

To: Commission for Florida Law Enforcement Accreditation, Inc.
From: Gary Robinson, Team Leader
Date: April 29, 2016
Re: Full Compliance Onsite Assessment Report
West Melbourne Police Department
Standards Manual Edition 4.0.34

A. Dates of Assessment: April 19-21, 2016
Key Agency Personnel:

Chief Executive Officer: Chief Richard T. Wiley
 Accreditation Manager: Sergeant Jennifer Bruno

B. Assessment Team:

Investigator Gary L. Robinson - Team Leader Palm Beach County Sheriff's Office 3228 Gun Club Road West Palm Beach, FL 33406 (561) 688-3075 robinsong@pbso.org	Accreditation Manager Michelle Sirois Indian River County Sheriff's Office 4055 41st Avenue Vero Beach, Florida 32960 (772) 978-6186 msirois@ircsheriff.org
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Captain Burt Himmer
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C. Standards Summary Tally:

M = Mandatory N = Non-Mandatory		Total Number of Standards	Number of Standards Not Applicable (By Function)	Number of Standards Waived	Number of Non-Waived, Applicable Standards	Number of Standards Elected for 20% Exemption	Percent of Applicable Standards Elected (20% max.)	Percent of Applicable Standards Not Elected (80% min.)	Number of Applicable Non-Elected Standards in Compliance	Percent of Applicable Non-Elected Standards in Compliance
M		160	12	0	148	0	0.00%	100.00%	148	100.00%
N		100	14	0	86	6	6.97%	93.03%	80	100.00%

D. Agency Profile

The Town of West Melbourne was created in 1959 to avoid annexation into the City of Melbourne and to prevent the levying of ad valorem taxes. The first Town Marshal was elected in 1961. His duties were relegated to dog offenses, reported junk yards, speeding cars, and dust on the streets. In November 1969, Charles Simms was sworn in as the Town's first Chief of Police.

In July of 1970, the Town set up a City Charter and, with passage of House Bill 5390, created the City of West Melbourne. In December 1970, Charles Melton was sworn in as the Chief of Police. The first Police Department was located in a renovated home in a residential section of the City. The current Police Department facility was built in 1998, centrally located on a main thoroughfare.

Today the West Melbourne Police Department is staffed by 39 full-time officers and two reserve officers. The Department is supported by eight civilians and one volunteer. The Department's call load has increased significantly, commensurate with the City's population growth. The Department provides full police services including Patrol, Criminal and Special Investigations, and specialty units including Motor Unit, Bicycle Unit, Strategic Response Team, School Crossing Guards, and a Police Athletic League program.

Chief Richard T. Wiley was sworn in September 2012. Under his leadership, the Department replaced its patrol vehicle fleet and added increased technological resources. Patrol vehicles are now equipped with laptops, driver license scanners, in-car cameras, and computer aided dispatch. Chief Wiley has advocated a countywide dispatch and records management system. He has increased staffing levels, equipped patrol officers with body cameras, and championed the philosophy and spirit of accreditation. The agency is currently working on an architectural review of the facility for expansion.

The West Melbourne Police Department and its members believe strongly in community involvement. Members interact with the community through a variety of activities. These include presentations to homeowners associations, supporting fundraisers and community efforts for local not-for-profit organizations, meeting with business groups and schools, participating in walks, runs, and sporting events, supporting and coaching West Melbourne Police Athletic League programs, and hosting the annual spring festival.

The West Melbourne Police Department executed its Agreement with the Commission for Florida Law Enforcement Accreditation, Inc. in August 2014. The mock assessment was conducted February 9-11, 2016. This is an initial accreditation assessment under version 4.0.34 of the Standards Manual.

E. Assessment Summary

The assessment team was met at 8:00 A.M. on Tuesday, April 19, 2016 in the West Melbourne Police Department lobby by Sergeant Jennifer Bruno, Accreditation Manager. The team was directed to the staff conference room designated as the work room for the assessment.

