numerical case screening process is used to determine the solvability factor for cases and their subsequent investigations. Criminal intelligence information is maintained in a secured filing area within the Detective Division Office. Information is reviewed to ensure its relevance to criminal investigations and is purged on a routine basis when it has no other investigative value. The agency has policies and procedures in place on the use of confidential informants, including maintaining identifying information on informants as confidential, background and criminal history checks, and security of officer/informant relations. Informant files are kept secured in the Detective Sergeant's office. The agency reported it did not use informants during the three year assessment period. The agency has a specific room designated for interviews and interrogations. Investigators are allowed discretion on whether they may bring duty firearms into the interview room for a soft interview of a witness or victim. During interview/interrogation of suspects, weapons are secured in a lock box located outside of the interview/interrogation room. Investigators in the room are equipped with a portable two-way radio in the event emergency assistance needs to be summoned and there are panic buttons on the walls in the room that alert others in the event of an emergency in the room. Other investigators can monitor the interview via closed circuit television from the Detective Division office.

The agency has comprehensive written directives related to juvenile enforcement and prevention and seeks guidance from the local juvenile justice court system in the development of its policies, practices and prevention programs. The agency has specific procedures to be followed when juveniles are taken into custody. For status offenses, juveniles are held in a non-custodial environment until such time that a parent or guardian is given custody of the child. In the event juveniles are required to be brought to a juvenile detention facility they are taken there without delay. Parents or guardians are afforded the opportunity to be present during the interrogation of juvenile offenders and juveniles are notified of their Miranda rights prior to interrogation. The agency participates in recreational programs for local youth. These programs include local youth fairs, driver training targeting teenagers, and specific recreational activities targeted to youth during National Night Out events. The agency also conducts the Drug Awareness and Resistance Education (DARE) program in two of its local schools and proactively certifies its sworn officers as juvenile officers. The agency's command staff completes a comprehensive annual review and evaluation of juvenile enforcement and prevention programs. The reports particularly highlight the enforcement and prevention efforts that the agency takes in local schools.

The agency conducts crime prevention activities, which includes conducting community meetings with residences to address concerns regarding crime and the perception of crime in the community. These included meetings on the individual level, as well as with homeowners' and business associations and civic groups. Specific programs are put in place to address citizen concerns about crime. The command staff prepares monthly reports for the Chief of Police of concerns of citizens and what action has been taken to address the concerns, as well as how they may affect law enforcement. The agency conducts a Citizens Police Academy for its residents and other interested parties.

Critical Incidents, Special Operations and Homeland Security

The agency has operational plans that address preparation and response to critical incidents, homeland security and other major incidents. The Patrol Division Commander is the overall coordinator of emergency preparedness and response. The agency uses the Incident Command System structure, which includes functional elements of Command, Operations, Planning, Logistics, and Finance Administration. The majority of events that required the activation and use of the Incident Command System involved the agency's response to protest incidents at local corporation headquarters located within the jurisdiction. There was no major, long-term homeland security or other critical incident that required a prolonged activation and use of the Incident Command System.

The agency staffs a Special Operations Team for handling special operations. Should an incident develop that is outside the scope of the team's abilities, the agency maintains an agreement with the Lombard Police Department which allows for the use of its Felony Investigations Assistance Team (FIAT) Special Weapons and Tactics (SWAT) team. In addition to the other assets shared by the area agencies, the FIAT has a multiagency SWAT team for use in the area. The agency allows its officers to participate in this unit if they meet the requirements of the team. The agency also is part of the Northern Illinois Police Alarm System Mobile Field Force, a special team which specializes in crowd control. Members of the tactical teams and the crowd control team are outfitted with equipment for the purpose. Crisis Negotiators are part of the FIAT team and the organization incorporates the selection criteria for this position from the FIAT into its written directives. One member of the agency is a Crisis Negotiator.

Internal Affairs and Complaints Against Employees

The credibility and integrity of the agency is furthered through its commitment to effectively and efficiently address complaints against the agency and its members. The agency investigates all complaints made against the department or its employees, including internal, external and anonymous complaints. The internal affairs function is overseen by the Deputy Chief and the Police Chief. Individual commanders coordinate investigations and complaint management when complaints are received. The purview of the particular commander overseeing an internal investigation or complaint is determined by the particular assignment of the accused officer. When complaints are received they are documented in writing and forwarded to the particular division commander of the accused officer by the supervisor receiving the complaint. The Deputy Chief and Police Chief are made aware of the complaint and in the case of

