

SEMINOLE COUNTY

# SHERIFF'S OFFICE

2011 ANNUAL REPORT



Seminole County Sheriff's Office  
100 Bush Blvd, Sanford FL 32773  
407•665•6650



/SeminoleSheriff



@SeminoleSO



/SeminoleSheriff

[www.SeminoleSheriff.org](http://www.SeminoleSheriff.org)

## Letter from Sheriff Donald F. Eslinger



Dear Seminole County residents:

I'm pleased to present the 2011 Seminole County Sheriff's Office Annual Report. I'm proud to report that crime reports for the last year again indicate that we continue to have one of the lowest crime rates in Central Florida. During 2011, unincorporated Seminole County experienced a 0.9% decrease in the Part I crime rate (murder, rape, robbery, aggravated assault, burglary, larceny and motor vehicle theft). The Sheriff's Office made 9,433 arrests and recovered more than \$1.4 million in stolen property for victims.

Last year also saw many new innovations across the agency. We completed the implementation of in-car cameras in all of our patrol vehicles, ensuring full accountability and transparency as we respond to calls for service and assist citizens. Our crime lab implemented new technology to improve our ability to solve crimes committed with firearms. Property crime investigators partnered with area pawn shops to connect them to a web-based system that has improved our ability to recover – and return – stolen property. And, we established the Seminole Financial Crime Task Force, a multi-agency team whose specialized expertise has bolstered our ability to investigate fraud, identity theft and other financial crimes.

The John E. Polk Correctional Facility reached a major milestone with the opening of an expansion to the facility and the implementation of direct supervision in inmate management in the new area. This contemporary approach to corrections inserts detention deputies within a housing unit, with no physical barriers, enabling deputies to more closely manage the inmates, as well as provide leadership.

Sadly, the year ended tragically with the loss of Deputy Sheriff Matt Miller. Deputy Miller was a 28-year law enforcement officer and had served with the Sheriff's Office since 1988. A member of our Motor Unit, he was known for his easygoing personality, professionalism and dedication to his job. His watch ended on Dec. 26, after he was struck by a vehicle that turned in front of his motorcycle. He became the sixth SCSO deputy sheriff to lose his life in the line of duty. He served our agency with honor and dignity, and his sacrifice will never be forgotten.

As we move into 2012, we will continue to focus on establishing new partnerships with the community, harnessing the power of technology to investigate and solve crimes, and implementing new tools to enhance the quality of life by reducing crime and the fear of crime throughout Seminole County.

Sincerely,

Donald F. Eslinger

A handwritten signature in blue ink, appearing to read 'Donald F. Eslinger', written in a cursive style.



-Mission-

To enhance the quality of life by reducing crime and the fear of crime throughout Seminole County





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# Seminole County Sheriff's Office 2011 Uniform Crime Report

## 2011 Index Crime

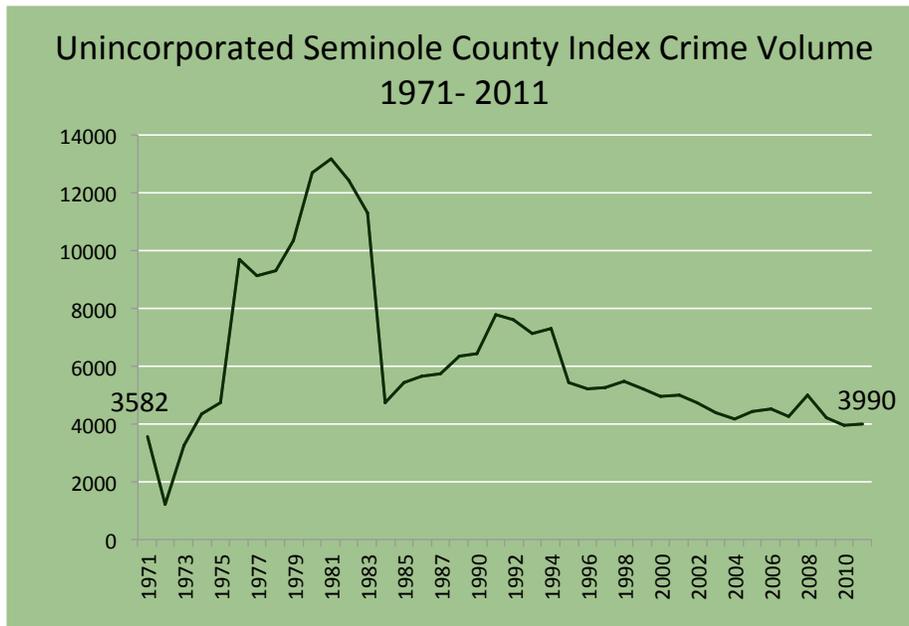
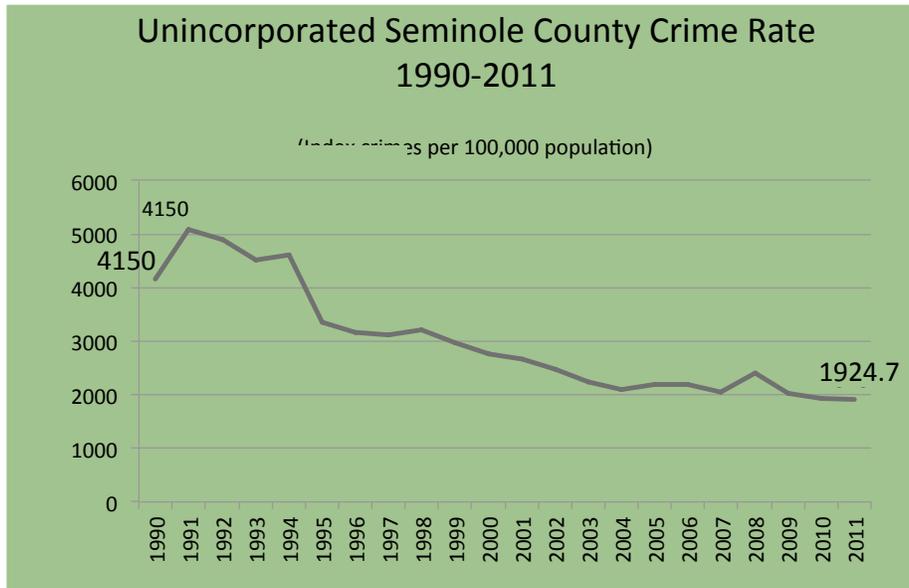
Reported offenses in unincorporated Seminole County  
January 1 – December 31, 2011

Index Offenses	2010	2011	Percent Change
Murder	4	6	50
Forcible Sex Offenses	77	113	46.8
Robbery	77	79	2.6
Aggravated Assault	427	423	-0.9
Burglary	868	907	4.5
Larceny	2,330	2,276	-2.3
Motor Vehicle Theft	163	186	14.1
<b>Total Index Offenses</b>	<b>3,946</b>	<b>3,990</b>	<b>1.1</b>

	Total Index Crimes	Percent Change	Unincorporated Seminole County Population	Percent Change	Crime Rate	Percent Change
2010	3,946		204,367		1,930.8	
<b>2011</b>	<b>3,990</b>	<b>1.0</b>	<b>207,308</b>	<b>1.4</b>	<b>1,924.7</b>	<b>-0.3</b>

- Crime rate is the number of index crimes per 100,000 residents. Index crimes include homicide, forcible sex offenses, robbery, aggravated assault, burglary, larceny and auto theft.
- In 2011, there were 1,924.7 index crimes per 100,000 residents, representing a 0.3% decrease from the 2010 crime rate.
- In 2011, the crime volume (the total number of reported index crimes) was 3,990.

## Crime Trends



- The 2011 crime rate for unincorporated Seminole County is the lowest reported rate since 1971.
- The crime rate has decreased overall by 30.6% since 2000, while the population in unincorporated Seminole County has increased by 15.9% during the same time period.

# Operations and Neighborhood Policing

Operations and Neighborhood Policing consists of the following divisions: Seminole Neighborhood Policing, Special Operations, Juvenile Crime Enforcement and Intervention, and Community Services.

## Seminole Neighborhood Policing

Seminole Neighborhood Policing provides all uniformed patrol activities, conducts general investigations, enforces county codes and ordinances, implements community and law enforcement partnerships, and delivers a variety of crime prevention, public relations and community services.

