



2019

Maricopa County Sheriff's Office

Annual Report





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Paul Penzone

If not you, then who?

The career choice to become a member of a law enforcement organization is one of selfless service. You have decided a life and career rooted in purpose holds greater value than rewards or riches.

During the most difficult, dangerous, and challenging times you must ask the self reflective question, if not you then who?

If you were unwilling to carry on the task that is part of the oneMCSO mission for public safety, then who would you trust to keep your own family safe? That is the reason why you are extraordinary. Regardless of the obstacle or barrier, you will find a way to overcome for the benefit of others. You will stay the course for the safety of your community. You will carry out the mission for the well being of those you care about.

This annual report is your contribution, your story, your legacy.

Thank you,
Sheriff Paul Penzone



Mission

Working together to safeguard our communities

Vision

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

Values

Honesty

We are truthful in our words and actions

Humility

We are committed to learning from and serving each other

Perseverance

We are in the constant pursuit of excellence

Respect

We embrace the diversity of our communities

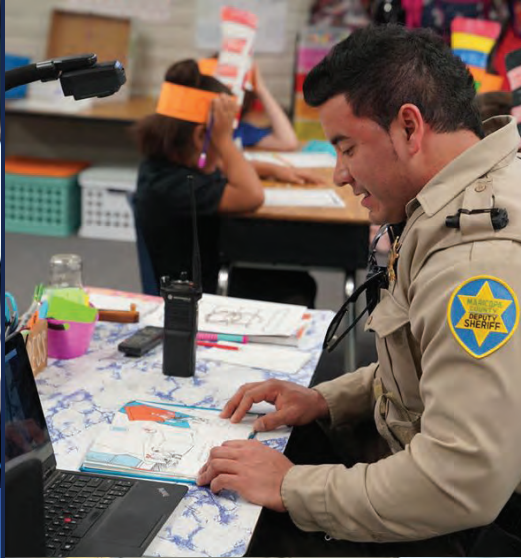
Trust

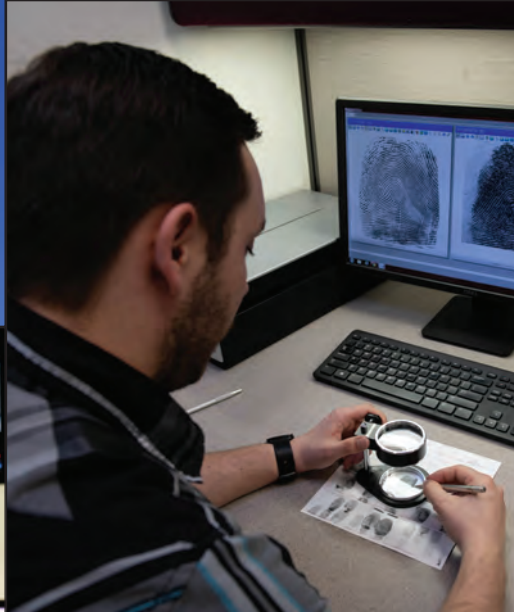
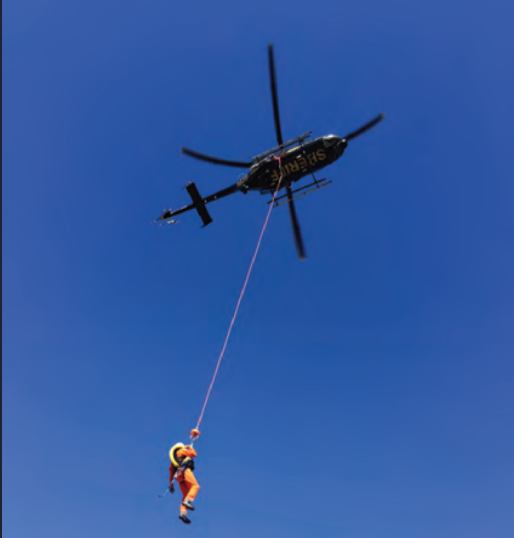
We believe trust is the foundation of our relationships

Unity

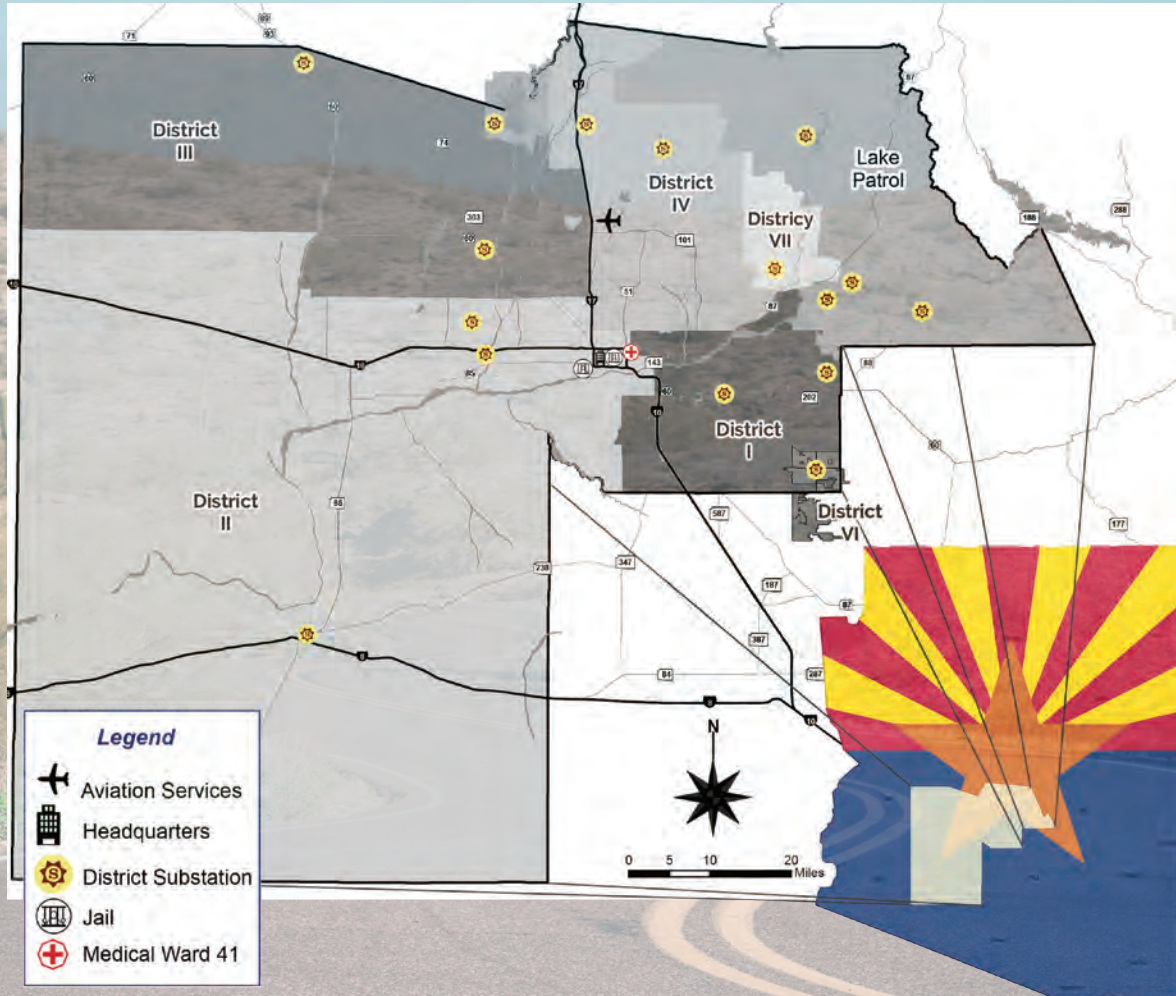
We are working together toward common goals







Maricopa County 9,276 Square Miles



District I - 502 Square Miles	District VI - 48 Square Miles
District II - 5,216 Square Miles	District VII - 124 Square Miles
District III - 1,631 Square Miles	Lake Patrol - 1,087 Square Miles
District IV - 668 Square Miles	County Parks - 22 Square Miles

Maricopa County Jurisdiction





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.

Enforcement Bureau



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

District I Deputies responded to a house in Guadalupe where two victims had suffered life threatening gunshot wounds at a family barbeque. Detectives were able to obtain suspect information and piece the case together. Detectives and Patrol Deputies determined a suspect name and located weapons as they searched for the suspect at-large. Video of the suspect was obtained providing detectives information of his location. During this stage of the investigation, the male victim had passed away, which then turned the case into a homicide. A thorough investigation was completed, and the suspect was located. He gave a confession and was arrested.



