

# Cartland POLICE



*"Oath of Honor Agency"*



## DEPARTMENT COPY

Serving With: *Pride, Integrity & Ethics*

# ANNUAL REPORT

# 2021

***To the Village of Hartland:***

*The Hartland Police Department proudly presents the 2021 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 18 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 through the Suburban Mutual Aid Response Team (SMART) 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 a part of this team 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 at [www.villageofhartland.wi.gov](http://www.villageofhartland.wi.gov) 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,*

*Torin J. Misko  
Chief of Police*

**2021 DEPARTMENT HIGHLIGHTS:**

- Police Officer Matthew Shea joined the Hartland Police Department on March 29, 2021.
- Police Officer Mark Jorgensen retired from the Hartland Police Department on May 17, 2021, with over 32 years of service to the Village of Hartland.
- Administrative Assistant Lauren Stevenson joined the Hartland Police Department on February 22, 2021. Administrative Assistant Stevenson left the Hartland Police Department on May 31, 2021, to become a Deputy Sheriff with the Jefferson County Sheriff's Department.
- Retired Police Officer Mark Jorgensen rejoined the Hartland Police Department as a part-time Administrative Assistant on August 11, 2021.
- Police Officer Zachary Bell joined the Hartland Police Department on September 1, 2021.
- Police Officer Matthew Seeger received an Honorable Discharge from the Hartland Police Department on December 3, 2021, with over 12 years of service to the Village of Hartland.
- Police Officer Dean Haag retired from the Hartland Police Department on December 17, 2021, with over 21 years of service to the Village of Hartland.
- Officer Matthew Seeger received a Purple Heart and Medal of Valor award.
- The Hartland Police Department received the Ovations Award from the Hartland Chamber of Commerce.
- Officer Seeger and Officer Joswick received a Unit Award for their involvement in the Waukesha County Civil Disturbance Unit.

- Officer Brian Mundy retired as a tactical operator with the Suburban Critical Incident Team (SCIT) after serving in that capacity for over 20 years.
- Chief Torin Misko served as the President of the Waukesha County Police Chiefs' Association.
- Chief Torin Misko was selected to serve on the Board of Governors for the Small & Rural Law Enforcement Executives Association.
- The Hartland Police Department received a \$2,000 grant from We Energies for leadership training.
- A Lethality Assessment Program was implemented by the Hartland Police Department when investigating domestic violence incidents.
- In coordination with the Hartland Recreation Department and Fire Department, the Hartland Police Department participated in the 1<sup>st</sup> annual National Night Out.
- Coordinated a Stuff the Squad food drive with Piggly Wiggly to help support the local food pantries.
- Administrative Assistant Mark Jorgensen was appointed as a property room custodian.
- Successfully re-accredited through the Wisconsin Law Enforcement Accreditation Group (WILEAG) for a three-year period effective December 13, 2021.

## **COOPERATIVE EFFORTS:**

***TRAINING*** -The police departments from Butler, Chenequa, Delafield, Hartland, and Pewaukee conduct firearms and defensive and arrest tactics training for all of our officers. Each agency provides officers as trainers in either firearms or defensive and arrest 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. In addition, officers from each agency are called upon to assist each other under mutual aid and the ability to train together allows them to work together in an efficient and effective manner.

***SUBURBAN CRITICAL INCIDENT TEAM (SCIT)*** -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 critical calls for service, such as barricaded persons, negotiations, and serving high risk search warrants. Again, the sharing of expertise and equipment make these types of joint efforts cost-effective and provide an excellent service to the communities involved in SCIT. Under a mutual aid agreement our department provides two officers as tactical operators and three crisis negotiators to this team. Officers are assigned to the team from the various departments at rates in proportion to their department size.

***MAJOR INVESTIGATIONS UNIT (MIU)*** -This team of selected officers from the Butler, Chenequa, Delafield, Elm Grove, Hartland, Oconomowoc Lake, Pewaukee, Summit Police Departments, and the Waukesha County Sheriff's Department are trained and prepared to investigate all major incidents 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 (SMART)*** -This is a cooperative effort between law enforcement agencies in Jefferson, Kenosha, 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 SMART can have up to 70 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, and 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 (CDU)*** - Police Departments from throughout Waukesha County and the Sheriff's Department have assigned officers to the CDU. The Village of Hartland has one police officer equipped and trained to respond to CDU call outs. Once again, the sharing of expertise and equipment make these types of joint efforts cost-effective and provides an excellent service to the communities involved in the CDU.

**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 continue to support the mission of the drug unit by sharing information with them and will assist the drug unit as needed but will no longer have an officer assigned 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 20 communities. The court is 100% funded by user fees and does not require any Hartland tax dollars to operate. This court serves as a very efficient and fair way of dealing with municipal traffic and ordinance violations.

### **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 may receive 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 day team 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, job shadowing for high school students, and other specialized training.

