



Boiling Spring Lakes Police Department Annual Report

BY: GREG JORDAN
CHIEF OF POLICE

This past year was full of challenges for Law Enforcement as the coronavirus pandemic and the anti-police sentiment expressed throughout the United States created a year filled with uncertainty. This did not deter the members of the Boiling Spring Lakes Police Department as they continued to work hard in order to provide a high level of quality police services. Their ability to provide such a service was enhanced by the steadfast support of the citizens, businesses and leaders of the City of Boiling Spring Lakes. We 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.



Jon Ikner presenting a beautiful handcrafted wood Flag he made for the Boiling Spring Lakes Police Department

As you read this report, you will get a glimpse of the actions and accomplishments of the department and its members for 2020. In the beginning of the year, several goals were set for the police department and throughout the year, even more objectives were added. We completed many of those goals such as the Zuercher/Central Square records switchover, enhanced field training and new body cameras just to name a few. However, some goals such as the multi-year plan are continuing into 2021. Because of this, and as we repeatedly strive to keep the community safe and enhance the quality of life, we still have much work to do. We will continue to complete past goals and develop new ones throughout the year.

likely because we are now fully staffed and more proactive. However, it should not be viewed as an overall increase in crime as in areas with low crime rates such as Boiling Spring Lakes, minor fluctuations can have major impacts on the statistical data.

In this report, you will notice an increase in the number of calls, incident reports, arrests and citations and this is

With that, I thank you for taking a look at 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 2020. I am honored to work with dedicated professionals in a community that is supportive and grateful.

Gregory L. Jordan
Chief of Police
Boiling Spring Lakes Police Department

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.

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The year in review: Major Events of 2020

1. Covid 19 Pandemic: As with most government and non-government entities, the coronavirus pandemic had a profound effect on the Boiling Spring Lakes Police Department in 2020. A few of the concerns were as follows:

Training: The pandemic reduced the availability of training for standard patrol classes such as RADAR and Intoximeter as the State of North Carolina ceased many “seated” classes. It also reduced the availability of more advanced or specialized training provided by the State of North Carolina and the various community colleges. However, many classes – to include state mandated in-service - were presented in an online format so the pandemic did not shut down all training.

Crime: The governor issued “stay at home” orders in March of 2020 and this led to a reduced call volume for April and May and a reduction in enforcement activities and other officer interactions. The number of incident reports declined during the month of May and the number of traffic crashes were significantly lower between March and May. Further, there were fewer citations issued in April and May. As summer arrived, the call volume and number of officer interactions returned to stages before the “stay at home” orders were issued.

Medical calls: The officers of the Boiling Spring Lakes Police Department do respond to medical calls and assist emergency medical services as needed. However, with the coronavirus, Brunswick County Emergency Medical Services requested that we stop responding to some calls in an effort to reduce the spread of the coronavirus. Because of this, the officers ceased going to “sick calls.” The officers continued to respond to all emergency “trauma” related medical calls.



Capt. Smith and Det. Mahoney prepare to enter a residence for an investigation

Staffing Levels: Officers that tested for Covid were quarantined pending the test results but this did not significantly affect enforcement services provided to the community. Call response and officer availability were never hindered.

Equipment: As many places shut down in the beginning of the pandemic, there was some delay in getting equipment and supplies for the department. However, as we had stocked up ahead of the pandemic and as everyone returned to normal operations, we did not have an issue with most needed supplies or equipment. The department has had difficulty in obtaining nitrile gloves (they have been on order for several

months) but we maintained a plentiful supply of all other personal protective equipment.

Community Activities: With the coronavirus pandemic, the Boiling Spring Lakes Police Department cancelled all activities for the year. This included visiting the schools, the Small Fry Fish Tournament, the Bar-B-Que fundraiser and “Coffee with a Cop.” To further this, as the Recreation Department and Special Events Committee ceased most of their activities, the police department did not have the chance for many organized positive public interactions. Because of this, the officers attempted to have more constructive individual connections with the community.

2. Zuercher / Central Square: In February, after two years of work, the Boiling Spring Lakes Police Department went online with the Zuercher/Central Square reporting system. While mostly utilized as a reporting tool, Zuercher/Central Square has become a database of information that assists officers and investigators from several agencies. Officers can share data with other agencies and this helps to develop leads and increases the solvability of cases. In addition, Zuercher/Central Square also has mobile CAD capabilities to assist officers while responding to calls, and it has a property and evidence management system that allows staff to easily track evidence from the time it is collected until its release. Further, it has a State reporting system that assists in the mandatory reporting requirements from the State of North Carolina and it contains a personnel component which allows department administrators to keep track of training, promotions and other personnel records. Since its installment, officers have embraced the system and complimented its capabilities and ease of use.

3. House Fire: In April, an early morning fire destroyed a residence on North Shore Drive. Two people were able to evacuate the residence with minor injury but one person became trapped and was unable to escape the fire. After an investigation from the Brunswick County Fire Marshall and the North Carolina State Bureau of Investigation, the fire was ruled accidental.



Picture courtesy of WWAY Television



Hurricane Isaias making landfall near Ocean Isle Beach (as seen on weather radar). Picture courtesy of https://en.wikipedia.org/wiki/Hurricane_Isaias

4. Hurricane Isaias: On August 3rd at 11:10 pm, Hurricane Isaias made landfall as a Category 1 hurricane near Ocean Isle Beach in Brunswick County. The storm caused substantial damage to the coastal communities of the County; but Boiling Spring Lakes was spared from extensive damage. Overall, the Police Department was involved in 220 activities, incurred 37 hours of overtime and used approximately 34.5 gallons of gasoline in hurricane preparedness and recovery activities between August 3rd and August 5th.

5. Retirement of Chaplain Lee Eiss: In September, Chaplain Lee Eiss moved to Union County, North Carolina and retired as a volunteer for the Police Department after 5 years of service. During his tenure, Chaplain Eiss was instrumental in starting a chaplain program for the Boiling Spring Lakes Police Department and he developed the program into much more than a “death notification” service. Chaplain Eiss became a friend to the officers and would spend time with each officer listening, conversing and sharing jokes. He also was involved in visiting the schools with the Chief and participated enthusiastically in most of the events for which the department was involved. His shoes will be hard to fill and Chaplain Eiss will certainly be missed.



