



2020

Maricopa County Sheriff's Office

Annual Report

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Our annual report is intended to reflect on the great work, accomplishments, and growth of the organization. The year 2020 was an unprecedented year and challenging beyond that which any of us could have expected. The significant impact of the events on our responsibilities in public safety was entirely something unforeseen and unimaginable just a year ago. We have suffered with the loss of friends and family in such a significant way that we are all changed. With this suffering and unimaginable loss, we have also grown in ways we never imagined.

I do believe that we learn something from every tragedy. For many of you, those words seem hollow or unfair. There is no upside to losing someone you love. I can only offer that we now hold a greater responsibility and privilege to ensure that those we lost will always be remembered and our efforts will reflect the respect we have for them.

This pandemic neither deterred us nor broke us from our calling. You rose to the occasion, faced unknown challenges, and identified creative solutions to serve the community's needs for public safety and public health. You did so with conviction, pride, and an unwavering confidence that as a united organization we would overcome and be stronger through the experience.

I do not know what our next challenge will be, yet in reflection through the images in this annual report, I have the confidence that no challenge will be too much for this organization.

I am so very proud and honored to serve as your Sheriff.

With the utmost respect,

Sheriff Paul Penzone

A handwritten signature in black ink that reads "Paul Penzone". The signature is written in a cursive, flowing style.

Mission

Working together to safeguard our communities.

Vision

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

Values





Collaboration Between Classifications

2020 was a year full of protests and milestones for MCSO. Within 48 hours, MCSO conducted the two largest operations in the history of the Maricopa County Sheriff's Office:

May 28, 2020 – Inmate transfer from Durango Jail to the new Watkins facility.

- Largest inmate population move in MCSO history.
- 165 Detention Officers participated.
- The SWAT Division and Counterintelligence Unit (CTU) provided approximately 20 Deputies.

May 29, 2020 – Downtown Phoenix Civil Unrest.

- Approximately 400 Deputies responded within the first two days.
- Downtown civil unrest events lasted every day for approximately six months, with an average of ten hours per day.
- Approximately 100 personnel members per day.
- This included all sworn divisions (especially Mobile Field Force), as well as Detention – Transportation Division and Civilian employees.
- This operation accounted to approximately 200,000 working hours.

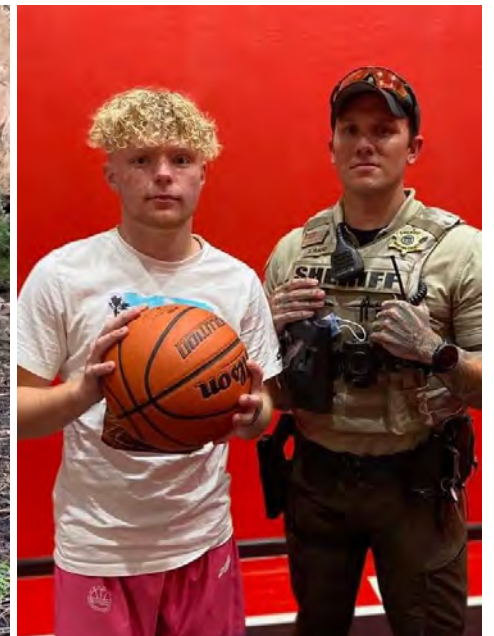
Between May and December 2020, MCSO also managed several other operations, to include:

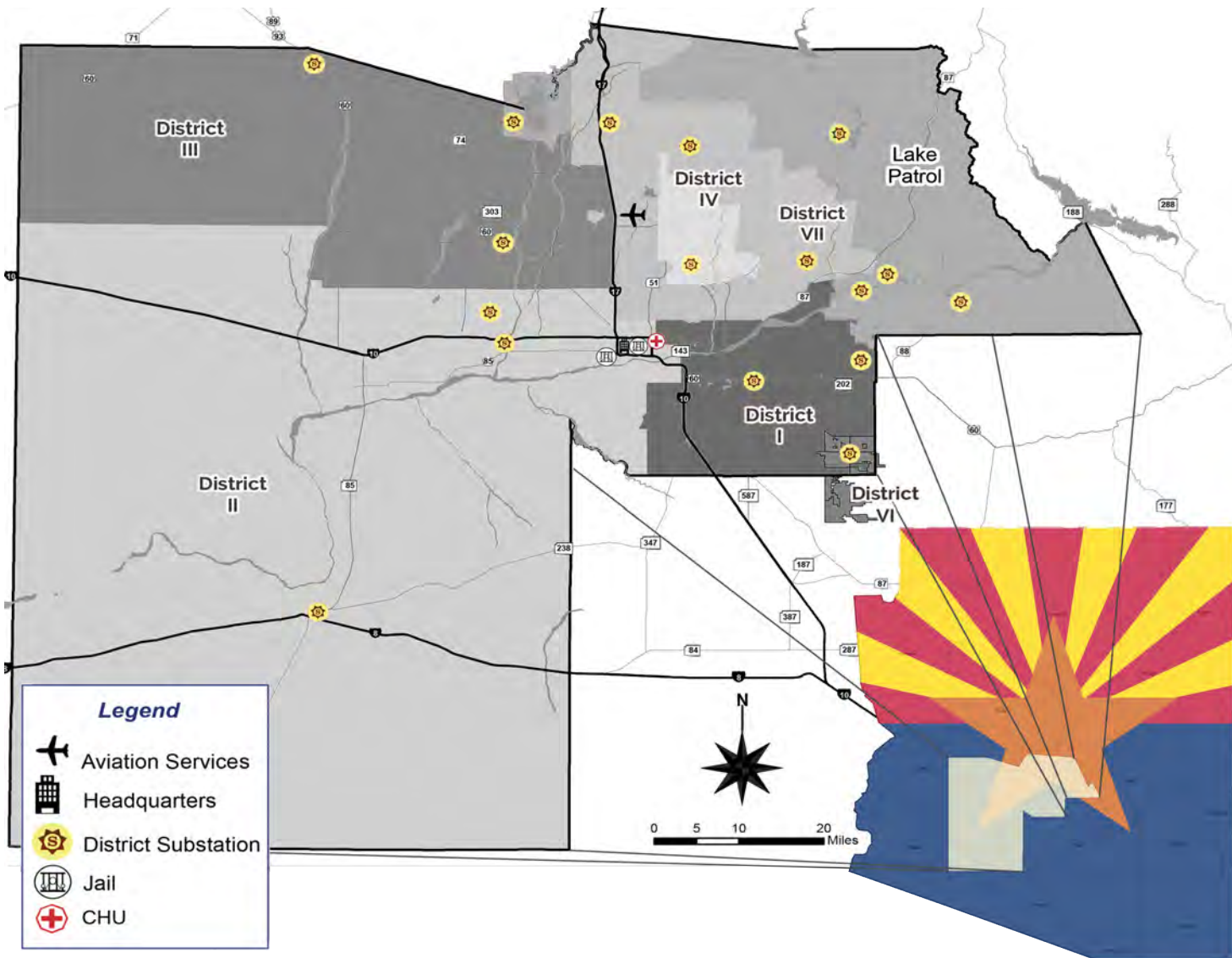
- POTUS Phoenix visit.
- VPOTUS Litchfield Park visit (First visit specific to MCSO jurisdiction in recent history).
- 2020 Maricopa County General elections.

These operations required an incredible amount of planning and collaboration between sworn, detention and civilian staff within MCSO and other local, state and federal law enforcement agencies, which helped make them successful.









Maricopa County 9,276 Square Miles

District I...502 Square Miles
 District II...5216 Square Miles
 District III...1631 Square Miles
 District IV...668 Square Miles

District VI...48 Square Miles
 District VII...124 Square Miles
 Lake Patrol...1087 Square Miles
 County Parks...22 Square Miles

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 as well as 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



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

District I covers an area of approximately 502 square miles southeast quadrant of the county. It serves as the primary law enforcement agency for Guadalupe, unincorporated East and Sun Lakes. District I borders and assists the jurisdictions Apache Junction, Mesa, Tempe, Phoenix, Scottsdale, Chandler, Gilbert, and Queen Creek.

Calls of Service - 23,388

Arrests - 189

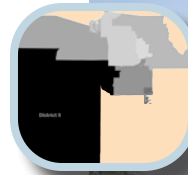
Cite and Released - 214

District I Deputies and Detectives served the community in many significant ways; among the most noteworthy are: District I Patrol Deputies administered Naloxone (Opioid Overdose Reversal) 25 times during 2020. For comparison this was almost double the rate of the next highest district. This effort represents the preservation of numerous lives.

District I Detectives responded to numerous call outs ranging from shootings to kidnappings. Among the more notable was the investigation of a shooting where the suspect was a driver for a prominent national ride share company and the victims were his passengers. Within less than 24 hours after responding, District Detectives had processed the scene, interviewed the victims and witnesses, conducted research, served and processed a search warrant, then arrested and booked the suspect. It is this distinguished dedication to duty that sets the MCSO apart.



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



Calls of Service - 22,591

Arrests - 260

Cite and Released - 385

District II Detective Unit has been very busy and has played an integral part of the unit. District II generates an average of nearly 1,000 reports on a monthly basis. Detectives had nearly 100 call outs for priority investigations. In addition to the high volume of call outs, and a very demanding caseload, all of the assigned Detectives have stepped up on multiple occasions for extra assigned duties such as: Dignitary Security, Protest and/or Field Force Operations, multiple special details, and assisting in patrol coverage as needed. District II patrol units were the first to respond and take part in the protection of people and valuable assets during these events. This led to District II becoming the lead and having a large footprint in continued response and nightly patrols were District II personnel consistently responded for our community. The year found itself with Vice President Pence visiting our contract city of Litchfield Park and the District stepped up and took a major role in the coordination and response to the security of this event.



Each year our District II staff participates in a back to school backpack drive for children with limited resources. Although things, have to be done a little differently, this year is no exception.



The Support Squad works as a team from the Sergeant on down. The Sergeant, Deputies and Deputy Service Aides are required to conduct traffic stops, work special details, be Field Training Officers (FTOs), work nights and weekends when the need arises, and be self-motivated. District II Deputies also conduct traffic details within the contract cities in District II and county islands in the District II area.



DISTRICT III



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

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

Calls of Service - 23,603

Arrests - 191

Cite and Released - 116

District III personnel take pride in strengthening community partnerships and has participated in community policing and outreach opportunities in 2020.

Throughout the year, District III personnel met with businesses to address their concerns and needs, conducted community presentations such as participating in the Sun City New Resident Orientation, interacted with students at events such as school Career Days and School Award Ceremonies, assisted community members and addressed issues such as traffic enforcement by conducting 2,828 traffic stops.

This ongoing partnership ensures that community members residing in District III live in safe communities with professional law enforcement services.



District IV covers an area of approximately 668 square miles in the north-central quadrant of the county. This area includes the northern areas of Phoenix and Scottsdale, parts of Peoria, and unincorporated Maricopa and Yavapai County land. They primarily serve the communities of Anthem, Carefree and Cave Creek.



Calls of Service - 10,392

Arrests - 62

Cite and Released - 121



Despite the onset of Covid-19 in March of 2020, traffic enforcement remained a priority. As calls for service slightly declined, our traffic enforcement numbers remained static as everyone worked to prevent the spread of the virus.

This area is known for the Cave Creek Regional Park, Anthem Community Park, Arizona Bike Week, and multiple other festivals within the community for the residents to enjoy.

During the past year, this area was subject to several wildfires, scorching thousands of acres and placing homes, people, and livestock in jeopardy. MCSO, along with our fire fighting partners, worked hand in hand to prevent any large losses of property and life.



DISTRICT VI



District VI proudly serves as the contracted primary law enforcement agency serving the Town of Queen Creek, including the San Tan Regional Park.

Calls of Service - 9,755

Arrests - 87

Cite and Released - 159

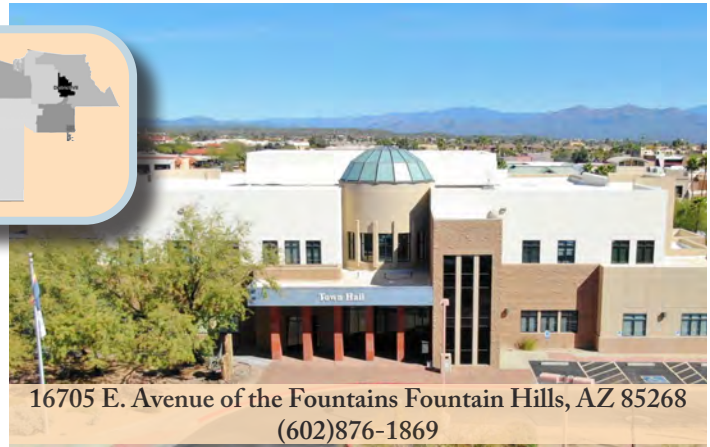
The District VI Patrol Division focuses on a collaborative community-oriented approach and partnerships to promote public safety and a high quality of life. Despite the pandemic, through partnerships, community engagement, and innovation, the District VI Patrol Division continued to carry out the mission of Office.

In 2020, MCSO utilized innovative opportunities to engage the community with over 500 events including Facebook Live Events, NextDoor scavenger hunts, public safety caravans, school caravans, school events, and “McGruff the Crime Dog” non-contact delivery of activity packets.

In 2020, MCSO District VI Deputies investigated two incidents resulting in the successful and safe recovery of juveniles that had been taken across state lines for the purpose of unlawful activities. The initial investigation of these incidents began with the patrol deputies and progressed in an efficient and systematic manner to receive appropriate investigative attention. Through a team-orientated approach, various outfits of the Maricopa County Sheriff’s Office and other law enforcement agencies across the country worked together to locate the missing juveniles, safely reuniting them with their families, and pursue justice. These incidents demonstrate the dedication of the Office to protecting some of the most vulnerable, our youths.



District VII of the Maricopa County Sheriff's Office serves the Town of Fountain Hills as their contracted law enforcement provider, as well as the unincorporated areas of Rio Verde, Goldfield Ranch, and the McDowell Mountain Park. MCSO ensures these areas are safe, with residents and visitors alike enjoying some of the lowest crime stats in the entire state.



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

Calls of Service - 6,139
Arrests - 54
Cite and Released - 94

District VII focused on important programs such as the Character Counts Award Ceremony at the McDowell Mountain Elementary School in which the District Captain provided the student who demonstrated that month's character trait. District VII also participated in some in-person events in the community, such as Make a Difference Day, the Town's Halloween event, and the Drug Coalition's Panel Discussion on drug issues facing the community.

District VII has continued to work with the Fountain Hills Drug Coalition to broaden the awareness of the P3 Tip Program, which replaced the Text-a-Tip program. In partnership with the Drug Coalition and the Fountain Hills Sanitary District residents dropped off nearly 500 lbs. of unwanted or unused prescription drugs to MCSO for destruction.

Deputies remained dedicated to working with the Fountain Hills community in developing creative and effective strategies to further ensure the safety of the public whether they are walking, biking, or driving in town. District VII fully understands that traffic enforcement is one of the most important functions of law enforcement and remained committed to increasing our efforts in this area. As such, the District VII Captain sits as a partner on the Town's Traffic and Pedestrian Safety Committee. This committee was responsible for implementing several important safety measures, with many more in the works. One such implementation was the designation of Safety Corridors in which MCSO will conduct increased enforcement in zones identified as important focal points to ensure the safety of pedestrian and vehicular traffic.



