Hartland POLICE

"Oath of Honor Agency"

WILEAG
WISCONSIN LAW ENFORCEMENT ACCREDITATION GROUP

DEPARTMENT COPY

Serving With: *Pride, Integrity & Ethics*

ANNUAL REPORT 2015

To the Village of Hartland

The Hartland Police Department proudly presents the 2015 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".

In 2015, the department achieved its very first accreditation from the Wisconsin Law Enforcement Accreditation Group (W.I.L.E.A.G.)

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 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, Eagle, 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 Butler, 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 2015, the current police officer staff has a combined 239 years of experience with the Village of Hartland, ranging from 1 years to 31 years of service, the average being 14.9 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 10000 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 (11 complaints in 2015), 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. (2 substantiated complaints in 2015).

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 25 operation compliments in 2015. 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
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
DAYTEAM SUPERVISOR

ROSARIO J. COLLURA
CAPTAIN OF POLICE
SERVING SINCE 2000
EARLYTEAM SUPERVISOR

STACY V. KELSEY
LIEUTENANT OF POLICE
SERVING SINCE 2008
LATETEAM SUPERVISOR

ADMINISTRATIVE TEAM 7:30 A.M. TO 4:30 P.M.	INVESTIGATIVE TEAM 9:00 A.M. TO 5:00 P.M.	DAYTEAM 6:00 A.M. TO 2:20 P.M.	EARLYTEAM 2:00 P.M. TO 10:20 P.M.	LATETEAM 10:00 P.M. TO 6:20 A.M.
NORA E. SANTELLA ADMIN. ASSISTANT SERVING SINCE 2000	PAULA A. HOFFA POLICE OFFICER SERVING SINCE 2007	MARK L. JORGENSEN POLICE OFFICER SERVING SINCE 1988	MATTHEW E. HARPER POLICE OFFICER SERVING SINCE 1999	SCOTT M. MACIEJEWSKI POLICE OFFICER SERVING SINCE 2001
VIKI L. DOBBERTIN ADMIN. ASSISTANT SERVING SINCE 2001		JAMES R. WEBER POLICE OFFICER SERVING SINCE 1989	DEAN J. HAAG POLICE OFFICER SERVING SINCE 2000	MATTHEW J. SEEGER POLICE OFFICER SERVING SINCE 2009
JULIE A. BECKER ADMIN. ASSISTANT SERVING SINCE 2004		BRIAN M. MUNDY POLICE OFFICER SERVING SINCE 1997	ROBERT T.C. JEWELL POLICE OFFICER SERVING SINCE 2011	LUKE A. JOSWICK POLICE OFFICER SERVING SINCE 2015
LAURIE MATULA-BAHR ADMIN. ASSISTANT SERVING SINCE 2010		ADAM M. MUELLER POLICE OFFICER SERVING SINCE 1998	BRIAN D. DeBARGE POLICE OFFICER SERVING SINCE 2011	

HARTLAND POLICE DEPARTMENT

MANAGEMENT AND INVESTIGATONS

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 PAULA A. HOFFA
SERVING SINCE 2007

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 DEAN J. HAAG
SERVING SINCE 2000

