POLICE DEPARTMENT MONTHLY REPORT

APRIL 2020

VILLAGE OF SCHAUMBURG
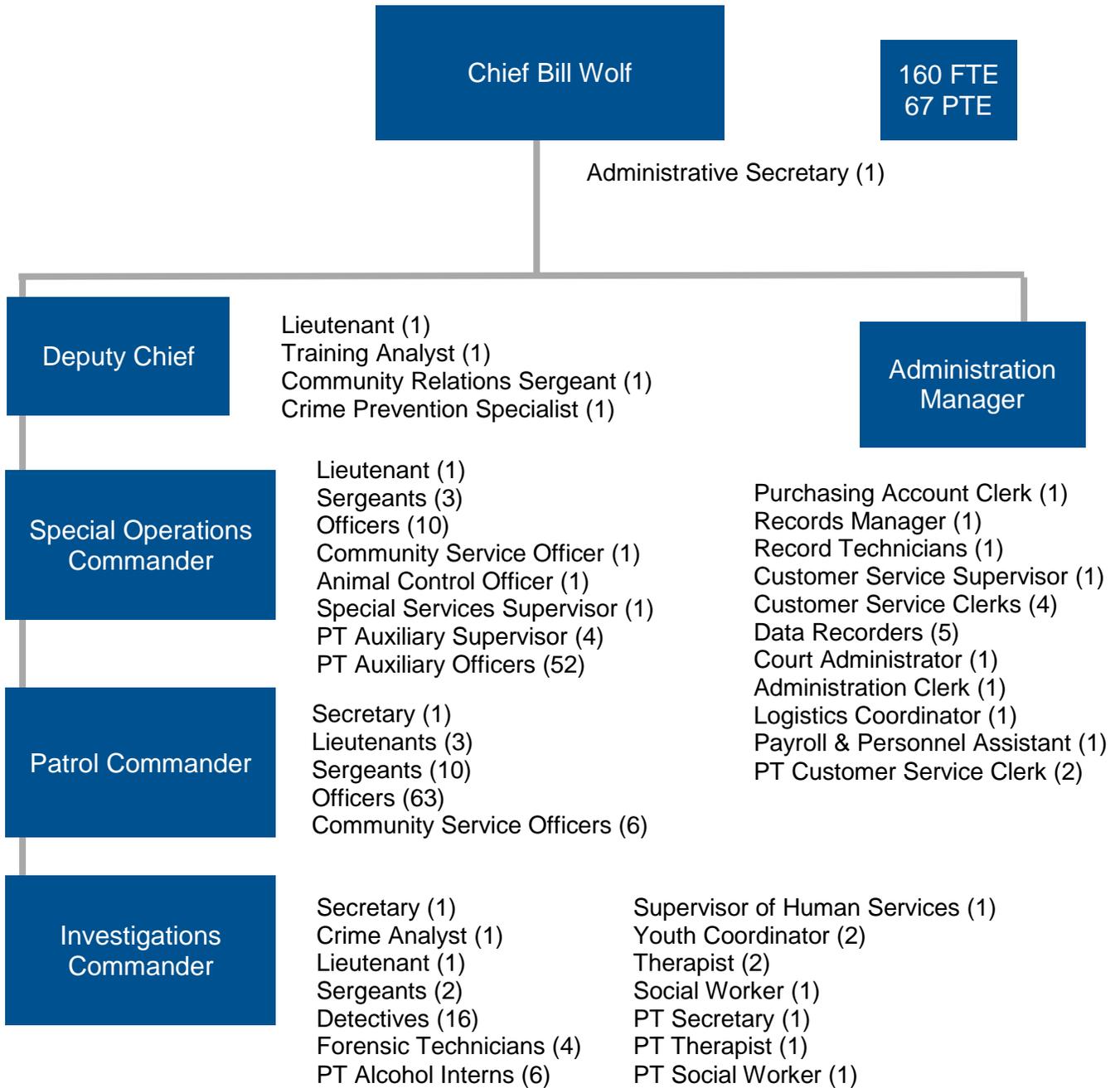### PROGRESS THROUGH THOUGHTFUL PLANNING

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ORGANIZATION CHART

Chief Bill Wolf

160 FTE
67 PTE

Administrative Secretary (1)

Deputy Chief

Lieutenant (1)
Training Analyst (1)
Community Relations Sergeant (1)
Crime Prevention Specialist (1)

Administration Manager

Special Operations Commander

Lieutenant (1)
Sergeants (3)
Officers (10)
Community Service Officer (1)
Animal Control Officer (1)
Special Services Supervisor (1)
PT Auxiliary Supervisor (4)
PT Auxiliary Officers (52)

Purchasing Account Clerk (1)
Records Manager (1)
Record Technicians (1)
Customer Service Supervisor (1)
Customer Service Clerks (4)
Data Recorders (5)
Court Administrator (1)
Administration Clerk (1)
Logistics Coordinator (1)
Payroll & Personnel Assistant (1)
PT Customer Service Clerk (2)

Patrol Commander

Secretary (1)
Lieutenants (3)
Sergeants (10)
Officers (63)
Community Service Officers (6)

Investigations Commander

Secretary (1)
Crime Analyst (1)
Lieutenant (1)
Sergeants (2)
Detectives (16)
Forensic Technicians (4)
PT Alcohol Interns (6)

Supervisor of Human Services (1)
Youth Coordinator (2)
Therapist (2)
Social Worker (1)
PT Secretary (1)
PT Therapist (1)
PT Social Worker (1)

DEPARTMENT OVERVIEW

The Police Department is committed to the philosophy of community policing. By working together with citizens, businesses, schools, community groups, elected officials, public agencies and other village departments, we can make a difference. The employees are empowered to take ownership over their particular area of assignment and to be proactive in identifying and solving problems in the community. By embracing the village's organizational values of customer service, respect, trust, teamwork, and integrity, public confidence will be maintained.

