

# JACKSONVILLE SHERIFF'S OFFICE

## ANNUAL REPORT

### 2017





# IMPORTANT NUMBERS

All numbers have a (904) area code

Jacksonville Sheriff's Office  
501 E. Bay Street, Jacksonville, FL 32202  
General Information: 630-7600

## EMERGENCY (TTY Services Available)

Non-Emergency	9-1-1
JSOCrimeTips@jaxsheriff.org	630-0500
General Information	630-7600
Jail Information	630-5787
Administration	630-2120
Internal Affairs	630-2187
Public Relations & Information	630-2133
Public Records Request	jaxsheriff.org

## DEPARTMENT OF CORRECTIONS

Fugitive Unit	630-2180
Jacksonville Re-Entry Center	301-2400
Pre-Trial Services Unit	301-2436

## PATROL SUPPORT DIVISION

Crime Prevention	630-2098
Safety Education Officers	630-2160
Sheriff's Watch	630-2162
Special Events	630-2196
Civil Process Unit	630-2141
Police Athletic League	854-6555

## PATROL DIVISION

Zone 1	630-2190
Zone 2	924-5361
Zone 3	726-5100
Zone 4	538-9902
Zone 5	573-3165
Zone 6	470-8900
	696-4335

## HOMELAND SECURITY DIVISION

Narcotics/Vice 630-0449

## INVESTIGATIONS DIVISION

Aggravated Battery Unit	630-2170
Auto Theft Unit/Marine Theft	255-2626
Burglary Unit	630-2173
Cold Case	630-2175
Economic Crimes	630-1157
Homicide Unit	630-2177
Interagency Investigations	630-2172
Intimate Violence Enhanced Services Team	255-7519
Missing Persons Unit	588-0201
Robbery Unit	630-2627
Special Assault Unit	630-2179
Traffic Homicide Unit	630-2168
Victim Services Coordinators	630-2178
	630-1764

## SUPPORT SERVICES DIVISION

Alarm Registration	630-2205
Central Records Unit	1-877-883-0677
Property and Evidence	630-2209
	588-0005

## HUMAN RESOURCES DIVISION

Recruitment	630-2134
	JoinJSO.com
<i>The Jacksonville Sheriff's Office is an Equal Opportunity / Equal Access Employer.</i>	
Training Academy	713-4900

Facebook.com/JacksonvilleSheriffsOffice

Twitter.com/JSOPIO (JSO's Account)

Twitter.com/JSOSheriff (Sheriff's Account)

YouTube.com/JAXSHERIFF

Instagram.com/JAXSHERIFF

Periscope.tv/JSOPIO

Snapchat: JAXSHERIFF

Nextdoor.com

Mobile App: JAXSHERIFF (FL)  
Free mobile app available on Android and iOS devices  
Learn about upcoming special event road closures, submit tips, receive alerts and more!

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## MESSAGE FROM SHERIFF WILLIAMS

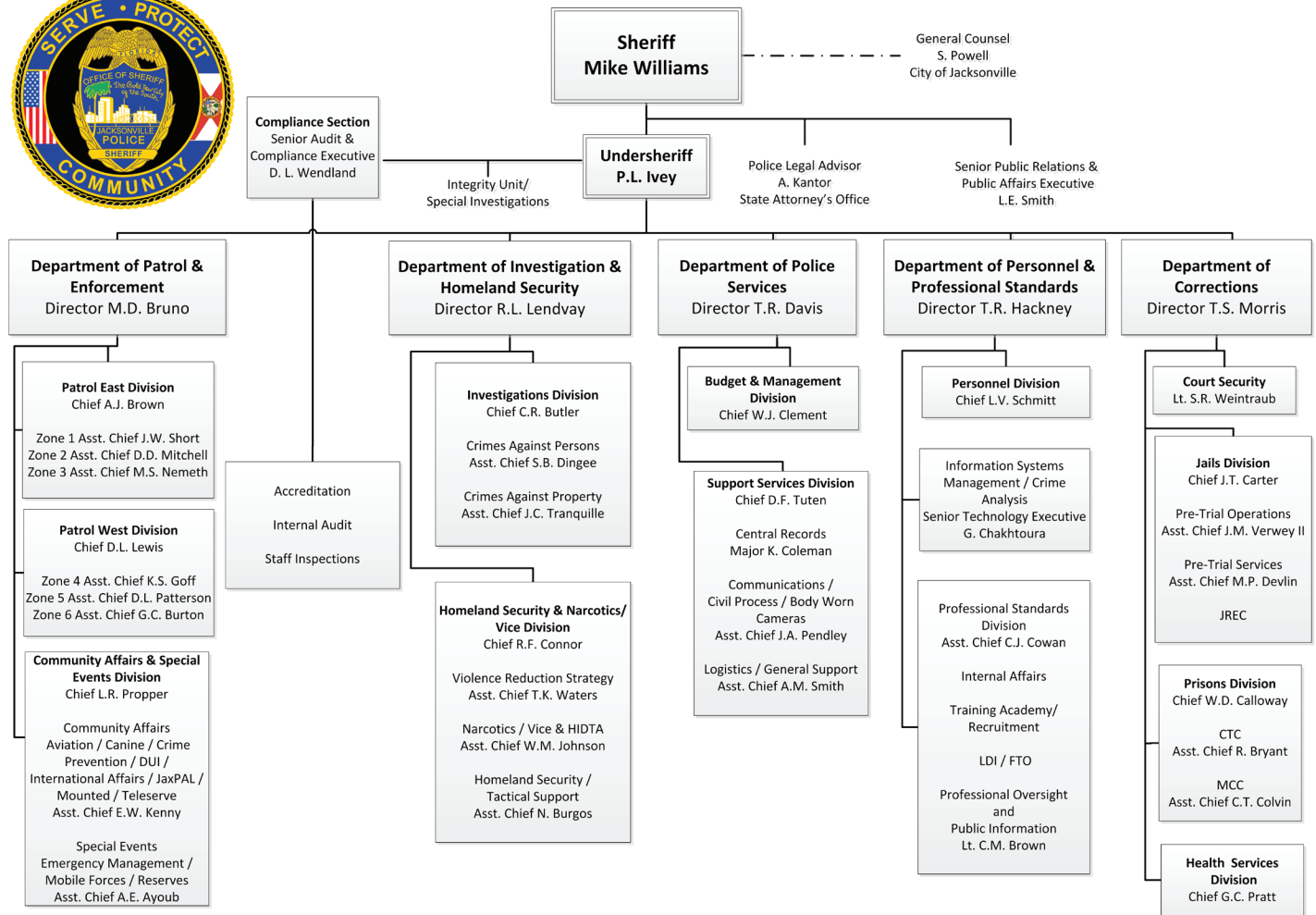
I am proud of all we accomplished in 2017. It was another momentous year for the Jacksonville Sheriff's Office (JSO) and our great city. Here in Jacksonville, our agency is fortunate to have a strong partnership with our Mayor, our City Council and YOU, the citizens. Together, we are investing the critical resources needed to drive down crime in our community: officers and technology.

The men and women of the JSO are steadfast in their commitment to maintaining the course to drive down violent crime. I am equally committed to continuing to seek out ways to enhance our approaches to further prevent crime in our city. Even though we are still in the early stages of our efforts, the needle is moving. We are by no means where we want to be but, together we are headed in a better direction. Better for our families, our neighbors and our future.

We recognize that Jacksonville's success depends on the involvement of citizens from every neighborhood in the city, and every walk of life. I invite you to learn more about the JSO in the pages ahead, as well as at your neighborhood's next Sheriff's Watch meeting. Join us in the momentum. Together as partners, we will foster the key ingredients desired to make Jacksonville an even more vibrant community for all who live here.

*Sheriff Mike Williams*





## JSO MISSION / VISION / CORE VALUES:

The mission of the Jacksonville Sheriff's Office is to serve and protect in partnership with our community.

The vision is to create a crime-free environment, driven by partnerships with empowered citizens, fostering a vibrant community and the success of all individuals.

