

2013 Internal Affairs

Year End Report

Sergeant Dennis Gerlach Investigator Daniel Manka Investigator Dave Farley Administrative Specialist Gretchen Friesen The Internal Affairs Unit reports directly to the Undersheriff.

The organization's Mission Statement calls for a partnership with the community, promoting mutual trust and respect.

The Unit was specifically created to ensure these standards are vigorously maintained.

The Unit's interaction with the public offers our citizens an avenue to address complaints regarding allegations of employee misconduct. The Internal Affairs Unit also allows the public access to information where questions concerning policy and procedures can be resolved, and a contact point where commendations can be received.

The Internal Affairs Unit ensures that all internal issues are professionally processed in a manner determined by set policy.

One of Internal Affairs' responsibilities is to maintain records of complaints and inquiries. These are periodically analyzed by the unit's supervisor and compiled into various reports. Those areas of concern can be used to identify issues to improve services.

Our value statement pledges to the community that as professionals we will, "Build trust and confidence." A professional workforce does not operate in a manner unspecified by policy or with favoritism. The Internal Affairs Unit operates in accordance with nationally accredited CALEA standards under direct supervision of executive management, assuring employees all lawful rights are afforded to them, as any professional organization must.

This annual report contains information captured by the Internal Affairs Unit for the year 2013.

Internal Affairs is comprised of one Sergeant, two Investigators, and one Administrative Specialist, each of whom contributed to this report.

Complaints

In 2013 Internal Affairs investigated 78 complaints. All complaints have reached a final disposition with the exception of three cases that remain in the review process. A new policy that was adopted in 2008 allowed Internal Affairs to recommend certain complaints for mediation. In 2013, one case was recommended to County Mediation Services, however; the complainant failed to show for the mediation session (twice).

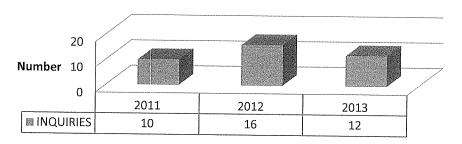
Complaints received by Internal Affairs are classified into one of the following six categories: Demeanor, Failure to Perform (FTP), Sexual Harassment, Excessive Force, Misconduct, or Dishonesty.

At the conclusion of the investigation, complaints are generally classified as: Substantiated Unsubstantiated, Exonerated, Misconduct Not Based on Complaint (MNBOC), or Unfounded.

Inquiries

Internal Affairs also processes all inquires wherein a citizen may have a question about policy or procedure or the actions of an employee that does not rise to the level of a complaint. In 2013, 12 inquiries were made and all have been closed.

2011-2013 Inquiries



Complaints by Classification

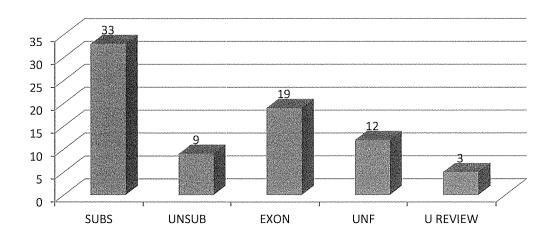
| Туре | 2011 | 2012 | 2013 |
|--------------------|------|------|------|
| DEMEANOR | 11 | 22 | 20 |
| FAILURE TO PERFORM | 0 | 15 | 16 |
| SEXUAL HARASSMENT | 0 | 1 | 1 |
| EXCESSIVE FORCE | 0 | 0 | 0 |
| MISCONDUCT | 58 | 46 | 41 |
| DISHONESTY | 2 | 0 | 0 |
| TOTAL | 71 | 84 | 78 |

In 2013 there was a slight decrease in the number of complaints overall when compared to complaints in 2012. Failure to Perform complaints during 2013 was mostly attributed to deputies' failure to follow established policies and procedures pertaining to report writing. During the year, report writing expectations have been better clarified and should cause a decrease in the number of Failure to Perform complaints.