The Police Department is divided into four divisions, Patrol, Administration, Investigations and Special Operations, each led by a Commander, with the exception of Administration, which is headed by a civilian manager. With a mix of sworn and civilian personnel, an efficient and effective work force is provided. The vision of the Police Department is to "Be a model law enforcement agency viewed internally and externally as professional, enthusiastic, trustworthy and at the forefront of the police profession." The members of the Police Department are committed toward the attainment of this vision.

KEY ACTIVITIES

Covid-19 hit Illinois and Schaumburg in March, continuing through April. Overall traffic through all of Schaumburg has been reduced as well as calls for service are down significantly. Staffs in specialty positions were temporarily assigned to patrol. We've also had fun in participating in over a hundred "Schaumburg Shout Out's".

The Schaumburg Police Department would like to thank all of the businesses and residents that have reached out and made generous donations of masks, hand sanitizer, and food to our department during this unprecedented time of need.

MONTHLY PERFORMANCE

Adjudication is the process in which a person can contest a ticket that they received; these are the numbers for contested tickets compared to the same time last year.

Local Ordinance Tickets had the hearing moved to the June 3rd Hearing Date due to Covid-19.

	April 2019	April 2020
Dacra Parking	1211	843
Total Tickets Adjudicated	51	0
Total Tickets Found Not Liable	20	0
Total Tickets Found Liable	31	0
Total Tickets Found Liable by Default	395	0
Local Ordinance Tickets Issued	363	286
Local Ordinance Tickets Adjudicated	119 (32.8%)	106 (37.1%)
Local Ordinance Tickets Found Not Liable	2 (1.7%)	0 (0.0%)
Local Ordinance Tickets Found Liable	93 (78.2%)	0 (0.0%)
Local Ordinance Tickets Dismissed	13 (10.9%)	0 (0.0%)
Local Ordinance Tickets Continued	11 (9.2%)	0 (0.0%)

