



Commission for Florida Law Enforcement Accreditation, Inc.

P.O. Box 1489 ~ Tallahassee, FL 32308
(800) 558-0218 ~ (850) 410-7200

December 7, 2022

Sheriff John W. Mina
Orange County Sheriff's Office
P.O. Box 1440
Orlando, FL 32802-1440

Dear Sheriff Mina:

Congratulations!

We are pleased to inform you the Orange County Sheriff's Office has met the required standards to become reaccredited by the Commission for Florida Law Enforcement Accreditation as an Excelsior agency (fifth award).

Your reaccredited status is official as of this date and will remain in effect for a period of three years. Compliance with any future standards approved by the Commission that may be applicable to your department is part of maintaining your accredited status.

You and your agency are to be commended for your continued diligence, professionalism, and commitment in maintaining this highest recognition among Florida's law enforcement community.

We look forward to working with you and your agency in your continuous pursuit of excellence. On behalf of the Commission, we extend our thanks for your participation and congratulations on a job well done!

Sincerely,

William Walls
Acting Executive Director

To: Commission for Florida Law Enforcement Accreditation, Inc.
From: Retired Major Keely Weaver, Team Leader
Date: August 10, 2022
Re: Orange County Sheriff's Office
CORE Competencies Assessment Report
August 2-3, 2022

A. Agency/Assessment Information:

Chief Executive Officer: Sheriff John W. Mina
Accreditation Manager: John Farrell

Standards Manual Version: 1.09

Previous Accreditation Dates: October 1996, October 1999, February 2002, October 2004, October 2007, October 2010, September 2013, October 2016, and October 2019

Excelsior Dates: October 2010, September 2013, October 2016, and October 2019

Additional Accreditations: Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA)

Assessment Team Recommendation: Excelsior Reaccreditation

Assessment Team

Team Leader: Keely Weaver (KW)
Retired Major
Florida Highway Patrol
LilBit015@juno.com

Heather Bailey (HB)
Compliance Coordinator
Clay County Sheriff's Office
hbailey@claysheriff.com

Sarah Thomas (ST)
Assistant Accreditation Manager
Tallahassee Police Department
sarah.thomas@talgov.com

B. Compliance Tally:

Status	Mandatory Standards	Other-than-mandatory Standards	Total Standards
In compliance	87	1	88
Not in compliance	0	0	0
Not applicable	3	0	3
Elected exemptions	0	0	0
Waiver	0	0	0
Total:	90	1	91

Total Applicable Other-than-mandatory Standards	1
Maximum allowable number of Elected Exemptions	0

C. Agency Profile:

The Timucuan and Seminole Native Tribes first occupied Central Florida, followed by pioneer settlers. In 1845, the area known as Mosquito County in Territorial Florida was renamed Orange County, reflecting the large area of orange groves throughout the region. This was the same year in which Florida's status as a territory was changed to that of a state, and the first election occurred in which the first sheriff of Orange County was elected. The county lived in relative obscurity until the citrus industry eventually put it on the map and made it one of the country's most prolific and best-known orange and grapefruit producing regions.

Snowbirds from the northern tier states would ride the railroads, follow the sweet scent of the orange blossoms, and find their way to the area while a handful of commercial concerns associated with America's fledgling space program would be the first signs of the explosive growth that we now associate with Orange County. To most of the world, Orange County, Florida, did not exist until the man who drew that cartoon mouse drained several hundred acres of swamp land and built what quickly evolved into one of the world's premier tourist destinations. The tourism industry continues to be a driving force within Orange County and was further augmented by the development and growth of the Orange County Convention Center, which has become the second largest in the nation.

Orange County is one of seven counties recognized as comprising Central Florida. It is a charter county, meaning it has its own constitution and is self-governing. The first charter went into effect in January 1987. In November 1988, voters approved the creation of a new form of government for Orange County: a mayor elected by the community at large and the creation of six single-member districts. Having a charter gives the county the ability to respond to a changing environment and meet local needs. The Orange County charter is the legal document whereby county government operates day-to-day business.