The core values which drive our actions are:

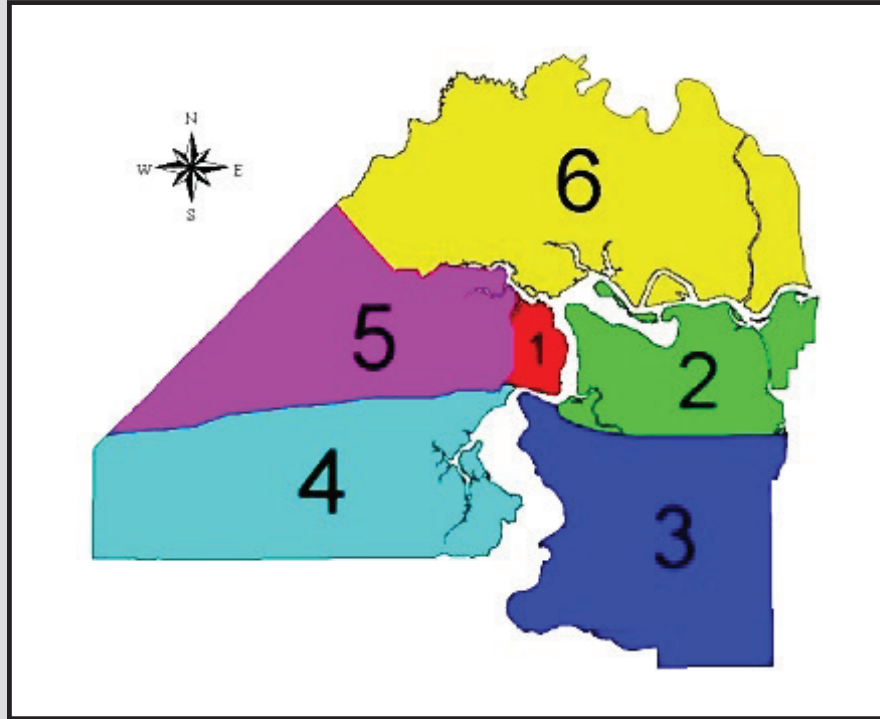
- Always improving
- Community Focused
- Respect for Each Other
- Worthy of Trust

## EXCEEDING THE STANDARD



Compliance and accreditation ensures best practices as measured to state and national levels by adhering to standards established in the industry specific accrediting bodies. In June of 2017, our Inspections/Accreditation team facilitated the annual Florida Model Jail Standards (FMJS) inspection, demonstrating full compliance. In August, JSO received a "flawless" assessment from the Commission for Florida Law Enforcement Accreditation (CFA). And in December, we had a very successful assessment with the Commission on Accreditation for Law Enforcement Agencies, proving compliance with 385 standards.

# JACKSONVILLE SHERIFF'S OFFICE PATROL SUBSTATIONS MAP OF SIX POLICE ZONES IN DUVAL COUNTY, FLORIDA



## **ZONE 1**

Gateway Town Center  
5258-13 Norwood Ave.  
Jacksonville, FL 32208  
Phone: 924-5361 • Fax: 924-5371  
Hours: 8 a.m. to 5 p.m., Monday - Friday  
Email: JSOzone1@jaxsheriff.org

## **ZONE 2**

Regency Square  
9501 Arlington Expressway  
Jacksonville, FL 32225  
Phone: 726-5100 • Fax: 726-5103  
Hours: 8 a.m. to 5 p.m., Monday - Friday  
Email: JSOzone2@jaxsheriff.org

## **ZONE 3**

8875 Liberty Ridge Drive – Suite 110  
Jacksonville, FL 32256  
Phone: 828-5463 • Fax: 828-5465  
Hours: 8 a.m. to 5 p.m., Monday - Friday  
Email: JSOzone3@jaxsheriff.org

## **ZONE 4**

Cedar Hills Shopping Center  
3726 Blanding Blvd.  
Jacksonville, FL 32210  
Phone: 573-3165 • Fax: 573-3174  
Hours: 8 a.m. to 5 p.m., Monday - Friday  
Email: JSOzone4@jaxsheriff.org

## **ZONE 5**

Edward Waters College  
1767 Kings Rd.  
Jacksonville, FL 32209  
Phone: 384-8028 • Fax: 384-8610  
Hours: 8 a.m. to 5 p.m., Monday - Friday  
Email: JSOzone5@jaxsheriff.org

## **ZONE 6**

Highland Square Shopping Center  
936 Dunn Ave.  
Jacksonville, FL 32218  
Phone: 696-4335 • Fax: 696-4339  
Hours: 8 a.m. to 5 p.m., Monday - Friday  
Email: JSOzone6@jaxsheriff.org

# 2017 BY THE NUMBERS



**1,495,966**  
Calls From Citizens

**805,754**

Police/Citizen Interactions



Contacts are created any time JSO officers interact with a citizen, whether called to a scene OR an individual officer comes upon a scene requiring further investigation (on-view).

**484,162**  
Dispatched  
Calls



**321,592**  
Officer  
On-View



**36,994** Arrests

Arrests were made in 4.59% of all Police/Citizen Interactions completed.  
*(1 in 25 per capita)*

**Traffic Citations:**



**96,650**  
Issued

**Traffic Crashes:**



**27,624**

**Traffic Warnings:**



**21,432**  
Issued

**Traffic Fatalities:**



**164**



## Fighting Crime by the Numbers

Firearms Recovered  
**321**



Kilograms of Cocaine Seized

**41.8**



Kilograms of Heroin Seized

**16.3**



Pounds of Marijuana Seized  
**1255.3**



U.S. Currency Seized  
**\$755,417.00**

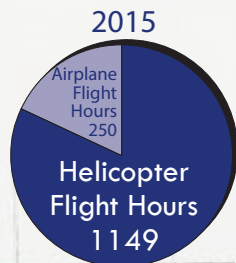


# AVIATION UNIT

The Jacksonville Sheriff's Aviation Unit logged 1,906 helicopter flight hours, and handled or supported ground units on 1,583 dispatched calls and 4,630 on-view calls for police service

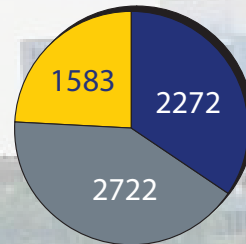


## Flight Hours



2015 2016 2017

## Helicopter Calls for Service



2015 2016 2017

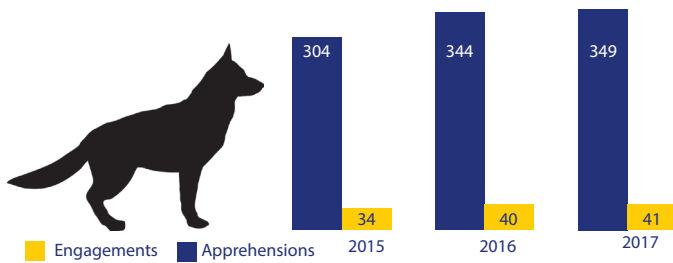


# CANINE UNIT

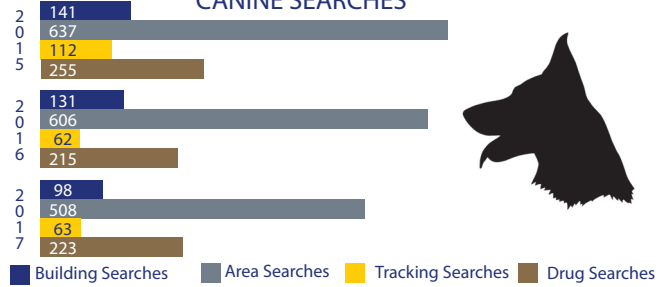
The JSO Canine Unit, Narcotics Unit, and other agencies were responsible for the seizure of \$610,011 in U.S. currency obtained or utilized during illegal narcotic transactions. Additionally, approximately 17,049 grams of cocaine, and 524 grams of heroin were seized. JSO canine officers conducted 45 community demonstrations, and more than 3,800 hours of formalized training. Officers assigned to the Canine Unit handled over 1,130 dispatched calls-for-service, and conducted more than 115 protective and investigative explosive sweeps. The Canine Unit was directly responsible for a total of 349 suspect apprehensions.



CANINE APPREHENSIONS & ENGAGEMENTS  
Number of Events



CANINE SEARCHES



# SPECIAL EVENTS DIVISION

In 2017, more than 3.1 million people attended events in Downtown Jacksonville. The JSO Special Events team was involved in providing security and support for over 4,000 community organized events. The Special Events Unit not only manages football events for the Jaguars, Florida/Georgia, and TaxSlayer Bowl games, but they also coordinate parades and holiday festivities. The Special Events Unit was involved in the planning and delivery of:

- On December 30th, Jacksonville hosted the TaxSlayer Bowl at EverBank Field. There were over 40,000 fans in attendance.
- On February 12th, more than 5,000 runners participated in the 26.2 with Donna National Marathon for the fight against Breast Cancer.
- On February 18th & 19th, Jacksonville played host to the Monster Truck Jam, located at EverBank Field. There were 60,000 fans in attendance for this large annual event.
- On March 11th, the 40th Annual Gate River Run started and finished at EverBank Field. There were over 20,000 runners for the annual event.
- On May 26th, 27th & 28th, The Jacksonville Jazz Festival had thousands of spectators converged on downtown Jacksonville each day during this event. The Jacksonville Jazz Festival has been recognized as one of the largest jazz festivals in the United States.
- On October 28th, Jacksonville hosted the Florida vs Georgia game at EverBank Field. There were over 70,000 fans in attendance.



