



Commission on Accreditation for
Law Enforcement Agencies, Inc.
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August 29, 2016

Mr. Stephen Gammill
Chief of Police
Genoa Township Police Department
7049 Big Walnut Road
Galena, OH 43021

Dear Chief Gammill:

CALEA Accreditation represents a commitment to professional excellence. The work of your organization toward attaining this internationally recognized credential is indicative of sound leadership, as well as practitioner support of adherence to standards.

The report accompanying this transmittal is provided only to the chief executive officer and represents observations and findings from the most recent standards-based review of the organization. It is important to review this document in its entirety with specific attention to any matter indicating compliance concerns, required policy/practice adjustments, or outcomes not reflective of the intent of standards. The Commission will use this document as the primary resource in considering your organization for accreditation. To that end, you or a qualified representative(s) should be prepared to address information contained in this report and respond to inquiries by Commissioners

The Genoa Township Police Department is scheduled for a Review Committee Hearing at the next Commission Conference in Charleston Area, South Carolina on November 5, 2016. While the Commission does not require your attendance at this hearing, your participation helps ensure a comprehensive understanding of issues impacting your agency's candidacy. An Awards Banquet for successful organizations will occur in the evening following the Review Committee Hearing.

CALEA is *The Gold Standard for Public Safety Agencies* and we are honored to have your organization participate in this highly regarded process.

Sincerely,

W. Craig Hartley, Jr.
Executive Director



Genoa Township (OH) Police Department
Assessment Report



2016

**Genoa (OH) Police Department
Assessment Report
June 2016**

Table of Contents

Section		Page
A	Agency name, CEO, AM	1
B	Assessment dates	1
C	Assessment team	1
D	Program Manager	1
	Type of Assessment	1
E	Community and Agency Profile	2
	Community Profile	2
	Agency Profile	2
	Demographics	3
	Future Issues	3
	CEO Biography	4
F	Public Information	4
	Public Information Session	4
	Telephone Contacts	5
	Correspondence	5
	Media Interest	5
	Public Information Material	5
G	Essential Services	6
	Chapters 1 – 17	7
	Biased Based Profiling	9
	Use of Force	9
	Chapters 21 – 35	10
	Grievances	11
	Discipline	11
	Recruitment	12
	Promotions	12
	Chapters 41 – 61	14
	Vehicle Pursuits	15
	Critical Incidents, Special Operations and Homeland Security	15
	Internal Affairs	15
	Chapters 70 – 84	16

H	Applied Discretion	17
I	Non-compliance	17
J	20 Percent Standards	18
K	Future Performance/Review Issues	18
L	Standards Summary Table	18
M	Summary	19

A. Agency name, CEO and AM

Genoa Township Police Department
7049 Big Walnut Road
Galena, OH 43210

List names and ranks/titles

Stephen P. Gammill, Chief of Police
Daniel K. Rannebarger, Deputy Chief of Police and Accreditation Manager

B. Dates of the On-Site Assessment:

June 27 – 29, 2016

C. Assessment Team:

1. Team Leader: Thomas A. Clark, Retired
Henrico County Police Division
10241 Rolling Stone Lane
Mechanicsville, VA 23116
804-221-2121
tclarkvacp@aol.com

2. Team Member: James Parker, Commander
Greenbelt Police Department
550 Crescent Road
Greenbelt, MD 20770
240-542-2111
Jparker@greenbeltmd.gov

D. CALEA Program Manager and Type of On-site:

Dan Shaw

Second reaccreditation, C size (28 sworn personnel and 2 non-sworn)
5th edition Law Enforcement Accreditation – Tier 1

PowerDMS

E. Community and Agency Profile:

1. Community profile

Genoa Township is one of 18 townships located in Delaware County, Ohio serving an upscale bedroom community 17 miles north of downtown Columbus. The Township has 21.5 square miles and has increased its population from roughly 5,000 to over 25,000 over the past two decades. In fact, Genoa is the second-fastest growing township in Delaware County which is the fastest growing county in Ohio and one of the fastest growing counties in the nation.

