

2021



# Boiling Spring Lakes Police Department Annual Report

GREG JORDAN  
CHIEF OF POLICE



In a seemingly short period, another year has passed for the City of Boiling Spring Lakes and its Police Department. The year 2021 was a year of uncertainty and transformation as the pandemic lingered and changes were made in the City administration. However, through it all, the officers of the Police Department remained confident and steadfast in their resolve to provide the highest level of efficient and professional service. Even with the arrival of the Delta and Omicron variants of the Coronavirus, the Department started returning to normal in their activities and Mother Nature smiled on us by giving us a break from the hurricanes. We did enjoy another year of outstanding support from the residents, the visitors, the businesses and the leaders of the City of Boiling Spring Lakes. We continue to value our relationship with the public and offer this report in order to foster that support by sharing information and keeping our community partners well informed.



*Chief Jordan speaking with members of the First Baptist Church of Boiling Spring Lakes at their Thanksgiving luncheon.*

As you read this report, you will notice that the Department was quite active and you will get a trace of the activities and accomplishments of the department members for 2021. The Officers helped the community deal with some rare events that included a railroad detour, a gas shortage and a rain event which caused significant flooding in some areas. These events tested the patience of many but with proper planning and the assistance of many different agencies, the community was able to persevere through the inconveniences. On a brighter note, the Department started a calendar sale to raise money for the Small Fry Fishing Tournament and, after a two year interruption, we are on track to bring it back in 2022. Another positive note for 2021 is that we began an affiliation with Coastal Horizons to help educate the community and further deter the misuse of prescription medications.

In the call response section, you will notice a slight increase in the number of calls and incident reports but this is not indicative of rising crime. Boiling Spring Lakes enjoys a low crime rate and small fluctuations may have a major impact on the way statistical data is presented. In addition, there were fewer arrests but there were a greater number of state and local ordinance citations issued. Though the officers have been much more proactive, the pandemic necessitated that some misdemeanors be handled with the issuance of a citation in lieu of an arrest.

With that, I thank you for reading our Annual Report. I trust you will see the hard work and effort put forth by the members of the Boiling Spring Lakes Police Department in 2021. I am honored to work with such a dedicated group of professionals and am extremely grateful to be part of a community that is supportive of their Police Department.

Gregory L. Jordan  
Chief of Police

### **Law Enforcement Code of Ethics**

As a law enforcement officer, my fundamental duty is to serve the community; to safeguard lives and property; to protect the innocent against deception, the weak against oppression or intimidation and the peaceful against abuse or disorder; and to respect the constitutional rights of all to liberty, equality and justice.

I will keep my private life unsullied as an example to all and will behave in a manner that does not bring discredit to me or to my agency. I will maintain courageous calm in the face of danger, scorn or ridicule; develop self-restraint; and be constantly mindful of the welfare of others. Honest in thought and deed both in my personal and official life, I will be exemplary in obeying the law and the regulations of my department. Whatever I see or hear of a confidential nature or that is confided to me in my official capacity will be kept ever secret unless revelation is necessary in the performance of my duty.

I will never act officiously or permit personal feelings, prejudices, political beliefs, aspirations, animosities or friendships to influence my decisions. With no compromise for crime and with relentless prosecution of criminals, I will enforce the law courteously and appropriately without fear or favor, malice or ill will, never employing unnecessary force or abuse and never accepting gratuities.

I recognize the badge of my office as a symbol of public faith, and I accept it as a public trust to be held so long as I am true to the ethics of police service. I will never engage in acts of corruption or bribery, nor will I condone such acts by other police officers. I will cooperate with all legally authorized agencies and their representatives in the pursuit of justice.

I know that I alone am responsible for my own standard of professional performance and will take every reasonable opportunity to enhance and improve my level of knowledge and competence.

I will constantly strive to achieve these objectives and ideals, dedicating myself before God to my chosen profession . . . law enforcement.

### **The Boiling Spring Lakes Police Mission Statement**

The Boiling Spring Lakes Police Department in partnership with the community shall provide a safe environment and enhance the quality of life through courteous, honest, and professional delivery of law enforcement services.

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## The year in review: Major Events of 2021

1. Covid 19 Pandemic: The Covid 19 pandemic lingered through 2021 but vaccinations became available and the effects of the pandemic did ease. A new variant – Omicron – developed but, while it was more contagious than previous variants, it did not appear to have as strong impact on the Police Department. Nevertheless, the pandemic did have some effect on the department but the services never suffered and staffing levels were not greatly affected.

**Training:** The pandemic continued to reduce the availability of training for standard patrol classes such as RADAR and Intoximeter but we were able to get some officers in those classes. Along with this, we were able to get a second officer in instructor school. Having two instructors will greatly improve our capabilities and training opportunities.

**Call Response and Activities:** As more people got out and about, our call volume seemed to return to normal levels when compared prior to the start of the pandemic. With the exception of some medical calls (i.e. “sick” and pandemic related calls) officers did respond to all call requests and “officer initiated” interactions increased. With community relations, we were not able to host the Small Fry Fishing Tournament but we were able to initiate more community activities (Coffee with a Cop, Holiday celebrations, etc.) toward the end of the year.



*Officer Bart Wanczyk and Sgt. Kyle Pszczultkoski were masked up while making new friends.*

**Equipment:** With a return to normal operations, we had little difficulty in getting equipment and supplies in a timely fashion. The “supply line” disruption did not seem to affect our overall needs but we did have some difficulty in getting vehicles and vehicle equipment. We ordered one vehicle in September and it is not due for delivery until sometime in 2022. Along with this, our “vehicle up-fit” contractor has had difficulty in getting supplies (lighting, center consoles, etc.) to place in the vehicles to make them patrol

ready. We have been awaiting one up-fit since July and, as we have checked with other contractors, it appears to be an industry wide issue.



2. East Boiling Spring Road Railroad Detour: In March and early April, the Sunny Point Military Base needed to replace and repair the railroad section that crossed East Boiling Spring Road. This led to a logistics issue with emergency operations as police, fire and rescue response to the citizens on the east side of the tracks could have been hampered. However, this proved to be an unnecessary worry as proper planning insured that emergency response was not significantly impeded.



*Chief Jordan and Captain Smith searching for potential crossing areas for the road closure.*

- The military installation graciously allowed the City to make some needed repairs to a crossing area and that allowed access for emergency responders. As this was federal property, non-emergency traffic was not allowed and the officers did have to issue citations for the citizens that utilized the access without permission. Regardless, the road closure was complete within a few weeks and traffic utilization returned to normal.
3. Gas Shortage: In May, an interference in the Colonial Pipeline distribution led to a “gasoline shortage” for many states along the east coast. This created long traffic lines and short tempers as it affected Boiling Spring Lakes. Officers handled traffic detail with patience and professionalism and as a result, there were no issues.
  4. Calendar Sales: Also in May, the Boiling Spring Lakes Police Department contracted with “The Calendar Guys” of Knoxville, Tennessee as a method to raise funds for the Small Fry Fishing Tournament. Through the sale of ads, the Department was able to raise \$1600.00 for the tournament. This proved to be a “win-win” as local businesses were able to get their name out through advertising while still donating to a worthy cause.
  5. New Personnel Position: The volume of investigative calls for Boiling Spring Lakes has steadily risen over the past few years. Because of this, our one detective was becoming overwhelmed and there was concern that if it continued, some cases would not get the proper attention. Because of this, in being proactive, a new position for a second detective was added to the 21-22 fiscal budget. The Board of Commissioners approved the position and Officer Megan Wells was transferred to fill the role. In the few months since the transfer, Detective Wells has made a tremendous impact and the respective caseloads for both detectives have become manageable.
  6. Coastal Horizons Partnership: During the 2021 year, the department collected over 270 pounds of unused and unwanted prescription drugs. With this, it was learned that people were disposing of their over-the-counter medications and some were even disposing of their sharps (syringes) in the prescription drop off box. The syringes made it dangerous for those that had to remove and package the prescription medications for transport to the incinerator. Because of these actions, the Boiling Spring Lakes Police Department joined

in a partnership with Coastal Horizons. Coastal Horizons is a substance use, mental health, crises intervention and justice advocate for those in Brunswick County and they had been seeking to partner with all law enforcement agencies in the county to assist in the safe collection of medications. With the partnership, the Police Department obtained several sharps containers to aid in the transport and disposal of syringes and also obtained a supply of “Dispose Rx” – which is an environmentally safe method for disposing of over the counter medication that individuals can use at home.

