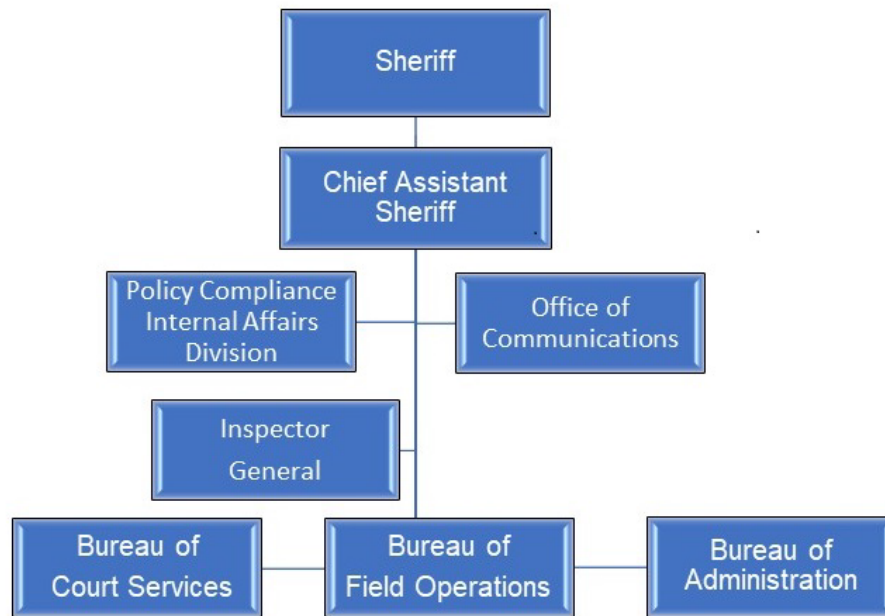


Office of the Sheriff



MISSION AND SERVICES

The Office of the Sheriff facilitates safe court operations, provides criminal justice services that ensure the impartial and professional processing of court orders, assists victims of domestic violence and safely apprehends and transports wanted fugitives.

CORE SERVICES

- Criminal justice services, to include prevention efforts and youth development activities
- Service of warrants, indictments and civil processes and retrieval of fugitives
- Enforcement of court imposed judgments
- Facilitation of safe court operations
- Domestic violence cessation and advocacy

FY 2020 KEY ACCOMPLISHMENTS

- Provide high-risk/emergency training to all courthouse personnel.
- Reduced overtime for prisoner transports by five percent.
- Increase service rates on domestic violence court related documents by three percent .
- Reduce response time for domestic violence 9-1-1 service calls in Districts III and VIII by ten percent.
- Reduce the agency inventory of warrants by five percent.

STRATEGIC FOCUS AND INITIATIVES FOR FY 2021

The office’s top priorities in FY 2021 are:

- Ensure the safety of the courthouse and auxiliary judicial work areas.
- Reduce outstanding warrants, with a focus on wanted violent criminals and administrative closures authorized by the State’s Attorney and the courts.
- Effectively and efficiently deliver service to domestic violence victims through 9-1-1 response and advocacy services.
- Reduce repeat domestic violence calls in designated areas through focused follow-up by advocates and through guidance to available services.

FY 2021 BUDGET SUMMARY

The FY 2021 approved budget for the Office of the Sheriff is \$54,540,300, a decrease of \$1,138,800 or 2.0% under the FY 2020 approved budget.

Expenditures by Fund Type

Fund Types	FY 2019 Actual		FY 2020 Budget		FY 2020 Estimate		FY 2021 Approved	
	Amount	% Total	Amount	% Total	Amount	% Total	Amount	% Total
General Fund	\$48,999,410	97.5%	\$52,906,400	95.0%	\$51,357,000	95.9%	\$51,756,700	94.9%
Grant Funds	1,269,190	2.5%	2,772,700	5.0%	2,192,600	4.1%	2,783,600	5.1%
Total	\$50,268,600	100.0%	\$55,679,100	100.0%	\$53,549,600	100.0%	\$54,540,300	100.0%

GENERAL FUND

The FY 2021 approved General Fund budget for the Office of the Sheriff is \$51,756,700, a decrease of \$1,149,700 or 2.2% under the FY 2020 approved budget.

