



**Making a difference,
every day.**



2008 Annual Report Gaston County Police Department

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MESSAGE FROM THE CHIEF

Dear Citizens,

For nearly two decades, the Gaston County Police Department has strategically engaged our public service partner agencies to ensure a safer community for our citizens. To this end, our Department has become a leader in implementing solutions that address crime and disorder problems in our community. The focus of the Gaston County Police Department is creative problem-solving. We believe we have achieved outstanding results and proudly present this annual report, which highlights some of those major accomplishments achieved during 2008.

First and foremost, the achievements of the Gaston County Police Department reflect the skills and dedication of our 232 employees. In 2008 the Department undertook a recruitment advertising campaign for all of our operational divisions: Animal Control, 911 Communications, and the Police Department. When seeking new hires for our Department, we look for men and women who want to make a difference. We look for men and women who share our commitment to high standards, and want to be involved in collaborative and proactive efforts to improve our community. Our work in 2008 shows that people can make a difference, and how much of a difference the right people can make.

We have worked with our school system to address truancy. We identified and tracked foreclosure properties to ensure they are maintained. We have worked collaboratively with other agencies to address gangs. We have identified repeat offenders, and we have followed their progress through the justice system. We have worked with the District Attorney's office, and together we have sought longer sentences for these perpetrators. We have streamlined our training process for telecommunicators. We have sought to develop partnerships and volunteerism for Animal Control programs. In short, we have worked hard, we have been busy, and we have made a difference.

Thank you for taking an interest in our Department and our work. I hope you will find this report to be both interesting and enlightening. This report will inform you about our employees and their on going efforts to make Gaston County a safer and better place to live. I hope that you might consider joining us in our work in 2009, as we continue to make a difference here in Gaston County.

On behalf of the men and women of the Police Department, 911 Communications and Animal Control, we appreciate your on-going support, and look forward to another successful year.

Sincerely,

William J. Farley
Chief of Police

ABOUT THE DEPARTMENT

The Gaston County Police Department began operation in 1957 with a chief, a secretary, and 23 sworn officers. Since its inception, the department has continually grown stronger and more proficient. By 1991, the Commission on Accreditation of Law Enforcement Agencies (CALEA) awarded accreditation status to the Department, making it the 190th internationally accredited police agency.



Then: Patrol Car in 1957.

Today, the Department employs 138 sworn officers who patrol a community of more than 85,000 residents and spans an area of over 270 square miles. In addition, the Department employs 94 civilians who provide essential services such as communications, information processing, planning and crime analysis, and animal control. Every member of the Department is committed to promoting the Department's standards and goals, which are best expressed through our mission and value statements.

sworn officers. Since its inception, the department has continually grown stronger and more proficient. By 1991, the Commission on Accreditation of Law Enforcement Agencies (CALEA) awarded accreditation status to the Department, making it the 190th internationally accredited police agency.



Now: 2008 Patrol Car.

Mission — To enhance safety and security through police services, which reflect our compassion and concern for the quality of life of its citizens.

(About the Department Continued)

Values

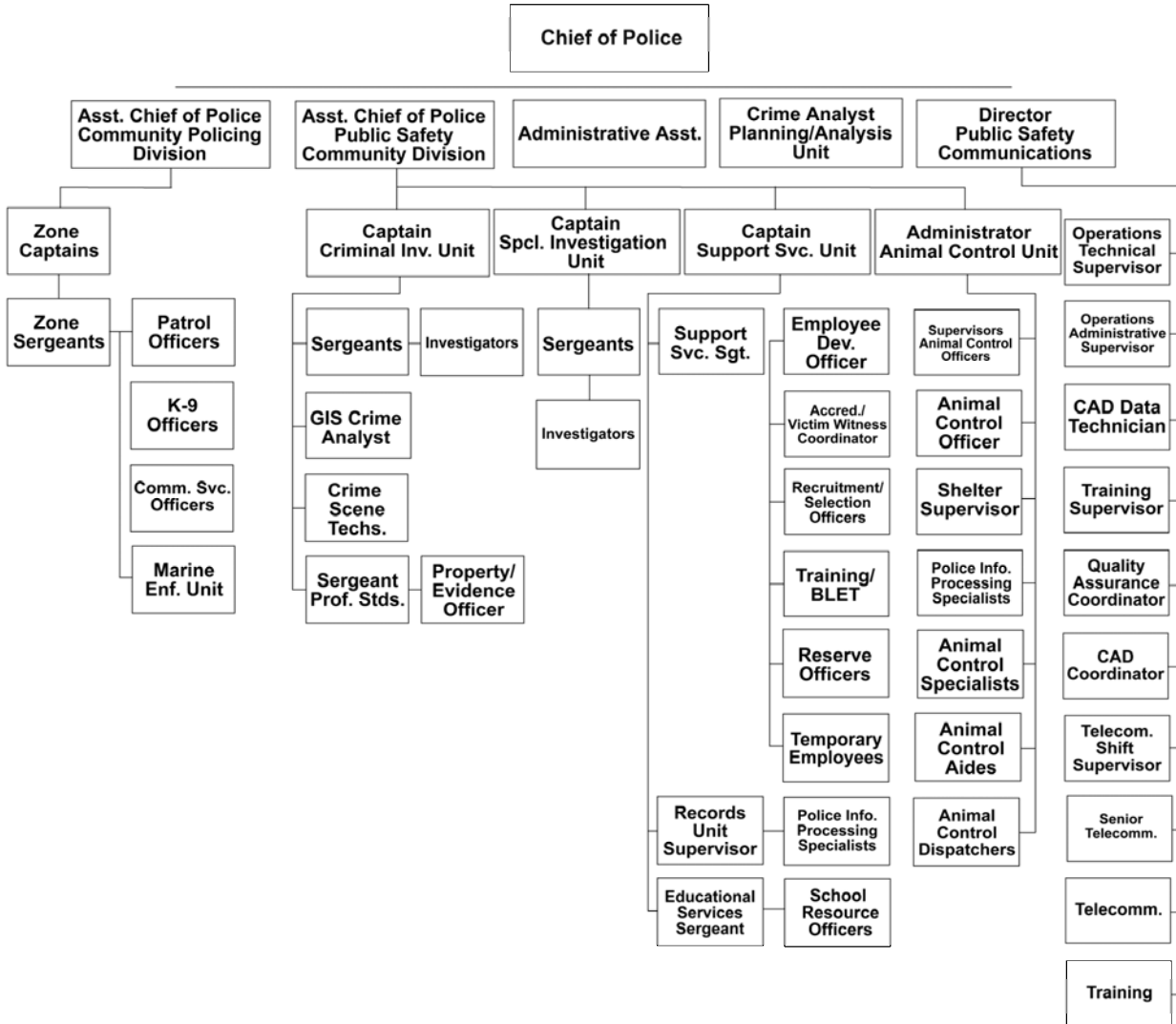
- **Fairness** — We protect constitutional rights through impartial enforcement of the law. We are dedicated to treating citizens and our employees with dignity, respect and equality.
- **Integrity** — We adhere to the highest moral and ethical standards. Honesty and sincerity serve as the foundation in dealing with each other and the community. In all we do, we have the courage and commitment to uphold these values.
- **Respect** — We will treat all people with compassion, tolerance and dignity by providing professional law enforcement services through highly trained personnel accountable to our community.
- **Service** — We strive to improve the quality of life in partnership with the community. Our commitment is unwavering in the face of the many challenges confronting our officers.
- **Trust** — We demand honest and accountability from every employee. This value fosters community and employee confidence in the Department and allows for an open and honest relationship.

BUDGET



COMMAND ORGANIZATION

Gaston County Police Department



OFFICE OF THE CHIEF

The Chief manages each division, which is commanded by an Assistant Chief or Director. Within each of the operating divisions are various units that carry out the department's operational and administrative functions. The Chief also directly manages all budgetary functions of the department as well as the Professional Standards Unit and Planning and Analysis Unit.

COMMUNITY POLICING DIVISION

The Community Policing Division is overseen by an Assistant Chief, and comprised primarily of uniformed officers assigned to one of four geographical areas known as zones. Each zone is commanded by a Captain. The officers assigned to each zone are further divided into squads that cover rotating 12-hour shifts and are supervised by a Sergeant. The Community Policing Division is responsible for controlling and preventing crime through regular patrols, answering calls for service, apprehending offenders, enforcing criminal and traffic laws, conducting preliminary investigations and working with the community to solve neighborhood crime problems. This Division also has two specialized patrol units, which are the K-9 Unit and a seasonal Marine Enforcement Unit.

INVESTIGATIONS & SUPPORT SERVICES DIVISION

The Investigations and Support Services Division is overseen by an Assistant Chief, and are comprised of the Criminal Investigations Unit (CIU), the Special Investigations Unit (SIU), and the Support Services Unit. The Division also consists of two specialty units, the Emergency Response Team (ERT) and the Hazardous Devices Team, whose specially trained members are available 24 hours a day to assist in crisis situations. The Criminal Investigations Unit is responsible for the investigation of major felony offenses, select misdemeanors, missing

persons, unattended deaths, offenses involving juveniles, and the processing of evidence. Property and Evidence is also included in this unit. The Special Investigations Unit is primarily responsible for narcotics investigations, but is also charged with investigating gambling and prostitution offenses. The Support Services Unit includes Educational Services, which provides Student Resource Officers to County schools; Employee Development, which is responsible for employee training; Recruitment and Selection, which handles all aspects of the hiring process; Accreditation, which is responsible for maintaining all necessary information to maintain compliance with accreditation standards and Police Information Processing, which is primarily responsible for maintaining the Department's records and providing 24-hour access for both public and officer inquiries.

COMMUNICATIONS DIVISION

The Communications Division is led by a Director and, comprised of 53 employees covering 4 shifts, who provide 24-hour coverage of emergency 911 calls and radio transmissions. The Unit is charged with maintaining and operating the computer-aided dispatch system for police, fire, and medical calls, as well as receiving both emergency and non-emergency calls for service.

ANIMAL CONTROL

The Animal Control Division is led by a Administrator, and comprised of 22 employees including 3 supervisors. Animal Control is charged with the duty and responsibility of enforcing animal related State statutes and County ordinances. Field operations are comprised of both sworn and non-sworn personnel, while administrative personnel provide general clerical, accounting and informational services. The mission of the Animal Control Unit is not only to enhance the safety of county citizens, but also to ensure the proper care and treatment of animals.

DEPARTMENT CONTACTS

Administration Division

General Inquiries (704) 866-3320
Professional Standards (Internal Affairs) (704) 866-3384
Planning & Analysis Unit (704) 866-3392

Community Policing Division

Emergency 911
Non-Emergency (704) 866-3320

Investigative Division

Criminal Investigations Unit
Crime Scene Search Unit See General Inquiries
Crime Analysis Unit (704) 866-3305
Property & Evidence Unit See General Inquiries

Special Investigations Unit
Emergency Response Team See General Inquiries
Hazardous Devices Unit See General Inquiries

Support Services Division

Educational Services Unit See General Inquiries
Employee Development Unit See General Inquiries
Recruitment & Selection Unit See General Inquiries

Victim & Witness Coordinator (704) 866-3378
Accreditation (704) 866-3378
Records (704) 866-3320

Communications Division

Emergency 911
Non-Emergency (704) 866-3300

Animal Control Division

Emergency 911
Non-Emergency (704) 922-8677

AWARDS & RECOGNITION

Employees of the Month

January Sworn - J. R. Phelps Civillian - Bettina Bissell	February Sworn - C. W. Lawing Civillian - James Wilson	March N/A
April Sworn - J. R. Payton Civillian - Debbie Lemming	May Sworn - B. P. Bolick Civillian - Melanie Duncan	June Sworn - G. T. Willis Civillian - Michael Thornburg Eric Johnson
July Sworn - K. D. Bishop Civillian - Lynn Preston	August Sworn - R. E. Bloom, Jr. Civillian - Graham Kuzia	September Sworn - R. B. Battle Civillian - Angela Scott
October Sworn - E. K. Yancey Civillian - Penny Reller	November Sworn - R. L. Waldrop Civillian - Dulce Carter	December Sworn - Wanda Grier Civillian - Jeanne Nation

PROFESSIONAL STANDARDS

The employees of the Gaston County Police Department provide direct public safety services to many individuals every day. However, some citizens have questions, concerns or complaints about the Department or the conduct of individual employees. The Professional Standards Unit conducts objective investigations of complaints made against any Police, Animal Control or Telecommunications employee.

As each complaint is investigated, a determination is made as to whether there is sufficient evidence to sustain the allegation and take disciplinary action. If there is insufficient evidence to sustain the allegation, the disposition of the complaint is then categorized based on the level of mitigating evidence. The following is a list of possible dispositions of employee complaints:

Sustained - The investigation disclosed sufficient evidence to prove the allegation clearly.

Not Sustained - The investigation failed to discover sufficient evidence to clearly prove or disprove the allegation made against the employee.

