



2011



*Conover Police*  
*Department*  
**ANNUAL**  
**REPORT**

# ***IN RECOGNITION HIS RETIREMENT***

***May 2011***



**James Warren  
1979-2011**

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# ***THE AGENCY***



2010



## II– Conover Police Roster

<b>Conover Police Roster</b>			
<b>Name</b>		<b>Rank</b>	<b>Assignment</b>
<b>Last</b>	<b>First</b>		
<b>Administration</b>			
Brewer	Steve	Chief	Administration
Loftin	Eric	Captain	Administration
Moore	Shane	Lieutenant	Administration
Stump	Mark	Lieutenant	Administration
Harris	Jennifer	Sergeant	Accreditation
<b>Platoon A</b>			
Queen	Robert	Sergeant	Patrol
Lowdermilk	Bart	Sergeant	Patrol
Morales	Victor	Police Specialist	Patrol
Roberts	Shannon	Officer	Patrol
Miller	Jonathan	Officer	Patrol
Ream	Greg	Officer	Patrol
Speagle	Donald	Officer	Patrol
Yang	Darren	Officer	Patrol
McIntosh	Joe	Traffic	Patrol
<b>Platoon B</b>			
Clark	Robert	Sergeant	Patrol
Barkley	Jeff	Sergeant	Patrol
Houston	Robert	Officer	Patrol
Ballard	Nathan	Officer	Patrol
Duarte	Axel	Officer	Patrol
Baker	Daniel	Officer	Patrol
Lapage	Jerry	Officer	Patrol
Seagle	Greg	Officer	Patrol
		Officer	Patrol

## II- Conover Police Roster (Continued)

<b>Conover Police Roster</b>			
<b>Name</b>		<b>Rank</b>	<b>Assignment</b>
<b>Last</b>	<b>First</b>		
<b>Investigations</b>			
Little	Jon	Sergeant	Investigations
Towery	Kristy	Specialist	Investigations
		Investigations	Investigations
<b>Reserve</b>			
Harrison	Michael	Officer	Part time
Brittain	Shane	Officer	Part time
Jackson	Jeff	Officer	Part time
Connor	Eric	Officer	Part time
Lagoutine	Anton	Officer	Part time

<b>Part time IT</b>			
Pannell	Stephanie	IT	Part time
Eades	Peggy	IT	Part time

<b>Records</b>			
Brittain	Debra	Records	Records
<b>Chaplains</b>			
Bledsoe	Don	Chaplain	Chaplain
Lagoutine	Anton	Chaplain	Chaplain
Repass	Byron	Chaplain	Chaplain
Correll	Brian	Chaplain	Chaplain
Bledsoe	Helen	Chaplain	Chaplain

### III - Special Recognitions



**Captain Eric Loftin** received his Masters Degree in Public Administration from Appalachian State University on August 4, 2011. He has been with the department for 21 years.



**Lieutenant Shane Moore** received his Bachelors Degree in Criminal Justice from Western Carolina University on December 18, 2010. He has been with the department for 18 years.



**Police Officer James Warren** retired in May 2011 after 23 years of service with the City of Conover and 32 years in law enforcement.

### IV- New Employees



**Officer Jerry Lapage** joined the Conover Police Department in April, 2011. Jerry is a graduate of St. Stephens High School and he served in the United States Navy for 2 years. Jerry attended Basic Law Enforcement Training at Catawba Valley Community College. Jerry resides with his wife and children in Hickory.



**Officer Anton Lagoutine** joined the Conover Police Department as a part time officer in October, 2010, Anton attended High School in St. Petersburg, Russia. Anton is a full time Associate Pastor at St. Johns Lutheran Church in Conover, NC, and has served as a chaplain for the Police Department since 2003. Anton attended Basic Law Enforcement Training at Catawba Valley Community College. Anton resides with his wife and children in Conover.



**Officer Darren Yang** joined the Conover Police Department in October 2011. Yang is a graduate of Maiden High School and attended Basic Law Enforcement Training at Catawba Valley Community College. Yang resides with his wife and three (3) children in Conover.



**Officer Greg Seagle** joined Conover Police Department in October, 2011. Greg is a graduate of East Burke High School and he served in the United States Marine Corps for 4 years. Greg attended Basic Law Enforcement Training at Catawba Valley Community College. Greg resides in Valdese.



**Officer Brandon Winstead** joined Conover Police Department in August, 2011. Brandon is a graduate of St. Stephens High School and Catawba Valley Community College. He attended Basic Law Enforcement Training at Western Piedmont Community College. Brandon resides in Hickory.



## V. Top Performers for 2011

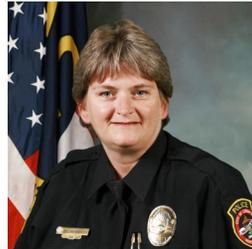
The Conover Police Department is proud to recognize Officer Victor Morales, Officer Jonathan Miller, Officer Shannon Roberts, Officer Robert Houston, Officer Greg Ream, Officer Joe McIntosh, and Officer Danny Baker as the top seven performers for 2011. Monthly averages are computed for incident reports, 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



S. Roberts



R. Houston



G. Ream



D. Baker



J. McIntosh



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

<b>City of Conover Demographics</b>	
<b>Population*</b>	<b>8165</b>
<b>Number of Households*</b>	<b>3,207</b>
<b>Square Miles*</b>	<b>10.9</b>
<b>Miles of Streets</b>	<b>88.40</b>
<b>Police Department Staffing</b>	
<b>Total Authorized Personnel</b>	<b>31</b>
<b>Full-Time Sworn Personnel</b>	<b>25</b>
<b>Full-Time Non-Sworn Personnel</b>	<b>1</b>
<b>Part-Time Personnel</b>	<b>5</b>
<b>Summary of Police Department Personnel</b>	
<b>Administration</b>	<b>5</b>
<b>Patrol</b>	<b>18</b>
<b>Investigations</b>	<b>2</b>
<b>Clerical</b>	<b>1</b>
<b>Part time</b>	<b>5</b>
<b>2010-11 Fiscal Data</b>	
<b>City of Conover General Fund Budget</b>	<b>\$7,762,603</b>
<b>Police Department General Fund Budget</b>	<b>\$1,910,592</b>
<b>Police Department Per Cent of Total</b>	<b>24.5%</b>
<b>Police Department Spending Per Capita</b>	<b>\$234</b>
<b>Police Department Spending Per Household</b>	<b>\$596</b>
<b>Summary of Police Department Budget</b>	
<b>Personnel Cost</b>	<b>76.16%</b>
<b>Operating Cost</b>	<b>17.7%</b>
<b>Capital Cost</b>	<b>6.13%</b>
* 2010 Census Data	

