



2020

ANNUAL REPORT



WE SERVE—WE PROTECT—WE CARE

Download Report

Please note, this entire report can be viewed and downloaded by scanning the QR code shown below. Code readers can be downloaded for free on your mobile device in both iOS & Android format. Please note, version 11.0 or later of iOS allows the camera on your iPhone to function automatically as a QR code reader when pointed at a QR code.



**Scan QR code above to download the
2020 Annual Report**

Table of Contents

Chief's Message	Page 5
Thank You	Page 6
Mission Statement	Page 7
Adoption of Shared Principals	Page 8
Department Goals & Accomplishments	Pages 9-14
Organizational Chart	Page 15
Authorized Personnel	Page 16
Command Staff	Page 17
Employee Roster	Pages 18-20
Promotions & Retirements	Pages 21-22
In Memoriam	Page 23
The Patrol Division	Pages 25-41
Crime Statistics	Pages 26-27
K9 program	Page 28
Bike Unit	Page 29
Traffic Unit	Page 30
Review of Traffic Activities	Page 31-34
Traffic Crash Analysis	Pages 35-36
Traffic Enforcement Awards	Page 38
Regional Teams & Community Service Officers	Page 39
Honor Guard	Page 40
Mutual Aid	Page 41
The Investigations Division	Pages 43-46
Investigations Unit Case Analysis	Page 44
NCNTF, MCAT, SRO	Page 45
Evidence	Page 46
The Administrative Services Division	Pages 47-62
CALEA and Records	Page 47
Data Analysis	Page 48
Transparency in Policing	Page 49
Officer Training	Page 50
Recruiting, Crime Analyst and Crime Prevention	Page 52
Community Outreach Programs	Page 53
Community Outreach Photos	Pages 54-62
The Wheeling 911 Center	Pages 63-67
Division Goals and Analysis	Page 63-67
<i>What are policemen made of? - Paul Harvey</i>	<i>Page 69</i>

Our Annual Report serves as a snapshot, capturing a year which has been like no other in recent history. As the Chief of the Wheeling Police Department, I am proud to report that our organization has weathered these challenges. Exhibiting resiliency and an ability to adapt while continuing to provide the highest quality services to our



CHIEF'S MESSAGE



community, we have continued to build on a foundation of excellence, dependability and service to the Village of Wheeling. The results which has left us stronger and ready to face future challenges.

Our force currently consists of 60 sworn officers, the majority of whom compromise the patrol division. The remainder are assigned to the Traffic, Criminal Investigations and Crime Prevention Units. A very cohesive relationship with the Village's Human Service department has resulted in a Police Social Worker's recent attachment to the investigations unit for specialized victim and immediate crisis intervention service. We also continue a long term partnership with Wheeling High School by having a School Resource Officer serving with their staff and student body. Sworn officers are supplemented by four talented Community Service Officers, who address a number of special needs ranging from evidence custodian duties to Crime Analysis. Additionally, 19 Telecommunicators crew a recently modernized 911 Emergency Communications Center answering calls and routing emergency services for the communities of Wheeling and Des Plaines. Finally, nine civilian personnel round out our staff, providing professional operations in records and support service roles.

In a normal year we would continue our engagement in a wide variety of outreach initiatives. However, 2020 presented significant challenges to our mission in this regards as many events were side tracked, altered or postponed to ensure the safety and health of the public as result of the COVID-19 pandemic. We adjusted where we could and increased our utilization of social media as a means to interact and communicate with the community. Success was measured in the number of "likes" as some of our posts reached over 100,000 people! Professionally, technology allowed us to institute virtual courtrooms and to meet with prosecutors as part of our criminal justice operations. We then adapted its use to meet with community volunteers and to facilitate crime prevention operations.

In short, the Wheeling Police Department has adjusted and adapted as necessary in the face of tumultuous times. We have and will continue to strive for excellence as our mission remains "to improve the quality of life for the citizens of the Village of Wheeling by the provision of the highest quality of police services".

Looking forward to a better 2021!

James J. Dunne, Chief of Police

Thank You to the Village Board and Village Manager



Deserving of thanks for supporting our mission, the Wheeling Board of Trustees is the legislative branch of government which creates all village policy administered by the Village Manager. The Board of Trustees, along with the Village President, serve as the corporate authorities for the village. From left to right:

Ray Lang, Trustee

Joe Vito, Trustee

Dave Vogel, Trustee

Jon Sfondilis, Village Manager

Patrick Horcher, Village President

Elaine Simpson, Village Clerk

Mary Papantos, Trustee

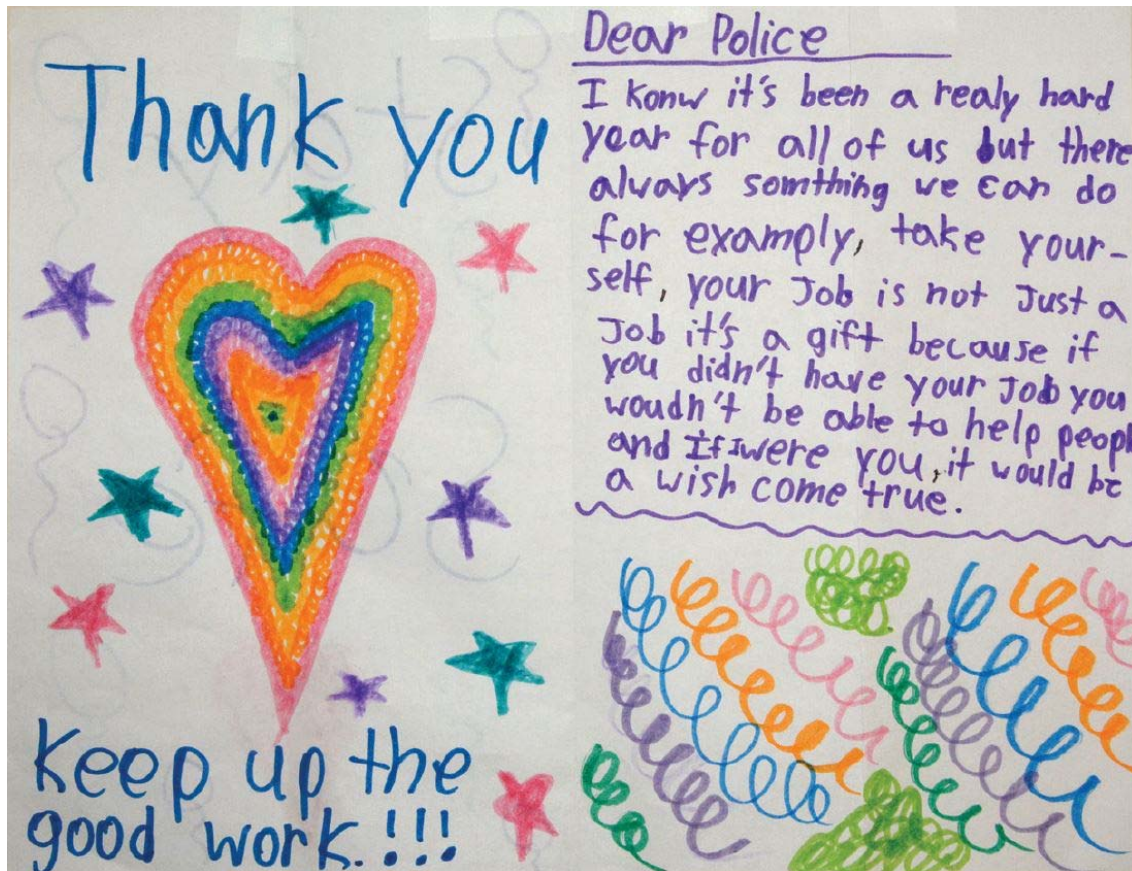
Mary Krueger, Trustee

Jim Ruffatto, Trustee

WPD Mission Statement

The mission of the Wheeling Police Department is to improve the quality of life for the citizens of the Village of Wheeling by the provision of the highest quality of police services.

The department will maintain respect for human rights; will promote mutual respect and courtesy, and work to build strong, effective, mutually beneficial police/community partnerships.



WPD Organizational Values

Partnership - We are committed to working on partnerships with the community and with each other to identify and resolve issue which impact public safety.

Encouragement - We encourage participation and input from all levels of our organization and all individuals and groups in the Village.

Integrity - We are committed to nurturing the public trust by holding ourselves accountable to the highest standards of professionalism and ethics.

Dedication - We dedicate ourselves to professional law enforcement service through open systems of communication, community partnerships, improved department management, enhanced operational procedures, and the utilization of problem solving methods and strategies.



Adoption of Shared Principles by Wheeling Police Department

WHEREAS, on March 22, 2018, the NAACP Illinois State Conference and the Illinois Association of Chiefs of Police agreed to 10 Shared Principles designed to build trust between law enforcement and communities of color, and

WHEREAS, the two statewide associations vowed “by mutual affirmation to work together and stand together in our communities and at the state level to implement these values and principles, and to replace mistrust with mutual trust wherever, whenever, and however we can.”

NOW BE IT THEREFORE RESOLVED that the Wheeling, Illinois, Police Department adopts these same Ten Shared Principles as their own, and thereby adds its name to the historic agreement between the Illinois NAACP and the ILACP. These are the Ten Shared Principles:

1. We value the life of every person and consider life to be the highest value.
2. All persons should be treated with dignity and respect. This is another foundational value.
3. We reject discrimination toward any person that is based on race, ethnicity, religion, color, nationality, immigrant status, sexual orientation, gender, disability, or familial status.
4. We endorse the six pillars in the report of the President’s Task Force on 21st Century Policing. The first pillar is to build and rebuild trust through procedural justice, transparency, accountability, and honest recognition of past and present obstacles.
5. We endorse the four pillars of procedural justice, which are fairness, voice (i.e., an opportunity for citizens and police to believe they are heard), transparency, and impartiality.
6. We endorse the values inherent in community policing, which includes community partnerships involving law enforcement, engagement of police officers with residents outside of interaction specific to enforcement of laws, and problem-solving that is collaborative, not one-sided.
7. We believe that developing strong ongoing relationships between law enforcement and communities of color at the leadership level and street level will be the keys to diminishing and eliminating racial tension.
8. We believe that law enforcement and community leaders have a mutual responsibility to encourage all citizens to gain a better understanding and knowledge of the law to assist them in their interactions with law enforcement officers.
9. We support diversity in police departments and in the law enforcement profession. Law enforcement and communities have a mutual responsibility and should work together to make a concerted effort to recruit diverse police departments.
10. We believe de-escalation training should be required to ensure the safety of community members and officers. We endorse using de-escalation tactics to reduce the potential for confrontations that endanger law enforcement officers and community members; and the principle that human life should be taken only as a last resort.

06/06/2018

Date


 James J. Dunne, Chief of Police

Department Goals & Accomplishments

KEY PERFORMANCE MEASURES/SERVICE INDICATORS	Target	Actual 2020	Actual 2019	Actual 2018
Stated Goal: Ensure strong financial policies, practices, and public transparency Type of Measure: Effectiveness				
Compliance with Mandatory CALEA Standards	100%	100%	100%	100%
Compliance with Non-Mandatory CALEA Standards	>80%	98.24%	89.2%	94.8
Total Part 1 Crime Per 1,000 of Population	N/A	12.42	12.76	10.68
Total Part 2 Crime Per 1,000 of Population	N/A	55.63	52.84	51.79
Total Crime Per 1,000 of Population (Part 1 & 2)	N/A	68	65	62
Avoidable Accidents & Injuries	<6	8	5	11
Stated Goal: Ensure strong financial policies, practices, and public transparency Type of Measure: Efficiency				
Average Minutes from Call Received to Dispatch	<2 min.	1.85	1.80	2.20
Average Cost per Call for Service	N/A	\$411.38	\$431.12	\$451.60
Stated Goal: Ensure strong financial policies, practices, and public transparency Type of Measure: Output				
Average Calls for Service Per Officer/CSO	N/A	290	395	335
Accidents/Crashes Investigated	N/A	971	1288	1136
Total Calls for Service ---- Police Service	N/A	15,965	17,447	17,461
Clearance Rate; Part I Offenses Against Persons (Cases Assigned)	N/A	48%	61%	70%
Clearance Rate; Part I Offenses Against Property (Cases Assigned)	N/A	44%	21%	27%



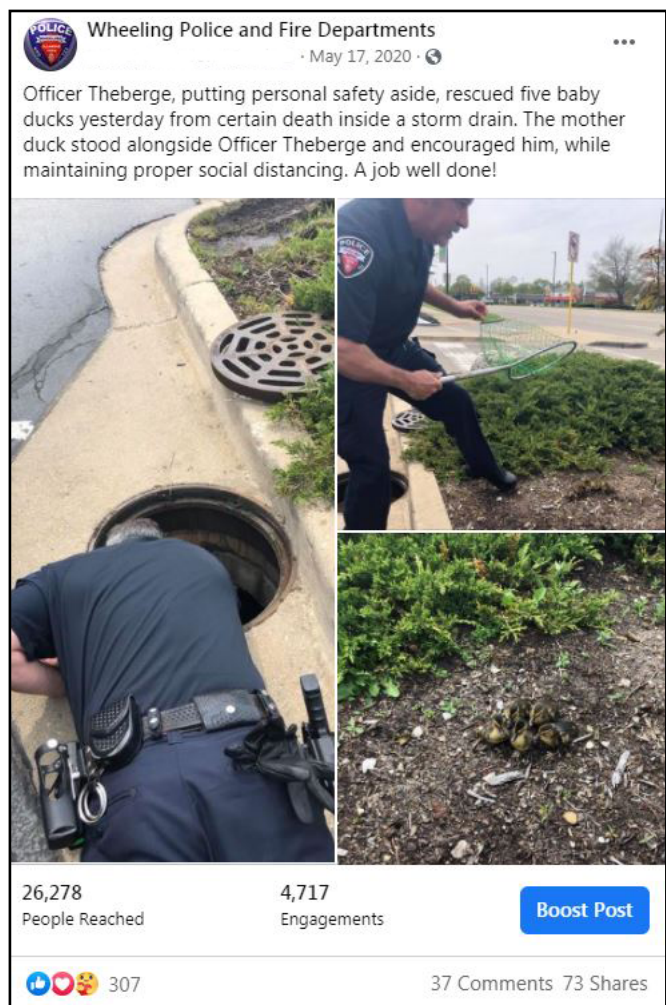
Department Goals & Accomplishments

STATED GOAL: Explore alternate revenue sources and cost sharing opportunities with other government bodies/agencies

- Became a founding member of the *We Never Walk Alone* nationwide peer support and mental health professional network to provide Police Officers the opportunity to receive emotional and tangible support through times of personal or professional crisis and to help anticipate, identify, and address potential difficulties; subscribed all sworn Officers to the program and trained four Peer Support Officers - twice the number originally identified as our goal.
- Worked collaboratively with the agencies we serve to assess and fine-tune both the Next Generation 911 phone system and the Computerized Automated Dispatch (CAD) system to optimize performance, including the revision of 22 operational directives.

