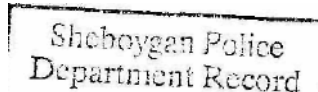


SERVICE CALL INFORMATION Doc# 1

Part 1

Nature : DEPTINFO 06/13/2005 13:42
 Location ... : 828 CENTER AVENUE, SHEBOYGAN, WI
 Current Dispo: Unfounded Assigned Ofcr: 195 07/07/2005
 ISC : 9939 INTERNAL INVESTIGATION
 Units..... : 199 178
 Nature : CASE REASSIGNMENT 07/07/2005 07:36
 Location ... : 828 CENTER AVENUE, SHEBOYGAN, WI



Units. 178
 Nature 08/09/2005 09:13
 Units 195

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NARRATIVE. 1 by 178 06/13/2005

On 06-13-05 at approx. 0930 hours, I received a call from Alderperson Jeffrey Radtke. We initially made conversational talk regarding case #05-0036-645, which is a complaint involving seagulls in the area of Sheboygan Chevrolet. Shortly thereafter, he told me the purpose of the call. He stated that he was upset with the customer service that he had received from the Police Department. He stated that he had called on or about Thursday, 06-09-05, about approx. 1800 hours. He was upset with the tone and the attitude that the dispatcher had displayed to him on the telephone. Radtke believed the information was factual, but that he was upset with the way the dispatcher addressed customer service. He said he had identified himself as Jeff from Cellular One and that the purpose of his call was to assist a customer who had either lost or had a phone stolen. He stated that he did not receive a satisfactory answer. He was advised that he would be transferred down to the property room and he was further informed that they did not have any information on the complaint. Jeff came to the front desk at approx. 1830 hours on Thursday, 06-09-05, and felt the desk person also displayed a negative attitude. He was informed that the property person would not be available until Tuesday. At that point, he observed a person who he knew from Walmart and he had a brief discussion with her. This individual, according to Radtke, had a problem with identity theft. Alderperson Radtke made a comment to her regarding the poor Police Department customer service and she concurred with his frustration and stated, "Why should you be treated any better than anyone else?" He advised me that the Police Department desk personnel was displaying a poor attitude and that this was something that had to change. He had contact with the desk personnel on Friday at approx. 1800 hours and again he said they displayed a bad customer attitude. He advised that this was something that he was hearing more and more, and that it was something that needed to be changed. According to Radtke, some time in the late morning on Saturday, 06-11-05, he proceeded to the Police Department and a dispatcher by the name of Darcie assisted him. He advised that she had informed him that there was not a cell phone that was placed in property. He advised that Darcie was very polite and deserved a pat on the back.

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was polite without any hint of sarcasm or negative attitude displayed. Lieutenant Reinfeldt will be continuing this investigation. She had provided Mr. Radtke with a citizen complaint form, which he stated that he would return at his earliest convenience. DEPUTY CHIEF SHERVEN/pmk

NARRATIVE.: 2 by 199 06/14/2005

On Monday, 06-13-05, Deputy Chief Sherven advised me that he had received a telephone call from Alderperson Jeff Radtke early this date. Deputy Chief Sherven stated that Radtke was calling to complain about several telecommunicators. Radtke informed Deputy Chief Sherven that he had received bad customer service and bad attitudes from the telecommunicators on three (3) separate occasions. The first occurred on Thursday, 06-09-05, when Radtke called the dispatch center to inquire if a certain cell phone had been found. The second occurred when he called on Friday, 06-10-05, and the third incident occurred on Friday, 06-10-05, evening when he came to the front desk and was treated rudely by the desk telecommunicator, Radtke told the Deputy Chief that something had to be done about this and he apparently had made a complaint to the Mayor. Radtke stated to Deputy Chief Sherven that "the old man upstairs was not happy about it". Please see Deputy Chief Sherven's dictation reference this phone call.

At approx. 0945 hours on 06-13-05, I made telephone contact with Radtke. I advised him that Deputy Chief Sherven had informed me about his complaint and that I would be investigating the matter. As part of the investigation, I wanted him to come in and complete an official complaint and statement. I advised him that I would like him to come in as soon as possible so I could speak with the telecommunicators involved and give them time to line up union representation. Radtke indicated he would be in before noon.