serious complaints they are notified immediately. Minor complaints are investigated by the officer's supervisor. More serious complaints are investigated by the division commander. Division commanders have the ability to determine whether the supervisor or the division commander investigates the complaint. Supervisors or division commanders conducting investigations have the authority to report directly to the Chief or Deputy Chief when warranted. The agency policy is to complete all complaint investigations within 30 days. In the event an extension is required a written request by the assigned supervisor or division commander must be submitted to the Chief of Police. Internal Affairs files are maintained in a locked file cabinet in the Office of the Chief of Police with access only to those authorized by the Chief. Information for the public on procedures to file a complaint is available on-line through the agency's website, in their annual report and in the agency's lobby. Annually, the Deputy Chief of Police compiles a statistical summary of all internal affairs investigations. This information is made available to the public and agency employees and disseminated through the agency's annual report.

Complaints and Internal Affairs Investigations

External	2014	2015	2016**
Citizen Complaint	7	3	0
Sustained	1	0	0
Not Sustained	2	2	0
Unfounded	2	0	0
Exonerated	2	1	0
Internal			
Directed complaint	17	23	14
Sustained	0	0	0
Not Sustained	17	23	14
Unfounded	0	0	0
Exonerated	0	0	0

** As of 5/31/2016

There were seven citizen complaints filed in 2014, three in 2015, and none in 2016 as of the denoted closing period; representing a decrease in citizen complaints over the three-year period. The number of internal directed complaints by design includes all use of force incidents and minor personnel infractions. There were no other issues or discernible trends or patterns identified during this three-year period in these annual statistical summaries.

The agency provides for media access at incident scenes in as much as the access does not interfere with police operations, evidence collection and gathering, or enforcement actions. The Chief of Police has designated the Support Services Sergeant and Support Services Officer as the agency's media spokespersons. These individuals coordinate media releases using a standardized format. When the agency is involved in multi-agency operations, media releases are coordinated with the other agencies.

The agency maintains partnerships and a list of available resources for assisting victims and witnesses to crime. This list is provided to victims and witnesses by patrol officers during the initial investigation. The agency also provides a pamphlet from the State of Illinois that is required to be provided to crime victims. This pamphlet outlines the rights of crime victims and important contact numbers for the justice system. The agency also provides some contact information on its web page so victims may access services such as domestic violence help.

Traffic enforcement is conducted in marked patrol units by the Patrol Division. The agency uses written or verbal traffic warnings, citations and physical arrest to handle traffic violations. Verbal warnings are only to be used when a minor violation is enforced and there is not time to complete a written warning. Arrest is used for DUI's, reckless driving, and no driver's license cases. Offenders in these areas are required to post a bond before being released. Officers complete traffic accident reports on the provided state forms. The agency also collects data on traffic citations issued and compares the data from both categories to assist in identifying areas for directed enforcement.

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

The agency ensures detainee transportation is performed in a safe and efficient manner for the officer and detainee. Vehicles specifically designed for detainee transport have protective barriers between the front and rear passenger compartments. Rear doors and windows of the vehicles are disabled to prevent tampering by detainees. Detainees are properly searched prior to being transported and vehicles are searched by officers prior to the beginning of a shift and after transport of a detainee. The agency only allows approved methods for prisoner restraint during transport that includes the use of handcuffs and in some cases, approved leg restraints. The agency provides for the proper identification of prisoners when being transported to or between facilities. Proper security is given to detainees who require treatment at a medical facility. The agency has written directives in place that calls for the proper notifications and actions to be taken in the event of a prisoner escape during transport.

The agency has a small holding facility which is capable of holding both male and female detainees. The facility is not allowed to be used for holding juvenile detainees. The facility is designed to be used for less than 72 hours, and provides the basic necessities for safe and hygienic housing of the detainees. Inspections of the facilities are conducted and documented. The agency generally holds people for only a couple of hours before they are transported to the county jail or are bonded out. On very rare occasions, the facility may have to hold a detainee for up to 72 hours while an investigation is completed. This is due to an Illinois state statute that requires the State Attorney's Office to approve the filing of charges before a detainee can be booked into the county jail. Those cases that require longer investigations, such as a homicide, may require the agency to hold a person until the investigation is complete before approval is granted for the suspect to be booked. Detainees can be monitored by video feeds and are required to be visually checked every 30 minutes. Cells are also inspected before

and after each use, as well as a weekly inspection for cleanliness, safety and security related issues. Detainees have access to water and bathroom facilities in each cell, and are provided with bedding for longer duration stays. Fire detection and suppression equipment is present and inspected for functionality.