OFFICER MATTHEW E. HARPER
SERVING SINCE 1999

OFFICER ROBERT T.C. JEWELL
SERVING SINCE 2011

OFFICER BRIAN D. DEBARGE
SERVING SINCE 2011

HARTLAND POLICE DEPARTMENT

LATETEAM

OFFICER MATTHEW J. SEEGER
SERVING SINCE 2009

OFFICER SCOTT M. MACIEJEWSKI
SERVING SINCE 2001

OFFICER LUKE A. JOSWICK
SERVING SINCE 2015

Hartland POLICE DEPARTMENT

ACTIVITY REPORT

TYPE OF ACTIVITY	*2006*	*2007*	*2008*	*2009*	*2010*	*2011*	*2012*	*2013*	*2014*	***2015***
ARSON	2	0	2	0	0	0	1	0	0	**1**
ASSAULT	16	20	17	14	24	17	11	16	16	**14**
BURGLARY	21	29	14	19	16	9	12	13	8	**11**
CRIMINAL DAMAGE	123	131	113	111	115	51	83	116	49	**57**
HOMICIDE	0	0	0	0	0	0	0	0	0	**0**
VEHICLE THEFT	0	1	1	4	1	5	0	3	1	**5**
ROBBERY	0	2	0	0	0	0	1	0	0	**2**
SEXUAL ASSAULT	2	6	2	6	9	9	8	7	4	**5**
THEFT	103	106	97	99	70	90	101	94	71	**69**
WORTHLESS CHECKS	60	70	55	29	21	26	9	5	5	**8**
MISC. INCIDENTS	843	832	873	813	583	562	525	522	596	**612**
TOTALS:	1170	1197	1174	1095	839	769	751	772	749	**784**

PERSONS ARRESTED	*2006*	*2007*	*2008*	*2009*	*2010*	*2011*	*2012*	*2013*	*2014*	***2015***
ADULT MALE	242	367	251	239	231	175	186	220	149	**151**
ADULT FEMALE	74	143	97	79	75	53	66	106	66	**51**
JUVENILE MALE	69	83	65	68	56	48	24	56	22	**22**
JUVENILE FEMALE	23	26	22	19	11	12	3	14	4	**4**
TOTALS:	408	619	435	405	373	288	279	396	241	**228**

OTHER ACTIVITIY	*2006*	2007	2008	2009	*2010*	*2011*	*2012*	*2013*	*2014*	***2015***
CALLS FOR SERVICE	11791	10897	11214	10545	11577	10053	10113	9442	10507	**9978**
TRAFFIC ACCIDENTS	161	156	168	160	106	123	125	139	135	**131**
TRAFFIC CONTACTS	4467	3675	3699	3238	3951	2948	2829	2663	2786	**2769**
TRAFFIC CITATIONS	2246	1980	1847	1627	1509	1409	1603	1385	1026	**1397**
DRUNK DRIVING ARRESTS	237	183	88	67	62	49	43	48	26	**52**
ORDINANCE CITATIONS	334	420	362	313	279	219	138	150	128	**90**
PARKING CITATIONS	264	334	413	259	212	211	200	172	426	**237**
STATE PROSECUTIONS	74	93	57	112	85	52	185	194	161	**174**
EMERGENCY DETENTIONS	N/A	N/A	N/A	N/A	N/A	N/A	N/A	30	21	**29**

Hartland POLICE DEPARTMENT

OCCURRENCE OF STAFFING YEAR:	2011	2012	2013	2014	2015
STAFF LEVEL:	(16)	(16)	(16)	(15)*	(16)
1	7.6%	3.3%	2.7%	1%	.008%
1.5	18.1%	18.9%	17.1%	13%	18%
2	34.5%	37.5%	34.4%	42.6%	43%
2.5	13.3%	9.1%	12.7%	11.9%	10%
3	9.4%	10.4%	13.6%	13.7%	8%
3.5	4.5%	5%	4.7%	5.8%	4%
4	5.1%	6.3%	6.2%	5.6%	5%
4.5	3.2%	3.5%	2.8%	2.9%	2%
5	2.7%	3.6%	3.3%	2.4%	4%
5.5	004%	.007%	.005%	.005%	.007%
6	005%	.010%	.014%	.0009%	.001%
6.5	0009%	.0009%	0%	0%	0%
7	0%	0%	0%	0%	0%

GOAL: 1 SHOULD BE 0%

SHIFT CHANGES

FOR COVERAGE: 300 (27%) 245 (22%) 279 (25%) 233 (21%) 294 (26%)

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

*2014 had an officer retirement and new hire terminated on probation. 100% staffing not achieved.

