

**The Commission on Accreditation
for Law Enforcement Agencies, Inc.**



**Assessment Report for the
Munster (IN) Police Department**

2011

**Munster (IN) Police Department
Assessment Report
May 12, 2011**

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A. Agency name, CEO and AM

Munster, Indiana Police Department
1001 Ridge Road
Munster, Indiana 46321

Stephen Scheckel, Chief of Police
Steven Kovacik, Sergeant and Accreditation Manager

B. Dates of the On-Site Assessment:

April 9-12, 2011

C. Assessment Team:

1. Team Leader: Mr. Warren L. Wyatt
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D. CALEA Program Manager and Type of On-site:

Ms. Maya Mitchell

First reaccreditation, B size (44 personnel; authorized 36 sworn and eight non-sworn)
5th edition Law Enforcement Accreditation

The agency used the CACE-L software to manage the accreditation process.

E. Community and Agency Profile:

Community profile

Munster, Indiana is an affluent town located in the Chicago, Illinois Metropolitan Area. The 2010 U.S. Census counted the town's population at 23,603. The town is home to three large hospitals, two large medical clinics, the Centre for Visual and Performing

Arts, the *Times of Northwest Indiana* newspaper, a FedEx distribution center, a PepsiCo bottling and distribution facility, and the Three Floyds Brewing Company. Munster is on an ancient shoreline of Lake Michigan which is today called Ridge Road. This ridge runs east and west through the northern part of town; hence the town's nickname "Town on the Ridge." The town has a total area of 7.6 square miles.

Munster is governed by a five person elected Town Council and an elected Clerk Treasurer. The Town Council appoints a town manager, who is responsible for the day to day management of the town. The Town Manager, Tom DeGiulio, is responsible for duties such as hiring of personnel, administration of the Munster's bidding process, and the overseeing of all the town's various departments. The ambitious 2010 Comprehensive Plan for Munster's next twenty years includes plans for a new town center to be organized around a proposed new rail line linking Chicago and southern Lake County.

Agency profile

The Munster Police Department is a full service law enforcement agency; providing patrol coverage to both routine and emergency calls for service, criminal investigations, and other law enforcement services. The department provides several crime prevention programs to the citizens such as crime watch programs and D.A.R.E. The Munster Police Department currently employs 36 sworn officers and eight full-time civilian employees. The department is comprised of three divisions: Patrol commanded by Lieutenant Kurt Matz, Investigations commanded by Lieutenant Ed Strbjak and Support Services commanded by Sergeant Steve Kovacik. All three division commanders report directly to the Chief of Police.

All judicial matters are handled by the Lake County Superior Courts and all prisoners are housed by the Lake County Sheriff's Office.

Demographics

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

Demographics Report

	Service Population		Available Workforce		Current Sworn Officers		Current Female Sworn Officers		Prior Assessment Sworn Officers		Prior Assessment Female Sworn Officers	
	#	%	#	%	#	%	#	%	#	%	#	%
Caucasian	17880	81 %	86297	85 %	33	89 %	0	0	35	92	1	2 %
African-American	315	1	2895	3	1	3	0	0	1	3	0	0
Hispanic	1522	3	6340	6	3	8	0	0	3	5	0	0
Other	2353	11	5605	6	0	0	0	0	0	0	0	0
Total	22070	100%	101137	100%	37	100 %	0	0 %	39	100 %	1	2 %

The agency has sworn officer racial and ethnic composition for African-American and Hispanic officers in approximate composition to the service population workforce. There

are no female officers in the agency at this time – the only female recently retired. The agency has a recruitment plan which will be discussed elsewhere in this report. The agency is aware that there is a need for female officers and has taken steps in their next recruiting phase to target female recruits.

Future issues (agency and community)

Lake County's Tax Levy has been frozen at the 2007 level. The General Fund which is the sole source of funding to the police department is dependent on property taxes. As a result, the Munster Police Department has faced significant shortages, and is unable to bring the staffing levels back up to normal. Currently the agency has three unfilled sworn positions and four unfilled civilian positions. The police department is faced with providing the residents of Munster the high level of service they are accustomed to with fewer personnel.

The State of Indiana has mandated that by December 31, 2014 all counties in the state only have two 911 centers per county. Lake County is the second most populated county in Indiana and consists of more than 17 municipalities. Attempting to consolidate these agencies into only two dispatch centers will be a daunting task.

The Munster Police Department has always placed an emphasis on training officers far beyond the state's requirements. The department's training officer must look outside traditional venues for training. One proposal to address this issue would be possibly participating in more district training which is provided by the State of Indiana and the federal government for free. Additionally, state mandated training should be conducted in-house whenever possible, thus reducing the cost to the department.

CEO Biography

Stephen Scheckel began his career with the Munster Police Department on January 2, 1989, where he was assigned to the patrol division. During this time he also served as the department's D.A.R.E. Officer for two years. In 1995, he was promoted to the rank of sergeant within the patrol division. In December 2008 he was promoted to Chief. Chief Scheckel was the original District 1 Coordinator for the Indiana Intelligence Fusion Center. In 2009, the Indiana Department of Homeland Security asked Chief Scheckel to command the District 1 Law Enforcement Strike Team.

Chief Scheckel holds a Bachelor of Science Degree in Law Enforcement Management and a Master's Degree in Law Enforcement Administration both from Calumet College of Saint Joseph's. Chief Scheckel is also a graduate of Northwestern University's School of Staff and Command. Chief Scheckel believes in community service and serves in an officer capacity for both the Lion's and Rotary Clubs in Munster.

