

# ALL POINTS BULLETIN



VOLUME 14, NUMBER 1, 2004

## Sgt. Mike Rolls Racks-up Law Enforce- ment Awards

If you read the September/October 2003 edition of *The Sheriff's Star*, you will remember a story that appeared about Sgt. Moshoji "Mike" Rolls, and his being named our 2003 Florida Sheriffs Association Deputy Sheriff of the Year. Little did we know just how many accolades Sgt. Rolls would garner in the weeks and months that followed.

For those of you that may not recall or missed the article recounting what Sgt. Rolls actually did to earn such high praise, allow me a minute to recap the actions he took that has garnered so much attention.

Rolls has served as a deputy sheriff with Marion County for the last twelve years. During the last five, Rolls has also been a member of the Marion County Sheriff's SWAT Team.

In addition to the "routine" call outs that you'd expect that every SWAT Team responds to, Sgt. Rolls and fellow members of



FSA Past President Alachua County Sheriff Steve Oelrich (left) and Marion County Sheriff Ed Dean (right) congratulate the Deputy Sheriff of the Year, Marion County Sheriff's Sgt. Mike Rolls.

Marion County's SWAT Team are often called to assist detectives in serving what are called "high-risk" search warrants.

A "high-risk" search warrant is a term that cops use to describe search warrants that are to be served on suspects and that are thought to be heavily armed. The manner in which the occupants of the house or business react to the arrival of the police is often unpredictable and dangerous. Sgt. Rolls' extraordinary bravery, and

the quick-thinking action that he took while assisting in the service of one of these "high-risk" search warrants is where his bravery and courage enter the picture.

The scene all began in the early morning hours of September 24, 2002.

In the dark of night, as the SWAT entry team approached the porch of a home that detectives were to search, all members were

*Continued on page 2*

*Continued from page 1*

acutely aware of the fact that the building was occupied by suspects that were known to be heavily armed drug dealers.

When the front door to the home was forced down, the entry team came under immediate heavy gunfire. In a split second, Sgt. Rolls realizing that his team was in imminent danger of being shot at point blank range, he did something that to this day still has his fellow deputies and supervisors dropping their jaws in amazement. Rolls stepped into the doorway with his hand-held ballistic shield in front of him to provide cover for his fellow deputies until they were in the clear.

Those unfamiliar with these hand-held ballistic shields may not know that they are primarily designed to cover the trunk of your body. Thus, if you hold one up to protect your face and head, your legs are left exposed. If you try to primarily cover your torso, then depending on your height, portions of your head and lower legs may be left unprotected.

Bottom line is, these shields really don't cover everything that you and I might want to have covered when people are shooting at you.

Can any of us imagine making the decision to *intentionally* step into the doorway directly in a line of fire for any reason? Mike Rolls did it to save his friends.

Unfortunately, Mike paid a price for such a heroic deed.

While standing in the doorway taking on a heavy barrage of bullets, Rolls was shot twice in one knee, and once in the other. But,

by stepping directly into the line-of-fire, he accomplished what he set out to do, give his team the time that they needed to get into the clear.

The raid succeeded in the arrests of six people and the confiscation of numerous weapons and illegal narcotics.

Sgt. Rolls required two surgeries to repair his knees. Part of one knee had to be removed, and the other knee had to be wired together. Doctors also had to screw his left femur back together.

Undeterred, Rolls approached his physical rehabilitation with the same level of dogged determination that he displayed during the shooting. Although some felt that he might never walk again, Rolls amazingly returned to work just 90 days after having both knees shattered by bullets.

For the benevolent and quick-thinking protection of his team, Rolls has swept awards from all corners of the law enforcement profession. Here is a partial listing of the awards he has been given:

The 2003 National Sheriffs Association Deputy Sheriff of the Year (for the entire United States)

The 2003 Florida Sheriffs Association Deputy Sheriff of the Year

The 2003 Florida Retail Federation Law Enforcement Officer of the Year

The 2003 Florida Attorney General's Law Enforcement Officer of the Year

This last award, established by Florida Attorney General Charlie Crist, is the first-ever award of its' kind and overnight, it will become

the crème-de-la-crème of law enforcement awards in Florida. The unique way that nominees are chosen is what makes this award so special.

In this case, and in future years, the Office of the Attorney General will wait until November of each year for many statewide organizations to choose their respective winners of their law enforcement officer of the year. Then, when they are all awarded, the groups will submit their respective statewide winner to the Attorney General, and this group of statewide winners will be the pool from which the Attorney General's award is ultimately chosen.

In 2003, fourteen different organizations submitted their statewide winner to the Attorney General, and Mike Rolls was the nominee from both the Florida Sheriffs Association and the Florida Retail Federation as well.

In addition to a large bronze eagle that was so heavy that one person had a hard time picking it up, General Crist also presented a check to Mike Rolls for his bravery under fire.

On a personal note, I have had the privilege to meet Sgt. Rolls at a few different awards ceremonies. He is one of the most humble and likeable people you'll ever meet. ♦



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## EDITOR'S CORNER

By Tom Berlinger



### Some Random Thoughts As I Depart

Well friends, the time has arrived to close the book on this chapter in my life and career and open yet another.

In 1988, I was invited to join the staff of the Florida Sheriffs Association (FSA) by then executive director J.M. "Buddy" Phillips, after a 16-year stint doing what one of my grandsons calls "real-live police work."

Working for Florida's sheriffs, any one or all of them, is a rare and important privilege that I've never taken for granted. The first sheriff that I worked for was the late Flanners "Snag" Thompson of Lee

County. He hired me in 1971 as a struggling 19 year-old married student, and thanks to him, LEEP (the federally funded Law Enforcement Education Program) and the \$2.18 an hour that he paid me, I was able to eat, pay rent and cover tuition costs at what was then called Edison Junior College in Fort Myers. I remember working over 40 hours some weeks and being eligible for "overtime" at the whopping rate of \$3.27 an hour. When I hit that rate, it almost felt like I was stealing..

