

JACKSONVILLE SHERIFF'S OFFICE 2023 ANNUAL REPORT





JACKSONVILLE SHERIFF'S OFFICE ORGANIZATIONAL CHART

August 12, 2023



Sheriff T.K. Waters
Duval County, Florida



**Undersheriff
Shawn Coarsey**



Department of Patrol & Enforcement
Director Joe Cowan



Department of Investigations & Homeland Security
Director Mark Romano



Department of Personnel & Professional Standards
Director Brian Kee



Department of Corrections
Director Kevin Goff



Department of Police Services
Director Larry Schmitt



Patrol Division
Chief Jaime Eason



- District 1 – Asst. Chief J. D. Ricks IV
- District 2 – Asst. Chief F. Alicea III
- District 3 – Asst. Chief R. M. Glossman
- District 4 – Asst. Chief E. D. Redgate
- District 5 – Asst. Chief H. E. Massey
- District 6 – Asst. Chief C. H. Ford

Patrol Support Division
Chief Jennifer Short



- Specialized Patrol Section –**
Asst. Chief R. M. Silcox
- Aviation
 - Canine / Mounted
 - Civil Process / Risk Protection
 - Offender Tracking / Felony Registration
 - Police Auxiliary
 - Specialized Traffic Enforcement
 - Traffic Enforcement East
 - Traffic Enforcement West

- Community Engagement Section –**
Asst. Chief M. J. Halyard III
- Crime Prevention / International Affairs / Sheriff's Watch - Apartments / Blight Abatement / Tele-Serv
 - Police Athletic League of Jacksonville
 - Community Engagement Administrator

Special Events Division
Chief Ellis Burns



- Special Events Section –**
Asst. Chief W. O. Janes
- Special Events / Secondary Employment
 - Emergency Preparedness
 - Honor Guard
 - Mobile Field Force

Integrity & Special Investigations Unit

Investigations Division
Chief Alan Parker



- Major Case Section –** Asst. Chief J.D. Stronko
- Homicide
 - Robbery & Violent Crimes
 - Special Assault
 - Victim & Witness Services

- Specialized Investigations Section –** Asst. Chief M. A. Paul
- Citywide Community Problem Response / Gang Investigations
 - Cold Case / Missing Persons / Crime Gun Intelligence Center
 - Firearms Lab
 - Support & Outreach Liaison

- Property Crimes & Investigative Support Section –**
Asst. Chief D. M. Shelton
- Burglary / SCRAP / Property Recovery / Economic Crimes
 - Auto Crimes / Wrecker Regulation / Traffic Homicide
 - Crime Scene / Latent Print / Photo Lab

Homeland Security Division
Chief Steve Gallaher



- Special Operations Section –**
Asst. Chief C. M. King
- SWAT
 - Intelligence / Critical Infrastructure / Fusion Center / Marine / Dive / Unmanned Aerial Systems
 - Hazardous Devices
 - Crisis Negotiations

- Narcotics & Vice Section –** Asst. Chief E. M. Cayenne, Jr.
- Street Level Narcotics / Vice / DART
 - Major Case & Mid-Level Narcotics / Pharmaceutical & Designer Drug / Overdose Death Investigations / Clandestine Lab
 - Technical Support / Computer Forensics / Internet Crimes Against Children / Warehouse / Forfeiture

Crime Analysis Unit – Administrator Catherine Clark

Human Resources Division
Chief Chris M. Brown



- Occupational Health
- Time & Attendance
- Recruitment & Selection
- Employee Safety & Wellness
- Critical Incident Stress Management
- Peer Support

- Personnel Services Section –** Executive B. W. Laird
- Examination & Civilian Recruitment
 - Staffing & Position Management

Professional Standards Division
Chief Mike Shell



- Training Section –** Asst. Chief E. L. Weber
- Police Training Academy
 - Police Field Training / Gun Range / Leadership Development Institute
 - Corrections Training and Field Training

- Public Accountability Section –** Asst. Chief J. S. Barrier
- Internal Affairs
 - Professional Oversight
 - Public Relations & Information / Body-Worn Camera

- Compliance Section –** Executive D. L. Wendland
- Internal Audit
 - Accreditation
 - Police Inspections
 - Corrections Inspections

Jails Division
Chief Paul Restivo



- PDF Custody & Housing Section –**
Asst. Chief A. L. O'Neal

- PDF Operations Section –**
Asst. Chief D. L. Wesley

- PDF Support Services Section –**
Asst. Chief R. W. Long, Jr.

- Court Services Section –**
Major J. L. Carney III

Prisons Division
Chief Joshua Benoit



- Community Transition Center Section –**
Asst. Chief N. D. Bliss

- Montgomery Correctional Center Section –**
Asst. Chief E. A. Prescott

Programs & Transitional Services Division
Chief Kina Paschal



- Pretrial Services and Court Diversionary Programs
- Inmate Programs
- Misdemeanor Probation Program
- Jacksonville Re-Entry Center (JREC)
- Corrections Chaplaincy & Interfaith Services

Support Services Division
Chief Deloris O'Neal



- Communications Section –**
Asst. Chief P. L. Tillman
- Communications Center
 - 9-1-1 Administration
 - Communications Technology
 - Property & Evidence

- Information Systems Management Section –** Asst. Chief J. L. Randolph
- Software Services
 - Infrastructure
 - ISM Support Services

- General Support Section –** Asst. Chief S. B. Dingee
- PMB Security / Facilities Management / Supply & Mail / Copy Center
 - Fleet Management
 - Records & Identification
 - Public Records Requests

Budget Division
Chief Bill Clement



- Financial Analysis
- Procurement
- Grants
- Trust Funds

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DEPARTMENT OF PATROL AND ENFORCEMENT



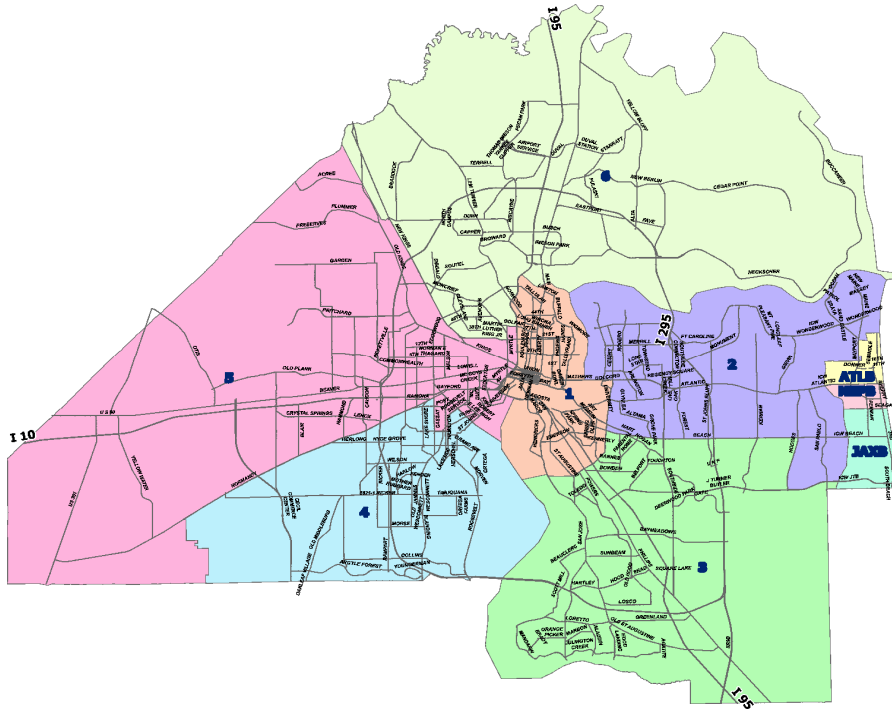
2023
ANNUAL REPORT

Table of Contents

JACKSONVILLE SHERIFF’S OFFICE PATROL SUBSTATIONS.....	3
MAP OF THE SIX POLICE DISTRICTS IN DUVAL COUNTY, FLORIDA.....	3
PATROL & ENFORCEMENT DIVISION	4
SPECIALIZED PATROL SECTION	23
SPECIAL EVENTS DIVISION.....	27

JACKSONVILLE SHERIFF'S OFFICE PATROL SUBSTATIONS

MAP OF THE SIX POLICE DISTRICTS IN DUVAL COUNTY, FLORIDA



District 1

Commander: Assistant Chief Jimmy Ricks
Located at: Gateway Town Center
[5258-13 Norwood Avenue, Jacksonville, FL 32208](#)
Hours: 8 a.m. to 5 p.m., Monday - Friday
Phone: 904.630.8144
Fax: 904.630.8155
JSODistrict1@jaxsheriff.org

District 2

Commander: Assistant Chief Felipe "Phil" Alicea
Located at: Merrill Crossing
[9119 Merrill Road, Jacksonville, FL 32225](#)
Hours: 8 a.m. to 5 p.m., Monday – Friday
Phone: 904.630.8166
Fax: 904.630.8170
JSODistrict2@jaxsheriff.org

District 3

Commander: Assistant Chief Randi Glossman
Located off of Prominence Parkway
[8875 Liberty Ridge Drive, Suite 110, Jacksonville, FL 32256](#)
Hours: 8 a.m. to 5 p.m., Monday – Friday
Phone: 904.630.8100
Fax: 904.630.8101
JSODistrict3@jaxsheriff.org

District 4

Commander: Assistant Chief Eric Redgate
Located at: Cedar Hills Shopping Center
[3726 Blanding Boulevard, Jacksonville, FL 32210](#)
Hours: 8 a.m. to 5 p.m., Monday - Friday
Phone: 904.630.8133
Fax: 904.630.8122
JSODistrict4@jaxsheriff.org

District 5

Commander: Assistant Chief Harry Massey
Located at: Edward Waters University
[1767 Kings Road, Jacksonville, FL 32209](#)
Hours: 8 a.m. to 5 p.m., Monday – Friday
Phone: 904.470.8900
Fax: 904.470.8318
JSODistrict5@jaxsheriff.org

District 6

Commander: Assistant Chief Chuck Ford
Located at: Rutgers Plaza
[1680 Dunn Avenue, Suite 39, Jacksonville, FL 32218](#)
Hours: 8 a.m. to 5 p.m., Monday - Friday
Phone: 904.630.8688
Fax: 904.630.8677
JSODistrict6@jaxsheriff.org

PATROL & ENFORCEMENT DIVISION

HIGHLIGHTS FROM THE ZONES

Upon being elected as Sheriff of Duval County, Sheriff T.K. Waters set into action the JSO Realignment Project with the vision of creating a patrol operation plan that would benefit the public and the police, and, likewise, strengthen their partnership and trust, both of which are at the heart of successful policing. Using historical calls for service data to understand current patrol needs all over the City, combined with the Federal Transportation Authority's year 2030 population projections, the JSO reorganized the city patrol operation into 6 police service districts, divided into 24 sectors and 144 subsectors. These area divisions were created based on community need, not natural or artificial geographic markers.

This project fundamentally changed policing in our City and has impacted both citizens' and police officers' experience with patrol service. As a result, the JSO is already seeing a more balanced officer workload and decreased response times in certain areas. This new structure will be further strengthened in the coming years with the addition of more patrol officer assets.

District 1

District 1 strengthened community relations during 2023 through 20 neighborhood walks and partnerships with many of the district's neighborhoods, such as San Marco, Brooklyn, LaVilla, Hogan's Creek, Springfield, Phoenix, Eastside, Brentwood, Tallulah-North Shore, Long Branch and Panama Park. District 1 also implemented special assignment officers to address specific neighborhood crime problems. Additionally, local organizations such as Downtown Vision, Downtown Investment Authority, Mayor's Taskforce on Homelessness, Changing Homelessness, Springfield Area Merchants and Business Association, Springfield Preservation and Revitalization, LIFT Jax, and Citizens Planning and Advisory Committee all continued to serve as vital partners in 2023.

District 1 bike officers and walking beat officers, in coordination with Downtown Vision and Jacksonville Sheriff's Crime Analysis Unit, collaborated to list 34 hot spots in the downtown area.

Hot spots were locations that citizens and business owners frequently reported to Downtown Vision as having public nuisance and quality of life issues. These locations were verified by the Crime Analysis Unit with crime statistics from 2022. The goal of this hot spot initiative was to decrease the number of calls for service and reported incidents. A bike officer or walking beat officer was assigned to each hot spot to serve as a liaison. These officers established relationships with the citizens and business representatives at those hot spots to receive more accurate and timely information, while problem solving together. In 2022, all the hot spots accounted for 3,068 calls for service and 311 incidents. In 2023, all the hot spots accounted for 3,794 calls for service and 171 incidents. That is 726 more calls for service (23% increase) and 140 fewer incidents (45% decrease) from 2022.

District 2

Following the District realignment, District 2 collaborated with new community partners in their expanded patrol area, including Mayo Clinic Hospital. Through this newly formed relationship, District 2 engaged in discussions and training sessions on active shooter response and participated in tabletop exercises. Furthermore, District 2 addressed protocols for responding to radiological incidents, with comprehensive dissemination of this information throughout the agency.

In addition to maintaining relationships with our local merchants to address retail theft, the bike squad made a concerted effort to address our violent crime hot spots. During their time spent in these areas in 2023, 134 arrests were made, with 84 being felony offenses, in addition to large amounts of narcotics and firearms being seized.

District 2 held their second annual Trunk or Treat event in 2023. During the year they broadened their community collaborations to include partners such as the Jacksonville Fire and Rescue Department, as well as local car dealerships. District 2 hosted the Trunk or Treat event at the Atlantic North shopping center and the event garnered remarkable participation, with over 1000 individuals in attendance. In addition to providing a secure environment for children to enjoy trick-or-treating and building relationships with first responders, valuable crime safety information was disseminated to adults, along with information on how to partner with the JSO. District 2 extends their heartfelt appreciation to our partners and the community, whose unwavering support significantly contributed to the event's successful outcome.

Throughout the year, District 2 collaborated with Kathryn Abbey Hanna Park and local bicycle organizations to organize bike rodeos tailored for elementary-age children. These events provided a

platform for imparting essential lessons on bicycle safety, facilitating cone drills to enhance handling skills, and enjoying the scenic bike trails within Jacksonville's renowned park. Not only did these engaging and educational initiatives foster new connections, but they left a lasting impact on the participating children.

District 3

During 2023, the primary challenges District 3 faced were crimes of business robberies, aggravated batteries, business/residential burglaries, and thefts. The two patrol officers that were permanently assigned to the St. John's Town Center (SJTC), the largest shopping center in Jacksonville, took great pride in reducing the above incidents. There were 3,653 calls for service at the SJTC last year, of which the permanently assigned officers handled 808 of those calls. By dedicating officers to the shopping center, the JSO has reduced the response time significantly, as well as improved service to citizens in the area. These devoted officers serve as a visible deterrent to crime, while handling calls for service, liaising with mall security, and communicating with business representatives for education and awareness.

In August 2023, the District 3 Task Force (D3TF) of 6 officers and 1 sergeant was created. The D3TF utilized all available law enforcement resources and databases to locate suspects and build good solid cases against them. Each officer, including the sergeant, is assigned to a detective division with whom they coordinate regularly. This direct communication has built a strong network among the patrol and the investigation division and allows the Task Force officers unique enforcement opportunities beyond the normal scope of patrol duties. In only 4 months of existence (August through December 2023) the D3TF located and arrested 92 suspects. Many of these suspects have pled in their cases and have been sent to prison because of the assiduousness of the D3TF.

During 2023, the Mental Health Co-responder program expanded into an East and West squad, along with a sergeant and lieutenant for each. There are now 6 full-time officers and 2 clinicians assigned to the East squad that focus on mental health calls, diversion and follow-ups. The long-term goal is to decrease the number of mental health calls for service for patrol by providing access to resources to subjects in crisis that can utilize this as an alternative to law enforcement.

District 3 held the Sheriff's Watch Safety Fair at the Avenues Mall. The event features all divisions within the Jacksonville Sheriff's Office. This included the Air Unit, SWAT, Traffic, K-9,

Communications, Corrections, and many others. The event allowed the public an inside view of the inner workings of the agency and provided a great opportunity to connect with our citizens.

Several other community engagement events were held in the District 3. District personnel participated in National Night Out, where officers visited neighborhoods that chose to hold community gatherings. They also participated in the National Coffee-with-a-Cop program by holding an event on Baymeadows Road. Several members of the community participated in the event and spoke with the officers in attendance.

District 4

In 2023, District 4 officers continued their partnerships with various groups such as the Sheriff's Watch, Southwest CPAC, Argyle Civic Association, and several homeowners' associations in efforts to focus on crime-reduction initiatives. These efforts helped ensure the safety of our Westside residents, businesses, and property while providing a forum for citizens to directly communicate with District officers and supervisors. Efforts to strengthen bonds with the community included 30 community engagement walks with our District Commander and Patrol Watch Supervisors. District 4 officers also assisted with food and toy distributions and Coffee with a Cop events. In a continuing effort to strengthen partnerships with the community, District 4 partnered with St. Mark's Episcopal Church and School, West Jacksonville Baptist Church, and Freedom at Arbor Mill HOA in opening new stop stations for officers to use.

In 2023, the District 4 Task Force worked hand in hand with investigative units and the Community Problem Response (CPR) city wide Task Force in the apprehension of violent criminal subjects. District 4 Task Force officers made a total of 377 arrests (284 Felony, 86 misdemeanors, and 7 notice-to-appears). In addition, they issued a total of 376 traffic citations, recovered 13 stolen vehicles, and seized 111 firearms, 13 vehicles, and over \$5000.00.

District 5

District 5 has formed close relationships with several religious organizations throughout the northwest side of Jacksonville. District 5 officers and personnel attended and assisted with several community events, including the Mount Olive Primitive Baptist Church food giveaway, the Mount Olive Baptist Church community clean-up in New Town, the All-Things Common Ministry food giveaway, a partnership with Feeding Northeast Florida supplying food for food giveaways, and a Cascade

Apartments/New Town Community Event to assist and serve the people of New Town. District 5 also participated in a Trunk or Treat for Halloween at the District 5 substation to provide a safe environment for children to Trick or Treat and have positive interactions with JSO officers and personnel.

During 2023, District 5 continued to deploy its Task Force squads to identify and arrest violent, prolific offenders. In coordination with local, state, and federal law enforcement partners, the District 5 Task Force squads collectively made 839 felony arrests, 403 misdemeanor arrests, issued over 600 traffic citations, and contacted 122 gang members. They recovered 102 stolen vehicles, seized 186 illegal firearms, and seized 51 vehicles under the contraband forfeiture law. Additionally, they removed more than 36,170 grams of marijuana, 439 grams of crack cocaine, and over 29,837 grams of fentanyl from circulation, all due to proactive actions.

District 6

During 2023, District 6 saw growth in the district with the creation of the city-wide zone realignment plan. This plan increased the geographical area of District 6 and it brought an increase in the number of officers in the district to 134. This is a substantial increase from the 97 officers in the previous years. This increase in officers created a district schedule that aligned with the other districts in the city. District 6 now has officers assigned to one of six watches throughout a 24-hour period.

District 6 officers provided support to several community partners to assist in reached all our citizens within the community. The District 6 personnel assisted with the delivery of food & other items, participated in charity events to promote the Jacksonville Sheriff's Office mission, and delivered donated toys and gifts to those less fortunate in our community. District 6 officers also continued to strengthen ties with the community, participating in 31 community walks and meetings in the District 6 neighborhoods that provided opportunities to meet citizens in each community.

District 6 Lieutenants conducted 22 Hot Spot Deployments in areas strategically picked to increase police presence due to criminal activity. Multiple cases with notable arrests were made by various the District 6 officers. These investigations and arrests involved the selling/dealing of narcotics, the seizure of drug money, and the recovery of property to include both firearms and money.

City-Wide Calls for Service

911 & Phone Generated			MDT/Officer			Total		
2022	2023	% Change	2022	2023	% Change	2022	2023	% Change
465,099	483,177	3.90%	278,043	275,694	-0.80%	743,142	758,871	2.10%

MDT/Officer: Self-initiated calls generated by the officer, not dispatch.

City-Wide End of Year Tracking

Incident Category	2022	2023	Changes
Crimes Against Persons	7,101	7,652	7.76%
Crimes Against Property	26,690	28,508	6.81%
Arrests	33,837	35,674	5.43%

City-Wide Deployments

Totals	Deployments	Felony Arrests	Misdemeanor Arrests	Firearms Seized
	148	1,435	543	449

PATROL SUPPORT DIVISION

The Patrol Support Division is made up of diverse units with a common mission to support patrol division functions and initiatives. The Division consists of 392 employees disbursed between two sections, Community Engagement and Specialized Patrol. Collectively, these sections consist of 19 different units.

COMMUNITY ENGAGEMENT SECTION

The Community Engagement Section is made up of several units that work together to address areas of crime prevention and reductions, public awareness, and strengthening partnerships. The units include Safety & Prevention, International Affairs, Tele-Serve, Police Athletic League, Blight & Abatement and Safe Parks.

Safety & Prevention Unit

The Safety & Prevention Unit (SPU) is responsible for all aspects of Crime Prevention and School Safety Education and achieves its goals through a variety of programs and services including:

- Child safety presentations, such as “Officer Friendly,” “Stranger Danger,” and Anti-Bullying programs to public and private elementary schools, local youth groups and various organizations
- Citizen’s Academy
- Teen Driver Challenge and Police Explorers
- Sheriff’s Neighborhood Watch and Citizens Helping Improve Police Services (CHIPS)
- Crime Prevention and Senior Safety presentations local citizens, businesses, communities, religious and education groups and government agencies

Additionally, the SPU is responsible for training, managing, and supervising the School Crossing Guards (SCG), with 324 identified posts at 94 schools throughout Duval County. Members attend the monthly School Safety Committee meeting with the City of Jacksonville (COJ) Traffic Engineer and Duval County School Board (DCPS). This meeting provides significant insight into the status of each post and the necessity for the removal or addition of posts.

Members are responsible for inspecting each SCG twice per month and ensuring that each guard meets the training requirements of the FDOT. As a result, they conducted 7,449 monthly inspections on the SCGs and 511 random spot inspections to ensure compliance with FDOT requirements. The SPU facilitated the following events in 2023 for the School Crossing Guard program:

- Four (4) New Hire Training Classes
- End-of-Year Luncheon with Year of Service Appreciation
- Crossing Guard Appreciation Day
- Back to School Training for returning crossing guards

The FOP generously supports efforts to honor the School Crossing Guards for the annual Crossing Guard Appreciation Day by providing lunch. The Governor declares Crossing Guard Appreciation

Day, held on the first Friday in February. The SPU prepared goodie bags for the 248 active crossing guards and hand-delivered them to each guard along with the signed proclamation from the Governor. The SPU also honored eight guards on their posts on SCG Day.

Throughout the year, the SPU organized and presented 903 safety/crime prevention programs, reaching over 7,500 students and citizens of various groups and venues throughout Jacksonville. Members participated in the Mt. Herman Parade for Students with Special Needs and participated in the Harmony in the Streets (HITS) summer camp and winter camps.

Additionally, the SPU continues to create new engagement opportunities, encourage collaboration, promote open dialogue, debunk misconceptions, and build trust and familiarity.

Bears on Patrol Initiative

Bears on Patrol provides police officers free teddy bears to use in cases where a traumatic incident or event has impacted a child. Patrol officers are given a supply of bears to place in their patrol car thanks to the generous donations of several local businesses.

During 2023, 435 bears were received, and 305 were distributed to Patrol, the Detective Division, PMB security officers, several elementary schools and schools for children with special needs. There are currently 470 bears on hand.

The interaction between law enforcement and children in the community is paramount and supports the JSO's Core Value of being "Community-focused."

CHIPS (Citizens Helping Improve Police Service) Initiative

CHIPS members are auxiliary volunteers who assist with various programs as requested by the Community Engagement Section. All members are trained in crime prevention in a non-law enforcement capacity and work directly under the supervision of the CHIPS Coordinator. Members are responsible for accomplishing the Community Engagement Section's mission concerning crime prevention and improving community engagement.

Members are trained to conduct Sheriff's Watch crime prevention programs and prepare static displays to disseminate public safety information. These programs are designed to provide awareness of criminal

activity and to encourage citizen involvement in making their homes, families, and personal property more secure. They also help to conduct citywide crime prevention maintenance programs, such as the annual Neighborhood Watch coordinator's meeting and National Night Out. Members are available and are eager to serve in any volunteer capacity to augment manpower needs.

During the year, members assisted with multiple classes as volunteer actors, Citizen's Academy graduation, FOP Shop with a Cop, and other events.

Citizen's Academy (CA) Initiative

Citizen's Academy is an 8-week course that allows citizens to become more familiar with police work and its organization to improve the relationship and lines of communication between the Jacksonville Sheriff's Office and the public we serve. Classes are held from 6 pm until 10 pm on Thursdays. Zoom sessions are also included in the 8-week program. CA is a highly sought-after program, which typically garners more than 100 applicants for a class with a maximum occupancy of forty-five.

During the Academy, the participants learned about the many various areas of the JSO and toured the Police Memorial Building, Pre-Trial Detention Facility, and Montgomery Correctional Center. They see demonstrations from the SWAT and Hazardous Device Units, utilize the simulator at the Police Academy, participate in live fire at the JSO Firing Range, and hear presentations from many units, including Internal Affairs, Integrity, Narcotics, Records & ID, Communications, Crime Analysis.

In 2023, the Jacksonville Sheriff's Office held two classes (Spring and Fall), with 70 participants selected to participate in each class.

Girl Power: Basic Self-Defense and Personal Safety for Women and Girls Initiative

Violence against women and girls is one of the most prevalent and devastating violations of human rights in our world and remains largely unreported due to stigma and shame. Furthermore, violence against women continues to be an obstacle to achieving equality and the fulfillment of fundamental human rights.

Girl Power is an informative and hands-on class that was created to eliminate violence against women and focuses on the complete well-being of women and girls and aims to provide basic self-defense techniques, increase self-confidence, and improve the overall safety of women and girls.

During 2023, the SPU presented Girl Power seven times, with more than 45 participants in both public settings and private organizations.

Lights On! Initiative

The Lights On! Initiative was created to promote positive interactions during traffic stops by officers providing a voucher redeemable for free repairs of broken lights instead of a traffic ticket. The mission is to reduce the financial burden on the vehicle's owner, improve police-community relations, and increase public safety.

The LightsOn! initiative was launched after a productive and informative press conference was held in conjunction with the Jacksonville Jaguars, JSO, Lights On! representatives, and local participating automotive repair shops back in 2021. In 2023, 121 vouchers were issued. The Jaguars have funded the program for the year 2024 through a donation of \$20,000 toward the initiative.

Play Day Initiative

The SPU joins with the Veterans of Foreign Wars Post 1689 each year to host the Safety Patrol Appreciation Play Day for School Safety Patrols as a reward for their hard work and commitment throughout the school year. This free, one-day event for area Safety Patrols is filled with fun, relays, and races for trophies, door prizes, and bragging rights.

Approximately 500 students from over 30 schools attended the event. The students won raffle prizes, such as bicycles and skateboards.

Safety Patrol Trip (Washington DC) Initiative

For over 30 years, the JSO has sponsored the annual Safety Patrol Trip in coordination with Educational Tours and the Community Engagement Section. Three trips are conducted over three weeks, each consisting of approximately 500 students and chaperones departing on Sunday and returning on Friday evening. In 2023, 1,189 participants from 55 schools traveled on 26 coach buses touring the nation's capital.

In 2023, Educational Tours agreed to sponsor three students to attend the annual trip each year in memory of Officer Tommie Tyson. Students from select Title One schools who demonstrated a

financial need drafted a 500-word essay titled, "*What would it mean for me to attend the Washington DC trip.*".

The winners were selected by members of the SPU and notified at a ceremony at the PMB. The winning schools were Dinsmore Elementary and Fishweir Elementary, with two winners.

Sheriff's Watch – Neighborhood Initiative (SW-N)

SW-N is a community-based safety program organized at the request of each neighborhood and facilitated by the Jacksonville Sheriff's Office Safety & Prevention Unit. The goal of the SW-N is to encourage better neighbor-to-neighbor relations, emphasize safety on a community scale, enhance communications within the neighborhood, and unify the neighbors to take a stand against criminal activity through the "observe and report" method.

In 2023, 12 new neighborhood watches were implemented, and 12 were revitalized/updated; we now have 535 active SW-N programs.

