

Lakeland Police Department

219 North Massachusetts Avenue

Lakeland, Florida, 33801



2012 Annual Report

Mission Statement

“In partnership with the community, and while affording dignity and respect to all persons, our mission is to maintain order and improve the quality of life of the citizens we serve.”



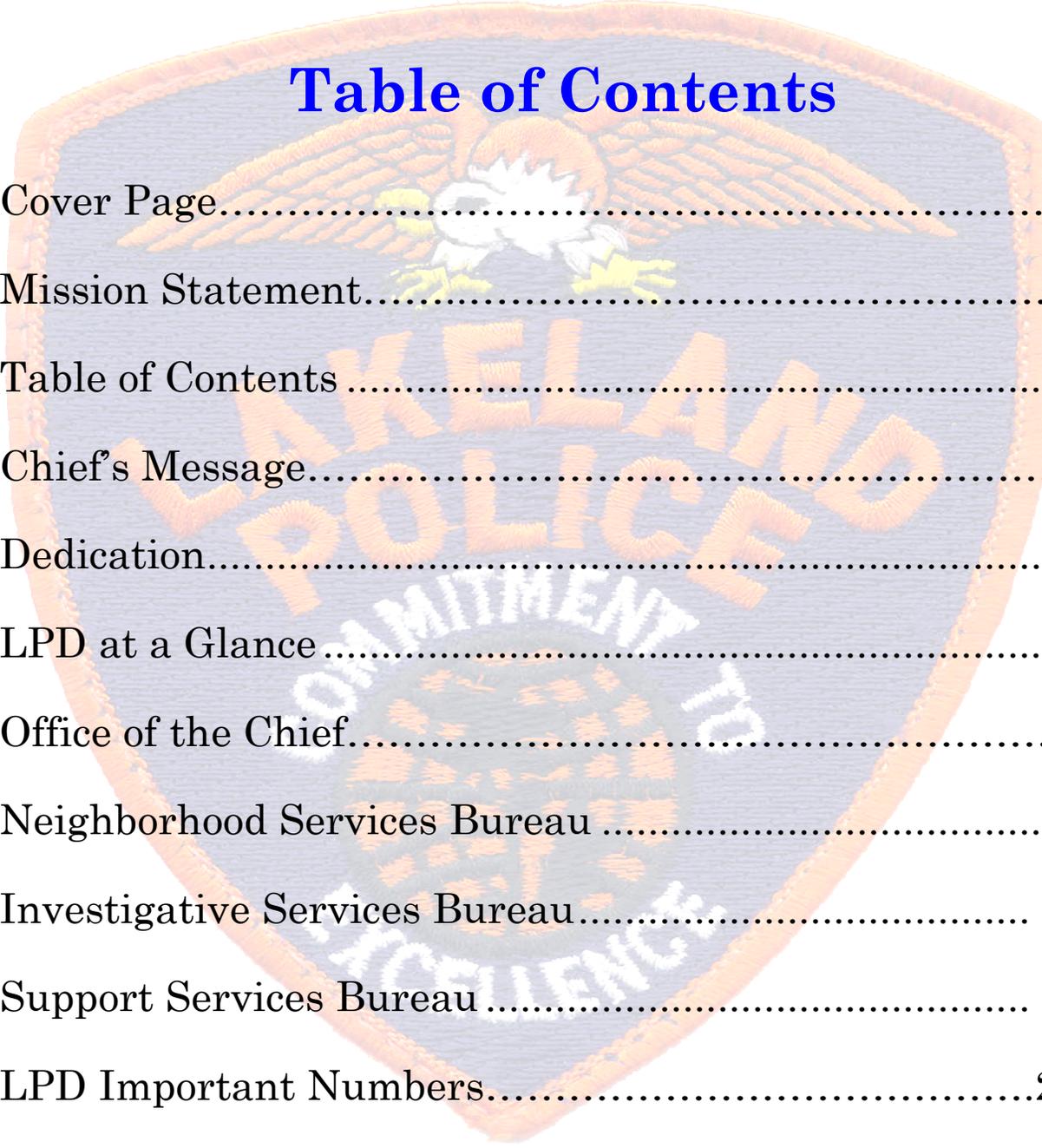
The background of the page features a large, semi-transparent watermark of the Lakeland Police Department badge. The badge is shield-shaped with an orange border and a blue center. At the top is a white eagle with spread wings. Below the eagle, the words "LAKELAND" and "POLICE" are written in large, orange, block letters. Underneath that, the words "COMMITMENT" and "EXCELLENCE" are written in smaller, white, block letters. The entire badge is centered on the page.