Reconciliation from Prior Year

	Expenditures
FY 2020 Approved Budget	\$52,906,400
Increase Cost: Operating — Net increase in vehicle maintenance expenses	\$156,100
Increase Cost: Operating — Increase in cash match obligation associated with the Child Support grant	118,300
Increase Cost: Operating — Increase in operating equipment non-capital to align with anticipated expenditures	100,000
Increase Cost: Operating — Other net adjustments in operating expenses (printing, equipment lease, building rental, general contracts, telephones)	50,400
Decrease Cost: Operating — Net decrease in training expenses	(73,500)
Decrease Cost: Fringe Benefits — Decrease in the fringe benefit expenditures to align with compensation	(309,300)
Decrease Cost: Compensation - Mandated Salary Requirements - reflects increased attrition	(586,500)
Decrease Cost: Operating - Technology Cost Allocation — Decrease in charges based on the new methodology to support anticipated countywide costs	(605,200)
FY 2021 Approved Budget	\$51,756,700

GRANT FUNDS

The FY 2021 approved grant budget for the Office of the Sheriff is \$2,783,600, an increase of \$10,900 or 0.4% over the FY 2020 approved budget. The major source of funds in the FY 2021 approved budget include:

- Child Support Enforcement (Cooperative Reimbursement Agreement)

Reconciliation from Prior Year

	Expenditures
FY 2020 Approved Budget	\$2,772,700
Enhance: Existing Program — Child Support Enforcement	\$229,800
Enhance: Existing Program — Gun Violence Reduction Initiative	25,000
Enhance: Existing Program — NOBLE Local Impact Violence Reduction Award	19,700
Add: New Program — Body Armor for Local Law Enforcement	17,400
Add: New Program — Police Retention and Recruitment	4,000
Eliminate: Existing Program — Domestic Violence Unit Program	(15,000)
Eliminate: Existing Program — Crime Reduction Initiative	(40,000)
Eliminate: Existing Program — Special Victims Assistance (VOCA)	(60,000)
Eliminate: Existing Program — Stop the Violence against Women (VAWA)	(70,000)
Eliminate: Existing Program — Edward Byrne Assistance Grant	(100,000)
FY 2021 Approved Budget	\$2,783,600

STAFF AND BUDGET RESOURCES

Authorized Positions	FY 2019 Budget	FY 2020 Budget	FY 2021 Approved	Change FY20-FY21
General Fund				
Full Time - Civilian	105	105	105	0
Full Time - Sworn	248	251	251	0
Subtotal - FT	353	356	356	0
Part Time	0	0	0	0
Limited Term	0	0	0	0
Grant Program Funds				
Full Time - Civilian	4	4	4	0
Full Time - Sworn	16	16	16	0
Subtotal - FT	20	20	20	0
Part Time	0	0	0	0
Limited Term	3	5	2	(3)
TOTAL				
Full Time - Civilian	109	109	109	0
Full Time - Sworn	264	267	267	0
Subtotal - FT	373	376	376	0
Part Time	0	0	0	0
Limited Term	3	5	2	(3)

Positions By Classification	FY 2021		
	Full Time	Part Time	Limited Term
Administrative Aide	46	0	2
Administrative Assistant	1	0	0
Administrative Specialist	2	0	0
Assistant Sheriff	4	0	0
Budget Management Analyst	1	0	0
Community Developer	5	0	0
Deputy Sheriffs	262	0	0
General Clerk	12	0	0
Information Tech Project Coord	1	0	0
Investigator	3	0	0
Sheriff	1	0	0
Security Officer	38	0	0
TOTAL	376	0	2

Expenditures by Category - General Fund

Category	FY 2019 Actual	FY 2020 Budget	FY 2020 Estimate	FY 2021 Approved	Change FY20-FY21	
					Amount (\$)	Percent (%)
Compensation	\$27,602,069	\$28,337,800	\$27,363,300	\$27,751,300	\$(586,500)	-2.1%
Fringe Benefits	16,269,500	17,626,100	17,020,000	17,316,800	(309,300)	-1.8%
Operating	5,215,877	6,942,500	6,973,700	6,688,600	(253,900)	-3.7%
Capital Outlay	—	—	—	—	—	
SubTotal	\$49,087,446	\$52,906,400	\$51,357,000	\$51,756,700	\$(1,149,700)	-2.2%
Recoveries	(88,036)	—	—	—	—	
Total	\$48,999,410	\$52,906,400	\$51,357,000	\$51,756,700	\$(1,149,700)	-2.2%

In FY 2021, compensation expenditures decrease 2.1% due to reduced funding for vacant positions and an increase in attrition. Fringe benefit costs decrease 1.8% to align with compensation adjustments.

