RPDONEWS

November 2011

POLICING IN THE SPIRIT OF SERVICE

At the 2011 third-quarter supervisors meeting we discussed the topic of "Policing in the Spirit of Service." I explained that the first question to be asked during interviews for the upcoming promotions would be to define, "What does Policing in the Spirit of Service mean to you?" The follow-up question will be, "How are you as a supervisor going to help promote a culture that embraces this philosophy?"

So what exactly is Policing in the Spirit of Service? The answer is simple, yet multifaceted, essentially having different meanings in different scenarios. When asked the question, "What does Policing in the Spirit of Service mean to you?" our supervisors provided many great definitions and feedback, I would like to highlight a few of those responses:

- A/Sgt Michael Horn said, "Policing in the Spirit of Service is treating every citizen interaction in a respectful, compassionate, and professional manner, in an effort to create a strong relationship between the RPD and the community we serve."
- Sgt Naser Zenelovic added, "It is important that we provide an honest effort in everything we do. We must provide service to the residents of our community as if we were providing that same service to someone in our own family; that is essentially what we do, provide a service."
- Sgt Robert Snow said, "I have family who live in the city and it is my hope that every police officer would talk to them as they would to their own family."
- Others emphasized that "tone and voice inflection" are also important considerations when talking with people. Although concerns regarding the way we talk to people may at times seem inconsequential to the overall service we provide, it is important to remember that our verbal interactions may have a profound effect on the way that the community perceives the services that we provide.
- One person explained, "The majority of my QSIA's deal with the topic of "the way the officer talked to me." Policy and procedures are not usually the problem; it is often the officer's tone or body language. If we can fix this issue my life as a supervisor would be a lot easier."

Policing in a Spirit of Service isn't an excuse for not doing our job. It is not an excuse to be soft on crime and the quality of life issues that affect our neighborhoods, but instead a philosophy of providing aggressive and proactive policing, while maintaining a high level of professionalism, morals, and ethics. When carrying out our daily task we should be constantly asking ourselves, "Is the service I'm providing the type of service I would want to receive?"

So far this year our people have been doing an outstanding job addressing crime issues. We are statistically on track for having a banner year. We have a 40% reduction in homicides from the previous year and a clearance rate of 65 to 70%. Make no mistake, the third quarter data is a testament to the great job you are doing. As we continue to provide excellent police service we must keep in mind the five universal truths; All people want to be treated with dignity and respect; All people want to be asked rather than being told to do something; All people want to be told why they are being asked to do something; All people want to be given options rather than threats and all people want a second chance. Following these principles will help you gain the respect and trust of residents and peers alike.

In closing, I would like to share with you a quote from inspirational author Doug Smith, "It starts with respect. If you respect [others] as human beings, and truly honor their right to be treated fairly and honestly, everything else is much easier."

Chief James M. Sheppard



OFFICER RECOGNITION

Dear Chief James Shepard,

I wanted to Thank You for giving me the opportunity to do a Ride Along with Officer Bradley Pike on the 15:15 to 23:15 shift October 18, 2011. It was an outstanding opportunity to see a nearly 7 year veteran in action as he provided public safety and crime prevention at the highest level to the Rochester community. Throughout the night Officer Pike demonstrated teamwork as he worked with other officers in backup and supportive roles over the entire shift to insure the highest level of safety between the officers.

Our shift started as we visited a high risk middle school student as he played a soccer game. Officer Pike explained that he met the young man when he responded to a family issue involving this student. Officer Pike has been providing mentoring support over the past months to this young man to insure he was heading in a positive direction. The positive support that resulted in the mentoring is clearly obvious as I witnessed firsthand the interactions between the two.

The shift was very busy in my eyes as we responded to so many calls for service that I lost count. The calls of service consisted of a theft of a cellphone, serious auto accident, crowd control, auto chases involving locating warrant suspects, foot chases resulting in drug arrest and a hand gun recovery, family and domestic issues, clearing corners of loiterers, and back up support for other officers. I could not believe how busy the night was and I was equally astonished when Officer Pike explained that it was a slow night.

