



TOWN OF WINDERMERE



POLICE DEPARTMENT

*Honor • Integrity • Service*

2024

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ANNUAL REPORT

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# MESSAGE FROM THE CHIEF



The Windermere Police Department is a fully accredited agency dedicated to providing a level of service to our community that surpasses expectations. We are truly blessed to have a team that embraces our values and leads with integrity. This includes our full-time and reserve officers, civilian staff, crossing guards, and volunteers, all of whom contribute to the exceptional service we provide.

While 2024 was a fantastic year, we eagerly anticipate celebrating the 100th anniversary of the Town of Windermere and the exciting events planned for this special occasion. Be sure to check the Town website so you don't miss these significant milestones.

For several years, we have championed the importance of agency accreditation. Two years ago, we achieved this special credential with an extraordinary 100% compliance rate—an accomplishment rare for newcomers. Remarkably, in 2025, we will undergo our second re-accreditation assessment, completed every three years. We are proud to have already met our goal of maintaining 100% compliance. This ongoing accountability reinforces community trust by ensuring we meet or exceed the highest standards set by experts in the field of accreditation.

In July 2024, Officer Ryan Miller and Officer Jonathan Cassin were rightfully recognized for their swift response and life-saving measures that saved a motorist who suffered a heart attack. One of the great benefits of our small Town is our unmatched response times. On average, the Windermere Police Department responds to calls for service—including medical emergencies—within three minutes. Following this incident, we quickly submitted a grant to equip all officers with AEDs in their vehicles rather than relying on a shared device. Our officers perform CPR multiple times annually, reinforcing our commitment to saving lives.

Congratulations to Deputy Chief Jayson Bank for graduating from the 291st session of the FBI National Academy in Quantico, Virginia! This prestigious 10-week leadership program is renowned for its rigorous academic and physical demands and includes over 250 participants worldwide. We are incredibly proud of Deputy Chief Bank for representing the Town of Windermere so well.

On March 22, 2024, we marked the 10th anniversary of Officer Robert "Robbie" German's death with a memorial service at the Town facilities and a return trip to Washington, D.C., with his family to honor his legacy. A decade ago, we promised to walk alongside his family and continue to fulfill that promise. Officer German's memorial plaque remains outside the Town facilities as a lasting tribute to his sacrifice.

Training remains a priority of our agency, with a steadfast focus on high-liability standards. Our team consistently meets or exceeds the benchmarks established by the Criminal Justice Standards and Training Commission. In 2024, we maintained a 100% participation rate in Crisis Intervention Training (CIT), exceeding the state mandate. We also led a four-agency task force hosting a three-day Critical Incident Stress Management (CISM) and Peer Support training at our facility. Additionally, we hosted a three-day seminar on Detecting Deception, further demonstrating our leadership in regional training initiatives.

In 2024, we prioritized team building and emotional intelligence by introducing the Working Genius Team Assessment Model to the agency. New officers participate in a team-building session highlighting our vision, values, and mission while completing personal profile assessments to foster emotional intelligence. Internally, we deploy the National RITE training program, facilitated by an in-house certified instructor. These initiatives promote growth, mentorship, and succession planning within our leadership team.

Our commitment to officer wellness extends beyond our agency. Our leaders have been keynote speakers for conferences, Valencia's Leadership Program, and podcasts emphasizing officer wellness and mental health. This external engagement complements our internal initiatives, ensuring a holistic approach to well-being.

In 2024, we sustained our commitment to community policing through daily patrols and participation in events such as Light Up Windermere, the Halloween Parade, Night to Shine, the DEA Drug Take-Back Program, Shop with a Cop, the Windermere Run Among the Lakes 5/10K, National Night Out, Bike and Walk to School Day, the Christmas Golf Cart Parade, Food Truck events, blood drives, and more.

In October, we hosted another Sleep in Heavenly Peace (SHP) bunk bed build, where 150 residents and officers built 60 beds for children in need across Central Florida. In 2025, we plan to build 100 beds to honor the Town's 100th anniversary. Mark your calendar for October 18, 2025!

Our collaboration with the Windermere Rotary Club led to a popular self-defense class in August 2024. Over 30 participants gained valuable skills in situational awareness and confidence, prompting us to schedule another class in 2025.

The Windermere Safety Watch program, which has been active for over a decade, facilitates collaboration with residents, providing timely and vetted crime trend information directly from me. Additionally, we remain active on social media, contribute articles to the Gazette, attend HOA meetings, and conduct safety presentations. Programs like House Watch and CARE further demonstrate our commitment to residents, especially during crises like Hurricane Helene in 2024.

Fiscal responsibility remains a priority. In 2024, the Windermere Police Department secured \$102,762.73 in grants, reimbursements, and awards. These funds, along with interagency collaborations and strategic partnerships, help us maximize resources and manage the budget effectively.

Our Reserve Police Officer Program also supports our efforts. In 2024, despite losing two reserve officers (one to retirement and one to another agency), the program contributed 1806 hours, saving the Town \$44,644.00 in staffing costs.