Lake Patrol



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.

Search/Rescue - 96

Arrests - 1,284

Remote Operated Vehicle Mission - 12

Watercraft Violations - 738

Operating Under the Influence - 48

Scuba Dive Missions - 26

Total Incidents - 11,582



On August 22, 2020, a flash flood occurred in Alder Creek, located along the north shore of Apache Lake. Two unsuspecting watercrafts were caught in the raging flashflood. One of the watercrafts involved, occupied by five people, experienced mechanical issues and succumbed to the raging water, capsizing it. The second watercraft occupied by the operator and his passenger were able to rescue three of the five people that were in the water from the first watercraft. The remaining two persons were unaccounted for.

Responding rescue and investigative personnel assessed the scene, and resources were deployed to conduct a successful search and recovery mission for the two missing persons. The capsized watercraft had been located wedged against a canyon wall within a large debris field of fallen trees, burnt logs, and uprooted cacti. This was an unfortunate incident which created a unique set of challenges and required additional resources. Numerous personnel and divisions were involved in this eleven-day search and recovery mission. They included Lake Patrol Deputies, Divers and Detectives, MCSO Aviation, MCSO Mark9 Cadaver K-9 Posse, Gila Co. Cadaver K-9 Posse, U.S. Border Patrol Cadaver K-9, AZ Game and Fish personnel and Maricopa County Fleet Services. These groups worked together to successfully recover both victims and the capsized watercraft.



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. The Unit coordinates with Law Enforcement agencies in other states to facilitate the extraditions of individuals who have absconded to or from the state of 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 via commercial airlines, The MCSO Aviation Services Division, and/or the Northwest Shuttle system.



Extradition Highlights

Javian Ezell and Gabrielle Austin (both 18): Extradited from Shreveport, LA in July 2020 on charges relating to the murder of Arizona State University engineering professor Junseok Chae, whose body was later found in a landfill. They were booked on suspicion of first-degree murder, armed robbery and vehicle theft.

Matthew Anderson and Steven Lojek: Extradited from West Virginia in June 2020 on charges relating to the murder of a man found dead inside a business space in Tempe in February 2020.

Wade Astle: Arrested in Vietnam and extradited back to the U.S. in October 2020 on charges of child sexual exploitation in Maricopa County. Astle was previously on the Maricopa County Sheriff's Office's list of most wanted fugitives, having been on the run since 2017.

Special Weapons And Tactics Division



The Special Weapons and Tactics Division (SWAT) is comprised of three separate, specialized units: Tactical Operations Unit (TOU), Explosive Ordnance Disposal Unit (EOD/ Bomb Squad), and the K9 Unit.

All personnel assigned to this division are full-time, highly trained deputies and detention officers who respond to the most serious high risks incidents in the community and jail facilities. These include: Barricade-Hostage situations, active shooters, and execution of Search and/or Arrest Warrants. They also perform assignments such as Executive Security, respond to Civil Disorders, and support for district patrol activities.

K9 Unit:

TOU Assist- 67
Patrol Assist- 226
Apprehensions- 76
Searches- 445
Special Detail/Demonstrations- 40
Event/EOD Sweeps- 67
Narcotic Sweeps- 247

The MCSO K9 Unit completed two Basic Canine Academies for new police service dogs and new canine handlers, including canine teams from several other police agencies. The academies are 12 weeks each in duration and are man hour intensive, requiring the involvement of in-house MCSO trainers who instruct new handlers and train their new dogs in apprehension of suspects and detection of either narcotics or explosives.

The K9 Unit assisted with several large events/incidents within the districts, including response to several wildfires that occurred over the summer. Unit members also assisted Glendale PD during an active shooter situation at Westgate in the City of Glendale.

All K9 personnel assisted with the downtown protest detail for a total of 4-5 weeks. Several deputies and sergeants from the unit also worked special patrol details during protests.

TOU Unit:

Search Warrants- 51
Barricade/Hostage Rescue- 17
High Risk Arrest- 36
Special Details- 94
Callout Missions- 88

The TOU supports the MCSO Patrol Districts, Detective units and assists other agencies with the service of high-risk search warrants when intelligence gathered by detectives indicates there are weapons present and there is a high potential of violence. During these operations, the TOU may make the apprehension, or offer tactical support. The category of Special Detail encompasses several services, which include dignitary security detail, assist to patrol, Search and Rescue, Community Events, Tactical Support / Stand by operations, high risk prisoner escort, and Tactical Surveillance. Throughout the year, the TOU instructs several courses for the Basic Training Academy, Advanced Officer Training (AOT) and the MCSO Firearms Range.

EOD Unit:

EOD Calls- 43
Assist TOU- 44
Special Detail/Demonstrations- 6
EOD Sweeps/Special Events- 15
Specialty Training Events- 72

The EOD Bomb Squad personnel hosted a two-week Master tactical breacher class for tactical operations in February 2020 and a one-week Advance Explosive Breacher class in December of 2020 at the MCSO range. EOD also constructed PAN disruptor pits during a two-week time frame in April of 2020 and participated in a total over 4 weeks of special duty in the downtown area during protests. Their primary purpose was serving as a forward EOD/suspicious package response element, at or in the vicinity of MCSO and Maricopa County facilities.



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

Rotor-wing

Flight Hours - 692
 Missions - 898
 Search and Rescue - 198

Subjects Rescued - 83
 Suspect Searches - 68

The primary function of the Rotor-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.

Maintenance

Repairs completed - 203

Inspections - 62

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

Fixed-wing

Flight Hours - 747.7
 Extradition Trips - 84

Inmates Moved - 167
 Miles Flown - 91168

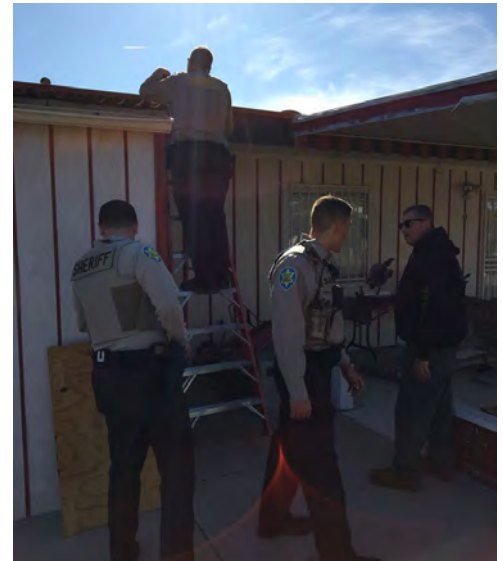
The primary function of the Fixed-wing section is the extradition of out of state inmates back to Maricopa County for criminal prosecution. The fixed wing aircraft performs regional extraditions for all States west of the Mississippi River.

Savings versus Commercial: \$200,050.35

Fox 1 responded to an EMS call of an injured hiker in a very remote area near Reavis Ranch. The male hiker and his daughter were on a hiking trip following the Arizona Trail from Utah to Mexico. While on the trail near Reavis, there was a rock slide and a 300-400lb boulder fell on the male subject crushing his arm. The male subject was conscious but bleeding and had difficulty breathing with a possible collapsed lung. Because of the injuries, the remote area, and SR88 being closed, a helicopter extraction was the only option. Using GPS coordinates, Fox 1 located the victim and his daughter in the bottom of a canyon and would require a short haul using the bowman bag as the victim was not ambulatory. The Ship was rigged for the short haul, and the crew short hauled the victim to the top of the mountain where Fox 1 landed and then placed the victim into the cabin for the extended trip to the Canyon Lake Aid Station. Once there, the victim was handed off to AirEvac who took him to Scottsdale Osborne for further treatment. Fox1 returned to Reavis and picked up the daughter and transported her to Canyon Lake before clearing the call. This was a highly difficult and technical rescue of a victim who needed immediate extraction.







The Maricopa County Sheriff's Office Investigation Bureau consist of the Major Crimes Division, the Fugitive Apprehension and Tactical Enforcement (F.A.T.E.) unit, the Scientific Analysis Division, and the Criminal Intelligence Division.

Major Crimes Division

The Major Crimes Division provides a high 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.

Homicide Cold Case Unit

This squad maintains a cold case registry and investigates cold case homicides as new workable leads, suspects, and evidence is identified. The case registry contains cases from the 1960's through present day. In addition to reviewing and investigating cold cases in 2020, cold case detectives also provided assistance for nine cases to other agencies relating to homicides in their jurisdictions.

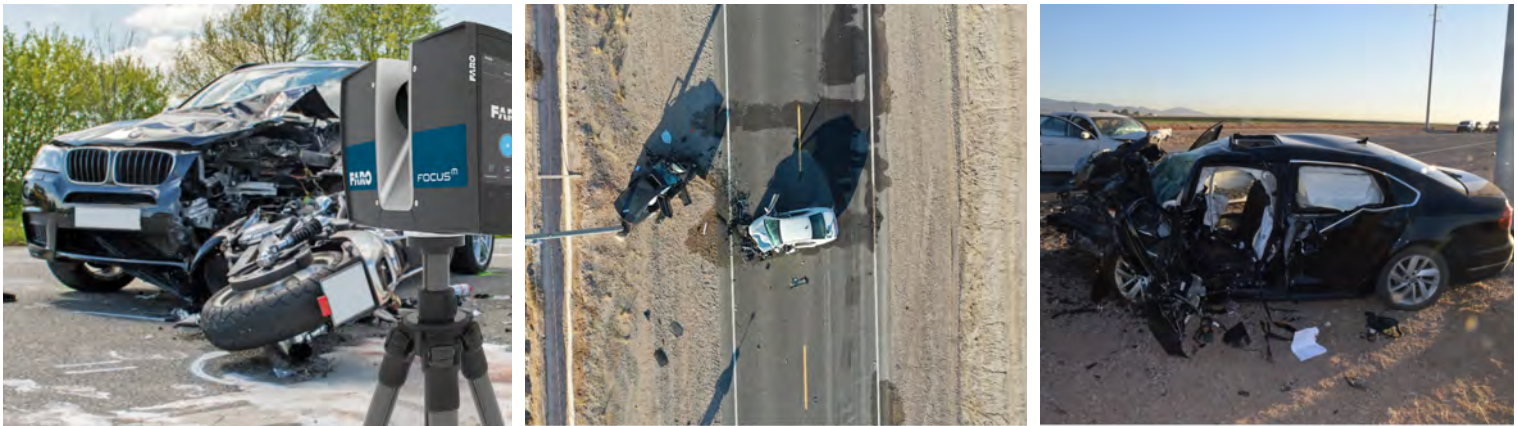
Cold case detectives conducted investigations which led to the arrest of two suspects who were charged with murder. Furthermore, the cold case squad was one of several agencies across the country who investigated and submitted charges against a serial killer who is currently in custody.

Vehicular Crimes Unit

The Vehicular Crimes Unit (VCU) investigates all traffic collisions involving fatalities and responds to traffic collision involving potentially life-threatening injuries, hit-and-run accidents, and those involving MCSO vehicles.

VCU makes extensive use of Drones using them to make aerial photographs and maps accident scenes some of which have extended over ¼ of a mile.

In 2020, VCU started using a FARO S350 Laser Scanner system to diagram traffic accident scenes. This cutting-edge laser measurement/imaging system is used to make faster, more accurate, compelling 3D representations of vehicle accidents. VCU has also assisted on several homicide scenes with the FARO system.



VCU handled 78 assigned cases, assisted patrol with 11 investigations, assisted outside agencies with 8 investigations and assisted other detective units (Homicide, Arson, District Detectives) with 15 investigations. Of the 78 cases, 53 have been cleared with 13 resulting in charges and another 12 waiting charging decisions by the County Attorney.

Cyber Crimes

The Cyber Crimes Unit is comprised of two separate units. The first is an investigative unit staffed with highly trained Detectives who work cases related to sexual exploitation of minors on the internet, high dollar internet fraud cases, and other high-profile crimes. The second unit is staffed with Certified Computer Forensic Examiners who process requests from the Homicide Unit, SVU Unit, Jail Crimes Unit, and all District Detective Units.

One of the most notable cases in 2020 involved a suspect who had fled the country after being charged by Cyber Crimes Detectives. This offender was placed on MCSO's Most Wanted list and was eventually located in Vietnam after the Cyber Crimes Unit was notified by Federal authorities that the offender had been observed entering the U.S. Embassy to conduct a transaction in Hanoi, Vietnam. MCSO Detectives began working with the U.S. Marshals Office in Arizona and in Washington D.C. to begin the process of locating and arresting him on his outstanding warrant out of Maricopa County. Specific details of the investigation were relayed to the U.S. Marshals as there was cause for concern the offender was currently committing hands on offenses in Vietnam with underage boys. The offender ultimately left Hanoi and was tracked to Ho Chi Minh City. MCSO was advised that in a "1st of its kind situation," Vietnamese Law Enforcement Officials agreed to assist with this arrest to remove the offender from Vietnam. On Tuesday, October 20, 2020, the offender was detained and transported to the Long An Custody Center. Specific details of this operation were very complicated due to COVID-19 protocols in place such as quarantine timelines. The offender was transported from Ho Chi Minh City to Hanoi and then to the United States, and eventually returned to Arizona and booked into the Fourth Avenue Jail for (10) Counts of Sexual Exploitation of a Minor, and Dangerous Crimes against Children.



In 2020 the MCSO Cyber Crimes Unit received:
(59) Cyber Tips from the National Center for Missing and Exploited Children
(18) MCSO SILO Tips for investigation

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.



MCSO Arson detectives responded four times to one residence in a 48-hour period. They were able to identify and get mental health help for the troubled individual who was starting the fires.

The Arson Unit responded to 36 call outs in 2020 and received 45 new cases.

Homicide Unit

Is responsible for responding to and investigating homicides, suspicious deaths, infant deaths, and guidance to other detectives for death investigations and critical incidents including deputy involved shootings. The homicide unit has responded to numerous call outs during the year as well as requests to assist other divisions inside MCSO and other agencies.



In late March of 2020, the MCSO Homicide Unit led an investigation that resulted in the discovery of the body of Arizona State University Professor Jun Seok Chae. Detectives traveled across the country to gather evidence and apprehend the suspects in the case. The investigation led MCSO investigators to a landfill in Surprise, Arizona in which detectives conducted a landfill search from May 2020 to July 2020. On July 17, 2020 human remains were found at the landfill along with evidence to support they belonged to Professor Chae.

This historic moment helped bring closure to the family of the victim and provided evidence to help with the prosecution of the homicide case. As a result of the events in their totality, two suspects have been arrested and booked into jail for 1st degree murder and are each being held on \$1,000,000.00 bonds.

