



2010



***Conover Police
Department
ANNUAL
REPORT***

***IN RECOGNITION
OF
THEIR RETIREMENT***



**Donnie Morrow
August 1, 1979-
December 31, 2010**

**Jeff Jackson
1981-
December 31, 2010**

TABLE OF CONTENTS

Dedication	1
Agency	
I. Organizational Chart	4
II. Police Roster	5
III. Special Recognitions	7
IV. New Employees	7
V. Top Performers	8
VI. Mission Statement	9
VII. Values Statement	9
VIII. Code of Ethics	10
IX. Statistical Review	11
Performance Reports	
I. Crime Index	13
II. Non-Index Crime	15
III. Traffic	16
IV. Community Service	18
V. Special Awards/Projects	19
Annual Review and Analysis	
I. Use of Force	21
II. Internal Affairs/Complaints	23
III. Vehicle Pursuits	24
IV. Grievances	24
V. Bias Based Reporting	25
Goals and Outcomes	
I. 2010 Goals and Outcomes	27
II. 2011 Departmental Goals	30



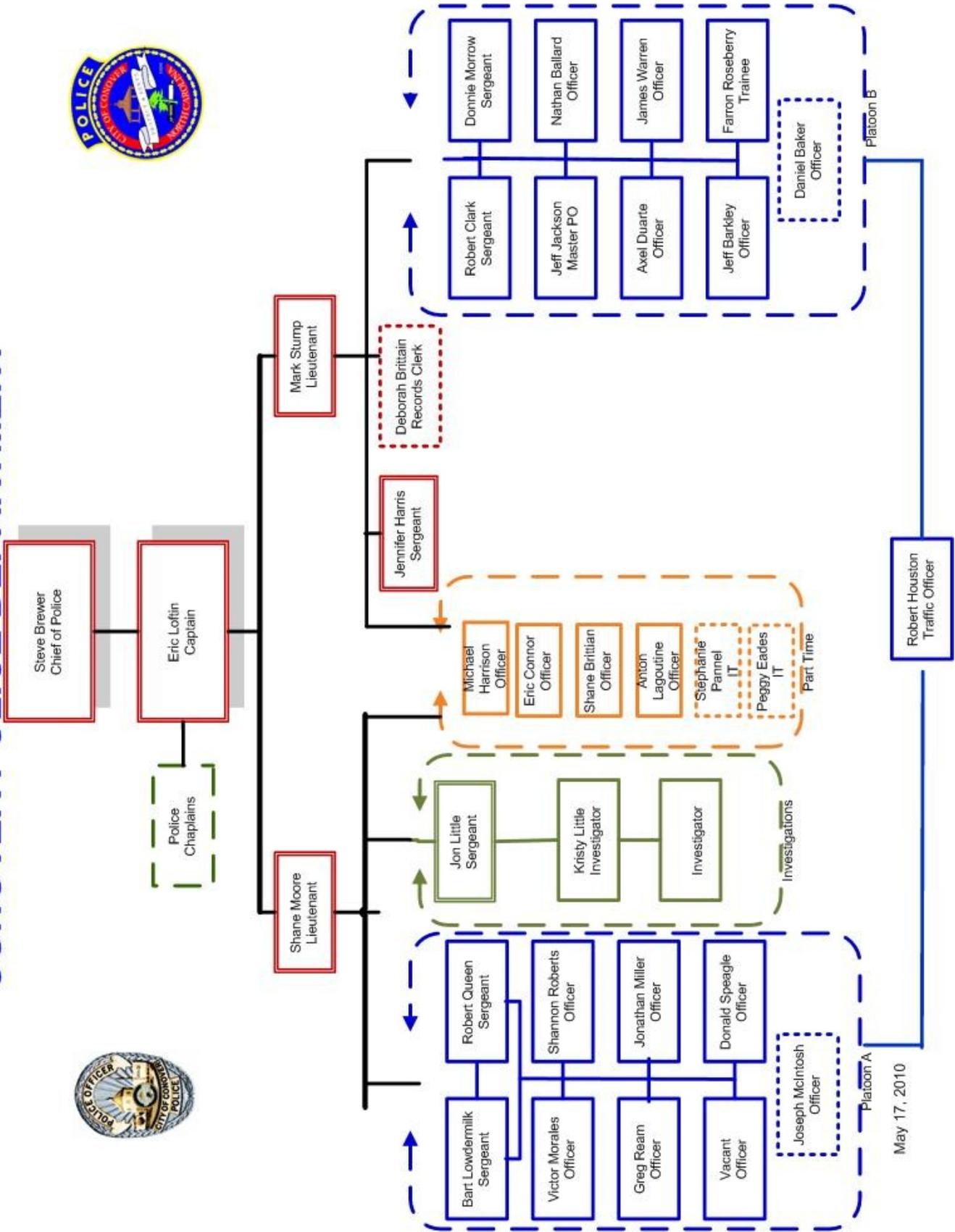
THE AGENCY



2009

I - Organizational Chart

CONOVER POLICE DEPARTMENT



May 17, 2010

II- Conover Police Roster

Conover Police Roster			
Name		Rank	Assignment
Last	First		
Administration			
Brewer	Steve	Chief	Administration
Loftin	Eric	Captain	Administration
Moore	Shane	Lieutenant	Administration
Stump	Mark	Lieutenant	Administration
Harris	Jennifer	Sergeant	Accreditation
Platoon A			
Queen	Robert	Sergeant	Patrol
Lowdermilk	Bart	Sergeant	Patrol
Morales	Victor	Police Specialist/ Acting Supervisor	Patrol
Roberts	Shannon	Officer	Patrol
Miller	Jonathan	Officer	Patrol
Ream	Greg	Officer	Patrol
Speagle	Donald	Officer	Patrol
McIntosh	Joe	Officer	Patrol
Houston	Robert	Traffic	Patrol
Platoon B			
Morrow	Donnie	Sergeant	Patrol
Clark	Robert	Sergeant	Patrol
Jackson	Jeff	Officer	Patrol
Ballard	Nathan	Officer	Patrol
Warren	James	Officer	Patrol
Duarte	Axel	Officer	Patrol
Barkley	Jeff	Officer	Patrol
Roseberry	Farron	Officer	Patrol
Baker	Daniel	Officer	Patrol

II– Conover Police Roster (Continued)

Conover Police Roster			
Name		Rank	Assignment
Last	First		
Investigations			
Little	Jon	Sergeant	Investigations
Towery	Kristy	Specialist	Investigations
		Investigations	Investigations
Reserve			
Harrison	Michael	Officer	Reserve
Brittain	Shane	Officer	Reserve
Connor	Eric	Officer	Reserve
Lagoutine	Anton	Officer	Reserve
Records			
Brittain	Debra	Records	Records
Chaplains			
Bledsoe	Don	Chaplain	Chaplain
Lagoutine	Anton	Chaplain	Chaplain
Repass	Byron	Chaplain	Chaplain
Correll	Brian	Chaplain	Chaplain
Bledsoe	Helen	Chaplain	Chaplain

III - Special Recognitions



Sergeant Donnie Morrow retired in December 2010 after 31 years of service with the City of Conover. He served as Sergeant for 13 years.



Master Police Officer Jeff Jackson retired in December 2010 after 29 years of service with the City of Conover and 33 years in law enforcement. He served as Sergeant and as a Firearms and Driving instructor.

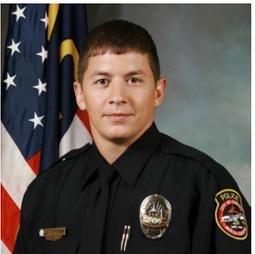
IV- New Employees



Officer Donald Speagle joined Conover Police Department in January, 2010. Donald is a graduate of St. Stephens High School and attended Basic Law Enforcement Training at Catawba Valley Community College. Donald and his family reside in Conover.



Officer Farron Roseberry joined Conover Police Department in January, 2010. Farron is a graduate of Bunker Hill High School and attended Basic Law Enforcement Training at Catawba Valley Community College. Farron worked for the Catawba County Sheriff's Department for one and one-half years before joining the Conover Police Department. Farron resides in Conover.



