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# City of Gainesville

**Inter-Office Communication**  
Office of the City Manager  
Mail Station 6  
334-5010

TO: Hon. Mayor and Members of  
The City Commission

DATE: July 1, 2002

FROM: Wayne Bowers  
City Manager

SUBJECT: Citizens Review Board for the Police Department

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On November 26, 2001, the Commission directed the City Manager to "report back to the City Commission on the feasibility and cost of possibly hiring a consultant" on the subject of a Citizens Review Board for the Police Department. This action was in response to a recommendation from the Public Safety Committee that the Commission hire an outside consultant to conduct a comprehensive review of the Gainesville Police Department's performance and procedures.

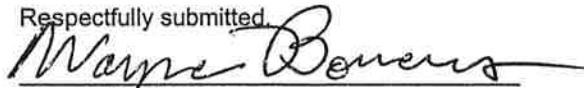
The International Association of Chiefs of Police (IACP) provides a management studies service that is described in the attached information. The IACP has performed work for the City of Gainesville on several occasions and is probably the best qualified police consulting organization that is familiar with the Gainesville Police Department. I have discussed the feasibility of conducting a comprehensive review of the Gainesville Police Department with Jerry Needle, Director of Programs and Research of the IACP staff. Jerry stated that the typical comprehensive management study takes about six to eight months to complete and the consulting fee is from \$70,000 to \$80,000. Based on his knowledge of the Gainesville Police Department, Mr. Needle does not recommend a complete management study at this time. He did recommend that City representatives review a recent IACP report entitled "Police Accountability and Citizen Review" (copy attached). Mr. Needle further stated that the IACP could conduct a more limited study of the citizen complaint process and the administration of discipline within the Police Department. Such a more limited study could be completed in three or four months and would cost approximately \$25,000.

I have discussed the proposed IACP services with Chief Norm Botsford. He suggested that I share with the City Commission the most recent comprehensive assessment of the Gainesville Police Department. The Commission on Accreditation of Law Enforcement Agencies, Inc, completed an assessment of GPD in January 1999 as part of the national accreditation process. A copy of the assessment team final report is attached for your review.

I have not contacted any other consultants concerning a management study but am prepared to conduct further research if you desire. I am also familiar with the Police Executive Research Forum and Carroll Buracker & Associates. Both these consulting firms also provide police department management studies. I anticipate that their time frames and fees would be similar to those offered by the IACP.

Should you have any questions concerning this information, please contact me.

Respectfully submitted,




Wayne Bowers  
City Manager

WB/jh

Attachments

Cc: Clerk of the Commission Kurt Lannon  
Police Chief Norm Botsford



# INTERNATIONAL ASSOCIATION of CHIEFS OF POLICE

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### Management Studies

IACP is available to conduct comprehensive surveys of the management and operations of police agencies. The surveys aim to determine the degree to which a department is properly accountable, is operating cost-effectively, complies with professional police standards, and satisfies the crime control and service requirements of the citizens it serves.

### Survey Objectives

- Evaluate the degree to which police philosophy, objectives and operations conform to expectations of government officials and the public.
- Assess a department's readiness to cope with the rapidly changing cultural and technological environment of policing.
- Assess degree to which a department is incorporating and/or experimenting with contemporary philosophical and programmatic innovations.
- Identify crimes, victims and police services that require more effective response.
- Evaluate how efficiently a department is organized to conduct operations.
- Evaluate how productively personnel and other resources are used to conduct current operations.
- Identify policies, procedures and operations that do and do not comply with professional police standards.
- Project future workload and service demands.
- Specify appropriate levels of personnel needed to conduct current and future departmental operations.
- Identify functions performed by a department that can be performed more effectively by alternative means and/or agencies.
- Identify proper police functions that are not being performed by the police.
- Analyze operations and management issues of special concern to municipal officials and the police department.

The surveys produce an extensive set of practical, prioritized recommendations to upgrade the effectiveness, productivity and professionalism of municipal police services.

The recommendations enable the department to cope successfully in the future with emerging

conditions or trends, placing special emphasis on actions to ensure that the department is accountable to elected officials and the public. To promote successful implementation of recommendations, IACP provides an extensive series of products, services and training.

