

HIGHLANDS COUNTY SHERIFF'S OFFICE

INTEGRITY

QUALITY SERVICE

PROFESSIONALISM



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NEWLY ELECTED SHERIFF TAKES FIRST STEPS FOR STRATEGIC PLANNING

Vision

Our vision is a safer Highlands County where citizens and law enforcement are joined together; the rights of all persons are respected; and community values are reflected.

Mission

The Highlands County Sheriff's Office is committed to responding to the needs of its community through the delivery of professional services. Our mission is to protect life, property, and individual rights while maintaining peace and order.

Values

- **Integrity** of the agency and its members
- **Quality Service**
- **Professionalism** in all we do

Changing times, demographics, citizen frustration, and economic constraints and mandates coupled with ever increasing legislation dictate the need for change. It is no longer enough for a community to know what they don't want, rather the community needs to know what it wants and needs, along with a strategy for achieving success and efficient service delivery. With these facts in mind, the Sheriff, with the help of long time friend and retired Asst. Commissioner of FDLE, Dr. Jim Sewell, held a two-day workshop where residents, businesses, government agencies, judicial representatives, community leaders and staff were given the

opportunity to inventory our public safety resources. This group of individuals that come from diverse perspectives and interests were brought together to address complex issues that are certain to affect public safety in the near future. Sheriff Benton believes that "it is incumbent on community leaders to identify problems, evaluate conditions, and build collective approaches to improve the quality and safety of everyone in our community....law enforcement is no exception." She states "it is important to remember that visioning is not enough, it is critical to have a clear strategy on where we are going and how we will get there.

This is just the beginning." Although public managers are bound by law, growth, and state & federal mandates, we have the ability to control the impact of change and how it will be implemented locally. As the demographic trend continues to migrate directly up the middle of the state, the demand in Highlands County for justice system related services will certainly increase as will the need for change in services. From these workshops the community, joined with law enforcement staff have developed a vision, mission, and a set of agency values. Now the planning begins.



Command Staff

Sheriff Susan Benton

Law Enforcement

Major Bobby Lee

Captain Mark Schrader

Uniform Patrol

Lt. Paul Blackman, Squad

Lt. Kenny Johnson, Squad

Lt. Randy Labelle, Squad

Lt. Curtis Ludden, Squad

Captain Jeff Barfield

Criminal Investigations

Lt. John Chess, Investigations

Lt. Robert Duncan, Special Op

Director Bonnie Gregg

Operations

Supervisor Shane Andrews

Supervisor Rhonda Brockwell

Supervisor Heather Chapel

Supervisor Crystal Downs

Supervisor Tina Barber

Detention

Major David Paeplov

Captain Booker Johnson

Detention Division

Lt. Frank Worden, Squad

Lt. Bobby Green, Squad

Lt. Doris Rebmann, Squad

Lt. Steve Robertson, Squad

Lt. Paula Weeks, Detention Support

Sheriff's Court Related Services and Administration to be featured in the July 05 publication.

ACCREDITATION ON THE HORIZON

The end of the first quarter was the beginning of a long process set in motion by the Sheriff to reach state accreditation with national recognition. This process mandates creating and maintaining the highest standards of operations, facility compliance and professionalism. The Sheriff pointed out that the accreditation concept and practice is not a new one. In fact for many years numerous academic, medical and other professional fields have undergone accreditation to prove compliance with established professional standards. However, accreditation is fairly new to the law enforcement field. Knowing

that bringing the agency up to those standards, with 275 employees, is no small task. However, the agency and its members are up to the challenge. We began with nine members on the initiating team, with a two day training. Those numbers are expected to grow as we move through the process. Advantages of accreditation which benefit the community are to prevent and control crime by a proactive, effective and efficient delivery of law enforcement services, by using a broad range of programs with stronger agency commitment to citizen partnership. Members of the Sheriff's Office will benefit

from a clearly defined set of standards and assurances that the system for all officers and members is both fair and equitable. Our members are enthusiastic about the process because they understand that accreditation for law enforcement symbolizes professionalism, excellence and competence. We have collectively chosen to voluntarily undergo the intensive scrutiny and peer review required by the Commission for Florida Law Enforcement Accreditation, Inc. We are committed to applying the most current law enforcement practices and philosophies to our everyday culture.

LEADING BY EXAMPLE

As the Sheriff challenged staff to become more "technologically and computer oriented" it didn't take long for the upper echelon to step up to the plate, to be the first to train in the area of computer budgeting and financial analysis for their areas of responsibility. Although admitting that it

does add to their workload, most are appreciative of the freedom and knowledge it has given them in making better informed day to day decisions.

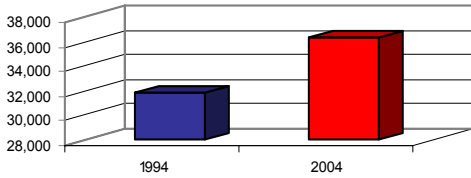
Pictured are Major Lee, Major Paeplov, Captain Schrader, Director Mitchell, Director Fluharty, and Sheriff Benton. Financial training was provided by the Highlands County Clerks Business Services Division.



