The Orange County Sheriff’s Office takes great pride in the hard work, outstanding accomplishments, and professional services provided by the men and women of this agency. Our theme for 2017, The Year of Transformation, is reflected in the successes highlighted in this annual report. Our relationship with the community remains the cornerstone of our profession. With this in mind, we dedicate ourselves to examining internal processes and procedures, and making transitions that will enable us to meet future needs of the community we serve.

Orange County continues to be a rapidly growing and evolving area creating many challenges. To ensure that we continue to provide the highest level of service to our community, the Matrix Consulting Group was retained by our agency to conduct a patrol workload and staffing study. The study provided recommendations for our agency on staffing, deployment, and other relevant issues, including a redesigned sector and zone structure. Redistricting will enable us to maximize our resources and the patrol services we provide.

Our commitment to the use of new technologies and methods led us to the development of a real time crime analysis team. This team uses analytics, intelligence and monitoring to provide field personnel with the latest, most accurate and relevant information during the course of an in-progress call for service or an ongoing investigation. With the changing nature and growing sophistication of crime, this team utilizes the best available technology and analytical tools to effectively detect crime and adapt our services.

We continually attempt to revolutionize and enhance the effectiveness of our operations. In an effort to reduce preventable vehicle crashes and the cost of claims associated with the injuries sustained in vehicle crashes, we installed the DriveCAM system in our vehicles. This safety program focuses on leading behavioral indicators to identify and reduce risky driving behaviors. A newly formed Crash Review Committee will evaluate and review crashes involving agency vehicles.

The Fraternal Order of Police Lodge 93 and the Orange County Sheriff’s Office Labor Relations Committee successfully negotiated the 2018-2019 labor agreement, which included the largest wage increase in the history of the Orange County Sheriff’s Office. This wage increase allows us to remain competitive and provides fair compensation to our employees.

In 2017, the Central Florida law enforcement community suffered great losses with the tragic deaths of DFC Norman Lewis, Orlando Police Department Lieutenant Debra Clayton, and Kissimmee Police Department Sergeant Richard “Sam” Howard and Officer Matthew Baxter. We will forever honor their families and remember the sacrifices of each of our fallen heroes.

We have made great progress in the decade that I have been blessed to serve as Sheriff. Through the efforts of our dedicated employees and staff, and with the support of our community, we will continue to strive toward excellence. Let’s make 2018 the best year ever. Bravo to our team of nearly 2,600 employees and 600 plus volunteers!
SENIOR STAFF

Office of the Sheriff
Sheriff
Jerry L. Demings

Office of the Undersheriff
Undersheriff
Rey Rivero

Operational Services Bureau
Chief Deputy
Nancy Brown

Administrative Services Bureau
Chief Deputy
Larry Zwieg

Operational Services Bureau
Uniform Patrol Division
Major
Denise Demps

Criminal Investigations Division
Major
Rick Meli

Special Operations Division
Major
Michael Doby

Court Services & Communications Division
Major
Joseph Picanzo

Support Services Division
Major
Jeff Stonebreaker

Human Resources Division
Director
Sharon Donoghue

Legal Services
General Counsel
Bernadine Rice

Fiscal Management
Comptroller
Andrew DiLoreto
2017 CRIME STATS

<table>
<thead>
<tr>
<th>CLASS OF OFFENSES</th>
<th>2008</th>
<th>2017</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Murder</td>
<td>79</td>
<td>74</td>
<td>-6%</td>
</tr>
<tr>
<td>Forcible Sex Offenses</td>
<td>677</td>
<td>617</td>
<td>-9%</td>
</tr>
<tr>
<td>Robbery</td>
<td>2,316</td>
<td>1,496</td>
<td>-32%</td>
</tr>
<tr>
<td>Aggravated Assault</td>
<td>3,924</td>
<td>3,588</td>
<td>-8%</td>
</tr>
<tr>
<td>TOTAL VIOLENT</td>
<td>6,991</td>
<td>4,596</td>
<td>-34%</td>
</tr>
<tr>
<td>Burglary</td>
<td>9,907</td>
<td>4,692</td>
<td>-53%</td>
</tr>
<tr>
<td>Larceny</td>
<td>19,981</td>
<td>18,260</td>
<td>-8%</td>
</tr>
<tr>
<td>Motor Vehicle Theft</td>
<td>3,689</td>
<td>2,632</td>
<td>-29%</td>
</tr>
<tr>
<td>TOTAL NON-VIOLENT</td>
<td>39,577</td>
<td>29,070</td>
<td>-30%</td>
</tr>
<tr>
<td>TOTAL COMBINED OFFENSES</td>
<td>40,568</td>
<td>35,555</td>
<td>-11%</td>
</tr>
</tbody>
</table>

TOTAL COMBINED OFFENSES SINCE 2008

↓30%

TABLE OF CONTENTS

Office of the Sheriff .......................................................................................................................... 1
Office of the Undersheriff ............................................................................................................... 2
Operational Services Bureau
Uniform Patrol Division ............................................................................................................... 4
Criminal Investigations Division .................................................................................................. 6
Special Operations Division ......................................................................................................... 8
Administrative Services Bureau
High Risk Incident Command .................................................................................................... 12
Media Relations ............................................................................................................................ 13
Human Resources Division .......................................................................................................... 14
Support Services Division .......................................................................................................... 16
Court Services and Communications Division ............................................................................. 19
Remembering DFC Norm Lewis .................................................................................................. 20
Orange County Sheriff’s Office Fallen Heroes ............................................................................ 21
2017 Award Winners ..................................................................................................................... 24
Budget Summary .......................................................................................................................... 26
LEGAL SERVICES

