

HINSDALE POLICE 2018 Annual Report





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From the Chief's Office



On behalf of the men and women of the Hinsdale Police Department, thank you for reviewing our annual report. Police officers are often the first on the scene when a family experiences a personal tragedy due to a loved one's sudden death. The Police Department forged a partnership with the Community House in order to provide immediate crisis intervention services for residents who have lost a loved one and to offer support for surviving family members when needed. 2018 represented the first full year that this service was available, and we are very grateful to the men and women of the Community House who have made this partnership possible.

DuPage County continues to experience a high number of heroin/ opioid deaths. Hinsdale is not immune from this epidemic. During the year the department installed a drug take back container in the lobby as we know from national data that opiate abuse often starts with unused prescription medication in the home. We will continue to confront the challenge of heroin use by providing education and resources to the community, supplying officers with NARCAN to assist overdose victims and making arrests when those distributing the drugs are identified.

Hinsdale remains a low crime community. The crimes that do occur here are often crimes of opportunity. In 2018, fifteen vehicles were stolen from the Village. These are crimes that primarily occur during the overnight hours with vehicles that are left unlocked with the key fobs inside. Although we have made a number of arrests in the auto thefts, we ask that you do your part by securing your property and removing the key fobs from your vehicle.

The annual report is intended to be a snapshot of the agency. If you would like information on any item contained within, please reach out to me or the staff of the Police Department. We are a proud organization in the noble profession of law enforcement. We are exceedingly grateful for the support that we receive from the community, the source of our authority.

Thank you.

Sincerely,

Brian King

Chief of Police

Department Mission and Values

The mission of the Hinsdale Police Department is to provide the community with impartial law enforcement, community-oriented services and police protection in our Village, while maintaining the highest ethical and professional standards.



We believe the success and effectiveness of our organization is built upon values.

To fulfill our mission, we are committed to:

- * Providing the community with a high level of service.
- * Acknowledging our responsibility and accountability to the citizens of Hinsdale, our source of authority.
- * Performing our duties within the spirit and to the letter of our laws and the Constitution.
- * Remaining sensitive to human needs and treating each person with respect, compassion and dignity.
- * Promoting mutual trust between the department and the citizens and institutions of Hinsdale.
- * Enhancing the safety and feeling of security for Village residents.
- * Fostering a quality work environment that encourages open communication and affords trust, respect and support for each member.
- * Approaching each situation as unique and responding creatively with empathy and the prudent use of discretion.

Department Staff



Chief Brian King



Deputy Chief
Thomas Lillie



Detective
Sergeant Louis
Hayes



Sergeant Mark
Wodka



Sergeant Kevin
Susmarski



Sergeant
Thomas Krefft



Sergeant Brian
Davenport



Juvenile Officer
Mike Coughlin



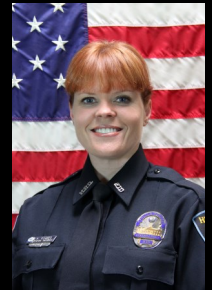
Officer Chris
Washburn



Officer Steve
Ruban



Detective Art
Holecek



Officer Karen
Kowal



Officer Jeffrey
Huckfeldt



Officer Grant
McElroy



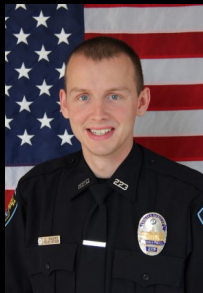
Officer Dan
Blake



Officer Kevin
Berland



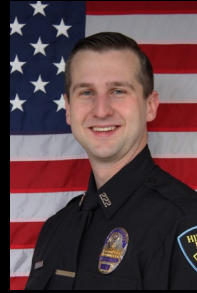
Officer Evan
Caughie



Detective Carter
Sward



Officer Ryan
Grahm



School Resource
Officer Dan
Mazepa



Officer Matthew
Root



Officer Andrew
Gallik



Officer Frank
Smith



Officer Teresa
McIntyre

Civilian Staff



Community
Service Officer
Nina Szaflarski



Community
Service Officer
Matt Miller



Community
Service Officer
Tim Nge



Investigative Aide
Frank Homolka



Records Clerk
Mike Hogan



Administrative
Analyst
Anna McLean



Administrative
Coordinator
Safia Rusulis

Retirements



Deputy Chief Erik Bernholdt retired from the Hinsdale Police Department on May 9th, 2018 with twenty-eight years of law enforcement experience, marked by proven administrative, command, investigative and supervisory skills. Erik spent a significant amount of his career working in the Investigation Division as a Detective and then as a Supervisor. We wish him the best of luck in the next chapter of his life as he goes on to work for the Burlington Northern Santa Fe Railway Police. He will be sorely missed.



