

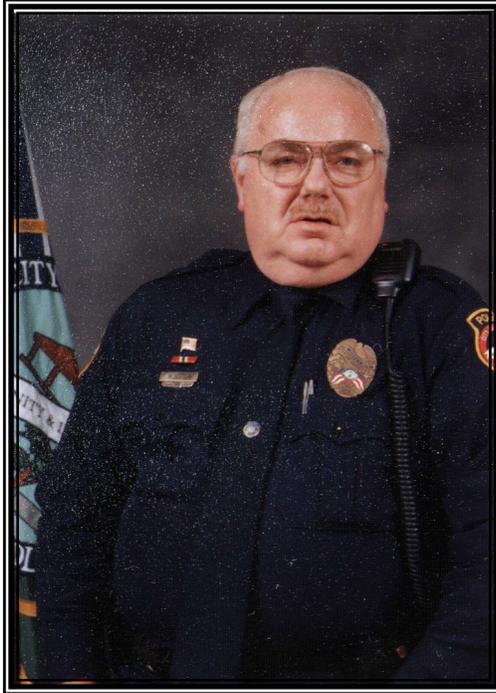
CONOVER POLICE DEPARTMENT



2007 ANNUAL REPORT



***IN MEMORY
MELVIN G. "SONNY" LAIL***



1943—2007

***City of Conover
1981—2003***

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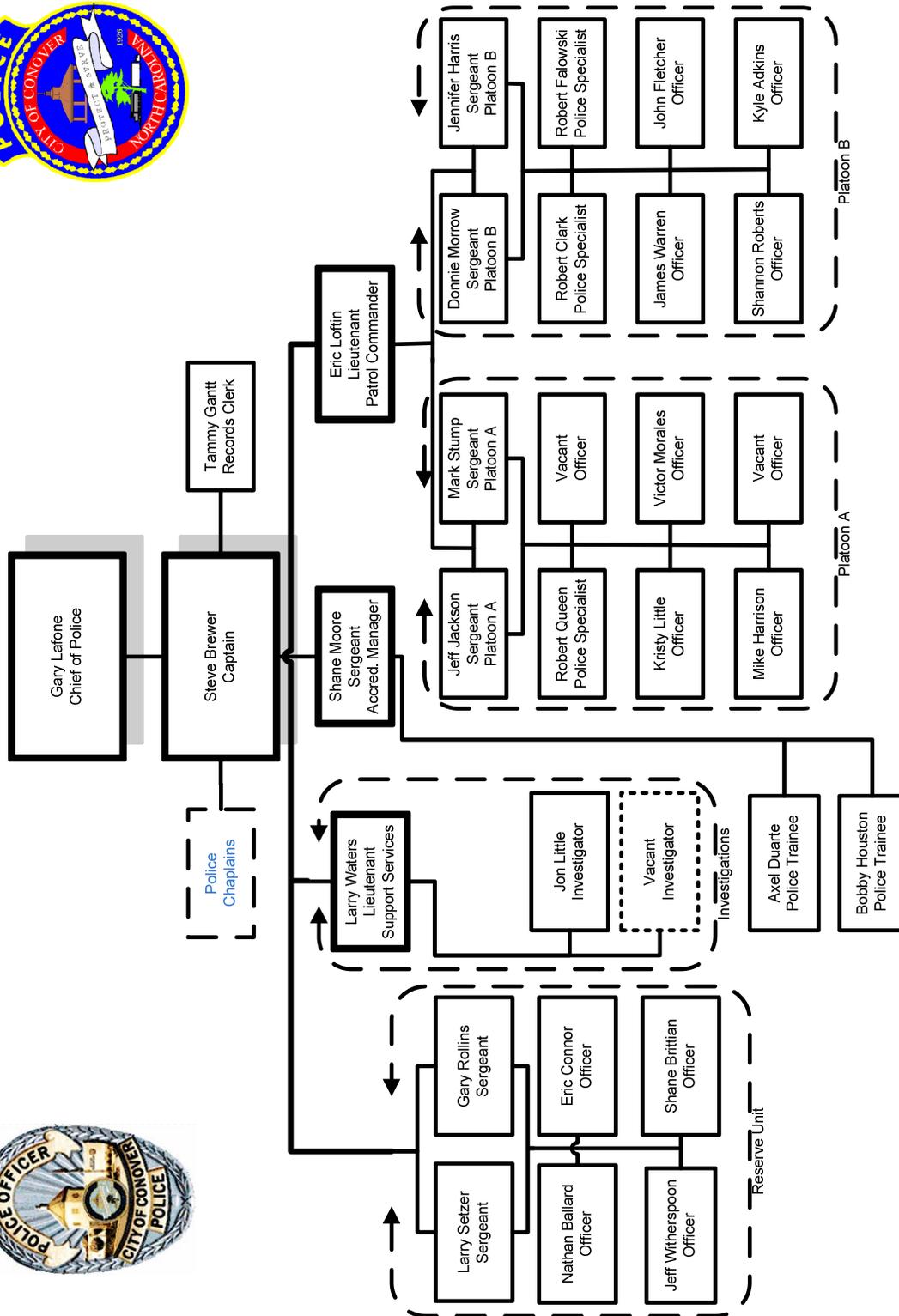


THE AGENCY



I- Organizational Chart

CONOVER POLICE DEPARTMENT



November 21, 2007

II—Conover Police Roster

Conover Police Roster			
Name		Rank	Assignment
Last	First		
Administration			
Lafone	Gary	Chief	Administration
Brewer	Steve	Captain	Administration
Loftin	Eric	Lieutenant	Patrol
Waters	Larry	Lieutenant	Investigations
Moore	Shane	Sergeant	Administration
Platoon A			
Jackson	Jeff	Sergeant	Patrol
Stump	Mark	Sergeant	Patrol
Queen	Robert	Specialist	Patrol
Little	Kristy	Officer	Patrol
Harrison	Michael	Officer	Patrol
Morales	Victor	Officer	Patrol
Platoon B			
Morrow	Donnie	Sergeant	Patrol
Harris	Jennifer	Sergeant	Patrol
Clark	Robert	Specialist	Patrol
Falowski	Robert	Specialist	Patrol
Warren	James	Officer	Patrol
Fletcher	John	Officer	Patrol
Roberts	Shannon	Officer	Patrol
Adkins	Kyle	Officer	Patrol
Trainee			
Duarte	Axel	Trainee	Patrol
Houston	Bobby	Trainee	Patrol
Investigations			
Little	Jon	Specialist	Investigations
Reserve			
Setzer	Larry	Sergeant	Reserve
Rollins	Gary	Sergeant	Reserve
Ballard	Nathan	Officer	Reserve
Connor	Eric	Officer	Reserve
Brittian	Shane	Officer	Reserve
Witherspoon	Jeff	Officer	Reserve
Support Services			
Gantt	Tammy	Clerk	Support

III—Special Recognitions



Chief Gary Lafone was awarded the Greater Hickory Classic's Champions Award by the tournament officials. Chief Lafone was given the recognition for his coordination of security for the tournament for five years. Security for the tournament requires the coordination of sixteen law enforcement agencies and private security. Security has always received high marks during the PGA's critique of the event.