SHERIFF'S OFFICE STATISTICS

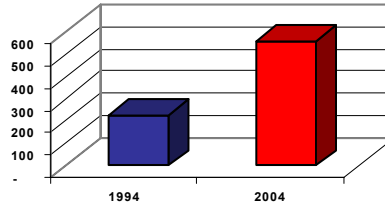
Up 14%

CALLS FOR SERVICE



Up 150%

JAIL BEDS



Highlands County —1 Deputy per 1,000 residents
 State Average—1.76 Deputies per 1,000 residents

Note: The size of jail population is often dictated by local, state, and federal law; courts & criminal justice system, and the public's attitude about crime. The average jail population growth is 9.3% per year for the last 10 years. Highlands crime rate is down by 20%.



Public Safety Highlight
Victim Advocacy
 25th Silver Anniversary

QUARTERLY INFORMATION—LAW ENFORCEMENT

January 1, 2005—March 31, 2005

Calls for service	9,227	Property/Evidence Intake	15,985
Citations Issue	1,832	Crime Scene Lab Cases	78
K-9 Searches	14	Investigations Assigned	256
Sheriff's Office Arrests	2,413	Investigations Closed	141
Judicial Process Services	3,192	Special Operations Cases	72
Warrants: Received	975	(Narcotic Arrests by Task Force)	80
Processed	478	Business Security Surveys	3
Active	5,001	Neighborhood Watch Presentations	8

QUARTERLY INFORMATION—DETENTION

Jail Bookings	3,052	Inmate Medical Services	112,948
Jail Releases	2,658	Labor Hours by Trustees	1,817
Inmate Programs Hours	6,883	(SO building maintenance)	
Inmate Transport Miles	34,495		
Transports to State Prison	77		
Transports to INS	4		
Community Maintenance	498		
Inmate Meals Served	108,337		
Inmate Farm Produce lbs	18,871		
Alcohol Breath Tests	103		
Inmate Visitations	3,396		
Average Daily Population	406		

Detention Facility Update: The construction renovation to the Highlands County Jail facility is nearing completion. This portion of the construction project involved transforming three 48 bed housing units into one 64 bed medium security unit and one 96 bed direct supervision unit. The completion of this work, which is expected within the next 30 days, will also add some additional office space and a medical treatment room along with the renovated housing units.

SMART COP IS ON THE WAY!

As times change, so do the measures public safety officials have to take in order to keep their first responders safe and informed. The Sheriff's Office is in the process of acquiring an integrated suite of software that will put real-time information in the hands of our law enforcement. There are times when knowledge and information is as important as weapons when it comes to saving lives and preventing crime. This software package provides accuracy from a single point of entry and then disseminates information instantly which helps responders make better informed decisions based on detailed information.

The heart of the system lies within the live Computer Aided Dispatching on mobile computers in the patrol car. As studies show that increased visibility of law enforcement reduces the number of crime events, this system allows officers to spend more time in the field by reducing the amount of paperwork that traditionally would be done in the office. With the Sheriff's commitment to follow the vision of the community with higher visibility, faster response time, and efficient management of resources, this move is right on target. The hardware is in place and implementation of the software will begin within the next thirty days and will be fully operational by year end. It is anticipated that in-car computers will be purchased and installed in early 2006.



DISPATCHERS TELL COPS WHERE TO GO

A message from the Sheriff:

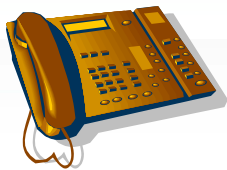
When we think of public safety, we typically think of police, sirens, ambulance, and fire trucks. It is rare that our attention is focused on the very person who usually is the actual first responder by phone. The dispatcher is relied upon to bridge the gap between our citizens in need and our public safety field responders. Often times both the stress of life and safety of the public and the officers weigh heavily upon the shoulders of the dispatcher who must de-

liver accurate and fast information every time. There is no room for error. They are expected to handle themselves with poise, competence, and a calm demeanor as they often are the beacon in a storm of confusion and fear. Multi-tasking is expected as dispatchers must alert officers of dangers and calm the fears of the public at the same time. As I have watched our dispatchers at work I have come to realize that a day at work can easily become an emotional rollercoaster with frequent starts and stops.

They usually know the beginning of the story, but often times never know the end. It takes a uniquely talented and committed person to take on the awesome responsibility of dispatching. It is a profession of its own and should be recognized as such. Please join the Sheriff's Office as we salute our dispatchers from all agencies in Highlands County.

Note: In early 1990's Congress created a proclamation known as "National Public Safety Telecommunications Week" April 10-16.

Highlands County Sheriff's Office staff sends a special thanks to our Tele-Communicators—our un-sung heroes. You are appreciated and valued by all.



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