**MEDICATION COLLECTION SITE** - In order to reduce substance abuse, prevent childhood poisonings, and help protect our environment, private citizens can bring their prescription medications to the Police Department for disposal. There are green containers accessible 24 hours a day in both the East and West lobbies of the Police Department to dispose of your medications. In 2021, the Hartland Police Department provided a combined 1,251.4 pounds of medications to the WI Department of Justice for destruction as part of their Spring and Fall Drug Take Back events.

**OWNERSHIP ZONES** - The Police Department has established Ownership Zones that specific officers are assigned to. These officers take "Ownership" of specific areas of the village to consistently address quality of life issues and will work closely with the building inspector in these efforts. In addition, one of the specific Ownership Zones consists exclusively of all the registered Sex Offenders that reside in the Village of Hartland and another Ownership Zone includes all of the schools in the Village of Hartland.

**COMMUNITY NOTIFICATIONS** - The Police 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 Police Department is accredited by the Wisconsin Law Enforcement Accreditation Group (WILEAG). The department maintains compliance with 242 required standards for law enforcement agencies. Less than 10% of all law enforcement agencies in the State of Wisconsin are fully accredited. The department was awarded re-accreditation in December of 2021.

**CITIZEN’S ACADEMY** - The Police Department sponsors a Citizen’s Police Academy in cooperation with the Delafield, Chenequa, and Pewaukee Police Departments. This is for citizens or those who work in this area who would like to learn about what the local police departments do. The Citizen’s Academy is provided as a means to reach out to our community and educate the public about the law enforcement profession. Unfortunately, this event was cancelled in 2021 due to the COVID-19 pandemic.

**SHOP WITH COPS** - During the holiday season, local law enforcement officers from Hartland, Delafield, Pewaukee, and Chenequa Police Departments team up for a Shop with Cops event. Shop with Cops offers children in 5k through 5<sup>th</sup> grade the opportunity to shop with police personnel for holiday gifts for their families. This is a unique opportunity for children to develop a relationship with law enforcement officers that will serve to make a lasting impression on their lives. We are able to offer this program to families at no cost because of donations, fundraisers, and volunteers.

### **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 2021, the police officer staff had approximately 229 years of collective experience with the Village of Hartland, ranging from less than 1 year to 33 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 responded to 11,646 calls for service in 2021 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, but the majority of these complaints are found to be unfounded, exonerated, or not sustained. In 2021, there was 1 complaint filed with the Police Department and after conducting a thorough investigation 0 complaints were found to be substantiated. The complaint was determined to be unfounded, and a charge was referred to the Waukesha County District Attorney's Office under WI State Statute 946.66 due to the citizen filing false reports of police misconduct.

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 45 operation compliments in 2021. 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



**TORIN J. Misko**  
CHIEF OF POLICE  
SERVING SINCE 2018

**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

**JULIE A. BECKER**  
ADMIN. ASSISTANT  
SERVING SINCE 2004

**Laurie Matula-Bahr**  
ADMIN. ASSISTANT  
SERVING SINCE 2010

**MARK L. JORGENSEN**  
ADMIN. ASSISTANT  
SERVING SINCE 2021

**INVESTIGATIVE TEAM**  
8:00 A.M. TO 6:00 P.M.

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

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

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

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

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

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

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

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

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

**NICHOLAS S. GREENWOOD**  
POLICE OFFICER  
SERVING SINCE 2016

**CONRAD W. SOBONIAK**  
POLICE OFFICER  
SERVING SINCE 2016

**MATTHEW E.W. SHEA**  
POLICE OFFICER  
SERVING SINCE 2021

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

**LUKE A. JOSWICK**  
POLICE OFFICER  
SERVING SINCE 2015

**THOMAS R. BAGIN**  
POLICE OFFICER  
SERVING SINCE 2017

**DILLON P. GURGUL**  
POLICE OFFICER  
SERVING SINCE 2018

**ZACHARY T. BELL**  
POLICE OFFICER  
SERVING SINCE 2021



# HARTLAND POLICE DEPARTMENT

## MANAGEMENT





# HARTLAND POLICE DEPARTMENT

## INVESTIGATIONS



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



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





# HARTLAND POLICE DEPARTMENT

## DAY TEAM





# HARTLAND POLICE DEPARTMENT

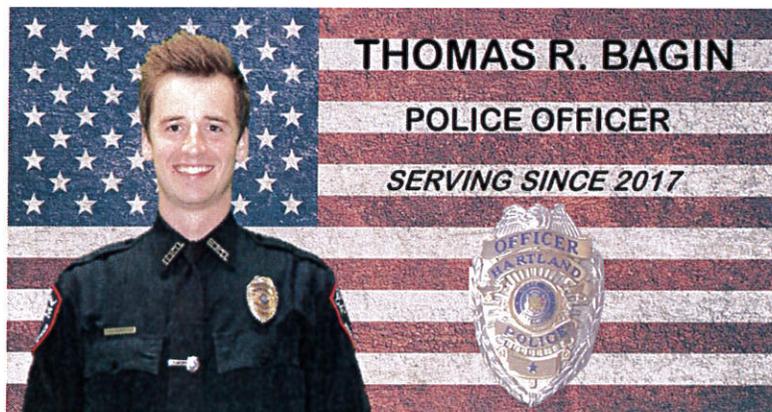
## EARLY TEAM





# HARTLAND POLICE DEPARTMENT

## LATE TEAM





# Village of Hartland

Police Department  
210 Cottonwood Avenue  
Hartland, WI 53029  
Emergency Dial 911  
Non-Emergency (262) 367-2323  
Fax (262) 369-2224

