



# Conway Police Department Annual Report 2020



Conway, Arkansas





## Conway Police Department – 2020 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 on police services by a growing community and the high turnover rate experienced in the Communications Center and Patrol Division. In 2020, we experienced a 16.5% turnover rate in sworn officers and a 43% turnover rate in the Conway Emergency Operations Center including one dispatcher who transferred to another position within the Police Department.

Special Operations worked seven (7) special events resulting in 121.5 total man-hours. SWAT reported being utilized thirteen (13) times in 2020. All thirteen (13) callouts were for Narcotics operations. The Crime Suppression Unit (CSU) spent fifty-five (55) hours working special events. In addition, they made a total of 208 arrests in 2020. The Investigations Division worked a total of 1,834 cases, a 26.6% decrease from 2019. However, the Investigation Division had a 60% turnover rate in CID and is currently staffed at 70%. The Narcotics Division worked 586 cases a 25.8% decrease from 2019. Department wide, there were 3,087 adult arrests and 133 juvenile arrests made in 2020. This is a 36% decrease in adult arrests and a 51% decrease in Juvenile arrests when compared to the previous year. Conway Emergency Operations Center processed 81,939 calls for service, which is a 2% increase from 2019. There were 27,048 Emergency 911 calls received, which is a 3.5% increase compared to the previous year. The average response time for Patrol Officers for Priority 1 calls from Dispatch to Arrival was 4:41 minutes. Animal Welfare Unit reported a total intake of 1,073 animals, a total of 565 adoptions and rescues, and 2,210 licenses issued. The euthanasia rate for animals brought into the Conway AWU was 21% in 2020 and 22% in 2019. A total of 1,171 citations and warnings were issued. There was a total of 42,053 hours of training for officers in 2020; these hours included Basic Police Academy Training, K9, SWAT, Field Training as well as De-escalation and Duty to Intervene. The Drone Team who flew thirteen (13) live missions to assist Narcotics, SWAT and Patrol.

The City of Conway saw weeklong protests/civil unrest due to an officer involved shooting in Minneapolis, Minnesota. They Conway Police Department's Field Force and SWAT teams, as well as majority of the officers, were deployed during that week to help control the situation. The City of Conway also received support from the Arkansas State Police, Arkansas Highway Police and Faulkner County Sheriff's Office.

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

Chief William Tapley

**Violent Crimes**, overall, experienced a 14% decrease from 2019 to 2020. There were 298 violent crimes reported in 2020 versus 262 violent crimes reported in 2019. The violent crimes in Conway for 2020 are broken down as follows:

- There was a 50% increase in Murders with 3 reported in 2020 and 2 reported in 2019.
- There was a 22% increase in Rapes with 45 in 2020 and 37 reported in 2019.
- There was a 41% decrease in Robberies with 30 in 2020 and 51 reported in 2019.
- There was a 28% increase in Aggravated Assaults with 220 in 2020 and 172 reported in 2019.

**Property Crimes**, overall, experienced a 12% increase from 2019 to 2020 with 1,895 property crimes reported in 2020 versus 1,695 property crimes reported in 2019. The Property Crimes in Conway for 2020 are broken down as follows:

- There was a 10% decrease in Burglaries with 158 in 2020 and 175 reported in 2019.
- There was a 14% increase in Thefts with 1,607 in 2020 and 1,413 reported in 2019.
- There was a 22% increase in Motor Vehicle Thefts with 122 in 2020 and 100 reported in 2019.
- There was a 14% increase in Arsons with 8 in 2020 and 7 reported in 2019.

The below table depicts reported incidents over the past eight years. This reflects that while the population in Conway has risen significantly, there has been no significant rise in crime.

