

DISPATCH



A MESSAGE TO THE COMMUNITY 2009

What It Takes To Be "THE" Premier Law Enforcement Agency in America

In the past two years our agency has been poked and prodded more times than a campfire on a freezing cold night in the woods. And I have welcomed all of it.

As a matter of fact, I look forward to the continued scrutiny and review of our agency by objective, qualified, fact-finding experts and standards-based organizations that qualify their opinions and render facts that help us continuously improve our performance and delivery of services to the citizens of Jacksonville.

Why? Because we aspire to be THE premier law enforcement agency in the United States of America. How will we get there? Some argue we already are there – based on the opinions of outside experts that have visited and reviewed the JSO in recent years.*

But organizational management experts will tell you that in goal setting you have to be "aspirational" – that means, YES, you can achieve the goal in a measurable way, but the moment you rest on your laurels, you are losing ground and therefore no longer "the best." I agree.

So, when our senior team sat down to talk about our objectives for the 08-09 fiscal year, we decided to set the stage by revising our Vision/Goal statement and creating one unifying Goal for our entire organization: "The Jacksonville Sheriff's Office aspires to be THE premier law enforcement agency in the United States."

There is the possibility that we might never reach that goal, but by creating tangible, measurable objectives that support this, in every department, division, section and unit, we can assure the community that we'll never stop trying. The principles that all our objectives are based upon are:

To be responsive to the community; to be restorative in character; and to be

responsible to our commitments, which include:

- Be proactive in protecting the citizens,
- Preserve the peace,
- Fight crime,
- Prevent crime and disorder,
- Constantly guard personal liberty as prescribed by law, and
- Maintain the highest level of honesty – integrity – fairness – trustworthiness in all our relationships at all times, both as individuals and as an organization.

These are our values.

This will guide us in meeting our Mission: Community Focused; Respect for Each Other; Always Improving; and Worthy of Trust.

As a younger man, one of the books I most enjoyed reading was the anthology of stories about the old west and the days the frontier was being settled, written by Louis L'Amour. He wrote of the men who "rode for the brand," showing loyalty and commitment to their outfits, in the face of tremendous adversity and challenges. As long as the rancher or cattle owner treated his crew with respect and fairness, their dedication and hard work was guaranteed. With this mutual respect, in a time where lawlessness and dishonor abounded, these pioneers found great reward – both tangible and intangible – in their work and they worked with pride.

Our relationships with each another here at JSO, and with the community we serve, are not very different. Our men and women are out Riding for the Brand of the citizens of Jacksonville every day. They face tremendous danger and adversity from citizens who do not like the law or resent being compelled to do the right thing and made to obey the law. They also recognize, and seize, the opportunities to build trust in the community and strengthen



our partnerships with the many law abiding citizens in Jacksonville. This is why we work to make sure that in everything we do we are honoring our Mission and striving to meet our Goal.

It is then and only then, that we can call ourselves THE premier law enforcement agency in the country. As always, I welcome your feedback.

Sincerely,

John H. Rutherford
Sheriff, Duval County

**Some of the agencies and experts citing excellent performance, management, and quality of service provided by the JSO in the past two years are:*

- Edmund F. McGarrell, Ph. D. – Michigan State University
- Commission on Accreditation of Law Enforcement Agencies – 100% compliance w/ mandatory standards
- American Corrections Association
- Commission for Florida Law Enforcement – 100% compliance w/mandatory standards
- National Commission on Correctional Health care - 100% compliance w/ mandatory standards
- The Matrix Group – operational audit
- Police Executive Research Forum (PERF)
- Jerry H. Ratcliffe, Ph. D. – Author of "Intelligence Led Policing" – Temple University

JSO and the COMMUNITY

Inmates Assist in STREET CLEAN UP



In 2008 the JSO adopted portions of Myrtle Avenue and Bay Street, as a part of the Adopt-a-Road Program run by the City of Jacksonville. Inmates routinely assist in work programs, such as this one, to keep parks, roadways, and ditches cleared of debris and waste.

