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*To: Citizens of the Town of Wilkesboro
Mayor Mike Inscore
Members of Town Council
Town Manager Ken Noland*

On behalf of the men and women of the Wilkesboro Police Department, it is my pleasure to present the 2011 Wilkesboro Police Department Annual Report. Whether you are a resident of Wilkesboro, student, business owner or a visitor to our town, I trust you will find something of interest within this report. It is my hope that this report provides you with an understanding of the quality and level of service you expect and receive from this professional Police Department.

I continue to be honored to serve the residents of the Town of Wilkesboro as well as being proud to support the accomplishments and fine work of the men and women of this department that continually provide quality service each and every day, to provide you with the best policing services available.

Allow me to extend my personal appreciation to our fine citizens, local officials, and the officers and employees of the Wilkesboro Police Department for their gracious support of me and the professional law enforcement services we provide.

We are thankful for, and recognize, the support provided by the Wilkesboro Town Council, Town Manager, Town Administration and other Town Departments.

Sincerely,

Robert D. Bowlin

Chief of Police

Mission Statement of the Wilkesboro Police Department:

*Not One Step Backwards with
Service, Accountability, Professionalism, Integrity, and Dignity*

We provide quality law enforcement to our community with Service, Accountability, Professionalism, Integrity, and Dignity. We will always work in unison with our citizens and law enforcement partners while applying our objectives to make Wilkesboro a great place to Live, work, and visit.

Service-Our community and department members are deserving of our full efforts and attention every minute of every day.

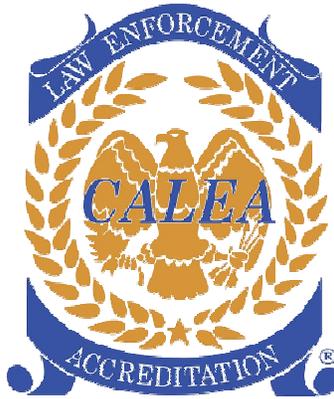
Accountability-We recognize that personal and organizational ethics are essential for the department to perform at the highest professional level and to the accomplishment of our mission. We know that we must always be transparent with the ones we serve and report to them often. We realize that the Wilkesboro Police Department ultimately belongs to the citizens

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.

Integrity-Greatly valued by the Wilkesboro 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 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.

Dignity-Treating everyone with a caring and compassionate attitude while ensuring fairness and equality for all.

Department Accreditation



On November 19, 2011 Members of the Department as well as Town Officials traveled to the Fall CALEA Conference in Colorado Springs, CO. While there the department appeared before the commission and was awarded National Accreditation Status. This award is for a three year period after which the department will have to appear before the Commission to show that it has continued to operate under CALEA standards.

The Law Enforcement Accreditation Program was the first credentialing program established by the Commission on Accreditation for Law Enforcement Agencies (CALEA) after its founding. It was originally developed to address what was seen as a need to enhance law enforcement as a profession and to improve law enforcement. That mission continues today. The program is open to all types of law enforcement agencies, on an international basis. It provides a process to systematically conduct an internal review and assessment of the agencies' policies and procedures, and make adjustments wherever necessary to meet a body of internationally accepted standards.

Since the first CALEA Accreditation Award was granted in 1984, the program has become the primary method for an agency to voluntarily demonstrate their commitment to excellence in law enforcement. The standards upon which the Law Enforcement Accreditation Program is based reflect the current thinking and experience of law enforcement practitioners and researchers. Major law enforcement associations, leading educational and training institutions, governmental agencies, as well as law enforcement executives internationally, acknowledge CALEA's Standards for Law Enforcement Agencies and its Accreditation Program as benchmarks for today's professional law enforcement agency.

