



Conover Police Department

2008

ANNUAL REPORT

***IN MEMORY
WILLIAM “LARRY” SETZER***



1937 - 2008

***City of Conover
1962 - 2008***

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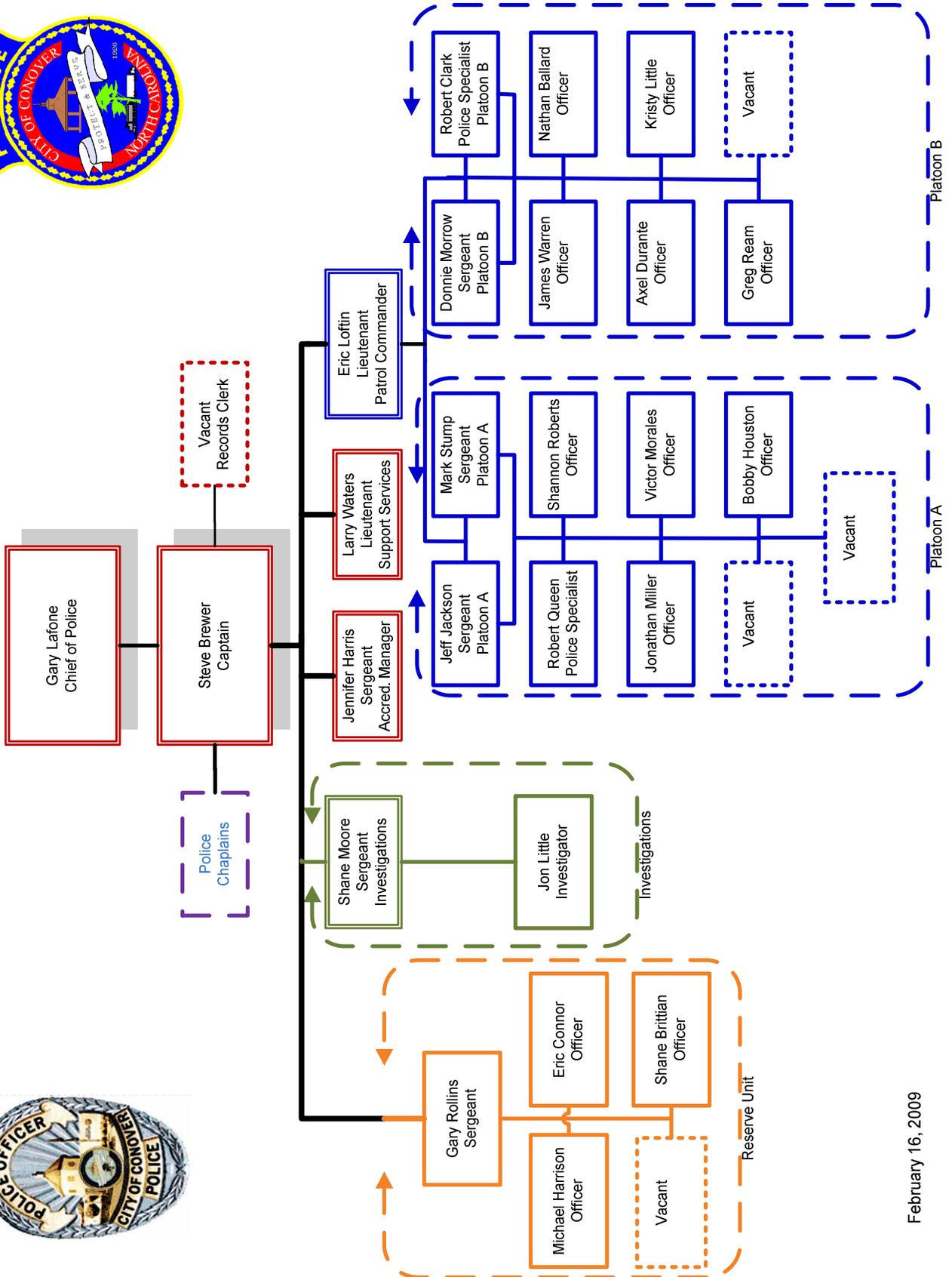
THE AGENCY



2009

I - Organizational Chart

CONOVER POLICE DEPARTMENT



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	Support Services
Harrison	Jennifer	Sergeant	Accreditation
Platoon A			
Jackson	Jeff	Sergeant	Patrol
Stump	Mark	Sergeant	Patrol
Queen	Robert	Specialist	Patrol
Roberts	Shannon	Officer	Patrol
Morales	Victor	Officer	Patrol
Houston	Bobby	Officer	Patrol
Miller	Jonathan	Officer	Patrol
Platoon B			
Morrow	Donnie	Sergeant	Patrol
Clark	Robert	Master Officer	Patrol
Warren	James	Officer	Patrol
Ream	Greg	Officer	Patrol
Duarte	Axel	Officer	Patrol
Ballard	Nathan	Officer	Patrol
Little	Kristy	Officer	Patrol
Investigations			
Moore	Shane	Sergeant	Investigations
Little	Jon	Specialist	Investigations
Reserve			
Rollins	Gary	Sergeant	Reserve
Brittian	Shane	Officer	Reserve
Connor	Eric	Officer	Reserve
Harrison	Michael	Officer	Reserve

III - Special Recognitions



Chief Gary Lafone was certified by the Commission on Accreditation for Law Enforcement Agencies (CALEA) as an Assessor and Team Leader. This certification qualifies Chief Lafone to lead a three person assessment team conducting on-site assessment of a law enforcement agency seeking accreditation or reaccreditation from CALEA.



Lieutenant Larry Waters was certified by the Commission on Accreditation for Law Enforcement Agencies as an Assessor. This certification qualifies Lt. Waters to participate in on-site assessments of a law enforcement agency seeking accreditation or reaccreditation from CALEA.



Sergeant Mark Stump completed the 119th Administrative Officers Course of the Southern Police Institute (SPI), University of Louisville, Louisville, Ky. The SPI is one of the three most prestige's police management schools in the nation. The sixty students selected for the course were from various agencies throughout the United States, Turkey and from the private contractor Blackwater. Sgt. Stump is to be highly commended for his completion of 12 hours undergraduate credits during the thirteen week period.

IV- New Employees



Officer Jonathan Miller joined Conover Police Department in February , 2008. Jonathan is a graduate of Maiden High School and Basic Law Enforcement Training from Catawba Valley Community College. Jonathan and his family reside in the Maiden area.



Officer Gregory Ream joined the Conover Police Department in January, 2008 while attending Basic Law Enforcement Training at Western Piedmont Community College. Greg came to the Conover PD from the Greenville County SC, Sheriff's Department and is currently in the 105th MP Battalion North Carolina Army Reserve, Asheville, NC. Greg was discharged from active military duty in March 2007 after serving in the Iraq Campaign. Greg and his family reside in the Hickory area.



V. Top Performers for 2008

The Conover Police Department is proud to recognize Officer Victor Morales, Officer Shannon Roberts, Officer Axel Duarte, Officer Nathan Ballard and Officer Bobby Houston as the top five performers for 2008. Monthly averages are computed for incident reports, accident reports, citations, arrest, legal processes, filed 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



S. Roberts



A. Duarte



N. Ballard



B. Houston



CPD Dodge Charges

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*	7922
Number of Households**	3371
Square Miles	10.6
Miles of Streets	88.40
Police Department Staffing	
Total Authorized Personnel	30
Full-Time Sworn Personnel	24
Full-Time Non-Sworn Personnel	1
Part-Time Personnel	5
Summary of Police Department Personnel	
Administration	5
Patrol	17
Investigations	2
Clerical	1
Reserve	5
2007-08 Fiscal Data	
City of Conover General Fund Budget	\$10,634,651
Police Department General Fund Budget	\$1,967,882
Police Department Per Cent of Total	19%
Police Department Spending Per Capitia	\$248.41
Police Department Spending Per Household	\$583.77
Summary of Police Department Budget	
Personnel Cost	77.72%
Operating Cost	15.66%
Capital Cost	6.62%
* Office of State Budget and Management Preliminary 2007 Population Estimates	
** 2004 Census Data	

