



Commission on Accreditation for  
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September 26, 2016

Mr. Ross McCarty  
Chief of Police  
Urbandale Police Department  
3740 86th Street  
Urbandale, IA 50322

Dear Chief McCarty:

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 Urbandale 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,

A handwritten signature in black ink that reads "W. Craig Hartley, Jr." in a cursive script.

W. Craig Hartley, Jr.  
Executive Director



**Urbandale (IA) Police Department**  
**Assessment Report**



**2016**

**Urbandale, IA, Police Department  
Assessment Report  
June 6 – 9, 2016**

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**Urbandale, IA, Police Department  
Assessment Report  
June 6 – 9, 2016**

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**A. Agency name, CEO and AM**

Urbandale (IA) Police Department  
3740 NW 86th Street  
Urbandale, IA 50322  
(515) 278-3910

<http://www.urbandale.org/303/Police-Department>

Ross McCarty, Chief of Police  
Captain Rob Johansen, Accreditation Manager

**B. Dates of the On-Site Assessment:**

June 6-9, 2016

**C. Assessment Team:**

1. Team Leader: Charles M. Walters, Chief of Police (Retired)  
Gwinnett County (Georgia) Police Department  
1803 School House Trace  
Dacula, GA 30019  
(404) 304-7490  
[Charles.Walters040@gmail.com](mailto:Charles.Walters040@gmail.com)
  
2. Team Member: Christi S. Asbe  
Riley County Police Department  
1001 Seth Child Road  
Manhattan, KS 66502  
(785) 473-2333  
[CAasbe@RileyCountyPolice.org](mailto:CAasbe@RileyCountyPolice.org)

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

Timothy Baysinger, Program Manager

First reaccreditation, B Size, (Total Authorized – 49 Sworn and 5 Non-Sworn),  
5<sup>th</sup> Edition Law Enforcement Accreditation/Advanced Accreditation.

The agency utilizes Power DMS.

## **E. Community and Agency Profile:**

### **1. Community Profile**

Urbandale is a modern suburb that has not forgotten its small-town charm. Positioned on the northwest corner of the Des Moines metro area, Urbandale is known for its safe streets and neighborhoods, rich parks and extensive recreational trails, business opportunities, and places to work. Urbandale is a community that has something for everyone and is the home of historic Living History Farms. Urbandale was incorporated as a city on April 16, 1917. In its early days, Urbandale served as a streetcar suburb of Des Moines with four coal mines. Urbandale served as the end of the "Urbandale Line" after plans to build a railroad from Des Moines to Woodward were abandoned because of right-of-way issues. The coal mines closed by the end of the 1940s and streetcar service ended in 1951.

In 1920, shortly after the city incorporated, Urbandale had 298 people. Its population in 1950 was 1,777, but the city grew rapidly after that along with the rest of Des Moines' suburbs. By 1970 Urbandale had 14,434 people, and in a special census conducted in 2015 the population is 42,449 residents. Although most of the city's developed area is in Polk County, Urbandale has expanded westward into Dallas County in recent years. While Urbandale is primarily a residential city, other development has increased over the last decade, particularly in industrial parks along Interstate 80 and Interstate 35.

Urbandale is governed by a council-manager form of government. The mayor and the five city council members are the official governing body of the City of Urbandale. The council consists of Mayor Bob Andeweg, Councilman Mike Carver, Councilman Tom Gayman, Councilman Ron Pogge, Councilman Creighton Cox, and Councilman David Russell. City Council meetings are held every other Tuesday at 7:00 p.m. at City Hall and are open to the public. City manager A.J Johnson handles the daily operation of the city and reports to the mayor and council.

### **2. Agency profile**

The Urbandale Police Department is under the direction of Chief Ross McCarty. Chief McCarty reports directly to the City Manager. The Department's mission statement, "the Urbandale Police Department is dedicated to enhancing public safety and maintaining the quality of life for the community we serve" summarizes our commitment to the community. Based on the principles of community policing and the management blueprint provided by CALEA, the Urbandale Police Department provides quality, effective law enforcement services. As Urbandale has always been a great place to live, work, and play, the challenge the Department faces is to maintain the high quality of life the residents expect in a growing community with changing demographics.