A short time later, Deputy Chief Sherven advised that he received another call from Radtke indicating that this was not really a big deal. Please see Deputy Chief Sherven's dictation reference this phone call. Deputy Chief Sherven advised Radtke that since he had filed the original complaint, it was necessary for us to follow through with the investigation.

Radtke showed up at the front desk at approx. 1230 hours. I escorted him into my office, where I read him verbatim the Notice to the Public, which explains all of the steps in registering a complaint. He indicated he understood them all and I had him initial the bottom of the form. I signed and dated the form.

Radtke was then asked to tell me about his complaints. He started by indicating that it probably was not as bad as it seemed to him at the time, but he called here on Thursday, 06-09-05, to inquire if a cell phone had been found. He was advised that because of the late hour (1800 hours), the property officer was gone for the day and he should try calling back on the following day. Radtke stated that this person sounded like "she was not real thrilled to talk to me". He could not be more specific. I asked him about his next complaint. He stated he

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called back on Friday afternoon and was told that the property officer was not available. (Property Officer Julie Lamb informed me that she was out of the office Friday afternoon doing work at the impound garage.) It was suggested that he try back on Monday. Once again, I asked what his complaint was and he stated again "she was not real thrilled to talk to me". Radtke appeared at the police desk a short time later that same Friday. He indicated it was probably between 6:30 and 7:00 p.m. to once again inquire if a phone had been found. He stated the female desk person was very rude to him and told him that she did not have a log of found property and he would have to speak with the property officer. Radtke said he left the front desk area shaking his head, walked to the front entrance of City Hall, and made a comment to a female who was sitting on the lobby bench to the effect of "I can't believe how I was treated". The female, who Radtke apparently knew, made a return comment to Radtke to the effect of "Why should you be treated any different than anyone else?". Radtke said this indicated to him that this female, who he identified as Kay Kinyon, had also been treated rudely, although she did not say that to him. He went on to state that he called back again on Saturday to inquire about the lost cell phone and at that time the dispatcher did a computer check and determined no phone matching the description he gave had been found. Radtke felt this person was very friendly and in fact spoke to the dayshift supervisor about that.

I asked Radtke to complete a written statement about the incidents with as much detail as possible and return it to me the following day. I also escorted Radtke to the conference room so he could identify the person who was working the front desk the evening he came in. Radtke looked at the photos of the telecommunicators for a few moments, and then picked out the photo of Jill Krutzik. I escorted Radtke to the front lobby, thanked him and told him to return his statement as soon as possible.

It should be noted Telecommunicator Krutzik was not working during the time of any of Radtke's complaints. Radtke was not able to identify the person he said was extremely rude to him, even though they were face-to-face at the front desk.

I attempted calling Kay Kinyon and received her answering machine. I left a message for her asking her to return my call at her earliest convenience.

I used the digital voice recorder to locate and listen to all of the phone calls that Radtke made to our Department on the dates in question. Radtke's accusations are absolutely false. The telecommunicators gave him correct information and were very polite and professional in their voice tone and telephone manner. The phone conversations have been taped and will be kept as part of this investigation. I will also have them transcribed into this report. It should be noted that in his conversation to Sergeant Anderson, Radtke berated the other telecommunicators and stated to Sergeant Anderson that "he would figure out who the other three people were and he would deal with them". This conversation is also contained in this text.

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I will speak to the telecommunicator, Sarah O'Connor, who was at the front desk the night in question to determine what exchange she had with Radtke and if there were any witnesses to their conversation. The other telecommunicators working that date have been questioned and all indicated they did not see Radtke while he was at the front counter.

I spoke with the telecommunicators who had talked with Radtke on the telephone. Telecommunicator Kelli Kisiolk did not know whom she was talking to, but indicated it made no difference, as she would have given the same information to whoever it was in the same professional manner. Telecommunicators Bobbi Jo Tetzlaff and Chris Damkot indicated they knew whom they were talking to only after Radtke identified himself as Jeff from Cell One. Both stated they were not rude to him either before or after his identification. All three were offended and irritated with Radtke's accusations.

