

2018



annual report



Alone **WE CAN DO**
 so little; **BUT**
TOGETHER
 WE CAN DO
SO MUCH!





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OUR VISION

Dedicated professionals working together to provide excellent service which enhances the quality of life in Lakeland.

OUR MISSION

In partnership with the community, 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.

OUR VALUES

We are committed to doing things RITE:

- R - Respect
- I - Integrity
- T - Teamwork
- E - Excellence



MAYOR & CITY COMMISSIONERS

Bill Read, Justin Troller, Sarah McCawley, Scott Franklin,
Stephanie Madden, Mayor Bill Mutz and Phillip Walker

CITY MANAGER

Tony Delgado





WORKING TOGETHER





OUR TEAM



AGENCY DEMOGRAPHICS

64%
MALE
36%
FEMALE



238 SWORN OFFICERS

- 1 Chief
- 3 Assistant Chiefs
- 4 Captains
- 11 Lieutenants
- 35 Sergeants
- 189 Police Officers and Detectives

73% | WHITE
13% | AFRICAN AMERICAN
11% | HISPANIC
3% | OTHER

119 CIVILIAN EMPLOYEES

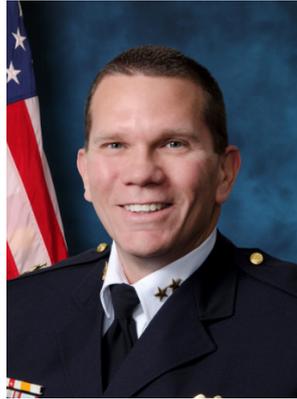
- 911 Dispatchers
- Administrative
- Forensics
- Records
- Property & Evidence
- Legal
- Accreditation
- Fiscal Management

