



Honorable Service, Lasting Impact

**2010 Annual Report
Gaston County Police Department**

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MESSAGE FROM THE CHIEF

Dear Citizen,

I am pleased to present the 2010 Annual Report for the Gaston County Police Department. The work of our Divisions – Police, Communications and Animal Control - reflects our continued commitment to the quality of life of all citizens of Gaston County. Honorable Service, Lasting Impact truly describes our efforts, particularly in 2010's tough economic climate.

Our community policing officers continue to answer calls, investigating crime and solve problems. They apply lasting solutions to problems rather than simple 'quick fixes.' With nearly 2,000 home visits in 2010, our truancy program aims to keep kids in school, making them less susceptible to criminal influences now and in the future. In 2010 there were over 900 foreclosed properties in the unincorporated areas of Gaston County. Abandoned homes can be targets for criminals and lower nearby property values. Our community policing officers coordinated citizens and other government agencies to remedy code violations on foreclosed properties.


The Telecommunications Division (911) provides critical services reliably and professionally to our citizens and the various other public safety agencies for whom we dispatch. Changing technologies, new radios, and increasing demands have made this stressful work even more challenging. To maintain our high level of service, recruiting qualified applicants, and retaining skilled telecommunicators remain top priorities.

The dedication of Animal Control employees and our community partners was rewarded by the 30% decrease in the number of pets euthanized in 2010 compared to 2009. This success was due in part to the new differential licensing fees which encourage citizens to spay or neuter their pets. Progress at Animal Control continued as our Board of Commissioners, concerned citizens, and Animal Control personnel joined to identify service and procedural improvements. Some of the proposals were quickly implemented at little or no cost. The goal of all these efforts is to achieve more adoptions, less impoundments, and a further reduction in euthanasia numbers.

As we begin 2011 it is clear that recovery from 2010's economic challenges may not come quickly. Our efforts to sustain and improve our community have never been more difficult, nor more important. We enter 2011 expecting even greater opportunities for service and success. The work of all our employees is indeed - Honorable service, and with a commitment to solve problems and improve our citizens quality of life – this service will have - Lasting impact.

Thank you for your continued interest and support of the Gaston County Police Department. We look forward to working with you throughout 2011 to make Gaston a better place to live.

Sincerely,



William J. Farley
Chief of Police

“Our officers apply lasting solutions to problems rather than quick fixes. The work of all our employees is indeed honorable service...with a commitment to solve problems and improve our citizens’ quality of life...”

- W.J. Farley, Chief of Police
2010

THE DEPARTMENT

HISTORY

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.



Today, the Department employs 134 sworn officers who patrol a community of approximately 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, crime analysis and animal control. The Department also has six (6) reserve officers. 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.

MISSION

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

BUDGET: Five-Year History
(In Millions)



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 honesty and accountability from every employee. This value fosters community and employee confidence in the Department and allows for an open and honest relationship.



**Serving
Gaston County
SINCE 1957**

DEPARTMENT DIVISIONS

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

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. 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

The Investigations and Support Services Divisions are overseen by an Assistant Chief and are comprised of the Criminal Investigations (CIU) which includes the Crime Scene Search Unit, 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 Device Unit (HDU), 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 School 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

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 an Administrator and is 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. Animal Control Division is charged with the responsibility of enhancing the safety of citizens and ensuring the proper care and treatment of animals.

EMPLOYEE RECOGNITION

2010 Gaston County Employee of the Year Recipients

Heather Mitchell
Animal Control Division

Tyson Earl
Community Policing Division

Laura Bumgardner
Records Unit

Employee of the Month 2010 Recipients

<u>Month</u>	<u>Sworn</u>	<u>Non-Sworn</u>
January	Officer K. L. Williamson Community Policing, Zone 2	Cam Melton Communications, D Shift
February	Officer J. D. Bryant Community Policing, Zone 1	Lorraine Ghorley Accreditation Unit
March	Officer T. K. Crosby Community Policing Division	Karen Foster Communications, D Shift
April	Officer D. A. Hord School Resource Officers	Jason Barnwell Communications, D Shift
May	Officer R.C. Horton Animal Control Division, Administrator	Lorraine Ghorley Accreditation Unit
June	Officer D. B. Osborne Community Policing, Zone 3	Gina Sosebee Communications, B Shift
July	Officer B. P. Bolick Community Policing, Zone 3	Roger Whitworth Communications, B Shift
August	Officer M. S. Lynch Community Policing, Zone 3	Sheree Austin Communications, B Shift
September	Officer A. D. Wright Community Policing, Zone 2	Matthew Norman Communications, D Shift
October	Officer T. R. Earl Community Policing, Zone 3	Lloyd Moskowitz Communications, Director
November	Officer K. P. Murphy Community Policing, Zone 2	Jason Barnwell Communications, D Shift
December	Officer S. R. Fisher Community Policing, Zone 3	None

CRIME STATISTICS

Total Index Crimes

The total number of index crimes occurring within the Department's service area in 2010 was 1,838, up two percent (2%) over 2009.

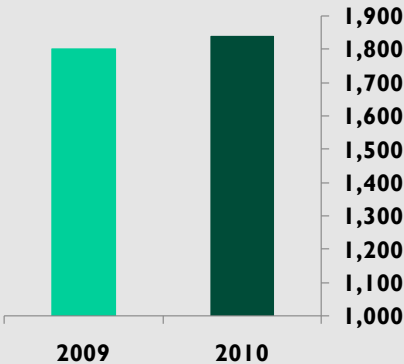
Index crimes are divided into two major classifications: property crimes and violent crimes. Property crimes account for eighty-four percent (84%) of the total index crimes within the service area and the remaining sixteen percent (16%) are classified as violent crimes.

Violent Crimes Vs. Property Crimes

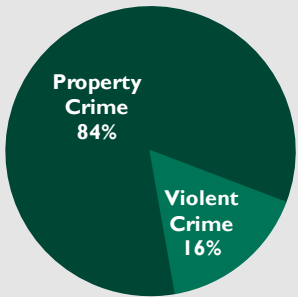
Violent crimes increased by eleven percent (11%) in 2010. Aggravated Assault represented half of all violent crimes, at 202 in 2010, six percent (6.0%) higher than 2009 figures. Murder was down by twenty-five percent (25%) in 2010, while rape and robbery increased by fifty percent (50%).

In 2010, property crimes increased by less than one percent (1%) from 2009. Burglary increased by twenty-two percent (22%), while larceny was down nearly three percent (3%), and motor vehicle theft decreased by almost fourteen percent (14%).

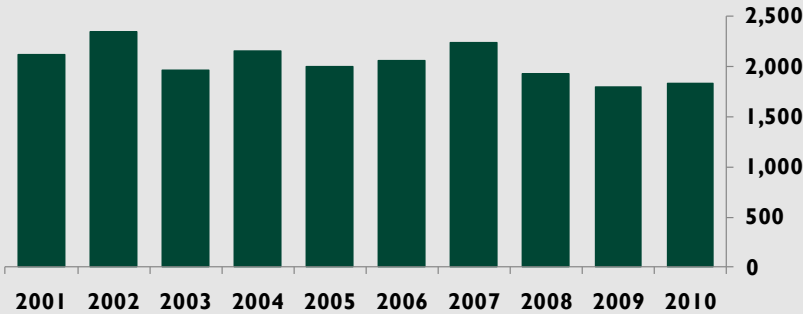
2010 Total Index Crime



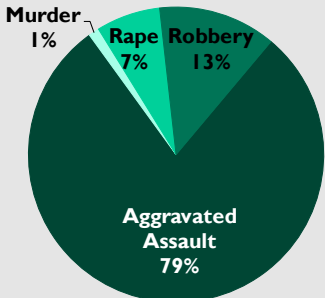
Index Crime Breakdown



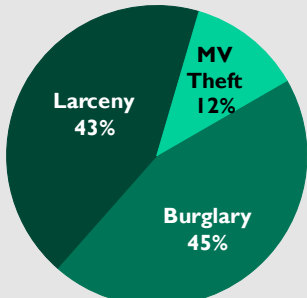
Index Crime: 10-Year Comparison



Violent Crime Breakdown



Property Crime Breakdown



COMMUNITY FEEDBACK SURVEY

Purpose

The Department conducts a community feedback survey throughout the year with approximately 1,000 residents who live within our service area that called for services. The following information is based upon their responses, and does not represent the experiences or opinions of all residents within the service area. This survey serves as a tool to measure the Department's overall effectiveness in meeting the needs and addressing the concerns of those it serves.

Safety

Fewer survey participants were victims of crime in Gaston County, forty-six percent (46%) in 2010 compared to fifty-one percent (51%) in 2009.

In 2010, survey participants felt safe, with eighty-seven percent (87%) feeling safe to very safe within their neighborhood, and eighty-eight percent (88%) feeling safe to very safe in Gaston County. Survey participants' perception of safety increased slightly in 2010 from 2009.

Crime Rate

Approximately seventy-two percent (72%) described the crime rate as being stable within their neighborhood in 2010, increasing by four percent (4%) over 2009.

Survey participants' perception of the Gaston County crime rate has improved over the last year. In 2010, only forty-seven percent (47%) of survey participants said the crime rate was increasing, a fifteen (15%) decrease from 2009. Additionally, the number of survey participants reporting a stable crime rate went up twelve percent (12%) compared to 2009.

Contact with the Department

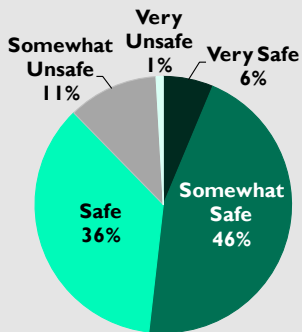
Approximately ninety-five percent (95%) of survey participants met with a member of the Gaston County Police Department at least once, and over half of them met with a member of the Department two or more times.

Of the survey participants who had contact with a member of the Department, approximately forty-one percent (41%) said their contact was related to being a victim of a crime, and thirty-six percent (36%) needed general assistance. Compared to 2009, survey respondents reported little change in contact with the Department.

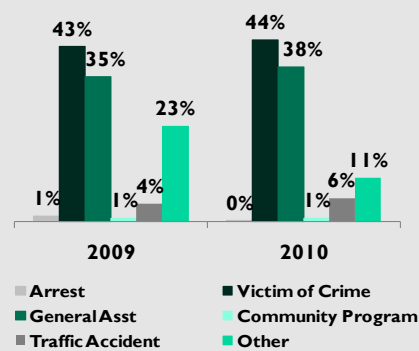
Quality of Service

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. Approximately

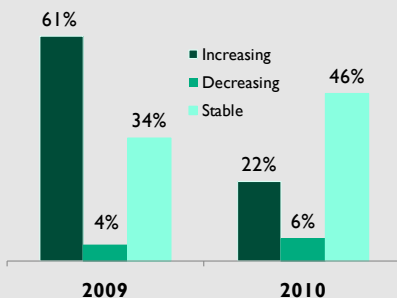
Safety in Gaston County



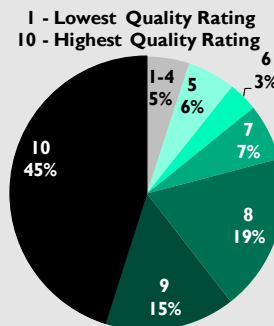
Nature of Contact



Perception of Crime Rate in Gaston County



Quality of Services



forty-five percent (45%) rated their satisfaction a 10 (up 3% over 2009), and seventy-nine percent (79%) rated their satisfaction an 8 or higher (up 5% over 2009). Overall, survey participants rated the Department's quality of service higher in 2010 than in 2009.