Sheriff's Watch – Apartment Unit

Sheriff's Watch – Apartments is a voluntary partnership between the Jacksonville Sheriff's Office, property managers, owners, staff, and residents. The goal is to coordinate with all parties to engage residents, management, and the police to help them create a residential community committed to safety.

The program offers training to management and staff. Sheriff's Watch – Apartments coordinators are assigned to help facilitate the flow of information among each community's participants. Three levels of participation and certification in the Sheriff's Watch – Apartments program (Bronze, Silver, and Gold) exist. As a property moves from Bronze to Gold, the property must meet stricter standardized benchmarks designed to enhance safety and reduce crime on the property.

Several Sheriff's Watch-Apartments officers are certified in Crime Prevention through Environmental Design (CPTED). Thus, the Sheriff's Watch-Apartments Unit was qualified to provide Security Risk Assessments to all of Jacksonville's charter schools.

JSO partners with Jacksonville's Charter Schools to proactively address and monitor any potentially threatening situations per school safety guidelines. The Sheriff's Office's efforts aim to prevent and

mitigate an active threat to a school. This is accomplished primarily through emergency/monthly meetings with school administrative staff in accordance with Florida statutes. Additionally, the school's physical security is assessed annually as a coordinated effort between JSO, JFRD, Duval County School Board, and each charter school. JSO coordinates with other units (i.e., Intelligence) on specific threats when appropriate.

Teen Driver Challenge (TDC) Initiative

The Florida Sheriffs Association's Teen Driver Challenge (TDC) was created in 2007 to address the primary factors affecting teen drivers – speeding, DUI, texting while driving, and distracted driving.

According to the Center for Disease Control Motor Vehicle Safety Division, motor vehicle crashes are the leading cause of death among teenagers. Roughly 25 to 30 percent of teen drivers will be involved in crashes within the first 12 months of getting their operator's license. The TDC was created to help prevent Florida teens from becoming a statistic.

This 8-hour class consists of lecture and driving exercises, including threshold braking, cornering, backing, off-road recovery, and evasive maneuvers.

The JSO held six classes during the year, with 58 students attending. Meals were provided at each class.

Teen Police Academy (TPA) Initiative

The Teen Police Academy (TPA) is a free, week-long program for Duval County teens aged 14 to 17 and is held during Spring and Summer Break. The TPA is a highly interactive, hands-on program that allows teens to have a behind-the-badge look and foster positive interactions in non-confrontational settings.

The mission of the TPA is to foster a relationship between teenagers and police and to form impactful, long-lasting relationships with our youth. This program provides an excellent opportunity to engage students and increase their interest in the many aspects of law enforcement and volunteer programs. The objective of the TPA is to engage teens and get them involved in the volunteer programs available for youth and teens, specifically the Police Explorer program. 11 of the 19 new Explorers that joined the program in 2022 attended the Teen Police Academy.

The Teen Police Academy consisted of approximately 60 teens from various demographic backgrounds assigned to squads with officers who served as squad leaders. They participated in daily activities such as colors, physical training, and team competitions. Additionally, they could participate in interactive activities with the Crime Scene Unit, SWAT, Missing Persons Unit, Corrections, Traffic Unit, Mounted Unit, Motor Unit, the State Attorney's Office, and a Circuit Court Judge, among others.

OneCOP Initiative

In 2021, the JSO implemented OneCOP, an innovative program to improve community safety by creating strategic partnerships between patrol officers and faith congregations within their assigned subsector. Communities become safer when there are regular engagements between officers and the citizens they serve and protect through collaborating on public safety and reducing mutual biases. OneCOP partnerships allow officers to personally know the people in their assigned communities by building relationships with members of each congregation.

98 houses of worship of various faiths participated in the OneCOP Initiative program and 30 police officers were assigned to each. In 2023, officers attended 61 events, including Meet-and-Greet events, Safety Presentations, and Faith & Blue Weekend.

Police Explorer Initiative

The Police Explorer initiative offers youth interested in a law enforcement career an opportunity to acquire extensive insight into police operations. Since June 1997, the JSO has had two Explorer Posts (Post 948 and 949) chartered through The Boy Scouts of America.

The Police Explorer Program cultivates connections between our Explorers and their peers across the state by being a Florida Sheriff's Explorer Association (FSEA) member. They train in law enforcement tactics, learn how to pursue leadership roles, and serve our city through community service projects. There are 32 active Explorers, with 3 recently promoted to sergeant.

Five college scholarship winners were also awarded. We had a record number of Explorers that were hired in 2023. Four were hired as Community Service Officers, one as a Police Officer, and three accepted into the military. There was also one Explorer voted onto the State Board as the Parliamentarian.

The role of the Explorers is to complete community service to our community. During the year, they assisted with the TPC Golf Tournament, Zone Safety Fairs, Annual SW-N Meeting, Guns-n-Hoses, World of Nations, MLK Parade, Teen Academy, Safety Patrol Play Day, Mayor's Christmas Party, and Shop with a Cop. Additionally, the Police Explorers participated in The Player's Championship for six days, parking an estimated 50,000+ cars.

International Affairs Unit

The International Affairs Unit (IAU) is a non-traditional and dynamic unit within the Community Engagement Section, with an objective to build trust between the non-English speaking community and the JSO through community contacts, education, and investigations.

Weekly, the IAU participates in an on-air broadcast with Norson Media Spanish language radio 92.1 Latina Jacksonville. The broadcast reaches approximately 45,000 listeners. Additionally, monthly, the IAU submits a column to the Spanish newspaper Hola, where 6,200 newspapers are distributed to promote the message of the JSO to the Hispanic community.

Members attended the annual World of Nations two-day event at Metropolitan Park, conducted multiple refugee welcome briefings, and attended the monthly Mayor's Hispanic American Advisory Board meetings.

The IAU aids internal and external law enforcement operations with matters and incidents related to the international community that resides in Jacksonville. Specifically, the IAU assisted the Secret Service, the Economic Crimes Unit, the Organized Retail Theft Unit, and the Nassau County Sheriff's Office on a major case where multiple vehicles were seized, along with trafficking amounts of marijuana, firearms, and counterfeit credit cards.

International Affairs Service Type	2021	2022	2023	+/- Difference
Calls Received	230	230	437	+207
Citizens Contacted and Educated with Crime Prevention (Hispanic Outreach)	2,825	3,300	4,100	+800
Media Broadcasts (Radio & Podcasts)	45	51	82	+31
International Citizens Assisted at the PMB	56	42	101	+59
U-Visas Processed	75	83	89	+6
Aided in Detective Cases	140	177	265	+88
TOTAL	3,371	3,883	5,074	+1,191

Department of Public Works & Solid Waste Division

The Department of Public Works is the primary caretaker of all city-owned properties and infrastructure, whose mission is to maintain and improve our city's assets with dependable and professional customer service.

The Public Works Detective is responsible for providing law enforcement assistance for criminal activity related to illegal dumping, illegal disposal of hazardous materials, and other illegal environmental violations. In addition, the detective investigates all waste tire disposals, waste tire haulers, tire generator store complaints, COJ I-Care complaints, and landfill complaints received. These investigations help to provide sound and cost-effective solid waste and recycling services for the City of Jacksonville.

Tele-Serv Unit

This unit is a force multiplier and a support role to patrol functions and services. The officers assigned to this unit help to relieve the call volume from Patrol by accepting citizen online reports, completing general tow reports, receiving telephone calls, and handling citizen "walk-ins" at the PMB.

Police Athletic League (JaxPAL)

JaxPAL has been enriching the lives of children by creating positive relationships between law enforcement officers and the youth of the community through education, athletics, leadership, and outreach programs since 1972. JaxPAL provides activities for more than 4,700 local at-risk youth every year with approximately 7,000 hours of engagement between youth and the police.

JSO supports the Jacksonville PAL by staffing with sworn and non-sworn personnel who embody the necessary qualities and characteristics to enhance the positive relationship between law enforcement and our youth. The activities and outreach provided by JaxPAL are vital contributors to the success highlighted in this report.

Education Program

JaxPAL offers its students the highest quality educational support. The afterschool and summer camp programs utilize activities designed to provide mentorship, homework assistance, recreational activities, nutrition and mental health counseling.

- 91% of students improved their knowledge in math
- 96% of students maintained or increased their knowledge in math
- 93% of students maintained or increased their knowledge in reading
- 99.2% of students promoted to the next grade level
- 323 students participated in afterschool programs

Teen Leadership

The JaxPAL Teen Leadership program ensures that teens have the professional skills needed to succeed. They receive hands-on job training experience, participate in community service projects, attend leadership workshops, and organize meetings. Through a partnership with the UNF, JaxPAL

has a new program called Osprey PALs for students who participate in the JaxPAL leadership program for two consecutive years.

The following are Osprey PALs statistics for 2023:

- 95% of teens promoted to the next grade level
- 900 hours of hands-on job experience
- 100% of seniors received college and career information
- 100% of seniors accepted to college/police academy or working full-time

Outreach Program

Because JaxPAL cannot help all Jacksonville's youth at our five sites, the staff developed an outreach program designed to bring PAL's mission into the communities where it is needed the most. The following are results of these outreach programs:

- 200 backpacks given to youth during our Back-to-School event
- 250+ truck-or-treat candy bags distributed to youth in the community
- 450+ youth empowered through sports camps
- 310 families helped through Christmas for the Kids

Athletics Program

Participating in JaxPAL's youth athletic programs is a great way for children to develop lifelong skills. JaxPAL offers basketball, boxing, cheerleading, football, and tracking and field, to youth ages 5-18. The following are results from our athletic programs:

- 1,644 youth participated in sports leagues and camps
- 3,795 hours donated by volunteers
- 292 community volunteers (coaches, assistants, etc.)

Harmony in the Streets Youth Camps Program

Harmony in the Streets Youth Camps Program is presented locally by the Florida Sheriffs' Association, Jacksonville Sheriff's Office, Kids Hope Alliance and Police Athletic League of Jacksonville.

The action-packed, free, fun-filled five-day day camp is for children ages 6 - 12. At the week-long camp, kids participated in activities including, but not limited to, arts & crafts, environmental education, games, group building, law enforcement demonstrations, and team sports.

In 2023, the JSO Community Engagement Section transitioned the camps from local community centers to PAL sites. This move allowed us to serve more kids without sharing the facilities with outside entities. We exceeded the grant requirements of 60 students for the summer and winter sessions.

- Total number of youths that attended in 2022: 12
- Total number of youths that attended in 2023: 171

Blight Abatement Unit

The Blight Abatement Unit, in coordination with the City of Jacksonville, State and federal agencies, local businesses, and citizens facilitates the mitigation and abatement of conditions within the City, that, if left unaddressed, can foster negative causative effects on public order. Examples of the types of activity the Blight Abatement Unit investigates include unsafe roadway solicitation practices, squatting on private property, trespassing, nuisance properties, and drug/alcohol interventions with transients locked into a desperate lifestyle.

The Blight Abatement Unit uses various techniques as appropriate to deal with blight issues, including education, providing resources, and enforcement action. The Blight Abatement Unit tracks internal and external blight-related complaints. It facilitates resolution with Blight Abatement Unit resources and collaborates with government partners and property owners to engineer crime prevention strategies and mitigate future blight complaints.

Safe Parks Unit

The mission of the Parks Liaison Unit is for safety and security coordination for the nearly 435 parks (dog parks, sports parks, recreational, and regional), community centers, boat ramps, senior centers, and 125 square miles of preservation land in the City of Jacksonville. The thirty-eight park sites in Jacksonville, managed by the Parks Liaison officers, have law enforcement officers who live on the property. With the addition of a senior officer to the Parks Liaison unit, processes and initiatives have been initiated and improved (Conservation and Resource Enforcement, Crime Prevention Stewardship Projects with Community Projects Inmate Crews, Law Enforcement Parks Enforcement Guide). The Parks Liaison Unit also coordinates with and supports FWC, Florida Forest Service, and the St. Johns Water Management District with artifact site protection, ecological patrols, wildfire prevention, response support, and expertise. The Parks Liaison Unit Officers also coordinate law enforcement matters with other City departments, City Council and Mayor's Offices, and patrol/specialized units that support quality and safer access to City parks.

Public Nuisance Abatement Board (PNAB)

The City has determined that public nuisance properties present health, safety and quality of life concerns that exist when persons responsible for such properties fail to take corrective actions to abate nuisance activities or a nuisance condition. The Public Nuisance Abatement Board was created to address and reduce nuisance activities and/or nuisance conditions that disrupt quality of life and repeatedly occur or exist at properties. The Blight Abatement and Sheriff's Watch Apartment Units assist in the public nuisance abatement process by compiling property statistical data, which is reviewed by the board. The unit also conducts site evaluations to provide property owners with methods to reduce nuisance activities and/or conditions. Six properties have come under the board's jurisdiction since the first PNAB board in September of 2022.

SPECIALIZED PATROL SECTION

Aviation Unit

The Jacksonville Sheriffs Aviation Unit operates 2 Bell 407Gxi's and 1 Bell 407, which are all equipped with state-of-the-art equipment that enhances efficiency, safety, aerial assessments during natural disasters and special operation missions. The Bell 407 is operated by two pilots that alternate Tactical Flight Officer duties. Each helicopter can carry four passengers and has a top speed of 135 MPH with fuel endurance of 3.5 hours. The Jacksonville Sheriff's Office Aviation Unit participates in community events such as school tours, youth camp, young aviator meet-and-greets, and many other community events that allow citizens to have one-on-one interactions with the pilot(s) while observing the aircraft. The Aviation Unit is staffed with (1) Aviation Unit Commander, (10) Rotorcraft Pilots and (3) Aviation Mechanics.

Pilots obtain a Private Pilot Rotorcraft Rating. The training consists of 40 hours of flight time, to include 20 hours of instruction and 10 hours of solo time, plus 3 hours of cross-country time.

- Commercial Helicopter Rating. The training consists of 150 hours of total flight time which include 100 hours of pilot in command, 35 hours in a helicopter, 10 hours of cross country in a helicopter, 5 hours of instrument training, 2 hours of cross-country day, 2 hours of cross-country night, 3 hours of test preparation, 10 hours of solo flight and 5 hours of night flight.
- Pilots are required to attend the Bell 407Gxi Ground and Initial training in Dallas, Texas. This training is a 5-day course that includes ground training and flight training of all emergency procedures associated with the Bell 407Gxi.
- Pilots will attend the Bell 407Gxi Refresher Training in Dallas, Texas. This training is a 5-day course that includes ground training and flight training of all emergency procedures associated with the Bell 407 Gxi.
- Pilots attends a 40-hour course on Night Vision Goggles. Then conducted 10 hours of night vision goggle training with a Jacksonville Sheriff's Office Night Vision Goggle Instructor.

Additional training is conducted on a monthly, quarterly and yearly basis to include instrument weather training, hurricane evacuation training, diver insertion training, K-9 insertion training and formation flight training. All pilots maintain a class 2 Federal Aviation Administration Flight Physical.

In 2023, the Jacksonville Sheriff's Aviation Unit logged 1,482 helicopter flight hours and handled or supported ground units on 1624 dispatched calls, 528 on-view calls for police service, and 12 Out of County Requests.

Canine Unit

In 2023, the JSO Canine Unit helped to facilitate the seizure of \$121,013 in US currency obtained or utilized during illegal narcotics transactions. Additionally, large quantities of marijuana and cocaine were seized. JSO canine officers conducted 45 community demonstrations of Canine Unit capabilities and nearly 8,300 hours of formalized training. Officers assigned to the Canine Unit handled over 1,700 dispatched calls-for-service and conducted 80 protective and investigative explosive sweeps while fulfilling numerous Mutual Aid requests throughout the year. The Canine Unit was directly responsible for a total of 675 suspect apprehensions. Two new dual-purpose canines, Kino and Kojack, were added to the unit in 2023. Both canines will be explosive detector certified and used for criminal apprehensions. Three new canine handlers joined the unit this year to replace team members who were promoted to the rank of Sergeant.

Mounted Unit

The Mounted Unit currently has 6 Police Service Horses, 4 police officers, with 1 Sergeant and a barn manager. In 2023 the unit welcomed 2 new horses, named Nash and Wind Walker, and their riders. The Mounted Unit engaged in all major 2023 events at EverBank Stadium to include Jacksonville Jaguar football games, the annual Florida/Georgia football game, the TaxSlayer Gator Bowl, Monster Jam and several concerts. Furthermore, the Mounted Unit responded to numerous endangered missing person incidents that required a search by officers on horseback and assisted on multiple woodland searches to locate outstanding suspects. Over 60 school and community group demonstrations were performed throughout the year. The unit welcomed 15 homeschool groups to our facility to interact with all six horses and to learn about the daily activities of the unit including feeding, training and grooming the horses.

Specialized Traffic & Traffic Enforcement (East/West) Units

The Traffic Enforcement Units consists of four squads for Traffic-East and four squads for Traffic-West, made up of traffic officers and CSOs handling city-wide traffic-related functions including educating the public on traffic laws, enforcing traffic laws, conducting traffic crash investigations, working special events, and optimizing traffic flow in partnership with the city's Traffic Engineer. The Specialized Traffic Unit consists of two motorcycle squads, as well as two DUI squads. The focus of this unit is both to educate motorists and enforce traffic laws aimed at decreasing traffic fatalities and serious injury crashes throughout Jacksonville. Specific intersections and stretches of highways were identified as high traffic crash areas and traffic fatality corridors which experienced the highest levels of serious injury and fatal crash volume. In 2023, DUI arrests increased 7.68%. Traffic fatalities remained the same from 2022-2023, with 173 each year.

Citations	2022	2023	% Change
DUI	2,622	2,723	+3.85
Traffic	104,753	88,007	-15.99
Warning	109,953	79,677	-27.54
Total	217,328	170,407	-21.59

Traffic Crashes	2022	2023	% Change
District 1	4,356	4,335	-0.48
District 2	5,607	5,618	+0.20
District 3	7,173	7,273	+1.39
District 4	5,547	5,481	-1.19
District 5	4,605	4,275	-7.17
District 6	4,000	3,870	-3.25
No Entry	40	45	+12.50

Total	31,328	30,897	-1.38
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Offender Tracking Unit

The Offender Tracking Unit (OTU) is staffed by one lieutenant, two sergeants, thirteen detectives, one OTU Liaison Coordinator, and two Clerical Support Aides III. In 2023, OTU detectives monitored approximately 2,526 sexual predators and offenders and 261 career criminals annually for a total of 2,787. This number does not include subjects that stay in Duval County temporarily for school, work, or vacation that require registration. Working with local law enforcement agencies, the Florida Department of Law Enforcement (FDLE), and the U.S. Marshals, the OTU monitors and arrests suspects that violate the registration laws within the state. In 2023, detectives have conducted 8,038 verifications of sexual predators, and offenders. OTU detectives contacted and verified an average of 377 sexual predators monthly and verified 3,519 assigned offender verifications in 2023. In addition to monthly verifications, detectives are also assigned complaints and information verification requests such as address verifications when subjects move or internet investigations involving social media.

Municipal Ordinance 685.104 restricts sexual predators and offenders from participating in certain events where children are present. Halloween is the most well-known day for the ordinance's enforcement. The OTU conducted a city-wide deployment on October 31, 2023, to ensure that Duval County sexual predators and offenders were in compliance with Municipal Ordinance 685.104. Prior to the holiday, a large media campaign was conducted to educate the public and make the offenders aware of the upcoming enforcement action. On the holiday, 1,723 Sexual Offenders and Predators were checked to ensure compliance with the municipal ordinance. No arrests were made as a result of the deployment.

Management of Criminal Investigations

In 2023, the MCI Officer, who also serves as the SAO Liaison, predominantly assisted with maintaining information for Juvenile Civil Citations and tracking reports of violations of Domestic Violence Injunctions - to ensure that the reports were assigned for investigation. Additionally, the MCI officer tracks information for the Teen Court program; Juvenile Probation Office; and the Interfaith Coalition for Action, Reconciliation and Empowerment (ICARE). This position is staffed by one officer.

Risk Protection Unit

The Risk Protection Unit (RPU) facilitates the process of seeking and executing risk protection orders (RPOs) for the Jacksonville Sheriff's Office. The RPU was staffed with 1 sergeant, 5 full duty detectives, and 1 administrative detective. In 2023, the RPU reviewed 822 potential cases for RPOs. Of those reports reviewed, 422 cases were assigned to detectives resulting in 62 RPOs issued by the court and served by the detectives. Four (4) Of the 62 RPO's served were extensions. For the year, 11 firearms were transferred to 3rd parties and 59 firearms were seized and placed in the property room.

Civil Process Unit

In the 2023 fiscal year, the Civil Unit Processed 39,462 writs: 17,699 were Enforceable Civil Process and 21,763 were Non-Enforceable 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 the 2023 fiscal year was \$1,243,224.40.

Police Auxiliary Unit

The Police Auxiliary Unit is comprised of 56 auxiliary officers and is commanded by a Captain/Coordinator and supervised by 4 lieutenants and 8 sergeants.

The officers in the unit are required to work 60 hours per quarter (240 hours a year). The Police Auxiliary Unit volunteered a total of 17,902 hours in 2023. This equated to a savings of approximately \$630,329 in manpower costs for 2023. The number of Auxiliary Patrol Rides for 2023 was 383 and the number of Auxiliary Patrol Support rides was 67.

SPECIAL EVENTS DIVISION

Special Events Unit

The 5 employees of the JSO Special Events Unit ensure appropriate staffing of police personnel at city permitted special events for parades, concerts, and holiday festivities. The Special Events Unit managed 13 stadium events for the Jacksonville Jaguars, as well as other yearly activities. In 2023 the Jaguars hosted one pre-season home game and nine regular-season home games. During the 2023 season an independent company was hired by ASM/Jacksonville Jaguars to evaluate the traffic patterns set up by the JSO Special Events Unit and it was determined that the JSO's Special Events

Traffic Pattern(s) outperformed Mercedes-Benz Stadium, Allegiant Stadium and Circuit of the Americas Stadium nationwide.

In 2023, the Special Events Unit was also involved in the planning and delivery of the following events:

- On February 25th Jacksonville hosted the Monster Truck Jam, located at EverBank Stadium, and there were over 35,000 fans in attendance
- On March 4th the 47th annual Gate River Run started and finished at EverBank Stadium and there were 17,000 participants
- On October 21st Jacksonville hosted the Bethune Cookman vs Southern University college football game at EverBank Stadium and there were 18,000 fans in attendance
- On October 21st & 22nd Jacksonville hosted the Sea & Sky Airshow at Jacksonville Beach and there were 35,000 in attendance
- On October 28th Jacksonville hosted the Florida vs Georgia college football game at EverBank Stadium and there were 65,000 fans in attendance
- On December 29th Jacksonville hosted the Tax Slayer College Bowl game at EverBank Stadium and there were 45,000 fans in attendance

Emergency Preparedness Unit

The Emergency Preparedness Unit (EPU) provides logistical support for the agency at planned events and unplanned incidents. EPU personnel also respond to critical incidents to fill key Incident Management Team (IMT) roles. EPU works with other city departments, non-governmental organizations, regional agencies, and federal and state partners in planning and preparing the City's response to all natural and man-made hazards. Personnel in EPU also provide training for a variety of FEMA courses at the city, state, and national level. Additionally, the EPU helps to facilitate Active Assailant training for other agencies and local businesses. This training included large-scale school shooting exercises undertaken with the Duval County School Board Police and JFRD.

The EPU operates the Tactical Medical Team, which is comprised of full-time and auxiliary officers with advanced medical trauma training and certifications. The EPU includes a Tactical Medical Director, Tactical Medical Coordinator(s) and Tactical Medics. The Tactical Medical Team provides support to the JSO by facilitating the health and safety of all personnel at the scenes of high-risk operations, as well as providing specialized unit training. Additionally, the Tactical Medical Team

coordinates medical training for officers that includes both advanced medical training and Emergency Medical Technician training and certification. During 2023, the Tactical Medical Team participated in 133 events/requests for medical and safety support for the JSO's officers, canines and horses.

During 2023, officers assigned to the EPU provided incident management assistance at 65 planned events and responded to 18 unplanned callouts. The planned events included all the large City of Jacksonville Holiday events as well as several events held at EverBank Stadium. The unplanned callouts included Hurricane Idalia, during which the EPU filled critical IMT roles with the City of Jacksonville personnel to help manage the events. The EPU coordinated numerous statewide mutual aid requests for officers and logistical resources received from the State EOC. These State requests included post-hurricane support for Urban Search and Rescue (USAR) Team 5, as well as law enforcement security missions that assisted local agencies in the panhandle area. Most of the unplanned callouts during 2023 involved missing and endangered persons. During these callouts, the EPU utilized the Missing/Endangered Search and Rescue (MEPSAR) concept, a proprietary process developed in conjunction with the Missing Persons Unit and JFRD. The success of MEPSAR resulted in continuing requests to both share and teach this Process to other law enforcement agencies. The EPU strives to continuously improve and participated in table-top and full-scale exercises, including a simulated plane crash at the Jacksonville International Airport. During 2023, EPU officers facilitated 31 training classes and attended another 26 training classes, all with the goal of advancing the knowledge, skills and abilities of the JSO and its regional partners.

Secondary Employment Unit

For 2023, a total of 297,579 secondary employment hours were billed to vendors who requested law enforcement services from off-duty Jacksonville Sheriff's Office Police Officers or Community Service Officers. Secondary employment augmented the daily level of police services at numerous locations in the community. Moreover, a significant portion of the administrative fee required by municipal ordinance for secondary employment is donated to the Police Athletic League (PAL) to benefit the youth of our community through enriching after-school programs, the FOP and city administrative fees. In 2023 the total amount collected was \$1,671,363.00.

In November 2023, the JSO transitioned to a new off-duty program called Extra Duty Solutions (EDS) for the scheduling of officers and to ensure that they are all paid correctly for their respective service. EDS is now responsible for collecting the administrative, FOP and PAL fees and then

distributing those fees appropriately. EDS was contracted to the JSO at no cost to the taxpayers of the city.

Honor Guard

The Honor Guard is a precisely trained group of 32 men and women from the Police, Corrections, and Police Auxiliary Units that provide appropriate tributes to fallen officers at funerals and other ceremonies. In 2023, the Honor Guard participated in 42 funerals, viewings, and memorial services along with 59 color guard presentations. Included in the 101 services performed were 7 services for other jurisdictions, 3 services with the Jacksonville Fire and Rescue Department (JFRD) and 3 color guard/escort services for soldiers returning home after being POW's or KIA while serving the Country.

Mobile Field Force

The mission of the Mobile Field Force is to be a force multiplier for incidents involving civil unrest, missing person searches, and storm operations. Members assigned to Mobile Field Force have specialized training to include less-lethal, chemical munitions, and missing person searches.

The JSO Mobile Field Force is staffed by 56 members that include officers, supervisors, and members of command staff. The Mobile Field Force has also been augmented by the Bike Response Team, which consists of 60 officers and supervisors with specialty bike training for civil unrest response.

In 2023 officers from the JSO Mobile Field Force assisted JFRD with FL Task Force 5, along with the Sheriffs of Madison and Suwanee Counties and their respective citizens for approximately 2 weeks after Hurricane Idalia. During the search and rescue efforts Mobile Field Force members worked and camped alongside numerous other agencies, living on-site within the disaster zone, ready at a moment's notice to rescue endangered citizens.

The JSO Mobile Field Force continues to train and prepare its personnel to respond to a variety of incidents.

