Onsite Final Report

The City of Farmington Hills
June 5, 2018

Team Leader: Paul Tennies

Team Member: James Meyers
A. **Agency Name, CEO and AM:**

The City of Farmington Hills Police Department  
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Chuck Nebus  
Chief of Police  

Mike Ciaramitaro  
Accreditation Manager  

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

Tuesday, June 5, 2018 – Wednesday, June 6, 2018  

C. **Assessment Team:**

1. **Team Leader:** Paul Tennies, Lieutenant  
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D. **Community and Agency Profile:**

1. **Community Profile**

Farmington Township began with small settlements throughout what is now known as the City of Farmington Hills. It was incorporated as a city in 1973 and is approximately 33.3 square miles. It is the second largest city in Oakland County. Farmington Hills utilizes a Council-Manager form of government and is governed by a City Council consisting of a Mayor and six council members. The City Council appoints the City Manager who manages the day-to-day operations of the city.  

Farmington Hills is a diverse community of over 80,000 residents located in Oakland County, the most prosperous county in Michigan. The City has earned a reputation of
being a well-run, desirable place to live and work with award-winning police, fire, recreation programs, and public services. The Farmington Public School District has an exceptional academic record. There are over 10,000 students in the district, who consistently score above state and national averages on standardized tests and the district’s International Baccalaureate (IB) program has received the highest endorsement possible—“World School.”

Farmington Hills is consistently ranked among the safest cities in Michigan and in 2014 had the lowest number of recorded crimes in its 42-year history. The city has also been recognized as the “Best Place to Live” by Money Magazine (2018) and “Best Place to Raise a Child” (niche.com).

Farmington Hills is home to more than 3,500 businesses and more than 75 Fortune 500 companies have a presence in the city. These businesses have an employee population of over 57,000 employees. Outside of its office space environment there are 17 business parks within the community encompassing 836 acres.

2. Agency Profile

The Farmington Hills Police department is proud of its mission to provide superior police services without prejudice or partiality. The Police Department’s authorized strength of 106 sworn members is made up of two bureaus: Administrative and Operations Bureau. These two bureaus provide a full-service police department to the community which also includes a Public Safety Answering Point (PSAP). The PSAP provides dispatch services to two other communities (Village of Franklin and City of Farmington).

Over the past eight years the agency has dealt with significant attrition and hired 44 new police officers. Currently, 29% of these officers are in a probationary status.

As a whole, the agency employs 152 employees. Of these employees, 101 are police officers, 34 are full time civilian employees and there are 17 civilian part time employees. The agency has 94 male officers and 7 female officers. The race and ethnicity of these officers include Caucasian, African American, Hispanic, Lebanese, as well as Bengali and Bosnian officers who immigrated to the United States.

The agency has a strong tradition in community engagement and believes community policing is not a policing strategy, but rather a foundational piece to their agencies culture.

3. CEO Biography

Police Chief Charles Nebus began his law enforcement career 44-years-ago, as a police cadet at the Farmington Hills Police Department. He served the department for 31 years, attaining the rank of assistant police chief, before leaving the department to accept the position of Director of Public Safety for the City of Farmington. He served as director for six years.
In 2010, the City of Farmington Hills replaced an interim-police chief with Chief Nebus, who returned to Farmington Hills and has served as the chief for the past eight years. During those years, the chief reorganized the department's structure three times as a result of budgetary restraints and a work force that is 23% smaller.

Chief Nebus has received more than 60 career awards, served as a liquor law instructor at the Oakland Police Academy for 33 years and is past-president of Southeast Michigan Chiefs of Police and the Oakland County Chiefs of Police.

The chief's educational highlights include graduation from Michigan State Police Academy, Northwestern University's School of Staff and Command and the FBI National Academy. Chief Nebus has earned college degrees at Schoolcraft College, Madonna University and a Master of Liberal Studies Degree in Interdisciplinary Technology from Eastern Michigan University.

In 2010, the chief and his Executive Staff replaced many of the department's Community Crime Prevention programs and reduced staffing due to budgetary restraints. The Crime Prevention programs were eventually replaced by a community policing philosophy called, "Community Connections". The chief meets with small groups of officers on an annual basis to discuss, "Community Connections". Chief Nebus has presented the, "Community Connections" community based, individual officer community policing strategy to several organizations, including the Michigan Municipal League and the Advocates and Leaders for Police and Community Trust groups in Detroit and west Michigan.

Professional policing, "Community Connections," and public support has resulted in dramatic reductions in crime and the strengthening of community partnerships. Chief Nebus recently shared with City officials and the community that total Part a Crime over the past 10 years has decreased 39%, resulting in 1,606 fewer incidents. In 2017, the City recorded the lowest number of burglaries in the City's 44-year history. Sexual assaults were the second lowest since 1995. The number of armed robberies was the fifth lowest ever recorded. Auto thefts were the third lowest number ever recorded and larceny from autos were down -16%.

4. Future Issues

The Farmington Hills Police Department is a well-established agency with a history of strong community engagement. The agency is focused on staying relevant as policing and the techniques used in its application change. The use of technology in investigations and training continue to be a priority. As well as, reinforcing the current practices and identifying new strategies to remain connected to the community they serve.

Chief Nebus has faced the same hiring challenges as experienced throughout the law enforcement community as a whole. The Farmington Hills Police Department has required constant hiring for the past eight years, even though the agency has been restructured based on budget constraints.
There is a diminished pool of qualified applicants, and further challenges in finding applicants who represent all members of the community they serve.

The Farmington Hills Police Department, in conjunction with their Human Resources Department has made it a priority to recruit diverse applicants. This has been accomplished through recruiting measures at job fairs, houses of worship and citizen engagement meetings. The Farmington Hills Police Department also believes all members of their agencies are recruiters, and has seen positive returns from their own employees sharing their experiences with outsiders applicants. The agency offers developmental opportunities through its police service aide program, which has widened their applicant pool.

