



Conover Police Department

**2009
ANNUAL REPORT**

***IN RECOGNITION
OF
GARY W. LAFONE***



***Chief of Police
1996 - 2009***

***City of Conover Employee
1984 - 2009***

Retired September 25, 2009

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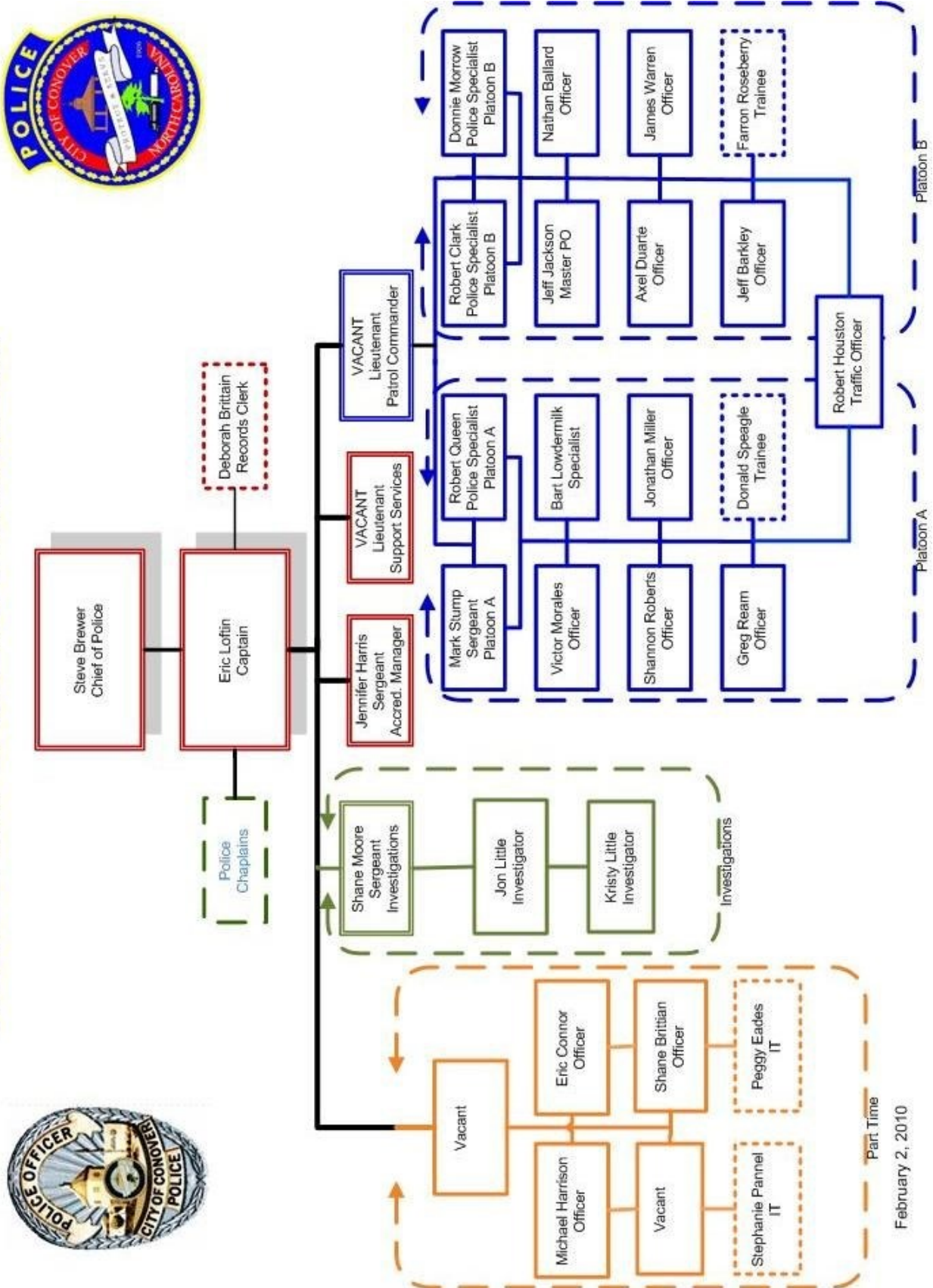
THE AGENCY



2009

I - Organizational Chart

CONOVER POLICE DEPARTMENT



II– Conover Police Roster

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

II– Conover Police Roster (Continued)

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

III - Special Recognitions



Chief Gary Lafone retired in September 2009 after 25 years of service with the City of Conover and over 37 years in law enforcement. He served as Chief of Police for 13 years.



Lieutenant Larry Waters retired in September 2009 after 28 years of service with the City of Conover. He served as Lieutenant over support services for 12 years which included supervising the Criminal Investigations Division and overseeing the evidence room.



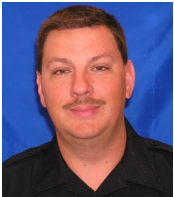
Master Officer Jeffery Jackson graduated from Mountain State University with a Masters Degree in Strategic Leadership. He received his under graduate degree from Gardner Webb University. Jeff has been an officer with the Conover Police Department for 29 years and has 33 years of law enforcement experience.



Specialist Robert Queen was certified by the North Carolina Justice Academy for completion of the Accident Reconstruction program. Robert completed the required 240 hours of classroom and practical training through the North Carolina Justice Academy. Robert has been in Law Enforcement for 11 years.

IV- New Employees

Officer Jeff Barkley joined Conover Police Department in April, 2009. Jeff is a graduate of Maiden High School and Basic Law Enforcement Training from Catawba Valley Community College. Jeff worked for the Claremont Police Department for five years before joining the Conover Police Department. Jeff and his family reside in Claremont.

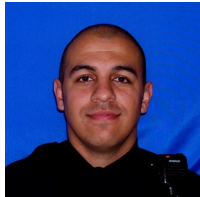


Officer Bart Lowdermilk joined the Conover Police Department in 1993 and transferred to the Catawba County Sheriff's Office in 2001. He rejoined the Conover Police Department in September 2009. Bart has had extensive training in criminal investigations and narcotics investigations. In addition, he is a field training officer and a certified law enforcement instructor. Bart resides in Conover.



V. Top Performers for 2009

The Conover Police Department is proud to recognize Officer Victor Morales, Officer Shannon Roberts, Officer Axel Duarte, Officer Jeff Barkley, Officer Bobby Houston, and Officer Jonathan Miller as the top six performers for 2009. 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 six officers consistently ranked average or above average in these eleven categories.



