The President’s Message
By Jake Jacobsen, PLEA President

It’s the Little Things

It’s difficult to comprehend the volume of issues that come through the PLEA office on a daily basis. There’s the always-important but never-ending stream of potential representation grievance concerns. A very large number of these issues are resolved informally through the relations built between your PLEA Trustees, your Reps, and the Department before we kill another tree.

But it’s the little things that are addressed at the PLEA office that often make an immense difference to the membership. Here’s a short list of the little things that make a big difference.

This past week, our relentless push to use Blue Card funds for the trip to the National Memorial in DC during Police Week was approved. The co-workers (squad members) of our fallen officers will be allowed to use these funds because we convinced City Personnel that the workshops and seminars provided for co-workers were as job related as any other police seminar.

At a recent department vehicle committee meeting PLEA was successful in lobbying to purchase twelve pursuit-rated Chevy Tahoes. These vehicles will be evaluated by officers to see how they compare to the current fleet of Ford Crown Victoria Police Interceptors (CVPI) for space, comfort, storage, fuel efficiency, handling, and maintenance costs. We believe that the Tahoe will prove to be no more costly to operate than the CVPI. This is especially true when you consider the cost of the additional safety equipment on the CVPI (bladders and the fire panel).

Recently I signed a check from PLEA to Disneyland for $11,800 so we can have a constant supply of tickets in the office that provide the greatest discount possible for Association members and families. The same occurs with SeaWorld, Knott’s Berry Farm, Universal Studios, and other vacation spots.

During this time of year Brian Livingston and I (the APA and PLEA) spend a great deal of time at the Capitol lobbying on behalf of our bills. One of the many bills we wrote this year is a “product safety” bill that says (in part) that any product advertised and sold in Arizona as a piece of personal safety equipment for public safety MUST be accompanied by certification from an independent lab stating that the product does what the manufacturer claims. This stems from the Second Chance vest “Zylon” fabric issue. The bill would include vests, gas masks, puncture resistant gloves, firefighter turnout coats, helmets...anything that is designed to protect you. It is sailing through the Capitol. From opposing guns in bars, to support for yielding to emergency vehicles, to opposing fixed-post photo-radar on freeways, to supporting the ability to seize and im-
Whether it’s a briefing, a class, or a choir, it’s helpful to be on the same page. When it comes to having pages match, the sooner the better. It took less than five months for me and the Association to be on the same page with Chief Harris regarding several important topics ranging from discipline reduction to Brady issues. These and other topics are being successfully addressed as a result of the new Interest Based Relations (IBR) process. Another page that I found myself sharing with Chief Harris is the area of lieutenants.

In a recent conversation with Chief Harris, we both shared some interesting thoughts concerning lieutenants. Like me, the Chief is concerned when 9 out of 10 community leaders don’t know who their area manager is. Like the Chief, I’m concerned about some sergeants only receiving 3 hours a week of supervision from their lieutenants. Like me, the Chief is concerned about one lieutenant implementing their own 3/13 modified work schedule – one like the Association wants to discuss but the 4th floor wants to avoid. Like the Chief, I’m aware that most police departments in this state have lieutenants on salary. Like me, the Chief is aware of budget challenges in the Department and is familiar with new Department of Labor regulations which can exempt lieutenants as a means to meet these challenges. Like the Chief, I think it’s an interesting idea to put all lieutenants on a 5/8 schedule in the best interest of the Department. Like me, the Chief wonders why a lieutenant earns more money for the same 15 hours worked by a commander, assistant chief, or police chief of the 5th largest city in America.

