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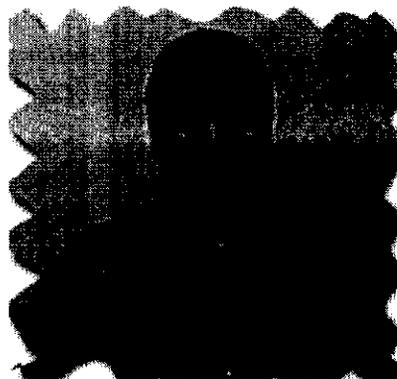
### Arbor Care/ Beautification

This Arbor Care/ Beautification Division ensures the sustainability of the City's ornamental landscaping and trees through landscape code and ordinance requirements and compliance, while implementing the City's plant healthcare programs and engaging in public stewardship promotions for the community.

### Beautification Programs

- [City of Maitland Irrigation Plan Review](#)
- [City of Maitland Public Works Reforestation Program](#)

### [Volunteer Services Application](#)



**Brian Dierks,  
Arbor Care/  
Beautification  
Specialist**



**Entryway Feature, Orlando Avenue**



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## Maitland Fire/Rescue And Building Department

1776 Independence Lane  
Maitland, FL 32751



### Administration:

Headed by the Fire Chief, the administration is responsible for providing management direction while overseeing the capital projects for department staff so they can save lives, protect property, and maintain community standards. This division provides the primary communication interface among the public, city administration, and the Fire/Rescue & Building Department.

### Chief

Fire Workplan

Click here! to view a photo of the entire Fire, Rescue, and Building Staff

Dear Maitland Resident:

I would like to take this opportunity to welcome you to the City and inform you of the various services we are able to provide. In addition to emergency fire and medical services we can assist you with other areas of possible interest. Listed below are some of these:

#### 1. CPR Classes

We have several instructors who will teach various levels of CPR to groups that are interested in learning how to save a life. These classes can be tailored to your group needs whether it is CPR for infants, children or adults.

#### 2. Free Blood Pressure Checks

Stop by the Fire Station, at Packwood Ave. and Independence Lane so we can check and record your blood pressure.

#### 3. Station Tours

If you or your children would like to stop by the fire station to see the operation first hand we would be happy to show you around. Give us a call at 407-539-6227 to let us know you are coming and we will have someone available to answer your questions.

#### 4. Disaster Preparedness

We have brochures and pamphlets available at the Fire Station to help you and your family prepare for hurricanes, tornadoes and other disasters. We encourage you to stop by and pick up what you need.

#### 5. Child Car Seat Safety Checks

We have two trained and certified Child Car Safety Seat Technicians who can check your child's car seat for proper installation and fit.

#### 6. Community Emergency Response Team - C.E.R.T.

This annual class is open to all of



Maitland's citizens and business community. In the class you'll learn about First Aid, CPR, light rescue techniques, use of fire extinguishers, and how to survive in an emergency. The class culminates with a mock disaster to test your skills and is offered in the fall of the year over an eight-week time period meeting once a week.

If you have any questions or requests for these non-emergency services, please contact Ken Neuhard at 407-539-6229.

#### **7. Home Smoke Detector Program**

Through a cooperative program with the State Fire Marshal's Office, Radio Shack, and our department, we are able to offer free smoke detectors for installation in your home. The detectors are available from and can be installed by our personnel.

#### **8. Home Fire Safety Surveys**

We will gladly come to your home to perform a fire safety survey. At that time we can answer any questions you may have on how to best to protect your home and family from fires and other accidents.

#### **9. Fire Safety in the Work Place**

This class is available to all businesses in the City of Maitland. We will provide the class at your place of business and cover how best to protect you employees and facilities from fire and other emergencies.

#### **10. Fire Extinguisher Classes**

We hold classes on how to operate and extinguish a fire with an extinguisher. This class consists of a presentation and hands on use of a fire extinguisher. An appointment and demonstration can be made for your family or organization to be held at a location of your choice.

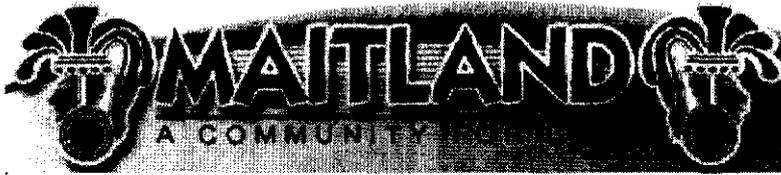
If you have any questions or requests for these non-emergency services, please contact Dennis Marshall at 407-539-6228.



They will be happy to assist to with your needs.

Sincerely,

Daniel Hardester, Fire Chief



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### **Dan Hardester, Fire Chief**

Chief Hardester, a native of the Upper West Side of Manhattan, is of Irish/Norse descent, and was educated at the University of Hawaii, Valencia Community College, and Florida Metropolitan University where he obtained a degree in Business Administration.

His entire professional career has been spent in the fire and safety arena starting with EMT work in California prior to settling in Central Florida to further his career in Emergency Medicine.

Career wise, "the high quality lifesaving services provided by the Maitland Fire/Rescue & Building Department and the knowledge that our efforts directly lead to saving lives," is what motivates him day in and day out. He wants most to be remembered as someone who was easy to talk to and success is measured by assisting others through material support, a kind word or earnest prayer. An accomplishment still left to fulfill is accreditation through the American Ambulance Association and the International Association of Fire Chiefs. The accomplishment he is most proud of is his acceptance into the Secular Franciscan Order, through which he engages in ministering to the homeless. The most enjoyable part of Chief Hardester's career is seeing his staff members fulfill the department's mission with competence and creativity. The motto or credo Chief lives by is a saying by St. Francis, "Let us begin anew for up to now we have done nothing."

Some of Chief Hardester's goals include, being a loving child of God, a loving companion to his wife Laura, and a loving and supportive father to his daughter Leslie.





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## Fire Department - Workplans Update

### City Workplan

1.
  - a. Develop Program to Increase Public Contact w/Targeted Safety Messages.
  - b. Define EMS Quality Improvement "Best Practices."

We engaged a consultant in the 2nd Quarter. The consultant is nearing completion of the "EMS Quality Improvement Measures" portion of the project. The consultant has recommended the discontinuation of our use of the Orange County EMS software due to its lack of query capability. In the 4th quarter, we will explore strategies to change software products. Due to budgetary constraints, the anticipated Lieutenant/Healthcare Services position has been removed from FY 02 budgetary planning. This removal necessitated discontinuation of the "Targeted Safety Messages" portion of the project.
2. Mobile Data Communications (MDT):  
 Work continues on the MDT project, however, a delay in obtaining approved grant funds from Orange County for three of the four units has moved the projected installation back to the 4th quarter. This has actually worked to our advantage by providing additional time for Orange County to work out the "electronic glitches" associated with the project. The time necessary for training and implementation should now be minimal once installation occurs. These devices will interface with the Computer Aided Dispatch (CAD) system at Orange County to facilitate closest unit response, response time accuracy, mapping capabilities and special hazard identification. Phase II of this project will continue into FY 02 with the purchase of two (2) additional MDT systems.

