

Organizational Update



Jim Wiggins
Director of Organizational Services

Membership Has Its Privileges

To the average member, whether they're a state officer or a municipal or county law enforcement officer, representation at Internal Affairs and Administrative Hearings (Pre Determination and Grievance Hearings) is most likely the only contact they'll have with a PBA staff representative. To us, effective and professional representation is job number one. The PBA is working to improve and enhance the level of service we provide to our members.

You wouldn't leave your home without your weapon or ballistic vest. Before you walk out that door, make sure you have your Florida PBA membership card with you. So, if you're involved in a critical incident or are called to internal affairs—you'll know that the Florida PBA will be there with you every step of the way. Don't leave home without it.

Because It's Job Number One

We constantly strive to improve our service to the membership. One way you can help us is to be on the look out for our membership feedback card. Every member who receives services from our division will have the feedback form mailed to them once they've had their first IA interview or hearing (grievance/PDC). The feedback card is short and postage paid, so it costs you nothing to send it back to us. It contains info about who you are and the type of service you requested. More importantly, it gives us important information about which staff person represented you, how long it took them to respond to your request, and a place for you to comment about the service you were provided. I can't

emphasize enough just how important it is to get the remarks you give about the services we provide. Your feedback "good or bad" is vital to our ability to improve membership services. Your input enables us to make the PBA more reflective of what you want it to be.

Bottom Line

You must be a member in good standing (dues are current) at the time the incident occurred. If you are, the PBA will be with you every step of the way, or as we say "we'll be with you from the cradle to the grave." Start to finish.

I can't begin to tell you the number of calls we get from officers who find themselves in harm's way, but have never joined the PBA. I've heard every excuse in the book, from "I've been meaning to join" to "I'll pay a year's worth of back dues." The bottom line is that none of us believe that we're going to get into trouble. "That stuff happens to other people, not me." The reality is that every time you put that uniform on and head to work, there's a chance that you're going to be involved in a critical incident, or that someone is going to lodge a complaint against you. So carry your membership card with confidence, and the knowledge that we will be beside you every step of the way. Remember, the PBA membership has its privileges.

If you or a group of your fellow officers would like to have us come out and work with you and your organization, don't hesitate to give us a call. We'll set a date and time to get started. ●

Check out just a small sampling of how our members feel about their staff reps!

Florida PBA Board Adopts Dues Increase

By unanimous approval of the Florida PBA Board of Directors, all chapter members of the Florida PBA will see an increase in membership dues of \$2.00 per month beginning February 1, 2007. This increase is necessary to cover operating costs of the Association and provide even better services to our ever increasing membership. In addition to keeping up with inflation, we plan to hire an additional attorney and field staff representative for even better representation, plus increase our political activity.

The Florida PBA will deposit \$1.75 of the \$2.00 dues increase into the Florida PBA General Revenue Fund and the remaining \$0.25 will be deposited into one of Florida PBA's established Political Committees to enhance our political activities and abilities. If you elect not to participate in our Political Committee, please notify your membership secretary in writing, and all of the \$2.00 dues increase will be deposited into the PBA General Revenue Fund.

Members of the Florida Correctional Probation Officers Chapter will see an additional increase of 23 cents per pay period to boost contributions to the Correctional Probation Officers Chapter's Political Committee. This increase was approved by the CPO Board of Directors.

MEMBER FEEDBACK CARD

We value your membership, so we would like to hear from you about the service our staff person provided you. The information is important to us, so please take a moment to complete this card and drop it in the mail.

Name: Kathleen Clements Agency: State Courts State: FL Zip: 32009

Address: 1301 S. Orange Ave. City: Orlando

Name of staff person who assisted you: David Ham

1. Type of Service Provided (check one): IA Interview Grievance Assistance Disciplinary Assistance Career Service Appeal/PERC General Information Legal Assistance at Shooting/Incident CJSTC Hearing

2. Once you contacted PBA for assistance, how long before you were contacted by a staff member? 2 hours or 2 days.

3. Was the service provided adequate? Yes No

4. Comments: DAVID CALLED BACK AND WAS VERY PROFESSIONAL AND EMPATHETIC. HE PUT ME AT EASE JUST BY TALKING TO ME. THANK YOU DAVID FOR YOUR HELP!