Officer Joseph McIntosh joined the Conover Police Department in May, 2010. He is a graduate of Bandys High School. He served in the Army for 2 years. Joseph attended Basic Law Enforcement Training at Western Piedmont Community College. Joseph and his wife live in Conover.



Officer Daniel Baker joined Conover Police Department in May, 2010. Daniel is a graduate of Newton-Conover High School and attended Basic Law Enforcement Training at Western Piedmont Community College. Danny and his family reside in Conover.



V. Top Performers for 2010

The Conover Police Department is proud to recognize Officer Victor Morales, Officer Jonathan Miller, Officer Joe McIntosh, Officer Farron Roseberry, and Officer Greg Ream as the top five performers for 2010. Monthly averages are computed for incident reports, accident reports, citations, arrest, legal processes, field interviews, community policing, alarms, assist motorist, escorts and premise checks. These five officers consistently ranked average or above average in these eleven categories.



V. Morales

J. Miller

J. McIntosh

F. Roseberry

G. Ream



CPD Dodge Chargers

VI - Mission Statements



CITY OF CONOVER

The mission of the City Council and City Staff of Conover is to provide the community with the responsible leadership and essential, effective local government services.

CONOVER POLICE DEPARTMENT



The mission of the Conover Police Department is to provide a safe environment and improve the quality of life through professional law enforcement and interaction with the community.

VII - Values Statement

Ethics - We recognize that personal and organizational ethics are essential for the department to perform at the highest professional level and to the accomplishment of our mission.

Loyalty and Trust - We must be loyal to our oath of office, to the people and communities we serve. Our actions are reliable, dependable, and consistent.

People - Our communities and department members are deserving of our full efforts and attention.

Professionalism - We strive for excellence in providing quality service while maintaining a work environment that develops our members through effective, timely training and progressive leadership.

Teamwork - We encourage independent action and initiative, while realizing that our success depends on a cooperative effort within the Department and throughout the community.

Integrity - Greatly valued by the Conover Police Department. Departmental integrity requires that members maintain the highest standards for the law enforcement profession and are held accountable for the exercise of their authority. The Constitutions of the United States and the State of North Carolina, State Statutes, and Departmental Policy serve to establish boundaries by which authority may be responsibly used recognizing that policies and procedures cannot be written to anticipate every circumstance in which authority may be exercised appropriately.

VIII - Law Enforcement Code of Ethics

As a law enforcement officer, my fundamental duty is to serve the community; to safeguard lives and property; to protect the innocent against deception, the weak against oppression or intimidation and the peaceful against violence or disorder; and to respect the constitutional rights of all to liberty, equality and justice.

I will keep my private life unsullied as an example to all and will behave in a manner that does not bring discredit to me or to my agency. I will maintain courageous calm in the face of danger, scorn or ridicule; develop self-restraint; and be constantly mindful of the welfare of others. Honest in thought and deed both in my personal and official life, I will be exemplary in obeying the law and the regulations of my department. Whatever I see or hear of a confidential nature or that is confided to me in my official capacity will be kept ever secret unless revelation is necessary in the performance of my duty.

I will never act officiously or permit personal feelings, prejudices, political beliefs, aspirations, animosities or friendships to influence my decisions. With no compromise for crime and with relentless prosecution of criminals, I will enforce the law courteously and appropriately without fear or favor, malice or ill will, never employing unnecessary force or violence and never accepting gratuities.

I recognize the badge of my office as a symbol of public faith, and I accept it as a public trust to be held so long as I am true to the ethics of police service. I will never engage in acts of corruption or bribery, nor will I condone such acts by other police officers. I will cooperate with all legally authorized agencies and their representatives in the pursuit of justice.

I know that I alone am responsible for my own standard of professional performance and will take every reasonable opportunity to enhance and improve my level of knowledge and competence.

I will constantly strive to achieve these objectives and ideals, dedicating myself before God to my chosen profession . . . **law enforcement.**

(International Association Of Chiefs Of Police)



IX - Statistical Overview

City of Conover Demographics	
Population*	8007
Number of Households**	3371
Square Miles	10.6
Miles of Streets	88.40
Police Department Staffing	
Total Authorized Personnel	31
Full-Time Sworn Personnel	25
Full-Time Non-Sworn Personnel	1
Part-Time Personnel	5
Summary of Police Department Personnel	
Administration	5
Patrol	18
Investigations	2
Clerical	1
Reserve	5
2009-10 Fiscal Data	
City of Conover General Fund Budget	\$11,462,460
Police Department General Fund Budget	\$1,780,004
Police Department Per Cent of Total	15.5%
Police Department Spending Per Capita	\$245.00
Police Department Spending Per Household	\$581.95
Summary of Police Department Budget	
Personnel Cost	77.79%
Operating Cost	17.41%
Capital Cost	4.8%
* Office of State Budget and Management Preliminary 2007 Population Estimates	
** 2004 Census Data	

