

Hamilton County Sheriff's Office

2020 ANNUAL REPORT



Presented by
Sheriff Jim Hammond



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The Hamilton County Sheriff's Office



MISSION STATEMENT

"Commitment to Excellence for All Citizens with Fair and Equitable Performance"

VISION

To become "THE PREMIER LAW ENFORCEMENT AGENCY INTENNESSEE" through the pursuit of professional excellence and partnerships with our community maintaining a high quality of life through collaborative problem solving.

INTEGRITY

We pledge to maintain a strong sense of honesty, morality, and ethical character.

HONESTY

We pledge to always be truthful, sincere, upright, and decent.

CHARACTER

We pledge to maintain the highest ethical standards and honorable personal qualities, serving as role models for our youth, our community, and our profession.

Message from the Sheriff



In reflecting back over the year 2020, I want to highlight the two most demanding challenges from 2020 which will play a major role in our 2021 plan and impact our next five years: The **Pandemic** and the transition of the **Silverdale Detention Center (SDC)**.

In late December 2019, an unidentified coronavirus, officially named the Coronavirus Disease-2019 (*COVID-19*) by the World Health Organization (WHO) on February 11, 2020, emerged from Wuhan, China, and affected the entire world. Since then, law enforcement and corrections around the world have never been the same.

Of all the many challenges our agency faced in 2020, this virus affecting our citizenry and our staff has demanded much from our personnel and assets. It seemed like the majority of businesses in our community came to a halt or changed their schedules and staffing. Our agency had to begin adjusting to all these short-term and long-term shifts as we embarked on an all-out effort to deal with a virus that seemed predestined to defeat us. Unfortunately, there was no existing "*playbook*" for our agency to manage a pandemic of this size and scale.

And with the person-to-person spread of COVID-19, our officers were required to always be at a heightened risk of exposure due to their close contact with the public.

Nevertheless, our agency has played a crucial role during 2020 in our community, providing necessary public services and maintaining order. Although each public health emergency is unique with its own challenges, our agency's responses must be coordinated with public health, medical organizations and hospitals, and other essential service authorities in all incidents. We were forced to make many changes in our work schedules due to our many Covid-19-affected employees off work, court closings, delays, suspended training, etc.

There is no doubt that the other major change in HCSO's overall operation came in the last month of 2020. In July of 2020, Hamilton County ended its forty-year contract with the private, for-profit company CoreCivic, hired to run the Silverdale Detention Center. The sheriff's office was tasked with assuming complete physical control and operation of the aging facility and its

1,200 inmates on December 30, 2020. We assembled a fifteen-member transition team to begin the research and implementation of the needed changes. Some of those tasks included:

1. The employment of over (90) additional staff to operate the facility. This includes additional maintenance and ground support for all existing and new structures.
2. As part of our administrative staff, we hired a full-time general counsel to provide our much-needed legal and other professional services for our entire agency.
3. Establish new vendor contracts for all support services such as commissary, medical, dental, food services, etc.
4. Information Systems' development and placement of the technology, hardware, and software for the entire facility, some of which were non-existent. This includes security cameras, administrative and inmate phone systems, video visitation, virtual conferences, etc.
5. Create a new Training Division for the Silverdale Detention Center.
6. Transition and maintain our American Correctional Association (ACA), American Jail Association (AJA), and National Commission on Correctional Healthcare (NCCHC) accreditations at SDC.
7. Expand our Re-entry Program intended to help citizens successfully "re-enter" society following their incarceration, thereby reducing recidivism, improving public safety, and saving money. Improving our Re-entry Program is a critical component of my strategy to reduce local drug use, crime, and its consequences. Special emphasis is being placed on educational programming and job-readiness/job-placement initiatives.

As part of that expansion, we are also adding three more chaplains to this program. They will administer religious programs, work with external faith-based and community organizations, personally lead worship services, religious instruction and spiritual counseling, advise correctional staff on religious issues and related policies, and supervise and train volunteers.

Our Justice and Mental Health Division (FUSE) is committed to a five-year program designed to bring relief to people who, because of homelessness and mental illness, become caught in an endless cycle of costly and unavoidable incarcerations, hospitalizations, and crisis system

care. This will have a positive effect on all first responders, especially law enforcement and corrections. The program was expanded in 2020 by two federal grants totaling almost \$6 million in addition to the original \$1.5 million in county government and local support.

There are many other accomplishments performed by our staff which I could cite in my Message here for 2020, but I encourage you to read about them in this Annual Report. In doing so, you too will see why I continue to be so proud of the protection and service our employees have presented to those in Hamilton County.

Yes, 2020 did indeed present our agency with some unique challenges, but these have provided us with new opportunities to increase our levels of learning and training while developing the men and women in our agency. Let me assure you that those serving here are dedicated to our mission statement of being ***“Committed To Excellence For All Citizens With Fair and Equitable Performance.”*** I can promise you that we will never deter from that goal!

HCSO Executive Leadership



Austin Garrett

Chief Deputy

Chief Deputy Austin Garrett is responsible for overseeing the day-to-day operations of the HCSO and works consistently with members of the Command Staff to ensure the Sheriff's goals and mission is accomplished.



Gino Bennett

Chief of Staff

Chief of Staff Gino Bennett assists in overseeing and supporting the general operation of the sheriff's office. He administers all federal, state, and local grants and manages the HCSO's Justice and Mental Health's FUSE Program.

HCSO Command Staff



Back row: (L-R) Chief of Staff Gino Bennett, Deputy Chief of Corrections Joe Fowler, Chief Deputy Austin Garrett, Sheriff Jim Hammond, Deputy Chief of Law Enforcement Mark King, Captain Van Hinton, and Information Systems Manager Jimi Hammond.

Front row: (L-R) Public Relations Manager Matt Lea, Director of Human Services Carole Miller, Executive Secretary Kacey Picou, Director of Finance Ron Bernard

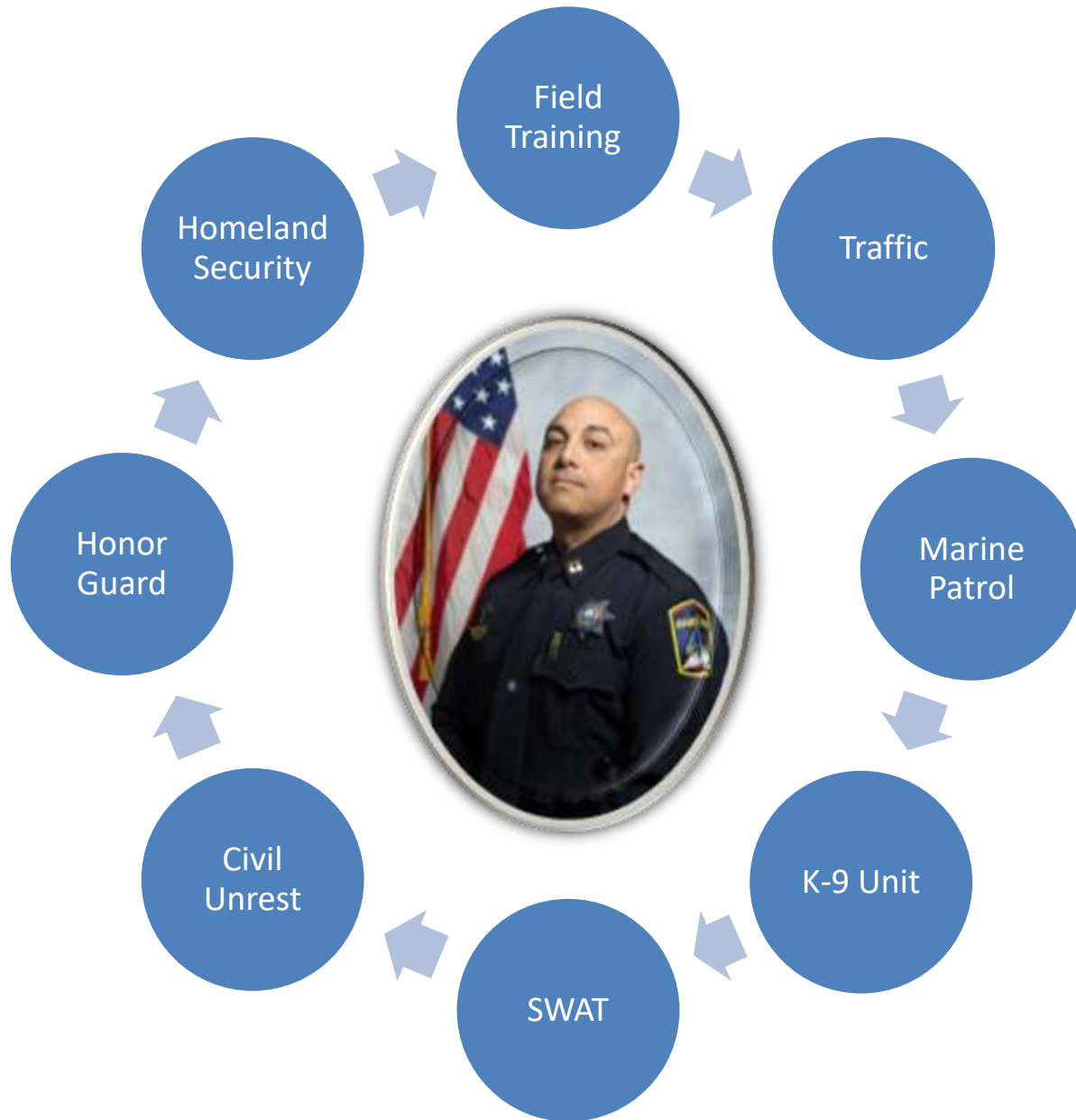
Law Enforcement Services



Mark King

Deputy Chief of Law Enforcement

Patrol Division



Spencer Daniels
Captain



Patrol Sergeant Mickey Rountree issues a citation to a motorist

The uniformed Patrol Division is the most highly visible component of our agency. Working 24-hours a day, seven days a week, the Uniform Patrol Division represents the bulk of the agency's staffing. The members of the Patrol Division work in partnership within Hamilton County, and various law enforcement and social service agencies in providing their high-quality service.

In 2020 the Patrol Division was led by Captain Spencer Daniels. Captain Daniels is responsible for all uniformed functions of the division The K-9 Unit, Field Training, Traffic, Marine Patrol, SWAT, Civil Unrest, Explorers, Honor Guard, Homeland

Security and all supportive functions under a Patrol's Captain.

Shifts are run by lieutenants, sergeants and corporals. They are responsible for general supervision and command of uniformed deputies assigned to their perspective shifts.

They respond to incidents to supervise and guide the deputies under their command. Patrol is the foundation of police work and its importance to the community cannot be overstated. The uniformed deputy is usually the most visible component of the agency.

The functions and objectives of the Uniform Patrol Division are representative of patrol, law enforcement, crime prevention activities, response to calls for service, preliminary investigations of crimes and incidents, arrests and prisoner processing, traffic direction and control, and traffic accident investigations.

Patrol personnel are also responsible for maintaining public

Uniformed Services Division 2020 Annual Statistics	
Traffic Citations	1,226
Traffic Stops	6,617
D8 Reports	3,129
Misdemeanor Arrests	2,202
Felony Arrests	847
Warrant Transport	1,258
Calls for Service	64,710
Traffic Accidents	1,080
Field Interviews	423
Total Service Activity	81,492
Total Drugs Confiscated	426,516
Money Seized	\$9,211
Total Activities	441,456

order, provisions for emergency services, development of positive relationships between citizens and the agency, and reporting information to appropriate components of the agency.

There were a total of 64,710 calls for service for the Hamilton County Sheriff's Office in the year 2020. Patrol Services also conducted 16,537 business checks, 19,407 neighborhood checks, 61 mental transports and recovered \$670,701 in stolen property.



Deputy Charlene Choate speaks with an individual
in a traffic stop

Marine Patrol Unit



The Hamilton County Sheriff’s Office Marine Patrol Division began in April of 1987 under the direction Sheriff H.Q. Evatt. Before then, a Marine Officer was using his own 27-foot cruiser on his off-time to assist boaters.

Currently, the Marine Patrol Team consists of two patrol boats that were acquired through grants from the Department of Homeland Security. Marine Patrol Deputies are able to respond to incidents 24/7 and all personnel assigned to this team must receive a yearly recertification by the



Tennessee Wildlife Resource Agency to ensure they are knowledgeable on all applicable laws, updates, and procedures. All specialized training is handled in-house by the HCSO.

The HCSO Marine Patrol Division is ready to respond to any of the ten surrounding Homeland Security Counties when requested. The team also works hand in hand with the Tennessee Wildlife Resources Agency (TWRA) by patrolling the waterways during holiday weekends and responds to emergency calls for assistance from surrounding counties.

Marine Patrol 2020 Annual Statistics			
Assisted other Agency	2	Verbal Warnings	1
Assisted other Division	50	Call Outs	4
Boat Safety Checks	2	DOA’s	0
Calls for Service	4	Special Events	0
Call for Support	2	Physical Arrests	0
Citations	0	Business Checks	15
Citation in Lieu of Arrest	0	Total	80

Members of the Marine Patrol Division also assist with boat traffic at the yearly River Bend Festival as well as many other special events held on the Tennessee River.

It should be noted that most marine events were cancelled due to COVID and we did not actively patrol during the 2020 boating season.

Traffic Division



There are over 880 miles of paved roadway in Hamilton County, and the Hamilton County Sheriff's Office Traffic Division plays an integral, daily part in ensuring those roadways are safe and secure not only for our residents but those who may be visiting our beautiful community.

The primary directive of the HCSO Traffic Division includes patrolling our community for deterrence and enforcement of traffic violations, investigation and reconstruction of vehicle crashes, particularly those which involve serious injury and/or death, and internal investigations of crashes involving sheriff's office vehicles.



The Traffic Division will arrest and prosecute individuals when the evidence of a traffic violation requires. Traffic Investigators work in conjunction

with Hamilton County Traffic Engineering and the Hamilton County Highway Department to improve roadway concerns and safety. Traffic Investigators also give presentations to local schools, various organizations, and the neighborhood communities upon request in order to promote a safer culture of driving behavior.