Officer Pike took time to show me many escape routes drug runners use the escape police captures. The escapes routes consisted of cut fences and broken down wooden fences. Officer Pike was very aware of many abandoned houses used for illegal activities. Officer Pike was very aware of individual with a criminal background. Officer Pike seems to be highly respected by many members of the community. This observation was made as we stopped at several places to see how they were doing (including businesses).

Police Ride Alongs are outstanding opportunities for regular citizens to get an objective view on what officers encounter as they provide public safety and crime prevention. I encourage anyone to take advantage of the program.

Thanks for the Leadership your team and you provide to our Rochester Community, Glen Jeter

OFFICER RECOGNITION

A TALE OF TWO MOTHERS - RPD PCIC RIDE ALONG PROGRAM-

On a fall October day two mothers set out to go to work. Officer Kate kisses her children goodbye, concerns herself with what is for dinner, the status of the laundry and other domestic child rearing concerns. She puts on her clothes, a freshly pressed uniform, black boots, a Kevlar vest. She arms herself with training, a good attitude and a .45 caliber beretta. Me, commonly known as "Professor Jen" to my students, also kisses her children goodbye. Off I go to a college to teach and prepare students for a career in law enforcement or preparation for law school. I too think about dinner, laundry and domestic concerns and trail off to work with a travel mug and some lesson plans.

On this day, these two women's professional lives convene, in a police car, through a mutual partnership called in the RPD PCIC ride-a-long program. During the first few calls, I watched Officer Kate inhale what seemed to me to be the equivalent of several packs of cigarettes. This hazard of the job most people wouldn't think of. At the college, I enjoy a smoke free environment.

During my experience, I watched Officer Kate negotiate, plan, explain (tirelessly at times) the law to petitioners of 911 and persons that called the police for assistance. I soon found out that Officer Kate comes with knowledge, calmness in comportment but most of all, has the patience of a seasoned mother and seems to have to explain tirelessly, over and over again what is within the parameters of the law and how to be preventative. It is clear to me that she cares about people very much as she is everyone's mother all day as she goes from call to call, almost like a choreographed ballerina, without music, navigating her police car with precision execution. I also know that Officer Kate can drive a car, if Watkins Glen is short a driver, I know where they can find one....

At the end of the day, after Officer Kate makes it out of that car, breathes in all this smoke, fields the animosity and dirty looks from some as she drives down the street to another call, cooks dinner and goes about her family responsibilities, probably happy she is home in one piece, though I am sure that years of negotiating, explaining, protecting, navigating and educating weighs heavily on her mind. I go home and grade papers, prepare lesson plans, reviews materials yet the difference is she is not unloading somewhere, even in her own mind the more obvious hostilities of the public. Two women, same days, getting a paycheck, similar interests, yet the differences, scope and ambiguity of their work lives are remarkable.

Officer Kate is an enthusiastic contributor who never knows from one moment to the next if she will be going home....whereas I stand a greater probability. Both their lives have equal relevance and importance as they both have many to kiss goodnight.

Jennifer Wolfley

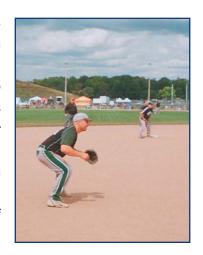
RPDINEWS

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RPD TEAMS COMPETE IN SOFTBALL TOURNAMENT TO HONOR FALLEN TORONTO OFFICER

Three teams, composed of Law Enforcement Officers from all over the Rochester Area, competed in the 27th Annual Dave Dunmore Memorial Tournament in Toronto. The tournament is held every September, with over 200 teams competing in several different divisions. The tournament honors Toronto Constable David Dunmore, who was killed in the line of duty on September 18, 1984. Winners in all divisions receive a cash prize, and it is tradition to donate it to the charities sponsored by the tournament. Teams competed in the International/Competitive, Non-Competitive 'C' and co-ed divisions. Teams come from all over the Northeast, and as far away as Virginia to play in the tournament.