F. Public Information Activities:

Public notice and input are corner stone of democracy and CALEA accreditation. This section reports on the community's opportunity to comment on their law enforcement agency and to bring matters to the attention of the Commission that otherwise may be overlooked.

a. Public Information Session

The Public Information Session was held in the main meeting room of the Munster Town Hall on Monday, April 11, 2011, commencing at 5:00 p.m. There were no attendees at the Public Information Session.

b. Telephone Contacts

The Public Information open telephone session was conducted on Sunday, April 10, 2011, between the hours of 1:00 p.m. and 3:00 p.m. One call was received from the Chief of Police of a neighboring agency. He described the Munster Police Department as "the premier law enforcement agency in Lake County and a model for other agencies."

c. Correspondence

The team received nine pieces of correspondence: three from the Chiefs of Police for neighboring agencies, and one each from the Secretary of the Indiana PAC, the President of the Rotary Club of Munster, the Superintendent of the Munster School System, the local DEA Group Supervisor, the Sheriff of a neighboring county, and the Town Manager of Munster. All correspondence was exceptionally positive.

d. Media Interest

On April 6, 2011, the local newspaper *The Times* carried an article about the public information session. Other than that article there was no media interest or contact

e. Public Information Material

The agency disseminated a media release to all Chicago and Lake County media with details on the accreditation onsite. The public notice was displayed in the lobby of the police department and town hall and posted on the department's Twitter account. . The Town of Munster's April monthly newsletter contained information on the public call-in session and the public hearing. The agency was well prepared for all media related activities.

f. Community Outreach Contacts

The team attended the quarterly meeting of the School Town of Munster School Board: in attendance were the Town School Superintendent, every principal from the local schools, the safety director, a number of other School

Board members, Chief Scheckel, the School Resource Officer, the D.A.R.E. Officer and Lieutenant Strbjak. The meeting addressed school safety and traffic issues and it was obvious the police department is a valuable contributing member of the school board. The Superintendent spoke highly of the services the police department provides to the school board and the community. Team Leader Wyatt, at Chief Scheckel's request, spoke about the value of accreditation to the school system and the department and the team answered any questions.

The team attended a Crime Watch meeting held at one of the local park facilities. There were approximately 60 Crime Watch members and block captains in attendance. The Crime Prevention Officer presented a report on crime statistics for Munster and surrounding communities. He also gave a presentation on child safety. Chief Scheckel and his staff answered all questions from the attendees. The team had the opportunity to speak with a number of the attendee and all spoke glowingly about the services the Munster Police Department provides. Team Leader Wyatt, at Chief Scheckel's request, spoke about the value of accreditation to the community and the department and the team answered any questions.

The team attended the annual Rotary Club awards luncheon where Chief Scheckel recognized the Officer of the Year and other department members in attendance. Chief Scheckel is also an officer of the Rotary Club. There were approximately 70 members of the business, professional and governmental communities present. The team had the opportunity to speak with a number of attendees and each had nothing but praise for the Police Department. Team Leader Wyatt, at Chief Scheckel's request, spoke about the value of accreditation to the business/professional community and the department and the team answered any questions.

G. Essential Services

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

Officers must meet with the Chief of Police to receive the oath of office which must be administered by either the Town Clerk-Treasurer or a Lake County Court Judge. To demonstrate how seriously the agency holds the oath of office, officers' oath of office pledge dates are identified on the department web site. All officers are required to abide by the Police Officers Code of Conduct and the Department values; officers receive ethics training as a part of the Field Training Program. Civilians are required to abide by the Town of Munster's Code of Ethics and Values and receive training as part of their orientation. Employees received training in 2008 and 2010 with a test included in the 2010 refresher training.

The department participates in juvenile diversion programs in cooperation with the Lake County Prosecutors Office. Officers have the authority to refer when appropriate within department policy.

The department's organizational structure is detailed in general orders and depicted on an updated organizational chart all of which are available on the department local intranet. The department utilizes the PowerDMS software program to disseminate and track written directives.

The Assistant to the Chief is responsible for administering most administrative reporting and accreditation reporting systems. There is an appropriate system in place to notify the Chief of Police in exceptional circumstances and the system has been used frequently for notifications on major incidents.

Command protocol is clearly defined in directives. The position of Deputy Chief is not filled at this time due to budget issues. In the Chief's absence, the senior lieutenant is in command of the department.

The Chief's staff performs the Research and Planning function as needed and all staff members have direct access to Chief Scheckel. The police department's maintains a comprehensive multi-year plan. The plan's effective date was February 1, 2010, and requires an annual review. Annually each division commander prepares and submits goals and objectives. Progress is discussed at command staff meetings and is documented via the department's document management system. The department's goals are published as part of the department's annual report. The agency has done an excellent job of preparing, disseminating and measuring progress on goals and objectives. The Assistant to the Chief of Police conducts an extensive annual review of all specialized assignments. The most recent annual review identified 12 specialized assignment positions and resulted in the elimination of one specialized position.

The Chief's fiscal authority derives from Indiana Code and is further delineated by town and agency directives. All major components participate in the annual budget process. All cash funds are audited quarterly by at least two division commanders. The agency is audited annually by the Indiana State Board of Accounts. The team had the opportunity to speak to the town's clerk treasurer about the budget and budget issues.

Bias Based Profiling

The Munster Police Department clearly defines what constitutes biased based profiling and prohibits it in law enforcement activities. Biased based profiling is included in the basic Indiana Law Enforcement Academy curriculum. The department completed started refresher training in 2008 and completed in 2009. Should an instance of biased based profiling be identified in a complaint or from citizen concerns, the incident would be reviewed through the chain of command to the Chief and appropriate measures would be taken depending on the circumstances. The agency has provisions in place for remedial training, counseling or discipline if needed. Agency policy would also be

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reviewed as well as agency training to see if there are any areas that need to be updated.

		Citations			Warnings			Totals		
		2008	2009	2010	2008	2009	2010	2008	2009	2010
Caucasian	Male	2366	1826	1415	1461	1241	1266	3827	3067	2681
	Female	1360	1019	781	1157	955	1011	2517	1974	1792
African - American	Male	540	484	377	327	265	268	867	749	645
	Female	387	302	283	277	256	277	664	558	560
Hispanic	Male	498	439	361	243	220	232	741	659	593
	Female	235	192	179	147	121	144	382	313	323
Asian	Male	29	25	19	13	15	16	42	40	35
	Female	11	20	10	13	14	13	24	34	23
Other	Male	299	253	170	191	186	198	490	439	368
	Female	199	187	121	155	143	166	354	330	287
Totals		5924	4747	3716	3984	3416	3591	9908	8163	7307

A review of the data collected in traffic citations and warnings indicates there are no trends or patterns that would indicate biased based profiling occurs in the Munster Police Department. There was one complaint alleging profiling during this reaccreditation period in 2008 and it was determined the officer acted properly. The department conducts a thorough, detailed annual administrative review of all agency practices. The annual administrative reviews did not identify any issues such as training, policy or citizens concerns that needed to be addressed. There were no bias based profiling lawsuits filed during this reaccreditation period.

