



TOWN OF WINDERMERE



POLICE DEPARTMENT

Honor • Integrity • Service

2023

ANNUAL REPORT

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Deputy Chief Jayson Bonk

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MESSAGE FROM THE CHIEF



The Windermere Police Department proudly holds accreditation from the Commission for Florida Law Enforcement Accreditation, marking a significant milestone in our journey. This achievement aligns with our strategic plan since 2013, underscoring our commitment to upholding the highest standards of professionalism in law enforcement. Accreditation, certifying compliance with specific requirements and standards by an independent authority, serves as a pillar for accountability. As of this writing, we have already completed another self-audit in anticipation of our upcoming three-year re-accreditation process.

Our initial audit demonstrated an exemplary record, with no waivers needed and flawless 100% compliance. The C.F.A. Board Commissioners commended us for achieving the highest remarks for a new agency, highlighting our community's outstanding support. This accomplishment resonates deeply with our written vision to earn the trust of the community that we serve. Thank you, Town of Windermere!

In 2023, we celebrated noteworthy promotions, transfers, and additions. Detective Carlos Hernandez advanced to Sergeant, Officer Mark Wilson transitioned to the Detective role, Reserve Sergeant John Alcalde was promoted to Reserve Lieutenant, and retired Officer John Allen assumed the position of Reserve Sergeant. Officers Jerrell Ogletree and Cameron DeCarlo were promoted to Officer 1, and Officer William Irwin transferred to the School Resource Officer duties. S. Danyel Hylton came aboard as our new Police Clerk and Administrative Assistant to the Chief and is doing an outstanding job. Our team underwent team-building training to reinforce our commitment to being a "Value-Based Police Department," ensuring that our vision, mission, and goals are steadfastly upheld, serving with honor, integrity, and selfless dedication.

Our enduring strategy is fortified, with these promotions underscoring our commitment to cultivating talent within our ranks. We prioritize individuals who exemplify loyalty to the Town of Windermere, align with our values, and consistently deliver the highest level of service.

Our team is founded on the fundamental principles of community policing, and in 2023, we sustained our commitment through daily patrols and active participation in numerous special events. These include the 2023 Fall Fest, Light Up Windermere, the Halloween Parade, Night 2 Shine, and the D.E.A. Drug Take-Back program, the Windermere Run Among the Lakes 5/10K, National Night Out, Cops and Bobbers, Bike and Walk to School Day, Christmas Golf Cart Parade, Food Truck Events, Blood Drives, and multiple memorial services.

In October, we hosted another Sleep in Heavenly Peace (S.H.P.) bunk bed build, where approximately 200 residents collaborated with our officers to construct beds for children in need within the central Florida community. The impact of these relationships endures, with some officers independently delivering beds on weekends. Our valued community partner, Ellie Lous Restaurant, consistently volunteers to support this admirable mission by providing food for the event.

Our agency maintains a steadfast commitment to training, focusing on meeting high liability standards each year. Our members consistently meet or exceed the benchmarks established by the Criminal Justice Standards and Training Commission. We prioritize a 100% mandate for Crisis Intervention Training (C.I.T.), exceeding the State mandate. Additionally, we actively lead a four-agency task force that hosts a three-day Critical Incident Stress Management (CISM) training in our new facility, fostering strong mental health practices across participating agencies.

In 2023, Sergeant Hernandez was pivotal in reviewing and reorganizing our Field Training Program, ensuring every new officer undergoes this updated training. Moreover, we value external partnerships, such as the one with Ellie Lous Restaurant, that contribute to our community outreach initiatives, such as Sleep in Heavenly Peace (S.H.P.) bunk bed builds.

Our commitment to officer wellness extends beyond internal initiatives. Our leaders have been the keynote speakers for Police Mental Health Conferences, Valencia's Leadership Program, and multiple podcasts, emphasizing the importance of officer wellness and mental health. This external engagement complements our internal efforts, contributing to a holistic approach to the well-being of our officers and the communities we serve.

The Windermere Safety Watch is a local system aimed at facilitating information sharing and collaboration with our residents. It was designed to provide residents with timely and vetted information directly from me regarding crime trends and patterns that may concern them. In addition to this platform, we remain active on social media, contribute safety and security articles to the Gazette, participate in H.O.A. meetings, conduct safety presentations in Town Hall, monitor our House Watch list, and check on residents through our CARE program.

In 2023, we experienced a brief uptick in burglaries and auto thefts at the end of the year. The Windermere Safety Watch proved to be an expedient means of connecting directly with our residents during these incidents. This platform allows us to maintain a proactive and transparent line of communication to ensure the safety and well-being of our community.

Fiscal responsibility remains a top priority, recognizing that we manage your funds. Annually, we actively pursue multiple grants, partnerships, and special funding opportunities to mitigate budgetary impacts. This year, our efforts saved the Town a total of \$98,730.00.

The Windermere Police Department takes pride in its Reserve Police Officer Program, which primarily focuses on supplementing staffing and assisting with special events. These dedicated officers volunteer their selfless service to the community without financial compensation, placing themselves in harm's way like any full-time department officer. In 2023, the six members of the W.P.D. Reserve Unit collectively contributed 2,041.75 hours of service to our Town, leading to a significant savings of \$40,835.00 in our fiscal budget.

As we step into 2024, our police department remains organizationally healthy. Our newly promoted members are well-prepared and ready to lead effectively, and our officers continue to uphold a clear vision centered on serving in alignment with our values, vision, and mission. Our ongoing goal is to earn the trust of our community consistently.

Again, I express my gratitude for the opportunity to serve as your Chief of Police.

Stay Safe,

Chief David A. Ogden

"Outdo one another with honor."



AGENCY GOALS

Professional Development

The Windermere Police Department is committed to all employees' personal and professional development. We will create objectives that will assist members with career development and help to identify officers for future leadership roles.

