2014 Internal Affairs

Year End Report

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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 2014.

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

Complaints

In 2014 Internal Affairs investigated 61 complaints. All complaints have reached a final disposition with the exception of seven 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 2014, no cases were referred to County Mediation Services.

Complaints received by Internal Affairs Unit 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.

Complaints Received by Classification

Type	2012	2013	2014
DEMEANOR	22	20	7
FAILURE TO PERFORM	15	16	9
SEXUAL HARASSMENT	1	1	0
EXCESSIVE FORCE	0	0	3
MISCONDUCT	46	41	41
DISHONESTY	0	0	1
TOTAL	84	78	61

In 2014 there was a decrease in the number of complaints overall when compared to complaints in 2013. Failures to perform complaints during 2014 were attributed to employees failing to follow established policies and procedures.

In 2014, there was one dishonesty and three excessive force allegations made on employees. Based upon the information gathered as a result of the investigations, the allegations could not be substantiated.

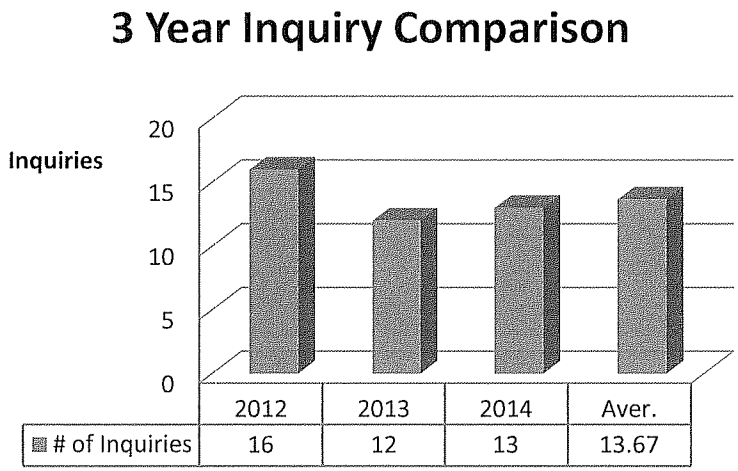
2014 Complaints Dispositions by Division

Divisions	Complaint Cases[1]	Sub-stantiated	Un-Substantiated	MCNBC	Exonerated	Unfounded	Under Review	Under Invest.
PATROL	28	10	1	1	8	7	2	2
DETENTIONS	22	14	1	0	1	3	3	0
INVESTIGATIONS	0	0	0	0	0	0	0	0
SUPPORT SERVICES	11	5	1	2	3	0	1	0
Total	**61**	**29**	**3**	**3**	**12**	**10**	**6**	**2**

[1] Multiple employees involved in a single case with different dispositions (61 cases involving 63 employees).

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 2014, 13 inquiries were investigated. Two of the investigations are in the administrative review process.



Dispatch Liability Incidents (PSCAP Std. 2.2.5)

During 2014 there were no incidents involving agency liability within the communications Unit.

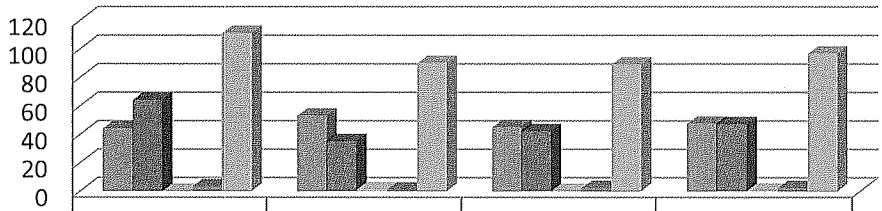
Vehicle Pursuits

Only three vehicle pursuits were initiated in 2014, all initiated by Patrol Division deputies. After review by Command Staff, two pursuits were found to be non-compliant with policy. In each case of the non-compliant pursuits the deputies involved received additional training. Three (3) deputies received minor injuries during the pursuits. There are no pending civil actions related to a 2014 pursuit. Due to the limited number of vehicle pursuits (3), it is reasonable to believe deputies are predominantly following the Sheriff's Office pursuit policy. There were only two independent vehicle pursuits where deputies made incorrect decisions to pursue fleeing suspects.