Chaplain Lee Eiss

6. Fatal Traffic Crashes: During a four-day span in October, there were two fatal traffic crashes within the City limits of Boiling Spring Lakes. This was unprecedented as Boiling Spring Lakes has only had a total of five (5) fatal crashes since 2000 with the last being in 2016. This is even a rare event for Brunswick County as they average about 20 fatal crashes per year or about 1 every 18 to 19 days.¹

The first crash happened on October 22nd at 4:54 pm on George II Highway (Hwy 87) just inside the city limits on the north side. In that accident, a vehicle traveling southward ran off the right side of the road, over corrected, and crossed over the centerline. That vehicle struck a vehicle in the northbound lane and the driver of the north bound vehicle was killed.

The second crash happened on October 26 at 11:47 pm. That crash involved a single motorcycle heading westward from the railroad tracks (near Eden) on Fifty Lakes Drive. The motorcycle ran off the right side of the road in a curve and struck a signpost and then a culvert. The operator of the motorcycle sustained serious injury while the passenger was killed.

7. New Police Building: Even through the Covid Pandemic and skyrocketing lumber prices, work continued toward the transformation of the Newbridge Bank building into a functional police department. Studio Three Architects LLC were chosen to partially design the new department and after several meetings, they have provided final plans. In early 2021, a contractor will be chosen and construction will commence. The construction / remodel is expected to take approximately one year for completion.

¹ From the North Carolina Department of Transportation website – county data – at:
<https://connect.ncdot.gov/resources/safety/Crash%20Data%20and%20TEAAS%20System/Crash%20Data%20and%20Information/2019.pdf>



Rendering of the new Police Department from Studio 3 Architects LLC.

8. **Field Training:** During the last year, it was determined that field training for new officers was not as effective as it should have been. Because of that, the Field Training program was overhauled and lengthened so officers would be better prepared to handle situations upon completion of the program. Along with that, the training became more detailed and new training areas were initiated to get officers prepared for events that may be unique to Boiling Spring Lakes or to insure that they are well versed in areas that are becoming more prevalent in the Law Enforcement realm. These new training areas include, but are not limited to, train derailments, airplane crashes, active shooter situations, bomb threats, working with the mentally impaired and so forth. Field training is currently a minimum of 12 weeks for those with experience and 16 weeks for new officers with no experience.

9. **Other Equipment**

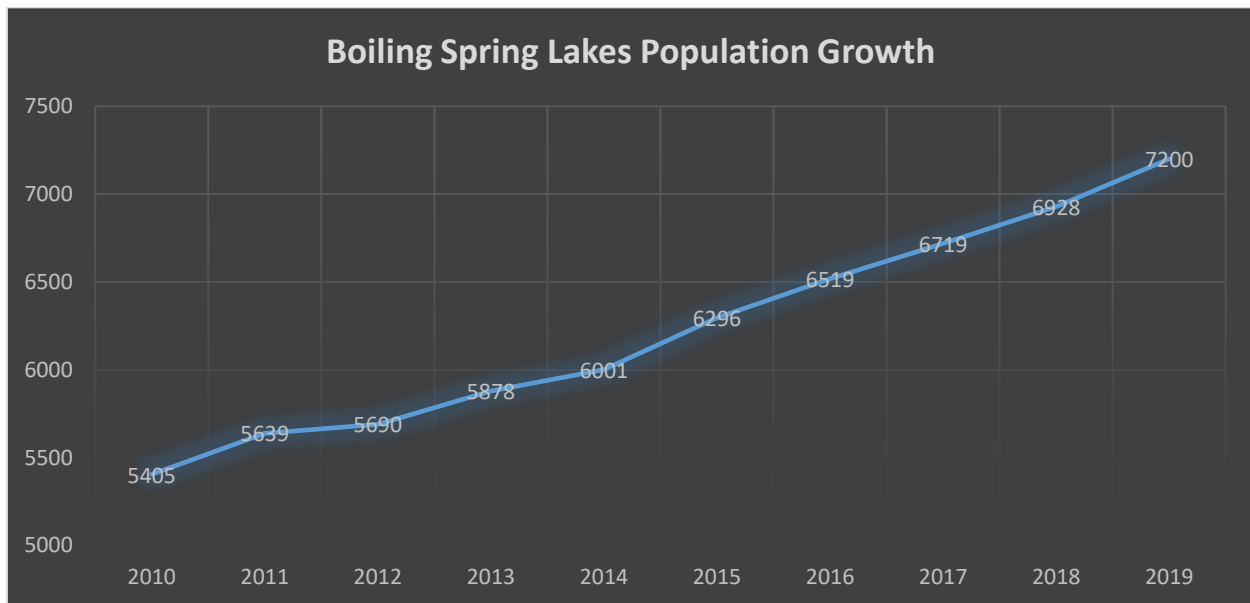
Body Cameras: In July, the department acquired a new body camera system with a maintenance and replacement plan for five years. This system replaces the old “L 3” system that was sporadic and unreliable.

Vehicles: In July, the police department purchased and took receipt of two 2020 Ford Explorers. In December, we also received two other Ford Explorers through a lease agreement with Enterprise. The acquisition of these vehicles puts the entire road fleet (not including an administration vehicle and a spare vehicle) with 4-wheel drive or all-wheel drive capabilities. The dirt roads and such were not conducive for the Dodge Chargers and other typical police vehicles.

City Facts:

Area: The City of Boiling Spring Lakes has an area of 23.3 square miles.² In total area size, Boiling Spring Lakes is the largest municipality in Brunswick County with Leland coming in 2nd at 19.78 square miles and Oak Island having 18.52 square miles. Within the State of North Carolina, Boiling Spring Lakes is the 30th 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.³

Population:⁴ The population of Boiling Spring Lakes based on the 2019 estimates is 7200. This represents a 3.93% growth from the 2018 population estimate of 6928 and a 33.21% increase from the 2010 population of 5405.



