

ROUND LAKE BEACH POLICE DEPARTMENT

2009 ANNUAL REPORT



Richard H. Hill, *Mayor*

David Kilbane, *Village Administrator*

Gary L. Bitler, *Chief of Police*

ROUND LAKE BEACH POLICE DEPARTMENT

OATH OF HONOR

**On my honor, I will never
Betray my badge, my integrity,
My character or the public trust**

**I will always have the courage to hold
Myself and others accountable for our actions**

**I will always uphold the constitution,
My community and the department that I
serve**



Table of Contents

Letter from the Chief of Police	4
Mission of the Round Lake Beach Police Department	5
Command and Essential Services	6
Operations Division	8
Homeland Security	8
Emergency Management	9
Patrol Unit	10
Support Services Division	16
Investigations Unit.....	16
Technical Services Unit.....	18
Records Section.....	18
Community Relations & Education	19
Accreditation	21
Marine Team	21
Enforcement of the Sex Offender Registry Act.....	21
Police Fitness Challenge	21
Milestones	22
Awards and Commendations	22
Police Officer of the Year	23
Civilian Employee of the Year	23
Perfect Attendance (No Sick-Time).....	23
Conclusion	24



February 15, 2010

Honorable Mayor Richard Hill
and Village Board



The Annual Report for 2009 will follow in the upcoming pages of this document. In any given year the measure of the Department should not just be numbers. The measure should be, did our members accomplish the mission of law enforcement and community service with compassion, empathy and fairness for all citizens, while relentlessly pursuing and prosecuting criminals. Equally important is that this is accomplished while maintaining the highest ethical and moral conduct. In looking at the accomplishments for 2009 it is apparent the mission was fulfilled.

As we close out 2009 we look back on a year filled with individual and department accomplishments, all while being good stewards of the revenues made available by the Village Board and the citizens of Round Lake Beach.

The Department goals were met by the ongoing dedication of the fifty employees who share varied assignments toward the common goal of serving and protecting citizens, visitors and business owners each and every day.

For 2009 the report is again laid out by sub-division of the Department, highlighting each section's and unit's accomplishments. Included will be a new traffic unit implemented in 2009. Also new in 2009 was our inaugural Shop with a Cop Program, which was a huge success. These two new programs are a perfect example of our continuing mission of law enforcement and community service. The traffic unit was implemented with no new cost to the Department and Shop with a Cop was completely executed by volunteers and donations.

2009 was also a year of change as Police Chief Doug Larsson resigned in September after leading the Department for six years. With declining revenues in this economy the resignation of Chief Larsson was an opportunity for the Village and the Department to reassign job tasks within the command staff to absorb the loss of one command position and save the Village much needed revenue while maintaining critical services. With that complete, the challenge for the remainder of 2009 was to maintain a smooth transition by continuing the daily mission and programs already in place. That has been accomplished with the full cooperation of each member of the Department.

It has been an honor for me to serve this community for over thirty years. I have in the past and continue today to work with some of the finest individuals you could ask for. I would like to thank you, Mayor, along with the Village Board, Village Administrator and all of the Department Heads for your continued support and confidence in us.

Gary L. Bitler,
Chief of Police



Mission of the Round Lake Beach Police Department

We see our mission as protecting the rights of all persons to be free from crime and providing public safety services for all citizens that will both serve them and promote a safe environment through our Core Values.

Our Core Values rest within the PRIDE we have in our community:

Professionalism – We will provide the highest quality service by communicating and applying our skills, knowledge, and abilities for the benefit of the community

Respect – We are committed to fair and impartial service within the Department and throughout the community. We will ensure that all persons are treated with equality, courtesy, and compassion

Integrity – We will maintain the highest standards of honesty and ethical conduct within the Department and throughout the community

Dedication – We are committed to the relentless pursuit of justice while providing the highest level of service to the community

Excellence – We will lead by example and maintain the highest level of performance through the application of education, training, and technology