Table of Contents

Cover Page.....	1
Mission Statement.....	2
Table of Contents	3
Chief’s Message.....	4
Dedication.....	5
LPD at a Glance	6
Office of the Chief.....	7
Neighborhood Services Bureau	8
Investigative Services Bureau.....	14
Support Services Bureau	18
LPD Important Numbers.....	20

Lakeland Police Department

219 N. Massachusetts Ave.

Lakeland, Florida 33801

(863) 834-6900

Dear Mayor, Commissioners, City Manager and Citizens of Lakeland,

The mission of the Lakeland Police Department has always been to serve in a positive, helpful, and professional manner, providing quality services to the citizens of the City of Lakeland. All of our employees strive to exemplify this mission on a daily basis through demonstration of our core values of Respect, Integrity, Team Work, and Excellence. We work hand-in-hand with all city departments, community partners, and neighborhoods and residents to improve the quality of life for the citizens of Lakeland.

This year's annual report reflects the efforts and accomplishments of the dedicated members of the Lakeland Police Department. Throughout 2012, we focused on three main goals: striving toward a 2 year-30% reduction in overall crime, enhancing our community partnerships, and improving our internal and external communications.

Our progress toward these goals and our 2012 accomplishments were possible because the community which we serve has partnered with us. Our strong community partnerships instill public confidence and ensure a high degree of professionalism and dedication.

On behalf of the Lakeland Police Department, I present the Year-End report for 2012.

Sincerely,



Lisa Womack
Chief of Police



City Of Lakeland

Mayor

Gow Fields

Commissioners

Keith Merritt

Don Selvage

Justin Troller

Phillip Walker

Howard Wiggs

Edie Yates

City Manager

Doug Thomas



SkyWatch Tower (purchased with confiscated monies) above left and new Blauer uniforms for sworn personnel above right. Below: return to traditional paint schemes for marked vehicles.



LPD At A Glance

The City of Lakeland is centrally located within the state of Florida, with a total land area of approximately 75 square miles and a 2012 population of 98,608.

The department is composed of the Chief's Office and three bureaus. The three bureaus are the Neighborhood Services Bureau (NSB), the Investigative Services Bureau (ISB), and the Support Services Bureau (SSB). Each bureau is commanded by an Assistant Chief.

The primary duties of the NSB are patrol, traffic enforcement, and special operations. The primary duties of the ISB are criminal and special investigations, the crime lab, and victim assistance. The primary duties of the SSB are recruiting, training, and career development.

The department has an authorized strength of 226 sworn full-time officers (1 chief, 3 assistant chiefs, 4 captains, 11 lieutenants, 34 sergeants, and 173 officers) and 115 civilian employees.

The department's annual budget for FY 2012 was approximately \$36.4 million dollars.

Department workload for 2012 included:

- 101,120 computer-generated event numbers
- 24,307 reports
- 15,481 traffic citations
- 288 DUI arrests
- 336,800 total calls to communications
- 784 Domestic violence calls
- 15,678 new pieces of evidence
- 1,440 completed crime lab cases
- 5,681 Part I crimes
- 5,089 alarm responses

Office of the Chief

The Office of the Chief is composed of those members of the department that directly report to the Chief of Police. This includes the three Assistant Chiefs of Police, the General Counsel, the Lieutenant commanding the Office of Professional Standards, and the Public Information Officer.