The Legal Services Section serves as in-house counsel to the agency. In 2017, the agency’s legal staff handled dozens of forfeiture and nuisance abatement cases (e.g., closed 55 forfeitures with the agency receiving five motor vehicles and about $250,000, obtained five formal nuisance abatement consent agreements); conducted training classes; published 13 new legal bulletins and revised several others; assisted Florida Sheriffs Association Risk Management Fund counsel with lawsuits alleging automobile negligence, Section 1983 violations, and other claims; prepared over 240 contracts; handled replevin actions and other cases; reviewed numerous policies; conducted oversight for the agency’s retirement savings program; and assisted with labor issues and special projects (e.g., reviewing legislative proposals, working on 24/7 e-warrant portal and with streamlining the agency’s workflow for contracts; evaluating U-Visa applications). Members of the legal staff also fielded many calls from agency personnel for information or other assistance.
The Professional Standards Section is one of the agency’s quality control sections. During 2017, the Section received a total of 16 allegations of excessive use of force. After a thorough review of the allegations, none resulted in a finding of excessive use of force. The agency had four incidents classified as “deputy involved shootings.” Three investigations were concluded and consistent with Florida Statute, as well as the Orange County Sheriff’s Office General Orders. One shooting investigation is still open and being reviewed by the State Attorney’s Office.

The Central Florida Intelligence Exchange (CFIX) is a multi-discipline, multi-agency, all crimes fusion center hosted by the Orange County Sheriff’s Office. CFIX supports nine counties in the Central Florida region. During 2017, CFIX received 618 requests for information from local, regional, state and federal agencies. Over 240 documents were created to provide Situation Awareness Alerts and other documents for law enforcement agencies.

In 2017, the Grants Unit acquired the FY17 COPS Hiring grant for the third year in a row. The funds will be used to hire 25 deputies to focus on the following initiatives for three years: 16 assigned to the Uniform Patrol Division directly involved in violent crime reduction efforts in West Orange County. Eight deputies assigned to SWAT will support the mission of the other 16 deputies by focusing efforts to reduce violent crime in the communities in and surrounding West Orange County, while also addressing the inherent displacement due to proactive enforcement efforts. One Homeland Security deputy will focus on identifying vulnerabilities to critical infrastructures in and around the West Orange Community.
Material Control/Supply provides for the agency's uniform and equipment needs along with tracking all of the agency's fixed assets. During 2017, that included logistics for everything from a Line of Duty funeral to Hurricane Irma emergency operations.

New equipment tracking software was purchased to continue to modernize operations including the expanded use of RFID technology.

The distribution of Narcan (Naloxone) was expanded to help combat the ongoing opioid crisis as well as to protect first responders coming in contact with ever more potent combinations of narcotics.

Uniform and equipment upgrades included new jackets, body armor carriers, and pelican cases and locks to better secure patrol rifles and shotguns.
SECTOR III

Sector III began 2017 with Operation R.I.S.E (Restoring Inclusiveness, Safety and Empowerment), a crime reduction strategy to reduce violent crime. The operation focused on reducing the number of narcotic activities, robberies, aggravated assaults, aggravated batteries and homicides to improve the quality of life of the residents of Pine Hills. Operation R.I.S.E restored confidence among community members about the level of care and concern law enforcement has for the communities they serve by reducing overall violent crimes by 33 percent.

SECTOR VI

Tourism and its unique demands on law enforcement directly affect Sector VI as the sector boundaries encompass multiple Walt Disney World theme parks and attractions. The Magic Kingdom, Animal Kingdom, Epcot Center, Hollywood Studios and Disney Springs are all located within the sector, in addition to more than 27,000 hotel rooms at the various resorts that assist in accommodating the more than 72 million visitors to Orlando. During 2017, sector personnel filled the role as the primary law enforcement agency for annual events including multiple Walt Disney World half and full marathon events. The sector also hosted several high profile visitors including current and former presidents, heads of state, foreign dignitaries and entertainment celebrities.

SECTOR V

In addition to the numerous resorts and convention centers, Sector V also serves the Orange County Convention Center, the 2nd largest convention center in the United States. In 2017, the Convention Center hosted 270 events with over 1,528,723 attendees and generated an estimated $2.1 billion economic impact for the Central Florida area. Sector V patrol personnel continue to make daily contacts with tourist area security managers, hotel managers and security officers as the sector encompasses such attractions as Sea World and Orlando’s I-Drive 360 complex.
SECTOR I

Situated in Northwest Orange County, Sector I provides law enforcement services to the unincorporated areas of Apopka, Lockhart, Maitland, Mount Dora, Ocoee, Pine Hills, Plymouth, Rosemont, Tangerine, Winter Park, and Zellwood. Throughout 2017, Sector I personnel reduced crime and the fear of crime with the implementation of numerous successful burglary and violent offender crime reduction operations.

SECTOR IV

In 2017, Sector IV Patrol personnel partnered with members of the Community Relations Section to host the “Back to School Bash” in the Texas Avenue and Americana Boulevard community, providing over 650 backpacks and back to school kits to local children. Utilizing an Intelligence Led Policing strategy, Sector IV achieves the agency’s primary goal: to reduce crime and the fear of crime. Sector Patrol resources are strategically deployed based on known crime analysis information, predictive policing models and community policing principles.

