

# ORANGE COUNTY SHERIFF'S OFFICE



## GENERAL ORDER

<b>Effective Date:</b> February 8, 2025	<input checked="" type="checkbox"/> <b>Amends</b> – GO 3.1.0 (July 16, 2024)	<b>Number:</b> 3.1.0
<b>Distribution:</b> All Personnel	<b>Review Month:</b> February	<b>Reviewing Authority:</b> SSD / Quality Assurance
<b>Subject:</b> Organization		

This order consists of the following:

1. Purpose
2. Policy
3. Definitions
4. Command Structure
5. Organization

### 1. Purpose

The Orange County Sheriff's Office will provide a formal organizational structure with clearly defined components so the chain of command and functional divisions are clearly perceived by all personnel. It is necessary that all personnel, either employed or appointed, be sufficiently familiar with the structure, functions, activities and services associated with the operation of the agency in order to assist visitors and citizens by directing their questions or problems to the proper organizational component. The organizational structure of the agency is grouped by function and depicted on an [organizational chart](#) available to all personnel. This directive is to delineate the functional responsibilities of components within the agency.

### 2. Policy

Organizational descriptions and organizational charts will provide all agency personnel and other interested parties with a functional representation of each structural component. Since staffing patterns can change without modification to the organizational structure, charts will not reflect the number of personnel assigned to each component. The organizational chart will be updated as changes are made.

### 3. Definitions

The following structural components and organizational terminology will be used by all personnel within the agency:

#### A. Office of the Sheriff

The Office of the Sheriff is an organizational component which includes the functions of the Office of the Sheriff, the Office of the Undersheriff, Staff Director and Legislative Affairs.

#### B. Bureau

A bureau, commanded by a Chief Deputy, is the second subordinate organizational component within the agency.

#### C. Division

A division, commanded by a Major or civilian equivalent, is the third subordinate

organizational component within the agency.

- D.     Sector  
A sector is a geographically defined patrol area, commanded by a Captain, responsible for performing traditional patrol activities.
- E.     Section  
A section is a subordinate organizational component within a division and is commanded by a Captain or civilian equivalent.
- F.     Unit  
A unit is an organized group of personnel assigned a specialized function or task and is commanded by a Lieutenant or civilian equivalent.
- G.     Squad  
A squad is the principle subordinate organizational component within a division, section, unit or sector and is under the command of a single supervisor.
- H.     Detail  
A detail is a sub-component of a sector, division, section, unit or squad in which personnel are assigned a specialized activity.
- I.     Team  
A team is a group whose primary assignments are in functional areas and are assembled for a special purpose as needed. Team supervisors report to a commanding officer designated by the Sheriff or designee for control purposes. These teams include but are not limited to:
  - 1.     Crisis Intervention Team (CIT)
  - 2.     Honor Guard
  - 3.     Casualty Benefits Team (CBT).
  - 4.     Computer Voice Stress Analysis (CVSA) Team

#### 4.     **Command Structure**

The order of rank for the agency is as follows:

- A.     Sworn
  - 1.     Sheriff
  - 2.     Undersheriff
  - 3.     Bureau Chief Deputy (Bureau Commander)
  - 4.     Major (Division Commander)
  - 5.     Captain (Section/Sector Commander)
  - 6.     Lieutenant
  - 7.     Sergeant
  - 8.     Corporal
  - 9.     Deputy Sheriff First Class
    - a.     Master Deputy
    - b.     Detective
    - c.     Agent
  - 10.    Deputy Sheriff
    - a.     Detective
    - b.     Agent

- c. Trainee
- 11. Court Security Deputy
- 12. Reserve Deputy
- 13. Auxiliary Deputy

B. Non-Sworn

- 1. Director/Comptroller/General Counsel
- 2. Assistant Director/Manager/Managing Supervisor
- 3. Section/Unit Supervisor
- 4. Shift Supervisor or ASL
- 5. Employee/Career Path Employee
- 6. Part-time Employee
- 7. Volunteer

5. **Organization**

A. Office of the Sheriff

The Office of the Sheriff provides various specialized, managerial and executive services and is composed of the Sheriff, the Office of Undersheriff, and the Staff Director.

1. Sheriff

The Sheriff is the Chief Law Enforcement Officer for Orange County, Florida. The Sheriff coordinates and directs all functions of the agency. The duties and responsibilities of the Sheriff are delineated by the Florida Constitution, [Article VIII, Section 1\(d\)](#) and FS [Chapter 30](#).

2. Reporting directly to the Sheriff are the Undersheriff, and the Staff Director.

a. Undersheriff

The Undersheriff is the second highest ranking member of the agency. When the Sheriff is unavailable, the Undersheriff acts in the capacity of the Sheriff.

b. Staff Director

The Staff Director provides high level administrative support to the Sheriff and Undersheriff, assists in the coordination of special projects, acts as an agency liaison and assists with internal and external conflict resolution.

B. Office of the Undersheriff

1. The Office of the Undersheriff is responsible for administration and support for the Sheriff. Reporting directly to the Undersheriff are Legal Services, Strategic Communications, Professional Standards, Fiscal Management, Central Florida Intelligence Exchange (CFIX)/Intelligence, Metropolitan Bureau of Investigation (MBI), Information Technology, Research and Development, the Operational Services Bureau, the Administrative Services Bureau, and the Executive Assistants.

2. Legal Services

- a. Legal Services, commanded by the General Counsel, handles designated legal matters affecting the agency, e.g., forfeiture

proceedings, training, contracts, liability issues. Legal Services also acts as liaison to outside counsel assigned to Florida Sheriffs Risk Management Fund cases and the State Attorney's Office.

b. Legislative Affairs

Legislative Affairs is the liaison between the agency and various branches of Orange County, State of Florida and Federal Governments. Legislative Affairs interacts with local and state Legislators in order to advance the Sheriff's Office mission through changes to state statute and to hear constituent concerns in law enforcement issues. Legislative Affairs take the Sheriff's legislative priorities and advance them through direct visits and communication with state Legislators, attend and testify in Committee hearings as well as the yearly 60-day legislative session each year. Members of Legislative Affairs are the only agency personnel authorized to conduct political lobbying.