Lieutenant Larry Waters was elected President of the North Carolina Chapter of the Southern Police Institute Alumni Association (SPIAA). The SPIAA consists of graduates of the Southern Police Institute, University of Louisville, Louisville, Kentucky. Lt. Waters is currently assigned a commander of the Investigations Unit.



Sergeant Mark Stump was awarded the North Carolina Southern Police Institute Alumni Association's scholarship to attend the Administrative Officers Course at the Southern Police Institute (SPI), University of Louisville, Louisville, Kentucky. Sgt. Stump will begin his thirteen weeks of study at SPI in February 2008. Mark is currently assigned to Platoon A.

IV— New Employees



Officer Axel Duarte began his career with Conover PD as a Police Trainee until his graduation from the Basic Law Enforcement Training Program at Western Piedmont Community College. Axel was born in Nicaragua and is a naturalized citizen of the United States. He is a graduate of Miami Senior High School and has attended Miami-Dade Community College and is fluent in Spanish. Axel and his family reside in Claremont.



Officer Bobby Houston began his career with Conover PD as a Police Trainee until his graduation from the Basic Law Enforcement Training Program at Western Piedmont Community College. Bobby is a life long resident of Conover and he attended Newton-Conover High School and has a Associates Degree in Criminal Justice from Mitchell Community College. He and his family reside in Catawba.

V—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.

VI—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.

VII—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)



VIII– Statistical Overview

City of Conover Demographics	
Population*	7922
Number of Households**	3371
Square Miles	10.7
Miles of Streets	88.37
Police Department Staffing	
Total Authorized Personnel	31
Full-Time Sworn Personnel	24
Full-Time Non-Sworn Personnel	1
Part-Time Personnel	6
Summary of Police Department Personnel	
Administration	5
Patrol	17
Investigations	2
Clerical	1
Reserve	6
2007-08 Fiscal Data	
City of Conover General Fund Budget	\$8,474,138
Police Department General Fund Budget	\$1,829,366
Police Department Per Cent of Total	21.59%
Police Department Spending Per Capitia	\$230.92
Police Department Spending Per Household	\$542.68
Summary of Police Department Budget	
Personnel Cost	76.81%
Operating Cost	16.94%
Capital Cost	6.25%
* Office of State Budget and Management Preliminary 2007 Population Estimates	
** 2004 Census Data	