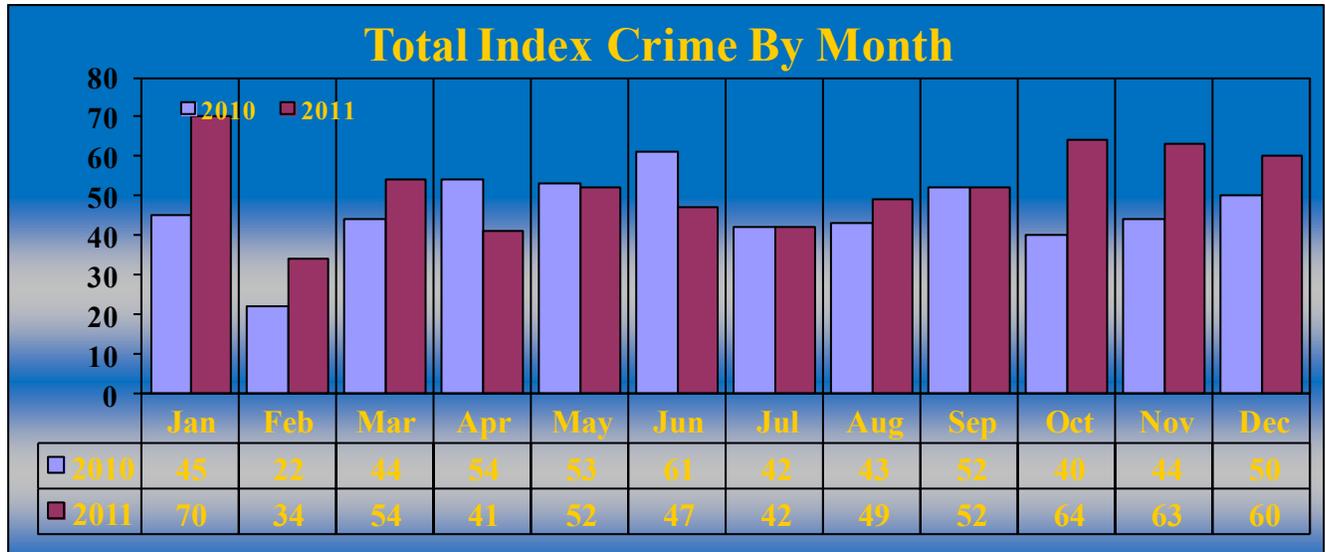
# ***PERFORMANCE REPORTS***



CPD 2010

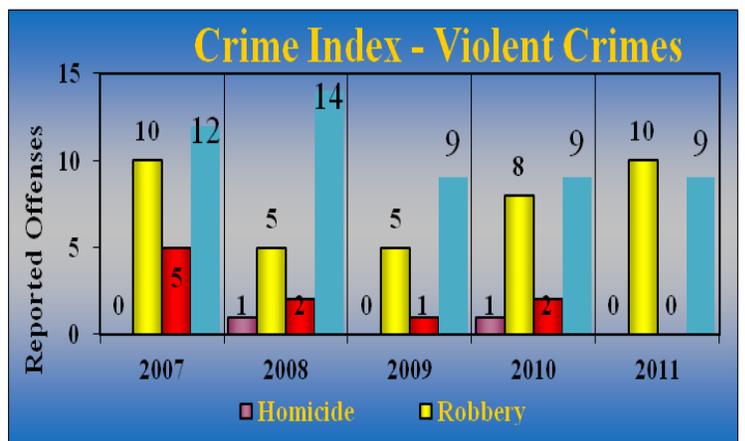
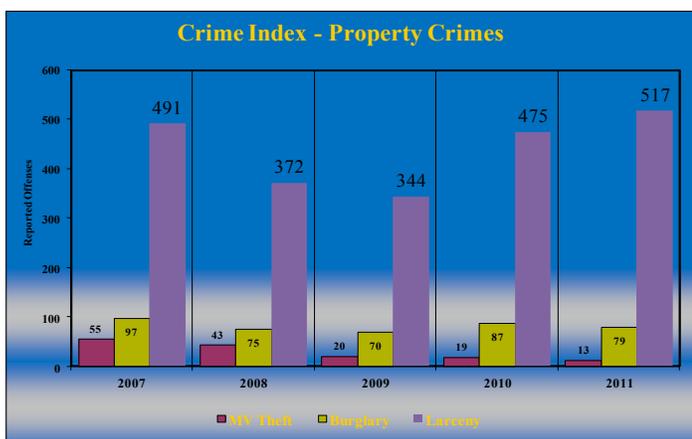
## I- The Crime Index

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.<sup>1</sup> 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.

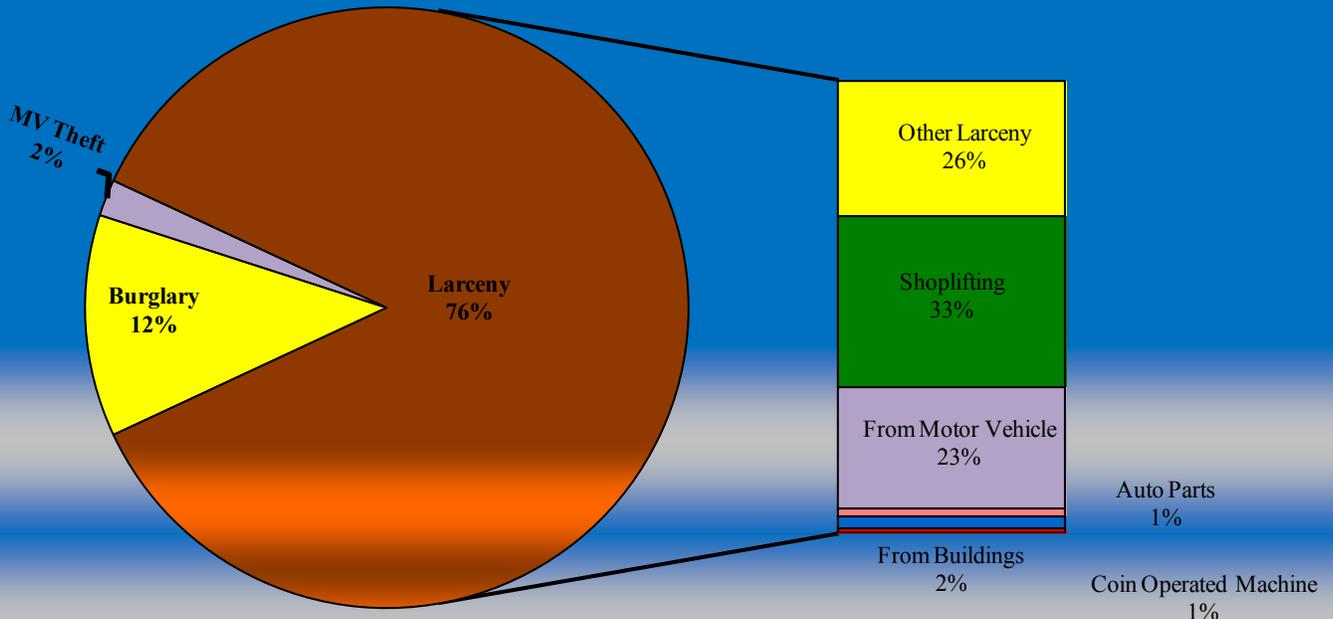


<sup>1</sup>State of North Carolina, State Bureau of Investigation, Index and Offenses Rates 2010-2011 Summary Reporting Data for Conover NC