Arrests 939
Incidents 46,651





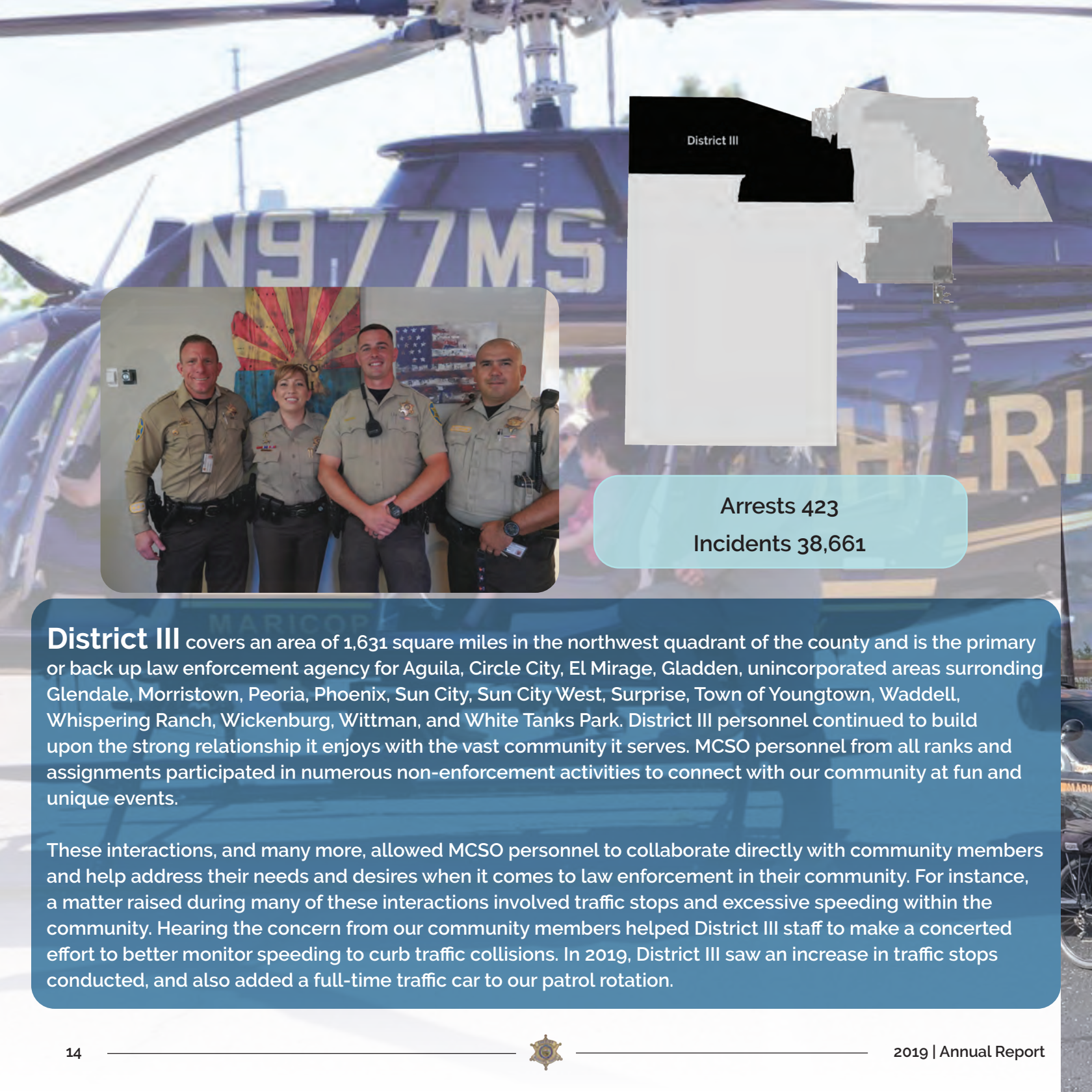
Arrests 754
Incidents 24,563

District II covers an area of approximately 5,216 square miles in the southwest quadrant of the county. These areas include Laveen, Litchfield Park, Gila Bend, Tonopah, Mobile, Arlington, Wintersburg, Rainbow Valley, Buckeye Valley, Harquahala Valley, parts of Goodyear, Avondale, Glendale, Buckeye and unincorporated Maricopa County land.

During 2019, District II Detectives solved three armed robberies to include the arrest of the "Lunch Break Bandit," and other arrests that included an organized retail theft ring, subjects for various home and vehicle burglaries, four juveniles who were responsible for an armed robbery, a female who was responsible for numerous identity theft cases, and a violent suspect who sexually assaulted a woman jogging on a green belt during a mid-morning run.

One case was an active investigation for over a year and crossed several jurisdictions before an arrest was made. This case involved the theft of appliances from new model homes totaling more than \$100,000.00.





Arrests 423
Incidents 38,661

District III covers an area of 1,631 square miles in the northwest quadrant of the county and is the primary or back up 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 III personnel continued to build upon the strong relationship it enjoys with the vast community it serves. MCSO personnel from all ranks and assignments participated in numerous non-enforcement activities to connect with our community at fun and unique events.

These interactions, and many more, allowed MCSO personnel to collaborate directly with community members and help address their needs and desires when it comes to law enforcement in their community. For instance, a matter raised during many of these interactions involved traffic stops and excessive speeding within the community. Hearing the concern from our community members helped District III staff to make a concerted effort to better monitor speeding to curb traffic collisions. In 2019, District III saw an increase in traffic stops conducted, and also added a full-time traffic car to our patrol rotation.





District IV covers an area of approximately 668 square miles in the north-central quadrant of the county which includes northern areas of Phoenix and Scottsdale, parts of Peoria, and unincorporated Maricopa and Yavapai County land.

Community members and leaders within the District IV boundaries have expressed an emphasis on the enforcement of traffic violations. The communities of Cave Creek and Carefree receive many visitors during certain times of the year, which means vehicle traffic significantly increases during the Fall, Winter, and Spring seasons. The residents of Anthem enjoy a large and beautiful community park and District IV has several specifically trained deputies who patrol the park on MCSO marked bicycles. This bicycle patrol has been well received by Anthem residents and it supports and enhances the philosophy of community policing.

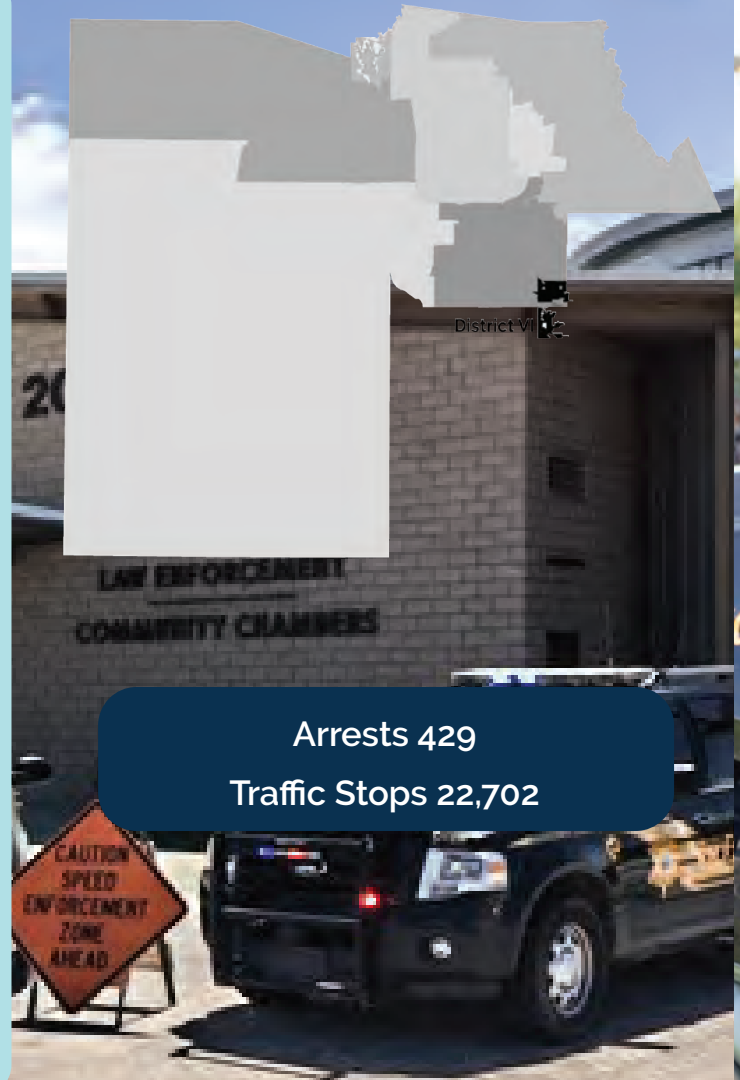
Arrests 330
Incidents 25,557



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

Throughout 2019, District VI Patrol Division focused on community outreach and building collaborative partnerships with community stakeholders to enhance public safety, emergency preparedness, and provide transparency. District VI employees recorded over 40,000 non-enforcement contacts with community members at community policing events.

In the spring, District VI Patrol Deputies responded to over 140 separate reports within the Town of Queen Creek involving criminal damage to vehicle windows. These incidents resulted in significant community outcry, media attention, and public pressure. Investigators worked diligently to collect and evaluate innumerable pieces of information resulting in the identification of the suspects. Within less than one week of the first incident occurring in the Town of Queen Creek, the juvenile suspects were located. The suspects confessed to committing the offenses and criminal prosecution was pursued, bringing closure to this rash of criminal activity.



Arrests 429
Traffic Stops 22,702

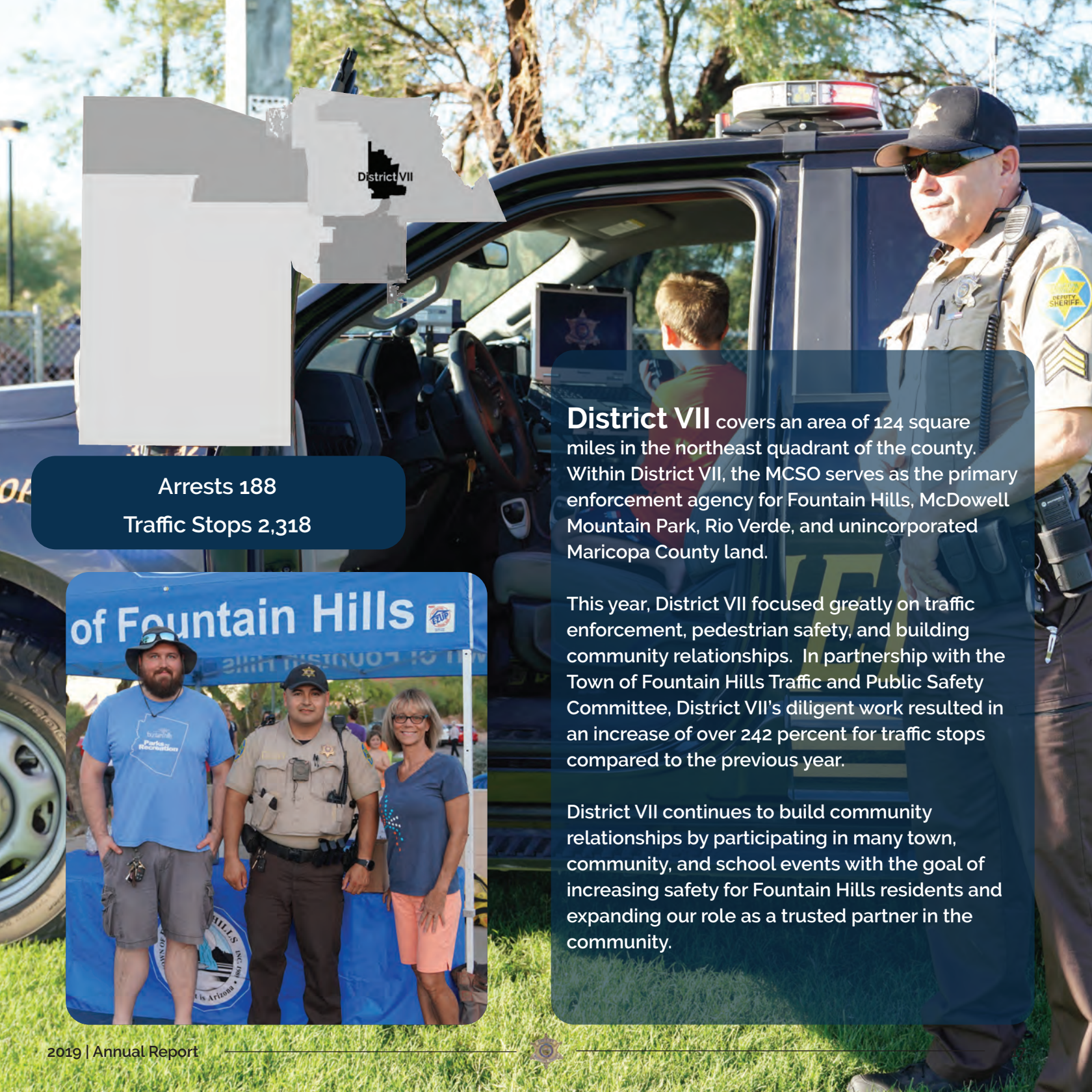




District VII

Arrests 188

Traffic Stops 2,318



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.

This year, District VII focused greatly on traffic enforcement, pedestrian safety, and building community relationships. In partnership with the Town of Fountain Hills Traffic and Public Safety Committee, District VII's diligent work resulted in an increase of over 242 percent for traffic stops compared to the previous year.

