

# ***SHERIFF***

**ST. JOHNS COUNTY**

**DAVID B. SHOAR, SHERIFF**



## ***ANNUAL REPORT***



# ***2019***





## ***A MESSAGE FROM THE SHERIFF***



Dear Citizens of St. Johns County:

I am pleased to present to you the 2019 St. Johns County Sheriff's Office Annual Report. This document outlines the significant initiatives we have embraced during the past year and also includes specific facts and statistics for 2019, to provide a more complete understanding of how our resources are utilized. This report outlines our organizational structure and presents an overview of each facet of our multi-functioning law enforcement agency.

As our agency expands our services to keep pace with our county's growing population, we are proud to relay our personnel are receiving the highest degree of training and education to better balance the many challenges they face on a daily basis.

It remains vitally important to us that we continue our part in maintaining a standard of excellence to our community by providing the best possible law enforcement services to those we serve and protect. The St. Johns County

Sheriff's Office is often referred to as one of the premier law enforcement agencies in Florida. Without question, the credit for the success of our agency belongs to the committed and unwavering professionals who share the same goal and give their all every day.

I am proud to serve as your elected Sheriff and will continue to be accountable for the management and operation of your Sheriff's Office. We will continue to uphold the fundamental standards we have displayed through good stewardship of public funding and public trust.

Our agency's mission statement is "Taking Care of People," and I believe we successfully achieve that mission, as each and every one of our personnel stands ready to assist you at any time. Please do not hesitate to contact me at (904) 810-6601 or [dshoar@sjso.org](mailto:dshoar@sjso.org). Thank you for taking the time to get to know us better.

Sincerely,

A handwritten signature in black ink that reads "David B. Shoar". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

David B. Shoar  
Sheriff of St. Johns County



# St. Johns County Sheriff's Office

# Guiding Principles

## MISSION STATEMENT:

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*“Taking Care Of People”*

## VISION STATEMENT:

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*“Be the best we can be, in all that we do”*

## VALUE STATEMENT:

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*Our core values are non-negotiable:*

- *Integrity*
- *Treating people with dignity and respect*

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and follow us on Social Media**



# ***EXECUTIVE STAFF***



***SHERIFF***  
David B. Shoar



***UNDERSHERIFF***  
Matthew Cline



***DIRECTOR***  
***FINANCIAL SERVICES***  
Becky Hesson



***DIRECTOR***  
***LAW ENFORCEMENT***  
David Messenger



***DIRECTOR***  
***GENERAL SERVICES***  
Jason Sheffield



***DIRECTOR***  
***CORRECTIONS***  
Samuel Williams



***CHIEF***  
***PATROL***  
Howard Cole



***CHIEF***  
***AVIATION UNIT***  
Perry Hagaman



***CHIEF***  
***CENTRAL***  
Brian Lee

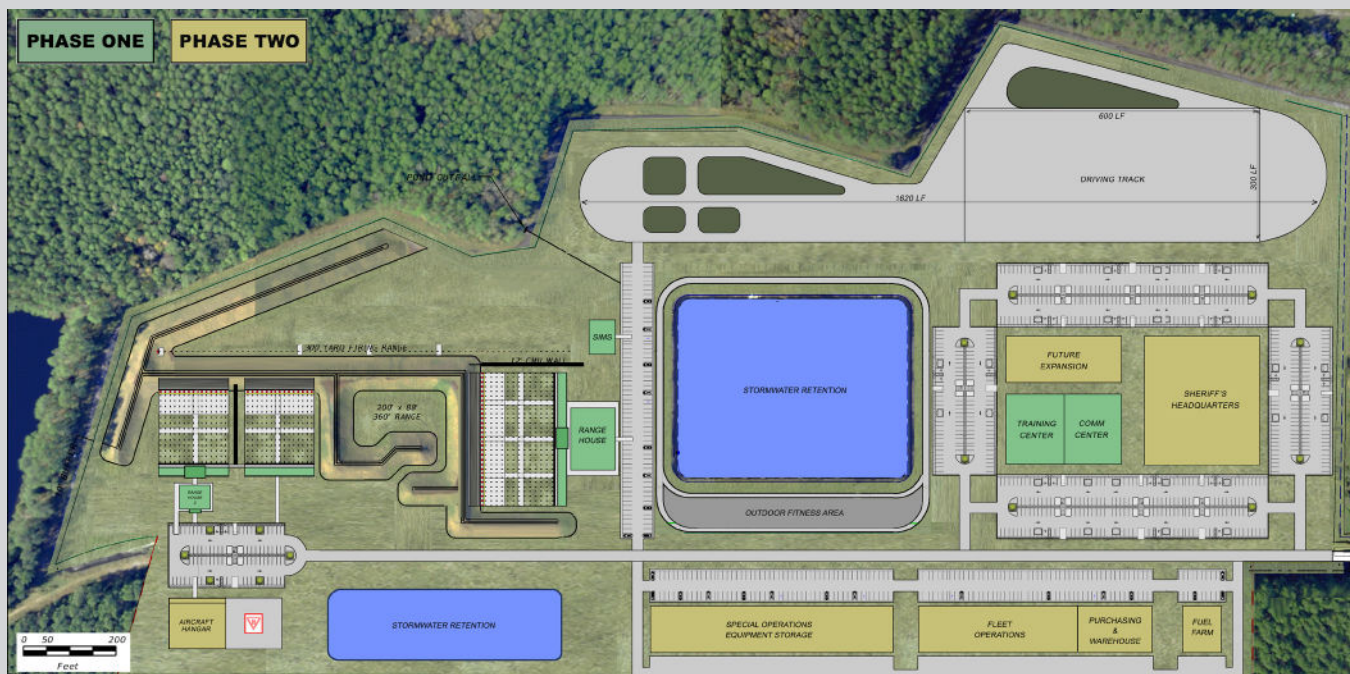


***CHIEF***  
***CORRECTIONS***  
Misty North





# A YEAR OF CHANGE



## TRAINING CENTER

**M**any years ago, the St. Johns County Sheriff's Office recognized the need for its own law enforcement training center. In 2014, we took advantage of an opportunity to acquire 50-acres of property on the southern end of Agricultural Center Drive, just south of the St. Johns County Emergency Operations Center. This property was acquired with Law Enforcement Impact Fees and immediately identified as the future home of the St. Johns County Sheriff's Office Emergency Communication and Law Enforcement Training Facility.

The St. Johns County Sheriff's Office currently leases offices, classrooms, defensive tactics room, firearms range, driving track, and more at the Public Safety Campus of the First Coast Technical College. In FY2017-18, the annual base lease amount was \$100,800, not including our tactical operations (firearms range and driving track) hourly rental amount, which equates to nearly \$20,000 each year. Although this leased premise has provided functionality to our agency for many years, and we are grateful for it, there are several factors today that impede our tactical training and forward advancements on administrative and leadership

training. In addition, residential encroachment to the existing site has been rampant and continues to occur, with more than 582 single family residential lots platted in the immediate area since 2015.