DEPARTMENT OF INVESTIGATIONS AND HOMELAND SECURITY



2023
ANNUAL REPORT

Table of Contents

INVESTIGATIONS DIVISION	4
MAJOR CASE SECTION	4
HOMICIDE UNIT	4
ROBBERY & VIOLENT CRIMES UNIT.....	7
SPECIAL ASSAULT UNIT	9
Intimate Violence Enhanced Services Team (InVEST).....	12
GANG UNIT.....	13
CITYWIDE COMMUNITY PROBLEM RESPONSE UNIT.....	14
OUTREACH AND SUPPORT MANAGER.....	14
FIREARMS LAB	15
COLD CASE UNIT	16
MISSING PERSONS UNIT	18
PROPERTY CRIMES AND INVESTIGATIVE SUPPORT SECTION.....	19
AUTO CRIMES UNIT	19
TRAFFIC HOMICIDE UNIT	21
WRECKER REGULATION UNIT	23
BURGLARY UNIT	23
ECONOMIC CRIMES UNIT	26
CRIME SCENE UNIT	26
PHOTO LAB	27
LATENT PRINT UNIT.....	27
HOMELAND SECURITY DIVISION	29
SPECIAL OPERATIONS SECTION	29
INTELLIGENCE AND CRITICAL INFRASTRUCTURE UNITS	29
UNMANNED AERIAL SYSTEMS UNIT.....	29
MARINE UNIT AND DIVE TEAM	30
HAZARDOUS DEVICES UNIT	31
SPECIAL WEAPONS AND TACTICS UNIT (SWAT)	32
NARCOTICS / VICE SECTION	35
STREET LEVEL NARCOTICS SQUADS.....	35
MID-LEVEL NARCOTICS SQUAD	35
MAJOR CASE NARCOTICS SQUAD.....	37
VICE UNIT	37
NARCOTICS OVERDOSE DEATH INVESTIGATIONS UNIT.....	38
FORFEITURE UNIT	38
POLICE IMPOUND FACILITY	39

TECHNICAL SUPPORT UNIT 39
COMPUTER FORENSIC UNIT 39
INTERNET CRIMES AGAINST CHILDREN (ICAC) 40

INVESTIGATIONS DIVISION

MAJOR CASE SECTION

HOMICIDE UNIT

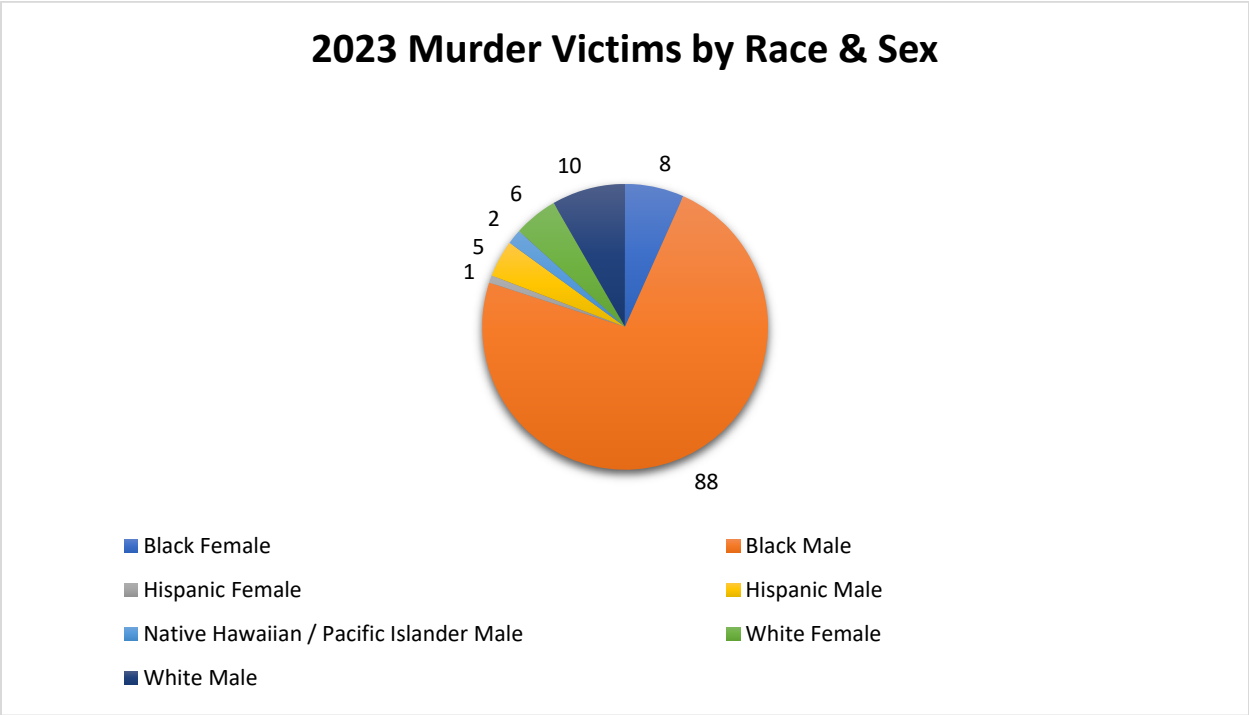
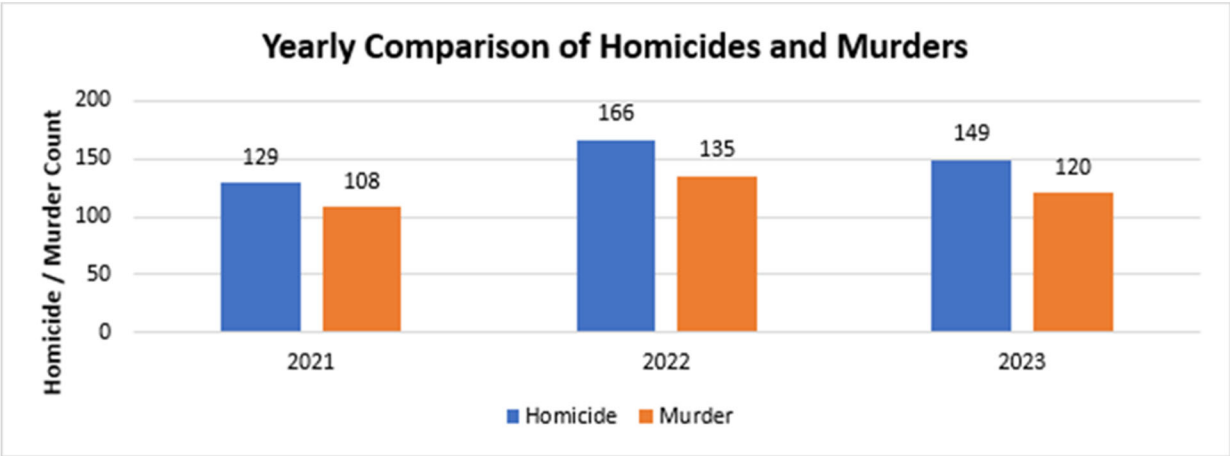
The Jacksonville Sheriff's Office Homicide Unit is staffed by one lieutenant, seven sergeants and 28 detectives and is tasked with investigating all unnatural deaths occurring in Duval County.

During the 2023 calendar year, there were 120 murders classified, compared to 135 murders in 2022, a 11.11% decrease. During the 2023 calendar year, there were a total of 149 homicides classified, compared to 166 homicides in 2022, a 10.24% decrease. For the purposes of this report, a homicide is classified as any murder, manslaughter, non-negligent manslaughter, justifiable homicide, and excusable homicide. This report also captures any case that the Homicide Unit is working and is still in an undetermined or pending classification status. As a case is investigated and a determination of what offense was committed, the agency will be able to provide additional details that were not available at the time of publication. It should be noted, in 2022 delayed deaths began being accounted for in the calendar year they occurred. This resulted in seven homicides being added to 2022 totals. Prior year totals will likely continue to increase based on this change.

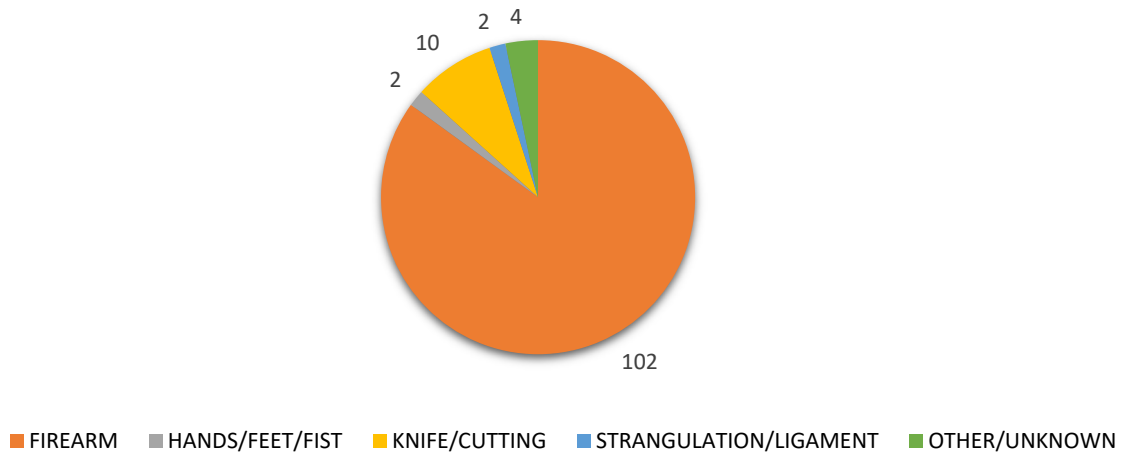
The UCR (Uniformed Crime Reporting) 2019 national average clearance rate for cities with similar populations was 54.7%. Due to a change in reporting requirements, JSO no longer reports UCR clearance rates to the State of Florida. Instead, we report based on NIBRS/FIBRS (National Incident Based Reporting System/Florida Incident Based Reporting System).

Per our NIBRS/FIBRS submissions, the Jacksonville Sheriff's Office Homicide Unit murder clearance rate on December 31, 2023, was 40.8%. At the time of this report, the Jacksonville Sheriff's Office Homicide Unit murder clearance rate for 2023 is 43.3%. NIBRS/FIBRS clearance rates are based on the calendar year the crime occurred unlike UCR which placed the clearance on the year the arrest occurred. Unlike with the UCR clearance used in prior years the clearance rate for 2023 will rise as arrests are made for murders which occurred in 2023.

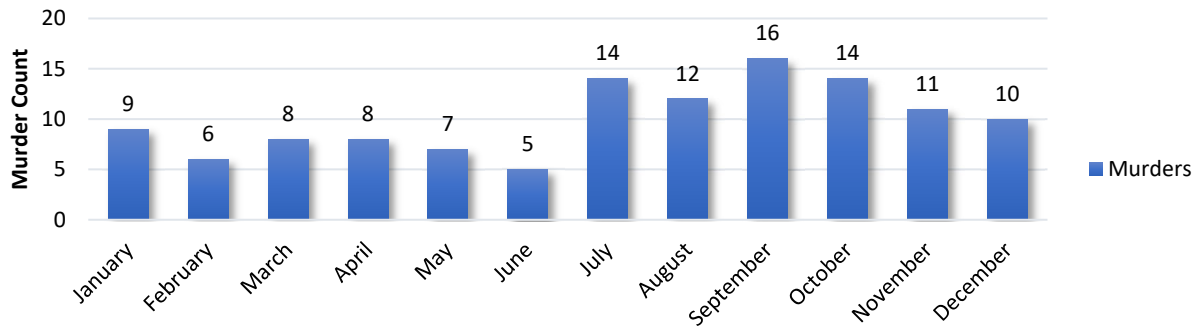
Three-year comparison of homicides and murders:



2023 Weapons Used in Murders



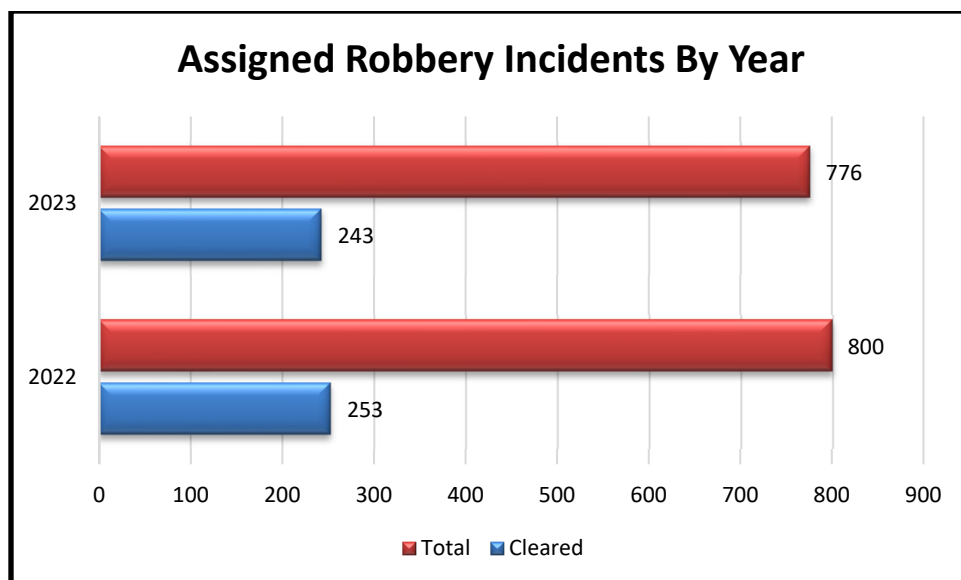
2023 Murders by Month



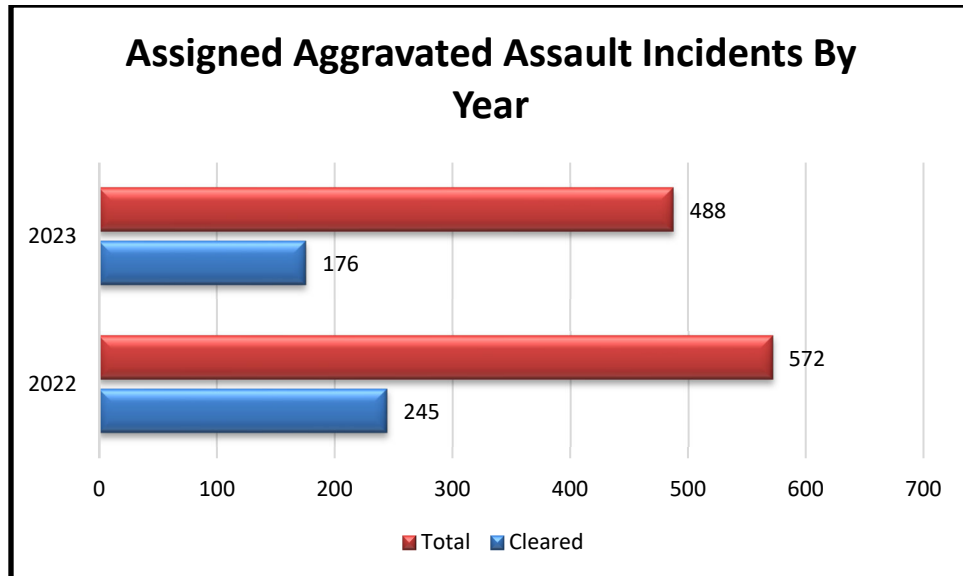
ROBBERY & VIOLENT CRIMES UNIT

The Jacksonville Sheriff's Office Robbery & Violent Crimes Unit was a new addition to the department in 2023. In March, the Robbery Unit and Violent Crimes Unit merged to form the Robbery & Violent Crimes Unit (RVCU), which is staffed with one (1) lieutenant, four (4) sergeants, twenty-four (24) detectives, and one (1) civilian. The RVCU has primary investigative responsibility for all manner of robberies reported to the Jacksonville Sheriff's Office including, robberies to individuals, home invasion robbery, carjacking, business robbery, and robberies of financial institutions, as well as non-fatal firearms discharge-related incidents to include aggravated batteries resulting from the discharge of a firearm, aggravated assaults with a firearm discharge and a suspect in custody, and shooting into occupied dwellings and conveyances with a suspect in custody.

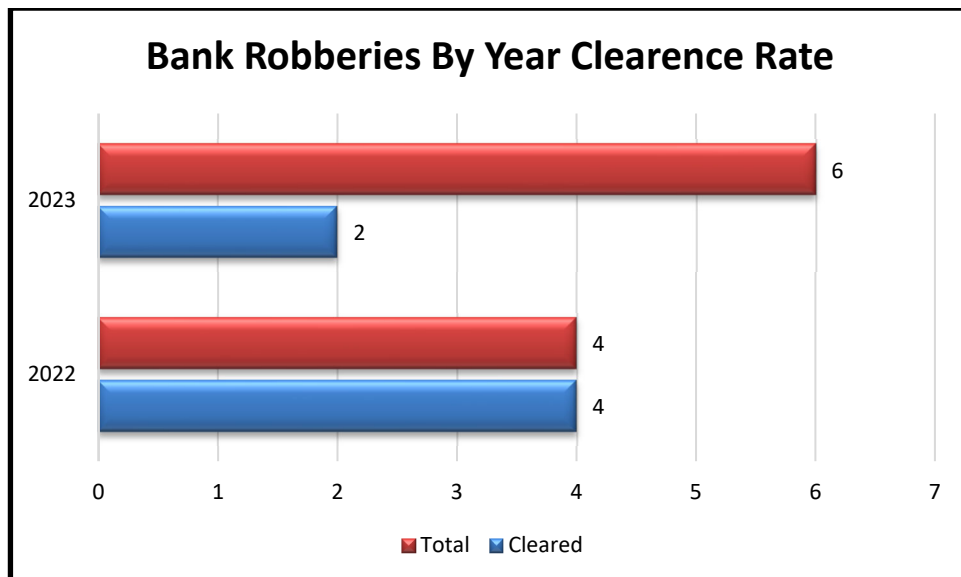
In 2023, the Robbery & Violent Crimes Unit investigated 776 cases involving robbery, which represents a 3% decrease from the 800 cases investigated by the JSO Robbery Unit during the 2022 calendar year. The RVCU clearance rate for these incidents was 31.31%, which is a decrease from the Robbery Unit clearance rate of 31.63% in 2022.



In 2023, the Robbery & Violent Crimes Unit investigated 488 cases of aggravated assault, which represents a 14.69% decrease from the 572 investigated by the JSO Violent Crimes Unit during the 2022 calendar year. The RVCU clearance rate for these incidents was 36.07%, which is a 15.80% decrease from the Violent Crimes Unit clearance rate of 42.83% in 2022.



In 2023, the Robbery & Violent Crimes Unit investigated 6 cases involving robbery to a financial institution, which represents a 50% increase from the 4 cases investigated by the JSO Robbery Unit during the 2022 calendar year. The RVCU clearance rate for these incidents was 33.33%, which is a decrease from the Robbery Unit clearance rate of 100% in 2022.



SPECIAL ASSAULT UNIT

The Special Assault Unit is comprised of one lieutenant, four sergeants, twenty-eight detectives, one Clerical Support Aide III (CSA), and one civilian position. Twenty-two detectives are in an active case assignment rotation, while one detective is assigned to the Intimate Violence Enhanced Services Team (InVEST), and one detective is on light-duty. The light-duty detective is assigned to review cases that stem from reports obtained via the Florida Department of Children and Families and the abuse hot line and a determination is made to assign to a detective if further criminal investigation is warranted. Four detectives and one civilian (Site Coordinator) are assigned to various grant positions through three active Sexual Assault Kit Initiative (SAKI) grants.

All allegations of felony sex crimes (including sexual battery, lewd and lascivious assault on a minor, molestation, pornography, etc.), aggravated child abuse, aggravated elderly abuse, and criminal sexting are investigated by the Special Assault Unit. The SAKI detectives follow up on previously submitted sexual assault kit Combined DNA Index System (CODIS) offender identification hits and secondary evidence that has been submitted to the Florida Department of Law Enforcement (FDLE). They also collect lawfully owed DNA from offenders whose DNA was not previously obtained at the time of booking when required by law. The InVEST detective reviews all domestic violence reports and identifies high risk victims who are offered services and assistance.

The Special Assault Unit began implementing changes in 2023 regarding the location of detective office space. During previous years, the four SAKI detectives and civilian site coordinator were located at the State Attorney's Office. They have since transitioned back to the Special Assault Unit office, which has allowed the supervising sergeant to have all assigned personnel in one location.

During 2023, the Jacksonville Sheriff's Office received a total of 5,008 reports involving potential sex crimes, child abuse/neglect, or elder abuse/neglect. This is an increase of 287 reported cases, or 6.08%. In 2022, a total of 4,721 cases were reported. In 2023, there were 4,079 information reports routed to the Special Assault Unit. 99.63% (4067) of these reports remained classified as information reports. The remaining 15 reports from 2023, 8 offenses of rape, 2 offenses of sodomy, and 6

offenses of fondling were investigated. None of these cases involved a sexual assault with an object. In comparison to 2022, there were 3752 information reports routed to the Special Assault Unit. 99.98% (3744) of these remained classified as information reports. Of these remaining 8 information reports from 2022, 4 offenses of rape, and 7 of fondling were investigated.

Forcible Sex Offenses

In 2023, there were 603 incidents with a forcible sex offenses reported to JSO as compared to 678 incidents reported in 2022, of these offenses, 397 were classified as rape, 47 as sodomy, 9 as sexual assault with an object, and 186 as fondling. These numbers represent an 11.06% decrease in number of forcible sex offense cases. It should be noted the discrepancy between incidents reported and total incidents can be attributed to incidents with multiple forcible sex offense charges.

Forcible Sex Offenses	Offenses	Percent
Rape	397	62.13%
Sodomy	47	7.36%
Sexual Assault w/ an Object	9	1.40%
Fondling	186	29.11%
Total	639	100.00%

Florida Statutes in the FIBRS data

Isolating Florida State Statutes for sexual battery/rape from the FIBRS reporting data, there were 478 incidents involving 618 offenses as defined by Florida State Statute. 20.50% of these cases had an offense cleared via arrest or exceptional clearance. From 2022, there were 559 similarly defined incidents involving 754 offenses with 27.01% of cases with an offense cleared via arrest or exceptional clearance. Similarly, there were 162 incidents involving 356 offenses defined by Florida State Statute as lewd/lascivious acts. Of these incidents, 42.60% had an offense cleared with an arrest or exceptional clearance. In comparison to 2022, there were 159 incidents involving 243 offenses with a 48.43% similarly defined clearance rate.

Arrests

25.7% of incidents with a forcible sex offense yielded an arrest or were exceptionally cleared. These arrests consist of 28 incidents involving a juvenile suspect and 8 incidents involving groups or multiple perpetrators. In comparison to 2022, 30.83.% of incidents involved an arrest or were exceptionally cleared. Also, from 2022, there were 38 incidents with a juvenile suspect and 13 incidents with multiple suspects.

Total Number of Incidents w/ Forcible Sex Offense	603
Incidents w/ an Arrest	114
Incidents w/ an Exceptional Clearance	41
Information Report Closed	0
Remaining Cases Suspended or Not Cleared	454
Incidents w/ a Known Suspect	336
Incidents with no Known Suspect	118

Child Abuse and Elderly Abuse

During 2023, Special Assault Unit personnel were assigned to investigate 49 reported cases involving child abuse/neglect or elder abuse/neglect. This is an increase of 11.37% in comparison from 2022's 44 cases, and of these cases, 21 (42.86%) yielded an arrest or were exceptionally cleared. The cases from 2022 yielded 23 incidents (52.27%) where an arrest was made or were exceptionally cleared.

Intimate Violence Enhanced Services Team (InVEST)

Domestic violence is another offense that the Special Assault Unit addresses through the Intimate Violence Enhanced Services Team (InVEST). The InVEST Unit is currently staffed with one detective, who is supervised by one of the Special Assault Unit sergeants. The InVEST program is a collaboration of the Jacksonville Sheriff's Office, Hubbard House, the State Attorney's Office, the Florida Department of Children and Families, and the City of Jacksonville's Social Services Division. On a daily basis, InVEST program personnel review all intimate partner domestic violence reports, looking to identify those cases with an increased likelihood of a fatality.

All members of the InVEST program assist in determining if a case qualifies for InVEST services. For a domestic violence case to qualify for the InVEST program, it has to meet certain criteria: The relationship between the victim and suspect must be intimate in nature and the police report or referral must contain one or more lethality factors such as, but not limited to, the use of weapons, broken bones, hospital visits, burns, threats to kill with an action plan, and multiple violent incidents.

The InVEST program receives copies of nearly all domestic violence police reports generated throughout Jacksonville. The InVEST program also receives referrals from collaborating domestic violence service providers. In 2023, there were a total of 9484 reported incidents involving some form of domestic violence, as compared to 9291 reports in 2022. Of these reports, there were 7334 intimate partner domestic violence reports and 2150 non-intimate partner reports.

The InVEST team evaluates each case for potential lethality by utilizing a Threat Assessment Checklist. The team identifies victims who are at a high risk for lethality and offers enhanced services. Based on a thorough review of all the reports in 2023 by InVEST personnel, 788 potential clients were identified as "high risk" victims in potentially lethal relationships and those victims were offered enhanced services, as compared to 738 in 2022, of this number, 150 victims accepted the services of the InVEST program and became clients. 101 victims accepted services in 2022. Over the history of the program, none of the InVEST clients have been killed because of intimate partner domestic violence.

SPECIALIZED INVESTIGATIONS SECTION

In 2023, the Specialized Investigations Unit was created as part of a reorganization to increase productivity and efficiency of investigations with a focus on the reduction of violent crime. The Specialized Investigations Section includes the Crime Gun Intelligence Center, Gang Unit, Citywide Problem Response Unit, Outreach and Support Manager, Firearms Lab, Cold Case Unit, and the Missing Persons Unit.

CRIME GUN INTELLIGENCE CENTER

The Jacksonville Sheriff's Office Crime Gun Intelligence Center (CGIC) is made up of ten detectives from different disciplines within the Jacksonville Sheriff's Office. The unit is staffed with detectives who have previous experience from the Homicide Unit, Robbery Violent Crime Unit, and Narcotics as well as a full-time analyst and is supervised by two Sergeants and a Lieutenant.

The primary responsibility and goal of the CGIC is to reduce gang and organized group related violent crime in our community on a long term and sustainable basis by partnering with other JSO Units, cooperating law enforcement agencies, community leaders, and other community stakeholders. This goal is achieved by reviewing, disseminating, and investigating National Integrated Ballistic Network (NIBIN) leads developed by the Firearms Lab related to violent crime. CGIC is also assigned various investigations related to firearms.

In 2023, the Firearms Lab had 3017 test fires, 1508 cartridge case entries, and 1484 hits which resulted in a total number of 637 leads researched and disseminated by the CGIC. The CGIC was assigned 87 leads, the Robbery Violent Crime Unit was assigned 242 leads, and the Homicide Unit was assigned 104 leads.

GANG UNIT

The Gang Unit is staffed with one Lieutenant, one Sergeant, and eight detectives. This unit is tasked with identifying, tracking, and documenting unnamed criminal groups, entertainment groups and gang members. The Gang Unit is currently tracking 30 criminal street gangs that meet Florida State Statute 874. These gangs consist of approximately 568 documented members. The Gang Unit conducts criminal investigations as well as providing support and intelligence to other investigative units and

Patrol. The JSO Gang Unit also participated in 112 personal visits to the homes of some of Jacksonville's most at risk young men as part of the Custom Notification program in partnership with the JSO Outreach and Support Manager. This is a program through the National Network for Safe Communities. The goal is to have individualized communication with at risk young men and give them alternative to violence and gang/group culture.

CITYWIDE COMMUNITY PROBLEM RESPONSE UNIT

The Community Problem Response Unit (CPR) is the uniformed arm of the Specialized Investigation Section. CPR is staffed with one Lieutenant, four Sergeants and 24 Detectives. The Lieutenant of CPR and the Lieutenant of CGIC coordinate efforts and conduct approximately fourteen Violent Crime Deployments each month, targeting violent crime and firearm related crimes. CPR Detectives participate in each deployment as well as attend the weekly Group Motivated Incident meeting and weekly NIBIN meeting to share and obtain intelligence on the individuals involved in group violence and shooting incidents.

The constant deployments in the areas of each patrol district that have the most violent calls and most calls for service render information that is shared with the proper investigative units. This information pipeline has assisted the detective divisions in numerous cases. CPR also identifies and tracks persons of interest / addresses of interest that are connected to criminal activity in these areas. The CPR is routinely sent requests from the detective division to locate and arrest people connected to active investigations.