STATED GOAL: Enhance the Village's Cyber Identity

- Bolstered the Police Department's new social media presence with periodic press releases, resulting in an overall increase in effectiveness evidenced by the logging of more than 100,000 combined views on a single posting.
- Promoted the Police Department's participation in a many activities, community affairs, and social events that would have otherwise suffered from reduced visibility due to the COVID-19 pandemic, thereby keeping the various campaigns in the minds and hearts of participants and further aiding those who benefit from the outreach.



Department Goals & Accomplishments

STATED GOAL: Test Body Worn Cameras with the intention of implementing them in 2021

- It is the intention of the Wheeling Police Department to employ body-worn cameras and in-car video in the delivery of law enforcement services. In order to ensure compliance with all applicable laws and maintain the highest level of organizational credibility, the department will establish clear procedures regarding the use of mobile recording systems by sworn members during the performance of their duties.



Department Goals & Accomplishments

STATED GOAL: Enhance the Village's cyber identity

- Designed and released original videos utilizing engaging, educational, and creative methods of information exchange in order to meet the rapidly-evolving demands of an increasingly tech-savvy population; for example, a video discussing Halloween safety during a pandemic.



FUTURE IDENTIFIED GOAL: Explore alternate revenue sources and cost sharing opportunities with other government bodies/agencies

- Coordinate with the Human Services Department staff to implement the *Return Home Safe* program, issuing identification cards to vulnerable village residents that provide emergency responders with information regarding loved ones or caretakers in times of need or distress; launch an online registration platform; promote the program through social media and other channels.

Department Goals & Accomplishments

FUTURE IDENTIFIED GOAL: Ensure strong financial policies, practices, and public transparency

- Implement the department's first use of Body Worn Cameras (BWC) by the end of the first quarter of 2021 to protect the safety and welfare of the public and the department; provide officers with clear instruction on when and how to use them; create a policy to manage the use of the cameras consistent with the Illinois Body Worn Camera Act.

FUTURE IDENTIFIED GOAL: Develop a field training program for Detectives

- Implement a field training curriculum for Officers newly assigned to the Investigations Unit to ensure that all new Detectives receive a minimal level of training on steps to follow during a variety of investigations, from routine cases to uncommon but serious cases that may require the assistance of the Major Case Assistance Team.



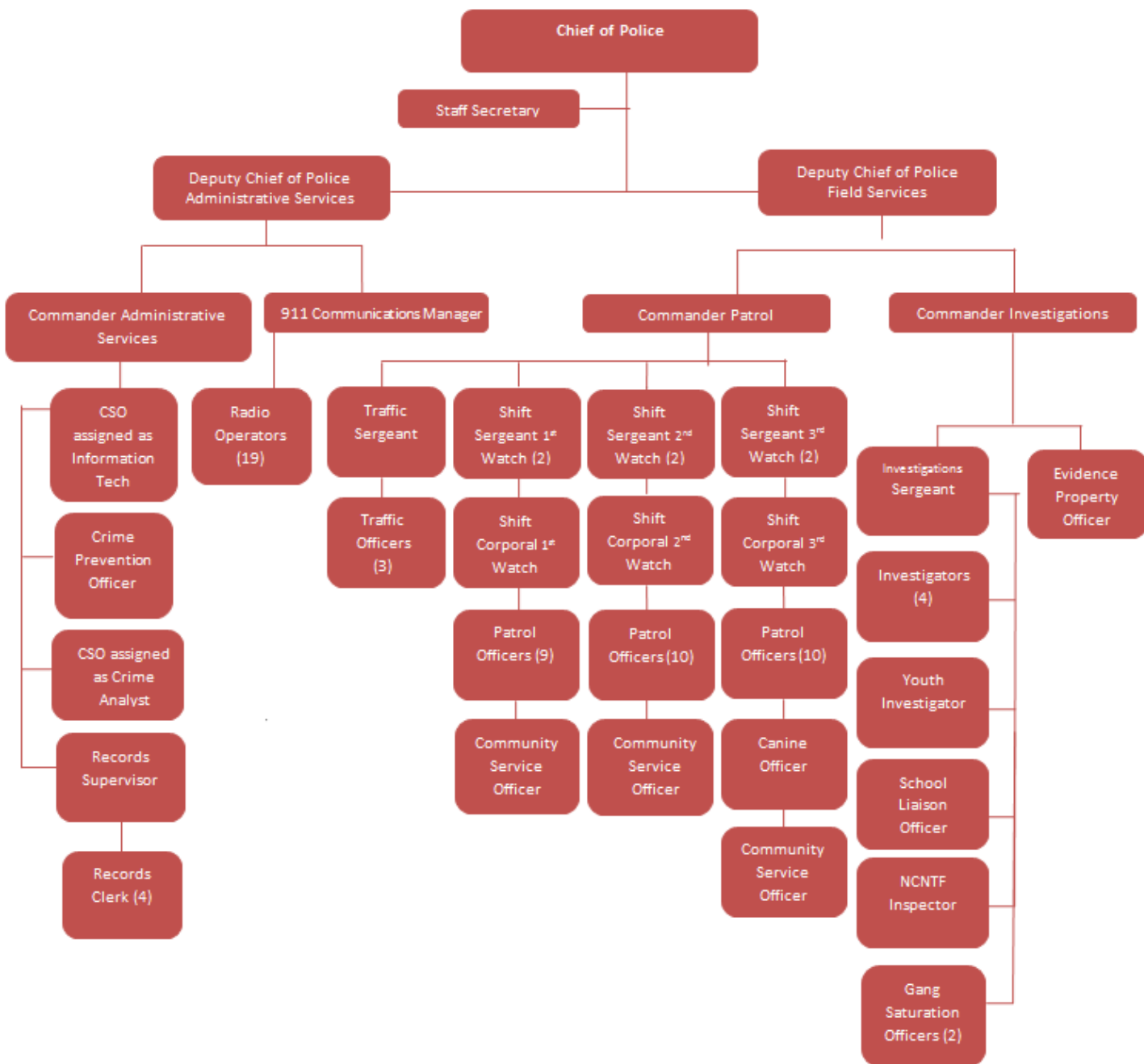
Department Goals & Accomplishments

FUTURE IDENTIFIED GOAL: Replace in-car mobile cameras and mobile data terminals (MDT'S) that have exceeded manufacturer's warranties and become functionally obsolete

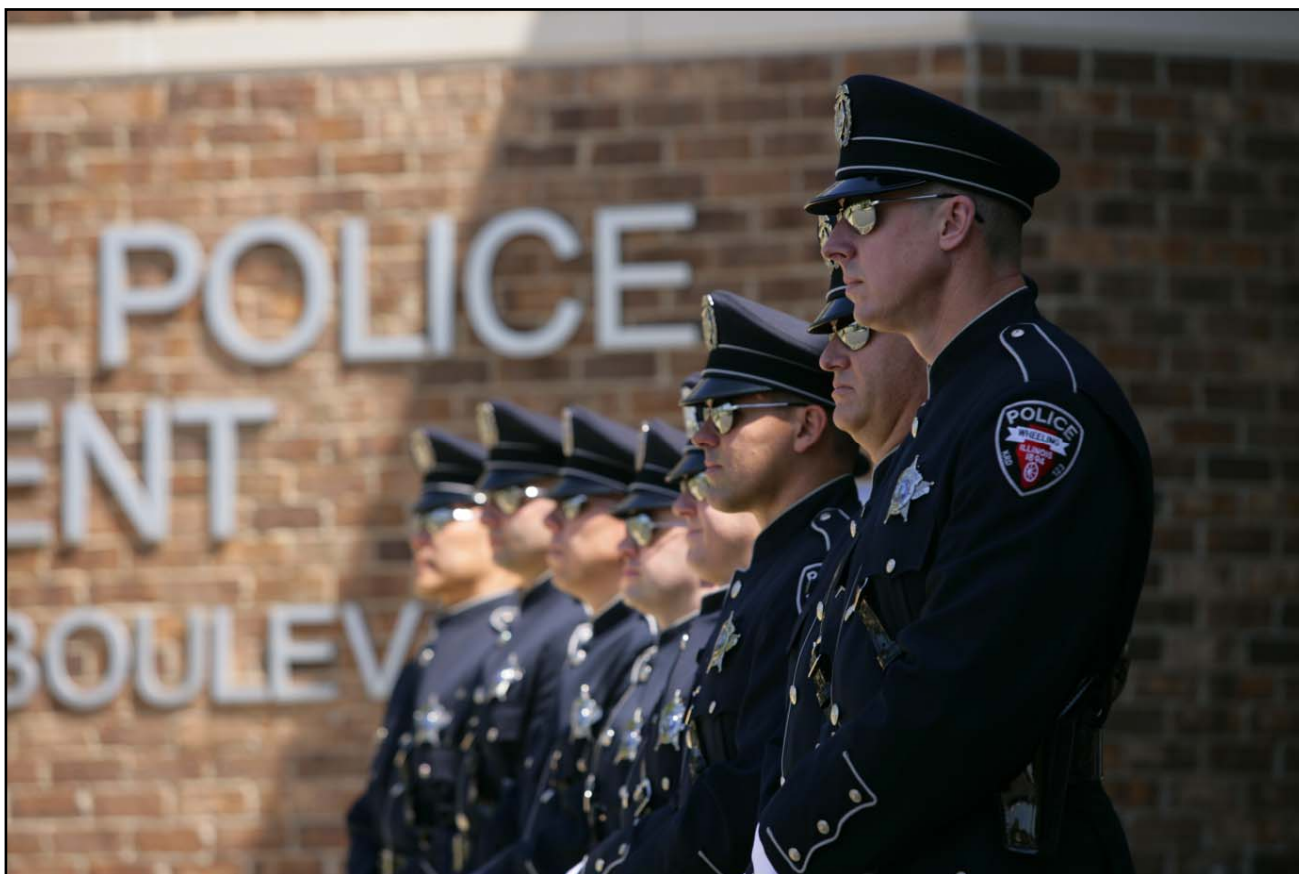
- Coordinate with Public Works Fleet Services personnel to complete the installation of in-car mobile cameras and mobile data terminals by the end of 2021 and fully train Officers in the use of the replacement equipment.