In 2015, the St. Johns County Sheriff's Office created a Master Development Plan for the future uses of the 50-acre site. This preliminary plan includes all essential training functions for both law enforcement and correction sworn personnel, which includes firing ranges, driving track, defensive tactics facilities, physical agility course, simunition house, simulated jail cells, auditorium, classrooms, cardio and weight room, dive training area, K-9 training area, specialty teams training areas, and more.

At some point in the future, all of our special operations equipment will be housed at this site, which is centrally-located within the county and allows for rapid and efficient deployment to all areas within St. Johns County.







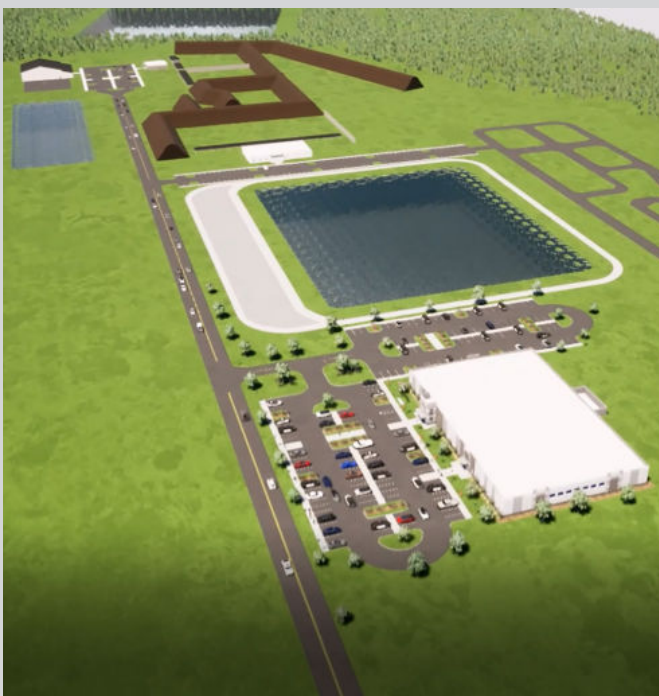
### **COMMUNICATION CENTER**

**T**he Emergency Communication Center is literally the front door for all emergency services in St. Johns County, and, as such, it needs to be equipped to handle the most critical incidents. At no point should the safety and security of the physical building be a concern

needing to be addressed. This is the location where all emergency 911 calls are routed and handled by trained public safety telecommunicator professionals. The existing Communication Center houses personnel from the St. Johns County Sheriff's Office and the St. Johns County Fire Rescue Department.

In 2016 and 2017, St. Johns County experienced Hurricanes Matthew and Irma. Both of these storms accentuated the fact that the existing Communications Center is not optimally located based on multiple factors.

"CHANGE" continued on page 5 ...



“CHANGE” continued from page 4 ...

The existing Communications Center is currently located in Flood Zone B, 1.41 miles from the Intracoastal Waterway, 2.2 miles from the Atlantic Ocean, .2 miles from the San Sebastian Tributary, and 438 feet from an extremely active railway system that routinely transports hazardous materials.

A 2013 Storm Surge Depth Analysis shows a Category 3 storm surge would submerge the existing Communication Center property with 5' 2" of water above ground level (wind and wave action would increase the impact). The analysis shows the interior of the Communication Center would likely flood (minimum 6" of water) in a Category 3 surge event. Moreover, the parking area would be unusable in a Category 3 storm and likely would be inaccessible in a Category 2 storm surge.

The Communication Center was evacuated in October 2016, as Hurricane Matthew approached St. Johns County. All Communication Center personnel were relocated to the Backup Public Safety Answering Point (B-PSAP). This backup center is located at the St. Johns County Fire Rescue Administration Building on Gaines Road, which is approximately 1.5 miles west of the existing facility. The B-PSAP provides all of the required functions as the primary E911 Communication Center, but it is substantially smaller than the primary center. Therefore, not only did we relocate to a significantly smaller area for E911 calls and dispatch functions, but we also doubled the amount of personnel for a 72-hour period within this smaller area due to the impact of the hurricane.

In 2017, for Hurricane Irma, we did not relocate to the B-PASP and experienced other issues resulting from insufficient sleeping quarters, limited cooking facilities as well as appropriate showering facilities. Many of these criteria are earmarked by The National Fire Protection Association (NFPA) and the National Emergency Number Association (NENA) as required standards for PSAPs. At least seven elements of the existing building fall short of NFPA and NENA standards.

Based on the inherent nature and critical responsibility of our Communication Center, this building should NEVER be evacuated in the time of any natural disaster, act of

terrorism, or any other event of crisis.

We are beginning construction in March 2020 on an Emergency Communications Center that will house all of the Public Safety Telecommunicators for the St. Johns County Sheriff's Office and St. Johns County Fire Rescue. This building will be constructed at a Category-5 Structural Rating, with clean and redundant power systems, among other critical infrastructure and will ensure the ultimate safety of all personnel inside during most any critical incident.

Ensuring an operational and functional E911 Communication Center during all times of an emergency is essential for all public safety officials. The E911 Communication Center is the central nervous system (hub) of all law enforcement, fire and medical emergency communications. The inherent responsibility of an E911 Communication Center is vitally important to you, the residents and visitors of St. Johns County, who always deserve the best from us even at the worst of times. This proposed component will allow us to remain fully operational and functional during all times and will ensure everyone within St. Johns County that we have an E911 Communication Center that will serve their needs 24-hours a day, 7-days per week, no matter the circumstance.

Construction is scheduled to initiate in March 2020 and will conclude in early 2021.



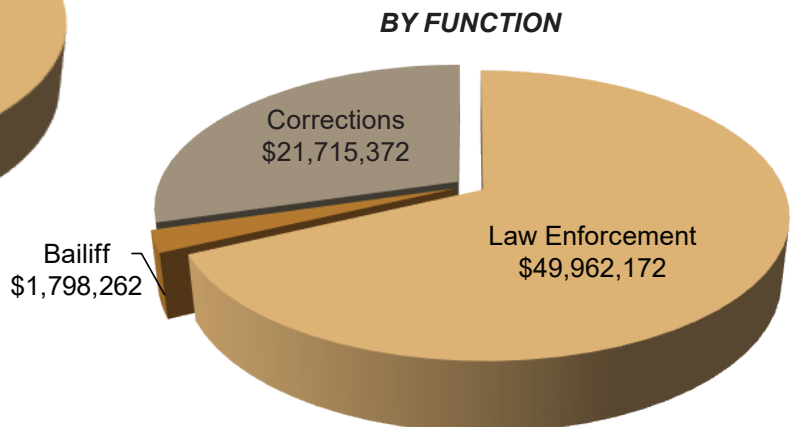
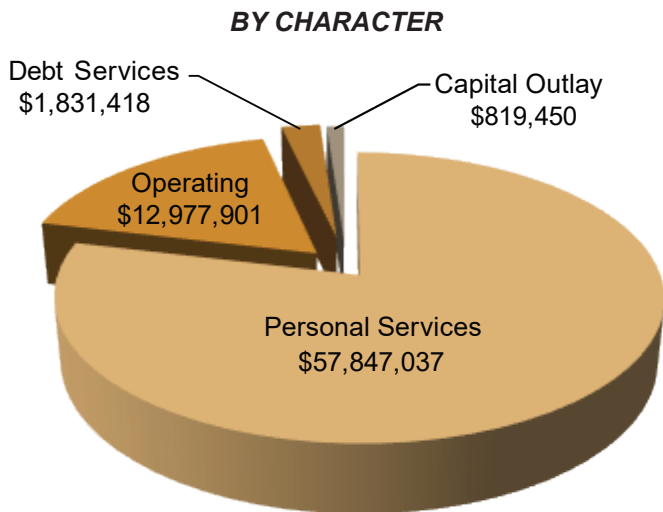
# FINANCIAL SERVICES DIVISION