As we enter 2025, the Windermere Police Department remains strong, prepared, and committed to serving with integrity and professionalism. Earning your trust remains our ultimate goal, and we are grateful for the ongoing support of our community.

Thank you for allowing me the honor of serving as your Chief of Police.

Regards,

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.



# FBI NATIONAL ACADEMY

On July 6, 2024, through September 12, 2024, Deputy Chief Jayson Bonk attended the FBI National Academy Session #291 in Quantico, Virginia. Deputy Chief Jayson Bonk is currently the only member of the Windermere Police Department who has graduated from the FBI National Academy.

The FBI National Academy is a professional course of study for U.S. and international law enforcement managers nominated by agency heads because of demonstrated leadership qualities. The 10-week program, which provides coursework in intelligence theory, terrorism and terrorist mindsets, management science, law, behavioral science, law enforcement communication, and forensic science, serves to improve the administration of justice in police departments and agencies at home and abroad and to raise law enforcement standards, knowledge, and cooperation worldwide.



## National Academy Candidates

Leaders and managers of state, local, county, tribal, military, federal, and international law enforcement agencies attend the FBI National Academy. Participation is by invitation only through a nomination process.

## Course of Study

Sessions include approximately 265 officers (up to 35 international students) taking undergraduate and/or graduate courses at the FBI Academy campus. Classes are offered in diverse areas, and officers participate in a wide range of leadership and specialized training. Officers share ideas, techniques, and experiences and create lifelong partnerships that transcend state and national borders.



## The Yellow Brick Road

The final test of the fitness challenge, the Yellow Brick Road, is a grueling 6.1-mile run through a hilly, wooded trail built by the U.S. Marines. The participants must climb over walls, run through creeks, jump through simulated windows, scale rock faces with ropes, crawl under barbed wire in muddy water, maneuver across a cargo net, and more. When (and if) they complete this test, they receive an actual yellow brick to memorialize their achievement.





# 2024 AWARDS & RECOGNITIONS

## Award of Merit

The Award of Merit was presented to **Officer 3 Ryan Miller, Officer 1 Cameron DeCarlo, and Officer Jonathan Casin** for their quick action and life-saving efforts throughout 2024.

## Officer of the Year

**Officer 3 Ryan Miller** was awarded the "Officer of the Year" for his dedication to his profession as a Windermere Police Officer. Throughout 2024, Officer Miller took on the responsibility of acting Sergeant while the deputy chief was out of Town for training. Furthermore, Officer Miller assisted in the field training program, training three new officers. Officer Miller'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 2024 Officer Robert "Robbie" German Award was presented to Officer Jerrell Ogletree.



# 2024 AWARDS & RECOGNITIONS

## Longevity Awards

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

### Ten (10) Years:

**Officer Jeff Bacigalupi**

### Five (5) Years:

**Sgt. Carollee Burrell**

**Officer Patrick Husic**

## 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 (287 hours) - Silver**

**Sgt. Carollee Burrell (529 hours) - Gold**

**Officer Brian Miller (259 hours) - Silver**

**Officer Patrick Husic (197 hours) - Bronze**

**Officer Jeff Bacigalupi (341 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 2024. The Reserve Unit assisted with community events, D.U.I. operations, patrol functions, and administrative tasks. Altogether, the unit volunteered a total of **1806** hours throughout the year.