### **Department Workplan**

#### Emergency Health Operations

3. Patient Satisfaction Performance Measurement:  
 An Emergency Medical Services (EMS) questionnaire was developed in the 2nd quarter and distributed to 911 transported patients in the 3rd quarter. We obtained a 13.5% return rate on the distributed questionnaires (30 respondents of 222 transported patients). The six satisfaction parameters included customer perceptions about timeliness of response, courtesy/respect, safety/comfort, communication of medical condition and treatment plan, vehicle cleanliness/comfort and overall perception of the quality of care. We achieved a composite satisfaction score of 97.5%. In the 4th quarter, we will directly contact non-respondents in order to increase our return rate.
4. Response Time Tracking Project:  
 While the technical aspects of this project were completed during the 1st quarter, the fine-tuning of response time tracking is an on-going project. We have started to examine discrete portions of the response time interval now that data from Orange County's new computer aided dispatch (CAD) is available. Over the past few months, we have gathered data on the time it takes for firefighters to safely begin their response once a call is received. The time of day, back-to-back calls and the physical location of field personnel can impact these periods. The available data is now being assimilated so that an analysis of this response period can be done to see if further efficiencies are possible.

#### **Standards and Safety Assurance**

5. City Fire Protection Systems:  
 This continuing program includes inspection, repair, upgrade, and/or replacement of all City owned fire protection systems. These actions comply

with Florida State Uniform Fire Safety Rules and provide for the safety of our citizens and employees. During each Quarter, fire alarm system inspections will be performed for the Public Library, Fire Station, and City Hall. In the 3rd Qtr, we solicited prices from UL Listed Fire Alarm Contractors for the replacement current security alarm system and installation of a fire alarm to monitor the fire sprinkler system at Maitland Community Park Clubhouse. A contractor was chosen and purchase order issued. Replacement of the system was postponed from the 3rd Qtr until the 4th Qtr due to scheduling difficulties and contractor availability. Work has been scheduled for July 5, 6, and 9, 2001. Annual inspections will be performed on the sprinkler systems at the Annex, Public Works Keller Road facility, and the Community Park Clubhouse in the 4th Qtr. Semi-annual inspection of the Halon system at City Hall will be accomplished in the 4th Qtr.

6. Building Relation Software:  
Full integration of the new Building Related Software is our goal in FY 01. In the 1st Qtr., we started running the new permitting software in parallel with the existing Q & A program. We initiated the Code Enforcement Module in the 2nd Quarter and will continue its implementation in the 3rd Quarter. Plans Review Module integration, interdepartmental user training, and purchase of the Inspection Data Entry modules will complete this project in the 3rd and 4th Qtrs.
7. Community Fire Safety Surveys and Inspections:  
This new program is a cooperative effort with the Emergency & Health Operations Program. It integrates the efforts of inspectors and firefighters and further insures life and fire safety within existing commercial and multi-family residential facilities. The program is intended to accomplish the following goals: 1) firefighter familiarization with particular protection, detection, and alarm systems, 2) pre-fire planning of the facilities and 3) the determination of unsafe conditions. Since beginning the program in January 2001, sixty (60) facilities have been inspected by either the Engine Company or Fire Prevention inspectors. Of the sixty facilities, only eight (8) have been referred to Standards and Safety for more formal actions. Cooperation from the businesses and citizens of Maitland has been very good.



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**Fire/ Rescue & Building Department**

The Fire/Rescue and Building Department works to protect the life and property of the community while providing supportive and preventive services that maintain the community standards.

**Emergency & Health Operations:** This division provides emergency, non-emergency, urgent care, and public health services to the residential and business community ensuring they enjoy a quality of life protected by a professional force adept at mitigating hazardous situations. This division is comprised of Firefighter/Paramedics and Firefighter/EMTs.



**Emergency & Health Operations**

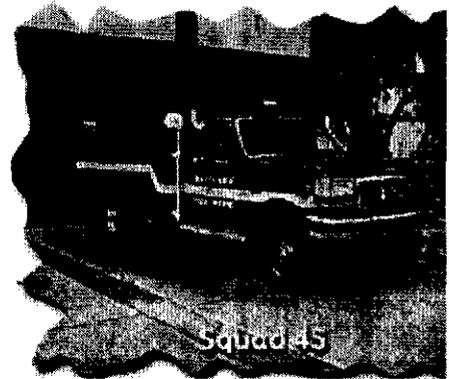
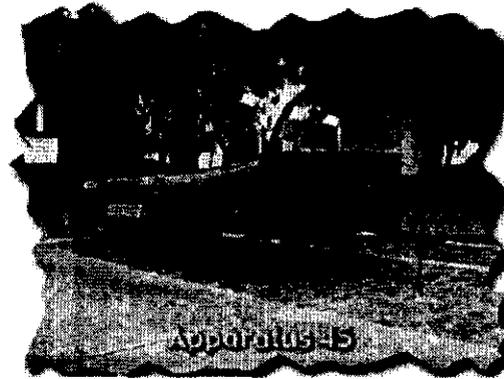
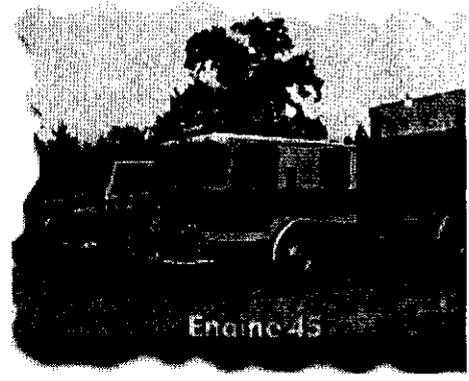
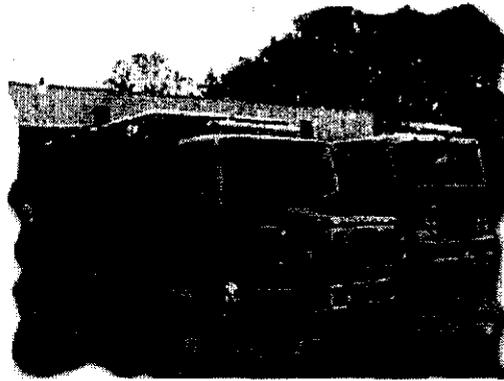
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**Stations**



**Station 47**  
Coming Soon

**Apparatus**



### Hometown Heros



### Fire Department History

Since 1926 the City of Maitland Fire Department has been providing Emergency Medical Services and fire protection to the citizens of Maitland. Our mission is to protect life and property, as well as provide supportive and preventative services to maintain community standards. In July 2000 we entered into medical transport to maintain continuity of patient care and better serve our citizens. Two Advanced Life Support rescue units and an Advanced Life Support engine respond to many types of emergencies including fire and medical. All units are staffed with firefighters who are also medically trained as either State of Florida certified Emergency Medical Technicians or Paramedics.

### September 11, 2001

Donations

Hometown Heroes pictures to follow.

**Blood Pressure Checks**

Blood Pressure checks are available in our front lobby, free of charge. We are here for YOU, please don't hesitate to stop by.