Hartland 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 2015: 11

Complaint Dispositions:

Substantiated	2
Not-Substantiated	3
Exonerated	0
Withdrawn	2
Unfounded	4
Policy Failure	0

Definitions

Substantiated: Evidence sufficient to prove allegation.
Not-Substantiated: Insufficient evidence to either prove or disprove allegation.
Exonerated: Incident occurred but was lawful and proper.
Withdrawn: Complainant requested to withdraw complaint.
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 2015: 25

The department received 25 operation compliments for 14 different employees , and 1 department wide compliment. The types of compliments included: Professionalism, traffic stop encounters, court testimony, assist other agency, help at accident scenes, saving a life, and crisis intervention.

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

WISCONSIN LAW ENFORCEMENT ACCREDITATION GROUP

Report of On-Site Assessment

HARTLAND POLICE DEPARTMENT

HARTLAND, WISCONSIN

November 17-19, 2015

Assessors:

Chief Peter Nimmer, Shorewood PD (Team Leader)

Captain Troy Hellenbrand, Middleton PD

Captain Peter Jaske, South Milwaukee PD

INTRODUCTION AND DESCRIPTION OF AGENCY AND JURISDICTION

The Village of Hartland is located 20 miles west of Milwaukee, 8 miles northwest of Waukesha, and 112 miles north of Chicago in Waukesha County. Hartland is the center of southeastern Wisconsin's Lake Country. Hartland is 5.2 square miles in size and offers close proximity to Interstate 94 and State Highways 83 and 16. The Village of Hartland was incorporated on January 18, 1892 but used the Fire House facilities for its board meetings until the first Village Hall was completed in 1930. It was known as the Community Memorial Building and honored Hartland's soldiers of war. The building was razed in 1980 after a new Municipal Building was constructed.

The Village of Hartland strives to retain existing businesses and continually promotes business growth to create new opportunities. Companies such as Batteries Plus, Merge Health Care and AQS, Inc. enjoy successful operations in Hartland. The area supports excellent transportation access, quality workforce, abundant water supply, and affordable rental rates for industrial and warehouse businesses.

Hartland has a successful mix of industrial, manufacturing, commercial, and service businesses located within the village limits. Hartland offers a strong and thriving business climate with easy accessibility, top-notch business parks, superior municipal services, low tax rates, and a quality workforce that keeps us on the cutting edge of business development.

Hartland has enjoyed steady growth for the past 20 years and it continues to grow at expected population projections. As a community, Hartland is poised to meet the demand for growth and future development with a well-planned focus. Hartland offers the best in home town amenities with metropolitan conveniences.

The population of Hartland is approximately 9,118 residents living in 5.1 square miles. The median household income in Hartland is $68,864; the median home value is $244,800 and the number of Households 3,562. The median age is 37.5.

The Village is governed by a seven member elected board comprised of a Village president and board of trustees. A village administrator is appointed by the board to serve as chief administrative officer of the Village. The Village has 92 full and part time employees and provides services for street maintenance, snow removal, park system, planning, inspection, and recreation services.

The Village provides Fire, Police, and Emergency Medical service to the community. Hartland Fire Department provides both fire and ambulance services to the Village and surrounding communities. The Village has a fire underwriters' rating of 4.

The Village of Hartland Police Department is a full service municipal law enforcement agency. Their dispatch services are provided by Waukesha County Communications Center. The department is comprised of 16 full time sworn officers that include the Police Chief, a Deputy Chief, a Captain, a Lieutenant, a Detective, and 11 patrol officers.

The department takes a community orientated approach to policing and is constantly looking for ways to improve community service as evidenced by their interactions with the school system, community leaders and businesses. The department clearly works with the entire community to improve public safety in the Village of Hartland.

SUMMARY OF ON-SITE ACTIVITIES

The Assessment Team arrived at the Hartland Police Department on November 17, 2015, at 10:00 a.m. The team was greeted by Chief Robert Rosch, Lieutenant Stacy Kelsey and Accreditation Manager Viki Dobbertin. The management team showed us our work space. Chief Rosch then went over many of the programs and partnerships the Hartland Police Department does and has with other law enforcement agencies and community partners. We then took a tour of the police department. The tour lasted about an hour and intended to generally familiarize the team with the building. The policed department was extremely organized and clean. The assessment team was very impressed by the department and its organization.