# 2024 AWARDS & RECOGNITIONS

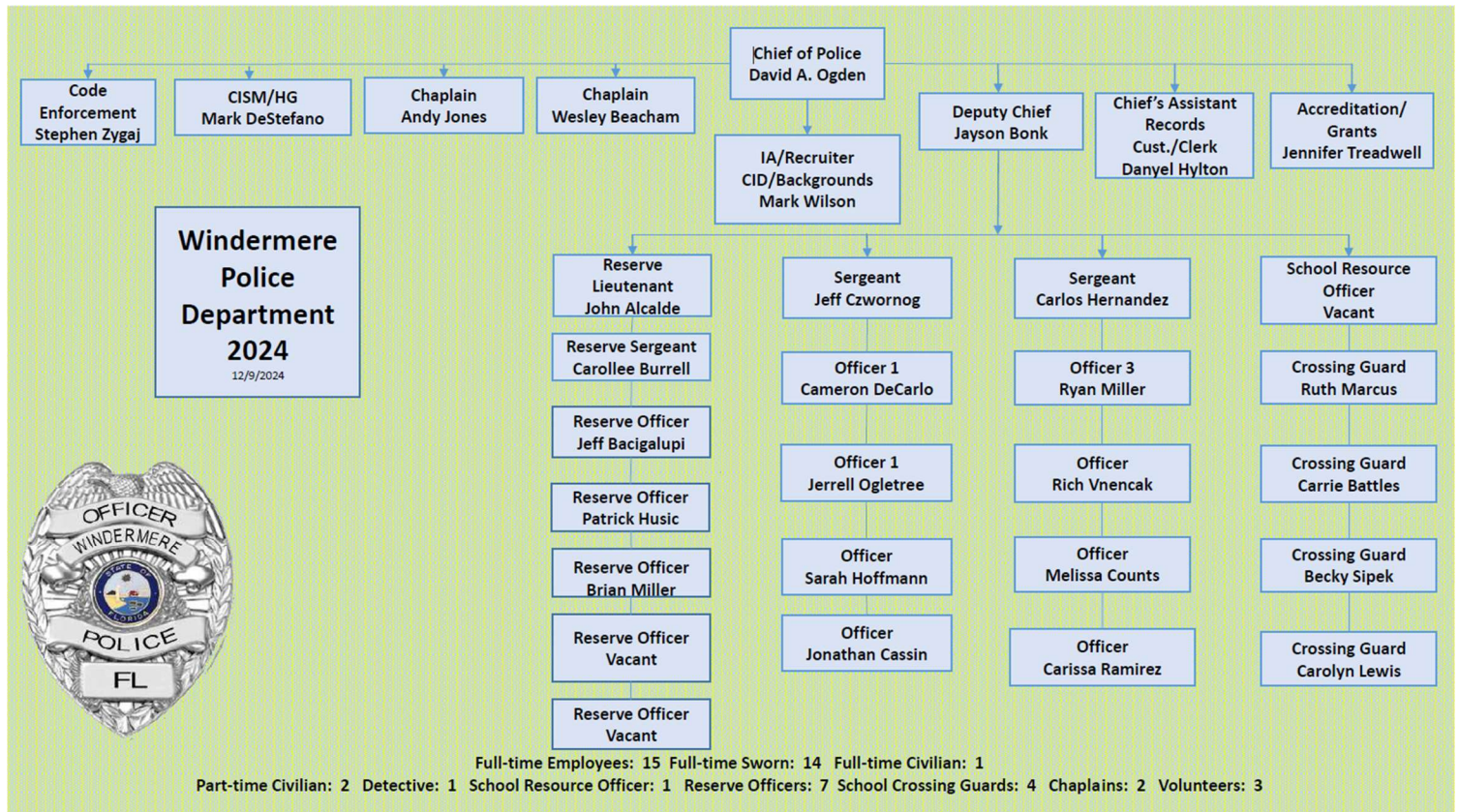
The Windermere Police Department **Field Training Officers** were awarded the Unit Citation for their outstanding demonstration of teamwork and dedication to the Town of Windermere throughout 2024. Their dedication to excellence ensured that our three newly hired officers smoothly transitioned to their new role as patrol officers. Furthermore, they continued ensuring our officers got the most current and up-to-date training.



# 2024 WINDERMERE POLICE DEPARTMENT STAFF

## New Hires / Promotions / Transfers / Retirements

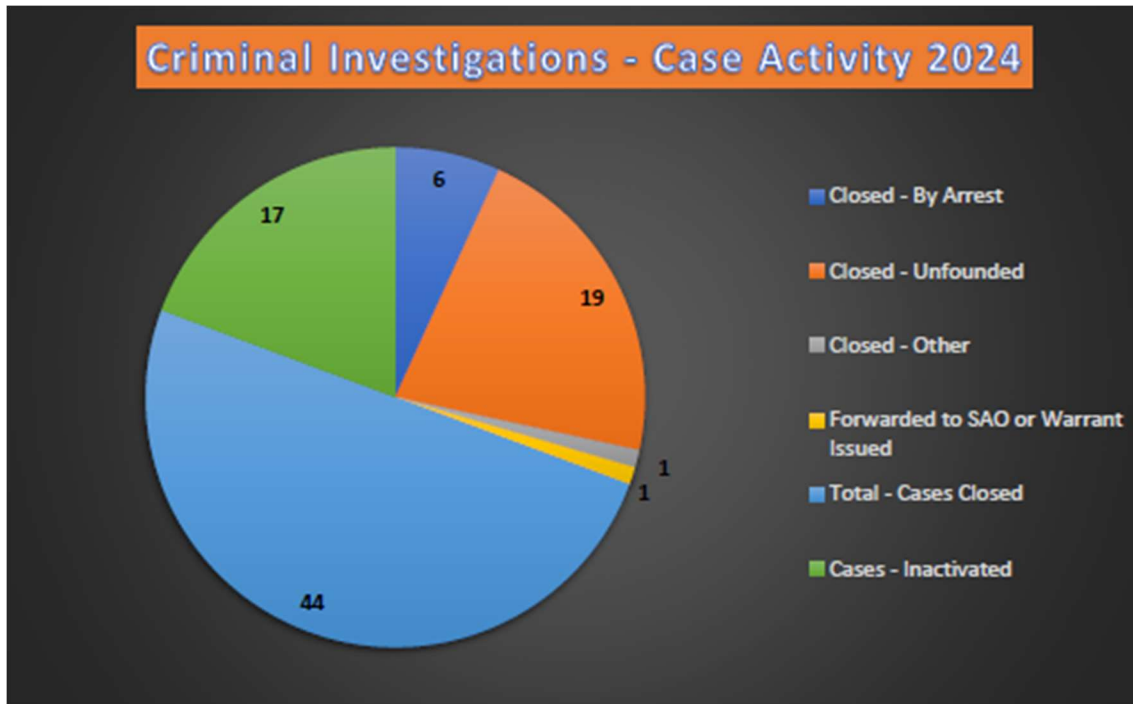
- **Officer Melissa Counts** was hired on January 8, 2024, and assigned to the patrol division.
- **Detective John Allen** retired from the reserve unit on January 12, 2024.
- **Volunteer David Freeman** joined us on March 6, 2024, and assists throughout the agency.
- **Officer Jonathan Cassin** was hired on March 18, 2024, and assigned to the patrol division.
- **Officer Carissa Ramirez** was hired on September 9, 2024, and assigned to the patrol division.
- **Stephen Zygaj** was hired on September 9, 2024, and assigned to Code Enforcement.
- **Officer 2 Ryan Miller** was promoted to Officer 3 on October 19, 2024.