The Orange County Sheriff's Office is currently one of the largest law enforcement agencies in the Southeastern United States with a budget for the 2021-2022 Fiscal Year of almost \$267 million with 2,592 authorized sworn and civilian employees. Sheriff John W. Mina was elected in a special 2018 election and reelected sheriff in 2020. He is responsible for over 1.38 million residents and more than 72 million tourists who visit Orange County every year. The jurisdiction of the Orange County Sheriff's Office spans almost 1,000 square miles.

The Orange County Sheriff's Office was initially accredited by the Commission for Florida Law Enforcement Accreditation (CFA) in 1996. The agency was reaccredited in the last four assessment cycles as an Excelsior agency, with the last reaccreditation occurring in October 2019. This will be their fifth Excelsior status. Additionally, the Orange County Sheriff's Office was initially accredited by the Commission on Accreditation for Law Enforcement Agencies (CALEA) in 1995. The agency has received the Advanced CALEA Accreditation Meritorious award for the previous four cycles with the last reaccreditation in November 2020.

The Orange County Sheriff's Office is composed of two bureaus, each commanded by a chief deputy. Each bureau consists of three divisions which are each headed by a major. The Operational Services Bureau consists of the Uniform Patrol Division, the Criminal Investigation Division, and the Special Operations Division. The Administrative Services Bureau consists of the Human Resources Division, the Court Services/Communications Division, and the Support Services Division.

D. Assessment Summary:

The assessment team met at the hotel on Monday evening, August 1, 2022, to discuss team assignments, the assessor packet, and the assessment agenda. It was predetermined by the accreditation manager that the team would be picked up and taken to the Central Operations Center on the first day and to different off-site locations on the second day.

At 7:40 a.m. on Tuesday morning, August 2, 2022, Accreditation Manager John Farrell met the team at the hotel and drove them to the sheriff's office Central Operations Center. Upon arrival at the office, he escorted the team to their designated work area, which was well prepared with all of the necessary tools for a smooth process. The team met with Sheriff John W. Mina and his Quality Assurance staff for the entrance interview at 8:30 a.m.

The following staff/agency members attended the entrance interview:

- Sheriff John W. Mina
- Captain Terri Piwowarski
- Sergeant John MacDonald
- John Farrell, Accreditation Manager
- Michelle Pedde-Pizagno, Accreditation Policy Coordinator (outgoing)

- Kimberly Boothe, Accreditation Policy Coordinator (incoming)
- Heather Dublonsky, Accreditation Policy Coordinator (incoming)

During the meeting, Team Leader Weaver explained the assessment process and the duties of the assessment team. Team Members Bailey and Thomas introduced themselves. Each of the staff/agency members introduced themselves and explained their primary duties. The command staff emphasized the agency's long-standing commitment to the accreditation process and assured the team that they would receive cooperation from all agency members throughout the assessment.

After the meeting, Captain Terri Piwowarski and Accreditation Manager Farrell provided the assessment team a brief tour of the facility and introduced other agency members along the way. During the tour, the assessment team took notes of the individuals and locations identified for future interviews and/or observations. Throughout the assessment process, the agency's accreditation staff provided an on-going employee log which included all members who the assessment team spoke with. This was a very beneficial resource for the team to refer back to. After the tour, the assessment team returned to their work area to begin the file review process. Due to the number of proofs, not required or necessary, attached to each standard, the assessment team was not able to even begin the interviews and observations until later that afternoon.

