



Professional Standards Bureau

Misconduct Investigations Semi-Annual Report

January 1, 2025 – June 30, 2025

Table of Contents

Requirement	3
Executive Summary.....	3
Response	4
A. Conflict-of-Interest Sustained Allegations.....	4
B. External Complaints.....	5
C. Civilian Complaint Analysis	13
D. Internal Complaints	14
E. Processing of Misconduct Cases.....	20
F. Outcomes of Misconduct Investigations	22
G. Persistent or Serious Misconduct.....	24
H. Patterns and Trends	25
I. Semi-Annual PSB Reviews of Investigations.....	29
Conclusion	30

Requirement

The Maricopa County Sheriff requires the Professional Standards Bureau (PSB) to produce a semi-annual public report on misconduct investigations, including, at a minimum, the following: Summary information about sustained allegations that an employee violated conflict-of-interest rules; aggregate data on external complaints; analysis of civilian complaints received; aggregate data of internally-generated misconduct allegations; aggregate data on misconduct case processing; aggregate data on the outcomes of misconduct investigations; and aggregate data on employees with persistent or serious misconduct problems.

Executive Summary

The Professional Standards Bureau (PSB) is required to submit a semi-annual public report on misconduct investigations involving Deputy Sheriffs, Detention Officers, Civilian employees, Reserve Deputies, and volunteer Posse members. The purpose of this report is to provide an analysis and aggregate data collected from the IAPro database and supplemental spreadsheets pertaining to misconduct investigations between January 1st, 2025, to June 30th, 2025.

The MCSO noted an increase in internal complaints received from the last semi-annual reporting period. The most common internal allegations received were Failure to Meet Standards, Unbecoming Conduct and Public Demeanor, and Employee Relationships with other Employees. The most common external allegations received were for code of conduct, making up 73% of the allegations. Approximately 32% of external complaints arose from custody operations, and 31% arose from calls for service. The most common external allegations were code of conduct policy violations relating to Unbecoming Conduct and Public Demeanor, and Failure to Take Appropriate Action.

Between January 2025 and June 2025, there were a total of 280 administrative investigations initiated. Approximately 16% of the investigations initiated were assigned to divisions outside of the PSB while the remaining 84% were assigned to the PSB.

The goal of reducing the backlog of investigations remains a firm commitment for the Professional Standards Bureau. We are dedicated to achieving the goals and objectives outlined in this report and beyond.

Response

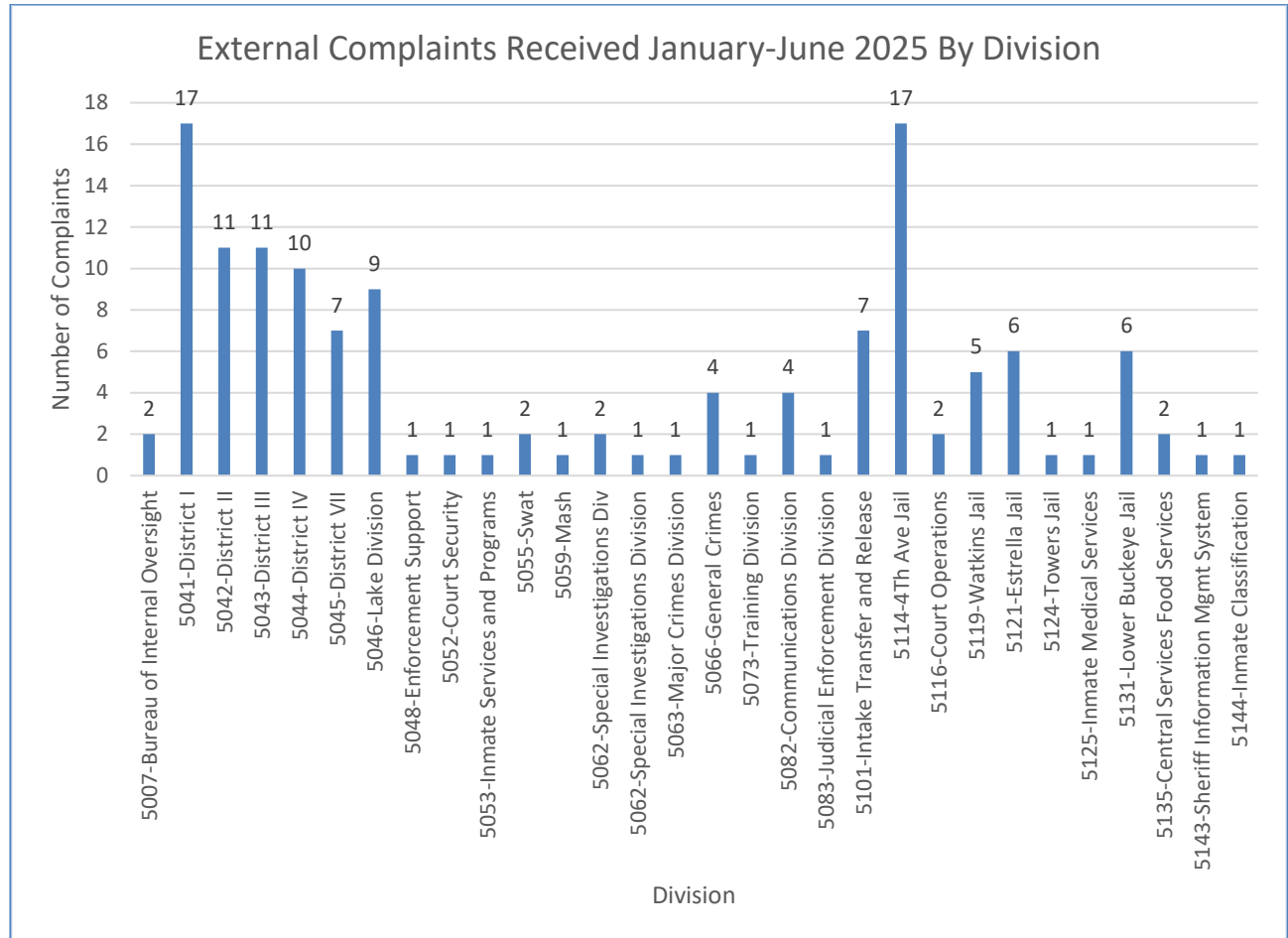
A. Conflict-of-Interest Sustained Allegations

The Professional Standards Bureau (PSB) did not sustain any allegations of an employee violating conflict-of-interest rules in conducting or reviewing misconduct investigations between January 1, 2025, and June 30, 2025.

B. External Complaints

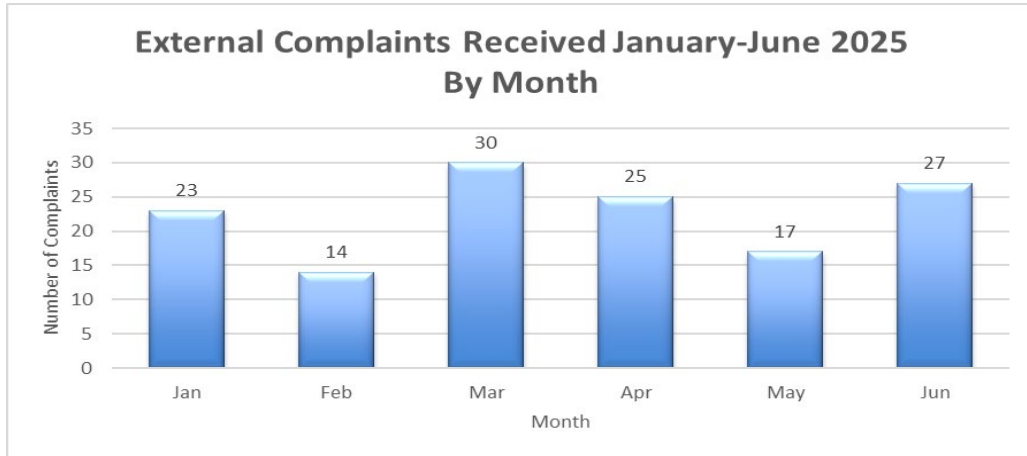
Based on the data, the MCSO received a total of 136 external complaints that resulted in PSB administrative investigations and criminal investigations from January 1, 2025, and June 30, 2025, officewide. The divisions with the most external complaints were District I and 4th Ave Jail, reporting 17 external complaints each.

Figure 1 depicts the number of external complaints received between January 1, 2025, and June 30, 2025, differentiated by Division.



Among the 136 external complaints received, the most common allegations involved Code of Conduct Policy violations (e.g., unbecoming conduct, failure to meet standards). The approximate average number of external complaints received each month was 23.

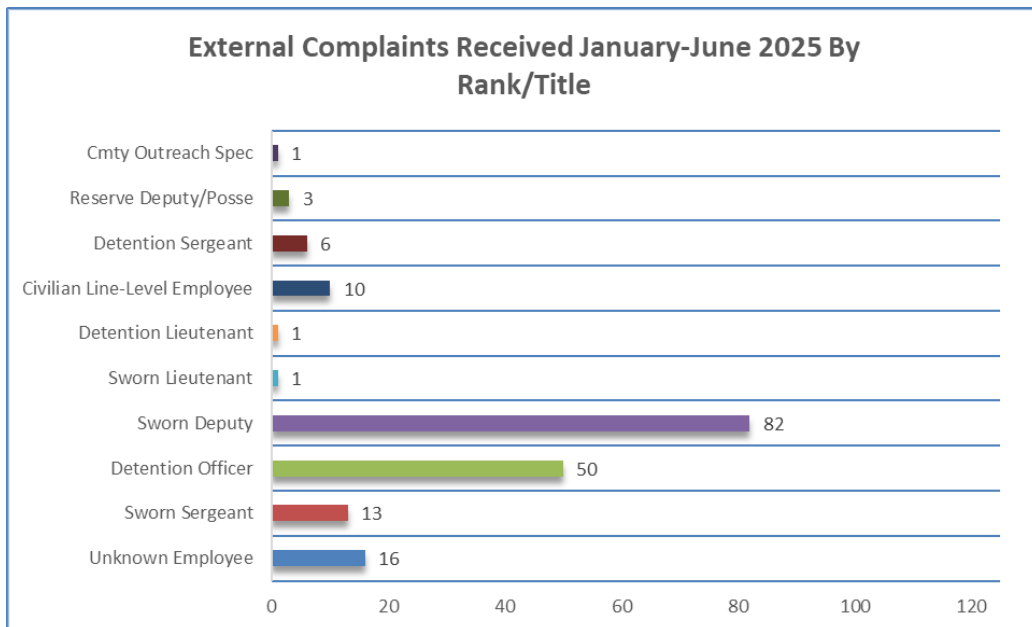
Figure 2 depicts the number of external complaints received by month.