# 2024 WPD CRIMINAL INVESTIGATIONS DIVISION



In 2024, the Windermere Police Department Criminal Investigation Division (CID) was assigned a total of forty-seven (47) cases, down twelve (12) from the year prior. The most reported crimes were burglaries, fraud, and thefts. Of the fourteen (14) reported burglaries, nine (9) were dwellings, and five (5) were vehicles. Of the fifteen (15) reported thefts, five (5) were fraud or identity thefts, five (5) were petit or grand thefts, and five (5) were vehicle thefts. In 2024, the Windermere Police Department responded to three (3) death investigations; two (2) were from natural causes, and one (1) was a homicide. Throughout the year, the Investigations Unit obtained thirteen (13) search warrants and eleven (11) investigative subpoenas.



This pie chart shows the outcome of the reported cases with further explanation of the dispositions. Six (6) reported cases were closed by arrests. There were nineteen (19) cases closed as unfounded. These are reported crimes determined to have not occurred or the crime occurred in another jurisdiction. Cases closed as others, one (1) in 2024, are considered reported crimes closed in a manner not covered by the three previous dispositions. These are cases that might not be suitable for criminal prosecution but instead handled through other means, such as social services. One (1) case was closed by filing charges with the SAO or issuing a warrant. Seventeen (17) cases were inactivated. These are cases that are investigated; however, due to no investigative leads or leads provided that do not lead to any suspect(s) being identified, the cases are considered closed.



# 2024 WPD INTERNAL STATISTICAL

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	3,269	Incident Reports	208
Business Checks	7,913	Security Check Forms	17
Residential Checks	4,576	Community Events	33
School Foot Patrol	281	Training Sessions	103
Calls for Service	8,411	Traffic Crashes/Driver's Exchange	61
Warning Citations	1,937	CARE Checks	55
Traffic Citations	1,183	Fingerprints	80
Backup / Assists	802	Field Interview Reports	15
Public Records Requests	97	Parking Citations	12
Assists to Public	198	Patrol Phone Assists	2
Arrests	15	Crosswalk Warnings	0

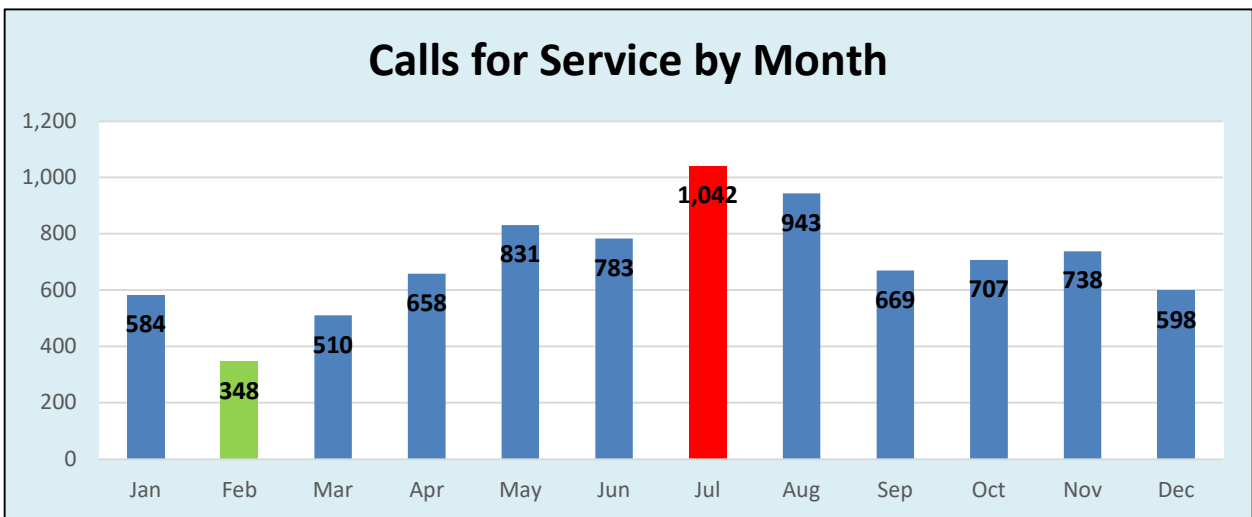
All Officers – Total Hours Worked 12,829



# 2024 MONTHLY CALLS FOR SERVICE

C.F.S. by Month	
January	584
February	348
March	510
April	658
May	831
June	783
July	1042
August	943
September	669
October	707
November	738
December	598
<b>Total</b>	<b>8,411</b>

- ⇒ The month with the **highest** number of calls is **July**, with **1042**, followed by **August**, with **943** calls for service.
- ⇒ The month with the **lowest** calls for service was **February**, with **348** calls for service.