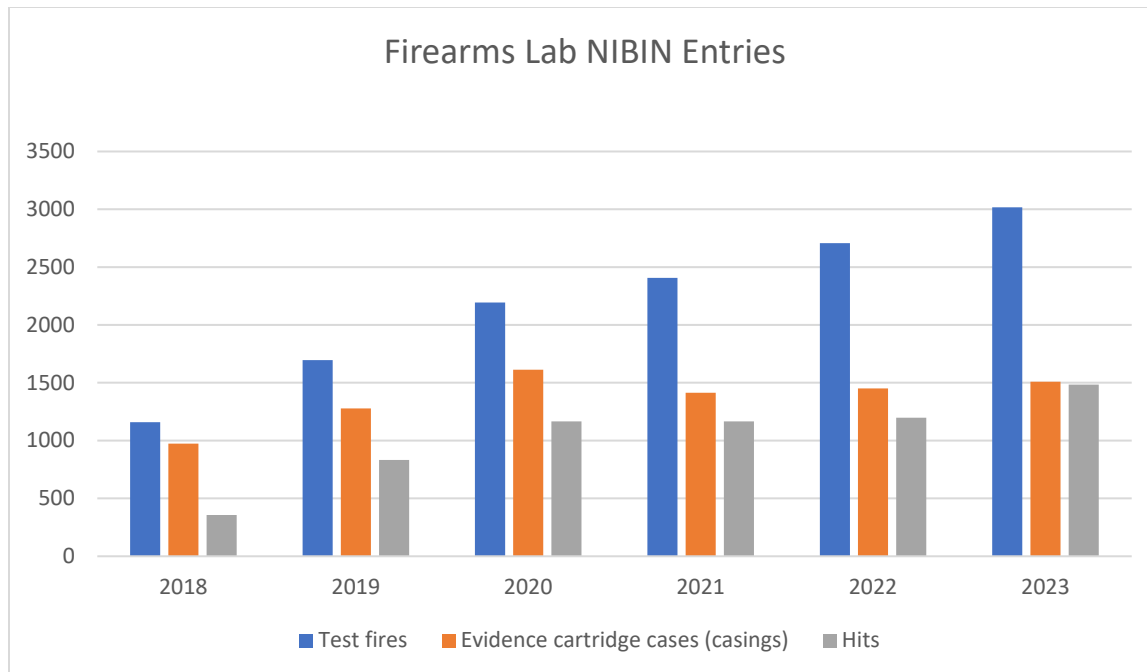
OUTREACH AND SUPPORT MANAGER

The JSO Outreach and Support Manager is a civilian employee assigned to the Specialized Investigations Section. His role is to coordinate with non-profit organizations that have a desire to assist group and gang members that choose to leave the gang life. To date, the Outreach and Support Manager has connected with over 120 different partners desiring to assist in this effort. The Outreach and Support Manager is also tasked with being the civilian face of our Custom Notification program. A Custom Notification is a personal visit to the home of a group or gang member who has been identified because of his/her previous involvement in group/ gang activity or he/she has recently been a victim of violent crime. The purpose of these visits is to offer resources available through community partnerships to assist the at-risk youth in removing themselves from the group/gang

lifestyle before they become involved in a violent incident. In 2023, 112 custom notifications were conducted. In 2023, 86 community events were attended by the Support Manager and his staff.

FIREARMS LAB

The Jacksonville Sheriff's Office Firearms Lab provides technical forensic firearms examination expertise to the Investigations Division and rapid evaluations of firearms and firearm related evidence. The Firearms Lab is housed at the Property and Evidence Facility enabling efficient and timely processing and examination of evidence. Incoming candidate evidence is triaged and routed to the appropriate process, including DNA swabbing and Latent Print Examination, and eventually test firing and microscopic examination. In house access to the National Integrated Ballistic Information Network (NIBIN) enables investigative searches of fired cartridge cases, including test fires and recovered evidence cartridge cases, providing a means of linking different shooting events that may otherwise go undetected. Specialized equipment includes a test firing lab, a comparison microscope, two Integrated Ballistics Identification System (IBIS) Brasstrax acquisition workstations and three Integrated Ballistics Identification System (IBIS) Matchpoint analysis workstations to access NIBIN. In 2023, there were a total of 3017 firearm test fires by the Lab, which is an increase of 310 compared to 2022.



COLD CASE UNIT

The Cold Case Unit is staffed by one sergeant, five detectives and two civilian logistical and technical support officers (LTSO). Cold Case Unit personnel conduct follow up investigations on unsolved homicide cases in which the original lead detective and his or her partner are no longer working in the Homicide Unit. In addition, Cold Case Unit personnel investigate officer involved shootings (OIS), officer involved incidents using deadly force (OII), in custody deaths and potential child abductions as a part of the region's Child Abduction Response Team (CART).

In 2023, Cold Case Unit detectives initiated the review of 29 unsolved cold cases for possible solvability factors and efforts to bring those cases up to today's current investigative standards. The Cold Case Unit also responded to 42 officer related callouts, which included seventeen (17) in custody investigations, thirteen (13) officer-involved shoots and hits, one incident with an officer sustaining a gunshot wound without returning fire, and eleven (11) non-firearm related incidents. No officer-involved shoot and miss incidents occurred during this calendar year. Additionally, the Cold Case Unit responded to ten (10) incidents that met the criteria for CART response for assistance.

Comparing 2023 statistics against 2022 numbers revealed detective-initiated reviews of unsolved cases decreased by 15% (34 in 2022) and response to officer related callouts increased by 8% (39 in 2022).

In custody investigations decreased by 15% (20 in 2022), Officer involved shooting (hits) investigations increased by 9% (12 in 2022), Officer involved “shoot and miss” investigations decreased to zero (2 in 2022) and all other Cold Case officer related responses increased by 175% (4 in 2022). Regarding CART related responses, incidents meeting criteria increased by 100% (5 in 2022), which was the clearance of a 38-year-old unsolved murder. On September 9, 1985 victim Annie Mae Ernest was found deceased in an open area in the 1100 block of Market Street. The death was ruled a homicide by the medical examiner. A person of interest was developed during the initial investigation in 1985, “Robert Vance”, but he fled the area prior to detectives attempting to have him take a polygraph examination. He was never located for further interview and the case remained unsolved. In July 2023 family members reached out to the Cold Case unit for an update on the case. The casefile was reexamined to bring the investigation up to today’s standards. After an extensive investigation using up-to-date law enforcement techniques and databases, it was determined “Robert Vance” was one of several aliases for the suspect, who’s true identify was “Robert Richard Van Pelt”. Using another alias “John Leroy Harris”, the suspect was involved in an attempted murder/ suicide in Tampa, Florida in 1988 and he was pronounced deceased. Fingerprints were compared resulting in a match to “Robert Richard Van Pelt”, age 39 at that time. The evidence was presented to the State Attorney’s Office, with the conclusion if Van Pelt were alive today, he would be charged with the murder of Annie Mae Ernest. Therefore, in December 2023 the case was cleared due to death of offender, bringing closure to a nearly four-decade old homicide.

2023 Cold Case Unit Operations

Throughout this reporting period, the Cold Case Unit has continued its community partnership with the non-profit organization, Project: Cold Case®. This partnership highlights a working relationship with the survivors of families that have been affected by unsolved cases. This nationwide organization is based here in Jacksonville, Florida. Their organization includes an extensive database of unsolved cases and they aid in spotlighting these cases. For additional details on Project: Cold Case see projectcoldcase.org.

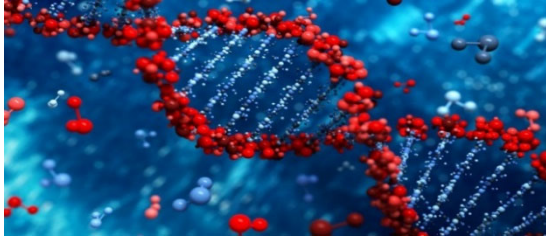


Project: Cold Case

Our Cold Case Unit provides an investigator that is appointed as a member to the Florida Sheriff's Association Cold Case Advisory Commission. This statewide commission is designed to tap into

resources and establish a vital line of communication throughout the state of Florida when it comes to cold cases.

In 2023, the Cold Case Unit continued its participation in the Sexual Assault Kit Initiative (SAKI) grant in partnership with the State Attorney's Office for the 4th Circuit. This grant allowed for additional DNA testing specifically targeting non-shooting related homicide cold cases.



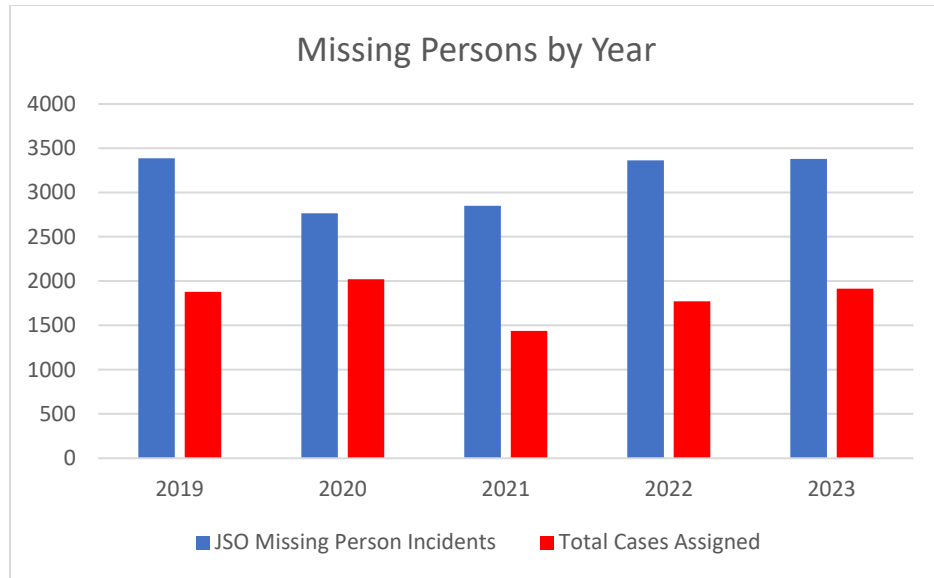
The Cold Case Unit continues its work in the area of DNA Genealogy testing. Highlighting the partnerships with outside entities, our Cold Case Unit has working relationships with the Florida Department of Law Enforcement, DNA Labs International, Parabon Snapshot Advanced DNA Analysis, Bode Technology and Othram Forensic Testing.

Members of the Cold Case Unit received additional training and certification through the Force Science Institute. This training encompasses 40 hours of intensive instruction involving the science behind human behavior and performance during force encounters.

MISSING PERSONS UNIT

The Missing Persons Unit is under the command of the Special Investigations Unit Commander. The Missing Persons Unit is currently staffed with one sergeant, eight detectives, and one mental health coordinator (LTSO).

During 2023, the Jacksonville Sheriff's Office investigated 3,379 missing person incidents, an increase of 5% in total incidents reported as compared to 2022, of that total, 1,914 cases were assigned to the detectives of the Missing Persons Unit for follow-up investigation, an increase of 8% as compared to 2022.



The largest group of persons reported missing was females in the category of 12-17 years of age. The second largest number was males in the same age category. This age group accounted for 64% of all missing persons, up from 60% in 2022.

PROPERTY CRIMES AND INVESTIGATIVE SUPPORT SECTION

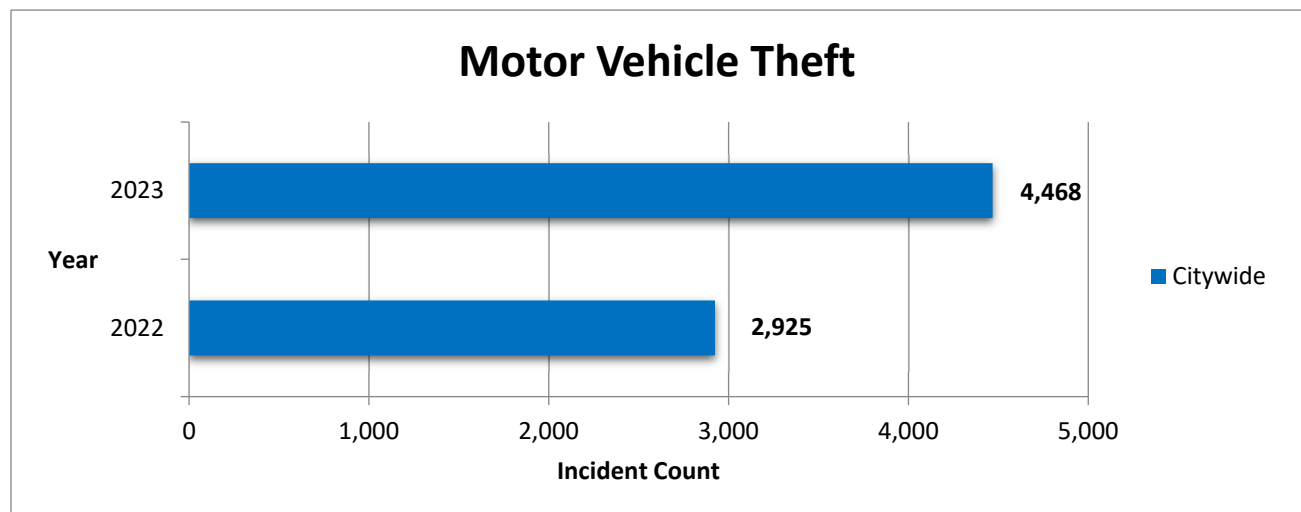
AUTO CRIMES UNIT

The Jacksonville Sheriff's Office Auto Crimes Unit is staffed by one lieutenant, two sergeants, nine district detectives, and three Task Force detectives. The Auto Crimes personnel conduct and oversee investigations of vehicle thefts and vehicle burglaries. The Task Force detectives conduct auxiliary tasks such as identifying vehicles with altered/removed VINs agencywide and carry out the bait vehicle / bait bike program.

Motor Vehicle Theft

In 2023, there were 4,468 motor vehicle thefts citywide. This is an increase from the 2,925 incidents in 2022. The main reason of this increase is due to the high number of Hyundai and Kia thefts reflective of a nationwide trend. The majority of Hyundai and Kia vehicles lack the anti-theft immobilizers. The Jacksonville Sheriff's Office arrested 195 suspects for Kia and Hyundai thefts in 2023. The motor vehicle theft clearance rate for 2023 was 13%. The 2021 national clearance rate for motor vehicle thefts was 11% (10.77%). Automobiles comprised 71% (70.76%) of the vehicles stolen in 2023, followed by trucks, SUVs and vans at 31% (31.17%), and motorcycles at 6% (5.68%) of all vehicles stolen during 2023.

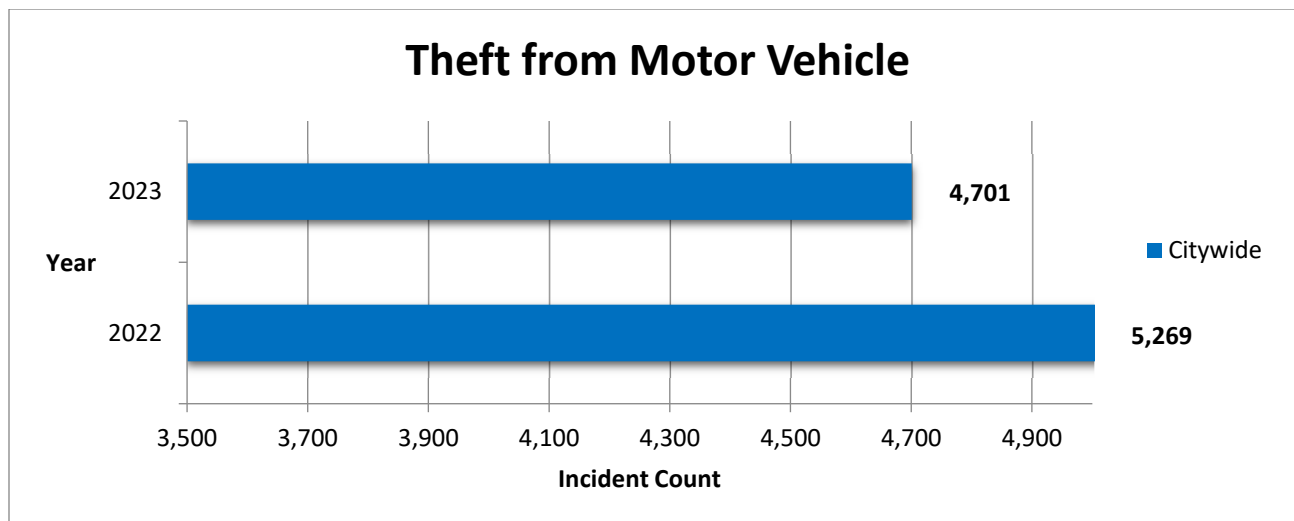
The Jacksonville Sheriff's Office Auto Crimes Unit discovered a Chop-Shop operation on the west side of town. Detectives were able to recover a total of 24 stolen vehicles from Florida counties, Georgia, Alabama, Indiana, and Mississippi. Some vehicles contained fictitious Vehicle Identification Numbers (VINs), while other vehicles were in the process of having VIN numbers altered and eventually being sold to potential victims. The total approximate value of the property exceeded \$2 million dollars. Suspects were arrested and charged accordingly.



Theft from Motor Vehicle

Auto Crimes detectives are responsible for investigating auto burglary incidents that occur within the jurisdiction of the Jacksonville Sheriff's Office. Due to reporting changes, auto burglary incidents are combined with theft from motor vehicles incidents such as tags, tires, antennas...etc. In 2023, there were 4,701 thefts from motor vehicles. This represents a 10.78% decrease from 2022 with 5,269 thefts from motor vehicles. The clearance rate for thefts from motor vehicles for 2023 was 4.89%, of the

4,701 thefts from motor vehicle incidents, 2,799 of those involved unlocked vehicles or those with no signs of forced entry (NSFE)*. Citywide, there were 603 firearms stolen from vehicles in 2023. This is a 7.52% decrease from 652 stolen firearms in 2022.



** Incidents may have multiple vehicles and multiple MO's in the same report.*

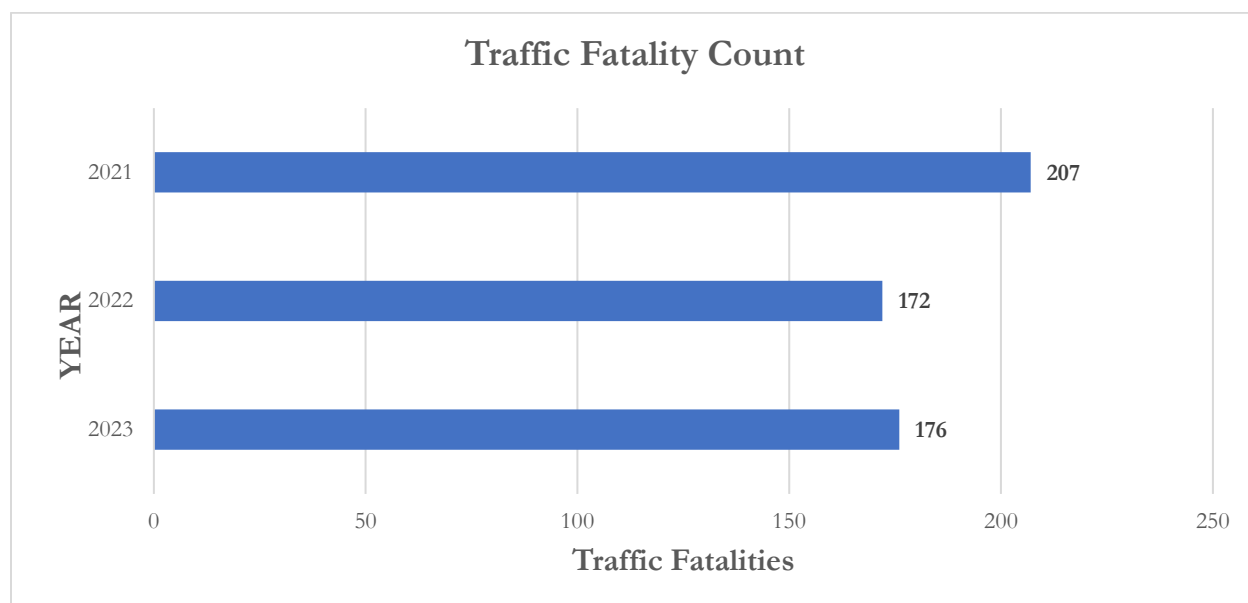
TRAFFIC HOMICIDE UNIT

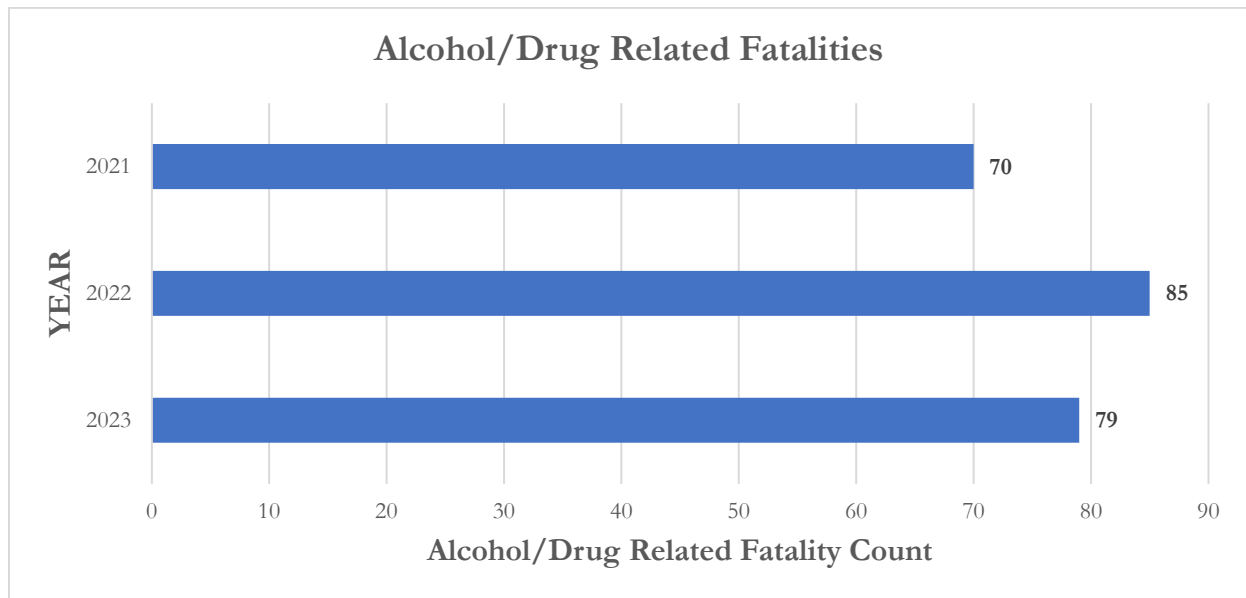
The Traffic Homicide Unit is a component of the Department of Investigations and Homeland Security. The Traffic Homicide Lieutenant is the Commanding Officer of the Unit. It is staffed by one sergeant and six detectives. Traffic Homicide detectives investigate fatal and life-threatening traffic crashes, officer involved traffic crashes involving death, life-threatening injury or where someone is transported by the Jacksonville Fire Rescue Department and 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 within the jurisdiction of the Jacksonville Sheriff's office.

During 2023, there were a total of 176 traffic fatalities in Duval County. This represents a 2.33% increase from 2022, with 172 traffic fatalities. The JSO Traffic Homicide Unit investigated a total of (103) traffic fatalities, while the Florida Highway Patrol investigated (72) traffic fatalities and the Jacksonville Beach Police Department investigated the remaining (1) traffic fatality. In addition to the traffic fatalities, the unit investigated 74 life-threatening crashes, which is a 28% increase from 2022, when they responded to 58 of these cases.

In 2023, there were 27 crashes involving Jacksonville Sheriff's Office vehicles that were investigated by the Traffic Homicide Unit. This was a decrease from 36 in 2022. This represents a 25% decrease compared to the previous year.

The following represents the total number of crashes that caused the 176 fatalities for 2023. There were eight crashes that resulted in multiple fatalities.	
Number of actual crashes that resulted in traffic related fatalities	158
Number of crashes where fatalities were a result of non-traffic related causes (heart attack, sudden illness or 30 days after crash)	6
Total of both traffic and non-traffic related incidents resulting in fatalities	164
Number of Alcohol/Drug Related Crashes *BAC = Blood Alcohol Content (5 Pending BAC's/Autopsies JSO Only)	79
The following represents the total number of deaths for 2023.	
Traffic related fatalities	170
Non-traffic related fatalities	6
Total of both traffic and non- traffic related fatalities	176
Note: The Florida Highway Patrol and Jacksonville Beach P.D. handled 73 cases in 2023. (All traffic fatalities listed below are only those that were investigated by the Jacksonville Sheriff's Office Traffic Homicide Unit)	
TRAFFIC FATALITIES – DISPOSITIONS:	
With Manslaughter or Felony Charges Filed	12
With Traffic Charges Filed	22
With No Charges Filed	93
Suspended Cases	3
TOTAL	176
* Thirty-two 2023 cases have pending charges.	





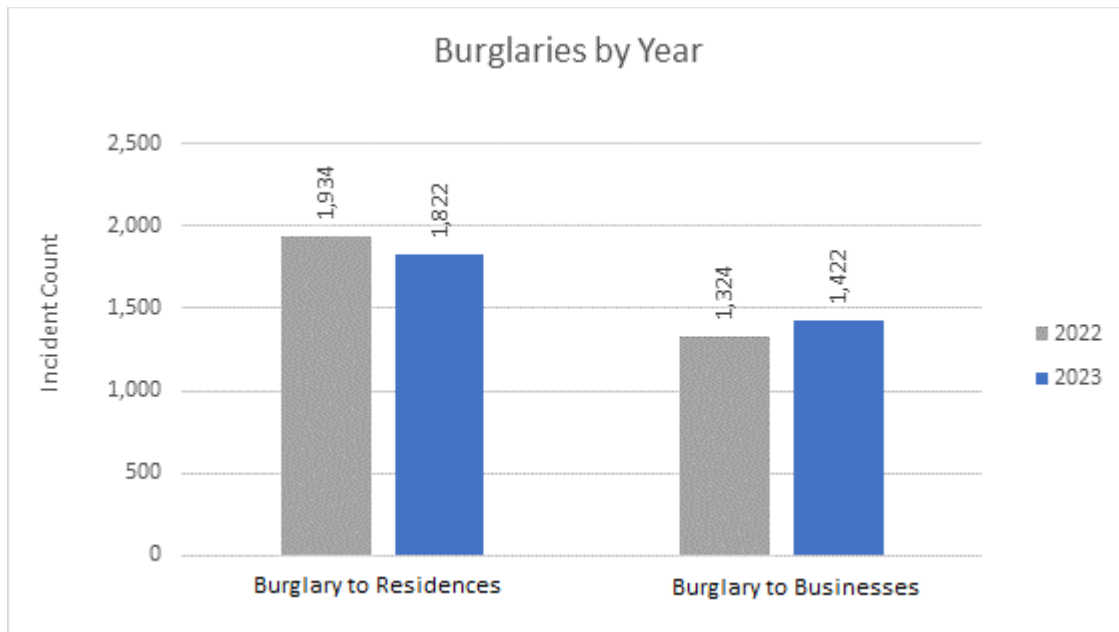
**There are 5 Pending BAC's/ Autopsies JSO Only (2023)*

WRECKER REGULATION UNIT

The Wrecker Regulation Unit is staffed with 3 detectives and falls under the command of the Auto Crimes Lieutenant and the Traffic Homicide Sergeant. In 2023, 14,259 vehicles were towed by the Jacksonville Sheriff's Office. This is down 0.04% from 2022 in which 14,265 vehicles were towed by the Jacksonville Sheriff's Office.

BURGLARY UNIT

The Burglary Unit is staffed with one lieutenant, five sergeants, twenty detectives, two SCRAP detectives (Secondhand Dealer, Crushers, Recyclers, and Pawnshops), two Property Recovery detectives, and two civilians (Clerical Support Aide III). The detectives are assigned to investigate burglaries and grand theft cases of \$10,000.00 or more. There were 3,244 reported burglaries in 2023, which is a 0.4% decrease from 2022. The burglary clearance rate for 2023 is 16.5%. The NIBRS national average clearance rate for burglary in 2022 was 13.5%.



*includes 2022 and 2023 to provide a fair comparison of NIBRS reporting. 3-year comparison to return after 2024.

Beginning in late 2022, and expanding well into 2023, the Jacksonville Sheriff's Office Organized Retail Crime Unit was contacted by corporate Target Investigators about a Transnational Criminal Organization (TCO) based in California, that is operating in Jacksonville, Florida. Detectives, who concentrate on organize retail crime, learned that the suspects, who are all Chinese Nationals, were committing fraud with Gift Cards in Target stores.

