

# Lakeland Police Department

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# 2020

Office of Professional Standards  
Annual Report



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### **Office of Professional Standards Staff**

- **Lieutenant Tye Thompson– Officer in Charge**
- **Sergeant LeRon Strong – Supervisor**
- **Detective Jamey Henderson – Internal Affairs**
- **Detective Stephanie Burcham – Internal Affairs**
- **Detective Paula Parker - Internal Affairs**
- **Accreditation Manager - Donna Donato**
- **Yahbriella Riley – Office Support Specialist**

## **Introduction**

In 2020, the Lakeland Police Department (LPD) maintained accountability through department wide changes and restructuring as efforts are made to continuously increase operational efficiency. Several promotions and transfers occurred along with the hiring of **31** new police officers and **25** civilians. As the agency moves forward, Staff and OPS look for ways to improve, as well increase accountability throughout the Department. The contents of this report include the subjects the Office of Professional Standards reports on:

- Internal Affairs Statistical Summary and Analysis
- Early Intervention System and Review
- Protective Action Review and Analysis
- Pursuit Review Summary and Review
- Bias Free Policing Summary
- Analysis of Grievances
- Safety Board
- Citizen Service Survey

The Lakeland Police Department recognizes the following core values in conjunction with its mission:

- **R**espect
  - **I**ntegrity
    - **T**eamwork
      - **E**xcellence

In support of these values, the members of the Lakeland Police Department have adopted the following Mission Statement as a means of its commitment to excellence in serving the community:

*“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.”*

The Department’s Values and the Mission Statement are designed to support and foster a vision established by the organization’s Chief of Police and is reflected in the following statement:

*“Our shared vision for the Lakeland Police Department is dedicated professionals working together to provide excellent service which enhances the quality of life in Lakeland.”*

The Office of Professional Standards also has a Mission Statement in support of the agency, its members, and the community:

*“The Office of Professional Standards assists Lakeland Police Department administrators, supervisors, and members in maintaining high standards of accountability and integrity while providing effective and efficient law enforcement services. The members of the Office of Professional Standards assure fair and equal treatment to the citizens of Lakeland and the employees of the Lakeland Police Department.”*

## **Office of Professional Standards**

The OPS Unit is comprised of a Lieutenant (Officer-in-Charge), a Sergeant, three Detectives, Accreditation Manager, and an Office Support Specialist. The unit’s team approach continues to be successful as each member’s background and skills are complementary to working towards the unit’s goals. Each member has specific responsibilities and frequently assists with a variety of OPS functions.

OPS reports directly to the Chief of Police and is responsible for the management of the department’s complaint and administrative investigation process (Internal Affairs) and accreditation program. Further, this Unit is tasked with quality control and oversight that includes a review of the department’s higher liability incidents such as protective actions and motor vehicle pursuits. OPS also works on special projects assigned by the Chief of Police and the management of the department’s Early Intervention Program. As such, this annual report was produced by OPS to serve many purposes, which include:

### **Identifying patterns and trends related to policy, training or supervision**

An annual and historical review of the department's complaints of employee misconduct, protective actions, vehicle pursuits and bias based policing practices allows the department as well as City officials to evaluate their delivery systems and methods for service to the community.

### **Record Keeping**

The annual report contains information from the previous year's activities for a comparison to prior years. This information will assist the agency in identifying trends present in specific members, units, or the entire department.

### **Building Trust**

Chief Ruben Garcia expects all members of the Lakeland Police Department to uphold the highest standards of conduct in both their personal and professional life in order to maintain the public trust and confidence of the citizens we serve. Our agency holds all members accountable to the highest standards, and this report provides insight into the processes used by the department to record, investigate, and review the actions of our members. Accountability of department personnel and transparency of the department is essential to public trust.

### **Quality Assurance**

The 2020 Annual Report encompasses the following reports:

- Annual Statistical Summary
- Annual Analysis of Protective Action Incidents
- Annual Review of the Employee Intervention Program
- Annual Review of Motor Vehicle Pursuits
- Annual Review of Bias Based Policing
- Annual Analysis of Grievances
- Annual Review of Safety Board findings
- Annual Review of Citizen Service Survey

In 2020, efficiencies were continued along with other projects. Some of the major projects for OPS in addition to IA cases were:

- Reviewed/amended Member's Duty to Report Misconduct policy
- Reviewed/amended Protective Action policy
- Mini-Academy Training (Bias-free policing, Early Intervention, general OPS function overview)

- OPS will review and amend, if necessary, General Orders throughout the year to identify and develop strategies of policing concepts to assess whether the General Orders are consistent with the Lakeland Police Department's practices and procedures.
- Commission for Florida Law Enforcement (CFLA) and Commission of Accreditation for Law Enforcement Agencies (CALEA) accreditation.

### **Moving forward in 2021**

The Office of Professional Standards will use the experiences and knowledge gained from 2020 to help shape department practices and policies in 2021. OPS will continue to improve workflow efficiency through various tools utilized by the department. The department will begin transitioning to a new report writer in 2022. OPS will work with the developers of the new report writer to make the reporting of a protective action incident more efficient. Educating supervisors and members on the administrative investigation and the disciplinary process, as well as the Police Officer Bill of Rights will continue to remain a priority for the unit. The unit will also review the content of the OPS training portion of the Sergeants Academy (First-line supervisor training). Currently, OPS provides instruction on some of the following topics: Administrative Investigations, complaint handling (includes protective action and bias based concerns), proper documentation of incidents tracked by OPS (protective actions, motor vehicle pursuits, supervisor notes, performance improvement plans, etc.), supervisor duties, harassment in the workplace, early intervention, CALEA, CFLA, and an overview of general functions of OPS. Also, with the assistance of the agency's Public Relations and Information Manager, OPS will review the Units brochures along with the content and delivery platform of the department's citizen survey provided to the public. Further, the Accreditation Manager will maintain management of departmental forms, and the compliance and accreditation process for CFLA and CALEA.

## **Internal Affairs**

All received complaints (Citizen Complaints) or initiated complaints (Employee Incident Reports) were fully investigated by the Lakeland Police Department. The Agency takes these investigations seriously, as the complaints are recognized as a means of checks and balances to ensure our members treat citizens and co-workers with dignity and respect. The total of Citizen Complaints (15) and Employee Incident Reports (59) investigated in 2020 totaled 74.

The Lakeland Police Department implemented the Rapid Resolution Request Process (RRRP) in 2019. The RRRP is a voluntarily chosen process by a member who understands a formal administrative investigation and disciplinary appeal can consume considerable time and resources. In some situations, the member may wish to acknowledge having violated agency policy and then accept discipline, rather than proceeding with a formal investigation and disciplinary appeal process. The Rapid Resolution Request Process affords the member and agency an opportunity to discuss the administrative charges and to negotiate a mutually acceptable final discipline or action to the investigation, if any (General Order 11-3.16 Rapid Resolution). There were 20 members whose administrative cases were eligible for participation in the department's RRRP and chose to participate in the rapid resolution process. Discipline, if any, resulting from these cases are documented in the corresponding table (Employee Incident Reports).

### **Investigative Chain of Command Reviews/Investigations Assigned to Supervisors**

Beginning in 2018, all supervisors in the department, outside OPS, were only assigned investigative Chain of Command review cases which required no investigation. The investigative Chain of Command reviews assigned to supervisors are generated from allegations of employee misconduct, and/or violations of policy/procedure that are minor in nature; primarily, preventable traffic/property incidents and secondary employment violations. These investigations are initiated from within the department (Employee Incident Report/EIR).

In 2020, there were 25 investigations, Employee Incidents, that were assigned to supervisors for Chain of Command review. Of the 25 affected members, 19 choose to participate in the Rapid Resolution Request Process, and discipline, if any, was determined by the Chief of Police after he reviewed the cases.

### **Investigations Assigned to OPS**

Investigations assigned to OPS are generated from allegations of employee misconduct, and/or violations of policy/procedure that are usually serious in nature. These investigations are initiated from either an external source (Citizen Complaint) or internal source within the department (Employee Incident Report). Further, they include, but are not limited to, serious complaints of member misconduct, complaints of excessive force, sexual harassment, moral turpitude, civil rights violations,

and unlawful conduct. These types of investigations are assigned to the Office of Professional Standards as they require extensive investigation or involve multiple personnel within the department.

In 2020, 49 administrative investigations, involving 62 members, were assigned to the Office of Professional Standards which included a combination of Citizen Complaints (15) and internal Employee Incidents (34). Of the 62 effected members, one (1) sworn member chose to participate in the department's Rapid Resolution Request Process, and the Chief of Police made a determination of discipline after reviewing the case file.

The table below shows a comparison, by month, to the previous years. In 2020, external complaints (COM) accounted for 20.27% of the total investigations. Whereas in 2019, external complaints made up 25.44% of the overall complaints investigated that year. In comparing 2020 to 2019, the total number of internal complaints (EIR) decreased by 13.25%, and the total number of external complaints (COM) decreased by 31.82%.

<b>Internal Complaints (Employee Incident Reports - EIR)</b>					<b>External Complaints (Citizen Complaints - COM)</b>				
<b>MONTHS</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>MONTHS</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
January	9	4	7	5	January	2	4	5	1
February	10	7	6	4	February	3	2	2	1
March	6	5	10	0	March	2	1	2	0
April	3	8	8	6	April	3	4	0	1
May	2	8	4	3	May	3	1	2	0
June	5	5	4	4	June	2	0	0	7
July	10	2	1	6	July	1	2	0	0
August	1	9	3	5	August	4	0	4	1
September	9	4	7	6	September	1	1	2	2
October	6	4	6	5	October	7	0	3	0
November	6	14	4	4	November	2	3	0	1
December	6	4	8	11	December	0	1	2	1
<b>TOTALS</b>	<b>73</b>	<b>74</b>	<b>68</b>	<b>59</b>	<b>TOTALS</b>	<b>30</b>	<b>19</b>	<b>22</b>	<b>15</b>

### **Annual Internal Affairs Statistical Summary - Findings**

The tables on the following page represent the total number of allegations investigated in 2020, including the policy classification and the findings for both internal and external complaints. In several



cases there were multiple allegations on one officer that were sustained, not sustained, etc.

### Citizen Complaint Allegations (External)

Classification	Sustained	Not Sustained	Unfounded	Exonerated	Policy Failure	Other	TOTAL
Courtesy	1	8	4	1	0	0	14
Unlawful Conduct	1	0	0	0	0	0	1
Conduct Unbecoming	1	0	1	0	0	0	2
Untruthfulness	1	0	0	0	0	0	1
Job Knowledge/Performance	0	1	0	2	0	0	3
Protective Action (Arrest and/or Baker Act)	1	1	2	9	0	0	13
Bias Based Policing	0	0	2	0	0	0	2
Conflict of Interest and/or Misuse of Office Position	0	0	0	1	0	0	1
Official Identification	0	2	1	0	0	0	3
OTHER (Protective Action Reporting Procedures)	4	0	0	0	0	0	4
<b>TOTAL</b>	<b>9</b>	<b>12</b>	<b>10</b>	<b>13</b>	<b>0</b>	<b>0</b>	<b>44</b>
<i>*Two 2020 complaints (involving two members) were still open at the time of this report. (Not included in table)</i>							
<i>* Includes 10 complaint findings (involving 16 members) from 2019 cases.</i>							

### Employee Incident Report Allegations (Internal)

Classification	Sustained	Not Sustained	Unfounded	Exonerated	Policy Failure	Other	TOTAL
Conduct Unbecoming	4	2	0	0	0	0	6
Unlawful Conduct	0	3	1	0	0	0	4
Reporting For Duty	2	0	0	0	0	0	2
Member's Duty to Report Misconduct	0	0	0	0	0	0	0
Neglect of Duty	3	0	1	1	0	0	5
Job Knowledge/Performance	0	1	0	0	1	1	3
Department Equipment and Vehicle Operation	24	0	0	0	0	0	24
Harassment in the Workplace	0	1	2	1	0	0	4
Untruthfulness	0	1	0	1	0	0	2
OTHER (Drug-Free Workplace, Hostile Working, Interaction & Coop. b/t Dept. Personnel, Secondary Employment, Transport Operations, Insubordination, Conflict of Interest and Misuse Official Position, Courtesy)	8	2	2	0	0	0	12
Protective Action (Arrest and/or Baker Act)	0	3	1	2	0	0	6
<b>TOTALS</b>	<b>41</b>	<b>13</b>	<b>7</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>68</b>
<i>*There were 11 EIR's that closed in 2021, and 13 EIR's were still open at the time this report was created. (Not included in table)</i>							
<i>*Includes findings from 19 EIR's from 2019 that were closed in 2020.</i>							

## FINAL DISCIPLINE OF ADMINISTRATIVE INVESTIGATIONS

The tables below list the type of discipline or corrective action associated with the investigated policy allegations tabled on the pg. 7. (A majority of discipline resulted from multiple allegations and were combined into one corrective action.) Additionally, some allegations were investigated and a finding was determined, however, due to the nature or timing of the case, discipline is still pending. (See tables below)

<b>Administrative Investigations Discipline</b>				
<b>(Internal and External Complaints)</b>				
<b>Discipline/Corrective Action</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Counseling/Retraining	33	37	20	26
Written Reprimand	9	15	13	5
Suspension	10	5	6	3
Demotion	0	0	0	0
Termination	3	1	2	1
Resigned/Retired During Investigation	1	1	2	1
Resigned in Lieu of Termination	1	2	2	0
Education Based Discipline	1	0	2	0
Other (Counseling w/ Supp., Suspension w/ Supp., Reprimand w/ Supp.)	44	10	7	6
No Discipline	9	41	33	47
<i>* There were 15 cases pending, and 11 cases that closed in 2021 at the time this report was created (Not included in table).</i>				
<i>*Includes discipline from 29 cases from 2019 investigations that closed in 2020.</i>				

## PROTECTIVE ACTION (PAR) ANALYSIS

The Office of Professional Standards is the final repository for all documents used to report the application of protective action by members of the Lakeland Police Department. Data collected from these documents is entered into an electronic case management system (AIM). The information is then used to identify trends and patterns of activity to determine any training needs for department members. This data is also used in preparation of the department's quarterly and annual Protective Action Report.