Operating expenditures decrease 3.7% mainly due to the reduction in the technology cost allocation and computer refresh costs.

Expenditures by Division - General Fund

Category	FY 2019 Actual	FY 2020 Budget	FY 2020 Estimate	FY 2021 Approved	Change FY20-FY21	
					Amount (\$)	Percent (%)
Office of the Sheriff	\$4,967,833	\$6,747,600	\$3,916,600	\$6,824,600	\$77,000	1.1%
Bureau of Administrative Services	9,868,608	13,251,200	12,593,100	11,564,100	(1,687,100)	-12.7%
Bureau of Field Operations	19,745,952	18,573,100	19,485,800	19,393,900	820,800	4.4%
Bureau of Court Services	14,417,017	14,334,500	15,361,500	13,974,100	(360,400)	-2.5%
Total	\$48,999,410	\$52,906,400	\$51,357,000	\$51,756,700	\$(1,149,700)	-2.2%

General Fund - Division Summary

Category	FY 2019 Actual	FY 2020 Budget	FY 2020 Estimate	FY 2021 Approved	Change FY20-FY21	
					Amount (\$)	Percent (%)
Office of the Sheriff						
Compensation	\$2,227,769	\$2,703,300	\$2,347,300	\$2,741,200	\$37,900	1.4%
Fringe Benefits	2,688,712	3,914,700	1,460,000	3,967,700	53,000	1.4%
Operating	138,313	129,600	109,300	115,700	(13,900)	-10.7%
Capital Outlay	—	—	—	—	—	
SubTotal	\$5,054,794	\$6,747,600	\$3,916,600	\$6,824,600	\$77,000	1.1%
Recoveries	(86,961)	—	—	—	—	
Total Office of the Sheriff	\$4,967,833	\$6,747,600	\$3,916,600	\$6,824,600	\$77,000	1.1%
Bureau of Administrative Services						
Compensation	\$3,727,987	\$4,480,500	\$3,739,100	\$4,390,500	\$(90,000)	-2.0%
Fringe Benefits	2,079,856	2,305,700	2,325,700	2,279,300	(26,400)	-1.1%
Operating	4,060,965	6,465,000	6,528,300	4,894,300	(1,570,700)	-24.3%
Capital Outlay	—	—	—	—	—	
SubTotal	\$9,868,808	\$13,251,200	\$12,593,100	\$11,564,100	\$(1,687,100)	-12.7%
Recoveries	(200)	—	—	—	—	
Total Bureau of Administrative Services	\$9,868,608	\$13,251,200	\$12,593,100	\$11,564,100	\$(1,687,100)	-12.7%
Bureau of Field Operations						
Compensation	\$12,399,735	\$12,001,300	\$11,826,500	\$11,660,700	\$(340,600)	-2.8%
Fringe Benefits	6,448,060	6,299,000	7,356,100	6,087,500	(211,500)	-3.4%
Operating	898,932	272,800	303,200	1,645,700	1,372,900	503.3%
Capital Outlay	—	—	—	—	—	
SubTotal	\$19,746,727	\$18,573,100	\$19,485,800	\$19,393,900	\$820,800	4.4%
Recoveries	(775)	—	—	—	—	
Total Bureau of Field Operations	\$19,745,952	\$18,573,100	\$19,485,800	\$19,393,900	\$820,800	4.4%
Bureau of Court Services						
Compensation	\$9,246,578	\$9,152,700	\$9,450,400	\$8,958,900	\$(193,800)	-2.1%
Fringe Benefits	5,052,872	5,106,700	5,878,200	4,982,300	(124,400)	-2.4%
Operating	117,667	75,100	32,900	32,900	(42,200)	-56.2%
Capital Outlay	—	—	—	—	—	
SubTotal	\$14,417,117	\$14,334,500	\$15,361,500	\$13,974,100	\$(360,400)	-2.5%
Recoveries	(100)	—	—	—	—	
Total Bureau of Court Services	\$14,417,017	\$14,334,500	\$15,361,500	\$13,974,100	\$(360,400)	-2.5%
Total	\$48,999,410	\$52,906,400	\$51,357,000	\$51,756,700	\$(1,149,700)	-2.2%