On 06-14-05, I had a preliminary telephone conversation with Telecommunicator Sarah O'Connor, who was working the evening that Radtke came to the front desk. I advised her about the complaint and asked her if she had talked to Radtke about a cell phone while she was working the front desk. O'Connor indicated that she recalls speaking to a male about cell phone property, but she did not know for sure who he was. (It should be said here that the telecommunicator thought the person at the desk could be Alderman Radtke and she advised me that she recalled all employees being talked to earlier that same day by myself on proper customer service and political correctness.) O'Connor indicated the male subject stated that he worked for Cell One and wanted to know if we had a cell phone in property that belonged to a customer of his. O'Connor advised Radtke that the property office was closed due to the late hour, but said she would check the computer records if he could provide a serial number. Radtke stated that he did not have a serial number so the telecommunicator advised him that the best thing for him to do was to contact the property officer during business hours. She pointed out the property officer's business hours, as they are posted on the glass at the front desk. O'Connor said she could tell that the male subject was upset with her because he became agitated and made some rude comments to her about not needing a serial number when Kuck was the property officer. Additionally, O'Connor observed Radtke walk away from the desk shaking his head, muttering under his breath, and then heard him make a derogatory comment about her and the Department to a female who was in the lobby. O'Connor heard Radtke say words to the effect "You won't get any help here, no one is going to help you". O'Connor was upset about Radtke's public comments and thought they were inappropriate. She advised that there were no witnesses to her conversation with Radtke.

I asked O'Connor to write a written statement about what she had just told me as soon as she returns from her vacation. She indicated she would do so.

At approx. 1230 hours on Tuesday, 06-14-05, Radtke stopped at Police Headquarters to drop off his statement. Someone Radtke knows, Kasey

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Sipiorsky, had notarized it. The statement is as follows:

"I called the Police Department on June 9th about 6:00 pm to locate a missing wireless phone. When I called, I talked to a lady who seemed not to enthusiastic about answering the phone. I asked if a phone had been turned in, her response was to call the property room on Friday.

On June 10th, I called and asked for the property room and was told the lady was gone and would not be back in that day, she told me that I would have to call back on Monday. This lady again was cold on the phone.

I stopped by the police desk on Friday night June 10th and inquired if anyone has turned in a wireless phone, this time I was told to call the property room on Monday. I was trying to ask if there was any type of log that they could look at and see if one has been turned in. She again told me to call the property room on Monday. This lady whom I do not know her name was rude at best. I walked away from the desk and said I can't believe how they treat people, and a person I knew from where I used to work said why should you be any different. I at that time said I would file a complaint. Her name is Kaye Kinyon. I talked to Kaye and she indicated to me she knows of others who have been treated the same, and I told her to have them complain also.

For the record, I did again attempt to locate that phone on Saturday, June 11th, and when I call a very nice lady she said she would be happy to check the computer for me. It turned out it was not there, but she was more than helpful, and so very pleasant to deal with. I called back after thinking about it for a few minutes and talked to Sergeant Anderson and told him how kind and helpful she was and that no one else even cared to try and help.

The basis for this complaint is not to bring about trouble, but to raise an awareness about the perception of customer service some people receiving at the Sheboygan Police Department. When a person is treated rude, which is what happened on Friday night about 7:00, that reflects badly upon the City of Sheboygan. All I want to see is that the proper customer service training is given to the people at the front desk. I realize that for most people visiting the police station is not for a pleasant reason to begin with, but a little kindness does go a long way when it comes to working with people, and then complaints like this would not be necessary."

After reading the statement, I asked Radtke to define the word rude as it applied to the telecommunicator at the desk. His reply was "short, she was short, it didn't appear she wanted to talk to me". I also asked Radtke if she asked him for a serial number so she could check the computer, and he indicated she did not. He said all she said was. he would have to contact the property office. (It is interesting to note that the next day Radtke gave the dispatcher the serial number without being asked for it.) At this point, Radtke asked if I had contacted Kaye Kinyon yet. I replied that I called her residence and left a message for her. Radtke then volunteered that he called her

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last night, as he wanted to .. *, 1:^ that she would be getting a call from our Department. He continued by stating that she really did not have a complaint with our Department as he had earlier said. Apparently, a detective was interviewing her granddaughter. I made no comment to Radtke at this time about his call to Kinyon.