### **Survey Scope**

- Community trends analysis
- Policing style
- Mission, goals, objectives, values
- Accountability
- Crime, service and workload requirements
- Quality management/customer-oriented programming
- Organization
- Staffing
- Patrol allocation, deployment, scheduling
- Labor-management relationships
- Management, leadership and supervision
- Quality assurance and risk management
- Citizen complaints and internal affairs
- Management support services
- Public information
- Crime prevention and police/community engagement
- Personnel management
- Career development
- Patrol, traffic and investigations records
- Communications
- Evidence and property management
- Fleet management
- Facilities and space utilization
- Data and information processing
- Interagency relationships
- Performance indicators review
- State-of-the-art programming and technology review
- Effectiveness and productivity review
- Work force survey

### **Survey Products**

- State-of-the-art programs, practices and technologies
- Productivity improvement and cost-reduction techniques
- Program and practice improvement recommendations
- Recommended organization and staffing patterns
- Patrol staffing requirements, assignments and schedules
- Structured and prioritized implementation plan
- Implementation support package
- Professional seminar enrollment
- Continued access to IACP professional staff and services
- Special issues and practice analysis

IACP's technical assistance and problem-solving services complement the management survey program. Our professional staff is available to help police agencies deal with problems or needs in any of the individual areas covered during management surveys or others that are unique. This service is

especially useful in emergency situations and/or when funds are limited.

For more information, contact [Jerry Needle](#) at IACP headquarters, 1-800-THE IACP.

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515 North Washington St, Alexandria, VA USA 22314 phone: 703.836.6767 or 1.800.THE IACP fax: 703.836.4543

## ASSESSMENT TEAM FINAL REPORT

Gainesville, Florida Police Department

TO: Commission on Accreditation for Law Enforcement Agencies Inc.

FROM: Gary D. George, Assessment Team Leader

RE: On-Site Assessment Report for the Accreditation Review of the Gainesville, Florida Police Department.

DATE: January 31, 1999

A. Dates of On-Site Assessment  
January 23-27, 1999

B. Assessment Team:

1. Team Leader: Gary D. George, Chief of Police  
City of Independence, Missouri Police Department  
223 North Memorial Drive  
Independence, Missouri 64050  
(816) 325-7261
2. Assessor Darrell L. Fant, Director of Public Safety  
City of Highland Park, Texas Department of Public Safety  
4700 Drexel Drive  
Highland Park, Texas 75206
3. Assessor Lloyd L. Coward, Jr., Commander  
Metropolitan Police Department, Fifth District  
1805 Bladensburg Road N. E.  
Washington, D. C. 20002

C. Agency Profile:

The City of Gainesville, Florida is the largest City in Alachua County, Florida and serves as the county seat. The City was founded in 1854 and incorporated in 1869. The City is governed by a Commission-Manager form of government since 1927. The City is 44.5 square miles in size with a population of 99,750, which does not include the 41,000 University of Florida students and the 12,500 full-time Santa Fe Community College students. Gainesville and the surrounding area are home to many attractions. A variety of natural springs, rivers and lakes occupy much of the area's geography, offering swimming, diving, tubing, rafting, fishing and other water related activities.

The Police Department is divided into five basic components: The Office of the Chief of Police, Operations, Administration and Technical Services, Investigations and Neighborhood Services. The Office of the Chief of Police is comprised of the Department's administrative functions, Professional Standards Unit, Internal Affairs, Fiscal and Planning Unit, Public Information Officer and the Legal Advisor. The Operation's Bureau is the largest entity within the department. The Bureau has first-responder responsibilities to the citizens, 24 hours a day. It is comprised of Uniform Patrol, Community-Oriented and Tactical Operations Divisions. The Administrative and Technical Services Bureau is comprised of the Administrative Services Division, which includes Personnel, Recruitment and Selection, Training Unit and the Technical Services Division. The Investigations Bureau is comprised of the Criminal Investigations Division, the Forensic Crime Unit and the Special Investigations Division. The Neighborhood Services Bureau's mission is to form a partnership with the citizens of Gainesville to prevent crime. This Bureau is comprised of the Crime Prevention Division and the Youth Services Division.

