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To: City Manager Pamela Reece  
Mayor Chris Koos, Normal Town Council  
and Residents of the Town of Normal

I am pleased to present the 2021 annual report on behalf of all department staff. The report includes a variety of statistical data for our divisions, as well as an overview of programs and critical services we provide to the community.

In 2021 the department handled 67,281 calls for service and saw our first increase in part one crimes since 2015. Although the agency experienced challenges it also celebrated several accomplishments during the year.

In July the department successfully attained reaccreditation through the Commission on Accreditation for Law Enforcement Agencies, (CALEA) for the ninth time. This was accomplished through a virtual onsite evaluation by representatives from CALEA, who held a public hearing, met with agency personnel as well as community stakeholders. The department focused considerable efforts in 2021 on modifying policies and training to comply with the requirements of the Safety, Accountability, Fairness and Equity Today Act (SAFE-T Act), which took effect in July. This required considerable modifications to agency use of force, body camera and training components. The department was also successful in transitioning to the National Incident-Based Reporting System (NIBRS). Unlike crime data reported through the traditional monthly UCR Program, NIBRS provides much more specific information on the circumstances and context for crimes, like location, time of day, and whether the incident was cleared by an arrest. All of these and many more accomplishments were done while the department maintained mitigation efforts focusing on staff safety from COVID-19.

In 2021 the department focused a great deal of resources on staff recruitment. We celebrated 4 retirements and had several other sworn staff resign to pursue other opportunities. The department hired 7 new officers during the year and anticipate hiring an additional 12 in the first quarter of 2022 to fill remaining vacancies.

I am honored to serve with the community and am humbled by the outstanding service provided by all our staff. The department appreciates the tremendous support from the community, our elected officials and town administration. I wish you the best and hope you find the 2021 annual report informative.

Sincerely,

Rick Bleichner  
Chief of Police  
Town of Normal
MISSION STATEMENT

The Normal Police Department provides exceptional service, by embracing innovation and progressive techniques that make the Town of Normal a safe place to live, work and visit.

We build positive relationships through collaboration and we honor our profession by being accountable for our personal and professional conduct.

CORE VALUES

SERVICE

Customer service is our highest priority. We provide excellent police services in a caring and professional manner.

INNOVATION

We are committed to the development of new ideas. We improve our professional law enforcement services through the use of technology and progressive crime fighting techniques.

COLLABORATION

We work closely with the community to build positive relationships through open communication, commitment and action. All members of the organization work as a team to enrich our department, increase our effectiveness and improve the services we provide.

HONOR

We conduct ourselves in the highest ethical manner in all relationships with peers, superiors and subordinates. We are honest, truthful and respectful in our dealings with each other, and with those we serve.
The Normal Police Department is an Internationally Accredited Law Enforcement Agency through the Commission on Accreditation for Law Enforcement Agencies (CALEA) dedicated to the highest professional standards. The department received its initial accreditation in 1994 and has maintained accreditation since. Accreditation is a voluntary process which is continually ongoing, and the department’s compliance with specific standards is verified through regular auditing of policy and practice. The department achieved our ninth accreditation award in 2021 and has begun work to obtain our tenth accreditation in 2025.
DEMOGRAPHICS AND HIRING

The Normal Police Department is committed to providing quality, professional police services to the community in keeping with our mission and core values. The department dedicates a great deal of resources to recruitment, selection and retention of our staff. The department has 76 sworn officers, 9 full time and 7 part time civilian employees.

<table>
<thead>
<tr>
<th></th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>African American</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>Hispanic</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>White</td>
<td>59</td>
<td>6</td>
</tr>
</tbody>
</table>

Percentage of minority, full time, police employees - 14%

TRAINING

**2021**

- Training Hours: 10,761
- Supervisory Training Hours: 1,346
- Trainings: 92
- Online Training Hours: 430
PERSONNEL AND RETIREES

PERSONNEL 2021

7 Police Officers Hired
1 Non-Sworn Employees Hired
4 Promotions
4 Retirements

NEW HIRES

J. Harper
Officer

D. Bachman
Officer

N. Kosenesky
Officer

I. Briggs
Officer

T. Parks
Officer

B. Yazell
Officer

M. Castillo
Officer

J. Alvis
Evidence Manager

PROMOTIONS

Shane Hackman
Asst Chief

Steven Koscielak
Lieutenant

Jacob Hoeniges
Lieutenant

Brad Underwood
Sergeant

RETIREMENTS

Asst Chief E. Klingele
28 Years of Service

Ofc. J. Merica
28 Years of Service

Ofc. R. Stoll
26 Years of Service

Ofc. M. Zabukovec
22 Years of Service

NORMAL POLICE DEPARTMENT
The Patrol Division provides continual police services to the community by deploying officers on 3 primary and 2 secondary shifts. The division responds to all 911 and non-emergency calls from the public while providing community services in line with our mission and core values. Officers work closely with residents and other law enforcement partners to provide the highest level of public safety services to the community.
TRAFFIC CRASH REPORTING