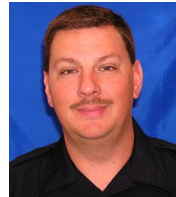
V. Morales



S. Roberts



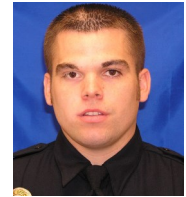
A. Duarte



J. Barkley



B. Houston



J. Miller



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

<i>City of Conover Demographics</i>	
Population*	8007
Number of Households**	3371
Square Miles	10.6
Miles of Streets	88.40
<i>Police Department Staffing</i>	
Total Authorized Personnel	31
Full-Time Sworn Personnel	25
Full-Time Non-Sworn Personnel	1
Part-Time Personnel	5
<i>Summary of Police Department Personnel</i>	
Administration	5
Patrol	18
Investigations	2
Clerical	1
Reserve	5
<i>2008-09 Fiscal Data</i>	
City of Conover General Fund Budget	\$10,614,627
Police Department General Fund Budget	\$1,961,750
Police Department Per Cent of Total	18.48%
Police Department Spending Per Capitia	\$245.00
Police Department Spending Per Household	\$581.95
<i>Summary of Police Department Budget</i>	
Personnel Cost	76.84%
Operating Cost	18.31%
Capital Cost	4.8%
* Office of State Budget and Management Preliminary 2007 Population Estimates	
** 2004 Census Data	

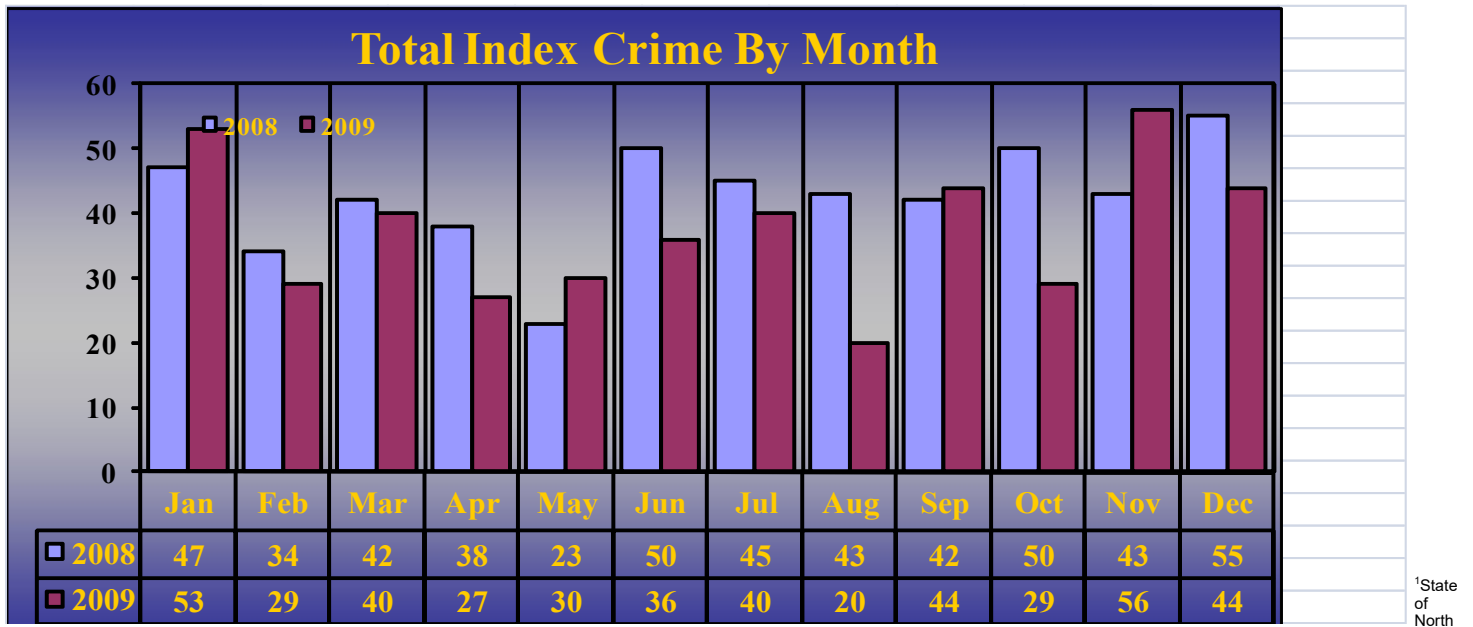
PERFORMANCE REPORTS



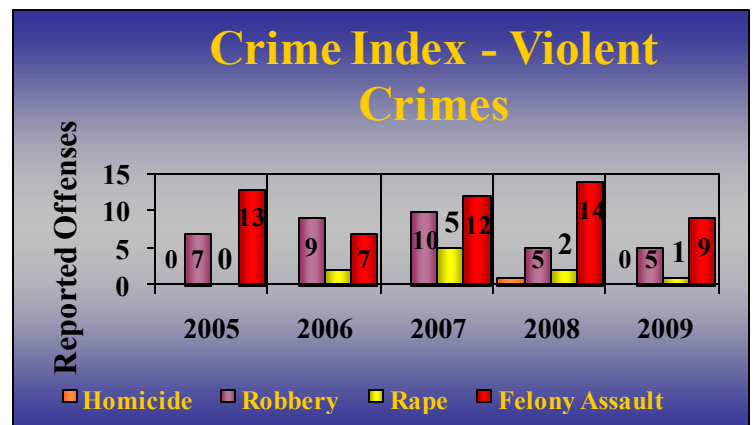
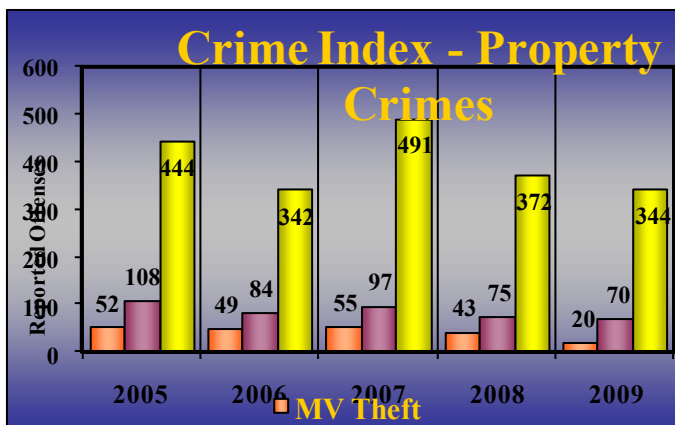
CPD 2001

