



MCSO

2023 ANNUAL REPORT

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MESSAGE FROM THE SHERIFF

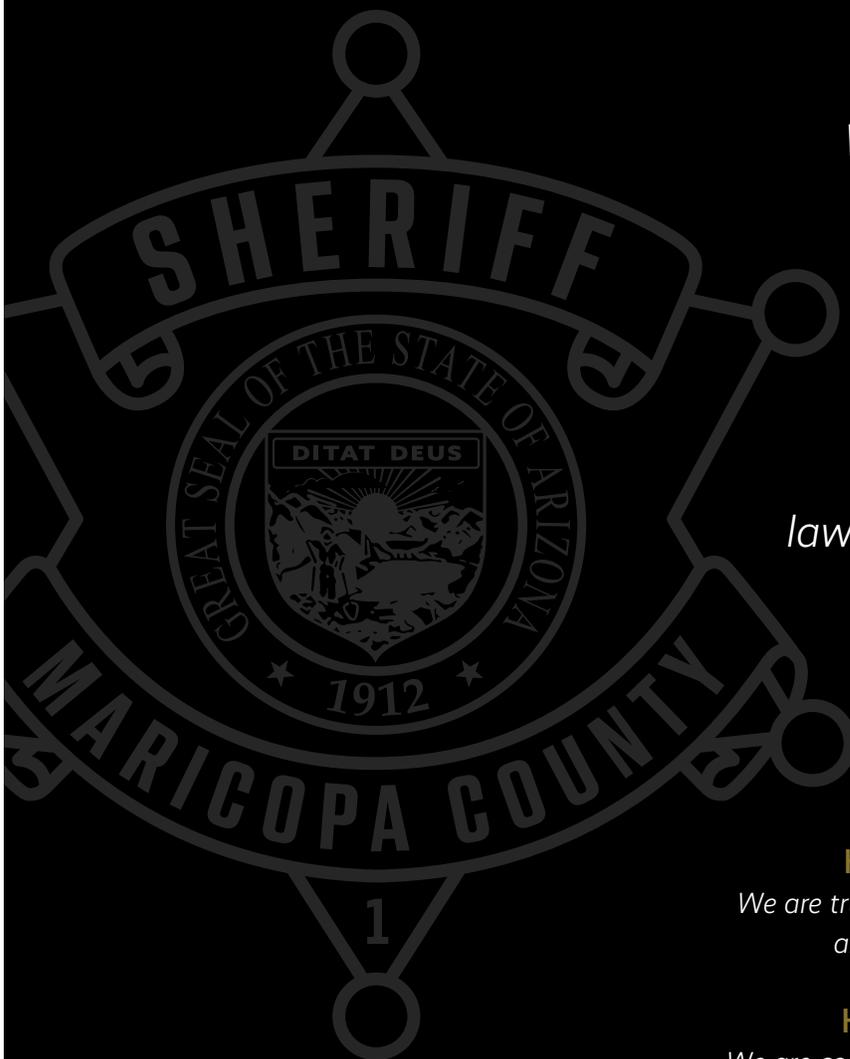


*Thank you.
It's been my honor.*

”

Paul Penzone

Godspeed,
Sheriff Paul Penzone



MISSION

Working together to safeguard our communities.

VISION

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

VALUES

Honesty

We are truthful in our words and actions.

Humility

We are committed to learning from and serving.

Preservance

We are in the constant pursuit of excellence.

Respect

We embrace the diversity of our community.

Trust

We believe trust is the foundation of our relationship.

Unity

We are working together toward a common goal.

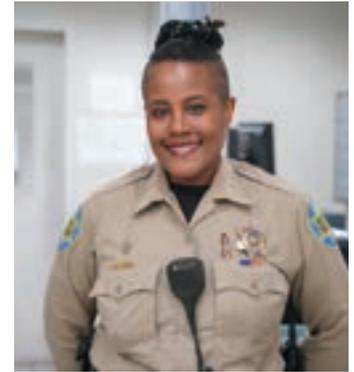
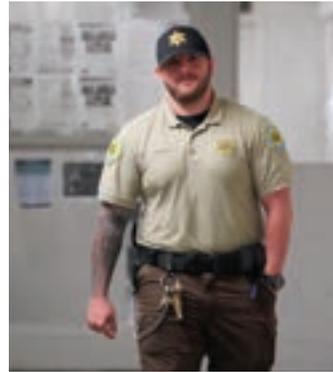
4th AVENUE JAIL

The 4th Avenue Jail's primary role is to ensure the care, custody, and control of maximum security and closed custody inmates in a constitutional manner while they await the adjudication of their court cases.

The 4th Avenue Jail in Maricopa County demonstrated commendable achievements in 2023. It showcased its commitment to efficient, responsible, and constitutional detention management. 4th Avenue continues to maintain its status as one of the most secure maximum-security facilities in the country. While the facility is capable of housing over 2,000 inmates, the average population in 2023 was 1,600. Despite the population being down, the facility still housed many of the more dangerous and notorious individuals in the State.

The 4th Avenue facility also experienced several upgrades in 2023. Every light in the building was upgraded to LED, every door and cell lock was replaced, all inmate shower areas were remodeled, and each supervisor office was emptied, deep-cleaned, and outfitted with new furniture and equipment, and several elevators were replaced. The hope is to continue these facility improvements in 2024 and beyond.

In addition, the staff of 4th Avenue showed their charitable side on several occasions throughout 2023, completing another annual holiday toy drive to benefit the children being treated at Valleywise Hospital. The staff at the 4th Avenue Jail are dedicated, efficient, and capable of handling any situation thrown their way, they are a shining example of how to operate a maximum-security jail facility.



STATISTICS

The 4th Avenue Jail had one of their busiest years on record, generating:

- **900** Incident Reports
- Conducting Over **120,000** Video Visits
- **15,000** Legal Visits
- Processed **5,000** Inmate Grievances
- Authored **3,744** Disciplinary Action Reports to Inmates for Violations of Jail Rules and Regulations

ADMINISTRATIVE SERVICES DIVISION

The Administrative Services Division (ASD) coordinates the discipline process and provides clear and concise policies for Office employees. ASD also responds to public records requests; subpoenas, document production requests, and preservation notices; and provides prompt records and information to Maricopa County and private counsel handling litigation matters for the Office. ASD is divided into three Sections; each has distinct responsibilities. The Policy Development Section is primarily responsible for the evaluation, revision, and distribution of Office Policy to ensure compliance with current laws, professional standards, any relevant court order or judgment, and best practices. The Legal Liaison Section is primarily responsible for coordinating the preparation and subsequent release of Office records in response to public records requests, subpoenas, requests from Maricopa County departments, contract counsel, and public entities. The Conduct Resolution Section is primarily responsible for the administrative coordination of the employee discipline process following the Professional Standards Bureau's determination that discipline is warranted based on a completed administrative investigation.

ACCOMPLISHMENTS

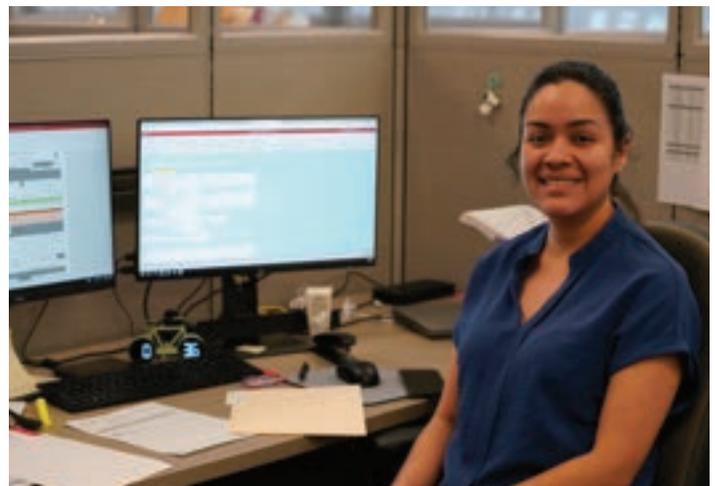
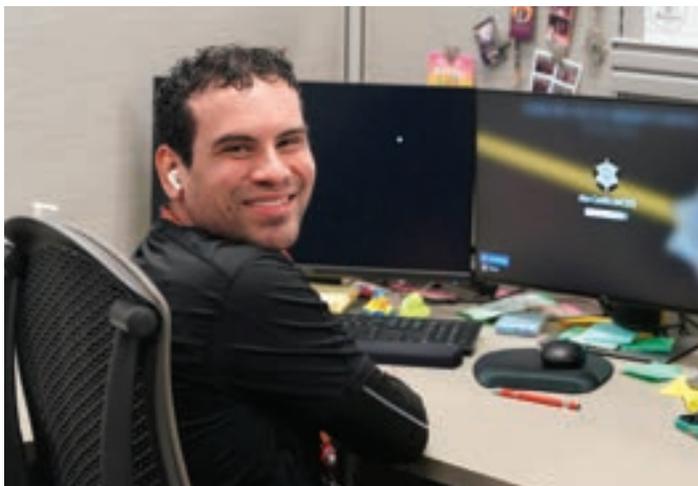
68 Policies Published

- General Policies: **44**
- Enforcement Policies: **12**
- Critical Policies: **3**
- Detention Policies: **9**

2,206 Public Records Requests Fulfilled

197 Document Preservation Requests Processed

124 Media Public Records Request Responses



ANCILLARY AND INSTITUTIONAL SERVICES

The Ancillary and Institutional Services provides support to the Custody Bureau and assists in the operation of a safe and constitutional jail system. The Division consists of several units such as Distribution, Inmate Legal Services, the Central Mailroom, Inmate Canteen, Custody Bureau Hearing Unit, Prison Rape Elimination Act (PREA) Unit, Custodial Services, Inmate Library, Inmate Laundry, and Limited English Proficiency Unit (LEP). These units provide continuous support to all the jails daily while enduring unique challenges and issues.

DISTRIBUTION

Distribution drivers delivered approximately 920,000 inmate meals to all jails. They also delivered and picked up all inmate laundry and inmate canteen. Throughout the year, Distribution drivers delivered ice, water, and other supplies throughout the MCSO organization. They also assisted St. Vincent De Paul with their pick-ups, storage, and deliveries throughout the year to assist families in need.

INMATE LEGAL SERVICES

Inmate Legal Services (ILS) provided services to MCSO inmates and ensured that MCSO provided a constitutional level of court access to inmates by assisting them with legal mailings, legal research requests, and court filings. ILS also assisted inmates with various other legal tasks that they cannot fulfill themselves while in custody. During 2023, ILS assisted inmates with 8,823 court and legal mailings and provided 24,134 legal forms, 1,005 indigent pro per supply kits, and miscellaneous assistance totaling 10,321. ILS directly assisted with 4,784 inmate research requests; the bulk of research requests are researched by inmates themselves through the Law Library application provided on the Tablet.

INMATE CANTEEN

Inmate Canteen provides inmates the opportunity to purchase food and hygiene items. In 2023, Inmate Canteen sold 130,143 canteen items and brought in a revenue of over \$9.5 million. One of the things that make Canteen unique is that they provide volunteer opportunities for hourly employees that work within MCSO. This provides additional support to ensure that the production and delivery of commissary items to the jails are accurate and timely.

CUSTODY BUREAU HEARING UNIT AND PREA

The Custody Bureau Hearing Unit (CBHU) and PREA section continued to ensure due process rights were met, applied appropriate disciplinary sanctioning, processed Inmate Grievance forms, and conducted proper investigations. This year, many changes were made to housing and inmate privileges, including expanded tablet services, additional forms available electronically, and providing external referee rulings on electronic media. This was the first full year of a revised Information Handbook for Inmates with expanded guidelines by which all detainees are required to abide. As a result, CBHU has already begun work on a more robust revision to include all the Office's expanding procedures and forms. MCSO resolved over 97 percent of inmate grievances prior to reaching the External Referee level, for the second year in a row.

STATISTICS

Disciplinary Action Reports:	18,135
Grievances:	19,587
External Grievances:	478
Preliminary Inquiry Reports:	593
PREA Reports Taken:	364



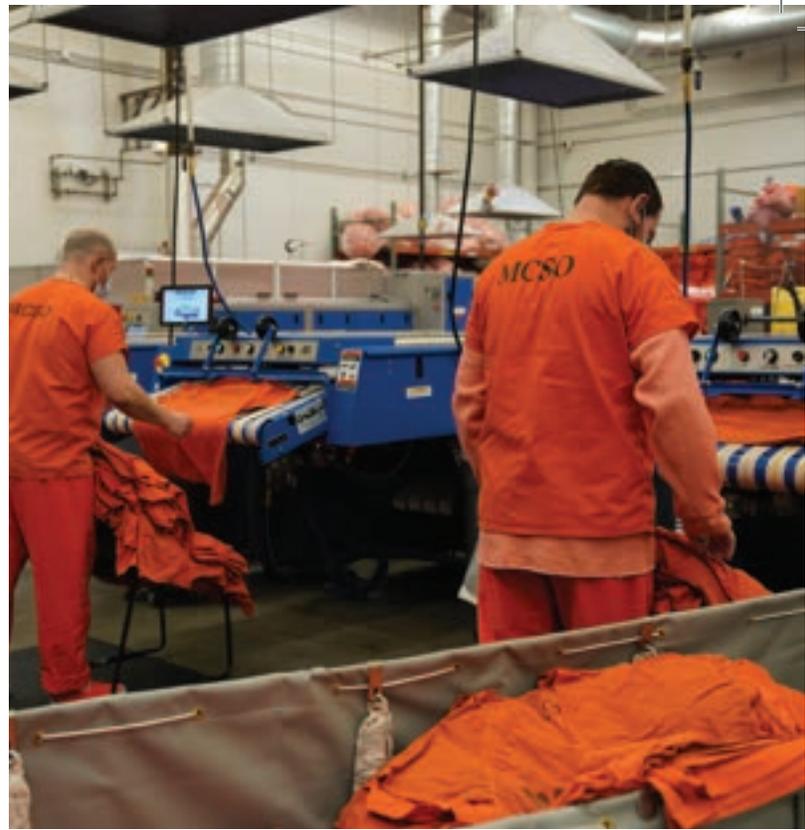
INMATE CUSTODIAL SERVICES

Inmate Custodial Services continued to maintain MCSO jails and administration areas clean throughout this past challenging year. The Custodians spent countless hours cleaning and sanitizing cells, shower areas and offices. The work that they continued to perform in 2023 with minimal staffing is commendable.

INMATE LIBRARY

The inmate library moved locations to the Lower Buckeye Jail inside the old intake property room. The inmate library provided 16,895 books and magazines for our inmate population. They also received over 100,000 donated books and magazines to enhance the reading material available to our inmates.

Four-hundred and ninety-four of the total requests fulfilled were Spanish books and magazine tank orders.



INMATE LAUNDRY

Our Inmate Laundry provided laundry services to our inmate population. They laundered, folded, and delivered thousands of clothing garments, bedding, and towels to all inmates in custody. Inmate Laundry was able to upgrade much of the equipment they were using to provide better services to all MCSO jails. In 2023, laundry services laundered and exchanged approximately two million pounds of clothing and bedding.

CENTRAL MAILROOM

The Central Mailroom was able to intercept and prevent a total of 340 pieces of mail that contained narcotics from entering the jails. This amount is doubled from the previous year thanks to the new equipment that the staff are using to help with the detection of drug-soaked mail pieces. They also processed a total of 25,736 pieces of Legal Mail. The Central Mailroom processed and delivered hundreds of thousands of incoming and outgoing packages.

AVIATION SERVICES DIVISION

The Aviation Services Division (ASD) provides air support to all areas of the Maricopa County Sheriff's Office. The Division is divided into three sub-sections to include helicopter operations, fixed-wing operations, and maintenance sections.

The primary function of the helicopter operations 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, technical rescue, surveillance, transportation, command and control, traffic or disaster management, communications, and aerial photography.

The fixed-wing section focuses on the extradition of out of state fugitives back to Maricopa County for criminal prosecution. The fixed wing aircraft perform regional extraditions for the entire western United States, west of the Mississippi River.

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.



STATISTICS

Rotor-Wing

Flight Hours:	663.7
Missions:	798
Subjects Rescued:	188
Search and Rescues:	168
Technical Rescues:	128
Searches:	142
Patrol Assets:	319

Fixed-Wing

Flight Hours:	700.8
Miles Flown:	87,161
Trips Completed:	82
Inmates Moved:	187
Warrants Cleared:	171

Maintenance

Rotor Repairs and Inspections Completed:	166
Inspections and Repairs on Airplanes:	46
Inspections and Repairs on Fuel Trailers:	169

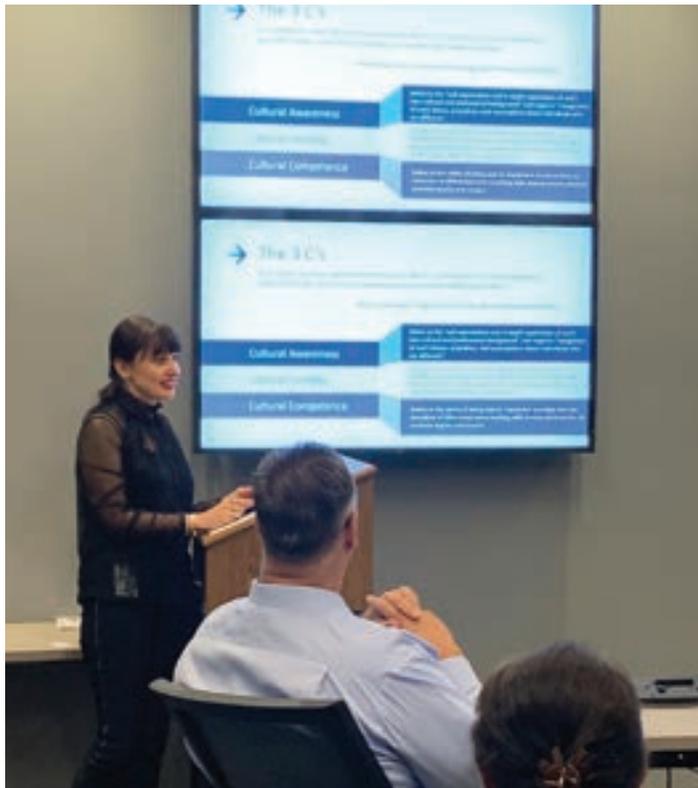
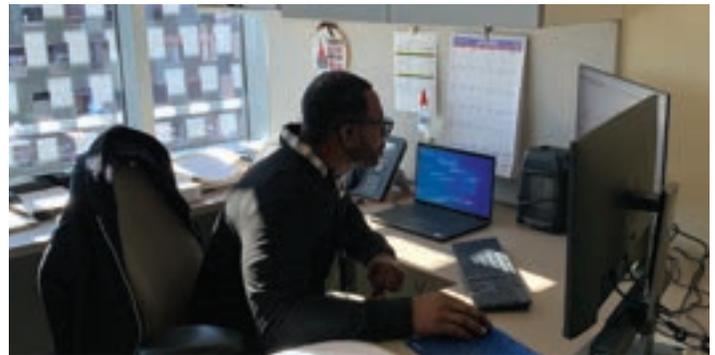
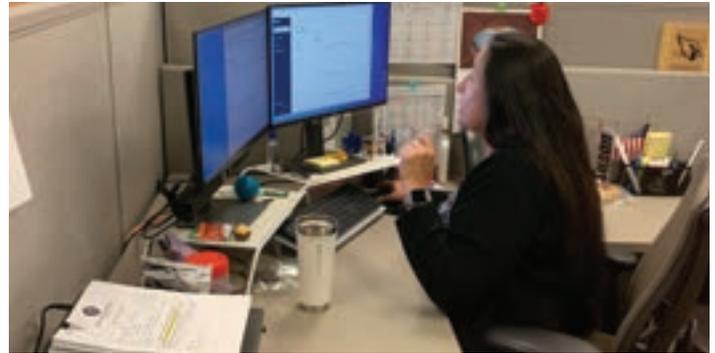
Fox 2 helicopter put back in service after out of service for a year.



BUREAU OF INTERNAL OVERSIGHT (BIO)

EARLY INTERVENTION UNIT

The Early Intervention Unit (EIU) supports effective supervision, detection, and prevention of individual-level, unit-level, or systematic problems within the Office to uphold the highest standards of lawful, ethical, and professional police practices. The MCSO Early Identification System (EIS) continues to be one of the most comprehensive in the country tracking over 70 incident types. EIU staff processed 56,836 incidents in 2023. The EIU completed three Threshold Analysis Projects resulting in changes for two alert thresholds that assist in establishing early intervention best practices. The EIU continues to work with supervisors and employees in reaching their full potential by using data to identify performance trends worthy of review.



