

PROFESSIONAL STANDARDS DIVISION

Professional Conduct Review Section



ANNUAL REPORT

2018



PROFESSIONAL STANDARDS DIVISION
Professional Conduct Review Section

The mission of the Professional Conduct Review Section is to determine employee compliance with Sheriff's Office written directives in a fair and impartial manner while maintaining the trust and confidence of Sheriff's Office personnel and the citizens and visitors of Seminole County.



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SECTION I

Introduction

The **Professional Conduct Review Section** has as its major function the receiving, processing and investigating of administrative complaints made against Sheriff's Office employees. All Administrative Investigations are conducted by this section. This report outlines the investigative process and includes an analysis of the personnel complaints investigated during the 2018 calendar year.

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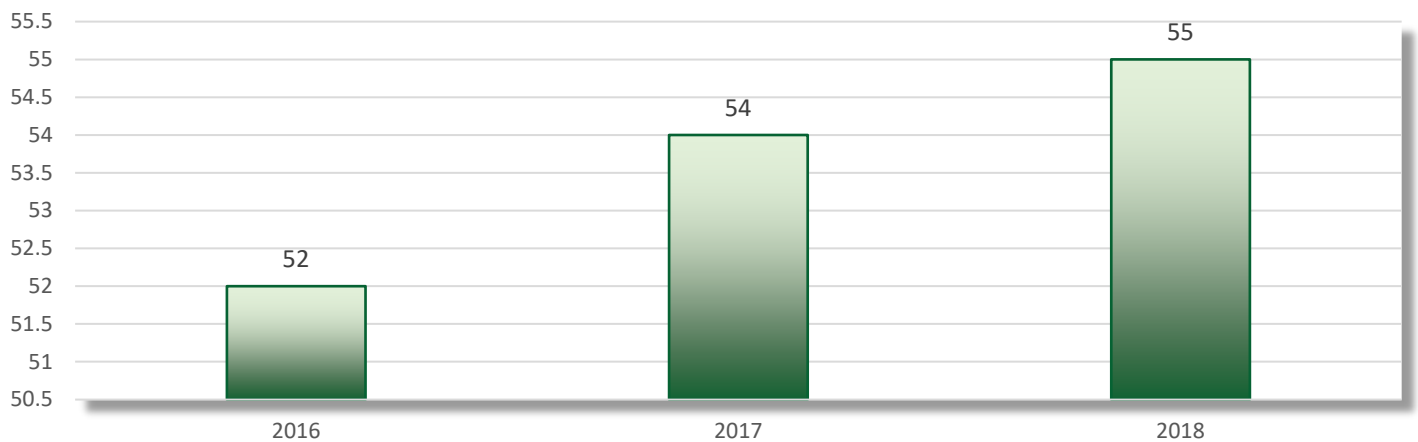
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SECTION II

Personnel Complaints

The Professional Conduct Review Section received **55** formal complaints from the public in 2018. During the same period in 2017, the section received **54** formal complaints. This represents a **1.85%** increase in formal complaints received by this section. Investigators and supervisors conducted **23** formal investigations in 2018, compared to **25** formal investigations in 2017. This represents a **8%** decrease in the number of formal investigations.

Formal Complaints
2016 - 2018



Complaints against employees of the Sheriff's Office are classified according to the nature of the complaint. If not resolved informally, they may be categorized as Supervisory Inquiries or Administrative Investigations. There are specific procedures for investigating complaints, which are determined by the seriousness of the allegation(s).

The following information provides the reader with a summary of the complaint process as it applies to Supervisory Inquiries and Administrative Investigations. Also, an analysis of each category is provided to show comparisons based upon the cases investigated and the resulting disposition of those cases.



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SUPERVISORY INQUIRIES

Supervisory Inquiries are investigations of allegations of discourtesy or other less serious violations of Sheriff's Office policy. They are generally conducted by a supervisor who has received specialized training and has been approved to conduct supervisory inquiries. These cases require limited investigation by the supervisor, who determines whether or not a violation of policy occurred.

If the supervisor determines through investigation that a violation of policy occurred and the allegation(s) are sustained, the Sheriff may elect to convene a Disciplinary Review Board. The Board considers the incident and recommends disciplinary action.

If the inquiry establishes the policy violation is more substantial than originally believed, or that it would become too time consuming for the supervisor to conduct, the Sheriff may order an Administrative Investigation be conducted by the Professional Conduct Review Section.