Promotions



Detective Thomas Krefft and **Officer Brian Davenport** were promoted to Sergeant and sworn in at the September 4th, 2018 Board Meeting.

Detective Krefft was hired in February 2005, and served as a Police Officer until 2016 when he began a specialty assignment as a Detective within our Investigations Bureau. He is also part of the Felony Investigative Assistance Team as a crisis negotiator on the SWAT Team.

Officer Davenport has been with the Hinsdale Police Department 25 years, since October 1993. He has consistently led the department in DUI arrests throughout his career. He also serves as a Field Training Officer for new recruits.



Recruitment

The Hinsdale Police Department is an agency in transition. Retirements and turn over: Since January 2016, fifty three percent of the staff has turned over. We are a much younger department than we were just three short years ago. The transition has effected every component of the agency including supervisory staff where internal promotions account for five of the six new supervisors. It is an exciting time as we form the culture and professionalism of the agency for decades to come.

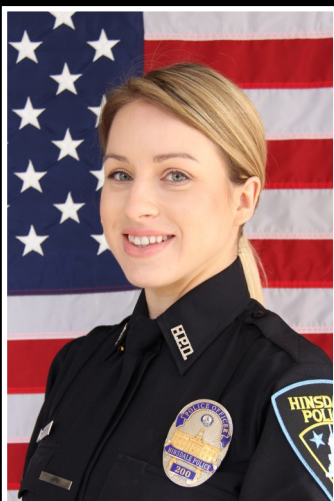
The staff of the Police Department worked with the Fire and Police Commission to reconstitute the hiring process to ensure that the very best candidates were available for hire.

In 2018 after an aggressive recruitment campaign, three officers were placed on the force. This is a highly competitive process where less than 4% of those initial applicants are selected.

Meet three of our new officer in 2018:

Andrew Gallik, left, attended Brother Rice high school, then went to Boston College under a four year scholarship to play football. He was drafted by the NFL and played two years with the Tennessee Titans.

Frank Smith, right, attended De La Salle high school then Lewis University. Frank worked at the Cook County Jail as a Correctional Officer for six years.

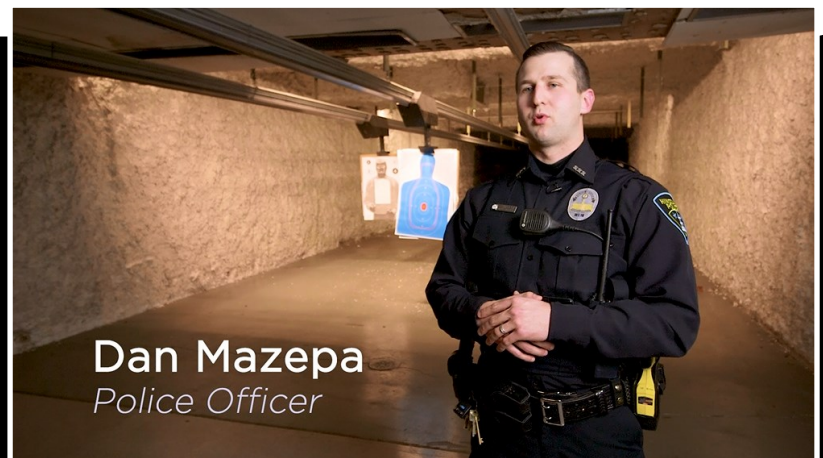


Teresa McIntyre was hired in December of 2018. She is attending the academy and is expected to graduate in April 2019. McIntyre moved to Chicago from New York after deciding to pursue a career in law enforcement.