7. Weather: After three straight years of getting affected by hurricanes, in 2021, the City of Boiling Spring Lakes and southeastern North Carolina was spared from a direct impact. Tropical Storm Elsa did brush Boiling Spring Lakes in July and left around two inches of rain but there was little other effect. However, between September 21-23 there was a rain event that dumped nearly 10 inches of rain in Boiling Spring Lakes. This much rain in such a short period flooded many roadways and, while it was not the result of a hurricane, the rain event did cause travel issues for many days and weeks afterward.



*An officer surveying the flooding at Pine Crest and Greenview*

8. Buildings:

*Current Police Department*: One of the major goals for Administrative Assistant Kristin Walsh was to clean out the unclaimed and surplus property from the current Police Department. The unclaimed property has been advertised as required by law and then turned over to an online auction site “PropertyRoom.com.” The items are slated to go to auction in 2022 and the money raised from the respective sales will be turned over to the Brunswick County School Board. The surplus property from the Police Department was sold via the auction site “GovDeals.” There were several different auctions throughout 2021 and combined, they generated over \$18,000.00 which was returned to the general fund of the Boiling Spring Lakes budget.





Before



After

*New Police Department:* There were some setbacks with the new police building as skyrocketing prices made the building budget unrealistic. Regardless, USDA funding was initiated and SAMET Corporation was chosen as the general contractors and to complete the building. Samet is in the process of getting a more realistic budget and, if all works out, they will begin with construction in the middle of 2022.

#### 9. Equipment:

*Radios:* In the latter part of 2020 it was learned that our current inventory of radios will be discontinued by 2023 and will be unusable and obsolete in 2025. Because of this, all radios of the Boiling Spring Lakes Police Department are in need of replacement. In a proactive measure, the replacement of radios was initiated in 2021. With a cost of \$91,000.00 for total replacement, it was determined by the Board of Commissioners that one-half of the radios would be replaced in 2021 while the other half are slated to be exchanged in 2022. With this, all handheld radios were switched in July of 2021 and all vehicle radios are to be replaced in 2022.

*Computers:* In addition to the radios becoming obsolete, many of the computers in the Police Department were utilizing the *Windows 7* operating system. Microsoft ceased supporting that system and as the police computers were getting more input, they were becoming slower and inefficient. Because of that, the City contracted with VC3 to replace and update all of the older computers. In addition, the car computers were starting to fail so they were also replaced as part of the computer package. The office computers were replaced in May while the car computers were replaced in October.

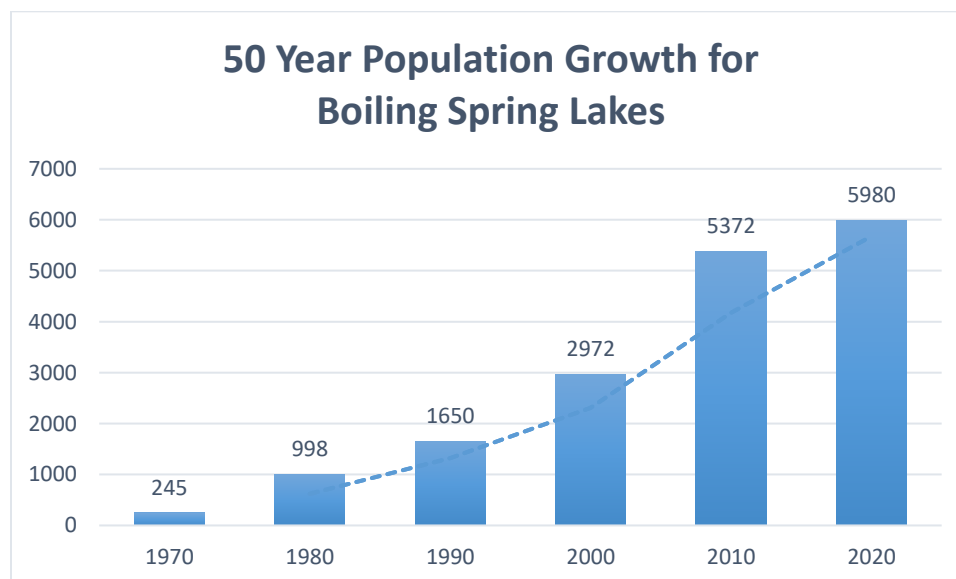
*Vehicles:* In May, the Police Department took receipt of two 2021 Ford Explorers that were slated to be delivered in the latter part of the year. With these vehicles, the entire road fleet (not including one administration vehicle) now consists of 4-wheel drive or all-wheel drive SUV's and Trucks. These vehicles will be more capable of handling the dirt roads and inclement weather.

## **City Facts:**

**Area:** The City of Boiling Spring Lakes has an area of 23.3 square miles.<sup>1</sup> In total area size, Boiling Spring Lakes is the largest municipality in Brunswick County with Leland coming in second at 19.78 square miles and Oak Island having 18.52 square miles. Within the State of North Carolina, Boiling Spring Lakes is the 30<sup>th</sup> largest municipality in regards to area coming in just smaller than Statesville at 24.25 square miles and just larger than Salisbury at 22.14 square miles.<sup>2</sup>

**Population:**<sup>3</sup> The population of Boiling Spring Lakes based on the 2020 estimates is 5980. As 2020 was a census year, this is the certified population estimate as stated by the State Demographer. This represents a decrease from 2019 and earlier years but those years were based on “non-certified” estimates from the State Demographer. The “non-certified” estimates were created from predicted growth of the previous years whereas the certified population was based on growth from an actual census counting of the residents. Regardless, the population growth does represent 10.64% increase over the 2010 census population.

Concerning population, Boiling Spring Lakes is the 4<sup>th</sup> largest municipality in Brunswick County behind Leland (23,049), Oak Island (8448) and St. James (6569). The City is also the 128<sup>th</sup> largest in the State. With respect to population demographics in Boiling Spring Lakes, 79.6% of the residents are white, 51.9% are female, 13.9% are over the age of 65 and 24.8% are under the age of 18.<sup>4</sup>



<sup>1</sup> <https://www.cityofbsl.org/city-facts>

<sup>2</sup> <https://www.indexmundi.com/facts/united-states/quick-facts/north-carolina/land-area/cities#chart>

<sup>3</sup> All population Estimates were derived from the following resource:  
<https://demography.osbm.nc.gov/explore/dataset/2020certifiedpopulationestimates/table/?disjunctive.county&disjunctive.municipality&sort=municipality>

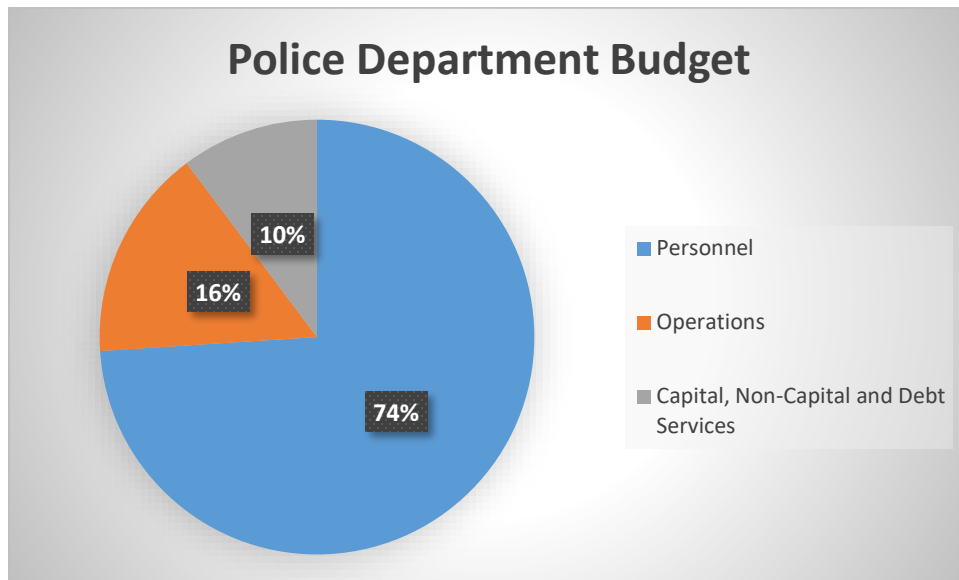
The “July 2020 estimates were used.