- CALEA Accreditation requires an agency to develop a comprehensive, well thought out, uniform set of written directives. This is one of the most successful methods for reaching administrative and operational goals, while also providing direction to personnel.
- CALEA Accreditation standards provide the necessary reports and analyses a CEO needs to make fact-based, informed management decisions.
- CALEA Accreditation requires a preparedness program be put in place- so an agency is ready to address natural or man-made unusual occurrences.
- CALEA Accreditation is a means for developing or improving upon an agency's relationship with the community.

- CALEA Accreditation strengthens and agency's accountability, both within the agency and the community, through a continuum of standards that clearly define authority, performance, and responsibilities.
- Being CALEA Accredited can limit the agency's liability and risk exposure because it demonstrates that internationally recognized standards for law enforcement have been met, as verified by a team of independent outside CALEA- trained assessors.
- CALEA Accreditation facilitates and agency's pursuit of professional excellence.



New Officer

The Wilkesboro Police Department hired one (1) officer in 2011. This officer replaced one who left the agency to further their career in other areas.



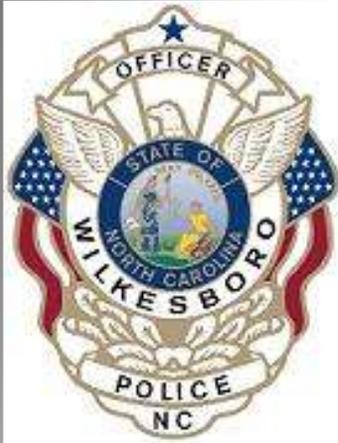
Chasity Hensiek came to the department after completing the Basic Law Enforcement Training Program at Wilkes Community College.

2011 Promotions

On November 15, 2011 two officers were promoted to the rank of Sergeant within the Patrol Operations Division. Both officers will assume the position of PACT Commanders and will supervise their respective patrol officers on a daily basis.



Sgt. Greg Anderson on the left has been with the department since 2007 and will be assigned to the Charlie PACT. Sgt. Christopher Arnder on the right has been with the department since 2008 and will be assigned to the Adam PACT.



**Division
Commander**

Captain Craig Garris

**PACT
Supervisors**

*Adam PACT
Sgt. Chris Arnder*

*Baker PACT
Lt. Brian McManus*

*Charlie PACT
Sgt. Greg Anderson*

*David PACT
Lt. Ronnie Price*

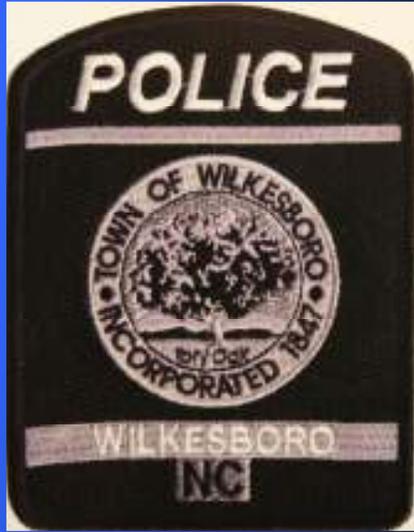


Patrol Operation Division

The Patrol Division is the largest within the Police Department and serves as the foundation of the Department. It is comprised of uniformed officers out in the community responding to calls for service day and night, maintaining order, promoting traffic safety and serving the community's needs.

Personnel assigned to the Patrol Division routinely respond to calls for service which encompass everything from parking violations to felonies in progress and they do so with professional pride each and every day. Patrol personnel utilize their training, knowledge of the Town and technology to help them carry out their duties.

In 2011 the Patrol Division responded to 9,545 calls for service and completed 1,018 Investigative Reports, 529 Crash Investigations and issued 1,737 Traffic Citations.