Crime Prevention Forms *- The monthly and year-to-date totals of Crime Prevention Forms written by officers, compared to previous years. Crime Prevention Forms are issued when officers see something that could possibly result in a crime, for example, a laptop is left in the front seat of a vehicle.*
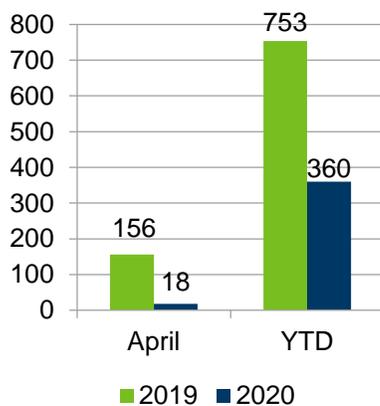
Type	April 2020
Arrests	47
Calls For Service	2864
Citations	67
Crashes	74
Reports	445
Warnings	6
Compliance	16
Parking	34
Municipal	6
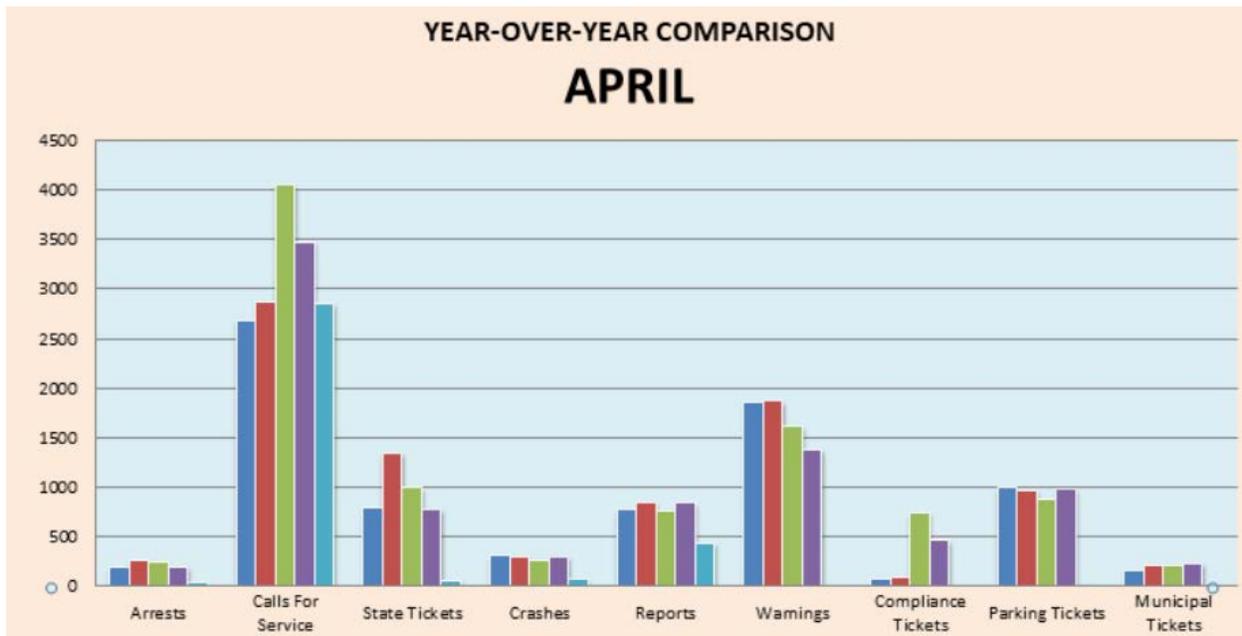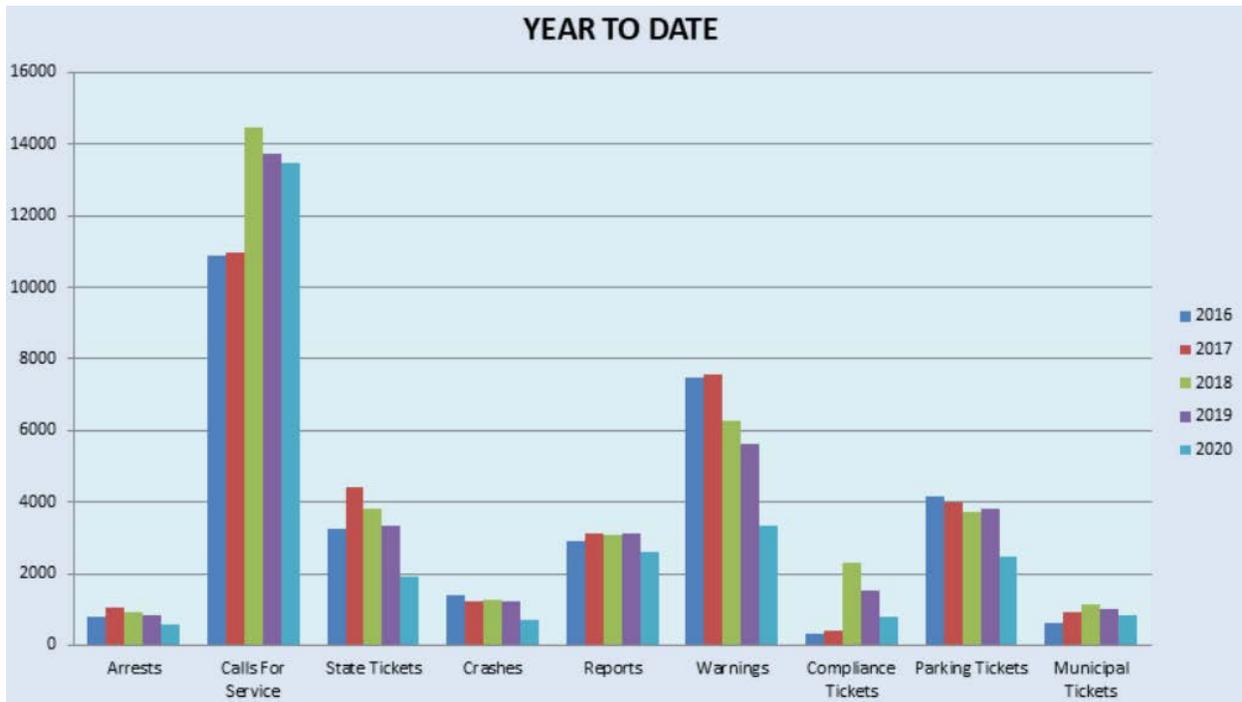
NOTABLE ACTIVITIES
Investigations Division

Detectives investigated a subject for an alleged sexual assault with a knife. Through interviews with the victim, witnesses, offender, medical records, and forensic work felony charges were approved by the Cook County Assistant State's Attorney's Office (CCASAO). The subject was charged with one felony count of Criminal Sexual Assault.

Detectives investigated a disturbance call behind a local business. Through video surveillance detectives were able to secure a license plate from the offending vehicle. A canvass of the area and a search of a police data base identified the unknown victim. The victim was interviewed and forensics photographed her multiple injuries. Cook Count Assistant State's Attorney Office (CCASAO) reviewed the case. An emergency warrant was issued. Shortly after the offender was located and interviewed by detectives. CCASAO approved felony charges for Attempted Kidnapping, Aggravated Battery with Strangulation, and Unlawful Restraint.

Detectives investigated an allegation of a criminal trespass. Through interviews, video surveillance and Patrol's assistance the subject was petitioned successfully into juvenile court.

Detectives investigated allegation of a subject violating an order of protection. Through several interviews and cooperation with the ASA's Office a warrant was issued for the subject's arrest.