Genoa is home to several businesses and a variety of industrial and religious venues. The Township is also divided among three local school districts. Area attractions include Hoover Reservoir, a favorite spot for local recreational fisherman, and two private golf courses along with many other shopping, dining and entertainment venues.

Genoa Township is governed by three elected trustees who serve four-year staggered terms. An elected fiscal officer serves as the Township's chief financial officer. An appointed Township Administrator oversees the day-to-day operations of the government and directs the activities of the five departments, consisting of administration, fire, maintenance, police, and zoning.

2. Agency profile

The Genoa Township Police Department was established in 1976 by the Board of Trustees. In the beginning the police department was comprised of volunteers with one used police cruiser for responding to calls for service and protecting roughly 1,000 residents of the township.

Today the police department is a 24-hour full service police department. In addition to the traditional police vehicles, the agency utilizes two motorcycles and four unmarked vehicles.

The agency reflects a traditional law enforcement organization with an administrative and operations division both reporting to the deputy chief. The deputy chief reports directly to the chief of police.

3. Demographics

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

	Service Population*		Available Workforce**		Current Sworn Officers		Current Female Sworn Officers		Prior Assessment Sworn Officers		Prior Assessment Female Sworn Officers	
	#	%	#	%	#	%	#	%	#	%	#	%
Caucasian	20,621	89	444,124	79	28	100	4	14	28	100	3	11
African-American	1,095	5	81,781	14	0		0		0		0	
Hispanic	407	2	20,359	4	0		0		0		0	
Other	970	4	18,766	3	0		0		0		0	
Total	23,093	100	565,030	100	28	100	4	14	28	100	3	11

*The data is based on the 2010 Census

**The available workforce figures are estimated based data collected by 10 other localities in Ohio

The agency has developed an excellent recruitment plan designed to attract qualified minorities however, five percent of Genoa's demographics are African American and of those interested in a career in law enforcement, there are many other local, state and federal law enforcement agencies recruiting them as well. Genoa doesn't usually have the ability to compete with competitive salaries which would attract those few qualified applicants. In addition, the larger agencies offer more career diversity than Genoa.

Regardless, the agency continues to develop relationships with minorities and females in hopes of attracting them to seek employment.

4. Future issues

Historically, the agency has been successful in passing operating levies. With continued passage, the agency will be afforded the privilege of maintaining a professional presence within the community. However, if the community becomes disillusioned by its unmet expectations or there is a serious economic downturn, the likelihood of a levy failure would become a very real and unwelcomed threat. Without police levy funding the township would be forced to dissolve the agency, relying, instead on the Delaware County Sheriff's Office for full or supplemental police protection. The 2015 levy was passed with over 60 percent approval.

Through in-service training, web-based and outside resources, training is a priority and absolutely essential. The training staff's goal is to have an ongoing training program that will further professionalize officers' performance thus enhancing the protection of both the officers and the community.

Technology continues to rapidly change the way the agency operates allowing for more efficient policing and response to the community. It is essential that

every effort is made to conduct an annual needs assessment to enhance efforts in maintaining the current technology essential to keeping the professional organization that constituents believe the agency to be.

Although the current facility is functional, the agency has outgrown it. A proposal has been developed to expand the facility and add a training classroom for agency and community groups to use as a meeting room.

Currently the agency is sufficiently staffed. Future growth of the township is anticipated at approximately 29,000 residents by 2018. Hiring two additional officers by 2018 should sufficiently staff the agency to meet the demands.

Recruitment remains a challenge. The agency is looking for qualified minorities from the same applicant pool who are attracted by larger agencies with larger salaries.

5. CEO biography

Steve Gammill is a retired 34-year veteran of the Columbus Division of Police serving in a wide variety of positions throughout that agency including interim chief from January to April, 2012.

Chief Gammill was appointed Chief of Police for Genoa on August 1, 2013.