TRAFFIC CRASHES

1,290 Total Collisions Reported
1,106 Non-Injury Collisions
184 Injury Collisions (2 Fatalities)
253 Hit and Run Collisions

2020-2021 Crash Comparison

Street Crashes: 871 +34.83%
Private Property: 419 +32.59%
Pedestrian: 23 -17.86%
Bicycle: 7 -30%
Personal Injury: 184 +12.20%

Normal Police Department
Top Intersection Related Crash Locations - 2021

Normal Police Department
2021 - Collision Cause

- 11 Front to Rear
- 09 Parked Motor Vehicle
- 10 Turning
- 15 Angle
- 12 Sideswipe (Same Direction)
- 06 Fixed Object
- 16 Rear to Side
- 01 Pedestrian
- 07 Other Object
- 18 Rear to Front
- 17 Rear to Rear
- 13 Sideswipe (Opposite Direction)
- 02 Pedalcyclist
- 14 Front to Front
- 04 Animal
- 05 Overturned
- 08 Other Non-Collision
The Criminal Investigations Division is led by a Lieutenant and 2 Sergeants who oversee the delivery of investigative, crime scene services and oversee the School Resource Officer Program. Division personnel complete follow up investigations on more serious criminal offenses when specialized training is needed, additional time or resources, outside that of the patrol division are needed or the investigation will take staff outside of our jurisdiction.

**Investigations Division**

- Total Cases Assigned: 589
- Total Cases Cleared: 567
- Adults Arrested: 75
- Juveniles Arrested: 5
- Detectives: 7
- School Resource Officers: 4

**Vice Unit**

- New Cases: 32
- Narcotics Buys: 61
- Arrests: 51
- Search Warrants: 26

**Vice Unit Seizures**

- Total Money: $15,374
- Total Cannabis: 8,779 g
- Total Cocaine: 170 g
- Street Value of Seized Drugs: $260,000

**Crime Scene Unit**

- Crime Scenes Processed: 53
- Video Duplication: 17,720
- Total Evidence Processed: 18,972
The Town of Normal is a safe community, with reported crime at historically low levels. Innovative policing techniques and real time crime analysis assist command staff to effectively deploy departmental resources, resulting in increased crime suppression and suspect apprehension. Concentrated efforts on the part of dedicated staff continue to positively impact criminal activity in the area.

**Crime Statistics**

<table>
<thead>
<tr>
<th>Crime Type</th>
<th>2020</th>
<th>2021</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Robbery</td>
<td>19</td>
<td>11</td>
<td>-42.11%</td>
</tr>
<tr>
<td>Assault/Battery</td>
<td>279</td>
<td>341</td>
<td>+22.22%</td>
</tr>
<tr>
<td>Burglary</td>
<td>94</td>
<td>59</td>
<td>-37.23%</td>
</tr>
<tr>
<td>Vehicle Burglary</td>
<td>120</td>
<td>112</td>
<td>-6.67%</td>
</tr>
<tr>
<td>Drug Offenses</td>
<td>221</td>
<td>122</td>
<td>-44.80%</td>
</tr>
<tr>
<td>D.U.I.</td>
<td>132</td>
<td>179</td>
<td>-35.61%</td>
</tr>
<tr>
<td>Theft</td>
<td>498</td>
<td>510</td>
<td>+2.41%</td>
</tr>
<tr>
<td>Vehicle Burglary</td>
<td>120</td>
<td>112</td>
<td>-6.67%</td>
</tr>
<tr>
<td>D.U.I.</td>
<td>132</td>
<td>179</td>
<td>-35.61%</td>
</tr>
<tr>
<td>Gun Incidents</td>
<td>30</td>
<td>26</td>
<td>-13.33%</td>
</tr>
<tr>
<td>Weapons</td>
<td>60</td>
<td>42</td>
<td>-30%</td>
</tr>
</tbody>
</table>

Note on sexual assault reporting: reports received in 2020 were abnormally low, attributed to COVID restrictions and shut downs. The 5 year average for sexual assault reports is 53.
The community services unit is responsible for responding to citizen request for services outside of daily patrol operations, including presentations to community groups, addressing neighborhood concerns and providing education on a variety of law enforcement topics. The Department utilizes several social media programs to reach residents, including the Next Door app which reaches 10,501 users, 7,540 registered residents and 80 neighborhoods.
Special Olympics Illinois

Officers with the Normal Police Department raised $15,915 in 2021 for the Athletes of Special Olympics Illinois. Activities were modified as a result of COVID protocols, however, Normal officers were able to participate in the Torch Run, Cop on Top and a modified Polar Plunge which included members of the Normal Fire Department spraying staff with a fire hose in lieu of a plunge in the lake.