I- The Crime Index

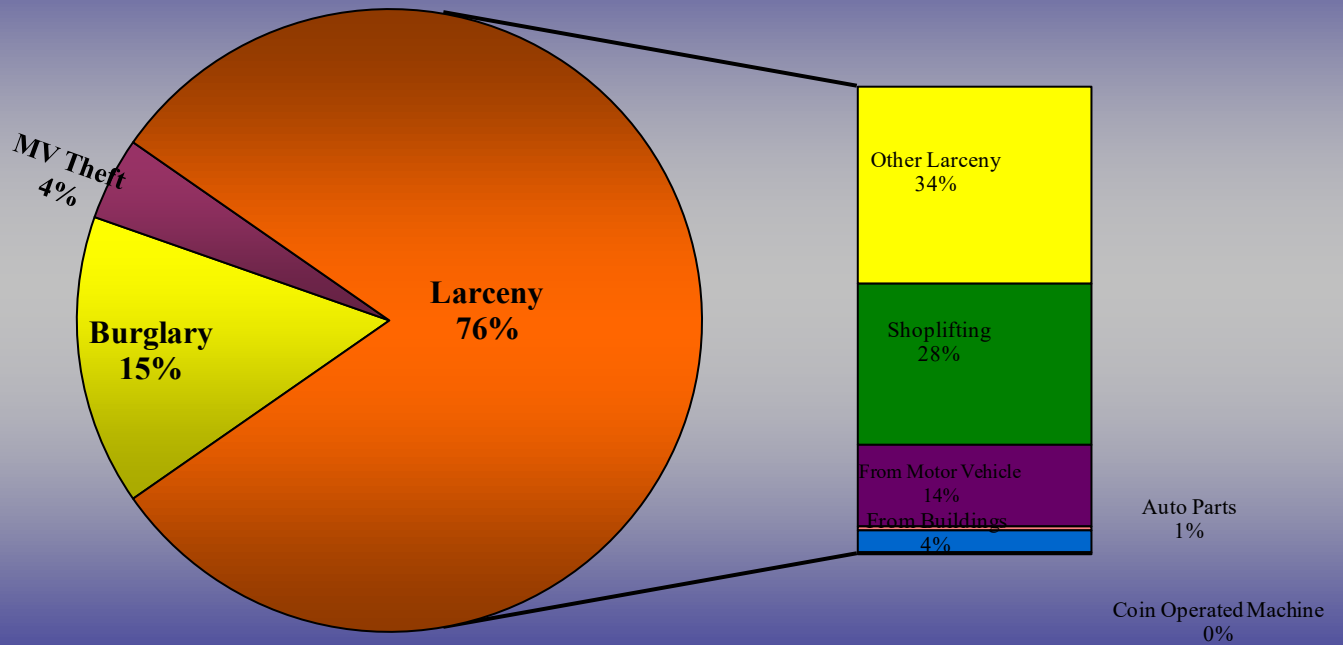
The Conover Police Department reports monthly the reportable crimes electronically to the North Carolina State Bureau of Investigation's (SBI) Research and Planning Division. The SBI and FBI compile the data at the state and national levels into the Uniform Crime Reporting Program (UCR). The UCR program 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.



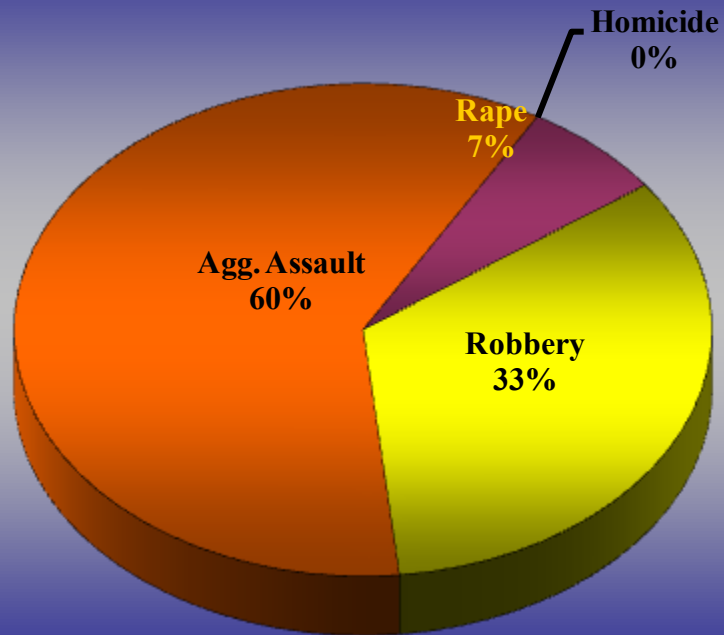
2009 Features	
Most Frequent Month	November
Least Frequent Month	August
Most Common Offense	Larceny



