

A. Agency name, CEO and AM

Douglas County Sheriff's Office, Omaha, NE
3601 N. 156th Street
Omaha, NE 68116

Timothy F. Dunning, Sheriff of Douglas County

Mr. Rob Sofie, Accreditation Manager

B. Dates of the On-Site Assessment:

January 10 - 14, 2009

C. Assessment Team:

1. Team Leader: Mr. Roy H. Liddicott
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2. Team Member: Mr. Larry N. Herbert
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3. Team Member: Ms. Sherry Lang
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D. CALEA Program Manager and Type of On-site:

Stephen Mitchell

First reaccreditation, C size (221 personnel) 5th edition Law Enforcement Accreditation. The agency is comprised of 133 sworn and 90 non-sworn employees. The agency uses the CACE software program.

E. Community and Agency Profile:

Community profile:

Douglas County was established in 1855 and lies west of the Missouri River and is home to Nebraska's largest city, Omaha. It was one of Nebraska's original eight counties created by the Kansas-Nebraska Act. It was named after Stephen Arnold Douglas, who was the United States Senator who introduced the 1854 bill that created the Act. Douglas, known as the "little giant" is best known for his 1858 debates with his business and law partner (and political opponent) Abraham Lincoln on the slavery issue. Today, Douglas County covers 331 square miles and with a population of 492,003 it is the most populous of all 93 counties in Nebraska.

Douglas County operates under a Board of County Commissioners-Administrator form of government. Douglas County Commissioners Mike Boyle, Pam Tusa, Chris Rodgers, Kyle Hutchings, Marc Kraft Mary Ann Borgeson and Clare Duda each represent a single district and are elected for a four year term and are responsible for policymaking and legislative authority within the County. One of the board's responsibilities is hiring the county's chief administrative officer. The Honorable Kathleen Kelley, Chief Administrative Officer of Douglas County is responsible for carrying out the policies and resolutions of the Board, for overseeing the day-to-day operations of the county and for appointing county department heads that do not have an elected official such as the Sheriff. The county has a broad-based economy with strong trade, service and manufacturing sectors, with many corporations headquartered in the county. This is the major insurance and telemarketing center of the United States. The employment base is diverse and employment remains stable with an unemployment rate consistently below state and national averages.

Agency profile:

The Douglas County Sheriffs Office (DCSO) mission is to ensure the safety and trust of all people with integrity and respect. A full service, highly specialized agency, the DCSO was established in 1856 with the first election of a Sheriff. Douglas County's first sheriff was appointed by the territorial governor. As the 30th Sheriff of Douglas County, Tim Dunning carries on that tradition with a staff of 133 sworn deputies, 90 non-sworn employees and two contractors. These personnel deliver the full range of law enforcement services to include patrol, criminal investigations, courthouse/civic center security, civil process,

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foreclosure proceedings, warrant service, mental health and protective order services, sex offender monitoring and tax collection.

The elected Sheriff is complemented by an appointed Chief Deputy and four Captains who each command a bureau within the DCSO. The Uniformed Services Bureau Captain oversees the patrol, traffic and nautical services functions. The Criminal Investigations Bureau is responsible for Criminal Investigations, K9 Interdiction, Vice-Narcotics Divisions and Crime Scene Investigations Divisions. The Court Services Bureau includes Fugitive Warrants, Records, Civil Proceeds and Court and Building Security Divisions. The Administrative Services Bureau includes Employee Development/Training, Research and Development, Community Services, Fiscal and the Front Desk.

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

Demographics Report

	Service Population		Available Workforce		Current Sworn Officers		Current Female Sworn Officers		Prior Assessment Sworn Officers		Prior Assessment Female Sworn Officers	
	#	%	#	%	#	%	#	%	#	%	#	%
Caucasian	69572	95	32058	95	123	94	15	94	120	94	14	100
African-American	1413	2	1014	3	5	4	0	0	5	4	0	0
Hispanic	1531	2	674	2	3	2	1	6	3	2	0	0
Other	1062	1	170	0	0	0	0	0	0	0	0	0
Total	73578	100	33916	100	131	100	16	12	128	100	14	11

Douglas County has a predominantly Caucasian composition. Douglas County boasts a 3.2 percent unemployment rate which is lower than Omaha, the State of Nebraska and the national unemployment rate. Available workforce data reveals 95 percent Caucasian, four percent African-American, two percent Hispanic and 13 percent female. DCSO sworn ranks mirror their available workforce within the Douglas County service community. The DCSO voluntarily elects to maintain and utilize a recruitment plan in their efforts to continue to mirror their service community.

Future issues:

Exploding regional demand for DCSO Crime Scene Investigations (CSI) services combined with significant expansion of CSI scientific capabilities, large and frequent K9 Interdiction seizures exceeding the present capacity of the Property/Evidence facilities and the recent creation of an Emergency Services Unit have exacerbated existing facility/space limitations. Local issues include a new Omaha Mayor in 2009, countywide consideration to a consumer driven health care model and the overall effects of how the economic

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downturn may impact the agency's continuing need for a records management system. The new legislative session will need to address social issues including juvenile behavioral health, juvenile gangs and the need for skilled medical examiners rather than the existing elected coroner system.

CEO biography:

Douglas County Sheriff Timothy F. Dunning has served in law enforcement for the past 37 years. His career began with the Papillion, Nebraska Police Department in 1971. He moved on to the Omaha Police Department in 1973 where he retired as a Lieutenant after 22 years of service in 1994. He was elected Sheriff in 1994 and re-elected in 1998, 2002, and 2006. His honors include:

- Masters Degree of Public Administration – University of Nebraska at Omaha
- FBI National Academy
- Department of Justice – Law Enforcement Cooperation Award
- University of Nebraska at Omaha Alumni Award for Excellence in Public Service
- Omaha Coalition of Citizen Patrols – Law Enforcement Officer of the Year
- Past President, Nebraska Sheriff's Association
- Past Co-Chair, Douglas County Criminal Justice Systems Management Counsel
- Governor Appointment – Nebraska Supreme Court Judicial Nominating Committee
- Co-Chair Douglas County 911 Communications Committee
- Knights of Aksarben – Law Enforcement Officer of the Year
- Board of Directors National Safety Council – Omaha Chapter
- Board of Directors – Better Living Inc.
- Chairperson – Domestic Violence Coordinating Council
- Board of Directors – Hate Crimes Coordinating Council
- Board of Directors – Douglas Omaha Technology Commission (DOTCOMM)
- Board of Directors – Omaha Community Partnership
- Board of Directors - Mid-America Council