# COMMUNITY AFFAIRS DIVISION

## CRIME PREVENTION

The Crime Prevention Unit achieves its goals through a series of programs and services including, but not limited to:

- Annual Sheriff's Watch, Neighborhood Watch Coordinators and National Night Out events;
- Monthly Sheriff's Watch meetings in 19 areas of the city reaching **3,064** advisors;
- Sheriff's Watch - Neighborhood and Sheriff's Watch - Business



During 2017, the Crime Prevention Unit organized and presented **605** safety/crime prevention programs to various groups and venues throughout Jacksonville. There were also **116** community walks held all over Jacksonville. The programs included:

- Child safety presentations such as “Officer Friendly”, Anti-Bullying, and “Stranger Danger” to local youth groups and education organizations;
- Home and business security surveys;
- Identity Theft prevention presentations;
- Auto Theft and Auto Burglary prevention presentations;
- Burglary and Robbery prevention presentations;
- Civilian Firearm Familiarization classes;
- Crime Prevention Through Environmental Design (CPTED);
- A variety of safety lectures for local citizen, business, community, religious and education groups as well as other government agencies.



# School Safety Education

During the month of June, 1,624 people from 71 public and private schools participated in this year's trips to Washington D.C. Duval County Public School System (DCPS) which consists of 106 elementary schools.

The following represents the programs and activities presented during 2017:

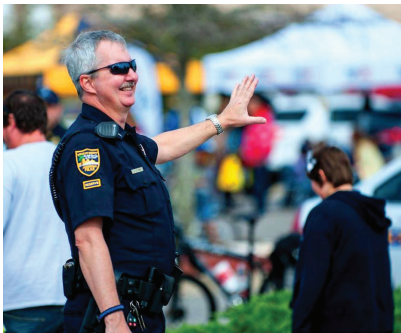
Officer Friendly	Traffic Safety Meeting
Stranger Danger	Substance Abuse
Washington D.C. Trip Meetings	Shop with Sulzbacher Children
Safety Patrol Training	Bullying and Sexting
Explorer Training and Events	Sheriff's Watch Events
Police and Youth	Girl Scouts
School Crossing Guard Training	Shop with a Cop

## Police Explorer Program

Jacksonville currently has two Explorer Posts (Post 948 and Post 949). These Posts have been assigned to the Community Affairs Division since June 1997. The Explorer Cadet Academy began on April 4, 2017, with 20 cadets. Eleven cadets graduated on June 6, 2017, and achieved Explorer status.

## JSO RESERVES

The Jacksonville Sheriff's Office Police Reserve Program is comprised of 96 volunteer reserve officers. These officers are required to work 60 hours each quarter (240 hours per year). The Reserve Unit volunteered for a total of **37,699** hours in 2017.



  
**\$2,420,688**  
 in Unpaid Time

We invite all interested in becoming a Police Explorer or Reserve Officer to learn more at 904.630.2160 or [JSOCommunityAffairs@jaxsheriff.org](mailto:JSOCommunityAffairs@jaxsheriff.org).

# The SOCIAL Side of JSO

**facebook**  
170,057  
**Like**

**f** Facebook.com/JacksonvilleSheriffsOffice

**You Tube** 1,807,742 views  
2,458 subscribers

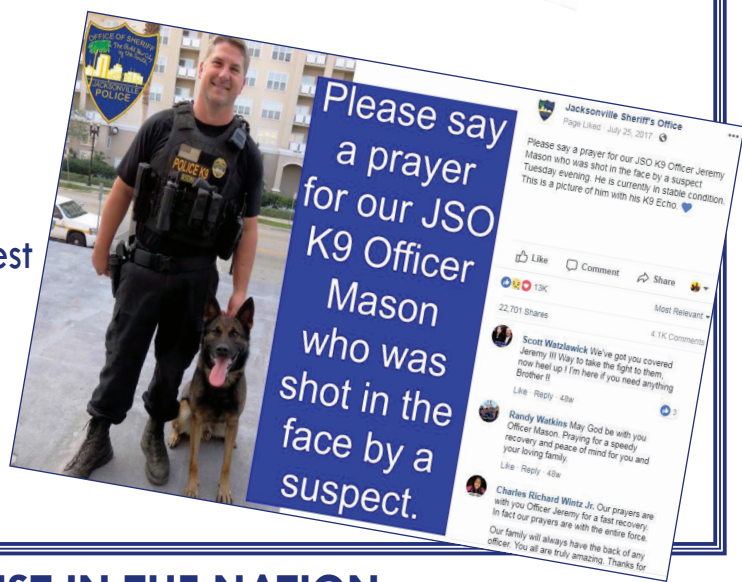


**Instagram**  
24,119 followers

Post with Largest Audience of People Reached: 2,537,263

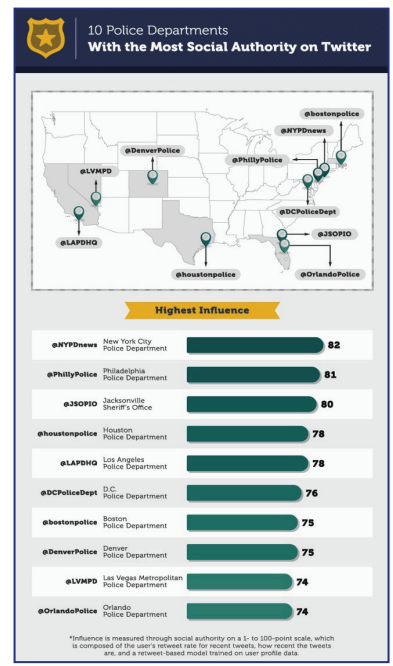
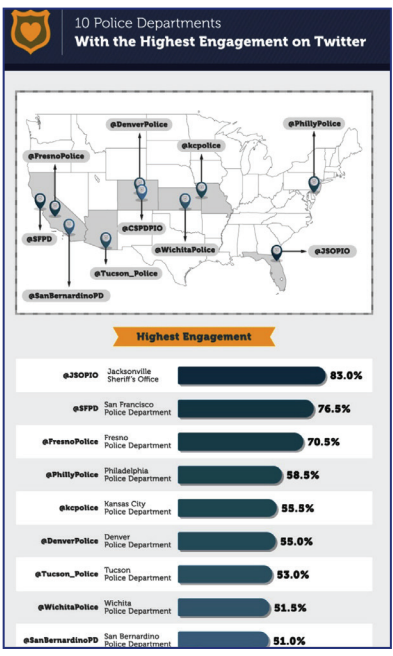
109,790 followers

**twitter** Twitter.com/JSOPIO (JSO's Account)  
Twitter.com/JSOSheriff (Sheriff's Account)



## JSO RANKS AS THE BEST IN THE NATION

- #HighestEngagement on TWITTER - @JSOPIO ranks 1st
- #BiggestPresence on TWITTER - @JSOPIO ranks 2nd
- #HighestInfluence on TWITTER - @JSOPIO ranks 3rd



# EMERGENCY PREPAREDNESS

The Emergency Preparedness Unit (EPU) provides logistical support for other Jacksonville Sheriff's Office units, responds to large scale incidents to provide assistance as part of an Incident Management Team, and works with other city agencies, non-governmental organizations and regional and state partners in the planning and preparing for response to all hazards, natural and man-made, which could occur within our jurisdiction. Officers assigned to EPU responded to the following unplanned incidents assisting in Incident Management:

- Hurricane Irma
- Florida Keys Recovery
- Assisting with Hurricane Irma recovery in Orlando
- Community First Hostage Rescue
- Duval Food for Florida (Hurricane Irma Relief)
- Trump Tax Release protest
- Tornado damage in Mandarin

## Totals:

- EPU deployments: 14
- Out of county: 5
- Training Class Conducted: 13
- Trainings Attended: 11

## Event Spotlight

# HURRICANE IRMA

September 6-13, 2017



Total Employees Hours  
for Activation/Response:  
**129,796**

The Jacksonville Sheriff's Office Facebook had a reach of **3,055,200** people during the timeframe of the entire storm.

Direct engagement on the Jacksonville Sheriff's Office Facebook page was **473,000** people.

# The POLICE ATHLETIC LEAGUE of Jacksonville



The guiding purpose of JaxPAL has always been to foster positive relationships between law enforcement officers and the children of our community. While the purpose has remained the same over the years, the strategies to achieve that purpose have adapted to the changing needs of the children we serve. What started out as engaging kids through sports, has evolved into a focus on providing a solid educational foundation. The athletic programs are now one of many such initiatives that serve to support, empower, and encourage the children of our community.



