



**Administrative Investigations Unit**  
**2017 Year End Report**

**Sergeant Mark Arnold**  
**Investigator Matt Britt**  
**Investigator Lloyd Ackerman**  
**Administrative Coordinator Gretchen Friesen**

A handwritten signature in blue ink, appearing to be "M. Britt".

AM  
4/11/18

*Gretchen Friesen* #1160 2-15-18

The Jefferson County Sheriff's Office Mission Statement calls for a partnership with the community, promoting mutual trust and respect. The Administrative Investigations 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 Administrative Investigations 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 Administrative Investigations Unit ensures that all internal issues are professionally processed in a manner determined by set policy.

One of the Administrative Investigations Unit's 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 be, "honest, forthright and courageous in all we do. We are accountable to the public and ourselves." A professional workforce does not operate in a manner unspecified by policy or with favoritism. The Administrative Investigations 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 Administrative Investigations Unit for the year 2017.

The Administrative Investigations Unit is comprised of one sergeant, two investigators, and one administrative coordinator.

### **Complaints**

In 2017, Administrative Investigations investigated 58 complaints. All complaints have reached a final disposition with the exception of 11 cases that remain in the review process. A new policy that was adopted in 2008 allowed Administrative Investigations to recommend certain complaints for mediation. In 2017, one case was referred to County Mediation Services.

Complaints received by Administrative Investigations Unit are classified into one of the following six categories: Demeanor, Failure to Perform (FTP), Criminal, 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	2015	2016	2017
DEMEANOR	15	8	9
FAILURE TO PERFORM	29	37	34
CRIMINAL	4	1	5
EXCESSIVE FORCE	1	4	5
MISCONDUCT	36	38	26
DISHONESTY	2	1	1
<b>TOTAL</b>	<b>87</b>	<b>89</b>	<b>80</b>

In 2017 there was a decrease in the number of complaints overall when compared to complaints in 2016. The number of complaints received does not equal the number of cases because there can be multiple employees involved in a single case.

### 2017 Complaint Dispositions by Division

DIVISION	Complaint Cases <sup>1</sup>	Substantiated	Un-Substantiated	MNBOC	Exonerated	Unfounded	Under Review	Under Invest.
PAT	25	5	5	2	6	3	4	0
DET	23	9	1	0	4	3	6	0
INV	1	1	0	0	0	0	0	0
SUP	9	4	1	0	1	2	1	0
<b>TOTAL</b>	<b>58</b>	<b>19</b>	<b>7</b>	<b>2</b>	<b>11</b>	<b>8</b>	<b>11</b>	<b>0</b>

<sup>1</sup>Multiple employees involved in a single case with different dispositions (58 cases involving 80 employees).

### Types of 2017 Detentions Allegations Received by Source<sup>2</sup>

TYPE	Internal	External
Biased Based Policing	0	0
Criminal	3	0
Demeanor	2	0
Dishonesty	0	0
Failure to Perform	0	8
Misconduct	7	8
Use of Force	0	1
<b>Total</b>	<b>12</b>	<b>17</b>

<sup>2</sup>Multiple allegations involved in a single complaint.

### Types of 2017 L.E. Allegations Received by Source<sup>3</sup>

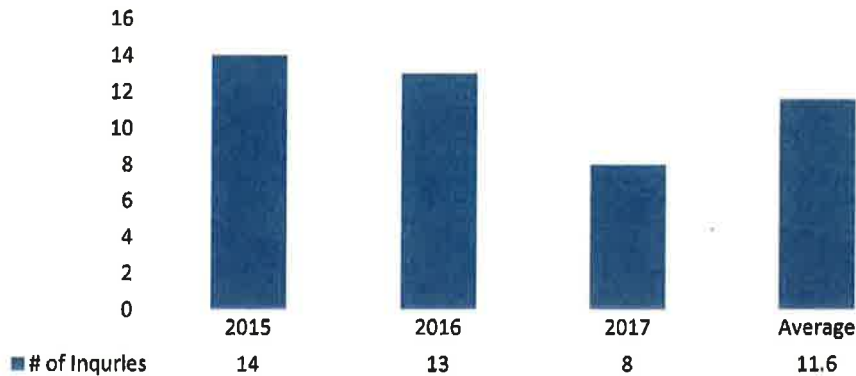
TYPE	Internal	External
Biased Based Policing	0	0
Criminal	0	1
Demeanor	6	1
Dishonesty	0	1
Failure to Perform	16	10
Misconduct	7	2
Use of Force	0	2
<b>Total</b>	<b>29</b>	<b>17</b>

<sup>3</sup>Multiple allegations involved in a single complaint.

