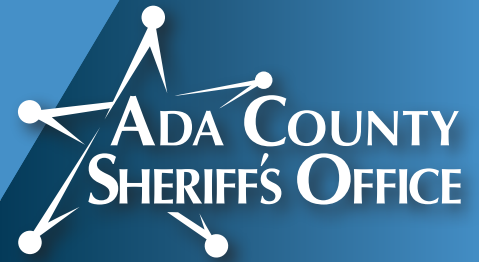


A Report to Our Citizens

FISCAL YEAR 2018



The Ada County Sheriff's Office (ACSO) has many roles and responsibilities within Ada County's public safety and criminal justice system. From emergency dispatching to policing, traditional jail services to alternative sentencing programs like work release and community service, or inmate management programs like pretrial and misdemeanor probation, the ACSO is involved nearly every step of the way. Whether a citizen calls 911 during an emergency, gets help from a deputy on patrol, or just needs to renew a driver's license, the ACSO is privileged to provide distinguishable service.

Expansion of the Ada County Jail Staff

Ada County's population is growing at an incredible rate — a phenomenon reflected by the growth of the Ada County Jail population.

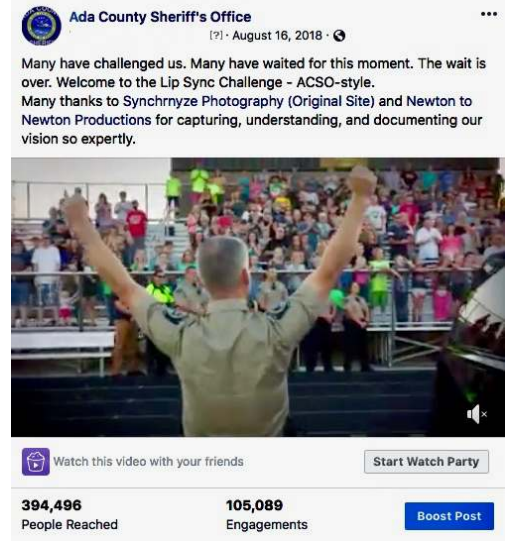
We've been conservative on adding new personnel over the last decade, even as the daily inmate counts push us up against our capacity of 1,116 pretty much every day. In 2018 the Ada County Board of Commissioners approved the addition of 38 new employees across the agency — including 11 new jail deputies, two new jail sergeants, eight registered nurses for the jail booking area, a nursing supervisor, and four deputies to our inmate transport team. These additions are incredibly important to ensure the Ada County Jail remains a secure, clean, and safe environment — and a model for other jails across the country.



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Lip Sync Challenge



While it may be eventually forgotten in the annals of history, the "Lip Sync Challenge" was a huge deal for law enforcement agencies across the U.S. in the summer of 2018. By the time it was over, hundreds of public safety agencies challenged each other to post videos. After much thought, we decided to do it, but only if the focus was outward — on the communities we serve. We invited citizens to Kuna High School on a hot July night to celebrate with us. Families also joined us at the ACSO and at a park in Star. What resulted was our most-viewed social media post — and likely our most effective community outreach project ever.

Service Area Info

	2014	2015	2016	2017	2018
Ada County population	421,920	438,660	442,850	454,400	470,930
911 calls dispatched	122,000	139,162	138,482	137,229	136,447
ACSO police jurisdiction population	107,800	111,630	113,110	115,680	120,350
Citizen calls for service	21,713	22,389	22,285	24,001	26,985
Ada County Jail average daily population	865	857	905	999	1,050
Misdemeanor probation average daily client count	2,084	2,019	1,624	1,426	1,407

Measures That Matter

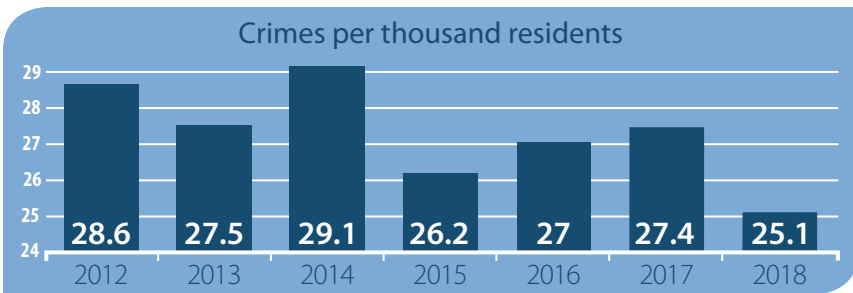
	FY14	FY15	FY16	FY17	FY18	Target	Met?
% of 911 calls answered in 10 seconds	93%	90%	84%	74%	75%	≥90%	X
Average patrol response time to critical emergencies (min:sec)	5:05	4:19	4:24	5:12	5:38	≤5 min	X
Traffic crashes in ACSO jurisdiction	1,033	1,235	1,060	1,190	1,016	≤last year	✓
Inmate-on-inmate physical violence (# incidents per 10,000 inmate days)	3.7	3.2	3.2	6.9	5.5	≤2.5	X
Erroneous releases from jail custody (# erroneous per 10,000 releases)	3.3	3.2	9.7	4.3	8.7	≤2.5	X
Recidivism reduction for jail programs graduates vs. general inmates	17%	10%	9%	xx*	6%	≥6%	X
* % of inmates serving jail time who are rearrested in 1yr of release not measurable due to new jail software							
Retention of new employees at 9 months	87%	85%	89%	89%	89%	near 85%	✓
Average service time for civil documents:							
Personal service (days)	8.2	7.6	8.1	11.4	9.6	≤10	✓
Mail service (days)	1.1	1.2	0.8	5.3	5.7	≤2	X
Average customer wait time for driver's licensing (min:sec)	8:22	22:10	24:04	33:46	42:38	≤10 min	X