### Analysis (Trends):

In 2020, the Office of Professional Standards received 460 entries (362 PAR's and 98 K-9 Deployments) that documented protective actions taken by sworn personnel in the performance of their

duties. In the 460 Protective Action incidents, force was used on 527 subjects by 653 officers, and 586 protective actions were documented. Over 40% (255) of the total protective actions used (586), did not involve physical force by our members. In all the protective action incidents reported, LPD officers did not have to utilize lethal force. Further, of the 102,011 calls for service our members responded to, force was not used 99.90% of the time.

Overall, protective action incidents decreased by 11.54% (-60) and K9 deployments decreased by 22.22% (28) from 2019 to 2020. The decrease in K9 deployments were in the Non-Bite (-22.61%) and Bite (-18.18%) category. Slight increases are noted in the categories of Empty Hand Control Tactics, use of Weapons of Opportunity (i.e. flashlight), and use of Specialty Weapons in comparison to 2019. Some of the increase is attributed to the protest turned riot on May 31, 2020. On May 31, 2020, several hundred citizens gathered in and marched around Munn Park (Downtown Lakeland) in peaceful protest for the death of George Floyd in Minneapolis. Later, several citizens splintered off into unrest, inciting a riot in the area. During this state of unrest, rioters and crowds blocked major intersection(s) so LPD units (emergency mode) and citizen vehicles could not pass. They also caused property damage to civilian vehicles, businesses, and threatened harm to LPD members and innocent citizens who were in the area. Due to the danger posed to City of Lakeland community members, LPD had to deploy several patrol units and specialty units to the affected areas. The use of patrol, specialty units, and less-lethal crowd dispersal options (Specialty Weapons – Less lethal), along with the assistance of the Polk County Sheriff's Office, LPD was able to break up the rioters. During the state of unrest throughout the City on May 31, 2020, members of OPS responded to the Command Center to oversee and document the use of all protective actions used, as the rate of protective actions could have occurred more frequently during this incident. (NOTE: In several protective action incidents there were multiple officers who used one or more protective action(s) on one or more subject(s) to gain compliance. Use of physical force/empty hand control tactics were reported in 218 incidents, in which 320 empty hand control tactics were used. Approximately 1.5 empty hand control tactics were used per protective action incident where the officer used physical force.)

The 2020 data reveals notable decreases in the following categories of protection actions: CEW (Drive Stun/Darts) (-31%), Aerosol Deterrent (-48%), Baton/Impact Weapon (-100%), Pointing of Weapon (-58%), Pointing of CEW (-48%), and Handcuff and Release (-21.51%). Due to the nationwide pandemic in 2020 (Covid-19), a slight decrease is seen in the total calls for service (-5.36%) which could attribute

to the decrease in total protective action incidents and actions used. In addition to the rigorous and comprehensive training already provided by our agency, and in light of nationwide events surrounding Law Enforcement agencies in 2020, LPD mandated all sworn and many non-sworn members to attend, an in-person (eight-hour) training course, De-escalation: Strategies for Best Possible Outcomes in September 2020.

In 2020, there were a total of 5,460 subjects taken into custody (arrested and/or baker acted) by LPD which is a decrease from 6,746 subjects who were in-custody in 2019. The total subjects in-custody decreased by 19% in comparison to 2019. The total number of subjects taken in-custody using protective actions were 527 in 2020 which is a decrease in comparison to 2019 (-10%). Of the total number of subjects taken in-custody by the department (5,460), force was not used 90.38% of the time. This can be attributed to the emphasis LPD places on training sworn members to use that amount of force which is objectively reasonable to gain compliance from a person, control a situation, effect an arrest or protect themselves or others from harm.

There were no lethal force incidents in 2020 which reflects no change from 2019. There was one (1) incident in which an officer had to discharge his firearm at an aggressive animal in 2020. (See Lethal Force Review).

Training deficiencies, excessive protective action issues, and the effectiveness of the various types of force options used by department personnel are among the many reasons accurate reporting on protective actions is essential. There was one protective action incident that was disapproved in 2020 by two LPD staff members. The reported protective action occurred during the arrest of a wanted violent felon who led officers on a motor vehicle pursuit until his vehicle mechanically broke-down. After review of the incident, two members in the affected officers chain of command, disapproved the officer's actions and submitted an internal complaint which was signed off by the Chief of Police to be investigated by OPS. At the conclusion of the thorough investigation, it was determined that the officer's actions were in compliance with LPD General Order 16-2 Protective Action which authorizes members to use force when and to the extent it is objectively reasonable.

After reviewing the Protective Action summary, there are no significant concerns regarding protective actions administered by Lakeland Police Department personnel during citizen encounters. The percentage of protective action incidents in relation to the number of agency personnel, as well as the total subjects in-custody, and total calls for service continues to remain low. Further, on average, in the past six (6) years, our department has not used force in 99.56% of our interactions with the public (calls for service). The Agency's protective action reporting policy and procedures, as well protective action training, promotes accountability as it relates to utilization of protective action(s) by our officers.

### **Protective Force Options:**

- **Empty Hand Control Techniques:** Weaponless tactics used to overcome a subject's resistance to the exertion of an authorized member's authority or to protect persons from harm. Examples include but are not limited to, pain compliance, using joint locks, pressure point control methods, hand strikes and kicks.
- **Less Lethal Weapons:** Weapons not intended to cause serious injury or death, such as Aerosol Deterrent Spray, Expandable Baton, Bean Bag, Conducted Electrical Weapon (CEW) and Police Canines.
- **Lethal Force:** Type of protective action likely to cause death or great bodily harm with or without a weapon.
- **Weapons of Opportunity:** Consists of any object, other than a department approved less lethal or lethal weapon. (Examples include, but are not limited to: Flashlight, portable radios, etc.)

### **Reporting Procedures:**

Department policy requires supervisors to respond to the incident scene of all protective actions that result in the following circumstances:

- Upon the request of the involved member or subject.
- Any discharge of a firearm (other than exceptions listed in LPD General Order 16-2.10)
- Protective action(s) that results in a complaint of injury, sustained injury or death of a subject.
- Protective action incident that results in a sustained injury or death of a department member.

All protective action taken by department members requires documentation of the incident. Department members are required to report all protective action that include:

- When a member discharges a firearm, which does not pertain to authorized firearms training, qualifications or lawful recreational events.

- When a member takes action that results in (or is alleged to have resulted in) any injury or death of another person.
- When a member applies lethal or less lethal force.
- When a member applies, physical force defined by department directive at a level that involves pain compliance or empty hand control tactic.
- When a member applies a weapon of opportunity under any circumstance.
- When a member uses handcuffs to temporarily detain a subject, who is subsequently released without arrest or charges.
- When a member intentionally points a firearm at a person to gain control or compliance from the individual.
- When a member points a conducted electrical weapon at a person, or “paints” the subject with the weapon’s laser, to gain compliance of the subject where resistance, assault, and/or violence is reasonably anticipated.
- Any deployment of a police canine as a response option to a protective action.

Apart from lethal force incidents, officers who engage in a protective action as indicated above are required to complete a report. Multiple officers who use protective actions during an incident are also required to document their own application of protective action(s) in a supplemental report. Officers who use lethal force are not required to complete a written event report, as a supervisor will assign this task to a sworn member not involved in the incident.

### **Required Department Forms:**

The department’s incident management system is a web-based computer program, wherein Protective Actions are reported by a sworn Supervisor. K-9 Deployments are self-reported by K-9 handlers in the incident management system.

The K-9 Deployment incident review process is completed through electronic tracking which notifies the appropriate supervisor who needs to review a protective action report. This process is established as the Chain of Command review (approve/disapprove) to begin at the Sergeant level, to the Lieutenant level, then to the officer-in-charge (OIC) of OPS. Following review by the OIC of OPS, the Protective Action entry is sent to the respective division commander (Captain) for approval, and then to the Assistant Chief of Police for final approval. This process allows OPS to better scrutinize the AIM entry for accuracy, as well as the entire protective action incident prior to final approval by the Assistant Chief of Police for policy compliance.

## **Protective Action Training:**

The Lakeland Police Department conducts annual Protective Action training for its sworn members and Public Safety Aides. Included in this training is a review of the department's protective action policies and applicable law. Emphasis continues to be placed on the "objective reasonableness standard" as the measure used in reviewing an officer's protective action(s) used.

Sworn members receive training in the use of firearms, defensive tactics, and the use of less lethal weapons. Firearms qualification is mandatory and is conducted in both daytime and low-light conditions. This ensures our members demonstrate proficiency with all firearms they are authorized to carry. Sworn members are required to qualify with department issued and personally owned firearms that have been approved by the Chief of Police. Less lethal training includes the use of aerosol deterrent, conducted electrical weapon (CEW), and less lethal munitions (Bean Bag). Daytime firearms and low-light/nighttime qualifications, Protective Action policy training, Defensive Tactics, Aerosol Deterrent, Baton, Search and Seizure, CEW deployment, and tactical driving training was completed between October and November of 2020. The training focused on department policy, along with scenario-based exercises that emphasize the appropriate application of the task or skill.

With the exception of Public Safety Aides, civilian (non-sworn) department members are not authorized to carry or use weapons in the performance of their duty. Public Safety Aides are authorized to only carry and use department issued aerosol deterrent. The authorization is limited to the use of the aerosol deterrent as a means of self-defense. Public Safety Aides are members assigned to investigate "not in progress" incidents and are not granted the authority to search, detain and/or arrest citizens. However, they are in close contact with members of the general public due to the nature of their assignment. As such, the presence of inherent safety risks associated with this type of assignment exists as there is increased contact with the general public. Public Safety Aides attend annual protective action training in February of 2020 to demonstrate proficiency in the use of the aerosol deterrent. During this training, Public Safety Aides received instruction on the department's protective action policy regarding less-lethal weapons, which is limited to the use of the aerosol deterrent. Public Safety Aide's also received mandatory training in February of 2020 which included an eight (8) hour traffic control block, and a sixteen (16) hour parking enforcement block.

## **Statistical Data for Protective Action Analysis:**

The following data was collected from protective action and K-9 deployment incidents, and it reflects all protective actions used by LPD members in 2020 (See table on page 15).

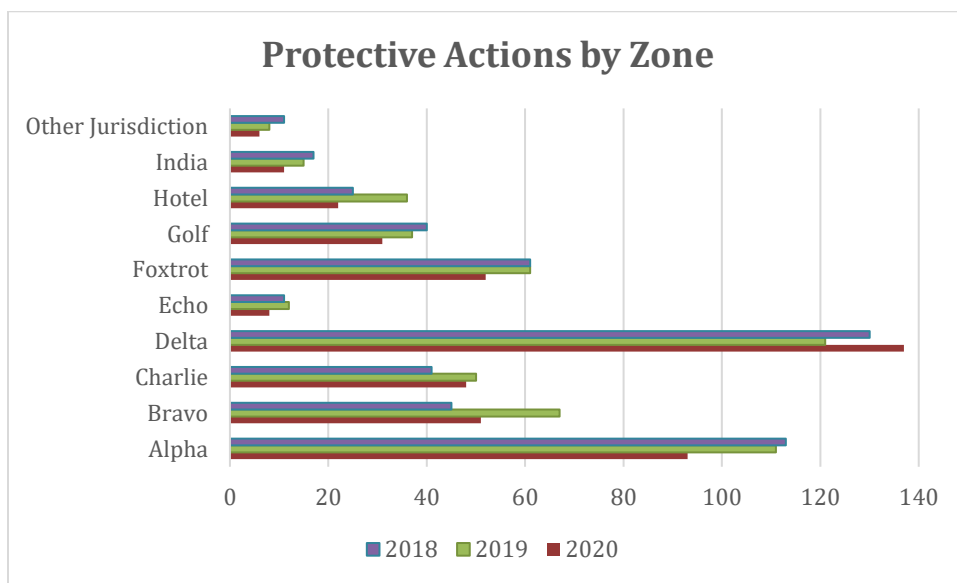


PROTECTIVE ACTION TABLE				
TYPE	2017	2018	2019	2020
<b>Total Calls for Service (CFS)</b>	<b>109,005</b>	<b>106,946</b>	<b>107,789</b>	<b>102,011</b>
<b>Total number In-Custody (Arrests and Baker Acts)</b>	<b>6451</b>	<b>7039</b>	<b>6746</b>	<b>5460</b>
<b>Protective Action Incidents</b>	<b>386</b>	<b>486</b>	<b>520</b>	<b>460</b>
<b>Total Subjects In-Custody Protective Action Used (Arrest/Baker Act (BA))</b>	<b>415</b>	<b>534</b>	<b>586</b>	<b>525</b>
<b>Total Officers Using Force</b>	<b>598</b>	<b>780</b>	<b>787</b>	<b>653</b>
Protective Action Totals				
Physical Force/Empty Hand Control	172	219	207	218
CEW/ (Drive Stun/Darts)	105	100	129	89
Aerosol Deterrent	14	36	40	27
Specialty Weapon Used (Less Lethal, Bean Bag)	3	2	1	7
Baton/Impact Weapon	1	4	4	0
K-9 (Bites Only)	14	11	11	9
K-9 deployment (Non-Bite) Not Released, Recalled, Presence	79	111	115	89
Firearm (Lethal Force)	9	4	0	0
Firearm/Discharged (Aggressive Animal)	4	1	2	1
Pointing of Weapon	85	123	126	53
Pointing of CEW	25	49	25	13
Handcuff and Release	61	93	93	73
Weapon of Opportunity	7	4	5	7
<b>Total Protective Actions</b>	<b>579</b>	<b>757</b>	<b>758</b>	<b>586</b>
<b>% Protective Action NOT Used in Custody/Total Calls for Service</b>	<b>99.62%</b>	<b>99.50%</b>	<b>99.46%</b>	<b>99.49%</b>
<b>% Protective Action Used in Custody/Total Calls for Service</b>	<b>0.38%</b>	<b>0.50%</b>	<b>0.54%</b>	<b>0.51%</b>
<b>% Protective Action NOT Used in Custody/Total # In Custody</b>	<b>93.57%</b>	<b>92.41%</b>	<b>91.31%</b>	<b>90.38%</b>
<b>% Protective Action Used in Custody/Total # In Custody</b>	<b>6.43%</b>	<b>7.59%</b>	<b>8.69%</b>	<b>9.62%</b>

\*In several reported protective actions incidents, one or more officer(s) used a combination of protective action(s) on one or more subject(s).