Chain of Command



Authorized Personnel



AUTHORIZED PERSONNEL	FY 2019	FY 2020	Increase/ Decrease
Police Chief	1	1	-
Deputy Police Chief	2	2	-
Commander	3	3	-
Sergeant	8	8	-
Corporal	3	3	-
Officer	43	43	-
911 Communications Center Manager	1	1	-
Evidence/Property Officer	1	1	-
IT Tech	1	1	-
Telecommunicator	19	19	-
Community Service Officer	4	4	-
Records Supervisor	1	1	-
Records Clerk	4	4	-
Administrative Secretary	1	1	-
TOTAL FULL-TIME	92	92	---



James J. Dunne
Chief of Police



Al Steffen
Deputy Chief of Police
Field Services



Joseph Licari
Deputy Chief of Police
Administrative Services



Michael Conway
Commander
Administrative Services
Division



Joseph Kopecky
Commander
Patrol Division



James Borchardt
Commander
Investigations Division



Rocella Rodgers
9-1-1 Center Manager

2020 Command Staff

Sergeants

John Abbio
Michael Bieschke
James Elwart
Richard Giltner
Paul Hardt
Chris Higham
Troy Musolf
Chris Rogers

Corporals

Dennis Bulanda
Jeremy Hoffman
Richard Giltner



Police Officers

Derrick Bernabei	Bryan Martorano
Steven Camporese	Shane Maurer
Bernard Conboy	Carl Messina
Tyler Courtney	Michael Munoz
Lukasz Czapla	Ignacio Oropeza-Hernandez
Robert Czopek	Daniel Pawlus
Dane Eimer	Dante Perez
Ian Frey	Thomas Pinedo
Ignacio Garcia	Brett Potter
Conor Hanley	Rick Richardson
Jordan Hudak	Preston Robertson
Ian Hybert	Joseph Rundo
Laura Joschko	Adam Sherman
Angela Kaehler	Kevin Smith
Douglas Kaiser	Katrina Smolarczyk
Christopher Kanches	Dorann Swanson
Phil Kim	Andrew Teichen
Steven Komin	James Theberge
Devin Ladesic	Brittany Vore
Scott Laverd	Joseph Werderitch
Matthew Lee	

Services/Records/Volunteers

Margaret Cooper, *Records Clerk*
 Christina Lascola, *Records Clerk*
 Carole Lanciloti, *Citizen Volunteer*
 Kristina Maldonado, *Records Clerk*
 Patricia Maziarka, *Citizen Volunteer*
 Shirlee Surges, *Records Clerk*
 Jacek Trzebunia, *Information Technology*
 Veronica Salazar, *Crime Analyst*
 Katherine Whitehead, *Records Supervisor*

Community Service Officers

Michael Burns
 Andrew Merrill
 Anthony Reyes
 Peter Rodgers

Communications

Javier Alanis	Meghan Marren
Andrew Calin	Megan Mayfield
Matthew Diamond	Debra Mette
Eugene Gamez	Nadine Mogan
Marcia Gerould	Sandro Palomares
Charles Hasselmann	Marco Ramirez
Katelyn Hernandez	Tina Shufflebarger
Tina Hoffman	Maria Vasquez
Dawn Hyken	James Vonesh
Michael Kelly	

Retirements



Sergeant Hardt
retired after 18
years of service



Officer Dawson
retired after 29
years of service



Officer Robertson
retired after 29
years of service



Officer Theberge
retired after 20
years of service



Telecommunicator Gerould
retired after 29 years of
service



Telecommunicator Mette
retired after 5 years of
service

Promotions & Appointments



Commander James Borchardt



Sergeant Richard Giltner



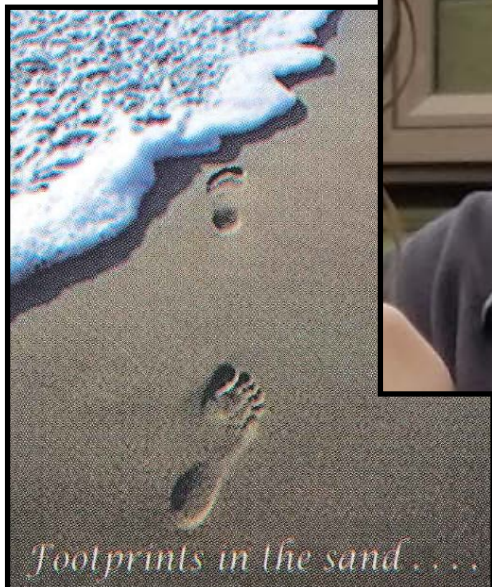
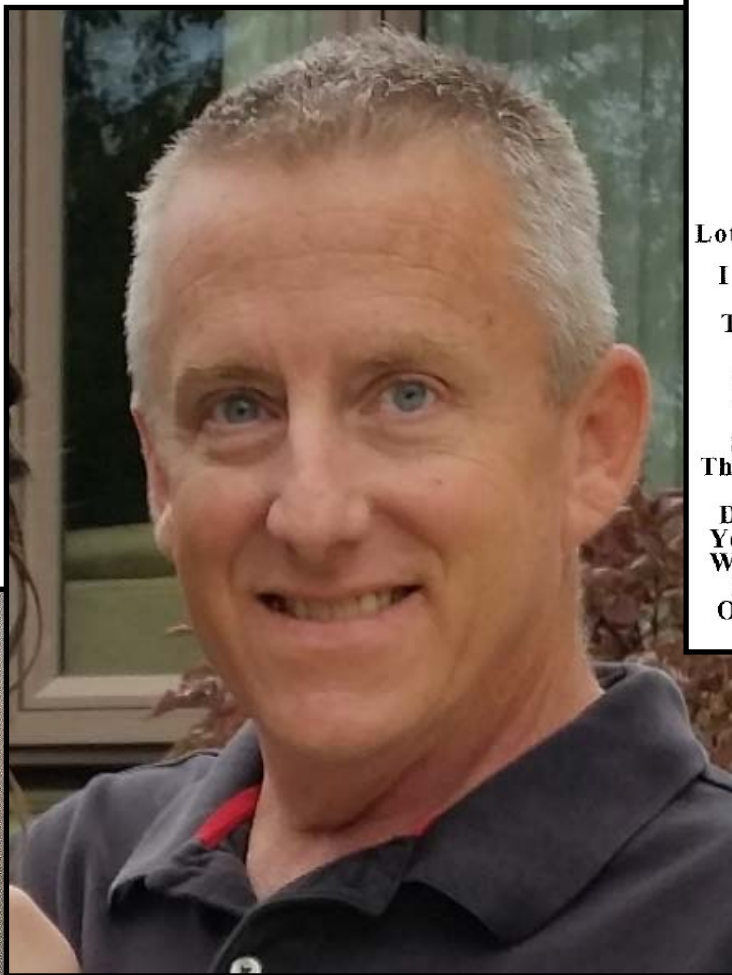
Sergeant Jeremy Hoffman



Corporal Rick Richardson

In Memoriam

The Wheeling Police family lost a valued member on April 22, 2020. Community Service Officer Mike Burns passed away, much too young. Mike was truly one of the funniest people to ever step through the doors of the Wheeling Police Department. His sly humor and wit will not soon be forgotten nor easily replaced. Mike was a stalwart representative of the Community Service Officers, rarely missing work over a dedicated career spanning more than 30 years. Mike's hard work and leadership traits earned as a former United States Marine, will surely be missed.



In Loving Memory of
MICHAEL P. BURNS

Born
September 17, 1967

At Rest
April 22, 2020

Interment
All Saints Cemetery
Des Plaines, Illinois
Lot 5 Block 4 Section 32 Grave 11

I am home in heaven, dear ones;
Oh, so happy and so bright!
There is perfect joy and beauty
In this everlasting light.
All the pain and grief is over,
Every restless tossing passed;
I am now at peace forever,
Safely home in heaven at last.
There is work still waiting for you,
So you must not idly stand;
Do it now, while life remaineth-
You shall rest in God's own land.
When that work is all completed,
He will gently call you Home;
Oh, the rapture of that meeting,
Oh, the joy to see you come!

The Patrol Division

The Patrol Division consists of the Patrol Unit, Traffic Unit, K-9 Unit, and Community Service Officers. Six Sergeants and three Corporals supervise twenty-nine Patrol Officers, one K-9 Officer, and three Community Service Officers.

The Traffic Unit consists of a Sergeant, and three officers.

The Patrol Commander manages all of these units.

The Patrol Division provides 24-hour police service 365 days of the year. The Patrol Officers take on the role of problem-solvers in addition to their traditional law enforcement duties of responding to both emergency and non-emergency calls for service within the Village of Wheeling. Patrol Officers are responsible for the protection of life and property, maintaining peace, conducting preliminary investigations, and enforcing traffic laws, criminal laws, and village ordinances. Patrol Sergeants and Corporals supervise and mentor officers during day-to-day calls for service.

The Patrol Division consists of three different shifts:

Midnight Shift

11:00 p.m. to 7:30 a.m.

Day Shift

7:00 a.m. to 3:30 p.m.

Afternoon Shift

3:00 p.m. to 11:30 p.m.

YEAR	CALLS FOR SERVICE	ANNUAL CHANGE
2016	35,550*	-16.60%
2017	39,854*	12%
2018	17,421	-56%
2019	17,695	1.57%
2020	15,965**	-10%

In 2020, the Wheeling Police Department Patrol Division responded to calls for service involving criminal offenses, traffic accidents, disturbances, traffic complaints, extra watches and other types of incidents. The three Patrol Shifts are the first responders for the majority of the calls for service.

**The calls for service in previous years were much higher due to the fact that the data included traffic stops, general service calls, and 911 CAD center Events. Beginning in 2018, calls for service totals only include Part 1 Offenses, Part 2 Offenses, Traffic Crashes, and Police Service only.*

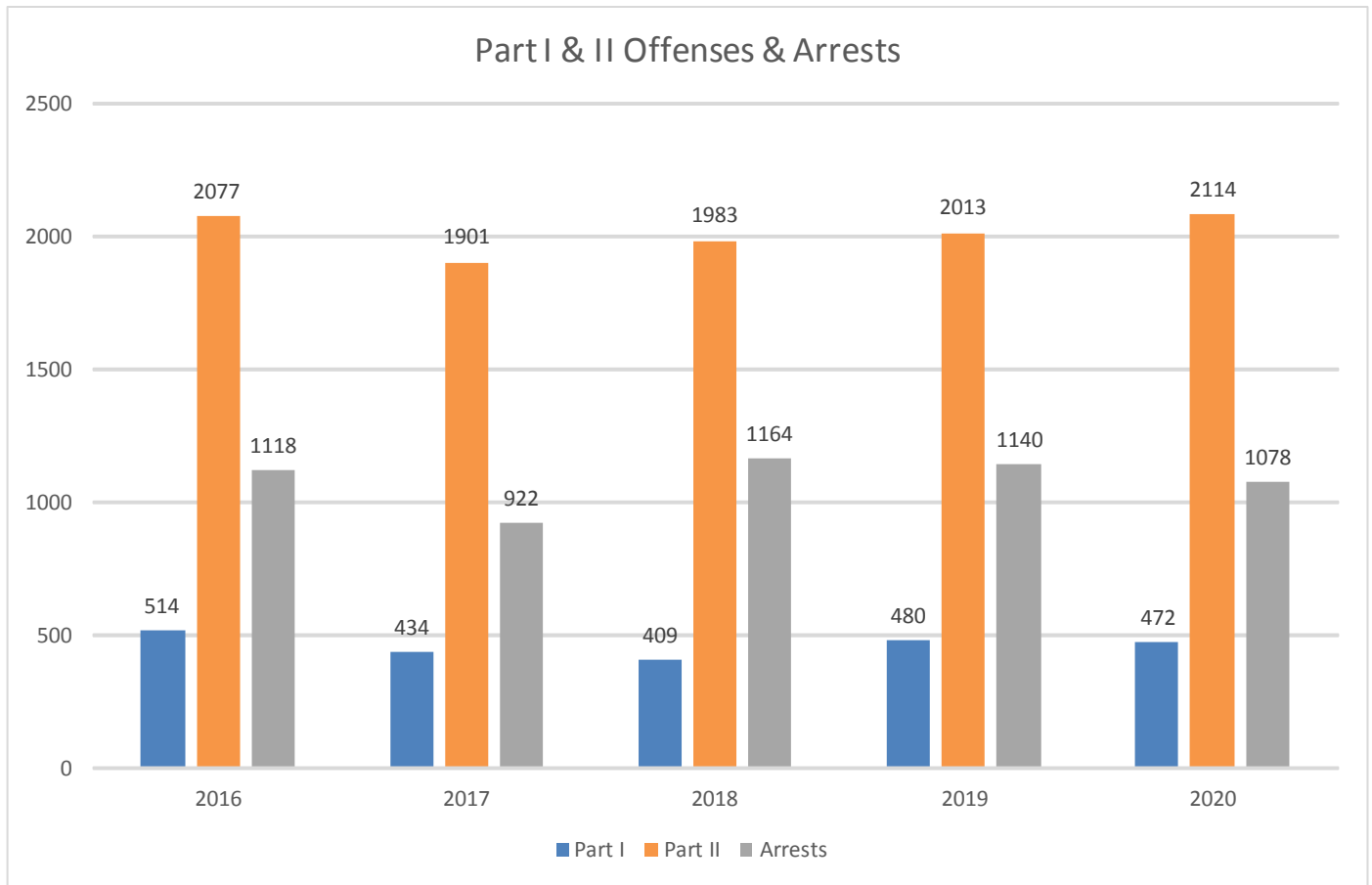
***Calls for service were lower due to the pandemic which affected law enforcement agencies across the country.*

Crime Statistics

In 2020, the Wheeling Police Department responded to a vast array of calls for service including criminal offenses, traffic crashes, disturbances, traffic complaints, extra watches and other incidents. A Patrol Officer is often the first responder on the majority of these types of calls for service.

The Uniform Crime Reporting (UCR) Program divides offenses into two groups, Part I and Part II Offenses. Each month the Wheeling Police Department submits information on the number of Part I and Part II offenses to the Federal Bureau of Investigation (FBI) and the Illinois State Police (ISP).

