

**To: Commission for Florida Law Enforcement Accreditation, Inc.**  
**From: Scott Glazier, Team Leader**  
**Date: March 7, 2019**  
**Re: University of Central Florida Police Department**  
**Full Compliance Assessment Report**  
**March 5-7, 2019**

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**A. Agency/Assessment Information**

Chief Executive Officer: Chief Carl Metzger  
Accreditation Manager: Mrs. Cynthia Pugsley

Standards Manual Version: 5.07

Previous Accreditation Dates: June 2013, June 2016

Assessment Team Recommendation: Reaccreditation

**Assessment Team**

Team Leader: Scott Glazier  
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**B. Standards Summary Tally**

<b>Status</b>	<b>Mandatory Standards</b>	<b>% of Applicable Mandatory Standards</b>	<b>Other-than-mandatory Standards</b>	<b>% of Applicable Other-than-mandatory Standards</b>	<b>Total Standards</b>
In compliance	170	100.0%	44	95.7%	214
Not in compliance	0	0.0%	0	0.0%	0
Not applicable	11	6.5%	11	23.9%	22
Elected 20%	0	0.0%	2	4.3%	2
Not Set	0	0.0%	0	0.0%	0
	0	0.0%	0	0.0%	0
<b>Total:</b>	<b>181</b>		<b>57</b>		<b>238</b>

Total <i>Applicable</i> "Other-than-mandatory" Standards	46
Maximum allowable number of Elected Standards	9

**C. Agency Profile**

The University of Central Florida Police Department (UCFPD) is the law enforcement agency of the University of Central Florida (UCF), a space-grant university located on a 1,415-acre main campus in Orlando, Florida. With more than 64,000 students, UCF is the largest university by enrollment in Florida and one of the largest universities in the nation. It has more than 12,000 employees and an operating budget of \$1.5 billion. There are additional Greater Orlando Campuses which include the Rosen College of Hospitality Management, the UCF College of Medicine, the Florida Interactive Entertainment Academy, and the Florida Solar Energy Center.

The UCFPD is a full-service police agency with 79 sworn officers and approximately 57 civilian staff responsible for the safety and security of students, faculty, staff, and visitors at all the university's property and campuses.

The UCFPD was initially accredited in June, 2013. This is their second reaccreditation.

**D. Assessment Summary**

Prior to the assessment, Accreditation Manager (AM) Cynthia Pugsley provided an extensive advanced package to each assessor, which included a history and composite of the agency, the previous assessment report, and information on the agency's written directives. Prior to the arrival of the assessment team, information was gathered regarding preferred chapter assignments and other pertinent logistical information.

On the evening of Monday March 4, 2019, the assessment team was met at the hotel by AM Pugsley and Commander Derrick Stockdreher. The assessment team conferred with the UCFPD accreditation staff and after establishing logistical plans, the team retired for the evening.

On the morning of Tuesday, March 5, 2019, the team met at the UCFPD headquarters. The assessment team attended an entrance interview with the following staff members:

Chief Carl Metzger  
Major David Zambri (Administrative Bureau)  
Major Christine Gigicos (Operations Bureau)  
Commander James Mangan (Criminal Investigations)  
Commander Scott Freeman (Patrol Division Regional Campuses)  
Commander Darnell Hill (Patrol Division Main Campus)  
Commander Derrick Stockdreher (Professional Standards Division)  
Commander Anthony (Tony) Merola (Support Services Division)  
Commander Dave Barber (Special Operations Division)  
Courtney Gilmartin (Public Information Officer)  
Amanda Sellers (Public Information Officer)  
Cynthia Pugsley (Accreditation Manager)

Chief Metzger and his staff were excited to have the assessment team at their agency. Chief Metzger expressed his agency's openness, transparency, and desire to showcase all the services the University of Central Florida Police Department provides. The assessment team was given a detailed overview and tour of the department and subsequently began to review files. During the tour, the assessment team met and interacted with following staff:

