

2017/18

FLORENCE POLICE DEPARTMENT - ANNUAL REPORT

*Florence Police Department  
2017-2018 Annual Report*



# FLORENCE POLICE DEPARTMENT - ANNUAL REPORT



## DEMOGRAPHICS

Town of Florence	2017	2018
Population	(Census 2010)	(Est.)
Square Miles	62	62

Florence Police Department	2017	2018
Sworn Employees	30 Sworn	30 Sworn
Civilian Employees	12 Civilian	12 Civilian
Total Employees	42 Total Employees	42 Total Employees

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It is my pleasure to present the Florence Police Department's Annual Report for 2017/2018. Our employees and volunteers are committed to making Florence a great place to live, work and play. This report provides a summary of their work and accomplishments. In this report, we will provide a number of year-end statistics, details regarding services provided by our organization, and much more information highlighting the great work of our team working in partnership with the community. Our organization is made up of highly skilled, committed professionals who take pride in serving our richly diverse community. We greatly appreciate the strong support we receive from our community, elected officials and city management. I am proud of the men and women of the Florence Police Department and I feel fortunate to serve alongside them.

While we have always been an organization with a strong commitment to community partnerships, 2017/2018 saw us work harder on those efforts in order to take our relationship with the community to an even higher level. Employees and volunteers from throughout our department took part in a number of community events in 2017/2018 and we look to do even more of that in 2019 and beyond. We consider ourselves extremely fortunate to have a community that is very engaged and active in partnering with us to achieve our collective public safety goals.

We have been fortunate to have hired employees for almost every position, and currently the department is fully staffed in many areas that provide services directly to the community. We will continue to look for ways to help employees grow in their jobs and develop new skills that will meet the department's vision of being the standard of excellence in policing. Programs like our Citizen Police Academy and Coffee with a Cop are ways we continue to work towards increasing interaction between our residents and our agency. In the coming year we'll have no shortage of community challenges, but I know the department and the employees are committed to solving those issues. I appreciate you taking the time to read our Annual Report and to learn about the Florence Police Department. You can also go to our webpage and find out about the officers who are responsible for your neighborhood by using the beat contacts for problems that impact you. Public safety is a shared responsibility and you can partner with us to keep our community safe. Thank you for learning what you can do in your community to make it a better place.

I hope you enjoy reading our 2017/2018 Annual Report and find the material contained herein to be informative. I wish you all a very happy and safe year!

Sincerely,

Daniel Hughes  
Chief of Police

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## AMERICA'S SAFEST CITIES AWARDS



When deciding where to live, safety is a top priority. Florence Police Department is committed to ensuring that our community is a safe place to live, work, and play.

“Value Penguin” has analyzed the most recent FBI Crime Reports to determine the safety of cities and towns in Arizona. In 2017 and 2018, Florence was listed as the “**#1 Safest Place in Arizona.**”

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## MISSION

The men and women of the Florence Police Department stand firm in our pursuit for justice and public trust. We will stay true to our mission of providing service and safety to our community with honor, respect, and integrity. We are committed to providing fair and equal treatment to those we encounter.

## VISION

Professional Service is our Personal Commitment

## VALUES

- Our fundamental mission and first priority is to deliver the best possible service to our citizen customers
- Treat everyone including peers with respect, compassion, patience and consideration
- Always attempt to execute a standard problem-solving solution; **S**can, **A**nalyze, **R**espond and **A**ssess. (SARA)
- Regard everyone as a customer (internal or external)
- Consider how You and what You are doing appears to others
- Don't disqualify the customer with your qualifications
- Basic organizational behavior must become customer-centered
- Strive to continually improve our customer-service performance

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## Florence Crime Statistics

The charts and graphs below represent the Uniform Crime Reporting (UCR) statistical information that is reported each year to Federal Bureau of Investigation. Part One Crimes are considered major crimes that occur within a community.

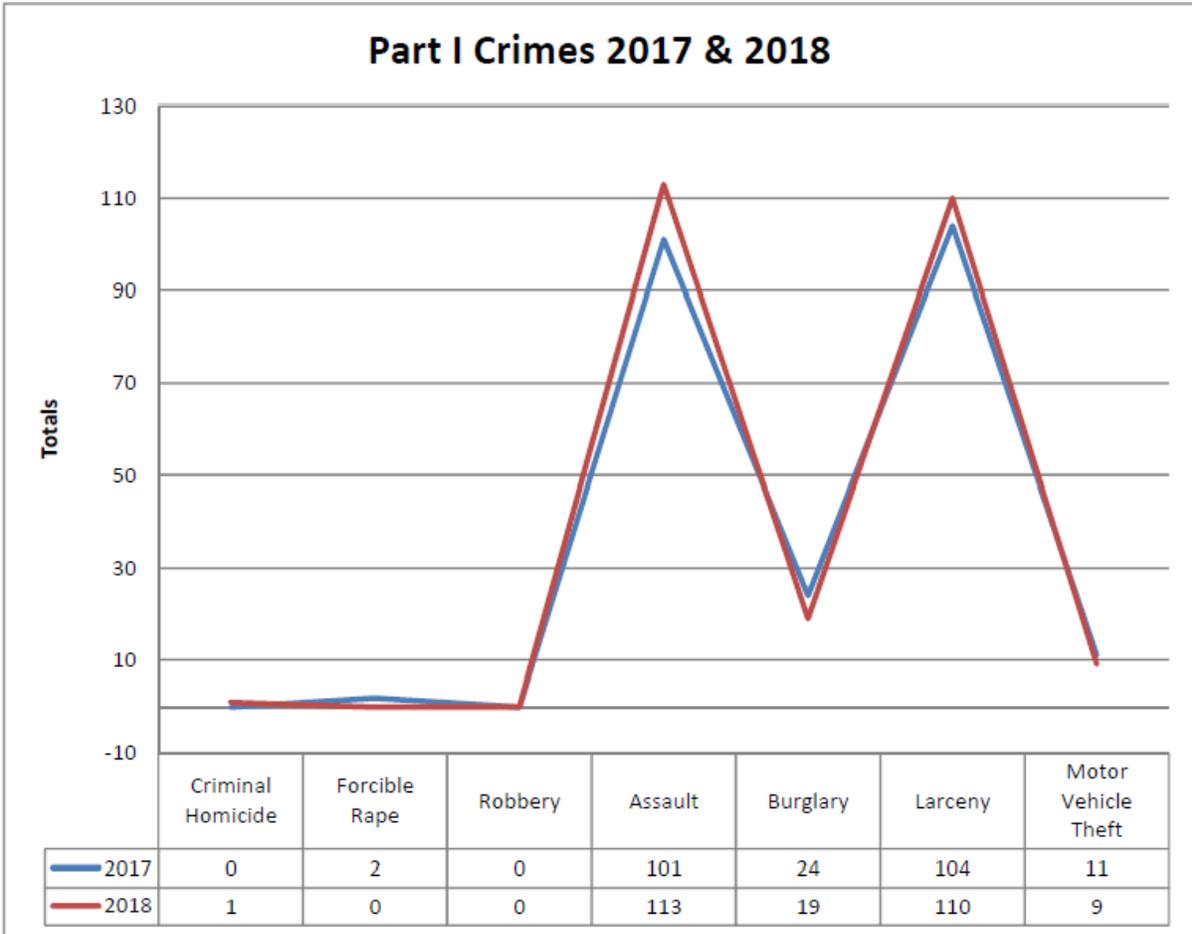
UCR Part 1 Crimes Reported to Police								
Year	Homicide	Forcible Rape	Robbery	Assault	Burglary	Larceny	Motor Vehicle Theft	Total
2014	1	0	0	81	26	139	16	263
2015	1	0	1	93	37	138	15	285
2016	0	0	0	102	40	113	9	264
2017	0	2	0	101	24	104	11	242
2018	1	0	0	112	19	110	9	251

We, at the Florence Police Department view crime as a triangle with each point of the triangle representing one element necessary to complete a crime. Point one is the opportunity to commit a crime, point two is the victim of a crime, and point three is the suspect or perpetrator of the crime. If we can remove any one of these elements/points, we can impact the number of crimes committed. Through crime prevention programs, business and residential surveys we are able to minimize the opportunity to commit property crimes within our community. Neighborhood Watch Programs, educating the public on scams, and teaching residents how to secure their homes and autos has been very beneficial in keeping our communities safe.