Enhanced Officer Training

The Windermere Police Department is committed to training its officers to meet the professional standards of law enforcement. We will create objectives to improve our job knowledge, increase officer safety, and develop patrol tactics.

Fiscal Responsibility

The Windermere Police Department is committed to being fiscally responsible. We will create objectives that will allow Command Staff members to ensure an understanding of fiscal responsibilities at each level of management.

Promote Agency Collaboration

The Windermere Police Department will work cooperatively with other agencies and resources.

Enhance Community Relations

The Windermere Police Department will develop its community outreach to the citizens and business owners of the Town of Windermere.



VISION STATEMENT, VALUES, & MISSION GOALS

The mission of the Windermere Police Department is to ensure the safety and security of all people residing in and passing through the Town of Windermere. The Windermere Police Department is a community-oriented police department and will work closely with the community to maintain a high quality of service.

Vision Statement

"Empowering Excellence, Building Trust: We, the Windermere Police Department, commit to serving our community with unwavering dedication, placing honesty, integrity, and service at the core of our mission. United, we envision a safer future where trust is our currency, excellence is our standard, and service is our legacy."

Values of the Windermere Police Department

We recognize the value of establishing and maintaining community partnerships. From our professional staff and sworn members to the many citizens and business groups who assist us in fulfilling our mission, we remain committed to further enhancing these partnerships. We will continually strive to develop our members' skills and efficiently and effectively manage our resources to deliver the highest level of police service to the citizens of the Town of Windermere. The members of the Windermere Police Department will achieve this by adhering to the agency motto of "Honor, Integrity, Service."

MISSION GOALS

Prevent Crime

Pursuing Justice

Public Safety

Enhance the Quality of our Community

Provide a High Level of Service to our Residents



FLORIDA LAW ENFORCEMENT ACCREDITATION



On February 23, 2023, The Windermere Police Department was accredited by the Florida Commission on Law Enforcement for Accreditation.

What is the purpose of Accreditation in Law Enforcement:

- Florida Law Enforcement Accreditation increases the agency's ability to prevent and control Crime by providing more effective and efficient delivery of law enforcement services to the community.
- Accreditation, in conjunction with community policing, commits the agency to a broad range of programs to benefit the public directly.
- Accreditation requires agency policies and procedures to be written and available to all agency personnel.
- The agency is compelled to operate within specific guidelines set forth by the commission.
- Accreditation standards address officer safety issues and provide adequate training and equipment.
- Accreditation is a coveted award that symbolizes professionalism, excellence, and competence.

2023 AWARDS & RECOGNITIONS

Award of Merit

The Award of Merit was presented to **Detective Mark Wilson** for his dedication and relentless pursuit of excellence. On October 14, 2023, Detective Wilson responded to a medical call for service during the annual Windermere Run Among the Lakes. Upon arrival, he assisted a fellow runner, providing C.P.R. and first aid to a runner who was not breathing and had no pulse. Detective Wilson's quick response, along with his emergency medical care, saved a life. His commitment to the Windermere Police Department is commendable and earned him this prestigious award.

Officer of the Year

Sergeant Carlos Hernandez was awarded the Officer of the Year for his dedication to his profession as a Windermere Police Sergeant. Throughout 2023, Sergeant Hernandez updated the field training program, developed new firearms training, and organized and streamlined supply. Furthermore, his leadership has increased his squad's overall morale, which has not gone unnoticed. Sergeant Hernandez's commitment to the Town of Windermere is commendable and has earned him this prestigious award.

Officer Robert "Robbie" German Award

Officer Robert "Robbie" German exemplified community policing and engagement. He is known for his unwavering dedication and diligence in law enforcement, which played a pivotal role in the significant transformation of the Windermere Police Department. Officer German wholeheartedly embraced the ethos of serving with honor, integrity, and selfless service.

This prestigious award is bestowed upon the Officer who embodies Officer Robbie German's spirit and reflects the agency's core values. The 2023 Officer Robert "Robbie" German Award was presented to Officer Sarah Hoffmann.



2023 AWARDS & RECOGNITIONS

Longevity Awards

The following individuals were recognized for their honorable years of service with the Town of Windermere:

Ten (10) Years:

Chief Dave Ogden

Jennifer Treadwell

Five (5) Years:

Officer 1 Jerrell Ogletree

President's Volunteer Service Award

The President's Volunteer Service Award was presented to the **Windermere Police Department Reserve Unit** in recognition and appreciation for their commitment to strengthening our nation and communities through volunteer service.

Lieutenant John Alcalde (333 hours) - Silver

Sergeant John Allen (269 hours) - Silver

Officer Carollee Burrell (480 hours) - Silver

Officer Brian Miller (311 hours) - Silver

Officer Patrick Husic (287 hours) - Silver

Officer Jeff Bacigalupi (278 hours) - Silver

Unit Citation

The Windermere Police Department **Reserve Unit** was awarded the Unit Citation for their outstanding demonstration of teamwork and dedication to the Town of Windermere throughout 2023. The Reserve Unit assisted with community events, D.U.I. operations, patrol functions, and administrative tasks. Altogether, the unit volunteered a total of **2,041.75** hours throughout the year.



2023 AWARDS & RECOGNITIONS

The Windermere Police Department **Firearms Instructors** were awarded the Unit Citation for their outstanding demonstration of teamwork and dedication to the Town of Windermere throughout 2023. Their dedication to excellence ensured our officers smoothly transitioned to our new agency-issued weapons.