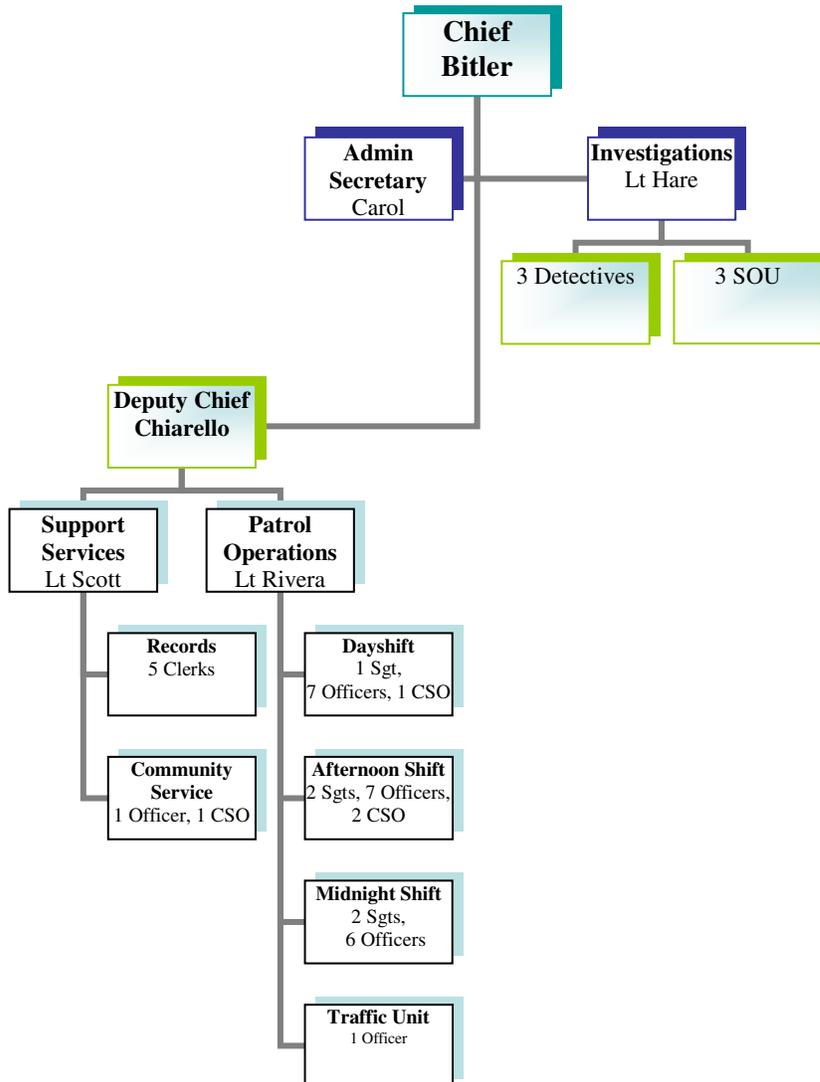
Our Vision is to become the pre-imminent public safety agency in Western Lake County by the end of the decade, and to be known for our contemporary practice and use of technology.

*The Values and Mission Statement were created by
the men and women of the Police Department in 2006*



Command and Essential Services

The Police Department is the largest of the operating Departments in the Village of Round Lake Beach. The Police Department has an authorized strength of 45 full-time police officers and ten full time civilians. The department is a full service police agency with a current operating budget of approximately 6.3 million dollars. While Chief Larsson led the Department for the first nine months of 2009, his departure led to changes in the Command Staff which are reflected in the following organizational chart.



Officer Jim Waters (Injured)
Officer Juan Resendez (Deployed Military)



Administrative Reviews of Conduct

All complaints, including those that are anonymous, are investigated. The Department makes the complaint process available to the public by placing pamphlets in the lobby and posting the process on the Department's website. These pamphlets and the website (www.rlbpolice.org) also describe the method of complimenting employees.

Complaints and Internal Affairs Investigations

External	2007	2008	2009
Citizen Complaint	3	7	7
Sustained	0	1	0
Not Sustained	0	1	2
Unfounded	3	3	0
Exonerated	0	2	5
Internal			
Directed Complaints	8	1	10
Sustained	7	1	8
Not Sustained	0	0	0
Unfounded	1	0	0
Exonerated	0	0	1
***Other			2

Bias Based Profiling Complaints

Complaints from:	2007	2008	2009
Traffic contacts	0	0	0
Field contacts	0	0	0
Asset Forfeiture	0	0	0

Operations Division

The Operations Division is commanded by Deputy Chief Richard Chiarello. It is the responsibility of the Operations Division to provide 24 hour patrol services to the Village. Patrol officers are encouraged to conduct as much initial and follow-up investigation into offenses as possible. When cases require a great deal of time to investigate, or require travel beyond the general area, those cases may be turned over to Investigations. Investigators are also available 24-hours per day to respond to more serious cases.

In 2009, the Department had two pursuits.

Vehicle Pursuits

	2007	2008	2009
Total Pursuits	1	1	2
Policy Compliant	1	0	2
Policy Non-Compliant	0	1	0
Accidents	1	0	1
Injuries: Officer	0	0	0
: Suspects	0	0	0
: Third Party	0	0	0
Traffic Offense	0	0	1
Felony	0	1	2
Misdemeanor	1	0	0

Homeland Security

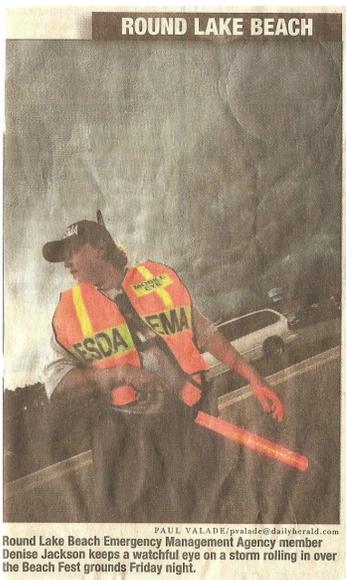
The Department takes an active part in evaluating information from various Federal entities and funnels the information back to the officer on the streets. The Terrorism Liaison Officers Committee (TLOC) and the Joint Terrorism Task Force (JTTF) are just a couple of groups that are used as a conduit to pass on information of local trends as well as global threats. The TLOC is comprised of at least one law enforcement officer from each of the local police departments located within FBI Chicago Division territory. TLOC provides a venue for local law enforcement to interact with each other and with the FBI to share ideas and intelligence regarding the nation's war on terrorism and to discuss the counter terrorism challenges faced daily by police officers on the streets.