## Zones of Protective Action Incidents

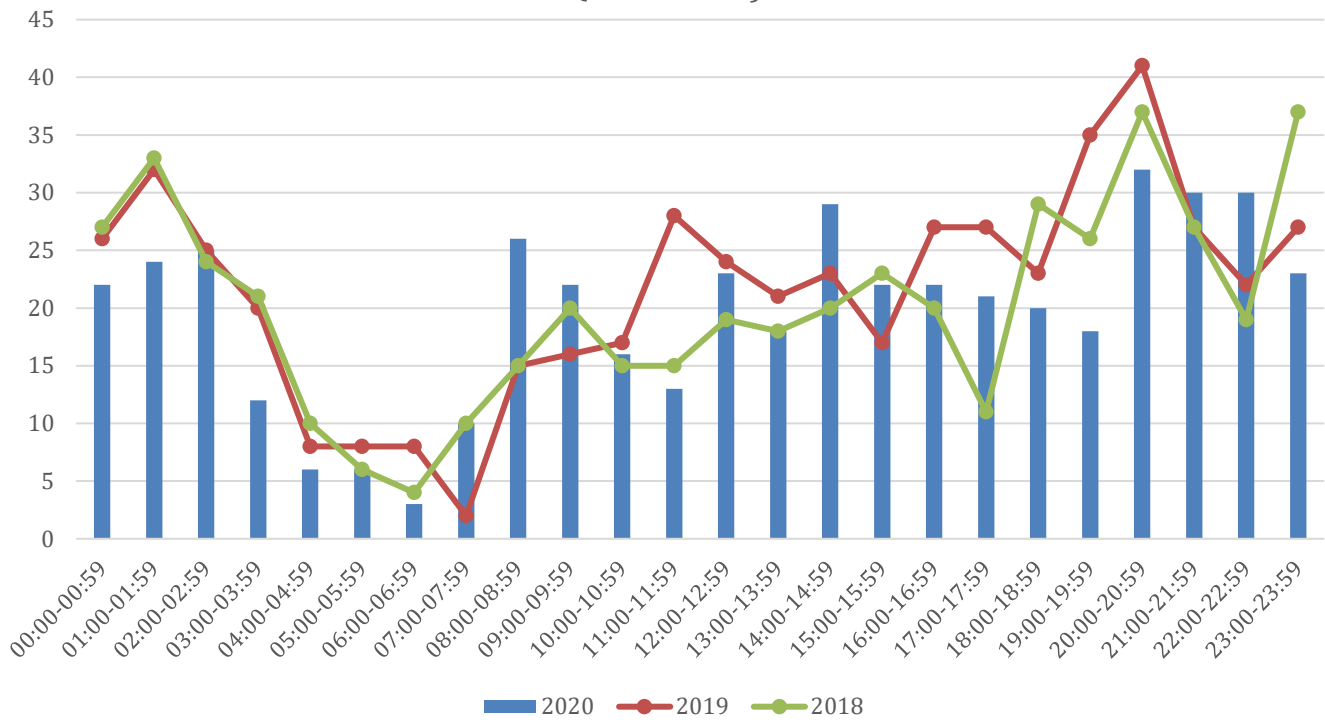
LPD segmented the City of Lakeland’s jurisdiction into nine (9) zones. The north district has four (4) zones (Alpha, Bravo, Charlie, and Delta), and the south district has five (5) zones (Echo, Foxtrot, Golf, Hotel, and India). Also, as LPD has partnerships with surrounding local agencies, on occasion LPD officers will assist these agencies as needed. Any protective action incident that occurs outside of the City of Lakeland is documented under “Other Jurisdiction”. After review of 2020 calls for service data, we found a majority of calls for service were in Delta (17,342/18.71%) and Alpha (13,697/14.77%) zone. Subsequently, in 2020, most protective action incidents were reported from Delta (26.32%) and Alpha (22.87%) zone.



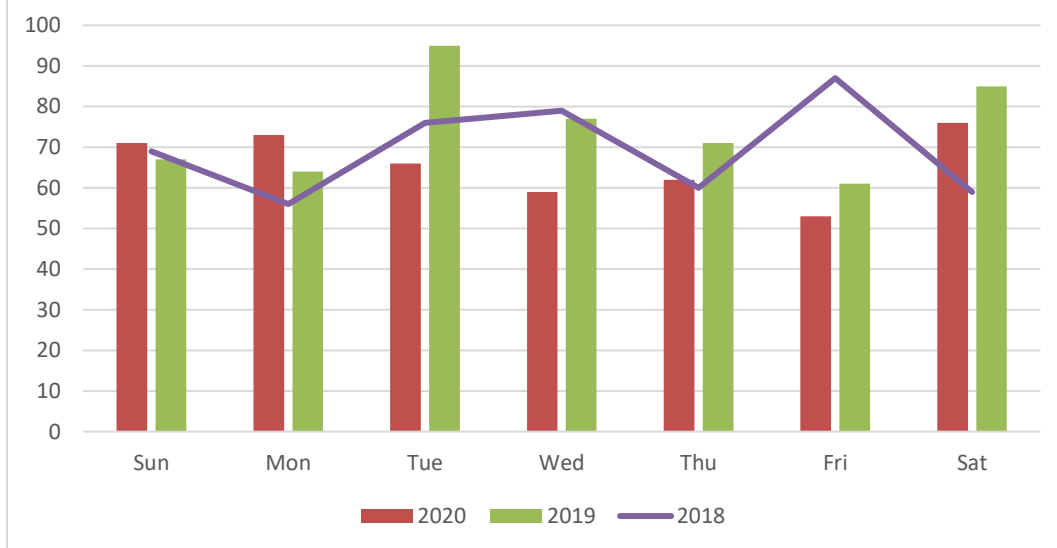
## Day and Time of Protective Action Incidents

After review of all the protective action incidents (including K-9 deployments, except demonstrations) from 2020, more protective action incidents occurred between the hours of 2000-2359 (24.31%), and between the hours of 1200-1559 (19.45%). As for the days of the week, a higher number of protective action incidents occurred on Saturday (16.09%), Monday (15.65%), and Sunday (15.43%). See charts on following page.

Protective Action by Hour of Day  
(2018-2020)



Protective Action Incidents by Day

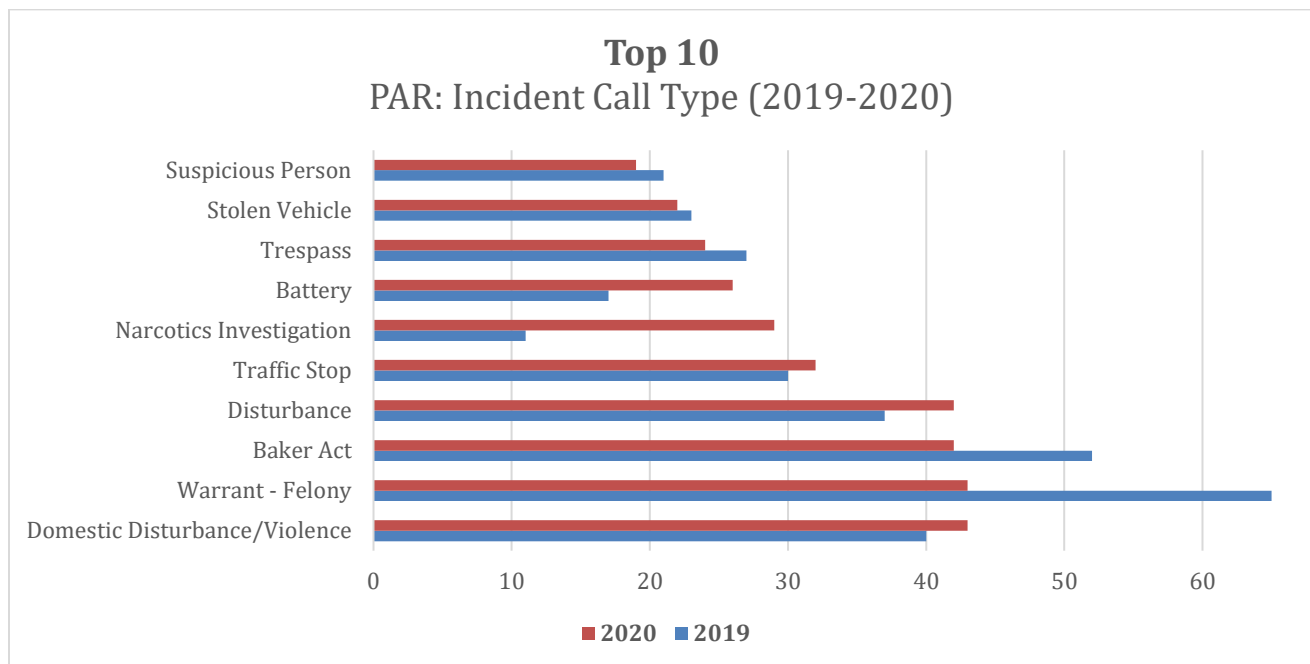


**Protective Action: Day and Time**

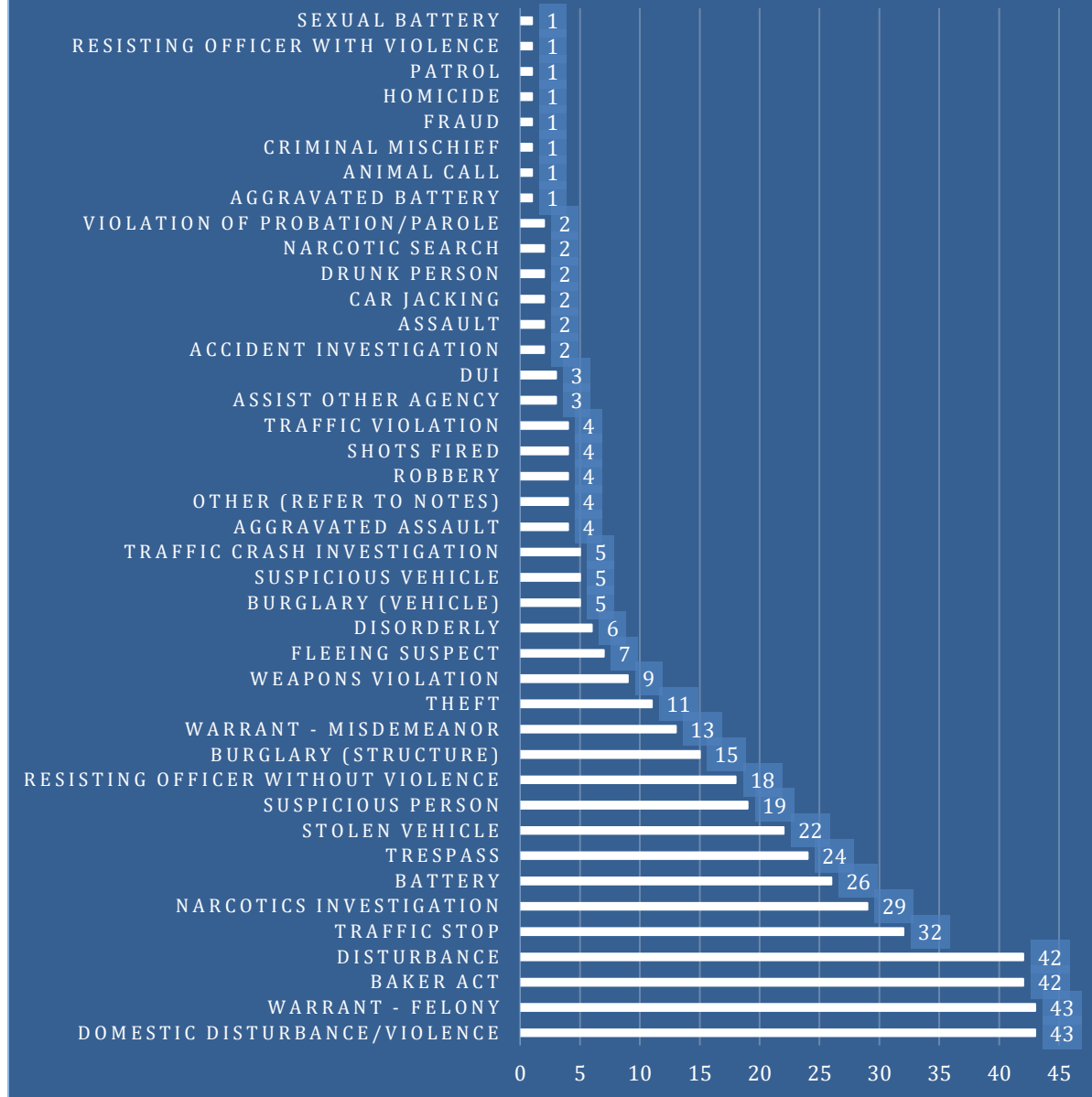
Day/Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	TOTAL
0000-0100	7	3	2	2	2	3	3	22
0100-0200	1	2	4	5	0	8	4	24
0200-0300	4	1	1	1	3	9	6	25
0300-0400	1	2	3	1	0	3	2	12
0400-0500	0	0	0	1	1	2	2	6
0500-0600	0	2	2	1	0	1	0	6
0600-0700	0	0	0	1	0	0	2	3
0700-0800	1	2	1	0	3	1	1	9
0800-0900	1	2	6	5	2	2	6	24
0900-1000	3	2	7	2	1	4	3	22
1000-1100	6	0	0	4	1	1	0	12
1100-1200	2	2	1	0	1	1	3	10
1200-1300	4	5	2	1	5	4	2	23
1300-1400	2	4	2	1	2	4	1	16
1400-1500	2	6	4	4	3	4	5	28
1500-1600	3	2	4	5	4	2	2	22
1600-1700	3	2	4	5	4	2	2	22
1700-1800	2	0	3	8	2	4	3	22
1800-1900	3	4	1	2	2	4	3	19
1900-2000	0	5	4	1	1	3	4	18
2000-2100	4	4	3	5	3	6	7	32
2100-2200	11	4	3	2	4	1	5	30
2200-2300	6	7	2	3	6	3	3	30
2300-2400	6	4	2	3	4	2	2	23
TOTAL	72	65	61	63	54	74	71	460

