"The goal as a company is to have customer service that is not just the best but legendary." Sam Walton

In this issue.....



Highlighted Employee

BUBLINFULELS

Rocklin Police Department

Chief's Chatter by_Chief Ron Lawrence



Chief Ron Lawrence

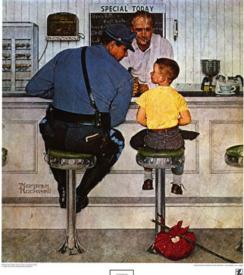
One aspect of American policing that makes us unique compared to most of the world is our governance at a local level. Many foreign countries have a federal police force, or a military that oversees police services. In the U.S., having local police departments makes the enforcement of laws and the police accountable to its citizens at a micro level, creating a tailor-made approach to how policing is done in each community. We police the Rocklin community much differently than similar sized communities in Southern California, the Bay-Area and even in our own region, because the citizens of Rocklin have a certain level of expectation of their police department. I often use an analogy that policing is much like the grocery business, in that grocery stores all provide a service of selling food, goods and other wares, but they are all uniquely different in customer-service, price-points, atmosphere, accessibility, and quality of merchandise. Police departments too are all in the same business of enforcing laws and protecting our citizens, but each police department is uniquely different in the style and manner to which we provide our various levels of service, all of which is predicated, much like grocery

stores, on what our customer needs are. Two things ensure a successful police department: (1) openness to listen, and (2) willingness to change. The leadership of any police department must be keenly aware of its community's expectation, and staff must be open to adapting when our customers' needs change. We must be willing to incorporate new technologies and best-practices in our service delivery to ensure we are maintaining a fresh and relevant approach to what we do. Change is inevitable.

Consider the tremendous growth Rocklin experienced between 1999 and 2009, and how the needs of our community changed over that period of time. We seem to once again be at the beginning stages of growth within the City, and will continue to see growth until our build-out, predicted to be sometime around 2030-2035. What is a young, family-oriented community with numerous sports leagues, full schools, and ex-

panding youth programs today will someday (far in the future) give way to an aging population with new priorities such as transportation, elderhealthcare and inhome services. We won't see that for many decades; however, we will begin to see an immediate shift in

our community by way of more residents, increased number of commercial businesses and a new set of community expectations evolve. We have always been a progressive law enforcement agency, ready to serve our citizens and business owners with professionalism, compassion and fairness. What I envision for Rocklin PD moving into the future is to be continually nimble in our ability to adapt to changing needs, professional in our service delivery, and offer a police service that is personal and customeroriented, willing to take each problem we handle with a unique approach catered to making our whole community safer and healthier. I have no doubt that our police employees will continue to meet the changing expectations of our Rocklin community today, and into the future. After all, we are like a local highend grocery store, who knows our customers by name!



Technology: Is it ALWAYS our friend?, by Police Services Administrator Sandi Bumpus



Police Administrator Sandi Bumpus

Marshall McLuhan was a communications visionary who helped develop the idea of the "global village" and predicted the advent of the Internet 30 years before it was born. During his later years he described a global community in which distance and isolation

would be "dramatically reduced" by electronic media. At the time he said it, many of his contemporaries scoffed and ridiculed his futuristic vision. Today we not only know McLuhan had it right, we are living it on a daily basis.

Unfortunately, the "framework" for public safety emergency contact has not kept pace with changes within the "frame." Our nation is still working from a legacy 9-1-1 system devised decades ago; a system currently incapable of receiving text messages, photos, crash data, or streaming video. While a number of devices and apps are being marketed to the public touting instantaneous

9-1-1 access, they all bypass the current 9-1-1 system, and require a completely different receipt infrastructure which most agencies do not possess.

"It is the framework which changes with each new technology and not just the picture within the frame." - Marshall McLuhan

For example, within the last few months, an auto maker began marketing a vehicle with technology they claim will instantaneously forward GPS location to a waiting public safety answering point. In reality, the vehicle has a built-in cell phone that when activated, must wait 10 seconds before the call is confirmed to be valid, and when sent and subsequently answered, projects an automated voice that tells a dispatcher that an emergency call is incoming, and provides longitude and latitude of the vehicle location when the call was first initiated.

Finally, a speaker opens up allowing vehicle occupants and the dispatcher to speak to one another, 15-25 seconds after the call was actually initiated. Receiving automated vehicle location information is not helpful until the dispatcher learns what the problem is and can identify the kind of help to send. This is just one of many examples where desire for immediate emergency access has far exceeded the capabilities of the infrastructure needed to support it.