Emergency Management

The Police Department is also responsible to coordinate and oversees the Villages Emergency Management function. The Department has not experienced any incidents during 2009 that required an activation of the incident command system, however did continue training for all employees, sworn and civilian, with incident command system.

Deputy Chief Richard Chiarello has continued to educate himself, as well as the community in his capacity as the Village's Emergency Services and Disaster Coordinator. He has conducted several meetings with the Villages Citizen Corps Council. The Citizen Corps Council has taken an active part in inspiring the community to take action and get involved. In keeping with that premise the Village graduated its first CERT (Community Emergency Response Team). CERT is an integral part of Citizen Corps that has as its foundation to actively involve everyone in making our communities and our nation safer, stronger, and better prepared. Please visit <http://www.citizencorps.gov/cert/index.shtml> for additional information.



The Village's own VIPS (Volunteers in Police Services), commonly know as Mobile Eye, continued to provide emergency services for the area. The group logged in **2,368 hours of volunteer work**; auxiliary traffic control for planned events, emergency traffic control for accidents, fires, down power lines, and railroad gate malfunctions are some of the activities they were responsible for. Mobile Eye pledges to continue to assist the Round Lake Area by providing auxiliary traffic control in emergency and non-emergency situations.

Patrol Unit

The Patrol Unit of the Department is its largest sub-division. The Patrol Unit is responsible for responding to both emergency and non-emergency calls for service from the public, in addition to handling special assignments, self-initiated activities and addressing community concerns. Patrol officers are responsible for the protection of life and property, and maintaining peace and order in the community. The Patrol Unit helps prevent crime and gives a visible presence to the public that instills confidence and security. Patrol officers are responsible for the initial investigation of all crimes from traffic crashes to homicides. During 2009, Department members responded to 15,054 calls for service.

The Patrol Unit is divided into three shifts in order to provide 24-hour police services. Each shift is supervised by at least one sergeant. The number of officers assigned to each shift is directed by anticipated activity levels. The Dayshift handled 5,067 calls (33.6 %), Afternoon Shift 7,077 calls (47%), and the Midnight Shift handled 2,910 (19.3%).

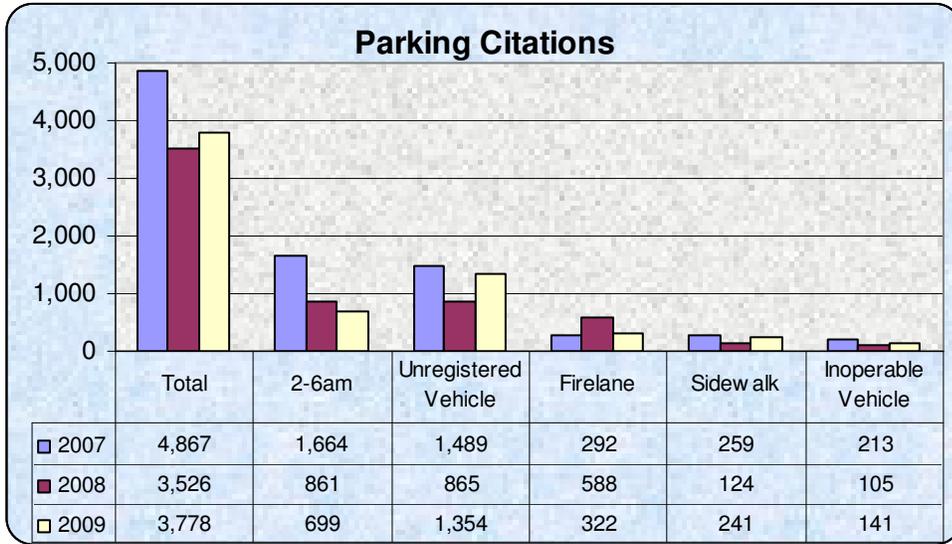
As mentioned earlier, the Department augments traditional patrol units with officers trained to perform specialized functions such as that of Canine Officer, Evidence Technician, Field Training Officer, Truck Enforcement, Bicycle Officer, Juvenile Officer and Breath Analysis Officers.

Three community service officers act as an adjunct to the Patrol Unit and assist the patrol officers with a dynamic range of tasks including parking enforcement, animal control, abandoned vehicles, private property crash reporting, traffic control and enforcement of ordinance violations.