F. Public Information Activities:

Public notice and input are a corner stone 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.

a. Public Information Session

The public information session was scheduled for Monday, January 12, 2009 at 6:00 p.m. at the DCSO Law Enforcement Center located at 3601 North 156 Street, Omaha, NE. No one attended the public hearing session.

b. Telephone Contacts

The public call in session was scheduled for Monday, January 12, 2009 from 1:00 p.m. until 3:00 p.m. There were 11 calls received during this time. All of the callers praised the DCSO and wholeheartedly supported their efforts toward reaccreditation. The callers included community leaders and fellow law enforcement practitioners who all spoke highly of Sheriff Dunning and his command staff as well as the level of service delivered by the line personnel. Comments such as, "They are leaders in law enforcement in Nebraska", "Accreditation is practiced throughout the agency", "Rob Sofie does an outstanding job and is extremely helpful to other agencies in the process", to "Kudos, props and multiple stars to all agency members"

c. Correspondence

The assessment team received two letters during the on-site concerning the agency. Chief Eric Buske of the Omaha Police Department supports the agency's efforts toward reaccreditation and stated that his accredited agency partners very well with the DCSO and they (DCSO) provide the highest quality of professional service to the citizens they serve. Ms. Simera Reynolds, the State Executive Director of the Nebraska chapter of Mother's Against Drunk Driving (MADD) advised that Sheriff Dunning and the entire DCSO are very supportive and participate in all of her agency's efforts and are a big reason for the 18% decrease in alcohol related crashes statewide. She further stated that the 208 arrests made by the DCSO in calendar year 2007 for DUI is a substantial increase from prior years.

d. Media Interest

There was no media interest during the on-site.

e. Public Information Material

The agency had a well developed and well publicized public information plan. The agency's public notice was posted in the DCSO Law Enforcement Center, Douglas County Civic Center and Courthouse as well as posted on the websites of the Omaha World Herald and the DCSO.

The agency's press release was sent to *The Douglas County Post Gazette*, *The Omaha World News* and *The Journal Broadcast Group* along with television stations *KETV*, *KIOS*, *KPTM*, *WOWT* and *Action3News* and *Clear Channel Radio*.

f. Community Outreach Contacts

The assessors were able to meet a great majority of the agency employees scheduled to work during the on-site. The assessors attended patrol roll call sessions and participated in five ride-alongs. All of the employees spoke highly of the agency, ranking it as the best in the area and cited their professionalism and the reputation the agency has in the community of being the best as main reasons why they joined the agency. All were supportive of the Sheriff and were obviously proud to be members of the agency and were very knowledgeable about accreditation and standards applicable to their work areas.

During their travels, the assessors were able to meet with many area residents and employees of local businesses that all spoke highly of the DCSO and its personnel. They all described the agency and its members as being very responsive to the community needs and easily approachable. Of note was a contact with Special Education Teach Katie LeSage of Picotte Elementary who was very complimentary of the agency especially as it relates to the DARE program they teach at the school and the safety patrol program they administer as well as the many "lock-down" drills they practice. They recently had an actual lock down situation directed by DCSO personnel that were in the area looking for an armed individual and after the event ended, DCSO personnel responded to the school to check on everyone's welfare and to critique their lock down drill and identify any possible issues that could be addressed to make them even more efficient the next time.

The severe blizzard and dangerous weather conditions limited the assessor's opportunities to contact as many community leaders and residents as they would have liked to but all contacted spoke very positively of the agency.

G. Essential Services

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

All sworn employees take and abide by an oath of office. Deputies sign for and must abide by a Code of Ethics. Ethics and values are a large part of the agency's culture and were evident throughout the on-site. Sworn deputies' authority and responsibilities, including the legal authority to carry and use weapons are mandated by Nebraska law. The agency has only one class of sworn deputy and does not have reserves. The agency's written directive system provides all employees with clear and concise guidance for carrying out agency objectives. Agency equipment was inspected during the on-site and found to be regularly inspected and in a state of operational readiness.

Bias Based Profiling

Traffic Warnings and Citations 2006

Race/Sex	Warnings	Citations	Total
Caucasian/Male	2188	668	3015
Caucasian/Female	768	342	1163
African-American/Male	243	58	335
African-American/Female	97	40	142
Hispanic/Male	589	47	672
Hispanic/Female	87	5	99
Asian/Male	88	2	93
Asian/Female	27	7	35
OTHER / Males	115	10	128
OTHER / Females	15	5	21
TOTAL	4217	1184	5703

Traffic Warnings and Citations 2007

Race/Sex	Warnings	Citations	Total
Caucasian/Male	1006	748	3432
Caucasian/Female	421	485	1472
African-American/Male	113	91	418
African-American/Female	49	45	169
Hispanic/Male	166	47	463
Hispanic/Female	27	11	77
Asian/Male	27	12	75
Asian/Female	9	11	24
OTHER / Males	41	32	151
OTHER / Females	14	16	39
TOTAL	1873	1498	6320

Traffic Warnings and Citations 2008

Race/Sex	Warnings	Citations	Total
Caucasian/Male	1336	712	2048
Caucasian/Female	519	467	986
African-American/Male	262	169	431
African-American/Female	75	60	135
Hispanic/Male	266	86	352
Hispanic/Female	23	16	39
Asian/Male	60	24	84
Asian/Female	20	15	35
OTHER / Males	82	23	105
OTHER / Females	9	6	15
TOTAL	2652	1578	4230

*note: Total Stops listed may not equal the Total Stops listed on the Annual Administrative Review-Biased Based Profiling, due to multiple or unknown "Gender" & "Race" entries made on the Bias Cards prior to 2008.