The assessment team reconvened in the work area, the electronic file system was explained. Each assessor had their own computer with two monitors. The file system was fairly easy to work with. In addition to the electronic files, there were numerous printed resource materials available for the assessors to reference.

The work space was cramped due to the small table with six computer monitors, however it was manageable. The chapter summaries were not printed for the team and they needed to be printed on our request. There were some other logistical items that needed to be addressed early on in the assessment. I contribute this to it being Hartland Police Department's first on-site assessment. All the issues were easily worked through and we are able to start on file review prior to noon on Day 1.

PUBLIC INFORMATION SESSION

The Public Information Session was conducted on November 18, 2015 at 5:00 P.M. at the Village of Hartland Board room. The session was properly announced through press releases, websites, and e-mail announcements. The extent to which Chief Rosch went to advertise the public information session was very impressive as you will see by his Public Information Plan. Chief Rosch made arrangements for the public information session to be audio and video recorded.

Eight individuals spoke at the Public Information Session. All of the speakers had positive comments about the police department and the services it provides.

TELEPHONE CALLS AND OTHER PUBLIC CONTACTS

A public access telephone line was established and publicized in accordance with the WILEAG public information plan guidelines. The phone line was made available from 4:00 P.M. to 5:00 P.M. on November 18, 2015. Five telephone calls were taken by the assessors during this time period. All of the callers had positive comments about the police department and the services it provides.

In addition, the assessment team received six written correspondences, all were positive. Overall, the Village of Hartland had significant public input from all three sources.

STATISTICAL SUMMARY OF COMPLIANCE

The process of assessing compliance through file inspection generally went well. This was the first on-site assessment for the Hartland Police Department. While file review in the end was satisfactory, it was not without its issues. The assessors found inadequate proofs at times, lack of proofs, and at times the wrong proofs in the files. Other file construction issues included failure to identify dimensions in lengthy proofs, lack of highlighting of pertinent sections, and in some cases no highlighting at all. Even with these issues, it was clear to the assessors the Department was conducting itself within the intent and spirit of the WILEAG standards. The assessment team provided some recommendations to the Department to alleviate these issues in the future.

As this was a first time on-site, the agency was not required to show historical proof of compliance. The proofs were most often 1 year and sometimes no proof because it was a wet ink policy.

Assessors requested additional work on approximately 29 standards before finding them in compliance. The majority of these repairs were minor, involving simple policy language changes or inserting additional proofs of compliance, many of which came to the attention of assessors as they reviewed different standards or interacted with agency staff.

The completed file inspection revealed the following:

Standards with which the agency is in compliance 205

Standards determined to be not applicable to this agency 30

Standards with which the agency was not in compliance 0

The 30 standards determined not to be applicable to the Hartland Police Department included:

Chapter 2, Personnel Services, Section 7, Part-time Officers. The Hartland Police Department does not have any part time officers. **7 Standards.**

Chapter 2, Personnel Services, Section 8, Auxiliary Personnel. The Hartland Police Department does not have Auxiliary Personnel. **1 Standard.**

Chapter 3, Recruitment and Selections, Section 2 Applicant Selection, 3.2.4. The Hartland Police Department does not use polygraph exams during the hiring process. **1 Standard.**

Chapter 7, Care of Detainees, Section 2, Lock-up Facilities. The Hartland Police Department does not have a Municipal Lock-up. **21 Standards.**

CHAPTER SUMMARY

Chapter 1 – Organization and Management Role

Section #1-Agency Role:

The department was found to be in compliance with this section. The agency has a clear mission statement that is available for all to view via the department website and it is also posted in the lobby of the police department. All officers have read and understand the mission statement. No repairs needed.

