



2018  
Annual Report

Maricopa County  
Sheriff's Office



one1MCS





I am pleased to highlight the accomplishments and hard work of the men and women of the Maricopa County Sheriff's Office in our 2018 Annual Report. Every day, I have the privilege of leading more than 3,400 employees dedicated to providing services to our community. When I review the accomplishments of this past year, many of which are highlighted in this report, I am especially proud of these men and women. As you examine this report, I hope you also see the exemplary work and determination of our patrol deputies, civilian staff, and detention officers who work hard every day to support our community and keep it safe. This report includes only a few of the many achievements of 2018.

As we look back at our accomplishments, we also look forward. We continually examine how to serve our community best. We are committed to providing public safety with the highest degree of service while striving to improve ourselves wherever possible. Through community engagement and partnerships, we continue to maintain and strengthen our relationship with the people we serve.

I am honored to stand alongside the dedicated men and women who make up the Maricopa County Sheriff's Office as they work to provide effective, efficient, and professional law enforcement services to our vast community. Their continued commitment to this organization, each other, and our community are commendable. Together, as oneMCSO, we work to ensure our community remains a safe place to live, work, and raise a family. Thank you for letting us serve you.

Stay safe.

A handwritten signature in black ink that reads "Paul Penzone".

Sheriff Paul Penzone



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# Mission Vision Values

Sheriff Penzone tasked a group of employees from all disciplines and ranks across our organization to help articulate the MCSO's Mission, Vision, and Values.

The MCSO employees instinctively know why they come to work and do what they do every day, but the Sheriff wanted to be sure that the MCSO put these instincts into words, for three reasons. So our community understands who we are, that prospective employees understand the expectation and ethical commitment of the organization, and most importantly so MCSO employees can embrace holding one another accountable for embodying these principles in their interactions with each other and with the public.

The committee interviewed Sheriff Penzone and numerous other MCSO leaders, heard from hundreds of employees via a survey, and invested many hours in developing these statements.



# Mission

Working together to safeguard our communities

# Vision

Ensuring MCSO is a leading law enforcement agency, united with our community

# Values

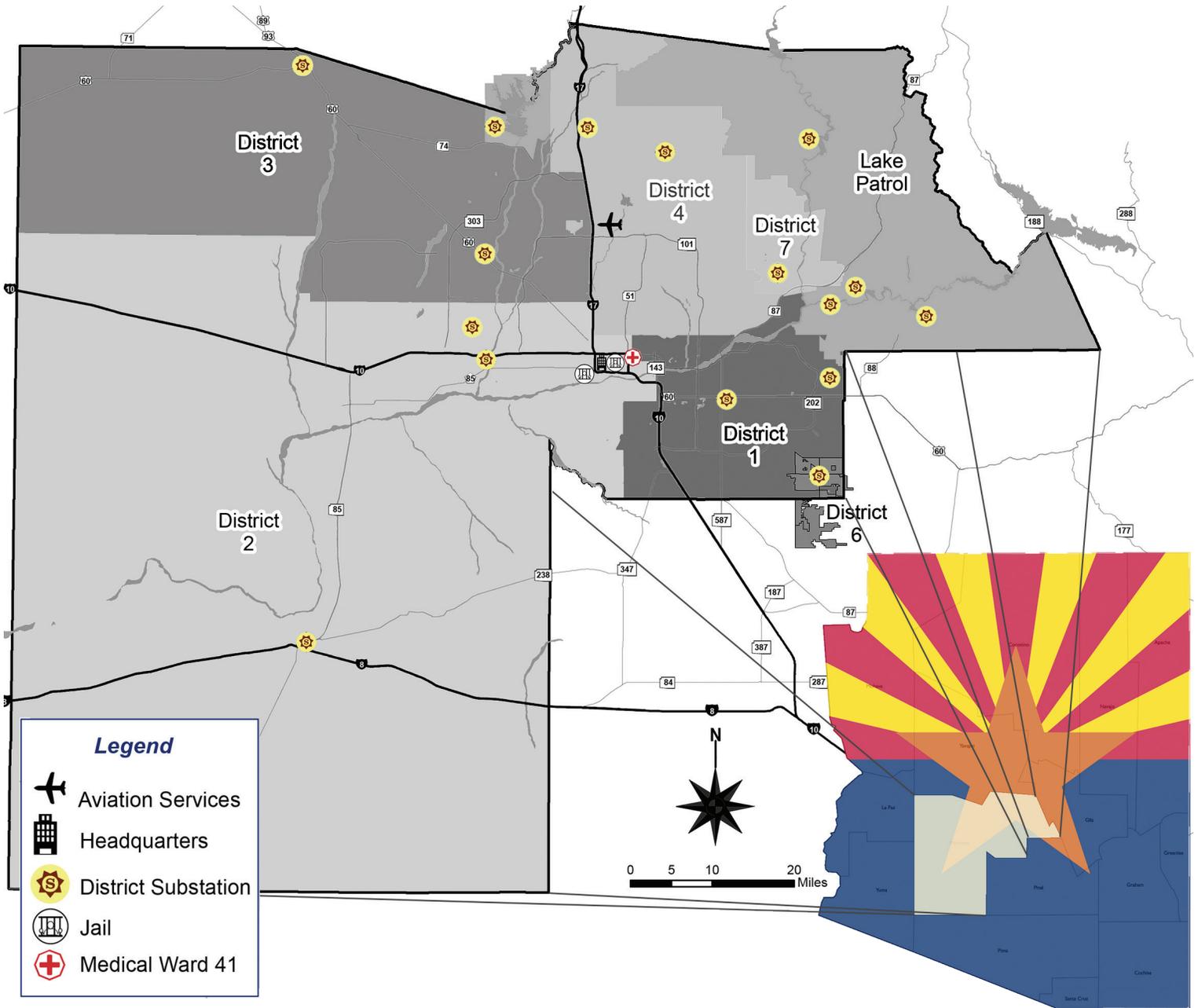
<b>Honesty</b>	We are truthful in our words and actions
<b>Humility</b>	We are committed to learning from and serving each other
<b>Perseverance</b>	We are in the constant pursuit of excellence
<b>Respect</b>	We embrace the diversity of our communities
<b>Trust</b>	We believe trust is the foundation of our relationships
<b>Unity</b>	We are working together toward common goals



# Maricopa County Jurisdiction

maricopa county	<b>9,276 square miles</b>
district 1	<b>502 square miles</b>
district 2	<b>5,216 square miles</b>
district 3	<b>1,631 square miles</b>
district 4	<b>668 square miles</b>
district 6	<b>48 square miles</b>
district 7	<b>124 square miles</b>
lake patrol	<b>1,087 square miles</b>
county parks	<b>22 square miles</b>



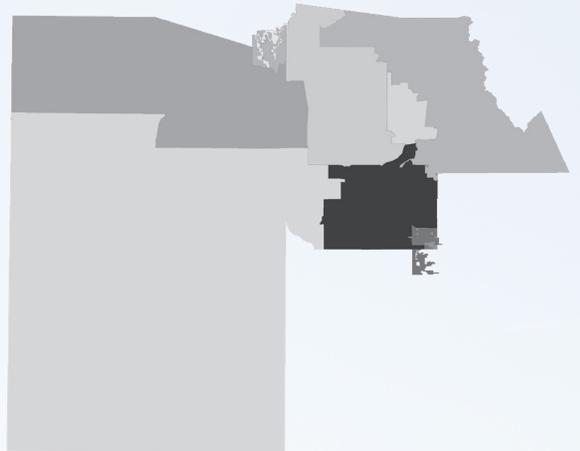


# Enforcement Bureau

Maricopa County is the fourth largest and fastest growing county in the United States. For purposes of law enforcement, the county is divided into six geographical areas referred to as Districts and Lake Patrol. Each district has a commander, deputy commander, uniformed sergeants, patrol deputies, detectives, and administrative staff. District personnel primarily serve unincorporated areas of Maricopa County as well as contracted services in cities and towns.

# District I

A residential burglary involved the theft of multiple firearms including custom skeet shooting shotguns, jewelry, other household belongings, and \$16,000. The estimated total loss was over \$30,000. The recently widowed victim was devastated by the burglary as her husband's items were now gone. District detectives served multiple search warrants and four individuals were identified, arrested, and convicted. Through various search warrants, almost all the stolen items were recovered including much of the cash. In December 2018, the case was finally adjudicated, and the victim was awarded more than \$22,000 as restitution.



**862**  
arrests

**39,528**  
incidents

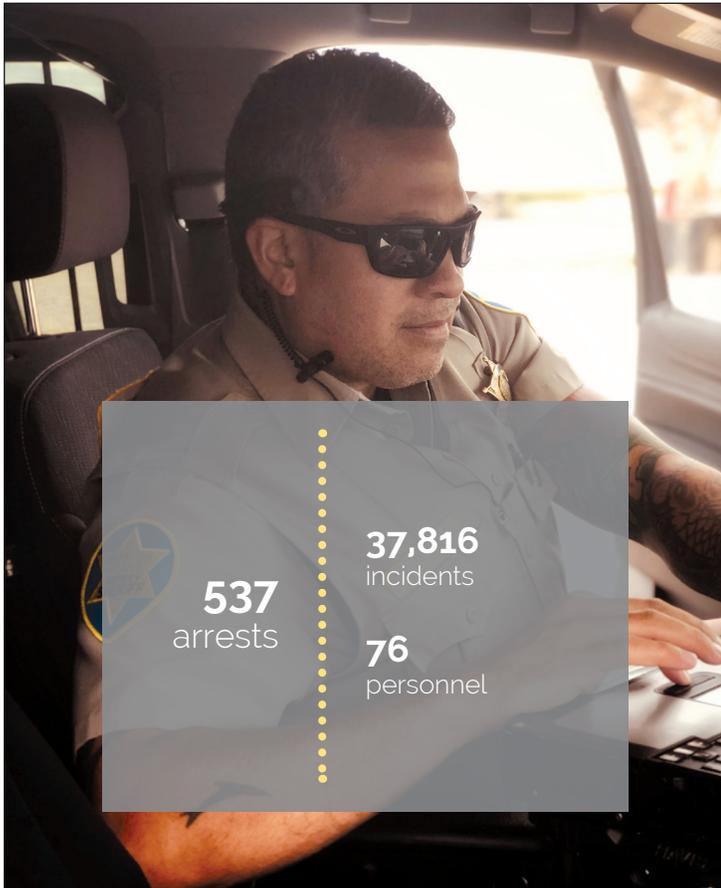
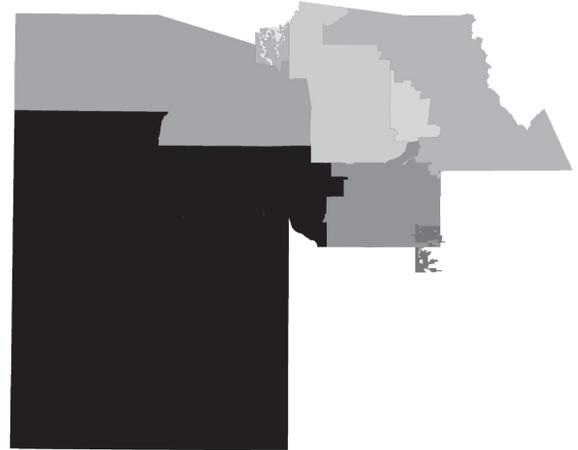
**76**  
personnel

District I covers an area of 502 square miles in the southeast quadrant of the county. Within District I, the MCSO serves as the primary or backup law enforcement agency for Apache Junction, Chandler, Gilbert, Guadalupe, Mesa, Tempe, south Scottsdale, Sun Lakes, and Queen Creek.

# District II

A 30-year-old man was reported as harassing a 16-year-old female. District detectives immediately began investigating the case. The detectives quickly identified and located a suspect. The suspect was brought to the District II substation to discuss the accusations. During the interview, the suspect admitted to sending obscene text messages from his cellular phone to the 16-year-old minor.

The suspect was arrested and booked into the 4th Avenue Jail for a class 4 felony.



**537**  
arrests

**37,816**  
incidents

**76**  
personnel

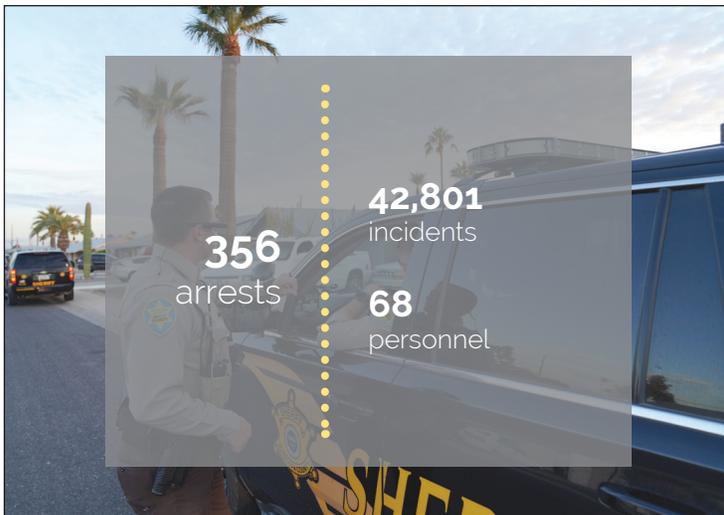
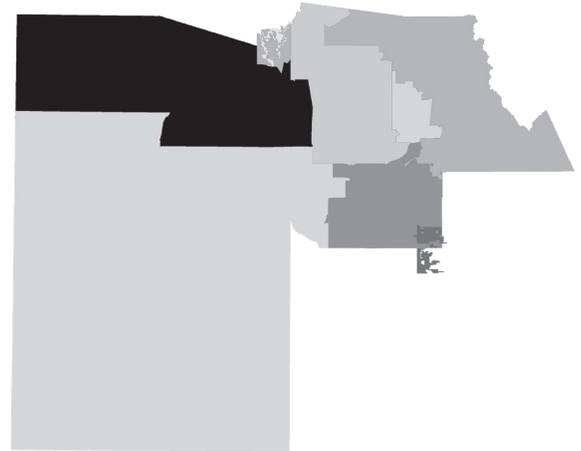
District II covers an area of 5,216 square miles in the southwest quadrant of the county. Within District II, the MCSO serves as the primary or backup law enforcement agency for Arlington, Avondale, Buckeye, Buckeye Valley, Estrella Mountain Park, Gila Bend, Glendale, parts of Goodyear, Harquahala Valley, Laveen, Litchfield Park, Mobile, Phoenix, Rainbow Valley, Tonopah, Wintersburg, and unincorporated land.