The Police Department's current annual budget is \$20,800,000.00. Authorized personnel for the department is 250 sworn officers with 145 civilian positions.

D. On-Site Assessment Summary

The Assessment Team arrived in Gainesville, Florida Saturday afternoon, January 23, 1999. We were provided transportation to the hotel, and a rental vehicle was provided for our use. Saturday evening the Assessment Team met to discuss the upcoming assessment process and complete initial task assignments.

On Sunday morning the Assessment Team arrived at the Gainesville Police Heliport at 7:30 a.m. A static display of various vehicles and speciality equipment was set up for our viewing. A nice showing of their Helicopter Unit, Mounted Patrol, Canine, Bicycle Patrol, Motorcycle Unit, Uniform Patrol, Traffic Unit and Evidence Collection Unit were observed. We then departed the Heliport and went to a remote Special Investigation Unit where the Drug Enforcement Unit is located. At the Drug Enforcement Unit we listened to the Commander explain the Unit's operations and visually inspected the 2 evidence rooms and their respective logs.

We then traveled to the Gainesville Police Headquarters where we toured and reviewed the various Bureaus and Units housed within the headquarters building. Numerous employees and Police Officials were on hand to provide an overview of the respective divisions, units and assignments.

Upon completion of the tour and briefing, the Assessment Team was taken to a conference room reserved for the accreditation review. The room was comfortably furnished and equipped to accommodate the Assessment Team and their task. It was agreed upon by the Assessment Team that any Assessor who had concerns about compliance with any particular standard would consult with the other team members prior to making a final decision. It was evident early in the review process the Gainesville Police Department was in good shape and prepared for the on-site inspection. Between Sunday morning and Tuesday a total of 5 files were returned for re-work or additional documentation.

On Monday, January 25, 1999, the Assessment Team met informally with the Gainesville Police Chief Donald L. Shinnamon, Sr., the Accreditation Manager Lieutenant Carol J. Bishop, Police Officer Dale R. Nylander, and several members of Chief Shinnamon's command staff. This meeting was for the purpose of introduction and orientation along with explaining the process of accreditation. At this meeting the Assessment Team informed the Police Staff that the static display had been quite impressive and thus far the accreditation files appeared to be in good order. The Police Staff expressed their desire to meet accreditation and to be of any assistance necessary.

Pursuant to the Commission's instructions on public hearings, the Police Department had advertised that interested persons could telephone the Assessors between the hours of 1:00 p.m. and 5:00 p.m. on Monday, January 25, 1999. A total of 15 telephone calls were received with 7 of them being positive and supportive of the Gainesville Police. Six callers associated themselves with a particular elementary school where a School Resource Officer had been replaced by another officer. Each caller expressed the officer had done a fine job in the school and should not have been replaced. It should be noted that none of the callers knew why the officer had been replaced. Upon checking with the Administration of the department and the Internal Affairs Unit, it was discovered the officer had been re-assigned because of insubordination to his supervisor. Another caller expressed he believes the Gainesville Police were poorly trained and set a bad example for the City. This caller expressed that he had lived in Gainesville for 20 years and had never had a favorable or un-favorable contact with the police. Prior to ending the call, the caller advised his 24 year old daughter had recently received a traffic summons as a result of a vehicle accident and he believed she did not deserve the summons. Since the caller could place no blame for his dislike of the police other than his daughter's summons, I believe that to be the cause for his feelings. The final caller advised her complaint with the Gainesville Police was their being insensitive with people with disabilities. She advised the police should be more sensitive to ADA individuals and follow up better on citizen's complaints. This individual refused to identify herself as she fears "death" if she gives her identification. The caller did admit to physical and emotional disorders.