I asked Radtke if his Cell One customer had made a report with our Department about his cell phone being missing or stolen. Radtke indicated that he had not. I advised Radtke that in the future, it would be a good idea for his customers to deal directly with us rather than him being the middle man. That way we would have a documented property complaint and could contact the property owner directly if we located the item. He was further advised that the property could not be released to him, but would have to be released to the actual property owner any way. Radtke indicated he understood this and in the future he would have his customers contact us.

Radtke was advised that the investigation was continuing, as I needed a statement from the telecommunicator that he spoke to at the front desk. I advised him I would be on vacation next week, but would be in touch with him after that.

I made another attempt to contact Kinyon. I received her answering machine and left a message requesting her to call me between the hours of 0630 and 1500 hours on Wednesday, 06-15-05, as I would be leaving for a week of vacation on 06-16-05. She did not return my call.

LT. REINFELDT/pmk

NARRATIVE.: 3 by 199 06/28/2005

The following is Telecommunicator O'Connor's written statement reference her contact with Radtke on 06-10-05:

"I was working on Friday, 06-10-05, at the front desk of the Sheboygan Police Department, when a male subject, later found to be Alderman Jeff Radtke, approached the desk asking when the Property Officer was in and what were the hours that she can be contacted and also wanting information reference cell phones in the property room.

He advised me that he works for a local cell phone company and was trying to recover missing cell phones for their owners. He wanted to know how he could find out if a cell phone was recovered, and I advised him if he had the serial number I could check our system and see if we had it. He then asked why when he called the other day, the person that answered the phone could not help him since he had that information at that time. I advised him that I did not know, but if he had the number I could check. He again asked why he was not helped the other day, and I told him again I was unsure, that I was not the dispatcher working at that time, if he had the number now I could look that information up. He then advised that he did not have the number, but wanted to know if he called later that day or the next day, would the dispatcher be able to help him at that time. I again stated that we are able to check our computer files using a serial number to see if

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we have property, but it is possible that he would be referred again to speak with the Property Officer since she is more familiar with the items in the property room than the dispatchers are. I again told him the hours for the Property Officer, and he asked if he came down here, would she be able to help him, I said he may want to call first just to make sure she is in the office, since we only have one Property Officer and occasionally she had to be out of the office - not that he wasted time by coming here and she was not there. He then stated that he used to work with Dan Kuck in property trying to recover missing cell phones in the past, and it did not seem to be such a problem.

Mr. Radtke did appear to be quite irritated with me and with the fact that previous dispatchers could not assist him when he called. he did leave the desk muttering under his breath and then did make some statement to a female party waiting in the lobby area for an officer. I could not hear the whole statement, but it had to do with our Department or myself not being very helpful." SIGNED: SARAH O'CONNOR

On 06-28-05 at 1100 hours, I again attempted telephone contact with Kae Kinyon (third attempt). I left another message for her to call me. Additionally, I advised Ms. Kinyon that I would come to her home or place of employment to speak with her if that was more convenient for her. LT. REINFELDT/pmk

/^NARRATIVE.: 4 by 199 06/29/2005

On 06-29-05 at approx. 0830 hours, I received a return telephone call from Kae Kinyon. I thanked Kinyon for returning my call and advised her that I had been informed by Jeff Radtke that she wished to file a complaint about a Police Department employee. Kinyon told me that she had been to our Department on 06-10-05 with her granddaughter, Angela Kinyon. Her granddaughter came to our Department to file a fraud complaint, case #05-0037-255, Kinyon stated that she did not like the attitude of the women working the front desk. I asked her if she could explain this, and her response was that "she questioned her granddaughter like the problem was her granddaughter's fault". I asked Kinyon if her granddaughter wanted to file a complaint. Angela was present in the background and I could hear Kinyon speaking to her. Kinyon came back on the line and stated that she did not think they wanted to pursue the matter. I advised Kinyon that we take these matters seriously, and I would really appreciate it if she and her granddaughter would come to the Police Department to file a formal complaint and fill out a written statement. Kinyon told me that she would talk to her granddaughter about it and call me back. I asked her to get back to me yet this date. At approx. 1000 hours, I received a call on my voice mail from Kinyon. The message was that she (Kae) would be in to see me at 1300 hours. She made no reference to her granddaughter.