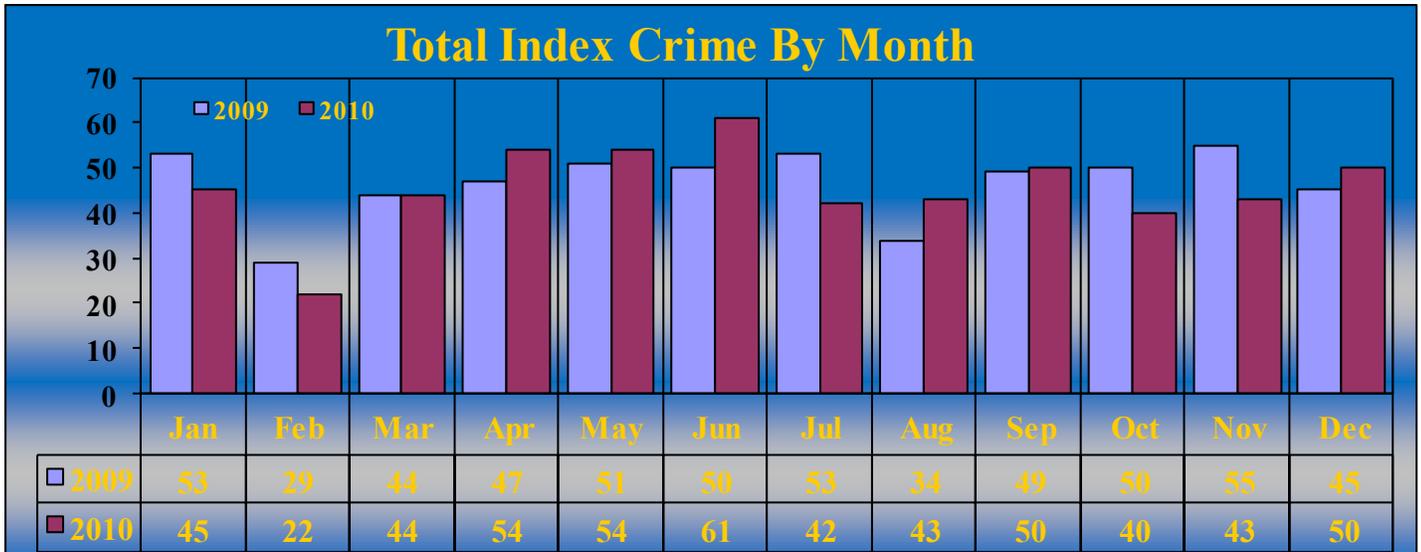
PERFORMANCE REPORTS



CPD 2010

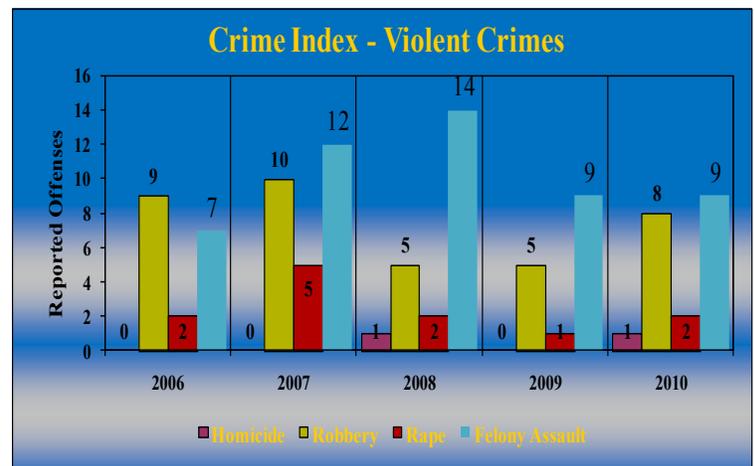
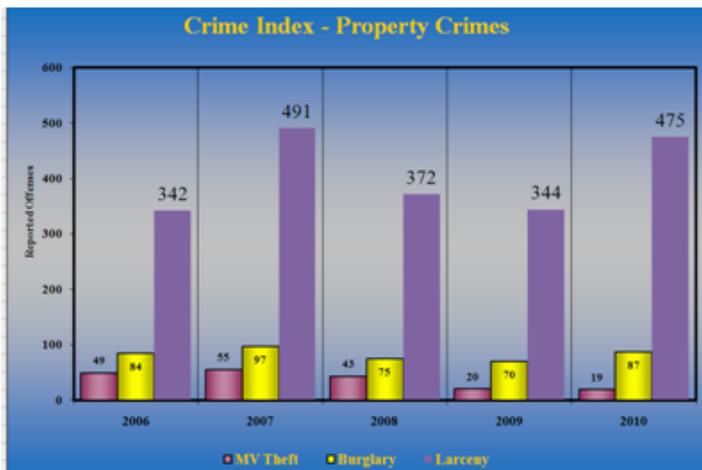
I- The Crime Index

The Conover Police Department reports monthly the reportable crimes electronically to the North Carolina State Bureau of Investigation's (SBI) Research and Planning Division. The SBI and FBI compile the data at the state and national levels into the Uniform Crime Reporting Program (UCR). The UCR program is based on a Crime Index. The Crime Index consists of seven major crimes selected for their serious nature, their frequency of occurrence and on the reliability of reporting from citizens to law enforcement agencies.¹ The Crime Index includes the violent crimes of homicide, rape, robbery and aggravated assault; and the property crimes of burglary, larceny, and motor vehicle theft. The Crime Index is used when comparing crime rates and statistics for various cities, towns and counties across the United States.

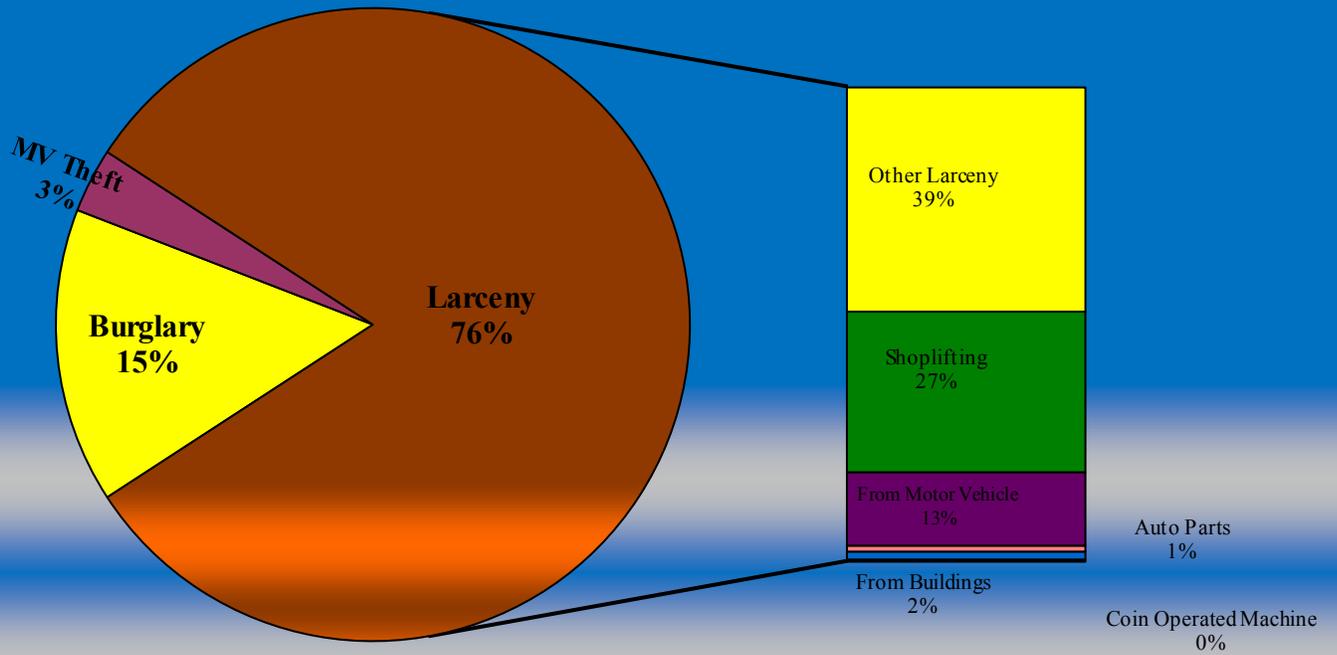


¹State of North Carolina, State Bureau of Investigation, Research and Planning Section, Crime in North Carolina 2006 (Raleigh, North Carolina, 2007) p. 16.

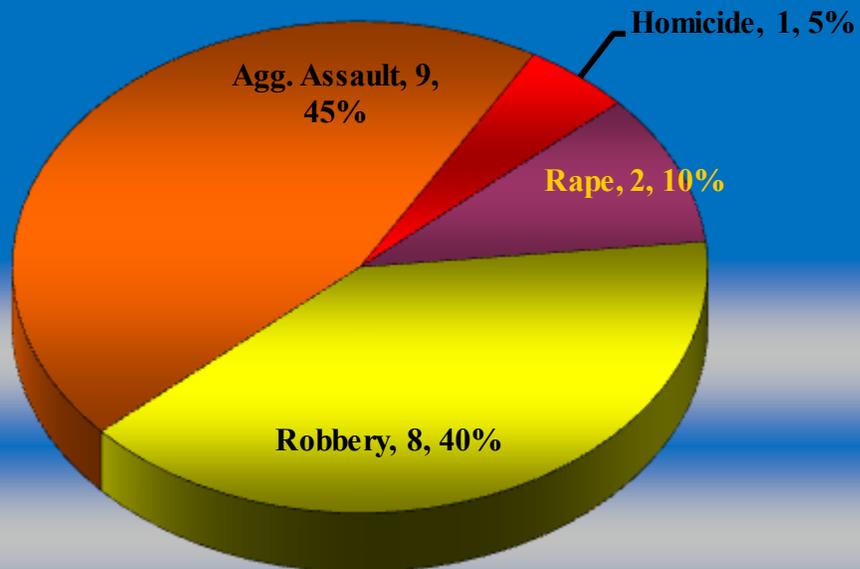
2010 Features	
Most Frequent Month	June
Least Frequent Month	February
Most Common Offense	Larceny



