



**Joliet (IL) Police Department
Assessment Report**



2015

**Joliet, IL Police Department
Assessment Report
March 29, 2015- April 1, 2015
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A. Agency Name, CEO and AM

Joliet (IL) Police Department
150 West Washington Street
Joliet, Illinois 60432

Chief Brian F Benton
Officer Franklin Coleman, Accreditation Manager

B. Dates of the On-Site Assessment

March 29, 2015 – April 1, 2015

C. Assessment Team

1. Team Leader: Jack M O'Donnell
Retired Chief of Police
West Des Moines Police Department
(515) 222-3300
2. Team Member: Lieutenant Virgil Hubbard
Accreditation Manager
Knoxville, Tennessee Police Department
(865) 215-7522

D. CALEA Program Manager and Type of On-Site

Dan Shaw, Program Manager: Karen Shepard, Assessment Manager.

Fourth reaccreditation, C size (authorized 272 sworn and 66 full time non-sworn)
Actual staffing (259 sworn and 62 full time non-sworn) Law Enforcement
Advanced Accreditation. CACE-L, Advanced Version 2.0 Tiered Manual Version
5.215.16 software program is used for tracking and reporting.

The following report reflects a Gold Standard Assessment (GSA) designed to focus on outcomes, in which a traditional standard-by standard file review was not conducted. CALEA Assessment Technical Support Specialist Christie Goddard, the agency's accreditation team and the assessment team identified selected files for off-site review. A conference call between the agency's accreditation team and the CALEA assessment team took place on 2 March 2015. During this call 38 files were selected for off-site review by the assessment team. The selection of the 38 files was based on a final annual report format designed to identify the agency's strengths, weaknesses, opportunities and

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threats. The section was also based on research conducted by the assessment team along with the Input of CALEA and the agency. Onsite assessment activities focused on interviews in addition to observations of agency activities, outcomes, practices and procedures.

E. Community and Agency Profile:

1. Community Profile

The City of Joliet is located in northern Illinois, approximately 53 miles southwest of Chicago. Originally founded in 1834 as Juliet, in 1845, local residents changed the community's name from Juliet to Joliet. Joliet was reincorporated as a city in 1852. Joliet was initially established as a blue-collar community. It was home to a number of stone quarries, steel mills and other manufacturing plants. However, with the decline in the manufacturing industry, the economy of the city suffered greatly in the 1970s. By 1983, Joliet's unemployment rate hovered around 26 percent, which, at the time, was the highest in the nation. During the early 1990s, the economy of Joliet rebounded, spurred on by the acquisition of two of the state's riverboat gaming licenses. The city current population is estimated at 148,402, and is comprised of distinctive neighborhoods, retail and entertainment/recreation facilities. The National Association for Stock Car Automobile Racing (NASCAR) built a racetrack that is on the national circuit and attracts thousands of visitors each year. Joliet is also home to a minor league baseball team. In today's economic climate, Joliet's past growth and future potential is still attracting major corporations. One of the largest private developments ever undertaken in the United States, Center Point Intermodal Center, is located in Joliet. Additionally, Joliet has been chosen to be one of the stops along the nation's first high-speed rail.

The City of Joliet has a Council-Manager form of government. The City is made up of five district council members, three at-large council members, and the Mayor, who is an at-large elected official. An appointed City Manager oversees daily operations of the City. The Chief of Police reports to the City Manager.

2. Agency Profile

The Joliet Police Department consists of four divisions headed by the Chief of Police. The Chief is supported by four Deputy Chiefs, four Captains, and 13 Lieutenants to ensure the consistent operation of the four divisions. Within the Office of the Chief of Police, is the Internal Affairs Unit managed by a Lieutenant

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who reports directly to the Police Chief. The Special Operation Squad (SWAT) Team also reports directly to the Chief. The Administration Division is comprised of Accreditation, Planning, Budget, Training, Recruitment, Selection, Special Projects, Crime Analysis and Victim Advocacy unit managed by the agency social worker. The largest division within the Department is the Operations Division. Uniformed Patrol officers, K-9 teams, Traffic Enforcement, a plain clothes Tactical Unit, Multi Jurisdictional Drug and the agency Narcotic Units, Special Services Unit, Neighborhood Orientated Police Teams, all operate out of this division. The Criminal Investigations Division includes Detectives, Liquor Enforcement, Criminal Intelligence, Crime Stoppers, School Liaison Officers, Property and Evidence, FBI Task Force and Tri-County Auto Theft Task Force. The Technical Services Division includes, Records, Communications and Technology Research and Development who is the agency liaison with the Cities Information Technology Department.

3. Demographics

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

	Service Population		Available Workforce (Will County)		Current Sworn Officers		Current Female Sworn Officers		Prior Assessment Sworn Officers		Prior Assessment Female Sworn Officers	
	#	%	#	%	#	%	#	%	#	%	#	%
Caucasian	78,441	52.9	403,756	71.1	221	84.4	20	8	226	84	18	88.9
African-American	23,562	15.9	54,831	9.7	21	8	7	0	18	8.7	0	0
Hispanic	41,042	27.7	81,249	14.3	18	6.9	1	0	19	7.3	1	5.6
Other	5,357	3.6	27,913	4.9	2	.8	0	0	3	1	1	6.6
Total	148,402	100	567,749	100	262	100	21	8	259	100	220	100

The service population figures are derived from the US Census Bureau 2010 American Community Survey. A comparison of the ethnic composition of the actual sworn strength to the population of the City of Joliet, finds that African-American, Hispanic, and females are underrepresented, comparing the overall population percentages. The agency seeks to recruit women and minorities into the sworn ranks. The agency has not been as successful they would like regarding recruiting females and minorities.