<sup>4</sup> Demographics were derived from the United States Census Bureau Quick Facts page at:  
<https://www.census.gov/quickfacts/fact/table/boilingspringlakescitynorthcarolina/PST045221>

## **Our Department:**

### **Budget:**

The Boiling Spring Lakes Police Department has an adopted budget for the 2021-2022 fiscal year of \$1,397,798.00. The largest portion of the budget, 74% is dedicated to personnel at \$1,034,000.00. Operating expenses account for \$220,698.00 (15.8%) of the budget and capital, non-capital and debt services combine for \$143,100.00 (10.2%).

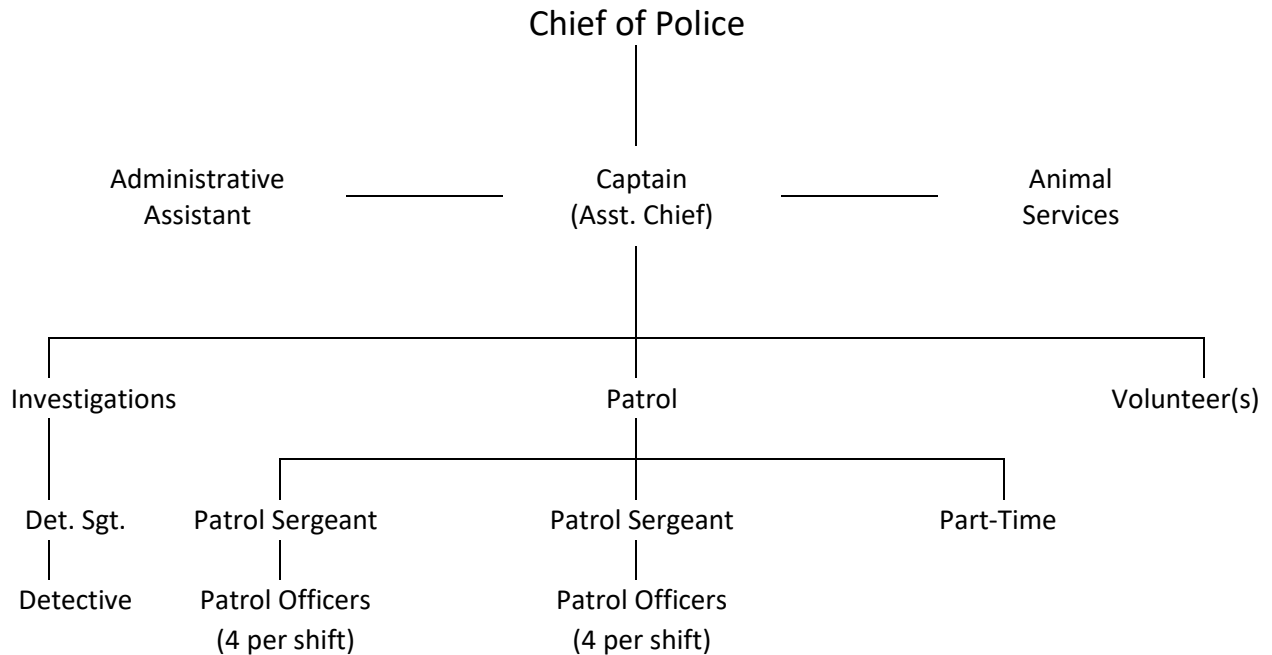


In addition, the Police Department also handles the budget of the Animal Services Division. The adopted budget for Animal Services is \$11,100.00. This amount is for operational costs and does not include any personnel or capital expenses.

### **Personnel:**

When fully staffed, the Police Department has sixteen (16) full-time personnel, five (5) part-time personnel and one (1) volunteer. The full-time personnel consists of fourteen (14) sworn officers, one (1) animal services officer and one (1) administrative assistant. As of December 31, 2021, we had two (2) full time openings and four (4) part time openings. However, as of December 31, a background investigation was being completed for one officer position so it is anticipated that there will only be one open full-time position by early 2022. The volunteer is a Police Chaplain position, which is currently open.

## Departmental Organization:



12/31/2021

### Status:

Total Full-Time Employees: 16      Total Sworn Officers: 14  
Total Part-Time Employees: 5      Total Sworn Officers in Part-Time Status: 1

(Note –Our Part-Time Administrative Assistant is a fully sworn officer with certification from the North Carolina Criminal Justice Training and Standards Commission.

### Officers per Population:

Full-Time Sworn Officers: 14 (Fully Staffed)  
Population: 5890 (based on 2020 census estimates)

Fully Staffed: One (1) sworn officer for every 421 persons or 2.38 officers per 1000 residents.

National Average:<sup>5</sup> 697,195 Officers per 288,357,597 Population > One (1) officer for every 414 persons or 2.4 officers per 1000 residents.

State Average:<sup>6</sup> 23,966 Officers per 10,481,307 Population > One (1) officer for every 437 persons or 2.29 officers per 1000 residents.

<sup>5</sup> <https://ucr.fbi.gov/crime-in-the-u.s/2019/crime-in-the-u.s.-2019/topic-pages/police-employee-data> Data was obtained through computations from table 74.

<sup>6</sup> <https://ucr.fbi.gov/crime-in-the-u.s/2019/crime-in-the-u.s.-2019/topic-pages/police-employee-data> Data was obtained through computations from table 77.

Full-Time sworn personnel with the Police Department have an average of 2.93 years with Boiling Spring Lakes; however, they have an average of 7.85 years of total Law Enforcement experience in North Carolina. I do have some officers with extensive experience in Law Enforcement in other states. Of the 12 sworn officers currently with the Department, three (3) have their advanced certifications, one (1) has her intermediate certification, seven (7) have their general certification and one (1) has his probationary certification. Along with this, six (6) officers and both civilian staff members have Baccalaureate degrees from various universities and two other officers are currently working toward college degrees.

<u>Last</u>	<u>First</u>	<u>Hire Date</u>	<u>Position</u>	<u>Certificate Level</u>
<b>Full - Time / Sworn</b>				
JORDAN	Greg	11/28/2018	Chief	Advanced (Bachelor of Science - Criminal Justice / Appalachian State Univ.)
SMITH	Kevin	7/24/2012	Captain	Advanced (Bachelor of Science - Criminal Justice / Liberty University - Virginia)
PSZCZULTKOSKI	Kyle	6/10/2015	Sergeant	General
MAHONEY	Eric	4/13/2018	Sergeant	General
HAGER	Windy	12/4/2013	Sergeant	Advanced (Bachelor of Science - Criminal Justice / Fayetteville State University)
WELLS	Megan	5/29/2019	Officer	General (Bachelor of Arts - Criminal Justice / East Carolina University)
PERRONE	Brianne	10/12/2018	Officer	General
WANCZYK	Bart	12/16/2019	Officer	General (B. S. - Criminal Justice / (John Jay College of Criminal Justice - New York)
HEARN	Christina	1/17/2020	Officer	Intermediate (Bachelor of Arts - Criminal Justice / UNC - Wilmington)
HOLLEMAN	Todd	06/28/21	Officer	Probationary
BENFIELD	Shane	08/28/21	Officer	General
TURSI JR.	Robert	10/22/21	Officer	General
<b>Full - Time / Civilian</b>				
DUCHENE	Travis	12/10/20	Animal Services	NA (B.S. - Criminal Justice/ (Olivet Nazarene University - Illinois)
WALSH	Kristin	11/23/20	Admin. Asst.	NA (Bachelor of Arts -Dance /UNC - Greensboro)
<b>Part - Time / Sworn</b>				
ROMAN	Jackie	8/12/2019	Admin Asst./Res. Ofc.	General



## New Officers for 2021



Todd Holleman

Shane Benfield

Robert Tursi

## Awards and Accolades:

Advanced Certification: In 2021, Sgt. Windy Hager received her “Advanced Certification” from the North Carolina Criminal Justice Training and Standards Commission. The “Advanced Certification” is part of the professional certification process by the North Carolina Department of Justice and is the culmination of many years’ experience combined with several hundred hours of extra training. It is the highest certification that a North Carolina officer can obtain.