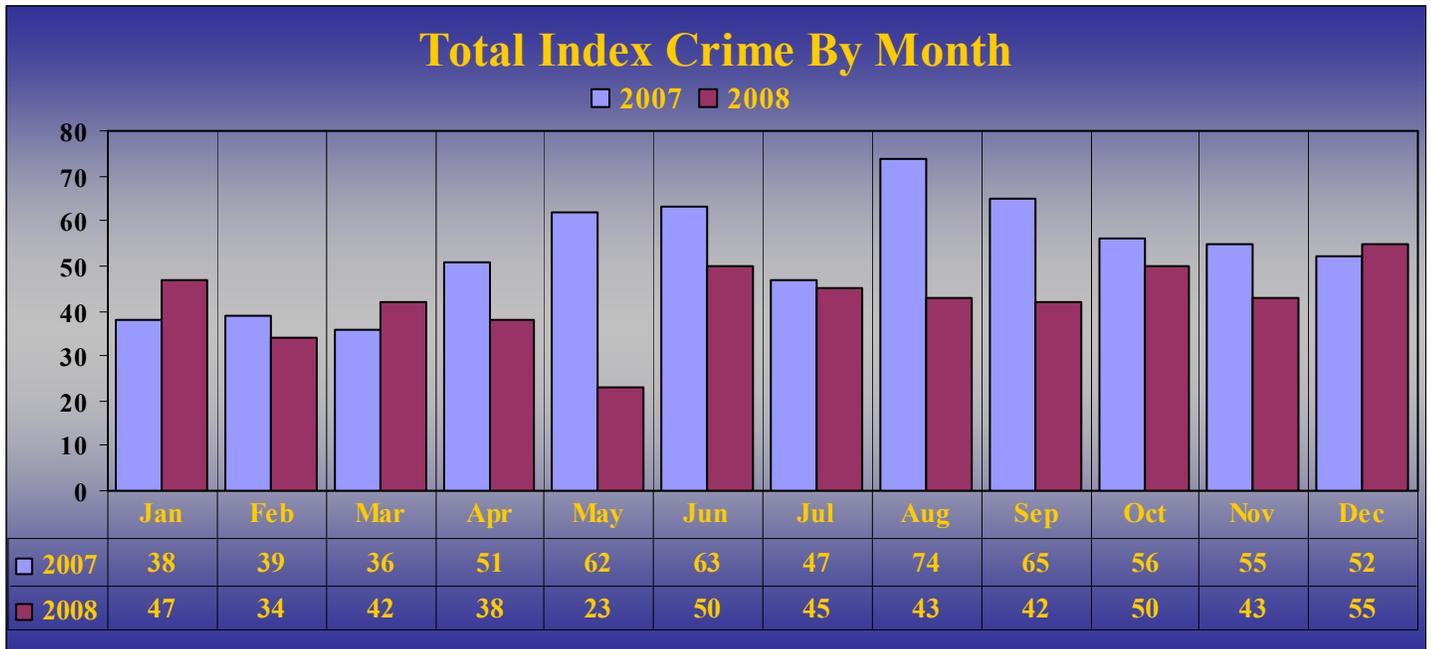
PERFORMANCE REPORTS



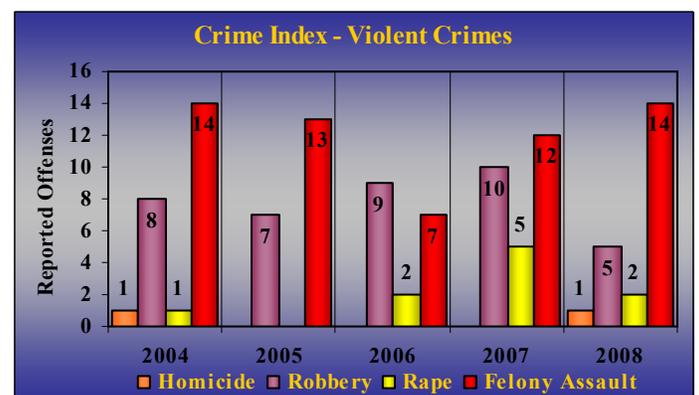
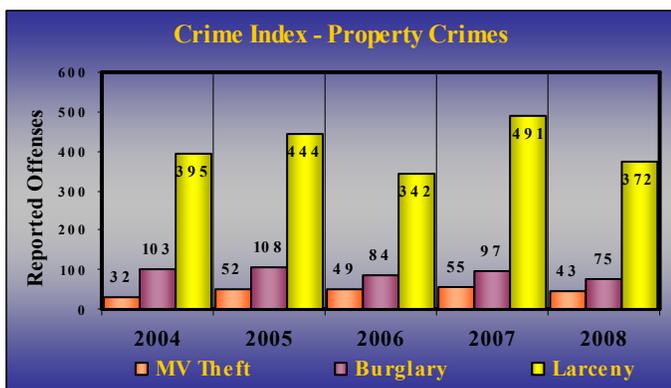
CPD 2001

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.

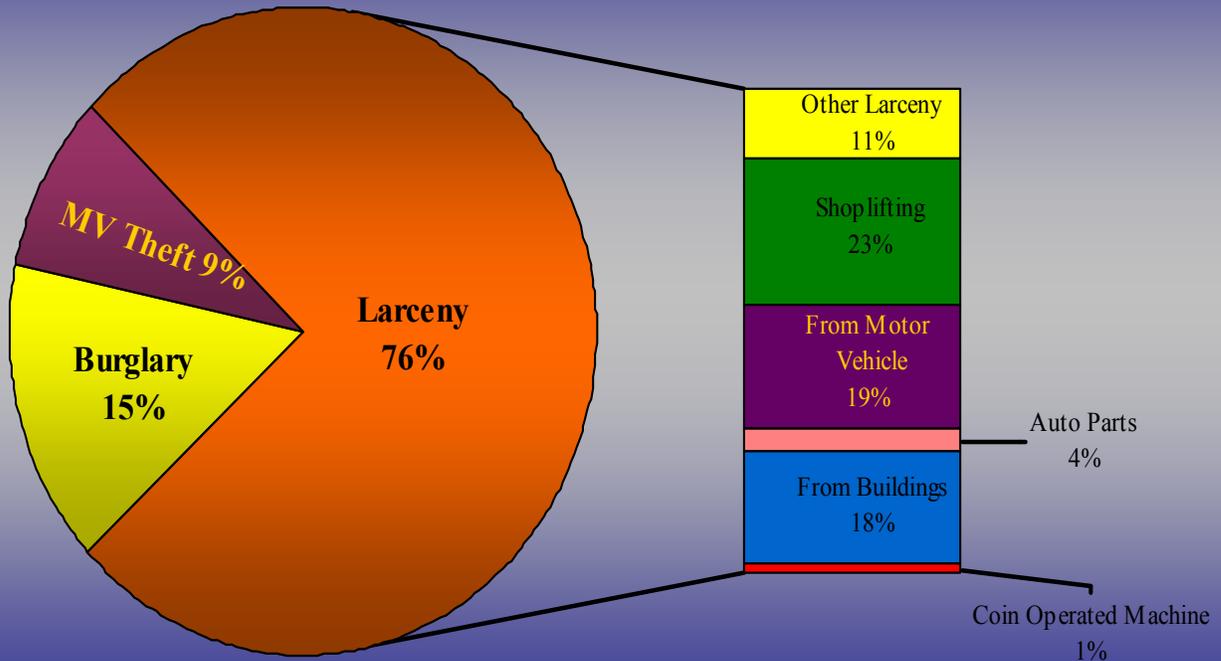


2008 Features	
Most Frequent Month	December
Least Frequent Month	May
Most Common Offense	Larceny

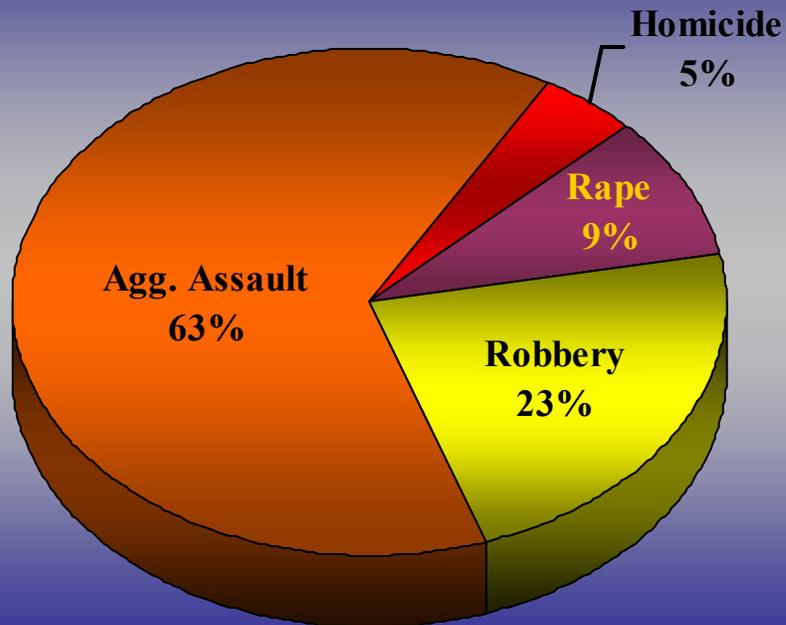


¹State of North Carolina, State Bureau of Investigation, Research and Planning Section, *Crime in North Carolina 2006* (Raleigh, North Carolina, 2007) p. 16.