Unfounded - The investigation indicated that the alleged act or omission reported did not occur or did not involve Department personnel.

Exonerated - The investigation indicates that the act or omission reported did occur but was justified, lawful and/or proper.

The Department strives for continuous improvement in the level of service it provides to citizens. The Professional Standards Unit meticulously investigates all complaints and views each one as an opportunity to improve the Department's service and communicate more effectively. Moreover, information gathered through the complaint process assists the Department in the reduction of future complaints.

STATS

The Professional Standards Unit investigated a total of 111 complaints in 2008 involving the following:

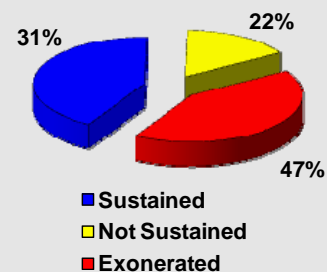
- 41 non-sworn employees
- 70 sworn employees

Non-Sworn Employees

Sustained	25
Not Sustained	7
Unfounded	0
Exonerated	3
Total	41

Sworn Employees

Sustained	17
Not Sustained	9
Unfounded	5
Exonerated	39
Total	70



COMPLAINT BREAKDOWN: 2008

<u>Complaints</u>	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2007-2008</u>	
						<u>2008</u>	<u>% Change</u>
Improper Actions	14	12	38	25	20	60	200.00%
Violation of Policy	6	17	3	12	13	31	138.46%
Demeanor	9	13	7	4	8	16	100.00%
Criminal Misconduct	0	0	1	0	0	2	N/A
Excessive Force	4	5	1	4	4	1	-75.00%
Civil Rights Breach	1	0	0	0	0	1	N/A
Total	34	47	50	45	45	111	146.67%

UNIFORM CRIME REPORTING (UCR)

UCR Index Crimes — The Federal Bureau of Investigation (FBI) began the Uniform Reporting (UCR) Program in 1930 to compile data on eight “index crimes:” murder, rape, robbery, aggravated assault, burglary, motor vehicle theft, larceny and arson.

Since then, new reporting guidelines, called the National Incident-Based Reporting System (NIBRS), was developed. The revisions in the new system were aimed at “enhancing the quantity, quality and timeliness of crime data collection and improving the methodology used to compile, analyze, audit and publish the collected crime statistics.” Under NIBRS crimes are divided into two groups with “Group A” offenses including the UCR index crimes as well as numerous other offenses. In total, the NIBRS Group A crimes were expanded to encompass 22 criminal categories consisting of 46 separate offenses and Group B crimes are made up of an additional 11 public order type offenses. Other changes under NIBRS include the restructuring in definitions of certain crimes, such as forcible sex and aggravated assault. The new and more detailed offense classification was changed in order to collect more information about each criminal incident as well as add greater uniformity to the crime data reported by law enforcement agencies.

As law enforcement agencies transition from UCR to NIBRS, concerns have arisen regarding its effects on crime statistics. Because of the new criteria, many jurisdictions with historically lower crime levels have experienced some exaggerated changes in their crime rates.

The Gaston County Police Department transitioned into NIBRS in 2006 and experienced some changes especially in the categories of forcible rape and aggravated assault. Both categories were expanded by definition in

(Uniform Crime Reporting (UCR) Continued)

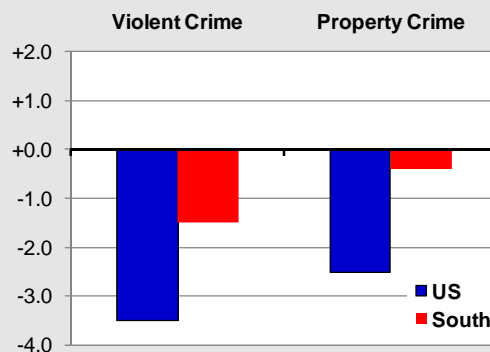
NIBRS. The Department’s violent crime increased and the transition to NIBRS was partially responsible for the increase. Numerous law enforcement agencies across the country are transitioning from UCR to NIBRS, but the FBI has determined that until a majority of agencies have switched to NIBRS, it will continue to publish the national crimes statistics based on the UCR Program.

2008 NATIONAL & REGIONAL UCR

Violent Crime — According to the FBI’s Preliminary 2008 Semiannual Uniform Crime Report, violent crime across the US decreased by 3.8% in 2008, with a 4.4% decrease in murder, a 3.3 % decrease in forcible rape, a 2.2% decrease in robbery, and a 4.1% decrease in aggravated assault. Violent crime also decreased in the South by 1.5%: -5.2% murder, forcible rape -4.7%, and aggravated assault - 5.3%. The Percentage change in robbery crimes for the South in 2008 are not available at this time.

Property Crime — Property crime in the US decreased 2.5% in 2008, with a 0.8% decrease in burglary, a 1.2% decrease in larceny, a 12.6% decrease in motor vehicle theft, and a 5.6% decrease in arson. Property crime in the South also decreased by 0.4%, with a 0.6% increase in burglary, a 0.5% increase in larceny, an 8.2% decrease in motor vehicle theft, and a 3.2% decrease in arson.

2008 NATIONAL & REGIONAL UCR



LOCAL CRIME STATISTICS

Total Index Crimes — The total number of UCR index crimes occurring in Gaston County in 2008 was 2,118, decreasing 8.5% from 2007. In comparison to ten years ago, the total index crimes are down by 12.4%, indicating a better quality of life for residents of Gaston over the past decade.

Trends in the more specific types of index crimes committed have changed significantly over the last decade, but are consistent with national trends.

Violent Crime Vs. Property Crime — Violent Crimes accounted for 15% of all 2008 index crimes reported in Gaston County, while property crimes accounted for the remaining 85%.

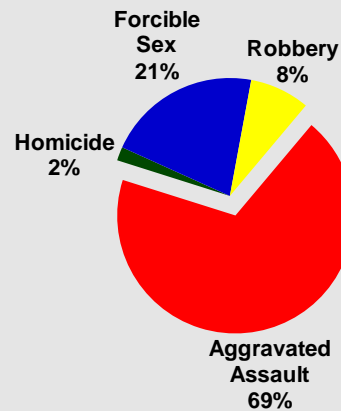
Violent crime increased 9.69% over 2007. There were six homicides in 2008, compared to 4 in 2007, an increase of 50%. Robberies decreased by 1.58% from 38 in 2007 to 26 in 2008.

Property crimes decreased by 8% in 2008. Burglary and larceny decreased by 8.31% and 8.58% respectively, and motor vehicle theft decreased by 4.68%.

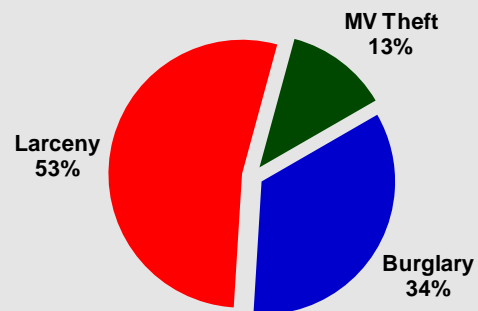
(Crime Stats Continued)

number of motor vehicle thefts decreased by 9.6% and the number of burglaries decreased slightly by 2.5%.

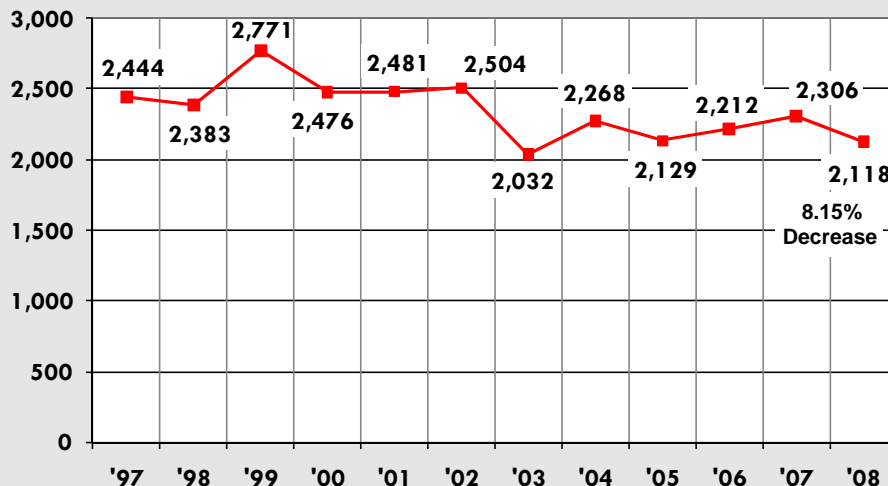
VIOLENT CRIME BREAKDOWN



PROPERTY CRIME BREAKDOWN



TOTAL INDEX CRIMES BY YEAR



COMMUNITY FEEDBACK SURVEY

Purpose — The Gaston County Police Department conducts the Community Feedback Survey throughout the year with 1,000 people who live within the Department's service area and have called for service within the past year. The following information is based strictly upon the responses of survey participants and does not represent the opinions of all residents within the service area. The survey serves as a tool to measure the Department's overall effectiveness in meeting the needs and addressing the concerns of those it serves.

Recommendations — After careful review of the responses to the 2008 survey, it is evident that the Gaston County Police Department has been successful in meeting the needs of its residents, and has effectively managed their expectations with regard to quality of service and case management. Approximately 89% of survey participants rated the quality of service they received from the Department as above average. Participants were equally satisfied with the manner in which Department personnel and Officers handled their requests for service and cases. Officers were rated excellent or good 91% of the time by survey participants with regard to courtesy, clear speech, thoroughness, helpfulness, attitude, and professionalism.

There are, however, some areas of concern for respondents which should be considered and addressed. Increasing patrol visibility, improving response times, and a need to increase manpower were at the top of the list of participants' concerns. Hiring additional patrol officers and increasing visibility within the community would help alleviate these concerns, and further improve the public's perception of safety.

Compared to 2007 results, respondents still feel the Department needs to focus more on drug problems and that the Courts are too lenient. The practice of imposing greater penalties upon

(Community Feedback Survey Continued)

offenders for crimes committed has long been an effective means of reducing crime and preventing repeat offenses. Alcohol and drug abuse are often contributing factors to many types of crime, including larceny, assault, domestic violence, sex offenses, homicide, and death by motor vehicle. Department personnel could directly affect both issues by focusing in two areas: (1) Work more closely with the District Attorney's Office and court officials to encourage the deliberation of greater repeat offenders; and (2) Continue to provide information to offenders and citizens about programs that are available to individuals with alcohol and drug abuse as well as their families. By focusing in these two areas, Department personnel will advocate greater penalties for crimes committed, decrease the occurrence of a variety of crimes, and improve the quality of life of the community as a whole. Court referral programs are instrumental in reaching individuals who are addicted to drugs or alcohol, but only after their situations have resulted in charges. Law enforcement officers have a unique opportunity to impact these individuals much sooner than the court system can. Officers are role models within the community, and have a large sphere of influence in their personal and professional lives, through which they could have a tremendous impact on society.

Participant Profile — Based upon the information provided by survey participants in 2008, 59% are female and 41% are male. This distribution is very similar to that of Gaston County. Half of the survey participants are between the ages of 30 and 49. The primary race is classified as white at 91%, while 8% are black, and 1% is of Hispanic origin and other races. This distribution is also similar to that of Gaston County. Most residents in the service area have lived at the same address for 1 to 5 years, 44% to be exact. Approximately 53% have lived in the same house for more than 5 years, with 19% for more than 20 years. These figures are indicative of a stable community.

(Community Feedback Survey Continued)

Safety — Of the citizens surveyed, 556 (55%) respondents have not been victims of crime in Gaston County before. Fifty-six percent (56%) of survey respondents listed their most recent contact with the Department as being related to something other than crime.

Respondents generally feel safe within their neighborhoods and Gaston County. Eighty-three percent (83%) of participants said they feel safe to very safe within their neighborhoods, and 78% said Gaston County is a safe to very safe place to live and work.

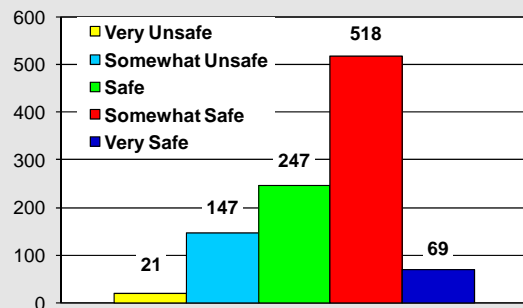
Crime Rate — Approximately 61% of participants feel the crime rate within their neighborhoods is stable, and only 35% feel it is increasing. Seventy percent (70%) of the survey respondents feel the crime rate in Gaston County is increasing, while 27% feel it is stable.