The Financial Services Division consists of fifteen (15) full time employees with the responsibility of support functions to effectively manage the ad-valorem tax dollars provided for the agency's law enforcement, bailiff and detention operations. Those functions include but are not limited to developing and monitoring the annual budget, payroll, accounts payable and receivable, cash management, purchasing and inventory, grants and financial reporting.

The Sheriff's annual budget must comply with Florida Statute and the Uniform Accounting System, and it must be submitted to the Board of County Commissioners no later than May 31 for the fiscal year which will begin the following October 1. The Board has the authority to accept, reject, or require modifications to the submission. The final approved budget is not received from the Board until late September, after all required public meetings are held.

Because of the complex nature of our budget and the growth within our agency, budget management has become a year-round function. The Sheriff's Office budget for fiscal year 2019 was \$73,475,806. This amount breaks down to 68% (\$49,962,172) for law enforcement expenditures, 30% (\$21,715,372) for Detention Center, and 2% (\$1,798,262) for Bailiff/Courthouse expenditures.

In addition to managing all budgeted funds, the Financial Services Division also fulfills the fiduciary responsibilities for the North Florida High Intensity Drug Task Force (established and governed by the Office of National Drug Control Policy) and the Northeast Task Force (NET). The Northeast Task Force is a task force established by the Florida Department of Law Enforcement and is comprised of several northeast Florida area law enforcement agencies.





# OFFICE OF THE SHERIFF

## 2019 AWARD RECIPIENTS:

### DEPUTY GUY WHITE AWARD

Given to a law enforcement deputy who has excelled in his/her position for the entire year and not for one single event.



*Detective David Causey*

### LIEUTENANT GLENN D. CARDWELL AWARD

Given to a corrections deputy who has excelled in his/her position for the entire year and not for one single event.



*Deputy Brian Armenta*

### CAPTAIN HAZEL MCCORMICK AWARD

Given to a civilian employee who has excelled in his/her position for the entire year and not for one single event.



*Supervisor Racheal Moore*

### JOSHUA E. BLYLER AWARD

Law Enforcement Rookie of the Year



*Deputy Marckus Logan*

### CHRIS J. DALE AWARD

Corrections Rookie of the Year



*Deputy Tavia Huie*

### PUBLIC SAFETY TELECOMMUNICATOR

of the Year Award



*Mr. Brandon Hennessey*

### NEIL J. PERRY LEADERSHIP AWARD

This award is named after Neil J. Perry who served for 20 years as Sheriff of St. Johns County. He displayed outstanding leadership to this agency and the citizens of our county. The award is presented to a supervisor who has displayed exceptional leadership.



*Sergeant George Harrigan*

### SHERIFF'S AWARD OF EXCELLENCE

Given to one or more individuals who have maintained an excellent level of service and represented the agency in a positive manner in their current assignment during the previous year.



*Mrs. Elizabeth Mickler*

### VOLUNTEER OF THE YEAR AWARD

This award is given to a volunteer who has consistently served the agency for a minimum of one year and has made a difference in their assigned division through positive contributions to the agency.



*Mr. Mel Haynes*



# OFFICE OF THE SHERIFF STATISTICS:

## COMMUNITY

### PARTNERSHIPS AND OUTREACH

- Volunteer Hours. . . . . 6,604
- Police Athletic League (PAL)  
Youth Participants . . . . . 2,700
- Civilian Law Enforcement  
Academy (CLEA)  
Graduates . . . . . 43
- Explorer Program Youth  
Participants . . . . . 50
- CARE Program Participants . . 29
- SAFE Trak Participants . . . . 34

## MEDIA

- Press Releases . . . . . 407
- Community Releases . . . . . 834
- Video/PSA Production  
Code Red Requests/  
Launched . . . . . 10
- On-scene Responses . . . . . 23
- Other SJSO Staff Interviews . . 12
- Website Updates - Hours . . . 768
- Website Clicks  
(since launch of new site on  
March 25, 2019). . . . 1,465,114
- Video Production Hours . . . 356
- Videos Produced . . . . . 3
- Videos on Social Media . . . . 32
- Live Feeds on Social Media . . . 5
- Facebook Posts . . . . . 1,028
- Twitter Posts . . . . . 555
- Instagram Posts . . . . . 121
- Nextdoor Posts . . . . . 78
- Fan Increase . . . . . 22,787
- Video Views on  
Social Media . . . . . 377,535
- Graphics Made . . . . . 1,344
- Periodicals Produced . . . . . 4

## ONLINE REPORTING

- Identity Theft/Fraud . . . . . 174
- Petit Theft . . . . . 62
- Lost Property . . . . . 41
- Burglary to Motor Vehicle . . . . 5
- Criminal Mischief (Vandalism) . . 5

## OPERATION MEDICINE

### CABINET

- Medicine Collected &  
Disposed . . . . . 1,466 pounds

## CRIME PREVENTION PROGRAM

- Personal Safety Programs . . . 19
- Neighborhood Watch Events. . 43
- Community Meetings /  
Programs . . . . . 31
- Senior Programs . . . . . 8
- Security Surveys - Residential/  
Commercial . . . . . 8
- Cuddly Care Programs . . . . . 21
- Kids Programs/Talks . . . . . 2
- Identity Theft Programs . . . . . 2

## COURTESY DESK

- Walk-ins. . . . . 12,554
- Appointment  
Coordinations. . . . . 1,972
- Phone Inquiries/  
Calls for Service. . . . . 793
- Deliveries. . . . . 993
- Offense/Incident/Supplement  
Reports (in person, online, by  
phone) . . . . . 726
- No Trespass Signs . . . . . 277
- Notary Service. . . . . 380
- Ride-alongs . . . . . 44
- Arrests/Charging Affidavits . . . 11
- Evidence Submittals . . . . . 71
- Comment Forms . . . . . 22

## PUBLICATIONS

### *Forms*

- Revised . . . . . 82
- Inactivated . . . . . 7
- New . . . . . 25

## HONOR GUARD

- Color Presentations. . . . . 22
- Funerals . . . . . 16
- Law Enforcement Memorials. . . 6
- Parades . . . . . 2

## INTERNAL AFFAIRS

### INVESTIGATED COMPLAINTS

- Complaints . . . . . 25

### IA CASES BY DIVISION

- Law Enforcement . . . . . 14
- Corrections . . . . . 11
- Finance . . . . . 0
- General Services. . . . . 0
- Office of the Sheriff . . . . . 0