Kinyon came to the Police Department at the appointed time. She was alone. I introduced myself and escorted her to my office. Once in my office, after some small talk about my 50th birthday, I read Kinyon Sheboygan Police Department Form #396, Notice to Public. I asked

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Kinyon if she had any questions about the form. She indicated she did not and signed and dated it in my presence. I also gave Kinyon a voluntary statement form and told her she could take it home with her and fill it out there if she liked. I then asked her about her granddaughter. Kinyon advised me that her granddaughter did not want to file a complaint and would not be coming in to be interviewed.

As we discussed, the time period in question (06-10-05 at approx. 1830 hours), Kinyon informed me that she had accompanied her granddaughter to the Police Department so her granddaughter could file what she called an identity theft. Her granddaughter did not have a prior appointment set up, so they went to the front desk. There, Angela was questioned by Telecommunxcator Sarah O'Connor as to her identity and the nature of her complaint. Kinyon stated that her granddaughter was very upset at the time because of her credit card being used by someone else. Kinyon stated that she felt the woman questioning her granddaughter was not very sympathetic and was blunt. I asked Kinyon what kind of questions the desk person asked of her granddaughter. She stated she asked Angela if she had given her card to someone to use, or if she had used the card on the internet. I asked Kinyon if the desk person made any direct rude comments to her or her granddaughter, and she indicated she did not. I also asked Kinyon if she herself had any conversation with the desk person, and she indicated she did not. I asked her if she thought the desk person's demeanor could have been strictly businesslike and therefore she may have interpreted it as being blunt. After thinking about it, she indicated this could be true as it probably was the way they were trained, to deal with all the different situations they have to encounter. She went on to say that Detective Stewart interviewed her granddaughter, and her granddaughter told her the detective was very nice to her.

I asked Kinyon if she had observed or heard Jeff Radtke's conversation with the desk person, and she indicated she did not. I also asked her if her granddaughter would have observed or heard Mr. Radtke's conversation with the desk person, and she indicated she could not have as she was in the Detective Division being interviewed at that time. I asked Kinyon how she knew Radtke, and she stated she worked with him at Walmart for several years. I asked what conversation she had with Radtke at the Police Department, and she stated that she was sitting in the lobby waiting for her granddaughter when Radtke approached her and said something about having problems getting the information he wanted from the desk person and that he had had problems with this particular person before. (Once again, it should be noted that Radtke was unable to identify the desk person by name or photo.) Kinyon stated that after he made the comment to her, she stated something to him about not being treated any different than anyone else and told Radtke that she did not like the way the desk person had questioned her granddaughter. Kinyon stated she did not have further conversation with Radtke and would not have given it any more thought, but he called her on Monday, 06-13-05, to suggest that she file a complaint with our Department about the person at the desk. It should be noted that Radtke made this call to Kinyon after his conversation with Deputy Chief Sherven and myself on Monday, 06-13-05. It should also be noted that I asked Kinyon if she

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had tried to get ahold of me while I was on vacation (as Radtke told me on 06-28-05 that Kinyon told him that she had tried calling me several times). Kinyon stated that no, she did not return any of my phone calls until this date, 06-29-05, after Radtke called her again to advise her she should file a complaint, as he was aware that I had returned from vacation. Kinyon continued by saying, "Otherwise, I probably would have just blown it off".