All deputies participate in traffic enforcement and traffic related duties. The deployment of patrol personnel to traffic specific duties is based on an analysis of traffic crash incidents and when assignments are made personnel are provided with information relating to the type of violation creating the crash problem. Deputies have discretion when deciding to take enforcement action for violations of the motor vehicle code but interviews and ride-alongs show that they cite traffic offenders in most incidents. The agency has consistent numbers for traffic citations issued by population demographics during the reaccreditation period. There is no evidence of biased based policing associated with the agency's traffic function.

Biased Based Policing Complaints

Complaints from:	2005	2006	2007
Traffic contacts	1	0	0
Field contacts	0	0	0
Asset Forfeiture	0	0	0

All citizen complaints are tracked and maintained on a computer based Administrative Investigations Management System (AIMS) program which not only tracks internal complaints but provides alerts for the agency's Personnel Early Warning System. The Office of Professional Standards (OPS) tracks all complaints including bias based complaints. OPS compiles an Annual Administrative Review based upon records of traffic stops and arrests that include allegations of bias based profiling. In 2005 there was one allegation of bias based profiling arising from a motor vehicle stop.

A thorough investigation was conducted and it was determined that there was insufficient evidence to support the allegation and the complaint was classified as not sustained.

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Agency training was not modified as a result of this complaint. The one incident involving biased based profiling did not result in Department of Justice involvement nor did it garner any media interest. There were no modifications made to policy or procedures as a result of the complaint and no lawsuit was filed.

Use of Force (1.3)

Use of force reports are submitted any time a deputy discharges his or her weapon for other than training or recreation, takes an action that results in death or injury to anyone, uses lethal or less than lethal weapons or applies weaponless physical force. The agency follows a use of force continuum that begins with the deputy's physical presence and ends with deadly force, with the application of use of force being limited to the amount of force necessary to overcome resistance. The Sheriff, OPS and the Criminal Investigations Bureau Captain will be notified anytime there is a use of force resulting in serious injury or death. Each use of force is reviewed by the deputy's immediate supervisor who critiques the use of force making a determination as to policy compliance immediately after the use of force incident. All use of force reports are reviewed by the involved deputy's chain of command up to and including the Sheriff if necessary. Reports are thorough and guide the agency review of all use of force issues while serving as a training guide for future agency actions, training or policy modification. These reviews ensure accurate, timely review of policy compliance as well as being used to identify individual deputies and their use of force occurrences.

Only deputies demonstrating proficiency in the use of firearms and less lethal weapons are authorized to carry and use those weapons. Deputies are required to qualify twice each year with their issued firearm and biennially on all less lethal weapons. One deputy took action that resulted in serious injuries to a subject during this reaccreditation period and he (the deputy) was removed from duty as required by policy and received all the necessary assistance as a result of the incident. Warning shots and the lateral vascular neck restraint are prohibited. Deputies who fail to qualify with their assigned firearms or less lethal weapons are immediately placed on administrative leave until remedial training is conducted. Training and testing is well documented for firearms, less lethal weapons and use of force policy review. It was apparent that use of force training is taken very seriously by the agency.

Use of Force

	2005	2006	2007
Firearm	1	0	0
ECW	2	9	6
Baton	2	2	0
OC	6	0	0
Weaponless	40	40	41
Total Types of Force	7	4	3
Total Use of Force Arrests	24	25	30
Complaints	5	3	2

Custodial Arrests	4997	4884	4785
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There was only one firearm discharge during this reaccreditation period. There were no modifications made to training, agency practices, policies, procedures or equipment as a result of the use of force incidents. The agency has no serious use of force trends or patterns which is a credit to the emphasis placed on use of force training.

Personnel Structure and Personnel Process (Chapters 21-35)

The agency maintains a written classification plan and current job descriptions that coincide with the classification plan. All full time employees receive an annual evaluation while all entry-level probationary sworn employees are evaluated every 30 days and non-sworn probationary employees are evaluated every 90 days for their first year. Sworn probationary employees are evaluated through the field-training program, which provides for the completion of observation reports which are reviewed by the probationary deputy, the training deputy and the immediate supervisor. The agency uses its evaluation forms to identify areas for training, to assist in the selection of employees for advanced assignments and training and to assist in determining personal career goals and objectives of each employee.

Rater responsibilities are clearly defined and raters receive instruction in the performance evaluation process prior to each annual evaluation process. The agency requires that raters be evaluated by their supervisors regarding the quality of the ratings that were given to their subordinates.

The agency utilizes the AIMS to act as their Personnel Early Warning System, which causes alerts to the chain of command when employees meet specified thresholds; such as number of complaints, number of violations of policy, number of deputy involved traffic collisions or suspected sick leave abuse. Other examples of the alert criteria include use of force or number of disciplinary actions within a certain period. This system is used effectively to monitor employee performance in conjunction with supervisory daily and annual performance evaluations, to assess potential employee problems that may be affecting job performance, professional relationships or poor conduct. The agency uses the process effectively to identify less serious issues so that they may be abated before becoming bigger problems that may put the public or agency at risk.

Grievances

Only eight grievances were filed between 2004 and 2008. Four grievances were withdrawn, three were dismissed and revealed no wrong-doing by the DCSO and one was sustained, resulting in a reversal of a termination. This clearly shows that the agency utilizes the grievance process in the spirit in which it is intended to review expressed concerns for any problems, patterns or trends and afford the opportunity to take corrective action when appropriate. The agency and the unions appear to maintain an excellent

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working relationship of mutual respect and commitment to the residents of Douglas County. All affected employees are provided with copies of newly negotiated or modified labor agreements through the Office of the Sheriff.

Formal Grievances

Grievances	2006	2007	2008
Number	4	2	0

There were no identifiable trends based on the filed grievances and there were no changes to policy or procedure as a result of an analysis of the filed grievances.

Discipline

Expectations concerning behavior, appearance and law enforcement authority and duties are spelled out in the Douglas County Sheriff's Office Code of Ethics and Conduct and other policies. Employees of the Sheriff's Office agree and adhere to the belief of public trust and confidence that ensures that they will behave and act according to the highest personal and employment related standards of the law enforcement profession.