District VII continues to build community relationships by participating in many town, community, and school events with the goal of increasing safety for Fountain Hills residents and expanding our role as a trusted partner in the community.



Lake Patrol is a specialized division consisting of many units that safeguards the lakes, rivers, recreational, and wilderness areas of Maricopa County. The Underwater Dive Operations, Search and Rescue Operations, Emergency Medical Services by our EMT's and Paramedics, Mounted Patrol, Off Highway Vehicles (OHV) Patrol and DUI enforcement make up these units. Lake Patrol Deputies maintain and deploy their specialized skills to ensure we are providing the highest level of public safety.



In August, three Deputies responded to a 17-year-old who was stuck and panic stricken on the side of a cliff, approximately 100 feet above the shore of Saguaro Lake. Once the Deputies arrived at the scene, they realized an air rescue was not feasible due to the location and the quickly diminishing physical and mental condition of the subject. The decision was made for two of the Deputies to climb the steep cliff so that they were situated above the subject. They used a rope to help lower the male down to a waiting paramedic Deputy.

Arrests
1335
Search/Rescues
74
Remote Operated Vehicle Missions
13

Watercraft Violations
639
OUI (Operating Under the Influence)
30
Scuba Dive Missions
71



The **Aviation Services Division (ASD)** provides air support to all areas of the MCSO. The Division is divided into three sub-sections to include Roto-wing, Fixed-wing and Maintenance sections.

The primary function of the Roto-wing section includes search and rescue as well as direct support of law enforcement functions where an aerial platform is beneficial or necessary. This includes patrol support, surveillance, transportation, command and control, traffic or disaster management, communications and aerial photography.

The Fixed-wing section extradites out of state inmates back to Maricopa County for criminal prosecution and performs regional extraditions for all states west of the Mississippi River.

Finally, the Maintenance section oversees, maintains and ensures all MCSO aircraft remain airworthy and safe to operate and that inspections and maintenance are performed in accordance with Federal guidelines.

Roto-wing:

Missions: 1,228
Search and Rescues: 229
Subjects Rescued: 197
Suspect Searches: 126

Fixed-wing:

Extradition Trips: 87
Inmates Moved: 167
Miles Flown: 99,553

Maintenance:

Repairs Completed: 235
Inspections: 127

Savings vs. Commercial: Approximately \$222,466

MCSO Aviation Services Division is awaiting delivery of their new Bell 429 helicopter. The new helicopter will have greater capabilities and a better level of safety with its twin turbine engines and hoist capabilities. (Current helicopters are Bell 407's which are single engine with no hoist). The BOS approved funding for this ship in 2019 and the PO for it was cut in November, 2019. The Ship is currently under construction.

Once complete, it will have full video/camera set-up to include FLIR (Forward Looking Infra-Red). This system is fully Day-Night-Inclement Weather capable.

We are hoping to have the Ship fully operational within the Office in Late 2020 or early 2021.



The **Special Weapons and Tactics (SWAT)** Division is made up of three units: Tactical Operations Unit (TOU), Explosive Ordinance Disposal (EOD) and K9.

All personnel assigned to this division are full-time, highly trained specialized deputies who assist and respond to the most dangerous 911 calls for emergency assistance.

These include: Barricade-Hostage, High-Risk Entry, Search and/or Arrest Warrants, Executive Security and Civil Disorder.

K-9

329
Assist TOU/Call Outs
60
Apprehensions
370
Searches
160
Special Detail/Demo
131
Event/EOD Sweep
289
Narcotics Sweep

EOD

29
EOD Call
43
Assist TOU
19
Special Details/Demo
9
Sweeps

TOU

66
Search Warrant
19
Barricade/Hostage Rescue Team
51
High Risk Arrest
89
Special Detail (VIP events, Protest, Demos)



The **Extraditions Unit** is responsible for extraditing individuals who have escaped to other states or violated the Interstate Agreements, back to Arizona for legal proceedings.

In 2019, Extraditions picked up or arranged transport for wanted fugitives from 42 different states.

Inmates Extradited: 464

Number of Trips: 262

Savings using the Northwest Shuttle: Approximately \$264,719.24

Savings using Aviation Services Division: Approximately \$112,507.26

Remarkable Extraditions:

#1: Suspect extradited from Texas in November. Subject mailed a bomb to a soldier at Fort Hood, TX in 1986 causing injury to arms, legs, abdomen and chest. Subject murdered an Arizona woman and burned her home to conceal the crime. Records show that this subject continued to plan the murder of three other people after his conviction.

#2 Two suspects were arrested on charges connected to the trafficking of two women who were forced into prostitution in Lansing, MI. Both suspects are charged in Michigan with transporting a woman for prostitution, accepting earnings from prostitution and human trafficking. One of the subjects was also wanted in Maricopa County for Kidnapping, Sexual Assault, Robbery, and Aggravated Assault and was escorted back to Arizona by members of the Extraditions Division to face these charges.





The **Major Crimes Division** provides the highest level of service for victims and their families by ensuring all investigations are conducted thoroughly and professionally.

The Major Crimes Division of the Maricopa County Sheriff's Office includes Homicide, Special Victims, Sex Offender Notification, Cyber Crimes, Arson, Animal Crimes, Jail Crimes and Vehicular Crimes.

The **Vehicular Crimes Unit (VCU)**

investigates all traffic collisions involving fatalities and responds to traffic collisions involving potentially life-threatening injuries, hit-and-run accidents, and those involving MCSO vehicles.

VCU investigated one second-degree homicide case, five manslaughter collisions and three fatal hit and run crashes along with numerous other collisions.

VCU handled 79 assigned cases, assisted patrol with 9 investigations, assisted 5 outside agencies, assisted various MCSO detective units with 10 incidents and assisted the Homicide Unit with 17 of their cases this year. Of the 79 cases, 57 have been cleared with 19 resulting in charges.



The **Cyber Crimes Unit** consists of two separate components. The first is staffed with highly trained Cyber Crime Detectives who investigate criminal activity related to Internet Crimes Against Children which typically involves the sexual exploitation of minors on the internet, high dollar internet related fraud cases, and other high-profile Cyber related crimes.

The second component is staffed with Certified Computer Forensic Examiners who process and examine all cell phone, digital, and electronic evidence for the Sheriff's Office including the Major Crimes Division, the Special Investigations Division, and all District Detective Units and Patrol Squads throughout Maricopa County.

One of the more notable cases investigated by the Cyber Crimes Unit in 2019 involved a suspect who was found to be victimizing multiple juveniles over a popular gaming system console. Detectives with the MCSO Major Crimes Division - Cyber Crimes Unit began this investigation after a parent reported nude photographs of an unknown adult male subject on his 12-year-old son's cellphone.

Detectives further learned the suspect was instructing the boy to send additional naked photographs of himself in exchange for gift cards and video game redemption codes. The suspect eventually requested the original victim assist him by recruiting other young boys for the purpose of exchanging nude photographs. Detectives later discovered the suspect attempted to escalate the situation to a hands-on offense by offering the victim money in exchange for sex.

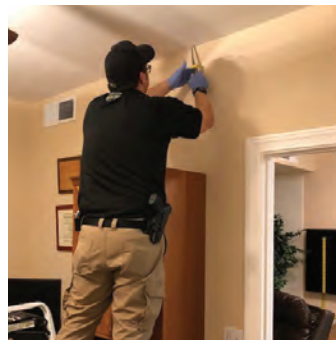
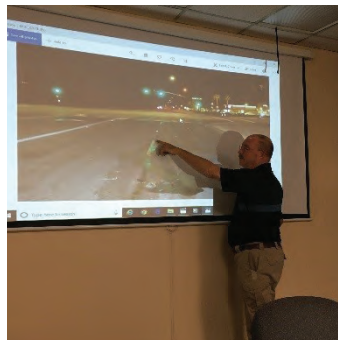
Detectives identified the suspect as a U.S. citizen living in Maryland who recently moved abroad to Japan. MCSO Cyber Crimes Detectives contacted the U.S. Marshal's Office, the U.S. Department of Justice, and the FBI to revoke the suspect's passport and coordinate a search warrant abroad on a U.S. Military Installation. A result of these efforts was a successful execution of a search warrant at the suspect's residence and his arrest and extradition back to the United States.

The Cyber Crimes Unit ensured justice was served in this case as the suspect was arrested and ultimately sentenced to 40 years in prison after pleading guilty to numerous crimes against children. In addition to his prison sentence, the suspect received a lifetime of supervised sex offender release conditions and was ordered to pay \$120,000 in restitution to the victims involved.



The **Homicide Unit Cold Case** squad is responsible for maintaining a cold case registry and investigating homicide cold cases as new workable leads, suspects, and evidence is identified. The homicide cold case years range from the 1960's to present. In addition to reviewing and investigating cold cases, the Cold Case squad provided (13) out of agency assists related to homicide cases in other jurisdictions.

In 2019, Cold Case detectives were able to obtain further evidence in this investigation that led to the arrest of (5) suspects. (4) suspects were charged with kidnaping and (1) suspect was charged with Theft of means of transportation. Detectives are currently working with the Maricopa County Attorney's Office (MCAO) to pursue charging the (4) kidnaping suspects with 1st degree murder, based on the felony murder rule.



The **Homicide Unit** responds to and investigates homicides, suspicious deaths, and critical incidents including deputy-involved shootings.

In 2019, the MCSO Homicide Unit received

18 Homicides

8 Child Deaths

9 Suspicious Deaths

1 Suicide

7 Officer Involved Shootings/Critical Incidents

Closed 55 cases. Of those (55) closed cases, (9) of the closures resulted in the suspect's arrest.

In addition, the Homicide Unit responded to numerous assist requests to provide guidance regarding death investigations, such as suicides, natural, and overdose deaths that were investigated by District Detectives.



The **Special Victims Unit (SVU)** is comprised of the East Valley Squad, West Valley Squad, and a Sex Offender Notification Unit. Detectives assigned to the Special Victims Unit receive specialized training in the areas of forensic interviewing, sexual offenses, child abuse investigations, interview and interrogation, and traumatic victim behaviors.

One of the more notable cases investigated by the Special Victims Unit, involved a female who was sexually assaulted at gunpoint while jogging in an urban park. The suspect in this case also stole the victim's cellphone in an attempt to keep her from notifying authorities of the assault. The victim returned to her residence by foot and contacted the Sheriff's Office for help. Shortly after the victim's call for service, MCSO Patrol units were dispatched to the area to search for the suspect. An MCSO K-9 unit assisting with the search, observed an individual on a bicycle who matched the suspect's description. When the deputy attempted to contact the individual, the individual fled on foot in the direction of an elementary school causing a lock down of the campus. The suspect then continued in the direction of Luke Air Force Base, eventually jumping the perimeter wall of the base and concealing himself inside base housing. The Special Victims Unit was notified of the outstanding sexual assault suspect and assumed the investigation.