He holds a Bachelor of Science degree in Organizational Leadership and a Master of Business Administration from Franklin University. He also was an adjunct faculty member at Franklin University in the Leadership Program. He is a graduate of the 171st session of the FBI National Academy, the Police Executive Leadership College, and the Certified Law Enforcement Executive programs sponsored by the Ohio Association of Chiefs of Police.

F. Public Information Activities:

a. Public Information Session

The public information session was conducted at the Township Hall meeting room located at 511 Old 3C Highway in Westerville, Ohio on Tuesday, June 28, 2016.

The meeting was opened at 7:00 p.m. and there were approximately 15 people in attendance 10 of whom elected to speak on behalf of the agency's efforts to become reaccredited.

Among those speakers was a representative from the Secret Service and several members from the Ohio Highway Patrol – one of which is responsible for the governor's dignitary protection detail. Since the governor was a presidential candidate and lives in the township, Genoa Police were essential

in providing perimeter protection on a regular basis at the governor's residence.

Among the many favorable comments were references to the agency's use of social media and how positive the community considers that method of communicating.

During the assessment, the team witnessed a positive use of Facebook when a dog was found wandering aimlessly on a township street. An officer rescued the animal and took it to headquarters where a photo was taken and posted on Facebook. Within a few minutes, the owner called and responded to retrieve her pet. She was so thankful for the agency's exemplary work.

Chief Gammill utilizes social media for a variety of purposes and the citizens have responded positively.

b. Telephone Contacts

A dedicated telephone number was advertised where interested persons could call the assessment team and offer comments on Monday, June 27 from 3 to 5 p.m. The team received seven calls including one from U.S. Congressman Pat Tiberi and a representative from the local Secret Service office who praised the agency and offered its support for the agency's reaccreditation.

Also, several residents called to offer their support for the agency and Chief Gammell.

c. Correspondence

The Commission staff and the team received nine letters from various law enforcement agencies as well as the Ohio Accreditation Coalition; State Senator Jim Hughes and the Westerville City Schools.

Each one complimented the agency and Chief Gammell for the outstanding law enforcement service and professional agency.

Each letter recommends the Commission award reaccreditation.

d. Media Interest

There was no media inquiry associated with this assessment.

e. Public Information Material

The agency did a great job of contacting the area media notifying them of the opportunities for the public and agency members to address the assessment team. Letters and emails were sent to local and state law enforcement partners and news releases were posted throughout the township.

f. Community Outreach Contacts

The team personally interviewed two of the township trustees; a local television news anchor and a resident. They were asked to share their thoughts about the Genoa Police Department. Each person was quite complimentary of the agency's involvement with the community; the use of social media to keep citizens informed and the professional image the officers display while performing their various duties.

G. Essential Services

The agency components are organized similarly to a traditional law enforcement agency. The administrative division consists of an administrative lieutenant and sergeant who provide oversight for the property room, investigative component, community oriented policing, and two school resource officers and support services that consists of two civilian positions who perform the administrative functions of the agency.

Operations is commanded by a lieutenant with three patrol components along with the canine unit. Two of the patrol components are commanded by a lieutenant and the third is commanded by a sergeant.

The agency is committed to the community it serves by offering educational programs, assisting in township activities as well as showing support for causes that affect residents. Some of the programs offered:

- "Coffee with the Cops" throughout the year where officers and citizens meet informally over a cup of coffee at Starbucks. No agenda – relaxed conversation
- 20 established Block Watch Programs
- Celebrates a "National Night Out" event each August
- Hosts a Citizen Police Advisory Board that meets every six weeks with the chief and deputy chief. The board helps evaluate new equipment, training opportunities and citizens' concerns
- Conduct a citizen's police academy and student police academy
- Conduct a Women's Self Defense Class several times throughout the year. The course focuses on prevention strategies
- Assists with the township's Easter Egg Hunt and Halloween Night each year
- In October of 2012, officers wore pink ribbons to show support for Breast Cancer Awareness as part of the department's new initiative "Cops for a Cure"
- Call a Senior where senior citizens are contacted on a regular basis
- Childhood ID where identification cards are created for the parents. A copy is maintained in the agency in the event the child is lost or worse.