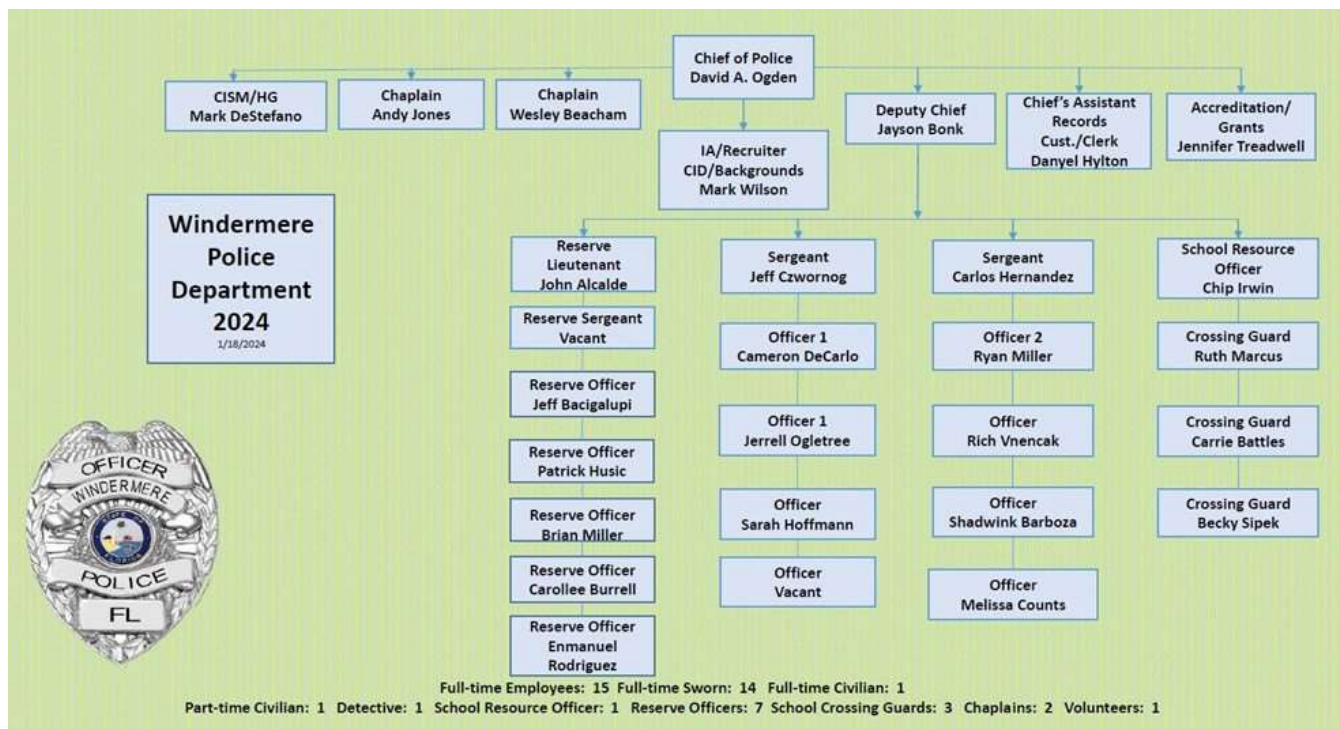
The Windermere Police Department **Field Training Officers** were awarded the Unit Citation for their outstanding demonstration of teamwork and dedication to the Town of Windermere throughout 2023. Their dedication to excellence ensured our newly hired officers smoothly transitioned to their new role as patrol officers. Furthermore, they assisted in updating the field training program to ensure our officers were getting the most current and up-to-date training.



2023 WINDERMERE POLICE DEPARTMENT STAFF

Promotions / Transfers / New Hires

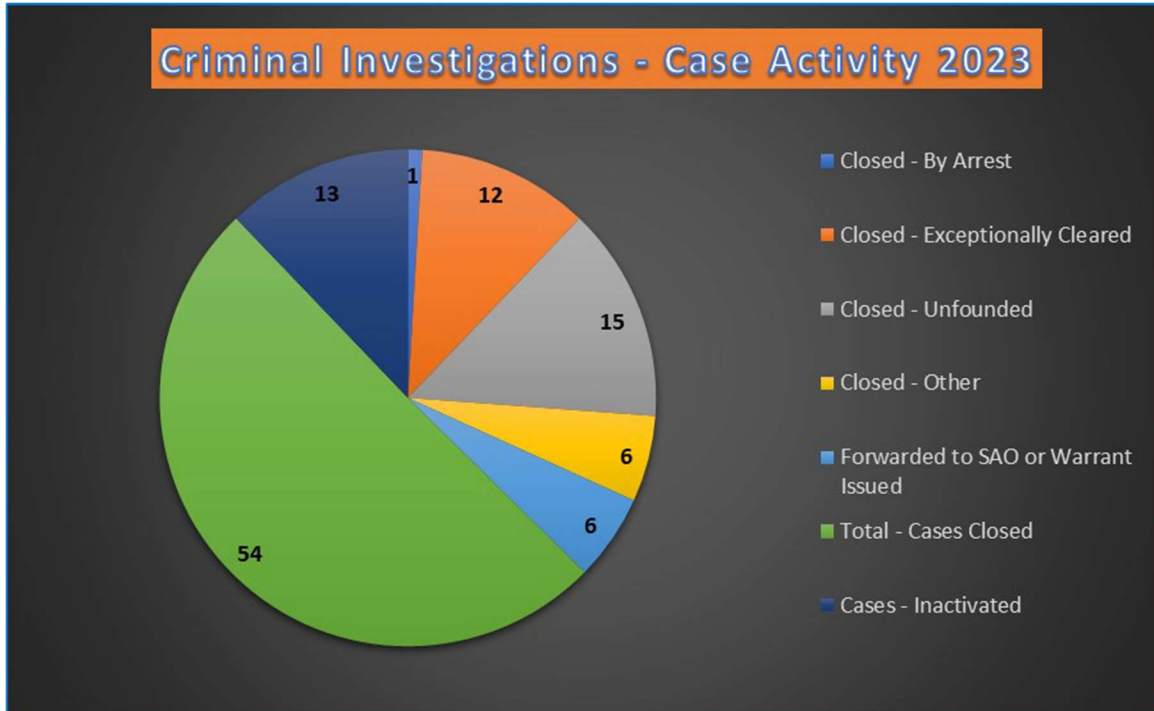
- **Detective Carlos Hernandez** was promoted to Sergeant on July 24, 2023, and assumed command and responsibilities of Patrol Squad B.
- **Officer Mark Wilson** was promoted to Detective on July 24, 2023, and assumed responsibility for all criminal investigations.
- **Officer Jerrell Ogletree** was promoted to Patrol Officer 1 on February 24, 2023.
- **Officer Cameron DeCarlo** was promoted to Patrol Officer 1 on February 24, 2023.
- **Reserve Sergeant John Alcalde** was promoted to Lieutenant on September 7, 2023, and continued his responsibilities in the reserve unit.
- **Reserve Detective John Allen** was promoted to Sergeant on September 7, 2023, and continued his responsibilities in the reserve unit.
- **Sergeant Chip Irwin** was reassigned to the Windermere Elementary School as the School Resource Officer starting in the 2023-2024 school year.
- **Danyel Hylton** was hired as the Windermere Police Department Clerk and Chief's Administrative Assistant.
- **Carrie Battles** was hired as a Windermere Elementary School Crossing Guard.