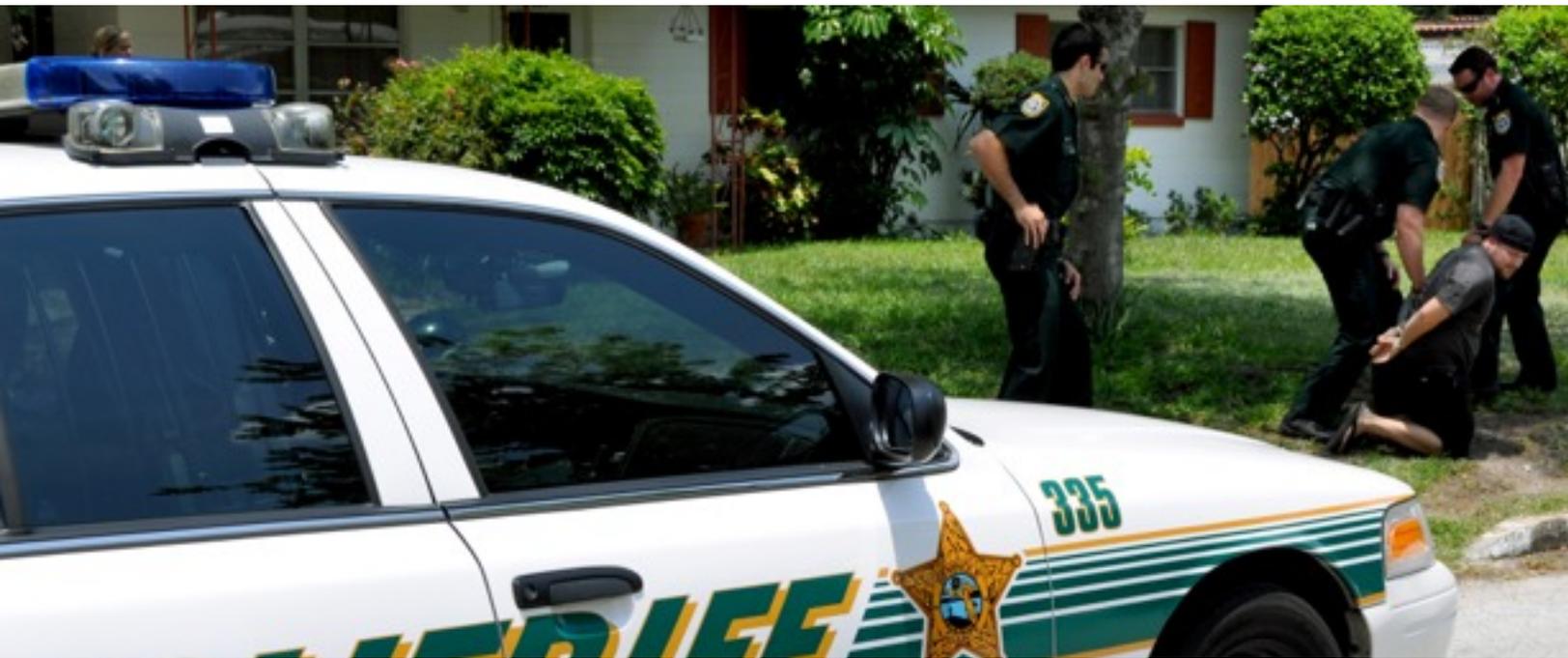
Neighborhood policing is the concept under which deputy sheriffs, field service officers and civilian support staff are empowered to develop strategies, programs and crime prevention methods to reduce crime and the fear of crime in their service communities. SCSO is active in the county's schools, attends and participates in local events, partners with residential groups and homeowner associations, and provides assistance to businesses, nonprofit organizations and other agencies. The SCSO takes a proactive approach to public safety and follows the philosophy – and daily practice – of providing

education, exchanging information and building awareness within the community to help prevent crimes before they occur.

Deputies are assigned through three regional offices:

- North Region, which includes unincorporated Heathrow, Sanford, Lake Mary, Longwood and Midway;
- East Region, which encompasses unincorporated Casselberry, Chuluota, Fern Park, Geneva, Oviedo, Winter Springs and Winter Park; and
- South Region, which includes unincorporated Altamonte Springs, Fern Park, Maitland, Wynnwood, and the area west of I-4 in southwestern Seminole County.





Each regional office is staffed by the deputies, probation officers, field service officers, criminal investigators, code enforcement and Citizens on Patrol (COPs), who are responsible for their respective region. Each region is divided into Community Service Areas, which deputies are individually assigned to cover. To find out what region and CSA you live in, [click here](#).

*Did you know?*

*Each regional office has a community room which is available for meetings of homeowners and property association groups, neighborhood watch organizations, citizens and any other civic organization. To reserve a community room, contact the Communications Center at 407-665-6650.*

In 2011, SCSO completed the implementation of new, in-car camera systems. All 165+ marked patrol cars now have digital camera systems, which are used to document incidents and evidence. The technology activates the audio and video recording devices automatically when a vehicle reaches a certain speed, as well as enables the deputy to manually activate the system to record an encounter or an event. The new system minimizes administrative time by enabling data to be downloaded automatically and transmitted through a wireless connection simply when deputies park at their regional offices. The digital format is more cost effective and provides better quality images. Additionally, the cameras ensure full transparency in the actions of deputies.





## Special Operations Division

Special Operations is comprised of multiple units that provide a wide range of highly specialized services equipment and response capabilities for SCSO, as well as other Central Florida agencies as requested. Special Operations is comprised of the following units:

- SWAT (Special Weapons and Tactics Team)
- The Aviation Unit
- The Explosive Ordnance Disposal Unit
- The Range and Water/Marine Patrol Unit
- The Underwater Search and Recovery Team
- The Canine Unit
- The Traffic Unit
- The Disaster Response Team
- The Search and Rescue Team



In February 2011, the Range and Water/Marine Patrol Unit and Underwater Search and Recovery Team deployed together to New Smyrna Beach to assist in the recovery of a single-engine plane with two pilots that crashed in the ocean approximately 150 yards offshore. The wreckage was discovered via sonar, and team members worked with two other Sheriff's Offices over a two-day period to recover the bodies.

During 2011, Special Operations also assisted in a dignitary protection detail for the President of the United States, conducted a variety of disaster response team exercises, held a 400-hour canine school and facilitated a number of DUI and BUI safety operations. The SWAT Team grew from 22 to 30 tactical operators, adding additional members from the Sanford Emergency Service Unit. The Team is a multi-agency unit and responds, as requested, to incidents throughout the county.

### Special Operations

- 21 SWAT callouts
- Number of boating fatalities for 2011: 0
- Number of items of evidence recovered by bloodhound: 6 (including 2 firearms)

Special Operations also includes SCSO's School Crossing Guard program, a team of 130+ part-time employees, who cover 180 school crossing zones at 48 schools throughout the county. The program provides a safe zone for children, helping an estimated 4,000 students cross safely each day. In 2011, the program was recognized as the School Crossing Guard Program of the year by the Florida Department of Transportation for its innovative safety programs and outstanding community outreach efforts.





The Aviation Unit conducts routine patrols, as well as assists in suspect apprehension, surveillance of fleeing vehicles, SWAT team deployment, searches for missing children and endangered adults, provides aerial photography and surveillance, and conducts disaster assessments. The Unit also conducts search and rescue utilizing a rescue hoist, firefighting utilizing a water bucket, and other missions as directed.

The Unit operates two helicopters: an A-Star (call sign "Alert 1") and an EC-120B (call sign "Alert 2"). Each aircraft is outfitted with a 30 million candlepower searchlight, a color camera with F.L.I.R. (Forward Looking Infra-Red), digital video recorder, microwave video downlink and Lojack receiver. Alert 1 is equipped with a rescue hoist for land/water search and rescue missions, and an external water bucket, also known as a Bambi Bucket, for fire suppression.

During 2011, the Aviation Unit conducted multiple training exercises with Seminole County Fire Department and the State Forestry Department to practice a variety of missions from extracting injured persons from deep within the woods, to deploying rescue swimmers to rescue boating accident victims.

The Unit completed more than 1,100 missions during the calendar year. These missions ranged from assisting with locating and extinguishing fires, searching for missing boaters and distressed vessels, directing ground units to burglars fleeing from a scene, and locating vehicle burglary suspects who committed aggravated assault on an officer.



#### **Aviation Missions**

1,046 hours of flight time

706 responses to SCSO calls for service

433 responses for calls to service by other agencies

These missions included:

- 10 vehicle pursuits
- 10 stolen vehicles recovered
- 88 persons located
- 43 brush fires located
- 39 surveillance missions
- 34 public demonstrations
- 384 assists to felonies in progress

The Division of Juvenile Crime Enforcement and Intervention offers a broad-based spectrum of proactive initiatives designed to specifically target and address the unique issues that perpetuate juvenile crime. The Division is home to the Juvenile Assessment Center and the Youth Intervention Services Unit.