Kinyon also seemed concerned that Radtke would find out about her statement, as at this time she indicated to me that she did not feel comfortable in making a written statement and that she had told me everything she could remember. I told her it was up to her whether or not she completed the written complaint. Additionally, Kinyon made a statement to the effect of she really did not want the person at the front desk to get in trouble over this. Kinyon was advised that the person at the front desk would be interviewed reference her conduct that evening, along with anyone else who may have witnessed the exchange. It was at this point that I once again asked Kinyon if she was sure her granddaughter did not wish to speak to me about this and she indicated she was sure she did not. I told Kinyon that should her granddaughter change her mind, she should have her contact me. I gave Kinyon one of my business cards and thanked her for her cooperation. I also told her I would contact her in the morning to see if she had decided to give a written statement about the incident.

I spoke to Detective Cameron Stewart at approx, 1430 hours on 06-29-05. Detective Stewart indicated he recalled his interview with Angela Kinyon. To the best of his recollection, she made no comments to him about being treated rudely at the front desk. Detective Stewart indicated Angela appeared normal to him and, in fact, told him that she understood that there was probably little the Police Department could do if the fraud had been done internationally,

I will speak to Telecommunicator Sarah O'Connor about this incident when she returns to work.

On 07-04-05, I spoke with Telecommunicator Sarah O'Connor reference her 06-24-05 discussion at the front desk with Angela Kinyon. O'Connor advised that she really did not recall the details of the discussion other than that she asked the normal identification and complaint questions of the complainant and had her wait in the lobby until an officer could talk to her. O'Connor stated she could recall nothing out of the ordinary about the incident. The complainant gave no indication she was upset with her. O'Connor did recall that Kae Kinyon was the woman Jeff Radtke spoke to in the front lobby after leaving the front desk.

At this time, it would appear that Telecommunicator O'Connor was doing her job, asking the appropriate questions in a business-like manner. It would also appear that the person O'Connor was speaking to has no problems with how she was treated, as she has refused to file a complaint. Kinyon admitted that the desk person's business-like manner may have been construed by her as being blunt due to her concern for

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her granddaughter's situation. Additionally, Kinyon admitted that she would have made nothing of it if it were not for Radtke's comments to her in the lobby and the telephone calls she received from him urging her to file a complaint.

At the conclusion of this investigation, these observations can be made:

- 1) There was never a report of a stolen cell phone from Radtke's customer.
- 2) There has been no inquiry about found property from Radtke's customer.
- 3) Radtke repeatedly inquired about the phone during odd hours, even though the property officer's hours were given to him on several occasions.
- 4) The property would not be released to Radtke, as he is not the property owner.
- 5) Radtke made veiled threats about "writing down names and dealing with them later", referring to Police Department employees.
- 6) Radtke's claims of telephone rudeness are false as verified by the taped telephone conversations.
- 7) Radtke's false claims have destroyed his credibility about the desk officer being rude to him,
- 8) Radtke publicly demeaned the desk officer and the Department to the citizen in the front lobby (Kinyon) and the Mayor.
- 9) The citizen (Kinyon) was interviewed. She stated the desk officer was not rude to her personally. However, after several calls from Radtke to her at her home, she believed the desk officer's demeanor was "blunt" toward her granddaughter. Something she admits she would not have otherwise given much thought, and now believes may be described more as "business like".
- 10) The person the desk officer was speaking to (Kinyon's granddaughter) has not filed a complaint.
- 11) In a telephone conversation with Radtke on 06-28-05, Radtke told me that Kinyon had attempted to call me several times while I was on vacation. There were no messages on my voice mail from Kinyon during that time period. I asked Kinyon if she had attempted to call me while I was gone, and she said she had not. Once again, this demonstrates Radtke's tendency to falsify his reports.
- 12) Radtke was read the Public Notice form, which clearly states that persons making false statements in their complaints may be in violation of WI Statute 946.32 and/or 946.41, and could be criminally prosecuted.

13} Radtke signed the form.

14) I believe he should be charged accordingly.