Use of Force

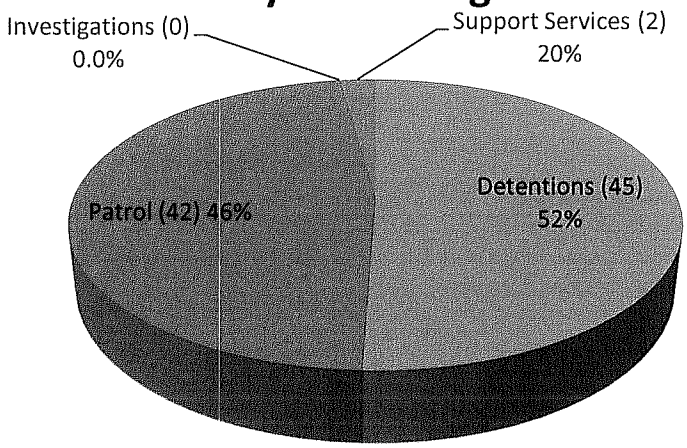
There were 158 Use of Force reports received in Internal Affairs in 2014. Sixty-eight (68) of the reports, (43%), were initiated by Patrol deputies for downing mortally wounded wildlife. Patrol reported forty-two (42) uses of force[2]. The Detentions Division reported forty-five (45) uses of force, and the Support Services Division reported two (2) uses of force. There were no uses of force reported for the Criminal Investigation Division.

Use of Force by Division 3 Year Comparison



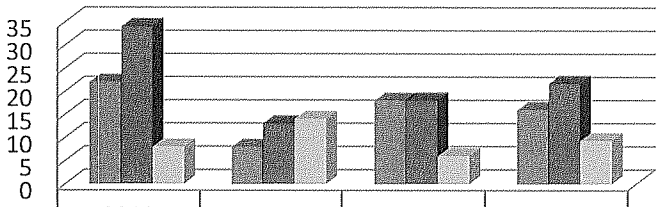
	2012	2013	2014	3 Yr. Aver.
DETENTIONS	44	53	45	47
PATROL	64	35	42	47
INVEST.	0	1	0	0
SUPP. SERV.	3	1	2	2
TOTAL	111	90	89	97

Division Use of Force Reports by Percentage



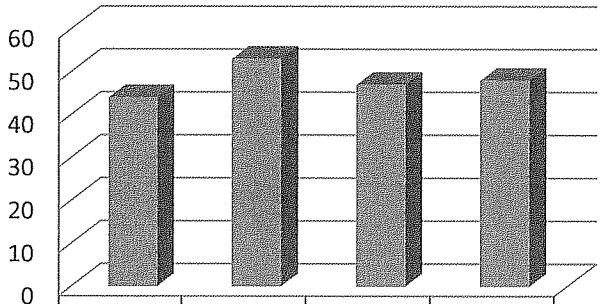
[2] Use of force statistics do not include the euthanasia of mortally wounded wildlife.

Use of Force Incidents by Patrol Precinct 3 Year Comparison



	2012	2013	2014	3 Year Average
North Precinct	22	8	18	16
South Precinct	34	13	18	22
Mtn. Precinct	8	14	6	9

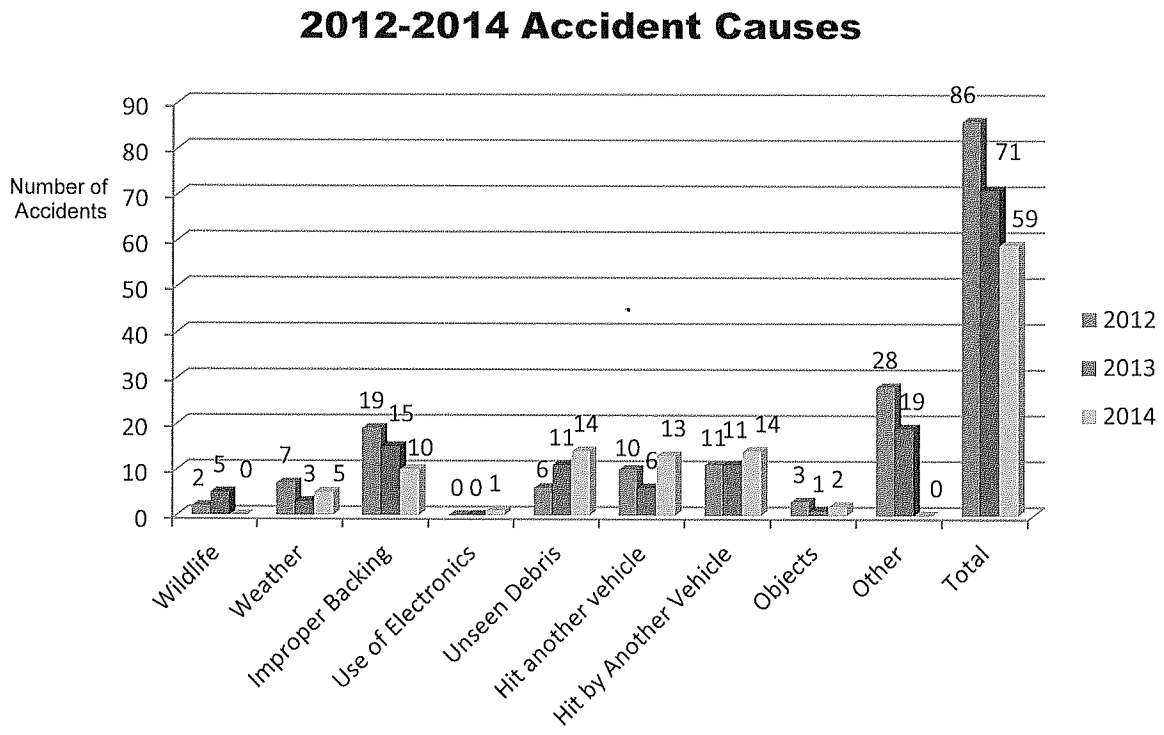
Detentions Use of Force Reports 3 year Comparison