Concerns

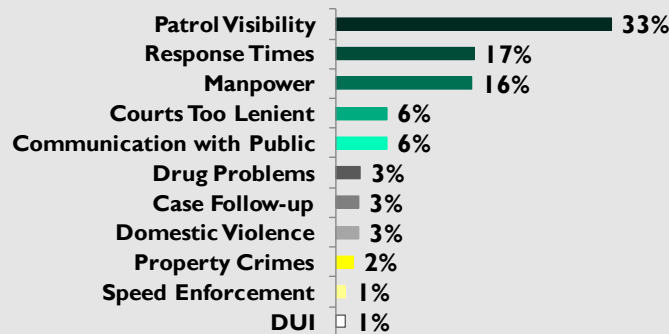
Among the concerns of survey participants were: 1) increased patrol visibility at thirty-one (31%) percent; 2) better response time at seventeen percent (17%); and 3) increased manpower at sixteen percent (16%).

When comparing concerns in 2010 to those in 2009, concerns regarding increased patrol visibility, better response times and a need to increase manpower grew, while concerns regarding drugs, domestic violence, property crimes and the leniency of the courts decreased.

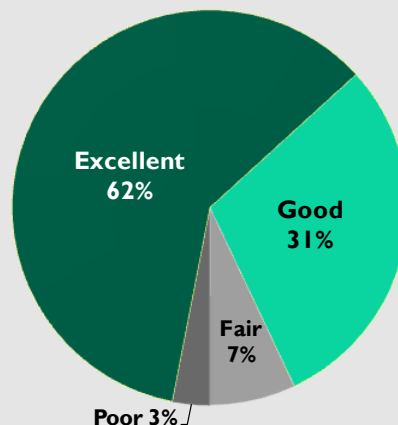
Satisfaction with Call & Case Management

Survey participants continue to be pleased with the overall handling of their original call for service. Most felt their call was answered quickly and handled appropriately. Approximately eighty-six percent (86%) of survey participants were contacted by an officer in person, and sixty percent (60%) rated the officer as "Excellent" in the areas of courtesy, speech clarity, thoroughness, helpfulness, attitude and professionalism. The results in 2010 were similar to 2009 ratings.

Participant Concerns



Participants Rate Officers



PROFESSIONAL STANDARDS

PROFESSIONAL STANDARDS

The employees of the Gaston County Police Department provide direct public safety services to many individuals every day. Sometimes, citizens have questions, concerns or complaints about the Department or the conduct of individual employees. The Professional Standards Unit objectively investigates 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 complainant's 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 complaints and views each one as an opportunity to improve the Department's service and communicate more effectively.

Stats

The Professional Standards Unit received or investigated 95 complaints in 2010 involving the following:

- 45 civilian employees
- 50 sworn employees

Civilian Employees

Sustained	32
Not Sustained	7
Unfounded	1
<u>Exonerated</u>	<u>5</u>
Total	45

Sworn Employees

Sustained	18
Not Sustained	7
Unfounded	6
<u>Exonerated</u>	<u>19</u>
Total	50

PROPERTY & EVIDENCE

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 barcode 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 are destroyed, regardless of the disposition of the criminal charges.

In 2010, the Unit focused on clearing out and disposing of evidence from older cases housed in the evidence room. Older cases involving guns, money and jewelry were targeted. Through this focused effort, the Unit disposed of 118 firearms and turned more than \$1,800 in seized money over to the Gaston County School Board.

North Carolina law allows unclaimed bicycles to be given to non-profit organizations for charitable purposes. During 2010, the Unit donated eight (8) reconditioned bicycles to be given to organizations serving children in need.

The Unit continues to participate in a weapons tracing project sponsored by the US Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF). The project, 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 and enters a description and possessor information. The information entered adds another link in the chain of movement for each gun seized. That information is used to link a suspect to a firearm in a criminal investigation. The firearms logged into the property and evidence room are entered into the ATF database by serial number. The evidence officers adds the name of the owner/possessor and a description of the gun.

Approximately 156 firearms were entered into the ATF database in 2010, compared to 158 in 2009.

Property & Evidence Stats



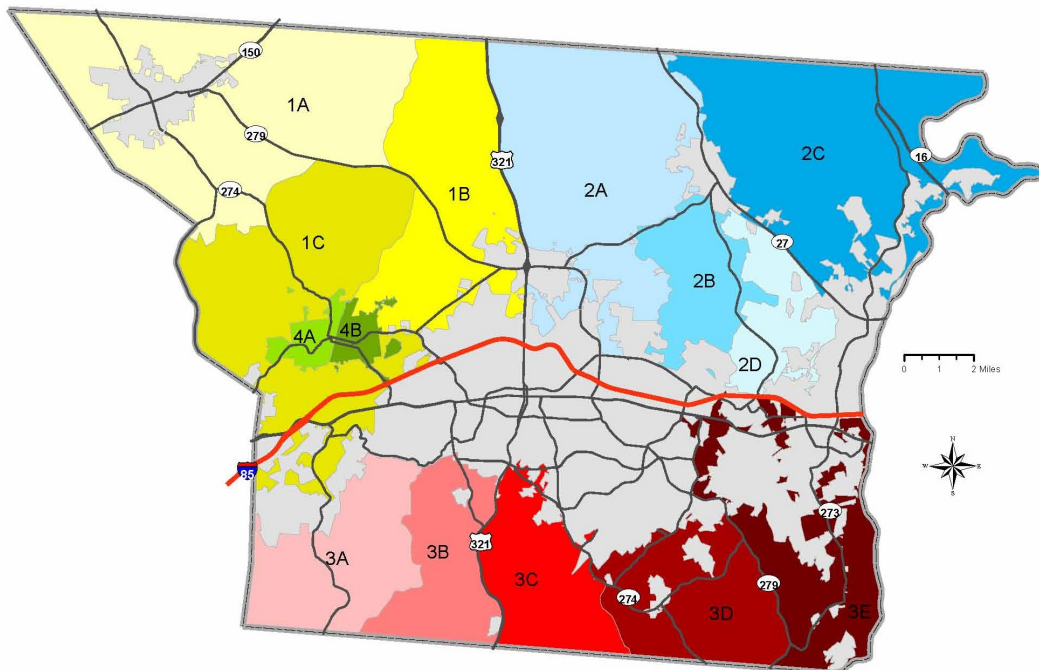
COMMUNITY POLICING DIVISION

COMMUNITY POLICING DIVISION

OVERVIEW

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 below. The officers assigned to each zone are further divided into squads that cover

rotating 12-hour shifts and are supervised by a Sergeant. This 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, the K-9 Unit and the Marine Enforcement Unit. Below is a map of the Department's service area, showing the zones and beats.



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 northeastern 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 four square miles with a population of over 5,000 citizens.

ZONE 1

Highlights

During 2010, officers within Zone 1 placed a directed emphasis on reducing property crime, repeated calls for service, and targeted areas where the sale of illegal narcotics were taking place. Officers worked in conjunction with the Crime Analysis Unit to identify crime trends and locations where these type calls for service were occurring most frequently. Officers utilized the information gained from analysis to implement problem solving strategies to address the issues in the identified areas. Officers 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 the affected communities.

Directed Enforcement Efforts

Additional focus was placed on locations of criminal activity and the individuals suspected of committing the crimes. Constant monitoring of these locations and proactive enforcement by officers, with the assistance of specialized units, led to multiple arrests, and an immediate reduction of criminal activity and the fear of crime. One such initiative involved repeated complainants of drug activity near Dallas-Bessemer City Highway in Dallas Township. Officers targeted this location and were able to identify several drug suppliers in the area. Through proactive patrol efforts, with assistance of the Special Investigations and K-9 Units, several individuals were arrested.

The investigation of outbuilding break-ins within Zone 1 was also a primary focus of directed enforcement efforts. Each squad in Zone 1 worked on this initiative and through proactive policing efforts and use of the newly developed Offender Based Investigations Program (OBI), a group of individuals living near the crime locations were identified as the perpetrators and were arrested. This initiative was an overall success and reported break-ins and larcenies of this type decreased significantly.

Traffic Initiatives

Officers in Zone 1 were also involved in several traffic initiatives during the year. They participated in several Governor's Highway Safety Programs such as Booze It or Lose It, R U Buckled and No Need to Speed. They also participated in several DWI checkpoints. These efforts netted several DWI's, drug arrest and citations for other offenses. Zone 1 also worked in cooperation with the Local M.A.D.D. Chapter in coordinating these events.

Environmental Complaints

Police involvement in quality of life issues proved beneficial to several locations plagued with environmental hazards and concerns. The Department received environmental complaints regarding properties located in Zone 1. A number of the violations arose from foreclosed and vacant property. Most violations included high grass and accumulation of solid waste. Officers in Zone 1 partnered various local agencies such as Gaston County Code Enforcement, Gastonia City Code Enforcement, Gaston County Health Department and Gaston County Attorney's Office to address problems like high grass and accumulated solid waste. This proactive approach helped communities remain desirable and healthy places to live. Arrangements were made with the Clerk of Court to obtain a list of foreclosed properties and disseminate the information to officers within the Zone. Officers now monitor foreclosed properties for violations.

ZONE 2

Highlights

ATV Trespassing at Poston Park

Zone 2 officers worked at George Poston Park this year during the construction of a dam for a new pond. There were complaints of theft and damage to equipment on the site, in addition to damage from ATV's (motorcycles and 4 wheelers), which were illegally trespassing. Officers worked with contractors to identify ways to better secure the site and their equipment during non-operation hours. In addition, officers conducted surveillance and visibly patrolled the park. Law enforcement presence greatly reduced the thefts and ATV trespassing for the remainder of the construction period.

Operation Medicine Cabinet

Old medications kept at home are either improperly disposed of by flushing or throwing them in the trash, or stolen.

Operation Medicine Cabinet helps keep our environment and water sources clean by safely and cleanly



Officers pictured who participated in the mobile Operation Medicine Cabinet program.

destroying medications. In 2010, officers continued to conduct the mobile “Operation Medicine Cabinet” program.

Additionally, Officer T.K. Crosby worked with the Gaston County Landfill to secure a grant which funded six (6) permanent drop-off receptacles for the program. Officer Crosby worked with four local police departments to establish permanent sites. Participating departments are Belmont, Cherryville, Dallas and Mount Holly. The remaining two boxes were placed at the Gaston County Police Department headquarters and the Bessemer City substation. The Department will continue to perform the mobile medicine collection program throughout the County throughout the year, but the permanent sites will provide citizens with a safe location to drop-off old, unused or expired medications between mobile operations.