The International/Competitive entry was sponsored by Murphy's Law Pub, and has been sponsored in previous years by the Rochester Police Locust Club. This team has competed in the tournament since 1994, and won championships in 1999, 2002 and 2004. The 2002 championship team did not donate the money back to the tournament, but instead donated it to the family of Officer Al Smith who was tragically killed in an MVA on his way to work earlier that year. Other teams that year also donated their money to the RPD, totaling over \$2,000 for Officer Smith's family. This year the team made it to the championship game, but lost 8-7 to a team from Connecticut. Rochester Police Department members of the team include: Lt. Gary Moxley, Sgt. Bill Spath, Inv. Ed Bernabei, Officers Jose Munoz, and Brandon Gotham. The rest of the team consists of members of the Monroe County Sheriff's Office, Monroe County Jail and other local police departments.



The Rochester Police Blue Coats have played in the tournament for the past 16 years in various non-competitive divisions. Although they have never won a championship, they always look forward to the annual event. Members of this year's team from the Rochester Police Department included Officers Al Santiago, Bernnie Garcia, Walt Sanders, Paul Helfer, Paul

Dondorfer, Tom Wild and Gio Moldanado.



For the past few years the RPD has also fielded a co-ed team, managed by Inv. Myron Moses. RPD members of this team include: Investigators Cathy Lucci, and Dave Franklin, Officers Kim Rasbeck, Sergio Rosado, Patrice Allen, and former Deputy Chief Sam Farina. The remainder of the team is comprised of members of other local departments.

Pictured at left: Members of the International/Competitive team.

RPDONEWS

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BEDLAM AT THE BADEN: MADDEN TOURNAMENT



On Columbus Day, Rochester Police Officers traded in their uniforms and police equipment for video game controllers. That's right, fifteen of Rochester's finest, most of whom patrol the 14605 neighborhood, volunteered their time to take part in the first ever Madden Tournament sponsored by the Rochester Police Activities League (PAL).

The football video gaming event took place in collaboration with the Baden Street Recreation Center in the beautiful, state-of-the-

art Baden Street Digital Arts Center. Fifteen neighborhood youths, ages eight to 15 were individually teamed together with an officer. Teams played against one another, and winning teams received a trophy.

The goal the PAL tournament was to get police officers and kids from the community interacting in a positive way. Feedback was that the event was a huge success! "The Rochester Police Department and the PAL program are committed to connecting with these kids and making a positive impression early on", said Chief James Sheppard. "Police officers frequently go from call to call to call, and many times, the brief encounters that we do have with children are in situations that are less than desirable; Mom and Dad arguing or perhaps the arrest of a loved one. This video gaming tournament is a chance for kids and officers to meet and to interact in a non-threatening atmosphere".



Xbox team winners Officer Mike Ciulla and Antwan.

The RPD response was tremendous. Special thank you to all the RPD officers who volunteered: Lt.Rob Wilson (West 2nd), Sgt. Marv Stepherson (East 4th), Sgt. Karl Berg (East 3rd), Sgt. Fabian Rivera (East 3rd), Off. Antonio Gonzalez (West 2nd), Off. James Perry (Tact), Off. Josh Lewis (West 5th), Off. Brandon Ince (Tact), Off. Paul Helfer (East 3rd), Off. Tom Wild (East 3rd), Off. Jeff Holmes (West 2nd), Inv. Dave Simpson (SIS), Off. Michael Horn (West 5th), Sgt. Robert Snow (PSS), Off. Bing Reeves Jr. (East 3rd), Off. Mitchell Stewart (West 2nd), Off. Tim Pancoe (West 5th), Off. Mike Ciulla (West 3rd), Inv. Ed Bernabei (SIS), Off. Laszlo Tordai (Tact), Off. Tim Thomas (East 5th), and Lt. Jeremy Lindauer (West 2nd).



PS3 team winners Officer Tim Thomas and Chandler.

Congratulations to the winners of the Xbox team Officer Mike Ciulla and Antwan, an 8th grader from Edison Tech, and to the winners of the PS3 team, Officer Tim Thomas and Chandler, a 7th grader from Monroe High School.



NAME TAGS FROM THE STUDENTS AT THE EDISON TECH WORK EXPERIENCE PROGRAM

School Resource Officer Walt Sanders help coordinate a project through Edison's Manufacturing Teacher/Mentor Tim Albert to have the students manufacture wooden name tags for the weekly crime meeting. The new name tags are a significant upgrade from the paper cards that were previously used.

To thank the students for their efforts Officer Sanders provided doughnuts and pizza party for lunch. Chief Sheppard plans to also visit the class in the future.

