



# WPD Newsletter

Commitment to Service ♦ Leadership ♦ Justice ♦ Compassion ♦ Partnership ♦ Pride

VOLUME 79

FALL 2014

## Upcoming Events:

- October 25**  
UW-Whitewater Homecoming
- October 31**  
Halloween
- November 11**  
Veteran's Day
- November 27**  
Thanksgiving
- December 24**  
Christmas Eve
- December 25**  
Christmas Day
- December 31**  
New Year's Eve

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## Strategic Plans Link to Organizational Success

By: Chief Lisa Otterbacher

Strategic planning was initiated in the 1960s in the private sector and gained popularity among public service agencies in the 1980s. Strategic planning is defined as a “systematic, interactive process for thinking through and creating the organization’s best possible future”. In essence, it is a means for the impacted stakeholders, through our ability to anticipate trends and needs, to create a roadmap that is intended to meet the future needs of our Department and the community we serve. By routinely reviewing our current procedures, resources, and practices, as well as identifying future goals, strategic planning demonstrates our Department’s commitment to professional policing as we seek to anticipate the public safety concerns our department and community may face. The process includes setting specific measurable goals for the entire organization while taking into account personnel and budgetary resources as well as the needs and expectations of the

community.

One of the key factors surrounding incomplete or unfulfilled strategic plans is the lack of involvement by the entire organization. Research has demonstrated that when the dissemination of information concerning the strategic plan is centralized at a management level, department personnel have limited involvement and commitment to the overall success of the plan. In 1993, we researched and developed our Department’s first strategic plan. It was an extensive planning process which reflected the thoughts and input of the entire organization. Every component from our first strategic plan was successfully accomplished and the same has held true for many portions of the strategic plans that have followed.

The time has come to begin working on our 2015 - 2020 department strategic plan. We hope to collectively bring forth our newest strategic plan with the same level of commitment and involvement as in the past. In developing a strategic plan, we as a department will assess our strengths, weaknesses, opportunities and threats

(SWOT) as a means to proactively appreciate and maintain what we do well and identify and respond to areas that require improvement. Using the SWOT method, personnel will be required to develop, at a minimum, 5 to 7 (or more) suggestions specific to these general topics:

Management/Supervision, Planning, Professional Development, Staffing, Mutual Aid, Recruitment and Selection, Organizational Atmosphere/Culture, Community Relations, Supervisory Development, Career Development, Training, Investigative Strategies/Tactics, Communications, Juvenile/School Liaison, Accreditation, Policing in the 21<sup>st</sup> Century, Patrol Strategies/Tactics, Traffic Safety, Equipment, Labor/Management Relations, Physical Fitness/Wellness, Crime Prevention, Records/Data Processing, and Facilities.

When all personnel throughout the organization are actively involved with the plan, it becomes the blueprint for the department’s daily operations and creates quality professional policing and public safety for the community. ♦

## Whitewater Police Personnel Updates

### Detective Promotion

Officer Bill Becker was promoted to the position of Detective in August. Detective Becker has been with the department for four years, is member of the Sensitive Crimes Team, and is an Evidence Technician. Congratulations!



- Officer John Kleinfeldt accepted a position with the West Allis Police Department. His last day was September 5th. Good luck in the future!
- Officer Ryan Weston and his wife Katie welcomed a baby boy, Maddox, in July. Congratulations!
- Officer James Elder wed his fiancé, Heather, in August. Best wishes to the happy couple.
- Kyle Steger submitted his resignation effective August 25th. Good luck in the future! ♦

# C.O.P.S. Kids Camp 2014 East Troy, July 28th – August 3rd

By: Officer John Kleinfeldt

C.O.P.S. (Concerns Of Police Survivors) is a national organization dedicated to supporting the surviving families of law enforcement officers killed in the line of duty. Those supporting the organization know if the worst happens to a police family, their struggle is only beginning after the funeral. Everything from the spouse's relationship with their children, finances, and mental health is affected when a law enforcement officer's family loses their loved one.

For over 25 years the organization has run the C.O.P.S. Kids Camp in East Troy. The camp is tailor-made for grieving families of fallen officers with children ages six through fourteen. Accompanied by their parent or guardian, the kids and parents have the opportunity to live, play, and grow with their true peers for an entire week on a beautiful lake and with a very supportive staff. One incredible fact about the camp is the fundraising is done by law enforcement officers and their agencies nationwide, and the camp is completely free to the families!