The agency has seen a significant increase of diversity throughout the agency through these techniques, to include the hiring of 16 African American employees agency wide. A continued focus will continue in this area, with a focus to hire additional female officers which has decreased to 7 total based on recent retirements.

The agency is also faced with the transition of a senior executive staff. Numerous members of the executive staff are eligible for retirement. Chief Nebus is focused on the continued development of his command staff and the future leaders of the department to ensure the high level of service the community expects to be maintained.

E. Public Information Activities:

Public notice and input are cornerstones of democracy and MLEAC 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. Telephone Contacts

The public telephone line was active on Wednesday, June 6, 2018, from 9:00 a.m. to 11:00 a.m. The telephone line was tested, found to be functional and no calls were received.

2. Correspondence

Leland Bassett (lelandbassett@gmail.com)

On May 31, 2018, the Farmington Hills Police Department received an email supporting the agencies application for accreditation. Leland Bassett, a 26-year resident of the community stated he “strongly endorses the highest possible accreditation for FHPD and its setting and achieving the highest bar for policing standards.” Mr. Bassett identified his professional background as someone who has spent more than 50 years working as a consultant to the public and private sector related to security planning. Through this experience he has been exposed to a multitude of local, state and federal law
enforcement agencies. Further, he has had direct contact with the Farmington Hills Police Department as a recipient of service related to burglar alarms, traffic accident and traffic stops. He described the officers as “always polite and appropriate.” Mr. Bassett stated “FHPD is constantly seeking incremental refinement and improvement. It’s community outreach and engagement is superior.”

Mr. Bassett supports the agencies efforts to become accredited.

DiAne’, Raye and Libby Townsel (townselfamily@gmail.com)

On June 5, 2018, the Farmington Hills Police Department received an email supporting the agencies application for accreditation. Ms. Townsel, a member of the Crime Prevention Council for Farmington Hills stated “I have encountered the police on campus and in the community. Each encounter has been very responsive, respectful and intentional.” As a member of the council she sees the department through a different “lens” and attends bi-monthly meetings, where “members are kept abreast of trainings, promotions, hiring processes and departmental changes. The police department also engages with the surrounding health systems to offer training to officers and build on their understanding of mental health and how to respond to mental health needs. The council meets with the leadership of the police department and asks some challenging questions. Questions are answered and always carefully considered.”

Ms. Townsel complimented the agencies level of engagement by stating, “I have yet to meet a department that is more engaged with their community and offers opportunities for students, families and community members to learn more and work collectively to improve the department and its team members.”

Ms. Townsel highlighted the agencies interaction and influence on her family by stating: “As a mother of an African American son, I am concerned about the state of our society. I take joy in seeing my son smile when he sees the Farmington Hills Police and asks “when will we visit again”? And I am also happy to hear the dream of my daughter to become a police officer. It is positive experiences and interactions with Farmington Hills officers that make them aspire to one day become the faces of those that they admire so much. Our children have been fortunate to grow up where police officers are a part of the community they serve. They see them at Mass, local stores, at the library and at school events. There is no way the officers would be this engaged without support and leadership from their chief. The accomplishments of his team is indicative of his leadership. Farmington Hills is truly a model for other police departments and we are grateful for our continued relationship with them.”

The Townsel family endorses the agencies pursuit of accreditation.

3. Media Interest

There were no inquiries from the media to assessors regarding the on-site.
4. Community Outreach Contacts

Members of the agency’s Crime Prevention Advisory Committee were interviewed in person by assessors. This committee is comprised of approximately 25 members of the community who have a variety of backgrounds and provide feedback to the chief on various community issues.

Asam Masood

Mr. Masood is employed by Ford Motor Company and is originally from Chicago, IL. He stated he is very pleased with the department and said they do a great job. Mr. Masood said professionalism, courtesy, and respect are the agencies baseline for service. He explained that the leadership is community based and the chief meets with them periodically and provides them with updates on things that are going on within the department and recently received training about active shooters. Mr. Masood’s personal experience with service provided by the agency involved an incident at his mosque where someone was driving erratically in the parking lot where the police were called. Mr. Masood said his experience with the department fulfilled his expectation and the issue was handled appropriately.

When asked about things the agency could improve upon, Mr. Masood said the website is confusing and explained a time when he went there to see what he needed to do to renew his CPL. The website directed him to come in with his paperwork, which he did, only to learn that he needed to go to the sheriff’s department to renew the license. Mr. Masood also thinks the front lobby of the department could be improved. He explained that when coming into the lobby the front desk is to the right and it is hard to see someone setting up there. Mr. Masood suggested better lighting in the front desk area.

Mr. Masood fully supports the agency’s effort to become state accredited.

Brian Rich

Mr. Rich is a resident of Farmington Hills for 28 years, has been on the advisory committee for 15 years, and is on the city’s zoning board of appeals. He is an attorney and practices real estate and business law. Mr. Rich explained the agency has a high level of commitment to the community. As a member of the advisory committee, Mr. Rich explained that the members are kept “in the know” of what is going on with the department and other areas of the community.

Outside the committee, Mr. Rich has had a couple of contacts with officers for alarms at his residence. Each time he explained the officers were very responsive and he was satisfied with the level of service provided. Mr. Rich feels any turnover within the department is a result of them keeping good people and letting go of those who do not perform to their standards.

Mr. Rich fully supports the agency’s efforts to become state accredited.
Pamela O'Malley

Mrs. O'Malley has been a resident for 45 years and is a retired school administrator. She explained that she has been a member of the advisory committee since its inception under the previous chief. Mrs. O'Malley advised it has been an excellent experience and the chief keeps them well informed.

She said the committee is a liaison between the department and citizens. Mrs. O'Malley advised of an incident a few years ago when her home was burglarized after the front door was kicked in and jewelry and money were taken. Mrs. O'Malley explained the officers responded and provided excellent service having no idea she was on the advisory committee. The following day Chief Nebus contacted her after reading about the incident on a recap. The chief wanted to confirm with her that she was the same person. Mrs. O'Malley said the department has high morale and people in the community feel safe.