The Juvenile Assessment Center serves as a central location for law enforcement to bring all arrested, truant and runaway juveniles. Arrested juveniles are booked, processed, screened for drug and mental health issues, and assessed for their risk of being delinquent or dependent. The facility is staffed with Sheriff's Office personnel as well as Juvenile Probation Officers from the Florida Department of Juvenile Justice, employees of Seminole County public schools, Boys and Girls Town employees, who staff the Seminole Truancy Alternative for Youth (STAY) center, and counselors from Treatment Alternative for Safer Communities (TASC). This collaborative effort between several agencies ensures that juveniles arrested in Seminole County are not only quickly shown the consequences of their behavior, but also allows the opportunity to perform risk assessments.

In 2011, at the request of Sheriff Eslinger, the Seminole County Board of Commissioners granted the Sheriff's Office permission to reopen the Seminole County Juvenile Detention Center. The Center is a 56-bed,

secure facility that serves pre-adjudicated youth detained in Seminole County. It was operated by the Florida Department of Juvenile Justice from 1974 to June 30, 2011, before being closed by DJJ for budgetary reasons.

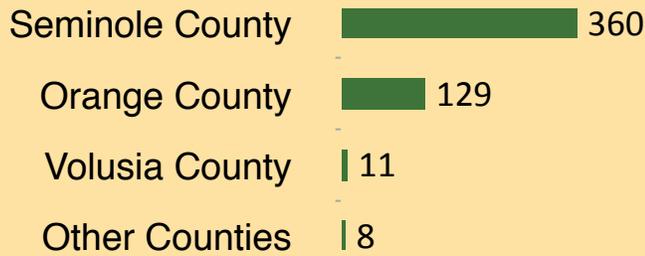
During the last quarter of 2011, the facility underwent extensive renovations and the Sheriff's Office hired – and began training – the 28 juvenile detention officers and four detention service officers who staff the facility. Slated to reopen in March 2012, the Center will provide mental health, religious support and healthcare services. Educational services will be provided by Seminole County Public Schools.

The Youth Intervention Services Unit provides community-based supervision for high-risk juvenile offenders. Offenders receive multiple, unannounced visits at any time at their home, work, school and within the community. Violations of probation or conditional release may result in an immediate arrest and require the juvenile to appear in court within 24 hours. In many cases, the root causes of a youth's behavior are complex and not easily rectified in a short time. By taking the time to provide youths and families with long-term coping skills, the potential of future violations is greatly reduced.

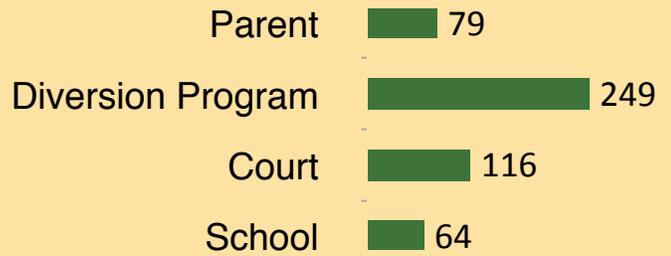


*Based on the Florida minimum wage rate of \$7.25 per hour, youths participating in CASU performed \$33,114.38 worth of work for the taxpayers of Seminole County in calendar year 2011, and youths participating in Project S.W.E.A.T. performed \$28,383.75 worth of work in 2011.*

## Operation Right Track Participant Breakdown by County



## Operation Right Track Referral Sources



Youths violating the terms of their probation or conditional release may be ordered by the Court or a juvenile probation officer to attend the Consequence Alternative Sanctions Unit (CASU) and/or the Sheriff's Work Ethics and Training (Project S.W.E.A.T.). Youths in CASU receive traditional education and life skills training in a classroom and then perform supervised, meaningful, labor-intensive, community service within Seminole County. Project S.W.E.A.T. provides supervised community service activities on Saturday. This offers the Court alternatives and latitude in the application of restorative justice. In 2011, the CASU served 160 youths and Project S.W.E.A.T. served 261 youths. Last year, the programs entered into a partnership with the Sanford Police Department and assisted with community cleanups within the City of Sanford. Youths helped remove graffiti at various sites and cleaned up community parks and streets.

The Eugene Gregory Memorial Youth Academy (EGMYA) provides a spectrum of services to youths on conditional release who are returning to the community from a residential commitment program, or youths on probation who have been suspended or expelled from school. The Academy seeks to ensure public safety by removing high-risk youths from schools and the community, providing youths with a sense of accountability, developing competency and anger management skills, and teaching decision making skills. Services include traditional classroom education, life skills development and on-site mental health assessments and counseling. Youths complete an average of 90 days in the Academy and must demonstrate an overall positive performance at school and home before being allowed to transition to a Seminole County public school. In 2011, 187 youths attended the Academy.

Operation Right Track is a two-day initiative designed to offer parents an avenue of intervention for youths between the ages of 10 to 17, who are on the edge of delinquency. Referrals are accepted from the court, diversion programs, social services, Seminole County public schools and directly from parents who are dealing with behavioral problems exhibited by their children. The program involves a physically and mentally challenging curriculum designed to break down the defiant attitudes of youths and help them develop character, make sound decisions and effectively solve problems. Parents are also required to take the program by attending a 1 ½-hour parenting session with a Senior Drill Instructor on day one, and then participating with their child on the second day in a series of exercises designed to break down communication barriers. In 2011, 508 youth attended Operation Right Track.





The role of the Youth Educational Services Unit is to provide positive, diversionary programs to youths in Seminole County through school resource deputies and the Police Athletic League (PAL). These programs are specifically designed to target potentially at-risk youths prior to entering the juvenile justice system. The SCSO has 14 school resource deputies who are assigned to six middle schools, three high schools and three alternative education schools. One deputy is also assigned to Seminole State College's adult high school and one deputy is the Midway Community Liaison in the unincorporated areas of Seminole County. These deputies are also an integral part of PAL, which is one of their collateral duties. This arrangement provides a

positive law enforcement presence both in and out of schools, and allows mentoring opportunities to children, as well as an avenue for deputies to provide services to families in need.

PAL delivers spring and summer camps for area youths that include activities ranging from sports to arts and crafts to theme park field trips. PAL also offers a boxing program and partners with the Boys and Girls Club and the City of Sanford to offer a year-round basketball league. The Explorer Program, designed to expose youths, ages 14 to 20, to law enforcement and the Cadet Program, which does the same for youths, 12 to 14, is also offered through Youth Educational Services.



Explorer hours of community service: 2,715  
Cadet hours of community service: 451  
Number of graduates from the Explorer Academy: 72 (the largest class to date!)  
Youth in PAL boxing: 70  
Youth in PAL basketball league: 77



## Community Services Division

The Community Services Division serves as the agency's primary public outreach arm. The Division delivers information and education to the community, and provides resources and support to domestic violence victims, the elderly and people in crisis. The Division also manages the SCSO's highly active volunteer program, coordinating the training and assignments of Citizens on Patrol (CoPs), administrative volunteers and reserve deputies. Public information officers in the division provide information about the agency's events, initiatives and accomplishments to the public and media.

In 2011, the Crime Prevention Unit conducted convenience store inspections for the first time, visiting close to 70 locations throughout the county. The visits are designed to help protect convenience businesses from violent crimes by providing basic operating safety standards. In addition, the Unit also conducted 100 safety presentations, delivered 32 child safety classes, set up educational displays at 43 community events, conducted 80 home security assessments and helped start 16 new neighborhood watch groups.

*The Division also coordinates the Community Law Enforcement Academy, a 14-week educational program that gives members of the community a firsthand look at the operations of the Sheriff's Office. In 2011, the 54th class graduated from the academy. Three sessions are offered each year. To sign up, visit our website at [www.seminolesheriff.org](http://www.seminolesheriff.org)*

Volunteers are a vital part of Seminole Neighborhood Policing and provide support and assistance across the agency. CoPs patrol the community in specially marked vehicles and assist deputies, when requested, with traffic control, traffic crashes and disabled vehicles. Reserve deputy sheriffs, who are certified law enforcement

officers, conduct routine patrol and law enforcement duties, and are often called upon to assist with securing crime scenes pending completion of investigations. Administrative volunteers are assigned to various divisions where they operate under the manager of the unit and receive training as needed. To learn more about volunteering with SCSO, [click here](#).