Property Crimes 2009



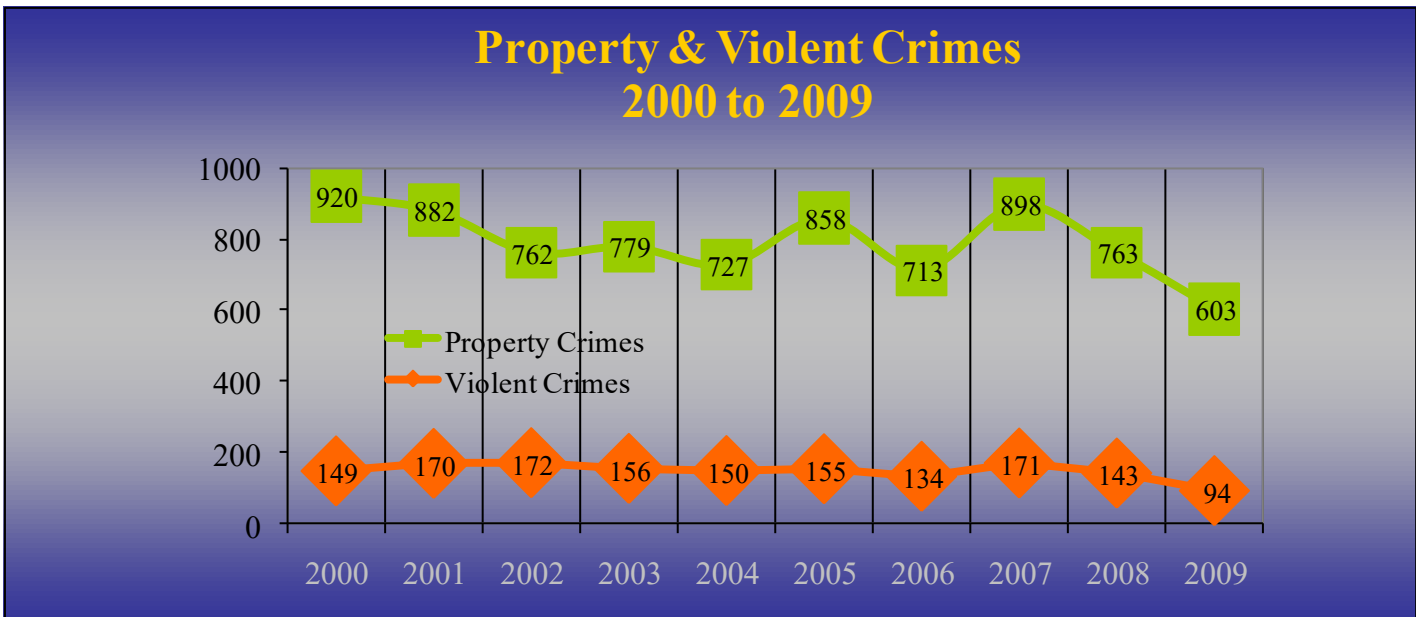
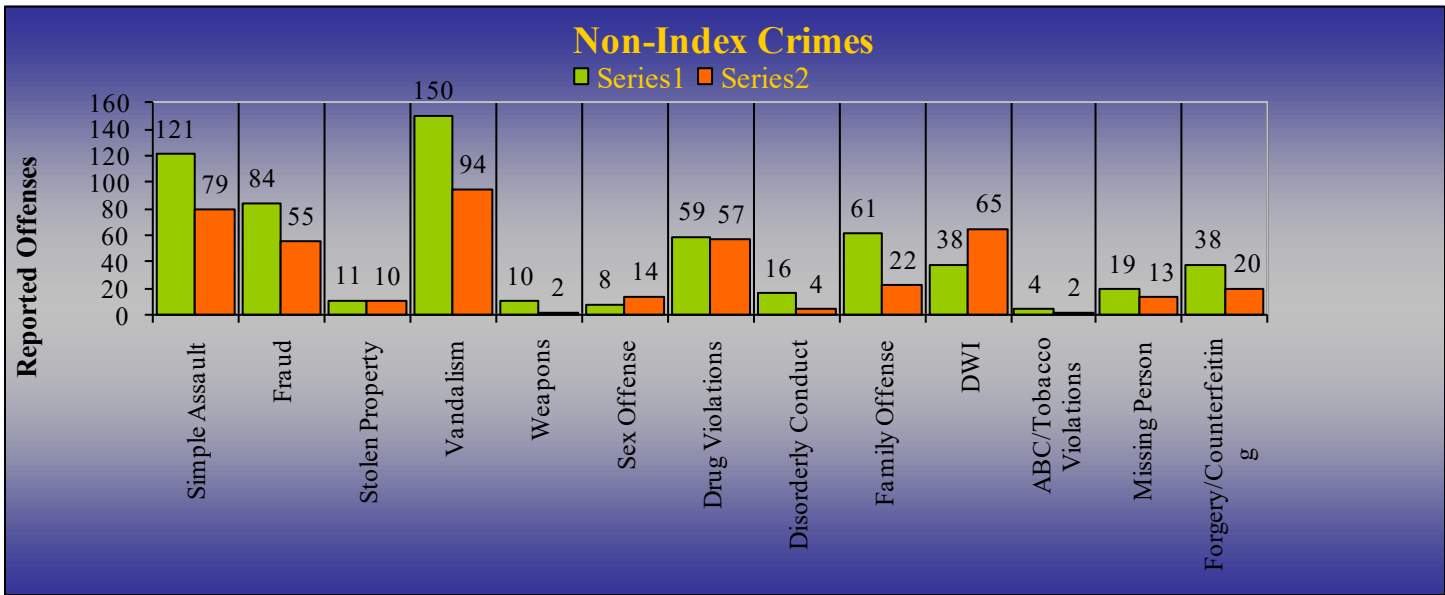
Violent Crime 2009



The agency is proud to report a 12% decline in Index Crimes for 2009. This number reflects a decline in six of the seven Index Crimes. The six crimes with a reduction were Homicide, Motor Vehicle Thefts (-53%), Burglary (-7%), Rape (-50%) Larceny (-84%), and Felony Assault (-36%). Robberies were unchanged with a total of 5 in 2008 and 5 in 2009. The department's success is partially attributable to a proactive approach of increasing community policing efforts and an increase in the number of community watch programs in neighborhoods. Citizen cooperation and participation are critical for a successful law enforcement agency.