The schemes structure typically involves gift cards being stolen from merchandise shelves. The gift cards are then brought to a location where they are either compromised or modified. If they are compromised the physical cards are connected to "digital wallets" controlled by suspects. When modified, the suspects will place new bar codes over the existing barcodes. Suspects then will place the gift cards back on store merchandise shelves for unsuspecting customers to purchase. For example, when a customer purchases a gift card, the money is diverted to an account controlled by the suspects or affiliated criminal organization. Typically, the funds are used to buy "US Based iPhones" and shipped back to China, where the phones are unrestricted by the government. The funds have also been washed through trade-based money laundering. This organization has been connected to narcotics operations, human trafficking, and other illicit activities. The organization has been linked to other jurisdictions in Northern Florida, as well as many jurisdictions throughout the United States. Three suspects have been arrested for organized Fraud in Jacksonville in 2023, while another

suspect remains at large. The known case impact for Duval county exceeds \$4,000,000. This case is being referred to the US Attorney's Office for prosecution.

Property Recovery Unit

The Property Recovery Unit (PRU) duties include, but are not limited to, the regulation of all pawn shops, secondhand dealers, and auction businesses in Duval County in accordance with Florida State Statute F.S.S. 538 and 539.

	2023	2022	2021
Total Property Seizures	579	656	495
Property Seizures for Outside Agencies	58	75	47
Pawn Shop Inspections	169	192	158

SCRAP Task Force

The primary duty of the SCRAP. Task Force is the regulation of all registered secondary metal recyclers in Duval County in accordance with F.S.S. 538, Part II (via inspections, surveillance, and undercover operations). They also proactively address utility trailer thefts.

	2023	2022	2021
Number of Registered Secondary Metal Recyclers	15	19	19
Number of Recyclers Inspected	8	11	21
Number of Recyclers Using JSO Website	14	12	13
Number of Recyclers Using Vendor Software	14	12	6

VIOLATIONS	2023	2022	2021
Number of Verbal Warnings Issued	7	11	22
Number of Notices to Appear (NTA) Issued	0	0	0
Number of Arrests / Arrest Cases Made	43	24	23
Trailers Seized / Recovered Stolen	1	3	1

ECONOMIC CRIMES UNIT

The Economic Crimes Unit is staffed with one sergeant, six detectives, and one civilian (Clerical Support Aide III). The ECU Detectives are assigned to investigate fraud, counterfeit, embezzlement, and identity theft. They also focus heavily on fraud schemes that target our senior citizens.

	2023	2022	2021
All ACMS Cases to ECU	394	457	411
ECU Detective Cases Assigned	255	241	212
Elderly Financial Abuse Cases	71	76	66
First Coast Crime Stopper Tip Cases	52	45	18
Investigations Handled by Other Agencies	129	131	126

CRIME SCENE UNIT

The Crime Scene Unit (CSU) is responsible for the collection, preservation, and documentation of evidence found at crime scenes. CSU is staffed with thirty-two crime scene detectives and four sergeants. In 2023 CSU continued equipment upgrades, with all detectives receiving department-issued cell phones. This year saw important additions to CSU staffing, adding one sergeant position to go from three to four sergeants, and adding an additional detective position to go from thirty-one to thirty-two detectives.



PHOTO LAB

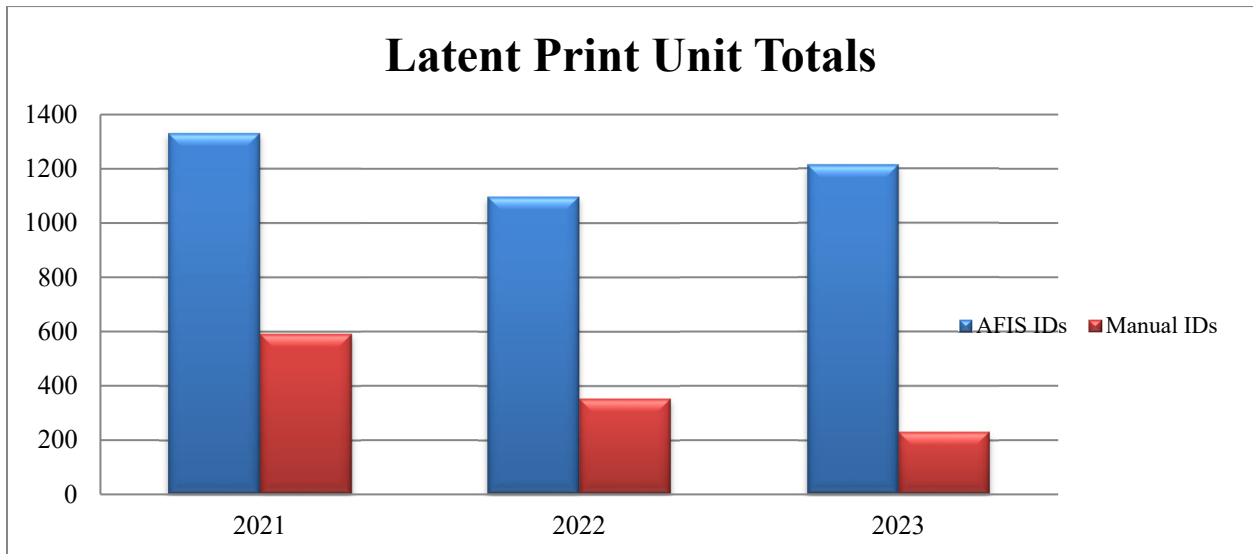
The Photo Lab (The Lab) maintains and operates all photographic, processing, and printing equipment for JSO. The Lab fulfills photographic needs for all JSO departments, and duties include crime scene image control and management, public affairs photography, and photography at awards and general ceremonies. The Photo Lab had a 7.7% year-over-year increase in the uploading and archiving of crime scene imagery to 1,720,671 images. The Lab entered imagery for 9,176 cases in 2023. It has also had an increase in photographic assignments to 106, accounting for 282 (normal and post normal) working hours. A total of 19,703 photographic prints were processed and 4,182 DVD\Blu-Rays discs were produced for a host of internal and external customers, including SAO, PDO, and public records. The Lab produced high end working imagery for a large yearbook project, by documenting the day-to-day work environment of JSO personnel. Staffing levels remained the same in 2023, with one supervisor, one full-time Police Photographer, and one part-time Police Photographer.



LATENT PRINT UNIT

The Latent Print Unit (LPU) is responsible for the comparison and identification of latent prints submitted from crime scenes. The Unit is staffed with one supervisor/examiner, three examiners, and one clerical support. LPU also assists Federal, State, and other local law enforcement agencies when requested. The following graph represents the number of identifications (both A.F.I.S. and manual) and the number of items processed for the 2021-2023 statistical period:

	AFIS IDs	Manual IDs	Items Processed
2021	1330	591	7,137
2022	1097	353	8,189
2023	1213	231	7,370



HOMELAND SECURITY DIVISION

SPECIAL OPERATIONS SECTION

INTELLIGENCE AND CRITICAL INFRASTRUCTURE UNITS

Its purpose is to gather and analyze information in order to disseminate criminal intelligence as it relates to homeland security activities. The Intelligence Unit is staffed with one Sergeant and nine full time detectives. Some of the specific areas assigned to the Intelligence Unit personnel are criminal intelligence on extremist/subversive groups, sovereign citizen groups, national/local protest groups, and domestic/international terrorism.

The Intelligence Unit, working in partnership with the Critical Infrastructure Unit (CIU), monitors the city's critical infrastructures, ensuring that any reported suspicious activity is investigated thoroughly within the sixteen designated critical infrastructure sectors.

The Intelligence Unit continues an active role in the progress of the Northeast Florida Fusion Center. This collaborative effort includes members of fifty-eight agencies pooling their intelligence information into one overarching database to track issues of concern to the requesting agency. The Intelligence Unit investigates every Suspicious Activity Report (SAR) generated within Duval County, and captured by the Fusion Center, to defend our city from hostile threats.

The Intelligence Unit is a member of/or participates with the following intelligence groups or organizations:

- Florida Intelligence Unit (FIU)
- Association of Threat Assessment Professionals (ATAP)
- FBI Joint Terrorism Task Force (JTTF)
- FBI Civil Rights Task Force
- FBI Cyber Crimes Task Force
- FDLE Behavioral Threat Assessment and Management (BTAM)
- US Attorney's Office Middle District's Civil Rights Working Group.

UNMANNED AERIAL SYSTEMS UNIT

The Unmanned Aerial Systems (UAS) Unit is responsible for operating JSO's unmanned aerial vehicles and investigating remotely piloted aerial vehicle related incidents. The UAS Unit is staffed

with three full time detectives and several part-time members with collateral duties throughout the agency. All unit members hold Part 107 UAS Remote Pilot certificates issued by the Federal Aviation Administration (FAA) and members are required to participate in extensive UAS flight training curriculums, which have been developed internally by the full-time UAS pilots. The UAS Unit also holds a Public Agency UAS Certificate of Authorization through the FAA, which helps to facilitate JSO's unmanned aerial operations within controlled and restricted airspace.

2023 saw a continued expansion of part-time members in a patrol capacity being issued smaller drones for rapid deployment in exigent circumstances (Eagle Eye Program). This program enabled part-time pilots to deploy drones as tools to assist in a patrol capacity such as perimeter searches of fleeing suspects or quickly deploying drones at time sensitive calls, such as vulnerable missing person calls prior to full MEPSAR callouts. The Eagle Eye program has been credited with reducing the additional callouts of secondary specialty response teams. The UAS Unit also plays a vital role in mitigating the risk from drones being improperly operated by civilians at major outdoor special events in violation of state law or FAA regulations. The UAS Unit provided staffing at every Jacksonville Jaguars home football game and other large outdoor events.

2023 Activations:

- Callouts: 48
- Enhanced Security at Special Events: 57
- Demonstrations / Presentations: 28
- Patrol Eagle Eye Responses: 238 (an increase of 103 from 2022)
- Total Missions/Flights: 452 Missions consisting of 2052 Flights

MARINE UNIT AND DIVE TEAM

The Marine Unit is responsible for maritime safety by patrolling the one hundred fifty-six square miles of waterways in Duval County and enforcing applicable laws. The unit is staffed with two sergeants and eight officers. In addition to patrolling the waterways and responding to search/recoveries, the Marine Unit investigates thefts of vessels, alterations of hull identification numbers, title fraud, narcotics trafficking, and manatee protection. 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. The Marine Unit works with the Florida Fish and Wildlife Conservation Commission on investigating, tagging, and removing

derelict vessels from our waterways. Lastly, the Marine Unit plays an important role in the many special events hosted in 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.

The Dive Team is also assigned to Special Operations but with the officers having collateral duties elsewhere in the agency. With one Dive Commander and two Squad Leaders, the Dive Team is divided into two squads of eight. As a designated Tier 1 Team by the Regional Domestic Security Task Force (RDSTF), whether recovering victims or evidence, the Dive Team is available for call-out anytime their services are needed.

2023 Activations:

- Marine Unit Callouts: 4
- Marine Unit Special Events: 39
- Marine Unit Investigations / Search and Rescue: 301
- Dive Team Demonstrations / Presentations: 9
- Dive Team Callouts: 71

HAZARDOUS DEVICES UNIT

The Hazardous Devices Unit (HDU) is trained to investigate and adjudicate suspicious packages on land and maritime environments, homemade explosives labs, CBRNE, weapons of mass destruction (WMDs), unexploded military ordnances, post-blast investigations, and dignitary/special event protection. The HDU assists SWAT with explosive breaching, movement through improvised explosive devices (IED) or booby-trapped environments, as well as hostages bound by IEDs. HDU is staffed with eleven certified hazardous devices technicians. Seven of the eleven members are assigned to the Homeland Security Division in the Critical Infrastructure Unit (CIU) and the other four are assigned to the Patrol Division, fulfilling their HDU commitment as a collateral duty.

The HDU 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 HDU is recognized as a Tier 1 Team by the RDSTF, thus equipping and training the HDU to respond regionally for CBRNE incidents, vehicle-borne improvised explosive devices (VBIED), and multiple incidents that may occur at the same time. The support of the DHS, FDLE, FBI, and the

Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF), HDU continues to equip, train, and prepare its personnel to respond to various operations or incidents.

2023 Activations:

- Callouts: 71
- Enhanced Security at Special Events/ Protective Sweeps: 103
- Demonstrations / Presentations: 33

The Bomb-Making Materials Awareness Program (BMAP) is sponsored by the DHS, Office for Bombing Prevention (OBP), and creates awareness regarding the manufacture of homemade explosives (HME). OBP provides support in the form of the Homeland Security Information Network (HSIN) and media products that are distributed to the community. Our BMAP Liaison Manager's duties include retail and storage facility site visits to educate and provide contact information for reporting suspicious activity indicating possible homemade explosives manufacturing. Also, the BMAP Liaison Manager conducts briefings with groups such as the RDSTF, JFRD, emergency room personnel, and Sheriff's Watches. Between January and December, the Liaison Manager, and members of the HDU contacted private businesses on 115 separate instances in the retail, storage, first responder, and lodging sectors. During the contacts, employees were educated on the products sold that could potentially be used to produce HME. There was also a BMAP representative present at JSO safety fairs and presentations. The Liaison Manager received tips from specific retailers regarding suspicious activities and those were investigated by the Intelligence Unit.

SPECIAL WEAPONS AND TACTICS UNIT (SWAT)

The SWAT Unit is currently staffed with a total of sixty-one members, including tactical officers, medical staff, command staff, and support personnel and reports to the Assistant Chief of Special Operations. Members are assigned to various squads and have a variety of specialized training, to include breaching, less-lethal munitions, chemical munitions, and sniper/precision marksman operations.

The forty-one-member full-time component of the SWAT Unit works with other units of the Sheriff's Office and our federal / state partners to conduct high-risk missions involving search warrants, arrest

warrants, barricaded subjects, manhunt operations, surveillance, dignitary protection, and enhanced security at special events. There are also nine medical personnel assigned to assist the SWAT Unit that include: Jacksonville Fire and Rescue Department (JFRD) medics, one physician from the JFRD, and two physicians from the University of Florida–Health. 2023 saw an addition of 2 full-time SWAT Medics assigned to the SWAT Unit.

The SWAT Unit trains 600+ hours annually and, at a minimum, once per week at various locations around the city. SWAT members also attend specialized training courses around the country. The SWAT Unit is recognized as a Tier 1 Team by the NTOA. With the support of DHS and FDLE, the SWAT Unit also continues to equip, train, and prepare its personnel to respond to CBRNE incidents. In addition, SWAT Cadre of Instructors provide high liability tactical training both within the Agency and to outside law enforcement partners.

2023 Activations:

- Callouts: 27
- Enhanced Security at Special Events: 60
- High Risk Warrants: 31
- Demonstrations / Presentations: 20

The SWAT Unit is further tasked with apprehending the most violent wanted felons in Jacksonville; requested by both the JSO and outside agencies.

- Number of Apprehensions: 50
- Total Activations: 188

CRISIS NEGOTIATIONS UNIT (CNU)

The 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 CNU reports to the Assistant Chief of Special Operations, but the members are assigned throughout the agency. By the end of 2023, the CNU was staffed with a total of thirty members divided into two operational components: twenty-six police officer negotiators and four police officers serving in support roles. The CNU meets twice a month to train and become familiar with the complex roles involved in a crisis negotiation call-out. To accomplish realism, quarterly joint training sessions with SWAT are also held at various locations throughout the region. The CNU also has a

psychologist on contract to assist with training on mental health, communications skills, medications and their effects, and crisis intervention as they relate to crisis negotiations.

2023 Activations:

- Callouts: 28
- Training Days: 24
- Demonstrations / Presentations: 16

NARCOTICS / VICE SECTION

The JSO Narcotics/Vice Section investigates all levels of narcotics and vice activity. The primary goal of the Narcotics Unit is to detect, disrupt, dismantle, and arrest those individuals who are involved in the illegal distribution of drugs. The Vice Unit focuses on vice crimes to include prostitution, public lewdness, illegal massage businesses, escorts, pornography, liquor, and tobacco sales to minors, counterfeit products, and the adult entertainment violations.

STREET LEVEL NARCOTICS SQUADS

There are four sergeants and 28 detectives assigned to four squads. The Street Level Narcotics Squads were responsible for investigating 1405 narcotics complaints and serving 160 drug related search warrants. During those investigations, Street Level Narcotics detectives seized drugs with an estimated street value of \$3,262,090, made 702 felony arrests, and 112 misdemeanor arrests. They also seized 23 vehicles, approximately \$418,592.00 in cash, and 315 firearms.

MID-LEVEL NARCOTICS SQUAD

The Mid-Level squad is comprised of one sergeant and four detectives. The Mid-Level Narcotics Squad's efforts led to 27 felony arrests and the seizure of 1,239.70 pounds of marijuana, 7.8 kilograms of cocaine, over 30 kilograms of fentanyl, over 14 pounds of methamphetamine, 37 firearms, 9 vehicles, and over \$157,000.00 in cash.

Operation Turnpike

In May of 2023, detectives learned of a Drug Trafficking Organization (DTO) working inside of Jacksonville that stretched from Miami, Florida to Oakland, New Jersey. Detectives, along with their federal partners from Homeland Security Investigations, the Drug Enforcement Administration, and North Florida HIDTA, and local Partners from Miami Dade Police Department conducted a joint investigation into this DTO. In July of 2023, during a coordinated operation, members of the Mid-Level Squad assisted Miami Dade Police Department Narcotics Unit in executing a search warrant in Miami. At the same time, other members of the Mid-Level Squad were assisting HSI execute a Search warrant in Oakland, New Jersey. The total results from the operation resulted in a seizure of 10.2 Kilograms of fentanyl, 2.02 Kilograms of cocaine, 630 grams of heroin, 2 firearms, \$5,000 and 4 felony arrests. All suspects were charged both federally and locally. These efforts led to the dismantling of that DTO.

PHARMACEUTICAL & DESIGNER DRUG UNIT

The Pharmaceutical & Designer Drug Unit, which is led by one sergeant and three detectives, is responsible for the investigation of various illegal designer drugs, prescription fraud/forgery, dispensing law violations by doctors, nurses, and pharmacists, and internal thefts of controlled drugs from pharmacies, hospitals, doctors' offices, and nursing homes. In 2023, the Pharmaceutical & Designer Drug Unit's efforts led to 18 felony arrests.

The Pharmaceutical & Designer Drug Unit is also tasked with monitoring current Medical Marijuana laws. Detectives partner with the Department of Health and manage JSO's responsibility for the Medical Marijuana Use Registry.

The Pharmaceutical & Designer Drug Unit partnered with local hospitals in "Drug Take Back" programs. These events resulted in the recovery of over 639 pounds of unused or unwanted medications that did not end up in the hands of children or drug abusers.

The Pharmaceutical & Designer Drug Unit investigated the diversion of Hydromorphone (Schedule II Controlled Substance) from a surgery center. The investigation revealed the suspect created fictitious anesthesia records to hide the diversion. The suspect tampered with vials by removing Hydromorphone with a syringe and replacing the diverted controlled substance with saline by the same method. The suspect would then glue the tamper proof caps and return the altered items into inventory. This action placed patients who would receive the medication during surgery in great danger. The efforts of the Pharmaceutical & Designer Drug Unit resulted in the arrest of the suspect on local charges. During and after the investigation concluded, the unit members worked with the Food and Drug Administration, Office of Criminal Investigations, resulting in a federal indictment in which the suspect was subsequently charged and convicted for tampering with a consumer product. The unit members also coordinated with the Department of Health to ensure the suspension of the suspect's professional license.

CLANDESTINE LABORATORY ENFORCEMENT TEAMS (CLET)

The Clandestine Laboratory Enforcement Teams include a team commander, two squad leaders, and 16 detectives. Team members are certified in basic and advanced clandestine lab investigations, site safety, and the use of personal protective equipment (PPE) up to and including Level A hazardous materials. The team investigates all illegal drug labs, including methamphetamine labs, clandestine laboratories, and all indoor marijuana grow locations.

In 2023, the Clandestine Laboratory Enforcement detectives responded to seven callouts.

MAJOR CASE NARCOTICS SQUAD

The Major Case Narcotics Squad is led by one sergeant and six detectives. Major Case Narcotics Squad's efforts led to 30 felony arrests and the seizure of 7.24 kilograms of cocaine, 3.2 kilograms of fentanyl, 127.48 pounds of methamphetamine, 12.5 kilograms of molly, 86.2 pounds of marijuana, 26 firearms, 3 vehicles, and \$258,221.00 in cash.

Operation Player's Club

The Major Case Narcotics Squad concluded an investigation in 2023 which led to the dismantling of five drug trafficking organizations (DTO) that stretched from Jacksonville to Orlando, Georgia, and Puerto Rico. This investigation led to 14 felony arrests, 15 pending felony warrants, the seizure of 7.5 kilograms of cocaine, 13.5 pounds of marijuana, 118.53 pounds of methamphetamine, 12.5 kilograms of molly, and 2.25 kilograms of fentanyl. In addition, \$239,273.00 in cash, 1 vehicle, and 26 firearms were seized.

VICE UNIT

The Vice Unit which is comprised of one sergeant and eight detectives investigates crimes related to prostitution, adult entertainment violations, lewd acts in public, gambling, escort services, alcohol, and tobacco sales to minors, and dogfighting rings. The unit made 24 felony arrests and 157 misdemeanor arrests in 2023.

Vice detectives focused on disrupting street prostitution as well as prostitution inside illegal massage parlors. The Vice Unit also partners with the Integrity & Special Investigations Unit regarding Human Trafficking cases.

Vice Unit detectives seized 21 grams of powder cocaine, 16.8 grams of crack cocaine, 7.30 grams of fentanyl, 36.10 grams of methamphetamine, and 1 firearm.

DRUG ABATEMENT RESPONSE TEAM (DART)

The Drug Abatement Response Team which is led by one sergeant and two detectives combines the resources and efforts of numerous city and state agencies to address nuisance properties. The partnering agencies include the Jacksonville Electric Authority, Municipal Code Compliance, and the State Fire Marshal Division. DART investigates properties that are involved in criminal activities

including illegal drug activity, gang-related activities, prostitution, dogfighting, alcohol violations, human trafficking, and illegal gambling.

DART had 264 total events that consisted of either search warrants or inspections. DART detectives investigated 99 gambling complaints. DART detectives assisted Narcotics on 103 search warrants where they conducted inspections and worked with city officials to have the properties condemned and tenants evicted. DART detectives also conducted 163 inspections on nuisance properties (business & residential). In addition, their investigations lead to \$388,500.00 in fines.

The DART detectives assisted Vice Unit detectives in the issuance of the licenses for the Adult Entertainment Clubs within Duval County. Also, the team continued to aide city officials in closing pop-up internet cafes in Duval County.

NARCOTICS OVERDOSE DEATH INVESTIGATIONS UNIT

The Narcotics Overdose Death Investigations Unit which is comprised of one sergeant and eight detectives responded to and investigated 433 suspected overdose deaths (8% decrease from 2022), of those 433 cases, 113 were cleared by arrest; including 92 drug-related arrests for selling or conspiring to sell illicit drugs. Additionally, 21 drug dealers were charged with homicide charges ranging from manslaughter to first degree murder. During these investigations, the unit seized approximately \$23,400 in cash, 3 vehicles, 49 firearms, 255 grams of cocaine, 83 grams of “crack” cocaine, 600 grams of methamphetamine, 26 grams of heroin, and 634 grams of fentanyl.

FORFEITURE UNIT

The Forfeiture Unit is comprised of two detectives. The Forfeiture Unit is responsible for reviewing all seizure submissions of vehicles and other property seized by JSO members. This ensures seizures are compliant with the Florida Contraband Forfeiture Act (FCFA) which is exclusive to Florida and separate from any federal seizures.

The FCFA details both the types of property which may be seized for forfeiture and the circumstances under which said property may be seized. In 2023, 387 vehicles and approximately \$1.3 million dollars were seized for forfeiture. The Forfeiture Unit also successfully met all the reporting requirements for the annual forfeiture report required by FDLE.

POLICE IMPOUND FACILITY

The Police Impound Facility is comprised of one sergeant, two light-duty officers, two full-time mechanics, one account technician, and three civilian employees. The Police Impound Facility personnel are responsible for storing, releasing, and tracking all seized vehicles and any other vehicle that is to be held for evidence longer than five days. The Police Impound Facility is responsible for assigning awarded covert vehicles to agency personnel as well as the maintenance and control of two lots for vehicle storage.

The Police Impound Facility, along with the Forfeiture Unit, is tasked with the process of auctioning forfeited vehicles and property. During 2023, two online vehicle auctions were conducted, and fifteen awarded vehicles were sold. Additionally, thirty-seven items of awarded jewelry were sold at auction. The total revenue from the 2023 online auction was \$188,398.

During 2023, the Police Impound Facility continued an annual safety inspection of all seized and forfeited vehicles that are put into service by the JSO. The inspection is conducted by the Motor Vehicle Inspection Division for the City of Jacksonville.

TECHNICAL SUPPORT UNIT

The Technical Support Unit (TSU) is comprised of one sergeant and four detectives. TSU stores, issues, maintains, operates, and installs electronic equipment used during covert, surveillance, and tracking operations. TSU Detectives work closely with technical support components of various local, state, and federal agencies to enhance and support multi-agency investigations.

The TSU detectives completed 1,082 service requests in 2023. Common work requests to include recovery of video surveillance footage and deployment of covert recording systems in a variety of settings and situations.

TSU detectives have attended advanced training sessions related to video forensics through the Law Enforcement Video Analysis (LEVA) program. TSU processed more than 52 videos directly related to video surveillance enhancement.

COMPUTER FORENSIC UNIT

The Computer Forensic Unit (CFU) addresses the rapidly expanding field of digital forensics. CFU provides forensic examinations of mobile devices, computers, thumb drives, SIM cards and many other electronic media devices. This unit is currently comprised of nine forensic examiner detectives

and one part-time forensic examiner. In 2023, the CFU assisted in over 1,270 cases. This reflects a 4% increase in cases from 2022. Many of those cases involved forensic examinations of multiple devices.

CFU detectives examined 1,845 devices that were linked to a variety of crimes including: burglary, missing persons, robbery, aggravated battery, sex crimes, internet crimes against children, narcotics, and homicide. This reflects a 2% increase in devices from 2022.

In 2023, CFU assisted numerous local and federal law enforcement agencies, the Department of Environmental Protection, the United States Secret Service, and the Florida Department of Corrections-Probation and Parole.

INTERNET CRIMES AGAINST CHILDREN (ICAC)

The Internet Crimes against Children Unit (ICAC) is comprised of five detectives and a light-duty detective. The JSO ICAC Unit received 3,295 tips involving suspected child sexual exploitation from the National Center for Missing and Exploited Children (NCMEC). This represented a 53.97% increase in the number of cyber tips received from NCMEC compared to 2,140 received in 2022. There were 56 additional tips received through JSO offense reports and 6 tips received via First Coast Crime Stoppers. As a result of their follow-up investigations, ICAC detectives made 21 arrests, executed 21 residential search warrants, executed 602 digital content search warrants, conducted 284 knock and talks, and analyzed 160 digital devices.

Members of the ICAC Unit engage in proactive community and school presentations focused on educating citizens about online safety, especially toward internet use by minors. ICAC is active in the education of other law enforcement professionals with regards to digital forensics, as well as participating in national efforts to identify unknown victims of child sexual exploitation by sending recovered Child Sexual Abuse Material to be entered into Project VIC and the National Center for Missing and Exploited Children's Child Victim Identification Program (CVIP) databases. Those databases are shared nationally & internationally to help agencies identify child victims and their abusers. Additionally, detectives provide assistance regarding technology (internet & social media) based search warrants and the handling of digital devices to other units within the JSO.

The ICAC Unit utilizes the Psychological Safeguard Program due to the detectives' exposure to child sexual abuse material during the ICAC investigations. The program addresses the psychological health of the detectives engaged in specialized duty which could potentially be psychologically damaging. To

continue training and education in the ICAC field, detectives participate in training made available through the ICAC Task Force. The ICAC Task Force is a national program that helps federal, state, and local law enforcement agencies combat technology-facilitated child exploitation and internet crimes against children. The ICAC Task Force supports agencies in the areas of forensic and investigative components, training and technical assistance, victim services, along with prevention and community education.

DEPARTMENT OF PERSONNEL AND PROFESSIONAL STANDARDS



2023
ANNUAL REPORT

Table of Contents

HUMAN RESOURCES DIVISION	3
TRAINING SECTION	5
Training Academy (Northeast Florida Criminal Justice Center)	5
Gun Range	5
Field Training Unit.....	6
Leadership Development Institute	7
PUBLIC ACCOUNTABILITY SECTION	7
Internal Affairs Unit	7
Professional Oversight Unit	12
Public Relations and Information Unit.....	15
Special Projects Unit	Error! Bookmark not defined.
Body Worn Camera Unit.....	16
COMPLIANCE SECTION	17
Law Enforcement Accreditation	Error! Bookmark not defined.
Corrections Accreditation	Error! Bookmark not defined.
Law Enforcement Inspections.....	Error! Bookmark not defined.
Corrections Inspections	Error! Bookmark not defined.
Internal Audit.....	Error! Bookmark not defined.
Written Directives.....	Error! Bookmark not defined.