Office of the General Counsel

The Office of the General Counsel is staffed by one attorney, two legal assistants, and one investigator who is responsible for the department's asset forfeiture efforts. The attorney provides legal advice regarding constitutional law, criminal law, civil liability, and employment law. He also prepares contracts, proposes legislation and ordinances and assists with policy development and training. The attorney serves as liaison between the police department and the state attorney, city attorney, and outside counsel.. He files contraband forfeiture lawsuits on behalf of the department. The legal assistants prepare pleadings, schedules hearings, and monitor and maintain files.

Office of Professional Standards

The Office of Professional Standards is comprised of one lieutenant, one sergeant, two investigators, one civilian accreditation manager, and one administrative assistant. The office is responsible for conducting all investigations of employee wrongdoing and for the department's state and national law enforcement accreditation efforts. It is also responsible for general oversight and special projects.

Public Information Officer

The Public Information Officer is responsible for the dissemination of crime news and other information pertaining to LPD activities. This takes place through both traditional media outlets such as newspaper, radio, and television and nontraditional social media outlets such as blogs, tweets, emails, websites, texts, and video presentations.

Neighborhood Services Bureau



Assistant Chief of Police Larry Giddens

The Neighborhood Services Bureau is comprised of the Uniform Patrol Division and the Special Operations Division. Both of these divisions working in collaborative partnerships between their divisions and those of the Investigative Services Bureau and the Support Services Bureau successfully met the departmental goals and handled the challenges that presented themselves throughout the year of 2012. The entire Bureau, based on these efforts is congratulated on a job well done.

Please refer to the Uniform Patrol Division and the Special Operations Division reports that were completed by Captains John Thomason and Rick Taylor. Their reports are a combination of the year end reports for their respective divisions and also contain the overall yearly summary for the departmental goals.

Uniform Patrol Division

The Uniform Patrol Division of the Lakeland Police Department provides public safety services 24 hours a day, 7 days a week, 365 days a year, and respond to emergency and non-emergency calls for service. The Uniform Patrol Division played a key role in answering just over 101,000 to the 98,608 population of the city.

The Uniform Patrol Division is committed to the philosophy of community policing as the fundamental manner in which police services are delivered and used as an operational strategy that promotes a dynamic partnership between the citizens and their police. The premise is for both the community and their police to work together to identify, prioritize, and solve contemporary problems such as crime, the fear of crime, social and physical disorder, and general neighborhood decay, with the goal of improving the overall quality of life in the Lakeland community.

Organizational and Uniform Patrol Division Changes

Captain Mike Link the immediate past captain of the Uniform Patrol Division was accepted and attended the Federal Bureau of Investigation National Academy in Quantico, Virginia. During this approximately 3 month period Captain Thomason of the Special Operations Division was assigned as captain of the Uniform Patrol Division and Lieutenant Rick Taylor was assigned as acting captain for the Special Operations Division.

The retirement of Assistant Chief Bill LePere led to additional changes within the Lakeland Police Department and the Uniform Patrol Division. Captain Link was promoted to assistant chief over the Investigative Services Bureau and Captain Thomason was assigned as captain of the Uniform Patrol Division; Lieutenant Rick Taylor was promoted to captain and assigned as the captain of the Special Operations Division.

The concept of a change in our current relief squad system was developed which would help promote senior officers to hopefully request to be assigned to the Power Squad which would offer fixed days off and a work shift of 10.5 hours. And secondly the design of this concept was to place more officers on the street on various days and hours to assist with the calls for service. The new Power Squad would be comprised of two groups which would be Power Squad A and B. The Power Squad A would work early hours of 1130 - 2200 and Power Squad B 1700 - 0400 hours respectively. The officers assigned to the Power Squad would also receive a 5% pay shift differential for their assignment. The Power Squad concept was put in to place and approximately half of the Power Squad was filled by senior officers. This was a major accomplishment as most of the night shifts officers were junior officers and the average time to be able to work on a day shift squad was approximately 13 years. After the inception of this concept we have had junior officers with less than one year of service working on the day shift. This allows for a better blend of youth and inexperience with the veteran officers throughout the Uniform Patrol Division. Pay differential also was giving to the night shift officers of 3% for their duties.