The entrance interview was conducted in the staff conference room. In attendance were Chief Wiley, Deputy Chief Dan Swartzfager, Captain Richard Cordeau, Captain Mark Thompson, Captain Charles Finsted, and Sergeant Bruno. The conduct of the assessment was discussed, including the philosophy of the Commission. The Chief and his staff assured the team of the complete cooperation of the agency during the assessment.

Upon conclusion of the entrance interview, the agency presented a static display of its vehicles. In addition to Police Department staff, the display was attended by Mayor Hal Rose, Deputy Mayor Barbara Smith, and City Manager Scott Morgan. Present for the agency were:

Patrol Vehicle	Patrol Officer Sandra Jenkins
Patrol Motorcycle	Motor Officer Shane Popa
Patrol Bicycle	Field Training Officer Michelle Page
Patrol K-9 Unit	K-9 Officer Joseph LaRosa and K-9 Jax
Criminal Investigations	Detective James Parsons
MRAP/SRT	Field Training Officer Donovan Brickhouse
Traffic Homicide	Patrol Sergeant Carlos Navedo
Crime Scene	Evidence Custodian Jennifer Hoffkins
School Crossing Guard	Mr. Larry French
PAL Van	Police Athletic League Coordinator Leslee Brimer

Each of these individuals was well-prepared, knowledgeable, and exhibited pride in their assignments and equipment. The static display provided valuable insight to the assessment team on the operations of the agency. Compliance with many of the observable standards was confirmed.

The team was then taken on a familiarization tour of the police building. The lobby area is accessible to the public weekdays from 8:30 A.M. to 5:00 P.M. Desk Officer Pansy Thompson staffs the desk. She is available to direct visitors and callers to the correct services. After hours, anyone needing service has access to a call box outside the lobby doors that rings directly into the Brevard County Sheriff's Office dispatch center. The non-emergency number for the Department is forwarded to the dispatch center as well. Other areas were visited to familiarize the assessment team with their locations.

Upon return to the work room, an initial meeting was held with the accreditation team. The conduct of the assessment within the philosophy of the Commission was discussed. The assessment team then began the standards review. The remainder of

the day was spent reviewing files and conducting the interviews and activities necessary to evaluate the agency's quality of law enforcement and compliance with standards.

The assessment team attended the 6:00 P.M. squad Roll Call Inspection/Briefing. In attendance were:

Sergeant Roy Black
FTO Harvey Whitney
Officer Kurt "Tommy" Mister
Officer Ahmad Abu Soud
Officer Jenna Hughes
Officer James O'Byrne

The sergeant conducted a line inspection during the briefing. Each officers' uniform was visually inspected. Firearms were inspected and Tasers were spark tested. The process was handled in a formal, directed way to assure safety of those inspected. Shift information was provided prior to releasing the squad for duty.

Significant interviews were conducted with:

Police Department

Deputy Chief Dan Swartzfager
Captain Richard Cordeau
Captain Mark Thompson
Captain Charles Finsted
Sergeant Roy Black
Sergeant Carlos Navedo
Sergeant Eric Rothery
Detective Kieran "Clay" Ruhling-Griffin
Detective James Parsons
Detective Kimberly Weeks
Training Coordinator/Field Training Officer Joseph Jones
Field Training Officer Donovan Brickhouse
Field Training Officer Antonio "Tony" Romano
Officer Nelson Cubas
Officer Sandra Jenkins
Officer Michael Perez
Desk Officer Pansy Thompson
Crossing Guard Larry French
Ms. Leslee Brimer, PAL Coordinator
Ms. Megan Miller, Patrol Division Administrative Assistant
Ms. Jennifer Hoffkins, Evidence Custodian/Crime Scene Investigator
Ms. Alyssa Donnelly, Records Technician

City of West Melbourne

Mr. Tom Bradford, IT Director
Ms. Tammy Neal, Senior Administrative Assistant to the City Manager
Ms. Audrey Gallagher, Human Resources Specialist

The exit interview was held Thursday, April 21, 2016 at 3:30 P.M. Chief Wiley invited any member of the Department to attend whose duties permitted. The City Council and City Manager were invited as well. Council Member Andrea Young, Council Member Stephany Eley, and City Manager Scott Morgan joined Chief Wiley, Accreditation Manager Sergeant Bruno, and 20 agency members, including sworn of all ranks and civilians, in the squad room to meet with the assessment team. The level of attendance demonstrated the commitment of the agency and the City to the accreditation process.