*Sgt. Windy Hager*



*Officer Brianne Perrone*

Officer of the Year: For 2021, Officer Brianne Perrone was chosen as the Southport/Oak Island Rotary Club Officer of the Year for Boiling Spring Lakes. Along with her endless smile and positive attitude, Officer Perrone was recommended for her willingness to always help others and for her ease in working with all staff members with the City of Boiling Spring Lakes. Officer Perrone’s supervisor describes her as being passionate and dedicated about the law enforcement profession and stated that she (Perrone) has a strong work ethic who consistently goes beyond what is needed in all that she does. Lastly, from Chief Jordan’s perspective, Officer Perrone is always looking for ways to make the “job” as patrol officer safer and more efficient. Officer Brianne Perrone is simply an all-around excellent officer.

## Community Involvement:

Much of our strength originates from our connection with the community and the citizens of Boiling Spring Lakes. It is because of this, the Boiling Spring Lakes Police Department continues to foster involvement with the community even during difficult times when connections cannot be easily achieved. In 2021, the Coronavirus pandemic continued to curtail many organized activities but, as pandemic restrictions relaxed, many events resumed. The following are brief descriptions and a few pictures of our Community Involvement:

Coffee with a Cop: In October, members of the Boiling Spring Lakes Police Department were able to collaborate with *The Office* and present Coffee with a Cop. Though the turnout was lower than expected, the event was well received and several members of the community were able to talk freely with many different police officers.



*Several Police Employees with City Manager David Andrews at Coffee with a Cop*



*Detective Megan Wells with Brenda Hogan at Coffee with a Cop*



The homecoming parade for South Brunswick High School returned in October with Officer Todd Holleman leading the parade.

*Sgt. Windy Hager and MPO Bart Wanczyk discuss traffic at the South Brunswick Homecoming Parade*





Halloween “Trunk-or-Treats” returned to Spring Lake Park with Sgt. Windy Hager, Ofc. Rob Tursi, Administrative Assistant Kristin Walsh and Chief Jordan in attendance.

*<<Sgt. Windy Hager, Officer Rob Tursi and Administrative Assistant Kristin Walsh pass out treats at Halloween*

Officers enjoyed a Thanksgiving meal with members of the Boiling Spring Lakes Baptist Church. Capt. Kevin Smith, Sgt. Kyle Pszczultkoski, Sgt. Eric Mahoney, Detective Megan Wells, Ofc. Rob Tursi, ASO Travis Duchene, Admin. Asst, Kristin Walsh and Chief Jordan all appreciated the fun and fellowship.

As will be noticed in many pictures, the male officers participated in “No Shave November.” Many Law Enforcement agencies across the United States take part in this cause in order to raise money for various charities. In 2021, the monies raised by the Boiling Spring Lakes Police Department were donated to the Carousel Center.



*Sgt. Pszczultkoski looks on while Sgt. Mahoney speaks with members of the Baptist Church during the Thanksgiving meal.*



Detective Sergeant Eric Mahoney partnered with Deputy Willie McRae of the Brunswick County Sheriffs Office to present a program about scams, frauds and rip-offs targeting seniors. The program was presented to the senior lunch group at the Community Center.

*Sgt. Mahoney and Deputy Willie McRae*

In 2021, the weekly activities with our friends at South Brunswick High School resumed near the end of the first semester. This fellowship allows students of the South Brunswick High School to interact with members of the Police Department in order to foster lasting relationships built on fun, friendship and trust.



*SBHS Student Dante Gaines and Detective Megan Wells play ping pong against fellow student Lea J Easterling and Sgt. Eric Mahoney while Justin Carroll watches.*



*Mayah Brockenborough keeping Chief Jordan active*



*Tayvon Dawson sharing a laugh with Ofc. Brianne Perrone*



In December, Sgt. Eric Mahoney, Ofc. Brianne Perrone, Ofc. Bart Wanczyk, Ofc. Todd Holleman, Admin. Asst. Kristin Walsh and Chief Jordan enjoyed the Christmas tree lighting festivities and assisted with the Fire Department Christmas activities and parade with Santa and Mrs. Claus.



*Ofc. Brianne Perrone and Chief Jordan with a new Christmas Friend*



*Ofc. Todd Holleman with Santa and Mrs. Claus*



*The BSL Christmas Tree*



*Starting of the Fire Truck Parade*

In addition to the activities in Boiling Spring Lakes, officers also assisted and took part in the Southport and Bolivia Christmas Parades and also assisted with the “Shop with a Cop” event in Southport.



## Call Response and Offense Data

### Animal Services:



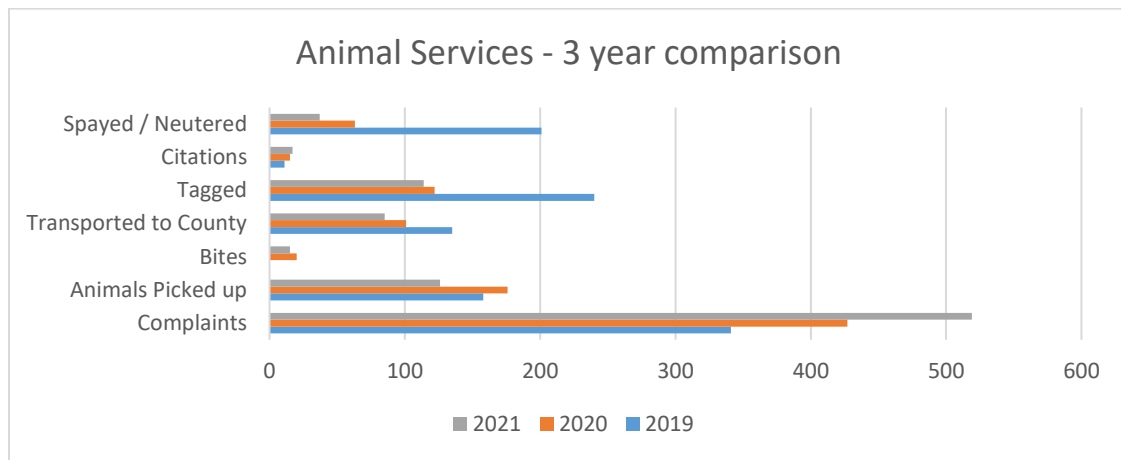
*Animal Services Officer Travis Duchene learning to communicate with a llama*

In 2021, Animal Services Officer Travis Duchene had a busy year in continuing the “spay and neuter program” and educating the public. In a comparison to 2020, Animal Services had 21.5% more calls for service but those complaints resulted in fewer animals being picked up (28.4% fewer). Along with the fewer animals being removed, there were also 15.8% fewer animals transported to the county facilities. However, there were more civil citations issued. Animal bites had decreased by 25% and there were 41.3% fewer animals that needed to be spayed or neutered. This indicates the “spay and neuter” program for feral cats is working and it will lead to an eventual reduction in the number of feral cats in the City.

In addition to calls for services, ASO Duchene is responsible for the temporary holding facility located at the Public Works complex. The Department of Agriculture requires the State of North Carolina to inspect this facility with scheduled and surprise inspections on a regular basis in order to remain operational. The facility passed all inspections in 2021.

