

STATE OF THE DEPARTMENT

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Letter from the Chief



Mr. Robert Mellor, Village Manager Village of Carol Stream 500 N. Gary Avenue Carol Stream, IL 60188

Dear Mr. Mellor,

On behalf of the Carol Stream Police Department, I am pleased to present the 2022 State of the Department Report, which contains information about some of the services we provide to the Carol Stream community. This report is a culmination of efforts by senior staff members to provide a document designed to inform you, the Village Board, and our community of the terrific work regularly performed by our employees.



This is our inaugural report; therefore, most information stands alone for 2022. In future years, we will provide year-to-year comparison data for statistical information such as crimes and arrests. The department handled almost 44,000 calls for service in 2022; and, we continue to see an upward trend in calls for service from the pandemic years in which we experienced a reduction. Some notable observations from the report include a balanced approach to traffic enforcement, which demonstrates that our officers use discretion to make good enforcement decisions. Our commitment to staffing a well-trained department is evident through the amount of growth and development opportunities available for staff. In recent years, service calls involving a mental health crisis have significantly increased. Finally, the department continues to provide an outstanding level of outreach to our residents, especially children in our community.

As an organization, we remain committed to our residents, business owners, and visitors through the best possible public safety services. We are grateful to the other members of the Village team, the Village Board, and the citizens of Carol Stream for their continued support of the department and our mission.

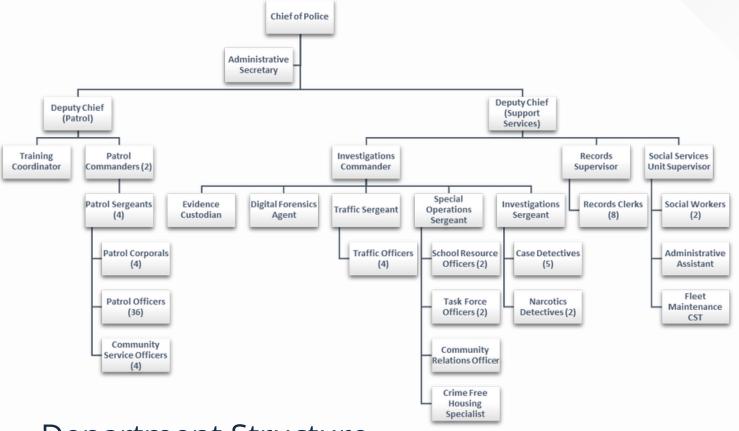
William Holmer Chief of Police



Department Structure



Organizational Chart



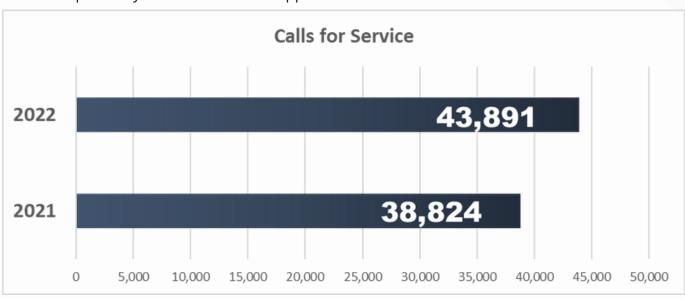
Department Structure

The Carol Stream Police Department is divided into three divisions. Each division has specific responsibilities that assist in directing the Department's members to accomplish defined objectives and goals, adapt to new challenges, and provide excellence in public safety.

- **Administration** Police Administration is responsible for the overall planning, direction, budgeting, personnel, and operation of police services in the Village. Primarily, administrative work is performed by the Chief of Police, Deputy Chiefs, Commanders, Training Coordinator, and Administrative Secretary.
- **Patrol** The core responsibilities of the Patrol Division include 9-1-1 call response, preliminary investigation of reported incidents, community service, criminal and traffic law enforcement, crime prevention, and community policing.
- Support Services The Support Services Division carries the responsibility of providing supplemental
 assistance to all patrol and administrative activities. This includes in-depth criminal investigations,
 focused enforcement of specific types of criminal and traffic violations, crime data analysis,
 community outreach, crime prevention program development, state and federal task force
 participation, and the delivery of social services.

Calls for Service

The Carol Stream Police Department Patrol Division is responsible for responding to emergency and non-emergency calls for service within the Village. Most calls are handled to completion by first responding officers; however, more complex calls or situations requiring in-depth follow-up are completed by Officers from the Support Services Division.