Alexandra Kontos, Special Events Coordinator  
Sergeant Pablo Vargas  
Detective Luis Rivera  
Detective Matthew Scott  
Sergeant Adam Casebolt  
Officer Nelson Mendez  
Officer Pete Stephens  
Shannon Gately (Training Coordinator)  
Kellie DeArmas (Human Resource Coordinator)  
Dwight King (Back Ground Investigator)  
Commander Dave Barber  
Community Partnership Section  
Officer Frank Imparato  
Robin Collins, Communications Manager  
Elizabeth Rodriguez, Payroll Specialist  
Mayra Lopez  
Kayla Enoch  
Dwight King

Sergeant Peter Osterrieder  
Officer Nelson Mendez  
Shawna Meyers  
Terry Gariepy  
Donna Rio

During day one, the assessment team moved through a number of accreditation files and addressed multiple interview and observable standards. The following areas were visited, related staff interviewed, and notable summaries are as follows:

**Criminal Investigations Division:**

Detective Jeffrey Panter  
Detective Luis Rivera  
Detective Terrell Alexander  
Commander James Mangan

**Patrol Ride-Along:**

A ride-along was conducted with Officer Maya Tolentino who is currently assigned to Uniform Patrol.

Officer Tolentino's vehicle and equipment was orderly, well-kept and at the ready. Officer Tolentino was well versed in agency policy relating to use of force, pursuits, and blood borne pathogens. Officer Tolentino was aware of the necessary steps to be taken in the event of an on-duty blood borne pathogen exposure. Officer Tolentino demonstrated an incredible commitment to the agency's mission to serve the university community and was very knowledgeable of her zone and the nuances to policing in a university setting. Officer Tolentino took a great deal of pride in her duties. During the ride-along she patrolled several areas where she was readily aware of her surroundings and demonstrated a great deal of situational awareness. Officer Tolentino was professional, polite, and clearly demonstrated herself as an asset to the UCFPD.

**Holding Cells:**

Corporal Greg Larkin demonstrated an incredible understanding of the holding area and the standards driven requirements of the area. The area was well lit and odor free. The usage log and first aid supplies were accessible and current. The area was well-kept, hygienic, and highly maintained. Proper controls were in place to limit invading a prisoner's privacy and if necessary prevent regular contact.

**Traffic Homicide Detective:** Officer Frank Imperato

**Criminal Investigations:** Detective Luis Rivera

**Communications:**

Unit Manager Robin Collins  
Supervisor Rebecca Alfonso

The secure facility is located on the 2<sup>nd</sup> floor of the police department, the area is state of the art and secure. All observed functions were in compliance. Unit Manager Robin Collins was very knowledgeable about all standards related to the communication function. Ms. Collins explained and provided proofs that the section was in compliance regarding Standard 25.14M which requires telecommunicators to obtain their certification through Department of Health within 12 months. Communication Day Shift Supervisor Rebecca Alfonso provided proofs and explained the process of communications personnel having immediate access to resources. Ms. Alfonso explained the procedure for handing calls received through text telephone(s) (TTY) or telecommunications relay system (TRS).

Toward the end of the day the assessment team attended a Patrol Briefing. The briefing was up-beat, and it was evident the morale of the officers in attendance was high. The following agency members were in attendance and interacted with the assessment team:

Sergeant Amelia Bray  
Corporal Alan Elliot  
Officer Freddie Tirado  
Officer Rhett Proctor  
Officer Victor Gaytan  
Officer Alexander Deluca  
Officer Jose Morales  
Officer Jonathan Stanley  
Officer in Training Officer Caleb Thompson

The team ultimately retired for the evening.

On Wednesday, March 6, 2019, the assessment team returned to the UCFPD Headquarters and resumed reviewing files, making observations, and conducting interviews. During the course of the day, the team was given a tour of the main campus. The following areas were visited, related staff interviewed, and notable summaries are as follows:

**Internal Affairs:**

Commander Stockdreher is responsible for Internal Affairs investigations at the agency and demonstrated a great knowledge of his responsibilities and function. He explained and demonstrated meeting the security requirements of Chapter 20.