Manpower Allocation

In 2012 one captain presided over the Uniform Patrol Division which has a manpower allocation of 115 sworn officers, sergeants and lieutenants, ten public safety aides (PSA) and one civilian secretary. Some officers were shifted from the Special Operations Division to allow for manpower to facilitate the permanent shift Power Squad concept.

The two day shift squads work 0630-1830 hours and are allotted seventeen officers including one K-9 officer, one SPV officer, and five PSA's. The day shift squads are supervised by one lieutenant and three sergeants that are geographically assigned as are the officers on the squad.

The night shift squads work 1830-0630 hours and have eighteen officers including two K-9 officers and one SPV officer geographically assigned in the city. Each night shift is supervised by one lieutenant and three sergeants that are geographically assigned as are the officers on the squad.

There are two power squads, commonly referred to as the Alpha/Bravo power squad's that supplement the four patrol squads. Each power squad is comprised of eleven officers and is supervised by a total of 4 sergeants and one lieutenant. The power squads' schedules (days and hours) are set to ensure that they are working during the peak call for service times particularly assisting on the weekends when we tend to deal with larger crowds/incidents and have less support personnel on duty.

Future Considerations

The primary future concern will be the filling of open position in UPD in the year 2013. For several years we have had numerous openings and we have seen that need cut in just about half with numerous hiring's over the past two years. A mini-academy for Officers and PSAs is planned for the first part of 2013 with the hope of hiring approximately 8 Officers and then 3 PSAs. These hiring's and then successfully completion of their mini-academies will be very important to UPD members and its function as well as the department as a whole. There will still be some open positions even after this effort and there are two or more Officer slated to retire in 2013. We are optimistic on these new members and although we have a very young in seniority group of Officers in UPD we have enthusiasm and energy so the future looks good.

Department reorganization is being considered and just in the planning stages. If the reorganization takes place then that will make some changes in responsibilities and opportunities. We are involved in that process and feel that any reorganization will be for the advancement and betterment of the department.

In 2012 we had an overall goal of reducing crime (Part 1 Crimes) by 30% in a two year period. We did very well in our effort but the goal still needs to be met. This will be the second year in this effort to reduce crime. We will continue to work with the other bureaus, divisions, sections and units of the department so that we can make this goal and reduce crime and improve the quality of life for those visiting and living in Lakeland.

Our members continue to be our greatest asset and we will continue to strive and provide so that all can do their jobs and enjoy their work.

Special Operations Division

The Special Operations Division is comprised of three sections those being the Special Operations Section, Juvenile Services Section and the Neighborhood Liaison Section. Each of these components provide service to the community in a specialized fashion based on their assignment, but on any given day they can be tasked with handling calls for service and assisting Uniform Patrol. They utilize problem oriented and community oriented policing as well as other specialized training they have received to do their specific assignments.

Organizational and SOD Changes

In March of 2012, (UPD) Captain Mike Link attended the FBI National Academy, Captain John Thomason was transferred to the Uniformed Patrol Division and (Lt.) Rick Taylor was assigned as the Acting Commanding Officer of the Special Operations Division. In July, (Lt.) Rick Taylor was promoted to Captain and remained in Special Operations. Also in July, Lt. Steven Walker was transferred from Special Operations Section to Neighborhood Liaison and Lt. Albert Wilson was transferred from Criminal Investigations to Special Operations.

Lt. Walker is responsible for the Juvenile Services, Neighborhood Liaison and Crime Prevention Sections. The JSS has two primary units those being the School Resource Unit and Police Athletic League while the Neighborhood Liaison Section is made up of two Community Response Teams). In November of 2012, both CRT teams became fully staffed with the exception of the Homeless Liaison Officer position which is still vacant.