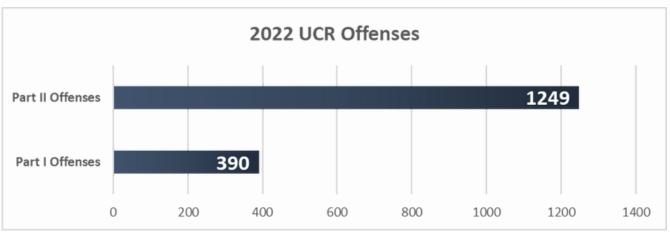
The Carol Stream Police Department averaged 3,657 calls for service per month in 2022. The Department experienced a 13% increase in calls for service from 2021.

Total calls for service include self-initiated activities, such as traffic stops. In 2022, Officers conducted 12,941 traffic stops, accounting for 29% of the Department's total calls for service.

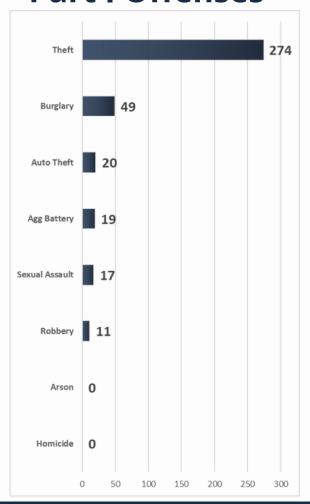


Uniform Crime Reporting

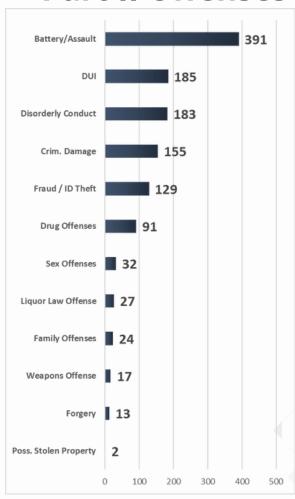
Our Agency participates in the Federal Bureau of Investigation's Uniform Crime Reporting (UCR) Program. This program generates statistics for use by law enforcement agencies, researchers, the media, and the general public. The UCR program divides criminal offenses into two groups, Part I and Part II crimes.



Part I Offenses

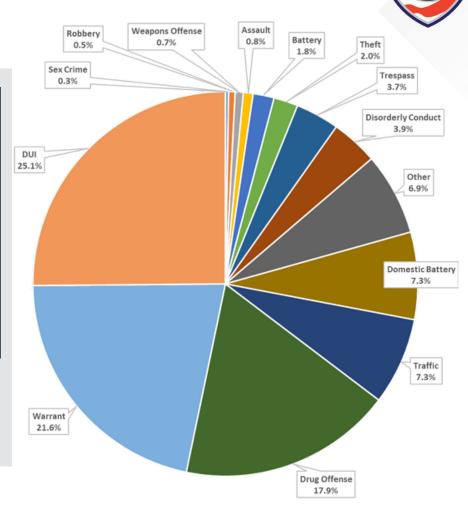


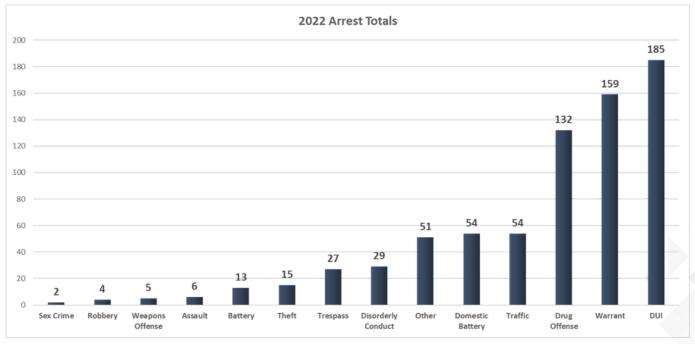
Part II Offenses



Arrest Statistics

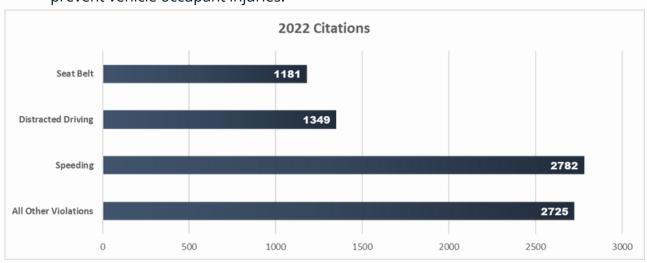
In 2022, the Carol Stream Police Department made 736 arrests for various criminal, traffic, and ordinance offenses. The manner in which an arrest is made is dependent on the type of offense and the specific circumstances surrounding the event. The statistics below represent both custodial and cite and release-type arrests.