**Sharps Container Exchange Program**

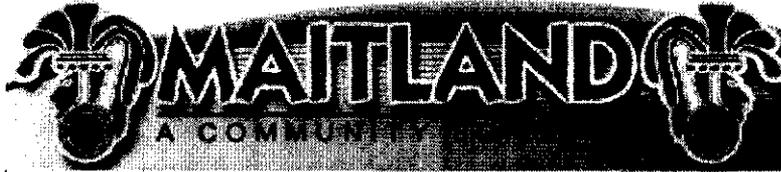
City of Maitland citizens are welcome to drop off properly packaged sharps containers, in exchange we will give you a new sharps container. We do not accept needles and/or other types of sharps contained in plastic containers (2 liter bottles). All sharps must be deposited in approved red biohazard sharps containers.

**Car Seat Program**

The City of Maitland offers free car seat education and installation to the citizens of Maitland. Installations are done by appointment only. Please call (407) 539-6227 for an appointment.

**CPR Classes**

We have CPR instructors and teach classes as requested. We prefer at least 4-6 people per class. For more information contact Kimberly Rogers at (407)539-6227 Monday-Friday 8am-4pm.



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### Fire/ Rescue & Building Department

The Fire/Rescue and Building Department works to protect the life and property of the community while providing supportive and preventive services that maintain the community standards.

**Standards & Safety Assurance:** This division provides supportive and preventive services that maintain community and industry standards for department staff members, City residents, and the business community. They review and approve plans, inspect buildings and structures ensuring they meet City, State, and industry set codes. This division also includes the City's Fire Marshal who oversees Standards and Safety Assurances relating to fire prevention and safety within community businesses and homes.

### Standards & Safety Assurance

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## Fire Department - City Workplan

### 1. a. Define EMS Quality Improvement "Best Practices."

The consultant, hired in FY 01, is nearing completion of the "EMS Quality Improvement Measures" portion of this project. Remaining training and surveying components will be addressed early in FY 02. The consultant recommended abandonment of the existing Orange County EMS software to software capable of supporting detailed Performance Measurement queries.

On August 13<sup>th</sup>, 2001, the City Council approved the development and distribution of an RFP to obtain "Emergency Medical Documentation and Information Management Software". The RFP was completed with subsequent advertising and distribution. It is anticipated that the software will be purchased in the 1<sup>st</sup> qtr. of FY 02. With a phased approach to software integration, we plan to be converted from the old system by the end of the 2<sup>nd</sup> qtr. and process performance data by the end of the 3<sup>rd</sup> quarter.

2. **Mobile Data Communications (MDT):** The MDT/AVL project is continuing into its 2nd Phase during FY02 with the purchase of two additional systems. These devices with associated wireless service will be installed in Maitland Engine 145 and Squad 45. These devices will interface with the Computer Aided Dispatch (CAD) system at Orange County and facilitate closest unit response, response time accuracy, mapping capabilities and special hazard identification. Actual installation of Phase I units will be occurring early in FY02 due to delays in OC purchasing associated with the three (3) units obtained through EMS grant awards. Phase III of this project will continue into FY 03 with the purchase of one (1) final MDT system for an existing vehicle.

## Department Workplan

### Emergency Health Operations

3. **Capital Fire and EMS Equipment:** Two capital equipment items were approved in the FY 02 CIP for the Emergency Health Operations Program. The first is a cardiac monitor/defibrillator/pacemaker that is scheduled for purchase in the 1<sup>st</sup> quarter and the second is an infrared camera that is planned for purchase in the 2<sup>nd</sup> quarter. The cardiac monitor is a vital piece of medical equipment that Paramedics use to evaluate the electrical conduction of the heart as well as convert life threatening electrical rhythms. The new cardiac monitor will replace an existing unit that is no longer manufactured and will help us meet current industry standards. The proposed monitor is also available under "State Contract." The infrared camera is a "high-tech" instrument that is widely accepted and frequently used by today's firefighters. It is primarily used to find hidden fires or areas of excessive heating behind walls, in attic spaces and under floors. It can help locate victims who have been overcome by heat and smoke. These items assist in the saving of lives and the protection of property.
4. **Hiring of six (6) Firefighters:** The hiring of six (6) Firefighter/Paramedics in August of 02 will make it possible to have an EMS/Rescue vehicle and associated staff assigned to the City's Westside on a twenty-four hour, seven day per week basis. Current plans are to enhance the peak-hour presence (Monday-Saturday, 7:00 A.M. to 8:30 P.M.). This will accomplish two primary goals. It will improve the

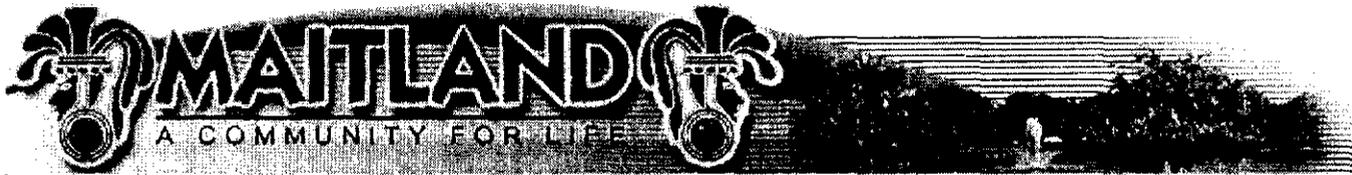
availability of resources for the remaining 27% (115 calls- 7-15-00 to 1-15-01) of emergency incidents that occur on the Westside after the peak-hour period (8:30 P.M. to 7:00 A.M. the following day). It will also improve our response times to the Westside and to a lesser extent to the entire City. Our goal for all areas of the City continues to be a five (5) minute or less emergency response 90% of the time. Using the five-minute or less response time parameter, it is projected that the Westside will improve from 56% to 67% once a fulltime Westside rescue presence is instituted. This EMS/Rescue crew will aid in all types of emergency incidents, however, they will be specifically equipped to deal with medical and trauma 911 patients.