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4. Future Issues

As is the case across the nation, the reduced revenues and the economic climate have taken a toll on the agency's fiscal resources. A state law was passed which prohibited smoking in public buildings. The loss in attendance at casinos was reflected by the steady revenue declines, which, in turn, significantly affected the city's budget. Trying to do more with less continues to be a challenge. Chief Benton and his command staff clearly understand the economic impact on reduced staffing, training and equipment, while meeting the financial challenges.

The agency understands the importance of having a high-caliber and diverse workforce. Selection and recruitment of future officers and civilians will continue to be a priority and a challenge for the agency.

Another challenge facing the agency is on going training needs as well as Identifying, training and mentoring those employees who will be the next generation of leaders and supervisors for the agency.

The agency currently lacks the technology infrastructure, equipment, software and adequate support staff to keep up with the present and future technology needs of the Department.

5. CEO Biography

Brian F. Benton is currently the Chief of Police in Joliet and has been with the Department since 1990. Chief Benton has served in a wide variety of units and positions throughout his career with the department. He has served as a Neighborhood-Oriented Policing officer, Tactical Officer, under-cover Narcotics Investigator, Patrol Sergeant, Watch Commander, and Narcotics and Tactical Unit Supervisor. He has served as a team member since 1993 eventually becoming the Commander of the Department's Special Operations Squad (SWAT). He is a department trainer and has served as the department's Range Master until 2013. He was promoted to the rank of sergeant in 2000, lieutenant in 2006, Division Commander in 2008 where he was assigned as the Quality Assurance and Technical Services Commander. In 2011 he was reassigned as the Investigations Division Commander until his appointment to Chief in September of 2013.

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Chief Benton earned his Bachelor of Arts Degree in Criminal/Social Justice with highest honors in 1998 and his Master's Degree in Public Safety Administration in 2009 both from Lewis University. He has completed various advanced level police-related training courses which includes most noteworthy the Police Executive Research Forum's Senior Management Institute of Police (Boston University - 2006), Northwestern University's Center for Public Safety School of Police Staff and Command (2003), and Critical Incident Command for Supervisors (2004). Chief Benton has received various honors and awards which include Awards of Merit for overseeing federal drug investigations and for the implementation of the Department's Patrol Rifle Program in 2008. While working as an undercover narcotics agent, he received the Illinois MEG Directors Award each year from 1997-2000 for outstanding efforts dismantling major drug trafficking organizations.

F: Public Information Activities:

Public notice and input is a cornerstone 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

Monday, March 30th, 2015 at 6:00 pm, the public hearing was conducted at the Joliet City Council Chambers. Six members of the community, two media personnel, the Mayor, Chief, Two Deputy Chiefs and two officers attended the public hearing. Five of the community members spoke at the meeting and four had very positive remarks about the agency professionalism, responsiveness and community problem solving and partnerships. One member who spoke and had also sent a letter directly to CALEA wanting the Federal Government to change the laws on gun registration and insurance requirement for firearms.

b. Telephone Contacts

The telephone line was open for the public to call the assessment team on Monday, March 30th, 2015 from 1pm to 3 pm. The assessment team verified the line was working prior to the phone in

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period. Seven calls were received and all were very supportive of the agency leadership, management, cooperation, and professionalism and quality of the agency personnel. Two positive letters of support were received. One written letter of support for accreditation was received during the on-site visit, and the other one was sent directly to CALEA. Both letters were very positive about the agency and the quality of service they provide the community. Another letter was sent directly to CALEA headquarters urging CALEA to work with the Federal Government on changing gun registration and insurance requirements on guns in communities. This is the same person who also spoke at the community meeting.

c. Media Interest

A reporter from *The Herald-News* attended the meeting and wrote an article in the newspaper the next day (30 March, 2015) about the public hearing. The meeting was also taped by a local TV channel to be replayed at part of their local cable TV coverage of City Government meetings.

d. Public Information Material

The public information plan was well planned and systematic. Announcements were published and posted in several public-viewing areas. A news release was sent to all 35 members of the agency's Media Distribution Group.

e. Community Outreach Contacts

The assessment team found occasions to interview several members of the Joliet Police Department as well as members of the community, the city manager and some city department directors and members. Throughout the discussions, a common conclusion was that this agency was respected and responsive to the community's needs. The Accreditation Manager, Franklin Coleman, had pre-arranged interview sessions and made key personnel available for the assessment team to address standards. That arrangement allowed for a very efficient process and helped direct the assessment team to areas of interest. The process also allowed additional time to obtain perspectives

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regarding the agency performance from outside entities, including the City Manager, Will County Chief Judge, Director of Administrative Services, Director of Information Technology, Assistant Corporation Council, Tri-River training coordinator, City Council representative, Neighborhood Community Groups, area Police Chiefs and a member of the Fire and Police Commissioners. All who were interviewed spoke very highly of the professionalism, dedication and the quality of service provided in the community on a daily basis. During ride-alongs and roll call briefings, the assessors were able to observe agency employees in their daily work environment as well as interactions with members of the community. When dealing with members of the public, all employees were professional in their actions.

