5-Year Non-Academic Department Review

Department Name
Police Department

List all staff involved in the preparation of this workbook.
Chief Tom Guenther
Deputy Chief Kevin Grampo
Sergeant(s) Harlan, Lawson and Briscoe
Office Manager Joanne Adamopoulos

Part I: Department Background

Section 1: Mission

State the department's formal mission:

CLC POLICE DEPARTMENT MISSION STATEMENT

The College of Lake County Police Department’s mission is to protect college assets, prevent and investigate crime and ensure the safety and security of all campus stakeholders.

OUR PLEDGE
In performing this mission, members of the department are mindful that the U.S. Constitution guarantees liberty, equality and justice. We believe these principles embodied in the Constitution are the foundation of policing. The department is committed to a partnership with the College of Lake County community, serving it professionally and lawfully. All members of the department strive to enhance this partnership with the community and to solve problems as part of his or her daily tasks. We recognize that maintenance of the highest standards of ethics and integrity is imperative for the continued improvement of campus policing. The College of Lake County Police Department subscribes to the Law Enforcement Code of Ethics, and is committed to fostering values that serve a diverse population and its needs.

VISION

United in the spirit of teamwork, the CLC Police Department is committed to providing the highest quality of police services to the people who work, visit, teach and learn at the College of Lake County’s three campuses. We will constantly evaluate and improve our efforts to enhance public safety with the goal of improving the quality of life within the college setting.

The department mission is formally documented and published (e.g. website, intranet, posted in the office,
How does the department mission align with CLC's institutional mission, vision, values, and goals?

The CLC police department's mission aligns with the institution's mission by promoting a safe learning and working environment for all students, faculty, staff and campus visitors.

MISSION

The College of Lake County is a comprehensive community college committed to equitable high-quality education, cultural enrichment and partnerships to advance the diverse communities it serves. As a part of this partnership, the CLC Police Department provides safety, security, crime prevention and investigates all criminal acts.

VISION

The College of Lake County is a leader in providing innovative education and workforce solutions. The CLC Police Department has demonstrated an excellent commitment to CLC's vision by becoming the nation's first community college police department to achieve state and international accreditation; therefore, enhancing and adopting national best practices.

VALUES

We hold these values to be the cornerstone to fulfilling the college’s mission:

1. Purpose - The CLC Police Department serves, protects and reflects the values of the constituents we serve.

2. Integrity - The CLC Police Department believes in being the same person in both public and private life, always adhering to high standards and ethical behavior.

3. Excellence - The CLC Police Department fosters an innovative environment by adopting national best practices and accreditations.

4. Inclusion - The CLC Police Department believes in reflecting the public in which we serve by embracing ethnicity,
gender and inclusion of all opinions and viewpoints within our campus environment. In addition, the CLC Police Department was one of the first law enforcement agencies in Illinois to adopt the National Association for the Advancement of Colored People 10 Shared Principles designed to build trust between law enforcement and communities of color.

5. **Unity** - The CLC Police Department believes in creating public trust, accountability and reaching out to all members of the CLC community, thus, fostering relationships and unity amongst all the people we serve and protect.

6. **Compassion** - The CLC Police Department believes that enforcing the laws, both state and federal, allow for individual officer discretion. With this in mind the CLC Police Department always takes into consideration how to deal with student and staff indiscretions which could have long-term detrimental ramifications. Fostering this belief, members of the CLC Police Department always attempt to use alternatives to arrest and prosecution.

**GOALS AND OBJECTIVES**

The College of Lake County sets forth the following Strategic Pillars and Definitions for Fiscal Years 2020-2024:

**Strategic Pillar 1: Access and Success for Students** - The CLC Police Department has established a student internship program which allows students the opportunity to view how a police department is run and offers a glimpse into the career path for law enforcement.

**Strategic Pillar 2: Equity and Inclusion** - The CLC Police Department has officers who mentor students, advise clubs and take every opportunity to create outreach efforts to students.

**Strategic Pillar 3: Teaching and Learning Excellence** - The CLC Police Department embraces internal educational opportunities to instruct our constituents on law enforcement and safety-related topics.