Part I Offenses are considered the more serious crimes and are divided between violent and property crimes. Part II Offenses are all other criminal offenses that are not classified as Part I Offenses.



<u>Offenses</u>	<u>2020</u>	<u>2019</u>	<u>2018</u>
First Degree Murder	1	0	1
Reckles Homicide	0	0	1
Criminal Sexual Assault	7	12	19
Robbery	7	4	1
Aggravated Battery	8	6	6
Aggravated Assault	12	11	13
Burglary	27	40	51
Burglary to Motor Vehicle	46	44	50
Theft	342	343	254
Motor Vehicle Theft	21	19	13
Arson	1	1	0
Total Part I Crimes	472	480	409
Involuntary Manslaughter	0	1	0
Battery	239	263	249
Reckles Conduct	1	0	0
Assault	0	6	13
Deceptive Practices	315	118	135
Criminal Damage & Trespass to Property	171	160	179
Deadly Weapons	7	7	6
Sex Offenses	8	16	25
Offenses Involving Children	31	27	35
Cannabis Control Act Violation	170	166	137
Controlled Substance Act Violation	9	6	10
Drug Paraphernalia Act Violation	6	12	4
Liquor Control Act Violation	12	17	22
Intoxicating Compounds	1	1	0
Motor Vehicle Offenses	584	672	602
Disorderly Conduct	115	122	139
Interference with Public Officials	2	6	6
Intimidation	4	1	1
Visitation Interference / Kidnapping	7	2	4
Other Offenses	432	410	416
Total Part II Crimes	2114	2013	1983
Service to Other Agencies	3478	2409	1457
Public Service	4741	7034	5250
Public Complaints	67	5236	4493
Lost/Found/Missing	190	85	297
Mental Health Calls	49	86	84
Suicides	3	6	3
Suicides Attempts	2	16	4
Death Investigation	64	42	41
Miscellaneous Department Activities	209	3826	3077
911 Center CAD	5033	7555	8013
Other Service Calls	3543	1344	1370
Invalidate OCA's	31	29	111
Total Services/ Activity	17410	27668	24200



The Wheeling Department Canine Unit responds to routine calls for service, formal requests for canine deployments, and special events/activities. Despite the pandemic in 2020 the canine unit was still able to get out and interact with the community.

There were 82 requests for canine assistance in 2020. These requests were from Wheeling Police Officers as well as federal partners including requests for drug detection, tracking suspects and missing persons. Activity breakdown is as follows:

- 57 Narcotic related Searches
- 15 Assists
- 8 Tracks
- 2 Demos

Our team is compliant with the statutory requirements of the State of Illinois as established by the Illinois Law Enforcement Training and Standards Board (ILETSB) by completing two separate narcotics certifications through the Illinois Law Enforcement Training Board as well as the North American Police Working Dog Association (NAPWDA). In addition, the unit completed three separate patrol certifications through:

- The Chicago Police Department Canine Unit
- Tops Canine Training Center

Our patrol canine loves to work and looks forward to the challenges ahead in 2021.





The Bike Unit is composed of officers that patrol the village on bicycle. This perspective gives them a unique opportunity to interact with the community in a positive way.

Traffic Unit

Keeping our roads safe for all of Wheeling's residents and commuters is a vital part of the Wheeling Police Department Patrol Division. Sergeant James Elwart oversees two Traffic Officers as the supervisor of the Traffic Unit. These individuals take great pride in providing professional, effective traffic enforcement through public education and strategic enforcement. These efforts continue to positively impact the safety of those that live and work in our community.

ACTIVITY	2019	2020	DIFFERENCE	% CHANGE
TRAFFIC STOPS	18,650	13,206	-5,444	-29%
DUI ARRESTS	77	87	+10	+13%
TRAFFIC ARRESTS	490	435	-55	-11%
TRAFFIC CITATIONS	6,158	4,645	-1,513	-25%
COMPLIANCE CITATIONS	4,947	3,087	-1,860	-38%
WRITTEN WARNINGS	9,782	7,680	-2,102	-21%
VERBAL WARNINGS	337	320	-17	-5%
PARKING CITATIONS	5,053	2,487	-2,566	-51%

WHEELING TRAFFIC UNIT

WHEELING TRAFFIC UNIT

Effects of Pandemic on Traffic Enforcement

On March 21st, 2020, in response to the COVID-19 pandemic, the Patrol Division began a modified schedule due to the shelter in place directive ordered by Governor JB Pritzker. During the modified schedule, several restrictions were put in place to reduce the transmission of the virus. One of the restrictions was the suspension of most traffic enforcement activities. This suspension remained in effect until June 1st. Additionally, faced with increased closures of dining and entertainment venues, the department experienced further reductions in travel. This resulted in a decrease of traffic stops by 29% as compared to 2019. All enforcement categories saw large decreases in activity but for Driving Under the Influence arrests which increased by 13% during 2020.

As the pandemic continues into 2021, it is unclear if traffic volume and patterns will return to those typically observed or if the changes will become the new standard.

Authorized personnel for 2020 were 60 full-time sworn officers and the Traffic Unit operated with one sergeant and two police officers. All three members of the Traffic Unit were reassigned to the Patrol watches during the shelter in place order.

Review of Traffic Enforcement Activities

The Wheeling Police Department utilizes several methods for monitoring traffic complaints and performing enforcement activities. In 2020, the police department used the following methods to monitor and respond to citizen traffic related complaints:

- Traffic studies and data collection
- Selective enforcement locations
- Portable speed monitoring displays
- Saturation patrols
- Impaired driving, distracted driving, and occupant protection enforcement campaigns
- Occupant protection and distracted driving enforcement zones

The Police Department uses these traffic monitoring and enforcement methods to combat perceived or identified traffic related problems within a given location.

Review of Traffic Enforcement Activities

The Traffic Unit identifies areas of high crash frequency or citizen complaints on a monthly basis. These areas are labeled as "Selective Traffic Enforcement" areas and are placed in a computer folder located on the department's computer server which is accessible from a squad car. The Traffic Unit focused on these areas to reduce crashes and complaints. The areas of enforcement are based on data compiled from crash statistics, the Illinois Department of Transportation (IDOT), citizen complaints, and traffic studies. Dates and times associated with the problem areas are also used.

August 2020 Top 5 Intersection Crash Locations

#1 Palatine Rd and Wheeling Rd – 5 crashes

#2 Lake Cook Rd and Lexington Dr – 4 crashes

#3 Wolf Rd and Palatine Rd – 3 crashes

#4 Dundee Rd and Northgate Pkwy – 2 crashes

#5 Multiple intersections – 1 crash

The top causes were:

- **Speed related: 20**
- **Failure to yield: 10**
- **Improper lane usage: 10**

The top cited violations were:

- **Speed related: 13**
- **Failure to yield: 7**
- **Improper Lane Usage: 7**

The peak crash days were:

- **Wednesday: 20**
- **Monday: 13**
- **Tuesday: 9**

The peak accident times are as follows:

- **1201 - 1300 hrs (6 crashes)**
- **1801 - 1900 hrs (5 crashes)**
- **1001 - 1100 hrs (5 crashes)**

Special attention should be given at the above locations and times for the listed violations during the peak accident times.

Review of Traffic Enforcement Activities

The Traffic Unit also coordinated and utilized the IDOT managed Sustained Traffic Enforcement Program (STEP) grants which focused on occupant restraint compliance, excessive speed enforcement, distracted driving, and impaired driving violations. The funds awarded from IDOT increased from \$86,728.00 to \$116,732.00, an increase of \$30,004.00 or 35%, and paid for extra patrols during seven major holidays as well as additional impaired driving, occupant protection, and speed enforcement during non-holiday campaign periods.

Finally, the Traffic Unit coordinated activities including occupant protection and distracted driving enforcement zones, school zone speed enforcement, and impaired driving enforcement to target areas identified as problematic. Because of the pandemic and its social distancing precautions, the Traffic Unit partnered with the Crime Prevention Unit to disseminate traffic safety messages via the Department's social media platforms.



Review of Traffic Enforcement Activities

To supplement the Traffic Unit, patrol officers are assigned as shift traffic officers when enough officers are on-duty. Their mission mirrors the Traffic Unit's responsibilities of investigating traffic crashes and selective traffic enforcement.

The Traffic Unit obtained an increase in the 2020 Budget to purchase additional portable speed monitoring displays. Five signs were purchased from TrafficLogix Inc. and are deployed to areas that are the subject to citizen complaints and/or have a high frequency of crashes. The units are temporarily mounted and can be moved as needed.



Traffic Crash Data Analysis

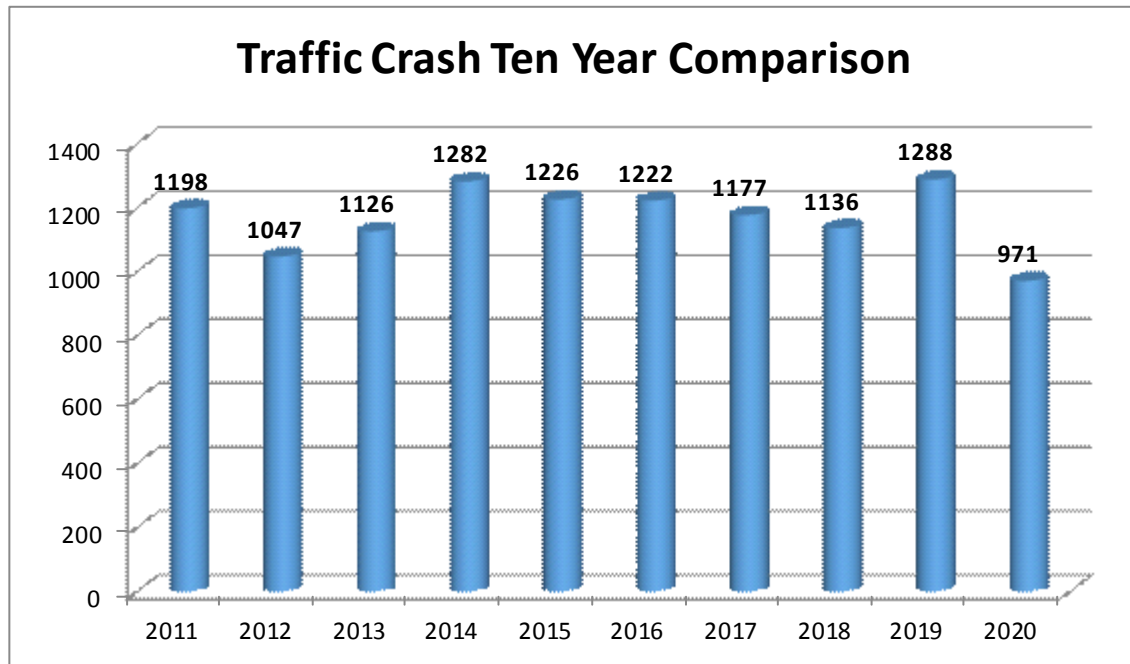
TRAFFIC CRASHES	2019	2020	DIFFERENCE	% CHANGE
FATAL TRAFFIC	1	4	3	300%
PERSONAL INJURY	155	106	-49	-32%
PROPERTY DAMAGE	744	509	-235	-32%
MUNICIPAL VEHICLE	12	10	-2	-17%
HIT AND RUN	117	127	10	9%
PRIVATE PROPERTY	246	215	-31	-13%
UNKNOWN	13	0	-13	-100%
TOTAL CRASHES	1,288	971	-317	-25%

Total reported traffic crashes decreased from 1,288 in 2019 to 971 in 2020. This follows a nationwide downward trend in traffic volume and patterns due to the COVID-19 pandemic. A 300% increase in crashes resulting in fatalities also followed the nationwide trend.

Of the 971 reported crashes in 2020, 215 occurred on private property indicating that the remaining crashes occurred on a public roadway. (Alcohol-related crashes increased by 7% to 15 in 2020, up from 14 in 2019.)



Traffic Crash Data Analysis



The graph depicted above illustrates traffic crash totals during the last 10 years. The downward trend that began in 2015 continued through 2020. As mentioned earlier, the decrease was significant and can be attributed to changes in traffic volume because of the COVID-19 pandemic. 971 crashes represent a notable decrease considering the large volume of traffic traveling through Wheeling. Pre-pandemic, the Village continued to have high daily traffic counts in the area, with an average of over 65,000 vehicles traveling along Dundee and Lake Cook Roads daily alone.

The Traffic Unit's ultimate goal is to reduce traffic crashes and related injuries and to educate the public on pertinent traffic issues. When assessing the success or failure of the Department as a whole in meeting its traffic goals, the combination of education and enforcement has allowed the Traffic Unit and the Police Department to meet those goals in keeping the number of traffic crashes at low levels as well as improving the public's awareness of our programs. The data indicates that officers have continued to conduct a high amount of traffic enforcement despite the historic COVID-19 pandemic and that traveling through the Village of Wheeling is safe. 2% of crashes were caused by impaired driving and crashes are 42% lower than the ten year high of 1,282 recorded in 2014. The number of crashes compared to daily traffic counts also demonstrates the Village is a very safe place to travel via roadways. It is recommended all traffic enforcement programs and public education continues both at the Patrol and Traffic Unit levels.