It is important to note a single complaint can result in an investigation with multiple employee principals and allegations. Therefore, the number of external complaints resulting in an investigation (136) will not mirror the number of principals and allegations in this next subsection.

The “Sworn Deputy” rank was identified 82 times out of 183 total principals listed in external complaint investigations during the reporting period listed.

Figure 3 depicts the Rank of Principals in External Complaint Investigations January 1st, to June 30, 2025.



The information listed in Figures 4, 5, and 6 consists of available demographic information¹ of MCSO employees named as the principal in external complaint investigations.

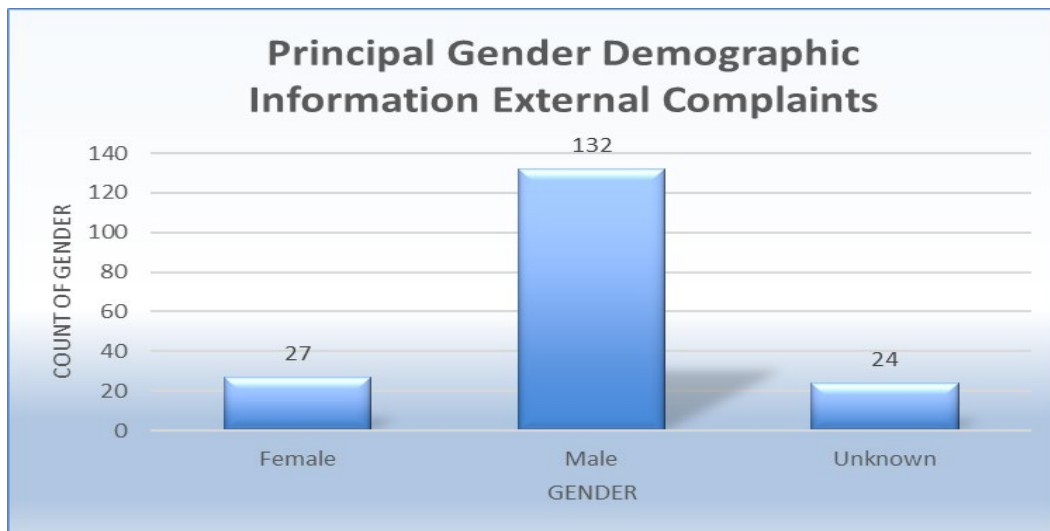


Figure 4 depicts 132 identified male principals in external complaints; approximately 72% of external complaint principals. As of 06/30/2025, males made up 69% of the MCSO workforce.

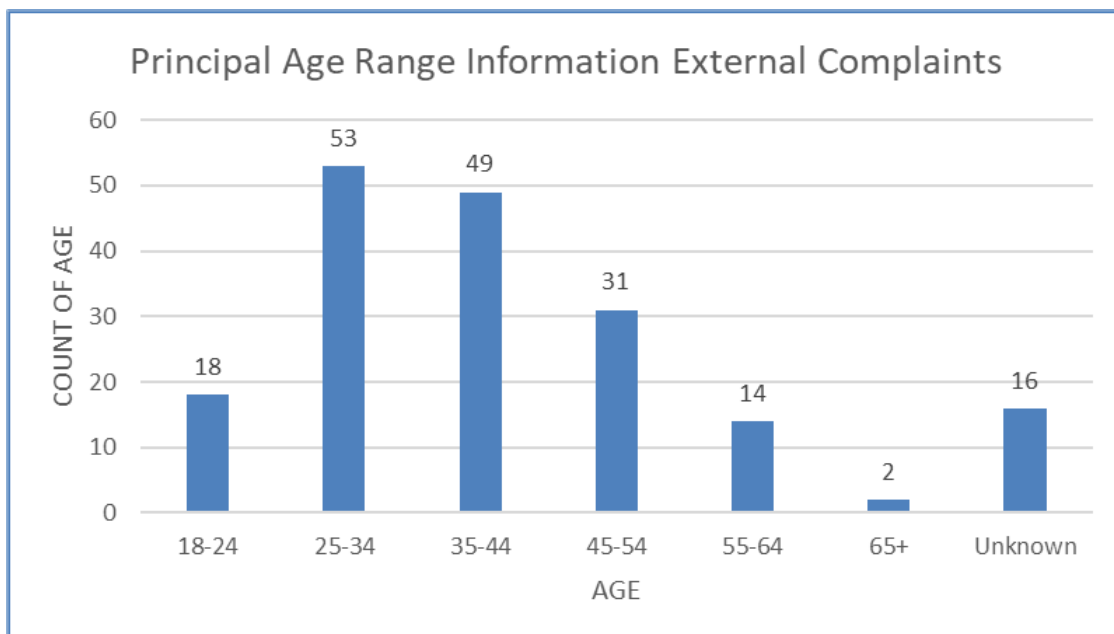


Figure 5 shows known External Complaint Principals are commonly between the ages of 25-34. The average age of a Principal is 38 years old.

¹ Data is based on known, compensated MCSO employees. The IAPro system does not track demographic information of unknown and volunteer employees (i.e. Posse members/Reserve Deputies)

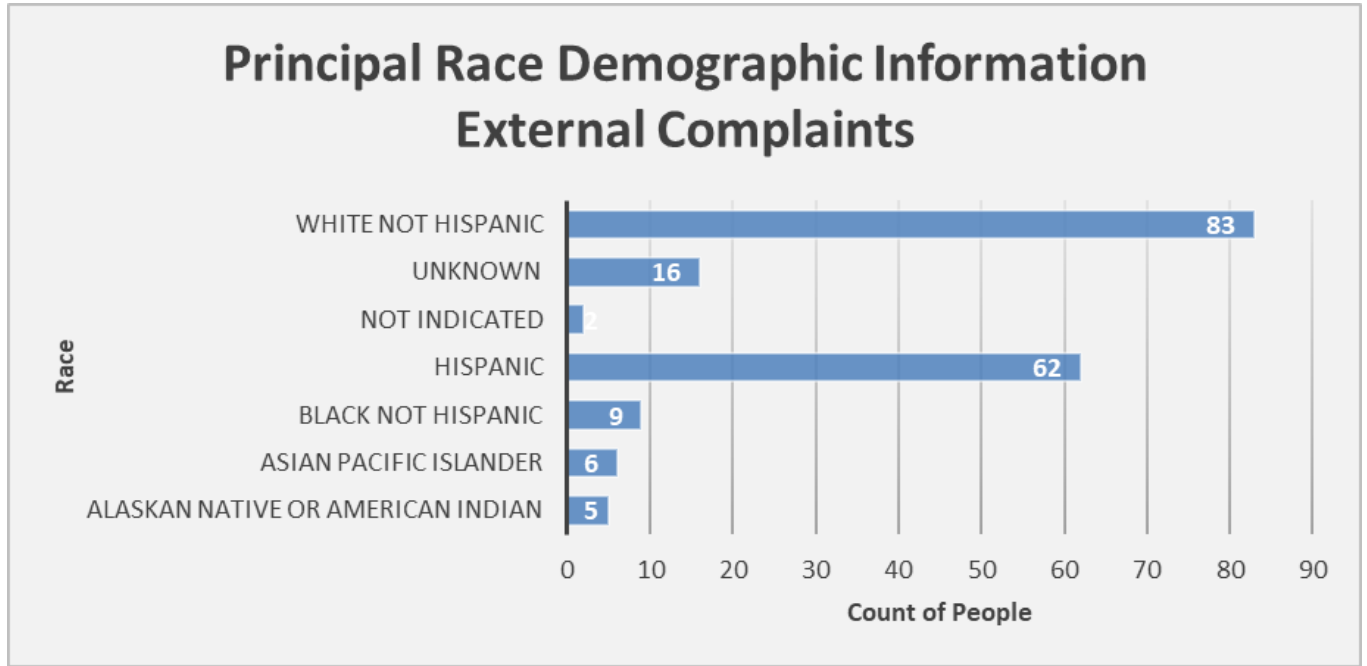


Figure 6 depicts 83 identified White (Non-Hispanic) employees named as a principal in external complaint investigations; approximately 45% of the 183 principal employees.

As of 06/30/2025, White (Non-Hispanic) employees made up 50% of the 165 known principal employees. As of 06/30/2025, White (Non-Hispanic) employees made up 49% of the MCSO workforce.

The MCSO does not collect external complainants' demographic information during the complaint intake process. This ensures all complaints are received, processed, and investigated consistently and without bias.

The PSB initiated the collection process of complainant demographic information in January 2020 via a voluntary paper and online survey provided to the complainant at the conclusion of an investigation. During this reporting period, the PSB closed 365 external cases and thus sending complaint surveys to all known external complainants.² PSB received 5 survey responses.

The following information in Figures 7, 8, and 9 consists of the demographic information provided voluntarily, by individuals named as a complainant in an external complaint investigation.

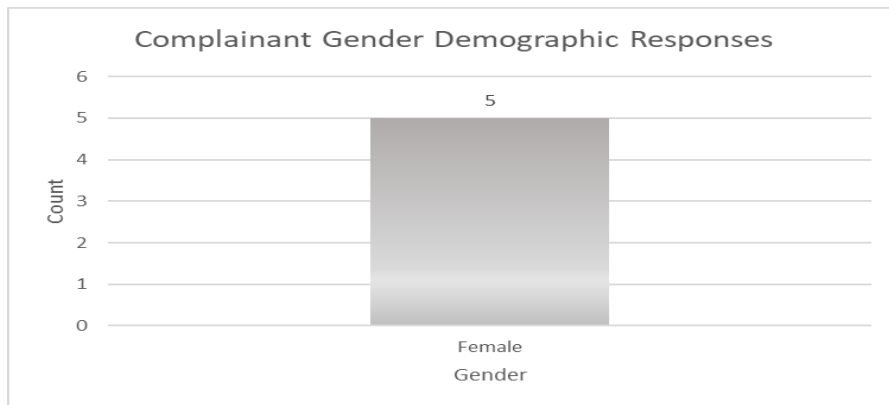


Figure 7 Demographic of Complainants by Gender.