*SCSO's volunteer program is designed to involve the public in the operations of the Sheriff's Office and engage people in safeguarding their community. Additionally, volunteers are highly valued as they help supplement permanent resources. Volunteers take on duties that would otherwise be handled by full-time employees, enabling the Sheriff's Office to do more without increasing spending. SCSO Volunteers gave more than 48,500 hours of service in 2011. Their contribution is estimated at \$413,536, but the support they provide is priceless.*



# DEPARTMENT OF INVESTIGATIVE SERVICES

The Department of Investigative Services is the SCSO's investigative arm and includes:

- Diversified Investigative Services
- Domestic Security
- The City County Investigative Bureau
- Child Protective Services
- Forensic Services



## Diversified Investigative Services

### DIS by the Numbers

Number of stolen vehicles recovered:	276
Cases worked by the Seminole Financial Task Force in its first year:	1,553
Victims assisted by victim advocates:	3,962
Homicide clearance rate:	67%

The Diversified Investigative Services Division is responsible for the investigation of complex, specialized crimes and augmenting law enforcement services with advanced technologies and support. The Division includes: Major Crimes Unit, City County Auto Theft Bureau (CCAT), the newly formed Seminole Financial Crimes Task Force, the Technical Support Unit, the Digital Forensics Unit and the Victim Services Unit.

In 2011, the Seminole Financial Crimes Task Force (SFCTF) was created. Financial crimes are among the most sophisticated to investigate and often cross jurisdictional boundaries. Comprised of investigators from SCSO and the Altamonte Springs, Casselberry and Sanford police departments, the Task Force focuses on identity theft, credit card fraud, check fraud, embezzlement, real estate and mortgage fraud, organized fraud and other complex financial crimes.

Within months of its inception, the Task Force arrested two New York men on multiple counts of fraud and related charges. Akeem Rolle and Aiden Hussey, were caught after Chase Bank employees became suspicious of large cash withdrawals from out-of-state accounts.

Operating as part of an organized group, the men used counterfeit driver's licenses and debit cards to make thousands of dollars in cash withdrawals. Investigators recovered nearly \$10,000 from the suspects, who were successfully convicted.

*Thieves tend to avoid stealing vehicles that have the VIN number etched in the glass. CCAT provides VIN-etching services at community events and to large groups, upon request.*

The City County Auto Theft Bureau conducted frequent enforcement operations that targeted auto thieves and chop shop operators. In addition, their expertise was tapped by neighboring law enforcement agencies and they assisted in several motorcycle task force operations. Partnering with other law enforcement agencies during Daytona's March 2011 "Bike Week," CCAT recovered 35 stolen/altered motorcycles and component parts. In October, CCAT worked "Biketoberfest" events in Volusia County, joining task force partners to recover 14 stolen/ altered motorcycles.

In May 2011, the Digital Forensics Unit was expanded to further augment criminal investigations and meet a growing caseload. New and advanced forensics software was acquired to use in the examination and analysis of computers, mobile devices and related digital media. The Technical Support Unit also acquired additional technology, including improved covert/overt video surveillance solutions and the enhanced ability to

*In 2011, the Digital Forensics Unit processed 46 terabytes of data. This is the equivalent of 43,769,032 reams of paper! Stack the reams and they are equivalent to 24,316 football fields, or 5,030 Sears Towers, and would be the 250 times the height of Mount Everest!*

## City County Investigative Bureau

CCIB is a full-time, multi-agency task force comprised of agents from SCSO, all seven police departments within Seminole County, the Florida Department of Law Enforcement (FDLE), the U.S. Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF) and the Amtrak/ Auto Train. CCIB's mission is to identify, arrest, and vigorously prosecute drug traffickers, their couriers and members of their organizations engaged in the illegal transportation and distribution of drugs.

**The Drug Enforcement Unit** handles the day-to-day drug investigations that have an immediate impact on the quality of life for the citizens of Seminole County. A large majority of the drug investigations conducted by this Unit stem from complaints received from citizens regarding drug- and vice-related activities, as well as investigations initiated by the agents. The Unit also conducts long-term investigations involving drug trafficking organizations using an array of sophisticated surveillance equipment, including Court Ordered Intercepts (wiretaps). In 2011, CCIB obtained special funding for two major drug investigations through Central Florida HIDTA that targeted drug trafficking organizations operating in Seminole County. Between the two investigations, a total of 31 defendants were arrested and agents seized 2 pounds of cocaine, 100 prescription pills and 1 kilogram of heroin.

**The Drug Interdiction Unit** is responsible for targeting drug traffickers and drug trafficking organizations that

utilize public transit as a means to distribute illegal drugs and illegally gained proceeds. The Unit conducts interdiction efforts at various parcel service companies within Seminole County, public storage facilities, hotels/motels, the Orlando /Sanford International Airport and Amtrak, and participates in multi-jurisdictional operations with federal agencies. Since its inception in 2001, the unit has worked aggressively to thwart drug distribution by intercepting illegal narcotics before they hit Seminole County's streets. In 2011, the Unit made 23 arrests and seized 965 pounds of marijuana, 4.5 pounds of Methamphetamine, 11.58 pounds of cocaine, 1150 doses of prescription pills and more than \$9,200 in cash. The Unit has four K9s which are used for narcotics interdiction.

### Stopping Drugs at the Source – CCIB 2011 Stats

- 451 arrests
  - 65 search warrants executed
  - 31 court ordered intercepts conducted
- Seizures:
- \$99,068 cash
  - 24 firearms
  - 1 vehicle
  - 21,783 prescription pills
  - 63 marijuana plants
  - 1,000+ pounds of marijuana
  - 7 pounds of Methamphetamine,
  - 2 pounds of heroin and
  - 14 pounds (over 6 kilograms) of cocaine

**The Pharmaceutical Diversion Unit (PDU)** was created in 2011 to combat the growing problem of prescription drug abuse and misuse. The Unit is comprised of investigators from SCSO and the Sanford, Longwood and Altamonte Springs police departments. Unit investigations focus on medical practitioners illegally prescribing pharmaceutical drugs, pain clinics operating as "pill mills," and "doctor shoppers," who travel from physician to physician acquiring large amounts of drugs for personal use and resale. Agents in the PDU employ a wide variety of tactics in their investigative efforts, ranging from administrative reviews to undercover operations. Since its inception, the unit has seized more than 15,000 prescription pills and made 200 arrests, including two physicians.



## Domestic Security Division

The Domestic Security Division is responsible for investigating, collecting, analyzing and disseminating intelligence information concerning criminal activity, international and domestic terrorism, pawn, street gangs, outlaw motorcycle gangs, warrants, inmate telephone monitoring, registered felons and sexual offenders/predators. The Division gathers criminal intelligence information for the purpose of tracking and identifying emerging crime patterns and developing enforcement and prevention strategies. The Domestic Security Division is comprised of:

**The Gang Intelligence and Suppression Unit (GISU)** which identifies, monitors, investigates and suppresses criminal street gangs residing or operating within Seminole County;