3. Strategic Communications

Strategic Communications, commanded by a Captain or civilian equivalent, is the primary point of contact between agency members and the news media. Strategic Communications functions as the primary public affairs arm of the agency. Public Information Officers (PIO) shall respond to media requests for information through any means that are appropriate for each situation. Information can be released through social media channels, via email, phone or in person. Strategic Communications manages all social media accounts of the agency and the agency graphic designers who create and modify computer graphics for special projects and maintains the agency's official forms, flyers and printed documents.

4. Professional Standards

Professional Standards, commanded by a Captain, investigates complaints of misconduct by agency personnel.

5. Fiscal Management

Fiscal Management is commanded by the Comptroller. Fiscal Management is responsible for purchasing, finance, to include payroll and travel, and grants.

a. Purchasing

Purchasing is responsible for all ordering of supplies and equipment.

b. Finance/Payroll

1. Finance collects and deposits all funds from the various agency components and is responsible for paying all invoices after the goods or services have been delivered and accepted. The section also processes all travel-related expenditures.

2. Payroll is responsible for processing the agency payroll and disbursement of paychecks.

c. Grants

Grants create and submit all paperwork and related

documentation for receiving grant funds.

6. Central Florida Intelligence Exchange (CFIX)/Criminal Intelligence Section  
 The CFIX/Criminal Intelligence Section, is commanded by a Captain, are comprised of the CFIX, Criminal Intelligence, and Behavior Response Unit. Reporting directly to the Captain is the Special Assistant to the Orange County Mayor.
  - a. CFIX is responsible for gathering, receiving, analyzing, and sharing regional threat-related information and intelligence among federal, state, and local law enforcement, other public safety entities, and private sector security personnel.
  - b. Criminal Intelligence continually provides intelligence information collection, analysis, and dissemination to support operational units, both within and outside the agency, in the investigation of criminal activities.
  - c. The Behavioral Response Unit is available to respond to calls for service that relate to mental illness, PTSD, substance abuse, and persons that could be a threat to themselves or others.
7. Metropolitan Bureau of Investigation (MBI)  
 MBI, commanded by a Director, is a multi-agency task force which investigates human trafficking, vice, narcotics and organized crime.
8. Information Technology  
 Information Technology (IT), commanded by a Director, is responsible for recommending, selecting, installing, and maintaining all agency technology. The section is also responsible for developing new technology solutions and providing technical assistance to users. This section also determines communication equipment needs during the acquisition process for new facilities and coordinates implementation of these systems.
  - a. Administrative  
 Administrative is responsible for managing the overall direction of the section by creating and maintaining all budgetary, purchasing, and contract info.
  - b. IT Security  
 IT Security is responsible for verifying the agency complies with all policies and best practices related to information security.
  - c. IT Solutions Delivery  
 IT Solutions Delivery is responsible for managing and implementing all new technology solutions for the agency, including in-house developed systems.
  - d. IT Service Management  
 IT Service Management is responsible for managing all current technology and client services that are required by the agency.
9. Research and Development (R&D) Unit  
 R&D is responsible for coordinating agency research and analysis projects including but not limited to studies and surveys which may affect

the operations and management of the agency. R&D coordinates the planning of all remodeling and acquisition of agency facilities with the Orange County Board of County Commission staff and private sector individuals/corporations. R&D is also responsible for maintaining and collecting the Goals and Objectives of the agency and creating quarterly and yearly reports.

10. **Operational Services Bureau**  
The Operational Services Bureau, commanded by a Chief Deputy, is responsible for the agency's law enforcement/operational components.
11. **Administrative Services Bureau**  
The Administrative Services Bureau, commanded by a Chief Deputy, is responsible for the agency's law enforcement operation's support system components.
12. **Executive Assistants**  
The Executive Assistants provide administrative support to the Sheriff, Undersheriff and Staff Director, and assist with special projects, conflict resolution, security issues, and correspondence preparation.

C. **Operational Services Bureau**  
The Operational Services Bureau is commanded by a Chief Deputy. The Bureau is comprised of the Uniform Patrol Division, the Criminal Investigations Division and the Special Operations Division, and the High-Risk Incident Command (HRIC).

1. **Uniform Patrol Division**  
The Uniform Patrol Division (UPD) is commanded by two Majors assigned to UPD East or UPD West Command.
  - a. Uniform Patrol Division East Command is commanded by a Major and is responsible for Sector 2, Sector 4, Sector 6, Sector 7 and Field Service Officers. Field Service Officers respond to take reports of crimes in Sectors in assigned patrol vehicles and assist with school crossings, traffic control, and other duties.
  - b. Uniform Patrol Division West Command is commanded by a Major and is responsible for Sector 1, Sector 3, and Sector 5.
  - c. Sectors 1 – 7 are geographically defined patrol districts responsible for performing traditional patrol activities.
    1. Each Sector may utilize Police Service Officers. These uniformed civilians work in sector sub-stations and assist with administrative duties and take crime reports.
    2. COPS Units and TAC Units are under the command of UPD Section Commanders tasked with targeted crime prevention and providing a Community Policing presence.
    3. Sector 5 provides concentrated, high visibility patrol to the high-density tourist areas and the Orange County Convention Center. It also includes an investigative team, and Tourist Oriented Policing Squads (TOPS). TOPS work proactively and cooperatively with business partners in tourist areas to suppress and prevent crime, provide a

safer environment for both visitors and service providers along the tourist corridor, which is critical to the future prosperity of the community.

4. Sector 6 provides concentrated, high visibility patrol to the high-density Walt Disney World properties. It also includes an investigative team and the supervision of the Field Service Officers Unit.

## 2. Criminal Investigations Division

The Criminal Investigations Division, commanded by a Major, is comprised of the Major Case Section, the Investigative Services Section, and the General Assignment Section. The sections are commanded by a Captain and the units are commanded by a Lieutenant or civilian equivalent. The Division is organized as follows:

### a. Major Case Section

The Major Case Section is comprised of the Felony Crimes Unit and the Major Crimes Unit.