Crimes against persons are more difficult as they occur during domestic violence incidents and come from our private prisons. The Florence Police Department does have officers trained to investigate domestic violence and assault calls for service. We also provide victim services for those who might need or benefit from it.

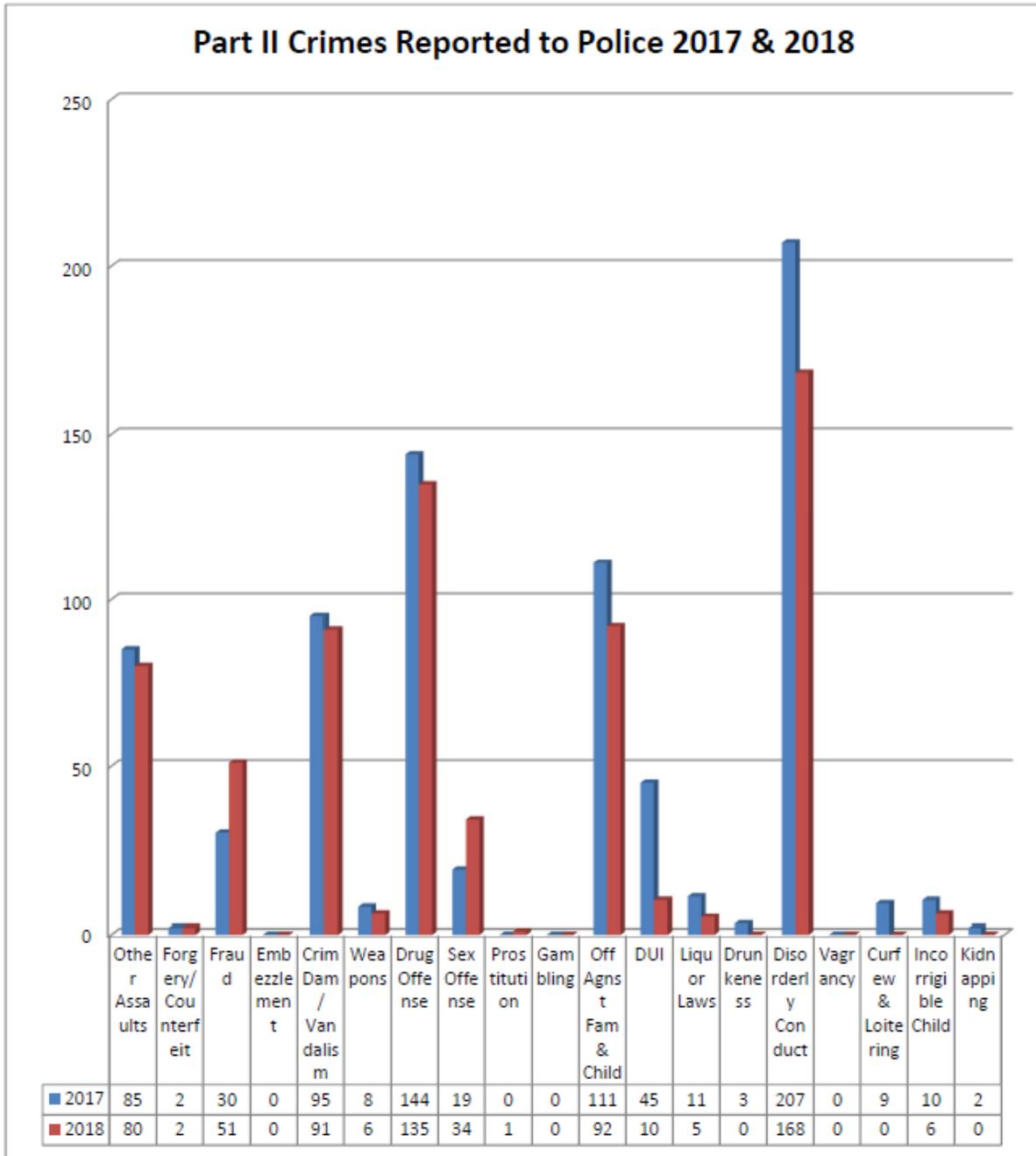
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## FLORENCE POLICE DEPARTMENT Part I Crimes Reported to Police 2017 & 2018



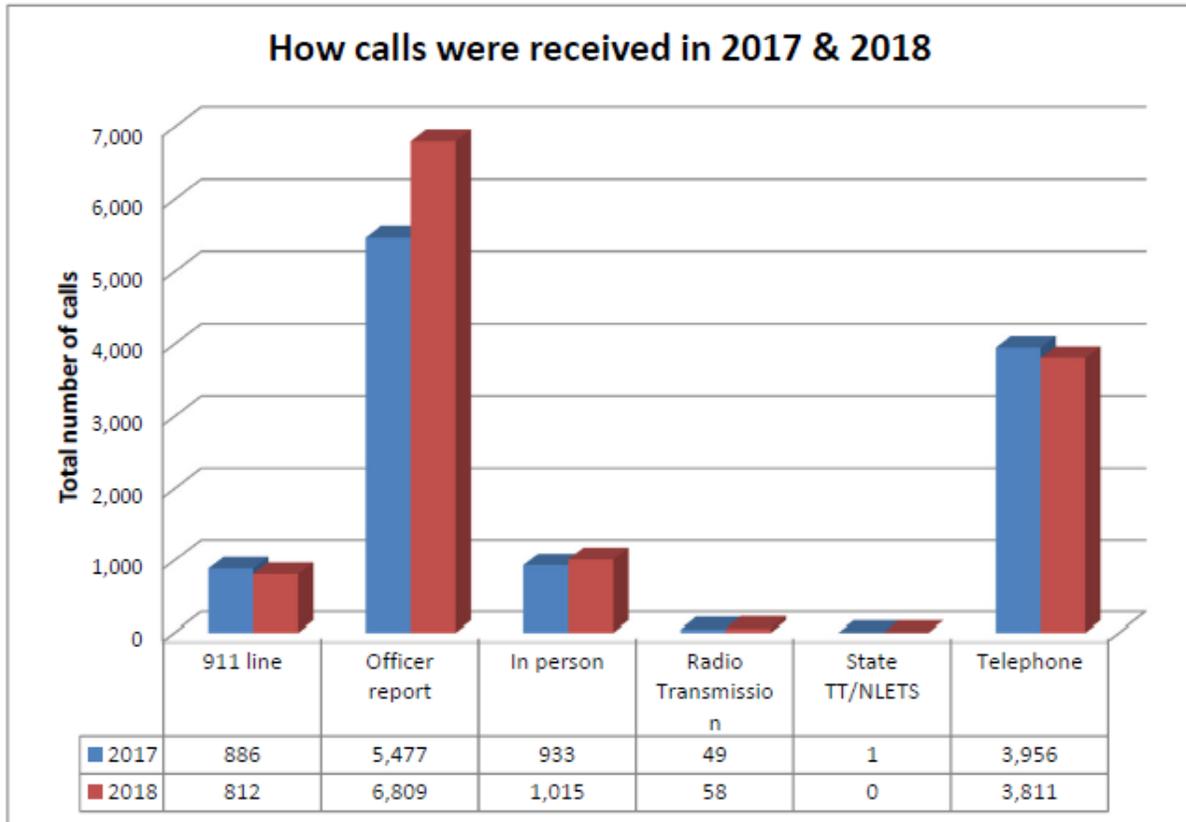
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## FLORENCE POLICE DEPARTMENT Part II Crimes Reported to Police 2017 & 2018