2023 WINDERMERE POLICE DEPARTMENT STAFF



In 2023, the Windermere Police Department Criminal Investigation Division (C.I.D.) was assigned a total of fifty-nine (59) cases, down eight (8) from the year prior. The most reported crimes were burglaries, fraud, and thefts. Of the nine (9) reported burglaries, all nine (9) were vehicles. In 2023, the Windermere Police Department responded to three (3) death investigations; two (2) were from natural causes, and one (1) was ruled a drowning. Throughout the year, the Criminal Investigations Unit obtained four (4) arrest warrants, one (1) search warrant, and thirty-three (33) investigative subpoenas and released fifteen (15) bulletins.



This pie chart shows the outcome of the reported cases with further explanation of the dispositions. One (1) reported case was closed by making an arrest. Reported crimes that are solved, and a victim indicates they do not want to prosecute the case are classified as exceptionally cleared. The Investigations Unit closed twelve (12) reported cases as exceptionally cleared. There were fifteen (15) cases closed as unfounded. These are reported crimes determined to have not occurred, or the Crime occurred in another jurisdiction. Cases that are closed as other, six (6) in 2023, are considered reported crimes that are closed in a manner not covered by the three previous dispositions. These are cases that might not be suitable for criminal prosecution but instead led through other means, such as social services. Six (6) cases were closed by filing charges with the S.A.O. or issuing warrants. Thirteen (13) cases were inactivated. These are investigated cases; however, the cases are considered closed due to no investigative leads or leads provided that do not lead to any suspect(s) being identified.

2023 WPD INTERNAL STATISTICAL DATA

The following statistical data was captured via the Windermere Police Department's internal monthly tracking system. This data is separate, in and of itself, from data received from the Winter Garden Police Department Communications Center.

Traffic Stops	4,578	Incident Reports	223
Business Checks	7,803	Security Check Forms	10
Residential Checks	4,653	Community Events	97
School Foot Patrol	347	Training Sessions	157
Calls for Service	5,486	Traffic Crashes/Driver's Exchange	60
Warning Citations	2,654	CARE Checks	55
Traffic Citations	1,574	Fingerprints	163
Backup / Assists	550	Field Interview Reports	4
Public Records Requests	501	Parking Citations	22
Assists to Public	223	Patrol Phone Assists	6
Snipe Signs Removed	650	Commercial Vehicles Stopped	0
Arrests	70	Crosswalk Warnings	0

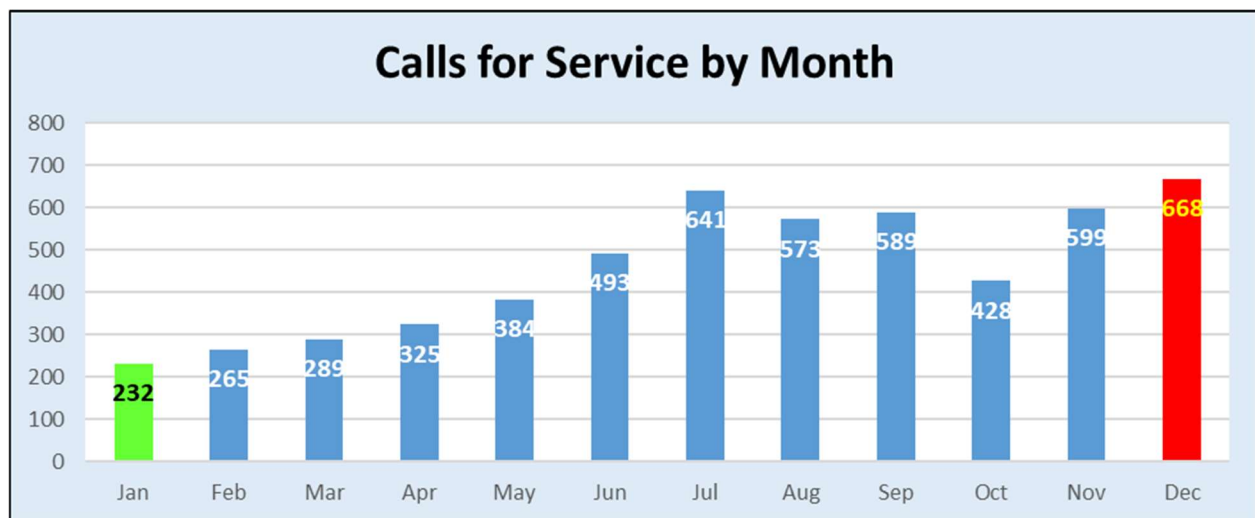


2023 MONTHLY CALLS FOR SERVICE

C.F.S. by Month	
January	232
February	265
March	289
April	325
May	384
June	493
July	641
August	573
September	589
October	428
November	599
December	668
Total	5,486

⇒ The month with the **highest** calls for service is **December**, with **668 calls**, followed by **July**, with **641** calls for service.