Lieutenants in the tradition of Settembre, Piano, Lazell, Edmondson, Edwards, and a few others are consistently on the same page as the Association. But recent contacts with lieutenants aroused “page parity” with the Chief:

- Of the 29 lieutenants who applied for the commander’s assessment, 4 of them were never PLEA members, just 3 of them are current associate members, and only 4 of them made appointments to talk to the Union for preparation about labor/management issues.
- In the first arbitration involving the City and PLEA in 30 years, a lieutenant took the liberty of inserting and omitting words when quoting the contract in order to sustain an allegation of misconduct. The federal arbitrator ruled in favor of PLEA.
- A lieutenant uses terms such as “badass” when addressing a subordinate and threatens to move the member to where they “won’t be happy” because of an incident that involved the officer’s documented hearing impairment.

What a “page-turning” thriller this is turning out to be. Perhaps the Chief and I are on the wrong page. Perhaps lieutenants of other agencies need to turn the page to where Phoenix lieutenants are. Perhaps our lieutenants are “off the page.” It’s a challenging read. If only I could read ahead to the last chapter and see how the book ends. But for now, I’m on the same page as the Chief.

2005 Food Drive
Bruce Stallman

PLEA, PPSLA, and the Phoenix Police Department combined efforts for the 2005 St. Mary’s Food Bank drive. We collected food at 18 locations between January 31st and February 18, 2005. This is an annual event, not only to collect food, but to celebrate the birthday of John Van Hengel. Mr. Van Hengel is the founder of St. Mary’s Food Bank as well as a leader in developing the food bank concept. PLEA delivered the collected food to St. Mary’s on February 22nd, which is also John’s birthday.

Our efforts netted 6500 pounds of food for the food bank. St. Mary’s told us that every pound of food they receive equals one meal being served to a needy family. All of us can be very proud of this great accomplishment.

PLEA would like to acknowledge the Training Bureau, and especially recruit classes 397, 398, and 399. The volume of food these recruits donated was truly amazing. Class 398 alone donated 2,168 pounds of food. PLEA would like to thank the class sergeants and the RTOs assigned to these three classes. Also, we want to thank Officers Bob Ward and Terry Sills of TESU for their assistance in picking up the food and delivering it to the food bank.

The food drive has become an annual event and hopefully will grow each year. I feel that 10,000 pounds of food next year is an attainable goal and would challenge everyone to get involved. Thanks again to all who helped us make this food drive successful.

Notes from All Over

- Canada’s immigration minister, Judy Sgro, resigned following allegations that she had helped an illegal immigrant restaurant owner avoid deportation in exchange for free pizza and garlic bread.

- The North Korean government began a campaign to encourage men to get frequent haircuts. The campaign, entitled “Let Us Trim Our Hair in the Accordance with Socialist Lifestyle,” features five approved haircuts. All five are variations on the crew cut.

Reported in the April/May 2005 edition of The American Enterprise magazine.
Okay, so what’s up with these cartoon posters in the bathrooms at the precincts? Where are they going to show up next? Why don’t they ever depict upper management or employees in specialty positions messing up? Why are they focusing on Patrol so much? Are they ever going to show any positive actions that police employees take? Does the Department really think that we’re such a bunch of screw-ups that we have to keep getting all this stuff crammed down our throats? Well, as the artist for these posters, I will try to explain what’s going on, and why.

Before I do that though, let me tell you a little bit about myself. First of all, I’ve been a Phoenix Police Officer for over 33 years, and a member of PLEA since it started. I have spent more than a third of my career working in Patrol and enjoyed being a street cop. I have spent most of the last year on 30,000 status, due to an unresolved health issue, and I am now working for the Incident Review Unit. We are no longer part of PSB, but are in the newly formed Administrative Support Division.

I didn’t create this program, or even volunteer to participate in it. I was asked to try and help make it more of a fun experience by using my cartooning ability. I DO think that it is, and can continue to be, a very worthwhile project. I hope that the program continues on long after I’ve finished up my five years of DROP (thank you PLEA) on July 31, 2006.

I know it’s a cliché, but I honestly feel that Patrol IS the backbone of the Department and the City’s first line of defense. Patrol employees have to do a little bit of everything. It can be one of the most demanding places to work, and yet it does better police work than most (if not all) other bureaus or work units. I also know that it often gets the least amount of respect, and that Patrol is usually the first to get dumped on. These last few statements were true when I first joined the Department, and they will probably still be true long after I’m gone.