#### 1. Felony Crimes Unit

The Felony Crimes Unit is comprised of the following squads:

##### a. Felony 1, 2, and 3

Identifies and tracks individuals determined to meet state guidelines as career criminals. Provides tactical takedown, investigative support and proactive assistance to other section(s) when necessary.

##### b. Analytics, Intelligence and Monitoring (AIM)

Members of the AIM squad shall conduct comprehensive investigations for criminal offenses, including but not limited to:

1. In progress felony and misdemeanor calls for service
2. Missing Endangered persons investigations
3. High-risk incidents
4. Larger scale investigations to include searches, terrorist incidents or other protracted events.
5. Assisting CID or other investigative units inside or outside the agency

##### c. Electronic Surveillance Support Team (ESST)

ESST identifies and tracks individuals determined to meet state guidelines as career criminals. ESST assists others with electronic equipment in criminal case development.

#### 2. Major Crimes Unit

The Major Crimes Unit is comprised of the following squads:

##### a. Homicide

Homicide investigates all homicides, suicides, accidental deaths, and other deaths.



- b. Gangs  
Gangs is responsible for gathering intelligence on gang activities and identifying gang members involved in criminal activity. This squad conducts follow-up investigations on gang related incidents.
  - c. Victim Advocates respond as needed to assist victims of violent crimes, domestic violence, severe physical trauma, and other crimes with counseling, transportation, appropriate social services referral, and criminal justice advocacy. Victim Advocates are also responsible for confirming foreign governments are notified via the applicable embassy or consulate when their citizens are arrested, detained pursuant to a Baker or Marchman Act, placed with the Florida Department of Children and Families, suffer serious injury or death, or are involved in the crash of a foreign ship or aircraft.
  - d. FBI Safe Street Task Force  
FBI Safe Street Task Force is commanded by the FBI. This multi-agency taskforce is responsible for gathering intelligence on gang activities and investigating their criminal activity at a federal level.
- b. Investigative Services Section  
The Investigative Services Section is comprised of the Special Investigations Unit, the Crime Analysis Unit, Forensics Unit, and the Evidence Unit.
  - 1. Special Investigations Unit
    - a. Sexual Offender Surveillance (SOS)  
The Sexual Offender Surveillance squad identifies and monitors registered sexual predators and offenders in the community.
    - b. Sex Crimes  
Sex Crimes is responsible for the investigation of all sex crimes involving adults and all sex crimes involving juveniles.
    - c. Digital Forensics  
Digital Forensics conducts comprehensive investigations for criminal offenses including, but not limited to, online child exploitation, computer crimes and digital evidence processing.
    - d. Domestic Crimes  
Domestic Crimes is responsible for the investigation of all domestic violence related offenses as well as child abuse and missing persons.
  - 2. Crime Analysis Unit
    - a. Crime Analysis is responsible for collecting, organizing, analyzing, and interpreting crime and incident data.



- b. Transcriptions  
Transcriptions will only be done at the direction of a supervisor. Transcriptions will be completed by personnel trained to use Axon Auto-Transcribe or the transcript may be outsourced to a transcription service company, with approval of a CID lieutenant or above.
    - c. The Crime Analysis Unit Manager/Supervisor will be responsible for facilitating transcription requests.
  - 3. Evidence Unit  
Evidence is responsible for all found, recovered, safekeeping and evidentiary property in the custody of the agency. The Unit maintains an intake/receiving process for deputies to submit property. The Unit also provides on-call service to secure and transport large items from crime scenes. The Unit accounts, secures, transports, preserves, stores and seeks legal authorizations to dispose of property by returning to owners/claimants, donating, converting for agency use or destroying property that is illegal or is unwanted.
  - 4. Forensics Unit  
The Forensics Unit is made up of the following specialties. In addition to the duties outlined below, all members of the unit are responsible for testifying in court when necessary.
    - a. Crime Scene Investigators (CSI): CSI's are responsible for responding and processing crime scenes, collecting physical evidence, and evidence examination.
    - b. Firearms Laboratory: The Firearm Specialists are responsible for examining firearms and related evidence collected by the agency.
    - c. Biology Laboratory: The Forensic Biologists are responsible for examining evidence containing biological material.
    - d. Image Lab: Image Lab Technicians are responsible for processing photographic evidence.
    - e. Latent Print Squad: Latent Print Examiners are responsible for examining all prints recovered from a crime scene, items of evidence, or on questioned documents related to a criminal investigation.
  - d. General Assignment Section  
The General Assignment Section is comprised of the Violent Crimes Unit, and General Investigations Unit
    - 1. Violent Crimes Unit
      - a. Violent Crimes Squad(s) investigates all nondomestic related violent crimes including, but not limited to, robbery offenses, extortion, home invasions, carjacking, aggravated assaults, aggravated battery, felony batteries, school threats,

extortions, adult missing persons under suspicious circumstances (physical or circumstantial evidence strongly indicating foul play may be involved, not related to domestic or dating violence) and suspicious incident reports with a relationship to the enumerated offenses. They also investigate cases at the direction of the squad supervisor.

b. Auto Theft

Auto Theft investigates vehicles with altered vehicle identification numbers (VINs) and the theft of motor vehicles, vessels, and heavy equipment, and suspicious incident reports with a relationship to the enumerated offenses. They also investigate cases under the direction of the squad supervisor and monitor all towed vehicles.

2. General Investigations Unit

a. General Investigations (Sector Squads 1-5) investigates burglaries, thefts, criminal mischiefs, dealing in stolen property, defrauding an innkeeper, hiring or leasing property with the intent to defraud, tampering with coin operated machines, theft of services, misdemeanor assaults, batteries, stalking and suspicious incident reports with a relationship to the enumerated offenses. They also investigate cases at the direction of the squad supervisor.

b. Economic Crimes

Economic Crimes is responsible for investigating white-collar crimes including, but not limited to, identity theft, schemes to defraud, forgery, check & credit card fraud, elderly exploitation, trade secret violations, and suspicious incident reports with a relationship to the enumerated offenses. They also investigate cases at the direction of the squad supervisor.

