

JACKSONVILLE SHERIFF'S OFFICE 2024 ANNUAL REPORT





JACKSONVILLE SHERIFF'S OFFICE

Organizational Chart

Monday, November 18, 2024



Sheriff T.K. Waters
Duval County, Florida



**Undersheriff
Shawn Coarsey**

★★★★★
Department of Patrol & Enforcement
Director Joe Cowan



★★★★★
Patrol Division
Chief Jonathan Barrier



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



★★★★★
Patrol Support Division
Chief Jaime Eason



Specialized Patrol Section –
Commander 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 –
Commander M. S. Lundquist

- Community Engagement Administrator
- Crime Prevention / International Affairs / Sheriff's Watch - Apartments / Blight Abatement / Tele-Serv
- Police Athletic League of Jacksonville

★★★★★
Special Events Division
Chief Ellis Burns



Special Events Section –
Commander W. O. Janes

- Emergency Preparedness
- Honor Guard
- Mobile Field Force
- Special Events / Secondary Employment



★★★★★
Department of Investigations & Homeland Security
Director Mark Romano



★★★★★
Integrity Unit

★★★★★
Investigations Division
Chief Alan Parker



Major Case Section – Commander J.D. Stronko

- Homicide
- Robbery & Violent Crimes
- Special Assault
- Victim & Witness Services

Specialized Investigations Section – Commander 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 –
Commander D. M. Shelton

- Auto Crimes / Wrecker Regulation / Traffic Homicide
- Crime Scene / Latent Print / Photo Lab
- Economic Crimes / Specialized Property Crimes
- Real Time Crime Center

★★★★★
Homeland Security Division
Chief Edwin Cayenne, Jr.



Special Operations Section –
Commander C. M. King

- Crisis Negotiations
- Intelligence / Critical Infrastructure / Fusion Center / Marine / Dive / Unmanned Aerial Systems
- Hazardous Devices
- SWAT

Narcotics & Vice Section – Commander J. M. Dowling

- Major Case & Mid-Level Narcotics / Pharmaceutical & Designer Drug / Overdose Death Investigations / Clandestine Lab
- Street Level Narcotics / Vice / DART
- Technical Support / Computer Forensics / Internet Crimes Against Children / Warehouse / Forfeiture

Crime Analysis Unit – Administrator Catherine Clark

★★★★★
Department of Personnel & Professional Standards
Director Brian Kee



★★★★★
Human Resources Division
Chief Chris M. Brown



- Critical Incident Stress Management
- Member Chaplaincy Services
- Sworn Recruitment & Selection
- Peer Support

Personnel Services Section – Executive B. W. Laird

- I/O Psychology & Civilian Recruitment
- Occupational Health & Wellness
- Payroll & HR Data Reporting
- Position Management & Civilian Onboarding
- Sworn Onboarding

★★★★★
Professional Standards Division
Chief Mike Shell



Internal Audit

Public Accountability Section –
Commander J. J. Vorpahl

- Accreditation / Inspections / Written Directives
- Internal Affairs
- Professional Oversight
- Public Relations & Information / Body-Worn Camera

Training Section – Commander E. L. Weber

- Field Training / Gun Range / Leadership Development Institute
- Training Academy

Strategic Communications Section –
Executive Vic Micolucci

★★★★★
Department of Corrections
Director Kevin Goff



★★★★★
Jails Division
Chief Paul Restivo



PDF Housing Section –
Commander A. L. O'Neal

- Housing
- Special Projects

PDF Processing Section – Commander D. L. Wesley

- Classification
- Processing

PDF Support Section – Commander R. W. Long, Jr.

- Facility Management
- Inmate Services
- Special Operations
- Transport / Fugitive
- Technology

Courts Section – Major J. L. Carney III

- Court Side
- Holding Side

Health Services Compliance

★★★★★
Prisons Division
Chief Joshua Benoit



Community Transition Center Section –
Commander N. D. Bliss

- Services
- Watch Operations

Montgomery Correctional Center Section –
Commander E. A. Prescott

- Security
- Services
- Watch Operations

★★★★★
Programs & Transitional Services Division
Chief Kina Paschal



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

★★★★★
Department of Police Services
Director Jennifer Short



★★★★★
Support Services Division
Chief Deloris O'Neal



Communications Section –
Commander P. L. Tillman

- 9-1-1 Administration
- Communications Center
- Communications Technology
- Property & Evidence

Information Systems Management Section – Commander J. L. Randolph

- Infrastructure
- ISM Support Services
- Software Services

General Support Section – Commander S. B. Dingee

- Fleet Management
- Identification
- PMB Security / Facilities Management / Supply & Mail / Copy Center
- Public Records Requests
- Records

★★★★★
Budget Division
Chief Bill Clement



- Financial Analysis
- Grants
- Procurement
- Trust Funds

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DEPARTMENT OF PATROL AND ENFORCEMENT



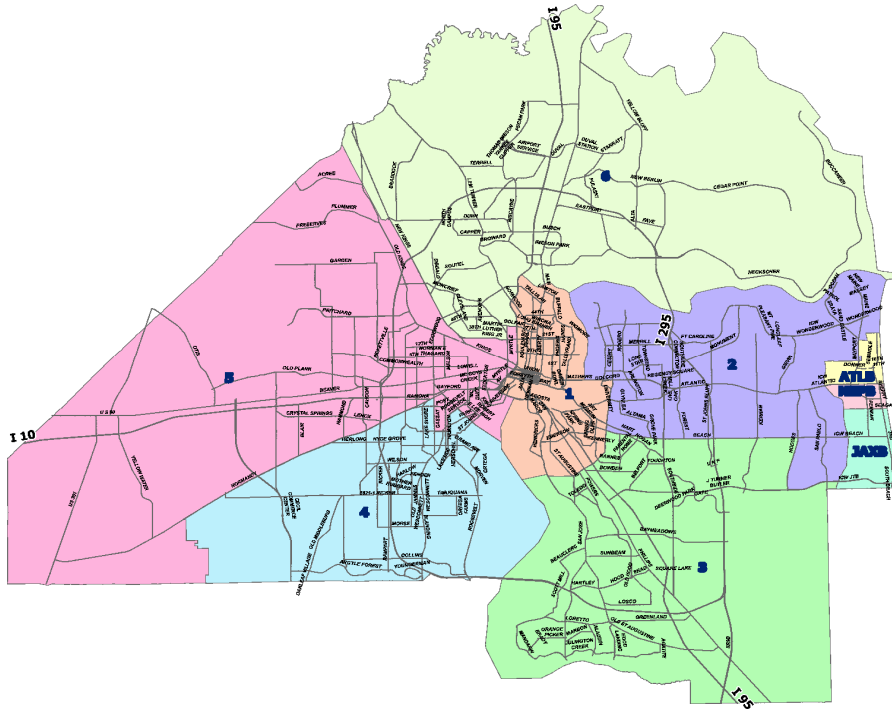
2024
ANNUAL REPORT

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JACKSONVILLE SHERIFF'S OFFICE PATROL SUBSTATIONS

MAP OF THE SIX POLICE DISTRICTS IN DUVAL COUNTY, FLORIDA



District 1

Commander: 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: 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: 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: 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: 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: Robert Silcox
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

December of 2024 closed out the first full year of operating under the patrol district realignment plan. This new way of providing police patrol services, coupled with other organizational changes and additional technology, saw a major decrease in crime during 2024.

The following highlights are some of the positive impacts across all areas of the Department of Patrol and Enforcement:

District 1

District 1 grew under the realignment by combining the neighborhoods of San Marco, Brooklyn, La Villa, Hogan's Creek, Springfield, Phoenix, Eastside, Brentwood, Tallulah-North Shore, long branch and Panama Park under one district.

This change allowed for better synchronization of resources to address crime problems that were often similar in all neighborhoods.

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 2023. 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-maintained relationships with the citizens and business representatives at those hot spots to receive more accurate and timely information, while problem solving together. In 2024, all the hot spots accounted for 4,766 calls for service and 191 incidents. That is 972 more calls for service (25% increase) and 20 more incidents (11% increase) from 2023. It should be noted that on-view calls increased from 1,705 to 2,767 (62% increase) in 2024.

District 1 bike and walking beat officers coordinated efforts with JSO Blight, JFRD Path, Public Works and JSO corrections in the 4th quarter of 2024 in order to address the new camping ordinance and quality of life issues in the downtown urban core. During this time frame, 560 campers were warned, 98 were arrested and 31 were issued NTA's. Additionally, 96 campers were provided transportation to service and support in other cities through JSO's Homeward Bound Program.

District 2

In 2024, District 2 made it a priority to embody the organization's core values and mission, which are integral to improving the lives of our citizens. Our commitment to the core value of Community Focused is fundamental because it bridges the gap between law enforcement and the public, fostering a sense of security and mutual respect. By hosting our third annual Trunk or Treat, we not only doubled our attendance to around 2,000 children but also turned the event into a platform for education and partnership. Here, parents received crucial safety information, enhancing their ability to protect their families. Our engagement continued through National Night Out, Coffee with a Cop sessions at local businesses and universities, and community walks. All of these efforts are vital for building trust and ensuring that community members see police officers as approachable allies rather than distant authorities, thereby improving community-police relations and public safety.

The core value of Always Improving is crucial for maintaining a high level of service and readiness. District 2 partnered with a local school over the summer to put all District 2 officers and supervisors through active shooter training. This not only provided valuable training for our officers, but also integrated our strategies with the school's safety protocols. This training ensured that in the event of an emergency, both law enforcement and school staff can respond swiftly and effectively. Such preparedness directly contributes to the community's safety, offering peace of mind to parents, students, and educators alike.

Worthy of Trust underpins our legitimacy and effectiveness as a police force. When the community trusts that we are capable and committed to reducing crime, they are more likely to cooperate, providing tips and support. Our Task Force making 222 arrests, recovering 39 stolen firearms, and seizing 1,463 grams of various narcotics, as well as the introduction of District Investigative Officers led to significant breakthroughs in crime reduction. The dismantling of a theft ring responsible for over \$64,000 in theft resulting in 72 felony charges and solving a citywide trend of smoke shop

burglaries responsible for \$53,000 in stolen merchandise not only decreased crime rates but also demonstrated our dedication to safeguarding community assets and well-being.

Lastly, Respect for Each Other within the force translates into better service for the community. By recognizing and rewarding excellence through our revamped monthly awards, which focus on our mission of serving and protecting in partnership with our community, we promote a culture where officers are motivated to go beyond their duties. This respect extends outward, as officers who feel valued are more likely to treat the public with the same respect, fostering a positive cycle that enhances community life.

In essence, the JSO Mission and Core Values are not just abstract ideals but practical approaches that directly enhance the safety, trust, and quality of life for everyone in our district. Through these efforts, District 2 has not only strengthened its operations but also deepened the bond with the community, leading to a safer, more cohesive Jacksonville.”

District 3

In 2024, District 3 focused on addressing aggravated batteries and business/residential burglaries.

In October 2024, two officers were designated as embedded District Investigative Officers with specialized duties. Their primary focus is investigating residential and business burglaries within the district. While the program is still in its early stages, the District Investigative Officers have already made several arrests and successfully resolved numerous burglary cases. The program's overarching goal is to address the rising trend of burglaries in the district and significantly reduce their occurrence.

Additionally, the District 3 Task Force (D3TF), consisting of six officers and one sergeant, was established to conduct specialized investigations. Leveraging all available law enforcement resources and databases, the D3TF focuses on identifying suspects and building strong, prosecutable cases. Each team member works closely with an assigned detective from the detective division, fostering direct communication and strengthening the collaboration between patrol and investigative units. This partnership provides Task Force officers with unique enforcement opportunities beyond the usual scope of patrol duties. In 2024, the D3TF achieved significant results, including 200 felony arrests, the recovery of 20 firearms, and the seizure of 17.8 grams of powder cocaine, 28.7 grams of crack cocaine, 99.28 grams of methamphetamine, 106.9 grams of heroin/fentanyl, and 1.605 kilograms of

marijuana. Many suspects were convicted and sentenced to prison due to the diligence and effectiveness of the D3TF.

In 2024, the Mental Health Co-Responder program was restructured and renamed the Behavioral Crisis Response Unit (BCRU). This newly branded unit operates city-wide, with one squad of six officers and a sergeant serving the county's East side and another squad of the same size covering the West side. The BCRU collaborates closely with six full-time Mental Health Resource Center clinicians. Its primary mission is to address mental health-related calls, connect individuals to appropriate resources, implement diversion strategies when possible, and conduct follow-up visits. The long-term objective is to reduce the number of mental health-related calls handled by patrol units by offering alternative resources to individuals in crisis and minimizing the need for direct law enforcement involvement. During 2024, the Unit contacted over 600 individuals and successfully diverted over 200 from incarceration and/or placement in a mental health facility.

To address concerns at St. Johns Town Center (SJTC), Jacksonville's largest shopping center, two patrol officers were permanently assigned to the area. In the past year, SJTC generated 4,055 calls for service, with the assigned officers handling 864 of them—nearly 21% of the total. Their dedicated presence not only improved response times but also acted as a visible crime deterrent. The officers managed calls, coordinated with mall security, and worked with business representatives to promote crime prevention. Additionally, the two District 3 Bike officers supported JSO's operations at SJTC when not engaged in special projects, responding to 294 calls for service at the shopping center.

District 3 also participated in several community engagement events throughout the year. Personnel participated in National Night Out, visiting neighborhoods that organized community gatherings. They also took part in the National Coffee-with-a-Cop program, visiting participating restaurants on Baymeadows Road and Southside Boulevard. These events saw strong participation from community members, who had the opportunity to connect with and engage in conversation with the officers in attendance. District 3 also hosted the JSO Safety Fair at the Avenues Mall, featuring representatives from all divisions of the agency, including D3's Sheriff's Watch.

District 4

In 2024, 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 two Sheriff's walks, one Sheriff's town hall meeting held at First Coast Baptist Church, and 22 community engagement walks throughout the district with our Patrol Watch Supervisors. District 4 officers also assisted with Shop with a Cop at Walmart, Coffee with a Cop at Chic Fil A- Ortega, and other food and toy distributions. In a continuing effort to strengthen partnerships with the community, District 4 partnered with the Church at Argyle and Hillcrest Baptist Church in opening new stop stations for officers to use. District 4 personnel joined the Duval County School Board Police and the Jacksonville Fire and Rescue Department at Ed White High School to conduct active shooter role play training. This training provided all three agencies with the opportunity to work together and practice skills necessary to address an active assailant within a school.

During the end of 2024, District 4 added an Administrative Sergeant to supervise district sub-station personnel and two detectives to the newly created District Investigative Officer position. These officers serve as a point of contact for the district's burglary investigations and are responsible for completing follow-up investigations related to those incidents. To reduce auto thefts, specifically related to Kia and Hyundai motor vehicles, District 4 sub-station personnel issued 81 anti-theft steering wheel locks throughout the year to owners of these two vehicle manufacturers.

In 2024, the District 4 Violent Crime 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. They focused their proactive efforts in violent crime hot spots identified by our Crime Analysis unit. District 4 Task Force officers made a total of 541 arrests including 414 felony and 127 misdemeanors. In addition, they issued a total of 416 traffic citations, recovered 45 stolen vehicles, seized 132 firearms, 5 vehicles, and over \$17,000 in cash. These efforts coupled with the everyday proactive police work from District 4 patrol officers led to a ten percent reduction in crimes against persons and two percent reduction in crimes against property. The district saw an overall decrease in crime by nearly six percent.

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 & the Schell Sweet Center food giveaways, the Mount Olive Baptist Church & the New Town community clean-ups, a partnership with Feeding Northeast Florida supplying food for food giveaways, the Touch a Truck event for children at Trinity Christian Academy, Philippians Church Mental Health Walk Event, 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 2024, 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 787 felony arrests, 430 misdemeanor arrests, issued over 800 traffic citations, and contacted 73 gang members. They recovered 63 stolen vehicles, seized 119 illegal firearms, and seized 37 vehicles under the contraband forfeiture law. Additionally, they removed more than 37,600 grams of marijuana, 227 grams of crack cocaine, and over 1475 grams of fentanyl from circulation, all due to proactive actions.

District 6

During 2024, District 6 saw continued growth in the district with the implementation 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 personnel in the district to 144. This increase in officers created a district schedule that aligned with the other districts in the city and 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 reaching all our citizens within the community. District 6 personnel assisted in various community and charity events to promote the Jacksonville Sheriff's Office mission. This included an officer taking some of her own time to deliver food and supplies to a needy family in our community. District 6 officers also continued to strengthen ties with the community by participating in 26 community walks and meetings in the

District 6 neighborhoods that provided opportunities to meet citizens in each of our many neighborhoods. District 6 Lieutenants conducted 22 Hot Spot Deployments in areas strategically picked to increase police presence due to criminal activity. Resources were deployed in various sections of District 6 to increase public awareness, suppress crime and maintain positive community relationships.

In 2024, District 6 utilized both patrol and task force officers to combat criminal activity and had a 6.21 % reduction in violent crime and a 3 % reduction in property crime. Multiple cases with notable arrests were made by District 6 officers. These investigations and arrests involved the narcotics related cases, thefts of substantial amounts of property and the seizure of both firearms and money.

In 2024, District 6 re-established the Beach Unit that are responsible for patrolling Huguenot Memorial Park. During this year, the park had 380,196 people visit the park with District 6 officers providing a safe environment for their enjoyment. The park also documented 124,354 vehicles utilizing beach access during 2024. On Memorial Day, the park registered one of the highest single day attendance records when over 10,300 patrons came to celebrate the holiday. During 2024, beach officers assisted over 100 citizens when vehicles become disabled in the sand, they also issued 117 uniform traffic citations, initiated over 800 calls for service, and made 8 physical arrests.

City-Wide Calls for Service

911 & Phone Generated			MDT/Officer *			Total		
2023	2024	% Change	2023	2024	% Change	2023	2024	% Change
486,808	468,037	-3.86%	275,693	300,139	8.87%	762,501	768,176	.74%

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

City-Wide End of Year Tracking

Incident Category	2023	2024	Changes
Crimes Against Persons	7,401	6,313	-14.7%

Crimes Against Property	28,754	27,951	-2.8%
Arrests	31,743	31,495	-7.8%

City-Wide Deployments

Totals	Deployments	Felony Arrests	Misdemeanor Arrests	Firearms Seized
	690	120	125	11

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 400 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 282 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 1,398 monthly inspections on the SCGs and 213 random spot inspections to ensure compliance with FDOT requirements. The SPU facilitated the following events in 2024 for the School Crossing Guard program:

- Twenty-five (25) 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

Annually, the Governor declares crossing Guard Appreciation Day to be held on the first Friday in February. The fraternal order of Police generously supports efforts to honor the School Crossing Guards on Crossing Guard Appreciation Day by providing lunch. This year SPU prepared goodie bags for the 323 active crossing guards and hand delivered them to each guard along with the signed proclamation from the Governor.

Throughout the year, the SPU organized and presented 623 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.

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. 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 2024, the Jacksonville Sheriff's Office held two classes (Spring and Fall), with 94 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 2024, the SPU presented Girl Power eight times, with more than 45 participants in both public settings and private organizations.

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 2024, 1,294 participants from 55 schools traveled on 26 coach buses touring the nation's capital.

In 2024, 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.

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

Sheriff's Watch-Neighborhood (SW-N) is an invaluable community-based safety program which is organized at the request of a neighborhood and facilitated by the Safety & Prevention Unit. The goal of SW-N is to encourage better neighbor-to-neighbor relations, emphasize safety on a community scale, enhance communications within the neighborhood and unify neighbors to combat criminal activity through the "observe and report" method. Many studies have been conducted about the effectiveness of a neighborhood watch. According to these studies provided on the National Neighborhood Watch website, neighborhood watch is an effective crime prevention strategy.

We currently have over 400 programs across the city. In 2024, we were able to add more than 100 new neighborhood programs. To continue to increase and retain members, the focus has transitioned to recruiting new members and identifying ways to continuously engage members. Sheriff's Watch-Neighborhood has in the past been implemented in neighborhoods with single family dwelling homes. We believe that opportunities exist to implement the program in other areas, such as retirement communities. In August of 2024 we announced that we are adding a digital platform to the Sheriff's Watch Program to help families participate in the meetings. We realized that families with younger children have a hard time getting to the meetings due to other obligations, so the addition of digital meetings makes it possible for more to participate.

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 of apartment complexes across Jacksonville. 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.

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.

As a secondary duty several Sheriff's Watch-Apartments officers are certified in Crime Prevention through Environmental Design (CPTED) and as such they also conduct 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 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 seven classes during the year, with 68 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.

The Teen Police Academy consisted of approximately 58 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.

182 houses of worship of various faiths participated in the OneCOP Initiative program and 34 police officers were assigned to each. In 2024, officers attended 40 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.

Three college scholarship winners were also awarded. We had a one Explorer that was hired as a police officer in 2024.

The role of the Explorers is to complete community service to our community. During the year, they assisted with the TPC Golf Tournament, District 3 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, Homicide Unit and the Nassau County Sheriff's Office

International Affairs Service Type	2022	2023	2024	+/- Difference
Calls Received	230	437	484	+47

Citizens Contacted and Educated with Crime Prevention (Hispanic Outreach)	3,300	4,100	4,000	-100
Media Broadcasts (Radio & Podcasts)	51	82	70	-12
International Citizens Assisted at the PMB	42	101	217	+116
U-Visas Processed	83	89	81	-8
Aided in Detective Cases	177	265	244	-11
TOTAL	3,883	5,074	5,096	+22

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.

- 95.4% of students maintained or increased their knowledge in math
- 93.1% of students maintained or increased their knowledge in reading
- 99.6% of students promoted to the next grade level
- 292 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 2024:

- 100% 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
- 30 kids received \$150 gift card to Target and shopped with an officer or employee of JaxPAL

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 track and field, to youth ages 5-18. This year, JaxPAL had a donor give enough money to help start a baseball team in the spring of 2025. The following are results from our athletic programs:

- 1,965 youth participated in sports leagues and camps
- 14,430 hours donated by volunteers
- 137 community volunteers (coaches, assistants, etc.)

Harmony in the Streets Youth Camps Program

The Jacksonville Sheriff's Office in conjunction with Kids Hope Alliance and The Police Athletic League of Jacksonville hosted the "Harmony in the Streets" camp at the JaxPAL Eastside and Monument sites.

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. This year the camp was able to provide those campers who attended the second week with a backpack full of back-to-school supplies and a pair of new shoes.

- Total number of youths that attended in 2023: 171
- Total number of youths that attended in 2024: 132

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. Over 100 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 two Bell 407Gxi's and one 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 attend 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 2024, the Jacksonville Sheriff's Aviation Unit logged 1,215 helicopter flight hours and handled or supported ground units on 1396 dispatched calls, 298 on-view calls for police service, and 10 Out of County Requests. The Jacksonville Sheriff Aviation Unit assisted in 325 arrests, 216 Missing Person Investigations and Searches.

Canine Unit

In 2024, the JSO Canine Unit helped to facilitate the seizure of \$37,999 in US currency obtained or utilized during illegal narcotics transactions. Additionally, large quantities of marijuana and cocaine were seized. JSO canine officers conducted 69 community demonstrations of Canine Unit capabilities and nearly 10,800 hours of formalized training. Officers assigned to the Canine Unit handled over 1,400 dispatched calls-for-service and conducted 151 protective and investigative explosive sweeps while fulfilling numerous Mutual Aid requests throughout the year. The Canine Unit was directly responsible for a total of 498 suspect apprehensions. Two new dual-purpose canines, Cairo and Tax, were added to the unit in 2024. Tax will be an explosive detector certified and used for criminal apprehensions. Cairo will be a narcotic detector certified and used for criminal apprehensions. The Canine Unit also added a single purpose explosive detector canine in 2024. This canine Dax certified as an explosive detector canine. The Canine Unit also added its very first ever Human Remains Detector Canine. Canine Prima is a single purpose certified Human Remains Detector. Three new canine handlers and two new supervisors were also added to the Canine Unit.