PERFORMANCE REPORTS



Officer Victor Morales

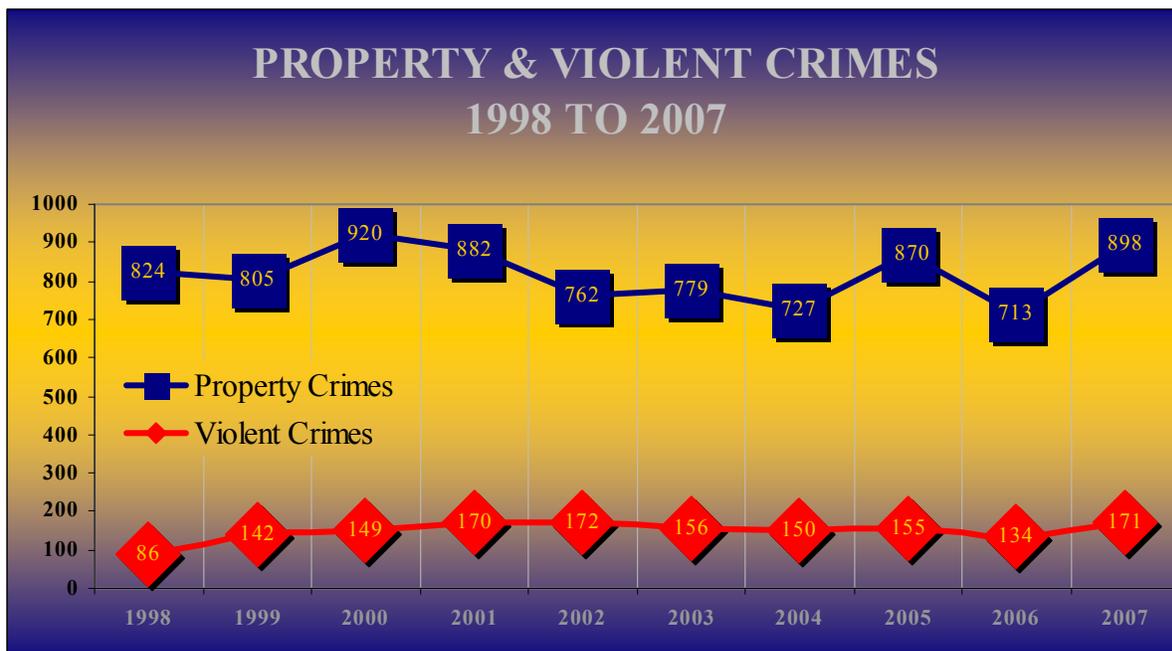
I– Reportable Offenses

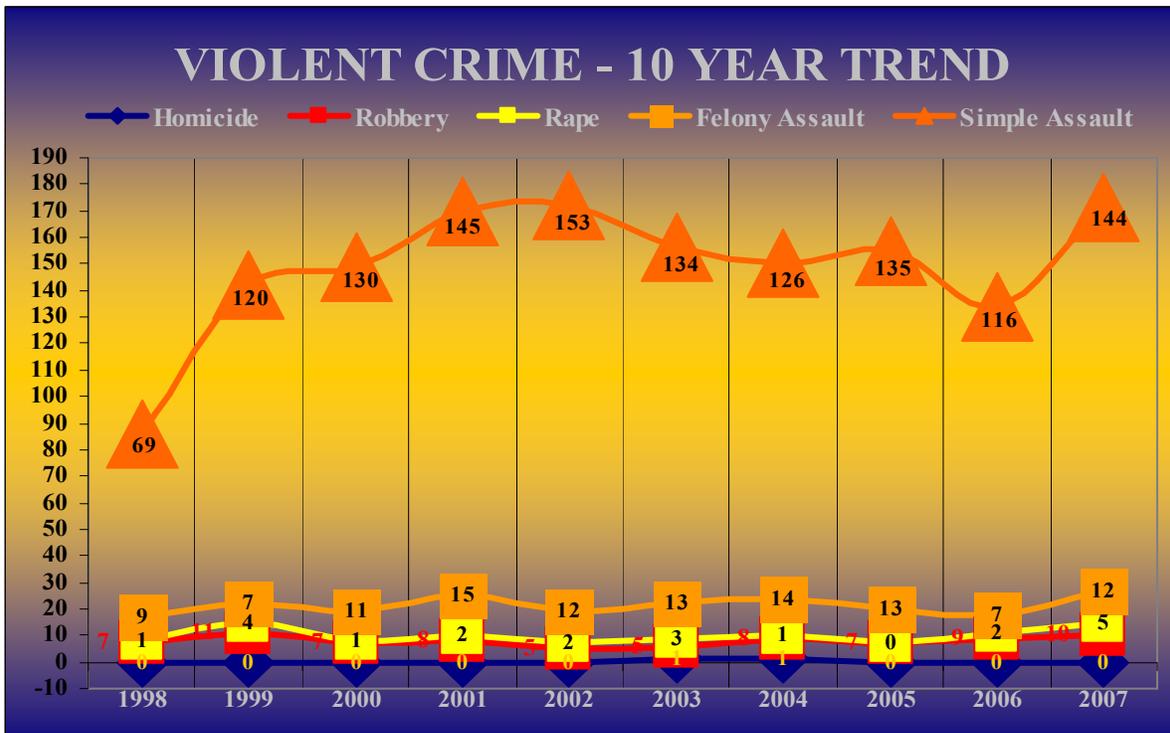
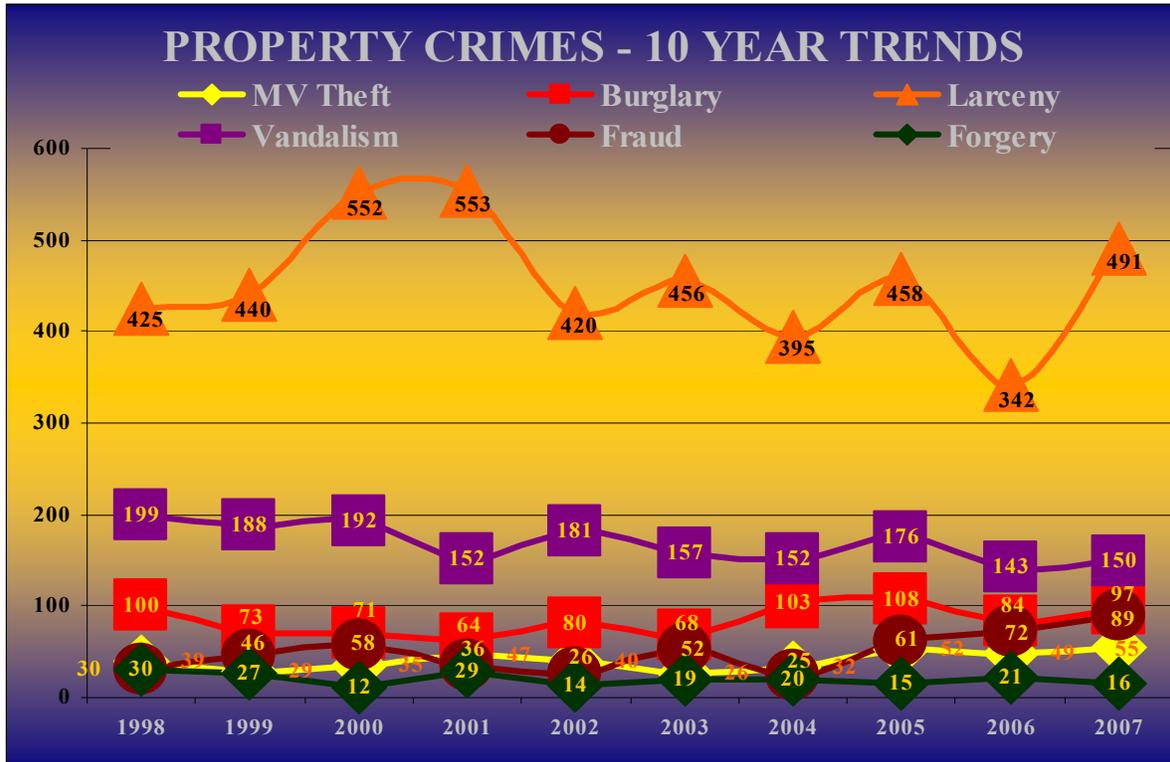
Reportable offenses are assigned a Uniform Crime Reporting (UCR) code and entered into the Conover Police Department’s internal records management system. The two (2) major classifications of the UCR system are Part I and Part II Offenses. Part I Offenses include the violent crimes of homicide, rape, robbery and aggravated assault; and the property crimes of burglary, larceny, motor vehicle theft and arson. Part I Offenses are used when comparing crime rates and statistics for various cities, towns and counties across the United States. Part II Offenses are all other reportable offenses.

Reportable offenses are electronically reported monthly 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 and make the data available in the annual publications North Carolina Crimes and Crime in the United States.

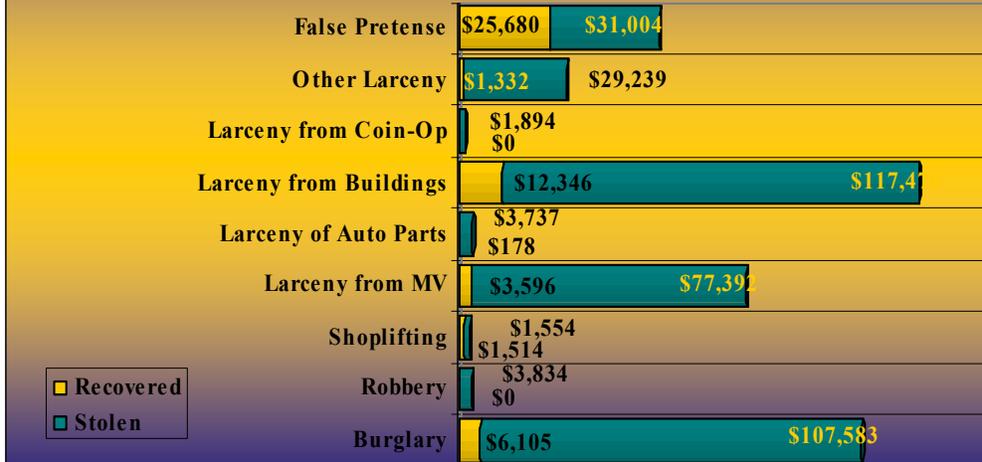
The data reflects a 20% increase in reportable offenses in 2007. Property crimes increased 26%, 713 in 2006 to 898 in 2007. The largest increase in reportable property crimes was larceny with a 44% increase. The subcategories of Larceny from building (43.8%) and From a Motor Vehicle (33.7%) had the greater increase.

