



2021

# CONWAY POLICE DEPARTMENT ANNUAL REPORT



City of Conway Arkansas

1-6-22

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## Conway Police Department – 2021 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 2021, we experienced a 13.3% turnover rate in sworn officers and an 77% turnover rate in the Conway Emergency Operations Center.

Special Operations worked eight (8) special events resulting in 258 total man-hours. SWAT reported being utilized sixteen (16) times in 2021. Nine (9) callouts were for Narcotics operations, six (6) barricaded subjects and one operation assisting the U.S. Postal Inspectors. The Investigations Division worked a total of 1,581 cases, a 14% decrease from 2020. The Narcotics Division worked 415 cases a 29.18% decrease from 2020. Department wide, there were 3,473 adult arrests and 223 juvenile arrests made in 2021. This is a 13% increase in adult arrests and a 68% increase in Juvenile arrests when compared to the previous year. Conway Emergency Operations Center processed 91,522 calls for service, which is a 9.8% increase from 2020. There were 29,696 Emergency 911 calls received, which is a 6.8% increase compared to the previous year. The average response time for Patrol Officers for Priority 1 calls from Dispatch to Arrival was 4:46 minutes. Animal Welfare Unit reported a total intake of 1,042 animals, a total of 579 adoptions and rescues, and 2,324 licenses issued. The euthanasia rate for animals brought into the Conway AWU was 21% in 2021 and 21% in 2020. A total of 1,086 citations and warnings were issued. There was a total of 21,547 hours of training for officers in 2021; these hours included Basic Police Academy Training, K9, SWAT, Field Training as well as De-escalation, Crisis intervention Training, and Duty to Intervene.

The City of Conway saw weeklong protests/civil unrest in 2020 due to an incident that took place in Minneapolis, Minnesota. As a result, the Conway Police Department took a proactive approach in training all officers at the department in sensitive national topics such as duty to intervene and de-escalation training. The Conway Police Department also sent one Sergeant to a train-the-trainer course so our department could start a Crisis Intervention Team (CIT) which will teach our officers the proper way to handle individuals with mental health issues. Our department was one out of 36 agencies nationwide awarded a grant to help with funding for the CIT program. In 2021 our department hosted two (2) police academies involving officers from several agencies around the central Arkansas area. The Conway Police Department also revamped the defensive tactics program in which all new officers, as well as current officers, attend several times a year.

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 6% decrease from 2020 to 2021. There were 280 violent crimes reported in 2021 versus 298 violent crimes reported in 2020. The violent crimes in Conway for 2021 are broken down as follows:

- There was a 100% decrease in Murders with 0 reported in 2021 and 3 reported in 2020.
- There was a 16% decrease in Rapes with 38 in 2021 and 45 reported in 2020.
- There was a 10% increase in Robberies with 33 in 2021 and 30 reported in 2020.
- There was a 5% decrease in Aggravated Assaults with 280 in 2021 and 298 reported in 2020.

**Property Crimes**, overall, experienced a 3% decrease from 2020 to 2021 with 1,844 property crimes reported in 2021 versus 1,895 property crimes reported in 2020. The Property Crimes in Conway for 2021 are broken down as follows:

- There was a 11% increase in Burglaries with 175 in 2021 and 158 reported in 2020.
- There was a 5% decrease in Thefts with 1,523 in 2021 and 1,607 reported in 2020.
- There was a 15% increase in Motor Vehicle Thefts with 140 in 2021 and 122 reported in 2020.
- There was a 25% decrease in Arsons with 6 in 2021 and 8 reported in 2020.

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

	2014	2015	2016	2017	2018	2019	2020	2021
Murder	1	2	5	1	6	2	3	0
Rape	26	26	35	25	42	37	45	38
Robbery	62	85	89	63	56	51	30	33
Burglary	395	394	343	315	245	175	158	175
Theft	2,311	2,482	2,379	1,797	1,793	1,413	1,607	1523
Motor Vehicle Theft	141	149	186	144	91	100	122	140
Estimated Population								64,134



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## Conway Police Department Divisions

### ADMINISTRATIVE DIVISION

The Administration Division consists of 2 sworn officers and 31 non-sworn who are assigned to the following sections: Office of Professional Responsibilities, Conway Emergency Operations Center, and the Conway Animal Welfare Unit. The following Administration Division statistics were reported for 2021:

#### **Conway Emergency Operations Center**

The Conway Emergency Operations Center processed a total of 91,522 telephone calls in 2021 for an average of 251 calls per day. Of those, 4,893 were from landline 9-1-1 calls, 24,803 were from wireless 9-1-1 calls, and 61,826 were non-emergency administrative calls. This is a decrease of 5.8% in landline 9-1-1 calls, an increase of 12.9% in wireless 9-1-1 calls, and a 5.4% increase in non-emergency administrative calls. Overall call volume increased by 6.8% from the previous year. Of the 9-1-1 calls processed by the Conway Emergency Operations Center in 2021, 97.7% were answered within 10 seconds, 99.3% were answered within 15 seconds, and 99.7% were answered within 20 seconds.