3. Special Operations Division

The Special Operations Division, commanded by a Major, is comprised of the Aviation Section, the Narcotics Section, the Specialized Patrol Section, and the Traffic Section. The Division is organized as follows:

a. Aviation Section

Aviation, commanded by a Captain, operates and maintains the agency aircraft. These aircraft are available to assist operational units, conduct search and rescue missions, and for transporting other persons on a limited basis.

b. Narcotics Section

Narcotics, commanded by a Captain, consists of the Street Drug Unit and the Narcotics Investigative Unit, which are commanded by a lieutenant.

1. Street Drug Unit

a. Undercover (Squads 1, 2, and 3)

Undercover members are responsible for the detection and apprehension of persons engaged in the illegal possession and distribution of controlled substances and prostitution.

b. West Orange Task Force

The West Orange Narcotics Task Force is commanded by the agency and is made up of members from this agency, the Apopka, Ocoee and Winter Garden Police Departments. They are responsible for the detection and apprehension of persons engaged in the illegal possession and distribution of controlled substances in West Orange County. All assets seized by this unit will be equitably divided between the four agencies in accordance with the Memorandum of Understanding between the agencies.

2. c. Narcotics Investigative Unit

a. Narcotics Analysts

Narcotics analysts are responsible for collecting, organizing, analyzing, and interpreting incident data relating to narcotic activity.

b. Homeland Security Investigations (HSI)

The HSI Financial Investigations Task Force is responsible for the investigation of financial transactions as they relate to illegal activity. The investigations they work are at the direction of HSI.

c. DEA Task Force

The DEA Task Force is commanded by DEA. The DEA Task Force includes members of the agency who work with the Drug Enforcement Agency as special task force agents.

d. IRS Task Force

The IRS Task Force is commanded by IRS. The IRS Task Force is responsible for investigation of illegal financial activity. The investigations are at the direction of the IRS.

e. Parcel Interception Squad

Parcel Interception Squad is responsible for the investigation and seizure of illegal narcotics and illegal contraband coming to and leaving Orange County.

f. Nuisance Abatement

Nuisance Abatement is responsible for addressing nuisance abatement issues, and urban campers. The squad works with county staff to identify applicable properties.

g. TIPS

The TIPS Squad is responsible for the investigation of tips on narcotics and prostitution received by the agency.

- c. Specialized Patrol Section  
Specialized Patrol is commanded by Captain. One lieutenant is assigned to the section
1. Mounted Patrol  
Mounted Deputies on horseback provide high visibility patrol in designated areas of the county. Deputies on horseback are also utilized to assist uniform patrol in areas such as searching for suspects and missing persons.
  2. Dive Team  
The Dive Team is a part-time unit comprised of specially trained deputies who are certified divers. These deputies dive in a non-recreational hazardous environment utilizing hazard dry suits and full face masks for the recovery of victims and evidence. Each deputy receives additional training in police science diving for search and recovery operations.
  3. Airboat Posse  
Airboat Posse is comprised of volunteers who serve without compensation in a non-sworn capacity to augment agency components. Volunteer Airboat Team members utilize airboats during search and recovery operations of missing persons, searches for articles of evidentiary value and provide support in disasters such as an aircraft crash or marine accident.
  4. Mounted Posse  
Mounted Posse is comprised of volunteers who serve without compensation in a non-sworn capacity to augment agency components. Mounted Posse members utilize horses and support personnel during search and recovery operations of missing persons, limited natural disaster search operations, search for articles of evidentiary value, parades and other demonstrations of search and rescue operations. Additional duties may be assigned.
  5. Agricultural Crimes  
Agricultural Crimes specializes in agricultural crimes investigations, ranch patrol, wildlife violations, and animal abuse investigations. In addition, Agricultural Crimes is tasked with proactive patrol duties utilizing airboats and all-terrain vehicles where traditional patrol vehicles cannot go.
  6. Marine  
Marine patrols 596 named lakes, over 400 unnamed lakes, and over 30 miles of navigable waterways on the St. John's River. Marine is tasked with vessel safety on the waterways, marine law enforcement, vessel accidents and theft investigations.
  7. Canine  
(K-9) Canine Squads use trained dogs to provide support for uniform patrol and other operations.

8. Reserves/Task Force
  - a. Reserve and Auxiliary deputies are volunteers who devote a requisite number of hours to support the agency by performing uniform patrol and other duties.
  - b. Task Force  
The Task Force is a non-profit organization comprised of volunteers who serve without compensation in a non-sworn capacity to augment agency components.
- d. Traffic Section  
The Traffic Section, commanded by a Captain, consists of the Specialized Traffic and Motor Units, each assigned a lieutenant.
  1. Motor Unit (Sectors 1 - 7)  
The Motor Unit handles traffic complaints, speed enforcement, aggressive driving, and provides funeral and dignitary escorts.
  2. Specialized Traffic Unit
    - a. Evening Traffic  
Evening Traffic is responsible for enforcing laws related to DUI, alcohol related offenses, and driving-related offenses.
    - b. DUI Testing Center  
DUI Testing Center performs all tests on persons arrested for driving under the influence.
    - c. Parking Enforcement  
Parking Enforcement Officers are responsible for parking enforcement in Orange County.
    - d. Red Light Camera  
Reviews red light camera activations to determine if a violation has occurred.
4. High Risk Incident (HRIC) Command  
The HRIC, commanded by a Captain, is used in accordance with GO [6.2.8](#) to coordinate the daily preparedness of the specialty teams assigned to this section.
  - a. Special Weapons and Tactics (SWAT)  
The SWAT Commander is the HRIC Captain who reports directly to the High Risk Incident Commander. The SWAT Team consists of personnel responsible for resolving critical incidents involving a threat to public safety which would otherwise exceed the capabilities of traditional law enforcement first responders or investigative units. These incidents include but are not limited to hostage situations, barricaded suspects, search and arrest warrants and/or other situations of a high risk nature requiring a specialized response.
  - b. Hostage Negotiation Team (HNT)  
The HNT is commanded by a Lieutenant who reports directly to the HRIC Captain. The team is tasked with resolving crisis situations through verbal and non-verbal negotiations. These

situations include barricaded subjects, hostage situations, and other situations in which a specialized response is necessary.