DIVISION OVERVIEW

Office of the Sheriff

The Office of the Sheriff is responsible for providing overall direction, coordination and supervision of agency operations and functions. It provides for the establishment and maintenance of goals and objectives for the office by establishing orders, rules and regulations for administration. The Public Information Office/Community Affairs unit is responsible for developing, coordinating and directing policies relating to all phases of public relations in accordance with the mission of the office. The Policy Compliance unit is responsible for administering the investigation and resolution of all cases of alleged misconduct by agency personnel.

Fiscal Summary

In FY 2021, the division expenditures increase \$77,000 or 1.1% over the FY 2020 budget. Staffing resources remain unchanged from the FY 2020 budget. The primary budget changes include:

- An increase in personnel costs due to funded vacancies as well as promotional adjustments.
- An increase in projected healthcare and pension costs.
- A decrease in office building rental.

	FY 2020 Budget	FY 2021 Approved	Change FY20-FY21	
			Amount (\$)	Percent (%)
Total Budget	\$6,747,600	\$6,824,600	\$77,000	1.1%
STAFFING				
Full Time - Civilian	9	9	0	0.0%
Full Time - Sworn	12	12	0	0.0%
Subtotal - FT	21	21	0	0.0%
Part Time	0	0	0	0.0%
Limited Term	0	0	0	0.0%

Bureau of Administrative Services

The Bureau of Administrative and Support Services consists of Budget and Finance, Personnel, Technical Services, Training, Supply Services and Material/Records. The Budget and Finance section prepares and monitors the office’s budget, including grants, contracts and the procurement of goods and services. The Personnel section supports the agency’s operations by providing personnel services and certification of deputies. Technical Services maintains the agency’s computer software and hardware systems. The Supply Section is responsible for overseeing the office’s fleet and issuing uniform items to sworn and civilian personnel. The Teletype/Records unit is renamed Material/Records and moved to the Bureau of Administrative Services. Materials/Records receives and maintains criminal and civil warrants as prescribed by Federal and State Law. The unit operates on a 24-hour, seven day per week basis and is responsible for responding to warrant information requests from other law enforcement agencies.

Division Summary:

In FY 2021, the division expenditures decrease \$1,687,100 or 12.7% under the FY 2020

budget. Staffing resources remain unchanged from the FY 2020 budget. The primary budget changes include:

- A decrease personnel costs due to an increase in attrition and salary lapse.
- A decrease in projected healthcare and pension costs.
- Decrease in operating due to the transfer of the cash match obligation funding to the Bureau of Field Operations.
- A decrease in technology cost allocation charge due to the new methodology.

	FY 2020 Budget	FY 2021 Approved	Change FY20-FY21	
			Amount (\$)	Percent (%)
Total Budget	\$13,251,200	\$11,564,100	\$(1,687,100)	-12.7%
STAFFING				
Full Time - Civilian	35	35	0	0.0%
Full Time - Sworn	68	68	0	0.0%
Subtotal - FT	103	103	0	0.0%
Part Time	0	0	0	0.0%
Limited Term	0	0	0	0.0%

Bureau of Field Operations

The Bureau of Field Operations is composed of Civil/Landlord Tenant, Warrant/Fugitive and Child Support. The Civil Division is responsible for processing all Circuit and District Court summons, both criminal and civil, the collection of all fees, costs and judgments made by the Circuit and District Courts. The Warrant/Fugitive Division is responsible for serving criminal and civil warrants, emergency psychiatric evaluations and returning fugitives from out-of-state for court prosecution. The Warrant Processing section is responsible for entering and closing out warrants in the computer system. The Child Support Division is responsible for the service and enforcement of court ordered summonses and warrants pertaining to child support cases.