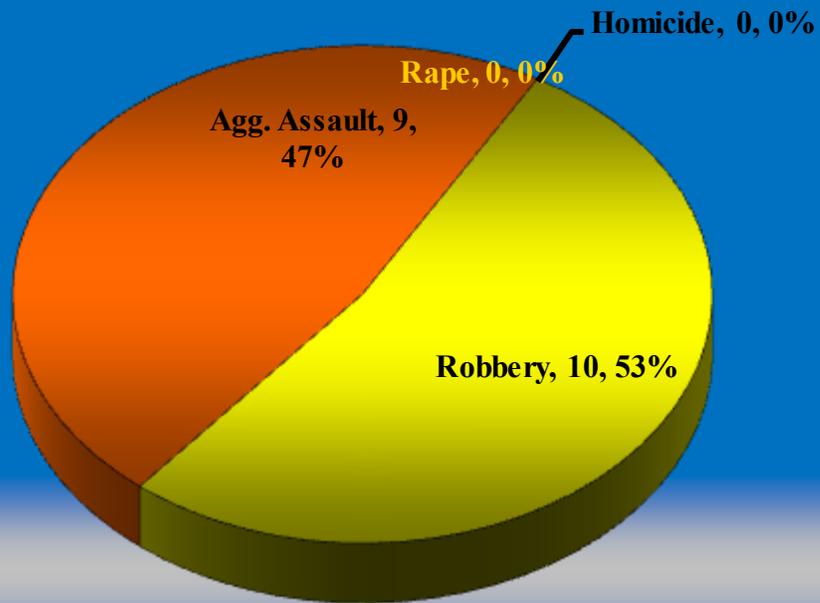
2011 Features	
Most Frequent Month	January
Least Frequent Month	February
Most Common Offense	Larceny



## Property Crimes 2011



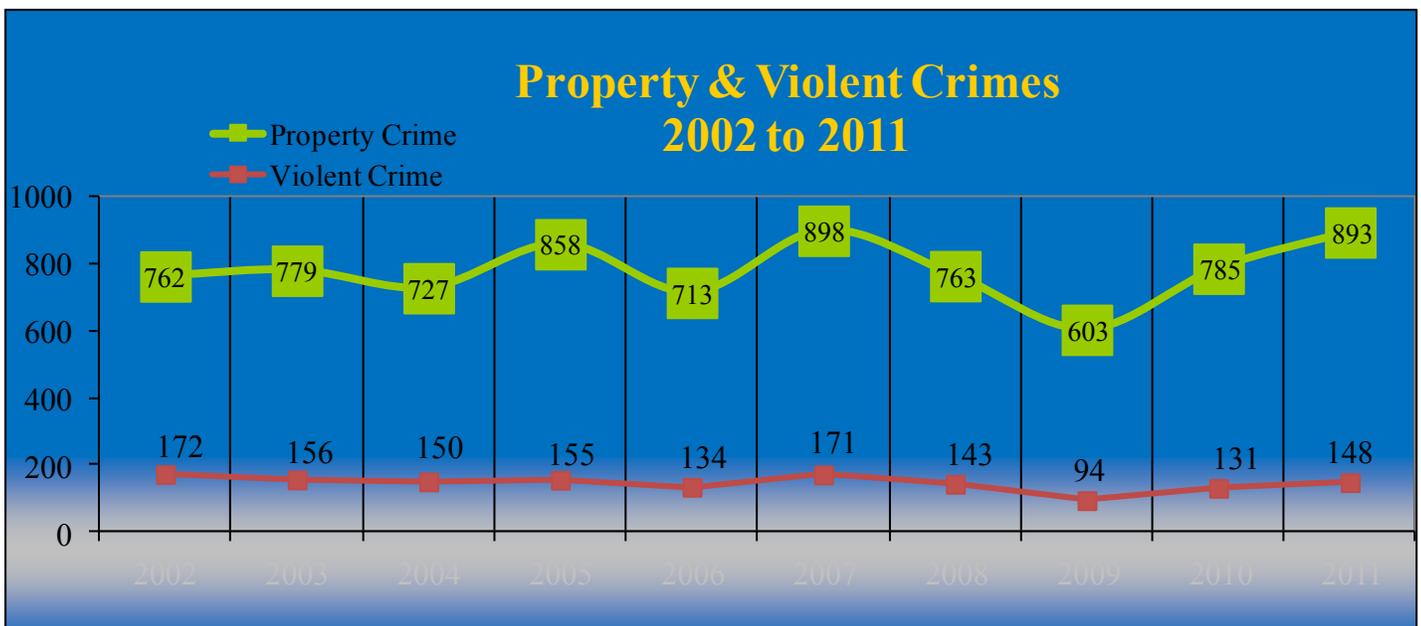
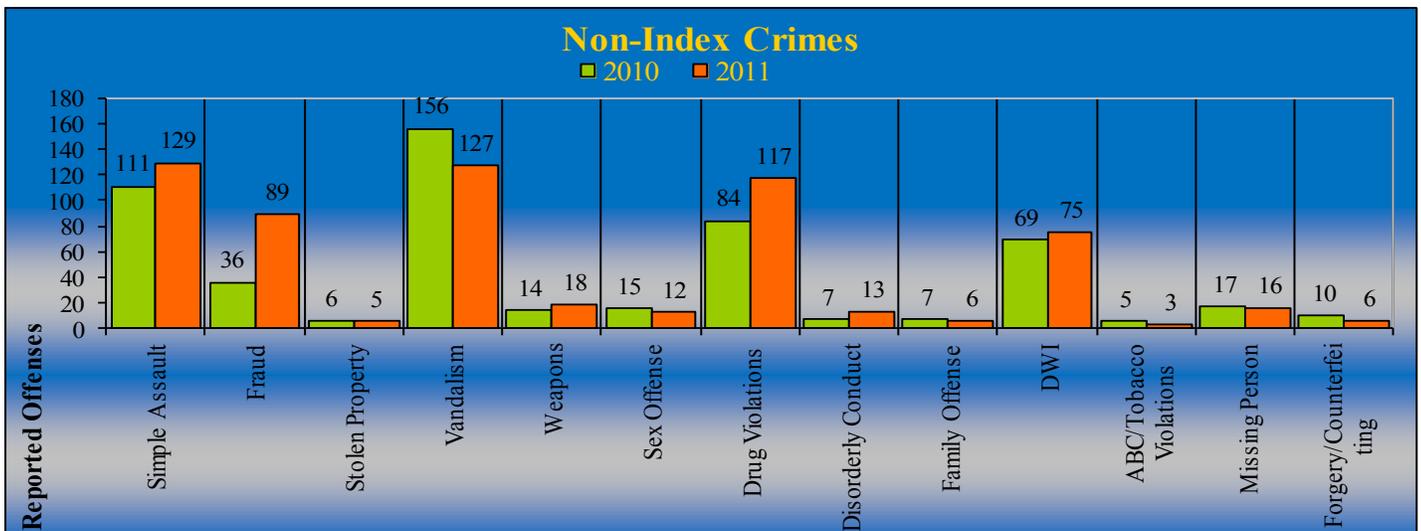
## Violent Crime 2011