AUDITS AND INSPECTIONS UNIT

The Audits and Inspections Unit (AIU) conducts monthly, quarterly, semi-annual, and annual inspections, as well as ongoing audits to improve compliance with Office Policies. The inspection process is a valuable and successful tool in achieving and maintaining compliance with various Office Policies and stipulations of the Court's Order.

During 2023, AIU completed 192 inspections. On a semi-annual basis, AIU inspects CP-8 Briefings and CPP Briefings and continued with facility inspections, the Non-Traffic Contact Form Study, the 2nd BIO Action Form Study, and completed a SIMS audit. AIU continues to work closely with employees and supervisors to ensure that MCSO is a leading law enforcement agency that meets the needs of the communities we serve.

CUSTODY BUREAU INTELLIGENCE UNIT

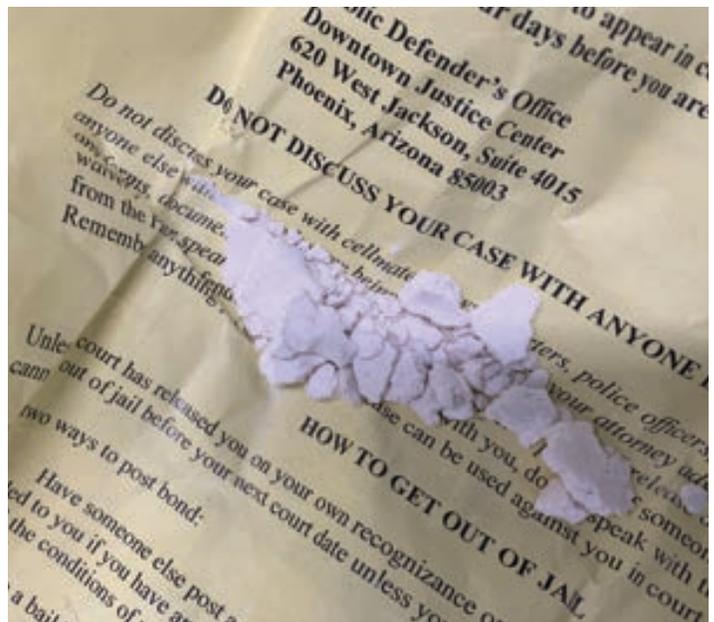
It is the mission of the Maricopa County Sheriff's Office's Custody Bureau Intelligence Unit (CBIU) to gather information from all sources in a manner consistent with state and federal law. Analyzing that information provides tactical and strategic intelligence on the existence, identities, and capabilities of criminal suspects and enterprises to improve the safety of our facilities and further crime prevention.

As the world around us continues to change, grow, and progress, the CBIU has adapted its practices and procedures. During the year 2023, the CBIU has made over 2,400 notifications to other divisions within MCSO, as well as other law enforcement agencies on the local, state, and federal level. A significant number of these notifications were reported to the Maricopa County Attorney's Office (MCAO) and Adult Probation for further discovery and action as necessary. Many of these notifications have led to arrests and have aided in the prosecution and the conviction of numerous individuals. All these notifications have led to an overall safer jail environment for staff, volunteers, and inmates alike.

Along with this important work, the CBIU has also been instrumental in organizing, conducting, and aiding with multiple housing unit/facility searches. These searches were either assisting the Training Division with training new recruits, a combined effort with the Special Response Team (SRT), or with assistance from the Jail Staff. These searches helped remove contraband including illegal drugs, hand-made weapons, evidence pertaining to crimes, and administrative contraband including jail-made alcohol and destroyed MCSO property.

STATISTICS

Type	Total	Total Reviewed
Inmate Telephone Calls:	3,691,282	37,604
Inmate Video Visits:	781,732	38,086
Inmate Electronic Messages:	4,246,862	60,356
Inmate Photographs:	387,420	174,174
Total:	9,107,296	310,220





COURT IMPLEMENTATION DIVISION

Compliance with the Melendres Federal Court Orders continued to be a priority throughout 2023. This year, the Office made progress in many areas and achieved several notable successes. The continued commitment and dedication of all MCSO personnel towards compliance with the Court’s Orders is clearly reflected in the overall compliance ratings. This hard work has enabled the MCSO to continue asserting additional Paragraphs for “full and effective compliance” with the Orders. This means that we have complied with the respective Paragraphs, in both phases, for at least three consecutive years. Through our consistent efforts, the MCSO continues to demonstrate to the community we serve, the Parties involved in the case, the Court, and the Monitor that we embrace the positive transformational change and are adopting the requirements of the Order as best practice, making MCSO a leading law enforcement agency.

The Court Implementation Division (CID) absorbed the Traffic Stop Analysis Unit (TSAU) from the Bureau of Internal Oversight. TSAU was created in July 2018 and focuses on traffic stop related data analysis. In 2023, MCSO in partnership with the vendor CNA, published the eighth Traffic Stop Annual Report that analyzed

19,797 traffic stops. TSAU continued to implement the Traffic Stop Monthly Report program where individual deputy traffic stop activities are analyzed and outliers reviewed. The Court Implementation Division also continues to serve as the main conduit of information exchange between MCSO and the Parties involved in the Melendres Court Order. In addition to the substantial logistic, documentation, and tracking responsibilities, the CID division staff also act as liaisons to the divisions on court compliance issues. They also monitor and alert other divisions of potential deficiencies prior to them becoming an issue.

STATISTICS*

First Order Phase 1:	100% Compliance
First Order Phase 2:	88% Compliance
Second Order Phase 1:	100% Compliance
Second Order Phase 2:	93% Compliance

*Documents rates of compliance identified in second quarter of 2023, April 1 - June 30, 2023 — 37th Monitor’s Quarterly Report.

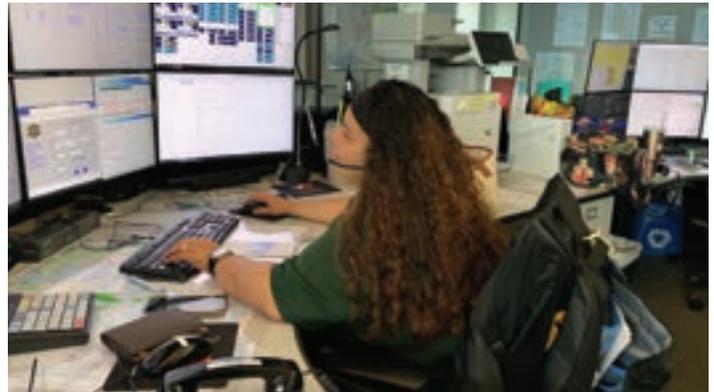
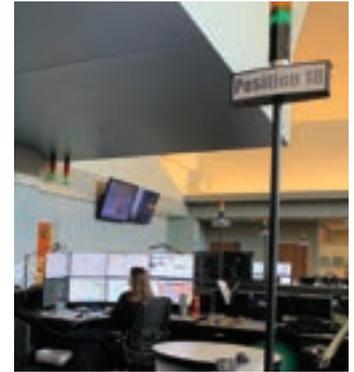
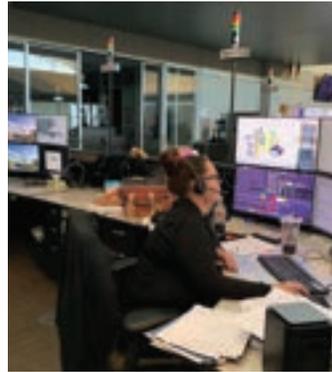


COMMUNICATIONS DIVISION

The Communications Division serves the community 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 citizens experiencing various degrees of life-threatening and high-stress incidents. The Communications staff obtains crucial information to ensure proper response and support. Additionally, our team coordinates with multiple agencies, including fire departments, other law enforcement agencies, the Department of Forestry, Palo Verde Nuclear Generating Station, Detention Medical Transport, and others.

The Communications Division continued to experience a staffing shortage, and was recognized with unit merit leave for being the voice of calm during chaotic situations and demonstrating exemplary professionalism, unwavering commitment to excellence, and dedication in providing the same quality service and support our community expects and deserves.

The Communications Division also saw the retirement of two of our longest serving division employees. Supervisor Deanna Schuminski retired in September after 38 years of service to the Office, and Supervisor Randi Hill retired in December after 26 years of service.



STATISTICS

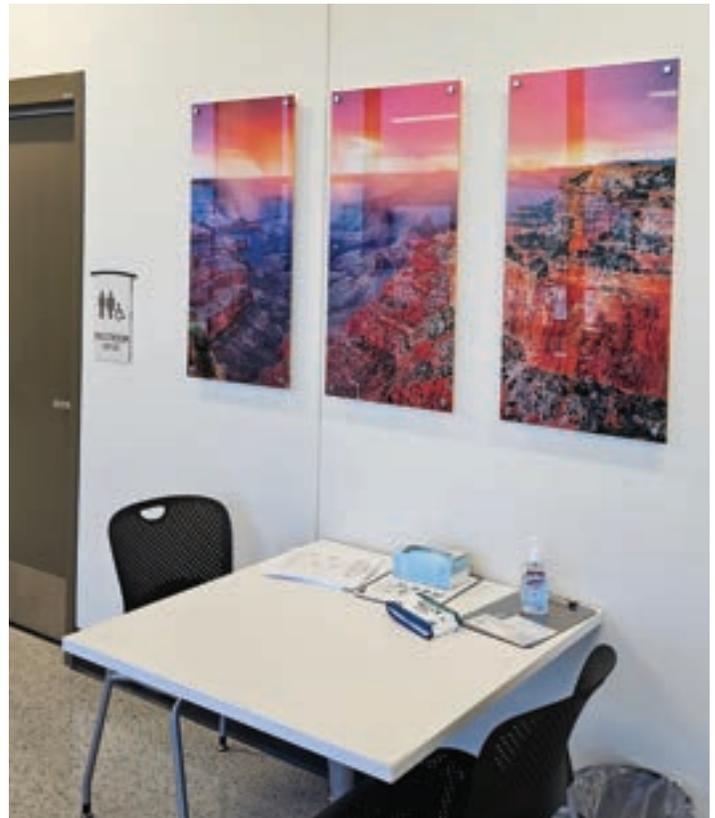
Calls Received:	805,000
9-1-1 Emergency Calls:	198,000
Administrative Calls:	607,000
Average Time to Process Each Call:	209 Seconds

CONSTRUCTION AND MAINTENANCE

The Construction and Maintenance Division (CMO) is responsible for all facility remodels, improvements, and repairs to support MCSO. Our objective is to provide all MCSO divisions a positive, service focused integration process to meet both organizational and individual needs while enhancing organizational productivity and individual satisfaction. Our team inspires each member to be a better person and encourages us to strive for improvement. Our team is approachable, accessible, willing to share their knowledge, and always ready to help.

STATISTICS

- Responsible for **85** MCSO locations, encompassing over three million square feet
- Coordinated the maintenance of building, landscaping, and housekeeping concerns at MCSO Headquarters
- **40+** active projects that include major maintenance, tenant improvements, and furniture requests
- Coordinated **360** service requests for our Headquarters building
- Updated and streamlined Construction and Maintenance Training Manual
- Passed 2023 Fire Marshall inspection of MCSO Headquarters

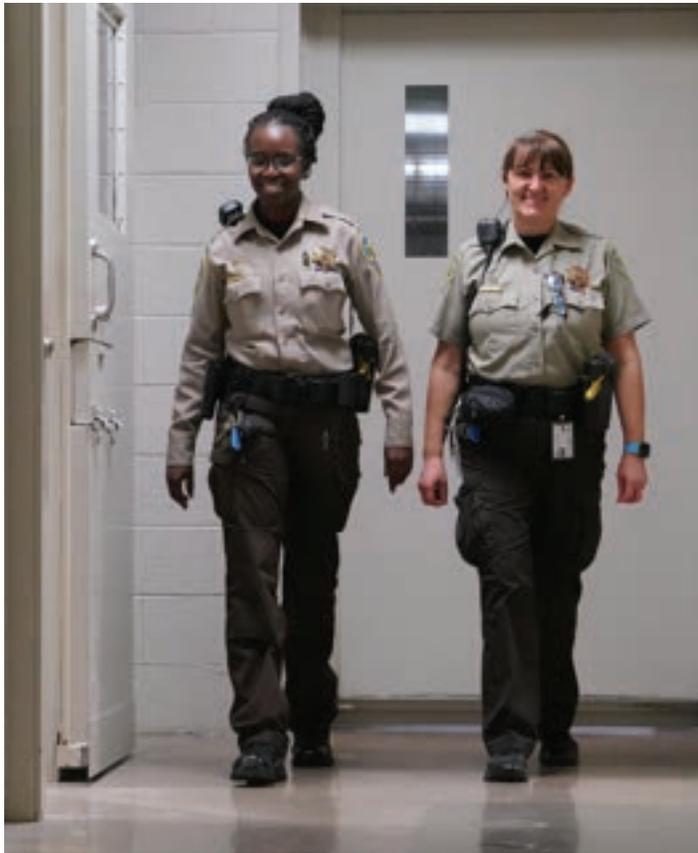


COURT OPERATIONS DIVISION

The Court Operations Division is responsible for the coordination of mandated court appearances for inmates in the custody of the Maricopa County Sheriff's Office. Court Operations Detention Officers provide judicial security in the courtrooms conducting hearings and trials for in-custody defendants, as well as processing defendants that have been remanded to the custody of the Sheriff by the Court. In 2023, the Court Operations Division escorted 128,505 inmates to court appearances throughout Maricopa County and facilitated 72 video appearance hearings. Additionally, Court Operations processed 3,669 remanded defendants into Sheriff's Office custody, marking a 43 percent increase over 2022.

In an effort to spread holiday cheer during this trying time, Court Operations staff provided packages of homemade cookies and treats to the 35 Criminal Court Divisions and other County departments.

Detention Mobile Field Force (DMFF) operations are coordinated by the Court Operations Division. DMFF is a conglomerate of Detention Officers, throughout the Detention Bureau, 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. The DMFF participated in several training opportunities in preparation for the 2024 election cycle.



COURT SECURITY DIVISION

The mission of the Court Security Division (CSD) is to enhance the quality, security, and efficiency of the Courts through the dedicated effort and efficient management of our resources. The CSD provides a visible law enforcement presence to the Maricopa County Superior Court Complexes, protects the judicial staff, takes custody of warrant and remand arrests. In addition, CSD deputies respond to emergencies and investigate any criminal activity associated within the court facilities. The Court Security Division currently staff the Downtown Court Complex, Durango Juvenile Court, Northeast Regional Court Complex, Northwest Regional Court Complex, and the Southeast Judicial District Complex.



STATISTICS

Court Security Personnel performed **4,786** warrant arrests and remands, responded to **26,502** calls for service. In addition to these calls for service, CSD deputies investigate threats made toward judicial staff. CSD also assisted in security operations for Chase Field and the ITR Booking and Detention Facility, in addition to their daily duties interacting with citizens requesting information and guidance as they conduct court-related business.

JANUARY THROUGH DECEMBER YEARLY STATS 2023

	TOTALS
Interviews	0
F/I Cards	0
Superior Court Demand	4,174
Old Court House Remands	2
Warrant Arrest	610
Criminal Arrests	31
Civil Process Served	109
Criminal Citations	0
Domestic Violence	0
Juvenile Referrals	0
Drug Offenses	10
Judicial Threats	0
Bomb Threats	0
Security Screening Assist	963
Panic Alarm	180
Fire Alarm	10
Escort/Short Stand By	819
Assist to Deputy	4,521
Assist to Other Agency	108
Assist to Other Division	131
Assist to Public	12,836
Victim RTS Pamphlet	2
IR's Taken	583
Supplements/Property	26
Calls for Service	5,906
Trial Standby	269
Perimeter/Building Search	3,126
Hours Worked	24,148
Overtime Hours	6,449
Hours Flexed	0

Reporting fields: 1. Superior Court Remands, 2. Old Court House Remands, 3. Warrant Arrests, 4. Criminal Arrests, 5. Civil Process, 6. Security Screen Assists, 7. Drug Offenses, 8. Panic Alarms, 9. Fire Alarms, 10. Escorts/Short Stand By, 11. Assist to Public, 12. IR's Taken, 13. Calls of Service, 14. Standby

CUSTODY BUSINESS OPERATIONS

The Custody Business Operations (CBO) supports every division in the custody bureau with daily reports, research, and development of new products, and actively supporting ongoing projects within the jails.

The Custody Business Operations team played a vital role in the development of several new programs and installations. Naloxone storage boxes were strategically placed near every Automated External Defibrillator (AED) in the jails. This secure, additional location assists the timely, lifesaving response from detention and medical staff.

At the direction of the Sheriff, CBO assisted leadership with the research, procurement, and installation of body and property scanners within the jail facilities. This large-scale project enhances security within the facilities, ensuring no unauthorized items are brought into the jails. Some of CBO's responsibilities included ensuring power and data were installed, assisting with delivery and installation of the machines. Other deliverables included a training curriculum for the operation of scanners, train the trainer program, and on-site support for newly hired Security Screeners.

During this past year, the CBO team continued supporting the Inmate Tablet program with scheduled audits and end-user account support.



CUSTODY SUPPORT DIVISION

ADULT EDUCATION

The Adult Education section provides services to sentenced and unsentenced inmates within all five jails. Our department aims to provide quality education for our adult inmate population during their time with MCSO. Education is the first step in changing one's life. We offer resources, direct instruction, and supportive practices that allow inmates to realize their potential. The Adult Education Department not only administers education services but provides hope for the future. In-person classes and direct instruction are given to hundreds of inmates within the jail system. Our passion is helping students earn their GED while contributing to the development of self-esteem and dedication. We believe that the skills and education given by our department will directly transfer to inmates living a full and productive life while contributing as positive members of Maricopa County's population.

Since GED testing began in August 2023, 21 inmates have graduated across all five jails. Adult Education served over 200 inmates as they pursued their educational goals. Our department is extremely proud of the service provided both to the Maricopa County Sheriff's Office and to the Maricopa County community.

JUVENILE EDUCATION

The Juvenile Education Section operates Hard Knocks High which provides quality education to people in custody who have not reached the age of 18. The population of juveniles within MCSO custody often have been through traumatic events, lacked a support system, and have very serious criminal allegations against them. A team of teachers, administrators, and officers work together to provide an academic environment that is safe, supportive, and often adapted to individual learning needs. If a student turns 18 while in custody, their educational progress may continue with the Adult Education team.



STATISTICS

Number of Teachers:	5
Number of Students Enrolled:	242
Number of In-Person Classes Per Week:	39
Number of GED Graduates:	21

CUSTODY SUPPORT DIVISION

(CONTINUED)

The primary goal for the students is successful completion of the GED prior to release or becoming an adult. Each GED earned is celebrated as a graduation to recognize the committed efforts and to encourage others. Hard Knocks High had six students achieve this goal in 2023, which is about 25% of the average daily population.



STATISTICS

Students Served:	54
GEDs Achieved:	6
Special Education Students Served:	30

INMATE PROGRAMS

The Inmate Programs staff strives to provide evidence-based programming to empower the individuals who are incarcerated with pro-social thinking, coping, and life skills in order to facilitate the empowerment of the individuals we serve by connecting them to the skillsets, pro-social thinking, cognitive skills, and resources aiding in the transition of the individuals becoming pro-social members of the communities in and around Maricopa County.

Inmate Programs mission is to create a culture that is inclusive regardless of personal identity, language, or background by providing incarcerated individuals with the building blocks to restructure their lives. This unit oversees various strategic programs, workshops, resources, hope, inspiration, and the tools necessary for individuals within the custody, care, and control of the Maricopa County Sheriff's Office jail system. Programs offered are rehabilitative and effective at reducing recidivism through evidence-based research and evaluation. MCSO partners with local nonprofit organizations/ individuals, faith-based volunteers, the Maricopa County Adult Probation Department, and paid vendors to deliver quality classes to our incarcerated population. The programs address criminogenic risk and needs with the hope of creating cognitive behavioral change to reduce recidivism and foster positive thoughts and actions. By acting as facilitators and mentors, Inmate Programs staff provide individuals with a new way of thinking and decision making.

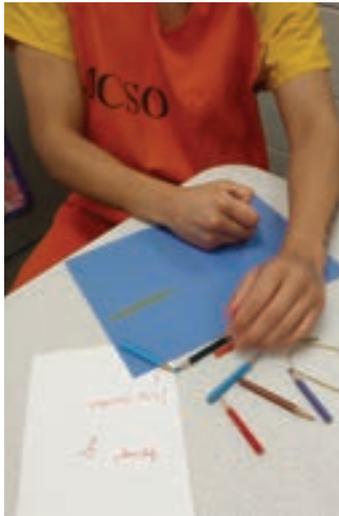
As CDC Covid-19 Guidelines for custody facilities lifted, Inmate Programs returned to in-person programs through a collaboration with good behavior incentive pods located at various facilities. Program staff lead the participants in subject workshops and interactive art classes such as therapeutic origami.

