

MetroWest

Public Safety *FAQ*

(Frequently Asked Questions)

Question: Are MetroWest Public Safety (MWPS) officers law enforcement?

Answer: No, we are not law enforcement. Our Public Safety methodology is strategically focused on connecting with our community members by establishing trust, building relationships and strengthening social capital networks and investment.

Question: Can I call MWPS to handle noise complaints or trespassers within my community?

Answer: Yes, we are always available to take those calls from our community members; however, our officers will direct you to call the OPD non-emergency number FIRST. A MWPS officer will head in the direction of the reported issue and assess the situation to pass any additional information along to law enforcement.

Question: Can MWPS trespass people on my property?

Answer: No, MWPS officers do not have the authority to trespass people on your private property. The owner, manager or designated agent of your property needs to issue the trespass warning and have law enforcement on-site to witness and document the trespass.

Question: How often does MWPS visit my community?

Answer: As MWPS officers do not have set daily schedules, we are randomly in and out of the 38 residential communities. Keep in mind, MetroWest is 1805 acres with 38 residential communities and over 500 businesses, with more than 100 of those businesses being retail in nature, so we have a lot to assess.

Question: My community does not have security. Can I request MWPS to “patrol” my community?

Answer: No, MWPS is not a replacement for private protective/security services. We are not a responsive entity; we do what we can to address specific public safety related issues. We encourage our community managers/owners to engage the services of a protective/security company for the enforcement of community rules and asset protection.

Question: What does MWPS do?

Answer: Our focus is our community members. By connecting with our residents, community managers, and business partners, we establish, foster and strengthen the social capital/fiber that holds a community together. This is done through several different strategies and initiatives that focus on the community members. Our officers also remain diligent in assessing our community to identify and remedy any disorder that criminals may attempt to exploit.

Question: What is social capital?

Answer: The central premise of social capital is that social networks have value. Social capital refers to the collective value of all “social networks” (who people know) and the inclinations that arise from these networks to do things for each other (“norms of reciprocity”). Strong social capital investment within an environment ultimately equates to lower crime rates. The more interaction and networking that occur within an environment, the less the possibility of victimization exists. It is logical to conclude that the better the environment’s members know each other, the more they are apt to care for and watch over each other and less likely to victimize one another or accept being victimized by outsiders.

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Question: How many MWPS officers are there?

Answer: MetroWest Public Safety consists of eight officers, our Public Safety Manager and the Director of Public Safety. Our command staff is continuously evaluating our deployment scheduling and adjusting to facilitate our strategic need.

Question: Why do MWPS officers carry firearms?

Answer: MWPS officers carry firearms in the event that they are involved in a scenario that requires them to defend their lives or protect the lives of others.

Question: What type of training do MWPS officers receive?

Answer: Each MWPS officer is a licensed security officer in the state of Florida. To obtain that license, officers take 68 hours of state mandated training and must requalify once per year. MWPS officers receive an additional 24 hours of MetroWest specific training. In addition, all officers must successfully complete four weeks of Field Training, followed by a 90-day probationary period.

Question: Can I call MWPS if my community is experiencing quality of life issues?

Answer: Yes. As an objective of the MWPS strategy, we welcome these calls/notifications. Our hope is that we can work with you – our community partner – to develop long term solutions for an issue rather than letting it fester and become a larger concern. Keep in mind, MWPS has spent years building relationships with OPD, City of Orlando Code Enforcement, and other public entities to assist in finding these solutions.

Question: Can I have MWPS attend my community's event?

Answer: Yes. Community events are an opportune time for our officers to meet and greet our community members and distribute information about MetroWest and the Public Safety program itself.

Question: Where in MetroWest can Public Safety go?

Answer: As part of the MetroWest Development Guidelines, MWPS has access to all public spaces within our residential community and businesses. Our officers will not come onto your private residential property unless it is an emergency, OPD requests our assistance, or we are invited by that homeowner.

Question: Can MWPS have a vehicle towed?

Answer: No. MWPS cannot have a vehicle towed from private property. Vehicle towing is regulated by state and local agencies. Private property owners/managers contract with local towing companies to facilitate towing needs on their properties.

Question: How can I learn more about MWPS?

Answer: To learn more about the MetroWest Public Safety Program and The Guardian Safe Communities Program, visit www.cisworldservices.org/master-planned-community-hoa-crime-prevention-public-safety.

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