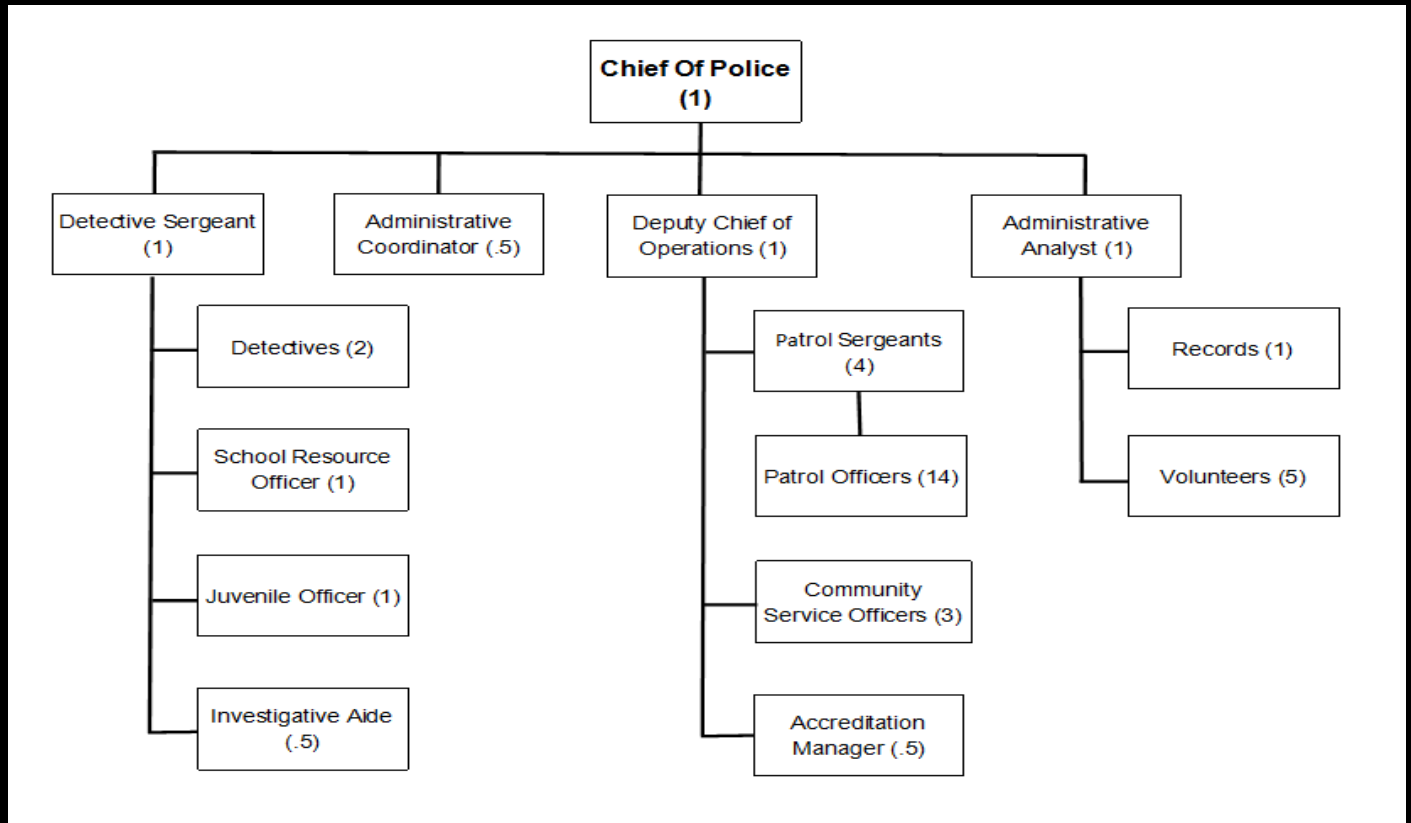
Successful recruitment takes many forms including community outreach, interacting with colleges with large criminal justice programs, and social media. In 2018, a recruitment film touted the pay, culture, and opportunities available to prospective candidates at the Hinsdale Police Department. We invite you to view the video at YouTube. Just search Hinsdale Recruitment Video or click on the link:

<https://www.youtube.com/watch?v=fYIcvmv97s&feature=youtu.be>



Department Organization

- 25 Sworn Officers
- 3 Full Time Civilian Staff
- 6 Part Time Civilian Staff
 - 5 Volunteers



Commendations

Commendation awards were presented to the Hinsdale Police Officers that responded to a Burglary in progress in May 2018. Their quick actions led to the successful apprehension and arrest of the offender. Burr Ridge officers and the homeowner were also given awards for their roles in the event.

In June of 2018, Sergeant Wodka and Officer Huckfeldt were acknowledged for their part in saving the life of long time village dance instructor who had a heart attack while teaching a class at the KLM Lodge. He made a full recovery thanks to all of the first responders' and bystanders' quick actions.



Patrol Officer Blake was commended on his work after taking a forgery report from a small business owner after the owner discovered fraudulent activity in the company's financial reports. Officer Blake developed this case, conducting interviews and generating investigative leads. In the end, a Grand Jury indicted the offender, an employee, on nine felony counts: two charges of Theft; six charges of Forgery; and Continuing Financial Crimes Enterprise. These crimes proved to be an ongoing, elaborate, and complicated scheme exceeding \$420,000 in losses. Throughout, Officer Blake was thorough, attentive to detail, and organized in his handling of paper and digital evidence. He demonstrated effective interview, interrogation, and report-writing abilities and managed his time well by balancing this investigation with other investigations and daily patrol responsibilities.