Violent crime increased 28%, 134 in 2006 to 171 in 2007. Felony assaults increased from 7 in 2006 to 12 in 2007 reflecting a 71% increase. Simple assaults increased by 26% from 2006. Per cent of increase may be deceiving due to the small number of reportable violent crimes. The ten year trend lines do not indicate any significant increases in property or violent crimes.





BURGLARY-LARCENY-FALSE PRETENSE STOLEN/RECOVERED PROPERTY



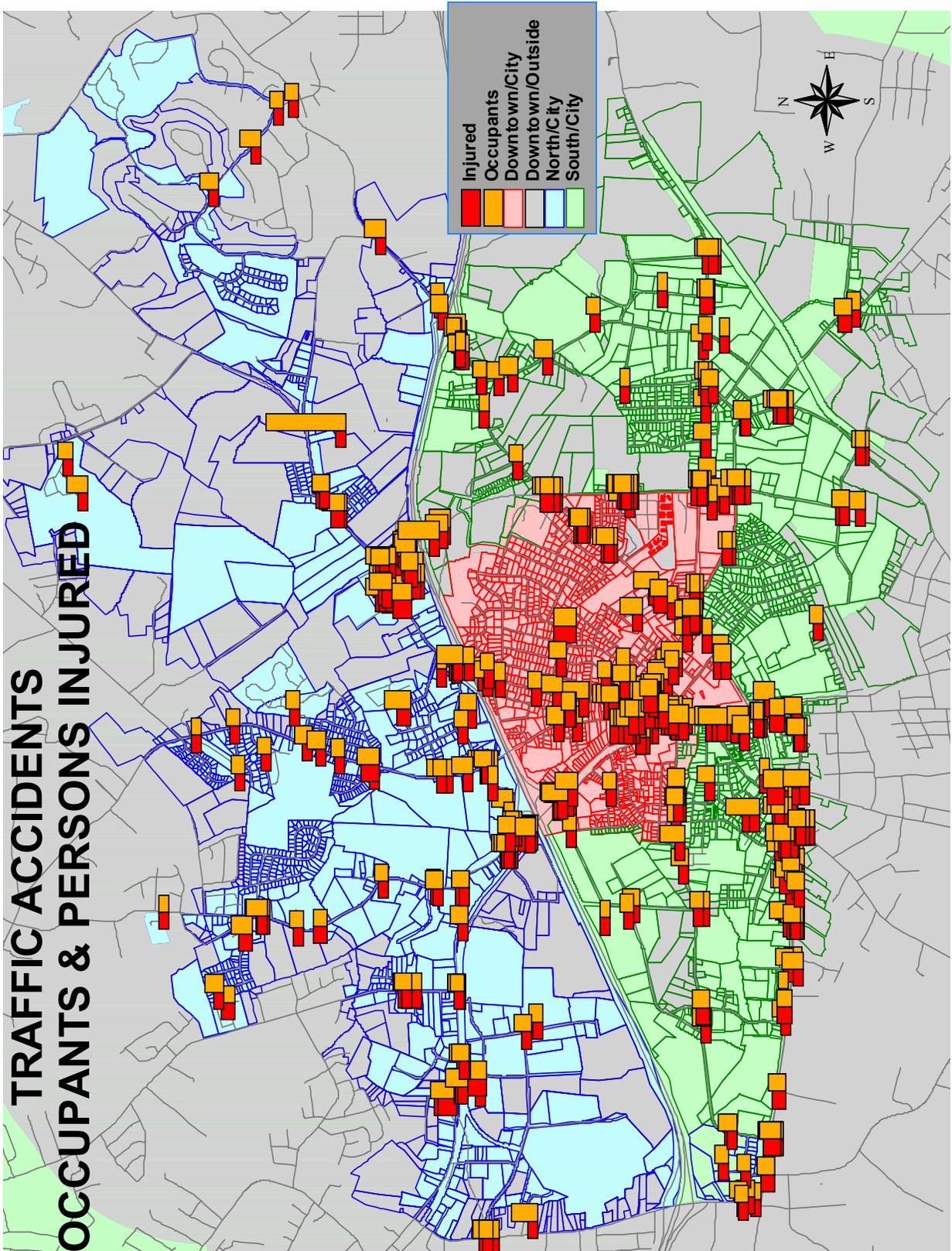
II– Traffic

The number of persons in the City of Conover increases from a residential population estimated at 7,922 to a workforce population of over 24,000. This influx makes traffic and accident investigation a high priority of the Conover Police Department.

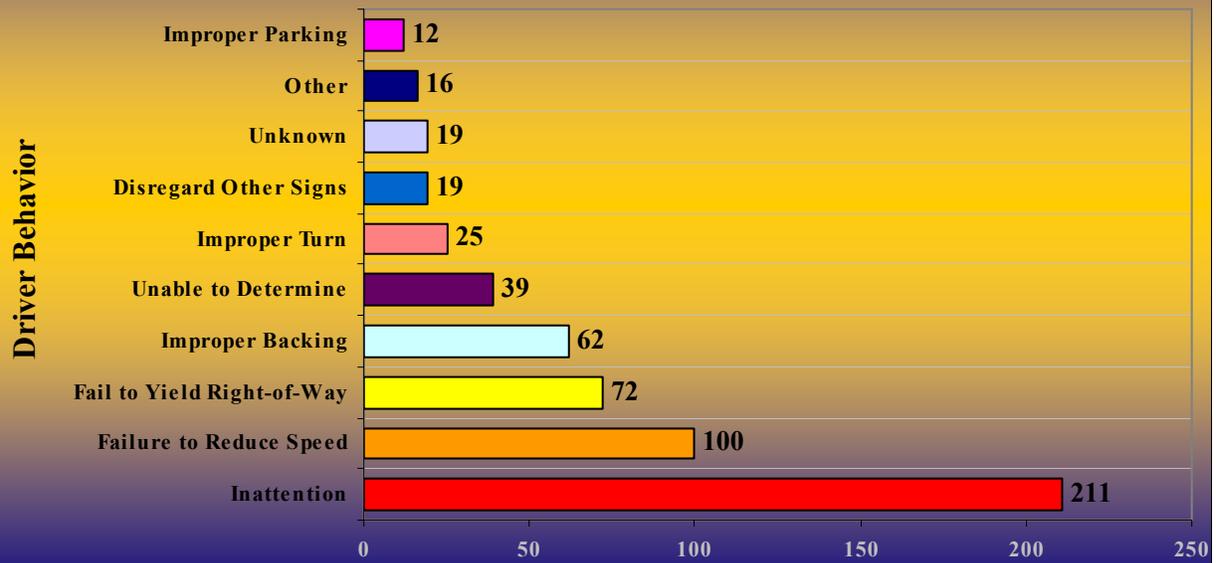
Traffic enforcement activities include voluntary compliance through the use of a radar trailer, monitoring accident locations, responding to citizen complaints and identifying problem areas for driver education and selective enforcement. Officers that are certified by the State of North Carolina to operate radar units have the units mounted in their patrol vehicles. Traffic enforcement is an area that is monitored and reported in the monthly performance report.