Contact with the Department — Ninety-five percent (95%) of the respondents have met with or been in contact with a member of the Gaston County Police Department within the past year, and more than half (53%) of those residents had contact with the Department's employees more than once. The majority classified their most recent contact with members of the Department as relating to: (1) Victim of a crime (44%); and, (2) general assistance (37%).

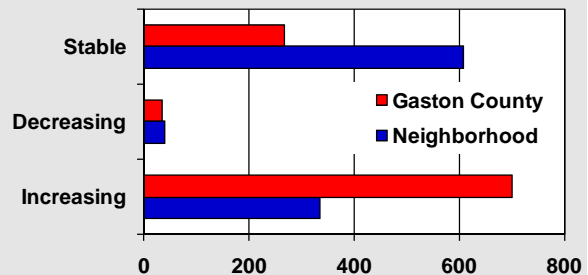
Quality of Service — Participants were also asked to rate their level of satisfaction with the quality of service they received from the Department on a scale of 1 to 10, with 10 being the highest level of satisfaction. Forty percent (40%) responded with a "10." In addition, 74% rated their satisfaction level an "8" or higher, which is down from 80% in 2007. Less than 7% rated the Department's quality of service below a "5," up from 6% in 2007.

Concerns — The top three concerns listed by survey participants are directly related to increasing manpower, response times, and

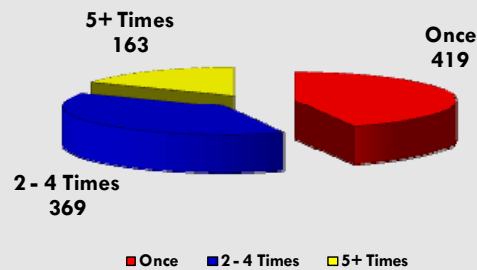
PERCEIVED SAFETY IN NEIGHBORHOODS



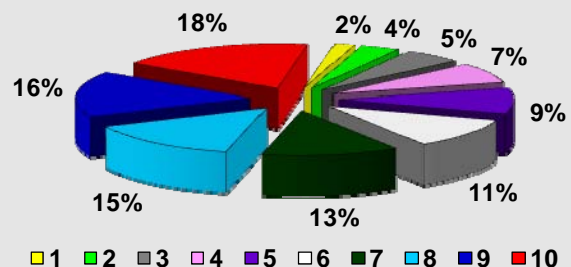
PERCEPTION OF CRIME RATE



CONTACT WITH DEPARTMENT



QUALITY OF SERVICE
1 = Lowest Satisfaction
10 = Highest Satisfaction



(Community Feedback Survey Continued)

visibility. Sixteen percent (16%) suggested greater patrol visibility, 12% suggested improving response times, and 10% suggested more manpower. Other significant concerns included paying more attention to drug problems (7%), the leniency of the court system (4%), paying more attention to property crimes (4%), paying more attention to DUI's (3%), and paying more attention to domestic violence (3%).

Satisfaction with Call & Case Management —

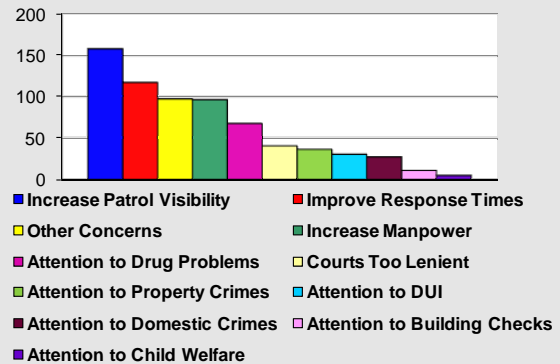
Participants were also pleased with the overall handling of their telephone call and case. They feel their telephone call was answered quickly (91%) and handled appropriately (90%). Approximately 88% of participants were contacted by an Officer in person, and more than half (58%) of them rated the officer as "Excellent" in the areas of courtesy, speech clarity, thoroughness, helpfulness, attitude, and professionalism. They were very consistent in their ratings of Officers with "Excellent" representing the majority opinion for all 6 categories. Less than 9% of respondents rated Officers "Fair" or "Poor," up from 7% in 2007.

Comparison: 2007-2008

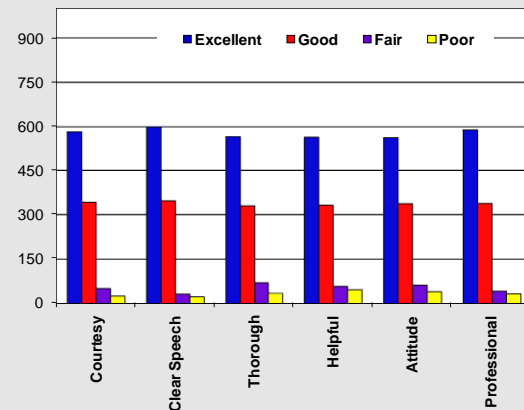
Safety — The 2008 survey results are fairly consistent with 2007 results. The perception of safety in 2008 has decreased slightly, with respondents reporting they feel safe to very safe in their neighbor and Gaston County at 81%, compared to 86% in 2007. In 2008, less than 17% of survey participants felt unsafe in their neighborhood, compared to 13% in 2007. Approximately 23% of respondents felt unsafe in Gaston Count in 2008, compared to 15% in 2007. Overall participants still feel safe in their neighborhood and in Gaston County.

Quality of Service — The overall satisfaction level of survey participants with the quality of service the Department provides has not changed since 2007. Forty percent (40%) of

CONCERNS

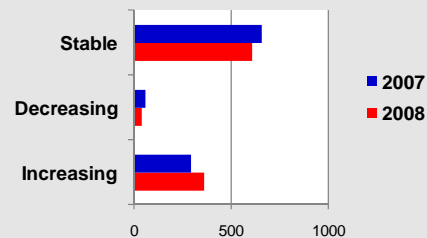


RESPONDENTS RATE OFFICERS

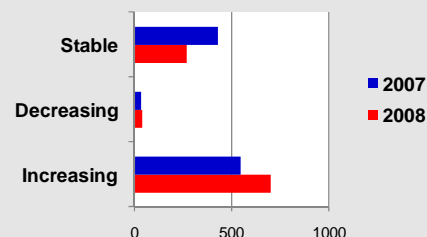


PERCEPTION OF SAFETY: '07-'08

In Neighborhoods



In Gaston County



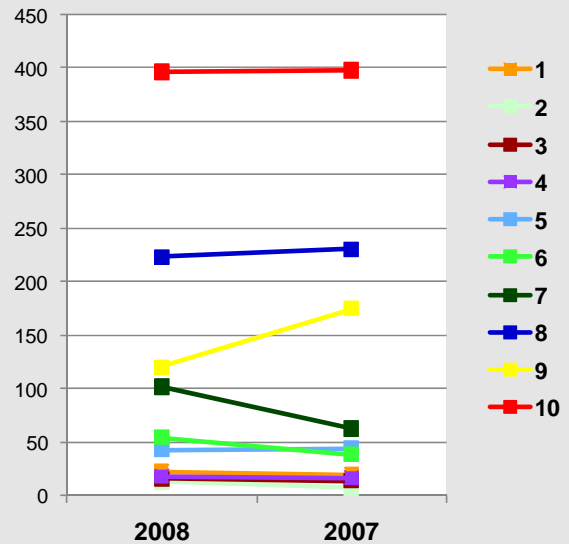
(Community Feedback Survey Continued)

respondents rated the Department with a "10" in 2008 and in 2007. These figures reflect the Department's efforts to directly address residents' needs and concerns, and show that the Department is effectively meeting their overall needs.

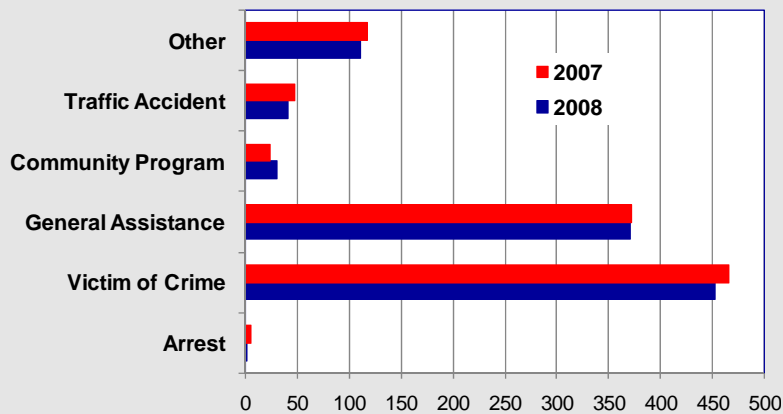
Concerns — The three major areas of concern for respondents have remained the same from 2007 to 2008, with patrol visibility, improved response times, and additional manpower taking the forefront. The only increase reported was in the number of respondents concerned about DUI's, increasing from 23 in 2007 to 31 in 2008.

QUALITY OF SERVICE: '07-'08

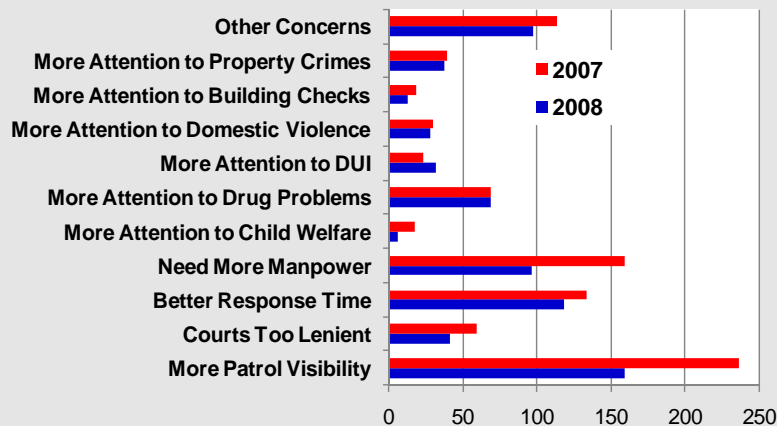
1 = Lowest Satisfaction
10 = Highest Satisfaction

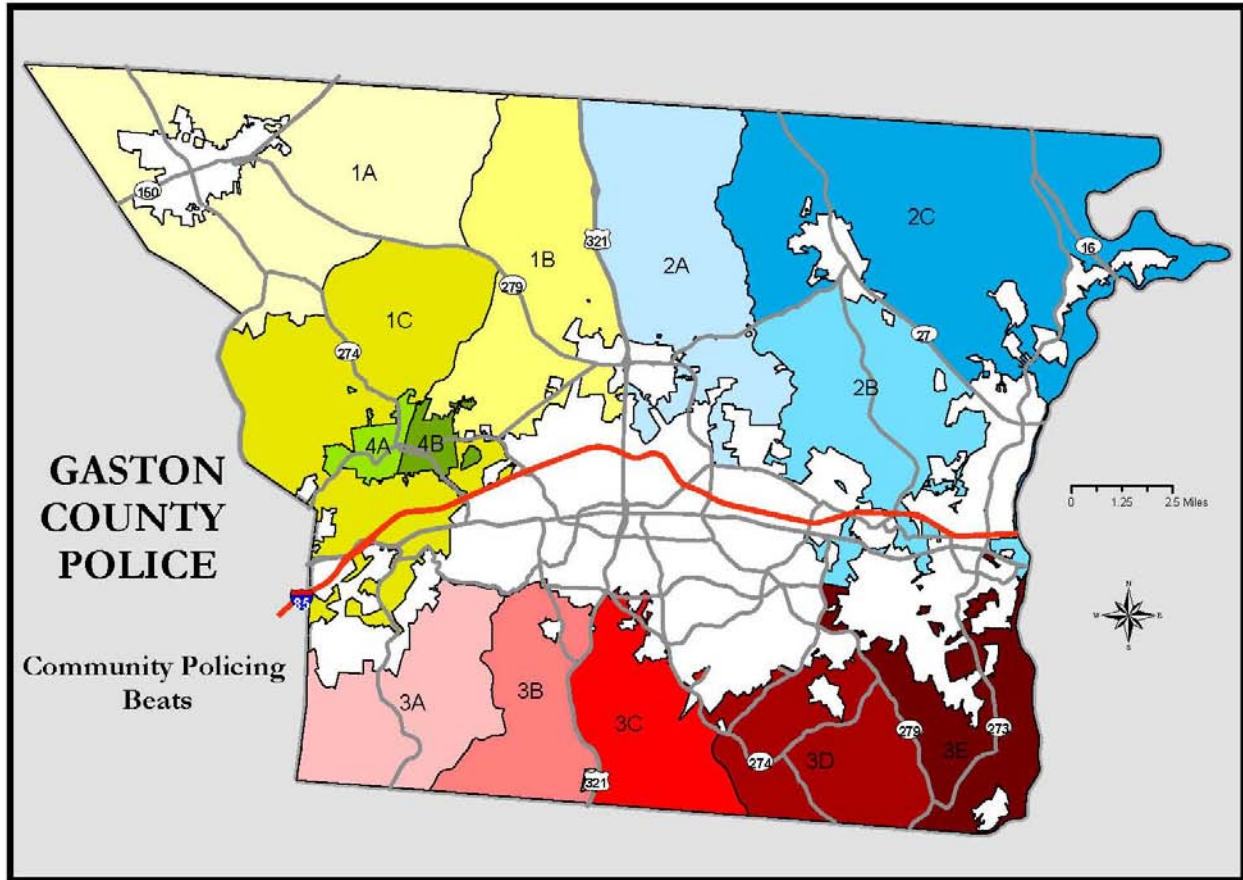


RECENT CONTACT WITH DEPARTMENT: '07-'08



CONCERNS: '07-'08





COMMUNITY POLICING DIVISION

The Community Policing Division is overseen by an Assistant Chief and is comprised primarily of uniformed officers assigned to one of four geographical areas known as zones, which are in turn commanded by a Captain. A detailed description of the zone locations is provided on the right. The officers assigned to each zone are further divided into squads that cover rotating 12-hour shifts and are supervised by a Sergeant. The Community Policing Division is responsible for controlling and preventing crime through regular patrols, answering calls for service, apprehending offenders, enforcing criminal and traffic laws, conducting preliminary investigations and working with the community to solve neighborhood crime problems. This Division also has two specialized patrol units, which are the K-9 Unit and a seasonal Marine Enforcement Unit.