In 2011 the agency experienced a 14.18% increase in the Part I Index Crimes. This number reflects an increase in only two of the eight Index Crimes. The two crimes with an increase were Larcenies (22%) and Robberies (67%). A reduction was seen in Burglaries (-5%), Motor Vehicle Thefts (-35%), Felony Assaults (-36%), Rape offenses (-100%), and Homicide (-100%). Arson remained unchanged at 0. The overall increase in Part I Index crimes can be attributed to increase in Larcenies which increased from 425 in 2010 to 517 in 2011. Robberies increased from a total of 6 in 2010 to 10 in 2011. The department continues to take a proactive approach by increasing community policing efforts and working to increase the number of community watch programs in neighborhoods. Citizen cooperation and participation are critical for a successful law enforcement agency.

## II - Non-Index Crimes

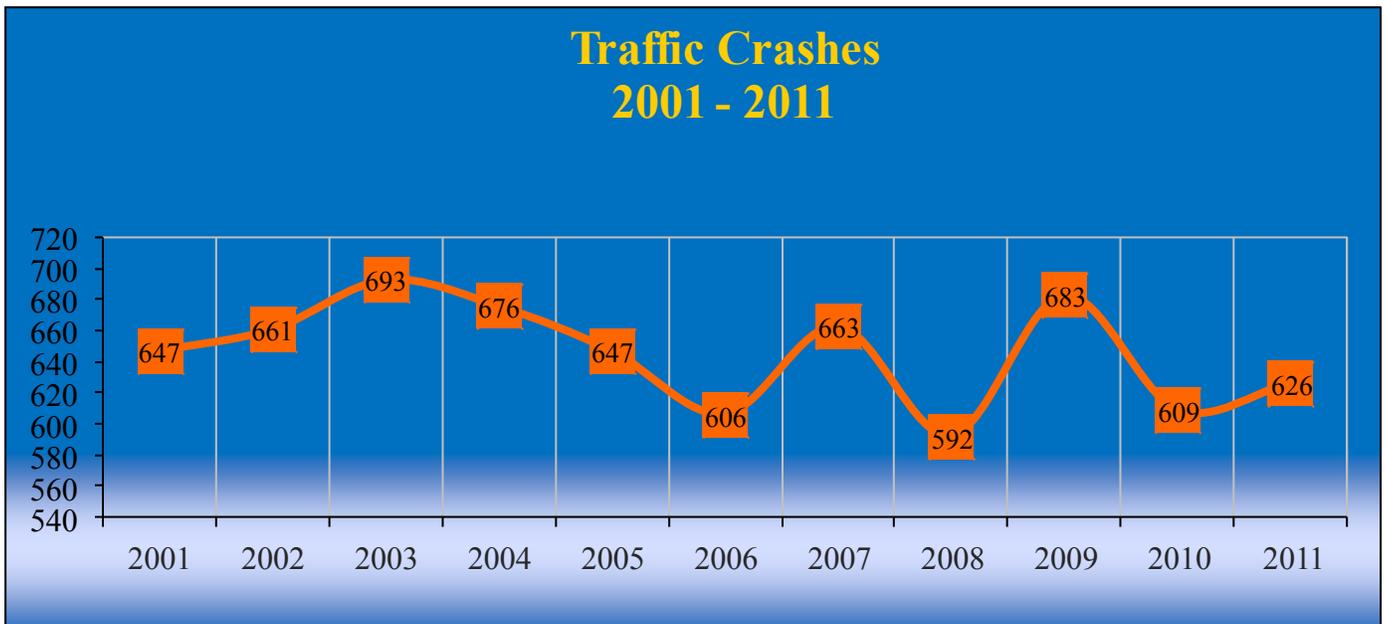
The Non-Index crimes include all other crimes or incidents reported during the year. There were 616 non-index crimes reported in 2011 compared to 537 in 2010. These crimes are taken seriously as many times they are an indication of the quality of life in a community. Graffiti and other types of vandalism may indicate gang activity and increases in simple assaults, drug offenses, disorderly conduct, and family disturbances may be a barometer of economic times.