The team reviewed the conduct of the assessment with the staff and guests. The team thanked the Chief and his staff for the cooperation and professionalism of all members of the Department encountered by the assessors in all areas reviewed. The findings of the team were discussed with the staff. The meeting concluded with the team's recommendation to the Commission. The agency was advised the report and recommendation will be reviewed by the Commission before a vote on granting accredited status is taken.

This is an initial accreditation assessment. It is the unanimous recommendation of the team the West Melbourne Police Department be considered favorably for accreditation at the next Commission for Florida Law Enforcement Accreditation meeting.

F. Standards Noncompliance Discussion: None.

G. Corrective Action Discussion: None.

H. Waiver Concurrence/Nonconcurrence Discussion and Recommendation:
None.

I. 20 Percent Standards Election (See Section C. for "Tally")
Standards Elected for Exemption:

1.04	16.01	16.07	17.02	20.02	35.05
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J. Standards Verified by the Team as "Not Applicable" to the Agency:

3.03 M	5.03	5.05 M	8.01	13.11	17.14 M
21.03M	24.06	31.01 M	31.02	31.03	31.04
31.05 M	31.06 M	31.08	31.09	32.01	32.02
32.03	32.04 M	32.05	32.06	36.09 M	38.03 M
39.01 M	39.02 M				

K. Standards, the Status of Which, Were Changed by Assessors:

<u>Standard</u>	<u>Agency Assessed</u>	<u>Assessor Assessed</u>
24.06	In compliance	Not applicable

During the assessment, the team determined the compliance finding of the agency was based upon the existence of a written directive covering non-sworn positions authorized to conduct traffic direction and control. These positions did not currently exist in the agency. The assessment team verified there were no applicable positions within the organizational structure, nor were any budgeted or in consideration. The standard was confirmed as not applicable.

L. Public Information Activities:

- L-1. Public Information Session:** None.
- L-2. Telephone Contacts Session:** None.
- L-3. Correspondence and Media Interest:**

Email received by the Florida Accreditation Office:

From: Meredith Reeves
Sent: Saturday, April 16, 2016 9:10 AM
To: info@flaccreditation.org
Subject: Accreditation of West Melbourne

Good Day,

I have been a resident of Southern Brevard County for 30 years. In February of 2016 I moved to West Melbourne for the first time.

The water is very high, but the community, as a whole, seems very well covered. Case in point: A group of young teens were gathered on a street corner. After school hours and rather late in the evening. Not to infer anything unusual was in the works, but it was nice, after about 20 minutes of typical teenage gatherings, gaining a few more members every so often, a cruiser comes rolling by, stopped and spoke with the group, then continued on. What was beginning to become quite loud, simmered to a respectful murmur of teens being teens.

It is my hope that West Melbourne's officers will take a page from the book of their neighbors in Melbourne and disallow the misuse of authority that has been the reputation of this part of Brevard County for as long as I can remember. The comment "Don't worry about it. We will just call WMPD and let them feed 'um to the gators"! does not seem to apply anymore, Thank God! I

Being raised in Winter Park and spending a large part of my childhood fishing Sawgrass and camping and running "amuck" on Platt land, the reaction to W. Melbourne was pure

fear, not respect. I have watched some of the most beautiful, rural areas of the county be destroyed by growing population. But to see WMPD finally coming into their own and no longer just being treated as the back-water step child of the southern county area does my heart good.

I hope they continue the upward momentum!

Regards,

Meredith R. Reeves

P.S. The top shelf, new cruisers definitely make a statement in the type of organization they are striving to become.

L-4. Follow-up by Assessment Team: None required.

M. Exemplary Policies/Projects/Procedures: Operation Commendable Kids

The Department is most proud of its "Commendable Kids" program. For the past two years as each school year draws to a close, West Melbourne Police officers "aggressively ticket children" over the summer break in an effort to promote safety. Each officer is required to issue at least one child a "ticket" every shift, every day. Examples of what officers issue tickets for include: wearing a bicycle helmet, properly crossing the street in a crosswalk, community service, good behavior, playing sports, exercising, group activities, etc.