Concerning population, Boiling Spring Lakes is the 3rd largest municipality in Brunswick County and the 114th largest in the State. With respect to growth rate, Boiling Spring Lakes is the 22nd fastest growing city in North Carolina and the fifth fastest in Brunswick County. St James (79.4%), Leland (67.1%), Navassa (41.6%) and Shallotte (35.5%) grew at faster rates than Boiling Spring Lakes.⁵

² <https://www.cityofbsl.org/city-facts>

³ <https://www.indexmundi.com/facts/united-states/quick-facts/north-carolina/land-area/cities#chart>

⁴ All population Estimates were derived from the following resource:

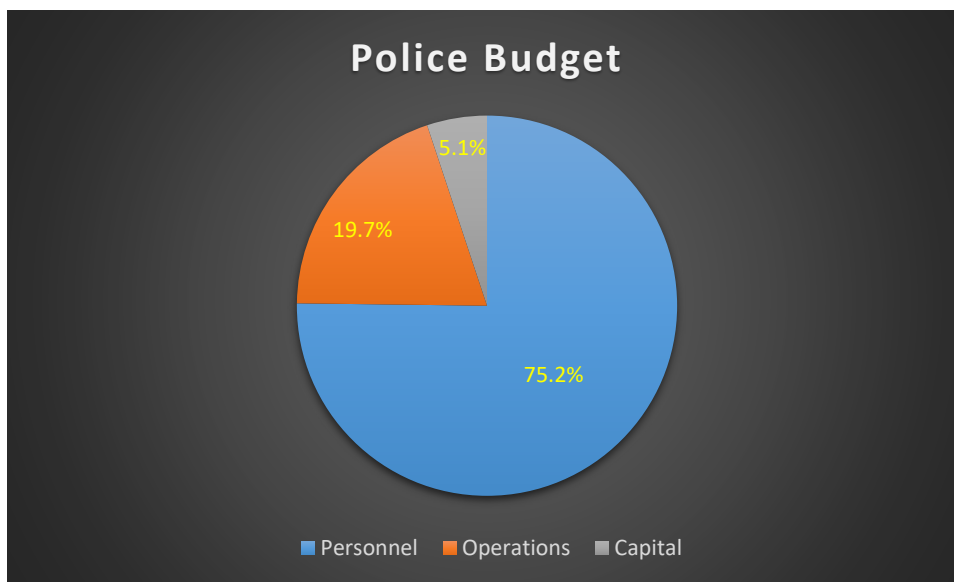
https://files.nc.gov/ncosbm/demog/muniestbymuni_2019.html

⁵ It should be noted that the larger the city, the more population it takes to create higher growth rates. For example, Charlotte added 132,500 people since 2010 but this only represents an 18% population growth. Conversely, Fontana Dam grew by 6 people but this represented a 40% growth.

Our Department:

Budget:

The Boiling Spring Lakes Police Department has an adopted budget for the 2020-2021 fiscal year of \$1,346,020.00. The largest portion of the budget, 75.2% is dedicated to personnel at \$1,011,672.00. Operating expenses account for \$265,148.00 (19.7%) of the budget and capital accounts for \$69,200.00 (5.1%).

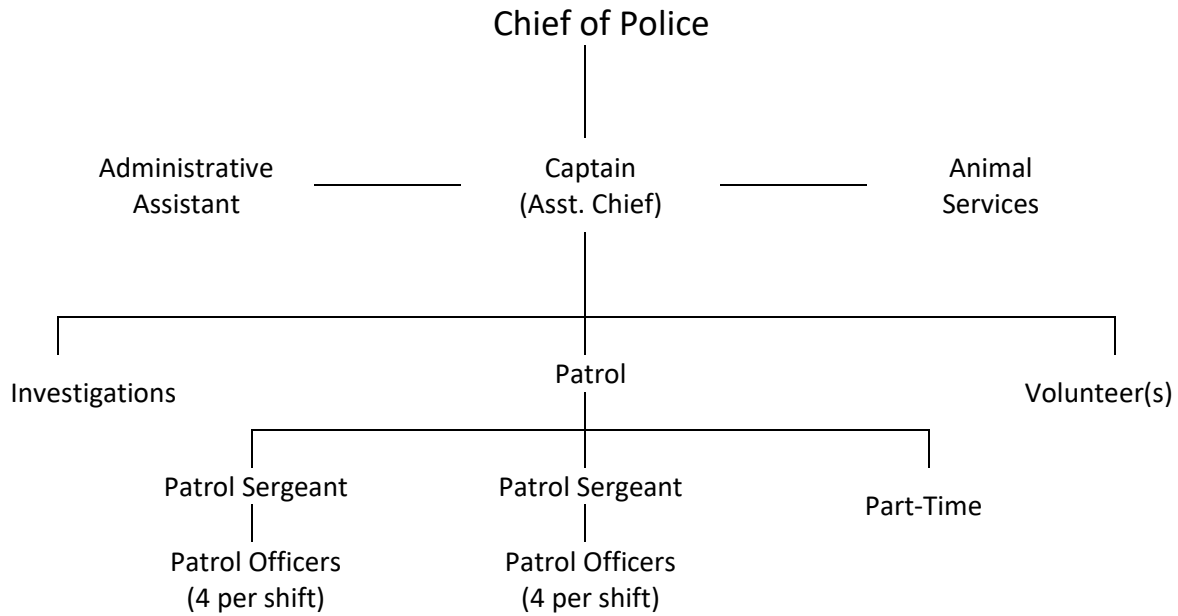


In addition, the police department also handles the budget of the Animal Services Division. The adopted budget for Animal Services is \$10,350.00. This amount is for operational costs and does not include any personnel or capital expenses.

Personnel:

When fully staffed, the police department has fifteen (15) full-time personnel, five (5) part-time personnel and one (1) volunteer. The full-time personnel consists of thirteen (13) sworn officers, one (1) animal services officer and one (1) administrative assistant. As of December 31, 2020, we were fully staffed with zero open full time positions. With part time employees, there are currently four (4) sworn officers and one of those assists as an administrative assistant. The volunteer is a police chaplain position, which is currently open.

Departmental Organization is as follows:



12/31/2020

Status:

Total Full-Time Employees: 15 Total Sworn Officers: 13
Total Part-Time Employees: 5 Total Sworn Officers in Part-Time Status: 4

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

Officers per Population:

Full-Time Sworn Officers: 13 (Fully Staffed)
Population: 7200 (based on 2019 estimates)

Fully Staffed: One (1) sworn officer for every 554 persons or 1.81 officers per 1000 residents.