Recognizing this amazing event taking place so close to Whitewater, Chief Otterbacher committed one officer to assist in camp activities for the week. C.O.P.S. chooses Wisconsin out of all the possible camp locations in the nation because of this kind of dedication to the families offered by Wisconsin's local, state, and federal agencies. I was selected to attend for our department, and through good timing, was offered the chance to stay overnight all week and be a mentor to a cabin of nine - nine and ten-year old boys,

all with fathers killed in the line of duty. I couldn't say no to the opportunity.

It only took me an hour to realize how lucky I was to be a camp mentor, and soon began having as much fun as the kids were. I observed group counseling sessions each morning (run by some of the best psychologists and counselors in the country volunteering their time) and learned of their families' terrible struggles without their officer. I swam and played sports with them in the afternoon. I gave all the energy I had to encourage them to keep the cabin clean and get to meals on time. I realized why it is rare to have open mentor spots at the camp: each one of the officers comes back year after year to be a mentor and see the kids again!

The arrival and departure of the families are amazing moments. Dozens of motorcycle officers and others from around the Milwaukee area escorted the families between the camp and the Milwaukee airport. Officers Hintz and Valadez assisted with the escorts as well this year. The change in the families' expressions - from "deer in the headlights" on arriving to not wanting to leave their new friends upon departing a week later - is something I'll never forget. I continue to keep in contact with many of the kids from my cabin and provide as much support as I can.

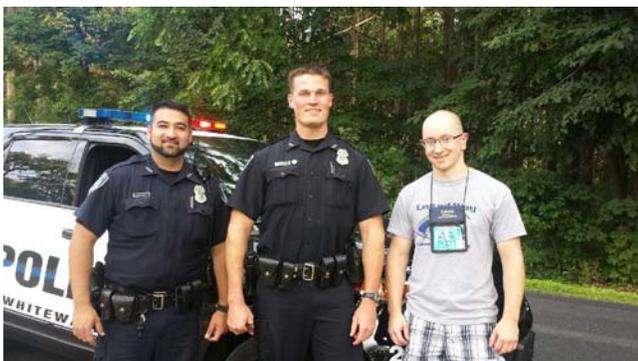
This camp was an unbelievable opportunity to support our law enforcement family and achieve perspective into the struggles of others. While mentor positions may not be available every year, Chief Otterbacher and I agree the opportunity for a department member to experience this camp is invaluable. The proof is in these pictures. ♦



Motorcade escort to camp



Ofc Kleinfeldt and his campers



Ofc Valadez, SRO Hintz, and Ofc Kleinfeldt



Arrival at camp

## Career Resilience Team: An Introduction

By: Sergeant Dan Bradford

Several members of the Whitewater Police Department have attended training to develop a multi-disciplinary team focused on the overall health and wellness of people in our organization. The mission of the Career Resilience Team (CRT) will be to use current research to enhance psychological resiliency and physical readiness along with optimizing quality of life and reducing stress for each member of the department. A primary goal of the CRT will be to assist departmental personnel in completing their professional careers with the same level of enthusiasm, health, and commitment to service that they began with. The following article represents one example of what the Career Resilience Team is striving for and shares insight on how we as law enforcement professionals can live more stable and fulfilling lives. The author, Barbara A. Schwartz, retired after 30 years with NASA in Houston where she worked in Mission Control and Astronaut Training. Schwartz is a former reserve police officer and served in patrol and investigations. Since 1972, she has been writing about law enforcement and has been contributing feature writer for American Police Beat for the past 10 years.

### Why Police Families Must Live Like There's 'No Tomorrow'

By: Barbara A. Schwartz

*Life can change in an instant. During the last year and a half, four significant people in my life passed away. Those losses changed my life.*

*Those losses largely kept me from writing my PoliceOne column in support of police officers and their families who must deal with catastrophic loss — line-of-duty injuries that have ended the career they love.*

*I want to share with you what I learned so you can benefit from my hard-learned lessons.*

**1.) People matter. Stuff does not.** *The relationships you make during your lifetime matters. The hearts you touch during your lifetime matters. The size of your flat screen TV doesn't matter. The kind of car or truck you drive doesn't*

*matter.*

**2.) Make good memories.** *Spend your time and money making good, fun, happy memories with the people you love. Those memories will sustain your loved ones long after you are gone and help them heal from the grief of losing you.*

*Good memories last, don't have an expiration date, and can't be lost in a fire or flood.*