**Strategic Pillar 4: Community and Workforce Partnerships** - The CLC Police Department has taught visiting Lake County students as well as internal student groups here at the college, instructing them on law enforcement-related topics and a career in law enforcement.
Strategic Pillar 5: **Collaborative Culture** - The CLC Police Department always strives to cooperate and create relationships across all college divisions and departments. The police department also fosters learning experiences through classroom presentations and professional development sessions.

Strategic Pillar 6: **Strategic Use of Resources** - Recently, the CLC Police Department applied for and was awarded a grant from the Sustainability Commission which allowed for the purchase of an all-electric vehicle. In addition, the CLC Police Department has recently transferred all administrative and physical operations to a new police facility, taking advantage of the most professional and up-to-date facility to serve the CLC community.

**Section 2: Duties and Functions of the Department**

List the essential duties, functions, programs, and services performed/offered by your department:

CLC Police Department investigates incidents which are criminal in nature, and also incidents which are service focused. Examples of these functions, programs and services include, but are not limited to:

- Criminal investigations
- Traffic accident/investigation and prevention
- Enforcement of traffic laws - moving/nonmoving
- Parking enforcement
- Documenting incidents both criminal and service related
- Performing vehicle lockouts and jump starts
- Performing personal escort services
- Managing lost and found property
- Responding to medical incidents throughout campuses
- Conducting monetary escorts
- Testifying in court
- Providing student referrals
- Conducting emergency drills and exercises
- Offering crime prevention presentations
- Offering institutional Run-Hide-Fight instruction
- Conducting way finding and general citizen assistance
- Offering a 24-hour, 365-day presence on the Grayslake campus
- Publish and submit the institution's Annual Security Report required by the Clery Act
- Publish and submit the institution's Violence Prevention Plan
- Publish and submit the institution's Emergency Operation Plan
Why are these duties, functions, programs, and services important for the college?

The above listed functions, programs and services are designed and implemented to foster a safe and secure learning environment in which students can learn, instructors can teach, staff can work and visitors can enjoy an environment both professional and welcoming.

How do these duties, functions, programs, and services compare to those offered at peer institutions or to industry best practices?

VP notes: "CLC Police duties, functions and services compare to peer Illinois community colleges: traffic control; assist students with auto troubles, bank run if needed, major crime and minor incidents, welfare checks, investigations, arrests, etc. Smaller community colleges may contract out police services."

The CLC Police Department has achieved two accreditations, one international and one state, in addition to receiving the American Association of Community Colleges Award for Security and Planning. There is no other community college police department who is so accredited or awarded. Based on this fact, the CLC Police Department has been recognized as achieving high standards and adopting national best practices within its general orders framework.

Are there any functions that the department could offer that is does not currently offer? Please explain.

- Institute exterior emergency communication system (Call Boxes) at the Southlake campus (College would need to fund)
- Enhance fire-related systems on all three campuses (College will need to increase annual budgeted expenses)
- Managing door lock requirements (handled by facilities department)
- Investigate Title IX incidents (Handled by student services)

Section 3: Structure

Upload a current department organization chart:

[Police 2018 Org Chart.pdf]

Upload a current department succession plan:

[Police Department Succession Plan.docx]
How does your department structure/organization compare to that of peer institutions or industry best practices?

CLC’s current Police Department structure and organization follows appropriate police allocation of resources, divisions and delineation of responsibilities. This model represents an industry best-practice standard and is consummate with peer institutions and municipal police agencies.

Who are the department's primary stakeholders (e.g. students, faculty, staff, community members, other)?

The CLC Police Department’s primary stakeholders encompass students, faculty, staff and visitors.

List key internal collaborative relationships:

- Behavioral Intervention Team
- Campus Emergency and Violence Prevention Committee
- Commencement Committee
- Criminal Justice Advisory Committee
- Emergency Management Team
- Lakeshore Campus Advisory Committee
- Latino Alliance
- Operations and Facilities Commission
- Pride Alliance Club
- Psych Services Committee
- Real Men Talk Student Group
- Safety Committee
- Presidential Search Committee
- Explore Youth Program
List key external collaborative relationships:

- Illinois Association of Chiefs of Police
- Illinois Association of Property and Evidence Technicians
- Illinois Police Accreditation Coalition
- Illinois Law Enforcement Alarm System
- International Association of Campus Law Enforcement Administrators
- Lake County Chiefs of Police Association
- Lake County Major Crimes Task Force
- National Association of Clery Compliance Officers
- Northwest Police Academy
- Higher Education Subcommittee of the Sexual Assault Coordinating Council
- Association of Public Communication Officials
- National Emergency Number Association
- Illinois Tactical Officers Association
- Illinois Association of Bunco Investigators
- International Association of Women Police
- International Association Chiefs of Police
How does your department assess stakeholder satisfaction?