⇒ The month with the **lowest** calls for service was **January**, with **232**

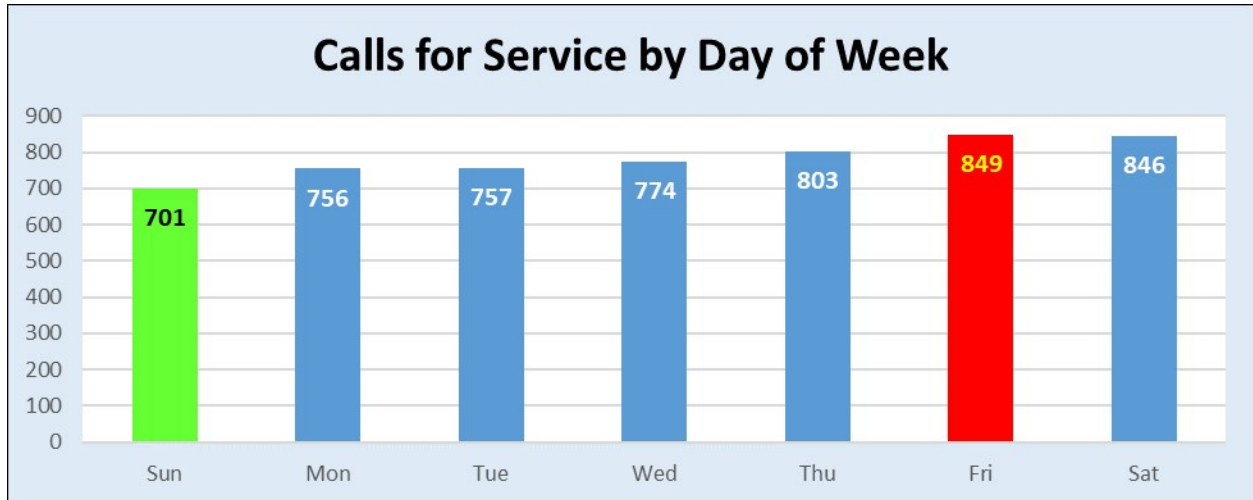


Analyst Note: This analysis is based on the records generated by the Communications Division of the Winter Garden Police Department.



2023 DAILY CALLS FOR SERVICE

There were 5,486 total Calls for Service in CY2023.



⇒ The day of the week with the **highest** calls for service occurred on a **Friday**.

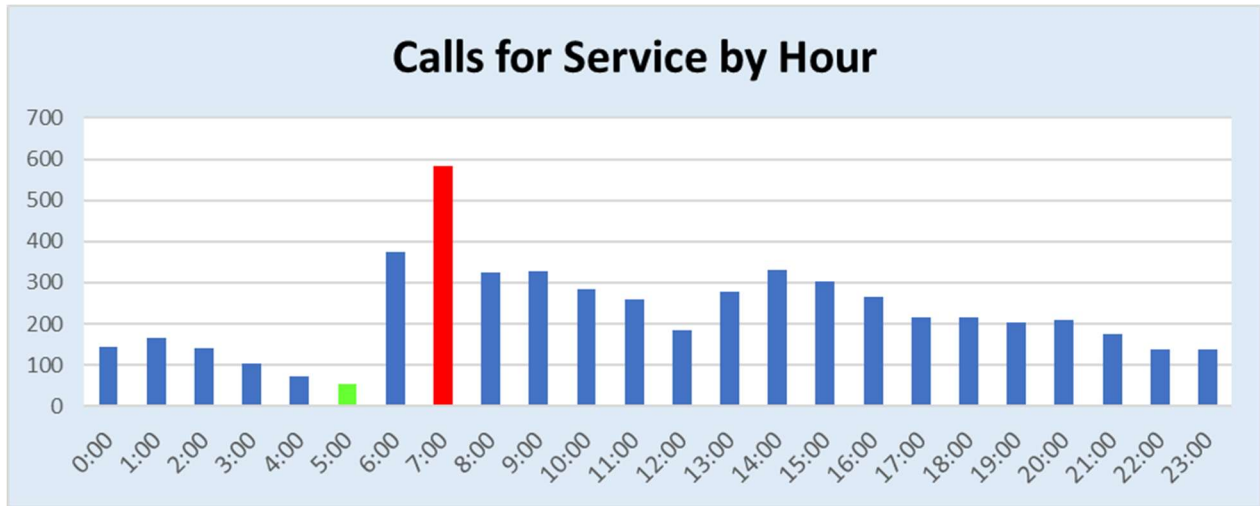
⇒ The day of the week with the **lowest** calls for service occurred on a **Sunday**.

Analyst Note: This analysis is based on the records generated by the Communications Division of the Winter Garden Police Department.



2023 HOURLY CALLS FOR SERVICE

There were 5,486 total Calls for Service in CY2023.



Calls for Service by Hour	
0:00	144
1:00	165
2:00	140
3:00	104
4:00	74
5:00	53
6:00	373
7:00	582
8:00	326
9:00	327
10:00	285
11:00	258
12:00	183
13:00	277
14:00	331
15:00	304
16:00	266
17:00	217
18:00	215
19:00	203
20:00	209
21:00	175
22:00	137
23:00	138

⇒ Time clusters are showing high/low calls for service by hour:

⇒ The hour with the **highest** calls for service is **0700** hours, with a total of **582 calls**.