- c. **Emergency Response Team (ERT)**  
The ERT is commanded by the ERT Lieutenant who reports directly to the HRIC Captain. The ERT responds to incidents of demonstrations, disturbances, or other situations of civil unrest where crowd control and/or mass arrests are anticipated. The ERT also assists investigative teams with large area evidence searches and/or missing persons.
- d. **Hazardous Device Team (HDT)**  
The HDT is commanded by the HDT Lieutenant who reports directly to the HRIC Captain. The team responds to situations involving explosive and/or suspicious devices.
- e. **Critical Incident Management Team (CIMT)**  
The CIMT Commander reports directly to the HRIC Captain. CIMT is established to facilitate critical incident command post and emergency operation center functions. It also verifies the concepts and tasks of the Incident Command System, as outlined in agency policy and the ICS Administrator's Manual, are followed and to assist the Incident Commander as needed to resolve the incident.
- f. **HRIC Intelligence Team**  
Responds to critical incidents to assist HRIC command with gathering, interpreting, and disseminating intelligence information relevant to the specific incident.
- g. **HRIC Technical Team**  
Responds to critical incidents to facilitate the operability and deployment of specialized equipment used by the various HRIC specialty teams.
- h. **Emergency Management/Facilities Security**
  - 1. **Emergency Management** shall coordinate the agency's efforts to plan, prepare, prevent, respond to and recover from a terrorist threat/attack, and/or human-caused or natural disasters and critical incidents within and outside Orange County. They are tasked with developing, exercising, and the facilitation of the emergency management plans. They are also the Sheriff's point of coordination for the various emergency management task forces, the Incident Command System, and the National Incident Management Systems (NIMS).
  - 2. **Facilities Security** is responsible for the physical security of all agency facilities to include Electronic Access Control, Mechanical Access Control and any video or other surveillance equipment. Responsibilities include installing, operating, and maintaining all necessary systems and equipment. All background checks for authorized visitors or vendors that need access to our facilities.

**D. Administrative Services Bureau**

The Administrative Services Bureau is commanded by a Chief Deputy. The



Bureau is comprised of the Human Resources Division, the Court Services & Communications Division, and the Support Services Division.

1. Human Resources Division

The Human Resources Division, commanded by a Major, is responsible for all aspects of human resources for active employees and their dependents and retirees in such functions as EEO Compliance; Recruiting; Staffing; Background Investigations; Classification and Compensation; Benefits Administration; Labor Relations, and Training and Development. Additionally, overseeing the agency's collective bargaining process for unions representing sworn and civilian employees. The Division is organized as follows:

a. Critical Incident Stress Management (CISM)

CISM assists agency members coping with stress related to traumatic events.

b. Employee Services

1. Risk Management

Risk Management is responsible for processing workers' compensation claims, agency physicals, drug testing, line of duty deaths, claims made against the agency, claims of damage to agency property and equipment and automobile accidents involving agency vehicles.

2. School Crossing Guards

The School Guard Program provides school crossing guards as needed for school zones throughout Orange County.

3. Wellness and Benefits

Wellness and Benefits handles the agency Wellness Program and administers insurance, retirement, and other related employee benefits.

c. Employee and Labor Relations

1. Personnel Services

Personnel Services maintains the records of all agency employees, personnel transfers, and off duty services. Conducts sworn and civilian pay studies and develops the agency's pay structure, tracks staffing allocation and implements fiscal pay changes. Personnel Services also processes employee data, generates human resources related reports and assists with internal software upgrades.

2. Career Development

Career development provides employee assistance to promote and encourage growth, development, and professionalism in order to increase an employee's potential for individual success. This section also posts internal position vacancies and coordinates Transfer Review Board (TRBs).

3. Labor Relations - acts as the central point of contact for the agency in reference to labor policy review and creation, negotiate collective bargaining agreements and interpret collective bargaining contract disputes. Labor



- Relations manage grievance procedures and handle complaints from unionized and non-unionized employees.
- 4. Recruiting - This unit is responsible for recruiting, selecting and processing applicants for non-sworn positions, sponsorship deputy positions, certified deputy positions, internship and volunteer positions.
- 5. Background Investigations - Prior to employment this unit checks a candidate's history to determine suitability. Reporting directly to this Unit is the Computer Voice Stress Analyzer (CVSA) Team. The CVSA Team is a part-time team comprised of specially trained personnel who conduct truth verification exams. CVSA exams are conducted on all candidates for employment, internship, and select volunteer positions. CVSA exams are also administered for the purpose of criminal and internal investigations.
- d. Training Section
 

Training provides personnel with effective training, career enhancing and educational opportunities, and job skills instruction to confirm agency goals are attained, personal goals are intelligently formulated, achievements are measured and high standards of professionalism are maintained. Training is comprised of the following:

  - 1. Range
 

Range staff is responsible for all firearms training and in-service training.
  - 2. Law Enforcement Vehicle Operations (LEVO)
 

Law Enforcement Vehicle Operations is responsible for all in-service and new hire driver training.
  - 3. Field Training and Evaluation Program (FTEP)
 

FTEP provides coordinates the Deputy Orientation Program and all field training of new deputy sheriffs.
  - 4. Academy
 

Academy staff coordinates recruit training through the Criminal Justice Institute at Valencia College, to obtain state law enforcement certification.
  - 5. Mobile Video System Coordinators
 

Responsible for the coordination of the body worn and mobile in car camera systems.
- 2. Court Services & Communications Division
 

The Court Services & Communications Division, commanded by a Major, is comprised of the Court Security Section, the Judicial Process Section, the Criminal Process Section, and the Communications Section. The Division is organized as follows:

  - a. Court Security Section
 

The Court Security Section, commanded by a Captain, provides courthouse and courtroom security and staffs court locations with temporary holding facilities and/or cells within the Orange County Courthouse Facilities not controlled by Orange County

