



**CITRUS COUNTY SHERIFF'S OFFICE**

*A Nationally Accredited Law Enforcement Agency*

**SHERIFF**  
**JEFFREY J. DAWSY**



# **Sugarmill Woods Crime Watch (SMWCW) TRAINING OUTLINE - SESSION #1**

26 April 2010  
(Rev #4)



## I. MISSION OF THE SMWCW

- **GENERAL**: To assist Citrus County law enforcement officials in dealing more effectively with combating crime by:
  - Making crime watch/surveillance vehicles as visible as possible to the residents of the county
  - Providing additional “eyes and ears” for the CCSO. We increase citizen awareness and participation in crime prevention.
  
- **RECOGNITION**: The CCSO recognizes and supports the dedicated efforts of its many volunteers (currently numbering in excess of 800) and appreciates their important and integral role in crime prevention in our county.
  - The selfless commitment by our volunteers enables the Sheriff Office to concentrate more fully on work for which they have been trained.

## I. MISSION OF THE SMWCW (Cont'd)

- **AREAS COVERED**: The SMWCW patrols the villages of Sugarmill Woods and other nearby areas of Citrus County as may be directed by the Sheriff or his designee(s).
- SMWCW provides an official “presence” in Sugarmill Woods by patrolling residential and commercial areas, ***looking for*** and ***reporting*** criminal or suspicious activity.
- SMWCW conducts **House Checks** for those SMW residents who have requested a House Check through the CCSO. (See Section IX below on House Checks).
- SMWCW reports missing or damaged **street signs** to the CCSO.
- SMWCW reports on new **Construction Sites** and **Infrastructures** within our Tour areas. (See Section VIII below on the inspections of these sites).
- To perform ***other assignments as directed*** by the Sheriff’s Office or his designee(s).

## **II. CONFIDENTIALITY AGREEMENT**

- Within the performance of your official SMWCW duties, should you overhear information of a sensitive law enforcement nature or information that is exempt from public record under Florida law, such information is strictly confidential and should not be discussed.
- Any disclosure of the aforementioned information could be grounds for immediate dismissal and possibly subject to criminal prosecution and civil penalties.

### **III. SCHEDULING OF HOURS**

- **MINIMUM REQUIREMENTS:** Volunteers are asked to work a minimum of **five hours per month** (two shifts) and **one additional hour** each month to attend the SMWCW monthly meeting.
- The monthly meeting is held the **2d Monday of each month @ 3:00 p.m.** @ the **Sugarmill Woods Country Club (SMWCC)** (except for June, July & August). Please try to attend. *NOTE: Uniform is optional; however, everyone must comply with the SMWCC dress code (no denim & no shorts more than 6" above the knee).*
- **ASSIGNED TOURS:** Tour hours are from 8:00 a.m. to 6:00 p.m., Monday through Saturday. There is normally no SMWCW patrol on Sunday or beyond the aforementioned hours, however, the CCSO could direct other operations if necessary. There is an assigned SMWCW LT for each day of operation. *After your training today, you will be assigned a specific day to drive the patrol car and your name will be provided to the applicable LT and/or SGT for that day who will schedule your duty hours and continue with your in-car training.*

#### **IV. WEARING OF THE UNIFORM**

- Your uniform is purchased by and is the property of the SMWCW. You will be required to sign for your uniform shirt TODAY and agree to return it whenever you are no longer a member of the SMWCW.
- Your CCSO Identification Card, CCSO baseball cap and Volunteer Handbook are the property of the CCSO. They must be returned to the CCSO should you leave the Crime Watch for any reason.
- The SMWCW issues only a uniform shirt. Uniform pants, jackets, badges, etc., may be purchased by the individual. Contact the President SMWCW, for further information regarding purchasing any of these items.
- Your uniform may be worn for official purposes only -- while on duty or to attend official functions relating to the SMWCW. Uniforms should not be worn while shopping, etc.

#### **IV. WEARING OF THE UNIFORM (Cont'd)**

- **REMEMBER THAT YOU ARE A REPRESENTATIVE OF THE CITRUS COUNTY SHERIFF'S OFFICE:** Your uniform shirt must always be clean and neatly tucked into your trousers or shorts. The ID badge will be clipped to the inside right pocket of the uniform shirt. Any neutral, tan or dark long trousers or shorts may be worn with the uniform shirt. The “Sheriff’s Volunteer” baseball cap may be worn, or not, at the individual’s discretion. Comfortable shoes or sneakers should be worn. *See Section 6: Uniforms, of the CCSO Volunteer Handbook, for other items that may be worn with the uniform.*
- **DRIVING THE PATROL CAR OUT OF UNIFORM:** You must wear your uniform when conducting official patrols/tours. The only exceptions to this rule are (1) When the car is being turned over to you at the end of the last tour of the day for your tour starting the next day, and (2) If you are transporting the vehicle to the Sheriff’s Maintenance Garage for scheduled repair or service.