G. Essential Services

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

The men and women who comprise the Joliet Police Department are committed to serving the public in a fair and equitable manner, ensuring the rights of its citizens are not violated and providing a high level of service. The agency has a Code of Conduct that requires employees to serve the community and uphold the organizational and ethical values. The agency has written directives covering compliance with constitutional requirements in the areas of interviews and interrogations as well as search and seizure requirements. The department's policy defines the types of searches and under what situations each may be used. Ethics training is provided to all personnel biennially within the agency. The organization and the administration of the agency policies and procedures are defined, delineating responsibilities by function, ensuring the unity of command and proper delegation of authority. The organizational structure is defined for each component. Policies and procedures are in place, to ensure accountability of each component or employee to one supervisor who is aware of his/her responsibilities/authority.

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The agency has established a formal written directive system that provides the employees with an understanding of the constraints and expectations of the performance of their duties. The dissemination and storage of the agency's written directives are defined in their policies. All updates are sent to the agency personnel via e-mail. All updates are placed in an archive file to ensure agency history.

The agency's communication and exchange of information for all employees are accomplished through many various methods such as annual reports, meetings, shift briefings, e-mails, voice mail, written correspondence, debriefings, and direct and indirect verbal communication. The written directives clearly establish procedures for communication, coordination, and cooperation among all agency functions and personnel.

The Police Chief has the authority and responsibility for the fiscal management of the agency. The performance of internal accounting and budgetary control functions, and detailed coordination with the City of Joliet finance department, are the responsibility of the Police Chief. The Chief presents his budget proposal directly to the finance director and the city manager prior to being reviewed and approved by the city council members.

The agency has written procedures for requesting and purchasing equipment and supplies. The agency uses an accounting system that includes approval and monthly status reports. The agency has a directive that establishes the internal procedures for inventory control of their property and equipment. Directives are in place for issuing/reissuing the agency's property to authorized users and for maintaining all stored property in a state of operational readiness.

Bias Based Profiling

The agency policy states that bias based profiling is unacceptable and will not be tolerated. The agency conducts training on bias based profiling every two years as well as periodic reviews of policy. Additional training is required for any employee who has received any sustained discrimination complaints filed against them. The Deputy Chief of Administrative Division conducts the annual review of department policy and complaints received from the public, and since the last assessment period, there have been no complaints of biased policing in the agency. The agency, after an in-depth administrative review of Departmental policies, practices, officer contact data, citizens concerns, traffic stops and

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arrests, citizen surveys and asset seizure/forfeiture records concluded that bias based profiling is not occurring in the agency.

Traffic Warning and Citations

2012-14 Total Traffic Warnings and Citations

Race/Sex	Warnings	Citations	Total
Caucasian/Male	2168	12058	14026
Caucasian/Female	1567	8234	9801
African-American/Male	1349	10056	11405
African-American/Female	1010	6409	7419
Hispanic/Male	1100	10195	11295
Hispanic/Female	552	4129	4681
Asian/Male	44	283	327
Asian/Female	33	151	174
OTHER	50	188	238
TOTAL	7873	51693	59566

There were a total of 33,408 Traffic Stops that resulted in 51,693 citations and 7,873 warning given during this assessment period. 23.5 % of traffic stops resulted in a warning. A Traffic Stop Data Sheet is completed or automatically completed through the E-Ticket process whether the driver received a citation or a warning. In reviewing the demographic composition of the service area, it does appear there is a disparity between African-American males and female's members vs. representations of the total makeup of the community and the number of enforcement actions taken by the agency. There have been no complaints received of biased policing by the agency during this assessment period. Overall, the department has seen a slight increase in the number of citations written over the past three years. There has however, been a significant increase in the number of warnings given during the assessment period with 1,202 warnings in 2012 compared to 4,289 warnings in 2014. Caucasian males saw a tremendous increase in warnings with 345 in 2012 and 1,212 warnings in 2014. Overall citations and warnings combines remained fairly constant with only a slight increase from 18,447 in 2012 to 20,188 in 2014.

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Use of Force

The agency's Use of Force policy provides for a force continuum that establishes which level of response is allowed when the employee is faced with resistance. The State of Illinois Statutes and agency policies govern the use of lethal force. These written directives meet the intent of CALEA and only allow for the use of lethal force when reasonably necessary to accomplish lawful objectives in the performance of their duties, and in the defense of human life, including the members own life, or in defense of any person in imminent danger of serious physical injury. A defensive action report is required for a firearm discharge other than training, any action taken that resulted in or is alleged to have resulted in injury or death, force applied through the use of lethal or less lethal weapon, and when physical force is applied. A Deadly Use of Force Review Panel consisting of the Operational and Administrative Deputy Chiefs, Training Coordinator and the Range officers reviews all the use of report incidents.

The agency provides annual training to employees regarding the use of force policies and Officers are tested annually on the proficiency of all lethal weapons they are authorized to carry. The training and proficiency are documented and procedures are in place for any employee needing remedial training to receive training prior to resuming their official duties. The agency provides its officers with a full range of less-than-lethal tools, to include ASP expandable batons, and Oleoresin Capsicum spray, Taser x26 some with video camera. The administrative Deputy Chief completes a very detailed yearly Use of Force analysis report. The analysis report looks for any trends, patterns, training needs and equipment upgrades or policy modification. In reviewing the use of force incidents data since the last assessment period, the agency has found no evidence to suggest the officers are applying use of force outside department policy.