**Volunteer/Interns:** Officer Frank Imparato and Breanne Tucker

**Special Events:** Alexandra Kontos

**Heavy Response Team:**

Commander Scott Freeman explained that the Heavy Response Team (HRT) was established in February 2019 so the UCFPD can deploy a tactical response to incidents

where extensive fire-power and/or long range ballistic capabilities may be required to overcome an active, on-going deadly threat. The team consists of 15 specially equipped and trained sworn members who are capable of deploying with lethal and less than lethal specialty weapons. The HRT is divided into three teams, identified as Black, White, and Gold Team. Each team has the following command structure: Commander, Squad Leader, Assistant Squad Leader, and three team members. Commander Freeman stated that each member of the HRT is required to qualify at least twice annually during HRT in-service training. HRT members will remain proficient in HRT tactics by completing in-service training quarterly.

**Criminal Investigations:**

Sergeant Pablo Vargas  
Breanne Tucker  
Detective Matthew Scott and Therapy Dog Paisley

Each member was knowledgeable of standards driven investigative policies. A tour was performed of the Investigation Section to observe the security of files, which were secured and within retention. All the staff in the section are quite experienced and have extensive knowledge regarding their assignment. UCFPD recently obtained their first therapy dog, Paisley, who is a three-year old Treeing Walker Coonhound. Paisley is paired with Detective Scott to assist with creating an environment where victims of crimes such as sexual assault and stalking can feel comfortable reporting to law enforcement. In 2017, the UCFPD added a soft, safe room for the reporting of violent crimes. Sergeant Pablo Vargas was instrumental in developing a space that would create a softer, more comfortable environment for victims of violent crime to speak to police.

**Training Section:**

Sergeant Adam Casebolt  
CSO Scott McLeod  
Officer Pete Stephens  
Officer Christopher Holt  
Commander Scott Freeman  
Officer Frank Imparato

Sergeant Adam Casebolt facilitated the review of training records, lesson plans, class rosters, and the high liability instructors' certifications. Training records are kept in PowerDMS, and the agency has paper files scanned into Laserfiche as back-up. Sergeant Casebolt was interviewed regarding required training, and summarized per policy, firearms, Taser, and use of force training is conducted annually and less lethal training is conducted biennially. The agency qualifies every January and conducts some form of firearms training three other times per year. Less-lethal and Taser training are done every June/July. In addition, the agency recently purchased a DART simulator giving the agency additional training opportunities for weapon manipulation, and shoot/don't shoot scenarios. If remedial training is necessary, it is completed within procedurally required timeframes. Personnel who cannot qualify with their duty weapon

are taken out of service, their weapon is taken, and per policy they cannot return to full duty until they qualify. If it is a less-lethal weapon or rifle, the weapon is taken and they will not get it back until they qualify, per policy. CSO's on patrol are permitted to carry OC spray for defensive purposes only. They go through initial training and annual training thereafter. Sergeant Casebolt or the AM provide accreditation training to all new hires during the in-house training phase before they are released to duty. All members receive two days of first aid/CPR training when they start with the agency. First aid/CPR training is subsequently conducted biennially. All agency members are initially sent to C.I.T. training and receive refresher training twice a year. Sergeant Casebolt stated that every officer gets approximately 80-90 hours of training per year.

CSO Scott McLeod was interviewed regarding standard 10.04M:

He is a civilian who has been with the agency for one year and carries OC spray. He verified receiving proper training before the spray was issued and outlined its proper use.