Standards and Safety Assurance

5. **City Fire Protection Systems:** This continuing program includes inspection, repair, upgrade, and/or replacement of all City owned fire protection systems. These actions comply with Florida State Uniform Fire Safety Rules and provide for the safety of our citizens and employees. During each Quarter, fire alarm system inspections will be performed for the Public Library, Community Park Clubhouse, Historical and Telephone Museum, Fire Station, and City Hall. Repairs to the City Hall fire alarm panel and repairs to the circuit for the original structure of the Public Library will take place in the 2<sup>nd</sup> Qtr. In the 1<sup>st</sup> Qtr, we will solicit prices from UL Listed Fire Alarm Contractors for replacement of the current security/fire alarm system and installation of a new fire alarm system for the Thurston House. Installation has been projected for the 2<sup>nd</sup> Qtr. This system replacement is needed to meet the requirements of State Uniform Fire Safety Rule 4A-43, Transient Public Lodging Establishments and Lodging and Rooming Houses, Chapter 20, NFPA 101, '94 Ed. Once the new alarm system is installed in the Thurston House, routine quarterly inspections of the system will be scheduled. Annual inspections will be performed on the sprinkler systems at the Annex, Public Works Keller Road facility, and the Community Park Clubhouse in the 4<sup>th</sup> Qtr. As with the fire alarm system, the Thurston House fire sprinkler system will also be inspected in the 4<sup>th</sup> Qtr. Semi-annual inspections of the Halon system at City Hall will be accomplished in the 2<sup>nd</sup> and 4<sup>th</sup> Qtrs. An annual inspection of the alarm-transmitting panel at the Keller Road Radio Tower will be accomplished in the 4<sup>th</sup> Qtr. A new function within the C.I.P. is for annual fire hydrant inspections, testing, and maintenance to help insure an adequate water supply for fire fighting purposes and to meet Maitland City Code and adopted Fire Code requirements. Inspections of all fire hydrants within the City will be accomplished within the 1<sup>st</sup> and 2<sup>nd</sup> Qtrs.
6. **Building Related Software:** The SBCCI software package consists of four independent Modules that are interrelated through data cross-reference and sharing. The four Modules are Permitting, Plans Review, Inspections, and Code Enforcement. We will continue to run the new Permitting program and Q & A in parallel until all software programs functions are fully operational. The Q & A software will continue to run until the expiration of all existing permits within the program. In the 1<sup>st</sup> and 2<sup>nd</sup> Quarters, in a cooperative effort with Information Technology, we will activate the interface between the handheld units and the Inspection and Code Enforcement Module software. Additionally, we will begin training the field inspectors in the use of the handheld units. In the 3<sup>rd</sup> and 4<sup>th</sup> Quarters, we plan to purchase additional handheld units and equip all field personnel. Training will continue throughout the year.
7. **Community Fire Safety Surveys and Inspections (Phase II):** This continuing program is a cooperative effort between Emergency & Health Operations and Standards and Safety Assurance. It integrates the efforts of inspectors and firefighters and further insures life and fire safety within existing commercial and multi-family residential facilities. The program is intended to accomplish the following

## FY 02 Workplan Updated 11/26/01

goals: 1) firefighter familiarization with particular protection, detection, and alarm systems, 2) pre-fire planning of the facilities and 3) the determination of unsafe conditions. In FY02, we plan the development of a computerized inspection-tracking program. The program will encompass the assignment of facilities, tracking of completions, the dates of pre-fire plan revisions, Code violations, and the date and type of corrective actions. Tracking of the inspections and information will be maintained in program accessible to building and fire inspectors. Additionally, the program will be modified to allow for eventual loading onto a Hand Held Data Terminals. This will allow inspectors and firefighters to accomplish paperless inspections. Tracking of inspections in this manner will allow for timely data within our system.



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### Police Administration

Headed by the Police Chief providing for the essential functions of purchasing, inventory control, and general oversight of the department resources and operations.

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## Police Administration

### Edward Doyle, Chief of Police

[click to email](#)

The Chief of Police for the City of Maitland is Edward W. Doyle. The Chief is responsible for ensuring that the employees of this agency enforce the laws of the United States, and the State of Florida without prejudice to race, sex, or natural origin to all persons contacted by the Maitland Police Department employees. He also ensures that the goals and objectives of the City Manager and the City Council are met so the Citizens of Maitland receive the best law enforcement services available.

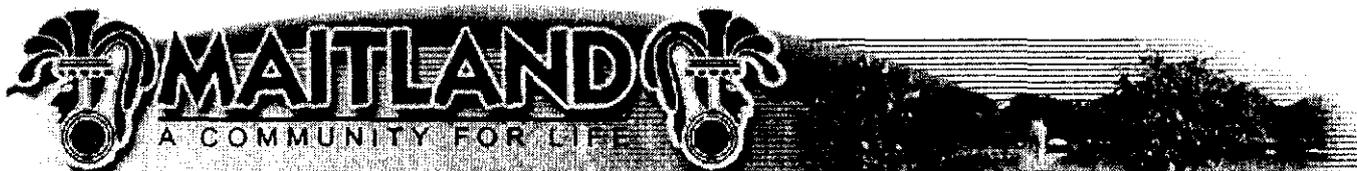
Edward "Butch" Doyle was born in Brooklyn, New York but moved to the City of Maitland with his family when he was six months old. He holds degrees in Criminal Justice and Public Administration.

His professional career began with the City of Maitland when he was 14 years of age cutting grass and hauling trash. He went on to spend four years in the Navy before joining the Maitland Police Department in 1967 where he received badge number 21 on his 21st birthday. He then moved onto the Orlando Police Department in 1968 returning to the City of Maitland in late 1969. He also took a five-year position with the Office of the State Attorney as an investigator. In 1978 he attended the prestigious FBI Academy in Quantico, Virginia, before returning to Maitland as assistant chief of police in 1978. He became police chief in 1989.



Career wise, "being blessed with the opportunity to make our community a safer, better place to live," is what motivates him day in and day out. Success is measured by his ability to contribute something positive to the children and residents of our community. He wants most to be remembered as a good person, deeply committed, and driven to care for the needs of others. An accomplishment still left to fulfill is seeing his personnel receive a level of compensation commensurate to the excellent level of service and dedication they provide. The most enjoyable part of Chief Doyle's career is bringing a smile to the face of someone in need, and being able to provide a service to the residents of our community. The motto or credo Doyle lives by is, "doing his very best, but doing it fairly, justly, and compassionately."

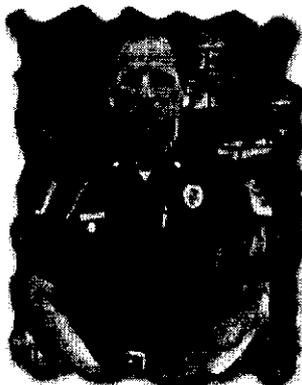
Chief Doyle has two children, a daughter Christie and a son Eddie.



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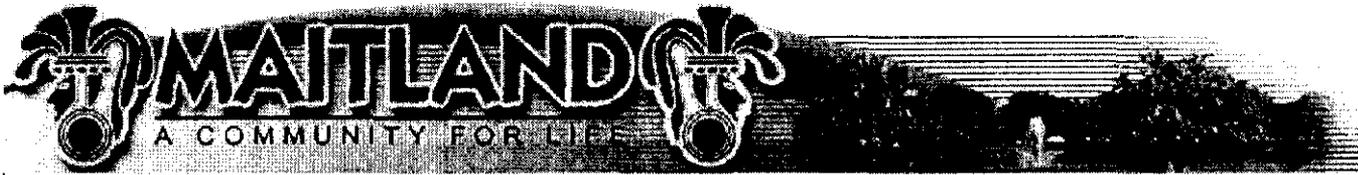
### Police Commanders



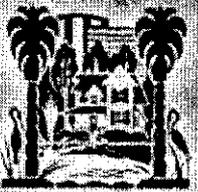
**Operations Commander**  
Steve Sweeting  
[ssweeting@itsmymaitland.com](mailto:ssweeting@itsmymaitland.com)



**Administration Commander**  
Tony Merola  
[tmerola@itsmymaitland.com](mailto:tmerola@itsmymaitland.com)



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## Welcome to the City of Maitland's Police Department.

