



VILLAGE OF PINECREST
DEPARTMENT OF POLICE



John R. Hohensee
Chief of Police

January, 2010

Dear Residents and Interested Citizens:

2009 was another challenging year for the Pinecrest Police Department primarily due to the dramatic economic recession affecting our entire nation. The crisis in the national housing market was clearly evident in our Village as unprecedented numbers of homes fell to foreclosure. This coupled with a morbid construction industry once a hotbed of activity, conspired to adversely impact our tax revenues while simultaneously requiring us to protect more and more vacant residences. And though we have recently seen some encouraging signs the recession is abating, the experts are telling us 2010 will not be dramatically better and that it may take several more years before we return to previously enjoyed prosperity.

Despite these difficulties, our department did have some notable success. First, statistically 2009 was an excellent year as Part I crime was reduced by 19.3 % over 2008 levels. Every category of serious crime was lower with the exception of aggravated assaults which were unchanged from last year. Dramatic reductions were realized in robberies, -41% and auto theft, -52%.

During the year the department achieved full staffing which was especially important as we addressed the challenges of the recession. With every authorized sworn position filled, we were able to send more officers out on patrol without having to expend overtime dollars to do so. We also were able to conduct numerous undercover operations throughout the year including our highly successful Holiday Season Grinch Detail as is discussed later in this report.

As I commence my second decade of service as Chief having been appointed in 1999, I am struck with the realization of just how far our organization has come. From the original and woefully inadequate office space to our state-of-the-art building we moved into in 2004, to our technologically advanced police cars with computers and audio/video recorders, and our many officers being certified in specialties such as Crime Scene Technician, Field Training Officer or Crime Prevention Practitioner with each and every officer being CIT certified, the progress has been remarkable.

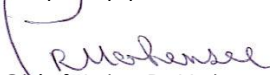
The picture on the cover of this report of our Honor guard Unit is yet another example of the intense internal pride our employees have. Not many agencies our size have such a professional appearing, well drilled and skilled team as we do. Our once unstable workforce is now extremely stable as our officers finally have the industry standard fringe benefits they long sought. Lastly the most significant accomplishment of all, is our state and international accreditation, which has independently validated the quality of law enforcement services our agency provides day in, day out. And with a top notch workforce in place that I proudly assert is second to none, the future of the PPD is indeed bright.

Speaking of our dedicated personnel, in November we learned that Sergeant Michael Gorsline was once again being called to active Air Force duty with deployment to Afghanistan. Our thoughts and prayers are with Mike and his family, as we all hope for his speedy and safe return home to Pinecrest.

We realize that the most important aspect of our operations is to meet or exceed the expectations of our community's residents and visitors. If you have a suggestion on how we can better serve you, please do not hesitate to contact me so that we can sincerely evaluate your input.



Very truly yours


Chief John R. Hohensee



Part One Crimes

Part I Crimes are those offenses that are reported on the Uniform Crime Reports (UCR) which must be submitted by every police agency in the U.S. These offenses are typically the most serious type of crime that a community experiences.

PART 1 CRIMES	2001	2002	2003	2004	2005	2006	2007	2008	2009
HOMICIDE	0	1	0	0	0	1	0	0	0
SEX OFFENSES	4	3	2	3	2	1	2	2	0
ROBBERY	12	13	20	9	14	12	17	22	13
AGGRAVATED ASSAULT	21	37	27	54	49	17	27	9	9
BURGLARY	138	132	114	102	112	75	86	84	81
LARCENY	558	561	538	542	503	519	658	655	536
ARSON	0	0	3	0	0	1	0	0	0
AUTO THEFT	66	48	47	43	44	29	30	48	23
TOTAL PART ONE	799	795	751	753	724	655	820	820	662

NOTE: Totals are subject to revision as the result of follow up investigation and/or reclassification by detectives and therefore may not precisely agree with the final figures submitted to FDLE.

Detective Bureau

Our Pinecrest Detective Bureau presently consists of one Detective Sergeant and three Detectives. The detectives are responsible for the investigation and follow-up of all Part I and other serious crimes, and for conducting special investigations, as assigned by the Chief of Police. Additionally, during 2009 our detectives conducted numerous successful undercover operations to address robberies and vehicle burglaries.