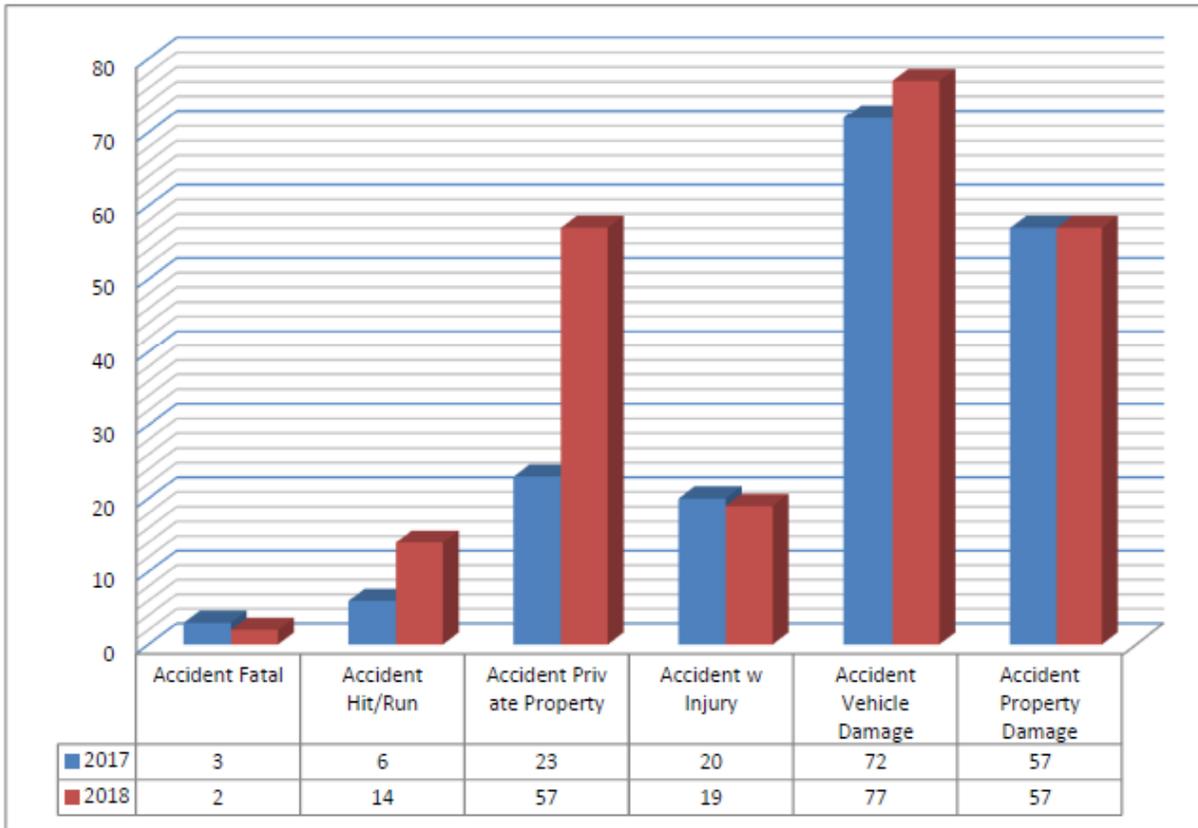
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## FLORENCE POLICE DEPARTMENT How Calls were Received in 2017 & 2018



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## FLORENCE POLICE DEPARTMENT Traffic Accident/Activity 2017 & 2018



## Traffic Stop/Offenses



	Traffic Stop/Offense
2017	5206
2018	6830

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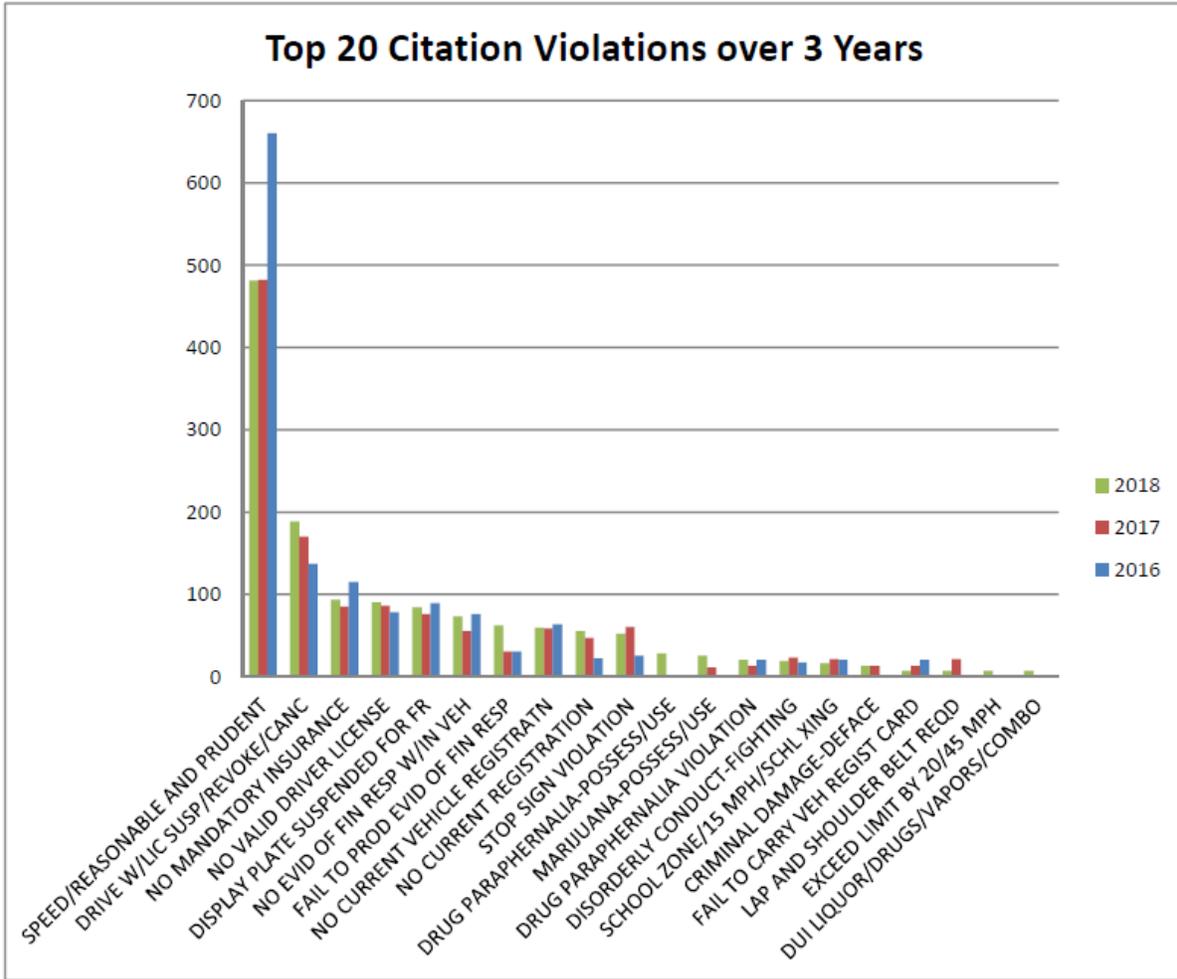
## FLORENCE POLICE DEPARTMENT Top 20 Citation Violations over 3 Years