In addition the Police Department held a public hearing on Tuesday evening, January 26, 1999, in the City Commission Auditorium. The meeting was video taped by the Police Department. The meeting was called to order at 7:00 p.m. The Team Leader introduced the Team Members and read a prepared statement concerning the public hearing process. Seventeen people were present at the meeting with 7 making public comment. Five of these individuals made positive and supportive comments of the Gainesville Police with 2 making negative comments regarding the removal and re-assignment of the aforementioned School Resource Officer. Again neither of these individuals knew why the officer was re-assigned, only that they believed the officer did a good job and wanted him back in the school. The meeting was adjourned at approximately 7:50 p.m. The meeting had been advertised in the Independent Florida Alligator (the local newspaper) on January 22, 1999. It was also advertised via a City wide flyer, (copy attached).

During the entire review process, members of the Assessment Team met with many key employees of the Gainesville Police Department to discuss their responsibilities as they relate to the accreditation process. A list of those key personnel interviewed is as follows:

Officer Dale R. Nylander	Property/Evidence Super. Mynell LaPoint
Captain Sadie Darnell	Sergeant Larkins
Captain Robert Mitchell	Records Super.. Hellen Ingle
Commander Tony R. Jones	Officer Johnny Horne
Sergeant Lynne Benck	Officer Danny Lloyd
Officer Anthony Ferrara	Officer Scott Ferrell
Officer Todd Jackson	Helicopter Pilot Dale Witt
Officer Henry Langston	Helicopter Observer John Rouse
Officer Jon Robert	Officer Chris O'Neal
Officer James Samec	Captain Richard Carroll
Lieutenant Don Dennis	Lieutenant Lonnie Scott
Corporal Jaret Weiland	Sergeant Larry Seale
Police Service Technician Debbie Parker	Officer Tracy Plaak
Police Service Technician Super.. Ray Scott	Corporal Ray Barker
Investigator Marc Trahan	Latent Print Examiner Mellissa Kilmer
Corporal Bruce Giles	Latent Print Examiner Wm. Gallmon
Sergeant Terry Converse	Photo Technician Johanna Willink

The site review included visits to the various units of the police department, attendance at roll-call sessions, assessor ride-alongs and one assessor even did a ride-along with the Helicopter Unit.

The exit interview was held with Chief Donald L. Shinnamon Sr., Lieutenant Carol Bishop, Officer Dale R. Nylander and numerous members of Chief Shinnamon's Command Staff. At this meeting they were provided with an overview of the entire review process along with a detailed breakdown of the level of compliance in both the mandatory and optional standards their agency had achieved. Although they met



compliance in the Property and Evidence area we as Team Members expressed a concern of their de-centralization of property and evidence. We as Assessors believed they would have better control if they were to be more centralized. Chief Shinnamon agreed and advised that had been one of his concerns and this was an area he planned to address in the near future. I personally advised Chief Shinnamon and his staff that out of the numerous on-sites that I have been a part of, the Gainesville Police was the best I had seen. The other Team Members also cited their praises of how well prepared the Gainesville Police was. The amount of compliance in the files was often more than one will see in agencies going for re-accreditation.

E. Standards Compliance:

	TOTAL
Mandatory Compliance	281
(M) Noncompliance	0
Waiver	0
Nonmandatory Compliance	92
"0" Noncompliance	0
"20%" Elected	0
Not Applicable	63
Under Evaluation	0
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Total	436

F. Standards/Noncompliance Discussion:

There were no standards in non-compliance upon completion of the assessment process.

G. Applied Discretion Compliance Discussion:

Of the 373 Standards met by the Gainesville, Florida Police Department, this agency was not in compliance with 5 standards, all of which were corrected during the on-site by additional proofs and/or modification to existing written directives.

The Assessment Team agreed that complete compliance to all standards was obtained prior to the team's departure. All changes were completed with appropriate documentation and distribution, with proofs of same delivered to the Assessment Team.

The Assessment Team found nearly all policies were very well written, with supporting documentation in existence. Corrections of any files were minimal. A synopsis of chapters needing attention are as follows:

Mandatory Standards:

Standard 17.1.1- "The agency's chief executive officer is designated as having the authority and responsibility for the fiscal management of the agency".