Detectives from Schaumburg worked with detectives from; South Elgin, Bartlett and Streamwood were able to identify a habitual offender. Through the use of video surveillance and interviews the subject was arrested for retail theft.

Patrol and Detective responded to a strong armed robbery outside an apartment complex. Detectives through text messages and interviews with the alleged victim in the robbery, witnesses and the alleged offender were able to determine no such robbery took place. Detectives secured a confession and charged the subject with making a false police report.

Crime Prevention

The IL COVID-19 Stay-at-Home Order was still in effect for April 2020. The following is a list of projects, activities, or work items conducted by Community Outreach/Crime Prevention during this month.

COMMUNITY OUTREACH / CRIME PREVENTION –
- Attended a Zoom meeting as online classroom guest for 8th graders at St. Peter Lutheran School.
- Community Outreach created / coordinated a community engagement opportunity with SPD, SFD, and citizens through email and phone calls to organize numerous "Schaumburg Shout-Out's". Responders conducted drive-by's at residences to acknowledge citizens' special events such as birthdays, retirements, and military homecomings during the COVID-19 stay at home restriction, using lights and sirens.
- The Support Our Seniors Council and Park District worked on a Zoom safety discussion to air on the Village of Schaumburg's cable channel. While the presentation was not used, it provided some good information for the Village to share with the community.
- On April 28, Crime Prevention participated in the Schaumburg Library's 'Talk with Seniors' phone program which is intended for homebound seniors who do not normally use or have internet access. Telephone scams, home safety, the (temporary) prohibition of soliciting, and how to report solicitor's information was provided to seniors who phoned in.
- Crime Prevention compiled a HOA/Business list, including all Schaumburg area hotels and provided information on the Trespass Program to companies who do not participate.
- Updated the locations on the Trespass/Loitering Program list. There are a few locations with expired Trespass agreements, so the goal is to, not only add new participants to the program, but to ensure locations with expired agreements update their information.
- Provided Project Help and CARETRAK program information to a family whose father has dementia and was found wandering from home.

Special Operations Division

The month of April was not a typical month for the Schaumburg Police Department Special Operations Division. Due to national, state, and local emergencies being declared for the COVID-19 pandemic, all Special Operations personnel were temporarily assigned to the patrol division. This was done in order to supplement officers on patrol shifts in order to maintain an adequate level of service to the community while limiting potential exposure and spread amongst the officers.

Patrol Division

Criminal/Local Ordinance Enforcement and Crime Prevention

- Continuing problem solving project for noise complaints on Eastham Court. One citation issued in April.
- Resolved on-going noise complaint issue on Carver Lane.
- Problem solving initiative created to deal with complaints of loud vehicles on Heron Drive.
- Beat team is working with Social Services to resolve complaints of a homeless individual in the Town Square area.
- With reduced calls for service and lower traffic volume, the Beat 5 team has been more active with issuing Service Observation Forms as a preventive measure to deter crime; these forms are used to remind citizens not to leave valuables in plain view inside their parked vehicle, businesses to make sure the exterior of the building is well lit, homeowners to keep their garage doors closed overnight, etc.
- Resolved an on-going issue of vehicles parked in front of fire hydrants on Seven Pines Road; since February, officers issued six citations and one vehicle was booted; no calls for service or violations observed in April.
- Problems solving initiative created regarding thefts of mail at an apartment complex.
- Beat team continues to work with Investigations and hotel management to deal with an individual who has been trespassing at hotels and other businesses.

Traffic Safety

- Resolved on-going speeding auto issue on Holmes Way.
- Problem solving initiative created to deal with car clubs gathering in the Centex industrial area.
  - One arrest made for Reckless Driving; additional activity has decreased significantly
- Completed beat project for complaints of stop sign violations at Braintree Drive and Sharon Lane; On February 24th officers began conducting numerous traffic stops and issuing citations, and by mid-April the violations had ceased.
- The Beat 6 team was proactive in enforcement efforts and social media campaign to prevent car clubs from gathering at and around Streets of Woodfield.

Community Outreach

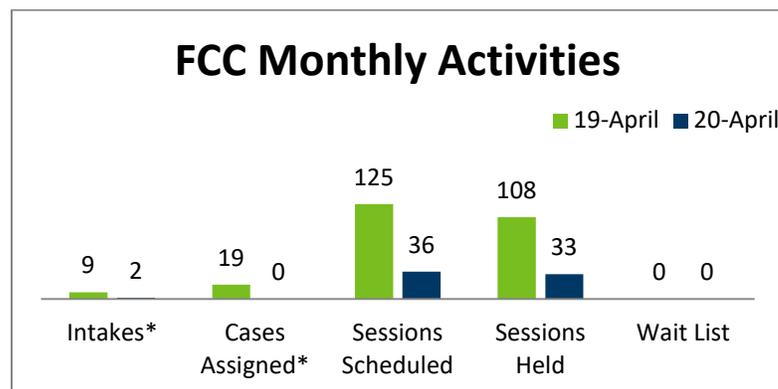All Patrol areas assisted with the "Schaumburg Shout-out" initiative.