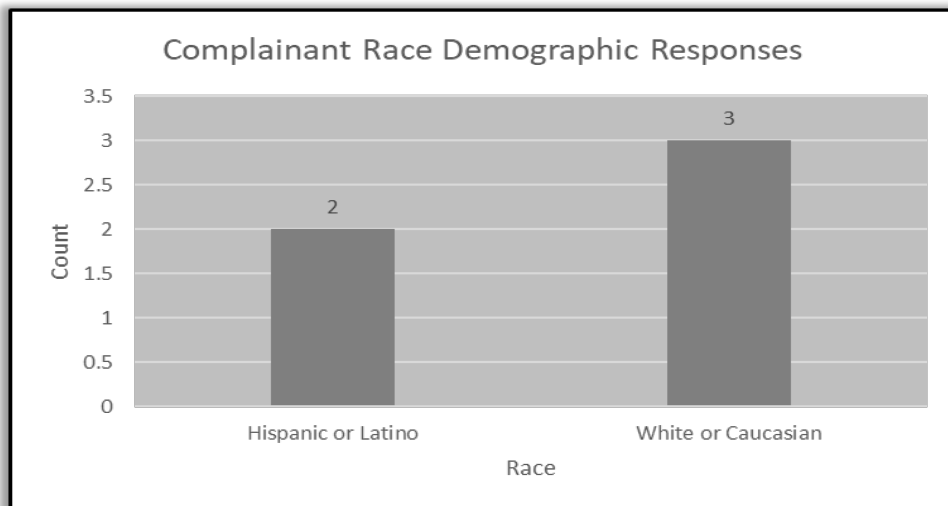


Figure 8 Demographic of Complainants by Race

² Due to the possibility of multiple complainants in a single IA case, one IA case may receive several survey responses. Additionally, anonymous complainants do not receive a demographic survey.

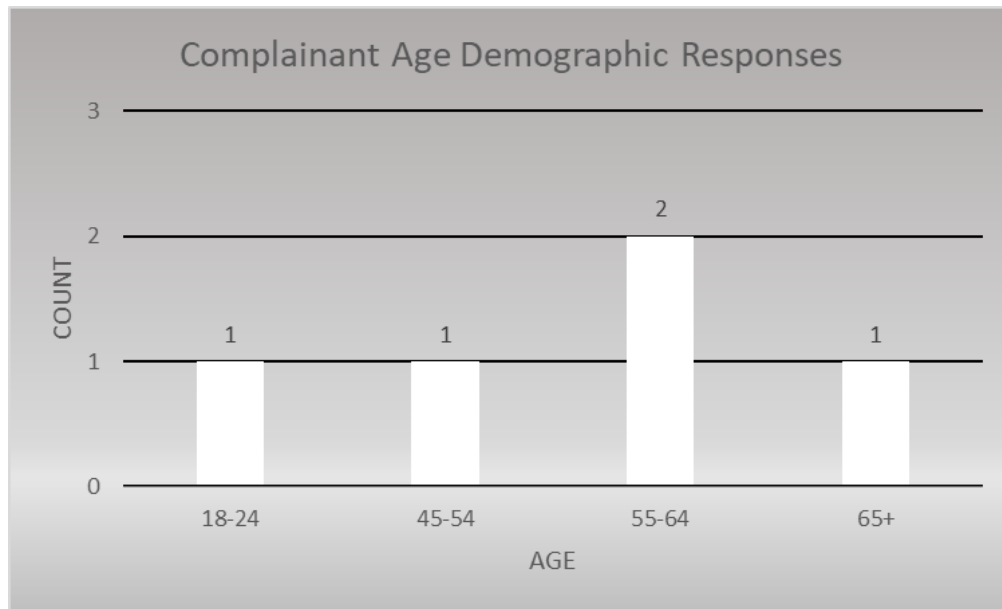


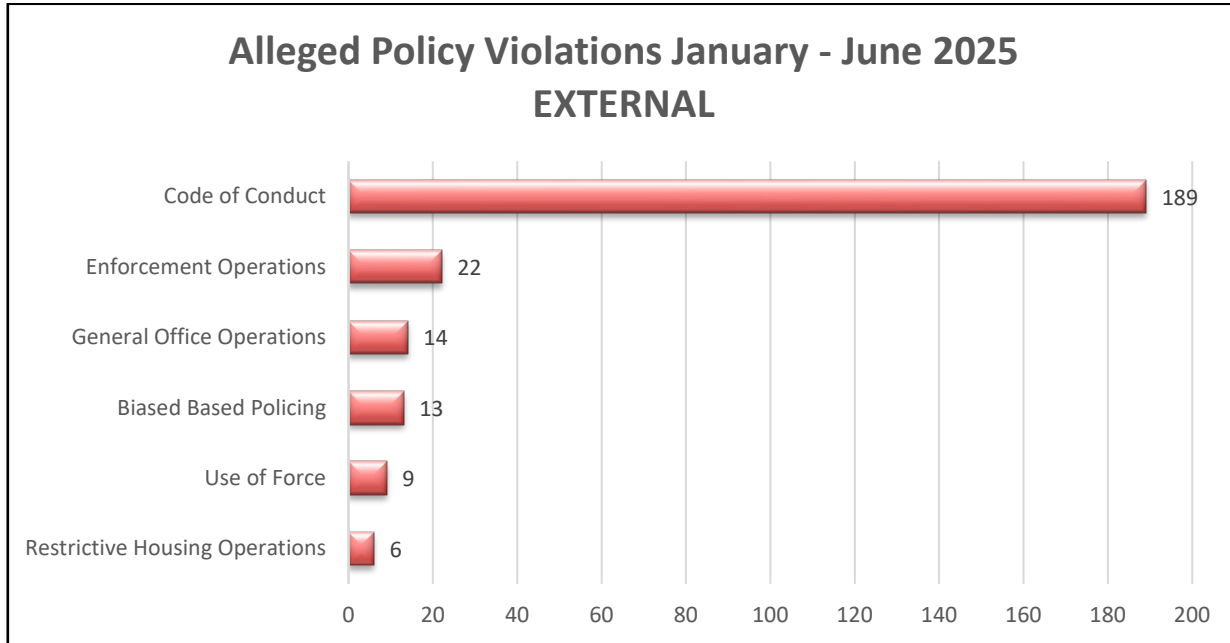
Figure 9 Complainant survey responses shown by age groups.

It should be noted, the gender, race, and age demographic categories replicate those listed on the United States Census Bureau survey.

Due to the low response rate, a statistical analysis could not be conducted to determine if any pattern or trend could be identified.

The PSB also tracks external complaints received from anonymous sources. Between January 1, 2025, and June 30, 2025, the PSB received 12 anonymous external complaints resulting in an investigation.

There were 253 alleged policy violations stemming from external complaints between January 2025 and June 2025. Approximately 75% of the allegations were related to violations of conduct (e.g., unbecoming conduct, failure to meet standards, etc.). Figure 10 depicts the allegation breakdown³.



³ Low allegation counts have been combined for presentation purposes. See category breakdown below.

Restrictive Housing Operations: Inmate possessions(1), inmate classification (1), inmate grievance procedure (3), Prison Rape Elimination Act (PREA) (1).

Enforcement Operations: Arrest procedures (2), vehicle accident investigations (3), search and seizure (3) emergency and pursuit driving (1), law enforcement extra duty and off-duty employment (1), use and operation of vehicles (9) Incident Report Guidelines (1), internal investigations (1), civil disputes and execution of Civil Process (1) .

General Office Operations: Truthfulness (1), anti-retaliation (1), workplace professionalism (1), Body-Worn Cameras (11).

The PSB tracks the “nature of contact” that led to the alleged employee misconduct. The PSB has distinguished these into nine categories. Below is the breakdown of each category:

Booking: actions of/interactions with personnel during the booking process

Call for Service: actions of/interactions with sworn personnel dispatched to an incident

Custody Operations: actions of/interactions with personnel during detention/custody functions

Follow-up Investigation: actions of/interactions with personnel post initial call for service or detective investigations

Non-Enforcement Duties: actions of/interactions with personnel who are not actively conducting enforcement duties. (e.g. sworn staff on-duty but not on a call, civilian staff actions, etc.)

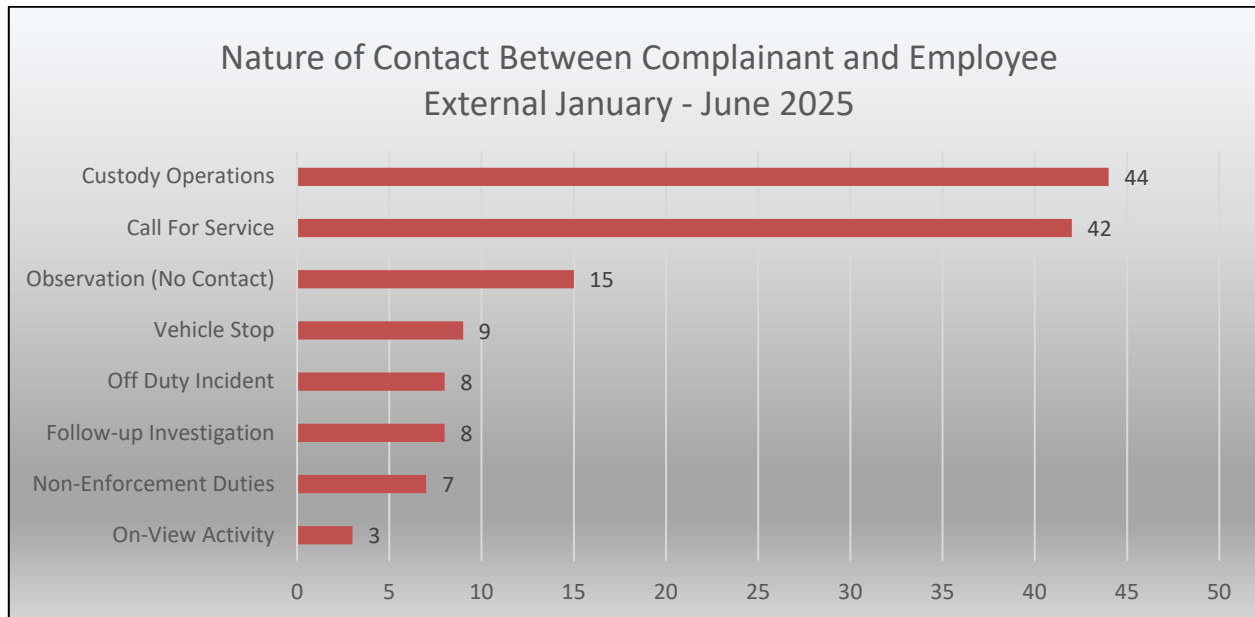
Observation: witnessed employee misconduct (e.g. no direct contact)

Off Duty Incident: actions of/interactions with personnel not on duty

On-view Activity: actions of/interactions with sworn personnel initiating contact with the public (not a call for service or vehicle stop)

Vehicle Stop: actions of/interactions with sworn personnel during a traffic stop

The chart below shows the nature of contact between the complainant and principal for external complaint investigations initiated between January 1, 2025, and June 30, 2025.



