

# Cartland POLICE



*"Oath of Honor Agency"*



## DEPARTMENT COPY

Serving With: *Pride, Integrity & Ethics*

**ANNUAL REPORT**

**2013**

## ***To the Village of Hartland***

*The Hartland Police Department proudly presents the 2013 ANNUAL REPORT published for our agency. This report provides an overview of our activity for the year and serves as a source of information for the community.*

*Your police department consists of 16 sworn law enforcement professionals that provide 24 hour-a-day coverage to the Village of Hartland. We also have mutual aid agreements with the surrounding police agencies and the Waukesha County Sheriff's Department for additional assistance when necessary.*

*In 2013, our department accomplished several goals. First, Lt. Stacy Kelsey completed the Law Enforcement Executive Development Program. Second, the police garage addition to the Municipal Building was completed in January. A memorial plaque was attached to the facility to honor retired Chief Morton A. Hetznecker. A dedication ceremony was also held in January with Chief Hetznecker's family in attendance. In addition, some internal remodeling and upgrades were done to the office space of the department. Third, the department said goodbye to Officer Michael Downie, who retired after serving 30 years as a police officer, all with the Hartland Police Department.*

*Our primary purpose is to place all available resources provided to our organization toward public safety and quality of life for the Village of Hartland. Each of our members approaches their responsibilities with professionalism, and they serve the public with pride, integrity and ethics. I am very proud to be associated with this fine group and I respect each one of them for their commitment. Every sworn member of the department has taken the Oath of Honor pledge and the department has been recognized as a "Law Enforcement Oath of Honor Agency".*

*The Hartland Police Department is committed to keeping our community a great place and a leader in Waukesha County. This will be accomplished by providing quality police services, addressing all issues that affect public order, and to anticipate problems so as to reduce or eliminate them. We try to build advocates on Every Call, with Every Citizen, on Every Contact.*

*I encourage all Village residents to contact our department if they have any questions or concerns about our community. Please check our website @ [www.villageofhartland.com](http://www.villageofhartland.com) for more department information. We all need to work together to keep this community #1.*

*Respectfully,*

*Robert J. Rosch  
Chief of Police*

## ***COOPERATIVE EFFORTS:***

***TRAINING***-The police departments from Chenequa, Delafield, Hartland, Lannon and Pewaukee conduct firearms and defensive tactics training for all the officers. Each agency provides officers as trainers in either firearms or defensive tactics. This cooperation allows each agency to provide the necessary staffing for the service to their communities, plus the required training necessary in these highly critical and skillful areas of police training. This effort also allows for the sharing of training equipment and instructors, without the need for duplication.

***SUBURBAN CRITICAL INCIDENT TEAM (S.C.I.T.)***-This team of selected officers from the Brookfield, Chenequa, Delafield, Hartland, Mukwonago, Muskego, New Berlin and Pewaukee (Village) Police Departments are trained to handle highly critical calls, such as barricaded persons, negotiations, serving high risk search warrants, or conducting stakeouts. This is a significant mutual aid agreement, and the team serves as a back-up to other similar teams in the county, such as the Waukesha County Sheriff's Department. Again, the sharing of expertise and equipment make these types of joint efforts cost-effective and provides an excellent service to the communities. The department is the fiscal agent for the team.

***MAJOR INVESTIGATIONS UNIT (M.I.U.)***-This team of selected officers from Chenequa, Delafield, Hartland, Lannon and Pewaukee Police Departments are trained and prepared to investigate all major crimes and traffic collisions that may occur in any of these communities. This is a significant mutual aid agreement that allocates the necessary resources to investigate these major incidents, yet also allows each community to maintain police coverage for other types of activities. The sharing of expertise and equipment makes this team cost-effective and provides a professional quality for investigative efforts. In addition, the team has a liaison with the Waukesha County Sheriff's Department for investigative purposes. The department is the fiscal agent for the team.