In an effort to encourage youth to make good choices, children are rewarded with "tickets" for various goodies donated by 19 local businesses. The agency estimates over 500 children have been contacted as a result. This tactic has significantly reduced juvenile problems in other communities. In addition, the Department is aiming to boost the self-esteem of the children by recognizing them for doing the right thing. These positive interactions strengthen the relationship officers have with the youth of the community.

Supporting documents are attached as addenda to this report.

N. Quality of Law Enforcement Service:

The West Melbourne Police Department is a full-service law enforcement agency providing patrol, investigations, and a number of specialty services for the residents and visitors to the city. Support services include a crime scene specialist for processing and collecting evidence, school crossing guards, and a Police Athletic League (PAL) program. Communications are provided by the Brevard County Sheriff's Office, an accredited agency.

The West Melbourne Police Department utilizes both full-time officers and part-time reserve officers. All sworn officers are required to complete the same application, training, and qualifications. The agency does not hire auxiliary officers. After a conditional offer is made, background investigations, deception detection, physical ability testing, and psychological testing are completed for all sworn applicants by the Brevard Police Testing and Selection Center (BPTSC) at Eastern Florida State College. The staff is appropriately trained and follows the Criminal Justice Standards and Training model. A complete file of the completed process is sent to the Department for review prior to the final hiring decision. The application file is submitted to City Hall where it is securely stored.

The West Melbourne Police Department truly values the benefits of having a professionally trained department. This commitment was evident not only in their policy, but also with their members. The Department is committed in providing professional training to all members, which was demonstrated through their efforts in the development of quality in-service training. The Department's training coordinator, FTO Joseph Jones, uses an Excel spreadsheet to manage and document all training courses provided by the Department. What was unique about this documentation is that FTO Jones hyperlinks all rosters, lesson plans, and other course documents to the spreadsheet. This produced a fiscally sound method of tracking training, which contributed to finding compliance with applicable standards.

Assessor Himmer interviewed several West Melbourne Police Department members about training requirements for their current positions. Everyone interviewed advised they had to have specialized training before they were allowed to function in their positions. This included newly hired sworn members like Officer Sandra Jenkins, who has been with the agency for a little over one year. Officer Jenkins had to go through three phases of training during her first year with the Department. The first phase consisted of 30 days of initial in-house orientation training. The second phase involved the traditional field training program of 16 weeks. The last phase consisted of the remainder of the probation period as a solo officer with periodic, documented performance reviews. It is clear the Department's objective is to produce a law enforcement officer who is skillful and professional.

The West Melbourne Police Department's written directives clearly state their prohibition of bias-based profiling in all enforcement activities. The agency posts their most recent analysis report on their website. The analysis is very detailed and provides management the information necessary to monitor this critical community concern.

The Department policies concerning weapons and use of force reflect current best practices. Warning shots are prohibited. All personnel authorized to carry a weapon and effect arrests receive use of force training and prove proficiency with all issued weapons during an initial 30 day training period before they are sworn in and issued their badge and credentials. Use of force incidents are well-documented and reviewed by the chain of command. The annual documented review of use of force incidents is detailed. The

report provides valuable management insight through conclusions based on analysis of the data collected.

The West Melbourne Police Department understands the importance of public safety, evident through the Department's policies and practices for vehicle pursuits. The Department understands the necessity of vehicle pursuits, but restricts them to specific purposes. The policy gives clear guidance on member's responsibilities along with procedures on how to terminate a vehicle pursuit. The directive empowers members with the authority to terminate the pursuit at any time.

The procedure that follows the decision to terminate a pursuit is an example of an agency managing risk effectively. The directive instructs its members to disengage lights and siren, acknowledge the termination with dispatch, safely come to a stop and park, and provide dispatch with their exact location and their vehicle's exact mileage. A supervisor is required to respond to the officer's location and compare the vehicle's mileage with that given to dispatch. This practice was confirmed through interviews with FTO Tony Romano, Detective James Parsons, and Sergeant Carlos Navedo.