National Average:⁶ 686,665 Officers per 287,702,296 Population > One (1) officer for every 419 persons or 2.4 officers per 1000 residents.

State Average: 24,004 Officers per 10,377,256 Population > One (1) officer for every 432 persons or 2.31 officers per 1000 residents.

Full-Time sworn personnel with the police department have an average of 2.4 years with Boiling Spring Lakes; however, they have an average of 7.4 years of total Law Enforcement experience.

⁶ <https://ucr.fbi.gov/crime-in-the-u.s/2018/crime-in-the-u.s.-2018/topic-pages/police-employee-data> *Data was obtained through computations from the various tables within this site

Of the 13 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 two (2) have probationary certifications. Along with this, five (5) officers and both civilian staff members have Baccalaureate degrees from various universities.

<u>Last</u>	<u>First</u>	<u>Hire Date</u>	<u>Position</u>	<u>Certificate Level</u>
Full - Time / Sworn				
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
WHITEHEAD	Corey	7/1/2017	Sergeant	General
HARDEN	Matt	4/24/2019	Officer	General
WELLS	Megan	5/29/2019	Officer	General (Bachelor of Arts - Criminal Justice / East Carolina University)
PERRONE	Brianne	10/12/2018	Officer	Probationary
CYPHERS	Coleton	9/29/2018	Officer	General
WANCZYK	Bart	12/16/2019	Officer	General (Bachelor of Science - Criminal Justice) (John Jay College of Criminal Justice - New York)
HEARN	Christina	1/17/2020	Officer	Intermediate (Bachelor of Arts - Criminal Justice / UNC - Wilmington)
EVERETT	David	5/6/2020	Officer	Advanced
WOOD	Tate	8/25/2020	Officer	Probationary
Full - Time / Civilian				
DUCHENE	Travis	12/10/20	Animal Services	NA (Bachelor of Science - Criminal Justice) (Olivet Nazarene University - Illinois)
WALSH	Kristin	11/23/20	Admin. Asst.	NA (Bachelor of Arts -Dance /UNC - Greensboro)
Part - Time / Sworn				
ROMAN	Jackie	8/12/2019	Admin Asst./Res. Ofc	General
HUTT	John	9/26/2018	Officer	General
HAGER	Windy	12/4/2013	Officer	Intermediate
THOMAS	John	12/14/2019	Officer	General

New Officers for 2020



Officer Christina Hearn



Officer David Everett



Officer Brianne Perrone.

Awards:

At the October Board of Commissioners meeting, three officers were presented with commendations for actions taken while on duty. These commendations were to be presented in April but the Coronavirus delayed the presentations. Regardless, the following commendations were presented:

Captain Kevin Smith: In 2014, then Detective Smith started looking into a cold case of a missing person, Timothy Smart, from 1995. Though it took a while, in March of 2019 Detective Smith, with the assistance of the North Carolina State Bureau of Investigation, developed new leads in the case. Upon following up on those leads, Detective Smith obtained enough information to arrest an individual for the murder of Mr. Smart. Though many areas were searched in the late 1990's and early 2000's, at the time of the arrest, Mr. Smart's remains still had not been located. Upon studying the details of the case, testimony and maps, Detective Smith visited several possible locations and determined there was one place that warranted a thorough search. Within 20 minutes of the start of the search, Mr. Smart's remains were located. Detective Smith's actions and determination went well beyond the call of duty and for this; he received an award from the Veterans of Foreign Wars as well as a commendation from the Boiling Spring Lakes Police Department.

Sergeant Eric Mahoney: On May 03, 2019, then Officer Mahoney responded to call at Spring Lake Park in reference to a homeless person staying in the park. Upon arrival, he met with a Mr. Zackery Manning from the state of Georgia. Mr. Manning indicated that he wanted to go for Drug Rehabilitation in Wilmington and, though Officer Mahoney could not take him at that moment, he did furnish Mr. Manning with water and asked him to stay in the area until he (Mahoney) had completed other calls. At about 15:00 hours on that day, Officer Mahoney did offer food and beverage and transported Mr. Manning to Launch Pad Rehab in Wilmington.

On January 21, 2020, Mr. Manning called the Chief of Police to state that he had been "clean" of drugs for seven months and he credited Officer Mahoney's actions for helping him to get clean. He noted how nice and caring Officer Mahoney was and stated that he (Mahoney) quite possibly saved his life. This was a small act of kindness on Officer Mahoney's part but it made a huge impact and changed Mr. Manning's life.

Megan Wells: On February 08, 2020, Officer Wells was patrolling Goldsboro Road when she saw smoke coming from a residence. At the time, she coordinated response from other units and proceeded to investigate. She then learned that there was an active residential fire and notified Central Communications so that they could get Fire and Rescue departments to respond. After



Capt. Kevin Smith, Detective Sergeant Eric Mahoney and Officer Megan Wells

completing the notification, Officer Wells then attempted to determine if people were inside the residence. Luckily, there were no people in the residence but there were a number of pets. Because of her alertness to duty and her quick actions, two dogs and possibly two cats were rescued from the fire and smoke.



Officer of the Year: For 2020, Captain Kevin Smith was chosen as the Southport/Oak Island Rotary Club Officer of the Year for Boiling Spring Lakes. Captain Smith was recommended not only for his work involving the Timothy Smart Case, but also for his continual pursuit of justice regarding several other cases while also working on the Smart case. Captain Smith has a strong work ethic and is unwavering in his desire to help victims as well as all Citizens of Boiling Spring Lakes.

Superior Court Judge Jason Disbrow presenting Captain Smith the Southport Oak Island Rotary Club Officer of the Year Award

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 2020, even though the coronavirus pandemic curtailed most organized community involvement activities, the police department was included in two organized events. First, the Spring Bike Run was held on March 14 before “stay at home” orders were enacted. Department officers were able to meet and get to know the participants and share a meal with them. Secondly, “Trunk-or-Treats” was changed to adhere to social distancing and other covid related directives. Because of this, Officer Christina Hearn was able to decorate a vehicle and speak with several children and their parents (albeit, from a safe distance). To expand on the organized activities, officers also provided community oriented policing functions when opportunities surfaced and the department was able to maintain connections through individual encounters. Further, the police department continued to share events, concerns and other information of interest through social media. Community Involvement is proactive and it does enhance the quality and professionalism of the Boiling Spring Lakes Police Department.