Parking Enforcement

During 2009 there were 3,778 parking citations issued to drivers for a variety of reasons, listed below:

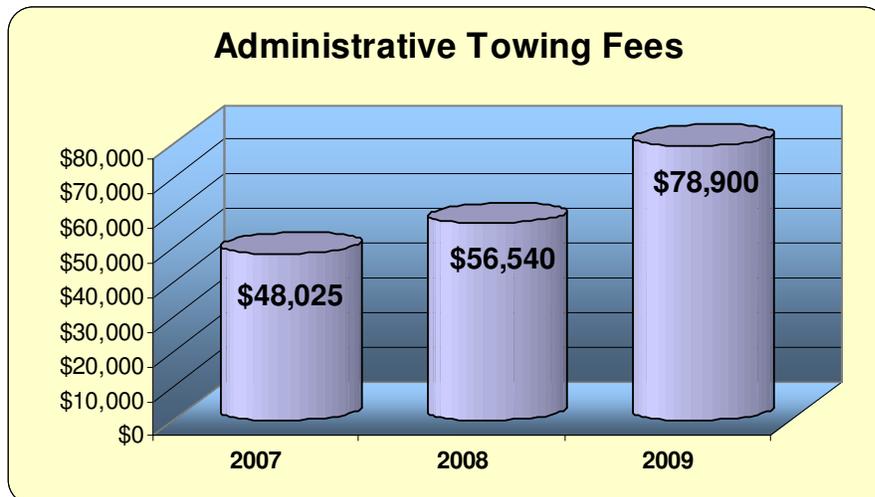




The primary violations for which parking citations were issued were 2-6am street parking, unregistered vehicles, fire lane parking, sidewalk parking, and inoperable vehicles.

Administrative Fee Recovery

In order to recover the cost of certain services performed by the Department and to reduce the impact on the taxpayer, the Village of Round Lake Beach began assessing administrative fines for vehicles which were towed as a result of being used in the commission of a crime and for certain traffic violations such as DUI, Driving While License Suspended or Revoked, No Valid Drivers License, Suspended Registration, and No Insurance.



Traffic Enforcement

Traffic Enforcement Unit Mission

The Department developed and deployed a Traffic Unit in 2009. The unit's mission is as follows:

- Enhance Public Safety
- Expand traffic enforcement
- Increase Truck/ Commercial Vehicle Enforcement
- Provide Major Crash Assistance Team (MCAT) response
- Assist Patrol with Accident Investigation/ Reporting
- Speed Trailer Deployment

The Traffic Unit has participated in the Illinois Department of Transportation Memorial Day Weekend "Click it or Ticket" initiative, as well as, the Labor Day and Christmas Impaired Driving Crackdowns. During the Memorial Day enforcement, a Seat Belt Enforcement Zone was conducted resulting in 43 seatbelt/ child restraint violations (Adult = 40, Child restraint = 3).

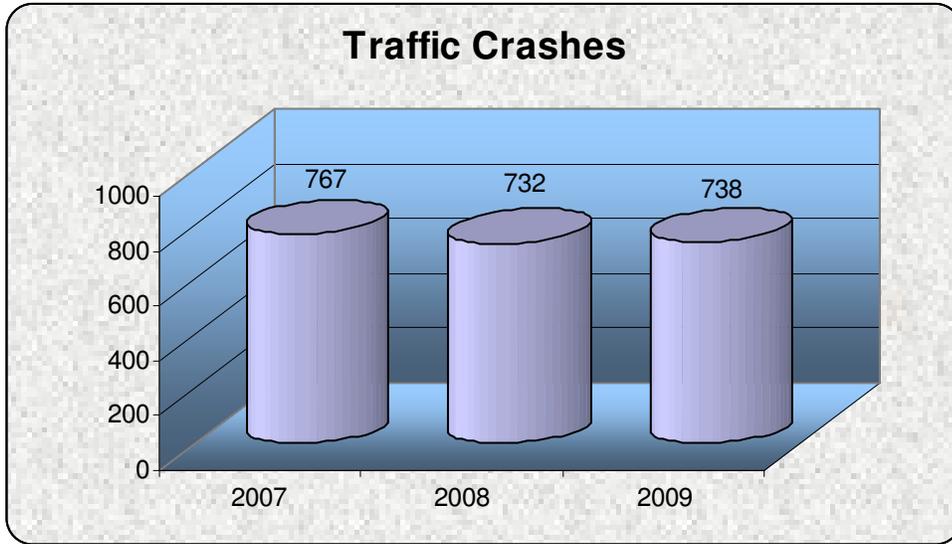
Traffic Unit Statistics for 2009

Traffic Stops	1128
Citations Written	2885
Arrests	30
Accident Reports	121
MCAT callouts	5

Traffic Crashes

For the past three years, the number of traffic crashes has remained stable. Department personnel are trained to respond and handle the various types of traffic crashes, which comprise the total of 738 crashes. This number consists of crashes that occur on private property, crashes resulting in property damage only, personal injury accidents, and fatal traffic crashes.

