

Jacksonville Sheriff's Office

Department of Personnel & Professional Standards

Professional Standards

Division





Jacksonville Sheriff's Office Internal Affairs Unit



Internal Affairs is a unit within the Professional Standards Division that responds to allegations of misconduct against all employees of the Jacksonville Sheriff's Office; sworn, non-sworn, and civilian. The Jacksonville Sheriff's Office places a high value on Community Policing because of the partnerships it creates with the community we serve. All successful partnerships are based on mutual trust, and the Internal Affairs Unit helps to instill and maintain the public's confidence by having an arena where the citizens can report allegations of misconduct and know their complaint will be handled in a professional manner. Internal Affairs disseminates information to members of the Sheriff's Office and private citizens concerning the methods and procedures for registering complaints.

The number of total complaints received by Internal Affairs in 2008 has decreased by 3% when compared to 2007. One area of note is the 80% increase in supervisory reviews documented in slide number 4 when comparing 2007 to 2008. Internal Affairs strives to ensure every Citizen and In-House complaint is properly addressed and proper follow-up and documentation is essential.

In addition to addressing all employee complaints, Internal Affairs is charged with coordinating the employee grievance process. When an employee elects to appeal disciplinary action that has been given, and a hearing is requested, Internal Affairs coordinates with the General Counsel's Office to ensure the Agency is represented at all hearings. Internal Affairs detectives work with the General Counsel's attorneys to ensure the facts of the case are presented in a logical manner to support the charges that were sustained.

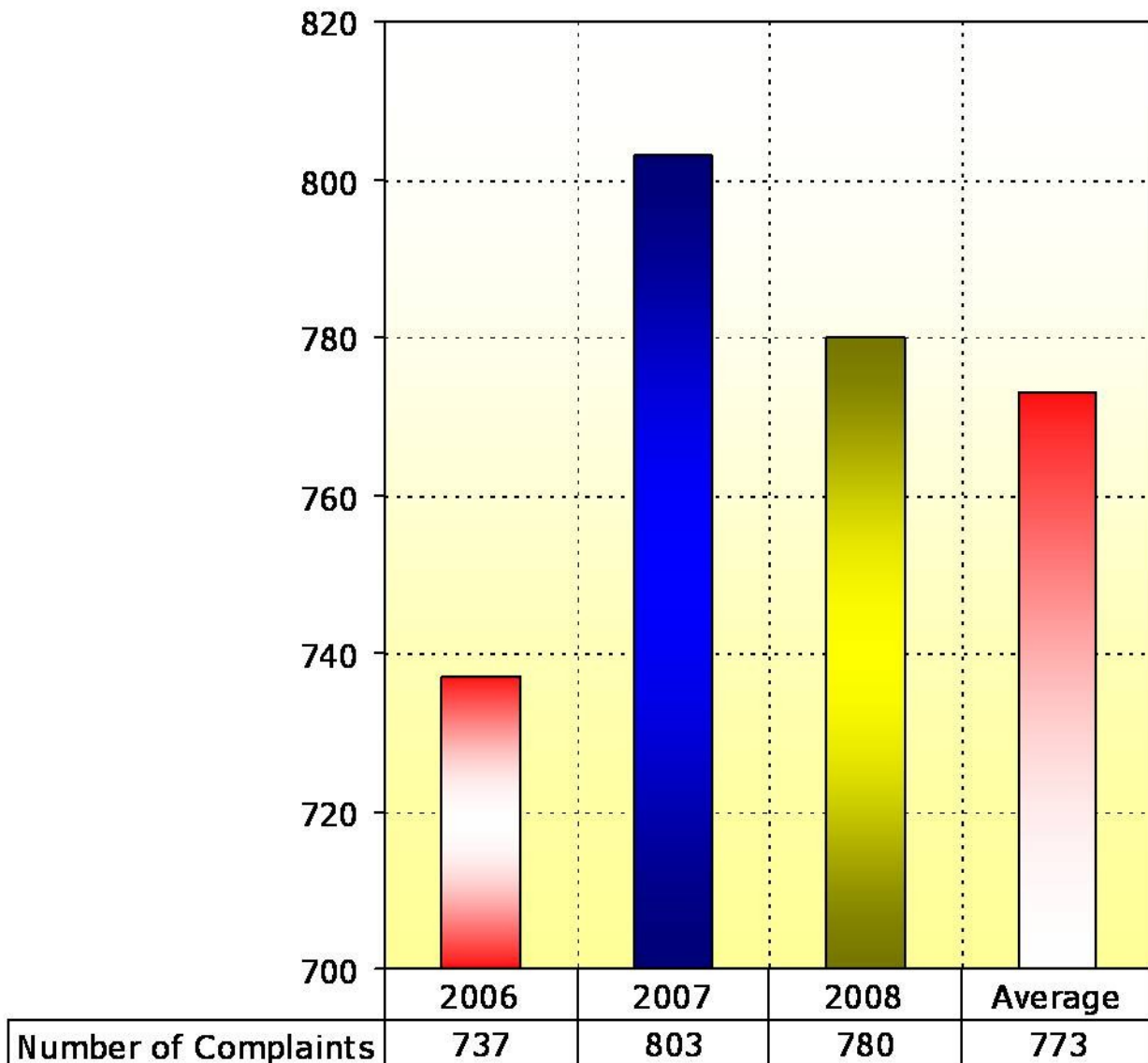
The following charts provide an overview of the number, type and outcome of employee misconduct for 2008:



Jacksonville Sheriff's Office Internal Affairs Unit



Total Complaints



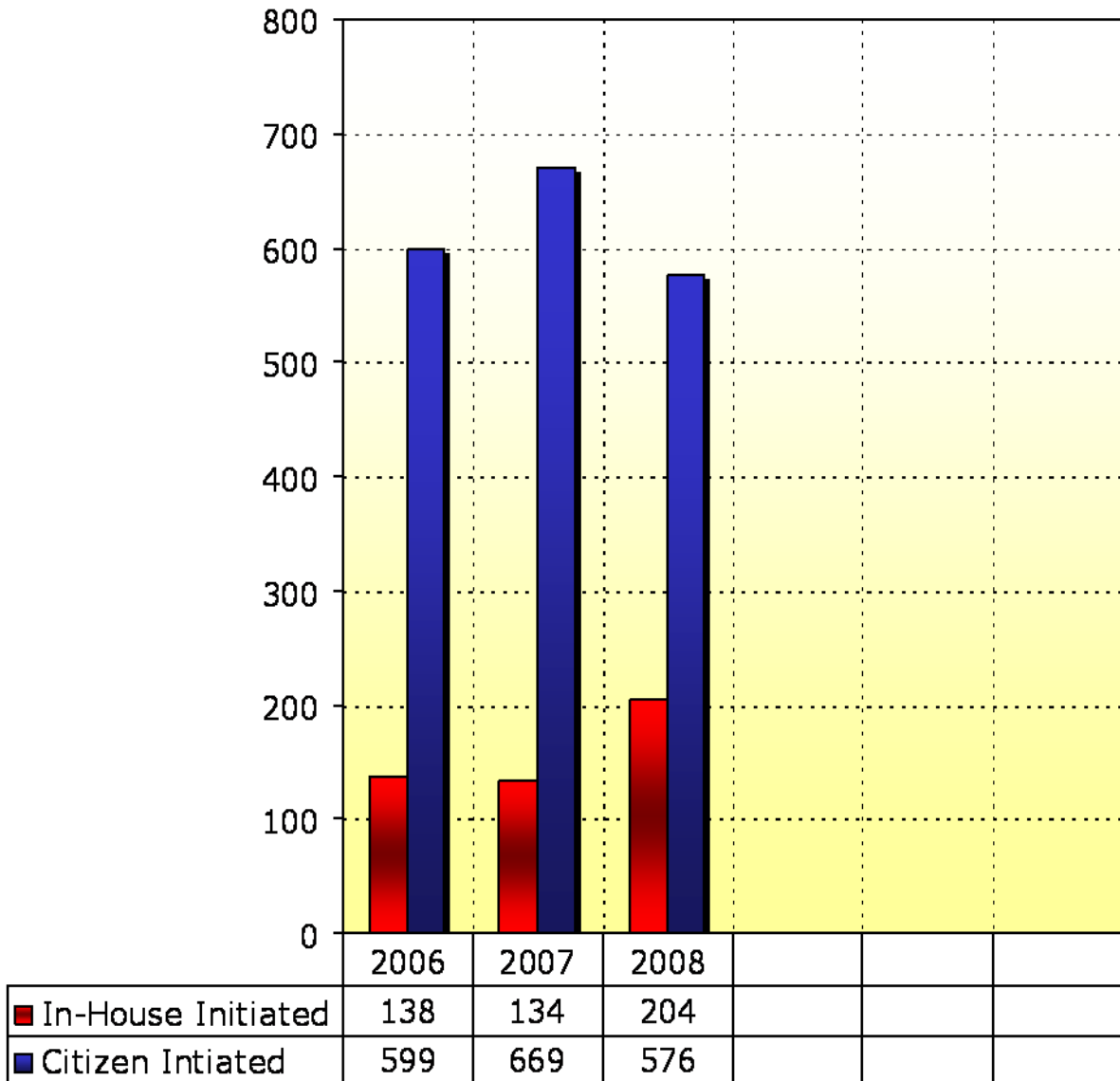
The listed graph reflects the total number of In-House and Citizen Complaints reported to Internal Affairs during the past three years.