Section #2-Employee Conduct:

The department was found to be in compliance with this section. It should be noted the department has posted privacy statements in the locker rooms and the bathrooms as reminders to all the employees regarding this standard and the law. The harassment policy was very thorough and complete. No repairs needed.

Section #3-Structure and Accountability:

The department was found to be in compliance with this section. The department has a very professional looking organizational chart that is displayed in the lobby and located on their website. The department's job descriptions are thorough and complete. No repairs needed.

Section #4-Command Authority:

The department was found to be in compliance with this section. Each policy has a signature page for all officers to sign after they have reviewed the policy. The signature page was used in each standard as a proof of compliance. No repairs needed.

Section #5-Fiscal Management/Agency Owned Property:

While the department was found in compliance with this section, the department did not have a cash ledger for payments taken after hours. The department does not have a cash register and does not take cash payments per se. During office hours if a citizen wants to pay for a citation, staff would direct them to go to village hall. However, there are times when the office staff will accept the payment but then immediately take the payment to village hall to be processed. There are also times at night that they will take a payment for a warrant or a citation. The department produced a cash ledger for these types of situations.

Section #6-Jurisdiction:

The department was found to be in compliance with this section. Requested their mutual aid agreement and that was added as a proof.

Section #7-Law Enforcement Authority:

The department was found to be in compliance with this section. This was an overall strong section for the department with strong policy and proofs. No repairs needed.

Section #8-Contract Services:

The department was found to be in compliance with this section. No repairs needed.

Section #9-Citizen Complaints:

The department was found to be in compliance with this section. This was an overall strong section for the department with strong policy and proofs. No repairs needed.

Chapter 2 – Personnel Services

Section #1-Collective Bargaining:

The department was found to be in compliance with this section. No repairs needed.

Section #2-Grievance Procedures:

The department was found to be in compliance with this section. Grievance procedure outlined in labor contract for union employees and the handbook covers grievances for non-represented employees. No repairs needed.

Section #3-Job Classifications:

The department was found to be in compliance with this section. The job descriptions for all positions are very complete. No repairs needed.

Section #4-Compensation, Benefits, and Conditions of Work:

The department was found to be in compliance with this section. The department's physical fitness standards are in the labor contract and employees are given a stipend if they pass. No repairs needed.

Section #5-Performance Evaluations:

While the department was found to be in compliance with this section there were minor issues that needed to be resolved. The department implemented a new evaluation form this year; however, the old review form was used as a proof. A memo was written indicating they will use the new form moving forward. There was a lack of highlighting in this section as well.

Section #6-Promotional Processes:

The department was found to be in compliance with this section. The department has not had any promotions since January 2012. The department had proofs that were not relevant to this standard that were removed.

Section #7-Part-Time Officers:

Not Applicable by Function. The department does not utilize part-time officers.

Section #8-Auxiliary Personnel:

Not Applicable by Function. The department does not utilize Auxiliary Personnel.

Chapter 3 – Recruitment/Selection

Section #1-Recruitment:

The department was found to be in compliance with this section. No repairs needed.

Section #2-Selection:

The department was found to be in compliance with this section. The department added specific language to their proof regarding applicant materials being secured. The agency does not utilize polygraphs and this standard was Not Applicable by Function.

Chapter 4 – Commendations/Disciplinary Procedures

Section #1-Commendations:

The department was found to be in compliance with this section. Good proofs and a well written policy. No repairs needed.

Section #2-Disciplinary Procedures:

While the department was found to be in compliance with this section some of the proofs were outdated. The department used memos as proofs but they were from 2010-2013. The department supplied more recent examples for proofs.

Chapter 5 – Management of Resistance/Aggression

Section #1-Use of Force:

The department was found to be in compliance with this section. It was recommended to the department to assign their ECD so that it can be tracked. The department currently uses a magnetic board for the current shift and there is no historical data.

Section #2-Rendering Aid:

The department was found to be in compliance with this section. No repairs needed.

Section #3-Reporting and Review:

The department was found to be in compliance with this section. The ACR needed to reflect the Use of Force report under written directive.