Fiscal Summary

In FY 2021, the division expenditures increase \$820,800 or 4.4% over the FY 2020 budget. Staffing resources remain unchanged from FY 2020. The primary budget changes include:

- A decrease in Personnel costs due to increased salary lapse.
- A decrease in projected healthcare and pension costs.
- An increase in operating due to the cash match obligation transferred from the Bureau of Administrative Services.
- A decrease in equipment maintenance contract.

	FY 2020 Budget	FY 2021 Approved	Change FY20-FY21	
			Amount (\$)	Percent (%)
Total Budget	\$18,573,100	\$19,393,900	\$820,800	4.4%
STAFFING				
Full Time - Civilian	35	35	0	0.0%
Full Time - Sworn	94	94	0	0.0%
Subtotal - FT	129	129	0	0.0%
Part Time	0	0	0	0.0%
Limited Term	0	0	0	0.0%

Bureau of Court Services

The Bureau of Court Services is responsible for the security of all Circuit Court courtrooms in Prince George’s County, as well as the security of all persons in custody appearing before the Circuit Court and the District Court. The Building Security Division monitors the entrance and passage of citizens in the County courthouse and annex buildings located in Upper Marlboro in order to avert dangerous situations. The Transportation Division is responsible for transporting prisoners between County and State institutions. This includes transportation between the Correctional Center, the Prince George’s County courthouse, County police stations, as well as to and from other Maryland counties for court appearances.

Fiscal Summary

In FY 2021, division expenditures decrease \$360,400 or 2.5% under the FY 2020 budget. The primary budget changes include:

- A decrease in personnel costs due to increased attrition and salary lapse.
- A decrease in projected healthcare and pension costs.
- Funding supports security at courthouses and annex buildings throughout the County.
- A decrease in operating equipment non-capital costs.

	FY 2020 Budget	FY 2021 Approved	Change FY20-FY21	
			Amount (\$)	Percent (%)
Total Budget	\$14,334,500	\$13,974,100	\$(360,400)	-2.5%
STAFFING				
Full Time - Civilian	26	26	0	0.0%
Full Time - Sworn	74	77	3	4.1%
Subtotal - FT	100	103	3	3.0%
Part Time	0	0	0	0.0%
Limited Term	0	0	0	0.0%

GRANT FUNDS SUMMARY

Expenditures by Category - Grant Funds

Category	FY 2019 Actual	FY 2020 Budget	FY 2020 Estimate	FY 2021 Approved	Change FY20-FY21	
					Amount (\$)	Percent (%)
Compensation	\$1,631,783	\$2,215,500	\$1,773,500	\$2,363,700	\$148,200	6.7%
Fringe Benefits	537,216	378,200	514,300	454,200	76,000	20.1%
Operating	193,650	1,396,700	957,700	1,302,300	(94,400)	-6.8%
Capital Outlay	—	—	—	—	—	—
SubTotal	\$2,362,649	\$3,990,400	\$3,245,500	\$4,120,200	\$129,800	3.3%
Recoveries	—	—	—	—	—	—
Total	\$2,362,649	\$3,990,400	\$3,245,500	\$4,120,200	\$129,800	3.3%

The FY 2021 approved grant budget is \$4,120,200, an increase \$129,800 or 3.2% over the FY 2020 approved budget.

Staff Summary by Division - Grant Funds

Staff Summary by Division & Grant Program	FY 2020			FY 2021		
	FT	PT	LTGF	FT	PT	LTGF
Bureau of Field Operations						
Child Support Enforcement	20	—	2	20	—	2
Special Victims Advocate (VAWA)	—	—	1	—	—	—
Special Victims Advocate (VOCA)	—	—	2	—	—	—
Total Bureau of Field Operations	20	—	5	20	—	2
Total	20	—	5	20	—	2

In FY 2021, funding is provided for 20 full time positions and two limited term grant funded (LTGF) positions.