Our 12-step programs, such as Narcotics Anonymous and Alcoholics Anonymous resumed. The Choose to Change program also resumed and it includes facilitators from Maricopa County

Probation, MCSO staff, volunteers, and vendors. Choose to Change is MCSO's most dynamic program that includes Thinking for a Change, Anger Management, Domestic Violence, Parenting, NOW (employment class), Resiliency, transition, workshops, and yoga. Choose to Change is an 8 week, very intense, cognitive restructuring program.

This past year, programs staff increased focus on reentry services for people returning to the community. Some examples include helping sentenced inmates with a re-entry plan, placing bus tickets with their property to get home, fulfilling requests for replacement clothing, and screening applications for sober living, faith-based programs in the community that accept inmates from jail.

The "Inmate Clothing Closet" Program has continued to benefit people returning to the community since June of 2020. The inventory is solely through clothing donations from MCSO staff. The program provides participants with clean and appropriate clothing upon their release. In 2023, over 400 people were assisted with clothing from the Inmate Clothing Closet.



STATISTICS

400 Released People Benefited from Inmate Clothing Closet

1,600 Packet Program Participants

Tablet Usage for Programs

- **2,400** Free Education/Programming Classes
- **12,000** Learners Completed Courses
- **58,142** Courses Completed
- **30,349** Unique Learners
- Inmates Using the Platform Averaged **64** Hours Each
- **1,999,972** Hours were Spent Using the Education Platform





CUSTODY SUPPORT DIVISION

(CONTINUED)

Breaking the Cycle In-cell Addiction Packet Program was successfully implemented in 2020, when in-person classes were suspended due to Covid-19. The packet program remains impactful and very popular with the participants. The program is available in both English and Spanish and allows participants in all custody levels to work on their addiction issues at their own pace and, they can earn a certificate of completion. In 2023, the program had over 1,600 participants.

Inmate Programs implemented an array of LBGTQ+ specific services, to include but not limited to a monthly LBGTQ+ article in a digital inmate newsletter and an electronic resource guide both on the inmate tablets.

The Inmate Programs team has worked diligently with the Juvenile Education Section providing programs to address social-emotional needs by providing cognitive evidence-based programming to juveniles in MCSO Custody. Classes include Thinking for a Change, Decision Points, Resiliency, Music Appreciation, Choir, and Parenting. Additionally, juvenile inmates were provided interactive workshops addressing hygiene, healthy relationships, conflict resolution, and money management.

Inmate Programs continue to provide a wide range of programs through the use of digital curriculum on tablets. Programs staff create hundreds of courses on inmate tablets. Inmates in all classification levels have access to over 2,400 courses available on the Inmate tablet at no cost to the inmate.

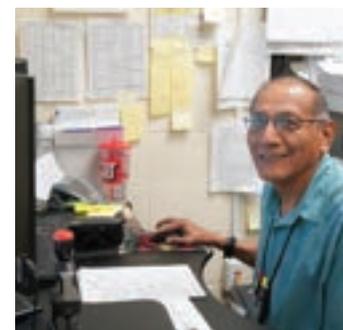
One of the more popular MCSO created resource tablet classes is the monthly Staying Connected Inmate Newsletter. The newsletter contains information on programming, local resources, Department of Corrections (DOC) news, educational material, inmate submitted poetry and current topics relevant to our inmate population. Also included are inspirational material, educational documentaries, and health resources from the Arizona Public Health Department.

To combat the Fentanyl crisis, classes on Opioid Awareness and Education and How to Reverse an Opioid Overdose have been placed on the tablet to help educate our population.

In September, MCSO Programs staff attended and presented a workshop at the 77th Annual International Education Association in Portland, Oregon. The workshop “Staying Connected with Inmates Through Technology and Creative Educational Programming” focused on utilizing the tablet technology to keep inmates positively occupied with learning and growth, easily communicate with the inmate population, and provide inmates with the tools and resources they need to successfully return to our communities.

RELIGIOUS SERVICES

Maricopa County Sheriff’s Office staff chaplains, contract chaplains and volunteers provide ministry and resources to those housed in the jail system. The staff and volunteers of this section assist those who are looking for support in their spirituality. They provide them



STATISTICS

Inmate Requests for Services and Resources Processed:	10,820
Faith-Based Video Visits Conducted:	3,000



with the resources necessary to continue their commitment to their beliefs and explore a deeper understanding of theology.

Covid-19 restrictions lifted, and the religious services section has made great progress to renew many in-custody support functions and volunteer ministries. Including returning several in-person group services and developing new resources for the inmates. MCSO Institutional Chaplains began reintroducing services and in-person clergy visits. Religious services provide the inmates with the ability and resources to practice their faith and explore other faiths while incarcerated.

In addition to coordinating group services, staff chaplains continued to provide religious one-on-one services and resources to the inmates. In addition, new bible studies were introduced so the inmates can work independently on strengthening their faith. The inmate tablet program has continued to aid in easy communication for the hundreds of digital inmate requests for services and resources that the chaplains answer as well as continued video visits with religious volunteers.

VOLUNTEER SERVICES

The Custody Support Division has over 770 volunteers. The goal of the Volunteer Services Section is to work as a liaison between the Community members that wish to volunteer in the jails and those who are housed within the Maricopa County Jail Facilities as part of our mission for community commitment and transparency.

Once the CDC lifted Covid-19 restrictions, MCSO reopened jail facilities for volunteers to provide services to inmates. In April and May, over 600 of our badged volunteers attended an in-person Annual Training providing new protocols addressing Covid-19 safety regulations, signing into the new Volgistics Kiosk sign-in system and re-establishing the jail protocols. In addition to annual training, seven new volunteer orientations were conducted for more than 120 individuals added to the 600 existing volunteers. As part of the effort to build Community Partnerships, several of the MCSO

STATISTICS

Total Volunteers Trained or Retrained:	720
New Volunteer Trainings:	7
Annual Volunteers Retraining Sessions:	10



staff toured community partner locations such as the Phoenix Rescue Mission, House of Refuge and New Leaf to gain more knowledge of the services they offer to the inmates once they are released.

MCSO ANIMAL SAFE HAVEN (M.A.S.H.) UNIT

The M.A.S.H. Unit was created in 2000 to provide support for the Animal Crimes Investigations Unit, now a part of the Property Crimes Division, with a primary mission to assist with the rescue of animals that were criminally abused or neglected and hold them as live evidence as they were rehabilitated by detention personnel, animal care technicians, and working inmates while the cases were going through judicial proceedings. Upon Sheriff Penzone's arrival, the M.A.S.H. Unit mission expanded to also house animals when an owner was deceased or arrested pending contact with a next of kin. When animals are given to M.A.S.H. custody, either through judicial decree or owner surrender, the animals are placed up for adoption.

CUSTODY SUPPORT DIVISION

(CONTINUED)

The M.A.S.H. Unit conducted a few major seizure operations and numerous minor rescues in assisting the Property Crimes Detectives. M.A.S.H. assisted with rescues of a multitude of animals from deceased owners where the animals were in need of rehabilitation and socialization, the biggest of which occurred early in December with the rescue of 23 dogs in Wittmann. The initial call was several dogs left alone on a property of an owner that passed away in a hospital. Upon arrival and with limited resources, the five-detention staff and two animal care technicians gained access to numerous dilapidated buildings and vehicles where the dogs were housed and locked in. The property was also littered with debris and other obstacles, but the M.A.S.H. staff rescued all the animals on site.

The M.A.S.H. Unit also participated in various adoption and community events throughout the year, including many sponsored by the Phoenix Animal Care Coalition 911 (PACC911) and continued to adopt out an amazing number of cats. Other noteworthy events



STATISTICS

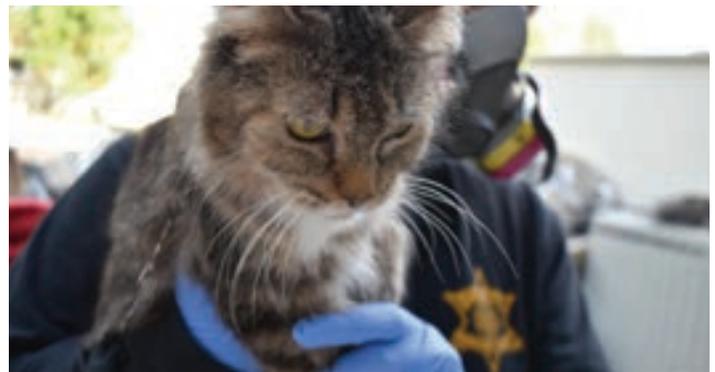
134 Animals Rescued, 55 Being Evidence Animals

37 Animals Born

225 Animals Adopted into New Loving Homes
Including the Following:

- 145 Dogs
- 65 Cats
- 12 Horses
- 20 Animals Returned to Owners or Next of Kin

At the End of 2023, the M.A.S.H. Unit had **98** animals (46 Dogs, 52 Cats, and 1 Horse)



included new monthly events at Toyota of Surprise and Furs Tuesday at The Downtown Sheraton. The Unit also participated in the Phoenix Veteran's Day Parade as well as hosting a Halloween parade in Downtown Phoenix.

DISTRICT I

District I covers an area of approximately 502 square miles in the southeast corner of Maricopa County. It serves as the primary law enforcement agency for the Town of Guadalupe, and the surrounding unincorporated areas including Sun Lakes. District I borders and assists the jurisdictions of Apache Junction, Mesa, Tempe, Phoenix, Scottsdale, Chandler, Gilbert, and Queen Creek, and services many county islands in those areas.

District I has one Captain, three Lieutenants, 13 Sergeants, and 49 Deputies assigned to it and provides coverage 365 days a year, 24 hours a day. Being in one of the busiest districts in one of the fastest growing counties in the nation, our Deputies work hand in hand with our law enforcement partners to combine resources and respond to crime using modern policing practices.

In January 2023, Deputy Richard Alcorn reached a milestone for having trained his 100th deputy in his role of Field Training Officer. This accomplishment has not been achieved by anyone else in recent history.

On December 18, 2023, MCSO received a report of a fire coming from a house located on 89th St in Mesa. Deputy Alesna and Deputy Blevins responded for the investigation. The fire had spread into the ceiling causing extreme damage and killing the family's pets.

The family included six children aged 14 months to 17 years old, no one was injured, however most of their belongings were damaged or destroyed by the fire. The damage included the families artificial Christmas tree and the presents under that tree.

This fire occurred a week before Christmas and so the next day Deputies Alesna and Blevins met up with the family to deliver various donated toys to the children to help them recover from the devastating loss.

STATISTICS

Responded to 32,968 Incidents

- 21,706 Citizen Initiated Calls for Service
- 11,247 Deputy Initiated Calls for Service
- 15 Unknown Origin

Arrested 764 People

- 199 Physical Arrests on New Charges
- 208 Cite and Release Criminal Offenses
- 360 Warrant Arrests
- 57 DUIs
- 2207 Traffic Violations



DISTRICT II

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

District II did an amazing amount of community outreach events throughout all areas of the district including servicing 22 schools, which is an important role that helps reach out to thousands of children. District II has participated in many other community events such as Coffee with a Cop, Trunk or Treats, water drives, and Christmas toy drives, making a positive impact in the community.

Deputy Zachary Rand received the “Law Enforcement Officer of The Year” Award from the Scottsdale Exchange Club for his well-known Skateboarding community outreach efforts. Deputy Rand has reached out to hundreds of youth in our communities and made a big impact representing MCSO in a positive manner.

District II staff, community Outreach and MCSO Jeep Posse teamed up to provide hundreds of backpacks to students in several schools. This is an annual event and is well received by our community and has played a key part in helping build better relationships with our community members.



STATISTICS

26,869 Calls for Service

- Arrests: 623
- Traffic Stops: 3,083
- Incident Reports: 8,445



DISTRICT III

District III provides quality law enforcement services as the primary or assisting law enforcement agency for the greater northwest quadrant of the county. This area encompasses Sun City, Sun City West, Town of Youngtown, Wittman, Waddell, Circle City, Morristown, Whispering Ranch, Aguila, Gladden and unincorporated areas surrounding Glendale, Peoria, Phoenix, Surprise, El Mirage, Wickenburg, and the White Tanks Park.

District III has consistently put the community and community related efforts as their primary focus. The Town of Youngtown is a contract city in which the Sheriff's Office provides all law enforcement services. District III has had continued success in Youngtown utilizing technology to aid in crime fighting efforts. Along with the continued success with Flock License Plate Readers (LPRs), they have invested in gunshot technology. The Raven system has been installed and undergoing testing to identify gunshots and/or illegal fireworks. The town of Youngtown has also purchased regular and electric bicycles to be used in patrol in the coming year.

District deputies have been active in community related events. Deputies in conjunction with Sun City West Posse and Sun City Posse have taken part in back-to-school drives for the students at Discovery U, Nadaburg and Aguila Elementary Schools by providing backpacks for all the students.



STATISTICS

22,347 Calls for Service

- Initiated **8,059** Contacts or Investigations
- **201** Arrests
- **65** Warrant Related arrests
- **3,860** Reports Taken
- **450** Community Events



DISTRICT III

(CONTINUED)

District deputies took part in the Youngtown G.A.I.N Event (Getting Arizona Involved in Neighborhoods) which brought residents out to meet District III deputies along with the Sheriff's SWAT, K-9 Division, Search and Rescue Division, MASH Unit, Aviation, where they enjoyed demonstrations and other Halloween celebrations.

Deputies also took part in assisting families in need during the holidays. In November, deputies partnered with St. Mary's Food Bank, Angel's on Patrol, the Town of Youngtown and other community groups to provide Thanksgiving dinners to 43 families. District III also worked with the Sun City West Posse, Sun City Posse, Angel's on Patrol, Sun City Fire Charities, who conducted a toy drive and donated a record-breaking number of Christmas gifts for the students at Morristown Elementary, Discover U Elementary, and Aguila Elementary.



District III Deputies continued the annual tradition of taking part in a "Christmas Miracle" event sponsored by Youngtown, in which Santa handed out gifts for the children.

District III saw an increase in crimes related to fraud, con games, and identity theft. From January 1st to September 1st all fraud related reports were analyzed, and it was determined over 2.7 million dollars in fraud had occurred. District III then conducted numerous community meetings and provided complex and in-depth fraud presentations to educate the community about these crimes.

The Sheriff and District III personnel had an opportunity in November to meet with the residents of Sun City, Sun City West, Surprise, Peoria, and Scottsdale residents to discuss Fraud, Scams, I.D. Theft related trends and stats in efforts to continue increasing community partnerships.

District III continues to look for creative ways to partner with the community to prevent and be proactive in preventing these crimes. An example includes working with local banks to create the "Your friend with the Sheriff's Office" program, which provides them with direct access to a Deputy when they see a situation that involves fraud with a customer.

DISTRICT IV

District IV is located in the North Central region of Maricopa County. The district's asymmetrical boundaries start with the northern boundary at the Yavapai County line, then South to a County Island in the Paradise Valley area. In all it covers approximately 663 square miles, there are two sub-stations in District IV, one in Anthem and the other in the Town of Cave Creek.



Anthem is District IV's busiest patrol beat. The district serves two contract towns, Cave Creek and Carefree, to the north and a county island, Clearwater Hills, located to the south in Paradise Valley.

District IV is the primary or back up law enforcement agency for these communities:

- Northern areas of Phoenix and Scottsdale
- Parts of Peoria
- Unincorporated Maricopa and Yavapai County Land
- Bureau of Land Management/State Trust/Tonto National Forest areas

District IV enjoys an excellent community relationship with the citizens and community. Each year there are several annual events that are well attended by the community. This provides a great opportunity to meet with the public in a positive interaction as deputies conduct foot and vehicle patrols, including:

- Anthem Days
- Music in May
- Independence Day Celebration
- Anthem Community Skateboarding Event
- Drug-Take-Back Events
- Coffee with a Cop and other holiday-based activities in partnership with our community faith-based organizations.



DISTRICT VII

The Maricopa County Sheriff's Office, in partnership with the Town of Fountain Hills, enforces state laws, town code ordinances, deters criminal activity, protects life and property, maintains order, and responds daily to numerous calls for service. Through innovative leadership and dedication to providing quality service, District VII deputies and support staff have remained committed to providing professional, courteous, and prompt law enforcement services. These services improve and enhance the quality of life for the residents of Fountain Hills, Goldfield Ranch, Rio Verde, and visitors to the McDowell Mountain Park.



As has been in years past, 2023 found District VII personnel resolute in their on-going commitment to the safety of the residents and visitors to the area. This commitment has been demonstrated by:

- Daily traffic enforcement
- Aggressive driver enforcement
- DUI/Impaired driver details
- Prompt response to community-initiated tips

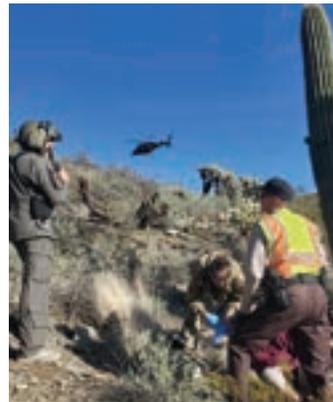


Starting last year, District VII's bike patrol unit served at area art festivals, car shows, and special details, and has received many positive comments from the public regarding the unit's visibility and service. To assist in an on-going investigation, the District VII bike patrol unit successfully participated in nighttime patrol and surveillance in specific residential and business areas which had been reported to have had an increase in vehicle burglaries and thefts.

District VII personnel have been involved in numerous events with additional highlights for Fountain Hills, including:

- Coffee with a Cop
- Fountain Hills Drug Coalition
- Leadership Academy
- National Prescription Drug Take Back Day
- Red Ribbon Week
- Touch a Truck
- Toys for Tots

District VII employs MCSO's only fulltime school resource officer (SRO) who is certified by the National Association of School Resource Officers. In addition to the district's close working relationship with local elementary, junior, and senior high school students and administration, the SRO works daily to establish and positive relationships with the students, serves as a strong, adult role model for the students, and has made a valuable contribution working with the Fountain Hills Community Drug Coalition. District VII's SRO is currently scheduled to become a certified DARE (Drug Abuse Resistance Education) Instructor in the coming months.



STATISTICS

6,067 Calls for Service

• Arrests:	36
• Deputy Initiated Activity:	11,188
• Warrant Arrests:	18
• Community Policing:	432



ENFORCEMENT SUPPORT DIVISION

The Enforcement Support Division (ESD) manages the Maricopa County Sheriff's Office Posse, Reserve and Cadet programs, the Honor Guard Unit, as well as the Incident Command Post (ICP), Booking Van, and all funeral escort vehicle inspections within the County. In late 2023, the division gained the Motors Unit, funded through the Governor's Office of Highway Safety. The division's staff and volunteers provide a large variety of support throughout Maricopa County patrol support and special enforcement details, assisting with community outreach events, and leading special details and projects as designated by the Office.

ESD responded to 157 callouts/events, such as the Christmas tree burn, Super Bowl LVII detail, World Series detail, Sunflower Fire, search and rescue to assist Buckeye PD, and the Gila Bend special detail. Some notable events were: hosting the Annual Cadet Academy, the Cadet Competition, Volunteer Awards ceremony, four Christmas toy drives, and the design and construction of the MCSO float for the APS Light Parade.

MCSO POSSE

The Posse Program consists currently of 160 active non-compensated personnel who give back to their communities by volunteering as posse with the Office. Some activities the posse performs is in supporting patrol functions by riding as a second person with a deputy, assisting patrol by transporting suspects, crime scene security set up, assisting with emergency details, search and rescue, providing Sheriff's presence for security patrol in assisting with

DUI Task Force; and assisting districts/divisions with administrative duties, recruiting, training, and vehicle maintenance.

Posse volunteers donated approximately 55,494 service hours, saving the citizens of Maricopa County an estimated \$1,625,974. The Posse is an integral component of the Enforcement Support Division, and their dedication is greatly appreciated.

MCSO RESERVES

The Reserve Program consists of an average of 43 volunteer Arizona Peace Officer Standards and Training (AZPOST)- certified, non-compensated sworn law enforcement personnel. The reserve deputies not only bring their law enforcement skills to MCSO but are required to maintain their training and efficiency just as the compensated deputies are required to do. Reserves are active in daily patrol, specialty assignments, extradition trips, crime scene coverage, DUI Task Force, search and rescue missions, and assist with training to include class instruction.



The Maricopa County Sheriff Reserves donated approximately 7,276.75 service hours, saving the citizens of Maricopa County an estimated \$316,320. A big thank you to our dedicated Reserve members.

MOTORS UNIT

In 2023, the Office reestablished the Motors Unit with five motorcycles provided through grant funding from the Governor's Office of Highway Safety (GOHS). The unit was formed to provide additional traffic enforcement in the patrol districts, as well as focused traffic enforcement in areas identified as having a high rate of vehicle collisions.