Chapter 6 – Operations

Section #1-Patrol:

The department was found to be in compliance with this section. The written directive for 6.1.3 contained outdated language which was inconsistent the written directive in 6.1.2. The file was returned and repaired. This was an overall good section for the department.

Section #2-Traffic:

The department was found to be in compliance with this section. This was a strong section for the department with solid policy and proofs.

Section #3-Criminal Investigations:

The department was found to be in compliance with this section. This was an overall good section. No repairs needed.

Section #4-Criminal Intelligence & Information Sharing:

The department was found to be in compliance with this section. No repairs needed.

Section #5-Special Investigations:

The department was found to be in compliance with this section. No repairs needed.

Section #6-Juvenile Procedures:

The department was found to be in compliance with this section. This section contained solid policy and proofs. No repairs needed.

Chapter 7 – Care of Detainee

Section #1-Search/Transport of Detainee(s):

The department was found to be in compliance with this section. 7.1.4 was missing a proof and was sent for repair and was returned.

Section #2-Lock-up Facilities:

Not Applicable by Function. The department does not have a Municipal Lock-up.

Section #3-Processing & Temporary Detention:

The department was found to be in compliance with this section. 7.3.5 was sent back for repair for insufficient proof. Department utilizes a punch clock to record observation times of detainees.

Chapter 8 – Community Relations

Section #1-Public Information Process:

The department was found to be in compliance with this section. Solid policy and proofs. No repairs needed.

Chapter 9 – Communications

Section #1-Communications Processes:

The department was found to be in compliance with this section. Waukesha County provides the dispatch services for the Hartland Police Department. A tour of their facility was conducted by the assessment team. The communications center met all of the standards.

Chapter 10 – Records

Section #1-Records:

The department was found to be in compliance with this section. This section was noted by the assessor has a strong section with good policy and proofs. No corrections were needed.

Section #2-Release of Records:

The department was found to be in compliance with this section. Department properly displays notice regarding the release of records in the lobby.

Chapter 11 – Evidence/Property Integrity

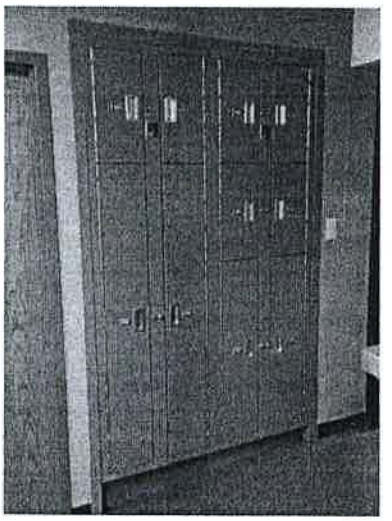
Section #1-Collection and Preservation of Evidence/Property:

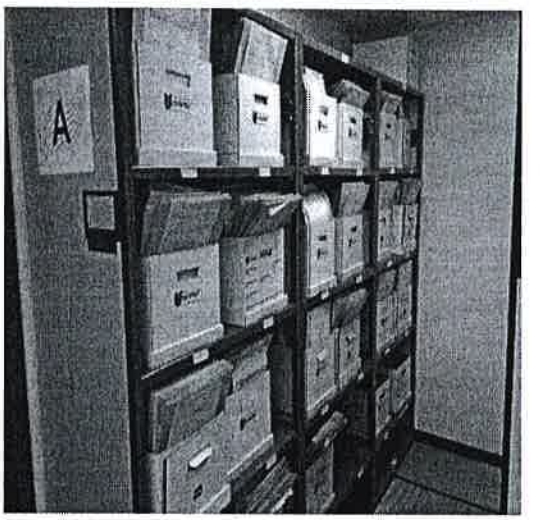
The department was found to be in compliance with this section. This section was noted by the assessor as having strong policy and proofs.

Section #2-Maintenance of Evidence/Property:

The department was found to be in compliance with this section. Overall this section was good. There was an issue with the DPW having key access to the department's large secured storage area which was offsite and located at the DPW site. The lock was changed during the onsite and the DPW no longer has access to the secured area.