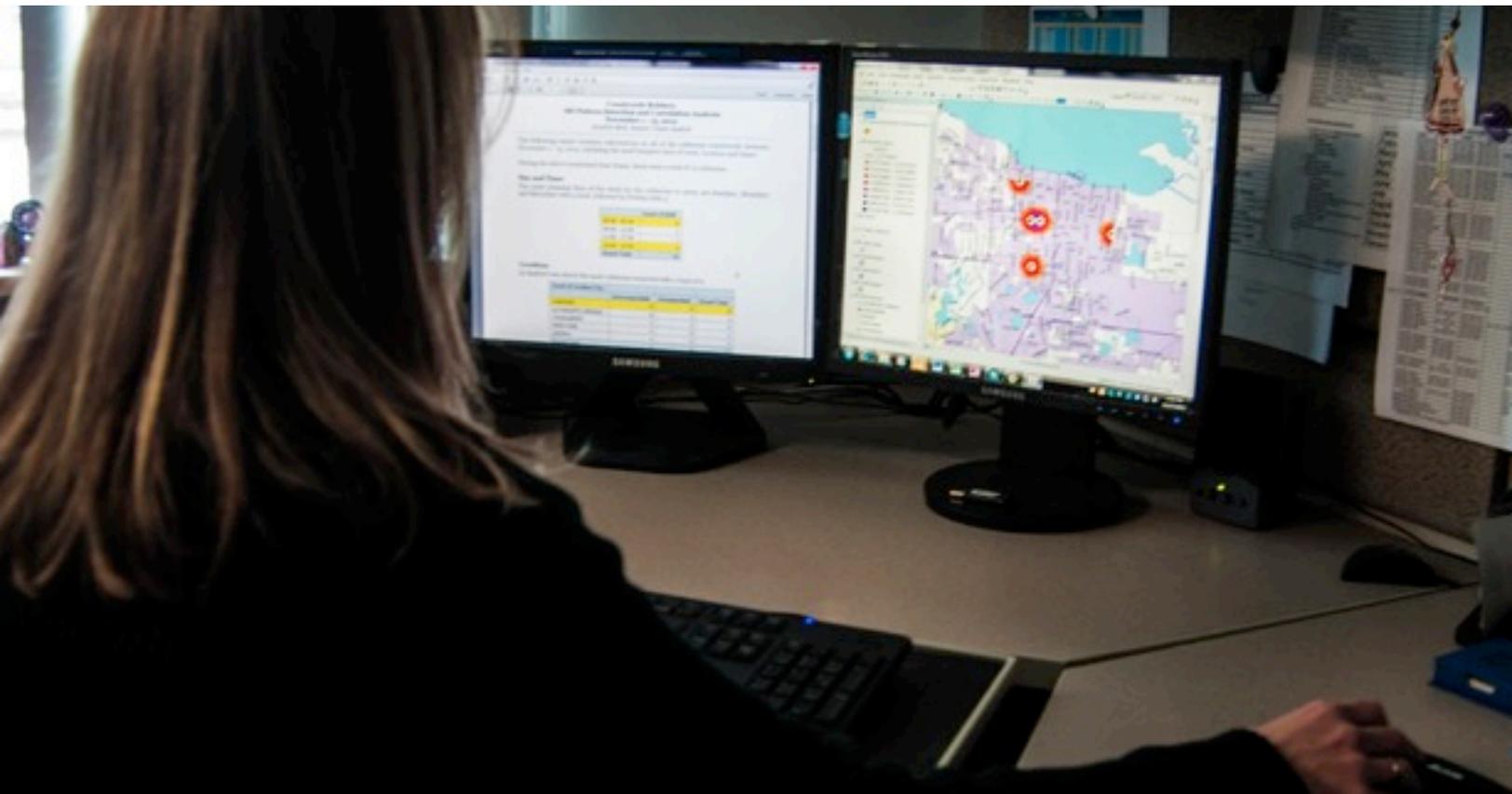
**The Counter Terrorism Unit (CTU)**, which conducts domestic security investigations, gathers terrorism intelligence information and actively coordinates with the FBI's Joint Terrorism Task Force and the Central Florida Intelligence Exchange (Fusion Center);

**Fugitive Apprehension, EMPACT & Sex Offender Team (F.A.S.T.)**, which executes arrest warrants, provides enforcement support to the county's domestic

violence monitoring program (DV-EMPACT), monitors registered sexual offenders/predators residing within Seminole County and works with county and state probation to conduct compliance checks on supervised offenders; and the

**Pawn Unit**, which enforces state laws and licensing regulations pertaining to the county's 120+ pawn shops, secondhand dealers, scrap yards, gold buyers and flea markets.

In 2011, technological efficiencies implemented by the Pawn Unit resulted in an improved ability to recover stolen property from pawn shops. Investigators partnered with the county's 88 pawn shops and secondhand dealers to connect them to a web-based system that automatically loads pawn tickets (records of items pawned at their location) and is accessible by law enforcement. The system is convenient and easy for pawn dealers who are required to provide this information to law enforcement. In addition, it drastically reduces the number of tickets generated that were previously manually entered by SCSO administrative personnel.





Office, Orlando Police Department and the Volusia County Sheriff's Office to share intelligence and combat criminal gangs.

In 2011, CTU conducted a number of investigations involving explosive devices, various threats and other criminal acts. CTU assisted federal partners with investigations, surveillance, major events and dignitary protection (including a visit by President Obama), as well as the 10<sup>th</sup> anniversary of September 11<sup>th</sup>.



*In 2011, the Fugitive Apprehension, EMPACT & Sex Offender Team made 1,188 arrests.*

The bottom line is stolen property that is pawned is identified more quickly and a higher volume of stolen property will ultimately be returned to their rightful owners. The improvements have assisted the Pawn Unit in recovering more than \$26,500 in stolen property and have reduced manual entry of pawn tickets by approximately 85%.

During 2011, the GISU assisted the City/County Investigative Bureau and the Major Crimes Unit with two separate wiretap investigations. The first investigation began with the shooting deaths of two gang members during the commission of two separate robberies and resulted in the dismantling of the leadership and structure of the Washington Oaks Goons, a criminal gang operating in north Seminole County. The second investigation resulted in the dismantling of a Drug Trafficking Organization with suspected gang affiliation. GISU regularly works with the Orange County Sheriff's

*Working in conjunction with probation officers and the Community Justice Coalition (a partnership of local and state criminal justice agencies), SCSO participated in three major operations in 2011 to contact known violent offenders and ensure compliance with ordered sanctions. During these operations, 2,710 supervised offenders were contacted, 150 offenders were arrested, 14 firearms seized and \$12,844 was confiscated.*

# Child Protective Services Division

The Seminole County Sheriff's Office is one of six Florida Sheriffs' Offices to contract with the Department of Children and Families (DCF) to assume the responsibility for conducting child protective investigations. The Florida Abuse Hotline routes reports of abuse which are alleged to have occurred in Seminole County (both within the municipalities and in the unincorporated areas) to SCSO's Child Protective Services Division.

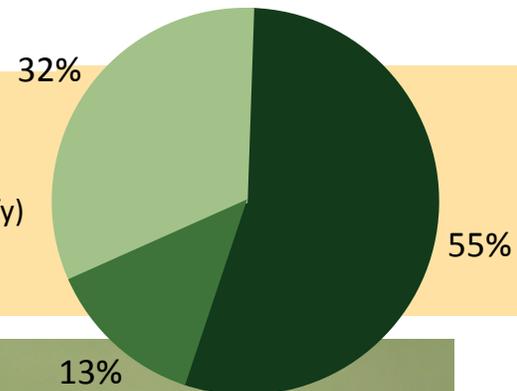
Once the Division receives the report, a protective investigator contacts the child and family, and determines whether the allegations are valid and if any intervention is needed. In the most egregious cases, the investigator will take the child into protective custody and shelter him or her until the caregivers can prove to the court that they are able to provide proper care. The Child Protective Services Division received 4,123 cases of reported child abuse to investigate in 2011. Of those, 121 investigations resulted in the removal (sheltering) of 205 children.

Sworn investigators in the Division's Crimes Against Children Unit are responsible for investigating criminal allegations of abuse and neglect in the unincorporated areas of the county. The Crimes Against Children Unit investigated 304 criminal allegations for 2011.

Sheriff's Offices that conduct child protection investigations for DCF are required to undergo an annual quality review process, or Peer Review. In 2011, Sixty-five randomly selected cases were chosen for review and conducted by a reviewer from each of the other six Sheriffs' Offices and two from DCF. The results of the review in the 2011 cases resulted in an overall score of 95.84%. Of the 65 cases reviewed, 24 scored 100% and 57 of the 65 cases scored a 90% or higher.

## 2011 Child Abuse Report Outcomes

- Verified findings of abuse or neglect
- Not substantiated (some evidence of maltreatment, but not enough to verify)
- No credible evidence of abuse or neglect





## Forensic Services Division

The SCSO maintains a forensic laboratory to provide timely, expert and professional examination of evidentiary materials to aid in the investigation and prosecution of criminal offenses. The laboratory uses proven scientific equipment and accepted scientific methods and procedures to conduct crime scene processing, latent print analysis, biological screening and impression evidence analysis. The lab provides services to the SCSO and the seven police departments within Seminole County. In 2011, the crime lab completed 829 service requests.

In July 2011, SCSO acquired state-of-the-art equipment to aid in solving crimes committed with a firearm. Using a new system called BrassTrax, the lab can now test fire guns associated with crimes, take images of cartridge

cases and shells left at crime scenes, and enter the images into a national database. Previously, these tasks were sent to the state crime lab for processing and could take two to three months to complete.

Through the acquisition of BrassTrax, SCSO has the technology directly accessible to enable scientists to do this front-end work themselves before sending the digital files through the state crime lab. As a result, firearms used in crimes can be analyzed more quickly, with results often being returned in less than a week. The bottom line is crimes can be solved faster and offenders are taken off the street sooner. The new equipment was purchased using federal grant dollars and SCSO is one of only a handful of county labs in the country to own this system.