As previously stated, Lt Al Wilson was assigned to the Special Operations Section. This is a highly trained section with many full and part-time teams who utilize specialized equipment and training to do these very important functions. The units within the Special Operations Section is selective enforcement (motors), DUI Officers, Crash Investigators, SWAT and HNT, the Dive Team, the Reserve program and the Joint Aviation Unit . The OIC/SOS coordinates many major events each year such as the annual Christmas Parade and is also responsible for the administration of "off-duty" details.

Another organizational change was the creation of the K-9 Sergeant position. Upon K-9 Officer Tye Thompson's promotion to Sergeant in April, he was named the K-9 Sergeant. Sgt. Thompson was assigned to the Power Squad but with the added responsibility of managing the LPD K-9 Unit. Sgt. Thompson is doing a fantastic job in the new position as seen by the 2012 National Field Trial results.

Manpower Allocation

The SOD manpower allocation is very diverse and unique within the department. We have members working Monday – Friday basic day shift hours such as the SROs, CSU but even CSU regularly adjusts their hours and days to meet the needs of the unit and community. The members of CRT adjust their hours on a regular basis and are currently working 8.4 hour shifts.

SOD: (approximate manpower allocation - see notes on openings): 1 Captain, 2 Lieutenants, 6 Sergeants, 1 Civilian Supervisor, 43 Officers (CRT, SRO, TIP, Traffic), 4 Crime Prevention Practitioners, 1 TIP Assistant, 1 Dart Coordinator, 1 Court Liaison Coordinator, 1 Secretary, 1 Red Light Camera Part-Time Officer, 1 PAL Executive Director, 1 PAL Police Officer, 1 PAL Coordinator, and 1 Homeless Outreach Officer.

The majority of the year the SOD has had several openings in each of its sections and units. The Motor Unit has maintained two openings for the year, Crash Investigators one, and DUI Enforcement two positions respectively. Another manpower consideration was both on and off the job injuries which had some officers off work for extended periods of time and then back to work in a light duty capacity.

In spite of the openings and some manpower concerns productivity continued to be high and the work product of the division was quality. Numerous major operations and events are coordinated each year by SOD in a very professional manner and that continues on a daily basis.

FUTURE CONSIDERATIONS

Key issues that will continue into 2013 will be the filling of open positions. We anticipate being able to fill the Homeless Liaison Officer position later in the year and possibly some of the Traffic positions. There are currently two vacant Motor positions, one Crash investigator and two DUI Enforcement Officer positions open with SOD. SOD's manpower situation is much improved from 2012 and we anticipate seeing some great outcomes in 2013.

Members of SOD are also anticipating finalizing two major purchases in 2013. Plans are being finalized for the purchase of a new Mobile Operations Center. This should be completed by the end of the first quarter of 2013. The other major purchase is an armored tactical vehicle. The armored vehicle plans are in the infancy stage with an anticipated completion date of October 1, 2013.



Above left and above right: new paint schemes for PSA and Community Service vehicles. Below and next page: LPD's USPCA Regional and National Field Trial and Detector Dog Champions.





Investigative Services Bureau



Assistant Chief of Police Michael Link

The following information reflects highlights and significant accomplishments that occurred within the Investigative Services Bureau during 2012.

Joint Undercover Operation with ATF

In April of this year, Chief Womack was approached by official from the Bureau of Alcohol, Tobacco and Firearms with the idea of entering into an agreement to conduct a joint undercover sting operation focused on the removal of illegal firearms from the streets of Lakeland. Concerned with the increase in firearm's related incidents over the past twelve months, the chief embraced the offer and a plan was put into place to create an operation purportedly to purchase any type of firearm furnished by unsuspecting "customers." As part of the operation, undercover operatives would purchase narcotics that were offered for sale, as well. The operation was brought to a conclusion after six months with the following indictments and seizures:

- Forty-seven defendants were charged on either the federal or state level
- One hundred nine firearms
- Four hundred thirty-seven grams of cocaine
- Approximately three hundred fifty pills
- Eight hundred fifty-two grams of marijuana
- Nine grams of methamphetamine

According to officials from ATF, this operation was considered to be an overwhelming success and among the most productive of any in recent memory involving their organization.