As seen below the department utilizes pass through lockers and has a very organized property room.





Chapter 12 – Training

Section #1-Weapons and Ammunition:

The department was found to be in compliance with this section. Recommended to redact personal identifiable information (home address and phone #) from proof for this section.

Section #2-Employee Training:

While the department was found to be in compliance with this section, there were some minor issues with the proofs placed in this file. For example, 12.2.2 needed proofs of training that Hartland provided to its officers not of training provided by an outside agency. Proofs were updated as needed.

Chapter 13 – Critical Incidents

Section #1-Operations:

The department was found to be in compliance with this section. Policy language was needed to address the search and rescue team. Department belongs to a multi-agency tactical team.

Section #2-Planning and Organization:

The department was found to be in compliance with this section. No repairs needed.

Chapter 14 – Victim/Witness Assistance

Section #1-Victim/Witness Assistance:

The department was found to be in compliance with this section. Sent back for repair, report was added as proof showing the agency issues victim brochure.

SUMMARY OF AGENCY'S COMPLIANCE

As the Chapter Summary suggests, the assessors found relatively few issues relating to the standards that needed attention. Those that did were minor in nature and were easily corrected with the inclusion of further proofs, or in some cases a minor wording change to an existing policy. When the file review concluded, the assessors were satisfied that the Hartland Police Department had achieved compliance with all 205 applicable standards, meeting the requirements set forth by the Wisconsin Law Enforcement Accreditation Group. The assessors made several other additional observations designed to evaluate the candidacy of the Hartland Police Department and assist the board in its deliberations. These observations are described in the following section.

OVERALL QUALITY OF LAW ENFORCEMENT SERVICES

As the WILEAG Board is aware, employees are a department's greatest resource and the quality of law enforcement services is directly linked to the caliber and professionalism of the agency's employees. During the on-site assessment of the Hartland Police Department, the assessment team interacted with numerous personnel within the organization, both sworn and non-sworn. These interactions were always positive and the employees were professional, helpful and informative. Chief Rosch, Deputy Chief Bagin, Lt. Kelsey and Accreditation Manager Viki Dobbertin devoted a significant amount of time answering questions, clarifying compliance issues, modifying written directives and providing general assistance to the assessment team. When required, assessors met with other agency personnel to clarify compliance issues and these individuals were informative and generous with their time as well.

On Wednesday November 18th, 2015 Assessor Jaske toured the Waukesha County Communications (WCC) which the department utilizes for 24/7 dispatch. During the tour he met with one of the directors, Mr. Gary Ball. Mr. Ball was asked about certain aspects pertaining to the WILEAG standards of chapter 9 on Communications. Assessor Jaske made the following observations through the tour, by interviewing Mr. Ball, and by printed information provided to Assessor Jaske:

- Locked entry into dispatch
- Sign in/out sheet
- Surveillance cameras at the entrance and several exits of the building

- An automatic locking pass gate under surveillance to the rear parking lot for employees
- A backup generator in a secure room and inspection reports
- A 911 call back system available to dispatchers
- A recording system of all phone calls available within 1 hour of a call which was only accessible to certain management staff
- Server room accessible to only certain management staff
- UPS system in a secure room and accessible to only certain management staff
- FCC license on file via email to HPD
- 24/7 emergency dispatch to HPD
- On-duty roster sent to the WCC via fax and entered into the CAD system
- Very clean work areas
- Supervisors on duty 24/7

Assessor Jaske also interviewed Officer Dean Haag at the HPD who is the range master for their agency. PO Haag was interviewed regarding WILEAG standards set forth in Ch. 12 regarding Training, and in particular, Weapons and Ammunition. He was very knowledgeable regarding the training records and policy and procedures of the HPD. Assessor Jaske observed the record keeping system on a secure computer at a work station regarding shooting records for the department for which PO Haag is responsible for. He was well versed on qualification standards for new officers, continued training for current officers, and on the process of remedial training if deemed necessary. PO Haag also showed me an inventory list of weapons in possession of the Hartland PD and we talked about weapons utilized in the squads and less lethal options available to the officers. I was also shown the secure area where duty and practice ammunition is stored in the department along with spare handguns.