In 2011, SCSO's forensic scientists:

- Made 38 comparisons of footwear and tire impressions.
- Conducted 79 biological screenings (examination of evidence for the presence of DNA).
- Completed 132 NIBIN (National Integrated Ballistic Information Network) requests to compare digital images of the markings on spent ammunition cartridges and casings from a crime scene to other firearm evidence.
- Processed 217 crime scenes.
- Completed 1914 latent fingerprint evaluations (and made 650 identifications).
- Barcoded 12,312 pieces of evidence.

# DEPARTMENT OF ADMINISTRATIVE SERVICES

The Department of Administrative Services includes the Department of Staff Services and the Department of Corrections.

## Communications Division

The Communications Division handles all incoming calls for service for law enforcement within unincorporated Seminole County. In 2011, it took calls for the cities of Longwood, Sanford, Altamonte Springs and Casselberry. Dispatchers answer emergency and non-emergency calls and monitor 12 primary radio channels 24-hours a day, seven days a week. The nationally accredited Center provides service to citizens, deputies and other Sheriff's Office personnel.

*On Dec. 4, 2011, a special needs adult male with a brain injury stole a vehicle that was left running at a Casselberry store with a 2-year-old sleeping inside. The call was dispatched within 33 seconds to Casselberry units and surrounding agencies. Fire Rescue responded to provide medical attention to the mother of the child, who was injured after being dragged while attempting to stop the vehicle from leaving. Communications operators working together to quickly relay pertinent information to local agencies through a BOLO (Be On the Look Out) alert, and informing responding units of the subject's mental disability. As a result of the quick and highly coordinated response, the vehicle and suspect were located within 20 minutes and the child was safely recovered and reunited with the mother.*

During 2011, the Communications Center ensured that all operators met the requirements of the Denise Amber Lee Bill that passed in July 2010. The new law requires all emergency communications operators to pass a state exam and meet statewide certification standards for certification by October 2012.

The Communications Center handles multiple urgent and priority calls. The agency has an established standard procedures for call-answering performance and processing times for urgent and priority events. The Communications Center takes pride in consistently meeting, or exceeding the agency standard for processing emergency calls by efficiently obtaining all pertinent information and sending the call to dispatch within 30 seconds of receiving the call, and then dispatching a field unit within 60 seconds.



**747,342**

total calls for service from citizens and field units (law enforcement and first responder units)

**203,407**

emergency 9-1-1 line calls taken  
94.80% answered within 10 seconds or less and first responder units)

**478,712**

administrative (non-emergency line) phone calls taken  
90.60% answered within 10 seconds or less.units)

## Information Technology Division

The Information Technology Division provides computer and technology support to members of the Sheriff's Office as well as outside agencies. It includes:

**Software Development**, which writes and maintains the agency's primary internal programs, including those used for records management, jail management and automated dispatch;

**Operations Infrastructure**, which maintains and enhances the agency's systems and networks; and

**Operations eBusiness Support**, which includes the agency "Help Desk" and provides assistance and support to agency members in their use of technology in day-to-day job functions.

During 2011, the IT Division completed several key projects, including updating the SCSO website ([www.seminolesheriff.org](http://www.seminolesheriff.org)), implementing a computer-based training system and providing a tool to allow inmate visitation requests to be completed online. In addition, the IT Division helped improve business processes by automating thousands of jail and civil records and expediting the upload of felony registration records to the county's records management system.

*IT ensured critical systems were up and accessible to deputies and other response personnel 99.9% of the time over the year. That translates to less than eight hours a year of unscheduled downtime.*

The IT Division also began work on what will be a multi-year project to develop several web-based applications. Programming began on the Automated Vehicle Locator System, which will enable the physical location of marked units to be immediately determined. AVL technology will increase deputy safety and improve response to calls for service. Programmers also began rewriting the records management system and developing an electronic logbook system for the John E. Polk Correctional Facility.

Experts at the Help Desk processed 15,395 work orders in 2011, a 57% increase over the previous year. Not only did they handle more requests, they handled them more efficiently – improving the resolution time by 62% over 2010.



## Court Services Division

The Court Services Division provides full law enforcement services for the three judicial facilities within Seminole County: the Criminal Justice Center, Judicial Justice Center and Civil Courthouse. The Division is charged with ensuring these facilities are secure and able to conduct court-related functions for the 18<sup>th</sup> Judicial Circuit of Florida. In addition, employees regularly provide law enforcement services for court functions and hearings at satellite locations such as South Seminole Hospital and Bay Street, secure courtrooms at the John E. Polk Correctional Facility and the 5<sup>th</sup> District Court of Appeals at the Seminole County School Board building.

During 2011, the Court Services Division used technology to automate several processes that were previously performed manually. Scheduled prisoner transports are now checked electronically against the inmate population in the John E. Polk Correctional Facility, a process which results in deputies receiving a comprehensive list of inmates scheduled for court appearances. In addition, persons appearing on court dockets are now electronically queried against the Florida Crime Information Center (FCIC) and the National Crime Information Center (NCIC) to immediately identify subjects appearing in court who have active warrants.

## Civil Division

Civil Division carries out the sheriff's statutory responsibility for the service of process and execution of writs. These judicial process documents originate from the courts, governmental agencies and private attorneys in Florida and throughout the United States and include: summonses, complaints and subpoenas, writs of possession for real estate, injunctions for protection against domestic violence, writs of garnishment and arrest orders/writs of bodily attachment.

In addition to the clerical support staff, who process all documents issued from the Courts, the division also includes field service officers who serve non-enforceable civil process and sworn deputy sheriffs who serve enforceable writs. In 2011, the Civil Division served in excess of 50,000 papers that included 2,122 writs of possession, 769 injunctions for protection and 441 ex-parte orders (Baker Acts / Hal Marchman orders).

## Professional Standards and Development

The Professional Standards and Development Section ensures SCSO's workforce receives the training and instruction necessary to effectively carry out duties and maintain compliance with state training standards. The section develops and implements in-house training curricula in a variety of high liability areas, supervises the field training program for the Department of Corrections and reviews all use of force incidents.

The unit delivers classes such as: Firearms, Taser, Rifle, Bean Bag, CPR/First Aid, Defensive Tactics, Laser Shot, Handcuffing, Baton, OC, Halt Spray, RTR, Firearms: Remedial/Accuracy Improvement Module (Aim Program), and PAT and Firearms for applicants. In 2011, Professional Standards and Development completed 15,015 hours of training.