Since the HCSO was started in 1819, a lot of things have changed when it comes to how people commute and the technology used for investigating motor vehicle crashes. Vehicles have also changed dramatically. Long gone are the days of the Model T and today's vehicles are safer than ever with the advent of new safety sensors, airbags, and early warning detection devices. The Total Station software utilized by our agency along with forensic mapping have replaced the days of measuring tapes and roller wheel measurements. Crash Data Retrieval equipment allows investigators to access vital vehicle information through the internal computers systems. Advancements in photography equipment and digital storage allows for more thorough documentation of crash scenes.

The use of drones for photographing scenes from overhead is now available as well through the HCSO Unmanned Aerial Systems Division (UAS). In 2016, the HCSO Traffic Division acquired a mobile investigation vehicle to assist with on-scene collection of evidence and data. This new vehicle allows a safe, climate controlled workspace so investigators can utilize computers and other software to investigate large-scale traffic incidents in real-time without having to leave the scene itself.

Traffic Division 2020 Annual Statistics			
Funeral / Special Escorts	65	Training (Inter Departmental)	176
In- House Investigations	67	Speed Trailers/ Speed Spy	12
Traffic Crashes Investigations	337	Special Assignments	26
Traffic Fatalities Investigated	7	Assist Other Agencies	73
Crash Reconstructions	8	Traffic Stops	549
Inner Agency Traffic Consultations	0	Case Follow Ups	116
Scale Diagrams	7	Call Outs	15
Crash Reports Reviewed	1463	Arrests	35
Hit and Run Investigations	65	Reconstruction Assist	4
Calls for Service	451	Traffic Supports	88
Calls for Support	325		

As long as vehicles have been on the roadways, people have enjoyed the need for speed. Whether intentional or unintentional, making sure speed violators are held accountable is import to the overall safety of our county’s roadways. In order to support legal and accurate traffic enforcement activities, the Traffic Division utilizes electronic speed detection devices such as radar and LIDAR to assist in gathering data and evidence to help when and where there is a need for speed enforcement. The TITAN crash reporting system is also a source for monitoring crash data to assist in determining high volume areas for crashes to aid in selecting enforcement areas and times to be more efficient in reducing crashes in problem areas.

The mission of the Traffic Division is to provide the citizens of Hamilton County with well-trained, well-equipped investigators to conduct thorough and professional crash investigations, enforcement, and educational initiatives to insure the safety of our citizens and to save lives on the roadways of Hamilton County.

Special Weapons & Tactics (SWAT)



Hamilton County Sheriff's Office Special Weapons and Tactics Team (SWAT) provides a ready response to several high risk situations and circumstances that typically go beyond the capabilities of normally equipped and trained agency personnel.

Typically, SWAT will be requested when there is a barricaded subject or hostage incident where the suspect is presumed to be armed and dangerous, an incident where the suspect is believed to have been involved in a criminal act, or is a significant threat to the lives and safety of the public and/or police. Other situations include incidents where a suspect is in a position of advantage, affording cover and concealment, or is contained in an open area where the presence or approach of law enforcement could precipitate an adverse reaction by the suspect.



SWAT personnel training with the MRAP vehicle

Other applications where SWAT personnel can be utilized can include reaching an armed suspect in a heavily fortified position or breaching a structure where weapons are present and the subject(s) are known to be violent. Other scenarios include high risk warrant service to locations where gang members or heavy narcotics use is present, waterborne entry may be necessary, or diversionary tactics and breaching entry may be required.

SWAT personnel responded to ten incidents in 2020 that required their operators experience and capabilities. Some of these call-outs included barricaded suspects, high-risk warrant service, an incident at the Hamilton County Jail, and several requests to assist other local law enforcement agencies.

On August 10th, HCSO SWAT was requested by Sequatchie County Sheriff's Office and the 12th Judicial DTF to assist with a high risk warrant service at 4062 US Hwy 27. The offender in

question had a long history of violence and possessing weapons during the commission of crimes. All occupants of the house were secured without incident during execution of the warrant.

The team conducted its regular scheduled training each month, for a total of (11) training dates lasting (10-12) hours each. There was one cancellation of training due to the Covid-19 pandemic. The "Sierra Section" (Snipers) also conducted (8) additional training days consisting of (2-4) hours each. Specialized outside training was very limited this calendar year due to the pandemic.



The Hamilton County Swat team was placed on standby a total of seven (5) times throughout the year by our own supervisors and other local agencies for potential assistance. The team may be notified of the standby or handled within the command structure; each situation is a case by case base depending on the information that is being received. The team is always in a ready response mode and can deploy upon notification.

Throughout May 30th – June 9th, SWAT was called to assist with Patrol and Court Security to provide security and protection during the civil unrest and protests at the Courts Building, the Old Courthouse and the County Jail after the death of George Floyd.



Honor Guard



The mission of the Hamilton County Sheriff's Office Honor Guard is to serve as official ceremonial representatives of the agency at funerals, parades, and other official functions where representation of the highest caliber is required. Currently, there are ten members of the Honor Guard who also serve in many other capacities within the agency. Selection into Guard requires candidates to be height and weight proportionate, a successful completion of a physical fitness assessment, and complete a panel interview prior to appointment to the special assignment.

Moving forward, Honor Guard will always remain vigilant ensuring the Hamilton County Sheriff's Office is represented with the highest level of professionalism and bearing a crisp appearance in every endeavor which it is assigned. All funerals will be conducted with the

highest level of respect and dignity to leave the grieving families with a lasting, favorable impression of the Hamilton County Sheriff's Office.



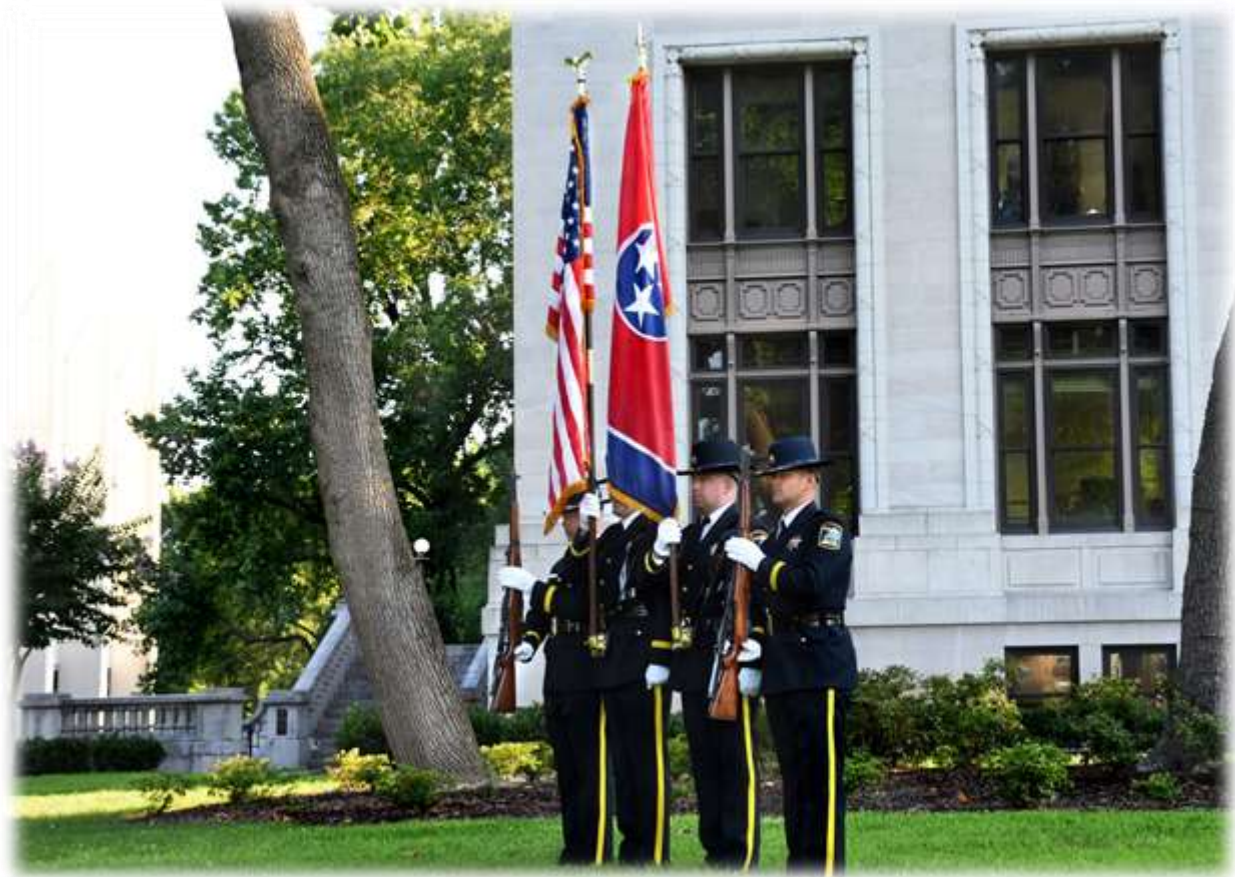
Annually, the HCSO Honor Guard participates in the local Law Enforcement Memorial Service at the Law Enforcement Memorial located at 600 Market Street in Downtown Chattanooga. Additionally, members of the Guard travel to Washington, D.C. to participate in the National Law Enforcement Memorial Service as well as other Police Week activities such as the National Police Week 5K race, where the team annually runs in memory of Deputy Donald Bond, one of our fallen deputies.

Members of the team participated in various activities during the year 2020. In February the team participated in three (3) different line-of-duty funerals within and outside Hamilton County. In April the team participated in the Federal Retirees

Luncheon, and for Hamilton County Detective Eddie Sledge, where casket guards were also provided.

The team traveled to Washington, D.C. for Police Week ceremonies in May. They participated in the 5K Police Run and Candle Light Vigil. In the fall the team participated in the 9/11 Memorial Ceremony, three HCSO employee funerals, and two other neighboring agencies. The team also participated in one in-the-line of duty death Funeral in Chetam County.

Team members: Detective Brevin Cameron, Corporal Brian Killingsworth, Detective Rick Wolfe, Deputy Carl Young, Deputy Chris Walker, and Deputy Marcus Dotson.



Operational Support



Mark Hooper
Captain

Training Division



The Law Enforcement (LE) Training Division Staff consists of the Law Enforcement Training Coordinator/General Department Instructor (Lieutenant), Law Enforcement Training Sergeant (newly created) and Law Enforcement Tactical Trainer, and Training Administrative Assistant/Records Clerk. This staff is augmented by 60+ specialized instructors who are assigned full-time responsibilities in other divisions throughout the agency. Special Note: Since Nov. 1, 2014, the Corrections Facility Training Officer has been moved back under Corrections Division oversight. Additionally, a P.O.S.T. Rule and corresponding TCA statute was brought to the attention of Training Officers across the state that governs training oversight of all employees that have weapons authority. Despite the separation of the Training Divisions, the LE Training Staff is still responsible for training oversight and P.O.S.T. compliance of all weapons authorized Corrections Personnel (approximately 138 officers). This involves providing instruction in the Corrections In-Service Training, and the Corrections Basic Class. The training conducted for Corrections employees consists of emergency vehicle operations, child sexual abuse, mental health training and all firearms related training (basic pistol, shotgun, and off-duty encounters).

The LE Training Division is responsible for planning and executing all training required for Sheriff's Office employees and the Hamilton County Park Rangers. The training curriculum includes subjects mandated by the Peace Officers Standards and Training P.O.S.T. Commission, the Tennessee Corrections Institute (T.C.I.), the Commission on Accreditation for Law Enforcement Agencies (CALEA), the American Correctional Association (A.C.A), and the Office of Safety and Health.



Patrol Deputy Karigan Fulghum trains with a patrol rifle
Detective Patrick Miller (Firearms Instructor)

Administration (O.S.H.A.). Additionally, it conducts specialized training for individual officers, all civilian employees, and various divisions within the agency as well as outside law enforcement agencies.

The Training Division also conducts basic training courses for initial entry employees and volunteers such as: Basic Corrections Class (240 hours / 129 P.O.S.T. approved hours), and Basic Reserve Class (148 hours). During 2020, the Training Division was involved in three Basic Corrections Classes.

2020 Training Summary

The Training Division is comprised of three full-time trainers, one civilian, and numerous part-time instructors. Training Division staff are Lieutenant Paul Maupin, Sgt. Jeremy Durham, Deputy Chris Walker, and Secretary Crystal Crawley.

During 2020, Training Division conducted a total of 101 training courses for over 1368 employees and personnel from outside agencies. A total of 466 employees received internal specialized training opportunities which included dozens of diverse subjects such as the five month Southeastern Leadership Academy, Leadership training, Basic and Advanced SRO Training, Specialized Court Security Training, Instructor Development, P.I.T. Training, PR-24, Close Team Support, Foot Pursuit Tactics, Taser 7, Body worn camera, Tactical Patrol Rifle, Red Dot Instructor, Civil Unrest, and the list goes on.

Investigations, Narcotics Training, Domestic Terrorism, Basic and Advanced SRO, Basic and Specialized Court Security Training, Values Driven Leadership, Incident Command Training, Interview and Interrogation, Instructor Development, Internet Crime Investigation, Tactical and Explosive Operations, etc.