## Protective Action Incident Call Types

A review of protective action incidents, shows 50% of protective action incidents occurred while responding to calls for service reference Domestic Disturbance/Violence (9.35%), Warrant-Felonies (9.35%), Baker Acts (9.13%), Disturbances (9.13%), Traffic Stops (6.96%), and Narcotics Investigations (6.30%). In comparison to 2019, significant decreases is seen in the total number protective action incidents in the following call types: Resisting an Officer Without Violence (-55%), Warrant – Felony (-33.85), Burglary (Structure) (-32%), Fleeing Suspect (-30%), and Baker Acts (-19%). Total baker acts decreased from 1,511 in 2019 to 1,158 in 2020 (See chart Annual Baker Acts Demographics). The top increases are seen the following call type categories as it relates to protective action incidents: Narcotics/Drug Investigations (163%), Weapons Violations (125%), and Battery (53%). A review of protective action incidents stemming from Narcotics/Drug Investigations in 2020 revealed in the 29 reported incidents, 37 protective actions were used: Empty Hand Control Tactics (17), CEW (9), Handcuff and Release (7), Pointed Weapon (2), Chemical Agent (1), and Other (1)). All 29 protective action incidents were reviewed and approved by the effected member(s) chain of command and OPS, and there were no policy/procedure violations noted. Protective action incidents stemming from Weapons Violations were also reviewed and approved by the effected member(s) chain of command and OPS, and no policy/procedure violations were evident.



## PROTECTIVE ACTION INCIDENTS: CALL TYPES 2020



### Protective Action: Subjects Age, Gender, and Race

OPS completed a thorough review of protective action incidents resulting from the top 16 call types in 2020 to determine any trends or patterns related to race, age and gender. As in 2019 and 2018, this review revealed a higher number of protective action incidents occurred with male subjects between the **ages** of 20-29 (140) and 30-39 (123). Further, protective action incidents occurred most with females between the **ages** of 30-39 (21) and 20-29 (14). Protective action incidents by subject **race**

and **gender** indicated force was used a total of 149 times on White males/females, 250 times on Black males/females and 46 times on **Other** males/females.

To identify any possible trends or patterns related to race, age or gender involving protective actions used by LPD officers against subjects, OPS reviewed the top 16 call types wherein officers used protective action. In this review, the highest number of protective action incidents involved male subjects between the ages of 20-39 when responding to calls for service or self-initiated incidents involving Disturbances, Traffic Stops, Baker Acts, Warrant-Felonies, Domestic Disturbance/Violence, Narcotics/Drug Investigations, and Battery. The total of protective action incidents involving males between the ages of 20-39 represent 30.43% of the total 460 protective action incidents.

The department continuously examines its training, policies and practices, and equipment and training that are likely to be utilized during responses to Baker Act, Disturbance, and/or Domestic Disturbance/Violence calls for service. The Department requires members to complete annual training on Managing Encounters with the Mentally Ill which addresses officer's response to dealing with persons who have mental health issues and Domestic Violence responses. Further, with an overall decrease in protective action incidents from 2019-2020, there were no noted trends which would have caused the Department to significantly change its policy, practice and/or equipment with regards to how LPD officers handle Warrant - Felonies, Disturbances, Domestic Violence or Baker Act calls for service and/or self-initiated stops.

<b>PAR: Subject Race and Gender</b>				
<b>WHITE</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>TOTAL</b>
<b>Male</b>	163	196	147	27.89%
<b>Female</b>	37	45	31	5.88%
<b>Sub-Total</b>	200	241	178	33.78%
<b>BLACK</b>				
<b>Male</b>	243	246	261	49.53%
<b>Female</b>	36	32	22	4.17%
<b>Sub-Total</b>	279	278	283	53.70%
<b>OTHER</b>				
<b>Male</b>	46	50	50	9.49%
<b>Female</b>	8	12	13	2.47%
<b>Sub-Total</b>	52	62	63	11.95%
<b>UNKNOWN</b>	1	3	1	0.19%
<b>ANIMAL</b>	2	4	2	0.38%
<b>TOTALS</b>	<b>534</b>	<b>588</b>	<b>527</b>	<b>100.00%</b>

## Protective Action Call Types: Subject Race and Gender

(Top 16 PAR Call Types in 2020)

Type	White Male	White Female	Black Female	Black Male	Other Male	Other Female	Total
<b>Disturbance</b>	15	6	2	16	10	1	<b>50</b>
<b>Warrant - Felony</b>	12	2	3	26	2	0	<b>45</b>
<b>Baker Act</b>	25	2	2	7	4	2	<b>42</b>
<b>Domestic Disturbance/Violence</b>	9	1	2	25	5	0	<b>42</b>
<b>Traffic Stop</b>	4	0	3	33	1	0	<b>41</b>
<b>Narcotics Investigation</b>	7	1	3	20	2	0	<b>33</b>
<b>Stolen Vehicle</b>	10	2	0	15	2	1	<b>30</b>
<b>Battery</b>	7	1	0	15	2	1	<b>26</b>
<b>Trespass</b>	4	3	1	12	3	1	<b>24</b>
<b>Suspicious Person</b>	6	1	0	11	2	0	<b>20</b>
<b>Resisting Officer Without Violence</b>	5	1	0	12	1	0	<b>19</b>
<b>Burglary (Structure)</b>	3	0	0	14	1	0	<b>18</b>
<b>Disorderly</b>	7	2	0	1	2	1	<b>13</b>
<b>Warrant - Misdemeanor</b>	5	0	0	8	0	0	<b>13</b>
<b>Theft</b>	2	2	2	3	2	0	<b>11</b>
<b>Fleeing Suspect</b>	1	1	1	6	0	0	<b>9</b>
<b>TOTAL</b>	<b>123</b>	<b>26</b>	<b>19</b>	<b>231</b>	<b>39</b>	<b>7</b>	<b>436</b>



<div>+</div> <div>PAR Call Types: Subject Age and Gender</div>																		
Top 16 Call Types																		
AGE	GENDER	Baker Act	Battery	Burg. Struct.	Distru.	Domes Distur/ Viol.	Flee. Suspt	Narc. Invest	RO WOV	Stolen Veh.	Suspi. Pers.	Theft	Traffic Stop	Tresp.	Warrnt Felony	Warrnt Misd	Weap. Viol.	Total
10-19	Male	2	1	2	3	1	0	4	4	8	1	0	4	1	1	0	4	36
10-19	Female	0	0	0	2	0	0	1	0	0	0	0	0	0	0	0	0	3
20-29	Male	13	10	8	18	12	5	11	8	4	2	6	15	8	13	5	2	140
20-29	Female	2	1	0	2	1	1	1	0	0	0	2	1	1	2	0	0	14
30-39	Male	11	9	4	15	18	1	9	4	7	13	1	9	5	12	5	0	123
30-39	Female	0	1	0	3	2	2	1	1	2	1	2	2	1	2	0	1	21
40-49	Male	4	2	2	3	7	1	4	3	1	1	0	7	2	13	3	2	55
40-49	Female	3	0	0	1	0	0	0	0	1	0	0	0	3	0	0	0	8
50-59	Male	2	1	1	2	2	0	1	1	5	1	0	1	2	0	0	0	19
50-59	Female	0	0	0	0	0	0	0	0	1	0	0	0	2	0	0	0	3
60-69	Male	0	1	0	0	0	0	0	0	0	0	0	1	0	1	0	0	3
60-69	Female	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
70-79	Male	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
70-79	Female	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
UKN	Male	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
UKN	Female	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>TOTAL</b>	<b>39</b>	<b>27</b>	<b>17</b>	<b>50</b>	<b>43</b>	<b>10</b>	<b>32</b>	<b>21</b>	<b>29</b>	<b>19</b>	<b>11</b>	<b>40</b>	<b>25</b>	<b>44</b>	<b>13</b>	<b>9</b>	<b>429</b>

- Burg. Struct. – Burglary Structure
- Distru. - Disturbance
- Narc. Invest – Narcotics Investigations
- ROWOV - Resisting Officer Without Violence
- Suspi. Pers. – Suspicious Person
- Tresp. - Trespassing

Annual Arrest Demographics (2020)						
Age	White	Black	Hispanic	Other	Unknown	Totals
0- 18 yrs/F	18	36	5	0	0	59
1 - 18 yrs/M	21	81	11	0	0	113
1-18 yrs/U	0	0	0	0	0	0
18 - 29 yrs/F	163	157	29	3	0	352
18 - 29 yrs/M	326	584	124	18	1	1053
18 - 29yrs/U	0	0	0	0	1	1
30 - 39 yrs/F	183	125	32	1	0	341
30 - 39 yrs/M	314	481	116	4	0	915
30 - 39 yrs/U	0	0	0	0	0	0
40 - 49 yrs/F	126	49	17	5	1	198
40 - 49 yrs/M	233	241	45	5	2	526
50 - 59 yrs/F	69	21	3	0	0	93
50 - 59 yrs/M	189	156	21	4	0	370
50 - 59 yrs/U	0	0	0	0	0	0
60 - 69 yrs/F	13	8	2	0	0	23
60 - 69 yrs/M	54	68	11	1	0	134
70+ yrs/F	3	1	0	0	0	4
70+ yrs/M	13	3	1	1	0	18
Age Uk/F	9	15	2	1	0	27
Age Uk/M	18	48	8	0	1	75
Totals	1752	2074	427	43	6	4302

Annual Baker Act Demographics (2020)						
Age	White	Black	Hispanic	Other	Unknown	Totals
0- 18 yrs/F	37	43	15	0	1	96
1 - 18 yrs/M	35	47	9	0	0	91
18 - 29 yrs/F	57	47	8	0	0	112
18 - 29 yrs/M	124	77	21	3	0	225
30 - 39 yrs/F	60	21	5	0	0	86
30 - 39 yrs/M	74	42	19	1	0	136
40 - 49 yrs/F	42	9	3	1	0	55
40 - 49 yrs/M	65	15	4	0	0	84
50 - 59 yrs/F	25	5	3	0	0	33
50 - 59 yrs/M	61	15	4	1	0	81
60 - 69 yrs/F	17	8	2	0	0	27
60 - 69 yrs/M	35	5	4	0	0	44
70+ yrs /F	22	5	0	0	0	27
70+ yrs/M	28	3	4	0	0	35
Age Uk/F	11	4	1	1	0	17
Age Uk/M	2	3	1	0	2	8
Age Uk/Uk	0	0	0	0	1	1
Totals	695	349	103	7	4	1158

## **Administrative Investigations:**

Of the 527 subjects protective action(s) were used on, the Office of Professional Standards received six (6) complaints of unnecessary or excessive protective action, involving six (6) sworn members which is a decrease from five (5) protective action complaints involving eight (8) members in 2019. The complainants alleged they were injured as a direct result of the use of excessive protective action(s) and/or believed the officer(s) used protective action(s) when it was not necessary. These allegations of use of excessive protective action(s) were thoroughly investigated pursuant to departmental policy, and state and federal laws. The investigations did not reveal any improper conduct or policy violations by the officers involved.