***UNDERAGE ALCOHOL OFFENSE EFFORTS***-In addition to the normal patrol activities of enforcing underage alcohol offenses, the department participates in a joint effort with the Waukesha County Sheriff's Department to conduct stings of licensed premises such as taverns, gas stations, and grocery stores to insure ID checks are being done and alcohol is not being sold to underage persons.

***SUBURBAN MUTUAL ASSISTANCE RESPONSE TEAM (S.M.A.R.T.)***-This is a cooperative effort between law enforcement agencies in Waukesha County and Milwaukee County that allows for mutual aid during a significant event. Within 60 minutes, a community that is a member of S.M.A.R.T. can have up to 66 law enforcement officers respond to the community to help in the case of a significant emergency or disaster. The team expanded in 2013 by adding Racine County, Jefferson County and Walworth County agencies.

**WAUKESHA COUNTY COMMUNICATIONS (WCC)**-The Village of Hartland (Police, Fire, EMS, Public Works, Administration) is a committed partner to the Waukesha County Communications Center. This central county-wide dispatch center enhances communications among all participating communities and agencies in Waukesha County. In addition, a shared records management system helps coordinate information and provides access to all agencies.

**LAKE COUNTRY MUNICIPAL COURT**-The Village of Hartland is a founding member of this municipal court, which was established in 1988. This court is located in the City of Oconomowoc and serves 17 communities. The court is 100% funded by user fees and no tax dollars. This court serves as a very efficient and fair way of dealing with municipal traffic and ordinance violations.

**FBI CYBERCRIME TASKFORCE**-The department has an officer assigned to this taskforce as an investigator on a part-time basis. Because of the significant use of technology and computers, criminal activities are on the rise and the demand for service mandates having the ability to investigate cyber-crime. As a member of the taskforce, the department also has virtually unlimited access to any FBI resource, which helps with not only computer crimes, but with other criminal activities the department may investigate.

**WAUKESHA COUNTY METRO DRUG UNIT**-The department has an officer assigned to this unit as an investigator on a part-time basis. Illegal drug activity in the Lake Country area is a never ending problem, and the Hartland area is no exception. The department has taken several steps to address the concerns and demands for action. First, the patrol staff has received specific drug identification training that will benefit their efforts during traffic enforcement activities and while handling other calls for service. Second, one staff member is a federally certified Drug Recognition Expert (DRE) and this gives the department the ability to deal not only with drunk drivers, but also drugged drivers. Third, by being a member of the Metro Drug Unit, the department has full access to all the resources that are provided by Waukesha County for drug enforcement activities, as well as federal resources. The assigned officer works the Lake Country area of Waukesha County, and possible asset forfeiture funds may become available. These funds can be used to provide necessary police department equipment.

## ***COMMUNITY RELATIONS PROGRAMS AND SERVICES:***

***CRIMESTOPPERS***-This program provides a reward system to citizens that report information about criminal activities. If a citizen has information about a crime, they can report that information anonymously, yet still receive some monetary compensation.

***SAFE SCHOOLS PROGRAM***-This is a cooperative effort between all the schools in the Village of Hartland and the police department. On school days, a dayteam officer will make personal visits to each school and do a walk through, as well as meet with staff and students as needed. This is a positive program, as it allows more interaction between the children and the officers, along with addressing issues at the school and being an available resource for school staff. In addition, a specifically assigned officer is a liaison with all the schools to provide assistance as needed.

***SCHOOL SPECIALTY PROGRAMS***-These types of programs are custom designed for the schools, as well as other student orientated groups. Because our staff has various interests and backgrounds, we are able to customize a learning program based upon any school age group. Programs include: department tours, drug and alcohol awareness to students, computer crime seminars to students and parents, law and consequence training to students, chaperone middle school dances, job shadowing for high school students, and other specialized training. These programs are very popular among the students and schools, and provide a showcase for our staff to talk about their experiences and training.