Jacksonville Sheriff's Office Internal Affairs Unit



Total Complaints of Misconduct



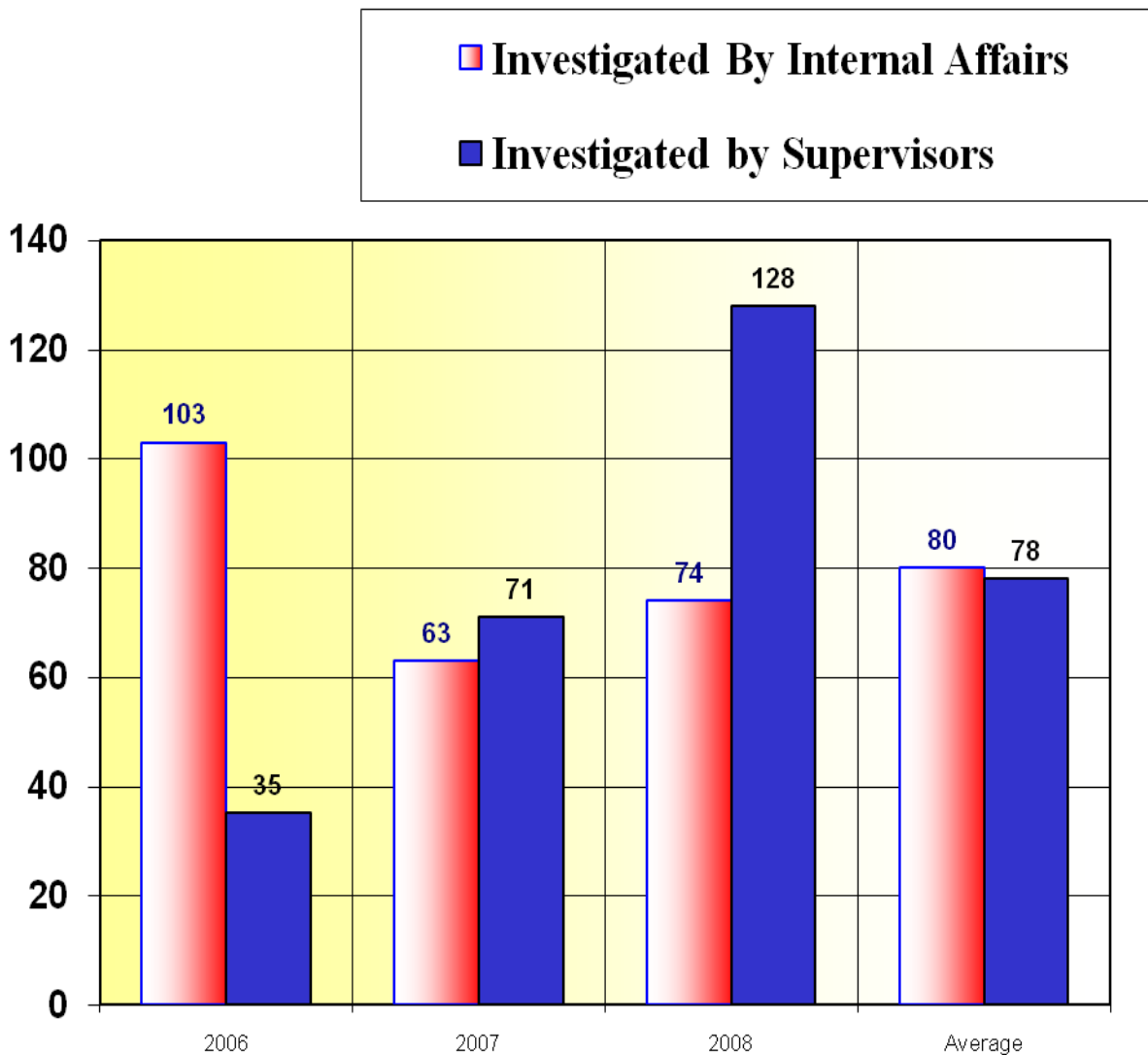
In-house complaints have increased by 66% in 2008 when compared to 2007, while citizen complaints have decreased by 14% during the same period of time.



Jacksonville Sheriff's Office Internal Affairs Unit



In-House Initiated Complaints of Misconduct



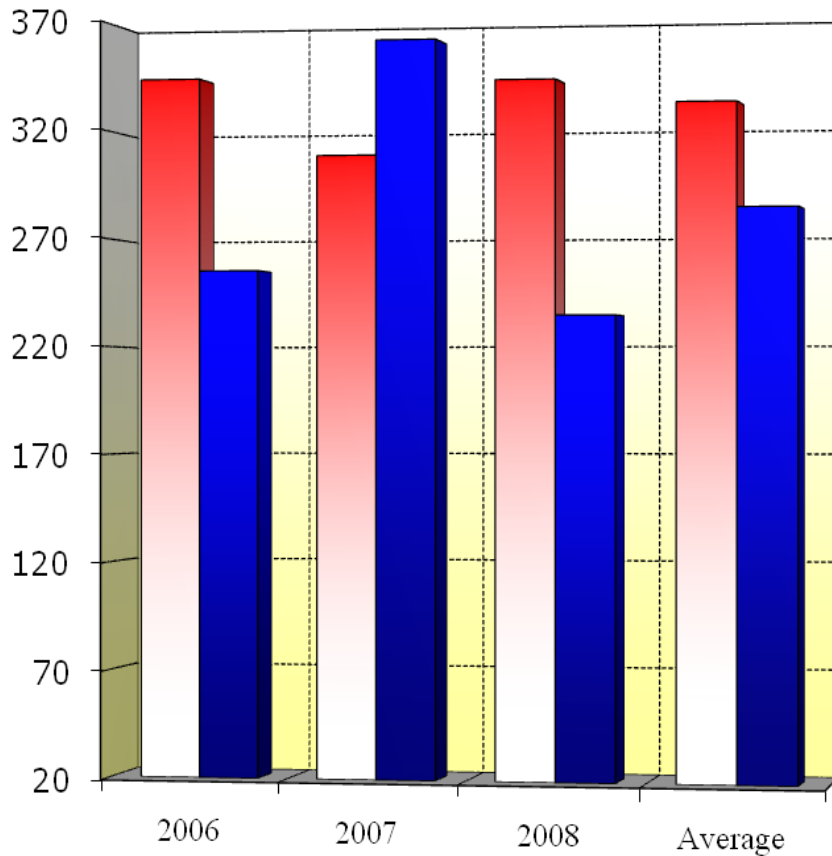
The number of In-House complaints investigated by Internal Affairs in 2008 increased 17% when compared to 2007. The complaints of misconduct investigated by supervisors increased by 80% when compared to 2007 totals, which had already increased 50% from 2006.



Jacksonville Sheriff's Office Internal Affairs Unit



Citizen Initiated Complaints of Misconduct



	2006	2007	2008	Average
■ Investigate/Review by Internal Affairs	344	308	342	331
■ Investigate/Review by Supervisors	255	361	234	283

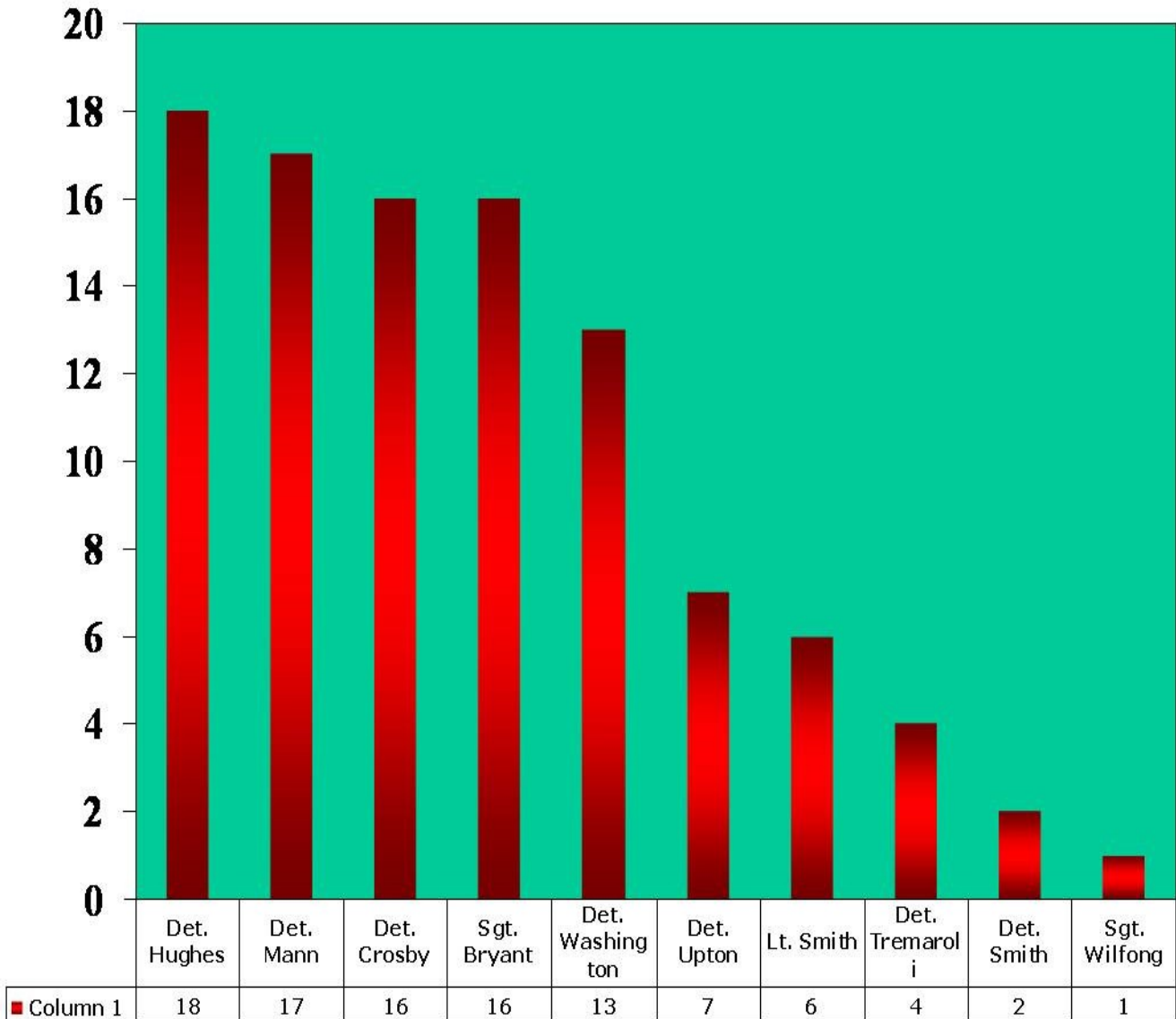
The above chart depicts complaints on Sheriff's Office employees made by citizens and reported to Internal Affairs during the past 3 years. The complaints were either made directly to Internal or through supervisory/command personnel. The chart reflects not only formal investigations, but also supervisory referrals and information letters.