- 135 officer initiated premises checks in Beat 1
- 222 officer initiated premises checks in Beat 3
- 129 officer initiated premises checks in Beat 4
- 142 officer initiated premises checks in Beat 6
- 31 officer initiated premises checks in Beat 7
- Beat team worked with Woodfield Mall management and security regarding curbside pickups for certain stores and restaurants
- 172 officer initiated premises checks in Beat 8
- Beat team continued with frequent premises checks at hotels in Beat 9
- Beat team continued with frequent premises checks at hotels in Beat 10
- 148 officer initiated premises checks in Beat 10

Family Counseling Center

Family Counseling Center: Provides family, couple, and individual counseling to village residents. The sliding scale fee system that is utilized assures that residents who may be unable to afford a private practitioner will be able to get help from a qualified, experienced clinician; limited insurance plans are also accepted.

The number of clients seen and the associated revenues were lower due to several factors all relating to COVID-19. The FCC is currently only staffed with one counselor. That counselor was unavailable for an extended period of time with a C-19 related situation. The FCC also needed to move to a tele-medicine model for delivering counseling services. This has taken time to get up and running from a technical and procedural standpoint. The FCC is also working on getting online billing setup as well.

Customer Service | Total Number of Clients Served: Performance indicator of the number of clients served by all licensed clinicians.

FCC Monthly Activities

Legend: ■ 19-April ■ 20-April

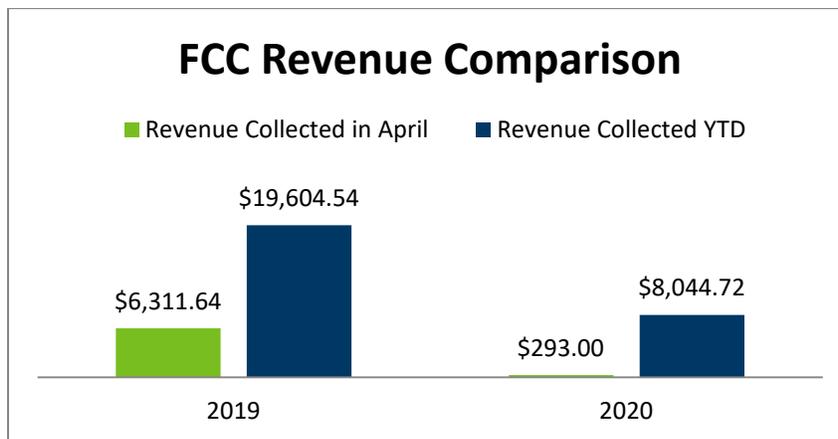|	Intakes*	Cases Assigned*	Sessions Scheduled	Sessions Held	Wait List
19-April	9	19	125	108	0
20-April	2	0	36	33	0

Intake = call to request counseling services
Session = counseling session
Wait List = data is determined by tallying the number of clients whose initial request for therapy came in a month previous to the month when they came in for their first appointment. For example, if a client called on the last day of the month requesting services, but they were not assigned to a therapist until the first day of the following month, they would be counted on the wait list for the previous month.

FCC Revenue Received for Counseling Services Rendered: Performance indicator of the financial health of operation. Revenue Collected includes all payments received (cash, checks, and insurance) received from clients.

FCC Revenue Comparison

■ Revenue Collected in April   ■ Revenue Collected YTD

2019	2020

$19,604.54
$6,311.64
$8,044.72
$293.00

|		
73% on sliding scale fee	82% individual 18% family	0% in-home visits

Police Social Services Unit

Police Social Service Unit: This service is designed to respond to any individuals or families experiencing a crisis situation when they come in contact with the police department. The staff is available 24 hours a day, 7 days a week.

Customer Service | Total Number of Clients Served: Performance indicator of the number and category of clients served by all licensed social workers.

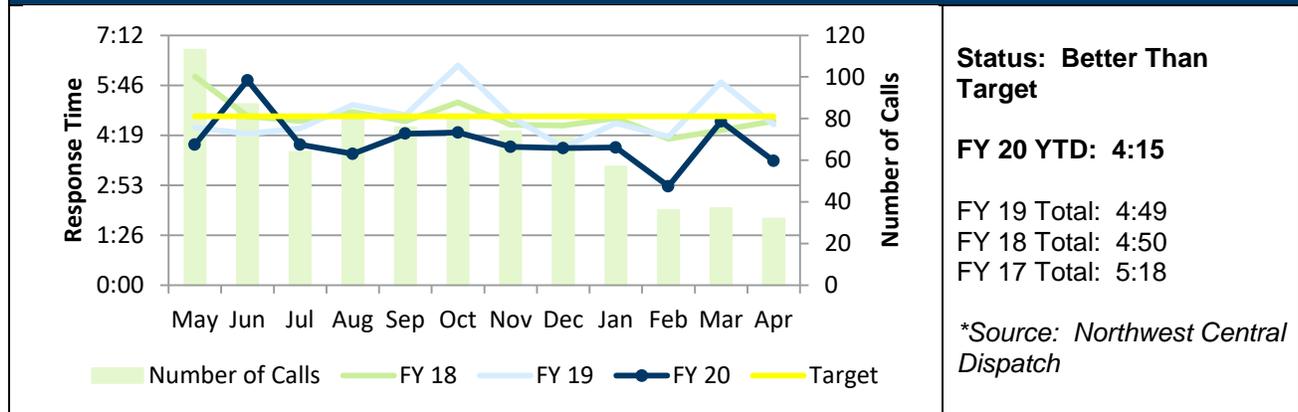|	April 2019	YTD 2019	April 2020	YTD 2020
Client Statistics				
Female	96	284	50	225
Male	27	94	31	108
Age				
Adult	121	371	81	331
Juvenile	2	7	0	2
Residency				
Schaumburg	78	253	52	230
Other	45	125	29	103
Referral Source				
Police Department	238	686	151	644
Other Agency	2	4	0	1
Walk-in	1	13	0	7
Phone	21	80	32	76
Other	2	5	0	9
Total Cases	263	788	183	737