Highlights from the Detective Bureau

Aggravated Stalking of a minor

In August the Detective Bureau handled a case of a 16 year old student who was being stalked by an ex-boyfriend. The two had a history of dating violence, and the courts were initially not interested in issuing a restraining order to protect the victim. Detective personnel began to thoroughly investigate the case and uncovered a series of events in which the subject continued to harass, follow, and stalk the victim both in person and via the internet. It got so bad that the female juvenile victim had to leave the state to achieve some sense of security. The assigned investigator was able to gather enough evidence to not only get a protection order issued by the courts, but also to have the offender arrested and charged with aggravated stalking, which is a serious felony.

The Quarter Million Dollar Scam

In this fraud investigation, the victim was taken advantage of during a time of vulnerability when his daughter was very ill. He was conned into investing almost a quarter million dollars into a business venture that didn't exist. The subject gained the trust of the victim by showing him altered bank documents in an attempt to legitimize the deal. After providing this con-man with the money, the victim began to see signs that the business partnership appeared to be an investment scam. He contacted our Detective Bureau for assistance. Our detective's quick intervention in this case led to the full return of the victim's money, something that is rarely seen in scams of this magnitude. Our investigation also revealed that other law enforcement agencies were also investigating this subject for other possible fraudulent activities.

Grinch Detail Seizure of Drug Proceeds

On the evening of December 14, 2009, Detective Alexandra Martinez observed a suspicious vehicle while working during our covert holiday crime prevention detail. She approached the vehicle to investigate the circumstances that led her to believe that criminal activity was afoot. One male who had recently occupied the vehicle was arrested for possession of heroin. A second male was arrested after he gave consent to search the vehicle trunk and was also charged with heroin possession. A female companion advised that both subjects had recently sold a large quantity of drugs. The first male arrested informed Detective Martinez that \$50,000 was hidden somewhere in the vehicle trunk. The vehicle was impounded and held until the following morning, when a search could proceed under daylight conditions. The following morning, Detective Martinez conducted a thorough search of the motor vehicle suspected of concealing contraband currency. With the assistance of a Crime Scene Investigator, they carefully and methodically began disassembling the interior panels of the trunk. Detective Martinez' perseverance resulted in the seizure of \$55,000.00, which was found concealed and camouflaged in a manner consistent with the methods used by persons transporting contraband. Additionally, a trained police canine was summoned to the vehicle and alerted to the money, providing additional evidence that the money was in fact the proceeds of illegal drug trafficking.

Crime Scene Investigations

The department currently has seven (8) Crime Scene Investigators who are on call 24 hours a day, 7 days a week. The Crime Scene Unit is composed of two (2) sworn Police Sergeants, Sigfredo Badillo and Charles Dewhurst. They supervise Officers Heather Setter, Phillip Martin, Jose Garcia, Gustavo Luna, Michael Alvarez and our newest member Ivan Osorez.

Their mission is to identify and protect evidence at crime scenes and then document it through the use of photography, video, and sketching. The gathering of evidence is a tedious process during which every item collected must be identified, documented, and prepared for lab analysis if warranted, and retention for future court proceedings. Additionally, our CSI's take charge at crime scenes to determine what resources are needed, and direct manpower to accomplish the security and protection of the scene.

These dedicated employees have received extensive CSI training and also receive periodic in-house training throughout the year to enhance their skills. In 2009, the unit processed over 294 different crime scenes and sent 65 items to the Miami Dade County Lab for further processing.

Patrol Division

The Patrol Division is now fully staffed with 50 sworn officers and operating efficiently. Collectively, dedicated Community Service Aides, Police Officers, and Supervisors do an outstanding job providing quality police service to the Pinecrest Community and commuters passing through our Village. These employees continue to work diligently by providing routine preventive patrol along with answering calls for service, conducting business checks, and handling medical emergencies. The Department also emphasizes enforcing all traffic violations which we believe helps to deter crime.

During 2009, Patrol Division personnel logged 405,657 miles patrolling the Village and the department answered 9,318 Calls for Service. The average response time for emergencies was 3:11 minutes, and 4:24 minutes for routine non-emergency calls. Patrol Division personnel receive regular roll call and in-service training on various patrol techniques and law enforcement issues. This training helps personnel keep abreast of current crime trends, crime reduction techniques and ensures compliance with all Florida and CALEA accreditation standards.