The suspect was eventually located and taken into custody at Luke Air Force Base without incident with the assistance of MCSO Patrol Units and U.S. Air Force Security Force Police.

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, and more.

The MCSO Arson Unit responded to 28 callouts in 2019.

MCSO Arson Detectives responded to assist patrol for a domestic violence situation that escalated into the suspect setting the house on fire while it was occupied. The family was able to extinguish the flames. MCSO Arson took samples and assisted in the interview of the suspect. Ultimately, the suspect was booked and charged with Arson of an occupied structure.



The **Animal Crimes** Unit conducts investigations on incidents involving crimes against animals. In 2019, the MCSO Animal Crimes Unit conducted numerous animal pickups for safekeeping across all patrol areas which included one case where the owner of a property was deceased and was found to be an animal hoarder. The living conditions of the animals was substandard, and immediate intervention was needed. MCSO Animal Crimes worked into the night securing 50 dogs and 74 cats that were turned over to the Maricopa County Sheriff's Office Animal Safe Haven (MASH).

The MCSO Animal Crimes unit seized 246 animals for safekeeping and evidentiary purposes.



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 jail contraband, and destruction of jail property.

The Jail Crimes unit received 809 new cases and responded to 66 incidents. Detectives responded to two escapes which resulted in the apprehension of both inmates without incident.

In 2019, the internship program upgraded and expanded to include Detention Sergeants, which gives them an opportunity to observe, work with, and assist detectives with criminal investigations.



The **Scientific Analysis Division** is comprised of the Crime Lab Unit and Firearms Unit, providing 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.

CRIME LAB UNIT

Crime Scene Call-Outs = 557

AFIS Searches 2,599 /AFIS Hits = 478

Lab Examinations Received = 1439

Lab Examinations Completed = 1,293

Lab Examinations Pending = 146

CDs/DVDs received from patrol/detention = 8,900

Legal Liaison Requests Processed = 535

MCAO Photo Requests Processed = 406

MCSO Photo Requests Processed = 324

FIREARMS LAB UNIT

Lab Examinations Received = 176 cases

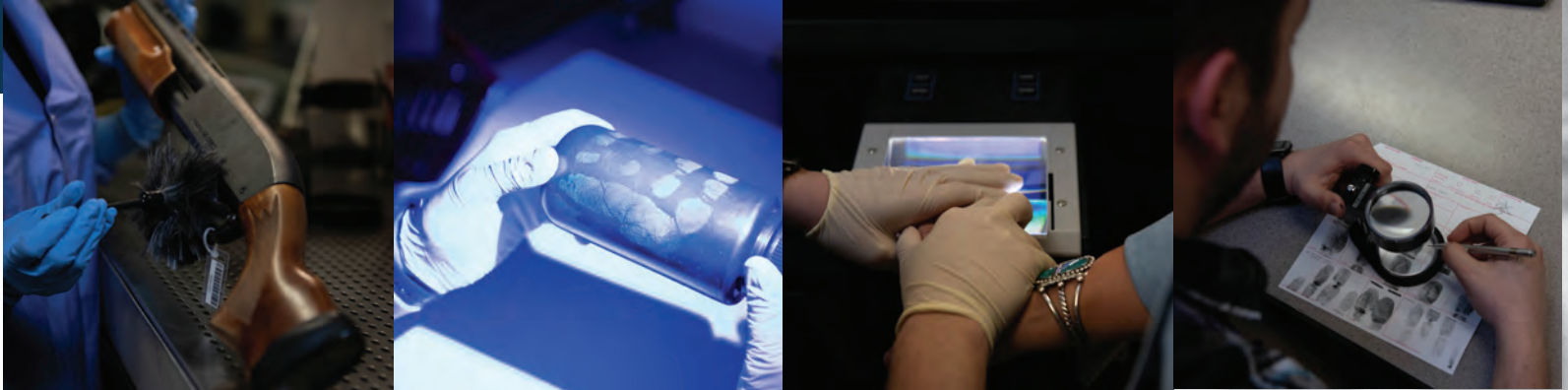
Lab Examinations Completed = 70 cases

Lab Examinations Pending = 106

National Integrated Ballistic Information Network\ (NIBIN)

Entries = 89

NIBIN Correlations = 3



This year the division responded to 59 more crime scene calls than 2018, processed approximately 500 more lab cases than 2018, and participated in a record number of training and community related events, despite losing an experienced analyst and training two new analysts, which is a year-long process. Our personnel are required to work in all types of inclement weather and under less-than desirable conditions, frequently for long, extended periods of time. The work is often mentally and emotionally draining, the detailed work performed in the laboratory and under the microscope strains the eyesight to the limit. This division is certainly a pivotal element in crime solving.



The **Criminal Intelligence Division** is made up of six units which include the Criminal Intelligence Unit (CIU), Criminal Research and Analysis Unit (CRAU), Sheriff's Intelligence, Leads, Tips (SILO), Case Support Unit (CSU), Drone Program, and Chase Field/Special Events. These units support the investigative and operational intelligence needs of the office and regional law enforcement community.

The **Criminal Intelligence Unit (CIU)** is responsible for gathering information based upon a criminal predicate, analyzing that information to produce both tactical and strategic criminal intelligence, and disseminating this intelligence within the Office and to other appropriate law enforcement or first responder agencies.

Response to SWAT Call Outs: 138

Assist other agencies with Threat Liaison Officer (TLO): 18

Assistance to District Investigations: 70

Regional Information Sharing System (RISS) deconfliction, Backgrounds on suspects, research of residence or property

Special Events Field Intelligence Team: 64

Threat Vulnerability Assessments: 14



The **Criminal Research and Analysis Unit (CRAU)** is an analytical and information management unit supporting law enforcement operations. The unit's mission is to enhance the efficiency and effectiveness of the Maricopa County Sheriff's Office (MCSO) by providing timely, accurate and useful information to patrol deputies, detectives, and command staff pertaining to tactical, strategic, operational, and administrative crime analysis.

Supported over 47 different agencies on the local, state, and federal level.



The responsibility of the **Sheriff's Intelligence, Leads, and Operations (SILO)** unit is to collect, vet, process, and track all tips provided by members of our community. The partnership between the Sheriff's Office and the community is vital when recognizing, preventing, and solving crimes. Often, we rely on the community's vigilance to report tips to help keep our community safe. Incoming tips are collected via telephone, e-mail, text message, website submission, and written correspondence, in person, through our social media pages, and through the www.mcso.org website.

The SILO Unit has processed a total of 3,613 tips that include location of warrant suspects, use and sale of drugs and suspicious activity.

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

A MISSING CHILD LOCATED BY TIPS

The SILO Unit received two separate tips from the community with the possible location of a juvenile, who had been missing since the previous month. These tips were sent to the Glendale Police Department and the next day, the juvenile was successfully located and returned to the family.

The **Case Support Unit (CSU)** supports multi-faceted criminal investigations originating from the Jail facilities, Special Investigations Division (SID), Custody Bureau Investigation Unit (CBIU), Major Crimes, other MCSO Investigative Units, and outside agencies. This year, the CSU has developed several new initiatives and levels of support for the Office.

239 individual investigations for MCSO entities

38 individual investigations/analytical for out of agency entities:



The **Drone Program** assists the districts and various investigative bodies around the Office/Region on high profile cases, emergencies, and crime scene aerial footage.

This year, MCSO expanded on its drone program to include several new types of calls for service including: Active Officer Involved shootings, Search & Rescue Missions, Overhead Crime Scene photos/videos, Active Crime Scenes, Protests, Search Warrants, Active Drug Investigation, Training, MCSO Funeral Procession, and several Community Events.

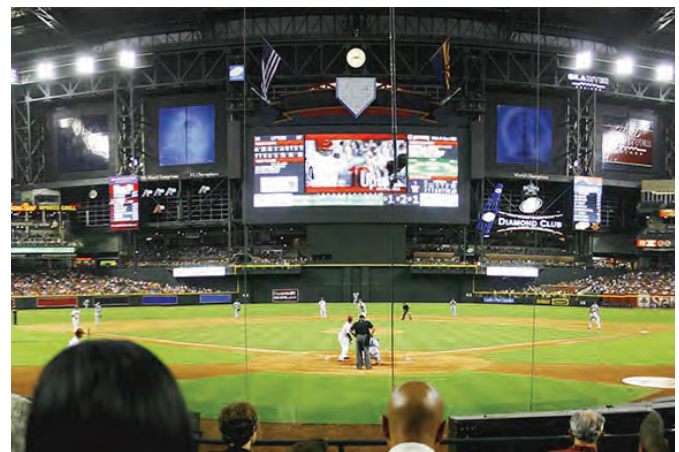
The drone pilots are now equipped to wirelessly transmit the live video stream from the drones directly to video monitors used by command staff. This feature allows them to direct ground units in real-time as scenes rapidly unfold.



Cost savings by utilizing drone, approximately: \$81,160.00

MCSO provides public safety for all events at Chase Field which has the maximum capacity of 48,000 guests. The Ballpark and Events Program provided quality law enforcement and security for numerous local, national events for this year's MLB season, football bowl games, concerts, church events and several small-scale events.

MCSO staff taught CPR/First Aid and bleeding control to several Chase Field security members and office staff, along with anti-terrorism training and tools to Chase Field and its security staff.



The 2019 season had a total of 5,047 incidents to include unruly fans, medical incidents, and security issues.



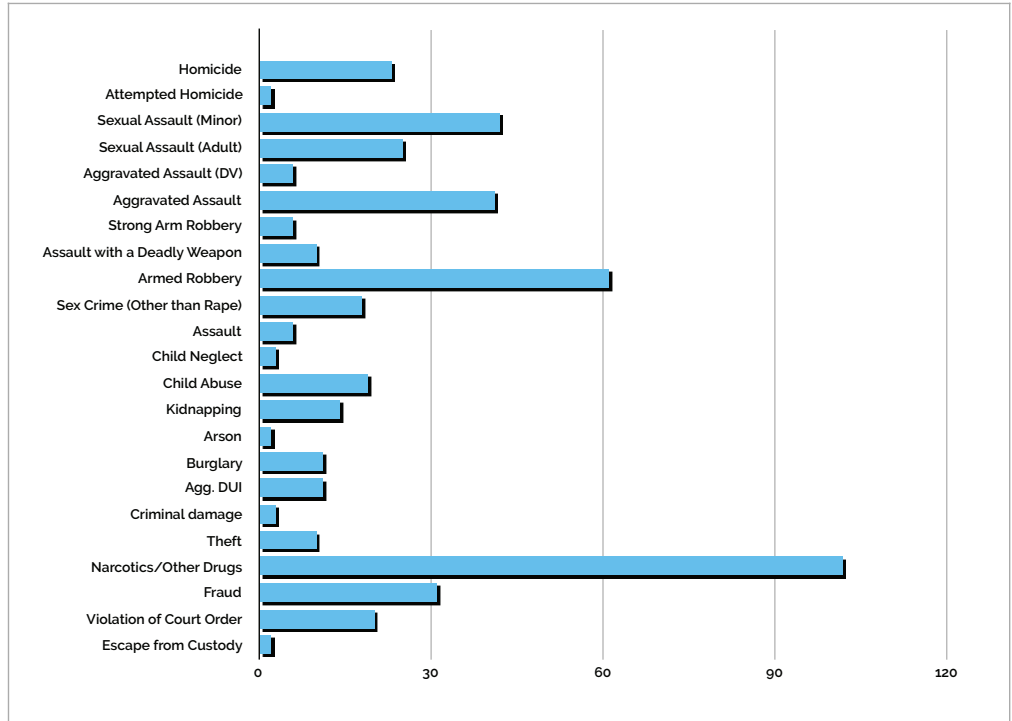


The **Fugitive Apprehension and Tactical Enforcement (FATE)** is a member of the Federal Bureau of Investigation Desert Hawk Violent Crimes Task Force. One of the missions of the Task Force is to locate and apprehend violent fugitives wanted on arrest warrants or probable cause. The Task Force works with other MCSO investigative units, federal, state and local law enforcement agencies to further this mission. The apprehension and investigative efforts are conducted to ensure the safety of the public, law enforcement personnel, and suspects.