Property Crimes 2010



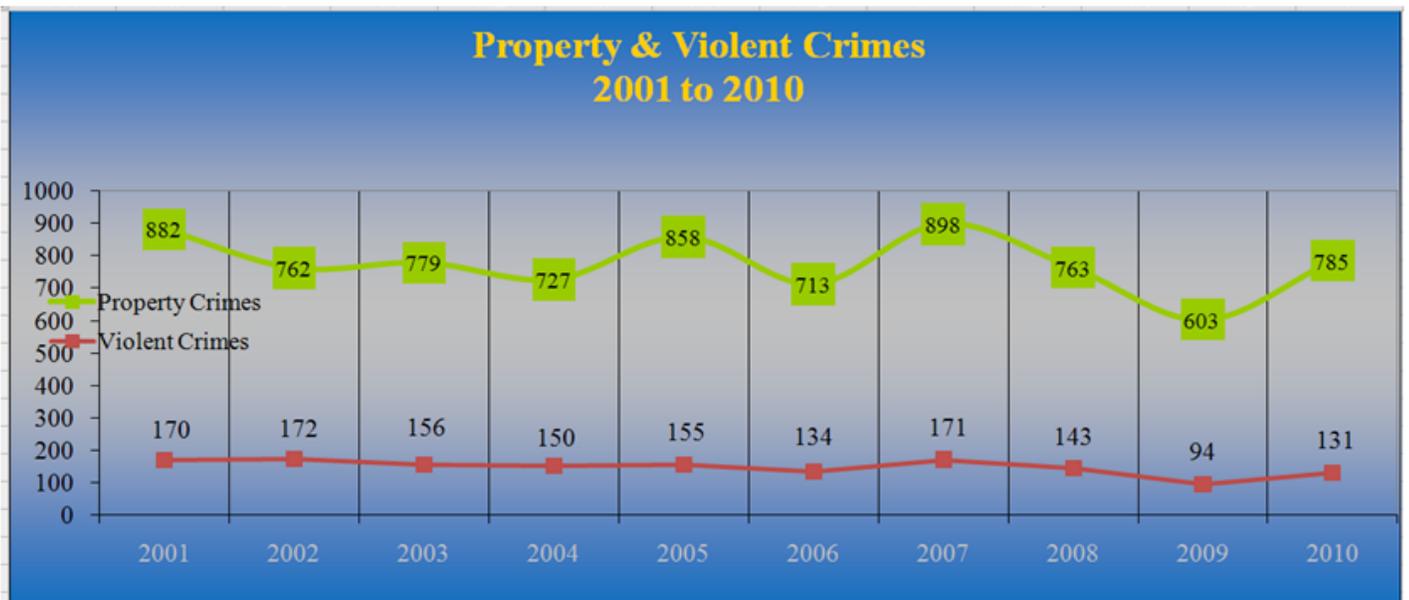
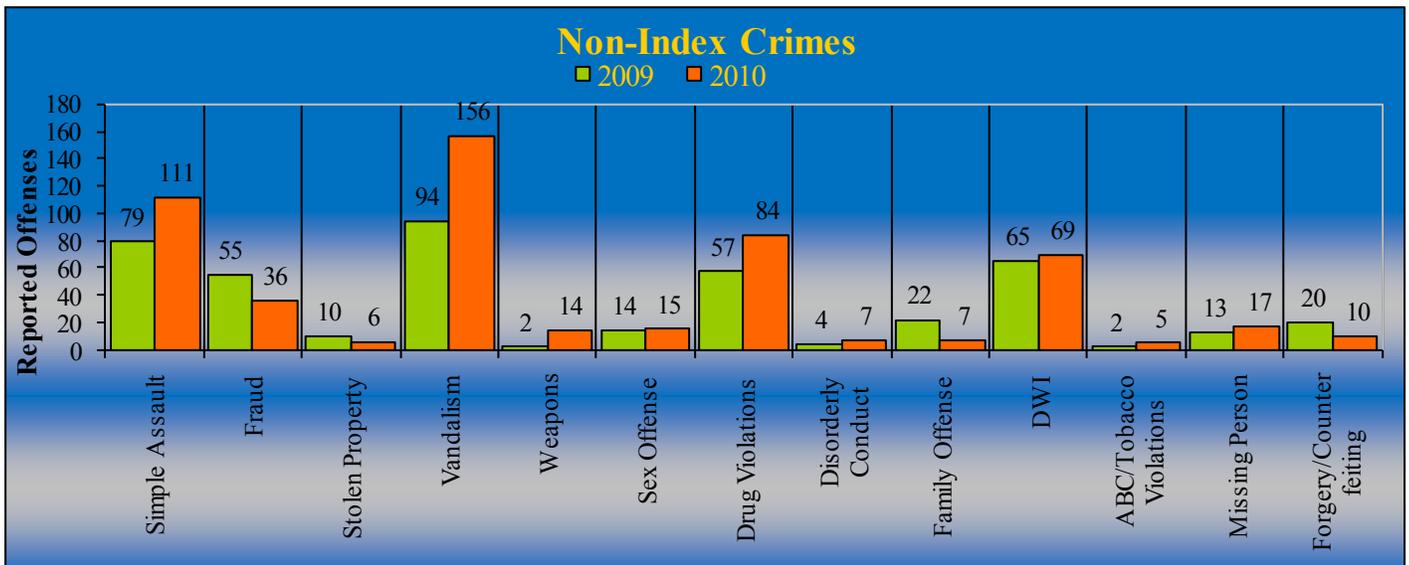
Violent Crime 2010



The agency is proud to report a 2% decline in the Part I Index Crimes for 2010. This number reflects a decline in three of the seven Index Crimes. The three crimes with a reduction were Burglary (-5%), Motor Vehicle Thefts (-13%), and Larceny (-1.6%). Rape offenses (1) remained unchanged and Aggravated Assault (13) remained unchanged. There was one Homicide in 2010 that was domestic related. Robberies increased from a total of 5 in 2009 to 7 in 2010. The department's success is partially attributable to a proactive approach of increasing community policing efforts and an increase in the number of community watch programs in neighborhoods. Citizen cooperation and participation are critical for a successful law enforcement agency.

II - Non-Index Crimes

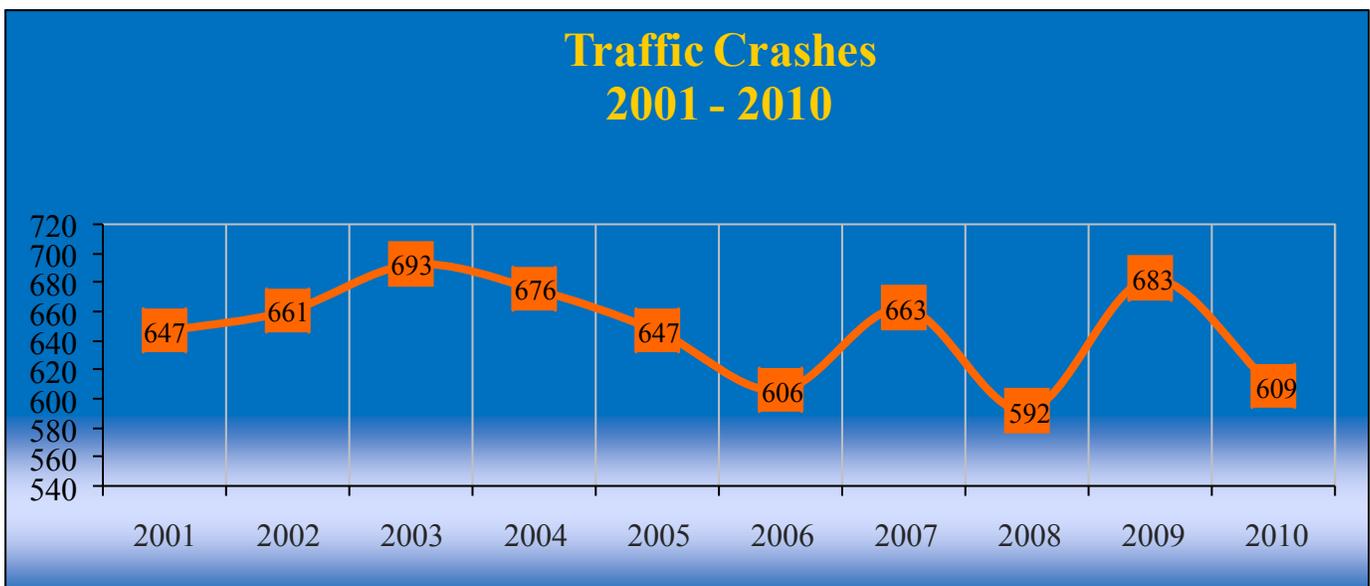
The Non-Index crimes are all other crimes or incidents reported during the year. These crimes are taken seriously as many times they are an indication of the quality of life in a community. Graffiti and other types of vandalism may indicate gang activity and increases in simple assaults and family disturbances may be a barometer of economic times.