### IA CASES BY LEVEL/TYPE

- AI-1 . . . . . 5
- AI-2 . . . . . 15
- CDI . . . . . 0

### VIOLATION RESULTS ON

### INVESTIGATED COMPLAINTS

- Sustained . . . . . 27
- Unfounded. . . . . 2
- Not Sustained . . . . . 3
- Exonerated . . . . . 2
- Withdrawn . . . . . 0
- Policy Failure. . . . . 0

### TOTAL NUMBER OF

### FINDINGS. . . . . 34

- Sustained . . . . . 27
- Other than Sustained . . . . . 7



# LAW ENFORCEMENT DIVISION

The men and women assigned to the Law Enforcement Division (LENF) are Sheriff Shoar's frontline in keeping the citizens and visitors of St. Johns County safe. Across the United States, there has been a false narrative written that has caused the targeting of law enforcement by individuals and extremist ideology. Targeted violence against law enforcement has weakened some of the communities across the nation in greatest need of law enforcement protection. Locally, the men and women of the St. Johns County Sheriff's Office have proven their ultimate commitment to our communities by serving without reservation and embedding themselves even more to a commitment of service to others above self. The many components of the LENF work in cooperation including receiving calls for service, patrolling the communities, investigating crimes, processing forensic evidence, analyzing intelligence, and working with judicial partners to protect our communities and accomplish our mission of "Taking Care of People."

Sheriff Shoar's Rightful Policing initiative is a proclamation to the community and re-affirmation to the men and women of the Sheriff's Office about the expected level and quality of service the agency provides to all citizens and visitors of St. Johns County. Rightful Policing incorporates the ideals of problem oriented policing, community policing, and intelligence-led policing.

The St. Johns County Sheriff's Office experienced several changes as a result of the Florida Safe Schools Act, mandated in SB 7026 and SB 7030. As a result of the new legislation, the Sheriff's Office increased the size of the Youth Services Unit. Immediately following the school shooting in Parkland, the Sheriff's Office and School District focused on relationship building and strengthening its partnership to mitigate the risk of an incident occurring locally. Since the inception of the Marjory Stoneman Douglas act, the Sheriff's Office and School District have increased their situational awareness and complied with the mandates outlined in the law.

In the Law Enforcement Division deputies and resources are deployed into four geographical districts of the county. Deputies who serve the communities are trained in the most current tactics and techniques within the field and are

equipped with the most current technology and tools to serve the citizens and visitors of St. Johns County.

We are continuing to address one of our greatest challenges in St. Johns County, which is growth. Based on the county's increasing population and forecasted population growth data, we have continued to compress geographical areas of patrol to provide more deputies in our communities. In the future, we will need to hire additional deputies to keep up with the growth and to maintain the high level of quality service to our citizens, communities, and visitors.





## INTELLIGENCE UNIT

**T**he Intelligence Unit (INTEL) is comprised of both sworn law enforcement deputies and civilian analysts. On a daily basis, INTEL partners with other local, state, and federal agencies to combat and solve crime. INTEL is responsible for providing analytical and investigative support to all patrol and investigative units for the St. Johns County Sheriff's Office. The analysts specialize in collecting, analyzing and utilizing technology to enhance operational effectiveness.

Intelligence gathering has proven to be valuable not only in a reactive investigative role, but also in a real time setting. Over the past few years, INTEL has progressed into a real time and immediate response support by leveraging technology and providing actionable information to responding deputies. This proactive approach is a more deliberate method to enhance their response, increase officer safety, and improve operational intelligence.

### **REAL TIME INTELLIGENCE CENTER (RTIC)**

In August of 2019, SJSO implemented the "Real Time Crime" concept. RTIC analysts are responsible for monitoring CAD calls, surveillance cameras, evaluating traffic and criminal activity in real-time. Analysts are required to review and analyze all in-progress calls for service and, within five minutes, disseminate this intelligence to the responding deputies to further enhance the deputies' knowledge and situational awareness prior to arrival on scene.

RTIC analysts provide an overall situational awareness for the county and play an integral role during special events such as the 4th of July celebrations, The Players Championship, concerts, and numerous events which occur throughout the county. Since August 19, 2019, RTIC has assisted on 94 in-progress calls for service and have played an active role in all investigative efforts through the partnership with each respective investigative unit within the agency.



# LAW ENFORCEMENT STATISTICS:

PATROL DISTRICTS	NORTHWEST	NORTHEAST	SOUTHWEST	SOUTHEAST
Calls for Service	46,439	82,140	35,717	35,065
Offenses	2,680	4,021	2,271	3,080
Traffic Citations	3,301	2,075	1,881	1,422
Traffic Warnings	8,128	7,638	10,056	1,787
Traffic Crashes	2,142	1,730	983	3,080
Arrests Made	602	780	638	827

## INTELLIGENCE

- Bulletins . . . . . 440
- Criminal Histories . . . . . 2,303
- Predictives . . . . . 1
- Workups . . . . . 311
- Crimestopper Tips  
Received . . . . . 293
- Offense Reports Generated/  
Investigated . . . . . 265
- Additional Cases Investigated  
by Intel . . . . . 57
- Threat Assessments . . . . . 38
- Intelligence Sharing Reports  
Compiled/Distributed . . . . . 156

## JUDICIAL SUPPORT

- Judicial Complex  
Visitors . . . . . 456,147
- Weapons/Contraband Located  
via Scanners . . . . . 4,662
- Arrests . . . . . 232

## FINGERPRINTING SERVICES

- RENDERED . . . . . 3,126
- General Public . . . . . 1,622
- Sex Offenders/Predators . . . 877
- Criminal Registrations . . . . 521
- Concealed Weapons  
Permits . . . . . 106

## CALLS FOR SERVICE

### BEACH PATROL

- Written Warnings . . . . . 1,144
- Verbal Warnings . . . . . 1,904

- Habitat Conservation  
Violations . . . . . 426
- County Citations . . . . . 90
- Parking Tickets . . . . . 167
- Reports . . . . . 84
- Traffic Citations . . . . . 35
- Arrests . . . . . 11

## COMMUNICATIONS

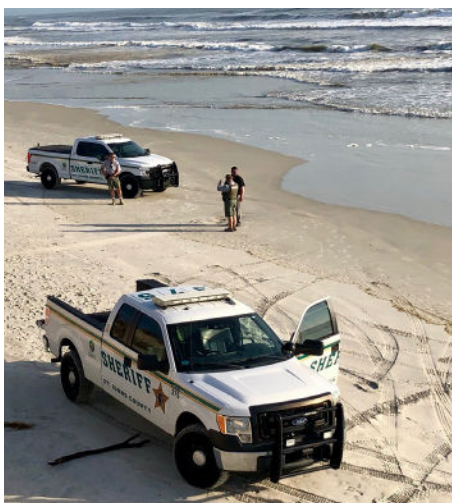
- Telephone Calls Incoming/  
Outgoing . . . . . 338,647
- Incoming 911 Calls . . . . . 89,639
- Calls for Service (Including  
SABPD Dispatch) . . . . . 265,143
- Busiest Day . . . . . July 4, 2019
- Average Daily Total . . . . . 726

