

# East Central Illinois Mobile Law Enforcement Training Team **Mobile Training Unit #13 Newsletter**

**February 2022**



One month is in the bag and off we go into February. Anyone who knows me knows how much I detest winter. I always feel like the end of January going into February is the worst, but after February, it's all downhill from there. Four more weeks and we are there anyway.

MTU 13 has a ton of classes coming up and there will be more to come as well. We are still waiting on some paperwork back from instructors. I would like to point out that even as we are posting classes on the website and advertising them, not all of them have been approved for mandates by ILETSB yet. Some have, but not all. If ILETSB has an issue with a class it may end up being canceled. They are very busy and they are trying to approve classes statewide.

The Crisis Intervention Team training that runs January 31st to February 4th is full. If anyone is enrolled in that and cannot make it, please let me know, as there are others who will step into the class.

The Law Enforcement Medical Instructor class has not yet been approved by the state. If the time draws near and it appears that the class will not be approved, I'll be pushing it back in order to iron out any concerns. I'm playing a lot of this by ear.

### \*\*\*SHOT Show 2022\*\*\*

As many of you are aware, Shot Show 2022 was a go in Vegas this year. This is a show that I've attended since 2015. It is overwhelming. I also met a virtual training company who I spoke with and we plan on having them come do a demonstration. More on that when it happens though. In the mean time I'll leave you with a picture of me in the car used in **John Wick 2** which was at the show. Very cool!



Project Director-Brad Oyer  
Assistant- Christina Stephen

- Crisis Intervention Training...Jan 31st- Feb 4th**
- Law Enforce Medical Instructor....Feb 7th-8th**
- Alcohol Compliance Officer.....Feb 10th**
- Law Enforce Medical Instuct.....Feb 11th-12th**
- Use of Force with Jeff Pavletic.....February 16th**
- Search Warrants/Report Writing/  
Courtroom Testimony.....February 17th**
- Criminal Law and Procedure .....Feb 18th**
- Southern Illinois Criminal Justice Summit  
February 23-24th**
- Criminal Interviews and Interrogations  
March 1-3rd**

### \*\*\*Announcement\*\*\*

I received an email from Paul Petty who is the Manager of In-Service Training for ILETSB. He wanted me to let everybody know that Interim Director Calloway has spoken with Chairman Davis regarding the issue of training credits taken between January 1st and June 30th, applying towards the mandates which will take effect on July 1st. They are both in agreement that any training between now and then should be credited to officers towards those mandates. Unfortunately, that will take a vote of the board at the next meeting in March.

In summary, I fully expect that this will pass, but there could be roadblocks that I am not aware of. I'm old enough to recognize that. I'll keep you posted as we roll along, but I'm optimistic anyway.

# Moments of Truth Philosophy In Policing

By– Chief Sean Duggen

\*\*\*Note from the Director\*\*\* The below article is from a paper that Chief Duggen wrote and is published in the International Chiefs of Police website. I have personally read Jan Carlzon's book, "Moments of Truth". His principles of running an organization and increasing your relationship to your customers (the public) is just as relevant for law enforcement as it is for the private business world. Chief Duggen now works as the Police Chief in Chandler Arizona. I've personally reached out to him and spoken to him about this paper for a book that I authored on leadership in policing. Because you got this, you get to read his article.

## The Moments of Truth Philosophy

Moments of truth in policing is a philosophy that considers each police contact as an opportunity to reduce and prevent crime by winning the respect, trust, and support of the community. It is modeled after Jan Carlzon's approach to customer service while serving as the leader of Scandinavian Airlines in the late 1980s. In his book, *Moments of Truth*, Carlzon describes how he was able to turn his uninspiring and financially troubled airline into a profitable industry leader. Carlzon accomplished this primarily by focusing on enhanced customer service manifested through what he described as "moments of truth." He recognized each interaction between an employee and a customer as a moment of truth, or an opportunity to win over that customer. Carlzon encouraged his employees to recognize and take advantage of every opportunity to interact with potential and current customers and win their confidence, their high opinion, and their business.