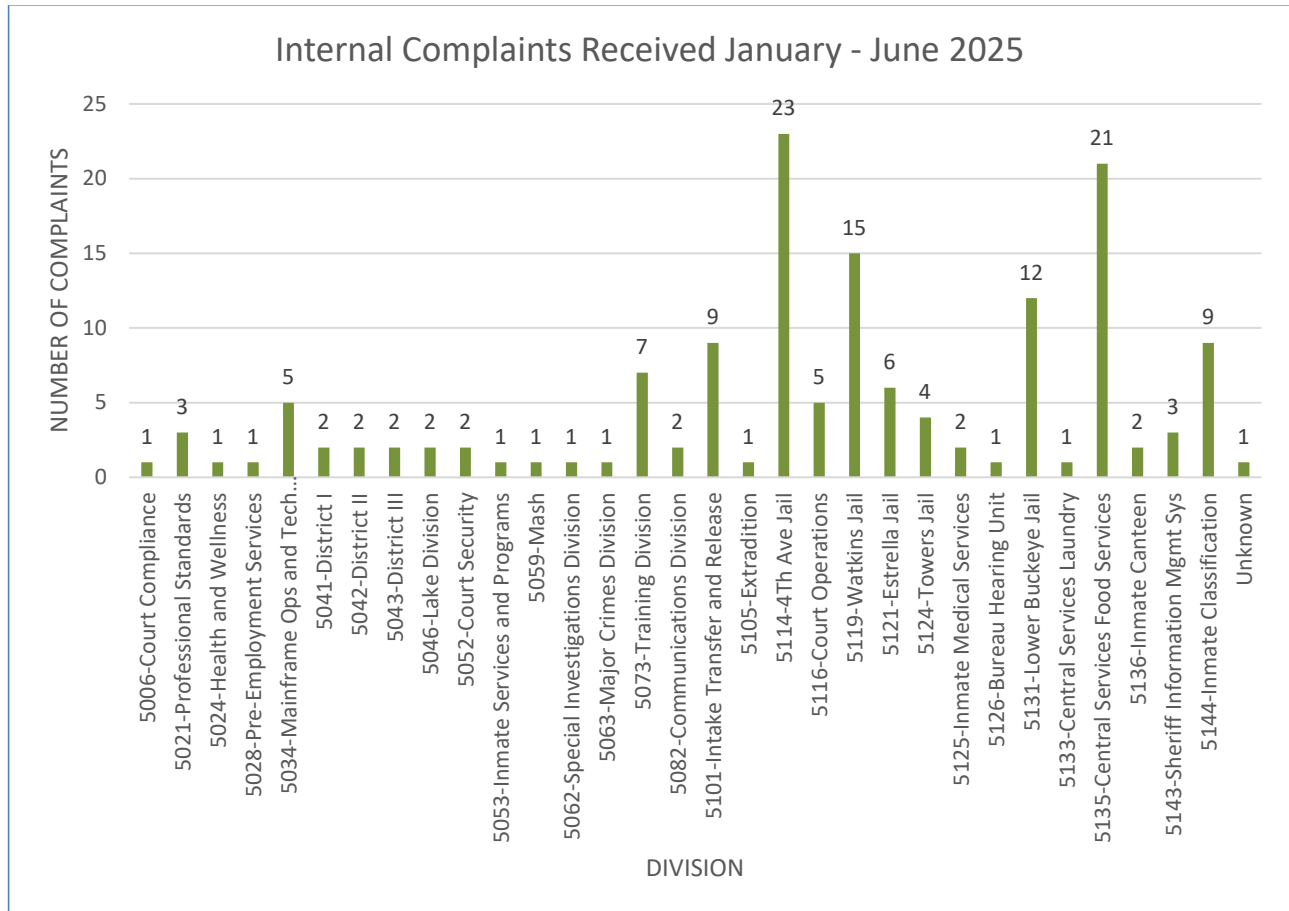
C. Civilian Complaint Analysis

This section is intended to evaluate the implications the complaint intake process had on the number and type of administrative investigations initiated following external civilian complaints. MCSO saw a small increase to the number of opened administrative investigations during this reporting period. The number of opened administrative complaints has stayed at multi-year lows. Administrative complaints received by the PSB are reviewed to determine the most appropriate course of action based on the nature of the allegation. The Office continues to evaluate the complaint intake process to determine the most appropriate way to process and expedite civilian complaints.

D. Internal Complaints

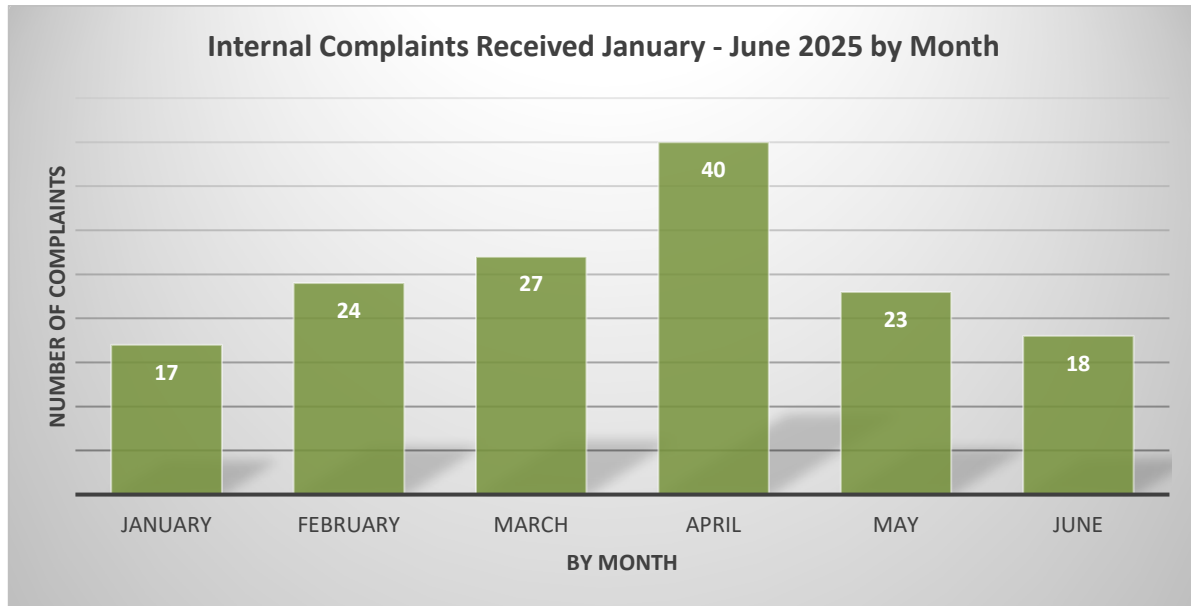
Based on the data, the PSB received a total of 149 internal complaints from January 1, 2025, and June 30, 2025, office wide. The division with the most internal complaints was 4th Avenue Jail, with a total of 23 internal complaints.

Figure 12 depicts the number of internal complaints received during this reporting period, differentiated by Division.



The number of internal complaints received has increased from the prior reporting period, with most of the allegations involving Code of Conduct practices (e.g., unbecoming conduct and failure to meet standards). In April 2025, the MCSO received 40 internal complaints; with an approximate average of 25 complaints received per month.

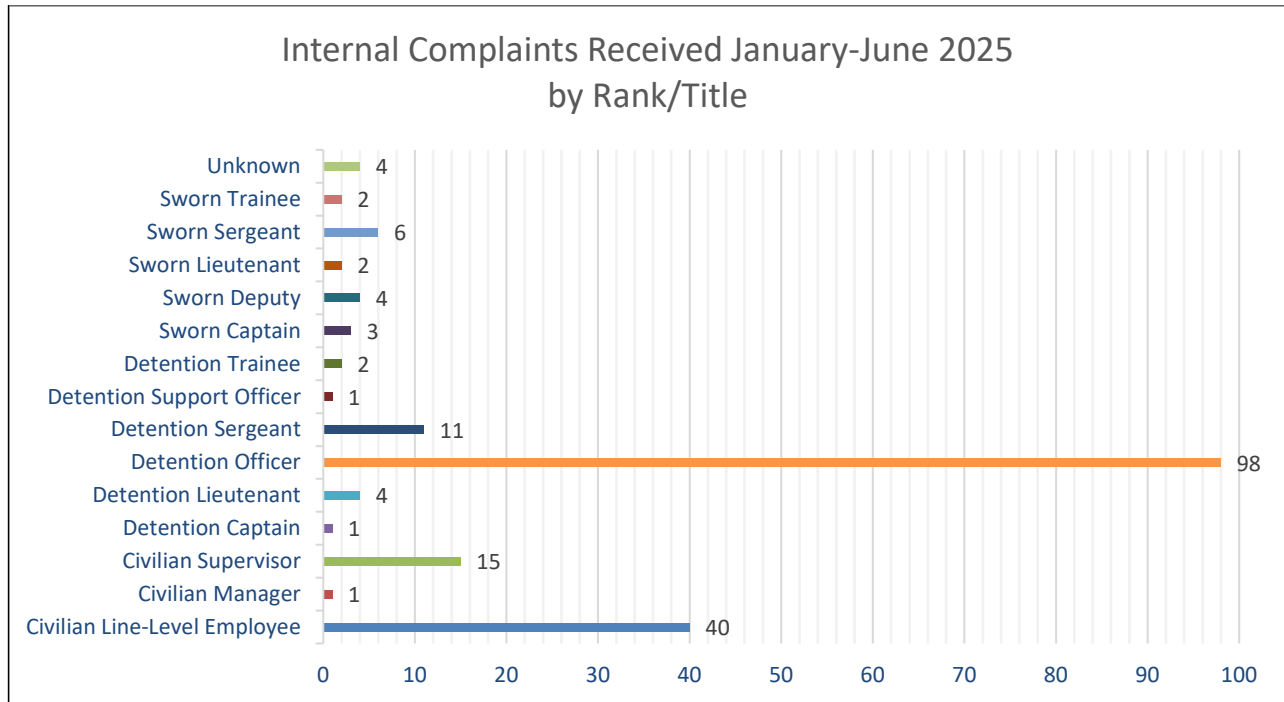
Figure 13 depicts the number of internal complaints received by month.