LT. REINFELDT/pmk

NARRATIVE. : 5 by 178 07/07/2005

On 07-07-05 at 1300 hours, an interview was scheduled with Alderperson Jeffrey D. Radtke, 1443A S. 19th Street, phone 452-2757. This interview took place in Lieutenant Jan Reinfeldt's office and she conducted the interview with Deputy Chief Sherven. Alderperson Radtke arrived at the Police Department at 1255 hours and was invited into Lieutenant Reinfeldt's office. He was informed that we had had an opportunity to review his complaint and wished to discuss the results with him. He was informed that the three incidents that he had filed a complaint about were unfounded. This means that the investigation indicates that the alleged act(s) or omission(s) complained of did not occur or did not involve police personnel. The nature of the complaint was in his words rudeness at the police desk. We went through each of the incidents with Jeffrey Radtke and informed him that there was no basis for his complaint. The seriousness of the allegations were emphasized to him and he was given an opportunity to listen to the recorded phone calls that he had made to dispatch. He believed that he was very focused on helping his customer who had lost a cell phone and that it was his perception and his alone that any of the three police dispatchers were rude to him. He stated that this was his problem and he wrote a written apology which includes all three dispatchers. He further informed us that he was frustrated due to the fact that he was just trying to help his customer and did not at the time realize that he was not seeing the full picture and now realized that the dispatchers had done nothing wrong. He made both an oral apology for his actions to Lieutenant Reinfeldt and Deputy Chief Sherven and he wrote a written statement, where he acknowledged that there was no wrongdoing on the part of the dispatchers, which is as follows:

"My name is Jeff Radtke. I am 41 years of age and was born on 08-^fc-63. I am married/single and now reside at 1443A S. 19th Street, City of Sheboygan, State of Wisconsin, phone 452-2757. I had filed a complaint about the treatment I perceived as a runaround at the Sheboygan Police Department. The perception I had at the time was that I could not get any answers on a phone I was looking for. The statements I made were not meant to be a lie of any kind, but pure frustration as I felt I was getting no help on a issue I had called in on several times over the years. At no time did I ever mean to portray a lie, but it was strictly my perception I was getting no answers on the issue for which I called. I do however offer a heartfelt apology to those who were affected by my perception. Those names are unknown to me, but I do not want to in any way hurt or hinder their employment. I simply want to say I am sorry and please continue to do the work you do. Please again accept my apology for what I perceived as getting what I at the time thought was a runaround, but realize it was a simple

mistake on my part that could have had consequences and it was truly my mistake." SIGNED: JEFF RADTKE

Aldersperson Radtke stated that he had learned a great deal about himself from listening to these tapes and that he would re-assess his actions in the future to make better decisions. I advised Mr. Radtke that we appreciated his honesty in rectifying this matter. The initial complaint that Aldersperson Radtke had filed was regarding the Mission Statement under 93.3.A(3), "We treat all persons with courtesy and respect." It should be noted that the recommendation of Lieutenant Reinfeldt and Deputy Chief Sherven is that this complaint be classified as Unfounded. This information is being forwarded to Chief Kirk for his approval. DEPUTY CHIEF SHERVEN/pmk

NARRATIVE.: 6 by 195 08/03/2005

On today's date, 08-03-05, Chief Kirk, after a lengthy consideration of this matter, will dictate and close this investigation. First, I do agree that the complaints in this matter are unfounded. Secondly, I was aware of this investigation while it was on-going. I spoke to Aldersperson Jeffrey Radtke on 7-1-05 prior to being interviewed by Deputy Chief Sherven and I then spoke again to Aldersperson Jeffrey Radtke on 7-8-05. The delay in documentation on this matter is due to several reasons. First, Jeffrey Radtke came to our department to act as a business person where he is attempting to find a cell phone that was either lost or stolen from one of his customers. He became frustrated with the process of attempting to locate this cell phone even though it was never reported to our department as a lost or stolen cell phone. Next, he then acted as an aldersperson, identifying himself as same, with a woman who was sitting in the front lobby area and encouraged her to file a complaint against our department. Next, during this investigation, he wrongly identified a person, made a incorrect identification of one of our employees as to someone who was rude to him on a particular date. Next, he made complaints against our telecommunicators, that they were rude to him on the phone, and as he listened to those recordings, he changed his mind.

As stated previously, I did speak to Alderman Radtke the Friday before he was brought in and interviewed by Deputy Chief Sherven, that was 7-1-05. Aldersperson Radtke, at that time, indicated that he was concerned as to what the status of his investigation was because of the Isaac Thomas case. It should be noted Mr. Thomas was arrested for filing a false complaint against our officers reference racism. Jeffrey stated that he no longer really wished to pursue the issue of the telephone contact with our telecommunicators but rather just wished to focus on the front desk personnel.