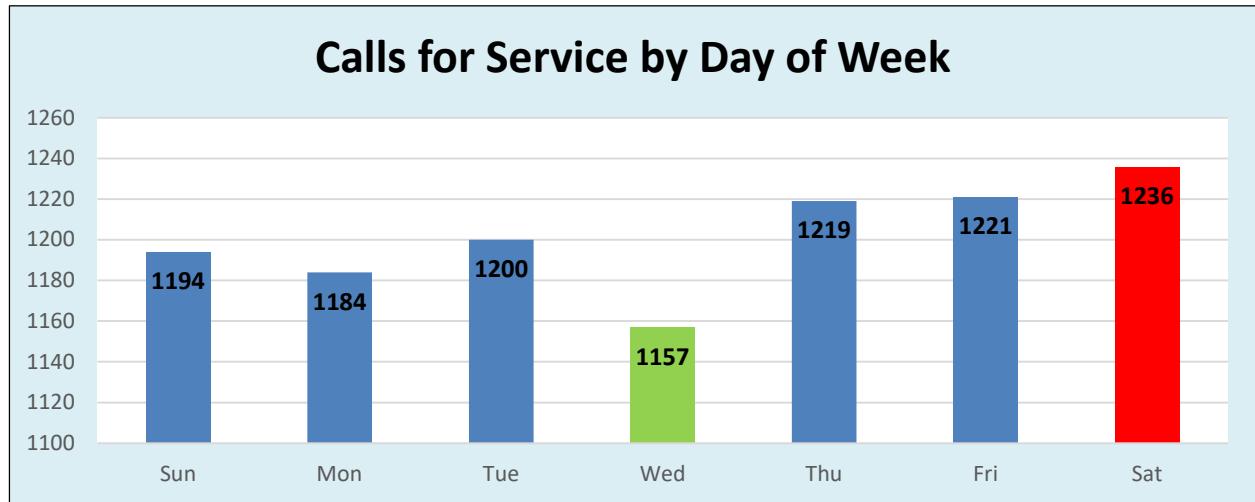


*Analyst Note: This analysis is based on the records generated by the Communications Division of the Winter Garden Police Department.*



# 2024 DAILY CALLS FOR SERVICE

There were 8,411 total Calls for Service in CY2024.



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

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

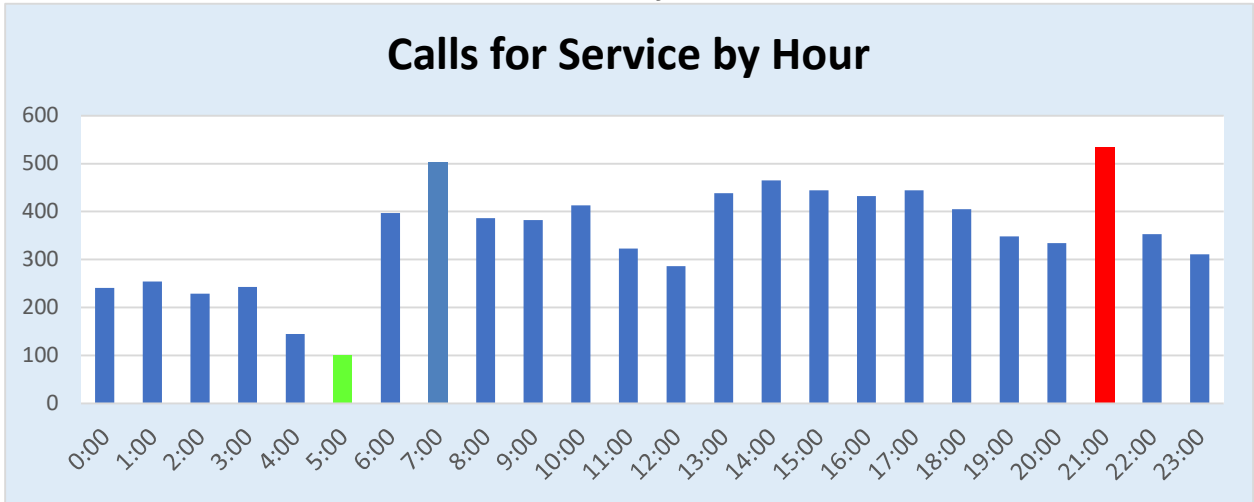
*Analyst Note: This analysis is based on the records generated by the Communications Division of the Winter Garden Police Department.*





# 2024 HOURLY CALLS FOR SERVICE

There were 8,411 total Calls for Service in CY2024.