To this day, I can still conjure up the feelings of pride that overtook me when Sheriff Thompson passed me in the hall and for the first time, said "hi" to me by my name. I couldn't believe that a guy this important in our county of over 75,000 people knew who I was, and actually remembered MY name. As an impressionable teenager that sorely wanted to be a deputy sheriff some day, getting an extra buck an hour wouldn't have felt better than that little bonus he extended to me.

I went on to graduate from FSU in 1972, was hired by the Gulf County Sheriff's Office, and a few months later, I graduated from the police academy in Panama City. This time,

though, they started me at an unbelievable \$10,000 a year, twice what I made as a dispatcher only a few years before. Driving around in my new green and white, I was on top of the world.

With a population of 10,000 in the entire county, we had all of 5 deputies to cover over 700 sq. miles over 24 hours a day, so we all wound up working 75-80 hours a week, every week, and nobody even gave it a second thought. I have joked that I got ten years of police experience in the two years I was there, and I did. We worked everything from fender benders to murders without the benefit of detectives, crime scene techs or secretaries to transcribe confessions or witness statements. We did it all on our own from start to finish and got a great education in the process.

It was there that I learned to be a diplomat. At 5'8" and with any "backup" deputies often 25 miles away or "on-call" and asleep in their bed, I quickly learned how to talk the biggest and baddest drunks into the back seat of my cruiser lest I get beat half to death with every arrest that I made.

I went on to work two years at New Port Richey PD, twelve at Pasco County Sheriff's Office, then came here.

Of the 67 sheriffs that were in office when I arrived at FSA in 1988, only 11 still hold the office today. And, a handful of those have already indicated that they are retiring at the end of this term.

Between voluntary retirements and political defeats, an average of 23 new sheriffs will come on board every four years. If I sat down and

*Continued on page 4*

### FLORIDA SHERIFFS ALL POINTS BULLETIN VOLUME 14, NUMBER 1, 2004

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The ALL POINTS BULLETIN is published quarterly, in Spring, Summer, Fall and Winter, by the Florida Sheriffs Association, a non-profit corporation.

The Florida Sheriffs Association intends to convey various opinions of law enforcement individuals and organizations in the state of Florida, and national entities which affect the state. Therefore, articles published in APB do not necessarily reflect the opinions of the Florida Sheriffs Association. The FSA by-laws prohibit our endorsement or guarantee of any product, service or company represented in the articles or advertisements.

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**Editor's Corner continued . . .**

*Continued from page 3*

worked it all out, I could come up with the exact number of sheriffs that I've now worked for in the last 30 years, though I suspect that it's about 150.

And I'll be damned. As that young and impressionable 19 year-old, could I ever have predicted that during my career, 150 sheriffs would not only know me by name, but know my wife, know something about my kids, and have my home phone number listed in their cell phone.

And the fact that some would call at night or on the weekend has never fazed me, because serving them and helping them do their job more effectively is indeed a rare privilege that few will ever enjoy.

In 1990, this publication, "APB" as everybody calls it, was conceived, and I have also had the privilege of editing and/or writing every single line since the day it was born. I am also a contributing writer to *The Sheriff's Star* magazine, FSA's flagship publication.

Although I wrote a Lions Club monthly bulletin years ago, *APB* was my first crack at writing a newsletter that had widespread distribution. When you write something here, and 10,000 copies are spread throughout 67 sheriff's offices and to many state troopers, game wardens, beverage agents and FDLE personnel, you wonder sometimes whether anybody out there is really reading this stuff, or am I just talking to myself?

I don't have a clue as to how many of you actually read this publication over the years. But I do know that when I visit sheriff's offices around the state, I run into

some of the 32,000 people that are sheriff's office employees, and a stranger will walk up and say something like, "Aren't you the guy that writes that newsletter for the sheriff's association?" Or, I'll see copies of *APB* lying around in the common areas of the agency.

I'll confess now that every time it happens, I'm as amazed and proud to be a part of this organization as I was on the first day I arrived.

By the time you read this, I will already be in my new job. As most of you know by now, former Bay County Sheriff Guy Tunnell has succeeded Tim Moore as the commissioner of the Florida Department of Law Enforcement. Many of you may not know that FDLE was founded by Florida's sheriffs several decades ago and was originally called "The Florida Sheriff's Bureau."

Commissioner Tunnell has extended an invitation to me to serve as the Public Information Administrator for the FDLE, and I proudly accepted. In my new role, I will help to oversee the activities of the PIO's that are assigned to each of the seven FDLE regional offices, and I will serve as the department's chief media spokesperson on issues of statewide relevance, on things like DNA, AFIS, Homeland Security, and the like.

In other forums, I have already thanked the sheriffs, the jail administrators, and many others that I know personally in sheriff's offices from Pensacola to Key West for their help and support during my tenure at FSA. They made my job a joy, and I couldn't have asked for more from any of them.

Special thanks belongs to "Buddy" Phillips for inviting me to join the FSA staff in the first place.

As a result of his confidence in me, my three daughters now live nearby, and six of my grandkids were born here in Tallahassee as well. He'll probably be stunned when he reads this, but I'll tell you that to know an upstanding, wonderful, Christian man like "Buddy" Phillips is to love him. And I do.

Thanks also to Gary Perkins, the current executive director that allowed me the privilege to stay on staff when he took over the reins from Buddy a few years ago. Gary has a keen sense for business like few men I've known, and make no mistake about it, FSA is a business. We've got to raise every single penny that we spend. As a direct result of his business acumen, FSA has never been in better financial shape since our founding in 1893.

Thanks to Carol Bishop, my wonderful executive assistant who, for the last decade, proofed much of what I write and supported me in all aspects of my job. Carol's meticulous eye has kept me straight during those times when my written language skills sometimes started going off the deep end.

And, thanks to Julie Bettinger, the editor of *The Sheriff's Star* that edited just about all of my writings that appeared in that publication. Every writer needs an editor, and she's as good as they get.

And, thanks to Frank Jones, our superb Director of Publications. He lays all this stuff out, adds the graphics and pictures, and gives it the wonderful eye appeal that we all enjoy seeing.

