



2023

CONWAY POLICE DEPARTMENT ANNUAL REPORT



City of Conway Arkansas

1-3-24

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Conway Police Department – 2023 Annual Report

This document is a report of not only crime statistics, but activities and services conducted by the police department in the protection and service to the citizens of this community. While this is a comprehensive report of services required, it does not include the many incidents of police personnel assisting members of the community that did not result in a report filed or arrest made. This report is encouraging considering the ever-increasing demand for police services by a growing community.

Special Operations worked thirty-four (34) special events resulting in 1,441 total man-hours. SWAT reported being utilized twenty-five (25) times during 2023. Ten (10) utilizations were for arrest/search warrants for the Criminal Investigation Division. Six (6) utilizations were for Narcotic's operations. Three (3) utilizations were to assist the Faulkner County Sheriff's Office and the 20th Judicial Drug Taskforce with arrest/search warrants. Five (5) utilizations were for barricaded subjects that were all resolved peacefully and one (1) utilization to assist a federal agency with a search warrant. The Investigations Division worked on a total of 1,831 cases, a 14% increase from 2022. The Narcotics Division dealt with 430 cases, a 0.7% increase from 2022. Department wide, there were 3,691 adult arrests and 386 juvenile arrests made in 2023. This is a 3% decrease in adult arrests and a 41% increase in Juvenile arrests when compared to the previous year. Conway Emergency Operations Center processed 102,580 telephone calls for an average of 281 calls per day. There were 33,197 Emergency 911 calls received, which is an 11% increase compared to the previous year. The average response time for Patrol Officers for Priority 1 calls from Dispatch to Arrival was 4:36 minutes. Animal Welfare Unit reported a total intake of 1,321 animals, a total of 713 adoptions and rescues, and 2,003 licenses issued. The euthanasia rate for animals brought into the Conway AWU was 23% in 2023 and 19% in 2022. A total of 1,016 citations and warnings were issued. There was a total of 29,579 hours of training for officers in 2023; these hours included Basic Police Academy Training, K9, SWAT, Field Training as well as De-escalation, Crisis intervention Training, and Duty to Intervene.

This year, the Conway Police Department introduced two Crisis Intervention Teams (CIT). These teams comprised of one officer and one social worker from Counseling Associates/Arise Health, marking the establishment of the first full-time co-response teams in Arkansas. The program aims to achieve several key objectives: diminish the heavy load of mental health-related calls on the Patrol Division, decrease the instances of individuals with significant mental health issues being arrested due to their condition, and alleviate the strain on EMS and local ERs in managing mentally ill individuals. In 2023, our department expanded our Patrol Division by adding two new canines. This addition will distribute the workload more evenly across patrol teams by adding a canine to each shift.

The members of the Conway Police Department are dedicated professionals proud to serve and protect our community.

Chief William Tapley



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CRIME INFORMATION

Violent Crimes, overall, experienced a 1% decrease from 2022 to 2023. There were 295 violent crimes reported in 2023 versus 299 violent crimes reported in 2022. The violent crimes in Conway for 2023 are broken down as follows:

- There was a 43% decrease in Murders with 4 reported in 2023 and 7 reported in 2022.
- There was a 26% decrease in Rapes with 23 in 2023 and 31 reported in 2022.
- There was a 81% increase in Robberies with 29 in 2023 and 16 reported in 2022.
- There was a 2% decrease in Aggravated Assaults with 239 in 2023 and 245 reported in 2022.

Property Crimes, overall, experienced a 7% decrease from 2022 to 2023 with 1,633 property crimes reported in 2023 versus 1,759 property crimes reported in 2022. The Property Crimes in Conway for 2023 are broken down as follows:

- There was a 24% decrease in Burglaries with 127 in 2023 and 168 reported in 2022.
- There was a 6% decrease in Thefts with 1,380 in 2023 and 1,473 reported in 2022.
- There was a 8% increase in Motor Vehicle Thefts with 121 in 2023 and 112 reported in 2022.
- There was a 17% decrease in Arsons with 5 in 2023 and 6 reported in 2022.

The below table depicts reported incidents over the past eight years. This demonstrates that there has been no significant rise in crime.