CAREER MILESTONES IN 2018

5 YEARS Officer Dan Blake and Officer Grant McElroy both hired on 3/25/2013

15 YEARS Officer Karen Kowal, hired on 9/26/2003

20 YEARS Detective Sergeant Louis Hayes, hired on 1/12/1998 and Officer Chris Washburn, hired on 8/17/1998

25 YEARS Officer Steve Ruban hired on 4/21/1993 and Sergeant Brian Davenport, hired on 10/04/1993

Congratulations!

Traffic Safety

Traffic Safety is a high priority for the Police Department. In addition to traffic enforcement that occurs during the course of an officer's normal patrol activities, the Police Department participates in regional and national enforcement campaigns targeting Driving under the Influence, Seatbelt Usage, Distracted Driving, and Speeding. In 2018, we obtained Traffic Safety Grants from the Illinois Department of Transportation in excess of \$30,000 to conduct additional DUI and seatbelt enforcement. In 2018, there were 77 individuals arrested for DUI. Sergeant Susmarski, Sergeant Davenport, Officer Caughie and Sergeant Wodka led the department with the highest numbers of DUI arrests. If you are an avid follower of this report, you might notice that Sergeants Susmarski and Davenport have been leading the department in DUI arrests as far back as 2006.



Offense	2016	2017	2018
Disobeyed Traffic Control Device	701	342	275
Disobeyed Railroad Control Signal	15	27	32
Disobeyed Stop Sign	563	655	463
Improper Lane Usage	396	361	379
Driving while License Suspended/Revoked	102	87	134
Failure to Wear Seatbelt/Child Restraint	65	96	126
Failure to Yield	117	120	134
Speeding	2247	2211	2156
Driving Under the Influence of Alcohol/Drugs	71	68	77
Insurance Violation	122	113	102



The Police Department conducted roughly 4,600 traffic stops in 2018. Legislation passed in Illinois that requires each law enforcement agency to collect and publish data related to traffic stops. The purpose of the legislation is to demonstrate whether an agency participates in bias policing practices. The following is traffic stop data collected as part of the legislation. The Benchmark data is provided by the state and the stop data is populated by the agency. The Hinsdale Police Department has a strong commitment to impartial law enforcement. Our stop data, which closely correlates to the benchmark, underscores this commitment to impartial policing.

2018 Traffic Stops				
	Caucasian		Minority	
Total Stops	3,370	73.37	1,223	26.63
Benchmark	74.06%		25.94%	
Reason For Stop				
	Caucasian		Minority	
License/ Registration	215	6%	87	7%
Equipment Violation	173	5%	88	7%
Moving Violation	2,982	88%	1,048	86%
Outcome				
	Caucasian		Minority	
Warning	2,079	62%	735	60%
Citation	1,291	38%	488	40%

Investigations Division



The investigations bureau consists of a Detective Sergeant, two Detectives, a Juvenile/ Crime Prevention Officer, a School Resource Officer, a part-time Investigative Aide and a part-time Administrative Coordinator.

In 2018, Sergeant Hayes was re-assigned from Patrol Sergeant to Detective Sergeant. Detective Sward and Detective Holecek were both assigned from Patrol Officer to position of Detective this year. Administrative Coordinator, Safia is also new to the team and functions part-time at the Police Department and part-time at the Fire Department. She brings to the organization job experience in the public sector, including DuPage County Homeland Security and Emergency Management and Norcomm Public Safety Dispatch. Since retiring as a Police Officer in 2011, Investigative Aide Frank Homolka continues to serve this community and agency in the capacity of an Investigative Aide/Evidence Custodian. Long time Juvenile and Crime Prevention Officer, Mike Coughlin, continues to teach DARE in the grade schools and middle school, and coordinates many of the community events that the Police Department hosts.

The Investigations Division are assigned to investigate criminal cases such as theft, motor vehicle theft, burglary, sexual assault, sexual abuse, suspicious deaths, fraud, forgery, identity theft, battery, and hit and runs.

The School Resource Officer or “SRO” of Hinsdale Central High School is Officer Dan Mazepa. A School Resource Officer is a Police Officer, employed by the Police Department but assigned to work at the High School for 40 hours each week. SROs provide a safe and secure environment by monitoring the campus, helping enforce traffic laws in the busy morning and afternoons, building and establishing meaningful relationships with students and staff and proactively interacting with the school community to ensure the enforcement of Village and state laws. SROs investigate allegations of criminal incidents and make referrals of students to juvenile authorities, when necessary. SROs receive 40 hours of specialized training before being placed in the school. The SRO acts not only as a law enforcement officer, but as a law enforcement counselor and law enforcement educator. SRO Mazepa hosts the criminal justice club, which is well attended by students.