Mrs. O'Malley fully supports the agency’s efforts to become state accredited.

Fred Sharp

Mr. Sharp is a retired ATF agent and has been on the advisory committee since 1990. He explained the agency does a good job with its community policing efforts. Mr. Sharp said they previously had open houses, but after the economic downturn had to reapproach their engagement model. The agency now focuses on sending its personnel into the community at various events, rather than holding an event for the community. He advised the chief’s office is always accessible and he is active in the community. Mr. Sharp said the role of the committee is to bridge the gap between the agency and community.

Mr. Sharp fully supports the agency’s efforts to become state accredited.

Teresa Jergovich

Mrs. Jergovich is a 17 year employee of Farmington Hills and is the Director of the Costick Activity Center for senior citizens. She works with officers on a regular basis and assesses the needs of their large senior population. Mrs. Jergovich also works with adult protective services. Most of her contacts with officers occurs during stand bys at residences when she is there for an assessment. She said she has seen an increase in homelessness among seniors and veterans and officers will contact her for assistance in these cases. Mrs. Jergovich was asked about the employee assistance program for employees of the city. She advised there isn’t one, but in an emergency they can contact Common Ground as a resource through Oakland County.

Mrs. Jergovich fully supports the agency’s efforts to become state accredited.
Eddie Jusino

Mr. Jusino is the Pastor of First Presbyterian of Farmington church. He moved to Farmington Hills in 2016, and became involved with the police department. Mr. Jusino stated his ministry has exposed him to law enforcement agencies across the country. He described this agency as “very accessible, very professional and concerned with knowing their vocation.”

Mr. Jusino is a member of an inter faith group which meets with staff from the police department. The community has over 70 houses of worship and this group allows for clergy to meet from all walks of faith. Currently, there are approximately 30 clergy members who meet monthly with representatives from the agency.

Mr. Jusino praised the departments proactive outlook to identify issues before they occur. He spoke of an experience where high school students had planned a peace march that would end at his church. Prior to the event, the police department met with him and planned the logistics needed to ensure the safety of the participants which ensured the event occurred with no issues.

Al Smith

Mr. Smith has been a resident for 28 years and a member of the advisory committee for about 18 years. He is a retired airline pilot and was one of the first of them to be armed. Mr. Smith explained that his involvement started when he came to the police department in search of a range to practice shooting. This is something that had never been done before, but Mr. Smith met with the training sergeant and said he learned more from him than he was ever taught by DOJ and TSA. The chief asked him to be on the committee as well. Mr. Smith advised his neighborhood has a board that recognizes officers for their service in their subdivision. Their goal is to make a friendly subdivision and promote community policing. Mr. Smith said the department does a good job overall and he is proud of them.

Mr. Smith recalled an incident in which his neighbor’s son, who is African American, was stopped by an officer. The son advised his parents the officer exhibited racial bias during the encounter. Mr. Smith contacted the aforementioned training sergeant and an investigation began immediately. The youth and parents were invited in to meet with the officer and review the in car video. The video contradicted the statements provided by the subject and showed there was no bias. The parents were grateful for the agencies transparency and assigned their son to work 10 weekends of community service in a soup kitchen as punishment.

Mr. Smith fully supports the agency’s efforts to become state accredited.
5. Agency Ride-along

On Wednesday afternoon, Assessor James Myers rode along with Officer Kevin Clark. Officer Clark went to several key locations in the city, city borders, prominent neighborhoods, businesses, and residential developments.

Officer Clark discussed being a 29-year veteran with the Detroit Police Department before coming here 4 years ago. Officer Clark talked about the passion he has for helping people. Officer Clark currently works night support from 7pm to 3am. Officer Clark seemed very attached to his community, was very knowledgeable in the workings of the police department, and spoke highly of the agency, his coworkers and the command staff.

During the ride-along, Officer Clark was dispatched to a found property complaint in a lower quality neighborhood by their standards. Officer Clark contacted the male caller and his juvenile daughter. He was very respectful in dealing with them and particularly built rapport with the child. Officer Clark took down the pertinent information and obtained the property which was a payment card from the local plasma center. After the initial interaction with the caller, Officer Clark was then approached by the male at his car window. The subject wanted to thank Officer Clark for taking the time to interact with his daughter. Officer Clark explained to the subject that it was just as important to him as it was to her and assured him that he would return Friday with something for his daughter. Officer Clark was familiar with the process by which the plasma center paid its donors and knew the number on the bottom of the card was assigned to an individual the plasma center would be able to trace. Office Clark made contact with an employee of the the plasma center who took possession of the card and would return it to its owner. Officer Clark took initiative to get the property back to its owner instead of just placing it into property at the department.

Officer Clark made contact with the clerk at a local gas station. While there we purchased a couple sodas and Officer Clark made conversation with the clerk. Officer Clark wanted to make sure everything was going well for her, not only at the store, but life in general. Officer Clark offered his assistance and told the clerk to contact him or the department anytime.

On Wednesday evening, Assessor Paul Tennies rode along with Officer David Hakalo. Officer Hakalo provided a knowledgeable overview of the community and highlighted the different geographical locations which highlighted the many dimensions of the community. Officer Hakalo was not dispatched to any incidents during this observation.

Officer Hakalo is a Field Training Officer and Evidence Technician for the agency. Officer Hakalo stated Farmington Hills is the only agency he has worked for and he is thankful to be a part of the organization. During his time with the agency he has also been assigned to the department’s Directed Patrol Unit. This is a unit which primarily works in a non-uniform capacity to address specific issues within the city. This experience allowed him to build his investigative experience, as well as exposure to working with other multi-jurisdictional task forces the agency participates with. Officer Hakalo stated this
assignment changed his perspective on identifying problems and his focus on forming relationships in the community.

Officer Hakalo was complimentary of his co-workers and the community as a whole.