**4,700+**

children served annually through our education, athletic, leadership and outreach programs



**45**

years JaxPAL has been helping youth become educated, safe, healthy, and productive citizens




**5,659**

hours of positive engagement between police officers and JaxPAL youth in 2016

## Education

## Athletics

We are working to bridge the achievement gap by providing our students with the highest quality educational support. Our afterschool and summer camp programs utilize STEAM-based activities designed to support academic achievement. Our holistic approach to student success also includes mentorship, homework assistance, recreational activities, nutrition, and mental health counseling.

**98%**   
students promoted to the next grade level

**88%**   
students maintained or increased their knowledge in reading

**87%**   
students maintained or increased their knowledge in math

Participating in sports provides many benefits to youth, including: increased self-esteem, developed social skills, and improved health and productivity. JaxPAL's youth sports teach our athletes the value of teamwork, dedication, and hard work, providing them with skills necessary to build a bright, successful future. We offer basketball, tackle and flag football, boxing, track and field, and cheerleading.

**2,350+**   
youth participated in sports leagues and camps

**2,484**   
hours donated by volunteers

**148**   
total number of volunteers

# Teen Leadership

# Outreach

Today's teens are tomorrow's leaders; their success is our success. Our teen leadership program is dedicated to ensuring that our teens have the professional skills needed to become successful leaders. Our teens participate in community service projects, attend leadership workshops, and organize their own meetings, all with the support and guidance of JSO officers as mentors.

**100%**   
teens promoted to the next grade level

 **100%**  
seniors graduated and went on to college or trade school

**291**   
hours of hands-on job experience

Unfortunately, we cannot fit all of the youth who need us into the walls of our five sites. That's why we have developed an outreach program that brings our mission and resources out into the community. Our MobilePAL, DNA Unique, Friday Night Live, and Lunch with a PAL initiatives bring officers and youth in our community together for positive interactions and constructive dialogue.

 **1,419**  
youth engaged through MobilePAL

**300**   
girls and boys empowered at DNA Unique and Friday Night Live

 **65**  
teens engaged through open conversations during Lunch with a PAL



# INVESTIGATIONS & HOMELAND SECURITY

## SPECIAL WEAPONS AND TACTICS (SWAT)

The JSO SWAT Team is staffed by a total of 72 members, including tactical officers, medical staff, command staff, and support personnel. Members assigned to each squad have a variety of specialized training, to include breaching, less-lethal munitions, chemical munitions, and precision marksman operations.

The SWAT team trains weekly and, at least 600 hours annually at various locations around the city. SWAT Team members also attend advanced training courses from outside sources around the country. This commitment to training and excellence sets the JSO SWAT Team apart and ensures that their operational capability is second to none.

The JSO SWAT team is recognized as a Tier 1 Team by the Regional Domestic Security Task Force (RDSTF). With the support of the United States Department of Homeland Security and the Florida Department of Law Enforcement, the JSO SWAT team continues to equip, train, and prepare its personnel to respond to chemical, biological, radiological, nuclear, and explosive (CBRNE) incidents.

### 2017 Activations:

Barricaded Subject Callouts: 14

High-Risk Search Warrants: 50

Training Days: 75

Demonstrations /Presentations: 13

Special Event QRFs (Enhanced Security): 29



## MARINE UNIT & DIVE TEAM

JSO's Marine Unit is responsible for maritime safety by patrolling the many waterways in our community and enforcing applicable laws in Duval County. In addition to patrolling the waterways and responding to search/recoveries, the Marine Unit investigates thefts of vessels, alteration of Hull Identification Numbers, title fraud cases, narcotics trafficking, and manatee protection initiatives. As most of these cases are multi-jurisdictional, the Marine Unit works closely with other local, state, and federal agencies that patrol the waterways. The Marine Unit also identifies derelict vessels that are junked

and/or abandoned which are tagged and removed from our waterways. The Marine Unit plays an important role in the many special events hosted by Jacksonville. From fishing tournaments to boat parades to football games and fireworks events, the Marine Unit patrols diligently to ensure the safety of all participants.

A designated Tier One Team by the Regional Domestic Security Task Force, the JSO Dive Team responded to over 70 call-outs in 2017 and partnered with the U.S. Coast Guard to conduct underwater sweeps of the ports. Whether recovering victims or evidence, the Dive Team is available for call-out anytime. The Dive Team plays an important role in post-hurricane operations. From swift-water rescues to damage assessments of the bridges, the JSO Dive Team members are valuable members on our city's waterways.





# HAZARDOUS DEVICES UNIT

The JSO Hazardous Devices Unit (Bomb Squad) is trained to investigate and adjudicate the following: suspicious packages or devices on land and/or in maritime environments, homemade explosive labs, Chemical, Biological, Radiological, Nuclear (CBRNE) dispersal devices, unexploded military ordnances, post-blast investigations, and dignitary or special event protection.

The Hazardous Devices Unit administers the national Preventative Radiological & Nuclear Detection (PRND) program by providing equipment and training to other JSO officers and law enforcement partners in the region. The Hazardous Devices Unit also deploys radiation detection devices in key areas and maintains the capability to identify any anomalies detected and communicate those findings to national authorities. The Hazardous Device Unit is recognized as a Tier One Team by the Regional Domestic Security Task Force (RDSTF). With the support of the United States Department of Homeland Security, the Florida Department of Law Enforcement, the FBI, and the Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF), the Hazardous Devices Unit continues to equip, train, and prepare its personnel to respond to suspicious devices, maritime operations, and military ordnance and CBRNE incidents.

## 2017 Activations:

- Call-Outs: 68
- Special Event QRFs (Enhanced Security): 38
- Protective Sweeps: 35
- Demonstrations / Presentations: 14



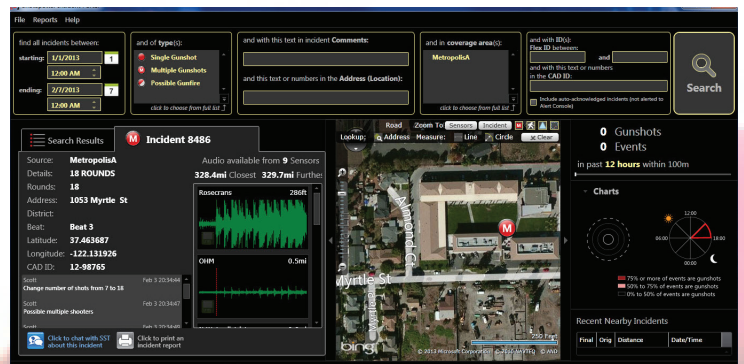
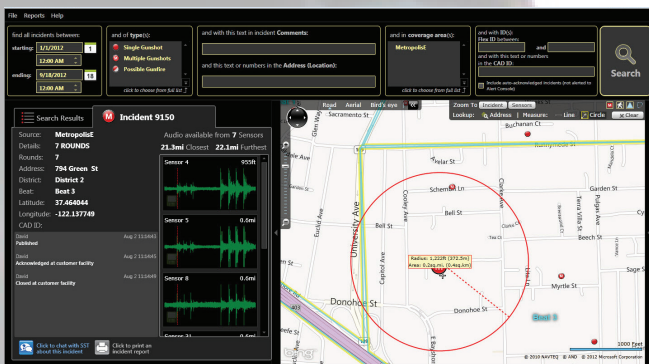
## ShotSpotter

The Tactical Support Unit is tasked with functions related to the ShotSpotter Gunfire Location System. ShotSpotter is intended to enhance the agency's ability to respond to and investigate violent crimes involving illegal gunfire in a fixed, five-square mile area around US-1 and I-95.

## 2017 ShotSpotter Activations:



- Total Activations: 468
- Activations with casings recovered at the scene: 106 with a total of 755 casings
- Arrests: 9



# CRISIS NEGOTIATIONS (CNU)

The JSO Crisis Negotiations Unit's mission is to peacefully resolve various crisis situations that involve the taking of hostages, suicidal individuals, or barricaded suspects that are wanted on felony criminal charges. The incidents handled by the CNU are often highly charged emotionally, and require an extraordinary amount of patience, self-control, perception, and creative problem-solving on the part of the negotiators. The CNU has consistently proven itself to be a professional, effective, and extremely successful component of the Jacksonville Sheriff's Office.

## 2017 Activations:

- SWAT Callouts: 14
- Training Days: 24
- Demonstrations / Presentations: 3



# NARCOTICS / VICE DIVISION

The Jacksonville Sheriff's Office Narcotics/Vice Division investigates all levels of narcotics activity, much of which is worked in coordination with the Investigations Division and the Patrol Division.