The Department is currently divided into four (4) divisions, Patrol, Investigations, Support Services, and Administrative Services. Each division is managed by a Captain that answers directly to the Chief of Police. In addition to the four (4) divisions, the Department operates a police reserve unit, chaplain's service, an annual citizen's academy class, and ongoing internship opportunities for students interested in careers in law enforcement.

As in most communities, the Urbandale Police Department is requested to perform more and more services with limited resources. The Department has responded to this challenge by combining services with neighboring communities.

Communications, emergency response (S.W.A.T.), animal control, and drug enforcement are just a few areas where the Urbandale Police Department has combined forces with other Des Moines metro agencies to offer superior service in the most efficient manner possible. The Urbandale Police Department is known for its commitment to collaborative efforts to combat crime and offer services to the community.

### 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	37246	88%	227171	81%	46	90%	7	14%	47	96%	6	12%
African-American	1298	3%	17496	6%	1	2%	0		0		0	
Hispanic <sup>1</sup>	1517	4%	22011	8%	3	6%	0		1	2%	0	
Other	2388	6%	15522	6%	1	2%	0		1	2%	0	
Total	42449	100%	28200	100%	51	100%	7	14%	49	100%	6	12%

The current population is 42,449. The population is estimated at 88% Caucasian, 3% African-American, 4% Hispanic and 6% other. The agency was unable to break down "Other" and could not provide that information. The agency has seven female officers, an increase from one during the previous on-site. Officers designated as "Other" have increased by 2% in that time period.

### 4. Future issues

The rapid growth of social media within our culture has brought new methods for committing crimes such as fraud, harassment, threats, pedophilia and other offenses. To combat these crimes, the Urbandale Police Department must continue to develop competent investigators and specialists that can locate, extract and process the evidentiary items necessary to convict the violators. Most law enforcement agencies at the county and municipal levels are dependent upon state and federal expertise to investigate computer-based crimes. As more criminals turn to computerized devices to commit crimes, it is paramount that local agencies have basic investigative and forensic capabilities to analyze computers, tablets, mobile phones, etc. The workloads are becoming too great not to have the capabilities to investigate such crimes at the local level.

The City of Urbandale has seen tremendous growth as a suburb and all indications are that this growth will continue into the next decade and beyond. The 2010 census placed the population of Urbandale at 39,463. A special 2015 Census records the city population at 42,449. This rate of growth is anticipated to continue and should see the city surpassing 50,000 residents within the decade. Along with the infrastructure that accompanies such growth, the management of the Urbandale Police Department will need to concentrate on projected staffing, fleet growth, facility needs and expanding equipment requirements from the office to the patrol force.

#### **5. CEO biography**

Chief McCarty has been a police officer with the City of Urbandale since 1984. Prior to entering law enforcement, he earned a B.A. degree from Central College, in Pella, Iowa. His professional experiences include service as a reserve police officer, police instructor, investigator, polygraphist, supervisor and tactical team commander. Chief McCarty's foundations of leadership are built upon stewardship and community service. Chief McCarty is an I.A.C.P. and P.E.R.F. member, current member and former Chairman – Dallas County Chiefs Association, Treasurer and member of Polk County Chiefs Association, Member – Iowa Chiefs Association and Chairman of the Mid-Iowa Narcotics Enforcement (M.I.N.E.) Task Force.

Enhancing the concepts of Community Oriented Policing Services (C.O.P.S.) into the service model of the Urbandale Police Department is a priority for his administration. Chief McCarty believes in the importance of advancing professionalism through participation in training opportunities, professional organizations and community partnerships. Chief McCarty has focused on improving community accountability, internal management and organization of the department, by pursuing accreditation through the Commission on Accreditation for Law Enforcement Agencies – CALEA.

#### **F. Public Information Activities:**

Public notice and input are a cornerstone 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.

##### **1. Public Information Session**

A Public Information Session was held in the Urbandale City Hall Council Chambers on June 7, 2016. Urbandale resident, Donald J. Brush spoke about the outstanding support and respect that the citizens of Urbandale have for the agency. He commended Chief McCarty for having "the right people" on the force and representing the agency.