Man hours

- 48 days of searching
- Average 15 people per day
- Average 10 hours per day
- About 7,200-man hours during the search

Agencies involved

- Maricopa County Sheriff's Office
- Arizona State University Police (ASU)
- Army National Guard (Hazmat team 91st)
- Surprise Police Department
- Buckeye Police Department
- Phoenix Police Department
- Rummel Construction
- Waste Management

Material moved

- About 4,200 tons or 8,400,000 pounds of material moved
- The hole created is about 232 feet long by 100 feet wide and 16 feet deep.
- Total estimated cost not including man hours \$304,500.00



Animal Crimes

The Animal Crimes Unit conducts investigations on incidents involving crimes against animals.



In 2020, the MCSO Animal Crimes Unit conducted numerous animal pickups for safekeeping across all patrol areas which included one case where the owner of the property was found deceased and who had a large Koi fishpond. His family, living out of state, did not want to care for the fish and signed them over to the Sheriff's Office. The Animal Crimes Unit transported 15 Koi fish, one of which was over two feet long, to the Wildlife World Zoo for display.

The MCSO Animal Crimes Unit seized 186 animals for safekeeping and evidentiary purposes and responded to 29 incidents of animal neglect/cruelty. Animal Crimes received 66 new cases of animal neglect/cruelty with 3 resulting in arrest.



Investigator Harvey Redman

In 2020 the Animal Crimes Unit lost a key contributor to the investigations of animal cruelty. Investigator Harvey Redman passed away on December 22, 2020. Harvey was well known in the Animal Cruelty Investigations arena as an expert in his field. He will be missed not only by the Major Crimes Division but his entire MCSO family. Thank you, Harvey, for all your hard work and dedication!

Jail Crimes

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 590 new cases and responded to 132 incidents. Detectives responded to one escape which resulted in the apprehension of the inmate without incident.

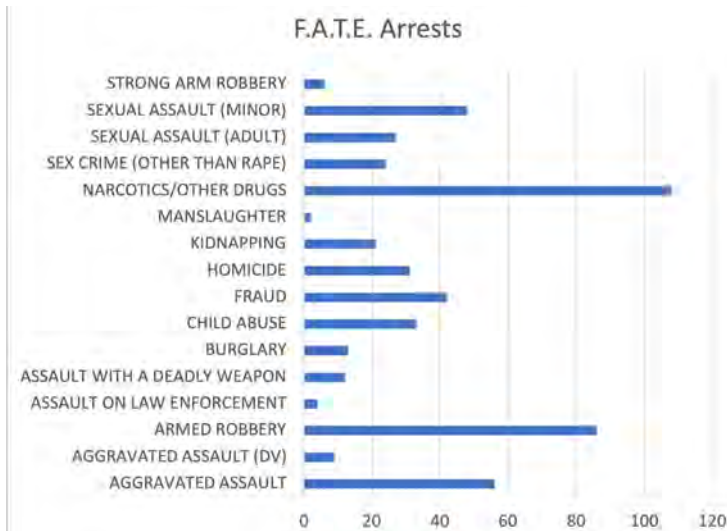
In early 2020, illicit drugs started showing up in inmate legal mail. The Jail Crimes Unit served four search warrants outside the jail system making 12 arrests. The Jail Crimes Unit was able to virtually eliminate the illicit drugs coming into our jails through legal mail.

In the Fall of 2020, the Jail Crimes Unit began to assist Department of Economic Security (DES), the Arizona State Attorney General's Office, the FBI and the Inspector General's Office in identifying inmates within the MCSO jail system who were fraudulently obtaining pandemic unemployment insurance.

Fugitive Apprehension and Tactical Enforcement (F.A.T.E.)



The Fugitive Apprehension and Tactical Enforcement (F.A.T.E.) unit is part of the Federal Bureau of Investigation Desert Hawk Violent Crimes Task Force, which includes Phoenix Police Department, Maricopa County Attorney's Office, Peoria Police Department and Scottsdale Police Department. The mission of the Task Force is to identify pursue individuals engaged in crimes of violence such as murder, aggravated assault, robbery, and sexual offenses, as well as other dangerous fugitives. The Task Force is a full-service investigative entity that is adept at working cases from initial report through prosecution. The Task Force has expertise in interviewing, cell phone evidence exploitation, behavioral science, sophisticated investigative techniques, surveillance, and complex case coordination within the State of Arizona, nationally and internationally. F.A.T.E. works with other MCSO units, local Police Agencies and Federal Agencies to develop and train arrest tactics.



The public is the greatest asset to any law enforcement agency. The Maricopa County Sheriff's Office developed the MCSO Most Wanted to elicit help from the public to locate the most elusive fugitives. This partnership with the public resulted in the arrest of a suspect who fled the state. The suspect was brought back to Arizona to answer for his crimes, bringing justice to his victims.

2020 Stats - MCDST		
	Type	
Cocaine	grams	47950.05
Distillates	Ounces	6746.5
Ecstasy	quantity	151
Fentanyl Pills	quantity	719764
Fentanyl Powder	grams	13843.68
Heroin	grams	82654.38
Marijuana	grams	267322.095
Marijuana Plants	quantity	2007
Edibles	grams	3298.3
Methamphetamine	grams	288778.44
Mushrooms	grams	2466.4
Other (DMT)	grams	45350
Other (Xanax)	quantity	3393
Oxycodone	quantity	682
Promethazine	Kg	0.9
THC Resin	grams	46505
Vape Cartridges	quantity	10211
Marijuana Grows	quantity	6
Clandestine Labs	quantity	6
Currency	quantity	\$2,341,530.00
Firearms	quantity	215
Vehicles	quantity	76
Knock & Talks	quantity	13
Search Warrants	quantity	214
Wire Intercept (T-3)	quantity	10
Arrests & Submit (Booked)	quantity	70

Scientific Analysis Division

The Scientific Analysis Division is comprised of the crime lab unit and firearms lab 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.

Scientific Analysis Division	
CDs/DVDs Received from Patrol/Detention	1,477
Legal Liaison Requests Processed	635
Photo Requests Processed	751

Firearms Lab Unit	
Lab Examinations Received	85
Cases Lab Examinations Completed	29
Cases Lab Examinations Pending	139
NIBIN Entries	25
NIBIN Correlations	4

Crime Lab Unit	
Crime scene callouts	411
RapidHit DNA Examinations	23
RapidHit DNA Identifications	17
AFIS Searches	1,842
AFIS Hits	410
Lab examinations received	998
Lab examinations completed	916
Lab examinations pending	82

In 2020, the Crime Lab Unit worked jointly with the Homicide Unit on a homicide investigation by searching a local landfill for approximately 90 days during the summer. The search ended when the victim's remains were recovered. This case is historical as it is the only successfully recovered victim found in a landfill in the state of Arizona.



Criminal Intelligence Division

The Criminal Intelligence Division is comprised of four units and two specialized programs that support the Investigative and Operational Intelligence needs of the Office and Regional Law Enforcement Community. The Division specializes in operational support/planning, tips and leads, data collection, analysis, and digital investigations.

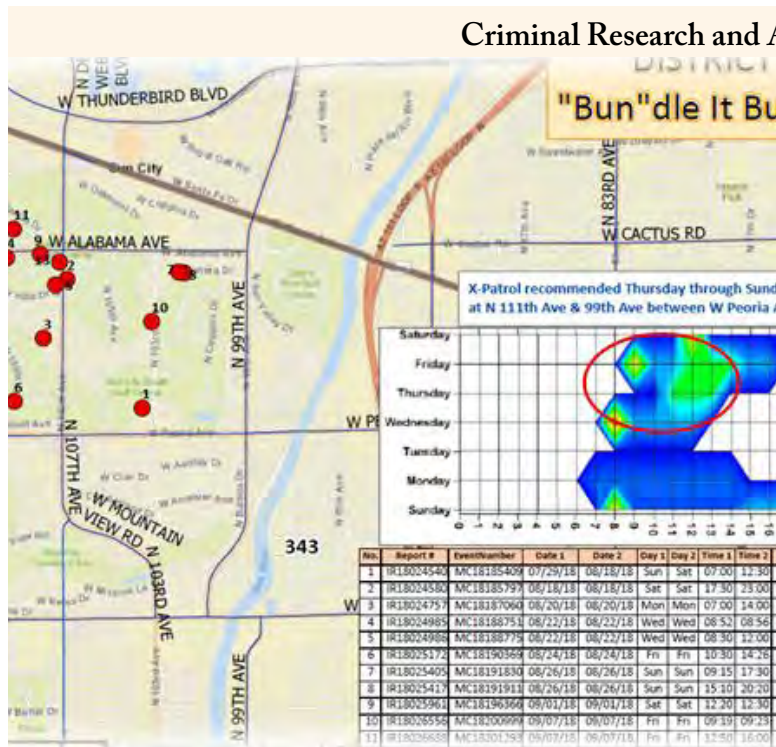
Counter Terrorism Unit (CTU)



The Counter Terrorism Unit (CTU) 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. The CTU assists with the coordination of events involving the planning, training, and implementation of emergency management as well as critical infrastructure and key resource protection.

Response to SWAT Call Outs	115
Assistance to District Investigations	65
Threat Vulnerability Assessments	4
Support for County Emergency Operations Center (EOC) (COVID)	3000+ Hours
Planning Meetings	120+

Criminal Research and Analysis Unit (CRAU)



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.

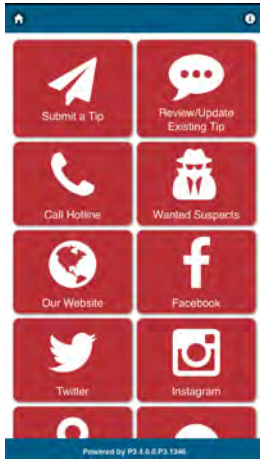
The CRAU provided analytical support that led to the arrest of two suspects involved in the "The Loose Change Losers Crew" burglary from the vehicle crime series in District IV. Overall, research identified a laptop stolen in the series and then pawned, which led to the identification of seven suspects.

Statistics/Achievements:

- Periodic Reports supporting Patrol Districts and Investigative Units: 505
- Supported over 40 different agencies on the local, state, and federal level.
- Support Requests: 905

Sheriff's Intelligence, Leads, and Operations (SILO)

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.



Type of Tip	Tips
Location of Warrant Suspects	509
Use and Sale of Drugs	756
Suspicious Activity	286
Violation of Emergency Order	576
Total	3,862

The MCSO Tipline received a tip for the location of a suspect wanted on a \$250 misdemeanor for Probation Violation – Marijuana Possession. When the warrant was confirmed, it was also found that the suspect had a full-extradition \$2,500 felony warrant for Probation Violation – Failure to Register as Sex Offender and two cautions for Gang Association and Drug Abuse. Six hours after sending this tip to Chandler Police Department, the suspect was taken into custody without incident.

Case Support Unit (CSU)

The Case Support Unit (CSU) supports multi-faceted criminal investigations within MCSO entities such as: Special Investigations Division (SID), Jail Crimes, Major Crimes, other MCSO Investigative Units, and outside agencies. In 2020, the Case Support Unit developed several new initiatives and levels of support for the Office. CSU analysts fulfill roles within the Crisis Negotiations Team, administer and train on key databases throughout the Office, and staff primary intelligence functions within MCSO's Emergency Emergency Operations Room associated with protests and large-scale events.

- CSU performed over 1,900 hours of live social media monitoring to assist operations during events and support critical infrastructure security around the region. These efforts were in primary support of MCSO's EOR during social unrest/election related protests throughout 2020.
- CSU completed 486 hours of investigative research

- 147 individual investigations for 23 different MCSO entities
- 16 individual investigations/analytical for out of agency entities
- 5 for entities within the State of Arizona
- 4 for Federal entities

Ballpark and Special Events

MCSO provides public safety services for all events at Chase Field, which has a maximum capacity of 48,000 guests. At the beginning of 2020, Chase Field and all MLB events were cancelled due to COVID-19. MLB activities were on hold until July when the modified season began and MCSO was able to provide inside and perimeter security for 30 games without fans. MCSO takes great pride in being entrusted with the law enforcement staffing of Chase Field and MCSO continues to grow this relationship every season.



30 Major League Baseball (MLB) games supported throughout the year

Drone Program and Special Events

The Drone program assists the districts and various investigative bodies around the Office/Region on high profile cases, emergencies, and crime scene aerial footage. In 2020, the program added 18 new drones to the fleet, with new features including: enhanced zoom, Forward Looking Infrared (FLIR), and Laser Active Track capabilities. These features allowed the program to provide enhanced services to the following areas: Search & Rescue, crime scene photos, overwatch for large scale protests, SWAT assists, FATE Unit Assistance, Traffic Patterns surrounding COVID Points of Distribution (PODs) and Community Outreach Programs.

The 2020 downtown protests allowed the Drone Pilots to hone their skills coordinating flight patterns between MCSO drones, DPS drones and Phoenix PD's helicopter, from the downtown area, all the way to the State Capitol. This was especially challenging given the new environment which consisted of tall buildings and towers, all within the Sky Harbor International Airport's restricted airspace. This also allowed for real time wireless video feeds to be sent directly to the HQ Emergency Operations Room, which could then be used to provide real time information to assist in directing personnel on the ground. This live video feed was also provided, via I.P. address, to other agencies who were part of the Unified Command.



- Total Missions: 110
- Total Flights: 1,982
- Total # of Flight hours: 455

Enforcement Support

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.

Volunteer Posse Program

The Maricopa County Sheriff's Office Volunteer Posse is comprised of people from all walks of life who want to give back to their community. Posse volunteers work with deputies and civilian staff to help improve law enforcement and enhance public safety. While not compensated, the volunteers perform an invaluable service to the community. Posse volunteer personnel are trained in a variety of essential support functions, such as:

- Search and Rescue
- Crime Scene
- Security Patrol
- Administration
- Support Civic Functions
- Disaster Relief
- Emergency Response

There are currently 203 posse members.



The Cadet Program



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 2020, the MCSO Cadets reported a total of 1,099 hours donated to Maricopa County.

MCSO Honor Guard



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.

During 2020, MCSO partnered with veterans of the U.S. Border Patrol, AZDPS, Chandler PD, and several other agencies for a 4-day Honor Guard Academy, which consisted of casket watch, flag folding, funeral set up, 21-gun salute, and basic posting of colors for graduations and promotion ceremonies.

MCSO Memorial Fund

Founded in 1998, the MCSO Memorial Fund is in its 23rd year of helping the families of fallen and injured law enforcement officers throughout Arizona. The Fund was started by a small group of prominent business people who wanted to help the MCSO by establishing a foundation to take care of these families when their lives had been turned upside down by the injury or loss of a loved one.

The MCSO Advisory Council was established to oversee fund raising efforts, manpower and management of the Memorial Fund. Over the past 23 years we have provided over \$1 million dollars to law enforcement families. We have helped families from police departments in Chandler, Gilbert, Glendale, Mesa, the Navajo Nation, Peoria, Phoenix, Prescott, Flagstaff, the Maricopa County Sheriff's Office, the United States Border Patrol, the Department of Public Safety, the Cochise County Sheriff's office, and the White Mountain Apache Police Department. The Advisory Council and MCSO Memorial Fund are growing membership with people who appreciate what the brave men and women in law enforcement do for us on a daily basis. Thank you to all of you who have helped make our efforts successful. We could not have made this possible without your help. If you would like to contribute to the Memorial Fund or get involved with our the Advisory Council let us know. More information is available at www.mcsothemorialfund.com.