Corrections. Deputies are assigned to judges, hearing officers, and magistrates within the Ninth Judicial Circuit. Court Security staff is also responsible for the security of judges during offsite events (e.g., investitures, judicial conferences). In addition to the main courthouse, Court Security staffs and is responsible for security at the following facilities:

1. The Thomas S. Kirk Juvenile Justice Center (JJC) is staffed by a squad comprised of a Sergeant, Corporal, Deputy Sheriffs, Court Security Deputies, Court Service Officers and Court Communication Officers. Court proceedings are held at JJC every day of the year. Court Security staff must work closely with the Department of Juvenile Justice staff, who maintains custody and control of detained juveniles. Court Security staff is solely responsible for adult inmates once custody is transferred from the Orange County Corrections Department. Court Security staff is also responsible for serving warrants, juvenile custody orders, injunctions and writs as well as making probable cause arrests.
2. The Booking and Release Center (BRC) is staffed by a squad comprised of a Sergeant, Corporal, Deputy Sheriffs and Court Security Deputies. Court Security staff oversees the security of three (3) courtrooms and the main lobby. Court Security staff is also responsible for serving warrants, injunctions and writs as well as making probable cause arrests.
3. Court facilities located in Apopka, Ocoee and Winter Park are staffed by deputies from the Court Security Section. Court is scheduled at these facilities on a scheduled rotation. All deputy responsibilities are the same as stated in the Court Security and Facilities Special Order, unless otherwise noted.
4. Mental health hearings are held at Florida Hospital South, Aspire Health, Central Florida Behavioral Center and University Behavioral Center. Court Security staff is responsible for the safety and security of the magistrate presiding over the hearing. A mental health attendant is responsible for the patients.

b. Judicial Process Section

The Judicial Process Section, commanded by a Captain, is used to cover all the acts of the court from the beginning of a proceeding to its end. Judicial Process is the means by which the court obtains jurisdiction in a cause of action and therefore compels defendants to appear in court and may direct the enforcement of a court order.

Judicial Process is organized as follows:

1. Judicial Process Unit Operations
  - a. Sales Coordinator
 

The Sales Coordinator is responsible for the preparation of levies, closing out unexecuted levies,

reviewing writs of execution, holding execution sales, closing out execution sales, handling animal impound sales, fleet auctions, distress writs, writs of attachment relating to property, writs of replevin, and other supervisory and administrative duties.

b. Enforceable Writs Squad

The Enforceable Writs Squad is comprised of two squads of sworn law enforcement officers responsible for enforcing court orders that require the Sheriff to take action against persons or property.

2. Civil Process Unit

a. The Civil Process Unit consists of the Mail Couriers, and Civil Process Officer Squads.

b. The Mail Couriers are responsible for receiving and delivering all authorized inter-office and postal mail for the agency. The courier is also responsible for processing all State Attorney's Office issued subpoenas on the Pitney Bowes inserter, Subpoena Tracking and Mail Processing System (STAMPS).

c. Civil Process Officer Squad

The Civil Process Officer Squad is comprised of three squads that serve all non-enforceable process in Orange County originating from the Supreme Court, Circuit Court, County Court, Board of County Commissioners and County Government. The primary purpose of non-enforceable service of process is to give a defendant notice that a legal proceeding has been instituted against him/her and to afford him/her the opportunity to defend against it.

3. Intake & Processing Unit

a. The Intake & Processing Unit consists of the Injunctions Squad, Witness Management Squad, and Judicial Process Squad.

b. Injunctions Squad

The Injunction Squad is responsible for the entry, verification and maintenance of all Orange County issued protection orders, as well as any out of county or out of state orders sent to our agency for service. The squad performs monthly validations and provides assistance to the general public and other law enforcement agencies regarding protection order service.

c. Witness Management Squad

The Witness Management Squad is responsible for serving Criminal Witness Subpoenas. The Squad also acts as a liaison between the State Attorney's

Office and the agency and is responsible for locating and notifying agency personnel needed for trial. They work closely with their counterparts at the State Attorney's Office, Public Defenders Office and others involved in the judicial system to verify personnel availability. The Witness Management Squad is responsible for collecting and dispersing witness subpoenas, summons and other non-enforceable court orders that come into the section from the Clerk of the Courts, private attorneys, and private citizens via U.S. postal service.

d. Judicial Process Squad

The Judicial Process Squad receives and processes both non-enforceable and enforceable court orders from the public, Clerk of Court, attorneys and other agencies. These orders include summons, 5 day eviction summons, notices, orders, writs of possession and ex-parte orders. The squad is also responsible for processing all county issued tax deeds.

c. Criminal Process Section

The Criminal Process Section, commanded by a Captain, is organized as follows:

1. Criminal Process Unit

a. Warrants Unit (Day/Evening/Midnight)

The Warrants Unit is responsible for executing arrest warrants. The Warrants Unit is authorized to assign warrants to specialized units within the agency.

b. Civil Writs Unit

Enforceable Writs are certified writs of attachment signed by a judge authorizing the arrest of a respondent. The majority of these writs are Department of Revenue Child Support Writs, which are entered into the agency Civil Process Management Systems, as well as FCIC. They are validated every month per FDLE and are subject to audits.

2. Fugitive Units, East and West

Each Fugitive Unit is responsible for serving all warrants processed through the Orange County court system, as well as requests to serve warrants from agencies both inside and outside of the state of Florida. This is inclusive of all research, surveillance and case management necessary and required by law.

3. Extraditions Unit

The Extraditions Unit is responsible for the processing and case management of all necessary paperwork and the transportation of all fugitives from justice, court ordered in-custody individuals, and the service of Governor Warrants.

This is inclusive of in-state and out-of-state fugitives.

4. Transportation Unit

The Transportation Unit coordinates with the Extraditions Unit and other agencies for the transportation of all fugitives from justice, in-custody witnesses, and other court ordered transports. This unit also prepares all necessary paperwork and handles the case management associated with the transports, to include researching the most cost-effective means.

d. Communications Section

The Communications Section, commanded by a Director, is responsible for serving as a primary Public Safety Answering Point (PSAP) answering 911 and non-emergency lines and providing law enforcement dispatch functions for the agency.