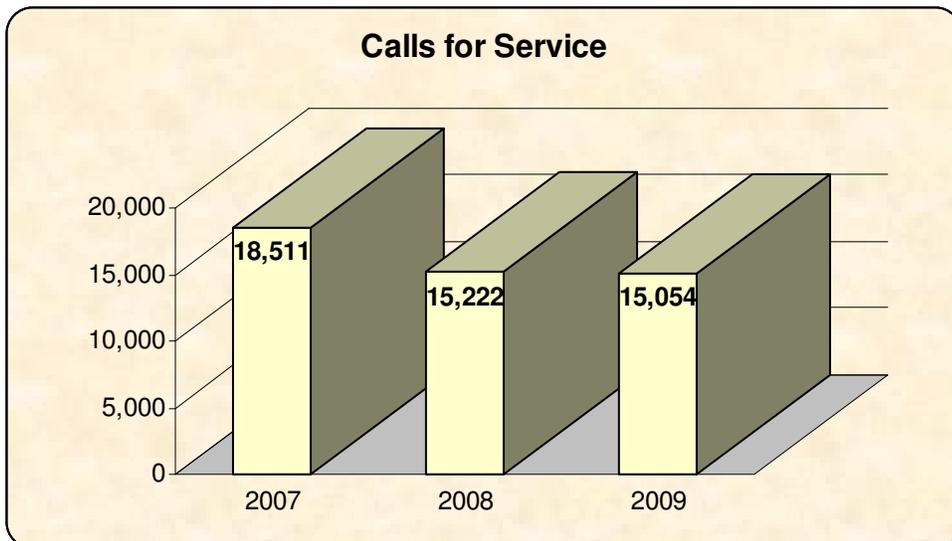


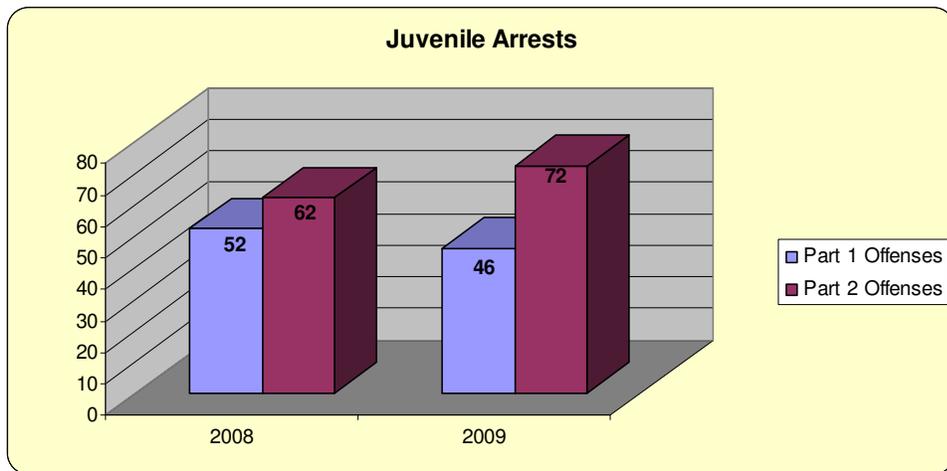
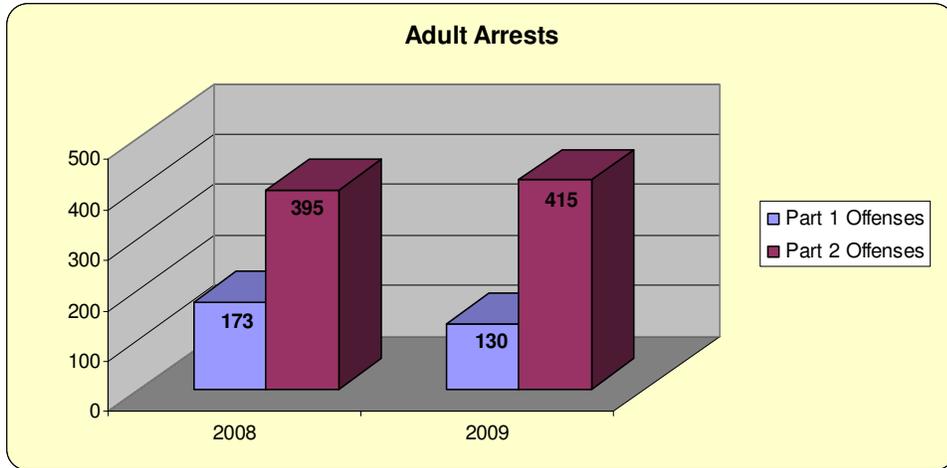


During 2009, there were 119 arrests made for Driving under the Influence of alcohol or drugs, which was an increase from the 90 arrests made in 2008

Calls for Service

Calls for service include all reported crimes and incidents where the public needs the assistance of the Police Department. In 2009 the Department experienced a slight decrease compared to the previous year.





Bicycle Patrol Team

The Bicycle Patrol Officers are trained and certified by the International Police Mountain Bike Association under the supervision of Sergeant Roger Callese, a certified IPMBA trainer.