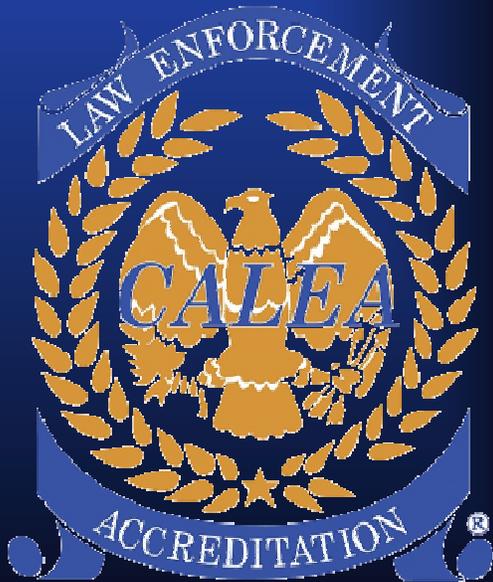
Division Commander

Captain Tommy Rhodes

Investigators

Lt. Chris Handy

Lt. Rocky Moore

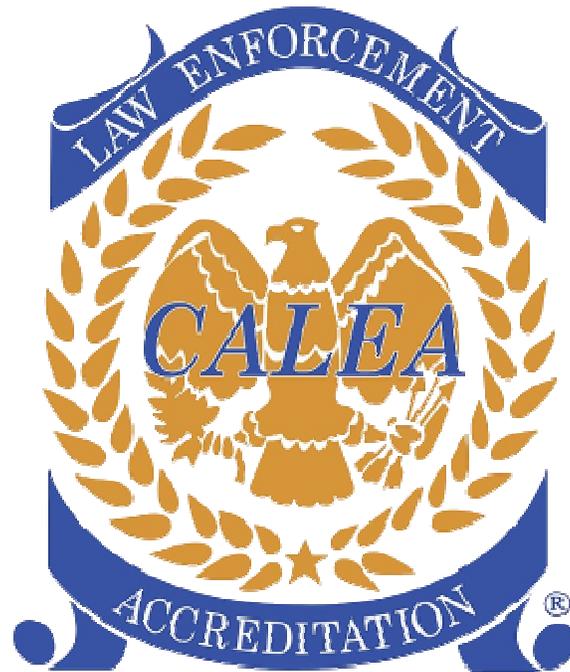


Support Operations Division

The Support Operations Division is responsible for all follow-up investigations by three (3) qualified investigators. This division is also responsible for several other duties within the department to include; Evidence and Property Management, Quartermaster, Fleet Inspections, Recruitment and Selection and Background Investigations

Two of the three Investigators are also trained in Crime Scene Investigation which allows the department to process crime scenes without calling for assistance from outside agencies.

ANNUAL REVIEW



AND ANALYSIS

Response to Aggression

Because the application of force on an individual by a police officer is subject to close scrutiny by society the Wilkesboro Police Department investigates all incidents involving officers where some type of response was used on an individual. All response must be reasonable and necessary. Each response to aggression incident is reviewed by the Division Commander and then by the administrative staff for compliance with policy and reasonableness of the response used.

During 2011 Wilkesboro Police Department Officers were involved in 14 response to aggression incidents. All were reviewed and found to be justified and within policy. Below is a breakdown of the incidents for 2011.

Shift	2009	2010	2011
Day (0700-1900)	7	4	7
Night (1900-0700)	7	13	7
Division			
Patrol	11	17	14
Support	3	0	0
Suspect Activity			
Assaultive	2	1	0
Non-Compliant	7	5	5
Running/Evading	4	6	3
Fighting	0	2	3
Known Threat/Felony Stop	1	3	3
Weapon Found on Suspect	0	4	1
Officer Response			
Firearm (Drawn)	2	4	1
Firearm (Fired)	0	0	0
Hands	12	4	13
Taser (Activated)	0	6	0
Pepper Spray	0	0	0
Response by Race			
White	9	13	12
Black	5	2	2
Unknown	0	2	0
Response by Sex			
Male	10	14	12
Female	4	3	2
Totals	14	17	14

Internal Affairs/Complaints

The Wilkesboro 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 Form*.