Zone 1

Zone 1 comprises the northwestern part of Gaston County and covers 100 square miles with over 20,000 residents.

Zone 2

Zone 2 is located in the northwestern part of the County, covering 97 square miles with more than 30,000 residents.

Zone 3

Zone 3 encompasses the southern unincorporated areas of Gaston County. This area represents over 75 square miles with nearly 28,000 residents.

Zone 4

Zone 4 represents the incorporated city limits of Bessemer City. It is predominantly an urban area spanning 4.4 square miles with a population of over 5,000 citizens.

UNIT STATISTICS

Community Policing Division Statistics By Zone

	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>	<u>Zone 4</u>
Traffic Citations	1,893	1,570	2,409	720
Traffic Accidents	4	9	4	92
Warning Citations	1,180	664	812	430
Warrants/Summons Served	955	1,198	1,329	361
All Case Offenses				
Aggravated Assault	68	42	79	20
Alcohol Violations	3	13	6	5
Arson	4	6	13	0
Burglary	120	277	186	34
Drug Violations	205	267	199	108
DWI	12	12	9	10
Fraud	19	65	34	31
Homicide	1	3	1	1
Larceny	158	269	194	77
Larceny from Motor Vehicle Theft	47	84	79	28
Missing Persons	13	37	32	8
Motor Vehicle Theft	67	81	55	19
Public Order	6	18	8	8
Robbery	5	9	5	7
Sex Offenses, Forcible	20	22	17	7
Sex Offenses, Nonforcible	2	3	2	2
Simple Assault	78	131	140	32
Stolen Property	8	9	14	5
Trespassing	5	18	14	10
Vandalism	69	116	116	43
Weapons Violations	11	11	4	12
All Other Crimes	259	431	399	143
Not a Crime	82	103	85	41
Total All Case Offenses	1,242	1,971	1,658	647

ZONE 1

Community Policing—During 2008, officers within Zone 1 put a directed emphasis on reducing property crime and repeated calls for service, as well as targeting areas where the sale of illegal narcotics were taking place. They worked in conjunction with the Crime Analysis Unit to identify crime trends and locations where these type calls for service were occurring most frequently. The officers utilized the information and data gained to implement problem solving strategies to address the issues in these areas. The officers in Zone 1 also increased directed patrol efforts in these locations, and partnered with the citizens and other county entities to improve the safety and quality of life in these communities.

Directed Enforcement Efforts— Additional focus was placed on locations and identification of individuals suspected of criminal activity. Constant monitoring of these locations and proactive enforcement by every officer, including specialized units, led to multiple arrests. An immediate reduction in drug related activity was realized. One such initiative involved repeated complainants of drug activity around the Hillcrest Drive area of Dallas. Officers in Zone 1 targeted this specific location and were able to identify two drug suppliers in the community. Through proactive patrol efforts, along with assistance from the Special Investigations and K-9 units we were successfully able to make confidential informant buys from these two individuals and arrest them for these crimes.

The investigation of metal theft larcenies within Zone 1 was also a primary focus of directed enforcement efforts. With the cooperation of Rutherford Electric Membership Corporation, several proactive initiatives were set up to combat these types of crimes. REMC let the officers borrow copper to set up covert operations in an attempt to apprehend subjects involved in metal theft larcenies. Several subjects were identified in these operations and the initiatives were an overall success.

(Zone 1 Continued)

Enforcing Environmental Crimes— Police involvement in quality of life issues proved beneficial to several locations plagued with environmental hazards and concerns. Officers in Zone 1 partnered and worked diligently with other non law enforcement agencies such as County Code Enforcement, Gastonia City Code Enforcement, the Gaston County Health Department, and the Gaston County Attorney's Office to insure that these problem areas were addressed to make the communities a more desirable and healthy places to reside in. Most violations included high grass and accumulation of solid waste complaints. A number of these complaints arose from foreclosed properties. A proactive approach was then sought to retrieve all foreclosed property listings from the Clerk of Courts Office and each were distributed to the zone officers for periodic checks to see if any violations were occurring and needed to be resolved.

ZONE 2

Metal Larcenies and “Be on the Lookout Program” — During the beginning of 2008, Zone 2 experienced an increase in metal



related larcenies. In an effort to reduce the larcenies, a partnership was formed with the area metal recycling centers. The department identified all the persons who had been previously arrested for stealing metal and created a book containing their names and photographs. The books were then given to the businesses so they could be on the lookout for thieves trying to sell the stolen metal to them. The businesses are required by law to get the persons information and photo identification so it made it easy for them to cross reference with the department's list.

(Zone 2 Continued)

Operation Medicine Cabinet — Officer E.K. Yancey, Zone 2 Community Coordinator, developed a partnership with Home Instead Senior Care in an effort to reduce the



environmental impact of medications discarded inappropriately. Two operations were held to allow citizens to bring in their old medications and have them destroyed by the Department. Approximately, 250 pounds of medications

and material were collected. The program was successful and will be offered again in 2009.

Pawn Shop E-Mail Project — Officer E.K. Yancey, the Zone 2 Community Coordinator, identified a solution to improve the manner in which area Pawn Shop tickets were collected and processed. Officers working the road traditionally had picked up the tickets. This method took away from time that officers could be spending on other important police activities. Officer Yancey worked with the twelve area shops, the Records Section at the department and the IT department. An e-mail solution was found. The shops now have the capability of e-mailing their tickets to the department for entry into the system. Those shops unable to use the e-mail function agreed to either hand deliver their tickets or mail them in. This project has been a success in that the tickets now come in at a more manageable number and officers are free to focus their attention on other duties such as patrol or investigations.

ZONE 3

During 2008, Zone 3 officers continued to concentrate their efforts on reducing property crime, repeat calls for service, and identifying locations of illegal narcotic sales. They identified seventeen problem areas. In an effort to

(Zone 3 Continued)

address these problem areas, each squad has selected two areas each as their problem-solving project. The remaining areas will be addressed collectively or are a lower priority and will be assigned later. Officers continue to work with the Crime Analysis Unit in identifying these areas and their particular crime patterns or activity. Officers have increased patrol efforts, identified targets, and worked with property owners in their efforts to address problems. The officers are continuously working with citizens, other government agencies, and many other entities in their efforts to improve the quality of life for the community.

Community Watch Association — The zone continues to maintain an active partnership with citizens through the Gaston County Community Watch Association and neighborhood community watch groups. In 2008, officers in Zone 3 participated in 61 community watch meetings. Three new community watch groups were also started during the 2008 calendar year.

Safety and Crime Prevention — Officers continue to conduct outreach programs in the community with an emphasis on safety and crime prevention. Some of the programs included Safe Kids, Crime Prevention for seniors, bicycle safety, Think Smart, ID Theft, and Car Seat checks. Officers continue to be involved with NC Crime Prevention, Child Abuse Council, and Gaston County Safe Kids.

Directed Enforcement Efforts — Officers have taken additional efforts to identify and locate individuals involved in criminal activities. Officers placed extra emphasis on the identified persons and areas and continuously conducted proactive activities in an effort to reduce crime.

One of those efforts was in the Greenwood Drive area in response to reports of drug activity. Officers identified the major players in this area and responded with increased pressure. Officers

(Zone 3 Continued)

conducted searches, license checks, license checks, neighborhood interviews, and several arrests from their efforts. One of the participants was evicted and forced to move out of the area.

Enforcing Environmental Crimes — Members of the community often face quality of life issues and the area of environmental crimes continues to be one-area officers are involved. Officers often partner with other non-law enforcement agencies such as Code Enforcement, Gaston County Health Department, and the District Attorney's Office to address environmental problems. Many of these efforts include illegal dumping, high grass, and dilapidated structures.

ZONE 4 (BESSEMER CITY)

Property Crimes - Zone 4 officers put a directed emphasis on reducing property crime in 2008. Reported burglaries were down 46.9% in 2008 compared to 2007. Reported larcenies were also down 34.2%, as well as a 28.2% decrease in larceny from motor vehicles. Reported motor vehicle thefts were also down 29.6 % compared to 2007.

Traffic Enforcement and Safety — A special emphasis was concentrated on traffic and safety issues in 2008. Numerous radar assignments and saturation patrols were conducted to reduce the number of vehicle crashes in high volume traffic areas and pedestrian crossings. Officers also participated in several of the Governor's Highway Safety Programs such as Booze & Lose It, No Need to Speed, and R U Buckled. A special emphasis was placed on schools zones on North 12th Street near public schools. Officers used the speed detection radar trailer several times, conducted radar assignments, along with overt patrols during the school year to encourage motorists to abide by the posted speed limit.

Community Relations — Several special community projects were also initiated within the City of Bessemer City during 2008. One such

(Zone 4 Continued)

project placed a special emphasis on convenience store security and safety for store owners and managers. Officers within the zone visited with each convenience store owner or manager and provided them with a brochure that was developed by the N.C. Governor's Crime Commission detailing specific steps that they could take to reduce being a victim of crime. The Gaston County Police Department also developed a business security checklist that we also went over with the owners and managers in an attempt to make their establishments safer. Robbery window stickers were also provided to the establishments as crime deterrents.

The Bessemer City Community Watch also stayed active during the 2008 year. The group met once per month at the Community Center to discuss issues that arose in their neighborhoods.

MARINE ENFORCEMENT UNIT

The Marine Enforcement Unit started seasonal operations on June 8th, 2008 and continued full time until September 6th, 2008, maintaining a weekend and holiday schedule through October 1st and then on an as needed basis.



The unit consists of four full-time and two part-time officers. The Marine Enforcement Unit utilizes a 22-foot Makee Craft boat and two jet skis for patrol.

The Gaston County Police participated in the "Law Loaner" program through ALPHA Motorsports. Yamaha donated two wave runners for the 2008 boat season. The wave runners are utilized in special events and patrol areas of the lake not accessible by larger watercraft.

(Marine Enforcement Unit Continued)

The duties of the Marine Enforcement Unit are to enforce boating laws, conduct boating safety inspections, remove navigational hazards,



answer calls for service, enforce shoreline laws, and provide assistance to other boaters and governmental agencies. The unit

provided a security detail for dignitaries on Mountain Island Lake while they discussed land use management.

Partnerships — The unit has continued its partnerships with other agencies on the lake to keep the waterways safe. The unit works closely with Charlotte Mecklenburg Police, NC Wildlife, SC Department of Natural Resources, Tega Cay Police, York and Lincoln County Sheriff's Marine Unit. The Lake Wylie and Mountain Island Marine Commission granted the Marine Enforcement Unit, along with the other agencies, policing authority over the waterways and shorelines of Lake Wylie.

- Gaston Emergency Medical Services teamed up with the Marine Enforcement Unit during the July 4th week for a proactive approach to medical emergencies on the lake. The GEMS Paramedics carried all of their medical and diving equipment on the boat.
- The Marine Unit assisted other agencies on Mountain Island Lake during a boating accident investigation and drowning.
- The unit provided security at the annual July 4th fireworks show on Lake Wylie and participated in the annual flotilla on Mountain Island Lake.

(Marine Enforcement Unit Continued)

Educational Programs

- Gaston County sent a representative from the Marine Enforcement Unit to the International Boating and Water Safety Summit in San Diego, CA to promote the successful Flotation Citation Program.

- The unit also partnered with Charlotte Mecklenburg Police to help co-sponsor the regional Water Safety Conference held in Charlotte. There were agencies and organizations throughout the southeast in attendance.