Use of Force

	2012	2013	2014
Firearm	2	1	1
Electronic Control Weapon	42	51	23
Baton	5	2	1
OC-	10	11	6

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Canine	0	2	1
Weaponless	258	332	292
Total Types of Force	317	397	323
Total Uses of Force	176	158	120
Total Agency Custodial Arrests	8241	5064	5156
Complaints	3	5	7
Suspect Injury	54	56	52
Officer Injury	34	21	15

The agency reported 454 uses of force incidents during this accreditation period. One thousand thirty seven total different types of force were used during the 454 arrests. Electronic Control Weapon was used 25.7% during an incident and Oleoresin Capsicum were used 5% of the time. Firearms were used four separate times in the last three years. Officers were injured 15 % of the time while making an arrest, and suspect were injured 35% when being arrested. There were thirteen uses of force complaints received during this accreditation cycle. A review of officer’s involvement in the use of force complaints showed twelve of the complaints were in compliance with policy, and one use of force incident in 2012 was not. The officer involved was terminated.

Personnel Structure and Personnel Process (Chapters 21-35)

Grievances

Grievance procedures are governed by the City of Joliet Grievance procedures. The grievance process is designed to ensure equity and due process for the grievant. The process includes which issues can be grieved, who to file with, time lines that need to be adhered to, and who can be represented with an employee. There were nine grievances filed during this assessment period. The nature of the grievances included wrongful termination, pay disputes, specialty assignments and duty shifts. All grievances were settled by withdrawal, by the Chief or the City Managers office per policy. The agency enjoys a good working relationship with their three employee unions that is based on mutual respect and problem solving.

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Grievances	2012	2013	2014
Number	4	1	4

Disciplinary

Written directives are in place to prohibit sexual and other forms of unlawful harassment in the work place. Training, counseling, and punitive action are all elements of the Joliet Police Department disciplinary system. Supervisory authority and responsibility are defined in the agency’s disciplinary procedures, and appropriate rules are in place regarding appeals and records. Disciplinary action steps are well defined for all levels of supervision. The agency makes every effort to eliminate inappropriate behavior at the earliest step of the discipline process. The agency understands the importance of recognizing the actions, dedication and accomplishments of their employees and volunteers through their extensive Departmental awards and recognition program. There has been no media coverage relating to the disciplinary process during this assessment period. There have been no complaints involving employees of reported incidents of sexual harassment during the last three years.

	2012	2013	2014
Suspension	12	11	8
Demotion	0	0	0
Resign in Lieu of Termination	1	1	0
Termination	2	0	0
Other-Written Reprimands and Counseling	13	8	9
Total	28	20	17
Commendations	28	18	17

Personnel Actions

Personnel Evaluations

The agency's Performance Evaluation System is clear, detailed and easy to understand. Their immediate supervisor evaluates all non-probationary sworn and civilian employees annually. The agency uses similar types of evaluation report forms, supervisors, non sworn. Non-supervisory, supervisory and executives all use different position specific criteria and expectations in the actual evaluation report. Measurement definitions are appropriate and meet the agency's needs. Career counseling is part of the yearly evaluation process. Supervisors discuss individual career counseling topics such as advancement, specialization, and or training, which is appropriate to the employee's current job assignments. All employees are afforded the opportunity to add written comments to their evaluations, which may include concurrence or disagreement with individual goals or the entire appraisal. Performance Evaluations are retained in the employee's personal file at the Police Department during their employment with the agency.

The agency maintains a personnel early warning system using the IAPro software program to tract and monitor those employees that have been identified as potentially troubled employees needing some type of assistance or counseling. The agency offers remedial action and counseling to those employees identified by their early warning software system to assist employees in meeting agency standards. No employees during this assessment period were identified as needing some type of intervention. A formal employee assistance program is also available through the City's Human Resources Office as well as the agency PEER assistance team and agency social worker. Supervisors may refer employees to the Employee Assistance Program as needed.

Recruitment and Selection

All elements used in the selection process for all personnel hired by the Joliet Police Department are administered, scored, evaluated, and interpreted in a uniform manner and are job related. Rating criteria and minimum qualifications are job related. The agency strives toward a valid, fair, equitable, job related selection process. The Joliet Police Department conducts recruiting in conjunction with the City's Human Resource Department. Attracting, processing and hiring quality applicants for the various positions within the agency are considered a critical function of the agency. The agency announces employment

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opportunities through various web sites. Sworn personnel are placed on a twelve-week probation starting on the date of hire. The Board of Fire and Police Commissioners make hiring decisions for the Police Department.

Sworn Officer Selection Activity in the Past Three Years

Race/Sex	Applications Received	Applicants Hired	Percent Hired	Percent of Workforce Population
Caucasian/Male	674	21	3.1	71.1
Caucasian/Female	82	4	4.9	0.0
African-American/Male	109	3	2.8	9.7
African-American/Female	18	0	0	0.0
Hispanic/Male	172	1	.6	14.3
Hispanic/Female	37	0	0	0.0
Other	20	0	0	4.9
Total	1110	19	100%	100%

In the time period during 2012 through 2014, out of 1110 applicants, 60.7% were Caucasian males and 7 % Caucasian females, 9.8% were African-American males, 1% African-American females, 15.4% were Hispanic males, 3 % were Hispanic Females, and 1.8% who did not identify either race or gender.