## PUBLIC SERVICE ASSISTANTS

- Calls for Service . . . . . 10,790
- Written Reports (General  
Offense Reports) . . . . . 185
- Special Assignments . . . . . 1,229
- Crashes Investigated . . . . . 2,921
- Funeral Escort . . . . . 16
- Uniform Traffic Citations  
Issued . . . . . 583
- Written Warnings . . . . . 826

## TRAFFIC

- Calls for Service . . . . . 9,145
- Uniform Traffic Citations  
Issued . . . . . 3,375
- Special Assignments . . . . . 908
- Written Warnings . . . . . 3,110
- Crashes Investigated . . . . . 486
- General Offense Reports . . . . 63
- DUI Arrests/Citations . . . . . 8
- Traffic Fatalities . . . . . 18
- Funeral Escort \*TOTAL PSA  
TRAFFIC\* . . . . . 32



## Youth Resource Deputy Activity in St. Johns County Schools

	High Schools	Middle Schools	K-8 Schools	Elementary Schools
Programs Provided	59	12	22	74
Students Counseled	3,979	1,264	738	1,338
Parent Conferences	806	626	92	255
After School Activities	239	71	8	6
Arrests	12	3	0	0
Complaint Affidavits	44	12	3	1
Civil Citations	92	47	13	0

\*Numbers are for the 2018-2019 School Year



## ALARMS

- Residential Alarm Registrations . . . . . 8,328
- Business Alarm Registrations . . . . . 1,020
- Total Alarms Registered. 9,348**
- New Residential Registrations . . . . . 1,242
- New Business Registrations . . . 111
- Total False Alarms . . . . . 8,361**
- Total Fees Collected. \$173,899**

## INVESTIGATIONS

### FORENSICS

- Property Room Items Submitted. . . . . 14,967
- Crime Scenes Processed . . . 213

### Latents

- Latent Comparisons . . . . . 25,122
- Items Processed
  - In House . . . . . 1,386
- Manual Identifications . . . . . 188
- AFIS Searches . . . . . 300
- AFIS Hits . . . . . 100

### Biology Prescreen

- Areas Tested . . . . . 277

### Digital Forensics:

- Cell Phones/Tablets. . . . . 561

### SPECIAL INVESTIGATIONS

- Cases Investigated . . . . . 408
- Arrests/Complaint Affidavits Filed . . . . . 199
- Narcotics Seized
  - Cannabis . . . . . 14,585 grams
  - Powder Cocaine . . . 260 grams
  - Crack Cocaine . . . . . 91 grams
  - Prescription Pills . . . . 1,932 pills
  - Heroin . . . . . 97 grams
  - Meth. . . . . 375 grams

### MAJOR CRIMES

- Total Cases Screened . . . . . 426
- Cases Assigned to Detectives for Follow-up . . . . . 206
- Death Investigations . . . . . 70
- Violent Crimes Investigated. . . 44
- Search Warrants . . . . . 63
- Traffic Homicides Investigated . 1
- Officer Involved Shootings. . . . 0
- Cold Cases Reviewed . . . . . 5
- Homicides Investigated . . . . . 5

### FINANCIAL CRIMES

- Cases Investigated . . . . . 123
- Arrests/Charging Affidavits . . . 11

### SPECIAL VICTIMS

- Total Cases Investigated . . 1,476
- Criminal Charges. . . . .
- Search Warrants . . . . . 60
- Domestic Violence GPS

- Offender Tracking . . . . . 164
- INVEST Reviews/  
Investigations. . . . . 1,355

### INTERNET CRIMES AGAINST CHILDREN (ICAC)

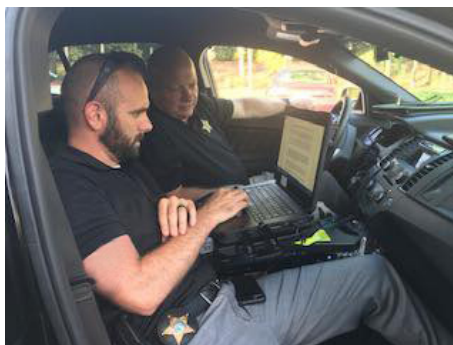
- Cases Investigated . . . . . 85
- NCMEC (Cyber Tips). . . . . 43
- Arrests. . . . . 25

### SEXUAL PREDATOR OFFENDER TRACKING (SPOT)

- Cases Investigated . . . . . 145
- Arrests/Charging Affidavits . . 44

### VICTIM ADVOCATE PROGRAM

- Total Number of Victims Served . . . . . 1,544
- Victim Compensation Forms. . . . . 437
- Information and Referrals . . 1,519
- Emotional Support / Safety Services . . . . . 830
- Criminal / Civil Justice Assistance . . . . . 731
- Personal Advocacy / Accompaniment. . . . . 717



## SPECIAL OPERATIONS

### AVIATION

- Missions/Hours . . . . . 300/262hrs
- Missing Persons . . . . . 23
- Assist Patrol . . . . . 165
- Assist Investigations . . . . . 16

### BOMB TEAM/EXPLOSIVE ORDNANCE DISPOSAL

- Missions . . . . . 34  
(7 Naval Flares)
- Actual Devices. . . . . 12

### CLANDESTINE LAB TEAM

- Labs Investigated . . . . . 3

### CRISIS NEGOTIATION TEAM

- Call Outs . . . . . 0

### DIVE TEAM

- Call Outs . . . . . 9

### FIELD FORCE

- In County Call Outs . . . . . 1
- Out of County Call Outs . . . . 0

### K-9

- Explosive Sniffs/Bomb Threat/  
VIP Events . . . . . 58
- Narcotic Sniffs . . . . . 230
- Felony Assists . . . . . 63
- Engagements . . . . . 2
- Non-Engagements . . . . . 30
- Missing Persons/Suicidal  
Subjects . . . . . 21
- Located Missing Persons/  
Suicidal Subjects . . . . . 13

### MARINE UNIT

- Calls for Service . . . . . 770
- Vessel Safety Inspections . . 289
- Marine Swimmer/Boater in  
Distress . . . . . 48
- Abandoned/Derelict Vessels . . 14
- Call Outs . . . . . 3
- Assist Other Agencies . . . . . 35
- Hours on Water . . . . . 1,722

### SPECIAL WEAPONS AND TACTICS (SWAT)

- Barricaded Subjects . . . . . 0
- Executive Protection . . . . . 5
- Search Warrants . . . . . 15

### UNIFIED COMMAND CENTER TEAM

- Missions . . . . . 14



# CORRECTIONS DIVISION

The St Johns County Corrections Division (CORR) has been accredited by the Florida Corrections Accreditation Commission (FCAC) since June 22, 2004. The accreditation process is an essential element in furthering professionalism within our agency's Corrections component. The standards are prevalent in daily activities and serve as a benchmark for achieving the highest standards of proficiency.