The following are a few pictures of our Community Involvement:



Santas Ride 2019 /



Spring Bike Run Participants (Photos Courtesy of BSL Special Events)





Officer Bart Wanczyk and Sgt. Kyle Pszczultkoski showing a police vehicle to several participants of the Community Center after school program



<<<<<Vehicle decorated by Officer Christina Hearn for "Trunk-Or-Treats" – October 2020



Officer Megan Wells and Chief Jordan with elementary students >>>>>

Call Response and Offense Data

Animal Services:



Figure 1 - Brianne Perrone with Friends

In 2020, Brianne Perrone transitioned from Animal Services Officer to Patrol Officer. This opened the position for Travis Duchene who will continue the work initiated by Ofc. Perrone. He has a similar philosophy of being firm but fair and he is continuing the “spay and neuter program” started by Perrone. Though that program is still relatively new, it is already making an impact, as there was a 69% decrease in the number of feral cats in need of being spayed or neutered (201 in 2019 compared to 63 in 2020). While some of the decrease may be attributed to the coronavirus, it was noticed that in the months prior to the pandemic (January and February) there was an 80% decrease (98 in 2019 as compared to 20 in 2020) in the number of feral cats spayed or

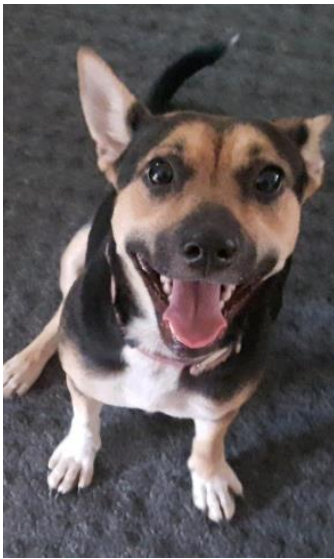
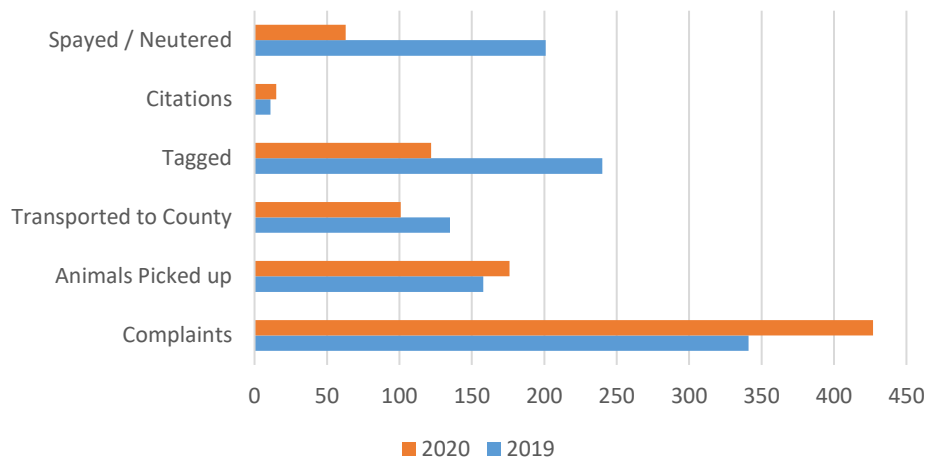
neutered.

Overall, there was a 25% increase in the number of calls and an 11% increase in the number of animals picked up.

The following tables represent the activities and comparisons for Animal Services in 2019 - 2020:

	Complaints	Animals Picked up	Transported to County	Tagged	Citations	Spayed / Neutered
2019	341	158	135	240	11	201
2020	427	176	101	122	15	63
Difference	25.2%	11.4%	-25.2%	-49.2%	36.4%	-68.7%

Animal Services Comparisons for 2019 - 2020



A Dangerous Detainee



Officer Harden with a Ferret Friend

In addition to calls for services, ASO Perrone and ASO Duchene are also 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 2020.

Calls For Service:

Overall Calls for Service:

In 2020, there were 5578 calls for service in the City of Boiling Spring Lakes. This represents a 16% increase from 2019 and is the second highest number of calls for service since 2010 (2016 had 6135 calls). This does not necessarily mean that there were more criminal activities, as this includes all officer activities. In 2020, there was a noticeable increase in the officer-initiated calls to include special checks on problem areas and traffic stops. Regardless, the “calls for service” represent 775 calls per every 1000 residents based on the 2019 population and is equivalent to about 15.1 calls per day.

CALLS FOR SERVICE

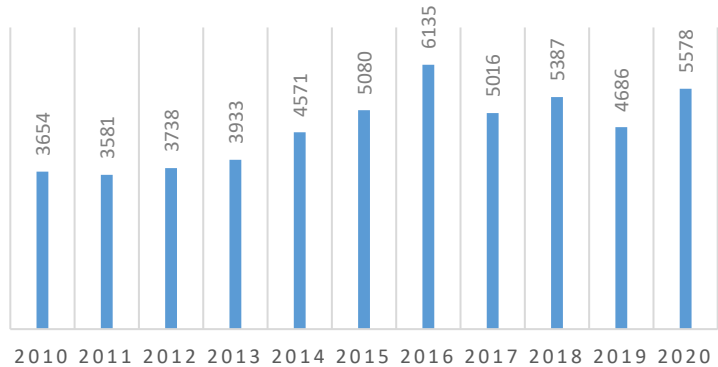
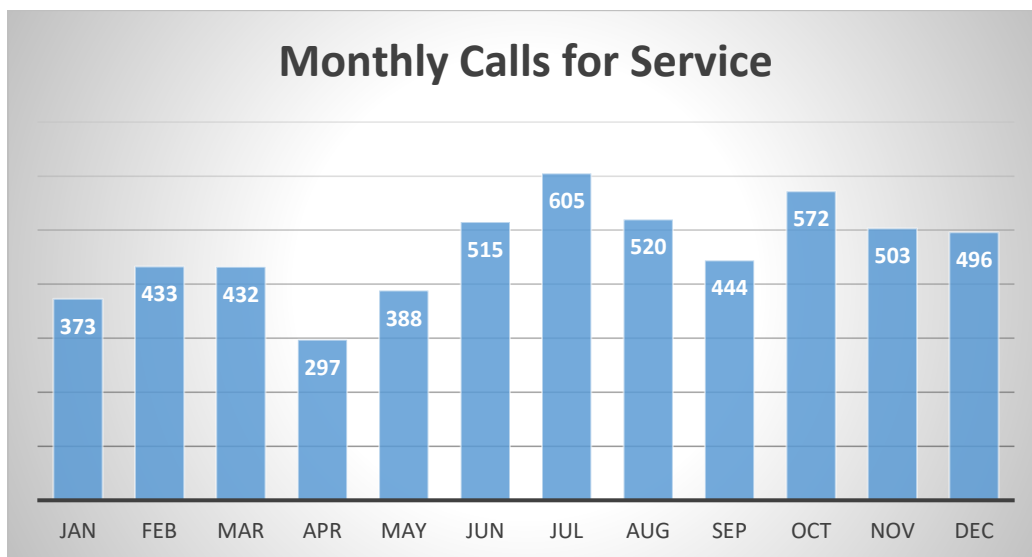