Throughout my career, I’ve turned out more than a few cartoons concerning employees, of all ranks, that found themselves involved in humorous or embarrassing situations. They were usually able to see the humor involved and appreciated receiving the cartoons. Just ask most of the officers and supervisors that I worked D.A.R.E. with. These cartoons were done to share a laugh, bring us closer together, and maybe even let us learn from them. I’ve even drawn cartoons of my own miscues. One I remember in particular was when Dan Jackson and I had to go in foot pursuit of my unmanned, fully marked, patrol car.

Most of the posters that I’ve created (and I have about 18 completed) have been inspired by incidents that have either happened to me, were committed by me, or were things that I was a witness to during my time as a street cop. So if you think that I’m picking on you, or someone you know, my intention is missing the mark.

Now I will try to address some of the issues mentioned in the first paragraph. Every year the department gets hammered with dozens of claims and lawsuits, and that trend isn’t likely to change anytime soon. A great deal of these claims or lawsuits arise from incidents where employees were simply trying to do their jobs to the best of their abilities. Some are due to honest mistakes, and yes a few even happen because we are human and we just screw up. Whether they are justified or not, they all cost the Department money to investigate, defend, and unfortunately sometimes even pay out huge sums of money to the complainant. The few that we do pay can easily cost us several hundred thousand to millions of dollars. This basically amounts to lost money because it comes directly out of the Police Department’s yearly budget. Every dollar spent on paying off a claim, and defending and/or paying off lawsuits, is one less dollar that we could spend on more important things: like the hiring of more officers and civilian employees, increased money for training, purchase of better equipment and newer cars, higher salaries for employees, better benefit packages, and more overtime availability.

Money that can be saved is important, but it certainly isn’t our only concern here, and it never has been. I don’t know, maybe we should have named the city “Safetyville,” or “Safety City” instead of “Claim$ville,” and that would have made it more acceptable to everyone. Far too often officers get seriously injured and even killed as a result of accidents or some unsafe practices that they or some other employee initiates. There is almost no way to accurately project what this ultimately costs us all, and I’m not referring to money. Every time we lose an officer it’s like losing a family member. If that officer actually happened to be a friend of yours, you may never fully recover from that loss, not ever. I have lost far too many of my friends, and every time I even hear of another officer that falls, all of those old haunting memories and pain comes flooding back.

As far as employees getting hurt, we also have to look beyond just what the injuries do to them and their families. Every time an employee is out for any length of time, it puts a strain on everyone else. Their fellow employees now have to work a lot harder, and often for longer hours with fewer vacation days or C-days available to them. Even worse, their jobs become more dangerous because (Continued on page 4)
now they are less likely to have a backup when they need one.

Due to the very nature of the job, most of the incidents that lead to injured employees and the claims/lawsuits that are being filed, originate in the Patrol Bureau. That’s one reason that the six precincts were targeted first. It’s also where we can reach the most employees the quickest, especially with the very limited funds that we’ve had to work with.

I already have some posters in progress that DO show that upper management, and other employees that are assigned to specialty positions, are quite capable of making mistakes. As the program progresses they will certainly be displayed. I also have several posters in progress that DO show officers doing positive things, or that have a positive message overall. Frankly, I don’t feel that they are quite as funny, but they are important to show, and they are coming.

Look for the posters to start showing up at NRB, SRB and 620 West soon. We are also working to come up with a plan where those of you who want them can start a collection of your own.