The deputies selected for the unit had extensive training with the Department of Public Safety and the Phoenix Police Department, receiving certifications in the operation of police motorcycles. Along with the basic motor certification course, the deputies completed a motors field training program with the Chandler Police Department's Motors Unit.

Since the mid-December start up, the unit has worked in a joint effort with the Phoenix, Glendale, and Peoria Police Departments, to reduce speed and related collisions on Grand Avenue and worked both the East and West side DUI Task Forces throughout the holiday season, as well as participated in several parades and community outreach events.



MCSO CADETS

The Cadet Program provides criminal justice and leadership education for youth, ages 14-18. Currently, the program has 38 Cadets with two deputy advisors that mentor and teach classes to the Cadets. This year, two of our Cadets became Detention Officers.

Cadet classes and events are designed to provide knowledge of criminal justice operations within a dynamic, hands-on learning environment, including:

- Criminal justice system
- Ethics and professionalism
- Human relations
- Physical training
- Health and wellness
- Community wellness and leadership
- Patrol procedures
- The contemporary role of law enforcement
- Fingerprinting and fingerprint classification
- Radio procedures
- Criminal law
- Traffic law
- Search and arrest laws
- Crime scene investigation
- Report writing
- Accident investigation
- Rules of evidence
- Community service

ENFORCEMENT SUPPORT DIVISION

(CONTINUED)

The cadets participated in 42 events, such as the K9 competition, Christmas toy and food drives as well as parades. We hosted our 4th Annual MCSO Cadet Competition, and the program expanded to include Fountain Hills. Relying solely on donations and sales from the Cadet's merchandise for funding, the program purchased new training equipment, which included additional Airsoft guns, Blue Gun simulators, and additional Cadet uniforms.

The cadets participated in weekly training and volunteer events, which produced approximately 6,319.5 hours. As an agency, we continuously look for future leaders, and the MCSO Cadets are our future. Congratulations to our cadets on a job well done!



MCSO HONOR GUARD UNIT

The MCSO Honor Guard is comprised of detention officers and deputies who represent the Sheriff's Office with pride, dedication, and excellence. The Honor Guard represents the highest principles of the Maricopa County Sheriff's Office.

In total the Honor Guard participated in 78 details. Below is a summary of the numerous details, which consisted of six MCSO Detention Graduations, three MCSO/MCLETA Deputy Graduations, 69 miscellaneous events, such as promotional ceremonies, award

ceremonies, Employee of the Quarter ceremonies, Annual Fallen Officer State Memorial, Annual They Served Well, parades, multi-agency events, 2023 Child Help Drive the Dream Gala, SE Justice Center Ribbon-cutting, Youngtown Town Hall flag raising, NDAA Conference opening ceremony, AZ PAAC opening ceremony, Annual Lake Pleasant Fireworks, 50th Annual 9-11 Healing Fields, Volunteer Awards Dinner, 20th Desert Dog K9 Trials, Veterans Day ceremonies, Cadet Academy graduation, and 2023 Police Week in Washington, D.C.

Unfortunately, in 2023, we again found no shortage of sorrowful details. The Honor Guard attended and assisted with 19 law enforcement funerals/celebrations of life memorials, four of them full honors In Line of Duty deaths. Rendering honors during a funeral is no easy task, but for grieving families, it leaves special memories.

The Honor Guard members are all volunteers who spend countless hours away from their primary assignment and their families serving the Office and those no longer with us. The Honor Guard appreciates all the support supervisors give in allowing the unit's members to accomplish the Honor Guard's mission.



MCSO MEMORIAL FUND

The MCSO Memorial Fund has helped families of fallen or injured law enforcement officers throughout Arizona, since 1998. A group of prominent businesspeople, desiring to assist MCSO, established the foundation to care for law enforcement families after the devastating loss or injury of a loved one in the line of duty. The MCSO Advisory Council was created to oversee fundraising, manpower, and management of the Memorial Fund.

To contribute to the fund or become involved with the Advisory Council, please contact the fund at www.mcsomemorialfund.com.

COMMUNITY OUTREACH UNIT

The Maricopa County Sheriff's Office recognizes that the trust of the community it serves is paramount for effective advocacy in public safety. Our deputies, officers, civilian employees, and volunteers are deeply rooted in the same neighborhoods they protect and serve. The establishment of the Community Outreach Unit (CORU) was a deliberate step toward fostering trust and reinforcing MCSO's commitment to our diverse community.

CORU anticipates collaborating with various divisions and units for further Community Outreach endeavors in 2024. If you see us, smile for the camera as we continue to bridge gaps and strengthen community ties.

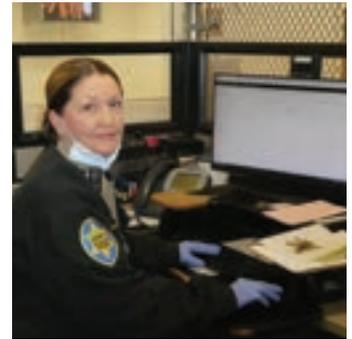
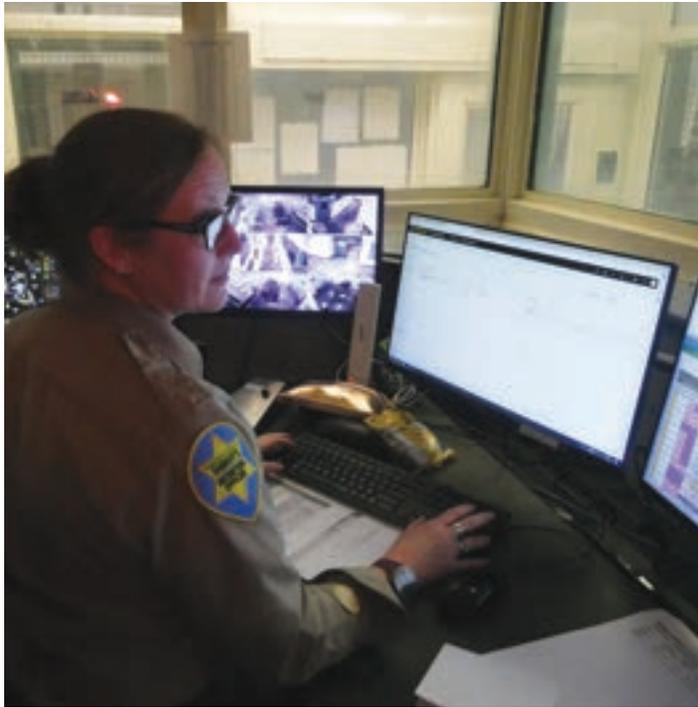


INITIATIVES

CORU engaged in several impactful initiatives, including:

- Conducting **170** drug education presentations in schools, businesses, and community gatherings
- Participating in **384** community events, such as recruitment fairs and HOA meetings
- Organizing **21** 'Coffee with a Cop' events
- Participating in **6** parades to strengthen our community interactions
- Hosting **4** Community Academies, to serve our diverse communities
- Employees and Posse provided over **1,200** students school supplies/backpacks, from seven schools within MCSO' jurisdiction

ESTRELLA JAIL



The Estrella Jail houses female offenders and pre-trial detainees. The division recently opened housing for Work Release inmates serving sentences for DUI offenses. This unique program embodies the principles of restorative justice by enabling sentencing courts to hold offenders accountable for their actions while allowing them to integrate into the broader community as much as possible.

Estrella Jail and Facility Maintenance staff undertook several groundbreaking projects to update and modernize the facility. A total of twelve new air handlers were installed upgrading the HVAC in four dorm housing units and four podular/tower-style housing units. A new keywatcher system was installed to improve the tracking and efficient distribution of 88 officer and medical staff keysets and 16 emergency keysets. To improve the delivery of hot water, a total of four new 500-gallon boilers were installed. Additionally, the recreation yards were improved to add shade cloth and canopies and no-climb security fence. And finally, 30 inmates successfully completed the “Choose to Change” Program which helps them transition into normal life and reduce recidivism.

EXTRADITIONS UNIT

The MCSO Extraditions Unit plays a crucial role in coordinating the transfer of fugitives to and from Arizona across state boundaries. The unit utilizes ground transportation, commercial airlines, and MCSO owned aircraft to transfer prisoners. The Extraditions Unit also coordinates all fugitives arrested in Maricopa County who are wanted by other states. Despite having only twelve members, the efficiency of this unit is exceptional, consistently exceeding expectations.

The Extraditions Unit completed 314 extradition trips bringing wanted fugitives back to Arizona. The Unit arranged for 951 fugitives arrested in Maricopa County to be extradited back to the state where they were wanted. Many of these trips had unique challenges such as prisoners with serious medical conditions and high-profile prisoners.

The Extraditions Unit implemented a plan to leverage Reserve Deputies on extradition trips and increase ground transportation trips to reduce costs to Maricopa County. Reserve Deputies donated 1,636 hours while completing extradition trips resulting in a personnel cost savings of \$121,342 to Maricopa County.



STATISTICS

314 Extradition Trips to Arizona were Completed by the MCSO Extraditions Unit

- **183** Commercial Air Travel
- **82** MCSO Owned Aircraft
- **49** Ground Transportation

The Extraditions Unit Arranged 951 Fugitives to be Extradited Out of Maricopa County

FOOD SERVICES DIVISION

The Food Services Division (FSD) has continued to improve and become more efficient. They have strived to streamline production while maintaining a safe environment. From automation using new equipment such as small kettles vs skillets, to innovative use of staff with overlapping shifts; they continue to progress. This allows us to provide a healthful, quality meal for the inmates at a fiscally responsible cost. We maintained our budget despite rising costs for staple products.

FSD currently produces sack lunches for all the inmate population using an average of ten female working inmates and two staff members.

FSD has recruited and hired more food production workers than in prior years. This has allowed the unit to help the jail facilities by sending detention officers when possible, and assist in fundraisers as well.

FSD went from a weekly menu schedule to a two-week rotation menu. This offers more variety to the inmate population. Of course, like in the private sector, this is dependent on availability of ingredients and may be subject to change.

Several agencies have toured the Food Factory facilities as a model. All that visited were very impressed by the professional and efficient operation.



GENERAL CRIMES DIVISION

The General Crimes Division (GCD) is comprised of four specialized detective units, including Crimes Against Persons Unit, Property Crimes Unit, Financial Crimes Unit, and the Incident Report Review Unit. GCD's mission is to ensure all investigations conducted by its detectives are of high quality, thorough and professional, and provide the best service to the community possible.

CRIMES AGAINST PERSON'S UNIT

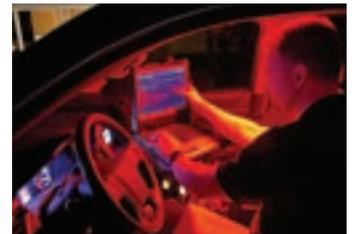
The Crimes Against Person's Unit is responsible for investigating missing persons cases and various violent crimes such as armed robbery, aggravated assault, kidnapping, and many other crimes that include serious physical injury to the victim during the act of a violent crime.

In August, Detectives with the Crimes Against Person's Unit investigated an aggravated assault against an MCSO Deputy in District I. District I- Patrol responded to a call-for-service involving an injured person. When investigating the matter, the driver of the vehicle involved in the incident suddenly drove away dragging one of the Deputies. Thankfully, the Deputy did not sustain any major injuries during the incident. Detectives created a Be On the Look Out bulletin "BOLO" and an MCSO K9 Deputy was able to assist with locating the suspect's vehicle at a hotel in Scottsdale. Detectives working in conjunction with Scottsdale PD, were able to locate and arrest the suspect. A search warrant of the suspect's hotel room recovered a rifle, firearm suppressor, and illicit drugs. The suspect was booked into jail and indicted for the aggravated assault of the Deputy.

PROPERTY CRIMES UNIT

The Property Crimes Unit is responsible for investigating various felony crimes such as theft, burglary, criminal damage, animal crimes, arson, and any other crimes that involve the theft or depriving of another person's property.

The unit conducted investigations of numerous thefts, burglaries, and ongoing burglary rings. In one notable case, the Property Crimes Unit was informed of an incident where an unknown suspect armed with a hatchet confronted monks at a Buddhist Monastery and then destroyed numerous statues and religious artifacts. In less than 24 hours, the unit had identified the suspect, served a search warrant, and arrested the suspect.



CRIMES AGAINST PERSON'S UNIT STATISTICS

- 76 Call Outs
- 32 Arrests
- 544 Cases Assigned
- 433 Cases Cleared

GENERAL CRIMES DIVISION

(CONTINUED)

Property Crimes detectives investigated several animal hoarder cases, resulting in the seizure of dozens of cats, numerous dogs, and several horses. The Property Crimes unit learned of bestiality pornography being produced locally and distributed online. After investigation, the suspect was located and arrested, and additional other crimes discovered.

Property Crimes arson detectives responded to numerous suspicious fires at residences and businesses throughout the year. In one case, arson detectives investigated a report of an explosive device placed and detonated in a car, destroying the vehicle. A suspect was identified and arrested. More than 50 pounds of additional explosives were recovered during the service of a search warrant at a local residence.

FINANCIAL CRIMES UNIT

The Financial Crimes Unit is responsible for investigating crimes such as identity theft, forgery, embezzlement, scams, and various other crimes related to finances and fraud.

In April, a 78-year-old victim reported to MCSO that an unknown person had obtained five credit cards under their name and used them to charge approximately \$2,000.00. During the investigation, the victim recalled having a person assist them during an extended stay at a local hospital. The person was given a key to access the home and a vehicle to help the victim gather belongings and transport them to the hospital. When the victim arrived home, they noticed several items missing from the home including credit cards, personal documents, and jewelry. That person was immediately identified and evidence collected such as surveillance video, showed the suspect using the victim's credit cards without permission. A photo lineup of the individual was conducted and was successfully identified. The suspect was arrested a short time later and confessed to the crime.

STATISTICS

Property Crimes Unit

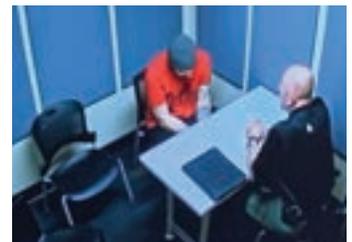
Call Outs:	47
Arrests:	17
Cases Assigned:	349
Cases Cleared:	333

Financial Crimes Unit

Arrests:	6
Cases Assigned:	670
Cases Cleared:	342

Incident Report Review Unit

Reports Reviewed, Assigned, and Cleared:	11,552
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INCIDENT REPORT REVIEW UNIT

The Incident Report Review Unit (IRRU) is responsible for reviewing all incident reports generated from patrol divisions to ensure cases that need follow-up are assigned to a detective or a patrol deputy. If a report is reviewed and requires no follow-up, the IRRU will clear out the case with the appropriate disposition. This is key to ensuring all cases are assigned for follow up or closed out in a timely manner.

EMPLOYEE RETENTION AND PERFORMANCE DIVISION

The Employee Retention and Performance Division (ERPD) of the Human Resources Bureau is comprised of the Leave Management, Compensation, and Retention and Performance Sections. The Division is responsible for providing services critical to retaining an engaged and productive workforce.

The ERPD Leave Management Section (LMS) completed its first full year managing employee medical and military leave in the Maricopa County Workday system. This was accomplished by preparing case data for uploading into Workday with the assistance of the Maricopa County Human Resources staff. For the LMS staff, the application has become a vital tool used daily in conjunction with the LMS leave case management system to ensure employee's and supervisors use the proper time codes to properly track and monitor the use of medical and military leave.

The ERPD Compensation Section implemented the first Arizona Department of Administration allotted retention and recruitment funds for a substantial one-time allocation, to eligible line-level deputies and detention officers for which Compensation staff reviewed and processed 5,450+ retention payments and 350+ recruitment payments.

The Division continued efforts to develop ways to aid in the preparation and completion of employee performance appraisals (EPA). They collaborated with the MCSO Technology Bureau and NEOGOV to develop a way to bring BlueTeam Supervisor Notes into the Perform application and presented at Town Hall and Sworn Commander meetings providing updates on the EPA process and discussing feedback from users. Additionally, they have been exploring and testing approaches with the MCSO Technology Bureau and County HRIS administrators to improve integration between the Perform and Workday applications to ensure data in Perform is current. Further, ERPD staff participated in and presented at Civilian and Detention Supervisor Orientation training, Effective Employee Performance Management training, and an HR Basics Pilot program to elicit feedback and suggestions for future training material.

Finally, the ERPD continued to lead efforts to adapt protocols and practices founded in evolving federal, state, and local public health guidance, federal legislation or regulations, state executive orders, or county policies modified due to the pandemic. The past three years have been a challenge for all of us and required that we work together to combat the impact of Covid-19 in our workplace. On May 11th, 2023, the federal Public Health Emergency for Covid-19 expired, which was a welcomed transition away from the emergency phase of the virus' impact. The LMS remained responsible for managing employees positive for Covid-19 and assisted 300+ employees experiencing a Covid-19 positive test result with leave related needs during the year.



ACCOMPLISHMENTS

Number of Individuals Impacted

- **3,050+** FY2023-24 Performance Retention Based Salary Increases Processed
- **1,500+** Placements in Range Calculated
- **2,000+** Employee Leave Cases Processed
- **800+** Employee Requests for Modified Duty or Accommodation Managed
- **35+** Manager or Employee Performance Management Consultations
- **300+** Audits of Sworn Employee Performance Appraisals

HEALTH AND WELLNESS DIVISION

The Health and Wellness Division oversees a community of mutual support and resources offered to all Sheriff Office employees and their families. The Division's objective is to deliver prevention information and activities, offer therapeutic resources, holistic health, physical wellness education, and promote overall employee health and wellness. A major component of the Health and Wellness Division is the Peer Support/Critical Incident Stress Management (CISM) Program which is designed to support employees and their families who are having normal reactions to life events. CISM's goal is to offer programs and resources that lead to positive change in the lives of our law enforcement workforce and their families for the betterment of the community we serve.

The Division has seven full-time staff members. CISM operations are augmented by 28 auxiliary staff presently comprised of 14 detention officers, seven deputies, nine civilians, and four chaplains. The CISM team provides 24/7 responses for outreach, crisis needs, and critical incident responses on scene during an incident/ directly after an incident. Additionally, the team offers leadership consultations, grief recovery meetings, and formal debriefings.

The Division continued to facilitate the MCSO partnership with the Heal the Hero Foundation and Vitanya Brain Performance to bring the Command Performance Resiliency Initiative (CPRI) to the Office. The program aims to optimize performance, augment speed and accuracy, improve stress resilience, and enhance sleep. The modality offered entails one-on-one coaching and neurological training using lights and sound.

The Division's health and wellness coaches encourage healthy work/life balance within the workforce by focusing on healthy snack demonstrations, providing exercise and wellness guidance with workout coaching, and sharing yoga and mindful eating resources. The coaches work to promote health screenings, injury prevention, sleep, hygiene, healthy hydration, and smoking/ alcohol cessation, while also developing material for Detention

ACCOMPLISHMENTS

- **150+** incident responses including 25 memorials and funerals for fallen staff members and 8 formal debriefings
- **344** employees served by the Uniform Closet with estimated savings of up to **\$75,435** equating to savings per employee served of **\$155-\$219**
- Aided **120** employees in completion of the CPRI program while facilitating participation for another **68** in the program
- Organized **25** MCSO volunteers who created **30+** wreaths that were then placed at cemeteries where the Fallen are buried and at the Law Enforcement Memorial in downtown Phoenix



and Sworn pre-academies. Finally, the Health and Wellness Division houses the MCSO Employee Uniform Closet, which has become an invaluable and recognized resource for our workforce. The closet is open to all employees who may be in need and runs on employee donations of uniforms and equipment. Its value was recognized and awarded a 2023 National Association of Counties Achievement Award for innovation and promoting the betterment of county services and programs.

HUMAN RESOURCE SERVICES DIVISION

The Human Resource Services Division is responsible for managing the life cycle of employees' tenure with the Office. The Human Resource Services Division provides professional level customer service in three key sections: Employment Services, Payroll, Retirement/Special Projects.

Employment Services is responsible for on-boarding and out-processing activities, maintaining personnel records, managing employee identification and badge inventory, processing transfers, organizing promotional ceremonies, maintaining the table of organization, assisting with the service programs, and maintaining and reporting employee statistical data — current and historic.

Payroll is responsible for safeguarding that all employees are paid accurately and timely with the correct withholdings and deductions. Staff coordinate labor level transfers, initiate manual warrants, adjust time and accruals, conduct payroll audits, and process employee reimbursements or allowances. This team also processes the general movement of workers and tracks receipt of the annual employee performance appraisals.

Retirement/Special Projects staff support key priorities, initiatives, and activities associated with the Public Safety Personnel Retirement System (PSPRS) and the Corrections Officers Retirement Plan (CORP). Staff assist sworn and detention personnel in managing their retirement, cancer program management and benefits. This includes counseling employees on various options available to them. Section staff also serve as the local board secretary for both PSPRS and CORP and support the board in fulfilling its obligations. Special projects include researching, planning, and implementing key HR and Office initiatives.