5. Can we use your case as a testimonial? Yes No

MEMBER FEEDBACK CARD

Name: Michael Thompson Agency: Kissimmee PD State: FL Zip: 34746

Address: 1000 W. US Hwy 1 City: Kissimmee

Name of staff person who assisted you: Mike Morris

1. Type of Service Provided (check one): IA Interview Grievance Assistance Disciplinary Assistance Career Service Appeal/PERC General Information Legal Assistance at Shooting/Incident CJSTC Hearing

2. Once you contacted PBA for assistance, how long before you were contacted by a staff member? 2 hours or 0 days.

3. Was the service provided adequate? Yes No

4. Comments: MR. MORRIS WAS VERY PROFESSIONAL & VERY HELPFUL.

MEMBER FEEDBACK CARD

Name: Douglas C. Thompson Agency: DC State: FL Zip: 32009

Address: 1301 S. Orange Ave. City: Orlando

Name of staff person who assisted you: Linda Anthony

1. Type of Service Provided (check one): IA Interview Grievance Assistance Disciplinary Assistance Career Service Appeal/PERC General Information Legal Assistance at Shooting/Incident CJSTC Hearing

2. Once you contacted PBA for assistance, how long before you were contacted by a staff member? 1/2 hours or 0 days.

3. Was the service provided adequate? Yes No

4. Comments: MRS. ANTHONY MADE ME FEEL AT EASE DURING MY PDC. PRIOR TO MY PDC, SHE ALWAYS ANSWERED MY CALLS QUICKLY AND TOOK PLINY OF TIME TO DISCUSS MY SITUATION WITH ME.

MEMBER FEEDBACK CARD

Name: Kelly A. Brown Agency: Department of Corrections State: FL Zip: 32009

Address: 1301 S. Orange Ave. City: Orlando

Name of staff person who assisted you: Chuck Cluett

1. Type of Service Provided (check one): IA Interview Grievance Assistance Disciplinary Assistance Career Service Appeal/PERC General Information Legal Assistance at Shooting/Incident CJSTC Hearing

2. Once you contacted PBA for assistance, how long before you were contacted by a staff member? 2 hours or 0 days.

3. Was the service provided adequate? Yes No

4. Comments: Very Professional Response. Very Knowledgeable

MEMBER FEEDBACK CARD

Name: Eric Sciano Agency: Chickasaw Co. State: FL Zip: 32009

Address: 1301 S. Orange Ave. City: Orlando

Name of staff person who assisted you: Steve Zelinka

1. Type of Service Provided (check one): IA Interview Grievance Assistance Disciplinary Assistance Career Service Appeal/PERC General Information Legal Assistance at Shooting/Incident CJSTC Hearing

2. Once you contacted PBA for assistance, how long before you were contacted by a staff member? 3 hours or 0 days.

3. Was the service provided adequate? Yes No

4. Comments: The service Mr. Zelinka provided was excellent! I never waited more than 3 hours for him to return any of my phone calls. Him and his secretary made everything very convenient for me. Highly recommended!

MEMBER FEEDBACK CARD

Name: Richard J. Ferrel Agency: FDACS - DALE State: FL Zip: 32009

Address: 1301 S. Orange Ave. City: Orlando

Name of staff person who assisted you: Neke Ingram

1. Type of Service Provided (check one): IA Interview Grievance Assistance Disciplinary Assistance Career Service Appeal/PERC General Information Legal Assistance at Shooting/Incident CJSTC Hearing

2. Once you contacted PBA for assistance, how long before you were contacted by a staff member? 0 hours or 0 days.

3. Was the service provided adequate? Yes No

4. Comments: Great Help! Sure wouldn't have wanted to face that alone. As of 11-15-06 results still pending!

5. Can we use your case as a testimonial? Yes No

6. Do you want a supervisor to contact you to discuss the assistance provided by the staff member? If so, please provide your telephone number: THANKS

Thank you for filling out this Feedback Card. This information will help the PBA to better serve you in the future.

MEMBER FEEDBACK CARD

We value your membership, so we would like to hear from you about the service our staff person provided you. The information is important to us, so please take a moment to complete this card and drop it in the mail.