**3.) Eliminate regrets.** *If you died today, what would you regret? Fix those regrets now. Don't carry regrets to your grave. Deal with them while you are alive. Leaving regrets behind only complicates the grief and pain of those who will mourn your passing.*

**4.) Show people you love what they mean to you.** *Go beyond telling people that you love them — show them. Demonstrate it. Show people while you are alive, while you can, how much they mean to you.*

*This can be hard for law enforcement families because of the demands on your time and the unpredictability of the job. Many officers miss their children's recitals, plays, and ball games because of work. Take advantage of the times when you can be there and really be there. Leave work at work. Turn off the cell phone. Make those you love know they are important to you. Make quality time with your loved ones, family, and friends. Make good memories.*

**5.) Think about where you invest your time.** *None of the loved ones I lost died wishing they had spent more time at work, watching TV, cleaning the house, or buying stuff. They regretted what they hadn't done or said.*

*In my calendar book, I keep a page torn from a magazine containing an excerpt from the book Live and Let Love to remind me what is important in life. In the article, Lee Woodruff, wife of ABC news correspondent Bob Woodruff who sustained a traumatic brain injury while covering the military in Iraq, states, "If I could do it over, I would leave more dishes in the sink. I would worry less about the to-do list and keeping the kitchen perfect for the next day. I'd spend more time sitting on my husband's lap."*

*There are no do overs in life — you have the opportunity now to decide how you spend your time. Next time you put chores*

*before making memories, think again.*

*When was the last time you spent time in the arms of your loved one, or held them in yours, just because you can?*

*Invest your time wisely, because of lesson #6.*

**6.) You are dying. We all are dying.** *We have been since the day we were born. No one knows how many moments they have on the planet. Live like you are dying.*

*Ask yourself: what would you do and what would be important to you, if you had six months to live? Then go do those things. Don't put them off. Work on your bucket list now. Live now. Live today.*

**7.) Health is fragile.** *More officers die from physical and mental health issues than in the line of duty. Take care of yourself emotionally and physically. You only have one chance maintaining that body of yours. Don't screw it up. There are no do overs.*

**8.) Happiness is a choice.** *Happiness doesn't fall into your lap. Happiness is a choice and an attitude that comes from within. Each day you have the opportunity to live happy. Choose happiness and share the gift.*

**9.) All who love you live with fear.** *Through this column on PoliceOne, I've had the privilege to meet and hear from many officers who have sustained disabling injuries in the line of duty. I have heard from their families, caregivers, and children.*

*Not one was prepared for what happened to them, prepared for the changes in their lives, or the impact to their family members.*

*In law enforcement, all who love you live with the fear, the dread that something could happen in the course of your workday.*

*Do you tell those who mean so much to you exactly what they mean to you? Do your children know that you think they are wonderful, cool, incredible individuals? Have you told them that? Does your spouse know that he or she is the reason you breathe? Have you told him or her that? Repeatedly? Every day? Don't wait until you have that "whew that was close" moment. Don't wait until you are diagnosed with cancer or heart disease.*

*Implement my lessons learned today. In an instant, life can change. ♦*

# Community Connection

## Big Rig Gig - July 17th

Sergeant Gempler and Officer Valadez wowed the kids with the new police SUV and police bike at the Big Rig Gig at Cravath Lakefront Park.



## National Night Out - August 5th

Our 2<sup>nd</sup> annual National Night Out was a great success. National Night Out "America's Night Out Against Crime" is an opportunity for law enforcement agencies and their partners to join with the community, civic groups and other organizations to promote crime prevention and safer communities.



Without the help of generous donors, Walmart, Sentry Foods, Culvers and McDonalds, this event would not be the success it was. We would also like thank our partners for the event; UW-Whitewater Police Services, Whitewater Fire/EMS, Walworth and Jefferson County Sheriff's Offices, Wisconsin State Patrol, Wisconsin Army National Guard, US Coast Guard, the Paramedic Intercept Program from Fort Atkinson Hospital, Mercy Hospital, WAMSTAR, and Operation Click. Many thanks go out to our volunteers who helped at this year's event.

Save the date for next year's event which is scheduled for Tuesday, August 4, 2015.

## LINCS Star Spangled Banner Program - September 12th

Members of the WPD Honor Guard, Sergeant Bradford, Detective Sergeant Meyer and School Resource Officer Hintz, presented the colors during the Star Spangled Banner program at LINCS elementary school.