At 8 a.m. on Wednesday, August 3, 2022, some of the agency's accreditation staff met the assessment team at the hotel for the second and final day of assessment. Captain Piwowarski (and Heather Dublonsky) drove Team Leader Weaver to several offsite locations, which included the 911 Communications Center, Uniform Patrol Division – Sector 2 Station, K-9 facility, and the training range. Sergeant John MacDonald (and Michelle Pedde-Pizagno) drove Team Member Bailey to the Evidence / Property Section, Uniform Patrol Division – Sector 3 Station, and the Criminal Intelligence and Narcotics Division. Accreditation Manager Farrell drove Team Member Thomas to the courthouse for court security and holding area, civil process, Uniform Patrol Division – Sector 4 Station, and the Breath Test Center.

Throughout both days, the team confirmed compliance with standards through file reviews, numerous interviews, and observations.

Please refer to the list below for agency personnel and other individuals who were interviewed and/or assisted the team with required observations.



Commission for Florida Law Enforcement Accreditation (CFA)
Employee Log

<u>EID</u>	<u>NAME</u>	<u>RANK</u>	<u>Section</u>
8412	John Farrell	Accreditation Manager	QA
7207	Michelle Pedde-Pizagno	Accreditation Policy Coordinator	QA
1529	Terri Piwowarski	Captain	QA
1977	John MacDonald	Sergeant	QA
10184	Kimberly Boothe	Accreditation Policy Coordinator	QA
7360	Heather Dublonsky	Accreditation Policy Coordinator	QA
9360	John W. Mina	Sheriff	Sheriff
1497	Sean McCormack	Lieutenant	Sheriff
564	Reginald Hosey	Major (Acting Chief Deputy)	Admin Services
2194	Georgene Rye	Director of Employee Services	Human Resources
2190	Tony Marlow	Captain	Human Resources
5515	Abby Hilley	Lieutenant	Human Resources
2312	Kristen Reyes	HRD Supervisor	Personnel Services
1149	Bertis Negron	School Crossing Guard Supervisor	SCG Unit
2827	Ryan Olsson	Lieutenant	Professional Standards
10633	Jose Campa	Assistant General Counsel	Legal Services
9452	Austin Moore	General Counsel	Legal Services
9393	Michelle Guido	Director	Strategic Comm
100408	Brandon Ragan	Lieutenant	Strategic Comm
295	Jeff Eifler	Major	Criminal Investigations
1808	Joe Carter	Captain	General Assignment
2208	Ron Murdock	Crime Scene Supervisor	Forensics
1399	Albrecht, Jennifer	Records Custodian Supervisor	Records
1431	Taylor, Nakia	Director of Records	Records
8302	Robles, Wendy	Records Supervisor	Records
2905	Hall, Christopher	Lieutenant	HRIC
1725	Payne, Todd	Captain	HRIC
3918	Huggins, Melvin	Sergeant	FTEP/Training
7443	Lockwood, Nora	Administrative Assistant	Training
484	McCollom, Joseph	Captain	Training
8080	Sedlacek, Carrie	Assistant Training Coordinator	Training
368	Bustamante, Hiram	Sergeant	Court Security
2083	Davis, David	Sergeant	Court Security

2564	Chancey, Jennifer	Lieutenant	Court Security
583	Crabb, Michael	Lieutenant	Motors/DUI
1980	Melville, Kelly	DUI Technician	Motors/DUI
4035	Caner, Osvaldo	DUI Technician Supervisor	Motors/DUI
1506	Barrett, Chris	Captain	Sector 4
1364	Deeb, Michael	Lieutenant	Sector 4
3311	Viet Pham	Manager	Evidence
2891	Gilberto Gonzalez	Supervisor	Evidence
3769	Timere Mazion	Supervisor	Evidence
2895	Leann Winegar	Evidence Tech II	Evidence
7526	Matthew Hines	Evidence Tech I	Evidence
9363	Taylor Libberton	Evidence Tech I	Evidence
1356	Dennis Ela	Captain	Sector III
2037	Susan Wallis	Captain	Narcotics
340	Shane Dejarnett	Lieutenant	Narcotics
3748	Paula Reed	Intelligence Analyst	Criminal Intel
2791	Theresa Angizer	Sergeant	Sex Crimes
798	Cheryl Williams	Manager	Communications
8572	Sarajo Stough	Dispatcher	Communications
9610	Michelle Kolker	Deputy	UPD Sector II
6516	Harry Prochet	Sergeant	UPD Sector II
605	Todd Gardiner	Captain	UPD Sector II
4783	Elizabeth Sovacool	Lieutenant	UPD Sector II
4408	Robert Lees	Corporal	K9
	Chico	Canine	K9
829	Manny Hernandez	Sergeant	Range
9199	David Brooker	Deputy	Range
2149	Michael Rosignol	Sergeant	Levo