The agency provides security once a month for an Administrative Adjudication Hearing process held in the Village Council chambers. The Hearing is to adjudicate parking and minor compliance warnings (traffic citations) which occur in the jurisdiction. No persons are detained or brought under detention to these hearings. The hearing officer does have a panic button to request police assistance if needed, but the agency's policy requires that a uniformed officer be present at all hearings for security purposes. The agency is in compliance with all applicable standards in the court security section as they relate to this function.

The agency has an agreement with the DuPage Public Safety Communications Cooperative, known as DuCom, to provide dispatching and emergency call services. The dispatching service is available 24 hours a day, and is equipped to handle both emergency and non-emergency calls for service. The dispatch center logs each call received by providing a unique call number system for each agency. The relevant information for each call is entered into the system under this call number. Call type, caller information, location of the incident, who is assigned the incident and the times related to the call are all recorded in the system. The agency is able to communicate with the agency via two way radio and mobile data terminals. Dispositions for the incidents are recorded in the system. Officers in the field are required to keep the dispatcher informed of their activities and must call out of their units when they will be unavailable for calls. Dispatchers are provided with clear policies on the number of units to assign to specific calls and when to assign supervisors to calls. The call center maintains a mobile command center equipped with radios and communications equipment that allows dispatchers to move to a major incident location at the request of member agencies. This unit allows for a single command location with dedicated personnel in the communications field to be assigned to an incident. All calls into the center are answered by dispatch personnel. The center only handles calls to 911, and does not staff a non-emergency line. The region has agreed that all call types, including non-emergency calls, will be handled by calling 911. The police agency itself does have phone lines that are separate from the emergency lines for conducting day to day business. The agency directs that all calls for agency service are sent through the 911 line. The agency does have backup power generators that are tested weekly, and the center can roll its call load to other area dispatch centers in the case of a communications failure.

The agency stores its written records and reports in a centralized, secured Records Division within the agency facility. Agency records are created and computerized using the Records Management System provided by NetRMS, Incorporated. The files are only accessible to authorized personnel by individual computer password access. Incident and other reports completed by the officers using the records management software are reviewed and approved by their supervisors. The computerized records are secured on

the agency's computer server, in a locked room and the server is backed up electronically to separate secured off-site computer facilities. Agency personnel can access records after hours by use of the computerized records management system. The Village Information Technology Manager conducts annual audits of user passwords to ensure there are no unauthorized users accessing the system. The agency reports crime in the Uniform Crime Reporting (UCR) format to the Illinois State Police.

Property and Evidence

The agency has personnel that are properly trained as crime scene technicians on call on a 24-hour basis that are capable of processing crime and accident crash scenes. These technicians are trained in the identification and lifting of latent fingerprints, as well as in the proper procedures for the seizure of computer and other electronic storage media. Procedures are in place for the recovery of DNA evidence which includes the taking of universal precautions by investigators when handling items which may contain DNA material. Whenever physical evidence is observed and confiscated officers and investigators prepare a written report of their evidence gathering activities. Property and evidence is properly packaged and labeled prior to being entered into the property and evidence process. When property and evidence is submitted for analysis to the state crime laboratory, signed receipts and chain of custody forms are maintained. Laboratory results are furnished to the agency in writing.

Officers are required to log all property and evidence into records prior to the end of their shifts. The property and evidence must be delivered to the evidence custodian, or after business hours, secured in temporary evidence lockers. Narcotics, firearms, currency, jewelry or other high-risk items are stored in designated secured lockers in the property and evidence room. The agency completed semi-annual and unannounced inspections of the property/evidence room during the three-year assessment period. Additionally, an annual audit was conducted of the property/evidence room by the Division Commanders. A full audit was conducted of the property/evidence room in December of 2015 due to a change in the property/evidence custodian.

H. Standards Issues 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.

This agency had four standards in Standards Issues.

1.1.2 Code of Ethics - A written directive requires all personnel to abide by a code or canon of ethics adopted by the agency and mandates that ethics training be conducted for all personnel, at a minimum, biennially.

Issue: Although the agency completed the required ethics training as required by the standard, the agency did not have a written directive that specifically mandated that the ethics training must occur.

Fix: During the assessment the agency amended its written directive to include a provision that the ethics training would occur biennially.

16.3.8 Performance Evaluations (Reserve Officers) - *A written directive requires performance evaluations for reserve officers be conducted in accordance with the standards in (Chapter 35 Performance Evaluation).*

Issue: The agency instituted and appointed reserve officers beginning in 2014. The agency did not have a written directive governing quarterly evaluation of sworn reserve officers in probationary status. The agency also did not conduct quarterly evaluations for these newly appointed probationary reserve officers.