##### **2. Telephone Contacts**

A call-in session was held on June 7, 2016, between 2:30 p.m. and 4:30 p.m. Assessors received three phone calls from CALEA accredited agencies: Douglas County, NE, Sheriff's Office, Omaha, NE, Police Department and the Iowa Department



of Public Safety. Each agency commended UPD for their support of the accreditation process and wholeheartedly supported the agency in their reaccreditation efforts.

### **3. Correspondence**

The Assessment Team received five letters of support for the agency.

Chief Mark Nelson	Grand Forks, ND, Police Department
Libbie Daniels	Accreditation Manager, Omaha, NE, Police Department
Edward P. Finnerty, Ph. D.	Urbandale, IA
Tom Gayman	City Councilman, Urbandale, IA
Keith Dunner	Goss Creek Apartment Manager, Urbandale, IA

These persons all praised Chief McCarty and agency members for the level of service provided by UPD. They highlighted the community involvement with various projects including the Community Crime Eye Program and the Crime Free Multi-Housing initiative.

Prior to the on-site, the Team Leader and various members of the CALEA staff received a large package of correspondence from Mr. Greg Crump. Mr. Crump was unhappy with the level of service that the agency provided regarding a residence in his neighborhood. In addition to contacting CALEA, Mr. Crump had also contacted numerous state and local officials.

The Assessment Team reviewed all the information and actions by the agency and other officials. No issues pertained to the accreditation process.

### **4. Media Interest**

The Assessment Team was not contacted by any media representative nor was there media coverage during the on-site assessment.

### **5. Public Information Material**

The agency prepared a very thorough Public Information Plan. On May 16, 2016, a news release was forwarded to local media outlets. Notices of the on-site were sent to community leaders, citizens and law enforcement agencies. Additionally, the agency's website and social media accounts were also utilized.

### **6. Community Outreach Contacts**

During the on-site, the Assessment Team conducted interviews with numerous community leaders. These leaders included a broad spectrum of the community served by the Urbandale Police Department. These persons included:

Bob Andrews	Urbandale Mayor
Creighton Cox	City Councilman
Ron Pogge	City Councilman
David Russell	City Councilman
Mike Carver	City Councilman
A. J. Johnson	City Manager

Tiffany Menke	Urbandale Chamber of Commerce
Ben Buenzow	National Night Out
Brian Coppess	Urbandale High School
Loren Dekruyf	Urbandale Middle School
Susie Elliott	St. Pius School
Bob Brownwell	Polk County Supervisor
Jim Epstein	Lion's Club
Mary Polson	Urbandale Community Action Network
Steve Sanford	Downtown Urbandale Neighborhood Association
Tim Phillips	Pastor, Gloria Dei Church

Without exception, each of these community leaders praised Chief McCarty and the members of the agency for their professionalism, courtesy and commitment to service that are engraved in the Urbandale Police Department.

**G. Essential Services**

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

The Urbandale Police Department is a highly professional full-service law enforcement agency.

Legal authority is controlled by Iowa state law and city ordinances. The agency is very proactive in the use of diversion programs. The agency has a Mobile Crisis Unit which is administered by the Polk County Health Department. This unit responds to calls involving persons who exhibit mental health issues. The Mobile Health Unit assists with both voluntary and involuntary committals to mental health facilities and resources.

The Neighborhood Mediation Program is administered by the Polk County District Attorney's Office. The program is designed to keep minor issues from escalating into more serious criminal issues.

**Biased-Based Profiling**

The agency has a strong policy prohibiting bias-based profiling. The agency provided mandatory training annually.

<b>Biased Based Profiling</b>			
<b>Complaints from</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
<b>Traffic Contacts</b>	<b>0</b>	<b>1</b>	<b>3</b>
<b>Field Contacts</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>Asset Forfeiture</b>	<b>0</b>	<b>0</b>	<b>0</b>

The Office of Professional Standards completes an annual review of bias-based profiling issues. All reviews were extremely detailed and examined every possible issue that effects the agency's enforcement efforts. During this accreditation cycle, a total of five bias-based profiling complaints were filed, four of which stemmed from traffic contacts. All complaints were unfounded and within policy. This miniscule number of complaints is indicative of an agency committed to the fair and bias-free law enforcement.