Accident monitoring includes determining the location of accidents, identifying contributing factors and the drivers actions prior to the accidents. Locations with high accident counts are reviewed for possible design flaws and the possibility of utilizing traffic calming practices to make the roadways safer. Circumstance codes, which indicate the actions of the driver that contributed to the accident, are monitored and educational and public awareness campaigns are used to educate drivers to safe driving habits.

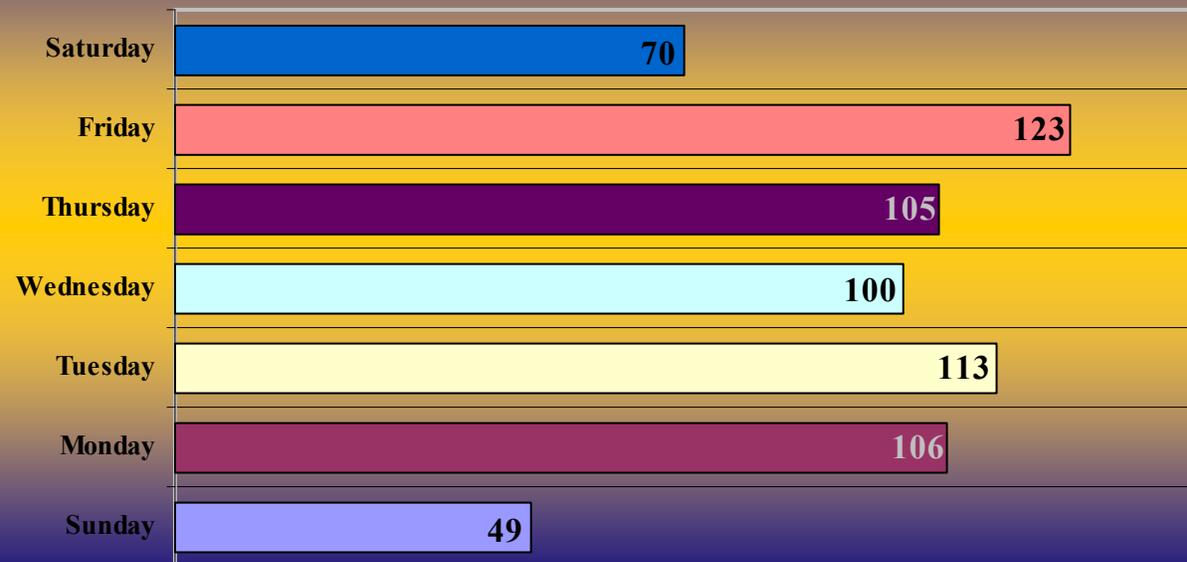
TRAFFIC ACCIDENTS OCCUPANTS & PERSONS INJURED



TOP 10 DANGEROUS DRIVER BEHAVIORS



ACCIDENTS BY DAY OF WEEK

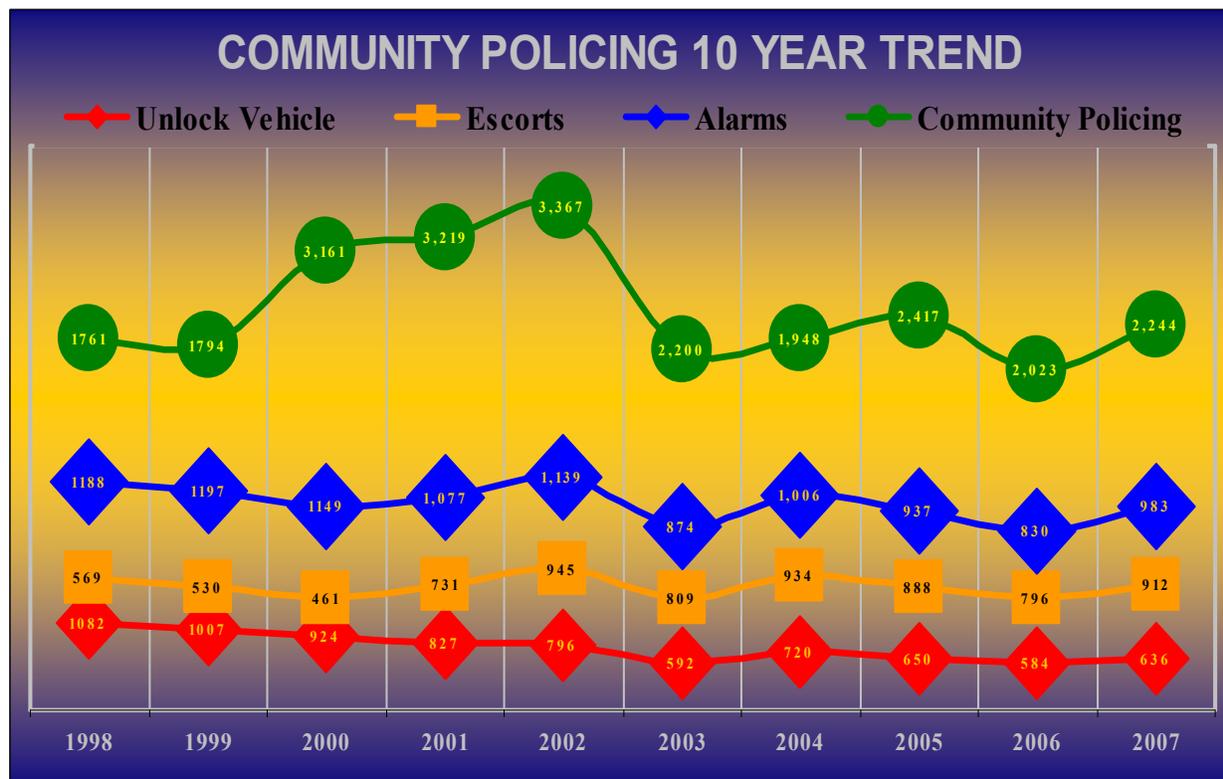


III—Community Service

The Conover Police Department takes great pride in its long tradition of community service. This organizational philosophy was verified by the Commission on Accreditation for Law Enforcement assessment team’s appraisal of the department’s “.....doing it all for their residents, no matter how small the task.”