Use of Force

Uses of force must conform to Indiana Code for use of force and department general orders which authorize only that amount of force which reasonably appears to be necessary, given the facts and circumstances known to the officer at the time. Officers are permitted to only use force to accomplish lawful objectives while employing the principles of de-escalation and escalation of force. The department uses a detailed Officer Action/Offender Action matrix to provide guidance in use of force situations. The department has a detailed general order that addresses the type of weapons that may be carried on and off duty. The department issues impact weapons, chemical irritants and Tasers as less lethal weapons. The department authorizes and issues semi automatic pistols, shotguns, sniper rifles and patrol rifles as lethal weapons. General orders provide for the specific use of each weapon.

General Orders prohibit carrying any less lethal or lethal weapon until the officer demonstrates proficiency with that weapon and it has been inspected and approved.

Annually all officers are required to receive training on response to resistance and demonstrate proficiency with all approved firearms (on and off duty) and Tasers that the officer is approved to carry. Biennially all officers are required to demonstrate proficiency with all other less lethal weapons. Records are maintained on all training and training is conducted by certified instructors. Officers who may fail to qualify with their department issued handgun are immediately removed from active duty, placed on administrative leave and given at least 40 hours of remedial training. Officers who fail to demonstrate proficiency are deemed unfit for duty and could be terminated.

The agency requires a Response to Active Resistance Form be completed on every use of force. Each report is reviewed by the division commander and the Chief of Police to include findings and recommendations. Annually the Assistant to the Chief of Police completes an analysis of the use of force incidents from the preceding year. The annual analysis is shared with all department use of force instructors and training instructors. The 2010 analysis identified a need to revise the Response to Resistance Form in two areas: the agency determined that they needed to clarify a difference between someone who was actively resisting, such as pulling away from an officer or struggling to get free, and those offenders that were physically fighting or attacking officers. The form failed to identify cases where officers were attacked. The agency added some check box options to the form to allow them to better collect this information.

Use of Force

	2008	2009	2010
Firearm	7	26	9
ECW (Taser)	6	3	8
Baton	0	0	0
OC	1	0	0
Weaponless	40	25	41
Total Uses of Force*	55	54	58
Total Use of Force Arrests	45	29	32
Complaints	0	1	1
Total Agency Custodial Arrests	846	718	554

*Number reflects reported incidents. In some cases there were several responses to aggression captured in one event.

In reviewing the use of force data, there do not appear to be any significant trends. The reported number of firearm uses of force in 2009 resulted from a policy change in 2008 when the police department started classifying the pointing of a firearm as a use of force midway through 2008 which is why the 2008 number is low. In 2009 there were multiple officers involved in single incidents. Three incidents accounted for sixteen reports; there was one high risk search warrant executed involving six officers, one felony traffic stop for armed robbery involving four officers and one felony stop of burglars who had been caught inside a warehouse. Per agency policy each officer is required to submit a force report whenever they point a firearm in the direction of an offender. The total number of uses of force has remained in the mid 50s for this reaccreditation period. Use of force complaints remain at an exceptionally low number.

Personnel Structure and Personnel Process (Chapters 21-35)

The agency utilizes a town wide classification system, grouping positions of a similar nature into a compensation plan. The agency maintains job descriptions for all positions which are available to all personnel. Job descriptions are, utilized in part, in preparing recruitment materials including media advertisement.

An EAP program is provided with the Chief of Police designated as the only person who can mandate participation. Supervisory personnel receive training on the EAP program to keep abreast of the services provided by the program. The services are explained through brochures and informational literature. The agency directive provides examples of behaviors, if observed, which may indicate the need for additional monitoring and or intervention.

Department policy requires personnel to maintain a level of physical fitness necessary to perform the physical requirements detailed in the sworn officer applicable job description. In accordance with the American with Disabilities Act, the department may make reasonable accommodations for employees that have a disability to perform the essential functions of their jobs. All job descriptions include a section on physical requirements listing the abilities necessary and tasks preformed for that specific position. During this assessment review period, no employees have been identified as not being fit to execute the physical demands of their positions. The agency reports that no employees have been questioned about their physical fitness for duty, except for a workman's compensation case and that one employee has undergone a functional capacity test as part of their workman's compensation claim.

The department's personnel evaluation system is comprehensive and specific to each position. The rating system is one through five, five being "substantially above expectations." For rating of five or one, "substantially below expectations," comments are required to justify either level. Written warnings are given 90 days prior to the end of the rating period, which is annual by calendar year, January through December. Probationary employees are evaluated bi-monthly for the period of probation which is one year. Supervisory ranks are evaluated on the evaluations of their subordinates under the dimension Employee Evaluations. The form used has appropriate signature blocks for employee, supervisor, division commander and Chief of Police. Employees are afforded the opportunity to make written comments and provided a copy of the completed form.

Grievances

The grievance procedure is very clear indicating the steps and timeframes for submission and reply. Agency supervisors are encouraged to resolve any grievances at their level whenever possible. Any grievance that cannot be resolved at the police department level must be reviewed by the department's three member Grievance Board. Personnel are selected to be on the board for a period of one year. Personnel

selected may serve more than one term but not consecutive terms. The decision of the Grievance Board is final.

There were no grievances filed during the accreditation period.

Disciplinary

Officers earn a comp day if not involved in motor vehicle crash and earn comp time for not calling in or using sick time benefits during a year period. The agency also has an awards program and during the accreditation period there were 217 commendations present to agency employees for various actions and exemplary works.

The Chief of Police may suspend an employee for not more than five days. The Town Board of Safety may suspend or terminate as needed after an administrative hearing. The regulations pertaining to the actions of the Board of Safety are clearly stated in the agency directive, including appeal procedures. The records of discipline system actions are maintained in the personnel files of the employee.

Personnel Actions

	2008	2009	2010
Suspension	5	4	0
Demotion	0	0	0
Resign In Lieu of Termination	0	0	0
Termination	0	0	0
Other	0	0	0
Total	5	4	0
Commendations	104	68	45

The agency uses counseling and training as appropriate for positive discipline actions. Seldom is a suspension or termination action taken. Several documents demonstrate suspension actions were taken for serious and various rule violations. There were nine suspensions during the accreditation period, five in 2008, four in 2009, and zero during 2010. There were no trends or patterns identified in any of the suspensions.

Documents showed a part-time communications employee was terminated, however CALEA standards pertain to full-time personnel of the agency. The termination letter contained the CALEA standard requirements as if the person was a full time employee, listing the limited employment benefits that were available.

