

FREQUENTLY ASKED QUESTIONS ON THE GRAYSLAKE POLICE DEPARTMENT (GLPD)

The Village of Grayslake uses many innovative techniques to effectively deliver services to its residents. The police department is no exception to this philosophy . In order to make this information generally available to the public about police department operations, the Village has developed a set of frequently asked questions (FAQs). The information provided here is Grayslake specific.

I. General Department Information

The GLPD has adopted the Ten Shared Principles of the Illinois Association of Chiefs of Police. These principles include:

- We value the life of every person and consider life to be the highest value.
- All persons should be treated with dignity and respect. This is another foundational value.
- We reject discrimination toward any person that is based on race, ethnicity, religion, color, nationality, immigrant status, sexual orientation, gender, disability, or familial status.
- We endorse the six pillars in the report of the President's Task Force on 21st Century Policing. The first pillar is to build and maintain trust through procedural justice, transparency, accountability, and honest recognition of past and present obstacles.
- We endorse the four pillars of procedural justice, which are fairness, voice (i.e., an opportunity for citizens and police to believe they are heard), transparency, and impartiality.
- We endorse the values inherent in community policing, which includes community partnerships involving law enforcement, engagement of police officers with residents outside of interaction specific to enforcement of laws, and problem-solving that is collaborative, not one-sided.
- We believe that developing strong ongoing relationships between law enforcement and communities of color in our village will be the keys to diminishing and eliminating racial tension.
- We believe that law enforcement and community leaders have a mutual responsibility to encourage all citizens to gain a better understanding and knowledge of the law to assist them in their interactions with law enforcement officers.
- We support diversity in police departments and in the law enforcement profession. Law enforcement and communities have a mutual responsibility and should work together to make a concerted effort to recruit diverse police departments.
- We believe de-escalation training should be required to ensure the safety of community members and officers. We endorse using de-escalation tactics to reduce the potential for confrontations that endanger law enforcement officers and community members; and the principle that human life should be taken only as a last resort.

The GLPD is primarily a community and crime prevention service provider. It is staffed by 32 full-time and 9 part-time officers and community service personnel that are fully trained to meet the latest police service standards in the nation and in Illinois. In a typical year the police

department completes approximately 62,000 police service activities. Well over half of these activities are community policing or crime prevention services.

Do outside organizations evaluate the procedures and processes of the Grayslake Police Department?

Yes. The GLPD is evaluated on an ongoing basis by the Commission on Accreditation for Law Enforcement Agencies (CALEA). This organization has established 459 specific standards for evaluating how a police organization operates. If a police organization meets the high CALEA standards the organization is accredited by CALEA. Reflecting the rigorous nature of the evaluations, only about 5% of police organizations in the United States are accredited.

Is the Grayslake Police Department accredited?

Yes. The GLPD has been accredited since 2001. The department was last re-accredited in 2020.

How does the Grayslake Police Department keep up with ongoing dialogue on changes to police standards?

The department monitors different discussions, suggestions and recommendations from various organizations. This includes CALEA and other intergovernmental forums. In recent years the department has focused on recommendations from the President's Task Force on 21st Century Policing appointed by President Obama in 2014 as just one guide in reviewing our operations, services and programs. The department also follows best practices recommended by IACP, (International Association of Chiefs of Police), LCCPA (Lake County Chiefs of Police Association), PERF (Police Executive Research Forum) and the ILACP (Illinois Association of Chiefs of Police).

Do standards change?

Yes. Standards for police services are always changing based on public input and feedback on police services. CALEA and ILEAP adjust standards periodically and these are then utilized in their evaluations of police departments.

Does the Grayslake Police Department utilize community policing practices?

Yes. Since the Village Board decided to provide more community policing services in the late 1990s the Grayslake Police Department has expanded its community policing initiatives designed to increase non-enforcement interactions with the public and provide community based services. The GLPD employs personnel who are trained in community policing techniques. Specialists include designated community service personnel, youth service officers and school support officers.

Some community activities have included community bike officers, opioid addiction reduction, infant car seat installations, auto lock-out service, house watch, drug disposal drop-off, pet safety programs, identity fraud presentations, bike safety events, shop-with-a-cop, special events and

chaplain services. Grayslake Police Department personnel visit neighborhoods, businesses and meet with civic groups and organizations on an ongoing basis.

Does the Grayslake Police Department seek public feedback on its operations?

Yes. The Grayslake Police Department surveys the public every three years and uses this information in its evaluation of operations and procedures. A separate survey is also used for Hainesville residents.

II. Use of Force

Does the Grayslake Police Department have specific rules on officer use of force?

Yes. The Village follows the CALEA standards on use of force. Essentially the standard greatly limits when non-deadly or deadly force can be applied.