The department also self-initiated four (4) investigations, involving six (6) officers, into protective action incidents that the department became aware of either by internal member(s), or by citizens through direct messaging on social media and/or by telephone. The investigations that stemmed from direct messages through social media or via telephone, involved citizen(s) who were either not the subject involved in the protective action incidents (had no direct knowledge of the incident), or involved citizen(s) who refused to file a complaint and/or participate in the investigation. At the conclusion of these extensive investigations, it was determined that all the subject member(s) action(s) were in compliance with department policy, and state and federal laws. Whether or not a citizen or complainant chooses to participate in an investigation or file a complaint, OPS will still complete a thorough review/investigation into any allegations brought to the department's attention by the public.

## **Lethal Force Review:**

No protective action incidents involved the use of lethal force in 2020. However, there was one (1) protective action incident where an LPD officer had to discharge his department issued firearm at an aggressive dog while on-duty (reflected in the Protective Action table). See summary below.

On February 10, 2020, an LPD officer responded to a Disturbance call for service within the City of Lakeland limits. On scene, the officer knocked on the door of the alleged disturbance and backed down several steps into the front yard of the residence. When the front door opened, a large pit bull (dog) exited the residence and charged at the officer. The officer tried to retreat several feet but the dog continued at him in an aggressive manner. The officer was in fear of being severely injured by the

dog so he fired one (1) round from his department issued handgun at the animal. The dog then immediately ceased the attack and retreated. After the incident, the dog was located and transported to a veterinary hospital for treatment of its injury. The officer's use of his department issued handgun was reviewed and approved by the affected members chain of command and OPS.

### **Reported Subject Injuries as a Result of Protective Actions:**

In 2020, the agency reported 5,460 persons who were taken into custody by Lakeland police officers. Of these 5,460 persons, 130 subjects reported injury (some subjects reported/claimed one or more injuries) as a result of officers using protective action(s) to arrest or place them into protective custody. A majority of the reported injuries were abrasions and/or scrapes (37.97%), and punctures prongs/burns from the use of conducted electrical weapon (CEW) (31.22%). Of the 133 subjects who reported injury, 61% of injuries were directly related to protective actions, 14% of injuries were secondary to the protective actions (secondary injuries are not caused by the initial application of protective action), and 12% of injuries were unrelated to the protective actions. See Table Below.

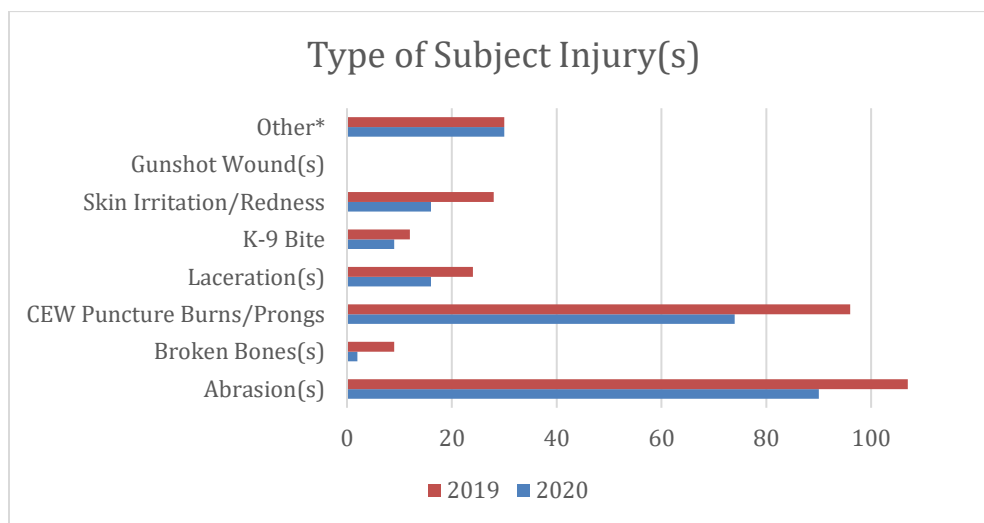
<b>2020 Subject Injury Information</b>			
<b>Injury Information</b>	<b>Protective Action</b>	<b>K-9</b>	<b>TOTAL</b>
Injury was direct result of PAR action	103	9	112
Injury was secondary to PAR action	25	0	25
Injury was unrelated to PAR action (ex. Self-inflicted, prior injury)	20	2	22
Subject complained of injury (No visible signs of injury)	12	0	12
Other (Baker Act, pre-existing medical condition)	8	0	8
Unknown	4	0	4
<b>Totals</b>	<b>172</b>	<b>11</b>	<b>183</b>
*Includes reports/claims from 133 subjects. Some subjects reported/claimed one or more injuries.			

Some subjects had more than one injury as a result of a protective action incident. Protective actions were used on 527 subjects in 2020. Of the 527 subjects, 133 (25%) were injured or claimed injury as a result of protective action(s) which is a decrease when compared to 2019 (160 Subject (32.45%) reported/claimed injury).

Total Subjects Injured by Year					
2015	2016	2017	2018	2019	2020
100	109	25	107	160	133

Causes of Subject Injury	
Protective Action(s)	Total
CEW	70
Chemical Agent (Temp. Exposure)	27
Impact/Specialty Weapon	5
Physical Force	86
Weapons of Opportunity	2
Baton/Impact Weapon	0
Firearm – Lethal Force	0
*In several incidents multiple protective actions were utilized by one or more officers.	

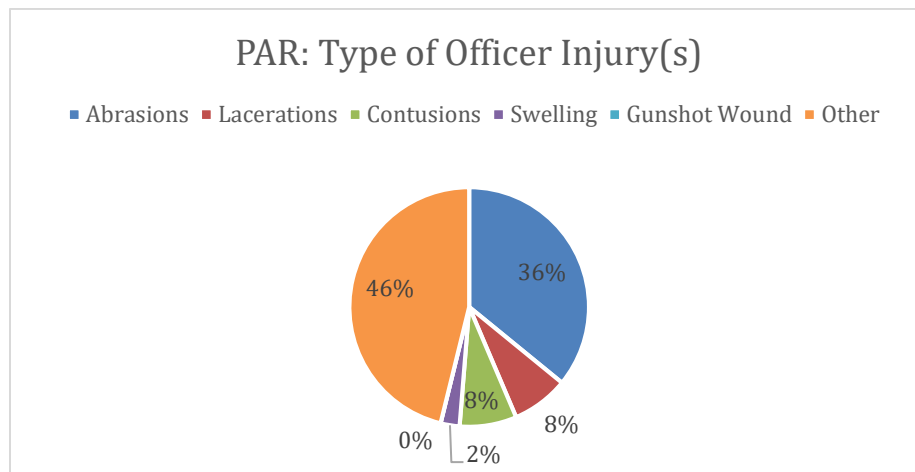
Type of Injury(s)	Total
Abrasion(s)	90
Broken Bones(s)	2
CEW Puncture Burns/Prongs	74
Laceration(s)	16
K-9 Bite	9
Skin Irritation/Redness	16
Gunshot Wound(s)	0
Other*	30
*Contusion/Bruise, Swelling, Other (Unknown)	



### Protective Action Reported Officer Injuries:

Total Officers Injured			
2017	2018	2019	2020
23	26	30	34

Type of Officer Injuries	2020
Abrasions	14
Lacerations	3
Contusions	3
Swelling	1
Gunshot Wound	0
Other	18
<b>TOTAL</b>	<b>39</b>



In 2020, there were 34 officers who reported injury(ies) during a protective action incident when he/she attempted to take a subject into custody. The total officers injured increased by 13.33 % from officer injuries in 2019. The department continues to train officers on how to utilize the most effective strategies to prevent injuries from occurring.

## MOTOR VEHICLE PURSUIT ANALYSIS

Lakeland police officer's enforcement of local, state, and federal law sometimes may lead to the initiation of a motor vehicle pursuit to apprehend subjects. The Lakeland Police Department recognizes the intrinsic dangers and risk factors associated with police motor vehicle pursuits. The department believes the preservation of life and public safety is more important than property or the immediate apprehension of non-violent criminals. With the assistance of OPS, our department staff constantly evaluates our policies and procedures as they relate to members' participation in motor vehicle pursuits.

The Lakeland Police Department's motor vehicle pursuit policy authorizes sworn members to initiate

a vehicle pursuit based upon the reasonable belief that the suspect has committed a violent felony. Only under special circumstances, defined by policy and with the approval of a supervisor, may an officer pursue a suspect vehicle when it is believed that the vehicle is stolen.

Additionally, the decision to initiate, continue, or terminate a motor vehicle pursuit requires the evaluation of many factors to include the nature of the offense, environmental conditions, and the overall safety of the public. The responsibility for the motor vehicle pursuit rests with the initiating officer and authorizing supervisor.

### **Reporting and Review Procedures:**

Officers involved in a motor vehicle pursuit are required to complete an event report that includes all information known at the time the pursuit was initiated. The pursuit supervisor is then required to report the motor vehicle pursuit on the LPD's Motor Vehicle Pursuit Review Form (LPD 045). This form (LPD 045) is submitted to the department's Pursuit Review board for an administrative review of the pursuit.

The Pursuit Review Board consists of the involved member's chain of command (Sergeant, Lieutenant, and Captain) and is chaired by the Bureau Commander (Assistant Chief of Police) of the respective division. Additional members of this board consist of the Department's General Counsel, the Training Coordinator, and a supervisor from the Office of Professional Standards. The purpose of this board is to review all motor vehicle pursuits for compliance with department policies and procedures. The board also conducts a policy review to identify any training needs, procedural changes or modification to the department's current motor vehicle pursuit policy.

The board may make recommendations for any changes to training, and policies or procedures in relation to motor vehicle pursuits. These recommendations are submitted to the Chief of Police and are advisory only. Pursuits that are deemed to be out of compliance with department policies may result in the initiation of an administrative investigation into the actions of the involved members, as approved by the Chief of Police.

## **Pursuit Training:**

After the administrative review process for all motor vehicle pursuits, the Officer in Charge of the involved squad/unit conducts a “critique” session during the shift briefing. During these sessions, discussions about the incident occur as well as a review of the motor vehicle pursuit policies and procedures. Additionally, the department conducts in-service training on the department’s pursuit policy and pursuit driving skills, as well as training on tactics to end pursuits before they begin through the Vehicle Intercept procedure. This procedure allows officers to block an offender’s vehicle prior to the subject having the opportunity to attempt to flee. Officers are also trained and equipped with “Stop Stick” tire deflation devices which officers can deploy under controlled circumstances, per policy, to end pursuits which have already begun.

## **Statistical Data and Analysis:**

There were 17 motor vehicle pursuits in 2020, and all have been reviewed administratively by the Pursuit Review Board. There is an increase from 15 motor vehicle pursuits in 2019. There is no specific reason noted for the increase. After formal review, 16 pursuits were found to be within policy, and one (1) pursuit was found to be outside policy and is pending Chief of Police approval for an administrative investigation into the officer’s actions. The two (2) pursuits that were pending administrative review in 2019 were found to be within policy.

The lengths of 2020 pursuits ranged from 10 seconds to 19 minutes. The average pursuit time for 2020 was 4 minutes and 4 seconds. Top speeds of the pursuits varied from 46 miles per hour to 124 miles per hour. The average pursuit top speed for 2020 was 82 miles per hour. Of the 17 pursuits, four (4) were terminated. The willingness to terminate the pursuits lends itself to the officers and supervisors being aware of department policy and assessing the potential risk to the public versus the need for immediate apprehension. Motor vehicle pursuits continues to be one of the departments high liability issues. Therefore, the agency strictly enforces this policy and continues to provide training and education to its officers and supervisors reference pursuit accountability/liability.



<b>Motor Vehicle Pursuits</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
<b>Total Pursuits</b>	16	13	10	15	17
<b>Terminated by agency</b>	2	4	0	2	4
<b>Compliant with Policy</b>	11	12	9	13	16
<b>Not Compliant with Policy</b>	3	1	1	1	1
<b>Reason Pursuit Initiated:</b>					
<b>Violent Felony</b>	5	5	3	4	8
<b>Felony /Motor Veh. Theft</b>	10	7	7	11	8
<b>Misdemeanor</b>	0	0	0	0	0
<b>Traffic Offense</b>	1	1	1	0	1

\*Total Amt. of Damages are based on officer estimates from incident and traffic crash reports.

<b>Motor Vehicle Pursuits: Traffic Crashes</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
<b>Total # of Vehicle Crashes</b>	11	7	10	4	8
<b>Total Amt. Suspect Vehicle Damage</b>	\$31,800	\$35,000	\$38,300	\$18,700	\$30,000
<b>Total Amt. Dept. Vehicle Damage</b>	\$9,000	\$5,000	\$18,000	\$1,000	\$18,000
<b>Total Amt. Other Property Damage</b>	\$33,800	\$14,250	\$11,500	\$81,500	\$1,050
<b>Total Annual Traffic Crash/ Property Damage</b>	\$74,611	\$54,250	\$67,800	\$101,200	\$49,050

## **BIAS BASED PROFILING/BIAS FREE POLICING ADMINISTRATIVE REVIEW**

The Office of Professional Standards is responsible for an annual review of the department's practices as they relate to Bias Based Profiling. The Lakeland Police Department's General Orders contain policies that place the Department in compliance with Florida Statutes and community expectations.