Property Crimes 2008



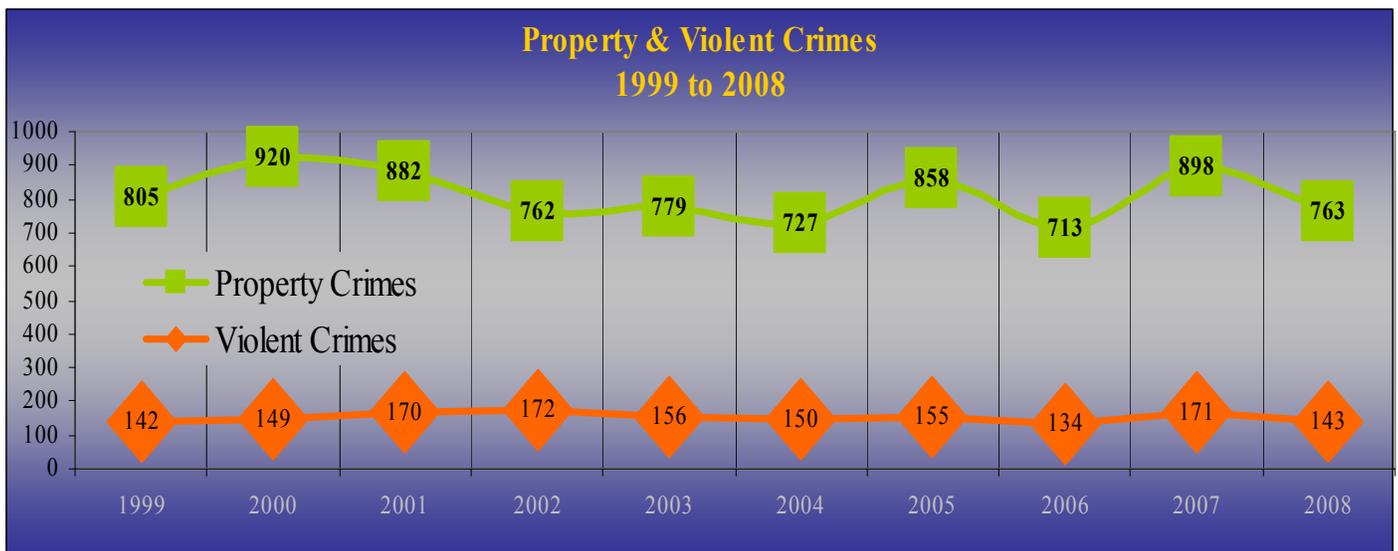
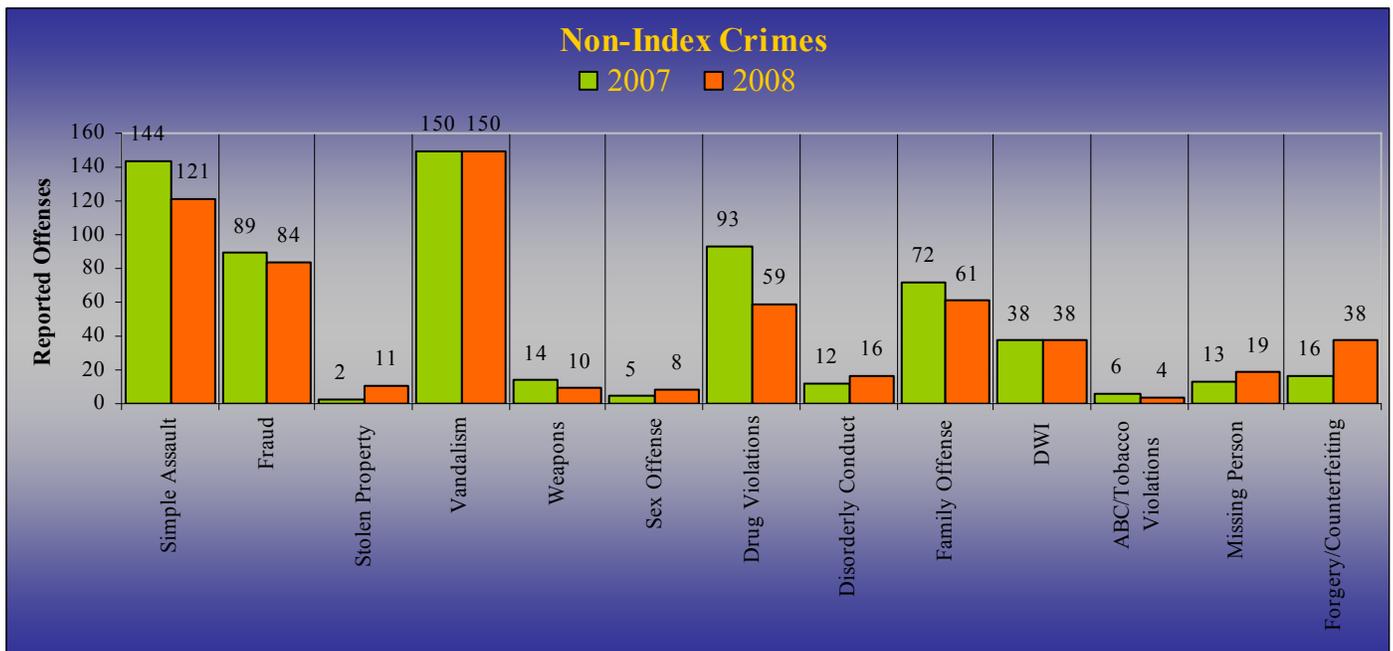
Violent Crime 2008



The agency is proud to report a 24% decline in Index Crimes for 2008. This number reflects a decline in five of the seven Index Crimes. The five crimes with a reduction were Motor Vehicle Thefts (-22%), Robbery (-50%), Burglary (-23%), Rape (-60%) and Larceny (-24%). The two crimes with an increase were Felony Assault (17%) and Homicide (100%). The one homicide was domestic related and was the first homicide in Conover since 2004. 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