A special thank you to Officer Sanders, Edison Teacher Tim Albert and the students in the Work Experience Program @ The Edison Complex.



RPD PLAYS FOOTBALL TO SUPPORT JUVENILE DIABETES

On Sunday October 23rd, several members of the Rochester Police Department played in the sixth annual East vs. West Football game at Aquinas Institute. The game was presented by the Rochester Police Emerald Society and Badge of Honor Association. The event was a huge success. There was great support as it was played for charity and raised just under \$1,100.00 for Juvenile Diabetes Research.

The food was tasty thanks to Officer Jeremy Millspaugh and his wife Megan, who grilled and served all the food for the game. Officer Mike Ciulla announced the game. Some of the players inlcuded Officers Brad Pike, Nick Romeo, Alex Jimenez, Matt Bennetti, Kevin Flanagan, Tom Wild, Karl Berg, Josh Hall, Adam Allen, Rob Osipovitch, Jim Perry, Bernard McDonald, William Booker, Dave Smith, Bryant Johnson, Tim Thomas, Brian Monfort, Aaron Eyrich, James Laruez, Mitch Stewart, Kevin Radke, Frank Archetko, Lucas Krull, Sam Weech, Sir Glynn, Ted Sirinis, Tom Deane, Jason Kelly, Ryan Parker, Bryan Brown and Don Lodato.

This year's bragging rights and trophy belong to the Eastside Division as they once again beat the Westside. The final score was 32-16.

RPDINEWS

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EARLY INTERVENTION - PUTTING OUT BRUSH FIRES- ORANGE CARDS

The Center for Dispute Settlement is a not-for-profit agency that has provided Monroe County residents with non-violent ways to resolve disputes for more than 38 years. The agency is always seeking new ways to assist individuals and groups with dispute resolution services. Most of our referrals come directly from the courts, but recent focus has been on helping people resolve their disputes before court action is necessary. This is where the Rochester Police Department collaboration is essential.

Every day police officers are called to respond to interpersonal/family/business disputes. Some disputes if left unresolved may worsen and lead to violence. Historically some situations can escalate very quickly.

In an effort to provide additional dispute resolution services, the Rochester Police Department began distributing bright orange laminated cards containing contact information for the Center for Dispute Settlement; 4000 of these orange cards were given out at roll call sessions. These cards are passed on to members of the community who are seeking non-violent ways to settle disputes. Community mediation services are provided by certified professional volunteer mediators and offered to parties for a nominal administrative fee of ten dollars.

Statistics indicate that individuals who have chosen mediation as a means to resolve conflict experience mutual agreement approximately 85% of the time through mediation which empowers people to make decisions in a safe, confidential environment.

This collaboration with the Rochester Police Department is another excellent example of Community Oriented Policing. When police officers respond to calls involving non domestic related disputes they can easily provide referral information to assist the parties involved. This approach to policing can strengthen community and law enforcement relations by building trust and confidence and promoting a greater sense of safety in our community.

For more information on the orange card program contact, Leslie Smith, Director, Community Programs, Center for Dispute Settlement, at 585 546-5110 ext. 104.

For mediation and other conflict resolution services Monroe County (585) 546-5110 or Call Toll Free 888-329-5110 Visit our website at www.cdsadr.org

STEPS TO RESOLVE A CONFLICT

- 1. Think how to best deal with the situation before speaking.
- 2. Both people need to agree on ground rules
 - No interrupting No name calling Speak for yourself, not the other person.
 Include other rules you both agree on.
- 3. One person tells her/his view using I-messages.
- Second person restates the problem for the first person.
 (Steps 3 & 4 are repeated with the second person telling her/his view, and the first person restating.)
- 5. Both people suggest and list possible solutions.
- 6. Both agree on a resolution.
- 7. Evaluate how it went. What might work better next time?

Front and back of Orange Card shown above.

TRACS REVITALIZATION PROJECT GETS PRAISE FROM NEW YORK STATE

The RPD received praise for our recent success in the use of the Traffic and Criminal Software program (TraCS). TraCs is a statewide effort for paperless reporting of motor vehicle accidents and enforcement of the Vehicle and Traffic Law using computerized ticketing, lead by the New York State Police in conjunction with Division of Criminal Justice Services (DCJS) and the Governors Traffic Safety. The RPD is to date the largest agency in the state to implement and successfully run a TraCS program.

