

*Carol Stream
Police Department*



**Community Policing
Recognition Program
Application**

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CHIEF OF POLICE



Carol Stream Police Department

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1. Describe the type of support your agency has received from corporate authorities and administration. Please include resolutions, letters of support or other types of public pronouncement.

The Carol Stream Police Department instituted the community policing philosophy in 1993. Since the initiation of this philosophy, Village administration, the Village Board and Mayor have been completely supportive of the Department's initiatives to enhance community policing in Carol Stream.

Their support has included accommodations, encouragement and financial assistance to further the community policing efforts. Village administration believes in "community government" and makes every attempt to involve all Village departments in community problem solving. Many Police Department problem-solving projects include other Village stakeholders including Community Development, Engineering, Public Works, Legal and other local governmental staff. Truly, all Village issues are addressed through a team-approach. This type of cooperation promotes effective and efficient problem solving.

In order to develop an organization that facilitates community policing, several organizational changes were required. This included changes in the labor agreement to establish a scheduling system that allowed for permanent shift and zone assignments for the patrol officers. Village administration and the Labor Council were able to negotiate terms to accomplish these needs.

2. Describe your community partnerships.

The Carol Stream Police Department has established numerous community partnerships in order to promote community policing and problem solving. We value these relationships and believe that partnership involvement is the most effective and efficient means of enhancing the quality of life for members of this community.

These partnerships represent a global diversity of the community's stakeholders and truly enhance the Department's community relations. Such relationships foster communication, teamwork, problem solving and trust. Several of these partnerships also provide the Department the opportunity to educate the public and promote a mutual understanding of the responsibilities of each stakeholder.

Active community partnerships in Carol Stream include:

- **Joint Neighborhood Council**
A council of residents representing several apartment communities in the southeast quadrant of the Village that works to enhance the quality of life in their neighborhood. Police representatives are included on the council.
- **Character Counts! Coalition**
This community based coalition meets regularly to develop the philosophies of Character Counts in the school, business and government community.
- **Outreach Community Center**
This neighborhood resource center provides social services to residents in the southeast quadrant of Carol Stream. The Center focuses on services to the underprivileged and at-risk population. The Police Department works closely with the Outreach Community Center to address issues of mutual concern.
- **Domestic Violence Coalition**
Members of our Social Services Unit are participating members of the DuPage County Domestic Violence Coalition. The coalition meets regularly to address the problem of domestic violence and work collaboratively for solutions.
- **AAIM/MADD**
The Department has established a partnership with both Alliance Against Intoxicated Motorists and Mothers Against Drunk Driving. These relations have fostered a positive environment for the Department to address the societal problem of impaired driving.

- **DuPage Women Against Rape Sexual Assault Response Team**

Last year, the Department established a partnership with DuPage Women Against Rape and their sexual assault response team. This partnership was established in order to identify rape prevention measures and to increase officer sensitivity to victims during investigations. This partnership has fostered a closer working relationship in cases of sexual assault.

- **Neighborhood Watch**

The Department facilitates eight active neighborhood watch groups in the Village. These groups meet regularly to address crime and quality of life issues in their neighborhood.

- **Volunteer Program**

The Department manages a group of citizen volunteers who work at various community events and programs to promote community policing. These events include DARE graduations, bicycle safety rodeo, parades, and community celebrations.

- **McGruff House**

The Department has approximately 225 McGruff house participants who promote safety for children in our community especially when they travel to and from school.

- **Apartment Managers' Meetings**

Police representatives meet monthly with property managers from the Village's apartment communities. These meetings promote a collaborated effort towards crime prevention in their complexes.

- **Carol Stream Chamber of Commerce**

Department representatives attend the monthly Chamber of Commerce meeting in order to promote police-business partnerships. The partnerships are used to solicit feedback from the business community as well as share crime prevention information with the businesses. These partnerships have led to corporate sponsorship of prevention programming in the community.

- **Citizen Police Academy and Teen Citizen Police Academy**

Within the past year, the Department has established citizen police academies for both adults and teens. These academies educate the public on police operations, community policing and the citizen's role in community policing. These academies promote a better understanding of both the police and citizen perspectives.

- **Citizen Feedback Forms**

Residents who have utilized the services of the Police Department are sent satisfaction surveys to gauge their perception of local police services. Any complaints or concerns are followed up and personal contact is made with the resident.

- **Excellent working relationship with school officials**

The Department has developed an excellent working relationship with the local school officials. In addition to having School Resource Officers at Glenbard North High School and at Jay Stream Jr. High School, officers regularly make contact with the grade schools and address issues of mutual concern with school officials. This relationship has developed a collaborative partnership with school officials and the Police Department.

- **Clergy/Pastoral Critical Incident Response Team**

Our Social Services Unit has an organized PCIR Team that can be utilized to provide pastoral care in the community during any type of emergency or critical incident. This team meets and trains regularly. This program has provided a necessary networking partnership between the Police Department and our local religious organizations.

- **Seniors**

Our social workers and crime prevention officer meet regularly with our seniors. These meetings are an excellent way of connecting with this population to share crime prevention information, provide social services and referrals and develop a positive rapport. Carol Stream has three large senior housing communities that it services.