Mounted Unit

The Mounted Unit currently has 6 Police Service Horses, 4 police officers, with 1 Sergeant and a barn manager. In 2024 the unit welcomed one new horse, named Ace. The Mounted Unit engaged in all major 2024 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 persons, including assisting other jurisdictions, 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 12 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 2024, DUI arrests increased over 6.4% 440 vs 413 in 2023. Traffic fatalities decreased by over 15%, 158 vs 176 in 2023.

Citations	2023	2024	% Change
DUI	2,730	2,775	+1.65
Traffic	88,035	97,623	+10.89
Warning	79,677	73,068	-8.32
Total	170,464	173,466	+1.76

Traffic Crashes	2023	2024	% Change
District 1	4,335	4,280	-1.27
District 2	5,618	5,486	-2.35
District 3	7,273	7,241	-0.44
District 4	5,481	5,036	-8.12
District 5	4,275	3,943	-7.77

District 6	3,871	3,861	-0.26
No Entry	45	38	-15.56
Total	30,897	29,885	-3.28

Offender Tracking Unit

The Offender Tracking Unit (OTU) is currently staffed by one lieutenant, two sergeants, twelve detectives, and two Clerical Support Aides III. In 2024, OTU detectives monitored approximately 2,593 sexual predators and offenders and 298 career criminals annually for a total of 2,891. 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 2024, detectives conducted 7,982 verifications of sexual predators, and offenders. OTU detectives contacted and verified an average of 375 sexual predators monthly and verified 3,463 assigned offender verifications in 2024. 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, 2024, 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, 1,701 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 2024, 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.

MCI Office	2023	2024	+ (up)/- (down) Difference
Juvenile Civil Citations Issued	492	505	+2.65%
Violations of Domestic Violence Injunctions	223	126	-43.49%
TOTAL	715	631	-11.74%

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 2024, the RPU reviewed 665 potential cases for RPOs. Of those reports reviewed, 423 cases were assigned to Detectives resulting in 67 RPOs issued by the court and served by the detectives. One of the 67 RPO's served was an extension. For the year, 35 firearms were transferred to 3rd parties and 73 firearms were seized and placed in the property room.

RISK PROTECTION UNIT	2023	2024	+ (up)/- (down) Difference
Cases Reviewed	822	665	-19%
Cases Assigned	466	423	-9%
Extended RPO's Served	4	1	-75%
Final RPO's Served	58	66	+13%
Total RPO's Served	62	67	+8%
Firearms Seized	59	73	+23%
Firearms 3 rd Party Transfer	11	35	+218%
Total Firearms	70	108	+38%

Civil Process Unit

In the 2024 fiscal year, the Civil Unit Processed 39,420 writs: 16,301 were Enforceable Civil Process and 23,119 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 2024 fiscal year was \$1,309,498.48.

Note: \$55,050.00 in Sheriff's Office fees were waived per the instruction of the Courts.

Police Auxiliary Unit

The Police Auxiliary Unit is comprised of 51 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 14,480 hours in 2024. This equated to a savings of approximately \$597,310 in manpower costs for 2024. While the officers of the auxiliary unit volunteer in many areas of the agency, the patrol division gets the greatest amount of support to assist with handling calls for service and other patrol duties. When an auxiliary officer rides with a patrol officer, it is called an auxiliary patrol ride. The number of Auxiliary Patrol Rides for 2024 was 360 for a total of 3,972.83 hours. When two auxiliary officers ride together on patrol, it is called an auxiliary patrol support ride.

The number of Auxiliary Patrol Support rides for 2024 was 71 for a total of 742.58 hours.

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 planned and staffed over 71 runs (5Ks, 10Ks, marathons, etc.) in 2024. The Special Events Unit also managed 15 stadium events for the Jacksonville Jaguars, as well as other yearly activities. In 2024 the Jaguars hosted two pre-season home game and 8 regular-season home games.

In 2024, the Special Events Unit was also involved in the planning and delivery of the following events:

- On March 9th Jacksonville hosted the Monster Truck Jam, located at EverBank Stadium, and there were over 35,000 fans in attendance.
- On March 1st and 2nd, the 48th annual Gate River Run started and finished at EverBank Stadium and there were 17,000 participants.
- On May 4th and 5th, Jacksonville hosted the Luke Combs concert and there were over 40,000 fans in attendance on both days.
- On May 11th, Jacksonville hosted the George Strait concert and there were over 40,000 fans in attendance.
- On July 4th, Jacksonville celebrated Independence Day with fireworks downtown and several other locations.
- On October 19th & 20th Jacksonville hosted the Airshow at NAS Jacksonville and there were over 250,000 fans in attendance.
- On November 2nd Jacksonville hosted the Florida vs Georgia college football game at EverBank Stadium and there were 65,000 fans in attendance.

Emergency Preparedness Unit

The Emergency Preparedness Unit (EPU) provides logistical support for the agency at pre-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, 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 levels. Additionally, the EPU helps facilitate Active Assailant training for other agencies and businesses, which included a large-scale school shooting exercise with the Duval County School Board Police and JFRD.

The Emergency Preparedness Unit also operates the Tactical Medical Team, which is comprised of Full-time and Auxiliary Officers with advanced medical trauma training and certifications. The team includes a Tactical Medical Director, Tactical Medical Coordinator(s) and Tactical Medics. They provide support to law enforcement by facilitating the health and safety of personnel at the scene of high-risk operations as well as specialized unit training programs. Additionally, this team facilitates

and coordinates medical training for Officers, to include advanced medical training and Emergency Medical Technician training and certifications. The TMT manages the tracking and training of all agency members licensed as EMTs and paramedics. This year the Tactical Medical Team participated in 120 events/requests for medical and safety support for police officers, canines and horses.

Additionally, the EPU TMT was instrumental in the implementation, Officer training and tracking of the Narcan grant funded program.

During 2024, officers assigned to the EPU provided incident management assistance at 163 ***pre-planned*** and responded to 30 ***unplanned*** callouts. The pre-planned events include all the large City Holiday events as well as the Stadium events. The unplanned callouts included Hurricanes Debby, Helene, & Milton, for which the EPU filled critical IMT roles with the City to help successfully manage the events. The EPU also coordinated and filled multiple Statewide Mutual Aid requests for Officers and logistical resources 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 assisting local agencies in the panhandle. The majority of the unplanned callouts during 2024 involved supporting and establishing ICS structure for other units, such as the Missing Persons Unit during missing and endangered person searches. During these the EPU utilized the MEPSAR concept, a proprietary process it developed in conjunction with Missing Persons and JFRD. The success of MEPSAR has resulted in continued requests to share and teach this process to other agencies. The EPU strives to continuously improve and participated in numerous table-top and full-scale exercises, to include a simulated plane crash at the Jacksonville International Airport. During 2024, EPU Officers facilitated 23 training classes and attended 7 training classes with the goal of advancing the knowledge, skills and abilities of JSO and its regional partners.

Additionally, the EPU assists the Real Time Crime Center (RTCC) with the deployment and maintenance of the License Plate Reader (LPR) trailers. During 2024 EPU Officers were requested to deploy 60 LPR trailers.

Secondary Employment Unit

For 2024, a total of 311,115 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 2024 the total amount collected was \$1,741,727.02.

Honor Guard

The Honor Guard is a precisely trained group of 33 men and women from the Police, Corrections, and Police Auxiliary Units that provide appropriate tributes to fallen officers at funerals and other ceremonies. In 2024, the Honor Guard participated in 45 funerals, viewings, and memorial services along with 56 color guard presentations. Included in the 101 services performed were 7 services for other jurisdictions, 4 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 our 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 Bicycle Response Team, which consists of 60 officers and supervisors with specialty bike training for civil unrest response.

In 2024 officers from the JSO Mobile Field Force and Bicycle Response Team (BRT) assisted JFRD with FL Task Force 5 to hurricane disaster zones for Hurricane's Milton, Helene, and Debby.

Leadership within the Mobile Field Force has strengthened out partnerships with JFRD, USCG and other neighboring agencies to enhance all team's response capability during these disasters. During the search and rescue efforts Mobile Field Force and BRT 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 BRT managed numerous protests, often in collaboration with the MFF. The BRT has engaged in multiple meetings with other county BRTs across Florida to enhance their operations and participated in a joint training session in Orlando with several teams.

The JSO Mobile Field Force and BRT continue to train and prepare their personnel to respond to a variety of incidents. The teams responded to 28 callouts for protests, assemblies, missing persons and mutual aid requests.

DEPARTMENT OF INVESTIGATIONS AND HOMELAND SECURITY



2024
ANNUAL REPORT

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INVESTIGATIONS DIVISION

MAJOR CASE SECTION

HOMICIDE UNIT

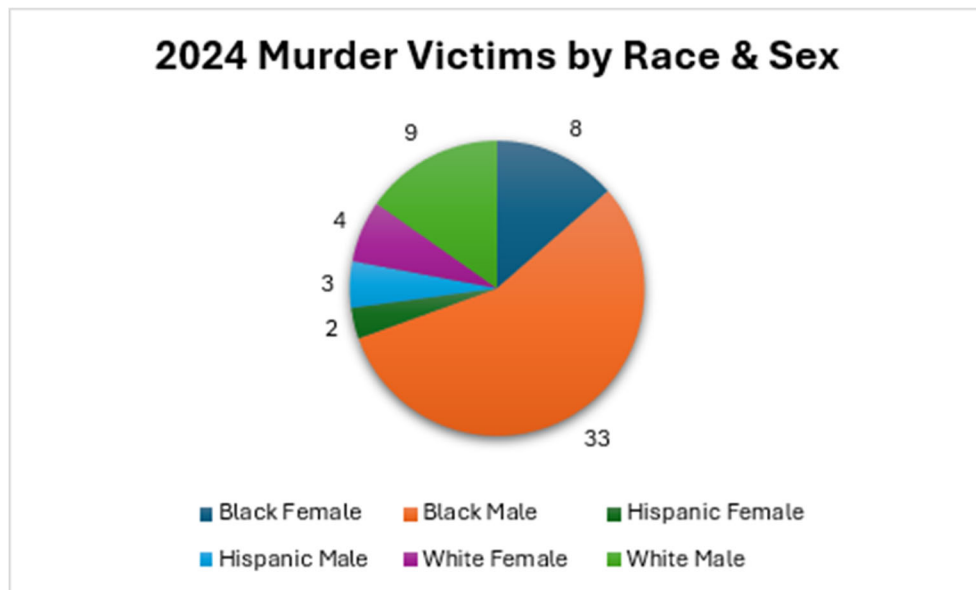
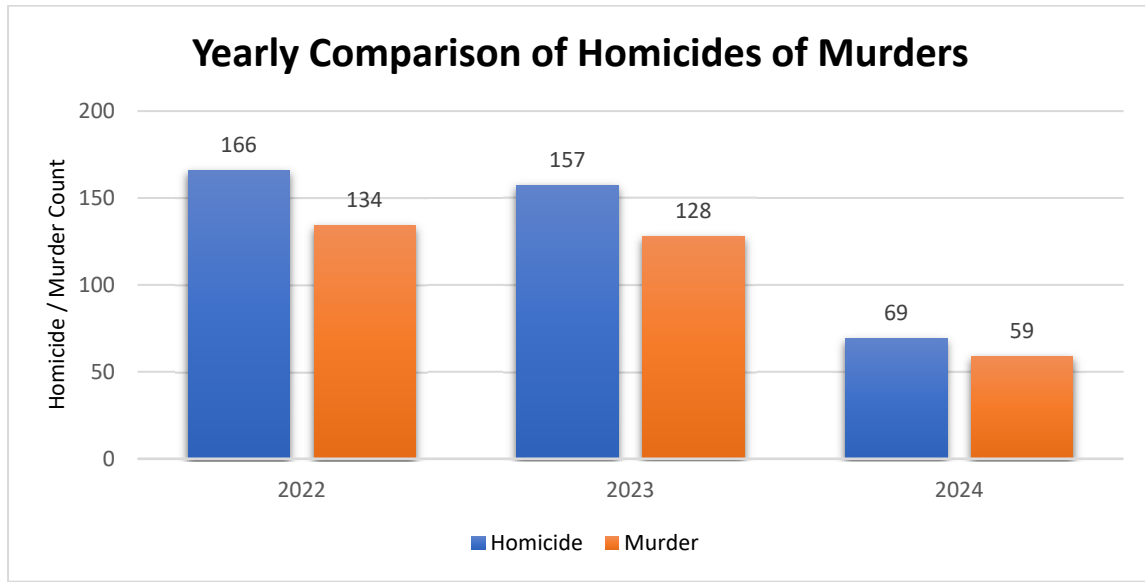
The Jacksonville Sheriff’s Office Homicide Unit is staffed by 1 lieutenant, 7 sergeants and 28 detectives and is tasked with investigating all unnatural deaths occurring in Duval County.

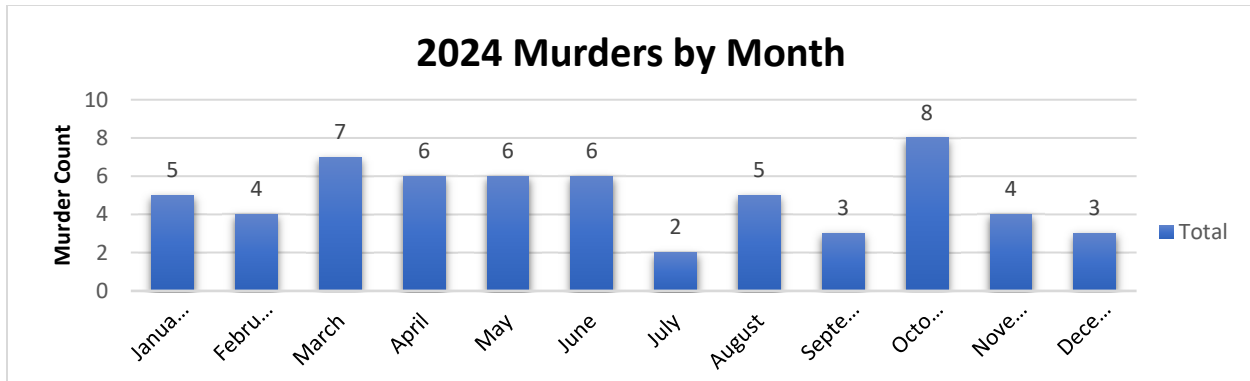
During the 2024 calendar year, there were 59 murders classified, compared to 128 murders in 2023, a 53.9% decrease. For 2024, the number of homicides decreased 56.05%, from 157 homicides in 2023 to 69 homicides in 2024. This is a reduction in the overall number of homicides and murders for the third consecutive year. At the time of this report, there are 8 incidents where the classifications are still pending. Because of this, these numbers are not being included in the total homicide count. It should be noted, in 2022 delayed deaths began being accounted for in the calendar year they occurred. This resulted in 16 homicides being added to 2023 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%. JSO no longer reports UCR clearance rates to the State of Florida, instead reporting is based on NIBRS/FIBRS (National Incident Based Reporting System/Florida Incident Based Reporting System). 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 prior to 2023, the clearance rate for 2024 will rise as arrests are made for murders which originally occurred in 2024.

Per our NIBRS/FIBRS submissions, The Jacksonville Sheriff's Office Homicide Unit murder clearance rate on December 31, 2024 was 57.63%. At the time of this report, February 10, 2025, the Jacksonville Sheriff's Office Homicide Unit murder clearance rate for 2024 is 61%.

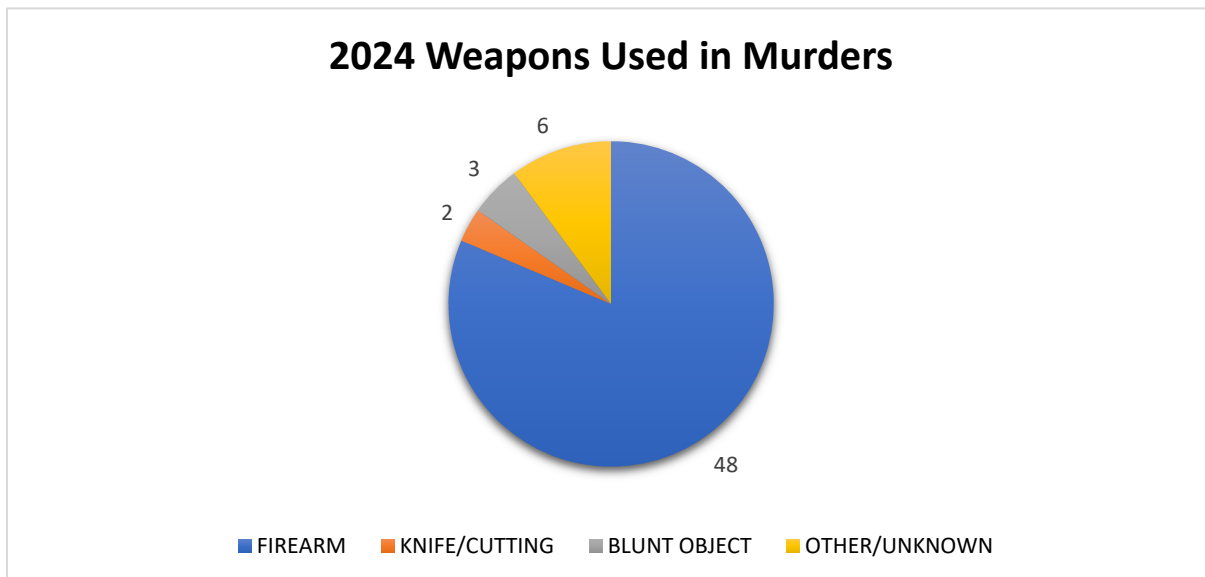
Three-year comparison of homicides and murders:





ROBBERY & VIOLENT CRIMES UNIT

In March 2023, the Jacksonville Sheriff's Office Robbery Unit and Violent Crimes Unit merged to form the Robbery & Violent Crimes Unit (RVCU), with 2024 being RVCU's first full year of existence. In July 2024, a fifth squad with one (1) sergeant and six (6) detectives was added through the COPS Grant program, specifically designated to devote more investigative resources to combat

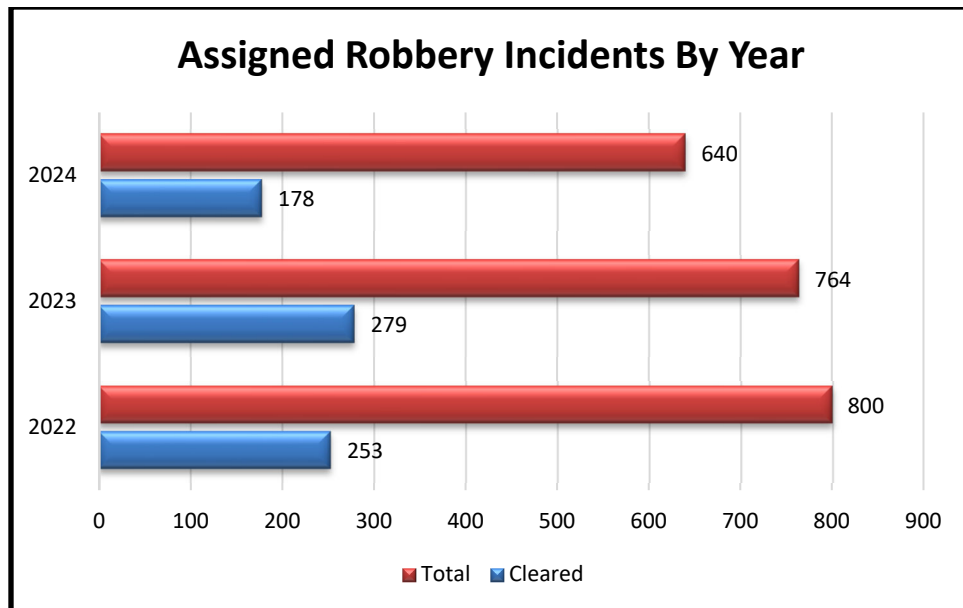


violent crime. RVCU is currently staffed with one (1) lieutenant, five (5) sergeants, thirty (30) detectives, and one (1) civilian.

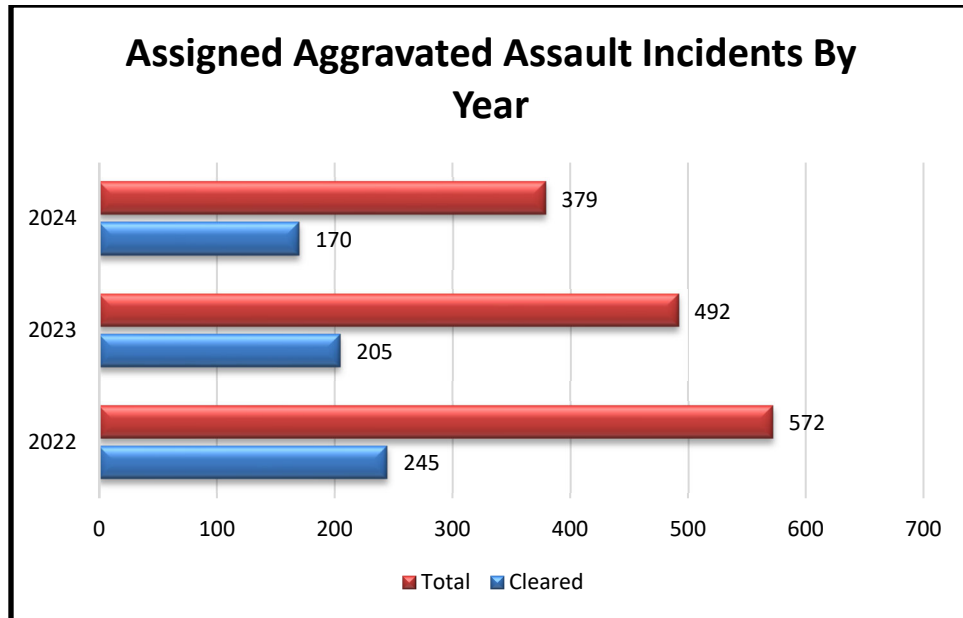
RVCU has primary investigative responsibility for all manner of robberies reported to the Jacksonville Sheriff's Office including, robberies to individuals, home invasion robbery, carjacking, business robbery, and robberies of financial institutions, as well as non-fatal firearms discharge-related incidents 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 2024, RVCU investigated 1,019 cases, which represents a 20.83% decrease from the 1,256 cases investigated by RVCU during 2023. The overall clearance rate for 2024 was **34.15%**. At the end of 2023, the overall clearance rate was 33.14%, and currently, the overall clearance rate for 2023 is 38.53%. It should be noted, under the FIBRS reporting system, clearance rates are maintained in the year of the original incident and continue to rise after the calendar year ends as those cases continue to be investigated. Below is the statistical breakdown of 2024 robbery and aggravated assault incidents.