Teen Driver Challenge Returns to JSO

JSO instructor Billy Perry (right) works with teen drivers Greg Mattson (left) and Clayton Smith (center) at the first Teen Driver Challenge at the Northeast Florida Criminal Justice Training and Education Center held in March of 2008.



For more information about the 2009 Teen Driver Challenge go to www.coj.net/sheriff and click on Community Affairs.

CRIME FREE PROGRAM Certifies 20 Apartment Communities

Sheriff John Rutherford presented Eureka Gardens Apartment Manager Pam Floyd with their sign designating JSO Crime Free Multi-Housing certification in March. To learn more about the program go to www.coj.net/sheriff



CRIME PREVENTION WALKS Reach Citizens in all Areas of Duval County

In 2008 Sheriff Rutherford held Neighborhood Crime Prevention Walks throughout the city to meet with citizens "one-on-one" discussing crime and crime prevention in their neighborhoods.



During one of the walks the Sheriff spoke to residents who live near Edward Waters College in Zone 5. Joining him on the walk were EWC President Claudette H. Williams Ed. D (left); EWC Vice President of Financial Affairs Jim Washburn (second from left); and then State Attorney-elect Angela Corey (right).



Concerned about CRIME IN YOUR NEIGHBORHOOD? Become involved with JSO.

Citizen Involvement – Whether you want to become a member of the Sheriff's Advisory Council (ShAdCo) or a Community Posse member, or participate in a Neighborhood Watch program, the JSO has crime prevention programs designed to help citizens get involved. The programs guide citizens through the steps to create a better community, at a level of participation each citizen is comfortable with. To learn more, or to enroll in one of our programs, please visit www.coj.net/sheriff or call the Community Affairs Division at 630-2160.

First Coast Crime Stoppers is the local arm of a nationwide program that is designed to receive information about crime **anonymously** and **pay rewards** for the tips leading to arrests.



Crime Stoppers partners with local law enforcement agencies, the media, and the community in solving crimes and getting criminals off the street.

The toll-free tip line to call with tips is **1-866-845-8477**.



The Jacksonville Sheriff's Office is a triple crown accredited law enforcement agency.

www.JoinJSO.com

WORK FOR JUSTICE ... LIVE WITH HONOR

The Jacksonville Sheriff's Office continues its recruitment campaign for police officers, corrections officers, judicial officers, community service officers, civilians, and police emergency communications officers.

Choosing a career with JSO means that you believe as we do: law enforcement is a calling for ethical and honorable individuals. We encourage you to visit **www.JoinJSO.com** and if the principal of Working for Justice, Living with Honor calls to you, then **WELCOME TO YOUR FUTURE ...**



*Homicide Detective T.K. Waters
Read his story on www.joinJSO.com*

For more information about the activities of the Jacksonville Sheriff's Office please go to **www.coj.net/sheriff**. Use the key word search feature located at the top right corner to find information of interest.

JSO PATROL SUBSTATIONS

ZONE 1 – Gateway Mall 5570 Norwood Ave.

Jacksonville, FL 32208
Phone: 924-5361 • Fax: 924-5371
Hours: 7:00 a.m. to 5:00 p.m.
Monday – Friday
Email: JSOzone1@jaxsheriff.org

ZONE 2 – Regency Square 9501 Arlington Expressway

Jacksonville, FL 32225
Phone: 726-5100 • Fax: 726-5103
Hours: 8:00 a.m. to 6:00 p.m.
Monday – Friday
Email: JSOzone2@jaxsheriff.org

ZONE 3 7100 Powers Ave.

Jacksonville, FL 32217
Phone: 828-5463 • Fax: 828-5465
Hours: 7:00 a.m. to 5:00 p.m.
Monday – Friday
Email: JSOzone3@jaxsheriff.org

ZONE 4 – Cedar Hills Shopping Center 3726 Blanding Blvd.