Highlights from the Patrol Division

Good Teamwork Ensnares Their Man

While on routine patrol during a midnight shift, Officer Luis Ramos attempted to conduct a traffic stop on a vehicle. The driver of the vehicle initially stopped, but then fled into the Metro Rail Station at a high rate of speed. Due to our stringent pursuit policy, Officer Ramos did not chase the vehicle and instead issued a bolo to the surrounding agencies. Approximately 10 minutes later while actively patrolling his zone, Officer Carlos Artola spotted the same vehicle parked along the side of the road. During our field interrogation, the driver provided information which led to the recovery of a firearm that had been tossed out of the vehicle while fleeing Officer Ramos. Further investigation revealed the driver was wanted by MDPD for robberies that occurred several days earlier. Both officers' attention to detail led to the arrest of a dangerous criminal, the recovery of a handgun and several robbery cases being solved as a result of this apprehension.

Rookie Officer Arrests Two Car Thieves on Consecutive Days

In May, Officer Mayra Oliva, who was fresh out of the academy and had previously served as a PPD Dispatcher, observed a black Infiniti cutting in and out of traffic to enter a parking lot. A records check of the tag revealed that the vehicle had been reported stolen several days prior by the Hialeah Police Department. She observed the subject enter an establishment and with the assistance of security personnel, the offender was taken into custody without incident and the stolen vehicle recovered.

The following day while on patrol, Officer Oliva conducted a random records check on a white Nissan pick-up truck. The vehicle tag information revealed that the vehicle had been reported stolen by the Miami Dade Police Department. After the high risk traffic stop, the subject was taken into custody, again without incident. Officer Olivia's self initiated activity and proactive efforts resulted in two arrests with two stolen vehicle recoveries on consecutive days.

Monkey Business

In late October and while on routine patrol, Officer Eric Lopez was flagged down by a resident who advised him a monkey, later identified as a Capuchin Monkey, was running around her yard. The monkey did not put up resistance and was taken into custody without incident or injury. The monkey was transported to the Police Station and held until released to its owner (for good behavior).

The following day, we were notified, a second monkey that escaped with its buddy the day before was still on the lam. Officer Lopez, with the assistance of a Fish and Wild Life Commission Officer apprehended this monkey, took it into custody and returned it to the owner without incident or injury. Who said police work in Pinecrest was mundane?

Off Duty Patrol Sergeant Renders First Aid

In November, Sergeant Sigfredo Badillo was off duty and traveling on I-95 when he saw a vehicle driving erratically at a high rate of speed as it slammed into a guard rail. He observed the driver holding his chest and leaning towards the passenger side of the vehicle. Sergeant Badillo positioned his personal vehicle behind the victim's vehicle and entered it to put it in park. He saw the victim was unresponsive, had no pulse and was not breathing. After calling 911, he immediately commenced CPR until Fire Rescue arrived several minutes later. The victim was transported to JMH where he arrived alive, but unfortunately, passed away a few hours later while at the hospital. Sergeant Badillo received the department's Certificate of Recognition Award for his remarkable and valiant efforts on behalf of a total stranger.

Expensive Boat and vehicle are recovered before they were reported stolen

In December while on routine patrol, Officer Craig Harvey, a one year member of our department, observed a red SUV towing a very large boat as it pulled into a driveway with the driver acting suspiciously. Remembering a recent BOLO regarding boat thefts by a red SUV, he turned his patrol vehicle around intending to investigate. However the driver jumped out of the vehicle and fled the area on foot before Officer Harvey was able to make contact. His investigation revealed that the boat and the SUV were stolen from South Miami before they had even been reported as stolen. Officer Harvey's quick actions and his police instinct that something was wrong, led to the recovery of a very expensive boat within minutes of it being stolen.

Crisis Intervention Team

CIT training allows our officers to better deal with people who for a variety of reasons, are mentally, physically and emotionally at a crisis point in their lives. Because these individuals often pose a significant danger to themselves or others, we have made sure that every Pinecrest police officer is CIT certified. In 2009, Pinecrest officers responded to 29 such calls. Two of the notable CIT calls in 2009 were:

In January 2009, Sergeant Charles Dewhurst and Officers Fabio Cabrera and Gustavo Luna responded to a despondent resident incident called in by a concerned friend. Upon arrival, they discovered the adult male was in his bedroom with a loaded 9mm semi automatic pistol in his hand. Although the male warned the officers not to enter the room, Sergeant Dewhurst was able to engage him in a conversation using his CIT training to establish rapport with him, until he saw him raise the firearm towards his head. Sergeant Dewhurst then immediately deployed his Taser, which incapacitated him and allowed Officers Cabrera and Luna to secure both him and the firearm. The individual was treated by Fire Rescue and taken to Jackson South for treatment under the Baker Act.