Goodbye, and thank you for going along with me on this journey.

Sharing 14 years of *APB* with you has been a real privilege. ♦

## Arrest of Newspaper Exec Nets High Profile Account

Many arrests made by law-enforcement officers receive coverage by local, state and sometimes national media outlets. However, one arrest a few months ago by a Pasco Sheriff's Deputy was unusual for a number of reasons.

On August 21, 2003, Deputy Brandon Todd made a routine stop in Zephyrhills on a vehicle that had a non-working tag light. Upon checking the male driver's information, Deputy Todd discovered a seven-year-old outstanding warrant for non-payment of child support. He then made the only decision he could: He arrested the man for the outstanding warrant.

What Deputy Todd soon found out was that his arrestee was Dave Hasselman, the editor of the local Zephyrhills newspaper. And, what the agency and the entire readership of the newspaper soon found out was how he was treated during his arrest and temporary incarceration in the Land O' Lakes Detention Center.

Hasselman wrote about his ordeal in a four-part series for his weekly newspaper column.

What every sheriff's deputy can learn from this incident is that you never know when your actions as a law enforcement or detention Deputy will become front-page news. It can either become a chance to receive unsolicited favorable publicity, or instead suffer the fate of an unfortunate stain on an agency's reputation.

### *The story begins...*

The night of the arrest, Deputy Brandon Todd, a Pasco County Sheriff's Office (PSO) deputy for three

and a half years, was assisting other Pasco Deputies in cracking down on street-level drug dealers. Hasselman was returning home from working late at his office when he passed through the area of the operation. They both were about to meet for what would be not only Hasselman's first arrest, but also Todd's first arrest of a member of the news media – something most deputies never encounter.

As explained in Hasselman's first newspaper column about the incident, "The concept of giving respect in order to receive it in return is something that I have stressed consistently throughout my life. My attitude paid off as the officers in the company and especially Deputy Brandon Todd were nothing but cordial and professional to me. They did all they could to make me comfortable. They spoke with me as a human being and did all they could to accommodate me in contacting those who needed contacting."

Bear in mind Hasselman received this treatment *before* they knew of his profession.

### *Incarceration*

Hasselman's next three columns detailed his stay at the Pasco County Sheriff's Office Land O' Lakes Detention Center. He wrote about the actions of his fellow inmates, his conversations with them and their interactions with the detention deputies. He described the deputies as having a serious nature but "... some were almost amiable and willing to pass a small amount of time in idle conversation or even a joke, but overall the mood was one of extreme stoic demonstration ..." He was dismayed at how some inmates "... considered it a twisted badge of courage to force the officers to subdue them for some transgression."

Hasselman did not pull any punches about the dreariness of his stay behind bars, which included "... a lack of sunlight, tasteless food, boredom, fear, (and a) lack of knowledge of progress in your case ..." His writing articulately expressed what most citizens luckily never need to experience: a stint in the county jail.

### *Conclusion*

Hasselman currently waits for his case to work its way through the court system, and blames an erroneous warrant that led to his arrest. His final column reflected what he gained from his experience, at a cost that included his temporary loss of his freedom:

"... the main reason that I have written this long-winded account ... is to actually commend those that apprehended me and kept me captive. Each officer that I had come in contact with knew his or her job, performed it well and kept a professional demeanor about themselves at all times.

"Their training ... is impeccable and from corporal to colonel there was no incompetence shown. Sheriff Bob White and his staff should be commended for their work."

As positive as Hasselman's columns were in describing the agency and its members during his ordeal, it could just as easily been a bashing in ink had he felt his experience warranted it. An old public relations axiom is to perform your duties as if you are being videotaped for the evening news or your actions will be described in the top story of the next day's newspaper.

For this incident, the Pasco Sheriff's Office and its deputies did quite well, and passed the test by any standards. ♦

## Sheriff Guy Tunnell chosen as new FDLE Commissioner

Article reprinted from  
*The Sheriff's Star*

When it came to selecting a qualified candidate to replace retiring FDLE Commissioner Tim Moore, Gov. Jeb Bush didn't have to look very far. In fact, he only had to look a few counties to the west of the Capital City when he chose Bay County Sheriff Guy Tunnell.

Tunnell and his wife, Patty, gathered with their family in the state Capitol during a Cabinet meeting, where he was confirmed.

With a large number of his fellow Sheriffs in attendance, Sheriff Tunnell greeted the Governor and Cabinet officers, saying, "Obviously, my predecessor, Tim Moore, is a class act. He's a tremendous leader and, as big as my feet are, his shoes are big ones to fill. But I pledge to endeavor to raise the standard for law enforcement in the state of Florida."

Florida's Chief Financial Officer, Tom Gallagher, said, "It's the first time a head of FDLE has come from the Florida Sheriffs and that's a good thing for law enforcement in Florida."

He noted that the FDLE Commissioner also works with the other state agency heads and he said, "It's going to be good for all of us. (The governor) made an excellent choice."

*Tim Moore remains in Tallahassee*  
Retired Commissioner Moore, considered a leader in homeland security issues, isn't exactly riding



Following the retirement of Florida Department of Law Enforcement Commissioner Tim Moore, Florida Governor Jeb Bush chose Bay County Sheriff Guy Tunnell to lead the statewide law enforcement agency. Tunnell and his wife, Patty, gathered with family and friends – as well as a large number of uniformed Sheriffs – at the state capitol building during a Cabinet meeting, for his confirmation. Pictured above, from left: Attorney General Charlie Crist, Governor Bush, Chief Financial Officer Tom Gallagher, Commissioner of Agriculture Charles Bronson, Sheriff Tunnell and wife Patty, and one of their three sons, Cory. Photo by Eric Tournay.

Congratulations to Sheriff Tunnell in his new position as Commissioner, and to Tim Moore in his new position with one of Florida's leading lobbying firms.

off into the sunset. In fact, his pace may have just increased, as he joins the Southern Strategy Group lobbying firm as a partner.