SECTOR II

Sector II encompasses East Orange County with over 400 square miles and is home to The University of Central Florida (UCF) which has the largest enrollment in the state with over 66,000 students. During 2017, Sector II deputies partnered with the HOPE (Homeless Outreach Partnership Effort) team and community partners to assist the homeless. Deputies also work closely with UCF Police to respond to bars and clubs checking for underage drinking as well as responding to parties to deter crime, reduce alcohol related deaths and crimes to students.

RESPONSE TIMES

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>AGENCY: 18:37</td>
<td>AGENCY: 28:11</td>
<td>AGENCY: 6:19</td>
</tr>
</tbody>
</table>

¹ DISPATCH TO ONSCENE ² ENTRY TO ONSCENE
FORENSICS HIGHLIGHTS

- Crime Scene squads responded to 1,498 callouts, processed evidence in 2,591 cases
- Forensic Biologists received 614 cases containing 1,324 pieces of evidence
- Image Lab completed 6,813 work order requests, 1,833 latent processing requests, printed 27,209 photos, and created 3,854 CD/DVDs
- Received 1,356 hits leading to potential investigative leads

HOMICIDE SQUAD HIGHLIGHTS

In 2017, the Homicide Squad investigated:

- 42 homicides
- 6 justified homicides
- 4 Manslaughter cases

This squad also assisted FDLE with four Deputy Involved Shooting Investigations. The Homicide Squad investigated 939 death investigations in total.
**MAJOR CASE SECTION**

The Evidence Unit processed 70,992 items of property and evidence for storage. Personnel also performed four drug disposal projects resulting in 20,465 exhibits of illicit narcotics, weighing thousands of pounds, being destroyed. Another 5,280 cases were processed and transported to the FDLE Crime Lab for analysis and 2,214 cases to the Orange County Sheriff’s Crime Scene Unit for processing.

The Electronic Surveillance Support Team provides highly specialized technical support and equipment to member agencies and requesting agencies throughout the Central Florida Region, processing 251 video surveillance requests and 953 requests for cellular support.

The Felony Squad, which focuses on arresting murderers, high profile criminals, violent robbers, capitol felony rapists, suspects involved in violent firearm related cases, and difficult to locate criminals, made 196 arrests and conducted 9,314 hours of surveillance.

Family Services and Sex Crimes personnel investigated over 2,750 cases. Over 1,000 of these cases were cleared with a physical arrest, an arrest warrant, or charges filed with the State Attorney’s Office.

Personnel actively monitored more than 2,500 registered sexual offenders and arrested 240 subjects. The Digital Forensics Unit examined over 910 devices with almost 40 terabytes of processed data, and developed over 449 criminal investigations.

Over 1,858 missing persons were reported during 2017, and the Missing Persons Squad cleared 1,796 of the cases.

**NARCOTICS SECTION**

The Narcotics Section includes undercover units, the Parcels Unit, the TIPS Unit, the West Orange Task Force (members from OCSO, Apopka, Ocoee, and Winter Garden), Nuisance Abatement Unit, the Clandestine Laboratory Response Team, and federal task forces with the Drug Enforcement Administration and the Department of Homeland Security.

- 675 arrests
- Recovered 158 firearms
- Executed 133 search warrants
- Seized illegal narcotics with a street value of over $18,476,000.00

**GENERAL ASSIGNMENT SECTION**

The General Assignment/Robbery Section was reorganized and includes the Robbery Squad, Night Investigations Squad, Investigative Support Squad and the Analytics, Intelligence and Monitoring (AIM) Unit. AIM was created to provide real-time crime center functionality assisting Patrol, CID and other field units with active situations. The four squads in the section assisted the FBI in a month long bank robbery surveillance which resulted in the arrest of four suspects who are being federally prosecuted.

- 705 arrests made
- Property / victim funds recovered = $861,424
- 1,833 stolen vehicles recovered
- Total value of stolen vehicles recovered = $19.6 million
- 9 “chop shops” identified resulting in recovery of numerous automobiles, motorcycles, and other property
SPECIAL OPERATIONS DIVISION

SPECIALIZED PATROL SECTION

**Agricultural Crimes Unit:**

Agricultural Crimes worked 91 Animal Cruelty cases resulting in 64 felony arrests, four firearms seized, various narcotics seized and $18,800 in property seized. The unit conducted multiple proactive patrols of the St. John’s River on airboats seeking out law violators and rendering aid to citizens in need of assistance. Additionally, the unit worked several details with other law enforcement agencies enforcing hunting and fishing violations in Orange County.

- 1,200 dispatched calls for service
- 1,617 back-ups
- 230 active cases
- 3,532 self-initiated calls for service
- 1,885 investigative hours

**Marine Unit:**

In addition to normal marine patrol duties, they participated in 31 special events, four boating under-the-influence details, three holiday details, and two dignitary protection details at the request of the United States Secret Service. During the year, Marine Patrol recovered three drowning victims and conducted the subsequent investigations related to these deaths, worked three missing persons cases, and investigated two boat crashes resulting in fatalities.

- 2 fatal boat crashes
- 3 body recoveries
- 11 sonar operations
- 3 missing persons operations

**Volunteer Airboat Team:**

The Volunteer Airboat Team, which is an agency volunteer component, performed two separate training days in 2017. They were also placed on stand-by for assistance during Hurricane Harvey (Texas) and Hurricane Irma (Florida). The team is comprised of 17 volunteers with 15 airboats.