The method used to track encounters with the public and document the statistical information reported through data received from the officer's entries into the department's report writer. This statistical data is a post incident reporting requirement, as an officer can only safely enter data after an incident has occurred or while there are other units on scene (General Order 3-6.5). The demographic tracking procedures established by OPS have been in effect since November 2013. The agency's bias based policing (General Order 3-6 Bias-Free Policing) policy is continuously reviewed based on the below considerations:

- Provisions for training department personnel in bias-based profiling issues to include legal aspects and in accordance with CJSTC.
- Provisions for corrective measures if bias based profiling occur.
- Definitions of Bias Based Profiling and Reasonable Suspicion.
- Provisions for Traffic Stop Procedures.
- Provisions for Community education and awareness efforts.

### **Training:**

The Lakeland Police Department conducts training on matters that pertain to bias-free policing and profiling in accordance with guidelines established with Criminal Justice Standards and Training Commission (CJSTC), CALEA, CFA, and department policy. In-service training is provided to department members in the form of online instruction through Power DMS. In 2020, members completed mandatory training titled "Bias Based Policing" which defines and identifies illegal practices surrounding discriminatory profiling during but not limited to traffic contacts, field contacts, searches and seizures, and asset seizure and forfeiture. Members completed training on Power DMS and acknowledged training with their electronic signature. The training covered various types of discrimination that can occur during the course of police work and specifically addressed discriminatory profiling and traffic enforcement.

The Office of Professional Standards assists in the training of all newly hired officers on Bias-Free Policing and Profiling during the Mini-Academy phase of their training program.

## **Citizen Concern/Complaints (Bias-based):**

The Lakeland Police Department's General Orders explicitly prohibits bias based profiling, or taking action based solely upon an individual's race, ethnic background, national origin, gender, sexual orientation, religion, economic status, age, cultural group or any other identifiable groups. Citizens can obtain information on how to file a complaint of bias based profiling through brochures that are disseminated by the Lakeland Police Department. These brochures are available in English and Spanish at the Lakeland Police Department and the City of Lakeland "City Hall". Additionally, this information is available on the Lakeland Police Department's website ([www.lakelandgov.net/lpd](http://www.lakelandgov.net/lpd)). Police Supervisors are required to assist all citizens wishing to file any complaint, including for bias based profiling, upon request or observation of the need to assist. All complaints of bias based profiling are thoroughly reviewed and acknowledged in accordance with Internal Affairs procedures.

In 2020, the Internal Affairs Unit received two (2) external allegations reference bias based policing. After thorough review into the allegations, the Internal Affairs Unit and/or effected member's supervisor found there to be no policy violations reference General Order 3-1.8 Biased Based Policing and/or 3-6 Bias-Free Policing. Below is the summary of one (1) Internal Affairs investigation (involving two (2) members) from 2019 that was still pending at the time the 2019 Annual Report was completed.

### **COM 19-018 (Pended from 2019)**

Complainant (B/M) alleged during 2019 he had several occasions where he had contact with two LPD officers (W/M and W/M). During one of those encounters the complainant alleged that one of the officers made racist comments to him. The complainant also alleged that the above officers (assigned Street Crimes Unit) and entire LPD Street Crimes Unit had a personal "vendetta" against him. The investigation revealed the Street Crimes Unit located an abandoned vehicle that had fled from them that day. Inside the vehicle a cell phone was recovered. A search warrant was conducted on the phone which revealed it belonged to the complainant. Located in the cell phone were several pictures of the complainant with large amounts of cannabis and what appeared to be baggies of ecstasy pills. Along with photographic evidence, there were numerous text messages of what appeared to be conversations discussing illegal drug transactions, with some of them occurring at the complainant's place of work, Olive Garden. The effected members chain of command reviewed the Internal Affairs investigation

and found the documentation and evidence supported a finding of Unfounded (Allegation is false or not based on valid facts). Therefore, there was no violation(s) of LPD General Order 3-6 Bias-Free Policing.

#### **CON 20-0017**

Complainant (B/M) alleged on August 5, 2020, he was not treated fairly by LPD officers (B/M and W/M) who responded to his residence reference a dispute. The complainant was involved in a civil dispute over the eviction of his roommate/child's mother. Once officers arrived on scene, they informed both parties about the appropriate civil resolution process. The complainant was unhappy with the response provided by the officers. The complainant believed the officers were bias based on his race. The affected member's supervisor reviewed the incident and spoke with the complainant. The supervisor provided documentation supporting the final determination that the officers did not violate department policy, General Order 3-1 Bias-Free Policing. The OPS Lieutenant also reviewed this concern and concurred with the supervisor's final determination. (This citizen concern did not rise to a level to be formally investigated by the Internal Affairs Unit.)

#### **CON 20-0022**

Complainant (B/F – mother) advised on September 20, 2020, one of her sons was arrested by an LPD officer (B/M) for domestic violence against her other son. The complainant stated she felt the arrest was illegal because she did not give the officers permission to contact her children, speak with her children, or arrest her one son (because she believed there to be no probable cause). The complainant also felt enforcement was only taken based on the race of her family. The effected member's supervisor reviewed this citizen concern and spoke with the complainant. The supervisor provided documentation supporting the final determination that the officer did not violate department policy, General Order 3-6 Bias-Free Policing. The OPS Lieutenant also reviewed this concern and concurred with the supervisor's final determination. (This citizen concern did not rise to a level to be formally investigated by the Internal Affairs Unit.)

## **Community Education/Awareness:**

The Lakeland Police Department's Community Services Unit provides members of the public with an informational brochure on Bias Based Profiling. Additionally, this information can be accessed via the Department's website: <http://www.lakelandgov.net/lpd/Home/BiasFreePolicing.aspx>

## **Department Practices / Traffic Stops/Citations:**

The following Lakeland Police Department General Orders serve as written directives that provide procedures for Traffic Stops:

- G.O. 3-6 (Bias Free Policing)
- G.O. 24-2 (Traffic Enforcement)
- G.O. 17-5 (In Car Audio or Video Recording)

The table on the following page represents the demographic data captured for 2020 (January 1<sup>st</sup> to December 31<sup>st</sup>) by the demographic tracking system developed by the Office of Professional Standards for all vehicle stops. This system captures the following:

- The race and sex of the driver.
- Whether the driver is a resident of the City of Lakeland or not.
- The reason for the stop.
- The outcome of the stop.
- If a search of the vehicle was conducted.
- The reason for the search and the search results.

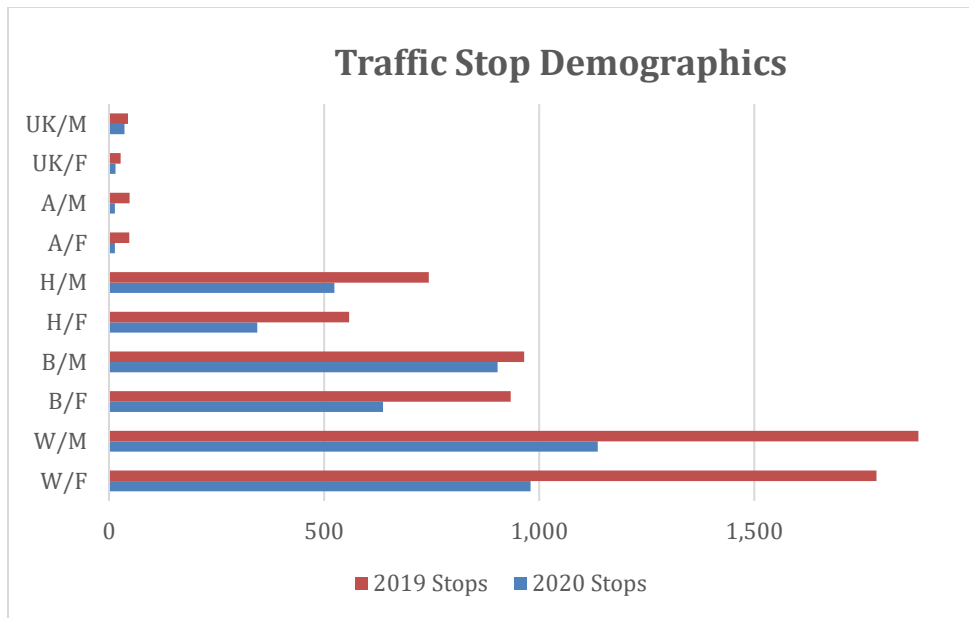
The program captures a broader description of ethnicity and categorizes race as "Caucasian" (White), "African American" (Black), Hispanic, Asian, and Unknown for all others.

## Traffic Stop Demographic Information

Note: The citation numbers are not inclusive of citations issued by the Red-Light Camera System

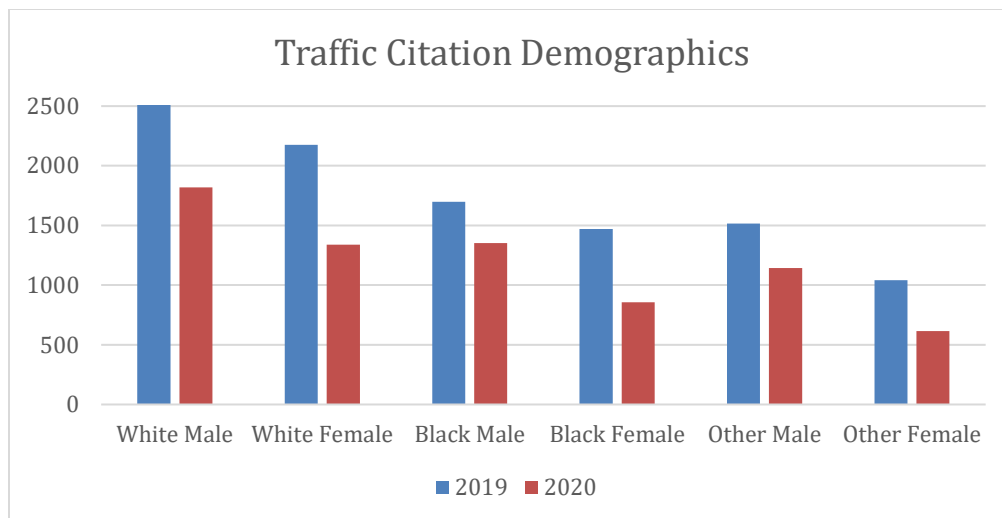
Lakeland Police Department								TOTAL STOPS		
Demographics (2020)								4,606		
RACE & SEX										
	W/F	W/M	B/F	B/M	H/F	H/M	A/F	A/M	UK/F	UK/M
Count	980	1,136	637	903	345	524	14	14	15	36
Percent	21.28%	24.66%	13.83%	19.60%	7.49%	11.38%	0.30%	0.30%	0.33%	0.78%
RACE						RESIDENCY		STOP REASON		
	W	B	H	A	UK	Resident	Non-Resident	Moving Violation	Non-Moving Violation	Investigative Stop
Count	2,116	1,541	869	28	52	4,078	528	3,463	1,034	108
Percent	45.94%	33.46%	18.87%	0.60%	1.13%	88.54%	11.46%	75.20%	22.45%	2.35%
STOP OUTCOME								SEARCH REASON		
	MISD Arrest	Felony Arrest	UTC	RELEASED				Prob. Cause	Consent	No Search
Count	139	25	2,365	2,077				98	336	4,178
Percent	3.02%	0.54%	51.35%	45.09%				1.93%	7.30%	90.77%
SEARCH RESULT										
	Property Found		Drugs/Alcohol Found		Weapons Found		No Contraband Found		Weapon & Drugs Found	
Count	7		56		15		4,513		10	
Percent	0.15%		1.22%		0.33%		98.08%		0.22%	

\*Based on current data available in Tiburon. Discovered did not have traffic stop demographics from 1,624 stops due to detail fields used to capture this information not being completed. The total number of traffic stops conducted in 2020 was 6,230. The Chief of Police was notified, and the Bureau Commanders will address the issue with their bureau's.



\*Florida State Statute requires police agencies to create department policies that prohibit the practice of racial profiling. The table below represents driver demographics for citations submitted where completed disposition data was available.