In his new position, Moore is expected to serve as an advocate and consultant for clients involved in the complex arenas of government policy and homeland security.

Moore, the longest serving director of FDLE, was appointed by three consecutive governors to lead the agency beginning in 1988. He capped off his 30 years in public service by being a leading force in developing strategies that put Florida on the map as a national role model in the areas of public safety, law enforcement and anti-terrorism efforts.

In 2002, Moore was appointed by President George W. Bush to the President's Homeland Security Advisory Council recognizing his criminal justice expertise and visionary han-

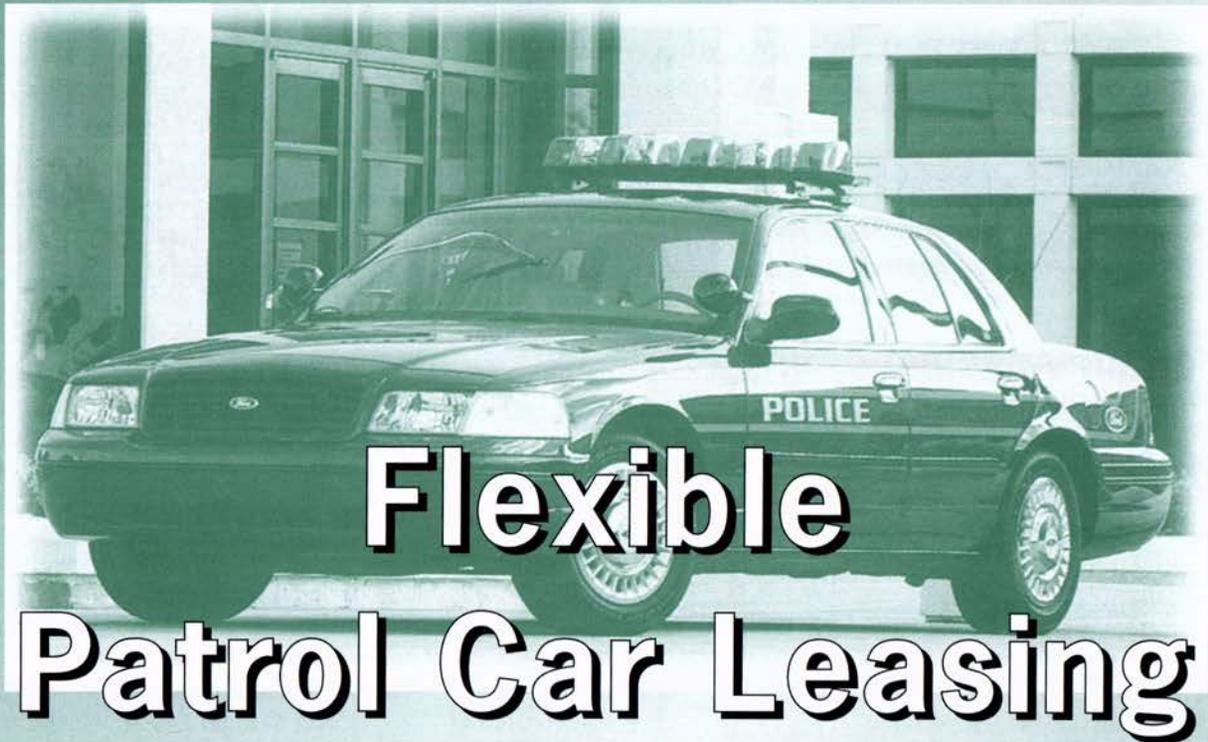
dling of Florida's domestic security efforts and statewide strategy. He is the only Floridian to serve on this national task force. ♦

### Electra Bustle Named FDLE Chief of Staff

Former Sarasota County Sheriff's Office Maj. Electra Bustle was recently named chief-of-staff of the Florida Department of Law Enforcement by FDLE Commissioner Guy M. Tunnell.

Shortly after graduating from Florida State University College of Law, Electra served as deputy general counsel of the Florida Sheriffs Association. After leaving the employ of the association, she also worked as deputy general counsel of the Florida Department of Highway Safety and Motor Vehicles in their Tallahassee headquarters

*Continued on page 16*

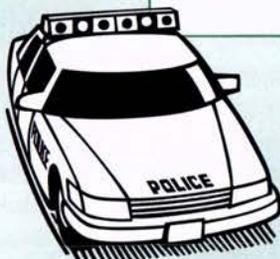


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## All Terrain Vehicles

By Sergeant David Frimmel &  
Deputy Andy Dawson  
Leon County Sheriff's Office

The only thing growing as fast as the popularity of ATV's are the number and frequency of complaints we receive on them. Recently there have been some significant crash issues involving ATV's. There have been some questions about what actually is the appropriate response to these situations.

An ATV (All Terrain Vehicle) is defined in Florida Statutes 316.2074(2) as any motorized off-highway vehicle 50 inches or less in width, having a DRY weight of 900 pounds or less, designed to travel on three or more low-pressure tires, having a seat designed to be straddled by the operator, handlebars for steering and intended for use by a single rider with no passenger. Operators of these vehicles must adhere to several standards and there are several actions that are prohibited in statute as follows:

- No person under 16 can ride or operate any ATV without a DOT helmet.
- ATV's can not be operated on the right-of-way, roads, highways or streets.

This means driving up the shoulder to the convenience store, across a road to a friend's house or in neighborhoods where motor vehicles regularly travel. Note: The worst crashes with ATV's are when they are

being driven down the shoulder of a road and/or when they cross a street.

### Where can you ride an ATV...

- On non-numbered trails in the national forest in particular trails that have been there for some time.
- Private property that is **not open for regular vehicle traffic**, when they have permission of the property owner. In these situations, riders under 16 are still required to wear a helmet.