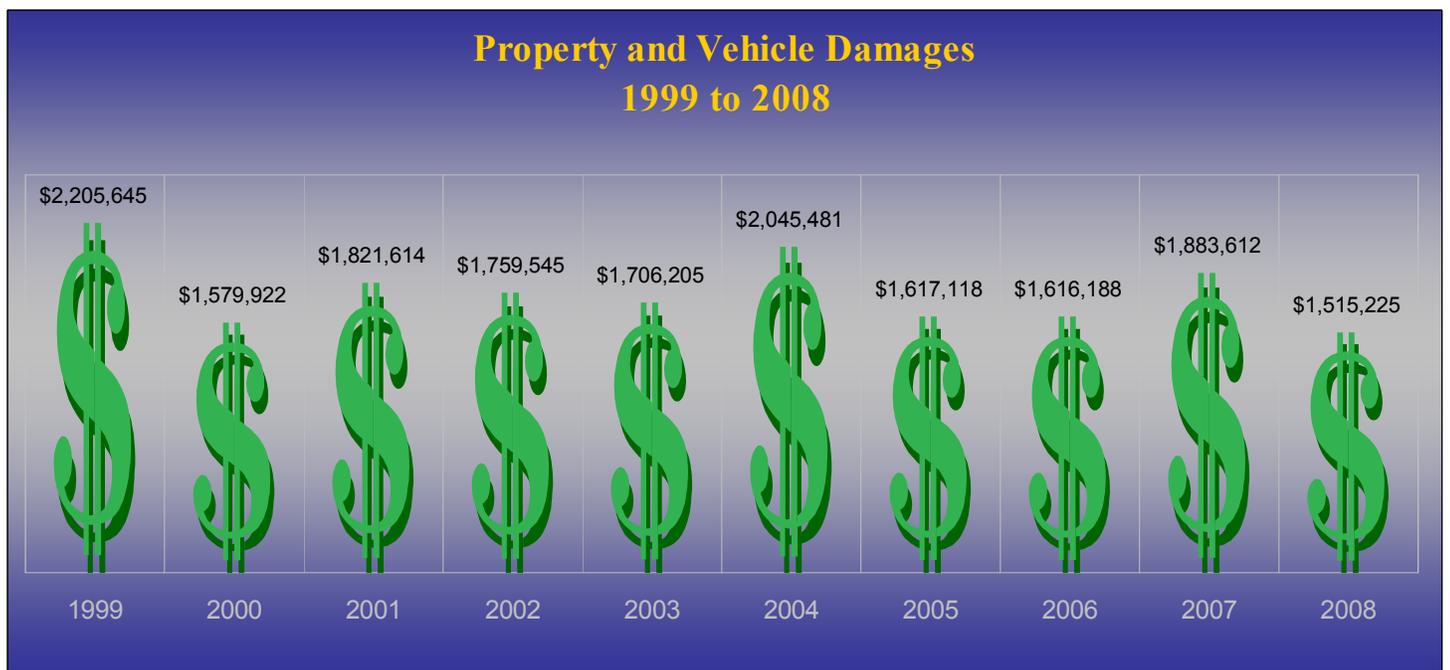
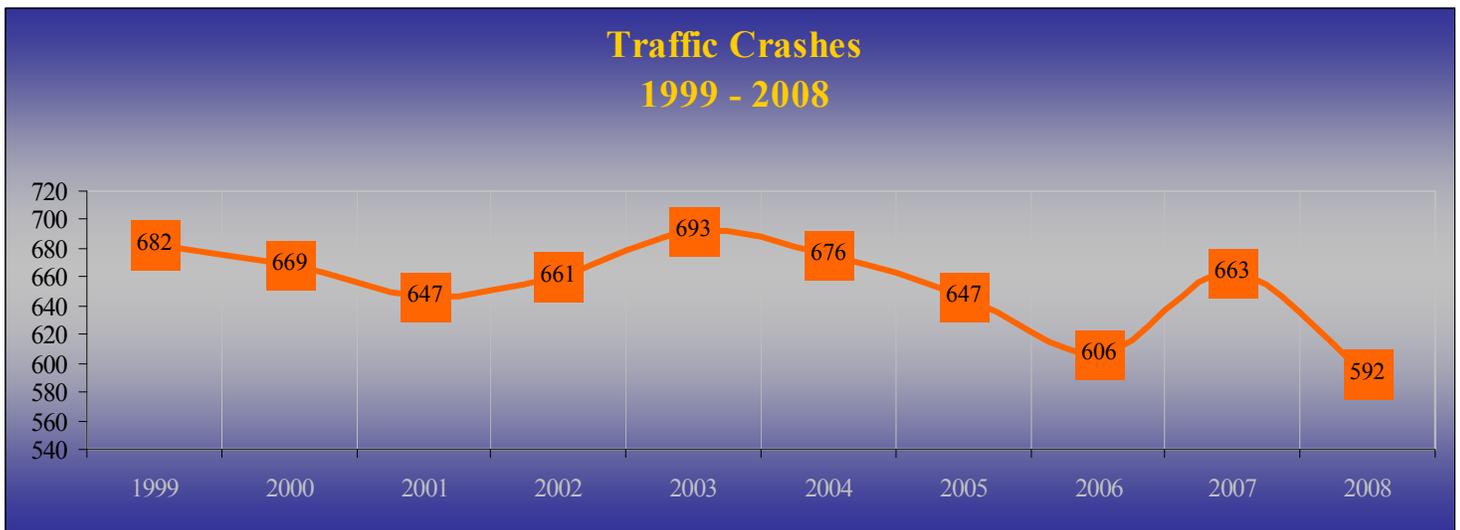
The Non-Index crimes are all other crimes or incidents reported during the year. These crimes are taken seriously as many times they are an indication of the quality of life in a community. Graffiti and other types of vandalism may indicate gang activity and increases in simple assaults and family disturbances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



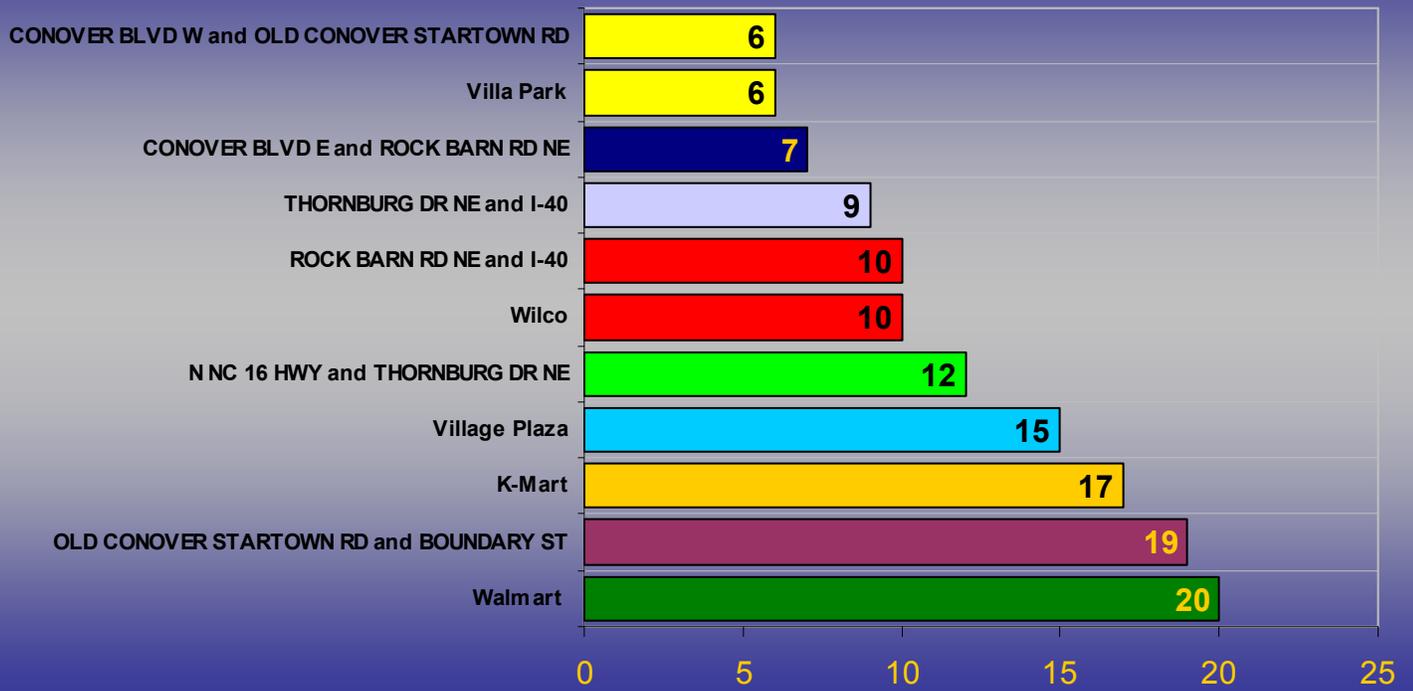
III - Traffic

The population of the City of Conover increases from 7900 to in excess of 26,000 during the work week. The industrial base around the City, being the geographic center of Catawba County and the bisecting of an Interstate, US and NC Highway contribute to this influx of traffic during the workweek. 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 is expected to have an increase in traffic once the widening to four lanes from Charlotte is complete.