## V. PATROL CAR RADIO AND HANDHELD

- **GENERAL:** Both the in-car 2-way radio and the handheld 2-way radio are on the same frequency – they provide direct communication to the Citrus County 9-1-1 Center, also referred to as “*Citrus Dispatch*” or just “*Citrus.*”
- Leave the handheld radio **OFF** while in the patrol car; turn it **ON** whenever leaving the patrol car. **YOU MUST BE IN CONTACT AT ALL TIMES.**
- Our SMWCW CALL SIGN is: “*Sugarmill Woods.*” **IMPORTANT:** *There is a “pause” incurred on the radio when you depress the transmit button on the mic. Accordingly, after pressing the mic’s transmit button, wait about one second before talking.*
- If you are the first driver of any given day you will advise Citrus Dispatch by radio that you are “*In Service*” -- “*Citrus, this is Sugarmill Woods, we are In Service;*” Conversely, if you are the last driver of any given day you will advise Citrus Dispatch by radio that you are “*Out of Service.*” **NOTE: You must physically turn OFF the in-car radio at the end of the day – it does not turn OFF with the switch.**

## **V. PATROL CAR RADIO AND HANDHELD (Cont'd)**

- Citrus will request status checks of the various Crime Watch units about every hour, depending on their workload. You will hear ***“Sugarmill Woods, this is Citrus – STATUS CHECK.”*** You will answer: ***“Sugarmill Woods - CLEAR.”***
- Use “Plain Talk” over the radio – So called “10 codes” and signals will not be used. The following are frequently used terms: ***“IN SERVICE,” “OUT OF SERVICE,” “MEAL BREAK,” “REST STOP,” “OUT OF VEHICLE,” “RECEIVED,” “ACKNOWLEDGED,” “ENROUTE,” “REST STOP,” & “OUT OF VEHICLE AT \_\_\_\_\_.”***
- The Phonetic Alphabet, i.e., A=Alpha, B= Bravo, etc. is listed on the last page of the Operations Reference Manual (located in the vehicle) and may be used to call in names or tag numbers, etc.
- Use the radio for official business only – do not use official CCSO radios for personal conversations – be professional.

## **VI. DOCUMENTS & PROCEDURES**

- **DAILY VEHICLE LOG**: See Attachment #1 & 1A. The **first driver of the day** will usually receive the vehicle at the end of the last Tour from the previous day. The ending mileage from the previous day will be brought forward to the next day's beginning mileage.
- The **first driver of the day** will date the Log (top center) and indicate the "TIME IN" and "MILEAGE IN." **NOTE: DO NOT INDICATE TENTHS OF A MILE – Round to the next higher mile if over 5/10ths.** During your tour, indicate any fuel you added near the middle of this form, filling in the blanks accordingly. *See subparagraphs below, regarding the requirements for adding fuel to the patrol car.*
- At the end of the 1<sup>st</sup> Driver's shift, "TIME OUT" and "MILEAGE OUT" and "MILES DRIVEN" are completed **after you have picked up the next driver and returned with him/her to your home.** It's at this point that the car is officially turned over to the next driver.

## **VI. DOCUMENTS & PROCEDURES (Cont'd)**

- The number of **construction sites** checked and the number of **infrastructures** checked during your tour will be indicated in the appropriate spaces on the Log too. As well, annotate any **“COMPLAINTS or INCIDENTS”** at the bottom of the Log. *NOTE: COMPLAINTS/INCIDENTS include reports of problems by residents, any call to “Citrus Dispatch” to report a missing street sign, and the like.*
- **FIRST DRIVER OF THE DAY RESPONSIBILITIES: (1) (HANDHELD RADIO)**: The handheld radio is scheduled \* to be charged on *Wednesday and Sunday evenings*. Individuals in possession of the vehicle on these evenings will comply with the charging procedures: *The radio must be turned OFF before charging; charge for 2 hours or until the “red” light on charger turns “green.”*
- *NOTE: Frequent use of the handheld radio during a Tour could necessitate additional charging – use your discretion in notifying the “overnight driver” if additional charging is needed.*