#### **Conway Animal Welfare**

Animal Welfare impounded 1,042 animals in 2021 as compared to 1,073 in 2020. Dogs/Cats adopted or placed at a rescue center during 2021 were 579, a 2% increase over 2020's 565. Conway residents purchased 2,324 dog and cat licenses during 2021, a 4% increase from 2,220 licenses the year before. These licensees along with half of the adoption fees brought in \$32,190.00 in 2021 as compared to \$28,769.00 in 2020. 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 21% in 2021 and 21% in 2020. This percentage rate is well below the national average of 65%. The adoption/rescue rate for dogs/cats brought into the AWU in 2021 was 53% as compared to 54% in 2020. The national adoption rate is 25%. AWU officers issued 1,086 warnings and citations in 2021, a decrease of 9% from 2020. Calls for service remained relatively the same with 2,749 calls for service in 2021 and 2,743 in 2020.



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## 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 2021, the Patrol Division has maintained a 92% 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 3,473 adult arrests made in 2021 in comparison to 3,087 in 2020: a 13% increase. There were 223 juvenile arrests in 2021 in comparison to 133 juvenile arrests in 2020 resulting in a 68% increase.
- Patrol reported 36 police pursuits, up from 22 in 2020, a 63.6% increase. They also worked 2,465 accidents on the roadway along with 1,016 Private Property Accidents in 2021 resulting in a total of 3,481 accidents worked. This represented a 24% increase from 2020.
- 124 DWI/DUI arrests were made in 2021 in comparison to 132 in 2020; a 6% decrease. 19 No Seat Belt citations were issued in 2021, a 60% decrease from the 47 citations issued in 2020. 18 No Child Passenger Restraint citations were issued in 2021, a 28% decrease from the 25 issued in 2020.
- Fleet Maintenance received one (1) new 2021 Chevrolet Traverse for the Investigations Division. Fleet Maintenance also ordered nine (9) new vehicles, but due to the COVID pandemic, they are on backordered until 2022. Five (5) vehicles were sold at auction for \$8,217.51.
- The K-9 Unit was utilized 125 times throughout the year for vehicle searches, building searches, and narcotic searches, a 15.7% increase from 2020. The Unit seized a street value of \$2, 643,185.40 in illegal narcotics in 2021, a 265.16% increase from 2020. They also performed 10 public demonstrations throughout the year for schools, civic groups, and other community events, an 100% increase from 2020.





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

SWAT reported being utilized sixteen (16) times during 2021. Nine (9) utilizations were for Narcotic's operations. One (1) utilization was to assist the United States Postal Inspectors and six (6) utilizations were for barricaded subjects. Three (3) of the barricaded subject calls were assisting other agencies (Faulkner County S.O., Perry County S.O., and the U.S. Marshals) outside of the City of Conway. Each SWAT officer averaged 312 training hours and the team accumulated 4,400 hours of training.

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

Due to the COVID pandemic and officer shortage, the Crime Suppression Unit was suspended in 2021 and officers assigned to the unit were placed in the Patrol Division.

## **INVESTIGATIONS DIVISION**

The Conway Police Department Criminal Investigation Division consists of 25 sworn officers and 1 non-sworn who are assigned to Investigations, Narcotics, Narcotic K9. The following CID statistics were reported for 2021:

- Criminal Investigations worked a total of 1,581 cases, a 14% decrease from 2020. Narcotics reported 415 cases opened a 29.18% decrease compared to 2020; \$2,180,131.65 worth of illegal drugs seized, a 16.6% decrease compared to 2020; and 22 search warrants served, a 40.54 decrease compared to 2020.

## **PROGRAMS**

### **Health and Wellness Program**

The Health and Wellness Program continued development this year. 3 officers were dropped as mentors bringing the total number of mentors down to 25 for the department. 34 officers were mentored during the year, with 26 remaining in the mentor program at this time. Despite the COVID pandemic continuing to limit social gatherings, 2 classes and 5 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 providing 140 sessions this year. 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.

As a part of the Wellness Program, a revamping of the Chaplain program began at the end of this year. As of this time, 4 local pastors have volunteered to be a part of this program with the department seeking 2 more. These pastors will attend a specialized training in 2022 for police chaplains and begin working to further the goal of providing CPD staff with all the resources necessary to maintain optimum wellness.

Additionally, this year marked the beginning of the development of our Crisis Intervention Team program. SGT Andrew Johnson was able to attend a train-the-trainer course provided by CIT International and is now conducting 40-hour CIT classes at the department. 9 officers have been through CIT training this year with more classes planned for 2022. SGT Johnson also submitted a grant proposal to the Department of Justice applying for a significant amount of funding to boost this program. CPD was notified at the end of December that we have been selected as one of 36 departments nationwide to receive funding through this grant. The purpose of the CIT program, as well as the grant funding, is to equip officers and the department with tools, training, and education to better serve individuals suffering from mental illness or facing other crises. CPD will be partnering with Counseling Associates and other agencies in our community in further development of the CIT program and implement the grant funding to better serve our community.