Specific classes and number of sessions are as follows:

- Fall Qualification (6 days)
- Fire Arms Training Simulator (6 days)

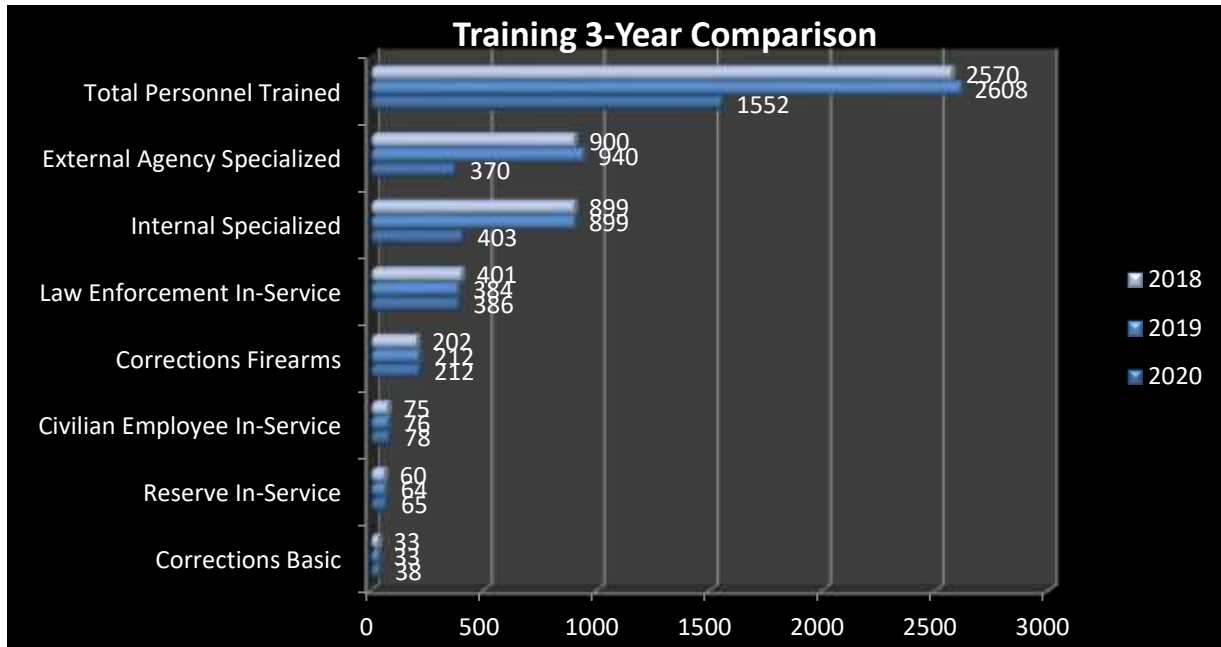


Sergeant Paul Maupin, Lieutenant Spencer Daniels, Training Secretary Crystal Crawley, and Deputy Chris Walker

- Court Specialized Training – 2 sessions
- Basic Firearms – (2) 36 hours sessions
- In-Service sessions – (17) 40 hour sessions
- POST Approved Range days – (17) 8 hour days
- Close Team Support – 40 hour class
- ROCIC – 8 hour class
- Foot Pursuit tactics – (2) 8 hour classes
- P.I.T. – (11) 8 hour classes
- Monadnock Expandable Baton – (2) 8 hour classes
- Unarmed Defensive Tactics – (2) 8 hours classes
- Basic Leadership – 24 hour class
- Taser 7 and Body Worn Camera classes – (20) 8 hour sessions
- Advanced Traffic – 80 hour class
- Tactical Patrol Rifle – (2) 16 hour classes
- Law Enforcement Instructor Development – 40 hour class
- PR24 – (2) 8 hour classes
- Civil Unrest – (2) 8 hour classes



HCSO Deputies participate in STOPS training at the West Annex



Goals & Objectives for 2020 are as follows:

- Maintained and improved the annual In-service training regimen which maintains the certification of each certified law enforcement officer, reserve officer and other sworn personnel as specified and required by the Tennessee P.O.S.T. Commission and CALEA standards.
- During the training year, 181 of 182 personnel met or exceeded the minimum standards.
- All In-Service and Specialized training completed by HCSO personnel is being reported through the ACADIS portal.
- Maintain training records for all employees with zero defects and ensure compliance with timely submission of training documentation to P.O.S.T. Commission.
- Continue to seek input from various divisions and develop or schedule various specialized schools to address the needs of Hamilton County Sheriff's Office employees and specialized units. *(Accomplished and On-going through Annual Training Surveys)*
- Remain current regarding new laws, training techniques, tactics, equipment, and other professional developments in law enforcement for the benefit of this agency and its personnel. *(Accomplished and On-going)*
- Seek feedback from agency personnel regarding their individual and specialized training needs with respect to relevance and effectiveness in order to maximize resources while simultaneously providing training of the highest caliber possible. *(Accomplished & On-going).*

- Continue our efforts in fostering strong bonds with outside agencies by hosting and conducting joint training opportunities for the associated mutual benefits and cost effectiveness. (*Accomplished and On-going*)
- During 2020, HCSO Training Staff conducted joint training (Taser User Classes, P.I.T. Training, In-Service training, etc.) with officers attending from numerous external agencies, GHSO and U.T.'s LEIC conducted multiple courses at the HCSO facility.
- Continue in efforts to develop and implement a leadership training program for all supervisory personnel. (*Accomplished and On-going*) Basic and/or Advanced Leadership and Supervision training has been accomplished for all supervisors (*sworn and civilian*) during 2020. This effort will continue until every supervisor has received training in team building, and basic and advanced leadership. The P.O.S.T. Commission requires all newly promoted supervisors to complete a minimum of twenty-four hours of supervisor training.
- Continue to evaluate and refine training regimen to increase the scenario based/hands-on portion of training and decrease the amount of training conducted in the traditional classroom setting.
- Introduced PR24 as a force option for the Agency
- Introduced and trained on P.I.T. to reduce vehicle damage and pursuit liability

Goals and objectives for 2021

- Maintain and improve upon the annual In-service training regimen which maintains the certification of each certified law enforcement officer, reserve officer and other sworn personnel, including our local Park Rangers employed by the Hamilton County Parks Department, as specified and required by the Tennessee P.O.S.T. Commission and CALEA standards. Seek to insure that in-service training is at least 50% hands-on performance based or scenario training.
- Ensure our T.I. Lab Simulator (*Electronic Firearms Simulator*) is updated and utilize it to run mandatory scenario and decision making training in the December time frame (*shoot-don't shoot scenarios*).
- Continue to place more training online to better accommodate personnel shortages, keep in person training focused on hands-on skills, better navigate COVID 19 regulations
- Meet or exceed new training requirements by the TN P.O.S.T. Commission, 38 of 40 in-service hours were mandated training for 2021.
- Upgrade patrol rifles to a modern platform to replace obsolete Bushmaster patrol rifles
- Purchase Power DMS training module to make online record keeping and online training more efficient and user friendly
- Complete P.I.T. Training for all of law enforcement services
- overall agency proficiency while improving user confidence

Fleet Management



The Fleet Management Division is responsible for managing fleet resources effectively and efficiently. This section must monitor, review and evaluate all vehicles, radios, and other fleet resources while performing as a liaison between General Services, Hamilton County Motor Pool services, and the Radio Shop.

In addition to keeping accurate records of vehicle and radio assignments, Fleet Management personnel must also maintain records of estimates, emissions, repairs and accident reports. They also distribute new tags for vehicles and apply approved striping and decals to new and repaired vehicles.

Fleet Management oversees and performs services for over 348 Sheriff's Office assets.

The Fleet Management Division is responsible for managing fleet resources effectively and efficiently. The division consists of two full-time certified mechanics, who oversee and perform services for over 307 Hamilton County Sheriff's Office vehicles.

In FY 2020, Fleet Division addressed 1121 tickets, with 78 of them being Preventive Maintained, unfitted 50 Patrol Units, and 12 unmarked vehicles.



HCSO Fleet Management mechanics Daric Butler & Johnny Fields working on a patrol unit

Property & Evidence



Property and Evidence personnel are responsible for receiving and storing all items recovered and seized by the Sheriff's Office. This includes items of evidence, found property, and items stored for safekeeping. The inventory is tracked to preserve the chain of custody necessary for judicial processes and for safeguarding for return to citizens.

During 2020, Property and Evidence maintained an average of over 35,000 separate items and received 3,961 items for the year. With careful consideration and review of previous cases, Property and Evidence was able to dispose of 3,264 items under judicial court order including property releases to owners. Property and Evidence also are responsible for the storing, maintaining and issuing of all agency assets and consumables. They currently track approximately 8,000 department assets.

In addition to the daily control of property and evidence items, the property room personnel also accomplished the following large goals and tasks:

Researched dispositions of adjudicated cases concerning firearms, determined what could be returned to owners and what could not to alleviate the large collection in the gun vault. Those that could not be returned were compiled on a court order which allows the Sheriff's Office to exchange the confiscated weapons for department-approved asset weapons, ammunition or body armor as allowed within the guidelines of Tennessee law.



Property & Evidence Personnel Kenneth Riley & John Scruggs counting seized currency.

- Integrated department asset records from the old FileMaker system into the County Purchasing's program database One-Solution. During this transfer, they also performed a physical audit of over 3,000 items that are being reported to County Purchasing utilizing a handheld scanner reading RFID tags and making corrections and updates to the system.
- Developed operational procedures for Property and Evidence on awarding service weapons to eligible sworn deputies at the time of retirement. This procedure is in conjunction with Hamilton County resolution 518-5 and TCA 8-8-218.
- Helped develop operational procedures for Property and Evidence to work with Criminal Investigations and the Chattanooga Police Department for submittals to the National Integrated Ballistic Identification Network (NIBIN) Program. This program records digital impressions on an expended shell casing from specific make and models of firearms to link to a computer network within the United States.

The Property and Evidence Division exceptionally passed all of their annual audits and inspections. During the Sheriff's Annual Inspection, it was addressed about the need for more adequate storage and how to improve the integrity of the evidence by addressing climate control. It was determined necessary to put on the agenda to look for a way to expand the current location or to find a new location.



Destruction of evidence from a judicial court order

All Property Room personnel have completed their required annual training and kept their certifications current. They continue to maintain high standards and ethics in their daily job which results in a professional and high quality of work and accountability, thus safeguarding the evidence and personal property of our

citizens. Each member of Property and Evidence strives daily to uphold and honor the Sheriff's mission statement for The Hamilton County Sheriff's Office.

Year to Date 2020					
	General	Audio/Visual	Drugs	Totals	
In-Take	2701	270	990	3961	
Files Closed				235	
Court Orders Received	8	1	4	13	
# Items on Court Orders	3001	41	222	3264	
TN Pharmaceutical Take Back Program, partnered with DEA			788.68	Weight in Pounds	
	Made		In Take	Sent to Lab for testing	
Video/ Photo Requests	277	Sexual Assault Kits	12	10	
	BAC	All Other	Drugs	Total	# Trips
TBI Knoxville Crime Lab	133	10	104	247	9
Returned		8	199	207	
TBI Nashville Crime Lab		60	0	60	7
Returned		51	0	51	
Outsource Lab		0	0	0	0
Returned		0	0	0	



(L-R) Kenny Riley, Evidence Technician, Victoria Gay, Law Enforcement Clerk, Heather Winters, Property and Evidence Supervisor, Kaitlyn Shepherd, Clerical Aide, and John Scruggs, Evidence Technician

Standards & Accreditation



Miriam Monzon

Accreditation Manager

In 2013, the Hamilton County Sheriff's Office became one of only five sheriff's offices in the State of Tennessee to receive Advanced Accreditation from the Commission on Accreditation for Law Enforcement Agencies (CALEA). To retain accreditation, CALEA requires continued compliance to 484 best-practice standards.

The re-accreditation for the sheriff's office took place in 2016. The commission awarded the HCSO re-accreditation without any standards out of compliance. In 2017, HCSO moved into the CALEA four-year accrediting process. With this procedure, standards or files are assessed remotely by CALEA throughout each year for three years, with an on-site assessment in the fourth year. For the years 2017-2018 the remote assessments were completed with no discrepancies found.

CALEA accreditation is a voluntary process and participating public safety agencies, by their committed involvement, demonstrate a dedication to professionalism. The program is intended to enhance organization service capacities and effectiveness, serve as a tool for policy decisions and management, promote transparency and community trust, and establish a platform for continuous review.

CALEA accreditation is the Gold Standard for Public Safety Agencies and represents a true commitment to excellence.

CALEA standards help law enforcement agencies:

- strengthen crime prevention and control capabilities
- formalize essential management procedures
- establish fair and nondiscriminatory personnel practices
- improve service delivery
- solidify interagency cooperation and coordination
- boost citizen and staff confidence in the agency



The Hamilton County Sheriff's office continues to strive for excellence. The CALEA standards have definitely helped improve the sheriff's office and are a testament to how far the office has come in the accreditation process since 2013. With the continued support of staff and citizens, the sheriff's office will continue to make Hamilton County a great place to live.

Achieving Professional Standards through Multiple Accreditations

CALEA – Commission on Accreditation for Law Enforcement

The Hamilton County sheriff's office received the CALEA four-year award on November 13, 2020.

There were no discrepancies or non-compliance issues found and the agency was awarded the prestigious award for the next four years.

ACA – American Correctional Association

- Initial Accreditation – August 2018
- Duration – 3 years
- Renewal Due – August 2021 (will not renew the accreditation for the downtown jail since we are moving to the Silverdale facility).

NCCHC – National Commission on Correctional Health Care

- Initial Accreditation – April 2020
- Duration – 3 years
- Renewal Due – April 2023

Successes:

In 2020, Sheriff Jim Hammond and the men and women of the Hamilton County Sheriff's Office formally announced this agency had been awarded the prestigious National Sheriff's Association's Triple Crown Award signifying the successful, simultaneous accreditation by the Commission on Accreditation for Corrections, Commission on Accreditation for Law Enforcement Agencies (CALEA), and that National Commission on Correctional Healthcare (NCCHC).

Unmanned Aircraft Systems Unit (UAS)



Unmanned Aircraft Systems (UAS), more commonly referred to as drones, have already proven to be a valuable resource in a number of investigative cases. One of the most common types of cases in which drones are used is missing person investigations. Operators can utilize a UAS to quickly search all types of terrain, reducing the amount of searching that needs to be done by personnel on the ground, which can also lead to fewer injuries. In instances where a UAS operator locates a missing subject, the UAS can be used to guide personnel on the ground to the exact location of the suspect or can assist K-9 units in establishing a track.

Drones can be utilized in any number of active investigations, whether to locate fleeing suspects or to locate evidence associated with a crime. Due to technological advances in the UAS industry, high powered zoom cameras and thermal imaging cameras are now available on a number of UAS models.