	2017	2018	2019	2020	2021	2022	2023
Murder	1	6	2	3	0	7	4
Rape	25	42	37	45	38	31	23
Robbery	63	56	51	30	33	16	29
Burglary	315	245	175	158	175	168	127
Theft	1,797	1,793	1,413	1,607	1523	1473	1,380
Motor Vehicle Theft	144	91	100	122	140	112	121
Estimated Population					64,134	67,828	67,828



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Conway Police Department Divisions

ADMINISTRATIVE DIVISION

The Administration Division consists of 6 sworn officers and 34 non-sworn who are assigned to the following sections: Office of Professional Responsibilities, Conway Emergency Operations Center, Conway Animal Welfare Unit, Health and Wellness and Public Information Office. The following Administration Division statistics were reported for 2023:

Conway Emergency Operations Center

The Conway Emergency Operations Center processed a total of 102,580 telephone calls in 2023 for an average of 281 calls per day. Of those calls, 1,009 were landline 9-1-1 calls, 32,188 were wireless or VoIP calls, and 69,383 were non-emergency calls. This is a decrease of 384.94% in landline 9-1-1 calls, an increase of 22.94% in wireless or VoIP calls, and an increase of 10.89% in non-emergency calls from the previous year. Overall call volume increased by 10.78% from 2022. Of the 9-1-1 calls processed by the Conway Emergency Operations Center in 2023, 98.14% of calls were answered within 10 seconds and 100% of calls were answered within 15 seconds.

Conway Animal Welfare

Animal Welfare impounded 1,321 animals in 2023 as compared to 1,141 in 2022, a 14% increase. Dogs/Cats adopted or placed at a rescue center during 2023 were 713, a 6.26% increase over 2022's 671. Conway residents purchased 2,003 dog and cat licenses during 2023, a 13% decrease from 2,324 licenses the year before. These licenses along with half of the adoption fees brought in \$32,315.00 in 2023 as compared to \$30,176.00 in 2022. While our city tag sales were down, our efforts in getting animals adopted showed an improvement in generating revenue. These funds allow for the spay/neuter account to continue with healthcare needs of shelter animals. There is a different licensing fee based on altered vs unaltered animals. The euthanasia rate for dogs/cats brought into the Conway AWU was 23% in 2023 and 19% in 2022. According to the ASPCA the national average is approximately 15%. We are working on developing new relationships to help us drive down those rates, which will also increase our adoption/rescue rates. The adoption/rescue rate for dogs/cats brought into the AWU in 2023 was 54% as compared to 55% in 2022. The national adoption rate is 49% (According to ASPCA). AWU officers issued 1,016 warnings and citations in 2023, as compared to 734 in 2022, which is a 38% increase. Calls for service were 3,418 in 2023 and 2,687 in 2022, an increase of 27%.



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PATROL DIVISION

The Patrol Division consists of 72 sworn officers and 1 non-sworn. The following statistics were reported for 2023:

- The Patrol Division has 16 pillars of training that each officer must complete. As of the end of 2023, the Patrol Division has maintained an 84% completion ratio for the 16 training courses which include Naloxone Training, Basic Crime Scene Processing, Emergency Vehicle Operations, Standardized Field Sobriety, and Diffusion/De-escalation.
- There were 3,691 adult arrests made in 2023 in comparison to 3,809 in 2022: a 3% decrease. There were 386 juvenile arrests in 2023 in comparison to 254 juvenile arrests in 2022 resulting in a 41% increase.
- Patrol reported 37 police pursuits, up from 32 in 2022, a 14% increase. They also worked 2,340 accidents on the roadway along with 855 Private Property Accidents in 2023 resulting in a total of 3,195 accidents worked. This represented a 2% decrease from 2022.
- 108 DWI/DUI arrests were made in 2023 in comparison to 124 in 2022; a 14% decrease. 20 No Seat Belt citations were issued in 2023, an 11% increase from the 18 citations issued in 2022. 29 No Child Passenger Restraint citations were issued in 2023, a 47% increase from the 18 issued in 2022.
- The K9 Unit was utilized 410 times throughout the year for vehicle searches, building searches, and narcotics searches. This is a 26.5% increase from 2022. The street value of illegal drugs seized by the K9 unit is valued at \$303,350. The K9 unit also performs demonstrations during the year at schools, civic groups, and other community events. Two new K9 teams were added for 2023, bringing a total of six K9 teams to the Conway Police Department. Four K9 teams are assigned to the Patrol Division and two are assigned to the Criminal Investigation Division.



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Special Weapons and Tactics (SWAT)

SWAT reported being utilized twenty-five (25) times during 2023. Six (6) utilizations were for Narcotic's operations. Ten (10) utilizations were for arrest/search warrants for the Criminal Investigation Division. Three (3) utilizations were to assist the Faulkner County Sheriff's Office and the 20th Judicial Drug Taskforce with arrest/search warrants. One (1) was to assist a Federal Agency with a search warrant. Five (5) utilizations were for barricaded subjects that were all resolved peacefully. Each SWAT officer averaged 336 training hours in 2023 and the team accumulated a total of 4,848 training hours.