- **Service Organizations**

The department also enjoys a good working relationship with several of the community service organizations including the Rotary Club, Parent Teacher Organizations, Women's Club, etc. These partnerships promote prevention and social services to the at-risk populations.

3. ***Describe your efforts at preventative/proactive policing.***

Crime prevention programming is an integral part of our department's policing strategy. One officer and one civilian employee coordinate a majority of our crime prevention programming. In addition, our officers and civilian staff are trained in crime prevention principles and are encouraged to incorporate crime prevention strategies in their daily activities. Department members utilize problem-solving projects to pro-actively address situations and locations in order to improve the quality of life for our residents.

- **Community Education**

Our department is committed to community education. We frequently provide speakers for school, community and religious organizations. Halloween safety, Stranger Danger, McGruff House, traffic safety and bike safety are some of the many topics discussed as part of our community education program.

- **Crime analysis**

The Department has implemented a crime analysis system to identify crime patterns, trends and hot spots. The crime analyst provides up to date reports that assist our zone coordinators to proactively identify problematic conditions and situations and take appropriate action.

- **Social Services**

The Carol Stream Police Department has a three social worker Social Services Unit. These social workers are responsible for crisis intervention, counseling and social services provision. This unit is able to identify at-need individuals and families in the community and offer social service assistance immediately. These social workers are able to provide intervention assistance to problems in the community.

- **A.C.E. Program**

In 1995, the Department developed the Apartment Community Enhancement (ACE) program modeled after the nationally recognized Crime Free Multi-Housing program. Since its implementation, ten apartment complexes have sent representatives to the training and have received ACE recognition.

- **School Resource Officers**

Through inter-governmental agreements, the Department assigns a full-time officer to Glenbard North High School as a school resource officer. In addition, an officer works part-time at Jay Stream Jr. High. Both of these positions afford the Department the opportunity to work collaboratively with the school and proactively address crime and social issues involving the students. There have been numerous incidents where the SROs have been able to provide early intervention and minimize the impact to the community.

- **Adopt A Cop**

Twenty-five police officers participate in an Adopt A Cop program at the elementary schools in Carol Stream. The officers visit their “adopted” 1st or 2nd grade class on a monthly basis during the school year. The officer provides crime prevention, safety and character instruction. The program promotes positive relationships between the police and children.

- **Headstart Program**

Department representatives visit the Village's two Headstart program locations weekly during the school year. These visits are designed to promote positive relations and modeling for the young impressionable at-risk children enrolled in the Headstart program.

- **Neighborhood Feedback boxes**

The Department has placed neighborhood feedback boxes in each apartment complex community to solicit neighborhood concerns, problems and department feedback. A resident is able to submit this information anonymously, which in turn has promoted good feedback for the zone officers.

- **Business/Home security surveys**

We offer business and home security surveys in Carol Stream. Utilizing the concepts of crime prevention through environmental design (CPTED), trained officers assess the property and make crime prevention recommendations. These surveys help owners target harden their property and reduce their victimization risk. In addition, our CPTED specialists review plans for new buildings and reconstruction projects with building code officials.

- **Bike patrol**

During the summer, members of the Special Operations Unit conduct bike patrol in the community. This outreach program focuses patrols to areas not accessible to patrol cars and is used to promote citizen-police contacts. Bike officers are encouraged to engage the public and discuss community concerns. These contacts help our officers identify neighborhood issues and take pro-active counter measures.

- **BASSETT/Alcohol Awareness**

Our department sponsors and conducts BASSET (Beverage Alcohol Sellers and Servers Education Training) classes on a regular basis for our alcohol beverage retailers. These classes educate restaurant and store employees concerning age verification, liability and other related issues. This program promotes responsible serving and sales. The Village Board recently enacted an ordinance that requires alcohol retailers to BASSET certify their employees.

- **Tobacco/Alcohol sales compliance checks**

Members of our department conduct regular periodic sales compliance checks at all of the Village's tobacco and alcohol retailers. These compliance checks serve to promote retailer responsibility for age verification. Employees who properly verify the age of the purchaser receive positive recognition from the Department.

- **DARE/VEGA**

The Department currently provides DARE and VEGA instruction in the Carol Stream middle schools. These prevention programs are an excellent opportunity for our police officers to interact with our impressionable teens and promote positive relationships. The officer serves as a character education facilitator and role model.

- **PACT Camp**

The Special Operations Unit coordinates an annual Police and Children Together (PACT) day camp for special needs children in the community. Approximately 25 identified 5th and 6th graders spend a week learning social skills, character building, and leadership skills in this interactive program.

- **Volunteer Corps**

The Department is very fortunate to have a volunteer corps. Eight active citizen volunteers assist department members at community events such as the Bike Rodeo, 4th of July parade, D.A.R.E. graduations, and National Night Out.