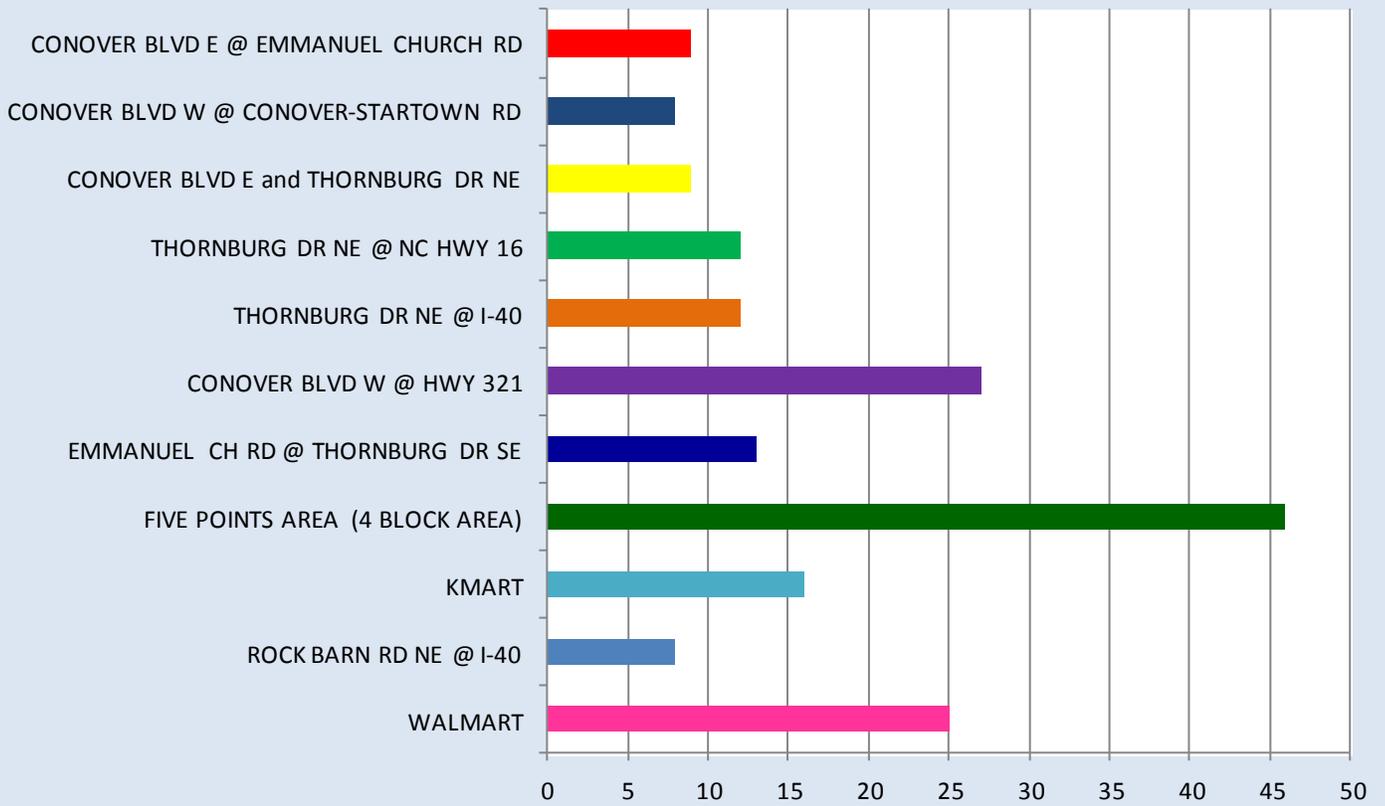
### III - Traffic

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; 1<sup>st</sup> Avenue North (NC 16)- 10,000; 1<sup>st</sup> 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.

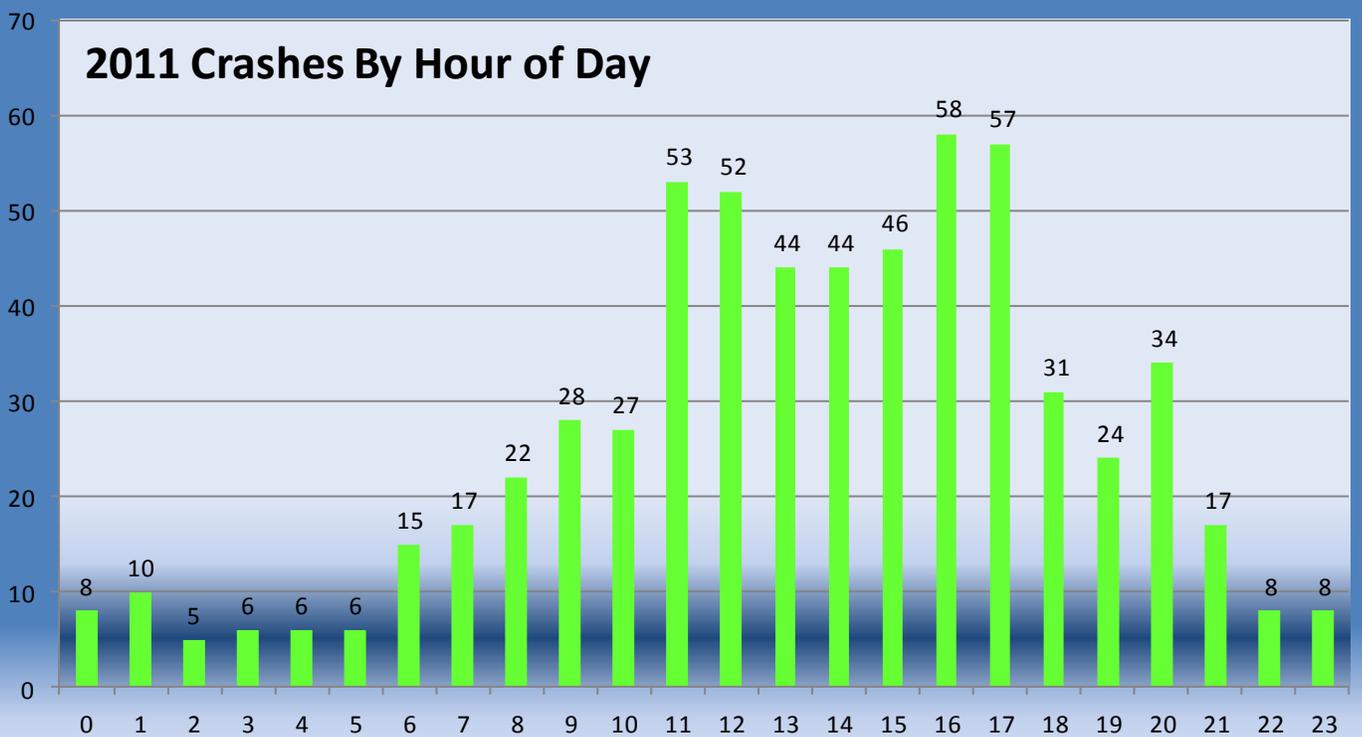
From 2006 through 2011 the City of Conover has averaged 630 crashes per year. Conover continues to have one of the highest crash rates for Cities under 10,000 population. Traffic crashes and traffic related problems continues to be one of the agency's top priorities.