Crime Statistic's Comparison for 2013 through 2020

	2013	2014	2015	2016	2017	2018	2019	2020
Murder	1	1	2	5	1	6	2	3
Rape	23	26	26	35	25	42	37	45
Robbery	51	62	85	89	63	56	51	30
Burglary	371	395	394	343	315	245	175	158
Theft	2,242	2,311	2,482	2,379	1,797	1,793	1,413	1,607
Motor Vehicle Theft	102	141	149	186	144	91	100	122
Estimated Population	63,500	64,500	64,980	64,980	65,800	65,782	66,426	67,090

## **ADMINISTRATION DIVISION**

The Administration Division consists of 3 sworn officers and 31 non-sworn who are assigned to the following sections: Office of Professional Responsibilities, Conway Emergency Operations Center, and the Animal Welfare Unit. The following Administration Division statistics were reported for 2020:

- The Conway Emergency Operations Center processed a total of 85,730 telephone calls in 2020. Of those, 5,078 were 9-1-1 calls from land line telephones, 21,970 were 9-1-1 calls from wireless telephones and 58,682 were non-emergency administrative calls. This is an average of 234 calls per day and an increase of 4.6% from 2019. Of 9-1-1 calls processed by the Conway Emergency Operations Center, 98.33% of those calls were answered within 10 seconds, 99.53% were answered within 20 seconds, and 99.90% were answered within 40 seconds.
  
- Animal Welfare impounded 1,073 animals in 2020 as compared to 1,304 in 2019. Dogs/Cats adopted or placed at a rescue center during 2020 were 565, a 18.9% decrease over 2019's 697. Conway residents purchased 2,220 dog and cat licenses during 2020, a 20% decrease from the 2,210 licenses the year before. These licenses along with half of the adoption fees brought in \$28,769 in 2020 as compared to \$41,632 in 2019. These funds allow for the spay/neuter account to continue with healthcare needs of shelter animals. (There is different licensing fee based on altered or unaltered animals.) The euthanasia rate for dogs/cats brought into the Conway AWU was 21% in 2020 and 22% in 2019. This percentage rate is well below the national rate of 65%. The adoption/release to rescue rate for dogs/cats brought into the AWU in 2020 was 54% as compared to 46% in 2019. The national adoption rate is 25%. AWU officers issued 1,171 warnings and citations in 2020, a decrease of 7% from 2019. Calls for Service decreased by 9% in 2020, with 2,743 compared to 2,977 in 2019.

## **PATROL DIVISION**

The Patrol Division consists of 83 sworn officers and 2 non-sworn. The following statistics were reported for 2020:

- Patrol Division has 16 pillars of training that each officer must complete. As of the end of 2020, the Patrol Division has maintained a 93% 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.
- Patrol Officers worked approximately 54 hours of DWI Enforcement and 111 hours of Seat Belt Enforcement. This resulted in 433 vehicle stops, 27 no seat belt citations, 8 no insurance citations, 32 speed citations, 1 fugitive apprehension, and 5 DWI arrest.
- There were 3,087 adult arrests made in 2020 in comparison to 4,852 in 2019; a 36% decrease. There were 133 juvenile arrests in 2020 in comparison to 269 juvenile arrests in 2019 resulting in a 51% decrease.

- Patrol reported 22 police pursuits, up from 20 in 2019, which constitutes a 0.9% increase. They also worked 1,988 accidents on the roadway along with 825 Private Property Accidents in 2020 resulting in a total of 2,813 accidents worked. This represented a .17% decrease from 2019.
- 132 DWI/DUI arrests were made in 2020 in comparison to 123 in 2019; a 7% decrease. 47 No Seat Belt citations were issued in 2020, a 68% decrease from the 148 citations issued in 2019. 25 No Child Passenger Restraint citations were issued in 2020, a 27% decrease from the 34 issued in 2019.

### **Special Weapons and Tactics (SWAT)**

SWAT reported being utilized thirteen (13) times in 2020. All thirteen (13) callouts were for Narcotics operations. Each SWAT officer averaged 312 hours of training throughout the year. As a whole, the team accumulated 4,644 hours of training.

### **Crime Suppression Unit (CSU)**

CSU has three patrol officers and one supervisor. They made 146 felony arrests, 62 misdemeanor arrests for a total of 208 arrests in 2020. They recovered 1 gun and seized \$15,480 in US Currency. Officers within this division worked 55 hours at special events. It is also important to note the Crime Suppression Unit was suspended due to manpower shortages on Patrol in October of this year.