The Use of Force policy is intended to adhere to the Statutory Requirements set forth in Chapter 720 of the Illinois Compiled Statutes, other related statutes, and case law. Whenever force is used, whether deadly or non-deadly and someone is injured, the officer will call for medical attention as soon as it is safe to do so.

Summary: The Standard (Based on the CALEA Standards)

Use of NON-DEADLY FORCE

- a) An officer is justified in the use of non-deadly force, which he reasonably believes to be necessary to affect an arrest.
- b) To defend himself or another from bodily harm.
- c) To effect the protective custody of a person pursuant to the Community Mental Health Act, Chapter 405, of the Illinois Compiled Statutes.
- d) The use of neck restraints/choke holds is prohibited in a non-deadly force situation.

Use of DEADLY FORCE

An officer may use force likely to cause death or great bodily harm when he reasonably believes that such force is necessary to prevent imminent death or great bodily harm to another or himself.

- a) When the officer reasonably believes that such imminent force is necessary to prevent the arrest from being defeated by resistance or escape and
- b) The person to be arrested has committed or attempted a forcible felony which involves the infliction or threatened infliction of greatly bodily harm or

- c) Is attempting to escape by use of a deadly weapon or
- d) Otherwise indicates that he will endanger human life or inflict great bodily harm unless arrested without delay.

Is each use of force required to be reported and evaluated?

Yes. When force has to be used a report is required and each event is reviewed for compliance with the applicable standards. These investigations are conducted by the Chief of Police or designee or by other agencies like state police, FBI or state's attorney's office.

Does the Grayslake Police Department allow officers to intervene if another officer is exercising excessive force? Are these incidents required to be reported?

Yes, all use of force is required to be reported by policy. Any Grayslake police officer who witnesses ANY abuse of authority, whether physical or not, is required to immediately intervene and after the situation is controlled, report that alleged abuse to any department supervisor.

Does the Grayslake Police Department track its use of force?

Yes. You can find data on the Grayslake Police Department's use of force for the last five completed calendar years at the end of these FAQ's. As you will see from the data Grayslake Police Department use of force is very rare.

Has the Grayslake Police Department had any recent officer involved shootings?

The department has had one officer involved shooting in recent years.

Does the Grayslake Police Department have access to less than lethal options?

Yes. For many years the Grayslake Police Department has had available a number of less-than-lethal options including OC (oleoresin capsicum or "pepper spray"), batons, bean bag guns and taser equipment. Even though these are less lethal options they are included in our use of force reporting.

Are officers regularly trained on the use of these options?

Yes. Department personnel receive, at least, annual training on when and how to use these options to meet established standards.

Does the Grayslake Police Department prohibit the use of chokeholds?

Yes except only in cases where the use of deadly force is necessary and other means of deadly force are unavailable.

Does the GLPD possess military style equipment?

No. The GLPD utilizes typical police equipment. The department does not possess grenades, nerve agents (tear gas), smoke bombs or military use vehicles.

Do Grayslake Police Department officers receive training in de-escalation techniques?

Yes. All Grayslake Police Department officers receive a full curriculum of training on an ongoing basis on de-escalation techniques. In addition, training also covers procedural justice, implicit bias, human rights and dignity, culturally responsive services, shoot-don't shoot, critical intervention training, use of less-than-lethal options and technology. Specific training is utilized for youth related services, juvenile officers and student resource personnel. The department's officers meet all of the training requirements established by the Illinois Law Enforcement Training and Standards Board.

III. Other Information

Does the Grayslake Police Department have a process for investigating citizen police service complaints?

Yes. The Grayslake Police Department welcomes feedback on its services. Complaints can be made in-person, by telephone or in writing. Each complaint is investigated. For more information on the process for filing a complaint click the Police Department feature link.

Is information on complaints available to the public?

Yes. Annually the police department must submit a complaint register to the Village Manager. You can find registers for the last five calendar years at the end of these FAQ's.

Does the Grayslake Police Department use body cameras?

No. Instead Grayslake Police Department uses dashboard camera equipment to record officer interactions with members of the public. Body cameras are not widely used in predominantly residential towns. The Grayslake Police Department has not received a complaint where body camera footage would have been of assistance. The GLPD is now evaluating police body camera options for implementation as per state requirements.

Who hires and fires police officers?

The hiring of police officers is governed by state law. Per law the Village's civilian Police Commission is responsible for the hiring process for officers and for the selection of police sergeants.

What is the hiring process?

The civilian Police Commission manages the hiring process in accordance with Illinois law. This includes recruitment, application process and conducting required standardized testing. Once the process is complete an officer eligibility list is created that ranks the candidates based on the testing. Candidates are subject to a detailed background check, medical, polygraph, psychological and other testing.

Does the job record for officers who worked in other departments utilized in the hiring process?