To reiterate, a single complaint can result in an investigation with multiple principals and allegations. Therefore, the number of internal complaints that resulted in an investigation (149) will not mirror the number of principals and allegations in the next subsection.

The “Detention Officer” rank was identified 98 times out of 194 total principals listed in internal complaint investigations between January and June 2025.

Figure 14 depicts the ranks of principals identified in internal complaint investigations during the reporting period.



The following pages consists of demographic information of MCSO employees that have been named the principal and complainant in internal complaint administrative investigations.⁴

It is important to note, from January 2025 through June 2025, the PSB initiated 6 internal investigations with an anonymous complainant. These were handled as internal complaints due to the content being information only an employee would know.

⁴ Data is based on known, compensated MCSO employees. The IAPro system does not track demographic information of unknown and volunteer employees (i.e. Posse members and Reserve Deputies)

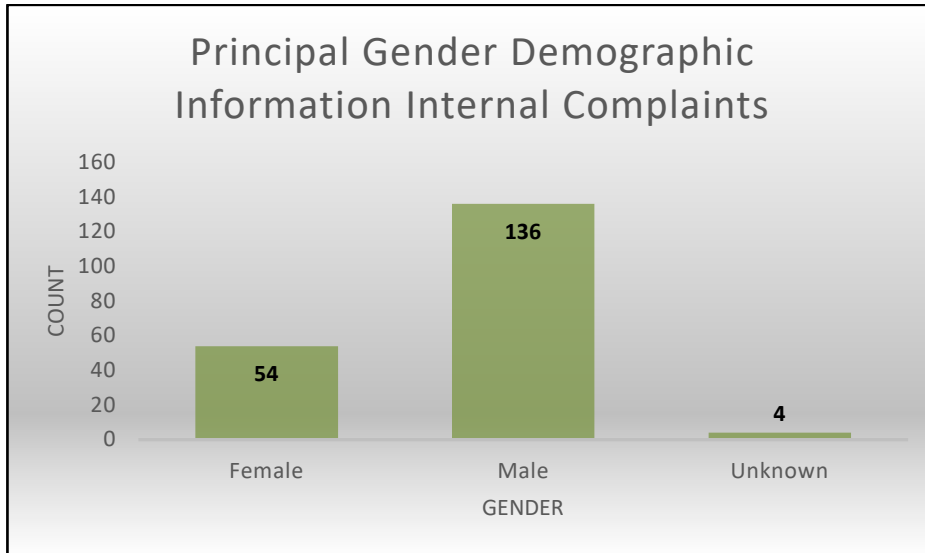


Figure 15 shows 136 identified male principals. There were four unknown employees identified as principals.

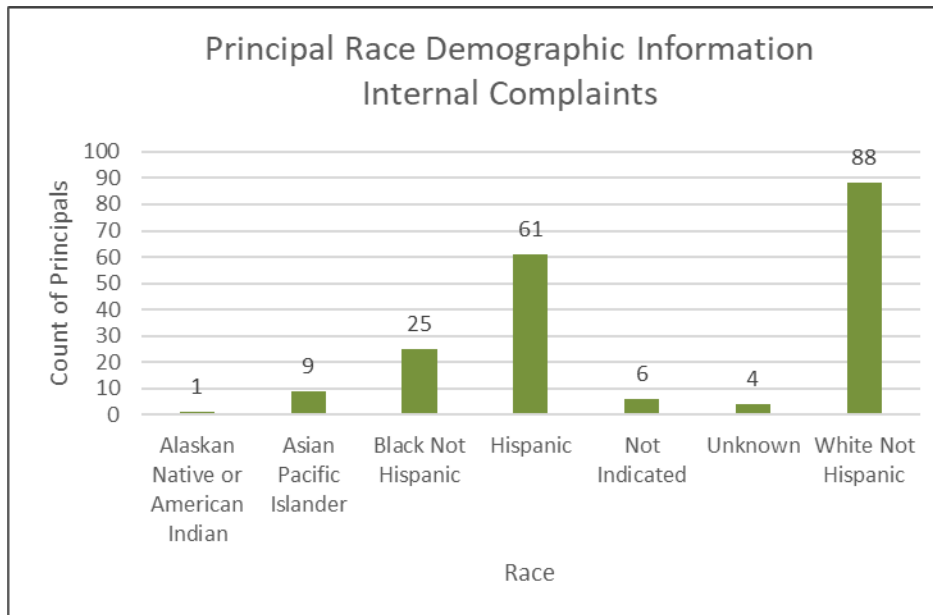


Figure 16 depicts 88 identified White (Non-Hispanic) employees

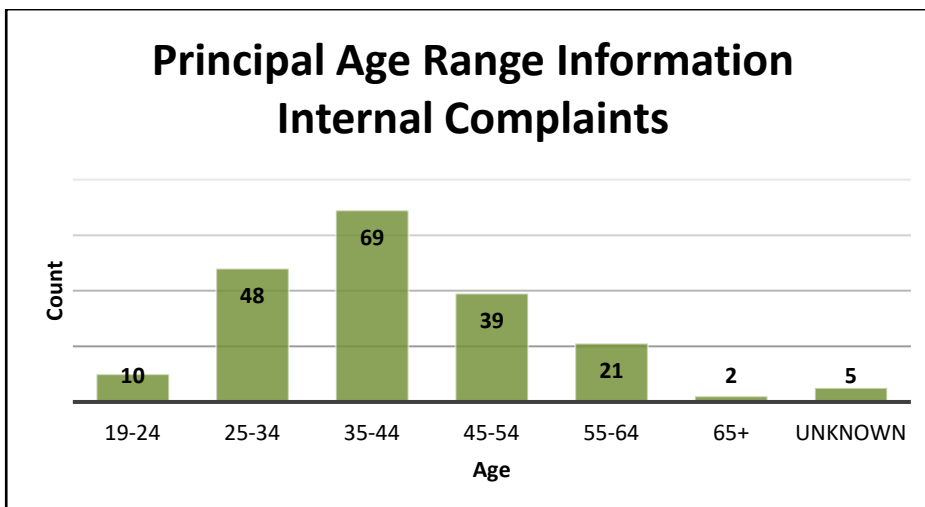


Figure 17 shows known Internal Complaint Principals are commonly between the ages of 25-44, with 117 principals. The largest segment of principals was between the ages of 35-44. The average age of all known principals was 40 years old.

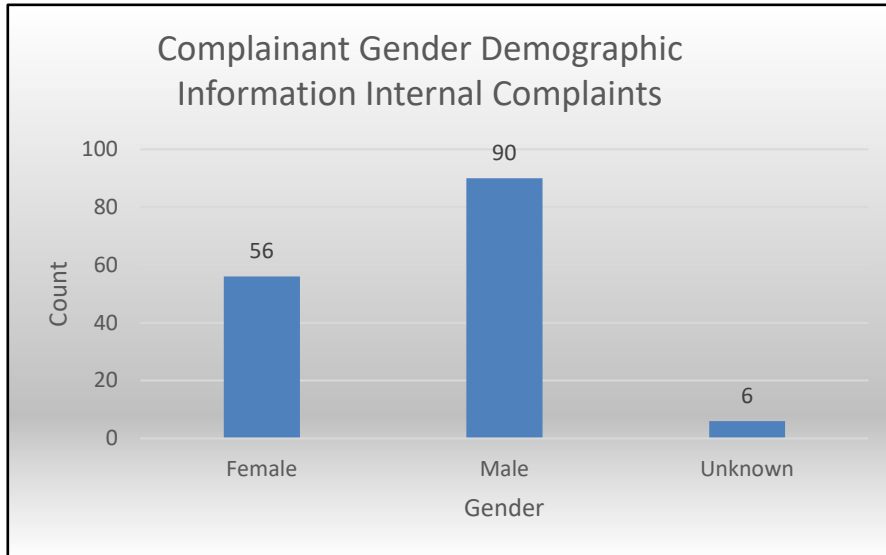


Figure 18 shows 90 identified male complainants and 56 female complainants. Gender could not be identified for the 6 unknown complainants.

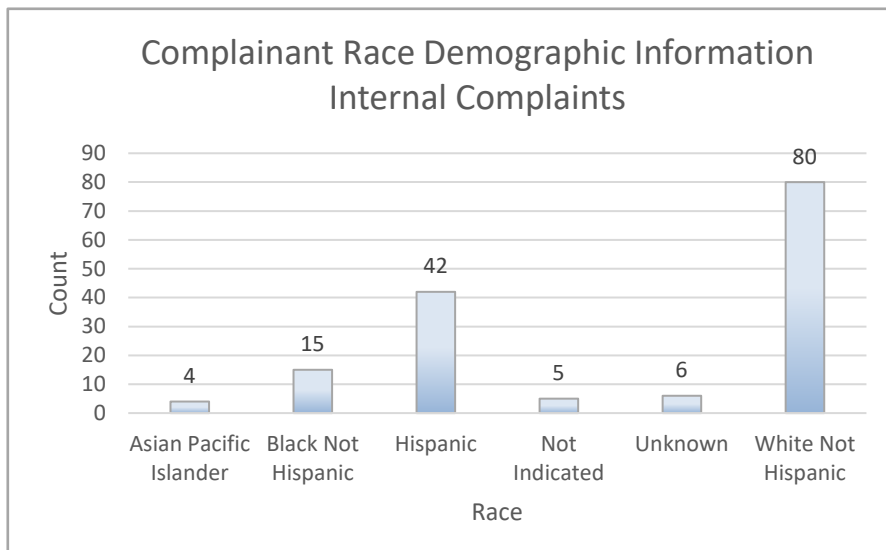


Figure 19 depicts 92 identified White (Not Hispanic) employees named as the complainant in Internal Complaint Investigations; approximately 73% of the 126 complainants. Race could not be identified for the 4 complainants.