Revenue by Source	FY2016	FY2017	FY2018
Charges for services	\$150,578	\$170,543	\$196,074
Grants	\$249,671	\$67,017	\$274,376
Non business licenses	\$942,359	\$949,689	\$861,093
Miscellaneous*	\$980,505	\$786,467	\$866,771
Fees	\$3,812,794	\$3,280,456	\$3,375,743
Contracts	\$8,663,706	\$10,261,629	\$10,559,390
County property taxes	\$48,528,382	\$47,845,726	\$51,010,462
TOTAL	\$63,327,995	\$63,361,527	\$67,143,909

*Miscellaneous sources include sales revenue, reimbursements, fines and forfeitures

Expenditures by Area



■ % of crimes solved — Idaho clearance rate

Leadership in Police Organizations Class

One of the ways we work to ensure Ada County stays a safe place to live, work, and play is by continually developing leaders at all levels of the organization. That's why we were thrilled to be able to have 36 employees go through the International Association of Chiefs of Police's Leadership in Police Organizations (LPO) class. Of those employees, 20 were sworn deputies (from patrol or the jail at the lieutenant level or lower) and 16 were civilians who work in areas like finance, court services, human resources, jail health services, information technology, emergency dispatch, and records. The intensive training lasted for three weeks and concentrated on four areas of leadership: individual, group, manager, and organizational.



MISSION

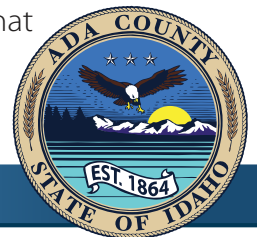
We make safer places for you to live, work and play.

VISION

The Ada County Sheriff's Office will be the agency of choice for criminal justice services.

Driver's License

Ada County's growing population means more people than ever have to get or renew their driver's license. So when the State of Idaho installed a new software system in August that didn't work right away, it caused massive delays and long lines — and some citizens to be very angry. Our dynamic and dedicated staff decided they were going to do whatever they could to overcome the challenges. So we expanded hours of operation, opening earlier and closing later each day; created an online scheduling system that allows people to schedule an appointment and move to the front of the line; hired as many people as possible to operate as many of the 21 customer stations as possible; and worked closely with the state to troubleshoot the system and create solutions to software and process problems — all while dealing with understandably frustrated customers. By the end of the year, the average wait time was less than 30 minutes. That was only possible because of our staff's dedication to problem solving and dynamic approach to customer service.





Implicit Bias Training

When the ACSO began working with the MacArthur Foundation's Safety and Justice Challenge in 2014, one of our shared priorities was to promote social justice. We were able to train three employees — Data Analytics Manager Chris Saunders, Patrol Sergeant Ryan Wilke, and Emergency 911 Dispatcher Jeff Austin — to teach Ada County employees how to recognize implicit bias and give those employees tools on how to keep biases from interfering with how we treat our citizens. That trio has trained most of our patrol and jail deputies, support staff at the Sheriff's Office, and dozens of Ada County civilian employees as well as new recruits from all over the state for Idaho's Peace Officer Standards and Training Academy.

Jail Academies

A few years ago, we asked Idaho's Peace Office Standards and Training Academy if we could run our own jail deputy academy, since we have the best experts and teachers in the state and the largest and most secure jail facility. With the cost savings for doing the training in-house we are able to add two weeks to the curriculum while training our new deputies in the facility they will work in.

We were able to train and graduate 21 new jail deputies as part of three different classes in 2018. It's been so successful that we're expanding our program and will host our first homegrown patrol deputy academy in 2019. Our partnership with POST remains as strong as ever, and our new deputies are more prepared than ever.



Have ideas for this report?
Suggestions for other measures we
should include? Tell us how we're doing
at www.adasheriff.org/feedback

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