2019 LEADERSHIP TEAM



**CHIEF
RUBEN GARCIA**

ASSISTANT CHIEFS



**ASSISTANT CHIEF
MIKE LINK**
Investigative Services
Bureau



**ASSISTANT CHIEF
RICK TAYLOR**
Neighborhood Services
Bureau



**ASSISTANT CHIEF
SAM TAYLOR**
Special Services
Bureau

CAPTAINS



**CAPTAIN
ED CAIN**
Investigative Services Division



**CAPTAIN
HANS LEHMAN**
Support Services Division



**CAPTAIN
STEVE PACHECO**
Community Services Division

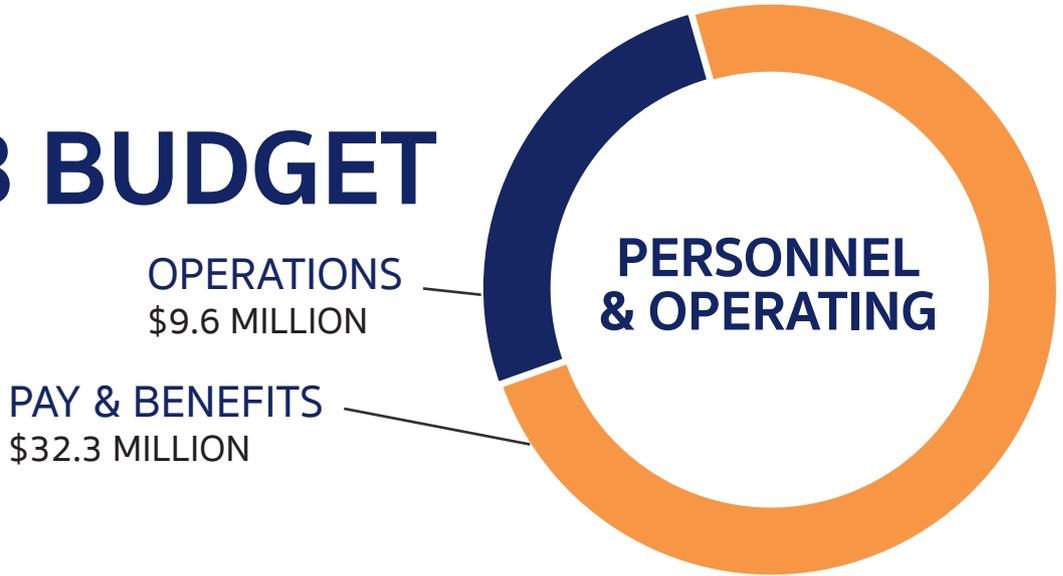


**CAPTAIN
MARVIN TARVER**
Uniform Patrol Division

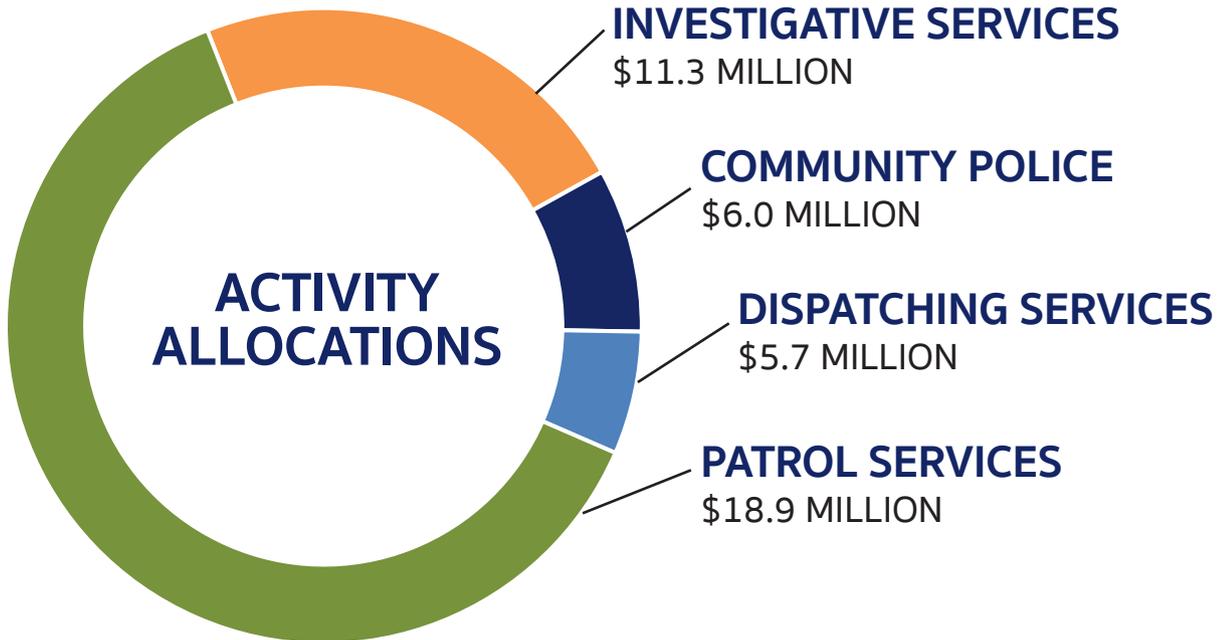


**CAPTAIN
STEVE WALKER**
Special Operations Division

2018 BUDGET



\$41,925,960



2018 CRIME STATS

According to Uniform Crime Data Reports (UCR) there were 550 less crimes reported in 2018 than 2017 under the jurisdiction of the Lakeland Police Department. UCR data is reported both semi-annually and annually by law enforcement agencies across Florida to the Florida Department of Law Enforcement (FDLE). There were 3,778 crimes reported in 2018, as compared to 4,328 in 2017, a total reduction in reported crimes of 12.7%

The downward trend for lower crime rates in the City of Lakeland has remained consistent for the past four years. There were 5,738 crimes reported in 2014, as compared to 3,778 in 2018, a total reduction in reported crimes of 34%

In January of each year, our team of Crime Analysts compile all of the data and submit a Uniform Crime Report (UCR) to the Florida Department of Law Enforcement (FDLE). Therefore the data shown here is preliminary and is subject to change.

PART ONE CRIMES

CATEGORY	2017	2018	% of Change 2014 - 2017
Homicide	1	8	700%
Sex Crimes	73	47	-36%
Robbery	89	106	19%
Aggravated Assault	144	200	39%
Burglary	574	477	-17%
Larceny	3237	2737	-15%
Motor Vehicle Theft	210	203	-3%
TOTAL PART ONE CRIMES	4328	3778	-12.7%

CATEGORY	2014	2015	2016	2017	2018	% of Change 2014 - 2017
Homicide	8	4	4	1	8	0%
Sex Crimes	89	92	93	73	47	-47%
Robbery	153	131	104	89	106	-31%
Aggravated Assault	203	168	140	144	200	-1.5%
Burglary	1088	901	751	574	477	-56%
Larceny	3948	3839	4050	3237	2737	-31%
Motor Vehicle Theft	249	296	310	210	203	-18%
TOTAL PART ONE CRIMES	5738	5431	5452	4328	3778	-34%

2014 - 2018

Firmly operating on the foundation of Community-Oriented Policing, LPD has implemented and expanded many of the agencies outreach and enforcement initiatives since 2014. Those efforts in concert with the traditional policing activities of our Uniform and Investigative divisions continue to bring a positive impact to our neighborhoods.

In 2014 in the Gang Task Force was established with City departments, Polk County School Board, local faith-based organizations and community groups. The group meets quarterly to discuss and develop plans for continuous youth involvement. In 2014 there were 18 gang-related shootings in Lakeland. In 2017 that number dropped to zero and only one gang-related shooting was reported in 2018.

In 2015 the Neighborhood Liaison Section was reestablished; Comprised of two teams of 5 officers and a Sergeant. These teams work proactively within neighborhoods instead of responding to the daily calls-for-service received through dispatch. The officers also attend all neighborhood meetings and events within their zones. This allows citizens to develop relationships with the Neighborhood Liaison Officers (NLO) assigned to their area. Also assigned to the Section is a Homeless Liaison Officer. During 2018 NLOs made over 1,000 arrests and attended 197 community events and meetings. Since 2016 the team has collaborated with the Nuisance Abatement Board to close 12 properties known for illegal activities.

The agency's School Resource Unit has expanded from 8 officers in 2014 to 16 in 2018. Two of the added positions are College Resource Officers, funded by and located at Florida Southern College. The unit is expected to add five additional officers in 2019, with four of those dedicated to primary schools in Lakeland and one dedicated to Florida Southern College. Along with focusing on student safety, School Resource Officers proactively mentor and build relationships with students to build positive relationships with law enforcement at an early age.

The Crime Prevention team has continued with consistent community engagement initiatives and programs. In 2018 alone the five-member unit participated in over 1,200 community meetings, 334 crime prevention programs and 244 neighborhood watch programs. The team also initiated over 70 Park, Walk & Talk Operations in local neighborhoods. The operations involved crime prevention practitioners walking neighborhoods, talking to residents and reminding them of important crime prevention measures such as locking vehicles and properly securing residences.