Recent Memorial Fund Support







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

Judicial Enforcement Division

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. 2020 exceeded record level production.



Civil Unit Stats

- 18,509 Service Requests Processed:
- 3,537 Family and Civil Court Orders
- 5,923 Protective Orders
- 7,926 Subpoenas (Criminal, Mental Health, Scofflaw, and Civil)
- 1,123 Writs (Replevins, Garnishments, Executions, etc.)
- 309 Real Estate and Personal Property Sales Set
- 72 Auction Sales Held
- \$6,467,898.16 in Bid Sales
- \$312,889.38 Collected Fees

Tax Unit Stats

- 308 Deputy Postings (Delinquent Tax Notices, Seizures Notices and Sale Notices)
- 6,513 Demand for Payment Letters issued
- 36 Properties Set for Sale 6 Properties Sold
- \$8,029,233.54 Delinquent Personal Property Tax Amount Collected



Pawn, Adult Business Licensing & ATF Unit Stats



- 6 New Pawn Licenses
- 105 Pawn Renewals
- 28,558 Pawn Tickets Received and Reviewed for accuracy
- 34 Cases Investigated/Cleared
- 12,285 Alcohol Tobacco and Firearms (ATF) Forms Processed for purchases of more than one firearm.
- 243 Adult Business License (ABL) Applications Processed
- 5,433 Background Checks Orders of Protection 822 Background Checks Warrants

Property Management Division

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



The Division Commander, along with the MCSO Towing Services Coordinator, successfully renewed the MCSO Rotational Towing and Storage Contract for Non-County Vehicles.

The Off-Site Records Warehouse focused their year on the retention and destruction of documents, successfully shredding 5,520 boxes of documents.

The property/evidence function was tasked with the destruction of property and evidence from June 2020 to December 2020. In just 6 months, over 2,000 disposition letters were sent out, 1,016 currency envelopes totaling \$60,000 were processed for release or deposit into the general fund, 14 pallets of marijuana totaling over 7,500 pounds were incinerated, and over 8,500 items of property and evidence were destroyed per policy. The 2020 destruction numbers are staggering in comparison to 2019 with 10,585 items destroyed in only 6 months.



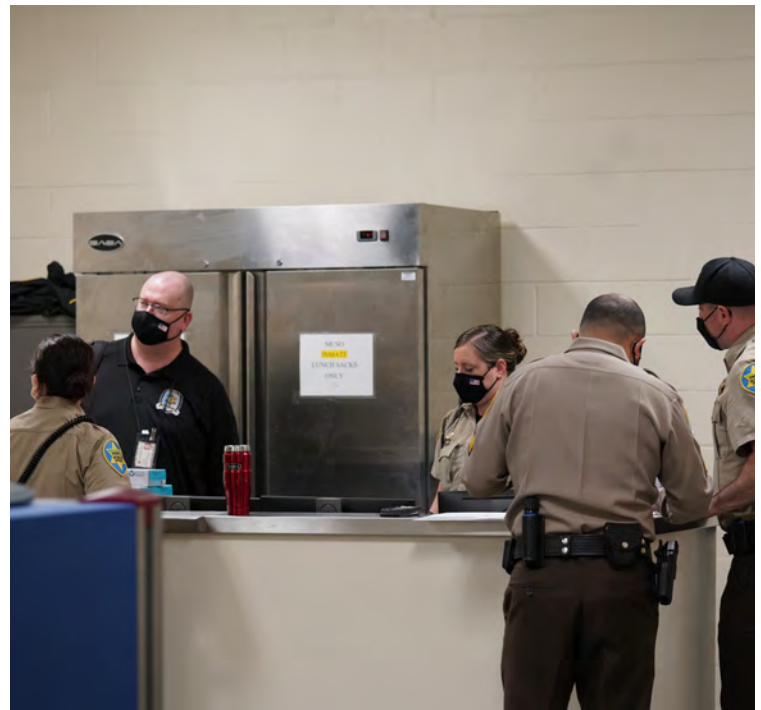
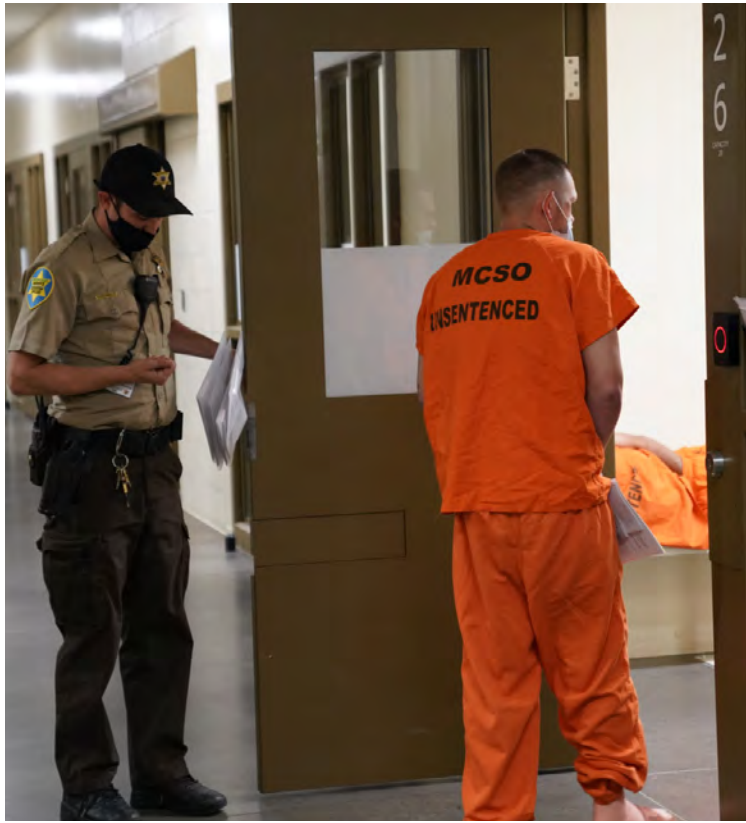
Between April 10-11 of 2020, MCSO District 7 Patrol, Investigations, and MCSO Property and Evidence successfully conducted a joint operation to respond to, investigate, and process the scene of a complex residential burglary. The initial response from Patrol units revealed a complex residential burglary case with two suspects fraudulently claiming ownership to the residence, fictitiously creating ownership documents, and processing numerous personal items and/or items from other potential crime scenes. Due to the large scale of the scene, with an approximate 350 items of evidence which include electronics and personal items, personnel and equipment from the Property and Evidence Division were requested and assigned to the investigation to assist in scene processing and the packaging and transportation of seized and recovered items. These divisions worked together in an exceptional manner. Their teamwork, previously untested, resulted in effective collaboration, increased productivity, and exceptionally high morale.



Items Inventoried	504,330
Locations Inventoried	18,663
Items Destroyed	10,585
Marijuana Destroyed	7,500 lbs.
Document Boxes Shredded	5,520







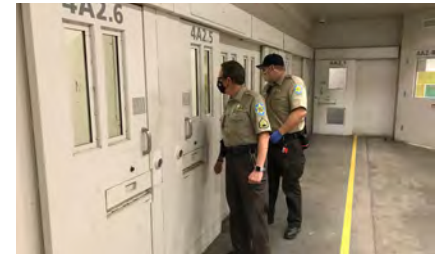
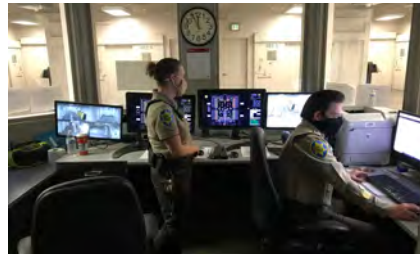
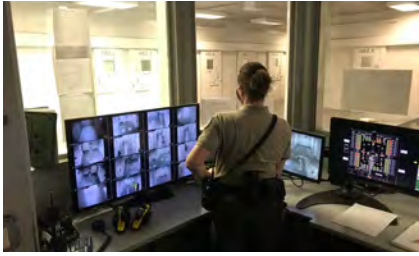
Detention officers within the Custody Bureau maintain the safety and security of the inmate population in the five Maricopa County detention facilities, the nation's fourth largest. Detention officers provide daily necessities to those awaiting court and those who stay in our custody after sentencing.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

4th Avenue Jail



The 4th Avenue Jail is the highest security jail in Maricopa County, with over 300 employees and an average daily inmate population of approximately 1,500 inmates. It is a busy place during any year, and 2020 was certainly no exception. Utilizing the inmate tablets, in addition to other means of visitation, the 4th Ave Jail is on track to complete over 60,000 visits for the year. Working with the courts, the 4th Avenue Jail has also established remote court appearances using tablets and telephones to reduce the risk of COVID-19 exposures. Over 100 of these remote court appearances have been completed. Each remote visit is another step toward keeping the community, inmates and staff safe and healthy.

2020 was a year of many challenges for the 4th Avenue Jail. The roll out of inmate tablets, a worldwide pandemic, and months of protests in downtown Phoenix, provided many learning and growth opportunities. The incredible staff at the 4th Avenue Jail not only met all of these challenges, but even found time to give back to the community. They successfully completed the 10th Annual Toy Drive benefitting children at Valleywise Health Medical Center, collecting more than 275 toys to be distributed to children at the hospital!

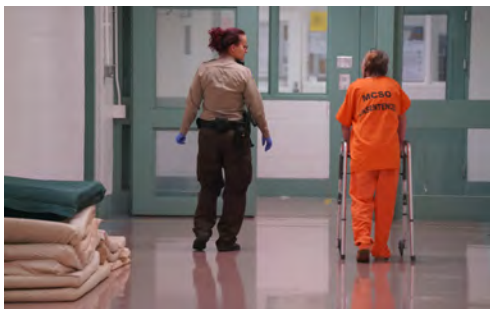


Estrella Jail

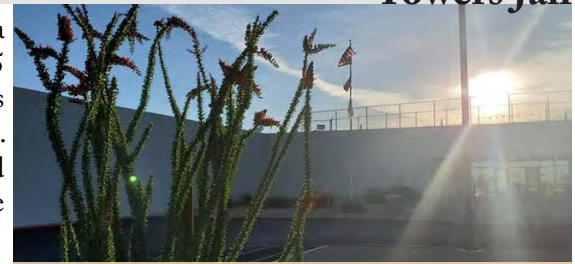


The Estrella Jail is a predominantly female inmate facility built in 1991, it is composed of four tower housing units and nine dorm-style housing units with the total design capacity of 1,671 inmates. The jail houses all classifications and housing categories of sentenced and unsentenced inmates. Special programming is offered to inmates through the Custody Support Division and Correctional Health Services.

During 2020, the Estrella Jail found many opportunities to improve operations and sanitization procedures in response to the COVID-19 pandemic, while continuing to focus on increasing staff proficiency and providing resources for the continued implementation of the Strategic Inmate Management philosophy.



The Towers Jail Division has six housing units similarly designed with a “podular-remote layout.” Each housing unit has four pods, each pod having 15 cells with a two-person capacity. The current maximum capacity of the Towers Jail Division is 720. In 2020, the average daily population of Towers Jail was 644. The Towers Jail staff utilized the “Strategic Inmate Management” philosophy and training with increased communications and interactions to positively influence the behaviors of detainees.



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(602)876-0322

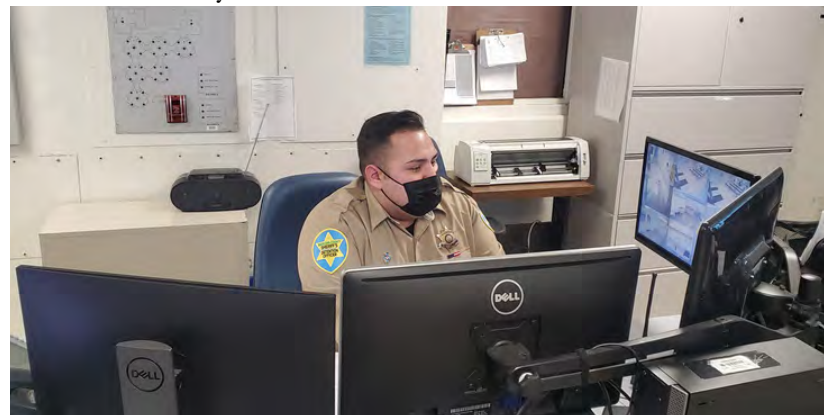
The Towers Jail Division, opened in 1982, is one of five MCSO detention facilities. The Towers Jail is the oldest detention facility to house in-custody detainees. Although the “oldest” detention facility, the Towers Jail Division completed some improvements to the physical plant of the campus in 2020. Improvement projects included:

- enhanced security lighting of the exterior perimeter of the jail
- energy efficient LED lighting inside the jail building
- remodeled supervisor’s office
- expanded Field Training Officer training area for more effective instruction
- continuing training for all division officers
- a newly created employee break room
- a refurbished office space for the Inmate Programs and Chaplain staff



The MCSO Mission Statement is “Working together to safeguard our communities.” In addition to the Mission Statement, the detainees are offered a wide variety of programs to assist in their return to the community. Although the current COVID-19 virus health concern has temporarily curtailed “in-person” learning, the Custody Support Division purchased several educational classes that were added to the GTL tablets. The programs are utilized to assist the detainees in succeeding in continuing their education, attaining increased life-skills development, and assisting in enhancing their rehabilitation efforts. With the implementation of the Inmate Tablet Program in 2020, detainees are issued electronic tablets daily which gives them the availability to request forms, educational programs, limited access to various entertainment programs, and remote video visitation. In 2020, over 91,300 remote video visits have been completed between Towers Jail detainees and their family members and friends.

Additionally, the Towers Jail Division has a Veteran’s Housing Unit that is reserved for individuals that have served in the various branches of the United States Military. This housing unit allows for individuals that have a shared experience of military service to live together as a group, provide peer support direct access to the Veteran’s Administration Community Resource and Referral Center, counseling, employment preparation readiness and other programs, to assist them in their futures. Programs offered to this group of individuals include Cognitive Restructuring, Yoga 4 Vets Therapy, Relaxation Therapy, Breaking Down Barriers and Decision Points.



Lower Buckeye 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 the all-male housing facility that includes variety of non-sentenced minimum and medium general population, sentenced working inmates, as well as all classifications of remanded juveniles, restricted housing, and Nature of Charges (NOC) inmates.

In 2020, with the global pandemic, LBJ was one of three designated facilities for medical observation. LBJ created four pods designed to house inmates who were either positive, symptomatic, in close contact of, or awaiting COVID-19 testing. Additionally, LBJ decommissioned our Intake facility in mid-November; as all releases and booking are now occurring at the brand-new jail.

On October 30, 2020 Lower Buckeye Jail held a memorial for the one-year anniversary of the in the line of duty passing of Detention Officer Jim Lee by dedicating a memorial bench and tree of life in his honor. Many of Officer Lee's friends, family and co-workers attended to celebrate his life and sacrifice.



On December 10, 2020, a fundraiser was held at Lower Buckeye Jail for fallen Detention Officer Justin Folsome. One hundred percent of the money raised was given to the Folsome family to help them in their time of need. We served over 1,000 burritos raising \$6,700 for the family.