There have not been any full-time employees terminated during the accreditation period 2008 -2011.

Recruitment and Selection

The current available workforce data has remained consistent over the past several years shows the agency is relatively close except in the female and other categories. The agency has developed a recruitment plan for 2011 and beyond with its target of increasing the female applicant pool to at least 20 percent qualified female applicants

and increasing the number of employee female positions to eight or nine percent of the sworn ranks. As part of the recruitment plan the department has created pamphlets and brochures depicting women with successful careers in law enforcement. The agency is also distributing recruitment material to local colleges and universities in an effort to attract more female applicants.

The application process is well advertised with appropriate information for the positions available. No applications were accepted in 2008 or 2010 but were accepted in 2009 and currently in 2011 applications are being accepted. The January 2011 recruitment is for a communication operator. The agency is presently planning recruitment for police officer positions in May 2011. The agency distributes job position posting information to the nearby college and universities requesting they post the announcement in appropriate locations within their institutions. Applications and additional posting notices are located on the Munster Police Department and Town web site. All postings identify the agency as an equal opportunity employer.

Sworn Officer Selection Activity in the Past Three Years

Race/Sex	Applications Received	Applicants Hired	Percent Hired	Percent of workforce population
Caucasian/Male	121	2	1.6 %	45%
Caucasian/Female	17	0	0	40%
African-American/Male	26	0	0	2%
African-American/Female	12	0	0	1%
Hispanic/Male	27		0	3%
Hispanic/Female	2	0	0	3%
Other / Male	4	0	0	3%
Other / Female	1	0	0	3%
Total	210	2	0.9 %	100%

The department has only hired two officers in this reaccreditation period and both were white males. The department currently has three unfilled positions which they are not able to fill because of budget issues. Chief Scheckel is aware of the need for more women in the department and hopes to be able to recruit qualified applicants. The present staff has 36 sworn male personnel of which three are Hispanic, one is African American and 32 are Caucasians. The available workforce up to 2010 was three percent female with one female sworn officer. In 2010 the female retired leaving zero percent female representation. In 2008 there were 39 sworn personnel which included one Caucasian female, three Hispanic males, one African American male, and 34 Caucasian males.

The selection process for sworn positions includes the following elements; physical agility, written test, oral assessment, background investigation, which includes truth verification examination, psychological examination and medical examination. Written

test are conducted by the firm Police Consultants Inc. of Westmont Illinois. The firm validates and controls the testing instruments. The written test score equates to 60 percent and the oral assessment makes up the remaining 40 percent. Bonus credits are available for military service, reserve office credit, and educational credits based on college degree. Other testing or examinations are listed as pass/fail. Each element must be passed to move to the next step.

Training

Training is a key factor in the Munster Police Department. Beyond the basic and in-service training the agency provides specialized training as part of professional development. The selection and training of several evidence technicians has enhanced the capabilities of the department in evidence processing but also affords members to increase their skills in the profession and knowledge in areas of their personal interest. The formation of Special Weapons and Tactics team and the training necessary to maintain an instant ready team of personnel when the need arises is important to the law enforcement mission of the department. Currently the team trains monthly as a unit, not only with physical fitness but also simulated exercises. The Chief of Police is working with other neighboring agencies to increase the available complement of trained personnel to respond not only in Munster but other communities when needed.

Regular training is accomplished using formal classes, bulletins, and online courses available to law enforcement agencies in Indiana. The state annual training requirements for continued certification for sworn officers is met and in some areas exceeded. Training records are maintained for each officer showing the classes attended, hours of instruction and testing results from online training programs.

The agency has cross trained some civilian staff in the area of records and communications to ensure that additional staff is available when major events take place or there is a need fill vacant positions if personnel leave.

Promotions

The promotional process is regulated by the Munster Board of Safety which designates the Chief of Police responsible for the promotional process. Promotions are made by the Board of Safety upon recommendation of the Chief of Police from the promotional register for that position. The final score for Sergeants is weighted 75 percent written and 25 percent oral interview. The primary testing for the rank of Lieutenant is the assessment center. The Promotional Register remains in effect for a period of two years, unless otherwise exhausted. The existing register for Sergeant expires September 2011 and Lieutenant expires July 2012.

Resource Management Associates located in Tinley Park, Illinois were contracted for the 2009 promotional testing for Sergeant and Lieutenant. The company has a large list of both fire and police service clients with several recognized as CALEA accredited agencies, which speaks well of the testing validity and job relatedness. Pre and post

testing meetings are conducted by the firm to provide a complete review and explanation of the testing process.

Sworn Officer Promotions			
PROMOTIONS -- 2008-2010			
	2008	2009	2010
GENDER / RACE TESTED			
Caucasian/Male	0	7	4
Caucasian/Female	0	0	0
African-American/Male	0	0	0
African-American/Female	0	0	0
Hispanic/Male	0	0	0
Hispanic/Female	0	0	0
GENDER/ RACE ELIGIBLE AFTER TESTING			
Caucasian/Male	0	7	4
Caucasian/Female	0	0	0
African-American/Male	0	0	0
African-American/Female	0	0	0
Hispanic/Male	0	0	0
Hispanic/Female	0	0	0
GENDER/ RACE PROMOTED			
Caucasian/Male	0	2	0
Caucasian/Female	0	0	0
African-American/Male	0	0	0
African-American/Female	0	0	0
Hispanic/Male	0	0	0
Hispanic/Female	0	0	0

There were two promotions made during this reaccreditation period and both were white males. No females or minorities participated in the testing process. The 2009 testing was for sergeant's positions and two white males were promoted. The only African American officer was not interested in promotion and there were no female officers in the department. The 2010 promotional process was for a lieutenant's position. No promotions were made due to budget issues. Sergeant's testing should take place in 2011 but it is not anticipated that any promotions will be made due to budget issues.

The department uses the Guardian Tracking software program to track incidents and activities that could lead to the identification of an employee in need of assistance. The Employee Assistance Program is available to all personnel at their own request or mandated participation if indicators point to the need of intervention. Supervisory

personnel receive training regarding the program benefits and signs or indicators to watch for which would indicate an employee is a candidate for assistance. No employees have been directed to seek assistance through the Employee Assistance Program during this accreditation period.