The following tables represent the activities and comparisons for Animal Services between 2019 and 2021:

	Complaints	Animals Picked up	Bites	Transported to County	Tagged	Citations	Spayed / Neutered
2019	341	158		135	240	11	201
2020	427	176	20	101	122	15	63
2021	519	126	15	85	114	17	37
Difference from Previous Year	21.5%	-28.4%	-25.0%	-15.8%	-6.6%	13.3%	-41.3%



*Inspecting the Police Department*



*An injured hawk receiving treatment after being found by Animal Services*



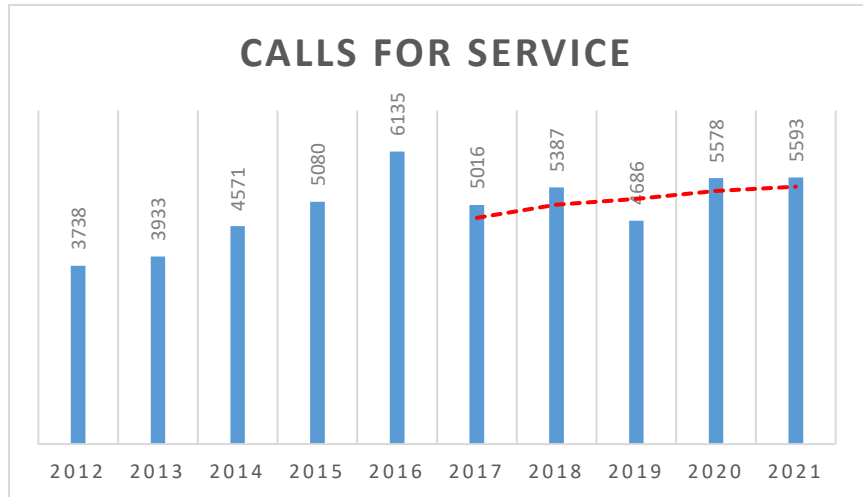
*The escape "claws"*

## **Calls For Service:**

### **Overall Calls for Service:**

In 2021, there were 5593 calls for service in the City of Boiling Spring Lakes. This is slightly above the number of calls for 2020 when there were 5578 calls for service. This does not necessarily mean that there were more criminal activities, as this includes all officer activities. In 2021, there was a noticeable increase in the officer-initiated calls most notably in the number of traffic stops. Regardless, the “calls for service” represent 935 calls per every 1000

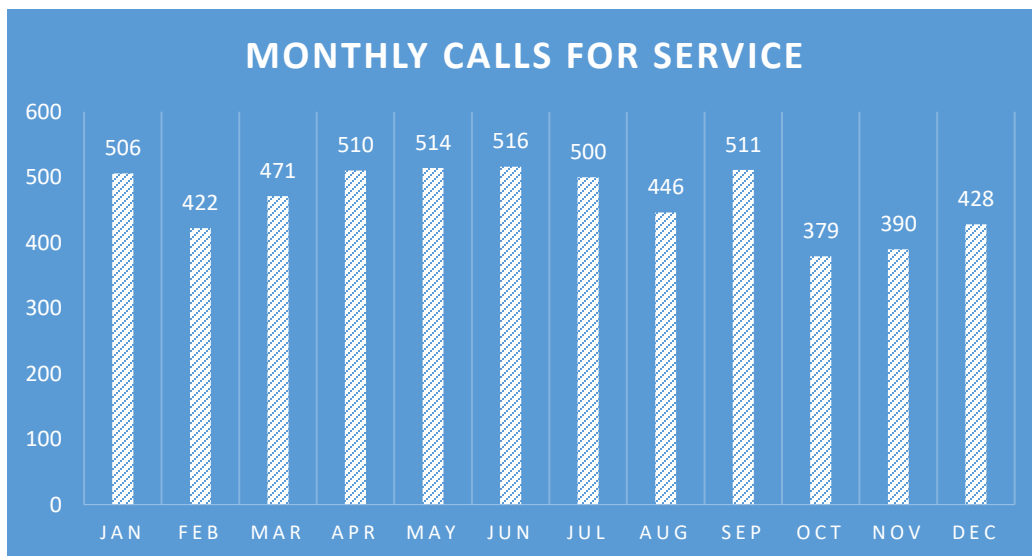
residents based on the 2020 population and is equivalent to about 15.3 calls per day.



*Captain Kevin Smith catching up on paperwork while Kristin Walsh assists someone on the phone*

### **Monthly:**

From a monthly perspective, the busiest month for calls occurred in June when there were 516 calls for service but January, April, May, July and September also had 500 or more calls during the respective months. This compares to the least busy month of October when there were 379 calls. Traditionally, January and February are the slowest months as they usually average less than 400 calls per month, however, both – especially January - were unusually busy for 2021. On the other end of the spectrum, October was unusually slow as the seven (7) year average for that month is 495 calls. There is no explanation or reason for the 28% increase in January or the 23.5% decrease in October.



### **Types of Calls:**

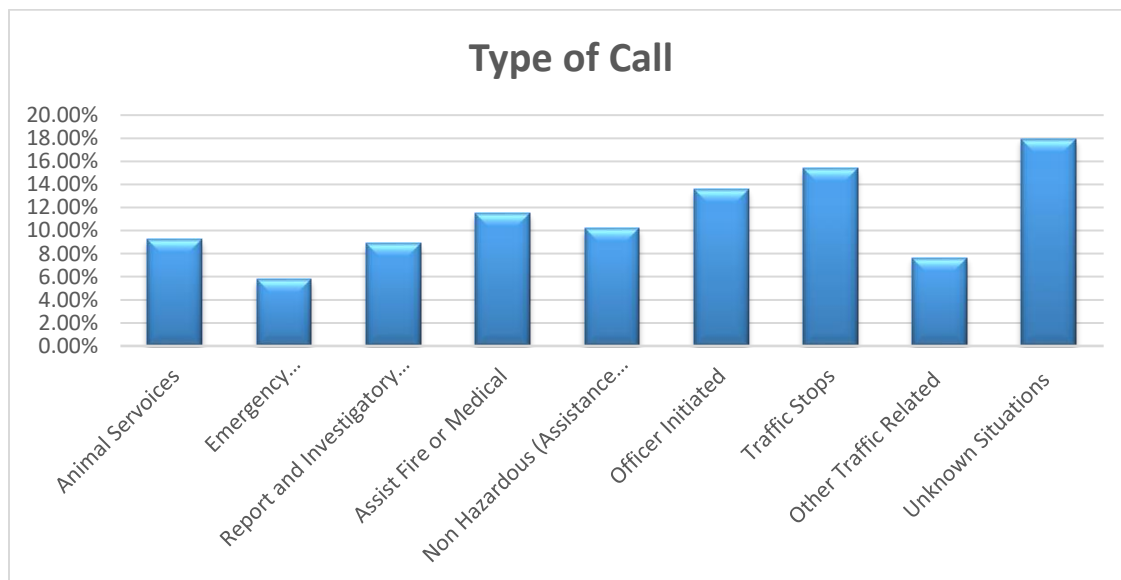
Approximately 95% of the police calls for service were reviewed and it was determined that “unknown calls” at 17.94% made up the majority of the type of calls handled by officers. Unknown calls are those which the officer does not know what the situation is until they arrive on scene. For example, a welfare check could be an individual who broke their phone and is unable to call or it could be someone that needs immediate medical attention. Likewise, a suspicious person could be someone waiting for a friend or it could be someone that has nefarious ideas.

It should be noted that this is not an indication of the amount of time utilized by officers. While “Report and Investigatory” calls only represent 8.87% of the calls, they take a considerable amount of time. Some officer reports or investigations, such as a missing person, can take several hours or days. Likewise, a motor vehicle accident takes an average of one hour per vehicle involved if there are no injuries. To expand, an extra hour can be added per injured person and an extra six to eight hours if there is a fatality. On the other hand, “Officer Initiated” calls usually take about 15 minutes to complete and medical calls typically take less than 30 minutes to finalize and report.