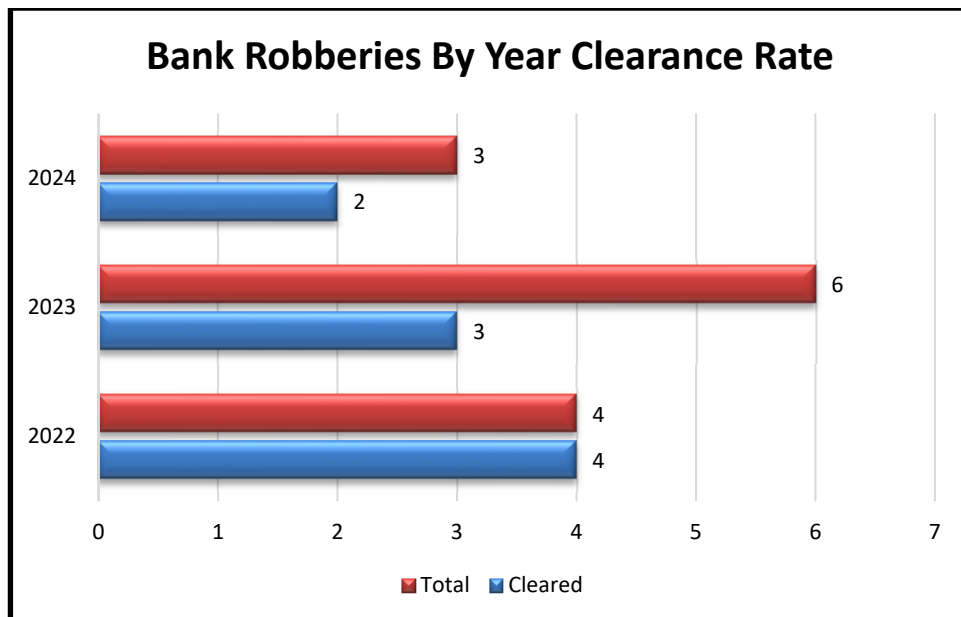
In 2024, RVCU investigated 640 cases involving robbery, which represents a 17.66% decrease from the 764 cases investigated by the unit during the 2023 calendar year. The RVCU robbery clearance rate for these incidents was **27.81%**. At the end of 2023, the clearance rate was 31.31%, which represents a -3.50 difference between 2023 and 2024. Currently, the clearance rate for 2023 is 36.51%.



In 2024, RVCU investigated 379 cases of aggravated assault, which represents a 25.94% decrease from the 492 cases investigated by the unit during the 2023 calendar year. The RVCU aggravated assault clearance rate for these incidents was **44.85%**. At the end of 2023, the clearance rate was 36.07%, which represents an 8.78% difference between 2023 and 2024. Currently, the clearance rate for 2023 is 41.66%.



There were 3 robberies to financial institutions in 2024. 2 of those incidents were cleared by arrest. This is a decrease from the 6 robberies in 2023.



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	423	62.76%
Sodomy	37	5.49%
Sexual Assault w/ an Object	8	1.19%
Fondling	206	30.56%
Total	674	100.00%

Florida Statutes in the FIBRS Data

Isolating Florida State Statutes for sexual battery/rape from the FIBRS reporting data, there were 526 incidents involving 654 offenses as defined by Florida's Rape Statute. 17.11% of these cases had an offense cleared via arrest or exceptional clearance. From 2023, there were 516 similarly defined incidents involving 684 offenses with 27.91% of cases with an offense cleared via arrest or exceptional clearance. Similarly, there were 152 incidents involving 229 offenses as defined by Florida's Statute for lewd/lascivious acts. Of these incidents, 36.18% had an offense cleared with an arrest or exceptional clearance. In comparison to 2023, there were 202 incidents involving 412 offenses with a 47.03% similarly defined clearance rate.

Arrests

19.81% of incidents with forcible sex offense yielded an arrest or were exceptionally cleared. These arrests consist of 30 incidents involving a juvenile suspect and 4 incidents involving groups or multiple perpetrators. In comparison to 2023, 30.67% of incidents involved an arrest or were exceptionally cleared. Also from 2023, there were 41 incidents with a juvenile suspect and 9 incidents with multiple

suspects. It should be noted that as detectives continue investigating cases from 2024, the percentage of case cleared by arrest or by exception will continue to increase.

Total Number of Incidents w/ Forcible Sex Offense	651
Incidents w/ an Arrest	115
Incidents w/ an Exceptional Clearance	26
Information Report Closed	0
Remaining Cases Suspended or Not Cleared	510
Incidents w/ a Known Suspect Without a Clearance	372
Incidents with no Known Suspect Without a Clearance	138

Child Abuse and Elderly Abuse

During 2024, Special Assault Unit personnel were assigned to investigate 51 reported cases involving child abuse/neglect or elder abuse/neglect. This is a decrease of 9.80% in comparison from 2023's 56 cases. Of the 2024 cases, 24 (47.06%) yielded an arrest or were exceptionally cleared. The cases from 2023 yielded 29 incidents (51.79%) cleared by arrest or exceptional clearance.

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 SAU 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:
 - 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 2024, there were a total of 9,902 reported incidents involving some form of domestic violence, as compared to 9484 reports in 2023. Of these reports, there were 6,964 intimate partner domestic violence reports and 2,238 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 2024 by InVEST personnel, 646 potential clients were identified as “high risk” victims in potentially lethal relationships and those victims were offered enhanced services, as compared to 788 in 2023. Of this number, 100 victims accepted the services of the InVEST program and became clients. 150 victims accepted services in 2023. Over the history of the program, none of the InVEST clients have been killed as a result of intimate partner domestic violence.

SAU Grant Summaries

During 2024, the Special Assault Unit saw the conclusion of several grants at the end of the fiscal year. Only one grant (SAKI) is continuing through the fiscal year of 2025.

Sexual Assault Kit Initiative (SAKI):

The SAKI grant for 2024 consisted of one detective which conducted follow-up on previously unsubmitted sexual assault kits. Additionally, the SAKI grant afforded the option to conduct testing of secondary evidence through a private lab and the utilization of genetic genealogy to work cases with an unknown suspect profile. A total of 2013 sexual assault kits were submitted as part of the SAKI grant since its inception in 2014; this number includes cases designated as pre-SAKI (submitted for

processing prior to federal funding), SAKI, and DANY (District Attorney of New York grant). Of the cases submitted as of the end of the grant reporting period in September 2024, 914 CODIS entries were produced, 537 CODIS matches, 62 cases cleared by arrest and 54 cases were exceptionally cleared. The SAKI grant currently has 1 permanently assigned detective; and will continue through the fiscal year of 2025.

Lawfully Owed DNA:

The Lawfully Owed DNA grant consisted of two detectives tasked with collecting owed DNA from offenders whose DNA was not previously obtained at the time of booking when required by law (FSS 943.325). The Lawfully Owed DNA detectives conducted research on subject location and contacted numerous offenders for consensual collection of their DNA. At the completion of the lawfully owed grant (June 2024), a total of 550 DNA swabs were collected. There were 26 refusals to provide DNA swabs, and 9 swabs were collected via court order. Of the total number of DNA swabs obtained and submitted into CODIS (Combined DNA Index System), 5 DNA “hits” were identified.

Additionally, previously unsubmitted subject DNA swabs at the JSO Property and Evidence Facility were submitted to DNA Labs International for processing and CODIS entry. These swabs were classified into two categories:

- Sexually motivated offenses; and
- Violent/non-sexually motivated offenses.

A total of 84 swabs were submitted for sexually motivated offenses, and 21 swabs submitted for violent/non-sexually motivated offenses.

All the DNA swabs that were entered into CODIS are now available as an investigative tool for any potential matches to future reported crimes. At the conclusion of the grant, both detectives were reassigned within the Special Assault Unit to a normal case assignment/on call rotation.

Secondary Evidence:

The Secondary Evidence grant consisted of one detective and a civilian site coordinator. The detective submitted previously untested evidence from unsolved sexual battery investigations for DNA processing. The civilian site coordinator worked in conjunction with the secondary evidence detective to document submissions for program monitoring as well as digitizing paper case files from special assault cases. As part of this grant, 1480 cases were reviewed. Of those cases, 46 were selected with 85 pieces of evidence submitted. As of the completion of this grant in September 2024, 17 CODIS entries were produced with 6 CODIS matches to offenders.

At the conclusion of the grant, the detective was reassigned within the Special Assault Unit to a normal case assignment/on call rotation.

It should be noted that although the Lawfully Owed DNA and Secondary Evidence grants have concluded, any cases with future investigative leads generated from previously submitted evidence will still be followed up by the two current Special Assault Unit cold-case detectives.

VICTIM AND WITNESS SERVICES UNIT

The Jacksonville Sheriff's Office Victim and Witness Services Unit (VWSU) is designed to provide compassionate, supportive, trauma-informed services to individuals who have experienced criminal victimization by ensuring the availability of consistent and comprehensive information to victims of the crime, witnesses, and survivors. The program's model approach focusses on addressing all critical needs of victims of crime such as safety, support, providing concise and useful information, encouraging victims to participate in justice system processes, advocating for the victims, and providing referrals and support necessary to heal. The Victim Advocates assist with completion of the Florida Victim Compensation Application and act as a liaison with the Office of the Attorney General to provide the law enforcement investigative information necessary to process Victim Compensation Claims.

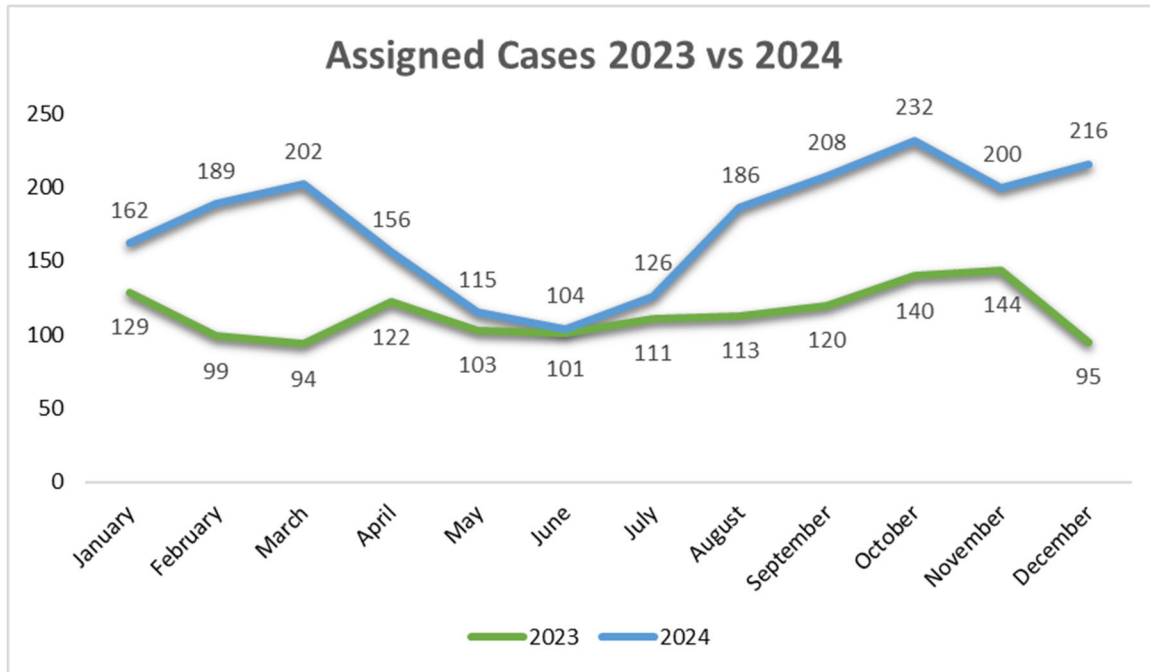
The Victim and Witness Services Unit is staffed with Program Manager, Senior Victim Advocate, and three Victim Advocates. Two of the Victim Advocate positions are funded by VOCA grant. In 2024, the VOCA grant that previously funded three Victim Advocate positions was decreased by

54% leading to elimination of one part-time position. Currently, the program has one Spanish, one Creole and one Czech speaking Victim Advocate. For other languages the Victim Advocates are utilizing Language Line.

All members of VWSU are certified through the Office of the Attorney General to register victims of domestic violence, sexual assault, stalking, human trafficking, or child abduction into the Address Confidentiality Program (ACP).

The VWSU provided 35 three-day bus passes to victims who lacked the ability to get to the community-based referral sites. On November 13, 2024, the unit was externally audited by VOCA with no findings and two recommendations. While a full report hasn't been published, the audit was conducted in half of the allotted time which speaks to the success of the visit.

In 2024 the VWSU was assigned 2,096 cases, which represents 34.45% increase of cases from 1,374 cases assigned in 2023.



Victim & Witness Services Annual Report 2024													
Victim Advocate	Homicide	Traffic Homicide	Agg Batt.	DV	Sex Batt	Robbery	Burglary	Arson	Battery	Undetermined Death	Other Crimes	Total Cases	Total Victims
January	10	0	45	61	7	3	16	0	16	1	3	162	181
February	4	3	46	74	8	2	19	0	23	4	6	189	189
March	6	4	46	75	6	5	14	1	32	5	8	202	203
April	8	0	29	76	7	3	10	0	15	0	8	156	159
May	5	0	29	42	4	5	5	0	13	1	11	115	116
June	6	0	28	24	1	1	5	0	35	0	4	104	104
July	3	1	30	46	2	5	3	0	29	3	4	126	134
August	5	2	33	97	8	5	5	0	28	1	2	186	191
September	4	2	40	99	4	5	6	0	39	2	7	208	209
October	8	1	26	155	9	4	4	0	18	2	5	232	237
November	4	1	24	140	2	2	4	0	19	1	3	200	204
December	3	2	26	145	8	5	6	0	15	3	3	216	220
Total YTD	66	16	402	1034	66	45	97	1	282	23	64	2096	2147

Additionally, 2,147 victims of crime were provided with services such as personal advocacy, emotional support, safety services, referrals to other Victim Services programs (50.88% increase from 2023).

The data below captures the information collected for each category:

Direct Services, In Person, and Outreach	3,714
Home Visits	93
Victim Compensation Claims Assistance	136
Bilingual Services	226
Training/ Presentations	96
Referral to Other Victim Service Programs	1257
Referral to Other Services, Supports, and Resources	1362
Victim/Witness Rights Brochures Distributed	40,150

Referrals provided by JSO Victim Advocates to our closest community partners:

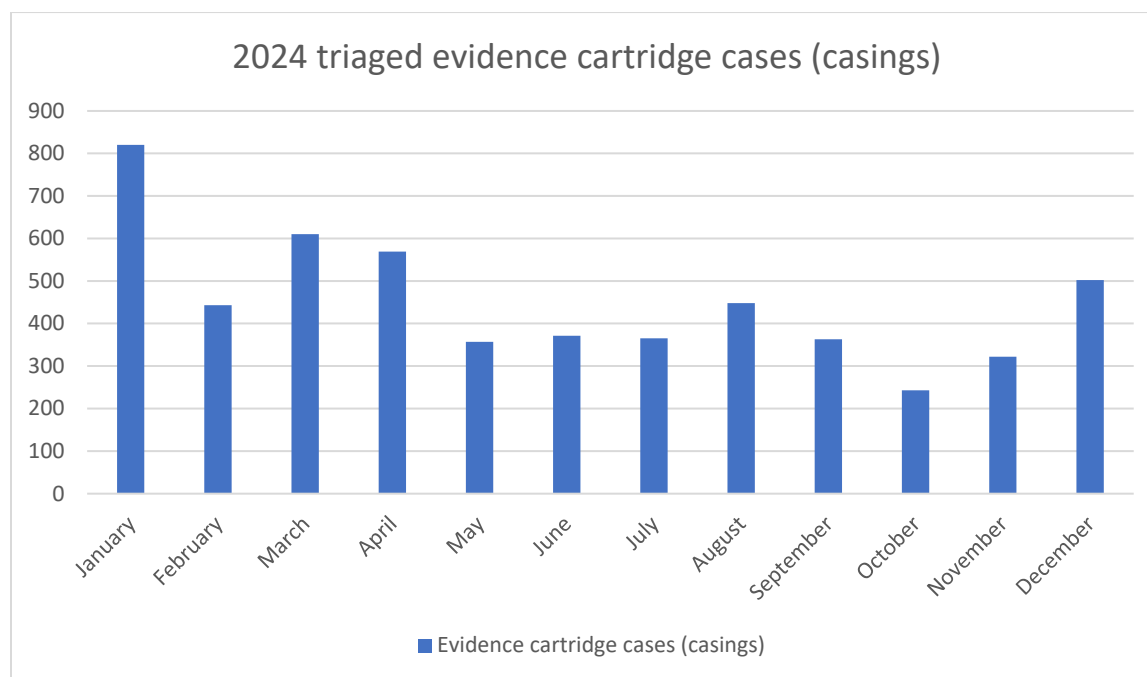
Referrals Report	2023	2024
Northwest Behavioral Health	227	158
Center of Independent Living	29	103
Angels for Allison	22	39
InVEST	80	121
Justice Coalition	N/A	59

SPECIALIZED INVESTIGATIONS SECTION

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 2024, there were a total of 2715 firearm test fires by the Lab, which is a decrease of 302 compared to 2023. There was a total of 5413 evidence cartridge cases (casings) triaged by the Lab with a monthly average of 451.



COLD CASE UNIT

The Cold Case Unit is staffed by one sergeant, seven 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 or life-threatening conditions, and potential child abductions as a part of the region's Child Abduction Response Team (CART). In April of 2024, kidnapping and abduction incidents were added to the Cold Case Unit's investigative responsibilities.

In 2024, Cold Case Unit detectives initiated the review of 50 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 26 officer related callouts, which included fourteen (14) in custody investigations, nine (9) officer-involved shoots and hits, one (1) officer-involved shoot and miss incident, one (1) accidental discharge that resulted in an injury to an individual, and one (1) incident with an officer sustaining a gunshot wound without returning fire. Additionally, the Cold Case Unit responded to five (5) incidents that met the criteria for CART response for assistance, eight (8) incidents related to an alleged kidnapping/abduction, and five (5) miscellaneous investigations that were investigated by members of the Cold Case Unit.

Comparing 2024 statistics against 2023 numbers revealed detective-initiated reviews of unsolved cases increased by 72% (29 in 2023) and response to officer related callouts decreased by 38% (42 in 2023). In custody investigations decreased by 18% (17 in 2023), Officer involved shooting (hits) investigations decreased by 31% (13 in 2022), Officer involved "shoot and miss" investigations increased to one (0 in 2023). Regarding CART related responses, incidents meeting criteria decreased by 50% (10 in 2023).

Also of note in 2024, detectives with the Cold Case Unit concluded a years long follow-up investigation of a 1996 murder which led to the identification and arrest of the suspect. In August of 1996, Valerie Ames was found murdered inside of an apartment on Kings Street in the Riverside area of Jacksonville. A lengthy investigation was conducted by the JSO Homicide Unit at the time of the murder, but that investigation failed to identify a suspect. In 2018, the family of Valerie Ames contacted the Cold Case Unit and asked that Ames' case be reviewed. The case was reviewed, and it was found that advances in technology could potentially assist in identifying the suspect in this then 22-year-old homicide case. Detectives began submitting evidence to be re-examined and began to re-interview the initial witnesses in the 1996 murder investigation. After an extensive investigation using up-to-date law enforcement techniques and databases, and the scientific advances in the area of DNA processing, Jerry Philips was identified as the suspect in this homicide investigation. The evidence was presented to the State Attorney's Office, 4th Judicial Circuit, which culminated with an arrest warrant for Philips issued on March 26, 2024, for the charges of 2nd Degree Murder and Sexual Battery. Philips was arrested on that warrant the following day, March 27, 2024, and he is currently awaiting

trial on those listed charges. Through the dedication and determination of the detectives involved in this investigation, the JSO Cold Case Unit was able to bring closure for the Ames' family in this nearly three-decades old homicide case.

2024 Cold Case Unit Operations

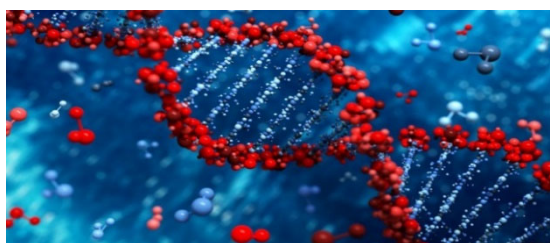
Throughout this reporting period, the Cold Case Unit has continued its community partnership with the non-profit organization, Project: Cold Case®. This partnership highlights a working relationship with the survivors of families that have been affected by unsolved cases. This nationwide organization 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 2024, 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.

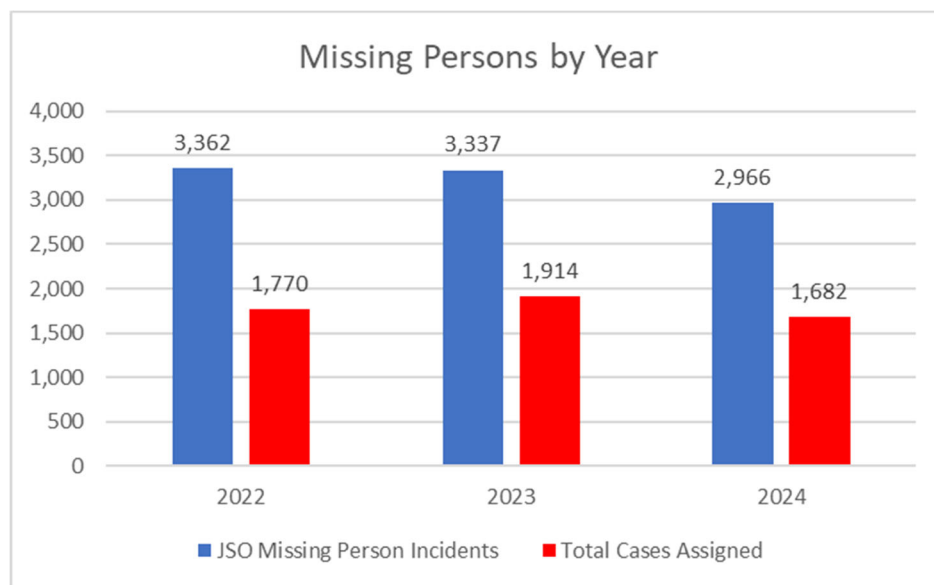


The Cold Case Unit continues its work in the area of DNA Genealogy testing. Highlighting the partnerships with outside entities, our Cold Case Unit has working relationships with the Florida Department of Law Enforcement, DNA Labs International, Parabon Snapshot Advanced DNA Analysis, Bode Technology,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

MISSING PERSONS UNIT

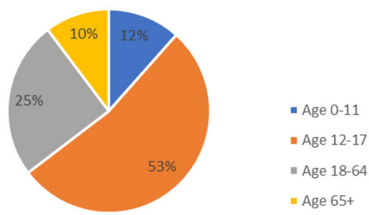
The Missing Persons Unit is under the command of the Special Investigations Unit Commander. The Missing Persons Unit is currently staffed with one sergeant, eight detectives, and one mental health coordinator (LTSO).

During 2024, the Jacksonville Sheriff's Office investigated 2,966 missing person incidents, a decrease of -14% in total incidents reported as compared to 2023. Of that total, 1,684 cases were assigned to the detectives of the Missing Persons Unit for follow-up investigation, a decrease of -14% as compared to 2023.

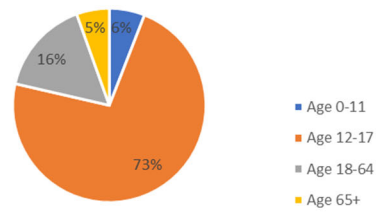


The largest group of persons reported missing was females in the category of 12-17 years of age. The second largest number was males in the same age category. This age group accounted for 64% of all missing persons, remaining the same from 2023.

**Ages of Missing Males
2024**

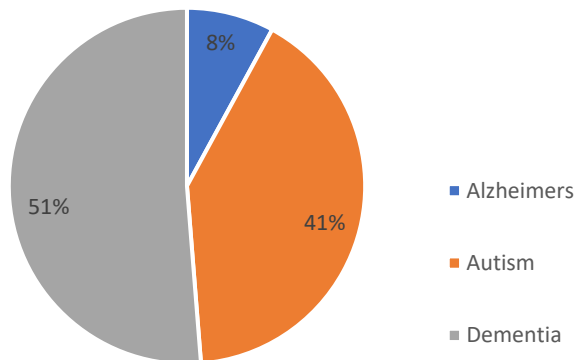


**Ages of Missing Females
2024**



Of those reported missing in 2024, 2,000 were runaways. Among the missing persons with cognitive disabilities, 113 had autism, 142 had dementia, and 22 had Alzheimer's disease.