The agency uses a two-tiered investigative system that involves the First Line Supervisors for minor complaints that may be a misunderstanding of policy or procedures and a formal investigation for more serious complaints. 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, Division Commander or to Internal Affairs for complete investigation.

The agency investigated thirteen complaints filed in 2011 on employees of the Wilkesboro Police Department. All complaints were on full-time officers from the Patrol Operations Division. Eleven of the complaints were from citizens outside the agency while two were initiated by the Command Staff inside the agency. Below is a breakdown of the complaints:

Complaint Origin	2010	2011
Citizen	5	11
Internal	3	2
Originating Action		
Traffic Stop	4	2
Arrest	1	4
Officers Conduct	3	7
Disposition		
Sustained	4	6
Not Sustained	0	1
Unfounded	3	4
Exonerated	1	2

Definitions

Sustained- The allegation is supported by sufficient evidence to believe the incident complained of occurred

Not Sustained- Investigation discloses insufficient evidence either to prove or disprove the allegation

Unfounded- The investigation disclosed that the act complained of never occurred and therefore is false

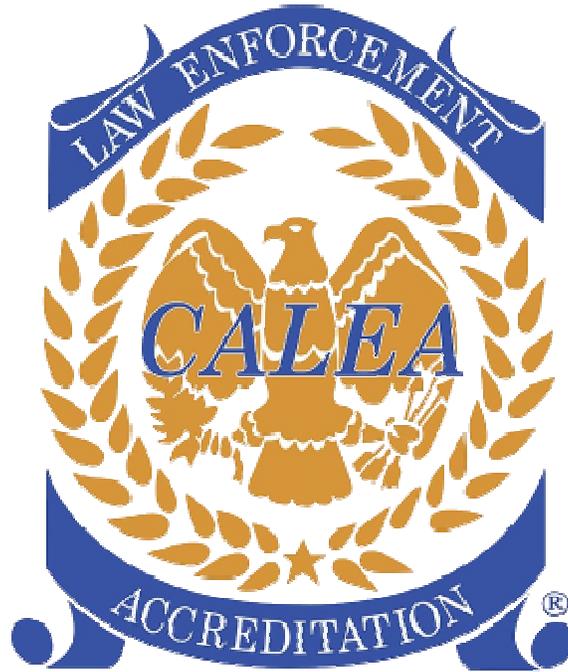
Exonerated- The incident complained of occurred; however, the actions of the staff member were lawful and proper

Vehicle Pursuits

Police pursuits have high liabilities and receive much attention from the media and citizens. The policy of the Wilkesboro 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. The department changed its policy in 2010 to not allow the pursuit of a motor vehicle for infraction offenses and misdemeanor offenses that do not pose a threat of injury or danger to the public if the suspect is not apprehended. The change has reduced vehicle pursuits by the Department.

In 2011 the Department only had one vehicle pursuit. It was the result of a vehicle that ran through a traffic checkpoint endangering the officers. Two officers gave pursuit but lost sight of the vehicle and by policy the on duty supervisor terminated the pursuit for safety to the public. No other pursuits were initiated in 2011.