Environmental Complaints

Officers working in Zone 2 continued their efforts in addressing environmental violations and complaints. Officers worked thirty (30) cases involving environmental

complaints in 2010. In addition to the usual trash, high grass and bulk waste complaints, officers also worked on cases involving burned trailers. Officers were successful in advocating for the removal of the trailers and clean-up of the property. Another major project for Zone 2 was the clean-up of the former Roper’s building on Woodlawn Avenue in north Belmont. The property had been vacant for decades and had fallen into a state of disrepair. The property was previously an EPA clean-up site



Environmental case is pictured prior to clean-up.



Site is pictured after clean-up.

due to chemicals released into the soil years ago. The wells were originally installed to remove the chemicals,

but had been shut off several years ago during a drought and were never turned back on. The grass was very high and concealed the location of the wells. In addition, thieves had stolen the covers, making the wells a significant safety hazard. Working with the EPA and the property owner, officers were able to get the site cleaned up, the grass cut, and the wells covered back up.

ZONE 3

Zone 3 officers continue to focus on community involvement, persistent enforcement and thorough investigations in their efforts to reduce crime.

Community Involvement

Zone 3 officers strive to work and become familiar with members of the community in which they serve. In 2010, officers partnered with Gaston County Social Services’ Meals on Wheels program. Officers delivered meals each week to residences across Gaston County, even during Thanksgiving and Christmas.

Officers also partnered with recycling facilities throughout the County in an effort to reduce property crime and enhance community relations.

Recycling facilities are now given notifications describing stolen property that could be sold to recycling facilities, along with report numbers and contact information for officers. It has been successful in locating stolen property and identifying subjects to interview.

Attendance at community watch associations remains an important part of Zone 3’s interactions within the community. Community Watch groups in Country Meadows, Kings Grant, Paradise Point, Queens Road and Madison Place have developed strong relationships with officers. Officers in turn have worked with citizens on a variety of problems ranging from hunting issues to speeding concerns. Officers have also provided presentations on fire safety, gang awareness, animal control issues and crime at community watch meetings.

Environmental Complaints

Environmental complaints persist within Zone 3. Officers take a proactive approach to houses violating county ordinances and state laws. “Operation HGTV” targeted numerous Grier Street area residences in violation of various ordinances and laws. Officers

actively worked with property owners, Gaston County Code Enforcement, Gaston County Attorney's Office and lending institutions to address these crimes.

Directed Patrol

Officers addressed crime issues in a number of areas within Zone 3 in 2010. areas with a high volume of calls for service and criminal reports were addressed through community involvement, directed enforcement and thorough investigations. Officers worked with residents and property managers to address re-occurring problems in various neighborhoods. As a result, dramatic decreases in calls for service were noted. In some communities, call volume dropped nearly 100%.

ZONE 4 (BESSEMER CITY)

Highlights

Traffic Enforcement and Safety

During 2010 a special emphasis was placed on traffic and safety issues. Numerous radar assignments and saturation patrols were conducted to reduce the number of vehicle crashes in areas where high volume traffic and pedestrian safety were a major concern. Officers also participated in several of the Governor's Highway Safety Programs such as Booze and Lose It, No Need to Speed and R U buckled. A special emphasis was also placed in the schools zones on North 12th Street where three (3) public schools are located 300 yards apart. Officers used the speed detection radar trailer on several occasions and conducted numerous radar assignments and overt patrols throughout the school year in an attempt to keep motorists traveling at the posted 25 miles per hour speed limit. Officers also conducted radar assignments and special patrols in locations identified by citizen complaints, such as Washington Avenue, Crowders Mountain Road and East Maine Street.

Community Relations

Several special community projects were also initiated within the City of Bessemer City during 2010. One project placed a special emphasis on updating business registrations and trespass agreements within City limits. Officers were also tasked with contacting business owners/managers on a regular basis to make their presence known and speak with them regarding concerns requiring law enforcement intervention. These updates were conducted at local businesses as

well as religious and financial institutions. The Department also conducted a business security seminar with the owners and managers in an attempt to make their establishments safer. Officers conducted regular foot patrols in the business district throughout the year. Zone 4 Officers also participated in local events such as the Down Home Festival and the annual Christmas parade.

The Bessemer City Community Watch Associations also remained active in 2010. The City of Bessemer City has three Community Watch groups, which include East Lee Street, Central School Apartments and East Maine Street. The associations meet once per month to discuss issues that need addressing in their communities.

Special Enforcement Activities

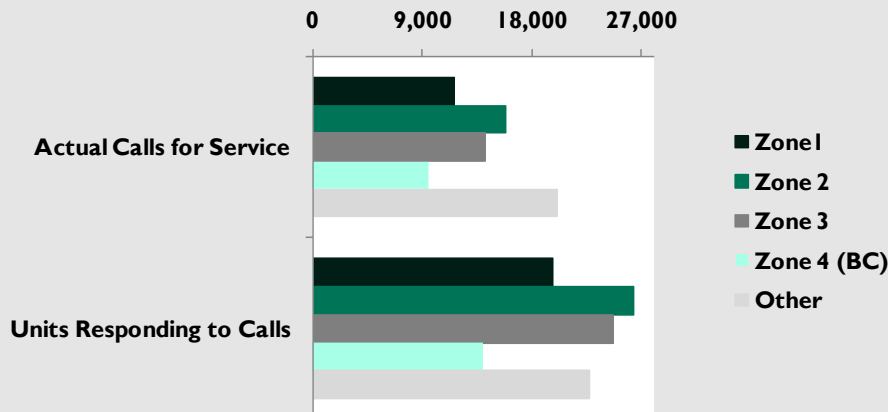
Officers assigned to Zone 4 placed a directed emphasis on special enforcement activities throughout the year. Officers addressed several public nuisance violations that had become concerns for the citizens of Bessemer City. These included issues with skateboarders, homeless vagrants, animal control violations and loud disturbances at local establishments during the evening hours. Since initiating these special enforcement efforts the complaints have decreased significantly.

All Case Offenses by Zone

	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>	<u>Zone 4*</u>
Traffic Citations	1,331	2,066	1,850	679
Traffic Accidents	17	4	3	116
Warning Citations	1,244	957	1,061	399
Warrants/Summons Served	1,506	1,637	1,561	398
All Case Offenses				
Aggravated Assault	46	64	59	22
Alcohol Violations	1	20	4	8
Arson	1	7	7	4
Burglary	148	219	184	48
Drug Violations	120	224	250	108
DWI	8	13	11	17
Fraud	22	47	42	22
Homicide	3	0	0	0
Larceny	130	198	163	62
Larceny from MV	35	78	60	23
Missing Persons	6	19	21	5
Motor Vehicle Theft	50	45	56	11
Public Order	7	24	25	16
Robbery	6	8	10	8
Sex Offenses, Forcible	18	19	16	9
Sex Offenses, Nonforcible	3	6	5	1
Simple Assault	83	114	121	66
Stolen Property	5	12	15	4
Trespassing	8	14	24	8
Vandalism	41	77	60	27
Weapons Violations	5	13	17	6
All Other Crimes	235	420	410	165
Not a Crime	88	98	96	42
All Case Offenses	1,059	1,674	1,637	674

* Officers in Zone 4 (Bessemer City) investigate and report traffic accidents.

Calls For Service by Zone



K-9 UNIT

The K-9 Unit consists of six (6) handler and dog teams. The handler and K-9 receive extensive training prior to deployment in the field. The primary function of the K-9 Unit is to perform searches. These searches include narcotic searches of buildings and vehicles, suspect searches in buildings, tracks, and evidence searches. In addition, K-9 teams are utilized for crime prevention presentations, demonstrations and assisting other law enforcement agencies.



Officer Isenhour is pictured with K-9 Leo.

Officer Harris and Officer Isenhour transferred into the K-9 Unit. Officer Harris is partnered with K-9 Larco and Officer Isenhour is assigned to K-9 Leo. K-9 Bear was retired in December after 9 years of service, and K-9 Leo, a one year old Malinois Shepherd, was purchased to replace him.



K-9 Officers perform demonstrations upon request.

In 2010, the K-9 Unit assisted numerous agencies within Gaston County as well as agencies in surrounding counties.

K-9 Unit Stats

	2009	2010
Man Tracking Searches	140	141
Narcotic Searches	1,229	1,273
Narcotic Finds	223	192
Building Searches	36	27
Building Finds	9	10
Calls for Service	5,580	4,897
K-9 Arrests	373	536



RETIREMENT OF K-9 BEAR

The Gaston County Police Department announced the retirement of K-9 Bear in December. K-9 Bear is a 10-year old Dutch Shepherd who came to the Gaston County Police Department in May of 2002. He was certified as a Patrol and Narcotic Detection Police Service Dog through the American Police Canine Association.

During his career, K-9 Bear was credited with the recovery of an estimated \$1.5 million in U. S. currency. While working for the County Police, K-9 Bear was responsible for narcotic seizures with an estimated street value totaling \$775,000. K-9 Bear tracked and located over 50 subjects during his career.

K-9 Bear received many commendations for his work assisting other law enforcement agencies.

During the course of his service, K-9 Bear worked with three (3) K-9 handlers. He finished his career under the direction of Officer Randy Drennan and will spend his retirement in Officer Drennan's care.

MARINE ENFORCEMENT

The Marine Enforcement Unit started 2010 seasonal operations on June 8th, and continued full-time until August 20th, maintaining a weekend and holiday schedule through October 1st. After October 1st, the Unit served on an as needed basis.

The Marine Enforcement Unit is responsible for enforcing boating laws, conducting boating safety inspections, removing navigational hazards, answering calls for service, enforcing shoreline laws and providing assistance to boaters and other agencies.



The Marine Enforcement Unit operates on a seasonal schedule.

The Unit consists of four full-time and three part-time officers and patrols in a 23-foot Makee Craft boat.

The Marine Enforcement Unit has continued its partnerships with other agencies on the lake to keep waterways safe. The Unit works closely with Charlotte-Mecklenburg Police Department, NC Wildlife, SC Department of Natural Resources (SCDNR), Tega Cay Police, York County Sheriff's Marine Unit and Lincoln County Sheriff's Marine Unit.

Highlights

- The Unit provided security at the annual July 4th fireworks show on Lake Wylie and participated in the annual flotilla on Mountain Island Lake.
- The Unit teamed up with Harbortowne Marina on Lake Wylie to create a reward program called "Operation Flotation Citation," designed to promote the use of life jackets among boaters under the age of 13. North Carolina and South Carolina laws require children under 13 years of age to wear a life jacket while boating. The program rewards boaters who comply with the law. During safety inspections, if children under the age of 13 are wearing life jackets, they receive a "Flotation Citation," good for one free slushie at Harbortowne Marina. The goal of the program is to promote the importance of wearing life jackets in a positive way. The program was also implemented by the Charlotte-Mecklenburg Police Marine Unit, NC Wildlife, SCDNR and York County Sheriff's Office.