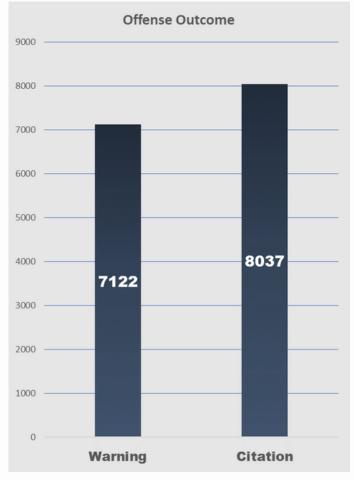




Traffic Enforcement

The Carol Stream Police Department prides itself on having a robust traffic safety education and enforcement program. By policy, the enforcement of crash-causing violations, such as DUI, speeding, distracted driving, and operation of a motor vehicle without wearing a seat belt, are identified as top priorities. The goal of traffic enforcement is to reduce vehicle crashes and prevent vehicle occupant injuries.







Of all violations observed by officers resulted in the driver being issued a warning for the offense.

94%

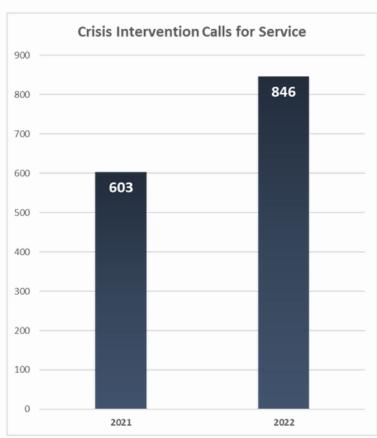
Of all speeding citations issued were for vehicles traveling 15 MPH or more over the posted speed limit.

185

Total DUI Arrests. These arrests include individuals arrested for both drug and alcohol impairment.

Crisis Intervention

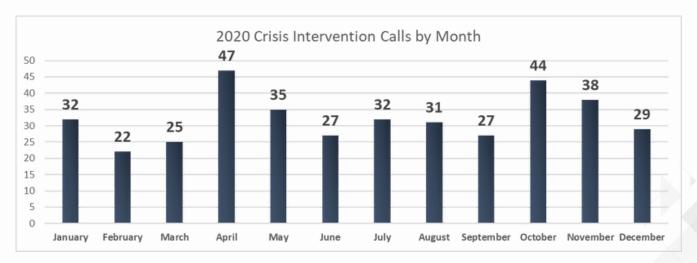
Calls for service involving individuals experiencing a crisis episode can create a unique and volatile situation for the responding officers, the public, and the individual in crisis. These types of calls require patience, compassion, and an ability to differentiate criminal behavior from behavior resulting from a person's mental health status. Because of this, our Department utilizes a multi-tiered response system that involves law enforcement, Emergency Medical Personnel, and Police Social Workers.



Because each call presents its own situational factors, our Officers are trained to identify and de-escalate mental health crises. Many times, this training allows these types of calls to be handled by the responding officers with the assistance of the paramedics. For cases that involve more intervention or follow-up, the Carol Stream Police Department employs three full-time social workers. Our Police Social Workers possess the skills and knowledge needed to provide individuals in crisis with the support and resources required to address the crisis at hand.



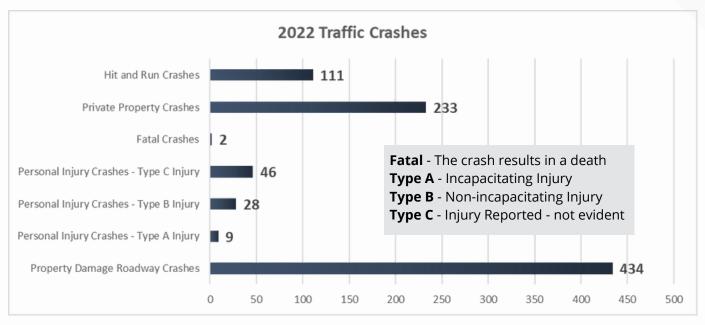
Increase in crisis intervention-related calls from service from 2021.