BEAT MAP
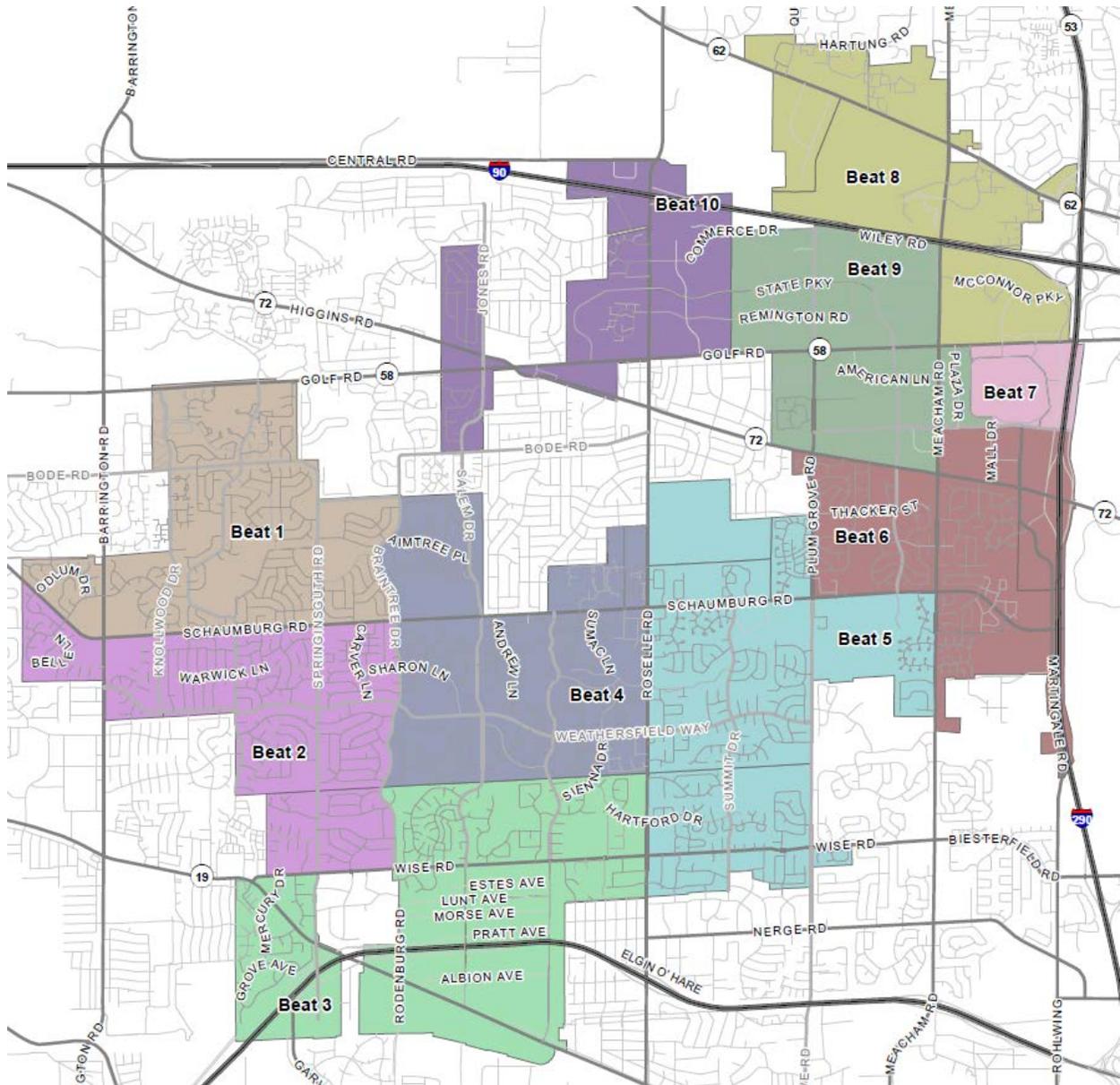
KEY PERFORMANCE INDICATORS

KPI 1: Provide an efficient response for high priority police calls.