- A member of the Marine Enforcement Unit attended the International Boating and Water Safety Summit in Florida to promote the Unit's successful Flotation Citation Program and gain insight on new technology and programs.
- The Marine Enforcement Unit sponsored a booth at the CaroMont health fair to promote boater safety.
- The Unit once again partnered with other agencies to provide information about water and boater safety to adults and children at the Mid-Atlantic Boat Show in Charlotte. This year, the booth consisted of the SPLASH trailer and printed material on display tables. The booth was manned at all times. Officers answered questions about boating laws and required equipment.
- The Unit also spoke with participants of the Gaston County Police Citizens' Youth Academy. Officers discussed the rules of navigation and the roles and responsibilities of the Marine Enforcement Unit. Participants in the academy were given a boat ride on Lake Wylie to help them better understand the functions of equipment.
- The Department purchased a side scan sonar with grant money to better assist in locating drowning victims. The device utilizes a GPS, computer and tow fish pulled behind the vessel to send a signal to a computer screen of three dimensional images below the water's surface. The Unit will be operational with this new equipment for the upcoming 2011 season.

Marine Enforcement Unit Stats

Calls for Service	2009	2010
Dispatched Calls	65	35
Special Checks	307	262
Boat Assists	113	90
Boating Accidents	1	0
Enforcement Activities		
Safety Inspections	400	344
Boating Warnings	205	131
Boating Citations	5	1
Shore Violations		
Trespassing Violations	79	70
Citations/Arrests	8	5
Warnings (Written & Verbal)	101	70

CRIMINAL INVESTIGATIONS UNIT

2010 Cases

- **January** - A Honda theft ring investigation began after numerous vehicles, which were previously reported stolen in area cities, were found dumped in Gaston County.
- **February** - A Massachusetts man was investigated for an internet sex crime after traveling here to meet a teenage girl.
- **March** - Doug McMickle was convicted of 1st degree murder in the Dickerson homicide.
- **April** - The trial of Mike Ryan for the Farrar homicide started.
- **May** - Mike Ryan received the death penalty for Farrar homicide.
- **June** - A triple murder/suicide occurred in Dallas when a boyfriend killed his girlfriend and two of their children.
- **August** - A large burglary ring was identified in the in Belmont. Multiple arrests were made from this investigation.
- An ICAC Task Force investigation led to First Degree Rape charges.
- **September** - Two suspects were charged with stealing cars from Interstate 85 and scrapping them.
- Patrick Road theft ring uncovered with multiple suspects charged.
- **October** - An 18-year old playing with a handgun was accidentally shot and killed.
- A search for human remains was conducted after construction workers uncovered some teeth.
- **December** - Another large burglary ring was uncovered, which was responsible for breaking into 41 residences and vehicles. Multiple suspects were arrested.

Equipment

CIU received \$13,000 of computer equipment from ICAC to assist in investigating child sex crimes. Training for the equipment was also provided.

A new interview room camera system was selected for installation. The equipment was funded, in part, by 2009 Edward Byrne Memorial and Local Law Enforcement Assistance grant program. The new equipment will bring the Department into compliance with North Carolina laws governing interview recordings.

Stats

- Throughout the year, the Criminal Investigation Unit recovered \$68,050 of stolen property.
- CIU opened 540 general investigations in 2010; this represents a 6% increase when compared to the 510 investigations opened in 2009.
- There was a slight increase in juvenile investigations with 144 juvenile cases opened during 2010 compared to the previous year at 118.
- Arrests for 2010 were 30% lower with 557 charges filed compared to 808 in 2009.
- Of the total cases investigated in 2010, over 8% involved burglaries to residences, businesses, motor vehicles or out-buildings.
- Larceny accounted for 6% of the total caseload, which represents a 5% decrease from the previous year.
- Missing Person reports accounted for 7.5% of the caseload, with 44% of these being juveniles.
- Sex Offenses accounted for 21.4% of all investigations. This was an increase of 8% when compared to 2009.
- Violent crime only accounted for 3% of the investigations, which represents a increase from 2009. There was a 25% decrease in homicides, in 2010 when compared to 2009.
- There were 61 unattended deaths that required preliminary investigation. This represented an 18% decrease from 2009.
- The remaining 27.5% of investigations included offenses such as assaults, frauds and other types of crimes.
- Overall, CIU experienced a 14% decrease in caseload in 2010.

Investigations Breakdown

General Investigations	-14%
Charges (Arrests)	-30%
Juvenile Cases	+22%
Larceny	-55%
Sex Offenses	+33%
Homicide	-25%
Overall Caseload	-14%

CRIME SCENE SEARCH UNIT

The Crime Scene Search Unit (CSSU) is primarily tasked with conducting crime scene searches and latent print identification. The Unit is comprised of four (4) full-time employees and one (1) part-time employee. The Unit offers certified expertise in the areas of evidence identification, collection preservation and documentation. Due to the dedication of the officers in the Unit, they have an excellent reputation with other agencies resulting in frequent requests for crime scene processing.

Stats

- CSSU responded to 514 calls in 2010, which represents a 3.9% decrease from 2009.
- The Unit however, assisted other agencies, both local and state, 264 times in 2010. This is 2 less than in 2009.
- Responded and processed 514 crime scenes, including 65 deaths, 3 of which were homicides.
- CSSU was able to enter 381 fingerprints retrieved from crime scenes into the Integrated Automated Fingerprint Index System (IAFIS). This resulted in 63 prints being identified.
- Conducted 126 NarTest Analysis for the identification of illegal substances.
- CSSU routinely conducts fingerprinting at the request of citizens for job or school applications. A total of 231 people were fingerprinted in 2010.
- The Forensic Recovery of Evidence Data System (F.R.E.D.) capacity was doubled with the addition of a second unit. A Cellbrite phone investigation tool was also obtained from the state as part of the ICAC task force.
- Detective Propst has continued to expand the ability of the Computer Forensics Unit. One investigation is being adopted by Federal authorities.
- Crime Scene has started a Deltasphere project that involves building a model of the high schools.
- Crime Scene personnel were utilized by Lincoln County Sheriff's Office to assist in two homicide investigations.
- Crime Scene trained Mount Holly officers in fingerprint lifting techniques.
- A series of break-ins were solved in the Northern part of the county after prints that were obtained from the crime scene and ran through IAFIS

identified the suspect. Several old break-ins have been reopened or solved due to the prints being resubmitted through the updated IAFIS system.

- The CSSU also has a Computer Forensic component to which Detective Propst is assigned. Detective Propst was assigned to this on a full-time basis two different times during the year to catch up on the number of computers being processed. The number of computers analyzed forensically increased from 16 in 2009 to 29 in 2010. An increase from 29 digital pieces of evidence in 2009 to 56 in 2010 is evidence of the need for Detective Propst to be assigned in this capacity full-time.

Crime Scene Search Unit

<u>Activities</u>	<u>2009</u>	<u>2010</u>
Crime Scenes Processed	535	514
Persons Processed	308	231
Discs Created/Duplicated	482	536
Photographs Developed	583	254
Latent Print Identifications	96	158
Latent Print Comparisons	3,666	3,014
AFIS* Search/Reverses	N/A	381
AFIS Reverses	N/A	3,837
AFIS Hits	48	63
AFIS Print Comparisons	2,520	2,969
AFIS Print Verifications	44	1,506
Special Assignments	65	65
Autopsies	37	23
Search Warrants Obtained	37	31
Evidence Items Processed	408	344
Non-Crime Scenes Processed	86	12
DNA/Trace Evidence Retrievals	101	54
DeltaSphere Scans	14	0
DeltaSphere Model Bldg. Hrs.	40	63
Outside Agencies Assisted	262	264
Outside Evidence Processed	94	198
Court Hours	133	104
Outside Lab Submissions	12	8
Laboratory Trips	11	5
Nartest Drug Tests	153	126
Digital Evidence Processed	29	56
FRED Analyses	16	27
Specialized ID Procedures	68	171

SPECIAL INVESTIGATIONS UNIT

The Special Investigations Unit (SIU) conducts investigations, focusing on narcotics, gambling, illegal alcohol sales and prostitution. The SIU is a team of six (6) investigators, two (2) sergeants and one (1) captain who initiated over 500 cases in 2010. Over 1,700 criminal charges were filed against more than 120 offenders. During the course of those investigations, almost \$2 million worth of drugs were seized. Separate from cases initiated within SIU, the Unit is available to provide substantial assistance to the Department's Community Policing Division and other specialized units. This assistance often entails basic narcotics identification, surveillance, search warrant executions and technical support. The Unit is available to work closely with all municipal police departments in Gaston County, as well as regional agencies. A mutually beneficial relationship with the North Carolina State Bureau of Investigation (SBI) is ongoing, with an SBI field agent working part-time out of the Department's headquarters. The SIU also works closely with North Carolina Probation and Parole. 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).

Seized Assets/Forfeitures

In 2010, the Unit seized multiple vehicles used by narcotics trafficking offenders. The unit has been awarded four of these vehicles by court order. The vehicles have a retail value of approximately \$38,500. The only vehicle costs to Gaston County were the tax and tag fees to register them. The vehicles will be used for law enforcement purposes such as undercover operations and surveillance. The Department also received over \$30,000 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 zone captains in support of their crime abatement efforts addressing narcotics-related crimes within high-risk neighborhoods. We strongly believe that many property crimes can be traced back to illegal narcotics use by offenders. Therefore, the SIU investigations endeavor to look beyond illegal drugs and attempt to make connections to thefts and burglaries. When such connections are found, the zone captains are notified and the CIU is involved in

Special Investigations Unit Stats

	<u>2008</u>	<u>2009</u>	<u>2010</u>
Cases Opened	238	375	580
Cases Cleared	141	181	367
Persons Charged	72	81	129
Number of Charges	622	853	1,876
Searches	44	110	197
Surveillance (Hours)	837	753	540
Undercover Buys	151	217	323
Marijuana Plants Seized	4	44	14
Other Marijuana Seized (Grams)	709,584	49,820	193,648
Cocaine Powder Seized (Grams)	527	25,279	8,790
Crack Cocaine Seized (Grams)	454	2,032	1,358
Pills Seized (Dosage Units)	4,432	3,555	4,678
Heroin (Packets)	4	139	67
Methamphetamine (Grams)	776	2	2
Cash Seized	\$20,411	\$95,031	\$83,947
Street Value of Drugs Seized	\$2,444,633	\$3,166,064	\$1,867,202

the case. Community Policing officers are also encouraged to develop drug-related information within their service areas to better address problems that impact the entire community. These cases are worked at the patrol level and also in conjunction with SIU.

Pharmaceutical Drug Diversion

The illegal sale of prescription drugs 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. 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 2010, SIU seized over 3,000 pills as part of narcotics-related investigations.



SIU seized over 3,000 pills as part of narcotics-related investigations.

The Unit 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.

Manpower

In 2010, Special Investigations Unit saw a shift in manpower as one agent and one sergeant moved on to other careers within the Department. Their knowledge and expertise will be missed and difficult to replace.