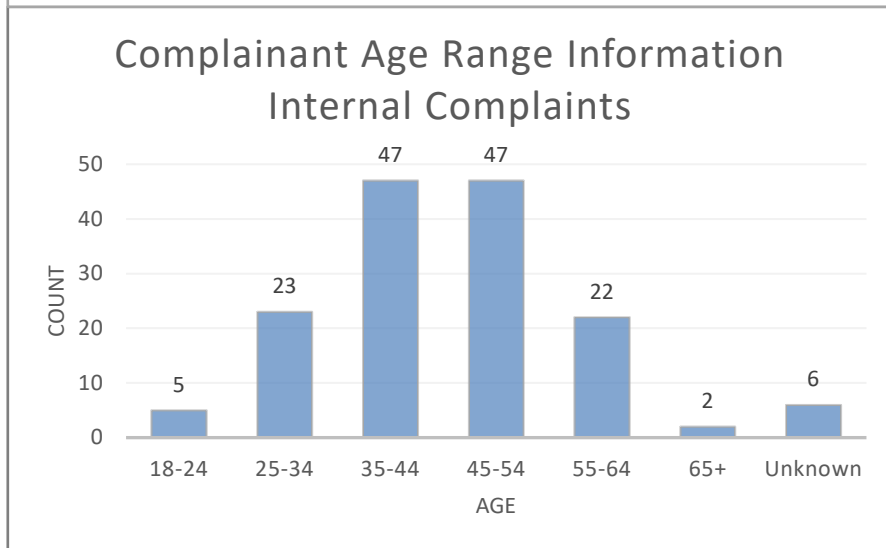
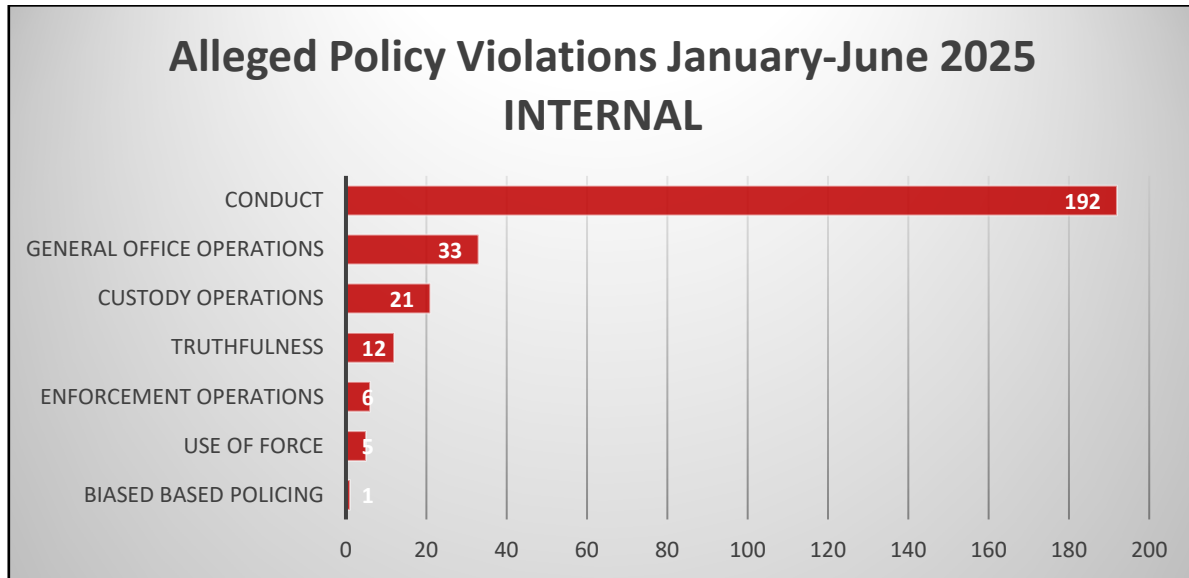


Figure 20 shows that known complainants in Internal Complaint cases are commonly between the ages of 35 and 54, which coincides with an average age of 44 years old. Age could not be identified for the 6 unknown complainants/ages.

It should be noted the IAPro system does not track the nature of contact that led to an internal complaint. There were 270 alleged policy violations generated from internal complaints January 2025 through June 2025. Approximately 71% of the allegations were related to violations of conduct (e.g. unbecoming conduct, failure to meet standards, etc.); this is an increase in allegations from the last semi-annual reporting period. Figure 21 depicts the allegation breakdown by policy violations within Internal Complaint Investigations.⁵



⁵ Low allegation counts have been combined for presentation purposes. See category breakdown below.

Enforcement Operations: Patrol Vehicles (2), Body-Worn Cameras (1), Traffic Enforcement (1), Use/Operation of Vehicles (1), Internal Investigations (1).

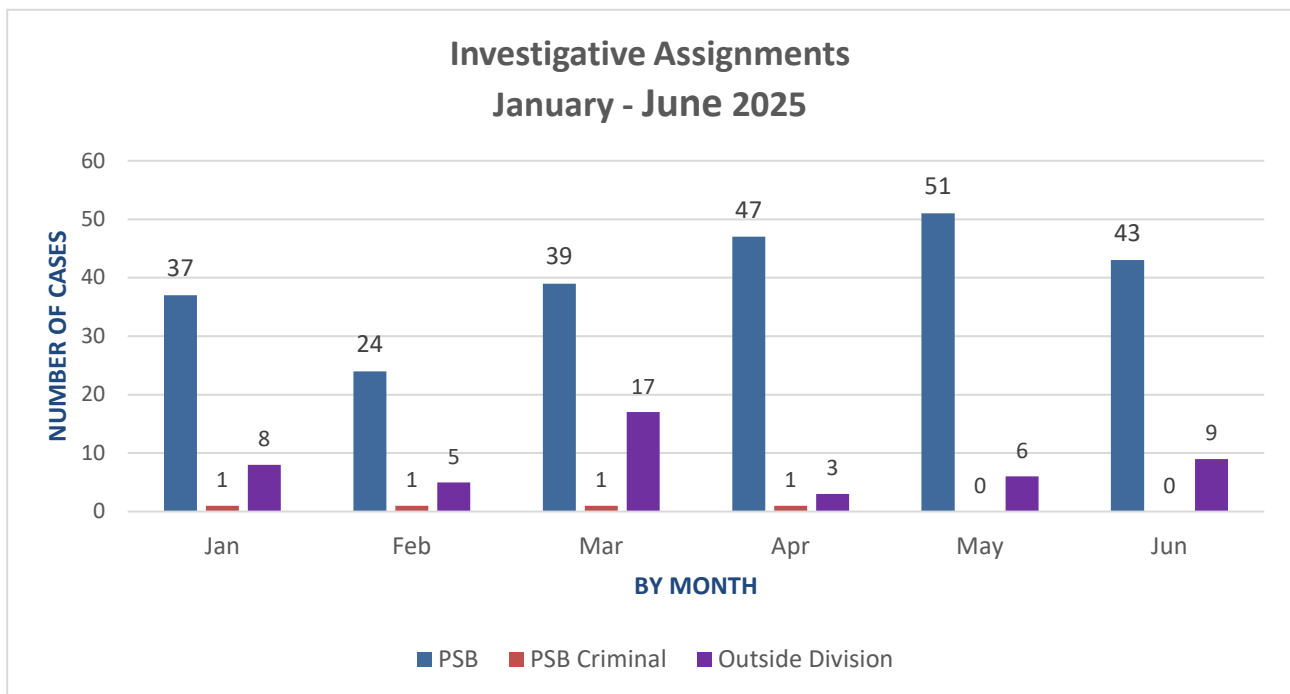
Custody Operations: Operations Journal & Logbooks (2), Inmate Supervision, Security Walks and Headcounts (6), Contraband Control (1), Inmate movement (10), Transfer of Personnel (1), Off-Duty Employment (1).

General Office Operations: Leave and Absences (5), Compensation and the ADP System (1), Anti-Retaliation (1), County Credit Cards (1), Property Mgmt (1), Use of Digital Recording Devices (1), Workplace Professionalism (23).

E. Processing of Misconduct Cases

The Professional Standards Bureau Commander determines whether an administrative investigation will be conducted at the division level or within the PSB⁶. The decision is based on the severity and type of offense, the complexity of the investigation, the rank of the employee, and the alleged principal's disciplinary history. Once it has been decided that an investigation can be handled at the division level, it is assigned an investigator to conduct interviews, review all the information provided, and recommend the proper finding for the alleged violation to the Division Commander. Assistance and guidance from the Professional Standards Bureau are provided throughout the division level investigation.

Between January 1st, 2025, and June 30th, 2025, the PSB opened a total of 293 misconduct investigations⁷; 241 were assigned to the Professional Standards Bureau investigators, 4 were assigned to the Professional Standards Criminal Investigations Section, and 48 were assigned to investigators throughout the Sheriff's Office. Figure 22 depicts a monthly report of assigned cases and Figure 23 depicts the investigation assignment, broken down by Non-PSB Division.



⁶ Following the issuance of the Court's Third Order in November 2022, the intake, routing, and assignment decisions are reviewed and ultimately made by the Court Appointed Monitor.

⁷ This includes opened misconduct investigations into external complaints, internal complaints, external criminal complaints, and internal criminal complaints.