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

The Munster Police Department is a full-service agency that uses an array of methods to provide patrol services. Patrol officers are equipped with modern equipment to include agency issued firearms, Tasers, patrol rifles, and in-car computers. All officers are issued ballistic vests and are required to wear them while on duty.

The agency provides 24 hour patrol coverage that responds to requests for police service throughout the town. Patrol operates three, eight and 1/2 hour shifts to provide continuous patrol coverage. Assignment to patrol shifts is done through a seniority bid process and assignment is for one year. Supervisors assign officers to patrol beats based on needs. Officers work four days on duty and two days off.

All vehicles used for routine patrol are clearly marked and have emergency lights and sirens. All marked patrol vehicles are equipped with laptop computers and audio/video recording equipment. Munster has two special purpose vehicles (bicycles and an Incident Command Vehicle). The agency has a written directive addressing the operation of each of these vehicles. The agency is in the process of transiting to the Chevrolet Tahoe for patrol officers: they feel the vehicle adds versatility and better gas mileage for the agency.

All appropriate personnel received refresher training on handling people with suspected mental illness issues in 2008 and 2010. The state of Indiana mandates officers receive training which is accomplished through a video and a review of the agency policy. Communications personnel must complete a review of the agency policy and successfully pass a test.

Traffic control is a major function of the department. Patrol vehicles are equipped with radar units, computers and thermal imaging capabilities. Indiana law mandates that traffic stops must be conducted by a uniformed officer or using an identifiable police vehicle. The department uses marked police vehicles for patrol and normal traffic enforcement activities. The agency does have an unmarked vehicle for some special directed traffic enforcement. The agency participates in regional traffic enforcement programs which are funded by county state or federal agencies. Motorist receiving enforcement citations are provided a pamphlet explaining their options in the resolution of the citation.

Accident reports are completed through the Automated Information and Reporting System. The accident records are directly sent to the State of Indiana Motor Vehicle Department, after supervisor review and approval. Reports are available at the police

department for viewing and purchase or at BuyCrash.com an online service for crash reports which serves Indiana, Kentucky, and Georgia.

Patrol officers can investigate and do follow-up on misdemeanor cases and less serious felony cases. All major felony and gang related cases are assigned to investigators. Indiana Code provides statutory requirements for handling criminal cases involving habitual/serious repeat offenders. The Lake County Prosecutor's Office provides an Intake Form that is utilized to ensure all criminal cases are prepared and complete. Procedures are in place to ensure investigators regularly attend patrol briefings.

Munster Police Department officers participate in the local Drug Enforcement Administration High Intensity Drug Trafficking Task Force. Appropriate guidelines for officers are in place and all agreements have been approved.

The agency was handling a high profile missing person's case involving a prominent local physician while the team was onsite. The team had the opportunity to view the agency's procedures and activities on this case and observe that all appropriate investigation's directives were being followed.

The agency does an excellent job of addressing identity theft crimes. The agency utilizes a pamphlet and a section on their web site to provide identity theft prevention information to the community.

Crime prevention and community relations are significant functions for the agency. The D.A.R.E. Officer performs the Crime Prevention function. The Crime Prevention Officer has established and maintains relationships with over 100 neighborhood Crime Watch groups. Munster posts information about Crime Watch activities and meeting dates on its web site. At Crime Watch meetings, the Crime Prevention Officer disseminates a weekly crime report with pertinent crime prevention or safety tips. Chief Scheckel regularly attends meetings and directly addresses citizens concerns and questions. Procedures are in place to guide officers who have received pertinent community concerns to the D.A.R.E. Officer. Chief Scheckel provides input on proposed changes to the building and zoning codes.

The Investigations Division Commander has the responsibility for overseeing vice, drug or organized crime investigations. The department maintains a confidential fund to provide money if needed to assist in active investigations. The Investigations Division Commander is the coordinator for all confidential informant activity. Department personnel make extensive use of thermal imaging technology to assist in investigations. The Munster Police Department has a strong juvenile operations function. Written directives relating to juveniles are reviewed periodically by the Lake County Superior Court and the Indiana Department of Child Services.

The department conducts the following juvenile programs: Drug Abuse and Resistance Education, Cops for Kids Program, Police Trading Card Program, National Night Out Against Crime, Police Explorer Program, the annual Snowflurry Event (300 elementary

school kids engaged in educational activities led by high school role models), regular station tours, and regular safety talks. Most juvenile programs are funded through community donations and grants. The Munster Police Department programs are considered a model for neighboring communities to follow.

Most victim rights issues as defined by Indiana Code are handled by the Lake County Prosecutors Office Victim Assistance Unit. Every county court room has its own victim witness advocate who is responsible for coordinating all victim witness needs.

The police department maintains copies of a reference book of local victim witness services for those persons who may be seeking such services during times when the prosecutor's office is closed. The department also utilizes a comprehensive Victim/Witness Assistance Information Form to provide comprehensive information to victims and witnesses. Even though the department's participation in victim witness services is extremely limited, the agency does complete a review of services available in the area every three years.

Crime Statistics and Calls for Service

The community is comprised of residential, light industry and commercial areas. There are two major roadways with the majority of shopping and commercial enterprises. The department recently directed patrol officers to increase patrol in the residential areas and officers make field contacts with citizens or persons observed in the areas. Contacts are recorded and maintained for a reasonable time period. Whether this tactic produces fruit, crime statistics indicate the number of residential burglaries and robberies have decreased for the first quarter of 2011 compared to the same period in previous years. One area of concern is the theft from vehicles in both residential and commercial areas. The department has established performance standards for patrol activity which include field contacts and enforcement details. The reduction of crime and officer patrol techniques was addressed at the crime prevention community meeting attended by the assessment team.

Year End Crime Statistics

	2008	2009	2010
Murder	0	0	0
Forcible Rape	0	1	0
Robbery	6	12	8
Aggravated Assault	44	48	63
Burglary	56	61	43
Larceny-Theft	445	575	403
Motor Vehicle Theft	27	39	10
Arson	0	0	0

Crime rates for the Town of Munster are generally very low with larcenies and vandalism crimes being the most pressing issues. This is probably due in part to the police department's emphasis on crime prevention and the over 100 Neighborhood Watch groups. Traffic volume and traffic crashes are also of considerable importance

with Munster's location in the metropolitan area bringing in large numbers of motorists. The fact that there are three large medical facilities in the town also brings in significant numbers of vehicles. Arrests for Operating While Impaired accounted for approximately 30 percent of adult arrests and other Traffic offense arrests account for approximately 21 percent of adult arrests. The number of assaults of all types increased significantly (for unknown reasons) in 2010. The Assistant to the Chief prepares a Quarterly Activity Report that details crime issues and identifies hot spots for crime trends and traffic crashes.