Longstanding Juvenile and DARE Officer, Officer Mike Coughlin, keeps busy spending his time in the middle and elementary schools teaching DARE classes and conducting 3 lockdown drills a year at each school. Officer Coughlin is the officer assigned to cases involving juvenile crime or abuse. He also coordinates many community events like the DARE Lock-In, the Bike Rodeo, the Open House, Safety Village, the Citizen’s Police Academy, a situational awareness course geared toward high school females to learn self-defense, and Alive @ 25, a distracted driving course. In the picture to the left Officer Coughlin is at the “Bike Rodeo” where he teaches children bicycle safety.

Numbers & Statistics

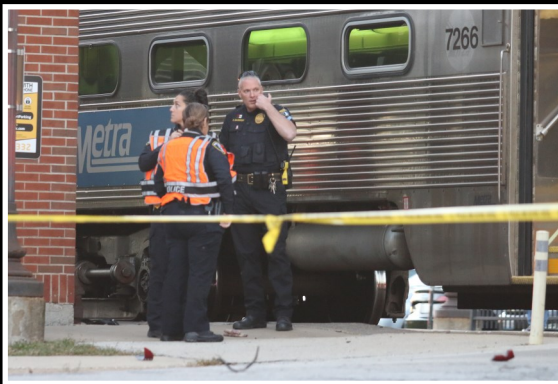
The year by the numbers

	2018	Five Year Average
Calls for Service	15,924	15,833
Adult Arrests	271	313
Juvenile Arrests	19	67

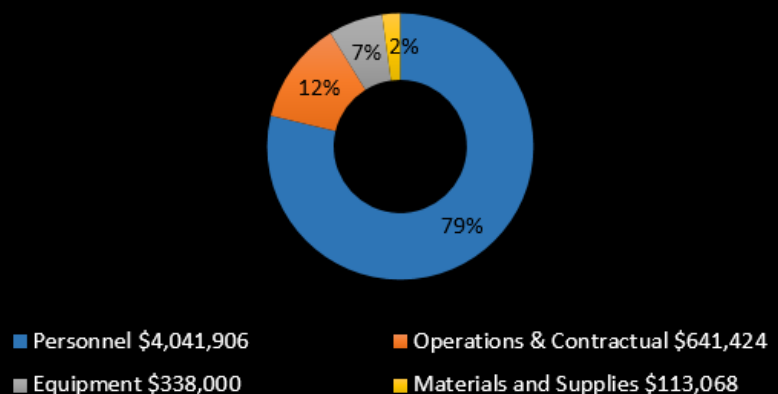


Selected Offenses

	2018	5 Year Average
Motor Vehicle Burglaries	47	36
Residential Burglaries	16	13
Other burglary	8	10
Auto Theft	15	8
Theft	88	90
Assault / Battery	45	50
Robbery	0	5



Police Department Budget FY 18/19



The 2018 budget for the Police Department was just over 5.1 million dollars. The Police Department prides itself on providing professional and responsive law enforcement services to residents of the village in a cost effective manner. The budgeted amount translates to just less than 80 cents a day per resident.

Overdose Deaths							
2015		2016		2017		2018	
Hinsdale	Dupage Co.	Hinsdale	Dupage Co.	Hinsdale	Dupage Co.	Hinsdale	Dupage Co.
3	51	3	95	0	95	3	Not yet reported

Opioid/Heroin Addiction

The Chicago Metropolitan area has experienced an increase in heroin and opioid use among young adults. Heroin is cheaper and more readily available now than at any time in our recent history.

Department Strategies:

Drug Take Back Container

A drug collection container was installed in the lobby of the police department where residents can safely dispose of unused pharmaceutical medication. According to CDC data, misuse of prescription

medication is the strongest risk factor for starting heroin use. In one study, three out of four heroin users reported misusing prescription medication prior to using heroin. We encourage residents to clean out their medicine cabinets of unused medications. It's easy, simply come during lobby hours, it's anonymous, your personal information is not taken, and it will make your home safer.

Education

The police department participates in education sessions where residents can learn more on how the epidemic affects Hinsdale as well of learning of available resources for those struggling with addiction and support for family members.

NARCAN

Every Hinsdale police officer carries NARCAN for those individuals experiencing a heroin overdose. NARCAN reverses the effects of a fatal overdose.

Officers administered NARCAN to three individuals in the community in 2018.

Arrests

The Hinsdale Police Department investigates the possession or distribution of heroin in the community. Although we are cognizant of the fact that we cannot simply arrest our way out of the heroin epidemic, we also know from experience that consequences associated with an arrest are often the impetus for getting individuals addicted to heroin into an effective recovery program.