Calls for Service by Hour	
0:00	241
1:00	254
2:00	229
3:00	243
4:00	145
<b>5:00</b>	<b>101</b>
6:00	397
7:00	503
8:00	386
9:00	382
10:00	413
11:00	323
12:00	286
13:00	438
14:00	465
15:00	444
16:00	432
17:00	444
18:00	405
19:00	348
20:00	334
<b>21:00</b>	<b>534</b>
22:00	353
23:00	311

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

⇒ The hour with the **highest** calls for service is **2100** hours, with a total of **534 calls**.

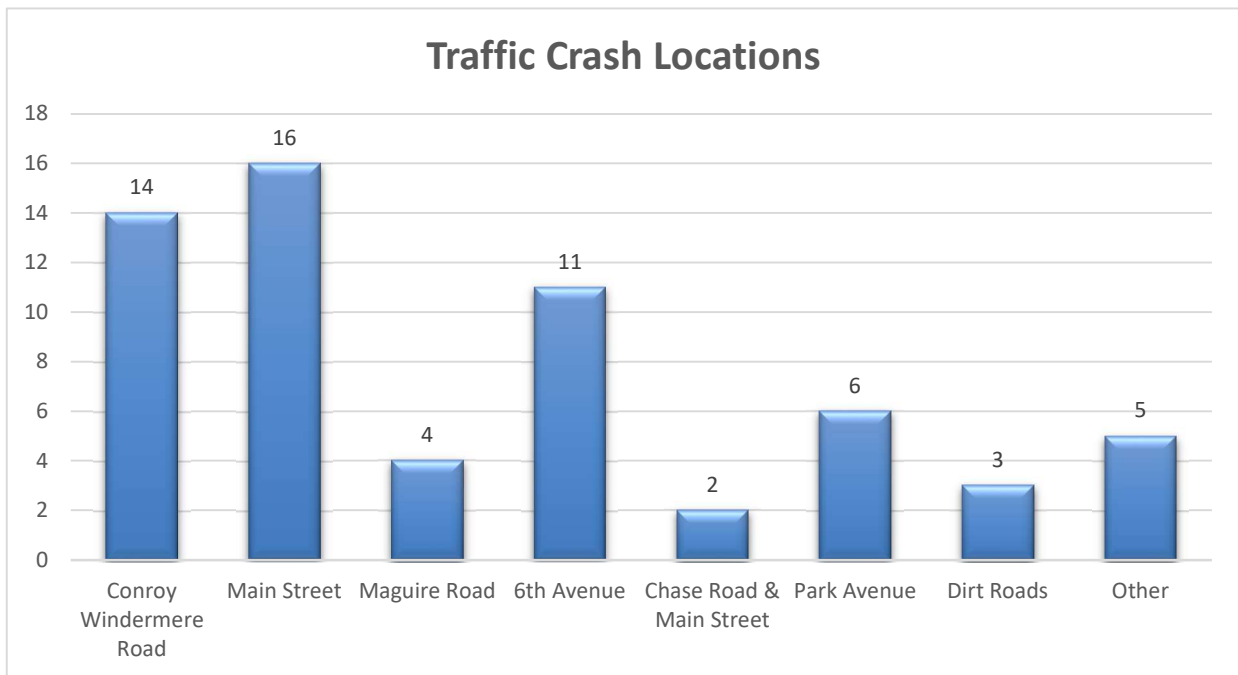
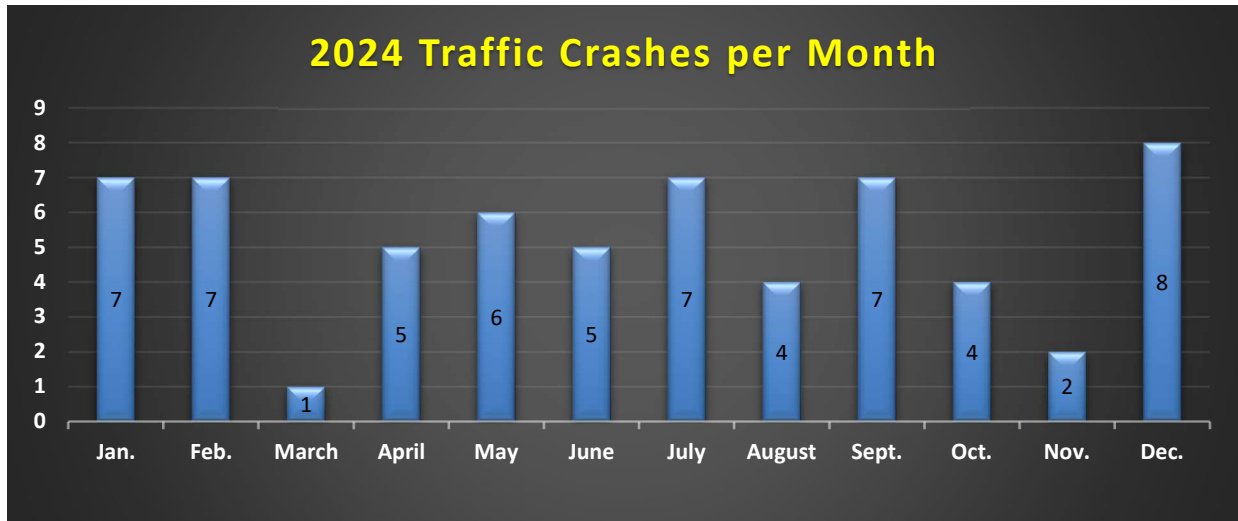
⇒ The hour with the **lowest** calls for service is **0500** hours, totaling **101 calls**.