### Inquiries

Administrative Investigations also processes all inquiries wherein a citizen may have a question about a policy or a procedure of the agency. In 2017, eight (8) inquiries were investigated. Three (3) inquiries are in the administrative review process. The remaining five (5) have been finalized.

### 3 Year Inquiry Comparison



### Dispatch Liability Incidents (PSCAP Std. 2.2.5)

During 2017 there were four (4) incidents involving agency liability within the Communications Unit.

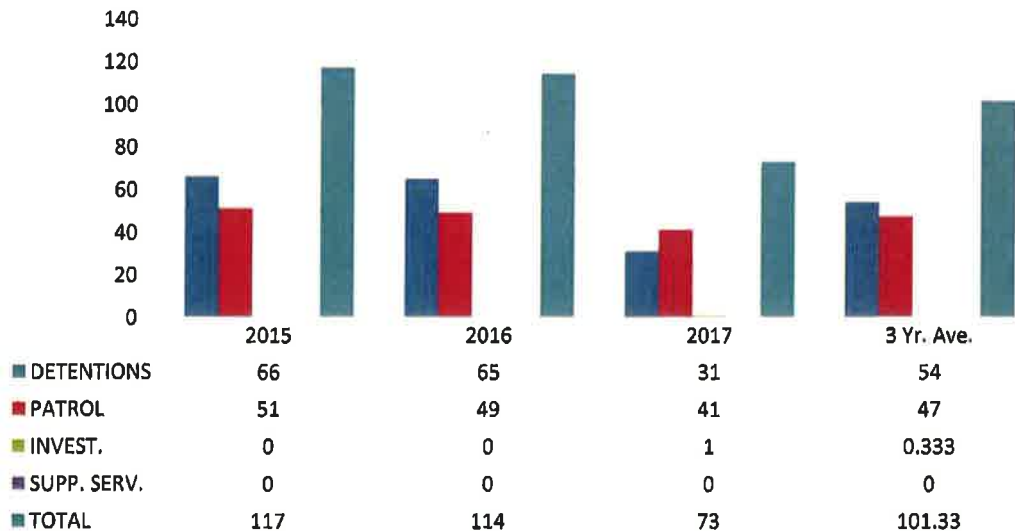
## Vehicle Pursuits

Six (6) vehicle pursuits were initiated in 2017. All were initiated by Patrol Division deputies. After review by Command Staff, three (3) pursuits were found to be non-compliant with policy. One (1) is still being reviewed and two (2) were found to be in compliance with policy. Both found in compliance ended with a PIT maneuver being done on the suspect's vehicle bringing the pursuit to a conclusion. No deputies were injured in the pursuits. In each case of the non-compliant pursuits the deputies involved received additional training. A Vehicle Pursuit Review Form was completed for each of the pursuits and reviewed by the involved deputy's sergeant before being forwarded to the precinct lieutenant, precinct captain, division chief, undersheriff and sheriff. This process yields an enhanced detailed review of each pursuit.