**Traffic Warnings and Citations**

**2013**

Race	Warnings	Citations	Total
Caucasian/Male	1722	1821	3543
Caucasian/Female	1290	1302	2592
African-American/Male	274	348	622
African-American/Female	205	211	416
Hispanic/Male	130	259	389
Hispanic/Female	60	107	167
Asian/Male	59	81	140
Asian/Female	22	43	65
OTHER	118	75	193
<b>TOTAL</b>	<b>3880</b>	<b>4247</b>	<b>8127</b>

**2014**

Race	Warnings	Citations	Total
Caucasian/Male	2487	1980	4467
Caucasian/Female	1954	1279	3233
African-American/Male	458	339	797
African-American/Female	274	224	498
Hispanic/Male	229	283	512
Hispanic/Female	88	117	205
Asian/Male	82	58	140
Asian/Female	46	39	85
OTHER	61	28	89
<b>TOTAL</b>	<b>5679</b>	<b>4347</b>	<b>10026</b>

**2015**

Race	Warnings	Citations	Total
Caucasian/Male	3354	2389	5743
Caucasian/Female	2356	1428	3784
African-American/Male	563	364	927
African-American/Female	300	220	520
Hispanic/Male	217	324	541
Hispanic/Female	94	105	199
Asian/Male	104	76	180
Asian/Female	78	42	120
OTHER	60	37	97
<b>TOTAL</b>	<b>7126</b>	<b>4985</b>	<b>12111</b>

During this accreditation cycle, the agency issued a total of 30,264 warnings and citations. Since 2013, citations and warnings have increased by 33%. 77% of those citations were issued to Caucasians who comprise 81% of the population.

**Use of Force (1.3)**

The agency's Use of Force Policy specifies that only reasonable force may be used to accomplish lawful objectives. It is grounded in the Force Management Paradigm Model with escalation of force rising based on the escalation of threat or resistance. Officers are provided with several less-lethal options, including electronic controlled devices.

**Use of Force**

	<b>2013</b>	<b>2014</b>	<b>2015</b>
Firearm	1	0	0
ECW	4	3	3
Baton	0	0	0
OC	0	0	1
Weaponless	13	22	21
Total Uses of Force	18	25	25
Total Use of Force Arrests	12	20	17
Complaints	0	1	0
Total Agency Custodial Arrests	862	972	970

The Professional Standards Administrator prepares the annual analysis of these incidents. During this accreditation cycle, there were a total of 2,804 custodial arrests, with 49 arrests (1.74%) involving uses of force. Weaponless uses of force accounted for 83.5% of the total. One complaint was received for all incidents involving force. The

incident was investigated by the agency and the state ombudsman and found to be policy compliant. This is indicative of the agency's inherent professionalism.

The agency contracts with the Urbandale Community School District to provide School Resource Officer services.

The Planning and Research function is the responsibility of the Chief of Police. Input for agency goals is encouraged from all employees.

Division Commanders provide performance measures to detail progress toward department goals as well as periodic reports detailing the status of those goals.

The agency has several specialized assignments. These include:

- Investigator
- School Resource Officer
- Support Services Officer
- Community Relations Officer
- Property and Evidence Officer
- Canine Officer

Openings in these assignments are advertised throughout the agency. Selections are made based on one's interview and work history.

The agency has a very vibrant Reserve Unit which presently is staffed by nine reserve officers. These officers are highly trained and provide additional manpower for street patrol and special events. They provided more than 1800 volunteer hours in 2015. During the on-site, the Urbandale Reserve Unit was awarded the Iowa Reserve Unit of the Year at a City Council meeting.

The agency utilizes an auxiliary program to perform clerical duties and assist with special event activities. Department Chaplains are also included.

The Urbandale Police Department offers a myriad of benefits including life and health insurance.

Retirement benefits are provided by the Municipal Fire and Police Retirement System of Iowa.

Tuition reimbursement is available through the City of Urbandale.

The International Brotherhood of Teamsters Local 238 is the recognized bargaining unit for the officers. During the on-site, the Assessment Team met with the local president. The president stated that the Union and the Chief and Command Staff have a good relationship because of great communication between both parties.

**Personnel Structure and Personnel Process (Chapters 21-35)**

**Disciplinary**

The agency has a well-defined disciplinary process. The process balances the objectives of the agency while being mindful of fairness and respect for the employee.