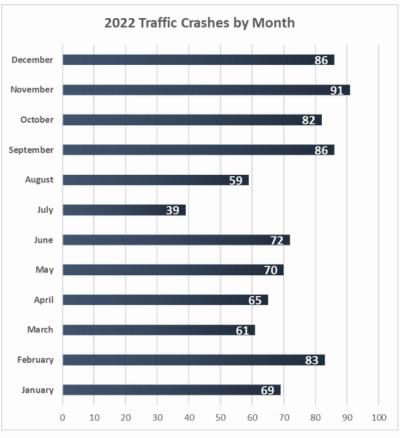


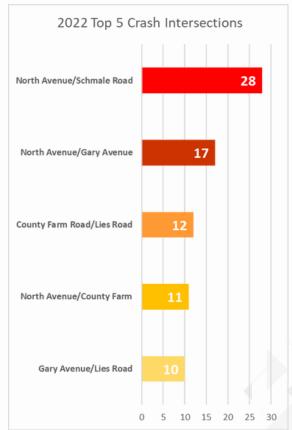
Traffic Crashes



In 2022, the Carol Stream Police Department investigated a total of 863 traffic crashes. All crashes involving an injury or resulting in property damage over \$1,500 are reported to the Illinois Department of Transportation for comprehensive data analysis and countermeasure implementation.







Complaints & Accountability

The primary goal of our organization is to provide professional police services to those who visit, travel through, or reside within the Village. Accountability is paramount to building and retaining trust within the community. The Carol Stream Police Department takes all reports of alleged employee misconduct seriously and goes to great lengths to properly investigate and document all complaints.

In 2022, our department investigated 11 external complaints. Of these complaints, 73% (8) were for alleged unprofessional behavior, 18% (2) were for alleged improper driving, and 9% (1) were for alleged harassment. In all cases, no evidence of wrongdoing by our officers was discovered.

Investigations into all complaints resulted in 64% (7) being unfounded and 36% (4) resulting in the officers' exoneration.

A determination of "unfounded" indicates that an investigation revealed that the alleged act did not occur or did not involve our officer(s).

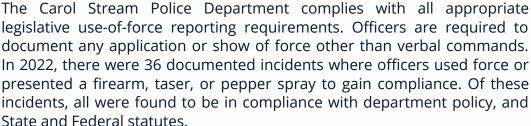
A determination of "exonerated" indicates that an investigation revealed that the alleged act occurred but that the act was justified, lawful, and/or proper.

When compared to calls for service in 2022, complaints were filed only .02% of the time. This figure does not account for the total number of individuals that officers encountered on each call for service, which would significantly reduce this percentage.





Use of Force



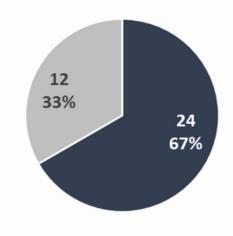
2022 Use of Force Events

Of the 36 use-of-force incidents 33% (12) were documented as a show of force only. A show of force involves pointing a lethal or less-lethal weapon at an individual to gain compliance from a subject that presents an articulable threat to officers or the public.

When compared to the number of interactions with the public in 2022 (43,891), events involving the use of force by officers accounted for approximately 0.08% of all law enforcement interactions.

When use-of-force incidents are compared to total arrests in 2022 (736), force was found to be used or shown in less than 5% of cases.

Use-of-force training is at the core of our preliminary and continuing education curriculum. The Carol Stream Police Department is dedicated to protecting the rights and dignity of all individuals with whom we interact, including those arrested for engaging in criminal activity.



- Force Applied
- Force Shown (Pointed Firearm or Taser at Subject)



Percentage of all Carol Stream Police Department interactions that resulted in a use or show of force in 2022



Percentage of Carol Stream Police Department arrests that involved a use or show of force in 2022.

Department Training

Law enforcement training and continuing education are mandated by state statute and overseen by the Illinois Law Enforcement Training and Standards Board (ILETSB). State statute requires that every sworn police officer annually complete training courses related to law updates, crisis intervention, emergency medical response, officer wellness and mental health, and firearms qualification. Additionally, ILETSB requires a minimum of 30 hours of training every three years to be completed by each officer on a variety of other topics.

In order to provide the best possible service to the community, the Carol Stream Police Department heavily invests in the training and education of our officers. The commitment to development of our officers far exceeds the minimum state requirements. Through an array of external and inhouse training courses, our officers are provided with extensive continuing education opportunities, allowing them to become well-versed in the many areas within the discipline of law enforcement.

In 2022, our officers attended **11,012 hours of training**, an average of just over 172 hours per officer (64 sworn in 2022).