## Operation Cash Flow

Operation Cash Flow was a collaboration of the JSO Major Case Narcotics Squad, the State Attorney's Office, North Florida High Intensity Drug Tracking Area (HIDTA), Drug Enforcement Agency (DEA), Federal Bureau of Investigations (FBI), St. Johns County Sheriff's Office, Florida Highway Patrol (FHP), and the Postal Inspector. During a seven month investigation detectives identified and arrested 11 drug traffickers and issued arrest warrants for three additional suspects.

Detectives seized 8.3 kilograms of cocaine and 2 kilograms of heroin with a street value of more than a million dollars. In addition, detectives seized 5 firearms and 5 vehicles for forfeiture.

**Operation Cash Flow**

ARRESTED

 Nathan Hudson Trafficking Heroin	 Gregory Brown Trafficking Cocaine	 Johndre Richo Trafficking Heroin	 Onell Bowyer Trafficking Cocaine	 Christopher Williams Trafficking Cocaine
 Gregory Kleckley Trafficking Cocaine	 Robert Taylor Trafficking Heroin	 James Williams, II Trafficking Heroin	 Kyrol Witherspoon Trafficking Heroin	

WARRANT ISSUED

 Emaric Jackson Trafficking Heroin	 Bernard Brown Trafficking Heroin	 Wayne Norman Trafficking Heroin and Cocaine	 George C. Cooper Trafficking Heroin
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## Operation Big Apple

<p style="color: red; font-weight: bold; margin-bottom: 5px;">Arrested</p> <b>Maxwell Beatty</b> Search Warrant 11/24/15 \$5,081 cash 21.8g heroin Glock 30 pistol 62.9g steroids 142g marijuana Re-Arrested 6/22/16 .1g heroin .4g crystal meth \$510 cash \$720 gift cards (6) 2000 Chevy Blazer	<p style="color: red; font-weight: bold; margin-bottom: 5px;">Arrested</p> <b>Eric Don Bucasas</b> Search Warrant 2/28/17 2351 Sharon Lake Dr 49.6g heroin \$4,325 cash	<p style="color: red; font-weight: bold; margin-bottom: 5px;">Arrested</p> <b>Erik Salgado</b> Traffic Stop 9/22/17 I-95 S/Edgewood Ave \$3,005.32 cash 15.85lbs Heroin (15,810 packets)
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## Operation Big Apple

In 2017, Mid-Level Detectives concluded a year and a half investigation into a heroin trafficking organization. Detectives identified heroin being transported from New York to Jacksonville. Detectives were able to intercept a shipment that contained 20,000 individual doses of heroin valued at \$400,000. The operation resulted in the arrest of four drug traffickers.

# INTERNET CRIMES AGAINST CHILDREN

The Internet Crimes Against Children Task Force (ICAC) investigates crimes dealing with the transmission and reception of child pornography over the internet, and the solicitation of sex from children over the internet.

## Operation Watch Dog

In May 2017, the ICAC Unit conducted a Jacksonville-specific proactive undercover Chat Operation. The five-day operation was conducted with the assistance of the Gainesville Police Department, Orange Park Police Department, St. John's County Sheriff's Office, Putnam County Sheriff's Office and FDLE. The objective of the operation was to identify suspects who use electronic devices to solicit sexual activity with minors. These suspects were then monitored as they traveled to Jacksonville, Florida, to meet who they believed to be a 12 to 14-year-old child for sexual encounters. Twenty-three suspects were arrested as a result of the operation.



### DID YOU KNOW:

The ICAC Unit responded to nearly 350 cyber tips from the National Center for Missing and Exploited Children and handled an additional 40 investigations that originated from information received through Patrol, the Public Information Office (PIO), or First Coast Crime Stoppers.



### DID YOU KNOW:

During 2017, ICAC and CFI implemented a Psychological Safeguard Program for all unit members due to the nature of the on-line content that their exposed to. The program was established to address the psychological health of the detectives engaged in specialized duty which could potentially be psychologically damaging, even to officers who are otherwise healthy

## Notable Cold Case Investigations Solved in 2017

### Freddie Farah - 1974

On May 22, 1974 an unknown suspect entered the Grand Park Food Store to commit a robbery. In the course of the robbery he fatally shot the clerk, Freddie Farah, who was also the owner of the store. Forty-three years later the case was reviewed by Cold Case Unit personnel. Utilizing improved automated fingerprint identification technology, detectives were able to identify Johnie Lewis Miller as the person who committed the crime. Detectives traveled to New Orleans, Louisiana, where they located Miller working as a street performer in the French Quarter and arrested him for the murder.



# VANISHED

If You Have Seen or Have Any Information, Call  
**1-800-VANISHED**



**Kamiyah Mobley**



Composite:  
No Wig or Glasses



Suspect Composite

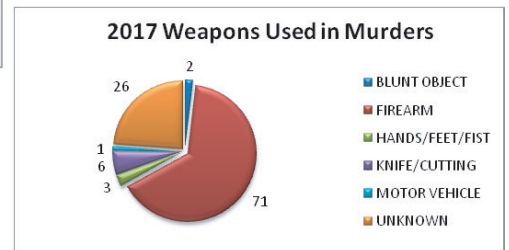
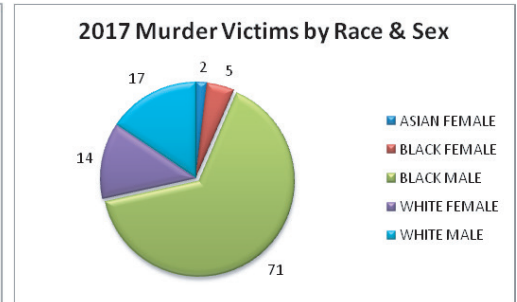
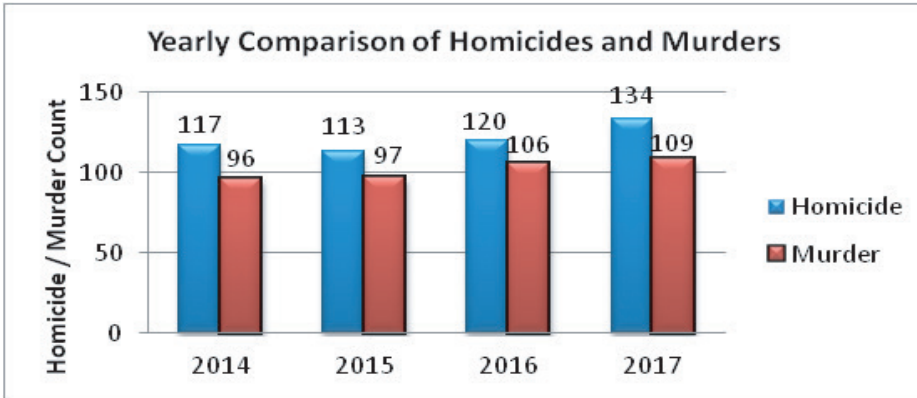
### Kamiyah Mobley - 1998

On July 7, 1998 a newborn baby named Kamiyah Mobley was kidnapped from a local hospital after her abductor befriended the mother of the infant. The unknown suspect walked out of the hospital with the baby and disappeared without a trace despite an intense city wide search.

Eighteen years later and after over 2,000 tips had been investigated, Cold Case Unit personnel received a viable lead about an 18-year-old woman living in Walterboro, South Carolina who was possibly the missing victim. Detectives were able to determine that the young woman possessed a false Social Security card and birth certificate. After a detailed investigation, a DNA sample was collected from the young woman testing confirmed she was the abducted baby, Kamiyah Mobley. The person who kidnapped Kamiyah, Gloria Williams, was identified and arrested.

# INVESTIGATIONS DIVISION

The Jacksonville Sheriff's Office Homicide Unit murder clearance rate for 2017 was 54.1%. The 2016 national average clearance rate for cities with similar populations was 49.3%. The number of homicides increased 11.6 % from 120 homicides in 2016 to 134 homicides in 2017. During the 2017 calendar year, there were 109 murders compared to 106 murders in 2016, a 2.8% increase.



## TRAFFIC SAFETY

The Traffic Homicide Unit investigates all officer-involved traffic crashes involving death, life-threatening injury or where someone is transported by the Jacksonville Fire Rescue Department. In addition to fatal and life threatening cases, the Traffic Homicide Unit also investigates hit-and-run crashes with injuries that require one or more of the subjects involved to be transported to the hospital from the scene by ambulance. In 2017, the Traffic Homicide Unit investigated 218 such cases, clearing 27.52 % of them.

During 2017, there were a total of 164 traffic fatalities in Duval County. This represents a 2.95 % decrease from 2016, when there were 169 traffic fatalities. The Traffic Homicide Unit investigated a total of 85 traffic fatalities, while the Florida Highway Patrol (75), the Jacksonville Beach Police Department (2), and the Atlantic Beach Police Department (2) investigated the remaining 79. In addition to the traffic fatalities, the Unit investigated 36 life-threatening crashes, which is a 38.98 % decrease from 2016, when they responded to 59 of these cases.