VIOLATION	DESCRIPTION	2018	2017	2016
28-701A	SPEED/REASONABLE AND PRUDENT	481	482	660
28-3473A	DRIVE W/LIC SUSP/REVOKE/CANC	188	170	137
28-4135A	NO MANDATORY INSURANCE	93	85	115
28-3151A	NO VALID DRIVER LICENSE	90	86	78
28-4139A	DISPLAY PLATE SUSPENDED FOR FR	84	76	89
28-4135B	NO EVID OF FIN RESP W/IN VEH	73	55	76
28-4135C	FAIL TO PROD EVID OF FIN RESP	62	30	30
28-2153A	NO CURRENT VEHICLE REGISTRATN	59	58	63
28-2532A	NO CURRENT REGISTRATION	55	47	22
28-855B	STOP SIGN VIOLATION	52	60	25
13-3415A	DRUG PARAPHERNALIA-POSSESS/USE	28	*-	*-
13-3405A1	MARIJUANA-POSSESS/USE	25	11	*-
13-3415	DRUG PARAPHERNALIA VIOLATION	20	13	20
13-2904A1	DISORDERLY CONDUCT-FIGHTING	19	23	17
28-797F	SCHOOL ZONE/15 MPH/SCHL XING	16	21	20
13-1602A1	CRIMINAL DAMAGE-DEFACE	13	13	*-
28-2158C	FAIL TO CARRY VEH REGIST CARD	7	13	20
28-909A1	LAP AND SHOULDER BELT REQD	7	21	*-
28-701.02A2	EXCEED LIMIT BY 20/45 MPH	7	*-	*-
28-1381A1	DUI LIQUOR/DRUGS/VAPORS/COMBO	7	*-	*-

\*- Was not one of the top 20 violations for that year

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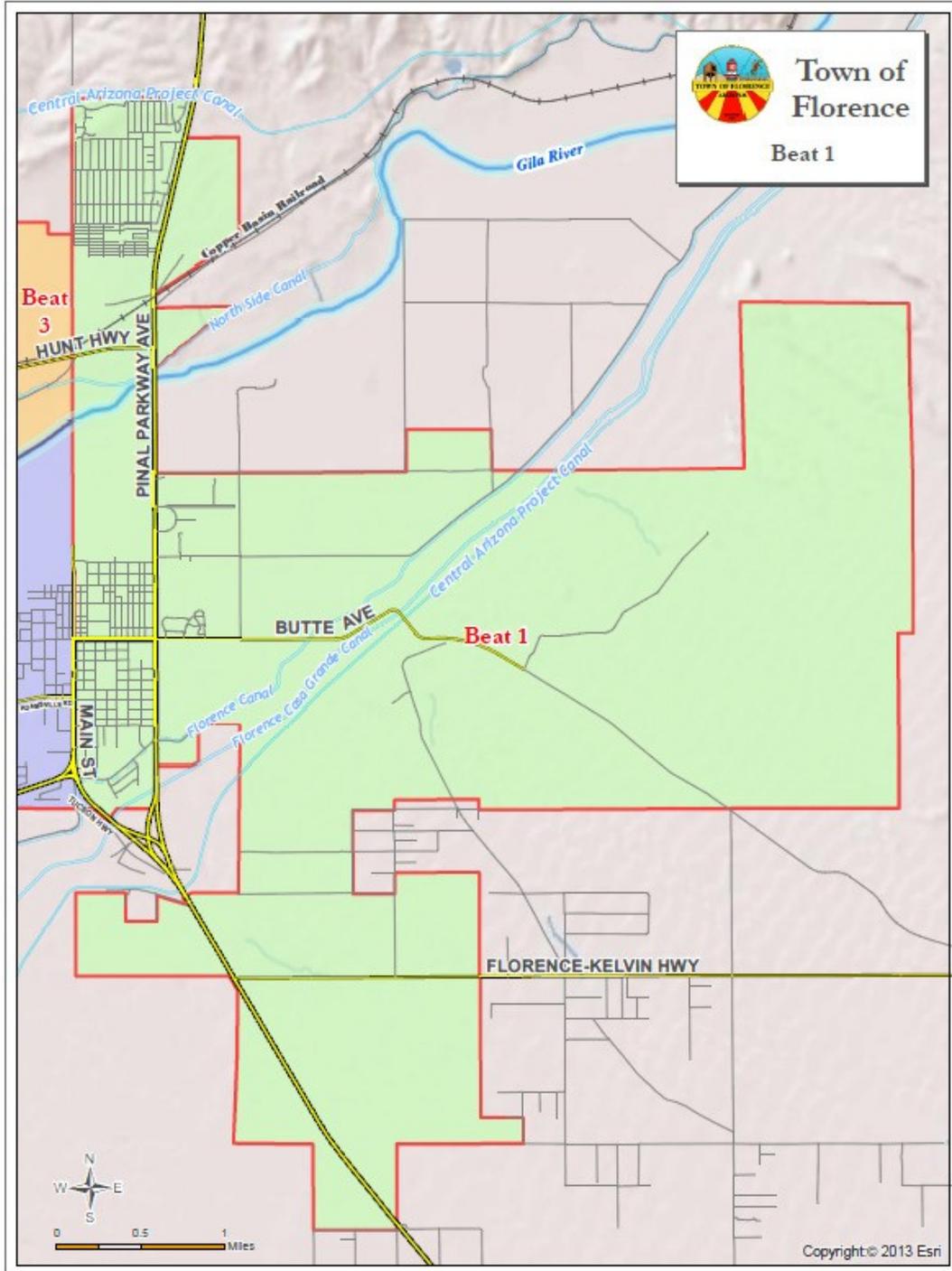
## FLORENCE POLICE DEPARTMENT Top 20 Citation Violations over 3 Years



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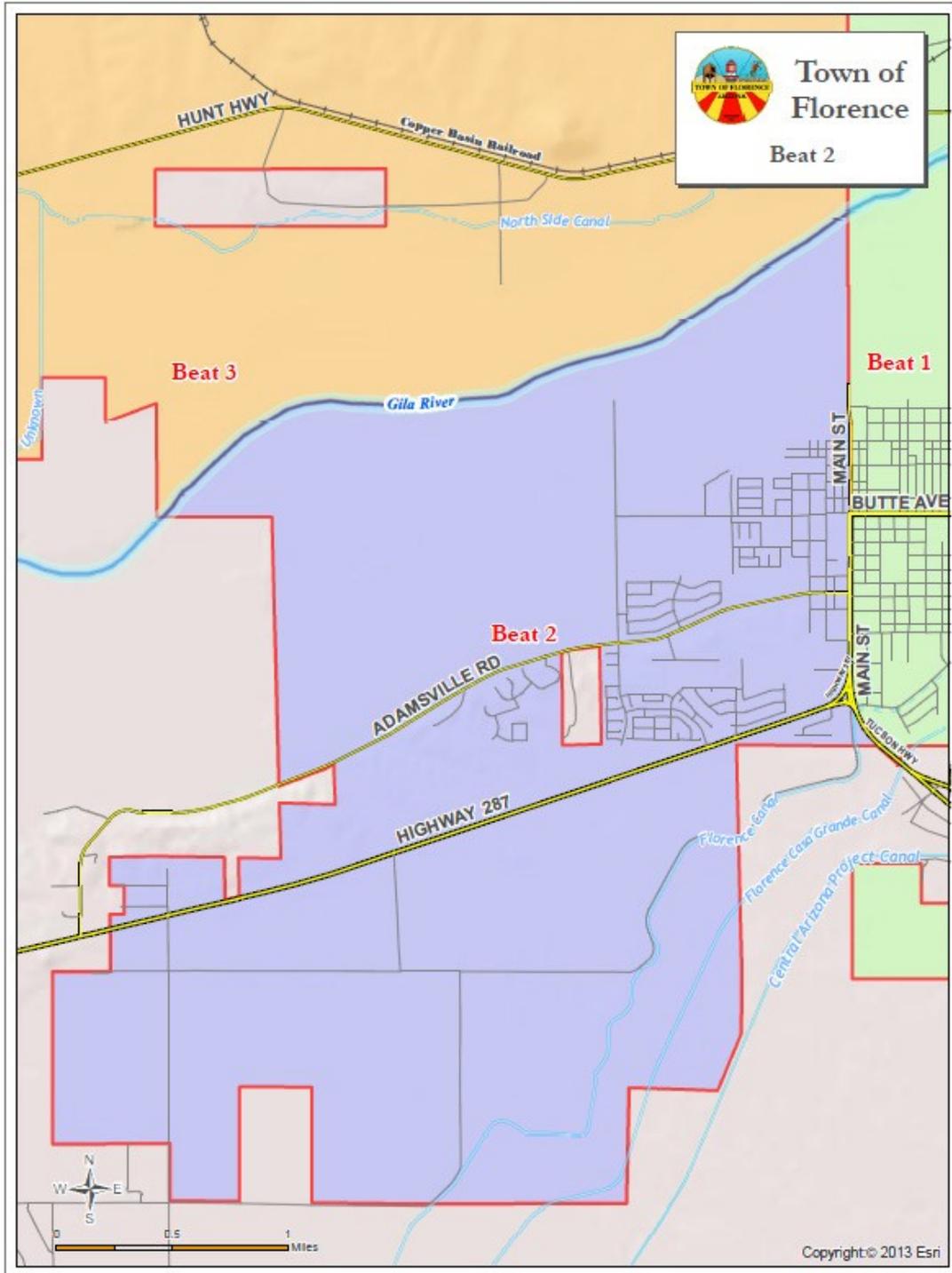
## Total Calls for Service 2017 & 2018 by Location