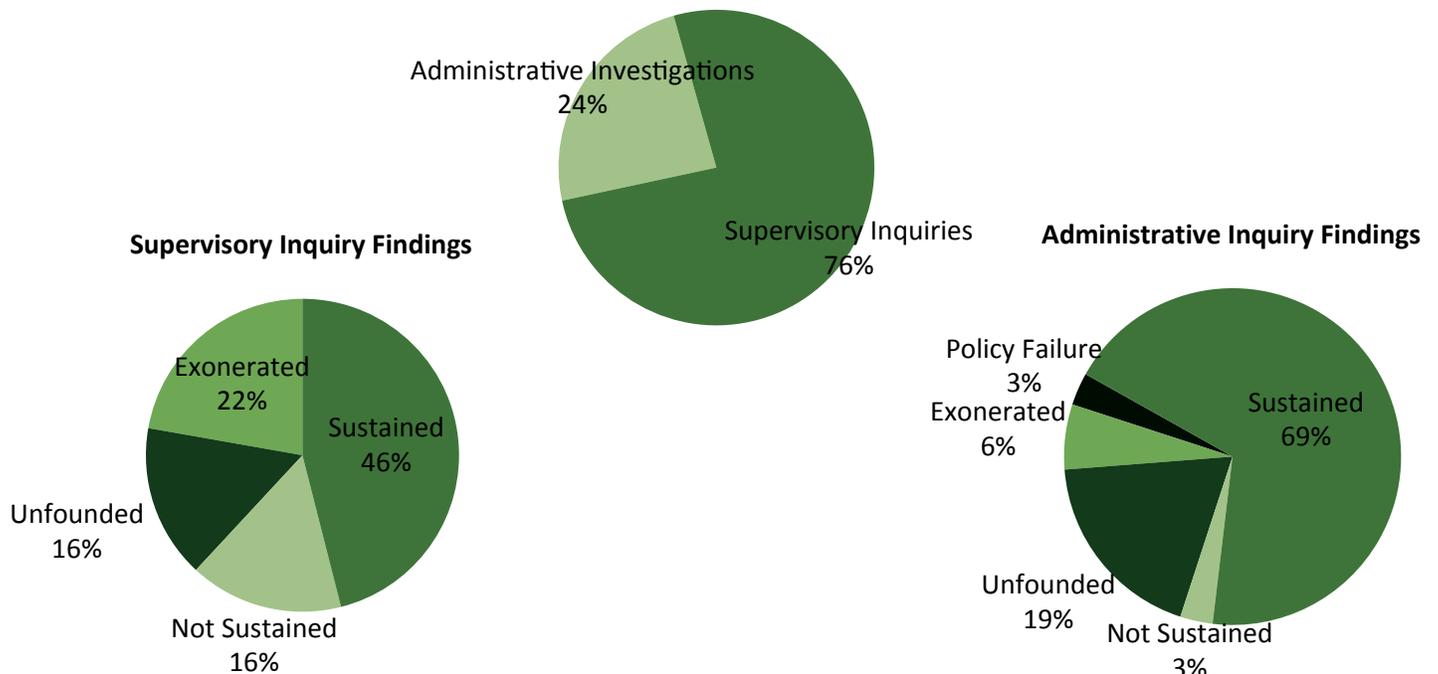
## Professional Conduct Review

The Professional Conduct Review Section is responsible for ensuring compliance with the Sheriff's Office written directives by processing and investigating administrative complaints made against Sheriff's Office employees. Complaints against employees of the Sheriff's Office are classified as Supervisory Inquiries, or Administrative Investigations. Supervisory Inquiries are investigations of allegations of discourtesy, or other less serious violations of Sheriff's Office policy. They are generally conducted by the member's immediate supervisor. Administrative Investigations are investigations of major violations of

Sheriff's Office policies, rules, procedures, or law. They are investigated by the Professional Conduct Review Section.

When the investigation is completed, each allegation is assigned one of the following conclusions: Sustained; Not Sustained; Unfounded; Exonerated; or Policy Failure. Disciplinary action is at the sole discretion of the Sheriff. The Professional Conduct Review Section is a fact-finding body only and makes no recommendations concerning discipline.

### 2011 Internal Reviews



# Department of Corrections

The Department of Corrections is responsible for detention services and manages the care, custody and control of inmates incarcerated at the county jail which is known as the John E. Polk Correctional Facility. The mission of the Department is to maintain a secure facility that ensures the safety of the public, provides a safe working climate for employees, and offers humane and safe living conditions for inmates.

The Department is divided into four divisions:

- **Operations Services**, which includes facility security, food services and inmate laundry;
- **Intake and Release**, which is responsible for booking and classification, as well as breath testing and pre-trial release;
- **Administrative Support Services**, which is responsible for community services, inmate programs, work release, and inmate mail and transportation; and
- **Inmate Health Services**, which provides medical screening and treatment, and mental health programs.

During 2011, the John E. Polk Correctional Facility reached a major milestone with the opening of a new expansion to the facility and the implementation of direct supervision in inmate management. The expansion is a newly constructed, three-story building that accommodates 444 beds. Each floor has two pods and those inmates assigned to the new expansion area are monitored through direct supervision.

The new expansion marks the first time SCSO has used direct supervision in the John E. Polk Correctional Facility. One of the chief characteristics of direct supervision is that a single deputy, stationed inside the housing unit, actively supervises a large group of inmates with no barriers separating the deputy from the inmates. These deputies are allowed to exercise some discretion relative to the day-to-day management of the inmates and minor and/or informal discipline of inmates housed in that unit. The officer can control privileges, set standards, solve problems and provide leadership. The constant interaction with inmates and staff also reduces and prevents violent incidents, enables improved identification of potential gang activity, and helps eliminate the presence of contraband and weapons.

Average Daily Population

Local Inmates	754
Federal Inmates	137
Work Release Inmates	38



The Work Release Program enables selected inmates, after sentence has been imposed, to hold employment and return to a secured, 58-bed facility adjacent to the Correctional Facility, while not at work. Inmates are chosen based on criteria established through Administrative Order. To participate, they must not have been convicted of a violent offense or have been convicted of more than one non-violent felony within the past three years before the date of the offense for which the offender has been sentenced. In 2011, the daily average Work Release inmate population was 34 males and 4 females.

A variety of health, educational and faith-based programs are offered to the inmate population. The programs are designed to improve practical skills and enhance character development and ultimately reduce recidivism rates. The programs offered range from basic computer skills to substance abuse courses to General Education Development (GED) and Adult Basic Education (ABE) classes.

In 2011, 6,803 inmates spent 25,357 classroom hours participating in programs. During 2011, four new programs were implemented:

- Inside Brother Check Up and 10 Choices (faith-based life skills classes focusing on accountability and decision making);
- Moral Reconciliation Therapy (a cognitive-behavioral substance abuse treatment program); and
- Celebrate Recovery (a faith-based recovery program to assist with issues ranging from marriage to drug addiction).

In addition, the facility began offering a new Goodwill Job Class Workshop to provide inmates with training on job seeking, interview skills and resume writing. Graduates complete the course with a professional resume and are given vouchers to acquire interview apparel at local Goodwill stores.



In September 2011, SCSO implemented a training system for correctional staff that enables them to take advanced and specialized courses online, at any time. The program has resulted in a cost savings, as there is no added expense for trainers, overtime and classroom space. The on-site jail medical staff is comprised of a physician who serves as the medical director, registered and licensed practical nurses, certified nursing assistants and licensed mental health professionals. A board certified psychiatrist conducts a bi-weekly clinic.



*The facility operates a hydroponic garden that produces a variety of vegetables, which are prepared for meals served to both officers and inmates. Hydroponics is the growth of plant material in a water and fertilizer solution with no soil. The program was also established to provide female inmates the opportunity to learn skills in horticulture. The greenhouse has produced more than 14,360 heads of lettuce since its inception.*

Inmates requiring specialized medical care, emergency services, or hospitalization are sent to area medical specialists or hospitals. Contracted providers include psychiatrists, dentists, dental assistants, a consulting pharmacist, an OB/GYN specialist, x-ray/ultrasound services, laboratory services, dialysis services, and mental health and substance abuse specialists. There were 93 response-to-resistance incidents in 2011. Detention deputies are authorized only to use the degree of force necessary to accomplish lawful objectives, for the purpose of self-defense, in defense of another, to overcome physical resistance, or to prevent the escape of an arrested person. Through continuing guidance, mental health assessment, case management and care, and crisis intervention training, the number of response-to-resistance incidents have decreased by 49.18% since 2005.

The Department of Corrections generated \$3.7 million in revenue during Fiscal Year 2010-2011. Local inmates pay a \$20 booking fee and a \$3-per-day subsistence/bedding fee. Revenue derived from the federal government for housing federal inmates is calculated at a cost of \$66 per day. In addition, revenue was received from medical charges paid by inmates, the sale of inmate commissary products, work release court costs and restitution, work release subsistence fees, GPS monitoring fees, the sale of fish grown in the greenhouse fish farm and from the sale of vegetables grown in the hydroponic garden. The fish and vegetables are sold to the jail's food service company and then served to inmates and staff members.

**John E. Polk Correctional Facility  
Inmate Intake and Release Statistics  
(Includes local, work release and federal inmates)**

Year	Average Daily Population	Bookings	Releases
2006	1,017	17,691	17,775
2007	1,106	18,221	18,526
2008	1,000	17,853	18,150
2009	984	16,736	17,163
2010	892	16,106	16,465
2011	929	16,422	16,647

The on-site jail medical staff is comprised of a physician who serves as the medical director, registered and licensed practical nurses, certified nursing assistants and licensed mental health professionals. A board certified psychiatrist conducts a bi-weekly clinic.

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In 2011, 6997 inmates were seen by medical doctors.  
Number of medical related grievances from inmates: 1

**Response-to-Resistance Incidents (2005 - 2011)**





## Deputy Sheriff Matthew Jay Miller End of Watch Dec. 26, 2011



A 28-year law enforcement veteran, Deputy Sheriff Matt Miller spent five years with the Longwood Police Department before joining the Seminole County Sheriff's Office on Feb. 16, 1988. He served as a patrol officer until 1992, when he became one of the first deputies assigned to the agency's newly created Motor Unit. In 1997, he was assigned to the Civil Division, a position he held for four years, before returning permanently to the Motor Unit in late 2001. His most recent assignment was in the county's South Region.

Deputy Sheriff Miller served the SCSO with honor and dignity, receiving more than three dozen commendations and letters of appreciation during his tenure with the agency. He received five individual citations for good conduct and, in 2009, he received a Unit Citation for exceptional service as part of the Motor Unit.