UNIFORM PATROL

The Neighborhood Services Bureau oversees the four patrol squads of the Uniform Patrol Division. This component of the organization provides 24-hour a day public safety services. Considered the agency's backbone, the Uniform Patrol Division (UPD) is the largest component within the Department, comprised of 135 personnel.

During 2018, the Lakeland Police Department received

106,946
CALLS FOR SERVICE



24,739
WRITTEN REPORTS

a 1.9% decrease from 2017 (119,005)



This past year continued again with a high number of new hires going through the Field Training Program During 2018, each of the four patrol squads carried on average, one to two police officer position vacancies and each day shift squad carried one Public Safety Aide vacancy. A continued emphasis and a sense of urgency placed on pending calls and being monitored by field sergeants has assisted in the reduction of pending call and response times.

The Neighborhood Liaison Unit, which includes two police officer positions funded by Lakeland Community Redevelopment Agency (CRA), have continued to show their positive impact in improving the quality of life for the citizens of Lakeland. During 2018, the Neighborhood Liaison Unit made 1127 arrests, conducted 994 traffic stops, attended 118 meetings, 79 community events, completed 66 projects and competed two Nuisance Abatement cases. Nuisance abatement is a legal process utilized to address problem locations within the City. City of Lakeland ordinances include provisions that allow police and any citizen to file complaints with the “Nuisance Abatement Board”.

This Board is authorized by those ordinances to close, actually “board up” residential dwellings that have hosted specific crimes, over a six-month period, that qualify the property as a “public nuisance”. The Board is authorized to close these nuisance residential properties for up to one full year. The crimes specified include narcotics offenses, prostitution, gang activity, etc.

Finally, in reviewing data from monthly reports, all squads continued with good productivity while handling the calls for service and the increase in reports. In 2017, there was an increase in crash reports (5.8% increase) that were completed and many of those were handled by the Uniformed Patrol Division. In reviewing the data for 2018, the number of traffic crash reports decreased by .06% in comparison to 2017. Traffic stops and Uniform Traffic Citations issued increased in 2018, with a 19.4% increase in Traffic Citations issued and an 8.4% increase in traffic stops conducted. This positive trend has been discussed with shift commanders to evaluate and will be a focus for continued improved next year in an effort to continue to reduce the number of traffic crashes observed. Additionally, we observed a decrease of 31.6% in traffic fatalities, reducing the number of traffic related deaths from 19 to 16 in 2018.

Additionally, UPD continues to work with other divisions with three primary enforcement goals in mind; 1) reduce the use of notice to appear citations in lieu of taking the subject to jail, 2) increase the number of traffic and investigative vehicle stops, and 3) increase pre-arrest diversions of juvenile first-time offenders. As each squad has reported on a monthly basis, these goals have been adhered to as much as possible while balancing with patrol tasks and community involvement efforts. Finally, Officers and NLOs continued to attend neighborhood meetings and work with Community Services to increase our partnerships and relationships throughout the city.

TRAINING

This past year continued again with a high number of new hires going through the Field Training Program and training within the Uniform Patrol Division. Additionally, this impacted the UPD Sergeants who assisted in training and mentoring of these new hires.

UPD members attended Departmental In-Service Training as required, as well as numerous free training course at the Kenneth C. Thompson Institute of Public Safety at Polk State College. Some of the classes taken included the following: Field Training Officer, Radar/Laser Speed Measurement, Line Supervision, Mid-Management, Report Writing, Instructor Techniques, Death Investigations, Firearms Instructor, Defensive Tactics Instructor, Driving Instructor along with several others. Newly promoted UPD supervisors attended advanced training in the Incident Management System (ICS), which proved valuable during the planning, response and recovery efforts related to the impact of Hurricane Michael in October/November. During 2018, several members of the Uniform Patrol Division were deployed to North Florida to assist in recovery efforts to communities heavily impacted by the hurricane.

OVER 4,320 HOURS OF TRAINING

Finally, UPD continues to send officers to Crisis Intervention Training to assist in dealing with persons suffering from mental illness. This 40-hour school is conducted in conjunction with Polk State College and the Peace River Crisis Stabilization Unit. Along with those members recently hired with experience that had already completed the Crisis Intervention Training, UPD increased the ranks of our CIT cadre. The goal for 2018 is to continue sending members to this training, with the goal of everyone within the division completing the CIT training by the end of 2018.

Although calls for service decreased slightly in 2018, it is anticipated that calls for service will grow as the population within the City and with Polk County increases. The Uniformed Patrol Division will continue to be hypervigilant in monitoring pending calls and response times to ensure we maintain a high level of customer service to the citizens we serve. Officer safety issues and the threat of terroristic mass shootings or mass casualty attacks continue to be a strong emphasis in daily briefings and the focus of departmental training efforts. The Marjorie Stoneman Douglass Act, related to school safety, also continues to increase the demands on the Uniform Patrol Division and the Department. Due to the requirements of the Act, many of the issues occurring on school grounds which were traditionally handled by School Resource Officers are often now being handled by UPD personnel, especially in the elementary schools.