It is said that employees are the single biggest asset to any organization. The Human Resource Services Division exists to help the employees of the Maricopa County Sheriff's Office thrive; making sure the employees needs are met so that they can be productive in their roles and deliver according to the expectations of the Office and the residents of Maricopa County.



ACCOMPLISHMENTS

- 72,000+ Paychecks Facilitated
- 3,600+ Employee "Reports To" Updates Recorded
- 2,200+ Employee Data Change Transactions Completed

PRE-EMPLOYMENT DIVISION

The Pre-Employment Division handles the recruitment, selection, and pre-hire processing for all MCSO positions. The Division successfully engages job seekers by attending or hosting a variety of job fairs and community events including participation in a large job fair hosted by Maricopa County at Chase Field in February and hosting onsite "Walk-in Wednesdays" to provide applicants the opportunity to accelerate their pre-employment processing.



ACCOMPLISHMENTS

Employment Applications Screened: **15,313**
Employment Background Investigations Completed: **1,384**
Contract Vendor Backgrounds Completed: **2,017**

Polygraph Examinations Conducted: **781**

- Detention: **449**
- Deputy Sheriff: **289**
- Posse/Civilian/Reserve: **43**

Approved for Hire or Engagement:

- Detention: **126**
- Deputy Sheriff: **45**
- Civilian: **310**
- Posse: **45**

Pre-Employment Services Division highlights include:

- Increased visibility and engagement with job seekers through social media channels and maximizing our social media presence for recruitment
- Continued review of technology tools to enhance and simplify the applicant experience with MCSO
- Evaluation of processes to reduce the time to hire of motivated, qualified candidates

INMATE MEDICAL SERVICES DIVISION

The Inmate Medical Services Division (IMSD) is comprised of four subdivisions which are the Mental Health Unit (MHU), Custody Hospital Unit (CHU), Infirmary, and the Behavioral Health Power Squad (BHPS). The IMSD works with Correctional Health Services (CHS) to help facilitate the healthcare needs for inmates while in MCSO custody in various ways.

MENTAL HEALTH UNIT

The MHU consists of six housing units and can house up to 255 inmates. MHU staff manage inmates who are experiencing mental health crisis by conducting frequent security walks and utilizing verbal de-escalation to communicate with inmates effectively. MHU staff work alongside Correctional Health Services (CHS) Mental Health Professionals to ensure the safety of the patients.



CUSTODY HOSPITAL UNIT

The CHU operates out of the Valleywise Medical Health Center. The CHU is responsible for providing coverage for inmates who require medical attention outside of their jail facility. The CHU transports inmates to and from medical appointments, court appointments and hospitals within Maricopa County. CHU functions as the Sheriff's Office main transportation for wheelchair bound inmates.



INFIRMARY

The Infirmary is a 60-bed medical unit that provides long term, individualized care for inmates who need extensive medical attention while incarcerated. The Infirmary allows inmates to receive hospital level care while housed in a custody setting.

BEHAVIORAL HEALTH POWER SQUAD

The Behavioral Health Power Squad is a group of ten dedicated officers that assist Mental Health Professionals and Restoration to Competency specialists within all Office facilities. BHPS Officers provide a safe working environment for the inmates and the provider.

STATISTICS

Mental Health Unit

- Over **6,000** Inmate Admissions

Custody Hospital Unit

- **2,953** Emergency Runs
- **827** Inmates Admitted for Long-Term Care

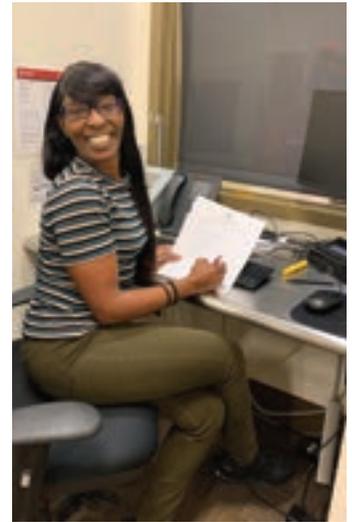
Behavioral Health Power Squad

- Assisted with **20,577** Mental Health Appointments

INMATE CLASSIFICATION DIVISION

The Inmate Classification Division (ICD) is responsible for assessing the level of risks and needs for inmates that are being held on charges and have been accepted into the custody of the Maricopa County Sheriff's Office. This is not a single assessment, but a continual process of assessments throughout the period of the incarceration, to ensure the safety and security of staff, the inmate, and the facility. These assessments can identify risk factors that may predict violent tendencies and needs factors that can determine Medical and Mental Health needs, educational programs, and protection from victimization. Collecting risk and needs information promotes care and custody responses that meet legal requirements and standards.

ICD works with jail personnel from the Estrella Jail, 4th Ave Jail, and the Lower Buckeye Jail to form Special Management Review Committees (SMRC). SMRC conducts weekly reviews for inmates that are placed into Special Housing: Administrative Restrictive, Closed Custody, and Juvenile Housing.



STATISTICS

- 46,885 Initial Interviews
- 47,369 Initial Classifications
- 11,320 Reclassifications
- 14,869 Housing Changes
- 14,580 SMRC Reviews
- 26,266 Special Housing Counselor Reviews



INTELLIGENCE INFORMATION DIVISION

The Intelligence Information Division (IID) of the Maricopa County Sheriff's Office is housed in the ACTIC (Arizona Counter Terrorism Information Center) fusion center. This center is made up of several local, county, state and federal partners that work together to share intelligence to protect the State and Region as a whole. Under the Intelligence Information Division are several units that include the following: CTU/Counter Terrorism Unit, SILO (Sheriff's Intelligence Leads and Operations) CRAU (Criminal Research and Analysis Unit) CNT (Crisis Negotiation Team), Behavioral Health Co-Responder, Chase Field Operations, Drones and Mobile Field Force.

COUNTER TERRORISM UNIT

The Counter Terrorism Unit (CTU) is comprised of Deputies who are certified as both a Threat Liaison Officer (TLO) and Crisis Negotiator. The 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. CTU is responsible for the accounting of all MCSO sworn staff certified as TLOs by the Arizona Counter-Terrorism Information Center (ACTIC), as well as those detectives assigned to the FBI Joint Terrorism Task Force (JTTF). CTU is also responsible for the accounting of all MCSO staff certified as Crisis Negotiators and for the training and coordinating of the Negotiations program. The CTU will assist with the coordination of events involving the planning, training, and implementation of emergency management as well as critical infrastructure and key resources to include all drills or incidents occurring at the Palo Verde Nuclear Plant. CTU also conducts radiation detection at major events, and drone detection at those events. CTU is also responsible for providing the MCSO with Crisis Negotiators and provides critical incident coverage for the Tactical Operations Unit (TOU) 24/7. CTU also plays a key role in Election Security, planning, and response.

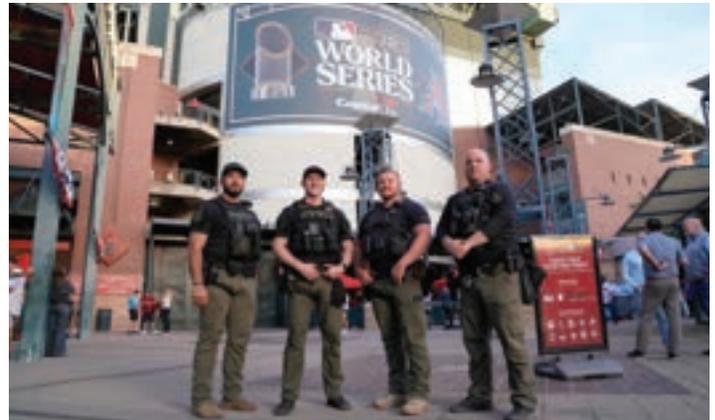
SHERIFF'S INTELLIGENCE, LEADS AND OPERATIONS

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, written correspondence, in person, through our social media pages, and through the www.mcso.org website.

TYPE OF TIPS (TOP 6)

1. Firearms Violations:	4,029
2. Suspicious Activity:	1,027
3. Location of Warrant Suspects/Fugitives:	854
4. Sale of Drugs:	652
5. Scams:	264
6. Neighbor Trouble:	210
Total Tips Processed for 2023:	9,323



INTELLIGENCE INFORMATION DIVISION

(CONTINUED)

In addition to the tips and leads duties, SILO Intelligence Research Specialists participate within MCSO IID by:

- Sharing actionable intelligence with Detectives from the Counter Terrorism Unit on threats submitted through the tip line and large-scale events such as those held at Chase Field
- Sharing intelligence with MCSO TLO's and ACTIC LEO's with high profile presidential, political or diplomatic visits to Arizona
- Participating in MCSO Palo Verde Nuclear Power Plant Drills
- Representing MCSO in ACTIC Facial Recognition unit, processing requests from State-Wide LEO's and developing leads that lead to arrests
- Working closely with several other entities within the office and third-party vendors to strengthen cross platform integration to streamline threat identification

CRIMINAL RESEARCH AND ANALYSIS UNIT

The Criminal Research and Analysis Unit's (CRAU) 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 and intelligence analysis. The Criminal Research and Analysis unit had a total of 695 requests in 2023. Some of the accomplishments included creating a traffic accident dashboard for motors, providing detailed analysis regarding homelessness and suicide stats for the Town of Fountain Hills, and assisting in intelligence information gathering for a missing person's case turned homicide, where analysts worked alongside investigations throughout the process from bulletins, to workups, to finding related cases, and reaching out to ACTIC partners. CRAU continues to build its Open Source Intelligence (OSINT) infrastructure. This year, analysts from SILO were combined in CRAU to grow broader analysis skillsets and data awareness.

CRISIS NEGOTIATION TEAM

The Maricopa County Sheriff's Negotiation Team consists of selected Deputy Sheriffs, Detention and Civilian MCSO employees who are specially trained to mitigate crisis situations and preserve the lives of hostages, the public, law enforcement officers, and suspects in emergency situations. Team members respond to crisis events in addition to their regularly assigned duties. The MCSO Negotiations team works closely with the Tactical Operations Unit. Negotiators train on a monthly basis to ensure the most up to date and effective strategies are in place. Training consists of out-of-agency speakers, seminars, scenarios, and training exercises with other crisis negotiation teams in Maricopa County. All MCSO negotiators are trained by the Federal Bureau of Investigation (FBI). They are also certified in Crisis Intervention Training, meaning they are specially trained in responding to people experiencing mental health crisis. The MCSO's Negotiations Team goal is always to talk to the involved person and convince them to surrender peacefully. CNT were called out 49 times, conducted 9 negotiations with suspects and assisted other agencies.

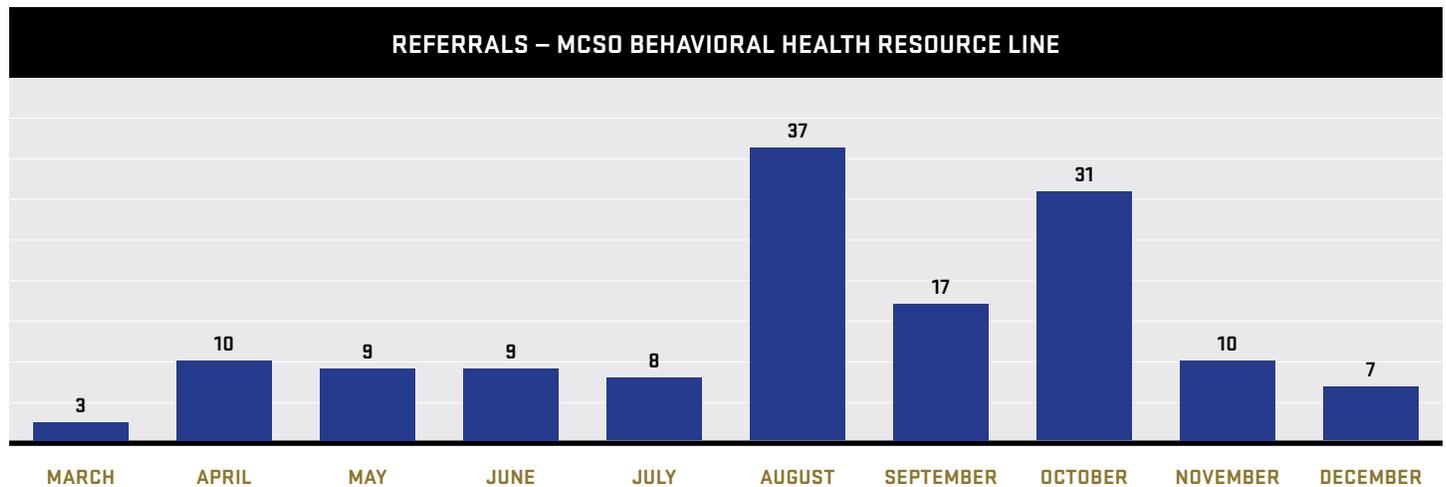




BEHAVIORAL HEALTH CO-RESPONDER

The Behavioral Health Co-Responder Program officially began in March 2023. The co-responder is a licensed mental health professional assigned to assist patrol deputies connect individuals in crisis to appropriate community resources with the goals of reducing unnecessary incarceration and hospitalization and overuse of emergency resources. The co-responder program began by implementing a resource line deputies can call to solve problems regarding crises in the community. Resources regarding behavioral health topics were developed and sent out monthly

to educate MCSO staff on different mental health topics and to provide information to the community. The co-responder program received 141 requests for assistance from MCSO staff including every district and various departments with MCSO. Cases include a variety of individuals in crisis ranging from those experiencing psychosis, dementia, parenting concerns, suicidal ideations, and housing concerns. The co-responder is also cross trained in Crisis Negotiation, assisting the CNT unit with call outs allowing increased resources related to mental health and community resources. Thus far, the co-responder has assisted during four negotiations.



INTELLIGENCE INFORMATION DIVISION

(CONTINUED)

The co-responder program also began other initiatives to improve MCSO's response to behavioral health concerns in the community. The first being Behavioral Health Call Diversion, which would introduce a policy change allowing Communications staff to complete a transfer of non-emergent behavioral health calls to the crisis line Solari, who manages behavioral health crisis calls statewide. This initiative would embed a crisis specialist with Solari into Communications to assist with policy development and training regarding calls appropriate for transfer. The behavioral health co-responder also began overseeing the Crisis Intervention Teams training program to increase mental health training for patrol deputies and is exploring future options to increase training related to mental health for deputies. Finally, the co-responder program also applied and was awarded the COPS Enhanced CIT grant in collaboration with La Frontera, allowing for two

additional staff to follow-up with community members referred by deputies for post-crisis intervention and connection to community resources with the goals of reducing repeated calls for service. The SILO unit updated the P3 app tip management system used in processing tips, adding to the list of offense types the public can select in their submissions to MCSO. In total there are 62 offense types that align with crime classifications dispatchers and deputy's respond to currently.

CHASE FIELD

Chase Field, Home of the Arizona Diamondbacks hosted exactly one hundred baseball games including the World Baseball Classic, the Regular Season, the National League Divisional Series, the National League Championship Series, and the World Series. The Maricopa County Sheriff's Office oversaw the safety and security of 2,305,655 fans including the post season. There were an additional 192,000 spectators for the Morgan Wallen, PINK, and



Billy Joel concerts. Chase Field also hosted the Guaranteed Rate Bowl, a college football game played inside a baseball stadium. Deputies and Sergeants from all over the Sheriff's Office worked together to make all these major events a huge success along with several smaller events including luncheons, exhibitions, and charity events.

DRONE PROGRAM

The Intelligence Information Division oversees and manages the Drone Program. The Drone Commander and Drone and Emerging Technology Program Manager are housed at the ACTIC with the drone pilots who participate in the program being assigned to various divisions throughout the Office. Currently there are drone pilots assigned to the following divisions: Intelligence Information, Major Crimes, Lake Patrol, Special Investigations, SWAT, District IV Patrol and the Scientific Analysis Division. The Program oversees the operation of several different types of Unmanned Aerial System (UAS) platforms, each designed to provide unique services. The drones, and associated equipment, are assigned individually to each division's pilot participating in the program, so that the equipment is readily available for callouts. The drone pilots assist in taking photographs at crime scenes and crash scenes, which improves the investigative capabilities of the detectives investigating serious crimes, such as homicides, kidnappings, armed robberies, aggravated assaults, and fatal traffic



collisions. The drone pilots are requested to assist with providing command staff and tactical operators with a bird's eye view during the service of dangerous search warrants, barricaded subject incidents and hostage situations. Drone pilots also assist regularly with attempting to locate fugitives or persons who are in need of assistance from our search and rescue personnel.

MOBILE FIELD FORCE

Maricopa County Sheriff's Office's Mobile Field Force (MFF) is responsible to assist with preserving the public peace, prevent crime, arrest offenders, and protect the rights of persons and property in the Maricopa County community during a civil disturbance. The Unit also has a responsibility to protect the demonstrators' right to assemble and exercise free speech as provided in the federal and state constitutions. The Mobile Field Force Commander is housed at the ACTIC (Arizona Counter Terrorism Information Center) with the members of the Field Force being assigned to various units and divisions throughout the Office. MFF personnel are comprised of both Sworn Deputies and Detention Officers, and conducted four training sessions throughout the year. Not to include the training of recent graduates in the MCSO post academies as well as the basic academy crowd control section for law enforcement certification.

DRONE FLIGHT AND AIR TIME

Active Flights:	1,935	Total Photos:	33,193
Plan Limit:	Unlimited	Total Videos:	413
Total Air Time:	635h 23m 14s	Total Mileage (All Flights):	
Total Log Time:	638h 53m 40s		2,939 Miles

INTAKE, TRANSFER, AND RELEASE DIVISION

The Intake, Transfer, and Release Division (ITR) receives arrestees from Maricopa County law enforcement agencies and court remands from the Superior, Justice, and City Courts. Arrestees are processed into MCSO custody after being searched, receiving a health screening, mug shot photo, and having their fingerprints taken before attending Initial Appearance Court. Individuals may be released by the court or remanded into MCSO custody. Those staying in custody are given an additional health assessment by Correction Health Services (CHS) and are interviewed by a classification counselor to determine their housing needs. Once dressed into MCSO clothing, transportation officers will escort the inmates to their housing facility until release. The ITR processes all custody releases from the MCSO facilities. The ITR facility is three years old and incorporates principles of Direct Supervision; arrestees sit in open area seating under direct supervision of Detention Officers.

To increase capacity for arrestees, additional seating was added throughout the processing areas to reduce wait times to enter the facility. Additionally, a mug shot photo machine was installed in the Self Surrender area that allows those bookings to bypass the mugshot area, freeing up more seating in the processing areas.

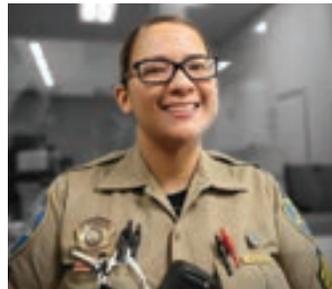
Officers assigned to the ITR are tasked with searching all arriving arrestees. During the past year, ITR staff discovered over 2,500 pills and 130 baggies of suspected drugs, preventing these items from entering the jail system.

ITR staff participated in a Health, Hydration and Heroes campaign over the summer where incoming arrestees were given an electrolyte beverage with the snack they receive upon arrival to the ITR. The program was so successful that the beverages have been made a permanent addition at the ITR.

ITR staff participated in the Trunk or Treat and Winter Wonderland events, taking home the Best in Show award for both!

ACCOMPLISHMENTS

Bookings:	77,846
Releases:	77,392
Inmates Dressed Out:	41,585
County Initial Appearance Court Hearings:	86,841
Phoenix Initial Appearance Court Hearings:	16,260
Page Two (Additional Charges) Processed:	10,769



JUDICIAL ENFORCEMENT DIVISION

The Judicial Enforcement Division performs civil law enforcement operations on behalf of the Maricopa County Sheriff as he executes his statutory duties to serve court process, collect delinquent taxes, regulate pawn and adult businesses, and report multiple firearms sales to the Federal Bureau of Alcohol, Tobacco, Firearms (ATF) and Explosives.