As mentioned in previous articles, here at Rocklin PD we are actively working with our public safety partners in Placer County to attempt to bridge the gap between desire and reality. We are pooling our resources, our talent, and our time to devise the most cutting edge solutions in the state. But until then - buyer beware of claims made by retailers and sales people potentially motivated by the bottom line. The quickest response will still come from dialing 9-1-1, staying on the line when possible, and identifying the location and the problem so help can be dispatched.

Team Mud Run by Officer Greg Jensen



Officer Greg Jensen

Running 3.1 miles through mud pits, aqua pads, electric mud crawl, cargo net climb and many more gut wrenching obstacles sounds like misery. Right? Achieving success in such an event is not only

rewarding, but when accompanied through teamwork with friends and coworkers the rewards are magnified. On September 7th, Dollar, Farrulla, Black, Rick (Eric's good friend and Rocklin resident) and I participated in a 5K mud run in Marysville. During the course of the run there was problem solving, healthy competition where unique qualities were utilized and as a result relationships were strengthened. Oh yeah, not to mention we also completed the course with no injuries. Michael Jordan describes such team work as, "Talent wins some games, but

teamwork and intelligence wins championships." So next year come join the camaraderie for a fun team building mud run.



Pictured left to right, Rick, friend of Sgt. Dollar, Officer Jeremy Black, Sergeant Eric Dollar, Officer Greg Jensen and Corporal Gil Farrulla

Highlighted Employee by Lieutenant Jamie Knox





Jerold Seawell Retires After 18 Years of Service

After nearly four decades of public service, Jerold Seawell has his sights on retirement. Jerold, better known as Jerry to his friends

and colleagues, says he is looking forward to hanging up his Sam Browne and donning his SCUBA gear for what he hopes will be a new life of relaxation, traveling, and his favorite hobby—ocean exploration.

Jerry was born in Sacramento, CA and grew up in the Roseville area. He was introduced to SCUBA diving while still in high school, and was immediately hooked to his newfound skill. He graduated from Roseville High School in 1971 and began studying at Sierra College. After two years of college, Jerry found work as an underwater, commercial hardhat diver working in the offshore oil fields of Louisiana.

Jerry served 20 years in the Navy in both active duty and reserve duty status in Naval Special Warfare (SEAL/SWCC). Jerry served in numerous units and was deployed in areas such as Southeast Asia, Central and South America, and the Caribbean area of operations. The last unit Jerry served in was the river Special Boat Team made famous by the movie, *Act of Valor*. While in the Navy, Jerry also served as a Navy Special Warfare Firearms Instructor.

While serving as a reservist in the Navy, Jerry pursued a career in law enforcement. He attended the Napa Police Academy in 1992 and joined the Rocklin Police Department in 1995. Although Jerry opted to stay in patrol during his entire law enforcement career, he has held many ancillary assignments. He is a department firearms instructor and served as a SWAT sniper for 10 years. Jerry said the most challenging part of being a sniper was the rigorous training to keep marksmanship high. I had the pleasure of serving alongside Jerry on the SWAT team and was always impressed with his commitment to training and his level of marksmanship. Jerry said, "I miss serving on the SWAT team, because it reminded me of the high-level teamwork and camaraderie I experienced within some of my assignments in the Navy.

Due to his special skills, Jerry was deployed to New Orleans during Hurricane Katrina to assist with water rescues. Jerry said he will never forget some of the horrors he saw during that deployment, but working in law enforcement and his tours in the Navy helped him cope with what he saw. Jerry retired from the Navy in 2009.

Jerry will retire from the Rocklin Police Department, with over 18 years of service, on November 14, 2013. He said he has mixed emotions about retiring. Jerry said he will miss the camaraderie and working with his teammates at the police department. He said he will miss the excitement of going to "hot calls" and catching criminals.

When he retires, Jerry will travel to the Florida Keys in December to go SCUBA diving

and spear fishing. Jerry said he is an amateur underwater videographer and really enjoys taking video of sea life in the ocean.

Jerry, you have dedicated nearly forty years of your life to public service, and 18 of them to our community here in Rocklin. We will always remember your smile, your laugh, and the camaraderie you brought to patrol. This police department, the City of Rocklin, and this country are forever in your debt for the sacrifices you have made both on and off shore. May the wind always be at your back and the sun upon your face. Best wishes for smooth sailing in your retirement. We will miss you dearly.



SEAL/SWCC
A glimpse into the past...