## 2011 Top Crash Locations



## 2011 Crashes By Hour of Day



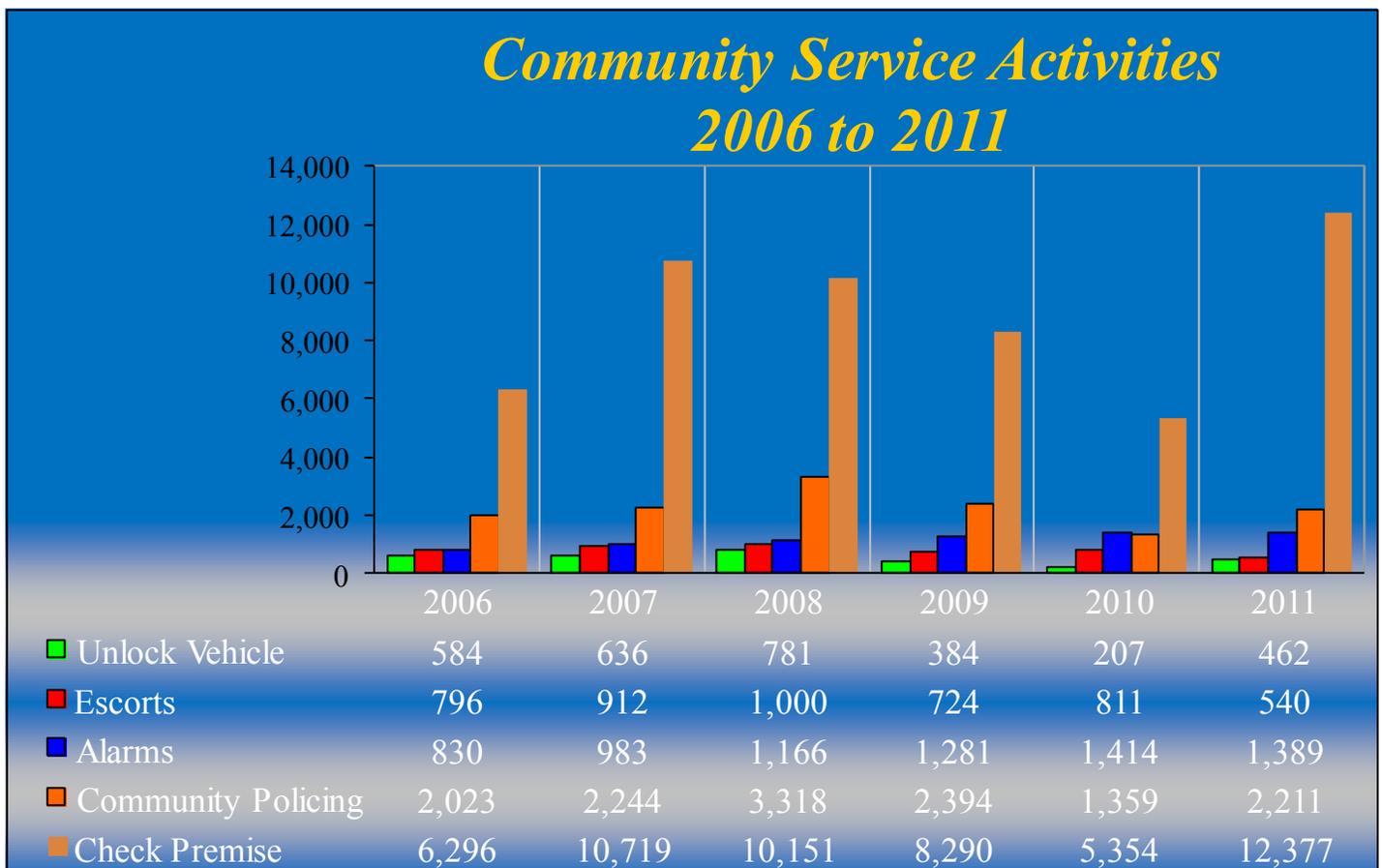
## IV - Community Service

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 2011 included National Night-Out, The Greater Hickory Classic, Catawba Valley Community College's Career Day, Community Job Fair, Antique Tractor Parade, Biker's Toy Run for Conover School, and the Santa Cop Program.



## V - Special Awards/Projects



**National Night-Out 2011:** National Night-Out 2011 was held in August with above average temperatures for the fifth year in a row. This year's event featured the Kingsmen 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 800 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 Greater Hickory Classic:** Formerly the Ensure Classic, this PGA Champions Tour Event, was held at Rock Barn Golf and Spa on June 6 – 12, 2011. 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 thirteen 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.

Donation boxes were placed throughout the city and contributions were accepted from local merchants and others wanting to contribute to the program. This year the Conover Police Department was able to provide assistances to sixty-eight (68) families and 147 children in and around the Conover area. They received clothing, toys and food valued in excess of \$4,000.



Santa Cop 2011



Santa Cop 2011

# ANNUAL REVIEW AND ANALYSIS



2011 National Night Out



2011 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 2011 members of the Conover Police Department were involved in 26 incidents requiring some type of use of force. The incidents involved a total of 18 officers. One officer was involved in eight of the incidents. Five officers were involved in four incidents each. All incidents involved two or more officers except for six of them. Members of other agencies were involved in three of the Use of Force incidents. Four of the incidents involved the officer pulling his 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 nine incidents: six deployments and three display only.

Ten of the incidents resulted from traffic stop calls which included traffic stops on B&E, Larceny, Assault, and Robbery suspects. Four incidents involved a mental patient. Three of the incidents involved undisciplined juveniles. Two of the incidents were involving domestic related calls. The other incidents were the result of calls involving disorderly conduct, warrant service, crash, and assault. There were no excessive force issues in any of the 26 Use of Force incidents. Eighteen of the incidents did not identify any policy or training issues. Eight of the incidents identified training issues for the involved officers. Of those eight, three of the identified issues involved felony/high risk vehicle stops. One incident involved officer safety and the other three incidents identified documentation issues. Seven of the issues were handled with progress notes and shift briefing training. One of the incidents involved a written reprimand for the officer safety issue. The incidents where multiple officers were on the scene were examined to see if any training or policy needs could be identified that would have eliminated the use of force. There were not any.

Ten of the incidents occurred in or near the roadway. Nine of the incidents occurred at residences and four occurred in PVAs. The other three occurred at businesses. Sixteen of the incidents involved no injuries. There were five Taser probe injuries, four scrape/cut injuries, and two minor officer injuries. The injury did not require any lost work time.

A break down by race in 2011 of the offenders involved in each incident, indicated that seventeen offenders were white, thirteen were black, and one was Asian. The offenders ranged in age from 10 – 49. Twenty of the thirty-one offenders were between the ages of 18-26.

The review of the use of force reports and resist, obstruct and delay reports during 2011 indicated all use of force incidents were properly reported, investigated, and reviewed by the chain of command. The force used in all twenty-six incidents was reasonable, necessary and in compliance with policy.