## **VI. DOCUMENTS & PROCEDURES (Cont'd)**

- **FIRST DRIVER OF THE DAY RESPONSIBILITIES (Cont'd): (2)** **(VEHICLE CHECK):** Make an initial “walk around” inspection of the vehicle looking for any damage, leaking fluids, or low tire inflation; *inflate tire(s) to recommended pressure at local gas station, if needed.* Make sure lights and turn signals are in working order. If any lights are not working, *take the vehicle to the Sheriff's Maintenance Garage for service (See Attachment #2 for location of the garage).* Check oil and other fluids. *Top-off with fluids in trunk ONLY & annotate log book. Replenish fluids at Sheriff's Maintenance Garage if depleting entirely.* Check the trunk of the vehicle for equipment listed in the Log Book. *Missing items are to be reported to your LT or SGT & annotate log book.*

***NOTE: If you are not going to be home at the time the patrol car is going to be dropped off to you, then YOU must take action to make other arrangements.***

- **SUBSEQUENT DRIVERS DURING THE DAY:** Upon turn-over of the vehicle to you, note the condition of the tire pressure (not low or flat) and check the vehicle for any noticeable damage; take remedial action as necessary.

## **VI. DOCUMENTS & PROCEDURES (Cont'd)**

- **VEHICLE TROUBLE REPORT**: If you experience a malfunction with the vehicle, make a determination as to whether it is safe to operate or not. If unsure, contact the Sheriff's Maintenance Garage or your LT or SGT for guidance. Depending on the problem, drivers may decide to annotate the problem in the log book and continue their shift; take the vehicle to the Sheriff's Maintenance Garage (Directions --**Attachment #2**) for repair; or have the vehicle towed by the Sheriff's Maintenance Garage. The **Vehicle Trouble Report** located in the Log Book (See **Attachment #3**) will be completed whenever taking the vehicle to the Sheriff's Maintenance Garage. If there is a safety concern with the car or a problem that could potentially damage the car or driver, STOP and get guidance.
- Report the **loss or damage of any assigned or utilized CCSO equipment** or property to your LT or SGT as soon as discovered and annotate the log book.
- **REFUELING**: You are required to REFUEL the vehicle when the gas gauge approaches the ½ mark. We traditionally refuel at the Shell or Cumberland Farms gas stations on Route 19; however, the credit card should be valid at any Citrus County gas stations.

- **VI. DOCUMENTS & PROCEDURES (Cont'd)**

- Always use the **least expensive gas** (87 octane).
- The gas **CREDIT CARD** is stored in the Log Book. A DRIVER CODE or PIN CODE is indicated in the Log Book.
- **EASY TO FOLLOW INSTRUCTIONS:** (1) Swipe the Credit Card at the pump; (2) the pump should prompt you for Driver/PIN Code (found in the Log Book); (3) Enter the mileage of the vehicle ( *don't enter tenths – if over 5/10ths, indicate the next mile*); (4) Get your receipt from the pump (showing mileage, gallons and total cost) and place it in the Log Book after annotating the data in the Daily Vehicle Log.

***NOTE 1: If no receipt is given @ the pump, ask for a CASH RECEIPT and ensure it reflects the mileage, gallons and total cost.***

***NOTE 2: If you leave the car for any reason, ensure it's locked and the keys are taken with you, along with the handheld radio.***

## **VII. COUNTY MAP & PATROL AREA BOUNDARIES**

- As a member of the SMWCW you will patrol defined areas referred to as “**TOURS.**” Currently, there are 5 Tours which cover 1) **Oak Village South**, 2) **Cypress Village East & Southern Woods**, 3) **Cypress Village North**, 4) **Oak Village North** and 5) **Cypress Village Southwest**, respectively. (See Attachment #4 and 4A).
- Tours are **scheduled in a random fashion** to ensure that all five areas are checked on a daily basis (except Sunday, usually). As the master SMWCW driver schedule is completed for any given month, drivers are assigned a specific Tour Area to patrol – it’s sort of “luck of the draw” for the area you actually get (See Attachment #5).
- There is a **laminated map** of Sugarmill Woods in the patrol car that clearly lists the five Tour Areas and their boundaries.