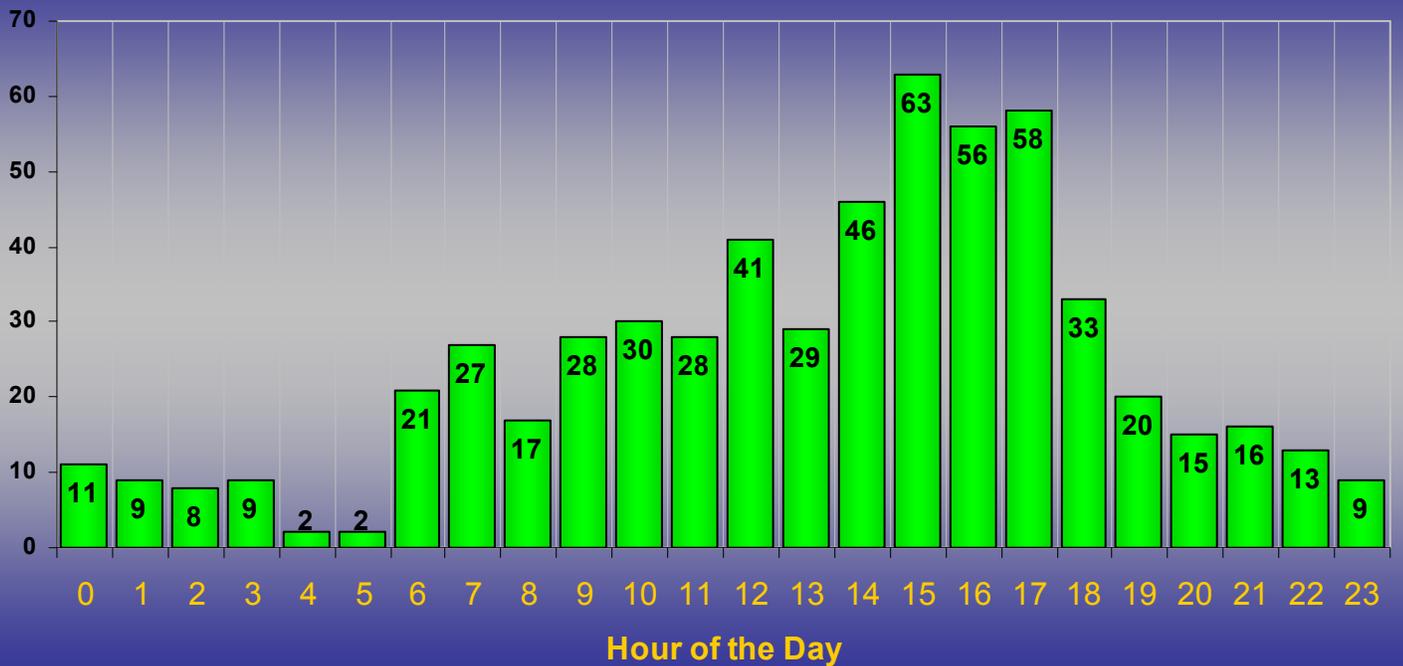
From 2004 through 2007 the City of Conover has averaged 625 crashes per year. Since 2004, the city has documented a 24% increase in the total number of motor vehicle crashes giving Conover one of the highest crash rates in North Carolina for cities under 10,000 populations. Traffic crashes and traffic related problems continues to be one of the agency's top priorities.



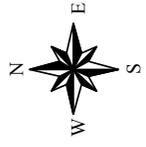
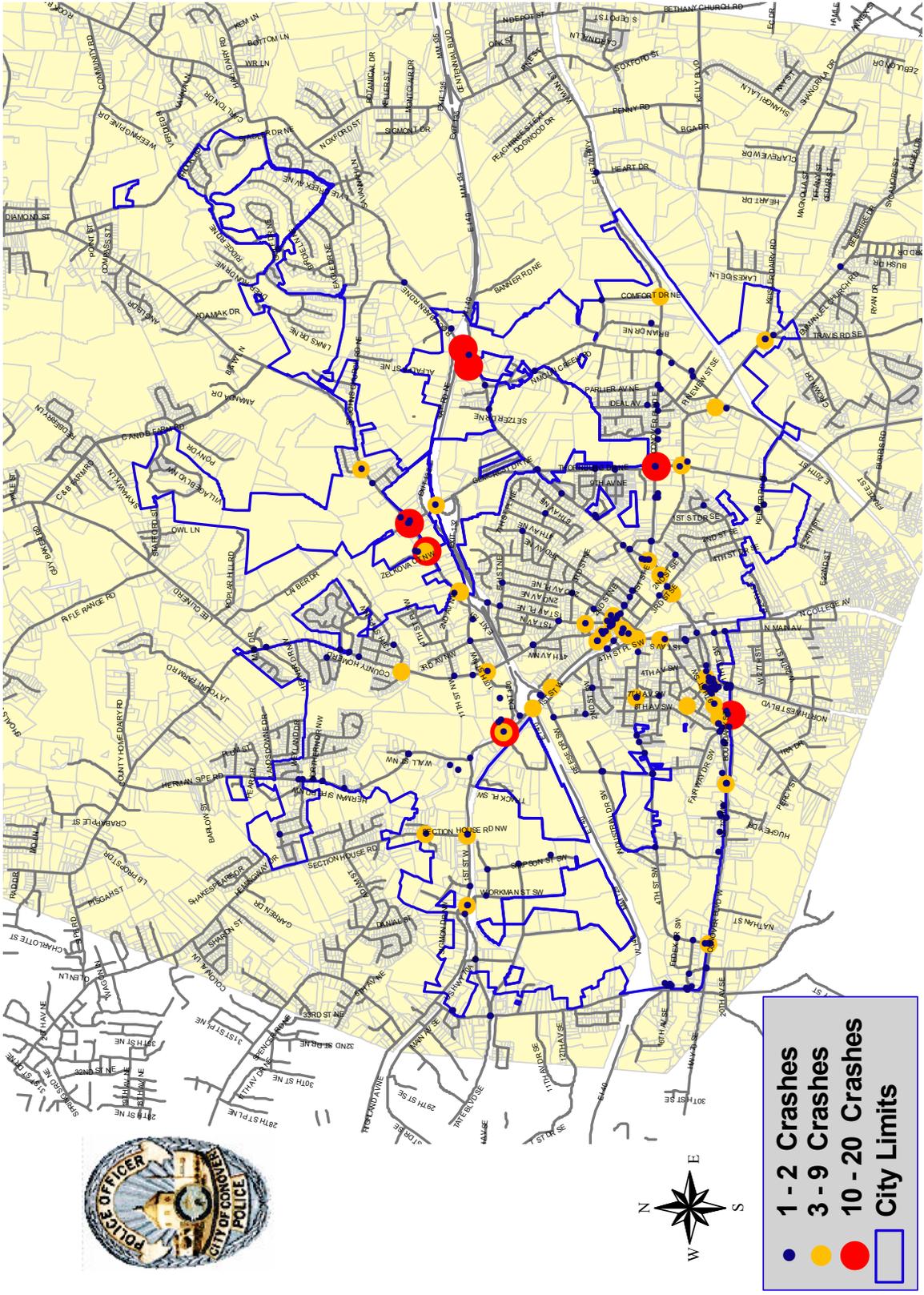
Top 10 Accident Locations