2013 Complaints by Division

| Division | COMPLAINTS | SUBSTANTIANTED | UNSUBSTANTIATED | EXONERATED | UNFOUNDED | UNDER REVIEW |
|----------------|------------|----------------|-----------------|------------|-----------|-----------------|
| PATROL | 54 | 21 | 7 | 14 | 9 | 2 |
| DETENTIONS | 17 | 10 | 2 | 3 | 3 | 1 |
| INVESTIGATIONS | 3 | 2 | 0 | 1 | 0 | |
| SUPPORT | | | | | 0 | |
| SERVICES | 4 | 2 | 0 | 1 | 0 | 0 |
| TOTAL | 78 | 35 | 9 | 19 | 12 | 3 |

Dispositions



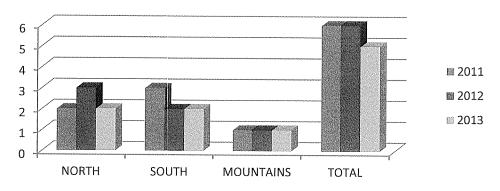
Dispatch Liability Incidents (PSCAP Std. 2.2.5)

During 2013, there were two unrelated incidents with potential agency liability pertaining to the Communications Unit. One incident was an allegation of sexual harassment which was unfounded and reclassified as Misconduct Not Based on Original Complaint (demeanor). The other incident involved two employees who did not follow established Emergency Medical Dispatch (EMD) protocols. All three employees were disciplined and received remedial training. Current practices are in line with policies and procedures, which should assist in reducing and/or prevent future allegations. There are no identifiable trends or patterns regarding the incidents as they are unrelated.

Vehicle Pursuits

Five vehicle pursuits were initiated in 2013, all in the Patrol Division. After review by Command Staff, three pursuits were found to be non-compliant with policy. In each case of the non-compliant pursuits the deputy received additional training. There were no injuries reported to deputies or suspects during the pursuits and there are no pending civil actions related to a 2013 pursuit.

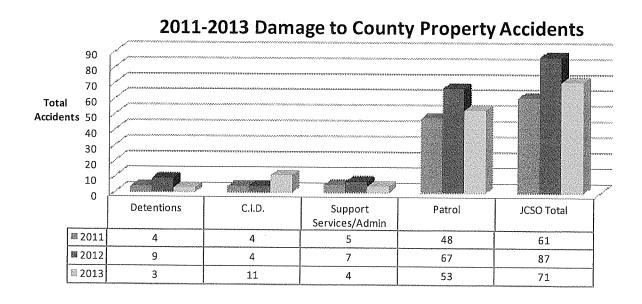
Use of Force incidents by Precinct



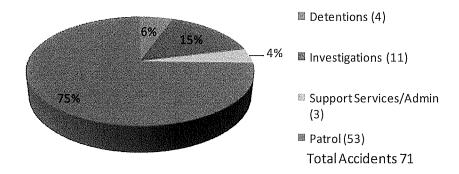
Use of Force

There were 148 Use of Force reports received in Internal Affairs in 2013. 58 of these reports were for the purpose of downing wildlife. The Detentions Division reported 53 uses of force, Patrol reported 35 uses of force and the Investigation and Support Services divisions each reported one use of force.

Damage to County Property



2013 Damage to County PropertyAccidents by Division



During 2013, there were 71 Damage to County Property vehicle accidents, 16 fewer than in 2012. During 2013, improper backing accidents were reduced by 44% when compared to 2011 accidents. The vehicles equipped with backing cameras and/or sensors most likely are responsible for the reduction of backing accidents as well as continued vehicle operations inservice training.

Personnel Early Warning System (PEWS)

The sheriff's office has a responsibility to its employees and the community to identify and assist employees that show symptoms of job stress and/or performance problems. A Personnel Early Warning System (PEWS) has been set up to provide a systematic review of specific criteria and to highlight tendencies that may be overlooked.

Policy directs Internal Affairs to initiate a Personal Early Warning System (PEWS) form for two or more complaints, Use of Force reports, Pursuit review reports, vehicle accidents in sheriff's office vehicles, any civil actions, or disciplinary actions within a 60 day period. The PEWS report may also be initiated by an employee's supervisor for other job performance issues. Those would include negative log entries, excessive sick leave usage, work comp claims, adverse personality changes and negative performance evaluations.

PEWS allows the employee and his/her immediate supervisor to meet and openly review the triggering mechanism, as well as any underlying issues such as financial difficulties or relationship problems that may play a role in the employee's conduct. In 2013 there were a total of 33 PEWS evaluations department wide.

Mediation

In 2013, one case was recommended to County Mediation Services. The involved citizen questioned the actions of a deputy when he was called to their residence for a disturbance

between parents and a teenage daughter. The citizen and deputy both agreed to Mediation. The citizen failed to appear for two scheduled meetings and the case was closed.