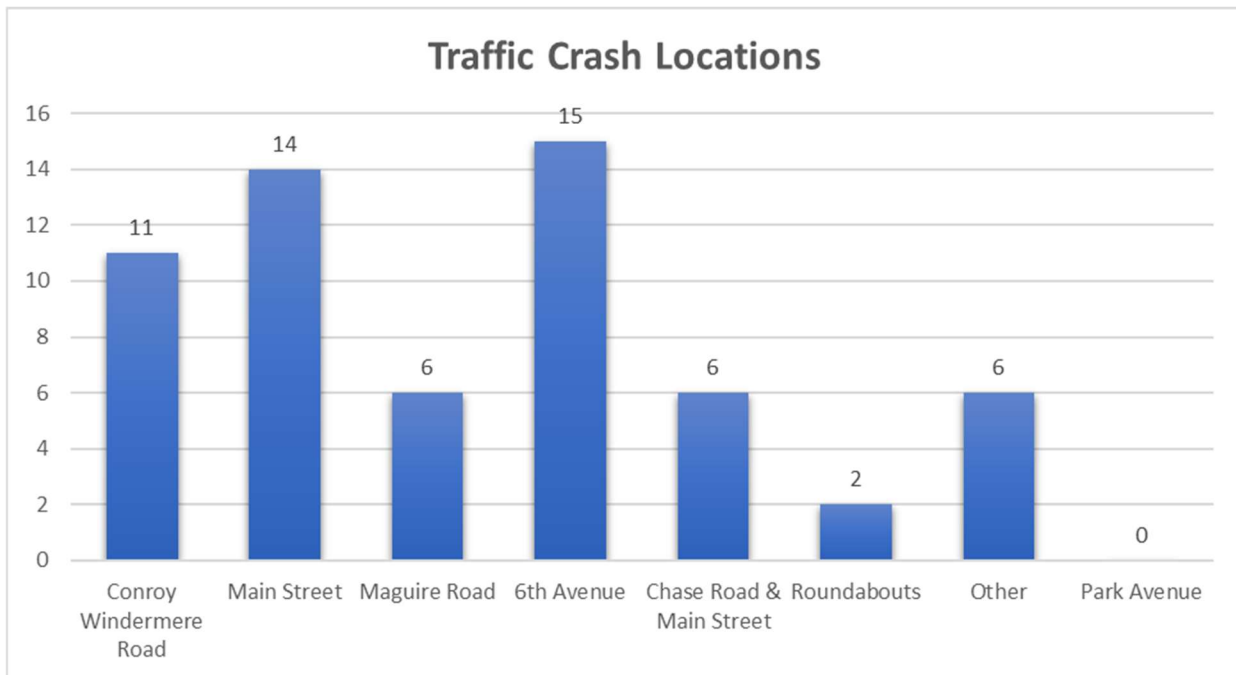
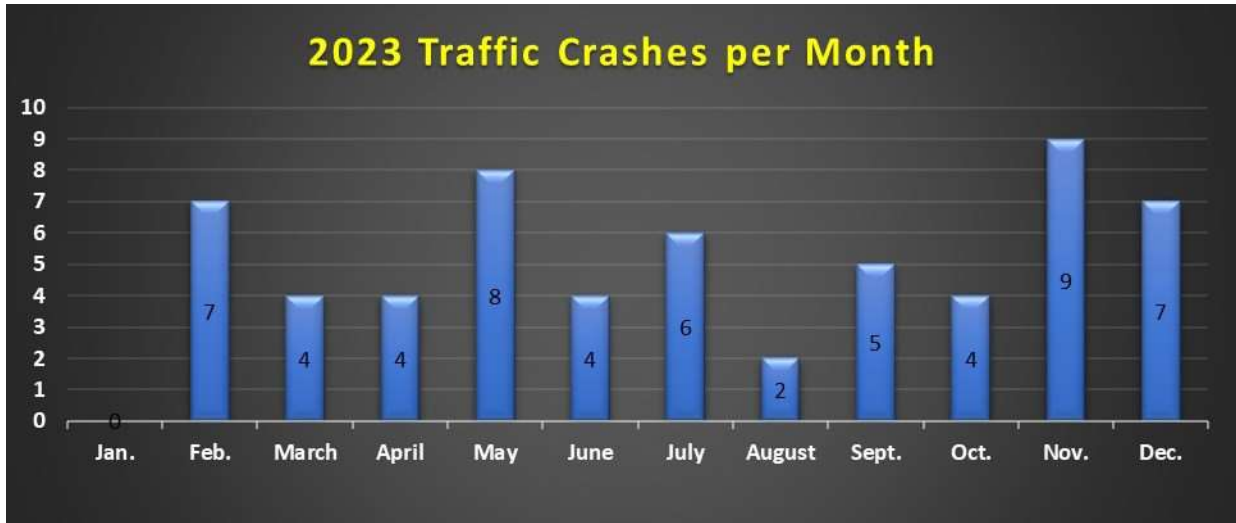
⇒ The hour with the **lowest** calls for service is **0500** hours, with a total of **53 calls**.

Analyst Note: This analysis is based on the records generated by the Communications Division of the Winter