All forms of harassment are prohibited by employees of the DCSO and reportable to the chain of command, OPS or directly to the Sheriff. Members are to foster cooperation, respect, courtesy and professionalism in their dealings with one another. Training records and staff meeting minutes express the high priority and emphasis that the DCSO places on ethical and moral personnel conduct.

The high standard of expectations is acknowledged through the annual awards program. A committee meets to identify personnel whose actions and performance are worthy of formal recognition, which serves to demonstrate the gratitude of the agency for excellence in service to the community.

The agency also uses progressive discipline very effectively to address poor performance issues in an effort to improve behavior/performance.

Personnel Actions

	2006	2007	2008
Suspension	2	3	3
Demotion	0	1	0
Resign In Lieu of Termination	3	2	3
Termination	0	0	1
Other	0	0	0
Total	5	6	7
Commendations	79	172	80

- 1) One civilian employee accounted for two suspensions and one demotion in 2007. The same employee accounted for one resignation in lieu of termination in 2008.
- 2) In 2008, the other two resignations in lieu of termination were recruits who did not successfully complete the FTO program.
- 3) The termination in 2008 was a part time employee who stopped showing up for work and would not return phone calls or answer the door.

- 4) The 2007 Commendations includes the Von Mar/Mall Active Shooter response.

Recruitment and Selection

2008 Sworn Deputy Selection Activity

Race/Sex	Applications Received	Applicants Hired	Percent Hired	Percent of Workforce Population
Caucasian/Male	159	12	.75	.0004242
Caucasian/Female	14	1	.70	.0042260
African-American/Male	19	0	0	0
African-American/Female	8	0	0	0
Hispanic/Male	10	0	0	0
Hispanic/Female	1	0	0	0
Other	26	0	0	0
Total	237	13	.55	.0002609

* Note, data not collected for 2006 or 2007

The Douglas County Sheriff's Office uses a vendor by the name of Morrow and Associates, Inc., as its authorized human resource consulting firm, responsible for recruiting and administering the hiring process in a non-discriminatory way. Morrow and Associates coordinates a centralized law enforcement testing program for full-time sworn positions. Applicants may engage in one exam process and be placed on a hiring list for multiple law enforcement agencies within the states of Nebraska or Iowa. The DCSO does not use any other selection system and does ensure that personnel assigned to the recruiting effort receive training in personnel matters and equal employment opportunity. Douglas County government and the Sheriff's Office do abide by their written equal employment opportunity plan and include notice of being an equal opportunity employer in their advertising materials. Job announcements are posted with various community organizations, Offutt Air Force military base and the media.

It was apparent in reviewing the various brochures, the recruiting plan, staff minutes and other recruiting documentation that the DCSO places a very strong emphasis on the recruitment and selection of a highly qualified and diverse workforce. As part of their efforts they reach out to a wide segment of the community in terms of participating in mailing out job announcements, attending career days and job fairs at high schools, colleges and participating in post military transition assistance career related functions. They also use other forms of advertising such as community billboards to promote their agency as a viable equal opportunity employer.

Even though the agency is in compliance with standards that relate to agency demographics for sworn personnel closely resembling that of the available workforce within the community, the agency has voluntarily elected to adopt a recruitment plan in order to

strive for even better recruiting results and a more diverse workplace. Documentation demonstrated that the agency evaluates and updates the recruiting plan on a regular basis, for example, the plan was evaluated in 2006, 2007 and 2008 and an updated plan was promulgated in 2008 and 2009.

The selection process includes an extensive background investigation, medical examination; psychological examination and an oral interview. There is a one year probationary period for new deputies. The agency administers a fair, intensive and professional selection program that has been able to recruit and hire minority applicants that will help reach its goal of a well diversified agency. Records of non-successful candidates are retained in accordance with applicable state and federal laws/retention schedules. All selection materials are securely stored and overall, the agency successfully recruits, screens and selects qualified applicants following all legal and non-discriminatory practices.

Training

Nebraska requires state certification for all sworn personnel and because the DCSO does not have its own training academy the agency sends its recruits to the basic law enforcement certification training for 14 weeks at the Nebraska Law Enforcement Training Center (NLETC) in Grand Island, NE. The agency frequently provides personnel to help with basic training needs such as driving skills, firearms and scenario actors. Currently, eight Field Training Officers (FTO) have received specialized training and are compensated with eight hours of straight time per pay period. Recruits also receive a total of two weeks of orientation and agency policy and procedure specific training while at the agency. Once certified, recruits engage in a field training program that is 14 weeks in duration. Field training officers are assigned following a selection process, receive training in the area of conducting field training and are evaluated in his or her performance. Recommendations are then made concerning the retention of the recruit.

A training committee was established in 2005 with members appointed by the four Bureau Captains. The committee meets several times each year to consider in-service and roll-call training needs and recommendations. They then monitor the training activities throughout the year and evaluate whether the training received by the DCSO for each year was adequate and successful.

Employees assigned to attend in-service and external training are required to attend as scheduled unless otherwise excused. Personnel orders are issued as needed to announce those individuals selected to attend external training. This announcement not only alerts the agency as to who is scheduled to attend upcoming training but helps supervisors and managers be aware of who may have the skills in order to assist with specific operational needs. It was obvious that the DCSO capitalizes on the development of both civilian and sworn employees by making a strong effort to allow employees to attend a wide variety of job related training opportunities to enhance operational performance. All sworn personnel attend annual in-service training, including legal

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updates. Lesson plans are developed and utilized in the training curriculum and records are kept of attendees and test results if given.

Within the last year a new mentoring program has been organized that includes four trained mentors that are providing services to new recruits. This offers the opportunity to explore career development considerations, employee benefits and other techniques to help new employees to successfully assimilate into the department. One new recruit interviewed stated that he benefited tremendously from the program and considered it a highly influencing factor in enhancing his law enforcement career. The program has been so successful that the department is making attempts to expand it.

In support of the accreditation effort personnel assigned to the accreditation management function receive specialized accreditation training within one year of their appointment.

The Tactical/Emergency Services Unit (ESU) was newly created in 2007. All assigned tactical personnel received 40 hours of initial certification training and a minimum of eight hours of training and readiness exercises per month.