6. Community Involvement

The Farmington Hills Police Department is actively engaged within the community it serves. The agency forms partnerships through its participation in community groups and organizations such as the ALPACT Community Group, Farmington Youth Assistance program, Crime Prevention Advisory Commission, Suicide Awareness for Everyone, Call to Action Coalition, and Youth Career Academy.

The assessors were exposed to several members of the Crime Prevention Advisory Commission, which is a group comprised of community stakeholders with a wide variety of outlooks. This group regularly meets with the Chief of Police and provides feedback and insight on departmental objectives and the community needs. A testament to the authenticity of this group is its longevity of its existence of over 25 years.

The agency also has an active police chaplain program. The program assists departmental employees and the community. The chaplain service is long standing and its members have a history of accessibility when needed.

The agency participates in numerous community events to include Heroes and Helpers, the CVS Torch Run, Trunk or Treat, MLK Ceremonies, Youth Turn Around Awards and Youth Career Days.

While the assessors were on site, the agency conducted a press conference announcing its participation with several surrounding agencies to support “Hope not handcuffs”. An opioid intervention program focused on providing access to those in need of substance abuse treatment.

F. Essential Services:

Chapter 1 – The Administrative Function:

Direction of Personnel

The Chief of Police has the sole authority to issue, modify, and approve agency general orders and personnel orders. However, the Chief of Police, Deputy Chief, or any ranking officer may issue a Directive. Division Commanders can issue training and information bulletins. The overall written directive system was understandable. The directives were constructed in a logical manner with employee duties and responsibilities clearly defined, including constraints on employee actions and expectations. The written directive system is contained within PowerDMS which makes it searchable, but there is no table of contents or numbering system as it was not recommended by PowerDMS. PowerDMS is used to implement new policy and acknowledge receipt by employees.
The agency had a mission statement, but had not adopted a vision or values statement.

**Fiscal Control**

The agency has two cash accounts, one in the Records section and one confidential fund. The records cash drawer is reconciled daily and the confidential fund is reconciled monthly.

**Internal Affairs**

The Chief of Police is responsible for the internal investigation function of the agency. Complaints may be initiated in person, over the telephone, or in writing, either internally or externally. Anonymous complaints, or complaints filed by individuals who wish their names to be held in confidence, are also accepted for investigation. Cases are assigned to superiors, who conduct special investigations and report directly to the CEO. The CEO makes final determinations of all internal complaint investigations. All internal investigation files are properly secured with limited access.

During the assessment period, nineteen internal investigations were conducted; thirteen were sustained. Three cases were closed with counseling memorandums, six were given written reprimands, three were given suspensions, and one case was closed with termination. The agency identified a need to designate a position that will be responsible for all department investigations; it was discovered through the investigation of Sick Policy violations. The agency did not identify any training needs. The annual analysis recommended that executive staff discuss the report and continue to conduct investigations consistent with standards.

**Disciplinary Procedures**

The agency’s written directive system details the regulations and expectations for employee conduct. Supervisors have discretion to place employees on administrative leave when it is in the best interest of the individual or department. The agency is well-disciplined and has procedures to apply training and counseling in lieu of punitive employee discipline. The agency has an appropriate appeal and grievance process in place with established timelines. There was one appeal filed in matters of discipline or corrective action. Only the Chief of Police can authorize dissemination of agency disciplinary actions.

**Organization**

All sworn personnel take, sign and subsequently abide by an oath of office to enforce the law and uphold the Constitution of the United States, the Constitution of the State of Michigan and the regulations of the Farmington Hills Police Department. All agency personnel acknowledge a code of ethics. Bias-influenced policing is strictly prohibited by the agency. There is a clear definition for bias-influenced policing, including but not limited to race, religion, color, gender, or national origin. The agency did not have a substantiated bias influenced policing complaint during this cycle. Ethics and bias
influenced policing training is currently conducted by the Chief of Police during an open forum discussion of various other topics including the annual report, current events, professionalism, and administrative updates. The agency recognizes the need for more formal ethics and bias influenced policing training for all agency employees and has a plan in place. This should be closely assessed during the next accreditation cycle.

The agency also prohibits unlawful workplace discrimination and harassment, including sexual harassment. The written directive outlines a proper reporting mechanism in the chain of command. The written directive provides for alternate reporting that goes outside the agency for any conflict of interest. The directive requires employees to report any type of harassment and requires investigations to be conducted in accordance with state law. There were no reported incidents of workplace harassment during the assessment period.

The agency has a structured unity of command. In the Farmington Hills Police Department, the Chief of Police is supported by two assistant chiefs, who lead separate bureaus, Administrative and Operations. The chief also has an Administrative Staff Assistant Chief who serves as the accreditation manager. The department currently has an authorized sworn staff of 106. There is a Commander who supervises the patrol division and an Administrative Lieutenant who supervises the Investigative Division, Directed Patrol Unit and Traffic Section. The agency operates its own Public Service Answering Point (PSAP) and provides services for two other communities as well. The PSAP receives all 911 calls for service and dispatch calls for service for public safety in the City of Farmington and Village of Franklin. The agency also has access to supervisory personnel on a 24-hour basis; there is always a supervisor on-duty. In the absence of the Chief of Police, an acting police chief would be appointed from the senior command staff.

**Agency Equipment and Property**

Agency personnel are responsible for all equipment issued to them or physically under their control. It is the responsibility of the employee to maintain all law enforcement-related equipment in an operational state and report any malfunctions, damage, or loss of equipment immediately to their supervisor. The wearing of body armor is mandatory for all sworn personnel, and there are additional requirements to wear body armor while engaged in pre-planned and high-risk operations. All sworn personnel are responsible for the maintenance of agency-issued equipment. Equipment, such as flashlights, rifles, patrol vehicle keys, tasers, PBT’s, portable radio batteries, and body microphones are checked out at the beginning of the shift by the officer and checked in at the end of the shift. The shift supervisor logs the equipment using computer software and RFID scanner. This insures equipment issued remains in a state of operational readiness.