Performance

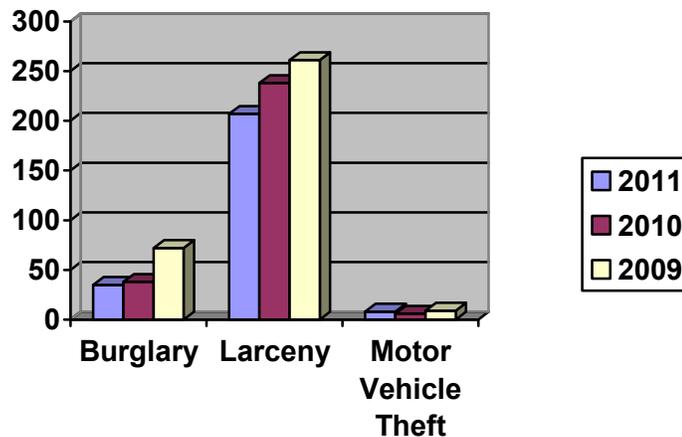


Reports

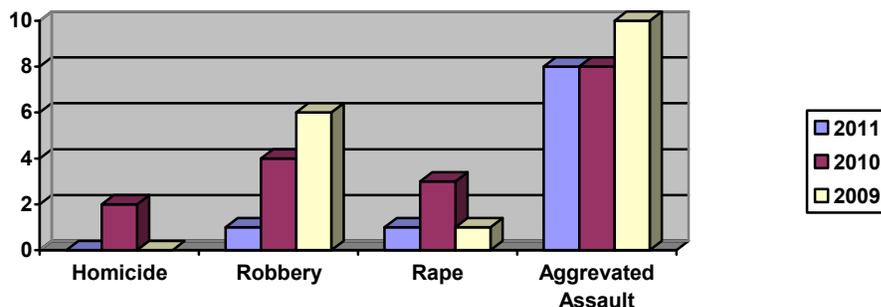
Crime Index

Monthly the Wilkesboro Police Department sends crime statistics to the North Carolina State Bureau of Investigation (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. The Crime Index includes the violent crimes of homicide, rape, robbery and aggressive 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.