Promotions

Sworn Officer Promotions			
PROMOTIONS – 2006-2008			
	2006	2007	2008
GENDER/RACE TESTED			
Caucasian/Male	0	19	0
Caucasian/Female	0	3	0
African-American/Male	0	1	0
African-American/Female	0	0	0
Hispanic/Male	0	1	0
Hispanic/Female	0	0	0
GENDER/RACE ELIGIBLE AFTER TESTING			
Caucasian/Male	0	15	0
Caucasian/Female	0	2	0
African-American/Male	0	0	0
African-American/Female	0	0	0
Hispanic/Male	0	1	0
Hispanic/Female	0	0	0
GENDER/RACE PROMOTED			
Caucasian/Male	0	1	6
Caucasian/Female	0	1	1
African-American/Male	0	0	0
African-American/Female	0	0	0
Hispanic/Male	0	1	0

Hispanic/Female	0	0	0
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The Douglas County Merit Commission administers the promotional process for sergeant, lieutenant and captain with a certified list which is active for one year. The agency's role is limited to the approval of the testing methods/instruments, an interview conducted by the Sheriff, and final appointment. Job relatedness is ensured by conducting job analysis interviews with DCSO supervisors. Interviewers gather information on the common tasks performed in varying assignments and ranks and the knowledge, skills and abilities required to perform them.

The DCSO does not use assessment centers or allow lateral candidates as part of the promotional process. Although, the final decision is the Sheriff's, he values input from his staff using a Rule-of-Three Ballot. In this component staff members may rank the order of their nominee along with written justification and reasoning behind their recommendation. The Sheriff must select a candidate from the top three on the list and newly appointed supervisors serve a six month probationary period.

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

The agency provides 24 hour patrol coverage that responds to requests for police service throughout the County. They operate three, eight hour shifts, with eight to ten deputies on each shift to provide continuous coverage to their eight patrol divisions. Assignment to patrol shifts and days off is done through a seniority bid process. District assignments are rotated every two months and are reviewed each day during roll call.

All vehicles used for routine patrol are clearly marked and have emergency lights and sirens. All patrol vehicles are equipped with laptop computers and audio/video recording equipment. DCSO has numerous special purpose vehicles including K-9 units, crime scene investigation vehicles, prisoner transport vans, a radar trailer and a boat. The agency has a written directive addressing the operation of each of these vehicles. The agency's K-9 Unit is staffed with five deputies and one sergeant. All of their canines are trained in narcotics and patrol. All but one of the canines are trained to assist with SWAT operations.

Missing juveniles, including runaways, abandonment, abductions, or other missing statuses are included in the agency directives that include special considerations for critically missing or at-risk persons and provide specific guidelines for the use of the Amber Alert System. The agency has a general order that addresses mental illness. They have provided mental illness training to all personnel. Several of the personnel have attended Crisis Intervention Team (CIT) training and are certified.

The DCSO Criminal Investigative Division (CID) is staffed with one lieutenant, one sergeant and 10 detectives who work two shifts and are on-call on a rotating basis to provide 24 hour coverage. The agency has a very effective case management system in

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place and the reports prepared by the investigators are very detailed and provide appropriate information. The agency is a member in five multi-jurisdictional task forces, to include the Joint Terrorism Task Force, the CyberCrimes Task Force, the Regional Narcotics Task Force, the Metro Area Fugitive Task Force and the Financial Crimes Task Force. Investigation of vice and organized crime complaints are investigated in a manner consistent with the agency's investigative procedures and the confidential files are purged annually. All investigative files are securely maintained in the CID. It was apparent that a strong cohesive relationship exists between the agency and the task forces in which they participate.

The agency is very active in juvenile programs and conducts numerous enforcement programs such as Project Safe Schools, Project Extra Mile, Graduation/Prom Emphasis and a diversion program in cooperation with the Douglas County Juvenile Assessment Center. The juvenile prevention programs they participate in are DARE, School Resource Officer, Explorer Program, Neighborhood Watch and Fatal Vision. The agency's commitment to juveniles is demonstrated through Sheriff Dunning's membership in the Douglas County Juvenile Services Community Team and a lieutenant's involvement with the Omaha Community Partnership whose agenda includes Bright Futures, Nebraskans United. The agency also has four deputies who are members of Safe Kids Omaha. The agency does an annual review and written evaluation of all enforcement and prevention programs relating to juveniles. Several deputies also volunteer with youth programs in their communities.

DCSO has procedures to address dealing with juveniles to include interview/interrogation techniques. All of these procedures comply with CALEA standards and Nebraska State Statutes and include protecting the constitutional rights of juveniles.

The DCSO works in conjunction with the State of Nebraska Crime Victim's Bill of Rights to provide emotional support, requisite information concerning the victim's case and make appropriate referrals to help the victim or witness meet other needs that he or she may have; such as, language and deaf interpretation, sheltering, moving, counseling and other basis life subsistence needs.

The agency participates in a multi-agency community oriented team approach to evaluate domestic violence/child abuse reports. This collaborative effort works to ensure that thorough investigations are completed, case advocacy and monitoring takes place and that victim/witness needs are being met. Some of the advocacy groups they work with include: Victim Information and Notification Everyday (VINE), Nebraska Sex Offender Registry, the DCSO Chaplain Service and the Domestic Violence Coordinating Council (DVCC). Additionally, they meet the state requirements in providing the requisite services for crimes specified by statute; including, providing information about community services available, how criminal cases proceed through the criminal justice system and safety issues for women caught up in domestic violence situations.

Crime Statistics and Calls for Service

The agency identified larcenies, to include larcenies from vehicles as the most significant crime types impacting their service area. The agency had an overall decrease in part one crimes in 2007 compared to 2006 but larcenies accounted for almost 51% of all reported crime during the reporting period noted in the chart below.

Part I Crimes 2005-2008

	2005	2006	2007	2008
Murder	0	1	1	0
Rape	3	5	7	4
Robbery	25	14	16	6
Assault	401	398	454	317
Burglary	330	343	361	234
Larceny	755	1090	893	664
Vehicle Theft	90	95	100	72
Total	1604	1946	1832	1297*

* 2008 thru October

Calls for Service

2006	2007	2008*
14,363	14,093	12,526

*Calls For Service through November 2008; projected 13,370

The agency is involved in numerous types of crime prevention programs. The agency does an evaluation of their crime prevention programs at least once every three years with the last done in December of 2007. This evaluation addressed each of the prevention programs and gave recommendations for each program. The agency is very involved with the community's neighborhood watch and citizen patrol programs. The agency's website has a link to their programs and the Neighborhood Watch program is featured as part of this link. The agency also participates in business and school lockdown drills.