Community Resources

Hinsdale is a community with an abundance of resources. We have developed a close partnership with community resources to make referrals to those individuals seeking help.

Overdose Deaths in Hinsdale

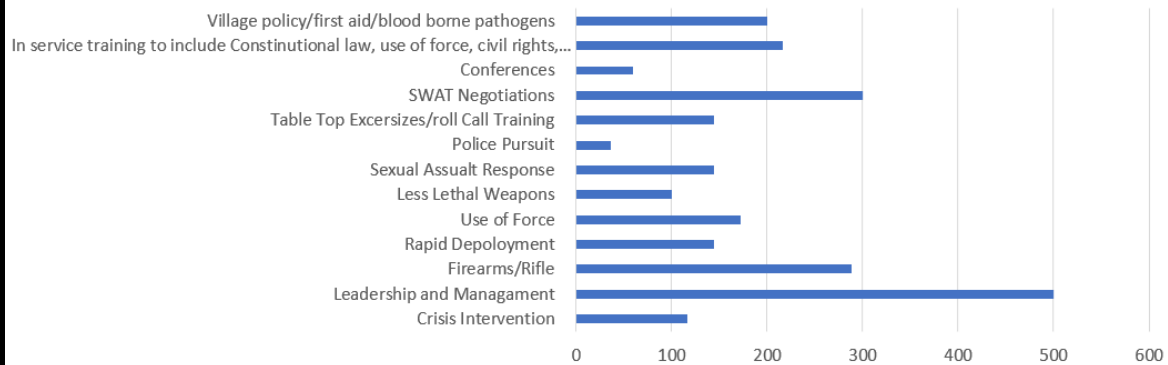
- Ages range from 22 to 50 years old
- Average age is 29
- Medium age is 26.5
- Use of Narcan– an average of three reversals per year



Training



Sworn Officer Training by Hours



Members of the Hinsdale Police Department participated in over 2,000 hours of training in 2018. Some of the training is mandated by state law and other training is required to maintain our status as a nationally accredited law enforcement agency (CALEA). The remainder of our training is determined by a needs assessment conducted by staff to best meet the needs and expectations of the community.

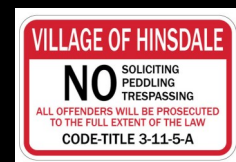


Police Services

Hinsdale Police Officers respond to emergency and non-emergency calls 24 hours a day, 365 days a year. They assist individuals that come to the police department that wish to make a report, get advice about a situation or simply speak to an officer about something. In addition to these traditional police services, the police department offers its residents a variety of other services and resources to help foster a safe environment in Hinsdale.

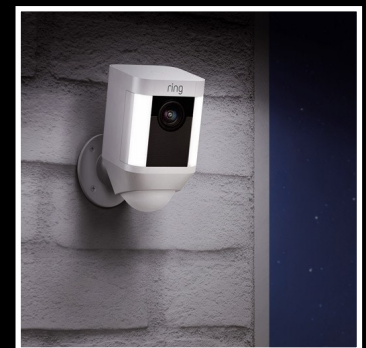
Special Needs Program The Persons with Special Needs Identification Program was created to assist residents of Hinsdale who may be at a greater risk of becoming confused, disoriented, lost or missing. This program is designed to provide the Hinsdale Police Department with the necessary information that will allow them to make faster identifications, reunite family members more quickly, and provide help to persons with special needs without delay. The police will collect and store photographs, emergency contact information, and other personal information relevant to the special needs for someone with physical or mental disabilities. The information contained in this database is used only for emergency responders for the purpose of identifying and locating an individual who is reported missing or found wandering.

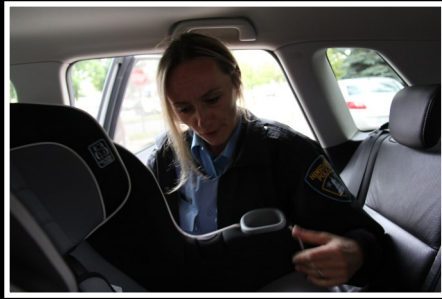
No Soliciting Sticker These stickers for your home or business are available free of charge at the Police Department.



You Are Not Alone The You Are Not Alone (YANA) program is a free service to senior citizens who live alone and would benefit from someone checking on them on a regular basis. Independent, single residents enrolled in the program are called weekly for updates on important information about the community and to have their well-being checked. The program does not provide any medical assistance, service, or advice.