Civil Summary

Internal Affairs is the collection point for all civil actions filed against the sheriff's office. In 2013 there were 15 new notices of claims and three filed lawsuits. Currently there are 11 pending filed lawsuits dating back to 2008.

Commendation and Award Summary

The Internal Affairs Unit is the collection point for all commendations. In addition to commendations for employees, commendations for citizens are accepted. We generally hold Exemplary Awards Ceremonies in May and November. Below is a summary of the commendation awards for 2013.

Citizen Coin Award:

The citizen coin project allows deputies to immediately recognize citizens who willingly lend their assistance. The award is a coin that is given at the time of assistance. Once the coin is awarded the deputy notifies the sheriff and a follow up thank you letter is sent to the citizen. The citizen may also be nominated for a higher award that will be presented at an Exemplary Awards Ceremony. There were 24 coins awarded by employees to citizens during 2013.

Superstar Awards:

Also known as an Excellence of Service Certificate, a Superstar Award is given to an employee who performs a single job function that, while commendable, does not rise to the level of other awards. Superstar Awards are usually awarded by an immediate supervisor and consist of gifts valued at approximately 25 dollars. 32 of these awards were presented to employees in 2013.

Commendations:

All commendations for employees are tracked in Internal Affairs. Commendations are accepted in all forms with most coming in as letters, phone calls or emails. A total of 588 commendations for 349 employees were processed in 2013.

Exemplary Awards:

Any employee can nominate someone for an exemplary award and is encouraged to submit a nomination in writing to the Exemplary Awards Committee. After committee approval, the nomination must be approved by the sheriff's office executive staff. After this final review those deserving are awarded Exemplary Awards based upon the service performed. In 2013 the sheriff's office held two Exemplary Awards Ceremonies and presented 51 awards, as follows:

| Life Saving | 6 Awards | Sheriff's Commendation | 3 Awards |
|---------------------------|-----------|------------------------|-----------|
| Citizen Commendation | 3 Awards | Sheriff's Citation | 12 Awards |
| Professional Conduct | 4 Awards | Medal for Valor | 4 Awards |
| Unit Professional Conduct | 1 Award | Distinguished Service | 1 Award |
| Citizen Commendation | 15 Awards | Unit Citation | 2 Awards |

In addition to these awards the sheriff presented one prize to the annual Be Kind to Animals Poster Contest. The 2013 winner of this award was a student at Normandy Elementary school.

Years of Service Awards:

All sheriff's office employees are recognized for years of service. Starting at 20 years of service, employees are recognized at one of the two yearly Exemplary Awards Ceremonies.

In 2013 we recognized 36 employees for a combined 850 years of service.

| 20 Years of Service | 13 Employees |
|---------------------|--------------|
| 25 Years of Service | 15 Employees |
| 30 Years of Service | 6 Employees |
| 35 Years of Service | 1 Employee |

Employee of the Quarter and Employee of the Year:

One employee from each of the four divisions of the sheriff's office is selected each quarter as Employee of the Quarter for demonstrating exceptional sustained performance. The following employees were recognized in 2013:

Patrol Division

DiLorenzo, Kerry Burgess, Mike Allen, Jon Jann, Cody

Detentions Division

Maynes, Todd Vialpando, Valerie Aponte, Ramone Briggs, Larry

Criminal Investigations Unit

Donahue, Kevin Yoshida, Tracy England, Kelly Thomason, Debra

Support Services Unit

Newman, Rick

Burg, Carl and Greenland, Tracey (tie) Ingersoll, Luke Schultz, Kelly

Annually, one employee is selected as Employee of the Year. The winner of this award is selected from the employee of the quarter winners. The 2013 employee of the year was Deputy Michael Burgess.

The following employees received promotions during 2013.

Promotions:

| Heather Carmosino | Sergeant | Denna Nicoletti | Supervisor |
|-------------------|------------|-----------------|------------|
| Dixie Cook | Supervisor | Carl Burg | Crew Lead |
| Mary Fisher | Supervisor | Eladio Cruz | Crew Lead |
| Candace Harris | Supervisor | Chris Loptien | Director |
| Sean Joselyn | Sergeant | Julianne Shoun | Sergeant |
| Yeon-Kyung Lee | Supervisor | | |

END OF REPORT

REVIEW / APPROVAL

| Undersheriff: | Raymo | m I te | · |
|---------------|---|----------------|---|
| Sheriff: | T.B.V | | |
| Distribution: | Sheriff | □ Undersheriff | |