Additionally, the department expanded the deployment of Narcan, a narcotic antagonist medication, to all sworn officers to assist in the addressing of the increased occurrences of opioid-related overdoses which may occur within the city and county. While the opioid-related overdose crisis which is significantly impacting the majority of the country currently, Lakeland has not observed significant increases in such overdoses during 2018, but the agency has taken steps to prepare for any such increases and continues to monitor this issue closely.





INVESTIGATIVE SERVICES

VIOLENT CRIMES

The Violent Crimes Unit (VCU) is tasked with investigating all major violent crimes that occur within the City of Lakeland. These major crimes include homicides, aggravated battery/assault, robbery and all officer-involved incidents. The VCU is comprised of one (1) sergeant and eight (8) detectives.

From January 2018 through December 2018, Violent Crimes Unit detectives were assigned 251 cases which was an increase from 2017. Of the 2018 cases, 180 were cleared either by an arrest, Complaint Affidavit, exceptionally cleared or unfounded. This represents a 72% clearance rate for the 2018 calendar year.

SPECIAL VICTIMS UNIT

The Special Victims Unit (SVU) is tasked with investigating all crimes relating to child abuse (physical and sexual), adult sex crimes, elderly abuse and missing persons. In addition, the SVU is responsible for the monitoring and verification of all sexual offenders and predators within the city limits of Lakeland. The SVU consists of one (1) sergeant, five (5) full-time detectives and one (1) full-time civilian investigative aide. The SVU investigated over 200 criminal allegations in 2018.

In 2018, the SVU received 1,283 Department of Children and Families (DCF) intake referrals compared to 883 in 2017. Each of these intake referrals must be reviewed, documented, and assigned for investigation or closed during the initial review by the supervisor. The SVU detectives were assigned 221 cases for investigation during 2018, which was down from 249 in 2017. Of those cases, 56 were unfounded, 45 exceptionally cleared, 16 arrests and 20 Complaint Affidavits resulted from the work of the detectives. The SVU had a 90% internal clearance rate on their assigned investigations, which is up from 77% in 2017. A large percentage of these investigations resulted in allegations being unfounded or Waivers of Prosecution signed by parents or legal guardians. SVU's investigative aide handled 95 missing person cases.

NEIGHBORHOOD SERVICES MEETING

Immediately following the CrimeStat meetings, members from every division remain and the discuss operational issues. Various topics are discussed, which include increasing efficiencies and improving processes to enhance the overall function of the department, as well as information sharing on criminal activity and projects.

GENERAL CRIMES

The General Crimes Unit (GCU) is responsible for conducting follow-up investigations relating to economic crimes and motor vehicle thefts. The GCU consists of one (1) sergeant and five (5) detectives. Three (3) detectives are assigned to investigate economic crimes and two (2) are assigned to investigate motor vehicle thefts.

Economic crimes detectives conduct follow-up investigations on the following, but are not limited to: check fraud, credit card fraud, forgery, counterfeiting, identity theft, scheme to defraud, embezzlement and financial exploitation of the elderly. Motor vehicle theft detectives conduct follow-up investigations for motor vehicle thefts and crimes involving automobiles, trucks, buses, motorcycles and golf carts.

During 2018, between the months of April and September, the General Crimes Unit had one (1) detective assigned to investigate Motor Vehicle Thefts as one (1) vacancy was held in that component during those months. Also during 2018, between the months of September and December, the General Crimes Unit had only two (2) detectives assigned to investigate Fraud offenses as one (1) vacancy was held in that component during those months. As of the end of 2018, the General Crimes Unit is operating at full strength.

From January 2018 through December 2018, General Crimes detectives were assigned 487 cases. This is a slight decrease from 2017. Of those cases, 57 cases were cleared either by an arrest or Complaint Affidavit, 236 cases were exceptionally cleared, unfounded or turned over to another jurisdiction. This represents a 60% clearance rate for 2018, a slight increase from 2017. The detectives were also able to recover \$1,104,177 in stolen or fraudulently obtained assets.



CASES ASSIGNED



PROPERTY CRIMES

The Property Crimes Unit is tasked with investigating Burglaries, Grand Thefts, and Felony Criminal Mischiefs. Patrol supervisors route Felony event reports to the PCU sergeants via the Tiburon Report Writer system. The sergeants read the reports with the objective of assigning detectives to those cases that have suspect information and/or the highest solvability factor.

In 2018, the Property Crimes North Unit was made up of one (1) sergeant, three (3) full-time detectives, one (1) part-time detective, and one investigative aide. The Property Crimes South Unit is made up of one (1) sergeant, four (4) full-time detectives, one (1) part-time detective, and one investigative aide.

From January 2018 through December 2018, General Crimes detectives were assigned 487 cases. This is a slight decrease from 2017. Of those cases, 57 cases were cleared either by an arrest or Complaint Affidavit, 236 cases were exceptionally cleared, unfounded or turned over to another jurisdiction. This represents a 60% clearance rate for 2018, a slight increase from 2017. The detectives were also able to recover \$1,104,177 in stolen or fraudulently obtained assets. From January 2018 through December 2018, Property Crime North detectives were assigned 517 cases; this is a slight decrease from 2017. Of those cases, 102 were cleared either by an arrest, complaint affidavit, exceptionally cleared or unfounded. This represents a 20% clearance rate for 2018, down slightly from 2017. The detectives were also able to recover \$57,599.00 worth of property.