Training and Career Development

The agency understands the importance of providing quality training to its employees. The Training Committee consists of the Chief, Accreditation Manager and the Training Coordinator. Training opportunities are regularly discussed at various meeting, and yearly performance employee evaluations meetings. The agency is also committed to providing remedial training, which may be provided pro-actively to prevent identified training deficiencies. The Training Coordinator updates the training records of employees following their participation in training programs and maintains training records including attendance rosters, lesson plans, any tests or performance measures administered, and certificates Non-sworn employees also benefit from in-service training commensurate with their

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responsibilities within the agency. The agency would like to increase the amount of their annual in-service training from the eight hours currently available for Department members.

The agency uses the Illinois State Police Academy or the Police Training Institute of University of Illinois 12 weeks (480 hours) training academies for their basis recruit training. All new recruits also receive a three week post academy in house training program to be instructed on Department's policy, procedures, rules, working conditions, employee responsibilities and rights, and new employee orientation. Once recruit training and the in-house three weeks post academy is completed the new officers take part in the agency's sixteen (16) week Field Training Program (FTO). The FTO program's curriculum is based on the Sokolove Model and the agency's job task analysis. The Daily Observation Report (DOR) is used to measure competency with required skills, knowledge and abilities. The agency uses their roll call training program to keep employees up to date between formal retraining sessions.

The agency has a well-equipped and trained twenty-five member Tactical team, which conducts regular training exercises. The Team responded to eight operational call outs since that last accreditation cycle and so far zero in the year 2015

Promotions

The promotional process is a shared responsibility between the Police Department and the city Human Resources Department. The agency requires all elements used to evaluate candidates for promotion or appointed positions are job related and non-discriminatory. The agency announces opportunities for promotions as openings become available. A private consultant company is used in the promotional testing process for all ranks with the exception of the Chief of Police and Deputy Chiefs. The Fire and Police Commissioners have the final approval and certification of the list of all candidates that are ranked in numerical order depending on how they scored on the promotional testing process. Selection of all promotion positions occurs in numerical ranking order on how they placed on the eligibility list. The Police Chief and Deputy Chiefs promotions are performed by the City Manager with the names being certified by the Fire and Police Commissioners.

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PROMOTIONS – 2012-2014			
	2012	2013	2014
GENDER / RACE TESTED			
Caucasian/Male	0	46	0
Caucasian/Female	0	5	0
African-American/Male	0	9	0
African-American/Female	0	0	0
Hispanic/Male	0	4	0
Hispanic/Female	0	0	0
Asian/Male	0	0	0
Asian/Female	0	0	0
GENDER / RACE ELIGIBLE			
Caucasian/Male	0	18	0
Caucasian/Female	0	4	0
African-American/Male	0	3	0
African-American/Female	0	0	0
Hispanic/Male	0	4	0
Hispanic/Female	0	0	0
Asian/Male	0	0	0
Asian/Female	0	0	0
GENDER / RACE PROMOTED			
Caucasian/Male	3	0	2
Caucasian/Female	1	0	1
African-American/Male	0	0	1
African-American/Female	0	0	0
Hispanic/Male	0	1	1
Hispanic/Female	0	0	0
Asian/Male	0	0	0
Asian/Female	0	0	0

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During this assessment period there have been five Promotional processes. Testing was for the Police Chief, Deputy Chiefs, Captains, Lieutenants and Sergeants positions. Eleven employees were promoted during the last three-year.

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

Patrol

The police department has divided the city into sectors to assist with the division of patrol assignments for its officers. The sectors are geographic areas for which assigned patrol officers are responsible for call for service response and other police services. Within those areas Neighborhood Oriented Policing Teams (NOPT) have been established where NOPT officers have primary responsibility for providing police services. Patrol shifts are scheduled in yearly increments. Assignments are based on requests prior to the start of the schedule period. Officers remain on their assigned shift and sector for the duration of the schedule. Twelve-hour shifts accomplish 24-hour coverage in all sectors of the city. Day shift roll calls are at 6:00am and 7:00am, thus providing for overlap so that the streets are always covered. Night shift roll calls are 6:00pm and 7:00pm. Shifts are bid on and assigned by seniority. The officers may provide three choices by priority for duty areas, but the department makes the final determination regarding the area an officer works. Maximum staff for day shift is 30 officers with a minimum staff of 19. Night shift has a maximum staffing of 34 with a minimum staffing of 22. The department utilizes Alternative Response Methods for certain types of minor calls for service instead of dispatching an officer for a physical response. These methods include the Telephone Report Unit, where a report is taken over the telephone, the Police Department Front Desk, where the citizen may report an issue at the front desk of the police department, or through Online Reporting. Departmental policy specifies the types of crimes and other issues that may utilize an Alternative Response Method.

The department's Canine Unit is tasked with the tracking and apprehension of escaped prisoners, tracking of missing persons, search for criminals and evidence, use as a deterrent to criminal behavior, and public relations demonstrations. They are not used for crowd control unless it will assist with the prevention of serious personal injury or significant property damage. The department has six K-9 teams. Four of the teams are dual purpose, one is a narcotic only, and the last is a bloodhound team.