Richard Hammond, former customer relations manager at New York's Madison Square Garden, also recognized the significance of each employee-customer contact. Throughout his 25 years of service at the Garden, Hammond reinforced the importance of winning lifelong customers through successive positive individual contacts. He believed when a customer is alienated, that customer passes on that disaffection to family and friends, resulting in alienation of successive generations of potential customers.

Depending on the size of the law enforcement agency, moment of truth opportunities present themselves each day by the hundreds and even thousands. Every contact an officer has with a citizen, from the way the officer looks in uniform to what the officer says and how it is said, are all opportunities to win over—or, alternatively

## Moments of Truth and the Scottsdale Police Department

For more than a decade, law enforcement agencies across the United States have experienced dramatic and sustained reductions in crime. More officers on the street, advanced technology, enhanced crime analysis, strategic deployment of resources, addressing minor crimes, and focusing on repeat offenders all have contributed to declining crime rates. Still another underreported and less-attributed factor has played a significant role in the recent crime reduction trend. Scottsdale, Arizona, with a population of nearly 250,000, is experiencing some of its lowest crime rates in more than 20 years. In fact, the Uniform Crime Report Part 1 crime rate is almost half today from what it was in 1987, even though the city's population has grown by more than 125,000 residents. While many of the above-mentioned factors have influenced the overall reduction of crime in Scottsdale, another notable factor deserves equal, if not greater, attention: a focus on community partnerships and participation.

With the inception of the community policing philosophy and a renewed focus on crime prevention in the mid-1990s, the Scottsdale Police Department recognized that safe communities are developed and maintained through community partnerships and participation. The public's willing cooperation to help prevent crime and disorder is the cornerstone of the agency's system of policing and has significantly contributed to Scottsdale's considerable crime reduction in recent years. The Scottsdale Police Department shares Carlzon's views on moments of truth and implemented a moments of truth philosophy within the department, viewing each citizen contact as an opportunity to win the respect, trust, and support of the community. Realizing the community is the first line of defense against crime and the most essential component in its prevention, moment of truth contacts reinforce the community's resolve to help police agencies develop and maintain safe neighborhoods.

## The Role of Leadership in Moments of Truth

Although self-initiated activity is expected and encouraged among law enforcement officers, the overwhelming majority of police work is generated externally by the community. Instead of always having officers react to calls for service after an incident has occurred, citizens can participate in preventing crime and disorder on the front end—a practice made more likely after these citizens have experienced positive moment of truth encounters with the officers they could be helping. As Sir Robert Peel said in his timeless philosophy of law enforcement 180 years ago, preventing crime and disorder is the primary mission of policing. Crime prevention promotes the health and welfare of a community instead of merely curing the illness—in this case, the crimes. It proactively reduces the threat of crime and enhances the sense of security and the *quality of life* within the community.

Police leaders, however, play the most critical role in adopting and advancing an agency's renewed focus on customer service. Scottsdale police leadership formally introduced the moments of truth philosophy to their organization in September 2008. An illustrative article in the agency's monthly employee newsletter explained the theory, history, and advantages of moments of truth. All employees were encouraged to submit for publication examples of employees proving enhanced customer service through moments of truth. Throughout succeeding months, command staff discussed and reinforced moments of truth with employees at squad briefings, manager meetings, and employee forums. Almost immediately, supervisors began to submit examples of positive moment of truth encounters through their chains of command to underscore personnel performance. Soon, employees at all levels and across all bureaus began to draw attention to the many examples of moments of truth carried out by their peers and manifested through enhanced customer service. From line-level personnel to the chief of police, moments of truth are now part of the department's vernacular and culture.