Yes. The commission can hire candidates with experience in law enforcement. The background investigation and interview process for these candidates can gather information from the candidate and from other sources. This information is considered by the commission.

Who makes decisions on discipline of police officers and sergeants?

Under state law the civilian commission also evaluates recommendations from the Chief of Police for discipline involving a suspension of greater than 40 work hours or termination. For less serious infractions the Chief of Police has the authority to make these decisions. Under the current collective bargaining contract covering our officers, an officer may choose an independent arbitrator in lieu of the local civilian Police Commission.

Are there training requirements for new police officers?

Yes. All officers in Illinois must attend a 560 hour training academy certified by the ILETSB (Illinois Law Enforcement Training and Standards Board; <https://www.ptb.illinois.gov/>) or its equivalent from another state. In addition, to be a police officer in Illinois the candidate must not only attend the academy, but also pass a State of Illinois Police Officer Written Exam and rigorous physical ability exam.

GLPD Use of Force Data 2015-2019

Human Subjects	2015	2016	2017	2018	2019
Assaultive Subjects	5	6	7	11	5
Resistive Subjects	6	10	3	6	2
Total Human subjects	11	16	10	17	7
Use of Force - Human Subjects					
Unarmed techniques	8	14	8	17	5
Pepper spray	0	1	1	0	0
Taser	3	1	1	0	2
Batons	0	0	0	0	0
Firearm discharged at subject	0	0	0	0	0
Less lethal beanbags	0	0	0	0	0
Total Use of Force - Human subjects	11	16	10	17	7
Use of Force - Animals					
Aggressive animals tased	1	0	1	0	0
Firearm used to destroy animal	0	0	0	0	0
Firearm used to destroy injured animal	2	5	3	2	0
Total Use of Force - Animals	3	5	4	2	0



Police Department



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Grayslake Police 2021 Complaint Register

Date of Complaint	Nature of Complaint	Investigation Initiated	After Action
01/19/2021	Complaint received after no units responded to assist with ticketing cars parked on the street during snow event.	Investigated by Deputy Chief	Complaint received by deputy chief. Audio recordings were reviewed and it was determined that there was no request for a police response.
02/01/2021	Resident made complaint that officer did not make an arrest regarding order of protection and child custody exchange.	Investigated by commander	Commander Holtz spoke with resident and explained that there was no violation.
04/02/2021	Individual who works in Grayslake filed an online complaint in reference to an officer involvement in a shooting on March 31, 2021.	Investigated by outside agency	Incident under review by independent 3rd party organization and States Attorney's Office who found no wrongdoing. Internal affairs investigation also completed with same result.
04/15/2021	Resident of Hainesville complained because he was arrested and detained by Grayslake Police and turned over to Waukegan Police for violating an order of protection.	Investigated by Deputy Chief	Deputy Chief reviewed records and discussed with resident that the department is required to transfer to Waukegan.

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05/06/2021	Resident complained about officer after he made complaint of a security guard in full uniform with his service weapon shopping at the Jewel. Resident stated officer did not take complaint seriously.	Investigated by Deputy Chief	Internal investigation. Officer was disciplined for failure to maintain a professional image.
06/11/2021	Resident made complaint through Village official regarding how long it takes for the police to arrive at his complaint.	Investigated by Deputy Chief	Deputy Chief evaluated response time and determined that the response met established time standard for the complaint and time of day. Village Official provided with response time results.
08/09/2021	Resident filed online complaint on August 9th after husband was arrested for a domestic battery that occurred on May 8th, 2021.		Chief requested internal investigation conducted. Investigation suspended as criminal complaint had not been settled in court. Complaint was adjudicated on December 16th, 2021 and internal investigation was re-initiated and is underway as of 12/31/21.



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Grayslake Police 2020 Complaint Register

Date of Complaint	Nature of Complaint	Investigation Initiated	After Action
06/06/2020	Resident complained about vehicle being parked on street for extended period of time. Resident wanted car ticketed and was unhappy when officer advised that parking restrictions were still relaxed due to COVID restrictions.		Supervisor spoke with owner of vehicle and mother. Able to come to agreement to move vehicle. Matter resolved at supervisory level.
07/14/2020	Individual was unhappy with how she was treated by officer when being asked to leave premise. Officers were on location due to unwanted subject call.		Supervisor spoke with complainant, viewed on site audio/video, and spoke with witnesses. Supervisor could not corroborate complainant's claims and was able to determine that complainant was upset about having to pay an ambulance bill.
08/06/2020	Numerous requests for service complaints received from this Hainesville resident due to ongoing neighbor complaint in Hainesville. Officers had to speak with individual due to ordinance issues and resident complained of this.		Ordinance violations are currently being handled through the court system due to appeal process.