The lieutenant over the Administrative Services Bureau prepares a quarterly report to the Sheriff which addresses community concerns, potential problems, recommended actions and progress made towards addressing the problems. This is a comprehensive report that is also provided to other supervisors within the agency.

Vehicle Pursuits

Vehicle Pursuits

PURSUIITS	2006	2007	2008*
Total Pursuits	13	7	6
Policy Compliant	12	6	6

Policy Non-compliant	1	1	0
Accidents	0	1	1
Injuries (officer/suspect/third party)	0	0	0
Traffic offense	4	4	1
Felony	3	2	5
Misdemeanor	N/A	N/A	0

*Vehicle Pursuits through December 8, 2008

The agency has a detailed, comprehensive and restrictive general order addressing pursuits. A very detailed annual review and analysis is prepared on DCSO pursuits. This report includes a summary of the pursuits, a three year comparison of statistics related to pursuits, questionable pursuits, specific causes of concern, patterns and trends and analysis and recommendations. The most recent report reflected that during the three years of the assessment period the number of pursuits decreased. There were no injuries as a result of pursuits in the three year period above and only two pursuits involved a crash neither with any injuries.

DCSO uses stingers to attempt to end pursuits but does not allow the use of roadblocks, boxing or pitting as methods to stop vehicles. No DCSO personnel have had to forcibly stop a vehicle during this assessment period. No lawsuits were filed as a result of any pursuits and there were no significant issues involving the media or community groups as a result of any pursuits.

Critical Incidents, Special Operations and Homeland Security

The Sheriff is responsible for coordinating the agency's response to unusual occurrences. Although the agency has not had any unusual occurrences during the assessment period, it has a very comprehensive general order which addresses the "All Hazard" plan. The command function during such incidents is clearly addressed in the agency's general orders. All agency personnel have been trained on the Incident Command System/National Incident Management System (ICS/NIMS). The DCSO has actually implemented the ICS/NIMS during some significant events within the county such as an active shooter situation, a protest and a tanker accident. Participants prepare detailed incident after-action reports after significant events which address all operational functions, the planning component, the logistics component and the finance function.

Agency equipment used for critical incidents is inspected for readiness monthly and although the agency's general orders require that annual training be conducted on the agency's "All Hazards" plan, the agency conducts several trainings each year that address responding to such incidents.

DCSO established an Emergency Services Unit in 2007. The team consists of 16 members whose participation is a collateral assignment. The agency provides members of the team with specialty equipment needed to perform this function to include protective

gear, special weapons and equipment used to breach doors. The agency also has hostage negotiators that are part of the ESU.

DCSO has a written plan for handling special events and security for VIPs. During the assessment period the agency has worked with the Omaha Police Department and the United States Secret Service on several occasions while the President and Vice President of the United States of America visited Douglas County and also assisted with security for the Cox Golf Tournament which is a large scale annual event in Douglas County.

DCSO participates in the FBI's Joint Terrorism Task Force and with the Anti-Terrorism Advisory Council. Agency personnel have received training regarding terrorist groups and regularly share information with other law enforcement agencies. On the DCSO website is a link to the Homeland Security Advisory System and the current threat level. DCSO personnel have also received training in hazardous materials identification and handling.

Internal Affairs and Complaints against employees

Line supervisors investigate minor complaints such as demeanor or minor infractions of the rules or procedures. The Office of Professional Standards maintains control over all formal and informal investigations and investigates criminal acts, excessive force, improper use of firearms, civil rights violations, serious violations of rules and regulations or any other complaint assigned by the Sheriff.

Complaints and Internal Affairs Investigations

External	2005	2006	2007
Citizen Complaint	19	10	9
Sustained	6	2	3
Not Sustained	5	1	0
Unfounded	6	2	0
Exonerated	4	5	5
Sustained on Policy	0	0	1
Internal			
Directed complaint	36	24	24
Sustained	31	11	15
Not Sustained	1	4	1
Unfounded	2	3	3
Exonerated	1	6	5
Sustained on Policy	1	0	0

It is clear that the Douglas County Sheriff's Office takes its responsibility to accept and investigate complaints seriously. Documentation demonstrates that all complaints are received and examined with dispositions assigned. Less serious complaints (level 1) may be investigated through the chain of command and the more serious complaints (level 2) are investigated by the OPS. Internal complaints are entered into the AIMS, which not only tracks internal complaints but provides alerts for the Personnel Early Warning System.

Employees are notified in writing of the allegations against them when a complaint and investigation is pending. Complaints are maintained in a secure storage area within a locked file cabinet in a locked office. Annual statistical analyses are prepared and made available to the public and agency employees. Complaints of an urgent concern may and are frequently reported directly to Sheriff Dunning when deemed necessary. There were no identifiable trends nor were any remedial training or policy modifications required as a result of any of the complaints.

Citizens may file a complaint on-line or by obtaining a brochure or complaint form at the front desk and both of these avenues afford not only accountability but transparency within the agency by the public. The Internal Affairs Lieutenant maintains contact with the complainant regarding the status of the complaint on a regular basis. Written notification is made concerning the receipt of the initial complaint and upon the finding of a disposition and the complainant is advised of the results which are classified as sustained, not sustained, exonerated, unfounded or policy failure.

The agency strives for a fair and impartial investigation in an effort to come to a factual conclusion. This dedication affords the agency and its employees a higher level of integrity within the community it serves and enhances public safety.

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

Agency personnel search all prisoners before being transported. Personnel search each vehicle used to transport a detainee before starting the tour of duty and after each transport. The agency requires that prisoners only be transported in vehicles that have been modified to minimize escapes. A transport may only be stopped for a life threatening incident to a third party if the risk to the detainee is minimal. Detainees are not allowed to communicate with outside parties. The receiving agency is notified when deputies transport a detainee that may be an unusual security risk. There were no escapes this reaccreditation period. It was obvious that the agency takes detainee transportation very seriously.