ADMINISTRATIVE INVESTIGATIONS

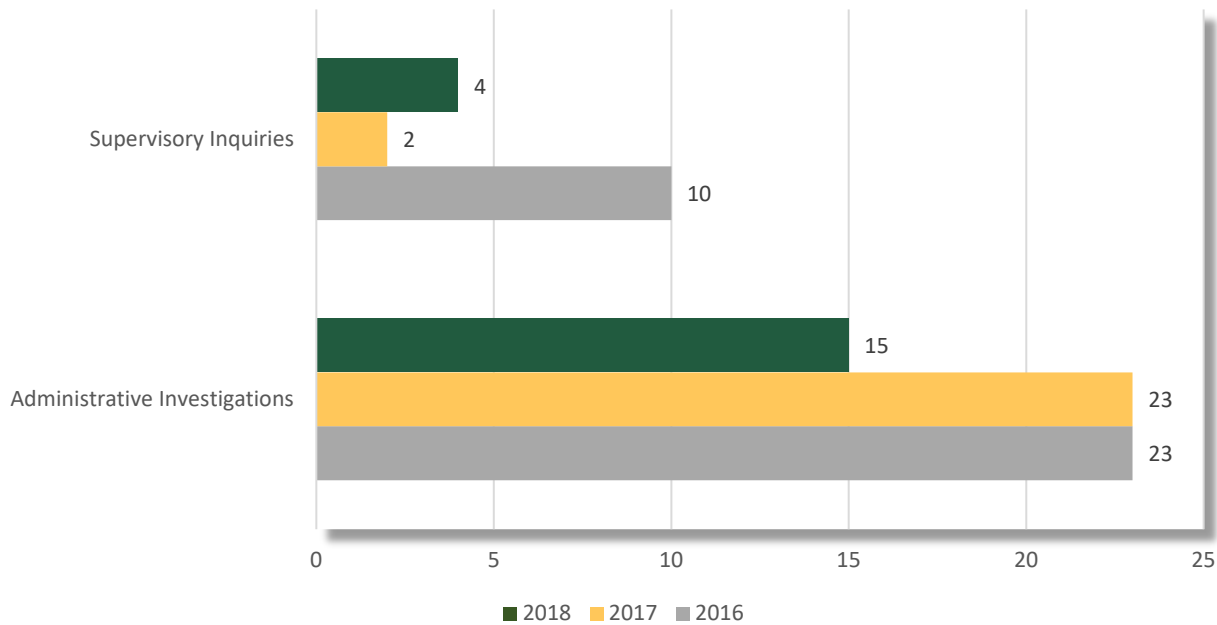
Administrative Investigations are investigations of major violations of Sheriff's Office policies, rules, procedures, or law. They are investigated by the Professional Conduct Review Section, only at the direction of the Sheriff or, in his absence, a Chief. When the investigation is completed, each allegation is assigned one of the following conclusions: Sustained; Not Sustained; Unfounded; Exonerated; or Policy Failure. The completed investigation is forwarded to the Sheriff for his review and approval. Upon the Sheriff's approval, the investigation becomes public record. Disciplinary action is at the sole discretion of the Sheriff. **NOTE: The Professional Conduct Review Section is a fact-finding body only and makes no recommendations concerning discipline.**



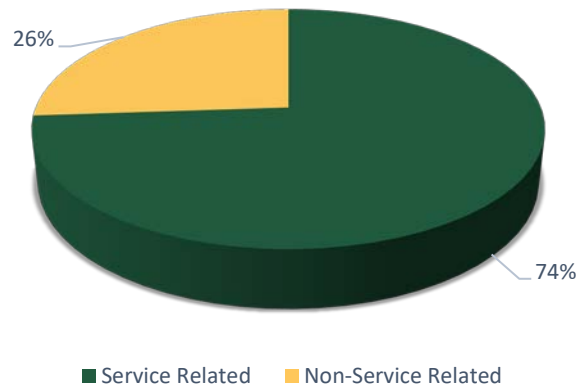
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Analysis of Complaints

	2017	2018	CHANGE
Administrative Investigations	23	15	-35%
Supervisory Inquiries	2	4	100%
Total Number of Investigations	25	19	-24%



Service Related Investigations	17
Non-Service Related Investigations	6
Total Investigations	23