The agency had taken 20% on this standard as they were under the impression the City Manager was the only one having authority and responsibility over the fiscal management of the agency. The Assessment Team asked to see the job description for the Chief of Police which clearly designated his authority and responsibility over the fiscal management of the department. The job description was placed in the file as compliance and the ISSR was changed from 20% to meeting compliance.

Standard 32.2.10- "At least a six-month probationary period following completion of entry-level classroom training is required before candidates are granted permanent status".

The file only addressed a year probation after "oath of office", and did not mention classroom training. It was discovered the Gainesville Police only hires entry level officers after they have completed entry level training at the local police academy. A written directive was provided by the Chief of Police addressing this issue and met compliance with the standard.

Standard 33.4.2- "The academy provides an orientation handbook to all new recruit personnel at the time academy training begins".

The agency indicated they were n/a under this standard since they do not manage the police academy. Since they do occasionally send a current employee to the police academy the Assessment Team inquired if they had an academy handbook of which they did. The standard was changed from n/a to optional compliance.

Standard 33.4.3- "A written directive requires the agency's recruit training program to include use of evaluation techniques designed to measure competency in the required skills, knowledge, and abilities".

Again the agency indicated they were n/a under this standard since they do not manage the police academy. However, it was discovered the recruit officers are trained by a comprehensive FTO Program with a well defined curriculum and evaluation process and techniques. The agency mis-interpreted the standard to mean only "academy recruit training" and excluded the FTO Program. The FTO curriculum and evaluations were placed in the file and the standard was changed from n/a to meeting compliance.

Standard 81.2.10- "If the agency is required to access an an interjurisdictional, regional, or area law enforcement system, the communications function has, at a minimum, the necessary equipment to access that system".

During personal observance the Assessment Team was aware the necessary equipment was in place. The file however, needed additional proof. A copy of the Florida State Law

Enforcement was plan was provided which provided that proof.

H. Waivers:

The Gainesville, Florida Police Department did not request any waivers.

I. Twenty Percent (20%) Standards:

The Gainesville, Florida Police Department did not request any 20% standards.

J. Standards Whose Status Was Changed By Assessors:

Chapter	Standard #	
17	17.1.1	Changed from 20% to compliance. Documentation provided.
33	33.4.2	Changed from n/a to Optional compliance by providing a copy of the Santa Fe College Police Academy handbook.
33	33.4.3	Changed from n/a to mandatory, proof provided by appraisal manual from the FTO Program.

K. Public Hearing Activities:

1. Public Information Hearing

On Tuesday evening, January 26, 1999, a public hearing was held in the City Commission Auditorium of Gainesville, Florida. The meeting was called to order at 7:00 p.m. and was video taped by the Gainesville Police Department. The Team Leader introduced the Team Members and read a prepared statement concerning the public hearing process. Seventeen attended the meeting with 7 wanting to speak. Below is a list of those desiring to speak and their comments:

- a. Roberta Queen  
1024 N.W. 11th. Ave.  
Gainesville, Florida 32601  
(352) 373-8925

Ms. Queen is the Chairperson for the Crime Watch Program, and is very supportive of the Gainesville Police Department. She is proud of the services offered by the department.

- b. Doris Edwards  
1040 S.E. 24th. St.  
Gainesville, Florida 32601  
(352) 352-8353

Ms. Edwards is an activist in the community and is very proud of the Gainesville Police Department. She is especially happy that the Chief of Police personally attends the neighborhood and community meetings.

- c. Ingrid Crawford  
705 N.W. 32nd. Place  
Gainesville, Florida 32601  
(352) 371-3389

Ms. Crawford advised she was representing the parents from the elementary school where the officer was re-assigned. She believes the police department is concerned about the activities at the school, however, she believes the officer's re-assignment was inappropriate. She advised she was not sure why the officer had been re-assigned.

- d. Ms. Kimbrel  
1031 N.W. 40th. Ave., #B  
Gainesville, Florida 32609

Ms. Kimbrel was also concerned about the removal of the officer from the elementary school. The speaker admits the department does a good job, however, she believes the Chief should be replaced over his decision to re-assign the officer. It should be noted that her issue relates only to the officer's re-assignment and is not related to the department's standards.