## Moments of Truth in the Current Economic Climate

Winning over the customer in policing in order to prevent crime and work in full partnership with the community has never been more essential than it is currently. The economic turmoil across the United States has sent shockwaves through police departments of all sizes by slashing budgets, reducing staffing levels, and threatening existing low crime rates. By concentrating their efforts on recognizing and encouraging moment of truth encounters by their employees, police chiefs may counteract some of the damaging operational and quality-of-life impacts brought on by the ailing economy. In order to insulate fundamental front-line police services, such as patrols and investigations, from sweeping budgetary reductions, many departments have been forced to eliminate or severely decrease community outreach and crime prevention initiatives. Programs developed and honed over the past 20 years are now at risk of elimination because of budget constraints. By embracing and promoting the moments of truth philosophy in their agencies, police leaders can bolster a community's support and willingness to participate in preventing crime. Although the moments of truth philosophy costs nothing to implement, it does require steadfast commitment and follow-through involving the entire chain of command, chiefly the executive leadership team. Police leaders at all ranks can model and promote the kindness and professionalism demonstrated by Officer Goodson on that late Saturday evening in Scottsdale. The benefits associated with this renewed focus on customer service are profound. Reduced crime through community partnerships and participation, and enhanced levels of community support, trust, and respect, are all possible when recognizing and treating each police-citizen



# Case Law 4 Cops

[Cunningham v. Shelby County Tennessee](#), No. 20-5375 (6th Cir. 2021)-

Deputies responded to a call of a suicidal person. The woman told dispatch that she had a .45 cal. gun and would kill anyone that came to her residence. Deputies arrived. The woman walked into the driveway carrying the gun. She raised it up and a deputy shot her. She continued to raise the gun and walk forward. Another deputy fired. 10 shots were fired and 8 struck the woman. She died at the scene. The gun she had was a BB gun. The incident was recorded on a deputy's dashcam.

The deputies were sued for excessive force. The district court judge denied the deputies' motion for summary judgment on claims of qualified immunity. The judge analyzed the shooting by reviewing the shooting video frame by frame. The Circuit Court held that the deputies' actions were supported by the circumstances and their actions were reasonable. The Court further stated that the district court's actions of reviewing the video frame by frame violated *Graham v. Connor* by judging the reasonableness of the use of force based on 20/20 hindsight. The frame-by-frame analysis did not tell the full story considering how quickly the incident occurred. The deputies' perspective did not include the stop-action viewing of the incident when determining the use of force. The case was reversed and the district court was ordered to grant summary judgment to the deputies.

[Torres v. Madrid](#), No. 19-292 (SCOTUS 2021)-

Police went to an apartment complex to arrest a woman (not Torres) on a warrant. Police saw Torres and tried to talk with her. She was high on methamphetamines and fled in a vehicle. Police shot Torres, but she escaped. She was caught and arrested the next day at a hospital. She sued for excessive use of force. The district and 10th Circuit courts held that since the officers use of force did not lead to an actual seizure of her, she could not sue. She appealed to SCOTUS. SCOTUS held: The application of physical force to the body of a person with intent to restrain is a seizure even if the person does not submit and is not subdued.

[Lange v. California](#), No. 20-18 (SCOTUS 2021)-

A California Highway Patrol Officer tried to stop Lange on traffic using emergency lights for playing loud music and honking his horn. Lange did not stop. He drove to his home and pulled into his garage. The officer followed Lange into his garage. He saw signs of intoxication and arrested him. Lange moved to suppress evidence after the officer entered the garage. The lower court denied the request. Lange appealed to the California Court of Appeal. This court held that Lange could not defeat an arrest begun in a public place by retreating into his home. The pursuit of a suspected misdemeanant, the court held, is always permissible under the exigent-circumstances exception to the warrant requirement.

SCOTUS refused to create a categorical rule allowing the warrantless home entry when a suspected misdemeanant flees the police. The flight of a suspected misdemeanant does not always justify a warrantless entry into a home. An officer must consider all the circumstances in a pursuit case to determine whether there is a law enforcement emergency. On many occasions, the officer will have good reason to enter—to prevent imminent harms of violence, destruction of evidence, or escape from the home. But when the officer has time to get a warrant, he must do so—even though the misdemeanant fled.

SCOTUS held in the case [US v. Santana](#) in 1976 that we can pursue a felon into a home without a warrant, but it never established a ruling on pursuing misdemeanants, until now.