	2012	2013	2014	3 Yr. Aver.
Detentions UOF Reports	44	53	47	48

Damage to County Property

During 2014, there were fifty-five (55) Damage to County Property vehicle accidents, fifteen (15) fewer than in 2013. During 2014, improper backing accidents were reduced by 47% when compared to 2012 improper backing 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 in-service 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. An employee's supervisor for other job performance issues, such as negative log entries, excessive sick leave usage, work comp claims, adverse personality changes and negative performance evaluations, may also initiate the PEWS report.

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 2014 there were a total of thirty-four (34) PEWS evaluations department wide.

Mediation

In 2014, no cases were referred to County Mediation Services. However, it was recommended in two (2) events and was declined by the citizen.

Civil Summary

Internal Affairs is the collection point for all civil actions filed against the sheriff's office. In 2014, there were eleven (11) new notices of claims and three (3) filed lawsuits. Currently there are six (6) pending civil actions dating back to 2011.

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 2014.

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 thirty-seven (37) coins awarded by employees to citizens during 2014.

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. Fifty (50) of these awards were redeemed in 2014.

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 611 commendations for 337 employees were processed in 2014.

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 sheriff's office executive staff must approve the nomination. After this final review, those approved are awarded Exemplary Awards based upon the service performed. In 2014 the sheriff's office held two (2) Exemplary Awards Ceremonies and presented eighty-five (85) awards, as follows:

Life Saving	15 Awards	Sheriff's Commendation	4 Awards
Citizen Commendation	4 Awards	Sheriff's Citation	8 Awards
Professional Conduct	1 Award	Medal for Valor	1 Awards
Unit Professional Conduct	1 Award	Distinguished Service	7 Awards
Citizen Citation of Merit	23 Awards	Other	3 Awards

In addition to these awards, the sheriff presented one prize to the annual Animal Control Unit's Be Kind to Animals Poster Contest. The 2014 winner of this award was a student at Coronado Elementary school.

Years of Service Awards:

All sheriff's office employees are recognized for years of service. Starting at twenty (20) years of service, employees are recognized at one of the two (2) yearly Exemplary Awards Ceremonies.

In 2014, the Sheriff's Office recognized forty-four (44) employees for a combined 1140 years of service.

20 Years of Service	7 Employees
25 Years of Service	26 Employees
30 Years of Service	7 Employees
35 Years of Service	4 Employees

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 2014:

Patrol Division
Barnes, Randy
Neuenfeldt, Gordon
Williams, Tim
(4th Quarter pending announcement.)

Detentions Division
West, Randell
Wall, Molly
Swavely, Dave

(4th Quarter Pending announcement.)

Criminal Investigations Unit
Aguilar, Teresa
Bahl, Brian
Esqueda, Juan
(4th Quarter pending announcement.)

Support Services Unit
McMurdo, Katie
Baughman, Cindy
Cameron, Dennis
(4th Quarter pending announcement.)

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 2014 employee of the year is Pending announcement.

The following employees were promoted in 2014.

Promotions:

Kevin Bost	Sergeant	Jennifer Archuleta	Supervisor
Sarah Huling	Sergeant	Chris Felton	Sergeant
Lindsay Krug	Manager	Steve Nelson	Manager
Christine Padilla	Supervisor		
Gentry Roth	Supervisor		
Ian Thompson	Sergeant		

END OF REPORT

REVIEW / APPROVAL

Undersheriff: R. Fleer Date: 1-21-15

Sheriff: [signature] Date: 1/23/15

Distribution: ☒ Sheriff ☒ Undersheriff ☐ Accreditation (signed copy)