- In May, the Task Force assisted MCSO Major Crimes in apprehending Benjamin Abril related to a sexual assault investigation. MCSO investigators specifically requested apprehending Abril away from his residence in order to decrease the likelihood Abril could destroy evidence. The Task Force conducted surveillance and safely apprehended Abril. The Task Force then assisted Major Crimes in executing the search warrant of Abril's residence. Abril is pending trial in Maricopa County.

Warrants Enforced

- In July, the Task Force was requested by District 2 Detectives to locate and apprehend Amil Childs. The Task Force and District 2 investigators determined that Childs had fled to San Luis Rey, Mexico in order to avoid prosecution. The Task Force coordinated with the FBI's Border Liaison Officer and Government of Mexico authorities who ultimately located and arrested Childs without incident. Childs was transported to the Yuma Port of Entry and handed over to detectives for further investigation, processing and booking. Childs is pending trial in Maricopa County.



The **Enforcement Support Division** provides support services to all Districts and Investigative Units. The division also coordinates special events such as mall patrol, Shop with the Sheriff, Security Details, and other community events with the assistance of the MCSO Cadet and Posse programs.



Our **Cadet Program** is made up of young adults who have the opportunity to assist MCSO Deputies and broaden their understanding and firsthand knowledge of the challenges and job skills that make up our community's law enforcement service.

Throughout their time in the program, MCSO Cadets learn to work as a team, gain leadership skills, and serve the community all while receiving specialized law enforcement training. Learn more about this program which instills ethical development for those who may be interested in a law enforcement career by visiting www.mcsocadets.com

In 2019, we had 41 Cadets, who provided:
869.5 hours of community service throughout Maricopa County.



The **MCSO Honor Guard** is comprised of Deputies and Detention Officers who represent the Sheriff's Office with pride, dedication and excellence. The MCSO Honor Guard represents the highest principles of the Maricopa County Sheriff's Office. Our Honor Guard attends the organization's graduations, ceremonies, memorials, parades, events, and more.

April of 2019, veteran members of the Maricopa County Honor Guard conducted a 3-day Honor Guard academy for several rookie members. The academy consisted of proper procedures of casket watch, flag folding, funeral set up, 21-gun salute, and basic posting of colors for graduations and promotion ceremonies. Furthermore, this training helped all members of the unit to sharpen their skills for the annual MCSO "They Served Well" memorial held in May.



In January 2019, the MCSO **Volunteer Posse** program, a team of dedicated personnel who want to assist law enforcement by giving back to their community, underwent a revamped background/pre-employment process. Due to the combined tireless efforts of our Posse members, Pre-Employment Division, and Enforcement Support Division, the Posse program is up and running again. Two hundred Posse Members assist in 19 MCSO branches, which include Community Services, Crime Prevention, Mountain Rescue, Tactical Support, among others.







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

Support Services Bureau

The **Judicial Enforcement Division** consists of The Civil, Adult Business and Pawn, and Tax Unit who diligently perform mandated duties of the Maricopa County Sheriff's Office, involving court process, business regulation, and tax enforcement. 2019 was extremely busy and exceeded record level production. Here are the Units' production levels:



Civil Unit

Service Requests Received - 17,342

Family and Civil Court Orders - 4,367

Protective Orders Processed for Service - 2,036

Subpoenas (Criminal, Mental Health, Scofflaw, & Civil) Processed - 9,754

Tax Unit

Demand for Payment Letters Issued - 5,602

Seizure, Delinquent Tax Notice & Notice of Tax Sale Postings - 1,475

Properties Set for Sale - 247

Properties Sold for Delinquent Personal Property Tax - 43

Collected Delinquent Personal Property Tax - \$7,331,955.40



Adult Business Licensing (ABL) & Pawn Unit

Pawn Tickets Received and Reviewed for Accuracy - 40,939

Gun Sales Reviewed - 5,322

License Gun Dealer Federal Forms Reviewed - 1,019

Protective Order Background Check - 1,925

New Pawn Licenses Issued - 11

Pawn License Renewals - 111

ABL Permits Issued - 244



The **Court Security Division** assists with providing security for Judges, Commissioners, Office Personnel and the community that utilize the court facilities of Maricopa County each day.

In December, a defendant who was expecting to be remanded into custody on felony charges left the courtroom during a break in her hearing to use the restroom. Once in the restroom the defendant took what would have been a fatal dose of Heroin, leaving her not breathing and no pulse. Deputies along with Judicial Branch Security Officers responded to the call. Collaboratively they performed CPR and administered NARCAN. Their actions resulted in reestablishing a heartbeat and unassisted breathing. Prior to the arrival of medical personnel, the victim had regained consciousness and was coherent. This was a heroic example of incredible team effort to save a life.

The **Property Management Division** is comprised of three main areas: 3511 Tow Program, Off-Site Records Warehouse, and Property/Evidence Warehouse.

This year, the 3511 Tow Program yielded approximately \$53,593 in revenue and approximately 88 inspections were completed on over 32 Tow Companies throughout Maricopa County.

Property and Evidence receive, catalog, safely stores, and maintain the integrity of evidence, found property, and property for safekeeping. The Property/Evidence Warehouse yielded a 100 percent accountability of all items of evidence, found property, and safekeeping. Property/Evidence received over 38,000 items in 2019.

The most notable accomplishment is the Digital QueTel uploads that are being utilized by the Major Crimes Detectives, Crime Lab Personnel, and the Legal Liaison Department.

Digital uploads have soared from 65,847 in 2018, to 178,581 in 2019!



Inventory Items 285,248
Items Destroyed: 8,010
Items Received: 38,726
Guns Tested: 55
Firearms Released: 428



Deputy Service Aides are non-sworn law enforcement aides that respond to lower level priority calls for service to the community. The performance of these functions will allow sworn Deputy Sheriffs to respond to Priority 1 and 2 calls for service in a timely manner. Deputy Service Aides will respond to Priority 3 calls for service and other calls determined necessary by a sworn supervisor. Aides are not law enforcement officers and do not have the powers of arrest. The DSA reports directly to and receives direction from Supervisory Staff. The duties of the DSA include, but are not limited to, the following:

- Respond to Priority 3 calls for service as assigned by radio dispatch.
- Assist Deputies in non-violent calls for service
- Taking Incident Reports and investigating a variety of calls.
- Appearing in court as a witness.
- Processing and impounding of evidence at minor crime scenes.
- Writing reports and maintaining activity logs.
- Control and direction of traffic when necessary.
- Taking calls by telephone.
- Issuance of citations while investigating traffic accidents.
- Using a mobile data computer, police radio, and cellular telephone.
- Perform other tasks assigned by a supervisor or commander.





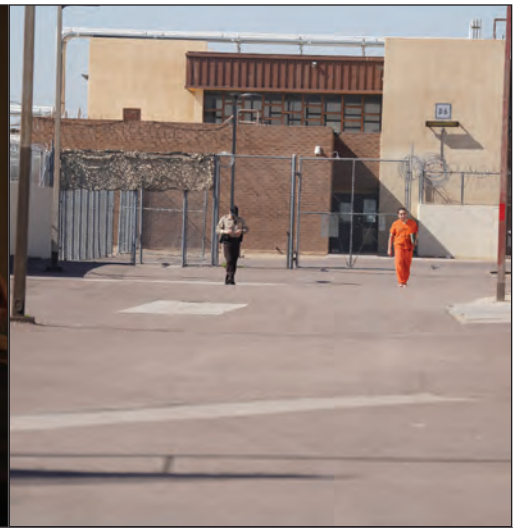
By assigning non-sworn personnel to handle non-enforcement, low priority calls for service (priorities three, four, and five) that do not require a Sworn Deputy Sheriff, MCSO provides better assistance to our community members.

Since the inception of this position, DSA's have handled more than 2600 calls for service, to include 371 non-injury vehicle crashes, 103 traffic hazards, 95 criminal damage reports, and 95 motorist assists. This reallocation of calls for service, has allowed Deputy Sheriffs assigned to patrol, to address higher priority calls, while assisting in the reduction of response times. The impact of the DSA Program can be measured in reduction of response times for priority 4 calls, from 29 minutes to 8 minutes.