Note: The Florida Highway Patrol, Jacksonville Beach P.D. and Atlantic Beach P.D. handled 79 cases in 2017. (All traffic fatalities listed below are only those that were investigated by the Jacksonville Sheriff's Office Traffic Homicide Unit)

### HIT AND RUN STATISTICS – Cases assigned to the Traffic Homicide Unit:

Total Cases Assigned: 218  
Unsolved/Suspended: 158



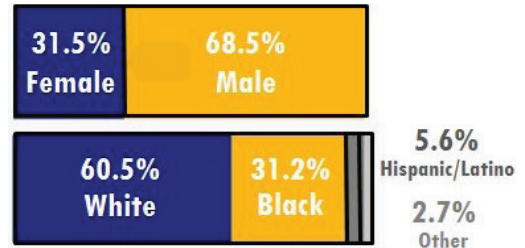
The Jacksonville Sheriff's Office works closely with First Coast Crime Stoppers. The investigative unit acts as a liaison between police and corrections officers, detectives, civilian warrants, JSO ID personnel, and the staff at First Coast Crime Stoppers. During 2017, a total of **1,969** Crime Stopper tips were received. These tips resulted in **119** arrests, **1,577** cases cleared and the apprehension of **53** fugitives.

# PERSONNEL & PROFESSIONAL STANDARDS

## 2017 Personnel Division Summary

Applications received January 1, 2017 through December 31, 2017

- POLICE: 1,041
- CORRECTIONS: 1,021
- COMMUNITY SERVICE OFFICERS: 349
- CIVILIANS: 3,711



The Personnel Division converted more than 3,000 personnel files of current employees to an electronic format. This conversation allows for quicker retrieval of personnel files and freed up much needed physical space within the Personnel office.

## PROFESSIONAL STANDARDS

### Continuous Improvement & Project Management

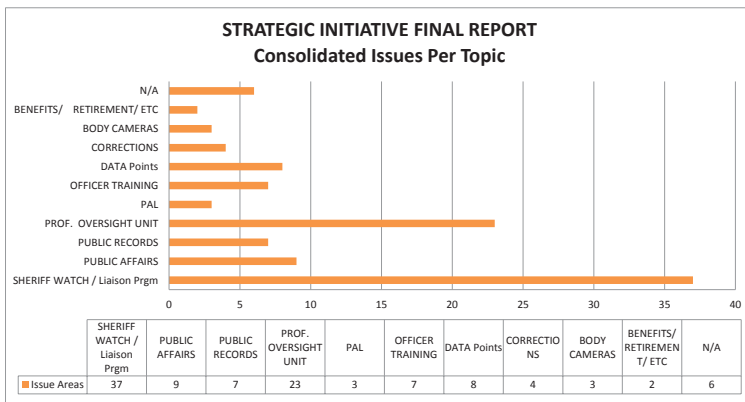
The Professional Oversight Unit was created in the onset of 2017. The unit facilitated 193 projects throughout the calendar year. Several areas within the Jacksonville Sheriff's Office have been both highlighted and enhanced through the implementation of these projects.

The Written Directive Revision Project transitioned the JSO's order system, negating the duplication of orders and providing an organized framework for subject matter experts to own provisions within their respective areas.

The Corrections Division of Health Services project sought to increase efficiency in health services by expanding the depth of expert resources through partnership with Armor Correctional Health Services.

The Sheriff also tasked the Professional Oversight Unit with the JSO Organizational Realignment Project, requiring an analysis of the JSO's organization and structure, identification of areas needing improvement, and enhancing process efficiency within the agency. All analysis was completed by the end of 2017 and implementation of necessary changes occurred in January 2018.

The "Strategic Initiative Assessment Report" and the "Strategic Initiative – Commission on Progress (COP)" both assessed and prioritized recommendations from community input and the Commission continues to meet regularly to provide public feedback to the Sheriff, while the Open Data OIS (Officer Involved Shootings) provides public accountability regarding these incidents via the JSO public website.



Condensed Evaluation Matrix		YEAR END PROGRESS REPORT	
<p><b>A. Overall Objective for Community Engagement:</b> Every Duval County citizen will have at least one positive interaction a year with the Jacksonville Sheriff's Office in order to exceed the community's expectation of their police agency thru:</p> <ul style="list-style-type: none"> <li>Strengthening existing programs</li> <li>Developing strong partnerships</li> <li>Improving measurement and evaluation.</li> <li>Continuing to seek opportunities for citizen input and involvement.</li> </ul>			
<p><b>African-American Males &amp; Males of Color:</b> Build trust and respect for and with this particular segment of our community, who is critical to our city's future success.</p>			
1	a	Grow the numbers of police officers who serve as mentors for 5000 Role Models and other youth development programs. Encourage existing programs to coordinate resources, and determine the effectiveness of JSO participation in each program.	Yellow
	b	Convene a meeting, twice annually, of leadership from existing programs that serve and mentor African-American males and males of color, hosted by the Sheriff or senior representative to address questions or concerns about interaction with JSO.	Yellow
	c	Encourage existing programs to coordinate resources, and determine the effectiveness of JSO participation in each program.	Green
<p><b>Citizen Involvement:</b> Enhance opportunities for citizens and the public to be positively involved with the JSO; how the public demonstrates its civic responsibility.</p>			
2	a	Identify a partner to conduct an inventory of all programs, events and activities to understand all of the touch points, identify gaps and partner on metrics and outcome. <i>Community Engagement Section has started this effort. June 2018.</i>	Yellow
	b	Identify and maintain an inventory of the largest community programs and resources for reference and referral, then seek to have a seat at their table to collaborate rather than creating a separate program.	Yellow
	c	Increase diversity and age representation on community advisory councils. <i>Effort assigned to Sheriff/Watch Liaison</i>	Yellow
	d	Partner with organizations like ElderSource that understand the population to assist with training and understanding. <i>Officially designate officers as community liaisons to communities like LGBT, Asian and Latino communities.</i>	Green
	e	Consider appointing a JSO liaison specifically to engage with this population and these organizations that serve the community. <i>Effort assigned to Sheriff/Watch Liaison</i>	Green
	e	Consider task forces or committees to help develop strategies and guidelines for hate crimes. <i>Members of Intelligence &amp; Integrity Units assigned to FBI Civil Rights Task Force – no patterns of increased activities recorded in recent years.</i>	Green with checkmark

# CRIME ANALYSIS

As a major component of the Sheriff's Intelligence-Led Policing strategy, the Crime Analysis Unit continued to participate in long term projects to fight crime and disorder throughout the city. Their duties and projects included:

- Urban planning projects including the City of Jacksonville City Council's Human Blight Committee
- Analytical support for individual patrol division
- Analytical support for the jurisdictions of Neptune Beach, Atlantic Beach and Jacksonville Beach with a grant from the United States Department of Justice. The beaches analyst position allows for comprehensive analytical coverage for the entire county of Duval.
- Analytical support for the Gang Unit that led to the certification of gang members and identifying associates of gang members.

In 2017, analysts in the Crime Analysis Unit supported detectives from a variety of units including Gang, Economic Crimes, Aggravated Battery, Homicide, Robbery, Intelligence, Integrity, and Burglary. In addition, analysts frequently worked with other local, state, and federal agencies. Some of these agencies include:

- Federal Bureau of Investigation (FBI)
- United States Marshals Service (USMS)
- Immigration and Customs Enforcement (ICE)
- United States Secret Service (USSS)
- Florida Department of Juvenile Justice (FDJJ)
- Florida Highway Patrol (FHP)
- Florida Department of Corrections (FDOC)
- Clay County Sheriff's Office (CCSO)
- Nassau County Sheriff's Office (NCSO)
- Saint John's County Sheriff's Office (SJCSO)
- University of North Florida (UNF)
- Duval County School Board (DCSB)



# BUDGET & MANAGEMENT DIVISION

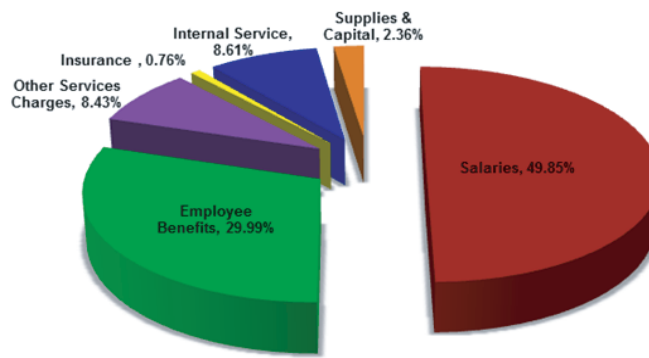
The Division, working collaboratively with all Sheriff's Office Departments, was able to accumulate a surplus of \$5.64 million at FY17 Year-End. The Division's fiscal responsibility has continued to assist the city during these tough budgetary times and facilitated an easier budgetary process for the Jacksonville Sheriff's Office.