### **INVESTIGATIONS DIVISION**

The Conway Police Department Criminal Investigation Division consists of 25 sworn officers and 7 non-sworn who are assigned to Investigations, Narcotics, Narcotic K9, Property and Evidence, Records, and COMPSTAT. The following CID statistics were reported for 2020:

- Criminal Investigations worked a total of 1,834 cases, a 26.6% decrease from 2019. Narcotics reported 586 cases opened a 25.8% decrease, 2019; \$2,616,817.00 worth of illegal drugs seized, a 202% increase compared to 2019; and 37 search warrants served, a 38.3% decrease compared to 2019.
- The K-9 Unit was utilized 108 times throughout the year for vehicle searches, building searches, and narcotic searches. The Unit seized a street value of \$723,842 in illegal narcotics in 2020, a 254% increase from 2019. They also performed 5 public demonstrations throughout the year for schools, civic groups, and other community events, an 81% decrease from 2019.
- Evidence and Property received 3,435 items in 2020, of which 1,385 were transported to the Arkansas State Crime Laboratory for processing. 2,280 items were destroyed per court order and 199 items were processed and released to the owner. 90.5 pounds of prescription drugs were taken in for disposal. In April, 1,535 pounds of illegal drugs and drug paraphernalia were taken to the Clean Harbor Incineration Facility to be incinerated.

- The Records Section processed 9,947 incident reports, 2,795 collision reports (831 collision reports processed in RMS and 1,964 reports processed in eCrash), 2,794 citations (176 citations processed in RMS and 2,618 citations processed in eCite), and 5,694 warning citations processed in eCite for 2020. Records Section also entered 255 citations issued by the UCA Police Department.

### Program Highlights

#### ❖ Health and Wellness Program

The Health and Wellness Program continued development this year. 8 officers were trained to be mentors bringing the total number of mentors up to 28 for the department. 33 officers were mentored during the year, with 24 remaining in the mentor program at this time. Despite the COVID pandemic limiting social gatherings, 2 classes and 3 wellness seminars were hosted by the Wellness Program including a new officer and spouses class developed by program staff to aid new officers and their significant others in acclimating to the changes and stressors of becoming a police officer. The program continues to offer informal internal counseling to officers and staff. Additionally, the program has continued to develop a wide array of resources for referring officers and staff to address the five core areas of health noted in the program's mission statement.

#### ❖ Drug Take Back Program

Conway Police Department maintains a permanent drop box for citizens to dispose of their unused prescription drugs. In 2020, 227.5 lbs. of prescription medications were collected and disposed of safely through this program.

#### ❖ CPD Drone Team

In 2020 the CPD Drone Team began with 4 pilots, including 3 Detectives and 1 Sergeant. Of those certifications, one expired and was not renewed and the other belonged to a detective who left the department. Two pilots obtained/maintained an FAA Part 107 UAV Pilot's license and are registered pilots with the FAA. In addition to the initial training for the pilot's license testing, each pilot conducted a minimum of three training flights per quarter. Training flights include mock scenarios of tracking both vehicles and humans, surveillance on structures, and basic flight mechanics.

The team flew 13 live missions in 2020. These missions included numerous deployments with the SWAT Team both prior to SWAT deployments (for location intel) as well as during SWAT deployments (to monitor potential flight by suspects during SWAT approach). The team also deployed on several occasions for the Narcotics Division to help gather intel on potential drug traffickers in areas that were not easily accessible for officers on the ground. Other missions included assisting Patrol Officers with attempts to locate suspects who had fled from officers as well as lost/missing persons.

The team also flew several times during the protests in May/June. During those flights, the team was

able to provide real-time information regarding crowd movement from an aerial viewpoint, assisting officers who were in the middle of the chaos. This was the first opportunity the team had to employ a rotation using both drones in order to maintain constant surveillance over an extended period.