College Operations CLIENT

Satisfaction Survey Results

We are very proud that the Police Department achieved the following results in the most current College Operations Client Satisfaction Survey (as of Jan. 2018):

- **92.3%** satisfied or very satisfied with the overall service
- **94.2%** satisfied or very satisfied with promptness
- **94.8%** satisfied or very satisfied with service attitude
- **95.9%** satisfied or very satisfied with expertise and knowledge

College Operations STUDENT

Satisfaction Survey Results

We are very proud that the Police Department achieved
the following results in the most current College Operations

Student Satisfaction Survey:

98% satisfied or very satisfied with the overall service satisfaction

Part II: Resources

Section 1: Human Resources

Staffing Table Template

Upload the Staffing table: Department Staffing Table Template-PD.docx

Based on the data provided on the Staffing table, is your department adequately staffed to fulfill the department mission, duties, and functions listed in Part I? Explain.

Yes, for the near future staffing appears marginally adequate. However, at present staffing levels pertaining to officers, telecommunicator’s, and community service officers do not have appropriate relief factors. This inadequacy translates into overtime expenditures for the institution.

How do your department staffing levels compare to those at peer institutions and industry standards?

In communicating with other peer institutions it is apparent that all area community college police departments are staffed at minimum levels. Municipal police departments can have staffing issues which is often dependent on their home-rule taxing body funding allocations. Indications are that most municipal area police departments are staffed at levels to support their mission.

In comparing the CLC police department with other peer community college police departments, CLC P.D. is staffed much better then their peer’s.

In summary, staffing of public safety agencies is always dependent on funding priorities. Unfortunately, high profile tragic events are usually followed by funding increases to the effected law enforcement agency. Avant gaud administrations provide funding to support public safety agencies in order to attract and retain talent, support training,
Do you anticipate staff turnover in key positions over the next 5-years?

Yes

List new and replacement staffing needs for the next review cycle (5-years). Rate the urgency of each on a 1 (least urgent) to 5 (most urgent) scale.

New - relief staffing level requests
2 Officers, Urgency rating 3.5
1 Telecommunicator, Urgency rating 3.5
1 Community Service Officer, Urgency rating 3

Anticipated Replacements
1 Chief of Police, Urgency rating 5
6-8 Officers, Urgency Rating 5
2 Telecommunicators, Urgency rating 5
3-4 Community Service Officers, Urgency rating 5

Section 2: Technology, Systems, Equipment, and Facilities Resources

Technology, Systems, Equipment, and Facilities Inventory Template

Upload the Technology, Systems, Equipment, and Facilities Inventory table:

Yes, however, planned obsolescence as it pertains to vehicles, radios, weapons, Tasers, computer equipment, and other alike equipment will be continually monitored for upgrading as required.

Based on the data provided on the Inventory, is your department adequately equipped to fulfill the department mission, duties, and functions listed in Part I? Explain.

Yes, however, planned obsolescence as it pertains to vehicles, radios, weapons, Tasers, computer equipment, and other alike equipment will be continually monitored for upgrading as required.

How do your department technology, systems, equipment, and facilities levels compare to those at peer institutions and industry standards?

The CLC Police Department as compared to our peer institution police departments is well equipped to serve out
List your department's technology, systems, equipment, and facilities needs for the next review cycle (5-years). Rate the urgency for each on a 1 (least urgent) to 5 (most urgent) scale.

- Portable radios, urgency rating 5
- Tasers, urgency rating 5
- Vehicles, urgency rating 2
- Office furniture, urgency rating 2
- Weapons, urgency rating 5

Section 3: Financial Resources

Describe your department's major funding sources (i.e. revenues; e.g. student fees, grant funding, fundraising, etc...).

CLC approved fiscal budget for the Police Department and was also a recipient of an internal grant, allowing for the purchase of an all-electric vehicle.

Attach a copy of your department’s most recent budget document outlining major expenditure categories:

![Police Dept-FY20-Final.xlsx](xlsx)

Upload a current budget process manual/map for your department:

![Budget Process Map - Police.docx](docx)

What cost-saving steps has your department taken over the past 5-years?