## FY17 HIGHLIGHTS

### Grants and Trust Funds

The Budget & Management Division was awarded grant, contract, and cooperative agreement funds from Federal, State, and Local agencies totaling \$3,222,607. The awards reached across all five Departments and covered a range of projects including officer overtime, equipment, training, personnel, and services.

OFFICE OF THE SHERIFF FY 2017-2018  
Approved  
Annual General Fund Budget



# SUPPORT SERVICES DIVISION WARRANTS

Affidavits, Writs of Attachment, and Injunctions for Protection are manually entered into both the e-Warrants system and FCIC/NCIC computer system by Warrants Unit personnel. Felony & Misdemeanor capias and Custody Orders are electronically imported into e-Warrants from the Clerk of Courts. Warrant's Personnel must enter all warrants and capias in the state and national database. In 2017, they entered and/or served 15,798 warrants compared to 15,246 the prior year.

## ALARM CONTROL / TRAFFIC CITATIONS UNIT

In 2017, the Alarm Control Unit was officially retired. A new program was implemented and is overseen by an external vendor; thus no longer affiliated with JSO. The program is called the JSO Alarm Registration and False Alarm Reduction Program and it was implemented in June 2017. Traffic Citation Unit personnel are responsible for the distribution, tracking and accounting of Uniform Traffic Citation, Warning Citation and Notice to Appear Citation books. During 2017, a total of 98,891 Uniform Traffic, DUI and Traffic Warning Citations were processed by Citation Unit personnel. There were 93,493 citations processed in 2016 for a total increase of 5,398 (5.8%).

## CIVIL PROCESS

In 2017, the Civil Unit processed 40,145 writs: 15,385 were Enforceable Civil Process and 24,760 were Nonenforceable Civil Process.

The Civil Unit is responsible for collecting and issuing receipts for appropriate fees for service, which are recorded and deposited with the Tax Collector's Office. The total amount of proceeds collected in 2017 was \$963,660.

Note: \$89,240 in Sheriff's Office fees was waived per the instructions of the Courts.

# COMMUNICATIONS SECTION

The Jacksonville Sheriff’s Office 9-1-1 Communications Center is the primary Public Safety Answering Point for Duval County. This Section operates 24 hours per day, seven days each week. The employees assigned to this area are responsible for answering and triaging the 9-1-1 emergency calls and non-emergency calls as well as dispatching police officers and other support resources.

Each shift in the 9-1-1 Center is staffed with 11 Police Dispatch positions and 10-16 Call Taker positions as call volume fluctuates.

In 2017, over 5,000,000 radio transmissions were made on the JSO patrol zone, tactical and support radio talk groups. This totaled more than 7,300 hours of talk time.



## Incoming 9-1-1 and Nonemergency Calls Workload

	2014	2015	2016	2017
9-1-1 Wireline & Wireless calls received	765,440	811,939	805,097	765,833
Non-Emergency 630-0500 & 630-0554	696,118	701,329	732,279	730,133
Total Phone Calls received	1,461,558	1,513,268	1,537,376	1,495,966

## 9-1-1 Accessibility

The Federal Communications Commission (FCC) has made Text to 9-1-1 capability a priority for 9-1-1 systems across the country. It is important for text to 9-1-1 users to remember to always “Call if you can, Text if you must.” The 9-1-1 System is also accessible to persons who may be deaf or have difficulty hearing, or who use text telephone devices or other technologies to report emergencies. All 9-1-1 answering positions are equipped with teletypewriters (TTY) or Text Telephone answering capabilities in compliance with the Americans with Disabilities Act (ADA).

The 9-1-1 Communications Center is also accessible to callers who speak languages other than English or who speak English as a second language. Our 9-1-1 center maintains a contract for language services for over 100 spoken languages. We also maintain contract with local providers for American Sign Language services and remote services for video based Sign Language interpreters.

“Talk if You Can. Text When You MUST.”

You can now TEXT to 9-1-1  
in Jacksonville, FL

help

Deaf and hard of hearing  
Speech impaired  
Non-verbal

*It is always best and fastest to make a voice telephone call to report emergencies. Text to 9-1-1 messages should ONLY be used when you have NO other options and cannot make a phone call to 9-1-1.*

How to Use Text to 9-1-1:

Text from as safe a place as possible (get out of harm’s way, if you can)

Enter “911” in the recipient field (no dashes, dots, etc.)

Give the location and what is wrong FIRST

You will receive a text asking for more information

*Be patient — text takes longer than a voice conversation*

[jaxsheriff.org](http://jaxsheriff.org)



# INTRODUCING BODY WORN CAMERAS - A Pilot Project

In 2017, the Jacksonville Sheriff's Office launched the use of Body Worn Cameras (BWC) in order to accomplish several objectives:

- Enhance accountability and public trust by preserving evidence of officer interaction with citizens;
- Capture digital audio-video evidence for criminal, civil, and traffic-related court cases;
- Assist officers with recalling facts or other details captured by the equipment that will help them accurately articulate a chain of events when writing reports;
- Serve as a training tool for officer safety and best practices; and
- Assist in the assessment of contacts between officers and citizens by reviewing procedures and interpersonal actions.

In 2017, the Sheriff's Office conducted six town hall meetings throughout the city and the Sheriff also held a combined meeting with the community to update the status of the body worn cameras. In July 2017, the Body Worn Camera Unit was created and Testing & Evaluation Pilot Program (T&E) began with vendors. In September 2017, the Sheriff's Office was awarded a \$997,956 body worn camera grant from the Bureau of Justice Assistance. T&E continues with expectations to expand the full program in FY2019.



# CORRECTIONS

## JAILS DIVISION

In 2017, Operations processed 30,188 inmates into jail and released 30,345 inmates. The Jails Division Operations is the largest unit within the Department of Corrections with 391 personnel assigned to supervise, on average, 2,135 inmates (2017 ADP) daily.

### Operation Safe Jail

Operation Safe Jail was initiated in 2016, which encompassed a detailed review and investigation period of gang-initiated violence inside corrections facilities. Operation Safe Jails was continued into 2017, which yielded an overwhelming success resulting in a minimum amount of gang related violence. The “See Something, Say Something” message passed onto inmates has produced a lot of intelligence related investigations which have resulted in the proactive actions of our personnel to ensure violence and contraband is kept to a minimum.

### Immigration Customs Enforcement

Since inception, the unit has encountered 16,000 foreign born inmates and placed 2,500 in removal proceedings from 97 different countries.

### Dual Certified Officers Program (DCO)

There are currently 65 DCO’s in the Department of Corrections. During 2017, DCOs made a total of 4,065 arrests; with a total of 5,374 charges.

## PROGRAMS AND TRANSITIONAL SERVICES DIVISION

### PRETRIAL SERVICES

In 2017, The Pretrial Service Program (PSP) had 2,440 defendants placed in the program, 2,179 reached disposition while under pretrial supervision. PSP had a 70% increase of defendants placed in our program since 2016. Only 77 of the supervised defendants were re-arrested, yielding a 96.5% success rate.

### Classes and Events

The Jacksonville Sheriff’s Office Department of Corrections currently has approximately 35 programs, groups and/or classes which encompass all three facilities. The services we provide are specifically geared towards personal enrichment and helping the inmate population transition successfully back into the community. Most of the classes and events are facilitated by community volunteers. The collaborative relationship between the DOC and the community is a necessary component in our ability to offer quality services to our inmate population.

Some of the classes offered include but are not limited to:

#### Substance Abuse Education

- Taking the First Step
- Thinking 4 a Change (T4C)
- Savvy Sisters
- Yoga 4 Change
- GED
- Duval County Public School #176
- Cathedral Arts Project
- Mothers Against Drunk Driving (M.A.D.D)



# JACKSONVILLE RE-ENTRY CENTER (JREC)

The Jacksonville Re-Entry Center (JREC) serves as a “One Stop Shop” for those ex-offenders returning to Duval County.