### ATV Safety Tips

- Do not let a child under age 16 ride an ATV designed for an adult.
- Never carry a passenger on an ATV.
- Always wear protective clothing and gear, including a helmet and eye protection.
- Never consume alcohol or drugs when operating an ATV.
- Never operate in excessive speeds.
- Always inspect your ATV prior to operation to make sure it is in safe mechanical condition.
- Properly distribute and secure any cargo you are transporting.
- Know where you are riding. Be aware of the terrain and hazards such as water, fences and barbed wire.
- Ride with a "buddy" or let someone know where you are going and what time you plan to return.
- **Remember... ATV's are not toys! You can get hurt if you do not operate it safely!**

All Terrain Vehicles are also being stolen at an alarming rate. They are being stolen from back yards, carports and the back of pickup trucks. Some ATV's loaded on trailers are stolen, trailer and all. This is done very quickly and quietly while you're sleeping or at work.

When ATV's are stolen, they are rarely recovered. Because they are used off road, they are harder to find



by road patrol officers. Often they are transported out-of-state and sold to unsuspecting buyers or are stripped down and the individual parts are sold.

Because ATV's (sold prior to July 1, 2002) are not titled with the Department of Highway Safety, Division of Motor Vehicles, owners may not have the appropriate serial numbers and other identifying information to enter the ATV as stolen in state and national databases. This information is vital to investigators who are trying to recover your ATV and prosecute the person or persons responsible. Keeping your ATV's serial number, other identifying information such as marks, damage or accessories, including photographs is very important.

### Prevention Tips

Keep your ATV in a garage or locked shed if at all possible. Otherwise, chain it and lock it to a building or a tree and take the key out of the ignition. If you have more than one ATV, chain them together. This makes them more difficult to steal. If you keep your ATV in the yard or shed, check on it daily. If you keep it in the back of a pickup truck, do your best to secure it. Make sure the truck is also secure or it can get stolen also. If you keep your ATV on a trailer make sure to use a locking device on the tongue or the wheels.

An ATV Owners Information pamphlet is available from the Leon County Sheriff's Office for other agencies that may want one. Call us at (850) 922-3300. ♦

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## Alachua County False Alarm Reduc- tion Unit Nets Big Savings, Better Safety for Citizens

By: Sheriff Steve Oelrich, Alachua County

### The scope of the problem:

As sworn law enforcement officers, we know that a few seconds of response time on alarm calls can mean the difference between catching a violator or letting a criminal go free. But as many as 99 out of 100 alarm calls in Alachua County are false alarms.

False alarm calls cost time for law enforcement and they cost taxpayers money. But more importantly, they divert law enforcement officers from real emergencies and encourage complacency when answering calls. That's something that could one day cost a life.

In Alachua County, though, we established a program that succeeded in reducing false alarms by 56 percent. By combining new computer technology and old-fashioned common sense, Alachua County's False Alarm Reduction Unit is saving time for deputies and saving dollars for county taxpayers.

Better public safety response, for our citizens, and safety for our deputies is our primary goal.

We've accomplished this by helping educate alarm users, while also providing effective incentives to eliminate repeated false activations. It's a two-pronged approach designed to get at the root causes of the false alarm problem.

According to a report by a coalition of alarm industry sponsors and the International Association of Chiefs of Police, 80 percent of false alarms are triggered by 20 percent of the alarm users, and the major source of false activations is user error.



We believe that our focus on education, combined with escalating penalties for repeated activations, is what has put Alachua County ahead in addressing this problem.

As agencies all over the nation — from the largest communities to the smallest — try to find ways to cope with the problem of false alarms, they have increasingly turned to local ordinances. But while ordinances have been proven to be effective in reducing false alarms calls, many agencies are finding it impossible to properly enforce the ordinances because they lack the ability to track repeat offenders and bill them.

That's why we created a new way of doing business. Our False Alarm Reduction Unit enforces both the city's and the county's ordinance, and since 1999, alarm calls in the City of Gainesville have dropped from more than 12,000 to less than 5,500. In the unincorporated area, they are down from more than 9,000 a year in 1999 to less than 4,000.

While many agencies are happy to experience a 20- to 30-percent drop in false alarms after enacting an ordinance, we've had a reduction drop of 56 percent.

### Here's how we did it:

Under the leadership of False Alarm Reduction Unit Director John Moorhouse, Alachua County teamed with Purvis Gray Technology Group, LLC, a division of Purvis, Gray and Company, CPAs, to develop a new computer system that integrated the information from all the alarm sys-

## False Alarms: Causes and Solutions

False alarms can cost law enforcement agencies hundreds of thousands of dollars a year, and risk the safety of officers and citizens. Yet most false alarms are easily preventable. Some of the most common causes of false alarms are:

- Improper training of owners
- User error
- Misapplication of equipment
- Faulty equipment
- Low installation quality
- Motion sensors detecting pets
- Sensors detecting plants or curtains in air drafts

**Eighty percent of false alarms are triggered by 20 percent of the users. By taking just a few commonsense steps, communities can drastically reduce the incidence of false alarms. Alachua County, for example, has reduced false alarms by 56 percent since 1999 by:**

- Identifying gaps in the response process
- Engaging stakeholders, such as alarm companies, users, the general public, and emergency response personnel
- Enacting a false alarm ordinance
- Upgrading technology
- Enforcing the ordinance with penalties for repeat offenders

tems registered in the county.

The computer tracks alarm call responses received through the Computer Assisted Dispatch or CAD system, and also the citations for false alarms issued under both county and city ordinances. It is essentially a one-stop streamlined registration and billing system to track alarm calls and cite the repeat offenders who account for most of the problem.

*Continued on page 11*

*Continued from page 10*

The graduated schedule of fines set up by the ordinances includes one "free" call per year. After that, there's increased fines for repeat offenders, hoping they will implement procedures to reduce false alarms.

In addition, the False Alarm Reduction Unit offers free monthly classes to educate alarm system users on provisions of the False Alarm ordinances and proper maintenance and use of their alarm systems.

Using our software to simultaneously register alarm users and track the calls has been key to administering this system. Though the ordinance has been in place for two years, our agency never had a system that could keep the alarm records and generate the billing information at the same time.