Grant Funds by Division

Grant Name	FY 2019 Actual	FY 2020 Budget	FY 2020 Estimate	FY 2021 Approved	Change FY20-FY21	
					Amount (\$)	Percent (%)
Bureau of Field Operations						
Body Armor for Local Law Enforcement	\$—	\$—	\$—	\$17,400	\$17,400	
Child Support Enforcement-Cooperative Reimbursement Agreement (CRA)	1,113,857	2,363,700	2,043,600	2,593,500	229,800	9.7%
Crime Reduction Initiative	208	40,000	—	—	(40,000)	-100.0%
Domestic Violence Unit Program	15,000	15,000	—	—	(15,000)	-100.0%
Edward Byrne Justice Assistance	—	100,000	—	—	(100,000)	-100.0%
Gun Violence Reduction Grant	74,596	75,000	—	100,000	25,000	33.3%
Juvenile Transportation Services	36,109	44,000	40,000	44,000	—	0.0%
NOBLE Local Impact - Positive D.A.Y Program	—	5,000	5,000	24,700	19,700	394.0%
Overtime Initiative	17,408	—	100,000	—	—	
Police Recruitment and Retention	—	—	4,000	4,000	4,000	
Stop the Violence Against Women (VAWA)	4,936	70,000	—	—	(70,000)	-100.0%
Special Victims Advocate Program (VOCA)	7,076	60,000	—	—	(60,000)	-100.0%
Total Bureau of Field Operations	\$1,269,190	\$2,772,700	\$2,192,600	\$2,783,600	\$10,900	0.4%
Subtotal	\$1,269,190	\$2,772,700	\$2,192,600	\$2,783,600	\$10,900	0.4%
Total Transfer from General Fund - (County Contribution/Cash Match)	1,093,459	1,217,700	1,052,900	1,336,600	118,900	9.8%
Total	\$2,362,649	\$3,990,400	\$3,245,500	\$4,120,200	\$129,800	3.3%

Grant Descriptions

BODY ARMOR FOR LOCAL LAW ENFORCEMENT -- \$17,400

The Governor's Office of Crime Control and Prevention provides funding to purchase bullet-resistant body armor for sworn law enforcement officers.

CHILD SUPPORT ENFORCEMENT (CRA) -- \$2,593,500

The Maryland Department of Human Resources provides funding for a special unit within the Office of the Sheriff responsible for the service of process and writs of attachment to persons in arrears with child support payments.

GUN VIOLENCE REDUCTION GRANT -- \$100,000

The Governor's Office of Crime Control and Prevention provides funding for overtime and equipment for the apprehension of violent offenders in Prince George's County.

JUVENILE TRANSPORTATION SERVICES -- \$44,000

The Governor's Office on Crime Control and Prevention provides funding for the transport of youth from Prince George's County to and from the courthouse and juvenile service facilities.

NOBLE LOCAL IMPACT - POSITIVE D.A.Y PROGRAM -- \$24,700

Funding is provided for middle school mentoring programs.

POLICE RECRUITMENT AND RETENTION -- \$4,000

The Governor's Office on Crime Control and Prevention provides funding for Sworn recruitment and retention.

SERVICE DELIVERY PLAN AND PERFORMANCE

Goal 1 — To provide security services to the courts in order to ensure public safety during the legal process.

Objective 1.1 — Reduce the number of potential courthouse incidents per 1,000,000 visitors.

FY 2025 Target	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected	Trend
62	158	123	124	128	↓

Trend and Analysis

The Sheriff is responsible for the security of the Circuit Court for Prince George's County various facilities. Deputy sheriffs and security officers are assigned to the courthouse complex to provide a safe and orderly environment for those who seek services, and those who serve the judicial branch of the County government.

More than one million visitors pass through the courthouse complex annually, along with high numbers of crimes of violence trials and hearings, security staffing is required at the entrances, corridors adjacent to courtrooms hearing family law cases as well as in the courtrooms.

Performance Measures

Measure Name	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected
Resources (Input)					
Deputy sheriffs assigned to the courthouse (daily average)	65	65	67	67	68
Security officers assigned to the courthouse (daily average)	20	20	21	28	28
Workload, Demand and Production (Output)					
Prisoners escorted to and/or from the courthouse to the County jail (annually)	12,828	12,719	10,603	10,265	9,941
Prisoners escorted to and/or from the courthouse to the County jail (daily average)	53	53	44	45	48
Significant courthouse incidents (high risk/threats)	324	200	137	145	150
Daily visitors entering the courthouse (magnetometer scans)	4,822	4,852	4,381	4,481	4,583
Courtrooms covered daily	37	37	37	38	38
Weapons/contraband discovered by courthouse security	12,383	19,477	22,977	22,038	21,137
Prisoners transported from across the State and the District of Columbia as a result of a court order	5,597	5,008	4,392	4,539	4,691
Efficiency					
Prisoners transported to and from courthouse per trip	11	11	11	12	12
Miles driven transporting prisoners from across the State and the District of Columbia	118,997	117,117	111,550	113,298	112,551