Fix: During the assessment the agency revised the written directive to include the provision that probationary reserve officers receive quarterly evaluations. The agency provided quarterly evaluations for probationary reserve officers for the 2016 assessment year.

35.1.3 Quarterly Evaluation of Probationary Employees - *A written directive requires a written performance evaluation report on all entry-level probationary employees and probationary reserve officers at least quarterly.*

Issue: This is a continuation of the issue from Standard 16.3.8. The agency did not have a written directive governing quarterly evaluation of sworn reserve officers in probationary status. The agency also did not conduct quarterly evaluations for these newly appointed probationary reserve officers.

Fix: During the assessment the agency revised the written directive to include the provision that probationary reserve officers receive quarterly evaluations. The agency provided quarterly evaluations for probationary reserve officers for the 2016 assessment year.

46.1.10 Active Threats - *The agency has a written directive addressing active threats to include: a. public notifications for awareness and safety; b. notification of additional public safety departments and other resources; c. response to threats when lives are in imminent danger; d. public sheltering and containment of the incident; and e. documented annual review of policy and training needs.*

Issue: The agency did not have a written directive that specifically addressed active threats. The agency used its All Hazards Plan which had responses to general threats as proof but it did not address the specifics of the bullets listed in the Active Threats Standard or provide for the annual review.

Fix: During the assessment the agency developed and provided an amendment to its All Hazards Plan which addresses the specifics of the Active Threats Standard. The annual review of the policy and training needs did not occur as the newly developed policy was not in effect prior to the on-site assessment.

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 90.48% of applicable other-than-mandatory (O) standards on this reaccreditation assessment.

J. Future Performance / Review Issues

This section does not apply as there were no standards requiring future review.

K. Table: Standards Summary:

	<u>TOTAL</u>
Mandatory (M) Compliance	<u>333</u>
Other-Than-Mandatory Compliance	<u>76</u>
Standards Issues	<u>4</u>
Waiver	<u>0</u>
(O) Elect 20%	<u>8</u>
Not Applicable	<u>63</u>
 TOTAL	 <u>484</u>

L. Summary:

In the Oak Brook Police Department's 2013 initial Accreditation Assessment the agency had five Standard Issues. For this assessment the agency compliance files were found to be well-organized and well-documented with sufficient proofs of compliance. Four standard files were determined to be Standards Issues and required corrective written directives to demonstrate compliance during the assessment. Two of these Standards Issues were the result of one deficiency (quarterly evaluation of probationary reserve officers). There were minimal File Maintenance corrections. The agency elected eight other-than-mandatory standards for the 20% category. The agency did conduct a mock assessment prior to the assessment using CALEA certified assessors, which appeared to prepare the agency well for this assessment. During this on-site assessment the assessors reviewed every standard, toured agency facilities, viewed agency equipment, observed agency operations, interviewed sworn and non-sworn employees, conducted public information sessions and other on-site assessment activities. The team finds that the agency is in compliance with all applicable standards unless otherwise noted. There are no major concerns with this agency and this on-site assessment was not problematic.

The agency maintains an on-going survey/quality assurance process by sending a department survey to every 25th complainant related to a call for service. The administrative assistant prepares a quarterly report to the Chief of Police with the survey results and analysis. The results of the surveys demonstrate that the majority of constituency surveyed believes the agency is doing an excellent job in protecting and

inter-acting with the citizens of Oak Brook. This positive attitude towards the agency was also demonstrated in the interaction the team members had with members of the public and business community during the on-site visit.

The assessment team would like to take the opportunity to specifically commend Chief James Kruger for his very strong commitment to the CALEA Accreditation process. In addition, the Accreditation Manager, Sergeant Brian Kadolph, prepared the agency well for this on-site assessment and was very cooperative with the assessment team throughout the assessment. The assessment team found the Oak Brook, IL Police Department to be a professional law enforcement agency committed to providing high quality police services to its community. The agency provides excellent leadership and is staffed by professional, highly competent, dedicated and caring officers and employees. The quality of the department's services is excellent and the agency enjoys a high degree of public confidence and support of the community it serves. All agency personnel were courteous, cooperative and helpful during the on-site assessment. The agency has effectively incorporated the practices and principles of accreditation into the culture of the organization. This also was reflected by the positive comments on CALEA accreditation made by police officers and employees, local government officials, community partners and residents during the assessment. All of these factors contributed to the success of this assessment.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "K. Newman", with a long, sweeping horizontal stroke extending to the right.

Kevin L. Newman, Team Leader