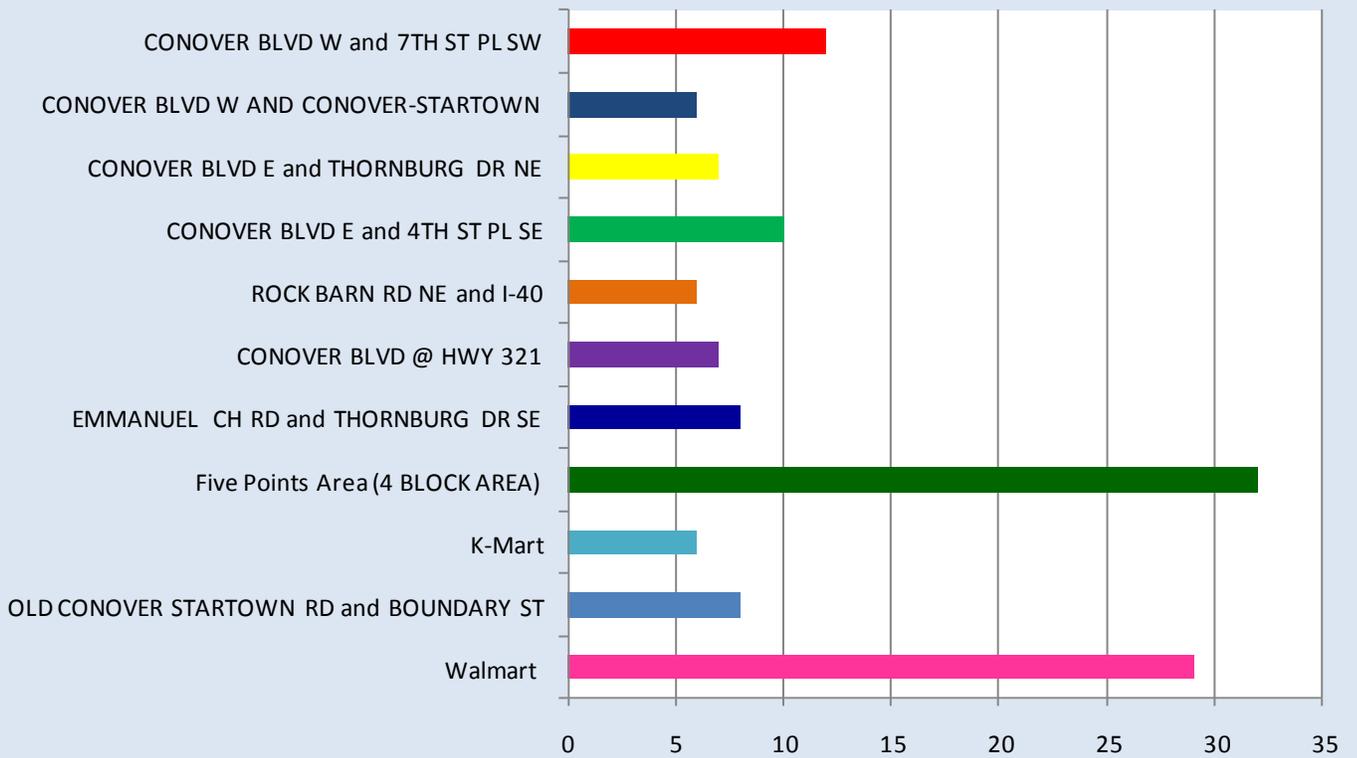
III - Traffic

The population of the City of Conover increases from 8,000 to in excess of 26,000 during the work week. The commercial and industrial base around the City, in addition to Conover being the geographic center of Catawba County with the bisecting of an Interstate, US and NC Highways contributes to the influx of traffic during the work week. The following daily traffic counts document these figures: 1st Street West (Old 70A) – 15,000; 1st Avenue North (NC 16)- 10,000; 1st Avenue South (NC16)- 18,000; Rock Barn Road- 9,300 and Conover Boulevard (Hwy 70)- 14,000. In addition, the new Highway 16 corridor continues to see an increased flow of traffic and it is expected to see a continual increase in traffic as the widening to four lanes project from Charlotte is complete.

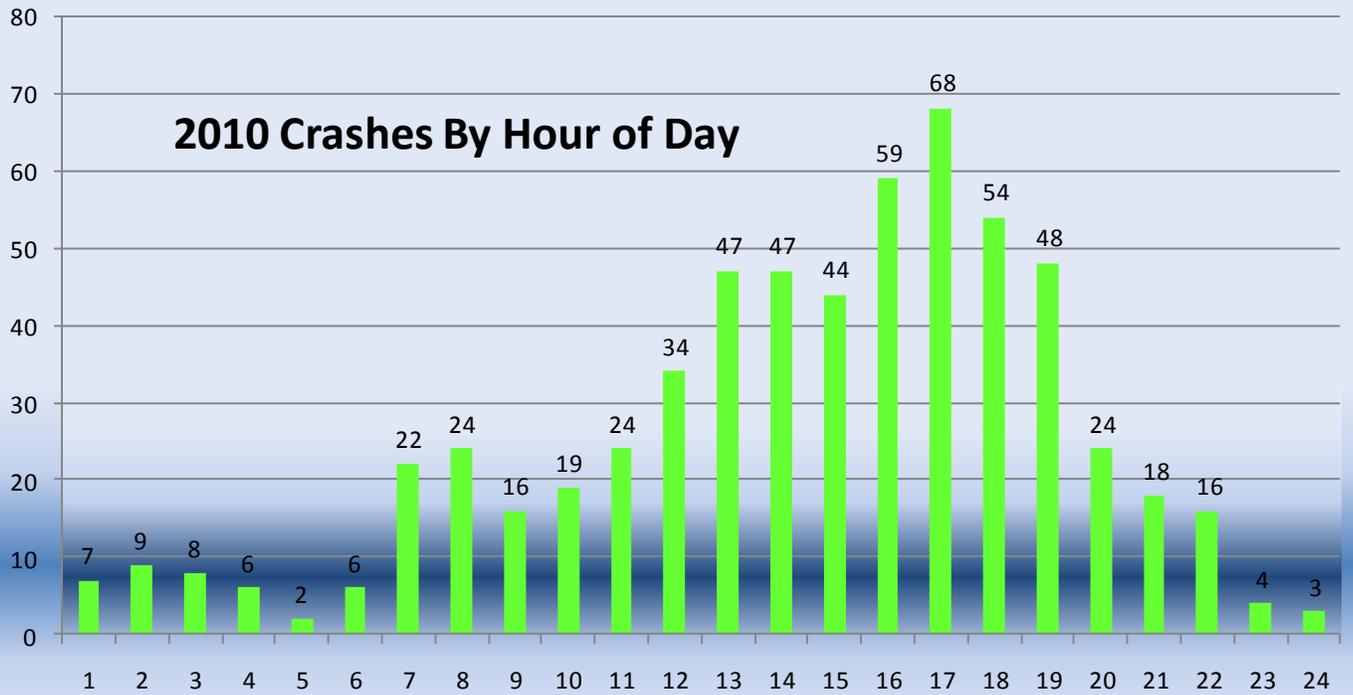
From 2005 through 2010 the City of Conover has averaged 633 crashes per year. Conover continues to have one of the highest crash rates for Cities under 10,000 population. Traffic crashes and traffic related problems continues to be one of the agency's top priorities.