Total Traffic Citations							
Source: Team LPD – Note: These citation numbers are not inclusive of citations issued by the Red-Light Camera System,							
	2018		2019		2020		Current City Demographics
Race / Gender	Citations	% Rate	Citations	% Rate	Citations	% Rate	
White Male	2439	30.07%	2531	24.27%	1820	25.54%	(72.5%) 77,975
White Female	2123	26.18%	2175	20.85%	1340	18.80%	
Black Male	1350	16.65%	1698	16.28%	1352	18.97%	(20.6%) 22,156
Black Female	1039	12.81%	1469	14.08%	857	12.02%	
Other Male	685	8.45%	1516	14.53%	1143	16.04%	(6.9%) 7,421
Other Female	474	5.84%	1041	9.98%	615	8.63%	
<b>Total</b>	<b>8,110</b>	<b>100%</b>	<b>10,430</b>	<b>100%</b>	<b>7127</b>	100.00%	<b>100% (107,552)</b>



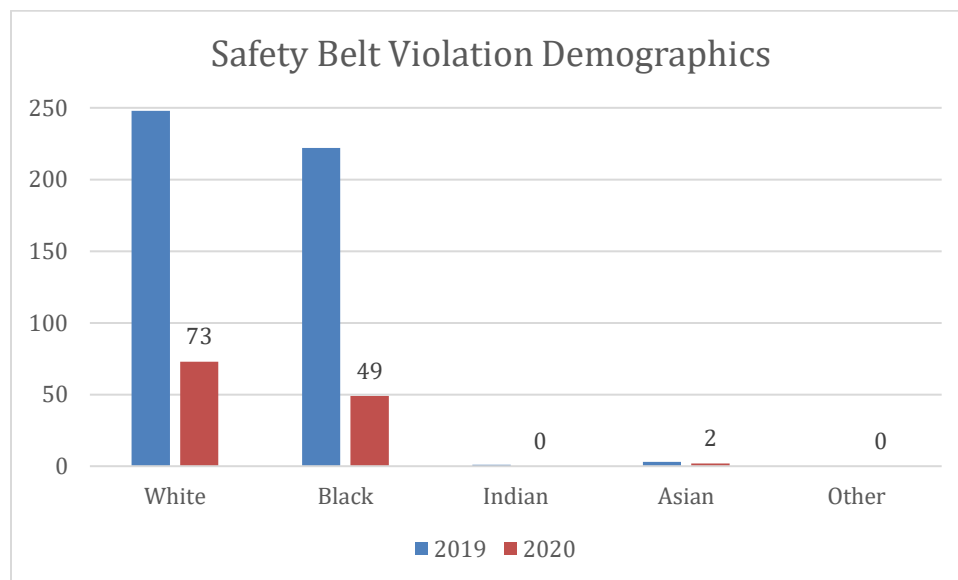
The total number of citations issued decreased by 31.67%, from 10,430 in 2019 to 7127 in 2020. Decreases are seen in every race and gender category in 2020 when compared to 2019. This could be attributed to the nationwide pandemic (Covid-19) in 2020. During the on-set of the pandemic, there was nationwide restrictions, and many citizens worked remotely which resulted in less commuters on the road.

The above data was obtained from the Lakeland Police Department's Records Management System Tiburon. The program categorizes both "Caucasian" (White) and "African American" (Black) as a Race; however, the remaining ethnic groups (Native American, Asian, and Hispanic) are not separately identified. The program categorizes the traffic citation demographics into four groups: Caucasian (White), African American (Black), Hispanic, and other. Reviewing 2020 data, 44.34% of traffic citations were issued to Caucasians who represent 72.50% of the community. African Americans drivers were issued 30.99% of the total traffic citations, and African Americans represent 20.60% of the community. Lastly, approximately 24.67% of the traffic citations were issued to people of "Other" races who represent 6.90% of the community.

The Department of Highway Safety and Motor Vehicles' (DHSMV) 201 "Safety Belt Violation Data Collection Annual Report" reflected below was reported to the DHSMV by the Lakeland Police Department:



Safety Belt Violation Demographics (2020)		
Race & Ethnicity	Non-Hispanic	Hispanic
White	73	29
Black	49	
Indian	0	
Asian	2	
Other	0	
<b>Total</b>	<b>124</b>	<b>29</b>



Overall, the total number of seat belt violations decreased by approximately 74% in comparison to 2019. Based on data collected, the percentage of total citations given to “White” drivers increased from 52.32% in 2019 to 58.87% in 2020. There was also an increase in the percent of total citations issued to “Asian” drivers in 2020 (1.61%) in comparison to 2019 (0.63%). The percentage of total citations issued to “Black” drivers in 2020 was 39.52%, which is a decrease in comparison to 46.84% in 2019. (The Lakeland Police Department reports this statistical data to the Florida Highway Safety and Motor Vehicles on a quarterly basis to comply with F.S.S. 316.614 (g).

*\*At times, data collection and entry issues result in minor inconsistencies on how this information is reported.*

## Field Contacts via Field Interview Card

As part of our constant review of bias based profiling concerns, the Information Technology Section created a report to categorize our field interview contact data with our 2018 demographic tracking data. This field contact data consists of dispatched and self-initiated calls to suspicious persons, vehicles, and other types of calls where documentation is necessary via a Field Interview Report.

The following charts reveal the 2018, 2019, and 2020 data related to demographic information taken from field interview contacts:

2018 Race/Sex		2019 Race/Sex		2020 Race/Sex	
U/U	6	U/U	9	U/U	6
O/F	12	O/F	7	O/F	6
O/M	19	O/M	8	O/M	9
B/F	114	B/F	89	B/F	66
B/M	346	B/M	249	B/M	218
I/F	1	I/F	0	I/F	0
I/M	0	I/M	2	I/M	1
W/F	95	W/F	87	W/F	79
W/M	327	W/M	238	W/M	241
H/F	35	H/F	32	H/F	24
H/M	67	H/M	62	H/M	42
<b>Total</b>	<b>1022</b>	<b>Total</b>	<b>783</b>	<b>Total</b>	<b>692</b>

A review of the information above, shows a decrease in the total number of field contacts generated by officers in 2020 in comparison to 2019 (-11.62%). In 2020, the total number of field contacts of “B - Black” males decreased by 12.45%, and field contacts of “B - Black” females decreased by 25.84% in comparison to 2019. There were no Bias Based Policing allegations during any of the field contacts in 2020.

## Asset Seizure and Forfeitures

Florida State Statutes govern the process of all asset seizure and forfeitures. The Florida Contraband Forfeiture Act (FCFA) authorizes law enforcement agencies to seize real and personal property used in violation of these statutes. The agency can obtain title to the property by obtaining a court order forfeiting the property to the agency. The FCFA protects the rights of innocent owners and lien holders.

Any seizure made by an officer of this department must be in accordance with these statutes and comply with procedures established in the department's General Orders.

The Lakeland Police Department is responsible for taking all required action to legally dispose of property seized with the expectation the title will be transferred to the LPD as a contraband forfeiture or on the basis that it qualifies as contraband. Title to contraband seized may be resolved through a forfeiture pre-suit settlement, as a forfeiture lawsuit, or as "unclaimed evidence." Monetary assets seized and disposed of under a legal principle of forfeiture are kept within the Department's Law Enforcement Trust Fund (LETF). All property acquired through these processes are documented in agency records within the AIM database and is used and or disposed of by the agency pursuant to legal authority.

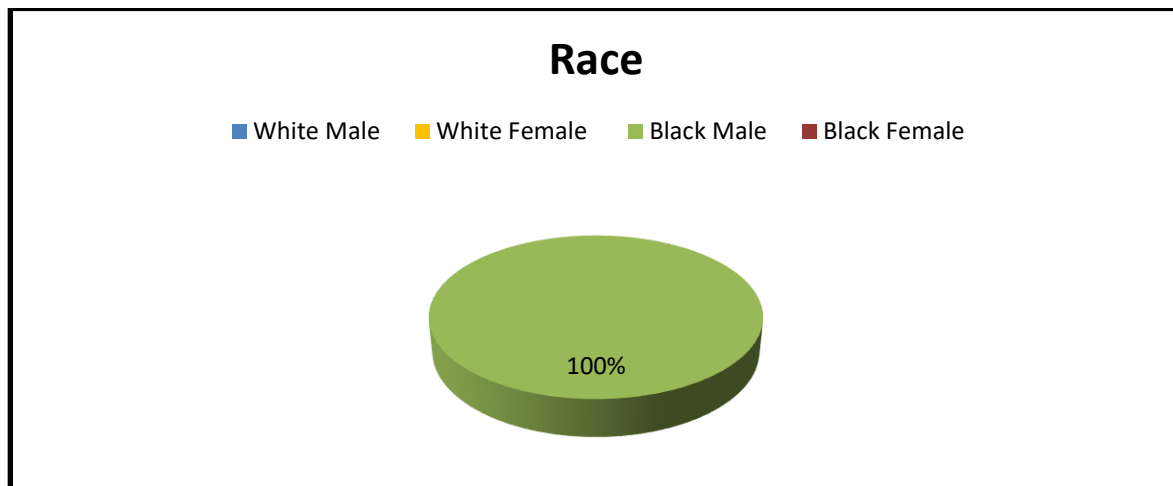
The Department's General Orders also prohibit bias based profiling regarding asset seizure and forfeitures. The following table provides statistical information on the department's asset seizures and forfeitures during 2020. All forfeiture actions for this department are prepared by the Office of General Counsel and filed with the Clerk of the Court for ultimate disposition by a Circuit Judge.

Below are charts that display the property seized during 2020, the resulting action, final disposition, and the race and gender of the subject the action was taken. Also displayed, are charts showing pending forfeiture cases that were initiated in 2020, but were still pending final action by the courts. There were no pre-2020 contraband seizure cases that concluded in 2020.

Completed Contraband Seizure Cases 2020				
Property Seized	Resulting Action	Disposition	Race	Gender
\$4,019.00	Final Judgment	LPD received \$4,019.00	B	M
\$8,486.00 and one (1) firearm	Final Judgment	LPD received \$8,486.00 and (1) firearm	B	M
\$4,774.00	Final Judgment	LPD received \$4,774.00	B	M

Pre-2019 Contraband Seizure Cases Concluded in 2019				
Property Seized	Resulting Action	Disposition	Race	Gender
\$4,459.00	Pending outcome of court case	To be determined	B	M
\$4,922.00	Pending outcome of court case	To be determined	B	M
\$2,672.00	Pending outcome of court case	To be determined	B	M
\$12,493.00	In Suit	Pending outcome of lawsuit	B	M
\$2,578.00	Pending outcome of court case	To be determined	B	M
\$5,790.00	Pending outcome of court case	To be determined	B	M
(2) vehicles	In Suit	Pending outcome of lawsuit	B	M

### Bias Free Policing Data Completed/Pending Seizure Cases 2020



*\*There was a total of three (3) seizures in 2020.*

The Office of Professional Standards conducts, at a minimum, an annual review of the department's general orders, procedures, and practices that pertain to asset seizure and forfeiture. The department was in compliance with all applicable laws and accreditation standards in 2020. The Internal Affairs Unit did not receive any complaints from citizens that pertained to bias based profiling with respect to

any asset seizure and forfeiture action conducted in 2020. The agency will continue to review and to provide training to all members to support the department's commitment to Bias Free Policing.

## **EARLY INTERVENTION SYSTEM ADMINISTRATIVE REVIEW**

The Lakeland Police Department's Early Intervention System (EIS) is a data-based personnel management tool designed to identify patterns of behavior which may require agency intervention efforts. The department utilizes this system to provide for a timely, systematic review of significant events involving agency employees. The (EIS) enables the department to evaluate, identify, and assist members who exhibit signs of performance and/or conduct related problems.

A comprehensive (EIS) is intended to assist police supervisors and managers in identifying department members whose performance warrants further review, and, where appropriate, intervention in circumstances that may have negative consequences for the member, co-worker, the department, and/or the general public. The Office of Professional Standards manages the (EIS) through an electronic case management system (AIM – Administrative Investigations Management). The Office of Professional Standards conducts an annual review of the Early Intervention System, which is reflected in this OPS annual report. The following are the criteria that generate an early intervention automatically in the AIM system:

1. Any Police Department member is the focus of three (3) administrative investigations of alleged misconduct within twelve months.
2. Any Police Department member is the focus of three (3) citizen complaints regarding separate incidents within six (6) months.
3. Any Police Department member is involved in:
  - a. Five (5) protective actions within a three (3) month period, excluding:
    - i. pointing of a firearm
    - ii. pointing of a CEW
    - iii. handcuff/release
  - b. Nine (9) incidents within a three (3) month period that involve the handcuff/release of a subject.

- c. Six (6) incidents involving the pointing of a firearm or pointing of a CEW (not combined) within a three (3) month period as defined in the department's Protective Action General Order.
- d. Three (3) Corrective/Disciplinary actions within a twelve (12) month period.
- e. Two (2) preventable traffic crashes within twelve (12) months or three (3) non-preventable traffic crashes within twelve (12) months.

The Department's EIS includes procedures for reviews based on current patterns of collected material, agency reporting requirements of employee conduct, the role of the first and second level of supervision, remedial action, employee assistance such as peer counseling and annual evaluations of the system.

There were 22 Early Intervention alert notifications generated in 2020. This is a slight increase from 2020 (+1). Each notification was sent to the affected member's Chain of Command for review, some notifications were pending due to administrative reviews/investigations, and others related to protective actions were pending until all the related protective action incidents that generated the intervention were reviewed by the affected members chain of command and OPS.

After review of the 22 interventions, 13 resulted in a review only where no intervention (corrective action or additional training) was needed. The 13 interventions were all generated from the use of five (5) protective actions (excluded pointing of a CEW or weapon, handcuff and release) within a three (3) month period. One intervention that was generated for use of five (5) protective actions within a three (3) month period resulted in the affected members direct supervisor recommending "retraining". The chain of command of the affected officer agreed with the sergeant's recommendation and the member will be retrained in protective action tactics.

At the time this report was created, eight (8) Early Interventions were still pending review. Five (5) of the eight (8) open interventions were generated from the use of five (5) protective actions within three (3) months, one (1) was triggered from three (3) administrative investigations (internal complaints) within 12 months, and one (1) from three (3) citizen complaints within six (6) months, and one (1) from three (3) non-preventable traffic crashes within 12 months.

The Office of Professional Standards remains confident that with the current mechanisms in place, this office along with department supervisors will review and follow-up when an intervention is generated. The Early Intervention program is an effective tool used by the department that requires more reporting and increased awareness for supervisors to monitor the activities of our members.