Evening Shift Detective Unit

Historically, detectives were not immediately available to patrol personnel when the need arose for assistance except by call-out. This process delayed response times by detectives and kept uniformed personnel out of service for protracted periods of time. In an effort to provide better service to officers, victims and witnesses, an evening shift was created utilizing existing resources with the Criminal Investigation Section. Detectives were asked to volunteer for the new unit, which consists of a sergeant and four detectives. Assigned personnel work Wednesday through Saturday, from 1030 to 2100 hours. Detectives work cases regularly assigned, as well as, those they respond to during their normal duty hours. This concept has proven to be well received both patrol personnel and detectives alike. Additional benefits of the evening shift are projected to be reduced overtime and an increase in cases cleared.

Video System Installation

As part of a continuous effort to upgrade technology available to detectives, a proposal to install an audio/video system was approved for each of the interview rooms within the Criminal Investigation Section. The bid was awarded to L-3 Communications, a subsidiary of Mobile-Vision, Inc., and purchased with Federally Shared Funds (FSA). This system allows all interviews with suspects or witnesses to be digitally recorded to a dedicated server that is only accessible to the case agent. Supervisors and detectives assisting with an investigation can view interviews in real time on a large screen monitor within CIS. The recorded interviews are, in turn, presented to the State Attorney's Office, for use in their prosecution efforts.

Manpower Assessment

Throughout the year, the CIS chain of command monitored the number of cases assigned to detectives to ensure that case loads were manageable and did not become overwhelming. This assessment was instrumental in determining the structuring of the evening squad mentioned previously. Through this process, the staff was able to determine that assigning one detective from each of the four units within CIS would allow for establishing the evening squad without severely hampering the unit from which each detective was reassigned. This oversight was of particular concern regarding the number of cases assigned to detectives within the Property Crimes Unit. This unit's case load grew from 2,590 new cases in 2011, to 3,364 new cases in 2012. In order to adjust to the 23% increase in caseload, detectives were advised to adjust their efforts based upon reasonable solvability factors. The assessment process will continue throughout 2013, as adjustments are needed to facilitate the work flow within each unit.

Homicide Clearance Rate

Although the number of shooting victims in 2012 showed a slight increase of 15% over 2011, (23 vs.27), this year's homicide rate showed a marked increase of 43% (8 vs.14) over the previous year. Also of note is that a firearm was the weapon of choice in only six of the homicide cases in 2012. Despite the heavier caseload this year, detectives from the Violent Crimes Unit were able to identify a suspect in all but one case.

Electronic Transmission of Case Files

The Criminal Investigation Section, with assistance from the Records Section, has become more efficient in how case files are transmitted to the States Attorney's Office. Heretofore, criminal case files were copied and transported to Bartow via the Court Liaison Coordinator. However, in October of this year, a program known as *Serv-U*, was approved by the States Attorney's Office and installed on each detective's desk top computer. This program now allows most case files to be electronically transmitted to prosecutors, saving both time and money. At this point, the only exceptions are child sex crime and homicide cases.

Crime Lab

The lab experienced an almost fifteen percent increase in lab work requests in 2012 as compared to 2011. It is believed that the number of requests exceeded that of any previous year. The bulk of the increase was attributed to submissions related to property crimes, primarily burglaries. There was approximately a twenty-eight percent increase in latent print submissions and a forty-eight percent increase in requests for video examinations. In addition, the lab recently acquired two new alternate light sources. One is a portable light source for use in the field, while the other will be used in the lab for evidence examinations.

Victims Assistance

The unit experienced another active year, as applications submitted for victims of crime continued to grow. Overall, services were provided to 2,367 individuals. In addition, 7,831 hours of volunteer service were provided, which exceeded that of 2011. VAU volunteers were cross trained to be DART advocates in order to address the ever increasing need to provide such services. Efforts continued throughout the year to partner with the Polk County School Board's Crisis Team to offer assistance related to any tragic incidents that may occur on school property.