Accidents By Hour of Day



2008 Traffic Crashes



●	1 - 2 Crashes
●	3 - 9 Crashes
●	10 - 20 Crashes
□	City Limits

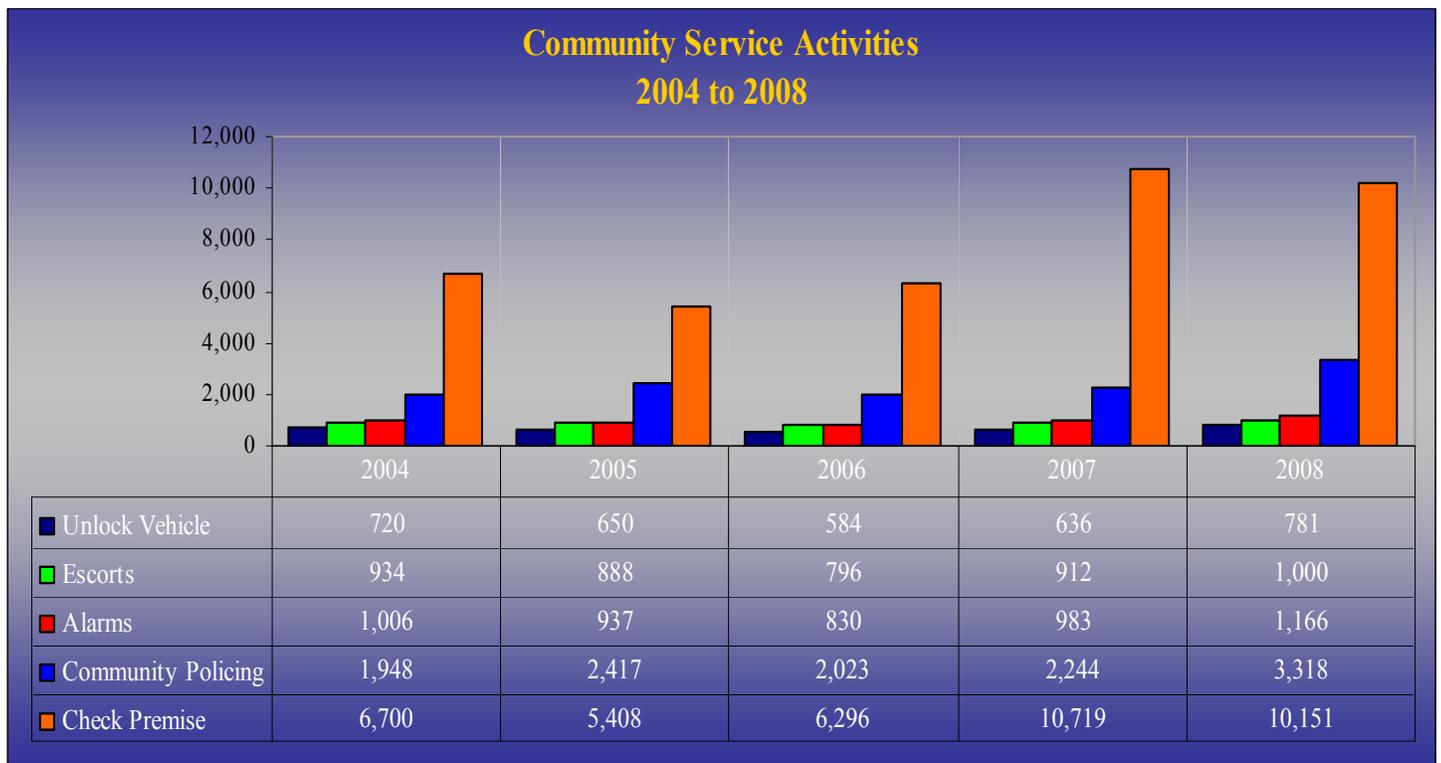
IV - Community Service

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."

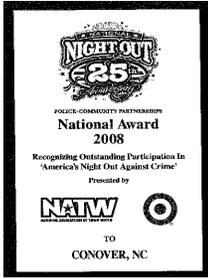
The agency has maintained the community service philosophy during declining economic times and limited budgets. These activities include vacation/premise checks, funeral and business escorts, unlocking vehicles, responding to alarms in addition to the daily community policing contacts in retail and residential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

Eastover and Random Hills/Forest Meadows Community Watch programs were added to the well established Southwest Community and Brentwood/Cambridge Development Community Watch programs. There has been additional interest from two other neighborhoods wishing to establish Community Watch programs. Community Watch programs have proven to be a positive asset for the department by improving community relations and 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 24% decrease in Index Crimes during 2008.

Major events for 2008 included National Night-Out, Greater Hickory 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 2008: National Night-Out 2008 was held in August with above average temperatures for the second year in a row. This year's event featured the Dove Brothers, one of the nations premier Gospel Quartets, and the City of Conover's Community Workshop. The event was held on the Concordia Square and attracted approximately 800 people despite the temperatures. The Community Workshop, normally held in April, allows the different city departments to highlight events and project 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.

The much anticipated event was again awarded a National Award by the National Association of Town Watch. Conover's National Night-Out program has been a National Award winner beginning with a "Rookie of the Year" Award in 1998.



The Greater Hickory Classic: The Greater Hickory Classic, a PGA Champions Tour Event, was held at Rock Barn Golf and Spa on September 8-14, 2008. 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 feature Pro-AM events and tournament play begins on Friday and ends on Sunday afternoon with the awards ceremony.

Security for the event is coordinated by the Conover Police Department utilizing fifteen law enforcement agencies from Catawba, Burke, Caldwell, Alexander and Lincoln 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 Officer Mike Harrison's community project designed to help local families in need to have a memorable Christmas. The project continued to grow and became a department wide project. Officer Harrison continued to coordinate the event. Families in need were identified through the Department of Social Services, Probation and Parole and area schools.

Donation boxes were placed throughout the city and contributions were accepted from local merchants and others wanting to contribute to the program. Fourteen families with thirty-four children received clothing, toys and food valued in excess of \$2,000. In addition, Santa Cop was able to donate the remaining toys to the Family Guidance Center to assist other needy families in Catawba County.



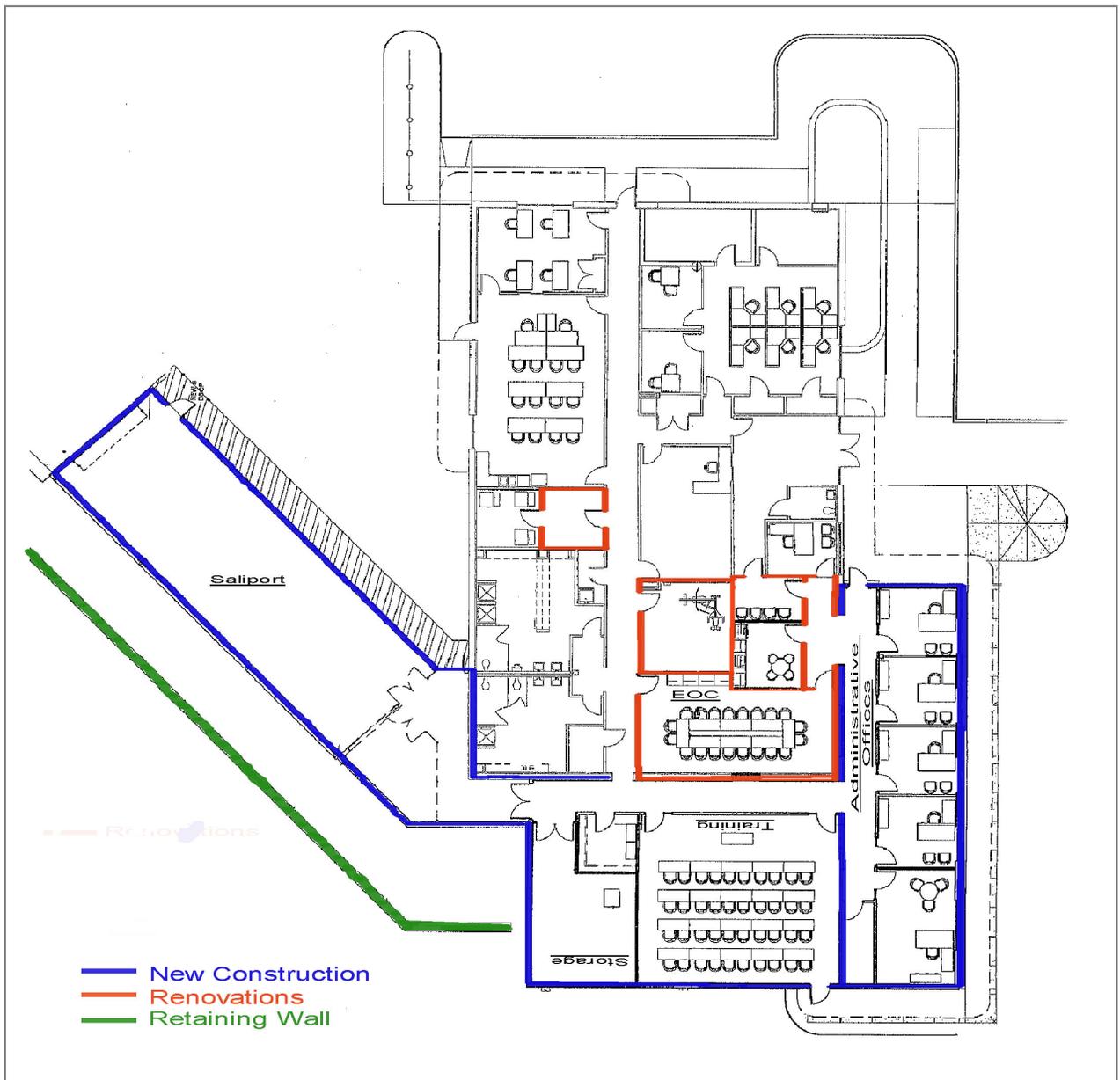
Santa Cop 2008

Conover PD Building Renovations: The original building shell served as the Public Works Department from 1962 to 1994. In August 1994 the building was renovated to house the Police Department. The new police facility consisted of 6,666 square feet which was divided into areas for Administration, Crime Prevention, Records, Patrol and Investigations. The building was designed to serve the needs of the agency for many years.