Assessor Himmer spoke with FTO Romano about the Department's procedures for traffic crashes. FTO Romano was extremely professional and knowledgeable. He explained and discussed the areas of responsibility for a responding officer. FTO Romano was highly complimentary about the Department's direction and commitment to the Florida accreditation process.

Assessor Himmer participated in the West Melbourne Police Department's ride-along program, and had the opportunity to meet Officer Michael Perez. Officer Perez was knowledgeable of his job task and assignment. Officer Perez clearly knows how to obtain procedures and other information when needed.

Crossing Guard Larry French was interviewed by Assessor Himmer, who confirmed he received specialized training before he assumed his position and annually since. The training was provided by Administrative Assistant Megan Miller, who is a certified crossing guard training instructor. Crossing Guard French confirmed he has been issued and wears all the required safety equipment.

Ms. Leslee Brimer serves as the PAL Coordinator. The program was begun by Ms. Brimer four years ago with only three kids. Today the program involves kids from seven to 17; 40 in a Youth Leadership Program and 85 in basketball. Twenty of them play on two travel teams playing in the local region. Five officers act as mentors to the participants. Ms. Brimer attends state and national PAL training annually and she serves on both executive boards.

Mr. Tom Bradford, City of West Melbourne IT Director, was interviewed by Assessor Robinson and Assessor Sirois. Mr. Bradford provided an extensive discussion of the City of West Melbourne's IT function, security measures, and audits. He spoke of upcoming enhancements and streamlining measures in technology for various

departments, including the Police Department's camera systems, security measures, and implementation of new systems with planned building expansions. He and one network technician provide ongoing support for the Department's servers, security systems, computers, and software. Mr. Bradford was enthusiastic and understood the Department's law enforcement requirements.

The City of West Melbourne utilizes financial software to track budgeted line items and expenditures. Authorized users can access reports of account statuses at any time. Desk Officer Pansy Thompson is assigned to the customer service window in the lobby, and was interviewed by Assessor Robinson. She is authorized to receive cash payments, which are directly entered into the financial software and official receipts are printed. Funds are balanced and transferred to the City's Finance office on a daily basis. Minor expenditures are paid from a petty cash fund controlled by Senior Administrative Assistant Kathy Wilson. All funds were accounted for by official receipts and proofs of purchase. Funds are replenished as needed by submission to the Finance office.

Assessor Sirois interviewed Deputy Chief Dan Swartzfager who serves as the West Melbourne Police Department's Internal Affairs member. With the implementation of IA Pro Software, Deputy Chief Swartzfager has created a tracking system of all internal affairs reports, citizen complaints, early warning systems, and use of force with digital reporting methods. This tracking system contains all incidents since the inception of the software. They have begun a review of prior internal affairs documentation to improve filing and management of those records. All security measures for digital and historical hardcopy were observed and verified.

The West Melbourne Police Department utilizes the collective bargaining agreement complaint and grievance procedures. The three-step process with defined timeframes involves both the Department and the City Manager's office. Assessor Sirois spoke with several agency members during the agency's static display, as well as Officer Nelson Cubas on the grievance and disciplinary processes. All members articulated an understanding of the process and the required steps. Members can access required documents through their chain of command and through PowerDMS.

Ms. Tammy Neal, Senior Administrative Assistant to the City Manager, was interviewed by Assessor Sirois regarding the City's responsibilities for the grievance process. Ms. Neal showed the locations of grievance files for all City employees. Ms. Neal was very knowledgeable of the process, record keeping, and security of the records. She also serves as the back-up person for the Human Resources Specialist.

Investigative funds are under the control of Criminal Investigations Division Captain Mark Thompson. Captain Thompson was interviewed regarding the fund. He maintains the fund in a safe located in the office shared by him and his backup, Sergeant Eric Rothery. The safe requires both a key and an electronic combination. The combination is known to each and the key is transferred to the Sergeant when the Captain will be absent. The transfer is documented in the log. All expenditures are appropriately documented. The fund is audited by Deputy Chief Dan Swartzfager on a monthly basis.

Captain Thompson completes a detailed expenditure report to the Chief on a quarterly basis.