**Public Information**

The Assistant Chiefs of Police are the designated Public Information Officers. The Assistant Chiefs of Police or designee are responsible for the preparation of all media
releases. Once approved by the Chief of Police, or designee, press releases are distributed to all media outlets. By policy, the Farmington Hills Police Department cooperates fully and impartially with authorized media personnel by assisting their efforts to gather factual public information pertaining to activities of the agency, as long as providing such information does not unduly interfere with agency operation.

Agency Records and Computers

The agency has a detailed written directive system describing field reporting, follow-up investigations, and the approval of reports by supervision. CLEMIS controls access to agency records electronically with records management passwords. Any hard copies of reports are securely stored where staff have access. Juvenile records are kept separate, and there are extra security measures for non-public records. All freedom of information requests are handled by records personnel, and the agency abides by the state retention and disposal requirements in accordance with Michigan Statute and Records Management.

The agency has procedures to protect its central records. The data is stored and backed up electronically and is password-protected. Annual security audits and password audits will be performed in the future by a third party contractor as it was determined that this procedure was lacking during the assessment period. There were no known breaches in security during the assessment period.

Agency Training

The agency training records are current and are being maintained in accordance with applicable retention schedules. Training course content is outlined and a training calendar is utilized. In-house instructors are properly trained and experienced. New sworn personnel are required to complete an extensive training program. Officers in field training rotate shifts and assigned field training officers in an attempt to expose newly hired officers to all shifts. Field training officers are properly selected and trained through a documented process. The Police Chief makes the final determination of selection of field training officers. The field training program is properly supervised by a Field Training Unit Coordinator who is a Patrol Division Lieutenant designated by the Chief of Police. Newly promoted personnel receive supervisory and leadership training consistent with new responsibilities and tasks. The agency has a remedial training policy. Ethics and Bias Influenced Policing training were two areas identified as having insufficient training during this assessment period.

Specific required annual training topics were properly identified in the written directive. The agency conducts mandatory training weeks annually with each patrol team to accomplish the required training, review of material, and assessments. Annual training included firearms, hazmat, use of force, blood borne pathogens, Taser, vehicle operations, legal update, mental health, right to know, cultural diversity, in-custody prisoner care and safety.
Authorization and Use of Agency Weapons and Ammunition

The CEO is the authorizing authority for weapons and ammunition, including specialized weapons. The agency uses certified/qualified staff for armorer inspections, repair and replacement. Records of weapons are properly maintained with written guidelines for storage. The written directive regarding all approved weapons and ammunition did not indicate which was authorized for use in law enforcement activities. The policy was changed during the on-site to list the weapons and ammunition that officers are to use as authorized by the Chief of Police.

Chapter 2 – The Personnel Function:

Personnel Benefits and Responsibilities

The City of Farmington Hills does not have a written directive outlining an Employee Assistance Program (EAP). The agency has a critical incident stress debriefing policy which directs employees to contact a third party program called Common Ground for assistance. No tracking of employees who may have used the service during the assessment period was provided. The City of Farmington Hills is working on a formal EAP. The agency has written directives outlining line-of-duty death and employee collision and injury reporting and review process. The agency had the employee injury statistics available, however, did not conduct an administrative investigation and meaningful review of all incidents. Also during the assessment period, there were no serious line of duty injury or death incidents. The agency also has a comprehensive exposure control and reporting policy. The agency provides an exercise room for personnel to utilize off duty or during breaks.

Performance Evaluations

All agency personnel receive documented annual performance evaluations. The performance evaluation system has a well-defined purpose statement with established and defined criteria, scored on a rating scale. The system also includes directives to raters regarding evaluation responsibilities and procedures on how to use the required forms. Training for evaluators is documented, and the evaluations are maintained according to the department’s retention schedule. The evaluation system has a clear appeal process, and no appeals of evaluations occurred during the assessment period.

The agency has an established early warning system. Supervisors use the system consistently and effectively. No employees were identified as needing assistance during the assessment period.

Promotion of Sworn Personnel

The promotional process is outlined in the collective bargaining agreements. The process includes a point system. During the promotional process, the CEO reviews performance
evaluations, training, and other requisite qualifications for promotions when deciding on advancement of personnel.

**Special Assignment**

The agency has a general written directive for specialty assignments. The agency identifies 17 special assignments and the Chief of Police determines the length of those assignments.

**Recruitment of Sworn Personnel**

The recruitment plan contains a clear statement that the agency is committed to equal opportunity. The stated goals and objectives for recruitment are clear and understandable. The agency has a desire to increase agency diversity; however, the recruitment of qualified personnel based on the agency's minimum standards has become difficult. However, the agency is dedicated to creating a work force that is representative of the diversity of the community. Recruitment activities include outreach to community service organizations, schools, and other media outlets. The plan was recently reviewed by the CEO with no recommendations for change. The triennial review of the plan will occur during the next accreditation cycle.

**Selection of Personnel**

The agency has a complete written process for the selection of new full-time personnel, which includes a thorough background investigation, as well as a medical and psychological exam. The agency uses an active Police Service Aid program in an effort to mentor and recruit new personnel and to increase diversity. The selection process includes panel interviews, examinations, and an executive interview. The CEO makes the final decision on selection of new personnel.

**Reserve Officers and Civilian Volunteers**

The agency does not have a reserve program; however, they have an active volunteer chaplain program. The chaplain is very active and the program is extremely successful.

**Chapter 3 – The Operations Function:**

**Arrest, Search and Seizure**

The Farmington Hills Police Department is a full-service agency with arrest powers. The agency and its policies follow the U.S. Constitution in relation to arrest, search and seizure. The agency recognizes the foundation set forth in the Fourth Amendment.

Agency policy outlines the warrantless search exceptions and the need for a court-authorized search warrant, when applicable. The agency takes in-custody arrests directly
to their jail lockup area for processing. Breathalyzers for Operating While Intoxicated (OWI) arrests are also conducted at the lockup facility.