Goal-30% Reduction in Reported UCR Crime Over Two Year Period

As the year began, CIS personnel were challenged to address the spike in violent crime and an increase in both church and residential burglaries. As a matter of course, VCU detectives conducted a neighborhood canvass after each homicide to develop leads and encourage residents to share any information that may prove helpful in stemming the tide of violence. The tenacity of the VCU detectives in pursuing leads was instrumental in the identification of suspects in all but one homicide during the year. In addition, when crime analysis indicated a burglary pattern in a specific neighborhood or apartment complex, detectives conducted door to door visits with residents that proved fruitful in developing suspect information.

SIS and CRT conducted joint operations to address prostitution and drug complaints, many of which were generated through hotline calls and information shared while attending neighborhood meetings. Of the 608 hotline calls received during 2012, 404 were assigned to SIS personnel for further follow-up. In total, SIS executed 25 search warrants during 2012. Seven of the aforementioned search warrants were a direct result of information received through hot line calls. In addition, SIS detectives were able to recruit 17 new confidential informants, who also played a major role in providing the probable cause necessary to obtain these search warrants.

Perhaps, the most significant success involving SIS during the last half of 2012 was the joint operation with the Bureau of Alcohol, Tobacco and Firearms. This undercover effort resulted in the seizure of a large quantity of firearms and illegal narcotics. In addition, forty-eight defendants were indicted on a combination of state and federal charges. According to officials from ATF, this collaborative effort was one of the most successful in recent memory involving a local agency and their bureau.

Goal-Improve and Build Stronger Community Partnerships

Due to the increase in residential burglaries and shootings, the ISD chain of command recognized that it was necessary to reach out to the citizens of Lakeland to assist in curbing both crime categories. It was determined that one of the most productive ways in which to inform and educate the public was through the city's neighborhood associations. .

Specific neighborhood groups that were most adversely affected by these crimes were identified. Representatives from both CIS and SIS attended the neighborhood's regularly scheduled meetings to share information on crime trends and suggested methods for ensuring the attendee's safety. In turn, residents became comfortable with calling in information regarding drug related activity at specific addresses in their area. In several instances, this information proved of value, resulting in the execution of several successful search warrants

In addition to the aforementioned accomplishments, SIS worked closely with Code Enforcement throughout the year to address several problem locations. In one case, five voluntary convictions were obtained by working with a landlord in the Crystal Park neighborhood. A second landlord abated their property after SIS filed a Nuisance Abatement Ordinance Violation subsequent to serving of a search warrant at that location. Finally, SIS and code enforcement collaborated to gain compliance from a local bar when various violations were discovered.

Goal-Improve Internal Communications

During the course of 2012, ISD advanced several initiatives to foster stronger relationships within the organization. Perhaps the most significant accomplishment was the establishment of the evening shift detectives. Through this creation, patrol personnel were granted greater accessibility to detectives, who, in turn, were able to clear more cases in less time. In addition, the evening shift sergeant was a regular attendee at many night shift patrol briefings.

A second area of note was the regular attendance of both the CIS lieutenant and captain at all NSB meetings. By doing so, information of concern to both bureaus was exchanged and many potential conflicts were avoided.

A third significant accomplishment was the improved communication between CRT and SIS, which became necessary as the Street Crimes Unit was redeployed within the organization. Each time a SIS search warrant was served, supervisors from both units collaborated in what resulted in a safe and seamless operation. This cooperative effort was also witnessed throughout the year as both groups participated in prostitution stings and drug reverses.

In addition to the aforementioned items, CIS and SIS continuously exchanged information with Crime Analysis and Intelligence that was shared with all sworn personnel. The constant interaction with Crime Analysis resulted in the issuing of 216 bolos initiated by ISD detectives.

Finally, Victim's Assistance advocates were also trained as DART advocates. By accomplishing this task, the pool of full time personnel and volunteers available to assist in both programs was enhanced. Victim's Assistance personnel offered to make themselves available at any time to assist with the DART program should their support and experience be required in the future.