These tools greatly increase the capabilities of UAS, and some law enforcement agencies are already utilizing this technology in securing evidence and apprehending suspects.

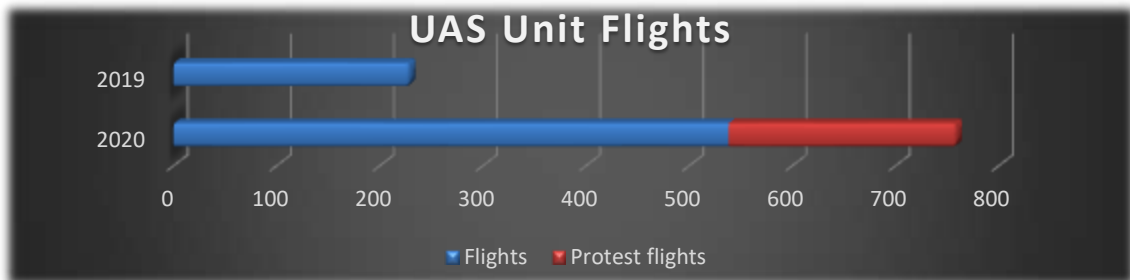


A HCSO UAS Drone flies over Chattanooga during Protests

Other scenarios that are not traditional investigations, yet still important law enforcement tasks, include monitoring major events and large crowds. UAS can provide a vantage point that allows law enforcement to watch for dangerous conditions or unruly behavior as well as to plan for pedestrian and vehicle ingress and egress. The video feed from the UAS can be transmitted to a command post via an HDMI cable or streamed wirelessly, providing valuable intelligence to incident commanders and decision makers.

In 2020, the UAS Team flew over 760 flights, traveled 620 plus miles, and spent over 137 hours in the air. That is a 236% increase from 2019. These missions have included search and rescue, crime scene investigation and mapping, tactical support, and felony apprehension.

In one year, the call volume for the HCSO UAS Unit increased by 134.93% or 309 flights over 2019. These are regular support missions minus the large scale operation that the protest in Chattanooga required which totaled 221 flights.



The UAS Unit has also been involved in community education, as well as working with students in local schools. Hamilton County Sheriff's Office UAS Program, is one of the Leading Agencies in the State of Tennessee.



HCSO UAS Pilot/SRO Joseph Dangler uses a drone to document the 2020 tornado damage

Reserve Program



The HCSO Reserve Deputy Program has been in place for over forty years and serves a vital role in the support and daily function of the Hamilton County Sheriff's Office. Each year, the Reserve Deputy Program, comprised of citizens from Hamilton County, volunteer thousands of dedicated hours of service to their community and help compliment the fulltime law enforcement personnel of the HCSO.

Hamilton County Sheriff's Office Reserve Deputies enjoy the challenges and excitement offered by law enforcement, as well as the satisfaction of providing a worthwhile community service.

The unit is currently comprised of men and women who by day, work in their respective careers and pursue their professional goals. With a great deal of pride and dignity, in their off hours, they transition into their Sheriff's uniform and patrol the streets and waterways with full time deputies.



HCSO Reserve Deputy Rick Hlubek hands out stickers at the Hamilton County Fair at Chester Frost Park

Successful candidates must graduate a six-week Reserve Deputy Academy conducted by the HCSO Training Division, pass a thorough background investigation and other employee hiring requirements to become sworn reserve deputies. In addition to their initial training, each reserve deputy is required to participate in 40 hours of in-service training annually and other specialized training as necessary. Reserve Deputies are required to work 12 hours per month or 36 hours per quarter.

Reserve Deputies perform public safety duties for the community, such as traffic control, security at large community events such as the Hamilton County Fair, Riverbend Festival, Iron Man Chattanooga, and other triathlon races, along with many other community activities during the year. They also help secure crime scenes and assist during times of natural weather or man-made disasters. In some cases, reserve deputies can offer critical, professional expertise based on their profession and education.

For example, Reserve Deputies provide service to the Patrol Division by supplying additional personnel in the patrol cars. Reserve deputies are encouraged to ride with the deputies as often as possible, thereby adding additional personnel which greatly enhances our patrol capabilities. Often times this provides for a two-man patrol unit, which allows patrol supervisors to keep other deputies working in other districts of the county when the need arises for more than one deputy to handle an incident. Qualified Reserve Deputies can also devote their time towards special assignments assisting the Marine Patrol, K-9 Division, Public Relations Division, and Criminal Investigations.

Reserve Deputies provide valuable service to the Sheriff's Office and the citizens within the Hamilton County community. The Reserve Deputy knows their law enforcement commission is a privilege and all members remain active at the sole discretion of the Sheriff.

During 2020, Reserve Deputies logged a total of 4,769 hours of service. By contributing these hours, the Reserve Program helped the HCSO avoid overtime costs and eliminated the potential need to pull deputies from Patrol districts to work special events and assignments. This year's annual service hours amounts to a savings of \$63,194 contributed by Reserve Officers. These savings makes it possible for the agency to provide additional services to the Hamilton County community.

Reserve Deputy Program Service by Hours	
Patrol	1,823
Special Events	47
Special Assignments	741
Training	500
CID	0
Callout/Visit	16
Tactical Medics	16
Court	90
Marine	16
Other	77

Special Events supported by the Reserves during 2020:

- Sandhill Crane Festival
- Night to Remember Event
- Read Across America
- DEA Drug Take Back
- Law Enforcement Memorial
- National Cemetery

Special Assignments supported by the Reserves during 2020:

- **Help Civil Process serve tax summons**
- **TBI Lab Runs**
- **DEA Drug Take Back**
- **Role Players for SWAT Training**
- **Role Players for Specialized Court Training**
- **HCSO Read Across America**
- **Officer Presence in Courthouse**



HCSO Reserve Deputy William Bill Thomas participating in the Shred-It Campaign

Drug Take-Back Program



Recent national statistics indicate approximately ninety percent (90%) of outdated or unwanted prescription and over-the-counter medications are being disposed of improperly. Ways that medications are improperly disposed of include placing them in household garbage, flushing them down the toilet or sink, allowing them to be stolen or sold, or consumed by our children.

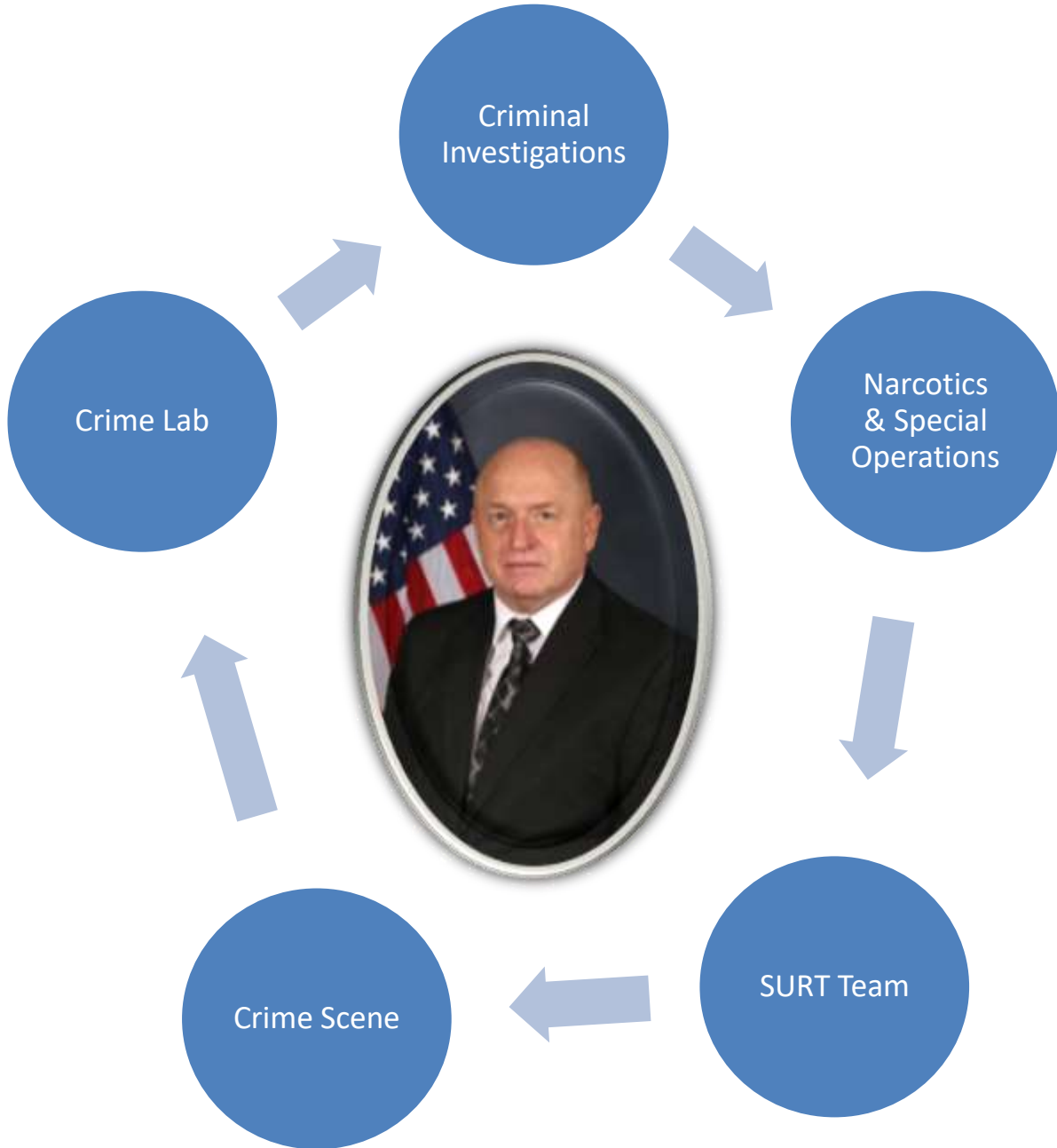
In October 2013, the Hamilton County Sheriff's Office established the "Drug Take Back" program to provide citizens a safe way to dispose of expired or unwanted/unneeded prescriptions or over-the-counter medications. Two permanent sites were established within the HCSO at the East and West Sector Squad Rooms. Days of operation are Monday thru Friday from 8:00 a.m. to 4:00 p.m. The containers are located in the front lobby of both locations which allows easy access by the public.

With the cooperative effort of the Hamilton County Coalition, Tennessee American Water Company, Walgreens Drug Stores, the Drug Enforcement Administration, and the Dangerous Drug Task Force, to date, the Hamilton County Sheriff's Office is responsible for the collection, disposal of, and prevention of drugs getting in the water system, landfills, and in the hands of our children.

A total of 788 pounds of unwanted or expired medication was collected by the Hamilton County Sheriff's Office and destroyed in 2020. This is a 650 pound decrease from the amount taken up in 2019. A portion of this reduction can be contributed to Covid-19 closings and non-public access to the bins.



Investigative Services



Chuck Gaston
Captain

The Hamilton County Sheriff’s Office, Investigative Services, is comprised of three divisions. These divisions are Criminal Investigations (CID), Narcotics/Special Operations, and Fugitive. Investigative Services operates throughout Hamilton County, which includes all municipalities, conducting investigations, serving process, and affecting arrests.

During 2020, the Hamilton County District Attorney’s Office called upon HCSO Investigative Services to investigate several in-custody deaths and officer-involved shootings. These types of investigations require detectives with specialized training and experience in order to properly investigate major crime cases.

CID Statistics for FY 2020	
Total Amounts of Money Seizures	9,211
Total Value of Drugs Seized	426,516
Recovered Stolen Property Value	520,324
Total Number of Investigations	1,677
Total Number of Arrests	1,792

The overview chart to the left represents combined totals from major tracking categories for all Investigative Services Divisions. Separate division reports will provide specific details related to operational activity.

During 2020, Investigative Services worked closely sharing law enforcement information and resources both internally and externally. These efforts were very effective in providing timely and effective efforts targeting specific public safety concerns.



HCSO SURT Diver training in the Tennessee River

Criminal Investigations Division



The Hamilton County Sheriff's Office, Criminal Investigations Division (CID), received 1,503 complaints effecting 316 arrests and recovering \$520,324 in stolen property. CID investigated 106 deaths. There were 205 juvenile-related investigations conducted which includes 144 referrals from CPS (Child Protective Services). CID investigated (191) APS (Adult Protective Services) referrals. The division conducted (67) fire investigations.



Officer Involved Shooting Kelly's Ferry Road

CID worked 3 homicides. All cases were cleared by arrest. Also, CID investigated six Officer Involved Shootings. CID continues to work closely with the Hamilton County District Attorney's Office. CID provides one full-time detective assigned to the Cold Case Unit.

Additionally, CID provides at least one detective, who attends or is a member of the following multidiscipline State/County teams; Child Protective Investigative Services Team, Domestic Abuse Response Team. The Hamilton County Sheriff's Office has been an affiliate agency of the Tennessee Internet Crimes Against Children (ICAC) Task Force since 2009.

The task force is funded through grants from the Office of Juvenile Justice and Delinquency Prevention and State of Tennessee legislative appropriations. As a Task Force member, the Hamilton County Sheriff's Office ICAC Unit works with federal agencies and state and federal prosecutors to enforce technology-facilitated child exploitation.

The Hamilton County Sheriff's Office is currently the only ICAC task force affiliate agency within Hamilton County. The overwhelming majority of cases that the Sheriff's Office receives come from referrals which are generated from the National Center for Missing and Exploited Children (NCMEC).



Narcotics & Special Operations Division



The Hamilton County Sheriff's Office, Narcotics/Special Operations Division, investigates narcotics activity throughout Hamilton County. Narcotics related crimes will never be totally eradicated; however, our narcotics division works tirelessly to lessen the effects of illegal drug activity on our community. Additionally, Narcotics has partnered with the federal law enforcement agencies in an effort to stem the influx of drugs in our community.

During 2020, HCSO Narcotics affected 150 arrests. The monetary value of drugs seized was \$358,601. HCSO Narcotics investigated 28 opioid-related deaths.