First academy graduated June 2019





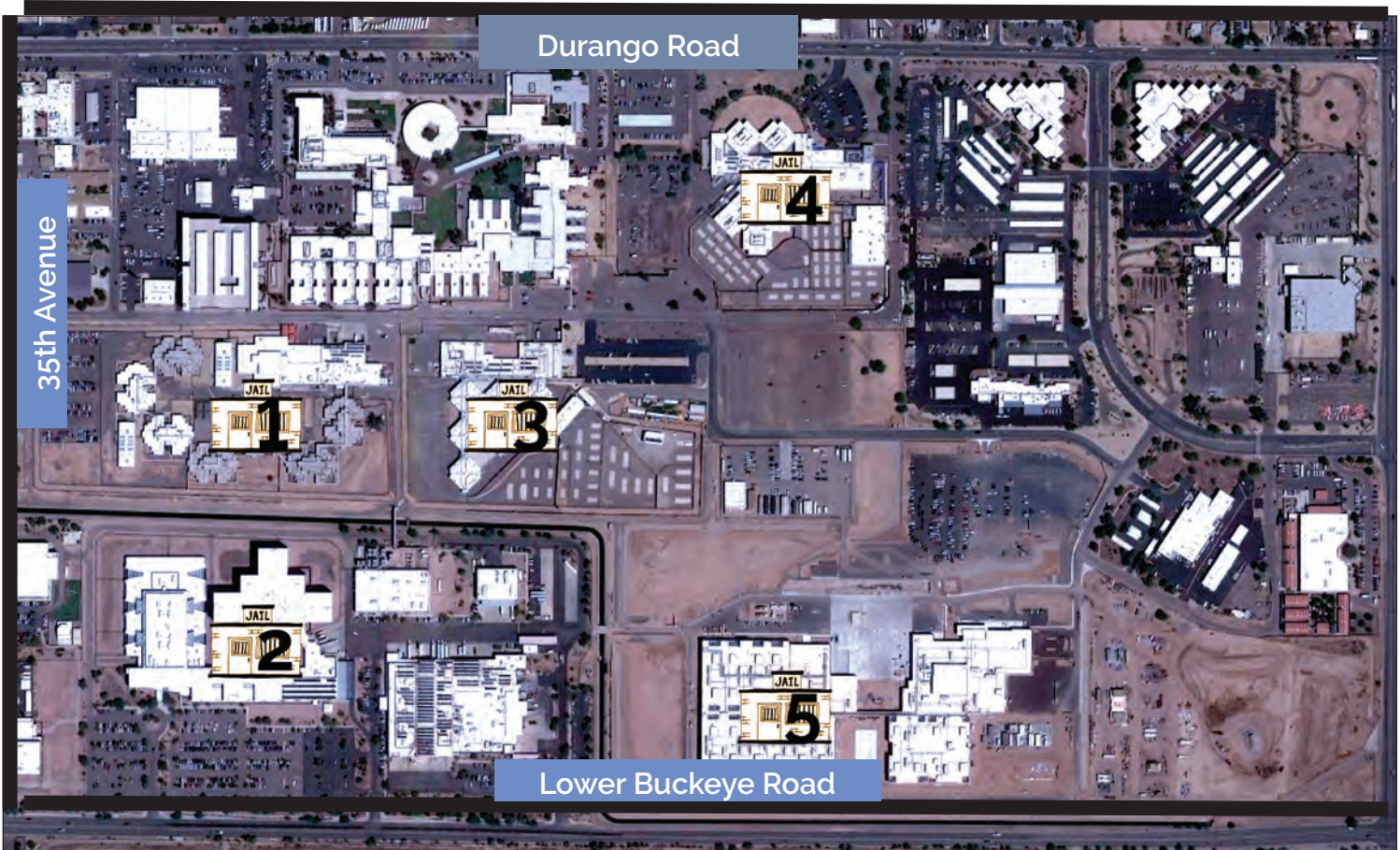
Detention officers within the Custody Bureau maintain the safety and security of the inmate population in the five Maricopa County detention facilities, the nation's fourth largest. Detention officers provide daily necessities to those awaiting court and those who stay in our custody after sentencing. 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.

Custody Bureau



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) Durango Jail
2,195 Inmate Capacity

2) Lower Buckeye Jail
2,382 Inmate Capacity

3) Towers Jail
1,080 Inmate Capacity

4) Estrella Jail
1380 Inmate Capacity

5) ITR/Saguaro Jail

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 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.

2112 maximum capacity
1,700 average daily population
71,378 visitors
8,900 self-surrender bookings
44,251 releases

This year, an additional two incentive pods were created after the initial success of the first one in 2018. Inmates responded well to the incentive pods which awards inmates with additional dayroom/recreational time for appropriate behavior.



The **Estrella Jail** is our predominantly female inmate facility built in 1991, which houses all classifications of unsentenced inmates, as well as the male and female inmates assigned to Work Release/Work Furlough programs. It is composed of four housing units and nine dorm-style housing areas, special programming for chronic mental health and seriously mental ill inmates. It's also home to the MOSAIC female program. During 2019, the Estrella Jail implemented the dorm reconfiguration project which included newly remodeled dormitories to focus on Strategic Inmate Management (SIM) through direct supervision; a management philosophy that greatly increases interaction between inmates and detention staff providing increased security levels and safety for inmates, staff, and visitors.



The **Towers Jail** houses the smallest inmate population out of our five jail facilities. It focuses on providing a variety of self-improvement and re-entry programs to detainees designed to reduce recidivism. Some of these programs include “Thinking for a Change,” “Choose to Change,” “Anger Management,” and many others.

Additionally, the Towers Jail houses our veteran inmates, those who have served in various branches of our military. This allows for individuals who have a shared experience of military service, to live

together as a group and provide peer to peer support as well as access to resources aimed at veterans. Some programs offered to this group of individuals include Cognitive Restructuring, Yoga 4 Vets Therapy, Relaxation Therapy, Breaking Down Barriers and Decision Points.



The Towers Jail Division also includes the **Inmate Labor Detail Unit (ILD)**. The ILD is comprised of individuals sentenced to County jail time and are assigned to a work detail.

In 2019, this group of working individuals completed more than 11,000 hours of community work service, which included trash removal, landscape cleanup and beautification projects. Additionally, the ILD crew provided clean up, painting, and physical plant improvement projects at the five detention facilities.

The Custody Business Operations (CBO) Division is responsible for the processing and facilitating of delivering millions of dollars' worth of supplies and equipment to all MCSO jail facilities and maintaining better security for staff and inmates. This includes ensuring that doors function correctly, security electronic equipment is operational and effective, drafting policies and procedures, evaluating and creating staffing plans, right down to planning for consumable supplies

The CBO led the charge in 2019 by supporting and implementing an all-inclusive inmate communication technology solution that will streamline inmate telephones, web-based video visitation, and access to educational material and programming utilizing various devices. This program will also be utilized as an incentive-based program to assist detention staff in the management of inmate behavior.

The **Durango Jail** is the oldest facility in the Durango Complex, which houses male inmates who are minimum security, pre-trial detainees and sentenced inmates. It is also the host jail for substance abuse programs such as “MOSAIC” and the “Choose to Change” re-entry program. The Durango jail will soon be replaced by a new 1,600 bed facility which will be called the “Saguaro Jail.”



The new **Intake, Transfer, and Release (ITR)** facility has been a project in the works for several years and is set to open in the Spring of 2020. This facility includes three new jails; the ITR, a 512-bed temporary 72-hour housing facility, and the Saguaro Jail, which will be the Durango Jail replacement.

The **New Jail Transition Team** was formed in February 2019 to take on the project of facilitating the successful opening of the new Intake Transfer and Release (ITR) Jail. They are responsible for conducting site visits for internal and external stakeholders, arranging space within the facilities for the entities that will work there and ensuring a smooth transition takes place when the new ITR opens in April 2020.



The **Fourth Avenue Jail**, which houses approximately 1,500 of our highest classification inmates, is considered the busiest and most secure jail facility in Maricopa County. Over 300 Detention Officers and their Supervisors staff this facility.

Both staff and inmates housing areas received considerable upgrades this year. This included: replacement of much needed staff equipment and technology, such as radios and taser holsters, training rooms and briefing areas.

Inmate areas also received technology upgrades, and facility improvements, resulting in a better environment for staff and inmates alike. These upgrades have been coupled with the successful implementation of additional out of cell time for restrictive housing inmates.



The **Central Intake Division** is responsible for receiving all new arrests by Valley law enforcement agencies, as well as new bookings in the Superior Court, Justice Court and City Court systems into the custody of the Maricopa County Sheriff's Office. The division facilitates the fingerprinting and processing of detainees, ensuring they are seen in Initial Appearance Court within 24 hours of arrest as required by state law. Central Intake staff works closely with our partners from Maricopa County Correctional Health Services (CHS) and the MCSO Classification Division ensuring the health and safety of all inmates held in MCSO custody.



Special Projects

With the recent Hepatitis A outbreak in Arizona, Maricopa County Public Health partnered with MCSO to provide screening and inoculations to those individuals being booked into MCSO custody as research showed these individuals are typically in the high-risk category for contracting Hepatitis A. From the start of the partnership in June through the end of December, Maricopa County Public Health administered over 20,000 Hepatitis A inoculations



Bookings - 82,637 Releases - 43,172 IA Court Hearings - 86,042



The **Sheriff's Information Management Services (SIMS)** division, is affectionately referred to as the division that "facilitates justice!" SIMS is 24/7, encompassing over 25 individual duty stations which converts legal source documents to automated records with the Sheriff's Inmate Electronic Data (SHIELD) 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, to the public and the Sheriff's Office. The Bonds & Fines section of the SIMS division, the Victim's Assistance & Notification Unit (VANU) and the Workbox sections are also part of the SIMS division.

The **Victim's Assistance and Notification Unit (VANU)**

offers 24/7 service and is responsible for notifying crime victims of their rights, makes notifications regarding Initial Appearance, Work Furlough, Release notifications, point of contact for the Arizona Protective Order Initiation and Notification Tool (AZPOINT) program, and facilitates the service of Orders of Protection, and much more.

Total Letters Mailed: 41,795
Total Calls to Victims: 54,370
Total Victims Assisted: 23,057+
New Victim Forms Processed:
37,000+

New Files Processed: 9592
Jobs Assigned: 5599
Releases Processed: 9298
Warrants Verified: 1753
Inmate Requests Answered: 3037

The **Workbox** unit maintains the commitment files and processes releases for all sentenced inmates, responds to questions from law enforcement and judicial agencies, assigns sentenced inmates' 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.

The **Bonds & Fines** section accepts bonds and fine payments from the public, law enforcement officers, and licensing bonding agents. SIMS Clerks update the SHIELD jail management system to reflect bond and fine payments, maintain accountability of negotiable instruments in accordance with MCSO policy, disseminate bond and fine information to the public, process bond surrenders, and addresses problems relating to bond and fine payments with appropriate courts and agencies.

Total Court Orders Processed: 116,235
Inmates Scheduled for Court: 105,404
Total Bonds Processed: 3053
Total Amount of Bonds Processed:
\$16,735,544.99



The **Inmate Classification Division (ICD)** is responsible for assigning security levels and housing types for inmates being held in MCSO jail facilities. A total of 55 team members work diligently, 24/7, 365 days a year, to ensure the safety and security of inmates, staff and the facilities. This year, 41,972 inmates were part of the Initial Classification process.

The ICD implemented a number of efficacies this year such as the application of the “Red Dot/Green Dot” procedure. This was a collaboration of the Central Intake, Correctional Health Services (CHS) and Classification Divisions to streamline the process of identifying inmates with acute medical needs. This new approach helped alleviate overcrowding in Central Intake, creating a safer environment for all. It also expedited the time in which it takes for inmates to be placed in a housing unit, where access to basic needs such as food, showers and phones is more readily available.



The **Special Response Team (SRT)** is made up of highly-trained Detention Officers who respond to emergency situations and high-risk incidents inside our jail facilities. The SRT provides 24 -hour, 7 days a week support to our jail facilities year-round. In 2019, the SRT maintained a successful de-escalation rate of 92 percent.

In addition to this, the SRT attended and spoke at numerous high schools, community colleges, and other community events.



The **Transportation Division** is comprised of three sections: Transport, Court Operations, and Jail Wagon. They all provide a variety of services including the transportation of prisoners and inmates to and from the jails, courts, and approximately 60 locations throughout Arizona. In addition, they assist with transportation at special events such as transporting arrested subjects, equipment, and other personnel.



Transport Stats:

- Over 394,223 miles driven.
- A total of over 302,138 prisoners and inmates transported throughout the state.