- Officers are routinely moved around to various campuses in order to avoid overtime
- Trained personnel substitute for Telecommunicators to avoid overtime
- An electronic vehicle was purchased through a grant (estimated cost savings $15,000)
- CLC Police Department obtained Tasers from the Mundelein Police Department at no cost to the college (estimated cost savings $10,000)
- Two telecommunication stations were obtained from the Zion Police Department at no charge to the college (estimated cost savings $16,000)

What is your department's contingency plan for reduced revenues? How will you decide which areas to make cuts in your budget, if necessary, in the future?

If faced with mandated budget cuts all expenditures will be reviewed and considered. Last to be affected will be resources that directly impact public safety.

Summation of reduced revenue considerations

541001  -10% / -50%
Part III: Quality

Section 1: Policies, Procedures, and Processes

IEPR Website - Process Mapping Resources

List key departmental policies, procedures, and processes:

- Comprehensive Industry Best Practice General Orders
- CLC P.D. Employee Rules & Regulations Manual
- Communications Policy and Procedure Manual
- Community Service Officer Procedure Manual
- International Accreditation Standards (IACLEA)
- State of Illinois Accreditation Standards (ILEAP)

What percent of your department's key policies, processes, and procedures have been formally documented and shared (e.g. manuals, process maps, etc..)?

100%

Upload a copy of your department's cycle/plan for reviewing and updating key processes (e.g. which process are updated when and by whom):

[Written Directive Review.pdf]

Describe any professional standards/organizations or legal/accreditation responsibilities that guide the department's policies and processes:

Federal Law - Mandated legislation
Illinois Law - Mandated legislation
College Policy - Board of Trustees adopted polices
Federal / State Mandates - Clery Act, Emergency Operations Plan, Violence Prevention Plan
Accreditation - International Association of Campus Law Enforcement Administrators (IACLEA)
Section 2: Measurement, Analysis, and Assessment

Upload a copy of the department's current performance assessment plan

Operational Plan 2020-2022_6278.docx

What are the department's key performance indicators?

- Overall Service
- Promptness
- Service Attitude
- Expertise and Knowledge
- Process Improvement
- General Comments

What methods and tools are used by the department to assess its performance (e.g. surveys, data sets, systems, etc...)

- CLC Police Department 3-Year Operational Plan
- Surveys - Faculty, Staff and Students
  - Statistics and Customer Feedback
- Comment Cards - All Stakeholders
- Police Department conducts annual review of crime statistics

Describe how department leaders use the results of your department assessments for decision-making. How has the department used the assessment results to make improvements?

- 3-Year Operational Plan - This plan is reviewed annually by a operational plan committee, comprised of Deans, Instructors, Administrators and Police Personnel
  - Feedback from this group allows the CLC Police Department to adjust strategies and goals
- Survey Results - Upon the publication of the survey results, Police Department command staff review all categories and adjust strategies accordingly
- Comments cards are reviewed in real time, when submitted, and, if necessary, strategies are adjusted
- Crime statistics are reviewed annually and strategies are adjusted

Describe any quality improvements or modifications made since the last review period.

- Upgrade vehicles
- Upgrade training
- Enhance training of command staff
- Introduction of Tasers
- Introduction of appropriate weaponry
- Achieved State Accreditation
- Achieved International Accreditation
- Professionalized Annual Security Report
- Professionalized Emergency Operations Plan
- Professionalized Police Department's General Orders
- Implemented a 3-year operational plan
All CLC Police Department command staff personnel have graduated from Northwestern University Police Staff and Command
- Upgraded technologies - CCTV, CLC PD Communication's Center, radio system
- Co-designed new Police Facility
- Professionalized Campus Violence Prevention Plan
- Increased professional association members - LCMCTF, ILEAS, MFF, ILEAP, IACLEA
- Mentor and participate in student clubs and groups
- Increased participation in charitable events
  - Special Olympics - Polar Bear Plunge, Cop on a Rooftop, Torch Run
  - Other outreaches include Shop with a Cop, annual Hawthorne Mall Police Exhibition, Coffee with a Cop, mentoring the Criminal Justice Club, First Responder Free Throw Challenge

Co-Curricular Areas Only:

List the department's student learning outcomes: Not applicable

The department's learning outcome assessment plan is up to date.