Jacksonville Sheriff's Office Internal Affairs Unit



*Formal Investigation conducted
by Internal Affairs*



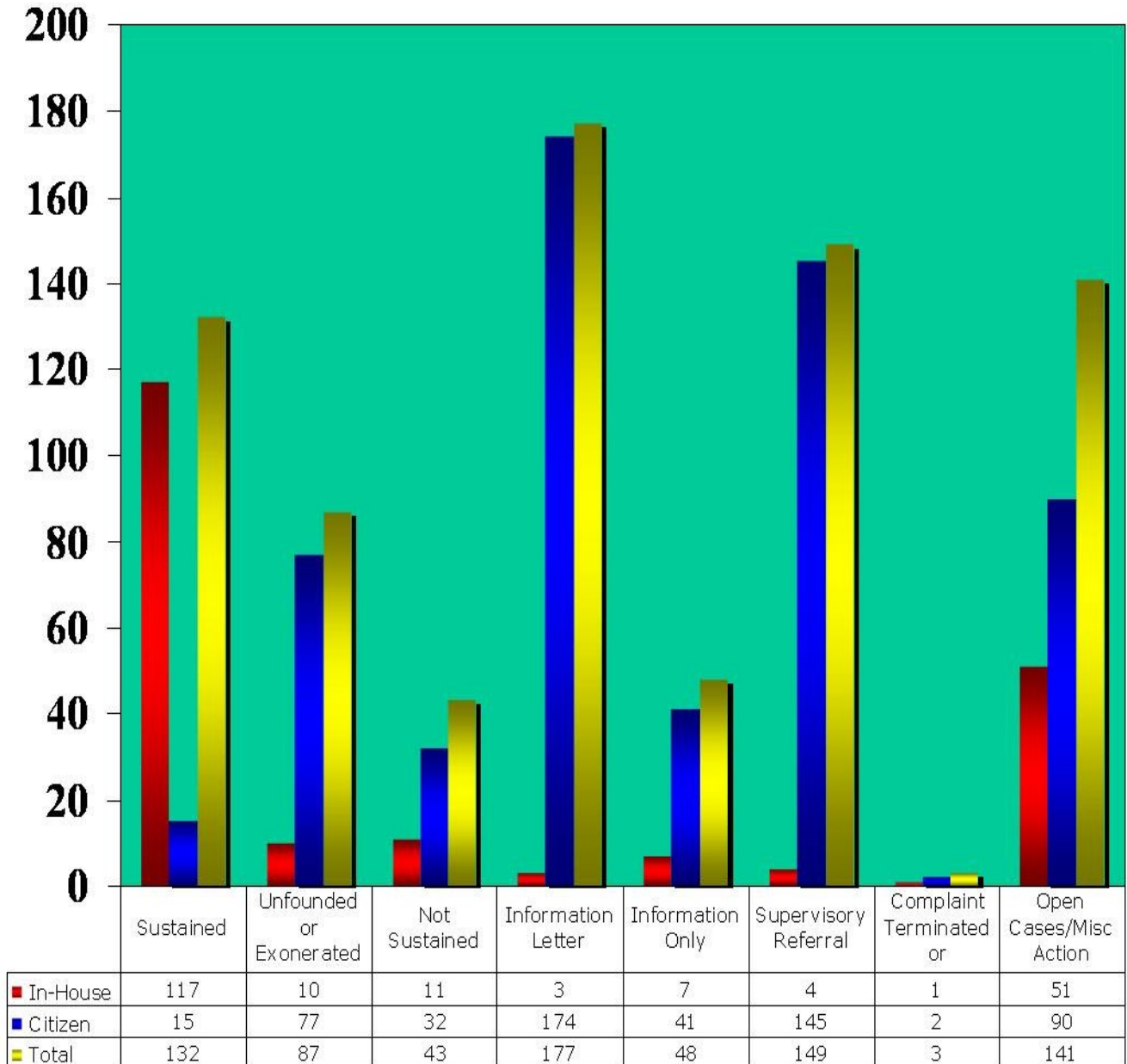
The above chart reflects the number of cases (100) formally investigated by the Jacksonville Sheriff's Office Internal Affairs Unit during the year 2008. The chart reflects a 30% increase in cases assigned to Internal Affairs when compared to 2007. It should be noted that Det. Upton and Det. Smith are no longer assigned to the Internal Affairs Unit.



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Final Complaint Dispositions



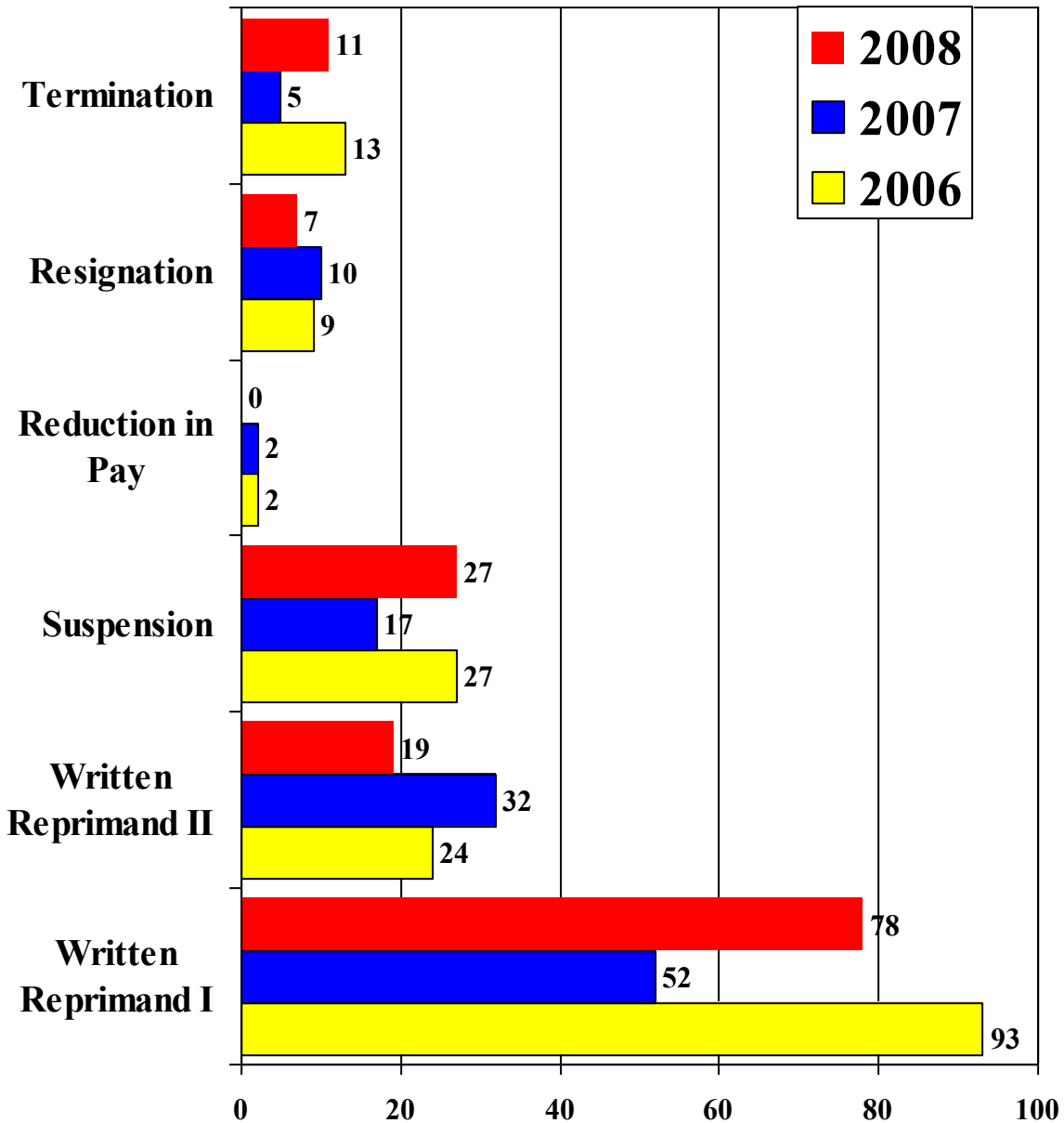
The sustained rate for total complaints in 2008 is 17%. As a comparison, the sustained rate for total complaints in 2007 was 12%.



Jacksonville Sheriff's Office Internal Affairs Unit



Disciplinary Actions by Year



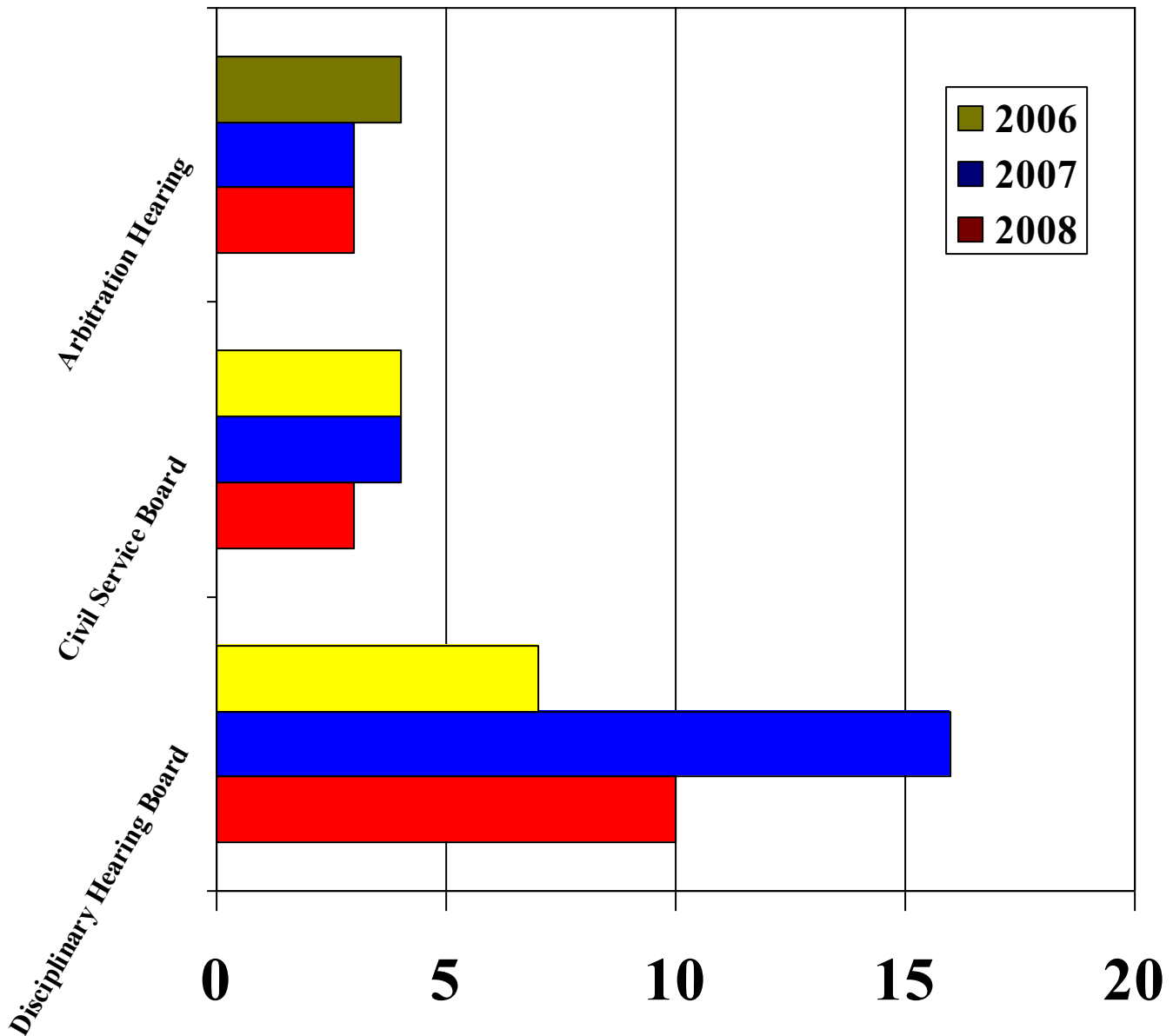
The chart illustrates all the disciplinary actions taken by the Jacksonville Sheriff's Office during the past three (3) years. The numbers are not exclusive to discipline resulting from formal investigations. It should be noted that Formal Counseling's have not been included as they are not considered discipline.