### **Drug Take Back Program**

Conway Police Department maintains a permanent drop box for citizens to dispose of their unused prescription drugs. In 2021, 834.5 lbs. of prescription medications were collected and disposed of safely through this program.





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## SUPPORT DIVISION

The Support Division consists of 15 sworn officers and 9 non-sworn who are assigned to the following sections: Training, School Resource Officers, Warrants, Property and Evidence, Records, and Information Technology. The following Support Division statistics were reported for 2021:

- The Training Unit reported a total of 21,547 hours of training in 2021, a 24.38% increase from 2020. 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 2,274 warrants served in 2021 (4.41% decrease). They also spent 413.25 hours (49.63% Increase) conducting prisoner transports throughout the state with 16,161 total miles driven (45.84% Increase). Warrant Officers spent 117 hours acting as Conway District Court Bailiffs (11.69% decrease), conducted 51 applicants' fingerprints (a 63.5% decrease), and processed 96 recalled warrants (84.1% Decrease). Total number of warrants served by officers in the Conway Police Department was 3,300 warrants (2.93% Increase). Total number of warrants issued in 2021 was 3,928 (5.39% decrease).
- The Network Systems Administrator successfully deployed twelve (12) Surface Laptops (with dock and 2 monitors) for the Criminal Investigation Division (CID) and twelve (12) computers and twenty (20) monitors were deployed to replace older computers throughout the police department. Five (5) cameras were replaced at the police department, and one was replaced at Animal Welfare. Documents in the Criminal Investigations Division, Animal Welfare and Warrants Division were migrated to OneDrive as this will allow to search for documents faster and remove data off our current fileserver as it is at its end of life. The L3 server migrated to new hardware. The old L3 server was at the end of life, and this will ensure continued support for our fleet that records and uploads L3 videos. Four (4) CID interview rooms were migrated to WatchGuard. This will allow body cameras and interview rooms to be on the same platform. There were 234 logged helpdesk requests that were completed.
- Evidence and Property received 2,927 items in 2021, of which 1,088 were transported to the Arkansas State Crime Laboratory for processing. 2,959 items were destroyed per court order and 288 items were processed and released to the owner/other. 367 pounds of prescription drugs were taken in for disposal. In October, 1,535 pounds of illegal drugs and drug paraphernalia were taken to the Clean Harbor Incineration Facility to be incinerated.
- The Records Section processed 9,995 incident reports, 3,481 collision reports (1,016 collision reports processed in RMS and 2,465 reports processed in eCrash), 3,284 citations processed in eCite, and 6,217 warning citations processed in eCite for 2021. Records Section also entered 404 citations issued by the UCA Police Department.



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## CONWAY POLICE DEPARTMENT SWORN TURNOVER RATE 2016-2021

Year	Auth. Sworn Officers	Officer Departures	Officer Turnover Rate
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%
2021	127	17	13.3%

## CONWAY COMMUNICATIONS CENTER TURNOVER RATE 2016-2021

Year	Auth. Sworn Dispatchers	Departures	Dispatch Turnover Rate
2016	22	11	50%
2017	22	7	32%
2018	22	6	27%
2019	22	6	27%
2020	22	8	43%
2021	22	17	77%



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## SWORN MANPOWER DISTRIBUTION BY RACE-GENDER-RANK

	Chief	Major	Lieutenant	Sergeant	Officer	Total	Percentage
WM	1	4	9	10	67	91	71.65%
WF				3	14	17	13.39%
BM			1		9	10	7.87%
BF						0	0.00%
NAM					1	1	0.79%
NAF						0	0.00%
HM					3	3	2.36%
HF					1	1	0.79%
Vacant				1	3	4	3.15%
<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	12		12	24.49%
WF	25	2	27	55.10%
BM	1		1	2.04%
BF	5		5	10.20%
NAM				
NAF				
HM				
HF	1		1	2%
Vacant	3		3	6%
<b>TOTAL</b>	<b>47</b>	<b>2</b>	<b>49</b>	<b>100%</b>



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## PERSONNEL STRENGTH CHART

Effective 12/31/2021

### **PART I--SWORN-FT**

Authorized Sworn	127
On Hand (authorized minus vacancies)	123
Physically Available for Duty @ CPD (authorized minus vacancies and activated officers)	123

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

Authorized Non-Sworn (CPD-18, AWU-8, CEOC-22)	48
On Hand (Vacancies- CEOC- 3, AWU- 0, Evidence-0, Parking-0)	45

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

Authorized Non-Sworn-PT (AWU)	1
On Hand	1

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

Authorized	176
On Hand	169

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### **PART V--CURRENT VACANCIES**

Sworn positions	4
Non-Sworn positions	3

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<b>PART VI--ACTIVATED OFFICERS</b>	0
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