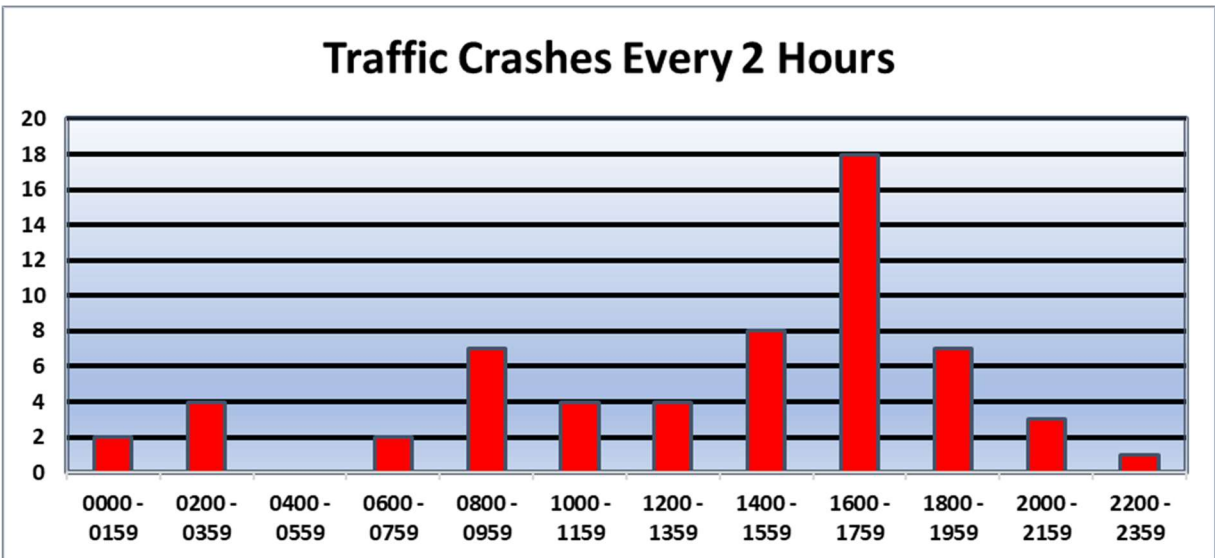
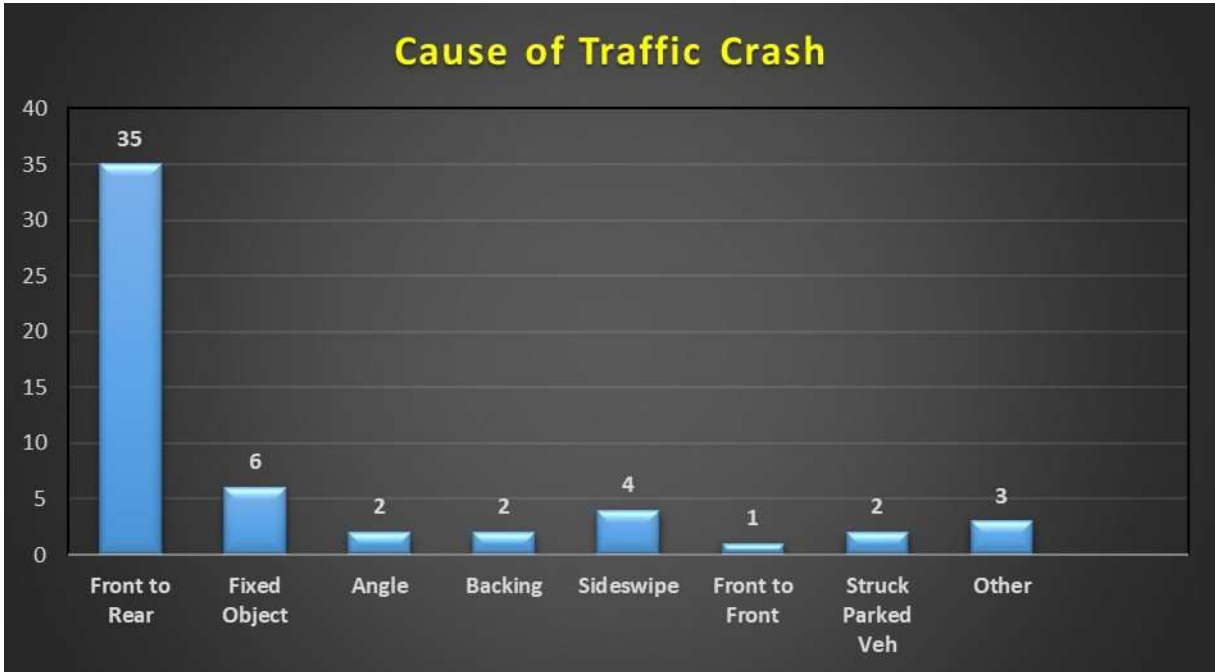


2023 TRAFFIC CRASHES REPORTED

By the end of 2023, Windermere officers investigated sixty (60) traffic crashes. Of the sixty crashes, seven (7) involved non-life-threatening injuries, and one (1) involved severe injuries. There were no traffic fatalities investigated. The tables indicate monthly traffic crashes, hours, locations, and causes.



2023 TRAFFIC CRASHES CONT.



GRANTS & AWARDS

In 2023, the Windermere Police Department secured **\$98,730.00** in grants, reimbursements, and awards to benefit the Town of Windermere. Interagency collaboration, understanding the resources available in our region, and building networks are invaluable assets to a small police department. Along with submitting grants, the police department works diligently to identify assets and build partnerships to continue our professional development.

Bullet Resistant Vest Grant:

The Windermere Police Department received **\$1,230.00** from a federal grant to reimburse 50% of our cost for new vests for our officers.

D.U.I. Overtime Detail:

Through interagency collaboration, the Windermere Police Department secured a grant from the Orange County Drug-Free Coalition for officers to work D.U.I.-related operations throughout Orange County via mutual aid. The detail reimbursed the Town of Windermere **\$2,500.00** for participation in details throughout 2023.

J.A.G.C. Grants:

The Windermere Police Department received **\$10,000.00** in grant money to purchase a UTV/ATV vehicle for special operations.

FINDER Program:

The FINDER program is an information technology program commonly used for investigations. The Windermere Police Department received a **\$10,000.00** reimbursement for I.T. capabilities due to interagency collaboration.

S.R.O. Funding:

The Town of Windermere received a reimbursement of **\$75,000.00** from Orange County Public Schools for the services of a School Resource Officer Program as defined in Florida Statutes. This reimbursement is for one S.R.O. and a supervisor.

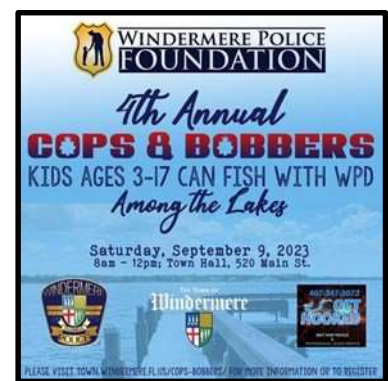


WINDERMERE POLICE FOUNDATION INC.