A team of assessors from the Florida Corrections Accreditation Commission (FCAC) conducted an onsite assessment for our Corrections Division in early March 2019. The assessors examined the following components of the Corrections Division: Admissions/Release, Housing, Medical, Food Services, Training, and Human Resources. After completing the assessment, the team unanimously recommended to the commission that we receive re-accreditation with Excelsior status.

Excelsior status recognizes and is limited to agencies which have earned five (5) continuous re-accreditations without any conditions.

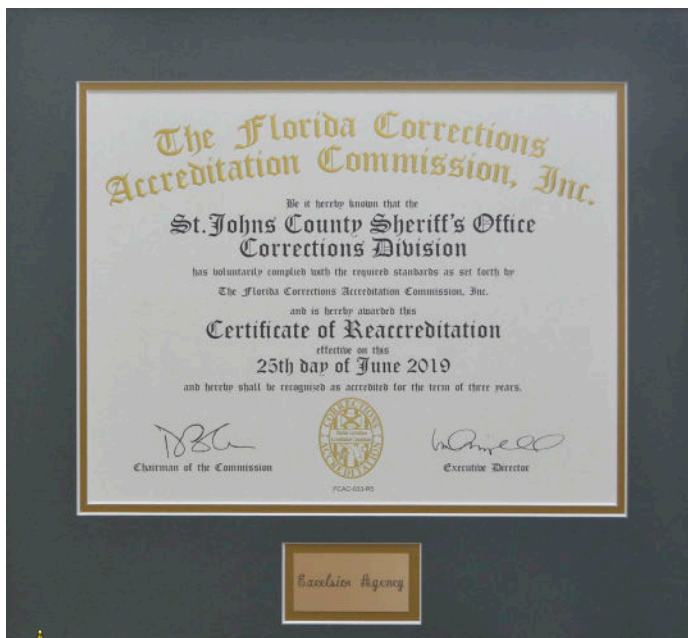
On June 25, 2019, the St. Johns County Corrections Division was awarded re-accreditation with the distinction of "Excelsior" status, an accomplishment only achieved by 21 other counties in Florida.

In 2019 Corrections, Detention Unit Commander, Misty North, was promoted to the position of Chief of Corrections. In addition five (5) new positions for sworn deputies were received, two (2) Corrections Classification Deputies, two (2) Corrections Kitchen Deputies and one (1) Corrections Transportation Deputy.



## CORR PROJECTS

At the end of fiscal year 2019, there was a restructure of the Booking Unit to improve both admission and releasing procedures.





In October 2019, CORR began a new 12-month Access Control Project. This project consists of updating infrastructure throughout the jail for doors, cameras and other control systems. This will improve the security of the facility and additional care for the housed inmates.

In December 2019, the Video Visitation Center relocated from a leased facility on US 1 South to a county-owned facility at the Youth Detention Center at 4500 Avenue D. This relocation will save approximately \$80,000 annually.

Homewav is a new technology which allows families to visit inmates from anywhere for a fee.

Thanks to the new tablets, inmates were able to attend 966 GED classes during the year.

## CORR STATS

### BOOKING:

There were 5,493 inmates processed in with 5,525 processed out and we had 299 in Protective Custody.

- Adult Admissions . . . . . 5,287
- Juvenile Admissions . . . . . 206
- Protective Custody . . . . . 299
- Adult Releases . . . . . 5,319
- Juvenile Releases . . . . . 206

**Average Daily Population . . . . . 432**

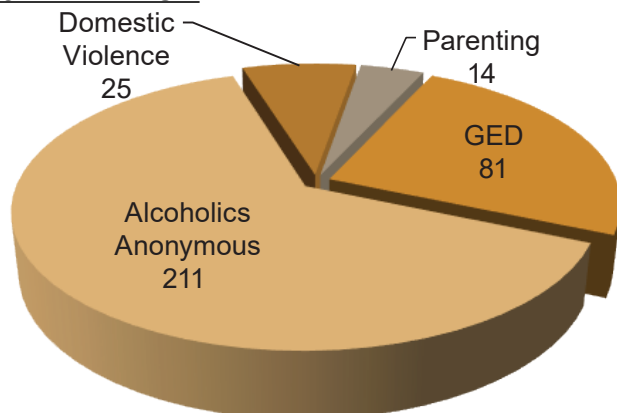
### KITCHEN:

- Meals Served . . . . . 473,040

### PROGRAM PARTICIPATION:

**Program Participation by Inmate  
(Average/Month) . . . . . 331**

### WORK RELEASE:



- Inmates in Work Release Program (average) . . . . 25
- Total Inmate Labor Hours (at the Sheriff's Office) . . . 79,735
- Inmate Labor Value  
(based on minimum wage) . . . . . \$674,558.10

### COURT SERVICES:

#### *Civil Papers*

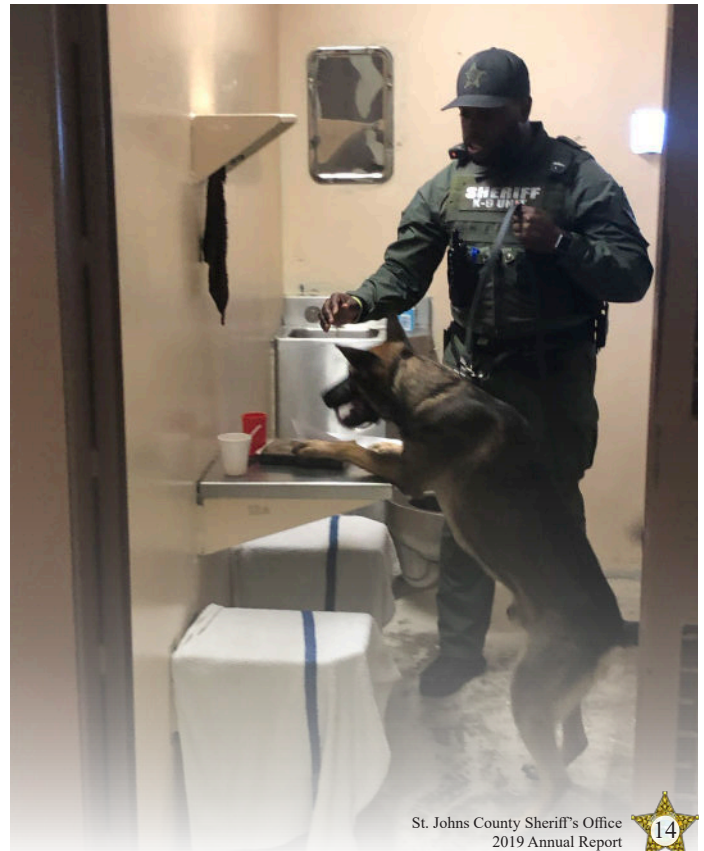
- Processed . . . . . 12,169
- Served . . . . . 11,813

#### *Warrants*

- Processed . . . . . 1,926
- Served . . . . . 1,832

#### *Writs*

- Processed . . . . . 316
- Served . . . . . 193



# GENERAL SERVICES DIVISION

The General Services (GNSV) Division is comprised of seven (7) diverse units. Though each unit has its own individual responsibilities and focuses, they are all driven towards a common goal of supporting everyone within the agency. GNSV contains 60 full time employees dedicated to supporting all of the agency's functions.