County Wide Mobile Field Force by Lieutenant Terry Roide



Lieutenant Terry Roide

We are thankful that we rarely have to deal with large unruly crowds in the City of Rocklin and in Placer County. The cost is too high for a single agency to train multiple officers and stay

current with tactics related to crowd con-

trol. Our partnership with the Roseville Police Department in forming a SWAT Team has proved to be a valuable resource and cost effective. With the same desire to provide the best service at a low cost, the Rocklin Police Department has partnered with the Placer County Sheriff's Office and the Roseville Police Department as part of a Placer County Mobile Field Force. We have already sent two of our Officers to training

and they will begin county wide training with Placer County Deputies and Roseville Police Officers shortly. We are excited about this partnership and look forward to the team's progress.



Law Enforcement Trainer Dies, But His Legend Lives On by Manager Mike Nottoli



Mgr. Mike Nottoli

The law enforcement community has lost an icon in the area of use of force training and defensive tactics. On September 8, 2013, Robert Koga passed away as a result of mesothelioma cancer at the age of 83 at his home in Fallbrook, Cali-

fornia.

Mr. Koga was a retired Los Angeles Police Department sergeant who spent decades developing and refining a law enforcement training system to keep officers safe and reduce their personal and departmental liability. Many of the police officers who work at Rocklin PD were trained in the Koga System when they completed their basic academy training or when they worked for other agencies.

Mr. Koga began studying martial arts when he was 12 years old while living in a Japanese internment camp in Topaz, Utah at the start of World War II. Throughout his lifetime, he studied many arts and self-defense systems including aikido, jujitsu, judo, wrestling, and stick-fighting.

As a young policeman in Los Angeles in the 1950's, he soon realized how deficient law enforcement training was and he set out to change that situation. He developed a sys-

tem with a foundation of principles and premises designed to teach officers about the mental and physical concepts associated with using force. Departments that have used his system over the years have reaped the benefits of having safer officers, less use of force complaints, fewer unnecessary injuries to officers and suspects, and improved respect and relationships with the communities they serve.

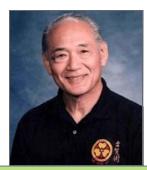
I first met Mr. Koga in 1983 while attending the basic police academy in San Jose. I quickly realized how valuable his system was and how it could benefit me throughout my career. I immediately began studying the Koga System and became a certified instructor in arrest control, self-defense, and baton. Because of the knowledge I obtained from Mr. Koga, I have been fortunate to be able to pass on these principles and skills to new police officers at numerous police academies, and to veteran officers all around the state, country and Japan.

I currently teach the Koga System to our Rocklin Police and Fire Volunteers. Since our volunteers are not armed and do not carry any personal safety equipment, it is very important that they have a solid foundation in learning how to prevent attacks by recognizing, anticipating and avoiding potential threats, and being mentally and physically prepared to respond to an attack if one should ever occur. That is why

our volunteers are taught about concepts such as when and when not to use force, how much force to use, awareness rules to apply when approaching people, how to utilize proper distance, balance and awareness principles when contacting people, etc.

Mr. Koga was teaching and training law enforcement officers right up until the time of his illness. Despite being amazingly talented and having so much knowledge, wisdom and experience, he was very humble and was always willing and enthusiastic about learning new things from others.

Although he has passed away and will be greatly missed, his system will live on. He has written several books, made many professional DVD's, and has trained several senior instructors who will continue to pass on this valuable knowledge to police officers and civilians for years to come.



Robert Koga 1930-2013

CALEA by Captain Lon Milka



Captain Lon Milka

Accreditation is defined as a process in which competency, authority, or credibility is presented and affirmed. It's simple for us: Do we follow what our policies and procedures direct us to do?

First of all, thank you to all for participating

in our process towards reaccreditation with CALEA for our second reaccreditation evaluation. Some of you have provided "proofs" which are keys to the process and of the utmost importance. But by following our policies, procedures, and processes *all* of you have provided the backbone towards our reassessment.

Since losing positions through attrition over the last several years because of economic reasons, the department has lost crucial personnel in vital positions responsible for the vast majority of burdensome accreditation manager responsibilities. But the department has adapted and managers are now accountable for retrieving proofs for field-related standards. The end result is that we can strive for reassessment with fewer personnel.

The department's belief is that a continuous and steady review of our agency's policies and procedures is one of the most significant facets of professional policing in today's world. Even though we've previously been through several assessments by multiple assessors, during this accreditation cycle of three years

we found several policies and procedures that needed some enhancements and modifications. Why? We want to continue to provide the level of service to our community that our residents deserve.

Our on-site reaccreditation assessment is scheduled for December 1-4 of this year. Two out of state CALEA assessors will be here to evaluate us. One is from Lakeland, Florida. The other is from Washington state. If you see them in December, please make them feel welcome.