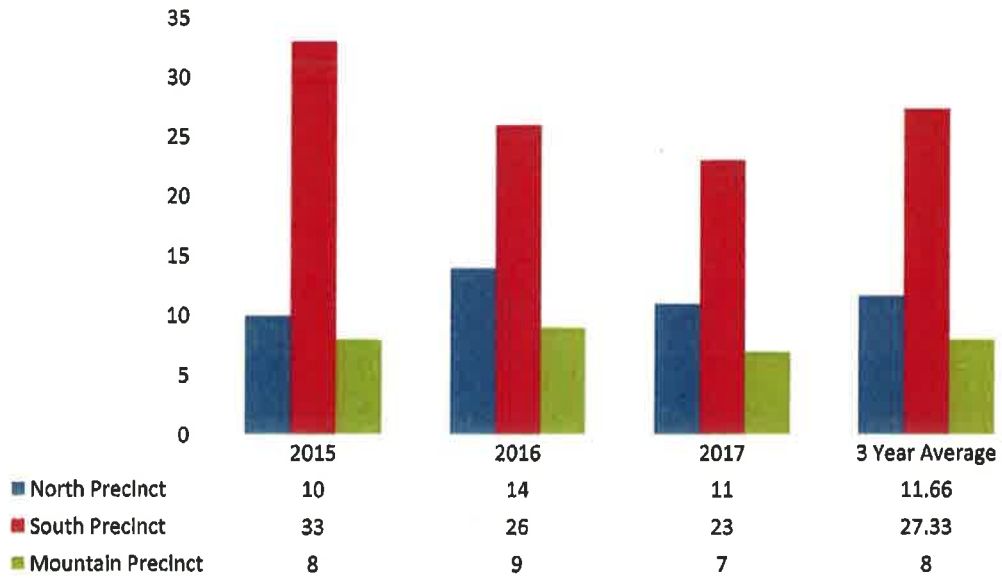
## Use of Force

There were 83 Use of Force reports tracked by the Administrative Investigations Unit in 2017. Ten (10) of the reports, were initiated by Patrol deputies for the downing of mortally wounded wildlife before a change in reporting was made. Patrol reported forty one (41) non-wildlife uses of force. The Detentions Division reported thirty one (31) uses of force. There was one (1) uses of force reported for the Criminal Investigations Division and none for the Support Services Division.

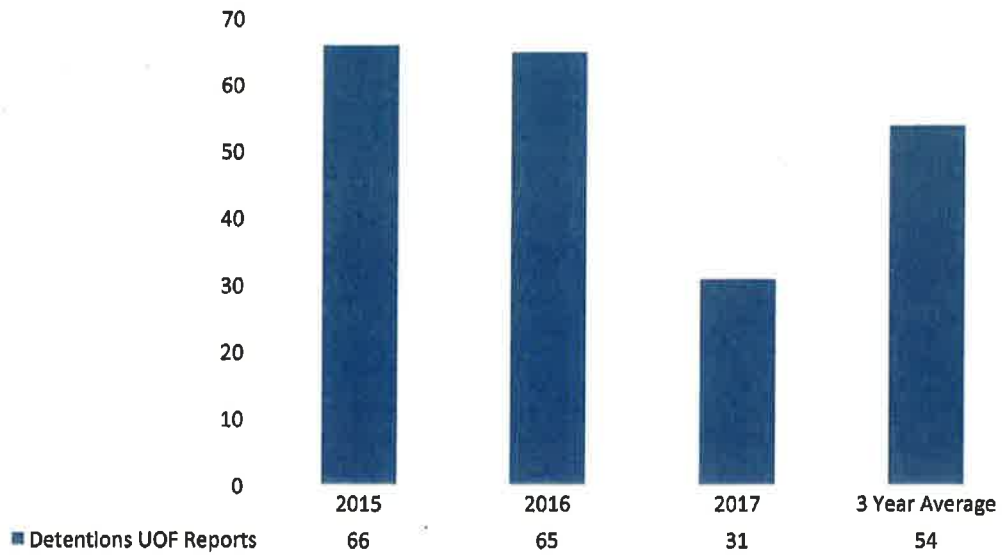
### UOF Reports by Division 3 Year Comparison



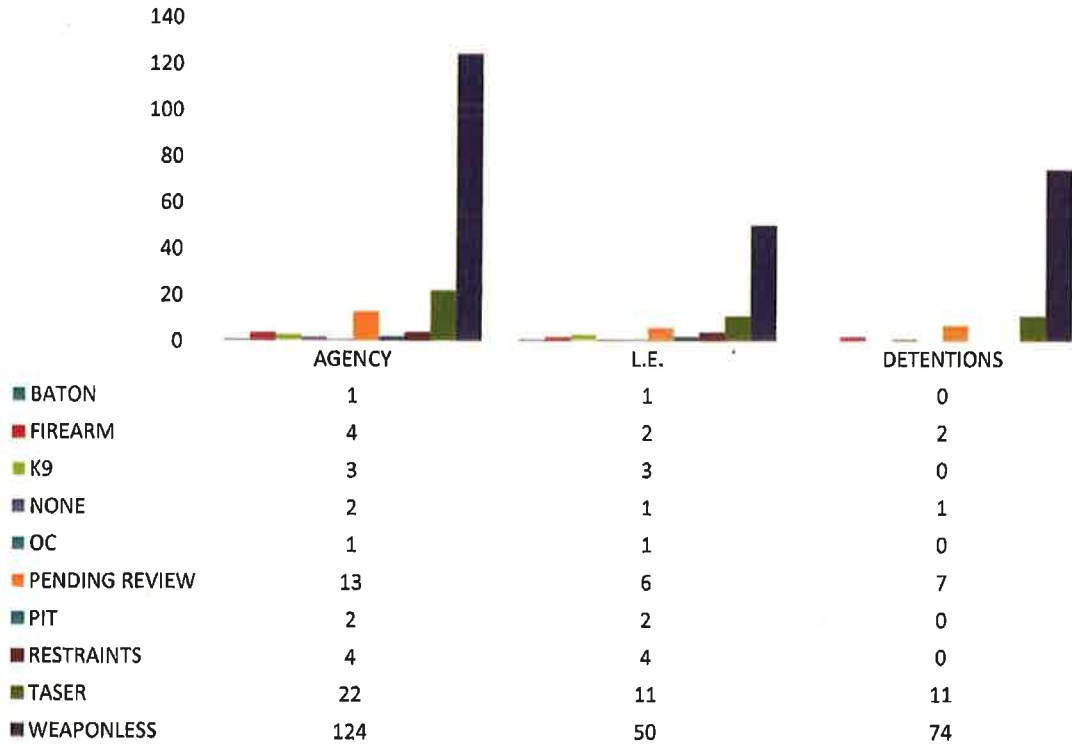
### Patrol UOF Reports by Precinct 3 Year Comparison