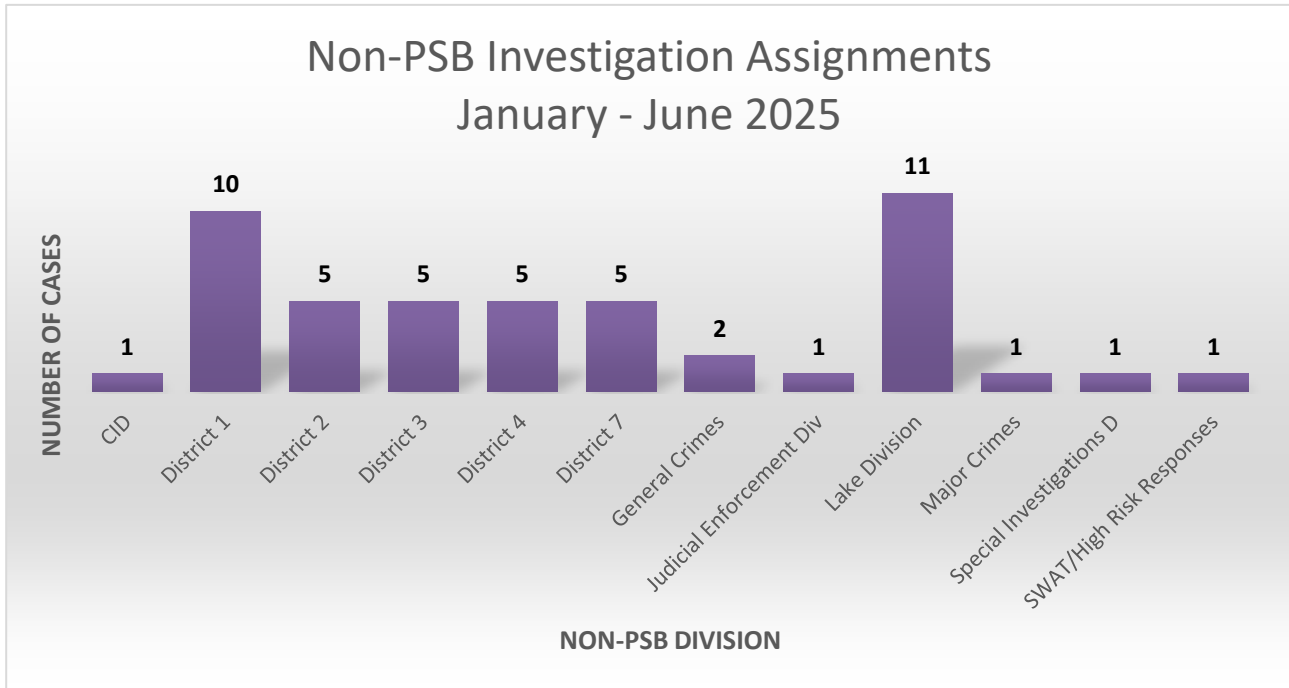


Figure 23 Non-PSB Division Assignment breakdown, by Division.

From January 2025 through June 2025, there were a total of 87 investigations completed outside of the Professional Standards Bureau or otherwise known as division cases. The average time from the initiation of a division investigation to final closure was 845 days.⁸

Of the 87 division cases, no case was returned for further investigation. After review by PSB, 9 division investigations were considered deficient due to conclusions not being supported by the evidence, or allegation amendments. The remaining 78 cases did not require any revisions.

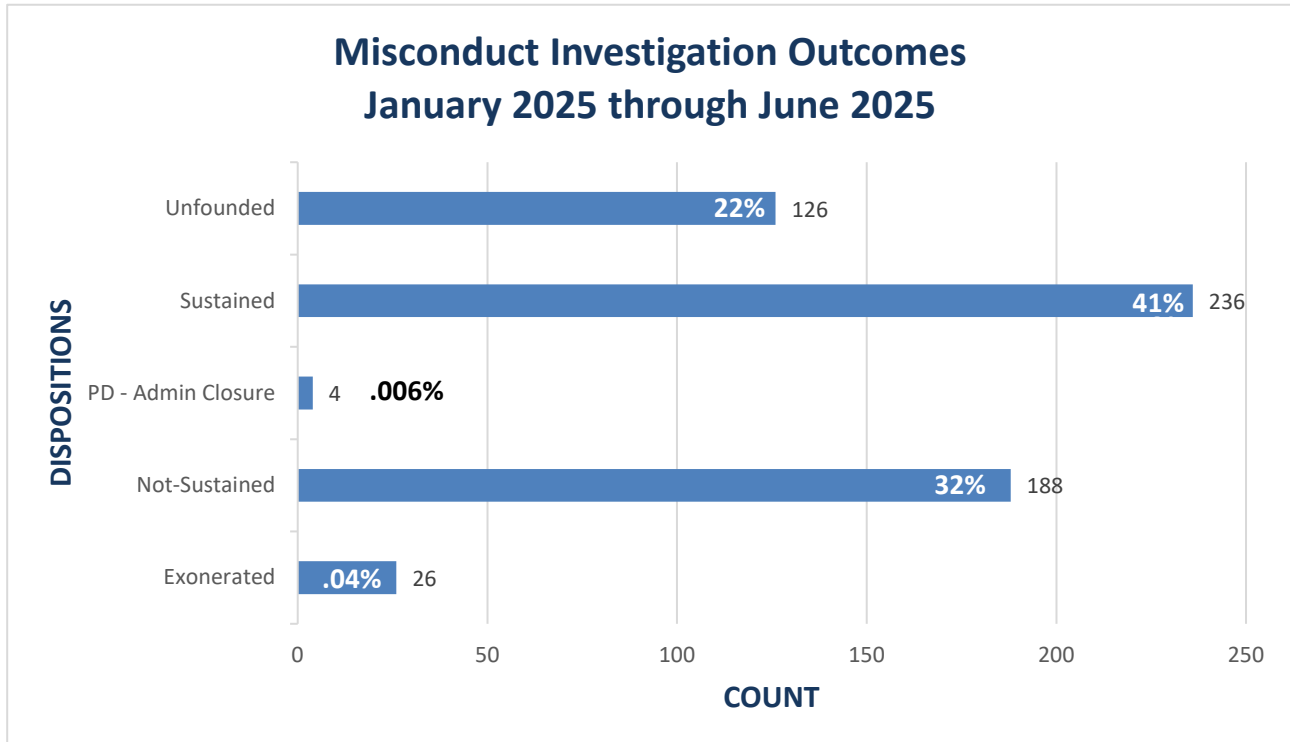
From January 2025 through June 2025, there were a total of 481 administrative investigations completed within the Professional Standards Bureau (PSB). The average total completion time (initiation to final closure) of PSB investigations was 885 days.

Of the 481 PSB cases, there were zero cases returned due to the conclusions not being supported by the evidence or investigation.

⁸ This does not include the effect approved extension requests would have on time frames.

F. Outcomes of Misconduct Investigations

A total of 580 administrative misconduct investigations were completed between January 2025 to June 2025; 236 completed investigations had sustained dispositions, 188 had not-sustained dispositions, 26 had exonerated dispositions, 126 had unfounded dispositions, and 4 cases had administrative closure dispositions. Figure 24 shows the number of outcomes as well as each section's approximate percentage.



According to MCSO Policy GC-17 Employee Disciplinary Procedures, when a single act of alleged misconduct would constitute multiple separate policy violations, all applicable policy violations shall be charged, but the most serious policy violation shall be used for determining the category of the offense and discipline. The paragraph below includes the discipline count for the 236 sustained misconduct investigations closed from January to June 2025.

The following is a breakdown of the disciplinary and non-disciplinary actions for the 236 closed sustained cases⁹: 65 non-disciplinary (coaching) actions; 59 written reprimands; 51 suspensions; 0 demotions; 7 terminations; 5 resignations in lieu of termination; and 1 probationary release. 59 employees retired or resigned prior to the conclusion of the investigation and/or discipline determination.

It is important to note the Maricopa County Sheriff's Office policy views a Coaching within Internal Affairs Investigations as a *"non-disciplinary interaction between a supervisor and an employee that supports an individual in achieving specific personal or professional goals by providing training, advice, and guidance in response to a specific situation."*

From January 1, 2025, through June 30, 2025, there were six cases where the findings were changed after a Pre-Determination Hearing (PDH.) The initial findings for one or more principals in each case were changed from sustained to not sustained.

There were three cases in which the Appointing Authority, regarding discipline, deviated from the established matrix after the PDH. The Discipline Range indicated a suspension; however, a Written Reprimand was imposed in two cases, and a Coaching was imposed for one case. There was one case where the Appointing Authority changed the Category of Offense for one allegation, which then resulted in a Written Reprimand imposed due to the new range of discipline.

From January 1, 2025, through June 30, 2025, there were no cases in which the Maricopa County Merit System Council altered or overturned the Findings of an investigation. No cases were withdrawn from the appeal process. There were two cases where the findings were upheld by the Merit System.

⁹ Listed numbers reflect the discipline action for each employee principal involved; numbers will not match the total number of closed sustained cases.

G. Persistent or Serious Misconduct

This section discusses employees listed as the subject of more than two misconduct investigations, employees with more than one sustained allegation, and the number of criminal prosecutions of employees. It is important to note the MCSO categorizes discipline (minor or serious) imposed by the sustained misconduct; it is not based on the allegations themselves. It is also important to note there can be multiple allegations within a single misconduct investigation. The last paragraph of this section (criminal prosecution charges) is based on a six-month period. The paragraphs below are based on a rolling annual timeframe and NOT a six-month time period.

In the previous 12 months (July 1st, 2024, through June 30th, 2025), 44 employees were listed as the subject of more than two misconduct investigations, out of a total of 177 investigations. The 44 employees have been broken down and categorized by their most serious discipline. Of the 44 employees, 11 received major discipline, and 11 received minor discipline¹⁰. 10 received non-discipline coaching. Five separated from MCSO prior to discipline being determined. 27 employees have ongoing active investigations¹¹.

There were 13 employees, from July 1st, 2024, through June 30th, 2025, that have had more than one sustained allegation that resulted in **minor** discipline. Those 13 employees had a combined total of 37 sustained allegations. In that same timeframe, 20 employees had more than one sustained allegation that resulted in **serious** discipline. 20 employees with more than one sustained allegation separated before the discipline could be determined.

Between January 1, 2025, through June 30, 2025, 0 employees were the subject of criminal prosecutions, resulting in 0 charges being filed.

¹⁰ Serious discipline is categorized as discipline equal to or greater than an employee suspension. Minor discipline is categorized as discipline less severe than a suspension, not to include coaching.

¹¹ A distinct employee may be classified into several categories. The number of employees will not equal the sum of the category numbers.

H. Patterns and Trends

The Professional Standards Bureau makes assessments of the types of complaints received to identify problematic patterns and trends on a quarterly basis. The PSB conducted an assessment for the first quarter (January 2025 through March 2025) and for the second quarter (April 2025 through June 2025).

First Quarter Assessment:

Divisions Receiving the Most Complaints

The PSB identified the 4th Avenue Jail facility and Central Food Services Division as receiving the most complaints between January 1, 2025 and March 31, 2025.