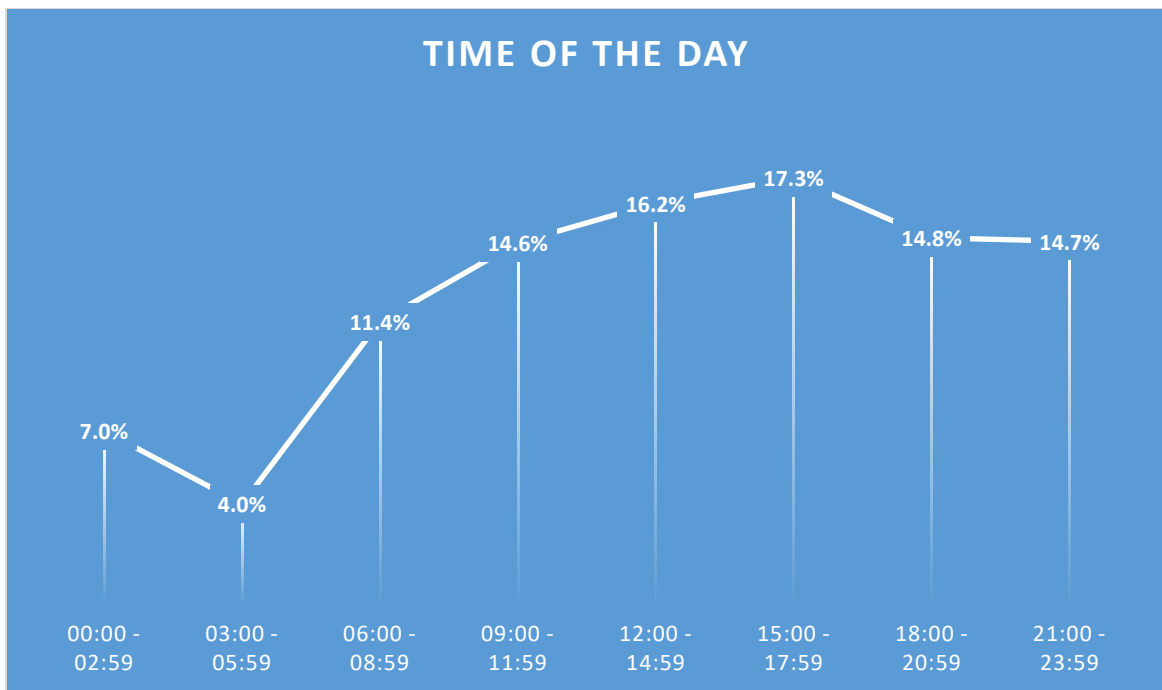
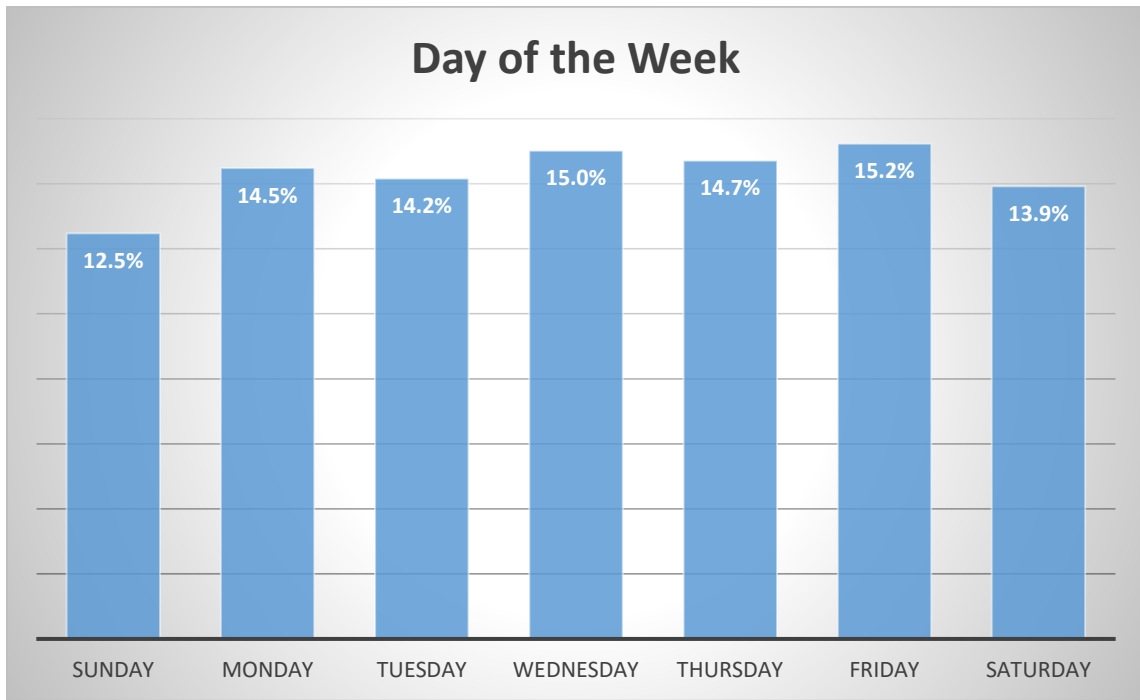
The types of calls are as follows:

Animal Services	9.23%
Emergency /Disturbance/Crime in Progress/Domestic	5.75%
Report and Investigatory (Including Missing Persons)	8.87%
Assist Fire or Medical	11.47%
Non Hazardous (Assistance Calls, Lockouts)	10.16%
Officer Initiated	13.57%
Traffic Stops	15.38%
Other Traffic Related (MV Wrecks/Parking/Disabled Motorist)	7.63%
Unknown Situations (Alarms/Open Doors/ Suspicious Persons or Vehicles/Welfare Checks)	17.94%



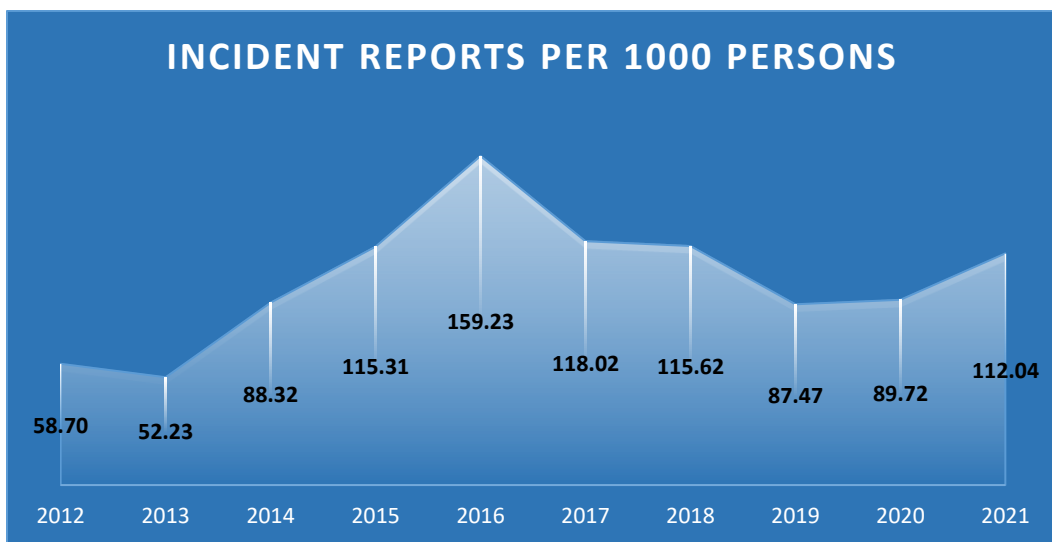
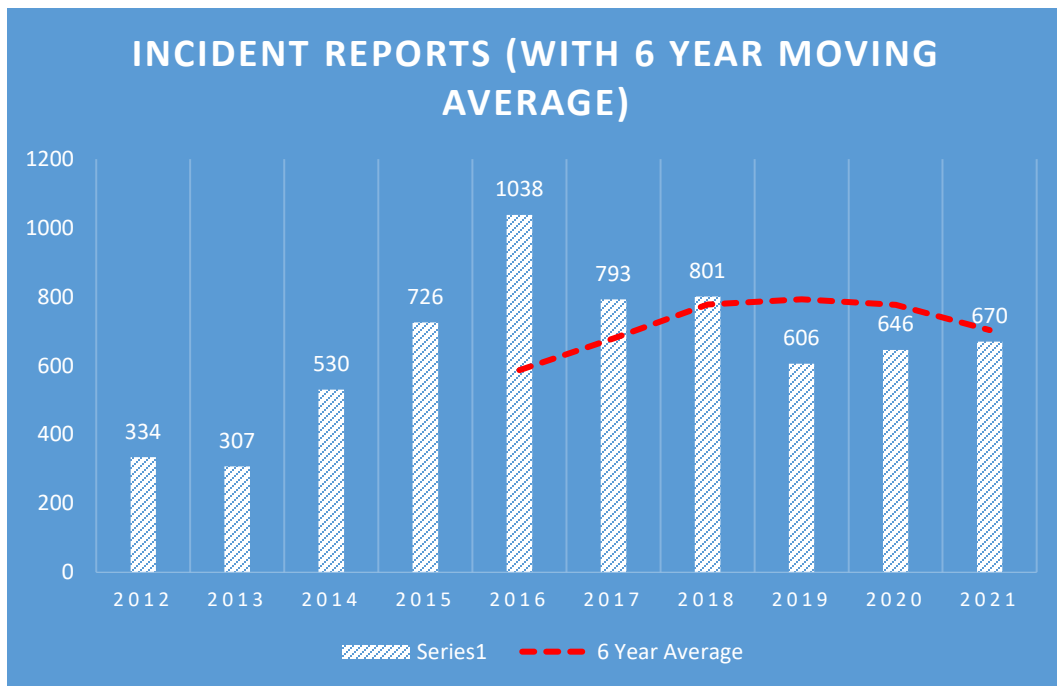
Further analysis reveals that the busiest day for calls is Friday while the slowest day is Sunday. However, the difference between Friday and Sunday is minimal as Friday averages three more calls per day than are typically received on Sunday. In regard to the time of day, late afternoon (between 3:00pm and 5:59pm) is the busiest time but 2:00pm to 3:00pm is actually the busiest hour of the day. Conversely, late night between 3:00am and 5:59am is the slowest time of the day with 4:00am to 4:59am being the slowest hour.