- House Checks are conducted upon request when residents are travelling or extenuating circumstances exist
- Social Media education for parents about the various and popular sites youth utilize

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

The agency provides one school resource officer for the schools located in the township. A thorough agreement provides that the schools pay half the salary and benefits cost of the officer assigned.

Officers are issued a thumb drive that contains all the rules and regulations adopted by the agency. In addition, the information is available electronically through the agency's portal.

The agency has a reserve component that consists of part-time, sworn police officers who work less than 40-hours a week. These officers are already certified by the State of Ohio as law enforcement officers and have the same authority as full-time officers when working for the agency. Currently, the agency has one reserve who works the day shift.

All sworn officers are represented by two collective bargaining agreements. One is for patrol officers and the second for the sworn supervisory staff. Non-sworn personnel, Chief Gammill and the deputy chief are covered by township policies.

The agency provides a Military Support Officer (MSO) for any member deployed by the military. The MSO maintains contact with the employee or a family member identified by the individual deployed by serving as a liaison representing the agency.

**Traffic Warnings and Citations
 2013**

Race/Sex	Warnings	Citations	Total
Caucasian/Male	1075	137	1212
Caucasian/Female	755	95	850
African-American/Male	94	27	121
African-American/Female	60	11	71
Hispanic/Male	24	12	36
Hispanic/Female	5	1	6
Asian/Male	20	5	25
Asian/Female	8	1	9
OTHER	37	5	42
TOTAL	2078	298	2372

2014

Race/Sex	Warnings	Citations	Total
Caucasian/Male	1318	344	1662
Caucasian/Female	1147	208	1355
African-American Male	186	70	256
African-American Female	98	34	132
Hispanic/Male	26	24	50
Hispanic/Female	12	5	17
Asian/Male	32	6	38
Asian/Female	18	1	19
Other	61	13	74
Total	2898	705	3603

2015

Race/Sex	Warnings	Citations	Total
Caucasian/Male	1589	258	1874
Caucasian/Female	1155	134	1289
African-American Male	214	41	255
African-American Female	87	22	109
Hispanic/Male	24	17	41
Hispanic/Female	8	7	15
Asian/Male	37	5	42
Asian/Female	18	3	21
Other	164	9	173
Total	3296	523	3819

Biased Based Profiling

Officers receive annual retraining on profile related training related to traffic stops, field contacts, search issues, asset seizure and forfeiture, interview techniques, discrimination, cultural diversity and community support.

Policy requires that an officer who initiates contact with a person on any traffic stop or someone acting suspiciously, that the officer will document on a daily log, the ethnicity and gender of the person. Each shift commander prepares a monthly summary of this data which is submitted to the support staff who compile and combine the data.

Annually, the chief reviews the compiled data and the results of that review are shared with supervisory staff. If there are areas requiring corrective measures, those will be discussed with supervisors who are responsible for implementing those changes.

The agency had one complaint alleging biased based policing in 2014. The complaint was unfounded.

Use of Force

Use of force training is provided to all officers annually. Provisions are made in the policy regarding officers who fail to qualify with any personal or agency issued weapon.

During the use of force review for 2013, the agency determined many of the 15 use of force incidents involved special needs students in the schools. The agency met with school officials and collectively identified alternatives to handling these students by school officials rather than law enforcement intervention.

As a result, the agency had a total of six use of force incidents in 2014. This is a credit to the agency in identifying a problem and working together to minimize the need for law enforcement in restraining special needs students.

There is no evidence indicating excessive use of force.

Use of Force

	2013	2014	2015
Firearm	0	0	0
ECW	3	0	0
Baton	0	0	0
OC	0	0	0
Weaponless	12	6	12
Total Uses of Force	15	6*	12**
Total Use of Force Arrests	15	5	10
Complaints	0	0	0
Total Agency Custodial Arrests	562	697	720

*In 2014, there was a use of force in which no arrest was made. A combative patient had to be restrained

**In 2015, two separate uses of force without an arrest where suicidal individuals had to be physically restrained and transported to a hospital for mental evaluation.