# District III

In early 2018, District III began experiencing a rash of residential burglaries that fit a distinct pattern. In several cases, homes were accessed through a broken window and ransacked. Stolen items were typically limited to jewelry and other small valuables. The suspect would put the items into a pillow case also taken from the house. Video footage from multiple homes were used to publicize the

suspect's picture and vehicle. With this information, we received a tip from a neighboring police department identifying the suspect. We worked with area pawn shop owners to contact us if the suspect attempted to sell any new items. A few days later, the suspect entered a pawn shop in south Phoenix. The manager alerted District III detectives who then worked with Phoenix police officers to detain the suspect. When District III detectives interviewed the suspect, he admitted to involvement in as many as 12 burglaries. The suspect also provided information about an unsolved homicide in El Mirage. This case was an excellent example of several investigators working together with surrounding agencies to solve a series of crimes.

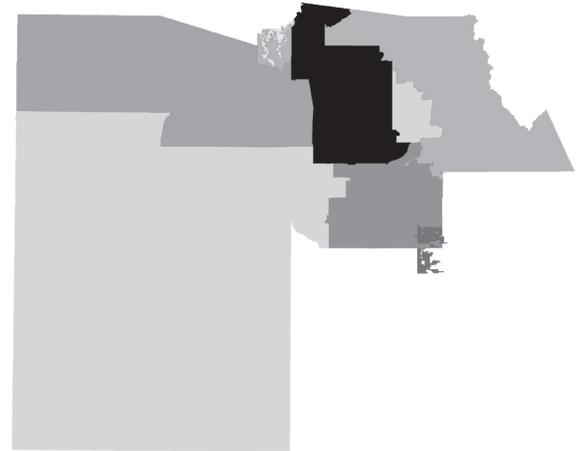


District III covers an area of 1,631 square miles in the northwest quadrant of the county. Within District III, the MCSO serves as the primary or backup law enforcement agency for Aguila, Circle City, El Mirage, Gladden, unincorporated areas surrounding Glendale, Morristown, Peoria, Phoenix, Sun City, Sun City West, Surprise, Town of Youngtown, Waddell, Whispering Ranch, Wickenburg, Wittman and White Tanks Park.

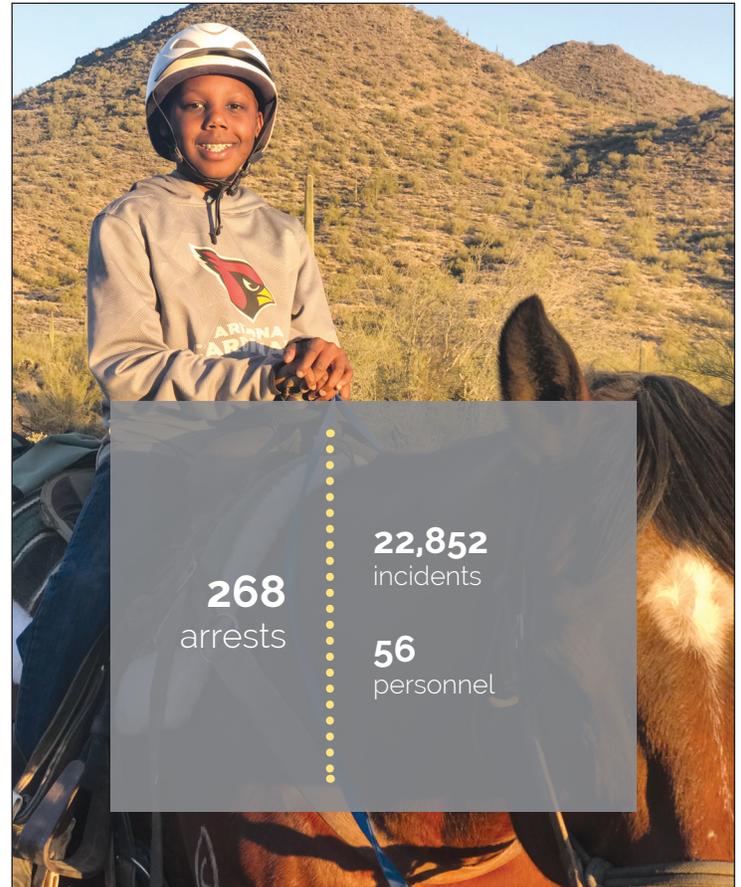


# District IV

District IV established a partnership with Horses Help, a non-profit that serves special needs and at-risk community by using horses and people to improve quality of life. This program strengthens relationships and builds opportunities for open communication between our deputies and the community. The deputies mentor and help at-risk youth who have come out of domestic violence situations, single parent homes, or have been part of the Arizona Foster Care System. They use the horses to teach and mentor children regarding responsibility, mutual respect, and accountability. The youth are tasked with anything from cleaning the horse stalls, grooming horses, leading the horse around the stalls, and maintaining the equipment.



District IV covers an area of 668 square miles in the north-central quadrant of the County. Within District IV, the MCSO serves as the primary or backup law enforcement agency for Carefree, Cave Creek, Cave Creek Park, northern areas of Phoenix and Scottsdale, parts of Peoria, Spur Cross Park, and unincorporated Maricopa and Yavapai Counties.



**268**  
arrests

**22,852**  
incidents

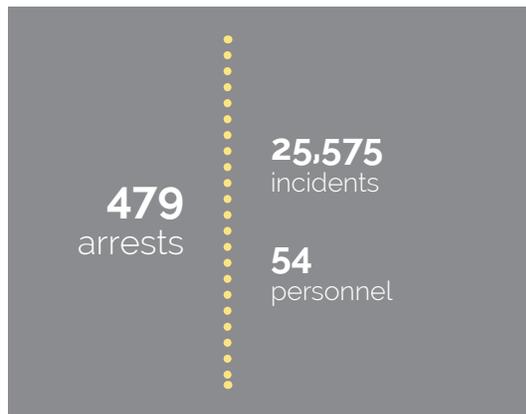
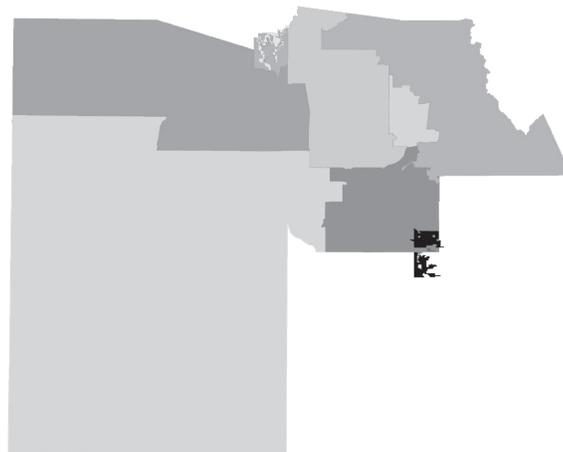
**56**  
personnel

# District VI

In early 2018, an adult male and female became the victims of a home invasion in the early-morning hours. The couple awoke to their dogs barking and growling near the patio door. Upon getting out of bed to investigate, the homeowner was confronted by three unknown suspects armed with handguns. The homeowners were bound with zip ties and held at gunpoint for approximately one-hour while their

home was burglarized. The victims were left bound, and the suspects fled with two of the victim's vehicles and various stolen items. The victims were able to free themselves and contact 911. Deputies and detectives responded and launched a large-scale investigation.

Using various investigative resources and collaborating with other local law enforcement agencies, the victim's vehicles and one suspect was located in Phoenix in less than 24 hours. The remaining suspects were soon identified and arrested. During this investigation, the continued collaboration with other law enforcement agencies led to the recovery of additional property stolen during two separate home invasion incidents in Scottsdale.

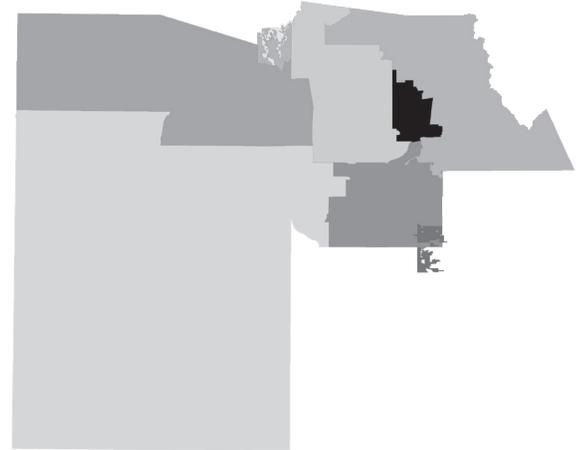


District VI is the primary enforcement agency for the Town of Queen Creek, San Tan Park, and assists Pinal County.

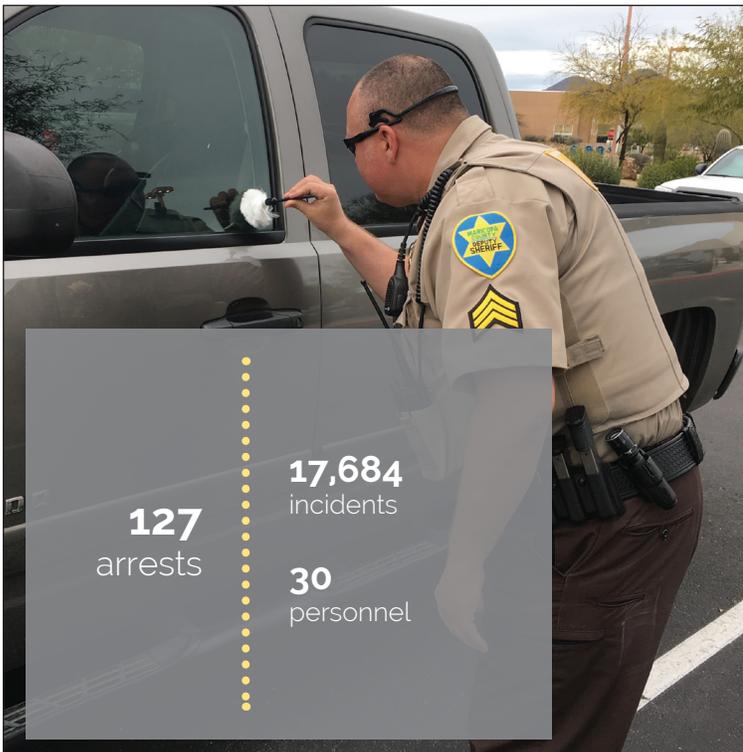


# District VII

A high-profile home burglary where a double homicide occurred the day prior required the tireless efforts from detectives to solve the burglary. For nearly two months, district detectives collaborated with Scottsdale and Phoenix Police Departments to arrest two suspects involved in the burglary and theft of the vehicles. Detectives successfully tied one suspect to the crime through DNA left at the scene. They later located and interviewed a second suspect who confessed to the burglary. This case was a great example of law enforcement agencies working together to solve a crime.



District VII covers an area of 124 square miles in the northeast quadrant of the county. Within District VII, the MCSO serves as the primary enforcement agency for Fountain Hills, McDowell Mountain Park, Rio Verde, and unincorporated Maricopa County land.



127  
arrests

17,684  
incidents

30  
personnel



# Lake Patrol

This spring, a young foal attempted to cross the Salt River with its mother but was swept away in the current. Bystanders attempted to rescue the foal. However, the river's strong currents swept the husband, wife, and foal away. The couple fought against the strong currents and were swept underwater, but they were still able to keep ahold of the foal. This threesome needed help or risked being swept

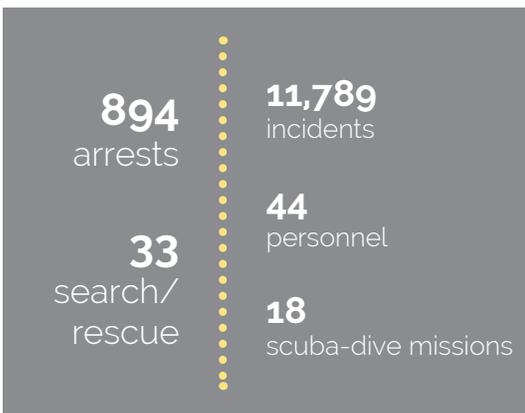
away completely. Thankfully, deputies immediately launched an airboat and quickly reached the couple and foal. The husband and wife were brought to safety. The deputies were also able to rescue the foal and release him back to his mother.

The quick response and teamwork of all the deputies involved resulted in a successful rescue mission with no injuries.

The victims are members of the Salt River Wild Horse Management Group. A video and story of the rescue were posted on their Facebook page. The post generated hundreds of comments, many thanking the MCSO for their efforts.



Lake Patrol is responsible for patrolling all of the lakes, waterways, recreational, and wilderness areas of Maricopa County. Lake Patrol covers an area of 1,087 square miles, including Lake Pleasant Regional Park, Usery Park, and the Tonto National Forest within Maricopa County.



# Special Weapons and Tactics

The Special Weapons and Tactics (SWAT) Division is made up of highly-trained and specially-equipped deputies who respond to high-risk and dangerous situations. SWAT is made up of three units: the Tactical Operations Unit (TOU), Explosive Ordinance Disposal (EOD), and K9. SWAT supports the MCSO and other requesting law enforcement agencies with a tactical response capability.