EMERGENCY RESPONSE TEAM (ERT)

The Emergency Response Team (ERT) is a designated law enforcement team trained and equipped to resolve critical incidents which would otherwise exceed the capabilities of traditional law enforcement first responders and/or investigative units. When requested, ERT supports other law enforcement agencies in Gaston County as well as neighboring jurisdictions. The ERT is divided into three (3) closely knit teams that work together to accomplish a mission. The teams are negotiators, marksman/observers, and tactical entry. Each group 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 innocent bystanders, team members, or suspects. Team members from the Dallas and Cramerton Police Departments are also part of ERT.

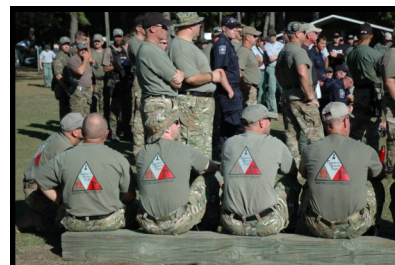
The ERT participates in an annual training academy which entails a full week of intense and varied training at an accelerated pace promoting team unity and skill development. Throughout the year, the Team trains monthly to maintain necessary skills and gain effective knowledge of newly acquired equipment and tactics. Approximately 148 hours of tactical training were logged per team member in 2010, covering topics from basic building searches to advanced firearms tactics.

Cooperative Training

ERT develops and maintains training relationships with neighboring jurisdiction tactical teams in an effort to enhance skills and develop new, innovative tactics. During scheduled monthly training, the ERT has partnered with tactical teams from the Lincoln County Sheriff's Office and the Gastonia Police Department.

SWAT Competition

In October, 2010, ERT took part in the annual SWAT Competition held at the North Carolina Justice Academy in Salemburg, NC. A total of sixteen teams from across the State competed in eight (8) separate events which tested individual



Team members competed in the SWAT Competition in 2010.

abilities as well as teamwork qualities. At the conclusion of the competition, event scores were totaled and the Team placed sixth. This competition provided a beneficial experience to team member and strengthened their skills in high-risk call response.

Sniper Competition

A two-man marksman/observer team from ERT participated in the 4th annual



A member of the sniper team participating in the Gastonia Sniper Competition.

Gastonia Sniper Competition held at the Gastonia Police range in September, 2010. Thirty-two (32) teams competed in various phases covering everything from distance shooting and target acquisition to a strenuous obstacle course.

Realistic Training Scenario

During 2010, ERT conducted a realistic scenario training. In March, the Team joined forces with the Gastonia Police Department SWAT and staged a training exercise at the Westfield Eastridge Mall in Gastonia. The training centered around an active shooter situation that evolved into a hostage scenario. Mall management and store employees took part as role players which gave them a chance to pre-plan their actions in the event of an actual situation. The event was successful and provided future training points to better equip the Team to handle large-scale events.

HAZARDOUS DEVICE UNIT (HDU)

The Federal Bureau of Investigation (FBI) and the National Bomb Squad Advisory Board recognize the Gaston County Police Department’s Hazardous Device Unit as a Nationally Accredited Bomb Squad. The Unit received its last reaccreditation in 2009. Accredited bomb squads must comply with stringent training guidelines, operating procedures and equipment standards to retain their accredited status.

Bomb technicians are required to attend and successfully complete the FBI’s Hazardous Devices School located at the US Army’s Redstone Arsenal in Huntsville, Alabama. This rigorous six-week program includes classroom work, practical field exercises and “hands-on” training with live explosives. In addition, new and veteran team members receive pre-requisite training and continuing education in Hazardous Materials and WMD topics at the Center for Domestic Preparedness in Anniston, Alabama.

- In September of 2010, members of the team completed a ninety-two hour Hazardous Materials Technician training course. This training was offered through the Gastonia Fire Department and the Office of State Fire Marshal.
- Unit members also trained with Alcohol Tobacco and Firearms, Gastonia Police Department, Henderson County Sheriff’s Department, the State Bureau of Investigation and Transportation Security Administration. In addition, some team

members wrote articles published in the International Association of Bomb Technicians and Investigators International Journal.

- The Unit continued to lend support to local and regional police, fire and emergency management agencies. In 2010, agencies assisted included ATF, Cleveland County Emergency Management, Gastonia Police Department, Hickory Fire Department, Hickory Police Department and Shelby Police Department. During these responses, the team investigated the detonation of improvised devices, rendered safe improvised military ordnance, and disrupted several improvised explosive devices.
- In January of 2010, the Unit was awarded a \$70,870 grant from the Department of Homeland Security. These funds were used to purchase an updated Self-Contained Breathing Apparatus (SCBA) for bomb technicians and upgrade the remote capabilities of the Team’s bomb robot. The grant was managed in cooperation with the NC State Office of Emergency Management.
- In addition to responding to calls, the Unit attends special community events and provides educational programs to local schools and businesses by providing instruction on bomb threats and bomb response procedures.



A member of the Hazardous Device Unit gives a demonstration to citizens and provides instruction on bomb threats and response procedures.

Hazardous Device Unit Stats

	<u>2009</u>	<u>2010</u>
Calls	20	24
Man Hours	69	126
Outside Agencies Assisted	10	11

SUPPORT SERVICES DIVISION

ACCREDITATION UNIT

The Gaston County Police Department received initial accreditation in 1991 and has been reaccredited five (5) times, most recently in 2008. We are presently operating under the Commission on Accreditation for Law Enforcement Agencies (CALEA) 5th edition that contains a total of 463 standards, 379 of which we must show compliance. Because the Department does not assume responsibility for the jail and court house, those standards are not applicable.



Accreditation is an ongoing process with the Gaston County Police Department. The CALEA accreditation program requires agencies to comply with standards in four (4) primary areas: policy and procedures, administration, operational procedures and support services. The Department's compliance with these standards will be assessed every three (3) years.

Proof of compliance with these standards is reviewed and maintained on a daily basis through the Department's Management Information Tracking System (MITS). This system provides the Unit with the ability to request supporting documentation from various units within the Department. Documentation illustrates that compliance with various standards is being maintained. Examples are Use of Force, employee grievances, employee evaluations and weapons proficiency.

The Department is also an active member of NCLEAN (North Carolina Law Enforcement Accreditation Network) that meets six (6) times a year.

Preparation reaccreditation this Fall has begun, and will be accomplished through the hard work of all Departmental personnel.

VICTIM & WITNESS COORDINATOR

The victim-witness coordinator provides referral assistance to victims and witnesses of all types of crimes and other traumatic incidents. Services offered through the Department may include emotional support, ensuring victims are informed of their rights and help in finding and obtaining appropriate resources.

Being a member of the Gaston County Domestic Violence Prevention Council provides the Unit with first-hand information on victims and their struggle within the court system.

Because of new victim notification requirements set by NC General Statutes, a new domestic violence pamphlet was designed to include a tear-off acknowledgement section. This acknowledgement section provides the Department with documentation as to whether or not the victim wishes to receive further notices about the status of the defendant during the pretrial process. The pamphlet also provides information on possible bail and pretrial release, local resource contact numbers and a safety plan if the victim remains in the relationship.

In 2010, approximately 211 victims were contacted either directly or indirectly by mailing domestic violence information pamphlets

EDUCATIONAL SERVICES

The Educational Services Unit is comprised of ten (10) full-time School Resource Officers (SRO). The SRO's are assigned to each of the nine (9) County high schools plus Warlick Alternative school. The SRO Program for middle schools continued in 2009-10 school year, placing officers at WC Friday, Stanley Middle School and Bessemer City Middle School. This involves the use of off-duty officers to staff the middle schools on a daily basis. SRO's primary duties are to ensure a safe school environment conducive to learning, act as a counselor in law-related issues and act as a teacher of subjects related to law enforcement. The Department continues to partner with Gaston County Schools, implementing programs and courses aimed at keeping students and staff in a safe learning environment.

"Saved By The Belt"

This program was started as a way to increase seatbelt usage among high school students. SRO's promote seat belt use through education, involvement, evaluation and enforcement. Education is accomplished through posters, lectures and morning announcements. Each resource officer conducts monthly 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, 2010, the average rate of use was 97%. The Highland School of Technology continues to be the leader in seat belt use among the County's nine (9) high schools.

Fatal Consequences

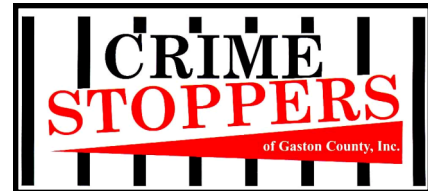
Fatal Consequences was designed to reduce drunk driving by teenagers through changing attitudes and increasing awareness. The program starts with a short lecture by the SRO. The classroom instruction discusses the hazards and



penalties associated with teen drunk driving. The second part of the 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 a 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.

Crime Stoppers

SRO's and school staff promote Crime Stoppers in all Gaston County Schools. The Crime Stoppers program is a non-profit, anti-crime program designed to provide students a way to anonymously report criminal activity to SRO's. Students that provide information may become eligible for cash rewards.



Silence Hurts

Silence Hurts is a program designed to reduce school violence, which continued through 2010 and succeeded. Silence Hurts encourages students to speak out when they hear rumors of potential violent acts in school. They are encouraged to communicate through several means, by the Crime Stoppers line, in writing through drop boxes located in the schools or online through their school-sponsored website. Students can click on the Silence Hurts logo and anonymously report information.

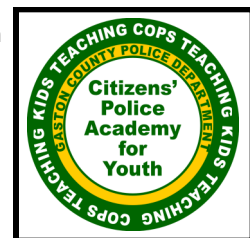


School Safety & Violence Education Program

The School Safety & Violence Education Program was established several years ago and continues to serve as a resource of educators. The program 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 a teacher's certification.

Citizens' Police Academy for Youth

The Citizens' Police Academy is held at the Department during summer vacation, and is oriented toward thirteen (13) to sixteen (16) year olds to give them an in-depth look at law enforcement and the Department. Classes are held daily for one week and cover various units including Crime Scene Search Unit, CIU Unit, SIU Unit, Marine Enforcement Unit, Hazardous Devices Units and the Emergency Response Team (ERT). The academy is directed by SRO's and is taught by various officers from the Department.



School Resource Officers Program Stats

	2009	2010
Complaints	347	367
Counseling	3,643	3,348
Classroom Presentations	80	62
After School Activity	200	230
Theft	37	16
Drug	62	62
Alcohol	1	4
Vandalism	5	15
Trespassing	20	11
Weapons*	4	16
Traffic Accidents	33	44
Assault	102	113
Bomb Threats	0	4
Arrests	239	283

* Weapons stats for 2010 reflect 2 firearms.

Citizens' Police Academy

The Citizens' Police Academy is a seven-week program designed to provide Gaston County residents, in an academy setting, first-hand information about how the Department works. It is held twice a year in the Spring and in the Fall. Classes are held at Department headquarters unless otherwise specified. There is no fee for the academy. In 2010, the Citizens Police Academy graduated its thirty-fourth and thirty-fifth classes.