Property and Evidence

The Department has five officers trained as evidence technicians. One also doubles as an accident investigator and two are also Property Control Officers. These personnel are available 24-hours per day and perform their functions in addition to their regular patrol

duties. Guidelines developed by the Illinois State Forensics Lab are used for the collection, preservation, storage and submission of physical evidence. The Evidence Technician Unit has access to both film and digital camera systems. All equipment is contained in a vehicle for rapid response as needed.

Police Training

The Department recognizes the importance of training and continually strives to ensure both sworn and civilian police employees are provided with the knowledge and education to perform their service to the community in a professional and safe manner.

Recruit police officers receive their initial training in a 14-week course at the Suburban Law Enforcement Academy in Glen Ellyn, Illinois or at the Police Training Institute at the University of Illinois in Champaign.

The field training program for new officers who have graduated basic training is a 14-week program in duration. The selection process for field training officer requires the submission of a written request which is reviewed by a panel consisting of the Field Training Officer supervisor, current Field Training Officers and the Deputy Chief. New Field Training Officers must attend a 40-hour training course.

Police personnel are among the most well trained employees in the County. During 2009, Lieutenant Gilbert Rivera was responsible for training which resulted in a total 2,824 training hours of training.

Round Lake Beach Police Training

The in-house training function is an invaluable asset to the Department. Department personnel provide annual and specialized training to their fellow employees. Sworn employees receive firearms training every six months and to enhance that training and provide a feeling of realism, the Department has added simulated ammunitions training. This training allows the officers to experience realistic situations where they can assess their ability to quickly evaluate and react to a situation in a simulated life and death



situation. The officers experience an elevated heart rate, a quickened pulse, and the level of adrenaline not possible by merely shooting at a paper target.

New Officer Training

The Field Training Program consists of 14 weeks of one-on-one training and is designed to acquaint new officers to the Village, and to the policies and procedures unique to the Department. Each new officer will spend time with each of three different Field Training Officers (FTOs) over a period of 14 weeks. New officers will be trained and evaluated in all areas of the profession, and will be required to demonstrate a level of proficiency prior to successful completion of the program.

Each officer who successfully completes the program will remain on 12 additional months of probation, and will be released from probation only when they have displayed their ability to competently serve our citizens. Daily meetings are conducted to closely review their progress.

Support Services Division

The Support Services Division was commanded by Deputy Chief Gary Bitler. The Support Services Division is composed of the Investigations Unit and Technical Services Unit.

Investigations Unit

The Investigations Unit is managed by Lieutenant Dave Hare. The Investigations Unit is responsible for conducting investigations that may require substantial traveling beyond the Village's jurisdiction, require specialized skills or training, and are lengthy and in-depth in nature. Patrol officers are encouraged to conduct as much initial and follow-up investigation into offenses as possible. The investigations unit conducted investigations that led to 158 arrests in 2009. The arrests were for Murder, Attempt Murder, Sexual Assaults, Aggravated Battery and other violent crimes and for white collar crimes like Forgery, Deceptive Practices and Identity Theft.



The Investigations Unit is staffed with three detectives, The Unit also has a Special Operations Team staffed by two gang/drug investigators, as well as Canine Officer who is a critical part of the team. The Special Operations Team also has a Warrant Service Team comprised of highly trained police officers normally assigned to the Patrol Unit who are assembled as needed.

Special Operations and Warrant Services Team

The Round Lake Beach Police Department has a dedicated two-man Special Operations Team.. Their main focus is drug and gang enforcement. To assist them, an eight-officer Warrant Service Team was formed. The Round Lake Beach Special Operations Team conducted investigations leading to ten search warrants for houses involved in selling drugs within Round Lake Beach and surrounding communities.

In addition to the search warrants the Special Operations Team conducted seven buy/bust operations where drug dealers are contacted to deliver drugs and when they arrive to sell the drugs they are arrested. The Special Operations Team also gathers gang intelligence and is tasked with updating this information on a daily basis.

The Round Lake Beach Police Department belongs to the Lake County Underage Drinking Prevention Task Force. The Special Operations Team conducts quarterly alcohol compliance checks on businesses in Round Lake Beach that sell alcohol.

Police Canine Team

The team acts as a supplement to the Patrol Unit, assisting with searches for items, drugs, or people. The Canine Team received approximately 270 hours of training in 2009 to maintain their skills. The Canine Team also provides assistance to other departments as needed, and conducts public demonstrations.

The Canine Team participated in 14 Demonstrations in the Round Lake Beach area. The demonstrations were conducted for most of the area schools, the Round Lake Area Chamber of Commerce, the Village of Lake Villa, the Cub Scouts, the Round Lake Area Fire Protection District Home Depot and several area neighborhood Community Action Teams. The Canine Team also does demonstrations at Beachfest and National Night Out.



The Canine Team was used to search 37 vehicles and 2 homes for drugs and one home after a Home Invasion and was used in 5 area searches. Area searches were for the purposes of locating a missing person, an armed robbery suspect that ran from the police, and several suspects that were hiding after a shooting.