- The Gaston County Marine Unit presented the life jacket law loaner program the unit utilizes and the Flotation Citation Program.
- The Gaston County Police Department once again teamed up with Harbortowne Marina and T-Bones on the lake on Lake Wylie to continue the reward program called "Operation Flotation Citation", intended to promote the use of life jackets among boaters under thirteen years of age. This proactive approach rewards boaters in compliance with the law. During safety inspections, if children under the age of thirteen are wearing their life jackets as the law requires, then the child receives a "Flotation Citation" good for one free slushie at Harbortowne Marina. The goal of the program is to promote a positive message from area law enforcement to boaters about the importance of wearing life jackets. This program was also extended to the Charlotte Mecklenburg Police Marine Unit, NC Wildlife, SCDNR, and the York County Sheriff's Office. This program was well received by boaters.

(Marine Enforcement Unit Continued)

- Wrightsville Beach Station — The training consisted of day and night waterborne search and rescue, proper positioning of rescue boats during fire suppression operations, advanced vessel towing, equipment transfer from various vessels and preserving life and property involving a sinking vessel.
- The Marine Enforcement Unit once again partnered with other agencies to provide information about water safety and boater safety to adults and children at the Mid-Atlantic Boat Show in Charlotte, NC. This year the booth consisted of the SPLASH trailer and a Gaston County Marine Enforcement Unit wave runner along with the printed material on display tables. The booth was manned at all times to answer questions about boat laws and needed equipment.
- The unit also spoke to the participants involved in the Gaston County Police Citizens Youth Academy. This included the rules of navigation and the roles and responsibilities of the Marine Enforcement Unit. The participants in the academy were given a boat ride on Lake Wylie to better understand the functions of the equipment.



K-9 UNIT

The K-9 Unit consists of six handler and dog teams responsible for answering routine calls, responding to crimes in progress, performing street level drug interdiction and assisting all divisions of the Department by conducting specialized searches with trained law enforcement canines. The searches include

(Marine Enforcement Unit Continued)

searches for houses and vehicles for illegal substances, searches of buildings for suspects, area searches for evidence and tracks of subjects that have run in an attempt to elude arrest. Other responsibilities include assisting other agencies in the County and surrounding counties and participating in drug and crime prevention activities by providing canine demonstrations to various civic organizations, community watches, and schools.

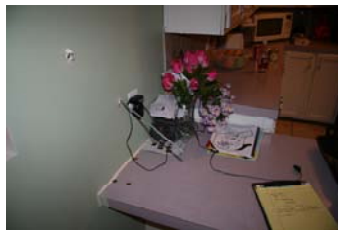
Performance

- K-9 officers provided services to many organizations in the area, and conducted numerous searches this year. The Unit located 76 persons through their search efforts compared to 63 in 2007. The K-9 Unit also saw a 2% decrease in narcotic searches with a 44 % increase in the number of narcotic finds during 2008. The Unit also experienced a 62% increase in misdemeanor arrest and a 67% increase in felony arrest for 2008. The Unit assisted 245 outside agencies during 2008.
- K-9 officers assisted the North Carolina Community Corrections Division and the Gaston County Sheriff's Department on Halloween Night with security and drug checks of sex offenders required to report on Halloween.
- The K-9 Unit also conducted several demos for Animal Control at animal adoption programs during the year, Citizens Police Academies for Adults and Youth.
- The Unit also targeted several locations throughout the county as a result of drug complaints. These efforts led to numerous search warrants, arrests, and the development of larger efforts through cooperation with the Special Investigations Unit.

CRIMINAL INVESTIGATIONS UNIT

2008 Highlights

- January, an death investigation was opened after a child fell off a all terrain vehicle while riding with an adult at Poston Park. The adult was charged with manslaughter. The child was not wearing a protective helmet.
- February, An individual was charged with 66 counts of Obtaining Property by False Pretense. The individual was using a company credit card without permission.
- April and May, CIU continues to work with the Department of Social Services Fraud Unit to help curve food stamp fraud. CIU charged a total of two individuals with ten charges of fraud. Case involved a total of \$9,624.00 of Gaston County tax dollars.
- June, a homicide occurred at 201 East Georgia Avenue, Bessemer City. The suspect shot his wife with a handgun. Alcohol was involved.
- July, an arson/ homicide occurred at 4844 Hidden Meadows Court, Gastonia. The suspect shot the victim, who was pregnant and then burned the house down. CIU charged the suspect in January of 2009.
- September, a homicide occurred at 102 Fairway Drive, Belmont. The suspect, after fleeing from an attempted bank robbery in Gastonia, broke into the victims residence. The victim suffered a heart attack during the crime and died.
- October, a homicide occurred at 1421 Requa Road, just outside of Cherryville, NC. The victim was beaten to death by the suspect.



(Criminal Investigations Unit Continued)

- November, a homicide was reported on I-85 southbound, near exit 10. The victim was found in the middle of the southbound lanes after having been shot and struck by several vehicles.
- Throughout the year, the Criminal Investigation Unit recovered \$51,755.50 of stolen property.



UNIT STATS

- CIU opened 414 general investigations in 2008; this represents a 37% decrease when compared to the 655 investigations opened in 2007. There was a slight decrease in juvenile investigations with 136 juvenile cases opened during 2008 compared to the previous year of 142.
- Arrests for 2008 were 43% lower with 739 charges filed compared to 1,298 in 2007.
- Of the total cases investigated in 2008, over 18% involved burglaries to residences, businesses, motor vehicles or outbuildings.
- Larceny accounted for 5% of the total caseload, which represents a 7% decrease from the previous year.
- Missing Person reports accounted for 20% of the caseload, with 65% of these being juveniles.
- Sex Offenses accounted for 27% of all investigations. This was an increase of nearly 10% when compared to 2007.

INVESTIGATIONS & SUPPORT SERVICES

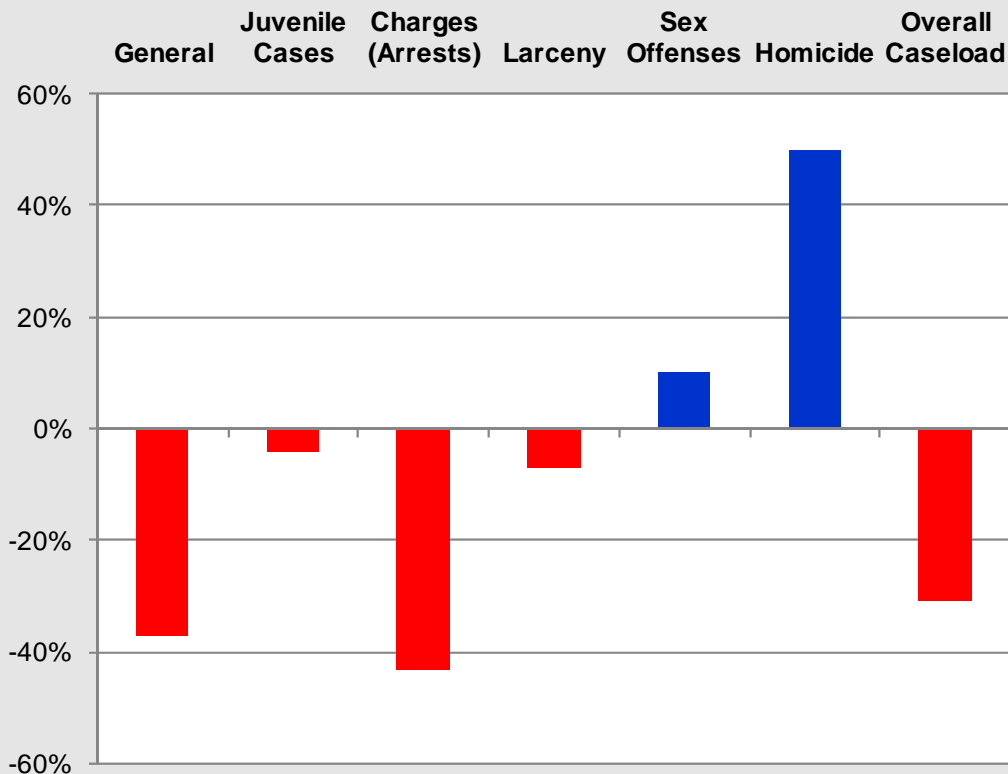
(Criminal Investigations Unit Continued)

- Violent crime only accounted for 3% of the investigations, which represents an increase from 2007. There was a 50% increase in homicides in 2008, when compared to 2007.
- There were 78 unattended deaths that required preliminary investigation. This represented an 11% increase from 2008.
- The remaining 8% of investigations included offenses such as assaults, frauds and other types of crimes.
- Overall, CIU experienced a 31% decrease in caseload in 2008.

INVESTIGATIONS BREAKDOWN

General Investigations	-37%
Charges (Arrests)	-43%
Juvenile Cases	-4%
Larceny	-7%
Sex Offenses	10%
Homicide	50%
Overall Caseload	-31%

OVERALL CASE LOAD



CRIME SCENE SEARCH UNIT

The Crime Scene Search Unit (CSSU) added a part-time officer in 2008. This part-time officer is primarily tasked with latent print examinations, but also assists the four full-time officers that are tasked with crime scene



processing. The Unit offers certified expertise in the areas of evidence identification, collection preservation and documentation. The Unit has an excellent reputation with other agencies resulting in frequent requests for crime scene processing.

UNIT STATS

- CSSU responded to 609 calls in 2008, representing a 11% decrease from 2007.
- The Unit assisted both State and local agencies 238 times in 2008, increasing 197% over 2007.
- Responded and processed 609 crime scenes to include, 90 deaths, of which six were homicides and two officer-involved shootings.
- CSSU entered 800 fingerprints from crime scenes into the Integrated Automated Fingerprint Index System (IAFIS). Approximately, 106 prints were identified.
- Conducted 52 NarTest Analyses to identify illegal substances.
- CSSU routinely conducts fingerprinting at the request of citizens for job or school applications. A total of 465 people were fingerprinted in 2008.
- The Forensic Recovery of Evidence Data System (F.R.E.D.) was updated with the most current retrieval capability. F.R.E.D. was used twice to conduct forensic computer searches involving cyber crimes.

UNIT STATS (Continued)

- NarTest operations and reimbursement policies were developed. NarTest is available to outside law enforcement agencies for the identification of illegal drugs.
- The Unit became one of the first agencies in North Carolina to use the President's DNA Initiative Program. Officers began the online training program that provides current training on DNA retrieval procedures. The Unit became the first regional agency to retrieve embryonic DNA, with the assistance of Marshall University. This evidence was a crucial part in solving a homicide investigation.
- CSSU also used the University of North Texas for two missing person cases and one unidentifiable remains case. They are the national resource center for identification of unidentifiable remains, and maintain the largest database of missing person DNA submissions in the world. Their DNA identification examinations were provided to us at no cost.
- A series of break-ins were solved in northeastern Gaston County after prints were obtained from the crime scene, and IAFIS identified the suspect. A search warrant was obtained, and much of the stolen goods were located and returned to the owners. Several old break-ins have been reopened or solved as a result.
- F.R.E.D. was used to examine computers that were seized from a group of serial arsonists, who were using a video game as a blueprint for committing crimes. The game was located on several of the seized computers. F.R.E.D. was also used to assist the North Carolina Highway Patrol on a large scale fraud and police officer impersonation case. The seized items were searched and the information retrieved assisted in the successful deportation of the suspect who was an illegal alien.

INVESTIGATIONS & SUPPORT SERVICES

PROPERTY & EVIDENCE UNIT

The Property and Evidence Unit is responsible for the storage and maintenance of all items seized by the Department during criminal investigations. In order for an item of evidence to be admissible in court, its "chain of custody" must be maintained. This means the evidence must be housed in a secure area, and each person having contact with the evidence is documented. This information is used later at trial to show the item is in the same condition as it was when it was first collected. To accomplish this goal, the Unit has one sworn officer in charge of the evidence room. Each item of evidence is logged and classified using a modern bar code tracking system. Once a criminal prosecution has been completed, the evidence must be returned to the rightful owner, destroyed or forfeited, depending on the disposition of the charges and the type of property seized. All illegal contraband is destroyed, regardless of the disposition of the criminal charges.

In 2008, the Unit focused on clearing out and disposing of evidence from older cases, which were still housed in the evidence room. More specifically, older cases involving guns, money and jewelry were targeted. Disposal of evidence related to these types of cases is more difficult because a court order is required from either a District or Superior Court judge, which dictates precisely how to dispose of the evidence. Through this focused effort, the Unit disposed of 73 firearms and turned \$10,623 in seized money over to the Gaston County School Board.

The Unit continued utilizing NC General Statute §15-12(b), which allows unclaimed bicycles to be given to non-profit organizations for charitable purposes. During 2008, the Unit donated 26 bicycles that were reconditioned and given to needy children.