Jacksonville Sheriff's Office Internal Affairs Unit



Appeals of Discipline by Year



The chart depicts the number of employees electing to grieve issued discipline during the past three (3) years.



Jacksonville Sheriff's Office Internal Affairs Unit



Members Discipline by Charge for 2008

		Sworn	Non-Sworn	Civilian	Bailiff
Chargeable Crash	Written Reprimand I	5			
Departure from the Truth	Termination	3		1	
Failed to Communicate	Written Reprimand I		2		
	Written Reprimand II			1	
Failure to be Wholly Candid	Written Reprimand II				1
	Suspension		1		
	Termination			1	
Substance Abuse	Resignation	1		1	
	Termination			1	
Failure to Conform to Work Standards	Written Reprimand I	3	6	7	1
	Written Reprimand II	1			
	Suspension	4	1	3	
	Termination		1		



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Members Discipline by Charge for 2008 Cont'd

		Sworn	Non-Sworn	Civilian	Bailiff
Driving Complaint	Written Reprimand II	1			
	Sexual Harassment		1		
Failure to take Action	Written Reprimand II	1			
	Suspension	2			
Improper Action	Written Reprimand I	6	3	1	2
	Written Reprimand II	1			
	Suspension	1	1		
	Resignation	1			
	Termination	1			
Speaking Disparagingly	Written Reprimand I	1		1	



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Members Discipline by Charge for 2008 Cont'd

		Sworn	Non-Sworn	Civilian	Bailiff
Incompetency	Written Reprimand I	8		3	
	Suspension	1			
Insubordination	Written Reprimand II	1			
	Suspension	1			
Leave Abuse	Written Reprimand I		3	5	
	Written Reprimand II		1		
	Termination		1		
Repeated Infractions	Written Reprimand I	1			
	Written Reprimand II	1		1	
	Suspension	1			



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Members Discipline by Charge for 2008 Cont'd

		Sworn	Non-Sworn	Civilian	Bailiff
Misuse of JSO Property	Written Reprimand I			1	
	Written Reprimand II	2			
Secondary Emp. Violation	Written Reprimand I	2			
Tardiness	Written Reprimand I			2	
Unbecoming Conduct	Written Reprimand I	5	2	2	
	Written Reprimand II	3	1		1
	Suspension	3	1	4	
	Resignation	1	1	1	



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Members Discipline by Charge for 2008 Cont'd

		Sworn	Non-Sworn	Civilian	Bailiff
Unnecessary Force	Written Reprimand I				1
	Written Reprimand II				1
Violation of Law	Written Reprimand II	1			
	Suspension		1		1
	Demotion				
	Resignation		1		
	Termination	2			
Falsifying Official Documents	Written Reprimand I	1			
Failure to Obey an Order	Written Reprimand I	1	1	1	1

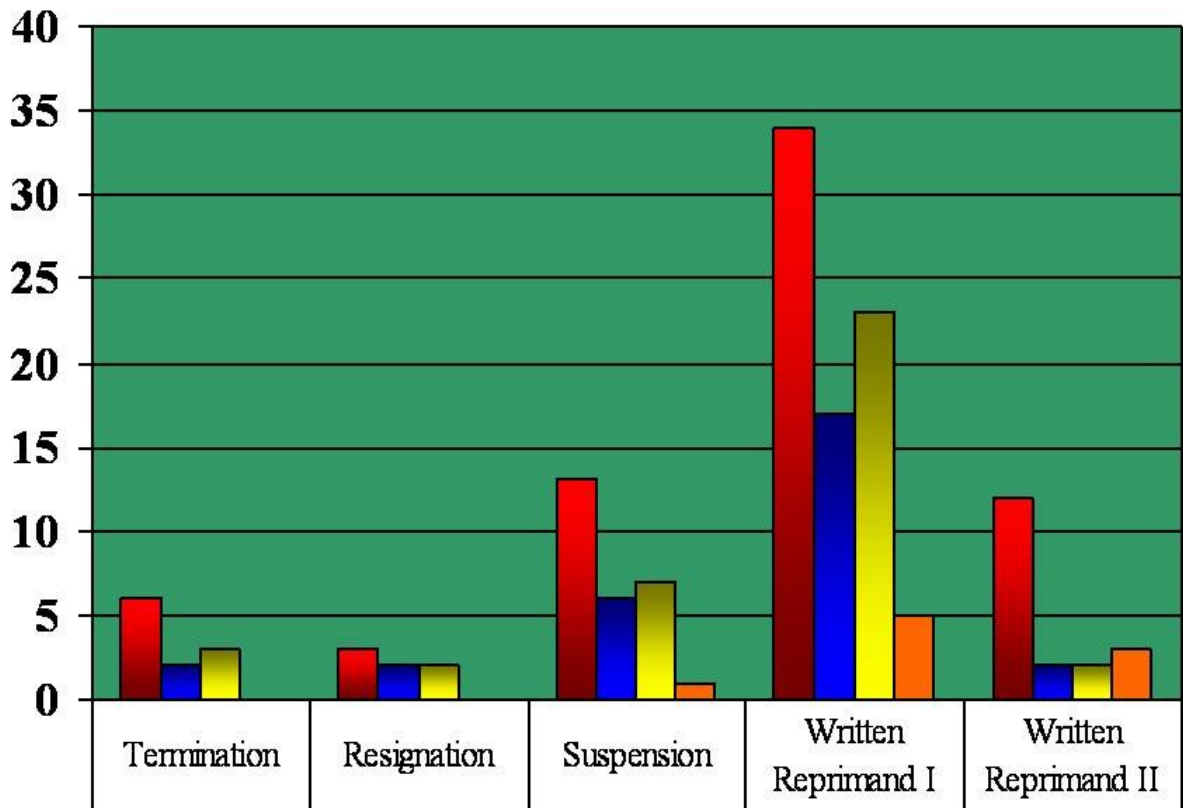
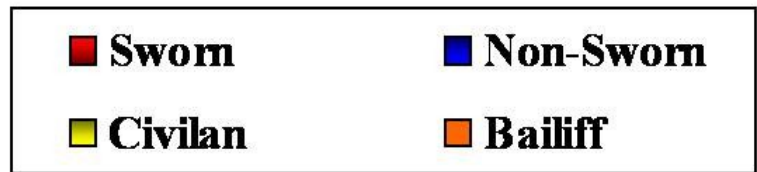
The above chart (listed on pages 10 through 14), reflects all discipline issued to Sheriff's Office employees during the past 12 months. As previously noted, Formal Counseling Sessions were not included as they are not considered discipline.



Jacksonville Sheriff's Office Internal Affairs Unit



Member Discipline by Group for 2008



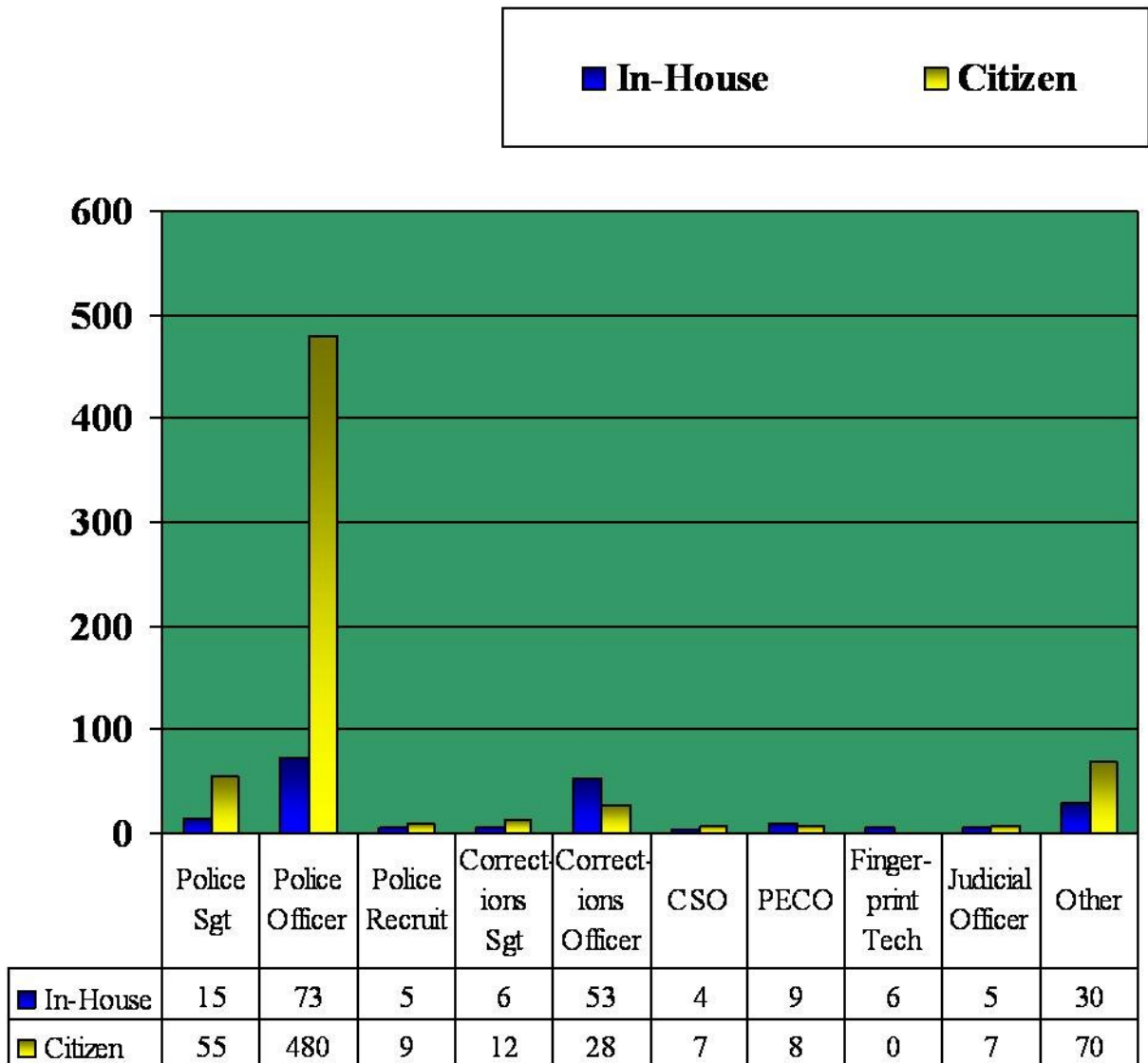
■ Sworn	6	3	13	34	12
■ Non-Sworn	2	2	6	17	2
■ Civilian	3	2	7	23	2
■ Bailiff			1	5	3