## 2011 USE OF FORCE

Type of Incident:	2006	2007	2008	2009	2010	2011
Assault	0	0	0	3	2	3
Traffic Stop	2	4	3	0	1	11
Domestic	2	4	3	3	5	6
Mental Subject	0	0	0	3	3	4
Mutual Aid	4	0	0	0	1	0
Larceny	0	1	3	0	2	2
Burglary	1	0	0	2	1	0
Drunk/ Disruptive	1	2	4	1	0	0
Forgery	0	1	0	0	0	0
Resist Arrest	1	2	0	0	0	0
Trespass	0	0	0	0	0	0
Warrant	1	0	0	0	1	1
Suspicious Person/Vehicle	0	2	0	0	0	0
<b>Type of Force:</b>						
Firearm	4	4	2	4	5	4
(Fired)	(0)	(0)	(0)	(0)	(0)	(0)
(Drawn)	(4)	(4)	(2)	(4)	(5)	(4)
Taser	4	5	4	3	5	9
(Deployed)	(1)	(3)	(2)	(1)	(1)	(6)
(Drawn)	(3)	(2)	(2)	(2)	(4)	(3)
Bodily Force (Hands)	4	7	7	7	6	13
<b>Officers on Scene:</b>						
Single	2	8	5	2	5	8
Two or More	10	8	7	10	11	18
<b>Location of Event:</b>						
Residence	5	6	6	6	10	9
Retail Business	2	3	1	1	2	7
Roadway	4	5	4	4	2	10
Wooded Area	1	2	2	2	2	0
<b>Disposition:</b>						
Force Neces- sary	12	16	13	12	16	26
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 ten internal affairs cases in 2011 which was four more than was investigated in 2010. Four of the complaints originated from within the agency for policy violations (2-conduct and 2 vehicle operation) and the other six came from outside the agency. The complaints that originated from outside the agency were related to traffic stops crash investigations, and incidents. The complaints from within the agency were the result of policy violations. Five of the complaints ( 4-internal, 1-external)were sustained.

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

Complaints have been significantly less over the previous three years. However, this year an increase was observed. Two officers were involved in crashes and several not-sustained citizen complaints resulted in the increase. The not-sustained citizen complaints came from the citizen's misunderstandings about departmental procedures for handling calls for service. The department utilizes an early warning system to monitor officer behavior that identifies potential issues. Officers' conduct and driving were the leading cause of complaints in 2011.



<i>Internal Affairs/Complaints</i>					
<b>Complaint Origins:</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Citizen	8	3	2	4	6
Internal	0	1	2	2	4
<b>Originating Action:</b>					
Traffic Stop	1	1	1	2	2
Arrest	1	0	0	0	0
Officer's Conduct	6	3	3	3	3
Vehicle Pursuit	0	0	0	0	0
Accident Investigation	0	0	0	0	1
Juvenile Investigation	0	0	0	0	0
Officer's Driving	0	0	0	0	2
Call for Service	0	0	0	1	2
<b>Disposition:</b>					
Sustained	1	2	3	4	5
Not Sustained	1	0	1	2	4
Unfounded	3	0	0	0	1
Exonerated	0	0	0	0	0
Resolved W/Complainant	3	2	0	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 vehicle pursuit in 2011. The officer turned around and attempted to stop the vehicle to investigate a possible larceny of fuel from another jurisdiction. The violator stopped and then proceeded to leave after the officer told them to pull into a pva. The officer got behind the vehicle and began pursuit of the violator. The pursuit was terminated by the on duty supervisor. The violator not was arrested. The distance in the pursuit covered approximately 1.6 miles.

<b>VEHICLE PURSUITS</b>					
<b>Reason for Pursuit:</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Larceny	1	0	0	0	1
DWI	0	0	0	0	0
Assault	0	0	1	0	0
Burglary	0	0	1	0	0
Mutual Aid	0	0	0	0	0
Traffic Violation	5	1	0	1	0
Wanted Person	0	0	0	0	0
<b>Pursuit Results:</b>					
Accident	1	0	1	1	0
Injuries	0	0	0	0	0
Arrest of Driver	3	1	2	2	0
Terminated	3	0	1	0	1
Deflation Device	1	0	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 2012 in-service driver training.

### IV - Grievances

There were no grievances in 2011.

## 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 64.93% of the stops in 2011 compared to 64.28% in 2010. Written warnings decreased from 13.51% in 2010 to 12.3% in 2011 and verbal warnings increased to 18.91% in 2011 from 17.89% in 2010. In comparison to 2010 Catawba County census data, the traffic stop data is within acceptable ranges for the population demographics.

There were no biased-based complaints in 2011.

<b>Bias Based Profiling</b>								
<b>Race:</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>Per Cent</b>	<b>Cat. Co. Demo.*</b>	<b>Conover Demo.*</b>
Asian	21	52	39	86	78	3.31%	3.50%	4.20%
Black	112	224	249	406	375	15.90%	8.40%	9.20%
Native American	0	0	1	50	0	0.00%	0.30%	0.20%
White	616	1166	1292	2247	1893	80.28%	86%	84.70%
Other	11	65	12	61	12	0.51%	1.90%	2.50%
Unreported	17	6	7	0	0	0.00%	NA	NA
<b>Totals:</b>	<b>777</b>	<b>1513</b>	<b>1600</b>	<b>2850</b>	<b>2358</b>			
<b>Ethnicity:</b>								
Hispanic	244	96	228	385	409	17.35%	8.40%	12.20%
Non-Hispanic	1172	666	1273	1208	1949	82.65%	91.60%	87.80%
Unreported	8	15	12	7	0	0.00%	NA	NA
<b>Sex:</b>								
Female	484	278	517	554	925	39.23%	51%*	52.70%
Male	934	492	988	1029	1433	60.77%	49%*	47.30%
Unreported	6	7	8	16	0	0.00%	NA	NA
<b>Enforcement:</b>								
Citation	786	424	758	1072	1531	64.93%		
On-View Arrest	31	3	8	28	50	2.12%		
Verbal Warning	344	239	537	305	446	18.91%		
Written Warning	198	71	126	119	290	12.30%		
No Action	54	35	77	58	41	1.74%		
Unreported	11	5	7	18	0	0.00%		
<b>* Based on 2010 Census    2007-3 Months Data missing    *** Age 15 +</b>								

# GOALS AND OUTCOMES



# *I– 2011 Departmental Goals and Outcomes*

## Administration

-  Coordinate security for the Ensure Classic golf tournament.
  -  The Greater Hickory Classic was held at Rock Barn Golf and Spa on June 6-12, 2011. Conover PD coordinated security with 13 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 2, 2011. The event featured the Kingsmen 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 800 people. The department won the National NNO Award for Recognition.
  