In June 2009, Sergeant Derrick Bowman and Officers Gustavo Luna and Jason Brown responded to a domestic disturbance call. Upon arrival they were told by the wife that her husband was extremely depressed and had combined alcohol with anti-depression medication. She reported he then barricaded himself in the house with a gray pouch containing a firearm. After an unsuccessful attempt to establish contact with the husband, the Miami Dade Special Response Team was called. Some time later negotiators were able to talk the husband into coming to the front door and he was taken into custody without incident and transported to Jackson South for treatment. A loaded 357 magnum handgun was recovered on the bed in the husband's bedroom.

Community Oriented Policing

The Beat Goes On

The PPD has appointed Officer Alexandra Martinez to become our certified Crime Prevention Officer (CPO). She has completed all required training and is now capable of conducting residential & commercial property security surveys, as well as organizing and scheduling Neighborhood Crime Watch activities. Our Crime Prevention Officer has been hard at work on developing and implementing programs, services, and educational campaigns in order to cultivate a strong relationship between Pinecrest citizens, businesses, and our agency personnel.

Department officers and Community Service Aides diligently conduct *Directed Patrol Details* and *Park and Walks* throughout the Village. These efforts are an integral part of the patrol mission here in Pinecrest. With our *Directed Patrol* efforts, officers and CSA's spend countless hours patrolling our parks to prevent crime and promote a feeling of security for those who use them. With our *Park and Walks*, our officers and CSA's park their cars to patrol our shopping centers and business district along US 1. These efforts also enhance our visibility, promote security, and help deter crime. Additionally in 2009, our midnight shift officers conducted in excess of 3,200 *Courtesy Checks* on numerous Pinecrest businesses while thoroughly monitoring the US1 corridor's many shopping plazas.

Our School Resource Officer Juan Portela, had his hands full in 2009. With the departure of several of our veteran SRO's, he organized and facilitated the DARE graduation ceremonies for Pinecrest and Palmetto Elementary Schools, attended many other school functions, and was there whenever needed for any school issue. He was also very proactive in traffic enforcement efforts around the schools.

In August Patrol Officer Mayra Oliva was appointed as our second SRO and has been assigned to serve Palmetto Middle and Elementary schools.

Outside Funding - Grants

Edward Byrne Memorial Justice Assistance Program, the U.S. Department of Justice Florida, and the Department of Transportation

The Pinecrest Police Department received a total of three (3) grants during 2009. One to upgrade a computer server for our Computer Aided Dispatch System (\$5,287), one to replace an outdated communications voice recorder (\$20,280), and another to compliment the department's Traffic Accident Reporting System (\$11,000) for a total of \$36,567.

Employee Awards

Pinecrest Officer of the Quarter Award (OTQ) - First Quarter 2009

Sergeant Dewhurst received the OTQ Award for January 1 through March 31, 2009 for his actions as previously depicted that resulted in thwarting a despondent man from harming himself with a loaded handgun.

Pinecrest Officer of the Quarter Award – Second Quarter 2009

Officer Martin was the Second Quarter OTQ Award recipient for his diligent efforts in traffic enforcement that resulted in 10 DUI arrests, 20 traffic arrests, and 3 drug arrests. Officer Martin's efforts in this area removed numerous dangerously impaired drivers from our roads making travel safer for the residents and visitors of the Village.

Pinecrest Officer of the Quarter Award –Third Quarter 2009

Officer Eduardo Blineau was the Third Quarter OTQ Award recipient and has been assigned to the Patrol Bureau for the past 18 months. Prior to becoming a police officer, he was one of our Community Service Aides. Officer Blineau has performed very well in all areas of Patrol Operations and has been exemplary in the area of traffic and parking enforcement. Officer Blineau also has made handicapped parking violations one of his top priorities in the hopes of ensuring that the persons most in need of these dedicated spaces have them available when needed. We are especially proud of the fact that Eduardo has made the challenging transition from a CSA to a very productive police officer.