The end result is improved public safety, quicker response time to legitimate calls, and significant savings for taxpayers. The proven effectiveness of our False Alarm Reduction Unit is an example that false alarms can be substantially reduced, leaving more availability for law enforcement to handle our ever increasing call load. Better service to our citizen customers is what this program is all about. ♦

## To Stop Illegal Drugs, You Have to START

*By: Hugh Graft, Broward Sheriff's Office  
Public Information Officer*

The arsenal in the fight against illegal drugs, much like the fight against cancer, has many tools. Some assail the problem systemically while others are more focused. In Ft. Lauderdale, Florida, Broward County Sheriff Ken Jenne developed a unique and successful approach in the battle against drug dealers. It's called Operation START, (Sheriff's Targeted Anti-Crime Response Team) and it attacks the malignancy of illegal drugs more like a scalpel than a band-aid.

By the fall of 2000, residents of Dania Beach, one of the fifteen districts patrolled by the Broward Sheriff's Office (BSO), had had enough. For decades, they had watched, often from behind locked doors as their neighborhood turned into a virtual open-air market for the dope dealers. Sheriff Jenne had had enough too and was determined to stop the problem before it got any worse.

"The disease of illegal drug activity is spreading, destroying, and killing our neighborhoods," says Sheriff Jenne. "Operation START is about taking back neighborhoods by surgically remov-

ing the drug-dealing tumor."

Working with his Street Narcotics Unit, Sheriff Jenne developed Operation START. While crime trends in the area were analyzed, the sheriff's Street Narcotics Unit went into the neighborhood watching, listening, and developing leads on dope dealers. Undercover deputies made drug buys and exposed a network of illegal narcotics from street-level dealers to upper-level suppliers. Along the way, BSO deputies found that many of the dealers had lengthy rap sheets for not only drug-related charges, but also for violent crimes.

After nearly three months of undercover work, and armed with a stack of arrest warrants, BSO deputies began rounding up the drug dealers who had terrorized the neighborhood. With assistance from the U.S. Attorney's Office, the Drug Enforcement Administration, and the South Florida High Intensity Drug Trafficking Area Task Force, Operation START in the Dania Beach neighborhood resulted in the quick arrests of 45 drug dealers, six of who were hit with federal charges. From those six alone, deputies confiscated 295 grams of crack cocaine. And while many of those arrested are still awaiting trial or appealing their sentences, as of this writing, five of the worst offenders have been sentenced to a combined total of more than 50 years behind bars.

*Continued on page 15*

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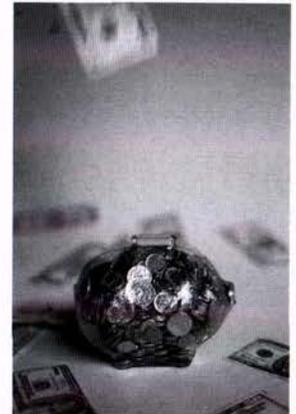
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## E-mail Forum Nets An Interesting Interchange

Recently, "Californian" ran an e-mail forum (question and answer exchange) with the topic being "Community Policing." One of the civilian e-mail participants posed the following question: "I would like to know how it is possible for police officers to continually harass people and get away with it?"

From the "other side" (the law enforcement side) an obvious cool cop with a keen sense of humor replied:

"It is not easy. In California we average one cop for every 2,000 people. About 60% of those cops are on patrol, where we do most of the harassing. One-fifth of that 60% are on duty at any moment and available for harassing people. So, one cop is responsible for harassing about 10,000 residents. When you toss in the commercial, business, and tourist locations that attract people from other areas, sometimes you have a situation where a single cop is responsible for harassing 20,000 or more people a day.

A ten-hour shift runs 36,000 seconds. This gives a cop one second to harass a person, and three-fourths of a second to eat a donut AND then find a new person to harass. This is not an easy task. Most cops are not up to it day in and day out. It is just too tiring. What we do is utilize some tools to help us narrow down those which we harass. They are as follows:

**PHONE:** People will call us up and point out things that cause us to focus on a person for special harassment. "My neighbor is beating his wife" is a code phrase we use. Then we come out and give special harassment. Another popular one on a weeknight is, "The kids next door are having a party."

**CARS:** We have special cops



assigned to harass people who drive. They like to harass the drivers of fast cars, cars blasting music, cars with expired registration stickers and the like. It is lots of fun when you pick them out of

traffic for nothing more obvious than running a red light. Sometimes you get to really heap the harassment on when you find they have drugs in the car, are drunk, or have a warrant.

**RUNNERS:** Some people take off running just at the sight of a police officer. Nothing is quite as satisfying as running after them like a beagle on the scent of a bunny. When you catch them you can harass them for hours.

**CODES:** When you can think of nothing else to do, there are books that give ideas for reasons to harass folks. They are called "Codes"; Penal, Vehicle, Health and Safety, Business and Professions... They all spell out all sorts of things for which you can really mess with people. After you read the code, you can just drive around for a while until you find someone violating one of these listed offenses and harass them. Just last week I saw a guy smash a car window. Well, the code says that is not allowed. That meant I got permission to harass this guy. It is a pretty cool system that we have set up, and it works pretty well. I seem to have a never-ending supply of folks to harass. And we get away with it.

Why? Because the good citizens who pay the tab like that we keep the streets safe for them. Next time you are in my town, give me a single finger wave. That is a signal that you wish for me to take a little closer look at you, and maybe I'll find a reason to harass YOU.

Looking forward to meeting you." ♦

## Saving Through Distance Learning

By: *Hugh Graf, PIO*  
*Broward Sheriff's Office*

Who says the cost of a good education is skyrocketing? The Broward Sheriff's Office (BSO) in south Florida has found a way to offer deputies quality instruction on a shoestring budget.

Two years ago, BSO put the wheels in motion toward the goal of providing superior yet cost effective training for his deputies. Beginning in November 2002, BSO deputies were able to receive mandatory training on more than two-dozen topics and the cost to taxpayers was virtually nothing.