Crime Index- Property Crimes



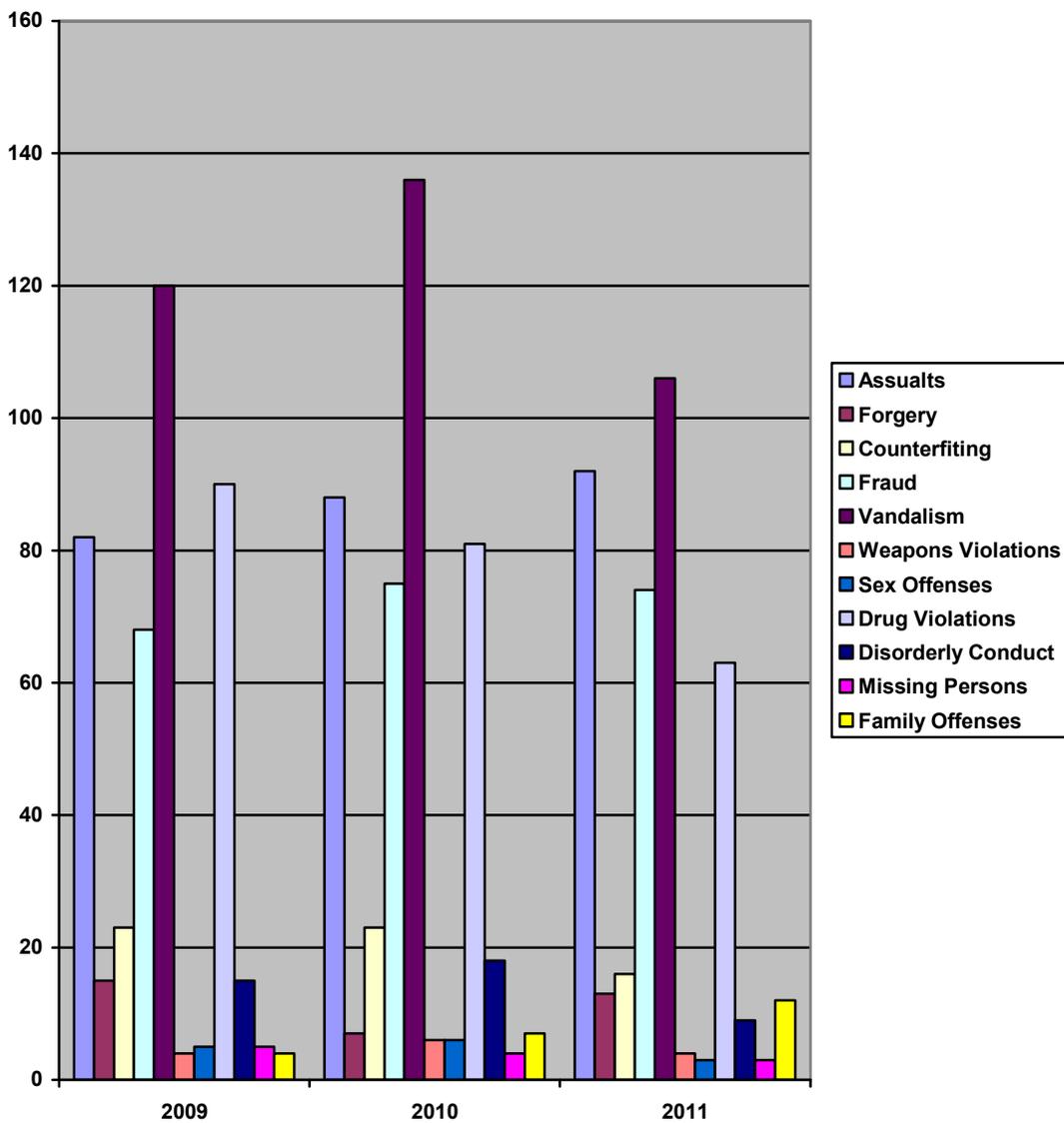
Crime Index- Violent Crime



The agency is proud to report a drop in five of the seven index crimes; Burglary (-7.89%), Larceny (-13.02%), Murder (-100%), Rape (-66.66%) and Robbery (-75%). Overall from 2009 to 2011 the total crime index has been reduced by 27.57%. The departments success is partially attributed to a proactive approach of increasing patrol efforts to areas designated as being victimized more than others and partially due to the extra position provided by a grant from the Governors Highway Safety Program.

Non-Index Crimes

The Non-Index crimes are 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.



Traffic

Citations

Citations differ from arrests in law enforcement reporting. Citations are primarily issued to offenders charged with infractions or minor misdemeanors that do not require the signing or the posting of bond (waivable offenses). Citations are written for traffic violations, violation of ABC Laws, violations of the Town Ordinances and other minor violations that are not included in the UCR totals for a given year. In 2011, officers of the Wilkesboro Police Department issued 1,737 citations and conducted 990 traffic stops.

Misdemeanor Arrests

In 2011 the Wilkesboro Police Department made 507 misdemeanor arrests which is a 14.44% increase from 2010.

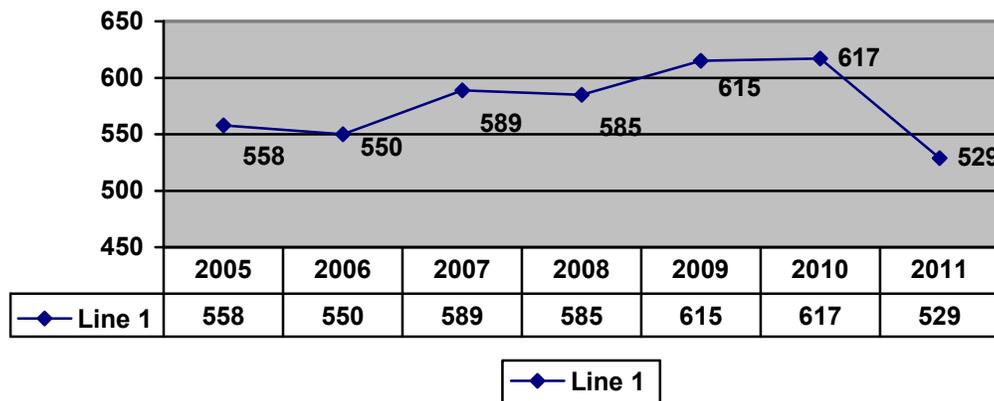
Felony Arrests

In 2011 the Wilkesboro Police Department made 163 felony arrests which is a 35.83% increase from 2010.