Pinecrest Officer of the Quarter Award- Forth Quarter 2009

In November, Officer Craig Harvey with just over one year of experience, observed a suspicious vehicle driving slowly in a residential area. Suspicious of the driver's actions, he conducted a traffic stop and began to investigate. The driver could not explain his actions and during his investigation, Officer Harvey discovered the driver had just committed several car burglaries just down the street. Officer Harvey's self initiated actions not only resulted in the arrest of a career criminal, but also the recovery of all of the victim's stolen property. Also, as previously discussed in this report, in December Officer Harvey observed a red SUV towing a very large boat acting suspiciously. His intervention in this incident, lead to a recovery of both the SUV and boat which were stolen.

Officer Harvey's initiative, instinct, and quick action in both of these cases, led to the arrest of a career criminal, the recovery of stolen property, the recovery of a very expensive boat and an SUV within minutes of being stolen. He was therefore recognized for his outstanding work on these two cases and selected as the OTQ Award recipient for the Fourth Quarter of 2009.

Employee Excellence Award

Sergeant James Bridges was assigned the task of updating the department's report writing manual and given a very short deadline. The completed manual was incorporated into the 2009 edition of the Department's General Orders and the final product was very comprehensive and well written. This is the norm for Sergeant Bridges who is a highly motivated supervisor in both assigned and unassigned duties. He is a problem solver who maintains a positive "Can do" attitude. During the past year he has re-developed numerous departmental forms and provided *PDF Formats* for them.

During 2009, he also assumed the duties of our Property and Evidence Bureau and made changes to vastly improve its operational efficiency. He handles assignments eagerly and provides practical solutions and recommendations for implementation. Through his efforts and dedication, he has earned the respect of his subordinates, co-workers, as well as the Department's Senior Staff and was a well deserved recipient of the department's *Employee Excellence Award*.

Miscellaneous Calls for Service

Miscellaneous Calls For Service	Total Jan-Dec 2008	Total Jan-Dec 2009	Difference	% Change
Abandoned Vehicles	3	0	-3	-100%
Assist Other Agency	41	21	-20	-49%
Baker Act-Mental	30	30	0	0%
Simple Battery/Assault	27	40	13	48%
Car Break-Vehicle Burglary	303	232	-71	-23%
Curfew Violations	0	0	0	0%
Deceased Person	16	16	0	0%
Disturbance	499	700	201	40%
Domestic Violence	19	21	2	11%
False Alarms	2328	2161	-167	-7%
Fraud	117	134	17	15%
Field Interviews	146	163	17	12%
Found Property	44	26	-18	-41%
Graffiti	5	15	10	200%
Missing Persons	8	5	-3	-38%
Narcotics Violations	21	44	23	110%
Other	729	637	-92	-13%
Indecent Exposures / Lewd and Lascivious	3	4	1	33%
Suspicious Person-Vehicle- Incidents	182	154	-28	-15%
Theft From Exterior of Vehicle	52	37	-15	-29%
Vandalism	153	129	-24	-16%
Vehicle Recovery	21	17	-4	-19%
Warrant Execution	32	50	18	56%
Weapons Violation	0	0	0	0%
Worthless Documents	1	2	1	100%
TOTALS	4780	4638	-142	-3%

Often times our residents call us when they have no other recourse or resource to turn to for non-emergency assistance. These Quality of Life calls represent an opportunity for our personnel to interact with our community in a manner that transcends typical law enforcement responsibilities. We believe that providing this type of highly responsive service helps to build citizen confidence in the department and is a chance for our residents to get to know our personnel on an individual basis.

Traffic Enforcement

Traffic violations are a primary concern of our residents and community leaders. Hence, traffic enforcement continues to be the Department's number one priority and traffic safety a cornerstone of our well-balanced police force. During morning and afternoon rush hours, many commuters travel our 100 miles of highways. Therefore, we routinely conduct traffic surveys utilizing passive collection devices to determine traffic volume and speeds. These surveys help us identify problem locations for our patrol personnel to efficiently use their discretionary time for traffic enforcement. The Department also conducts regular *Directed Patrol Assignments* at our schools and at other chronic trouble spots throughout the Village.

During 2009, our officers made 14,634 traffic stops, and issued 13,857 citations for observed violations. Of these, 10,062 citations were for moving and 3,795 for non-moving violations.