The agency only conducts strip searches when an arrestee is lodged and pursuant to MCL764.25a when authorized by the shift commander who has been designated this authority by the chief of police. The strip search must be conducted by person of same sex. Body cavity searches are conducted by a licensed physician (or nurse, under the direction of and in the absence of the doctor), with a search warrant.

Interview and Interrogation

The Farmington Hills Police Department has established procedures for compliance with contemporary criminal procedural requirements related to interviews, investigative detention interviews, and interrogations. The agency has three interview rooms located on the premises that have audio and video recording capability. The cell block room is also equipped with an emergency button in case someone needs help. Officers can also press the emergency button on their portable radios to summon assistance. The agency can watch the interview from computers in the investigative division. The agency’s written directive indicates that officers shall be aware and consider all legal mandates when recording an interview or interrogation consistent with state law.

Use of Force

There were 59 use-of-force reports completed during 2017. The agency conducts a thorough internal affairs investigation for each use-of-force incident. There were 49 incidents involving physical control tactics, 15 used a firearm (not fired) and 3 used a Taser (not discharged) to gain compliance. If an officer was involved in an incident which resulted in serious injury or death, or a violation of the law or internal policy of the agency occurred, the chief of police or designee would suspend the officer from active duty with pay pending the investigation or review of the event.

The agency completed a detailed review of the use-of-force incidents for the evaluation period. The report went into detail outlining the past four-year history and shows a thorough understanding of what’s occurring in the agency as it relates to the community.

The agency lacked a written directive which addressed the duty to intervene.

Communications

The Farmington Hills Police Department has their own communications center for all emergency calls for service and all after-hour calls for service. The agency also provides this service for the City of Farmington and Village of Franklin. The onsite team toured the facility and spoke with the agency’s telecommunicators regarding dispatch policy. All recordings are kept in storage for four years. Review of the recordings are limited to personnel with a legitimate and official need.
The Communications Center has a back-up generator onsite. The generator was serviced in 2017, however, a full load test was not conducted. When power goes out, the generator will automatically engage, supplying power to the Communications Center to maintain operation. The Communications Center is equipped with an Uninterruptible Power Supply (UPS), which is designed to bridge the gap between the power outage and when the generator provides power.

All dispatchers are Emergency Medical Dispatch Certified. Each dispatch station is set up to allow dispatchers to move station to station seamlessly.

Field Activities

During the assessment period, there were ten traffic pursuits. Seven of the pursuits originated from criminal incidents, three were traffic related and the final incident was a suspicious vehicle. The City Farmington Hills Police Department policy allows for pursuits by officers who follow the guidelines in the policy. The agency employs stop sticks, boxing, pit maneuvers and/or intentional collisions to terminate pursuits with limitations defined by policy. All reviewed pursuits were compliant with established policy and procedures.

The agency prepares its officers to encounter subjects with mental illness by providing training in crisis intervention team training and mental disorder awareness training. This occurred during the assessment period.

The agency utilizes video recording equipment to include in car cameras. Officers are required to record contact with individuals when they are in the performance of their duty. Retention of this data occurs in accordance with policy to assist with criminal and departmental investigations.

The Farmington Hills Police Department maintains mobile data computers within their patrol vehicles in compliance with CJIS standards.

The agency has a foot pursuit policy that was created during the assessment period, which complies with the standard, however it was not issued. The policy was issued during the assessment and will be considered wet ink. The agency believed the policy had been issued and reported no foot pursuits occurred during this assessment period.

On Wednesday afternoon, assessors attended the patrol briefing. There was open dialogue between the sergeant and the officers regarding relevant issues within the community and crime trends from surrounding agencies.

Traffic Safety and Enforcement

The City of Farmington Hills Police Department has applicable policies in place regarding traffic violation enforcement, enforcement options, offenders, and traffic direction and control. The directive establishes procedures to conduct motor vehicle stops, including
high-risk stops. The enforcement options include warnings, citations, and arrest when appropriate.

**Homeland Security/Critical Incidents**

The agency has a critical incident system in place, which includes command, operations, planning, logistics and fiscal responsibility. The agency reported a large scale area search involving multiple jurisdictions and resources related to a homicide investigation in which an operational plan was utilized as there only ICS incident. The agency could broaden its application of ICS protocols in incidents, as it looks for developmental opportunities for its next generation of leaders.

**Chapter 4 – The Investigative Function:**

**Criminal Investigation**

Officers assigned to patrol are responsible for the initial investigation of incidents. If additional investigative resources are needed, the investigation is forwarded to the detective bureau. This consists of two squads who focus on incident specific investigations. Additionally, the agency has officers assigned to local and federal multi-jurisdictional task forces.

The agency has written directives in place for eyewitness identification.

**Crime Scene Processing**

The agency has evidence technicians and investigators available 24 hours a day for crime scene processing and accident investigations. The agency's personnel assigned to the evidence technician unit attend a two week training course to become certified. Each shift typically operates with an evidence technician on duty. The agency has access to the Oakland County Crime lab and their personnel if it is required for additional resources.

Written directives are in place to ensure the proper identification, preservation and collection of evidentiary items by officers.

**Storage of Evidence and Property**

The Farmington Hills Police Department controls property through a records management system. A visual inspection found the property room and processing area was generally neat and organized. The sergeant in charge of the property room is also responsible for staff operations. The sergeant uses the long term storage room as a location to also store department property. Although no items of evidentiary value and departmental property were directly co-mingled, caution should be observed in how these items are stored in this room.
The processing area is stocked with an assortment of packaging materials. Upon packaging an item, it is secured in a temporary locker. Access to these lockers is gained through a key maintained in the officer's work area. The key is then secured upon the property being placed in a locker. The property officer will retrieve the items and transfer them to the long term storage property room.