**Personnel Actions**

	2013	2014	2015
Suspension	0	2	1
Demotion	0	0	0
Resign In Lieu of Termination	0	2	2
Termination	0	0	0
Other	9	9	21
Total	9	13	24
Commendations	21	12	22

The few incidents of disciplinary actions are indicative of an agency whose employees strive for professionalism.

The agency has a robust awards program. Awards include the Chief's Unit Award, Civic Achievement Award and Medal of Valor. Recognition is also given to the Police Officer, Reserve Officer and Civilian Employee of the Year.

**Grievances**

The Urbandale Police Department has a well-defined grievance procedure.

**Formal Grievances**

Grievances	2013	2014	2015
Number	1	0	0

During this accreditation cycle, there was only one grievance filed regarding a leave time issue. The issue was resolved through arbitration. It should be noted that this is the only grievance filed since 2009. This is testament to the great communication between Chief McCarty, the Command Staff and all agency employees.

**Recruitment and Selection (Chapters 31 and 32)**

The agency and the City's Human Resources Department jointly participate in recruiting efforts. Local colleges and national publications, such as PoliceOne.org and DiscoverPolicing.org, are utilized. Social media is also an important part of their efforts. The agency participates at job fairs at colleges and faith-based career days. During this accreditation cycle, the agency has hired 10 employees. 50% have been Caucasian males; 20% (two officers) are females. The agency continues to strive for diversity in the make-up.

**Sworn Officer Selection Activity in the Past Three Years**

**2013**

<b>Race/Sex</b>	<b>Applications Received</b>	<b>Applicants Hired</b>	<b>Percent Hired</b>	<b>Percent of workforce population</b>
Caucasian/Male	137	1	1%	41%
Caucasian/Female	16	1	6%	41%
African-American/Male	7	1	14%	3%
African-American/Female	2	0	0%	3%
Hispanic/Male	8	0	0%	3%
Hispanic/Female	2	0	0%	3%
Other	5	0	0%	6%
<b>Total</b>	<b>177</b>	<b>3</b>	<b>2%</b>	<b>100%</b>

**2014**

<b>Race/Sex</b>	<b>Applications Received</b>	<b>Applicants Hired</b>	<b>Percent Hired</b>	<b>Percent of workforce population</b>
Caucasian/Male	129	1	1%	41%
Caucasian/Female	11	1	9%	41%
African-American/Male	7	0	0%	3%
African-American/Female	0	0	0%	3%
Hispanic/Male	13	0	0%	3%
Hispanic/Female	3	0	0%	3%
Other	7	0	0%	6%
<b>Total</b>	<b>170</b>	<b>2</b>	<b>1%</b>	<b>100%</b>

**2015**

<b>Race/Sex</b>	<b>Applications Received</b>	<b>Applicants Hired</b>	<b>Percent Hired</b>	<b>Percent of workforce population</b>
Caucasian/Male	186	3	2%	41%
Caucasian/Female	24	0	0%	41%
African-American/Male	13	0	0%	3%
African-American/Female	2	0	0%	3%
Hispanic/Male	10	2	20%	3%
Hispanic/Female	1	0	0%	3%
Other	5	0	0%	6%
<b>Total</b>	<b>241</b>	<b>5</b>	<b>2%</b>	<b>100%</b>

**Training**

The agency places a high value on the training of all personnel.

The department utilizes a training committee. The committee is chaired by the Administrative Services Division Sergeant who also functions as Training Coordinator for the agency.

The agency does not operate its own academy. The Iowa Law Enforcement Academy conducts recruit training.

Recruits participate in a four-week Field Training Officers (FTO) Program. Field Training Officers complete training after their selection.

In-service training is conducted annually. Roll call training is also conducted.

The agency's Tactical Unit is a part of the Suburban Emergency Response Team (SERT), a regional tactical team. They receive specialized training and participate in practical exercises.

**Promotions**

The Chief of Police, the City's Civil Service Commission and Human Resources Department are responsible for the promotional process. Written tests and oral interviews are utilized. During this accreditation cycle, there have been six promotions. No testing or promotions occurred during 2015.