Jacksonville Sheriff's Office Internal Affairs Unit



Complaints Against members by Employee Title for 2008

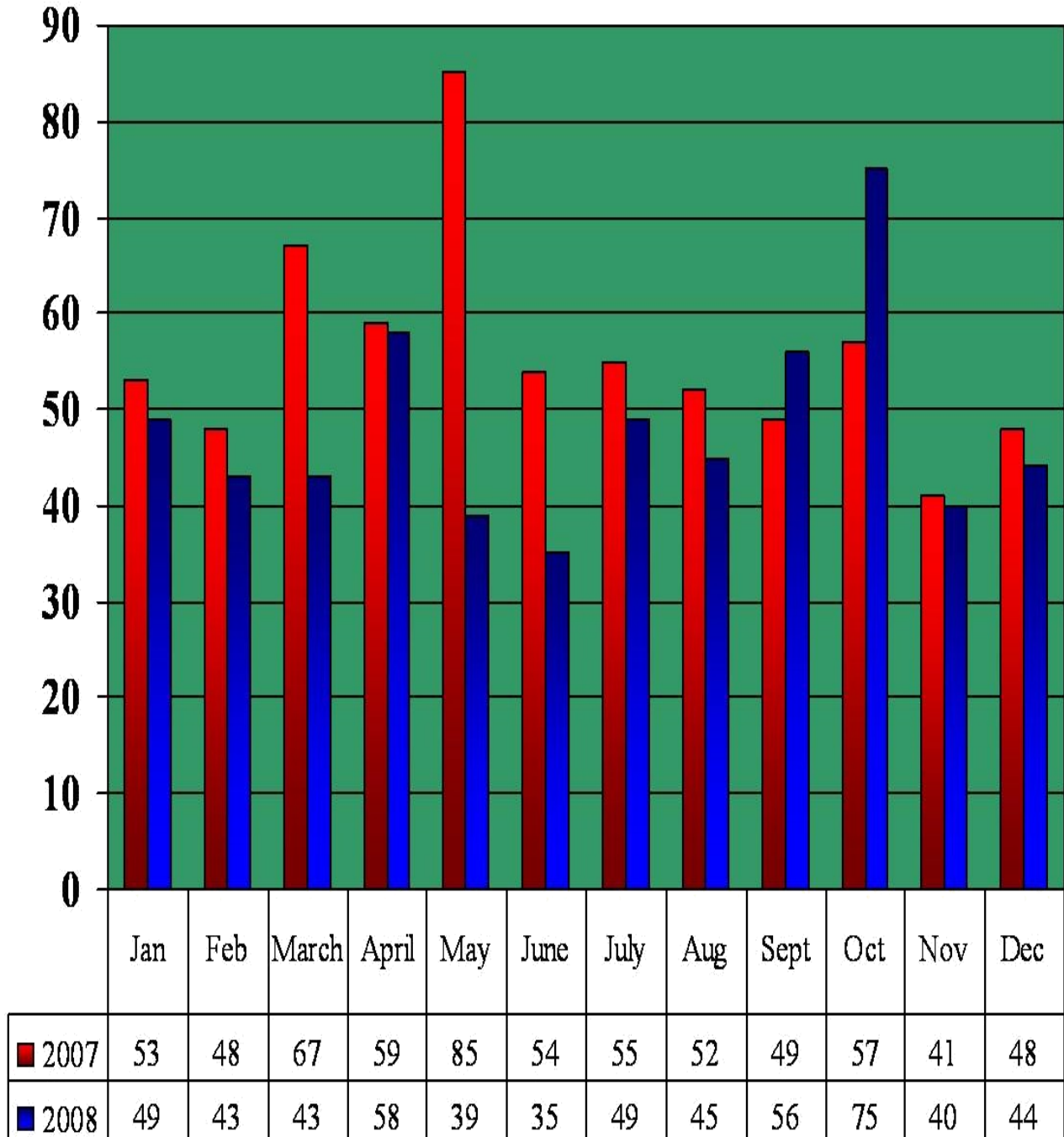




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Citizen Complaints Against members by Month for 2008

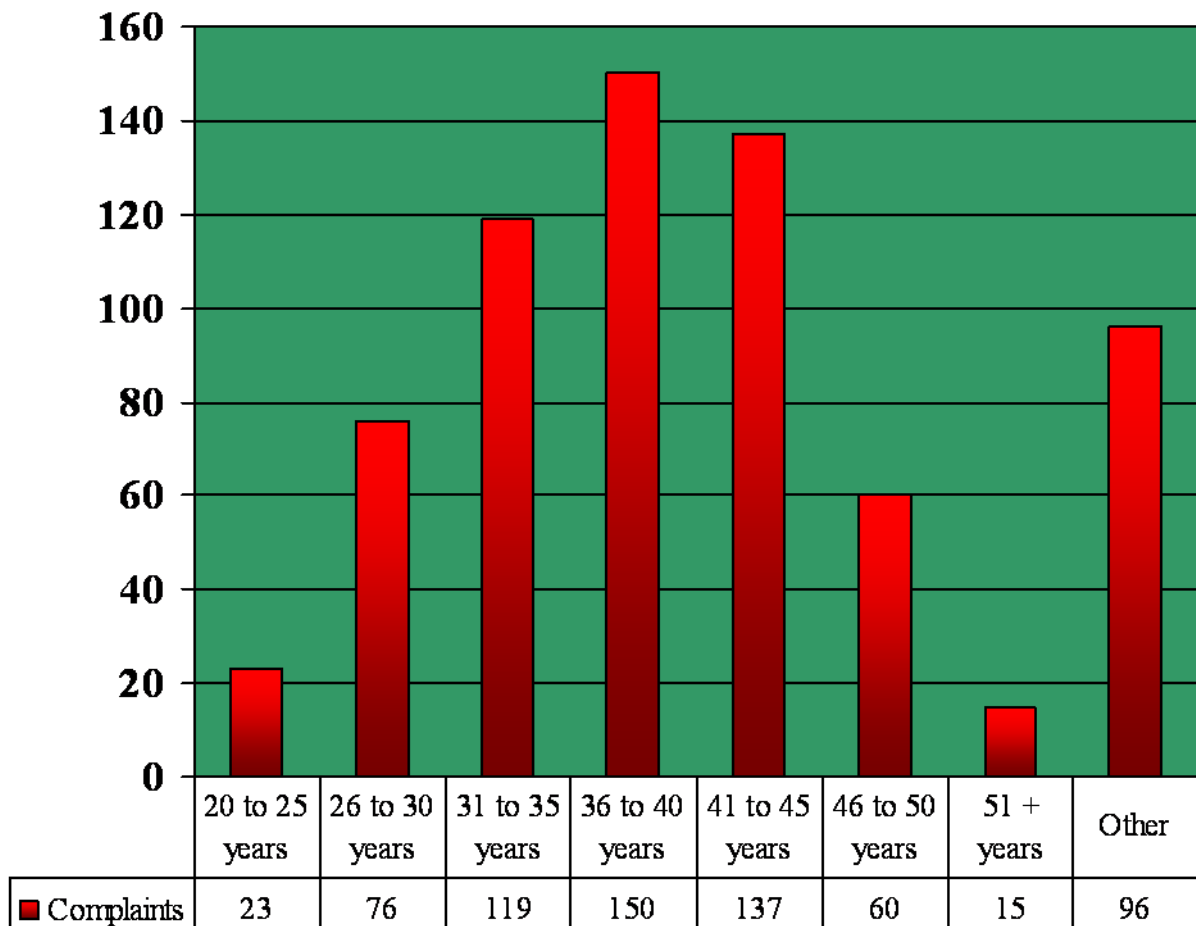




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Citizen Complaints Against Members by Age for 2008