II - Non-Index Crimes

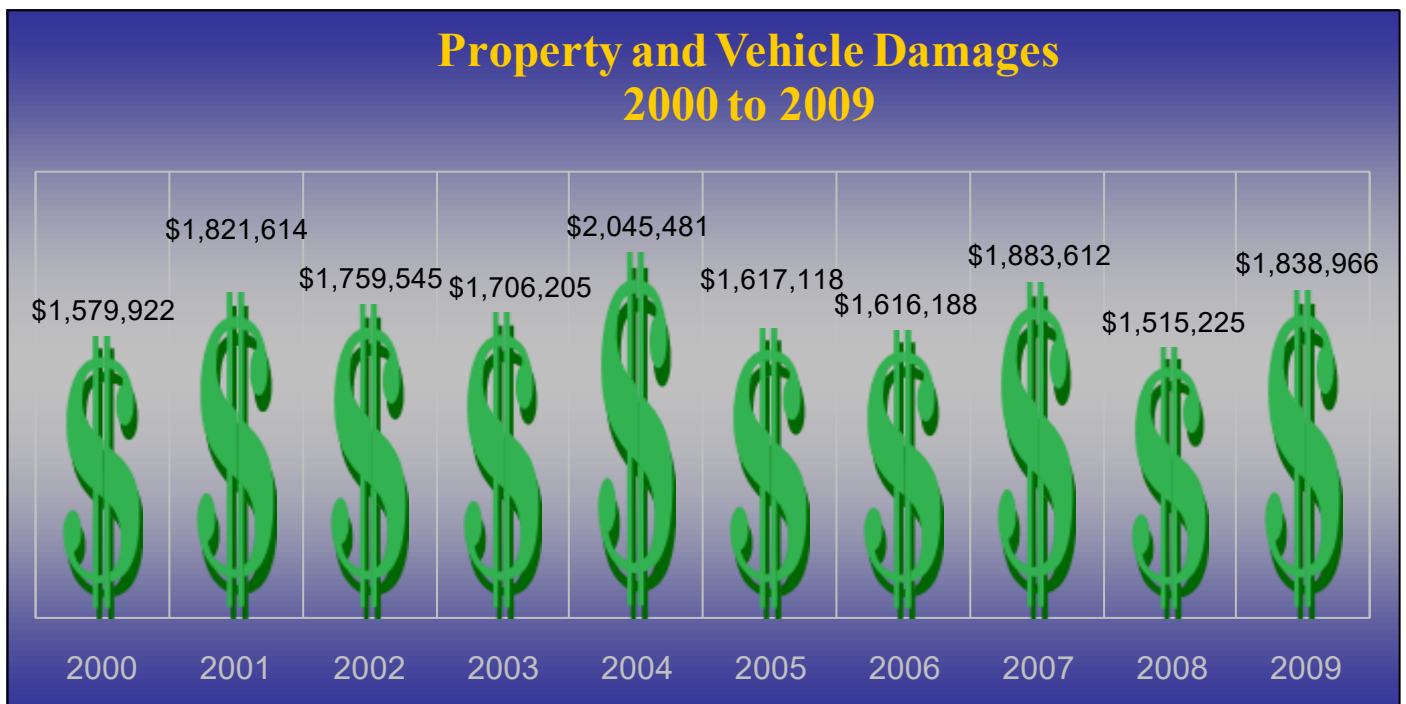
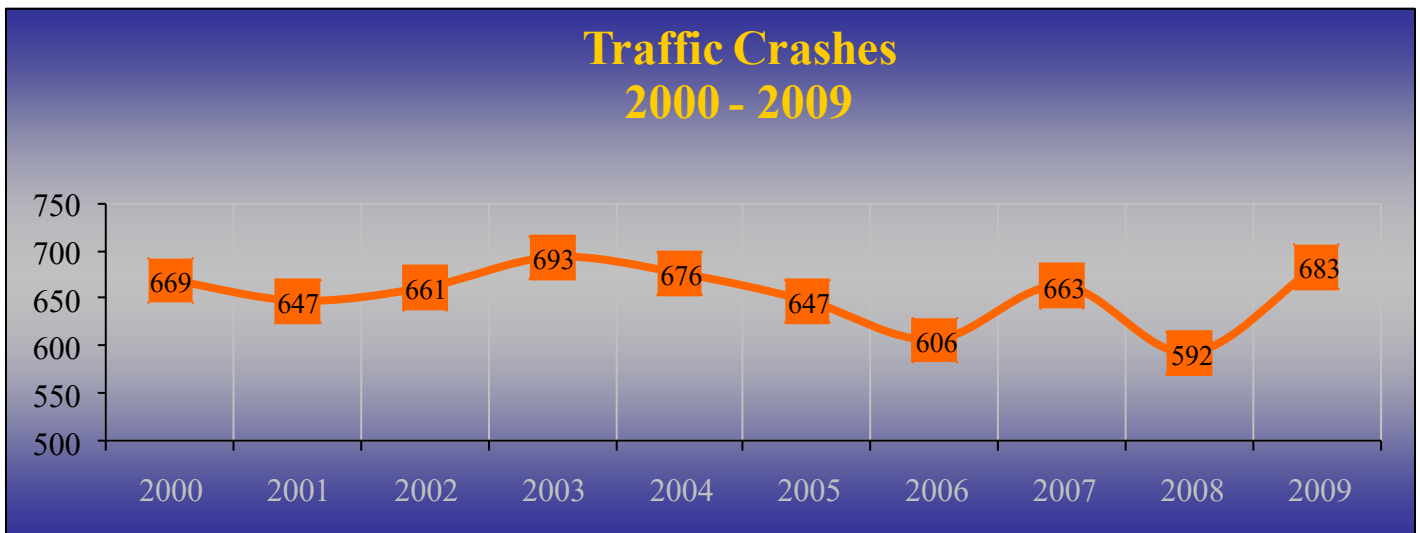
The Non-Index crimes are all other crimes or incidents reported during the year. These crimes are taken seriously as many times they are an indication of the quality of life in a community. Graffiti and other types of vandalism may indicate gang activity and increases in simple assaults and family disturbances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



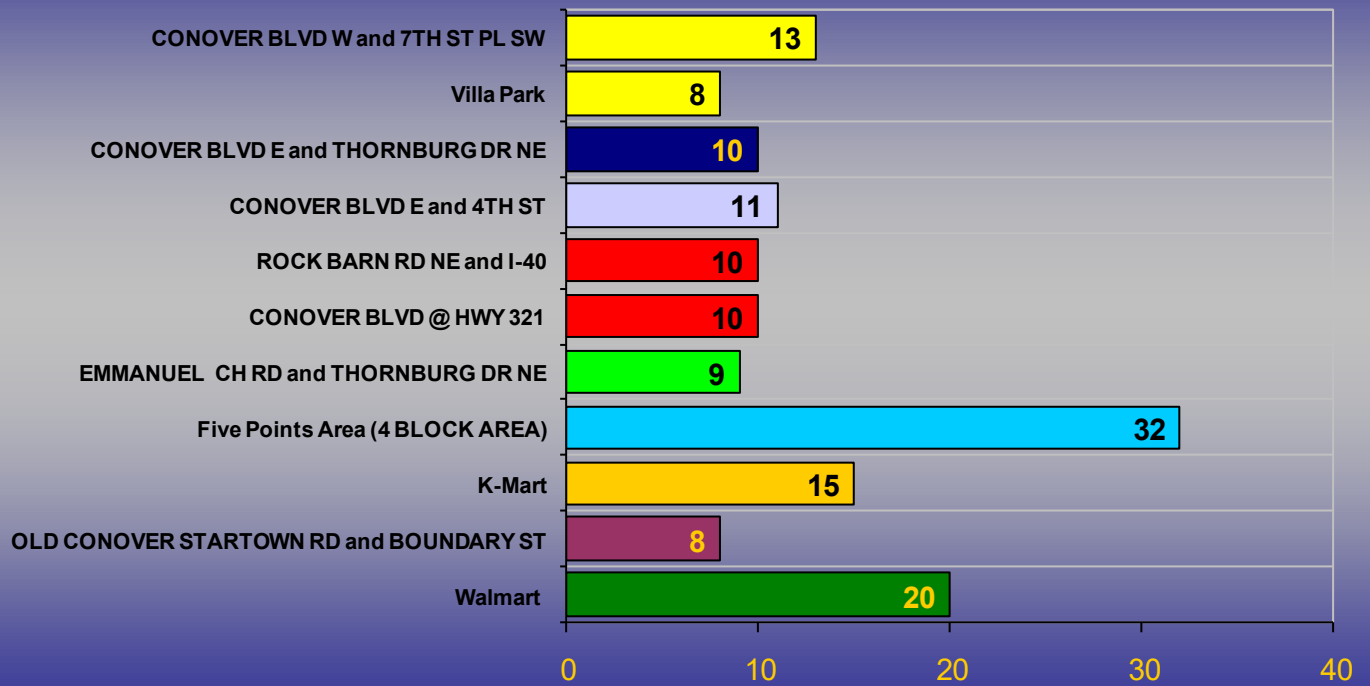
III - Traffic

The population of the City of Conover increases from 8,000 to in excess of 26,000 during the work week. The commercial and industrial base around the City, in addition to Conover being the geographic center of Catawba County with the bisecting of an Interstate, US and NC Highways contributes to the influx of traffic during the 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.