Torin J. Misko  
Chief of Police

Rosario J. Collura  
Deputy Chief of Police

## ACTIVITY REPORT

<u>TYPE OF ACTIVITY</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
CALLS FOR SERVICE	10113	9442	10507	9978	8577	10199	12084	12761	12268	11646
TRAFFIC CONTACTS	2829	2663	2786	2769	2054	2458	2878	2783	2382	2575
TRAFFIC CITATIONS	1603	1385	1026	1397	975	1413	1357	1378	1207	1309
TRAFFIC ACCIDENTS	125	139	135	131	150	139	123	136	136	193
ORDINANCE CITATIONS	138	150	128	90	114	129	68	40	41	39
PARKING CITATIONS	200	172	426	237	136	301	154	271	124	190
DRUNK DRIVING ARRESTS	43	48	26	52	29	34	31	36	31	57
SCHOOL CHECKS	N/A	N/A	N/A	N/A	N/A	N/A	294	443	218	237
ABANDONED AUTOS	68	73	100	57	75	71	74	48	36	51
911 OPEN LINE/HANG UPS	357	313	368	371	266	252	225	367	418	480
ALARMS	198	176	190	161	175	208	230	254	189	176
WELL- BEING CHECKS	84	76	90	107	93	118	140	138	155	144
WARRANT SERVICE	131	121	124	107	137	148	165	189	113	109
STATE PROSECUTIONS	185	194	161	174	115	93	102	73	66	72
FRAUD/ID THEFT	49	61	48	62	74	67	70	101	92	96
THEFT	101	94	71	69	53	88	54	40	50	57
CRIMINAL DAMAGE	83	116	49	57	45	80	36	18	32	15
BATTERY	11	16	16	14	9	6	6	10	10	17
DISORDERLY CONDUCT	81	59	46	68	52	41	45	60	68	71
DOMESTICS	23	35	33	28	24	27	22	22	25	19
SEXUAL ASSAULT	8	7	4	5	3	8	3	4	6	22
BURGLARY	12	13	8	11	7	9	8	6	4	9
HOMICIDE	0	0	0	0	0	0	0	0	0	0
ROBBERY	1	0	0	2	1	0	1	0	0	1
VEHICLE THEFT	0	3	1	5	1	1	1	1	0	0
<u>PERSONS ARRESTED</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
TOTAL	279	396	241	228	172	146	133	156	273	207



# 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 in accordance with department policy. This report also documents **Operation Compliments** that are received from citizens, other agencies, businesses, and schools, who wish to compliment a staff member or the department for a positive interaction.

**Total Complaints for 2021: 1**

### Complaint Dispositions:

Substantiated	0
Not Substantiated	0
Exonerated	0
Unfounded	1
Policy Failure	0

In addition to the complaint being Unfounded, a charge was referred to the Waukesha County District Attorney's Office under WI State Statute 946.66 due to the citizen filing false reports of police misconduct.

### Disposition 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.

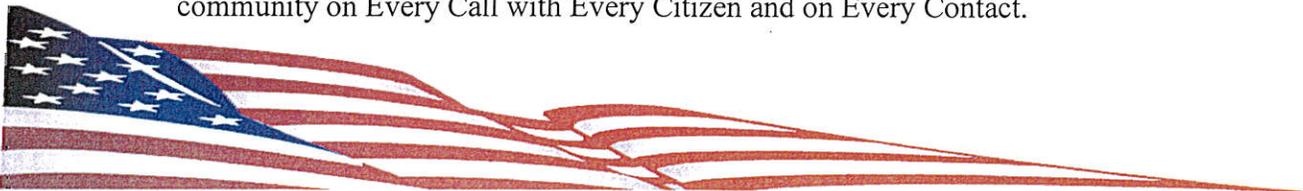
Unfounded: Allegation is false or not factual.

Policy Failure: Flaw in policy caused incident.

**Total Compliments for 2021: 45**

The department received 45 operation compliments for 13 different employees, and 10 department wide compliments. The types of compliments included: Professionalism, traffic stop encounters, assist other agency, 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.



# HARTLAND POLICE DEPARTMENT



2021



HARTLAND POLICE DEPARTMENT 2021