Block Watch Program Block Watch enlists the help of residents who have home outdoor video cameras to solve neighborhood crimes. Investigators have found when canvassing a neighborhood after a crime has occurred that a home video system may have captured a picture of a suspect and/or a vehicle. This can be an *extremely* valuable lead that can help in an investigation and may lead to an arrest. The Block Watch program is voluntary and asks residents who have outdoor surveillance cameras to register their camera with the Police Department. If a crime occurs in the neighborhood we will ask you to check your camera system to see if you captured a picture that may aid in our investigation. The program has already helped with the identification of suspects in various cases. There is no charge to participate in the program and program participants will be kept confidential.





Car Seats Installation and Inspections

Community Service Officer Nina Szaflarski is a certified child passenger technician. Nina can install or inspect child car seats upon appointment.



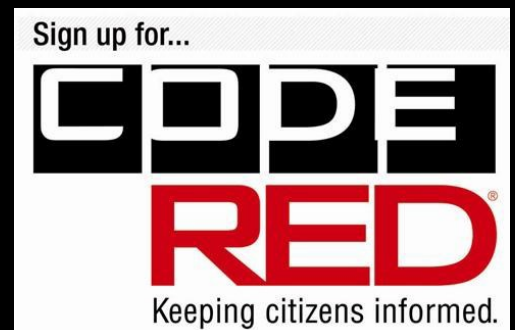
Fingerprinting Staff at the Hinsdale Police Department can provide ink and paper fingerprinting services. The fee is \$10 for residents, and \$25 for non-residents.

Meetup Spot The Hinsdale Police Department foyer is now a designated meet up spot for secure transactions for buyers and sellers from online marketplaces. The foyer is an accessible, well-lit, surveilled area that eliminates the need for two strangers to exchange items at a home or residence. Having a designated public space to conduct a transaction can help deter criminal intent and activity.



Drug Take Back Bin The Hinsdale Police Department has partnered with the Cook County Sheriff's Office to utilize their free Prescription Drug Take Back Program. There is a collection box located in the Hinsdale Police Department that can be accessed during lobby hours, which are Monday through Friday 9am - 6pm and Saturday 9am - 2pm. For your safety and the safety of the environment, drop off unused or expired prescription and non-prescription drugs with no questions asked to make sure they get disposed of safely. No needles or liquids are to be put in the collection bin.

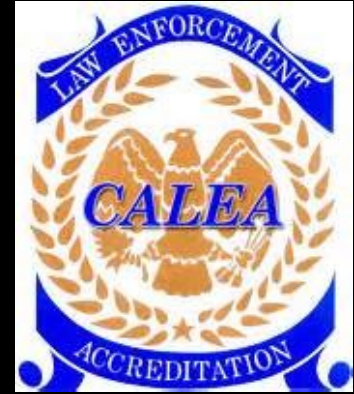
Community Electronic Notification Program The Community Alert Network enables the Hinsdale Police Department to use e-mail, text, and/or voice call to send our pertinent community information, including crime or criminal information, street closings, utility notices, missing person flyers or other emergency information that may affect community members or the Village of Hinsdale. These informative alerts are meant to educate the public, reduce fear, increase the chance that criminals will be caught, and help prevent future occurrences of crime. To register for the Community Alert Network, residents can visit and register at the online webpage which can be found at



Professional Standards

The Hinsdale Police Department is an accredited law enforcement agency, meaning we voluntarily meet an established set of professional standards through the Commission on Accreditation for Law Enforcement Agencies (CALEA) which requires:

- Comprehensive and uniform written directives that clearly define authority, performance, and responsibilities
- Reports and analyses to make fact-based and informed management decisions.
- Preparedness to address natural or man-made critical incidents
- Community relationship-building and maintenance
- Independent review by subject matter experts
- Continuous pursuit of excellence through annual reviews and other assessment



Use of Force

The Hinsdale Police Department made 380 arrests in 2018. Officers are trained in a professional policing model where communication skills and de-escalation techniques are used to gain voluntary compliance from those facing a criminal arrest. The number of incidents where force was used to effect an arrest was low, five in 2018 during criminal arrests. On four of those occasions empty hand techniques were utilized, on one occasion a Taser was used. Each incident of force is subject to a supervisory review to ensure the officers' actions were consistent with training and in compliance with state and federal law and department policy and procedures. All Use of Force incidents are reviewed and signed off by senior staff members at the Police Department up to and including the Chief of Police.

Criminal Incidents Necessitating Force By Officers in 2018

Type of Incident	Force Utilized
Residential Burglary/Battery	Taser
Driving Under the Influence	Empty Hand Control
Domestic Battery	Empty Hand Control
Unlawful Use of Alcohol	Empty Hand Control
Driving while License Suspended	Empty Hand Control

The Use of Force reporting does not include instances where officers were intervening in a mental health crises where the subject was suicidal or attempting self harm. There were eight instances in 2018 where officers took control of an individual in the process of taking them for a mental health evaluation. Those cases are similarly reviewed by senior police staff to ensure the officers acted consistent with their training and in compliance with state and federal laws and department policies.