The service to the citizens philosophy is exhibited in the community service activities performed by the agency. These activities include vacation/premise checks, funeral and business escorts, unlocking vehicles, responding to alarms in addition to daily community policing stops in retail and residential areas.

The community watch programs in the Southwest and the Brentwood/Cambridge Communities have been very successful. In addition, the agency has participated in career and job fairs, along with crime prevention and community events. Major events during 2007 include National Nigh-Out, Catawba Valley Community College’s Career Day, Community Job Fair, Antique Tractor Parade, Biker Annual Toy Run for Conover School and Christmas in the Park.



IV—Special Awards/Projects



Accreditation: The Conover Police Department was re-accredited by the Commission on Accreditation for Law Enforcement Agencies (CALEA) in 2007. The assessment team, comprised of Chief James E. Williams, Staunton Virginia; Gary K. Evans, Purdue University; and Paul Forcier, Niagara Falls, Ontario, arrived on August 18. The agency had grown from an A size (1 to 24 personnel) agency to a B size (25 to 74 personnel) agency. The agency was in compliance with 361 applicable standards. Conover PD does not have a detention facility and communications is handled by the Catawba County Emergency Communications Center, therefore; standards relating to those activities are not applicable to the agency. The agency was Re-Accredited in December in Colorado Springs, Colorado. Anyone wishing to review the assessment team's final report may request a copy from the Conover Police Department.



The Greater Hickory Classic: The Greater Hickory Classic is a PGA Champions tour event held September 10 through 16, 2006 at Rock Barn Golf and Spa. The event featured 76 professional players and drew an estimated 110,000 spectators for the week. The week long event included a tournament for the local high schools golf teams, the Dale Jarrett Shoot-Out, a remembrance of September 11, two days of Pro-AM play and three days of tournament play. The September 11 remembrance included police, fire and ROTC honor guards along with Blackhawk helicopters from the North Carolina National Guard.

Security for the event was coordinated by the Conover Police Department utilizing the incident management system. Fifteen law enforcement agencies from Catawba, Alexander, Burke and Caldwell Counties provided more than 1,600 hours of security. The PGA critique of the event made positive remarks related to security for the event.



National Night-Out 2007: National Night-Out 2007 was highlighted by two factors: 1) Professional entertainment provided by the Dove Brothers and 2) temperatures of 100+ degrees. The Dove Brothers, the nations #1 Gospel Quartet, provided excellent entertainment for a smaller than normal crowd due to the high temperatures. The event was again held on Concordia Square and included local merchants, retailers, law enforcement agencies, the armed forces and other vendors.

The much anticipated event began in 1998 with the Department being awarded a "Rookie of the Year" by the National Association of Town Watch. Conover is a Category 5 participant (population under 15,000) and has won a national award for the ten years it has participated in the event.

ANNUAL REVIEW AND ANALYSIS



Specialist John Fletcher

I— Use of Force

Police Officers, by law, have the authority to restrict the freedom of an individual and if necessary use the level of force that is reasonable and necessary to effect that arrest. The use of force by an officer is subject to close scrutiny by society. The Conover Police Department investigates and reviews all incidents involving officers where some level of force was used on an individual.

Officers are required to complete a detailed incident report and a use of force report for each incident requiring force of any type. The reports are reviewed by the Assistant Chief for compliance with policy and procedures and the reasonableness of the force used. The annual review examines use of force reports and all incidents of resist, obstruct or delay a public officer.

Conover officers were involved in 16 incidents requiring a use of force in 2007. Neither officers or suspects suffered any injuries that required medical treatment or resulted in lost work time. One suspect was checked by EMS with no reportable injury.

Four of the incidents occurred during a traffic stop and four were while the officers were responding to a domestic violence call. As to the other eight incidents, two were during the service of an arrest warrant; two were while investigating a suspicious person and two were while responding to a drunk and disruptive individual. Single occurrences were during the investigation of a forgery and a larceny. Only four of the incidents occurred while the officer was alone on the call. In six of the incidents, three Officers were present.

Fifteen (15) of the individuals were male and one (1) was female. Nine (9) of the suspects were white, four (4) were black and three (3) were of Hispanic ethnicity. The ages of the offenders ranged from 16 to 69.

Six (6) of the incidents occurred at a residence, five (5) were in the roadway, three (3) were in a public vehicular area and three (3) were at a business. Eleven (11) different Officers were involved in the sixteen incidents.

The review of the use of force reports and the resist, obstruct or delay a public officer reports indicated all use of force incidents were properly reported, investigated and reviewed as required by the policy. The force used in the sixteen incidents was classified as reasonable and necessary and in compliance with policy.

An analysis of the 2004 through 2007 use of force incidents did not identify any policy or training issues. The reports were examined for trends by officer, type of offense and weapons used. Different officers were involved over the time frame and the originating initial call for service varied from year to year.

2007 USE OF FORCE

Type of Incident:	2004	2005	2006	2007
Traffic Stop	3	3	2	4
Domestic	2	3	2	4
Mental Subject	0	2	0	0
Mutual Aid	2	2	4	0
Larceny	0	1	0	1
Burglary	0	1	1	0
Drunk/Disruptive	2	0	1	2
Forgery	0	0	0	1
Resist Arrest	2	0	1	2
Trespass	1	0	0	0
Damage Property	0	0	1	0
Suspicious Person/Vehicle	0	0	0	2
Type of Force:				
Firearm	NA	NA	4	4
(Fired)	NA	NA	(0)	(0)
(Drawn)	NA	NA	(4)	(4)
Taser	7	5	4	5
(Deployed)	NA	NA	(1)	(3)
(Drawn)	NA	NA	(3)	(2)
Bodily Force (Hands)	4	5	4	7
Officers on Scene:				
Single	NA	10	2	8
Two or More	NA	2	10	8
Location of Event:				
Residence	NA	NA	5	6
Retail Business	NA	NA	2	3
Roadway	NA	NA	4	5
Public Area	NA	NA	1	2
Disposition:				
Force Necessary	11	12	12	16
Force Unnecessary	0	0	0	0
Policy Change	0	0	0	0

II– Internal Affairs/Complaints

It is the policy of the Conover Police Department to investigate 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*.