## TOU

**75**  
special  
details

**50**  
search warrants

**40**  
high-risk arrest

**10**  
barricades

**233**  
TOU  
assists

**14**  
apprehensions

**121**  
public  
demonstrations

**163**  
EOD  
sweeps

**394**  
searches

## K9

**46**  
call outs

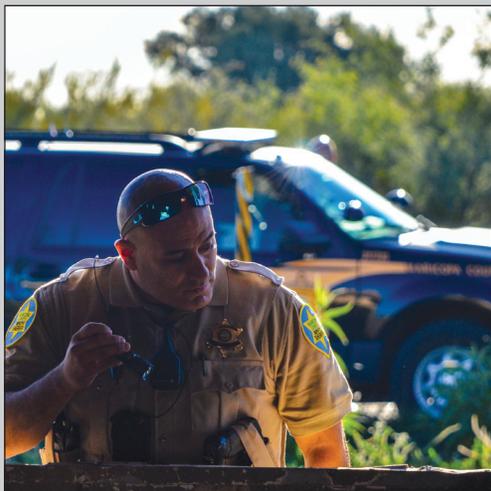
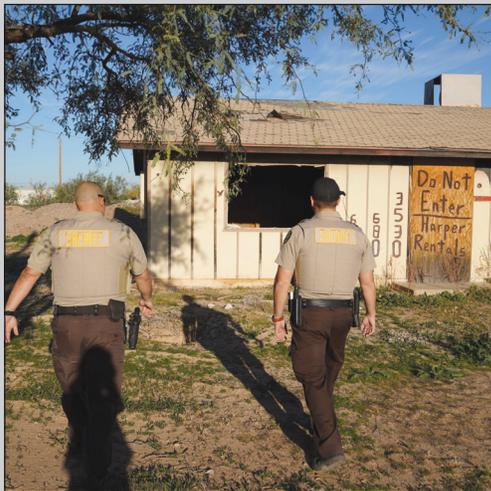
**40**  
special details

**38**  
TOU assists

## EOD

The following situations could justify a SWAT response:

- barricade ■ hostage ■ high-risk entry ■
- search ■ and/or arrest warrants ■
- executive security ■ civil disorder ■



# Extraditions Unit

The Extraditions Unit is responsible for extraditing individuals to Arizona for legal proceedings. The Unit coordinates with law enforcement agencies in other states to facilitate the extradition of individuals who have absconded to or from Arizona. The Unit works closely with partners from the Governor's Office, Maricopa County Attorney's Office, and other agencies throughout Maricopa County. Individuals are extradited by using commercial airlines, the MCSO Aviation Service Division's fixed-wing airplane, or the Northwest Shuttle system, a cooperative effort across northwest states to move prisoners from one jurisdiction to another.



**502**  
inmates moved

**266**  
trips

**183**  
fugitives

**153**  
extraditions

**\$263,560.26**  
savings by using the  
Northwest Shuttle

**\$132,598.49**  
savings over commercial  
flights

## REMARKABLE EXTRADITIONS

- Two brothers who murdered their stepfather for money fled to Green Bay, Wisconsin. They were arrested and extradited to Arizona in January.
- In February, a married couple involved in sexually abusing their babysitter was apprehended in Hawaii.
- A Phoenix man was extradited from Los Angeles, California in September after murdering his wife in their Phoenix apartment.



# Aviation Services Division

The Aviation Services Division (ASD) provides aerial support to all aspects of the MCSO. One primary function includes Search and Rescue missions. However, ASD also serves in direct support of law enforcement functions where aircraft becomes necessary, such as patrol support, surveillance, transportation, command and control, traffic management, disaster relief, communications, and aerial photography. Above all, the primary objective is to provide these services with the highest degree of safety.



## LARGE-SCALE RESCUE

A local youth hiking club reported that 24 individuals from their group had become separated. The ASD initiated a rescue mission to locate the 17 children and seven adults stranded on Mount Ord in the Upper Sycamore Canyon area. Lake Patrol Deputies and the Mountain Rescue Posse assisted the ASD in quickly locating all 24 individuals. Within approximately eight hours, all the hikers were brought back to safety. Other than being hungry, tired, and a little cold, there were no injuries. The rescue of 24 people from Mount Ord was the largest single rescue in ASD's history.

2,236  
flight hours

1,344  
missions

263  
search and rescue

198  
victims rescued

90  
suspect search



# Investigations Bureau

The Investigations Bureau is made up of the Criminal Intelligence Division, Criminal and Custody Intelligence Unit, Enforcement Support, Special Investigations Division, Major Crimes Division, and the Scientific Analysis Division.



# Special Investigations Division

The Special Investigations Division (SID) is the MCSO's front line in drug crime enforcement, focusing on the Racketeer-Influenced and Corrupt Organizations (RICO) such as the "drug cartels." SID investigates, arrests, and prosecutes individuals involved in narcotics trafficking, money laundering, and other illegal activities. Operating throughout the County, SID seeks to dismantle the system of manufacturing, transporting, distributing, selling, and using of all illegal drugs. SID includes Fugitive Apprehension Tactical Enforcement (FATE), Financial Crimes (FC), Threats Management, Electronic Evidence Analysis and Remote Surveillance (EEARS), and High Intensity Drug Trafficking Area (HIDTA).

## FATE

**182**  
arrests

**\$5,540,003**  
total bond amount for  
arrests

**9**  
non-bondable

**93**  
investigations

**\$808,609.62**  
currency seized

**\$288,740.82**  
currency forfeited

## FC

**115**  
forensic  
examinations

**112**  
out of agency assists

**266**  
hours of intelligence  
analysis

## HIDTA

**118**  
arrests

**2,132**  
marijuana  
plants seized

**5,492 pounds**  
marijuana seized

**587 pounds**  
methamphetamine  
seized

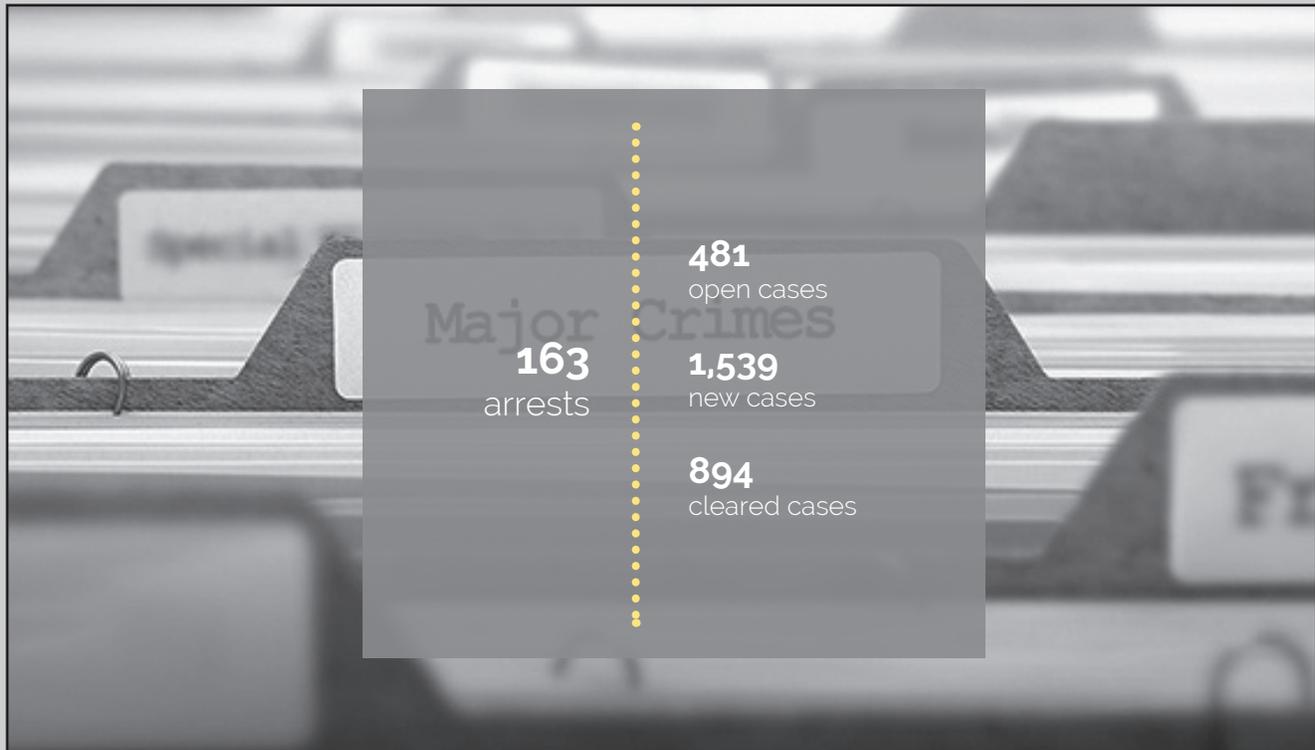
**16,623**  
fentanyl pills seized

## EEARS



# Major Crimes Division

The Major Crimes Division provides an effective problem-solving approach to our law enforcement services. Through hard work and dedication, Major Crimes advocates for victims and their families by ensuring all investigative cases reflect the highest level of professionalism. In the latter part of 2018, division leadership began directing an office-wide gun inventory, while also creating a sophisticated tracking and accountability system to ensure accurate inventory control. The Major Crimes Division includes Animal Crimes, Arson, Cyber Crimes, Homicide, Jail Crimes, Special Victims, Vehicular Crimes, and Firearms.





# Homicide Unit

The Homicide Unit responds to and investigates homicides, suspicious deaths, and critical incidents including officer-involved shootings. From the moment a crime is reported, the Unit works tirelessly to help solve the case and provide closure to the victim's family. Three prominent cases went to trial in 2018, and each resulted in convictions for murder among other felonies.

**Case #1:** In 2016, a woman was murdered while visiting the Phoenix apartment of a man she met via an online dating app. Using her car, the suspect transported the victim's body to the west valley desert where he buried her in a shallow grave and burned her car. The murderer was sentenced to life in prison.

**Case #2:** A retired MCSO deputy lieutenant was murdered in his home by his adult son in 2016. The prosecution led to a sentence of life in prison.

**Case #3:** In 2015, a male fired into a vehicle near the intersection of 67th Avenue and Broadway, killing one of the occupants. The murderer was arrested, convicted, and sentenced to life in prison.

Additionally, the cold case unit solved a 1988 homicide using DNA technology and is currently working on two more cases that have viable suspect leads. The unit also assisted four out-of-state law enforcement agencies with cold case homicide investigations. Most notable was a 1970's California case where the potential suspect was buried in Maricopa County. The cold case squad obtained a court order to have the body exhumed and assisted California authorities with the collection of DNA evidence for comparison.

**7**  
arrests

**73**  
open cases

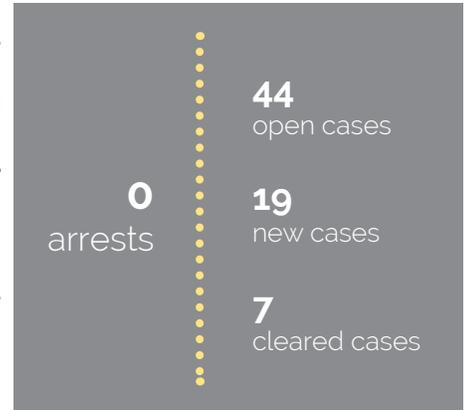
**46**  
new cases

**13**  
cleared cases

# Arson Unit

The Arson Unit investigates arsons, suspicious fires, fires involving serious physical injury or death, fires classified as hate crimes and those involving churches, schools, or government offices, explosions, and more.

This year, a large house burned down in the Sun Lakes area. Approximately 12,000 square feet, the home had eight-bedrooms, 12-baths, and an eight-car garage. The fire originated in the attic or roof area of the residence and quickly engulfed the entire property. Initially, the fire department investigators sought assistance from the Arizona Arson Task Force. The nature and circumstances of the fire, as well as the need to process such a large scene called for the assistance of the MCSO Arson Unit. The MCSO Arson Unit detectives immediately responded. The MCSO Arson Unit detectives, the Arizona Arson Task Force, and private insurance investigators processed the scene for several days. Ultimately, the fire was ruled as an accident.



# Vehicular Crimes Unit

The Vehicular Crimes Unit (VCU) investigates all traffic collisions involving fatalities. VCU also responds to traffic collisions



involving potentially life-threatening injuries, as well as hit-and-run accidents, and those involving MCSO vehicles. This year, the VCU implemented the use of drones to take aerial photographs at serious traffic collision scenes. The photos improve the collection of evidence at scenes by giving investigators a bird's eye view. The pictures can also be used to take measurements of evidence at scenes, which can be used by a traffic collision reconstructionist to determine speeds and how the collision occurred.

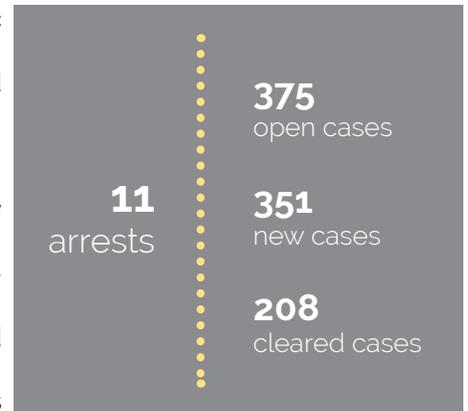


# Special Victims Unit

The Special Victim's Unit (SVU) is comprised of the East Valley Squad, West Valley Squad, and a Sex Offender Notification Unit. The SVU investigates sexual offenses, child abuse cases, and other sensitive matters. The SVU continues to focus on strengthening collaborative efforts with outside agencies including Southwest Family Advocacy Center, Department of Child Safety, Phoenix Children's Hospital, Scottsdale Healthcare, Honor Health, Childhelp, Maricopa County Attorney's Office, and other law enforcement agencies within the state and throughout the Country. Detectives assigned to the SVU receive specialized training in the areas of forensic interviewing of minors, child abuse investigations, interview and interrogation, and traumatic victim behaviors.

One such incident that required the skill set of the SVU detectives occurred when they responded to a home where parents were reported to be abusing their nine and five-year-old children by withholding food. During the investigation, detectives confirmed food was being withheld from the children as a punishment. Additionally, detectives

discovered the children had suffered more abuse including burns by lighters, choking and strangling, electrocution with an electrical device, punching, kicking, and hitting their bodies and head with a boat paddle. Detectives served a search warrant at the family's home and confronted the parents regarding the allegations. During the interview, the father admitted to assaulting the children, threatening them, hitting them with the boat paddle, and threatening them with a knife. The father was arrested and charged with multiple counts of aggravated assault and child abuse.



# Cyber Crimes Unit

The Cyber Crimes Unit is comprised of two components. The first is an investigative unit staffed with highly-trained detectives who work cases related to the sexual exploitation of minors on the internet, high-dollar internet fraud cases, and other web-related high-profile crimes. Certified computer forensic examiners make up the second unit. Their focus is supporting the investigators assigned to the Cyber Crimes Unit, as well as all other investigative units of the MCSO. The forensic examiners' process requests from Homicide, SVU, Jail Crimes, and all District Detectives.