Training

The Pinecrest Police Department remains committed to providing quality training in order to prepare employees for all types of situations. We strive to ensure our personnel have the knowledge and training needed to serve the community professionally and safely. Training generally occurs in one of three main areas: recruit or academy, in-service, and post-secondary education. In 2009, our personnel attended approximately 5,800 hours of training. Recruit training consisted of 1,280 hours and 4,520 hours of in-service and roll call training was given to our sworn personnel. This training consisted of both off-site and in-service training on topics such as:

- OC Spray Instructor
- Crisis Intervention
- Medical Priority 911
- Crime Scene Photography
- D.A.R.E. Officer
- Property/ Evidence Tech
- Line Supervision
- Horizontal Gaze Nystagmus
- Report Writing Techniques
- CPTED Environmental Design
- Active Shooter Training
- Crime Prevention Officer
- Field Training Officer
- E – Notify
- Firearms Qualifications
- Crime Scene Investigation
- Identity Theft
- Death Notification
- CPR Re-Certification
- Patrol Rifle Instructor
- Ethics Training
- Interviews & Interrogations
- Breath Test Operator
- Radar/ Laser Operator
- Field Force Training
- Traffic Crash Reporting
- Investigations 101

Roll Call Training

In 2009, all patrol personnel received Roll Call training by the department's supervisors in the following areas:

- Juvenile Firearm Cases
- Glock Operation Procedures
- Professional Traffic Stops
- Blood Borne Pathogens
- Metal-Tec 1400
- Amber Alert Update
- FCIC/NCIC Training Update
- Patrol Vehicle In-Car Video System
- Temporary Detention Handling
- Introduction To Field Force
- Sexual Predator & Sexual Offenders
- Human Trafficking
- Consular Notification
- Crime Scene Investigation
- CPR Re-Certification
- I.D. Theft For LEO Personnel
- Fraudulent LEO Badges
- Silver Alert
- Gypsy Wrecker Training
- EAP Suicide Prevention For LEO
- Field Force Training

In an ongoing effort to increase our internal expertise and also assist the Greater Miami Law Enforcement Community, the following police department employees have been certified as training instructors in the identified topics:

- Commander Michael Liotti – Professional Traffic Stops & Multiple Subjects
- Lieutenant Samuel Ceballos – Accreditation and Incident Command System Instructor
- Sergeant Michael Gorsline – X26 Taser, Basic First Aid, CPR, and AED Instructor
- Sergeant Carlos Villanueva – Asp and Handcuff Instructor, School Crossing Guard Instructor, OC Spray Instructor
- Sergeant Derrick Bowman – General Topics
- Detective Paul Rivera – Radar / Laser Transition and Firearms Instructor
- Officer Juan Portela – Firearms Instructor and Armorer
- COS Sabrina Aguilar – 911 & FDLE Certification

Bike Patrol

The Pinecrest Police Department's Bike Patrol Unit has been headed by Sergeants Bridges and Willin since June, 2009. Veteran members of the Bike Unit are Sergeant Gorsline and Officers Paez, McKenzie, and Noyer. In order to increase the number of bike certified officers, Sergeant Bridges and Sergeant Willin conducted a 40 hour Bike Officer Certification Course in June for four (4) patrol officers. Officers LaRicci, Osore, M. Alvarez & Setter successfully completed the rigorous Bike Officer Certification Course and became the newest members of the unit.

Bike officers are utilized as a community policing and crime prevention tool. Members primarily patrol the Village's US 1 business district, our schools, religious establishments and the Village's parks. Bike officers provide an excellent police presence within the community and help in deterring the criminal element year round. Since June 2009, bike officers have ridden 764 miles which includes about 345 miles of training.

In June 2009, the Bike Patrol Unit got a uniform and equipment upgrade. The new uniform consists of a color scheme of silver and navy blue on highly visible shirts, shorts, Asics shoes, Giro helmets and gel filled gloves. The unit also received new equipment for the patrol bikes, which included LED headlights and rear flashers.

Internal Affairs

Our department is constantly monitoring employee conduct to ensure that we provide quality and professional law enforcement service to members of our community and anyone who works, plays, or travels through the Village. Subsequently, the department has in place a comprehensive complaint receiving process administered through Internal Affairs. This function ensures that our employees act appropriately at all times, in compliance with applicable Federal, State, and local Laws, as well as departmental guidelines. This process also ensures compliance with numerous accreditation standards.

During 2009, the department received 5 *Informal Citizen Complaints*. All were investigated immediately and the complainants were notified of the outcome of each investigation. The Department also conducted three Formal Internal Affairs Investigations in which one was *Sustained*, the second one was *Not Sustained* while the third is pending

The results of the 5 Citizen Complaints that we investigated were:

- 2 - Sustained - the allegation did occur and corrective/remedial measures were taken.
- 3 - Unfounded – the allegation did not occur.