2019 was a year of growth for the GNSV Division. Overall, seven (7) new full time employees joined the division. The following is intended to provide a brief overview of the accomplishments and challenges of each unit within GNSV:

## **HUMAN RESOURCES:**

In 2019, the Human Resource Unit (HR), which is comprised of the Employment Branch and the Personnel Services Branch, remained committed to hire, recruit and retain a fast-growing and diverse workforce. Keeping pace with the unprecedented growth in St. Johns County, SJSO workforce numbers increased another 4.3% in 2019, greatly impacting HR. Although the St. Johns County unemployment rate remained the lowest in the State of Florida at 2.8%, the Employment Services Branch processed 887 applications and hired 118 employees during 2019. In addition, approximately fifty (50) candidates were processed to bolster school safety under the Marjory Stoneman Douglas High School Public Safety Act. Despite a nationwide shortage, SJSO was able to remain fully-staffed for Public Safety Telecommunicators for the majority of 2019.

The Personnel Services Branch, which supports all current and former SJSO employees, maintained all certification, payroll, performance, position and personnel records for 866 employees. Specifically, the Personnel Services Branch processed 270 employee transfers, twenty-five (25) promotions, eighty (80) job postings and eighty-six (86) separations. In 2019, the HR Unit completed the re-classification of all civilian job categories, based on job task analysis, job requirements, level of responsibility and EEO standards. As workforce numbers continue to rise, the HR Unit remains diligent in their work and consistently epitomizes the mission statement of the St. Johns County Sheriff's Office, "Taking Care of People."

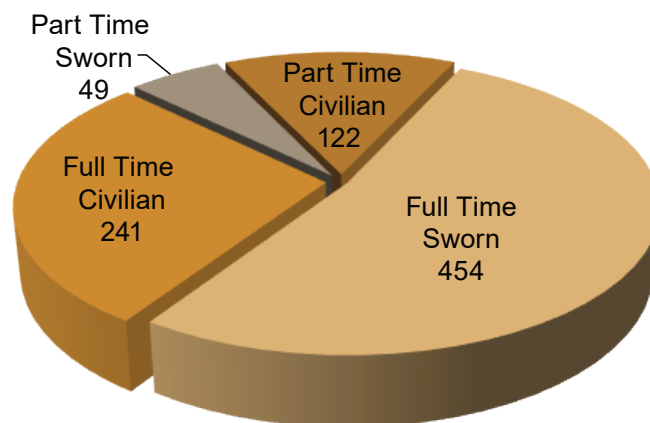
## **APPLICATIONS**

- Received and Reviewed . . . . . 887

## **PROCESSED**

- Promotions . . . . . 25
- New Hires . . . . . 118
- Employee Transfers . . . . . 122

## **EMPLOYEE TOTALS:**





## **FLEET MANAGEMENT:**

The Fleet Unit is comprised of one (1) Manager, one (1) Supervisor, four (4) Technicians and one (1) Part Time Technician, as a team they are responsible for 685 vehicles. The SJSO Fleet consists of 558 standard vehicles, 7 Motorcycles, 2 Helicopters, 25 ATVs, 9 water borne-vehicles and 84 specialty vehicles. This massive amount of rolling stock requires constant maintenance and management. Our Fleet Unit is constantly evolving and learning as new vehicles are being purchased. Lastly, we were able to rotate out ALL remaining Crown Victorias and Impalas.

More than 95% of the Reserve, Bailiff, Youth Resource Deputies and Patrol Deputies were issued Taurus sedans. Fleet deployed the agency's first K9 "Hybrid" SUV.

Through a generous donation from Northrop Grumman, SJSO obtained three (3) industrial grade size boxes. These tool boxes are getting a new life here at SJSO and will be utilized for years to come.

## **INFORMATION TECHNOLOGY:**

During 2019, the E911 Section was moved into the IT Unit, adding four positions and allowing us to create a Project Management Section. We started several new projects, such as the replacement of the Access Control Project and the design of the new Emergency Communication Center. SJSO had several major software upgrades within our crime reporting products. IT assisted with relocating the Video Visitation Center.

We had just over 10,000 work orders for 2019. That's up 17% from 2018.

### ***IT WORK ORDERS***

• Software . . . . .	2,545
• User Administrator . . . . .	2,280
• Computer Hardware . . . . .	1,359
• Computer Build . . . . .	673
• Network . . . . .	765
• Other . . . . .	2,389
<b>Total Work Orders. . . . .</b>	<b>10,011</b>

The St. Johns County E911 Section worked with citizens, businesses, St. Johns County Fire Rescue, the City of St. Augustine Police Department and other county agencies to provide accurate data relative to the streets and addresses of St. Johns County, as well as all other data for 911

services. This included two 911 proprietary databases, emergency service boundaries, zip code boundaries and cell tower information. One beneficial accomplishment of E911 was the incorporation of GIS as a platform for data comparison and maintenance. GIS is a required platform for Next Generation E911. E911 will be working with St. Johns County Fire Rescue to reduce the number of emergency service zones used for fire rescue dispatching from 103 to approximately twenty-five (25) before September 2020. E911 facilitated a process for adjusting towers between the St. Johns County Public Safety Answering Point (PSAP) and the St. Augustine PSAP. In 2020, two (2) towers will be re-routed so that wireless calls within St. Augustine City limits no longer have to be transferred from the St. Johns County PSAP. They will now go directly to the City of St. Augustine Police Department.

## **CAPITAL PROJECTS:**

As our agency continues to grow, we must stay ahead of the growing demand for office space. The personnel within our Major Crimes Unit increased substantially creating a need for more desk space. Several offices were combined to create a "bay area." This area is now occupied by twelve (12) detectives. Some of the other projects for 2019 include:

- Completed construction on the new South Regional Operations Center (SROC).
- Continued work on the Access Control Project with Miller Electric. This project, once completed, will provide upgraded door access, video, and audio controls within Corrections.
- The contract for the new Emergency Communications Center and Training Facility was awarded to Haskell Architects and Engineers, P.A. and construction will initiate in March 2020.



## **SJSO LEADERSHIP INSTITUTE**

SJSO Leadership Institute partnered with FBI-LEEDA to offer all three (3) classes in their Leadership Trilogy here at SJSO. The entire Trilogy, Supervisor Leadership Institute, Command Leadership Institute and Executive Leadership Institute, will all be hosted two (2) more times in the next two (2) years. These classes are attended by ranking personnel from agencies throughout the nation and present an incredible opportunity to help mold great leaders for the future of the law enforcement profession.

## **RECORDS UNIT:**

In 2019, the Records Unit successfully implemented a new Public Records Request Software, GovQA, which is utilized agency wide and has a public portal on our website for citizens, attorneys, law enforcement personnel and all others to submit requests. This program helped streamline duplicate requests, saved staff time of reproducing records and enhanced communication between departments on all request types. GovQA is user friendly for citizens and employees and has enhanced job performance for large and complicated requests.