In 2018, the Cyber Crimes Unit prioritized investigations of suspected online predators in hopes of identifying and arresting the suspects before any hands-on offenses had been committed. For instance, a Mesa man was suspected of downloading and sharing child pornography. Detectives executed a search warrant at his home and located 135 files of chargeable images and videos. Detectives obtained a confession from the suspect who admitted to an interest in children and animals. The suspect was taken into custody and booked into Fourth Avenue Jail.

**6**  
arrests

**46**  
open cases

**43**  
new cases

**20**  
cleared cases

# Animal Crimes Unit

The Animal Crimes Unit conducts investigations on incidents involving crimes against animals. In 2018, a landlord reported that his tenant was hoarding and unable to provide the appropriate level of care for numerous cats inside his home. With consent from the parties involved, the Animal Crimes Unit removed 92 cats. The animal owner surrendered the cats to the MCSO for future adoption. On another occasion, deputies were dispatched and responded to a call for service at an animal shelter in Mesa where numerous dogs were reported to be living in deplorable conditions. The Animal Crimes Unit responded and executed a search warrant. Over 50 dogs were seized and removed from this terrible environment. The investigation is in the hands of the Maricopa County Attorney's Office pending prosecution. The Maricopa County Sheriff's Office Animal Safe Haven (MASH) is working to rehabilitate these dogs.



# Jail Crimes Unit

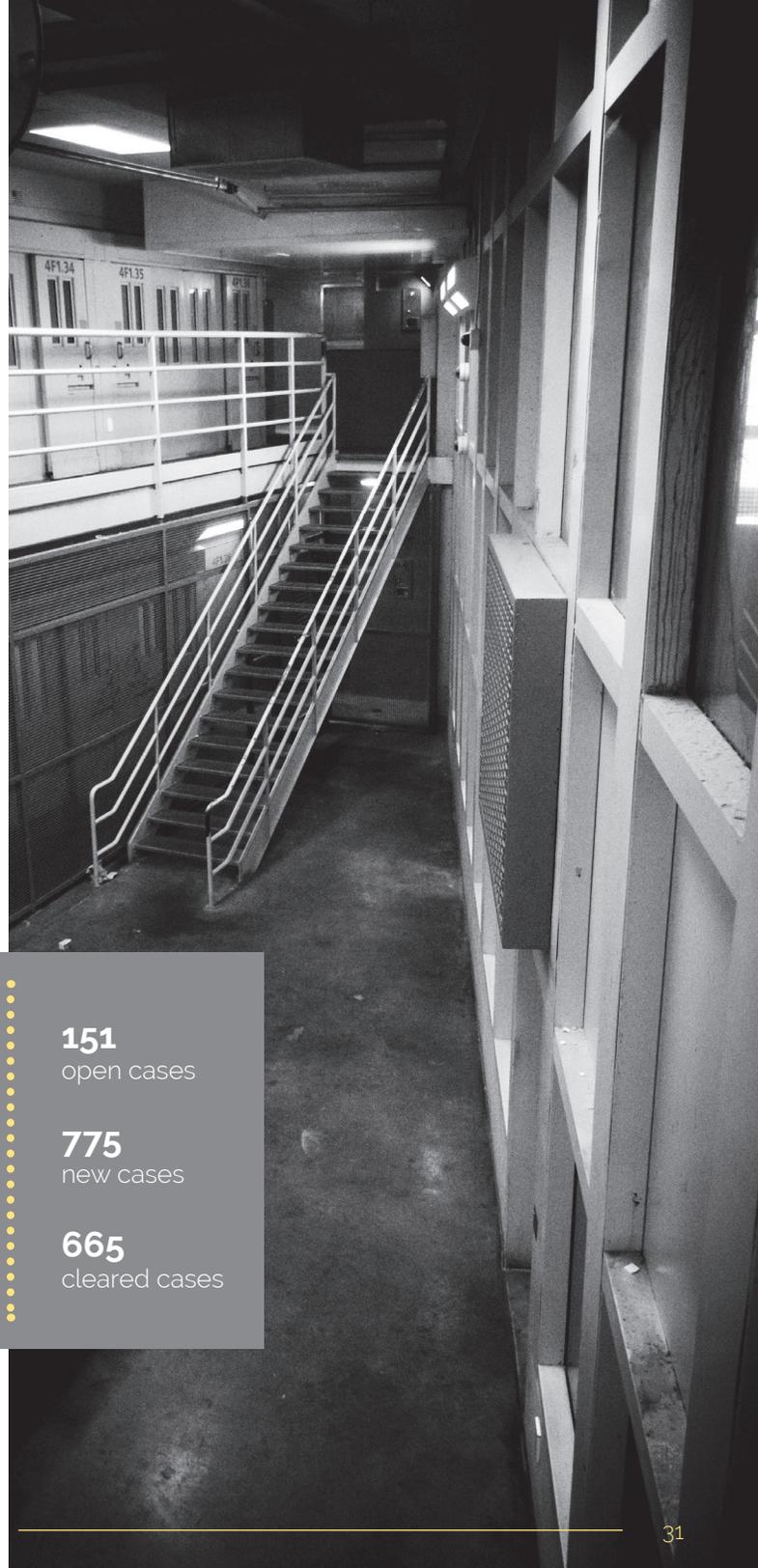
The Jail Crimes Unit investigates crimes committed within the Maricopa County Sheriff's Office Jail System, Maricopa County Court Facilities, and the Maricopa County Juvenile Detention Centers. Investigations include deaths, aggravated and sexual assaults, escapes, promotion of contraband, and destruction of jail property. This year, a Detention Officer Internship was established within the Jail Crimes Unit which brought a detention officer from various facilities to observe, work with, and assist detectives with criminal investigations. The knowledge shared between the participating officers and detectives has been educational and extremely useful.

**99**  
arrests

**151**  
open cases

**775**  
new cases

**665**  
cleared cases



# Scientific Analysis

The Scientific Analysis Division is comprised of the Crime Lab Unit and Firearms Unit which provides superior forensic science services and technical support to the community by utilizing proper equipment and techniques and to present objective, unbiased conclusions to the judicial system.

**697**  
NIBIN  
entries

**1,000**  
NIBIN  
correlations

**54**  
firearm examination  
requests received

**108**  
firearm examination  
requests completed

**498**  
scenes  
processed

**1,114**  
requests  
processed

**941**  
lab examination  
requests received

**744**  
lab examination  
requests completed

**197**  
lab examinations  
pending

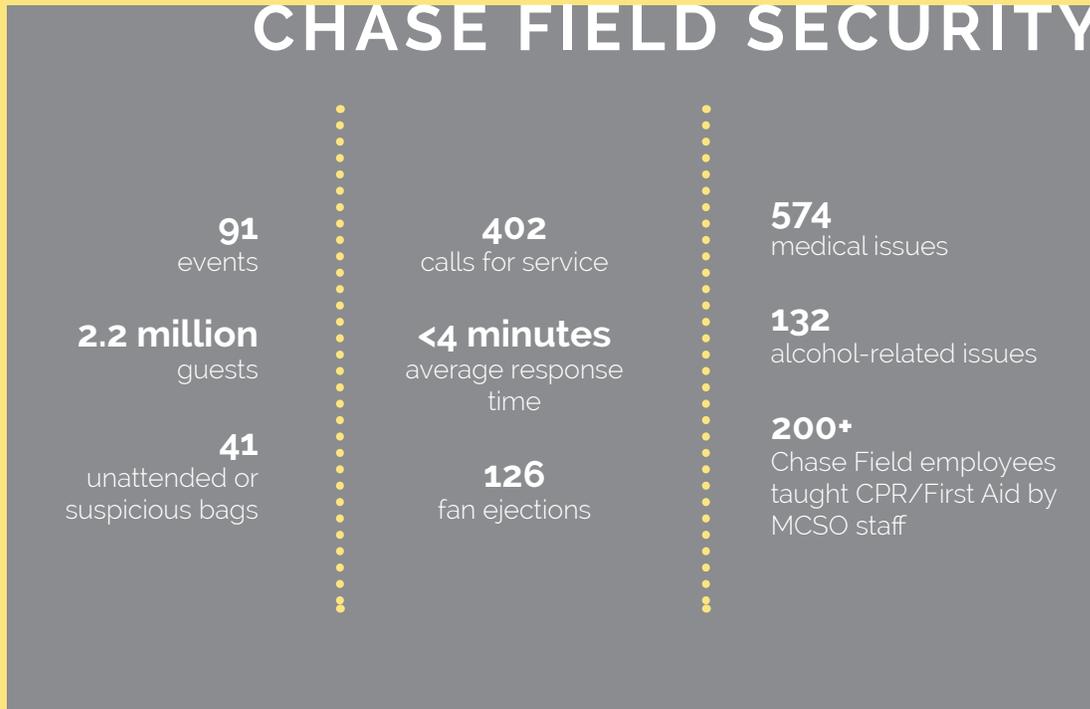
## WHAT IS NIBIN?

The National Integrated Ballistic Information Network (NIBIN) is the only national network that allows for the capture and comparison of ballistic evidence to aid in solving and preventing violent crimes involving firearms.

Since the program's inception in 1999, NIBIN partners have captured approximately 3.3 million pieces of evidence of ballistic evidence and confirmed more than 110,000 NIBIN hits, but the true performance metric of NIBIN is the successful arrest and prosecution of shooters.

# Criminal Intelligence Division

The Criminal Intelligence Division is made up of the Criminal Intelligence Unit (CIU), Criminal Research and Analysis Unit, Sheriff's Intelligence, Leads, & Operations (SILO) Unit, Case Support Unit (CSU), Inmate Telephone Records Unit (ITVRU), Inmate Telephone Monitoring Unit (ITMU), Video Visitation Monitoring Unit (VVMU), Jail Facility Intelligence Unit (FIU). These Units support the investigative and operational intelligence needs of the MCSO and regional law enforcement community. The Division specializes in data collection, analysis, and digital investigations as well as management of the Drone Program. The MCSO also provides security for an array of events, including baseball games, concerts, and football games hosted at Chase Field, home of the Arizona Diamondbacks.



# Criminal Research and Analysis Unit

The Criminal Research and Analysis Unit (CRAU) offers advanced crime analysis and statistical reporting to the MCSO and other local law enforcement agencies. Analysts have been involved in several high-profile incidents, streamlined periodic reporting methods and procedures,

and trained the MCSO deputies on data analysis and investigations.

## HIT AND RUN

The CRAU and Case Support Units (CSU) analysts gathered numerous details associated with a hit and run case and generated several avenues of inquiry. Using license plate recognition, specialized applications, open source analysis, and significant data analysis, analysts identified a single subject they believed to be responsible for the hit and run. The partnership of CRAU and CSU assisted detectives in identifying, locating, and arresting a suspect.

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## Case Support Unit

The Case Support Unit (CSU) has made a significant impact on both investigative and operational Units throughout the MCSO, Arizona Counter Terrorism Information Center (ACTIC), and other law enforcement units. Analysts have assisted in clearing several major cases with Major Crimes, SID, and Jail Crimes. Additionally, CSU Analysts have revised, built, and delivered

## JAIL NARCOTICS

An officer gathered and developed actionable intelligence that led to the discovery of narcotic drugs (black tar heroin), dangerous drugs (methamphetamine), and drug paraphernalia (syringe) in an inmate's bunk. When officers made contact, the inmate was disoriented and referred for medical treatment to the Correctional Health Staff. An incident report was generated for promoting jail contraband, and the case was forwarded to the Jail Crimes Unit.

several advanced training classes geared around advanced analytical methods, criminal justice databases, and open source search techniques. Overall, CSU is growing and adapting to meet the needs of the MCSO and regional law enforcement partners.



# Sheriff's Intelligence, Leads, and Operations

The MCSO recognizes the vital partnership between our deputies, detectives, and our community. The MCSO cannot be everywhere and see everything in our vast county. Therefore, we count on our community to report tips to help us keep the community safe. The Sheriff's Intelligence, Leads, and Operations (SILO) Unit collects, vets, processes, and tracks every tip provided by members of our community. Incoming tips are collected via an app, telephone calls, e-mails, written correspondence, in person, and through the [www.mcso.org](http://www.mcso.org) website. All tips are reviewed and shared with the appropriate MCSO division, district, or outside law enforcement agency for investigative follow-up.

Contact us with  
non-emergency  
crime tips



download the P3  
tip software on the  
Apple App Store



download the P3  
tip software on the  
Google Play Store



602.876.TIPS (8477)



[tips@mcso.maricopa.gov](mailto:tips@mcso.maricopa.gov)

## YOUNG GIRL SAVED BY TIP

A community member watched a disturbing video suggested by YouTube. The viewer and anonymous tipster explained to our tip line that there was a young girl making videos of herself. In one video, the young girl had a towel wrapped around herself and men were making solicitation comments asking her to expose herself. In some of the videos, the young girl showed her house, listed her phone number, and provided her full name. The tipster was concerned that the young girl made herself very vulnerable and could result in the girl being harmed. The tip was forwarded to the Cyber Crimes Unit (CCU). The CCU detectives confirmed the girl's identity and address. The detectives met with her parents to inform them of the situation and potential dangers. The account was deleted before an actual crime was committed. We appreciate the quick reporting by the anonymous tipster and the tremendous work by our staff to prevent a potential crime.



# Enforcement Support

The Enforcement Support Division provides support services to all Districts and Investigative Units. The Division also oversees and coordinates special events such as mall patrol, toy drives, Shop with the Sheriff, security details, and other community events.

Providing event support and other services is made possible with the help of the MCSO Cadet and Posse Programs.



## CADETS

Our Cadets assist the MCSO while broadening their understanding and knowledge of the challenges and job skills of police work. The MCSO Cadets give back to the community through their volunteer service. Cadets also receive specialized law enforcement training and attend weekly meetings. Along the way, they learn to work as a team, gain leadership skills, and serve the law enforcement profession.