**Missing Persons with Alzheimer's,
Autism, or Dementia
2024**

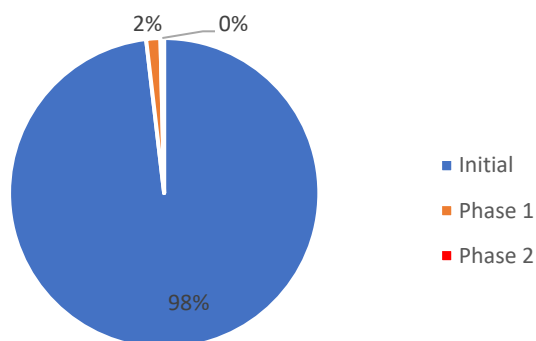


Missing Endangered Persons Search and Rescue (MEPSAR) is a collaboration between JSO and the Jacksonville Fire Rescue Department (JFRD) to search for missing persons that meet certain requirements (tender age-11 and under, Alzheimer's, dementia, autism, or other critical conditions). MEPSAR consists of four phases:

1. Initial search;
2. Immediate search;
3. Phase 1 search; and
4. Phase 2 search.

A total of 2,313 initial and immediate searches, 35 Phase 1 searches, and 9 Phase 2 searches were conducted. In four (4) of the nine (9) MEPSAR Phase 2 searches, the victim had been previously diagnosed with dementia. The age range of those with Alzheimer’s disease and dementia was between 46 and 99 with the average being 75 years of age. The age range of those with autism was between 2 and 46 with the average being 14 years of age.”

Missing Persons Search by Phase 2024



The Missing Persons Unit also conducted mental health evaluations on all cognitive disability individuals that are prone to wander. In 2024, detectives and the mental health coordinator evaluated 195 individuals for additional resources provided by the Jacksonville Sheriff’s Office. The MPU provides resources through REVAMP (Registry for Endangered, Vulnerable, and Missing Persons), Bring the Lost Home Scent Preservation Kit program, CareTrak Program and more.

In 2024, The MPU registered 213 individuals that were eligible for the REVAMP registry. This registry is designed to collect data on all individuals with cognitive disabilities and the information is housed with the City EPD for HIPPA and CJIS compliance. This information is available to responding officers and investigators if the individual goes missing and provides valuable information quicker to the responding officers.

The Jacksonville Sheriff’s Office was awarded through the Bring the Lost Home State of Florida appropriation bill over one thousand scent preservation kits to be given out to the most vulnerable with cognitive issues and are prone to wander. The MPU issued over 150 kits in 2024. These kits provide an uncontaminated scent of the victim before they go missing and then aids our Missing Person trained K9’s this scent to track. Out of these 150 kits, our K9’s had over 15 finds in 2024.

The Jacksonville Sheriff's Office was awarded a federal grant through the Kevin & Avonte program that provided money to purchase electronic trackers and the receiving equipment, along with the equipment to maintain the trackers. In 2024, 50 trackers were purchased, and 25 receivers were purchased. The receivers have been strategically assigned throughout the city and officers/detectives have been trained in the use of the receivers. The tracking equipment is assigned to the most vulnerable individuals with cognitive disabilities and have documented wandering events. Trackers have been issued throughout 2024, and at the end of 2024, there was 44 trackers issued to our most vulnerable citizens. In 2024, we responded to 17 missing person calls with these assigned trackers, and all 17 were located within 90 minutes of responding.

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 22 Detectives. The Lieutenant of CPR and the Lieutenant of CGIC coordinate efforts and conduct approximately twelve 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 firearm related incidents.

They are constantly deployed in the areas of each patrol district that have the most violent calls and most calls for service that render information which is shared with the proper investigative units. This information pipeline has assisted with the identification and apprehension of suspects that are produced from the investigative division. CPRU also identifies and tracks persons of interest / addresses of interest that are connected to criminal activity in these areas. The CPRU is routinely sent requests from the detective division to locate and arrest people connected to active investigations. CPR Detectives are assigned to locate and serve violent felony arrest warrants that are submitted from other agencies, State and Federal agencies.

2024 Deployment Results

	Totals		Totals
Felony Arrests	1,230	Crack Cocaine	189.68
Misdemeanor Arrests	555	Powder Cocaine	454.4
Stolen Vehicles Recovered	86	Ecstasy	410.95
Vehicles Forfeited	71	Heroin	137
Firearms Recovered	313	Marijuana	31,153.52
Arrest Warrants Served	574	Methamphetamine	1,798.78
Gang Members Contacted	154	Other: Drugs not listed	61,23.55
Gang Members Arrested	63	NTA- (Notice to Appear)	23
		U.S. Currency Seized	\$67,760

* All drug weights are listed in grams

GANG UNIT

The Gang Unit is staffed with one Lieutenant, two Sergeants, and twelve Detectives. This unit is tasked with identifying, tracking, and documenting unnamed criminal groups, entertainment groups and gang members. The Gang Unit is currently tracking 32 criminal street gangs that meet Florida State Statute 874. These gangs consist of approximately 584 documented members. The Gang Unit conducts criminal investigations as well as provides support and intelligence to other investigative units and Patrol. The JSO Gang Unit also participated in 168 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 women, and give them an alternative to violence and gang/group culture.

CRIME GUN INTELLIGENCE CENTER

The Jacksonville Sheriff's Office Crime Gun Intelligence Center (CGIC) is made up of two sergeants and twelve 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 2024, the Firearms Lab had 2715 test fires, 1451 cartridge case entries, and 1175 hits which resulted in a total number of 609 leads researched and disseminated by the CGIC. The CGIC was assigned 61 leads, the Robbery Violent Crime Unit was assigned 169 leads, and the Homicide Unit was assigned 57 leads.

In 2024, CGIC detectives responded to 118 callouts and conducted 275 interviews. Detectives obtained 48 arrest warrants and made 31 arrests. They also obtained 81 search warrants and conducted 129 undercover operations.

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

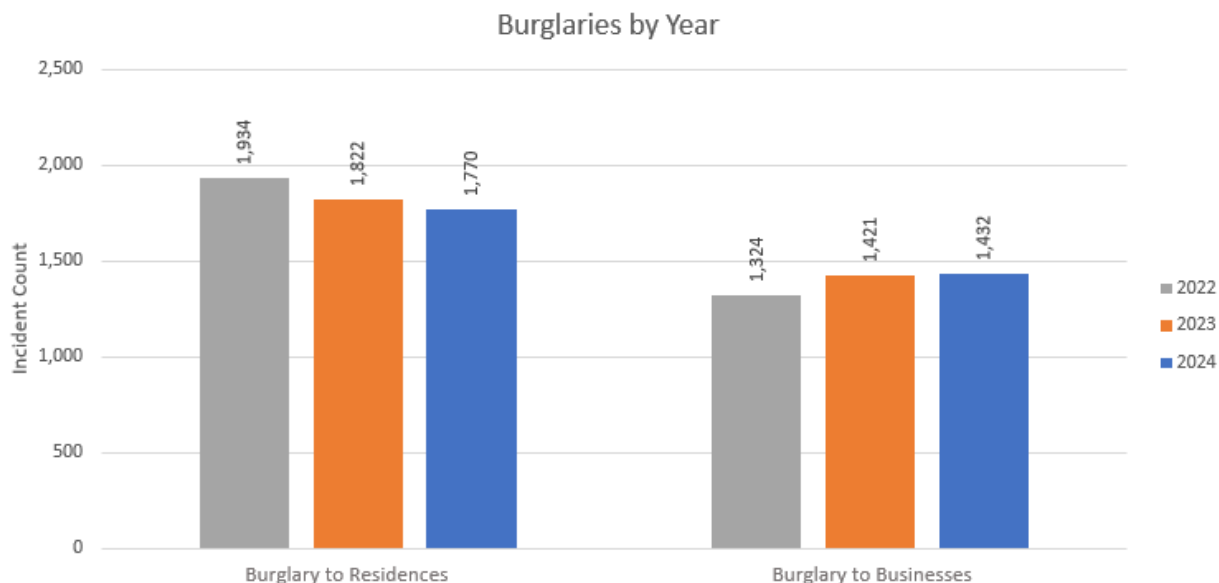
program. A Custom Notification is a personal visit to the home of a group or gang member who has been identified because of his/her previous involvement in group/ gang activity or he/she has recently been a victim of violent crime. The purpose of these visits is to offer resources available through community partnerships to assist the at-risk youth in removing themselves from the group/gang lifestyle before they become involved in a violent incident. In 2024, 125 custom notifications were conducted. In 2024, 60 community events were attended by the Support Manager and his staff.

SPECIALIZED PROPERTY CRIME UNIT AND INVESTIGATIVE SUPPORT SECTION

In October 2024, the Burglary Unit underwent administrative reorganization, whereby investigative responsibility and staffing partially transitioned to the Department of Patrol & Enforcement. The section which handled general burglaries, major thefts, and cases of dealing in stolen property, transferred to the role of the District Investigative Officer (DIO). Burglaries to new homes under construction, large-scale organized retail crime, State Attorney's Office (SAO) initiated investigations, high-dollar metal thefts, and the regulation of secondhand dealers, recyclers, and pawnshops, became the responsibility of the newly created Specialized Property Crime Unit (SPCU).

SPCU is staffed with one (1) lieutenant, three (3) sergeants, seven (7) SPCU detectives, ten (10) SAO investigators, one (1) civilian Clerical Assistant (CA), and one (1) Logistical & Technical Support Officer (LTSO). SPCU is composed of the Home Under Construction (HUC) Team, the Organized Retail Crime (ORC) Team, SAO Investigators, and the Secondhand dealer, Crushers, Recyclers, and Pawnshop (SCRAP) Team. There were 3,202 reported burglaries in 2024, which is a 1.23% decrease from 2023. The burglary clearance rate for 2024 is 14.24%. Prior to reorganization, the clearance rate for the Burglary Unit was 15%. The National Incident-Based Reporting System (NIBRS) national

average clearance rate for burglary in 2023 was 14.6%.



Homes Under Construction (HUC) Team

The HUC Team is composed of two (2) detectives who are tasked with conducting burglary investigations that occur at new home construction sites. In addition, the HUC Team maintains a partnership with the Northeast Florida Builders Association (NEFBA) where stakeholders within the home building community participate in training on crime prevention and reduction strategies. Furthermore, the HUC Team attends monthly association meetings where they proactively address concerns and exchange information on crime patterns and trends. In 2024, the HUC Team conducted 227 investigations, which included a joint operation with the Florida Department of Business & Professional Regulation (DBPR) where seven (7) individuals were identified and charged with unlicensed contracting.

State Attorney's Office (SAO) Investigators

Ten (10) detectives compose the team assigned to the State Attorney's Office (SAO), who conduct investigations into felony and misdemeanor criminal complaints originating from the SAO. Additionally, the detectives assist prosecutors with trial preparation, such as requests to locate victims and witnesses, interviews, and service of subpoenas. Furthermore, the detectives collaborate and liaison with units within the Jacksonville Sheriff's Office, and agencies from other jurisdictions, to ensure the successful prosecution of criminal offenses.

Organized Retail Crime (ORC) Team

The ORC Team is staffed with two (2) detectives, whose investigative purview include large-scale retail thefts involving a criminal network. In 2024, the ORC Team combined with FDLE's Special Case Response & Management (SCRAM) Team, to successfully identify, dismantle, and prosecute multi-jurisdictional organizations. One such investigation resulted in the identification and arrest of four (4) suspects targeting smart devices from retailers, resulting in combined loss of \$127,000. Working with other law enforcement jurisdictions, various retailers, and statewide prosecutors, the suspects were charged with racketeering and other related crimes.

Secondhand dealer, Crushers, Recyclers, & Pawnshop (SCRAP) Team

After administrative reorganization, the SCRAP Task Force and the Property Recovery Unit (PRU) consolidated to form the SCRAP Team. The SCRAP Team is staffed with (3) detectives, and is responsible for regulating, inspecting, and seizing evidence from secondhand dealers, precious metal dealers, crushers, recyclers, gun shops, auction businesses, and pawnshops, in accordance with Florida State Statutes 538 and 539. Additionally, the SCRAP Team investigates high-dollar metal theft, burglaries, or trends.

In October 2024, the SCRAP Team investigated a series of thefts of AT&T fiber optic cable, from utility poles. Once such theft caused a network outage on the westside of Jacksonville. Using surveillance footage from a nearby business, analytics from the Real Time Crime Center (RTCC), and information from a crime tip, the SCRAP Team was able to identify and locate a suspect. After executing a residential search warrant, multiple suspects were taken into custody, evidence linking the suspects to the thefts was seized, and a criminal network was dismantled.

	2024	2023	2022
Total Property Seizures	244	579	656
Property Seizures for Outside Agencies	79	58	75

Registered Secondary Metal Recyclers	12	15	19
Number of Pawn Shop & Recyclers Inspected	35	177	203
Number of Recyclers Using JSO Website	10	14	12
Number of Recyclers Using Vendor Software	10	14	12

VIOLATIONS	2024	2023	2022
Number of Verbal Warnings Issued	4	7	11
Number of Notices to Appear (NTA) Issued	0	0	0
Number of Arrests / Arrest Cases Made	26	43	24
Trailers Seized / Recovered Stolen	0	1	3

ECONOMIC CRIMES UNIT

The Economic Crimes Unit (ECU) is staffed with one (1) lieutenant, one (1) sergeant, six (6) detectives, and one (1) civilian Clerical Assistant (CA). Of the six (6) detectives, two (2) are specially assigned as Task Force Officers (TFO) for the Secret Service and Homeland Security Investigations. 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.

In 2024, the ECU was assigned a total of 398 cases to be investigated. Of the those cases, 208 (52%) were assigned to ECU detectives, three (3) cases were unfounded, and the remaining were investigated by patrol officers or forwarded to other law enforcement agencies. Of the 208 cases assigned, 106 were Information Reports and 102 were General Offense Reports. Ninety-six (96) of the assigned Information Reports have been closed (91%). Twenty-two (22) of the assigned General Offense Reports have been either cleared by arrest (18) or exceptionally cleared (4), with a clearance rate of 22%.

	2024	2023	2022
Cases Routed to ECU	398	392	457
Cases Assigned to ECU Detectives	208	208	223
Clearance Rate of Assigned Cases	22%	41%	17%
Elderly Financial Abuse Cases	75	64	73
First Coast Crime Stopper Tip Cases	45	52	45
Investigations Handled by Other Agencies	591	129	131
*Note, clearance rates for previous years include assigned cases that may have been cleared by arrest or exceptionally cleared in subsequent years.			

REAL TIME CRIME CENTER

The Real Time Crime Center (RTCC) is staffed with one (1) lieutenant, two (2) sergeants, two (2) sworn officers, nine (9) civilian RTCC analysts, and one (1) civilian Information Technology (IT) analyst. The mission of the RTCC is to provide real time support and situational awareness to patrol and investigations, improve policing efficiency and effectiveness through technology, and to gather, evaluate, analyze, and disseminate criminal intelligence of priority incidents. The two (2) sworn officers coordinate the Connect Duval initiative, seeking registration and integration of private residential and business surveillance systems to expand analytical capabilities for criminal investigations. Currently, there are 4,095 cameras registered (surveillance available upon request from a business or citizen), and 4,077 cameras integrated (surveillance accessible by the RTCC for immediately analysis). In addition to these resources, fifty-eight (58) License Plate Readers (LPR) are deployed throughout the city, with one-hundred and sixty-five (165) real-time cameras deployed at eighty (80) locations within the city.

In 2024, the RTCC processed 3,677 Patrol & Investigations requests, which included camera feed uploads, Brief Cam video content analytics, LPR and Shot Spotter alerts, subject/suspect contact

summaries, situational awareness event monitoring, and Connect Duval Registrant inquiries. Additionally, the RTCC received 407 requests for camera feed analysis and commercial LPR data inquiries, as well as 45 requests for mobile LPR trailer or LPR Flex (portable) Camera deployments.

CRIME ANALYSIS UNIT

The Crime Analysis Unit (CAU) is a civilian-led team that provides analytical support to the Jacksonville Sheriff's Office. The unit is managed by an Administrator, an Assistant Administrator, and three supervisors who oversee the work of seventeen analysts. The Assistant Administrator also supervises the Unit's Geographical Information System (GIS) team, consisting of a GIS Developer and GIS Coordinator.

The analysts are assigned to support the Patrol Districts, as well as divisions in Investigations and Homeland Security. Their tasks include producing statistical reports, identifying patterns, trends, and series, and uncovering actionable leads to aid in case resolution. In 2024, their outstanding contributions were recognized during six monthly Meritorious Awards Ceremonies where the analysts received Civilian Employee of the Month. One analyst was also awarded 2024 Civilian Employee of the Year.

The GIS team plays a key role in developing and improving the tools the agency uses to visualize criminal activity on maps or dashboards. In 2024, the team created and launched the Jacksonville Sheriff's Office Transparency Portal—a web-based platform designed to inform the public about criminal activity in their areas and throughout the city, as well as provide data previously available on JSO's transparency page.

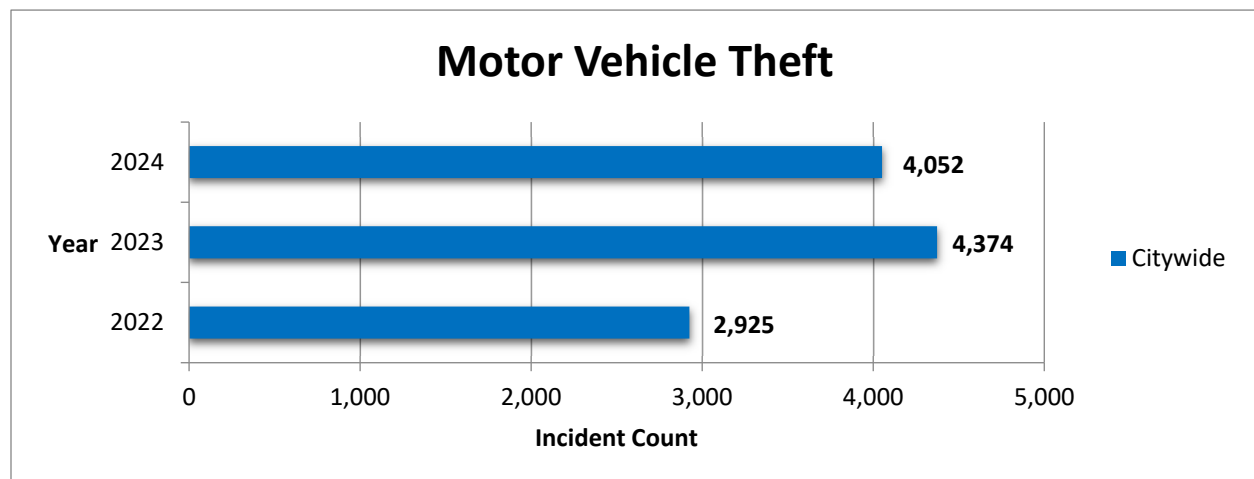
AUTO CRIMES UNIT

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 2024, there were 4,052 motor vehicle thefts citywide. This is a decrease from the 4,374 incidents in 2023. The motor vehicle theft clearance rate for 2024 was 14% (13.89%). The 2023 national clearance rate for motor vehicle thefts was 8% (8.15%). Automobiles comprised 63% (63.05%) of the vehicles stolen in 2024, followed by trucks, SUVs, and vans at 28% (27.73%), and motorcycles at 6% (5.82%) of all vehicles stolen during 2024.

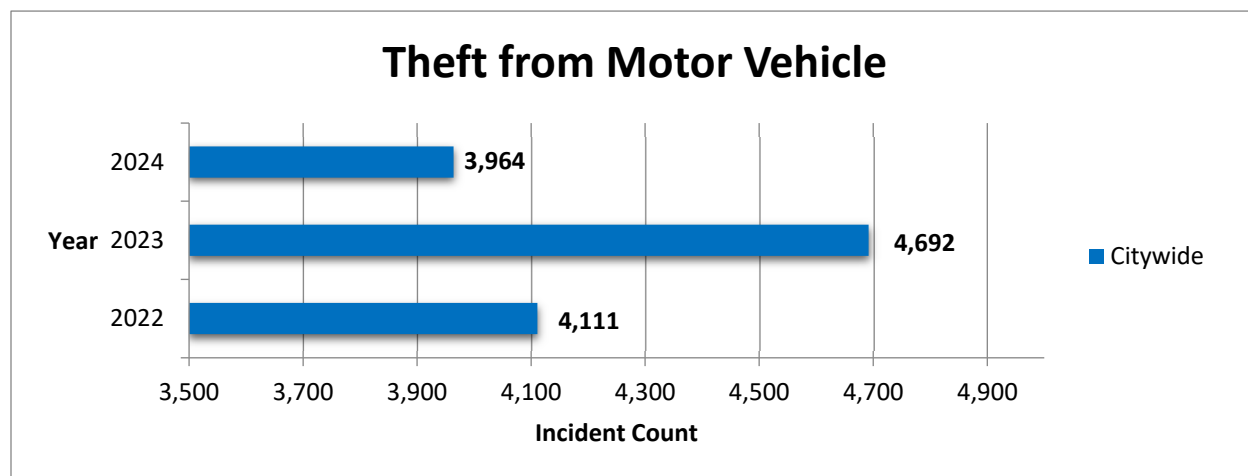
Over the course of a year-long investigation, the Jacksonville Sheriff's Office Auto Crimes Unit uncovered an organized vehicle theft ring linked to multiple violent and financial crimes. On January 20, 2024, detectives arrested a suspect in a stolen Acura MDX, leading to another location, where additional stolen vehicles were located. Interviews with the suspect revealed numerous co-defendants, resulting in their arrests on charges including auto theft, armed sexual battery, kidnapping, and false imprisonment. On February 29, 2024, a search warrant served by the JSO SWAT team, led to the seizure of methamphetamine and fentanyl, further exposing a wider network of criminal activity. Over the course of the next 10 months the suspects were charged with a litany of crimes including 8 Auto Thefts, 2 Burglaries, 6 Sexual Batteries, 2 Possession of Firearm by Convicted Felon, 1 Kidnapping, 1 False Imprisonment, 1 Petit Theft, and 3 Credit Card Fraudulent Charges. The investigation is still ongoing and additional charges are pending.



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 2024, there were 3,964 thefts from motor vehicles. This represents a 16% (15.52%) decrease from 2023 with 4,692 thefts from motor vehicles. The clearance rate for thefts from motor vehicles for 2024 was 5% (5.15%). Of the 3,964 thefts from motor vehicle incidents, 2,434 of those involved unlocked vehicles or those with no signs of forced entry (NSFE)*. Citywide, there were 543 firearms stolen from vehicles in 2024. This is a 12% (12.42%) decrease from 620 stolen firearms in 2023.