**Reserve Unit:**

- Provided 25,938 hours of volunteer service to the community during 2017, saving the Sheriff’s Office and the county approximately $778,140
- Participated in an exchange study program with the City of London Special Constabulary
**Underwater Search and Recovery Team (USRT):**

The USRT is a regional asset utilized by a variety of law enforcement agencies within Central Florida. These deputies dive in a non-recreational hazardous environment utilizing hazmat dry suits and full face masks. 2017 highlights include:

- 30 callouts
- 6 body recoveries
- 6 evidence recoveries
- 18 vehicle recoveries

**Mounted Patrol Unit:**

The Mounted Patrol Unit conducted 296 community events during the year. OCSO Mounted Patrol and three other mounted patrol units from agencies throughout the State of Florida assisted during the Florida Classic event, to include crowd control, high visibility enforcement and community safety.

- 1,584 hours of patrol time
- 17,964 citizen assists/contacts
- 1,509 hours of mounted training

**Mounted Posse Unit:**

The Mounted Posse participated in many community presentations consisting of parades, programs, and the Wild Horse Tales Literacy Project for the year. Additionally, the unit assisted in patrolling the shopping malls and county parks in Orange County.

**K-9 Unit:**

The K9 Unit is comprised of 20 K9 teams; 18 teams are dual purpose and two teams are bloodhound/trackers. 2017 highlights include:

- 6,618 K-9 calls for service
- 3,406 deployments
- 488 apprehensions
- 1,520 grams of illegal narcotics recovered

**842 explosive sweeps for dignitaries and suspicious devices**
TRAFFIC SECTION

The Traffic Section consists of the Evening Traffic Unit (ETU), the DUI Processing Center, Red Light Camera Safety Program, Volunteer Parking Enforcement Unit (VPEU) and the Motors Unit. These units are accountable for the enforcement of the state traffic statutes and the apprehension of individuals suspected of driving under the influence of alcohol and other illicit substances.

DUI unit members were presented with a special recognition at the 2017 31st Annual M.A.D.D. Law Enforcement and Prosecutor Recognition Ceremony for their dedication and impressive achievements in DUI enforcement, prevention and safety in our community.

ETU is primarily responsible for enforcing laws related to DUI, alcohol related offenses, and driving-related offenses. In conjunction with the DUI unit, ETU personnel performed 2,623 traffic stops netting 1,086 felony arrests and 100 DUI arrests.

In addition to routine functions in 2017, the Motor Unit also participated in funeral escorts involving Lieutenant Debra Clayton, Sergeant Sam Howard, Deputy First Class Norman C. Lewis and Officer Matthew Baxter. Additional highlights included:

- 2,258 school zone citations
- Worked 4,049 citizen traffic complaints

The agency Red-Light Camera Safety Program is focused on changing driver’s behavior at red light intersections through a comprehensive effort involving engineering, education and enforcement.

During 2017, there were 70,157 civil notices of violation fines issued with 23,975 of these ultimately resulting in becoming a Uniform Traffic Citation (UTC) due to nonpayment of the civil fine.

The VPEU assists in keeping the streets of Orange County free of abandoned and inoperable vehicles by issuing green tags and towing vehicles in accordance with Orange County Code.

During 2017, the VPEU accomplished the following tasks that would have otherwise been worked utilizing deputies taken from their regular assigned duties.

- 5,016 volunteer hours
- 1,703 parking citations issued
- 2,076 parking complaints addressed
- 1,139 person-hours for special details

STREET CRIMES SECTION

In 2017, the unit was a major participant in Operation Restoring Inclusiveness, Safety and Empowerment (R.I.S.E) for the Pine Hills Community to combat crime. Their hard work was instrumental in reducing crime and arresting those involved in that area. The Tactical Anti-Crime (TAC) Unit also played a major role in bringing to justice suspects in the murder of law enforcement officers in Orange and Osceola County.

TAC collectively arrested 1,401 suspected criminals for crimes ranging from misdemeanor narcotics possession to robbery, homicide and warrants. The TAC Unit was responsible for seizing nearly $1,100,634.00 of property and vehicles.

Gang agents continued to respond to all gang related in progress crimes, and self-initiated other investigations that led to the arrests of persons involved in criminal gang activity. The Gang Enforcement Unit also conducted several training sessions both inside and outside of the agency in order to educate persons about criminal gang activity.

In 2017, through efforts by Problem Oriented Policing Squad (POPS) Unit members, locations traditionally associated with significant criminal activity, saw a decrease in crime and an improvement to the quality of life in those areas.

- 539 arrests
- $164,604 currency/property/vehicles recovered
- 656 bike patrol hours
- 2,591 surveillance hours

The Juvenile Arrest and Monitor (JAM) Unit also served 482 arrest warrants on juveniles in 2017 as they continue to work with the Fugitive Unit serving all Juvenile Custody Orders throughout the county.

- 1,125 arrests
- $43,908 currency/property seized
AVIATION SECTION

Flew a total of 1,122 hours in support of agency units, including:

- 3,292 calls for service
- 411 arrest assists
- 46 FLIR apprehensions

Flew 803 mission assists supporting other law enforcement agencies resulting in:

- 119 arrest assists
- 41 FLIR apprehensions

The Aviation Section hosted the YMCA Teen Achievers of Central Florida for a guided tour of the hangars, which also included some mentoring and career advice given to aspiring pilots.