In three noteworthy investigations, NSO Detectives seized a total of 7 kilograms (over 15 pounds) of Crystal Methamphetamine, 3 ounces of Heroin, and arrested those who were responsible for trafficking the drugs.

In addition to conducting investigations, members of the HCSO Narcotics Division provide numerous public service presentations helping to educate the community concerning Hamilton County's drug problem. Also, members work closely with other state, local and non-profit organizations which address the addiction and other effects related to drug abuse.



Seizure of Meth & Heroin (L), Kilo of Meth (R)

Another significant case was developed during the course of assisting the Criminal Investigation Division with a Homicide investigation. During this investigation, NSO Detectives were able to intercept 4,120 Vape cartridges which contained between 68 to 97% THC (THC content in

Marijuana typically ranges between 10-30%). The packages containing the cartridges were shipped, via the U.S. Postal Service, to the residence at which the Homicide occurred. The shipment originated from multiple sources in California and had a total estimated retail value in California of approximately \$200,000.

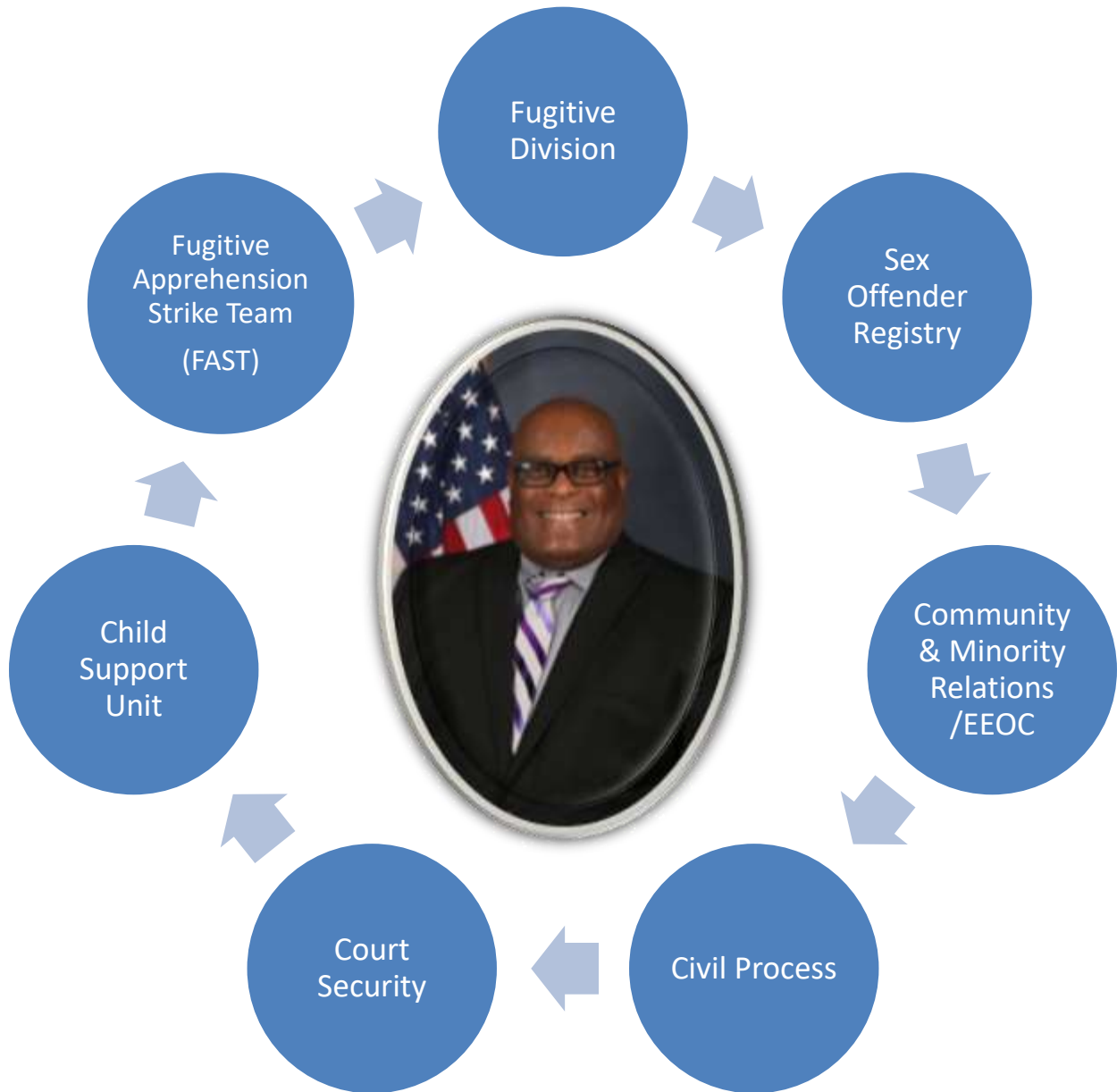
Personnel with the NSO Division were frequently called on to assist other HCSO Divisions, as well as federal, state, and local law enforcement agencies. NSO personnel also provided non-typical law enforcement services to our community by taking part in educational drug awareness presentations and working with area non-profit organizations that deal with substance abuse/addiction issues.

In 2020, NSO's diverse activities ranged from drug education and counseling to covertly filtering in with protesters on the streets of Chattanooga in an attempt to gain intelligence regarding planned riots or other criminal acts.



Vape Cartridges from shipment

Court Services Division



Van Hinton
Captain

Fugitive Division



The Hamilton County Sheriff's Office Fugitive Division is comprised of Sheriff's detectives, whose primary mission is to locate and apprehend individuals wanted on misdemeanor and felony warrants issued by Hamilton County Courts and other jurisdictions. The Fugitive Division also supports Sheriff's Office and other law enforcement agencies in locating and



HCSO Fugitive Detectives search for a wanted fugitive

apprehending individuals with outstanding warrants. The division is assigned warrants by district boundaries or by warrant type based on their assignment.



HCSO FAST Team personnel leading arrestee into jail booking

The Fugitive Division strives to supplement and carry out the mission of both the Sheriff's Office and Investigative Services Division. The Fugitive Division provides support to the Uniformed Services and Investigative Services Divisions by searching for and locating wanted fugitives in Hamilton County. The Fugitive Division also works closely with local and

federal agencies in locating wanted individuals. Additionally, the Fugitive Division provides quality customer/community service by taking custody of mentally ill and/or challenged persons and delivering those persons to the facilities best suited to provide for their treatment and needs.

Fugitive Apprehension Strike Team (F.A.S.T.)

- The HCSO Fugitive Division has a unit known as the Fugitive Apprehension Strike Team (F.A.S.T.) that is specifically tasked with locating and apprehending identified, high risk individuals that pose a significant danger to the community.
- F.A.S.T provides assistance to state and local agencies in locating and apprehending their most violent fugitives.
- The “Top 12 Most Wanted” fugitive program draws attention to some of the communities most dangerous and high profile wanted fugitives that pose a significant threat to public safety. There were 24 Top 12 Arrests in 2020

FY 2019 Fugitive Division Totals	
Scire Facias	2,274
Probation Violations	7,472
Warrants Other	12,914
Original Indictments	519
Summons	37
Orders /Subpoena	19
Total Warrants Received Out-of County	192
Warrants Received Out of State	1,138
Total Warrants Received	21,525
Total Warrants Recalled	1,910
Failure to Appear	6,264
Arrests	312

Fugitive Division Annual Comparison				
Event	2017	2018	2019	2020
Arrests	316	477	440	1451
Attempts	772	812	1764	3392

Child Support Unit



Department of Human Service (Child Support) Unit

In 2020, the Department of Human Service (DHS) made 226 arrests, 1,895 attempts, and served 430 official documents. DHS also supports the efforts of the fugitive division for nonpayment of child support. The Department of Human Service Juvenile Grant ensures court papers are served or an attempt is made related to Child Support servicing Circuit Court, Juvenile Court, and Maximus Court Systems in Hamilton County, Tennessee. Currently, two detectives are a part of the State Grant Program that funds 66% of their salaries.

DHS Unit Annual Comparison				
Event	2017	2018	2019	2020
Arrests	316	477	440	226
Attempts	772	812	1764	1895
Warrants Served	549	807	750	3392



Sex Offender Registry



The Hamilton County Sheriff's Office Sex Offender Registry is part of the Fugitive Division and is responsible for monitoring over 500 sex offenders within Hamilton County. Each of these individuals have cases that have been either adjudicated or placed on probation for extended periods or for life. Under state mandate, sex offenders must register within 48 hours from being released from custody. Thereafter, unannounced residence verification e-checks are conducted by Sex Offender Registry personnel on a yearly basis.

Began in 1995, as a result of the enactment of federal laws that required states to create and maintain individual sex offender registries, the HCSO Sex Offender Registry has one full-time detective, one correction deputy, and one part-time employee who monitor Tennessee's Sex Offender Registry in Hamilton County.



Deputy Jessica White conducts a review with a local offender

Currently, Tennessee registers offenders who plead to certain enumerated offenses or equivalent offenses from other jurisdictions, no matter the date of conviction, plea, or expiration of sentence. Offenders who do not meet Tennessee's criteria, but are required to register in other states, are also required to register under certain circumstances.

All registered offenders are found on the Tennessee Bureau of Investigation's (TBI) internet site, and the entries contain information released pursuant to Tennessee Code Annotated, §40-39-206.

Sex offenders are registered by local law enforcement or the Board of Probation and Parole; however, the TBI is responsible for the Registry's website and for maintaining the original registration documents.

The HCSO Fugitive Division is ultimately responsible for ensuring the timely and updated registration of sex offenders in our community and its staff is committed to protecting our community's children and our community at large.

Sex Offender Registry Unit Year to Year Comparison					
Years	2016	2017	2018	2019	2020
Arrests	52	27	77	25	13
Monitoring	444	445	452	520	520
Percentage Increase	70.70%	71.10%	74%	100%	0%

The Hamilton County Sheriff's Office Sex Offender Registry Unit is responsible for overseeing offenders living throughout Hamilton County, Tennessee, which incorporates approximately 576 square miles.

Like most areas in law enforcement, the demand for service has driven a need for additional personnel. For example, in 2010, there were four personnel assigned to the Sex Offender's Registry Unit to monitor 260 sex offenders. Within a decade, the number of offenders rose by 100% to approximately 520 with only two personnel. This increase reflects the need for additional detectives. Due to this large increase, it is recommended to increase the unit by one additional personnel.

Sex Offender Registry Unit collaborates with local, state, and federal law enforcement agencies to aggressively investigate and pursue noncompliant offenders, placing the highest priority on those who have committed violent acts and crimes against children and adults.

Public safety is our utmost concern and priority. Thereby, an additional employee helps with monitoring the rapid growth of offenders. Currently the Sexual Offender Registry monitors 520 offenders. One additional detective would improve productivity as well as lessen the possibility of burnout and foreseeable errors derived having two operators being overwhelmed.

During Covid-19 crisis, the Sex Offender Registry Unit safely continued efforts to aggressively investigate and pursue noncompliant offenders, placing the highest priority on those who have committed violent acts and crimes against children and adults.

Fugitive Transport Team



The Hamilton County Sheriff's Office Fugitive Transport Team was created to address the increasing number of non-local and out of state extradition transports. In the past, detectives were crippled by having to repeatedly travel both locally and regionally to extradite prisoners. Often times, detectives must travel out of state as far as California to extradite a prisoner.

Whether our detectives are travelling locally or nationally, extraditing prisoners takes time, effort, and causes manpower shortages. When detectives must travel to extradite prisoners, it takes them away from their normal duties and keeps them from being able to investigate important or critical cases.

To help reduce the amount of time our full-time detectives are travelling to extradite prisoners, the Hamilton County Sheriff's Office Fugitive Division began employing several part-time Sheriff's Deputies to be a part of a Fugitive Transport Team. These transport deputies hold the status of Sheriff's detectives and are fully equipped with the necessary, investigative skills and training to handle low to high risk transports.

Many of these deputies are recently retired HCSO employees or deputies seeking additional, part-time hours. A Transport Deputy's primary function is to retrieve a prisoner needing to be extricated to or from Hamilton County or another jurisdiction.



Fugitive Transport Team Detectives extradite a prisoner utilizing a commercial flight.

Fugitive Transport deputies offer an unparalleled service for all forms of prisoner transportation needs. Sheriff’s Transport Deputies coordinate everything necessary to complete a prisoner’s transport including around the clock oversight and security for both over the road transport and flight transports aboard aircrafts.

The Fugitive Transport Team is yet another way the Hamilton County Sheriff’s Office Fugitive Division is using creative ways to address manpower shortages and still safely transport prisoners in an effective and cost efficient manner. Ultimately, transporting prisoners securely helps keep our community and our citizens safe.

FY 2020 Fugitive Transport Cumulative Destinations	
Northeast	2
Southeast (excluding TN)	243
Midwest	5
Southwest	2
West	1
Tennessee (Intrastate/Excluding Hamilton County)	19
Total	482

Prisoner Transportation – At a Glance

During 2020, the Fugitive Division transported 482 defendants around the United States to this district.

Years	2017	2018	2019	2020
Transport Mileage	217,636	109,027	126,273	100,928
Air Travel	79,084	13,895	20,187	4,808

The Fugitive Division manages the coordination, scheduling and secure handling of prisoners transporting them from detention facilities, courts, and correctional institutions across the United States. During 2020 the Fugitive Division transported 482 defendants from around the United States to this district.

HCSO employs a number of part-time retired law enforcement officers who travel to jails and prisons to pick up prisoners with who have been picked up on Hamilton County warrants. This saves tax dollars and allows detectives to focus on finding and apprehending fugitives who remain at-large. Detectives are utilized when a transport requires commercial flight, per federal regulations.

Extradition guidelines for Hamilton County cases are set by the District Attorney and are based on the seriousness of the offense.

Civil Process Division



The Hamilton County Sheriff's Office, Civil Process Division, is responsible for serving all Writs that come into their possession. This includes orders of protection, subpoenas, summons, levies, Writ of Attachments, Writ of Possessions, and Writ of Restitutions.