Calls for Service

2008	2009	2010
12,541	11,835	12,001

Calls for service have remained in the general area of approximately 12,000 per year for this reaccreditation period.

Vehicle Pursuits

The agency has a detailed, comprehensive general order addressing pursuits. Pursuits are authorized only for felonies and most serious misdemeanors. The agency uses stop sticks to attempt to end pursuits. Forcible stopping techniques are authorized under very specific restrictions and with a supervisor's approval. All officers must complete a Motor Vehicle Pursuit Form following each pursuit. Each report is reviewed by the Patrol Division Lieutenant and the Chief of Police. The Assistant to the Chief of Police prepares a detailed annual review and analysis on agency initiated pursuits. This report includes a summary of the pursuits, a three year comparison of statistics related to pursuits, questionable pursuits, specific causes of concern, patterns and trends and analysis and recommendations.

Vehicle Pursuits

PURSUIITS	2008	2009	2010
Total Pursuits	11	5	6
Terminated by agency	4	2	1
Policy Compliant	11	3	4
Policy Non-compliant	0	2	2
Accidents	2	1	2
Injuries: Officer	0	0	0
: Suspects	1	0	2
: Third Party	0	0	0
Reason Initiated:			
Traffic offense	4	4	4
Felony	0	0	0
Misdemeanor	4	4	4

The 2008 review recommended that On Star service be added to the general order as this service has the capability to disable a vehicle being pursued; the 2010 review recommended additional training on the General Order for all supervisors. The most

recent report reflected that during the three years of the assessment period the number of pursuits decreased significantly in 2009 and 2010 from the 2008 level. Staff members could not identify a reason for the significant reduction in pursuits during this reaccreditation period.

In 2009 two pursuits were identified as being not in compliance with policy. Both of the officers were disciplined and received training on the correct application of department policy on pursuits. In 2010 two pursuits were identified as being not in compliance with policy. All of the involved police officers and one sergeant were disciplined and received training on the correct application of department policy on pursuits. The department identified one trend – two pursuits were initiated for traffic infractions which are prohibited by policy.

No lawsuits were filed as a result of any pursuits and there were no significant issues involving the media or community groups as a result of any pursuits.

Critical Incidents, Special Operations and Homeland Security

The Town of Munster has a detailed, specific All Hazards Plan that addresses all aspects of natural and man-made disasters. The police department actively uses the National Incident Management System Incident Command System model. The Assistant to the Chief serves as the agency's critical incident planner.

The agency has experienced several incidents in this reaccreditation period where emergency preparedness became critical. In 2008 there was a flood and a tornado; in 2009 there was a bomb incident; and in 2011 there was a blizzard. The department had appropriate plans and procedures in place to address each critical incident. The After Action reports for each incident identified changes that needed to be made to address similar future occurrences. In the 2009 bomb threat incident, it was discovered that the two primary bomb squad responders were not operational. The directive was rewritten to accurately reflect which agencies to contact for future bomb threats. The blizzard after action report did not identify any issues that needed to be addressed.

The 2008 flood occurred when the Little Calumet River overflowed after the area experienced record rainfall amounts as a result of Hurricane Ike. Over 20 percent of the town was flooded. The flood waters remained for seven days. This event was of such significant importance that an After Action Committee was established to review the Town's overall response. Some of the key issues identified were: The town's plan only mandated an "all or nothing" type response which was not appropriate – there should have been provisions for a gradual or phased response; All town departments needed to be included in the plan; Training was lacking in the town's response; the NIMS model should have been used fully. As a result the town has completely revised its All Hazards Plan to address issues identified in the After Action Report from 2008.

In discussing the department's response to the 2008 flood, Chief Scheckel stated that because the agency was in compliance with the standards in this chapter, "...the

department and the town were able to set up and staff an emergency operations center very quickly."

The department participated in a simulated disaster involving a flood with the Town of Munster and the neighboring City of Hammond in 2010. In 2009 the department participated in a table top disaster drill at Franciscan Hospital. The 2008 operational training involved training agency personnel on the agency's plan.

The agency provided awareness level hazardous materials training in 2009 and 2010. All equipment and supplies utilized for critical incidents are inventoried quarterly. The department utilizes the Lake County Sheriff's Office for tactical team incidents. The Munster Police Department is in the process of forming its own Emergency Response Team but the team is not yet operational.

The liaison officer for Terrorism and Homeland Security was awarded the department's Exemplary Service Award for locating a person on the Department of Homeland Security's Watch List. The department utilized the resources of the local Fusion Center to obtain threat assessments for a number of local events. Munster PD worked closely with federal agencies to provide dignitary protection in 2008 for then Presidential candidate Senator Barack Obama and in 2009 to provide security for the Israeli Deputy Consul. The department utilizes Twitter and Nixle to communicate Homeland Security information to the Munster community.

Internal Affairs and Complaints against employees

The Munster Police Department accepts and investigates all complaints including anonymous ones. Complaints involving less serious issues (e.g. rudeness, attitude, etc.) are handled by the employee's supervisor. More serious complaints are handled by the Division Commanders (lieutenants). All investigators have the authority to deal directly with Chief Scheckel while conducting investigations. All complaints must be concluded within 30 days of receipt with extensions granted on a case-by-case basis by the Chief of Police. All complaints are reviewed through the chain of command to the Chief of Police. Any Division Commander can request an Internal Affairs investigation be conducted when needed. All employees are notified of their rights and responsibilities at the time they are notified of the investigation. Complainants receive a receipt when they file a complaint and each receives a detailed, specific letter from the Chief of Police or the Division Commander with the conclusion of fact when the investigation is concluded.

The department accepts and investigates all complaints against employees. Complaint forms are available at the front desk and procedures are available on the department web site. The public is encouraged to discuss issues pertaining to employee conduct with supervisors and the department's administrative personnel. Complaints may be filed with any supervisor above the rank of the accused employee. In addition, complaints may be filed with any division commander. Complaints do not have to be in

writing. The department uses the Guardian Tracking software to log and track complaints.