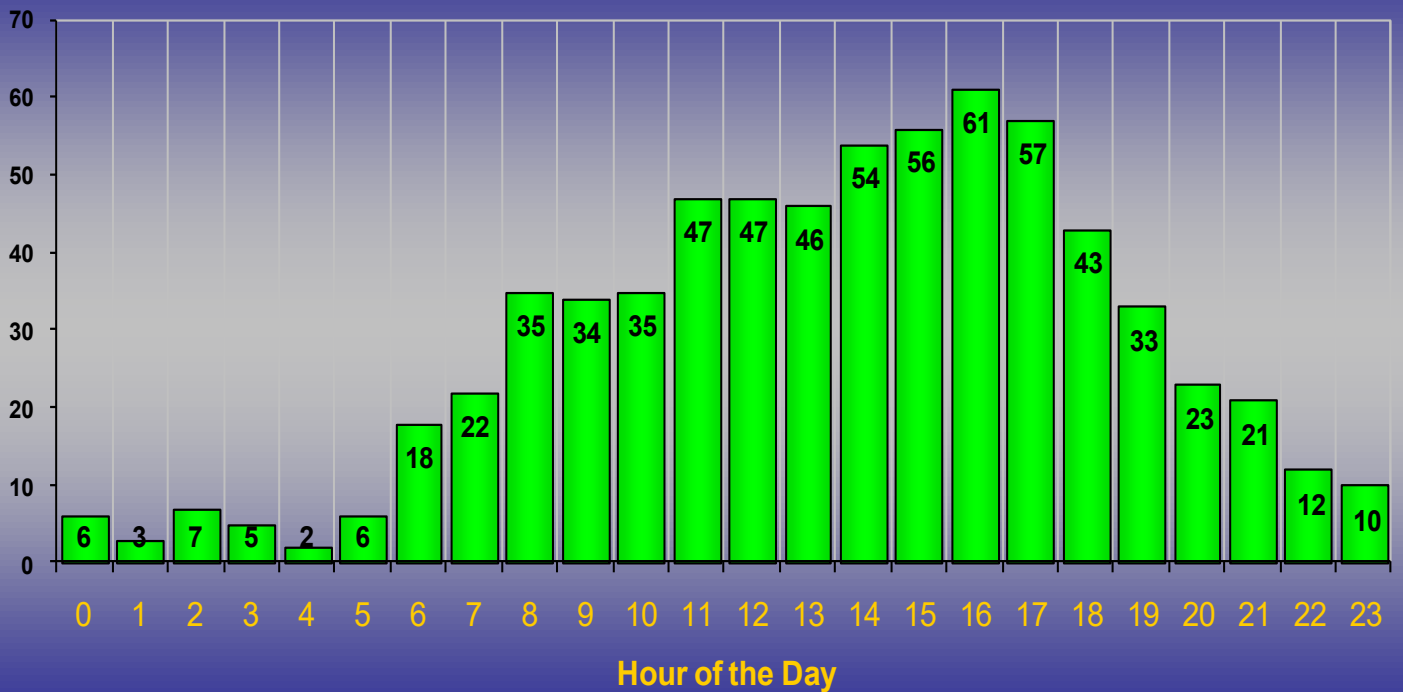
From 2004 through 2009 the City of Conover has averaged 644 crashes per year. Conover continues to have one of the highest crash rates for Cities under 10,000 population. Traffic crashes and traffic related problems continues to be one of the agency's top priorities.



2009 Top 10 Accident Locations



2009 Accidents By Hour of Day



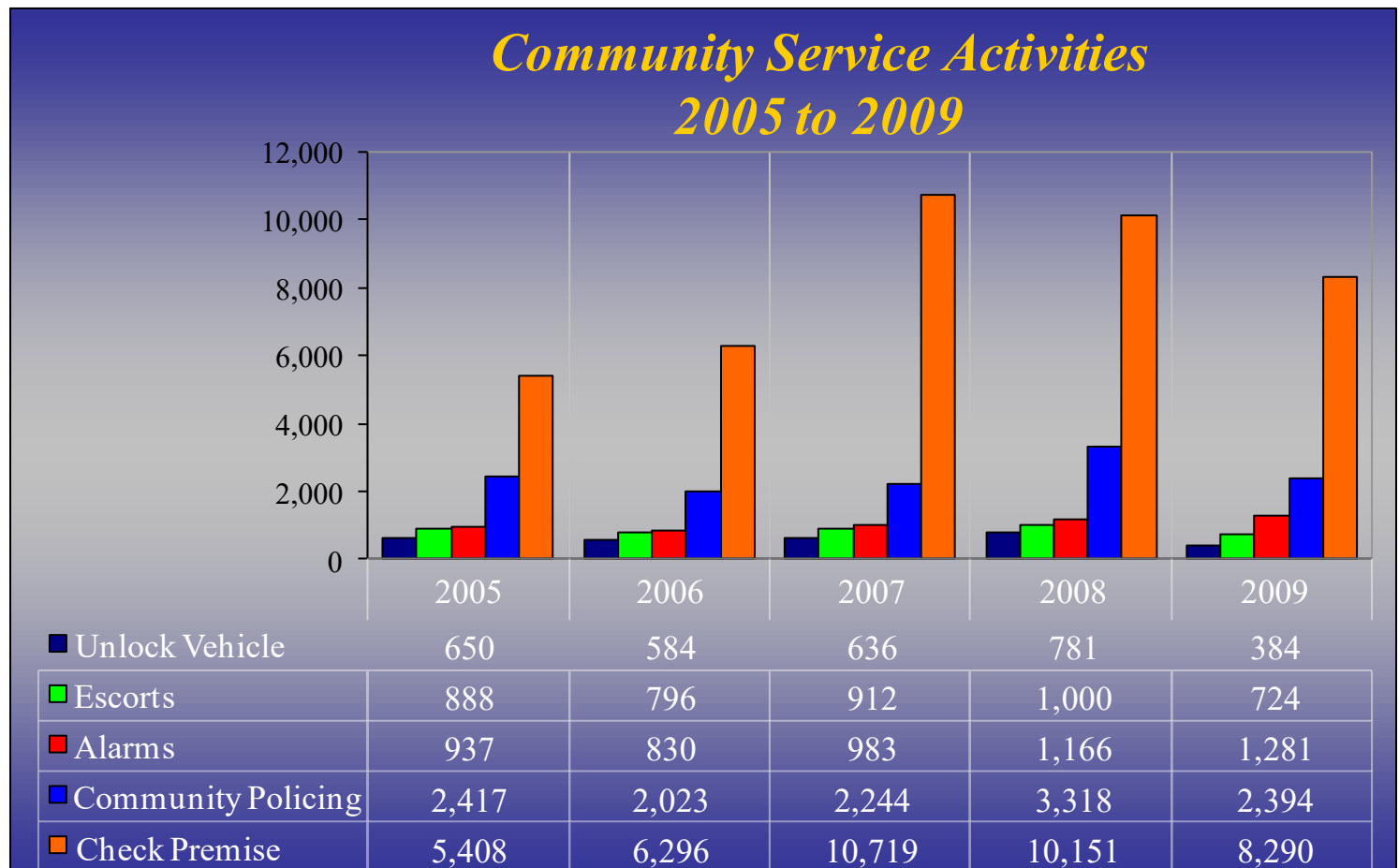
IV - Community Service

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."