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Criminal Investigation

Supervisors in the criminal investigative function assigns cases for follow-up based on a combination of factors that can include the necessity for specialized skill or knowledge, required training or expertise, manpower availability, or current caseload of investigators. The supervisors screen cases based on solvability factors or supervisory judgment. All offense reports are reviewed to determine if there are sufficient solvability factors to successfully follow-up on the case. The department uses a number of status classifications to assist with case management and control. Such classifications can include exceptional clearances, investigator or patrol arrest, open case, unfounded case, and suspended case. Case files are only accessible to law enforcement personnel at the discretion of the investigator or the investigator's supervisor. Original documents and reports are maintained in the Records Section and may only be removed by contacting the Records Section supervisor.

Traffic

There are seven traffic accidents Reconstructionist in the police department. Most are scattered throughout the patrol ranks, which helps with coverage for investigation of serious accident investigations. The Watch Commander for investigations and follow-up of serious accidents assigns a Reconstructionist to the scene. Patrol officers are utilized to protect the scene; evidence technicians are used to photograph the scene and to provide accident scene support in collecting evidence, and accident investigators conduct laser measuring with Total Station. In 2014, there were 10 wrecks involving 11 fatalities. To date in 2015, there have been two fatalities in traffic accidents. The department has been awarded \$146,000 in Illinois Enforcement Grants during this fiscal year. Alcohol enforcement grants requirement performance objectives of at least one DUI arrest every 10 hours and one contact every 60 minutes. The department utilizes roadside checkpoints during all major holiday enforcement periods. Selective traffic enforcement activities include two officers assigned to commercial truck enforcement. Speed trailers are also utilized to collect data on complaint areas to determine if enforcement truly does need to be initiated in those areas.

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Crime Statistics and Calls for Service

	2012	2013	2014
Murder	11	11	8
Forcible Rape	33	29	35
Robbery	112	143	132
Aggravated Assault	80	89	107
Burglary	958	724	636
Larceny – Theft	1,968	1,761	2,214
Motor Vehicle Theft	183	141	139
Arson	77	52	48
UCR Index Crimes	3422	2950	3319
Calls for Service	95,454	93,252	94,095

In the three-year period from 2012-2014 there was a decrease of 22.5% of Part I crimes when comparing the three-year period of 2009-2011. Part 1 crimes averaged 65 per 1000 during this assessment period.

Calls for Service

The calls for service have remained, for the most part, the same each year during this assessment period. The top six calls for service are: Burglary Alarms, Suspicious Auto, Disturbance (non-specific), Accident no injury, Domestic Trouble Suspicious Person. The top six call for Service where a report was taken are: Driving with Suspended License, Criminal damage to Property, Domestic Battery, Will County Warrant Arrest, Theft under \$500.00 and Battery.

Vehicle Pursuits

The department’s pursuit directive provides relatively liberal permission for pursuing a criminal suspect or traffic violator by only requiring that the necessity for the pursuit must outweigh the danger that the pursuit creates. Officers who pursue must remain cognizant of the fact that pursuit driving can be a serious matter and has the potential to cause death, personal injury, or property damage, according to the departmental directive. Officers engaged in a pursuit notify the

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Communications Center of the initiation of a pursuit and continues to keep the Center advised of the circumstances throughout the pursuit. Officers may continue their pursuit of the fleeing vehicle for up to two minutes unless the violator is wanted for a serious forcible felony or if failure to apprehend the suspect could potential result in death or serious bodily harm to innocent people. The patrol sergeant acts as the pursuit supervisor and is responsible for monitoring the pursuit to ensure that it maintains compliance with applicable department policies and state statutes. If the supervisor concludes that the justification to pursue no longer outweighs the potential liability concern, then it is his or her responsibility to terminate the pursuit.

Vehicle Pursuits

Vehicle Pursuits			
Pursuits	2012	2013	2014
Total Pursuits	33	31	32
Terminated by Agency	32	31	32
Policy Compliant	29	30	29
Policy Non-Compliant	4	1	3
Accidents	2	2	5
Injuries: Officer	0	0	0
Injuries: Suspects	0	0	1
Injuries: Third Party	0	0	0
Traffic Offense	18	25	21
Felony	5	4	8
Misdemeanor	10	2	3

The agency had ninety-six pursuits during this assessment period and eight were found to be policy non compliant. Sixty-four of the ninety-six pursuits (66.6%) were traffic related in nature. There were no recommendations for changes to training or departmental policy.

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Critical Incidents, Special Operations and Homeland Security

Critical Incidents

The police department conducts annual training on its “All Hazard Plan” for those personnel it expects to conduct operations on the scene of a critical incident. Training includes tabletop exercises, full-scale scenario training, and classroom training. A written directive has been implemented that addresses active threats that may occur within the department’s jurisdiction. Active shooter training was conducted in January and February 2015 and training on the All Hazard Plan took place in 2014. A review of the policy was conducted at the beginning of 2015 with an assessment of recent training and future training needs.

The Chicago Land Speedway complex contains a NASCAR 1½ mile oval racetrack, the Route 66 Raceway drag strip, and an oval dirt racetrack. There are 36 events held at the complex throughout the year. The main speedway track can accommodate 60,000 spectators. The police department’s interaction with Chicago land staff is an excellent example of special event planning as well as preparation for critical incidents. Planning is a coordinated effort between the speedway, Joliet Police Department, Will County Sheriff, Illinois State Police, the FBI, Emergency Management, Joliet Fire Department, and other partners. The police department coordinates with Illinois State Police and Will County Sheriff for traffic control in the areas surrounding the speedway. Joliet Police also works with Mr. Terry Greetham, Operations Manager, to cover security concerns outside and inside of the track. In preparation for race season, the speedway holds a tabletop exercise that includes all of the emergency providers that will be participating in the events. They are able to identify weaknesses in the emergency plan for the speedway and make the necessary adjustments. On race day, the speedway has a dispatch center at the top of the grandstands where all communications is funneled. Command personnel are also able to view the entire racetrack and outside grounds from this vantage point.