The agency generates an annual statistical summary of complaints which is made available to the employees through the department local network and to the public on the department's web site and in the department lobby.

Complaints and Internal Affairs Investigations

	2008	2009	2010
Citizen Complaint			
Total	12	11	7
Sustained	5	3	1
Not Sustained	0	2	2
Unfounded	0	3	4
Exonerated	7	3	0

The complaint statistics depicted in the table indicate that the number of complaints against department employees have been reduced significantly from 2008 to 2010. As significant is the fact that the number of Sustained complaints was reduced to one in 2010. There were no trends identified in any year nor were there any needs identified for policy changes or remedial training.

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

The Munster Police Department policies, procedures and practices conform to the CALEA standards regarding prisoner handling. Prisoners are transported to the temporary holding area at the department where testing and booking information is obtained. The agency uses a two stall garage as a sally port with an entrance directly into the holding area. Once the testing or processing is completed, the prisoner is then transported to the Lake County Sheriff's Office for booking procedures, photographs, fingerprinting, bonding or arraignment. For arrestees that are extremely violent or unruly, they will by-pass the department arrestee testing or processing and take the arrestee directly to the sheriff's office. If an arrestee is viewed as unstable, expressing depression or suicidal tendencies the department has a padded cell for detention until they are transported to the detention center.

Special procedures are followed when an arrestee is in need of medical treatment prior to being taken to the sheriff's detention center. All available information pertaining to the mental or medical status is provided to the sheriff's office as the prisoner custody is transferred.

Patrol vehicles have security barriers between the front and rear seating area. The SUV patrol vehicles have an additional screen behind the rear seat and cargo area.

The department vehicles rear doors are electronically controlled to eliminate possible escape of an arrestee. In the normal course of events persons under arrest are handcuffed behind their backs unless there are compelling reasons not to do so. In that event the agency has available handcuff belts for use.

Prior to 2008 the agency had a full scale holding facility with several holding cells and processing area. In April 2008 the area was reconfigured and all prisoners were taken as soon as practical to the Lake County Sheriff's Detention Facility after department processing and testing. Although the temporary holding rooms are former holding cells, with bunk and toilet facilities, the time prisoners are held is minimal, normally less than a couple of hours. All other processing, fingerprint and photographing, is accomplished at the sheriff's facility using state of the art equipment and capabilities. Directives and recording forms are in place to document the processing/testing and monitoring of prisoners while in custody of the Munster Police Department facility. All areas of the temporary holding areas are audio and video monitored in the communications center. Appropriate controls are in place for weapons control at all entrances to the facility, hallway and sally port areas. The facility provides for separation of prisoners by age and gender. Documented inspections are conducted as required for safety, sanitation and security.

The Lake County Sheriff's Office is responsible for civil process and manages some of the criminal process activities. During the last assessment the assessment team decided that issues covered in four of the five standards were the sole responsibility of the Lake County Sheriff's Office. However after some discussion this team decided that all standards related to criminal process were applicable to the agency. The agency does serve criminal process in the form of arrest and search warrants for matters pertaining to the Town of Munster. Although all arrest warrants, upon issuance are held the Lake County Sheriff's Office and available 24 hours, seven days a week through the county computer system. The Munster Police Department through its criminal investigation unit will seek search warrants during case investigations. All search warrants must be served within 10 days of issuance. .

The communication's center is located next to the public lobby. The small service window has bullet resistance Plexiglas and the interior wall contains Kevlar protection. There are two identically equipped dispatch stations. There are two large flat screen monitors, which display live feeds from major intersections in the community and live feeds from cameras located inside and outside the police facility. During the evening and midnight shifts the dispatcher may be the only person in the facility and when exterior doors are opened the dispatcher is alerted. Cameras are located in the testing and processing area, sally port and hallways and lobby. The communications center provides communication for the police and fire departments. The center also has the capability to monitor surrounding communities, county sheriff and state patrol. Several of the surrounding communities utilize the same computer system which is housed at the Lake County Sheriff's Office. Officers on patrol also have the same capability with their radio and in-car computers.

The center is a Public Safety Answering Point center and because Interstate 80 and 94 cut through the city, many cell phone calls are received and must be directed to appropriate agencies. This can be accomplished with a touch of the computer screen. The dispatcher maintains contact with the caller until the transfer is completed.

All computer equipment is protected from power spikes and failure. The emergency generator is located in the rear of the facility and is maintained by the town maintenance division. The generator is tested monthly and records are kept when the generator is operated under load during power failures. Power failures are not uncommon and the generator operates under load several times a year. Communications transmitter tower is protected by a fence and steel plates cover the antenna base which hinders anyone from climbing on the antenna and is in range of one of the exterior cameras.

Rosters, manuals, and emergency plans are immediately available to the communications personnel. Instant playback of radio and telephone communications is immediately available and records are maintained in accordance with Indiana Record retention regulations. Dispatchers have available two hours of communications for their review. Recordings beyond the two hour period must be downloaded from the communications server.

The Munster Police records system is mostly computerized. The use of the Spillman Records Management System allows entry of incident and accident reports from patrol vehicle's in-car computers. Reports are written by the officers and immediately transmitted to the record system server. The shift or division supervisor is notified of the report and upon review and approval forwarded to the records unit. The report is further reviewed for completeness and printed as needed. All supplemental reports are accomplished in the same manner. Redacted copies of reports are placed in a binder in the lobby for public review as well as accident reports in accordance with Freedom of Information regulations. All matters regarding juveniles are identified and electronically separated. Any juvenile paper records are stamped and filed in a specific cabinet with appropriate markings. The Spillman System allows access to information and tracks the identification of the user and what entries are made or changed. Each employee has a username and password for entry into the Spillman System. There were no reported incidents of improper access into the system.

Patrol officers are provided with basic evidence collection materials and training regarding collection, preservation and packaging of evidence. The Indiana State Police Evidence Manual is provided for guidance and submission requirements for evidence. The agency has several trained officers responsible for crime scene processing and evidence collection. These Evidence Technicians are available 24 hours for major or complex crime scenes and evidence collection.

Specific training regarding DNA evidence is provided for evidence technicians and officers. The training is geared to the recognition of evidence that could contain trace and DNA evidence. Training includes collecting, preservation and packaging of DNA evidence.

The vehicle, evidence technician's use on patrol, is stocked with all of the necessary equipment for crime scene processing, collecting and packaging of evidence.