RECORDS

The Records Section handles numerous requests from private citizens, law enforcement, military, attorneys, insurance companies, the State Attorney's Office, Clerk of the Court and the Department of Children and Families. Each request is handled with the utmost professionalism and efficiency.

In 2018, the Records Section delivered 10,720 Traffic Citations to court, received 2,524 Adult Arrest Affidavits and filed 1,151 Adult Notices to Appear. The section processed 204 DUI reports, provided 4,959 reports to various customers, scanned 207,720 documents and collected \$29,774.43 in fees for the year. Records also completed 699 background checks (internal and external). The Section also assisted 4,028 customers at both the front and officer counters. Other 2018 highlights include:

- In 2018, Records was tasked with handling the entire UCR process.
- The records section also started a project to scan police reports from 1991 and 1992, which are still in paper form, into the city scanning system (OnBase). This task was put on hold during 2018 from a shortage of personnel in the section. With Records being fully staffed now, the scanning is continuing with these old reports.
- Records has been in the middle of the remodeling of the SDO and Records since June of 2018. The SDO being located in the front of Records has been a learning experience for everyone in the Section and it has been a positive experience for both areas.

CRIME ANALYSIS & INFORMATION CENTER

During the year of 2018, the Crime Analysis and Intelligence Center (CAIC) has been focused on adapting to Intelligence Led Policing (ILP). Lakeland Police Department hosted a second Intelligence Led Policing class through the Southern Police Institute in August..

To accomplish the ILP adaption, CAIC has been working on identifying process improvements while still remaining compliant with all policy, standards and regulations to allow more time for the crime analyst to focus on proactive projects for ILP. CAIC also worked on identifying and utilizing the latest training and available technology to enhance the crime analysts with their tasks and projects.

CAIC has taken a lead role during the regular scheduled Crime Stat meetings. CAIC constantly monitors event reports, arrests, tips, open source activity and activity from surrounding agencies. All of the data and information is separated, categorized and analyzed. Through the process, CAIC attempts to identify individual(s) and group(s) who are actively and habitually committing significant criminal activity. CAIC also attempts to identify geographical areas of concern due to increase of calls for service and for crime trends and patterns. CAIC also conducts link analysis to identify similarities in crimes such as suspect descriptions, vehicle descriptions, modus operandi, etc. The intelligence developed by CAIC is presented during the regular scheduled Crime State meetings. CAIC also regularly generates bulletins and products to disseminate information and intelligence to all department members and surrounding agencies.

VICTIM ASSISTANCE

The Victim Assistance Unit continues to assist citizens who have been victims of crime within Lakeland's city limits. Since the unit's inception in 1992, a team of in-house advocates and trained volunteers who respond day or night, 365 days a year, have provided crime victims with support and guidance. During the 2018 calendar year, the unit assisted 69 victims in filing for victim compensation, provided services to 2,987 victims and logged 7,895 hours of time given by volunteer advocates who assisted crime victims. Over the past year, the unit has continued its outreach by being present at several community meetings and events such as National Night Out, Adult Protective Services meetings, Heather's Hope Run, Florida Southern's Just Ask!tival, Peace River Victim Services Advisory Board, Domestic Violence Fatality Review Board and many more.

The Victim Assistance Unit is funded through the Victims of Crime Act (VOCA) and participates annually in recognizing National Crime Victims' Rights Week by proposing the City of Lakeland to declare one week in the month of April to recognize and remember individuals who have been victimized through acts of crime. The Lakeland Police Department's Victim Assistance Unit proudly partners with various agencies (medical providers, mental health resources, victim service centers, and outreach ministries) throughout the City of Lakeland to better assist victims with resources after a crime.

DART TEAM

The Domestic Abuse Response Team, (DART) has been a part of the Lakeland Police Department for over twenty years and was one of the first of its kind in the state. It has been the prototype for many of the domestic violence prevention programs in other law enforcement agencies. Its effectiveness is based on a two-pronged approach that is not only reactive, but also proactive. This program incorporates a variety of resources to help improve the quality of life for victims and their families.

In 2018, 449 domestic violence investigations and 34 dating violence investigations were conducted by officers, resulting in 343 arrests and 167 complaint affidavits. Of these incidents 132 or 26% were repeat victims which was down from 35% in 2016.

Peace River Counselling Services met with members of DART and advised they are providing more victim services to victims of Domestic Violence, especially those classified as high-risk. With the creation of the new DART Supervisor position in 2017, a much-needed partnership with Peace River will flourish. Due to grant restrictions, members of the Victim Assistance Unit can only provide limited assistance to victims of domestic violence.

PROPERTY AND EVIDENCE

Property and Evidence continued to be a very busy, taking in 20,087 new pieces of evidence, while disposing of 16,315 pieces of evidence. P&E continues to use www.propertyroom.com, an online police auction site to sell unclaimed seized, stolen, abandoned and surplus goods. There was a total of \$1,493.32 made during the year and these funds were transferred to the Department's Explorer's Program. The team removed 2,250.66 lbs. of medication, a decrease of 152.07 lbs. from 2017, from the disposal safe located in the station lobby.

COURT LIAISON

The Court Liaison position was moved from the Investigative Services Division into the Support Services Division during 2018. The Court Liaison is responsible for delivering deposition subpoenas and making telephone calls to notify members of conformed trial dates, cancellations and time changes. The Court Liaison also facilitates requests from the State Attorney's Office, Public Defender or private attorneys who are attempting to contact department members.