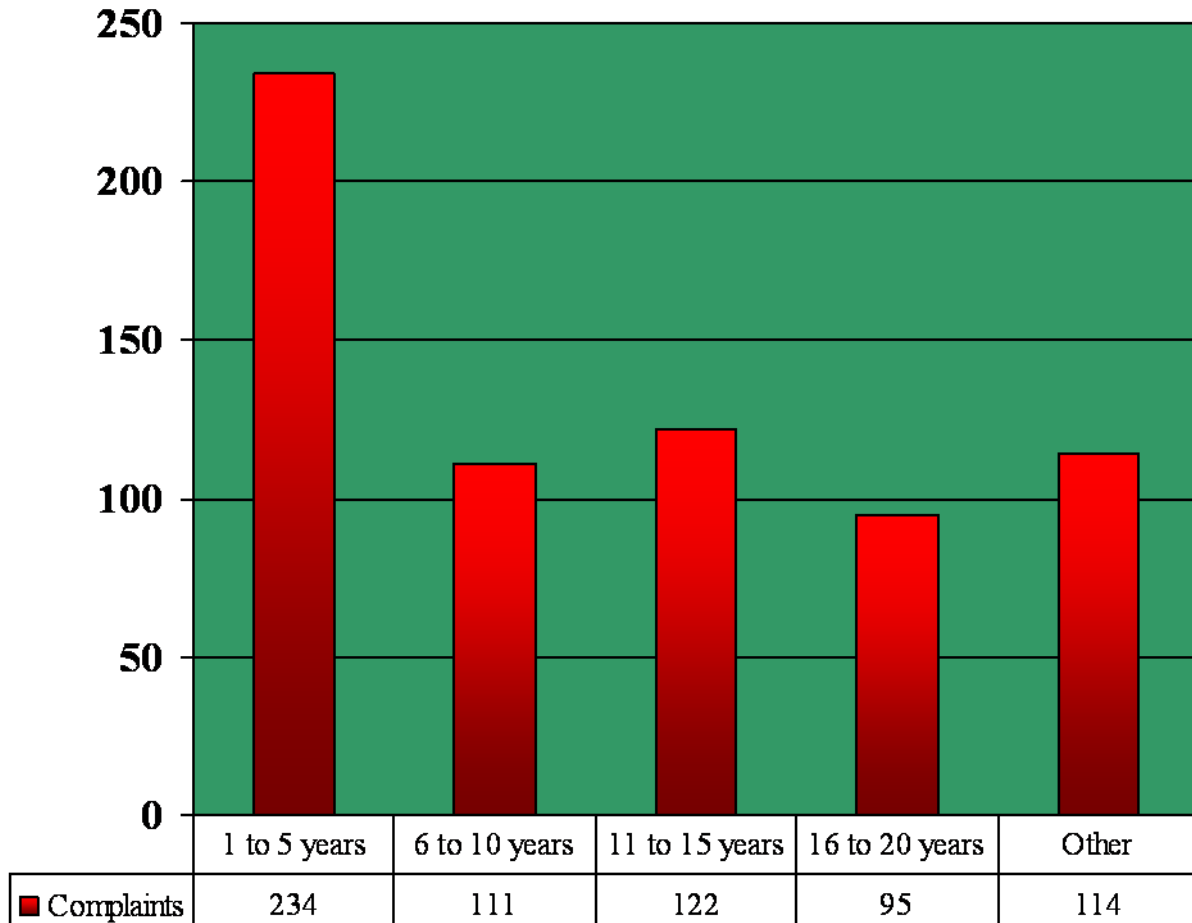




Jacksonville Sheriff's Office Internal Affairs Unit



Citizen Complaints Against Members by Years Employed for 2008



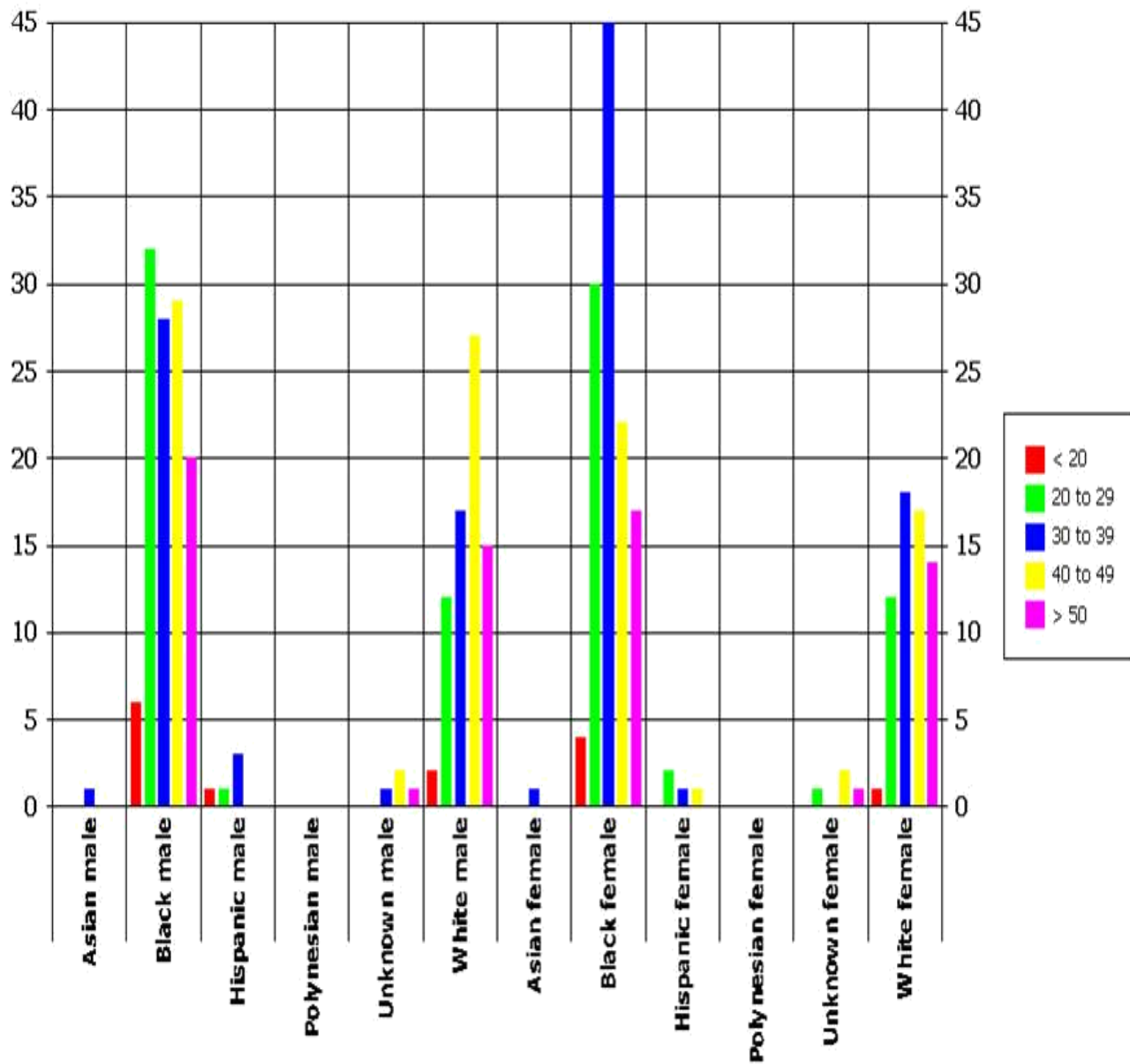


Jacksonville Sheriff's Office Internal Affairs Unit



Complaints Against Members by Citizen Age/Race for 2008

Citizen complaint 2008: Involved citizen demographics

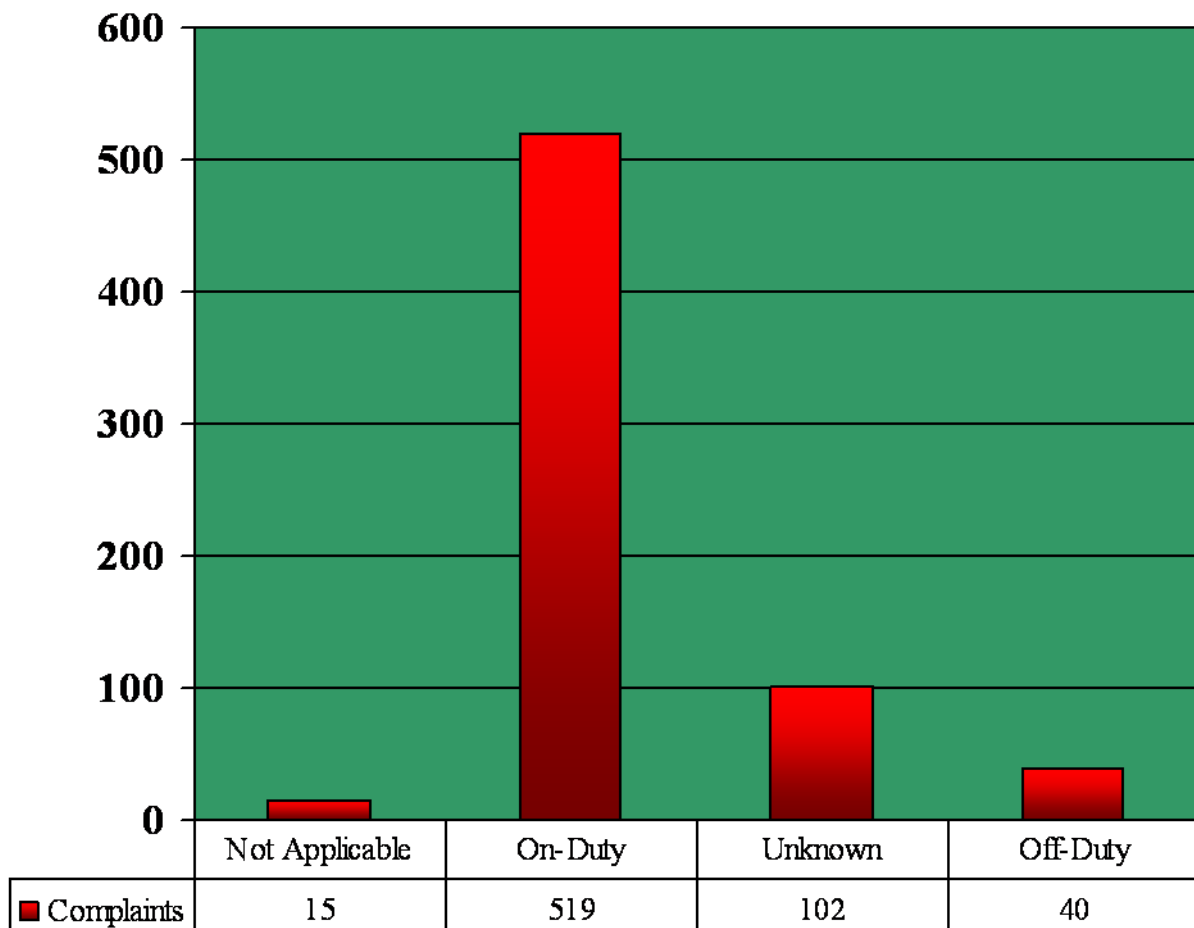




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Citizen Complaints Against Members by work status for 2008





Jacksonville Sheriff's Office Internal Affairs Unit



Bias Based Profiling Annual Analysis

The definition of Bias based profiling, according to Jacksonville Sheriff's Office Operational Order 2.4.3, is as follows: Bias based profiling is the detention, interdiction, or other disparate treatment of any person on the basis of their race, color, ethnicity, sexual orientation, physical handicap, economic status, age, cultural group, religion or other belief system.