Responding to emergency calls for service is one of the most fundamental services a police department can provide to the residents of the municipality. Providing police service quickly when an emergency occurs is a critical measure of success. This specific performance indicator has not historically been measured in Schaumburg and is more complex to accurately calculate based on the fact police officers do not respond from a central location. The officers are actively on the street, oftentimes already engaged in enforcement activities. Police monitor average response time for top priority calls, from dispatch to arrival on scene in an effort to maintain current emergency response levels, or to decrease the police response time from year to year. In 2017, police analyzed calls for service and subsequently restructured police geographical beats to meet the changing needs of the community and better direct officer response. Additionally, police supervisors continually monitor police dispatch and redirect units to ensure prompt response on priority calls.
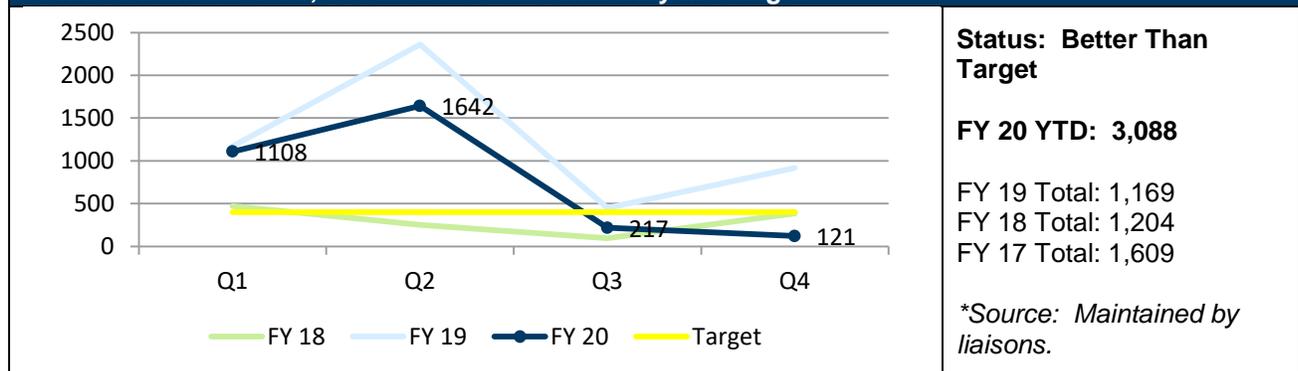
Provide an average response time for Police top priority calls, from dispatch to arrival on scene of 4:52.

Status: Better Than Target

FY 20 YTD: 4:15

FY 19 Total: 4:49
FY 18 Total: 4:50
FY 17 Total: 5:18

Source: Northwest Central Dispatch

KPI 2: Connect with the community through demographic targeted outreach.

Given significant local and national events, there is demand for open communication and transparency from the Police Department. By proactively reaching out and connecting with demographic specific targets, the police department can build relationships prior to a potential critical incident involving a member of that group.

Connect with at least 1,600 attendees at community meetings.

Status: Better Than Target

FY 20 YTD: 3,088

FY 19 Total: 1,169
FY 18 Total: 1,204
FY 17 Total: 1,609

Source: Maintained by liaisons.

KPI 3: Reduce the number of crashes in the village through targeted enforcement campaigns.

Traffic safety is a relevant issue for residents and visitors alike. Unlike violent crime, which is less common in Schaumburg, several traffic crashes occur in the village every day. In order to reduce the number of traffic accidents, the village positions auxiliary officers during peak hours at locations that experience a high volume of accidents.

Reduce the number of traffic crashes to less than 350 per month.
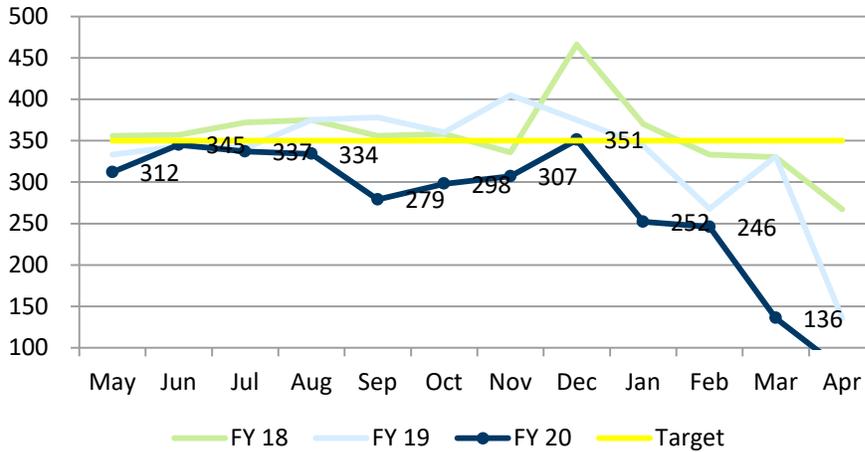
Status: Better Than Target

FY 20 YTD: 273/mo

FY 19 Total: 325/mo
FY 18 Total: 356/mo
FY 17 Total: 366/mo
FY 16 Total: 368/mo

Source: Iyetek traffic crash data program report.

KPI 4: Develop police officers through continued education and training.

The department includes internal and external training events and time for each officer. The department promotes external training when available, and builds on training time by conducting additional in-shift training. Further, the department taps into the knowledge of the sergeants and identifies them as subject matter experts in one specific field, to which they can share training on this topic with their shift and perhaps the other patrol shifts as they are able. Additionally, this will enhance the skills and ability of officers and develop leadership skills in the sergeants.