- e. Rosa B. Williams  
423 N.W. 6th. Place  
Gainesville, Florida 32609  
(352) 372-6573

Ms. Williams is the Chair-person of the "Black on Black". She supports the department fully and recommends them to be accredited.

- f. David Michael  
Federal Drug Enforcement Administration  
Gainesville, Florida 32609  
(352) 371-2077

Mr. Michael is the supervisory agent assigned to the Gainesville area for the DEA. He advised his agency has an excellent working relationship with Gainesville Police and recommends their agency for accreditation.

- g. W.H. "Bear" Bryan  
Alachua County Sheriff's Office  
Alachua County, Florida  
(352) 955-2653

Lieutenant Bryan is with the Alachua County Sheriff's Office in Gainesville. He was very complimentary of the mutual working relationship with the Gainesville Police and highly recommends the agency for accreditation.

2. Telephone Contacts:

Pursuant to the Commission's instructions on public hearings, the Gainesville Police Department advertised that interested people could telephone the Assessors between the hours of 1:00 p.m. and 5:00 p.m. on Monday, January 25, 1999. During that time we received 15 telephone calls. Below is a listing of each call:

- a. Martin McKellar  
3442 N.W. 13th. Avenue  
Gainesville, Florida 32605

Caller expressed a very positive opinion of the Gainesville's Police crime prevention program. He advised the agency is very proactive and recommends them for accreditation.

- b. Thaddeus Harrington  
4438 N.W. 35th. Terrace  
Gainesville, Florida 32605  
(352) 337-9134

Caller is impressed with the Gainesville Police crime prevention program and their response times for calls for service. Very positive support and recommends the agency for accreditation.

- c. Peter Scammacca  
2316 N.W. 106th. Drive  
Gainesville, Florida 32605  
(352) 332-1475

The caller was not impressed with the Gainesville Police and advised they are poorly trained, and set a bad example by their poor driving habits while operating their patrol cars. He advised he has been a citizen of Gainesville for 20 years and has had no contact with the police. He did advise his daughter recently received a summons from an accident which he believes she did not deserve. The caller had no feelings one way or the other regarding accreditation.

- d. Ada Williams  
1102 N.W. 46th. Ave.  
Gainesville, Florida 32605  
(352) 378-0131

Ms. Williams was upset over the recent arrest of her 20 year old son who was arrested for selling drugs to an undercover officer. Her son had resisted arrest and ran from the police.

She advised he was beaten and kicked. The caller was advised that her son should contact the Internal Affairs Unit with the complaint. The Assessment Team attempted to locate such an arrest and was unable to do so. Also when we attempted to call the caller back, we got another party. Obviously the caller had given the wrong phone number.

- e. Steve Platt, Chief of Forensics  
Florida Department of Law Enforcement  
(904) 359-6480

Caller advised he has worked with many Detectives of the Gainesville Police and several mutual aid cases. He advised he has always been impressed with the department. "Two thumbs up"!

- f. Paul Urone  
3726 S.W. 6th. Place  
Gainesville, Florida 32605

Caller advised he's a neighborhood crime watcher, and he holds a high respect for the Gainesville Police. A very professional group and he recommends they should be accredited.

- g. Loretta Golden  
Office of Victim's Services  
Gainesville, Florida  
(352) 334-0827

She advised her office receives excellent cooperation from the Gainesville Police in serving victims during the times of crisis. An excellent police agency and she recommends them for accreditation.

- h. Cynthia Kimbreal  
12721 N.W. 202nd. Street  
Gainesville, Florida 32605

Ms. Kimbreal called to express her un-happiness over a School Resource Officer being replaced in an area elementary school. She was un-aware of why the officer was replaced, however, she advised he did a very good job and would like for him to be re-instated. She does not believe the Chief of Police is supportive of the community because of these actions. I should note that several callers expressed their distress over this particular officer being replaced. In checking with the administration of the department, this was a disciplinary matter between the department and the officer. It has no bearing on the accreditation process.

- i. Debra Engil  
(Refused to give address)  
(352-472-4319)

Caller complained of rudeness from an officer at the front desk of the police department regarding the report of a stolen vehicle. She was from out of the area and was at the wrong department to file her report. She complained the officer was indifferent and critical of her situation. This information was passed on to the Duty Commander but no direct violation of accreditation standards.