Learn more about the MCSO Cadets program by visiting [www.mcsocadets.com](http://www.mcsocadets.com)

# POSSE

The MCSO volunteer Posse consists of non-compensated personnel who want to assist law enforcement by giving back to their community. The Posse uses their varied skills and interests to support the various aspects of the MCSO. They train in and support many functions including Search and Rescue, Crime Scene Security, Patrol Support, Disaster Relief, and Emergency Details. Their service and sacrifice are invaluable to the MCSO and our community. Learn more about the MCSO Posse program by visiting [www.mcsoposse.org](http://www.mcsoposse.org)



62,907  
volunteer  
hours



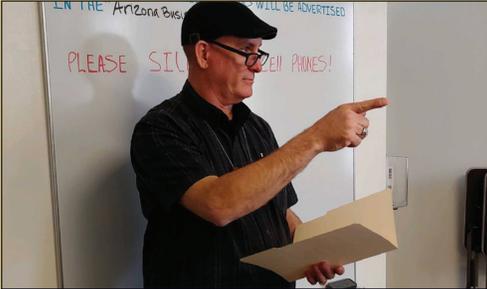
# Support Services Bureau

The Support Services Bureau is made up of the Judicial Enforcement Division, Court Security Division, and Property and Evidence.



# Judicial Enforcement Division

The Judicial Enforcement Division (JED) serves and enforces various court processes and orders in accordance with the Constitution, law, and Judicial rulings. These services include such items as Service of Subpoenas, Orders of Protection, Injunctions Against Harassment, Evictions, and more. The JED is comprised of the Pawn and Adult Business Licensing, Tax, and Civil Process sections.



## LICENSING

**\$111,260**  
fees  
collected

**53,137**  
pawn items  
reviewed

**9,893**  
gun sale forms  
reviewed

~ **4,900**  
demand  
letters  
mailed

**\$5 million +**  
property taxes  
collected

~ **2,300**  
properties for sale

**78**  
properties sold

## TAX

## CIVIL

**19,000 +**  
documents  
received

**\$542,000 +**  
fees collected

**948**  
real and personal  
property sales



# Court Security Division

The Court Security Division assists in providing for the safety and security of office personnel, judges, jurors, attorneys, court personnel, inmates, and the public for each Superior Court building in Maricopa County.

In June 2018, the communities of Phoenix, Scottsdale, and Fountain Hills were devastated by the murder of six people over four days. The murderer, Dwight Jones, was on a mission of vengeance stemming from a contentious divorce proceeding against his ex-wife dating back to 2009.

As the case progressed and killing spree continued, a concern arose for the many professionals who had been associated with the Jones' divorce case, including the

judicial officers who oversaw and ruled on the case. As such, the Court Security deputies provided a heightened security presence at court facilities and coordinated with additional resources, including the Threats Management Unit, to protect those connected to the case.

As law enforcement closed in on Jones at the Extended Stay Hotel where he had been living, he committed suicide, and the

**1,124**  
arrests

**71,649**  
contacts

**7,169**  
calls for service

**4,841**  
protective escort



killing spree came to an end. Throughout the investigation, the Sheriff's Office took the responsibility of protecting the judicial officers with the utmost of importance. Since the incident, additional training and communication protocols have been put in place with the Courts to ensure enhanced responsive actions and emergency response to the Courts.

# Property and Evidence



The Property Management Division comprises three areas including the main warehouse building that holds all items in storage for evidence, safekeeping, or found property. The records warehouse maintains paper documents required for records retention, as well as the vehicle impound facility. In the event of a major homicide, officer-involved shooting, or other high-priority case, property custodians have a large evidence van to respond to the scene to receive and transport an abundance of evidence items, relieving the detectives of this essential task.

**36,454**  
items  
received

**280,288**  
items inventoried

**3,389**  
legal requests

**19,551**  
items destroyed



# Community Outreach

The Maricopa County Sheriff's Office is dependant on the community for effective public safety. We are committed to maintaining the trust of the community we serve. Developing community relations is a priority, but it goes further: We are our community. Our deputies, officers, civilian employees, and volunteers are living, working, and raising their families in the neighborhoods we patrol. Our staff has done a tremendous job participating in and developing relationships through community events, raising money for worthwhile causes, and making our County a better place to live and work.



## BIGS IN BLUE

The MCSO deputies, detention officers, and civilians support community-based programs like Big Brothers Big Sisters of America's Bigs in Blue. The relationships created through this program assist children to develop into confident adults and help build stronger bonds between law enforcement and the families they serve.



**\$69,566**  
raised and  
donated

**21,000 +**  
books  
donated

**5,692**  
events

**7,714**  
hours



## BOOKS

Approximately two times a week, the MCSO's Inmate Library receives numerous book donations. MCSO librarians sort through thousands of books and set aside children's books for kindergarten through eighth-grade students. Weekly, the MCSO distributes hundreds of books to domestic violence shelters, elementary schools, and more.

## LITTLE LIBRARIES

The MCSO worked alongside our communities to install Little Free Libraries that allow people to "take a book and leave a book." Children from our communities participated in the building, painting, and posting of these popular little libraries. These Little Free Libraries build community relationships, inspire a love of reading, and spark creativity.

## JAIL TOURS

Community members throughout Maricopa County are often interested in tours of our jails. The MCSO has facilitated jail tours for many members of our community including faith-based groups, high school, and college students interested in criminal justice careers and any organization or individual with interest in the day-to-day operation of our jails.

# Pathways to Justice

In 2018, 75 students from Friendly House participated in the Pathways to Justice Career Summer Program. Students learned from and networked with the MCSO, City of Phoenix Police Department (PPD), and the Arizona Department of Public Safety (DPS) over a three-week course.

MCSO, PPD, and DPS provided information on their respective resources, explaining the differences between each agency and how we all work together. Some topics covered were: MASH, Ethics / Character / Integrity, Alcohol and DUI, SWAT/ Kg, Drug Education, Defensive Tactics, and dispelling myths of Law Enforcement. The students also received tours of the MCSO Food Factory, the Lower Buckeye Jail, and Phoenix Crime Lab.



# Community Academy

We invite you to attend the MCSO Community Academy, an educational and informative program providing insight into the philosophy and operations of the MCSO. Since 2017, the MCSO has hosted two English and two Spanish Community Academies each year. Students hear presentations from sworn, detention, and civilian personnel to experience the day-to-day operations of the MCSO. Topics include aviation, criminal investigations, cyber-crimes, laws of arrest, and more. The students also tour the Food Factory and Lower Buckeye Jail and spend time at the MCSO Firearms Range to learn about firearm safety and shoot different firearms.



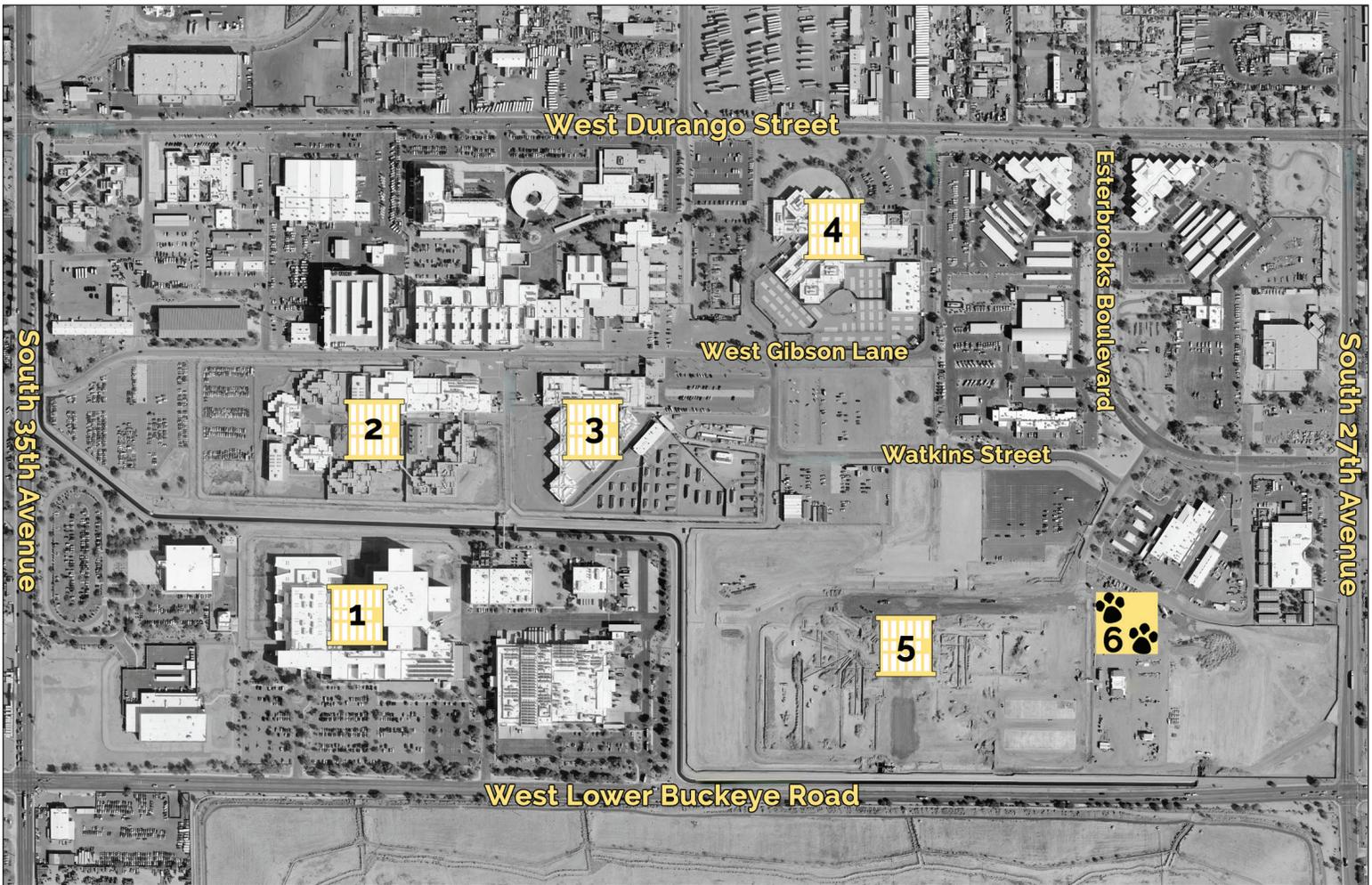
Interested in attending?  
Visit [www.mcso.org](http://www.mcso.org)  
email [cat@mcso.maricopa.gov](mailto:cat@mcso.maricopa.gov)  
call 602.876.1685



# Durango Complex

Located between South 27th and 35th Avenues and West Durango Street and West Lower Buckeye Road are numerous MCSO facilities including Durango, Estrella, Towers, and Lower Buckeye Jails. The Durango Complex will also be the future home to the new jail and intake transfer and release facility as well as the MCSO Animal Safe Haven shelter.





**1**  
lower buckeye jail  
~2,382 inmate capacity

**2**  
durango jail  
~2,195 inmate capacity

**3**  
towers jail  
~1,080 inmate capacity

**4**  
estrella jail  
~1,380 inmate capacity

**5**  
new jail and intake transfer and release (future)

**6**  
MCSO Animal Safe Haven (future)



# Custody Bureau

Detention officers within the Custody Bureau maintain the safety and security of the inmate population in the five Maricopa County detention facilities, the nation's fourth largest. Detention officers provide daily necessities to those awaiting court and those who stay in our custody after sentencing. The MCSO is the primary booking facility in Maricopa County. The Custody Bureau's Intake Division oversees this task by assisting numerous law enforcement agencies in booking inmates.

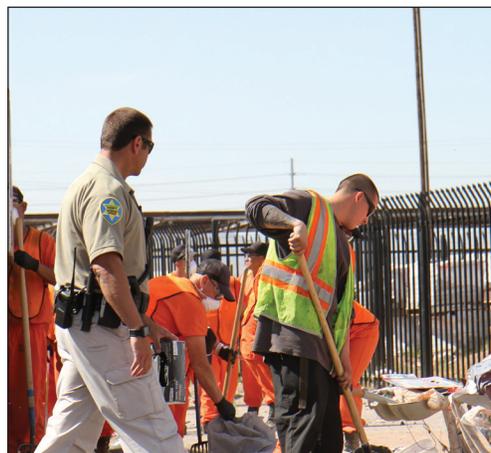
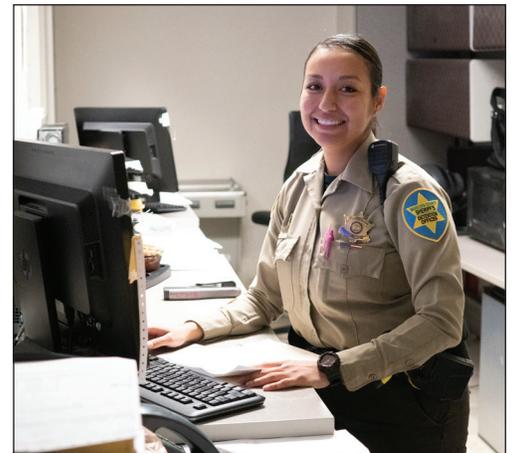




83,324  
bookings

41,066  
releases

85,773  
initial appearance  
court hearings



# 4th Avenue Jail

The Fourth Avenue Jail is the most secure jail facility in Maricopa County. Approximately 400 detention officers and supervisors keep this facility operating safely. Housing over 1,500 of our highest classification inmates, the Fourth Avenue Jail is extremely busy at all times of the day.



This year, facility maintenance officers worked with Correctional Health Services Mental Health staff to install a new partition system in the Special Management Unit. The system allows interaction between inmates during dayroom time while responding to national trends in the mental healthcare of incarcerated individuals. Jail staff designed and manufactured the partition system, saving the County approximately \$3,000.

# Durango Jail

Built in 1976, Durango was not intended to be a jail but rather a community re-entry facility. As the jail population increased, the building was repurposed. The Durango Jail houses male inmates who are minimum security pre-trial detainees and sentenced inmates. Durango is also the home for inmates participating in the Work Furlough/Work Release program.



In 2018, Durango staff initiated an improved drug testing protocol

for work release inmates. Many inmates were removed from the program and redirected to full custody and offered services to assist them in their struggle with substance abuse. The efforts to overhaul the eligibility and screening requirements for entry into the Work Furlough program resulted in a 100% decrease in medical emergencies and responses by Correctional Health Services.