* **Training goals were not met due to cancelled classes from COVID-19 and an inability to send people to training due to reduced staffing levels.**

Provide at least 10 hours of training per officer per month.
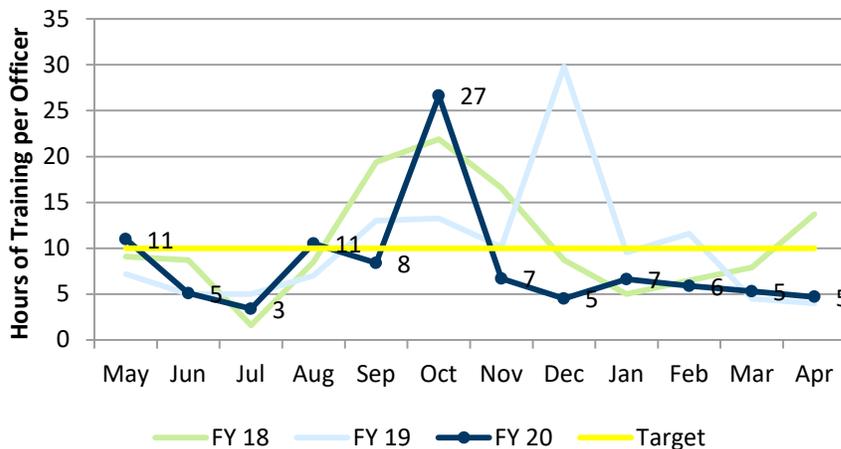

Status: Off Target

FY 20 YTD: 8.5/mo

FY 19 Total: 5.7/mo
FY 18 Total: 10.6/mo

*Source: Training division records

KPI 5: Increase compliance with Liquor Ordinance Compliance Operations.

In an effort to increase compliance rates (currently 93%) during undercover Liquor Ordinance Compliance Operations, the Police Department will conduct more monthly announced liquor establishment inspections. These inspections encompass a comprehensive on-site inspection, provide updated educational information, and allow for feedback from the business community. The Police Department will attempt to increase announced liquor inspections by 20% annually. Measurement will be demonstrated in chart indicating monthly announced inspections/demonstrated by compliance rate for the monthly Liquor Ordinance Compliance Operations.

Increase compliance rates during undercover Liquor Ordinance Compliance Operations above 90%

Status: Better Than Target

FY 20 YTD: 94%

Source: RMS report
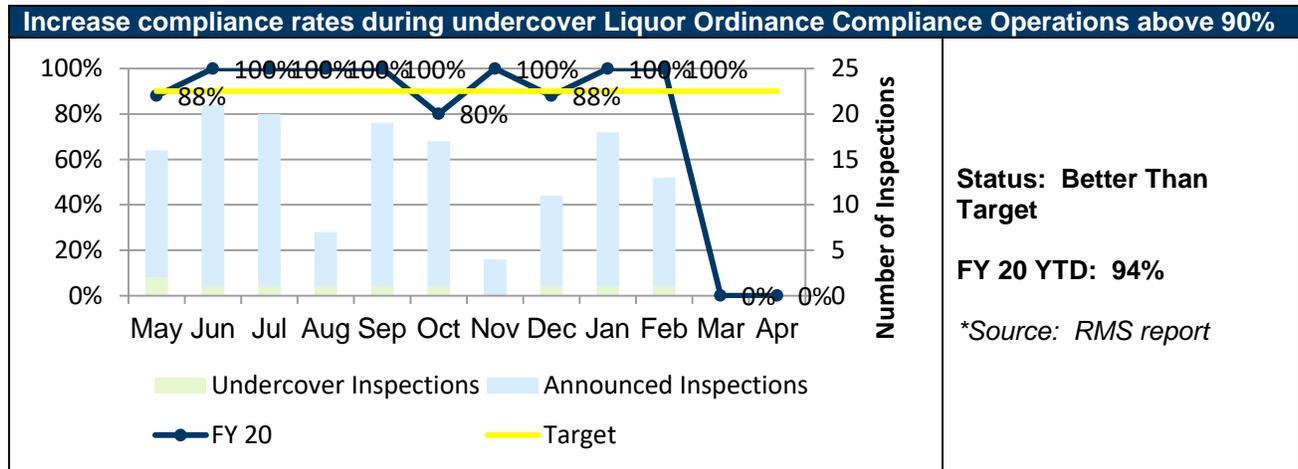
KPI 6: Increase collaboration with the hotel community through continued building checks.

Increase police self-initiated hotel building checks continuing to encourage officers to spend time checking hotels and meeting hotel staff as a way to develop relations and gain information about potential criminal activity at hotels. This will foster a growing enforcement focus on prostitution and drug activity. Further, officers can act as village ambassadors through the increased presence at hotels, interacting with guests and visitors. Police will measure the overall effectiveness of this by comparing the number of self-initiated hotel checks versus calls for service/requests for police response.

Provide at least 40 hotel checks for service per month.

Status: Better Than Target

FY 20 YTD: 180/mo

FY 19 Total: 142/mo
FY 18 Total: 85/mo

Source: RMS report on UCR code 7223H