During 2020, the Civil Process Division served a total of 15,291 civil warrants. Of those warrants 860 were Ex-Parte Orders. These orders are placed on high priority and require maximum effort to ensure service.

Civil Process also oversees the execution of all Temporary Injunction or Restraining Orders. For example, Civil Process oversaw the service of the Injunction/Restraining Order at the Economy Inn on Brainerd Road. This order required substantial coordination with other government agencies as well as non-profit organizations. The non-profit organizations served a critical role in providing temporary housing for those displaced by the order



Civil Process personnel serving process

Court Security



The Hamilton County Sheriff's Office Court Security Division currently has 25 deputies that are responsible for numerous courtrooms and office spaces throughout the county metro area including City and County Courts, Chancery and Circuit Courts, Juvenile Court, D.H.S – Maximus Courts, Tag and Title Office, and the Trustees' Offices. To better serve its role in securing these high profile areas, in 2019, the HCSO Court Security Division was able to secure much needed financial aid from a state grant to up-grade the camera systems throughout the various courthouses.



A Court Security Deputy assists a judge with an inmate from the Hamilton County Jail

Court Security Deputies are responsible for all security aspects of a courthouse, including ensuring the judges and judicial staff, court employees and general public visiting the courthouse are safe at all times. They are, essentially, deputies who protect the people in a court.

In court, these deputies may perform tasks such as handing papers to the judge, ejecting problematic individuals from the courtroom, or assisting witnesses in the courtroom. They may also be in charge of watching over a jury, which could include transporting a sequestered jury to and from eating establishments while they are on duty as well as watching over the hotel where they are required to stay overnight. Court officers may also be needed to help serve Criminal Court summons issued by the courts.

Court Security Division Annual Totals	
Show Cause Orders	1307
General Sessions Court Subpoenas	2247
Criminal Summons	469
Criminal Trials	4
Sequester Jury	0

One of the most important duties of a Court Security Deputy is to ensure no weapons are brought into the Hamilton County Courthouse or any other office or court under their security purview. This also includes ensuring the general public complies with building safety rules. Other job duties include watching doorways, managing metal detectors, and roaming a courthouse's hallways to check for suspicious activity.



A Court Security Deputy provides security for Hamilton County Sessions Court Judge Gerald Webb

Now, more than ever, the HCSO Court Security Division is proving its importance on a daily basis by ensuring those who work in or visit our local government buildings, courthouses, and public offices are safe and secure.

Court Security Division Future Needs

- It is imperative that Court Security adds five (5) additional deputies to fully staff the division. Currently, 21 deputies secure five separate locations; Criminal Court, Circuit Court, Juvenile Court, Maximus (child support) and Tags and Tile. Due to manpower shortages, one (1) deputy is assigned to Circuit Court. Shortages for Criminal Courts cause for deputies from other divisions to assist at overtime rate.
- Court Security is responsible for protecting the courts systems daily, however poor staffing does not enable for the continuity of daily assignments and security.
- Court Security is empowered to protect judges, other court officials, witnesses, jurors, the visiting public, prisoners and other threatened persons.
- Court Security also serves at the front line of the Courts. Court security deputies screen visitors at the building entrance and handle other court security duties.

Equal Employment Office (EEOC)



The Hamilton County Sheriff's Office Equal Employment Office Commission Office (EEOC) was established in 2018 by Sheriff Jim Hammond and is overseen by EEOC Officer, Captain Van Hinton. As EEOC Officer, Captain Hinton is responsible for assisting our Human Resource Division with the recruitment and hiring of minorities as well as ensuring our hiring practices comply with all applicable federal and state laws as they pertain to the fair and equitable hiring of employees.

The U.S. Equal Employment Opportunity Commission (EEOC) is responsible for enforcing federal laws that make it illegal to discriminate against a job applicant or an employee because of the person's race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age (40 or older), or disability. It is also illegal to discriminate against a person because the person complained about discrimination, filed a charge of discrimination, or participated in an employment discrimination investigation or lawsuit.

As EEOC Officer, Captain Hinton's work centers on expanding and improving our efforts to recruit minorities. Part of our EEOC Officer's efforts include maintaining strong working relationships with many of our local African American leaders. His relationships with service based organizations within the African American community, especially those with faith based leaders and the NAACP, have helped our agency bridge the gap between law enforcement and the minority community as well as understand and address their concerns.

Recruiting Minorities - Moving Forward

- HCSO hiring efforts in 2020, Office of Equal Employment Office and Recruitment reports minority hiring is at **16.20% narrowing the 18%** requested by Sheriff Hammond as seen in the graph below. Our efforts will remain to recruit, hire, retain and promote officers that represent the demographics they live in.
- The E.E.O. will continue to work with minority community leaders in an effort foster better working relationships and build public trust. While we fully recognize that increasing diversity and inclusion in law enforcement betters our department. We alone cannot solve the myriad of challenges in our community. Our focus is keep safe citizen's and build public trust in law enforcement; Our efforts includes services that are based on Constitutional Principles of Equal Protection Under the Law as it applies to all Citizen's Hamilton, Tennessee.

In the year 2020 The Hamilton county Sheriff’s Office minority hiring percentage increased to 16.20%. This was an increase from the year 2019 when the minority hiring percentage was 7.10% and 13.60% in year 2018.

In the year 2020 there were a total of one-hundred thirty minorities hired.

Breakdown of hired include:

Civilians	Male	Female	Race	
	1		Asian	
	7		Black	
		3	Black	
Sworn Not Certified				
Sworn Certified				

- The E.E.O. will continue to work with African American Community leaders and other minority organizations. While we fully recognize that increasing diversity in law enforcement in our department alone cannot solve the myriad of challenges in policing or address every concern about public trust in law enforcement, enhancing diversity must be a part of the conversation about improving relations and bringing communities closer.

Youth & Community Division



Shaun Shepherd
Captain

School Resource Officers



School Resource Officers (SRO's) are sworn law enforcement officers responsible for safety and crime prevention in schools.

A local police department, sheriff's agency, or school system typically employs SROs to work closely with school administrators in an effort to create a safe environment for learning.

The responsibilities of SROs are similar to regular police officers in that they have the ability to make arrests, respond to calls for service, and document incidents that occur within their jurisdiction.

Beyond law enforcement, SROs also serve as educators, emergency managers, and informal counselors. While an SRO's primary responsibility is law enforcement, whenever possible, SROs strive to employ non-punitive techniques when interacting with students. Arrests are used only as a last resort under specified circumstances.



HCSO SRO John Wigley speaks with students at Soddy Daisy High School



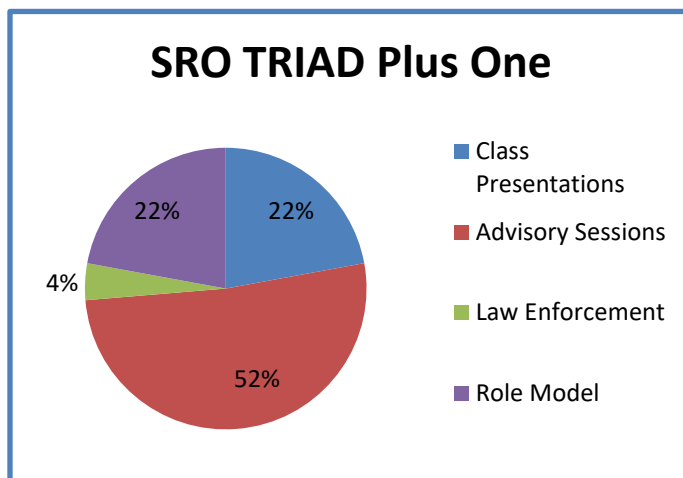
Due to Covid-19 Hamilton County In-Classroom Learning ceased for most of the year 2020. In-classroom learning reopened for a short time in 2020, but was discontinued on December 14, 2020. SROs were distributed throughout the agency to perform other duties.

HCSO SRO Terry Moore speaks with students at Ooltewah Elementary School



Hamilton County Sheriff's Office School Resource Officer Division

The Role of the School Resource Officer



The U.S. Department of Justice Office of Community Oriented Policing Services (COPS Office) and the National Association of School Resource Officers (NASRO) advocate for SROs to fulfill a “triad” role encompassing three primary functions:

- Educator
- Counselor/mentor
- Law enforcement problem solver

The ways each of these roles is carried out have the potential to keep youth out of involvement with the juvenile justice system. For example, when SROs teach evidence-based programs like Gang Resistance Education and Training (GREAT), they are helping youth develop important life skills that can result in healthier decisions. Playing the counselor/mentor role is an obvious way that SROs can help recognize that students may be facing a range of challenging issues in their lives, such as substance abuse, witnessing trauma at home or in problem-solver role is yet another way the officer can possibly divert students from involvement with the justice system.

School Patrol



The Hamilton County Sheriff's Office currently has nine (9) funded positions for School Crossing Guard assigned around the unincorporated areas of Hamilton County with the purpose to assist vehicle and pedestrian traffic on and off the campuses.

These part-time employees serve daily during normal school hours during each school term annually. These campuses are located in high vehicle traffic flows and necessitate the need for assistance. This is a matter of safety for the students, school staff, parents, and the citizens.



School Patrol Officer directs traffic

The times they serve are varied based on start and dismissal times at their assigned campuses. These campuses are serviced by the Hamilton County and State of Tennessee Highway Departments depending on the roadway location and each are equipped with the proper safety equipment of pedestrian cross walks and warning lights for school zone speed reduction notices.

These locations have been monitored for the amount of traffic flow with the determination that there still exists a need to support the locations with traffic assistance by our agency. Currently there are four (4) crossing guards on staff, SROs and Traffic Investigators are currently assisting with school patrolling.

Schools Patrolled:

- Middle Valley Elementary Crossing Guard
- Sale Creek Middle/High Crossing Guard
- North Hamilton County Elementary Crossing Guard

- Ooltewah Elementary Crossing Guard
- Wallace Smith Elementary SRO
- Hunter Middle School SRO
- East Hamilton Middle/High SRO
- Westview Elementary Traffic Division



HCSO School Crossing Guard Louise Wright directing traffic at North Hamilton Elementary. Louise has served the HCSO for over 30 years.

Neighborhood Watch Program



While the most obvious reason for a Neighborhood Watch Program is to prevent crime, the Hamilton County Sheriff's Office also wants to create awareness and camaraderie within the community of Hamilton County. Neighborhood Watch Programs can provide an opportunity to discuss important topics such as suspicious activities, traffic concerns and animal control issues within neighborhoods.

A neighborhood or community watch program is an organized group of citizens devoted to crime-prevention within a community. Members of a given community agree together to keep an eye

on one another's properties, patrolling the street, and reporting suspicious incidents to the police. The Neighborhood Watch is a community crime prevention program that was launched by the National Sheriffs' Association in 1972 to encourage citizens to look out for each other, work on neighborhood problems, and make themselves safer. Today, more than 40 % of



Sheriff Jim Hammond addresses members of the Lookout Valley Neighborhood Association

Americans live in areas covered by some form of a community or neighborhood watch group.

2020 Goals and Objectives for the Office of Community Affairs

- To assist in special assignments and projects for the Hamilton County Sheriff's Office and for citizens of Hamilton County.
- Continue to implement and expand the Neighborhood Watch Program which enables citizens to work with law enforcement to keep trained eyes and ears on their communities and to promote good neighbor ethics.

- Provide information to the general public in regards to tools that are available to them in regards to personal and home safety.

Community Affairs 2020 Event Summary

- Neighborhood Watch personnel conducted (15) Neighborhood Watch Programs throughout the County
- During 2020, nine new Neighborhood Watch Programs were created and six existing programs were revisited, meaning our personnel were invited to return to meetings and participate in activities or events. In addition to the original meetings held in 2020, several other neighborhood watch groups branched off from the meetings and scheduled meetings with other communities within their areas

- Representatives of Hamilton County Sheriff's Office met with over 500 County Residents through Neighborhood Watch Program meetings in 2020



HCSO Deputy Matthew Hogan answers questions from local residents at a Neighborhood Watch Meeting

- HCSO personnel addressed over (100) concerns from county residents through the Neighborhood Watch Program

- Neighborhood Watch Meetings provided access to local elected officials and public agencies by inviting the County Mayor, District Commissioners and volunteer fire departments in order to address non-law enforcement issues



Joe Fowler
Deputy Chief of Corrections

The Hamilton County Sheriff's Office Corrections Division oversees two facilities, the 505 bed Hamilton County Corrections Justice Center (Jail) and the 1,084 bed Silverdale Detention Facility. With nearly 180 direct supervision staff and another 180 indirect CoreCivic staff, the Corrections Division manages the life safety, security, custody and, control of approximately 1,600 inmates.

The Hamilton County Corrections Justice Center is the intake point for all the arrestees in Hamilton County and is designed to lawfully detain those deemed a risk to the community. Jail staff strive to provide a safe, secure, and humane environment for correctional personnel, deputies, visitors, and persons lawfully incarcerated by the criminal justice system. Corrections Staff are also responsible for prisoner transportation and the transport of citizens in mental health crisis to appropriate treatment facilities.



HCSO Corrections Deputy escorts two inmates in the Hamilton County Jail

The Corrections Division maintains a climate cognizant of detainee welfare, including social, emotional, and physical needs and maintains minimum standards as listed by federal and state laws, state standards outlined by the Tennessee Corrections Institute (TCI), the American Correctional Association (ACA), the Prison Rape Elimination Act (PREA) of 2003, and the National Commission of Correctional Health Care (NCCHC).

In addition to these standards, the Hamilton County Jail is certified by the American Corrections Association (ACA) and the Tennessee Corrections Institute (TCI).

Hamilton County Jail	
PREA Yearly Summary	
Yearly Substantiated Allegations	0
Yearly Unfounded Allegations	5

The Hamilton County Corrections Division provides consistent and fair treatment of staff and detainees while ensuring personnel are prepared and capable of taking responsible action when emergencies occur.

In addition, Corrections personnel provide a systematic and operational approach for managing staff and detainees without violating individual rights or breaching the security of the facility.