Dear Whitewater Police Honor Guard,  
 Thank you so much for coming to our star-spangled Banner program. We were honored to have you come! Thank you for presenting the colors of the flag! You showed focus in your marching!  
 Patriotically, Your Lincs Friends!

## Cop on the Roof Top (Dunkin' Donuts) - August 15th

Ofc. Schleis, CSO Stuppy, and McGruff supported the Cop on the Roof Top fundraiser for Special Olympics in Newville.



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August 5, 2014



Walworth County Sheriff's Office & National Guard



State Patrol & WPD Squad Cars



Walworth County SWAT & State Patrol



WCSO Deputy Torres



WAMSTAR



Information Booths



Det. Meyer & the Drug Information Booth



UW-Whitwater Police Services Information Booth



Det. Sgt. Winger & the Internet Safety Booth



MERCY HEALTH SYSTEM



Ofc. Matteson & K9 Boomer Drug Search Demonstration



Whitwater Rescue Squad



Bike Raffle Winners



Det. Vander Steeg & UWPS Det. Servi driving the Operation Click carts



Angela Sahr serving hot dogs



K9 Boomer & Ofc. Matteson dunking Capt. Uhl



Kids dunking WHS Principal Parker



McGruff with CSO Stuppy

# Washington Elementary School's Pick a Day, Come and Play - September 30th



Ofc. Matteson playing jump rope.



SSM Boyd



Ofc. Oliver playing 4 square as Ofc. Swartz looks on



Chief Otterbacher playing in the sand box.



Det. Becker, SRO Hintz and Ofc. Matteson playing ball with the kids.



SRO Hintz playing on the tires.

Not Pictured: CS Melody Lentz

## Communications for Today and Tomorrow

By: Captain Brian Uhl

On August 19, 2014, the Whitewater Common Council voted unanimously to approve the communications “bridge” concept. This concept has been in the making for over a year and could not have been created without the joint efforts of members of the Walworth County Sheriff’s Office, the University of Wisconsin-Whitewater and City of Whitewater staff.

The “bridge” concept was a result of a communications center staff study that indicated that at times we were functioning at critical staffing levels. Capt. Kevin Williams, who oversees the communications center at the Walworth County Sheriff’s Office, offered an unprecedented forward thinking concept for the two dispatch centers to assist each other during periods of high call volume. This concept was viewed as a proactive response to enhance the quality of services being offered to the citizens of Whitewater and Walworth County.

The intent of this collaboration will be to allow dispatchers in Walworth County to communicate with officers from the

City of Whitewater, the University, and Whitewater Fire and EMS services during times of high call volume or during a Critical event. This collaboration will also allow dispatchers from Whitewater to act as a back-up for Walworth County in case of emergencies, power outages, natural disasters, etc. In order to accomplish this, the City of Whitewater communications center will need to purchase identical software to Walworth County.

With ever changing technology, the Whitewater communications center is currently operating with 911 software that must be upgraded to a newer version. The Communications Center needs to implement Next-Gen 911 systems in order to receive emergency text and picture messages. We will be purchasing new software from Solacom that Walworth County is already using. The same is true for our records management system (RMS) and computer-aided dispatch (CAD) systems. The new RMS/CAD system from ProPhoenix will allow officers to receive calls from dispatch on their mobile data computers in their squads, complete reports in their squads, and much more. This will allow officers to stay on the street longer and make dispatching more efficient. This

ProPhoenix system is the same system Walworth County is already using and the University of Wisconsin-Whitewater Police Services has just purchased.

This new collaboration brings with it a new service for community members too. Once the transition has been completed, our dispatchers will be trained in Emergency Medical Dispatch (EMD). This will allow dispatchers the ability to provide potentially lifesaving assistance and instructions by voice prior to the arrival of emergency medical services. Walworth County has recently implemented this service and has already had success assisting with a choking child.