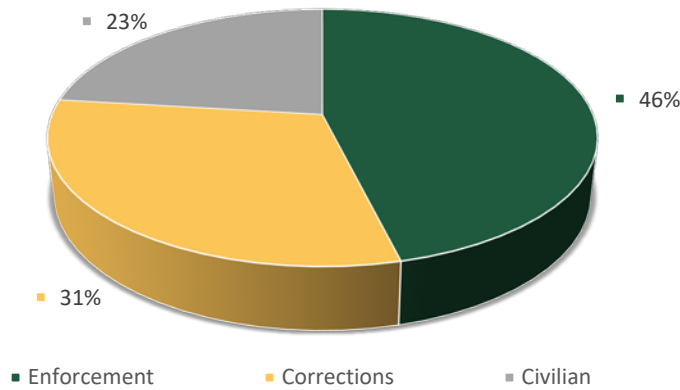
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EMPLOYEE CLASSIFICATION

	TOTAL	PERCENTAGE
Enforcement	12	46%
Corrections	8	31%
Civilian	6	23%
Total Number of Employees Investigated	*26	100%

* Some investigations involved multiple employees, and some employees were the subjects of multiple investigations.



DIGITAL VIDEO EVIDENCE

In 2018, there were **19** formal investigations that involved the use of digital video evidence.

In-Car Camera (SCSO)	2
Body Worn Camera (Outside Agency)	5
Body Worn Camera (SCSO)	2
Security Video (SCSO)	5
Security Video (Other)	5
Security Video (Outside Agency)	0

In **7** cases video evidence was used to sustain violations, in **5** cases video evidence did not influence the findings, and there was **1** case in which video evidence was used to disprove the violation.

In 2018, there were **5** formal citizen complaints that were able to be informally resolved as a direct result of available digital video evidence. This represents a **150%** increase over 2017 when **2** complaints were able to be resolved as a result of video evidence.



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AGENCY PRACTICES

Recommendations for changes to agency practices were made in **2** formal investigations.

PC-18-0009:

During the course of the administrative investigation, the Professional Conduct Review Section has brought to the attention of the interim Communications Division management the historical practices involving PTO, absences involving doctor's notes, call statistics tracking, and discipline administration. Out of necessity, the identified deficiencies were corrected and immediately implemented for the well-being of the Communications Center staff. The Standard Operating Procedures in the Communications Center as well as Sheriff's Office General Orders have been amended with new revisions to modernize the policy for Communications Center employees. The Communications Division interim staff are further evaluating additional policy changes.

The interim Communications Division management are currently evaluating the potential merger of municipality teletype radio channels to reduce staffing needs and improve the efficiency in the Communications Center. Such a merger requires involvement from city, county, and state entities, and is a prolonged process that began during the administrative investigation.

The Professional Conduct Review Section recommends the Communications Division training staff evaluate collaborating with the Sheriff's Office Professional Development Section. This collaboration could offer assistance to those tasked with the development and implementation of a structured training program. Additionally, the Professional Development Section could aid in identifying and correcting deficiencies in the current training programs for call-takers and dispatchers, as well as aid in the delivery of current and future training courses. The Professional Conduct Review Section further recommends the assessment of whether to store Communications Center employee training certifications with the Professional Development Section, or whether it will remain in the Communications Center.

PC-18-0012

Update General Order #49, II.C to include the titles of Juvenile Detention Specialist [JDS] and Juvenile Detention Officer [JDO] to be used synonymously with the titles Deputy, Deputy Sheriff, and Detention Deputy.

Update General Order #49 adding an addendum section to address PAR [Protective Active Response] training and ACT [Arrest and Control Techniques] training, which will measure the standards of performance for personnel assigned to the Department of Youth Services.

Recommend all JDS, JDO, and Detention Deputy's assigned to the Juvenile Detention Center receive annual training in PAR and ACT.

Recommend select training staff assigned to the Professional Development Section attend PAR instructor training. This will provide greater understanding and training consistency across all levels of personnel interacting with youthful offenders.



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Create a new lesson plan that combines the standards of both PAR and ACT requirements.

All approved lesson plans and related documentation will be maintained by the training staff in the Professional Development Section.

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SECTION III

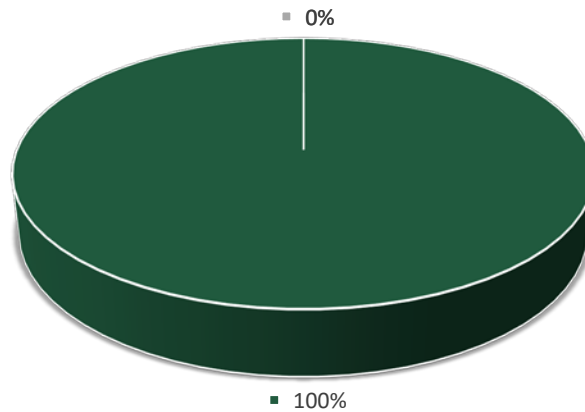
Supervisory Inquiries

The following is an analysis of the **4** Supervisory Inquiries that were conducted during the 2018 calendar year. These inquiries resulted in **4** specific allegations of misconduct. The figures below represent the investigative findings and any resulting disciplinary action.