Officer Pete Stephens (FTO coordinator) was interviewed regarding standard 10.07M:

Officer Stephens outlined the FTO selection process and the fact that all FTO's attend either the FDLE or IPTM FTO course. Additionally, there is in-house training the FTO attends. There is an FTO manual that has to be completed before the trainee is released from the 16 week field training program. Daily Observation Reports (DOR) are completed on all trainees and a weekly evaluation is completed by the responsible sergeant.

Officer Christopher Holt was interviewed regarding standard 10.11M, officers with specialized training. Officer Holt verified all employees get first aid, mental health, and accreditation training when they start with the agency. First aid is refreshed every two years and mental health training is conducted throughout the year. Officer Holt verified evaluations are done annually and that supervisors review the evaluation with their employees. He verified juveniles are separated from adults when they are arrested but juvenile arrests are rare. He verified officers have continuous access to reports via the computer system but they cannot be altered. If a report needs to be changed or updated, a supplement report must be written. He stated officers process minor crime scenes and they have the proper training to do so. He stated if evidence is wet, they are instructed to place it in paper bag then into a locker. Evidence personnel later dry it. They had the proper containers for sharps and liquids. All DNA evidence is placed in the refrigerator and then locked. Oversized storage is placed in a room outside of the building. The room is locked and can be opened only by a supervisor. He stated all evidence must be submitted before the end of their shift. He verified that if he got blood on his uniform, agency policy is to turn in the uniform and they will get a new one.

Officer Holt is also a K9 officer and verified that after selection for the unit, he and his K9 partner attended obedience, tracking, and bomb detection schools. Officer Holt

trains at least 8 hours every two weeks and some training is done with other agencies. Policy also compels him to attend at least one seminar annually.

Officer Holt's vehicle was inspected. He had all the specialized equipment needed for his positions. All of his equipment was unexpired and in operational order.

Commander Scott Freeman is in charge of the agency's newly established Heavy Response Team (HRT). The team's purpose is to be at all special events and protect the public, students, and possibly do rescue if needed. Commander Freeman stated all applicants go through a four part training process before selection. The teams will do joint quarterly training and train with other agencies when necessary.

Officer Frank Imparato is one of two officers trained to conduct traffic homicide investigations. He outlined attending traffic homicide class and attending traffic related training annually. The traffic investigators have the minimum equipment necessary to conduct investigations.

#### **Records Unit:**

Patricia Trovillion serves as the Records and Evidence/Property Manager.

All files are kept, maintained, and secured by the records division. Mrs. Patricia Trovillion verified reports can be accessed 24 hours/7 days by officers via the agency computer system. The reports are read only, if there is a need to amend a report a supplemental report must be written. The reporting system, CAD, and RMS were all built by the agencies Information Technology Department. All reports are maintained in these systems and servers are backed up. The agency does have paper files which they are in the process of scanning into the Laserfiche program. Access to the records room is only available to employees while records personnel are present. When the room is unoccupied only administrative staff has access. The servers have restricted access and are maintained by the Information Technology Department. Records retention and redactions are the responsibility of records personnel. Computer screens are not viewable by anyone other than records personnel. All the reports that are paper are filed in secured cabinets. Juvenile records are kept separate and secure from other records and are stamped properly. Juveniles are not finger printed by officers, therefore there are no juvenile finger prints stored. Citations are also kept separate and secure.

#### **Evidence Unit:**

Mrs. Trovillion has one employee who only handles the release of lost/found property. The owners of the lost/found property, if known, are notified. The agency does not restrict any types of evidence/property that is received. Wet evidence is taken in and placed in paper and then placed into an evidence locker. Mrs. Trovillion will then place it in a drying chamber, if necessary. Over-sized evidence is placed in a secured room outside of the building. Only supervisors have access to the room. DNA evidence is kept in a secured refrigerator until it is taken to the lab. The refrigerators have temperature alarms, and are on generator power in case of power failure. Mrs. Trovillion takes evidence to the lab at least twice a week. The processing area was observed to