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

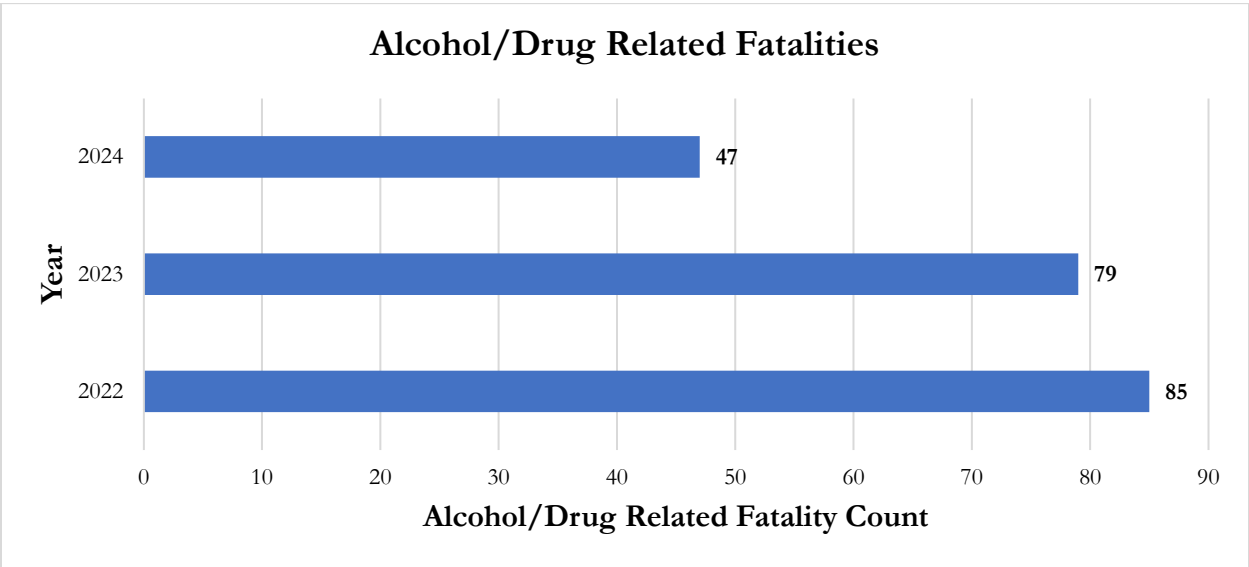
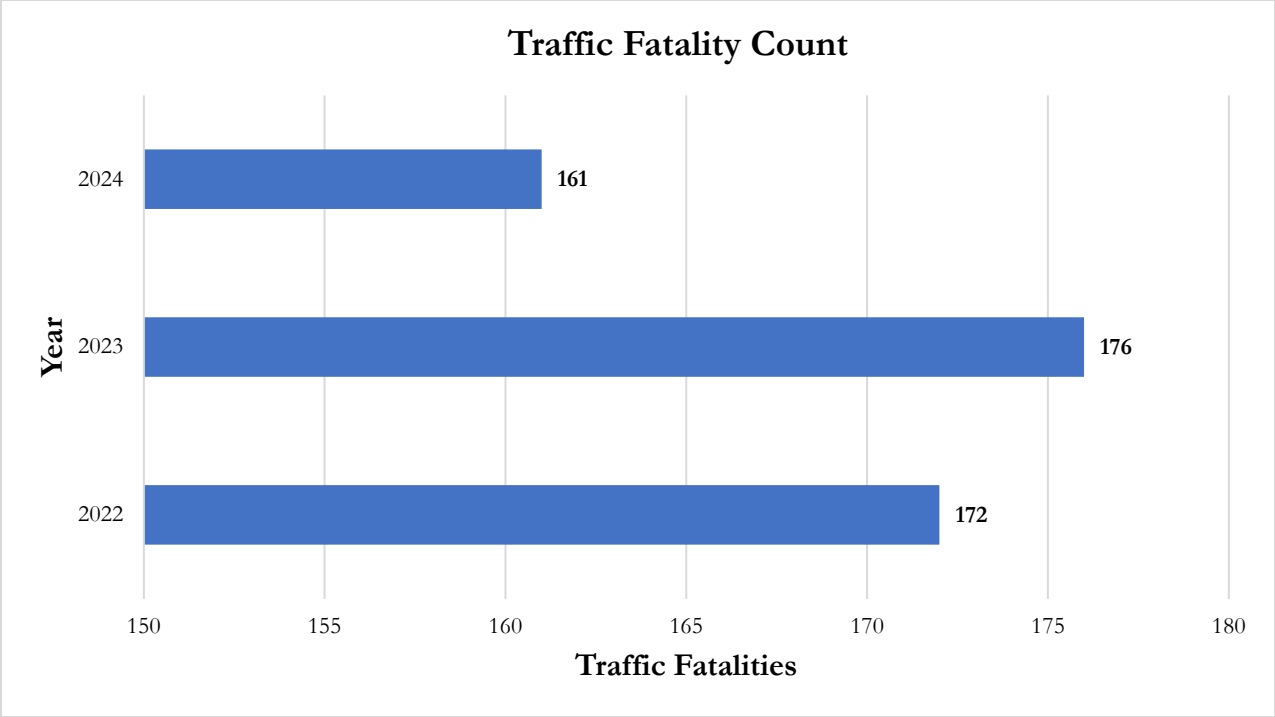
TRAFFIC HOMICIDE UNIT

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.

During 2024, there were a total of 161 traffic fatalities in Duval County. This represents an 8.5% decrease from 2023, with 176 traffic fatalities. The JSO Traffic Homicide Unit investigated a total of 95 traffic fatalities, while the Florida Highway Patrol investigated 66 traffic fatalities. The Jacksonville Beach Police Department investigated 2 traffic fatalities, and Neptune Beach investigated the remaining 1 fatality. In addition to the traffic fatalities, the unit investigated 36 life-threatening crashes, which is a 51% decrease from 2023, when they responded to 74 of these cases.

In 2024, there were 31 crashes involving Jacksonville Sheriff's Office vehicles that were investigated by the Traffic Homicide Unit. This was an increase from 27 in 2023. This represents a 15% increase compared to the previous year.

The following represents the total number of crashes that caused the 161 fatalities for 2024. There were four crashes that resulted in multiple fatalities.	
Number of actual crashes that resulted in traffic related fatalities	153
Number of crashes where fatalities were a result of non-traffic related causes (heart attack, sudden illness or 30 days after crash)	4
Total of both traffic and non-traffic related incidents resulting in fatalities	157
Number of Alcohol/Drug Related Crashes *BAC = Blood Alcohol Content (64 Pending BAC's/Autopsies JSO Only)	36
The following represents the total number of deaths for 2024.	
Traffic related fatalities	157
Non-traffic related fatalities	4
Total of both traffic and non- traffic related fatalities	161
Note: The Florida Highway Patrol, Jacksonville Beach P.D. and Neptune Beach P.D. handled 95 cases in 2024. (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	4
With Traffic Charges Filed	20
With No Charges Filed	56
Suspended Cases	2
TOTAL	161
* Seventy-four 2024 cases have pending charges. * Five cases have dispositions missing as detectives have not concluded these investigations.	



**There are 34 Pending BAC's (2024)*

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 2024, 13,438 vehicles were towed by the Jacksonville Sheriff's Office. This is down 5.7% from 2023 in which 14,259 vehicles were towed by the Jacksonville Sheriff's Office. The Wrecker Regulation Unit ensures wrecker companies comply with Florida State Statutes and the City of Jacksonville Municipal Ordinances. One TOL company was permanently removed from the JSO tow rotation list for repeated violations and the owner was ultimately arrested for violations of Florida State Statutes.



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-five crime scene detectives and four sergeants. In 2024 CSU added three additional detective positions, going from thirty-two to thirty-five detectives. Operational changes at CSU included coordinating with the FBI to refine processes for 3D scanning vehicles, expanding the CSU WMD Incident Management Team, initiating new electronic systems to eliminate paper forms, and directly uploading photographs to a server to eliminate the use of physical media.

PHOTO LAB

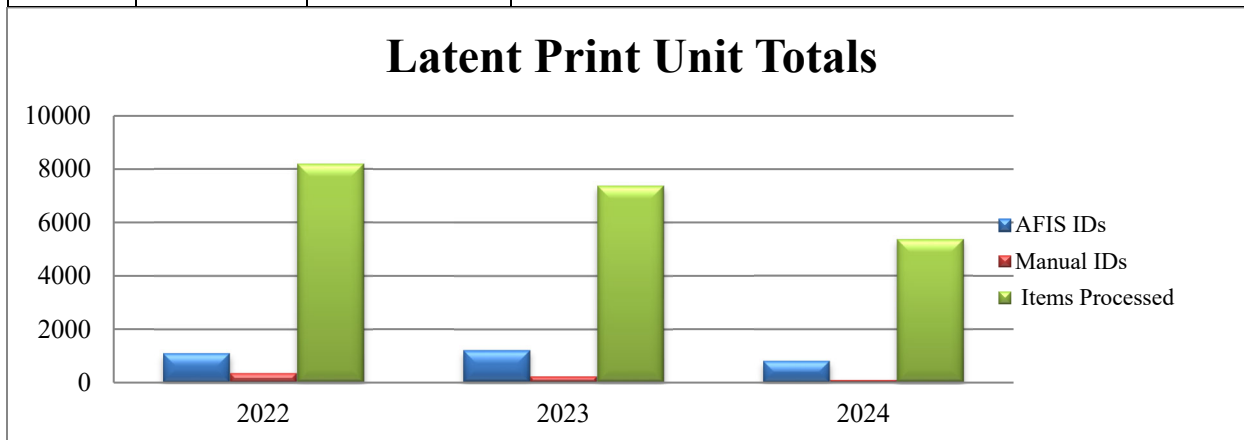
The Photo Lab maintains and operates all photographic, processing, and printing equipment for JSO. The Photo Lab fulfills photographic needs for all JSO departments, and duties include crime scene image control and management, public affairs photography, and photography at awards and general ceremonies. The Photo Lab uploaded and archived 1,297,557 images in 2024 and entered imagery for 7,203 cases. It had an increase in photographic assignments to 126, accounting for 302 (normal and post normal) working hours. A total of 15,517 photographic prints were processed and 4560 DVD\Blu-Rays discs were produced for internal and external customers, including SAO, PDO, and public records. The Photo Lab completed work on the large-scale yearbook project that was started in 2023. The Lab coordinated with Information Systems Management and the Crime Scene Unit to create a new method of uploading CSU photos directly to a dedicated server, eliminating the need for CSU detectives to burn their images to a disk prior to being uploaded. The Photo Lab moved from its prior location at 711 N. Liberty Street to a new location at 532 Riverside Avenue. Staffing levels remained the same in 2024, with one Police Photographer 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 Latent Print Examiner Supervisor, three Latent Print Examiners, and one Clerical Support Assistant. 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 2022-2024 statistical period:

	AFIS IDs	Manual IDs	Items Processed
2022	1097	353	8,189
2023	1213	231	7,370
2024	809	104	5,351



In October 2024 LPU moved from its prior location at 711 N. Liberty Street to a new location at 532 Riverside Avenue. The move included the addition of two new fume hoods and a new biosafety cabinet.

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 (16) 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 (58) 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 one sergeant and six 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.

2024 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 all Jacksonville Jaguars home football games and other large outdoor events.

2024 Activations:

- Callouts: 50
- Enhanced Security at Special Events: 50
- High Risk Search Warrants: 65
- Demonstrations / Presentations: 30
- Patrol Eagle Eye Responses: 324 (an increase of 96 from 2023)
- Total Missions/Flights: 519 Missions

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.

2024 Activations:

- Marine Unit Callouts: 5
- Marine Unit Special Events: 33
- Marine Unit Investigations / Search and Rescue: 108
- Dive Team Demonstrations / Presentations: 16
- Dive Team Callouts: 59

HAZARDOUS DEVICES UNIT

The Hazardous Devices Unit (HDU) is trained to investigate and adjudicate suspicious packages on land and maritime environments, homemade explosives labs, chemical, biological, radiological, nuclear, and explosives (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 one sergeant and eight certified hazardous devices technicians. Six of the eight members are assigned to the Homeland Security Division in the Critical Infrastructure Unit (CIU) and the other two 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. With 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.

2024 Activations:

- Callouts: 42
- Enhanced Security at Special Events/ Protective Sweeps: 71
- Demonstrations / Presentations: 102

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 201 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 (61) members, including tactical officers, medical staff, command staff, and support personnel and reports to the Commander 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 (40) 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. SWAT has one full-time SWAT Medic assigned to the 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 National Tactical Officers Association (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.

In 2024, the SWAT Unit attended several SWAT competitions across the country to include: SWAT Round up, TTPOA, Prairie Fire, and GTOA, placing in the top 20 at each event. The JSO SWAT Unit also held their 2nd annual regional sniper competition at the JSO Gun Range.

2024 Activations:

- Callouts: 21
- Enhanced Security at Special Events: 50
- High Risk Warrants: 65
- Demonstrations / Presentations: 40

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: 53
- Total Activations: 229

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 Commander of Special Operations, but the members are assigned throughout the agency. By the end of 2024, the CNU was staffed with a total of (27) members divided

into two operational components: (23) police officer negotiators and four police officers serving in support roles. The CNU meets twice a month in order 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.

2024 Activations:

- Callouts: 10
- Training Days: 24
- Demonstrations / Presentations: 13

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, illegal gambling, liquor and tobacco sales to minors, counterfeit products, and the adult entertainment violations.

STREET LEVEL NARCOTICS SQUADS

There are four sergeants, and 27 detectives assigned to four squads. The Street Level Narcotics Squads were responsible for investigating 1299 narcotics complaints and serving 128 drug related search warrants. During those investigations, Street Level Narcotics detectives seized drugs with an estimated street value of \$2,817,965, made 791 felony arrests, and 62 misdemeanor arrests. They also seized 25 vehicles, approximately \$279,369.00 in cash, and 177 firearms.

MID-LEVEL NARCOTICS SQUAD

The Midlevel squad is comprised of one sergeant and six detectives. The Mid-Level Narcotics Squad's efforts led to 13 felony arrests and the seizure of 614.4 pounds of marijuana, 10.8 kilograms of powder cocaine, 7.32 kilograms of fentanyl, 47 pounds of methamphetamine, \$33,668.00 in US currency, 4 vehicles, and 11 firearms.

Operation Shawshank

In January of 2024, detectives learned of a Drug Trafficking Organization (DTO) that was operating in Jacksonville and stretched to Miami, Okeechobee Correctional Facility, and the area around Manatee County, Florida. Detectives worked with the Manatee County Sheriff's Office, Florida Department of Law Enforcement, the United States Postal Inspector, and North Florida HIDTA to conduct a joint investigation into this DTO. In September of 2024, the Jacksonville Sheriff's Office conducted a traffic stop on a suspect entering Duval County and served four search warrants that resulted in the following: four felony arrests, two vehicle seizures, \$27,553.00 in US currency seized, the seizure of nine firearms, 1.6 kilograms of Fentanyl, 1.3 kilograms of cocaine, 15.7 pounds of methamphetamine, 2.8 kilograms of molly, 456.3 grams of ecstasy pills, 140.3 grams of Xanax, 314.40 grams of prescription pills, and 11.75 pounds of marijuana. Through additional investigative efforts, the United States Postal Inspector obtained search warrants for three packages that were being sent to members of the DTO. The packages contained 37 pounds of crystal methamphetamine. Through these efforts, the DTO was dismantled, and all suspects involved are pending local and federal charges.

PHARMACEUTICAL & DESIGNER DRUG UNIT

The Pharmaceutical & Designer Drug Unit, led by one sergeant and four detectives, is responsible for investigating 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 2024, the Pharmaceutical & Designer Drug Unit's efforts led to 18 arrests.

The Pharmaceutical & Designer Drug Unit also monitors 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 1076 pounds of unused or unwanted medications that did not end up in the hands of children or drug abusers.

The Pharmaceutical and Designer Drug Unit conducted a proactive investigation following a tip from the Department of Health regarding an individual practicing medicine without a license. This investigation revealed the suspect was using filler sourced from China for unauthorized injections into the buttocks of various individuals. To gather accurate evidence, investigators organized a carefully planned undercover operation. During this operation, the suspect agreed to perform an injection for a fee of one thousand dollars. As a result of this operation, the suspect was arrested leading to important findings. Subsequent investigations indicated the existence of a larger network involving the illegal practice of medicine, as well as the distribution of counterfeit prescription medications by certain medical professionals in South Florida. The investigation continues to develop in collaboration with the Food and Drug Administration, demonstrating a strong commitment to ensuring public safety and health.

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 2024 the Clandestine Laboratory Enforcement detectives responded to four callouts and conducted two knock and talk investigations.

MAJOR CASE NARCOTICS SQUAD

The Major Case Narcotics Squad is led by one sergeant and six detectives. The Major Case Narcotics Squad's efforts led to 22 felony arrests and the seizure of 75.4 kilograms of cocaine, 2.77 kilograms of fentanyl, 169.5 grams of methamphetamine, 9 kilograms of molly, 76.6 pounds of marijuana, 12 firearms, 4 vehicles, and \$212,027.00 in cash.

Operation Jacob's Ladder

In November of 2023, the Jacksonville Sheriff's Office Major Case Narcotics Unit began Operation Jacob's Ladder, an investigation aimed at dismantling and disrupting a prolific illegal drug distribution ring in Jacksonville, Florida. This group was responsible for receiving multiple kilograms of cocaine, methamphetamine, and fentanyl monthly. Those drugs were then distributed to lower-level dealers throughout Jacksonville. Further investigation revealed the sources of these narcotics originated in Mexico and Texas and were transported through the lower east coast on its way to Jacksonville. This

network stretched from Mexico, Texas, Georgia, North Carolina, and Florida. This drug trafficking organization was directly connected with the Gulf Cartel in Mexico. Another noteworthy suspect in this investigation was a documented member of the Genovese Italian crime family which had ties to New England and South Florida.

The investigation concluded in November of 2024 with the execution of 4 search warrants and multiple interdiction traffic stops. A tractor-trailer was identified and stopped coming from Texas, and 60 kilograms of cocaine were found in a sophisticated trap system built into the floor of the cab and into the walls of the trailer reefer unit. This trap system could hide over 130 kilograms of cocaine. This investigation has yielded the following results: 74.5 kilograms of cocaine, \$212,027.00 cash, 2.3 kilograms of fentanyl, 74.35 pounds of marijuana, 734.1 grams of MDMA, 13 firearms, 14 arrests, 3 vehicles seized, including a tractor and trailer.

VICE UNIT

The Vice Unit which is comprised of one sergeant and five detectives and investigates crimes related to prostitution, adult entertainment violations, lewd acts in public, illegal gambling, escort services, alcohol and tobacco sales to minors, and dogfighting rings. The unit made 10 felony and 20 misdemeanor arrests in 2024.

Vice detectives focused on disrupting a well-organized and complex illegal gambling ring. The Vice Unit also partners with the Integrity & Special Investigations Unit regarding Human Trafficking cases.

Operation Fish & Chips

The Vice unit conducted an investigation in 2024 that targeted eight (8) illegal gambling locations throughout Duval County. The investigation led to 14 arrests and the seizure of \$2.5 million in cash, 13 vehicles (total value \$1.7 million), \$1.5 million in jewelry, purses and luxury goods, 2 residential properties, 1 commercial building, and 52 firearms.

DRUG ABATEMENT RESPONSE TEAM (DART)

The Drug Abatement Response Team which is led by one sergeant and two detectives combining 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 265 total events that consisted of either search warrants or inspections. DART detectives assisted Narcotics on 75 search warrants where they conducted inspections and worked with city officials to have the properties condemned and tenants evicted. DART detectives also conducted 54 inspections on nuisance properties (business & residential). In addition, their investigations lead to \$7,250 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 two sergeants and 14 detectives responded to and investigated 312 suspected overdose deaths (28% decrease from 2023). Of those 312 cases, 54 were cleared by arrest; including 52 drug-related arrests for selling or conspiring to sell illicit drugs. Additionally, 8 drug dealers were arrested on homicide charges ranging from manslaughter to first degree murder. During these investigations, the unit seized approximately \$14,000 in cash, 43 firearms, 173 grams of cocaine, 340 grams of “crack” cocaine, 213 grams of methamphetamine, 5 grams of heroin, and 321 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 2024, 412 vehicles and approximately \$1.1 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 2024, one online vehicle auction was conducted, resulting in the sale of twelve awarded vehicles and four awarded motorcycles. The total revenue from the 2024 online auction was \$46,058.64.

During 2024, the Police Impound Facility participated in 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 five 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 708 service requests in 2024. Common work requests 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 27 videos directly related to video surveillance enhancement.

COMPUTER FORENSIC INVESTIGATIONS UNIT

The Computer Forensic Investigations Unit (CFIU) addresses the rapidly expanding field of digital forensics. CFIU provides forensic examinations of mobile devices, computers, thumb drives, SIM cards and many other electronic media devices. This unit is comprised of 10 forensic examiner detectives and 1 part-time forensic examiner. In 2024, the CFIU assisted in over 1,080 cases. This reflects a 15% decrease in cases from 2023. Many of those cases involved forensic examinations of multiple devices and storage media.

In 2024, CFIU detectives examined 2,774 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 26% decrease in devices examined from 2023. Examiners attend continuous training to stay updated with the latest advancements to effectively analyze digital evidence and maintain the integrity of investigations in court.

In 2024, the CFIU assisted numerous local, state, and federal law enforcement agencies with examination requests, including the Florida Highway Patrol (FHP), the United States Secret Service (USSS), the Drug Enforcement Administration (DEA), and the Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF).

INTERNET CRIMES AGAINST CHILDREN (ICAC)

The Internet Crimes against Children Unit (ICAC) is comprised of 7 detectives and 1 sergeant. The JSO ICAC Unit received 2,889 tips involving suspected child sexual exploitation from the National Center for Missing and Exploited Children (NCMEC) in 2024. This represented a 12.3% decrease in the number of cyber tips received from NCMEC compared to 3,295 received in 2023. There were 51 additional cases received through JSO offense reports and 7 tips received via First Coast Crime Stoppers. As a result of their follow-up investigations, ICAC detectives executed 17 residential search warrants, 317 digital content search warrants, conducted 273 knock and talks, analyzed 207 digital devices, and made 47 arrests.

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.

Operation Valiant Knights

In April of 2024, the ICAC Unit conducted a Jacksonville-specific proactive undercover Chat Operation. The five-day operation was conducted with the assistance of the U.S. Homeland Security Investigations, Federal Bureau of Investigation, Clay County Sheriff's Office, St. Johns County Sheriff's Office, Bay County Sheriff's Office, Naval Criminal Investigative Service, and Florida Department of Law Enforcement. The objective of the operation was to identify and locate suspects who use electronic devices to solicit sexual activity with minors. These suspects were then monitored as they traveled to specific locations within Jacksonville, Florida to meet who they believed to be an eight- to fourteen-year-old child for sexual encounters. Twenty-seven (27) suspects were arrested during the operation.

DEPARTMENT OF PERSONNEL AND PROFESSIONAL STANDARDS



2024
ANNUAL REPORT

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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)

2024 Applicant and Employee Summary

- Applications received between January 1, 2024 and December 31, 2024:

	Applications
Police	1,636
Corrections	2,067
CSO	341
Civilian	5,999
Total	10,043

- Applicant participation in the initial screening process between January 1, 2024 through December 31, 2024:

	Pre-employment Testing (Invited)	Polygraph Examinations	Hired and placed in academy
Police	645	356	147
Corrections	642	220	91
CSO	99	60	23

- Total filled agency positions, as of December 31, 2024:

Police	1,823
Corrections	788
Civilian	709
Auxiliary	68
Part-Time	598

- Police and Corrections positions by rank, as of December 31, 2024:

	Lieutenants	Sergeants	Officers
Police	75	205	1,463
Corrections	30	102	578

- Total Fit for Duty Examinations (all positions) January 1, 2024 through December 31, 2024:

	Fitness for Duty (Psychological)	Fitness for Duty (Medical)	Return to Duty (Critical Incident)	Military Return to Duty
Police	9	4	18	12
Corrections	1	1	0	0
CSO	0	0	0	0
Civilian	3	5	0	1
Total	13	10	18	13

2024 Industrial-Organizational Studies

In 2024, the Industrial-Organizational Psychology Unit completed two extensive (121 pages and 118 pages, respectively) studies: “Jacksonville Sheriff’s Office Follow-Up Study: Corrections Department – A Mixed-Methodology Study” and “Jacksonville Sheriff’s Office Exploratory Analysis of the Communications Unit – A Mixed-Methodology Study.” The Corrections Department follow-up study (conducted approximately six months following the initial Corrections Department exploratory study) was implemented to determine whether the significant changes from the initial Corrections Department exploratory study (new Director, new Pretrial Detention Chief, new parking fence, and various supervisory changes) significantly influenced employee morale and retention. There was a significant improvement in organizational culture, $t(682) = -5.70, p < .001$. However, there was still room for improvement regarding decreasing other attrition-related factors (job stability, benefits, and compensation). It is important to note that following the follow-up study, there were significant increases in compensation (at least a 15% percent increase).