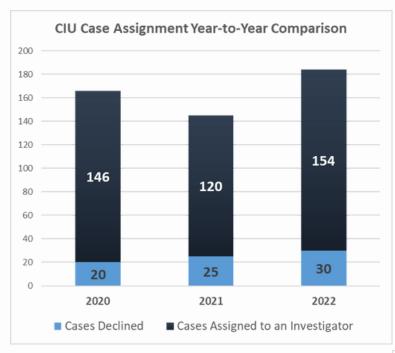




Criminal Investigations Unit



The Criminal Investigations Unit (CIU) is currently comprised of five (5) general case detectives and two (2) detectives assigned to drug and street crime investigations. The unit is overseen by a Detective Sergeant and Investigations Commander. Members of CIU handle more serious cases that require in-depth follow-up or advanced investigative processes.



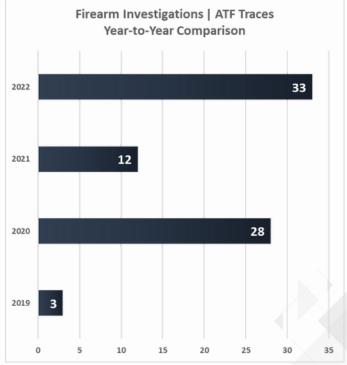
In 2022, 184 cases were referred to CIU for consideration, of which 154 were accepted and assigned to a CIU detective for follow-up. Acceptance and declination of case referrals are determined based on multiple solvability factors, including; crime type, the severity of the offense, and the presence of evidence, amongst others.

28%

Increase in assigned cases from 2021 to 2022.

Criminal Investigations Unit Detectives conduct investigations on all firearms seized criminally, surrendered, abandoned, or discarded. These investigations include U.S. Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF) traces as well as ballistics testing and comparison at the ATF National Integrated Ballistics Information Network (NIBIN) laboratory the Aurora This lab Department. greatly reduces turnaround time for ballistic case comparisons; thereby providing leads to related cases in a matter of hours or days.

CIU conducted 33 firearm investigations in 2022, a **175%** increase from 2021. Firearm investigation assignments are in addition to the 154 criminal case investigations handled by CIU detectives.



Social Services Unit



Our highly trained social workers provide 24/7/365 support to victims of domestic violence, elder abuse, child neglect, sexual assaults, and other crimes investigated by our officers. Additionally, they perform daily reviews of police reports and provide tailored follow-up services, which are dependent on the needs of the individuals involved. The Social Services Unit (SSU) also offers counseling services to residents and victims of crime in Carol Stream. Social workers also serve as co-responders with our officers on certain calls for service involving individuals in crisis. This response model allows the Department to better serve those individuals experiencing a mental health crisis while maintaining the safety of the individual, the public, and our officers.

Social Services Unit 2022 Year End Report

Activity	Total
Crisis Interventions On-Duty	283
Crisis Interventions Off-Duty	25
Police Report Follow-Ups	2163
Open Cases	130
Community Outreach Events	19
Officer Referrals	340
Fire Department Referrals	11
Counseling Sessions	1223

Since 2020, the number of open cases (therapy cases, case management cases, court advocacy cases) has increased from 69 open cases to 115 open cases in 2021 to 130 open cases in 2022. The 2022 figure reflects an 88% increase in total open cases from 2020.

The increase in open cases is to be expected, as the SSU experienced the largest number of On-Duty Crisis Interventions on record for a single year: 283. Additionally, our social workers performed an additional 25 Off-Duty Crisis Interventions. Each of these crisis interventions requires significant follow-up, which may include phone calls and mailers sent out after routine police report review, home visits, office follow-up visits, court advocacy, and coordination with DCFS and other social service organizations.

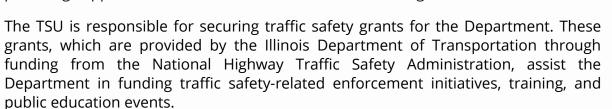
In 2022, the SSU expanded its services to include non-traditional outreach efforts. In April, SSU staff conducted an eight-week initiative for Junior High students at a local middle school. This initiative allowed our social workers to offer support and guidance to an age demographic that can often be deprived of wellness intervention and support.

In September, the SSU team, in collaboration with the Carol Stream Library, launched a pilot program called "Teen Recharge," an after-school drop-in session held once a week. The attendance at these sessions varied from 15-30 students per session. The Teen Recharge program provides social workers the opportunity to meet the youths in an environment that is familiar and comfortable to them.

The SSU expects to continue growing the aforementioned programs in 2023 while implementing several new initiatives to better support our community.