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

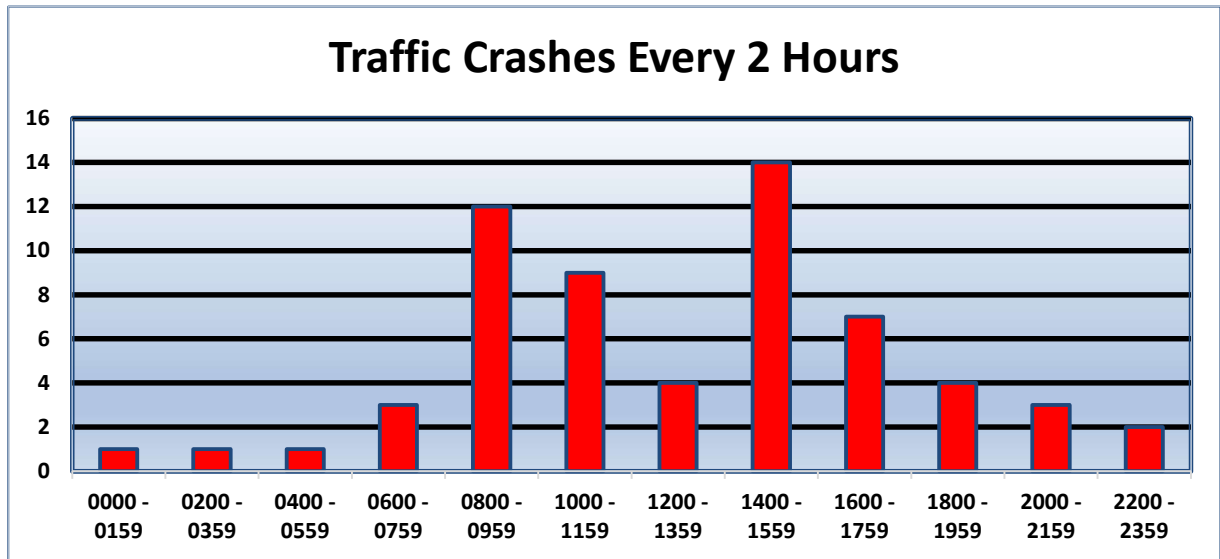
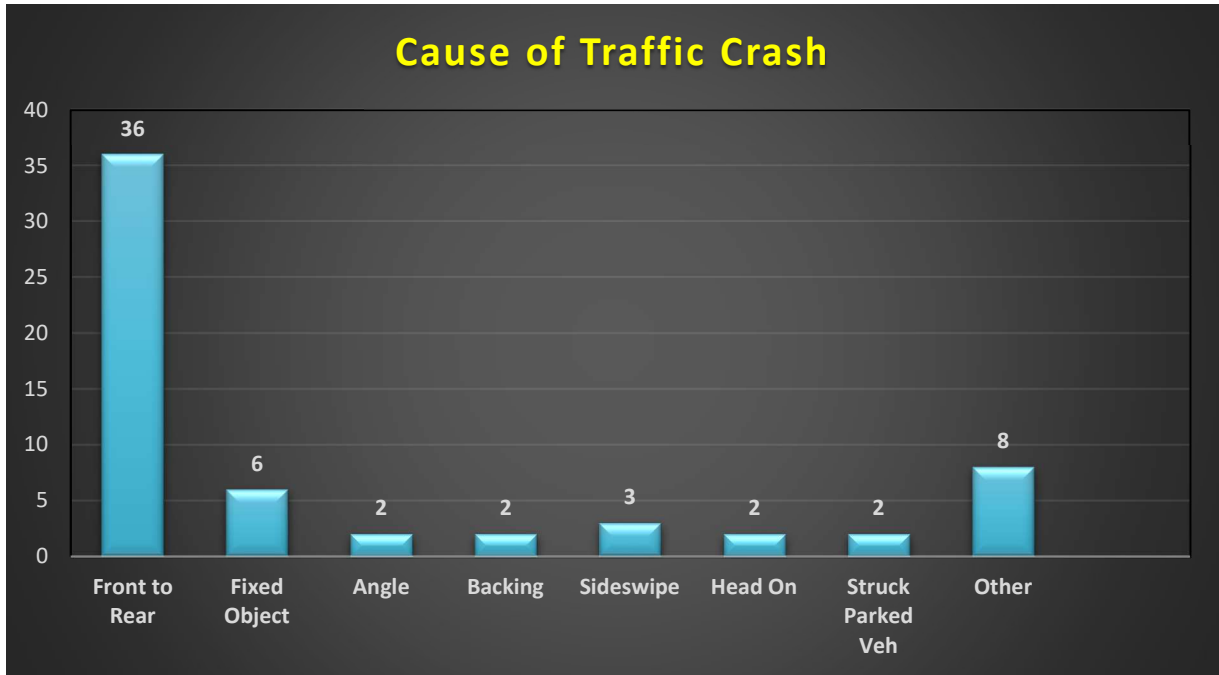