Just days before Christmas, the Aviation Section invited seven kids to the facility for a guided tour and celebrated Christmas a little early with Santa and his helpers. With donations from Aviation Section personnel, they were able to make the impossible possible for these two families in need.

Aviation Section personnel marked the retirement of Chase 4, the last OH-58 model airframe in the unit’s fleet. Chase 4 was built in 1970 and used in Vietnam as a single pilot surveillance ship until it was acquired by our agency in 1995 under a military surplus program. Chase 4 was retired October 5, 2017 after 47 years of faithful service.

Lastly, the Aviation Section began to provide Shallow Water Egress Training (SWET) to other area law enforcement aviation units. SWET provides aircrews with the skills necessary to aid them should they have an emergency landing in water. Training has been provided to Lake County Sheriff’s Office, Marion County Sheriff’s Office, and Brevard County Fire Rescue.
Special Weapons and Tactics:

The Special Weapons and Tactics (SWAT) Team is tasked with responding to situations that require specialized training and equipment. Examples include hostage situations, barricaded criminal suspects, acts of terrorism, dignitary protection, and the service of search warrants and arrest warrants that involve an elevated potential for violence. During 2017, team members participated in over 12,000 hours of training in preparation for these tasks. The SWAT Team additionally serves as the "Primary Team" for the Region 5 Domestic Security Task Force, tasked with responding to criminal incidents involving chemical, biological, radiological, nuclear, or explosive factors within a nine county area.

- 108 high-risk warrants
- Responded to 9 critical incidents
- Assisted with 15 protective details

Hostage Negotiation Team:

- Seven callouts involving either barricaded suspects or armed subjects threatening harm to themselves or others
- Attended regular training where role-play exercises were utilized to sharpen the negotiator's thought processes, maintain the team concept of negotiations, and continue preparation for critical incidents

Hazardous Device Team:

- Responded to 12 live devices and 34 hoax/suspicious devices
- 56 dignitary details

Critical Incident Management Team:

- Responded to 25 events including a full scale exercise at Valencia College called Viper II which involved several simulated high risk incidences including active shooters, hostages, improvised explosive devices, deputy rescue and Swift Assisted Victim Extraction (S.A.V.E.) tactics

Emergency Response Team:

- Provided approximately 634 person hours of training to agency personnel with Active Shooter response and Mobile Field Force operations
MEDIA RELATIONS

The Media Relations Section continues to spread the agency’s mission of reducing crime and the fear of crime through social media, positive interaction with news stations and the creation of Public Service Announcement videos.

2017 HIGHLIGHTS

- Surpassed goal of 50,000 Facebook page likes (reached 54,722 at 2017 year-end)
- 44,205 Twitter followers
- Handled more than 2,000 public records requests from media stations
- Provided 243 on camera interviews, mostly at crime scenes
- Produced more than 25 in-house Public Service Announcement videos
HUMAN RESOURCES DIVISION

EMPLOYEE AND LABOR RELATIONS SECTION

This section is responsible for the Career Development, Human Resources Information System (HRIS), and Personnel Services Units.

The Career Development Unit:

- Created and administered the promotional processes for Lieutenant and Communications Center candidates; in addition to the selection processes for the Hostage Negotiation Team, Director of Records, Data Analyst, and GIS Technician for a total of over 100 candidates being tested.
- The unit also processed 88 job vacancy requests through the Transfer Review Board process, completed 67 job descriptions, and implemented the testing phase of the new performance evaluation.

The Human Resources Information System Unit (HRIS):

- The unit's biggest accomplishments were designing and assisting with the implementation of new pay structure for sworn and civilian employees.

Personnel Services Unit:

- The unit processed 264 employee new hires.
- Processed 191 employee agency separations.
- Off-Duty Services processed 472,732 hours of off-duty employment opportunities and issued 948 permit numbers to community off-duty employers.

EMPLOYEE SERVICES SECTION

This section is responsible for Risk Management, Wellness & Benefits, and School Crossing Guards.

The Risk Management Unit:

- Implemented the Crash Review Committee. Staff worked to ensure information related to agency vehicle accidents was supplied to the committee for monthly evaluation.
- The unit reviewed and addressed 331 workstation and vehicle ergonomic and safety issues.

The Wellness and Benefits Unit:

- Wellness provided 568 classes in the gym. There were 3,100 people who attended these classes.
- Wellness education was included in the mandatory block training for civilian employees. Other successful programs have included financial courses, diabetes education, an agency-wide step challenge and a variety of competitive sporting events.
- This year, 50 agency members participated in a Spartan Race and 122 in the Corporate Run.

School Crossing Guard Unit:

- Conducted state-mandated training, orientation and annual recertification of all school crossing guards and substitutes.
- Staffed 464 crossings with 306 school crossing guards.
The Training Section is responsible for the Firearms Range, the Law Enforcement Vehicle Operations (LEVO) Facility, the Field Training and Evaluation Program, the Basic Recruit Academy, the Video Production Unit and the Body Worn Camera (BWC) Program.

- Provided mandatory and specialized training for over 2,600 sworn and civilian employees
- The agency sponsored 97 recruits to the 765 hour police academy
- 154 deputy trainees attended the 8-week Basic Recruit Training program prior to entering field training
- The Training Section hosted 294 deputies to the state-of-the-art Virtra-300 tactical simulator
- The Body Worn Camera unit expanded the BWC program to include both Uniform Patrol Division and the Specialized Patrol Division. At the conclusion of 2017, there were 759 BWC's deployed versus 656 deployed at the end of 2016. At the end of 2017, the agency housed in excess of 41 terabytes of stored BWC video.