Jail Wagon:

- 219, 580 miles while transporting over 22,802 individuals complementing the Transport Squad.
- A total of 7,223 prisoners to central booking
- 2,559 prisoners were transported as a result of MCSO arrests.
- 4,664 prisoners were transported as a result of DPS arrests.
- Based on the Intergovernmental Agreement between MCSO and DPS, a sum of \$377,784 was recouped to offset operational costs.



Court Operations

- Escorted 144,166 inmates to court appearances.
- 6,334 video appearance hearings.
- 4,767 remanded from court.



The **Inmate Medical Services Division (IMSD)** consists of four subdivisions which include the Mental Health Unit (MHU), Infirmary, Mental Health Power Squad (MHPS), and the Medical Transport Services (MTS) division. They all work together, along with Correctional Health Services (CHS), to provide proper medical attention to inmates who are detained in our jails as well as connect them directly to mental and medical health professionals outside our jails. The IMSD ensure inmates who are receiving medical services are properly and safely transported to and from their appointments.

During 2019, the IMSD completed nearly 13,000 hours of training to enhance the safety and life of inmates in our custody.

The **Mental Health Power Squad (MHPS)** is a dedicated group of ten officers that provide a safe and secure working environment for Correctional Health Mental Health Professionals during medical assessments. MHPS officers also provide security for the Restoration to Competency (RTC) staff while they evaluate inmates who have been deemed incompetent to stand trial by the court.

MHPS officers successfully facilitated over 29,000 mental health appointments during 2019.

The **Infirmary**, located inside the MHU, is a 60-bed hospital-style medical unit. The Infirmary also houses all classifications of inmates and provides a place where inmates can receive a more intensive level of medical attention than inmates who are in general population housing. Inmates who are recovering from surgery, have communicable diseases, or other serious medical needs requiring medical intervention reside and are treated in the Infirmary.

In 2019, MHU and CHS staff provided medical services to 635 inmates in the infirmary.

The **Mental Health Unit (MHU)**, a 255-bed mental health hospital-style facility, connects inmates directly with Correctional Health Services (CHS) mental and medical health professionals all while maintaining participation in the judicial system of Maricopa County. Inmates who are sentenced or un-sentenced, male or female, adult or juvenile and who are experiencing a mental health crisis or require a high level of mental health care are housed in one of the MHUs six housing units.

In 2019, MHU and CHS staff provided mental health services to 4,496 inmates in the Mental Health Unit.

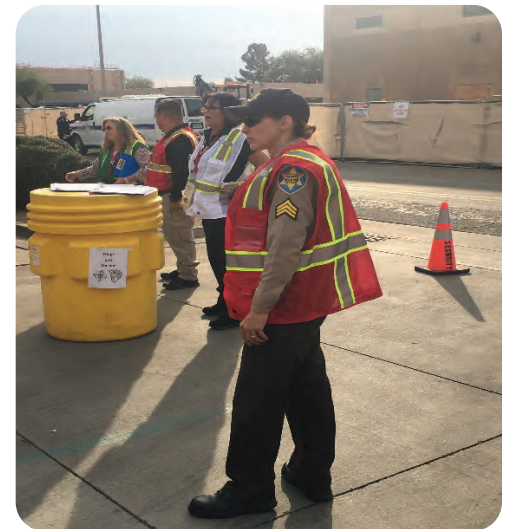


Medical Transport Services (MTS) uses 98 dedicated Detention Officers that focus on maintaining custody of inmates who attend outside medical appointments or hospital stays. Working primarily out of the ValleyWise Hospital, MTS transports wheelchair-bound inmates from the jail to courts or medical appointments and travel anywhere inside the county lines to escort inmates to hospitals or doctors' offices and covers emergency room trips when possible.

MTS has transported:
758 wheelchair bound inmates to and from court.
9,376 inmates to and from clinic, ER runs or doctor appointments.

In 2019, Medical Transport Services (MTS) participated in a Mass Casualty, Hazardous Emergency Response Team (HERT) drill code named "Operation Orange Dove" along with ValleyWise Hospital testing the HERT staff on their ability to handle a mass exposure incident.

The scenario tested the staff on setting up decontamination tents, getting into their hazardous material suits, and performing scrub downs on each participant who had been "exposed." Volunteers acted as inmates who had been in a riot and exposed to OC and other gases. Officers acted as the escorts for the inmates and one officer acted as a wounded officer requiring full decontamination. The drill lasted approximately 6 hours and was an overall success.



The **Food Service Division** is responsible for preparing 8,000 inmate meals daily, on average. Operating 20 hours a day, 7 days a week, 365 days a year. This year, Food Services processed approximately 11,205,613 pounds of food.

Food Service has been the recipient of Two National Association of Counties (NACo) awards.

Meatless Meals

Food Services Division improved its program by changing to an innovative and cost-saving Vegetarian Meal Service Program saving up to approximately \$283,000 per year.

Cooking for Success

Clean Start is a 12-week culinary training program which gives inmates the “basic” working knowledge of Knife Skills, Sanitation, Stocks & Sauces and Cooking Techniques. The inmates complete six of the 12 weeks at the Food Factory. Upon completion the inmates are placed with employers around the County for employment.



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.



The **Ancillary/Institutional Services Divisions** are comprised of the Inmate Canteen, Central Mailroom, Custodial Services, Custody Bureau Hearing Unit, Distribution, Inmate Legal Services, Laundry, Library, and Limited English Proficiency sections of the Custody Bureau. These areas provide a great deal of the backbone that keeps our custody facilities running smoothly, as well as mandated services to inmates in order to ensure they receive due process, and that MCSO is running a safe and constitutional jail system. In 2019 alone, these areas produced not only high-quality results, but at a very high volume.

Some examples of our accomplishments include: over 21,000 grievances and over 13,000 disciplinary action reports handled by the hearing unit; over 300,000 pieces of mail processed by the Central Mailroom; millions of dollars in Canteen sales, monies which funnel directly back to inmate services and programs; processing over 105,000 inmate legal requests by Inmate Legal Services; millions of pounds of laundry washed and dried for inmate usage, and over 1.5 million dollars in donations received by the Distribution section. The hard work and dedication of the employees assigned to these areas is truly commendable.



The **Choose to Change** program is an intensive eight week program that aims to help medium to high risk inmates by reducing recidivism through targeting criminal behavior factors. It has proven itself successful as many graduates leave with new skills to help cope with past trauma. Examples of success include entering probation instead of prison, being released to the community on probation with successful results and reintegrating with their families. This evidence-based re-entry program includes classes that focus on anger management, domestic violence, parenting, employment, emotional management, amongst others.

Choose to Change graduates- 179



"Best program by far that I have ever been a part of."

-Choose to Change graduate

"This program changed my life and gave me hope."

-Choose to Change graduate



MOSAIC is a six-week, intensive treatment program facilitated in partnership with Maricopa County Correctional Health Services designed to assist people in a correctional setting while working with medical and mental health providers in a multi-disciplinary approach to treatment.

Mosaic graduates- 209

Juvenile Education staff ensures that accessible education is afforded to all juvenile inmates who are under 18 years of age, and adults with disabilities, ages 18-22 years. Students receive a spectrum of instructional services of at least 240 minutes a day. They use a teacher assisted on-line program that provides a continuum of services focusing on academic skill building with an emphasis is on earning a GED and transitioning back to the community. The Juvenile Education Section had 39 juveniles take their GED's and pass in 2019.



Volunteer Services trains and encourages approximately 800 volunteers who provide a variety of valuable services to inmates. The MCSO values these hundreds of volunteers who contribute over 40,000 hours of service annually at no cost. By engaging volunteers to provide these services, the MCSO estimates an annual savings of over one million dollars.



Religious Services provides incarcerated individuals the opportunity to practice religion. To meet the needs of the diverse inmate population, there are seven Contract Chaplains which include, Catholic Priests, Imams, and Rabbis.

84,427 - Inmates Attended Services and Bible Studies

13,157 - Services

11,935 - One-on-One Religious Services



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









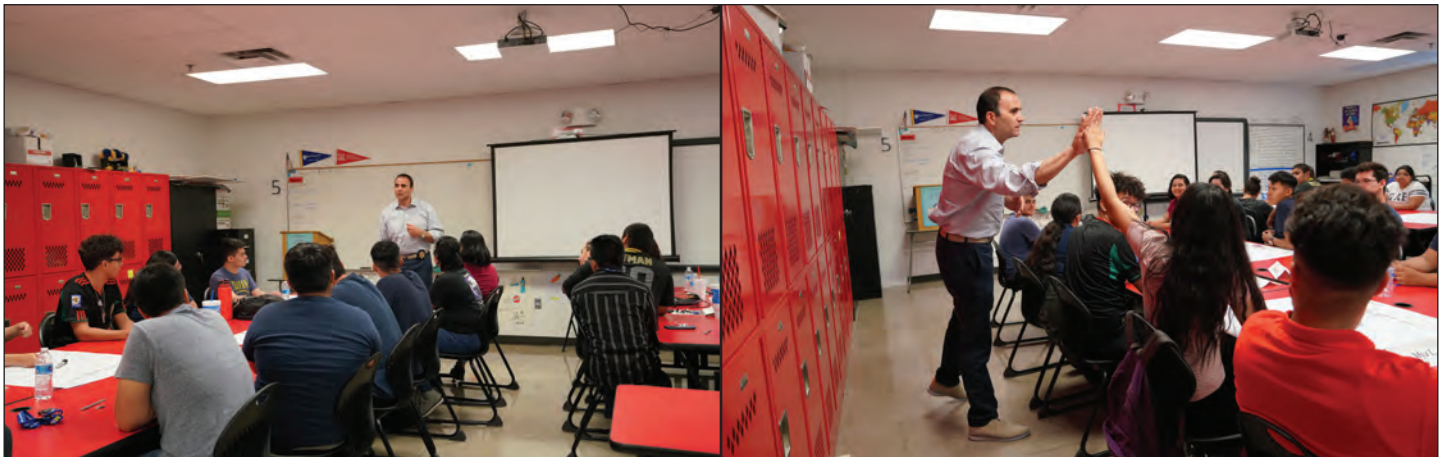
The Maricopa County Sheriff's Office cannot be an effective advocate for public safety without the trust of the community we serve. We talk a lot about working in partnership with our community, but it goes beyond that: we ARE our community. Our deputies, officers, civilian employees and volunteers are living, working, and raising their families here, too.

Our Community Outreach Division was created in 2017 to find opportunities to restore trust and reinforce our mission by ensuring our diverse community know that we are here to serve them.

Community Outreach



In addition, the Maricopa County Sheriff's Office engaged in a collaborative conversation with Friendly House to help develop and design a law related program that would introduce our youth to the various opportunities in Law Enforcement. The program is titled **Pathways to Justice Careers (PJC)** and is part of a 1-million-dollar grant awarded to Friendly House and provided from the Department of Labor (DOL). The Friendly House utilizes funds from the DOL grant to pay the students from marginalized communities derived from specific zip codes in Maricopa County. The students participating in the program are juniors and seniors in high school, 16 – 21 years of age. The idea of utilizing the Department of Public Safety along with Phoenix Police Department and The Maricopa County Sheriff's Office allows for the students to be exposed to different styles of law enforcement to include municipal policing, rural policing, housing of inmates, civilian positions and state policing. In 2019, 70 students participated in this program.