Use of Force Incidents

In 2009, the Department had one *Use of Force* incident in which a “Taser” was used to disable an individual who had a gun in his hand and was in a mentally unstable condition. Through the use of a Taser, physical restraints, or chemical spray when conditions permit, the risk of injury to both officers and subjects is minimized. A thorough review of this incident by the department's Command Staff confirmed that our officers acted appropriately and in full compliance with all applicable laws, department procedures and accreditation standards.

Capital Asset Enhancements

Mobile Vision Digital In-Car Video Camera

In 2009, we continued to replace outdated and aging equipment spending a total of \$48,140. The purchase of three (3) DVD In-Car Video Cameras (\$13,635) completes the conversion to new digital video technology in all marked patrol vehicles; seven (7) LIFEPAK Automated External Defibrillators (\$13,720) were purchased to replace older units which were not compliant with new CPR standards; nine (9) traffic radar units (\$7,290) replaced older models in marked police cars and one (1) Motorola Radio Repeater (\$13,495) was replaced to ensure proper communications with our dispatch center and police personnel in the field.

Vehicle Fleet and Acquisition

Green Initiative

In an effort to evaluate/utilize more fuel efficient vehicles the department purchased a 2010 Ford Fusion Hybrid (\$24,947) which was assigned to our Detective Bureau.

Communications

The Department is one of seven (7) Public Safety Answering Points (PSAP) in Miami-Dade County that manages and operates its own independent emergency (E-911) call center. Our dispatch center employs nine (9) dispatchers and is supervised by Communications Operator Supervisor (COS) Sabrina Aguilar. Our dispatchers promptly and courteously answer all incoming police calls, routing routine inquires to the proper offices and dispatching police personnel on requests for service calls. On average, the Department receives over 250 incoming calls for police service a day and approximately 9,000 emergency calls (911) annually.

Alarm Ordinance Administration

Efficient police operations require that valuable patrol resources be used in the most cost-effective manner possible. The Village has an ordinance which penalizes the owners of alarm systems that chronically malfunction requiring a police response and the police department is responsible for administering this ordinance. In 2009, there were 344 notices sent to residents advising them of the frequency of their alarms and in some cases, fining them for excessive alarms. The breakdown is as follows:

Warning Letters	183	Tenth Alarm	2
Fourth Alarm	78	Eleventh Alarm	2
Fifth Alarm	35	Twelfth Alarm	2
Sixth Alarm	17	Thirteen or more	7
Seventh Alarm	9		
Eighth Alarm	6		
Ninth Alarm	3		

In addition, the Village has a procedure in place allowing residents or businesses to appeal excessive alarm fines by writing a letter and submitting a \$50 appeal fee to request a Special Master hearing. According to our records, there were two (2) appeal hearings held during 2009.

Accreditation

The Village of Pinecrest Police Department has entered into the final phase of the three year re-accreditation program for CALEA and the Commission for Florida Law Enforcement Accreditation. For the first time, we will be seeking to be recognized as a CALEA Flagship Agency.

A Flagship Agency must meet the following minimum criteria:

- Must have a minimum of two previous consecutive accreditation awards.
- Must not have conditions or noncompliance issues on the most recent past award.
- Must not have noncompliance issues, or be recommended for conditions on the current assessment.
- The current Assessment Report must have limited file maintenance and applied discretion issues.
- The current Assessment Report must not have issues involving life, safety, and security standards.
- The agency must not currently be affected by issues that detract from the tenets or goals of accreditation and/or the Flagship Program.

We believe strongly that we have demonstrated extraordinary success in the accreditation process particularly in light of the fact that we lost the agency's accreditation manager plus 20 other officers six months after our last re-accreditation award. Obtaining this distinction will demonstrate to other agencies seeking accreditation that despite significant adversity, a professional law enforcement agency can still effectively operate and address compliance, policy development, file maintenance, and other issues related to the accreditation process.

On April 17, 2010, a team of CALEA assessors will conduct an objective and comprehensive on-site assessment of our agency. The assessment team will verify compliance with over 475 applicable standards, and submit a report to the commission for consideration. There is also a public information session component involved in the re-accreditation process. At least three weeks prior to the on-site assessment, a public notice will be posted followed by a media release. This will afford the community, agency personnel, and other interested individuals to appear before the assessment team to comment on the agency's compliance with applicable standards.