Finally, the Claim$ville characters aren’t patterned after anyone on the Phoenix Police Department, and they certainly aren’t meant to belittle or demean anyone. Do the Claim$ville characters do dumb things that get them in trouble? Yes, but it’s just my way of trying to get an important message across in a humorous way. If you don’t find them to be humorous, or entertaining, then I’m sorry. If you feel that they are demeaning to you or others, then please accept my sincere apologies, I never intended them to be that way. However, we all make mistakes, and those mistakes can end up costing us dearly. I want these posters to give you a little chuckle or at least cause you to smile. I would love it if they also get us to think more about safety and using better judgment. We should be able to safely go home to our families at the end of each and every shift. That should always be our top priority. If the posters allow us to free up more of our Department’s budget rather than paying off claims, then I say “What’s the harm in that?”

I welcome your ideas. The program is NEW, and it’s going to need some tweaking. You can contact me by e-mail, or send me a message through the Department mail addressed to the Incident Review Unit. Better yet, call me. I work Monday thru Friday from 6:15am to 2:15pm. My phone number is 602-440-1186. I’d love to hear from you. Help me make it a better program for everyone.

Note: You can find all the Claim$ville posters and character biographies on the Department’s PPOL web site. (Requires username and password to enter site.)
Your Board of Trustees and several PLEA Representatives attended a labor/management retreat from December 7-10, 2004 in Sedona. Management was well represented as was PPSLA. The focus of the training was on Interest Based Relationships and was conducted by the Federal Mediation and Conciliation Service (FMCS). Interest Based Relations is a program designed to improve relationships between labor and management. The program leads participants through the steps necessary to identify problems and solutions, and to develop action plans to be executed when the participants return to the workplace.

Most of us remember the old “new” ways of doing things and the latest buzzwords and trends. Most of these programs have fallen by the wayside, with good reason. While we knew that the fire department successfully conducts business using this format, some of us at PLEA were a little skeptical as to how it would work for us.

In 2002, Jake, Joe and I went to Flagstaff with Jack Harris, Sherry Kiyler, and Mike Frazier to observe the Relation Based Objectives program during Fire’s annual labor/management retreat. We saw labor and management working side-by-side on problems with projects actually getting done. While the discussions got heated at times, no one left the room mad at the other and the relationship remained intact. This bears repeating, the relationship remained intact.

We all thought if we could make this work for us in the police department, we could really make some amazing strides. PLEA took back a lot of information and ideas to try to implement this process with our management.

During our retreat, PLEA and management focused on what we would change about the way each other did business and what our expectations were for each other. We discussed sensitive subjects, conflicts, and concerns. We then came up with possible solutions to try to fix the issues and promote and maintain a constructive relationship and created an objective-based and time-specific plan to implement these actions. We also discussed different working styles, perceptions, roadblocks to listening, and consensus decision making.

When we finished categorizing all of our issues, we created four core committees and one steering committee. The core committees consist of issues, policies and procedures, communications, and attitudes and practices and education in the work environment. Each issue can be put into one of the four committees to be discussed. The four committees’ members then created a to-do list and timelines for getting these items done.

The steering committee is set up to review the decisions which come from the core committees and give the final yes or no before anything is acted upon. The members of the steering committee are Chief Harris, Assistant Chief Lannon, Jake Jacobsen, and me.

We learned that if we expect to always get 100% buy-in for an issue, we’re probably banging our heads against a brick wall.

The key is to reach decision by consensus. This means that I may not be ecstatic about a decision but I can live with it because it is for the good of the whole. Another important point of the training is, whenever the committee has reached a decision by consensus, the members of the committee will take the decision forth and publicize it. No one on the committee will disparage the decision, regardless of whether they were personally for it. The point is, the committee made the decision, everyone on the committee felt they could live with it, and this decision is then brought forth and acted upon.

PLEA and management have high hopes for the Interest Based Relationship process. We have begun using the fundamentals during our dealings with management and also during our in-house problem solving.

The title of this article refers to a saying that Jake has adopted for us. Whenever we bring a problem or issue forward, Jake will ask us, “How do we get there from here?” One of my duties as Vice President is to help Jake come up with the answers to this question.

Bringing forth questions and problems is a good way to educate ourselves on the issues in the department. However, bringing forth possible solutions is the only way to get these issues resolved. What we try to do at PLEA is not only to point out what is wrong but also to offer up possible avenues to make things right.