Officers investigate a personal injury traffic crash on Dundee Rd

Routine Traffic Enforcement is the shared responsibility of the Patrol Division and the Traffic Unit. The Traffic Unit officers receive additional training in traffic crash investigation through Northwestern University's Center for Public Safety (NUCPS).



Officers investigate a traffic crash on Lake Cook Rd

2020

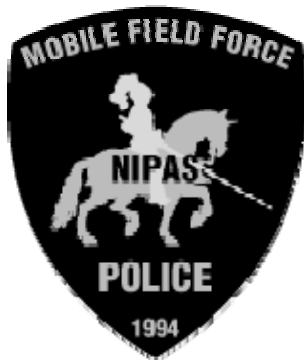
Wheeling Police Department

Traffic Awards

OFFICER	AWARD
Corporal Richardson *130	Traffic Officer of the Year
OFFICER	QUARTERLY TRAFFIC OFFICER AWARDS
Corporal Bulanda *131	1 st Quarter – Traffic Enforcement
Officer Hybert *127	2 nd Quarter – Traffic Enforcement
Officer Czopek *107	3 rd Quarter – Traffic Enforcement
Officer Smith *109	4 th Quarter – Traffic Enforcement
OFFICER	AWARD
Corporal Bulanda *131	Speed Enforcement Officer of the Year
OFFICER	AWARD
Corporal Richardson*130	D.U.I. Enforcement Officer
OFFICER	AWARD
Corporal Richardson*130	Occupant Restraint Officer
OFFICER	AWARD
Corporal Bulanda *131	Distracted Driving Officer
OFFICER	AWARD
Corporal Richardson*130 Officer Smith *109 Officer Pawlus *135	AAIM DUI Enforcement (12)

Regional Teams

The Wheeling Police Department is a member of the NIPAS (Northern Illinois Police Alarm Service) Emergency Services Team (SWAT), NIPAS Mobile Field Force, Major Case Assistance Team (MCAT) and MCAT STAR (Serious Traffic Accident Reconstruction) team. Member agencies contribute one or more officers to the regional teams, and in return are allowed the use of the entire team should an emergency arise requiring the use of a crowd control team or high risk entry team or a serious traffic crash occur.



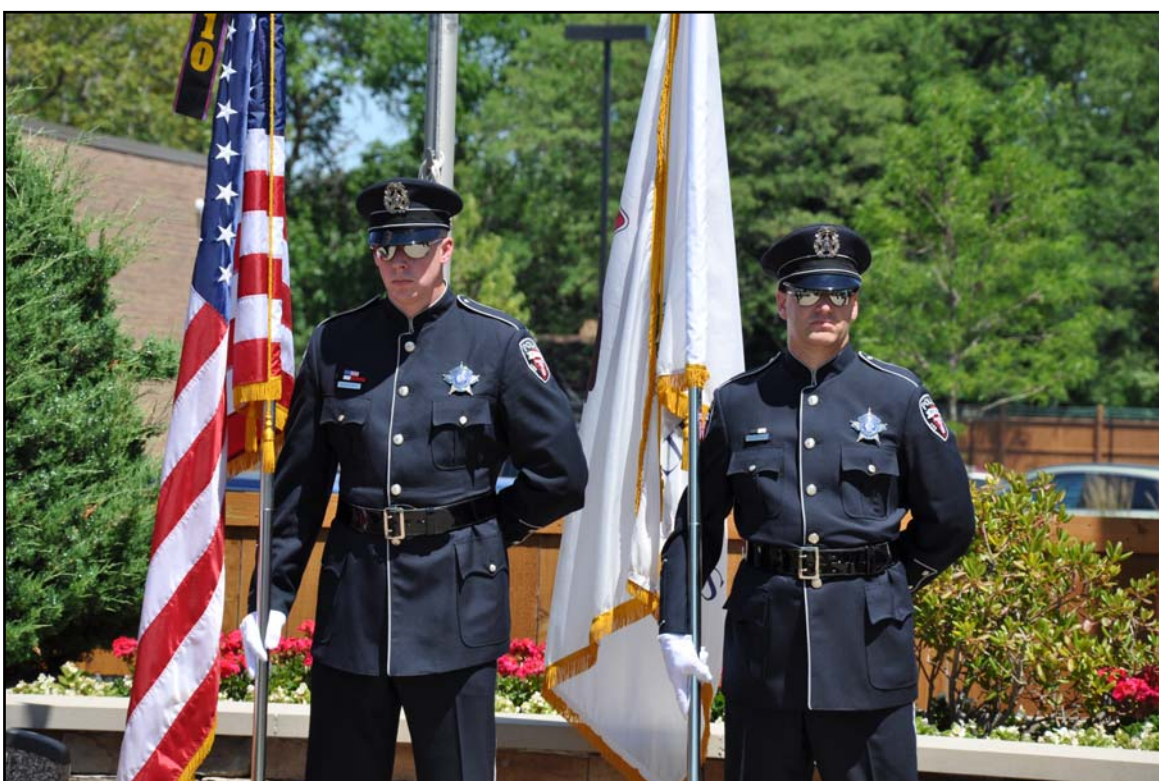
Community Service Officers

The Patrol Division is supplemented by three full-time Community Service Officers (CSOs) who are tasked with parking enforcement, ordinance enforcement, traffic direction, and animal calls. Additionally, all three CSO's have been cross trained to fulfill the duties of Evidence Technician.



Honor Guard

The Wheeling Police Honor Guard was formed in 2007 and consists of eight sworn police officers. The members represent several units within the police department to include: first line supervisors, patrol, and investigations. The Honor Guard participates in ceremonies, parades, and special events which occur in Wheeling. In addition, the Honor Guard attends memorial services for deceased department members at the request of the member's family.



Mutual Aid

Mutual aid, in organizational theory, is a voluntary reciprocal exchange of resources and services for mutual benefit of those involved. Wheeling is fortunate to house within it's geographical boundaries two prongs of the Mutual Aid spear: MABAS and Cook County Homeland Security and Emergency Management (DHSEM).

Mutual Aid Box Alarm System (MABAS) of Illinois serves local fire agencies, MABAS Divisions, State of Illinois departments, and Cook County Urban Area Security Initiative—Department of Homeland Security and Emergency Management (UASI-DHSEM) by providing a systems based resource allocation and distribution network of robust traditional and nontraditional fire, EMS, rescue, and special operations teams for emergency and sustained response within and outside of the State of Illinois. Accomplishment of the services requires cooperation, standardization, reliability, partnering, brokering and ongoing communication and compliance with customer specification and expectations. Customer trust and reliance on the MABAS system is built upon personal relationships, credibility, and ongoing customer support.

UASI-DHSEM was developed to enhance the safety and security of Cook County by working to prevent, protect against, mitigate the effects of, respond to, and recover from all incidents, both man-made and natural, through a whole community, all hazards approach. UASI-DHSEM works for the more than five million residents of the second largest county in the United States. Cook County is vulnerable to many hazards from extreme weather to terrorist attacks. We have a fundamental responsibility to do all we can to ensure the safety of our community.

MABAS and UASI-DHSEM have become partner agencies and together design and establish capability based systems to serve the high density, urban areas of the county and state.



The Investigations Division

The Wheeling Police Department Investigations Division conducts follow-up investigations on selected offenses in order to identify and apprehend offenders who commit crimes within the Village of Wheeling. Criminal offense reports, completed by the Patrol Division, are reviewed by an Investigations Supervisor. The Investigations Supervisor uses several solvability factors to determine whether or not an incident will be assigned to an Investigator. These solvability factors include: potential suspects, the presence of anything of evidentiary value, identifiable property or vehicles, and crime patterns. While the majority of an Investigator's efforts are focused on conducting follow-up investigations they also have numerous additional responsibilities. Investigators perform background investigations on civilian and police applicants, ensure Sex Offenders who reside in Wheeling are in compliance, and maintain close working relationships with other municipal, state and federal agencies.

In 2020, The Wheeling Police Department Investigations Division consisted of 12 employees. There is one Commander, one Sergeant, four Detectives, one School Resource Officer (SRO), one officer assigned to the North Central Narcotics Task Force (NCNTF), two Gang Enforcement Officers, and one Evidence Custodian. The Division is managed by Commander Borchardt and supervised on a day-to-day basis by Detective Sergeant Musolf. The Detectives work 10 hours shifts, with fixed days off, on a Monday through Friday schedule. These 10 hours shift encompass both daytime and nighttime hours. A Detective from the unit is on call 24 hrs. a day / 7 days a week to ensure constant coverage.



The Investigations Division

In 2020, the division investigated 255 incidents and cleared 58 cases by arrest.

- (25%) **Suspended:** When all leads have been thoroughly investigated but the case has not yet been closed it will remain open/suspended pending new leads.
- (32%) **Closed:** Often times cases are closed when no investigation is required or all investigative efforts have come to a logical conclusion.
- (24%) **Arrest:** An adult has been arrested (or a juvenile petitioned, cited, or station adjusted), charged or has been released without charges for the offense reported.
- (12%) **Cleared Exceptionally:** Exceptional clearances are reports in which an offender has been identified and the elements of a crime have been met to charge the person; however, the offender will not be prosecuted by the Wheeling Police Department.
- (7%) **Unfounded:** Your investigation determines the case to be false or baseless, in that, there are no facts to substantiate the allegation in the report.



North Central Narcotics Task Force

The North Central Narcotics Task Force (NCNTF) is a multi-jurisdictional law enforcement task force dedicated to the investigation of drugs, gangs, and weapon offenses. The NCNTF frequently works in conjunction with other drug task forces, metropolitan enforcement groups (MEG), and with law enforcement officers from federal, state, county, and municipal agencies. The department currently has one full-time officer allocated to the North Central Narcotics Task Force.

Major Case Assistance Team (MCAT)

The Major Case Assistance Team (MCAT) is a multi-jurisdictional organization formed to provide investigative and forensic assistance to member police agencies during the investigation of homicides, serial crimes and major criminal events. The Major Case Assistance Team is comprised of 25 police agencies from throughout the northwest suburbs.

The MCAT Serious Traffic Accident Reconstruction (STAR) Team is activated for serious traffic crashes involving death or crashes where death is imminent, and is made up of skilled investigators, evidence technicians, surveillance officers, and officers certified in accident reconstruction. The MCAT team members are provided by the participating agencies.

In 2020, MCAT had twenty-seven overall activations. Of those twenty-seven activations, Wheeling had three activations (two STAR and one Homicide).



School Resource Officer Program

The School Resource Officer (SRO) Program was designed to establish and maintain relationships with the students, faculty and parents at the school. School Resource Officers serve as educational liaisons between the school, community and the police department. Officer Smolarczyk is assigned to Wheeling High School as the School Resource Officer. In addition to building a rapport with the students, the SRO safeguards the school during the school day and gives informational presentations to students, parents, and faculty.

Evidence/Property - One Community Service Officer, assigned as the Evidence/Property Officer by the Chief of Police, staffs the Evidence Room. The Evidence / Property Officer is responsible for the receipt, recording, custody, security and disposition of all lost property, evidence and contraband coming within the custody of the Wheeling Police Department. It is the policy of the Wheeling Police Department to strictly inventory all property which comes into the department's control to protect the integrity of the Wheeling Police Department.

In 2020, 1,888 different pieces of property were submitted into evidence under 679 different cases. Items submitted to the Northern Illinois Regional Crime Laboratory (N.I.R.C.L.) totaled 190, items transferred to other agencies totaled 18, items destroyed by a destruction order totaled 1,469, and items returned to the owner totaled 162.

Evidence Technicians - The Wheeling Police Department has 26 active Evidence Technicians consisting of 24 Police Officers and 2 civilian Community Service Officers. Evidence Technicians (E.T.) are specially trained to respond to calls for service which involve the need to identify, document, collect and preserve physical evidence. The technicians use photography, digital recording, and diagrams to document the conditions that are present on these specific types of calls for service. Crime scene processing is very technical and must be done properly to ensure the successful investigation and prosecution of the offender. Physical evidence is often crucial to the successful apprehension and prosecution of persons responsible for criminal acts. As science progresses, chemical fingerprint processing, microscopic analysis, and DNA testing are areas of evidence collection concerns which have created the need for more advanced knowledge and training for police officers conducting investigations. E.T.'s are not only responsible for collecting evidence but also ensuring that it is packaged correctly. This ensures evidence that is sent to the Northeastern Illinois Regional Crime Laboratory (NIRCL) for further analysis has been preserved properly and safely.

New E.T.'s are required to complete comprehensive formal training to become state certified in this position. E.T.'s are enrolled in continuing education classes in order to stay up to date with current technological advancements in the industry. Many of these classes are offered through Northwestern University.

Total E.T. jobs: 134

Photos only: 63

Scenes w/fingerprints: 19

AFIS quality: 5

The Administrative Services Division

Support Services is staffed by nine full-time employees who perform five different functions: Law Enforcement Accreditation, Records, Training, Crime Prevention, and Information Technology. Commander Michael Conway heads the Administrative Services Division.