# 2024 TRAFFIC CRASHES REPORTED

By the end of 2024, Windermere officers investigated sixty-one (61) traffic crashes. Of these, twelve (12) involved non-life-threatening injuries, and one (1) involved severe injuries. No traffic fatalities were investigated. The tables indicate monthly traffic crashes, hours, locations, and causes.



# 2024 TRAFFIC CRASHES CONT.



# GRANTS & AWARDS

In 2024, the Windermere Police Department secured **\$102,762.73** 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 **\$2,762.73** 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 **\$5,000.00** for participation in details throughout 2024.

## J.A.G.C. Grants:

The Windermere Police Department received **\$10,000.00** in grant money to purchase AEDs for each Officer assigned to the patrol division.

## FINDER Program:

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

## S.R.O. Funding:

The Town of Windermere received a **\$75,000.00** reimbursement 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 2024, the Windermere Police Foundation contributed to the following:

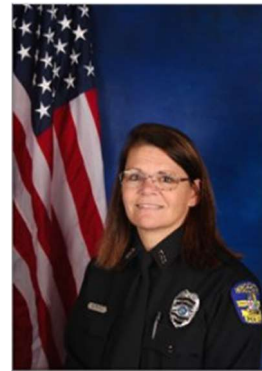
- Sleep in Heavenly Peace Bunk Bed Build
- Cops & Bobbers Fishing Event
- The West Orange Dream Center
- Wind River Ranch
- W.P.D. Foundation Fall Festival



# 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 **1,806** hours, resulted in a significant cost savings of **\$44,644.00** 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



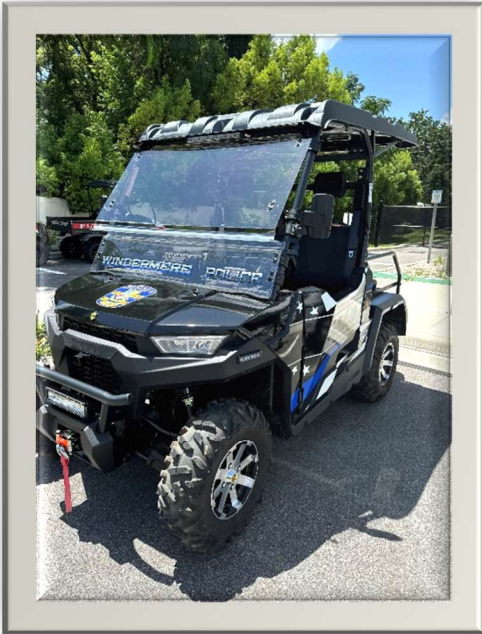
It was another great school year at Windermere Elementary! We welcomed our students, teachers, and staff back for another great year. The 2023/2024 school year was full of activities and learning opportunities. Our School Resource Officer (S.R.O.) remained vigilant throughout the school year and continued assisting with traffic, patrolling the campus, and supporting the school staff in all their endeavors.

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.

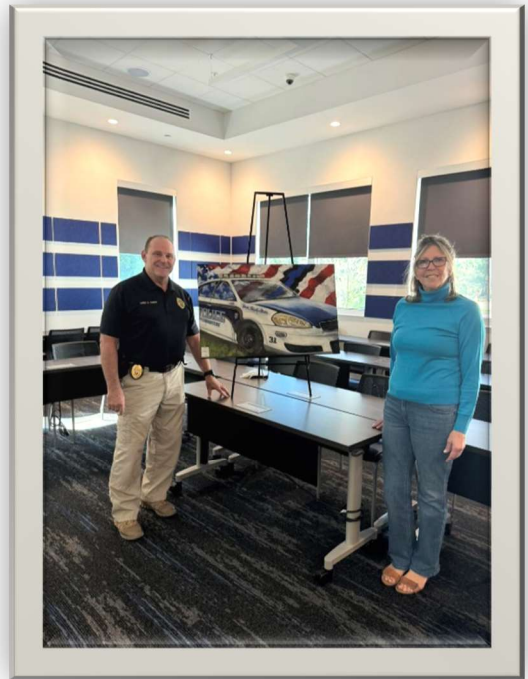
The safety of the W.E.S. family is paramount, and constant training and vigilance allowed for another great school year. The Windermere Police Department continues building relationships among parents, students, and staff and is committed to creating a safe learning environment.



# 2024 -YEAR AT A GLANCE







NEVER TO BE FORGOTTEN

REMEMBERING  
**OFFICER  
GERMAN**



TOWN OF WINDERMERE  
POLICE DEPARTMENT  
*Honor • Integrity • Service*