## **VIII. “NEW CONSTRUCTION” AND “INFRASTRUCTURES”**

- **NEW CONSTRUCTION and INFRASTRUCTURE sites** (see examples at **Attachment #6**) should be checked during patrols. Conduct “Drive-Bys” of these sites – not “Walk-Arounds.” Maintain a count of these inspections and annotate the number of New Construction and Infrastructures observed on your patrol on the **DAILY VEHICLE LOG** in the appropriate spaces at Tour’s end. If any irregularities are noted during your inspections of these facilities, notify Citrus Dispatch via radio and annotate the incident in the **DAILY VEHICLE LOG** as well.
- **WHAT ARE WE LOOKING FOR?** For New Construction we’re looking for any suspicious activity, e.g., a group of youngsters hanging around or perhaps people taking things out of the building instead of putting things in the building. For Infrastructures we’re looking for things like flashing red lights (when so equipped); smoke or loud noises emanating from within; gates open, etc.

## VIII. “NEW CONSTRUCTION” AND “INFRASTRUCTURES” (Cont’d)

- **WHAT TO DO?** If you observe suspicious activities, vehicles or individuals at constructions sites, **NEVER PUT YOURSELF IN DANGER.** Do not stop your vehicle nor approach individuals, vehicles, etc., and ask what’s going on. Pass by the area and contact Citrus Dispatch, requesting that they send a CCSO Deputy to investigate. You may park your patrol car at a safe distance and wait for the Deputy to arrive. Infrastructure reporting is usually routine, however, use discretion and report anomalies to Citrus Dispatch accordingly.

## **IX. CONDUCTING HOUSE CHECKS**

- **REQUESTS:** SMW residents may request that their houses be checked by the SMWCW. Individuals will call the CCSO @ (352) 726-1121 or the SMW Sheriff's Substation @ (352) 382-0886 to request this service. It takes about 2 weeks lead time from the request date until the form (**Attachments # 7 & 7A**) is actually posted in the patrol car. *NOTE: There are usually more checks in the summer months because the "snowbirds" are away up North.*
- **READ THE CAREFULLY:** Especially the START & END dates. The form oftentimes gets posted in the Log Book prior to the actual Start Date or remains in the book a day or two after the End Date.
- **USE DISCRETION:** If you see a vehicle parked in the driveway that's not listed on the form, call the emergency POC and inquire before suspecting foul play. If there's obvious proof of foul play -- doors or windows open or damaged **NEVER PUT YOURSELF IN DANGER.** Do not stop your vehicle nor approach individuals, vehicles, etc., and ask what's going on. Pass by the area and contact Citrus Dispatch, requesting that they send a CCSO Deputy to investigate. You may park your patrol car at a safe distance and wait for the Deputy to arrive.

## **IX. CONDUCTING HOUSE CHECKS (Cont'd)**

- **CONDUCTING THE HOUSE CHECK:** **The preferred method** of conducting House Checks is called the “WALK AROUND” (WA). Turn off the engine and secure your patrol car in the driveway of the house to be checked, taking the handheld radio with you. Walk around the house, checking doors to ensure they’re secured; checking windows to ensure they’re closed and not broken. If you find a DOOR OPEN or obvious signs of foul play, **never put yourself in danger**. Return immediately to your vehicle and follow the instructions in the paragraph above – “USE DISCRETION.” **The second method** is called the “DRIVE BY” (DB). For whatever reason (sprinklers on, grass too high, raining, or cold, etc.) you may opt to stop in front of the house and observe it from the patrol car rather than do a WA. The same guidance applies as above: **Never put yourself in danger**.
- **ANNOTATE THE REVERSE SIDE OF THE FORM:** Annotate the reverse side of the House Check form with the DATE, TIME, and NAME of the individual conducting the check and whether it was a “WA” or “DB.” If you’ve verified (through the emergency POC, for example) changed or additional information on the form, (perhaps a red Ford parked in the driveway that was omitted from the form), indicate that information on the form wherever it makes sense to do so.

## **X. PASSENGER POLICY & PROCEDURES**

- Only Crime Watch volunteers or CCSO personnel are allowed to drive or be a passenger in the patrol car. Any exceptions must be approved by Citrus Dispatch.
- If specifically asked by Citrus Dispatch to transport someone in the patrol car, you will comply.