EMPLOYEE DEVELOPMENT & TRAINING UNIT

The Employee Training & Development Unit is responsible for preparing, coordinating and implementing training of new police officers, as well as providing in-service and ongoing 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 2010 included: Legal Update, Juvenile Minority Sensitivity Training "Race Matters," Career Survival "Positive Ways to be Successful," Mental Illness "Suicide by Cop", Civil Liability, Subject Control Arrest Techniques and Practical Driving Techniques. In addition, four (4) hours of firearms instruction is required with a mandated block of instruction covering use of force. The Unit also manages use of the Department's training and meeting space.

Training

In addition to the State mandated courses, the Department conducted additional, elective in-service training. Training offerings included: CPR, ASP, OC, taser, bloodborne pathogens, hazardous materials, consular notification, domestic violence response, room and building clearing, interview and interrogation, courtroom testimony and case preparation and search warrant drafting. Several incident command classes were also offered through the Department.

The Department utilized the training rooms to host training for employees and other public safety sector employees in the region. Training topics included: NC Justice Academy telecommunicator course, subject arrest control techniques, ASP baton, OC spray, taser devices, firearms, Marine Unit training, Incident Command ICS 300 and Incident Command ICS 400. Probation and Parole also utilized training rooms for its mandated 2010 training.

Department training rooms were also used for functions such as the Citizens Police Academy, Citizens Police Academy for the Youth, Crime Stoppers, Safe Kids, Community Watch meetings, Animal Control Task Force, NC Department of Juvenile Justice meetings and NC Wildlife classes.

Other organizations using the Department's community room included: the Gaston Chamber of Commerce, Gaston County Schools (numerous divisions), Spay Neuter Carolina, North State, MDA Lock-Up, ARC of Gaston County, Bessemer City Council, World War II Last Man's Club, North Carolina Domestic Violence Coalition, Blue Knights, Gaston Together, MADD, Safe Kids, Health Advisory Board, Animal League of Gaston County and Gaston College. Several firefighter certification courses through Gaston College were also hosted by the Department.

The Department utilized the Blackboard education website and an in-house training module to conduct a wide array of training throughout the year. Online courses included, but was not limited to, bloodborne pathogens, Haz-Mat and the driving classroom portion. These forms of training allow officers to participate as time permits without removing them from their assigned shifts.

Employee Development & Training (In Hours)

	<u>2009</u>	<u>2010</u>
Roll-Call	604	229
Career Development	559	188
Specialized	818	1,263
Advanced	633	1,053
BLET	1,872	2,496
Continuing Education	5,785	6,384
Field Training	2,044	3,328
State In-Service	5,772	3,893
Dept. In-Service	1,022	248

RECRUITMENT & SELECTION UNIT

The Recruitment and Selection Unit is responsible for recruiting applicants, receiving and reviewing incoming applications, scheduling and conducting candidate interviews, completing background investigations and screening applicants through relevant job-related testing. During 2010, the Unit processed 553 applications: 107 for police officer, 283 for telecommunicator, one (1) for animal control aide, 159 for animal control specialist, and three for (3) animal control supervisor.

Applicant & Community Contacts

The Unit worked diligently to initiate contact with the public during the past year. These contacts involved interaction with both groups and individuals, and included the Gaston County Police Department's Citizens Police Academy, Gaston County's Annual Cotton-Ginning Days, Bessemer City's Down-Home Days, a family event at the Schiele Museum and various High School visits. During each of the events, Unit members were available to speak about employment opportunities within the Department. This year, the Unit made 840 applicant contacts through telephone calls, e-mails and personal visits. In addition, the Unit prepared and mailed 482 letters to applicants who did not complete the hiring process.

Brochures

The Recruitment and Selection Unit tracks the number of brochures distributed to or picked up by applicants. In 2010, additional brochures were placed in the lobby

of Animal Control to reach residents who visit and conduct business at that facility. In 2010, 689 brochures were picked up by or distributed to the public.

Interest Cards

The Unit continues to use web-based interest cards to obtain information from applicants. During 2010, 56 cards were forwarded to the Unit, resulting in eight (8) interviews and the re-hiring of one telecommunicator.

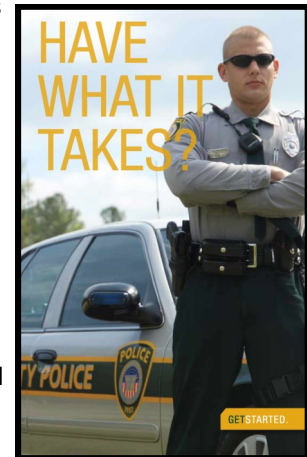
Interns

In 2010, the Unit supervised the sponsorship of two (2) college interns. One (1) intern was a Criminal Justice Major from UNC-Charlotte and the second was a Forensic Anthropology Major from Western Carolina University. In addition to gaining first-hand experience with different units within the Department, the interns initiated a project which updated emergency response information for all of Gaston County's public schools. Overall, eight (8) internship packets were reviewed and five (5) interns were interviewed. Intern packets are now available online via the Department's website.

Job Fairs / College Contacts

During 2010, members of the Unit attended a Public Safety/Criminal Justice Job Fair and Open House at Western Carolina University. During these visits, unit members interacted with and distributed brochures to Western Carolina Students and Alumni. The event was limited to Police and Public Safety Agencies.

Recruiters also contacted and visited potential applicants at Gaston College's Basic Law Enforcement Training Career Day, the 1st Annual DSS Career/Resource Fair and Gaston County JobLink's Annual Spring and Fall Job Fairs. During these visits, brochures and interest cards were distributed and recruiters had the opportunity to meet interested applicants in person.



The front cover of the Department's police officer recruitment brochure is pictured.

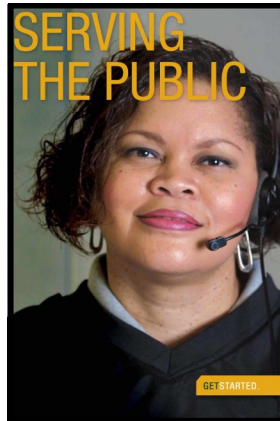
JOIN OUR TEAM.



Unit personnel also met with and distributed brochures to the Criminal Justice Program Coordinator at Belmont Abbey College and continue to maintain a relationship with Gaston College's Basic Law Enforcement Training (BLET) faculty. Interaction with these faculty members has resulted in the successful recruitment and eventual hiring of two (2) police officer applicants from Gaston's BLET Program. In all, the Recruitment and Selection Unit proudly represented the Department at 15 events.

Minority Recruiting

During 2010, the Department continues to recruit minority employees. The Recruitment and Selection Unit works with the Gaston County Chapter of the North State Law Enforcement Officers Association (NSLEOA) in an attempt to recruit minority employees. Chapter president, Roger Davis, attended the 2010 Career Day at Mount Pleasant Baptist Church and Sergeant Roberts attended the 1st Annual DSS Career/Resource Fair.



The Department's telecommunicator recruitment brochure is pictured.

Retention

The Unit continued to focus on the retention of employees in 2010. Members of the Unit are responsible for maintaining contact with cadets during their testing, application and attendance phases of Basic Law Enforcement Training. This contact includes scheduling cadets for Gaston College's entrance exam, assisting cadets with the BLET application and background process, and periodically observing them in classroom and practical exercise settings throughout training. The Unit also provides cadets with orientation/introduction to the Department. The Unit's active participation in the Police Field Training Officer and the Telecommunicator's CTO Programs has helped the Department identify, recruit and retain successful candidates.

Recruitment & Retention Unit Stats

	<u>2009</u>	<u>2010</u>
Police		
Open Positions	8	12
Applicants	59	107
Hired	2	2
Telecommunications		
Position Openings	35	25
Applicants	565	283
Hired	14	10
Animal Control		
Position Openings	10	2
Applicants	197	163
Hired	3	2

Background Investigations & Testing Conducted

	<u>2009</u>	<u>2010</u>
Background Investigations		
Criminal Record Reviews*	859	1,057
Credit Report Reviews**	191	264
Reference Checks	144	206
Photographs Taken	31	40
Fingerprint Sets Submitted	28	44
Testing		
Tests Conducted	244	271
Drug/Med/Psych Screens	54	63

* Includes record reviews for applicants, volunteers, interns and candidates for the Explorer program, as well as driving histories and military records.

** Includes credit reports reviewed for outside agencies.

RECORDS UNIT

In maintaining its commitment to being accessible to residents at all times, the Records Unit operates twenty-four hours a day at the Franklin Boulevard location. The Unit is available to provide access to the Department's National Crime Information Center (NCIC) files as required and to provide information and services to residents, 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. Records Unit staff often serve as the first voice and contact encountered on behalf of the Department.

The Bessemer City substation is staffed from 6 am until 6 pm each day. The primary function of the Unit at the Bessemer City substation is to provide data entry of pawn tickets, but staff members also provide assistance to visitors and officers by accessing Law Enforcement Records Management System (LERMS) and NCIC/Department of Criminal Information (DCI) as requested.

During 2010, the Records Unit staff maintained a consistent level of service completing the data entry of citation and warning tickets, accident reports, vehicle tow and storage reports and pawn tickets.

Additionally, Unit staff managed the merging of records from Mobile into New World LERMS, checking for duplications and verifying addresses as part of the process. Files were maintained for cases involving supplemental paperwork and all additional paperwork, such as statements, rights forms,

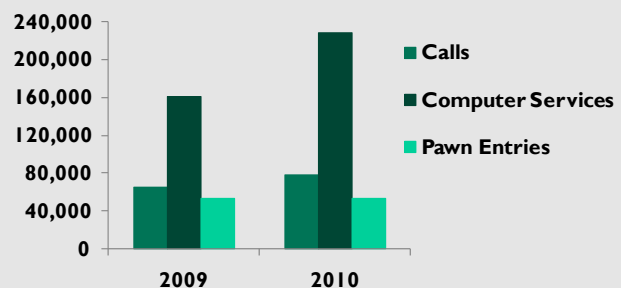
photographs, etc., which were scanned into the record within LERMS. Unit staff continued to assist with audits, ensuring report accuracy. These audits included correcting Incident Based Reporting (IBR) errors, over-ridden addresses, verifying charges on environmental crime reports, updating offense coding on County death investigation cases and assisting officers with case status updates when warrants were served.

In October of 2010, Gaston County went "live" on the North Carolina Warrant Repository System (NCAWARE). NCAWARE is operated through the Administrative Office of the Courts and provides warrant information statewide to all counties on the system. All warrants are now managed electronically and can be printed and served at any time by any agency across North Carolina. Records staff members were trained on NCAWARE and now manage the assignment and tracking of warrants through the new system.

A Records Unit email account is still maintained to allow three local pawn shops to submit their pawn records to the Department and to allow citizens to request copies of police reports. In 2010, The Unit received a total of 215 emailed requests. The Unit was able to provide the requested information or assistance for 63 of the requests. Approximately 152 requests were forwarded to other agencies for assistance. The use of this email account by citizens continues to increase and the requests are not only for copies of police reports but also for other information ranging from recruitment and employment, to immigration concerns, to civil and domestic issues.