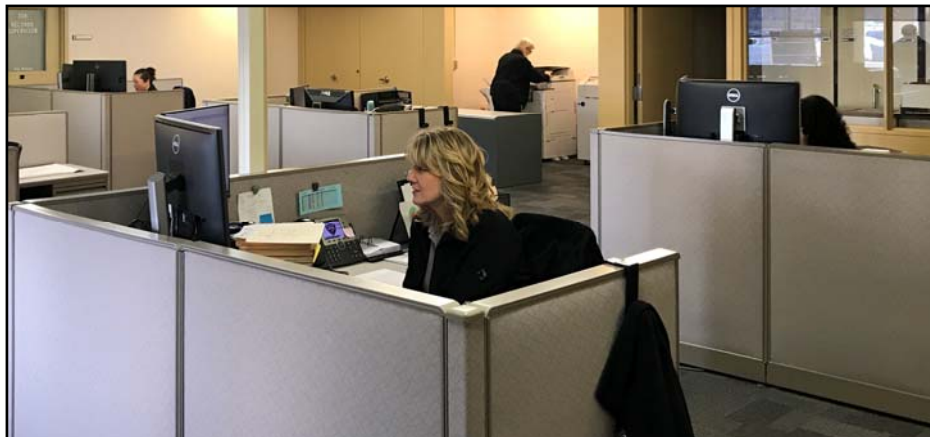
Law Enforcement Accreditation - The Commission on Accreditation for Law Enforcement Agencies (CALEA®) was formed in 1979 to establish a body of standards designed to:

- Increase agency capabilities to prevent/control crime.
- Increase agency effectiveness and efficiency in the delivery of law enforcement services.
- Increase cooperation and coordination with other law enforcement agencies and with other agencies of the criminal justice system.
- Increase citizen and employee confidence in the goals, objectives, policies, and practices of the agency.

Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA®)

The Wheeling Police Department is committed to providing professional and ethical police services to our residents and visitors. We have a strong commitment to working with our community—including businesses and other organizations—to create a safe environment to live, work, and shop. The Wheeling Police Department became accredited in 1990 by the Commission on Accreditation of Law Enforcement Agencies (CALEA®), which indicates that we adhere to the highest standards in public safety. In November of 2019, the Department earned its ninth award of national accreditation, as well as two additional award designations: the Accreditation with Excellence Award and the Meritorious Award. In 2020 we started the first of a four year process in anticipation of receiving another successful re-accreditation in 2023.

Records - The Records Unit is responsible for performing a variety of detailed report preparation, record keeping, distribution, and public contact duties. The Records Unit is tasked with the administration and maintenance of all department records. All criminal histories, arrest records, police reports, traffic citations, and statistical data are maintained within this division.



- STATS -

CRASH REPORTS
971

ARRESTS
1,078

FOIA
563

CITATIONS
18,602

FIELD/ARREST REPORTS
6,407

SUBPOENAS
575

**CALLS
FOR
SERVICE**
15,965

EXPUNGEMENTS
17

2020 Analysis of Administrative Reviews

AR#	Complaint	Date	Disposition	Action
20-01	210.02 Standard of Conduct	02/26/20	Standard of Conduct: Sustained Abuse of Power: Unfounded	Standard of Conduct: 5-Day Suspension Abuse of Power: Unfounded
20-02	215.64 Standard of Conduct	03/17/20	Proper Conduct: Unfounded	Unfounded
20-02	215.64 Standard of Conduct	03/17/20	Improper Conduct: Sustained	Letter of Direction
20-03	210.18 Standard of Conduct	05/04/20	Sustained	1-Day Suspension
20-04	210.02 Standard of Conduct	07/07/20	Sustained	Verbal Direction
20-05	220.22 Sickness and Injury & 215.15 Unsatisfactory Performance	08/21/20	Sustained	Letter of Reprimand



Officer Training

In 2020, we continue satisfying personnel training mandates required by the Illinois Law Enforcement Training and Standards Board (ILETSB). The mandates include mandatory training on Legal Updates, Constitution Law and Proper Use of Law Enforcement Authority, Procedural Justice, Civil Rights, Human Rights, and Cultural Competency. Even though the COVID -19 Pandemic was effecting in-person training classes, the department successfully met all training mandates well before imposed deadlines. The department complied with all mandated Federal, State, and CALEA requirements.

Numerous department members have received advanced training in a wide variety of programs, establishing them as Instructors and enabling the department to conduct in-house training in the most cost effective way. These training officers have voluntarily taken on additional roles and responsibilities to make our department the best it can be.

Officers continue to receive in service training throughout their careers keeping them informed of the latest trends and technological advancements in law enforcement. The department is a member of North East Multi-Regional Training (NEMRT) which provides additional access to specialized training including: bike patrol, breath analysis operator, evidence technician classes, investigator classes, juvenile officer, law updates, traffic enforcement, passenger restraint systems, and officer wellness.

In addition to NEMRT, Officers attend training at Northwestern University Center for Public Safety (NUCPS). The classes offered at NUCPS include Traffic Crash Investigation and Law Enforcement Management Leadership Education.

On a monthly basis, Officers are required to take on-line classes through the Police Law Institute, Illinois Law Enforcement Training and Standards Board, and Safe Response. The classes completed in 2020 included New Illinois Laws, Officer-Worn Body Cameras, Citizen Recording of Law Enforcement, Driving Under the Influence, Hate Crimes, Use of Force, Deadly Force, Qualified Immunity, Landlord-Tenant Law, Implicit Bias, Cultural Competency, Racial Profiling, Officer Mental Well-Being, U.S. Supreme Court Decisions, Legal, Canine Sniffs, Psychology of Domestic Violence, Autism Spectrum Disorder Awareness for Law Enforcement, Basic Spanish for Law Enforcement, Mental Health Awareness, Hazardous Materials Response-Awareness Level, and Blood Borne Pathogens.

Two Wheeling Police Officers received initial Basic Training in 2020 At the Suburban Law Enforcement Academy (SLEA) located at the College of DuPage. The Suburban Law Enforcement Academy provides law enforcement agencies with educational opportunities that are of the highest standard in order to facilitate the delivery of professional public safety services. Through the delivery of basic recruit training and continuing education programs, in compliance with the Illinois Police Training Act, SLEA provides law enforcement officers and support personnel with the necessary foundation for career development. As part of the College of DuPage/Continuing Education curriculum, SLEA recognizes the need to continually build the capabilities of law enforcement to keep pace with ongoing and ever changing societal needs and the challenges inherent in public service.

Scenario Based Training



Recruiting- The Village of Wheeling is an equal opportunity employer and does not discriminate in the hiring of its employees. The police department strives to encourage qualified candidates, who represent the diversity of our community, to apply for positions with the police department. The department's objectives continue to be the recruitment of well-qualified applicants while focusing on female and minority applicants who are under represented. In 2020 the Wheeling Police Department hired one new police officer.

Crime Analyst- The Crime Analyst is responsible for the dissemination of daily, weekly and monthly crime bulletins. The Crime Analyst compiles intelligence information based on crime patterns and distributes this information to the specialized units within the Wheeling Police Department in order to direct department resources more effectively and efficiently. The Crime Analyst uses the following databases and sources to compile the information sent out to officers:

Incident and arrest reports, Central Square, Crystal Reports, CAD Logs, Property Crime Microsoft Excel spread sheets, Intelligence reports as submitted by Wheeling Police Department or received from other agencies, as they apply. The purpose of this analysis is to detect and report any methods of operation (M.O.) and recognized patterns of activity to anticipate trends of selected crimes.

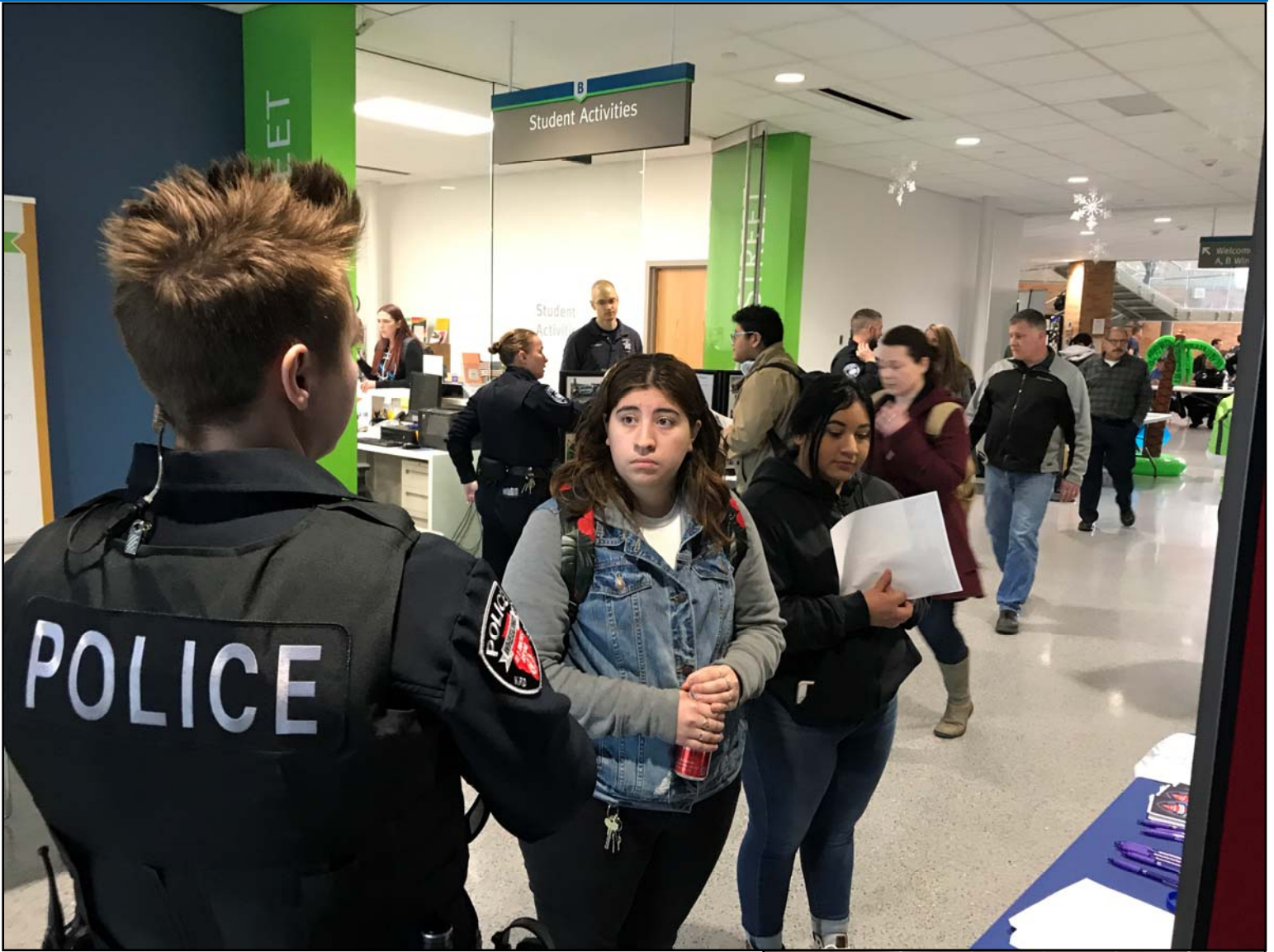
Since 2016, once every month, the Crime Analyst would work out of the Crime Prevention and Information Center (CPIC) in Chicago. CPIC enables local, state, and tribal governments to gather, process, analyze, and share information and intelligence relating to all crimes and hazards while protecting civil liberties and privacy interests of persons throughout the intelligence process. CPIC is under the command of the Chicago Police Department's (CPD) Deployment Operations section, located in the Public Safety Headquarters building. The CPD, FBI, US Department of Homeland Security, and the Illinois State Police staff CPIC at all times. Personnel from numerous other law enforcement agencies, including suburban police departments, work in the CPIC on a rotational basis.

Crime Prevention- No citizen is unaffected by Crime. Our personal safety is at risk, as well as the ever present risk of crime affecting public and private property. Quality of life suffers as the fear of crime increases. The Wheeling Police Department Crime Prevention Unit's main task is to create partnerships within the Community in an effort to reduce the fear of crime, and thus improve each Wheeling resident's quality of life. Through many of these partnerships, the public is educated on the latest crime trends, and provided information on how to prevent these crimes. By breaking down the barriers that separate law enforcement from the public, we hope to open the lines of communication that are critical to keeping the crime rate as low as possible. Although these relationships are traditionally cultivated in large and small venues like our monthly Crime Watch Meetings, due to the pandemic, many of these meetings and programs went virtual in 2020.