2010 Top Crash Locations



2010 Crashes By Hour of Day



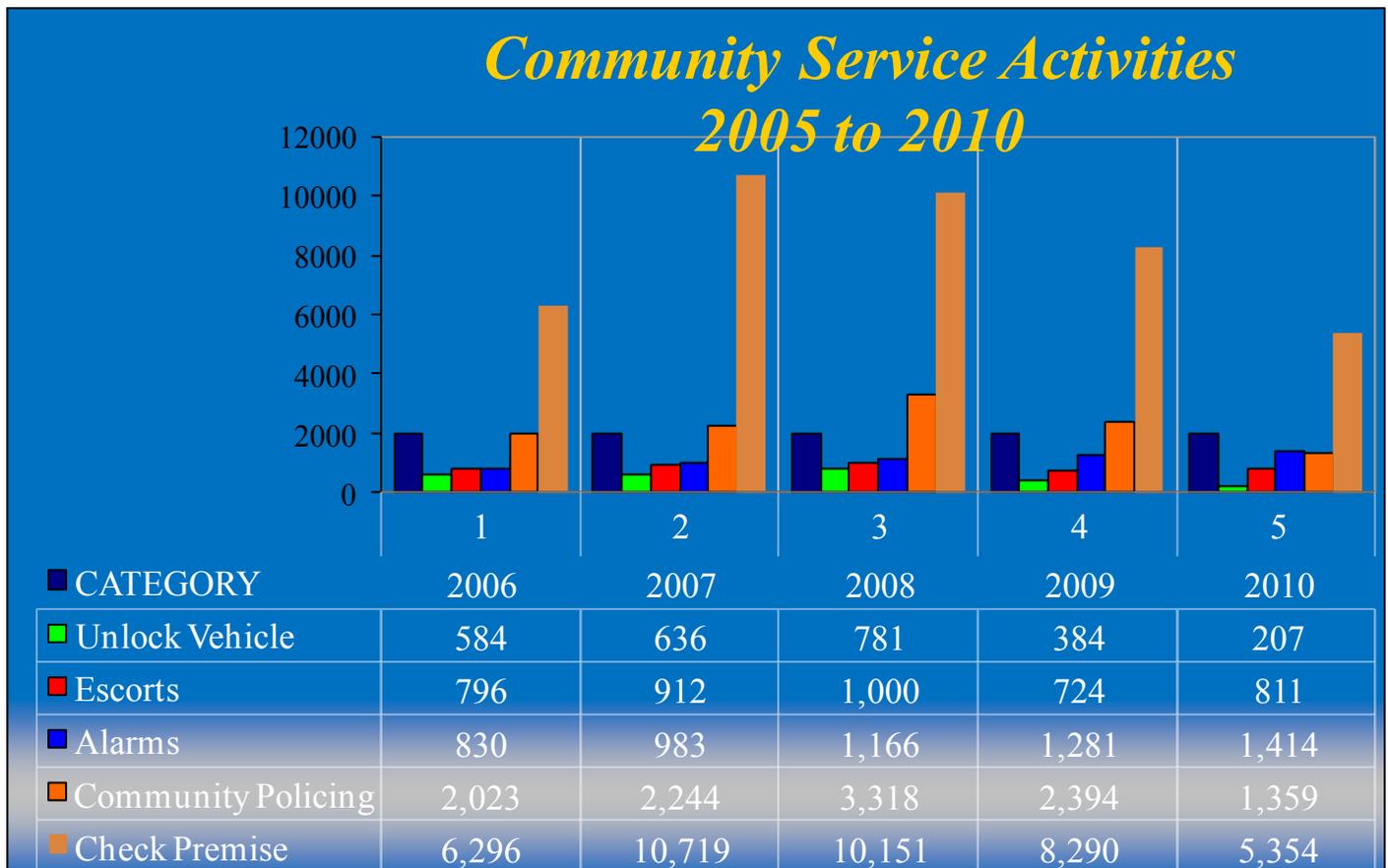
IV - Community Service

The Conover Police Department has a long tradition of community service. This organizational philosophy was verified by the Commission on Accreditation for Law Enforcement on-site assessment team's appraisal of the department's "... doing it all for their residents, no matter how small the task."

The agency has maintained the community service philosophy during declining economic times and limited budgets. These activities include vacation/premise checks, funeral and business escorts, unlocking vehicles, responding to alarms in addition to the daily community policing contacts in retail and residential areas of the city.

The Pipers Ridge Community, Eastover Development, Random Hills/Forest Meadows, Southwest Community, and Brentwood/Cambridge Developments all continue to meet and have regular scheduled community watch meetings. Community Watch programs have proven to be a positive asset for the department by improving community relations and by educating the community and the police to potential community problems and concerns. The additional eyes and ears in the communities are one of the factors used to explain the 2.1% decrease in Index Crimes during 2010.

Major events for 2010 included National Night-Out, The Ensure Classic, Catawba Valley Community College's Career Day, Community Job Fair, Antique Tractor Parade, Biker's Toy Run for Conover School, Christmas in the Park and the Santa Cop Program.



V - Special Awards/Projects



National Night-Out 2010: National Night-Out 2010 was held in August with above average temperatures for the fourth year in a row. This year's event featured the Driven Quartet and Brothers Redeemed. The City of Conover held its Community Workshop during the event also. The event was held once again on the Concordia Square and attracted approximately 950 people despite the temperatures. The Community Workshop, which originally was held in April, allows the different city departments to highlight events and projects accomplished during the year. Other displays included a static display of vehicles and equipment by local law enforcement agencies, local merchants, retailers, the armed forces and food and drink vendors. Attendees visited the various displays presented by the different departments, enjoyed the entertainment and renewed old friendships with their neighbors and friends. This is a great event that receives an enormous amount of support from the community and local businesses. Their support through monetary donations and supplies helps make the event a success each year. Our event won one of the National Awards that is presented to agencies for outstanding participation.



The Ensure Classic: Formerly the Greater Hickory Classic, this PGA Champions Tour Event, was held at Rock Barn Golf and Spa on September 27– October 3, 2010. The event featured 76 professional players and drew an estimated 100,000+ for the week. The week long event starts with a qualifying tournament and a tournament for the local high school golf teams. The second day is highlighted by the Dale Jarrett Shoot-Out an event for local charities featuring professional golfers, NASCAR drivers, professional athletes and other celebrities. Wednesday and Thursday of the week featured Pro-AM events and tournament play began on Friday and

ended on Sunday afternoon with the awards ceremony.

Security for the event was coordinated by the Conover Police Department utilizing fifteen law enforcement agencies from Catawba, Burke, Caldwell, and Alexander counties providing more than 1500 hours of security. The Incident Management System is used to coordinate the event. Security for the event has consistently received high marks from the PGA.



Santa Cop: The Santa Cop program was originally started as Officer Mike Harrison's community project designed to help local families in need to have a memorable Christmas. The project has continued to grow and has become a department wide project. Families in need were identified through the Department of Social Services, Probation and Parole and area schools. Officer Shannon Roberts and Sgt. Jennifer Harris lead the efforts in 2010.

Donation boxes were placed throughout the city and contributions were accepted from local merchants and others wanting to contribute to the program. Fifty-one families with 107 children received clothing, toys and food valued in excess of \$4,000.



Santa Cop 2009

ANNUAL REVIEW AND ANALYSIS



2010 National Night Out



2010 National Night Out



I - Use Of Force:

Because the application of force on an individual by a police officer is subject to closely scrutiny by society the Conover Police Department investigates all incidents involving officers where some level of force was used on an individual. All force must be reasonable and necessary.

Each use of force incident is reviewed by the Assistant Chief for compliance with policy and the reasonableness of force used. The annual review includes Use of Force and Incident reports alleging Resist, Obstruct or Delay of an Officer.

During 2010 members of the Conover Police Department were involved in 16 incidents requiring some type of force. The incidents involved a total of 17 officers. One officer was involved in six separate incidents. Three officers were involved in three incidents each. All incidents involved two or more officers except for five of them. Members of other agencies were involved in two of the Use of Force incidents. Five of the incidents involved the officer pulling his/her service weapon until an offender was safely secured. Those incidents involved armed subjects, robbery suspects, and where subjects had made threats to officers. Tasers were pulled on four incidents: one deployment and three displays.

Five of the incidents were on Domestic or Domestic/Assault related calls. Three incidents involved a mental patient. Two of the incidents were involving shoplifting/larceny calls. The other six incidents were the result of calls involving a speeding vehicle, discharging a firearm, apprehending a robbery suspect, serving a warrant, disorderly conduct, and breaking and entering. The incidents where multiple officers were on the scene were examined to see if any training or policy needs could be identified. There were not any.

No suspects were injured. One officer suffered a swollen thumb. The injury did not require any medical attention or result in lost work time.

Ten of the incidents occurred at residences, two were in the roadway, two were in the woods, and two were in businesses. In 2010, eleven of the sixteen incidents occurred with two or more officers present and only five incidents involved a single officer.

A break down by race in 2010, of the offenders involved in each incident, indicated that eleven offenders were white, four were black, and eight were Hispanic. The offenders ranged in age from 18 – 40. Fourteen of the offenders were between the ages of 18-26.

The review of the use of force reports and resist, obstruct and delay reports during 2010 indicated all use of force incidents were properly reported, investigated, and reviewed by the chain of command. The force used in eleven incidents was classified as reasonable, necessary and in compliance with policy. One use of force was not justified.