The exploratory study for the Communications Unit assessed workplace culture, attrition perspectives, and workplace scheduling. The results indicated that one’s role significantly ($p < .05$) influenced one’s perception of organizational culture and the likelihood for turnover. Personnel who are more comfortable with call-taking during the training are significantly ($p < .05$) less likely to leave the agency. Therefore, it is especially important to maintain positive experiences during the classroom training activities. In 2024, 78.4% of employees described classroom training as “excellent” or “good.” The manager of training expressed several ways to improve training such as: decreasing the trainer-to-trainee ratio and providing more realistic live calls during the classroom training process. It is important to note that one’s tenure also significantly ($p=.002$) influenced turnover intentions. Those with between four to seven years of experience expressed significantly higher turnover intentions than those with between two to three years of experience. It is recommended to increase their psychological contract fulfillment levels (providing respectful treatment, work-life balance, and workplace development activities) to decrease the likelihood of turnover. Lastly, the workplace schedule was assessed. The results indicated initiating a mid-shift in order to provide more coverage during the times with the most frequent phone calls (9:00 AM to 9:00 PM) and less coverage outside of the mid-shift. A schedule of specific staffing numbers per hour was provided in the recommendations section. It is recommended to provide the necessary suggestions listed in the report and conduct a follow-up study six months following the provisions of the report.

PROFESSIONAL STANDARDS DIVISION

TRAINING SECTION

Training Academy (Northeast Florida Criminal Justice Center)

In 2024, the Training Academy facilitated five Basic Law Enforcement (BLE) Police recruit classes, four Basic Correctional Officer (BCO) recruit classes, and two Community Service Officer classes.

The Training Academy also conducted 77 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. 1,546 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 and delved into the world of virtual reality for de-escalation training through the nationally recognized "Integrating Communications and Tactics" program.

The Training Academy staff conducted 100 In-Service Training (IST) sessions for JSO's approximately 1800 sworn police officers and 800 correctional officers. The 2024 IST sessions allowed police and corrections officers to attend training together and helped facilitate discussion across the disciplines. The training topics for 2024 centered on officer wellness, defensive tactics, and service-oriented policing and had police and corrections staff members attending sessions in unity.

Gun Range

During 2024, a total of 5,596 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 228 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 93 BLE recruits received patrol rifle training, and 93 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 273 officers. This course will continue to be offered in 2025, as will Staccato-transition courses, which were first offered in 2024. A total of 59 police officers successfully completed the Staccato transition courses during 2024.

The Gun Range staff also provided training to qualify 38 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 70 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 381 certified FTO's and 101 FTO sergeants who work in the Patrol Division. This cadre of FTO's provided field training to 110 police recruits during 2024.

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 review the DORs and make adjustments, when needed, to meet the recruits' training needs.

For the Corrections Field Training Unit, one sergeant supervises the day-to-day functions of the unit and oversees one Field Training Coordinator and one retired Corrections Officer, who assists in a part-time capacity. The Corrections Field Training Unit coordinates operations with 141 certified FTO's and the 86 FTO sergeants who work in the Department of Corrections. Field Training was conducted with 69 corrections recruits during 2024.

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 914 employees attended offerings of 32 separate courses during 2024. Some of the classes offered included training for newly promoted police lieutenants and sergeants, Officer Involved Shooting Debriefs, Mental Health and First Aid for Public Safety, 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

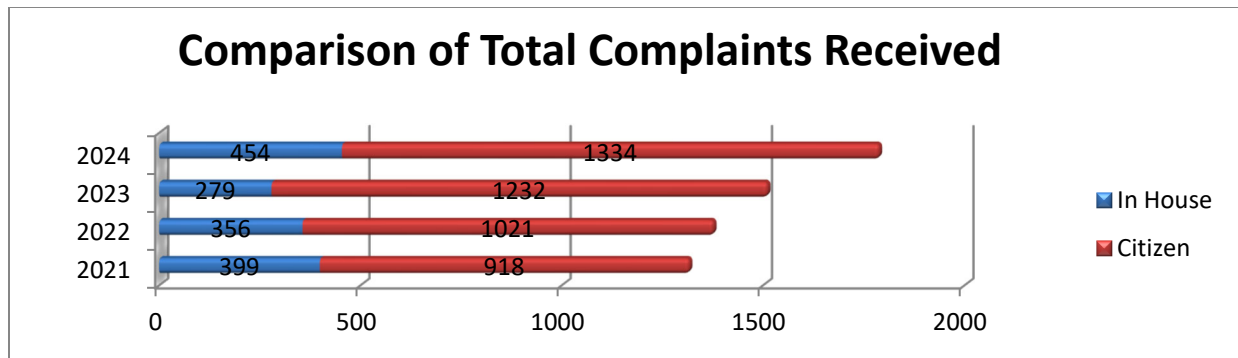
and protect employees against false accusations.

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.

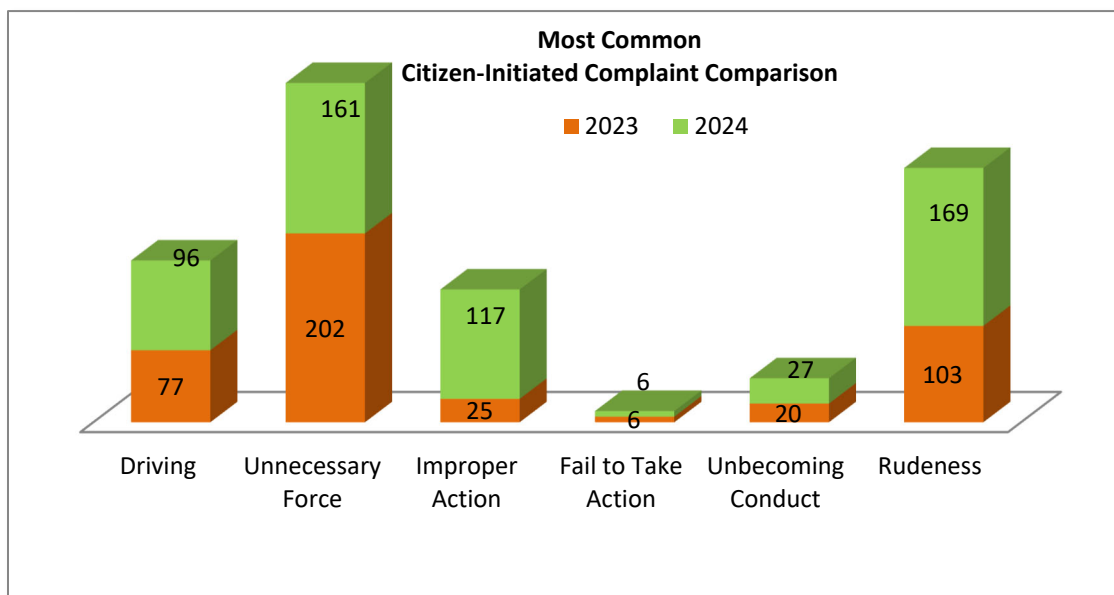
All allegations of misconduct are accepted, reviewed, and vetted by an IA sergeant to determine if there are violations of policy that need to be addressed and/or investigated either within IA or by an employee's lieutenant or manager. Detectives within IA are tasked with thoroughly investigating allegations 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 2024, Internal Affairs received 1,788 complaints from both external and internal sources. 1,334 complaints were from external sources to include both Citizen Complaints and Inmate Complaints, which is up from 1,232 in 2023. 454 complaints were In-House Complaints, which is up from 279 in 2023. The total number of complaints in 2024 was 18.3% higher than the total number of complaints received in 2023 (1,511) and more than 27% higher than the previous three-year average for years 2021-2023. 80 of these complaints were deemed serious misconduct and were assigned to an IA detective for investigative follow up.



Citizen-initiated complaints in 2024 increased by 102. Additionally, five of the six most common types of complaints received each year were higher than the previous year.

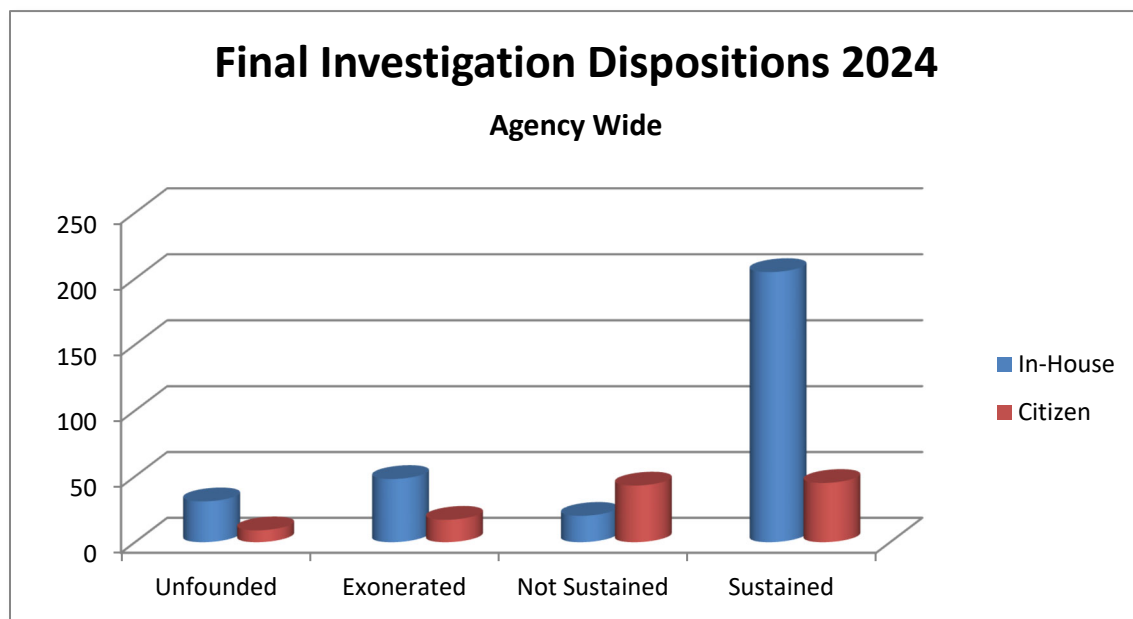


The continued agency wide utilization of body worn cameras (BWC) in 2024 gave Internal Affairs the enhanced ability to more accurately scrutinize the information provided in complaints. After an administrative review of each complaint received, the corresponding BWC footage was reviewed by IA. Often 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 2024* cases are as follows:

- SUSTAINED – 250 (60%)
 - 205 in-house complaints/ 45 citizen complaints
 - 199 in 2023

- EXONERATED – 65 (15%)
 - 48 in-house complaints/ 17 citizen complaints
 - 45 in 2023
- UNFOUNDED – 40 (9%)
 - 31 in-house complaints/ 9 citizen complaints
 - 13 in 2023
- NOT SUSTAINED – 63 (15%)
 - 20 in-house complaints/ 43 citizen complaints
 - 39 in 2023

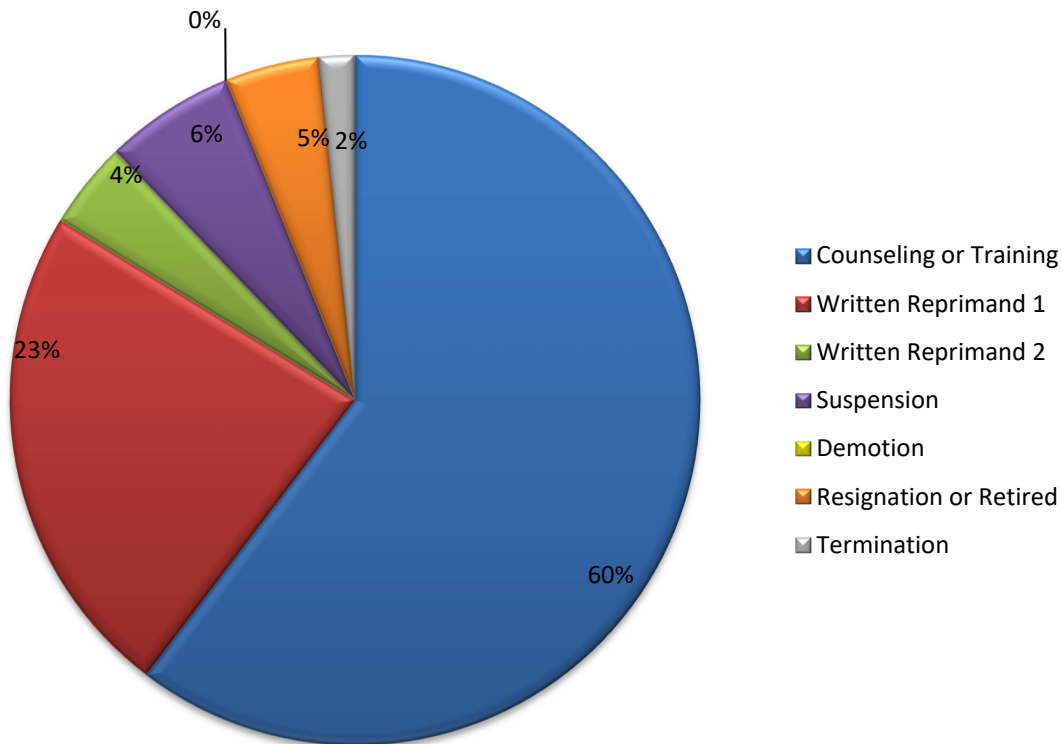


** The above statistics equal 418 case investigation dispositions. This data does not include complaints that are still being actively investigated or complaints that did not warrant an administrative investigation. Internal Affairs conducted an administrative review of 779 additional complaints received in 2024 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 329 of those 779 complaints did not warrant an in-depth investigation.*

	SUSTAINED* cases with discipline in 2024	Yearly average of discipline since 2017
Termination	5	9
Resigned / Retired	13	22
Demotion	0	1
Suspension	18	16
Written Reprimand I	69	83
Written Reprimand II	12	22

**Other SUSTAINED cases involved counseling and/or remedial training in lieu of discipline. The above numbers include some sustained investigations from 2022, and 2023 in which discipline was issued once the case was closed in 2024. These numbers do not include 2024 investigations that are still active and therefore do not have dispositions.*

Percentages of Sustained Cases 2024 Agency Wide



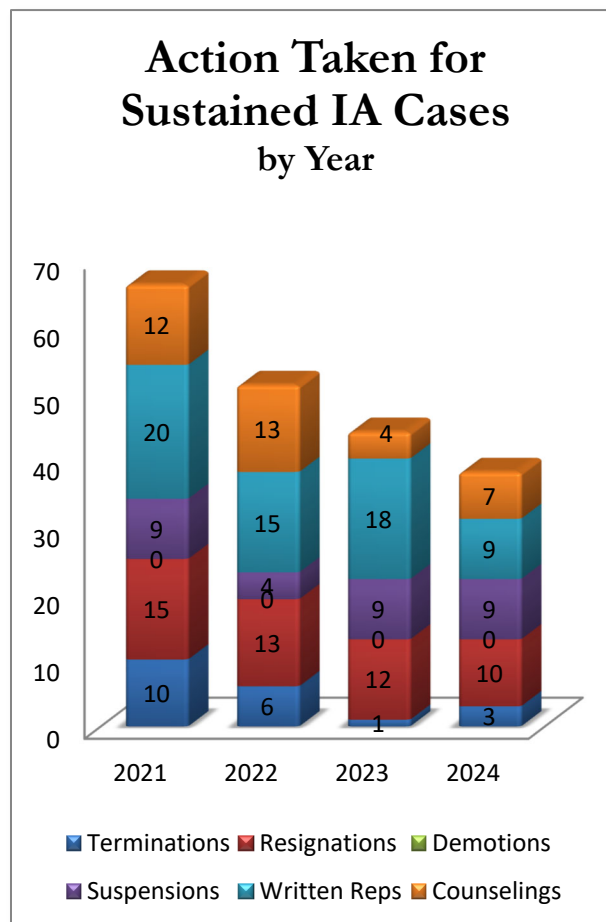
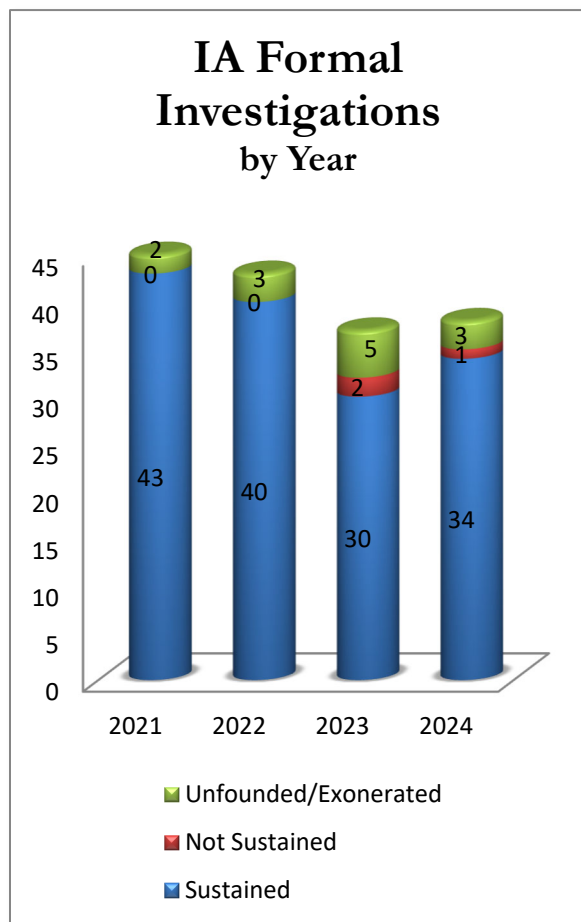
Formal cases specifically investigated by the Internal Affairs Unit

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 2024, Internal Affairs detectives were assigned 80 formal investigations which resulted in the following dispositions: 34 sustained, 1 not sustained, 1 unfounded, 2 exonerated, 2 were re-classified

as *Information* and 40 cases remain open. The sustained cases resulted in 3 terminations, 10 resignations, 0 demotions, 9 suspensions, and 9 written reprimands.

The total number of formal IA cases assigned to Internal Affairs detectives increased by 45.4% from 55 IA cases in 2023 and increased 14.3% from 70 IA cases in 2022.



General Records Schedule (GS2) Compliance

In 2024, the Internal Affairs Unit purged over 1700 eligible hard-copy case files (38.58 cubic feet in volume) in accordance with Florida law enforcement record retention timetables and collective bargaining agreements.

Professional Oversight Unit

In 2024, Professional Oversight Unit personnel reviewed 828 Police Response to Resistance (RTR) incidents, 8 of which were officer involved shootings, 759 Corrections RTR incidents, 669 JSO vehicle crashes, and 60 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 290 formal notification letters to lieutenants 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 lieutenants of personnel who may be experiencing on the job stress or personal issues. Lieutenants are required to interview the identified personnel to determine if assistance or corrective action is needed.

Throughout the 2024 calendar year, the Professional Oversight Unit worked to facilitate 99 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 71.2% completion rate for projects was achieved in 2024, with 56 projects remaining active continuing into 2025.

The Professional Oversight Unit was administratively assigned a process improvement task regarding the agency’s Misdemeanor Probation Program (MPP). This task, in conjunction with the Internal Audit Unit, was initially a comprehensive evaluation of the program’s current state in workflow, data management, probation payment collections, and operations. The second phase of the project included research on best practices and evaluation of comparable programs throughout the State of Florida. The Professional Oversight Unit prepared proposed workflow, digitizing data management solutions, staffing and operations modifications, as well as vendor-based solutions and submitted this research to Sheriff Waters. Once it was determined a vendor-based solution was in the best interest of the citizens of Jacksonville, the Professional Oversight Unit transitioned efforts into evaluating vendors and coordinating with the 4th Judicial Circuit. The third phase of this project included vendor

selection, and transition of the MPP operations to the selected vendor. Professional Probation Services was selected and began operations on October 7th, 2024.

The City Council assembled a Special Committee for JSO Facilities to further develop the downtown riverfront entertainment district by moving the jail and police headquarters. They were tasked with evaluating moving the Police Headquarters to a current City building, lease space within another building or a purpose build. Director of Services L. Schmitt established the Building Move Committee to assist in this decision, and it was determined that the most expedient and economically sound route was to lease space within another existing building. This information was presented to the Special Committee, and they agreed that JSO Headquarters should move to an existing building with a lease option. Professional Oversight Project Coordinator Brandy Stronko began this project with the Services team headed by Commander Scott Dingee. First, multiple locations were toured and reviewed for suitability. It was determined that the Florida Blue Building was the best fit for a multitude of reasons such as location, rentable space, cost, and the fact that JSO's Homeland Security Division would be moving there. Over the course of the last year, POU and Services have worked diligently with Homeland Security to complete their buildout and subsequent move to the Florida Blue Building. This was considered Phase I, with Phase II being the overall headquarters move. Phase II is an ongoing project with amended lease negotiations and ultimate approval through City Council and the Mayor, space planning for all units within JSO, and ultimately construction of our new spaces and move in.

The Professional Oversight Unit and the Human Resources Industrial-Organizational Psychology team conducted a comprehensive workload analysis of the Burglary Unit. This process involved in-depth interviews with each detective assigned to the unit, followed by consultations with subject matter experts to gain further insights into operational challenges and investigative efficiencies. Additionally, we analyzed statistical data to assess workload distribution and case management effectiveness. The findings revealed that restructuring was necessary to optimize efficiency and resource allocation. As a result, the Burglary Unit was dissolved, and its investigative responsibilities were integrated into Patrol. Each district was assigned two District Investigating Officers (DIOs) to handle burglary-related cases within their respective areas. Additionally, the Specialized Property Crimes Unit was created. This unit's responsibilities include SCRAP, Property Recovery, Organized Retail Crime, and cases involving homes under construction. This strategic realignment ensured a

more streamlined approach to property crime investigations while enhancing the JSO's ability to respond more effectively to burglary incidents at the district level.

The Professional Oversight Unit initiated a project to build an application for member-initiated transfer requests in cooperation with Human Resources. Extensive research revealed manually created SharePoint lists and InfoPath applications were the best solution for the project. These applications can be used to submit member-initiated transfer requests, requests to fill advertised vacancies, requests for temporary transfers, and applications for ancillary assignments. The initial work on these tasks was completed and the applications began testing in November 2023, with numerous modifications and continued testing during 2024. These applications were launched in January 2025.

Due to the significant increase of fentanyl related deaths the Professional Oversight facilitated a Narcan project in cooperation with the Grants Unit. JSO was able to secure a grant to supply all Patrol Officers with 2 doses of Naloxone. After all of Patrol received their Narcan, the project moved into Phase 2 which included Patrol Support units and Narcotics units. POU developed a process with the Supply Unit for replacing the Narcan once an officer administers a dose. POU also worked closely with Information System Management (ISM) and Emergency Preparedness Unit (EPU) to develop updates in ARMS to capture necessary data for grant purposes. Working with Accreditation, Academy, Grants, EPU, ISM, Patrol, and Patrol Support, POU was able to develop the program and provide officers with another life saving measure for our community.

Finally, the Department of Corrections implemented a K9 Program. These animals are used to search all three correction facilities, work crews and work sites. JSO received funding from K9's United for both dogs. JSO received 1 male black lab and 1 female yellow lab in August of 2024. The dogs and handlers went through narcotics detection training with the JSO Patrol K9 officers. POU worked with Supply on approving uniforms for the K9 officers, and three vehicles were outfitted to the task. Policy and procedures were generated and updated as needed, and the program went live in October 2024. JSO Accreditation viewed the program in October of 2024 as well. The program has been proven successful as an additional resource to control contraband in JSO facilities with the intention of ensuring the safety of all inmates and JSO personnel.