The 4th Avenue Jail facility received 17 complaints resulting in misconduct investigations; seven with alleged inappropriate language/actions (use of profanity or vulgar language; sexual comments, actions, or gestures; and threats); three with alleged time and attendance issues; and two with allegations of sleeping on duty. The remaining five allegations did not follow a pattern or trend we could identify at this time.

The Central Food Services Division received 16 complaints resulting in misconduct investigations: four with alleged failure to follow Office procedures; three with alleged rudeness associated with dismissive or demeaning behavior; two with allegations of inappropriate language/actions (use of profanity or vulgar language; sexual comments, actions, or gestures; and threats); and two allegations of conflict between employees. The remaining five allegations did not follow a pattern or trend we could identify at this time.

Notable Patterns and Trends Identified within MCSO Divisions

Between January 1, 2025 and March 31, 2025, multiple divisions were not identified as having the most complaints; however, the PSB identified a pattern or trend of complaints received.

The patrol District 1- Mesa Division received 13 complaints resulting in misconduct investigations; three with alleged inappropriate language/actions (use of profanity or vulgar language; sexual comments, actions, or gestures; and threats); three with alleged rudeness associated with dismissive or demeaning behavior; two with alleged failure to act/take appropriate action; and two allegations of biased law enforcement action. The remaining three allegations did not follow a pattern or trend we could identify at this time.

The Watkins Jail facility received 11 complaints resulting in misconduct investigations: four with allegations of inappropriate language/actions (use of profanity or vulgar language; sexual comments, actions, or gestures; and threats). The remaining seven allegations did not follow a pattern or trend we could identify at this time.

The Intake, Transfer, and Release facility received 10 complaints resulting in misconduct investigations; five with alleged inappropriate language/actions (use of profanity or vulgar language; sexual comments,

actions, or gestures; and threats); and two with alleged punctuality issues. The remaining three allegations did not follow a pattern or trend.

All Misconduct Allegations Categorized

There were 130 complaints received between January 1, 2025 and March 31, 2025. The Professional Standards Bureau identified 37 investigations alleging inappropriate language/actions (use of profanity or vulgar language; sexual comments, actions or gestures, and threats). There were 20 investigations with alleged failure to follow Office procedures; 15 with alleged rudeness associated with dismissive or demeaning behavior; 12 with allegations of mishandled investigations/calls for service and 11 with alleged conflicts between employees.

The following allegation categories received 10 or less mentions each. There were 5 with alleged punctuality issues; 4 with alleged time and attendance issues; four with allegations of biased/disparaging statements; and four with alleged workplace professionalism.

Although not high in numbers overall, the following are a list of notable categories of investigations: three allegations of property management issues, three with alleged vehicle driving issues; 3 with allegations of excessive force; three with allegations of improper security walks; three with alleged sleeping on duty, three with alleged biased law enforcement action; and three with alleged off-duty employment issues.

Employee Potential Problematic Patterns and Trends

The following employees have been identified as MCSO personnel with potential problematic patterns or trends of misconduct from investigations initiated between January 1, 2025 and March 31, 2025.

An employee was named in four investigations regarding allegations of rudeness/inappropriate behavior during calls for service.

An employee was named in three investigations regarding allegations of rudeness/inappropriate behavior with inmates and other employees.

An employee was named in two investigations regarding allegations of punctuality issues.

Second Quarter Assessment:**Divisions Receiving the Most Complaints**

The PSB identified the 4th Avenue Jail facility and the Central Food Services Division as receiving the most complaints between April 1, 2025 and June 30, 2025.

The 4th Avenue Jail facility received 27 complaints resulting in misconduct investigations; eight with allegations of fraternization with inmates; four with alleged inappropriate language/actions (use of profanity or vulgar language; sexual comments, actions, or gestures; and threats); three with alleged rudeness associated with dismissive or demeaning behavior; three allegations of sleeping on duty; three with alleged failure to follow procedures; two with allegations of time and attendance issues; and two with alleged off/on duty crimes. The remaining two allegations did not follow a pattern or trend we could identify at this time.

The Central Food Services Division received 10 complaints resulting in misconduct investigations: four with alleged failure to follow Office procedures; two allegations of conflict between employees; and two with alleged off-duty employment concerns. The remaining two allegations did not follow a pattern or trend we could identify at this time.

Notable Patterns and Trends Identified within MCSO Divisions

Between April 1, 2025 and June 30, 2025, multiple divisions were not identified as having the most complaints; however, the PSB identified a pattern or trend of complaints received.

The Inmate Classification Division received 8 complaints resulting in misconduct investigations; three allegations of workplace professionalism; and two with alleged conflicts between employees. The remaining three allegations did not follow a pattern or trend we could identify at this time.

Patrol District 1- Mesa Division received 8 complaints resulting in misconduct investigations; two with alleged mishandled investigation/calls for service. The remaining six allegations did not follow a pattern or trend we could identify at this time.

The patrol District 2 – Avondale Division received 8 complaints resulting in misconduct investigations: two with allegations of mishandled investigations/calls for service. The remaining six allegations did not follow a pattern or trend we could identify at this time.

All Misconduct Allegations Categorized

There were 159 complaints received between April 1, 2025 and June 30, 2025. The Professional Standards Bureau identified 34 investigations alleging inappropriate language/actions (use of profanity or vulgar language; sexual comments, actions or gestures, and threats). There were 23 investigations with alleged

failure to follow Office procedures; and 15 with alleged rudeness associated with dismissive or demeaning behavior.

The following allegation categories received 10 or less mentions each. There were 10 with allegations of mishandled investigations/calls for service; 10 with alleged workplace professionalism; 10 with alleged conflicts between employees; 8 with alleged time and attendance issues; 8 with allegations of excessive force; 8 with allegations of fraternizing with inmates; and six with allegations of sleeping on duty.

Although not high in numbers overall, the following are a list of notable categories of investigations: five with allegations of on/off duty crime; five with alleged vehicle driving issues; 5 with allegations of not keeping supervisors informed; four with alleged truthfulness concerns; 4 with allegations of insubordination; three with alleged improper security walks; three with allegations of biased/disparaging statements; three with alleged biased law enforcement action; and three vehicle accidents.

Employee Potential Problematic Patterns and Trends

The following employees have been identified as MCSO personnel with potential problematic patterns or trends of misconduct from investigations initiated between April 1, 2025 and June 30, 2025.

An employee was named in eight investigations regarding allegations of fraternization with inmates.

An employee was named in six investigations regarding allegations of fraternization with inmates.

An employee was named in four investigations regarding allegations of failure to follow procedures.

I. Semi-Annual PSB Reviews of Investigations

The Professional Standards Bureau is responsible for conducting reviews, at least semi-annually, of all investigations assigned outside of the Bureau to determine whether the investigation is properly categorized, whether the investigation is being properly conducted, and whether appropriate findings have been reached.

The PSB has assigned personnel to conduct reviews on investigations as they are submitted from the Districts. PSB personnel use a review template/checklist addressing the above-listed investigation requirements. The use of the template/checklist has resulted in the improvement in the structure and procedural completeness of the investigations. PSB personnel also assist District investigators, should they have any questions, or need any advisement throughout the investigation.

Cases investigated by the Divisions have improved in quality and timeliness after the reinstitution of divisional investigations. There are still areas of opportunity for improvement. Within this reporting period, the following concerns have been identified as areas needing improvement for District investigations: improper policies for allegations, improper findings, leading questions, and administrative issues.

During this reporting period, there were 9 investigations where the District Division Commanders failed to identify issues within the report, prior to submitting them to the PSB. These issues mainly included incorrect allegations and unsupported findings.

With the initial 40-hour training on Conducting Misconduct Investigations, the annual 8-hour training on Conducting Misconduct Investigations, and the continued practice of conducting investigations, the PSB expects to see continued improvement of misconduct investigations completed at the District level.

The PSB continues to track any cases with investigative concerns or corrections identified within division-investigated cases and address them through various mechanisms. Identified deficiencies with division level investigations stay relatively unchanged. The quality of investigations submitted by district level investigators still has room for improvement in terms of investigative thoroughness, avoiding leading questions, and identifying proper findings.

Conclusion

Since the previous report, the Maricopa County Sheriff's Office (MCSO) has continued to refine its processes to ensure that misconduct investigations are completed thoroughly, accurately, and in a timely manner. The MCSO saw an increase in the number of internal complaints being initiated. The MCSO continues to identify allegations of misconduct regarding Code of Conduct Practices (e.g., unbecoming conduct and failure to meet standards) as the top issues resulting in the initiation of administrative misconduct investigations. The Professional Standards Bureau (PSB) continues to collaborate with various entities within the organization, with the goal of enhancing employee conduct across the Office. Although the PSB has attempted to collect complainant demographic information from voluntary complainant surveys as part of a broader effort to further evaluate patterns and trends, due to the low response rate, additional information could not be identified at this time.

The data analysis reveals an average of 25 internal complaints and 23 external complaints per month during this reporting period. This represents a slight increase in internal complaints compared to the prior reporting period. The number of external complaints generated remained the same from the previous reporting period.

From January 1, 2025, through June 30, 2025, the MCSO completed 580 investigations, demonstrating a concentrated focus and improvement in resolving the number of open/pending misconduct investigations. This significant decrease in the number of open/pending misconduct investigations is a testament to our commitment to efficiency and timely resolution. This overall decrease is attributed to a combination of the revised complaint intake process, the utilization of supervisor-initiated interventions, and additional processes implemented in accordance with the Court's Supplemental Orders regarding PSB Operations.

From January 1, 2025, through June 30, 2025, the MCSO completed 236 misconduct investigations that contained one or more sustained violations of MCSO Policy. This relates to approximately 41% of the investigations completed during this reporting period.

The MCSO PSB continued the implementation of additional administrative changes that were included in the PSB 8 training tailored specifically to administrative tools to assist with the efficiency of the investigative process. These processes include further assistance from the PSB administrative support staff to prepare cases, conduct research, and provide additional information/assistance at the onset of the investigation for cases assigned to the PSB, as well as district/division cases assigned outside of the PSB. Administrative support staff assist investigators on the front end and throughout the cases with the preparation of interview forms, uploading documents, and other administrative tasks that investigators previously completed themselves.

This report also helps MCSO achieve its goal of transparency with the community. Continued progress has been made during this reporting period, particularly in reducing the number of backlog administrative investigations. The MCSO remains steadfast in its commitment to transparency and taking the necessary steps to exceed the Court's orders requirements.