Internal Affairs and Complaints Against Employees

Internal Affairs

Complaints are received by either the police department’s website, mail, or telephone message. Citizens may also come directly to the police department to speak with an investigator. When a complaint is received from the website, mail,

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or telephone, the investigator will call or send a letter advising the complainant that the complaint has been received. An investigative file is built and the case is entered into the IAPro software program used by the department. The investigator has 120 days to complete the investigation. Extensions may be requested from the Chief of Police. Once the investigation is concluded, the investigative file is forwarded to the Chief for review and determination of discipline, if necessary. The Chief may consult with his command staff regarding the type of discipline. Additionally, the Internal Affairs investigators have a very good relationship with the labor unions. They are able to work with the unions, who in turn encourage their members to act responsibly on the job. Also, the fact that the investigators are fair and consistent in their investigations further enhances the relationship.

Complaints and Internal Affairs Investigations

External	2012	2013	2014
Citizen Complaint	16	16	17
Sustained	5	2	1
Not Sustained	8	7	8
Unfounded	1	4	4
Exonerated	2	1	1
Internal			
Directed complaint	31	24	16
Sustained	24	17	14
Not Sustained	1	2	0
Unfounded	1	2	1
Exonerated	5	2	0

During this accreditation period there were 52 External Citizen Complaints and 71 Internal investigations. The agency sustained 77% of internal investigations and 15% of external complaints. Twenty-five percent of external and 15% of internal complaints against employees were either unfounded or exonerated. The number of external complaints investigated by Internal Affairs remained slightly under the average of 20 complaints that the investigators said they work on an

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annual basis. The numbers of external complaints remained constant throughout the assessment period. Internal complaints saw a significant, steady decline during the assessment period from 31 complaints in 2012 to only 16 complaints in 2014. The agency values self-correcting activities and utilizes the process to ensure accountability.

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

Communications

The Agency's Communications Center also dispatches for the, fire department, and EMS inside the city. The Center handles about 100,000 calls per year, with approximately 94,000 CAD calls attributed to the Joliet Police Department, including officer-initiated calls. The department's Communications Center is part of the Will County Emergency Telephone System Board (ETSB), which provides phone and CAD systems to all member agencies. There are six dispatch centers in Will County that are part of the ETSB. All of the communications centers within the ETSB work in tandem and act as back-up locations for each other. Each center, including Joliet, maintain empty positions exclusively for allowing personnel from other centers to take over when they need to evacuate their primary center. The Communications Center is EMD licensed, as is each individual employee of the center through the Illinois Department of Public Health. The EMD program is overseen by the local medical director and Silver Cross hospital. The Communications Center led the way in the state with EMD services by providing the service before the state really had guidelines for its implementation and management. The center currently has two dispatchers that are EMD instructors. The Center is secured within the secure police department headquarters building and has additional security that limits admission to only authorized departmental personnel. The Center is secured within the secure police department headquarters building and has additional security that limits admission to only authorized departmental personnel. STARCOM-21 is the statewide communications system that provides for communications among agencies within the state that joined the system. The Joliet Police Department has been on the system for the past three years. The Communications Center has one of the first public education teams in the state, which was started approximately 13 years ago. Members of the team meet with every first grade class in the city to teach the children about 911. The team also attends career day events through the county and state.

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Records

The Records Section is staffed 24-hours a day, seven days a week in order to provide services to the department and citizens of the community. All police records are secured in the Records Section office or protected on the department's servers in the case of digital reports. Juvenile reports and records are maintained separately from adult records within the Records Section.

Records Section personnel, along with dispatch personnel, may refer persons wishing to report minor criminal offenses to the Telephone Reporting Unit where an officer will make a report over the telephone. Records personnel can fill-in for Telephone Reporting Unit personnel if for some reason no officers are assigned.

Computer files are backed up on a daily basis by the Will County 911 system, where all incident and arrest reports initially are entered. After being backed up each day, records are also backed up monthly and yearly. The yearly records back-ups are kept indefinitely. Local police department computer files are also backed up on a daily basis, kept for two weeks, and then the back-up tapes are recycled. All computer files stored on the City of Joliet and police department networks are password protected. The City of Joliet Information Technology Department conducts an annual audit of employee login identifiers and passwords to ensure that inactive employees have been removed from the system. The audit also assesses vulnerability risks to the system.

Crime Scene

In those cases where a crime scene must be processed for evidence, the police officer is usually the first on the scene and begins the process of setting up protection of the scene. The officer determines the need for crime scene processing by an evidence technician. Evidence technicians respond primarily to homicides, aggravated batteries, armed robberies, burglaries, and arsons. The supervisor in charge of the scene is responsible for the evidence collection process. The evidence technician controls the physical crime scene until it is properly photographed and processed when a supervisor is not present. Crime scene vehicles are sufficiently equipped with the appropriate equipment to process any crime scene to which the evidence technician may be called.