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[Meet Your Police Department Commanders:](#)

The Maitland Police Department offers many different opportunities and services to the community residents. Some of these dynamic community programs include:

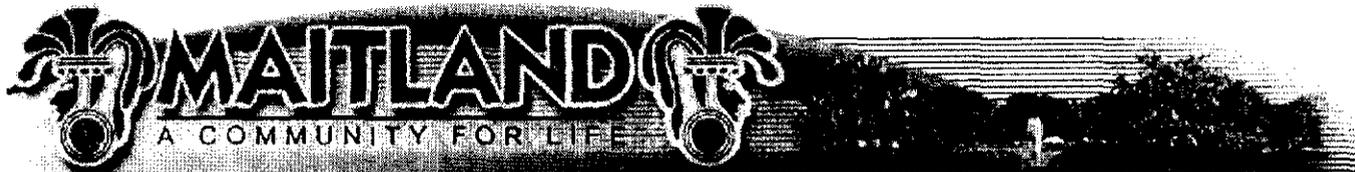
- Business/Home Security Surveys
- Operation Identification
- Combat Auto Theft (C.A.T.) Program
- Senior Calling Program
- Presentations
- Neighborhood Watch Program
- D.A.R.E
- "Breakout" Teen Club

For more information on these exciting programs and others sponsored by the Maitland Police Department, go to the [Community Policing](#) page.

The Police Department consists of the following divisions:

- |                               |                             |
|-------------------------------|-----------------------------|
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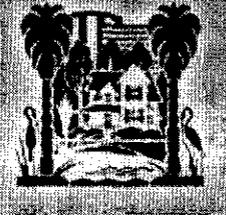
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## Mission Statement

We the men and women of the Maitland Police Department, believing in the dignity of man and sanctity of human life, are committed to...

- maintain and protect community order and respect for the law;
- to protect the lives and property of the public served;
- to uphold the Constitution of the United States and the State of Florida;
- to enforce the laws of the State of Florida;
- to enforce the Ordinances of the City of Maitland;
- to abide by the rules, regulations, and procedures of the City of Maitland and the Maitland Police Department and to do so in a manner that is sensitive to all citizens.

Recognizing that in a democracy, all power and authority is derived from people served.

- The Maitland Police Department is steadfastly committed to a fair, just and equal treatment for all citizens without regard to age, sex, race, creed, color, or position in life.
- The Maitland Police Department recognizes that it is a symbol of the law and government it represents and is committed to the highest standards of organizational and personal professionalism, integrity, moral, and ethical conduct while performing its function.
- The Maitland Police Department affirms the concept of Community-oriented policing; promotes innovative crime prevention measures; inter-agency cooperation and communication and pledges to provide leadership within its ranks within the community and within the criminal justice profession to fulfill the ideals of its mission.
- The Maitland Police Department will provide a working environment that addresses the needs of its employees and will provide them with the skills and equipment necessary to carry out its mission. The Maitland Police Department is fully committed to upholding its mission and will do so with pride and dignity.

## Police Department - City Workplan

1. **Police Forces' Greater Presence in Neighborhoods/Businesses:** Police patrols are being increased in neighborhoods as often as calls for service permit. The majority of non-committed patrol time will continue to be placed in the residential areas. Patrol personnel will be encouraged to expand foot patrol time and their personal interaction with the public.
2. **Increasing Neighborhood Watch Participation by 5%:** The Community Policing Division is scheduling additional neighborhood meetings to formalize neighborhood watch. Formal organizational initiatives are in progress. The Division will meet annually with each established neighborhood watch and homeowners association group.
3. **Bellamy Park Neighborhood Improvement District Quarterly Event:** The Orange County Commission has approved funding for this partnership project and it is progressing. The funds will be utilized to enhance resident safety by providing additional street lighting and sidewalks. During this First year of funding, the Resident Committee, in conjunction with the Community Policing Division will address the most critical items identified in the scope to enhance the safety of the District.
4. **DUI Enforcement Project:** Program is funded in partnership with Florida Department of Transportation and will provide one patrol officer dedicated to detecting and apprehending impaired drivers on our roadways.
5. **Aggressive Driving Project:** Program is funded in partnership with Florida Department of Transportation and will provide one patrol officer dedicated to detecting and apprehending aggressive drivers on major roadways within the City of Maitland.

## Department Workplan

### Police Operations

6. **Vehicle Crash Reduction Project:** Operations personnel continue to place enhanced patrol in high violation areas. We are working with residents and external resources to identify problem areas and to conduct regular enforcement and education efforts to reduce accidents. Specific attention will be paid to high crash incident locations. Special aspects of the project will be scheduled during peak traffic holiday periods.
7. **Speed Mitigation Project:** These ongoing activities are being conducted monthly and will run through the fiscal year. We will focus resources on roadways documented as having the greatest problems. Part of this project will deal with the daily placement of the speed monitor trailer.

### Support Services

8. False Alarm Reduction Program: This project will isolate most frequent sources and work with residents, business entities, or vendors to reduce the numbers that now average 150 per month and consume 100 man-hours per month. Our target will be to reduce the actual false alarm responses by 5% per quarter throughout Fiscal Year 02. We are still in the data collection stage and in the process of formulating policy to address major violators while at the same time recognizing those who are doing an admirable job at properly maintaining the systems. Education of business operators and homeowners will play a major role in this effort.

## **The Maitland Police Department: Its History and Philosophy**

The Maitland Police Department is committed to establishing close ties and responding to the needs of the Maitland Community. Through a collective effort of community and enforcement programs, the department seeks to control crime through pro-active crime prevention and community oriented policing.

The Maitland Police Department is committed to the philosophy of Community Oriented Policing, and to professional excellence. The members of the Maitland Police Department will strive to promote a sense of safety and will seek ways to affirmatively promote, preserve, and deliver a feeling of security and excellent service to the community.

### **"COMMITTED TO EXCELLENCE"**

#### **POLICE DEPARTMENT HISTORY**

On November 12, 1885 the Council of the Town of Lake Maitland established by Ordinance, the office of Town Marshal. In Article 3 it is noted that "be it further ordained that the Marshal shall always be on duty to preserve the peace and maintain order, and shall be subject to fine or expelled by the Council, or both, for any neglect of duty". The Marshal was also required to be present at the Mayor's Court during each and every session and to serve all writs of summons, warrants and notices issued by the Mayor or Council. The Council further "ordained that the Marshal under the direction of the Mayor and Council shall be Chief of the Police Force of the Town and shall exercise general superintendence over the same and is hereby made responsible for the good government of the same."

One of the first orders given to the Town Marshal by the Mayor and Council was to "ordain that it shall be the duty of the Marshal to arrest instantly and confine in the common jail or calaboose all persons who shall be guilty of disturbing the peace, good order and dignity of the Town of Lake Maitland by the violation of any of the Ordinances thereof". It was also "ordained that the Marshal shall keep all prisoners under arrest or under sentence and shall be allowed forty cents a day for the feeding and custody of the same which sum is to be paid by the prisoner before he is discharged.

In 1924, Marshal C.N. North reported that the population of Lake Maitland was 400 residents, "not counting a few northerners".

On March 29, 1929, Marshal M.C. Bryan appeared before City Council to discuss "speeding complaints". The Council directed the Marshal "to equip both his car and himself for the purpose of apprehending such offenders and bring them before the Mayors' Court".