## **XI. TRAFFIC LAW OBEDIENCE**

- **SEATBELTS**: All passengers in the patrol car, front or back, must wear their seatbelts.
- **TURN SIGNALS**: Use turn signals at all times -- come to a complete stop at STOP signs.
- **SPEED**: Maintain a slow speed (20 mph) generally; up to 35 mph on main thoroughfares, as posted.
- **COURTESY**: Be courteous to pedestrians and other traffic.
- **FLASHING LIGHTS**: Use flashing yellow roof lights only if assisting an accident or other incident where use of the lights will enhance safety. These lights are not used routinely.
- **FOLLOW ALL LAWS**: All Federal, State and local laws, rules & regulations will be followed at all times.

## **XII. CODE OF CONDUCT & GENERAL RULES**

- **ACT PROFESSIONALLY** at all times.
- Volunteers of the CCSO have **NO ARREST or DETENTION AUTHORITY**. There is no such thing as “**Citizen’s Arrest**” under Florida law.
- **DISCUSSIONS OF A POLITICAL NATURE** are strictly prohibited while in uniform or on duty – nothing precludes a member from involving themselves in political activities or opinions while off duty and not in uniform.
- **SLEEPING** while on duty is not allowed.
- **SMOKING** in CCSO vehicles or buildings is not permitted.
- **EATING** in the patrol car is not allowed, however, chewing gum and/or water is permitted.

## **XII. CODE OF CONDUCT & GENERAL RULES (Cont'd)**

- **NO FIREARMS OR WEAPONS** of any nature may be carried, even if the individual possesses a valid concealed weapons permit. A common pocketknife can be carried as long as it is in a pocket or case on the belt -- but Bowie and boot-type knives are prohibited.
- **USING AN OFFICIAL POSITION OF THE CCSO**, either directly or indirectly or using any information obtained in connection with your volunteer status for private gain is not allowed. **STATEMENTS TO THE PRESS** regarding activities of the CCSO or SMWCW may not be made without official approval of the CCSO or SMWCW, respectively.
- **ACCEPTING GIFTS, FAVORS OR SERVICES** that may reflect improper influence in the discharge of official CCSO or SMWCW duties is not allowed.
- Refer to Section 7: General Rules and Procedures, of the CSSO Volunteer Handbook **FOR FURTHER GUIDANCE.**

## **XII. CODE OF CONDUCT & GENERAL RULES (Cont'd)**

- **DRINKING ALCOHOL OR TAKING DRUGS** is strictly prohibited while in uniform or in the patrol car. Alcoholic beverages may not be consumed within 8 hours to the beginning of the duty time. If taking prescription drugs, contact your doctor regarding the specifics and whether or not the prescription could potentially interfere with the safe operation of the vehicle.
- **ENTERING TAVERNS, BARS OR BUSINESSES THAT PRIMARILY SELL ALCOHOL** is strictly prohibited while on SMWCW duty or in uniform.
- **DO NOT CONDUCT PERSONAL BUSINESS** while in uniform or on duty.
- The patrol car is to be used **FOR OFFICIAL BUSINESS** of the CCSO and SMWCW only.
- Do not confuse SMWCW duties with those of **NEIGHBORHOOD ASSOCIATIONS**. Volunteers may not enforce association code violations while in an official status.

### **XIII. TRAFFIC ACCIDENT OR INJURY SUSTAINED WHILE ON-DUTY**

- If you are involved in a **traffic accident** in the patrol car, whether there is damage/injury or not, notify Citrus Dispatch immediately with the details. Also notify your LT or SGT as soon as possible thereafter. If unable to contact your LT/SGT, contact the SMWCW President. See also instructions in the Log Book regarding these matters.
- If **injured** while on duty, inform your LT and/or SGT immediately. If unable to contact your LT/SGT, contact the SMWCW President as soon as you're capable of doing so.

### **XIV. VIOLATIONS / DISCIPLINARY ACTION**

- Violating the rules delineated in this briefing, or any of the applicable CCSO documents described herein, could subject you to Disciplinary Action by the CCSO. Refer to Section 10: DISCIPLINE, of the CCSO Volunteer Handbook for more information.

## **XVI. SMWCW WEBSITE & OTHER SOURCES OF INFORMATION**

- The sources of the information that I've given to you today can be found on the SMWCW website: [www.smwcw.org](http://www.smwcw.org). (The User ID is: smwcop; the Password is: 5458). (See **ATTACHMENT #8**).
- Other sources are: The CCSO VOLUNTEER HANDBOOK, The SMWCW OPERATIONS REFERENCE MANUAL and The SMWCW BY LAWS