The agency does not maintain a holding facility but does have a very secure and well maintained temporary detention area that complies with all CALEA standards. The agency has changed its procedures recently so that arrestees are taken straight to the Douglas County Jail for processing and testing instead of being taken to the DCSO for that process. Due to this, the temporary holding area is rarely used any longer. All agency personnel who may utilize the area are trained in such prior to assuming the duties and receive in-service training on that function at least every three years.

The entire temporary detention area, including the four cells is under constant video surveillance that is monitored by communications personnel and from another monitor in the CID. Policy does not allow detainees to be attached to immovable objects. The

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agency conducts daily inspections of the temporary holding cells to insure they do not contain contraband along with quarterly inspections of the cells which are more in depth and an annual administrative review which addresses the condition of the detention areas and procedures.

Under Nebraska State Law the Douglas County Sheriff's Office is in charge and control of both the County and District Courts within Douglas County. Court security is the responsibility of the Court Services Bureau and the directives reviewed and practices observed clearly demonstrate the agency's commitment to court security. Deputies do not use restraints on prisoners while in the courtroom unless the inmate is a high risk and then only after consultation with the presiding judge. The documentation clearly demonstrated that the agency is very professional and takes the responsibility of security in this area very seriously.

The agency provides for the security needs of the County and District Courts in the following manner:

- ❖ Entrance screening
- ❖ Equipment (inventoried to ensure a state of operational readiness)
- ❖ Detainee/Holding Facility security, life safety and sanitation
- ❖ Duress alarm response (tested annually)
- ❖ Fire alarm monitoring
- ❖ Emergency evacuations
- ❖ Courtroom(s) security
- ❖ Medical and health care services
- ❖ Escapes from custody
- ❖ Threats against the facility or personnel

The agency records regarding the legal process, both criminal and civil, contain all information required by standards. The agency maintains a thorough database of all warrants and wanted persons that is accessible to all agency personnel 24 hours a day through their Criminal Justice Information Systems (CJIS) terminals.

The DCSO Civil Proceeds Division processes 26,000 to 30,000 civil orders each year, including protective orders and writs. This division is staffed with eight full time civilian processors, one part time civilian processor, two personnel that deal with delinquent taxes, three full time deputies and several administrative staff.

The criminal division has 12,000 to 13,000 active warrants at any given time. It is staffed with seven full time deputies. In 2008 they served approximately 1058 felony warrants and 15,580 misdemeanor warrants. Only sworn deputies may serve arrest warrants, restraining orders and search warrants. A record of the execution or attempted service of all legal process is maintained in the data base. The agency uses a warrant review process to ensure that warrants are valid and to determine if the person named on the warrant is still at the listed address.

The agency's communication function is provided by the Douglas County Emergency 911 Dispatch Center. Although physically located within the Sheriff's main headquarters, the DCSSO does not supervise nor administer this unit. This center provides all emergency dispatch and call taking for all law enforcement, fire rescue and ambulance services within Douglas County. Two way radio communications between deputies and dispatchers was observed. Call takers accurately obtain and record information relevant to both criminal and non-criminal calls for service. The Dispatch Center's phone system separates emergency from non-emergency calls. Dispatchers have immediate access to the supervisor in charge, deputies in the field, maps of the jurisdiction and deputy status. Immediate playback capabilities were observed as was the dispatchers' ability to reroute misdirected calls for service. Emergency medical dispatch is available in hard copy flip chart format and on the computer and the training was well documented. Dispatch Center recordings are maintained forever and stored in a digital database and securely maintained. Requests for copies of recordings require supervisory approval. Emergency messages are taken and require face to face in person delivery. Dispatchers can monitor the multiple secured and alarmed radio tower transmission sites from the Center. The emergency generator is inspected quarterly and a yearly service inspection is completed per manufacturer recommendations and a full load test is conducted annually. The assessors had the opportunity to meet several dispatchers and found them to be caring professionals dedicated to providing quality services to the agency and the citizens of Douglas County.

The Douglas County Sheriff's Office operates a Records Division that is located within the Court Services Bureau and has secure, limited access space in their off-site building at 1616 Leavenworth. The division makes criminal and incident reports available to the public at a minimal charge. The agency has a comprehensive written directive system to cover all aspects of the law enforcement records management system. They utilize a computerized records system and records are available to personnel 24 hours a day. All records are maintained according to Nebraska State Retention Schedules. An assessor tour of the division allowed visual compliance of many standards and discussions with Unit Supervisor Jeanette Villone verified even more. The area is well equipped, staffed and very secure. All necessary Uniform Crime Reporting (UCR) submissions were documented and displayed. The agency has a master name file and unique number designation for each person arrested. The agency contracts with the DOTCOMM to conduct all necessary back ups of the network server and all back-up data files are stored and secured off site. The agency also provides a continuous password audit of the entire system and immediately identifies any possible security issues.

Property and Evidence

The assessment team agreed that this was one of the most impressive areas within the agency for many reasons. Crime Scene Investigation Unit Manager Dave Kofoed explained that in 2000 the unit consisted of six members with only high school degrees. Shortly thereafter, Sheriff Dunning made a commitment to develop the best CSI unit in

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Nebraska and today they have 13 personnel, of which nine have Master's Degrees (now required) along with two Forensic Scientists. They provide all laboratory and forensic functions in-house with the exception of DNA and firearm testing. The CSI unit is working toward the American Society of Crime Laboratory Directors (ASCLAD) certification and currently provides forensic services to 30 area agencies and handles over 3,000 scenes/events annually. They also are working toward providing their own DNA and firearms testing in the near future.

They provide qualified personnel that are on duty 24/7 and respond to and process all crime scenes or serious traffic collisions. The agency has concise guidelines and procedures in place for photographing, gathering, preserving and documenting the transfer of all evidence. The agency provides personnel the equipment and supplies necessary for thoroughly processing crime. A report is completed by the person that processes a crime scene or the scene of a traffic crash. The agency documents the submittal of all evidence to the forensic laboratory. Laboratory forms record the person responsible for submitting the evidence; the methods for packaging and transmitting the evidence to the laboratory; the types of documentation to accompany the evidence when submitted; a receipt to ensure the chain of evidence and a stipulation that the laboratory results will be submitted in writing.