- j. Patricia Kimbrel  
1031 N.W. 40th. Avenue  
Gainesville, Florida 32605  
(352) 377-9528

Caller advised she is a local cab driver and sees first hand how well the Gainesville Police is doing. However she does not understand why the Chief of Police removed an officer from an area elementary school where he was the School Resource Officer. She further advised the black community believes the Chief of Police is prejudiced. From numerous contacts with black citizens, the Assessors were never able to substantiate this complaint.

- k. Judy Brashear  
P.O. Box 7031  
Gainesville, Florida 32605  
(352) 373-5643

Caller advised she is a member of the Gainesville area school board and believes the Gainesville Police to be a professional and well-balanced police department. She advised all contacts with the Gainesville Police were positive, even when she got a speeding ticket. Because of her position as a school board member I questioned her about the officer who was re-assigned as a School Resource Officer. She advised she had not heard anything of the incident.

- l. VonCille Bruce  
Florida State Attorney's Office  
(352) 491-4586

As a Florida State Deputy Attorney she works closely with the Gainesville Police. She has found them to be cooperative, trustworthy and to have a good police department.

- m. Mary Beth Lassiter  
Stephen Foster Elementary School  
Gainesville, Florida  
(352) 955-6706

Caller advised she has worked at the school for 20 years and the officer that was replaced was the best School Resource Officer they ever had. She can not understand why the Chief of Police removed him.

- n. Ingrid Crawford  
705 N.W. 32nd. Place  
Gainesville, Florida 32605  
(352) 371-3389

Caller advised the Chief of Police has lacked in his commitment to partnership with the community by replacing the School Resource Officer.

- o. Caller Refused to Identify Herself.

Caller is upset because the police are not sensitive to people with disabilities. She advised she has called the Gainesville Police hundreds of times and they refuse to do anything for her. It is her desire that the police should be more sensitive to ADA individuals and to follow up on complaints better. Caller admits to both physical and emotional disorders and states she fears death if she gave out her identifiers.

### 3. Correspondence:

At the time of the writing of this report, no letters of correspondence have been received.

### 4. Media Interest:

During the Team's visit there was no media contact.

### L. Exemplary Policies/Projects/Procedures:

Although the Gainesville Police Department is an excellent department, they did not submit nor did the Assessment Team choose any exemplary projects or programs.

### M. Quality of Law Enforcement Services:

Chapter 1- Mandatory standards were well documented with supporting compliance.

Chapter 2- "Agency jurisdiction and mutual aid" is well done. Supporting evidence for compliance is good.

Chapter 3- N/A by function.

Chapter 11- Compliance displayed via organizational charts, department summaries, etc., a very good chapter.

Chapter 12- Reference CEO authority and responsibility is excellent. Standards met with compliance in all areas.

Chapter 13- Compliance is met with every standard in this chapter, this Assessor is impressed by the vast amount of documentation provided.



- Chapter 14- Good chapter, meets all standards.
- Chapter 15- "Crime Analysis", an excellent chapter. The evidence provided shows this to be an excellent unit.
- Chapter 16- Often this is a difficult chapter regarding reserves and auxiliaries, however, this department did a very good job of providing compliance for this chapter.
- Chapter 17- One file was changed from 20% to "meeting compliance" with additional documentation, otherwise a good chapter.
- Chapter 21- Chapter meets all standards. An abundance of compliance.
- Chapter 22- The agencies salary program is well described and illustrated through supporting compliance.
- Chapter 24- Good chapter, well documented.
- Chapter 25- Well documented chapter with adequate compliance.
- Chapter 26- Chapter was well documented, compliance proofs very good.
- Chapter 31- The agencies recruitment program is well documented. The affirmative action plan is adopted by the City Commission and closely adhered to. Very thorough chapter.
- Chapter 32- the agencies selection process was very well organized. One standard needed additional proofs, however, this was provided. Good job.
- Chapter 33- "Career development" 2 files were changed. 33.4.2 was changed from n/a to Optional compliance and 33.4.3 was changed from n/a to mandatory. The agency had mis-interpreted the standard to mean only "academy recruit training" and excluded the FTO Program.
- Chapter 34- The promotion chapter was remarkable. Proofs were very thorough and the documentation was well organized.
- Chapter 35- The appraisal manuals are well organized and straight forward. Good examples of evaluations were in the files. The agency exceeds the standards in most instances.
- Chapter 41- Patrol chapter is remarkable. Agency has a prolific amount of specialty vehicles, ie. canine, mounted patrol, helicopter, buses, mobile command post, surveillance vehicles, plus all the normal equipment.