Clients signed a 3 Month Contract (incl. Signed while Incarcerated)	647
Nights of Transitional Housing Provided	8761
Mental Health Service Hours provided	1379
Clients receiving clothing, shoes, boots)	799
Clients receiving food goods	510
Weekly Bus Passes provided	3219
Clients that became employed while in the program	375
Florida Identification/ Driver's License purchased	229
Clients that successfully completed the program (Completers)	362
Clients assisted without completing the program (Non-Completers)	243
Clients arrested while in the program (Non-Compliant)	60
Information provided to individuals who did not sign a contact	956
<i>(Information Only, Declined Services, Local: Not Interested)</i>	



## HEALTH SERVICES DIVISION

In 2017, the Department of Health Services conducted the following medical services:

30,118	Medical Screenings
11,774	Health Assessments
11,288	Unscheduled Sick Call
19,498	Scheduled Sick Call
445	Medical Emergencies



## DENTAL SERVICES



In 2017, Dental services included approximately:

492	Temporary Filings	290	Dental Annuals
1,368	Dental Extractions	2,234	Dental Evaluations

## MENTAL HEALTH SERVICES

In 2017, Mental Health services included approximately:

Mental Health Follow Up:	2,170
Mental Health Initial Evaluation:	4,156
Mental Health Activities:	12,472

## PHARMACY

In 2017, over \$1.4 million were spent on pharmaceuticals.

Pharmacy services included:

Patients on Psych Meds:	4,870
Patients on HIV Meds:	494

Pharmacy services expenditure were \$1.4 million in 2017

HIV Meds Total Cost:	\$977,553
Psych Meds Total Cost:	\$189,741

# PRISONS DIVISION

## MONTGOMERY CORRECTIONAL CENTER (MCC)

The Montgomery Correctional Center consists of three compounds:

The North Unit functions as a sentenced male facility with a capacity of 560. The South Unit functions as a female facility designed to house 192 sentenced and un-sentenced prisoners. The Annex (C-Building) can house an additional 56 prisoners. Throughout 2017, MCC maintained an average daily inmate population of **497**.

The Community Projects team continued to be a vital component in mitigating blight throughout the City of Jacksonville. Inmates cleaned illegal dump sites, eliminated vagrant camps, and completed beautification projects such as city parks and other special city related projects upon request.

The “A New Leash on Life” is a 10-week canine training program at the MCC. Our program goal is to re-socialize homeless dogs by teaching them basic obedience skills, and utilizing inmate trainers at no cost to the Jacksonville Sheriff’s Office. The program completed five classes, which included 39 inmate trainer participants, and 40 at-risk dogs while maintaining a 100% adoption rate.

The Prison Industry inmate workers screen printed over 10,000 inmate uniforms; for a savings of \$32,000. Inmate workers in the alterations shop completed over 6,000 employee uniform alterations; for a savings of \$35,000.

The MCC Metal Shop completed numerous projects for JSO and other city departments. Projects which include fabricating cane detectors allowing city agencies to meet ADA regulations (saving \$60k); as well as special projects such as a fiber and water project on MCC property.

IN2Work is a 12-week culinary program at the MCC in which inmates receive food service training from our contract food service provider, Aramark. The course covers the use of basic kitchen equipment, retail, and safe food handling practices. The inmate’s graduate from this program with a Serve Safe Professional Food Manager Certification.

Seamstress shop	7
A New Lease on Life (K-9 training)	39
Welding2	3
IN2WORK	5
Food Service	220
Laundry	7
Maintenance	30
Total # of Inmate Participants	371

**TOTAL SAVINGS  
FROM  
INMATE PROGRAMS  
\$ 1,127,000**



# COMMUNITY TRANSITION CENTER (CTC)

The CTC is a 300-bed minimum security facility and is commonly referred to as the “Programs Facility.” The facility has 135 beds dedicated for participants in the Matrix House Substance Abuse Treatment Program. The average daily population at CTC for 2017 was 240 inmates.

## Matrix House Substance Abuse Treatment Program

Inmates are given group and individual therapy throughout a 120-day in-house treatment program. In 2017, the Matrix House served 469 clients and maintained an average monthly count of 133. Among the 458 clients that were discharged during the year, 367 (80%) successfully completed the program. During the year, the program readmitted 59 clients.

## Home Detention

In 2017, the CTC had an average monthly count of 34 inmates in the Home Detention Program. The program uses GPS monitoring technology to supervise inmates that are court ordered to Home Detention, House Arrest, and or GPS monitoring only.

## Work Furlough Program

The Work Furlough Program maintained an average monthly count of 18 inmates in the Work Furlough Program. The work furlough participants worked a total of 38,270 hours in 2017.

## Inmate Programs

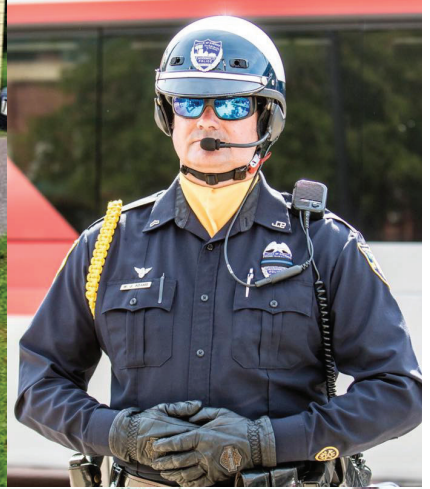
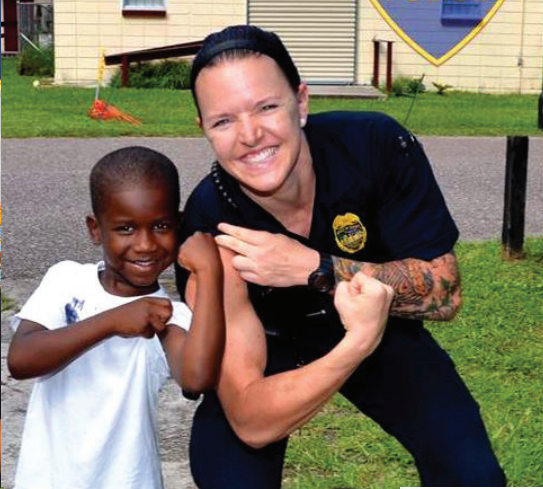
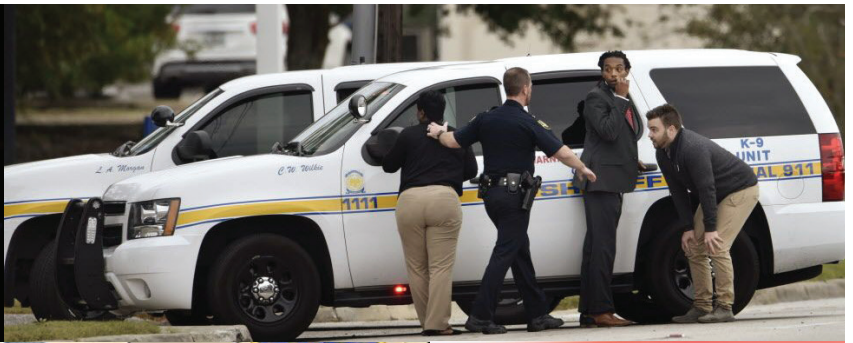
The Jacksonville Sheriff’s Office Department of Corrections offers comprehensive evidence based programs and classes to our inmate population. The purpose of this service is to strengthen public safety by reducing re-arrest (recidivism), changing destructive behaviors, and preparing the offender for a successful re-entry into the Jacksonville community.

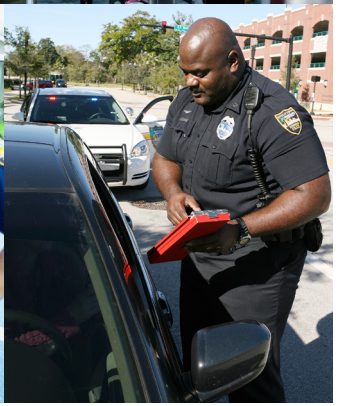
Our objective is to ensure that when incarcerated individuals are released from custody, they are better equipped than when they first entered the facility and custody. The Department of Corrections offers educational, religious, and rehabilitative programs and classes to our sentenced and pretrial adult male, adult female, and juvenile inmates.

Listed are the programs that JSO Department of Corrections offer that have the greatest impact on recidivism:

- Life Skills groups (T4C)/Cognitive Behavioral
- Matrix House (Living in Balance)/Substance Abuse groups
- Ready 4 Work/Job Readiness and Employment
- Adult Education, DAWN, and Learn to Read/Educational programs
- Jacksonville Re-Entry Center (JREC)/Housing & Community Reintegration Planning







# Join JSO .COM

**Choosing a career with JSO means that you believe as we do:  
*Law enforcement is a calling for ethical and honorable individuals.***

JSO offers employment opportunities in the following categories: police officers, corrections officers, community service officers, court bailiff officers, police emergency communications officers and reserve officers.

*Connect with us: [www.jaxsheriff.org](http://www.jaxsheriff.org)*