Records Unit Stats

	<u>2009</u>	<u>2010</u>
Calls	65,068	78,238
Computer Services	160,556	228,915
Pawn Entries	52,762	53,604
Warrants Processed	5,112	4,233
Warrant Checks	2,318	2,910
Visitors Greeted	9,165	9,757
Crime Stoppers Calls	872	980
Community Surveys	955	1000



ANIMAL CONTROL DIVISION

In 2010, the Animal Control Division witnessed several significant operational modifications aimed at expanding community outreach, increasing incentives for owners to spay or neuter their pets and enhancing pet adoptions. These efforts, coupled with the statistical confirmation of continued positive trends in animal intake and placement, reflect Animal Control's commitment to providing animal-related services to enhance public health, foster the legal treatment of animals, and facilitate adoptions and rescues of impounded animals. In reviewing activities and initiatives from 2010, Animal Control is becoming a community-oriented operation.

With the utilization of available technology and subsequent call analysis, Animal Control now has data compiled from call histories, identifying areas with high density calls for animal-related assistance. Efforts are also underway to provide Animal Control field specialists with mobile data terminals (MDTs) and outfit vehicles with equipment to allow for mobile access to citizen calls for service and other animal-related information. Currently, all nine (9) field specialists and two (2) Animal Control Supervisors have MDTs, and seven (7) of eleven (11) vehicles have mucks/modems required to send and receive data. Computer-assisted dispatching (CAD) terminals are also in place, enabling Animal Control dispatchers to access and disseminate a vast array of call information related to citizen requests for service, ensuring a more timely and effective response.



A newly installed MDT inside an Animal Control field officer's vehicle is pictured.

In addition, Animal Control is expanding its community outreach and presence through participating in community events, coordinating animal-related functions and working with area humane/rescue groups in promoting shared goals. In 2010, staff attended Community Watch meetings in Country Meadows, High Shoals, Rolling Meadows, Alexis, Madison Senior



An Animal Control Division Officer speaks at a local Community Watch meeting.

Apartments, Smyre, Riverwinds Apartments and Sparrow Springs. The activities will help to develop relationships with concerned residents, outside complaint investigations, and improve Animal Control's public perception.

Animal Control staff assisted in the "Help Save One" animal rescue event, "Just Plain Dog Show," "Down Home Days," World Rabies Day, "Hope 4 Gaston," "Dogtoberfest," Gaston County's "Citizen's Police Academy," "Hooters for Neuters" and a Humane Society of the United States "Town Hall" meeting. Staff also worked with satellite animal adoption events at Earl Tindol Ford, Regent Homes and Earl Tindol Subaru. While many citizens are only familiar with Animal Control by virtue of a complaint response or via some legal action, participation in civic oriented events helps further establish Animal Control's role as a partner in improving the community's overall quality of life.



Animal Control employees and volunteers conduct a free, drive-up rabies clinic at the Gaston County Health Department.

Animal Control participated in area parades, showcasing Department vehicles and shelter animals for adoption in Mount Holly, Cramerton, Bessemer City, Gastonia, Belmont and Stanley. Again, while providing animal-related information, participation is hoped to convey, in a very visual sense, an image that Animal Control proudly serves as an integral part of our community.

With overwhelming support, the Gaston County Board of Commissioners adopted "differential" licensing fees in June, 2010. The new fee schedule provides a financial incentive for pet owners who do the "right thing" and spay or neuter their pet. In short, the differential licensing fee schedule mean owners of pets who have been fixed pay less for licenses than owners of unaltered animals. If more animals are spayed or neutered, the number of unwanted animals entering the shelter will decrease, and ultimately so will the number of animals euthanized.

County Commissioners also adopted a resolution on September 24th, identifying lethal injection as the preferred method of euthanasia at Animal Control

and, effective January 1, 2011, providing for the use of carbon monoxide only when staff safety is at risk. Staff immediately accepted the directive and the percentage of lethal injection euthanasia for November and December were nearly 100%.

Animal Control intake in 2010 fell from 9,268 in 2006 to 7,061 in 2010, a 16% decrease. The number of animals placed, however, increased from 1,525 in 2006 to 3,583 in 2010, a 135% increase. The dramatic improvement of animal placement, in such a short amount of time, is due largely to Animal Control developing a close working relationship with various humane and animal rescue groups, networking and making accommodations for claiming sheltered pets.

Animal Control revised its adoption process to make more animals available for adoption to the general public. While staff members continue to evaluate all incoming animals for health or temperament issues, the “best of the best” are selected for “gold” standard designation, are administered vaccinations and become available for adoption. Previously, those animals not deemed adoptable or did not meet “gold” standards, were only available to humane/rescue groups. Beginning in October, Animal Control made most all sheltered animals available for adoption by citizens. This action has been met with collective approval and should equate to more adoptions. In a single month, from October to November, Animal Control witnessed a 74% increase in adoptions.

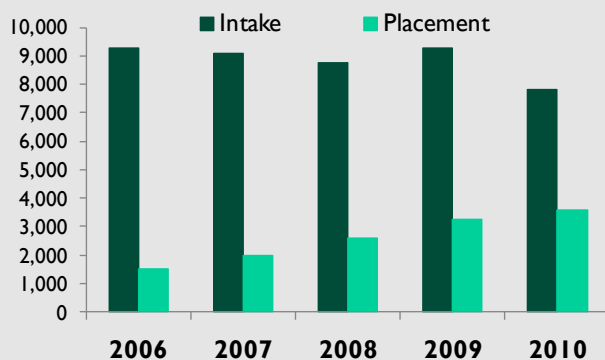
Another procedural modification with the intent of helping foster more positive relations with humane/rescue groups was made by providing vaccinations. Humane/rescue groups claiming animals can also request health vaccinations, including rabies, prior to claiming the animal. Trained and certified staff

members administer the shots and group representatives pay a nominal fee based on vaccinations requested. This initiative has been universally applauded by humane/rescue partners, and may ultimately result in more animal claims. Humane/rescue over 2009, continuing a positive trend of increasing animal claims since the program’s inception and meager beginning of 499 animal claims in 2006.

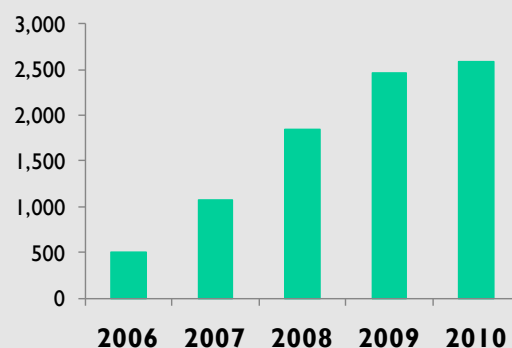
In close consort with Information Technology, Animal Control’s website listing of impounded animals has received a “face lift.” In direct response to uncertainty regarding an animal’s release date or when a pet could be adopted, the website now has a clearer, more descriptive interface. Web pages, reflecting pictures and prose have also been added to highlight many of the adoptions and animal placements taking place at Animal Control. Further, Facebook listings now record animal-related activities and initiatives.

Gaston County ordinances authorize the Animal Control Administrator to make an initial review of all citizen appeals of civil citations issued for animal-related violations. As that decision may be appealed to the full Task Force Advisory Board, operational revisions in October now follow suit with differential licensing, in providing consideration for owners spaying and neutering their pets. For example, penalties for less severe violations like leash law violations as opposed to a dangerous animal or animal cruelty, may be offset by an owner altering their pet. If dog owner “A” appeals a \$25 civil citation for a first time leash law violation., and the appeal is denied, the Animal Control Administrator could respond by allowing the owner to apply the \$25 towards a spay or neuter. It is certainly hoped this directive will also

Animal Intake/Placement



Animals Claimed by Humane/Rescue

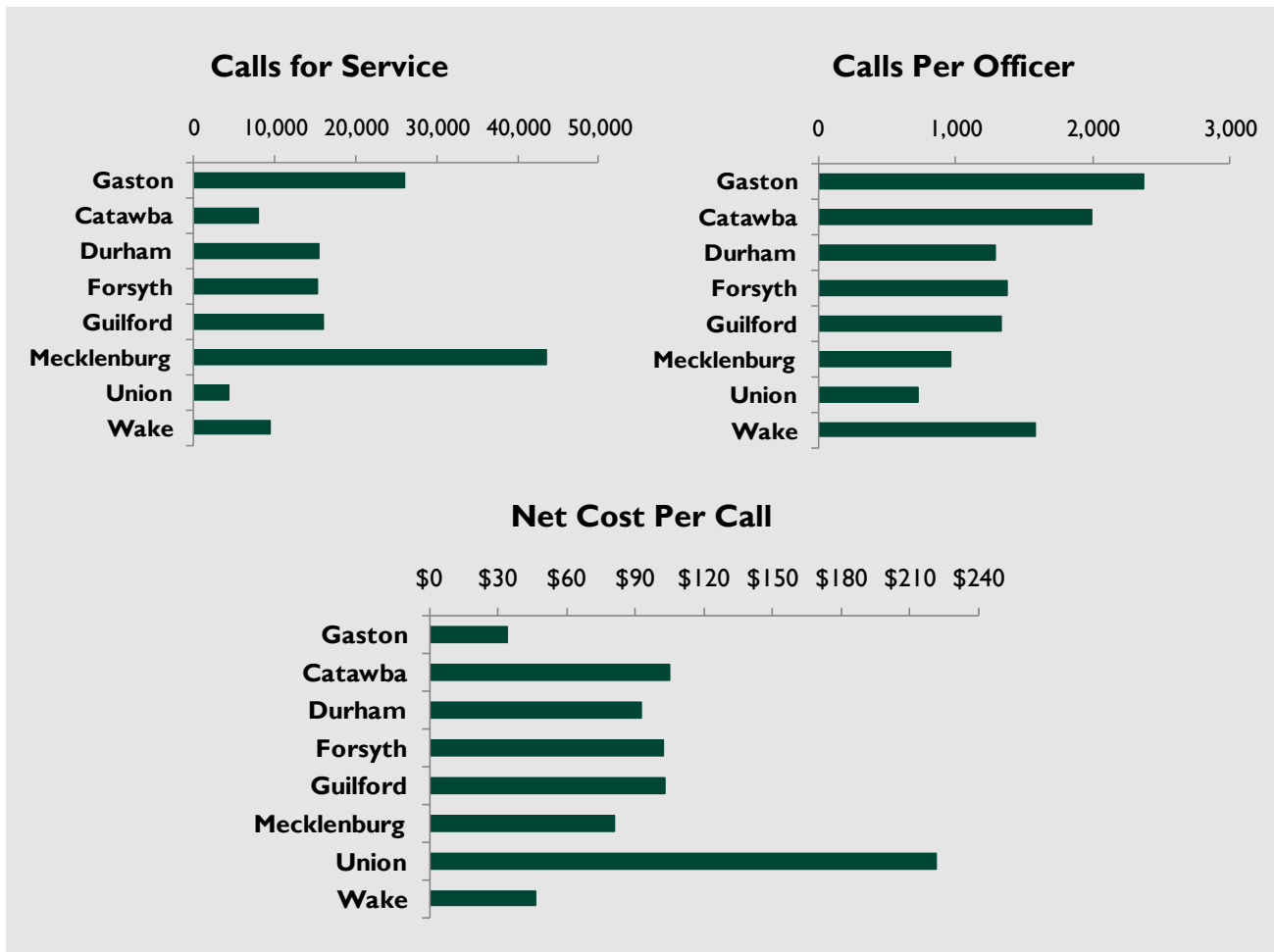


serve as an added encouragement to owners desiring to fix their animals, by allowing them to apply the citation amount towards the surgery.