Assessor Hellenbrand did a ride along with Officer Mark Jorgensen who has been a member of the Hartland Police Department for over 20 years. During this ride along, Officer Jorgensen gave a tour of the Village of Hartland and also provided his insight of the operations of the Hartland Police Department. Officer Jorgensen had positive comments to say about the Hartland Police Department and the management of the organization.

Officer Jorgensen is tasked with a number of collateral duties which also includes being the department's administrator of the Badger TraCs program. Officer Jorgensen provided an oversight of the program and his responsibilities of being the administrator. Based on my discussion with Officer Jorgensen, Assessor Hellendbrand was able to determine the department was meeting the requirements of 10.1.8 standards regarding traffic citations.

Furthermore, during Assessor Hellendbrand's ride along with Officer Jorgensen, he was able to observe Officer Jorgensen to be wearing body armor, standard 6.1.7, and that Officer Jorgensen used a safety restraining device while operating a department vehicle, standard 6.1.6.

Assessor Hellenbrand also conducted an interview with Officer Dean Haag as he started his shift and prepared his vehicle for operation. Officer Haag completed a detailed inspection of his department issued vehicle which included checking the passenger compartments for any contraband and testing all department issued equipment which was assigned to him on this date. The standards of 7.1.2 were observed and met during this pre-shift inspection.

Team Leader Nimmer had the opportunity to meet with the Secretary of the union, Officer Adam Mueller who is a 17 year veteran of the organization. He indicated the union has an overall good relationship with management. He stated the management team will sit down and talk about and try to resolve issues when then arise. As with any agency, while the administration and union membership do not always agree the overall relationship between them is good.

OPPORTUNITIES FOR IMPROVEMENT

During the exit interview with Hartland Police Department, the assessment team offered recommendations to assist the Department in maintaining accreditation and future on-sites. The assessors discussed the importance of file maintenance and the difficulty of this when having an electronic file system. Many files lacked highlighting on the proofs and there were a lack of standard numbers listed on the proofs as well. They will need to develop a system to ensure the proofs that are scanned are properly marked and highlighted. They will also need to enhance their file system for their next accreditation to accommodate for multiple year proofs and how to identify and file those in the electronic system.

NOTEWORTHY PROGRAMS, POLICIES, OR PRACTICES

It was clear during the course of our stay that the police department prides itself on the level of professional service it provides to the citizens of Hartland. The assessors were introduced to a number of programs that are worthy of special mention here.

The Hartland Police Department utilizes several cooperative efforts as follows:

- Training- The police departments from Chenequa, Delafield, Hartland, Lannon and Pewaukee conduct firearms and DAAT training together
- Suburban Critical Incident Team
- Major Investigation Unit
- S.M.A.R.T.
- Waukesha County Communications
- Lake Country Municipal Court
- Metro Drug Unit

The department also has several community relations programs and services such as:

- Crime Stoppers
- Safe Schools Program
- High School Initiative
- Medication collection site
- Ownership Zones

The Hartland Police Department clearly works well with other agencies in the area and prides itself on being involved with the community.

CONCLUSION

Finally, throughout the on-site assessment the staff of the Village of Hartland Police Department extended excellent cooperation to the assessor team in a manner consistent with the principles that guide their community and professional relationships. Given the size and make-up of the department, undergoing the rigors of preparing for an accreditation on-site assessment was certainly no easy task. Reflecting on their proofs of compliance, feedback from the community and professional associates, and our observations of the agency, the team concluded unanimously that the department had achieved compliance with the applicable standards established by the Wisconsin Law Enforcement Accreditation Group. As such, it is the recommendation of the assessors that the governing board review the Hartland Police Department for the purpose of considering the bestowal of accredited status.