The agency issues shotguns and patrol rifles to all sworn officers who trained and demonstrated the ability to qualify with that/those weapons annually. The Taser is also issued to those trained and qualified to use this less lethal device. Agency policy allows officers to utilize non-issued lethal and less than lethal weapons provided the weapon(s) are approved by the chief of police and the officer demonstrates proficiency annually.

The approved service firearm is issued to all sworn officers and those personnel are required to demonstrate their proficiency with this particular weapon semi-annually.

The agency participates in the Delaware County Drug Task Force however during this assessment period, the agency did not have an officer assigned. All complaints of vice, drugs and organized crimes are forwarded to the task force for follow-up.

Personnel Structure and Personnel Process (Chapters 21-35)

The agency has adopted a thorough harassment policy and there have been no alleged violations of this policy during this assessment period.

All personnel are required to maintain a level of physical and psychological fitness that will permit the officers to effectively perform their required duties. The chief reserves the

right to require an employee to submit to a physical or psychological fit-for-duty assessment.

The Genoa Township has adopted a very good annual personnel evaluation process applicable to the agency.

The agency has adopted an excellent personnel early warning system (PEWS) that requires quarterly reports identifying potential problems and a list of identified personnel requiring more intense observations and possibly intervention by a supervisor.

The agency has one passive canine certified in drug detection, apprehension, searches and tracking.

Grievances

One grievance was filed during this assessment period involving an officer whose concern was upheld by the chief and the officer was compensated.

Sworn personnel are represented by a collective bargaining agreement.

Formal Grievances

Grievances	2013	2014	2015
Number	1	0	0

Disciplinary

The data representing the agency's administrative actions reflect a typical agency of this size.

The agency does a good job of recognizing employees for actions considered above and beyond actions by officers. An average of 16 personnel were recognized each year during this assessment period.

Personnel Actions

	2013	2014	2015
Suspension	2	2	2
Demotion	0	0	0
Resign In Lieu of Termination	0	0	0
Termination	0	0	0
Other	5	5	4
Total	7	7	6
Commendations	19	10	10

Recruitment and Selection (Chapter 31 and 32)

Each applicant is required to complete an employment application form which also requires a signature acknowledging the township may employ a variety of screening procedures during the selection process. The chief is still assessing the reliability of commercially acquired written aptitude tests therefore, the agency is using more than one. In addition, the chief is using more than one psychologist for screening an applicant's suitability for employment. Once the chief makes the determination, one of each will be utilized. The chief determines which one to use prior to announcing the selection process.

The selection process includes a written examination, structured interview panel, criminal record check, background investigation, polygraph, psychological assessment, driving record check, medical examination and drug screening.

Sworn Officer Selection Activity in the Past Three Years (2013 – 2015)

Race/Sex	Applications received	Applicants hired	Percent hired	Percent of workforce population
Caucasian/Male	65	9	13.6	38
Caucasian/Female	16	2	12	32
African-American/Male	28	5	17	12
African-American/Female	5	2	40	14
Hispanic/Male	2	1	50	1
Hispanic/Female	1	1	100	1
Other	1	0	0	0
Total	117	20	17.09	N/A

Training

All sworn personnel are required to attend the Ohio Peace Officer Training Commission's recruit officer training or have a valid certification of attendance.

Mandatory topics are required for annual in-service training and those include legal updates, use of force review, mental health issues, pursuit policy and ethics.

Promotions

The promotional process includes a written exam and an assessment center process coordinated by the Ohio Chiefs of Police Association. Following that process, the chief conducts a personal interview and then recommends to the township trustees.