Property and Evidence

The Munster Police Department evidence room is well kept and orderly. The Detective Sergeant is the custodian with two detectives serving as assistants. Access is limited to only these officers. There is additional security provided for weapons, narcotics and valuables. There are temporary storage lockers for officers to place evidence and property at the end of their tour of duty when the evidence room is closed. Evidence is logged in by the custodians in a bound book and assigned a location, shelf or bin. The custodians dispose of property and evidence as soon as possible in accordance with court direction and property regulations. The agency has additional storage areas for bulk items and can utilize part of the facility garage if needed. Items of found property, such as bicycles, are retrieved by the town highway department and stored at the town garage.

During the accreditation period all inspections and audits were conducted as directed. During this period, one custodian was changed. At that time a complete audit was conducted and no discrepancies were found.

H. Applied Discretion Compliance Discussion:

This section provides specific information on standards found to be in compliance after on-site "adjustments" were made. Adjustments may include modifying agency policies and directives, creating documentation, and an alteration of the physical plant.

The agency had five standards in applied discretion.

1.2.9 A written directive governing biased based profiling includes:

- d) A documented annual review of agency practices including citizen concerns.
(M)

ISSUE: The written directive did not require "citizens concerns" be included or addressed in the annual review.

AGENCY ACTION: The written directive was rewritten to include that specific language. The 2008 review addressed citizen concerns but the 2009 and 2010 reviews did not address citizens concerns. An interview with Chief Scheckel confirmed that citizens concerns were addressed in community meetings with the chief and that any such concerns would be addressed immediately. The team also observed Chief Scheckel and staff addressing community concerns at three local events.

1.3.9 A written directive requires only weapons and ammunition are used ... and includes:

- c) a procedure for review, inspection and approval.

d) a process to remove unsafe weapons. (M)

ISSUE: The written directive only addressed firearms not all weapons.

AGENCY ACTION: The written directive was rewritten to address review, inspection and approval for all weapons; and added a process to remove any unsafe weapons other than firearms. Agency practice is to meet the standard requirements for all weapons however the written directive did not mandate that all weapons be handled as required only firearms. Policy was rewritten to meet the standard and the practice.

- 11.3.1 A written directive requires that
- a. responsibility is accompanied by authority and
 - b) each employee is accountable for delegated authority. (M)

ISSUE: The directive only addressed sworn personnel and did not include civilians.

AGENCY ACTION: The directive was rewritten to include civilians. Interviews confirmed that the agency practice is to hold civilians accountable for the use of delegated authority.

- 17.5.2 A written directive establishes procedures for issuing/reissuing agency property to authorized users. (M)

ISSUE: The written directive did not address reissuing agency property, return of agency property when employees separate from service or temporary replacement when needed.

AGENCY ACTION: The directive was rewritten to address any needed requirements for returning or reissuing agency property.

- 41.2.3 A written directive addresses roadblocks and forcible stopping techniques, to include:

c) training in the use of roadblocks. (M)

ISSUE: The agency written directive stated training on roadblocks would be conducted; however no such training had been completed.

AGENCY ACTION: The agency rewrote the directive and now prohibits roadblocks. There were no roadblocks utilized this reaccreditation period.

I. Standards Noncompliance Discussion:

This section does not apply.

J. 20 Percent Standards:

CALEA agencies must be in compliance with at least 80% of applicable other than mandatory (O) standards. The agency is free to choose which standards it will meet based on their unique situation.

The agency was in compliance with 89.3 percent of applicable other than mandatory (O) standards.

K. Future Performance / Review Issues

46.2.1- 46.2.3 All standards address Special Operations or Tactical Teams.

The Munster Police Department is in the process of establishing its own Emergency Response Team. Appropriate directives for utilization, equipment, deployment and selection of team members are in place but the team is not yet operational.

16.3.1 – 16.4.3 All standards address reserve officers.

The department recently established a reserve program but has yet to appoint any reserve officers. All directives and requirements are in place.

L. Table: Standards Summary:

	<u>TOTAL</u>
Mandatory (M) Compliance	292
(M) Noncompliance	0
Waiver	0
Other-Than-Mandatory Compliance	75
(O) Noncompliance	0
(O) Elect 20%	9
Not Applicable	88
TOTAL	<u>464</u>

M. Summary:

Agency files were found to be well organized and for the most part well documented. Seven files were returned for additional proofs of compliance that were already in possession of the agency; this was an improvement from nineteen files returned in their last assessment. The agency had five files identified in applied discretion; this was an improvement from their last assessment when the agency had 24 standards in applied discretion.

There were no issues that required attention on this assessment as well as the agency's last assessment, annual reports were submitted to CALEA on time and the assessment was not problematic.

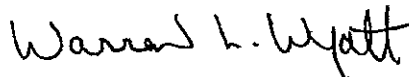
The assessors reviewed all standards and found them to be in compliance with agency practices meeting the intent of CALEA standards.

The Town of Munster conducted a comprehensive city-wide citizen survey in 2009. A total of 558 surveys were returned which is a return rate of 48 percent. Of the respondents, 88 percent rated the department's services as either "good" or "excellent" and 82 percent felt the department was doing either "good" or "excellent" in the area of crime prevention. The majority of residents (95 percent) felt that the competency level of uniformed officers was either "competent" or "very competent." The results of the survey were found to be consistent with the positive comments from the phone-in session and the interviews conducted at the public outreach activities.

All of the comments concerning the agency were positive, stressing cooperation, professionalism and caring. Citizens expressed their sense of safety and of the commitment agency personnel have for them. These sentiments express the spirit of CALEA – providing and promoting positive interactions between the agency and the citizens they are sworn to serve.

The Munster Police Department was recognized by the Indiana General Assembly in 2010 for their service during National Police Week. The members of the Police Department received a standing ovation from Town residents for their exemplary service rendered to the community at the first public meeting following the flood in 2008

The Munster Police Department is a full service agency which uses Problem Solving techniques and Community Policing to address crime and public safety issues facing the jurisdiction. The agency uses appropriate equipment and technology to support its operational challenges. The Munster Police Department has adopted the spirit and letter of accreditation. It is obvious that Chief Scheckel supports accreditation and emphasizes the value accreditation brings to the agency and the community. The team will submit the report to the Commission for review and consideration for reaccreditation.



Warren L. Wyatt
Team Leader