New weapon lockers were installed in the Vehicle Sally port, replacing older ones that were no longer functioning and had reached their end of service life. Our Field Training Officer received notice that the County Hospital had purchased new gun lockers that they later discovered would not work for their needs. They offered them to Lower Buckeye Jail free of charge, and we accepted with the plan to replace older aging units. After replacing the factory locks with a more secure lock, they were installed at no cost to the Sheriff's Office. They will serve the Office for many years to come.

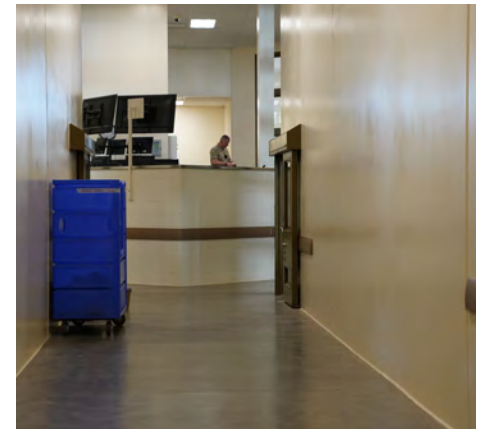
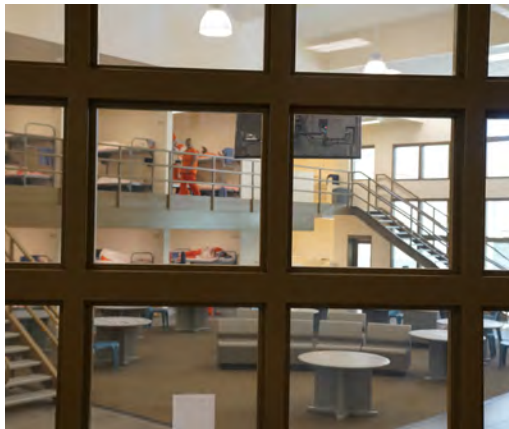


Watkins Jail

The Watkins Jail is a state-of-the-art jail facility opened on May 28, 2020. This facility is designed and operated on the system of Strategic Inmate Management (SIM) using the principles of Direct Supervision. This inmate management system focuses on the assumption that most inmates in the jail system will comply with rules and regulations by staff utilizing positive reinforcement, communication, accountability, and mutual respect. By providing an environment utilizing effective supervision techniques and incentives, most inmates can and will behave appropriately. At the Watkins Jail, the Detention Officer's workstation is located in the housing unit, ensuring constant direct communication and supervision of the inmates.

This style of jail supervision is a growing trend in the jail and corrections industry resulting in fewer inmate deaths, fewer assaults on detention staff, a reduction in costly property damage to jail facilities, and the increase of inmate programs which lead to a reduction in inmate recidivism thereby providing safer communities.

The Watkins Jail is an all-male facility that houses unsentenced minimum and medium security inmates.



Durango Jail



Court Operations Division



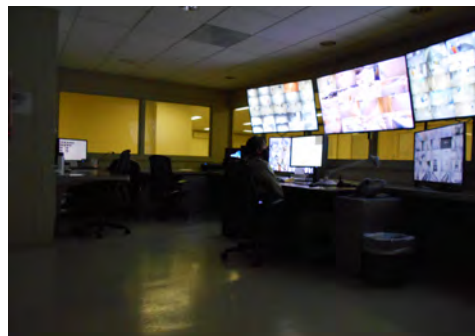
In previous years the Transportation Division was comprised of Court Operations, Transport, Jail Wagon, and Detention Mobile Field Force Command. With the opening of the Intake Transfer and Release Center and the Watkins Jail an executive decision was made to identify Court Operations as its own division. This new division retained court retained responsibility for mandated court appearances for inmates and the Detention Mobile Field Force operations.

In 2020, the Court Operations Division escorted 77,174 inmates to court appearances throughout Maricopa County and facilitated 911 video appearance hearings. The Court Operations Detention Officers provide judicial security in the courtrooms that see in-custody defendants and maintains positive relationships with the court staff and the public. Court Operations also processed 1,763 remanded individuals and ensured they were booked into Central Intake.



New to 2020, was the introduction of Jail Tablet Hearings (JTHs). Due to the pandemic the Courts and MCSO had to find a solution to provide due process to individuals who were unable to attend court due to pandemic related concerns. The answer was a new technological infrastructure that included the use of tablets and web based communications platforms. The program has been a great success and over 817 hearings have been completed to facilitate the adjudication process for in-custody defendants.

Detention Mobile Field Force (DMFF) is conglomerate of Detention Officers with specialized training and equipment that are prepared to mobilize along with Deputy counterparts to ensure safety and security of county buildings, assets, and the community at large. The DMFF Commander is assigned to the Court Operations Division and the members are assigned throughout the custody bureau. At a moment's notice these DMFF Officers are called to duty. Throughout 2020, there was a total of 43 days of activations where DMFF was activated. There was over 4806 man hours dedicated to civil unrest, election details, other agency requests for assistance, and presidential visits.



Remand Area Renovation- An enhancement and modernization of the remand processing area in the SCT has occurred in conjunction with the opening of the ITR. Handwashing sinks were added for staff cleanliness. Additional powerlines and network lines are being added for LIFESCAN, RAPID and Mugshot camera and PC.

Staff repainting of South Court Tower holding areas due to the court volume decreasing as a result of the COVID-19 Pandemic, some of our detention personnel were allocated to repaint the all the inmate holding cells on LL1 and Level 4 of the South Court Tower. This has greatly enhanced the appearance of this areas by removing graffiti and scrawling/scrapes on the walls.

Grand Jury Court Room- This project has been completed early this year in October. After a final walk through, it was recommended that the inmate holding cells be strengthened with reinforced steel fencing above the cells to prevent inmates from escaping via the above roof access

Probation Work Area - Probation holding areas and officer working areas were repainted. This has given a fresh crisp appearance to the entire area removing graffiti, scraping and scrawling on the cell walls.

Staging Office – Relocated to give staging officers an additional workstation to assist other agencies and court officers with inmate management at the SCT.

Central Intake/Intake Transfer and Release Division

The Intake, Transfer and Release Division (ITR) is responsible for receiving all new arrests, Superior Court, Justice Court and City Court remands and processing those subjects into the custody of the Maricopa County Sheriff's Office and facilitating the fingerprinting of the detainees, ensuring newly arrested detainees are seen in Initial Appearance Court within 24 hours of arrest. Intake, Transfer and Release staff works with our partners in Correction Health Services and the Classification Division to process all inmates that will remain in MCSO custody and transfer them to one of the housing facilities.



Opening of the ITR

On November 15, 2020, the Central Intake from the 4th Avenue Jail and the Lower Buckeye Jail (LBJ) Intake operations were moved to the new Intake, Transfer and Release (ITR) facility. ITR will provide one location to process all bookings and releases from MCSO custody. The facility design and the new procedures provide for a more efficient booking process and allows law enforcement officers the ability to return to their duties more quickly.



2020 Key Stats:

Bookings - 61,931

Releases - 40,351

Total Initial Appearance (IA) Court Hearings – 85,686

Superior Court IA – 72,762

Phoenix Municipal IA – 12,924

Inmates Dressed Out- 18,442

Emergency Room Transports- 59

Number of Page 2's (additional charges)- 9,228

Transportation, Jail Wagon, In-State Division

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

During 2020, the Transportation Division, relocated to the new Durango Detention Facility. The division had to quickly and dramatically adapt its processes to assist in the very large undertaking of minimizing the spread of COVID-19 amongst the in-custody population. This consisted of implementing new equipment, sanitation procedures, reducing the number of inmates per transport vehicle, and also transporting groups of inmates by cohorts and classification levels to simplify contact tracing of those who tested positive for the virus.



By the numbers:

- Miles driven: 510,067
- Number of inmates transported: 146,782
- 5,300 prisoners transported to jail at the request of arresting law enforcement officers
- \$305,289 recovered from AZDPS in accordance with an Inter-Governmental Agreement for jail wagon services

Special Response Team (SRT) Division

The Special Response Team (SRT) Division was the first unit within the Custody Bureau to be equipped with AXON Body Worn Cameras in 2020. The SRT supervisors, commanders and Field Training Officers (FTO) worked closely with the Training Division and the Technology Management Bureau so all procedures and equipment were in line before these Body Worn Cameras were assigned to the SRT Detention staff. The inmate population interacting with SRT are now aware of these Body Worn Cameras, which have caused complaints of employee misconduct and/or PREA allegations to decrease.

The SRT set up and coordinated with the MCSO Training Division and Safariland Training Academy to host a multi-agency training event (24 credit training hours). The Safariland Training Academy created this 'C.E.R.T. Basic Instructor Course' specifically for high-risk Correctional Tactical Response Teams. This course focused heavily on small team movements and entry dynamics. Attendees learned special techniques, different tools, and liabilities as it relates to indoor/outdoor small area disturbance and outdoor large area disturbance control.

The Special Response Team continues to make strides in keeping their de-escalation rates high using other successful techniques.

For the year 2020 SRT used force in less than 8% of their activations.

325 total calls for service
5,288 total searches completed (Cells & Inmates)



New Jail Transition Team

The Transition Team was formed in February 2019 and consisted of eight staff to support the opening of three new jail facilities at the new Durango Jail complex. The multi-year project included stakeholders such as Adult Probation, Correctional Health Services, Victim's Assistance Notification Unit, Classification, Pre-Trial Services, Superior Court and Justice Courts. The transition included the moves of the Transportation Division, Durango Jail, Central Intake, respective inmate programs, and satellite kitchen services to name a few.

The original plan to move into the new jail facility in April 2020 was quickly derailed by the global COVID-19 pandemic and required numerous changes and modifications coordinated over multiple stakeholder groups. MCSO quickly sought guidance and information from the director of Public Health to ensure that the changes to original planning did not unnecessarily place the public, employees, or the in-custody population at risk during the transition.



Inmate Classification Division (ICD)

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, 29,133 inmates were part of the Initial Classification process. An additional 7,819 inmates went through the reclassification process for security level, and 17,409 had changes in their housing types.

ICD has faced many challenges in 2020 from staffing, COVID-19, and the move to Intake, Transfer and Release (ITR). With the COVID-19 pandemic, the need arose to develop various housing categories to mitigate potential exposures for staff and inmates. In addition to the MCSO Classification categories, Correctional Health Services (CHS) implemented categories to include 'recovered', 'cleared', 'medical observation' and 'cohort' housing. To ensure housing needs are met, a housing team was developed with the collaboration of Classification, CHS, Custody Business Operations (CBO) and Inmate Medical Services. This team meets daily and is a critical component in ensuring appropriate consolidation of inmate housing units.

Although the housing team determines any housing consolidations and moves, it would not be successful without the support of the facilities and the Transportation division making the physical moves. This year has truly been unprecedented, but the spirit of oneMCSO has truly shone through!



Ancillary and Institutional Services Divisions

The Ancillary and Institutional Services Divisions consist of many areas which assist in the daily operations of the Custody Bureau and ensure that our inmate populations reside in a safe and constitutional jail system. 2020 was a strange and trying year for everyone, and these divisions were no exception, however, they each provided an exceptional level of service, despite the varying degree of challenges they faced.

Distribution

The Distribution team was tasked with emergent delivery of Personal Protective Equipment (PPE), which consisted over 12,500 paper bags and 50,000 surgical masks to every custody area and some sworn divisions, often working with very tight timelines. Despite this challenge, PPE and other vital equipment to combat the pandemic were delivered quickly and efficiently.

Custodian

In 2020, the Custodian team was probably the most challenged of any of our divisions. They were responsible for cleaning and keeping every jail facility sanitized, as well as several other Office buildings. Oftentimes they were called upon, with very little notice, to deep clean areas of the Office which may have been exposed to pathogens, excelling in urgent situations. Each time they answered the call with no complaint.



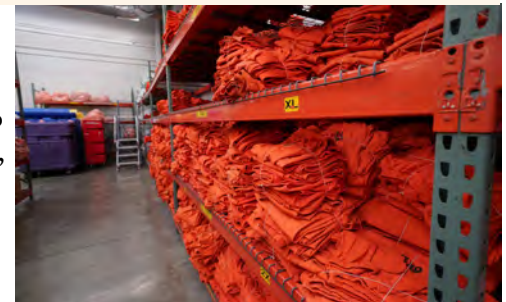
Canteen



Despite being short-staffed and without inmate labor for nine months of the year, the Canteen were still able to earn profits (\$701,898.94) which filter directly back to programs and services aimed at improving inmate well-being.

Laundry

The Laundry processed well over two million pounds of laundry and were able to use a slightly decreased inmate population to build a surplus of linens and other supplies, which were crucial during the pandemic.



Inmate Legal Services

Inmate Legal Services continued to provide excellent service, processing over 100,000 requests and making more information available for the inmate population via tablet technology. Thus, ensuring MCSO is leading the way in legal assistance for inmates.

Library

The inmate library continued their successful reading programs for the inmates and despite having a lower population, it had a higher average participation rate in the programs.



Central Mailroom



The Central Mailroom processed hundreds of thousands of pieces of mail in 2020, and among those found numerous attempts to smuggle illicit items into our jail facilities. These attempts were investigated, and some led to arrests of individuals due to the outstanding work of our Jail Crimes Unit.

Bureau Hearing Unit and PREA section

The Bureau Hearing Unit and PREA section continued to provide due process and proper investigations when warranted. These areas ensured that not only were inmate rights being upheld but that our employees received efficient and timely conclusions to their investigations, generally providing a sense of relief due to exoneration of allegations.

Despite an unprecedented year, the Ancillary and Institutional Services Divisions not only performed their regular and mandated functions but often went above and beyond to provide a backbone and resources for the Custody Bureau and the Office as a whole.

Discipline Action Reports - 14,098

Grievances - 25,483

External Grievances - 963

Preliminary Inquiry Reports completed on grievance that allege misconduct - 665

PREA Reports taken - 359

Inmate Medical Services Division

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 Custody Hospital Unit (CHU). 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.

The Infirmary

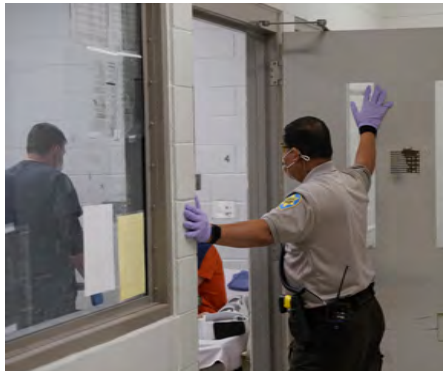
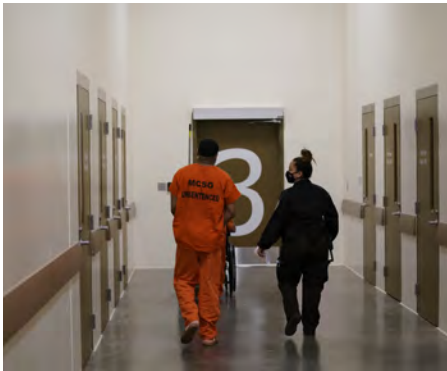
The Infirmary, located inside the MHU, is a 60-bed hospital-style medical unit. The Infirmary also houses all classifications of inmates. It provides a place where inmates can receive more intensive medical attention level than inmates in general population housing. Inmates who are recovering from surgery,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

Custody Hospital Unit

Custody Hospital Unit: Formerly known as the Medical Transport Squad (MTS), uses 98 dedicated detention officers to accomplish our mission. The CHU focuses on maintaining custody of inmates who attend outside medical appointments or hospital stays. Working primarily out of the ValleyWise Hospital, CHU transports inmates who use wheelchairs from the jail to courts or medical appointments and travel anywhere inside Maricopa County to escort inmates to hospitals or doctors' offices and covers emergency room trips when possible.