***HIGH SCHOOL INITIATIVE***-Each school day that Arrowhead High School and Lake Country Lutheran High School are in session, officers are assigned to monitor these areas for traffic and student safety reasons during the morning and afternoon busy times. The need to provide this service is based upon a high volume of vehicles and/or pedestrians that may be present in these school zones, and to reduce or eliminate the neighborhood concerns about unsafe driving or other complaints related to the high school or students. The message sent is: Drive Carefully and Behave Yourself.

***COMPUTERIZED VEHICLE REGISTRATION***-The department is an authorized agent for the Wisconsin Department of Motor Vehicles and can provide registration and renewal services to the community. This service is convenient and cost effective for the community.

***OWNERSHIP ZONES***-The department has established Ownership Zones that specific officers are assigned to. These officers take "Ownership" of specific areas to consistently address quality of life issues and will work closely with the building inspector in these efforts. One of the specific Ownership Zones deals exclusively with all the registered Sex Offenders that reside or work in the Village of Hartland.

***COMMUNITY NOTIFICATIONS***-The department is a member of a nation-wide notification network, which is basically a "Reverse 911" system. In the event an emergency message needs to be sent out to a targeted area of the community, we would utilize the services of this network.

***WISCONSIN COURT ACCESS SYSTEM***-The department website maintains a link to this program website. The website provides access to certain public records of the circuit courts of Wisconsin. This is a good resource to do basic background checks on a person.

**WISCONSIN DRIVER LICENSE STATUS CHECK**-The department website maintains a link to this Wisconsin Department of Transportation website program. A citizen can immediately check the status of any drivers' license, provided they have access to the required information that the program requires.

### ***QUALITY OF A LOCAL POLICE AGENCY***

The quality of police services to a community can vary depending on the loyalty of the employees in the police department, their morale and their ownership of the community. These employees come to work day in and day out to provide a service to the citizens and carry with them the local knowledge of people, places, or historical events that help to divert, reduce, or eliminate inappropriate behavior and address quality of life matters. This local knowledge is more beneficial than any record management system could record and is more enhanced by local employees.

In 2013, the current police officer staff has a combined 237 years of experience with the Village of Hartland, ranging from 2 years to 30 years of service, the average being 14.8 years of service per officer.

The Service Quality that a local police agency can provide is based upon dimensions such as:

**Tangibles**-Appearance of physical facilities, equipment, personnel, and printed or visual information the department provides.

**Reliability**-Ability to perform all services dependably and accurately.

**Responsiveness**-Willingness to help citizens by providing prompt services.

**Competence**-Possession of the required skills and knowledge to perform their duties.

**Courtesy**-Politeness, respect, consideration, and professionalism of all personnel.

**Credibility**-Trustworthiness, believability, and honesty of the staff.

**Security**-Freedom from danger, risk, or doubt.

**Access**-Approachability to services of the agency.

**Communication**-Listening to citizens, acknowledging their concerns, following up on the concerns and communicating the results.

**Understanding the Citizen**-Making an effort to know the citizens and their needs.

**Every Call, Every Citizen, Every Contact**-Making an effort to build an advocate for the community with every police contact with a citizen.

The Hartland Police Department averages 10500 citizen contacts (Calls for Service) each year and the vast majority of these interactions between the police department and the citizens go without a problem.

On occasion, a citizen may make a complaint to the department about an interaction with a staff member (average 5 operation complaints each year), but the majority of these complaints are found to be unfounded, exonerated, or not-sustained. An average of 1 complaint each year is sustained and corrective action is taken.

On the other hand, a citizen may also take the opportunity to commend the department or individual staff members for their professionalism and assistance during a citizen contact. The department averages 29 operation compliments each year. These citizens are not obligated to take the time to recognize the good efforts of our staff, but they do and it is a great reflection on the quality of employees that work for Hartland. Based upon these numbers, for every 1 sustained complaint, the department receives 29 compliments for the Service Quality.