Sworn Officer Promotions			
	2013	2014	2015
GENDER / RACE TESTED			
Caucasian/Male	0	5	0
Caucasian/ Female	0	0	0
African- American/Male	0	0	0
African-American/ Female	0	0	0
Hispanic/Male	0	0	0
Other	0	0	
Total	0	5	
GENDER/ RACE ELIGIBLE AFTER TESTING			
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
Other	0	0	
Total	0	0	
GENDER/ RACE PROMOTED			
Caucasian/Male	0	0	2
Caucasian/ Female	0	0	0
African- American/Male	0	0	0
African-American/ Female	0	0	0
Hispanic/Male	0	0	0
Other	0	0	0
Total	0	0	2

The two promotions in 2015 were from the 2014 process.

In 2014, an appeal was filed regarding a question that appeared on the written test. The agency reviewed the question and answer and determined there were two legitimate answers so the scoring process was changed to account for that change.

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

Patrol vehicles are equipped with in-car cameras and those are electronically downloaded to a server to prevent accidental or intentional tampering of the recordings. All cruisers are also equipped with GPS monitoring software developed by Delaware County Data Center Employees. All 9-1-1 and Sheriff's dispatchers can monitor the location of all Genoa cruisers and other law enforcement vehicles in Delaware County.

Pooled vehicles are inspected daily and monthly by the shift supervisor to ensure the vehicle is properly equipped.

Uniformed officers are required to wear their protective vests and provisions in the policy outline when officers are required to wear the vest.

The agency has one vehicle equipped with the License Plate Recognition (LPR) camera.

The agency has a detective and certified technical traffic crash investigator available on a 24-hour basis, as needed, for the processing of any crime scenes.

The agency has clear policies and procedures in place to address conducting preliminary investigations. As indicated in the proofs of compliance, agency personnel are very thorough at conducting preliminary investigations, locating witnesses, interviewing complainant and suspects.

The chief of police is responsible for the maintaining all confidential informants' files except those being used by the task force. There are policies and procedures in place to address informants; however, there were no informants used during this assessment period.

The agency has one interview room designed for interviews and interrogations. There are policies and procedures that govern the safe use of this room.

Crime Statistics and Calls for Service

Part 1 Crimes	2013	2014	2015
Homicide	0	0	0
Forcible Rape	7	5	2
Robbery	3	3	1
Aggravated Assault	0	0	0
Burglary	54	42	19
Larceny-Theft	251	142	111
Motor Vehicle Theft	8	6	4
Arson	0	0	0
Total	510	356	137
Calls for Service	5849	6115	6020

The reduction in all Part 1 crimes in 2015 was a result of more intense directed patrol in areas where there were high numbers of crime

Vehicle Pursuits

The agency has had no pursuits during this assessment period and there has not been the need to intervene to stop a vehicle.

Critical Incidents, Special Operations and Homeland Security

The agency has identified the deputy chief as the person responsible for the planning and coordination of the agency's resources in response to critical incidents. The Emergency Operation Plan is reviewed annually and updated as necessary.

The agency's all hazard emergency operations plan utilizes the proven capabilities of the Incident Command System (ICS) as a means of managing all types of critical incidents. The agency did not have any events during this assessment period that rose to the level that triggered the plan.

Internal Affairs and Complaints against employees

The agency requires the employee's immediate supervisor to investigate allegations of subordinate minor misconduct and violations of policy infractions. All complaints alleging corruption, brutality, misuse or force, breach of civil rights or criminal conduct are referred to the chief who reserves the right to conduct the investigation, assign it to specific officer within the agency, or request the services of an outside agency. All complaints are to be investigated and completed within 60 days from the date of filing. Exceptions require the chief's approval.

Complaints and Internal Affairs Investigations

External	2013	2014	2015
Citizen Complaint	6	2	2
Sustained	2	1	1
Not Sustained	0	0	0
Unfounded	4	1	1
Exonerated	0	0	0
Internal			
Directed complaint	5	12	6
Sustained	5	7	5
Not Sustained	0	0	0
Unfounded	0	5	1
Exonerated	0	0	0

The 2014 increase in internal directed complaints was a result of the new command staff under newly appointed Chief Gammill holding employees accountable for adherence to policies, procedures, rules and regulations.