CHU has transported:

- 386 inmates who used wheelchairs to/from court.
- 3,952 inmates to/from clinic or doctor appointments.
- 2,242 inmates to/from ER runs.
- CHU has covered 1,117 ER runs & 534 Hospital admits for jail facilities, which has counted for over 62,053 man-hours.



Mental Health Unit

Mental Health Unit: The MHU, a 255-bed mental health hospital-style facility, connects inmates directly with 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 experiencing a mental health crisis or require a high level of mental health care are housed in one of the MHU's six housing units.



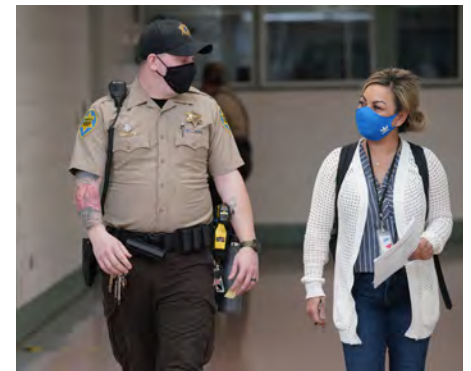
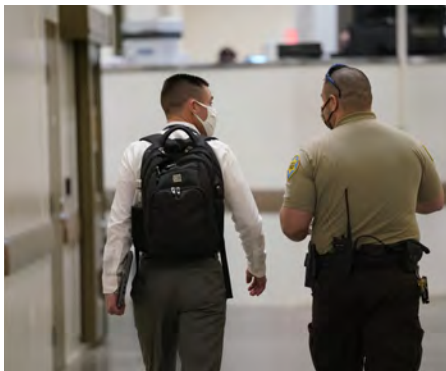
With the onset of COVID, the Mental Health Unit had to adapt and assist other facilities with quick, out of the box thinking that allowed MHU to house General Population, Quarantine, and Medical Observation inmates from Estrella, LBJ, and Towers temporarily.

In 2020, the Mental Health Unit invested in inmate rocking chairs to help inmates in their mental health rehabilitation. During our testing phase, a rocking chair was issued to an inmate who has a history of suicidal comments and attempts, violence against others and needed mental health professional intervention daily. Once the rocking chair was introduced, this inmate made substantial improvements in her behavior. The inmate learned new coping skills and employed the established mental health plan that allowed the inmate to graduate out of the Mental Health Unit and successfully transition to General Population for the remainder of her stay.

Behavioral Health Power Squad

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

MHPS officers successfully facilitated over 22,691 mental health appointments during 2020. This amount of visits is a great accomplishment given the challenge brought on this year.



Sheriff's Information Management Services (SIMS)

The Sheriff's Information Management Services (SIMS) division is affectionately referred to as the division that "facilitates justice!". SIMS is a 24/7 operation, encompassing over 25 individual duty stations located at the 4th Avenue Jail and at the Intake, Transfer and Release (ITR) facility. SIMS converts legal source documents to automated records with the Sheriff's Inmate Electronic Data (SHIELD) jail management system. The 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, the public, and the Sheriff's Office. The Bonds & Fines function, Victim's Assistance & Notification Unit (VANU) and the Workbox Unit are part of the SIMS Division.

SIMS

Court Orders Processed-30,683.00
Inmates Scheduled for Court- 132,977
New Files Processed-26,344
Bonds Processed-6164
Bonds Total-\$12,105,680.13

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.

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.

WORKBOX

New Files Processed-4000
Jobs Assigned-2494
Releases Processed-4697
Warrants Verified-1057
Inmate Requests Answered-5482

VANU

Letters mailed regarding
IA Court or Release notification-44225
Calls IA Court or Release notifications-12126
Crime Victim Impact Statements-1727
AZPOINT In Custody Protective
Orders Served and entered-845

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.

MCSO Animal Safe Haven (MASH) Unit

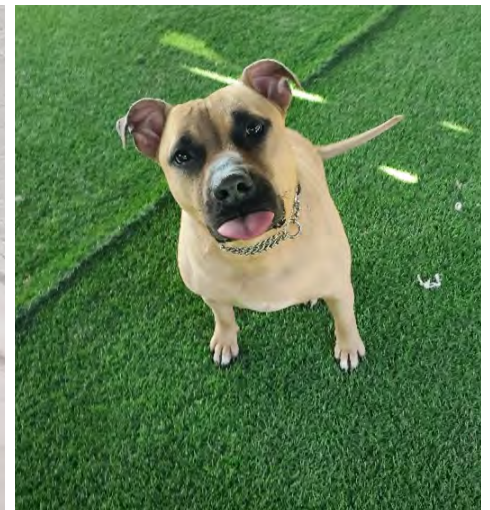


The MCSO Animal Safe Haven (MASH) Unit supports the Animal Crimes Investigations Unit. The MASH staff cares for and guides the rehabilitation of the animals seized as evidence or abandoned by their owners. Through our Animal Care Technicians, MASH coordinates with our contracted veterinarian, who treats each animal while the MASH staff and sentenced female inmates help nurse the animals back to health. The Animals at MASH also participate in a variety of inmate education programs. The programs help prepare the animals for adoptions, while at the same time also allow MASH employees to teach inmates vocational skills including animal care and grooming. These vocational skills help inmates gain employment once released and are a proven method to help curb recidivism. MASH also brings animals into the jails to facilitate human-animal interaction with the 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.

Despite having to rely on other methods like social media and our partnership with Animal Care and Control to facilitate adoptions due to the COVID-19 pandemic, the MASH Unit was able to find homes for 219 animals in 2020, including 131 dogs, and 88 cats.

Due to the COVID -19 pandemic MASH adapted its operations to assist the Animal Crimes Investigators by helping with small tasks such as picking up single animals and caring for them until they are ready for adoption. These incidents normally would tie up an Investigator or a Deputy for a significant time, and with reduced staffing, the assistance the MASH Unit provides helps the ACI team and deputies to be more responsive to other calls for service.

MASH staff also taught 232 classes to 411 inmates, graduating 31 with marketable animal care skills. We taught 18 Decision Points classes, graduating 13 inmates, and socialized the animals in our care over 1,670 times for most of the year utilizing only three volunteers and the efforts of our staff.



The Custody Bureau Intelligence Unit (CBIU)

It is the mission of the MCSO Custody Bureau Intelligence Unit (CBIU) to gather information from all sources in a manner consistent with the law and analyze that information to provide tactical and or strategic intelligence on the existence, identities, and capabilities of criminal suspects and enterprises generally in particular, to further crime prevention and enforcement objectives/priorities identified by MCSO.

The CBIU activity involves the formulation of information through a process of collection and interpretation that transforms raw information into an end product of finished intelligence that can be disseminated. The Unit consists of five sections: Jail Teams, Inmate Telephone Monitoring Team, Video Visitation Monitoring Team, Inmate Telephone Video Visitation Records Team, Data Analysis Unit, and an Administrative Assistant

2020 was notably one of the most challenging years yet experienced. With the COVID-19 Pandemic, CBIU has incorporated a more technologically based focus to the way we gather intelligence to assist with the prevention of criminal activity within our jail facilities.

In March of 2020, we saw the introduction of the new all-inclusive inmate communication platform Global Tel Link (GTL). This platform encompassed inmate telephones, inmate video visitation, and the new inmate tablets which allowed for messaging and pictures. Having limited opportunities to interface with inmates, CBIU refocused on utilizing the new communication platform to gather intelligence. The CBIU Video Visitation Monitoring Team coordinated with GTL to upgrade the CBIU Video Visitation Command Center and became the primary team leading the Office in 'testing' the GTL Network computers and tablets for functionality and security.

Regardless of the challenges we faced because of COVID-19, the CBIU staff were still able to maintain the high level of performance and commitment to duty by adapting to new methodologies and technological advancements. Working with the monitoring teams and other agencies, CBIU Jail Teams have been instrumental in disrupting drug trafficking within the jails, identifying unemployment fraud for the Governor's Taskforce, and providing critical intelligence information against the Security Threat Group/Street Gang- West Side City.

Although, the majority of CBIU efforts are confidential, the statistical analysis provide by our analyst demonstrates the impressive performance and productivity of the unit and the commitment by each team member to successfully carry out the mission of safety and security to both MCSO and the Community.

2020 Totals

Searches conducted (inmate/facility/cell)	660	Phone calls processed (for subpoenas/requests)	1,068,680
Phone calls monitored	7,191	Video visits processed (for subpoenas/requests)	9,407
Video visits monitored	96,712	Photos processed (for subpoenas/requests)	10,343
Photos monitored	921	Messages processed (for subpoenas/requests)	203,176
Messages monitored	67,453		

Towards the end of 2020, CBIU Staff assisted Jail Crimes and Phoenix PD with a bomb threat that had been called into the Phoenix Justice Court on December 31st. It was through the efforts of CBIU that the perpetrator was identified.

Warehouse Operations Unit

The Warehouse Operations Unit consists of six staff members who purchase, receive, store, and ship approximately 2,600 orders annually consisting of over 500,000 items. This small team works together assisting each other just like the front-line employees. The year 2020 was especially challenging for the unit gearing up quickly to purchase and distribute necessary PPE to protect over 3,500 Office employees and over 5,000 inmates. When COVID struck, all PPE supplies were limited but this unit quickly mobilized contacting current vendors and searching for new ones to procure PPE to satisfy the extremely high demand. Since the Warehouse Unit already had many vendor relationships, it helped drive the success and were even able to assist other County departments who could not secure PPE. The goal was to come together as OneMCSO to protect those who protect us.

Some of the items distributed include five styles of cloth masks totaling over 21,000, over 9,255 bottles of hand sanitizer ranging from 4 oz. bottles to gallon dispensers, 11,000 sanitizing wipes, 5,000 gowns, 3,000 face shields, 2,900 safety glasses, 5,000 pairs of coveralls, over 300,000 disposable masks for inmates, foggers and spray bottles with several thousand gallons of sanitizers.



Custody Business Operations (CBO)



The CBO supported every jail facility with the deployment and rollout of 7,200 tablets in accordance with the new All-Inclusive Inmate Communications contract and partnership with Global Tel Link (GTL). Ongoing efforts include troubleshooting, email support from CBO staff, and updates to rosters of detention end-users. This new partnership provides a state-of-the-art tablet and/or kiosk devices for the in-custody population to access legal and medical information, conduct legal research, communicate with family and legal counsel, participate in educational programming, access news and information, and most importantly has moved the MCSO jail system closer to being completely paperless as it relates to request forms and legal documentation saving tens of thousands of tax-payer dollars. Additionally, the implementation of the wireless infrastructure and hardware associated with the new communications system came at no cost to taxpayers and is based on a revenue sharing agreement generating millions of dollars to offset the cost of inmate health and welfare.

During the COVID-19 pandemic, the CBO partnered with Correctional Health Services and the MCSO Classification Division to provide daily reports and updates to the housing of inmates to assist in minimizing the spread of the virus in one of the largest jail systems in the country.

Records and ID Division

The Records and ID Division is comprised of five sections: Criminal Records, Departmental Reports (DR), Criminal Process, OIC/Warrant, and Automated Fingerprint Identification System (AFIS).

The Detention Identification Technicians fingerprint 24/7. Fingerprint Analysts at the West Court building fingerprint for summons, citations, county applicants, sex offenders, and take DNA on a daily basis.

The Criminal Records Section

The Criminal Records Section is responsible for registering all convicted sex offenders residing in Maricopa County. This section registered and processed address changes for 7,079 offenders in 2020.

Departmental Report Section

The Departmental Reports Section receives and maintains all Incident Reports (IR) taken throughout the Office, from the multiple jails, the Districts and those taken by specialty divisions such as Major Crimes and Special Investigations.

In 2020, the DR Section received 37,119 IR's for criminal violations and informational documentation.

The DR Section also receives Public Records Requests from the public for copies of Incident Reports, Event Histories and Location Histories.

In 2020, the DR Section fulfilled over 9,600 requests from the public. The DR Section also receives requests from other law enforcement and governmental agencies fulfilling over 6,100 requests.

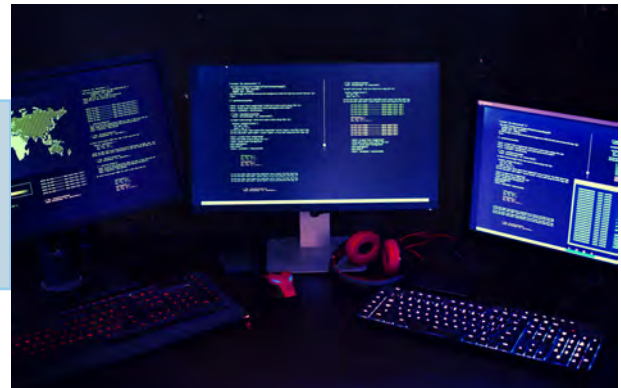
Maricopa County Sheriff's Office
INCIDENT REPORT
Paul Penzone, Sheriff

EVENT					
Reported Date:	Reported Time:	IR#	Original or Supplement?	PRE-AD	Case Status:
		IR11234567	ORIGINAL	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	MC (Event) #: MC1234567
Serial # (Officer/Civilian):	Last Name (Officer/Civilian):	Serial # (SM Supervisor):	Name (SM Supervisor):		
Incident					
Place Code:	Incident/Crime:	Incident Date/Time:		From Time:	From Time:
Location of Occurrence:		City:	Zip:	To Date:	To Time:
Is this IR related to others "Yes/No"? (If "YES" enter all related IR's)					
SYNOPSIS:					
Person					
#:	Type:	Name Type:		CLID #:	State:
Last Name:	First Name:	Middle Name:	Suffix:	CLID #:	State:
Home Address (City, State, ZIP):			Phone: <input type="checkbox"/> Cell <input type="checkbox"/> Home		
Work Address (City, State, ZIP):			Work Phone:		
Face:	Sex:	Ethnicity:	SSN:	DOB:	Age:
Height:	Weight:	Hair Color:	Eye Color:		
T/Bir:	Side:	BA:			
	AZ				

Criminal Process Section

The Criminal Process Section receives warrants from Maricopa Superior Court as well as the 32 Justice/ Municipal/Magistrate courts within Maricopa County. These warrants are researched and reviewed for entry in the Arizona Criminal Justice Information System (ACJIS) system.