HUMAN RESOURCES DIVISION

The Human Resources Division oversees the human resources functions for all members of the agency. Specifically, the division:

- Administers promotional examinations
- Conducts internal industrial organization studies (including workplace assessments and workload analyses)
- Oversees the recruiting, screening, and onboarding of all applicants
- Maintains the Employee Annual Evaluation System
- Oversees medical-related member processes and information (including worker's compensation, injury on duty [IOD], temporary light duty [TLD], permanent accommodated duty, Family Medical Leave Act [FMLA] requests, American with Disabilities Accommodation [ADA] requests, fitness for duty examinations [FFDs], and disability paperwork)
- Administers the random drug testing program
- Facilitates member wellness programs (including the employee assistance program [EAP], the Annual Wellness Program, member chaplaincy services, contracted counseling services, and the Military Support Program)
- Ensures proper workplace safety protocols are in place
- Oversees all timekeeping and payroll processing, hiring/referral incentives, clothing allowances, donated leave processing, and take-home vehicle deductions
- Compiles human resources data reports and fields requests for all payroll, timekeeping, staffing, FDLE, and human resources data
- Tracks all JSO budgeted positions and oversees all personnel transactions to those positions (e.g., reclassifications, salary adjustments, education incentive entries, and terminations)

2023 Applicant and Employee Summary

- Applications received between January 1, 2023 and December 31, 2023:

	Applications
Police	955
Corrections	1,419
CSO	549
Civilian	5,067
Total	7,990

- Applicant participation in the initial screening process between January 1, 2023 through December 31, 2023:

	Pre-employment Testing (Invited)	Polygraph Examinations	Hired and placed in academy
Police	397	193	109
Corrections	334	116	61
CSO	167	73	52

- Total filled agency positions, as of December 31, 2023:

Police	1,762
Corrections	648
Civilian	625
Auxiliary	74
Part-Time	564

- Police and Corrections positions by rank, as of December 31, 2023:

	Lieutenants	Sergeants	Officers
Police	74	199	1,445
Corrections	30	102	514

- Total Fit for Duty Examinations (all positions) January 1, 2023 through December 31, 2023:

	Fitness for Duty (Psychological)	Fitness for Duty (Medical)	Return to Duty (Critical Incident)	Military Return to Duty
Police	6	3	43	5
Corrections	2	0	0	0
CSO	0	0	0	0
Civilian	2	1	0	0
Total	10	4	43	5

PROFESSIONAL STANDARDS DIVISION

TRAINING SECTION

Training Academy (Northeast Florida Criminal Justice Center)

In 2023, the Training Academy facilitated three Basic Law Enforcement (BLE) Police recruit classes, three Basic Correctional Officer (BCO) recruit classes, and four Community Service Officer classes. The Training Academy also conducted 46 specialized and advanced training courses during the year in support of Florida Region V training needs. These classes are designed to provide extra training in specific areas of law enforcement to build upon an officer's existing skill set. Examples of these types of courses are Interview and Interrogations, Instructor Techniques, and Advanced Report Writing. 881 officers serving in law enforcement agencies in Duval, Clay, St. Johns, Nassau, and Putnam counties participated in specialized and advanced training courses. Additionally, Training Academy instructors continued the multi-year rollout training for solo officers who may respond to an active shooter incident.

The Training Academy staff conducted 106 Police Officer In-Service Training (IST) sessions for JSO's approximately 1800 sworn officers. The training topic for 2023 centered on defensive tactics and service-oriented policing. The Training Academy staff also conducted 73 Corrections Officer In-Service Training (IST) sessions. These sessions centered on verbal de-escalation techniques and scenario-based training to apply verbal de-escalation.

Lastly, the Training Academy staff concluded JSO's transition to the Taser 7 conducted energy weapon (CEW). To date, 2,556 officers have been trained in the use of the new platform, which replaced the Taser X-26.

Gun Range

During 2023, a total of 5,539 JSO Police Officers, Correctional Officers, Judicial Officers, security personnel, State Attorney's Office Investigators, and retired police officers completed either the Florida Department of Law Enforcement (FDLE) required requalification course or the JSO mandated firearms qualification course.

The Gun Range staff was also responsible for training a total of 185 Basic Law Enforcement (BLE) and Basic Correctional Officer (BCO) recruits during the year. These basic recruits received 80 hours

of firearms training as part of their FDLE training curriculum mandated by the state of Florida. The recruits were required to pass a written exam with a score of 80% or higher and a practical test to successfully complete the training. Furthermore, a total of 123 BLE recruits received patrol rifle training, and 152 police officers received firearms refresher training, which included pistol and rifle manipulation.

The Gun Range staff continued to hold JSO's Pistol Mounted Optics course, which was instituted in 2023. The course was successfully completed by 134 officers. This course will continue to be offered in 2024.

The Gun Range staff also provided training to qualify 32 trainees for the Duval County School Board's Guardian Program, as mandated by the State of Florida, as well as annual requalification training for 102 Guardians who serve in our local school system to protect against active threats.

Finally, a total of 54 Equivalency of Training (EOT) applicants were trained and evaluated. These are individuals who are certified in other states who are seeking to become certified in the state of Florida as law enforcement or corrections officers.

Field Training Unit & Corrections Field Training

The Field Training Unit (FTU) and the Corrections Field Training program are responsible for coordinating and overseeing training programs for police and corrections recruits once they graduate from the Training Academy and are ready to begin their on-the-job training in their respective discipline.

The police FTU sergeant supervises the day-to-day functions of the unit, which includes working with the Field Training Officer (FTO) Coordinators. Additionally, the police FTU sergeant coordinates operations with 166 certified FTO's and 142 FTO sergeants who work in the Patrol Division. This cadre of FTO's provided field training to 140 police recruits during 2023.

The FTO Coordinators are responsible for making training assignments for all recruits. Each recruit receives a daily observation report (DOR) documenting their performance each day. The FTO Coordinators are responsible for reviewing these reports and making any adjustments to meet the training needs of the recruits.

For the Corrections Field Training, 2 sergeants supervise the day-to-day functions of the unit and also work as the Field Training Coordinators. The Corrections Field Training sergeants coordinate operations with 109 certified FTO's and the 84 FTO sergeants who work in the Department of Corrections. Field Training was conducted with 44 corrections recruits during 2023.

Leadership Development Institute

The Leadership Development Institute (LDI) program is designed to assist JSO personnel with enhancing their leadership skills and techniques. The program aims to develop up and coming leaders as well as provide continued training to those who are currently in leadership positions. LDI training is available to all departments within the agency: Patrol and Enforcement, Investigations and Homeland Security, Corrections, Personnel and Professional Standards, and Police Services. A total of 1,507 employees attended offerings of 54 separate courses during 2023. Some of the classes that were offered included training for newly promoted police lieutenants and sergeants, Officer Involved Shooting Debriefs, Mental Health and First Aid for Public Safety, Harnessing the Strength of Diversity and Exploring a Path to Inclusivity, and Emotional Intelligence in Law Enforcement.

PUBLIC ACCOUNTABILITY SECTION

Internal Affairs Unit

Mutual trust and accountability are key components of the partnership between law enforcement and the citizens it serves. For the Jacksonville Sheriff's Office, this awareness is ingrained in our Core Values, Mission Statement, and Vision. The Internal Affairs Unit (IA) plays a vital role in safeguarding this partnership. This unit serves as the conduit for both citizens and employees who want to express criticism towards personnel or practices within our agency. Investigations conducted by IA not only protect the rights and interests of the populace but can also minimize risk to the City of Jacksonville and protect employees against false accusations.

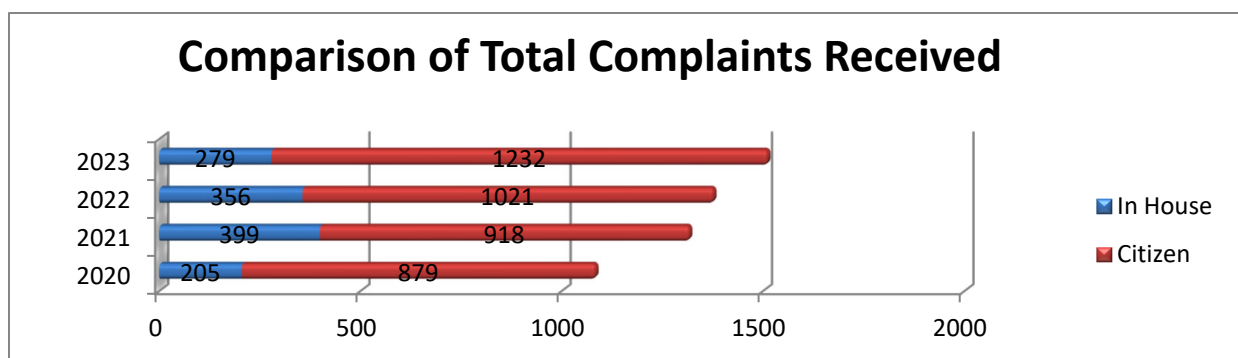
Internal Affairs is a branch of the Public Accountability Section within the Professional Standards Division. The IA unit is commanded by a Police Lieutenant who is responsible for the overall function of the unit. The lieutenant is assisted by two Police Sergeants who supervise and coordinate the investigative duties of five Police Detectives, a Corrections Sergeant, and a Corrections Investigator. The unit is staffed with an Executive Assistant who assists with requests for employee administrative investigation histories, manages IA correspondences, and maintains the confidential hard-copy file system. The unit also has a Public Accountability Records Administrator who processes all public

records requests of documents, files, or recordings pertaining to IA administrative investigations.

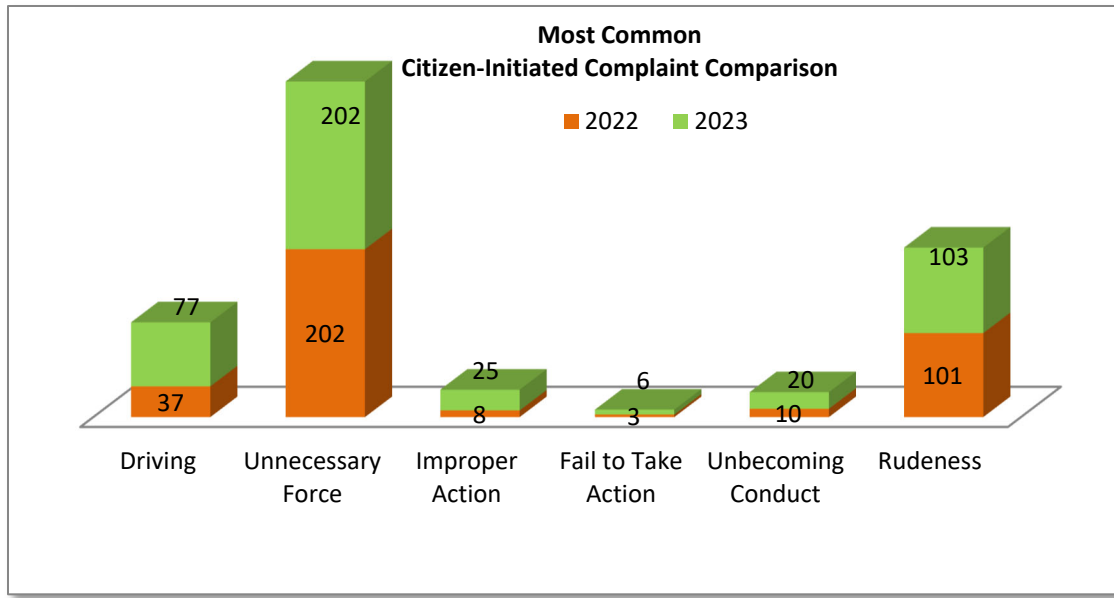
All allegations of misconduct are accepted, reviewed, and vetted by an IA sergeant to determine if there are violations of policy that need to be addressed and/or investigated either within IA or by an employee's Commanding Officer. Detectives within IA are tasked with thoroughly investigating allegations of serious misconduct, while ensuring a fair and objective evaluation of the circumstances. Employees who receive discipline on sustained charges have the right to appeal the decision through either the established contractual grievance process or through the Civil Service Board. IA has the additional task of monitoring and organizing the process when an employee elects to appeal discipline. This extra area of responsibility requires IA to coordinate with the Office of General Counsel and other government entities within the City of Jacksonville. IA detectives are instrumental at these hearings through their presentation of investigative facts that support the administrative charges brought against employees.

Allegations of Misconduct Annual Analysis

During 2023, Internal Affairs received 1511 complaints from both external and internal sources. 1232 complaints were from external sources to include both Citizen Complaints and Inmate Complaints, which is up from 1021 in 2022. 279 complaints were In-House Complaints, which is down from 356 in 2022. The total number of complaints in 2023 was 9.7% higher than the total number of complaints received in 2022 (1,377) and more than 20% higher than the previous three-year average for years 2020-2022. 55 of these complaints were deemed serious misconduct and were assigned to an IA detective for investigative follow-up.



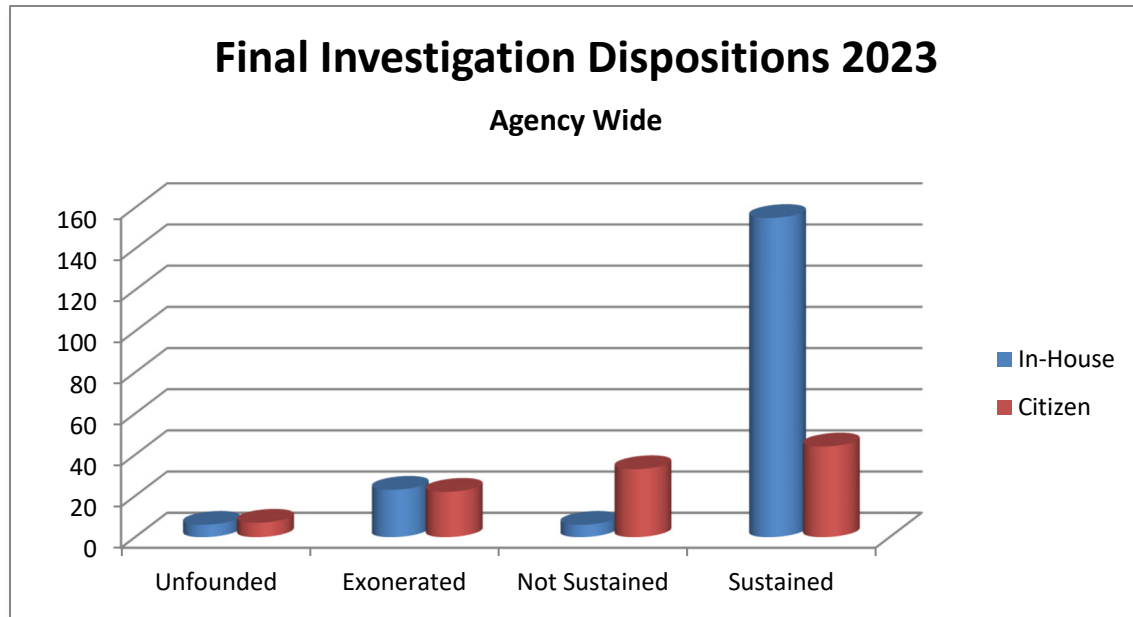
Citizen-initiated complaints in 2023 increased by 211. Additionally, five of the six most common types of complaints received each year were higher than the previous year.



The continued agency wide utilization of body worn cameras in (BWC) 2023 gave Internal Affairs the enhanced ability to more accurately scrutinize the information provided in complaints. After an administrative review of each complaint received, the corresponding BWC footage was reviewed by IA. Often times the BWC footage provided the ability to clearly determine there was no misconduct on the part of any JSO member. This resulted in Internal Affairs re-classifying a large number of these complaints to an *Information* status.

The disposition of each case is the conclusion of facts on an allegation against a member. The Final Investigation Dispositions for 2023* cases are as follows:

- SUSTAINED – 199 (67%)
 - 155 in-house complaints/ 44 citizen complaints
 - 284 in 2022
- EXONERATED – 45 (15%)
 - 23 in-house complaints/ 22 citizen complaints
 - 15 in 2022
- UNFOUNDED – 13 (4%)
 - 6 in-house complaints/ 7 citizen complaints
 - 33 in 2022
- NOT SUSTAINED – 39 (13%)
 - 6 in-house complaints/ 33 citizen complaints
 - 27 in 2022

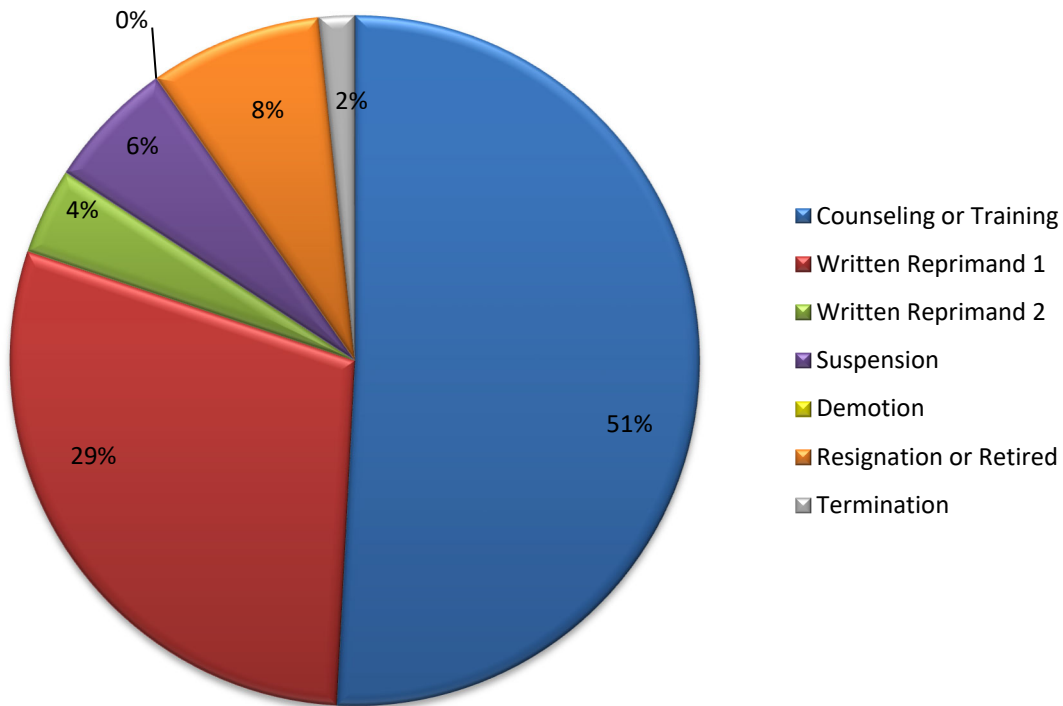


** The above statistics equal 296 case investigation dispositions. This data does not include complaints that are still being actively investigated or complaints that did not warrant an administrative investigation. Internal Affairs conducted an administrative review of 794 additional complaints received in 2023 but determined they did not warrant an in-depth administrative investigation. These cases were classified as "Information Only." Internal Affairs used body-worn camera footage to help determine 354 of those 794 complaints did not warrant an in-depth investigation.*

	SUSTAINED* cases with discipline in 2023	Yearly average of discipline since 2017
Termination	5	10
Resigned / Retired	24	22
Demotion	0	1
Suspension	18	16
Written Reprimand I	87	83
Written Reprimand II	12	24

**Other SUSTAINED cases involved counseling and/or remedial training in lieu of discipline. The above numbers include some sustained investigations from 2021, and 2022 in which discipline was issued once the case was closed in 2023. These numbers do not include 2023 investigations that are still active and therefore do not have dispositions.*

Percentages of Sustained Cases 2023 Agency Wide



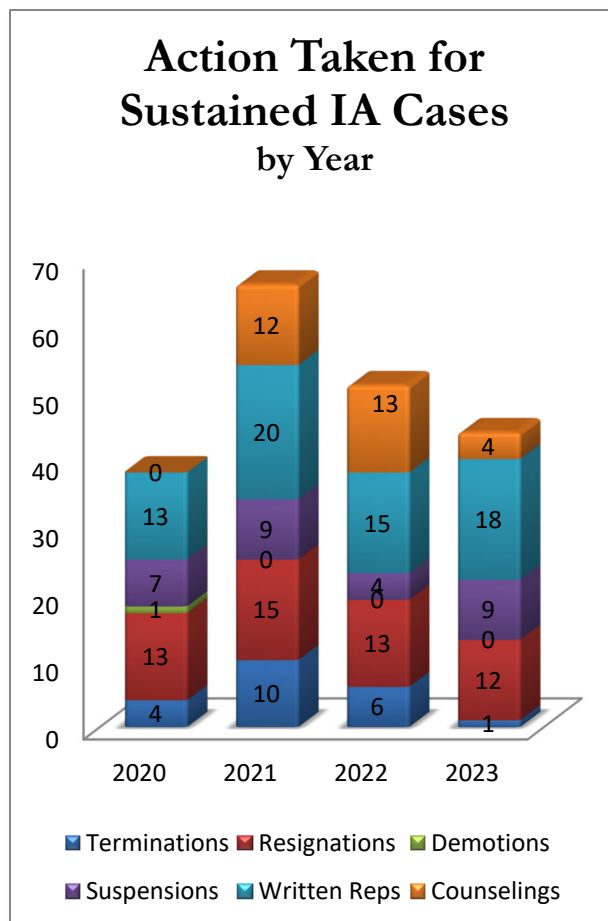
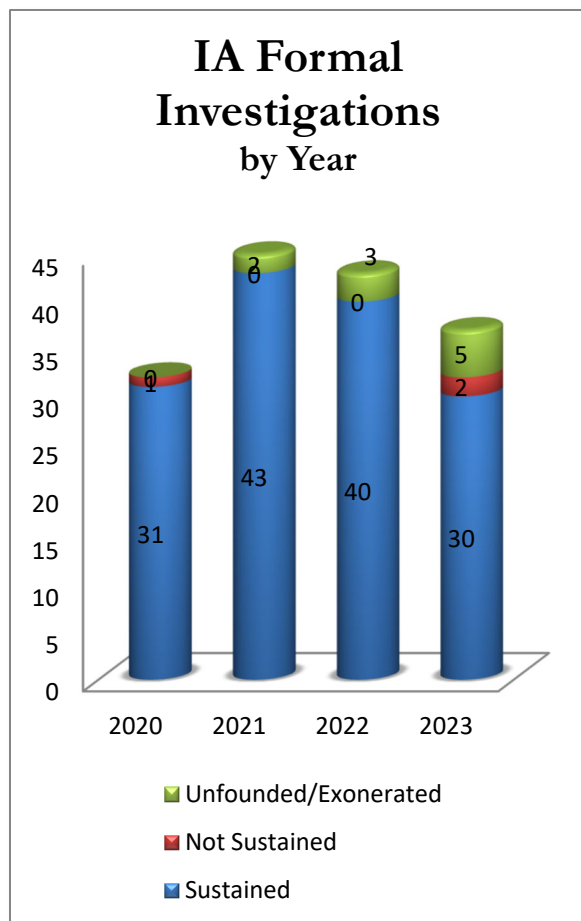
Formal cases specifically investigated by the Internal Affairs Unit

The above agency-wide statistics were a combination of investigations completed by Internal Affairs as well as field supervisors; however, certain sustained allegations can result in suspension, demotion, or termination. These particularly serious cases, which are detailed below, are assigned to detectives within the Internal Affairs Unit. These are formal investigations that strictly adhere to Florida State Statute 112.532 and require a comprehensive summation.

In 2023, Internal Affairs detectives were assigned 55 formal investigations which resulted in the following dispositions: 30 sustained, 2 not sustained, 2 unfounded, 3 exonerated, 2 were re-classified as *Information* and 16 cases remain open. The sustained cases resulted in 1 termination, 12 resignations,

0 demotions, 9 suspensions, and 18 written reprimands.

The total number of formal IA cases assigned to Internal Affairs detectives decreased by 21.4% from 70 IA cases in 2022 and decreased 17.9% from 67 IA cases in 2021.



General Records Schedule (GS2) Compliance

In 2023, the Internal Affairs Unit purged over 1100 eligible hard-copy case files (25.83 cubic feet in volume) in accordance with Florida law enforcement record retention timetables and collective bargaining agreements.

Professional Oversight Unit

In 2023, Professional Oversight Unit personnel reviewed 738 Police Response to Resistance (RTR) incidents, 13 of which were officer involved shootings, 1,083 Corrections RTR incidents, 618 JSO vehicle crashes, and 71 vehicle pursuits to determine the need for additional training, policy revisions,

and potential disciplinary action. In addition, as the manager of the Personnel Early Intervention Program, the Professional Oversight Unit sent out 300 formal notification letters to commanding officers alerting them of members under their supervision who were identified by the program for follow up. The program cross references various indicators such as traffic crashes, complaints and response to resistance reports within a set time frame to alert commanding officers of personnel who may be experiencing on the job stress or personal issues. Commanding officers are required to interview the identified personnel to determine if assistance or corrective action is needed.

Throughout the 2023 calendar year, the Professional Oversight Unit worked to facilitate 91 projects to completion. Carrying out the JSO core value “Always Improving”, the unit assisted the agency in both streamlining processes and leveraging technology to improve efficiency. A 63% completion rate for projects was achieved in 2023, with remaining active projects continuing into 2024.

In the fall of 2023, the National Network for Safe Communities (NNSC), an internationally recognized action research center at John Jay College of Criminal Justice, provides proven, evidence-based, life-saving violence reduction strategies to dozens of communities across America and beyond partnered with The Jacksonville Sheriff’s Office (JSO) to host the Group Violence Intervention (GVI) Conference. POU assisted in the facilitation of a 3-day workshop in which members from JSO and agencies across the United States took part in thought-provoking workshops where they discussed their local violence problems, learned from one another, and worked towards implementing new violence reduction strategies.

Also, in December of 2022, POU began the task of coordinating a realignment of JSO’s Patrol Zones into new Police Service Districts. The number of calls for service continues to go up each year, yet no attempt to evenly distribute police resources throughout the city had been attempted since the 1990’s. This realignment changed the GIS boundaries between zones to evenly disburse calls for service among six new Police Service Districts. This immense project took eight months to complete thanks to the fervent efforts of the stakeholders. First, a select group of patrol lieutenants and sergeants worked to propose the new boundaries for each District based upon the number of calls for service and the priority type. Other contributing stakeholders included members of the Crime Analysis Unit, Communications Center, CAD and Technology coordinators, Communications Center Training Team, Copy Center, Public Relations & Information Unit, and the six Assistant Chiefs of Patrol. Last,

JSO partnered with personnel from the City of Jacksonville ITD/GIS department to prepare for the new district boundaries. Key personnel were on hand at 5:00 am on Saturday, July 29, 2023, when the new Police Service Districts went live. Near the end of that day, Chief Eason reported that District 4 had only five calls for service holding instead of the normal 20-25 calls, and Sheriff Waters later reported that the entire city had only 22 calls for service holding on that inaugural day.

Another notable project was the project originally entitled “Autism Registry” which began as an effort within the agency to create a database housed by JSO that would be used as a source of information for officers and detectives responding to incidents involving persons with autism. The initial plan included a method by which children with autism would be registered by a parent or guardian, or by which adults with autism could register themselves. This information would include data that could assist in locating persons with autism reported missing, to assist in communicating with those subjects, or to simply inform responding members that a person with autism resides in a particular residence. During the project development, it was learned that the Jacksonville Fire and Rescue Department (JFRD) was creating a similar registry. To avoid duplication of effort, POU assisted the Missing Persons Unit to coordinate with JFRD in creating a database that stored information which both agencies would find helpful. The result is the Registry for Endangered, Vulnerable, and Missing Persons (REVAMP), which is hosted by the City of Jacksonville Emergency Preparedness Division.