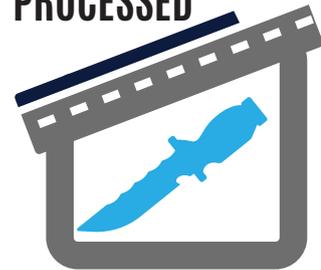
449

DOMESTIC & DATING VIOLENCE INVESTIGATIONS



20,087

NEW PIECES OF EVIDENCE PROCESSED





FORENSIC SERVICES

The lab experienced a slight increase in cases last year, working 1,319 cases in 2018, up from 1,305 in 2017. During 2018, the lab saw an increase in Violent Crimes and a decrease in Property-related Crimes. There was an increase in the number of Narcotic cases, from 125 in 2017 to 139 in 2018. The lab processed 164 crime scenes in 2018, which was up from the 148 crime scenes processed in 2017.

A total of 344 fingerprint examinations were made by our latent print examiners. The lab made 443 fingerprint identifications in 134 of those cases. Of those cases, many of them had multiple fingerprint identifications, which caused the fingerprint identification statistic to be higher than the cited cases. AFIS identifications were made in 96 cases, which is an approximate 35% increase of 71 cases in 2017. The increase in AFIS identifications may be contributed to the technological advances in AFIS and its ability to identify more difficult latent prints. The trend of fewer latent prints being collected continues as there was a 25% decrease in the number of latent prints submitted. 438 were turned in in 2017 and 428 were turned in in 2018 by officers and Public Safety Aides. There was a slight decrease in the number of video cases worked; 272 were processed in 2018, down from 301 in 2017.

In addition to providing support for the Uniform Patrol Division, Criminal Investigation Section, and Special Investigation Section, the lab provided 36 presentations (or tours) to the Citizens Police Academy, local organizations, schools and colleges. The lab also hosted a total of 14 job shadows or interns. The lab also participated in the Great American Teach in at Carlton Palmore Elementary School, Lake Gibson Middle School and a Career Day for Kathleen Middle School.

Members of the lab attended various training classes in 2018 to include the International Association for Identification conference and the F.D.I.A.I. conference.



 **LAKELAND POLICE**
DEPARTMENT

SUPPORT SERVICES

The Support Services Division supports the department's goal of reducing crime by its efforts to recruit, hire, and equip qualified applicants to fill current vacancies, while providing the necessary facilities for department employees to effectively and efficiently perform their job duties, and to support all department activities.

The Support Services Division is comprised of:

- Human Resources
- Training
- Recruiting
- Court Liaison
- Public Safety Communications Center
- Accreditation
- Planning and Research/Grants
- Fleet and Facilities
- Quartermaster

FLEET AND FACILITIES

The Fleet and Facilities Manager is tasked with coordinating the management and maintenance of the Department's 345 vehicles, along with coordinating the maintenance of the Department's Main Station (77,260 SF) and off-site locations, which include the SIS/SOS facilities (25,255 SF), Impound facility (5,400 SF) and the Training Center facilities (6,000 SF and 2,000 SF) which together have an estimated total value of \$24.9 million dollars.

Major facilities projects completed in 2018:

- Replaced, issued and reassigned 150 LPD fleet units
- Worked with City of Lakeland Facilities and architect on the finalization of the plans to reorganize and remodel the Main Station work areas
- Worked with the general contractor on the beginning of the main station remodel
- Began expansion of the Training Center
- Began remodel of the firing range at the Training Center
- Assisted with the construction and dedication of the LPD Fallen Heroes Memorial
- Assisted with updating the L3 in-car video system

BACKGROUND INVESTIGATIONS & RECRUITING

The Lakeland Police Department Recruiting Team attended 29 events during the year to recruit applicants. A total of 1,584 contacts were made by backgrounds and recruiting personnel either by phone, email, or in person, providing employment information to prospective applicants. In 2018, 573 applications for police officer positions were received and processed. During 2018, 718 background investigations were completed. The breakdown of those 718 background investigations is as follows; The City of Lakeland 363, Lakeland Fire Department 15, Lakeland Police Department 96, Police Athletic League 11, Citizen's Police Academy 34, City of Lakeland Facilities 17, Miller Construction 152, Information Technology 1, High School Police Academy 18, and Police Explorers 11.

Internal to the Lakeland Police Department, the following 46 positions were successfully hired: 24 Police Officers, 3 Public Safety Aides, 12 Emergency Communications Specialists, 1 Police General Counsel, 1 Communications Center Manager, 1 Office Support Specialist II, 3 Police Records Clerks, and 1 Victim Assistance Coordinator.

ACCREDITATION

Lakeland Police Department currently holds three professional accreditations: Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) Advanced Law Enforcement Accreditation, CALEA Communications Accreditation and Commission for Florida Law Enforcement Accreditation, Inc. (CFLA) Law Enforcement Comparative Compliance Accreditation. Lakeland Police Department transitioned to the CALEA 6th Edition Manual and a new 4 year accreditation award cycle in 2017. The 6th Edition contains 460 standards for Advanced Law Enforcement Accreditation that facilitates our agency's pursuit of professional excellence. The new four year process requires an annual remote web based assessment for both the law enforcement and communications programs, the first of which was completed in July 2017. CFLA Law Enforcement Comparative Compliance accreditation is comprised of 118 standards.