Jacksonville, FL 32210
Phone: 573-3165 • Fax: 573-3174
Hours: 8:00 a.m. to 5:00 p.m.
Monday – Friday
Email: JSOzone4@jaxsheriff.org

ZONE 5 1024 Superior Street

Jacksonville, FL 32254
Phone: 384-8028
Fax: 384-8610
Hours: 8 a.m. to 5:00 p.m.
Monday – Friday
Email: JSOzone5@jaxsheriff.org

ZONE 6 – Highland Square Shopping Center

936 Dunn Ave.
Jacksonville, FL 32218
Phone: 696-4335
Fax: 696-4339
Hours: 7:30 a.m. to 5:30 p.m.
Monday – Friday
Email: JSOzone6@jaxsheriff.org



NUMBERS TO KNOW

Emergency
911

Non-emergency
630-0500

Telecommunications Device
for the Deaf (TDD)
633-5065

JSO Information
630-7600

Copy of Police Reports
630-2209 or any substation

Neighborhood Watch/
Business Watch
630-2161

Crime Prevention Information
630-2161

Sheriff's Advisory Council
630-2162 or any substation

Complaints/Compliments
of JSO Personnel 630-2187

Information on Civil Matters
630-2141

Jail Information
630-5747

Alarm Registration
630-2399

Jacksonville Sheriff's Office
501 East Bay Street
Jacksonville, FL 32202

www.coj.net/sheriff

JSO NEWS

The JSO Public Information Officers host a weekly cable television show, **Signal 94**. It is broadcast on **Comcast Channel 29** every **Thursday** at **8:30 p.m.** and is available on line at www.coj.net/sheriff.

In 2009 many more enhancements are planned for Signal 94 as well as the JSO website. "Stay Tuned" for more information and innovations.

Continuous Improvement Unit

In keeping with the agency's aspiration of being **The Premier Law Enforcement Agency in America**, the JSO Continuous Improvement Unit (CIU) constantly reviews the JSOs professional environment for opportunities to eliminate waste, improve the work experience for JSO employees, and enhance the agency's ability to add value to the services it provides.

The CIU improvement techniques are derived from a combination of "Lean" and other management theories. The basic principle of "Lean" is to continuously remove waste. Waste is anything that does not add value to the work process.

In December of 2008 the Jacksonville Sheriff's Office received recognition from the Jacksonville Lean Consortium when CIU personnel received the "Most Improved Lean Journey" for implementing Lean training and concepts throughout JSO.

For more information about Continuous Improvement, please visit www.coj.net/sheriff



JSO Website

JSO has a fully developed website (www.coj.net/sheriff) that is designed to offer in-depth information about our agency. If you want to learn more about JSO, or you are interested in partnering with JSO in the fight against crime, please go to www.coj.net/sheriff. Using the buttons on the front page, or the navigation bars on the left side of the page, find links to the following information:



Initiatives – Under the leadership of Sheriff John Rutherford, members of the JSO carry out a variety of law enforcement and prevention/intervention initiatives, all addressing crime and creating a safer environment for the citizens of Jacksonville. **Click on the JSO Initiatives tab for more information.**



JoinJSO.com – WORK for JUSTICE. LIVE with HONOR. **Click on the JoinJSO.com tab to learn more about a career with JSO.**



Contacting JSO – Need to contact the JSO? **Click on the Contacting JSO tab to find the right number to call the first time.**

News – The Jacksonville Sheriff's Office Public Information Office (PIO) provides timely and accurate information about incidents and community events to the media and citizens of Jacksonville. PIO's Melissa Bujeda (left) and Mike McCall (right) assist commanders at crime scenes and facilitate media/public information inquiries. **Click the JSO in the News tab for up-to-date information and a complete News Archive.**



Traffic Information – Traffic crash prevention and information is provided here, to promote safe driving in the city. Currently all six patrol and enforcement zones have a Traffic Unit that consists of marked units, motorcycles and undercover vehicles. All are used to enforce traffic laws and reduce crashes and fatalities. **Click on the JSO Traffic News tab for more information.**

Offender Watch – The Jacksonville Sheriff's Office maintains "Offender Watch", a sex offender registry and email notification system as a public service. This registry is designed to increase community education, safety and awareness. Educational brochures are also offered on this site, free of charge. **Click on the Offender Watch tab to learn more about this program.**