

# *Heartland* POLICE



*"Oath of Honor Agency"*



## DEPARTMENT COPY

Serving With: *Pride, Integrity & Ethics*

**ANNUAL REPORT**

**2014**

***To the Village of Hartland***

*The Hartland Police Department proudly presents the 2014 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.*

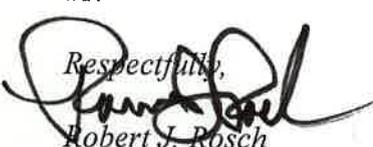
*Your police department consists of 16 sworn law enforcement professionals that provide 24 hour-a-day coverage to the Village of Hartland. We also have mutual aid agreements with the surrounding police agencies and the Waukesha County Sheriff's Department for additional assistance when necessary.*

*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, Elm Grove, Hartland, Mukwonago, Muskego, New Berlin and Pewaukee 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 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.

***MAJOR INVESTIGATIONS UNIT (M.I.U.)***-This team of selected officers from the Chenequa, Delafield, Elm Grove, Hartland, Lannon, Pewaukee Police Departments and the Waukesha County Sheriff's Department are trained and prepared to investigate all major crimes and traffic collisions that may occur in any of these communities. This is a 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.

***SUBURBAN MUTUAL ASSISTANCE RESPONSE TEAM (S.M.A.R.T.)***-This is a cooperative effort between law enforcement agencies in Jefferson, Milwaukee, Racine, Walworth and Waukesha 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 65 law enforcement officers respond to the community to help in the case of a significant emergency or disaster.

***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.

**CHILD EXPLOITATION** -The department has an officer assigned as an investigator for this very important task. 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. The department 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, two staff members are federally certified Drug Recognition Experts (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.

#### **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.

**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 and parents, 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.

**MEDICATION COLLECTION SITE**-Citizens have the ability to get rid of expired or unwanted medications by bringing them to the Police Department for disposal. Rather than flushing or throwing these medications away, simply bring them to the department anytime and give to our staff or place in the drop boxes in the Municipal Building lobby. Annually, a "Pill Drop" is also done at Arrowhead High School.

**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.

### ***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 2014, the current police officer staff has a combined 222 years of experience with the Village of Hartland, ranging from 3 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 (9 complaints in 2014), 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. (1 sustained complaint in 2014).

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 received 33 operation compliments in 2014. 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.



# 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.

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

DEAN J. HAAG  
POLICE OFFICER  
SERVING SINCE 2000

ROBERT T.C. JEWELL  
POLICE OFFICER  
SERVING SINCE 2011

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

MATTHEW J. SEEGER  
POLICE OFFICER  
SERVING SINCE 2009

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 MARK L. JORGENSEN  
SERVING SINCE 1988**



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



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



**OFFICER ADAM M. MUELLER  
SERVING SINCE 1998**



# HARTLAND POLICE DEPARTMENT

## EARLYTEAM



**OFFICER ADAM DEAN J. HAAG**  
**SERVING SINCE 2000**



**OFFICER PAULA A. HOFFA**  
**SERVING SINCE 2007**



**OFFICER ROBERT T.C. JEWELL**  
**SERVING SINCE 2011**



# HARTLAND POLICE DEPARTMENT

## LATE TEAM



**OFFICER DEAN J. HAAG**  
**SERVING SINCE 2000**



**OFFICER SCOTT M. MACIEJEWSKI**  
**SERVING SINCE 2001**



**OFFICER MATTHEW J. SEEGER**  
**SERVING SINCE 2009**



**OFFICER BRIAN D. DeBARGE**  
**SERVING SINCE 2011**



# Hartland

## POLICE DEPARTMENT

### ACTIVITY REPORT

<u>TYPE OF ACTIVITY</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
ARSON	0	2	0	2	0	0	0	1	0	0
ASSAULT	25	16	20	17	14	24	17	11	16	16
BURGLARY	25	21	29	14	19	16	9	12	13	8
CRIMINAL DAMAGE	130	123	131	113	111	115	51	83	116	49
HOMICIDE	0	0	0	0	0	0	0	0	0	0
VEHICLE THEFT	2	0	1	1	4	1	5	0	3	1
ROBBERY	1	0	2	0	0	0	0	1	0	0
SEXUAL ASSAULT	8	2	6	2	6	9	9	8	3	3
THEFT	107	103	106	97	99	70	90	101	94	71
WORTHLESS CHECKS	62	60	70	55	29	21	26	9	5	5
MISC. INCIDENTS	735	843	832	873	813	583	562	525	522	596
<b>TOTALS:</b>	1095	1170	1197	1174	1095	839	769	751	772	749