Crime Prevention

The Neighborhood Crime Watch program was re-instituted in February 2009, with a step by step initiation process for interested neighborhoods to organize. Presently we have three active Crime Watch communities: Pinecrest by the Sea in Gables by the Sea, Palmetto Island, and Sunrise Point Condominiums. Information regarding this program and details on how to implement it in your neighborhood is provided on a regular basis in the Mayor's E-News and on our agency website. Our Crime Watch program has resulted in increased crime prevention awareness and increased crime reporting by participating neighborhoods.

The Business Crime Watch program was created this year and is currently being finalized, with implementation expected within the first Quarter of 2010. It consists of a network of businesses

that will communicate regularly to share vital information pertaining to criminal activity affecting or targeting their type of business. For example, all the banks located in the Village will have the contact information of other banks in the Village. They will then be able to disseminate local criminal activity such as a fraud suspect soon after an incident so other banks can be on alert.

The Open and Empty program was implemented this year and is designed to prevent burglaries to businesses. So far this program has achieved a 15% participation rate by Village businesses in its first year operation.

The Crime Prevention Unit will continue to work closely with our citizens and leaders of this community to make the Village of Pinecrest a safer place to live, work, and play.

Polygraph Exams

The Department possesses its own computerized polygraph instrument and certified polygraphist. This allows us to thoroughly screen prospective police department employees, as well as other Village department candidates. During 2009, forty-nine (49) exams were conducted.

Honor Guard

The Pinecrest Police Honor Guard is a highly trained ceremonial unit available for special events and for providing military honors. The supervisors and officers in this unit are selected from volunteer officers who are willing to train and drill in military protocol and movements. This intensive training includes instruction in the handling and presentation of the colors, flag folding, funeral protocols and basic military drill and ceremony procedures. The Honor Guard usually trains two hours every month in an effort to maintain high unit proficiency in a number of highly specialized skills.

This year the Honor Guard received a new and re-designed uniform which consists of a dark blue campaign hat, dark blue Marine Corps style jacket with green trim, dark blue striped trousers and highly polished leather gear and shoes. In 2009, the Honor Guard represented our department at the following events:

- The Police Memorial held at Tropical Park recognizing Fallen Police Officers in Miami-Dade County
- The 9-11 ceremony at Tropical Park, honoring the victims of 9-11
- Several Recruit Graduation Ceremonies at the Miami Dade School of Justice
- Memorial service for fallen MDPD Officers
- Knights of Columbus Service for Fallen Officers at the Downtown Government Building
- Celebration of the Feast Day of St. Michael of the Archangel Patron Saint of Police Officers

Our Honor Guard is proudly comprised of:

Sergeant Sigfredo Badillo
Sergeant Derrick Bowman
Officer Phillip Martin

Officer Mayra Oliva
Officer Luis Ramos
Officer Jose Mangual

Explorer Program

During 2009, we were pleased to re-activate our Explorer Post 115 at the start of the Fall school year with eleven young adult participants. The purpose of our Explorer Program is to educate and involve young people in general police operations, and to expose them to the many different possibilities a career in law enforcement offers. Through personal, hands-on involvement with many different aspects of police operations, law enforcement explorers gain a unique perspective and awareness of the complexities and rewards of police service.

Explorer training topics include:

- History of Law Enforcement
- Crime Scene Investigations
- Radio and Dispatch Procedures
- Building Searches
- Crime Prevention Techniques
- Traffic Control
- Basic First Aid
- Constitutional Law
- Patrol Procedures
- I.D. Theft For LEO Personnel
- Traffic Stops
- Report Writing

Our Explorer Post staff is comprised of:

Sergeant Derrick Bowman - Program Supervisor
Officer Mayra Oliva - Program Coordinator/Post Advisor
Officer Juan Portela - Post Advisor

Persons Fingerprinted

In 2009, the department fingerprinted 457 individuals requesting to be fingerprinted. Additionally, department personnel fingerprint children during special events sponsored by Home Depot and St. Louis Church.

Citizens Ride-A-Long

This is the ninth (9) year of the program. During 2009, 34 persons participated in this interesting and informative initiative which gives residents the opportunity to ride with a police officer and experience first hand the type of police work typically performed in our Village.