During the calendar year of 2008, the Internal Affairs Unit received twenty seven (27) complaints of Biased Based profiling. The Internal Affairs Unit has a comprehensive policy on receiving citizen complaints. The Jacksonville Sheriff's Office policy and procedures for accepting citizen complaints on any issue, including biased based profiling, allows for complaints to be made in person, mail, e-mail, or by telephone. The complaint can be made anonymously or the complainant can leave their information for follow-up. The Commanding Officer of the Unit reviews all complaints received by Internal Affairs.

The Jacksonville Sheriff's Office is committed to being responsive to the concerns of the public that it serves. Aside from the established procedure outlined above, there are many other avenues that the citizens of Jacksonville have to voice concerns regarding Biased Based profiling. First of which are Sheriff's Walks where the Sheriff and residents of a particular sub-sector walk selected neighborhood streets to gain firsthand input from residents. Another is Sheriff's Advisory Council meetings where residents have monthly meetings with officers and command staff assigned to their area. There are also meetings between the Jail Chaplain and area clergy, School Resource Officer contacts with the Duval County School System, and various other avenues available through the Community Affairs Unit. Lastly there is a citizen attitudinal survey where a random sample of citizens of Jacksonville are asked questions about their impression of the Jacksonville Sheriff's Office.



Jacksonville Sheriff's Office Internal Affairs Unit



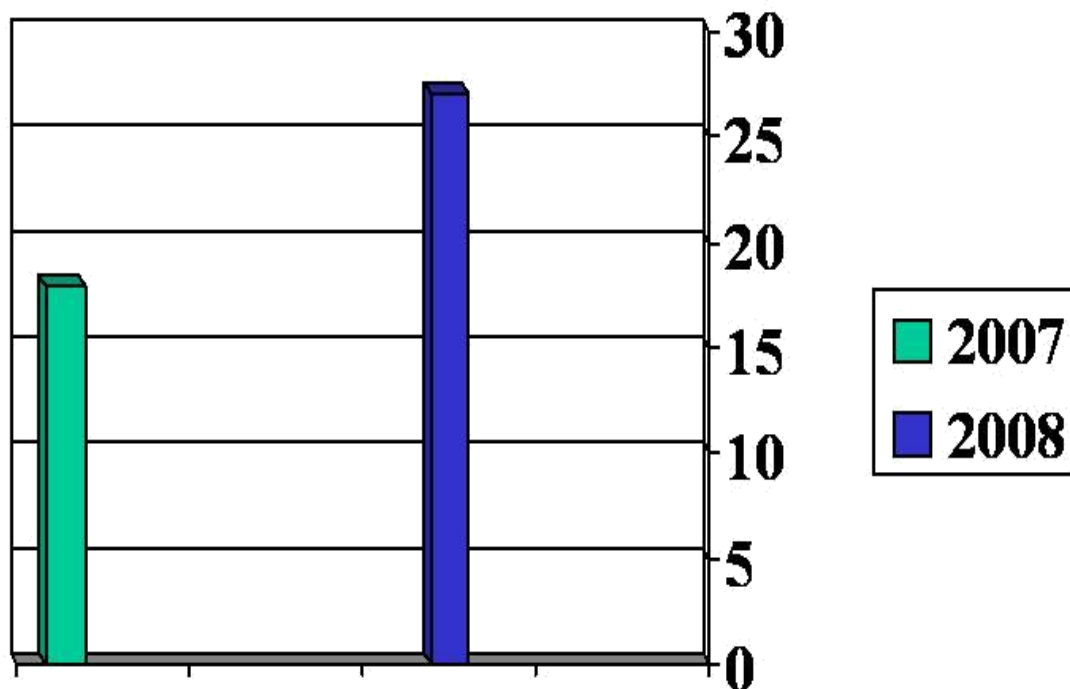
Event/Element Data

During 2008, the Jacksonville Sheriff's Office received twenty seven (27) Bias Based profiling complaints, all of which were citizen initiated. All 27 complaints were titled "Biased Based Profiling" within the Internal Affairs reporting database.

Internal Affairs became aware of the Bias Based profiling allegations after receiving the complainants' *Complaint Against Employee* forms.

The time period in which this data was collected is as follows: January 1, 2008 to December 31, 2008.

The provided chart compares complaints of Bias Based profiling from 2007 to 2008. It should be noted that if even if there is no merit on it's face value, all allegations of Bias Based profiling were recorded, reviewed, and tracked. The goal of Internal Affairs is to ensure no complaints "slip through the cracks".





Jacksonville Sheriff's Office Internal Affairs Unit



Event/Element Data

The complaints were made from all six Zones: Zone 1, six (6) complaints, Zone 2, three (3) complaints, Zone 3, four (4) complaints, Zone 4, two (2) complaints, Zone 5, two (2) complaints, and Zone 6, three (3) complaints. In addition, complaints were made on employees assigned to the following Units/Divisions: FTO Office, one (1) complaint, Courthouse, one (1) complaint, Narcotics, (1) complaint, Detective Division, one (1) complaint, Seaport Security, one (1) complaint, Tele Serve, one (1) complaint, and Corrections, one (1) complaint. No officer had more than one complaint during 2008.

The complaints ranged from 01/29/08 to 12/19/08, and the times of the complaints range from 1:40a.m. to 11:19p.m. Four (4) of the complaints are active investigations, and as a result, the specifics of the allegations are confidential.

The origins of the Bias Based complaints are as follows: Traffic stops eight (8) complaints, on-view activity eight (8) complaints, dispatched calls nine (9) complaints, and two (2) complaints were made by inmates.

There is a condition common among the majority of the Biased Based complainants. In their written complaints, the complainants all questioned the validity of their contact with police, and specifically, felt that they would not have been stopped, detained, or attested if they were not of a certain race or ethnicity. Twenty (20) incidents involved white male officers, and the remaining cases involved one (1) white female officer, one (1) black female officer, two (2) Asian male officers, and three (3) Hispanic males officers.

The Jacksonville Sheriff's Office currently has a comprehensive policy in place regarding Bias Based profiling (Operational Order 2.4.4) The policy covers definitions, procedure, and complaint investigation requirements.



Jacksonville Sheriff's Office Internal Affairs Unit



Report Findings

The complaint dated 01/29/08 involved an officer who responded to the Burlington Coat Factory in reference to a shoplifter complaint. The complainant was detained because of information the officer received from loss prevention and she complained that she was treated unfairly due to her race. The officer's watch commander, Lt. E. Collier, reviewed the allegations and conducted an investigation. Lt. Collier could not substantiate any of the allegations.

The complaint dated 02/12/08 involved a traffic stop conducted on a vehicle driven by the complainant. The complainant claimed that she was only stopped by the officer because of her race. A review of the traffic stop determined that the complainant was speeding, and issued a citation. The involved officer's watch commander, Lt. R. Nader, reviewed the allegations and conducted an investigation. Lt. Nader could not substantiate any of the allegations, and the complaint was classified as Not Sustained.

In regards to the complaint dated 03/27/08, the complainant alleged that he was a victim of Racial Profiling because he was stopped twice (traffic violations) in three months. The complainant was cited for not stopping at a stop sign during the second incident. A review by Lt. W. Medlin found no wrong doing on the part of the involved officer and classified the complaint as Unfounded.

In regards to the complaint dated 04/09/08, the complainant alleged that the officer made a racial comment to him after giving him a citation for speeding. Further review determined that the officers were using laser radar equipment and the complainant's vehicle was first tracked at a distance to where the officers could not have seen the complainant's race. A review of the incident by Lt. M. Beckman could not prove or disprove the allegation. Lt. Beckman classified the allegation as Not Sustained.



Jacksonville Sheriff's Office Internal Affairs Unit



Report Findings Cont'd

The complaint dated 04/23/08 involved allegations that the officer was harassing the complainant and made a racist comment to her and her grandmother. She further explained that the officer thinks that she sells drugs at her house. This allegation was reviewed and investigated by Lt. R. Jernigan. Lt. Jernigan classified the allegation as Not Sustained.

The complaint dated 04/23/08 involved an officer stopping the complainant for playing his music too loud from his vehicle. This is the second Bias Based allegation made by this complainant during 2008. The complainant stated that he was stopped as a result of Racial Profiling. This complaint was reviewed and investigated by Lt. B. Reagor. Lt. Reagor classified the allegation as Not Sustained.

In regards to the complaint dated 04/24/08, the complainant alleged that she was not able to tell her side of the story about the vehicle crash in which she was involved. She further stated that the officer would listen to what the "whites" said, but not what the "blacks" said. This case was reviewed and investigated by Lt. A. Brown. Lt. Brown classified the complaint as Unfounded.

In regards to the complaint dated 04/24/08, the complainant, alleged that during her traffic stop, the officers were rude and made racial comments to her. The complainant was stopped for having dark tinted windows and stated she did not like the officers looking in her vehicle with flashlights. This allegation was reviewed and investigated by Lt. D. Mitchell. Lt. Mitchell recommended that the case be classified as Not Sustained.

In regards to the complaint dated 05/22/08, the complainant alleged that he was a victim of Racial Profiling as he was stopped in his vehicle for an improper lane change. The complaint stated that he did not try to run from the officer and should not have received the citations that were issued. The complainant felt that he was given 3 citations because he is black. Lt. D. Daniels reviewed the incident and recommended a case classification of Not Sustained.



Jacksonville Sheriff's Office Internal Affairs Unit



Report Findings Cont'd

The complaint dated 9/10/08 involved an inmate being detained in the courthouse. The complainant alleged that the officer used racial slurs towards him and used profane abusive language because he is in a wheelchair. The complainant alleged that he was left in a holding cell for four hours with no toilet facilities. An investigation by Sgt. T. Delp determined that the complainant was yelling racial slurs at the officers. Sgt. Delp and Lt. Weintraub determined that there was no evidence that the allegation occurred. Sgt. Delp classified the allegation as Unfounded.