# Estrella Jail

Built in 1991, the Estrella Jail is an all-female inmate facility and thus houses all classifications of un-sentenced



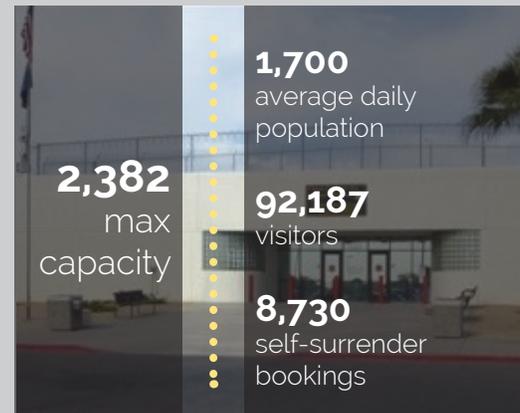
and sentenced females. Estrella is one of the few in Maricopa County that houses every classification of inmate.

Estrella is also the host jail for the evidence-based MOSAIC substance abuse program. MOSAIC is a six-week, gender-specific intensive treatment program in partnership with Correctional Health Services. The program is specifically designed to help people in a correctional setting. During the program, participants work with medical and mental health providers in a multi-disciplinary approach to treatment.



# Lower Buckeye Jail

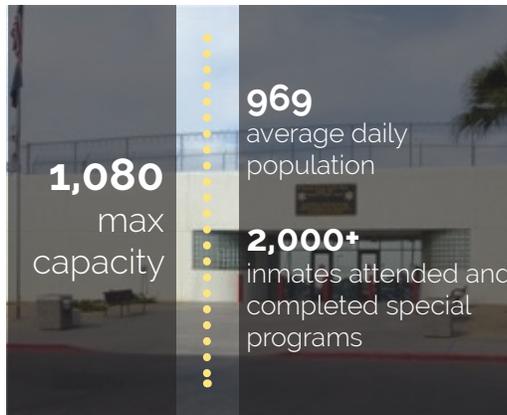
Opened in 2005, the Lower Buckeye Jail is the largest detention facility in Arizona. There are 800+ surveillance cameras, 2000+ doors and locks, and 11 elevators to adhere to the needs of this all-male housing facility that includes a variety of non-sentenced minimum and medium general population inmates as well as all classifications of remanded juvenile inmates.



This year, an Incentive Pod was created to encourage appropriate behavior by awarding inmates additional dayroom/recreation time. Placement into the pod is based on the stipulation that the inmate did not receive a disciplinary action report in the previous 90 days.

# Towers Jail

The Towers Jail is the smallest of our detention facilities. The size and layout of Towers are ideal for focused inmate programs. As such, inmates participate in a variety of programs designed to reduce recidivism and break the cycle of addiction. These self-improvement programs include "Thinking for a Change," "Choose to Change," Parenting and Fathering, and more.



The Towers Jail is also home to our veteran inmates. Housing veterans in a common area allow them to support each other and make it easier to provide access to a myriad of additional services specifically for veterans, such as the Veteran's Affairs Community Resource and Referral Center, counseling, employment readiness, expedited access to veteran courts, smoking cessation, and Yoga for Vets.

# New Jail and ITR

The new jail and intake, transfer, and release (ITR) areas are scheduled to open in 2020 and are a culmination of several years of planning and assessing of the current jail system, Maricopa County population growth, and the assessment of current jail facility life expectancy. The Maricopa County Board of Supervisors set the budget for this project at \$185 million, which will be paid out of the detention fund surplus. The new jail will have a max capacity of 1,600 inmates.

County leaders gathered in February to sign one of the walls on the future Maricopa County Intake, Transfer, and Release Facility. This next evolution in jail facilities will replace the current Durango Jail and the intake portion of the 4th Avenue Jail and will speed up the intake process for local law enforcement.



# Inmate Classification Division

The Inmate Classification Division is responsible for assigning security levels and housing types for all inmates in the MCSO jail facilities. Correct classification is critical to the safety of our employees, inmates, and the jail system as a whole. Our staff uses a validated objective classification system which encompasses criminal history, institutional history, and many other factors. A small team of 55 employees works around the clock, 365 days a year, to accomplish this task and keep our facilities safe.

**40,334**  
inmates classified  
upon booking

**19,755**  
court-mandated  
classification reviews

**5,340**  
behaviorial classification  
reviews

**10,364**  
classification reviews  
following additional  
charges

# Special Response Team

Sheriff Penzone reinstated the Special Response Team (SRT) in 2017 in response to a need from the Custody Bureaus in dealing with critical incidents and aiding detention staff. In 2018, the SRT maintained a successful de-escalation rate of over 80% for responding incidents, and they continue to train on and implement industry best practices for all facets of Use-of-Force situations. The SRT also supports the MCSO through Community Outreach events.



# Sheriff's Information Management Services

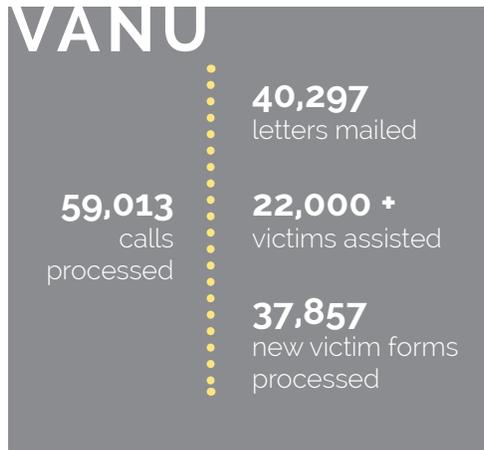
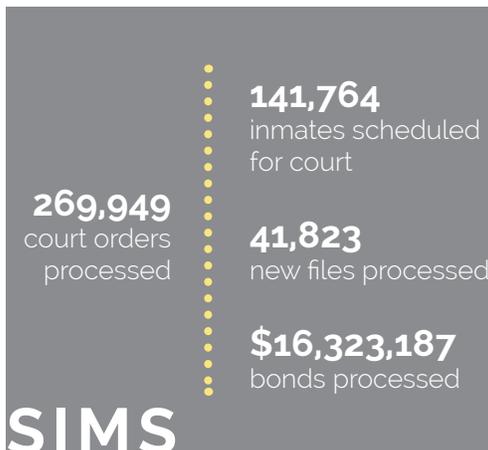
The Sheriff's Information Management Services (SIMS) division is a 24/7 unit that converts legal source documents to automated records within the MCSO's Jail Management System. The SIMS division continuously updates the judicial status of in-custody defendants and provides information to the public and other criminal justice agencies. SIMS works with numerous agencies and offers a wealth of services to these agencies and the public. The Victims Assistance & Notification Unit (VANU) and Workbox sections are also part of the SIMS division.

## VANU

The Victims Assistance & Notification Unit (VANU) offers 24/7 service and is responsible for notifying crime victims of their rights, make notifications regarding Initial Appearance, Work Furlough, Release notifications, facilitating the service of Orders of Protection, and much more.

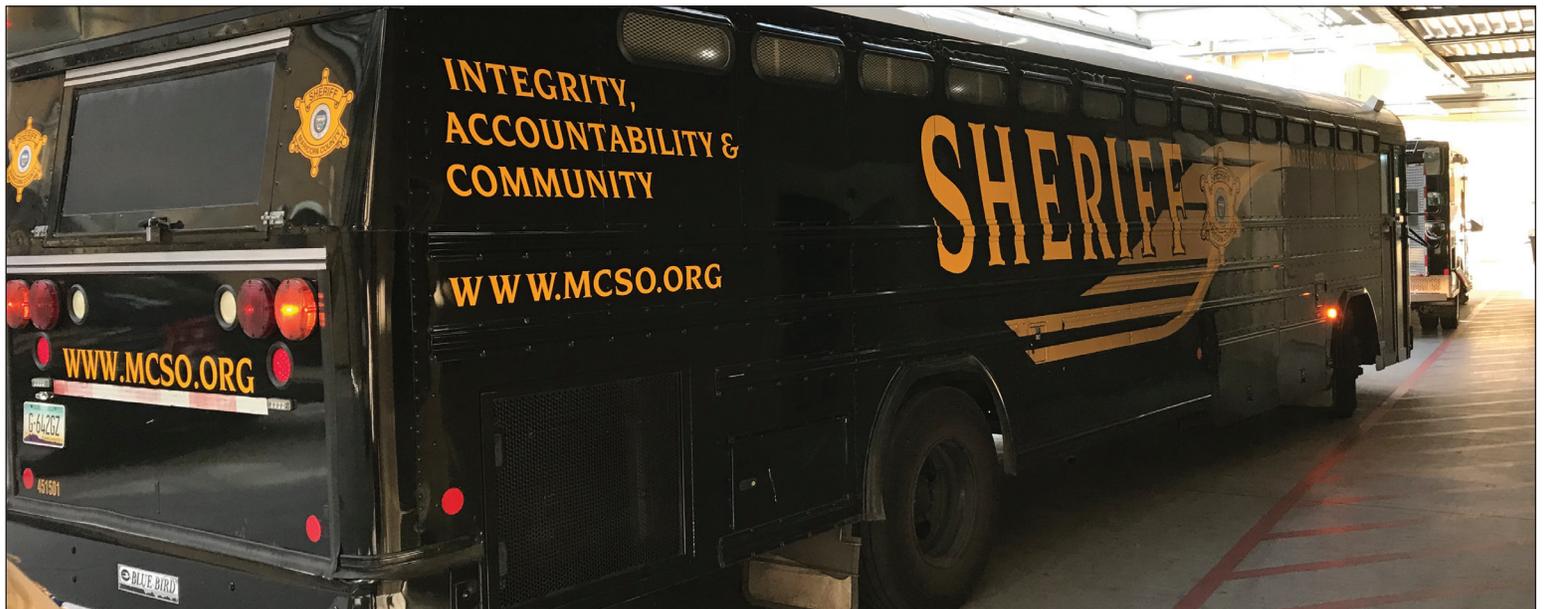
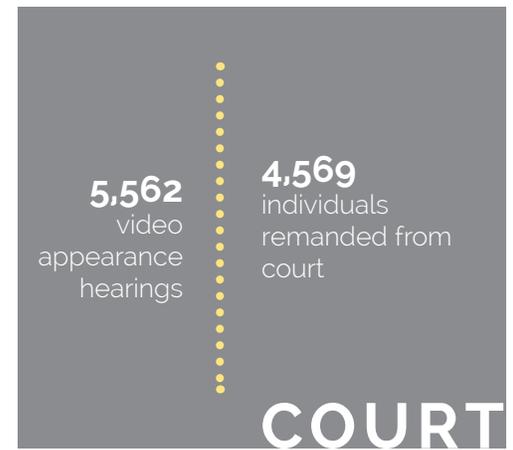
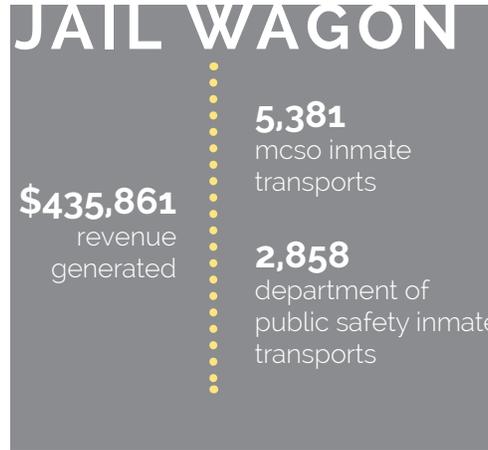
## WORKBOX

Workbox maintains the commitment files and processes releases for all sentenced inmates, responds to questions from law enforcement and judicial agencies, assigns sentenced inmate's jobs, maintains inmate work records, liaises with the Department of Public Safety DNA crime lab regarding rejected DNA samples, and oversees MCSO's Sexual Violent Persons Program.



# Court Operations and Transportation Services

The Court Operations and Transportation Services Division, which includes Jail Wagon operations, provides a variety of services including the transportation of prisoners and inmates to and from the jails, courts, and approximately 60 locations throughout Arizona. Officers in this division are often called upon to assist with transportation at special events which include transporting arrested subjects as well as equipment and other personnel.





# Food Services

The Food Services Division (FSD) serves approximately 15,000 meals per day or 5,475,000 meals per year to the average daily population of 7,471 inmates throughout our five detention facilities. This year, the FSD has prepared, cooked, and baked hundreds of thousands of food items.

**277,400**  
gallons of  
stew

**2,912,000**  
pounds of side-  
dishes (mash  
potatoes, rice, and  
pinto beans)

**3,283,200**  
3-oz packages of  
peanut butter

**5,200**  
alternative  
meal muffin  
baked

**3,000,000**  
hoagie rolls baked

**2,800,000**  
dinner rolls baked

**195**  
medical and  
allergy diets  
prepared

**5,211,166**  
pounds of fruits  
and vegetables  
processed

**2,800,000**  
morning meals

**800,000**  
pounds of  
food received  
weekly

**300,166**  
pounds of donated  
food delivered

**22,000**  
pounds of ice  
produced daily

## WHAT IS AN ALTERNATIVE MEAL MUFFIN?

An Alternative Meal Muffin (AMM) contains a standardized recipe of food ingredients that are mixed and baked in bread dough. Two servings of the AMM meet or exceed the daily calories and other nutrients for a sedentary adult as recommended by the United States Department of Agriculture (USDA). The AMM is served twice daily without a beverage.

# CANTEEN



# MAILROOM

# LAUNDRY



# LIBRARY





# Choose to Change

The Choose to Change program won a 2018 National Association of County Organizations (NACo) Achievement Award. Choose to Change offers numerous classes to the jail inmate population, including basic education, substance addiction/treatment, job readiness, parenting, cognitive restructuring, personal health, and behavior modification. These classes offer inmates opportunities for personal growth, achievement, and self-sufficiency, with the goal of reducing recidivism. The program estimates a 12% reduction in recidivism in 2018.



"Very good, I loved this program."

-Choose to Change graduate

"Awesome experience, thank you for the privilege of attending this class."

-Choose to Change graduate

"I feel I am prepared for release thanks to these classes."

-Choose to Change graduate



# Religious Services

Religious Services ensures that the constitutional rights of incarcerated individuals are protected. In addition to services offered to the inmates, religious service offers two faith-based classes to the inmates.