**BEAT 1: 11,972 Calls for Service**



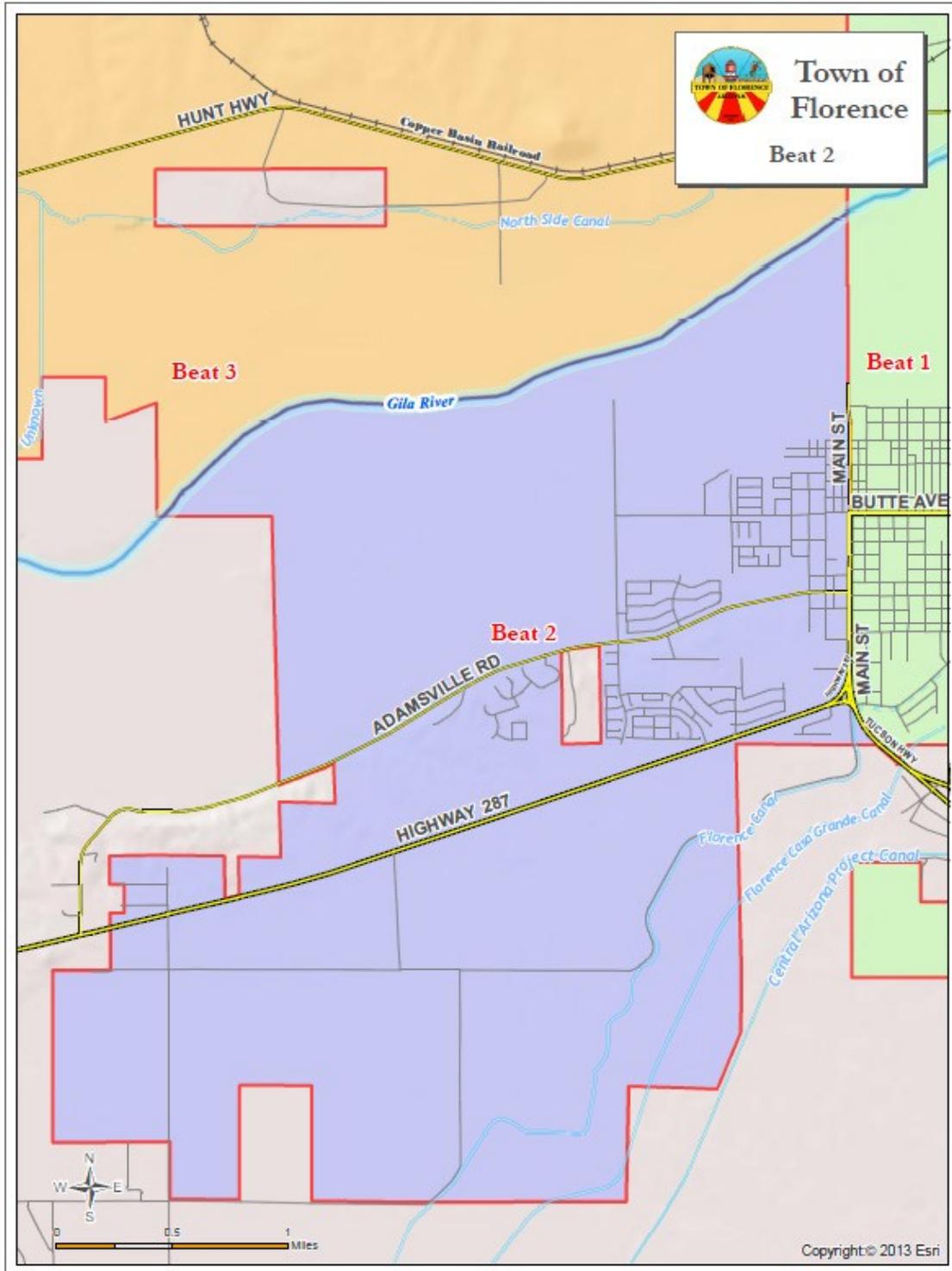
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## BEAT 2: 3,810 Calls for Service



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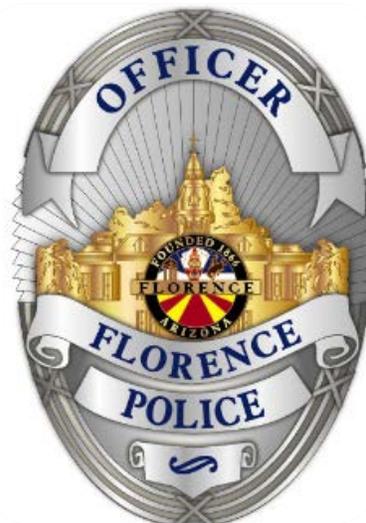
## BEAT 3: 7,087 Calls for Service



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## Field Operations Division



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## FIELD OPERATIONS

The Field Operations Division is under the direction of Operations Commander, Lieutenant Terry Tryon. Lt. Tryon reports directly to the Chief of Police, Daniel R. Hughes. Field Operations is comprised of four patrol sergeants, one administrative sergeant, and 23 certified personnel. Within the Police Operations Division are the following areas: Patrol, Commercial Vehicle Unit, Police Service Dog Unit (K9), Field Training Program, Annual Training, Firearms, Bike Patrol, Criminal Investigations Unit, OPSG (Operation Stone Garden), Regional Narcotic Task Force, Professional Standards and the Reserve Officer Program.

Five sergeants make up the team of supervisors below the Chief and the Lieutenant, supervising 20 full-time sworn police officer positions assigned to areas identified as beats within the Town of Florence. Additional sworn personnel consist of two detectives and one officer assigned to the multi-agency narcotic task force. Our goal is to serve the community in an exemplary manner while remaining loyal to our commitment of providing fair and equal treatment to all those we encounter.

Three patrol sergeants are assigned to one of three beats within the jurisdiction of Florence. One patrol supervisor is assigned to organize and oversee department training, fleet maintenance, and equipment in addition to working an evening shift as the shift supervisor. Each beat sergeant oversees approximately four to five officers administratively while working various shifts during their month- to-month tour. Each sergeant is responsible for community programs within their assigned beats while implementing and sustaining a Community Policing philosophy. The fifth Sergeant is assigned to Administration duties and Professional Standards for the Police Department.

The separation of each beat is divided by natural boundaries and calls for service. Beats One and Two are centralized in the core of Florence with Beat Three across the Gila River in the Florence Anthem area to the North.

Beat One consists of six beat officers working a rotational schedule to cover twenty-four hours a day, seven days a week. All officers work a four-ten-hour schedule giving each officer three days off per work week. By working this schedule, it allows effective coverage throughout the day responding to peak hour calls for service.

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Beat One continues to stay the busiest of the three beats responding to 5,676 calls for service in 2017 and 6,296 in 2018. Officers in this beat remain active responding to calls for service, making traffic stops, or conducting routine patrol and directed patrols and other assignments as directed by a shift supervisor. Along with responding to calls, the officers conduct directed patrols on business and residential areas each shift.