Goal-Administration

All CALEA requirements for the Investigative Services Bureau have been met. This included the revision of the SOP manual for SIS.

Support Services Bureau



Assistant Chief of Police Charles Thompson

The following reflects the significant activities within the Support Services Division during 2012:

General Services Section

- Every sworn member of the agency was issued and trained in the use of our new Glock handgun. Each member was required to show proficiency through qualification.
- The agency underwent a change in uniforms during 2012. Blauer Manufacturing was selected by a committee of members. As of this time, a majority of personnel have received the new product causing the older brands to be phased out.
- Every police vehicle was provided with a collapsible traffic cone for safety in traffic control.
- A significant expansion project at our training center was begun during 2012. A new structure which will house three classrooms capable of training approximately 90 individuals at one time was initiated. Work remained throughout the year and is scheduled to formally open sometime in February, 2013.
- Completed installation of new carpeting on the first and third floors of the headquarters building.
- The buildings restrooms underwent refurbishment to include the removal of wall paper, adding a textured wall finish, and painting.
- Began replacement and repainting of marked police vehicles to traditional black & white.
- The buildings fire alarm system and panel underwent a complete renovation.
- L 3 in car video system antenna and fiber installation was completed allowing automatic upload of the car's camera system.

- Advertisement frames were placed in the buildings three elevators for purposes of getting any needed messages out to our personnel. Previously, these were placed on the walls using tape.
- Completed research and presentation regarding a wellness plan for employees..
- Participated in the testing processes for both the PSA and Sergeants positions.
- Prepared and presented to the city commission an update on the training center expansion project.
- Completed a replacement of the agencies UPS system which now includes a back up switch. This will allow no interruption of power supply during any maintenance.
- Modified civilian ride along policy.
- Civilian Communications Center Manager was hired.
- Converted mini academy testing from paper to electronic/DMS.
- Completed all Officer Crispin death benefits forms and submitted same for payment.
- Conducted 10 POST test dates for purpose of sworn applicants. Each of these dates included written testing, discrepancy interviews, physical abilities testing, fingerprints, and psychological questionnaire.
- Conducted 8 oral interview boards.
- Conducted 2 mini academies (Feb/June) for 14 sworn personnel.
- Supervised and documented field training program for new sworn members.
- Completely revamped the NeoGov process conforming to both law and CALEA requirements.
- Restructured the background process conforming to FDLE and CALEA requirements.
- Completed background investigations:
 - 7/17 – 12/31 COL personnel = 148
 - 8/9 – 12/31 PAL = 47
 - 8/21 – 12/31 LPD 38
 - * These numbers are considerably greater in that the above reflects the period in which they were tracked.
- During 2012, the Lakeland Police Department posted job openings on two occasions. Civil Service received 513 applications for employment as a police officer. Of those, 139 individuals participated in the testing process.
- 2012 ended with 9 police officer openings.
- Sgt. McNabb has been conducting an agency training needs assessment which is expected to be completed after January's Training Committee meeting.

Property & Evidence & Quartermaster

The number of pieces of new evidence increased significantly in 2012 as compared to 2011. A rise from 13,961 to 15, 678 was documented. Disposals also were noted to rise from 11,879 to 14, 614. Both FDLE submissions and returns also increased. In addition to the normal day to day responsibilities, the quartermaster's office issued new uniforms for members, new handguns for sworn members, traffic cones, and some of the new digital radios.

Lakeland Police Department

Important Numbers

Emergency.....	911
Non Emergency Calls	863-834-6900
Office of the Chief	863-834-6907
Neighborhood Services Bureau	863-834-6980
Investigative Services Bureau.....	863 834-8950
Support Services Bureau.....	863-834-6995
Crime Analyst	863-834-6917
Crime Prevention/Neighborhood Watch	863-834-6912
Criminal Investigations.....	863-834-8950
Elderly Services	863-834-2973
Planning & Research	863-834-6906
Property & Evidence.....	863-834-6992
Records Section	863-834-6936
Recruiting.....	863-834-6918
Drug Hotline	863-834-2549