**34,523**  
inmates  
attended  
services and  
bible studies

**15,978**  
services

**15,203**  
one-on-one bible  
study sessions

**2,432**  
bible classes

# Volunteer Services

Volunteer Services trains and handles approximately 745 volunteers who provide a variety of services to inmates. The MCSO appreciates these hundreds of volunteers who contribute roughly 37,000 hours of service at no cost. By using volunteer services, the MCSO estimates annual savings of approximately one million dollars.

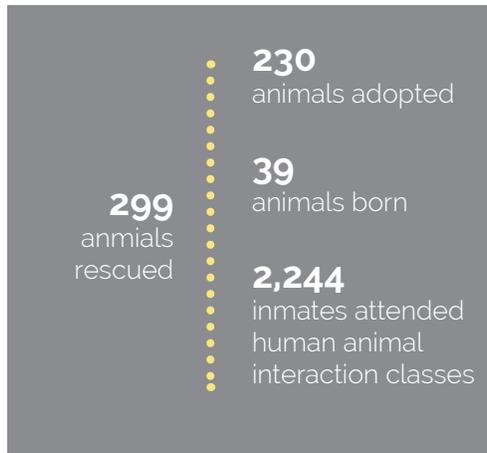
# Yoga for Vets

Yoga for Vets is a 12-week yoga and mindfulness class presented by the non-profit Prison Yoga Project to promote rehabilitation, reduce recidivism, and improve public safety. The program directly and positively impacts the daily lives of incarcerated veterans at the Towers Jail and provides a tangible way to cope with the stresses of incarceration as well as tools to succeed upon release.

"It helps me cope by making me think, breathe, and control my actions better." - Towers Jail Inmate

# MCSO Animal Safe Haven (MASH)

The MCSO Animal Safe Haven (MASH) Unit supports the Animal Crimes Investigations Unit and animals seized as evidence. A veterinarian treats each animal while the MASH staff and sentenced female inmates nurse animals back to health. Animals at MASH participate in our inmate education programs. MASH employees teach inmates vocational skills including animal care and grooming. MASH also brings animals into the jails to teach human-animal interaction to inmates, resulting in a lower number of disciplinary problems for the inmates while increasing the socialization and adoptability of the animals. Once a case is adjudicated, the animals are made available for adoption.



# Compliance Bureau

The Compliance Bureau consists of several different divisions that work in concert together. These divisions include Court Implementation, the Professional Standards Bureau, the Training Division and the Bureau of Internal Oversight.



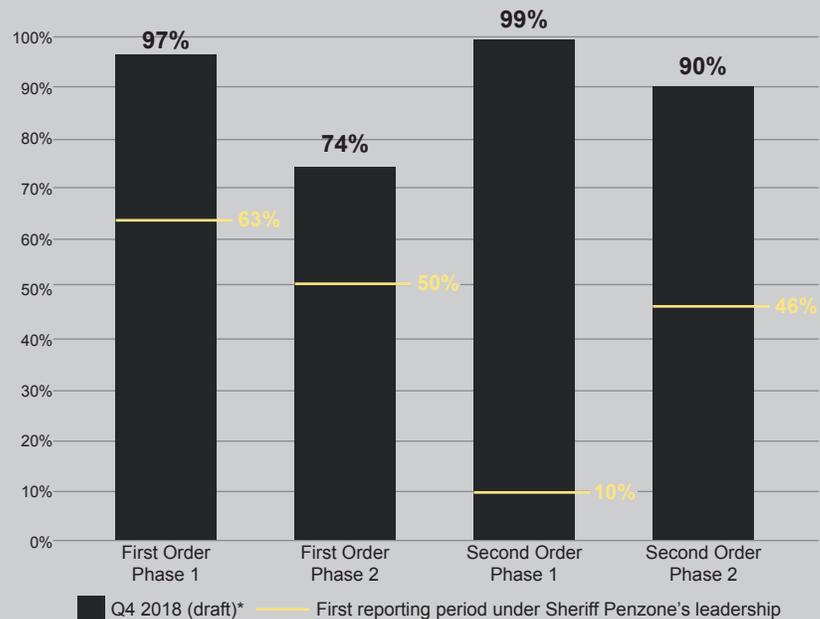
# Court Implementation Division

Compliance with the *Melendres* federal court orders continues to be a priority for Sheriff Penzone. 2018 marked many positive and notable successes. The continued commitment and dedication of all MCSO personnel made it possible to make significant progress, and it shows in our overall compliance numbers. Our hard work enabled the MCSO to assert "full and effective compliance" with certain paragraphs of the Order, which means that we have complied with each of these paragraphs for at least three consecutive years.

Our progress validates the commitment the MCSO personnel and Sheriff Penzone have in achieving compliance. Through constant efforts, the MCSO continues to demonstrate to the community, the Parties to the lawsuit, the Court, and the Monitor that we embrace the positive transformational change and are adopting the requirements of the Order as a best practice, making MCSO a leader in law enforcement.

"The success of our compliance is a reflection of the hard work and dedication of our employees and our commitment to the community that we serve."

- Sheriff Paul Penzone



\* subject to change



# Bureau of Internal Oversight

The Bureau of Internal Oversight (BIO) assists the MCSO in accomplishing its mission by evaluating processes and providing recommendations for improvement. BIO's strategic efforts are designed to communicate findings that aid supervisors in the management of personnel and resources. BIO is comprised of Early Intervention, Audits and Inspections, and the Traffic Stop Analysis Unit.

## Early Intervention

The Early Intervention Unit (EIU) supports effective supervision, detects and prevents individual-level, unit-level, or systematic problems within the Office to uphold the highest standards of lawful, ethical, and professional police practices.



In 2018, the Early Intervention Unit (EIU) participated in Internal Town Hall events which provided an open forum for all MCSO employees to ask questions, voice concerns, or give feedback to the Compliance Bureau. During these events, the EIU took note of several questions and comments which led to the decision to begin the development of an Employee Wellness and Peer Support program to supplement the efforts of the EIU, the Critical Incident Stress Management Team (CISM), and the Training Division.

## Audits and Inspections

The Audits and Inspections Unit (AIU) conducts monthly, quarterly, and semi-annual inspections, as well as ongoing audits to improve compliance with Office Policies. During 2018, AIU completed 164 inspections. Audits and inspections completed by AIU are available at [www.mcsobio.org](http://www.mcsobio.org).



# Traffic Stop Analysis Unit

The Traffic Stop Analysis Unit (TSAU) was created in July 2018 and focuses on traffic stop related data analysis. With a change in traffic stop vendors during 2018 and the development of a partnership with new vendor CNA, methodologies began transitioning to reports that are easily understandable and actionable. The TSAU works with and listens to employees to better understand traffic stop analysis and makes changes to our methodology based on employee feedback.



# Professional Standards Bureau

The objective of the Professional Standards Bureau (PSB) is to receive and investigate complaints and allegations of employee misconduct and inappropriate behavior, conduct fair and impartial investigations promptly while protecting the employees' rights and the professional image of employees and the MCSO.

The PSB also identifies and assesses equipment, policy, tactical, and training concerns and coordinates with the Policy Unit, the Training Division, and Division Commanders to address these concerns.

In 2018, the PSB moved to its off-site location at 101 West Jefferson Street in Phoenix. The PSB also started the development of a survey to collect demographic information from complainants and continued to provide training in how to correctly complete misconduct investigations.

**760**  
investigations  
opened

**354**  
service  
complaints  
opened

**36**  
criminal  
investigations  
opened

**518**  
total investigations  
closed

**145**  
service complaints  
closed



# Training Division

MCSO's Training Division educates, trains, develops, and inspires our personnel toward continuous improvement. The Division strives to set unwavering standards of character and commitment to duty, providing the knowledge and skills needed to become a competent professional and ethical member of the MCSO. The Academy and Advanced Officer Training programs achieve this with a focus on the intellectual, physical, mental, and emotional growth necessary for professional excellence.



**86,512**  
in-person  
training  
hours  
delivered

**25,926**  
online training hours  
delivered

**2,282**  
staff attended cpr  
classes



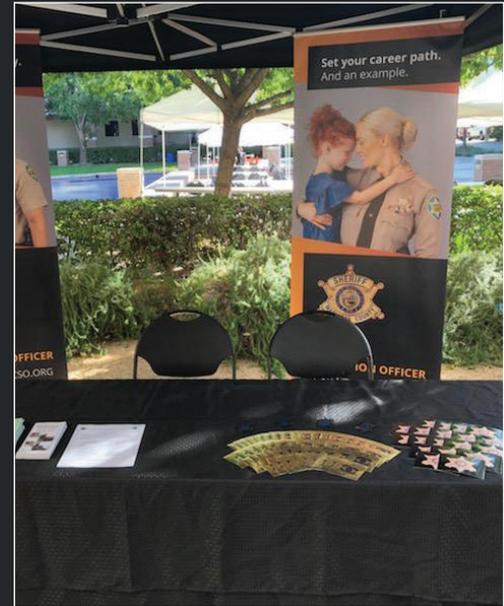
# Human Resources Bureau

The Human Resources (HR) Bureau exists to ensure every employee within the Office is equipped with the resources, information, and tools necessary to effectively meet the needs of the community we serve.

The HR Bureau provides human resources and pre-employment services as well as Critical Incident Stress Management.



# NOW HIRING!



# Recruitment

In 2018, the Sheriff's request for funding to start an advertising campaign was granted by the Maricopa County Board of Supervisors and MCSO hired a consulting firm to enhance our recruitment efforts for deputy, detention officer, and civilian positions. The MCSO also engaged with the Department of Defense (DoD) as a participating employer in the DoD SkillBridge program. The DoD SkillBridge Program offers training in the form of internships and apprenticeships to service members who are within 180 days of being discharged, with the hope that the employer will be able to hire the veteran when the training period is over. We are hopeful that veterans would find a seamless transition from military life to the MCSO and we are excited for the potential of this partnership.



visit our recruitment website at [one.mcsso.org](http://one.mcsso.org) or scan the QR Code for your next opportunity

**17,436**  
civilian  
applications  
received

**5,266**  
detention officer  
applications  
received

**4,606**  
sworn  
applications  
received



# Administrative Services Division

The Administrative Services Division is responsible for the administrative coordination of the discipline process and provides clear and concise policies for Office employees. The Division also responds to public records requests, subpoenas, document production requests, and preservation notices; and provides prompt records and information to the Maricopa County Attorney's Office, and private counsel.

## POLICY

45  
policies  
published

23  
general policies

14  
enforcement policies

5  
critical policies

3  
detention policies

## LEGAL LIAISON

1,490  
public records  
requests

218  
document preservation  
requests

188  
media public records  
requests



# Technology Bureau

The Technology Bureau provides a myriad of technical and business services to the MCSO to improve work efficiencies through technology. The Bureau is responsible for daily operational support and maintenance, including 911 dispatch communications services, as well as developing long-term strategies and plans to keep systems and equipment current and reliable.

The various divisions within the Technology Bureau work to provide seamless support and services for current and future technology needs of the MCSO.



# Communications Division

The Communications Division is a 24-hour emergency operations center. The Communications Division consists of two primary elements: call handling (including 9-1-1) and dispatch. Communications personnel receive calls from the public for police services or referrals to other law enforcement entities and public service agencies. Service calls are entered into a state-of-the-art computer-aided dispatch system that tracks the calls from start to finish.



## QUICK-THINKING DISPATCHER

This year, our Special Investigations Unit worked a call regarding a high school student who had a kill list and had threatened to shoot other students. The Unit had little information to go on other than a name that was provided by a third party. One of our dispatchers began researching Facebook accounts with the supplied name. Our dispatcher located the suspect's girlfriend who provided a location for the suspect. The dispatcher's quick thinking and use of unique tools guided our Special Investigations Unit to respond to and effectively thwart off the threat. Every day, our dispatchers must think outside of the box on situations such as this to effectively support our residents and our deputies and detectives in the field.



# Customer Support Services

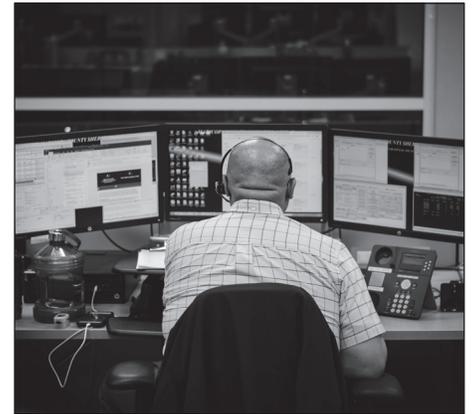
The Customer Support Services Division is a 24-hour operation that supports our deputy, detention officer, and civilian staff with any of their technology questions or problems. The technology staff must respond to end-user calls regarding PC software, hardware, and server application problems. The team operates and monitors all computer systems and networks within the network operations center. The staff also provide prompt and professional support in a high-pressure environment, such as when a deputy needs immediate assistance during a patrol shift.