have the proper equipment needed to take in all types of evidence (sharps, liquid, DNA, etc.). Proper equipment was also present to seal and label evidence. The agency uses a bar code system for tracking evidence. Evidence lockers are used; once evidence is placed in a locker, it is locked and the key is dropped into the locker via a small hole. Mrs. Trovillion removes evidence from the utilized locker(s) from inside the evidence storage room. The evidence room was clean and well organized. All the evidence/property was categorized by type, year, and classification. Inside of the evidence room is an eye wash station, which Mrs. Trovillion checks weekly to ensure it is in working condition. Narcan is kept in the evidence room and by the packaging area in case of accidental drug exposure. Bicycles are kept in a fenced in section of a large maintenance facility. The fenced in area is locked by a padlock. The over-sized evidence room is kept locked and the facility secured by a fence with a pad lock.

**FTO:**

Officer Christopher Holt is a FTO and verified that all FTO's go to FTO training before getting a trainee. He stated DORs are completed daily on trainees and that a sergeant does a weekly evaluation on the trainee.

**K9:**

Detective Matthew Scott is assigned a therapy dog named Paisley. The therapy dog is used to comfort victims and used during conversations. He stated he has attended obedience school with Paisley and was trained on how to introduce Paisley to victims and other people that come into contact with them. He stated he works on obedience with Paisley all the time, but there is no other weekly or monthly training done.

**Emergency Response Team:**

Commander Darnell Hill is in charge of the agencies Emergency Response Team (ERT). The ERT is a field force team that goes to events and conducts crowd control. All members have attended a Field Force training class and practice together. All members have the necessary equipment (helmets, batons, shields, etc.).

**Recruitment:**

Officers Joel Witherspoon and Frank Imparato (Community Services) are both part of the recruitment team. Officer Witherspoon outlined the annual review of the agency's recruitment plan. The recruitment plan examines the college's demographics and the agency strives to recruit new officers to fit those demographics. The agency website and recruitment material were reviewed and they have the required Equal Employment Opportunity material.

**University Tour:**

CSO Kyle Sindelar is highly knowledgeable of his job assignment and responsibilities. He possesses a great deal of institutional knowledge of the UCFPD. He was eager to share his experiences and the opportunities he has had while with UCFPD.

**Patrol Ride-Along:**

A ride-along was conducted with Officer Ricardo Lopez who is currently assigned to Uniform Patrol.

A summary of the ride along is as follows:

Officer Lopez' vehicle was clean and had all required equipment/supplies. The vehicle was equipped with properly working emergency lights, siren, fire extinguisher, first aid kit, and Personal Protective Equipment. Officer Lopez was professional, polite, and knowledgeable about agency policies relating to patrol operation, traffic enforcement, vehicle pursuits, use of force, and prisoner transports. During the ride-along, Officer Lopez stopped to assist with a traffic crash involving three vehicles without injuries and minor damage. Officer Lopez assisted the citizens in relocating the vehicles to a safe location out of traffic. During his investigation Officer Lopez advised the citizens that he had called Florida Highway Patrol to assist with the crash due to it not being within the department's jurisdiction. In addition, Officer Lopez assisted as the backup officer to a verbal disturbance. Upon arrival on the scene Officer Lopez immediately advised communications and the primary officer of his location. Officer Lopez exited his vehicle in a safe manner, scanned the area for any potential threats and proceeded to conduct an area check for the suspect matching the description given by communications. Officer Lopez displayed a proactive attitude and dedication to his role as police officer in the community, he understands the mission of the department and what it means to be a campus community police officer. Officer Lopez was professional and polite when interacting with the community.

On the morning of Thursday, March 7, 2019, the assessment team arrived at UCFPD headquarters, completed reviewing files, making observations, and conducting interviews. During the day, the team participated in an exit interview and was provided a tour of UCF's Downtown Campus project. The following areas were visited, related staff interviewed and notable summaries are as follows:

**Finance:**

Assistant Director of Accounting Shannon Arft is responsible for the agency's financial accounting, and is incredibly familiar with her role and responsibilities. She demonstrated a deep commitment to the police department and was eager to share her knowledge and experience; and quickly accessed and provided the required accounting documents relating to Chapter 5.