RECRUITING AND BACKGROUND SECTION

The Orange County Sheriff’s Office saw a significant increase in the numbers of new deputy sheriffs and civilian employees hired in 2017. Due to continued social media outreach, the number of website job seekers rose in 2017 to over 288,000 inquiries. The team of field recruiters traveled the State of Florida and seven southeastern states recruiting candidates from the military, colleges and law enforcement academies. The Recruiting and Background Section processed, tested and conducted background investigations on the 6,700 employment applications received. By the end of 2017, the agency had 179 new deputy sheriffs and 90 civilian employees to serve the citizens of Orange County, tourists and businesses.
COMMUNITY RELATIONS SECTION

The Community Relations Section is comprised of the Crime Prevention Unit and the Community Relations Unit. The goal of this section is to build better relationships between the community and the Orange County Sheriff's Office.

In 2017, the Crime Prevention Unit provided over 900 presentations including Neighborhood Watch, Residential and Commercial Security Assessments and participation and organization of the National Night Out campaign to the citizens of Orange County.

Agency volunteers provided 66,271 person hours of service in 2017, providing an estimated cost savings of $1,810,192 to the citizens of Orange County. The agency also offers a college internship program which allows current college students an opportunity to work with deputies and specialized units to prepare themselves for a career in the criminal justice profession.

The Community Relations unit hosted one Senior Academy, four Civilian Academies, and two Teen Academies, each with the goal of educating the civilian population on the role and responsibilities of law enforcement officers and familiarization with agency efforts. The academies graduated 412 students in total.

The section also has a Senior Advocate who works closely with our agency and local municipalities, assisting with over 170 calls dealing with seniors’ related concerns.

Members of the Explorers receive law enforcement training and education and enhance their teamwork and leadership skills. Explorers are expected to give back to the community in an effort to "Make a Difference," an effort they accomplished with 3,658 hours of community service in 2017.

Community Relations also handles all special events and award ceremonies. This encompassed more than 205 events in 2017, including Multi-Cultural Day, the Law Enforcement Memorial, six agency award ceremonies and the Special Olympics Torch Run.
RECORDS AND IDENTIFICATION
SECTION

The Records & Identification Section is comprised of nine different units which include: the Records Front Counter, Records Custodian, Report Review, Arrest Paperwork, Document Imaging, Latent, Citizen Information, Identification and Uniform Crime Reporting.

During 2017 the Records & Identification Section continued to work on reducing the workload through technology by improving services and streamlining the use of personnel. Our main accomplishment this year is purging cases from 1953-1973 that have met retention for disposal. The cases that have not met retention are being put into a digital format for easier access.

- 77,705 public records requests
- 66,005 phone calls
- 2,075 fingerprints
- 14,490 customers served
- 2,812 AFIS entries verified

FLEET MANAGEMENT SECTION

Fleet Management is responsible for the acquisition, disposal, maintenance and repair of all vehicles owned or leased by the agency.

FLEET MANAGEMENT
2017 HIGHLIGHTS

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work orders completed on 2,310 pieces of equipment</td>
<td>13,076</td>
</tr>
<tr>
<td>Parts issued</td>
<td>46,862</td>
</tr>
<tr>
<td>Road calls performed by the after hour On-Call Technician</td>
<td>117</td>
</tr>
<tr>
<td>Total miles driven as an agency</td>
<td>26,906,997</td>
</tr>
<tr>
<td>Gallons of fuel utilized in agency vehicles</td>
<td>1,924,108</td>
</tr>
<tr>
<td>Total operating cost per mile for an agency vehicle</td>
<td>~0.31¢</td>
</tr>
</tbody>
</table>

Scanned 570,000 Pages

24,216 cases submitted to State Attorney’s Office

54,126 arrest reports processed

35,593 Fingerprint Cards processed from all municipalities within Orange County
QUALITY ASSURANCE SECTION

Quality Assurance (QA) began an intense review of internal controls and processes for the IAPrO data system. Automation of this system was completed and training began to utilize the system to provide agency members roll call training in a timely manner on important issues. The first year of the CALEA accreditation assessment was completed utilizing a new process with no issues. QA assisted three state agencies in assessments and completed three national assessments on accreditation standards. The section also updated and revised over 123 policies.

Re-evaluating and analyzing the patrol and communications section staffing and exploring alternate geographic patrol deployment structures was completed during the year. This information will guide the future deployment of patrol resources to provide more consistent workloads within each sector.

YOUTH SERVICES SECTION

The Youth Services Section is a cooperative partnership between the Orange County Sheriff’s Office School Resource Officer’s (S.R.O.), the Orange County Public School Board and the Orange County Public School District Police. The School Resource Officer program involves the full-time placement of deputies in approved elementary, middle and high schools in unincorporated Orange County. The program employs 80 School Resource Officers working in 79 elementary schools, 23 middle schools, three K-8 and 12 high schools, one 9th grade center and one alternative school in unincorporated Orange County.

- 6,170 student / parent Counseling Sessions
- 916 patrol assist / backup

INFORMATION MANAGEMENT SERVICES SECTION - (IMS)

Information Management Services is responsible for developing and maintaining the technology used by the Sheriff’s Office. The IMS section supports thousands of computers and telephones in dozens of locations throughout Orange County. Critical applications include, Computer Aided Dispatch, Records Management, Criminal Intelligence and Analysis, Mapping (GIS), and Human Resources.