In the first months of 2010, a Revitalization Committee was formed consisting of members of the RPD City IT, and Mt Read Garage.

Lt. Frank DiPrimo and Officer Gil Contreras worked on lesson planning, development of sworn field trainers and debugging of software and processes. Based on their aptitude with computers, field trainers were selected from every platoon in every Division and were given the task of training members of their platoon. Sergeants Herb Everson, Matt Webster, Officers Chris Barber, Dennis Cole, Jason Cropo, Paul Dondorfer, Mike Eaton, Brian Flint, Matt Gonzalez, Brandon Gotham, Joel Hasper, Jason Hess, Josh Kelly, Steve Kovacic, Dylan Minnick, Jeff Mitchell, Bryan Munson, Mike Murphy, Jeremy Nellist, Daryl Pierson, Jeff Pursel, Geoff Quinn, Kim Rasbeck, Al Santiago and Carlos Santory all served as field trainers.

By Spring of that year, the Traffic Unit went live to field test the recently released "wireless" TraCS, making RPD one of the first users in the state. Only a few months later mobile computers in marked patrol cars were ready to use, and in February 2011, all field personnel were trained and began using the system. "My sincere thanks go out not only to the dedicated field trainers, but to the officers who took the time to learn the system and who are today embracing TraCS. They are the true reason for our success on this project", stated Lt. DiPrimo.

Currently the RPD is generating high volumes of both accident reports and Uniform Traffic Tickets.

MONTH&YEAR	ACCIDENTS TRANSMITTED-ACC	ACCIDENTS USING PAPER FORM-ACC	TICKETS TRANSMITTED-UTT
August 2010	13	709	1757
January 2011	168	699	2292
September 2011	477	128	2373

Mr. Michael Rubinstein, the TraCS Local Agency Coordinator from the New York State Police, comments on our success. "It was June of 2010 when the NYS TraCS team came to RPD and delivered training on the TraCS system to a small group of your officers. Since that time the electronic Ticket submission through TraCS has increased 300% and Crash submissions through TraCS has gone from close to 0 to 600 per month. Statistics indicate that you have approximately 130 plus cars utilizing TraCS. Definitely a job well done."

WE PRODUCE LEADERS

Over the years, the Rochester Police Department has developed a national reputation for excellence due in large part to the tremendous talent, commitment and innovative thinking exhibited by those who have worn the uniform of the Rochester Police Department. The "We Produce Leaders" series highlights RPD alumni who have gone on from the Department to continue serving the community in a variety of leadership roles. We hope these articles inspire current RPD members and demonstrate the many ways that the skills and professionalism gained as a RPD officer benefits the community for a lifetime.



LIEUTENANT JASON "JAY" MAITLAND, (RETIRED)

Jason was appointed as the Director of Campus Safety at Finger Lakes Community College after retiring from the RPD in 2009. Responsibilities of his new job involve on campus law enforcement and management of environmental health and safety issues at the college; fire safety, occupational health and safety, chemical management, and code compliance, so he reports "there is a lot to learn." His department has 11 full time peace officers and two environmental health and safety professionals.

Jason also serves as an adjunct criminal justice instructor at FLCC, teaching law and criminal justice courses. As Director of Campus Safety, Jason also serves on the board that oversees the operation of the Finger Lakes Law Enforcement Academy in Hopewell, NY. Jason also still loves to teach in-service to police officers when he has the opportunity to.

While with the Rochester Police Department, Jason did his patrol work in Downtown, Clinton, Goodman, Highland, East Division, NET Sector 9, NENSC, SENSC serving as a Police Officer, Crime Prevention Officer, Field Training Officer, Sergeant, Lieutenant, and also was a Supervisor Class Counselor.

