

Heartland POLICE



"Oath of Honor Agency"



DEPARTMENT COPY

Serving With: *Pride, Integrity & Ethics*

ANNUAL REPORT

2017

To the Village of Hartland

The Hartland Police Department proudly presents the 2017 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. In addition, 4 administrative assistants provide the support that is necessary to carry out our mission. We also have mutual aid agreements with the surrounding police agencies, the Waukesha County Sheriff's Department and the Suburban Mutual Aid Response Team (S.M.A.R.T) for additional assistance when necessary. We participate in cooperative teams with other municipalities to offer quality service with a fiscally responsible mindset.


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.

2017 was a year of transition as Chief Robert J. Rosch retired after serving the community for 33 years. We thank Chief Rosch for his service to the department and wish him well in retirement.

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. Our desire is to work with the citizens to solve problems and maintain a high standard for the quality of life in this community.

Respectfully,


Michael S. Bagin
Chief of Police

2017 HIGHLIGHTS:

- Officer Luke A. Joswick and Officer Matthew J. Seeger joined the Waukesha County Civil Disturbance Unit
- Thomas R. Bagin hired as a new police officer
- Deputy Chief Michael S. Bagin sworn in as Chief of Police
- Captain Rosario J. Collura promoted to Deputy Chief of Police
- Lieutenant Stacy V. Kelsey promoted to Captain of Police
- Officer Brian D. DeBarge promoted to Lieutenant of Police
- Officer Mark L. Jorgensen and Officer Adam M. Mueller were presented with a lifesaving award
- Lt. Brian D. DeBarge assigned to the Suburban Critical Incident Team as a tactical operator
- Officer Nicholas S. Greenwood completed his one year probationary period with the department
- Officer Conrad W. Soboniak completed his one year probationary period with the department

COOPERATIVE EFFORTS:

TRAINING-The police departments from Butler, 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. Currently each department provides a firearms instructor and in 2018 we anticipate more departments training defensive tactics instructors to supplement our current staff.

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. Our department provides three officers as tactical operators and one negotiator to this team. Officers are assigned to the team from the various departments at rates in proportion to their department size.

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.

WAUKESHA COUNTY CIVIL DISTURBANCE UNIT (C.D.U.)- The threat of civil disturbance always looms over communities adjacent to urban areas. In 2017 the Waukesha County Sheriff's Department training members of the newly formed C.D.U. in the latest crowd control techniques. Police departments from throughout Waukesha County have assigned officers to supplement Sheriff's Department staff on the C.D.U. The Village of Hartland has two police officers equipped and trained to respond to C.D.U. call outs.

WAUKESHA COUNTY METRO DRUG UNIT- The Village of Hartland has been a member of the Metro Drug Unit since 2007. Due to staffing needs we removed our officer from the unit in 2017. We support the mission of the drug unit and will assist them as needed, but will no longer assign an officer to the unit.

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 19 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. Johnson Creek was added to the court in 2017.

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.

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.

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.

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.

WILEAG ACCREDITATION-The department is accredited with the Wisconsin Law Enforcement Accreditation Group (WILEAG). The department maintains compliance with 205 required standards for law enforcement agencies. Less than 10% of all law enforcement agencies in the State of Wisconsin are fully accredited. The department will be due for re-accreditation in 2018.

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 2017, the current police officer staff has almost 200 years of collective experience with the Village of Hartland, ranging from 1 years to 31 years of service.

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. Our goal is to create relationships with residents that result in problem solving success.

The Hartland Police Department averages about 10,200 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 (3 complaints in 2017), 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. (0 substantiated complaints in 2016).

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 46 operation compliments in 2017. 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



MICHAEL S. BAGIN
CHIEF OF POLICE
SERVING SINCE 1986

ROSARIO J. COLLURA
DEPUTY CHIEF OF POLICE
SERVING SINCE 2000
DAYTEAM SUPERVISOR



STACY V. KELSEY
CAPTAIN OF POLICE
SERVING SINCE 2008
EARLYTEAM SUPERVISOR

BRIAN D. DeBARGE
LIEUTENANT OF POLICE
SERVING SINCE 2011
LATETEAM SUPERVISOR

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

INVESTIGATIVE TEAM
9:00 A.M. TO 5:00 P.M.

PAULA A. HOFFA
POLICE OFFICER
SERVING SINCE 2007

DAYTEAM
6:00 A.M. TO 2:20 P.M.

MARK L. JORGENSEN
POLICE OFFICER
SERVING SINCE 1988

BRIAN M. MUNDY
POLICE OFFICER
SERVING SINCE 1997

ADAM M. MUELLER
POLICE OFFICER
SERVING SINCE 1998

DEAN J. HAAG
POLICE OFFICER
SERVING SINCE 2000

EARLYTEAM
2:00 P.M. TO 10:20 P.M.