The new renovations added a training room, emergency operations center, salty port, administrative offices and much needed storage space. The renovations included 4,574 square feet of new space and 1210 square feet of renovations to the existing structure. The existing structure now contains 11,240 square feet.

The project involved the following:

- Architect: Campbell Designs
- Project Management: Global Product Solutions, LLC
- General Contractor: G. L. Wilson Building Company



ANNUAL REVIEW AND ANALYSIS



Cub Scouts at CPD Open House

I - Use Of Force:

Because the application of force on an individual by a police officer is subject to close scrutiny by society, the Conover Police Department investigates all incidents involving some level of force by an officer. All use of force must be reasonable and necessary and be in compliance with agency policy.

Each use of force is reviewed by the Assistant Chief for compliance with policy and the reasonableness of the force used. To insure all use of force incidents have been reviewed the annual review includes use of force reports and all incident reports alleging resist, obstruct or delay a public officer.

Thirteen use of force incidents were identified in 2008. Of the thirteen incidents involving use of force: four involved the use of a Taser, seven required the use of bodily force and weapons were drawn in two of the incidents. A weapon was not discharged in any of the incidents.

None of the use of force incidents resulted in injuries that required medical attention or resulted in any lost work time. None of the Taser deployments required medical treatment for bards that struck the face or groin area.

Of the thirteen use of force incidents; three resulted from a traffic stop, three from a domestic call for service, three from a larceny complaint and four were from drunk and disruptive suspects.

Six of the incidents occurred at a residence, four were in the roadway, two were in public vehicular areas and one was in a business. Six incidents occurred with two or more officers present and seven incidents involved a single officer. Some of the 2008 incidents involved multiple suspects which involved seven whites and seven blacks. Twelve of the individuals were male and two were female ranging in age from 17 to 69.

Nine different Conover officers were involved in the thirteen incidents and none of the incidents involved officers from another agency. Of the nine officers involved; one officer was involved in three of the incidents, three different officers were involved in two of the incidents and four of the incidents involved a different officer.

The analysis indicated there was an 18.75% decrease in incidents requiring an officer to use some type of force. The use of bodily force (hands) continues to be the most frequent with seven incidents followed by the use of the Taser with four. The Taser was only deployed in two of the incidents. A weapon was drawn but not discharged in two incidents; a reduction from 4 in 2007. In 2008 the type of incident requiring an officer to use force was a drunk and disruptive individual with four followed by a domestic call or traffic stop with three each. In 2007 a traffic stop and domestic call were the most prevalent. A residence has been the location where an officer was required to use some type of force in the last three years.

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

2008 USE OF FORCE

Type of Incident:	2004	2005	2006	2007	2008
Traffic Stop	3	3	2	4	3
Domestic	2	3	2	4	3
Mental Subject	0	2	0	0	0
Mutual Aid	2	2	4	0	0
Larceny	0	1	0	1	3
Burglary	0	1	1	0	0
Drunk/Disruptive	2	0	1	2	4
Forgery	0	0	0	1	0
Resist Arrest	2	0	1	2	0
Trespass	1	0	0	0	0
Damage Property	0	0	1	0	0
Suspicious Person/Vehicle	0	0	0	2	0
Type of Force:					
Firearm	NA	NA	4	4	2
(Fired)	NA	NA	(0)	(0)	(0)
(Drawn)	NA	NA	(4)	(4)	(2)
Taser	7	5	4	5	4
(Deployed)	NA	NA	(1)	(3)	(2)
(Drawn)	NA	NA	(3)	(2)	(2)
Bodily Force (Hands)	4	5	4	7	7
Officers on Scene:					
Single	NA	10	2	8	5
Two or More	NA	2	10	8	7
Location of Event:					
Residence	NA	NA	5	6	6
Retail Business	NA	NA	2	3	1
Roadway	NA	NA	4	5	4
Public Area	NA	NA	1	2	2
Disposition:					
Force Necessary	11	12	12	16	13
Force Unnecessary	0	0	0	0	0
Policy Change	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 four internal affairs cases in 2008 compared to eight in 2007. One of the complaints originated from within the agency for policy violations and three came from outside the agency. The original calls for the three complaints that originated from outside the agency were two domestics and a damage to property complaint. The complaint from within the agency and one of the complaints from outside the agency were sustained and the other two were a misunderstanding of police policy and procedures and were resolved with the complainant.

Three of the complaints involved a single officer and one involved three officers. One officer was involved in two of the complaints. One officer being involved in 50% of the complaints is not significant due to the low number of complaints and multiple officers being involved in one of the repeat complaints.

A five year analysis indicated a reduction in complaints over the last three years with a 50% reduction in 2008 from 2007. Officer conduct and failure to explain police policy and procedures was the leading cause of complaints in 2008. Two of the minor complaints were resolved with the complainant after an explanation of policy and procedures. The past trend of one officer being involved in a high percentage of the complaints did not continue into 2008. No policy or training issues were noted by the review.



<i>Internal Affairs/Complaints</i>					
Complaint Origins:	2004	2005	2006	2007	2008
Citizen	5	9	10	8	3
Internal	3	3	1	0	1
Originating Action:					
Traffic Stop	0	5	3	1	1
Arrest	0	0	0	1	0
Officer's Conduct	0	2	6	6	3
Vehicle Pursuit	0	1	0	0	0
Accident Investigation	0	1	2	0	0
Juvenile Investigation	0	1	0	0	0
Officer's Driving	0	1	0	0	0
Disabled Vehicle	0	1	0	0	0
Disposition:					
Sustained	4	3	2	1	2
Not Sustained	3	2	3	1	0
Unfounded	1	3	5	3	0
Exonerated	0	4	1	0	0
Resolved W/Complaint	0	0	0	3	2

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 resulted in a significant decline in pursuits in 2008 with only one pursuit being reported. This was down from six in 2007 an 83% decrease.

The one pursuit in 2008 initiated from a traffic violation just after midnight on a Saturday morning when traffic conditions were very light and the weather was clear and the roads were dry. The distance of the pursuit was less than three miles and terminated when the driver of the vehicle parked and ran from the vehicle. The top speed of the pursuit was less than 80 miles per hour and occurred while the officer was attempting to overtake the vehicle. The suspect was arrested and charged with the appropriate violations.

VEHICLE PURSUITS					
Reason for Pursuit:	2004	2005	2006	2007	2008
Larceny	3	2	0	1	0
DWI	0	1	1	0	0
Assault	0	1	0	0	0
Burglary	0	0	1	0	0
Mutual Aid	0	0	1	0	0
Traffic Violation	1	1	1	5	1
Wanted Person	0	1	1	0	0
Pursuit Results:					
Accident	1	2	2	1	0
Injuries	0	0	2	0	0
Arrest of Driver	3	6	5	3	1
Terminated	1	1	1	3	0
Deflation Device	0	1	0	1	0

The policy changes implemented in 2007 seem to have been successful in reducing the number of pursuits. A review of this pursuit did not identify any training or policy deficiencies. 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 a roll call training topic in 2009.

IV - Grievances

There were two grievance arising out of the same disciplinary action. One disciplinary action was reduced after a hearing with the City Manager and the Chief removed a written reprimand from an officer's personnel file after reviewing the action. The department's grievance policy is defined by the City of Conover's Personnel Policy.

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 elected to voluntarily collect and report the data.

Citations were issued in 50.10% of the stops in 2008 compared to 54.6% in 2007. Written warnings decreased to 8.33% in 2008 from 9.1% in 2007 and verbal warnings increased to 35.49% in 2008 from 30.8% in 2007. In comparison to 2000 Catawba County census data, the traffic stop data is within acceptable ranges for the population demographics.

One bias-base complaint was received during the year. This complaint was investigated by the staff and a meeting was arrange with the complainants. During the meeting, the complainants were allowed to view the video of the traffic stop in question, statistical data for the agency relating to bias-based policing and bias-based data for the individual officer. The complaint was resolved with the complainants agreeing the bias-based complaint was unfounded and the officer had sufficient probable cause for the traffic stop.