2010 USE OF FORCE

Type of Incident:	2005	2006	2007	2008	2009	2010
Assault	0	0	0	0	3	2
Traffic Stop	3	2	4	3	0	1
Domestic	3	2	4	3	3	5
Mental Subject	2	0	0	0	3	3
Mutual Aid	2	4	0	0	0	1
Larceny	1	0	1	3	0	2
Burglary	1	1	0	0	2	1
Drunk/ Disruptive	0	1	2	4	1	0
Forgery	0	0	1	0	0	0
Resist Arrest	0	1	2	0	0	0
Trespass	0	0	0	0	0	0
Warrant	0	1	0	0	0	1
Suspicious Person/Vehicle	0	0	2	0	0	0
Type of Force:						
Firearm	NA	4	4	2	4	5
(Fired)	NA	(0)	(0)	(0)	(0)	(0)
(Drawn)	NA	(4)	(4)	(2)	(4)	(5)
Taser	5	4	5	4	3	5
(Deployed)	NA	(1)	(3)	(2)	(1)	(1)
(Drawn)	NA	(3)	(2)	(2)	(2)	(4)
Bodily Force (Hands)	5	4	7	7	7	6
Officers on Scene:						
Single	10	2	8	5	2	5
Two or More	2	10	8	7	10	11
Location of Event:						
Residence	NA	5	6	6	6	10
Retail Business	NA	2	3	1	1	2
Roadway	NA	4	5	4	4	2
Wooded Area	NA	1	2	2	2	2
Disposition:						
Force Necess- ary	12	12	16	13	12	16
Force Unnec- essary	0	0	0	0	0	0
Policy Change	0	0	0	0	0	0

II—Internal Affairs/Complaints

The Conover Police Department investigates all complaints received by the agency. Complaints may be received in writing, in person, by telephone, by email and anonymous complaints are accepted. The preferred method is in writing on a *Citizen Complaint and Inquiry Form*.

The agency uses a two-tiered investigative system that involves the First Line Supervisor for minor complaints that may be a misunderstanding of policy or procedures and an formal internal investigation for more serious complaints. Any complaint that may result in criminal charges is investigated as a criminal and an administrative investigation by separate investigators. All Officers assigned to internal investigations have specialized training in internal investigation affairs. The Chief of Police assigns all complaints to either a First Line Supervisor or as an internal investigation.

The agency investigated six internal affairs cases in 2010 which was two more than was investigated in 2009. Two of the complaints originated from within the agency for policy violations and four came from outside the agency. The complaints that originated from outside the agency were related to traffic stops and incidents. The complaints from within the agency were the result of policy violations. Four of the complaints were sustained.

Four of the complaints involved a single officer and one involved two officers. One officer was involved in three of the complaints.

Complaints have been significantly less over the last three years. The department utilizes an early warning system to monitor officer behavior that identifies potential issues. Officer conduct was the leading cause of complaints in 2010.



<i>Internal Affairs/Complaints</i>					
Complaint Origins:	2006	2007	2008	2009	2010
Citizen	10	8	3	2	4
Internal	1	0	1	2	2
Originating Action:					
Traffic Stop	3	1	1	1	2
Arrest	0	1	0	0	0
Officer's Conduct	6	6	3	3	3
Vehicle Pursuit	0	0	0	0	0
Accident Investigation	2	0	0	0	0
Juvenile Investigation	0	0	0	0	0
Officer's Driving	0	0	0	0	0
Disabled Vehicle	0	0	0	0	1
Disposition:					
Sustained	2	1	2	3	4
Not Sustained	3	1	0	1	2
Unfounded	5	3	0	0	0
Exonerated	1	0	0	0	0
Resolved W/Complaint	0	3	2	0	0

III - Vehicle Pursuits

Police pursuits have high liabilities and receive much attention from the media and citizens. The policy of the Conover Police Department is for an immediate review of all pursuits to insure compliance with policy and a high regard for the safety and welfare of the public. Review and analysis of the pursuits from past years indicated a high percentage of the pursuits began with a misdemeanor or minor traffic violation. The high liability of pursuits and the risk to the motoring public did not justify pursuing for minor offenses. The policy was modified in 2007 to authorize a pursuit only when an officer has a reasonable suspicion the driver or an occupant has committed a serious felony or other circumstances exist that can justify a pursuit.

The policy change has resulted in a significant decline in pursuits the last two years. There was only one pursuit in 2010 and one fleeing to elude that the officer never actively pursued,

The fleeing to elude was the result of the officer turning around on a vehicle that went left of center and almost collided with the officer. The pursuit less than one-half mile was at a speed of 35 mph. The driver jumped and ran.

VEHICLE PURSUITS					
Reason for Pursuit:	2006	2007	2008	2009	2010
Larceny	0	1	0	0	0
DWI	1	0	0	0	0
Assault	0	0	0	1	0
Burglary	1	0	0	1	0
Mutual Aid	1	0	0	0	0
Traffic Violation	1	5	1	0	1
Wanted Person	1	0	0	0	0
Pursuit Results:					
Accident	2	1	0	1	1
Injuries	2	0	0	0	0
Arrest of Driver	5	3	1	2	2
Terminated	1	3	0	1	0
Deflation Device	0	1	0	0	0

The policy changes implemented in 2007 continue to be successful in reducing the number of pursuits that Conover Police officers are involved in. The agency will continue in-service training related to pursuit driving, emergency response driving and defensive driving. A review of the pursuit policy will be conducted during the 2011 in-service driver training.

IV - Grievances

There were no grievances in 2010.

V– Bias Based Reporting

The Conover Police Department's policy prohibits race, citizenship, national origin, religion, ethnicity, age or gender of an individual be the basis for a traffic stop, field interview or seizure of property. The agency is not required by North Carolina General Statutes to collect statistical data on traffic stops but the agency, in compliance with an accreditation standard, has taken a proactive stance and voluntarily collects the data and submits it to the North Carolina State Bureau of Investigation.

Citations were issued in 64.28% of the stops in 2010 compared to 67% in 2009. Written warnings increased from 7.44% in 2009 to 13.51% in 2010 and verbal warnings decreased to 17.89% in 2010 from 19.06% in 2009. In comparison to 2000 Catawba County census data, the traffic stop data is within acceptable ranges for the population demographics.

There were no biased-based complaints in 2010.

Bias Based Profiling							
Race:	2006	2007	2008	2009	2010	Per Cent	Cat. Co. Demo.*
Asian	56	21	52	39	86	3.02%	2.90%
Black	169	112	224	249	406	14.25%	8.40%
Native American	2	0	0	1	50	1.75%	0.30%
White	1061	616	1166	1292	2247	78.84%	85%
Other	90	11	65	12	61	2.14%	3.50%
Unreported	46	17	6	7	0	0.00%	NA
Totals:	1424	777	1513	1600	2850		
Ethnicity:							
Hispanic	244	96	228	385	669	23.47%	11.10%
Non-Hispanic	1172	666	1273	1208	2181	76.53%	89.90%
Unreported	8	15	12	7	0	0.00%	NA
Sex:							
Female	484	278	517	554	1028	36.07%	51%***
Male	934	492	988	1029	1822	63.93%	49%***
Unreported	6	7	8	16	0	0.00%	NA
Enforcement:							
Citation	786	424	758	1072	1832	64.28%	
On-View Arrest	31	3	8	28	43	1.51%	
Verbal Warning	344	239	537	305	510	17.89%	
Written Warning	198	71	126	119	385	13.51%	
No Action	54	35	77	58	80	2.81%	
Unreported	11	5	7	18	0	0.00%	
* Based on 2000 Census 2007-3 Months Data missing *** Age 15 +							

GOALS AND OUTCOMES



I– 2010 Departmental Goals and Outcomes

Administration

-  Have a successful on-site visit by the CALEA team and obtain reaccreditation in 2010.
 -  The re-accreditation process was a huge success. This is attributed to the entire police department putting in numerous hours to make sure the files and policies were up to date. The assessors only noted a few file maintenance issues. This goal was achieved by a great team effort.

-  Coordinate security for the Ensure Classic golf tournament.
 -  The Ensure Classic was held at Rock Barn Golf and Spa on September 27– October 3, 2010. Conover PD coordinated security with 15 law enforcement agencies and private security. Security again received high marks following the PGA critique of the event.