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Property and Evidence

The department's evidence room contains approximately 240,000 items. A bar code system is used to help manage the property, which is entered into the evidence inventory system called The BEAST. The Property Room is secured within the police department headquarters. Only authorized personnel have access to the Property Room offices and storage rooms. Visitors to the storage rooms must sign in. All evidence is placed in storage rooms that have additional security beyond the secure access to the Property Room offices. Money and other valuable items are stored in a safe contained within the General Property room. Guns and drugs are contained in their dedicated storage rooms.

Each evidence tech has their assigned bins for evidence in the storage rooms. They are responsible for the evidence contained in their bins. They conduct research to determine when evidence may be disposed of. The unit typically destroys drugs two times each year and guns one time per year.

H. Standards Issues Discussion:

The Agency had two Issues concerning Mandatory Standards that were discussed during the on-site review. Both Issues are listed below.

3.1.1 A written agreement exists governing law enforcement services provided by the agency, and includes:

- a. a statement of the specific services to be provided;*
- b. specific language dealing with financial agreements between the parties;*
- c. specification of the records to be maintained concerning the performance of services by the provider agency;*
- d. language dealing with the duration, modification, and termination of the contract;*
- e. specific language dealing with legal contingencies;*
- f. stipulation that the provider agency maintains control over its personnel;*
- g. specific arrangements for the use of equipment and facilities; and*
- h. a procedure for review and revision, if needed, of the agreement.*

Commentary: The elements of contract law enforcement services should be identified in a written agreement.

At a minimum, the subjects listed in the bullets of this standard should be addressed. Additional clauses may clarify other identified needs or agreements. (M M M M)

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PROBLEM: The Agency has N/A this standard for the last two accreditation cycles. The school two separate districts do not pay the officers salary so the Agency believed they did could N/A this and 3.1.2 standards. Once it was explained that the wording in the standard did change a now agencies are required to be in compliance with both standards even if not payment is provided by an outside agency.

AGENCY ACTION: Once the agency realized they could not N/A this standard they immediately drafted a written agreement with both school districts they have officers present. Within eight days a copy of both written agreements were provided and they are now in full compliance with this and the below standard.
3.1.2 A written directive stipulates that employment rights of personnel assigned under a contract for law enforcement services are not abridged by the provider agency

PROBLEM: The Agency has N/A this standard for the last two accreditation cycles. The school two separate districts do not pay the officers salary so the Agency believed they did could N/A this and 3.1.2 standards

AGENCY ACTION: Once the agency realized they could not N/A this standard they immediately prepared a General Order signed by the Police Chief meeting the intent of this standard. They are now in full compliance with this and the above standard.

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. This section administratively clarifies these standards for the agency, assessors, and CALEA Commissioners.

The agency was in compliance with 93.1% of other than mandatory standards.

J. Future Performance / Review Issues

This section reports on directives that appear to meet the intent of standards but the directives initial established time line for completion of required activities has

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not been met ("wet ink"). These requirements are reported to emphasize that these activities must be completed in the appropriate time frame.

There were no future performance review issues revealed during the onsite assessment.

K. Table: Standards Summary

	<u>TOTAL</u>
Mandatory (M) Compliance	<u>306</u>
Other-Than-Mandatory Compliance	<u>67</u>
Standards Issues	<u>2</u>
Waiver	<u>0</u>
(O) Elect 20%	<u>5</u>
Not Applicable	<u>102</u>
TOTAL	<u>484</u>

L. Summary

During the agency's 2012 accreditation review, two files were returned during the on-site assessment. Both of the files required the agency providing additional proofs that were already in the possession of the agency. None of the files were found to be Applied Discretion. No standards were in non-compliance and no standards had the status changed by the assessors.

During this evaluation period, eleven files were returned during the assessment. Nine files required some type of additional proofs of compliance that were already in the possession of the agency. All of the files that were reviewed for this Gold Standard Assessment were found to be well organized and easy to review, demonstrating the agency's continued commitment to the CALEA process. The agency was in compliance with 93.1% of all applicable other-than-mandatory standards. There were no standards or issues from the last on-site that had to be revisited or that were still an issue during this on-site. The annual reports to CALEA during the self-assessment period for re-accreditation were filed timely and complete. The assessment team reviewed all time sensitive standards applicable to the agency for accreditation and found them to be in compliance with agency practices and directives, meeting the intent of CALEA standards. While not all the files were reviewed under this Gold Standard Assessment process, the assessment team feels confident the Joliet Police Department is in compliance with the spirit and intent of all applicable standards.

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All agency personnel were quick to assist the accreditation team with whatever was required

We were able to meet with or interact with 125 members (38.6%) of the agency's 323 personnel. The assessment team conducted 48 face-to-face meetings with employees, City Department Directors, City Manager, and community members. We attended a Citizen Academy meeting, four roll calls and as well as went on four ride-alongs. The onsite process allowed the assessment team ample time to interact with agency and city employees, as well as engage with community members. We were able to obtain an overall sense of the service Joliet Police Department is providing the community. The assessors were impressed with the professionalism and dedication of all the personnel they were in contact with during the assessment period. The Joliet Police Department is a disciplined, traditional full service law enforcement agency that is well respected by the community they serve. Throughout this assessment, comments we received concerning agency personnel and practices were positive, stressing cooperation, quality service and professionalism.

The agency was advised the assessment team would submit this report to the Commission for review and decision of reaccreditation at the next CALEA conference.

Jack O'Donnell

Team Leader

28 April 2015