Beat One also provides traffic control and security for annual events such as the Annual Prison Run, Spring Fling in Florence Gardens, Home Tour, Junior Parada, Florence High School Home Coming Parade, Lights on Main Street, and Road to Country Thunder. Beat One officers conducted 161 traffic stops in 2017 and issued 30 citations for various traffic offenses; along with giving 130 verbal warnings. In 2018, traffic stops increased to 2,373 with 400 citations issued and 1,962 verbal warnings. Beat One officers completed reports on 65 Assaults (2017), 68 (2018), 10 Burglaries (2017), and 16 Burglaries (2018). In 2017, 47 Thefts were reported. In 2018, that number decreased to 35. There were six reported stolen vehicles in 2017 and 2018. Officers processed 19 DUI arrests (2017), and 3 in (2018). There were 54 calls for Domestic Violence reported in (2017) and 30 (2018).

Beat Two officers responded to 1,678 calls for service in 2017 and 2,132 in 2018. These calls for service have increased in the last year only by a small margin. Beat Two also consists of one Beat sergeant and six beat officers. Beat Two officers are very active in working traffic and directed patrols. Beat Two is the smallest of the three beats with a smaller populated area. Beat Two has two of the main arterial state highways, SR 287 and Hwy 79S leading to and from larger cities to the west and to the south. Beat Two officers participate in all functions needed at the Florence High School and assist Beat One officers during heavy call times.

Beat Two officers also provided traffic control at community events within the boundaries that contain Florence High School. The officers within the beat have provided security for numerous football games, the Walk for Life event that is held on the football field and track, school zone traffic enforcement, Main Street parades, and the Home Tour. The Beat Two officers also assist Parks and Recreation with community events held at Heritage Park, Padilla Park, the Aquatic Center, and the Town Library that holds frequent events during the year requiring additional police services. Beat Two officers answered 19 Assault complaints (2017) and 13 in (2018). There were 6 DUI arrests in 2017 compared to only 1 arrest in 2018. There were 32 reports of Domestic Violence (2017) and 6 (2018). In 2017, there were 68 Drug Offenses compared to 15 in 2018. Six motor vehicle thefts were reported for both years. Reported Thefts in (2017) 32, and 30 (2018). There were 13 Assaults reported for both years.

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Each year the K-9 Unit conducts random classroom and parking lot searches for narcotics at the schools' request.

Beat Three has six officers working as a beat team with one sergeant assigned as the supervisor. Beat Three officers and the assigned beat sergeant responded to 3,492 calls in 2017 which increased slightly to 3,595 calls in 2018. A large percentage of Beat Three activities consists of directed patrols, and traffic enforcement. Beat Three has a lower major crime rate than the other beats consistently; however, a large amount of speed enforcement is conducted in this beat. Hunt Highway runs directly through the beat and connects Florence to the San Flats, Copper Basin and western most cities in the east valley. The lower reported crime rate is attributed to a portion of the community dedicated to a retirement population. Beat Three officers conducted 246 traffic stops, 202 verbal warnings, 8 written warnings, and 39 citations in (2017). In 2018, there were 1,769 traffic stops which resulted in 1,494 verbal warnings, 34 written warnings, and 323 citations. Beat Three officers completed 15 Assault reports (2017) and 5 (2018). Eleven Fraud cases were reported in (2017) and 16 in (2018). Criminal Damage reports decreased from 26 (2017) to 17 (2018). Domestic Violence offenses decreased from 26 (2017) to 16 in (2018). DUI arrests also decreased with 14 (2017) to 3 (2018). There were 64 Disorderly Conduct reports filed in (2017) compared to 21 in (2018). Beat 3 officers also took reports on 7 Burglaries and 32 thefts (2017) with 12 Burglaries and 28 Thefts reported in (2018). A portion of these reports were assigned to the Investigative Unit for further follow up and a portion were closed by the officer either by an arrest or no suspects listed by the reporting party.

Beat Three officers also involve themselves in community activities within the Anthem area. The officers assist in the annual Spring Fling, Block Watch, Concert in the Park and all other activities held by the Anthem community. The Beat Three supervisors frequently meet with the Homeowners Association personnel to gather information on current trends and issues within the community. Beat Three has held two Coffee with a Cop events at a local shopping center introducing the residents to the officers working and patrolling the area.

The remaining number of calls for service are listed as "Out of Jurisdiction." These are calls that any of the officers respond to just outside Florence's Jurisdiction assisting Pinal County Sheriff's Office or the Arizona Department of Public Safety at their request.

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## Department of Homeland Security, Operation Stone Garden

Florence Police Department continues to apply for and receive grant funds through the Department of Homeland Security. For the years 2017 and 2018, FPD applied for and was awarded \$88,000.00 overtime and mileage grant assisting the Border Patrol and Arizona Department of Homeland Security (AZDOHS) by supporting the priority mission of anti-terrorism, detection, arrest, prosecution, deterrence and intelligence gathering related to all cross-border illicit trafficking. These funds cover overtime for officers in the field; along with the cost of fuel. For the years 2017/2018, Florence Police Department was successful in using 100% of the awarded funds.

During the 2018/19 budget year, Florence Police Department will continue to assist with the Human and Drug smuggling efforts, making a small dent in illegal narcotics reaching our inner cities and citizens. In March of 2017 Florence submitted a request to Department of Homeland Security to continue to assist in the drug and human smuggling efforts. Florence was notified in December of 2018 that we had been awarded additional funds for overtime, mileage, another four-wheel drive vehicle, and additional equipment.

## Governor Office of Highway Safety Program (GOHS)

During the 2017 and 2018 grant cycles, Florence Police Department applied for and was awarded grant funds for traffic awareness, DUI enforcement, Speed Enforcement, Child Restraint Enforcement and Occupant Safety. The Arizona Department of Public Safety hold mandatory enforcement events throughout the year. All agencies participating in the grant cycle are encouraged to participate providing statistical data after each event. Some of these holidays are New Years, Valentine's Day, St. Patrick's Day, 4<sup>th</sup> of July, Thanksgiving and Christmas.

- Child Restraint, Seatbelt and Speed Enforcement

Florence Police Department continues to support the Governor's Office of Highway Safety and programs directed toward highway safety. Florence Police Department continues to participate in GOHS sponsored activities such as DUI enforcement, Speed Enforcement and Seatbelt and Child restraint along with educational events. Florence Police have one officer dedicated as the DUI enforcement officer who participates in all holiday DUI enforcement events within Pinal County. The Department also has two officers certified in the installation of Child Restraint seats to ensure the safety of children while traveling in a vehicle. The Florence Police Department will continue to

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seek additional grants to support highway safety education and safety. In 2017, Florence officers logged 3,908 contacts; with 24 alcohol related arrests while driving a vehicle, 15 underage person(s) in possession or consumption of alcohol, 86 title 28-3511 impounds. This statute allows the agency to impound a vehicle for 30 days if the driver of the vehicle is Suspended, Cancelled, or Revoked. The impounding agency can charge an administrative fee of \$150 per vehicle for a hearing to have the vehicle released if certain criteria is met by the owner. Florence Police Department holds release hearings two times a week using a volunteer to conduct the hearing. Florence officers issued 539 civil speed traffic violations during the enforcement efforts.

In 2018, Florence officers logged 5,630 contacts; with 8 alcohol related arrests while driving a vehicle, 3 underage person(s) in possession or consumption of alcohol, 81 title 28-3511 impounds. Florence officers issued 449 civil speed traffic violations during the enforcement efforts.

### RESERVE POLICE OFFICER

The Florence Police Department Reserve Program is comprised of fully trained certified officers who are able to perform all tasks of a full-time police officer. These reserve officers normally have a full-time job or may be retired from another agency. The Reserve Officer donates his/her time, which is of no cost providing a valuable service to the Town. The Reserve Officer can assist in shift coverage, special events, crime prevention and suppression, report taking, and investigations. The certified Reserve Officer may donate as much as 30 hours a month in the program adding to the current shift coverage. Florence Police Department is actively recruiting for these positions for 2019.