All complaints are entered into a data base and are assigned by the Chief of Police based upon the agency's two-tiered investigative system that involves the immediate supervisor for minor infractions and an internal investigation for more serious complaints. Officers assigned to internal affair investigations have received specialized training. Many of the complaints handled by the First Line Supervisors are a result of a misunderstanding of police procedures or policy. A response to these in a timely manner prevents a small misunderstanding from becoming a major issue.

The agency investigated eight (8) internal affairs cases in 2007 compared to twelve (12) in 2006. All of the cases originated from a citizen's complaint. Six (6) of the complaints dealt with officer conduct and the other two (2) were from a traffic stop and an arrest. One (1) complaint was sustained, one (1) was not sustained, three (3) were unfounded and three (3) were minor misunderstandings that were resolved with the complaints.

Six of the complaints involved a single officer and two involved two officers for a total of ten (10) officers being investigated in 2007. One officer was involved in 50% of the complaints and the remaining had only one complaint each.

The four year analysis indicated a reduction in complaints from the two previous years. Officer conduct or demeanor was the leading originating action for complaints the last two years. Three of these were minor misunderstandings of policy or procedures that may have been avoided if Officers would have better explained police procedures. The reduction in complaints from traffic stops indicated officers have improved their communications with motorist stopped for traffic violations. The only trend identified by the analysis was with the officer receiving 50% of the complaints in 2007 had also received 45% of the complaints in 2006. The officer is no longer employed by the agency. No policy changes were noted and a training need for shift briefing training on explaining policy and procedures to citizens in order to prevent future misunderstandings.



<i>Internal Affairs/Complaints</i>				
Complaint Origins:	2004	2005	2006	2007
Citizen	5	9	10	8
Internal	3	3	1	0
Originating Action:				
Traffic Stop		5	3	1
Arrest	0	0	0	1
Officer's Conduct		2	6	6
Vehicle Pursuit		1	0	0
Accident Investigation		1	2	0
Juvenile Investigation		1	0	0
Officer's Driving		1	0	0
Disabled Vehicle		1	0	0
Disposition:				
Sustained	4	3	2	1
Not Sustained	3	2	3	1
Unfounded	1	3	5	3
Exonerated	0	4	1	0
Resolved W/Complaint	0	0	0	3

III— Vehicle Pursuits

Police pursuits have high liabilities and receive much attention from the media and the citizens. The policy of the Conover Police Department is for an immediate review of all pursuits to insure compliance with policy and a regard for the safety and welfare of the public. It is the responsibility of both the officer and the supervisor to terminate the chase when the risks are deemed greater than the need to apprehend the offender.

In 2007, Conover officers were involved in 6 (6) pursuits. Five (5) of the chases initiated from a traffic violation and one (1) was from a larceny. Three (3) of the chases were terminated by the officer and the other three (3) ended with the arrest of the offender. One (1) pursuit ended with an

<i>VEHICLE PURSUITS</i>				
Reason for Pursuit:	2004	2005	2006	2007
Larceny	3	2	0	1
DWI	0	1	1	0
Assault	0	1	0	0
Burglary	0	0	1	0
Mutual Aid	0	0	1	0
Traffic Violation	1	1	1	5
Wanted Person	0	1	1	0
Pursuit Results:				
Accident	1	2	2	1
Injuries	0	0	2	0
Arrest of Driver	3	6	5	3
Terminated	1	1	1	3
Deflation Device	0	1	0	1

accident that did not result in any injuries. One (1) chase ended with the violator jumping from the moving vehicle and fleeing the scene. The vehicle stopped by striking a tree. The suspect was identified and arrested at a later time.

All of the chases occurred between 9 PM and 1AM with light traffic conditions. Weather was not a safety factor with all of the pursuits occurring in clear weather conditions on dry roadways. Four (4) of the chases exceeded 80 miles per hour. A tire deflation device was deployed by another agency but the pursued vehicle did not strike the device.

Conover PD officers are trained annually on emergency vehicle operations and pursuit policy and procedures. The four (4) year analysis of pursuits indicated the majority of the pursuits began with a misdemeanor larceny or traffic violation. The high liability of chases and risk to the motoring public do not justify pursuing for misdemeanor offenses. The agency's policy was modified to authorize a pursuit only when an officer has a reasonable suspicion to believe the driver or an occupant has committed a serious felony or other circumstance exist that can justify a pursuit.

IV– Grievances

There was one (1) grievance from a disciplinary action filed in 2007. The disciplinary action remained in effect after a hearing with the City Manager. The grievance policy of the department is defined in the City of Conover's Personnel Policy.

V– Bias Based Reporting

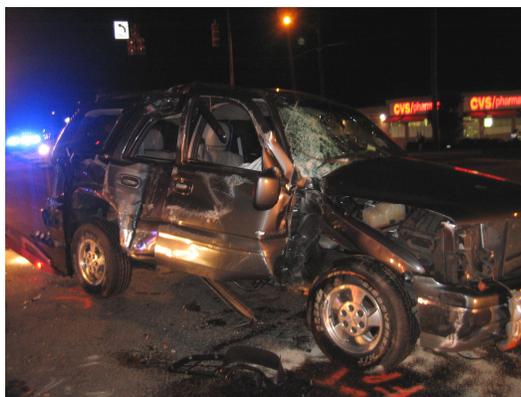
The Conover Police Department does not allow race, citizenship, national origin, religion, ethnicity, age or gender of an individual be the basis for a traffic stop, field interview or the seizure of property. The agency is not required by North Carolina General Statute to collect statistical data on traffic stops but has elected to voluntarily to collect and report the data.

Three (3) months data was misplaced and not entered into the data base; however, a comparison of three years data indicated the percentages for data reported in 2007 to be consistent with previous years. Procedures were implemented to insure all traffic stop information is entered and properly stored.

Citations were issued in 54.6% of the stops in 2007 compared to 55.2% in 2006. Written warnings decreased to 9.1% in 2007 from 13.9% in 2006 and verbal warnings increased to 30.8% in 2007 from 24.2% in 2006.

In comparison to 2000 census data for Catawba County, the traffic stop data is within acceptable ranges for the population demographics.