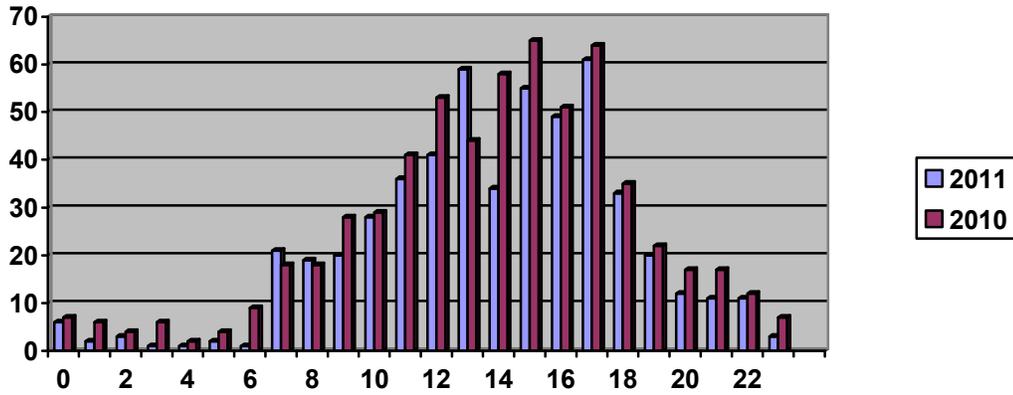
Traffic Crashes

In 2011, officers of the Wilkesboro Police Department investigated 529 traffic crashes, of which 0 were fatal. This is a decrease of 88 crashes from the previous year and also a decrease in fatalities. The Town of Wilkesboro has averaged 585 crashes per year since 2005. The decrease can be attributed to the extra traffic officer provided by the North Carolina Governors Highway Safety Program. 2011 was had the fewest traffic crashes reported since 2005.

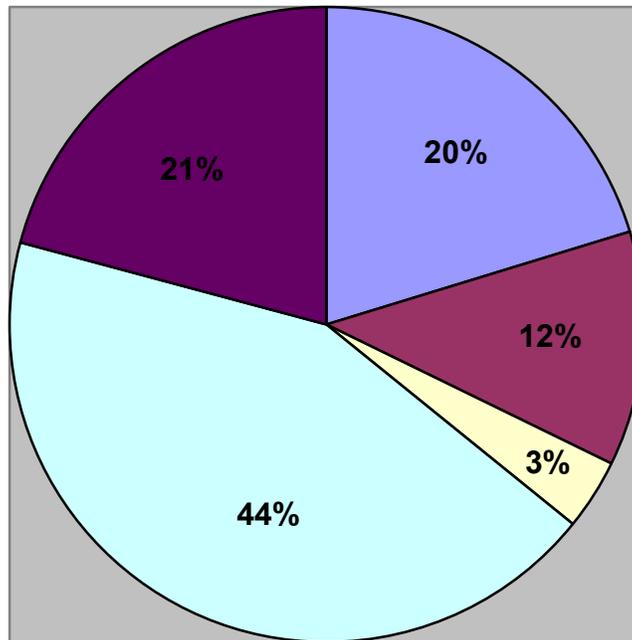
Traffic Crashes from 2005 thru 2011



2011 Crashes by Time of Day



2011 Crashes by Area



Community Service

The Wilkesboro Police Department has maintained the community service philosophy during the declining economic times. These activities have included vacation/residence checks, funeral and business escorts, responding to alarms and emphasis patrols in addition to the daily community policing contacts in retail and residential areas of the Town. The emphasis patrol program started in 2009 was increased in 2010 to include more areas of emphasis for patrol officers who contributed to the drop in burglary and larcenies in the town for 2010 and now in 2011.

Community Service Activities 2009-2011