- In 2020 the section received over 40,000 new warrants.
- Nearly 8,500 criminal history checks are completed per month
- These checks resulted in serving nearly 2,000 new warrants on individuals that were already being detained in one of MCSO's jail facilities



OIC/Warrant Section

The OIC/Warrant Section is a 24/7 operation. Employees in the OIC Section handle entering, querying and canceling warrants and National Crime Information Center (NCIC) records, such as stolen vehicles, guns, articles, securities, boats and missing persons. They also pull these records and confirm them for law enforcement officers in the field.

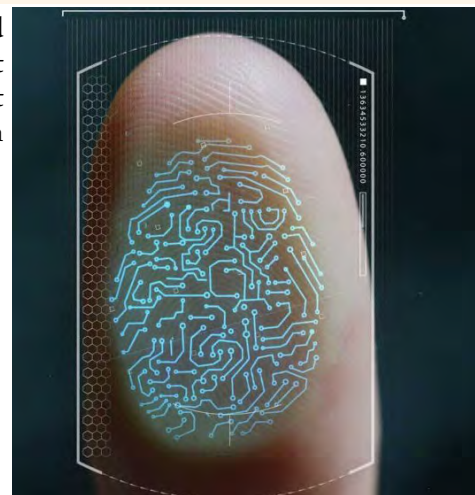
- 3,247 NCIC records entered for MCSO Patrol
- 42,055 arrest warrants confirmed and cleared



The AFIS Section

The AFIS Section is responsible for processing all inked and electronically transmitted fingerprints submitted, entering these fingerprints into the Arizona Automated Fingerprint Identification System (AZAFIS), testifying in court as an expert witness on fingerprint identification, verifying AZAFIS identified warrants and suspects and operates livescan computer fingerprint equipment.

- 86,403 electronic fingerprints verified
- 2,427 summons bookings processed (booked, took photo & fingerprints)
- 3,039 applicant fingerprints processed
- 376 sex offenders fingerprinted
- 94 cite and release fingerprinted
- 920 warrants found from Also Know As (AKAs) when processing fingerprints
- 275 DNA samples taken from summons people
- Testified in 10 court cases as expert witnesses



Interesting stories

MCSO Records and AFIS Division was selected by the MCSO Community Relations Division for the “Arizona Cardinals Meals” program and received lunch on April 28, 2020.

In 2020 the AFIS Section found over 800 old arrests, also known as GAP fillers. These are charges that should be on someone’s criminal history, but the arresting agency failed to fingerprint the person and get the charges on the rap sheet. These were brought to our attention in a number of ways: (1) person sent to MCSO to serve jail time and the original charge is not on the rap sheet; (2) person sentenced on a grand jury or summons charge who were out of custody and never came in for fingerprinting; (3) person trying to buy a gun and through research was found to possibly have been arrested for a charge that would prohibit them from possessing a gun.



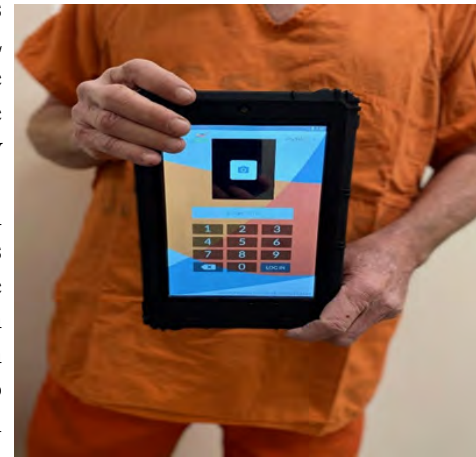
Inmate Programs

The MCSO Office Program and Religious services units partnered in 2020 to create a series of educational classes that they placed on the inmate's tablet since in-person classes were cancelled due to the pandemic. The classes were creative, informative, inspirational, and relevant. Some of the classes gave the inmates local information and allowed for an application to be given out so they could be screened for services by the agency prior to release to allow for a smooth transition to the community. Providing some of the information in the classes decreased the number of requests that staff receive from inmates, thereby reducing staff workload. These specially created classes were made available to all inmates despite their classification, thereby reaching more inmates than in-person classes could have reached. Creating these classes filled a void for both the instructors and the inmates during a very difficult year of isolation, boredom and hopelessness.

GTL Tablet Classes

With all in-person classes on hold due to the COVID-19 pandemic, both inmates and program staff were elated when the Education Platform was added to the GTL inmate Tablets on July 20, 2020. This application added over 60 classes at no charge for the inmates to enroll in and receive completions on a transcript that they can take to court. The classes include substance abuse education, anger management, re-entry videos, employment, conflict resolution, and coping skills just to name a few.

MCSO Program staff then added five classes to the tablet for inmates to take with more scheduled to be added in 2021. Risk Factors in Re-Offending, Critical Needs (local information on resources) and a popular series called Did You Know? The three topics on the Did You Know? series include All About Reach Out, Community Kitchen and the Phoenix Rescue Mission. This series allows inmates to become educated on what local opportunities are available to them as they are preparing for release. Two of the classes include agency applications where they can enroll prior to release from custody so they can begin programming as soon as they leave our facility.



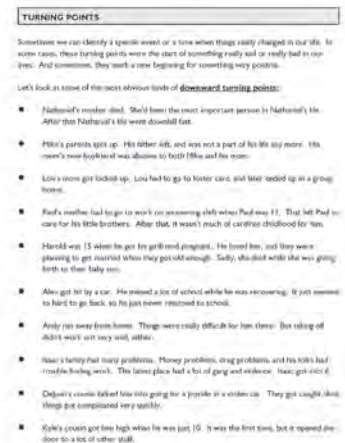
In Cell Packet Work

Due to the COVID-19 pandemic, all MCSO in person classes were placed on hold for 2020. Inmates had access to the courses offered on the GTL tablet but for some inmates they required more. Thinking outside the box, in-cell class packets were introduced and include evidence-based curriculum on the following topics:

- Pre-Treatment
- Substance Abuse
- Returning Home

Inmates work at their own pace and return the completed packets to the Program Coordinators to be checked and logged. Seventy-nine inmates are currently enrolled.

(TP1) Turning Points



Choose to Change: MCSO's Reentry Program



- 59 Choose to Change graduates in 2020
- 893 graduates since inception of the program in 2017

This is an evidence-based course, focusing on higher risk inmates who are expected to be in jail at least 8 weeks. Classes target criminogenic risk factors by providing over 200 hours of cognitive-based education. Reentry classes include: Thinking for a Change, New opportunities for work (N.O.W.), Transition, parenting, anger management and domestic violence. Various workshops are offered on Fridays which focus on employment and health care issues. Community service hours are provided for those on County Probation. Eligibility includes both sentenced and unsentenced inmates with Proxy Score of 3 or above who are expected to be incarcerated at least 8 weeks and who have a desire to change.

The Programs Division graduated 15 participants of the Choose to Change program on February 28, 2020. We had a total of 59 sentenced and unsentenced inmates graduate the popular MCSO intensive program between Towers and Durango Jails. The successful program has gained popularity with criminal justice partners to where the court had just started ordering Choose to Change as conditions of probation with early release after completion. Choose to Change is an eight-week class that usually has 4 groups of inmates in a cycle. The mural that cycle 15 painted at Durango Jail was a tribute to the program knowing they would be the last class before moving to the new Watkins Jail.

The MCSO Inmate Program Coordinator established the Inmate Clothing Closet based on the need to supply suitable clothing to some inmates upon release. Some inmates are booked into jail with damaged clothing that is not suitable for them to wear upon re-entering the community. In addition, some inmates no longer fit into the clothing they were wearing when they were arrested because their physique has changed. The Clothing Closet would be operated solely from donated items from staff. This initiative provides clothing to inmates in our custody as they get released and get ready to re-enter society. Often times, inmates are arrested and booked into our jails wearing paper suits, swimsuits, or clothing that is just not appropriate. In some cases, inmates get arrested in warmer months and released during the winter and are in need of warmer clothes; this is especially true for the homeless population. By ensuring inmates are dressed appropriately upon release, we give them an opportunity to feel better about re-entering society with a clean pair of clothes.



Religious Services

Religious Services ensures that inmates under our custody practice the religion of their choice. Inmates have the option of attending several faith-based classes, which are coordinated and scheduled by our chaplains.

Since the inception of the GTL Tablets, Religious Services has received and processed 9,444 electronic inmate requests and 140 electronic inmate grievances. They continue to process paper requests as well. Chaplain Debbie Lowery has been working diligently on adding free religious classes to the tablets providing the inmate population with more spiritual information and guidance. There are six MCSO chaplains, a supervisor and one chaplain assigned to each of the 5 MCSO Jails.

Stats- January through March (all services stopped due to COVID-19)

24,353 – Total number of inmates who attended Services and Bible Studies

1,296 – Worship Services Offered to the inmates

2,075 – One-on-One Religious Services Sessions

Volunteer Services

Our volunteers are a vital part of the programs provided to our inmates. There are approximately 800 members who dedicate their time to serving our inmate population in numerous capacities. As with many things due to the ongoing pandemic, our volunteers had to go through some changes, such as volunteering at the Food Factory with no inmate contact, while still having a positive impact. It is estimated that our volunteers contribute over 40,000 hours per year with an approximate annual savings of over one million dollars.



Food Services Division

Food Services Division operates 170,000 square foot production facility and is responsible for preparing inmate meals daily. This past year approximately 5,500 inmates were served twice a day.

During 2020, like everyone else, the Food Services Division faced many unprecedented challenges. The global pandemic affected every aspect of the production and staffing, including losing most of our inmate workforce. As a result, the food services staff built an emergency stockpile of sack lunches, changed how incoming produce and vegetables are processed and how bread is made, and added two new peanut butter wrapping machines. The food factory was able to find more efficient systems to get more work done with less staff.

As inmates became available to work, staff came up with more effective ways of utilizing inmate labor, creating a more positive relationship between staff and inmates. In coordination with Inmate Programs and volunteers from the public, the food factory was able to produce sack lunches on the weekends.









We congratulate our Community Outreach team on receiving the 2020 National Association of Counties (NACo) Achievement Award for the Program “The art of fighting in the ring and not in our community.” The partnership between the Guadalupe Boxing Gym and MCSO began in 2018 through the Sheriff’s Activities League, in an effort to bridge the gap between the youth of the Town of Guadalupe and the Sheriff’s Office. Through this program, our Community Outreach team has worked purposefully to give kids a safe place to participate in extracurricular activities and encourage them to stay away from drugs, alcohol, tobacco, and violence. Thank you to our team for being steadfast in building strong relationships in the Guadalupe community and beyond.

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 knows that we are here to serve them.

Community Outreach Division

The impact COVID-19 has had not only on Community Outreach but globally, has been without question a huge challenge for our organization. The year 2020 was a revolutionary year for Community Outreach, having to re-invent the wheel on how the division interacts with our communities.

The Community Outreach Division relied on each other for help, encouragement, and support. Even when the division was not able to participate and host the events it normally does, it assisted and accomplished in several projects.

In 2020, Community Outreach concentrated in three major communities MCSO serves and patrols: the Town of Guadalupe, the Town of Aguila and Gila Bend. All three towns are made up of mostly low-income communities, most of them of Hispanic descent. Community outreach brought smiles and joy not only to the children who participated, but also to the many struggling parents/guardians who were heavily feeling the stress of the holidays. In addition, the division facilitated the safe and clean event transportation to Gila Bend and Aguila for the participants.

Community Outreach finished the year strong with a wonderful holiday season by participating in the AZLEOS annual Shop with a Cop events. Initially, it was a challenge with many components, logistics, safety and participants to be taken into consideration, but it was successfully done.

Numerous MCSO employees volunteered and gave their time to shop with the kids. Initially some of the children had strong reservations towards law enforcement, but once the events were over, those same kids were laughing and hugging the officers and deputies.



The Maricopa County Sheriff's Office came together to help fellow employees who may have had a hard time finding critical items at the local stores during the Covid-19 pandemic. Sheriff Penzone along with the Community Outreach Division created an "Employee Pantry" where each employee could donate items that fellow employees needed. Community Outreach worked closely with Patrol District and Detention Liaisons to collect and distribute key items throughout the Office. The most requested items included diapers, wipes, baby formula, soap, hand sanitizer, toilet paper, bleach, rice, dry pasta and beans. The Office also utilized outside resources and community partnerships to provide needed items. The support from the community was overwhelming and these essential items were delivered to 200 employees office-wide.



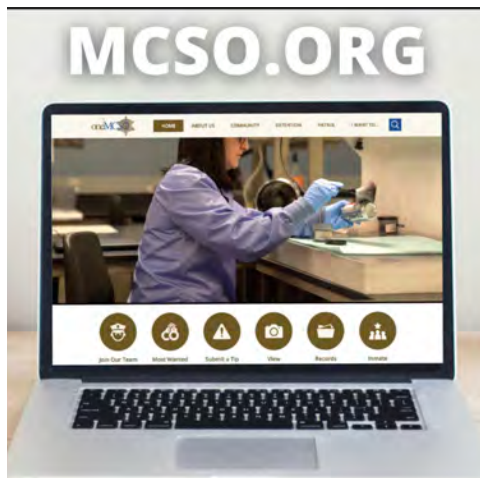
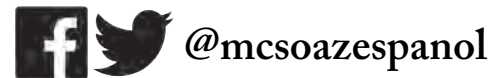
Public Information Office / Media Relations

The Maricopa County Sheriff's Office of Public Information (PIO) unit is on call 24/7 and is responsible for providing timely and accurate information to media organizations inquiring about crimes, accidents, rescue operations, and jail incidents as well as policies and other events affecting the operation of the Office in an effort to keep the community informed.

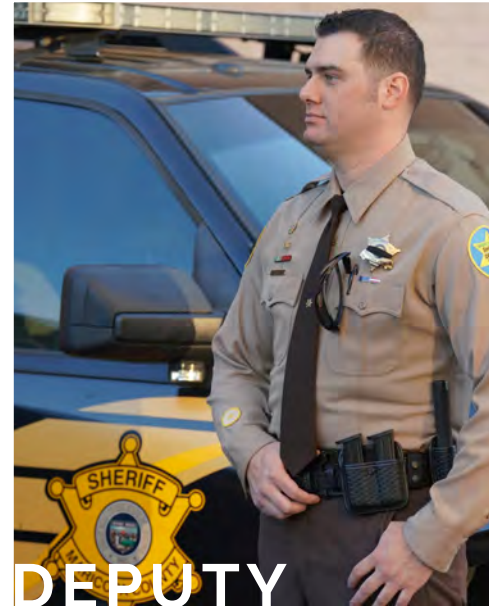
The PIO unit arranges press conferences, interviews, and media appearances by the Sheriff and other Office personnel. They also manage the Office's social media pages and are involved in the creation of the Newsletter, Annual Report, Annual Awards Program, and more. In 2020, this unit helped launch a new Instagram page for the MCSO K9 Unit, which has been a very successful and well-received page, thanks to the great work of the K9 Unit personnel, who provides engaging and entertaining content.

In 2020, the PIO worked closely with the Tech Bureau and an outside vendor to create and launch our new MCSO website. This took a tremendous amount of work and time, and the unit is very proud of the finished product.