Traffic Safety Unit

The Carol Stream Police Department Traffic Safety Unit (TSU) is staffed by four full-time officers and one supervisor. The TSU's primary responsibility is to develop and implement various traffic safety-related enforcement and education programs and initiatives. Members of the TSU are tasked with the investigation of all serious injury and property damage crashes as well as providing supplemental traffic enforcement within the Village.



In 2022, the TSU secured approximately \$233,000 in funding for enforcement-related activities focusing on impaired driving, speeding, distracted driving, and occupant protection. This funding allows additional officers to patrol the Village with a specific focus on the enforcement of these crash-causing violations without depleting the staffing required to respond to calls for service.

In 2022, our officers worked 1981.5 hours of grant-funded enforcement details. During these details, officers conducted nearly 2200 traffic stops, resulting in numerous traffic and criminal arrests.

Beyond enforcement, members of the TSU are dedicated to providing public information and education related to traffic safety issues. One of the key focus areas in 2022, was the education of young drivers.

As part of this focus, Officers from the TSU taught a portion of the Glenbard North High School Driver's Education classes during both the fall and spring semesters. Officers spoke with students about the importance of traffic safety as it relates to inexperienced drivers.

Additionally, the TSU partnered with State Farm, the Illinois State Police, and the Illinois Department of Transportation to educate teens beyond the borders of Carol Stream. Throughout the year, our Traffic Officers participated in teen driving fairs at Richton Park High School, West Chicago Community High School, and Wheaton Warrenville South High School.



Crime Free Multi-Housing





The Carol Stream Crime Free Multi-Housing Program is designed to help owners, managers, and residents of rental units keep drugs and other illegal activity off their properties. The program requires that property owners/managers obtain an annual Residential Rental License, attend an educational training seminar conducted by Village staff, and add the Crime Free Lease Addendum to their tenants' leases. Crime Free Lease Addendum Violations mainly address quality-of-life issues, including occupancy and noise complaints

The program is nationally recognized as an effective way to reduce crime in rental properties. It utilizes a unique approach that ensures the crime prevention goal while maintaining a resident-friendly approach.

The anticipated benefits are; reduced police calls for service, a more stable resident base, and reduced exposure to civil liability. This program covers all residential rental units, including apartments, single-family homes, condominiums, and townhomes.

2022 Carol Stream Crime Free Multi-Housing Activity

Rental incident reports

New rental licenses registered

Newly trained rental property owners

Rental Housing Demographics			
Owner occupied housing units	9,846	(69%)	
Renter occupied housing units	4,415	(31%)	
Total Housing Units	14,261		

Population in owner occupied housing	29,094
Population in renter occupied housing	10,573
Total Population	39,667



Community Outreach

Through public education and collaboration with community stakeholders, our Special Operations Unit partners with and engages the community through a wide range of purpose-driven outreach programs that develop effective relationships with the community. Many of these events and programs are coordinated by Crime Prevention Officer Carol Cadle, also known as **#CrimeFreeCarol**. In 2022, some of these efforts included:

- Coordinating the Carol
 Stream Police Department's
 Citizen's Police Academy,
 resulting in the graduation of
 29 citizens from the
 program.
- Organizing Community
 Emergency Response Team
 (CERT) training, leading to
 26 new members
 successfully completing the
 curriculum.
- Teaching ten Run, Hide, Fight classes to area businesses in an effort to raise awareness and educate employees on the proper response to violence in the workplace.
- Conducting multiple safety talks to pre-school aged children at area daycare facilities.
- Partnering with School
 District 93 and School
 Resource Officer Castro to
 read to grade school
 children with special needs
 during their summer
 learning program.

- Partnering with community stakeholders to conduct quarterly outreach for the homeless, and providing those individuals with toiletries, clothing, and shelter during the winter months.
- Partnering with Jay Stream Middle School and participating in an all-inclusive track and field event for children with disabilities.



Community Outreach Neighborhood Rollcall

Community outreach isn't solely the responsibility of our Special Operations Unit. We believe that all patrol officers should engage with the residents that they serve. We also feel that the community should know the officers that are assigned to the area in which they reside.



2021, the Carol Stream Police Department introduced Neighborhood Rollcall, an outreach initiative that takes place every Wednesday evening during the summer months. The program gathering involves officers community members throughout the Village and providing them with relevant information regarding local crime trends, law enforcement activity, as well as crime prevention and safety tips. These events also involve patrol officers introducing themselves to the members of the community they patrol.