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

The agency maintains a temporary detention area for processing, testing, interviewing and temporary detention. Detainees may remain in the temporary processing facility for no longer than six hours. Those that require additional detention are transported to the Delaware County jail.

The agency is provided police dispatch and field communication services by the Delaware County Sheriff's Office under the authority of a memorandum of understanding between the two agencies.

The communication center has 24-hour toll-free service as well as TDD telephone access. The center is staffed 24-7 and provides continuous two-way communication capability. Field units have communications capability with many law enforcement and fire departments through several radio networks.

The center is equipped with state-of-the-art equipment with provisions for commercial short and long-term periods of power loss.

The center is in compliance with all applicable Commission standards.

The agency secures all investigative reports and files in the records room. The agency utilizes a computerized records management system that only authorized employees have access.

Many documents generated by the agency are deemed public record by the guidelines set forth in the Ohio Sunshine Laws. The agency has policies and procedures in place to address the release of agency records.

Property and Evidence

The agency utilizes a barcode system and the agency's Record Management System records and tracks the chain of custody until final disposition of property. Only two employees, the property room custodian and the assistant property room custodian have access to stored property and evidence.

Semi-annually, the lieutenant who is responsible for the property function and the property room custodian conduct an inspection of adherence to procedures used for the control of property. A complete audit was conducted in January of 2013 when a new assistant property manager was assigned the shared responsibility.

During the assessment Detective Molly Blevins, one of the custodians, conducted an inspection of the property/evidence facility. The assessment team found the agency excels in this function.

The area is very well secured, well documented, and very orderly. Property and evidence was easy to locate, packaged well and purged on a regular basis.

H. Standards Issues 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.

22.2.7 The agency has a written directive concerning personnel identification that includes provisions for: (M)

c. verbal identification over the telephone.

ISSUE: The policy did not include a requirement that employees identify themselves on the telephone.

AGENCY ACTION: The policy was changed to reflect the standard language.

I. 20 Percent Standards:

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

This does not apply to this assessment.

J. Future Performance / Review Issues

This section does not apply to this assessment.

K. Table: Standards Summary:

	<u>TOTAL</u>
Mandatory (M) Compliance	<u>167</u>
Other-Than-Mandatory Compliance	<u>0</u>
Standards Issues	<u>0</u>
Waiver	<u>0</u>
(O) Elect 20%	<u>0</u>
Not Applicable	<u>22</u>
 TOTAL	 <u>189</u>

L. Summary:

In April, 2016, the agency conducted an internet satisfaction survey and found that 93.88 percent of the respondents were very satisfied (100.0 percent were satisfied or above) with the Genoa Police Department. Comments such as “they are visible in our neighborhood” and “our family had a great experience with an officer stopping by the house on Halloween last year to meet the kids”. “Safest place to live” and other complimentary comments were shared by the respondents.

The team was impressed with the reaction of the public who had contact with the assessment team. They praised the agency for the interaction with the agency and community. The agency’s use of social media to communicate with the public is welcomed and appreciated. The agency is sensitive to the needs of the township as evidenced by the many programs provided to the public. Community policing is alive and flourishing in Genoa and many partnerships have been developed as a result of the community’s support.

The team returned 12 files which needed additional documentation and the agency was able to produce additional existing proofs of compliance. That compares to two standards in the 2013 report.

One standard (22.2.7) was found out of compliance and the agency changed a policy in order to bring the standard into compliance. In 2013, the team found two standards that were listed in the standards issue discussion section of the report.

Deputy Chief Rannebarger, the Accreditation Manager, is transitioning those responsibilities to Sergeant Rich Lyon who did a great job providing the team with additional materials demonstrating compliance. Each and every member of the agency the team met, displayed a professional, caring attitude.

Genoa Township enjoys a caring, professional law enforcement agency - one that continues to strive for excellence under the leadership of Chief Gammill.

A handwritten signature in black ink, appearing to read "T. Clark", written in a cursive style.

Thomas A. Clark
Team Leader