Strategic Communications Section and Public Relations and Information Unit

The internal and external communications of the Jacksonville Sheriff's Office continue to evolve as the agency aims to achieve its vision of "a crime-free environment, driven by partnerships with empowered citizens, fostering a vibrant community and the success of all individuals." The Public Relations & Information Unit (PRIU) works in tandem with the newly formed Strategic Communications Section to release all information to the public to ensure consistent and accurate communications. These areas of the agency also serve as the official liaison to the media, manage all agency social media accounts and the JSO public website, process crime tips from the public, develop all agency branding and marketing materials, and oversee the meritorious awards program.

In November 2024, the Strategic Communications Section formed adding another layer to the communications efforts at the Jacksonville Sheriff's Office. The section is staffed by five multimedia specialists who previously fell under the PRIU. The multimedia team now reports to the Strategic Communications Manager who reports to the Strategic Communications Executive.

The PRIU is commanded by the Public Relations & Information lieutenant, and staffed with one police sergeant, four public information officers, a public records coordinator, a public relations administrator and one part-time technical officer.

As of December 31, 2024, JSO had 268,000 followers on Facebook, 160,107 followers on X (formerly Twitter), and 72,400 followers on Instagram. Additionally, JSO is followed by 335,174 members representing 817 neighborhoods on the social networking platform NextDoor. Throughout 2024, the PRIU continued to promote **#WantedWednesday** and the Unsolved Crimes Page. This resource allows members of the community to review and assist in identifying individuals wanted by the Sheriff's Office.

In 2024, the PRIU processed and completed 2,624 public record requests for the media. In addition, the PRIU and Strategic Communications team created 775 Facebook posts, sent out 944 tweets on X

(formerly Twitter), and posted 858 Instagram posts. The agency held 536 press conferences/on-scene stand-ups, followed by 351 issued formal news releases, and PRIU processed 4,952 crime tips via email from the public.

The PRIU also produced 12 monthly awards ceremonies, the annual awards ceremony, and members of the unit assisted with the agency's annual Police Memorial Service and Town Hall Meetings.

The multimedia specialists, who as of November 2024 fall under the Strategic Communications Section, created dozens of videos for the JSO social media pages and for internal agency training. These videos reach millions of accounts and cover everything from arrests to recruiting to public service announcements. One success was the "Bad Traffic" series which launched in September. A total of seven videos were published as part of the series in 2024. Additionally, the team created five social media videos highlighting large scale operations. Each video received hundreds of thousands of views across the social media platforms. In an effort of always improving, the Strategic Communications Section launched "News Briefs," a recollection of media briefings via Instagram and Facebook stories

Body Worn Camera Unit

The leadership of the Body-Worn Camera (BWC) Unit falls under a police lieutenant, overseeing a team consisting of one police sergeant, five detectives, five civilian public records staff members and two retired LTSO's. 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 2024, the BWC Unit conducted four recruit training classes, training a total of 111 new officers.

Moreover, the BWC Unit is responsible for fulfilling all requests for copies of body-worn camera footage. In 2024, the unit fulfilled a total of 22,832 requests, a 1.4% increase from 2023. 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

In late 2024, the Senior Audit and Compliance Executive retired from full time employment with the Jacksonville Sheriff's Office. Following that retirement, a restructuring of the section occurred, with the Internal Audit Unit reporting directly to the Chief of Professional Standards and the remaining units from the Compliance Section reporting to the Commander of Public Accountability. Because the Compliance Section was in existence in its prior structure for the majority of 2024, the 2024 Annual Report will report on the Compliance Section in the format it existed for the majority of the year.

Law Enforcement Accreditation

Accreditation Coordinators completed "Year 1" of file building for the Commission for Florida Law Enforcement Accreditation (CFA) which incorporated the CORE Competencies Manual consisting of 96 law enforcement accreditation standards. Accreditation Coordinators also completed file building for the 3rd year cycle for the Commission on Accreditation for Law Enforcement Agencies (CALEA) consisting of 463 law enforcement standards. In November, CALEA assessors remotely reviewed 141 CALEA standards and interviewed personnel from four 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 three state mandated inspections, and two site-based

accreditation assessments. The three state-mandated inspections were conducted by Florida Model Jails Standards (FMJS). FMJS inspected JSO Department of Corrections facilities based on 232 standards, which are deemed to be the best practices by the Florida Sheriff's Association. This included in-person inspection of all three Department of Corrections facilities (PDF, CTC, and MCC) and an in-depth file review of agency proofs of compliance and supporting policy. There were no standard or policy violations found in any of these inspections. Additionally, the Corrections Accreditation team hosted a Florida Corrections Accreditation Commission (FCAC) site-based assessment in April, involving an assessment of compliance across 261 standards. Assessors assigned by Florida Accreditation Office spent three days completing tours of agency facilities, as well as reviewing agency policy, documentation, and proofs of compliance. As a result of that site-based assessment, JSO received their tenth FCAC re-accreditation award in June, which was their fifth Excelsior award. In addition, Corrections Accreditation hosted inspectors from the National Commission on Correctional Health Care (NCCHC). The inspection team found JSO to be in compliance with all 59 healthcare standards.

Inspections

Inspections Unit detectives performed a total of 4 divisional inspections which included 20 units throughout those divisions. The Inspections Unit also conducted an additional 5 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 compliant 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. 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:

- Assisted the JSO in hosting the 2024 CALEA conference for Law Enforcement Accreditation.
- Conducted an agency wide Driver's License Verification that included all Appointed, Sworn, Corrections and CSO personnel.
- Implemented new Inspection's reporting template to improve overall use and presentation of

vital information.

- Revised Vehicle and Equipment Inspection Form to streamline supervisor inspection process.

Internal Audit

In 2024, the 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

Throughout 2024, the Written Directives Unit produced a high-volume of policy publications and operationally maintained the PowerDMS platform. Of note, the Written Directives Unit, officially diverged from the Accreditation Unit, onboarded a new coordinator, published numerous terminological updates within policy, assisted with the administration of agency training, oversaw foundational updates to the PowerDMS system, generated efficient and transparent results for

extensive documentation and information research requests, and facilitated an expanded use of non-policy document management via PowerDMS. The following totals reflect some of the Unit's completed objectives in 2024:

- Written Directives: 561
- Memorandums: 34
- Information Bulletins: 183
- Legal Bulletins: 6
- Document & Research Requests: 131

DEPARTMENT OF CORRECTIONS



2024 ANNUAL REPORT

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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 Sheriff's Office (JSO's) Department of Corrections (DOC). The jail is a 629,000 square foot, 13-story structure with over 410 assigned personnel supervising an average daily population of approximately 2,400 inmates to ensure a safe and secure environment 24 hours a day / 365 days a year. In 2024, the PDF processed over 27,300 inmates into the jail (6.23% increase from 2023) and released approximately 27,900 inmates. Logistic partnerships and services within the PDF include supplying/washing all inmate uniforms and bedding, keeping the entire facility and all equipment clean and fully operational, preparing/distributing nearly 8,000 inmate and staff meals daily, transporting inmates to and from the courthouse, providing 24-hour healthcare services, as well as scheduling inmate visitations, commissary, and mail.

Courthouse Security is the second part of the Jails Division. The JSO provides security for the 800,000 square foot, 7-story Duval County Courthouse. A staff of over 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 nearly 676,000 visitors at the Courthouse in 2024 (5.13% increase from 2023). The JSO Courthouse Security is equally responsible for the safe handling and temporary holding of hundreds of inmates each weekday for 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 (ICE) UNIT

The 287(g) Program has continued to be successful throughout 2024 in their partnership with the Department of Homeland Security (DHS). The PDF/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 US law enforcement arrest and detain a foreign citizen, protocol requires that the foreign citizen be given the choice to have a consul notified. In 2024, a total of 334 notifications were documented, with 156 categorized as mandatory, either in compliance with ICE requirements or at the request of the detainees to inform their respective national consular. In 2024, the PDF/ICE officers conducted a total of 2,242 interviews of

foreign citizens that were arrested and of those, identified 602 illegal alien inmates that were processed. In 2024, the PDF/ICE Unit earned the “ICE Director’s Award” for exemplary service and zero discrepancies since the JSO’s ICE program inception in 2008. The award was presented to Sheriff Waters and the DOC command staff.

COMBATING CONTRABAND AT PDF

The Jails Division has initiated multiple measures to prevent or identify drugs and other contraband inside the PDF facility. One accomplished goal was the implementation of the Detention Canine Unit (DCU) consisting of two corrections handlers and acquiring two corrections service dogs (CSDs) named Ajax and Hopper. Falling under the PDF Special Operations Unit and with the assistance of Patrol’s Canine Unit, these two handlers and the CSDs continually progressed and received their certifications in the fourth quarter of 2024. The CSDs have already been successful at locating Fentanyl inside cells of PDF.

The second accomplished goal within the PDF Special Operations Unit was recruiting and training corrections officers and supervisors for the new Strategic Response Teams (SRT) on all four shifts. Over the course of 2024, the SRT focused on holding try-outs and interviews, developing proper tactics for cell extractions and crowd control, conducting intensive training, and implementing new equipment to accomplish their missions.

Other initiatives to combat drugs/contraband within the PDF included changes in bedding and commissary items, implementing new guidelines for searches and personal footwear, installing window tint on dorm floors, continuing the use of virtual visitation for family and friends, implementing new rules for professional contact visitations involving hard copy paperwork for inmates, replacing inmate mattresses with a new design and material that makes it difficult to conceal contraband, limiting the amount of property an inmate can bring to the PDF, and creating a separate dorm for new arrivals and inmates serving weekends only.

These efforts have played a part in the 61% decrease in the PDF overdoses (ODs) from 23 in 2023 to 9 in 2024. The in-custody deaths were also at 9 for 2024 (3 from ODs), which is a 43.75% decrease from 16 in 2023 and the lowest number since 2019.

UPGRADES TO PDF

After several discussions and tours with councilmembers and showing evidence of physical deficiencies within the PDF due to decades of use, the City Council approved \$9M in renovations for the facility. Most of these projects were started in 2024 and are progressing toward completion:

- Upgrading inmate elevators, passenger elevators, and staff elevators
- Replacing the fire pump, including wet pipe and backflow
- Replacing freezer and cooler doors in the kitchen
- Mold remediation
- Replacing 2 of the 3 chiller units
- Repairing/Replacing the kitchen floor and drains
- Replacing multiple pieces of large kitchen equipment/cookware
- Repairing cell doors and emergency release panels (ERPs)
- Repairing, washing, and waterproofing the PDF's exterior concrete facade
- Installing new systems for inmate/officer communication
- Repairing plumbing infrastructure and equipment
- Replacing various air-handling units and pumps
- Upgrading electrical infrastructure
- Repairing/Upgrading officer workstations and control pods
- Upgrading workstation control panels
- Replacing the three cooling towers

WORKPLACE EFFICIENCY

To reduce the paper usage and cut down on storage costs, in 2024 the PDF Technology Unit focused on increasing the use of the Jail Management System (JMS) throughout the DOC. Digital formats were launched to work in both the JMS and ATIMS. Examples include training that was enacted for the new electronic Reports of Confinement and Inmate Disciplinary Reports replacing the multiple hard copies that were previously needed.

PRISONS DIVISION

MONTGOMERY CORRECTIONAL CENTER (MCC)

At 415.09 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 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 MCC. Throughout 2024, MCC maintained an average daily inmate population of 665.

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. The Department of Public Works Right of Way and Stormwater Maintenance Division operated four separate teams throughout most of 2024. Teams consisted of four sentenced inmate workers with a civilian work crew manager. 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. Many of the sentenced inmate population worked directly with the MCC maintenance personnel to complete 1,152 maintenance related projects reported on the MCC grounds in 2024. The numbers do not include various additional projects requested by other city agencies.

Welding Program

In 2024, the MCC Metal Shop Welding Program certified inmate participants with a trade skill that will help them become gainfully employed when returned to the community. Nineteen inmates received Vocational Welder Training, three (3) participants received an American Welding Society Welder Certification (also known as Welder Qualification Test), and eight (8) 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, Corrections' K9 Unit, MCC Community Projects, PMB, JSO Firing Range, JSO SWAT, JSO Bicycle Unit, JSO Training Academy, JSO Mounted Unit, JSO SAU, JSO Field Force, PAL, JSO K9 Unit, COJ Fuel Department, and COJ Mosquito Control.

Seamstress Program

In 2024, the MCC personnel provided basic seamstress training to nine (9) inmates, which received a certificate of completion for the training. Another 26 inmates received training in the development of mattresses and alterations. The participants completed over 1,573 officer uniform shirts, 2,269 officer

uniform pants, 138 officer jackets and vest carriers, and 868 mattresses were refurbished at the MCC. A total of 1,200 mattresses were purchased and distributed to the MCC and the CTC.

K9 Program

In 2024, the “Paws for Change” program, which provides initial training for service dogs, continued the partnership with “K9s for Warriors”. Fourteen (14) incarcerated participants received certificates of completion for completing the class. Twenty-three (23) of the dogs have become service animals. Of the twenty-three (23) dogs, eleven (11) dogs received training to become service animals for veterans with Post-Traumatic Stress Disorder (PTSD), Traumatic Brain Injury (TBI), and/or Military Sexual Trauma (MST). Three (3) of the dogs are currently being used as station dogs. One (1) dog, Bowie, made national news when it was sponsored by the Cleveland Browns and presented to its new owner during the half-time of one game. One (1) dog became a Search and Rescue with JFRD.

Veteran’s Program

In 2024, the MCC started a new veteran’s program, the “Restoring Valor Project.” The JSO partnered with Operation Barnabas to provide training and mentorship to our veteran inmate population to reduce recidivism among veterans. A total of fifteen (15) inmates participated in the program in 2024.

Financial Savings

On/Off-Compound Inmate Work Crews	\$6,289,755
Inmate Mattress Factory	\$13,836
Uniform Alterations Shop	\$38,464
Silk Screening	\$21,980
Total	\$6,364,035

COMMUNITY TRANSITION CENTER (CTC)

The CTC is a 312-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 2024 was 247 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 2024, the Matrix House served 373 offenders and maintained an average monthly count of 92. Among the 373 offenders discharged during the year, 280 successfully completed the program and 23 were re-admitted into the program.

Remodeling

The CTC made improvements in the B Building by updating the staff restroom. RFID readers were installed in the C Building to allow easier flow for all staff. Window tint was installed on the pods in A & B Buildings as added security for the officers.

Inmate Programs

The CTC began work adding programs for sentenced female inmates such as the culinary program “Empowered Kitchen,” which will begin in January of 2025. Another female program was the “Hair braiding and wig making” program. This program teaches female inmates skills with hair styling. It started at the end of the year and will continue through 2025. Both programs aim to help improve the employability of female inmates post incarceration.

PROGRAMS AND TRANSITIONAL SERVICES DIVISION

JACKSONVILLE RE-ENTRY CENTER (JREC)

Serving as the “Portal of Entry”, those returning 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, one correctional services supervisor, seven correctional services counselors, one clerical specialist, and one operations analyst.

A newly developed Releasing Officer’s Contact Services list of Duval County inmates qualifying for the JREC services is provided to each Florida Department of Corrections (FDOC) releasing officer. Counselors travel up to 2.5 hours to FDOC facilities and conduct virtual meetings for inmates beyond 2.5 hours and to meet with these inmates to discuss their needs prior to release. Counselors also visit the CTC, the MCC, and the PDF seeking eligible inmates to enroll in the JREC program.

The JREC counselors provide 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. Many clients receive IDs, GEDs, and employment and training opportunities. The JREC will continue to collaborate with community partners, enhance opportunities for the clients, and guide our new client in a direction that is proven to be beneficial in changing one's path in life.

JREC Fiscal Year 2023 - 2024 Results:

Clients signed a 3 Month Contract (incl. Signed while Incarcerated)	505
Nights of Transitional Housing Provided	9601
Mental Health Service Hours provided	750
Goodwill Cards	72
Clients receiving food goods	187
Bus Passes provided	8962
Clients that became employed while in the program	205
Florida Identification/ Driver's License/Birth Certificate purchased	260
Clients that successfully completed the program (Completers)	237
Clients assisted without completing the program (non-Completers)	194
Clients arrested while in the program (non-Compliant)	88

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. This 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 community, which must be verified and presented to the courts at first appearance.

The PSU is comprised of one lieutenant, one sergeant, six correctional officers, and one correctional services 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 2024, the PSU supervised an average of **90** offenders per month, and to date, are currently monitoring **139** active offenders.

To enhance services provided by the unit, an electronic case management system, Correctional Software Solutions (CSS), has been installed. 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 mandated by the court to be on home detention, house arrest, 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 primary objectives of the EMU are as follows:

- Reduce the jail population and financial burden of traditional incarceration by electronically monitoring offenders outside of a correctional facility through GPS equipment;
- 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; and
- Report any violations to the courts.

The EMU is comprised of one lieutenant, one sergeant, six correctional officers, and one correctional services counselor. Two correctional control assistants have been incorporated into the unit to support the expansion of the program. In 2024, the EMU has been supervising an average of **310** offenders per month, and to date is currently monitoring **188** offenders. Additionally, the unit has adopted correctional software to eliminate the need for paper documentation and assist with case management.

Electronic Monitoring Unit Fiscal Year 2023 -2024 Results:

GPS Placements	
GPS Only	765
House Arrest	16
Home Detention	18
Probation	4
Total Offenders on GPS	
	3728
Bonified Strap Alerts	
	22

Misdemeanor Probation Program (MPP)

The goal of the MPP is to provide effective supervision of probationers in the program. In 2024, approximately **4,093** offenders were sentenced to Misdemeanor Probation.

In January of 2024, the MPP, in partnership with the Duval County Court Judges, transitioned from the electronic probation court order pilot program to fully generating, submitting, and docketing probation court orders electronically. Additionally, the MPP opened a second probation window at the Duval County Courthouse to assist in the initial intake of newly sentenced probationers into the MPP.

On October 1, 2024, the MPP, run by the Jacksonville Sheriff's Office, transferred the supervision of probationers to a private contracted company, Professional Probation Services, Inc.

Professional Probation Services, Inc. will be staffing three locations to better serve those individuals sentenced to misdemeanor probation. As of December 31, 2024, the courthouse and north Jacksonville offices were open with transition into the new main Jacksonville office, expected in early 2025.

PROGRAMS UNIT

In 2024, 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)***.

ACTS is a risk/needs assessment tool designed to identify the most beneficial programs for inmates, thereby supporting their successful reintegration into the community. ACTS increased in **2024 (465)** compared to **2023 (442)**. **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. We are also looking to increase the number of programs available to our female inmate population.

In 2024, we established a partnership with Dr. Shanna Carter, the founder of the Locked, Cut, Styled Barber and Beauty Workforce Development Program. Dr. Carter facilitated a cohort at the CTC. In this 7-week course, inmates who participate in this vocational training program, once released, will have a significantly lower recidivism rate compared to those who did not. This program empowers inmates to obtain training, certification, licensing, and workforce development before release.

The Programs Unit also collaborated with Empowered Kitchen to facilitate the first Serv Safe Food Protection Manager Certification cohort for our female inmate population. 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 comprised of 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 2023 - 2024 Results:

Program	PDF	CTC	MCC
AA/NA	3032	7124	303

Program	PDF	CTC	MCC
Anger Management	79	-	105
Authentic Manhood	403	240	252
Bridge the Gap	-	185	-
Cathedral Arts	106	-	-
Children of Inmates	-	-	40
D.A.W.N.	372	-	-
DCPS	1609	-	-
Fatherhood Pride	-	120	-
G.E.D. Testing	65	23	35
Her Song	-	457	-
Hope at Hand	165	-	-
Inspire to Rise	83	164	89
JREC	167	30	204
K4S	235	-	118
MALIK Mentoring	28	-	-
NEFL Literacy Alliance	1045	656	782
Pathways to Dredging Success	-	-	167
Savvy Sisters	191	-	-
Substance Abuse	698	218	632
Thinking for a Change	12	-	-
Veteran's Alliance	79	-	7
Women's Center	70	-	-
Yoga 4 Change	330	623	166
Total Inmates Participated	8,769	9,840	2,900

There were approximately 43 tours held with 631 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 comprised of one chaplain, two chaplain services coordinators, and three volunteer chaplains. The chaplains perform various duties to carry out the mission of Chaplaincy Services.

Chaplaincy Services implemented sufficient revisions to the *Inmate Orientation Handbook*, religious articles, observance of religious Holy Days, and the processing of inmate emergency messages. These changes were aimed at reducing legal risks for the JSO and providing clearer guidance to the inmate population. In addition, two religious text guides (*Bible*, *Quran*) were added to the Inmate Tablet System. This provides inmates with accessible resources for spiritual growth and study.

Chaplaincy Services will develop and enhance religious programs specifically designed for the female inmate population this year, aiming to inspire personal transformation and rehabilitation for sustained wellness.

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 2023 -2024 Results:

Inmate Contacts	
Number of Inmates Seen by Chaplain	9,413
Wellness Checks	146
Clergy Visits	173
Emergency Messages	79
Dorm Visits	Weekly
Confinement Visits	Weekly

Publications Distributed	
Bibles	5,220
Qurans	335
Jehovah's Witness Bibles	66
Books and Literature	3,244

Religious Diet Program (Processed/Current)	
Kosher	118/ 10
Vegan	190 / 17
Vegetarian	91 / 3

New Chaplain Volunteers	
Volunteers Processed	40
Total Volunteers	319

DEPARTMENT OF POLICE SERVICES



2024 ANNUAL REPORT

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BUDGET & MANAGEMENT DIVISION

FY 2024 HIGHLIGHTS

Process Improvement

In Fiscal Year 2024 (FY24), the Budget Division's emphasis was to work collaboratively with various Departments to focus on controllable costs including overtime and operating expenses. Throughout the year the Budget Division created and published new reports and held various meetings to discuss concerns with management. Through this joint effort the Jacksonville Sheriff's Office ended the year with a positive budget variance.

The Budget Division also completed work on the Memorandum of Understanding (MOU) project that started in FY 23. All of the agencies MOU's were loaded into Power DMS and a review process was implemented. Division Chiefs are now reviewing their MOU's on a regular basis and new MOU's are loaded into the system as they are created.

Grants and Trust Funds

The Budget Division was awarded grant, contract, and cooperative agreement funds from federal, state, and local agencies totaling \$6.8 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 Division was proactive in assisting units with billing/invoicing issues. Budget staff worked closely throughout the year with members of various units to address issues related to receipting, invoicing and change orders. This effort led to a significant reduction in the number of outstanding purchase orders at fiscal year-end.

Procurement/Contracts

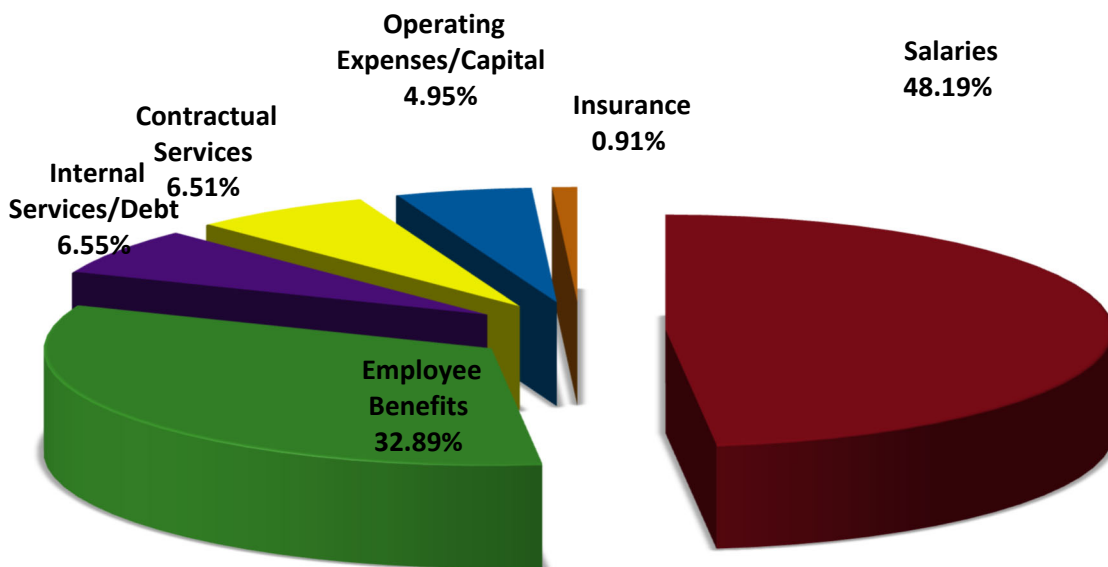
The Division was involved in assisting the city procurement department with setting up a purchasing mechanism to purchase items from CDW Government that streamlines the process across the entire city by creating a B2B account in 1Cloud. We processed several major procurement projects that included a new bid for Inmate Uniforms, Clothing Items and Linen, setting up a mechanism for service requests for electrical projects with Miller Electric, and processing a contract with Collective Data, Inc., for Quartermaster Platform Modules for JSO supply department.