STATISTICS

Civil Process

- **10,692** Civil and Family Court Orders
(**2.4%** increase from 2022, **55%** overall increase from 2019)
 - Orders of Protection alone went up **220%** from 2019, with an average **5%** increase each consecutive year
 - Protective Orders make up **61%** of the workload with **6,290** Orders of Protection and **237** Injunctions Against Harassment

Note: Pre-AZPOINT, Orders of Protection only made up 29% of the workload
- **6,245** Subpoenas (Mental Health, Criminal, and Scofflaw — **29%** Increase from 2022)
- **734** Writs (General and Special Execution, Restitution, Replevin, and Attachment)
- **8,594** Successfully Served Court Orders by a Deputy
- **12,784** Service Attempts (**5.2%** Increase from 2022)
- **21,414** Total Trips to Attempt/Serve Court Orders (**1.2%** Increase from 2022)
- **311** Sales Set
- **54** Sales Conducted
- **\$6,731,322.16** Total Sale Bid Amounts
- **\$421,075.46** Earned in Civil Fees

Tax Unit

- **7,442** Demand for Payment Letters Issued by Civilians (**25%** Increase from 2022)
 - **\$1,617,857.58** Delinquent Personal Property Tax Amount Collected (**8.2%** Increase from 2022)
 - **2,355** Accounts* Pending Deputy Action
 - **\$2,365,563.25*** Delinquent Amount Owed (Pending Deputy Action)s
- *These are the current amounts for delinquent personal property accounts that are pending Deputy actions.*

Pawn, Adult Business Licensing and ATF Unit

- **3** New Pawn Licenses
- **88** Pawn Renewals
- **29,551** Pawn Tickets Received and Reviewed for Accuracy
- **27** Cases Investigated/Cleared
- **9,131** Alcohol, Tobacco and Firearms (ATF) Forms Processed
- **302** Adult Business License (ABL) Applications Processed
- **6,195** Background Checks on Protective Orders (**182%** Increase from 2019)
- **1,904** Background Checks on Warrants

LAKE PATROL

Lake Patrol is a specialized division consisting of many units that safeguard the lakes, rivers, recreational, and wilderness areas of Maricopa County and the Tonto National Forest. The Underwater Dive Operations (divers and underwater robot), Search and Rescue Operations (with swift water and technical rope trained), Emergency Medical Services by our EMT's and Paramedics, Mounted Patrol, Off Highway Vehicles (OHV) Patrol, Boat Patrol, and DUI enforcement units make up this Division. Lake Patrol Deputies maintain and deploy their specialized skills, tools, and vehicles to ensure we are providing the highest level of public safety to recreators.

Lake Patrol has seen a continued reduction in drowning events over the last three years, despite increasing and record-breaking usage of the public waterways. Lake Patrol attributes this to efforts made to increase public awareness through community outreach education events that were regularly held in the months leading up to and during the summer season, as well as the partnership with the Ryan Thomas Foundation, which helped supply a loaner station for life vests at each of the lakes. The U.S. Coast Guard Auxiliary also assisted by providing free boat inspections, which helped to ensure that boaters were educated and equipped to enjoy a safe and memorable outing on the lakes.

MEDIC AND EMT

The Lake Patrol Medic and EMT deputies received approximately 18% of the Lakes calls for service over the summer of 2023. There were 434 calls where a medical response was necessary. Aware of the uptick in need, Lake Patrol also had, for part of the year, assistance from the AZ State National Guard, who supplemented Lakes with National Guard Medics as part of Task Force Badge "Southern AZ Law Enforcement Engagement Mission." The Guard medics worked well with Lake Patrol deputies and increased the level of care, as well as freeing the deputies to handle law enforcement needs during calls for service.



MOUNTED UNIT

The MCSO Mounted Unit experienced changes again this year. The Mounted Unit retired Max, who is now enjoying a restful care-free life. The Mounted Unit, with the financial assistance of the MCSO Advisory Posse and the U.S. Forest Service, researched and purchased two new horses this last year. Denali is a 5-year-old quarter horse, and the other is a yet-to-be-named 4-year-old quarter horse. With the addition of the two new horses and the retirement of the beloved Max, the Mounted Unit's herd stands at eight solid and capable horses, which support our mission.

SEARCH AND RESCUE

Lake Patrol's Search and Rescue Team ventures out into the desert, waters, and canyons to search for those who have lost their way. Using hounds, helicopters, ropes, boats, horses, UTVs, technology and good old-fashioned teamwork, they reunited many persons with their families this year.

Lake Patrol deputies received Swiftwater training this year, allowing them to be trained and equipped to better deal with flooding and stranded persons in these chaotic and dangerous situations.

Lake Patrol deputies headed up the Holiday DUI task force event and made a staggering 602 traffic stops in search of impaired drivers. The sacrifice of family time during the holidays may never be realized by those whose lives were unaffected by an impaired driver due to the exemplary efforts of the Lake Patrol team and those other deputies who also worked to keep the streets safe this Holiday season.

STATISTICS

Search/Rescue:	149
Total Incidents:	12,703
Watercraft Violations:	913
Arrests:	733
Operating Under the Influence:	15
DUI:	65
Remote Operated Vehicle Mission:	27
Scuba Dive Missions:	21
Drownings:	9



LOWER BUCKEYE JAIL

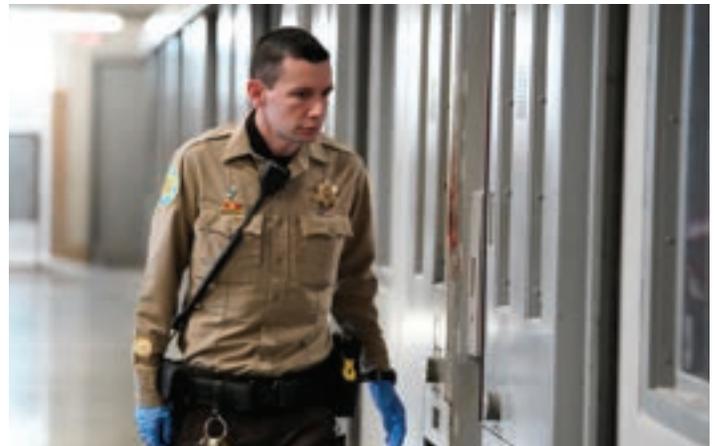
The Lower Buckeye Jail (LBJ) is the largest Detention Facility in the State of Arizona and houses a variety of Non-Sentenced Minimum and Medium General Population, Sentenced Working Inmates, as well as all classifications of Remanded Juveniles, Administrative Restricted, and Nature of Charges inmates. There are two options for inmate living areas; four Dormitories, each housing up to 102 inmates and 12 Pod-based housing units, each housing up to 142 inmates. Every housing unit has direct access to a recreation area and multiple classrooms that are utilized for volunteer programs, accredited juvenile high school, and adult-learning courses.

During 2023, the Lower Buckeye Jail looked to address multiple jail-wide improvements.

The entire Cable TV system was upgraded, to include wiring, connections, adapters, reception, and control areas. All of which helps to provide TV access to our housing units for our inmate population and in limited staff areas.

A large-scale elevator renovation project to service all 11 elevators inside the building was started. This will make movement for inmates, staff, and volunteers safer, faster, and more reliable.

Furthermore, the LBJ converted part of its former Inmate Property Storage area to an employee breakroom and gathering space for all MCSO and CHS employees.



STATISTICS

LBJ has hosted **13,349** in-person visits with over **9,500** separate visitors: an average of **1,112** per month. Included in this are over **250** notary/process server escorts and **164** Orders of Protection, Injunction Against Harassment, and Supervening Indictments.

MAJOR CRIMES DIVISION

The Major Crimes Division (MCD) provides a high level of service to victims and their families by ensuring that all investigations are conducted thoroughly and professionally. The investigations use up to date technology and best practices in law enforcement.

The Major Crimes Division of the Maricopa County Sheriff's Office includes Homicide/Death Investigations, Sex Crimes/Sex Offender Notification, Cyber Crimes/Forensic Analysts, Jail Crimes, and Vehicular Crimes.

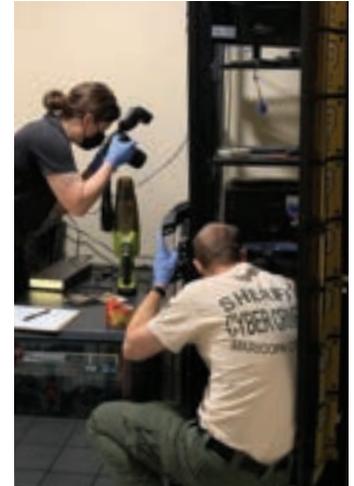
CYBER CRIMES UNIT

The Cyber Crimes Unit (CCU) is responsible for investigating crimes committed within Maricopa County that have a nexus to electronic digital media and the Internet. Investigations mainly include criminal cases related to Internet Crimes Against Children (ICAC) such as the Sexual Exploitation of Minors on the Internet, Sextortion, Online Harassment/Stalking, Cyber Bullying, and any other high profile computer related investigation. The MCSO CCU is a member of the Arizona ICAC Task Force and receives Cybertips for investigation from the National Center for Missing and Exploited Children.

The CCU is comprised of an Investigative Section staffed by Detectives and a Criminal Intelligence Analyst, and a Forensic Section staffed by certified Computer Forensic Crime Analysts that conduct all Computer, DVR, Vehicle, and Cell Phone Forensic Examinations for the Maricopa County Sheriff's Office. All Cyber Crimes Unit personnel are supervised by one Detective Sergeant.

The Cyber Crimes Forensic Unit responded to 102 requests for assistance in the field while also receiving 88 formal requests for full forensic extraction and analysis of digital evidence. The Forensic Technicians processed 303 devices for analysis with approximately 105,104 GB of data analyzed.

In addition to processing digital evidence for all of MCSO, the Cyber Crimes Sworn Investigative Unit received 58 Cyber Tips from the National Center for Missing and Exploited Children for investigation, received numerous MCSO SILO Tips, investigated 51 cases forwarded from MCSO Patrol Districts, and initiated



numerous pro-active online ICAC investigations. The Unit's number one priority is protecting children from the sexual predators online in Maricopa County.

Due to the ever-changing world of technology, social media, and cell phone applications, the members of this Unit including the Supervisor attended 227 individual training classes. Members of this Unit stay current on all legal aspects of Technology and relay that information to MCSO Investigators across the Office for search warrant and legal process purposes.

The MCSO CCU also worked alongside other agencies on numerous occasions and has been called upon for their expertise to assist law enforcement agencies throughout Arizona. CCU personnel also assisted other ICAC Task Force Detectives across the United States assisting with locating and interviewing suspects and victims within the confines of Maricopa County.

MAJOR CRIMES DIVISION

(CONTINUED)

DEATH INVESTIGATIONS UNIT

The purpose and mission of this Unit was to have trained death investigators respond to complex death investigations, which did not have criminal connections to the cause and manner of death. These investigations included suicides, overdoses, industrial or accidental deaths, and equivocal deaths. In addition, Death Investigations Unit also assisted the Patrol Bureau numerous times with natural deaths, which had questionable circumstances.

Unfortunately, due to uncontrollable circumstances, the Death Investigations Unit had to be disbanded on April 30th, 2023. The investigators of the Unit were absorbed into the Homicide Unit, which also took over the Death Investigations Unit responsibilities. During the four-month period where they were active, the Death Investigations Unit had been called out 49 times.



HOMICIDE UNIT

The Homicide Unit is responsible for investigating homicides, suspicious deaths, most child deaths, and critical incidents, which includes Deputy/Officer Involved Shootings. Due to the disbanding of the Death Investigations Unit, the Homicide Unit added suicides, overdoses, industrial or accidental deaths, and equivocal deaths to their list of responsibilities.

Currently, there are six Detectives and one Sergeant on each of the two active Homicide Unit squads. In 2023, the Homicide Unit responded to 116 call outs to investigate. Additionally, the Homicide Unit answered the call to assist other divisions inside MCSO and other law enforcement agencies 11 times.

HOMICIDE COLD CASE UNIT

This Unit is responsible for maintaining a cold case registry, which is reviewed and categorized by priority. The registry contains cases from as early as the 1960s through more recent times, some as recent as last year. The Unit also investigates cold case homicides when new, workable information, evidence or suspects have been identified.

Furthermore, in addition to reviewing and investigating cold cases, the Unit also helps outside law enforcement agencies with investigations related to homicides, in their jurisdictions. This includes agencies within Arizona as well as across the country. This year, they aided with nine cases for other agencies, some of them ending with arrests for that agency.

Even more so, Detectives assigned to the Cold Case Unit covered active homicide investigations, on numerous occasions, due to the volume of calls for services in which active squads of the Homicide Unit were already out on investigations. The Homicide Cold Case Unit is comprised of two Detectives, one Sergeant and one Criminal Analyst.

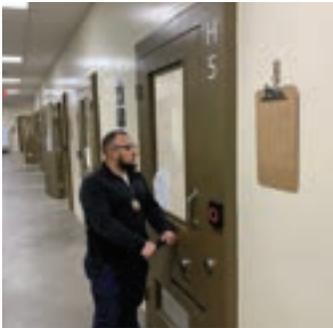
JAIL CRIMES UNIT

The Jail Crimes Unit consists of two Detective Sergeants and six Detectives. The Jail Crimes Unit has been working hard to address and investigate the incidents which occur inside all MCSO jail facilities.

The jail crimes detectives investigate incidents such as assaults, aggravated assaults, sexual assaults, and in-custody deaths. Detectives have been diligently working on in-custody death cases during this year, submitting 36 cases for review by the Professional Standards Bureau and the Maricopa County Attorney's Office.

SPECIAL VICTIMS UNIT

The Special Victims Unit is comprised of three squads. The first two include an East Valley Squad and West Valley Squad tasked with investigating sex crimes and child abuse cases. The third is



STATISTICS

Death Investigation Unit Call Outs: 49

- Suicides: **26**
- Overdoses: **10**
- Suspicious Deaths: **13**

Homicide Unit Call Outs: 116

- Homicides: **25**
- Suicides: **44**
- Suspicious Deaths: **16**
- Equivocal Deaths: **21**
- Overdoses: **10**
- Critical Incidents: **4**

Jail Crimes Unit Call Outs: 145

- Newly Assigned Cases: **1,092**
- Supplemental Reports: **2,500**
- Arrests: **22**
- Cases Submitted to MCAO for Charging: **50**
- Cases Cleared: **189**

Special Victims Unit Call Outs: 83

- Newly Assigned Cases: **593**
- Arrests: **14**
- Cases Submitted to MCAO for Charging: **233**
- Cases Closed: **534**
- New Sex Offender Registrations: **473**
- Monitored Offenders: **1,333**

MAJOR CRIMES DIVISION

(CONTINUED)

the Sex Offender Notification Unit tasked with monitoring sex offenders residing within the jurisdiction of the Maricopa County Sheriff's Office, conducting "Determination Hearings" for offenders requesting to be removed from the registry and entering/updating information into NCIC for all agencies within Maricopa County. Detectives assigned to the Special Victims Unit receive specialized training in the areas of forensic interviewing of minors, child abuse investigations, interview and interrogation, and traumatic behaviors.

VEHICULAR CRIMES UNIT

The Vehicular Crimes Unit (VCU) is comprised of one sergeant and five detectives. The Vehicular Crimes Unit responds to crashes across Maricopa County which are within the jurisdiction of the Sheriff's Office. This unit investigates all fatal vehicle collisions and responds to potentially life-threatening serious injury vehicle collisions, serious injury hit and run collisions, and serious injury collisions involving MCSO vehicles. Over the last year the vehicular crimes unit responded to approximately 104 fatal or serious injury collisions. Investigating charges to include 2nd degree murder, manslaughter, endangerment, aggravated assault, DUI, excessive speed, and failure to remain at the scene.

The Unit also works to arrest suspects for impaired driver related warrants, adding ten arrests outside of their assigned cases, over the last year. These arrests focused on taking repeat offenders of impaired driving and other related charges off the streets and into the hands of the justice system.

MCSO's VCU worked to reduce traffic safety problems by training deputies and police officers how to document and investigate traffic collisions by teaching at the Maricopa County Law Enforcement Training Academy (MCLETA). VCU detectives also worked to improve crash investigation statewide by teaching at the Arizona Police Officer Standards and Training (AZPOST) statewide crash reconstruction series twice a year.

This year MCSO's VCU also collaborated with other county agencies such as MCDOT with information to improve roadway needs and safety across the county.



STATISTICS

Vehicular Crimes Unit Call Outs:

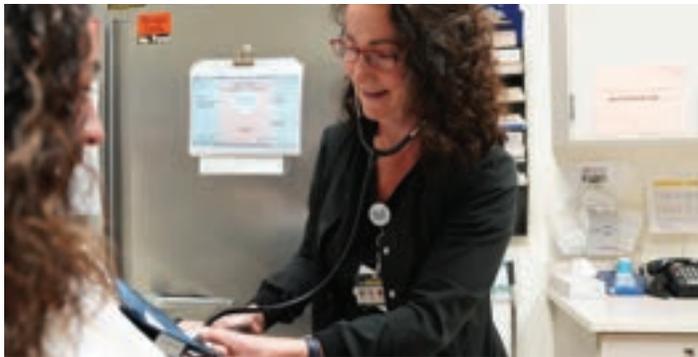
104

- Fatalities: **58**
- Motorcycle: **23**
- Pedestrian Involved: **16**
- Bicycle Involved: **2**
- Assist to Other Agencies: **8**
- Scenes Involved Impairment: **19**
- ATV/OHV Involved: **6**
- Gold Cart Involved: **5**

OCCUPATIONAL SAFETY DIVISION

The Occupational Safety Division's (OSD) goal is to keep employees safe in an unpredictable and sometimes volatile workplace. They are the point of contact for agencies with a safety authority over MCSO, such as Arizona Division of Occupational Safety and Health (ADOSH), Environmental Protection Agency (EPA) or the State Fire Marshal. We conduct routine inspections to help identify areas that need improvement or respond to on-site inspections by these agencies. OSD reviews all injury and accident claims for trends and correction. Our division also provides OSHA required exposure prevention with Hepatitis B vaccinations as well as Tuberculosis testing.

Sergeant Dane Browning received the "Dedication to Excellence Award" at the 2023 JailCon conference this year for his continued extraordinary service not only to OSD but to Honor Guard, React, the Office and Maricopa County.



STATISTICS

- **800+** employee industrial injuries and accidents evaluated and reviewed — overall claim reduction of **15 percent**
- **50** inspected facilities with the State Fire Marshal, Risk Management, and several insurance carriers
- **20** different divisions offered input and guidance about best practices and regulations
- **6** ADOSH serious injury reports responded to
- **55+** recruit injuries rendered aid by OSD's nurses and EMTs during training
- **130+** Hepatitis B vaccinations accomplished by OSD nurses
- **130+** Tuberculosis tests accomplished by OSD nurses
- **140+** hours of academy course work taught



Sgt. Browning's "Dedication to Excellence Award" (L to R: Sheriff Penzone, Sgt. Browning, Chief Dawson, Deputy Chief Crosby)

PROPERTY MANAGEMENT DIVISION

The Property Management Division (PMD) is comprised of three main areas: the Property and Evidence Warehouse, the Off-Site Records Retention Warehouse, and the Arizona Revised Statutes (A.R.S.) mandated 3511 Tow Program. The Property and Evidence Warehouse receives, catalogs, safely stores, and maintains the integrity of evidence, found property, and property for safekeeping. The Off-Site Records Retention Warehouse exists to ensure the retention and destruction of confidential and specialized Maricopa County Sheriff's Office documents. The 3511 Towing Program ensures compliance with A.R.S. 28-3511 and the tenants of the Maricopa County Towing Contract through consistent, unbiased, and fair application of the law and contract requirements.



The Property Management Division received the 2023 National Association of Counties (NACo) Achievement Award for the Process Improvement to their Annual Inventory of Property and Evidence. The Achievement Awards program is a non-competitive awards program recognizing innovative county government programs in 18 categories covering a wide spectrum of county responsibilities. Annual inventories of the 60,000 Square Foot Property Warehouse are vital to the Division, Office, and County. The purpose of the annual inventory is to ensure accounting for all items of property and evidence in the custody of the Property Warehouse. The MCSO PMD stores over 450,000 items. The 2020 annual inventory spanned over 12 months, utilized 17 staff, and over 440 hours of overtime.

In 2021, a new box management process was implemented for storing Homicides and other large cases. The purpose of box management is to take several items of evidence from one case, group them together in one box, and then seal and barcode the exterior of the box. This process eliminates the requirement of locating, moving, and scanning multiple items of evidence throughout the warehouse. It also preserves the integrity of the evidence, maintains the chain of custody, and prevents premature disposal. Successes from the new process include reducing inventory time by 50% and staff by 23.5%, eliminating 880 work hours and \$24,000 in overtime, increasing productivity, and preserving evidence. The 2023 annual inventory was completed in a record-breaking four months and maintained 100% compliance!

In August, the Property Management Division released TraQ7. The release of TraQ7 represents three years of work to create a more user-friendly system for MCSO staff to impound, request, view, and process digital and physical evidence. The new and updated features of TraQ7 also provide a more detailed record of the chain of custody.