**Sworn Officer Promotions**

PROMOTIONS			
	2013	2014	2015
GENDER/RACE TESTED			
Caucasian/Male	29	8	0
Caucasian/Female	2	2	0
African-American/Male	0	0	0
African-American/Female	0	0	0
Hispanic/Male	2	0	0
Hispanic/Female	0	0	0

GENDER/RACE ELIGIBLE AFTER TESTING			
Caucasian/Male	3	3	0
Caucasian/Female	0	1	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	2	3	0
Caucasian/Female	0	1	0
African-American/Male	0	0	0
African-American/Female	0	0	0
Hispanic/Male	0	0	0
Hispanic/Female	0	0	0

**Performance Evaluations**

Performance evaluations are completed annually on all employees.

The agency’s Early Warning System is managed by the Administrative Services Division. Those incidents triggering the system are:

1. Pursuits
2. At-Fault Accidents
3. Complaints
4. Use of Force
5. Use of Sick Leave
6. Tardiness
7. Poor Performance
8. Conflict with Co-Workers
9. Workplace Violence
10. Wage Garnishment
11. Restraining Orders

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

The UPD patrol function utilizes the 12-hour Panama schedule. Shifts from 0700-1900 and 1900-0700. This schedule was implemented in 2015 and has provided officers with more time off, set work rotations, and increased manpower. Officers do not have take-home vehicles and report for duty at UPD for their shift.

Urbandale is divided into six districts, district assignments are made on a rotational basis.

Patrol cruisers are traditionally marked with UPD logo as well as emergency lighting. Sergeant’s vehicles have a front license plate that reads “supervisor.” UPD transitioned all of their marked units to Ford Interceptor SUVs. In June of 2015, the department began its body camera program. The agency was provided with a generous donation from the Odd Fellows Organization and was able to purchase 24 body cameras. UPD has also recently installed new in-car cameras in 12 of its patrol vehicles.

UPD also has motorcycle enforcement, a canine unit, bicycle patrols and they participate in the Suburban Emergency Response Team (SERT). UPD's K9 is a certified dual purpose KP (certified in both drug and patrol).

Officers are given the option of whether they want to carry a rifle. Those who choose to carry a rifle are only allowed to do so after qualifying with the weapon.

Officers are issued ballistic vests upon hiring which are also replaced by the agency. Officers in a patrol function must wear body armor. Officers are encouraged to wear body armor in all uniformed activities.

UPD has a strong focus on community oriented policing by conducting foot patrols at local businesses, providing safety education to the elementary schools, providing vacation house checks, working with citizens to help eliminate issues in their neighborhoods, visiting neighborhood block parties, and creating partnerships with community leaders/representatives.

### **Criminal Investigations**

The UPD Criminal Investigations Division (CID) is responsible for the investigation of criminal cases as well as the processing of crime scenes and preservation of evidence. An Investigator with CID is on call 24 hours a day, 365 days a year. In 2015, CID had 954 cases assigned to them compared to 921 in 2014. Forensic computer and cell phone investigations continue to be more common and complex. The investigator that completes those cases performed 170 cell phone, 34 computer and 30 SD card extractions for a total of 234. Members of CID attended numerous training classes and have obtained numerous certifications.

### **Vice, Drugs and Organized Crime**

The agency participates in the MINE (Mid Iowa Narcotics Enforcement) Drug Task Force.

The UPD participates in the collection, processing and sharing of criminal intelligence information through the Intelligence Unit. UPD personnel are well versed in the field of intelligence gathering as well as the need to properly document and purge intelligence information.

The agency has written policies on conducting surveillance, undercover and raid operations

Confidential Informant files are maintained by the Captain over CID. The files are locked within the commander's office. The confidential funds as well as corresponding identification of the informants are locked within a cabinet.

### **Juvenile Operations**

Agency policy provides that all agency personnel are responsible for the development and perpetuation of programs designed to prevent and control juvenile delinquency.

UPD implemented what they call the Culture of Integrity program at Urbandale's Middle School. Students at the sixth grade level are instructed by Urbandale Police Officers on Bullying, Social Media, Personal Safety through Making Good Choices and Keys to Success. High School Mentors are then brought in to share their experiences over the listed topics with the students. Mentors then assist with the proctoring of the final assessment. The program is concluded with a graduation where each student is provided with a Culture of Integrity T-shirt and a snack. UPD has expanded the program into two area Christian Schools and, in the 2015/2016 school year, approximately 500 students will complete the program.