<u>PERSONS ARRESTED</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
ADULT MALE	313	242	367	251	239	231	175	186	220	149
ADULT FEMALE	128	74	143	97	79	75	53	66	106	66
JUVENILE MALE	140	69	83	65	68	56	48	24	56	22
JUVENILE FEMALE	30	23	26	22	19	11	12	3	14	4
<b>TOTALS:</b>	611	408	619	435	405	373	288	279	396	241

<u>OTHER ACTIVITY</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
CALLS FOR SERVICE	10229	11791	10897	11214	10545	11577	10053	10113	9442	10507
TRAFFIC ACCIDENTS	166	161	156	168	160	106	123	125	139	135
TRAFFIC CONTACTS	2889	4467	3675	3699	3238	3951	2948	2829	2663	2786
TRAFFIC CITATIONS	1369	2246	1980	1847	1627	1509	1409	1603	1385	1026
DRUNK DRIVING ARRESTS	208	237	183	88	67	62	49	43	48	26
ORDINANCE CITATIONS	483	334	420	362	313	279	219	138	150	128
PARKING CITATIONS	263	264	334	413	259	212	211	200	172	426
STATE PROSECUTIONS	166	74	93	57	112	85	52	185	194	161
EMERGENCY DETENTIONS	N/A	30	21							





*Cartland*

# POLICE DEPARTMENT

**OCCURANCE  
OF STAFFING**

**GOAL: 1 SHOULD BE 0%**

<b>YEAR:</b>	<b><u>2011</u></b>	<b><u>2012</u></b>	<b><u>2013</u></b>	<b><u>2014</u></b>
<b>STAFF LEVEL:</b>	<b>(16)</b>	<b>(16)</b>	<b>(16)</b>	<b>(15)</b>
<b>1</b>	7.6%	3.3%	2.7%	1%
<b>1.5</b>	18.1%	18.9%	17.1%	13%
<b>2</b>	34.5%	37.5%	34.4%	42.6%
<b>2.5</b>	13.3%	9.1%	12.7%	11.9%
<b>3</b>	9.4%	10.4%	13.6%	13.7%
<b>3.5</b>	4.5%	5%	4.7%	5.8%
<b>4</b>	5.1%	6.3%	6.2%	5.6%
<b>4.5</b>	3.2%	3.5%	2.8%	2.9%
<b>5</b>	2.7%	3.6%	3.3%	2.4%
<b>5.5</b>	004%	.007%	.005%	.005%
<b>6</b>	005%	.010%	.014%	.0009%
<b>6.5</b>	0009%	.0009%	0%	0%
<b>7</b>	0%	0%	0%	0%

**SHIFT CHANGES**

**FOR COVERAGE:** 300 (27%) 245 (22%) 279 (25%) 233 (21%)

THIS FILE TRACKS THE PERCENTAGE OF SHIFT COVERAGE FOR POLICE OFFICERS. A YEAR NORMALLY HAS 1095 SHIFTS (365 DAYS X 3 SHIFTS).





# Heartland

## POLICE DEPARTMENT

This report provides information about **Operation Complaints** against department procedures and/or personnel. The department takes all complaints seriously and each one is fully investigated to a reasonable conclusion. This report also documents **Operation Compliments** that are received from citizens, other agencies, businesses, schools, and other officers or supervisors, who wish to compliment a staff member or the department as a whole for a positive interaction.

**Total Complaints for 2014: 9**

### Complaint Dispositions:

Sustained	1
Not-Sustained	3
Exonerated	0
Unfounded	5
Policy Failure	0

### Definitions

**Sustained:** Evidence sufficient to prove allegation.

**Not-Sustained:** Insufficient evidence to either prove or disprove allegation.

**Exonerated:** Incident occurred but was lawful and proper.

**Unfounded:** Allegation is false or not factual.

**Policy Failure:** Flaw in policy caused incident.

Wisconsin state law mandates that law enforcement agencies have a policy on citizen complaints and we accomplish this requirement.

**Total Compliments for 2014: 33**

The department received 33 operation compliments for 15 different employees, 3 department wide compliments, and 1 for the Administrative Assistants. The types of compliments included: Traffic stop contact professionalism, ambulance calls, assist other law enforcement agencies, presentations, vehicle lockouts, investigation efforts, professionalism during arrest, assisting the elderly, assistance with VIP visit.

Your Police Department staff works very hard to build advocates in the community on Every Call, with Every Citizen and on Every Contact.