-  Develop a planning committee comprised of a representative from each City Department to coordinate the National Night-Out and the Community Workshop event.
 -  National Night-Out was held on August 3, 2010. The event featured the Driven Quartet and Brothers Redeemed. Static displays were set up by local law enforcement and local merchants. Included with this years event was the City of Conover's Community Workshop. Prior to the event, meetings were held by Lt. Moore and Lt. Stump with other departments of the city to plan the event. Attendance was estimated at 950 people.

-  Utilizing performance evaluations and patrol shift workloads and outputs increase the First Line Supervisors performance through accountability and responsibility.
 -  Conover Police Department promoted two lieutenants and four sergeants in 2010. The newly appointed sergeants were worked with one on one by Lt. Stump and Lt. Moore. Each newly appointed supervisor has been encouraged and shown the proper way to evaluate and monitor performance. This goal continues to be a work in progress. This goal will continue into 2011.

-  Develop a mentoring/field training program for newly appointed supervisors.
 -  The newly appointed supervisors were mentored when they took their new positions. However an official program/process has not been implemented. This will continue as a goal for 2011.

Patrol Division

-  Strengthen the community policing philosophy of the agency through the following goals:
1. Increase interaction with the local public and private schools through participation in school events and other events in order to build rapport with the students.
 -  Officer participated in a lunch buddy program at Shuford Elementary School. Presentations were also made at Shuford Elementary School and Concordia Lutheran School.
 2. Increase the Bicycle Patrols in residential neighborhoods by 10% in 2010.
 -  There was a significant decrease in bicycle patrols in residential areas during 2010. Due to vacancies in the agencies there was insufficient manpower to promote bike patrol. Additionally, the bike officers are certified as field training officers and they spent a significant amount of time training new officers.
 3. Increase the Community Watch Programs in residential neighborhoods.
 -  Officers continue to attend meetings with the existing community watch groups. During 2010 no new community watch groups were started.
-  Participation in the Governors Highway Safety Programs (GHSP), Click it or Ticket, Booze It or Lose It in conjunction with other traffic safety initiatives identified during the goal period. Participate in monthly GHSP checkpoint program to earn "Grant" points toward equipment.
-  Participation in the Governors Highway Safety Program was a success in 2010. The agency's participation in over 80 check points and several multiple agency checkpoints during the year accumulated over 2500 participation points for the year. These participation points were used to acquire one additional dual antenna radar unit, stop stix, and an alcohol screening device. The monetary value of this equipment is estimated at \$3,000. In addition, the department was awarded a traffic safety grant from the North Carolina Governor's Highway Safety Program.
-  Continue the Santa Cop program incorporating division wide support.
-  Santa Cops was a success this year. There was over a 100% increase in the number of families that were assisted. Volunteers from both patrol platoons assisted in the success of the program.
-  Create an emergency contact list for businesses within the city limits..
-  An emergency contact list was created and is now available on Police computers.
-  Insure equal workload and performance through monthly officer activity reports.
-  Monthly activity reports were created by supervisors which informed the officers of their outputs based on departmental averages. Officers showed improvements in their weaker areas.

Investigations Division

-  Obtain and disseminate with other agencies, criminal intelligence information in an effort to impact multijurisdictional criminal activity and move forward in reducing crime.
 -  Held three county investigators' meeting at the Conover Police Department. Attended four NCCIX meetings.

-  Improve the coordination and sharing of information with other divisions within the department to help reduce crime.
 -  Two shift briefing trainings were conducted for the patrol division: DNA evidence collection and Robbery Response. Provided a monthly investigations activity report to Chief Brewer.

- 2. Each investigator attend a minimum of one shift briefing training per month beginning in April.
 -  Two shift briefing trainings were conducted for the patrol division: DNA evidence collection and Robbery Response. Provided a monthly investigations activity report to Chief Brewer.

- 3. Provide a quarterly briefing/intelligence report indicating to share with the patrol division that documents crime trends and other pertinent information.
 -  Information was shared with the patrol division about current trends of break-ins and other crimes in the area. Drug information and Sovereign Citizen information was disseminated.

-  Improve the ability to track and maintain current cases assigned to the Criminal Investigations Division.
 -  The case management software was updated and reports are run on a regular basis. Officers and their supervisors are notified via email when a case is assigned to investigations.

-  Seek assistance from the community to assist with solving crimes by utilizing the media, the Internet, and other available resources.
 -  A "Conover's Most Wanted" list was added to the city's website. The list was also distributed to local media. An investigator attended two community watch meetings.

Records Division

-  Update the Citation charge information in RMS to a uniform charge per violation, to assist in the retrieval of statistical data.
 -  The Records Division updated all citation charge data to make it uniformed. This will provide the agency with better data to analyze.

-  Develop Crystal reports in RMS to assist with retrieving information needed for evaluations, monthly reports, open cases, and annual reports.

👍 Administration worked with the Records Division and several new reports were developed. The reports will assist staff in the retrieval of data from the Records Management Division.

🚓 Coordinate all DCI activities including TAC, Validations, and all reports.

👍 All DCI activities and validations were kept current.

🚓 Update all 2010 bias-based reporting to the NC SBI's bias-based reporting website.

👍 All bias-based reporting was transitioned to the NC SBI's bias-based reporting website.

II - 2011 Departmental Goals

Administration

🚓 Coordinate security for the Greater Hickory Classic Golf Tournament.

🚓 Develop a planning committee comprised of a representative from each City Department to coordinate the National Night-Out and the Community Workshop event.

🚓 Utilizing performance evaluations and patrol shift workloads and outputs increase the First Line Supervisors performance through accountability and responsibility.

🚓 Develop a mentoring/field training program for newly appointed supervisors.

🚓 Develop an employee of the quarter/year policy to recognize outstanding officer performance.

Patrol

🚓 Participate in the North Carolina Governor's Highway Safety Programs (GHSP) "Click It or Ticket" and "Booze It & Loose It" along with other traffic safety initiatives during the goal period. Conduct monthly GHSP checkpoints to earn participation points towards acquiring equipment.

🚓 Ensure equal workload and performance through monthly officer activity reports.

🚓 Strengthen the community policing philosophy of the agency through the following goals:

1. Increase interaction with the local public and private schools through participation in school events and other events in order to build a rapport with the students.
2. Increase the frequency and time allotted to bicycle patrols in residential communities by 10%.
3. Increase Community Watch Programs in residential neighborhoods.

🚓 Continue the Santa Cop program incorporating division wide support.

🚓 Participate in Operation Medicine Drop

- ☀️ Reach out to the senior citizens in the various communities and raise awareness of the “R U OK” program. Increase participation by 10%.

Investigations Division

- ☀️ Continue the efforts towards obtaining and disseminating with other agencies, criminal intelligence information in an effort to impact multijurisdictional criminal activity and move forward in reducing crime.
 1. Continue to host the local Investigator’s Meeting at the Conover Police Department on a monthly rotation with the Newton Police Department.
 2. Participate in a minimum of four (4) NCCIX Meetings currently being held on a monthly basis at the Lenoir and Boone Police Departments.
- ☀️ Improve the coordination and sharing of information with other divisions within the department to help reduce crime.
 1. Strengthen the exchange of information with the patrol division by attending a minimum of at least 4 shift briefings a year and provide at least two (2) training sessions on a topic related to investigations at a shift briefing.
 2. Provide a monthly activity report to the administration of the department to keep the administration informed of new information related to any high profile cases or other relevant information.
- ☀️ Continue to build the data information in the Investigator v1 software to improve the ability to track and maintain current cases assigned to the Criminal Investigations Division.
- ☀️ Participate in Operation Medicine Drop with the Patrol Division
- ☀️ Continue to involve the community to assist with solving crimes by utilizing the media, the Internet, and other available resources.

Records

- ☀️ Prepare the agency for the DCI audit.
- ☀️ Develop Crystal reports in RMS to assist with retrieving information needed for evaluations, monthly reports, open cases, and annual reports.
- ☀️ Coordinate all DCI activities including TAC, Validations, and all reports.
- ☀️ Ensure incident reports are pulled into RMS with the correct information and notify Admin supervisors about any identified problems/issues.