Part IV: Strategic Planning

List the goals from your last review and explain whether each goal was achieved and why/why not:

Join Regional Mobile Field Force: The CLC Police Department conducted research in regional field force options involving NIPAS and ILEAS. As a contributing member of a field force, CLC would derive great law enforcement personnel support and physical resources in the event of a campus emergency that goes beyond our current institutional resources. Progress on this goal ultimately resides with the NIPAS governing board, which is in the process of rewriting their bylaws to allow non-municipal police department membership.

PROGRESS REPORT: Status Pending

In 2018 the NIPAS governing board continued work on rewriting their bylaws to allow non-municipal membership. Late in 2018 NIPAS approved new bylaws, allowing the CLC Police Department full membership. The NIPAS agreement is set for pending Board approval January 2019.

Transition to New Police Department Facility: This is a carryover goal from 2017. Due to construction delays, the Police Department plans to fully occupy the newly renovated police facility in 2018.
PROGRESS REPORT: Status Achieved
In December 2018, police operations fully transitioned to the new police station in the E-Building.

**Institutional Tabletop Exercise**
This is a carryover goal from 2017. To further increase institutional preparedness, the Police Department will work with the CLC Emergency Operational Planning Committee to facilitate an exercise illustrating a campus-wide emergency. Members of the CLC Emergency Management Team will participate and respond with solutions as dictated by their job descriptions and specialties.

PROGRESS REPORT: Status Achieved
The CLC Police Department wrote, orchestrated and proctored an institutional tabletop exercise. This exercise challenged the CLC Emergency Management Team to coordinate and resolve a mass demonstration on the Grayslake Campus. A mock media conference was also built into this exercise.

**Achieve Full IACLEA Accreditation**
The CLC Police Department began initial phases of the IACLEA accreditation process in 2017. The entire accreditation process is expected to take approximately two years, with the goal being to be fully accredited in 2018. This process will involve the department researching and adopting national best practices on all process, protocols, procedures and future physical infrastructure design. The IACLEA accreditation team will conduct its on-site accreditation inspection in May 2018. When this goal is accomplished, the CLC Police Department will be the first community college police department in Illinois to be fully accredited under the auspices of International Association of Campus Law Enforcement Administrators.

PROGRESS REPORT: Status Achieved
In June of 2018, the CLC Police Department became the first fully-sworn community college police department in the nation to achieve their initial accreditation under the auspices of the International Association of Campus Law Enforcement Administrators.

**Conduct Sergeant’s Promotional Exam**
The CLC Police Department will conduct and administer a sergeant’s promotional exam. This process will be transparent and involve a written exam, oral interview, merit rating, as well as other performance considerations.

PROGRESS REPORT: Status Achieved
In 2018 the CLC Police Department successfully administered a sergeant’s promotional process. As a result of this process, a candidate was identified and subsequently promoted to the rank of sergeant.

Submit Award Application for the American Association of Community Colleges Award of Excellence for Safety and
Planning
In 2017 the CLC Police Department submitted a comprehensive summary of all police department and institutional safety-related practices, procedures, protocols, infrastructure and technical support mechanisms. The desired outcome is to win this prestigious nationally recognized Community College Safety and Planning Award of Excellence.

PROGRESS REPORT: Status Achieved
In 2018 the College of Lake County was awarded and recognized as a national finalist for the American Association of Community Colleges Award of Excellence for Safety and Planning.

Rewrite, Organize and Edit the Institution’s Emergency Operations Plan
The CLC Police Department, in cooperation with the Environmental Health and Safety Manager, will perform a comprehensive review, organize, edit and publish the institutions newly revised Emergency Operations Plan.

PROGRESS REPORT: Status Achieved
In accordance with Illinois statutes, the CLC Police Department, in conjunction with the institution’s Environmental Health and Safety Manager, wrote, edited, published and submitted the required institutional Emergency Operations Plan.

Review, Edit and Publish the Institution’s Violence Prevention Plan
The CLC Police Department, in cooperation with the Environmental Health and Safety Manager, will perform a comprehensive review, organize, edit and publish the institution’s revised Violence Prevention Plan.

PROGRESS REPORT: Status Achieved
In accordance with Illinois statutes, the Police Department in conjunction with the institution’s Environmental Health and Safety Manager wrote, edited, published, and submitted the required institutional Violence Prevention Plan.