At the Property and Evidence Warehouse the evidence freezers were updated to ensure the proper long-term storage of approximately 5,000 items. While updating the freezers, property management staff worked to verify the testing status of over 900 sexual assault kits and digitized the records of 1,789 items associated with the sexual assault kits. Additionally, staff organized the evidence freezers and refrigerators to limit the handling of sexual assault kits and ensure kits remain well preserved.

The Records Retention Warehouse collected approximately 3,000 boxes for records retention, delivered over 500 records, and destroyed approximately 50 pallets of confidential records past retention in addition to drafting a new operation manual for the site.

The 3511 Towing Program processed 254 tows, completed 90 VIN inspections, and completed 151 inspections to ensure towing vendors remained in compliance with state statute and county policy throughout the year.



STATISTICS

Items Inventoried:	476,548
Locations Inventoried:	19,924
Disposition Letters Sent:	29,311
Items Destroyed:	146,152
Drugs/Narcotics Destroyed:	42,362
Items Impounded Under Different IRs:	1,793
Records Digitized (Manual Items Entered):	14,002

PROFESSIONAL STANDARDS BUREAU

The objective of the Professional Standards Bureau (PSB) is to receive and investigate complaints and allegations of employee misconduct and inappropriate behavior; 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.

The PSB focused efforts on the efficiency of the administrative investigation process to enhance the level and quality of service provided to the public and the employees of the Office. These efforts included utilizing a collaborative approach with the MCSO Human Resources Employee Retention and Performance Division to support supervisors and managers in resolving workplace concerns, facilitating supervisory training on administrative interview techniques, and promoting the utilization of the supervisory intervention process when appropriate. In addition, the PSB hired additional civilian investigators and expanded the use of contractual services of a consulting firm to further assist with investigating administrative investigations while continuing to carry out the Office's Mission. As a result, MCSO realized a downward trend in both the median length of time administrative investigations took to complete and the volume of open pending administrative investigations.



STATISTICS

- **674** Administrative Investigations Opened
- **372** Service Complaints Opened
- **20** Criminal Investigations Opened
- **860** Administrative Investigations Closed
- **390** Service Complaints Closed
- **27** Criminal Investigations Closed

PUBLIC INFORMATION OFFICE

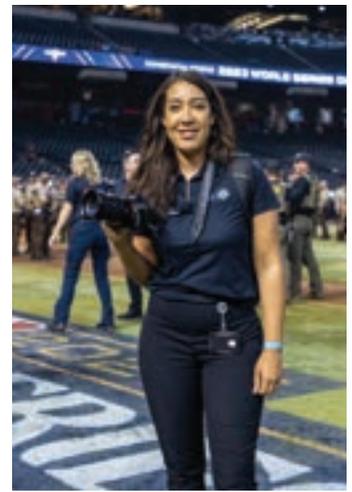
The Maricopa County Sheriff's Office Public Information Office (PIO) is a 24/7 unit tasked with being the direct link to information from the Sheriff's Office to the public and inquiring media organizations. They accomplish this task by relaying timely, accurate, and relevant information about events and policies that affect the operations of the Sheriff's office, and the public at large through several multimedia channels.

In addition to that task, the PIO Unit also arranges press conferences, interviews, and media appearances for the Sheriff and pertinent MCSO personnel. They are the administrators of the MCSO social media pages as well as being the architects of the Annual Report, internal officewide bulletins, and more. They also arranged and produced several live segments for the MCSO Social Media pages that were designed to give the public a glimpse of how MCSO operates and its work in the community.

The PIO team was integral in covering the events and changes that took place within MCSO. They played a large role in introducing new units such as the Motors Unit and the Special Response Team K-9 Unit to the public through social media outlets.

This year, MCSO collaborated with other valley law enforcement agencies, to protect sports fans attending two of America's largest sporting events: the Super Bowl and the World Series. The PIO team was on site for the 2023 World Series to document the important work being done by MCSO employees to secure Chase Field. During Super Bowl Weekend, the PIO unit took photographs and videos of the great work being done by MCSO Deputies to protect special events and celebrations.

Proper documentation of MCSO's work and open communication with the public is an important responsibility that ensures transparency and trust between MCSO and the people of Maricopa County. The PIO team takes pride in doing this work every hour of every day.



RECORDS AND ID DIVISION

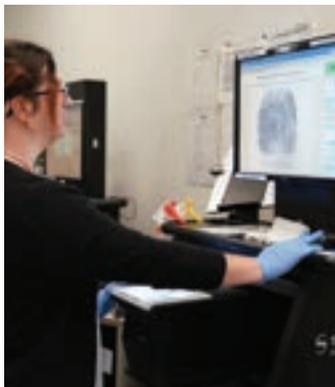
The Records and ID Division provides critical and statutorily mandated access and verification services through the maintenance of a central repository of criminal arrest warrants, registered sex offenders and other criminal records. The AFIS Section processes inked and electronically transmitted fingerprints and enters these fingerprints into the Arizona Automated Fingerprint Identification System (AZAFIS).

In 2022, the Bipartisan Safer Communities Act was signed into law by President Biden. In May 2023, an online forum was held in conjunction with the AZ DPS and FBI. Since June 2023, the Departmental Reports Section has received and responded to nearly 2,300 requests from the FBI NICS Under 21 BSCA program.

The Criminal Records Section registered and processed nearly 18,000 sex offenders in 2023, an increase of 45% from 2022.

OIC/WARRANT

The OIC/Warrant Section is a 24/7 operation. Employees in the OIC Section handle entering, querying, and canceling warrants and NCIC records, such as stolen vehicles, guns, articles, securities, boats, and missing persons. In 2023, OIC confirmed and cleared 44,782 arrest warrants and received over 74,000 Law Enforcement Teletypes (NLETS).



ACCOMPLISHMENTS

New Warrants Received and Entered:	54,713
Applicant and Public Fingerprints:	6,306
IR's Received:	33,760
NCIC Entries:	2,837
Summons Bookings:	3,156
Criminal History Record Checks:	130,107

AFIS

The 24/7 AFIS Section is responsible for processing all inked and electronically transmitted fingerprints submitted; entering these fingerprints into the Arizona Automated Fingerprint Identification System (AZAFIS); in 2023, the AFIS Unit verified 101,711 fingerprint cards.

DEPARTMENTAL REPORTS

The Departmental Reports Section is responsible for reading, analyzing, and coding departmental reports as well as responding to requests for the release of public records. In 2023, the Departmental Reports Section released 27,970 reports pursuant to a public records request or other agency request.



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.



STATISTICS

Administrative Assistant

- Legal Liaison Requests Processed: **1,120**
- MCAO Photo Requests Processed: **188**
- MCSO Photo Requests Processed: **198**

Crime Lab Unit

- Crime Scene Call Outs: **459**
- AFIS Cases Entered/Searches/AFIS Hits: **211/750/176**
- RapidHIT DNA Exams Performed/RapidHIT DNA Hits: **35/15**

Lab Examinations Requests Received: **651**

Lab Examination/Supplement Reports Completed: **974**

Lab Examination/Supplement Reports Pending: **121**

Training Attended by Unit Personnel:

6

- Crime Lite Auto Virtual Training: **8**
- Comprehensive Latent Print Comparisons: **6**
- Ricochet Training: **7**
- KeyWatcher Training: **9**
- General Instructor's Training: **1**
- Crime Scene Academy: **1**

Certifications Received:

1

- International Association for Identification Latent Print Recertification: **1**

Training Provided by Unit Personnel:

0

- Sworn Deputy's Academies: **4**
- Sworn Detective Academies: **2**
- MCD Death Investigations Squad: **1**
- Cadet/Explorer Academy: **1**
- Community Academy: **2**
- District IV Crime Scene Processing: **1**

SCIENTIFIC ANALYSIS DIVISION

(CONTINUED)

In January, the division began a gap analysis of all aspects of the division to see where we needed improvement prior to applying for accreditation. During the course of the year a Quality Manual was written, SOP's were updated, and various changes were implemented as a result of this analysis. In October, an internal audit took place over the course of three days. The audit revealed several areas needing improvement and Correction or Preventative Action Reports were issued, all of which have been corrected and completed. The division will be having an external audit after the first of the year and will apply for accreditation mid-way through 2024.

The division was awarded a \$600,000 grant through DOJ for the purchase of two additional RapidHIT ID instruments. The purchase of the new instruments was completed and both instruments were delivered to the lab at the end of December 2023 awaiting set-up. Our long-range goal is to mobilize one of the instruments for on-scene single-source DNA processing.

In August the Omnigo/QueTel Tracs 7 upgrade was implemented, greatly impacting our division along with the Property Management Division. This upgrade is still being worked on to include edits to forms, processes for impounding evidence, and a variety of bug fixes.

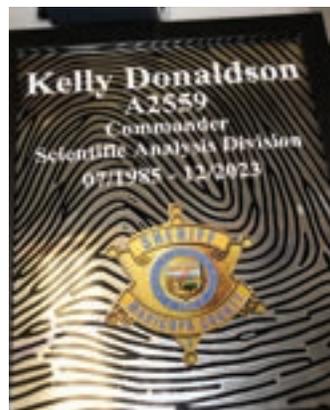
In October the division went through its annual OSHA inspection and passed.

The division is still in the process of purging cases older than 25 years. All latent prints have been completed and we are down to the last few years of photographs. This is in accordance with the Arizona State Retention schedule.



FIREARMS LAB UNIT STATISTICS

• Lab Examinations Requests Received:	32
• Lab Examinations Completed:	41
• Lab Examinations Pending:	0
• NIBIN Entries:	58
• Cartridge/Bullet Comparisons:	98
• Cartridge/Bullet Identifications:	177



PROJECTS/MISCELLANEOUS EVENTS/COMMUNITY RELATIONS

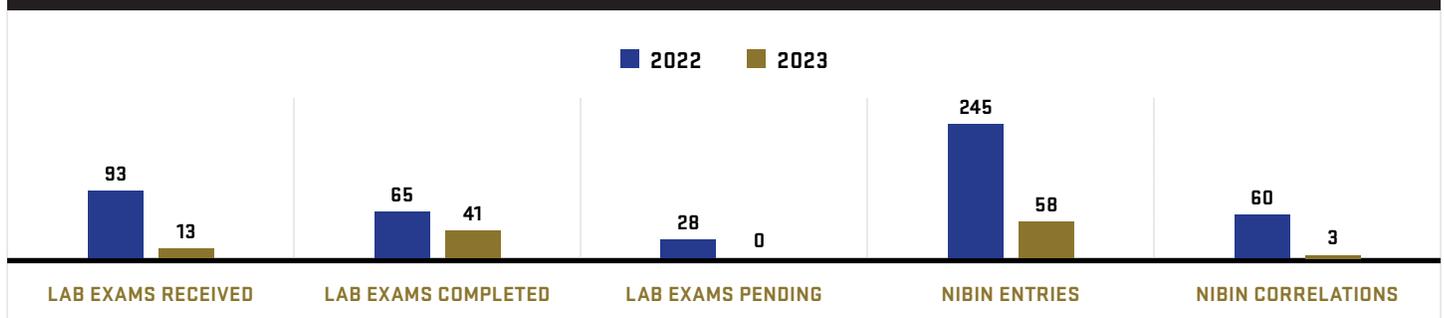
- **Tours of Facility: Seventeen (17)**
January (x1), March (x2), April (x2), May (x2), June (x1),
September (x2), October (x3), November (x1), December (x3)
- **Peer Group Meetings: Seven (7)**
January (x2), April (x1), July (x1), August (x1),
November (x1), December (x1)
- **Internal Audit of Laboratory: One (1)**
October
- **State Audit of RapidHIT: One (1)**
November
- **External Proficiency Tests Completed**
Eight (8) tests in the areas of crime scene processing; latent
processing; latent comparisons; footwear comparisons; tire
comparisons; shooting reconstruction, body fluid identification,
blood spatter analysis
- **Hosted CSI's from Columbia: Mock Scene/Tour**
February
- **They Served Well Memorial: Emcee**
May
- **GAIN Youngtown Community Fair**
October

ON-GOING PROJECTS

- Bi-annual Quality Control checks of personnel
- Monthly internal audits of evidence in unit
- Monthly line-level/safety inspections of glue chambers; eye
wash stations; supplies
- RapidHIT ID Room/System
- Quarterly vehicle inspections
- Weekly line-level safety inspections of eye wash stations
- Gap analysis of laboratory



2022/2023 FIREARMS LAB UNIT STATISTICAL COMPARISON



SPECIAL INVESTIGATIONS DIVISION

The Special Investigations Division (SID) is MCSO's front line in drug crime enforcement, focusing on the Racketeer-Influenced and Corrupt Organizations (RICO) commonly referred to as the "cartels." The Division investigates, arrests, and prosecutes individuals involved in narcotics trafficking, money laundering, and other illegal activities. Operating on the streets in the digital world or across the deserts, SID seeks to dismantle the system of manufacturing, transporting, distributing, selling, and using of all illegal drugs in or being transported through Maricopa County.

The following Units within SID consists of specialized detectives that work as a team directed towards the Divisions and MCSO's mission of safeguarding our communities: Maricopa County Drug Suppression Task Force (MCDST), RICO Asset Investigations and Disruption Section (RAIDS), HIDTA Enforcement Action Team (HEAT), Fugitive Apprehension and Tactical Enforcement (FATE), Technical Surveillance Unit (TSU), and the Threats Management Unit (TMU).

MARICOPA COUNTY DRUG SUPPRESSION TASK FORCE

The Maricopa County Drug Suppression Taskforce (MCDST) is a multi-agency taskforce that includes Investigators from the Maricopa County Sheriff's Office, Arizona Attorney General's Office, Buckeye Police Department, and Tempe Police Department. Working with their sister-squad of DEA agents and local agency task force officers, their mission is to disrupt and dismantle medium and large-scale drug trafficking and money laundering organizations.

RICO ASSET INVESTIGATIONS AND DISRUPTION SECTION

The RICO Asset Investigations and Disruption Section (RAIDS) are a team of Detectives that specialize in utilizing statutory authority to seize illegally obtained proceeds and assets from Drug Trafficking and Money Laundering Organizations. These proceeds and assets are liquidated and repurposed to reimburse taxpayer funded expenditures related to SID and other divisions, cover court costs, and fund the future success of the Special Investigations Division.

HIDTA ENFORCEMENT ACTION TEAM

The HIDTA Enforcement Action Team (HEAT) is a team of MCSO investigators that investigate reports of street-level narcotics trafficking and sales activity as well as any instances of illegal drugs found or smuggled into MCSO jail facilities. In addition, they partner with Homeland Security Investigations to assist them in large investigations of illicit narcotics smuggling and money laundering. Finally, they frequently assist other divisions within the Sheriff's Office on cases requiring specialized surveillance, tactical, and under-cover training.

FUGITIVE APPREHENSION AND TACTICAL ENFORCEMENT

Created in 2017 the Fugitive Apprehension Tactical Enforcement (FATE) Unit began its mission to locate and apprehend fugitives wanted on outstanding felony drug, gang, and violent crimes arrest warrants issued within Maricopa County. FATE partners with federal agencies to bring individuals wanted for the most violent crimes to justice.



To date, FATE has apprehended over 1,000 of these individuals wanted for violent crimes that include homicide, drive-by shooting, child molestation/assault, kidnapping, and aggravated assault. FATE's continued efforts in this area represent a critical component in the continued safety of our community.

TECHNICAL SURVEILLANCE UNIT

The Technical Surveillance Unit (TSU) utilizes proactive, coordinated, and planned investigative means to deploy various technology-based tools to further criminal investigations. Through overt and covert means TSU enhances the investigative and prosecutorial elements of a criminal investigation. Their function improves public safety, officer safety, and supplements the existing organizational law enforcement and security efforts of MCSO.

THREATS MANAGEMENT UNIT

The Threat Management Unit (TMU) is dedicated to proactive, coordinated, and planned identification, prevention, assessment, and management of behavioral threats which could lead to targeted violence. TMU places a strong emphasis on employees of Maricopa County and their families. TMU is currently staffed by one sergeant and three detectives. TMU is a member of the FBI Desert Hawk Violent Crimes Task Force (DHSVCTF) which has provided valuable resources to assist with threat investigations and threat mitigation.

TMU conducted approximately 45 threat assessments for county, judicial staff, and other external elements such as elected or appointed officials and private entities in 2023. TMU recognized that success in this specialty is the deterrence and prevention of targeted violent acts. Many times, TMU detective's tireless work goes without notice, meaning the crime/violence does not happen due to their intervention into the situation. There are other times when TMU detectives clearly identify they prevented a suspect from following through on a pathway to violence, directly stopping actions leading to targeted violence.

STATISTICS

Individual Counts YTD

- Arrests: **154**
- Cash: **\$919,973.00**
- Guns: **109**
- Vehicles: **31**

Powders, Pastes, Waxes (Kilograms)

- Marijuana Flower: **2110.5199**
- Cannabis Products: **2658.839**
- Psilocybin Mushrooms: **766.939**
- Fentanyl Powder: **6690.093**
- Meth: **612.66914**
- Cocaine: **228.1489**
- Heroin: **16.2489**
- Ketamine: **0.379**

Pills and Dosage Units (Count)

- Fentanyl Pills: **4,993,363.5**
- Xanax Pills: **1,224**
- THC Vapes: **21,641**
- THC Edibles: **160.9**
- LSD (DU): **6,000**
- MDMA (Ecstasy): **26,046**
- Psilocybin Edibles: **89**
- Oxycodone Pills: **130**

Liquids

- Cannabis Liquids: **2009.0035**

TOTALS

- Total Drug Weight: **6518.03479**
- Total Drug Value: **\$32,767,106.68**

SHERIFF'S INFORMATION MANAGEMENT SERVICES

The Sheriff's Information Management Services (SIMS) division converts legal source documents to automated records within the Sheriff's Inmate Electronic Data (SHIELD) jail management system. SIMS operates 24 hours, 7 days per week, with over 25 individual specialized duty stations. SIMS operates out of two locations, one



at the 4th Avenue Jail and the other at the Intake, Transfer and Release (ITR) facility. 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, crime victims, and the Sheriff's Office. The Bonds and Fines area, the Workbox Unit, and the Victim's Assistance and Notification Unit (VANU), are also part of the SIMS Division.

VICTIM ASSISTANCE AND NOTIFICATION UNIT

The Victim Assistance and Notification Unit (VANU) unit operates out of the ITR Facility. The objective of the VANU unit is to ensure that Crime Victims receive their rights as outlined in the Arizona State Constitution regarding; Initial Appearance, Rights to be heard, and Release notifications. Additional responsibilities include the service of Protective Orders to defendants in MCSO custody.

STATISTICS

SIMS staff processed/completed the following:

SIMS

- Court Orders Processed: **105,082**
- Inmates Scheduled for Court: **141,009**
- Inmates Processed for ADOC: **7,430**
- New Files Processed: **46,676**
- Bond Transactions Processed: **9,839**
- Assistance Provided at Public Service Window: **11,342**
- Bond/Fine Payments Accepted: **\$23,639,146.83**

VANU

- Letters Mailed Regarding IA Court or Release Notification: **42,156**
- Calls regarding IA Court or Release Notifications: **31,803**
- Crime Victim Impact Statements: **2,456**
- AZPOINT In Custody Protective Orders Served and Entered: **1,420**

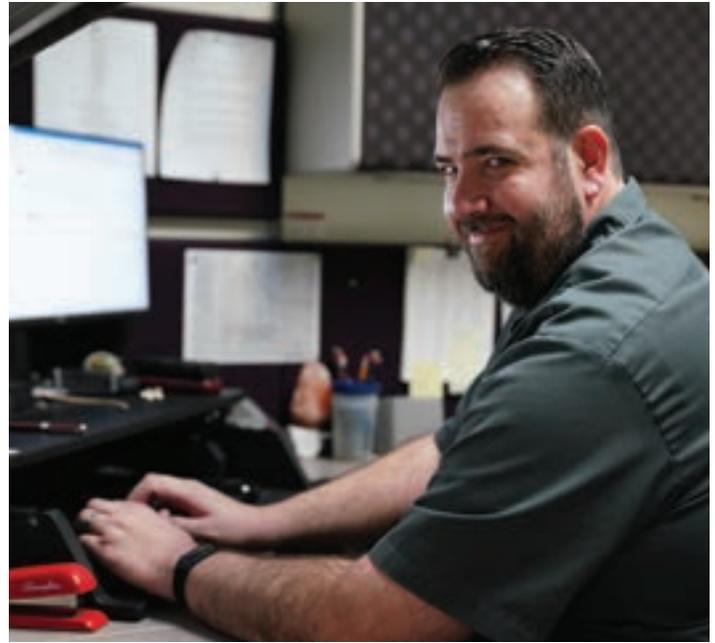
Workbox

- New Files Processed: **7,994**
- Jobs Assigned: **2,662**
- Sentence Calculations Performed: **6,741**
- Releases Processed: **7,600**
- Warrants Verified: **854**
- Inmate Requests Answered: **10,253**
- Pieces of Court Work Processed: **5,367**

The Arizona Protective Order Initiation and Notification Tool (AZPOINT) is the central repository for all Arizona Protective Orders. MCSO has two queues to monitor, and VANU is the steward of all MCSO in-custody Protective Orders and facilitates the service of Orders for inmates in the MCSO Jails. Names from the Initial Appearance Docket are manually run through the AZ Protective Order Portal (AZPOINT) and during this past year, an additional 656 Orders were served that were not assigned to the MCSO inmate queue, thus reducing the workload and risk associated to law enforcement officers serving Protective Orders out in the field!