Bias Based Reporting							
Race:	2004	2005	2006	2007	2008	Per Cent	Cat. Co. Demo.*
Asian	29	54	56	21	52	3.44%	2.90%
Black	66	160	169	112	224	14.81%	8.40%
Native American	1	2	2	0	0	0.00%	0.30%
White	418	1037	1061	616	1166	77.07%	85%
Other	96	27	90	11	65	4.30%	3.50%
Unreported	0	15	46	17	6	0.40%	NA
Totals:	610	1295	1424	777	1513		
Ethnicity:							
Hispanic	126	251	244	96	228	15.07%	11.10%
Non-Hispanic	477	960	1172	666	1273	84.14%	89.90%
Unreported	7	84	8	15	12	0.79%	NA
Sex:							
Female	161	415	484	278	517	35.80%	51%***
Male	448	874	934	492	988	65.30%	49%***
Unreported	1	6	6	7	8	0.53%	NA
Enforcement:							
Citation	341	646	786	424	758	50.10%	
On-View Arrest	27	38	31	3	8	0.53%	
Verbal Warning	176	410	344	239	537	35.49%	
Written Warning	36	131	198	71	126	8.33%	
No Action	30	70	54	35	77	5.09%	
Unreported			11	5	7	0.46%	

GOALS AND OUTCOMES



I– 2008 Departmental Goals and Outcomes

Administration

-  Confirm migration to CALEA 5th Edition Standards and conduct an internal mock assessment to insure compliance with applicable standards.
 -  Accreditation software updated to fifth edition standards and new ISSRs updated. Files are currently being updated and internal mock assessment to be scheduled in 2009.
-  Plan and coordinate for the expansion of the Police Department with the project manager, architect, city staff, council and others involved in the project.
 -  Building expansion was completed in November of 2008 and administrative offices moved back into the building. Building expansion included new administrative offices, training room, conference room and sali-port.
-  Coordinate security for the Greater Hickory Classic golf tournament.
 -  Greater Hickory Classic was held at Rock Barn Golf and Spa on September 8-14, 2008. Conover PD coordinated security with 15 law enforcement agencies and private security. Security again received high marks following the PGA critique of the event.
-  Sponsor the National Night-Out event with other city departments, the business community and citizens.
 -  National Night-Out was held on August 5, 2008. The event featured the Dove Brothers Quartet and static displays from local law enforcement and local merchants. Included with this years event was the City of Conover's Community Workshop. Conover was again awarded a national award from the National Association of Town Watch.
-  Continue development and coordination of the response plan for natural and manmade occurrences with the Fire Department and other city departments.
 -  Conover Fire Department has developed a draft of an emergency response and recovery plan. The City contracted with an outside entity for coordination, development and implementation of an emergency response and recovery plan. The project is still a work in progress.
-  Increase First Line Supervisors performance through accountability and responsibility.
 -  Staff and administrative review conducted within the agency. Strengths and weaknesses were identified resulting in organizational and job assignment changes. Results of administrative review discussed with each supervisor and goal will continue into 2009.

Patrol Division

-  Increase interaction with local schools through participation in school events and other activities in an effort to build rapport with the students.
 -  Officer participated in read along programs at Lyle Creek Elementary and Shuford Elementary Schools during the year. Presentations were made during career day at Shuford Elementary and Concordia Elementary School. Assisting Thornton Elementary with their "Watchdog" program was not achieved during the 2008.

-  Increase the Bicycle Patrols in residential neighborhoods by 10% in 2008.
 -  There was a significant increase in bicycle patrols in residential areas during 2008. The goal of a 10% increase was surpassed during the year.

-  Increase the Community Policing and officer contacts in residential neighborhoods in comparison with 2007 contacts.
 -  Residential contacts increased from 789 in 2007 to 872 in 2008 reflecting a 10.5% increase. Increasing residential contacts will remain a goal in 2009.

-  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 2008. The agency's participation in over 80 check points and several multiple agency checkpoints during the year accumulated over 3000 participation points for the year. These participation points were used to acquire two dual antenna radar units and an alcohol screening device. The monetary value of this equipment is estimated at \$3,800.

-  Increase the number of Community Watch Programs in multi family complexes, mobile home parks, and new subdivisions.
 -  The efforts of Platoon B resulted in the development of the Random Hills/Forest Meadows Community Watch. There were no Community Watch Programs started in multi-family complexes or mobile home parks.

-  Develop a procedure to insure proper follow-up on cases, in an effort to increase the number of cases closed and cleared.
 -  To insure timely follow-ups on active cases a monthly report is generated for the first line supervisors. Officers have completed follow-up investigations as reflected in an average of 10% open case rate for the Patrol Division.

Investigations Division

-  Review and update department policy on interviews and interrogations.
 -  Draft policies pertaining to interviews and interrogations were formulated and presented for administrative review. Drafts were returned for further revision and are pending final approval.
-  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.
 -  No articles were submitted to the city newsletter.
-  Provide training to patrol during at least 2 shift briefings in the area of crime scene preservation and evidence collection.
 -  One shift briefing training on the Thermal Imaging Camera was conducted.
-  Cooperation and information sharing between agencies is important in a fast moving world with a very versatile and mobile criminal element.
 -  Conover Police Department has increased interagency cooperation by participating in the North Carolina Criminal Information Exchange, Catawba County Criminal Investigators meeting and the Children's Advocacy Center case review.
-  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.
 -  The two investigators completed training in Crime Scene DNA Collection and were unable to find training in Background Investigations.

Records Division

-  Successfully complete the audit by NC SBI and continue to improve procedures to insure compliance with State and Federal requirements.
 -  Agency successfully completed the audit performed by the State Bureau of Investigation. Agency received high marks from the assessment team and there were not recommendations for changes.
-  Coordinate and assist Catawba County in the transition to the Catawba County RMS server.
 -  The project with Catawba County to transition Conover Police Records Management Server (RMS) to the Catawba County RMS was delayed by the vendor to allow adequate time for training and other issues. The project, which will include transition to the Catawba County RMS, Mobile, Field Base Reporting, Inform and Mapping, is a work in progress that will continue into 2009.
-  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.
 -  An audit after a change of staffing in 2008 indicated all reports were not being filed on a daily basis. Current practices indicated records were being filed daily after entry into the appropriate data bases and traffic stop data was being filed in a notebook by officer and date.

II - 2009 Departmental Goals

Administration

-  Perform an internal mock assessment to verify compliance with applicable CALEA 5th Edition standards.
-  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.
-  Continue development and implementation of a response and recovery plan for natural and manmade occurrences with all City Departments.
-  Utilizing performance evaluations and patrol shift workloads and outputs increase the First Line Supervisors performance through accountability and responsibility.

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.
-  Insure 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. Supervisors shall develop and implement a shift briefing training program on the SARA Model and assign community projects utilizing the model as a part of the performance evaluation process.
 3. Increase the frequency and time allotted to bicycle patrols in residential communities by 10%.
 4. Increase Community Watch Programs in residential neighborhoods.
-  Continue the Santa Cop program incorporating division wide support.
-  Create an emergency contact list for businesses within in the city limits.

Investigations Division

-  Strengthen the working relationship and communications with the Patrol Division by:
 1. Develop and present two shift briefing training sessions to the Patrol Division in the areas of A) Basic Crime Scene Investigation and B) Evidence Collection
 2. Each investigator attend a minimum of 1 shift briefing per month beginning in April.
 3. Prepare and distribute a quarterly briefing report indicating crime trends, safety information and other pertinent information.
-  Develop and strengthen the working relationships with other criminal justice agencies through attendance at the NCCIX meetings, hosting the Investigators Exchange meetings and facilitating other meeting and information exchange forums.
-  Increase the number of burglary cases cleared by twenty percent.

IV - Records

-  Complete the transition to the Catawba County Records Management System (RMS) server; fully implement the Field Base Reporting (FBR) application of VisionAir and the transfer of data from FBR into the VisionAir Records Management System. This includes the development of written policies and procedures for the system to include the review of reports by supervisors and the transfer and validation of the data into RMS.

-  Review and analysis the hard copy paper reports and DCI related copies that are maintain in records. From the review, identify the paper copies that can be eliminated or reduced while maintaining the data on electronic media. The process must ensure that all paper copy records are retrained in compliance with the North Carolina retention schedule for law enforcement agencies.

-  Review stored Incident, Arrest or other reports that are boxed and purge any files in accordance with the North Carolina retention schedule. Proper documentation of all files that are purged from records.