Name: John M. Thompson Agency: FDCC State: FL Zip: 32009

Address: 1301 S. Orange Ave. City: Orlando

Name of staff person who assisted you: Ricky Mayo

1. Type of Service Provided (check one): IA Interview Grievance Assistance Disciplinary Assistance Career Service Appeal/PERC General Information Legal Assistance at Shooting/Incident CJSTC Hearing

2. Once you contacted PBA for assistance, how long before you were contacted by a staff member? 2 hours or 1 days.

3. Was the service provided adequate? Yes No

4. Comments: Ricky Mayo and all staff did a wonderful job representing me. They are very knowledgeable and I have been and will continue to recommend FL PBA to everyone. Thanks guys!

MEMBER FEEDBACK CARD

Name: Bruce, Dennis A. Jr. Agency: Department of Corrections State: FL Zip: 32009

Address: 1301 S. Orange Ave. City: Orlando

Name of staff person who assisted you: Tim Welborn

1. Type of Service Provided (check one): IA Interview Grievance Assistance Disciplinary Assistance Career Service Appeal/PERC General Information Legal Assistance at Shooting/Incident CJSTC Hearing

2. Once you contacted PBA for assistance, how long before you were contacted by a staff member? 1 hour or 0 days.

3. Was the service provided adequate? Yes No

4. Comments: I was provided with professional service from the moment I contacted Mr. Welborn. Thanks to his and PBA's assistance the outcome was to my benefit. Because of the professional manner my supervisor was not offended.

MEMBER FEEDBACK CARD

Name: Erica M. Jacobs Agency: Dept of Corrections State: FL Zip: 32009

Address: 1301 S. Orange Ave. City: Orlando

Name of staff person who assisted you: Paul Welborn

1. Type of Service Provided (check one): IA Interview Grievance Assistance Disciplinary Assistance Career Service Appeal/PERC General Information Legal Assistance at Shooting/Incident CJSTC Hearing

2. Once you contacted PBA for assistance, how long before you were contacted by a staff member? 1 hour or 0 days.

3. Was the service provided adequate? Yes No

4. Comments: Paul is a very good representative, and does a very good job. I appreciate him so very much. Thank you Paul and thank you PBA!

MEMBER FEEDBACK CARD

Name: Grace R. Towler Agency: Fort Myers Police Dept State: FL Zip: 32009

Address: 1301 S. Orange Ave. City: Orlando

Name of staff person who assisted you: Sergio Alvarez

1. Type of Service Provided (check one): IA Interview Grievance Assistance Disciplinary Assistance Career Service Appeal/PERC General Information Legal Assistance at Shooting/Incident CJSTC Hearing

2. Once you contacted PBA for assistance, how long before you were contacted by a staff member? 3 hours or 0 days.

3. Was the service provided adequate? Yes No

4. Comments: Sergio took his time to go over all of the sworn complaint paperwork against me. His professional was awesome. He helped me understand the process and took the time to calm my nerves.

MEMBER FEEDBACK CARD

Name: Mike Glass Agency: U.W.F. Police State: FL Zip: 32009

Address: 1301 S. Orange Ave. City: Orlando

Name of staff person who assisted you: Steve Meers

1. Type of Service Provided (check one): IA Interview Grievance Assistance Disciplinary Assistance Career Service Appeal/PERC General Information Legal Assistance at Shooting/Incident CJSTC Hearing

2. Once you contacted PBA for assistance, how long before you were contacted by a staff member? 2 hours or 0 days.

3. Was the service provided adequate? Yes No

4. Comments: Steve is a first class representative, I feel good and confident with him handling my case.

MEMBER FEEDBACK CARD

Name: Josephine R Long Agency: DOC - Probation & Parole State: FL Zip: 32009

Address: 1301 S. Orange Ave. City: Orlando

Name of staff person who assisted you: Truman Johnson

1. Type of Service Provided (check one): IA Interview Grievance Assistance Disciplinary Assistance Career Service Appeal/PERC General Information Legal Assistance at Shooting/Incident CJSTC Hearing

2. Once you contacted PBA for assistance, how long before you were contacted by a staff member? 0 hours or 0 days.

3. Was the service provided adequate? Yes No

4. Comments: Truman, knowledgeable, methodical, and absolutely correct in how he handled all aspects - he was instrumental in "calling off the dog"

5. Can we use your case as a testimonial? Yes No

6. Do you want a supervisor to contact you to discuss the assistance provided by the staff member? If so, please provide your telephone number: THANK YOU

Thank you for filling out this Feedback Card. This information will help the PBA to better serve you in the future.