**Crime Prevention and Community Involvement**

UPD participates in a huge National Night Out event. It is held annually each August to promote police-community partnerships and positive neighborhood relationships to make their neighborhoods safer. In 2015, attendance to the event was near 4,000. The agency recently completed its sixth Citizens Police Academy in 2015, and it hosts a week-long summer program for children entering kindergarten called Safety City. Children learn about traffic safety, fire safety, home, playground and other kinds of personal safety in an entertaining, positive environment. UPD also participates in Shop With a Cop and is active on Social Media.

**Crime Statistics and Calls for Service**

During this accreditation cycle, calls for service have increased 23% and by 60% since 2012.

**Calls for Service**

<b>2013</b>	<b>2014</b>	<b>2015</b>
29,434	35,836	36,315

**Year-End Crime Statistics**

	<b>2013</b>	<b>2014</b>	<b>2015</b>
Murder	0	0	1
Forcible Rape	12	14	9
Robbery	11	4	5
Aggravated Assault	62	65	42
Burglary	224	166	219
Larceny-Theft	460	499	429
Motor Vehicle Theft	25	35	48
Arson	2	1	4

Property crimes make up the majority of Part 1 crime. In 2015, burglaries, thefts and auto thefts accounted for over 90% of the incidents. The City of Urbandale remains a very safe place to live due to UPD's ability to address issues in a timely manner.

**Vehicle Pursuits**

UPD had five vehicle pursuits in 2013, seven in 2014, and six in 2015. The agency trains officers in the use of stop sticks and utilizes them while prohibiting road blocks. In 2015, two of the six pursuits were for felony violations. All six pursuits were found to be in compliance with agency policy.

During a ride-along, it was apparent the community is fond of the agency and the services they provide, as several citizens waved at the officer while he patrolled.

**Vehicle Pursuits**

<b>PURSUIITS</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
Total Pursuits	5	7	6
Terminated by agency	2	1	2
Policy Compliant	5	6	6
Policy Non-compliant	0	1	0
Accidents	2	0	2
Injuries: Officer	0	1	0
: Suspects	1	1	1
: Third Party	0	0	0
Reason Initiated:			
Traffic offense	5	5	4
Felony	0	0	2
Misdemeanor	0	2	0

**Critical Incidents, Special Operations and Homeland Security**

The agency has an "all-hazards" plan which contains all necessary language as required by standards. The Emergency Operation Plan has not been activated during this assessment cycle.

The agency has a well-written directive for the response to active threats. Event planning documents are well organized and completed at the onset of each special event.

The agency utilizes the Mid-States Organized Crime Information Center (MOCIC) RISSafe for deconfliction of all non-drug related events. UPD utilizes High Intensity Drug Trafficking Area (HIDTA) SAFETNet for drug investigation deconfliction.

**Internal Affairs and Complaints Against Employees**

The Commander of the Administrative Services Division serves as the Internal Affairs Administrator. Supervisors and officers assigned to the Administrative Services may be utilized to perform the Internal Affairs functions at the direction of the Internal Affairs Unit Administrator. The agency investigates all complaints, including anonymous complaints. The Internal Affairs Unit is responsible for maintaining records of all complaints.

The agency tracks numerous categories to quantify the events and situations that form the Early Warning System. All categories are reported according to policy with a copy being forwarded to the Administrative Services Division. The Administrative Services Commander conducts a semi-annual review of the early warning system and may initiate an early warning system review immediately if a pattern or behavior by a department member becomes evident.

**Complaints and Internal Affairs Investigations**

<b>External</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
Citizen-Directed Complaints	15	11	19
Sustained	1	2	2
Not Sustained	5	2	5
Unfounded	5	7	10
Exonerated	4	0	2
<b>Internal</b>			
Directed Complaints	1	1	2
Sustained	1	1	2
Not Sustained	0	0	0
Unfounded	0	0	0
Exonerated	0	0	0

The agency had a slight rise in citizen complaints in 2015. However, the agency noted a significant decline in the percentage of complaints since 2011. Agency self-initiated activity and calls for service have increased significantly from 2011 to 2015. The agency attributed the drop in complaints to clear expectations by the department on employees to convey a professional demeanor and the commitment by the department to correct behavior through training, counselling, and discipline.