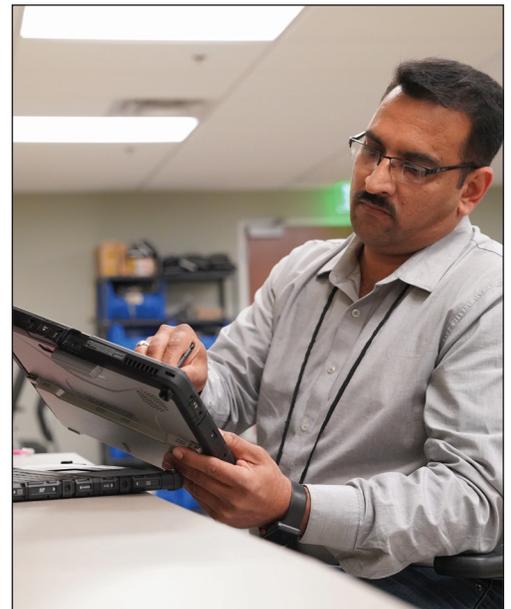
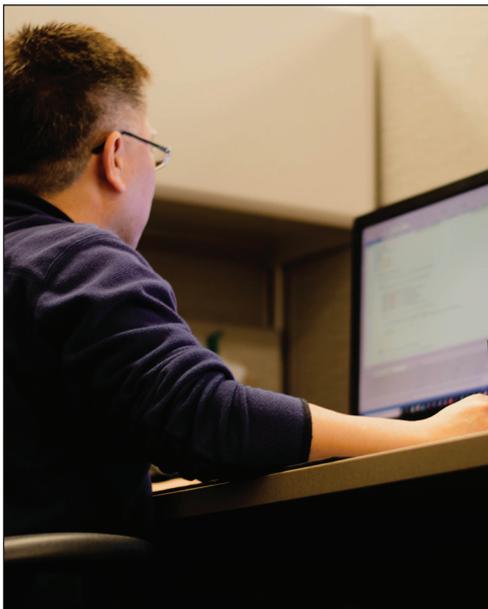
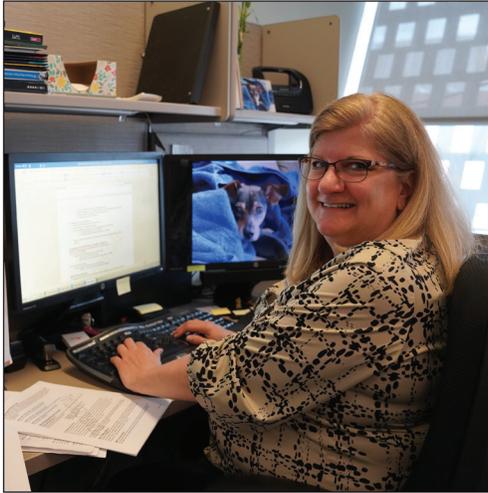
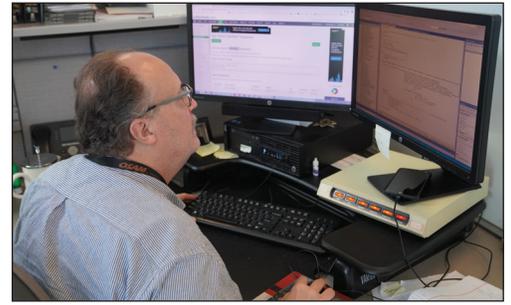
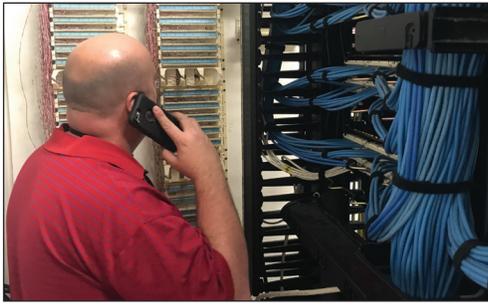
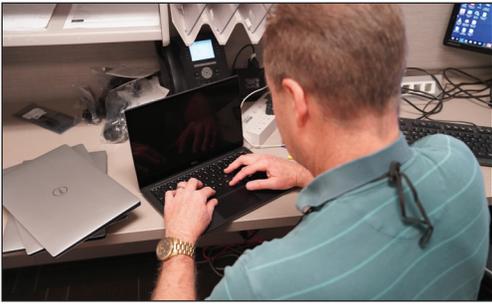


26,208  
calls  
received

21,077  
service  
requests

99.6%  
requests  
resolved





# Employee Awards

The MCSO is proud to recognize employees and volunteers for outstanding performance or service provided to the MCSO and the community. These awards are merely an example of the selfless, exceptional acts that go on every day throughout this organization. It takes great courage to commit to a career in public service. More importantly, it requires a strength of character to face these challenges daily and return to work devoted to both this organization and your community.



## Employees of the Year

### Civilian

Ms. V. Hernandez

### Detention

Officer M. Klampe

### Sworn

Deputy G. Honea

## Supervisors of the Year

### Civilian

Ms. K. Donaldson

### Detention

Lieutenant C. Price

### Sworn

Lieutenant M. Trowbridge

## Employee of the Quarter

### Civilian

Ms. R. Corral – 4th Quarter  
Mr. S. Kosgi – 3rd Quarter  
Ms. C. Shaffer – 2nd quarter  
Ms. N. Nava – 1st quarter

### Detention

Officer E. Houston – 4th Quarter  
Officer A. Hall – 3rd quarter  
Officer A. Trojanek – 2nd quarter  
Officer D. Doher – 1st quarter

### Sworn

Deputy F. Gamboa – 4th Quarter  
Deputy J. Gandee – 3rd quarter  
Deputy R. Barraza – 2nd quarter  
Deputy J. Cosme – 1st quarter

## Meritorious Service

Awarded by the Sheriff to those performing exceptional service in a duty of great responsibility.

Deputy A. Bahn  
Officer S. Baker  
Officer E. Bollinger  
Deputy B. Bowling  
Deputy C. Castorena  
Deputy J. Cesolini  
Deputy V. Destefano  
Deputy R. Dickner  
Deputy G. Dominguez  
Deputy C. Follett  
Sergeant D. Gardner  
Deputy P. Gould  
Sergeant J. Little  
Officer R. Lodgek  
Officer T. McIlvain  
Officer J. Mozqueda  
Officer T. Niles  
Sergeant S. Painter  
Deputy E. Philpott  
Deputy A. Rodarte  
Deputy B. Sisson  
Deputy M. Stedman  
Officer V. Valencia

## Purple Heart

Awarded to individuals who suffer serious physical injury or lose their life in the line of duty.

Officer C. Brown  
Officer C. Payne

## Lifesaving Medal

Awarded to those whose actions resulted in the preservation of a life that otherwise would have been lost.

Deputy K. Ashby  
Sergeant J. Bello  
Deputy S. Bowers  
Deputy B. Bowling  
Officer B. Brown  
Deputy B. Cunningham  
Officer C. Czerwinski  
Officer C. Davis  
Officer S. Djuzel  
Officer C. Escapule  
Sergeant R. Flanagan  
Officer L. Gilchrist  
Deputy M. Gioia  
Deputy D. Hall  
Lieutenant J. Halverson  
Deputy S. Hewetson  
Deputy S. Horning  
Deputy C. Huber  
Deputy A. Jackson  
Officer F. Klampe  
Officer D. Luebke  
Deputy J. Mattson  
Sergeant C. Melquiades  
Deputy J. Pickering  
Deputy J. Pittmann  
Officer O. Ramos  
Officer M. Reyes  
Deputy D. Segura  
Deputy T. Schmidt  
Officer J. Scordato  
Deputy J. Stearns  
Sergeant P. Taylor  
Officer S. Wilson





## Sheriff's Star

Awarded by the Sheriff to those who exhibit bravery or heroism beyond the call of duty.

Deputy J. Bowes  
Officer R. Brown  
Deputy C. Gulikers  
Deputy R. Imming  
Officer A. Mendez  
Deputy M. Ratcliffe  
Officer T. Ross  
Sergeant J. Templeton  
Officer V. Vargas-Hovanec

## Medal of Valor

Awarded to individuals who distinguished themselves by conspicuous bravery or heroism beyond the normal demands of duty.

Officer P. Chenel  
Sergeant R. Croyle  
Officer D. Woody

## Distinguished Service Medal

The highest award for exceptional service in a duty of great responsibility or of critical importance to law enforcement.

Lieutenant J. Gentry

## Unit Citation

The Unit Citation is granted to an organizational unit or division for bravery or outstanding service and teamwork.

Court-Order Related Training |  
Advanced Officer Training  
Custody Bureau | Hearing Unit  
Custody Business Operations  
District III Detectives  
District IV | Squad 6  
Fugitive Apprehension and Tactical  
Enforcement  
Lower Buckeye Jail | Inmate Medical  
Services Shift 3  
Pre-Employment Services  
Property Management Division  
Sheriff's Tax Unit

## Sheriff's Medal

Awarded to those who exhibit bravery or heroism beyond the normal demands of duty.

Deputy D. Beck  
Deputy B. Bowling  
Deputy J. Gandee  
Deputy M. Johnson  
Deputy C. Osmonson  
Deputy D. Rivera

## Humanitarian of the Year

Awarded to an employee who employs a set of practices that enrich lives, values the development of others, and builds trust within our communities.

Officer K. Brotherton

## Community Outreach Employee of the Year

Awarded to an employee for outstanding performance or conduct that builds and enhances trust, knowledge, understanding, and community satisfaction.

Sergeant P. White



# Behind the Scenes

The Maricopa County Sheriff's Office is made up of approximately 3,400 employees who come to work every day with the common goal of safeguarding our community and making a difference. These men and women, whether civilian, detention, or sworn, are dedicated to serving the residents and visitors of this great County. We hope you enjoy this 'behind the scenes' look at our office over the next few pages.



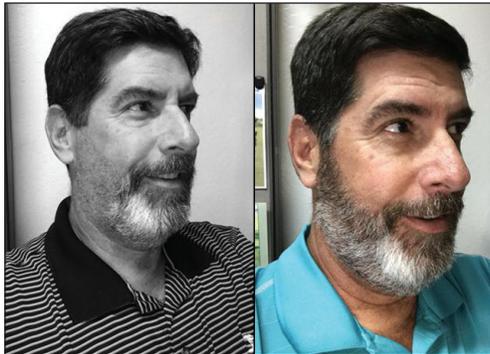
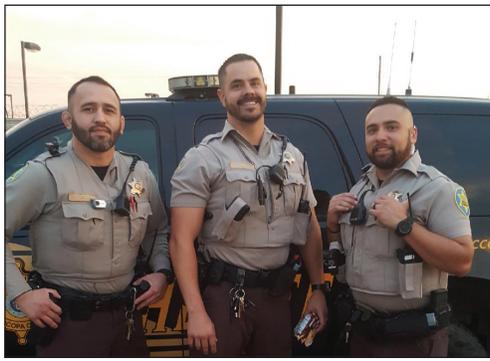


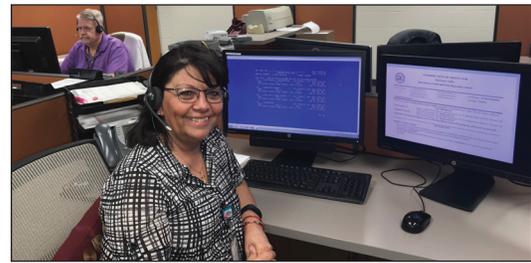


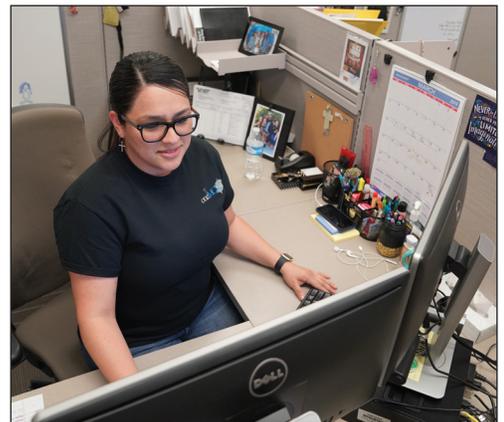
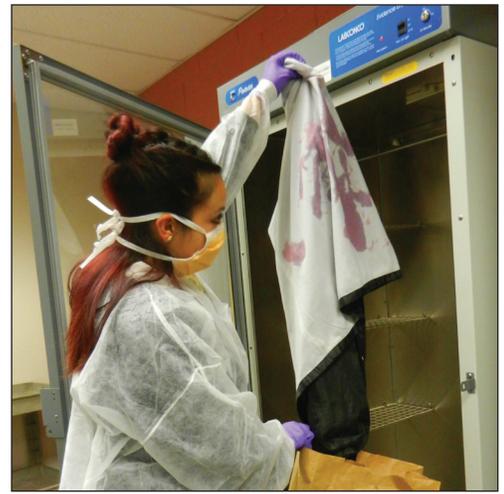
# NO SHAVE NOVEMBER

During November, civilians, deputies, and detention officers participated in a month-long journey to forgo shaving and donate money to a charity of their choice. The MCSO raised \$3,500 for causes that meant the most to us. During 2018, the MCSO helped raise over \$112,000 to support numerous community programs and nonprofits through various fundraising events.





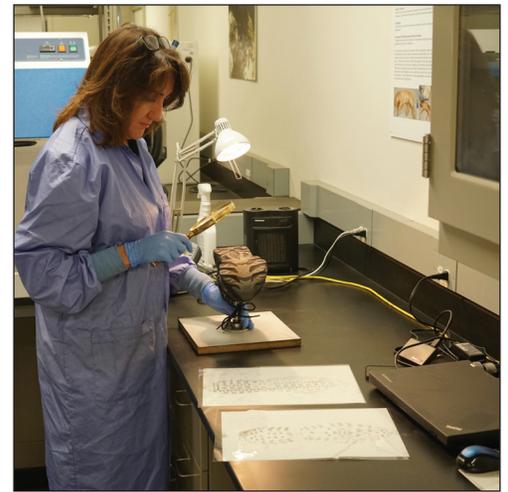












# Contact Us

## **Sheriff Penzone**

550 West Jackson Street  
Phoenix, AZ 85003  
(602) 876-1000

## **Community Outreach**

(602) 876-1685

## **Report a Crime Tip**

(602) 876-8477

## **Professional Standards Bureau**

101 West Jefferson Street  
Phoenix, AZ 85003  
(602) 876-5429  
(844) 887-4483 - Toll-Free

## **Jail Information Line**

(602) 876-0322  
TDD (602) 876-0729

## **Public Records**

(602) 876-1070

## **Victim Information Line**

(602) 876-8276

   @mcsoaz

  @mcsoazespanol



# District Contact Information



## **District I**

1840 S. Lewis Street  
Mesa, AZ 85210  
(602) 876-1853



## **District II**

920 E. Van Buren Street  
Avondale, AZ 85323  
(602) 876-1865



## **District III**

13063 W. Bell Road  
Surprise, AZ 85374  
(602) 876-1602



## **District IV**

37622 N. Cave Creek Road  
Cave Creek, AZ 85331  
(602) 876-1742



## **District VI**

20727 E. Civic Parkway  
Queen Creek, AZ 85142  
(602) 876-5055



## **District VII**

16705 E. Avenue of the Fountains  
Fountain Hills, AZ 85268  
(602) 876-1869



## **Lake Patrol**

7307 N. Bush Highway  
Mesa, AZ 85215  
(602) 876-1636





Maricopa County Sheriff's Office  
550 West Jackson Street  
Phoenix, AZ 85003  
602.876.1000 | [www.mcso.org](http://www.mcso.org)