(Property & Evidence Continued)

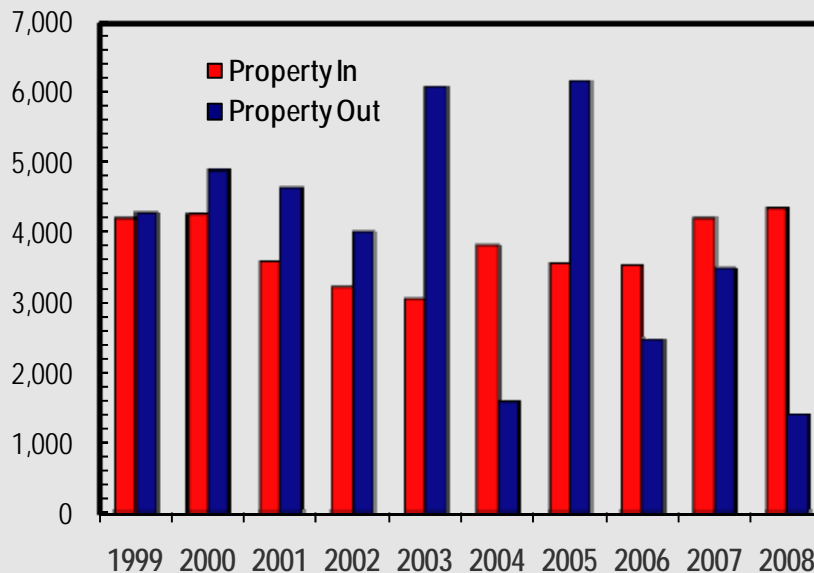
Also during 2008, the Department continued participation in a weapons tracing project sponsored by the US Department of Justice, Alcohol, Tobacco and Firearms Bureau (ATF). The project, called E-Trace, allows law enforcement agencies to track the sale and movement of a gun from manufacturer through each change of ownership. For each firearm that is logged into the property and evidence room, the Evidence Officer accesses the ATF database via the Internet and enters descriptive data and possessor identification information. The information entered by the Property Officer adds another link in the chain of movement for each gun seized. The Property and Evidence Unit entered 137 firearms into the ATF database this year, compared to 168 in 2007.

UNIT STATS

- At the end of 2008, the property and evidence room housed over 11,251 items of evidence. The graph and chart below shows evidence entering and leaving the evidence room over the past 10 years.

	<u>Property In</u>	<u>Property Out</u>
1998	3,439	1,467
1999	4,182	4,262
2000	4,246	4,880
2001	3,571	4,634
2002	3,221	4,010
2003	3,045	6,072
2004	3,811	1,583
2005	3,546	6,156
2006	3,513	2,470
2007	4,182	3,472
2008	4,333	1,393

**PROPERTY & EVIDENCE BREAKDOWN
1999 to Present**



SPECIAL INVESTIGATIONS UNIT

The Special Investigations Unit (SIU) of the Gaston County Police conducts investigations focusing on narcotics, gambling, illegal alcohol sales and prostitution. The SIU is a team of 5 investigators, 2 sergeants and 1 Captain who initiated 238 cases in 2008 which resulted in 622 criminal charges being filed. During the course of those investigations,



over \$2,000,000 worth of drugs were seized. Separate from cases initiated within SIU, the unit is available to provide substantial assistance to the department's community police officers. This assistance can range from simple drug identification up to surveillance and search warrant execution. The SIU works closely with all of the municipal police departments in Gaston County as well as neighboring counties. A mutually beneficial relationship with the North Carolina State Bureau of Investigation (SBI) is also ongoing. Federal level casework was conducted in cooperation with the Drug Enforcement Administration (DEA), Immigration and Customs Enforcement (ICE), the Federal Bureau of Investigation (FBI) and the Bureau of Alcohol, Tobacco and Firearms (BATF).

2008 Highlights

Seized Assets and Forfeitures

In 2008, the Gaston County Police was awarded over \$216,000 by U.S. Customs and Border Protection. This dollar amount represents numerous cooperative narcotics investigations between SIU and Customs agents. Many of the cases originated in Gaston County and had connections far beyond our area. These funds are used for law enforcement purposes such as

(Special Investigations Unit Continued)

equipment that might not otherwise be available to our department. The Gaston County Police Department also received almost \$35,000 as a result of the North Carolina Unauthorized Substance Tax, which is levied against those found to be in possession of illegal narcotics.

Community Impact Targets

SIU continues to work closely with the Community Policing Division's Zone Captains in support of their crime abatement efforts addressing narcotics-related crimes within high-risk neighborhoods. SIU targeted a long-time crack cocaine seller who was believed to be taking stolen goods in exchange for drugs. This provided a direct correlation to property crime such as breaking and entering and larceny. Thorough investigation and numerous man-hours resulted in federal charges for trafficking crack cocaine and sentencing as a 'career criminal'. The subject is facing at least 15 years in prison. The Special Investigations Unit worked cooperatively with Zone 1 and Bessemer City officers to target a suspect who was involved in crack cocaine sales within the community. This suspect had been in and out of jail several times for drug-related charges. Directed enforcement by patrol officers and undercover work by the SIU resulted in several crack cocaine and felony habitual offender charges. This suspect was charged, convicted and is scheduled for release from prison in 2025. Feedback from the community has been positive regarding these efforts.

Prescription Drugs

In 2008, the SIU focused on illegal prescription drug sales as it continues to be one of the most prevalent narcotics crimes in Gaston County. Prescription fraud is a significant problem not only in Gaston County, but also nationwide.

(Special Investigations Unit Continued)

Almost half of the law enforcement agencies responding to the federal 'National Drug Survey' listed pharmaceutical abuse as a problem in their jurisdiction. Not surprisingly, a similar share of agencies reported dramatic increases in prescription fraud and pharmaceutical drug abuse. In 2008, the Gaston County Police SIU seized over 4,400 pills as part of narcotics-

(Special Investigations Unit Continued)

related investigations. The SIU is attacking this problem at the front end by addressing fraud when prescriptions are filled and at the street level when suspects attempt to sell their prescription medication to others.

UNIT STATS

	<u>2008</u>	<u>2007</u>	<u>2006</u>	<u>2005</u>
Cases Opened	238	302	298	374
Cases Cleared	141	169	260	186
Persons Charged	72	162	169	123
Number of Charges	622	916	1,420	1,151
Searches	44	76	111	79
Surveillance (Hours)	836.5		983.00	686.00
Undercover Buys	151	152	153	172
Marijuana Plants Seized	4	209	56	85
Other Marijuana Seized (Grams)	709,583.99	422,385.21	25,401.17	38,555.35
Cocaine Powder Seized (Grams)	527.45	11,046.35	74,038.58	59,000.00
Crack Cocaine Seized (Grams)	454.12	265.16	681.52	549.00
Pills Seized (Dosage Units)	4,431.50	55,048.00	18,936.50	3,631.00
Heroin (Packets)	4	0	32	17
Methamphetamine (Grams)	776.18	1,294.59	220.00	276.00
Cash Seized	\$20,411.00	\$224,764.00	\$22,029.00	\$307,625.00
Street Value of Drugs Seized	\$2,444,633.00	\$7,781,809.00	\$8,795,205.00	\$8,420,886.00

EMERGENCY RESPONSE TEAM

The Emergency Response Team (ERT) of the Gaston County Police Department is a group of highly trained officers who are available 24 hours a day to respond to critical and high-risk incidents. When requested, the ERT assists other law enforcement agencies in Gaston



County as well as neighboring jurisdictions. The ERT is divided into three teams that work closely together to accomplish a

mission. The teams are Negotiators, Marksman/Observers, and Tactical Entry. Each has a designated team leader who reports to the ERT commander. All are unified in their goal to see every situation resolved peacefully and without injury to suspect, innocent bystander, or team member. During 2008, all incidents requiring the use of the Emergency Response Team were resolved without injury to suspects or team members.

The team participates in monthly training to maintain proper advanced skills and gain effective knowledge of newly acquired equipment. Each year an intensive week-long training academy takes place. This gives team members a chance to put together consecutive days of practice as well as scenario-based operations. Over 3,500 hours of training were logged in 2008 covering topics from basic building searches to advanced firearms tactics. In 2008, ERT took delivery of new ballistic vest systems for all tactical entry and marksman/observer personnel. These are an upgrade from the two-piece systems previously issued and will allow the tactical operator freedom of movement and effective load-bearing capabilities. All team members also upgraded ballistic helmets specifically designed for the tactical environment and long-duration wearing.

(Emergency Response Team Continued)

In 2008, the Emergency Response Team saw the addition of team members representing the Dallas Police Department and Cramerton Police Department. These newest team members have been fully integrated into the existing team and will fill roles in Negotiations, Tactical Entry, and Team Medic. They bring a wealth of knowledge and experience that make the ERT a more efficient and effective unit.

2008 Highlights

- **Clinton Visit** — The ERT worked alongside the Gastonia Police Department and Gaston County Sheriff's Department to support the United States Secret Service during a visit by former president Bill Clinton. The visit took place at the Highland School of Technology, and involved a coordinated pre-plan effort, and manpower intensive operation during the event.



- **Sniper Competition** — A two-man marksman/observer team from the ERT participated in the second annual Gastonia Sniper Competition held at the Gastonia Police Range in September. Events ranged from obstacle course negotiation in full gear to precise distance shooting. The competition proved to be valuable training for the Team.

(Emergency Response Team Continued)

- **Lincoln County Sheriff's Office** — In 2008, the ERT continued its relationship with the SWAT team from the Lincoln County Sheriff's Office. This relationship encompassed multiple joint training days, and has developed into a mutual aid agreement to work together in the event of a large-scale tactical situation.
- **Linear Target Training** — In April, the ERT trained alongside the NC State Bureau of Investigation tactical team. The training consisted of classroom instruction on tactics involving linear targets such as buses, airplanes and rail cars. Hands-on training took place at the Gaston County School's bus storage lot, where both teams practiced entering buses. This training afforded both teams a chance to exchange new procedures and ideas.
- **Marine Mud Challenge** — In August, 2008 sixteen members of the ERT participated in the 'Marine Mud Challenge' held at Belmont Abbey College. Team members took part in a combination of long-distance on/off road running, obstacle navigation and the "fun" of the mud pit. Total distance for the race was 4.25 miles and the team successfully completed the course in under 45 minutes, fifteenth out of 63 teams. The event is a fundraiser for the Wounded Warrior Barracks, which is a facility for wounded Marines as they recover from combat injuries. ERT members expect to continue to participate in this annual event.



HAZARDOUS DEVICES TEAM

The Federal Bureau of Investigation and the National Bomb Squad Advisory Board recognize the Gaston County Police Department's four member Hazardous Device Unit (HDU) as an Accredited Bomb Squad. The Unit received its first accreditation in 1999 and was reaccredited in 2004. Only Bomb Units with highly advanced equipment, rigorous and continual training, and meticulous operating procedures are eligible for accreditation.

Members of the Hazardous Device Unit are required to be certified Bomb Technicians. All members must attend and successfully completed the FBI Hazardous Devices School. The school is six weeks of classes, practical field exercises and robotics operation located at the US Army Redstone Arsenal, Huntsville Alabama. Each member is also required to attend Center for Domestic Preparedness' Hazardous Material School in Anniston Alabama. Selected members are certified by OSHA in Confined Space Operations.



2008 Highlights

- In 2008, the Hazardous Device Unit continued to participate in Regional Training by organizing practical exercises that encompass planning, equipment and the experience of the North Carolina State Bureau of Investigations, Gaston County Sheriff's Explosives K-9 Unit, Gaston Emergency Medical Services and the Gastonia Police HDU. The Gaston County Police HDU in compliance with standards set forth by the National Bomb Squad Commanders Advisory Board also trains monthly. The Hazardous Devices Unit

INVESTIGATIONS & SUPPORT SERVICES

(Hazardous Devices Team Continued)

continues to lead the state in reported incidents to the Bureau of Alcohol Tobacco and Firearms tracking system. Gaston County HDU has responded to locations in Gaston, Caldwell, Burke, Cleveland, Lincoln, Catawba, Iredell and Rutherford Counties.

- Unit members train bi-annually with the department's Emergency Response team. Members from both units have attended explosive breaching training at Ft. Bragg NC. The unit stores and maintains all explosives and breaching equipment.



- The Unit assists Gaston County Schools with training faculty and administration in bomb sweep procedures, bomb threats, explosives recognition and response.



- In 2008, the HDU received over \$150,000 in equipment from a Department of Homeland Security Grant.

EDUCATIONAL SERVICES UNIT

The Educational Services Unit is comprised of 10 School Resource Officers. The School Resource Officers are assigned to each of the nine County High Schools and Warlick Alternative School. The School Resource Officer Program for Middle Schools continued in 2007-2008 school year placing officers at each of the middle schools in the county. This involved the use of off-duty officers to staff the Middle Schools on a daily basis. School Resource Officers' primary duties

(Educational Services Unit Continued)

are: 1) to ensure a safe school environment conducive to learning; 2) act as a counselor in law-related issues; and, 3) act as a teacher of subjects related to law enforcement. The Gaston County Police Department continues to partner with Gaston County Schools, implementing programs and courses aimed at keeping the students and staff in a safe learning environment. Reported incidents continued to decline for the school year 2007-2008 by 21% from 2006-2007.