### K-9 UNIT

The K-9 Unit is currently staffed with one state certified drug detecting Belgian Shepherd (Malinois) dog. The K-9 is assigned to a handler that actively trains on the detection of narcotics several hours each week. The K-9 Unit attends public demonstrations such as Spring Fling, school functions, and National Law Enforcement Night Out. Florence K-9 Units assist other officers along with local agencies such as, Central Arizona Adult Detention Center, Department of Corrections, ICE, Pinal County Sheriff's Office, and Coolidge P.D. The K-9 is requested frequently to assist these agencies for searching a vehicle or common areas suspected of transporting or hiding narcotics. This year FPD retired our seven-year service K-9. Florence

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Police Department received donations from a citizens group in Anthem and a partial donation from the Pinal County Attorney's office to purchase a new Belgian Shephard from a vendor in Indiana. The K-9 supervisor along with the handling officer drove to Indiana to choose a K-9 suitable for use in Florence. They were able to get a one-year old Shepherd who is trained to detect Marijuana, Cocaine, Methamphetamine, Heroin and crossed trained in Patrol work. This patrol certification covers handler protection and obedience. The K-9 and handler train weekly on Obedience and interdiction efforts to meet State requirements and certifications. These milestones are achieved in addition to the officer's normal assigned shifts and duties.

### CRIMINAL INVESTIGATIONS UNIT



The Criminal Investigations Unit is comprised of highly motivated and well-trained sworn officers. Within the unit the investigators are assigned cases for further investigation, up to and including the prosecution phase. The Investigations Unit receives initial reports taken from the Patrol Division that require additional investigation that may take the Investigator out of the Florence town boundaries. Each report reviewed for assignment to the Investigations Unit are assigned by the

Operations Commander.

Criminal cases submitted to investigations are based on solvability factors used to determine what factors are available to bring the case to a conclusion by charging individuals in the criminal court system. In more complex cases such as Homicide, Sexual Assault, Aggravated Assault, and some property crimes the investigators can invest hundreds of hours before the case is forwarded to the courts.

The Criminal Investigations Unit also maintain all resident Sexual Offender records while they reside in the Florence community. A yearly verification of registered sex offenders home addresses and employment are made to assure state and local compliance.

Throughout 2017 and 2018, the Investigations Unit handled many new cases in Case Management that were either Property or Person Crime cases. This Unit also investigates all Unattended Deaths that occur within the boundaries of Florence. This is to ensure that the victim was not a victim of a crime that may have attributed to their death. The Investigations Unit investigates cases the officers may not have the ability to follow up on leads outside of the jurisdiction and boundaries, the case requires more work to develop evidence of a crime to submit charges to the Attorney's office.

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The detectives may invest hundreds of hours in one case depending on the nature of the case, following up on leads, conducting interviews, meetings with the County Attorney. Once the case has been approved by the County Attorney the Detective will now then spend several days and sometimes several weeks in court providing professional testimony to receive a conviction on the suspect(s). The detectives do at times team up on cases to work effectively providing the best service to the victims.

In early 2018 the Investigation Unit received a report of a Sexual Assault of two young girls under the age of 7. The investigators began a quick investigation of the report that the mother's boyfriend was sexually assaulting her two daughters. During the investigation it was learned the suspect was taking video of his assaults. These videos were located during a search warrant and logged into evidence. The suspect was ultimately arrested and charged with numerous counts of sex crimes against children. At the trial, he was found guilty and sentenced to over two hundred years in the Arizona Department of Corrections. In late 2018, the Investigations Unit was called upon a county agency in Illinois to assist in a Sexual Assault case that took place in Illinois and Arizona. During the investigation several interviews were completed; along with a search warrant on the suspects home. This case will be prosecuted by the State of Illinois and the State of Arizona.

### TRAINING UNIT



The Training Unit is responsible for the development, coordination and delivery of training throughout the Police Department. Training responsibilities include analysis of training effectiveness, effective record keeping, training program enhancement, remedial training, and development of training opportunities for all sworn officers. The Florence Police Department received training on numerous specialized law enforcement related training to include: Firearms, CPR, Traffic Reconstruction, Taser refresher & certification, SFST, High Risk Stops, Advanced Driving maneuvers, DRE (Drug Recognition Expert) ARIDE (Advanced Roadside Impaired Driving Enforcement) The certifying body for

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officers is AZPOST who requires each officer to log no less than 8 hours of continued training annually with 8 hours of Proficiency training every three years to maintain a certification. The department received a perfect rating of meeting those requirements for the 2017 and 2018 audit conducted by AZPOST. This training includes training given each day to the officers during briefing on short topics such as policy, use of force, search and seizure, arrest procedures, legal updates and much more. The Florence Police Department is currently working on developing new curriculum for all officers, in the areas of Domestic Violence Strangulation, Less Lethal Impact Munitions, and Emergency Driving Operations. Two officers attended and were certified in Defensive Tactics to further train officers locally saving the expense of sending them to schools in other locations of the state.

In 2018, Chief Daniel R. Hughes attended the IACP (International Association of Chiefs of Police) four-day conference held in Orlando, Florida. Sgt. Klix was selected and graduated from the FBI National Academy in Quantico, Virginia. This program consisted of ten-weeks of studies that included executive management, leadership trends, and contemporary issues in today's policing.

### PROFESSIONAL STANDARDS

The Professional Standards Unit is assigned to Sgt. Renee Klix for the purpose of review and or investigation of complaints filed by the public or internal code of conduct violations, Use of Force while in the course of officer's assigned duties, or violations of officer conduct.

Sergeant Klix has reviewed twenty-nine (29) Use of Force incidents documented by officers during the course of their duties in 2017. Of this number reported four of the incidents involved the officer displaying a duty weapon, Threat of Deadly Physical Force, during a High-Risk call. Three of the incidents resulted in the discharge of a weapon, two were to relieve an animal of extreme injury and one animal was fired on for self-protection.

Only 5 of the 29 use of force incidents involved the use of the Taser either by drive stun or full deployment. Other cases mentioned are control holds and take down maneuvers used during an arrest.

Sergeant Klix has reviewed twenty-nine (19) Use of Force incidents documented by officers during the course of their duties in 2018. Of this number reported four (3) of the incidents involved the officer displaying a duty weapon, Threat of Deadly Physical Force, during a High-Risk call. None of the incidents resulted in a discharge.

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2 of the 19 use of force incidents involved the use of the Taser either by drive stun or full deployment. Other cases mentioned are control holds and take down maneuvers used during an arrest.

All incidents involving the Use of Force were reviewed and Sgt. Klix concluded none were violations of policy or excessive use of force.

Sgt. Klix investigated nine (9) citizen complaints concerning conduct or actions of an officer in 2017. Two of the complaints were forwarded and handled as an Administrative Investigation by another agency. Five of the complaints were unfounded. This means there was no information that led the investigation to determine there was wrong doing or no wrong doing on the officer's part. One of the complaints investigated was determined not to have any merit and is listed as not sustained. The last of the complaints were forwarded to the officer's supervisor and closed administratively.

There were no Internal Investigations conducted for the year. Sgt. Klix assisted in processing 10 new hires for the agency. The new hires were for both the Support and Operations sections of the agency. An additional 8 personnel resigned their service to the Town for various reasons with two sworn personnel being terminated.

Sgt. Klix investigated nine (6) citizen complaints concerning conduct or actions of an officer in 2018. All 6 of the complaints were unfounded and forwarded to the Officer's supervisor and closed administratively. This means there was no information that led the investigation to determine there was wrong doing or no wrong doing on the officer's part.

There were no Internal Investigations conducted for the both years. Sgt. Klix assisted in processing 10 new hires for the agency in 2017 and 4 new hires in 2018. The new hires were for both the Support and Operations sections of the agency. An additional 8 personnel resigned in 2017 and 3 resignations in 2018.