The remarkable savings was possible through distance learning (DL), a system in which the deputies take courses by computer instead of in a traditional classroom. By bringing the classroom to the deputies, a number of money and time-saving pieces fall into place without sacrificing superior training. Perhaps best of all, the entire startup cost of the operation, a little more than \$61,000.00, came from BSO's confiscation fund. Purchased with the money were 30 courses and 15 satellite servers to get the DL program up and running. Ironically, the bad guys are actually helping to train deputies so that the deputies are better equipped to catch the bad guys.

Perhaps the biggest savings are evidenced in the sheer simplicity of DL. The BSO provides law enforcement for 15 districts including the Ft. Lauderdale-Hollywood International Airport and a key seaport, Port Everglades. The agency also operates four jails. BSO employs about 2,500 certified deputies. Divide that startup cost between all those deputies and the economy of scale comes clearly

*Continued on page 14*

## Distance Learning continued

*Continued from page 13*

into focus: \$24.48 to train a deputy ... in as many as 30 courses ... for the year. Want more? Divide that \$24.48 into the 30 courses and, well, you get the idea.

Logistically, DL offers further savings. During slow times on the streets or in the jails, deputies can log on, receive mandated training and still be only minutes away from their post. If a deputy needs to sign-off and answer a call, he or she can later go back to the computer and pick up where they left off. Because the deputies are training during their regular work shift, there's no need for supervisors to call in backup and thus, no overtime. Since the deputies don't have to drive far for training, less gasoline is burned and there is less wear and tear on the patrol unit. The result is additional savings to taxpayers.

"The Broward Sheriff's Office is committed to hiring the best and the brightest, giving them the tools they need to get the job done and serving the best interests of the public," says Sheriff Jenne. "When we accomplish those goals and save money for the taxpayers of Broward County, it just makes it all the more satisfying."

Just because distance learning is an inexpensive way for the BSO to train deputies does not mean that the education is sub par. Distance learning has a lengthy pedigree. Technically, the concept dates to 1837 when Englishman Isaac Pitman offered correspondence study in "Stenographic Sound Hand", or shorthand. In 1892, the first college-level correspondence courses were offered at the University of Chicago. By 1920, the United States Marine Corps was enrolling troops in correspondence courses, and a year later, the first educational radio licenses were okayed by the FCC. Television was a widely used medium for DL by 1963 when the Instructional Television Fixed Service came into life. In 1984, the New Jer-



sey Institute of Technology began offering undergraduate courses online for the first time and in 1991, Tim Berners-Lee developed the World Wide Web. The rest, as they say, is history.

BSO's distance learning program is driven by products from Law Enforcement Television Network (LETN), a company that has been in the business since 1989. Monthly, LETN delivers products to 25,000 subscribers and creates about 500 hours of original programming. The mandated course offerings used by BSO meet appropriate standards for accreditation and cover topics like domestic violence, human diversity, and racial profiling. LETN's single-source provider status helps insure consistent training to all BSO deputies.

When a deputy logs-on and begins working through a particular course, a footprint of sorts is created which allows the Broward Sheriff's Office Training Division to map the deputy's progress. Should a deputy find that a particular area of the course is confusing or problematic, there's always the option of going back over the material until the information is thoroughly learned. Of course, there's always a real-life instructor available to answer questions if a student is having difficulty.

There are some areas where a computer screen isn't enough and a



hands-on approach is needed. When it comes to subjects like restraint techniques, firearm testing, and CPR certification, the traditional methods endure at BSO. The combined approach of traditional classroom instruction and distance learning is one of the many reasons that the BSO recently received national reaccreditation and high praise from the Commission on Accreditation for Law Enforcement Agencies (CALEA) and remains the largest fully accredited sheriff's office in the nation.

To learn more about the Broward Sheriff's Office, log onto [www.sheriff.org](http://www.sheriff.org). There, you'll find facts about the agency's history, its detention system, links to the BSO Media Relations Unit, BSO's Most Wanted, tips about keeping yourself and your loved ones safe, and much more.

You'll find information about LETN and it's products at [www.pwpl.com](http://www.pwpl.com) ♦

## Pasco County S.O. Accredited by CALEA

The Commission on Accreditation for Law Enforcement Agencies (CALEA) announced at a November meeting held in Colorado Springs, Colorado that the Pasco County Sheriff's Office has been named a newly-accredited law enforcement agency.

"We have worked hard to bring our agency up to meet the national standards for accreditation," noted Sheriff Bob White, "and I am really proud for the men and women of our agency that we have been able to achieve this goal in my first term as sheriff."

In addition to Pasco's first-ever accreditation, the Brevard County Sheriff's Office, the Lee County Sheriff's Office, the Manatee County Sheriff's Office and the Polk County Sheriff's Office were also re-accredited during this meeting of the commission. ♦

## To Stop Illegal Drugs

*Continued from page 11*

Following the success of START in Dania Beach, Sheriff Jenne stood in front of a horseshoe-shaped apartment building that had been a hotbed of drug dealing activity in the neighborhood. He told city leaders, community activists, and residents that it was again okay to unlock the doors and come out of their homes. He told them that, with the drug dealers gone, new streetlights would soon be installed, new fences would be going up, and some streets would be closed to dissuade drug buyers from driving through the area.

Now, in the Dania Beach park where dealers used to do business, there is a computer lab where kids can do their homework after school and several teams in a BSO after-school football league practice and play. Where once a crack house stood, a family now lives in a new home built by Habitat For Humanity and the horseshoe-shaped apartment building that was once the epicenter of the drug-dealing scene will soon open as a community center with a Broward Sheriff's Office substation.

Our fight against drug dealers is far from over, but with the help and support of the many good people of this community, we're off to a good start," said Sheriff Jenne of the Dania Beach program.

"Now we need to bring START to other districts to help other neighborhoods and other families. Together we can make a difference in this neighborhood and together we can make a difference throughout the county."