ROBERT T.C. JEWELL
POLICE OFFICER
SERVING SINCE 2011

NICHOLAS S. GREENWOOD
POLICE OFFICER
SERVING SINCE 2016

CONRAD W. SOBONIAK
POLICE OFFICER
SERVING SINCE 2016

THOMAS R. BAGIN
POLICE OFFICER
SERVING SINCE 2017

LATETEAM
10:00 P.M. TO 6:20 A.M.

SCOTT M. MACIEJEWSKI
POLICE OFFICER
SERVING SINCE 2001

MATTHEW J. SEEGER
POLICE OFFICER
SERVING SINCE 2009

LUKE A. JOSWICK
POLICE OFFICER
SERVING SINCE 2015



HARTLAND POLICE DEPARTMENT

MANAGEMENT AND INVESTIGATIONS



CHIEF MICHAEL S. BAGIN
SERVING SINCE 1986



DEPUTY CHIEF ROSARIO J. COLLURA
SERVING SINCE 2000



CAPTAIN STACY V. KELSEY
SERVING SINCE 2008



LIEUTENANT BRIAN D. DEBARGE
SERVING SINCE 2011



DETECTIVE PAULA A. HOFFA
SERVING SINCE 2007



HARTLAND POLICE DEPARTMENT

DAYTEAM



OFFICER MARK L. JORGENSEN
SERVING SINCE 1988



OFFICER BRIAN M. MUNDY
SERVING SINCE 1997



OFFICER ADAM M. MUELLER
SERVING SINCE 1998



OFFICER DEAN J. HAAG
SERVING SINCE 2000



HARTLAND POLICE DEPARTMENT

EARLYTEAM



OFFICER ROBERT T.C. JEWELL
SERVING SINCE 2011



OFFICER NICHOLAS S. GREENWOOD
SERVING SINCE 2016



OFFICER CONRAD W. SOBONIAK
SERVING SINCE 2016



OFFICER THOMAS R. BAGIN
SERVING SINCE 2017



HARTLAND POLICE DEPARTMENT

LATE TEAM



OFFICER SCOTT M. MACIEJEWSKI
SERVING SINCE 2001



OFFICER MATTHEW J. SEEGER
SERVING SINCE 2009



OFFICER LUKE A. JOSWICK
SERVING SINCE 2015



Hartland

POLICE DEPARTMENT

ACTIVITY REPORT

<u>TYPE OF ACTIVITY</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
ARSON	2	0	0	0	1	0	0	1	0	0
ASSAULT	17	14	24	17	11	16	16	14	9	6
BURGLARY	14	19	16	9	12	13	8	11	7	9
CRIMINAL DAMAGE	113	111	115	51	83	116	49	57	45	80
HOMICIDE	0	0	0	0	0	0	0	0	0	0
VEHICLE THEFT	1	4	1	5	0	3	1	5	1	1
ROBBERY	0	0	0	0	1	0	0	2	1	0
SEXUAL ASSAULT	2	6	9	9	8	7	4	5	3	8
THEFT	97	99	70	90	101	94	71	69	53	88
WORTHLESS CHECKS	55	29	21	26	9	5	5	8	5	1
MISC. INCIDENTS	873	813	583	562	525	522	596	612	553	550

TOTALS: 1174 1095 839 769 751 772 749 784 677 743

<u>PERSONS ARRESTED</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
ADULT MALE	251	239	231	175	186	220	149	151	101	100
ADULT FEMALE	97	79	75	53	66	106	66	51	48	38
JUVENILE MALE	65	68	56	48	24	56	22	22	16	7
JUVENILE FEMALE	22	19	11	12	3	14	4	4	7	1

TOTALS: 435 405 373 288 279 396 241 228 172 146

<u>OTHER ACTIVITY</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
CALLS FOR SERVICE	11214	10545	11577	10053	10113	9442	10507	9978	8577	10199
TRAFFIC ACCIDENTS	168	160	106	123	125	139	135	131	150	139
TRAFFIC CONTACTS	3699	3238	3951	2948	2829	2663	2786	2769	2054	2458
TRAFFIC CITATIONS	1847	1627	1509	1409	1603	1385	1026	1397	975	1413
DRUNK DRIVING ARRESTS	88	67	62	49	43	48	26	52	29	34
ORDINANCE CITATIONS	362	313	279	219	138	150	128	90	114	129
PARKING CITATIONS	413	259	212	211	200	172	426	237	136	301
STATE PROSECUTIONS	57	112	85	52	185	194	161	174	115	93
EMERGENCY DETENTIONS	N/A	N/A	N/A	N/A	N/A	30	21	29	16	20





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 2017: 3

Complaint Dispositions:

Substantiated	0
Not-Substantiated	0
Exonerated	0
Withdrawn	0
Unfounded	3
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 2017: 46

The department received 46 operation compliments for 11 different employees, and 5 department wide compliments. The types of compliments included: Professionalism, traffic stop encounters, assist other agency, help at accident scenes, effort on investigations, service calls and more.

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