The property room is secured via key access and alarmed with a third party alarm system. High value items are double locked within the property room. There are multiple cameras which monitor the interior of the property room, however the property officer stated there was a blind spot. During an inspection of this room a cabinet used to secure firearms pending destruction was found to be unlocked and containing two firearms. This cabinet was monitored by a camera.

The property room is maintained by a sergeant and a police officer. All time sensitive inspections, audits and inventories were conducted; no irregularities were identified. The property room did experience a transfer of personnel during this assessment period and an audit did occur producing no areas of concern.

Appropriate policy is in place for the possession, transfer and destruction of property.

**Juvenile Matters**

The Farmington Hills Police Department has the physical capabilities and procedures outlined to identify juvenile offenders and hold a juvenile offender for a non-status offense if necessary. The outlined policies ensure the protection of the juvenile’s Constitutional rights.

**Special Investigations and Operations**

The agency has policy in place which dictates procedure for special investigations and operations. The detective bureau maintains confidential source records and funds for the payment of sources. The agency uses this process for decoy alcohol purchases and narcotic incidents. The confidential source procedure required clarity as the agency had implemented a long standing practice of segregating alcohol decoys and controlled sources into two different physical files, however they were to be managed using the confidential source procedures. This caused confusion amongst new investigators who believed they were managed with different methods. The initial proof showed payment to an alcohol decoy in which a receipt was not issued to the subject as required. A full audit of payment and CS records occurred and found this was the only incident. A policy change occurred to provide clarity.

The investigative unit has a vast amount of institutional knowledge and experience. The unit executes proper deconfliction procedures of CS debriefing, operational notification and guidelines for special operations such as raids based on review. However, the written directives were found to need more detail to provide clarity for those if they did not have experience in these areas. The bureau commander also implemented a raid plan
form to assist investigators with formalizing the information they gather and present to tactical elements who are responsible for executing the raid.

The agency has established policies regarding juvenile status offenses, including runaway cases, unidentified adults and children, and the safe delivery of newborns. There were no incidents where the agency needed to use Amber Alerts or the Law Enforcement Information Network (LEIN).

Chapter 5 – The Arrestee/Detainee/Prisoner Handling Function:

Transporting of Arrestees/Detainees/Prisoners
The Farmington Hills Police Department has established policy and procedure in place to include searching vehicles and subjects prior to transport. Subjects are secured in caged vehicles, and seat belts are utilized in compliance with State law.

Processing of Arrestees/Detainees/Prisoners
The Farmington Hills Police Department maintains a secure temporary holding facility with a processing area. Officers are not authorized to secure prisoners to fixed objects. This area is monitored by closed circuit cameras which is the responsibility of the on duty supervisor. Sworn and civilian employees have access to emergency alarms via their portable radios and proper directives are in place for an emergency response. When administering a breathalyzer test, portable radios are turned off to limit equipment interference. The room containing this equipment has a fixed emergency alarm on the wall.

Holding of Arrestees/Detainees/Prisoners
The Farmington Hills Police Department maintains a temporary holding facility for custodial arrests. The facility is a 72-hour holding facility with the police department. There are structural design components which provide sight and sound separation for males, females and juveniles. The area is designated as a weapon free area and there are lock boxes at each access point including the prisoner garage.

The agency has a prisoner intake form documenting medical and suicide screening. This form is also used to document thirty-minute face to face checks. This area is regularly inspected and the results of these inspections are reported to the administration.

Policy is in place to ensure training and evacuation protocols.

G. Applied Discretion Compliance Discussion:

This section provides specific information on those standards found to be in compliance after on-site adjustments were made.

During this on-site, the agency had three standards in applied discretion.
Standard 1.1.1. Written Orders and its Issuance

ISSUE: Agency has a mission statement, but did not possess a vision or value statement.

AGENCY ACTION: The agency implemented a vision and value statement.

Standard 1.1.1. Written Orders and its Issuance

ISSUE: Written directive did not have procedure for review of directives by staff prior to issuance.

AGENCY ACTION: The written directive was changed to address review prior to issuance.

Standard 1.5.2 Ethics

ISSUE: The agency provided ethics training for sworn personnel but did not include civilians. The provided training lacked a training plan or documentation the agency could produce to validate the content of their training.

AGENCY ACTION: This standard requires training to occur every three years and the agency plans to train all employees during this time period.

Standard 1.5.4 Bias Influenced Policing Prohibited

ISSUE: The agency provides bias influenced training to sworn personnel but did not include civilians. The provided training lacked a training plan or documentation the agency could produce to validate the content of their training.

AGENCY ACTION: This standard requires training to occur every three years and the agency plans to train all employees during this time period.

Standard 1.6.1 Storage and Accountability

ISSUE: The written directive required the bureau’s assistant chief to regularly inspect equipment within their area of control, but did not define when or how it should be reported to ensure the inspection occurred.

AGENCY ACTION: This written directive was modified to have bureau’s assistant chief submit a monthly inspection report.

Standard 1.8.2 Information Technology Security

ISSUE: The agency uses CLEMIS RMS and relies on their internal audits for an annual security audit. However, CLEMIS does not maintain their city systems and it was found no audits occurred internally.
AGENCY ACTION: An interview of IT personnel established a plan was in place to utilize a third party contractor to perform an annual security audit moving forward.

**Standard 1.10.1 Authorization and Use of Agency Weapons**

ISSUE: The standard requires a listing of all agency approved weapons. A list was not present in the written directive.

AGENCY ACTION: The written directive was modified to include a list of approved weapons.

**Standard 2.1.1 EAP**

ISSUE: The agency has an informal practice of contacting the human resources department, but does not have a written directive establishing an EAP.

AGENCY ACTION: The agency and the Human Resources department are establishing a formal EAP process.

**Standard 2.1.5 Employee Injury/Exposure Reporting and Review Process**

ISSUE: The city has a review committee who reviews all employee injuries on a case by case basis, but the police department does not conduct meaningful reviews of their employee injuries and make recommendations.