HCSO Corrections Deputies escort an inmate to a vehicle

During the year 2020 The Hamilton County Corrections Training Staff trained sixteen (16) new cadets, held four (4) annual training

sessions, twenty (20) Firearm training sessions, three (3) supervisor training sessions, four (4) support/medical staff in-service sessions and fourteen sixteen-hour sessions completed. The total officers/civilian and support staff trained was 225.

Hamilton County Jail	
2020 Operational Snapshot	
Jail Capacity	505
Average Daily Population	435
Inmates Booked	16,598
Inmates Released	10,641

In Hamilton County, the sheriff is responsible for law enforcement on the county level. Sheriff's deputies carry out most of the law enforcement duties while the sheriff, usually an elected official, manages their activities, and is also responsible for the county jail.

Prisoners incarcerated under the jurisdiction of the Hamilton County Corrections Division are provided with an array of prisoner services including health care, mental health care, educational opportunities, and programming opportunities.

2020 Hamilton County Jail Annual Transport Statistics			
Inmate Transports		Mental Health Transports	
Total Number of Transports	978	Total Number of Transports	978
Total Mileage for Transports	18,572	Total Mileage for Transports	18,572
Total Officers Used for Transports	1,656	Total Officers Used for Transports	1,656
Total Hours of Transports	4,341	Total Hours of Transports	4,341

Corrections Operations



Gene Coppinger
Captain

Corrections Operations at the Hamilton County Justice Center are primarily divided into the following areas: shift operations, training, accreditation, transports, booking operations, prisoner transports, and security.

Booking operations are responsible for the intake and processing of all arrestees brought into the Hamilton County Jail. This includes initial intake, screening, and classification.

Booking also includes intake, data entry, fingerprint/ID, NCIC/RMS, release, and first floor operations. The jail booked a total of 16,598 arrestees in year 2020.



Corrections Deputy photographs an incoming inmate

Hamilton County Jail	
2020 Security Operations	
Cells Searched	7545
Routine Searches	750
High Risk Target Cells	64
Dangerous Contraband Recovered	274
Blood Draws	1236
Critical Incidents	
Inmate on Inmate Assault	84
Inmate on Officer Assault	11
Use of Force Incidents	
OC Spray	17
Tasers	18
Restraint Chair	20
Escapes	2
Suicide Attempts	23
Deaths	1

Included in booking is a separate misdemeanor citation processing center which takes place outside the secure facility Tuesdays through Saturdays.

There are two types of security in the jail, security shift and security operations. Security shifts provide around the clock custody and control of the inmate population as well as the daily operations of the jail.

Correctional Deputies are assigned to a variety of positions that include floor operations (*inmate housing units*), visitation, central control, booking, court holding, internal and external transportation duties.

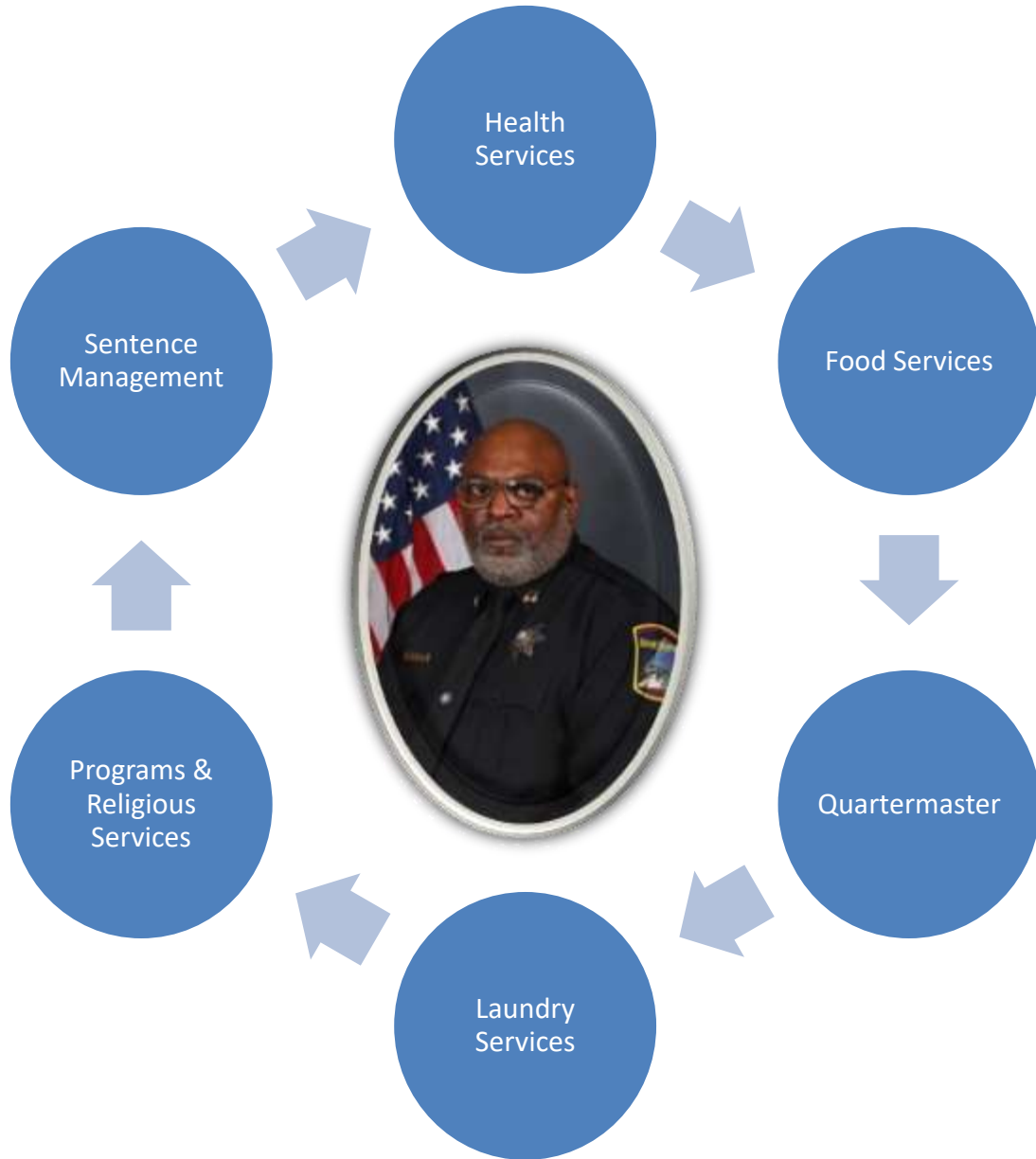
Mental Health Transports are transportation services for citizens within Hamilton County who have been identified as potentially harmful to themselves or others as a result of mental health problems. A Crisis Response Team member who makes a determination that the citizen may be at risk conducts an assessment.

A Certificate of Need is prepared and the jail is contacted requesting transportation. Transportation is typically provided from the scene to Moccasin Bend Mental Health Facility or any other designated facility.



HCSO Corrections personnel monitoring inmate activity

Corrections Support Services



Byron Knight
Captain



Contract medical personnel checking on an inmate

The Hamilton County Sheriff's Office Corrections Support Services Section is a vital part of daily facility operation. Support Services is separated into six areas of responsibility: Maintenance, Health Services, Food Services, Quartermaster, laundry, Programs and Religious Services, and Sentence Management.

In the past ten years, each section has experienced tremendous growth in their individual areas of responsibility due to an increase in

inmate population. Support Services is a constantly evolving section. As the needs of inmate population change and new laws and standards are introduced, Support Services must adapt and adjust to meet these challenges while remaining cost effective. Ten years ago, the Support Services section was supervised by one Corrections Lieutenant. Today it is supervised by a Captain, Lieutenant, Sergeant and Corporal.

Hamilton County Jail	
2020 Security Operations	
Inmate Transfers	
CoreCivic	4,487
TDOC	75
CADAS	27
Federal	144
Community Corrections	286
Other	733
Food Services Operations	
Total Meals Served	530,041
Medical/Special Dietary Meals	63,896
Dietary Snacks	4,526
Total Cost of Food Services	\$777,923
Medical Clinic Operations	
Inmate Physicals	1,749
Inmate Sick Calls	1,496
Inmate Dental Services	218
Inmate Mental Health Services	1,978
Average # of Inmates on Prescription Medication	57%
Average # of Inmates on Mental Health Type Medications	28%
Inmates with outside Medical Appointments	220

With an inmate population that averages 500 inmates daily, the Support Services team oversees providing each inmate clean laundry and 3 meals per day. The laundry section washes and dries approximately 600 pounds of clothing per day. The food services section prepares and serves approximately 1,800 meals daily at an average cost of \$2.98 per day per inmate, and can cater to individual medical and religious diets.

The kitchen's bakery makes all bread products fresh daily. Meals are prepared by inmate workers and adhere to nationally recommended dietary standards. A licensed dietician approves menus annually to insure the inmates are getting the recommended caloric intake.

Quartermasters are responsible for ordering all supplies and clothing used in the jail and maintaining an accurate inventory of those items to insure there is always enough on hand. The officers positioned here also have the responsibility of maintaining and ordering mattresses that are issued to inmates and ensuring the issued items are returned undamaged and not missing any of the filling. Officers are also

responsible for changing inmates into jail attire before they are to appear in court, which could also serve as a search and possibly eliminate contraband.

This area also holds every inmate's personal property which is kept behind a secured barrier at all times. Clean laundry is kept in this area at all times in the event clothing needs to be changed or new items need be issued. The supply officer is also responsible for making sure the cleaning boxes get

refilled once every shift. The primary concern here is making sure to have enough of the items used every day on hand in order to keep the facility running smoothly and efficiently.



HCSO Jail Chaplain John Waters speaks to inmates in chapel

Due Covid-19 Jail Programs have been discontinued until further notice.



Carole Miller
Director

The Human Resources Division is responsible for activities vital to the overall effectiveness of the departmental operations which includes personnel management and payroll services. The goals of the division continue to be to recruit, hire and retain the best qualified individuals for positions and to promote the best qualified individuals to continue the mission of the department.

The HR Division consists of five individuals which includes the Director of Human Resources, Human Resources Manager, Administrative Assistant, Records Specialist and Records Clerk.

Human Resources is a major hub for handling the open records requests; the requests not only deal with documents from Human Resources but also require the cooperation of Corrections, Property & Evidence, Information Systems, Internal Affairs, Criminal Investigation, and Records Divisions to fulfill the requests for inmate records, dash/body cam footage, jail footage, investigative files, incident reports, etc.

While we began the year with a promising forecast, our lives quickly came to a near standstill with the COVID pandemic and the tornado that hit the area. Then in the middle of the year, Core Civic decided to withdraw from the Silverdale Detention Facility, and the Sheriff's Office quickly became '*all hands onboard*' to navigate through the take-over of the operational control of the facility on December 31st. This required not only additional personnel to be hired but the structural needs of the facility.

In August Human Resources with the cooperation of the Corrections Training Division began working six days a week



HR Director Carole Miller speaks with HR Administrative Assistant Carole Whittenbarger

to vet the Core Civic personnel who were interested in coming to work for the Sheriff's Office as well as outside applicants. HR has had an increase of 48% in criminal backgrounds from last year to include not only the Corrections staffing but law enforcement as well.

In addition there was an increase of 65% in initial employment, special assignments and promotional/advancement postings and registers.

I am proud of how the department has stepped up over the past year to assist Human Resources with the hiring process from the Corrections Training staff with contacting applicants to schedule for testing and interviews as well as the Internal Affairs Division who has brought in additional personnel to assist with the polygraphs and investigative backgrounds, and to also include employees who have been recruiting for the department. Working together during these trying times and supporting the Human Resources Division, we will accomplish the mission of employing the best qualified and not lessening our standards.

Human Resources Division 2020 Annual Statistics					
New Registers	122	Suspensions w/o pay	9	Polygraphs	192
Separations	59	Admin Leave w/pay	17	Psychologicals	31
Retirements	5	Military Activation	10	Physicals	21
Retired/Terminal	7	Return from Military	4	TB Test Administered	376
Terminations	2	Loudermill Hearings	2	Flu Shots	189
Hires	103	OJI(s)	134	Special Deputy ID	67
Special Assignments	17	Basic Police Academy	2	Retirement ID	24
Promotions	14	Background Checks	681	Fingerprinting	160
Advancement/Transfers	41	Records Requests	427	Grievances	2

In the next year with the collective efforts of department personnel and outside sources such as billboards and social networking we need to further channel our needs in recruiting. As recruiting is a complicated and time consuming process, we will continue in our efforts to streamline the process and hire the best people.

With the Families First Coronavirus Act (FFCRA) which provided eligible employees with paid sick and expanded family and medical leave for COVID related reasons for the period of 4/1/20 through 12/31/20, the administrative assistant had the additional task of keeping up with employees' hours who were either working or not working from home, those in quarantine and those receiving positive results for reporting purposes.

Then in the midst of the COVID, the local area was hit by a tornado and this added an additional responsibility for payroll to keep up with the manpower usage during the search and recovery period in order to report the hours for FEMA documentation and reimbursement.

In addition, payroll continued to verifying employees' regular work and overtime hours. With the timesheet management system, employees submit their weekly/biweekly hours through their supervisors and the administrative assistant verifies the hours with shift reports and overtime sheets. In 2020 payroll services reported approximately 755,507 regular work hours and 73,542 overtime hours for department employees.

During 2020 the Sheriff's Office had 19 military personnel either with the National Guard or Reserves. We had 10 deployed during the year and 4 returning by the end of the year. The department provides 160 hours of paid leave for military duty and/or training each year to these individuals. In 2020 they were paid approximately 2,104 hours of military leave.

Finance & Information Systems Division



Ron Bernard
Director

The Finance and Information Systems Division, led by Director Ron Bernard, consists of the Information Systems, Central Records, Networking, Purchasing and Account Management, and Finance.

Director Bernard is supported by Administrative Assistant Melissa Battles who is responsible for assisting with memorandums of understanding, the tracking of contracts and agreements, hands on tracking and tagging of the HCSO physical asset inventory, answering the primary phone line to the HCSO and a host of additional duties are completed.