All evidence and property recovered by the agency is appropriately packaged and labeled. All recovered evidence is logged in and placed under agency control prior to the end of the deputy's tour of duty and all movement of evidence and property is documented in agency records. The assessors witnessed an excellent demonstration by property room Supervisor Annette Doyle of how property is placed in the evidence lockers when the property room is closed and how property is removed, inventoried and placed into evidence utilizing the Bar-Coded Evidence Analysis Statistics Tracking (BEAST) system. Temporary storage for smaller items of in-custody or evidentiary property is provided during periods when the property room is closed. In the event a large piece of evidence is recovered the property room clerk is called in to secure the evidence inside the property room. A limited sample of property held by the agency was conducted by Assessor Liddicott during the on-site and it was determined that agency records were meticulously maintained in all examples reviewed and accurately reflect the status of all property held by the agency.

Additionally the agency conducts an annual assessment of the physical plant and adherence to policy. Another example of the agency's commitment to the evidence function is the fact that in addition to all the required audits/inspections/etc., agency members conducted a complete inventory of all property being held this past year" Such an inventory is not required by the standard unless there is a transfer of evidence custodians. All other annual announced and unannounced inspections of the property and evidence function were conducted in accordance with applicable standards. The level of care and professionalism brought to ensuring the safety and evidentiary value of all evidence and property was abundantly clear. Nothing made that more clear than proofs in the file that showed that Sheriff Dunning himself has conducted several of the required unannounced

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inspections of the property room during the reaccreditation period. Evidence personnel should be lauded for their handling of evidence and property.

H. Applied Discretion Compliance Discussion:

This section provides specific information on standards found to be in compliance after on-site "adjustments" were made. Adjustments may include modifying agency policies and directives, creating documentation and an alteration of the physical plant.

This section does not apply.

I. Standards Noncompliance Discussion:

This section does not apply.

J. 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 98.6% of applicable other-than mandatory (O) standards.

K. Future Performance / Review Issues

This section does not apply.

L. Table: Standards Summary:

	<u>TOTAL</u>
Mandatory (M) Compliance	338
(M) Noncompliance	0
Waiver	0
Other-Than-Mandatory Compliance	72
(O) Noncompliance	0
(O) Elect 20%	1
Not Applicable	49
TOTAL (Equals number of published standards)	<u>460</u>

M. Summary:

Agency files were found to be extremely well organized, documented and contained all appropriate materials. Assessors returned only one file for additional proofs of compliance that were already in possession of the agency. This was one more than was returned during the last on-site; however, the agency had no files placed in Applied Discretion compared to the two files during the last assessment.

Both standards found to be applied discretion issues during the last on-site remained in compliance during the assessment period and documentation indicated there were no issues with either of those files.

All annual reports were submitted to CALEA on time and the assessment was not problematic. The assessors reviewed all standards and found them to be in compliance with agency practices meeting the intent of CALEA standards.

The agency planned and conducted a particularly thorough and aggressive mock on-site assessment over a three-day period in September. Ten assessors, each proven experienced Accreditation Managers for their own agency as well as CALEA trained and experienced Assessors and/or Team Leaders from across the country were utilized for the mock. Each of the standards was reviewed and each of the time sensitive standards received a second review and visits of core functions were performed to confirm compliance and provide guidance. The agency reports this resulted in a greater level of internal interest, evidenced by a standing room only mock exit interview. This provided considerable guidance and information to help gain a greater level of compliance and assist preparing the agency to achieve a smooth assessment.

The assessment team found that at the end of the on-site, the agency was in full compliance with all applicable standards.

The agency maintains a customer survey on their website that is always available for citizens to complete. The results of the survey are on-going and tabulated annually. The survey addresses all areas required by CALEA. In the 2007 survey, which is the last survey with results tabulated, there were 48 surveys completed on the website, up from 44 in 2006. The huge majority of the responses in the survey were positive about the agency and the product they deliver to their customers. A detailed summary of the survey is provided to the Sheriff annually.

The Douglas County Sheriff's Office is an excellent example of a full service professional law enforcement agency. The management and staff of the agency, both sworn and non-sworn are well trained and dedicated to their job responsibilities and the community they serve. All staff members contacted by the assessment team were aware of the accreditation process and were supportive of the agency's efforts. Sheriff Dunning and Accreditation Manager Rob Sofie have succeeded in their mission to educate the entire agency that accreditation is an agency wide accomplishment, subscribing to the premise that accreditation be "*a way of doing business everyday*" and not some 'event' that occurs once every three years.

There have been no issues concerning biased based policing. There were no trends observed in grievances filed by employees and no modifications were made to policy. Instances of internal affairs investigations remained relatively constant during this

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reaccreditation period and remain low due to high ethical standards and constant training. Agency personnel were open, courteous and professional. It was evident throughout file review, ride alongs and interviews that agency personnel are totally immersed in the culture of CALEA.

N. Recommendation:

The Douglas County Sheriff's Office, Omaha, Nebraska is a full service law enforcement agency that provides quality services to the community. The agency, under the direction of Sheriff Tim Dunning, delivers professional services that are of high quality. The men and women of the agency are hard working, caring and respected individuals who are dedicated to making Douglas County a better place to live, work or just visit. Everyone is aware of the standards of accreditation and subscribe to each and every one, in both theory and practice. The accreditation process starts with Sheriff Dunning's total support and unwavering commitment to the process. In many instances CALEA defines an agency but it is clear that the Douglas County Sheriff's Office in fact defines CALEA.

The assessment team determined that the Douglas County Sheriff's Office had complied with all applicable standards. The agency had an excellent on-site assessment. There were no major concerns and the agency is recommended for reaccreditation.

It was clearly explained during the exit interview that the final reaccreditation decision is the prerogative of the Commission and that the assessment team's recommendations may be modified or not accepted.

Respectfully submitted,

Roy H. Liddicott
Team Leader
January 27, 2009