Review All Technical Communication Applications and Submit a Plan for System Improvement and Redundancy
The CLC Police Department will conduct a comprehensive analysis as it pertains to all systems within the communications center. Once this data is analyzed, a plan will be developed to establish system redundancy and the implementation of newly required technical applications.

PROGRESS REPORT: Status Achieved
In 2018 an analysis was conducted which resulted in the CLC Police Department’s communications center receiving various communications upgrades, including the implementation of a communication system redundancy plan.

Increase CLC Police Department Participation with Student Groups
The CLC Police Department is committed to fostering
relationships on all three CLC campuses. As a direct outgrowth of this philosophy, the CLC Police Department will increase its personal involvement with targeted student groups, offering mentoring, resources and direct group commitment.

PROGRESS REPORT: Status Achieved
Strong CLC student community ties were continued and established by liaising with the LGBTQ+ community, resurrecting and mentoring the new Criminal Justice Club, mentoring the Real Men Talk student group, organizing and facilitating a fundraising softball tournament, continuing the CLC Police student internship program, and holding mentoring sessions with criminal justice majors.

Based on the current review, what are the department's strengths?

- Well-educated personnel
- Excellent law enforcement knowledge and practical work experience
- Values-driven work force
- Professional delivery of services
- Professional development opportunities
- Accredited by the International Association of Campus Law Enforcement Administrators
- Accredited by the Illinois Law Enforcement Accreditation Program
- Excellent operational infrastructure & support equipment
- Policies and procedures are derived from a data-driven process
- Involved in many charitable fund raising events throughout Lake County.
- Excellent relationship with the CLC student body, staff, and instructors.

Based on the current review, what areas for improvement has the department identified?

- Attract and retain quality personnel by securing a mutually-beneficial labor agreement with the Fraternal Order of Police.
- Review current job positions of all non-union personnel, adjust responsibilities and compensation, as required.
- Review the department's technology needs and adjust strategies regarding planned obsolescence.
- Manage personnel to positively impact the budgetary funds allocated to overtime.

Goals Worksheet Template
What structure and personnel changes will your department need to make in order to achieve its goals for the next 5 years?

No fundamental changes are needed to achieve our goals, all personnel, processes, protocols, infrastructure and equipment have been implemented to adequately address all listed goals.

CLC P.D. will,

Manage all aspects of the International and state accreditation processes to insure re-accreditation under both programs, and maintain national and state of Illinois best practices.

Manage to all aspects of the CLC police three year Operational Plan.

What financial support will your department need in order to achieve its goals for the next 5 years?

Based on annual contractual obligations, inflationary considerations, and past expenditure history, future annual projections over the next five years are estimated to increase 2.75 to 3.25 percent annually.

What additional resources (e.g. technology, equipment, space, systems) will your department need in order to achieve its goals for the next 5 years?

Technology - CCTV system three year operational plan is co-funded by CLC P.D. and the facilities department. Projected budgetary funds may have to be adjusted if the cost of technology goes beyond budget projections due to construction delays. Illinois law has mandated that all police departments by the year 2020 have Mobile Data terminals in police vehicle for moving violation and accident processing.

Equipment - Tasers, vehicles, and weapons are all on a planned obsolescence schedules. Five year projects regarding these equipment needs will be planned for in annual budgets.

Space - Adequate infrastructure, no foreseeable needs in the next five years.

Systems - At present the CLC police telecommunication center is current in technology, and no major upgrades are planned. Portable handheld radios systems will be placed on a planned obsolescence cycle in future budgetary requests.

What factors (internal and external) could impact your department's ability to meet its goals for the next 5 years?

Internal Risks and Threats - Loss of experienced personnel due to retirements.
Summary

Please detail all major findings resulting from the current review.

Please detail action steps to be completed in the future based on this review with a timeline and/or anticipated dates.

Part V: Division Dean or VP Response

The division dean or VP should complete this section after reviewing the responses provided in Parts 1-4 and discussing the NADR with department leadership.

Please select ONE of the following three options:

I concur with the findings in this department review without exception.

Provide a narrative explaining the basis for each exception in the space below:

Provide a narrative explaining the reason(s) you do not concur with this review:

Signature

Ken Gotsch