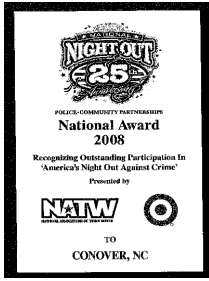
The agency has maintained the community service philosophy during declining economic times and limited budgets. These activities include vacation/premise checks, funeral and business escorts, unlocking vehicles, responding to alarms in addition to the daily community policing contacts in retail and residential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

The Pipers Ridge Community started a Community Watch in 2009. They join the other community watches that includes: Eastover Development, Random Hills/Forest Meadows, Southwest Community, and Brentwood/Cambridge Developments. 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 12% decrease in Index Crimes during 2009.

Major events for 2009 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 2009: National Night-Out 2009 was held in August with above average temperatures for the third 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 once again on the Concordia Square and attracted approximately 800 people despite the temperatures. The Community Workshop, which is normally 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.



The Greater Hickory Classic: The Greater Hickory Classic, a PGA Champions Tour Event, was held at Rock Barn Golf and Spa on September 14-20, 2009. 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 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. Twenty-eight families with seventy-four children received clothing, toys and food valued in excess of \$4,000.



Santa Cop 2009

ANNUAL REVIEW AND ANALYSIS



2009 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 2009 members of the Conover Police Department were involved in 12 incidents requiring some type of force. The incidents involved a total of 16 officers. One officer was involved in four separate incidents. Three officers were involved in three incidents each. All incidents involved two or more officers except for two of them. Members of other agencies were not involved in any 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 and where subjects had made threats to officers. Tasers were pulled on three incidents: one drive stun, one deployment, one display (with accidental discharge).

Twelve use of force incidents were reported in 2009. Of the twelve incidents involving use of force, three involved the use of Taser (1 deployed, 2 displayed only), seven required the use of bodily force and weapons were drawn four times. The incidents where weapons were drawn involved armed suspects or threat of use of a weapon. None of the incidents involved narcotic cases.

Officer and suspects suffered no injuries that required any medical attention or resulted in any lost work time.

Three of the incidents were on Domestic related calls. Three incidents involved a mental patient (all three incidents were with the same person). Three of the incidents were involving assault calls. Two incidents involved burglary and larceny. The other incident involved a shots fired call. Two of the incidents required internal affairs investigations. One incident the use of force was not justified due to the nature of the call. The other one involved an accidental discharge of the Taser. The incidents where multiple officers were on the scene were examined to see if any training or policy needs could be identified. No policy or training issues were identified.

Four of the incidents occurred at residences, three were in the roadway, and five were in public vehicular areas. In 2009 ten of the twelve incidents occurred with two or more officers present and only two were incidents where a single officer was present.

A break down by race in 2009 of the offenders involved in each incident indicated that thirteen offenders were white, three were black, and two were Hispanic. The offenders ranged in age from 15 – 47. Ten offenders were between the ages of 15-24.

The review of the use of force reports and resist, obstruct and delay reports during 2009 indicated all use of force incidents were properly reported, investigated and reviewed by the chain of command. The force used in eleven incidents was classified as reasonable, necessary and in compliance with policy. One use of force was not justified.

2009 USE OF FORCE

Type of Incident:	2004	2005	2006	2007	2008	2009
Assault	0	0	0	0	0	3
Traffic Stop	3	3	2	4	3	0
Domestic	2	3	2	4	3	3
Mental Subject	0	2	0	0	0	3
Mutual Aid	2	2	4	0	0	0
Larceny	0	1	0	1	3	0
Burglary	0	1	1	0	0	2
Drunk/Disruptive	2	0	1	2	4	1
Forgery	0	0	0	1	0	0
Resist Arrest	2	0	1	2	0	0
Trespass	1	0	0	0	0	0
Damage Property	0	0	1	0	0	0
Suspicious Person/Vehicle	0	0	0	2	0	0
Type of Force:						
Firearm	NA	NA	4	4	2	4
(Fired)	NA	NA	(0)	(0)	(0)	(0)
(Drawn)	NA	NA	(4)	(4)	(2)	(4)
Taser	7	5	4	5	4	3
(Deployed)	NA	NA	(1)	(3)	(2)	(1)
(Drawn)	NA	NA	(3)	(2)	(2)	(2)
Bodily Force (Hands)	4	5	4	7	7	7
Officers on Scene:						
Single	NA	10	2	8	5	2
Two or More	NA	2	10	8	7	10
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	12
Force Unnecessary	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 four internal affairs cases in 2009 which was the same amount that was investigated in 2008. Two of the complaints originated from within the agency for policy violations and two came from outside the agency. The original calls for the two 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 while the other two were misunderstandings of police policy and procedures and were resolved with the complainant.

Three of the complaints involved a single officer and one involved two 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 four years with a 50% reduction in 2008 from 2007. Officer conduct was the leading cause of complaints in 2009. One of the complaints involved a use of force incident outside the city limits. A training issue was identified from that incident and was discussed with the officers.



<i>Internal Affairs/Complaints</i>					
Complaint Origins:	2005	2006	2007	2008	2009
Citizen	9	10	8	3	2
Internal	3	1	0	1	2
Originating Action:					
Traffic Stop	5	3	1	1	1
Arrest	0	0	1	0	0
Officer's Conduct	2	6	6	3	3
Vehicle Pursuit	1	0	0	0	0
Accident Investigation	1	2	0	0	0
Juvenile Investigation	1	0	0	0	0
Officer's Driving	1	0	0	0	0
Disabled Vehicle	1	0	0	0	0
Disposition:					
Sustained	3	2	1	2	3
Not Sustained	2	3	1	0	1
Unfounded	3	5	3	0	0
Exonerated	4	1	0	0	0
Resolved W/Complaint	0	0	3	2	0

III - Vehicle Pursuits

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

The policy change has resulted in a significant decline in pursuits the last two years. There was only one pursuit in 2008 and two pursuits in 2009.

One pursuit in 2009 resulted from a subject brandishing a firearm and the other pursuit was the result of a burglary suspect fleeing the scene.

The policy changes implemented in 2007 seem to have been successful in reducing the number of pursuits. 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 2010 in-service driver training.

VEHICLE PURSUITS					
Reason for Pursuit:	2005	2006	2007	2008	2009
Larceny	2	0	1	0	0
DWI	1	1	0	0	0
Assault	1	0	0	0	1
Burglary	0	1	0	0	1
Mutual Aid	0	1	0	0	0
Traffic Violation	1	1	5	1	0
Wanted Person	1	1	0	0	0
Pursuit Results:					
Accident	2	2	1	0	1
Injuries	0	2	0	0	0
Arrest of Driver	6	5	3	1	2
Terminated	1	1	3	0	1
Deflation Device	1	0	1	0	0

IV - Grievances

There were no grievances in 2009.