1. Call Taker/9-1-1 Operator – Call takers answer incoming emergency, non-emergency and alarm calls. The call taker must obtain all pertinent information from the caller to provide an accurate account of the incident to the responding deputy.
2. Dispatcher – Dispatchers prioritize calls to dispatch to responding units. Dispatchers provide follow-up information over the radio or MDS, conduct timely unit checks on deputies on scene of an incident, and notify road patrol supervisors of calls holding.
3. Teletype Operator – Teletype Operators follow the policy and procedures set forth by the FDLE and FBI. These Operators work in a secured area taking information from deputies for entries or queries into the FCIC/NCIC systems.
4. Systems Supervisor – The Systems Supervisor coordinates with upkeep and replacement of the Communications Center technological equipment and software programs. This supervisor also oversees the audio unit.
5. Audio Recording Specialist – The Audio Recording Specialist maintains all recordings from the Communications Center phone lines and dispatch consoles. Upon request, this unit will make recordings for agency members concerning an investigation, for attorneys and citizens.
6. Radio Coordinator – The Radio Coordinator oversees all radio-related issues within the agency and acts as the liaison with other agencies. The Radio Coordinator also works closely with Radio Services and manages radio maintenance and upgrade issues.
7. Training Unit – The Communications Training Unit oversees all new hire training, continuing education and cross-training for all Communications employees. This unit verifies that each new PST receives the required number of training hours and becomes certified through

the Florida Department of Health. They also verify tenured employees receive ongoing training to maintain their PST certification.

8. False Alarm Reduction Unit (FARU) – The FARU is housed within the Communications section. This unit is responsible for administering and enforcing the False Alarm Ordinance within the unincorporated Orange County. FARU staff work closely with the Orange County Comptroller's office. They use specialized software to track fines and collect fees for repeated false alarms.

### 3. Support Services Division

Support Services, commanded by a Major, is comprised of the Community Relations Section, the Youth Services Section, the Records Management Section, Quality Assurance Section, Fleet Management Section, and Material Control/Supply. The Division is organized as follows:

#### a. Community Relations Section

Community Relations, commanded by a Captain, is organized as follows:

1. Children's Safety Village  
The Children's Safety Village is a non-profit multi-agency program that teaches childhood safety skills to children ages 4-12.
2. Special Projects  
Special Projects is responsible for coordinating agency special event requests and fundraisers. When directed, they oversee and coordinate special projects designated by the Sheriff.
3. Citizens on Patrol (COP)  
The COP program consists of non-sworn volunteers that assist the agency by increasing visible patrols, patrolling neighborhoods observing for criminal activity, reporting suspicious activity, and providing assistance to the public.
4. Citizens Academy  
The Citizens Police Academy is a program that provides an in-depth overview to the public of the agency.
5. Awards  
This Unit recognizes agency personnel, non-agency law enforcement personnel and citizens who demonstrate dedication, courage or superior initiative in the performance of their duties or while providing exceptional service to the agency and/or the community.
6. Seniors Program  
The Seniors Program focuses on crime and security issues as related to senior citizens.
7. Chaplains  
This program consists of agency-approved volunteer chaplains that provide support services, spiritual support, and/or counseling of a nondenominational nature to



agency employees and their families who request such assistance. The Law Enforcement Chaplain program may offer specific services associated with death notifications, invocations and benedictions at ceremonies or other applicable settings, weddings and funeral services.

8. **Explorers**  
The Explorer Program is designed to encourage young people 14-21, who are interested in law enforcement as a career. Explorer advisors mentor, train and serve as role models.
9. **Junior Cadets**  
The Junior Cadets Program is designed to encourage young people ages 12 and 13, who are interested in law enforcement as a career. The Explorer advisors mentor, train and serve as role models.
10. **Police Athletic League (PAL)**  
A non-profit program that coordinates the efforts of the community, youth, and law enforcement; using sporting activities to promote physical fitness, self-esteem, and teamwork for youth ages 7 to 14.
11. **Volunteers/Interns**  
Civilian volunteers/interns enhance the efficiency and effectiveness of the organization by providing numerous hours in free service. Volunteers/interns play an active part in developing solutions to issues within the community and provide positive exposure to the agency. Volunteers/interns also provide valuable service with various community events so paid employees are available for other tasks and responsibilities.
12. **Crime Prevention**  
This unit assigns crime prevention officers to the sectors and is responsible for conducting residential and business surveys. Deputies also meet with homeowner associations and neighborhood watch groups to encourage awareness, involvement and education in the area of crime prevention. This unit also provides safety presentations regarding personal safety, work place violence, and safeguards against bullying.
13. **Casualty Benefits Team (CBT)**  
A voluntary team composed of agency members that will coordinate funeral arrangements for deceased active or retired agency members and facilitate the arrangements for survivors' benefits.
14. **Casualty Assistance Officer (CAO)**  
Casualty Assistance Team member who also serves as the agency liaison with the immediate family/survivor members.
15. **Occupant Protection**  
The Occupant Protection program educates children, parents, and caregivers on vehicle safety with an



emphasis on booster/child seats and seat belt use.

16. Lesbian, Gay, Bisexual and Transgender (LGBT) Liaisons  
The agency has LGBT liaisons appointed by the Sheriff who shall.

- a. Work closely with associations and LGBT groups in the community.
- b. Address the needs of the community through referrals and professional police services.
- c. Conduct training within the agency, as deemed necessary, in order for agency personnel to stay apprised of changing cultural conditions and community outreach opportunities.
- d. Make available community education and awareness efforts via the agency website, printed publications, and other public forums (i.e., media interviews, citizen academy courses, etc.).

b. Fleet Management Section

Fleet Management, commanded by a Director, is responsible for monitoring vehicle utilization for optimum use and efficiency by providing administrative support for the service of agency owned/leased vehicles. The Section is also responsible for:

1. Service

Service is responsible for providing agency personnel with the assistance and services needed on agency vehicles, assignment of pool vehicles, warranty and general repair, Installation of emergency equipment, and other service related assignments.