**Traffic**

All agency personnel are responsible for traffic enforcement activities. They also utilize two mobile radar trailers that have been in use for multiple years. These two trailers collected data from approximately 24 locations throughout the city during 2015. There were 78,644 vehicles logged from these locations.

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

The agency utilizes a holding facility. The facility is well maintained and is covered by closed circuit television cameras, except inside the cells where detainees are entitled to privacy. The agency rarely detains prisoners for more than a few hours.

All of the agency's marked units are equipped with safety barriers separating officers and detainees. The majority of detainee transports are conducted in marked units. If a detainee is transported in an unmarked unit by a detective, the agency has a specific directive stating that one detective must sit in the rear with the detainee during transport.

The agency contracts its communications with Westcom which is located in West Des Moines. The center has a back-up generator which is tested under full load once every twenty-four hours. The dispatch center was well organized and supportive of UPD.

### **Property and Evidence Control**

The UPD maintains a fully functional, well-organized Property Room. The room is staffed by a full-time property clerk. The room is extremely well organized with all property neatly stored. Cash is stored within a locked safe within the room, while guns are stored together in a separate room within the property room.

The property room requires a dual authorization to enter. In addition to a fob, a key must also be used to access the property room. Only the property clerk and the two supervisors have access to the property room.

When the property room is not open, officers deposit property into lockers which are then secured and cannot be opened until a representative of the property room accesses the property to log into the system. Arrangements and accommodations have been made for large items as well as items requiring refrigeration.

While examining the property room and the procedures, the agency demonstrated the intake as well as located a piece of evidence for the assessors without difficulty. The agency uses a computer-based tracking system and all property is bar coded upon being logged into the property room. The agency purges property after five years pursuant to state law and court order.

All inspections and audits have been completed as required. Although newly added, the agency is in compliance with Appendix K concerning inspections and audits and the number of pieces to be audited. The agency is in the process of changing custodians and completed the appropriate audit for the changeover.

It is clear from the tour and discussion with the property custodians and supervisors that the property room is well managed, well run and the staff very knowledgeable.

**H. Standards Issues:**

There were no issues identified.

**I. 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 94% of the applicable other than mandatory standards.

**J. Future Performance/Review Issues**

No future performance issues were identified.

**K. Table: Standards Summary:**

	<u>TOTAL</u>
Mandatory (M) Compliance	<u>334</u>
Other-Than-Mandatory Compliance	<u>82</u>
Standard Issues	<u>0</u>
Waiver	<u>0</u>
(O) Elect 20%	<u>5</u>
Not Applicable	<u>63</u>
<b>TOTAL</b>	<u><b>484</b></u>

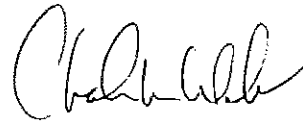
**L. Summary:**

The Assessment Team reviewed all agency files as part of this Advanced Law Enforcement Re-Accreditation on-site. All files were extremely well organized with ample proofs of compliance. No files were returned for additional proofs. It is readily apparent that the Urbandale Police Department is in compliance with the spirit and intent of all applicable standards. The agency's compliance with 94% of Other Than Mandatory (O) Standards is testimony to the value placed on the accreditation process. During the on-site, the Assessment Team attended roll calls, participated in ride-alongs and interacted with many agency personnel. Every employee demonstrated a thorough understanding of the CALEA process and professionalism in every instance.

Throughout the on-site, the Urbandale Police Department was portrayed as an exemplary law enforcement agency. Every citizen and civic leader expressed pride in the agency. "Responsive to community needs" and "culture of integrity" were phrases heard repeatedly.

It is readily apparent that Chief McCarty and the members of the Urbandale Police Department view the accreditation process as an integral part of the agency's culture.

The agency's motto, "Service built on integrity," is evident throughout the agency. Chief McCarty and his staff are truly committed to keeping Urbandale a preferred place to live, work and play.

A handwritten signature in black ink, appearing to read "Charles Walters". The signature is fluid and cursive, with the first name "Charles" being more prominent than the last name "Walters".

Charles M. Walters, Team Leader