The agency has well-developed policies and procedures to deal with both sexual violence and domestic violence investigations. At-scene and follow-up procedures are appropriately detailed to guide officers and investigators. Access to victim/witness services is available at all times. Brochures and other forms with details on how to obtain services are given to victims by officers or investigators. The Chief Judge of the circuit has not authorized the West Melbourne Police Department to serve domestic violence injunctions, only the Brevard County Sheriff's Office can perform this function.

The Voice Stress Analyzer (VSA) can be used for deception detection during investigations. There has been no need to use a VSA in any investigation during this initial accreditation period. The current West Melbourne Police Department VSA operators' certifications lapsed this year and funding was not available for the recertification training, but is planned for next fiscal year. Should a need arise, the agency would utilize a currently certified operator from the Palm Bay Police Department under their mutual aid agreement. The Palm Bay Police Department is an accredited agency and provided current operator certifications.

Criminal Investigations Division Captain Thompson and Sergeant Rothery were interviewed by Assessor Sirois regarding the agency's Criminal Intelligence practices. Security measures for information, dissemination of information and utilization by members was verified. The interview room process was discussed and they confirmed agency members provide continuous supervision over a prisoner/detainee in all interview areas. Video and audio from each interview room is monitored continuously. Supervisors can view the live feed on agency desktops and monitors.

Ms. Jennifer Hoffkins, Evidence Custodian, was interviewed by Assessor Sirois. She provided a tour of the evidence packaging area, temporary lockers, processing area, and evidence room. The evidence processing and packaging area was well equipped, labeled, and provided appropriate packaging materials, including a sharps container. Standard lockers and refrigerated lockers are installed.

Visitors entering the restricted evidence storage areas are required to sign a log. The evidence room has designated areas for high liability, refrigerated, and general evidence. The area is monitored by cameras and utilizes a cyber-key which prompts an automatic email notification when access has occurred. The property and evidence areas were impressively organized. Ms. Hoffkins was very knowledgeable and enthusiastic in her roles as both Evidence Custodian and Crime Scene Investigator.

Captain Richard Cordeau, Patrol Division commander, serves as the West Melbourne Police Department's Public Information Officer. He was interviewed by Assessor Sirois. Captain Cordeau discussed the agency's processes for release of information, media relations, crime scene perimeters, staging areas, training aspects, ongoing investigations, juvenile information, and mutual effort with neighboring agencies. The

Department's social media sites are maintained by Ms. Kathy Wilson, Administrative Assistant to Chief Wiley and Deputy Chief Swartzfager.

Ms. Alyssa Donnelly, Records Technician, was interviewed by Assessor Sirois in regards to the Records function, security and processes. The agency has recently upgraded to an all-electronic records management system, which has streamlined operations and created an impressive paperless system. Agency practices and policies were verified in regards to security of records, citations, juvenile files, report writing denials, and records retention requirements.

The West Melbourne Police Department's exposure control plan and infectious disease training were current. Plans were recently reviewed through the proper chain of command. The agency's lesson plan and training for all members was detailed and in compliance with standards. Hepatitis B vaccinations were provided to all new agency members at no cost. Anyone initially declining the vaccinations is afforded the opportunity to obtain the vaccine at any time. Standards related to Hepatitis B vaccinations and training were verified by the assessment team during the agency's static display and during individual interviews. Personal Protection Equipment (PPE), first aid kits, and fire extinguishers were inspected during the static display and during individual interviews, all of which were subject to annual inspection in March 2016.

All members of the West Melbourne Police Department contacted or interviewed by the assessment team were professional and knowledgeable representatives of the agency. No non-compliance issues were observed.

O. Summary and Recommendation:

OVERALL CONCLUSIONS: The assessment team found the West Melbourne Police Department to be in compliance with 148 mandatory and 80 other than mandatory standards. Twenty-six standards were verified as not applicable by function. The agency elected six standards to 20%.

It is the unanimous recommendation of the assessment team the West Melbourne Police Department be reviewed favorably by the full Commission for accredited status.

NON-COMPLIANCE SUMMARY: None.

Submitted by Gary Robinson, Team Leader