2008 Highlights

- The "Saved By The Belt" initiative continued through 2008. This program was started as a way to increase seatbelt usage among high school students.



School Resource Officers (SRO's) promote seatbelt use through education, involvement, evaluation, and enforcement. Education is accomplished through posters, lectures, and morning announcements. Each SRO conducts traffic surveys frequently with the assistance of involved students. Enforcement occurs as a result of the surveys, and is directed at schools that have particularly low rates of seat belt use. When this program was initiated, the countywide rate of use was 74%. By December of 2008, the average rate of use was 97%. The Highland School of Technology was the leader in seat belt use among the County's nine high schools.

- **Fatal Consequences** is another program initiated by the Unit.



It is designed to reduce drunk driving by teenagers through changing attitudes and increasing awareness. The program starts with a short lecture by the SRO. The classroom instruction discusses the hazards

(Educational Services Unit Continued)

and penalties associated with teen drunk driving. The second part of this program gives students a practical look at how impaired vision affects driving. This is accomplished with the use of Fatal Vision (DWI simulation) goggles and a golf cart. While wearing the Fatal Vision



goggles, students are asked to maneuver the golf cart through a course marked off with orange traffic cones. This provides students with a very real, but safe experience of how impaired vision and bad driving are directly related. To carry out this program, the Department purchased the Fatal Vision goggles, a golf cart, and a trailer with which to haul it. accomplished with the use of Fatal Vision (DWI simulation) goggles and a golf cart. While wearing the Fatal Vision goggles, students are asked to maneuver the golf cart through a course marked off with orange traffic cones. This provides students with a very real, but safe experience of how impaired vision and bad driving are directly related. To carry out this program, the Department purchased the Fatal Vision goggles, a golf cart and a trailer for hauling the equipment.

- **Silence Hurts** is a program designed to reduce school violence. The program has enjoyed success again in 2008. Silence Hurts encourages students to speak out when they hear rumors of potential violent acts in



(Educational Services Unit Continued)

school. They are encouraged to communicate through several means, either via the Crime Stoppers line, in written form through drop boxes located in schools, or on-line through their school sponsored website. On the website, students can click on the Silence Hurts logo where they are taken to a formatted email page. From this page they can anonymously report information.

- **School Safety and Violence Education Program** — The



program was established several years ago, and continues to serve as a resource of educators. It provides training to school faculty in law enforcement related topics including the use of the SRO, drug usage/recognition, bomb sweep team training, violence prevention, and domestic violence. In addition to providing useful information, this training counts as educational credit toward renewal of the teaching certificate for teachers.

- **Citizens' Police Academy for Youth** is held

at the Department during summer vacation. The CPA-Y is oriented to teens, age thirteen to sixteen and is intended to give them an in-depth look at law enforcement, as well as this



Department. Classes are held daily for one week. Classes cover various units including Crime Scene, Major Case Unit, Vice Unit, Lake Patrol, Bomb Squad and Emergency Response Team (SWAT). The Academy



(Educational Services Unit Continued)

is directed by School Resource Officers and is taught by various Officers from the Department.

- **Citizens Police Academy** is a seven-week program designed to provide Gaston County residents, in an academy setting, first hand information about how their Police Department works. It is held twice a year, once in the Spring and again in the Fall. The academy requires a commitment of one Saturday morning for seven weeks for the Spring session or one Tuesday night for the Fall session. Classes are held on 9:00 a. m. to 11:30 am Spring session and 7:00 pm to 9:00 p. m. in the Fall. Classes are held at the Gaston County Police Department unless otherwise specified. There is no fee for the Academy. In December 2008 the Citizens Police Academy graduated its thirty-first class.

EMPLOYEE DEVELOPMENT UNIT

The Employee Development Unit is responsible for identifying, preparing, coordinating and implementing training of new recruits as well as providing In-service and on-going training for existing employees. The North Carolina Training and Standards Division requires a minimum of 24 hours of In-service training for all sworn law enforcement officers. The mandated courses for 2008 included: Legal Update; JMST-Effects of Juvenile Bullying; Career Survival-Truth or Consequences (focus: lying under oath); Response to critical incidents and Firearms with a mandated block of instruction covering Use of Force. In addition, an additional block of "Chief's Choice" topics were presented to the officers. These topics included Weapon Retention & Disarming Techniques, Rapid Deployment and Law Enforcement Driving.

(Employee Development Unit Continued)

2008 Highlights

- In addition to the state mandated courses, the Department conducted additional in-service training. The additional training topics included Consular Notification, DCI Security, Accreditation Issues, Nar Test, Ethics, Rater Training for Supervisors, EAP Training for Supervisors, ASP, OC, Taser, Blood Borne Pathogens, and AED/CPR recertification.
- The Department utilized the training rooms to host training for employees and other law enforcement agencies in the region. The training topics included ASP certification course and refresher, OC certification and refresher, Taser certification and refresher, AED/CPR recertification, Self Defense and ground fighting, Room and Building Clearing, Police Law Institute, and DCI certification.
- The Department training rooms were also used for functions such as Citizen's Police Academy, Crime Stoppers, Safe Kids, Community Watch meetings, 55 Alive, Animal Control Task Force, Fire Dispatch Certification course, Department of Juvenile Justice meetings, North Carolina Highway Patrol district meetings, Citizen's Police Academy for Youth. Other organizations utilizing the Department's Community Room included the Gaston Chamber of Commerce, Gaston County Schools (numerous divisions of the school system), Juvenile Crime Prevention Council, NC Division of Water Quality.
- The Department participated in the first On-line courses offered by Gaston College Criminal Justice. The courses, Blood Borne Pathogens and Haz-Mat, were presented via the Blackboard education web page. The result of this prototype course was very

(Employee Development Unit Continued)

positive and led to the implementation of numerous on-line courses for 2009 State in-service topics.

- Captain Ramey completed a schedule of specialized training to be hosted by the Department in 2009. These courses include Remington Armorers, H+K Armorers, Leadership Development, Fundamentals of the Investigation, Sexual Assault Investigation, Death Investigation, First Line Supervision and Administrative Officer's Management Program.

RECRUITMENT & SELECTION UNIT

The Recruitment and Selection Unit reviewed 697 applications during 2008. The applications received were for the vacant positions of police officer, police information processing specialist, animal control specialist, animal control aide, and Telecommunicator. A total of 33 applicants successfully completed the Department's hiring process. Among the positions filled were: one police information processing specialist, nineteen telecommunicators, twelve Police Officers, and one Animal Control position.



2008 Highlights

- **Computerized Pre-Hire Screenings** — The CritiCall Assessment Program is now the first step in the hiring process for telecommunications positions. This testing procedure has been used for four years. During 2008, 457 applicants were tested for the position of Telecommunicator. A few changes were made in the testing process in 2008. Each applicant must now take a reading and comprehension test, and pass with a score of 70 or above. If the applicant does not pass this test, he or she is not

(Recruitment & Selection Unit Continued)

eligible to complete the remainder of the test or proceed in the application process. If they pass, they must take and pass the Criticall test with a score of 75 or above. There are now seventeen modules that must be completed within a two-hour and fifteen-minute time limit. Of the 457 applicants tested, 136 passed the Reading Comprehension Test, and were able to continue taking the Criticall Test. Ninety-eight (98) applicants passed Criticall. This has become a very effective tool in screening applicants for the position of telecommunicator.

- **Job Fairs** — The Unit participated in four job fairs, sponsored by local colleges and universities. At these events, the Gaston County Police Department's recruitment CD was distributed to prospective applicants. This CD includes an overview of the department's functions and philosophy.
- **Utilization of On-Line Job Postings** — The Unit continues to identify on-line job posting sites that provide free job listings, including such sites as: America's Job Bank, North Carolina Justice Academy, International Association of Chiefs of Police, and the International House.
- **Recruiting College Graduates** — During Recruitment advertisements were placed in the State Newspaper in Columbia, South Carolina, News and Observer in Raleigh, North Carolina, and American Police Beat. Radio spots were also done through Radio Station WEND Clear Channel Broadcasting 106.5.
- **Minority Recruiting** — To recruit and hire qualified minority applicants, the Unit identified 34 minority churches in Gaston County, and mailed departmental recruitment information to them.

(Recruitment & Selection Unit Continued)

- **New Recruiting Posters and Brochures** — New brochures and posters replaced the current recruiting materials. A mail out was done to 30 basic law enforcement training programs, 28 colleges/universities criminal justice programs and 35 area churches.
- **New Recruiting Website** — A new recruiting website sponsored by the International Association of Chiefs of Police is on the internet, <http://www.discoverpolicing.org>. This website provides information for individuals seeking a career in law enforcement. It covers agencies across the nation, the different types of law enforcement officers, qualifications, and highlights what it is like to be a police officer. Two members of this department are featured in this section, Captain W.S. Melton and Officer Amber Hastings. In addition, former Gaston County Police Detective Dewey Galloway is featured. Individuals can read stories about officers from across the nation to get an insight of why they chose law enforcement as a career. This website will be a positive venue for the Department's recruitment efforts.

VICTIM & WITNESS COORDINATOR

The Victim & Witness Coordinator provides assistance to victims and witnesses of all types of crimes and other traumatic incidents. Services offered through this Unit include emotional support, ensuring victims are informed of their rights, and helping victims find and obtain appropriate resources and referrals.

2008 Highlights

- Approximately 105 victims were contacted directly or through the mailing of domestic violence information packets.

ACCREDITATION UNIT

The Gaston County Police Department received initial accreditation in 1991 and has been reaccredited 5 times, most recently in 2008. Compliance must be assessed every three years. During the 2008 re-accreditation, the assessment team conscientiously reviewed agency accreditation files; interviewed and observed officers and staff; accepted public comment and met with community leaders; and, toured and inspected agency facilities. It was stated that the employees are well trained, enthusiastic, and professional in carrying out their mission.



Accreditation is an on-going process with the Gaston County Police Department. The Commission on Accreditation for Law Enforcement Agencies (CALEA) accreditation program requires agencies to comply with the highest standards in four (4) primary areas: policy and procedures, administration, operational procedures, and support services. Proof of compliance with these standards is reviewed and maintained on a daily basis through our Management Information Tracking System (MITS). This system provides the Accreditation Unit with the ability to request supporting documentation from the various units within the department. This documentation illustrates that compliance with various standards is being maintained. Examples are Use of Force, employee grievances, employee evaluations, and weapons proficiency.

The Gaston County Police Department is also an active member of NCLEAN (North Carolina Law Enforcement Accreditation Network) that meets six times a year.

Preparation for the August, 2011, re-accreditation has begun and will be accomplished through the hard work of all departmental personnel.

RECORDS UNIT

The Gaston County Police Department maintains its commitment to be accessible to the public at all times, therefore the Records Unit operates twenty-four hours a day at the Franklin Boulevard facility. The Unit is available to provide access to the NCIC records as required, and information and services to the public, department personnel, and other local law enforcement agencies as requested. The main responsibility of the Records Unit is to maintain, store, and retrieve police records.

The Bessemer City substation provides data entry of pawn tickets, and assistance to visitors and officers by accessing LERMS and NCIC/DCI as requested. This office is staffed between 6 a. m. and 6 p. m. each day. After hours, a telephone call box outside of the office provides the public a direct connection to Gaston County Communications

2008 Highlights

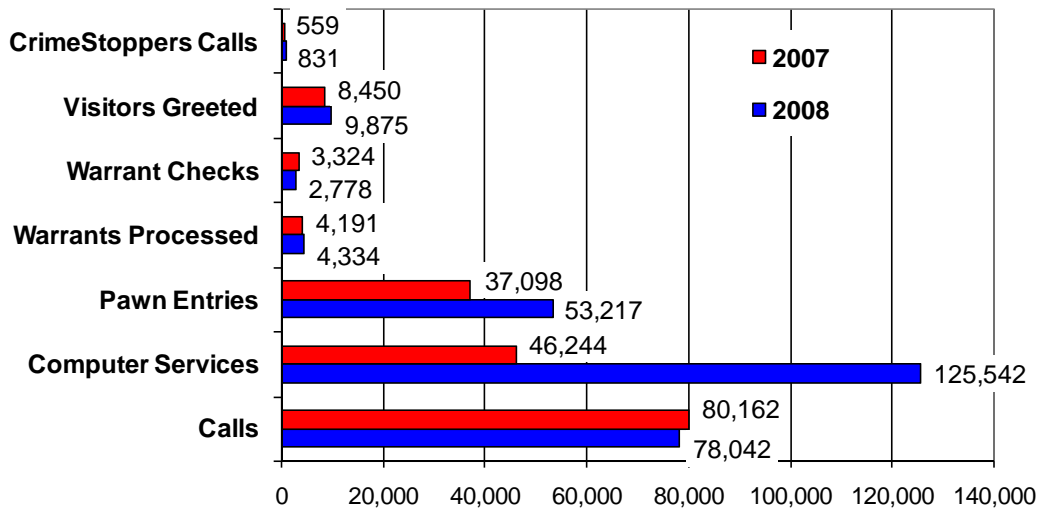
- Utilizing New World "Law Enforcement Records Management Software" (LERMS), the Records Unit began completing data entry of Vehicle Tow and Storage Reports and Vehicle Accident Reports. Having this data

(Records Unit Continued)

available through LERMS provides more investigative information for vehicles and their associated owners and/or drivers.