The complaint dated 09/29/08 involved the complainant being arrested. The complainant stated that he was arrested due to his race. It was determined by Lt. C. Tyree that the complainant was arrested because he was causing a disturbance at his place of employment (Burger King) and refused to leave. The officer had probable cause to make the arrest. Lt. Tyree classified this allegation as Unfounded

The complaint dated 10/01/08 was in reference to the complainant alleging that the officer did not handle her call for assistance properly because she is a black Muslim woman. The complainant wanted her husband arrested because she found her vehicle tires deflated. This allegation was reviewed and investigated by Lt. B. Reagor. Lt. Reagor advised that the officers actions were proper and classified the allegation as Unfounded.

The complaint dated 10/01/08 involved a traffic stop of the vehicle driven by the complainant's son. The complainant claimed that her son was stopped due to his race. The involved officer called the complainant and told her that he stopped her son for a brake light that was out. A review was conducted by Lt. H. Eason who determined that the officer acted properly and there was no basis to the complainant's allegations. Lt. Eason's classified the case as Exonerated.



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Report Findings Cont'd

The complaint dated 10/08/08 involved a property dispute. The complainant stated that she has a problem with her neighbors taking her customers away from her property where she parks cars on game days. She said that she is reluctant to call JSO because of past biases and racial profiling. The complainant claimed that she is the owner of a car lot near the Jacksonville stadium. This case was reviewed and investigated by Sgt. R. John who determined that the complainant is not the owner of the property and cannot legally collect money for parking on the lot in question. He determined that the officer acted properly and there was no basis to the complainant's allegations. The case was classified as Unfounded.

The complaint dated 10/09/08 involved a custody dispute. The complainant stated that she "felt racism" when her daughter was told by the officer to go with the child's father. A review was conducted by Lt. R. Highcove and Sgt. J. Carey who determined that the officer acted properly and there was no basis to the complainant's allegations. Lt. Highcove's classification of the case was Exonerated.

The complaint dated 10/17/08 involved a transient's allegation that the sergeant is harassing the people in a Jacksonville park. The complainant claimed that he was treated unfairly due to his race. The allegations were reviewed and investigated by Lt. M. Bruno who determined that the officer acted properly and there was no basis to the complainant's allegations. Lt. Bruno classified the allegations as Exonerated.

The complaint dated 10/22/08 involves an inmate and is still active. Due to the case status, no additional information can be provided and the outcome of the complaint will be provided in the 2009 annual report.

In reference to the complaint dated 10/24/08, the complainant alleges that she and her boyfriend were stopped as robbery suspects when the suspect description was for white suspects. She also alleges that unnecessary force was used while she was being detained. The allegations were reviewed and investigated by Lt. M. Nemeth and Sgt. S. McCormick. Sgt. McCormick determined that there was a Police Lieutenant and a Police Sergeant at the scene



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Report Findings Cont'd

and the actions of the officers were proper. Lt. Nemeth classified this allegation as Exonerated

The complaint dated 11/19/08 is still active. Due to the case status, no additional information can be provided and the outcome of the complaint will be provided in the 2009 annual report.

The complaint dated 11/21/08 is in reference to the complainant's son being chased by undercover officers. The complainant stated that one of the officers said "if the children are black, they must be drug dealers." The allegation was reviewed and investigated by Lt. E. Kenny. Lt. Kenny determined that the complainant was mad at her neighbors and not the police. Lt. Kenny classified this case as Unfounded.

In reference to the complaint dated 11/24/08, the complainant, who is a security guard at the Jaxport, alleges that the officer told his employer that he was sleeping on the job. This caused the employer to terminate the complainant. The complainant further stated that the officer fabricated this information because he has "Obama" stickers on his vehicle. This allegation was reviewed and investigated by Lt. A. Morgan. Lt. Morgan determined that the officer did catch the complainant sleeping and even tried to photograph him sleeping. However the photograph did not turn out due to the dark tint on the complainant's vehicle. Lt. Morgan classified this allegation as Unfounded.

In reference to the complaint dated 12/16/08 is still active. Due to the case status, no additional information can be provided and the outcome of the complaint will be provided in the 2009 annual report.

In reference to the complaint dated 12/12/08 the investigation is still active. Due to the case status, no additional information can be provided and the outcome of the complaint will be provided in the 2009 annual report.

In reference to the complaint dated 12/19/08, the complainant stated that the officer would not write him a traffic crash report because of his race. This allegation was investigated by Lt. D. Adams who classified the Bias Based complaint as Not Sustained. However, in



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Report Findings Cont'd

regards to the allegation of failure to write a report, Lt. Adams sustained the complaint and the officer was counseled for the omission.

For 2008, twenty three (23) of the twenty seven (27) complaints of Bias Based profiling were either unfounded, not sustained, or exonerated. The four remaining cases are currently active and confidential. In one of the 23 reviewed cases, the involved officer was counseled for failing to write an accident report , but no evidence of profiling was present. The police contacts appeared proper and were documented. All of the complaints involved different officers and occurred in all six Zones of the city. A citizen made two separate Bias Bases profiling complaints on two separate incidents. These complaints involved two different officers, and on both occasions, there was a documented reason for contact, and proper enforcement action was taken. Sixteen (16) of the complaints involved traffic stops or on-view activity. It is the policy of the Jacksonville's Sheriff's Office to patrol in a proactive manner, to aggressively investigate suspicious persons and circumstances, and to actively enforce the motor vehicle laws, while insisting that citizens will only be stopped or detained when there exists reasonable suspicion to believe they have committed, are committing, or are about to commit, an infraction of the law.



Jacksonville Sheriff's Office Internal Affairs Unit



Personnel Early Warning System

A comprehensive personnel early warning system is an essential component of good discipline in a well managed law enforcement agency. The early identification of potential problem employees and a menu of remedial actions can increase agency accountability and offer employees a better opportunity to meet the agency's values and mission statements.

On a monthly basis, a performance awareness notification was created for employees who met the listed established parameters during a three month period, which are provided below. For 2008, Internal Affairs has identified errors within the Early Warning System program, which resulted in a reduction in the number of reports. As a result, Internal Affairs has worked closely with ISM to rectify the problems.

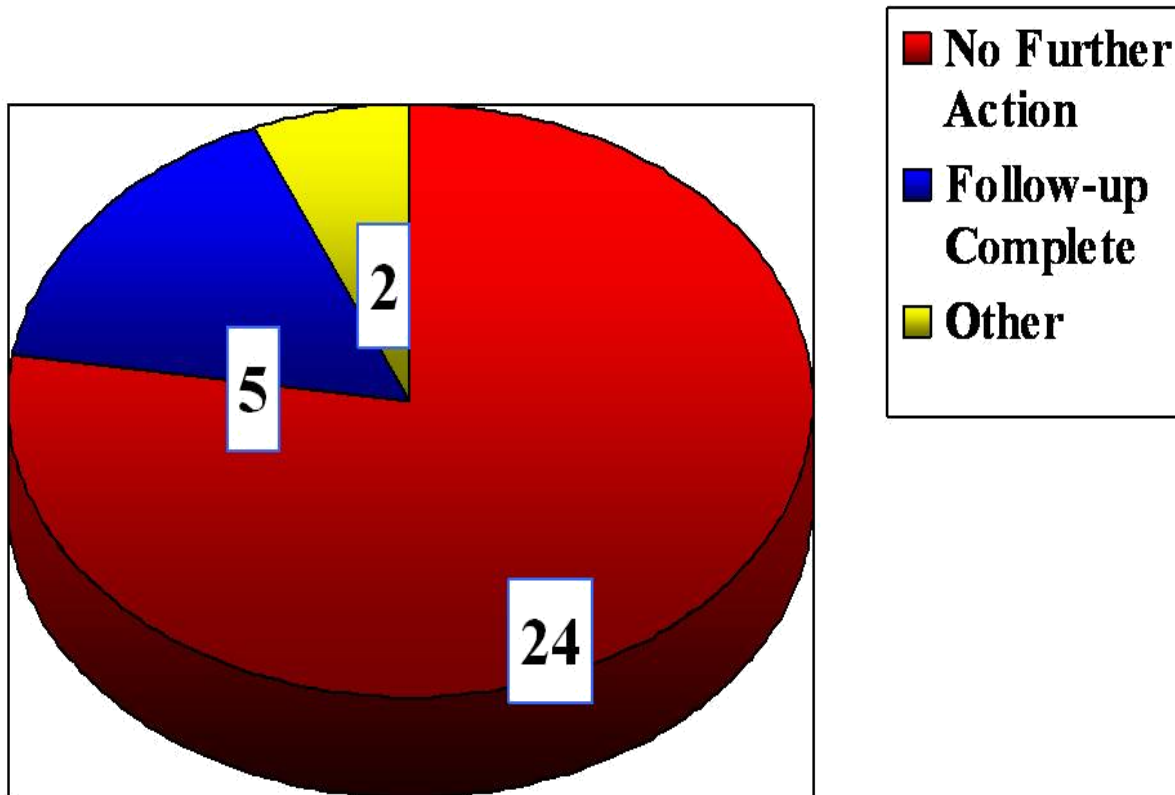
- Three or more internal complaints
- Three or more formal counselings or disciplinary actions
- Two or more use of force/unnecessary force complaints and one other component, which would qualify toward a parameter
- Three or more use of force incidents
- Two or more uses of force incidents involving a discharge of a firearm and one other component, which would qualify toward a parameter
- Two or more chargeable incident or crashes
- Four or more total incidents (chargeable or non-chargeable)
- Six or more sick leave days and one other component, which would qualify toward a parameter
- Six or more days absent as injured on duty and one other component, which would qualify toward a parameter
- Two or more sick days attached to days off and one other component, which would qualify toward a parameter
- Two or more days absent without authority and one other component, which would qualify toward a parameter



Jacksonville Sheriff's Office Internal Affairs Unit



Early Warning Notice – Supervisory Follow-up Activity



A total of 31 Early Warning Notifications were sent out in 2008, and all were returned. The above chart reflects the actions taken by field supervisors after reviewing the information provided by the Early Warning Notification. 24 notices (77%) resulted in no further action, and 5 notices (16%) were returned indicating that follow-up action was complete. The 2 remaining notices resulted in other action taken.