Neighborhood Rollcall allows officers and residents the unique opportunity to engage with each other in an informal and comfortable environment, promoting meaningful and substantive dialogue.

2022, our agency conducted Neighborhood Rollcalls at different locations throughout the Village. Throughout the summer, over 450 residents attended these events.



Community Outreach Adopt-a-Cop

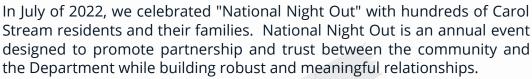
In 2022, Carol Stream Police Officers participated in our annual Adopt-a-Cop program. This program partners officers with 20 second-grade classrooms in the various elementary schools within Carol Stream. Each of the 20 classes "adopts" an officer for the school year. The adopted officer visits their class monthly to interact with the students through storytelling, special projects, and question-and-answer sessions.



Officers follow predetermined curriculum that encourages personal growth and safety, positive decision-making, and a being good community member. The Adopt-a-Cop program allows students and officers communicate in environment that fosters a feeling of trust, safety, and openness.



Community Outreach National Night Out



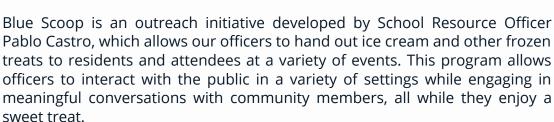
In preparation for the event, the Carol Stream Police Social Services Unit collaborated with the Humanitarian Service Project in collecting several pallets of donated school supplies. Our V.I.P.S. (Volunteers In Police Service) then filled and distributed 150 backpacks with the donated supplies to the many children attending National Night Out.

Children and families engaged with members of our department participating in games and other activities. To top off the evening, attendees indulged in refreshing #BlueScoop popsicles and had the opportunity to meet McGruff the Crime Dog.





Community Outreach Blue Scoop



The Blue Scoop Ice Cream trailer deployed to 49 events in 2022, at which, over 12,500 popsicles, Italian ice, and ice cream cups were handed out. This is largely program funded by donations from local businesses, community organizations, and generous residents.





Police Volunteers

The Carol Stream Police Department is proud to have a team of citizen volunteers that assist the Department with a variety of administrative tasks as well as community outreach events. Our V.I.P.S. (Volunteers In Police Service) started in 1998 with six volunteers and has grown to approximately 100 volunteers. In 2022, our V.I.P.S. assisted in staffing over 20 Village, Police Department, and community events.

Here a just a few things that our incredible volunteers assisted with throughout the year:

Administrative Duties

• Weekly equipment checks for the police squad fleet

Role-playing

- Police rapid response training
- Police vehicle stops training
- Police prisoner search training

Traffic Control and Security

- July 4th parade and fireworks
- Thursday night concerts
- Holiday tree lighting
- Crash and major event callouts

Other Tasks

- Search and Rescue callouts
- Staffing the Christmas Sharing Event
- Assisting with the Citizen Police Academy







Noteworthy Cases



While the Carol Stream Police Department handled nearly 44,000 calls for service in 2022, there are a few stand-out cases that required complex and in-depth investigation, as well as a significant number of resources.

FEBRUARY 14, 2022 AGGRAVATED ROBBERY

On February 14, 2022, at approximately 4:11 PM, officers with the Carol Stream Police Department responded to the Metro by T-Mobile store located at 724 W. Army Trail Road for a report of a robbery that had just occurred. Officers learned that three individuals wearing ski masks entered the store and began speaking with the clerk. During the interaction, one subject walked behind the counter and pushed the clerk against a wall, and stated, "Give me everything." At this time, two subjects took merchandise and money from a cash register while the first subject led the clerk to another cash register and ordered the clerk to open it. The clerk opened the second register, and the offenders took the money from the register.

One of the offenders then dragged the clerk into the rear employee area of the store by his sweatshirt and ordered the clerk to open a locked vault. When the clerk was unable to open the vault, one of the offenders punched the clerk's face. The three individuals then fled the scene.

During their investigation, investigators identified two suspects in the case. With assistance from the Chicago Police Department, both men were taken into custody later that day. In all, the men stole three iPhones, approximately \$250 in cash, and the clerk's car keys. An arrest warrant for the third suspect has been issued for the Aggravated Robbery stemming from this incident.

APRIL 8, 2022 POSSESSION OF CHILD PORNOGRAPHY

On April 8, 2022, members of the Criminal Investigations Unit executed a search warrant a residence in the 1000 block of Hill Crest Drive. The search warrant was executed in furtherance of CIU's work with the Internet Crimes Against Children (ICAC) task force, and after receiving a "CyberTip" from the National Center for Missing and Exploited Children (NCMEC). A male resident of the home was arrested and indicted on six (6) counts of Child Pornography.