PBPA Unit 22

The Police Benevolent and Protective Association Unit #22 is comprised of 78 sworn Officers. Every year our members participate in several activities throughout our community and within the state to raise funds for various organizations. Some of those organizations include: Special Olympics, Concerns of Police Survivors (C.O.P.S.), Big Brother/Big Sister, St. Jude, local athletics and our own community programs such as Thanksgiving Baskets and Shop with a Cop. Unit #22 is committed to making a difference in our community and throughout the Town of Normal.
The Normal Police Department recognizes employees who have performed exceptionally in carrying out their duties, service to the community and for acts of bravery. Nominations can come from any member of the department and are reviewed by the Awards Committed, who provides a written recommendation to the Chief of Police.

**COMBAT CROSS MEDAL AWARD**

For the successful and intelligent performance of duty on August 30, 2021, and the act of extraordinary heroism, while in personal confrontation with an armed adversary, at imminent hazard to your own life. The bravery and decisive action of these officers prevented further harm to members of the community.

![Medal Image]

- Ofg. Shane Bachman
- Ofg. Evan Easter
- Ofg. Cory Phillips

**MERITORIOUS SERVICE AWARD**

On August 30, 2021 Sgt. McCauley responded to an armed suspect with reported gunshot victims. Sgt. McCauley arrived and took control of the scene, identified officers that were involved and coordinated their assistance. He evaluated the circumstances and properly directed the initial response. Sgt. McCauley then located victims, recognized the severity of their wounds and provided tactical first aid to the victims. Sgt. McCauley efficiently managed the incident and incoming resources. Sgt. McCauley’s dedication to duty and resolve under pressure were above and beyond the normal call of duty and his actions greatly contributed to the successful resolution of this incident.

- Sgt. Jon McCauley

**MERITORIOUS SERVICE AWARD**

On August 30, 2021 Officer Hepler responded to an armed suspect with reported multiple gunshot victims. Without hesitation, Officer Hepler ran toward the gunfire to assist officers in placing the suspect into custody. Officer Hepler quickly transitioned to provide comfort and care to wounded individuals until advanced medical treatment arrived. She also assisted in coordinating care for a disabled adult family member of one of the victims, making sure the person was safe and connected with other family. Officer Hepler’s actions were above and beyond the normal call of duty and they greatly contributed to the successful resolution of this incident.

- Ofc. Kyley Hepler
DEPARTMENTAL AWARDS

MERITORIOUS SERVICE AWARD

On December 10, 2021 Officer Melanie Crays responded to an armed and suicidal individual at a motel. Officer Crays recognized the gravity of the situation upon her arrival and began to gather information to assist with a negotiation. While working alone she initiated a phone conversation with the individual, establishing trust and rapport. Officer Crays was able to recognize several points of finality during the conversation and kept the individual engaged and redirected. After an hour, Officer Crays was able to negotiate the safe surrender of the individual. Officer Crays’ dedication to the individual’s well-being and superb communication skills were above and beyond the normal call of duty and her actions solely contributed to the successful resolution of this incident.

2021 OFFICER OF THE YEAR

The Officer of the Year Award recognizes officers who demonstrate sustained performance, exemplary service to the community and dedication to the mission and core values of the Normal Police Department. Officer Phillips was nominated for his proactive policing in all performance categories while working the 3-11 and 7-11 shifts. He demonstrated excellent interview skills in multiple felony cases, eliciting information from victims and witnesses that resulted in the arrests of several subjects. Officer Phillips performed valiantly in the face of great personal danger during an active shooter incident on August 30, 2021.

GOOD CONDUCT AWARDS

The Police Good Conduct Award is awarded for 5 years of continuous police service to the Town while showing special faithfulness, attention to duty and a positive attitude. The officer’s personnel records and performance evaluations will be used to determine the qualifications of an officer for this award.

Ofc. J. Merica
4th Award

Sgt. M. Chiesi
3rd Award

Lt. S. Koscielak
2nd Award

Ofc. B. Larimore
2nd Award

Ofc. J. Krueger
1st Award
NORMAL
Police Department

Committed to Service Excellence

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