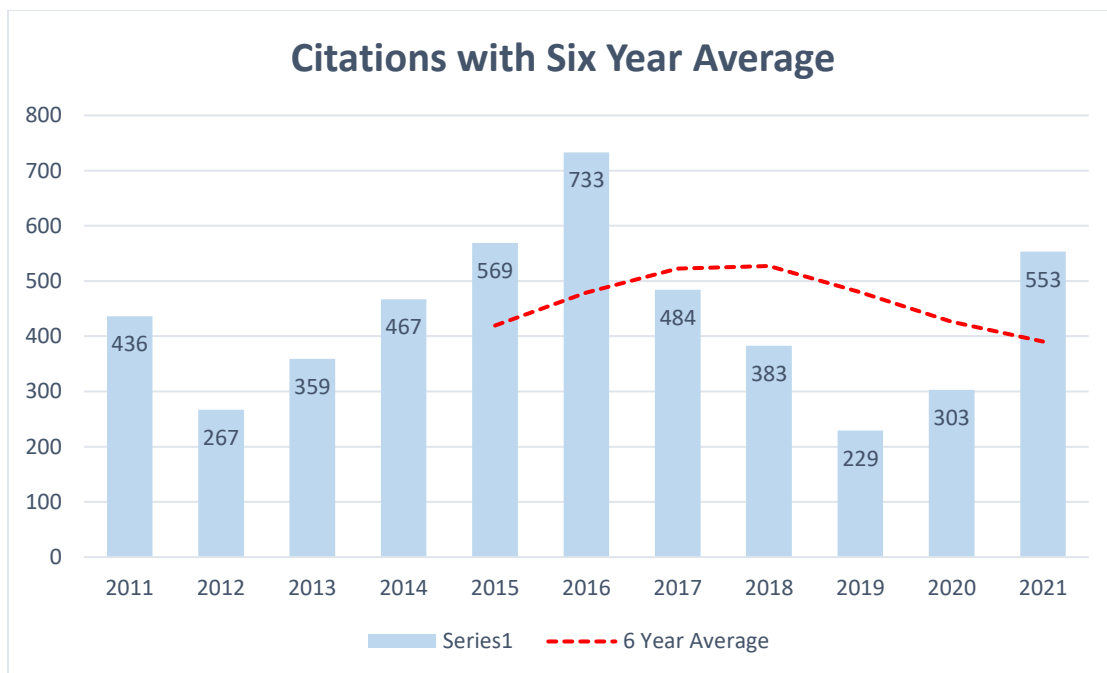
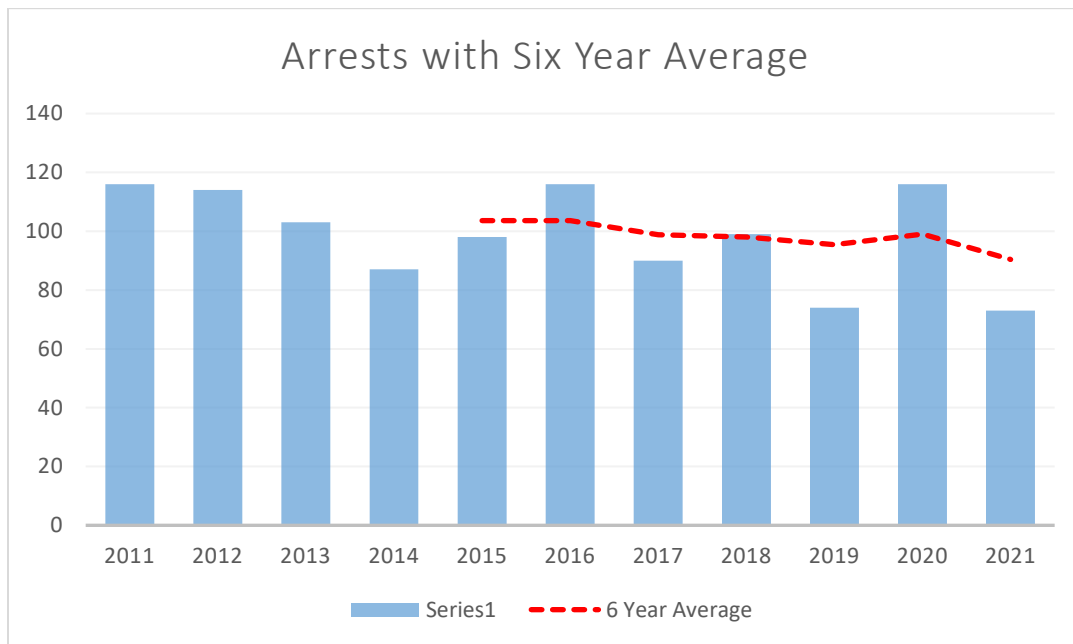
## Incident Reports:

In 2021, there were 670 incident reports. This represents a 3.8% increase from 2020 (646 reports), but is still 12.8% below the average from 2015 – 2020 of 768.3 reports. This data translates to 112.04 reports for every 1000 residents which is a marked increase from last year. This increase is due to the population correction whereas the population in 2019 was estimated to be 7200 residents while the 2020 census established the population at 5980 persons. Incident reports are not a completely accurate indicator of crime trends but, theoretically, more incidents that are reportable equate to more crime. While this may be somewhat valid, it should be noted that not every reportable incident is a criminal act. Missing persons, traffic accidents and lost property are examples of reportable incidents that are not criminal in nature. Therefore, a 3.8% growth in incident reporting is not significant enough to assert that crime has increased.