Zuress was actively resisting arrest and was bitten by a police dog. The dog continued to bite for 24 seconds after she was subdued. She sued claiming excessive use of force. The Court held that the deployment of the dog was justified and that the continued bite for 24 seconds was not an excessive use of force. The fact of the case was that for the 24 seconds the officer was trying to get the dog to release the bite. While the officer was working to get the dog to release his bite, the continued bite was not a "means intentionally applied." Therefore, the continued bite was not a Fourth Amendment violation.

**YOU CAN DO IT  
BUT YOU FIRST  
NEED TO BREAK  
BAD HABITS**  
#GYMAHOLIC



# 12 Career Tips for Cops

By Calibre Press— January 19th, 2022

When it comes to navigating a career in policing, sometimes even the seemingly smallest pieces of advice from those with years of experience can have a major impact on your job and your life. In his co-authored reference guide, *Pocket Partner*, which is packed with helpful informational tidbits that span a stunning range of topics, Dennis Evers shares 12 tips that can prolong and improve your career. We felt they were worth sharing.



Here are the 12 keys to a longer, safer and healthier career Dennis shared:

- 1. Attitude:** Attitude is everything. If you bring your personal problems to work, or simply fail to remain focused, you, your partner, or a citizen could pay the price.
- 2. Lifestyle:** Not only is adequate rest important, but overall physical fitness as well. If a foot pursuit kills you, get in shape. Mom's right – eat more fruits and vegetables.
- 3. Equipment:** You are only as good as your equipment is functional. Keep a clean weapon, fresh ammo, and know how to use it in high stress situations. Fresh batteries in your flashlight and radio are a must. Maintain and know all of your gear. Wear a vest.
- 4. Intuition:** After working the field you should develop a “sixth sense” that intuitively alerts you to the possibility of danger. If you don't, consider a different line of work. If your inner voice tells you something's not right, don't shrug it off.
- 5. False bravado:** If you need back-up, call for it. Never be afraid to admit to yourself that a situation is bigger than you are. Denial can hurt.
- 6. Position is everything:** Never, ever, under any circumstances, let anyone you are questioning get into a better tactical position than you. On traffic stops, takedowns, domestics, and life in general, maintain the most advantageous position you can.
- 7. Dropping your guard:** Treat all false alarms as real, all domestics as critical, all arrests as hazardous and no call as routine, and you should finish your shift.
- 8. Vigilance:** Always watch a suspect's hands and be aware of “suspicious” moves. “Tune in” to the entire scene, ambushes, hidden suspects and on and on and on...
- 9. Handcuff when justified:** Always properly handcuff when appropriate. Love isn't the tie that binds, it's a half pound of cold steel.
- 10. Search:** Weapons come in all shapes and sizes. Thoroughly search all suspects and use proper personal protection against needles, razors, etc. A ball point pen stuck through your eyeball can ruin your day.
- 11. React:** Many cops that have been shot and survived stated they just couldn't believe it was happening to them. Gun, knife or fist, BELIEVE IT, react immediately, and with appropriate force. Bad guys are called bad for a reason.
- 12. Think cover.** If all else fails, leave yourself an out. Avoid open spaces. Remember the three “Cs”—COVER! COVER! COVER!

# Officer Down Memorial Page

Officer Line of Duty Deaths 2022

## Total Line of Duty Deaths: 25

Accidental	1
Auto Crash	2
COVID19	14
Gunfire	4
Struck By Vehicle	2
Vehicular Assault	2

More officers have taken their own lives than been attacked and killed by other humans.

We have to **CHANGE** this!



## No shame, no judgement



just us being happy you're here.  
Stay with us, you have choices. They all want to help.