WORKBOX

The Workbox Unit is responsible for the Judicial Control of all fully sentenced inmates who have been sentenced to more than five days in custody. Workbox updates and maintains all commitment files for all fully sentenced inmates and ensures the contents of these files are accurately reflected in SHIELD. They verify all sentences for accuracy and adjust those sentences based on new or amended confinement orders received from other courts. They calculate projected release dates, screen inmates for work eligibility and track two for one credit for those who qualify. At the end of an inmate's sentence, Workbox initiates the judicial release in accordance with the court's wishes.

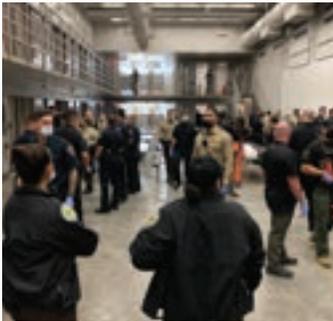


SPECIAL RESPONSE TEAM

The Special Response Team (SRT) Division is a specialized unit within the Custody Bureau that is tasked with the responsibility of providing 24/7/365 support for all Office jail facility operations. This support is geared towards high-risk response in critical incidents and emergency situations which the SRT staff regularly train and prepare for.

Thanks to the endorsement of Sheriff Penzone, the unit welcomed new personnel to the Special Response Team, which includes four labrador retrievers along with their handlers (Detention Officers). This unit is directly responsible for providing drug detection and deterrent services to the Office's jail and intake facilities. Despite the program being in its infancy, there have already been several narcotics seizures due to the efforts and abilities of these canines. They will continue to strive to abate narcotics introduction in our custody facilities.

- The Special Response Team was awarded the Meritorious Unit Citation at the MCSO Annual Awards Ceremony based on their exceptional performance across the year 2022
- The SRT coordinated with two private sector vendors in providing nationally recognized training opportunities to correctional staff from several States and Canada, right here in Phoenix



STATISTICS

- Approximate Number of Total Calls of Service (Activations): **400**
- De-escalation Rate when Called to Respond to Incidents: **90%**
- Approximate Number of Total Searches: **12,000**

SPECIAL WEAPONS AND TACTICS DIVISION

The Special Weapons and Tactics (SWAT) Division is comprised of three units: Tactical Operations Unit (TOU), Explosive Ordnance Disposal (EOD), and Canine (K9).

All personnel assigned to this division are full-time, highly trained specialized deputies who assist and respond to the most dangerous calls, requiring emergency assistance. These calls include: Barricade/ Hostage Rescue, High-Risk Entry, Search and/or Arrest Warrants, Executive Security, and Civil Disorder.

The MCSO SWAT Division was an integral part of the tactical response for the 2023 NFL Super Bowl. MCSO SWAT responsibilities included Bomb Squad (EOD) response at the venue, K9 sweeps at multiple locations and SWAT coverage for the City of Phoenix and agencies for the entire west valley.



STATISTICS

EOD

- Bomb Squad Incident Call Outs: **14**
- Bomb Sweeps: **25**
- Specialized Instruction Training Provided: **14 Training Events, 320 Hours** (Specialized Training Provided to State, Local and Federal Agencies)
- Specialized Training Event: **6 Training Events, 280 Hours**
- Public Demo/Community Outreach: **15**
- Security Details (Election, Funeral, Protest, Etc.): **17**
- TOU Missions: **48**

TOU

- Barricades: **24**
- Hostage Incidents: **CONFIRM**
- Suspect/Subject Track: **CONFIRM**
- Search Warrants: **53**
- High Risk Arrests: **25**
- Security Detail/Special Detail: **24**
- Emergency Response: **10**
- Instruction (Teaching Courses): **21**
- Community Event: **19**
- TOTAL Missions: **164**
- TOTAL Callouts: **56**

K9

- TOU Assists/Callouts: **269**
- EOD Sweeps (Events): **40**
- Narcotic Searches: **377**
- Demonstrations: **96**
- Searches (Building, Area, Article): **93**
- Deterrent Actions: **509**
- Special Details: **99**
- K9 Apprehensions: **82**

SPECIAL WEAPONS AND TACTICS DIVISION

(CONTINUED)

All personnel assigned to the SWAT Division participated in tactical response during the 2023 MLB Postseason Playoff games played at Chase Field. The assignment lasted approximately three weeks and included the National League Division Series, NL Championship Series, and the World Series. TOU was responsible for overwatch, general security assistance, and as the tactical quick reaction force (QRF). The K9 Units conducted EOD sweeps, assisted ballpark security, and assumed K9 duties for the QRF. The EOD Unit conducted pre-game sweeps and were responsible for responding to and addressing any potential suspicious items and or devices throughout each event.

The Tactical Operations Unit and the Explosive Ordnance Unit each received state-of-the-art Polaris Four-Seater Ranger side by side vehicles, which were used during both the Super Bowl and the World Series. These vehicles allowed for quicker and more

efficient responses during these extremely populated events. This equipment will allow the SWAT Division to continue to provide the community with high quality customer service.

The MCSO K9 Unit competed in the 2023 K9 trials and brought home three trophies one first place and two third place trophies, specifically showing exceptional proficiency in tactical obedience. Deputy Stryker and K9 partner Kimbo, participated in a west valley K9 benefit/community event where they took home first place honors as the "Tough Dog" for the entire competition. MCSO SWAT K9 purchased and welcomed two new K9s to the division and look forward to their continued development and service to the community.

The Tactical Operations Unit continued to instruct active shooter training to all Detective Units and to Deputy Sheriff Trainees while attending the Maricopa County Law Enforcement Academy. The active shooter course included classroom instruction, followed by TOU personnel teaching hands on tactical movement, and

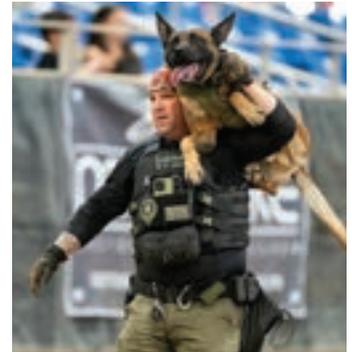


finished with multiple realistic scenarios. The TOU coordinated and instructed numerous active shooter courses, which included hundreds of Deputies attending the course.

The MCSO Explosive Ordinance Disposal (EOD/Bomb Squad) Unit personnel was instrumental in the training and development of bomb technicians and explosive breachers, not only for MCSO employees, but also state, local, and federal agencies. The EOD Unit provided 14 training events totaling approximately 320 class hours of specialized instruction to outside agency personnel. The training instruction included explosive breaching, mechanical breaching, bomb render safe procedures, and specialized bomb tool usage. The EOD Unit participated and had an active role assisting TOU in the active shooter courses for MCSO employees.

The MCSO EOD hosted the following events: the 9th Annual Explosive Breach Circle Conference, which had over 170 attendees from agencies across the country. A 40-hour hydraulic entry tool breaching event. This event tested multiple hydraulic tools used to gain entry through various doors found in commercial environments such as schools and business buildings. The purpose of the event was to determine and establish a list of effective tools to be utilized to gain access to structures during a crisis response such as an active shooter incident.

The EOD Unit also welcomed a new Bomb Squad member who attended the FBI Hazardous Devices School to become a certified Bomb Technician.



TABLET

Inmates housed in the MCSO facilities are generally allowed access to a tablet. Tablets are provided at no cost to the inmates, and they only pay for the services they choose to use. Users can choose from three price points. Inmate tablets can be used to make phone calls, send messages or E-cards, and to visit with friends and family through video visits. Inmates have access to educational materials, music, movies, and games. Inmates can use the tablets to submit requests and grievances electronically, which allows for a faster response.



STATISTICS

- Phone Calls: **2,280,838**
- Messages Sent: **2,090,484**
- Messages Received: **2,478,610**
- Ecards Sent: **21,621**
- Ecards Received: **14,836**
- Photos Received Electronically: **237,640**
- Video Visits Completed: **280,904**

Most Used Applications

- Premium Movies
- Education
- Pluto TV
- Stingray Music
- Law Library
- Music Channels

Inmates Usage of the Education Platform

- Learners Completed Courses: **12,000**
- Courses Completed: **58,142**
- System Usage by Unique Learners: **30,349**
- Average Time Inmates Used the Platform: **64 Hours Each**
- Time Spent Using the Education Platform: **1,999,972 Hours**

Most popular courses for 2023 included the following (several of these courses were created by the MCSO Programs/Education staff):

- Chaplain: Rap #2
- Lifelong Learning: World Records
- Anger Management
- Lifelong Learning — Top 10
- Chaplain: The Chosen
- Welcome to Edwins Leadership and Restaurant Institute Culinary Series
- Lifelong Learning: Disasters Caught on Camera
- Lifelong Learning: Top 10 part 2
- Chaplain Rap: Bryann T
- Equipment Identification — Introduction

TOWERS JAIL

Towers Jail provides care, custody and control for those individuals housed within the facility.

Towers Jail opened in 1982 and is the oldest jail within the Maricopa County Jail system. Towers Jail provides custody housing and management of male general population pre-trial detainees/inmates. Minimum and medium classifications are housed at the Towers Jail. Towers Jail is comprised of six housing units similarly designed with a “podular-remote layout.” Each housing unit has four pods with 15 two person cells. Maximum capacity for Towers Jail is 720 inmates with an average daily population of 660 inmates in 2023.

In an effort to assist those individuals in our care and return them to society as productive members of our community, staff at Towers Jail utilize the “strategic inmate management” philosophy with increased communications and interactions to positively influence the behaviors of the detainees. Two of the housing units are “incentive” housing units. These housing units offer individuals more privileges and program opportunities than a regular housing unit. These housing units continue to have success for those

individuals who wish to participate with high inmate accountability standards, positive behaviors, and communication with a less stressful environment for both inmates and staff. Staff continue to evaluate and evolve the “incentive” housing units to meet the MCSO mission of “working together to safeguard the communities.”



TRAINING DIVISION

The Maricopa County Sheriff's Office Training Division's mission is to educate, train, and inspire. The goal is to develop employees of character and commitment to duty, and to provide them with the knowledge and skills needed to be safe, competent and attain professional growth throughout their career. This is achieved by focusing on the intellectual, physical, mental, and emotional growth necessary for professional excellence.

BODY WORN CAMERA (BWC) UNIT

The BWC unit completed the implementation of the Posse camera unit project. The BWC unit completed an expedited mission to incorporate Fleet 3 in car cameras into the current evidence.com system. The project will continue through 2024. Additionally, the AXON contract for new Axon Body 3 cameras and Taser 7s was updated for new cameras and additional services in evidence.com. The BWC unit expedited policy, tutorials, training, and equipment preparation to begin deployment on January 24.

COURT ORDERED RELATED TRAINING (CORT) UNIT

The CORT Unit proposed modifying the Constitutional Policing Plan (CPP) that had been implemented in 2016 and was successful in receiving approval from the Monitoring Team.

The CORT Unit faced challenges with personnel changes and the introduction of the third order. Despite these challenges, all required training courses and recommendations were reviewed and approved.



STATISTICS

Body Worn Camera (BWC) Unit

- Trained **73** individuals in over five classes between March and May of 2023. This initiative also includes updates to Policy GJ-35 to require Posse members to utilize body cameras during traffic stops and law enforcement assistance.

Court Ordered Related Training (CORT) Unit

- Completed **71** training sessions, with **1,488** students for **568** hours

Detention Basic Academy

- **62** MCSO Detention Officers and **18** MCSO Lateral Recruits graduated from the Academy
- Basic Academy staff and recruits assisted in several facility searches in support of facility detention staff

Detention Advanced Officer Training (AOT) Unit

- AOT held **2** General Instructor (GI) courses and added approximately **50** new civilian and Detention GI instructors
- Held **2** Facility Training Officer (FTO) schools and added approximately **35** new FTO's
- Completed **6** Detention Post-Academies
This is an additional week of extra training and information after the recruit graduates. Some areas that are touched on to increase knowledge and gain experience are tablets, SHIELD, situational awareness, personal budget tips, report writing, Taser scenarios, de-escalation, and team scenarios.
- Provided training to **1,296** detention personnel
- Continued work with enforcement support to host high school age teens and citizen academies

FIREARMS TRAINING UNIT (FTU)

This year was another busy year for the Firearms Training Unit. AZPOST implemented a new statewide firearms qualification for law enforcement, effective Jan 1, 2024. In anticipation of this challenge, the FTU had to make some difficult decisions, canceling some red dot and detention training, to incorporate the 2024 AZPOST Annual Qualification Transition course, created by the FTU. This class was created to give MCSO deputies and detention officers an opportunity to familiarize themselves with the new qualification to increase their chances of a successful transition.

THE MARICOPA COUNTY LAW ENFORCEMENT TRAINING ACADEMY (MCLETA)

The academy continues to grow and partnered with more agencies in the state. Currently, MCLETA is training recruits for over 30 different agencies statewide. Six different valley Agencies provide staff for MCLETA, five recruit training officers and one class sergeant. This complements the existing MCSO staff of one class sergeant and four recruit training officers.



STATISTICS

- **90** Annual Firearms Qualifications (MOD) with **1,454** Students
- **4** Academy Classes from MCLETA with **136** Recruits, Totaling **8** Weeks of Training
- **2** Detention Academies with **55** Students
- **18** Red Dot Classes with **138** Students
- **21** AZPOST Transition Classes Held and **320** Employees Took Advantage of this Course

TRAINING DIVISION

(CONTINUED)

AZPOST implemented several changes to the academy requirements in 2023. The first half of the year, AZPOST began the process of revamping and updating the academy curriculum, phasing out obsolete material and outdated concepts. The curriculum was also condensed to provide more time for scenario-based training with the intention to move to heavy scenario-based training in 2024, to go along with the new “module” format. Instead of 24 straight weeks of instruction, with one enormous final exam, the academy will be broken into three modules, one building off the other in concepts and skill level. These changes brought additional work to the MCLETA training team, who were required to review and update all lesson plans in accordance with AZPOST changes. It also required many hours of planning and organizing to create the new academy class schedule in the new module format. These tasks were successfully completed by the team. MCLETA and staff will be full steam ahead in 2024.

SWORN ADVANCED OFFICER TRAINING (AOT) UNIT

The sworn AOT Unit created and facilitated training for a new Less-Lethal Specialty Weapon Systems (ie: Forty Millimeter [40mm] Tactical Launchers). The unit also helped develop the new Office Policy GJ-39, Less-Lethal Specialty Weapon Systems.

STATISTICS

The Maricopa County Law Enforcement Training Academy (MCLETA)

- Graduated **3** Academy classes
- A total of **106** recruits (**27** Deputies for MCSO)

Sworn Advanced Officer Training (AOT) Unit

- Training Division sworn AOT Unit completed **50** training sessions with **1,022** students for **729** hours
- The sworn AOT Unit facilitated **3** post-academy classes with **25** students

Administrative Support Unit

- Civilian Supervisor Orientation was held **twice** in March and August 2023 and attended by **33** newly hired or promoted Civilian Supervisors
- The Detention Supervisor Orientation was held in October and attended by the top **25** candidates on the 2023 Detention Sergeant's list
- Civilian General Instructor School was held October through November and **15** new civilian general instructors were certified

Impaired Drivers Unit

- DRE Call Outs: **3**
- Phlebotomy Call Outs: **8**
- MCSO Vehicular Crimes Unit Call Outs: **72**



TRANSPORTATION DIVISION

The mission of the Maricopa County Sheriff's Office Transportation Division is to enhance the quality, security, and efficiency of inmate movement through the dedicated effort and management of our resources.

Plans and designs were approved early in the fiscal year, and construction began in November for covered parking for Transportation buses, box trucks, and vans. These structures will provide necessary relief from the elements and weather conditions, lower interior temperatures during the summer months, and help in the maintenance of the fleet. Construction should be completed by the end of the fiscal year. The Transportation Division provided staff and vehicle support to 19 events throughout the year, including various concerts, government events, Diamondback Playoffs, and the Superbowl.



STATISTICS

Total Vehicles:	24
Miles Driven:	398,000+
Number of Inmates Transported:	172,000+
CDL Drivers (5 New in 2023):	26

WAREHOUSE OPERATIONS UNIT

The Warehouse Operations Unit is responsible for processing supply orders from all MCSO Divisions, as well as orders from several other County Departments including Animal Care and Control, Emergency Management, and The County Attorney's Office.

The MCSO Warehouse processes approximately 2,200 orders annually supporting MCSO's Sworn, Detention, and Civilian staff members. These orders consist of just under 500 different items.

"WE EXIST TO ASSIST"

- On April 18, 2023, the MCSO Warehouse hosted its 1st annual Meet-and-Greet! This was an excellent opportunity for divisions to visit the Warehouse and see how they operate, see all their products, and meet their great staff. The MCSO Warehouse looks forward to their 2nd Meet-and-Greet in 2024.
- November 2024 construction of the **new** MCSO Warehouse is expected to be completed. Located at 27th Ave. and Lower Buckeye Rd, the new location will provide the Warehouse with more floor space and a modern experience for their customers, vendors, and delivery drivers.

The MCSO Warehouse primary responsibilities is to ensure they can provide supplies to all ordering divisions. While supply chain issues have improved in 2023, the demand for Covid-19 related PPE dramatically reduced with the mask mandate being lifted. Below are comparisons from 2022 to 2023 on a few of the most common PPE items ordered.

PPE ITEMS ORDERED		
PPE Item	2022	2023
Coveralls/Gowns:	8,037	6,647
Disinfectant:	11,534	11,106
Gloves:	3,554,700	3,737,950
Hand Sanitizer:	44,312	34,031
Masks:	3,204,749	1,663,130

STATISTICS

The Warehouse Unit Processed:

- **480** Different Items
- **1,925** Orders were Processed
- **9,209** Line Items Shipped
- **382,411** Total Units Shipped
- **318** Purchased Orders were Processed and Received
- The Warehouse Processed Orders for **18** Other Maricopa County Departments



WATKINS JAIL

The Watkins Jail Facility houses minimum and medium unsentenced general population inmates. Watkins Jail was opened in 2020 and has been the standard for the Sheriff's Office for cleanliness and a model for Strategic Inmate Management. The facility has a bed capacity for 1600 inmates and has 5 housing units. The objective of the Watkins Jail is to provide the best customer service possible to the community members that are housed within the facility awaiting their due process in court.

The Watkins Jail facility is designed and operated on the system of Strategic Inmate Management (SIM) using the principles and philosophies of Direct Supervision (DS) and Inmate Behavior Management (IBM). In 2023, there was an intense focus on programming for the population at Watkins Jail. A new evidence-based cognitive behavioral and substance abuse program was established, and a pod was remodeled to resemble a rehabilitative facility. This remodel included changing out furniture, therapeutic paint updates to the walls, and adding inspirational quotes. This improved environment was shown to be effective and provided positive outcomes for the inmates that participated in the original program.

Watkins Jail also took special note and consideration of public perception of the jail facility. Watkins Command Staff took steps to create a warm and inviting environment for the visitors that come to the facility and the staff that work there. The philosophy is that the positive atmosphere and staff relations will filter throughout all the work that is done. There has been new artwork installed demonstrating a proud support of Arizona, new flooring has been installed showing the Sheriff's badge insignia, and inspirational quotes have been added to the space.

Watkins opened an Incentive Pod where the inmates were held to an even higher standard of behavior and cleanliness. Some of the bonuses of being in the pod were additional inmate programs, hot water access for food, sporting tournaments, and earned incentives for following the rules and regulations. Teamwork amongst the staff stood out as creating an extremely safe and secure environment.



STATISTICS

- **3,655** legal visits processed through its public lobby
- **4,624** Disciplinary Action Reports completed, continuing to support our philosophy of developing guidelines and rules for inmates while in the facility
- **577** inmates qualified to stay in the incentive pod
- Watkins Jail was the first jail to re-invigorate programs after the pandemic
- **512** inmates participated in programming
- **1,850** inmates participated in religious services



SHERIFF SKINNER

550 W. Jackson Street
Phoenix, AZ 85003
602-876-1000

COMMUNITY OUTREACH

602-876-1685

REPORT A CRIME TIP

602-876-8477

PROFESSIONAL STANDARDS BUREAU

101 W. 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



MARICOPA COUNTY SHERIFF'S OFFICE

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