## **GRIEVANCES REVIEW & ANALYSIS**

There was one (1) Grievance filed in 2020 which is an increase from no Grievances filed in 2019. The Grievance was filed by a former officer who was terminated due to violation of LPD General Order 3-1.2 Unlawful Conduct and General Order 3-1.14 Conduct Unbecoming. The former officer is grieving his termination from the department and is requesting full restoration of authority as a Lakeland Police Officer. This Grievance was still pending at the time this report was created.

## **SAFETY BOARD**

The departments Safety Board meets monthly and reviews every departmental crash, damaged property incident and employee injury. The Safety Board is vested with the authority to review incidents involving Department members that result in lost or damaged property, traffic crashes, or incidents that result in injury. Employee injuries are reviewed to verify safety measures, if possible, were in place, to identify training deficiencies, and to reevaluate procedures to ensure injury reduction and risk management. Per policy (LPD General Order 4-8.7), the involved member may submit a more detailed account of the incident or elect to appear before the board to fully discuss the member's account.

In 2020, the board reviewed 176 (161) safety incidents that involved 225 members. All preventable incidents (traffic crash or property incidents) were documented by OPS and Employee Incident Reports (EIR – Internal complaint) were generated for approval by the Chief of Police to be investigated/reviewed. These investigative reviews are then assigned to the affected member's supervisor or Chief of Police (Rapid Resolution Process) for a final determination and any disciplinary recommendations, if applicable. The following page has a summary of 2020 Safety Board findings:

<b>Department Safety Incidents (2020)</b>				
*Some incidents involved more than one LPD member.				
<b>TYPE</b>	<b>Preventable</b>	<b>Non-Preventable</b>	<b>Other/NA</b>	<b>TOTALS</b>
<b>Traffic Crash</b>	20	35	0	55
<b>Property Incidents</b>	3	28	0	31
<b>Employee Injury*</b>			146	146

\*Table includes department safety incidents reviewed by the Safety Board in 2020 (includes some 2019 incidents)

In 2018, OPS began tracking the general cause of department safety incident. Nearly 82% of department traffic crashes occurred during not in-progress call for service. The main cause of preventable traffic crashes was the “Other” category (16.36%) which means the accident was not caused by being struck by another vehicle, backing, leaving the roadway, or striking a stationary object. As in 2019, there was no documented occurrences of texting while driving or use of the in-car laptops during a traffic crash. Data from employee injuries reviewed in 2020, revealed 50% of the injuries derived from the “Exposures” (i.e. Subject blood, saliva, urine, narcotics/drugs, Covid-19, etc.) category. There was an overall increase of 124% of employee injuries when compared to 2019. The nationwide pandemic (Covid-19) attributed to the increase in injuries reviewed in 2020. Following Exposures, the second highest cause of injuries stemmed from the “Apprehension” (i.e. foot pursuit, attempt to place subject in-custody, resisting subject, etc.) From the onset of the Covid-19 outbreak in 2020, the department provided all members with personal protective gear for members to wear, if possible, during interactions with the public. The department, along with the City of Lakeland, has continued to provide members with resources and direction on minimizing exposure risk and up-to-date Centers for Disease Control and Prevention (CDC) resources regarding the virus. In 2020, there was one on-duty traffic fatality that was reviewed by the board, and in accordance with General Order 4-15 Line of Duty Death.

## **CITIZEN SERVICE SURVEY**

The purpose of the Citizen Service Survey is to monitor the perceptions of citizens in reference to the quality of the police service provided by officers and civilian personnel of the Lakeland Police



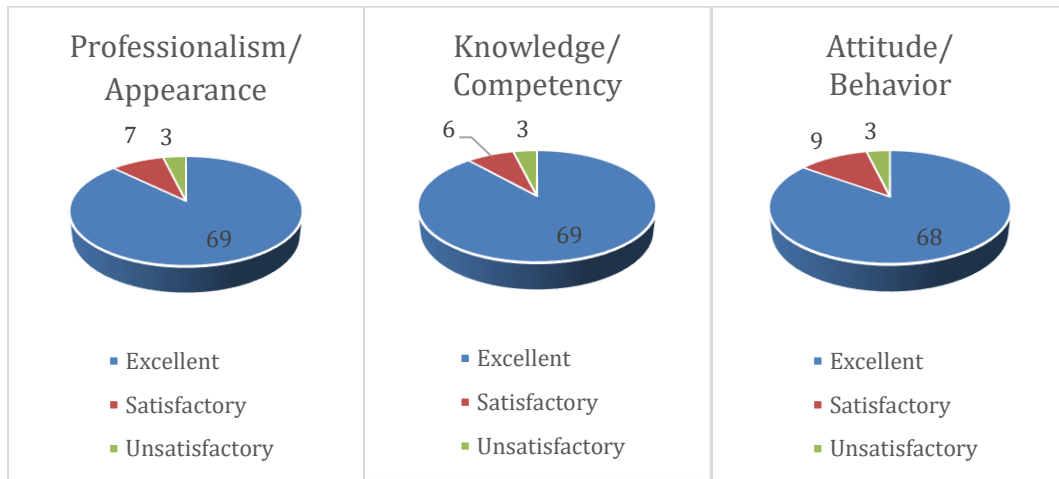
Department. Surveys are distributed to citizens by the department's Records Section (who interact with citizens requesting department records), the Criminal Investigations Section - CIS (who interact with CIS detectives/Felony Intake and victims whose cases become inactive), and the Office of Professional Standards – OPS (mails up to twelve surveys per month to citizens who had contact with a uniformed patrol officer or public safety aid). OPS is tasked with compiling and reviewing all responses to report the statistical analysis of the departments interactions with its citizens. Any respondent who has questions, concerns, or complaints are contacted by the appropriate department supervisor.

In 2020, the Lakeland Police Department handed out and/or mailed a total of approximately 900 Citizen Service Survey's, of which 89 were received back by mail or returned to Records or CIS. A majority of respondents 68 (76.40%) were residents of Lakeland who have had contact with a LPD employee within the past 12 months in reference to being a victim of a crime, or traffic related incidents. Respondents were asked about their most recent police contact, specifically, their opinion regarding the LPD employee's Professionalism/Appearance, Knowledge/Competency, and Attitude/Behavior. A majority of the respondents (86.92%) selected an Excellent rating. As for the overall service received from the LPD employee and response time, a majority of respondents selected Excellent (80-81.08%). Of 71 responses received referencing the overall performance of LPD, 76.06% of respondents selected Excellent and 18.31% selected Satisfactory. As for the safety and security of the City of Lakeland, 69.12% of respondents feel the City of Lakeland is Very Safe, 25% feel the City is Safe, and 5.88% feel the City is Unsafe. In comparison to 2019, the overall satisfaction of citizens reference their contact with LPD went down slightly in 2020. In above listed categories, except the safety and security of City of Lakeland, the average Excellent rating for 2019 was 90.07; in 2020, the average Excellent rating in the same categories was 81.02%. Many Law Enforcement agencies nationwide endured public and media criticism in light of incidents involving officers throughout the nation. Bearing this in mind, although LPD received an overwhelming number of support from our local community, our agency is always striving to better serve our citizens.

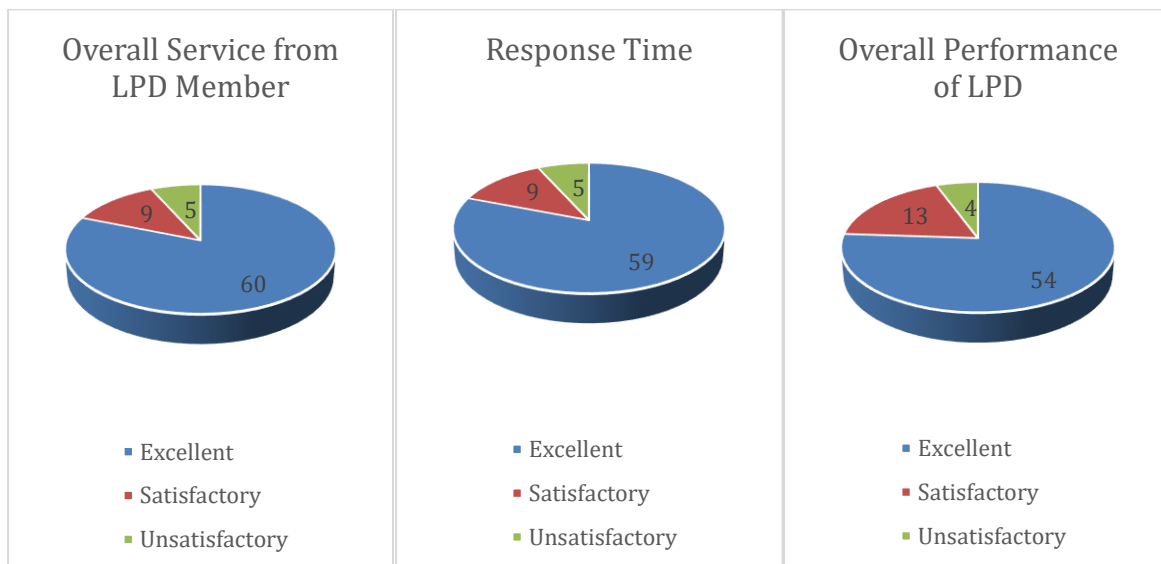
The citizen service survey covers various aspects of the contact with LPD sworn or civilian members. The table and graphs on the following page are the survey results for 2020.

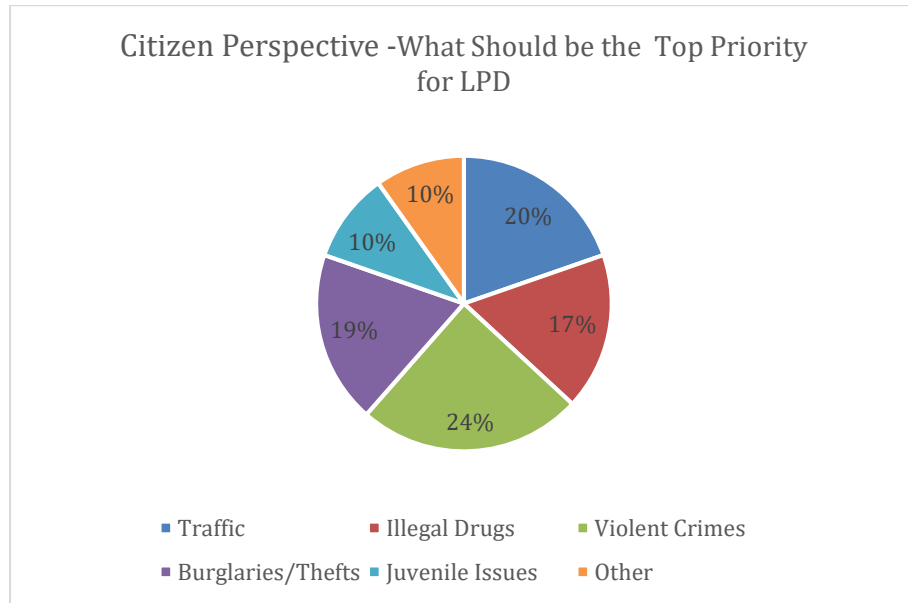
Citizen Service Survey's (2020)				
	CID	RECORDS	OPS	Totals
Sent	737	N/A	120	857
Received	32	45	12	89

**Question:** Regarding your most recent contact with the Lakeland Police Department employee, please rate the employee in the following categories.



**Question:** How would you rate the overall service you received from the officer/employee, response time, and overall performance of LPD?





## CONCLUSION

Throughout 2020, The Office of Professional Standards completed several investigations that resulted in various findings. Discipline varied ranging from member counseling's to termination. Of the sustained violations in 2020, some of the more serious discipline issued included, but not limited to, three (3) suspensions, one officer resigning during an investigation, and one (1) officer being terminated. While completing the OPS annual report, it was discovered that 4,606 traffic stop demographic data was available from the 6,230 traffic stops conducted in 2020. The Chief of Police, OPS, and the Bureau Commanders will look to ensure sworn members are receiving adequate training and fully understand department policy reference capturing traffic demographics properly. Further review of 2020 data revealed no alarming trends in relation to protective action and/or bias-based policing. The Lakeland Police Department is committed to bias-free policing and best practices when using protective action, therefore, the department will continue to educate our members on department policy. Despite challenges faced by Law Enforcement agencies nationwide in 2020, LPD will continue to remain steadfast in our mission to enhance public trust and provide our community a diverse and well-trained, accountable, police force to serve the various needs of the public within the City limits.

The Office of Professional Standards strives to serve the citizens of our community by providing

information about OPS's functions within the department and for the community. The OPS Unit maintains a working relationship with the LPD Citizen Advisory Board and will continue to work with the board to address any issues and concerns that may arise in 2021. The OPS Lieutenant and Sergeant have provided training presentations to the Citizen Advisory Board reference the citizen complaint and administrative investigation process. There were no major issues or concerns brought forth by the board in 2020. OPS will also continue to work with all internal agency divisions to identify ways to improve efficiency and policy/procedures to maintain the safety and security of both the public and department members.

The Office of Professional Standards annual report was created for department members, and the citizens of Lakeland to provide insight into the outcomes of our complaint process, along with department policy and procedures in reference to all the subject matters OPS oversees. Moving forward into 2021, we will take the experiences and knowledge gained from 2020 and continue to enhance transparency and make improvements to our policy and procedures to better serve our community.