4. *Describe your efforts involving problem solving and problem solving policing.*

- **Permanent Zone Officers and Zone coordinators**

When community policing and problem solving was instituted on a department-wide basis, one of the main components was permanent zone assignments with patrol sergeants serving as zone coordinators. Four officers and one sergeant are assigned to each zone. They meet on a regular basis to coordinate their response to specific identified issues and problems. In addition, the group is supported by the crime analyst, tactical officers from the Special Operations Unit and Department social workers. The zone coordinator provides a regular activity report at staff meetings in order to keep the Command Staff informed. The zone coordinator periodically prepares a “zone profile” (see **appendix A**). This profile is a critical analysis of activity, crime, resources and important stakeholders in the community.

- **CPOP Project System**

A very important component of our community policing philosophy is problem solving. All projects utilize the SARA (Scanning, Analyzing, Response, Assessment) method of problem solving. The Department has established a comprehensive project reporting system. Each initiated project is documented, tracked, and supervised. The crime analyst monitors the progress of the project and ensures deadlines are met. All of the Department's projects are maintained in a database and accessible as reference. Last year, Department members initiated over 200 projects.

Village employees in Public Works, Engineering and Community Development have also been trained in the SARA method of problem solving. Many times, police initiated projects include the involvement of these village employees.

- **Crime Analysis**

The Department's crime analysis system allows zone officers, zone coordinators and management to promptly identify problems in our community and analyze these situations. The crime analyst supports the problem-solving projects through monitoring, assessment and data collection.

- **Neighborhood Focus Groups**

Zone officers utilize neighborhood focus groups/community meetings in order to facilitate neighborhood problem solving. By developing a partnership with identified stakeholders, the zone officers have the capability to effectively address problems. Increased communication and community involvement promotes positive outcomes.

- **Evaluation standards and goals**

The community policing and problem solving philosophy has been incorporated into the Department culture through its inclusion in our department's evaluation standards and goals. All employees are evaluated on their problem identification and resolution skills and abilities.

5. *Describe your efforts at empowering street level officers to contribute to the overall agency objectives.*

Our quarterly zone meetings are used to allow officers the opportunity to work collaboratively on issues within their zone. Officers are empowered to identify problems in their zone and initiate problem-solving projects to remedy the situation. Officers are given blocks of time during their shift to work on these projects. In addition, officers are encouraged to conduct community meetings and initiate community contact to address neighborhood concerns. The community policing and problem solving philosophy is supported by Department culture, the evaluation process and recognition program.

Each platoon (shift) establishes their own objectives consistent with the goals of the organization. Significant emphasis is placed on community policing and problem solving. The officers are empowered by their supervisors to take “ownership” of an issue and to find an appropriate resolution. Identified issues are assigned to the lowest level of the organization for intervention. The Department provides community policing and problem solving from a “generalist” approach instead of a specialized unit. This fosters department-wide involvement in the problem-solving process.

6. *What efforts have been made to train your staff in the community policing philosophy.*

The Department recently changed from the San Jose Model of field training to the new adult-learning based Reno Model. This new and innovative field training model, designed by Police Executive Research Forum, promotes community policing and problem solving. This model should develop the community policing and problem solving skills of our recruit officers through performance-based training. This training model places a significant emphasis on independent learning and problem solving. Prior to successfully completing the police training program, the trainee must complete a neighborhood portfolio as well as two problem-based learning exercises. These learning opportunities promote community policing and problem solving skills.

In addition, several employees have attended formal community policing and problem solving training. Over 750 hours of formal training has been assigned to employees.

Most command staff members have also had the opportunity to conduct on-site assessments of departments recognized for their community policing efforts. Supervisors have visited Tempe, AZ; Mesa, AZ; Scottsdale, AZ; Aurora, CO.; and Arvada, CO Police Departments and observed their philosophy in action. The department also offers a self-study community policing program for those who want to learn more about the concepts.

7. *Provide any other information you believe is relevant regarding your efforts at developing a community policing philosophy in your agency.*

The Department is very fortunate to have a highly supportive village administrative staff as well as Village Board. Board members have been briefed on the community policing and problem solving philosophy and they embrace the concept.

Additionally, as previously mentioned, the Village staff has been trained in the community problem solving philosophy. This training has promoted mutual cooperation and collaborative efforts in projects involving multiple departments such as Code Enforcement, Community Development, Engineering, Public Works, Administration and Fire Protection District. This collaboration has provided efficiency and effectiveness in problem solving.

The quality of life and citizen satisfaction with the community demonstrates the success of the Village of Carol Stream's efforts in "Community Government and Problem Solving". The Police Department is proud of its community policing efforts and the organizational culture that promotes the community policing and problem solving philosophy.

8. Please attach your mission and values statement.

**MISSION STATEMENT
OF THE**

Carol Stream Police Department

The mission of the Carol Stream Police Department is to serve all people within our jurisdiction with respect, fairness and compassion.

We believe in the dignity and worth of all people. We strive to provide professional and caring police service in partnership with the community.

With a dedication to public service, it is our goal to enhance the quality of the life for everyone by creating a sense of security within the Village.

The Carol Stream Police Department takes pride in being a progressive law enforcement agency dedicated to meeting the needs of a diverse and vital community.

We are..... "Proud to Serve"