**Downtown Campus:** Communications and Marketing Director Jamie Giller

During the day the team was taken to the new and evolving UCF Downtown Campus located in downtown Orlando. The team was provided an extensive tour of the area and the Florida Interactive Entertainment Academy (FIEA). The FIEA is a point of pride for the university and houses one of the top five graduate video game development programs in the world. UCFPD has embraced the challenge of policing this extensive campus and have interfaced with the Orlando Police Department to ensure the safety of the students and visitors of the downtown campus.

During the morning, an exit interview was conducted with Chief Carl Metzger, Major Christina Gigicos, Major David Zambri, Commander Derrick Stockdreher, and AM Cynthia Pugsley. A summary of the team's assessment activities was provided to the administration and each team member provided a summary of their assignments, encounters, and presented notable comments about the assessment and their personal experiences. The team expressed their gratitude to the agency for the professionalism and courtesy shown by all members of the University of Central Florida Police Department during the assessment.

**E. Standards Noncompliance Discussion:** None.

**F. Corrective Action Discussion:** None.

**G. Standards Elected for Exemption**

6.02            12.01.

**H. Standards Verified by the Team as "Not Applicable" to the Agency:**

1.04	5.06M	9.07
13.02	17.05M	17.08M
17.10M	18.11	23.01M
23.02	23.03	23.04
23.05M	23.06M	23.07
23.08	26.06M	27.11M
31.01M	31.02M	32.03
32.04		

**I. Standards, the Status of Which, Were Changed by Assessors:** None.

**J. Public Information Activities:** None.

**K. Exemplary Policies/Projects/Procedures:**

Crisis Intervention Program

The UCFPD has a robust program addressing citizens in crisis. The program is a result of Chief Metzger's vision to be the premier agency in addressing community members suffering from a mental illness, or personal crisis.

The UCFPD requires its sworn members to attend the 40-hour Crisis Intervention Team training. Chief Metzger recognized that though the 40 hour CIT training was exceptional, it was not enough; and with his command staff and CIT Coordinator, developed the CIT refresher summer block training.

The Crisis Intervention Team (CIT) training program at the UCFPD occurs every summer during compulsory agency block training. The training is comprehensive with two sessions each lasting about four hours. Classroom training focuses on issues such as legal updates, case law review, and best practice discussion. Subsequent practical training consists of participating in multiple real life training scenarios based on calls for service to the UCFPD and/or surrounding central Florida agencies.

The program has been recognized as a success by the university's mental health counseling partners and has contributed to UCFPD officers being recognized as the Central Florida Crisis Intervention Team Officers of the Year for the last three years.

**L. Chapter Summaries:** None.

**M. Summary and Recommendation:**

The UCFPD is an impressive full service law enforcement agency that holds its staff to the highest standards. All of the agency facilities were very clean, well maintained, and orderly. The assessment team was impressed with the staff's eagerness, knowledge, and preparedness for the assessment. Every person contacted and interviewed was knowledgeable and excited about the accreditation process and eager to share their employment experiences. It was apparent during the assessment that staff morale and commitment to the university and central Florida community was extraordinarily high.

The accreditation files were exhaustively reviewed and compliance was verified. This allowed ample time to validate observables and conduct interviews with a variety of staff. Other than quickly remedied minor file building issues, there were no corrective measures or issues of non-compliance.

Based on the observations and experiences of the assessment team, coupled with the interviews conducted, it is evident the UCFPD has fully embraced accreditation as more than just a way of life, but ensured it is woven into every facet of the agency and its interaction with the community. It is the unanimous opinion of the assessment team that the UCFPD be favorably reviewed for reaccreditation before the Commission at the next scheduled meeting.

Submitted by Scott Glazier  
Team Leader