The Records Unit developed a formal training program for Records personnel. All Standard Operating Procedures (SOPs) were updated and best practices were implemented. All personnel have been cross-trained to work in field office locations. This cross-training was vital due to new offices and the growth of St. Johns County. In addition, all personnel were cross-trained for Uniform Crime Reporting (UCR) review in preparation for the National Incident Based Reporting System (NIBRS) that will be effective January 2021. Records successfully developed and maintained case clearance tracking for UCR to ensure accurate capture of case clearances for the St. Johns County Sheriff's Office and our community.

## **TRAINING UNIT:**

In 2019, the Training Unit successfully added two (2) 144-hour Guardian training courses to their already robust training schedule. These Guardian courses were funded by the state of Florida through the Coach Aaron Feis Guardian Program. This Guardian Program was created in the aftermath of the horrific shooting on February 14, 2018 at Marjory Stoneman Douglas High School. This was a rigorous and demanding training program prescribed by the State of Florida.

The Training Unit completed nineteen (19) blocks of In-Service Training (IST) covering a span of seventy-six (76) days of annual training. During the IST blocks, there were 436 attendees. We continued our tradition of a competitive "Top Shooter" exercise. 2019 was the second year for our winner of the Top Shooter exercise, Dep Mohammad Toubaili. The Training Unit also facilitated sixteen (16) civilian training classes with approximately 222 attendees and hosted nineteen (19) open range sessions for four (4) hour intervals with 249 attendees.

The Training Unit continued to utilize the SJSO 40 round firearms course as a part of the annual qualification process as well as the Physical Abilities Test (PAT) to monitor fitness. Crisis Intervention Training (CIT) continued with to coincide with our new hire classes.

### **IN-SERVICE TRAINING**

• Certified Classes . . . . .	19
• Certified Attendees . . . . .	436
• Civilian Classes . . . . .	16
• Civilian Attendees . . . . .	222 (est)

### **OPEN RANGE**

• Sessions . . . . .	19
• Attendees . . . . .	249
• Special Training Classes . . . . .	16
• Special Events . . . . .	19
• Firing Range Training Hours . . . . .	1536
• Scenario/Simulator Training Hours . . . . .	164
• Driving Track Training Hours . . . . .	452

<b>SERVICES PROVIDED FOR CITIZENS BY RECORDS UNIT</b>	<b>Main Office</b>	<b>South Regional Office</b>	<b>Northwest Field Office</b>	<b>Northeast Field Office</b>	<b>Year Total</b>
<b>Citizens Served</b>	24,196	2,047	5,820	4,300	36,363
<b>Copies of Reports for the Public</b>	4,663	612	227	149	5,651
<b>Copies of Traffic Crash Reports</b>	2,129	283	171	128	1,711
<b>Reports Faxed</b>	244	4	9	—	257
<b>Faxed Requests (backgrounds/CAD Calls)</b>	201	34	51	82	368
<b>Screen Prints</b>	4,783	102	339	2,425	7,649
<b>Fingerprints</b>	—	16	339	247	602
<b>Attorney Requests (copies)</b>	973	—	9	74	1,056

### **RISK MANAGEMENT UNIT:**

The Risk Management Unit pursued continual education for our employees by bringing workshops to our agency such as Social Security/Medicare, Florida Retirement System education, Financial Wellness and Deferred Compensation. In addition, multiple clinics were held for employees to be able to receive vaccinations on-site from a pharmacist or nurse.

Open Enrollment was completed for 100% of the full-time employees (667) and retirees (120). This included plan design changes and communication of how to understand our benefits so that employees made the most informed decision for their family regarding health insurance. We also achieved 100% error free reporting for Affordable Care Act and had timely filing of 1095C forms to all benefit eligible employees.

The Risk Management Unit assisted in helping seventy-four (74) employees get back to work after a workplace injury and we assisted 150 employees who took leave under the Family Medical Leave Act. The Sheriff's Office had twenty (20) employees retire in 2019.

Wellness is vitally important at the Sheriff's Office, and the Risk Management Unit implemented a bi-monthly wellness fruit basket distribution to encourage healthier eating habits. The Stall Talk program was also implemented to aid in communication regarding wellness.

### **PROFESSIONAL STANDARDS UNIT:**

The Professional Standards Unit is responsible for ensuring the agency is in compliance with accreditation standards. Among the various functions to ensure compliance, unit personnel reviewed and monitored agency policies and hundreds of standards for compliance with multiple accreditation awards which include:

- Commission on Accreditation for Law Enforcement Agencies (CALEA)
- Commission for Florida Law Enforcement Accreditation (CFA);
- Florida Corrections Accreditation Commission (FCAC)
- Florida Telecommunications Accreditation Commission (FLA-TAC)

SJSO has consistently achieved reaccreditation since 1991 and has been reaccredited eight (8) times with CALEA (since 1991), seven (7) times with CFA (since 1996), four (4) times with FCAC (since 2004), and received our initial accreditation with FLA-PAC in Communications (2019). Annual reports were submitted to CALEA, CFA and FCAC

documenting compliance with accreditation standards and requirements.

### **CORRECTIONS ACCREDITATION —**

Members of our Professional Standards Unit prepared the CORR Division for the FCAC assessment held March 2019. In June 2019, the FCAC hearing, the final step in the assessment, was held in Orlando, Florida where the division received Excelsior Status.

### **LAW ENFORCEMENT ACCREDITATION —**

Professional Standards held our second annual CALEA file review under the four-year cycle program. There were eighty-three (83) random standard files examined and all found to be in compliance with the applicable standards. File preparation for the CALEA third year file review began in April 2019. This third year of documentation will conclude at the end of March 2020 with the annual file review followed by another file review in 2021, just prior to the April 2021 Onsite Assessment. Our agency's CFA final self-assessment year is 2019. This will conclude the three-year self-assessment. The Mock Assessment will be held early January 2020 and the Onsite Assessment will be held in March 2020.

### **COMMUNICATIONS CENTER ACCREDITATION —**

Professional Standards received the Communication (COMM) files and the process of reaccreditation became part of the Professional Standards Unit. First year COMM files have been completed, and we are preparing for the second year of self-assessment.

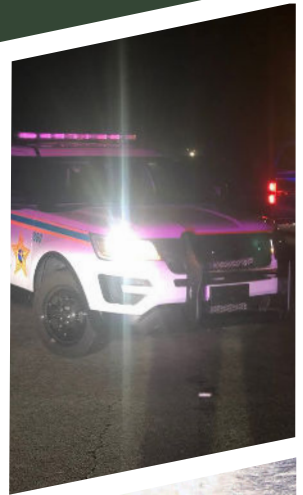
Accreditation standards are updated three (3) times each year for CALEA, CFA, and FCAC. FLA-TAC is reviewed and updated as necessary. This requires SJSO, through the Professional Standards Unit, to review policies and practices regarding these standards to ensure compliance with revised, deleted or updated standards.





# ST. JOHNS COUNTY SHERIFF'S OFFICE

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Internationally and State Accredited