We are excited about the future of our communications center and partnering with the Walworth County Sheriff’s Office communications center. We will be able to sustain our communications center, provide for adequate staffing without adding personnel, and continue to provide outstanding service to our community and surrounding areas. ♦



# Notes of Appreciation

*While many of the Whitewater Police Department employee's efforts are commendable and deserve thanks, here are a few letters and comments that have been recently brought to the attention of the Chief of Police.*

- "Hello again, Lisa! Sadie and I want to thank you for coming through for us on Sunday! We thoroughly enjoyed meeting Ofc. Joe Matteson and Boomer and I have to say that Boomer is just not like the other K9s! He is really refreshing and such a pup who takes his job seriously! Joe looks like he is a great person to have on your force! Thank you so very much for allowing them to perform their duties at our special event! Kind regards" - Joal Derse Dauer
- "Members of the Whitewater Police Department and Fire Department responded to a fire call at Garden apartments. The original call came in as a working fire, it turned out that it wasn't an active fire. I wanted to thank you for officers' response, they did an excellent job managing the large crowd and working with us as a team. Please pass along our department's appreciation for the great teamwork" - Chief Don Gregoire, Whitewater Fire Dept.
- Dear Chief (& Ofc. Hintz), Just a quick note to tell you how lucky I feel to have worked with Ofc. Hintz over the last couple of years. He is so helpful on rescue calls and it really shows that he cares. I am sad that the summer is almost over & Ofc. Hintz will be starting his new position at the schools, but on the flip side I am very happy for him. Knowing Ofc. Hintz is watching over my kids within the Whitewater Schools is a very good feeling in this crazy world we live in. Thank you for all you do and for being such a great leader. It truly shines through in all of the officers of the Whitewater Police Department. Be well. - Dawn Kiernan, WW EMT
- I wanted to let you know how much I have appreciated working with Officer Jacob Hintz, he is a very caring, level headed and helpful person and it's been a pleasure to work alongside him now that he has come to dayshift. - Jr. Freeman, Whitewater City Crew/Whitewater Fire Dept.
- Ben McCready stopped by the WPD to compliment Ofc. Ryan Weston on the great job he did with an issue in his neighborhood. ♦

## Presentations and Speeches given by WPD Personnel

- ★ On July 1<sup>st</sup> K9 Officer Matteson, K9 Boomer, and Detective Vander Steeg conducted a K9 demo for the Rotary Club.
- ★ On July 1<sup>st</sup> K9 Officer Matteson, K9 Boomer, and Detective Vander Steeg conducted a K9 demo for Fairhaven Residents.
- ★ On July 10<sup>th</sup> Chief Otterbacher supported the dunk tank fundraiser for Bethal House at the Jamaican Jam Summer on the Mall event at the University Center North Mall.
- ★ On July 17<sup>th</sup> Dispatcher/Emergency Government Deputy Director Ojibway attended the Emergency Government/COOP Training Exercise at UW-Whitewater.
- ★ On July 22<sup>nd</sup> School Resource Officer Hintz conducted an Identity Theft Presentation for the Whitewater Education Association.
- ★ On August 5<sup>th</sup>, WPD hosted the National Night Out event at Cravath Lakefront. Captain Uhl, Detective Vander Steeg, Detective Meyer, Detective Sergeant Winger, School Resource Officer Hintz, K9 Officer Matteson, K9 Boomer, Officer Kleinfeldt, Dispatcher Ojibway, Records Technicians Swartz and Sahr participated in the event.
- ★ On August 14<sup>th</sup>, Detective Meyer conducted a Internet Safety Presentation to Association for Prevention of Violence parents.
- ★ On August 14<sup>th</sup>, Chief Otterbacher and Captain Uhl were in attendance at the Police and Fire Commission meeting.
- ★ On August 14<sup>th</sup>, Chief Otterbacher and Captain Uhl supported the Relay for Life event sponsored by Ketterhagen Motors
- ★ On August 28<sup>th</sup>, Chief Otterbacher, Sergeant Bradford, Detective Becker, Officer Valadez, Officer Winger and Dispatcher Petersen attended the Career Resilience Team's Wellness Committee meeting. ♦

## WPD Anniversaries & Birthdays

### October

Kathy Hogue, 20 years on 10/17  
 Tim Gray, 25 years on 10/9  
 Shawn Reif, birthday  
 Jake Hintz, birthday  
 Tina Winger, birthday  
 Joe Matteson, birthday  
 Heidi Gempler, birthday

### November

Ryan Weston, 15 years on 11/9  
 Sabrina Ojibway, birthday  
 Kyle Hathorn, birthday  
 Neal Kolb, birthday  
 Brian Uhl, birthday  
 Cathy Pierce, birthday  
 Tim Swartz, birthday

### December

Heidi Gempler, 11 years on 12/1  
 Marsha Petersen, 19 years on 12/2  
 Jim Elder, 8 years on 12/8  
 Neal Kolb, 18 years on 12/9  
 Ben Lindsey, 1 year on 12/16  
 Dan Bradford, 19 years on 12/27  
 Bill Becker, birthday