During this conversation, Jeffrey was advised that the matter would be further investigated by our department and it was my understanding that he would be asked to come into the Police Department to speak to Deputy Chief Sherven shortly.

Since that initial phone call, I understand that Deputy Chief Sherven

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did speak to Alderperson Radtke, did complete the investigation, and I did read the narrative of his investigation on 7-08-05. On 7-08-05 I then made contact with Alderperson Radtke and advised him that I did see the status of this investigation, that it was referred to my office for completion.

At this point I had yet to speak with Deputy Chief Sherven. ^However, I had several concerns of my own. These concerns involved how this investigation went and what was the initial reason for filing such a complaint. Alderperson Radtke stated he did file an apology, wishes that to be taken very seriously as what he did was wrong. He understood the severity of mis-identifying an employee and a discussion was then held on the Avery Commission on wrongful convictions in the Criminal Justice System. Jeffrey then spoke of his perception and stated he now understood that his perception of our department was wrong. As we spoke about the complainant he approached in the front lobby, he also stated that that was wrong on his part. Jeffrey stated he was frustrated, then took those frustrations to a private citizen to encourage them to file a complaint. It should be noted that the person that he spoke to never did file a complaint with our department and indicated to us that she strictly spoke to us about a complaint because she was influenced by Alderperson Radtke.

f\ Alderperson Radtke stated in this matter what he did was wrong, stated that he apologized for his actions, and wishes this office to relay those apologies again to our employees. Alderperson Radtke understood the severity of these allegations, stated he understood now that we are short people and that one of the problems he was experiencing with this property person is that we are down one person in that area. Alderperson Radtke also stated that he will be speaking to whom he refers to as "the Old Man" meaning Mayor Perez and stated that he would explain to Mayor Perez that the comments he initially made to the Mayor's Office should be changed and that his complaints were wrong and that he did make apologies to our employees. It should be noted that on July 12th, I did make phone contact with Alderperson Radtke and he did assure me that he had spoken to Mayor Perez about this complaint. He has advised Mayor Perez that he made a mistake and that he apologized for his mistake. A discussion was held as to whether or not this matter should be referred for prosecution. However, due to his willingness to see the mistake he made in this matter, especially since he listened to the tapes of the recorded phone conversations he had with our dispatchers and understanding that he made a wrongful identification, that the matter will be closed and these investigations will be holding a status of unfounded.

A This investigation only speaks of the importance of honesty, the importance of many of our phone conversations being recorded to support what our officers or employees state and then can be used to refute when citizens wrongly accuse them of wrong doing. This investigation speaks of an alderman becoming frustrated, filing complaints against fellow city employees, and later rescinding and apologizing for mistakes he made. I did speak with our employees about this investigation. I did speak with those involved and apologized

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from Alderperson Radtke. Hopefully this will end this matter. Hopefully this will end the efforts of Alderpersons speaking to private citizens and encouraging them to file complaints against our employees, especially when such citizens had no intention to file complaints in the first place.

This will end this investigation, Matter is unfounded. CHIEF KIRK/blg

CC: Deputy Chief Sherven

11/21/05: Alderman Segalle submitted a request on 11/19/05 to receive a copy of this report. After reviewing the report and determining that pursuant to Wisconsin's public records laws that I must release a copy of same, I prepared a letter to the subject employees of this report. Those employees are Telecommunicators' Bobbi Jo Tetzlaff, Darcie Beernink, Kelli Kisiolk, and Sarach O'Connor. My letter to each of these individuals explains that the request has been received and spells out their rights should they choose to seek a court order restraining this office from providing access to it. I also contacted Alderman Segalle by telephone explaining the notification process that must be made per WI Statutes and that I am required to give them 12 days to respond. Not counting the Thanksgiving holiday and weekends, December 8th would be the soonest that I could fill her request if no action is taken by the subject employees. L. Rooker

12/8/05: Copy to Alderman Marge Segalle. L. Rooker