Procurement personnel continued to work with ISM to develop an electronic replacement for the Request for Supplies Form (P-1532). The electronic for will be deployed in FY 25 and will streamline the agency's ordering/approval process. The procurement staff have also been working very closely with City Departments to resolve issues related to the processing of supplier payments in 1Cloud.

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 FY24 Year-End. The Division's fiscal responsibility has continued to assist the city during these tough budgetary times and facilitated an easier budgetary process for the Jacksonville Sheriff's Office.

OFFICE OF THE SHERIFF FY 2024-2025 Approved Annual General Fund Budget



OFFICE OF THE SHERIFF

Comparison of Annual Budgets FY 2023-2024 to FY 2024-2025

Description	Approved General Fund Budget FY 2023-2024	Approved General Fund Budget FY 2024-2025	Increase / (Decrease)	% of Increase / (Decrease)
Salaries	\$ 301,327,547	\$ 311,440,081	\$ 10,112,534	3.4%
Salaries and Benefits Lapse	(6,059,648)	(6,296,031)	(236,383)	3.90%
Pension Costs	132,781,958	141,941,177	9,159,219	6.9%
Employer Provided Benefits	49,740,028	61,321,048	11,581,020	23.3%
Payroll Taxes	4,840,339	5,017,397	177,058	3.7%
Internal Service Charges	43,838,428	41,485,395	(2,353,033)	-5.4%
Insurance Costs & Premiums	1,995	3,870	1,875	94.0%
Insurance Costs & Premiums - Allocations	5,853,853	5,748,776	(105,077)	-1.8%
Professional & Contractual Services	36,411,663	41,226,080	4,814,417	13.2%
Other Operating Expenses	28,767,483	31,337,650	2,570,167	8.9%
Capital Outlay	100,506	-	(100,506)	-100.0%
Debt Management Repayment	115,500	-	(115,500)	-100.0%
	<u>\$ 597,719,652</u>	<u>\$ 633,225,443</u>	<u>\$ 35,505,791</u>	<u>5.9%</u>

OFFICE OF THE SHERIFF
Annual Budget
FY 2024-2025

			Approved General Fund Budget by Category		% of Total
Description					
Salaries	\$	311,440,081		49.18%	} 48.19%
Salaries and Benefits Lapse		(6,296,031)		-0.99%	
Pension Costs		141,941,177		22.22%	
Employer Provided Benefits		61,321,048		9.68%	
Payroll Taxes		5,017,397		0.79%	
Internal Service Charges		41,485,395		6.55%	
Insurance Costs & Premiums		3,870		0.00%	
Insurance Costs & Premiums - Allocations		5,748,776		0.91%	
Professional & Contractual Services		41,226,080		6.51%	
Other Operating Expenses		31,337,650		4.95%	
Capital Outlay		-		0.00%	
Debt Management Repayment		-		0.00%	
	\$	633,225,443		100.00%	

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. 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				
	2020	2021	2022	2023	2024
9-1-1 Wireline & Wireless calls received	745,292	789,738	778,224	828,053	668,109
Administrative Calls received (Non-Emergency 630-0500 & 630-0554)	689,269	658,705	683,757	639,410	899,830
Text to 9-1-1	1,342	1,939	3,046	2,628	3,500
Total Phone Calls Received	1,435,903	1,450,382	1,465,027	1,470,091	1,571,439

The staffing in the 9-1-1 Center consists of eleven (11) police dispatch positions and ten (10) to sixteen (16) call taking positions as call volume fluctuates throughout the shifts. There are four (4) supervisor workstations, two (2) in the call taking area and two (2) in the police dispatch area. to provide better

workflow between frontline personnel and supervisors. In 2024, over 5,519,161 radio transmissions were made on the Jacksonville Sheriff's Office patrol district, support, and tactical radio talk groups. This totaled over 8,110 hours of talk time.

Quality Assurance

The 9-1-1 Communications Center's Quality Assurance (QA) program strives to improve operations by assessing performance patterns, educating employees, and revising policies. The Unit evaluates priority calls and provides feedback to employees.

Training

In November 2024, the Communications Center added a new role, Civilian Training Manager, to evaluate, design, and implement additional training curriculum that enhances the development of police dispatchers. This role will research and support current best practices that strengthen the existing training to include new technologies, leadership and professional development, mental health education, and industry trends, utilizing both feedback from telecommunicators and performance metrics to help determine the effectiveness of the training programs and direct future training needs.

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 six (6) 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 9-1-1 network has been updated to 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 2024, the Property and Evidence Unit processed 48,776 submissions for a total of 247,417 individual items. In comparison to 2023 overall submissions in 2024 decreased by 4,392 with an increase of 103,245 total number of individuals items. In 2024, there were 169,966 items purged and another 14,037 items released from the facility and another 57 items released for department use, for a total of 184,060 items.

Property & Evidence Submissions, Purged Items, Firearms, Drugs, Currency, Letters Sent		
	2023	2024
Processed Submissions	53,168	48,776
Quantity of Individual Items	144,172	247,417
Purged Items	116,740	184,060
Firearms Submissions	3,484	3,088
Drugs Submissions	17,746	15,512
Currency Submissions	\$1,528,802.07	\$3,665,154.81
Letters Sent	3,499	4,150
Total Items in Warehouse	689,000	726,712

Notable facts:

- The warehouse has 54,358 square feet and contains more than 726,700 items of property and evidence.
- There are 27 full-time employee positions, composed of 3 sworn personnel and 24 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 2024, the Unit took in 3,088 firearms, 15,512 items of narcotics and \$3,665,154.81 in US currency.

The Unit sent out 4,150 letters to owners requesting that items be picked up following release

INFORMATION SYSTEMS MANAGEMENT SECTION

INFORMATION SYSTEMS MANAGEMENT

In 2024, ISM continued to support agency operations by providing service through a team of 48 employees (43 full-time and five 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 foster the Field Technician program, consisting of specifically trained officers, corrections officers, and civilians, to further enhance support efforts.

Help Desk

The Help Desk plays a critical role in providing comprehensive support to a diverse user base of more than 3,600 internal customers, 83 external partner agencies and various external vendors. It offers

both in-person and remote assistance to ensure seamless operations, addressing technical issues related to software, hardware, networks and system access. For internal users, the Help Desk resolves day-to-day technical challenges, ensuring minimal downtime and efficient workflow. For external partners and vendors, it facilitates smooth collaboration by offering specialized support tailored to the specific needs of each group, troubleshooting problems, and ensuring effective communication for quick issue resolution. This support structure ensures that all stakeholders, whether internal or external, have reliable access to technology and can maintain productivity. Help Desk personnel resolved 12,017 work orders in 2024.

Computer Support

The Computer Support team is tasked with diagnosing and repairing computer hardware, managing the deployment of peripherals and overseeing the distribution of mobile devices throughout the agency. During 2024, the team replaced more than 300 desktop computers that had reached end-of-life status. Additionally, the team also acts as an escalation point for complex Help Desk issues, creates computer images, relocates agency equipment, deploys software packages and updates, and provides on-site and remote technical support. 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 2024, the Computer Support team completed 2,540 work orders ensuring seamless functionality of the agency's technology infrastructure across diverse sites.

Network Support

The Network Support team is responsible for top-tier network and infrastructure support, which resulted in the completion of more than 1,145 work orders in 2024. In 2024, the Network team ensured a smooth transition for approximately 400 JSO employees from the 711 North Liberty Street

building to their new location in the Riverside area. The Network Team designed and implemented new networks and infrastructure equipment.

The Network Engineers continued to provide support on several projects to include:

- Replacing over 120 access points throughout JSO enterprise as part of a wireless upgrade.
- Installed Cisco DNA which better monitors, inventories and updates the infrastructure devices.
- Updated the Exchange email system and removed all outdated servers.
- Replaced all PMB IDF switches with a new Cisco switch chassis.
- Increased speed and performance at the disaster recovery site to the PMB.
- Replaced both Cisco Core switches with minimal downtime for the agency.

Currently, the engineers are working to increase the bandwidth on the AT&T circuits in PMB, designing a new disaster recovery site with a local company and working with JSO's Professional Oversight Unit on moving the entire PMB to the new Riverside location.

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 2024, the Network Security Team resolved 1,727 work orders, blocked 1.8 million malicious connections, scanned 2.1 billion files, 5.5 million network addresses, quarantined 510 files, blocked 1,801 applications, and responded to 1,324 events. In addition, 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 2024, the Application Development team was involved in the support of 108 production applications, resulting in the completion of 2,439 maintenance and enhancement work orders.

The Application Development team released new versions of ARMS, E-Warrants, CAMS, SmartCop, Vehicle Warehouse, Visitor Log and various other smaller applications with added functionality and enhancements.

Highlights include:

Continued maintenance releases of ARMS in support of operations with improvements like Sensitive Data flag, Camping Ordinance & related tracking, onboarding FSCJ, and Life Saving measure tracking. With keeping a consolidated solution for officers in mind, we migrated:

- Directed Deployments off SharePoint to ARMS online and replaced the Sheriff's Watch EasyTracking vendor application with a solution in ARMS online.
- Continued maintenance releases of eWarrants in support of operations with improvements like Ex Parte Orders and Supervisor Approval Step.
- Continued maintenance releases of CAMS in support of operations with improvements including the import of Tax Deeds and allowing CAMS to search ATIMS data.
- Migrated the Travel & Training Request off the older MOSS 2007 platform to SharePoint 2016, staged and test migration for SharePoint 2016 onto updated server farm with SSL support. Completed numerous improvement projects like FTO Applications, Probationary

Officer Evaluations, Performance Improvement Plans, Gym Waivers and Academy Course Registration.

- Continued maintenance releases of Vehicle Warehouse in support of operations with improvements like adding the mechanics dashboard to replace a manual whiteboard.
- Enhanced the PMB Visitor Log application to support all CTC, MCC & PDF correction facilities.
- Continued migration of sites / services off aging web servers to newer web servers along with migrating some solutions to load balanced sites.
- Upgraded the SmartCop CIC query tool and upgraded the Geolocation tool (Signal 4) to version 3.0 for more consistent, accurate data.

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 Development

The Database team supports 44 production servers, supporting a total of 884 databases, in addition to 6 development and 2 training servers with 88 databases. In 2024, the team completed 2,763 database-related work orders and tasks while also undertaking several key projects, including:

- Advancing FDLE data initiative, including data feed for Criminal Justice Transparency (CJDT) Administration.
- Completed FDLE data feeds for Use of Force (UoF), Unified Arrest Affidavits (UAA), and Criminal Justice Transparency (CJDT).
- Submitted 314,549 reports to FDLE with a manual review of 43,776 records.

- Continuing work on the Master Statute rewrite project.
- Completed the Public Data project to replace OMEGA.
- Progressing on the LINX rewrite to integrate ARMS data.
- Working on replacement of RES5, CAU7, CAUSQL and the UCR process with SQLGIS.
- Processed Florida Clerk of Court and Comptrollers Comprehensive Case Information System (FLCCIS) forms for the agency.
- Provided homicide data for the Transparency page.
- Added Document Locator to Property and Evidence Unit, zone secretaries and Legal group.
- Enhanced GIS processing by developing a new historical GIS address reference table (4,062,883 records).
- Integrated over 13 new data extractions into our Warehouse and DataMart for analysis and reports.

GENERAL SUPPORT SECTION

CENTRAL RECORDS

After an extensive organizational efficiency study by members of the Human Resources Division, in 2024 Central Records was split into two distinctive units, the Records Unit and the Identification Unit. Each unit is led by a civilian manager who reports to the Commander of the General Support Section of the Services Division.

Records Unit

The Records Unit is organized into 5 functional areas: Validations, Warrants, Data Input, Citation Accountability and the FCIC Agency Coordinator (FAC).

Validations Unit

Validations personnel are responsible for the accuracy of agency information that has been entered into the Florida Crime Information Center (FCIC) and the National Crime Information Center (NCIC) computer systems. Personnel must acquire and maintain Criminal Justice Information Services (CJIS) certification through the Florida Department of Law Enforcement (FDLE) to view entries and make any necessary changes or corrections. Missing persons, gun serial numbers, vehicle information, vehicle parts, vehicle tags, and boats are validated (checked for accuracy) monthly. During 2024, Validations personnel reviewed the accuracy of 5,279 entries.

Warrants Unit

Wanted persons validations are performed by Warrants personnel and include all felony warrants, injunctions for protection, writs of attachment, and custody orders. During 2024, Warrants personnel reviewed the accuracy of 28,756 wanted person entries.

Warrants personnel manually enter paper affidavits and writs of attachment for child support into both the e-Warrants (JSO Database) and the FCIC/NCIC computer systems. In 2024, Warrants personnel entered 9,069 wanted persons into these electronic systems compared to 7,211 the prior year. Felony and misdemeanor capiases, writs of attachment, custody orders, and injunctions for protection are electronically imported into e-Warrants from the Clerk of Courts records. In 2024, Warrants personnel entered a total of 18,222 temporary injunctions, final injunctions, extensions, and dismissals compared to 19,520 the prior year.

Data Input Unit

Data Input personnel provide report accountability by ensuring that every call for service listing a particular disposition code indicating that an officer completed a report actually has a corresponding report. If an error is detected, the officer is contacted and asked to complete the missing report or to provide the correct disposition code for the call for service to update the computer aided dispatch (CAD) system. Traffic crash reports are electronically transmitted to the Florida Highway Safety and Motor Vehicles (FLHSMV) daily. When an error is detected, an email is sent to the Data Input team to research. Once the appropriate correction is made by the originating officer, the report is re-submitted to FLHSMV. All crash reports are accessible to Data Input, the Public Record Request Unit, and all Patrol District substation personnel. In 2024, Data Input personnel had 1,582 missing General Offense reports and 1,974 missing traffic crash reports corrected.

Data Input personnel have the added responsibility of scanning and indexing various documents into a JSO document imaging system. In 2024, personnel scanned and indexed over 11,500 documents. A personnel processed over 4,487 Violent Crime Acknowledgement forms to apply confidentiality status to reports for victims of violent crimes. 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 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 Accountability personnel are responsible for tracking and ordering electronic citation numbers from the FLHSMV before they are depleted. Citation Accountability personnel are only responsible for reviewing court required paper

citations. In 2024, a total of over 18,000 UTCs were reviewed compared to 16,000 citations that were reviewed in 2023.

Traffic Warnings and Citations 2024

Race / Gender	Warnings	Citations	Total
ASIAN/FEMALE	151	0	151
ASIAN/MALE	200	15	215
BLACK/FEMALE	15,198	18,657	33,855
BLACK/MALE	15,818	25,187	41,005
HISPANIC/FEMALE	2,406	3,771	6,177
HISPANIC/MALE	4,115	9,314	13,429
INDIAN/FEMALE	58	65	123
INDIAN/MALE	57	121	178
OTHER/FEMALE	2,290	2,466	4,756
OTHER/MALE	3,434	4,297	7,731
OTHER/OTHER	4	0	4
WHITE/FEMALE	12,296	13,954	26,250
WHITE/MALE	17,043	22,600	39,643
TOTAL	73,070	100,447	173,517

FCIC Agency Coordinator (FAC)

The (FAC) position within the Records Unit 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. JSO is required to have all personnel with physical or logical access to criminal justice information (CJI) complete CJIS security awareness training. JSO's FAC maintains the database that tracks CJI certified employees. 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 and wanted persons. As of December 2024, there are 2,461 JSO employees that are FCIC certified and 939 JSO employees that are CJIS certified.

The FAC 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. All employees who were denied access, resigned, or retired from the agency are removed from the system. At the end of 2024, JSO had 1,542 active D.A.V.I.D users.

Identification Unit

The Identification Unit (ID) operates on a twenty-four-hour, seven day a week schedule and supports other agency personnel. In addition, the ID Unit provides criminal justice information (CJI) to the Duval County court system as well as other criminal justice agencies in the United States. One of the ID Unit's primary responsibilities is to positively determine the identification of arrested persons through fingerprint classification. ID Unit personnel confirmed the identity of 32,361 arrestees (adults and juveniles) in 2024, as compared to 33,891 in 2023, which is a decrease of 4.62%. The ID Unit personnel cleared 30,548 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 the 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: TenPrint, which is done by searching all ten fingers and Latent prints, which searches other areas of the hand. The TenPrint search will compare an unidentified 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 (3,291), new and repeat juvenile and adult arrests, JSO applicants (469), deceased persons (1,703), and to make positive identity verification of subjects associated with fraud cases (21).

By 2025, our projected capacity of prints is estimated at 1,275,000 records. The 2024 totals are listed below:

Record Type	2024 Total	2023 Total	Difference
Adult Submissions	30,763	32,096	-4.2%
Juvenile Submissions	1,598	1,795	-11%
Felon Registrations	3,291	3,131	+5.1%

In addition to the typical AFIS duties above, an ID Unit employee is assigned to process all judgment and sentencing (J & S) cases from the State Attorney's Office. Occasionally prior to the sentencing phase of a court case, a subject may insist he or she is not the perpetrator of a previous crime that resulted in a court conviction. To investigate the allegation, the AFIS employee must compare the subject's fingerprints to the fingerprints taken at the time of the previous conviction to determine if

the prints match in both instances. If they match, the Assistant State Attorney will have proof of a convicted felon status and may recommend a more stringent sentence based on the prior criminal conviction. In 2024, ID Unit personnel received 352 print requests for J & S cases compared to 353 in 2023. A total of 271 defendants (76.9%) in the J & S cases required personnel to fingerprint them to make a comparison. If a defendant continued to deny the previous conviction, the AFIS employee was called to testify in court regarding the fingerprint identification. In addition to fingerprint duties, the ID Unit also responded to 4,080 radio calls, 24,366 telephone calls, sent 8,859 teletypes to other law enforcement agencies, and prepared 30,047 criminal history records to be used in court proceedings.

PUBLIC RECORDS AND PUBLIC COUNTER

The Public Records Request Unit (PRRU) and the Public Counter handle requests for public records from both public and private sectors, as well as other law enforcement agencies. In 2024, the PRRU reviewed and processed 43,881 public records requests, 1,958 records requests for the Office of General Counsel (OGC) and 2 Capital Collateral Demands for the Capital Postconviction Public Records Repository. In accordance with Florida Statute 119, the PRRU also carefully reviewed and redacted 34,637 Arrest & Booking reports for the Clerk of the Court. If an Arrest & Booking report involved domestic violence, the report was also forwarded to a team at the Hubbard House for review. In 2024, the PRRU forwarded 15,487 Arrest & Booking Reports to the Hubbard House team.

In addition to their daily duties, the Public Counter employees processed 2,525 fingerprint requests, including those for employment, name changes, concealed weapon permits, and performer work identification cards. In 2024, the PRRU collected \$303,236.52 in public records request fees that were deposited into 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. The unit is responsible for the acquisition, maintenance, fueling and disposal of fleet equipment. Currently Fleet Management provides support services for more than 2,000 pieces of diverse mobile equipment for the Sheriff's office, including police cars, unmarked vehicles, boats, trailers, sign boards, motorcycles, golf carts, light towers, jet skis, and various off-road equipment such as tractors.

In 2024, the JSO continued to integrate the new ghost package color scheme on all marked vehicles at no additional cost.



In 2024, two hundred and eighty-two (282) replacement vehicles were purchased, including 219 Patrol vehicles with the new paint scheme. The Fleet Management Unit also oversaw the purchase of a state-of-the-art mobile command center for the Unmanned Aerial Systems Unit (UAS) that is equipped with advanced charging capability, pilot stations and critical incident management facilities. This command center will allow UAS members to better assist during demanding incidents such as barricaded armed subjects, locating missing endangered citizens and large-scale special events such as Jaguar games, music events and festivals.



In 2024, the Fleet Management Unit created a Vehicle Attendant position to provide additional capacity with providing fleet service to JSO members. Unit personnel inspected and processed approximately 1600 vehicle assignments/reassignments, including issuing 128 vehicles to new police recruits and Community Service Officers.

FACILITIES MANAGEMENT

JSO has operations in 79 different facilities across the county, totaling over 1.5 million square feet of space. The Facilities Management Unit accounted for over \$525,000.00 for maintenance and repairs in 2024. The Facilities Unit completed 1,316 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 2024 included:

- Designing and creating a dedicated space for the Sheriff to record multimedia content.
- Installing a security fence around the East Lot parking area to create a safer environment for our employees, especially those that work overnight shifts.
- Reorganizing and revitalizing the work area for the Burglary Unit to create additional workspace for the Recruiting Unit. This project allowed the Recruiting Unit to move from the JSO Academy

to the Police Memorial Building (PMB) for a more cohesive and collaborative environment with their counterparts in the Human Resources Division at the PMB.

- Reorganizing the layout of the Special Assault Unit to foster a more team-friendly environment.

SUPPLY

The Supply and Mail Unit underwent structural changes in 2024. The Mailroom separated from the Supply Unit and joined the Copy Center, coalescing like-functions, to become the Copy Center and Mailroom Unit.

During 2024, the Supply Unit made significant process gains. For the first time, the unit conducted field audits of expired equipment, the results of which were used to populate the new Supply software, Collective Data Quartermaster (CQM), with data and therefore drive automated expiration notifications to officers. The revamped vendor managed inventory (VMI) program, which is used to deliver supply items directly to officers at their substations, resulted in 580 deliveries in just six months. Each delivery is estimated to have saved one labor hour for an officer to pick up the item at the Police Memorial Building (PMB), increasing the presence of officers in the community. Based on this success, the Supply Unit intends to expand the program in 2025.

COPY CENTER AND MAILROOM

In 2024, the Copy Center was combined with the Mailroom to become the Copy Center and Mailroom Unit. The unit also experienced a change in leadership, moving under the leadership of the Supply Chain Manager and a new acting supervisor.

The Mailroom out-processed 38,412 pieces of mail and parcels in 2024, trending slightly down from 41,025 in 2023, a reduction of 6.37%.

The biggest process change for the Copy Center was the agency decision to no longer reproduce Arrest & Booking Reports for First Appearance (J1) Court. As a result, there was a grand total reduction of 33.41% in print jobs performed over 2023.

SECURITY

Security Unit personnel are tasked with a variety of responsibilities which include providing 24-hour, seven days a week security at the Police Memorial Building (PMB), monitoring closed circuit security cameras, detaining persons with arrest warrants, receiving found property, patrolling the interior and exterior of the PMB, issuing administrative parking citations, and providing security escorts for employees. In 2024, Security Unit personnel processed 4,976 logged visitors and 7,109 unlogged visitors requesting access to the PMB, a 33.25% increase over 2023. These visitors gained access to the PMB for various reasons including requesting public records, documenting incidents via police reports, interviews with Investigations members, and meetings with agency administrators. In 2024, 465 of the individuals entering the PMB were found to have active arrest warrants while being checked into the visitation log and were safely detained for arrest. The Security Unit also safely facilitated 281 child custody exchanges. In addition to issuing agency identification cards to all JSO employees, contractors, and other designated personnel, in 2024 the Security Unit began issuing adult entertainer licenses for Duval County, with 473 licenses issued.