# Hartland

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## POLICE DEPARTMENT

### VISION:

We are committed to working together with the community, in a problem-solving partnership, to prevent crime, enforce laws, and resolve conflict, thereby improving the quality of life.

### MISSION:

The mission of the Hartland Police Department is to maintain peace and order in the community. We seek to accomplish this mission in a consistent manner, exhibiting high ethical standards. Our members are committed to a level of training and education that allows us to provide quality services to the citizens of Hartland.



# HARTLAND POLICE DEPARTMENT



ROBERT J. ROSCH  
CHIEF OF POLICE  
SERVING SINCE 1984

MICHAEL S. BAGIN  
DEPUTY CHIEF OF POLICE  
SERVING SINCE 1986

ROSARIO J. COLLURA  
CAPTAIN OF POLICE  
SERVING SINCE 2000

STACY V. KELSEY  
LIEUTENANT OF POLICE  
SERVING SINCE 2008

DAYTEAM  
6:40 A.M. TO 3:00 P.M.

MICHAEL D. DOWNIE  
POLICE OFFICER  
SERVING SINCE 1983

MARK L. JORGENSEN  
POLICE OFFICER  
SERVING SINCE 1988

JAMES R. WEBER  
POLICE OFFICER  
SERVING SINCE 1989

BRIAN M. MUNDY  
POLICE OFFICER  
SERVING SINCE 1997

INVESTIGATIVE TEAM  
7:00 A.M. TO 3:00 P.M.

MATTHEW E. HARPER  
DETECTIVE  
SERVING SINCE 1999

EARLYTEAM  
2:40 P.M. TO 11:00 P.M.

ADAM M. MUELLER  
POLICE OFFICER  
SERVING SINCE 1998

PAULA A. HOFFA  
POLICE OFFICER  
SERVING SINCE 2007

MATTHEW J. SEEGER  
POLICE OFFICER  
SERVING SINCE 2009

ROBERT T.C. JEWELL  
POLICE OFFICER  
SERVING SINCE 2011

LATETEAM  
10:40 P.M. TO 7:00 A.M.

DEAN J. HAAG  
POLICE OFFICER  
SERVING SINCE 2000

SCOTT M. MACIEJEWSKI  
POLICE OFFICER  
SERVING SINCE 2001

BRIAN D. DeBARGE  
POLICE OFFICER  
SERVING SINCE 2011

ADMINISTRATIVE TEAM  
7:30 A.M. TO 4:30 P.M.

NORA E. SANTELLA  
ADMIN. ASSISTANT  
SERVING SINCE 2000

VIKI L. DOBBERTIN  
ADMIN. ASSISTANT  
SERVING SINCE 2001

JULIE A. BECKER  
ADMIN. ASSISTANT  
SERVING SINCE 2004

LAURIE MATULA-BAHR  
ADMIN. ASSISTANT  
SERVING SINCE 2010





# HARTLAND POLICE DEPARTMENT

## MANAGEMENT AND INVESTIGATIONS



**CHIEF ROBERT J. ROSCH**  
**SERVING SINCE 1984**



**DEPUTY CHIEF MICHAEL S. BAGIN**  
**SERVING SINCE 1986**



**CAPTAIN ROSARIO J. COLLURA**  
**SERVING SINCE 2000**



**LIEUTENANT STACY V. KELSEY**  
**SERVING SINCE 2008**



**DETECTIVE MATTHEW E. HARPER**  
**SERVING SINCE 1999**



# HARTLAND POLICE DEPARTMENT

## DAYTEAM



**OFFICER MICHAEL D. DOWNIE**  
**SERVING SINCE 1983**



**OFFICER MARK L. JORGENSEN**  
**SERVING SINCE 1988**



**OFFICER JAMES R. WEBER**  
**SERVING SINCE 1989**



**OFFICER BRIAN M. MUNDY**  
**SERVING SINCE 1997**