Bias Based Profiling**						
Race:	2004	2005	2006	2007	Per Cent	Cat. Co. Demo.*
Asian	29	54	56	21	2.7%	2.9%
Black	66	160	169	112	14.4%	8.4%
Native American	1	2	2	0	0.0%	.3%
White	418	1037	1061	616	79.3%	85%
Other	96	27	90	11	1.4%	3.5%
Unreported		15	46	17	2.2%	NA
Ethnicity:						
Hispanic	126	251	244	96	12.4%	11.1%
Non-Hispanic	477	960	1172	666	85.7%	89.9%
Unreported	7	84	8	15	1.9%	NA
Sex:						
Female	161	415	484	278	35.8%	51%***
Male	448	874	934	492	63.3%	49%***
Unreported	1	6	6	7	0.9%	NA
Enforcement:						
Citation	341	646	786	424	54.6%	
On-View Arrest	27	38	31	3	.4%	
Verbal Warning	176	410	344	239	30.8%	
Written Warning	36	131	198	71	9.1%	
No Action	30	70	54	35	4.5%	
Unreported			11	5	.6%	
* Based on 2000 Census ** 3 Months Data missing *** Age 15 +						



GOALS AND OUTCOMES



Special Response Vehicle

I- 2007 Departmental Goals and Outcomes

Administration

-  Have a successful on-site visit by the CALEA assessment team and obtain reaccreditation in 2007.
 -  The CALEA assessment team conducted an on-site assessment August 18-27, 2007. The team recommended the Conover Police Department for re-accreditation and the agency was reaccredited in Colorado Springs, CO in November 2007.
-  Coordinate security for the Greater Hickory Classic Golf Tournament.
 -  The Greater Hickory Classic at Rock Barn was held September 10-16, 2007. The event drew record crowds and was considered a success by tournament staff and PGA officials.
-  Sponsor the National Night-Out event with the other city departments, business community and citizens.
 -  National night-Out was held for the second year on Concordia Square. Extreme heat reduced the number of persons in attendance. This year's event included entertainment by The Dove Brothers. Conover was recognized by National Association of Town Watch by awarding a national award for the 10th straight year.
-  Continue coordination and development of the response plan for natural or unnatural occurrences with the Fire Department and other city departments.
 -  **The project is still a work in progress. An emergency response plan for city facilities is under contract and additional planning is being coordinated with the Fire Department and other emergency services.**
-  Plan and coordinate for the expansion of the Police Department with the project manager, architect, city staff, council and others involved in the project.
 -  The architect was selected and preliminary plans were discussed and drawings began. Tentative schedule is for completion of the drawings and bids awarded in March/April with a tentative completion date of December 2008.

Patrol Division

-  Conduct a Community survey, sampling citizen concerns about the Conover Police Department as required by CALEA 45.2.4 and Conover policy 10.1.3.
 -  The citizen survey was completed and data was compiled. The results indicated the community was very confident with the police department and provided much positive feedback.

-  Increase the Bicycle Patrols in residential neighborhoods by 10% in 2007.
 -  **Bicycle patrols did not increase in 2007.**
-  Increase the Community Policing and officer contacts in residential neighborhoods in comparison with 2006 contacts.
 -  Residential neighborhoods community policing contacts increased in 2007. A new code was added to the log module to better monitor community policing activities.
-  Participation in the Governors Highway Safety Programs, Click it or Ticket, Booze It or Lose It in conjunction with other traffic safety initiatives identified during the goal period.
 -  The agency participated in all events coordinated by the Governors Highway programs. Participation allowed the agency to obtain Alco Sensors at no cost.
-  Increase the number of Community Watch Programs in multi family complexes, mobile home parks, and new subdivisions.
 -  **No new community watch programs were started during 2007.**
-  Develop a procedure to insure proper follow-up on cases, in an effort to increase the number of cases closed and cleared.
 -  A monthly report was developed in the VisionAir Records Management System. The report tracks assigned cases and is produced on a monthly basis.

Records Division

-  Successfully complete the audit by NC SBI and continue to improve procedures to insure compliance with State and Federal requirements. Compliance will be measured through monthly validation reports.
 -  Monthly validation reports were submitted to the SBI. An audit of the agency by the SBI is scheduled in 2008.
-  Coordinate and successfully complete an upgrade to the VisionAir Records Management System.
 -  Upgrade for VisionAir Records Management System re-scheduled for 2008.
-  Assist Accreditation Team and On-Site Assessment Team with the Accreditation on-site.
 -  Agency was reaccredited in November 2007. Records section assisted during the on-site to provide documentation.

Investigations Division

Increase Clearance Rates of Assigned Cases

-  2007 percent of cases cleared by arrest = 17%
- 2006 percent of cases cleared by arrest = 22%
- 2007 Total cleared by all means = 38%
- 2006 Total cleared by all means = 46%

Training for all Investigators to increase knowledge and skills in specific areas of investigations

-  Investigators received training in computer crimes, identity theft and digital search and seizure.

Increase community involvement and crime prevention through attendance at Community Watch meetings and providing crime prevention programs.

-  Investigators participated in National Night-Out, Christmas in the Park, community watch meetings and fingerprinted individuals requiring security clearance for school and day care employment. Programs were presented to a local bank on robbery and identity theft.

II– 2008 Departmental Goals

Administration

-  Confirm migration to CALEA 5th Edition Standards and conduct an internal mock assessment to insure compliance with applicable standards.
-  Plan and coordinate for the expansion of the Police Department with the project manager, architect, city staff, council and others involved in the project.
-  Coordinate security for the Greater Hickory Classic golf tournament.
-  Sponsor the National Night-Out event with other city departments, the business community and citizens.
-  Continue development and coordination of the response plan for natural and manmade occurrences with the Fire Department and other city departments.
-  Increase First Line Supervisors performance through accountability and responsibility.

Patrol Division

-  Increase interaction with local schools through participation in school events and other activities in an effort to build rapport with the students.
-  Increase the Bicycle Patrols in residential neighborhoods by 10% in 2008.
-  Increase the Community Policing and officer contacts in residential neighborhoods in comparison with 2007 contacts.
-  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.
-  Increase the number of Community Watch Programs in multi family complexes, mobile home parks, and new subdivisions.
-  Develop a procedure to insure proper follow-up on cases, in an effort to increase the number of cases closed and cleared.

Investigations Division

-  Review and update department policy on interviews and interrogations.
-  Submit at least one article to the city newsletter on a current issue, such as identity theft or fraud, to educate and increase citizen awareness of these issues.
-  Provide training to patrol during at least 2 shift briefings in the area of crime scene preservation and evidence collection.
-  Cooperation and information sharing between agencies is important in a fast moving world with a very versatile and mobile criminal element.
-  Continue to look for opportunities for training in critical area of investigation such as DNA preservation and collection and background investigations and attend such training when available and feasible within budget and travel restraints.

Records Division

-  Successfully complete the audit by NC SBI and continue to improve procedures to insure compliance with State and Federal requirements.
-  Coordinate and assist Catawba County in the transition to the Catawba County RMS server.
-  Maintain records security and maintenance. To include data entry daily and the filing of all reports on a daily basis. Traffic stop data to be entered when received and filed by officer in a notebook.