Thomas Pinder took over the duties of Town Marshal in the late 1940's and was provided a pick-up truck to assist in performing his associated tasks of street light repair and tree maintenance.

L.R. Marchington became Police Chief in 1955 and served until 1960. Edward Doyle, father

of Maitland's current Police Chief, assisted him.

Ray Beary began service as Police Chief in January 1962 at a salary of \$125.00 per week. Ray is the father of current Orange County Sheriff Kevin Beary and Lake Mary Police Chief Richard Beary. In February 1962 the Police Station began having a dispatcher on duty 24 hours per day and a patrol officer on mobile patrol during the same periods. Chief Beary was the first Maitland Police Officer to attend the FBI National Academy in Quantico, Virginia. The twelve-week school is the premier law enforcement management-training course. Chief Beary remained in office until 1966 when he was appointed Director of the State Beverage Department by then Governor Claude Kirk.

Robert B. Hire assumed the post of Police Chief 1966 and served two years. He was followed by Jay Golden, a retired Miami Police Administrator who remained in office less than one year when he was appointed to an administrative position with the Federal Highway Safety Administration.

Ralph Jones, a Lieutenant with the Winter Park Police Department became Chief in 1968 and formed the first formal detective position within the agency. Chief Jones was in office during Maitland's greatest growth period and the agency grew significantly in numbers and responsibility. Chief Jones left office in November 1978.

John M. Erwin, a retired F.B.I. agent, most recently assigned to the Orlando office of the F.B.I.'s Tampa Division was appointed Police Chief in November 1978 and served in that capacity until his retirement in August 1989. Chief Erwin instituted specialized training for officers and continually strived to provide the best equipment, salary and training for all employees. Chief Erwin stressed the highest level of professionalism for his officers and encouraged positive officer and citizen interaction.

Edward W. Doyle was appointed Police Chief on September 1, 1989. Chief Doyle has lived in Maitland since 1946, after having arrived at the age of six-months from New York. Chief Doyle was sworn in as a Maitland Police Officer originally on April 16, 1967 at age 21, but left to serve with the Orlando Police Department for two years and the Orange/Osceola State Attorneys Office for five years. He returned to the Maitland agency along with John Erwin in 1978. Chief Doyle, whose father was also a Maitland Police Officer, continued the philosophy of citizen involvement and encouraged Community Policing prior to it being an accepted nationwide practice.

Today's Maitland Police Department is well respected and serves a resident population of 11,500 plus an additional 26,000 people working in the various business parks etc. The Department is comprised of a total of 47 full-time employees and 20 part-time employees. Of the full-time personnel, 37 are sworn officers; 6 are community service officers (civilians) and 4 are support personnel. The current department budget (fiscal year 00) is \$2,876,070. The agency answers approximately 32,000 calls for service each year.

Incident	1998	1999	2000
Auto Accident	896	908	930
Citations	8175	8977	8453
Property Damage	2.6 M	2.5 M	2.6 M

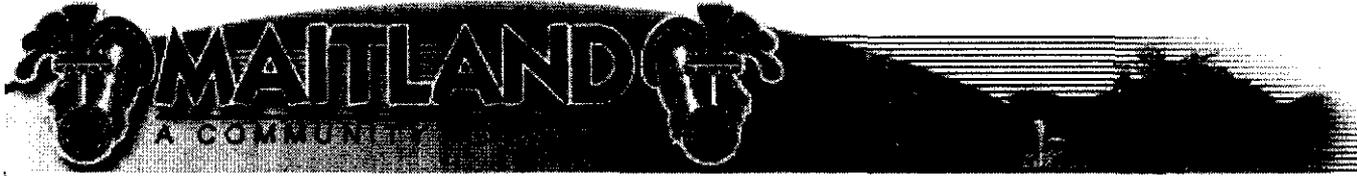
<b>Fatalities</b>	3	1	0
<b>Calls For Service</b>	26012	26268	29416
<b>911 Calls</b>	6172	6624	6297
<b>DUI Arrests</b>	112	140	239
<b>Part I Crimes</b> (murder, rape, robbery, burglary, larceny, auto theft)	558	464	499

YOUR Maitland Police Department promotes an agency wide philosophy of Community Policing. The majority of non-committed patrol time is spent in the neighborhoods providing preventive patrol for residents, thereby reducing their likelihood of becoming crime victims. There is a significant commitment to our youth and we sponsor the weekly "City Limits Teen Club", a Friday evening dance and games event at the Maitland Civic Center for all Middle School age students. A Youth Advisory Committee continues to provide a unique perspective on allocating services and needs for the younger members of our community. A Police Explorer Post is available for young people between fourteen and twenty-one.

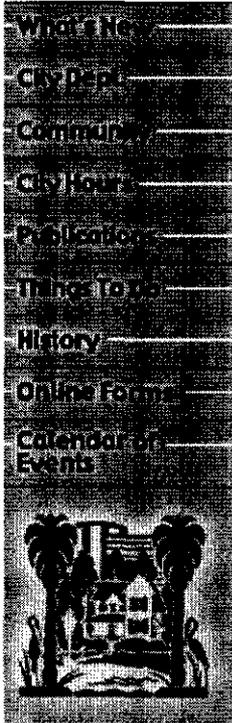
In our public and private schools we provide the Drug Abuse Resistance Education program as well as Puppet pals, Violence Resistance and gun safety.

A very proactive coalition of residents, business leaders and police officers facilitate Neighborhood Watch, Business Watch and a variety of other crime reduction initiatives for the community. We also offer highly successful Citizen Police Academy sessions for all interested adults.

For additional information pertaining to YOUR Police Department and services we can provide, please call Community Policing at (407) 539-6244/539-1410 or Chief Doyle's office at (407) 539-6243.



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### Operations Division

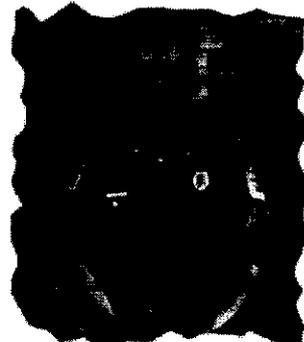
The Operations Division of the Maitland Police Department is Responsible for the Patrol Division, K-9 Program, Criminal Investigative Division, Community Policing Division, The Special Weapons and Tactics Team, Boat Patrol, the Community Service Officers and Special Events. Commander Steven Sweeting is in charge of the Operations Division.

The Patrol Division is responsible for all in progress criminal and non-criminal calls for service. The patrol division is supported in the efforts by the Community Service Officers who will respond to calls, which are not in progress, or an arrest is not eminent. The patrol division also investigates all traffic crashes and is responsible for all traffic enforcement initiatives.



The Criminal Investigative Division investigates all criminal activities, which occur within the City of Maitland. They also coordinate large investigation of fraud, criminal enterprises, or other detailed investigations or surveillances.

The Community Policing is responsible for the several programs, which are as follows: School Resource programs, DARE program, Breakout teen dance, Neighborhood Watch program, coordinating special events and the Police Explorers.