### **SUPPORT DIVISION**

The Support Division consists of 14 sworn officers and 9 non-sworn who are assigned to the following sections: Fleet Maintenance, Training, School Resource Officers, Warrants, and Information Technology. The following Support Division statistics were reported for 2020:

- Fleet Maintenance received six (6) new Chevrolet Tahoe police vehicles which were fully equipped for service in 2020. In addition, CPD received (1) unmarked Dodge Durango for a specialty division. No vehicles or equipment were sold or donated in 2020.
- The Training Unit reported a total of 42,053 hours of training in 2020, a 81.01% increase from 2019. These hours included Basic Police Academy training, K-9, SWAT, and Field Officer Training along with other specialty classes such as Crime Scene Technician, School of Law Enforcement Supervision, Drug Recognition Enforcement Officer, and Instructor Development.
- Warrant Officers totaled 2,379 warrants served in 2020 (a 31% decrease). They also spent 277 hours (49% decrease) conducting prisoner transports throughout the state with 11,081 total miles driven (a 52% decrease). Warrant Officers spent 133 hours acting as Conway District Court bailiffs (a 35% decrease), conducted 134 applicant fingerprints (a 75% decrease), and processed 604 recalled warrants (a 196% increase). Total number of warrants served by officers in the Conway Police Department was 3,192 warrants (a 36% decrease). Total number of warrants issued in 2020 was 4,022 (a 27% decrease.)
- The Network Systems Administrator successfully deployed 7 Surface Tablets (with dock, 2 monitors, and detachable keyboard) for Chief, Command Staff, Public Information Officer and CEOC Director. 7 new laptops and 7 Cradlepoint modems were installed in the new 200x PD mobile units. The Cradlepoint modems will allow a faster network connection than the older Rocket Modems. In 2020 there were 347 logged helpdesk requests that were completed. Deployed 3 “Teams” video conference bars at CEOC, PD, and CPD/CFD Training Center. These bars will allow large group video conference meetings via Microsoft Teams. Migrated the CID Server (CIDSRV1), CrimeNTel, and Netmotion servers to the new server environment. The new host servers run faster and are more reliable.



### **Conway Police Department Sworn Turnover Rate 2015-2020**



<b>Year</b>	<b>Auth. Sworn Officers</b>	<b>Officer Departures</b>	<b>Officer Turnover Rate</b>
2015	117	13	12%
2016	127	11	9%
2017	127	10	8%
2018	127	16	13%
2019	127	11	9%
2020	127	21	16.5%



**Conway Communications Center  
Turnover Rate 2015-2020**

<b>Year</b>	<b>Auth. Sworn Dispatchers</b>	<b>Departures</b>	<b>Dispatch Turnover Rate</b>
2015	22	4	19%
2016	22	11	50%
2017	22	7	32%
2018	22	6	27%
2019	22	6	27%
2020	22	8	43%



### SWORN MANPOWER DISTRIBUTION BY RACE-GENDER-RANK

	Chief	Major	Lieutenant	Sergeant	Officer	Total	Percentage
WM	1	3	9	10	65	88	74.58%
WF		1		3	15	19	16.10%
BM			1		8	9	7.63%
BF							
NAM							
NAF							
HM					1	1	0.85%
HF					1	1	0.85%
Vacant				1	8	9	
<b>TOTAL</b>	<b>1</b>	<b>4</b>	<b>10</b>	<b>14</b>	<b>98</b>	<b>127</b>	<b>100%</b>



### NON-SWORN MANPOWER DISTRIBUTION POLICE, ANIMAL WELFARE, CEOC



	FT	PT	Total	Percentage
WM	10	1	11	23.91%
WF	26	1	27	58.7%
BM	2		2	4.35%
BF	6		6	13.04%
NAM				0%
NAF				0%
HM				0%
HF				0%
Vacant	3		3	0%
<b>TOTAL</b>	<b>47</b>	<b>2</b>	<b>49</b>	<b>100%</b>

**PERSONNEL STRENGTH CHART**  
**Effective 12/31/2020**

**PART I--SWORN-FT**

Authorized Sworn	127
On Hand (authorized minus vacancies)	118
Physically Available for Duty @ CPD (authorized minus vacancies and activated officers)..... 1 Activated	118

**PART II--NON SWORN-FT**

Authorized Non-Sworn (CPD-16, AWU-8, CEOC-22)	46
On Hand ( <del>Vacancies- CEOC- 2, AWU- 0, Evidence-0, Parking-1</del> )	43

**PART III--Non-Sworn-PT**

Authorized Non-Sworn-PT (AWU)	2
On Hand	2

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

Authorized	174
On Hand	162

**PART V--CURRENT VACANCIES**

Sworn positions	9
Non-Sworn positions	3

**PART VI--ACTIVATED OFFICERS** 0