The Canine Team was also used to assist other area law enforcement agencies 18 times this year in Round Lake, Round Lake Park, Round Lake Heights, Grayslake, Fox Lake, Vernon Hills, Wauconda, Lakemoor, Libertyville, The Lake County Sheriff, The McHenry County Sheriff, The Illinois State Police and The Drug Enforcement Administration. These assists include high school sweeps at Grant and a sweep of the McHenry County Jail.

The Canine Team worked with the Round Lake Beach Special Operations warrant service team when they serve search warrants in town.

Canine Team Activities

VEHICLE DRUG CHECKS	37
SUSPECT TRACKING	5
SEARCH WARRANTS	10
BUILDING SEARCHES	13
OUTSIDE AGENCY ASSIST	18
TRAINING HOURS	270
PUBLIC EVENT APPEARANCES	14

Technical Services Unit

The Technical Services Unit manages accreditation, recordkeeping, equipment provision, supply and logistics function, information technology liaison, community education and professional compliance duty. Technical Services is managed by Lieutenant Mike Scott.

Records Section

As the repository for all documented calls for service, the Records Section processes and archives all reports of criminal, non-criminal, traffic and parking activity handled by the Department.



The Records Section is staffed by five civilian employees. The Department is customer service oriented with the Records Section being open to the public Monday through Friday from 7:00 A.M. until 9:00 P.M. and on weekends from 8:00 A.M. until 4:30 P.M. The section is responsible for the receipt, storage and dissemination of Department records, including citations and reports. The Records Section acts as the Department's first point of contact to citizens. They are usually the first employees that visitors encounter when they come in to the Police Department or call for information. They assist citizens with obtaining copies of reports, dispense employment applications, accept payment of parking ticket citations, handle the payment of towing fines and the release of vehicles, assist officers locating records, and act as a liaison with the States Attorneys Office by providing copies of reports and other documentation necessary for the successful prosecution of offenders.

Community Relations & Education

The Department has a full time officer who is designated as the Police Department's Community Relations and Crime Prevention Officer. He is responsible for many tours and programs include Community Action Teams, Gang Awareness Programs, Crime Free Multi-Housing Programs, and Teen Court.

The Department began its Community Action Teams (C.A.T.) program in 2006. This program is similar to a neighborhood watch program, used as a method of partnering with the community to develop community involvement in crime prevention. During 2009, there were 78 CAT meetings with nearly 680 citizens attending the meetings.

Gang Awareness Program (GAP) - GAP is provided to the two elementary schools. This program is used to keep young children from becoming involved in gangs. This program rewards the children in the form of recognition after completion of the program. The program is designed to provide support, education and a partnership between young people and the department. Also included in the G.A.P. education are proactive efforts to deter the recruiting efforts of local gangs at the elementary school level.



Crime Free Multi-Housing (CFMH)- The Crime Free Multi-Housing Project is a partnership between the Department, the Village and owners of rental properties to maintain properties that do not lead to criminal activity. Owners of rental properties are required and in turn require their tenants to maintain the premises as crime free. If the tenant does not maintain such an environment, the lease may be terminated by the property owner. Property owners have welcomed this tool as a means of maintaining safe housing. This program is not merely about penalties, it is about a new relationship that has been formed between the police and the landlords, especially in regards to sharing information.

The CFMH program involves education, enforcement, and follow-up. Each landlord is required to attend a free training seminar to educate them about the Village rental requirements as well as their rights as landlords. During 2009 there were 98 landlords educated at 5 seminars. The result of these efforts was that 29 properties were vacated due to violations of the Crime Free Multi-Housing Program.

National Night Out -This event is designed to strengthen the community spirit and increase the awareness of crime and how to prevent it. It helps to recognize and enhance the police-community partnership. The 2009 event attracted approximately 1,500 residents and occupied the entire lakefront park.

SWAC Mission

On 12-07-09, the Round Lake Beach Police Department conducted the Village's first Shop With A Cop program. Shop With A Cop provided a positive holiday experience for children in need by allowing positive interaction with law enforcement. The event was held at the Civic Center. Entertainment, activities, crafts and refreshments were also provided.

A total of 54 Children were selected from across the Village. The children received a \$100 shopping spree at Walmart. Officer's made sure that the children purchased necessary items (coats, gloves, etc.). The officer's were also instructed to make sure that every child bought at least one toy.



Accreditation

On March 21, 2009, Mayor Hill, Chief Larsson, Lieutenant Scott, and Sergeant Wilde traveled to Raleigh North Carolina to receive the Departments Initial Award of Accreditation. The Department will now be responsible for maintaining annual compliance with CALEA standards until late 2011 when CALEA assessors will again arrive to assess the performance of the Department.

Marine Team

The Marine Team operates with the Lakes Commission and operates between Memorial Day and Labor Day to provide a law enforcement presence on Round Lake. The team primarily works on the weekends and patrolled for 30 hrs. The team spent approximately 12 hrs conducting 48 inspections at the boat ramp. The team issued 9 citations with 8 warnings. Finally, the team assisted with towing a boat with a non-working engine.