**Commander,  
Steve Sweeting**

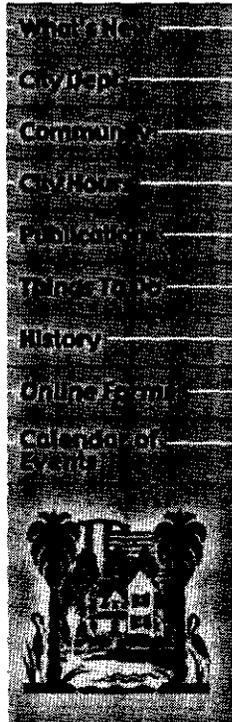
The Special Weapons and Tactics Team is coordinated through the Operations Division. The Special Weapons and Tactics Team is utilized for special operations, Warrants being served, High risk entries, Hostage situations, and any other operations in which special circumstances exist.

The K-9 program is utilized to assist police department with building searches, criminal apprehension, searches for lost children or adults, drug searches, and special events.

The Boat patrol is utilized to patrol our lakes and enforce boating laws and safety inspections. The Boating Officers also give boating test for individuals under age to show their proficiency with the vessels they which to operate and then issue a permit for this operation.

A special event is coordinated through the Operations Commander for staffing, security and parking concerns. The staffing will include the Uniform Officers, Community Service Officers, Explores or any other operational personnel needed for these events held in the City of Maitland.





### Community Policing Division

#### Mission

The community policing division of the Maitland Police Department is involved in providing many services to the citizens of Maitland. Services, which include safety presentations and home security surveys to better, serve our community. One of our goals is to inform and enhance communications to our community through a positive perspective. This communication will better serve the community and develop a relationship with the citizens.

All Community Policing Programs are free of charge except for Teen Breakout Club which has a \$4 admission fee.

- BUSINESS/HOME SECURITY SURVEYS
- OPERATION IDENTIFICATION
- C.A.T. PROGRAM
- PRESENTATIONS
- SPECIAL GUESTS
- NEIGHBORHOOD WATCH
- CITIZENS POLICE ACADEMY
- BREAKOUT TEEN CLUB
- D.A.R.E. PROGRAM
- POLICE EXPLORERS
- SENIOR CALLING PROGRAM



#### Business/Home Security Surveys

Free of charge security surveys designed to assist the business/home owner in recognizing security risks, and offer recommendations to help minimize opportunities to criminals. For further information call Community Policing at 407-539-1410, or email [police@itsmymaitland.com](mailto:police@itsmymaitland.com).

#### Operation Identification

This program is designed to discourage burglary and theft and recover stolen property, through the use of an engraving that identifies, marks, and lists valuable items in your home, making the tracking of the object much easier and therefore helps to discourage theft. For a listing of engravers or other helpful information on this process please call Community Policing at 407-539-1410, or email [police@itsmymaitland.com](mailto:police@itsmymaitland.com).



#### Combat Auto Theft (C.A.T.) Program

This is a program, which involves residents of the community voluntarily registering their personal vehicles with local law enforcement. This gives the law enforcement officers permission to do an investigative stop of the vehicle between the hours of 1:00 a.m. and 5:00 a.m. to determine if the vehicle has been stolen. To register your vehicle, call Community Policing at 407-539-1410, or email [police@itsmymaitland.com](mailto:police@itsmymaitland.com).

#### Senior Calling Program

The Maitland Senior Calling Program is designed to check on Senior Citizens who live in our community. If a Maitland resident would like to participate they can notify Mater Patrol Officer Jonni Cohen at 407-539-6244. At this point an appointment will be scheduled and an officer will come personally visit you at your home and fill out a medical questionnaire. Part of the questionnaire is to list emergency contact information along with medical information. At the time of the visit the resident chooses a time they would like to be called on a daily basis, this information is inputted into a computer. Finally, on a daily basis at the chosen time, the resident will be called by an automated system to see if they are okay for the day. If there is no answer at the residence, an alarm sounds at the Communications Center and the dispatcher on duty sends a Road Patrol Officer to the residence to check on the citizen. If you are going on vacation or intend to leave at the proposed call time just call dispatch at 407-539-6231 and let them know you will be out during the call time.

This program allows our residents to have the peace of mind and assurance that they will be checked on daily.

To sign up for the Senior Calling Program please call or email Mater Patrol Officer Jonni Cohen.

Phone: 407-539-6244

Email: [jcohen@itsmymaitland.com](mailto:jcohen@itsmymaitland.com)

#### **Presentations**

The Maitland Police Department offers several programs and presentations to areas businesses, civic groups, schools, etc. Some of the programs offered include:

- Auto Theft
- Rape Prevention
- Personal Safety
- Residential/Business Security
- Bike Safety
- Safe Kids
- Car Jacking
- Substance Abuse
- Firearm Safety
- Boating Safety
- Workplace Violence

Customized presentations can be tailored to meet the needs of the individual party. For further information please contact Community Policing at 407-539-1410, or email [police@itsmymaitland.com](mailto:police@itsmymaitland.com).

#### **Special Guests**

McGruff the Crime Dog or Vince and Larry the Crash Dummies are available for block parties. Call Community Policing at 407-539-1410 or email [police@itsmymaitland.com](mailto:police@itsmymaitland.com) to make your reservation today!

#### **Neighborhood Watch Program**

This program is designed to get citizens involved in their communities. Meetings provide training in home security, marking, and listing your property and informing the public on what is going on within their community. The best crime prevention device ever invented is a good neighbor. For further information please contact Community Policing at 407-539-1410, or email [police@itsmymaitland.com](mailto:police@itsmymaitland.com).

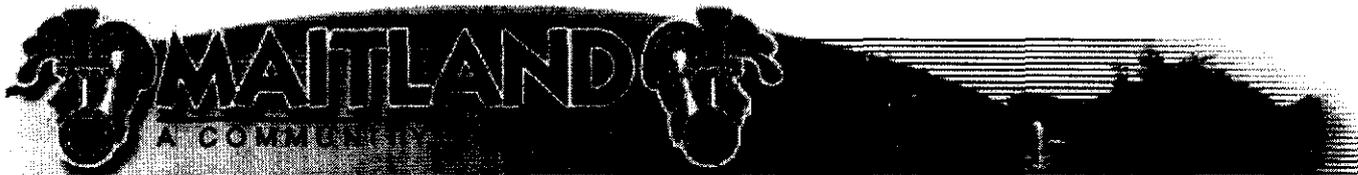


#### **"Breakout" Teen Club**

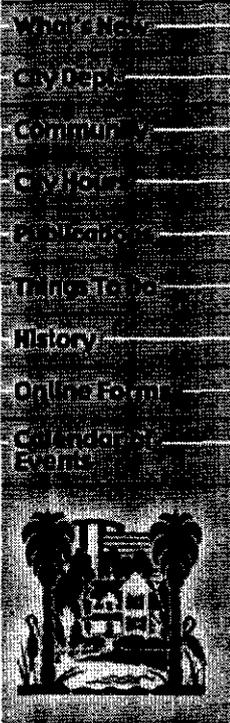
A safe, fun, and exiting youth activity created as a joint endeavor with the City and its

most precious asset – its young people. This also gives resident youth the opportunity to have a safe social environment to meet with friends. The hours of activity are the third Friday of every month at the Home Builder's Association located at the corner of Maitland Boulevard and Orlando Avenue. If you have any questions call Community Policing at 407-539-1410, or email [police@itsmymaitland.com](mailto:police@itsmymaitland.com).