Additionally, The Professional Oversight Unit (POU) was requested to assist in the ID and Records workload analysis by Human Resources. This analysis included interviews with the Identification Unit and Warrants Unit personnel to establish breakdowns in current work processes and identify minimum staffing requirements. There were nine days of interviews that included all personnel and their supervisors. Human Resources personnel conducted the interviews to gain data for statistics, POU assisted with the validity of the statements and accuracy of provided workload. POU’s involvement in this project ultimately aided Human Resources with the restructuring of both the Identification Unit and Warrants Unit.

A smaller yet still notable project was the “Civil Workload Assessment”. Assistant Chief Parker in the Information System Management Unit (ISM) and Assistant Chief Restivo in the Specialized Patrol Section requested POU complete a workload assessment for the need of desktop printers in the Civil Process Unit (CPU). POU evaluated the use/need for printers on the individual CPU clerks’ desks.

The CPU unit processes roughly 94 notices and 16 orders during one week for a total of 748 documents processed with a daily average of just over 149 documents. Due to the current system not having the ability to batch print the control number, information sheets, and return of service documents, POU was able to recommend an application be built with the ability to batch print. This is still an active project, but with a clearly identified solution to improve efficiency and save resources.

Along with the above-mentioned projects, Sheriff Waters requested POU help facilitate a project aimed at seeking the public's involvement to help solve crimes. The Unsolved Crimes webpage is way that the agency can marry the use of technology and community policing. The webpage is accessible 24-hours a day, seven days a week and is frequently updated. Citizens can choose to remain anonymous by submitting the tip on the form provided. Due to the coordination efforts of POU, Citizens and now help solve crimes that in the past might not have had a high degree of solvability.

Public Relations and Information Unit

The Public Relations & Information Unit (PRIU), which was formed in January 2018 when the formerly named Public Information Unit was reorganized, absorbed all public relations functions for the agency. The PRIU is commanded by the Public Relations & Information lieutenant. This unit facilitates the release of all information to the public to ensure consistent and accurate communications. This unit also serves as the official agency liaison to the media, manages all agency social media accounts and the JSO public website, processes crime tips from the public, develops all agency branding and marketing materials, and oversee the Meritorious Awards program. In 2023, the PRIU was staffed with one police sergeant, three public information officers, a public records coordinator, a public relations administrator, four multimedia specialists, and one part-time technical officer.

As of December 31, 2023, JSO had 251,400 followers on Facebook, 153,607 followers on X (formerly Twitter), and 64,300 followers on Instagram. Additionally, JSO is followed by 286,548 members representing 815 neighborhoods on the social networking platform NextDoor. Throughout 2023, the PRIU continued its ***#9PMRoutine/#AnytimeRoutine*** program on Facebook, Twitter and Instagram which reminded the public of the importance of removing firearms from vehicles and locking vehicle doors at night to prevent auto burglaries. The implementation of

#WantedWednesday coupled by the release of the Unsolved Crimes Page also occurred. This resource allows members of the community to review and assist in identifying individuals wanted by the Sheriff's Office.

In 2023, the PRIU processed and completed 2,724 public record requests for the media. In addition, the PRIU created 736 Facebook posts, sent out 718 tweets on X (formerly Twitter), posted 699 Instagram posts, held 456 press conferences/on-scene stand-ups, issued 351 formal press releases, and processed 13,444 crime tips via email from the public.

The PRIU also produced 12 monthly awards ceremonies, the annual awards ceremony, and two promotional ceremonies. In addition, members of the unit assisted with the agency's annual Police Memorial Day Service, Town Hall Meeting, and Group Violence Intervention Conference. Additionally, the unit created several recruitment centric videos along with 13 "Behind the Badge" or "Behind the Voice of JSO" videos and one Unit Spotlight.

Body Worn Camera Unit

The leadership of the Body-Worn Camera (BWC) Unit falls under a Police Lieutenant, overseeing a team consisting of a Police Sergeant, five Detectives, and four civilian public records staff members. This unit is tasked with the issuance of body-worn cameras to all sworn police officers and sergeants within the agency, along with providing comprehensive training on their proper operation.

Furthermore, the unit is responsible for managing issues related to body-worn equipment, including replacement and warranty returns for any broken items. In 2023 the BWC Unit conducted three recruit training classes, training a total of 89 new officers. Additionally, the unit undertook the revamp of the body-worn camera policy and commenced the receipt and issuance of new AB4 cameras to the agency. By the end of 2023, the BWC Unit efficiently replaced all AB2 docking stations with AB4 docking stations and upgraded personnel assigned to the Police Memorial Building from AB2 to AB4 cameras.

Moreover, the BWC Unit is responsible for fulfilling all requests for copies of body-worn camera footage. In 2023, the unit fulfilled a total of 22,523 requests, a 16.4% increase from 2022. These

requests come from both internal entities like JSO's Investigations and Homeland Security Divisions and external entities such as the State Attorney's Office, media outlets, and the general public through public records requests. These requests often necessitate extensive redaction work to comply with Florida's public records statutes.

COMPLIANCE SECTION

Law Enforcement Accreditation

Accreditation Coordinators completed "Year 3" of file building for the Commission for Florida Law Enforcement Accreditation (CFA) which incorporated the new CORE Competencies Manual consisting of 94 law enforcement accreditation standards. In August of 2023, the agency successfully obtained the 8th recertification for CFA. The flawless assessment revealed the exceptional level of achievement by obtaining the agency's 4th Excelsior status, the highest level of achievement in Florida Law Enforcement Accreditation. Accreditation Coordinators also completed file building for the 2nd year cycle for the Commission on Accreditation for Law Enforcement Agencies (CALEA). In November, CALEA assessors remotely reviewed 100 CALEA standards and interviewed 4 focus areas for agency reaccreditation. The remote assessment determined the agency was 100% compliant with the examined accreditation standards. The entire annual accreditation process requires Accreditation Coordinators to receive, evaluate, and process over 1,500 agency proofs of compliance from various units and associated personnel. This continuous accreditation effort enables our agency to strengthen our accountability, both within the agency and with the community.

Corrections Accreditation

The Corrections Accreditation team hosted 3 state mandated inspections: Florida Model Jails Standards (FMJS) Medical and Security & Sanitation (both scheduled and unannounced). These inspections included in-person inspections of all 3 Department of Corrections facilities, as well as proofs of compliance presented via electronic file building in PowerDMS. Corrections Accreditation Coordinators continued to maintain the electronic database of requests and files for standard required documentation for the "Year 3" of the Florida Corrections Accreditation Commission (FCAC) assessment. This assessment is comprised of 261 standards and the on-site is scheduled for April 2024. In addition, Coordinators continue to monitor compliance with the National Commission on

Correctional Health Care (NCCHC) standards. Quarterly updates are provided to the command staff to ensure effective communication and accurate agency presentations.

Law Enforcement Inspections

Law Enforcement Inspections Unit detectives performed a total of 4 divisional inspections which included 26 units throughout those divisions. The Law Enforcement Inspections Unit also conducted an additional 4 spot inspections, of which 3 were CFA and CALEA standard driven requirements. The inspection process involves a thorough review of each unit's order and unit procedure, along with verifying the unit is meeting all CFA and CALEA accreditation standards, following all applicable Florida state statutes, and is in compliance with local ordinances as they relate to the duties and responsibilities of the unit. Detectives perform a thorough review of each unit's specific forms, operational equipment, record retention, and inspection processes to ensure unit policy and procedures are sufficiently met. Law Enforcement Inspections Unit personnel provided additional assistance to Internal Audit Unit personnel with periodic audits and professional insight; and to the Accreditation Coordinators with guidance regarding law enforcement related accreditation materials and understanding.

Inspections successfully managed and assisted with multiple special projects which included the following:

- Assisting the Department of Corrections and Compliance personnel with the transition of medical health service vendors (Armor to NaphCare).
- The development of a new electronic report writing and distribution system to streamline the process of inspection reporting.
- Creating an agency wide video highlighting the accreditation accomplishments of the Jacksonville Sheriff's Office and the recent reaccreditation award for the state law enforcement accreditation (CFA).

Corrections Inspections

Corrections Inspections Unit personnel performed several inspections throughout 3 facilities within the Department of Corrections. Inspections included an unannounced property room inspection at the Pretrial Detention Facility (PDF) and several unannounced inspections of all aspects of the

facilities. All inspections were conducted against standard driven requirements per the governing bodies of state accreditation and oversight: FCAC and FMJS. The inspection process involved a review of agency policy and verification of all referenced FCAC and FMJS standards as they relate to each unit's specific duties and responsibilities. The inspection process also involved the thorough review of forms, internal processes, and new policies. Corrections Inspections Unit personnel also worked with the contracted health services provider to evaluate compliance with healthcare related standards.

Health Services Compliance Manager

The Health Services Compliance Manager (HSCM) role transitioned to the Compliance Section in July 2023. With the onboarding of a new vendor on September 1st, 2023 the HSCM has provided oversight for the restructuring of all aspects of inmate health services. Adherence to all terms of the health services contract including monitoring of contractual deliverables requires daily attention especially when related to compliance with applicable accreditation standards. With the recurrent accreditation cycles of the Florida accreditation standards (FCAC), Florida statutory standards (FMJS), and national inmate health care accreditation standards (NCCHC), the HSCM has implemented monitoring processes and standing meetings involving JSO, the Health Services Contractor and our Community Partners. The HSCM has consistently advised chain of command and served as a liaison between JSO and the Health Services contractor improving the relationship and the understanding of the roles.

Internal Audit

Internal Audit Unit personnel completed and issued a total of 67 required quarterly and annual audits throughout the agency as follows:

- 60 required quarterly cash counts of cash collection, petty cash fund, and change fund activity were completed throughout the agency, including new Pretrial Services and Misdemeanor Probationary Program revenue.
- 5 required annual audits were completed: Inmate Welfare Trust Fund financial statement audit; 2 “time sensitive” CALEA required audits for property and evidence; and 2 comprehensive audits of the Criminal Investigative Fund activities to include cash,

checking, trust fund, and Integrity Unit transactions.

- 2 “time sensitive” MOU required audits/evaluations were completed of the adequacy of internal controls in place to protect Florida Department of Highway Safety & Motor Vehicles (FLHSMV) data from unauthorized access, distribution, use, modification, or disclosure:
 - Internal Control and Data Security Audit – Data Exchange MOU and
 - Annual Certification Statement – Biometric Facial Analysis System MOU.

A noteworthy undertaking by Internal Audit personnel throughout the year was the management of a data collection task force for historical probation fees. Personnel led and directed the task force in the process of identifying probation records from multiple platforms including, Keefe, court system records, and historical paper files. The data was consolidated and validated to improve data accuracy and integrity for inclusion in the newly purchased Corrections Software Solutions database.

Written Directives

In 2023, the Written Directives Unit continued to modernize the policy revision process by maintaining all policy revisions for agency Orders and Unit Procedures through PowerDMS workflows and analytics. The new system has improved revision process transparency, record keeping, and overall efficiency. By the end of the year, there were 469 policy revision workflows initiated. Along with conducting extensive policy research for internal agency needs, the following were completed or published, including purges:

- Written Directives: 656
- Memorandums: 35
- Information Bulletins: 201
- Legal Bulletins: 10
- Public Records & Other Requests: 152

It should be noted, in 2023 the Written Directives Unit published almost twice the number of policies as compared to those published in 2022.

DEPARTMENT OF CORRECTIONS



2023 ANNUAL REPORT

Table of Contents

JAILS DIVISION OPERATIONS.....	3
IMMIGRATION CUSTOMS ENFORCEMENT UNIT (ICE).....	3
CHANGE IN MEDICAL PROVIDERS FROM ARMOR TO NAPHCARE.....	4
MONTGOMERY CORRECTIONAL CENTER (MCC)	4
Community Projects	4
Vocational Training Programs	4
Welding Program	5
Seamstress Program	5
K9 Program	5
COMMUNITY TRANSITION CENTER (CTC)	6
Matrix House	6
JACKSONVILLE RE-ENTRY CENTER (JREC)	7
PRETRIAL SERVICES UNIT (PSU)	7
ELECTRONIC MONITORING UNIT (EMU).....	8
Misdemeanor Probation Program (MPP):	9
PROGRAMS UNIT	9
CORRECTIONS CHAPLAINCY SERVICES	11

JAILS DIVISION

JAILS DIVISION OPERATIONS

The Pretrial Detention Facility (PDF) is one of two parts that make up the Jails Division and is the largest section within the Jacksonville Sheriffs Office's (JSO) Department of Corrections (DOC). It is a 629,000 square foot, 13-story structure with nearly 400 assigned personnel supervising an average daily population of 2,600 inmates to ensure a safe and secure environment 24 hours a day / 365 days a year. In 2023, the PDF processed over 25,700 inmates into the jail and released approximately 28,000 inmates. Logistic partnerships and services within the PDF include supplying and washing all inmate uniforms and bedding, keeping the entire facility and all equipment fully operational, preparing and distributing approximately 8,000 meals daily, arranging inmate visitations and mail, transporting inmates to and from court, and providing 24-hour healthcare services.

Courthouse Security is the other part of the Jails Division. The JSO provides security for the 800,000 square foot, 7-story Duval County Courthouse. A staff of approximately 200 JSO personnel comprised of civilian bailiffs, judicial officers, sworn bailiffs, and certified bailiffs provide a safe environment for the visiting public, court administration, and Clerk's Office personnel. There were more than 643,000 visitors at the courthouse in 2023. The JSO Courthouse Security is equally responsible for the safe handling and temporary holding of up to 350 inmates daily while they attend court proceedings. The JSO Courthouse Security also manages the First Appearance Court requiring staffing 365 days a year, to include weekends and holidays.

IMMIGRATION CUSTOMS ENFORCEMENT UNIT (ICE)

The 287(g) Program has continued to be successful throughout 2023. The ICE Unit is tasked with proper consular notification and access, which is the required process by which federal, state, local law enforcement, and legal authorities provide information to foreign government representatives regarding their citizens and permit these foreign consular officers to assist. When U.S. law enforcement arrest and detain a foreign citizen, protocol requires that the foreign citizen be given the choice to have a consul notified. The ICE Unit made 352 notifications in 2023 in which 38 of those were mandatory. The JSO continues its effective partnership with the Department of Homeland Security (DHS) in identifying and processing the removal of criminal aliens who are encountered during the booking process at the PDF.

CHANGE IN MEDICAL PROVIDERS FROM ARMOR TO NAPHCARE

In September 2023, the DOC changed healthcare providers, which was a lengthy and complex transition when dealing with 24-hour healthcare for thousands of inmates at three different detention facilities. Encounters between nurses and inmates (for issues like medical screenings, lab draws, and sick calls) have been close to 11,000 per month, dental appointments have been approximately 130 per month, mental health professional encounters have been nearly 1,300 per month, and medication dispersal for inmates has been over 2,100 a day.

PRISONS DIVISION

MONTGOMERY CORRECTIONAL CENTER (MCC)

At 418.59 acres, MCC is the largest facility by land mass operated by the JSO. It is broken up into two main housing units, North and South. The facility was originally designed to house a maximum capacity of 648 inmates. The North and South Units primarily function as male inmate housing units. The Annex (C-Building) is a multipurpose facility, which is used to house inmates based on the needs of the MCC. The C-Building is currently the only building that houses female inmates at MCC. Throughout 2023, the MCC maintained an average daily inmate population of 673.

Community Projects

The Community Projects Unit plays a vital role in addressing blight throughout the City of Jacksonville. This unit works closely with the JSO Blight Abatement Team to address illegal dumping issues and illegal homeless encampments throughout the city. The focus is mainly in the downtown Jacksonville area. Community Projects worked on drainage projects on MCC grounds and pushed back overgrowth around the MCC perimeter fence. With the lifting of COVID-19 precautions, the MCC has started opening back up limited inmate work crews to the Department of Public Works Right of Way and Stormwater Maintenance Division. The four work crew teams have been addressing problematic areas to include sidewalk repairs and stormwater drainage issues around the Jacksonville area, making it safer for all commuters in the affected areas.

Vocational Training Programs

The MCC continues to provide vocational training opportunities for our sentenced inmate population; to acquire occupational skills to improve their chances against reoffending hence, reducing recidivism. A soft reopening of programs was initiated after the COVID-19 pandemic precautions were lifted.

Welding Program

In 2023, the MCC Metal Shop completed 270 projects for the JSO. The MCC welding program certified inmate participants with a trade skill that will help them become gainfully employed when returned to the community. Twenty-three inmates received Vocational Welder Training, six (6) participants received an American Welding Society Welder Certification (also known as Welder Qualification Test), and 12 participants received Certificates of Completion showing documented training hours in welding. This year, the largest number of hours of ‘hands on’ training was dedicated to fabricating and repairing various items for MCC, PTDF, CTC, PMB, JSO Field Force, and the JSO Firing Range.

Seamstress Program

In 2023, the MCC personnel provided basic seamstress training to 16 inmates, which received a certificate of completion for the training. Another 31 inmates received training in the development of mattresses and alterations. The participants completed over 2,490 officer uniform shirts, 2,612 officer uniform pants, 605 officer jackets and windbreakers, and 1,048 mattresses were built at the MCC. A total of 3,741 mattresses were distributed through the JSO by the unit.

K9 Program

In 2023, “Paws for Change” program continued the partnership with “K9s for Warriors”. Thirty-six (36) participants received certificates of completion for completing the class. A total of thirteen (13) dogs received training to become service animals for veterans with PTSD, TBI, and/or MST. A total of eleven (11) participants have been Honorably Discharged Veterans. Six (6) of the dogs have become service animals. Two (2) of the dogs are currently being used as station dogs, serving JSO and Clay County Fire and Rescue. One (1) dog has moved on to become a Search and Rescue dog for JFRD and was used in the search for missing people in the parking garage collapse at St. Vincent Hospital.

MCC Financial Savings

On/Off-Compound Inmate Work Crews	\$4,045,102
Inmate Mattress Factory	\$16,724
Uniform Alterations Shop	\$56,520
Total	\$4,118,346

COMMUNITY TRANSITION CENTER (CTC)

The CTC is a 300-bed minimum security correctional facility located at 451 Catherine Street. The CTC is often 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 the CTC for 2023 was 284 inmates.

Matrix House

Inmates are provided group and individual therapy throughout a 120-day in-house substance abuse treatment program, followed by 12 months of aftercare services once the inmate completes his or her sentence. In 2023, the Matrix House served 1,552 offenders and maintained an average monthly count of 123. Among the 1,456 offenders discharged during the year, 1,398 successfully completed the program and 41 were re-admitted into the program.

PROGRAMS AND TRANSITIONAL SERVICES DIVISION

JACKSONVILLE RE-ENTRY CENTER (JREC)

In a time of such uncertainty, those that return to our community from state or local incarceration know that the JSO and the staff of the JREC are committed to assisting our new neighbors in a seamless transition to a new way of life. The JREC is comprised of one Re-Entry Program Coordinator, six correctional services counselors, one clerical specialist, and one operations analyst.

JREC partners with strong civic entities such as the public defender's office, state attorney's office, other law enforcement agencies, local businesses, and healthcare service partners. The partnerships facilitate the screening and placement of former offenders in programs that will enhance their return to our community.

Under the guidance of trained counselors, the JREC provides a wide range of services from housing to gainful employment to assisting with basic food and clothing needs. The JREC also provides behavioral classes that allow for personal growth and treatment. The JREC's staff will guide our new client in a direction that is proven to be beneficial in changing one's path in life.

JREC Fiscal Year 2022 -2023 Results:

Clients signed a 3 Month Contract (incl. Signed while Incarcerated)	360
Nights of Transitional Housing Provided	5817
Mental Health Service Hours provided	309
Soar Processing Assistance (SSI, SSDI, SS)	233
Clients receiving food goods	80
Bus Passes provided	6043
Clients that became employed while in the program	90
Florida Identification/ Driver's License/Birth Certificate purchased	142
Clients that successfully completed the program (Completers)	187
Clients assisted without completing the program (non-Completers)	158
Clients arrested while in the program (non-Compliant)	40

PRETRIAL SERVICES UNIT (PSU)

The primary goal for the PSU is to promote public safety, by ensuring supervision of pretrial offenders while going through the criminal justice system and reducing the overall recidivism for the JSO DOC.

The recommendation of offenders into our program takes place at first appearance court, utilizing the Florida Misconduct Risk Assessment Instrument, which is an evidence-based assessment tool for use in determining the likelihood of an offender to fail to appear in court and/or be re-arrested while on pretrial status. The recommendations are based on information such as criminal history, employment, and ties to the community, which must be verified and presented to the courts at first appearance.

The PSU consists of one lieutenant, one sergeant, six correctional officers, and one correctional service counselor. The PSU supervises offenders through various methods; such as phone contacts and office visits. The unit also conducts random urinalysis tests for drugs on participating defendants. Members of the PSU will then monitor the defendants while in the program and provide pertinent information (both positive and negative status reports) to the courts. This program's monitoring and supervision has consistently proven to reduce the number of failures to appear for court proceedings. In 2023, the PSU supervised an average of **238** offenders per month, and to date, are currently monitoring **210** active offenders.

To enhance services provided by the unit, an electronic case management system, the Correctional Software Solutions (CSS), has been installed. In the near future, this system will eliminate all paper documentation. The PSU also connects clients with community partners that offer a wide range of services that will help them achieve success while in the program and continue to live a successful and productive life in the community.

ELECTRONIC MONITORING UNIT (EMU)

The EMU utilizes GPS monitoring technology to supervise offenders who have been ordered by the court to be on home detention, house arrest, and/or GPS monitoring only. The EMU's field investigators oversee the offenders; using the Allied Universal GPS tracking system, which has nationwide coverage. This unit serves as an alternative to traditional incarceration for offenders who require a level of supervision between institutional custody and probationary oversight. The main objectives of the EMU are as follows:

- Impose strict non-institutional sanctions on offenders charged with or convicted of violating a city ordinance and/or state statute;
- Enable eligible offenders to maintain or obtain employment, residence, and family relationships;

- Reduce the financial burden of traditional incarceration by placing offenders in a less costly environment through electronic monitoring using GPS equipment; and
- Report any violations to the courts.

The EMU consists of one lieutenant, one sergeant, six correctional officers, and one correctional services counselor. In 2023, the EMU has been supervising an average of **206** offenders per month, and to date is currently monitoring **201** offenders. Additionally, the unit has implemented CSS to eliminate paper documentation. Offenders have multiple reporting options, including phone contacts and in-person office visits.

Misdemeanor Probation Program (MPP):

The goal of the MPP is to provide effective supervision of probationers in the program. In 2023, approximately **4,084** offenders were sentenced to the MPP. To date, approximately **4,526** offenders are sentenced to the program. The MPP is comprised of one lieutenant, three correctional services supervisors, and 23 correctional services counselors. The staff provides probationers with the supervision and resources needed to help them successfully comply with the court ordered conditions of their probation.

In March of 2023, the MPP transitioned from taking payments of supervision fees in Keefe to accepting payments in CSS. Probationers now have the ability to make payments in person or online and have those payments posted instantly to their accounts. In October of 2023, CSS was expanded to allow probationers reporting for supervision by mail the ability to check in via the Case Connect Application. This application verifies the identities of probationers through photo and GEO location and allows them the ability to communicate with their assigned correctional services counselor in a timely manner.

PROGRAMS UNIT

In 2023, the DOC Programs Unit continued in-person learning programs for the inmate population, in collaboration with numerous external organizations. These initiatives aim to equip transitioning inmates with the necessary tools and skills for a successful shift from incarceration to community life. While incarcerated, inmates are given the opportunity to address their health needs and develop essential life and work skills. A crucial element of inmate placement in these programs is the ***Applied Correctional Transition Strategy Software (ACTS)***.

The ACTS is a risk/needs assessment tool designed to identify the most beneficial programs for inmates, thereby supporting their successful reintegration into the community. The ACTS increased over 100% in 2023 (442 in 2023 compared to 209 in 2022). Currently, there are no restrictions on class size.

The DOC offers a variety of programs to address the inmates' fundamental support and educational needs. The DOC continued a select group of court-ordered rehabilitative programs serving several inmates. The Programs Unit has met with potential community partners in hopes of introducing more skill-based programs to our inmate population such as Culinary, Cosmetology, and the Fundamentals of Dredging.

In 2023, we also established a partnership with Dr. Shanna Carter, the founder of the Breaking Da Cycle Entrepreneur Program. Dr. Carter facilitated cohorts at the PDF and MCC. The ten-week course, known as Krumpin 4 Success (K4S), was designed to guide those who have a desire to become entrepreneurs and leave our facility transformed and improved to conquer their goal to become successful business owners. Inmates who participated in the program are also given the opportunity to continue working on their plan after release; to ensure entrepreneurial goals are met.

The Programs Unit also collaborated with NEFL (Northeast Florida) Literacy Alliance to facilitate the first Serv Safe Food Protection Manager Certification cohort. The Serv Safe Food Protection Manager Certification is a professional certification course that is test administered by the National Restaurant Association. It is the most well-known food safety training program in the United States. It is recognized by most of the United States, federal agencies, and municipal food safety bureaus. Obtaining this certification can open a multitude of opportunities and ensure that inmates possess the necessary knowledge and skills to handle food safely and responsibly. The benefits of having a Serv Safe Food Protection Manager Certification include increased knowledge of safe food handling practices, greater credibility with customers and employers, opportunities for career advancement, higher pay and better job opportunities, ability to open your own food business, and opportunities to train other food service workers.

The Programs Unit is staffed with one lieutenant, one sergeant, and four officers. It is our belief that by providing inmates with the necessary skills to reenter society, we can reduce recidivism.

Programs Unit Fiscal Year 2022 -2023 Results:

Program	PDF	CTC	MCC
AA/NA	2424	9461	302
Anger Management	146	-	106
Arts on the Inside	358	-	-
Authentic Manhood	604	293	209
Bridge the Gap	-	138	-
Cathedral Arts	298	-	-
Children of Inmates	-	-	66
D.A.W.N.	1095	-	-
DCPS	2974	-	-
Fatherhood Pride	-	48	-
G.E.D. Testing	81	-	37
Her Song	-	351	-
Hope at Hand	286	-	-
Inspire to Rise	-	353	143
JREC	67	22	53
K4S	223	-	179
MALIK Mentoring	159	-	-
NEFL Literacy Alliance	988	827	843
Savvy Sisters	299	-	-
Substance Abuse	1174	123	609
Thinking for a Change	97	-	60
Veteran's Alliance	58	-	4
Wellness for HERos	100	-	-
Women's Center	35	-	-
Yoga 4 Change	479	687	167
Total Inmates Participated	11,945	12,303	2,778

There were approximately 35 tours held with 524 visitors attending.

CORRECTIONS CHAPLAINCY SERVICES

Chaplaincy Services is an essential unit of the JSO DOC. Chaplaincy Services continues to play a pivotal role in providing spiritual guidance, counseling, and support to inmates and staff members. Chaplaincy Services is staffed with one chaplain, two chaplain services coordinators, and four volunteer chaplains. The chaplains perform various duties to carry out the mission of Chaplaincy Services.

Chaplaincy Services made tremendous progress in its ability to provide religious services, by implementing a new religious service at the MCC facilitated by North Jax Baptist Church and an

additional satellite worship service at the CTC, in partnership with The Church of Eleven22. The chaplaincy staff continues to foster ongoing relationships with local religious organizations and community groups in our community, to enhance support for the inmate population.

Chaplaincy Services will remain dedicated and committed to providing hope to the inmate population, as well as encourage inmates to practice holistic thinking. We look forward to enhancing Chaplaincy Services, by expanding outreach initiatives and providing additional resources for those seeking assistance.

Corrections Chaplaincy Services Fiscal Year 2022 -2023 Results:

Inmate Contacts	
Number of Inmates Seen by Chaplain	6,685
Wellness Checks	142
Clergy Visits	151
Emergency Messages	102
Dorm Visits	Weekly
Confinement Visits	Weekly

Publications Distributed	
Bibles	3616
Qurans	429
Jehovah's Witness Bibles	89
Books and Literature	2295

Religious Diet Program (Processed/Current)	
Kosher	192 / 13
Vegan	312 / 24
Vegetarian	75 / 9

New Chaplain Volunteers	
Volunteers Processed	86
Total Volunteers	273

DEPARTMENT OF POLICE SERVICES



2023 ANNUAL REPORT

Table of Contents

BUDGET & MANAGEMENT DIVISION.....	3
SUPPORT SERVICES DIVISION.....	7
COMMUNICATIONS SECTION.....	7
INFORMATION SYSTEMS MANAGEMENT (ISM) SECTION.....	11
GENERAL SUPPORT SECTION.....	15

BUDGET & MANAGEMENT DIVISION

FY 2023 HIGHLIGHTS

Process Improvement

In Fiscal Year 2023 (FY23), the Budget Division's emphasis was focused on working through system issues with the transition to 1Cloud, the City's new ERP system, while continuing to provide all necessary resources needed by the Agency.