FINDINGS

The table below provides a comparison, by category, of the findings assigned to each of the specific allegations.

Sustained	4
Not Sustained	0
Unfounded	0



DISCIPLINARY ACTION

As a result of the **4** sustained violations of policy, **4** employees received some form of disciplinary action. The table below provides a comparison, by category, of the disciplinary actions administered.

DISCIPLINE	TOTAL	PERCENT
Warning	0	0%
Reprimand	2	50%
Suspension	1	25%
Demotion	0	0%
Resignation	1	25%
Termination	0	0%



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SECTION IV

Administrative Investigations

The following is an analysis of Administrative Investigations conducted during the 2018 calendar year. This information is based upon **15** investigations which are analyzed for Violations Charged, Findings, and Disciplinary Actions.

Sheriff's Office Administrative Investigations:	15
Total Number of Alleged Violations/Charges Investigated:	65
Total Number of Employees Investigated:	22*
Deputy Sheriff Involved Shootings:	3
Dangerous Animal Shootings:	0

** Some investigations involved multiple employees.*

VIOLATIONS CHARGED

Of the **65** alleged violations of Sheriff's Office written directives investigated by the Professional Conduct Review Section, the following table shows the types and percentages of alleged misconduct.

VIOLATION	NUMBER	PERCENTAGE
Conduct Unbecoming	24	36.9%
Knowledge/Obedience to Laws	10	15.4%
Conduct Toward Supervisors, Subordinates, and Peers	6	9.2%
Carelessness	4	6.1%
Response to Resistance	2	3.0%
Performance of Duty	2	3.0%
General Order #1, II. Scope Acceptable & Unacceptable Uses of Sheriff's Office Information Equip./Systems	2	3.0%
Association & Fraternalization with Criminals	2	3.0%

VIOLATION	NUMBER	PERCENTAGE
False Statements & Reports	2	3.0%
Employee Responsibility for Issued Equip	2	3.0%
Conflicts of Interest	1	1.5%
Review Period (Annual)	1	1.5%
Review Period (Promotional)	1	1.5%
Discipline-Purpose	1	1.5%
Substandard Performance	1	1.5%
Sexual Harassment	1	1.5%



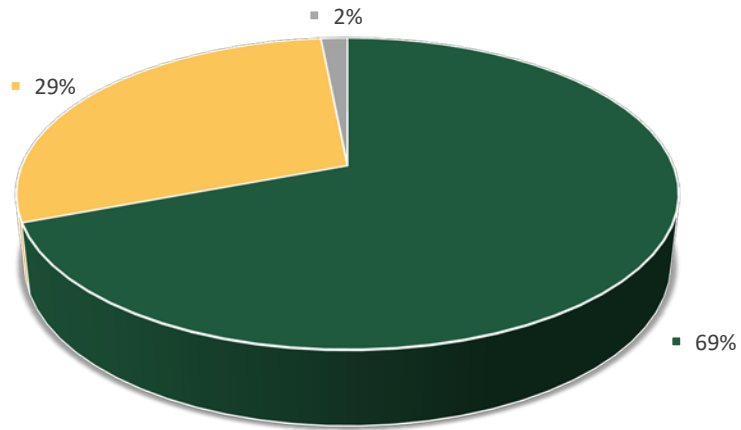
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FINDINGS

Of the **65** alleged violations of Sheriff's Office policies and procedures investigated by Professional Standards, the table below provides a comparison, by category, of the findings assigned to each of the alleged violations investigated.

Sustained	45
Not Sustained	19
Exonerated	1



DISCIPLINARY ACTION

As a result of the **45** sustained violations of policy, involving **22** employees, the following disciplinary actions were taken. The table below provides a comparison, by category, of the numbers and percentages of the resulting disciplinary actions.

DISCIPLINE	TOTAL	PERCENT
Suspension	6	35%
Demotion	0	0%
Resignation	4	24%
Termination	7	41%



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SECTION V

***Telecommunications**

During the 2018 calendar year, there was **1** Administrative Investigation involving personnel assigned to the Telecommunications Division.

*Required by the Association of Public-Safety Communications Officials, the organization that oversees accreditation of the Telecommunication Section.