- Chapter 42- Criminal Investigation is excellent. Good organization, file proofs are very thorough and complete. Confidential informant files are secure with excellent detail.
- Chapter 43- The Narcotics Unit is housed seperately from the police building and is part of a joint task force. Chapter contained good detail and excellent proofs. Narcotics is the major crime category in the agency service area.
- Chapter 44- Juvenile chapter was completely detailed. The Officer Friendly Program shows a high level of committment to school programs. Good involvement with the Alachua County Juvenile Justice Council.
- Chapter 45- Strong committment to crime prevention and neighborhood programs as witnessed by telephone calls and public hearing. The citizen's survey is in compliance, however, it could be improved.
- Chapter 46- Unusual occurances are well planned and organized, however, the activation of emergency plans does not occur often. No evidence of how successful the plan has been in the past. Good proofs in folders.
- Chapter 51- Chapter is remarkable, both standards were in compliance and well documented.
- Chapter 52- The internal affairs component of the agency is very efficient. The process is well defined; agency has a brochure and blank complaint form available in their lobby. Files were in good order and well organized.
- Chapter 53- Inspection services were remarkable. Compliance verified.
- Chapter 54- Public information plan is well organized and in good order.
- Chapter 55- Victim assistance chapter was very good. Excellent proofs in the files. The agency maintains full and part-time liason officers in victim assistance.
- Chapter 61- The agencies written directives thoroughly conforms to the standards. To ensure compliance, a random vehicle inspection was done, compliance was verified. Very good chapter.
- Chapter 71- The agency operates no jail as it is the mandated responsibility of the Alachua County Sheriff's Office. Standards relating to prisoner detention and prisoner transportation is thus n/a.
- Chapter 72- A very good chapter, however, any standards pretaining to holding facilities are n/a since the department's housing of prisoners is the responsibility of the Alachua County Sheriff's Office.
- Chapter 73- Chapter is n/a by function.

- Chapter 74- Chapter is n/a by function.
- Chapter 81- Very good chapter, written directives were clean and specific for the out-lined standards. Personal observation was made on many of the listed standards with compliance verified.
- Chapter 82- The agencies written directives thoroughly outlines the requirements of the standards as specified in the chapter. There was ample documentation to support compliance. The static display further showed compliance.
- Chapter 83- An excellent chapter, clean, well organized and all standards met.
- Chapter 84- The agency has done an excellent job with property and evidence. During the static display and the files, compliance is excellent. A larger, more centralized property and evidence room may be helpful in having better control. Currently it is scattered through several areas.

N. Summary and Recommendations:

The Assessment Team left Gainesville, Florida satisfied that the Gainesville Police Department has a Chief of Police, his staff, police officers, and all employees committed to professional services to it's citizens, community and to professional development with the agency.

Community support for these efforts was evident to the Assessment Team in several ways throughout the on-site. As indicated earlier, compliance for the files was excellent and it was evident during the entire on-site the Gainesville Police Department is "walking the walk".

Special thanks to Lieutenant Carol Bishop, Accreditation Manager and Officer Dale R. Nylander, Professional Standards Unit. They are to be commended for their diligent work in making the accreditation process a success in the Gainesville Police Department and for always being there for the Accreditation Team making sure all of our needs were met.

With these thoughts in mind, the Assessment Team unanimously recommends the Gainesville Police Department be reviewed for accreditation by the Commission at the next meeting.

Respectfully submitted,

Gary D. George  
Team Leader