The Budget Division has been very proactive in identifying budgetary and/or operational concerns and developing management tools to address these issues. The Division was able to work through the challenges the new system presented and continue to provide needed resources to the Agency. The Division has continued to work with the City identifying areas of needed improvement in the new system, alerting the city to issues and areas of concern in the system.

The Budget Division also began work on a project to review and consolidate all the Memorandums of Understanding (MOU) agency wide. In FY 24 all the MOU's will be loaded into PowerDMS so they are fully searchable. A review process will be implemented annually to ensure all MOU's remain current.

Grants and Trust Funds

The Budget Division was awarded grant, contract, and cooperative agreement funds from federal, state, and local agencies totaling \$8.5 million. The awards reached across all five departments and covered a range of projects including officer overtime, equipment, training, personnel, and services.

Over a dozen different trust funds are managed for the benefit of the JSO. These funds augment the agency's General Fund budget, and each trust fund has a targeted impact based on its own specific

federal, state, and/or local governing guidelines. The areas of focus of the funds range from programs for the youth to services for inmates to specialized law enforcement officer training to combat domestic violence. Total expenditures for the year from the JSO trust funds for their varied purposes were over \$4.4 million.

Accounting Management

The Budget & Management Division continues to work collaboratively with other divisions in identifying processes, which can be consolidated with current budget office duties to gain efficiencies for the Sheriff's Office.

Procurement/Contracts

The Division was heavily involved in several major procurement projects in FY23. Some of the most substantial tasks were the Security Fence around an Employee Parking Lot, the Digital Media Recruitment Project, Secondary Employment Services and several large ISM projects.

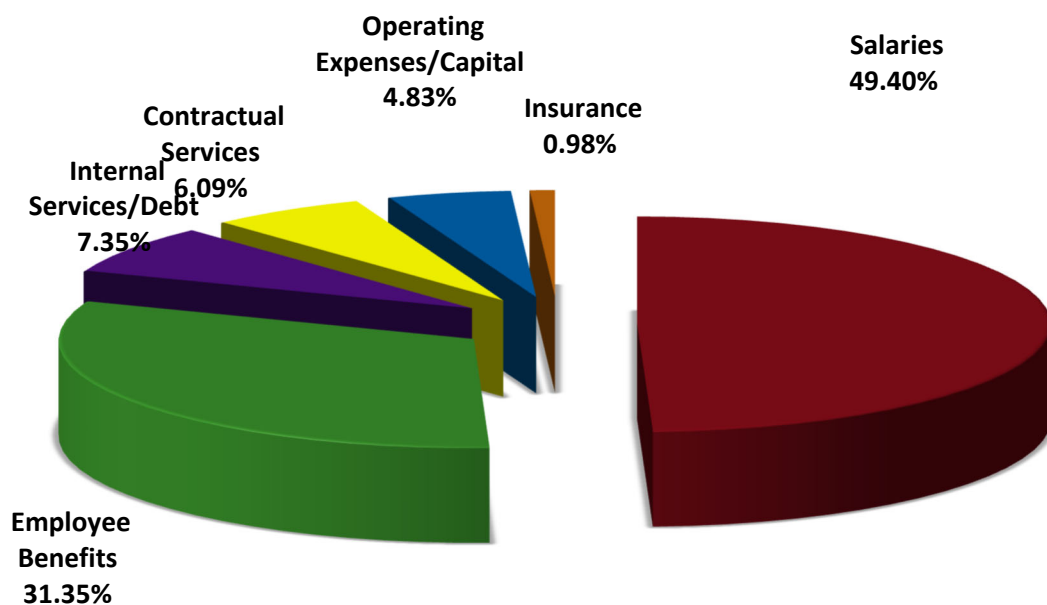
Procurement personnel worked closely with ISM to develop an electronic replacement for the Request for Supplies Form (P-1532). The electronic form will be deployed in FY 24 and will streamline the agency's ordering/approval process. Personnel have also been working closely with City Departments to resolve issues related to vendor payments.

Summary

Emphasis on management reporting and analysis allowed the Budget & Management Division the ability to accurately monitor and project the Sheriff's Office revenues and expenses. The Division, working collaboratively with all Sheriff's Office Departments, was able to accumulate a surplus at FY23 Year-End of approximately \$10.5 million. 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.

OFFICE OF THE SHERIFF FY 2023-2024 Approved Annual General Fund Budget



OFFICE OF THE SHERIFF
Annual Budget
FY 2023-2024

Description	Approved General Fund Budget by Category	% of Total	
Salaries	\$301,327,547	50.41%	49.40%
Salaries and Benefits Lapse	(6,059,648)	-1.01%	
Pension Costs	132,781,958	22.22%	
Employer Provided Benefits	49,740,028	8.32%	
Payroll Taxes	4,840,339	0.81%	
Internal Service Charges	43,838,428	7.33%	
Insurance Costs & Premiums	1,995	0.00%	
Insurance Costs & Premiums - Allocations	5,853,853	0.98%	
Professional & Contractual Services	36,411,663	6.09%	
Other Operating Expenses	28,767,483	4.81%	
Capital Outlay	100,506	0.02%	
Debt Management Repayment	115,500	0.02%	
	\$597,719,652	100.00%	

OFFICE OF THE SHERIFF

Comparison of Annual Budgets FY 2022-2023 to FY 2023-2024

Description	Approved General Fund Budget FY 2022-2023	Approved General Fund Budget FY 2023-2024	Increase / (Decrease)	% of Increase / (Decrease)
Salaries	\$ 285,607,734	\$ 301,327,547	\$ 15,719,813	5.5%
Salaries and Benefits Lapse	(4,958,636)	(6,059,648)	(1,101,012)	22.2%
Pension Costs	118,926,569	132,781,958	13,855,389	11.7%
Employer Provided Benefits	48,074,062	49,740,028	1,665,966	3.5%
Payroll Taxes	4,709,420	4,840,339	130,919	2.8%
Internal Service Charges	39,751,273	43,838,428	4,087,155	10.3%
Insurance Costs & Premiums	2,170	1,995	(175)	-8.1%
Insurance Costs & Premiums - Allocations	5,427,793	5,853,853	426,060	7.8%
Professional & Contractual Services	32,201,741	36,411,663	4,209,922	13.1%
Other Operating Expenses	27,586,791	28,767,483	1,180,692	4.3%
Capital Outlay	16	100,506	100,490	628062.5%
Debt Management Repayment	262,750	115,500	(147,250)	-56.0%
	<u>\$ 557,591,683</u>	<u>\$ 597,719,652</u>	<u>\$ 40,127,969</u>	<u>7.2%</u>

SUPPORT SERVICES DIVISION

The Support Services Division is under the command of a Police Division Chief. This division encompasses three (3) main sections: Communications, Information Systems Management (ISM) and General Support.

COMMUNICATIONS SECTION

COMMUNICATIONS CENTER

The Jacksonville Sheriff's Office 9-1-1 Communications Center is the primary public safety answering point (PSAP) for Duval County and is under the command of a Police Assistant Chief. This Section operates 24 hours a day, seven days a week. The employees who are assigned to this section are responsible for answering and triaging 9-1-1 calls and non-emergency calls, as well as dispatching police officers and other support resources.

	Incoming 9-1-1, Non-Emergency, and Text Calls Workload				
	2019	2020	2021	2022	2023
9-1-1 Wireline & Wireless calls received	738,929	745,292	789,738	778,224	828,053
Administrative Calls received (Non-Emergency 630-0500 & 630-0554)	663,406	689,269	658,705	683,757	639,410
Text to 9-1-1	1,766	1,342	1,939	3,046	2,628
Total Phone Calls Received	1,404,101	1,435,903	1,450,382	1,465,027	1,470,091

Each shift in the 9-1-1 Center is staffed with eleven (11) police dispatch positions and ten (10) to sixteen (16) call taker positions as call volume fluctuates throughout the day, evening, and overnight. Three (3) supervisor workstations are in the 9-1-1 Center to provide better workflow between frontline personnel and supervisors. In 2023, over 6,022,034 radio transmissions were made on the Jacksonville Sheriff's Office patrol district, support, and tactical radio talk groups. This totaled over 8,700 hours of talk time.

Quality Assurance

The Quality Assurance (QA) program is essential to promote adherence to established 9-1-1 Communications Center goals and procedures. The program provides an outline for continuous improvement of the overall 9-1-1 operations. QA identifies trends, positive or negative, in performance and assists in identifying any need for commendation, additional training, or modification of policies and procedures to improve the overall operations of the 9-1-1 Center. QA provides education and instructions to the employees by emailing *"Training Tips"* on procedures and unusual calls for service. The QA team reviews priority one and two calls on a regular basis.

9-1-1 Emergency Telephone System

The countywide 9-1-1 Emergency Telephone System is managed through the Jacksonville Sheriff's Office. The 9-1-1 system is funded with 9-1-1 user fees. These fees are assessed on all landlines and specific wireless phone lines in Duval County.

The Duval County 9-1-1 System consists of seven (7) Public Safety Answering Points or PSAPs, which receive and dispatch all 9-1-1 calls for Duval County.

The Backup Communications Center (BUCC) can be operated independently or simultaneously with the primary location. Both sites have the same technical capabilities and are now staffed 24/7 running simultaneously. This arrangement helps to quickly stabilize dispatch operations during emergency situations or act as a temporary Communications Center if existing PSAP facilities of any agency are unavailable due to power outages, equipment maintenance or other incidents.

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. The Jacksonville Sheriff's Office *Text-to-9-1-1* service was fully operational as of 2018 and will continue to be an option for accessing 9-1-1 moving forward. 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 hard of hearing, or who use text telephone devices or other technology to report emergencies. All 9-1-1 answering positions are equipped with TTY or Text Telephone answering capability 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. The 9-1-1 center maintains a contract for language services

for over 100 spoken languages. The JSO also maintains contracts with local providers for Sign Language services and remote services for video-based Sign Language interpreters.

The next generation of 9-1-1 requires even more technology. In 2023, the 9-1-1 network was updated to be Next Generation Core Services (NGCS). This provides the technology and network to be prepared for applications that could include receiving video or photographic evidence and a redundant solution to maintain a robust network. The NGCS is essential as technology becomes more and more proficient at getting the exact location of callers that call from a cell phone. A Location Based Routing (LBR) solution was introduced to the county and callers are directly routed to the proper PSAP whether they are in Jacksonville or at one of the Beaches locations.

Property and Evidence Unit

In the calendar year 2023, the Property and Evidence Unit processed 53,168 submissions for a total of 1,144,172 individual items. In comparison to 2022, overall submissions in 2023 increased by 3,932 (7.3%), with an increase of 8,185 (5.6%) total number of individuals items. In 2023, there were 105,172 items purged and another 11,489 items released from the facility and another 79 items released for department use, for a total of 116,740 items.

Notable facts:

- The warehouse has 54,358 square feet and contains more than 689,000 items of property and evidence.
- There are 25 full-time employees, composed of 3 sworn personnel and 22 civilian assignments. The civilian assignments include a 24/7 Intake Section (evidence reception), Warehouse Section (evidence storage), Vaults Section (high liability evidence storage), and a Releasing

Section (evidence disposition). There are an additional 5 part-time employees who assist in researching cases with the goal of returning items to their owners and/or purging the property when appropriate.

- In 2023, the Unit took in 3,484 firearms, 17,746 items of narcotics and \$1,528,802.07 in US currency.
- The Unit continued the Radio-frequency Identification (RFID) program, thus far, labeling 561,562 items for tracking.
- The Unit sent out 3,499 letters to owners requesting that items be picked up following release.

INFORMATION SYSTEMS MANAGEMENT SECTION

INFORMATION SYSTEMS MANAGEMENT

In 2023, ISM continued to support agency operations by providing service through a team of 41 employees (38 full-time and three part-time) who work on **six** distinct teams within the unit: Help Desk, Computer Support, Network Support, Network Security, Application Development, and Database Development. The Unit continues to adjust the Field Technician program, consisting of specifically trained officers, corrections officers, and civilians, to further enhance support efforts.

Help Desk

As the first contact for service requests, Help Desk personnel resolved 4,526 work orders in 2023. They also deployed more than 1,700 cell phones during 2023 into 2024 to replace MiFi's and have future capability with mobile devices. In addition to the over 3,600 JSO personnel supported by ISM, the Help Desk provides front-line support to customers for 81 external partner agencies and external vendors that conduct business with the JSO daily.

Computer Support

The Computer Support team is responsible for diagnosing and repairing computer hardware, and peripherals deployment throughout the agency. During 2023, the team replaced more than 350 desktop computers that had reached end-of-life status. Computer Support also acts as a Help Desk escalation path for complex issues, building computer images, moving agency equipment, deploying software packages and updates, and issues that require in person support off site. The team supports operations at the Police Memorial Building, the Pre-Trial Detention Facility, and 24 off-site locations that are utilized by agency personnel. In 2023, the Computer Support team completed 3,802 work orders.

Network Support

The Network Support team is responsible for top-tier network and infrastructure support, which resulted in the completion of more than 1,335 work orders in 2023. Also, in 2023 the team replaced/upgraded an extensive amount of access points and switches to improve daily agency operations, while maintaining constant access and data security. The engineers continued to provide support on several projects to include:

- Replacing old ASE with new ASEOD AT&T circuits
- Increasing network redundancy
- Redefining the patch management for better server patching
- Increasing internet connectivity from 1 gig to 5 gigs to provide better connectivity for our users
- Installing and configuring a new Nutanix storage system for more server storage
- Helping implement the Cellebrite vendor digital forensics

- Planning and designing the network infrastructure for the Homeland Security detectives move to the Blue Cross (ROC) Building

This team is also currently working on additional projects to improve existing connectivity and redundancy of network systems and support the growing data storage needs of the agency.

Network Security Team

The Network Security Team is responsible for monitoring the network security systems, endpoint security systems, responding to security incidents, ensuring compliance with the Criminal Justice Information Services (CJIS) Security Policy, and reviewing the security logs for over 4,200 assets. In 2023, the Network Security Team resolved 275 work orders, blocked 16M malicious connections, scanned 968M files, 4.2M network addresses, quarantined 830 files, blocked 824 applications, and responded to 1,438 events. The Network Security Team continues to work on and support multiple projects to include the expansion of our logging and alerting capabilities.

Application Development

During 2023, the Application Development team was involved in the support of over 116 production applications, resulting in the completion of 1,966 maintenance and enhancement work orders.

The Application Development team released new versions of ARMS, E-Warrants, JSOPE, ACMS, SmartCop, and various other smaller applications with added functionality and enhancements.

Highlights include:

- Continued maintenance releases of ARMS in support of operations with improvements like related NIBIN #'s, related CCR's, non-standard TOL rotation, batch printing for SAO and arrestee on probation

- Migrated numerous SharePoint solutions off older MOSS 2007 platform to SharePoint 2016
- Migrated remaining solutions off SharePoint 2010 platform to SharePoint 2016 and decommissioned SharePoint 2010
- Migrated Track-It to upgraded Windows server
- Create additional mugshot feed to the vendor AFR Engine
- Deployed new Procurement Application to complete P-1532's (Budget Web)
- Deployed major fix to public facing Unsolved Crimes application
- Upgraded TFS 2015 to Azure DevOps Server 2022 and converted source code from TFVC to Git
- Upgraded SmartCop to latest version to overcome password scramble issue and be on latest application version
- Completed District Realignment project which impacted numerous software applications
- Configured 8 new web servers in preparation to migrate our existing sites/services to a new version of windows server

The team also continues to work on multiple ancillary projects and technology enhancements to improve overall operations and support the goals of the agency.

Database

The Database team supports 46 production servers with a total of 802 databases. Also supported are 6 development and 2 training servers with 135 databases. During 2023 the team completed 2,167 database-related work orders and tasks. The team also tackled numerous projects including:

- Continuing work on the FDLE data initiatives, including data feeds for Criminal Justice Transparency (CJDT), Use of Force (UoF), and Unified Arrest Affidavits (UAA)
- Completed upgrade of all SQL Server Reporting Services (SSRS) reports to the 2019 version
- Submitted 283,699 NIBRS submissions to FDLE
- Reviewed 13,257 errors
- Create web service for use by 4th Judicial Court
- Zone/ District Realignment Project
- Added geo-coordinates to every Warehouse record that contained an address (98,203,605 addresses)
- Migrated all reports to TFS in GIT format

GENERAL SUPPORT SECTION

CENTRAL RECORDS

Central Records is under the command of a civilian manager and consists of four (4) separate areas: Records, Identification, Document Imaging, and FCIC Agency Coordinator (FAC).

Records

The Records area is organized into four (4) individual units: Validations, Warrants, Data Input, and Citation Accountability.

Validations Unit

The Validations Unit personnel are responsible for the accuracy of agency information entered into the Florida Crime Information Center and the National Crime Information Center (FCIC/NCIC) computer systems. Personnel must acquire and maintain Criminal Justice Information Services (CJIS) Police Services – ADMINISTRATIVE ANNUAL REPORT 2023

certification through the Florida Department of Law Enforcement (FDLE) to view entries and make any necessary changes or corrections.

Missing Persons, Injunctions for Protection, Writs of Attachment, and Felony Warrants are entered into the FCIC/NCIC computer system. These entries, along with gun serial numbers, vehicle information, vehicle parts, vehicle tags, and boats are validated (checked for accuracy) monthly.

During 2023, personnel reviewed the accuracy of 34,631 entries compared to 28,025 entries reviewed in 2022, resulting in an increase of over 9%.

Warrants Unit

Paper Affidavits and Writs of Attachment are manually entered into both the e-Warrants (JSO Database) and FCIC/NCIC (state & national) computer systems. Felony & Misdemeanor capiases, Writs of Attachment, Custody Orders, and Injunctions for Protection are electronically imported into e-Warrants from the Clerk of Courts. Presently, the Warrants Unit personnel continue to manually enter all warrants, capiases, Writs of Attachments (Child Support only), and Injunctions for Protection into FCIC /NCIC. In 2023, they entered Temporary Injunctions, Finals Injunctions, Extensions, and Dismissals totaling 19,520 compared to 16,238 the prior year. In 2023, they also entered 7,211 wanted persons compared to 5,784 the prior year.

Data Input Unit

Data Input personnel provide report accountability by ensuring that every call for service listing a particular disposition code, does in fact, have a corresponding report. If an error is detected, the officer is contacted and asked to write the missing report or asked to advise of the correct disposition code to update the CAD system. Data Input Unit personnel also scan and index various documents into a Document Imaging System. During 2023, personnel scanned and indexed over 33,000

documents. Data Input Personnel also applied a confidentiality status to reports for victims for over 7,570 Violent Crime Acknowledgement forms. Traffic crash reports are electronically transmitted, daily, to DHSMV. When an error is detected, ISM notifies Data Input personnel via email, which prompts them to research the issue and notify the officer of the error. Once the appropriate correction is made, the report is re-submitted to DHSMV. All crash reports are accessible to Data Input, Public Records, and substation personnel. The Data Input Section is also responsible for notifying the City of Jacksonville (COJ) Risk Management Unit when a report is submitted for damage to property owned by the COJ.

Citation Accountability Unit

Citation Accountability Unit personnel are responsible for the distribution, tracking and accounting of Uniform Traffic Citations (UTCs), Parking Citations, Warning Citations and Notice to Appear Citation books. Since most UTCs are submitted electronically, Citation personnel are responsible for tracking and ordering electronic citation numbers from the DHSMV before they are depleted. JSO is only responsible for reviewing court required (paper) citations. In 2023, a total of 16,301 UTCs were reviewed, compared to 19,535 citations that were processed in 2022.

FCIC Agency Coordinator (FAC)

The (FAC) position within Central Records is responsible for assuring the Sheriff's Office operates in compliance with the policy and procedures set forth by the State of Florida and the FBI Criminal Justice Information Services (CJIS) Security Policy. The Agency is required to have all personnel, with physical or logical access to CJI complete CJIS Security Awareness training. JSO's FAC Unit maintains the database. Agency employees who run queries using FCIC and NCIC are required to have CJIS Limited Access or Full Access Certification. Without this certification employees would be

unable to search tags, vehicles and any other databases, for stolen property or missing/wanted persons. As of December 2023, there are 2,501 JSO employees that are FCIC certified and 929 JSO employees that are CJIS certified. The FAC Unit also conducts quarterly audits of employee usage of the state's Driver and Vehicle Information Database (D.A.V.I.D.) to ensure compliance with query restrictions. Any employees who were denied access, resigned or retired from the agency were removed from the system. At the close of 2023 the JSO had 1,526 active D.A.V.I.D users.

Identification/AFIS

The Identification area has three integrated components: Identification, Document Imaging and FCIC Agency Coordinator (FAC).

Identification Unit

The Identification (ID) Unit operates on a twenty-four hour, seven day a week schedule and supports other department personnel. In addition, the Identification Unit provides criminal justice information (CJI) to the County Court System as well as other criminal justice agencies in the United States.

One of the primary responsibilities is to determine the positive identification of persons arrested by using fingerprint classification. ID Unit personnel confirmed the identity of 33,891 arrestees (adults and juveniles) in 2023, as compared to 23,751 in 2022, producing an increase of 35%. The ID Unit personnel cleared 31,287 inmates for incarceration and reviewed and updated the electronic criminal history record for every adult and juvenile arrested. JSO criminal history records are available electronically to the State Attorney's Office and Clerk of Courts. ID Unit personnel also verify outstanding Duval County arrest warrants for officers from any police agency, as well as making entries of wanted persons in the NCIC system after business hours.

Automated Fingerprint Identification System (AFIS) Unit

The Automated Fingerprint Identification System (AFIS) is a local fingerprint database that uses digital imaging technology to capture, maintain, and analyze fingerprint data. All ID personnel perform fingerprint searches electronically in a matter of minutes. The fingerprint data and arrest charges are electronically forwarded to FDLE and added to the person's criminal history record. The AFIS workstation is utilized to input descriptive data, initiate searches and as a result, provide a list of possible candidates for operator verification. Every set of fingerprints from an arrest is now stored in AFIS. For example, if a person is arrested ten times, there will be ten sets of prints captured in AFIS. This increases the likelihood for a positive identification when prints are searched. The system performs two types of searches: Ten-print, which is done by searching all ten fingers and Latent prints, which searches other areas of the hand. The ten-print search will search the unknown print against all ten finger positions in the database. Personnel utilize the AFIS System to search and process ten-prints on specific cases such as felon registrations, new and repeat juvenile and adult arrests, JSO applicants, unknown deceased persons and to make positive identity verification of subjects associated with fraud cases.

By 2025, our projected capacity of prints is estimated at 1,275,000 records. The 2023 totals are listed below:

Record Type	2023 Total	2022 Total	Difference
Adult Submissions	32,096	30,649	+4.6%
Juvenile Submissions	1,795	1,431	+22.5%
Felon Registrations	3,131	2,764	+12.45%

In addition to the typical AFIS duties above, an employee is assigned to process all judgment and sentencing (J & S) cases from the State Attorney's Office. Occasionally (and prior to the sentencing phase), a subject may insist they were not the perpetrator on a previous crime in which they were convicted. Fingerprints are taken at the time of the conviction. To investigate the allegation, the AFIS employee must compare the subject's fingerprints to the fingerprints taken at the time of conviction and determine if the prints match in both instances. If they match, the SAO will have proof of a convicted felon status and may recommend a more stringent sentence based on the prior criminal history. In 2023, ID received 353 print requests for J & S cases compared to 249 in 2022, this is an increase of 34.5%. A total of 264 defendants (75%) of the J & S cases required personnel to fingerprint them to make a comparison. If the defendant refused to admit to the charges, the AFIS employee would testify regarding the fingerprint identification in court.

Document Imaging Unit

The Document Imaging Unit is staffed by five part-time employees exclusively dedicated to scanning and indexing criminal history records. Full-time employees assigned to the ID Unit would scan/index intermittingly during slow periods of the day.

PUBLIC RECORDS AND PUBLIC COUNTER

The Public Records Unit and Public Counter Unit handle requests for public records from both public and private sectors, as well as other law enforcement agencies. In 2023, over 48,000 public records requests were processed and reviewed by the Public Record Unit (PRU) and the Public Counter. While following Florida statute 119, the PRU carefully reviewed and redacted 37,188 Arrest & Booking reports for the Clerk of the Court. If an Arrest & Booking report involved

domestic violence, the report - totaling 29,169 reports - was forwarded to the Hubbard House for further action. In addition to their daily duties, the Public Counter employees processed 1,910 fingerprint requests. These requests were for purposes including employment, name changes, concealed weapon permits, and performer work identification cards. The Public Records Unit also generated \$328,283.89 that was contributed to the City of Jacksonville's General Fund.

FLEET MANAGEMENT

The mission of the Fleet Management Unit is to provide safe and effective vehicle support to the men and women of the Jacksonville Sheriff's Office. In 2023, the JSO began converting the fleet of patrol/pursuit vehicles to a new innovative color scheme. The Fleet Management Unit worked diligently on this transformation and purchased 169 new vehicles, including 131 Ford Utility (AWD) Interceptor patrol/pursuit vehicles and 2 patrol/pursuit pick-up trucks. Fleet Management provides support services for more than 2,000 pieces of diverse mobile equipment for the Sheriff's Office. This includes not only police cars but also boats, trailers, buses, motorcycles, golf carts, sign boards, and heavy equipment.

FACILITIES MANAGEMENT

JSO has operations in 75 different facilities across the county, totaling over 1.5 million square feet of space. The Facilities Management Unit accounted for over \$153,950 for maintenance and repairs in 2023. The Facilities Unit completed 1016 work orders submitted by agency members, and they also completed multiple other projects not captured on the facility work order system.

Major buildout projects managed and implemented by Facilities Management Unit personnel in 2023 included:

- Remodeling the Sheriff's Press Briefing Room.
- Overseeing the procurement and installation of new signage for each of the 6 district substations across the city during the Patrol Division realignment.
- Reorganizing and revitalizing the work areas for each of the Major Case Section units such as the Homicide Unit and the Robbery / Violent Crimes Unit based on the consolidation of
- Some functions and the establishment of additional investigative units.
- Converting an area previously used for storing paper files into office space for members of the Communications and General Support Sections.

SUPPLY, INVENTORY MANAGEMENT, AND MAILROOM

During 2023, the Supply Unit issued more than 272,000 items with approximately 52,332 transactions, not including special orders. While the total number of items and the number of transactions trended down slightly, the average items issued per transaction were up over last year. 2022 saw an average of 4.5 items per transaction while 2023 saw that increase to 6.31 items per transaction, excluding returns. That speaks to Supply's 2023 ethos of, "Serve Those Who Serve." The other highlight of 2023 was the acquisition and initial steps towards implementation of Collective Data Quartermaster, new inventory, and asset management software. The Supply Unit is paving the way not just towards enhanced inventory and reporting capabilities for Supply but for multiple units throughout the agency. The Mailroom saw an increase in the total number of envelopes and packages processed for the first time in three years from 38,743 in 2022 to 41,025 in 2023.

COPY CENTER

In 2023, the Copy Center saw an increase in the number of copies printed with 3,813,415 compared to 2022's 3,325,230, a 14.68% increase. Black and white printing increased by 7.7% while color printing increased by 106% due to an increased focus on recruiting activity and the Townhall to announce the district realignments.

SECURITY

The Security Unit processed 3,809 logged and approximately 5,335 unlogged visitors requesting access to the Police Memorial Building in 2023. These visitors gained access for various reasons including, but not limited to, public records requests, Tele-Serv assistance, interviews with investigations, and meetings with agency administrators. With regards to individuals entering our facility, 508 came in to surrender or were found to have active arrest warrants while being checked into the visitation log and were safely detained for arrest. In addition, the unit facilitated 155 child custody exchanges. The Security Unit continued issuing agency identification cards to all JSO employees, contractors, and other designated personnel. Several hundred radio frequency identification (RFID) cards were issued. These officers are tasked with a variety of responsibilities which include 24/7 security at the Police Memorial Building, monitoring of CCTV cameras, detaining persons who come to turn themselves in with warrants, receiving lost/found property at the facility, patrolling the property interior and exterior, issuing administrative parking citations and providing security for employees who work outside of regular business hours.