▶ Text "BLUE" to 741741

▶ 1-800-COPLINE  
24/7 Law Enforcement Hotline

▶ 866-COP-2COP  
24 Hour Peer Support

▶ 1-800-273-TALK  
Suicide Prevention Hotline

▶ 855-964-2583  
BlueLine Support  
24 Hour Peer Support

▶ 800-273-8255, Press 1  
Veteran Crisis Hotline

▶ [www.1sthelp.net](http://www.1sthelp.net)  
Resource Database for  
First Responders

[www.bluehelp.org](http://www.bluehelp.org)  
Facebook, Insta, Twitter: @BlueHelpLE



## Law Enforcement Officers who have lost their life to suicide.

2019.....	239
2020.....	174
2021.....	149
2022.....	13

## Take the Pledge

Without solidarity, acknowledgement and honor— stigma, silence and denial remain. By taking the pledge each year, you are committing to: publicly show your support for prevention of law enforcement suicide; support for the officers who are suffering and; honoring the memory of those we have lost. Anyone can pledge, you don't have to be an officer; you simply need to be committed to eradicating the stigma.

### I Pledge To:

- Make emotional wellness a priority for myself, my family and/or my fellow officers;
- Seek Assistance when I may be in need of support— for work or personal pressures;
- Confidentially contribute suicide information to aide in accurate data.

### Pledge Benefits

- Pledge certificate worthy of display
- Watch Your 12 Challenge Coin
- Recognition on our website
- 15% off merchandise purchases in the Blue H.E.L.P. store for one year.
- 15% off conference registration fees for one year

### How to Pledge

-Click the link at website ([bluehelp.org/take-the-pledge/#](http://bluehelp.org/take-the-pledge/#))  
(20.00 individual/ \$150.00 department)

- (Optional) send your department patch to [Contact@bluehelp.com](mailto:Contact@bluehelp.com) or mail to:  
Blue H.E.L.P.  
P.O. Box 539  
Auburn, MA 01501

# Focus on Upcoming Training

## February 2022

- Crisis Intervention Team	Mattoon	Jan 31-Feb 4th, 2022
- Law Enforcement Medical Instructor	Mattoon	February 7th-8th, 2022
- Alcohol Compliance	Mattoon	February 10th, 2022
- Law Enforcement Medical Instructor	Mattoon	February 11-12, 2022
- Use of Force	Mattoon	February 16th, 2022
- Search Warrants/Report Writing/Courtroom Testimony	Mattoon	February 17th, 2022
- Criminal Law and Procedures	Mattoon	February 18th, 2022
- Southern Illinois Criminal Justice Summit	Mattoon	February 23-24th, 2022

## March 2022

- Criminal Interviews and Interrogations	Mattoon	March 1-3rd, 2022
- Breath Alcohol Operator	Mattoon	March 8-9, 2022
- ILETSB Meeting	Unannounced	March 9-10, 2022
- FOIA Update	Mattoon	March 11th, 2022
- Body Searches– Terry to Strip	Mattoon	March 14, 2022
- OC Instructor Course	Mattoon	March 15th, 2022
- Juvenile Law Update	Mattoon	March 16th, 2022
- The Constitutional Corrections Officer	Mattoon	March 18th, 2022
- Subconscious Communication for Detecting Danger	Mattoon	March 21-22, 2022
- Domestic Violence	Mattoon	March 23rd, 2022
- Open Source Investigation Techniques	Mattoon	March 25th, 2022
- San Jose FTO Refresher	Mattoon	March 28-29, 2022

## April 2022

- Police Carbine Instructor Development	Charleston Range	April 4-6th, 2022
- AR15 Armorers Course	Charleston Range	April 11-12th, 2022
- Human Trafficking	Mattoon	April 15th, 2022

More in April to come.....

## May 2022

- Investigative Strategies for Sexual Deviant Offenders	Mattoon	May 10th, 2022
- Aggressive Patrol Tactics	Mattoon	May 12-13th, 2022
- Dignitary-Witness-VIP Protection	Charleston	May 16-20th, 2022
- My CI-Cultivating and effectively Handling Today's Top Confidential Informants	Mattoon	May 25th, 2022

We are still planning more classes, we just have not finalized them yet. Please keep checking back at [www.mtu13.com](http://www.mtu13.com) for more information on classes being posted.