- An e-mail account was also created for Records and currently serves two purposes. First, area pawn shops have the option to e-mail pawn records to the Unit. Currently, two pawn shops are submitting their records in this manner while the other shops either hand deliver or mail their records. Receiving these records in a timely manner leads to more timely data entry and subsequently a quicker response to pawner and item watches or searches. Second, the e-mail account is accessible through the department's website, and can be used by citizens to request copies of police reports.
- The N.C. State Bureau of Investigation completed a DCI audit on April 23, 2008. This audit reviews servicing agreements, user certifications, terminal security, and the accuracy and timeliness of NCIC transactions. Thanks to the efforts of Unit staff, the Department is in compliance with the auditing requirements.

RECORDS UNIT STATISTICS



COMMUNICATIONS DIVISION



The Communications Division is a multi-agency, multi-jurisdictional Dispatch Center that is committed to providing high quality emergency services. The Division aggressively seeks to implement programs and

upgrade equipment to further improve the safety and welfare of the residents it serves.

Significant effort was made during 2008 to improve the reliability of the Division's computer systems and minimize damage exposure. The Division also worked to enhance training for new and existing personnel. The major challenge facing the Division budgetary constraints caused by a troubled economic climate.



Current Projects

- The microwave link to the radio receiver site in Cherryville has been upgraded through a partnership with the Highway Patrol and the City of Charlotte at minimal cost. The upgrade has improved the dependability of service to the northwestern corner of the County.
- Aging communications lines that relay signals and data to the facility are being replaced with fiber-optic cable. The project will provide a more redundant and reliable transmission medium than copper wire. Since fiber is impervious to lightning, the new lines will reduce the vulnerability of the facility to thunderstorm damage.
- The Division continues to work with Gaston County Buildings Maintenance to maintain the integrity and functionality of the physical plant structures that support equipment and system operations.

(Communications Division Continued)

Technology

- The Gastonia Police Department's new 800 MHz radio system has been successfully integrated into the Division's radio console equipment to maintain communications interoperability with all agencies.
- The County's obsolescent paging transmitters are being replaced with more powerful units. The new units will increase the effective range and reliability of the Division's notification system.
- The Division is awaiting a cost analysis study from Bell South to determine the feasibility of partnering with the City of Charlotte to share systems resources in the event of major BellSouth telephone outages disrupting the 911 systems.

Interoperability — The Motorola Moto Bridge regional interoperable radio system is operational, and a testing schedule is being established to give participating counties the opportunity to familiarize themselves with the capabilities of the system. The system permits the "patching" together of any combination of radio frequencies used by emergency units within the 11 member-county region to enable direct, unit-to-unit communications.

Staffing — The Division strives to continue recruiting and retaining qualified personnel. Pre-employment psychological profiling software is currently being tested to identify candidates with the greatest potential for success in the telecommunications environment. Recent success in filling vacant positions, and overall staff retention has been encouraging.

Training — A total of 25,590 hours were devoted to training. Of those hours, approximately 5,998 hours (23% of total hours) were dedicated to basic training of new personnel. The Division remained fully NIMS

(Communications Division Continued)

(National Incident Management) compliant for 2008. NIMS qualification has been Federally mandated as a condition for receiving a number of grants. All active personnel meet all current federal requirements.

Incident Histories & Recordings — In 2008, the Communications Division provided 586 incident histories in response to external requests. In addition, 354 audio recordings of telephone and incident radio traffic were created. These requests required 601 man hours.

New Initiatives

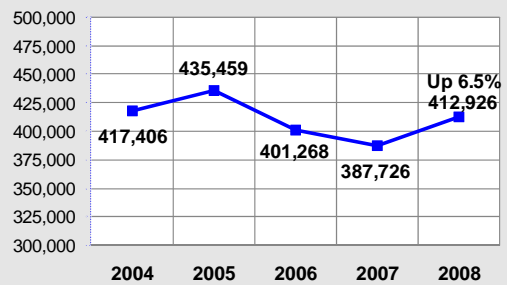
- The Division currently uses ProQA “EMD” software to process requests for emergency medical assistance from the public. “EFD” software is being installed that will provide similar abilities for requests for fire department responses. This program is expected to improve processing speed and accuracy for these requests.
- The Division is assisting County Emergency Management with the replacement of their “Reverse 911” notification system. When fully implemented, it will permit specific personnel designated by Emergency Management to make rapid, targeted telephone notifications to specific groups or geographic populations in the event of critical situations or hazards.
- Incoming calls from non-English speaking citizens continue to increase. The Division subscribes to Language Line, which is a commercial service that provides translation assistance. Translators can be conference into live calls to telecommunicators. The services was used 468 times in 2008.

Calls For Service — The Division received 136,040 911 emergency calls in 2008. Approximately 95.4% of answering times were within the “Good or Better” categories of within

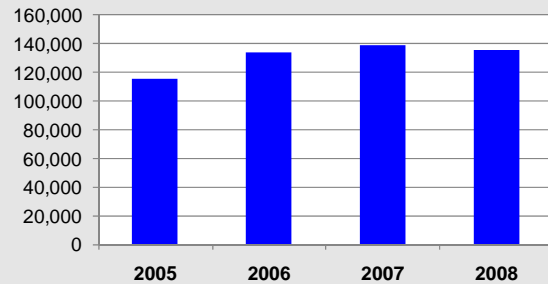
(Communications Division Continued)

20 seconds, up from 94.7% in 2007. It is believed that the improvement in answering time is attributable to the increased number of new-hires that are now fully trained. A total of 520,872 telephone calls were handled by the Division this year. The truest measure of the Communications Center’s workload is the number of 911 calls plus the number of CAD dispatches.

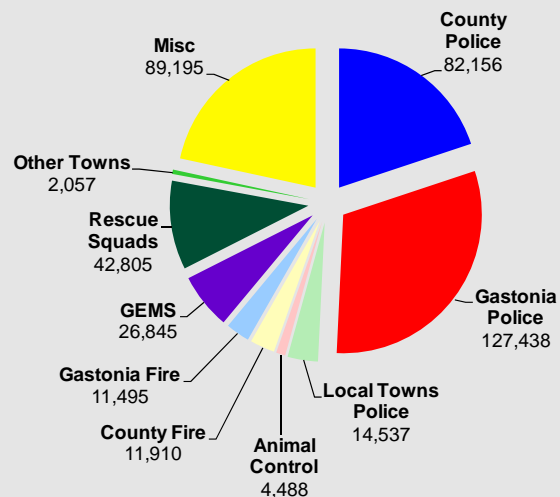
CAD ENTRIES



911 CALLS FOR SERVICE



CALLS FOR SERVICE BY AGENCY



ANIMAL CONTROL

The mission of the Animal Control is to enhance the health and safety of all citizens, and to insure proper legal care and treatment of animals through animal-related services.



Animal Control witnessed many exciting developments in 2008, and continued several positive trends in animal placement and animal-related service to the community.

Enforcement of State and local laws and response to citizen calls for service, represent a vital and indeed, core level of responsiveness and interaction Animal Control has within our community.

2008 Highlights

- At 27,864 calls for service in 2008, officers investigated 15.11% more complaints than in 2007. In addition, 2008 calls represent more than a 28% increase since 2005.
- Growing concerns about pet placement have imposed new demands and expectations on Animal Control to serve as an animal placement or adoption center. In response to concerns, staff have strived to adopt the healthiest and friendliest animals possible, while expanding outreach efforts to various rescue and humane groups to claim other animals for permanent placement. In 2008 1,842 animal were claimed by rescue or human groups, a 70% increase over 2007 and 269% over 2006 figures.
- Unwanted animal population can only be effectively addressed through owner education, pet retention, and spaying or neutering pets. Animal Control remains committed to providing pet owners low-cost surgery options. To date, more than 1,300

(Animal Control Continued)

surgeries have been performed by local veterinarians under the Spay/Neuter Program. Animal Control also promotes the local Animal League's efforts to spay and neuter through its association with Asheville's Humane Alliance. The Animal Control facility is often the registration site for the program.

- Assisted the Health Department and Gaston College Veterinarian Technology Program volunteers in providing low-cost rabies vaccinations in support of World Rabies Day in September, conducted a citizen's workshop for the Kendrick Farms Home Owners' Association in March, a dog fighting awareness presentation at the Citizen's Resource Center in April, a rabies seminar for Environmental Health agencies in June, and an Animal Control overview for the Gaston County Police Citizen's Police Academy in November. In all, approximately 200 individuals were presented animal-related and educational information.
- Assisted the Animal League of Gaston County with three (3) off-site adoption events, where citizens were encouraged to adopt Shelter animals. Events were held in in July, August, and October. Animal Control also assisted with two (2) adoption events, coordinated with the Gaston Humane Society in September and November.
- As a result of Animal Control's commitment to spaying/neutering, and providing educational information to the community, and participating in adoption events, 2008 continued a positive trend. Total animal intake in 2008 was 8,735, 4% less than 2007 and almost 6% less than 2006.



(Animal Control Continued)

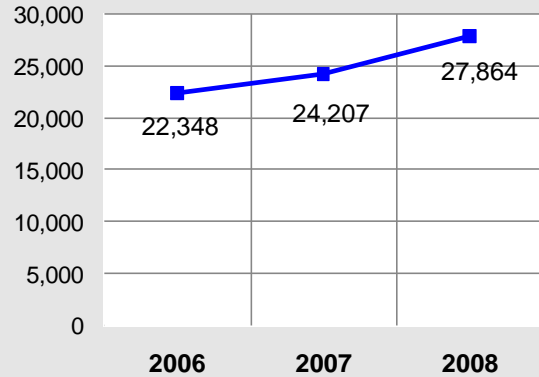
- The downward trend in animal intake downward has decreased the number of animal euthanasia by 15% over the past year.
- In July, Gaston County's "Animal Web Online Locator of Pets" (AWOL-Pets) was recognized as a 2007-2008 Ketner Employee Productivity Award recipient. The web-based initiative makes it easy for citizens to view photos and information on animals housed at Animal Control.

- Began utilizing inmate labor in March. Inmates have the responsibility of supplementing staff in cleaning and sanitizing kennel runs and custodial maintenance of the kennel area and grounds. As a result, staff is able to attend to other duties prior to opening the facility each day, and produced a higher level of service being rendered without an increase in staff.

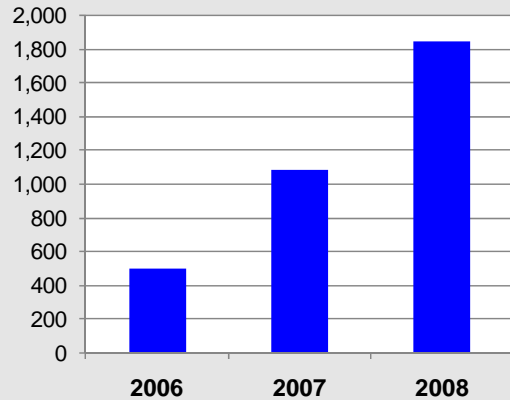


- Animal Control's 2008 revenue was \$756,041.
- Hosted the first Animal Control Academy in December. Co-sponsored by Gaston College and the North Carolina Animal & Rabies Control Association, this three-day curriculum featured entry level classes on legal issues, communication skills, field note taking and report writing, contagious/ zoonotic diseases, and animal capture/ restraint techniques from an Animal Control perspective. Approximately 9 Animal Control/ law enforcement agencies from across the State were represented.

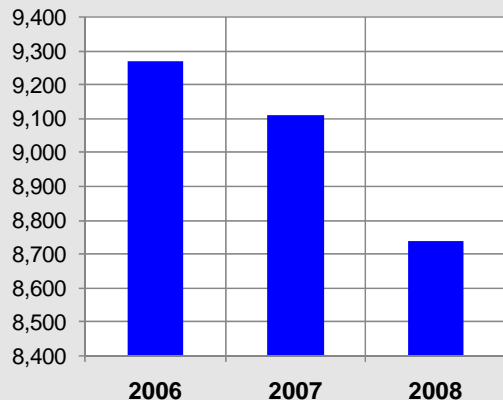
CALLS FOR SERVICE



RESCUE/HUMANE ANIMAL CLAIMS



ANIMAL INTAKE





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