The IBR process is a great program which gives us the means to answer, “How do we get there from here?”
Open Letter:
For those of you who don't know me, my name is John Dee. I have been on the "JOB" almost 34 years and I had a bad January. Spinal surgery on my neck and a heart attack in the same week. When the word went out that I was down, I started to receive phone calls. Literally hundreds of them. They were all concerning how I was doing. I was stunned. I got calls from the Police Chief, assistant chiefs and completely through the ranks. I heard from every precinct, special detail, detectives, Gaming, A.G.'s Office, D.E.A., Aviations Dept., T.S.A. and retired officers from across the state. My friends at Houston's Restaurant also lent support, sent flowers and an occasional care package to put some meat on this thin frame. Each and every one offered assistance. If I needed anything someone volunteered to help. I received flowers, cards and gifts from numerous people throughout the Department and of course PLEA. The people to thank are too many in number. I would need an entire section in the newspaper to do so. I would especially like to thank the Airport bureau. You helped in ways that cannot be expressed.

In the course of doing the Job, you never realize how many people you touch or influence or how many people you've met over the course of a career that really care both inside the Job and out. Well I found out! Thank you to everyone, you helped my mental well being as well as my quick recovery. I feel very fortunate.

Humbly,
John J. Dee
Airport Bureau

Memorial in March
On March 26th, 1999, Officer Atkinson was following a suspicious vehicle. The driver lured Officer Atkinson into an ambush. He was killed instantly by gunfire.

Marc Todd Atkinson

Your Tax Dollars

The amount of Federal Income Taxes I pay now is...

Source: Schulman, Ronca, Bucuvalas/Time, September 2004

I dislike the most...

Source: Kaiser Family Foundation, National Public Radio, and Harvard University, February-March 2003
WE Win
Bobby Palma

There is a new philosophy being utilized between PLEA and the Department called "Interest Based Relationships" or IBR for short. We went through a 3 1/2 day training course on the IBR process put on by a group of federal mediators at the last Labor/Management retreat this past December. The basic premise for this type of relationship is to be able to get a consensus on an issue. There is no "agreeing to disagree." Each side must work towards resolving the issue, which at times may not lead you to everything you want, but at least get you to a point where it's something that you can all live with and support. WE win.

Here's what it can look like in the real world. Our member called the PLEA office to tell us that they were involved in 3 separate investigations and that they had been "advised to call PLEA." When I asked who had advised them to call us, our member said that their Commander told them that it might be in their best interest to call PLEA for assistance with their current situation. That Commander was Tracy Montgomery. WE win.

Mark Spencer was then assigned to handle this case and began working on the issues. A week before the DRB, our member called me to discuss what was about to take place. Mark and I then drove to the member's work location and met to discuss the issues that were ahead of us. It's at this time that we learned that this member was looking at having all 3 of their separate issues heard at the same DRB. This seemed a little odd at the time. Commander Montgomery felt that our member had a better chance to survive the total circumstances if everything went to one hearing instead of having them appear before 3 separate DRBs. Mark and I agreed. WE win.

After reviewing the 3 allegations and finding their "home" in the matrix, we totaled up the possible "maximum" discipline and found that our member was looking at a possible total suspension of 540 hours if each case was aggravated to the most severe punishment, 260 if mitigated to the minimum.

Being somewhat "new" to this process, I was amazed to say the least, and our member was in shock. Later that same day, while waiting for another meeting on the 4th floor, I ran into Chief Robinson who came up to me and asked if we could discuss this very same upcoming DRB, as he was going to be the Chair on it. He wanted to discuss some of the "mitigating" circumstances surrounding the case. I told him that Mark Spencer was the actual rep on the case and that we had just met with the member earlier in the day and I was only there for support. Chief Robinson asked that we schedule a meeting with him as soon as we could, especially since this was Wednesday and the DRB was scheduled for the following Tuesday. WE win.