-  Utilizing performance evaluations and patrol shift workloads and outputs increase the First Line Supervisors performance through accountability and responsibility.
  -  Conover Police Department promoted one sergeant in 2011. The newly appointed sergeant worked one on one with Lt. Stump and the senior sergeant on the shift. All supervisors have 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 2012.
  
-  Develop a mentoring/field training program for newly appointed supervisors.
  -  The newly appointed supervisor was mentored when they took their new position and the other supervisors continue to be mentored. However, an official program/process has not been implemented. This will continue as a goal for 2012. Leadership training will be sought for the supervisors
  
-  Develop a an employee of the quarter/year policy to recognize outstanding officer performance.
  -  Several policies have been collected from other agencies. However, an official program/process has not been implemented. This will continue as a goal for 2012. Officer Jonathan Miller was nominated for Conover Police Department's 2011 Officer of the Year and received an award from the American Legion.

## 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.
    -  Patrol division has continued to participate in visiting with the local schools. Officers are able to visit with the students that are identified by school staff and therefore are able to interact and mentor the student. Officers made 44 stops between Shuford Elementary School and Lyle Creek Elementary School.
  2. Increase the Bicycle Patrols in residential neighborhoods by 10% in 2011.
    -  There was a significant increase in bicycle patrols in residential areas during 2011. There was over 300% increase in the number of bicycle patrols.
  3. Increase the Community Watch Programs in residential neighborhoods.
    -  Officers continue to attend meetings with the existing community watch groups. During 2011 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 2011. The agency's participation in over 100 check points and several multiple agency check-points during the year accumulated over 3300 participation points for the year. These participation points were "banked" to be used in the coming year to acquire two additional dual antenna radar units. DWI arrest increased from (71) in 2010 to (76) 2011 for a 7.04% increase. In addition, the department continued with year three of 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 a significant increase in the number of families that were assisted. This year the Conover Police Department was able to provide assistances to sixty-eight (68) families and 147 children in and around the Conover area. Volunteers from both patrol platoons and investigations contributed to the success of the program.

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

-  The goal for the Patrol Division was to reach out to the Senior Citizens in the various communities and raise awareness of the "R U Ok" Program by 10% participants. The patrol division was able to add six (6) people to the R U OK list. Currently there are ten (10) residents from Conover on the R U OK list.

 Ensure 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.

 Participate in Operation Medicine Drop

-  In 2011 it was the third year that the Conover Police Department participated in Operation Medicine Drop. Officers worked the following pickup locations: Medicap Pharmacy (March 24, 2011), Bowman Drug Store (March 25, 2011), Walmart (March 26, 2011), and Bowman Drug Store (October 29, 2011). The medication was properly documented and packaged. The medication was then turned over to the North Carolina SBI to be destroyed.

## Investigations Division

 Continue the efforts towards obtaining and disseminating criminal intelligence information with other agencies 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.
  -  A rotation between Conover PD, Newton PD and Catawba County Sheriff's Office was implemented for hosting the meetings. Conover CID participated in ten local meetings during this year. The attended dates are as follows: 02/8/11, 03/8/11, 04/12/11, 05/10/11, 06/14/2011, 07/12/11, 08/9/11, 09/13/11, 10/11/11 and 11/8/11.
2. Participate in a minimum of four (4) NCCIX Meetings currently being held on a monthly basis at the Lenoir and Boone Police Departments.
  -  Attended NCIX meetings on 2/16/2011, 4/20/2011, 8/17/2011, and 11/16/2011.

 Improve the coordination and sharing of information with other divisions within the department to help reduce crime.

-  Attended shift briefings on 03/15/2011, 04/13/2011, 07/15/2011, 07/28/2011 and 09/21/2011 CID provided two shift briefing trainings for the patrol division: Legal Update 11/28/2011 and 12/1/2011, Missing Persons 12/21/2011 and 12/28/2011. Provided a monthly investigations activity report to Administration.
-  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.

 Continue to build and update the data information in the Investigator v1 Software to improve the ability to track and maintain current cases assigned to the Criminal Investigations Division.

- 👍 All cases from January 2010 to current have been updated. Cases include the victim and suspect information. Lt. Moore continues to enter the initial reports and Sgt. Little updates the cases.

💡 Continue to involve the community to assist with solving crimes by utilizing the media, the Internet, and other available resources.

- 👍 The “Most Wanted” list has proven to be beneficial for the Conover Police Department. In June 2011, Charles Henry Williams that was displayed on the Most Wanted list was located and arrested. On December 28, 2011 the Conover “Most Wanted” list was updated. The “Most Wanted” list continues to be displayed on the City of Conover’s website and was aired on December 29, 2011 on WHKY News TV.

- 👍 The Investigations Division attended four community watch meetings during the past year. Three of the meetings were conducted with the SW Community Watch and one with the Eastover Community Watch Group. The SW Community Watch meetings were held on February 15, 2011, March 15, 2011 and September 20, 2011. The Eastover Community Watch Meeting was conducted on November 28, 2011.

💡 Coordinate and assist in the Operation Medicine Drop. The Conover Police Department will work in conjunction with the State Bureau of Investigation and Drug Enforcement Administration to sponsor a statewide prescription medication take-back program during National Poison Prevention Week, March 20-26, 2011.

- 👍 The Investigations Division assisted in the following Medicine Drop pickup locations Medicap Pharmacy (March 24, 2011), Bowman Drug Store (March 25, 2011), Walmart (March 26, 2011), and Bowman Drug Store (October 29, 2011). The medication was properly documented and packaged. The medication was then turned over to the North Carolina SBI to be destroyed.

## Records Division

💡 Prepare the Agency for the DCI audit.

- 👍 The records and files were reviewed during the audit from the NC State Bureau of Investigation. Two records were flagged for the timeliness of their entry. All other files were in compliance.

💡 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.

-  Ensure incident reports are pulled into RMS with the correct information and notify Admin supervisors about any identified problems/issues.

## ***II - 2012 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 and provide Leadership training.
-  Develop an employee of the quarter/year policy to recognize outstanding officer performance.
-  Develop a physical fitness policy/program for the department.

### **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%.
-  Develop a relationship/contact list with the Local churches as they are a valuable asset to the community.

### **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.

## Investigations Division (continued)

-  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.
-  Continue to involve the community to assist with solving crimes by utilizing the media, the Internet, and other available resources.
-  Conduct a biannual review of all cases to ensure that the cases are being investigated accurately and timely.

## Records

-  Keep records up to date in preparation for future 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.
-  Keep Biased-Based Traffic Stop Reports up to date and properly filed.