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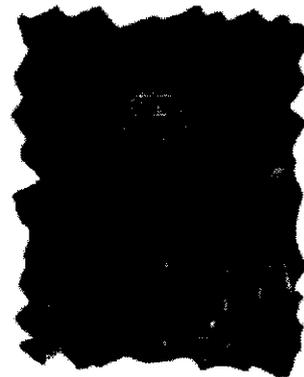
## Support Services Division

The Support Services Division headed by the Administrative Commander oversees the Records Division, grant opportunities, and functions as the Communications Liaison for the department.

Support Services oversees Federal, State, and community grants that have been applied and approved for the Maitland Police Department, also preparing, researching, and applying for grants that will enhance and off set costs associated with public safety.

This division also functions as the communication liaison between the City of Maitland and the City of Apopka, which handles all radio communications for the City of Maitland's Police Department and all other departments within the city, excluding the Fire Department. If there are any problems with the communications system the Administrative Commander resolves the situation with the multiple parties involved.

The Records Division is responsible for the storing and retrieving all reports whether criminal or crash reports taken by the Maitland Police Department. They are also responsible for following State and Federal Law in reference to disclosure of records or reports. The records division oversees the front lobby Community Service Officers. The front desk Community Service Officers take reports, answer citizen concerns, fingerprint individuals as required by law, and file and retrieve report and forms.



**Commander Merola**

**Police Department lobby hours:**  
Monday through Friday 7 a.m. to 11 p.m.

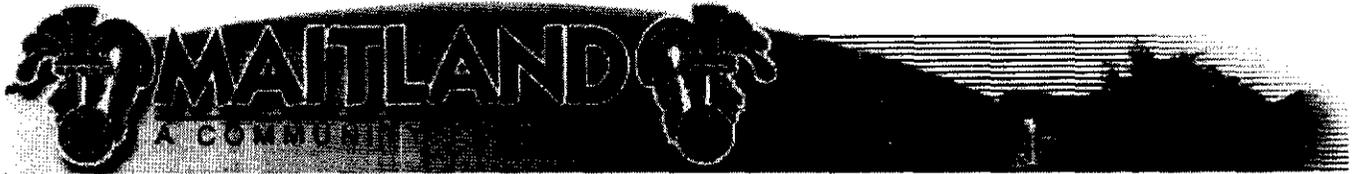
After hours you may use a telephone located in the main lobby of the Police Department that dials directly to dispatch.

**Finger printing hours at the Maitland Police Department:**  
Wednesdays from 4 p.m. to 6 p.m.

For Maitland Residents the service is free of charge, non-residents will be charged a \$4 fee. A valid Drivers License or photo identification is required for processing.

### House Checks

The house check program is for all residents that would like the Police Department to be aware of their absences from the city.  
[Click Here](#) for more details.



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### Professional Standards Division

The Professional Standards Division is responsible for the Recruiting and Selection of Police Personnel, Training of Police Personnel, Florida Accreditation Process, and the Supply function of the Maitland Police Department.

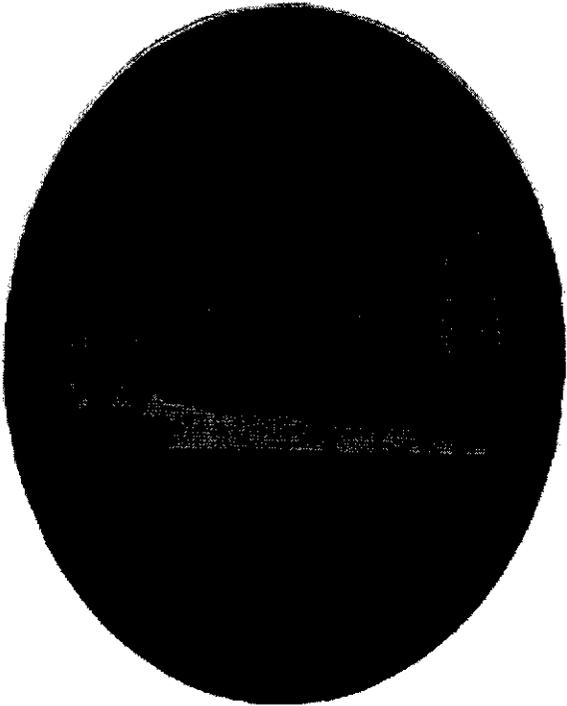
The Recruiting and Selection element of the division is to interest perspective applicants to want to be employed by the Maitland Police Department. This entails traveling to various academies and by referrals from other law enforcement officers or agencies to find qualified applicants. The police department's selection process helps to employ the best candidate for the various positions.

The Training Division is responsible for providing training within the department to train the employees on current laws and other aspects, which will further enhance their abilities to interpret and enforce the laws. This division will also arrange the training of officers who have to travel to various locations to further enhance their professional knowledge and training.

The Accreditation Process is an on going and changing process to better enhance the way the police department sets its goals and objectives.

The benefits to the community where the Agency is accredited are as follows: Accreditation increases the law enforcement agency's ability to prevent and control crime through more effective and efficient delivery of law enforcement services to the community it serves. Accreditation enhances community understanding of the law enforcement agency and its role in the community as well as its goals and objectives. Citizen confidence in the policies and practices of the agency is increased. Accreditation, in conjunction with the philosophy of community policing, commits the agency to a broad range of programs (such as crime prevention) that directly benefit the public. Accreditation creates a forum in which police and citizens work together to control and prevent crime. This partnership will help citizens to understand the challenges that confront law enforcement. Law enforcement will, in turn, receive clear direction from the community about its expectations. Thus, a common set of goals and objectives will be arrived at and implemented.

The benefits to the chief and the departments are as follows: Increases cooperation and coordination with other law enforcement agencies and other branches of the criminal justice system. The accreditation process requires an in-depth review of every aspect of the agency's organization, management, operations, and administration to include:



- Establishment of agency goals and objectives with provisions for periodic updating;
- Re-evaluation of whether agency resources are being used in accord with agency goals, objectives, and mission;
- Re-evaluation of agency policies and procedures, especially as documented in the agency's written directive system;
- Correction of internal deficiencies and inefficiencies before they become public problems;
- The opportunity to re-organize without the appearance of personal attacks.

The accreditation standards provide norms against which agency performance can be measured and monitored over time. Accreditation provides the agency with a continuous flow of Commission distributed information about exemplary policies, procedures, and projects. Accreditation provides objective measures to justify decisions related to budget requests and personnel policies. Accreditation serves as a yardstick to measure the effectiveness of the agency's programs and services. The services provided are defined, and uniformity of service is assured. Accreditation streamlines operations, providing more consistency and more effective deployment of agency manpower.

The supply division is responsible for outfitting an officer with the items needed to perform the various duties and requirements of the job. The supply division also obtains supplies for the patrol vehicles, SWAT team, boat officers, and any other items need to assist the agency obtain the goals as set by the Chief of Police.