The Monday before the DRB was to convene, Mark and I met with Chief Robinson and had a great discussion about our member, some of the concerns each side had with the case, and what assistance each side could afford our member, their employee. WE win.

Now we get to the DRB and listen to the evidence presented to the board by Sgt. Wind and the efforts he took to assist our member on a daily basis to help prevent any further re-occurrence of these same issues. I will say that Sgt. Wind had gone a lot farther then he had to as a supervisor. I would choose to work for him any day of the week. Now, I've only been around for a little over 26 years but I must say that this is the type of supervisor that most of us would want to work for.

His investigations on the 3 cases were short, fair, and to the point. He came up with an action plan to assist our member so that these problems didn't arise in the future, at least not if he could help it. WE win.

Mark gave a spirited defense to the board on behalf of our member and when it came time for our member to speak, the member "stood up," informed the board of what their plan was to change the past behavior, and offered no excuses. WE win.

Commander Montgomery then spoke to the board with her recommendation on the discipline portion and supported the "middle-of-the-road" request. This was mostly because two of the cases were again dealing with the same issue for which our member had already received discipline in the form of a suspension. Commander Montgomery felt that to ask for the lower end was not appropriate in this matter but also felt that the high end was not right in this situation either. WE win.

When all was said and done, our member walked away from this DRB with a recommendation for a 140 hour suspension instead of the possible 260 to 540. The member also understood that many people showed them a lot of support. WE win.

Now, I'm not a real smart man, but I think that what we just went through here was the fact that WE can work together to solve issues. WE can work with management and management can work with us. When WE work together on issues of concern in a civil, "sit down and discuss manner," WE win.

For Chief Robinson to open the door to discuss some issues in this matter prior to the DRB and to assist him in getting a better picture of some of the "mitigating" factors in our member's life was huge. WE win. For Commander Montgomery to have the foresight to combine the cases with our member's best interest in mind was huge. WE win. For Sgt. Wind to take the interest of our member in hand and go the extra distance to assist in setting our member up to succeed instead of waiting and watching them fail was huge. "We" win. For PLEA to be able to be open enough to the suggestions presented and to work in a positive manner with management and understand that every event doesn't have to be a "battle" and that we can succeed with our members when WE all work together is huge. Our Department, their employee, our member, and PLEA....WE all win. ●

“There is no "agreeing to disagree." Each side must work towards resolving the issue…”
Mailing Label Here

Membership Meetings
Last Tuesday of each month:
7:30 AM, 12:30 PM, 5:30 PM

Representation Committee

Chairperson               Vice Chairperson
Michelle Monaco           Danny Boyd

Representatives
Josh Champion .  Billy Coleman . Ken Crane
Sheldon Czegledi .  David Dager . Chad Likens
Greg Gibbs .  Ron Gomez .  Cheryl Goshko
Bryan Hanania .  Gary Hotchkiss . Barry Jacobs
Dave Kothe .  Karen Lewsader .  Nick Margiotta
Franklin Marino .  Tom Marquez . John McTernan .  Brian Miller
Darren Nielsen .  Bob Palma .  Steve Perrotta
Jerry Peterson .  Dave Sampson . Lori Scott . Toby Sexton
Annie Shumway . Frank Smith
Stu Sterling . Mark Spencer

If You Have A Grievance

First: Attempt to resolve the matter informally with your supervisor.

Second: If you cannot resolve this with your supervisor, contact one of the representatives above.

Remember: There are time limits to initiate a written grievance.

Record: All interviews once you have been given an NOI.

Copy: All memos and paperwork related to the investigation.

If you are called by Professional Standards Bureau or any police supervisor regarding an investigatory interview or interrogation, you may have PLEA representation during that interview.

Call for representation as soon as possible.

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Dale F. Norris — Legal Counsel
(602) 248-9107
www.napierlawfirm.com

Brian Livingston — Legislative Liaison
www.azpolice.org

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