Soon, Sheriff Jenne brought START to four other districts patrolled by BSO: Pompano Beach, Central Broward/District-5, Deerfield Beach, and Oakland Park. And while Operation START didn't do away with every dope dealer and every criminal, the victories are clear. By the end of 2002, START

had broken-up a cocaine pipeline with tentacles that reached to Springfield, Missouri and had toppled a group that had been distributing crack cocaine to parts of Tennessee, Georgia, Kentucky, Arizona, and Pensacola, Florida. It helped lead investigators to a juvenile who confessed to more than two-dozen neighborhood burglaries, offering further proof of the connection between truancy and juvenile crime.

In Broward County, the program is responsible so far for 4,429 arrests, the confiscation of more than 833 pounds of illegal drugs, 87 firearms, and the seizure of more than a quarter of a million dollars.

START is also helping reduce other crimes often associated with illegal drug activity. From 2001 to the end of 2002 in Dania Beach, (including a recently annexed patrol zone), burglaries are down 9.4%, robberies decreased 12.3%, aggravated assaults dropped 33.6%, and murder was down 71.4%. For the same time period, crime is down throughout BSO's fifteen districts too. Part 1 crimes, including murder, aggravated assault, robbery, burglary, and motor vehicle theft are down 15.4%.

Looking back at the victories of Operation START, Sheriff Jenne reflects, " We knew going into this that it wouldn't be easy. But we knew also that we wouldn't be satisfied with busting the street-level dealers. We wanted to obliterate the cancer of illegal drugs. We wanted to go for the throat. And while START is a success and I am extremely proud of the good people of this county and the men and women of BSO, I know there are many more battles to fight, more drug dealers to bust, more guns to take out of the hands of criminals, more community centers to build, and more neighborhoods to save." ♦

## Developing Tomorrow's Leaders – Today

*By: Sheriff Ken Jenne,  
Broward County Sheriff's Office*

Most law enforcement agencies focus their training on use of force, defensive driving, and other skills they need to successfully protect the public. However, much less attention has traditionally been given to enhancing individual management and leadership skills. I am proud that the Broward Sheriff's Office (BSO) near Fort Lauderdale, Florida Atlantic University (FAU), and the Sheriff's Foundation of Broward County have teamed up to create the Criminal Justice Executive Leadership Program. Our mission is to help today's law enforcement professionals gain the valuable insight they'll need as they progress through the ranks. We recognize that today's mid-and upper-level managers are tomorrow's sheriffs and police chiefs.

Students meet on Fridays for 25 weeks at FAU's campus in downtown Fort Lauderdale, Florida. The courses are taught by a vibrant mix of professors and criminal justice professionals. This team-based teaching approach is unlike any other program in south Florida. Graduates of the program are awarded an Executive Leadership Certificate and are eligible for up to nine hours of undergraduate credit or nine hours of graduate credit. Each agency pays the tuition, which totals \$1,500 per student.

Our program centers around three comprehensive courses: 1) Developing Leadership in Criminal Justice Agencies; 2) Critical Issues in Community Development; and, 3) Strategic Planning and Analysis in Criminal Justice. They include discussion of budgeting techniques, research methods, organizational politics, conflict management, decision-making, motivation, creativity, and dealing with change. Dr. Ros-

*Continued on page 16*

*Continued from page 15*

alyn Carter, Dean of the FAU College of Architecture, Urban, and Public Affairs, says the program "gives students the tools they need to survive in the ever-changing criminal justice environment."

We launched the Executive Leadership Program in November 1999, and at first, offered it only to BSO law enforcement and detention supervisors. Those first 17 graduates praised the curriculum, and emphasized how much they learned from the other students. Uniting law enforcement and detention managers allowed them to walk in their classmates' shoes and see both problems and solutions from all different perspectives.

In January 2001, we opened the program to all law enforcement agencies in Miami-Dade, Palm Beach, and Broward Counties. As its popularity increased, enrollment grew. The latest graduating class of 34 students comes from 16 different south Florida law enforcement agencies. Graduates have even formed an alumni association, for networking and annual re-training.

We are currently exploring the possibility of developing a two-year program leading to an undergraduate or graduate degree. Future plans may also include a distance learning component, which would allow professionals to participate from anywhere in the United States.

Law enforcement professionals understand the communities we serve today are very different than they were 20 or even 10 years ago. To be effective, we have to change with them. Tomorrow's chiefs and sheriffs will need to run with new ideas and embrace new technology. Strong leadership demands vision. I am proud our Criminal Justice Executive Leadership Program opens that door. ♦

*For more information on the Criminal Justice Executive Leadership Program, please contact Broward Sheriff's Office Training Division Director, Capt. James Chinn at (954) 321-4851 or by e-mail: james\_chinn@sheriff.org*

### **Electra Bustle Named FDLE Chief of Staff**

*Continued from page 6*

before moving to Sarasota.

She was originally hired as in-house general counsel of the Sarasota County Sheriff's Office, then decided to attend the police academy. Most recently, prior to her new assignment at FDLE, Electra was Major in charge of the Courts and Corrections Division at Sarasota S.O.

As chief-of-staff at FDLE, Ms. Bustle will assist the commissioner in overseeing the management, budget and legislative efforts of the Department. FDLE has 1,900

employees stationed in the regional and district offices from Pensacola to Key West, and operates on an annual budget of over \$245 Million.

"I am thrilled that Electra was willing to move back to Tallahassee," noted Commissioner Tunnell, the recently former sheriff of Bay County, "I've known Electra and her talents and abilities for a long, long time, and I am glad to see that she was willing to join with us." ♦

### **No Jail Administrator's Conference in Calendar Year 2004**

With 58 of the 67 county jail systems under the supervision of the sheriff of the county, the bulk of the jail administrators work for a sheriff.

The general election in which the sheriffs will be next chosen is scheduled to be held in November of this year.

Given that the annual FSA Jail Administrator's Workshop is usually held in December of each year, we have made it a practice to move it to the February following the election once every four years, then hold a second conference the following December, to get it back into the December cycle.

So, the next annual training workshop has been set for February 15-17, 2005, and it will be held at the Sandestin Hilton and Towers in Destin (Walton County). ♦

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