On March 22, 2014, the Town of Windermere Family lost a son, a brother, and a hero when Officer Robert German was killed in the line of duty. The Windermere Police Department Foundation, Inc., was established that year in the wake of this tragedy to support, encourage, and benefit the citizens served by the Windermere Police Department and the Central Florida community. In 2023, the Windermere Police Foundation contributed to the following:

- Sleep in Heavenly Peace Bunk Bed Build
- Cops & Bobbers Fishing Event
- The West Orange Dream Center
- Wind River Ranch
- W.P.D. Foundation Fall Festival



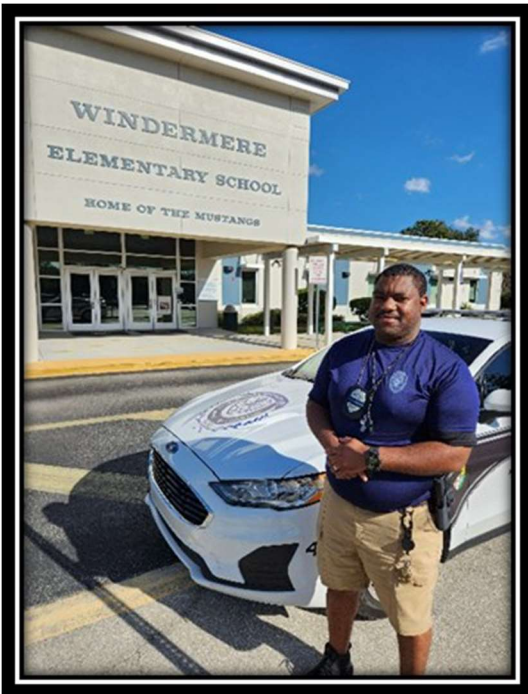
WINDERMERE POLICE RESERVE UNIT



The Windermere Police Department's Reserve Police Officers worked tirelessly throughout the year, providing crucial support to their full-time counterparts. Their participation in various events, totaling **2,041.75** hours, resulted in a significant cost savings of **\$40,835.00** for the Town of Windermere. Their dedication to service and hard work earned them a much-deserved Unit Citation award. Their selfless efforts and commitment to the community serve as an inspiring example of the impact that individuals can make when they come together for a common goal.



WINDERMERE ELEMENTARY SCHOOL



It was another great school year at Windermere Elementary! We welcomed our students, teachers, and staff back for another great year. The 2022/2023 school year was full of activities and learning opportunities. Our School Resource Officer (S.R.O.) remained vigilant throughout the school year and continued assisting with traffic, patrolling the campus, and supporting the school staff in all their endeavors.

The 2023/2024 school year brought a new face to the Windermere Elementary School as the School Resource Officer. S.R.O. Chip Irwin was assigned to the school after the previous S.R.O. Ogletree requested to return to road patrol. S.R.O. Irwin prepared for his new position by completing the School Resource Officer training in July 2023 and plans to continue his education by completing the Florida Crossing Guard Instructor training in the near future.

S.R.O. Irwin conducted the annual active assailant training and drills as required by the Marjorie Stoneman Douglas Act. Teachers learned to look for suspicious behavior, how to react, and the proper reporting procedures. Field Day, campus security surveys, campus patrol, threat assessment team meetings, and Fire Marshall inspections were among other tasks that S.R.O. Irwin assisted with during the school year.

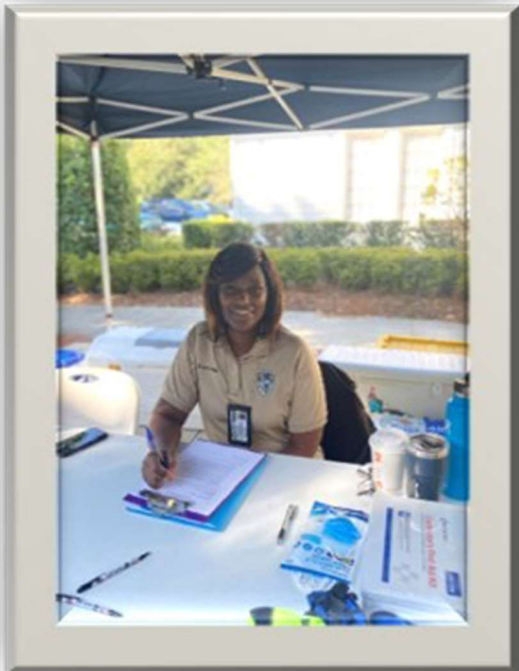
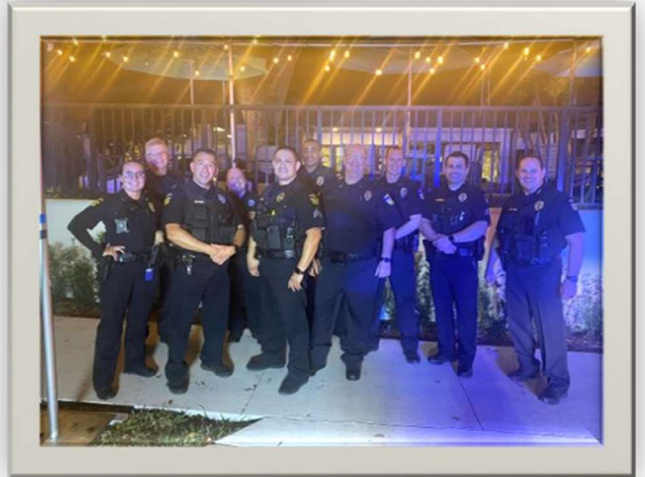


The safety of the W.E.S. family is paramount, and constant training and vigilance allowed for another great school year. The Windermere Police Department continues building relationships among parents, students, and staff and is committed to creating a safe learning environment.



2023— YEAR AT A GLANCE





NEVER TO BE FORGOTTEN

REMEMBERING OFFICER GERMAN



TOWN OF WINDERMERE
POLICE DEPARTMENT
Honor • Integrity • Service