### Detentions UOF Reports 3 Year Comparison



### 2017 UOF by Type



### Damage to County Property

During 2017, there were ninety (90) Damage to County Property vehicle accidents, fourteen (14) more than in 2016.

### 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 could otherwise be overlooked.

Policy directs the Administrative Investigations Unit 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 2017 there were a total of twenty one (21) PEWS evaluations department wide concerning twenty (20) individuals.

### **Mediation**

In 2017, one case was referred to County Mediation Services. The Administrative Investigations Unit does not track mediation cases after referral.

### **Civil Summary**

Administrative Investigations is the collection point for all civil actions filed against the sheriff's office. In 2017, there were eighteen (18) new notices of claims. Currently there are thirty one (31) pending civil actions being tracked by the County Attorney's Office, dating back to 2015.

### **Commendation and Award Summary**

The Administrative Investigations Unit is the collection point for all commendations. In addition to commendations for employees, commendations for citizens are accepted. An annual Awards Recognition Ceremony is held in the spring. Below is a summary of the commendation awards for 2017.

#### **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 seventeen (17) coins awarded by employees to citizens during 2017.

#### **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. Forty-five (45) of these awards were redeemed in 2017.

#### **Commendations:**



All commendations for employees are tracked in Administrative Investigations. Commendations are accepted in all forms with most coming in as letters, phone calls or emails. A total of 524 commendations for employees were processed in 2017.

**Exemplary Awards:**

Any employee can nominate someone for an exemplary award 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. For deeds in 2017, awardees will be recognized at an annual Exemplary Award Event scheduled for March 1<sup>st</sup>, 2018:

Life Saving	11 Awards	Active Combat	2 Awards
Professional Conduct	2 Awards	Commander/Manager of the Year	1 Award
Citizen Citation of Merit	10 Awards	Paul Miller Commendation	1 Award
Sheriff's Innovation Award	1 Award	Divisional "of the Year" Awards	16 Awards
Leadership Excellence	1 Award	Community Partnership	3 Awards
Community Service	1 Award	Of the Year Award	2 Awards
Citizen Commendation	11 Awards	Distinguished Service	7 Awards
Sheriff's Star	1 Award		

**Years of Service Awards:**

All sheriff office employees are recognized for years of service. Starting at twenty-five (25) years of service, employees are recognized at a yearly Exemplary Awards Ceremony.

In 2017, the Sheriff's Office had twenty seven (27) employees meet this milestone in their careers for a combined 770 years of service.

25 Years of Service	12 Employees
30 Years of Service	12 Employees
35 Years of Service	2 Employees
40 Years of Service	1 Employees

**Promotions:**

Thirteen employees were promoted in 2017.

- Ryan English to Database and System Administrator Supervisor
- Kevin Garcia to Communications Dispatch Supervisor
- Sarah Haggerty to Communications Dispatch Supervisor
- Jennifer Dow to Animal Control Supervisor
- Joshua Eveslage to Sergeant
- Scott Steinman to Crew Lead

James Lucas to Captain  
Grant Mason to Detention Compliance Manager  
Art Briles to Sergeant  
Carrie Spaich to Sergeant  
Brad Ingermann to Sergeant  
Steve Wygant to Lieutenant  
Rick Lehl to Detention Program Supervisor

**END OF REPORT**

REVIEW / APPROVAL

Undersheriff: P. Meadows Date: 4/15/18

Sheriff: \_\_\_\_\_ Date: \_\_\_\_\_

Distribution:  Sheriff  Undersheriff  Accreditation (signed copy)