Performance Measures *(continued)*

Measure Name	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected
Quality					
Complaints lodged against Sheriff personnel	71	20	33	40	36
Impact (Outcome)					
Courthouse incidents per 1,000,000 annual visitors	279	158	123	124	128

Goal 2 — To provide service to victims of domestic violence in a safe, timely and efficient manner.

Objective 2.1 — Reduce average response times for 9-1-1 calls for service related to domestic violence.

FY 2025 Target	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected	Trend
12:00	14:00	13:49	12:19	11:19	↓

Trend and Analysis

The number of 9-1-1 calls that deputies have handled has been steady at around 5,000 calls per year. In FY 2020, the Domestic Violence Division has seen a change in the 9-1-1 response area with the realignment of Police District III and creation of Police District VIII from the old District III. The change may result in a greater call volume for domestic disputes which may increase response times accordingly. The average length of time on a call for two Deputies handling a domestic dispute in FY 2019 was 32 minutes. With a slight increase in the number of Deputies devoted to servicing 9-1-1 domestic violence calls for service will continue to be reduced.

Performance Measures

Measure Name	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected
Resources (Input)					
Deputy sheriffs assigned to domestic violence (daily average)	45	50	50	50	50
Workload, Demand and Production (Output)					
Responses to 9-1-1 domestic violence calls	5,279	5,239	4,950	4,716	4,493
Domestic violence arrests	212	242	269	291	315
Victims served	6,013	5,735	7,318	9,336	11,910
Protective orders received	15,101	11,866	11,782	12,711	13,713
Peace orders received	6,829	4,716	4,362	3,996	4,331
Vacate orders received	2,968	2,879	2,480	2,223	1,993
Domestic related court documents received	21,930	19,267	18,407	17,217	16,104
Domestic related court documents served	9,884	9,592	10,599	10,590	10,581
Protective orders served	7,082	4,827	5,522	8,247	12,317
Repeat domestic violence calls	255	518	607	540	486

Performance Measures *(continued)*

Measure Name	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected
Efficiency					
Response 9-1-1 domestic violence calls per deputy (minimum 2 deputies per call)	230	105	99	94	90
Impact (Outcome)					
Response time to 9-1-1 domestic violence calls (in min)	14:33	14:00	13:49	12:19	11:19

Goal 3 — To provide service of criminal and civil process in a safe, timely and efficient manner.

Objective 3.1 — Reduce the number of warrants on file.

FY 2025 Target	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected	Trend
24,000	31,908	31,699	29,000	28,000	↓

Trend and Analysis

Currently the number of warrants maintained are dependent on particular programs in place to include Maryland Motor Vehicle intercept program, the State Tax Refund Intercept program, the Circuit and District Court Nolle Pro Project and targeted work to locate and apprehend violent offenders. These efforts should close thousands of open warrants annually.

The State Tax Refund Intercept program was eliminated due a change in state law. In collaboration with the States Attorney's Office, the agency has revised the Extradition Guidelines nationwide to permit additional out-of-state apprehensions; ultimately closing additional open warrants. Using these existing strategies, we have been able to reverse the trend of warrant growth.

Performance Measures

Measure Name	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected
Resources (Input)					
Deputy sheriffs assigned to serve warrants (daily average)	25	32	32	32	32
Workload, Demand and Production (Output)					
Warrants received	21,343	17,549	18,946	19,008	19,070
Extraditions carried out	242	257	254	279	304
Warrants administratively vacated	4,255	4,131	12,095	12,000	11,500
Efficiency					
Warrants received per deputy sheriff	854	548	592	594	596
Warrants served per deputy sheriff	68	51	51	54	56
Impact (Outcome)					
Warrants on file	33,996	31,908	31,699	30,000	28,000