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

email cat@mcso.maricopa.gov

call 602.876.1685



The **Guadalupe Boxing Gym Program** is a program developed by MCSO and the Guadalupe Boxing Gym, which is located in the Guadalupe community. This community borders Tempe and Phoenix and is only 1- square mile in diameter. Currently less than 5,601 people live in Guadalupe. Research has shown that in this 1- square mile area there is 18.47 % higher than national average in violent crimes and a 45.18 % higher than national average on property crimes.

The Guadalupe Boxing Gym program is a 3-month program dedicated to instilling our youth – many who are considered at-risk youth – with sportsmanship, fair play, physical conditioning, mental, spiritual and emotional health. The importance of education is also stressed. Youth develop self-confidence and self-esteem while learning pugilistic skills and self-defense. These virtues are instilled by Mentors, Coaches and Board Members.

After overcoming many challenges to launch the program and with the guidance and grant funding provided by the National Police Athletic League, Deputies, coaches and parents are implementing lesson plans and encouraging honest discussion opportunities beyond the classroom. The objective of our partnership is to mentor the youth of the Guadalupe Boxing Gym and be an active resource to our athletes, while utilizing a group setting to inspire a commitment of transformation for betterment of the athlete's life and community.

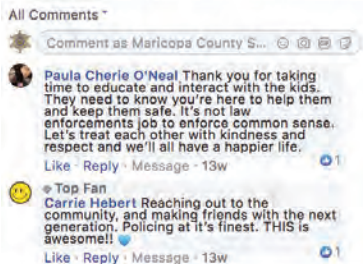


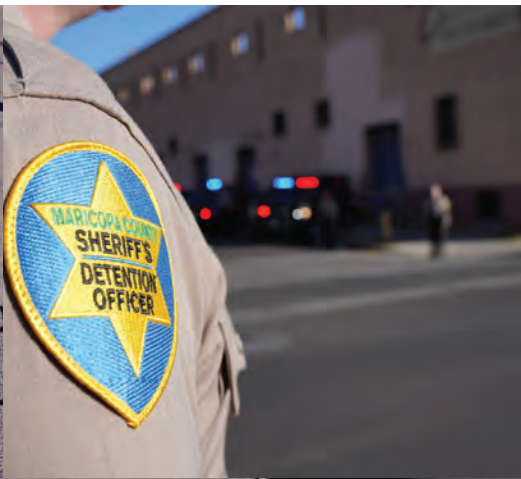
Public Information Office/Media Relations

The Maricopa County Sheriff's Office is the fourth largest county in the nation. As such, the Public Information Office/Media Relations (PIO) at the MCSO performs a broad range of communications work, both externally and internally. The PIO develops, organizes and coordinates public relations and information programs for a variety of audiences to continue building a trusting relationship with our community, shining a positive light of our day-to-day operation in the office.

In 2019, the PIO ramped up its social media efforts and began producing Facebook Live segments featuring different divisions within the Office, as well as creating more visual and engaging content for our followers, the community we serve. We have seen a significant growth in our Facebook, Twitter, and Instagram pages

and it is in huge part because of our employees who are willing to take pictures, participate in videos and interviews, and showcase the incredible work being done at MCSO. At the end of the day, no one else can tell the MCSO story better than us, and our work would not be possible without your participation. Thank you.







The Human Resources (HR) Bureau consists of five distinct divisions, all which perform a myriad of functions within the Sheriff's Office. Primarily, it is responsible for the recruitment, hiring, retention, training, and development of all our Detention, Sworn, and Civilian employees. It ensures that all employees are equipped with the necessary tools to perform their jobs in serving and protecting our communities.

NOW HIRING!

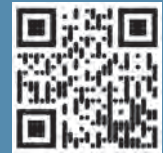


The **HR Services Division** is responsible for the ensuring compliance with federal laws, state statutes, MCSO and County policies regarding employee records management and payroll transactions.

- 1,163 New Hires/Promotions/Retirements/Separations Processed
 - 100 New Hire Orientations Conducted
- 125 Retirements Processed (includes full retire, enter drop, leave drop, disability)
 - 91,000 Paychecks issued

The Pre-Employment Services Division implemented a number of efficiencies to streamline the hiring process enabling the office to hire and process a total of 642 new Detention, Sworn, and Civilian personnel. This is a 118% increase from 2018. In collaboration with the Training Division and Custody Command, Pre-employment successfully implemented a Detention Officer Lateral Program to provide an accelerated training program for those individuals who previously completed a detention/corrections academy and had prior experience working as a detention/corrections officer.

The result is that over 170 laterals were hired in 2019.



visit our
recruitment website at
one.mcso.org or scan the
QR Code for your next
opportunity

The **Employee Retention and Performance Division** is a new Division created to meet the strategic needs and challenges of a modern law enforcement workforce. The Division is comprised of the Leave Management, Compensation, Retention and Performance Sections.

•97% of respondents to a 90-day new hire survey indicated they “Agreed” or “Strongly Agreed” with the statement “I am happy with my decision to work for Maricopa County.”



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 and fulfills public records requests, subpoenas, document production requests, and preservation notices.

Policy Section
•Policies
Published:61

•Public Records Requests:
1,471
•Document Preservation
Requests: 234

Legal Liaison Section
•Media Public
Records Requests:
168

The purpose of the **CISM Team** is to lessen the effects of stress, on both the employee and their family, after a critical incident has occurred and/or when an employee has been subjected to a significant amount of abnormal stress.

The CISM Team played a significant role in supporting employees after the attack and subsequent death of Officer Jim Lee in October 2019. With limited resources, CISM was able to mobilize and ensure staff were available to attend briefings, arrange for counseling resources and have a presence at the hospital. The CISM Team Lead was also a direct resource for the family in assisting them from the time of Officer Lee's death through the celebration of life event.



•Major Call Out Incidents: 30
•Briefings: 33
•Persons Contacted: 4,071



MCSO's **Training Division** educates, trains, and inspires our personnel towards continuous improvement. The Division strives to develop employees of character and commitment to duty and provides them with the knowledge and skills needed to be competent and attain professional growth throughout their career. The Academy and Advanced Officer Training Programs achieve this with a focus on the intellectual, physical, mental and emotional growth necessary for professional excellence.



2,152 students attended American Heart Association CPR Classes.





The Technology Bureau provides technology and business services to improve work efficiencies throughout the office, daily operational support and maintenance, and 911 dispatch services for our community. We develop long-term strategies to keep systems and equipment current and reliable. The various divisions within the Technology Bureau work together to provide seamless support and services for the MCSO's present and future technology needs.

Technology Bureau



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.



A father recently called in asking for his help because his son, who was on probation, had a knife and was making threats. Upon being dispatched, deputies arrived on scene and determined there were also multiple guns in the home and the son was refusing to come out. After negotiations were under way the subject began firing shots toward deputies. Dispatchers remained calm and collected working together to get assistance from neighboring agencies while hearing multiple rounds fired. Only an elite group of people can handle this type of pressure; hearing their friends being shot at while still having to take other 911 calls, dispatch other calls, and stay on top of the demands and requests of a very scary incident. The professionalism and quick action exuded by all dispatchers working together during this event helped make the outcome successful, allowing all deputies to safely go home to their families. The level of commitment, dedication, and empathy to the people of Maricopa County is captured each and every day by our Dispatchers through unique and challenging situations such as this.

Our **Telecommunications Division** supports both wired and wireless technologies. They are responsible for a plethora of devices, cellular service, voice networks, and more. Our Infrastructure and Security Division supports the infrastructure and security for nearly every MCSO application. And, our Customer Support Services Division is a 24-hour operation that supports our deputy, detention officer, and civilian staff with every technology question, request, or problem. The technology staff responds to thousands of calls regarding a variety of software, hardware, server, and other technology questions. The team also operates and monitors all computer systems and networks within the network operations center.

The **Infrastructure and Security Team** manages over 210 Terabytes (TB) of storage on over 200 servers with more than 3,000 users and accounts

The **Telecommunications Team** supports:

4,600 Mobile radios
1,564 Cellular lines
2,563 Data network devices including switches, firewalls, routers, and more
5,697 Avaya telephones
892 Body Worn Cameras and docks

Over 1,500,000 address points and 201,500 addresses in our geographic information system (GIS) database
And, much more!



Customer Support Services:

Total Calls Received – 23,597

Total Service Requests Received: 21,831

Total Service Requests Resolved: 21,610 (99% resolution rate)







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.

Compliance Bureau

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.

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 2019, the Early Intervention Unit (EIU) participated in Internal Town Hall events which provide 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 comments and questions which led to suggested policy changes, training ideas, and a BIO liaison program that lends support to supervisors who have questions or need assistance from the Bureau of Internal Oversight.

Total Entries processed by EIU: 523,283 - which include commendations, line-level inspections, supervisor notes and training.

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, while protecting employees' rights and the professional image of the employees and the MCSO. The PSB also identifies and assesses equipment, policy, tactical and training concerns and coordinates with the Policy Section, the Training Division, and Division Commanders to address these concerns. In 2019, the PSB created a survey to collect demographic information from complainants to ensure complainants are treated fairly; and continued to provide training on how to thoroughly conduct misconduct investigations. Lastly, the PSB received specialized training from subject matter experts in the area of domestic violence victimization and workplace harassment.

Service Complaints Opened 453

Administrative Investigations Opened 613

Criminal Investigations Opened 18

Critical Incident Investigations 25

Total Closed Service Complaints 305

Total Closed Administrative Investigations 392



The **Audits and Inspection Unit (AIU)** conducts monthly, quarterly, and semi-annual inspections, as well as ongoing audits to improve compliance with Office policies.

During 2019, AIU completed 183 inspections.

Audits and inspections completed by AIU are available at www.mcsobio.org.

The **Traffic Stop Analysis Unit (TSAU)** was created in July 2018 and focusses on traffic stop related data analysis. In 2019 MCSO, in partnership with vendor CNA, published the Fourth Annual Traffic Stop Report that analyzed 24,999 traffic stops. The TSAU works with employees to better understand traffic stop analysis and makes changes to our methodology based on employee feedback.





If not he then who?

**If he was not the one to step up
to ensure the safety of others,
then who would?**

Sheriff Paul Penzone







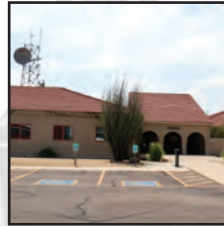
District Contact Information



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



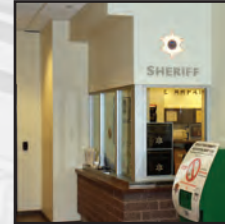
District III
13063 W. Bell Road
Surprise, AZ 85374
(602) 876-1602



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



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

Contact Us









Maricopa County Sheriff's Office
550 West Jackson Street
Phoenix, AZ 85003
602.876.1000 | www.mcso.org