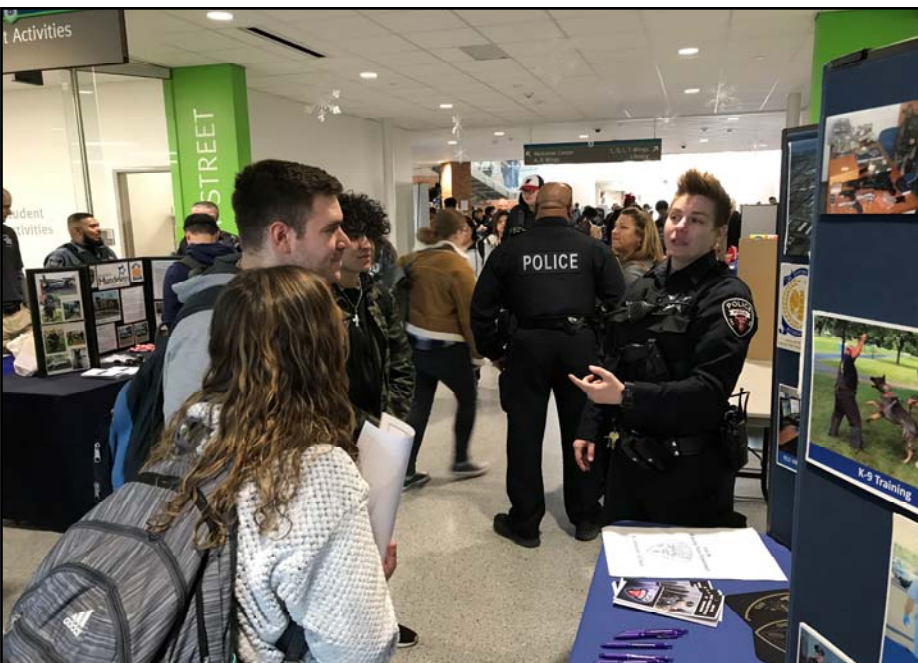
Community Outreach Programs

Bank Robbery Prevention Program
 Business Security Surveys
 Child Identification Fingerprint Program
 Citizens Police Academy Alumni Association Liaison
 Citizens Patrol Program
 Citizens Police Academy
 Coffee With A Cop
 Cop on a Rooftop
 Community Crime Watch Meetings
 Graffiti Removal
 National Night Out
 National Walk & Bike to School Day
 Neighborhood Watch
 Neighborhood Mediation
 Police and Children Together (PACT) Camp
 Residential Security Surveys
 Recruiting
 Rocking With The Cops
 Senior Citizen Outreach Programs
 Shop With The Cops
 Social Media
 Speakers Bureau
 Station Tours
 Wellness Fairs
 Wheeling Helping Hands Committee Liaison
 Wheeling Safe Communities Program





Officer Smolarczyk in attendance at the College of Lake County Recruiting Event in early 2020.



Citizens Patrol -This program is composed of Wheeling residents who have graduated from the Wheeling Police Department Citizens Police Academy. The members or volunteers donate their time performing community service to supplement the police department as “extra eyes and ears” in the community. In addition to monthly patrols, volunteers assist with traffic direction and pedestrian control at special events. While their efforts were curtailed in 2020 due to the pandemic, they put their skills to use in other ways supporting the Crime Prevention Unit.



Citizens Patrol members are trained in the use of fire extinguishers



Community Events

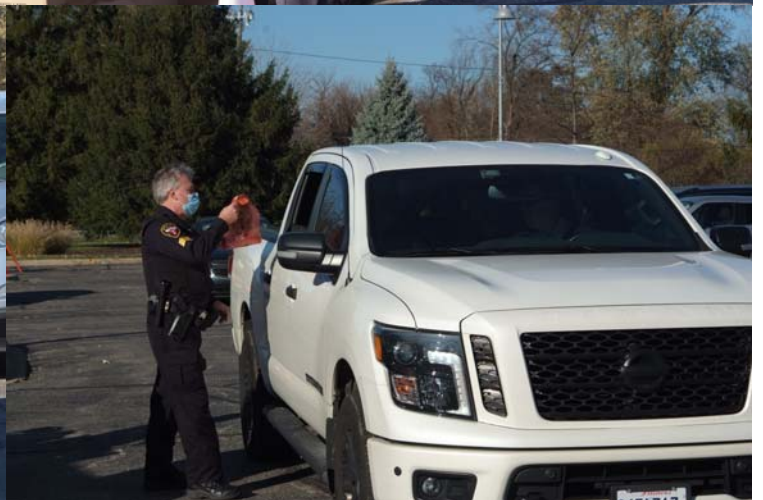
Officers work with Walmart employees to collect drugs as part of the DEA's National Drug Take Back Day



Wheeling Police Officers acted as Santa's escort for the Wheeling Park District's Santa Express event

Officers assisted the Village of Wheeling with their Santa On Your Street event





JOIN US FOR THE WHEELING POLICE GHOUL'S OUT CURBSIDE TRICK OR TREAT PICKUP OF GHASTLY GOODIES!



WHERE: 2 COMMUNITY BLVD

WHEN: OCT 31, 4PM TO 6PM

YOU WILL BE DIRECTED TO THE PICKUP AREA UPON ARRIVAL. THE GHASTLY GOODIE BAGS WILL BE HANDED TO YOU IN YOUR VEHICLE. SOCIAL DISTANCING MEASURES WILL BE FOLLOWED.



Officers and Citizens Patrol volunteers pass out Halloween Goodie Bags to Wheeling residents during this pandemic-friendly holiday event.

WEAR YOUR COSTUME! WHILE SUPPLIES LAST.

Random Acts of Kindness





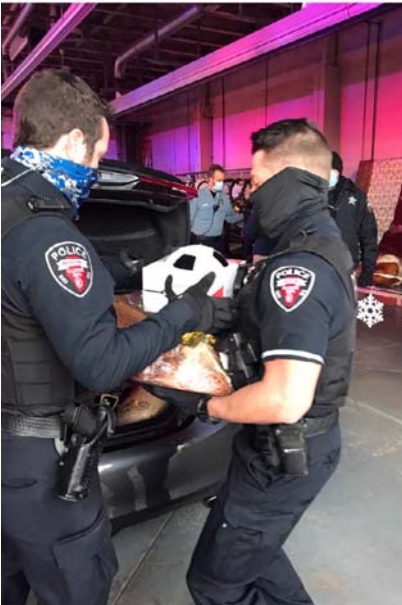
Community Support



Community Support



Shop with a Cop



The Wheeling 9-1-1 Center

At the Wheeling 9-1-1 Center, where all emergency calls are answered for Des Plaines and Wheeling, both call takers & police dispatchers answer phones including 9-1-1, 10-digit emergency, non-emergency, administrative lines and Text to 9-1-1. The Communications Division strives to manage all requests efficiently and accurately in a manner that leaves the public and emergency responders confident in the performance of the Center.

2020 Division Goals:

- Realign Division Operational Directives
 - ◇ Objective: Align Directives to current best practices and training standards.
 - ◇ Achieved: Twenty-two Operational Directives have been revised and redistributed.

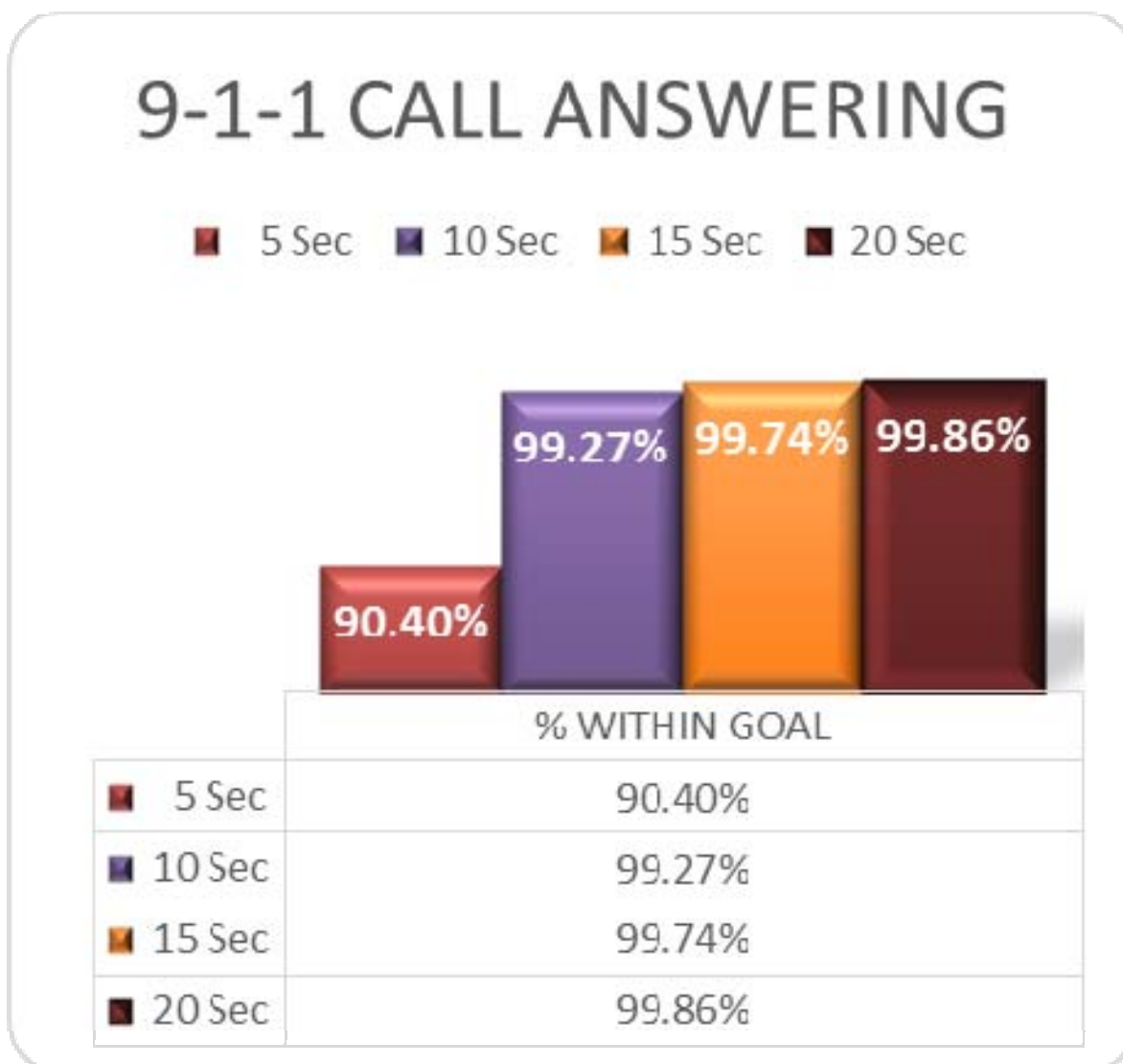
- Refine the NG911 Phone and CAD system
 - ◇ Objective: Assess and address any concerns in the recently implemented technology in order to achieve the best performance.
 - ◇ Achieved: Working with the agencies we serve, both the NG911 phone system and CAD system have been assessed. As expected, some fine tuning was necessary to optimize performance. All known issues have been addressed; this will be an ongoing process.

- Develop a Continuity of Operations Plan (COOP)
 - ◇ Objective: Establish a document which provides the necessary guidance to organize and direct the Center's response to an emergency situation.
 - ◇ In Progress: Work continues with RED Center. The current focus is a gap analysis between the backup emergency operational needs and each facilities capabilities. As part of the Center's COOP, a Crisis Communications Plan was drafted and submitted to Wheeling Command Staff to be incorporated into the Department's COOP. The Center to set up an auxiliary Communications room. This room can accommodate operational expansion or, as in the case of the Pandemic, serve as a temporary relocation site for the Center.

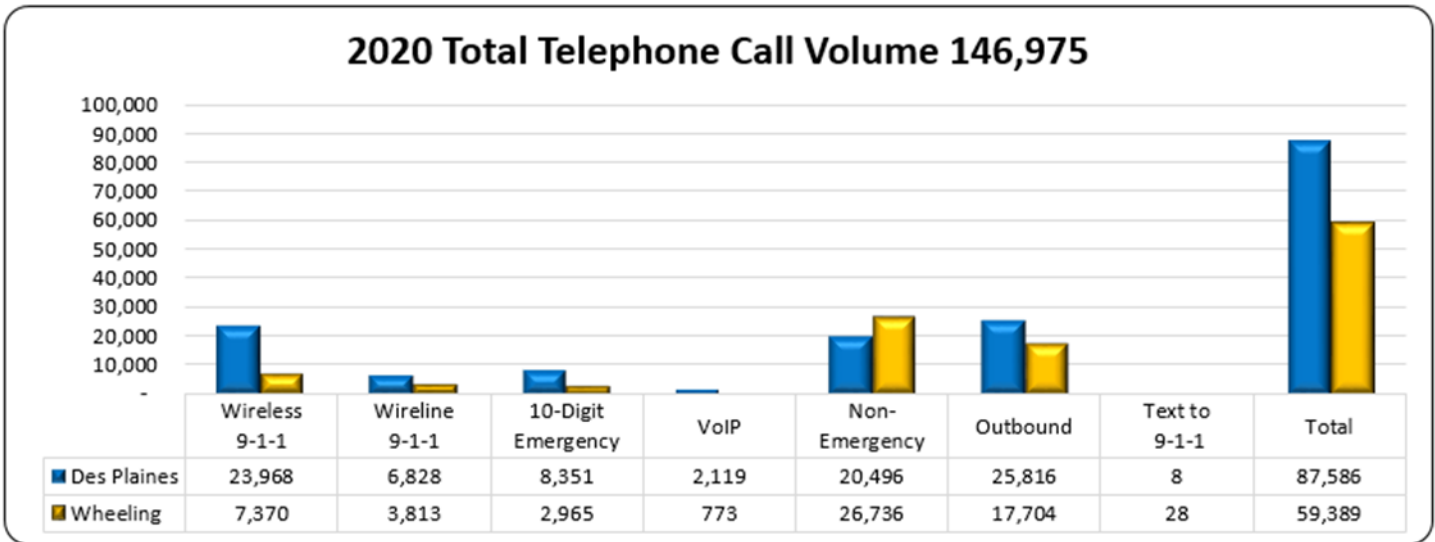
The Wheeling 9-1-1 Center

Key Performance Indicators:

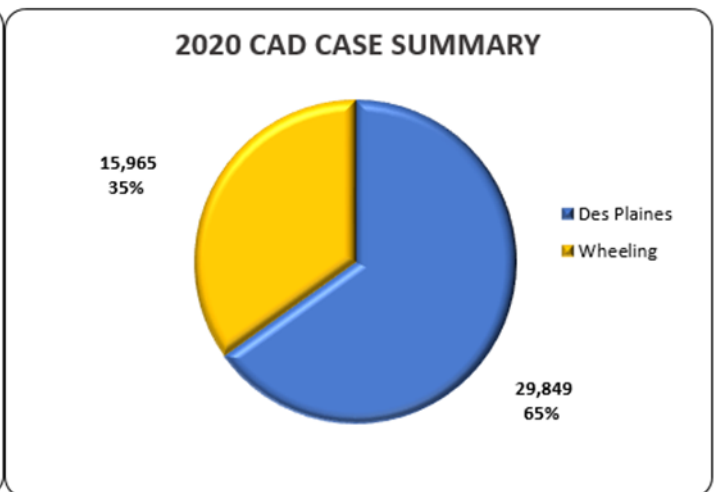
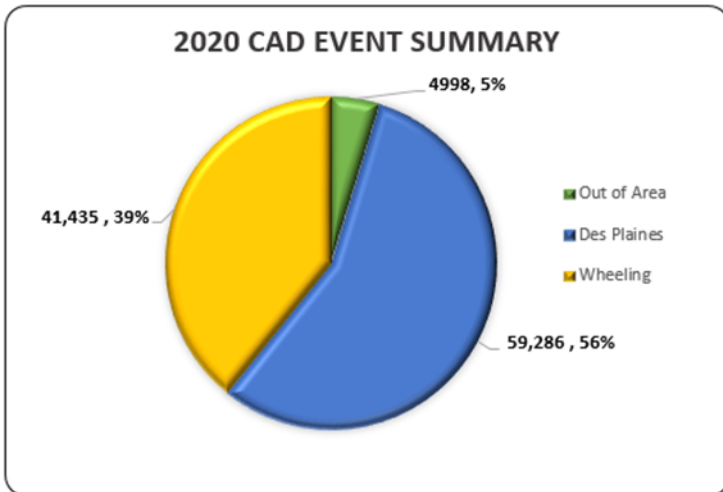
- NENA Standard 020.1-2020 for 9-1-1 Call Processing states that ninety percent (90%) of all 9-1-1 calls arriving at the Public Safety Answering Point (PSAP) SHALL be answered within fifteen (15) seconds. Ninety-five (95%) of all 9-1-1 calls SHOULD be answered within twenty (20) seconds.
 - ◊ Remarkably, The Center continued to raise its efficiency in answering calls. In 2020, we exceeded the NENA Call Processing standard with a 99.74% average of calls answered within fifteen (15) seconds. This is the fourth consecutive year where we have not only improved our efficiency but also surpassed this industry standard.



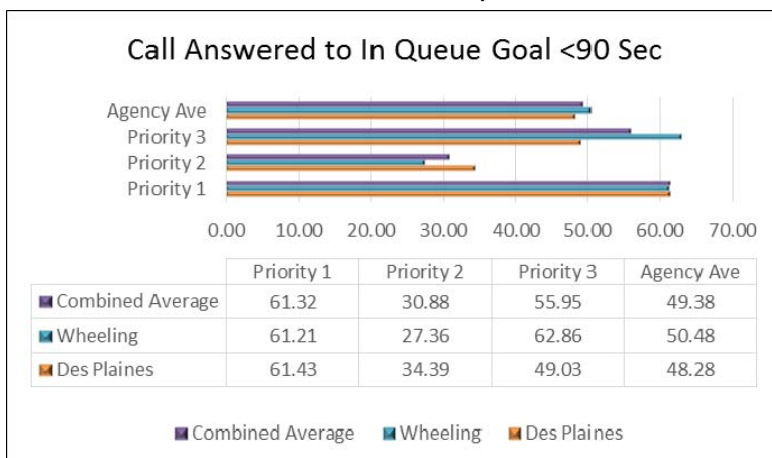
- The Center experienced a 14.71% decrease in the overall phone activity.



- Similarly, there was a 16.18% decrease in the number of CAD events generated and a 9.94% decrease in the number of CAD generated Case numbers.

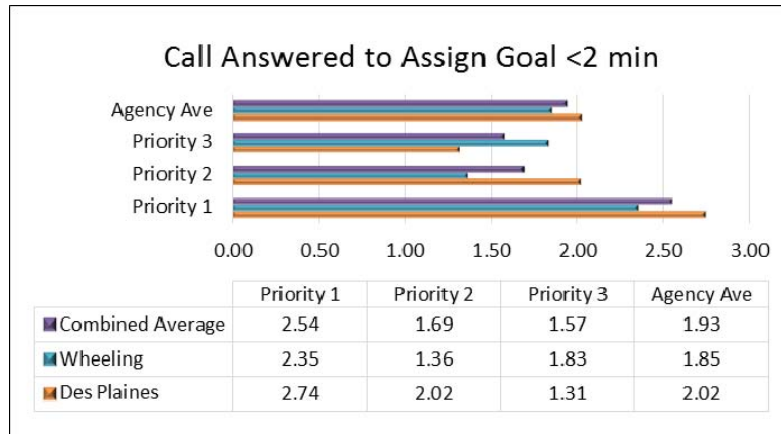


- With our focus on performance, the Center is now mirroring the APCO Standard 1.117.1 Section 2.3.1.3. The Center strives that 90% of CAD entries should be within 90 seconds from the call-answer time to the available-for-dispatch time.



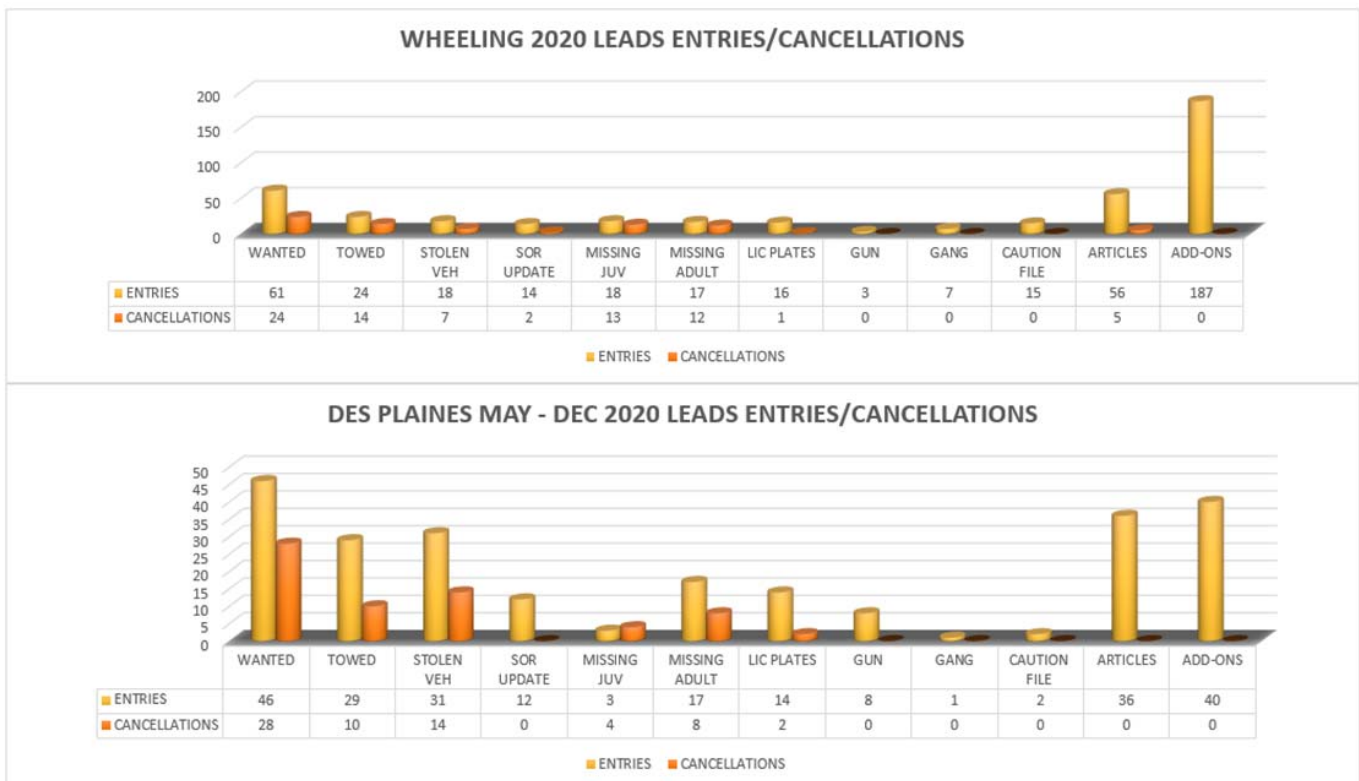
- The Departments' goal for Priority 1 events should be within 2 minutes from the call-answer time to the unit-assigned time. The Departments' average time increased in 2020. Of the incidents where the goal was not met, 48% were delayed for one of the two following reasons:

- Call originated as an Ambulance/Fire event where a police response was not initially required.
- Call was purposely held by Watch Commander for an available unit.



Operations:

- The introduction of new technology is always challenging and requires time to



Telecommunicator Training:

- The Division completed a total of 701 hours of continuing education. The Wheeling 9-1-1 Center expects that every telecommunicator complete the APCO's Public Safety Telecommunicator 1 course by the end of 2021. This course meets and exceeds industry accepted national basic training standards.

2021 Division Goals:

- 2021 Goal: Meet industry accepted national basic training standards: APCO/ANS 3.103.2.2015 and NFPA 1061 2014 Edition. Objective: Certify that telecommunicators have the basic skills, knowledge and abilities needed to perform admirably.
- 2021 Goal: Finalize the Continuity of Operation Plan drafted in 2020. Objective: Finalize and ensure that the Center's Essential Functions can be continued throughout, and resumed rapidly after, a disruption of normal activities. Train staff to ensure that an agency's continuity plan is capable of supporting the essential functions as anticipated.
- 2021 Goal: Replace console workstations. Objective: Reallocate space and allow ample room for staff to work side-by-side in a healthy, adaptable environment.



to work side-by-side in
and effective

*What Are Policemen Made Of ?**by Paul Harvey**Don't credit me with the mongrel prose: it has many parents-at least 420,000 of them: Policemen.**A Policeman is a composite of what all men are, mingling of a saint and sinner, dust and deity.**Gulled statistics wave the fan over the stinkers, underscore instances of dishonesty and brutality because they are "new". What they really mean is that they are exceptional, unusual, not commo place.**Buried under the frost is the fact: Less than one-half of one percent of policemen misfit the uniform. That's a better average than you'd find among clergy!**What is a policeman made of? He, of all men, is once the most needed and the most unwanted. He's a strangely nameless creature who is "sir" to his face and "fuzz" to his back**He must be such a diplomat that he can settle differences between individuals so that each will think he won. But...If the policeman is neat, he's conceited; if he's careless, he's a bum. If he's pleasant, he's flirting; if not, he's a grouch.**He must make an instant decision which would require months for a lawyer to make.**But...If he hurries, he's careless; if he's deliberate, he's lazy. He must be first to an accident and infallible with his diagnosis. He must be able to start breathing, stop bleeding, tie splints and, above all, be sure the victim goes home without a limp. Or expect to be sued.**The police officer must know every gun, draw on the run, and hit where it doesn't hurt. He must be able to whip two men twice his size and half his age without damaging his uniform and without being "brutal". If you hit him, he's a coward. If he hits you, he's a bully.**A policeman must know everything-and not tell. He must know where all the sin is and not partake.**A policeman must, from a single strand of hair, be able to describe the crime, the weapon and the criminal- and tell you where the criminal is hiding.**But...If he catches the criminal, he's lucky; if he doesn't, he's a dunce. If he gets promoted, he has political pull; if he doesn't, he's a dullard. The policeman must chase a bum lead to a dead-end, stake out ten nights to tag one witness who saw it happen-but refused to remember.**The policeman must be a minister, a social worker, a diplomat, a tough guy and a gentleman.**And, of course, he'd have to be genius...For he will have to feed a family on a policeman's salary.*

SCAN the QR code below to listen to Paul Harvey narrate this piece in his own words. Please note, version 11.0 or later of iOS allows the camera on your iPhone to function automatically as a QR code reader when pointed at a QR code.