AGENCY ACTION: The written directive was modified and an internal review will now occur within the agency.

**Standard 2.4.1 Recruitment Plan**

ISSUE: The written directive did not require a triennial review to revise the plan, when necessary.

AGENCY ACTION: The written directive was modified to ensure a triennial review occurred.

**Standard 3.1.1 Arrest, Search and Seizure**

ISSUE: The written directive did not provide criteria for inventories of seized vehicles.

AGENCY ACTION: The written directive was modified to provide procedures.

**Standard 3.1.3 Adult Arrests**

ISSUE: The written directive stated arrests could be made without a warrant when there was “reasonable cause”.

AGENCY ACTION: The written directive was modified to state “probable cause”.

**Standard 3.4.6 Communications**

ISSUE: The backup generator had received annual maintenance but a full load test had not been performed.

AGENCY ACTION: The agency scheduled a full load test to occur with the City maintenance department.

**Standard 3.5.7 Foot Pursuits**

ISSUE: The agency did not issue a written directive until the assessment.

AGENCY ACTION: The agency has submitted a letter of explanation to the Program Director.

**Standard 3.6.4 Special Classes of Offenders**

ISSUE: The written directive did not establish protocols for government officials.

AGENCY ACTION: The written directive was amended to include protocols.

**Standard 4.3.2 Permanent Storage**

ISSUE: The written directive required enhanced security for exceptional property. The directive required guns would be locked inside a cabinet. The destruction cabinet was found unlocked with two guns inside it. The area was monitored by camera.

AGENCY ACTION: The agency conducted internal follow up with the employee to ensure procedure was followed.

**Standard 4.5.1 Special Investigations**

ISSUE: The written directive did not specify de-confliction procedures for special investigations.

AGENCY ACTION: The written directive was modified to establish procedures for HIDTA deconfliction.

**Standard 4.5.3 Using Confidential Sources**

ISSUE: The written directive did not provide procedures for de-confliction of informants/sources.
AGENCY ACTION: The written directive was modified to include procedures of an interview of informants and a check of past reliability records if they had prior contact as a source.

**Standard 4.5.3 Using Confidential Sources**

ISSUE: The proof provided documenting an informant payment did not include a completed receipt of payment to the informant as required by the written directive.

AGENCY ACTION: The agency separates alcohol decoys and all other confidential source records creating two processes. However, they are all provided confidential source numbers. An inspection occurred of all confidential source records and found this was the only incident caused by the segregation of the records. The agency provided additional clarity through policy modifications and is no longer segregating these records. All subjects will be maintained as confidential sources per the written directive.

**Standard 4.5.3 Using Confidential Sources**

ISSUE: The written directive required the documentation of the confidential informant by a number assigned to the subject in all reports. The proof provided was utilizing an alcohol decoy and only listed the subject as “confidential informant” in the narrative of the report. This did not follow the written directive or provide protection of the subject’s identity as allowed by law because it could not be associated to a record of reliability.

AGENCY ACTION: An inspection of all confidential source records from the assessment period occurred and found this was the only incident when this occurred. The written directive was modified to address alcohol decoys as confidential informants.

**Standard 4.5.3 Using Confidential Sources**

ISSUE: The standard requires a written directive which mitigates risks when dealing with juvenile informants. The written directive provided factors to mitigate risks with informants but did not speak to juveniles.

AGENCY ACTION: The written directive was modified to address mitigating factors for juveniles.

**Standard 5.3.2 Security Protocols**

ISSUE: The standard requires a written directive for emergency alarm activation. The written directive stated employees will use the emergency buttons on their portable radios. Civilian PSAs have regular contact with prisoners, but they were not required to have a portable radio in the lock up area allowing them access to an emergency button.

AGENCY ACTION: The written directive was modified to require all personnel entering lock up to have a portable radio with an emergency button.
**Standard 5.3.2 Security Protocols**

ISSUE: The written directive contradicted itself requiring prisoners with a BAC of .30 or higher shall receive immediate medical attention and be transported to a medical facility. It then stated prisoners with a BAC of .30 or higher would be considered high risk and receive face to face checks every ten minutes.

AGENCY ACTION: The written directive was modified to state upon receiving clearance at a medical facility, the prisoner will be returned to the temporary holding facility. The prisoner is considered high risk and will be monitored with ten-minute face to face checks until their BAC is below .30.

**Standard 5.3.2 Security Protocols**

ISSUE: The written directive required the monitoring or closed circuit surveillance cameras of the subject’s in the holding facility. The written directive did not specify if the desk personnel, communication center or on duty supervisor was responsible to complete this.

AGENCY ACTION: The agency modified the written directive to specify the on duty supervisor is responsible for monitoring these cameras.

**H. Waivers of Standards:**

This section provides specific information on those standards which qualified for waivers. Waivers are available to agencies when it is impossible to comply with a specific standard. A request to waive standard compliance must be made to the Michigan Association of Chiefs of Police Accreditation Program Director in writing, on official agency letterhead, signed by the CEO. The following standard was granted non-applicable waiver:

*Standard 1.9.8 Tactical Team Training*
*Standard 2.6.1 Reserve/Auxiliary Officers Program*

**I. Standards Noncompliance Discussion:**

The agency had no standards in noncompliance.

**J. Future Performance / Review Issues:**

The agency has (24) areas of applied discretion requiring written directive modifications. Several standards have agency initiated plans in place to ensure future compliance based upon “wet ink”. Attention should be directed to executing these plans to ensure future compliance occurs.
K. Summary and Recommendation:

A thorough review of the files for compliance was conducted, as well as observations of compliance; and, after interviews were conducted, it was determined that the agency was in compliance with all of the established accreditation standards, with the two exceptions and waiver noted. Accreditation is recommended.

Paul Tennies, Team Leader  
Date: June 15, 2018

Reviewed and approved to be scheduled for a hearing before the MLEAC.

Program Director Neal Rossow  
Date: June 16, 2018