Known for his professionalism, Deputy Sheriff Miller's previous evaluations refer to him as a leader among his peers and within the agency. He has an "enviable work ethic," and "goes above and beyond without hesitation," wrote one supervisor. Another evaluation noted that "his peers look to him for answers and guidance." A second supervisor described Deputy Sheriff Miller as having made "significant contributions to the South Region's traffic safety and awareness efforts," and noted that he "promotes team concept."

In 1994, a citizen who had received a ticket from Deputy Sheriff Miller wrote to the Sheriff's Office to commend him for his courtesy. The lady wrote that that Deputy Sheriff Miller was the "epitome of a citizen's friend," and that she would "like him to be assigned to my neighborhood."

Prior to his law enforcement career, Deputy Sheriff Miller was a corporal in the U.S. Marine Corps Reserves from 1978 to 1983. An avid racquetball player, Deputy Sheriff Miller won a gold medal in the 2003 Police Olympics. He is a graduate of Lyman High School, where his classmates knew him as Sid Miller.

On the afternoon of Dec. 26, 2011, Deputy Sheriff Miller was conducting traffic enforcement when a vehicle made a left turn in front him, struck his motorcycle and fatally injured him. He was 53-years-old. He is survived by his wife, Laura, and a brother and sister.

Deputy Sheriff Miller was the sixth Seminole County Sheriff's Office deputy to lose his life in the line of duty. To learn more about the other deputies who made the ultimate sacrifice, [visit our memorial page](#).

# Employee Awards 2011

## SHERIFF'S COMMENDATION

Sgt. Kristen Bates, Sgt. William Christensen, Sgt. Kevin Pratt(Lake Mary Police Department), Inv. Thomas Bronson, Deputy Celines Rios, D/S Erik Ducharme, Deputy Matthew Kleinmann, William Denning

## COMMUNITY SERVICE

Bernard Johns, Michael Sprigg, Chris Ortiz, Larry Pirkola, Samuel Stephenson, Lt. William Rex, Sgt. Amy Lawshe, Sgt. Mark Nelson, Debra Dibartolo, Barbara Mcchesney, Lori Mott, D/S Debra Reichert, Detention Deputy Tammy Moore, C. Toomes (Altamonte Springs Police Department), Terri Lawrence, Kay Ford, Sylvia Blake, Amanda Schwarzman, Brenda Metcalf, Jessica Clapp

## UNIT CITATION

SNP- Sgt. Joe Sweeney, D/S Scott Vanderweide, Sgt. Mikel Green, D/S Sherry Collins, D/S Patrick Flanagan, D/S Mike Louis, D/S Brian Hearn, D/S Juan Pastrana, D/S Chandler Hartman, D/S Nathan Wilkerson, D/S Carla. Johnson, D/S William Dunn, Sgt. Jan Kloth, D/S Neal Stewart, D/S Teresa Maiorana, D/S Eric Bryant, D/S Stephan Taylor, D/S Mike Best

Juvenile Assessment- Mark Rehder, William Gosch, Andrea Craig, Janet Burkett, Sharon Dunn, James Lee, Celestene Thomas, Robert Anthony, John Astor, Karen Ferrell, Joana Griffin, Lowell Hartman, Henderson, Norman Knapp, Jacqueline Marek, Michelle Mathis, William Weller

Crisis Negotiation Team- Lt. Kevin Brubaker, Sgt. Andrew Watts, D/S Michelle Ashby, Sgt. Dave Dalka, D/S Amy Gamber, Sgt James Goodman, CPD, Sgt. Charles Albrecht, Inv. Barbara Fore, D/S Neal Fowler, D/S Thomas Clem, D/S John Harper, Lt. Sonia Pisano

## ROBERT O. MOORE

Sgt. Curtis Rudolph and Lt. Leon Lowery

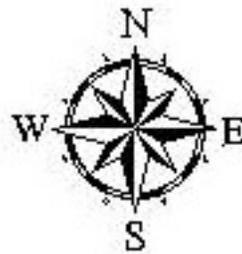
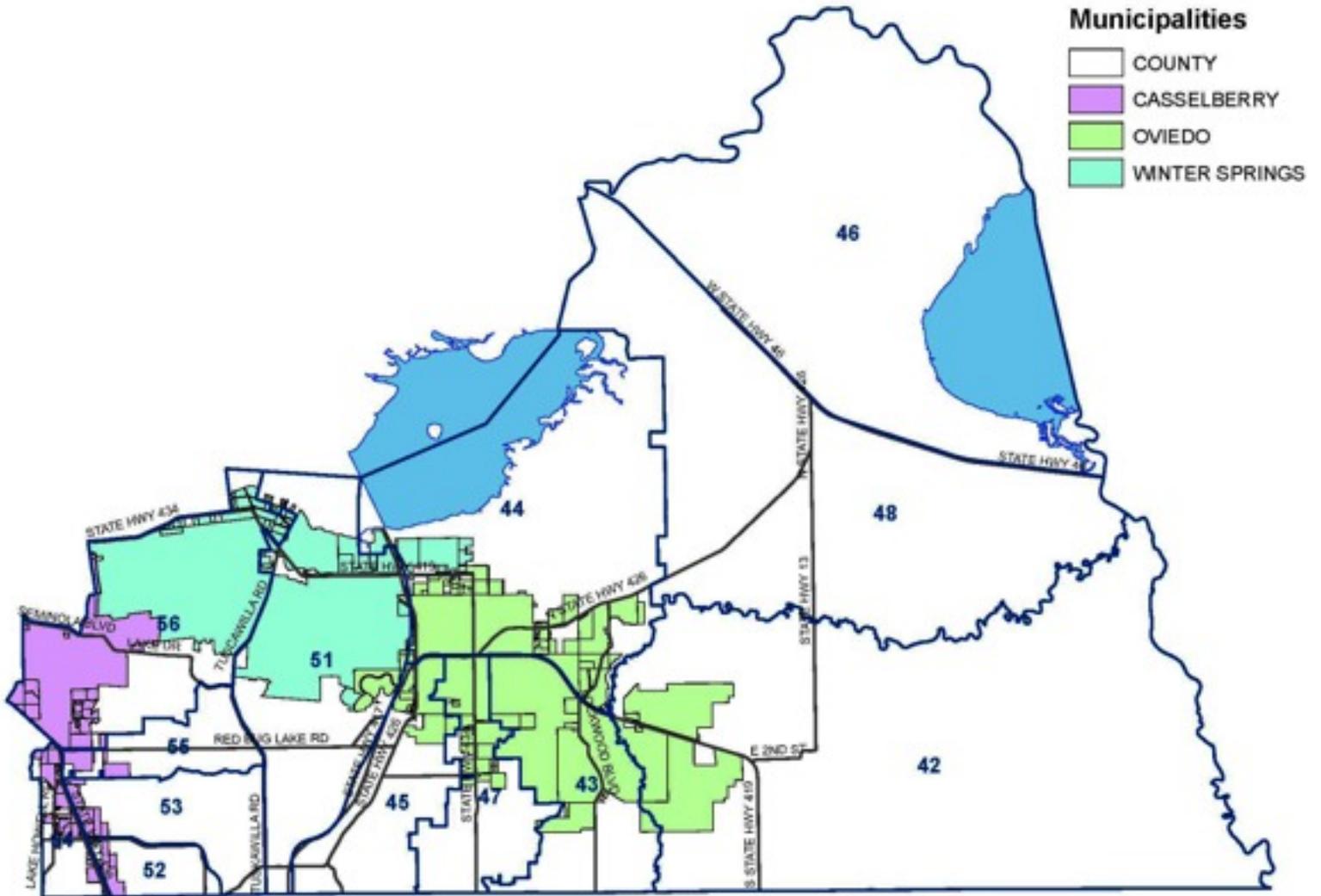
## LIFE SAVING AWARD

Deputy David Nagowski, Deputy Chief Ronald Rauth (Mt. Dora PD) and citizen Elwood Stone; Deputy Benjamin Sullivan, Deputy Miguel Sierra; Division Chief Nicholson (FD) and Capt. Sam Gibson, Deputy Commander Ray Bronson, D/S Troy Turner, D/S John Horrell, Patricia Bass LPN, D/S Scott Vanderweide, D/S Ross Pensa, Sgt. Gene Fry, D/S Glenn Mariani, D/S Jose Guzman, D/S Tammy Moore

## ADMIN EXCELLENCE

Sgt. Adrian Youngblood, Sgt. Mark Conway, Sgt. Dave O'Connor, Annette Best and Tirso Gutierrez

# Seminole County Sheriff's Office North Region





# Seminole County Sheriff's Office South Region