DESCRIBE A HIGHLIGHT OF YOUR CAREER IN RPD AND HOW THAT SHAPED YOUR FUTURE:

Jason reflected upon his time as a FTO, which he explained taught him the importance of doing the job right the first time. He explained that his time instructing at the academy lead to his interest in teaching at the college. Jason credited his time as a CPO as his best preparation for being a supervisor. "As a CPO you assume some accountability for the department's effectiveness, or ineffectiveness, which is a lot different than doing patrol work and making arrests. Becoming a supervisor is more about what the team is doing than what we do as individuals." Jason was grateful for his assignments in NET/NSC. He said that the NET/NSC assignments provided a great experience coordinating with other people in the work world, which is something his new job requires. According to Jason, "Everyone who retires will tell you they miss the people and the social aspect of the job the most and I agree."

ADVICE THAT YOU WOULD GIVE TO THE OFFICERS CURRENTLY ON THE JOB:

Jason explained, "Try to challenge yourself with different assignments and develop a broad set of skills so that you don't become stagnant. I was supported by my RPD supervisors when I went back to school and earned my masters degree. This provided a new perspective on police work and I gained a better understanding of how people and organizations function in careers outside of police work. Education is something that you can take with you wherever you go. Develop an appreciation of what you are doing and the organization that you are working for right now. A lot of people don't understand or consider the great work they do as part of a world class law enforcement organization until after they leave the RPD, which is unfortunate."

RPDINEWS

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NOVEMBER BIRTHDAYS

SANDRA G. SCHRADER11/1
JASON M. VAUGHN11/1
BRIAN T. SEXSTONE 11/3
GLENN C. FERGUSON 11/4
JAMES F. FRATANGELO11/4
ELAINE C. LALKA-CICHOCKI11/4
KIRK E. PERO11/4
KELLY M. O'HARA 11/5
NATHAN M. CORNELL11/6
KENNETH K. HILL11/6
JASON P. KELLY11/6
DAVID S. MINNICK11/6
DARLENE ROGERS11/6
STACY J. WINTER11/6
MICHAEL R. WOOD11/6
JAMAR W. BRUMFIELD11/7
ANTHONY P. MAZURKIEWICZ 11/7
ANTHONY BELLIARD11/9
ELENA A. CORREIA11/9
RENE CRUZ11/9
NELSON V. SOTO11/9
JEREMY J. ANZALONE 11/10
AMY L. BAUER11/10
MYRON L. MOSES11/10
BRADDON ELLIOTT11/11
RANDY L. POTUCK 11/11
THOMAS D. SHAW11/11
THOMAS J. WILD11/11
DAVID J. WILLIAMS11/11
EMRE E. ARICAN11/13
STEPHEN TORTORA11/13

CHRISTINE A. WILSON	11/14
RYAN C. TAURIELLO	11/15
MICHAEL K. TYMOCH	11/16
GLENN E. WEATHER	11/16
GINA RINALDO	11/17
COREY M. CLARK	11/19
SAMMIE DRAYTON JR	11/19
PAUL B. DUGAN	11/19
MICHAEL SANTANA	11/19
FISEHA G. FANTAHUN	11/20
RONALD N. MALLEY	11/20
NINA M. NOWACK	11/20
MANDI E. WHEELER	11/20
JASON T. BLANCHARD	11/21
BRIAN PHILLIPS	11/21
DAVID B. BLAHO	11/22
MATTHEW W. GONZALEZ	11/22
JAMES M. SHEPPARD	11/22
MICHAEL K. CALLARI	11/23
DAVID R. MUNDT	11/23
RENEE L. NICHOLLS	11/23
STEVEN CARTER	11/24
MATTHEW T. CUSHMAN	11/24
RAYMOND W. DEARCOP	11/24
LYNDA M. CASTELLI	11/25
MARY ELLEN MONAHAN-KENNY	11/26
ALICE A. TORRES	11/26
MARIAN T. GAUDIO	11/27
GREGORY P. KELLY	11/27
CATHERINE M. LUCCI	11/27
STEVEN J. ALBERTO	11/28

TIMOTHY WRIGHT	11/28
SHAWN A. JORDAN1	11/29
CHRISTOPHER L. DELANEY1	11/30
VINCENT B. MCINTYRE1	11/30
MICHAEL LEE TALBOT1	11/30

NOVEMBER SERVICE ANNIVERSARIES

JOHN MCHALE	20
DALE PASCOE	20
LILLIAN SEPULVEDA-SOTO	5