Central (Criminal) Records Division is led by Information Systems Manager, Jimi Hammond and supervised by Ginger Merritt.

report entry, citation entry, expungement processing, NCIC warrant entry, NCIC Orders of protection entry, NCIC Bond Conditions entry, NCIC article/vehicle entry and verification of TIBRs reportable Offenses for TN state reporting. The Records Supervisor also participates in the training of agency personnel for proper operations of our Records Management Software.

The Records Division contains our Terminal Agency Coordinator (TAC-Ginger Merritt) and the Alternate TAC (Jessica Hoskins). The duties for the TACS include maintaining compliance with state and federal reporting regulations.



Director Ron Bernard (center) meets with Finance Manager Jack Ellis (left) and Purchasing Manager Carolyn Catchings



Networking Specialists' Jeff Owens (back) and Shawn Adams (front) working on one of the HCSO's servers

Information Systems – Support is led by Jimi Hammond. The division supports over 500 computer and door lock accounts and interfaces with other agencies concerning Technology and systems in operation. Tickets and projects completed in 2020 totaled over 7,000. The IT Division supports approximately 2,000 items/assets that are located throughout the county for use. The upkeep of items includes refreshing with new as the useful age expires. The IT

Division also assists HCSO purchasing with cell phone and telecommunication issues.

Information Systems – Networking is led by Adam Marthaler (2007-2015, 2019-2020) and supports servers, other networking electronics and special projects for the HCSO. Multiple local area networks (LANs) and Wide Area Network (WAN) are maintained. Locations include Downtown (Market Street), Jail (Walnut), MLK, Silverdale, West (Dayton Blvd), East (Hickory Valley Road), Silverdale and over 150 remote computers via secure remote VPN connection.



Purchasing Manager Carolyn Catchings reviews information with Finance Assistant Christie Vanderwaal

Purchasing/Accounts

Management Division is led by Carolyn Catchings (2000) and processes all purchases for the HCSO by overseeing quotes, bids

and advertisements for an approximately \$23 million operations budget. Purchasing and Accounts also oversees the financial management of all grants for federal and state related reimbursement is processed. Travel/Meetings funds and reports along with P-Card purchases for the entire Sheriff's Office, along with fuel and the monthly fuel reports are also monitored

and tracked. The division also maintains billing and oversight of cell-phones, wireless mi-fis, and the internal phone system throughout the HCSO. The division ensures that we stay within forecasted expenditures and our budget for each fiscal year.

Jack Ellis serves as the Finance Manager for the HCSO and is responsible for inputting the yearly budget, providing statistical reports throughout the year, and provides fiscal management. The past two years, Jack has been the liaison to Hamilton County General Government for United Way for the HCSO and represents the HCSO on the Countywide Safety committee. The Sheriff's Office budget was over \$59M for fiscal year 2020. The HCSO maintained budget for the year.

Public Relations Division



Matt Lea

Public Relations Manager

The Public Relations Division is led by Public Relations Manager Matt Lea and was officially created by Sheriff Jim Hammond in October of 2018.

Formally known in prior years as the Public Information Office, the Public Relations Division's primary objective is to work directly with the Sheriff, Chief Deputy, and the individual divisions to accurately promote the daily operations and activities of the men and women of the Hamilton County Sheriff's office in a professional and courteous manner.

All information released to the public must be vetted and distributed in a way that will inform, without jeopardizing the integrity of the HCSO, its employees, or any ongoing investigation.

Rachel Frizzell serves as Public Information Officer and Brad Hartman serves as a graphics designer. They are tasked with a variety of items including the completion of the HCSO's 200th Anniversary Book.

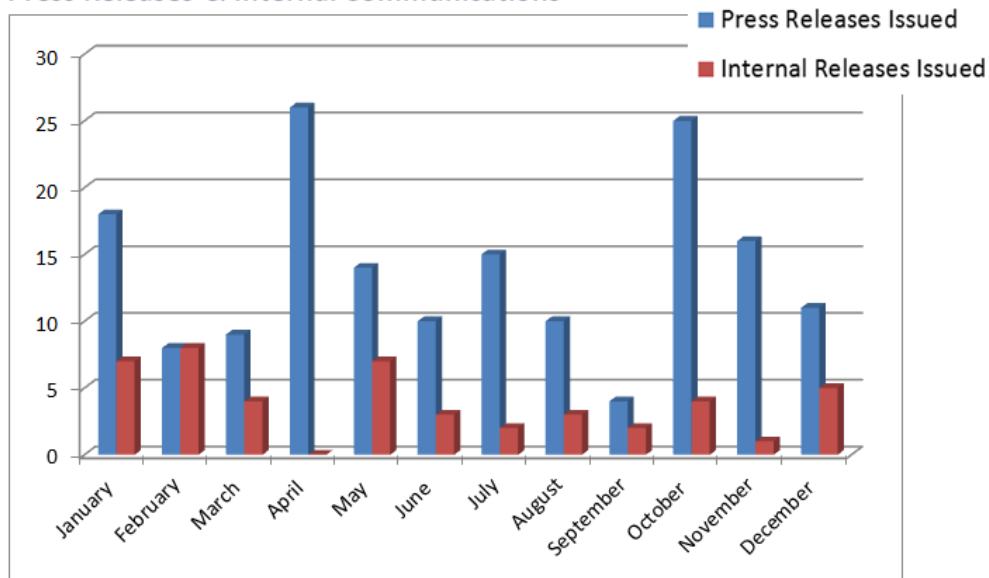
Each day, Public Relations Division personnel interact with the public in a variety of ways from serving as liaisons with the local press and broadcast media, to organizing press conferences and press statements, and creating meaningful partnerships with local businesses and community organizations.



Public Relations Manager Matt Lea speaks with WDEF News Channel 12 Reporter Chip Chapman

The Public Relations Division is also responsible for marketing the HCSO and its employees both internally and externally. This includes providing positive information about the HCSO to the media and citizen groups, supporting public safety related programs and initiatives, managing the release of information regarding critical incidents, working with local elected officials and community stakeholders, and managing the agency’s social media platforms.

Press Releases & Internal Communications



Total Press Releases Issued: 166 (Monthly Average – 14)
Total Internal Communications Issued: 46 (Monthly Average – 4)

Internally, Public Relations Division personnel assist with special projects, employee communications training, issue internal communications to update employees, draft speeches, photographically document HCSO activities, assist with employment and recruitment fairs, and participate in community events like the annual Law Enforcement Memorial Service, Hamilton County Fair, and Community Shred-It Days. Each year, the Public Relations Division issues over 100 internal communications in an effort to keep our personnel current on issues and events that affect our agency as a whole.

The Public Relations Division issues approximately 200 press releases and fielded over 800 media requests annually which

Daily Communication & Outreach 2020		
Type of Activity	Total	Monthly Average
Press Releases Issued	166	14
Internal Communications Issued	46	4
Media Inquiries Fielded	791	66
Public Relations Events	24	2
Facebook Engagement (Stories & Posts)	414	35
Total Press Stories	1126	94
Media Interviews Conducted	96	8

directly results in over 1,000 media stories and newspaper articles each year. 2020 was an unusual year as due to COVID-19, we saw a significant drop in our public relations based activities and requests for information.



Rachel Frizzell
Public Information Officer

Since 2015, Public Relations Division personnel have fielded over 4,500 requests for information from the media which ultimately resulted in over 5,200 media stories and newspaper articles.

The newly formed Public Relations Division will continue to focus its efforts on marketing and promoting the HCSO to the citizens of Hamilton County and serving the needs of our local media and community partners.

The Public Relations Division will also continue to seek new avenues and build internal partnerships with both our civilian and sworn divisions within the HCSO. This will include continuing to assist the Training Division with state mandated In-Service media training, developing meaningful partnerships with local businesses and community stakeholders, and teaching additional community courses on improving personal and home safety.



Public Information Officer Rachel Frizzell conducting an interview with a local news reporter

Internal Affairs Division



The Internal Affairs Division reports directly to chief deputy or in his absence, Sheriff Jim Hammond and has the responsibility of conducting independent administrative investigations of allegations of misconduct against members of the Hamilton County Sheriff's Office to include both law enforcement & corrections.

The Internal Affairs Division ensures an avenue of redress for citizens who have observed or been the victim of alleged misconduct by employees of the Hamilton County Sheriff's Office.

The procedures established for the handling of complaints assures the thorough investigation of incidents to determine if an administrative violation occurred by a preponderance of the evidence. The Internal Affairs Division makes certain due process is afforded to all members of the Hamilton County Sheriff's Office in the discipline process when an allegation is sustained and the Sheriff determines discipline is appropriate. The Hamilton County Sheriff's Office is required to file a statistical summary of Internal Affairs complaints and Administrative Investigations conducted annually.



David Sowder
Lieutenant

Types of Investigations

The Hamilton County Sheriff's Office conducted a total of 46 Administrative Investigations concerning employee conduct during the year of 2020. Thirty One (31) of those investigations were formal Internal Affairs investigation with twelve (12) being identified as Supervisor Investigations. Seven (7) Administrative Reviews were also conducted concerning conduct. Three (3) Citizen Complaint, One (1) Outside Agency Investigation. There were no anonymous complaints filed during this reporting period.

Internal Investigations - 3 Year Comparison				
	2018	2019	2020	Difference
Anonymous Complaints	0	0	0	0
Administrative Review	8	12	7	-5
Internal Affairs	38	51	13	-38
Supervisor Investigations	2	2	12	10
Citizen Complaints	17	1	3	2
Outside Agency Investigations	0	1	1	0
	2018	2019	2020	Difference
External	15	22	5	-17
Internal	34	45	26	-19
Total	49	67	31	-36

Note: In 2020 the Internal Affairs Division forwarded more investigations back out to the Supervisors in the field resulting in a 10 in case increase from 2019. One (1) Citizen Complaint was upgraded in 2019 to a full Internal Affairs Investigation. The remaining Citizen complaints were resolved at the supervisor level with a phone call.

How Complaints Were Received				
	2018	2019	2020	Difference
External	15	22	5	-17
Internal	34	45	26	-19
Total	49	67	31	-36
Investigative Findings				
	2018	2019	2020	Difference
Sustained	21	21	17	4
Exonerated	3	2	2	0
No-Sustained	3	5	1	-4
Unfounded	6	9	4	-5
Matter of Record	1	0	0	0
Pending	16	29	0	-29
No Findings	12	0	0	0
Resigned	0	1	0	-1
Actions Taken				
	2018	2019	2020	Difference
No Action Taken	28	17	8	-9
Pending	20	31	0	-31
Re-Classified	2	1	0	-1
Resigned	6	4	2	-2
Suspended	11	6	5	-1
Terminated	6	1	1	0
Verbal Counseling	2	1	2	-1
Verbal Reprimand	2	0	2	2
Written Reprimand	8	2	3	1
Cases By Primary Complaint				
	2018	2019	2020	Difference
Excessive	8	40	4	-36
Use of Force	0	0	0	0
Comformance Of	5	4	2	-2
Insubordination	3	4	1	-3
Neglect of Duty	2	11	7	-4
Property &	0	1	0	-1
Rudeness	1	1	1	0
Unbecoming	11	34	10	-24
Use of F/A	3	7	4	-3
All Others	41	63	9	-54

Conclusion:

The Hamilton County Sheriff's Office is committed to an annual review of our Internal Affairs Investigations system. The intent of the review is to look for patterns in employee conduct at a macro level, and thus position the agency for policy or training challenges that would reduce future misconduct or strengthen our investigative system to more effectively conduct Internal Affairs

Investigations. This is the first full year that the Hamilton County Sheriff's Office Internal Affairs Division Utilized IAPRO data

base. The Hamilton County Sheriff's Office Internal Affairs Division has identified NO trends or patterns over the past three years involving Internal and External complaints.

Employee Actions By Rank			
	2018	2019	2020
Captain	0	0	0
Lieutenant	1	0	2
Sergeant	1	1	4
Corporal	2	1	1
Deputy	26	20	17
Corrections	39	36	12
Court Security	2	3	1
Detective	3	2	2
No Employees Involved	4	0	0

Final Message:

Please recognize this annual report is based on data which is not static, and is subject to change following this annual report. While the Hamilton County Sheriff's Office strives to share accurate, timely information with our community, there are factors which influence these changes.

One way the Sheriff's Office attempts to minimize these changes, or updates, is by adjudicating the 2020 case investigations prior to completing the annual report. This is important because the annual report is based on the calendar year, and a complaint from an event in December may take several months to adjudicate, depending on the severity of the allegation and length of the investigation.

In the case of an appeal, especially an employee suspension or termination, the final adjudication may be overturned by the Civil Service Board, or the length of suspension may be increased or decreased. With that caveat, please use this report to help understand the yearly trends related to our internal investigations and our commitment to thoroughly investigating all citizen complaints.

Crime Analysis Unit



Crime and intelligence analysis is a fairly new and popular field within law enforcement. The field was founded upon the idea of Intelligence Led Policing, which developed in the wake of terrorist attacks of September 11, 2001. Intelligence analysis is now becoming an industry standard for law enforcement agencies at the local, state, and federal levels.

The Hamilton County Sheriff's Office Crime Analysis Division was officially established in 2018 under a Federal COPS Grant. The division is staffed by two Crime Intelligence Analysts who are responsible for uncovering crime trends, reporting on criminal activity, combining information from disparate sources, and then ultimately merging all the information gathered into understandable intelligence for law enforcement. Various departments receive the intelligence to help with their daily activities.

There are two areas of focus within the department, crime analysis and intelligence analysis. Crime analysis focuses on data, such as citations of incidents, and typically involves calculating numbers and mapping hotspots to help the Patrol Division decide where to direct most of their efforts. Intelligence analysis involves examining evidence, such as cellphones or social media, to intuitively form decisions and conclusions that aid in investigations.

While very distinct in their differences, crime analysis and intelligence analysis coincide; they are both essential to the success of an analysis unit. Although this is a new unit within HCSO, it is expected to become a vital part of the organization in the coming years.

For more details pertaining to our agency's crime statistics, including those pertaining to the following, please review the attached Crime Analysis Unit Annual Report.

- Statistical Considerations
- Crimes Against Persons
- Property Crimes
- Crimes Against Society