During 2017, IMS handled nearly 7,952 service incidents ranging from simple technical questions to virus removal and data recovery while maintaining an overall 99.84% availability of key technical resources.

Information security is a critical function of IMS. In 2017, hundreds of thousands of unauthorized attempts to access agency resources were prevented. In addition, 2,403 information security incidents were reported and managed. These efforts saved countless hours of work and ensured only authorized users were allowed access to confidential material.

In 2017, IMS delivered a number of projects that provided additional crime analysis capabilities, solutions that focused on preventing crime, as well as efforts that increased the capacity of the data, voice, and storage networks the agency relies on. Key initiatives included a new secured internet site that allows various law enforcement agencies to share information as well as migrating key production systems to a new offsite facility.
COURT SERVICES/ COMMUNICATIONS DIVISION

COURT SECURITY SECTION

During 2017, the Court Security Section handled over 16,984 prisoners and remanded more than 1,843 defendants during the normal course of trials, arraignments and hearings. Court Security personnel served 2,428 injunctions, served 3,471 warrants and made 292 arrests. Court Security personnel transported more than 30,086 inmates between the courtrooms and the holding facility and fingerprinted more than 17,339 defendants. Court Security Deputies also responded to 538 panic alarms initiated by courthouse judicial staff members.

JUDICIAL PROCESS SECTION

During 2017, the Judicial Process Section expended $102,688.29 in postage for agency mail sent through the U.S. Postal Service and Fed-Ex. Section members received approximately 169,000 pieces of process from the courts, an 8% decrease from 2016, and collected over 1 million dollars in Sheriff’s fees.

The Judicial Process Section Injunctions Squad received a total of 8,457 injunctions, a 2% increase from 2016. The Judicial Process Section served 2,111 Eviction Summons during 2017.

CRIMINAL PROCESS SECTION

The Warrants Unit validated 16,901 records, to include warrants and child support writs, during the 2017 calendar year. At the conclusion of 2017, there were 26,237 warrants still outstanding.

Fugitive Unit members made 1,735 physical arrests serving a total of 1,910 felony and misdemeanor warrants. A total of 2,931 prisoners were transported during 2017 by the Extradition/Transportation Unit.

As of December 31, 2017, there were 1,898 active writs and $53,639.80 collected in revenue by the Criminal Process Section Enforceable Writs Unit.

COMMUNICATIONS SECTION

During 2017, Communications answered 678,251 emergency 911 calls and a similar number of non-emergency calls. 93.35% of all 911 calls were answered within ten seconds. December 2017 represented the 29th consecutive month that OCSO Communications exceeded the state mandate. Communications hired 43 replacement employees and the Communications Training Unit provided over 30,602 training hours.

Following Hurricane Irma, a team of five Telecommunicator Emergency Response Team (TERT) members responded to hard hit Collier County. Days later, a second team of two got deployed to Marathon in the Florida Keys to work in a make-shift 911 Center following the destruction of the Monroe County 911 Center.
DFC Norman Lewis loomed larger than life, both personally and physically. At 6’5,” his warm demeanor and infectious smile would disarm even the most nervous citizen when encountered by “Big Norm.” Motors deputy Norm Lewis tragically passed away on January 9, 2017 while on his way to assist in the shooting death of Orlando Police Department Lt. Debra Clayton. Norm Lewis faithfully served the citizens of Orange County for 12 years; he is gone but will never be forgotten.
Frank Seton Award

On January 4, 1989, while working an off-duty job, Deputy Seton responded to an urgent call for assistance from fellow deputies who were searching for several felony suspects. During that search, Deputy Seton was fatally injured. The Frank Seton Award was created to honor the memory of Deputy Seton’s dedication and commitment and is awarded monthly to a deputy who best personifies the spirit of Frank Seton.

John Cassady Award

John Cassady served as the Orange County Sheriff’s Office staff psychologist until his passing in 1992. A plaque displayed in an agency facility describes him as “a true friend in the purest sense of the word. A confidante who could lighten a heavy heart, calm the troubled spirit, or illuminate and warm the darkest of times with compassion, warmth and a genuine love for his fellow man.” This monthly award recognizes civilian employees who go beyond the realm of their normal duties.
### COMBINED STATEMENT OF REVENUES & EXPENDITURES

For Fiscal Year Ending September 30, 2017

<table>
<thead>
<tr>
<th>Major Funds</th>
<th>General Fund</th>
<th>Special Revenue</th>
<th>Total</th>
</tr>
</thead>
</table>

#### Revenues:

<table>
<thead>
<tr>
<th>Intergovernmental Revenues:</th>
<th>General Fund</th>
<th>Special Revenue</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Board of County Commissioners’ appropriations</td>
<td>217,020,699.00</td>
<td></td>
<td>217,020,699.00</td>
</tr>
<tr>
<td>Grants and other revenues</td>
<td></td>
<td>33,386,026.17</td>
<td>33,386,026.17</td>
</tr>
<tr>
<td><strong>Total reveunes</strong></td>
<td>217,020,699.00</td>
<td>33,386,026.17</td>
<td>250,406,725.17</td>
</tr>
</tbody>
</table>