In addition, due to the Covid-19 pandemic, the PIO unit worked closely with the Human Resources Bureau to draft and distribute daily and weekly Covid-19 updates officewide to keep staff and the community up-to-date with the latest developments that impacted employees and/or Office operations.



NOW HIRING!



The Human Resources (HR) Bureau performs 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.

Human Resource Service Division

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.

Legal Liaison Section

Public Records Requests: 1,881
Document Preservation Requests: 148
Media Public Records Requests: 128

Policy Development Section

Policies Published: 69
General Policies: 36
Enforcement Policies: 12
Detention Policies: 15
Critical Policies: 6

Pre-Employment

*Pre-Employment processed nearly 12,000 employment applications in 2020

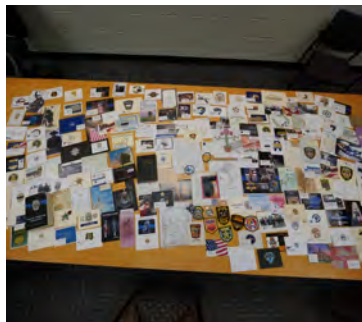
Total of 302 Hires in 2020:
Civilian – 116
Detention – 139
Sworn – 47

CISM Team

Special events for the CISM Team:

Officer Jim Lee 1 Year Memorial Dedication at LBJ and ribbon making.

- Officer Justin Folsome Burrito Drive.
- The Folsome Family Toy Drive.
- Assisted Community Outreach with Employee Pantry Food Box deliveries and collections.
- Honored the families of the fallen: 19 funerals attended
- CISM team members made contacts to: 3,637 people
- Major Incident Call Outs: 42



Employee Retention and Performance Division

The Employee Retention and Performance Division is comprised of the Leave Management, Compensation, Retention and Performance Sections. In 2020, while continuing with its usual day to day responsibilities, the Division worked on several important long term strategic projects. Two key projects, designed to boost employee retention and performance, are to provide future enhancements to the Office's performance management processes and to identify a case management system to improve processes associated with leave and disability management.

In 2020, the Division's primary attention was focused on handling the impact to our workforce due to the COVID-19 pandemic. The Division has been a key driver in the organization's management of pandemic related issues as well as leave related services during what has been an exceptionally challenging and unexpected period.

The COVID-19 pandemic presented health, safety and leave issues not previously experienced; it placed a significant demand on the entire workforce to adjust and adapt quickly to new, evolving and changing protocols and practices intended to mitigate the spread of the virus. The Division took the lead in researching, recommending, and implementing protocols and practices founded in federal, state and local public health guidance, federal legislation or regulations, state executive orders, or County policies modified due to the pandemic. Protocols and practices were developed to address workplace issues and workload demands associated with the pandemic, while adjusting processes related to traditional work. Protocols and practices were continuously monitored and adapted or updated when guidance changed as more was learned about this novel virus.

During the period of July – September 2020 pressure on the workforce due to COVID-19 was at its highest for the year. In July, which is when the Office's first surge of COVID-19 cases peaked, the Leave Management team responded to 131 employees who tested positive for COVID-19. This was after 126 cases in the preceding month. Each employee required a variety of follow-up work including handling internal contact tracing to identify potential workplace close contacts to the positive employee if they were at work during their infectious period, juggling clearances to return to work when the employee recovered, managing the aftermath for recovered positive employees who may have been exposed in the workplace with regards to workers' compensation reports, and responding to an influx of short-term disability requests from the vendor for employees who were using that voluntary option. All these factors combined resulted in an unprecedented workload during June, July and the months that followed. That scenario was repeated in December 2020 as the second surge of cases started to unfold after a short reprieve in employee's positive for COVID-19 in the Fall 2020.

Training Division

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.



Holiday Logo Submissions by MCSO Employees



A



B



C



D



E



F



G



H



I



J



M



L



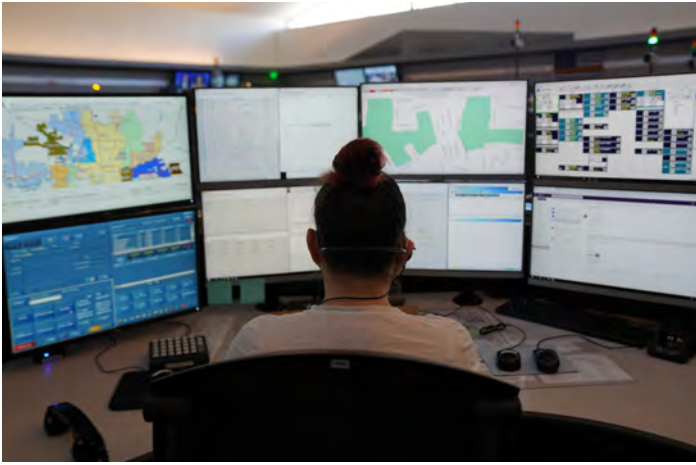
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The Technology Bureau provides technology and business services to improve work efficiencies throughout the office, daily operational support and maintenance, and 911 dispatch services for our community. We develop long-term strategies to keep systems 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.

Communications Division



The Maricopa County Sheriff's Office Communications Division serves our citizens 24 hours a day, 365 days a year. Our extremely dedicated and highly trained staff receives 9-1-1 and non-emergency calls for multiple communities and generates calls for service for deputy response. Serving as the first point of contact, our call takers and dispatchers routinely encounter customers experiencing various degrees of life-threatening and high-stress incidents. Remaining calm and composed, the Communications staff obtains crucial information to ensure proper response and support. Additionally, our team coordinates with multiple agencies, including fire departments, law enforcement agencies, the Department of Forestry, and others, providing exceptional customer service.

During periods of civil unrest and peaceful protests, our Communications staff navigated barriers to report to their posts in the downtown area without hesitation. Furthermore, they remained steadfast in their duties while experiencing many distractions directly outside of their workplace.

In the performance of their duties, Communications personnel received calls for service reporting countless fires within the County requiring the staff to calmly provide evacuation instructions, communications with the Red Cross, and how to move livestock and animals quickly out of harm's way.

Moreover, our dedicated staff continues to report for duty during the global COVID-19 pandemic without the ability to work remotely due to technological limitations. While practicing prescribed social distancing measures, they remain the voice of calm, ready to mitigate emergencies and ensure the safety of deputies. To provide continuity of service, the Communications Division staff remains professional, committed, and, if necessary, prepared to sleep on cots to offer support to our deputies and the communities we serve.



Technology Bureau

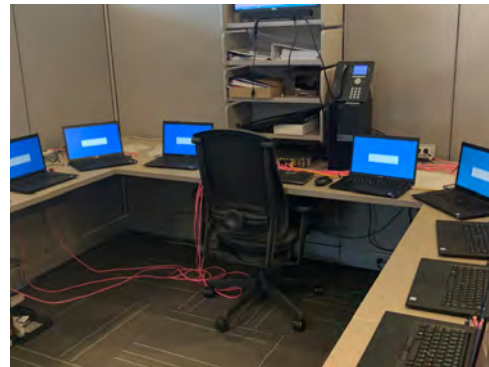


The Technology Bureau is equipped with a topnotch, latest technology stack including Cloud Computing (Azure), Firewall Security, Virtualization, MS Visual Studio, MS Dynamics (CRM), and Team Foundation Server based Development Technologies to support Consumer off the Shelf and In-House software products. We support approximately 35 applications, with 20 developed in-house.

Telework equipment deployed

230	Laptops
311	Monitors
134	Headsets

As the Covid-19 pandemic began to sweep the nation, Arizona was soon in the news as a hotbed for the virus. Almost immediately, Sheriff Penzone took action to protect his employees to the best of his abilities. Penzone issued telework orders for every employee with the ability to telework. As such, the desktop support, service desk, and infrastructure team had a heavy load to issue numerous laptops, RSA accounts, and tokens and be available to provide support to a large remote population. Throughout the pandemic, the desktop support and service desk teams have continued to come into the office every day to ensure we are available to support our telework and non-telework customers.



Intake, Transfer, and Release and the Watkins Jail

The MCSO realized significant changes for our detention personnel in 2020. First, moving all intake activities from the 4th Avenue Jail to the newly built Intake, Transfer, and Release (ITR) facility. The MCSO also consolidated all transfer and release activities to the new ITR. Second, the newly built Watkins Jail replaced the decommissioned Durango Jail. The Technology Bureau provided significant support to ensure the success of the opening days for both facilities. In partnership with the Office of Enterprise Technology, the Technology Bureau confirmed the activation of hundreds of data and phone ports to provide our officers with connectivity. Detention personnel and the Technology Bureau PC/LAN technicians installed hundreds of computers and monitors, the mugshot camera equipment, and various RICOH copiers.

244 computers | 488 monitors | 32 RICOH copiers



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.

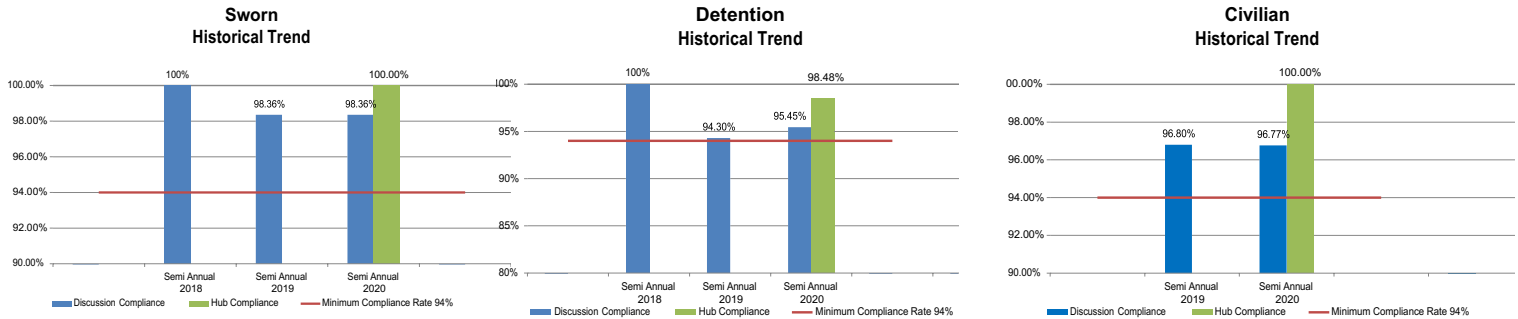
Bureau of Internal Oversight

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.

Audits and Inspections

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 2020, AIU completed 164 inspections, which can be found at www.mcsobio.org.

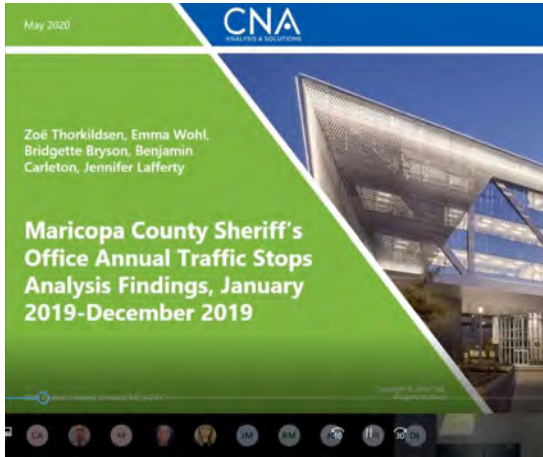


Traffic Stop Analysis Unit

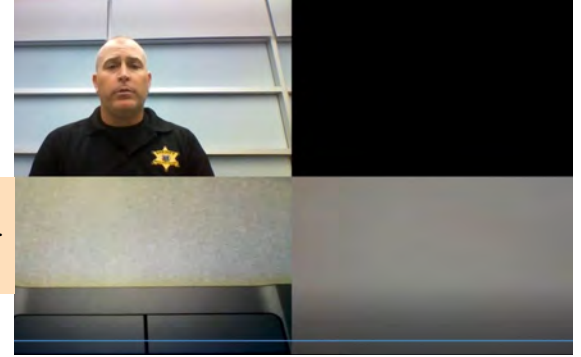


The Traffic Stop Analysis Unit (TSAU) was created in July 2018 and focusses on traffic stop related data analysis. In 2020, MCSO in partnership with vendor Center for Naval Analysis (CAN), published the Fifth Annual Traffic Stop Report that analyzed 23,630 traffic stops. The TSAU works with employees to better understand traffic stop analysis and makes changes to our methodology based on employee feedback.

Early Intervention 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 2020, the 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:

- 619,070 – which include commendations, line-level inspections, supervisor notes, and training.

Professional Standards Bureau (PSB)

The objective of the Professional Standards Bureau (PSB) is to receive and investigate complaints and allegations of employee misconduct and inappropriate behavior, and 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 2020, the PSB started using a survey to collect demographic information from complainants to ensure that those who file complaints are treated fairly. The PSB provided voluntary paper and online surveys to members of the community. At the conclusion of 254 investigations; 11 surveys were returned to the PSB. The PSB also received specialized training from subject matter experts in the area of conducting critical incident and deputy involved shooting investigations; and also continued to provide training on how to thoroughly conduct misconduct investigations to supervisors who conduct these types of investigations. Lastly, members of the PSB provided assistance during the civil unrest and election protests that occurred in Maricopa County throughout the year.

Administrative Investigations Opened: 704
Service Complaints Opened: 452
Criminal Investigations Opened: 24

Total Closed Administrative Investigations: 364
Total Closed Service Complaints: 585
Total Closed Criminal Investigations: 16

IN MEM



Kevin Fletcher
Detention Officer
June 6, 2020



Ernest Quintero
Deputy Sheriff Sergeant
June 6, 2020



Miroslaw Mroczkowski
Detention Officer
July 15, 2020



Cynthia Mow
SIMS Clerk
July 19, 2020

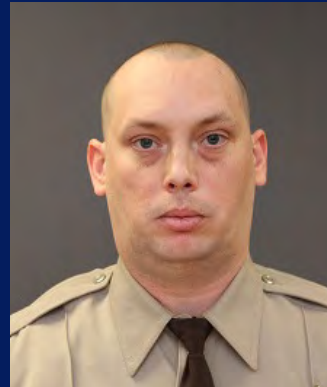


Serena Anderson-Mata
Detention Support Officer
July 22, 2020

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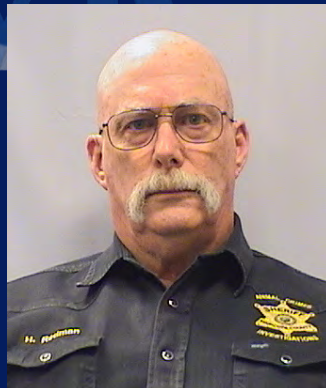
Alana Bledsoe
Office Assistant
August 18, 2020



Justin Folsome
Detention Officer
November 24, 2020



Pamela Buhl
Administrative Assistant
December 7, 2020



Harvey Redman
Animal Crimes Investigator
December 22, 2020



Michele Lisee
Call Taker
December 24, 2020

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

Jail Information Line
(602) 876-0322
TDD (602) 876-0729

Public Records
(602) 876-1070

Victim Information Line
(602) 876-8276

   @mcsoaz

  @mcsoazespanol

 @mcsoazk9



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