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 67.00% of the stops in 2009 compared to 50.10% in 2008. Written warnings decreased to 7.44% in 2009 from 8.33% in 2008 and verbal warnings decreased to 19.06% in 2009 from 35.49% in 2008. In comparison to 2000 Catawba County census data, the traffic stop data is within acceptable ranges for the population demographics.

There were no biased-based complaints in 2009.

Bias Based Profiling							
Race:	2005	2006	2007	2008	2009	Per Cent	Cat. Co. Demo.*
Asian	54	56	21	52	39	2.44%	2.90%
Black	160	169	112	224	249	15.56%	8.40%
Native American	2	2	0	0	1	0.00%	0.30%
White	1037	1061	616	1166	1292	80.75%	85%
Other	27	90	11	65	12	0.75%	3.50%
Unreported	15	46	17	6	7	0.44%	NA
Totals:	1295	1424	777	1513	1600		
Ethnicity:							
Hispanic	251	244	96	228	385	24.06%	11.10%
Non-Hispanic	960	1172	666	1273	1208	75.50%	89.90%
Unreported	84	8	15	12	7	0.44%	NA
Sex:							
Female	415	484	278	517	554	34.63%	51%***
Male	874	934	492	988	1029	64.31%	49%***
Unreported	6	6	7	8	16	1.00%	NA
Enforcement:							
Citation	646	786	424	758	1072	67.00%	
On-View Arrest	38	31	3	8	28	1.75%	
Verbal Warning	410	344	239	537	305	19.06%	
Written Warning	131	198	71	126	119	7.44%	
No Action	70	54	35	77	58	3.63%	
Unreported		11	5	7	18	1.13%	
* Based on 2000 Census 2007-3 Months Data missing *** Age 15 +							

GOALS AND OUTCOMES



I– 2009 Departmental Goals and Outcomes

Administration

-  Perform an internal mock assessment to verify compliance with applicable CALEA 5th Edition standards
 -  Accreditation software has been updated to fifth edition standards with all revisions and new ISSRs updated. Files were internally assessed by Chief Lafone before his retirement; however an internal mock assessment was not conducted.
-  Coordinate security for the Greater Hickory Classic golf tournament.
 -  Greater Hickory Classic was held at Rock Barn Golf and Spa on September 14-20, 2009. Conover PD coordinated security with 15 law enforcement agencies and private security. Security again received high marks following the PGA critique of the event.
-  Develop a planning committee comprised of a representative from each City Department to coordinate the National Night-Out and the Community Workshop event.
 -  National Night-Out was held on August 4, 2009. 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. Prior to the event meetings were held by Lt. Loftin with other departments of the city to plan the event. Attendance was estimated at 800 people.
-  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 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 in 2008. Strengths and weaknesses were identified resulting in organizational and job assignment changes. The changes are continuing to be monitored. Several supervisory positions changed in 2009 due to departmental retirements. When promotions are conducted in 2010 this will be addressed with the new supervisors. This goal will continue into 2010.

Patrol Division

-  Strengthen the community policing philosophy of the agency through the following goals:
1. Increase interaction with the local public and private schools through participation in school events and other events in order to build rapport with the students.
 -  Officer participated in 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.
 2. Increase the Bicycle Patrols in residential neighborhoods by 10% in 2009.
 -  There was a significant decrease in bicycle patrols in residential areas during 2009. Due to vacancies in the agencies there was insufficient manpower to promote bike patrol.
 3. Increase the Community Watch Programs in residential neighborhoods.
 -  Two Community Watch programs were started in 2009. One was started in the Eastover Development and one was started in the Pipers Ridge Development.
-  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 2009. The agency's participation in over 80 check points and several multiple agency checkpoints during the year accumulated over 2500 participation points for the year. These participation points were used to acquire one additional dual antenna radar unit, stop stix, and an alcohol screening device. The monetary value of this equipment is estimated at \$3,000. In addition, the department was awarded a traffic safety grant from the North Carolina Governor's Highway Safety Program.
-  Continue the Santa Cop program incorporating division wide support.
-  Santa Cops was a success this year. There was over a 100% increase in the number of families that were assisted. Volunteers from both patrol divisions assisted in the success of the program.
-  Create an emergency contact list for businesses within the city limits..
-  An emergency contact list was created and is now available on Police computers.
-  Insure equal workload and performance through monthly officer activity reports.
-  Monthly activity reports were created by supervisors which informed the officers of their outputs based on departmental averages. Officers showed improvements in their weaker areas.

Investigations Division

-  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 ar-

eas of basic crime scene investigation and evidence collection.

-  Two shift briefing trainings were conducted for the patrol division: cargo thefts and DNA evidence collection policy.
- 2. Each investigator attend a minimum of one shift briefing training per month beginning in April.
-  Shift briefing trainings were attended by investigators but the one per month minimum was not met.
- 3. Prepare and distribute a quarterly briefing report indicating crime trends, safety information, and other pertinent information.
-  Information was shared with the patrol division about current trends of break-ins and other crimes in the area. Although the information was not disseminated in the form of a quarterly briefing report the information was shared with the patrol division.

 Develop and strengthen the working relationships with other criminal justice agencies through attendance at the NCCIX meetings, hosting the Investigators facilitating other meeting and information exchange forums.

-  The Investigations Division attended several NCCCIX meetings and hosted the Catawba County CID meetings. This has increased the interagency cooperation between Conover Police Department and other agencies.

 Increase the number of burglary cases cleared by 20%.

-  In 2009 the CID increased the clear rate of burglary cases by 42%. Approximately 41% more cases were cleared than the previous year.

Records Division

 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 RMS. 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.

-  Agency successfully completed the transition to Field Base Reporting and the switch to the Catawba County VisionAir server. In addition, mobile dispatch and auto vehicle locate was implemented. Updated policies were developed to incorporate the new software applications.

 Review and analyze the hard copy paper reports and DCI related copies that are maintained 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 retained in compliance with the North Carolina retention schedule for law enforcement agencies.

 This issue was not addressed due to the transition to FBR and the new RMS on Catawba County's server. The transition required an extra amount of time. In addition, a new records person was hired in the last quarter of the year.

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

 Archived paper records were gone through and were properly disposed of according to the record retention guidelines of North Carolina.

II - 2010 Departmental Goals

Administration

 Have a successful on-site visit by the CALEA team and obtain reaccreditation in 2010.

 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.

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

-  Assist in the Coordination and Planning, Coordination, and Implementation of National Night Out.

Investigations Division

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

Records

-  Update the Citation charge information in RMS to a uniform charge per violation, to assist in the retrieval of statistical data.
-  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.
-  Update all 2010 bias-based reporting to the NC SBI's bias-based reporting website.