The assessment team was very impressed by the status and location updates provided for the affected personnel for interviews and observations, both onsite and offsite.

Team Leader Weaver was responsible for the CORE standards within the following chapters:

1 (Organization)	14 (Field Personnel)
2 (Authority)	17 (Special Operations)
3 (Written Directive System)	18 (Traffic Law Enforcement)
4 (Use of Force)	26 (Records)
10 (Training)	

She visited the following locations for in-person interviews and/or observations:

- Central Operations Center – Records, Special Operations, and Training
- Offsite – Communications Center, Sector 2 Patrol Station, K-9 Facility, and the Training Facility at the Firing Range

All of the personnel and locations that Team Leader Weaver visited were very knowledgeable with the accreditation standards related to their positions and provided the confirmation that such standards, including time sensitive, were in compliance.

She was very impressed with the following:

- Assistant Training Coordinator Carrie Sedlacek – provided additional lesson plans and instructor profiles immediately upon request
- Bomb Unit Supervisor Lieutenant Christopher Hall – gave a thorough presentation of the agency's bomb unit vehicle and equipment
- The newly renovated K-9 facility, along with the passion and dedication for duty exhibited by K-9 "Chico" and his handler, Corporal Robert Lees
- Driving Instructor Sergeant Michael Rosignol was very informative and professional during his phone interview.

Assessor Bailey was responsible for the CORE standards within the following chapters:

9 (Selection)	27 (Evidence)
13 (Position Classifications / Descriptions)	28 (Property)
15 (Investigations)	31 (Interview Rooms)
19 (Criminal Intelligence)	

She visited the following locations for in-person interviews and/or observations:

- Central Operations Center – Criminal Investigations Division (Interview Rooms), Forensics, Human Resources, and Strategic Communications
- Offsite – Evidence and Property Rooms, Sector 3 Patrol Station, and Criminal Intelligence/Narcotics

All of the personnel and locations that Assessor Bailey visited were very knowledgeable with the accreditation standards related to their positions and provided the confirmation that such standards, including time sensitive, were in compliance.

She was very impressed with the following:

- The extensive training the members of the Crime Scene Investigation team undergo, as described by Forensics Supervisor Ron Murdock
- The Evidence and Property Building, which was impeccable, completely organized, with all items properly stored. Civilian Evidence Technician Supervisor Gilberto Gonzalez was very informative and professional during the interview and tour.

Assessor Thomas was responsible for the CORE standards within the following chapters:

5 (Fiscal Activities)	23 (Court Security)
7 (Conduct & Discipline)	24 (Civil Process)
20 (Misconduct/Complaint Processing)	25 (Communications)
21 (Prisoner/Detainee Transportation)	29 (Infectious Diseases)
22 (Holding Areas)	32 (Technology)

She visited the following locations for in-person interviews and/or observations:

- Central Operations Center – Professional Standards/Internal Affairs, Fiscal, and Legal
- Offsite – Courthouse Security/Holding Area, Civil Process, Sector 4 Patrol Station, and DUI Testing Facility/Holding Area

All of the personnel and locations Assessor Thomas visited were very knowledgeable with the accreditation standards related to their positions and provided the confirmation that such standards, including time sensitive, were in compliance.