#### Expenditures:

<table>
<thead>
<tr>
<th>Current:</th>
<th>General Fund</th>
<th>Special Revenue</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>General government:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Salaries, benefits, and payroll taxes</td>
<td>13,765,717.04</td>
<td></td>
<td>13,765,717.04</td>
</tr>
<tr>
<td>Operating expenditures</td>
<td>62,035.73</td>
<td></td>
<td>62,035.73</td>
</tr>
<tr>
<td>Capital outlay</td>
<td>3,154.30</td>
<td></td>
<td>3,154.30</td>
</tr>
<tr>
<td>Public safety:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Salaries and benefits</td>
<td>158,143,732.60</td>
<td>32,009,265.58</td>
<td>190,152,998.18</td>
</tr>
<tr>
<td>Operating expenditures</td>
<td>28,602,140.07</td>
<td>2,642,372.02</td>
<td>31,244,512.09</td>
</tr>
<tr>
<td>Capital outlay</td>
<td>5,790,682.06</td>
<td>1,002,690.29</td>
<td>6,793,372.35</td>
</tr>
<tr>
<td>Debt service:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Principal retirement</td>
<td>4,939,518.60</td>
<td>660,822.48</td>
<td>5,600,341.08</td>
</tr>
<tr>
<td>Interest charges</td>
<td>138,577.38</td>
<td>18,741.88</td>
<td>157,319.26</td>
</tr>
<tr>
<td><strong>Total expenditures</strong></td>
<td>211,445,557.78</td>
<td>36,333,892.25</td>
<td>247,779,450.03</td>
</tr>
</tbody>
</table>

#### Excess of revenues over (under) expenditures

5,575,141.22 (2,947,866.08) 2,627,275.14

#### Other financing sources (uses):

| Proceeds from capital lease obligations | 181,569.00 | | 181,569.00 |
| Sale of capital assets | 400,907.58 | | 400,907.58 |
| Operating transfers in (out) | (3,056,610.35) | 3,056,610.35 | 0.00 |
| Transfers to Board of County Commissioners | (3,101,007.45) | 0.00 | (3,101,007.45) |
| **Total other financing sources (uses)** | (5,575,141.22) | 3,056,610.35 | (2,518,530.87) |

#### Excess of expenditures and other financing sources (uses) over revenues

0.00 108,744.27 108,744.27

#### Fund balance, beginning of year

0.00 1,187,417.06 1,187,417.06

#### Fund balance, end of year

0.00 1,296,161.33 1,296,161.33
WE ARE HIRING

The Orange County Sheriff’s Office seeks qualified Florida certified candidates interested in a career as a Deputy Sheriff. Positions are open in Uniform Patrol, Court Security (full-time and part-time), Reserve Deputy Volunteer, and Auxiliary Deputy Volunteer. Sponsorship opportunities are available to Valencia College Criminal Justice Institute’s law enforcement academy. If selected, sponsorship includes paid tuition and uniform with a full-time salary.

Visit us online at www.ocso.com

The Orange County Sheriff’s Office is an Equal Opportunity Employer.
### ORANGE COUNTY SHERIFF’S OFFICE
### FACILITIES AND CONTACT NUMBERS

<table>
<thead>
<tr>
<th>Facility</th>
<th>Address</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of Jerry L. Demings, Sheriff</td>
<td>2500 W. Colonial Drive, Orlando, FL 32804</td>
<td>407-254-7000</td>
</tr>
<tr>
<td>Sector 1 (Apopka)</td>
<td>1111 N. Rock Springs Road, Apopka, FL 32712</td>
<td>407-254-1001</td>
</tr>
<tr>
<td>Sector 2 (East Orange)</td>
<td>11000 Lake Underhill Road, Orlando, FL 32825</td>
<td>407-254-4800</td>
</tr>
<tr>
<td>Sector 3 (West Orange)</td>
<td>475 W. Story Road, Ocoee, FL 34761</td>
<td>407-254-6801</td>
</tr>
<tr>
<td>Sector 4 (South Orange)</td>
<td>2400 W. 33rd Street, Orlando, FL 32839</td>
<td>407-836-3770</td>
</tr>
<tr>
<td>Sector 5 (Southwest Orange)</td>
<td>6817 Westwood Boulevard, Orlando, FL 32821</td>
<td>407-351-9368</td>
</tr>
<tr>
<td>Sector 6 (Lake Buena Vista)</td>
<td>2700 Village Services Trail, Lake Buena Vista, FL 32830</td>
<td>407-254-6900</td>
</tr>
<tr>
<td>Records</td>
<td>2500 W. Colonial Drive, Orlando, FL 32804</td>
<td>407-254-7280</td>
</tr>
<tr>
<td>Human Resources</td>
<td>2500 W. Colonial Drive, Orlando, FL 32804</td>
<td>407-254-7400</td>
</tr>
<tr>
<td>Judicial Process</td>
<td>425 N. Orange Avenue, Suite 240, Orlando, FL 32801</td>
<td>407-836-4570</td>
</tr>
</tbody>
</table>

Non-Emergency 407-836-HELP (4357)

### ORANGE COUNTY SHERIFF’S OFFICE
### 2017 ANNUAL REPORT

Jerry L. Demings  
Sheriff

Daniel Divine  
Manager, Research and Development

Reinaldo L. Rivero  
Undersheriff

Timothy Harden  
Graphic Designer

The Orange County Sheriff’s Office is accredited by the Commission on Accreditation for Law Enforcement Agencies, the Commission for Florida Law Enforcement Accreditation and is a charter member of the Major County Sheriff’s Association.