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08/09/2020	Individual called and complained about how she was treated by officers after having to be removed from a downtown bar due to intoxication and being given a no-trespass order.		Supervisor spoke with individual who was highly intoxicated. She refused a ride home and would not seek medical attention.
08/09/2020	Individual made complaint that officers did not do anything for his homeless adult son who he previously reported missing and had drug issues. Message left via Facebook page as well.		During call son came into lobby and was evaluated by medical personnel. Medical personnel determined that subject didn't need medical treatment and was released. Supervisor advised complainant of that outcome. Complainant unhappy that police cannot force adult son to receive medical treatment.
08/15/2020	Individual made numerous complaints via several platforms about department personnel after being told not to steal items from the Grayslake Recycling Center.		Complaint is unfounded, as individual has filed complaints about the Village, police department and SWALCO. Attempts have been made to advise the individual about his erratic behavior and local ordinances

			with no success.
09/11/2020	Resident complained about how she was treated by records clerk after she received collection notices on 2 parking tickets issued a high school parking lot. As a further follow up to this complaint the resident claimed that she was unfairly targeted due to her race by being given the parking tickets.		Numerous attempts have been made to make contact with this individual with no success. Phone calls and emails have been made and never returned.



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Grayslake Police 2019 Complaint Register

Date of Complaint	Nature of Complaint	Investigation Initiated	After Action
05/07/2019	How officer handled a call, complainant posted on Facebook. Complaint not received by PD. PD contacted person making the post.	Investigated by Deputy Chief	Deputy Chief contacted complainant by phone. Complainant said she was “merely frustrated by how things were handled” and requested no further action.
06/11/2019	CSO documentation on accident report was inaccurate.	Investigated by field supervisor	Spoke to complainant, reviewed why report was accurate. Complainant satisfied.
07/10/2019	How officer handled call. Complainant said officer took offenders side of story	Investigated by Deputy Chief	Complainant did not wish to follow through with investigation
07/29/2019	How sergeant responded to assist with call, and that officer did not follow through with charges	Investigated by detective commander	Information sent to state’s attorney who decided not to pursue charges, this information was conveyed to complainant
08/21/2019	Father of adult victim not satisfied that officer did not take his daughter’s report, and referred her for order of protection	Investigated by Deputy Chief	State’s attorney did not require a report for order of protection. Deputy Chief provided

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			report & counseled officer on customer service
12/11/2019	Complaint: Individual not satisfied with how officer handled follow up with his elderly father	Investigated by Deputy Chief	Deputy Chief contacted complainant by phone, explained process for this type of situation. Complainant understood and counseled officer on customer service.



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Grayslake Police 2018 Complaint Register

Date of Complaint	Nature of Complaint	Investigation Initiated	After Action
09/18/2018	Officer stopping an individual for speeding and arrested driver for driving while license suspended	Investigated by Operations Commander	Unfounded. Record showed speeding and license suspended. Arrest per normal procedure.
09/24/2018	Displeasure because officer, who was responding to a complaint, asked her what type of pool chemicals she was using	Investigated by Chief of Police	Unfounded. Officer was required to ask the question to resolve the call for service.
10/3/2018	Complaint: Officer accused them of being intoxicated during an incident	Investigated by Chief of Police	Unfounded. Review of video showed accusation not made by officer.
10/26/2018	Complaint: Had to wait for CSO to direct traffic out of Prairieview parking lot before they could pull out of neighborhood	Investigated by Deputy Chief	Review of policy. CSO followed policy. Complaint unfounded.

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Grayslake Police 2017 Complaint Register

Date of Complaint	Nature of Complaint	Investigation Initiated	After Action
07/26/2017	Complaint: Officer harassing individual for putting an electric smoker in the recycling drop-off	Investigated by Deputy Chief	Unfounded. Typical intervention on service call.
07/18/2017	Complainant expressed on how officers have been handling firework complaints for the past year	Village Board meeting public comments	Increased notification through social media outlets about consequences for use of illegal fireworks. Police follow-up on calls for services/cease and desist procedures followed
08/15/2017	Complaint: Officer did not listen to subject's side of the story on a business dispute. Complaint alleged that officer placed subject in custody without arresting them	Investigated by Deputy Chief	Reviewed video and audio of incident. No evidence of misconduct. Business decided not to pursue complaint.
09/08/2017	Complaint: Car breaking down and being towed by officer. Unhappy with high tow bill.	Investigated by Patrol Commander	Car towed due to traffic hazard. Review of tow agencies billing. Bill in accordance with pricing. Car was properly removed per policy.
11/2/2017	Complaint: Sergeant issuing son ticket during traffic stop	Investigated by Deputy Chief	Reviewed audio and video of traffic stop. Complaint was unfounded. Driver properly cited.
11/16/2017	Complaint: CSO issued warning for ordinance violation	Field supervisor handled call	Resolved. Supervisor informed complainant of why citation was issued per policy.

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