Noteworthy Cases



MAY 20, 2022 AGGRAVATED VEHICULAR HIJACKING

On May 20, 2022, at approximately 6:59 PM, officers with the Carol Stream Police Department responded to the 200 block of west Army Trail Road for a report of a motor vehicle theft that had just occurred. Responding officers located the stolen vehicle traveling eastbound on Army Trail Road, leading to a vehicle pursuit that was terminated on I-355 southbound after speeds became unsafe. Shortly thereafter, CSPD officers located the now unoccupied stolen vehicle on I-355 southbound at Butterfield Road. With the assistance of numerous agencies, two juveniles from Chicago were apprehended and a loaded firearm was recovered. Through a thorough follow-up investigation, both juveniles were charged with Aggravated Vehicular Hijacking, Armed Robbery with a Firearm, and Aggravated Possession of a Stolen Motor Vehicle. Both defendants plead guilty and were sentenced to terms of imprisonment in the Illinois Department of Juvenile Justice and probation.

AUGUST 1, 2022 ARMED HABITUAL CRIMINAL

On August 1, 2022, the victim of an alleged battery was returning to his vehicle in the parking lot of the Carol Stream Police Department when a verbal altercation ensued between the victim and a friend of the defendant in the battery case. While exchanging words, the offender told the victim, "I'll kill you right here," while gesturing toward his waistband, insinuating he had a gun. At this time, the victim entered his car and drove away.

A short time later, the victim returned to the Carol Stream Police Department, and another verbal altercation between the victim and offender ensued. Officers with the Carol Stream Police Department broke up the altercation, at which time the victim told an officer that the offender threatened him. After obtaining permission from the owner of the vehicle in which the offender was a passenger, officers found a loaded Smith and Wesson .40 caliber handgun. Following an investigation, it was learned that the offender illegally possessed the gun. On August 5, 2022, an arrest warrant was issued for the offender. The offender was later taken into custody by the U.S. Marshals Service Great Lakes Regional Fugitive Task Force without incident.

Noteworthy Cases



AUGUST 3, 2022 RECKLESS DISCHARGE OF A FIREARM

On August 3, 2022, at approximately 5:05 PM, officers with the Carol Stream Police Department responded to a residence in the 800 block of Napa Street after the homeowner discovered a bullet hole in their attached garage door. An investigation revealed that CSPD Patrol officers responded to the 300 block of Klein Creek Court on August 2, 2022, for a report of shots fired. Evidence of a shooting was not readily apparent, and no firearms were recovered. A ballistics trajectory analysis conducted at the Napa Street residence determined that the fired round originated from the location of the reported shooting on 8/2/2022. On August 24, 2022, CIU and MERIT Metro SWAT executed a search warrant at a residence in the 300 block of Klein Creek Court in furtherance of this investigation. This remains an active criminal investigation.

SEPTEMBER 2, 2022 POSSESSION OF STOLEN FIREARM | AGGRAVATED FLEEING & ELUDING

On September 2, 2022, at approximately 6:04 PM, officers with the Carol Stream Police Department responded to the 300 block of South Schmale Road for a report of an armed offender. Responding officers located a vehicle being driven by the offender and occupied by additional subjects. A vehicle pursuit ensued, which was terminated in Lombard after speeds reached unsafe conditions. An officer with the Oak Brook Police Department pursued the vehicle on I-290 until the vehicle crashed at I-290EB at 25th Avenue. Three subjects were taken into custody, and a loaded, stolen firearm was recovered from within the vehicle. Subsequent to an investigation, a juvenile subject from Aurora was charged with Possession of a Stolen Firearm and Aggravated Fleeing & Eluding. This same subject had been charged and convicted in a separate case in December 2021 after firing multiple rounds into an occupied residence in the 600 block of Willow Wood Drive.

NOVEMBER 23, 2022 POSSESSION OF METHAMPHETAMINE | WARRANT ARRESTS

On November 23, 2022, members of the Criminal Investigations Unit executed a search warrant at a residence in the 300 block of Stonewood Circle with assistance rendered by the DuPage Metropolitan Enforcement Group (DUMEG). The search warrant was executed in furtherance of a drug investigation, and quantities of methamphetamine were recovered. Five adult subjects were arrested and charged with various offenses, including the Unlawful Possession of Methamphetamine.