Efforts to place animals continue to be a priority, yet the primary mission of Animal Control remains protecting citizens from animals and the threat of animals. 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. In FY 2009/10, Animal Control officers investigated 26,025 calls for service or an average of 2,366 calls per officer. Animal Control contacted Catawba, Durham, Forsyth, Guilford, Mecklenburg, Union and Wake County Animal Control representatives for statistical comparison purposes. The average number of calls per officer for these 7 counties is 1,324. Even more dramatic, when taking the net budget (expense minus revenue), Gaston County's operating cost per call is just over \$34. The average cost per call for the comparison counties is over \$107. Simply put, Gaston County Animal Control responds to roughly 78%

more calls for service than the comparison counties for a net cost of 68% less.

In conclusion, Gaston County Animal Control increased its community presence, continued to grow its network of stakeholders and supporters, placed more animals and investigated more calls per officer at a significantly less cost than several other animal-related operations in 2010. Taking pride in these identified accomplishments and developments, Animal Control, along with our volunteer partners and community support, welcome a role in helping shape a new era of legal, humane and responsible pet ownership in Gaston County.



COMMUNICATIONS DIVISION (EMERGENCY 911)

The Communications Division continues its efforts to provide dependable, reliable emergency services in a timely manner by the most cost-effective means.



Much energy was directed to upgrade critical systems and infrastructure to maximize reliability and dependability. A number of projects were completed or advanced. Efforts to reduce employee turnover and stabilize staffing levels were also successful. The challenge continues to be to provide the highest level of service possible within the budgetary constraints of a difficult economic climate. The Division's operating budget is closely monitored for possible cost reductions.

Equipment & Technology

Primary Facility

Communications leased a new 911 telephone switch from AT&T. The equipment replaced an older unit. The new unit employs the latest technology and will provide more reliable service. It is also compatible with emerging technology.

The Division is replacing the remainder of its older radio consoles. The manufacturer no longer produces or supports repair of these units. The replacement consoles will be similar to equipment that is already installed at some of the workstations. Uniformity will provide a common, reliable technology for our Telecommunicators and provide greater functionality to all of the Public Safety radio user agencies we serve.



The replacement telephone and radio systems are paid for by dedicated State 911 Surcharge Funds, and do not incur any financial impact upon the County's overall budget.

As part of our continuing maintenance agreement with New World Systems, our CAD (Computer Dispatch System) is regularly updated to the latest operating versions to take full advantage of software enhancements.

Back-Up 911 Facility

The Division was able to acquire a 911 telephone switch that was recently replaced at the 911 Center at no cost, and has installed it at the back-up Communications facility to upgrade service at that location.

Additional phone lines and 911 trunks were installed at no cost. The back-up facility now fully mirrors the call processing capacity of our primary facility. Should the need arise to operate from the back-up facility, there should not be any loss of ability to answer emergency calls in a timely manner.

The remaining older radio consoles are scheduled for replacement because they are less reliable and replacement parts are no longer available. The older equipment does not support more sophisticated radio systems used by some of the agencies we support.

Interoperability & Partnerships

The Division continues to seek partnerships with agencies and departments inside and outside of Gaston County, with the goal of increasing overall utility and efficiency while reducing costs. To this end, space on the division's communications tower at Crowder's Mountain Volunteer Fire Department had been made available to the NC Highway Patrol. In exchange, the NC Highway Patrol will upgrade the site by installing a back-up generator and UPS system and a larger, climate-controlled equipment building at no cost to the County.

The Highway Patrol is seeking funding to construct a new communications tower facility in Stanley. This tower will provide superior communications to the northern portion of the County. Through partnerships with Stanley and the Board of Education, it is anticipated that the tower will be constructed at no cost to the County. It will also eliminate the County's current maintenance costs for nearby radio sites. The Division leased unused tower capacity at the old Orthopedic Hospital site to T-Mobile. This enabled T-Mobile to co-locate on our tower and created a new revenue source for the County.

Other service enhancement highlights:

- The Division seeks opportunities to share cost-effective radio resources with other agencies to increase communications interoperability.

- The Division worked with the Gastonia Fire Department to expedite call processing procedures to reduce their response time to emergency calls.
- A Communications Oversight Committee was formed to give all public safety agencies served by the Communications Division a chance to meet, discuss issues, and present ideas.
- The Division offered access and technical support to other police departments within the County to facilitate migration from their current software vendors to the New World system for CAD emergency dispatch and records. Migration would greatly improve information sharing between agencies as well as provide a cost-savings.

Building Facility

With assistance from the County Public Works Department, the Division made building repairs and upgrades at minimal expense. This included renovation of some of the common areas such as the kitchen, locker room and break areas used by the dispatch staff. The improved working conditions boosted employee satisfaction and morale.

Staffing

The Communications Division was successful in attracting and retaining qualified and competent employees. The Division continues to work with pre-employment profiling vendors to identify the candidates with the greatest potential of success for this field of work. Trending over the past year in filling vacant positions and overall staff retention has been encouraging.

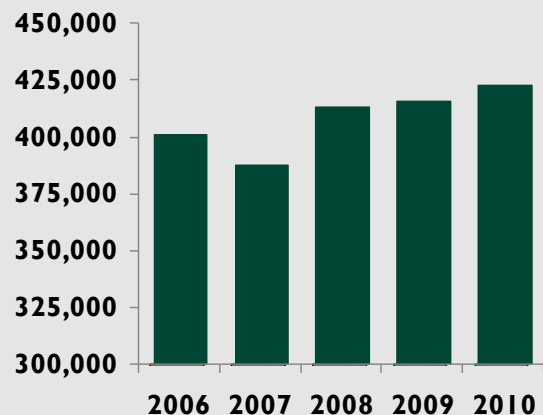
Training

Over 19,301 hours were devoted to training. Nearly 3,000 of those were dedicated to basic training of new-hires. These figures are indicative of our on-going aggressive efforts to train our new-hires as intensively as possible and place them in an operational status. The Division remains fully NIMS (National Incident Management) compliant this year. NIMS qualification has been federally mandated as a condition for receiving a number of grants. All active personnel meet all current federal requirements. A total of 937 hours were devoted to Quality Assurance Reviews.

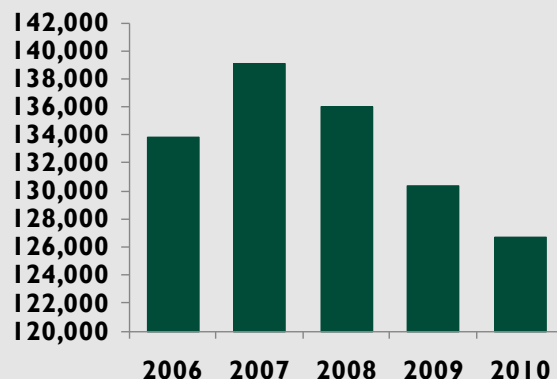
Multilingual Services

The Communications Division regularly interacts with callers requesting assistance who are not fluent in English. The Division subscribes to Language Line, a commercial operation that provides translators who can be brought into a conference, live telephone call as needed to assist 911 Telecommunicators. This service was 303 times in 2010. Of these, 300 were for Spanish translators. The Division has its first certified bi-lingual Telecommunicator.

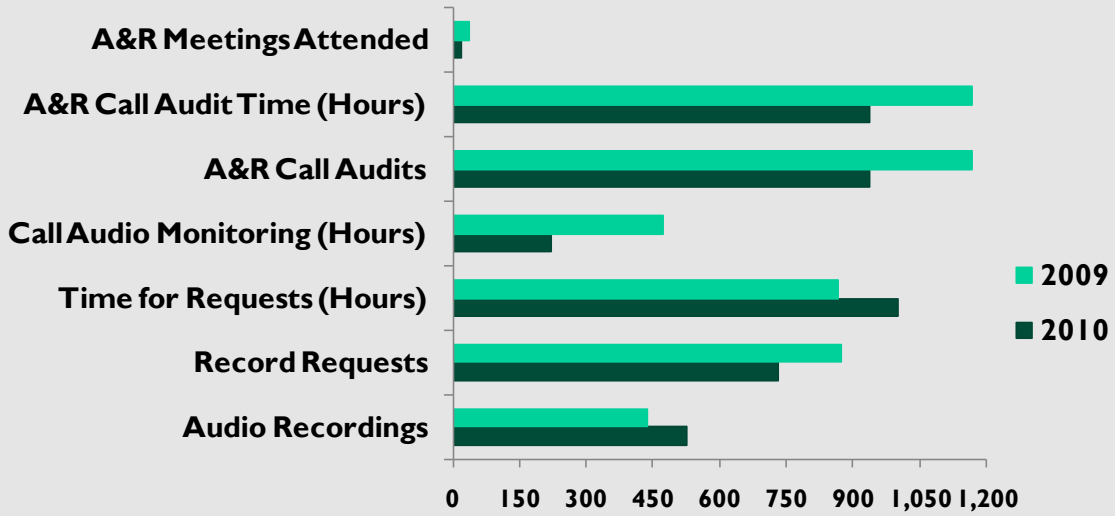
Total CAD Entries



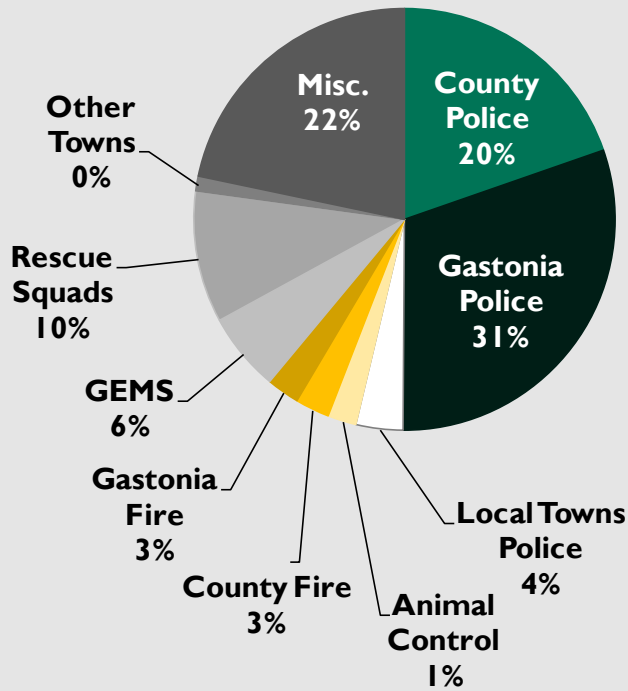
911 Calls



911 Calls



911 Calls For Service by Agency





GASTON COUNTY POLICE

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