Enforcement of the Sex Offender Registry Act

The Village of Round Lake Beach had 40 registered sex offenders residing within the Village limits during 2009. That State of Illinois requires that each sex offender receives one home visit from a police officer per year. Our Department has two officers who are responsible for conducting the home visits, and they conducted 51 such visits during the year. The home visits resulted in 9 warrants being obtained for violations, as well as 3 arrests made for onsite violations.

Police Fitness Challenge

The Fitness Challenge is an employee sponsored event to promote physical fitness and provide individual employees the opportunity to demonstrate the fitness they have achieved. During 2009 the Challenge consisted of pull-ups and completing the 3 -mile run. The employee receiving the greatest amount of points is the winner of the Fitness Challenge. Officer Gardiner Wade was the recipient of the 2009 Fitness Challenge.



Milestones

Each year the Department celebrates the accomplishments and important events that occur, which affect the members who protect the Village, 2009 was no different and the Department recognized the following events:

Chief of Police

On October 5, 2009 Chief Larsson left the Department to accept the position of Chief of Police with the Wauconda Police Department. Deputy Chief Gary L. Bitler was soon appointed as Chief of Police Interim and maintained that position throughout 2009.

New Employees

Officer Steve Cauffman was hired on February 17th.

Officer Dawn Reis was hired on November 30th.

Officer Robert Gannon was hired on November 30th.

Awards and Commendations

Throughout the year, awards are presented for superior service. Additionally each February, the Police Officer of the Year and Civilian Employee of the Year are awarded. To receive the award, the nominee has to be an outstanding employee who has had an excellent work record over the past year. The employee's performance is looked at in several areas such as, going beyond what is regularly expected, presenting a professional demeanor, willingness to help others, their ability to work well with others, volunteering for assignments or extra work, and routinely making good decisions

Life Saving Award

On November 11th Officer Blake DeWelde was awarded the Life Saving Award and recognized for the professionalism and performance he exhibited during an emergency call on October 23rd. During the incident, Officer DeWelde responded to a residence where a



young child was unconscious and not breathing. Officer DeWelde determined that no vital signs were present and began administering CPR. When R.L. Rescue arrived they continued CPR and transported the child to the hospital. R.L. Rescue later contacted the Department and commended Officer DeWelde.

Police Officer of the Year

Officer Blake DeWelde was recognized as Officer of the Year for 2009. Officer DeWelde had an excellent year. Officer DeWelde was recognized for his second Life Saving award in as many years and he received numerous commendations for solving cases through persistent follow up and meticulous evidence collection and processing. Officer DeWelde continues his role as a Field Training Officer and was nominated by four other Officers. Officer DeWelde joined the Department on April 25, 2005

Civilian Employee of the Year

Community Service Officer Kris Schoenberger was named 2009 Civilian of the Year. CSO Schoenberger was the most productive out of the entire Department for the enforcement of Ordinance Violations. CSO Schoenberger also volunteered his time for various community oriented events such as National Night Out. CSO Schoenberger on his own time refurbished the RC track at the Park District Property and sponsored a fundraiser by organizing an RC Dirt Wars at the track. CSO Schoenberger was nominated by two members of the Department. CSO Schoenberger joined the Department on February 25, 2008.

Perfect Attendance (No Sick-Time)

Perfect attendance awards were issued to the following employees:

Brian Peters

Steve Sandacz

Vince Sciarrone (3rd year in a row)

Scott Wold



Conclusion

In conclusion the Department had a successful 2009. While the very nature of our job requires us to encounter citizens when perhaps they are not having one of their better days it is apparent we followed our values while contacting these many citizens. Statistics show our officers made contact with at least 36,684 citizens in a variety of ways. This does not include the thousands of citizens that were offered service by our Records Unit Community Service Programs, Command and Support Staff. Complaints from citizens about our employees or the way we conducted business were recorded at seven for 2009 and once again for the third year in a row there were no bias based profiling complaints.

We maintained a positive presence in the community while conducting law enforcement in a fair and impartial manner. We ensured that we remained trained and in compliance with our own policies. Statistics show that 2009 was on par with recent years and all of this activity was completed within the revenue allocated for the year. We will continue our community partnerships and work with all other agencies toward the reduction of crime and continuation of services.

Our employees know that we require them to carry out their duties in compliance with our mission statement, policies and rules and regulations. They are asked to provide a good faith effort each and every day to fulfill their job requirements. I would like to personally thank each and every one for a job well done in 2009 and to remind everyone that more will be expected in 2010.

The challenge for 2010 will be to continue to maintain and try to build upon the basic mission with enforcement and community service programs that make sense, while taking a critical look at how we conduct business to ensure we continue to operate efficiently within the revenue that is available in this tough economy. It is a challenge we look forward to meeting.

Gary L. Bitler
Chief of Police