The Accreditation Manager revises, issues, or posts General Orders, Special Orders, Training Bulletins, Change Notices and Legal Bulletins. During 2018, the Accreditation Manager published the Discipline Matrix and revisions to the entire General Order Manual.



PLANNING AND RESEARCH

The production of section, division, and department reports continued during 2018. Grant administration activities included the three major department grants illustrated in the following table. The submission of regular monthly and quarterly reports to the grantor agencies continued.

Byrne (PAL Interns)	\$23,400
JAG (Public Information).....	\$29,018
VOCA	\$139,200

During 2018, the Lakeland Police Department was also awarded the HEROES Grant which provides intranasal Naloxone (Narcan) for emergency administration to reverse the effects of a drug overdose.

QUARTERMASTER

The Quartermaster assisted department personnel throughout the year through the ordering and issuance of equipment (for 23 new hires and promotions) and office supplies. Other special items processed by the quartermaster during that time period included: equipment turn-in for personnel leaving the department (23 resignations), vest fittings and alterations for existing officers and new hires, preparing old uniforms no longer authorized for wear for disposal, receiving and distributing new equipment and shipping equipment back to manufacturers for repairs.

TRAINING

The Training Unit is responsible for coordinating the training for the sworn and civilian staff of the agency. One of the training sergeants, funded by Polk State College, is assigned to the Polk State College Kenneth C. Thompson Institute of Public Safety (KCTIPS) as an Academy Training Coordinator for the Basic Law Enforcement Academies taught at Polk State College.

The Training Unit coordinates training required by the State of Florida Criminal Justice and Standards Training Commission (CJSTC) for all sworn members, in addition to training requirements for all personnel mandated by the accreditation standards under CALEA and CFA, along with requirements mandated by FBI CJIS, OSHA, departmental general orders and Florida Statutes. The Training Unit coordinates the Mini-Academy training for all newly hired officers and Public Safety Aides (PSA) and coordinates the Field Training Program. Additionally, the Training Unit is responsible for coordinating the career development of the agency's members and for coordinating the department's succession planning efforts.



COMMUNICATIONS CENTER

The Public Safety Emergency Communications Center continues to serve as the backbone of the agency, assisting citizens in their times of greatest need. Emergency Communications Specialists worked extremely hard during 2018 to maintain exceptional service levels to the citizens. Their dedication to the mission allowed 2018 to be a year of great accomplishments.

The average daily 9-1-1 calls decreased 1.9% in 2018 compared to the previous year (299 vs. 293). The performance standard to answer 90% of all 9-1-1 calls in less than 10 seconds was met with 93.8% of calls; a slight improvement from the 93.7% performance in the previous year. The daily average administrative phone calls (non-emergency lines) decreased 3.6% in 2018 compared to the previous year (604 vs. 583).

Emergency Communications Specialists averaged 30 hours of various in-service and specialty training in 2017, a figure that exceeds the minimum of 24 annual hours required by the Association of Public Safety Communications Officials and the 10 hours required by the State of Florida.

In 2017 an employee advisory committee was established to create enhanced open lines of communication. The squad supervisors and two representatives from each squad comprise the committee that meets as needed with the chain of command and training coordinator to address mutual operational and personnel concerns.

93.8% OF 9-1-1 CALLS
WERE ANSWERED
IN LESS THAN **10 SECONDS**



SPECIAL OPERATIONS

SWAT

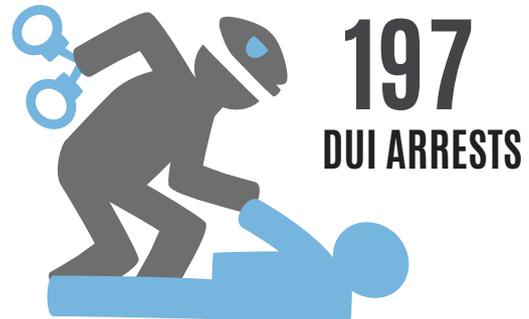
In 2018 the SWAT team competed in the annual SWAT Round-up competition and finished 4th overall against a field of SWAT teams who traveled from all over the world to compete in this premier competition of shooting skills, tactics, teamwork and athleticism. Since 2000, LPD has now won this competition 6 times and usually places in the top ten.

K9 TEAM

In February 2019, the Lakeland Police Department hosted the trials at the Lakeland Linder Airport property. Officer Chad Landry and K9 Nox also scored an exceptional 695 points out of a total of 700 at the competition, winning the individual Top Dog title and the Fred Wheeler Top Obedience and Apprehension award. Officer Jeff Barrett was also inducted into the U.S.P.C.A. Hall of Fame for his contributions to the association and the canine officer profession during his 31 years as a canine handler. He is only the sixth person to be inducted into the Hall of Fame.

TRAFFIC UNIT

The Traffic Unit actively coordinated and participated in various initiatives through-out the year and has partnered with the Florida Highway Patrol in their "Arrive Alive" campaign for the new year. As a Department, we responded to 6,266 Traffic Crashes in 2018 which resulted in 13 traffic Homicides and 2 serious bodily injury investigations. The department also worked 197 DUI cases and wrote 10,720 traffic citations.





RED LIGHT CAMERAS

The Special Operations Sections is responsible for the administration of the City's Red-Light Program. Officers spent 1,321 man-hours reviewing 45,795 possible Red-Light Camera Violations and approved 24,188 to be issued the \$158 fine.