Vehicle Pursuits

There were four police pursuits in 2018, up from two in 2017. Two of those pursuits involved officers interrupting a crew of individuals suspected in overnight burglaries and auto thefts. One person fled as he was being pulled over for excessive speeding. Another involved a dispute that originated in Chicago with the victim being followed to the Hinsdale Police Station where she sought refuge.

In each incident, supervisory staff reviewed the circumstances of each event to ensure that the officer(s) actions conformed to department policy.

Crime Leading to the Pursuit	Time of Day	Description
Auto Theft / Burglary	3:37am	An officer located overnight burglary and auto theft suspects in a neighborhood on the south side of the Village. The offenders fled at a high rate of speed. The officer terminated her pursuit at 55 th & Wolf.
Auto Theft / Burglary	4:17am	An officer located overnight burglary and auto theft suspects in a neighborhood on the south side of the village. The offenders fled the area at a high rate of speed. The pursuit was terminated on County Line just south of the Village Limits.
Traffic	1:20am	An officer attempted to stop a vehicle for traffic violations on Ogden Avenue. The vehicle fled at a high rate of speed east bound on Ogden. The pursuit was immediately terminated. The suspect was later identified and charged.
Dispute/ Man with a Gun	4:14am	An Aurora resident reported being followed from Chicago by a car containing a man with a gun. An officer located the car on the north side of the Village. The offender initially stopped but then sped off at a high rate of speed. The pursuit was terminated on I294 at the Eisenhower.

Internal Investigations

There were no formal personnel complaints against members of the department in 2018.

We encourage residents and citizens to provide our agency feedback, via our electronic citizen survey which can be found on the village website under Police Department. You can provide us feedback on our ability to put you at ease, professional conduct, knowledge, explanation of actions, helpfulness, solving the problem, sensitivity to minority groups, fairness and overall performance. Whether it is good, bad or somewhere in between, we want to hear from you about your interactions with our officers.

Community Events

Stuff the Squad In conjunction with the District 86 elementary schools and HCS Family Services, in 2018 we held our first ever “Stuff the Squad” event. The premise was we drive a police car or a “squad” car to the lawns or driveways of Monroe, Madison, The Lane, and Oak School in the morning before school begins. Children brought items to be donated up and into the car. The goal is to stuff the squad with as many donated goods as possible. These items then go directly to HCS Family Services food pantry located in the same building as Village Hall and the Library. 2,870 pounds of donations were gathered and the kids loved it. We were thrilled to see the generosity of the community and the support of the schools.



Boy Scout Troop #10 chose for their service project to install statues of a replica police officer and fire fighter on the Police and Fire Department's front law. If you walk down Symonds today you will see the monument proudly displayed. Thanks Boy Scout Troop #10!



2018 Annual 4th of July Turtle Race. Police beats Fire again (see photo on the right.)

Community Events

Dare Lock In The Dare Lock-In was held at the Hinsdale Central High School on Saturday April 7th, 2018. Officer Coughlin and many other officers host this event with the elementary school kids. There was a giant tug of war competition, tons of snacks, a Jello eating contest, a DJ, a rock climbing wall, basketball and lots of fun to be had by all.



Below, a Hinsdale police car leads the Autism Walk through town.

To the right, officers pose with a little girl on her way to the first day of school.

In the bottom right are our biggest supporters and year 2034 recruits.





Open House The Annual Police and Fire Department Open House was held on October 13, 2018. It was a fun day with a great turn out! Police station tours, free hotdogs, popcorn and ice cream, a K-9 officer and his partner, a SWAT demonstration, free goodies from our dispatchers at DUCOMM, and fingerprint collecting lessons are just some of the features for visitors to enjoy. A big thank you to everyone who donated their time and supplies to this great event.



A photograph of the Hinsdale Police Department building. The building features a light-colored, vertically-slatted facade. The words "HINSDALE" are mounted on the wall in large, dark, serif capital letters. Below them, the words "POLICE" and "DEPARTMENT" are also mounted in similar letters, though partially obscured by a tree on the right. The building has a series of thick, light-colored columns supporting a covered entrance area. A tree with green leaves is visible on the right side of the frame. The sky is visible through the branches of the tree.

HINSDALE

POLICE

DEPARTMENT

Lobby hours are:

Monday-Friday 9:00am—6:00pm

Saturday 9:00am—2:00 pm