2. Administrative Support

Administrative Support is responsible for managing Fleet (FASTER) software, invoicing, contracts, fuel transactions, licensing, purchasing, records, assignment of agency vehicles (New & Reassignments), and PM services schedule.

3. Parts

Parts is responsible for purchase orders, inventory, stocking, disposal, and new vehicle equipment purchases.

4. Crash/Damage

Crash/Damage is responsible for estimates, minor repairs, coordination of major repairs and vendor assignments.

c. Youth Services Section

The Youth Services Section, commanded by a Captain, is comprised of School Resource Officers (SROs) and a Truancy Suppression Unit. The agency is committed to the development and implementation of programs designed to prevent and control juvenile delinquency. All employees are encouraged to support and participate in these programs. OCPs and the agency have partnered to aid in the crucial role of mentoring, educating, guiding and protecting our children in an effort to facilitate a collaborative and prolific learning environment. The SRO's educate students in areas of crime prevention, personal safety,

substance abuse, and state laws.

1. SRO duties will include but not be limited to:
  - a. The primary duty of an SRO is to secure a safe environment for students, administration, and visitors.
  - b. Facilitate/ participate in monthly Threat Assessment Management meetings, emergency drills, annual Active Assailant/ Hostage Training, annual CIRP (Critical Incident Response Plan) update, and conduct an annual tour and assessment of the campus to provide recommendations related to school safety.
  - c. SRO's will teach approved curriculum to the students when primary duties allow.
  - d. Liaison with the principal and faculty at each school where personnel are assigned.
  - e. Provide guest lectures to classes as requested by school administrators and approved by supervisors, when primary duties allow.
  - f. Shall be available for conference with students, parents, and faculty members, to assist them with problems of a law enforcement nature, when primary duties allow.
  - g. Shall be familiar with community agencies, which offer assistance to youths and their families such as mental health clinics, drug treatment centers, etc.
  - h. Address calls for service and conduct criminal investigations at their schools as well as requests from parents and administrators to conduct counseling, coaching and/or mentoring sessions with students, when primary duties allow.
2. Truancy Deputies
 

The Truancy Suppression Unit was created to reinforce mandatory attendance to those students who may not otherwise attend school. They work closely with OCPS and other entities in an effort to reduce juvenile criminal activity associated with truancy. Due to the proven correlation between students skipping school and an increase in property crimes, the Truancy deputies are proactive in patrolling those communities identified as high crime areas in an effort to deter criminal activity perpetrated by truants. Duties of the Truancy Suppression Unit include:

  - a. Locate and identify truants and habitual truants in Orange County.
  - b. Make contact with loitering juveniles and ascertain if they are currently registered in school. If they are on probation, determine if they are abiding by all terms set forth by the juvenile court system.
  - c. Detain truants and take them to the appropriate

- school or school system site.
  - d. Deter criminal activity perpetrated by truants by assigning deputies to specific communities where such activity is prevalent.
  - e. Educate the community on truancy and related issues through public awareness presentations.
- d. Records Management Section
 

Records Management is commanded by a Director responsible for processing, filing, indexing, and storing all records and reports forwarded to them. The section is also responsible for:

  1. Records Custodian Unit
 

The Records Custodian Unit is responsible for confirming all agency divisions comply with record retention and public record laws. The unit handles all court ordered seals and expunctions.
  2. Arrest Paperwork Unit
 

Arrest Paperwork is responsible for entering all arrest data including data from Orange County municipalities.
  3. Identification Unit
 

Identification is responsible for verifying the arrestee's fingerprints in order to maintain the record accuracy.
  4. Records Counter Unit
 

Records Counter is responsible for handling requests for records made by the public and answering and routing calls for the Central Operations Switchboard.
  5. Report Review Unit
 

Report Review is responsible for all paperwork and documentation prior to submission to the State Attorney's Office.
  6. Uniform Crime Reporting (UCR) Unit
 

UCR is responsible for collecting and forwarding Uniform Crime Statistics to FDLE.
  7. Citizen Information Unit
 

The Citizen Information Unit is responsible for initial contact with the public at the Central Operations facility. Their responsibilities include assisting visitors by directing them as needed, recording all visitors, taking any initial reports on crimes, and providing background checks for the public.
  8. Document Imaging Unit
 

Document Imaging is responsible for scanning all paper documents created by the agency as well as charging affidavits created by municipal law enforcement agencies.
  9. Validation Unit
 

Validation is responsible for verifying the information in the Crime Information System computer is accurate.
- e. Quality Assurance Section
 

Quality Assurance, commanded by a Captain, is responsible for the operation of Accreditation, Policy and Staff Inspections.

  1. Accreditation is responsible for verifying compliance with

both state and international law enforcement standards as determined by the Commission for the Accreditation of Law Enforcement Agencies (CALEA) and the Commission for Florida Law Enforcement Accreditation (CFA). The Accreditation Manager maintains agency accreditation files and is the agency liaison with CALEA and CFA on all accreditation related matters.

2. Policy Coordination is responsible for the distribution and maintenance of all agency written directives, and posting to the PowerDMS system which maintains an archive of historical policies.
3. Staff Inspections conducts internal inspections, evidence audits and citizen surveys to maintain compliance with agency directives and Accreditation standards.

f. Material Control/Supply

The Material Control/Supply Section is commanded by a Director. Material Control/Supply is responsible for the acquisition, issuance and tracking of uniforms, equipment, and printed materials used agency wide. The Section is responsible for testing and evaluating new products. The Section also provides logistical support during critical incidents and special events.

1. Supply Unit  
The Supply Unit is responsible for ordering, issuing, and tracking all uniforms and accountable for property items issued to agency members.
2. Warehouse Unit  
The Warehouse Unit is responsible for receiving, storing, distribution, and disposal of agency property and printed materials.
3. Property Accounting  
Property Accounting is responsible for tagging, recording, tracking and inventory of all agency fixed assets.