



## PRESS RELEASE

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### **HAYWARD POLICE DEPARTMENT EARNS CALEA REACCREDITATION**

Stellar assessment places Hayward Police Department among top 1% of U.S. law enforcement agencies for professionalism and organizational excellence.

(HAYWARD, CA) – Mayor Michael Sweeney announced today that the Hayward Police Department has earned reaccreditation by the prestigious Commission on Accreditation of Law Enforcement Agencies (CALEA), considered the gold standard in public safety. The department was awarded reaccreditation after a formal hearing on March 22 in Garden Grove, CA.

“This is a tremendous accomplishment by our police department,” said Mayor Sweeney. “Being reaccredited by CALEA confirms the professionalism and standard of excellence throughout the organization. As Hayward residents, we are proud of the men and women of Hayward PD and we feel great confidence knowing that our law enforcement agency rates among the top 1% in the country.”

CALEA accreditation is a voluntary process that requires accredited agencies to submit annual reports showing compliance with the program’s standards. Agencies must stand for reaccreditation every three years, a process which includes an in-depth on-site assessment, community input and a formal hearing before a panel of commissioners. “Chief Urban outwardly expressed a desire to have the agency thoroughly examined, which was impressive,” said Rob Sofie, the CALEA assessment team leader. “You don’t always see that type of transparency and commitment to objective critique; it was really remarkable.”

The reaccreditation required compliance with nearly 500 professional standards measured in exacting detail by a commission of independent assessors. “It literally touches every part of the organization,” noted Police Chief Diane Urban, “there is not one element of what we do as a law enforcement agency that is not intensely scrutinized.”

In December, an assessment team from CALEA spent multiple days at HPD and in the Hayward community conducting interviews with elected officials, the City Manager, department staff, and community members; reviewing written materials and examining policies, procedures and operations protocols across the full spectrum of departmental activities, including riding along with officers in the field to verify that policies and procedures were actually in practice.

The CALEA assessors' official report identified zero areas of noncompliance among the hundreds of standards examined. Moreover, the assessment identifies HPD's juvenile diversion program "one of the most unique models of law enforcement-counseling partnerships in the state."

"Hayward drifted away from the CALEA process for a while, but you're back and you're back in a big way," said lead commissioner Richard Myers during the official hearing. "Your report cited many, many examples of great trust-building efforts in the community, and I commend you for that. And I'd encourage any department struggling to do real data analysis to check with you, because obviously you get it. I could go on and on. I have nothing but praise."

Hassan Aden, another commissioner on the hearing panel, was similarly impressed by Hayward's performance: "This is not an easy process. It's certainly not an easy process to get **these** results. I've been around this for many, many years as a team leader, and I can probably count on half of one hand the times I've seen these quality results. It's evident that you're working very diligently at this."

Since taking the helm of the department, Chief Urban has committed the agency to continual improvement through strict adherence to CALEA standards. "Excellence is not a 'sometimes thing,'" said Urban. "It is an all-the-time thing that requires constant self-reflection, adjustment, and openness to outside assessment. That's what CALEA is all about."

"Chief Urban and the entire department are to be highly commended for this extraordinary effort," said City Manager, Fran David. "CALEA accreditation gives our community assurance that the Hayward Police Department is employing best practices and is always open to getting feedback from the community and others."

CALEA assessment standards are exceptionally high. Only one percent of all agencies in the United States achieve accreditation, and many fail to maintain their accreditation following their initial achievement. Hayward PD was one of the pioneers of CALEA accreditation as the first agency west of the Mississippi to achieve the distinction more than 20 years ago. After a period of nonparticipation, the agency returned to the program and again received initial accreditation in 2011.

"The first reaccreditation is proven to be the single most difficult on-site assessment a department will face," said Sofie. "Other factors that increase the degree of difficulty are changing the agency CEO, changing the accreditation manager and budgetary pressures. Hayward PD was able to overcome all of these challenges over the three-year period between accreditations, and that's one of the things that really distinguishes the department."

### **About CALEA**

The Commission on Accreditation for Law Enforcement Agencies, Inc., (CALEA®) was created in 1979 as a credentialing authority through the joint efforts of law enforcement's major executive associations:

- International Association of Chiefs of Police (IACP);
- National Organization of Black Law Enforcement Executives (NOBLE);
- National Sheriffs' Association (NSA); and the
- Police Executive Research Forum (PERF).

The purpose of CALEA's Accreditation Program is to improve the delivery of public safety services, primarily by: maintaining a body of standards, developed by public safety practitioners, covering a wide range of up-to-date public safety initiatives; establishing and administering an accreditation process; and recognizing professional excellence.

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