Figure 2 - Kyle Pszczultkoski, Megan Wells, Brianne Perrone and Bart Wanczyk in Training

Monthly:

From a monthly perspective, the busiest month for calls occurred in July when there were 605 calls for service. This compares to the least busy month of April when there were 297 calls. Traditionally, January and February are the slowest months but April was the first full month of the “Stay at Home” order and many people heeded those orders. With the exception of a few months, the number of calls remained consistent between 430 and 520 per month.

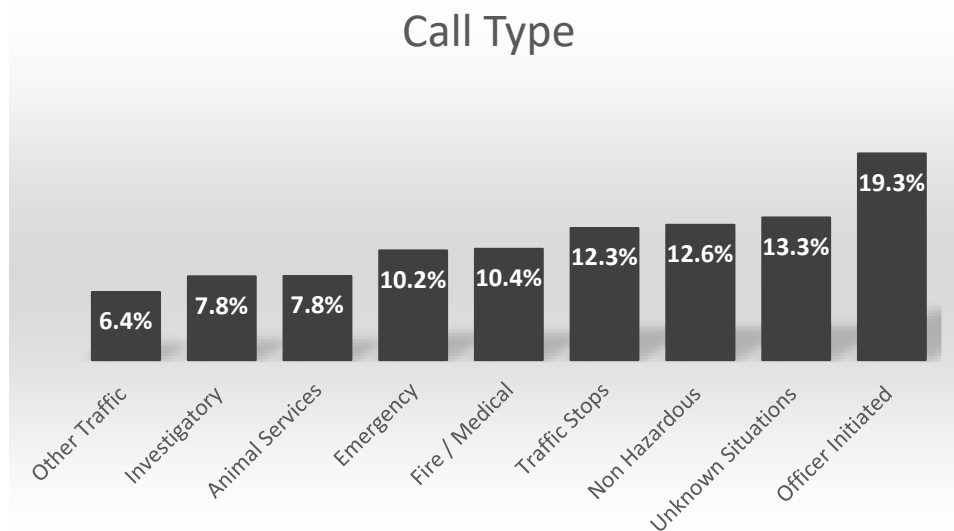


Types of Calls: Approximately 75% of the police calls for service were reviewed and it was determined that “officer initiated calls” at 19.3% made up the majority of the type of calls handled by officers. Officer initiated calls are those which the officer does not get “dispatched” but rather the officer follows up on a request or takes initiative to do something on their own. Examples of this include when the officer checks a park, business or residence as part of a “keep check” program or because the officer sees something that does not seem to be correct such as a broken window. It could also be when an officer gets out in order to speak with someone without taking an enforcement action such as when an officer sees a child riding a bicycle and talks with the child about bicycle safety.

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 7.8% 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.

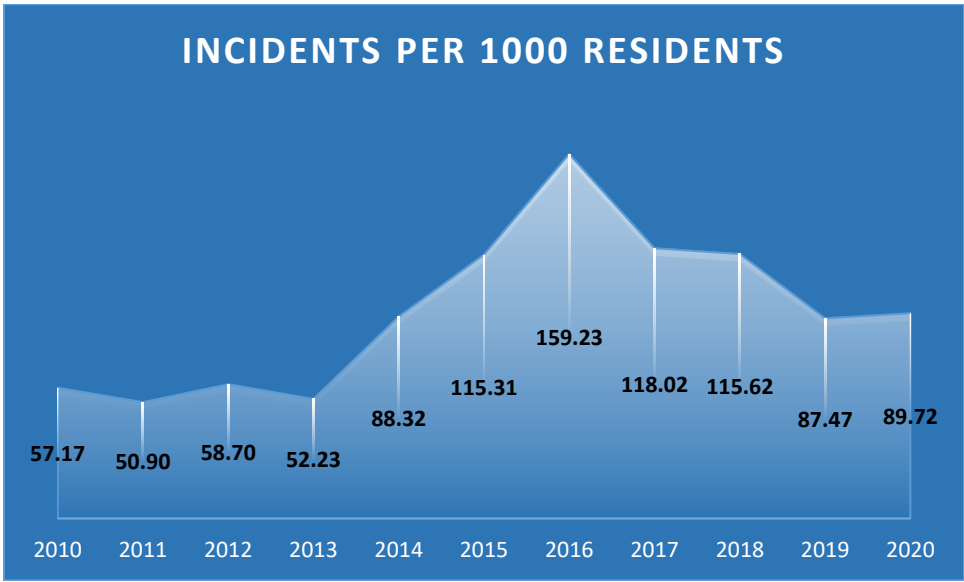
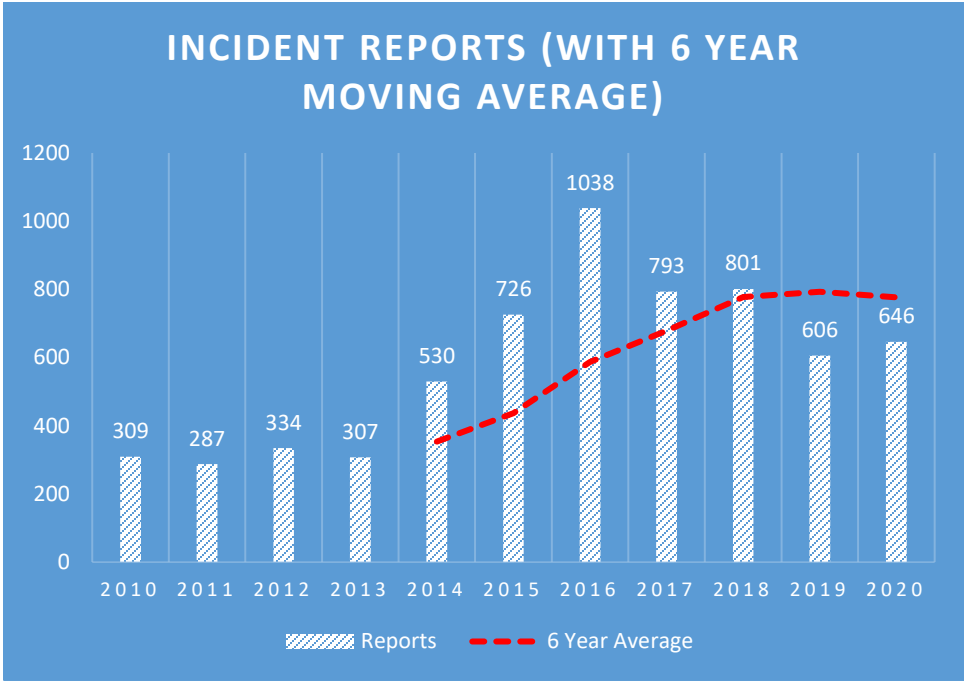
The types of calls are as follows:

Animal Services	7.8%
Emergency/Disturbance/Domestic/Crimes In Progress	10.2%
Report and Investigatory (including Missing Persons)	7.8%
Assist Fire / Medical	10.4%
Non-Hazardous - (Assistance Calls/Lockouts etc.)	12.6%
Officer Initiated	19.3%
Traffic Stops	12.3%
Other Traffic related (MV Wrecks/Parking /Disabled Motorists etc.)	6.4%
Unknown Situations	13.3%
(Alarms/ Open Doors, 911 Hang-ups/Suspicious Person or Vehicle)	



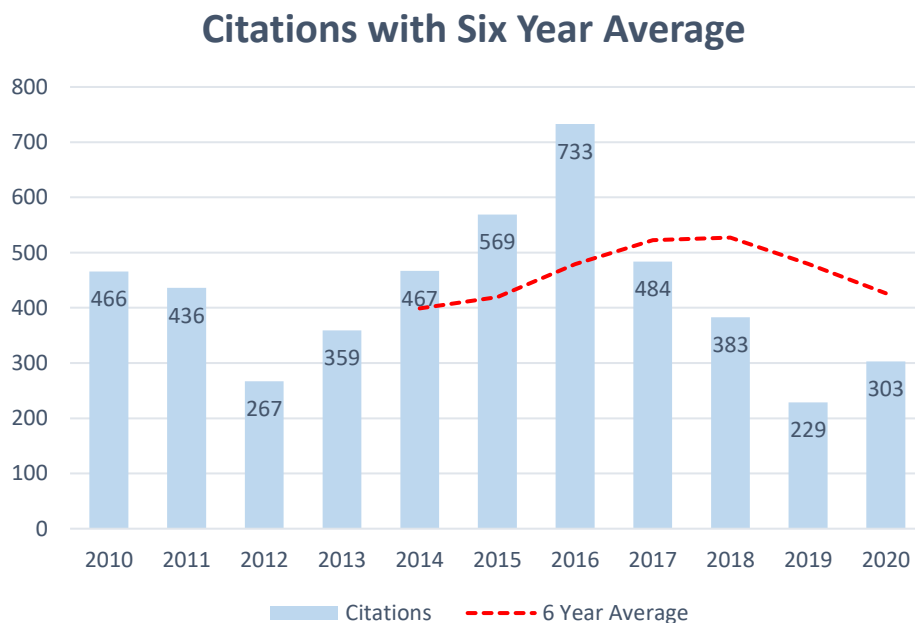
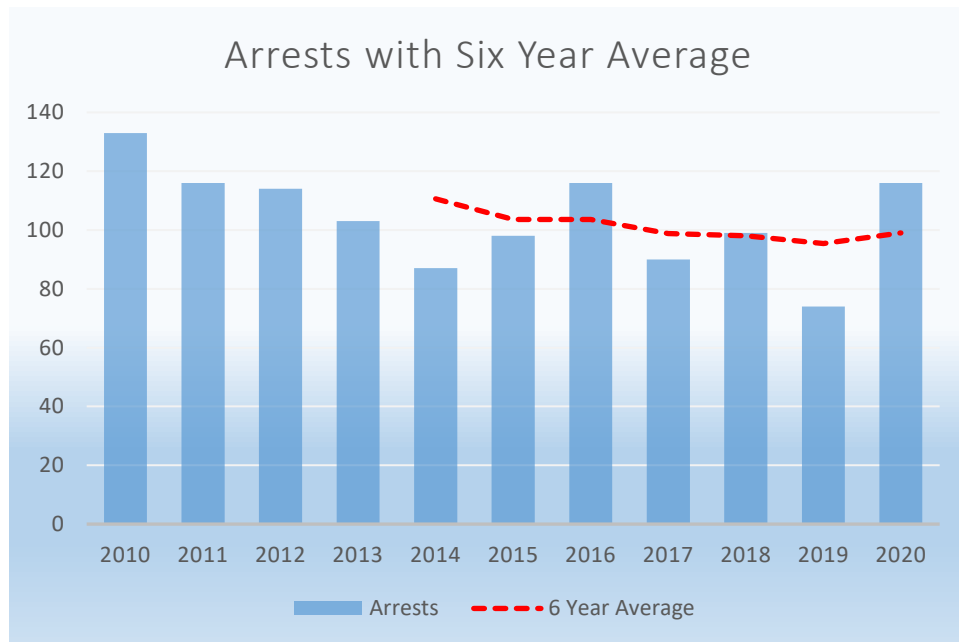
Incident Reports:

In 2020, there were 646 incident reports. While this represents a 6% increase from 2019 (606 reports), the number of reports was still below the six year average of 742.3 reports. This data translates to 89.72 reports for every 1000 residents. While not a completely accurate predictor, incident reports can be a better indicator of crime trends than “calls for service.” 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 6% growth in incident reporting is not significant enough to state that crime has increased.