Field Force

The Conway Police Department Field Force team is composed of one Team Commander, one Team Leader, one Assistant Team Leader, three squad leaders, two Grenadiers and one Drone pilot. During 2023, there were no active protests or calls of civil unrest. One squad was put on stand-by for a potential protest that never developed. The team conducted two training sessions for police academy students. Grenadiers and supervisors completed an annual less lethal and chemical munitions training class. The Conway Police Department hosted a multi-agency training session in which teams from the Little Rock Police Department and the Arkansas State Police participated in several scenario-based situations.

INVESTIGATIONS DIVISION

The Conway Police Department Criminal Investigation Division consists of 38 sworn officers and 1 non-sworn who are assigned to Investigations, Narcotics, Narcotic K9, Crime Suppression Unit, and School Resource. The following CID statistics were reported for 2023:

- Criminal Investigations worked a total of 1,831 cases, a 14.1% increase from 2022. Narcotics reported 430 cases opened a 0.70% increase compared to 2022; \$920,740.80 worth of illegal drugs seized, an 80.61% decrease compared to 2022; and 22 search warrants served, a 12% decrease compared to 2022. School Resource Officers generated 402 reports for 2023. The Crime Suppression Team generated 51 reports for 2023, were responsible for 78 felony arrests, 53 misdemeanor arrests, served 53 arrest warrants, recovered 6 stolen vehicles and seized 8 illegal firearms.

PROGRAMS

Health and Wellness Program

The Health and Wellness Program continued to develop this year. Education and training for officers within the identified 5 core areas of health- mental, physical, spiritual, financial, and domestic/social- has continued this year. Resources within the community that are available to address the 5 core areas of health continue to be added and vetted for use. The program continues to provide informal in-house “counseling” to officers and staff as well as referrals to outside therapists that provide services for low or no cost. Use of ARLEAP for debriefings after critical incidents continued this year as well.

The Chaplain program restarted this year and is close to being fully implemented. 5 new Chaplains have volunteered to assist the department this year and have recently completed their training.

The Crisis Intervention Team (CIT) and Community Crisis Response Team (CCRT) programs continued development this year. Three CIT training courses were conducted in 2023 with more planned for 2024. The goal of the CIT program is to provide a 40-hour week of training to all officers to allow officers to better serve individuals with mental illness. The training centers around education of officers on mental illness, education on de-escalating individuals with mental illness, and opportunities to practice de-escalation techniques. Further development and expansion of the CIT program will continue in 2024.

Two CCRT teams were implemented and fully trained this year. In conjunction with Counseling Associates/Arisa Health, CPD paired one officer with one social worker to create the first full time true co-response teams in the state of Arkansas. The goals of the program are to reduce the high burden of mental health related calls on the Patrol Division, reduce the instances of individuals with significant mental health issues being arrested for behavior related to their mental illness, reduce the burden on EMS and local ER's having to handle mentally ill individuals, and attempt to alleviate homelessness and reduce the burden of the homeless population on local resources.

The CCRT teams respond to calls made to dispatch involving any individual in crisis and specifically focus on mental health related calls. The team then attempts to de-escalate the situation, assess the needs of the individual or situation, and then assist individuals in accessing resources to address those needs. A full 4 weeks of training was provided to each team prior to launch and ongoing training of the teams continues. A steering committee of local resources/stakeholders was developed in conjunction with this to aid the program in development and to assist in further training of the teams. Since inception, the CCRT program has responded to 1,600 calls and 1,450 referrals for service. Additionally, the program has had 39 jail diversions and 97 medical diversions.

Drug Take Back Program

Conway Police Department maintains a permanent drop box for citizens to dispose of their unused prescription drugs. In 2023, 750.5 lbs. of prescription medications were collected and disposed of safely through this program.



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SUPPORT DIVISION

The Support Division consists of 8 sworn officers and 12 non-sworn who are assigned to the following sections: Training, Warrants, Property and Evidence, Records, and Information Technology and Fleet Maintenance. The following Support Division statistics were reported for 2023:

- The Training Unit reported a total of 29,579 hours of training in 2023, a 10.1% decrease from 2022. These hours included Basic Police Academy training, Field Officer Training, PowerDMS training, along with other specialty classes such as Crime Scene Technician, School of Law Enforcement Supervision, Accident Crash Investigations, and Instructor Development.
- Warrant Officers totaled 1358 warrants served in 2023 (47% Decrease). They also spent 440.75 hours (16 % Increase) conducting prisoner transports throughout the state with 16,809 total miles driven (8% Increase). Warrant Officers conducted 19 applicant's fingerprints and processed 115 recalled warrants (29% Decrease). The total number of warrants served by all Conway Police Department was 3478 warrants (8% Decrease). Total number of warrants issued in 2023 was 2612 (33% Decrease).
- The Network Systems Administrator successfully replaced six (6) desktop computers, eleven (11) Dell laptops, and twenty-six (26) monitors throughout the police department. Six (6) laptops and six (6) Cradle Point modems were installed in the new 220x and 230x PD mobile units. The Cradle Point modems will allow faster and more reliable network connection than the older Rocket modems. Five (5) cameras at the police department were replaced (or installed) with newer cameras which will use less space when recording video because of H.265 compression. PD also implemented a LPR camera system and 2 LPR systems were deployed. There were 255 logged Helpdesk requests completed for 2023.
- Evidence and property received 3,730 items in 2023, of which 1,235 were transported to the Arkansas State Crime Laboratory for processing. 1,843 were destroyed per court order and 261 items were processed and released to the owner/other. 564.5 pounds of prescription drugs were taken in for disposal. In March approximately 919 pounds and October approximately 938 pounds of illegal drugs and drug paraphernalia were taken to Clear Harbor Incineration Facility to be incinerated.
- The Records Section processed 9,918 incident reports, 3,219 collision reports (867 collision reports processed in RMS and 2,352 reports processed in eCrash), 2680 citations and 6398 warnings were processed in eCite for 2023. The Records Section also entered 408 citations into RMS (342 UCA PD citations, 17 Parking Enforcement citations and 52 Animal Welfare citations).
- Fleet Maintenance received five (5) vehicles in 2023. Three (3) of them have been put into service and the other two (2) are currently being upfitted. Three (3) of the vehicles are Tahoe's and are for the patrol division. One of the patrol vehicles was upfitted for K-9 use. Two (2) are trucks with camper shells and are for the Criminal Investigations Division to carry crime scene equipment. No vehicles were sold this year. One (1) vehicle was reassigned to city hall.

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CONWAY POLICE DEPARTMENT SWORN TURNOVER RATE 2017-2023

Year	Auth. Sworn Officers	Officer Departures	Officer Turnover Rate
2017	127	10	8%
2018	127	16	13%
2019	127	11	9%
2020	127	21	16.5%
2021	127	17	13.3%
2022	131	21	16%
2023	131	9	7%

CONWAY COMMUNICATIONS CENTER TURNOVER RATE 2017-2023

Year	Auth. Sworn Dispatchers	Departures	Dispatch Turnover Rate
2017	22	7	32%
2018	22	6	27%
2019	22	6	27%
2020	22	8	43%
2021	22	17	77%
2022	22	14	64%
2023	22	4	18%



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SWORN MANPOWER DISTRIBUTION BY RACE-GENDER-RANK

	Chief	Asst Chief	Major	Lieutenant	Sergeant	Officer	Total	Percentage
WM	1	1	3	9	12	66	92	70.23%
WF					3	16	19	14.50%
BM				1		9	10	7.63%
BF							0	0.00%
NAM							0	0.00%
NAF							0	0.00%
HM						3	3	2.29%
HF						1	1	0.76%
Vacant						6	6	4.58%
TOTAL	1	1	3	10	15	101	131	100%

NON-SWORN MANPOWER DISTRIBUTION POLICE, ANIMAL WELFARE, CEOC

	FT	PT	Total	Percentage
WM	10	1	11	22.92
WF	28		28	58.33
BM				
BF	3		3	6.25
NAM				
NAF				
HM				
HF				
Vacant	6		6	12.5
TOTAL	47		48	100%



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PERSONNEL STRENGTH CHART

Effective 12/31/2023

PART I--SWORN-FT

Authorized Sworn	131
On Hand (authorized minus vacancies)	125
Physically Available for Duty @ CPD (authorized minus vacancies and activated officers)	125

PART II--NON-SWORN-FT

Authorized non-sworn (CPD-17, AWU-8, CEOC-22)	47
On Hand (Vacancies- CPD 1, CEOC- 5, AWU- 0, Evidence-0)	41

PART III--Non-Sworn-PT

Authorized Non-Sworn-PT (CEOC)	3
On Hand	0

PART IV--TOTAL STAFF-ALL (F/T & P/T) CATEGORIES

Authorized	178
On Hand	166

PART V--CURRENT VACANCIES

Sworn positions	6
Non-Sworn positions	6

PART VI--ACTIVATED OFFICERS	0
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