The RLC officer issued 7,554 Uniform Traffic Citations because the initial \$158 red light camera ticket was not paid. The proceeds from the \$158 fine are broken down by state statute as follows:



COMMUNITY SERVICES

The Community Services Unit handled several high-profile events during the year. They include but are not limited to, National Night Out, Lakeland Police Department's Open House, Citizen's Police Academy, Cops for Kids Christmas, Volunteer's Appreciation Dinner, Citizens Police Academy and the Hispanic Festival. The unit also was involved in over 10 business security surveys and countless number of neighborhood watch meetings. During the past year, the unit finally received its fourth member, which had been unfilled for almost a year. These events enable the police department to foster existing relationships, as well as build new ones.

The School Resource Unit consists of 10 officers that handle 22 schools throughout the city. They handle police calls for service, as well as build relationships with students. One program that the unit embraces is the "Do the Right Thing" program, honoring students who decide Do to the Right Thing, even though it might not be the most popular. Teachers, other students, administrators and police officers can nominate these students for awards recognition.

There are several special events that the Special Operations Division oversees that has major impacts on the City. The Detroit Tigers conduct their Spring Training in Lakeland and our officers handle the security for each of their 18 home games. These games average 6,000 attendees per game and the Department coordinates with Major League Baseball on handling all the security measures. Other major events that are managed by the unit are the City of Lakeland's Christmas parade, Martin Luther King Jr Parade, 4th of July Red, White and Kaboom Celebration, Inner Act Alliance Half Marathon and Lakeland Regional Health Hollis Cancer Center Promise Run. This section is also responsible for the security of dignitary visits as when the Queen Noor of Jordan visited Florida Southern College for a speaking engagement in 2017.



The Community Services Unit was awarded the “Unit of the Year” by the Florida Crime Prevention Association. Cindy Sharp, who is the supervisor of the unit, was also awarded the Lifetime Achievement Award.



FLORIDA SOUTHERN COLLEGE

National
Historic
Landmark
National Parks
Service

FLORIDA SOUTHERN COLLEGE
POLICE
OFFICER
[Name]



SPECIAL INVESTIGATIONS

The Special Investigations Section is comprised of the Street Crimes Unit, the Organized Crime Unit, Drug Enforcement Unit, Tech Services and Task Force Detectives. This past year the unit was involved in a number of noteworthy cases and operations including partnering in a joint prostitution/human trafficking operation with the Polk County Sheriff's Office which netted 255 arrests in only six days. The hard work of the unit led to the indictment of two Lakeland drug dealers for two separate overdose deaths and a suspect involved in a drug ring who now faces over 100 years in prison for armed robbery and drug possession. After assisting the DEA with a traffic stop that led to the seizure of \$1.4 million, our agency received \$300,000.

In 2017 the unit made 1,041 arrests, seized 46 firearms and three vehicles along with over 77 pounds of illegal drugs including Cocaine, Marijuana, Heroin and Methamphetamines.

Four DJI Mavic Pro Drones were also purchased by the unit in 2017. The DJI Mavic Pro is a small yet powerful drone that allows officers to search from the sky in emergency situations while keeping first responders safe. In the event of a missing endangered adult or suspect who fled on foot, officers will get a bird's-eye view from 300 feet in the air to help locate them. The Department's four sworn operators will be Federal Aviation Administration certified to operate the drones during emergencies only and they will not be recording video or taking pictures.



OFFICE OF PROFESSIONAL STANDARDS

The Office of Professional Standards (OPS) is responsible for investigating all complaints of misconduct against our Department or personnel. Every investigation is conducted in a fair and thorough manner, with truth as the primary objective, recognizing that the rights of the employee and the rights of the public must be preserved. The unit is staffed by a Lieutenant, a Sergeant, three detectives, and an administrative secretary.

In 2018 our agency members responded to over 106,946 calls for service, serving citizens in often chaotic circumstances and times of emergency situations. By year end, less than one percent of those interactions resulted in administrative investigations by the Office of Professional Standards. Each matter was thoroughly investigated and of the 31 investigations, involving 41 members, 4 warranted corrective action ranging from counseling to termination.

MEDIA RELATIONS

The Media Relations team is comprised of a Public Information Officer, Social Media Specialist and Public Records Coordinator. In 2018 the agency logged in over 1,700 public records or 80% of all public records for the city.

At the beginning of 2016 the LakelandPD had a little over 7K followers on Twitter and over 10K fans on Facebook. Fast forward to the end of 2018, our Facebook Family grew to over 50,000 followers and our Twitter followers more than doubled to over 20,300! Our engagement statistics on Facebook are often in line or exceeding other larger agencies across the state. We know that connecting in a meaningful, transparent manner is key to building relationships in our community and with citizens we serve.







OUR COMMUNITY

THANK YOU

In 2018 we saw so much love and support from partner organizations and the citizens we proudly serve each day. Some took on major projects to offer additional safety for officers; others made contributions to help with the perpetual care of our Fallen Heroes Memorial, a beautiful monument that will forever honor our agency's fallen heroes. Equally important, many offered simple acts of kindness delivering treats and cards at the station or offered handshakes while out at events. Each act of support, no matter how large or small, made a difference in our agency.

We can never adequately express our gratitude for those who engage with us and are truly making a difference in OUR City.



THANK





YOU





www.lakelandpd.com



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