Arrests and Citations:

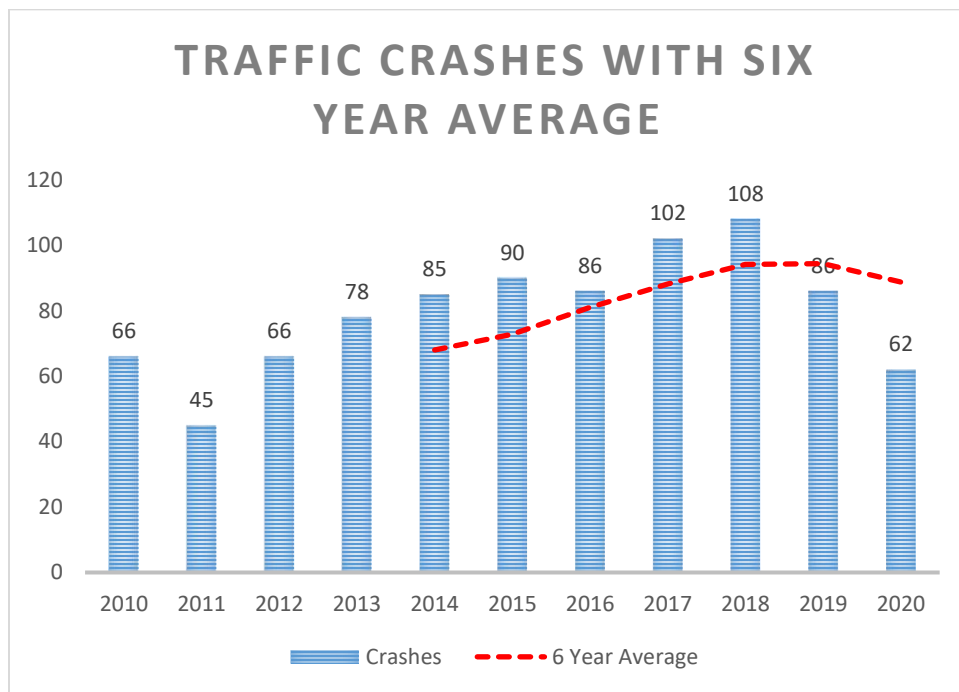
In 2020, the number of arrests and citations increased dramatically from 2019. There were 116 arrests and 303 citations. For arrests, this represents a 51% increase from 2019, and the number of citations represent a 32.3% increase. However, upon reviewing the six-year average for arrests and citations, the arrests are 17% above the yearly average of 99 but the citations still remain 33.2% below the yearly average of 453.5.



Traffic Crashes:

In the 2019 yearly report, it was noted that the statistics for traffic crashes was inconclusive due to reporting issues with the State of North Carolina during 2018 and early 2019. During 2020, Police Department staff was able to research records and was able to determine the total number of traffic crashes for the period so that proper statistical analysis of the total number of accidents could be completed. On the downside, detailed information such as injury, weather, location and such could not be found so detailed statistical analysis is not available for that 2018 – 2019 period.

With that, there were 62 reported traffic crashes in 2020. This is 27.9% below the 2019 total of 86 crashes. This also represents a 32.6% decrease from the six-year average of 92 crashes per year. As noted earlier, two of the crashes resulted in fatalities while 14 other accidents involved injuries to the occupants. These serious crashes represented 25.8% of all wrecks in the city.



Conclusion:

In police work, change is inevitable as police are confronted with different challenges on a daily basis. However, our fundamental responsibility of keeping the community safe does not change. To do this, communities must have trust in their police department and it is up to us, the police, to build and foster that trust. We do so by being both reactive and proactive to the community needs. As can be seen from this report, 2020 was a successful year for the police department. We still have a lot of work ahead of us but the building blocks have been laid and they will move us forward for many years.

Our goals for 2021 are simple:

1. Complete the multi-year plan initiated in 2020, but delayed due to the coronavirus pandemic. Research was initiated for the months long process but was halted as the department needed to get a grasp on how the coronavirus was going to affect the community. At this time, the pandemic is continuing but more progress is being made daily and with the recent release of the coronavirus vaccine there is hope that the end of the pandemic is near. While the plan may not include some desired research - such as public community meetings – the plan will still be completed with the future needs of the City of Boiling Spring Lakes in mind.

2. Along with the multi-year plan, the department will strive to “get back to normal.” Prior to the pandemic, community engagement was a high priority but due to Federal, State and Local mandates, engagement opportunities were extremely limited. We recognize that some projects will already be curtailed for 2021 as several months of valuable planning time has passed and needed reservations cannot be made due to uncertainty. However, by the end of the year, we hope to be able to reinstate the school visits, “Coffee with a Cop,” assisting the Special Events Committee and involvement with other community events that allowed officers to have positive interactions with residents and visitors. Positive individual interactions on a daily basis will continue to be a high priority.



Ofc. Bart Wanczyk in dedicated response to a call

3. Continue with proactive policing and enforcement in order to maintain the low crime rate for which residents have become accustomed. Along with this, as traffic complaints continue to be one of the most common complaints received from residents, our proactive efforts will decrease the number of complaints and reduce the overall number of traffic crashes. Training to assist with proactive enforcement was halted by the state of North Carolina but it is slowly starting again. It is the hope of the administration to get several officers into various classes for “RADAR,” “Intoximeter” and Standardized Field Sobriety Testing but even if those classes remain unavailable, we will continue to put forth our best effort.

In closing, as we approach the 60th anniversary of the incorporation of Boiling Spring Lakes, we will continue to strive for a very bright future. The events of the recent past have caused policing to evolve rapidly but the administration of the department is confident that the staff will adapt to the growing set of challenges and remain steadfast in their commitment to the community. The officers and staff of the police department have worked tirelessly and will continue to work to improve services. I, as Chief of Police, am fortunate to be able to lead an extraordinary group of men and women that are truly committed to being a highly respected and professional agency. I look forward to all that we will accomplish this year and what our organization will become.

Respectfully Submitted,

Greg Jordan

Greg Jordan
Chief of Police
Boiling Spring Lakes Police Department

February 04, 2021