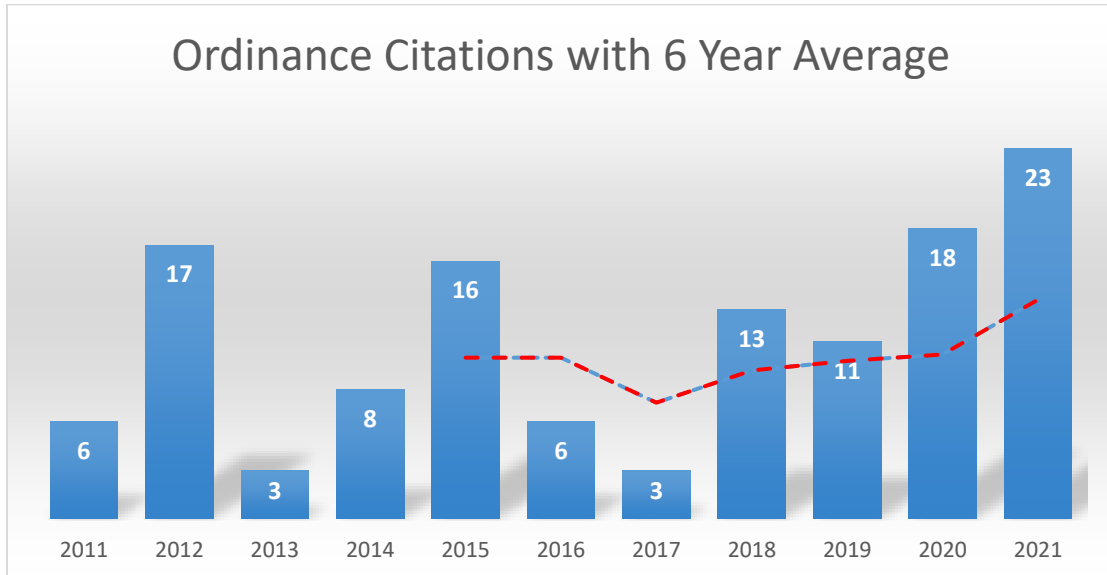
## Arrests and Citations:

In 2021, there were 73 arrests which represents 37% fewer arrests than in 2020 when there were 116 arrests. In contrast, there were 553 citations written which is 82.5% more than the 303 written in 2020. When looking at the average from 2015 – 2020, the number of arrests are 26% below average while the number of citations are 23% above average.



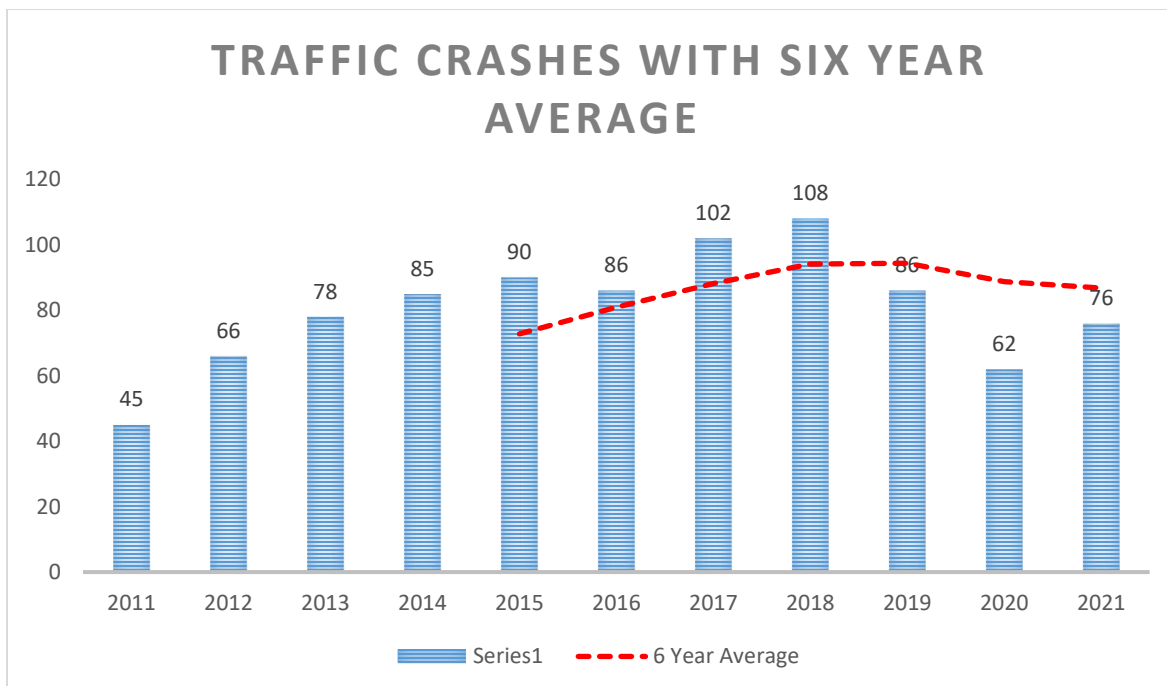
## Ordinances:

In addition to the arrests and state citations, there were 23 ordinance violation citations written in 2021. While this does not appear to be many, it is a 27.8% increase over 2020 and a 106% increase over the 2015-2020 average of 11.1.



## Traffic Crashes:

In 2021, there were 76 reported traffic crashes which represents an increase of 22% over the 2020 total of 62. However, this is still 14.6% below the 2015 – 2020 average of 89. On a positive note, there were no fatalities in 2021.



## **Conclusion:**

The year 2021 was very successful for the Boiling Spring Lakes Police Department and 2022 looks to be even more productive. In the upcoming year, the officers will continue to perform their duties while motivated by the *Law Enforcement Code of Ethics* and, as a whole, the department will remain focused on *The Police Mission Statement* as it provides services to the community. The department will expand on current efforts, restart events that were suspended by the pandemic and will attempt new activities that have not been tried. While not exhaustive, the following are just a few of the endeavors planned for 2022:

### **After School Program with Children and Young Adults at the Community Center:**

In the past, officers would meet with the participants of the After School Program sponsored by Parks and Recreation. At various times during the week, Officers would help students with their homework and interact to create long-term positive relationships. This was ceased by the pandemic but was restarted in early 2022 through the efforts of Ofc. Rob Tursi, Sgt. Kyle Pszczultkoski and Det./Sgt. Eric Mahoney. The goal is for several officers to get involved on a weekly basis throughout the year in an effort to reach as many students as possible.



*Sgt. Pszczultkoski and Ofc. Tursi shooting baskets with the After School Participants.*

### **Small Fry Fishing Tournament:**

With the success of the calendar sales, the Small Fry Fishing Tournament is on track to return in 2022. Administrative Assistant Kristin Walsh has taken the lead in planning and coordinating the event for the department and it is scheduled to happen on April 23<sup>rd</sup>.

### **“You Matter” Ambassadors with Town Creek Middle School**

Town Creek Middle School has asked the Boiling Spring Lakes Police Department to collaborate with many of their students known as the “You Matter” Ambassadors. With this, our department has been asked to spend a mealtime with the students so they can get to know the law enforcement in their community. This is a new program but the vision is to have it expand to include most all students and many lunches. Along with having lunches, it is hoped that the department will organize presentations and spend other time that will allow the officers to possibly mentor students.



## **Other Programs:**

While many of our extra activities revolve around children and students, some officers have also expressed interest in developing and presenting more programs geared toward adults. In addition to programs about scams and frauds, which are popular topics, presentations about situational self-awareness, securing property and other crime prevention topics would be incorporated.

## **Proactive Drug Enforcement**

With the addition of the second detective position, investigative cases have become more manageable. Because of this, the investigative division has become more proactive with drug investigations and warrant service. In the past, the Boiling Spring Lakes Police Department lacked the resources necessary to allow for in depth drug investigations so the Brunswick County Sheriff's Office assisted in most of those cases. For 2022, the Police Department will continue to work hand in hand with the Sheriff's Office but our detectives and the patrol officers will take a more active role in drug enforcement.

In conclusion, for 2022 and forward, there will be an increase on the demand for police and animal control services. Some of the demands will progress over time while others will evolve rapidly. Regardless of how the demands are made, the administration of the Police Department remains confident that the members of the Boiling Spring Lakes Police Department will adapt and will continue to go all-out to provide professional, top quality service to the community. The men and women of the Police Department are committed day in and day out to assist their community and they do so with pride. The Boiling Spring Lakes Police Department has gained the trust of the community and the members of the department continuously work to nurture that confidence because it is essential in our duty to keep the community safe.

Respectfully Submitted,

Greg Jordan  
Chief of Police  
Boiling Spring Lakes Police Department

February 24, 2022