She was very impressed with all security measures and protocols for confidential/medical records she observed at Professional Standards and Human Resources, the holding areas located at the County Courthouse and the DUI Testing Facility, and with all associated information technology.

Wednesday afternoon, August 3, 2022, the team finished file reviews, interviews, observable standards, and finalized some file issues. Upon completion, the assessment team conferred together and spoke with Program Manager Jennifer Jacques with the Florida Accreditation Office. The team then met with Accreditation Manager Farrell and Captain Piwowarski. Afterward, the team conducted the exit interview with the same agency staff as the entrance interview.

The team thanked Sheriff Mina and his staff for the professionalism, cooperation, and commitment of the entire organization during this assessment. The team highlighted the standards each member reviewed and recognized certain personnel who were instrumental in providing information to team members.

The team explained that there were no issues of noncompliance or existing issues concerning the status of any standards. The team leader reiterated there were no issues

that would adversely impact the agency's reaccreditation with Excelsior status, which is the unanimous recommendation of the assessment team.

At the conclusion of the exit interview, Sheriff Mina and the members of the Quality Assurance staff personally thanked the team for their efforts in the accreditation process.

E. Standards Noncompliance Discussion: None

F. Corrective Action Discussion: None

G. Standards Elected for Exemption: None

H. Standards Verified by the Team as Waiver Applicable: None

I. Standards Verified by the Team as Not Applicable to the Agency:

27.11M (HB) 27.16M (HB) 31.01M (HB)

J. Standards with a Status Changed by Assessors: None

K. Public Information Activities: None

L. Exemplary Policies/Projects/Procedures:

Orange County Sheriff's Office Exemplary Program: "OCSO Wellness Center"

The Orange County Sheriff's Office Wellness Center opened on November 19, 2019, within the Central Operations Center. The wellness center is available to all Orange County Sheriff's Office employees, including those who have opted out of insurance coverage, and the sheriff's office reserve deputies.

The wellness center offers a variety of onsite preventive care and health services, including the following:

Ear / Eye Infections	Urinary Tract Infections
Sinus / Upper Respiratory Infections	Bloodwork / Cholesterol Screening
Sore Throat / Flu	Blood Pressure Check / Immunizations
Skin Rash / Minor Wounds	Health and Weight Coaching
Muscle Pains / Strains	

These services are provided at no charge for employees enrolled in the Green CIGNA health plan, which covers 75% of employees. For employees enrolled in the Gold (high deductible) plan, the cost is set at \$25 for non-wellness visits, and employees receive additional funds in their Health Savings Account.

A CIGNA registered nurse (RN) runs the wellness center, and telehealth visits can be arranged with a doctor onsite. With the center onsite, many employees do not have to

leave work early or during their work schedule for routine appointments. When doctor visits are arranged through the wellness center, they are more cost-effective than an urgent care facility, and the employees are seen by a medical professional without delay, for minor issues.

Appointments can be made online through the Orange County Sheriff's Office portal link from the employee's desk/laptop. With the arrival time set at only five minutes prior to the appointment, workplace disruption is minimized. Same day appointments are usually available. The service hours are extended at least once a week to allow for shift coverage.

M. Summary and Recommendation:

The Orange County Sheriff's Office has continued to ingrain accreditation into its everyday culture. This was evident by the members' professionalism and their overall knowledge of the law enforcement profession. Based on the file reviews, observations made, and interviews conducted by the assessment team, it is the unanimous opinion of the team that the Orange County Sheriff's Office is meeting the requirements necessary to comply with all applicable accreditation standards. It is the unanimous recommendation of the assessment team that the Orange County Sheriff's Office be favorably reviewed by the CFA for reaccreditation with Excelsior status at the next scheduled commission meeting. This will be the agency's fifth reaccreditation with Excelsior status.

Submitted by Keely Weaver
Team Leader