# Police Support Services Division



## SUPPORT SERVICES DIVISION

The Support Services Division is under the supervision of Deanna Husk. Ms. Husk supervises the Communications Division, Records Division, Crime Scene/Property and Evidence Technician, Data Analyst, Co- Coordinating the Volunteers with Sgt. Morris; along with managing the Police Department's budget. Ms. Husk oversees the civilian personnel that are an integral part of the Police Department. Ms. Husk also serves as the department's Public Information Officer (PIO), she reports directly to Chief Daniel R. Hughes.

### Responsibilities include:

- Develops and implements policies, programs, and procedures for assigned areas.
- Monitors and evaluates the efficiency and effectiveness of Civilian Divisions.
- Responds to inquiries and resolves complaints; provides information to the public in accordance with established laws, codes, regulations, and policies.
- Supervises audits (ACJIS, NCIC, and DPS) in the Communications Division.
- Revises and updates communications and emergency response manuals.
- Supervises the strict control of all incoming evidence and property acquired by the department. Directs the audits of records, money, weapons, and narcotics, and all evidentiary items.
- Analyzes appropriate state/local codes and ordinances that apply to areas of supervision.
- Supervises the day-to-day activities of the Records Division including managing the

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maintenance, retrieval, protection, retention, and destruction of police records.

- Oversees the Uniformed Crime Report that is submitted to the Federal Government.
- Supervises the responses to subpoena duces tecum for department records, researches Public Records Act laws relating to criminal records and case law to determine authority to release or deny the request for records.
- Supervises the analyst who compiles statistical data that is used to track response times, crimes in each Beat throughout Florence, citations, UCR reporting and Spillman programs.



### COMMUNICATIONS DIVISION

In 2017, the Communication Division received 34,940 calls for service, and 5,434 calls via our 911 phone lines. In 2018, 32,965 call for service were received and 5,839 calls via the 911 phone lines. The Department continues to improve technology, equipment, and training to meet the number of calls received. We are currently planning to implement the text 911 system in 2019.

In 2015, we began dispatching for Superior Fire. This was a smooth and successful transition. In 2017, we received 882 calls and in 2018, 760 calls for service. The Superior Fire Department has been working with us to assure they train their personnel regarding changes in their protocol. The Communications Supervisor held training sessions for personnel employed or volunteering with Superior Fire. This training assisted on the protocols and procedures to be followed with the Communications Center. This also gave insight of the expectations of working with a center that has multiple agencies.

Our Dispatchers are members of the Association of Public-Safety Communications Officials (APCO). The Communications Supervisor is an instructor that can train and certify classes. We are exploring our options of hosting training classes in Florence so that our dispatchers can have access to the latest training. It is our goal to certify each Dispatcher as an APCO certified Public Safety Dispatcher; along with having our training program for new Dispatchers APCO certified. This past year several dispatchers obtained their APCO certification in Fire Dispatching and Pinal County Multi-Agency Mass Casualty Drill. Continued training for 2019 has already been scheduled.

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## RECORDS DIVISION



The Police Records Division is responsible for maintaining the department's police reports; along with providing customer service to citizens that come into the lobby. The Records personnel answer telephone calls for information pertaining to reports, citations, impounds, accidents, and miscellaneous inquiries.

Our staff continuously enters citations, warnings, and repair orders into the Spillman Records Management System. The staff is

instrumental in providing the Arizona Department of Public Safety with the monthly Uniform Crime Report that is submitted to the Federal Bureau of Investigation.

In 2017, our Records staff processed approximately 509 public records requests, 648 background checks, 1,202 citations, 66 traffic warnings, and 105 vehicle impound information for hearings in accordance with ARS 28-3511. The Department provides citizens with fingerprinting services and associated paperwork. The Records Division handled 629 fingerprints in 2017.

In 2018, our Records Staff processed approximately 546 public records requests, 756 background checks, 1,191 citations, 107 traffic warnings, and 77 vehicle impound hearings in accordance with ARS 28-3511. The Records Section handled approximately 627 fingerprints in 2018.

Records personnel also provide administrative support to the Chief and other administrative staff upon request.

The Records Section provides the local newspaper with weekly departmental media reports; along with sending out media releases throughout the State as requested by the Department's PIO-Ms. Husk.



### **CRIME SCENE DIVISION**

Since September 2015, the Property and Evidence Custodian has assumed the additional duties of the Crime Scene Investigation Section. During 2015, a transition was made from the Crime Scene Investigator (Evidence Technician) conducting routine crime scene photographic surveys and evidence collection to the responding Officers conducting the initial crime scene investigations. All Officers were provided CSI collection kits and cameras to accomplish these tasks. The Crime Scene Investigator (Evidence Technician) is available to process unusual crime scenes.

### **Community Drug Drop Off Boxes**

In May 2013, the Department instituted a prescription and non-prescription drugs drop box program. A collection box was placed in the lobby of the main station. In 2015, another box was placed at the Anthem Substation. This program reduces the number of old or unused medications from being placed in the landfill or dumped into our sewer system. One of the benefits of this program is that it removes potential abuse of these drugs by others in the home.

During 2017, there were 103 pounds of prescription drugs collected from these drop boxes. During 2018, there were 110 pounds of prescription drugs collected from these drop boxes. This is a 6.7% increase over 2017. These statistics indicate an increased awareness by the citizens of Florence through our public information programs.

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## PROPERTY & EVIDENCE SECTION

During 2017, there were 984 items in 620 incident cases submitted for processing by the Property and Evidence Section. Of the total 984 items, 773 were evidentiary items, 84 were labeled safekeeping, 51 were found property, and 76 were for immediate disposal. The department sent sixty of items of evidence to the Arizona Department of Public Safety's lab for testing. Fifty-six items have been returned and four items of evidence are out to court. At the beginning of 2017, the Police Evidence Trust Fund had a balance of \$2,857 (*accrued interest and initial deposit not included*) involving 18 line-items and a closing balance of \$6,701.15.

There were 18 transactions during the year: Eighteen were deposits by the Property and Evidence Technician.

During 2018, there were 1274 items in 503 incident cases submitted for processing by the Property and Evidence Section. Of the total 1274 items, 826 were evidence items, 201 were labeled Safekeeping, 93 were Found Property, 152 were for immediate disposal and 2 were for General Storage.

- Twenty-five (32) items of evidence were sent to the Department of Arizona Laboratory of which 27 were returned and 5 are pending lab testing.

At the beginning of 2018, the Police Evidence Trust Fund had a balance of \$6,701.15 (*accrued interest and initial deposit not included*) involving fifteen line-items and a closing balance of \$2,581.14.

There were twelve transactions during the year: (6) were deposits by the Property and Evidence Technician. There were (6) withdrawals, (3) were approved RICO forfeiture moved to the general fund and (3) were returned to owner.

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In June 2018, an internal audit was performed of the Section with no significant deficiencies/findings. All controlled substances, currency transactions, and firearm accountability were in order. Bi-annual audits are conducted to ensure the integrity of the Section.

### VOLUNTEERS IN POLICE SERVICES (VIPS)

The VIPS Program has assisted the police department by performing numerous duties within the community. The VIPS operates with 30 active members and have completed 1,824 hours in 2017 and 2,212 hours in 2018.

Within this service VIPS assisted with school crossing, Block Watch, fingerprinting, Guardian Angel Program, fleet maintenance, vacation watches, and funeral escorts. The VIPS members have attended trainings that include: Communication, traffic control safety, and patrol procedures. They are an asset to our department and our community.

### VICTIM SERVICES UNIT

Our Victim Services responders provide victims and their families with significant and appropriate support during the initial period of time following a trauma or difficult occurrence. Our Volunteers who are trained to be Victim Services responders have undergone extensive and continuous training in this area. In 2017/2018, they responded to 19 incidents and provided support in various forms to victims. This represents a total of 97 volunteer hours in providing these services.