Message from Public Safety Director Mike Yaniero

Serving and protecting the lives and property of the citizens of Jacksonville, North Carolina is the determined commitment of the City’s Department of Public Safety. This 2019 Annual Report will highlight the work success of all members of the City of Jacksonville’s Police Department.

Our strong community partnerships are the key to this success as a law enforcement agency. The focused efforts have led to a reduction in crime and faster responses to medical and fire calls. This results in a priceless improvement in quality of life in the City of Jacksonville.

We endeavor to find new and innovative technologies that will allow us to remain on the cutting edge of professional law enforcement services. Our City continues to grow and change, increasing the demand for police services. Each member of the Jacksonville Police Department Team strives to improve our services, while keeping an eye on the budget.

As a law enforcement agency, we are proud to have the support of our community. Once again, this year, we faced challenges in providing public safety services during emergency weather events. Police Officer and support staff vacancies have created challenges for us this year.

It is hard to believe that we have marked five full years in the Center for Public Safety. We take pride in providing the highest level of service from our modern facility.

Your support and interest in the Jacksonville Police Department is appreciated. Professionalism touches all we do and is the foundation of our organization’s success for serving a safe community.

Michael G. Yaniero, Director of Public Safety
Agency Summary

The Jacksonville Department of Public Safety utilizes creativity and a strategic approach to addressing challenges. Seven years ago, City leadership joined Jacksonville’s law enforcement and fire operations into the Public Safety Division.

Since that time, new efficiencies, approaches, operations and practices are used when opportunities or challenges are identified. By combining our capabilities and resources, we have developed an organizational culture of strategic planning to provide exceptional fire and police response in our City.

The Jacksonville Police Department is structured into three divisions: Patrol/Field Operations Division, Investigative Services Division and the Administrative Division. The Police Department has 170 employees possessing the abilities necessary to provide excellence in law enforcement services and protection to those who live, work and visit our City.

During 2019, several measures were taken to develop the current and future leadership of the agency. The Police Step Pay Plan was put into place, creating a path for new officers to advance in the first years with the agency. The promotional succession continued with the selection of two Captains, three Lieutenants and six Sergeants with new assignments following.

Captains James and Capps were promoted in 2019. The new Command Staff is shown at City Council.
Our agency uses a Differential Police Response (DPR) for managing calls for law enforcement services. This approach prioritizes each incoming call for service to focus services on emergency calls. The DPR Action Plan uses specifically trained civilian personnel to address tasks that do not require the skills of a sworn officer. We have incorporated patron-directed telephone; web based reporting and other strategies to address non-emergency calls.

During 2019, officers responded to 148,238 calls for service, an increase of six percent over the previous year. Administrative calls increased by 14 percent in 2019, with self-initiated calls increasing by 11 percent. The increase in self-initiated calls are attributed to staffing changes, as newly trained officers are now responding to calls on the road. Priority 1 calls for service decreased by four seconds over the previous year.

Patrol officers not only respond to calls, but also provide preventative patrol, protection of life and property, apprehension of violators as well as preliminary crime and traffic crash investigations.

JPD’s Field Operations Division is home to the Traffic Division and Community Policing Divisions. Field Operations manages the agency’s programs for part-time and reserve officers. They also manage Amplified Sound and Assembly Permit Applications, Special Events, requests from other agencies and off-duty security requests.

The Investigative Services Division is comprised of Criminal Investigations, Special Victim’s Unit, Victim’s Services, Evidence and Property Management, Special Operations, Internal Affairs and the Digital Forensic Lab. Four civilians and one volunteer PSO also staff Investigative Services.

The Administrative Division is made up of Communications, Records and Administrative Services as well as the agency’s Accreditation Manager, Range Master and Public Affairs Coordinator.

Staff utilizes a variety of social networking platforms including Facebook, Twitter, Next Door and Text a Tip to engage with citizens. Over 17,000 users follow the Jacksonville Public Safety Facebook page.
Our many partnerships with agencies and groups in Jacksonville are beneficial in providing the very best in public safety services. Each team member of the agency is selected with care to create a strong organization of employees dedicated to duty.

Jacksonville Public Safety continues to seek solution to those suffering from the effects of the ongoing opioid crisis. Overdoses and substance abuse incidents during calls for service need a synchronized response to guide the individual to access services to break the bonds of addiction. Each JPD Officer receives Crisis Intervention Training. Our work with the Dix Crisis Center and other partners continues to create an effective response to opioid abuse in our community.

Five were promoted to Sergeant in 2019.

We value our partnership with Mission BBQ Restaurant and appreciate their generosity and support of Public Safety.
## Yearly Comparison

<table>
<thead>
<tr>
<th>Yearly Comparison</th>
<th>2018</th>
<th>2019</th>
<th>% Change</th>
<th>Reduction or Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homicide</td>
<td>3</td>
<td>2</td>
<td>.06%</td>
<td>Decrease</td>
</tr>
<tr>
<td>Rape</td>
<td>34</td>
<td>33</td>
<td>3%</td>
<td>Decrease</td>
</tr>
<tr>
<td>Commercial Robberies</td>
<td>2</td>
<td>4</td>
<td>100%</td>
<td>Increase</td>
</tr>
<tr>
<td>Individual Robberies</td>
<td>49</td>
<td>28</td>
<td>43%</td>
<td>Decrease</td>
</tr>
<tr>
<td>Aggravated Assault</td>
<td>133</td>
<td>156</td>
<td>38%</td>
<td>Increase</td>
</tr>
<tr>
<td>Burglary</td>
<td>356</td>
<td>312</td>
<td>12%</td>
<td>Decrease</td>
</tr>
<tr>
<td>Larceny</td>
<td>1,452</td>
<td>1,543</td>
<td>6%</td>
<td>Increase</td>
</tr>
<tr>
<td>MV Theft</td>
<td>105</td>
<td>75</td>
<td>28%</td>
<td>Decrease</td>
</tr>
<tr>
<td>Arson</td>
<td>4</td>
<td>7</td>
<td>75%</td>
<td>Increase</td>
</tr>
<tr>
<td>Total Crimes Reported</td>
<td>9,201</td>
<td>9,332</td>
<td>1%</td>
<td>Increase</td>
</tr>
<tr>
<td>Field Interviews</td>
<td>1,031</td>
<td>1,320</td>
<td>28%</td>
<td>Increase</td>
</tr>
<tr>
<td>Motor Vehicle Fatalities</td>
<td>0</td>
<td>1</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Motor Vehicle Injuries</td>
<td>458</td>
<td>391</td>
<td>15%</td>
<td>Decrease</td>
</tr>
<tr>
<td>Motor Vehicle Crashes</td>
<td>3,090</td>
<td>2,852</td>
<td>8%</td>
<td>Increase</td>
</tr>
<tr>
<td>Citations</td>
<td>14,559</td>
<td>14,811</td>
<td>2%</td>
<td>Increase</td>
</tr>
<tr>
<td>Driving While Impaired</td>
<td>157</td>
<td>148</td>
<td>6%</td>
<td>Decrease</td>
</tr>
<tr>
<td>Calls for Service</td>
<td>56,016</td>
<td>53,691</td>
<td>4%</td>
<td>Decrease</td>
</tr>
<tr>
<td>Self-Initiated</td>
<td>34,419</td>
<td>38,263</td>
<td>11%</td>
<td>Increase</td>
</tr>
<tr>
<td>Administrative</td>
<td>49,402</td>
<td>56,284</td>
<td>14%</td>
<td>Increase</td>
</tr>
<tr>
<td><strong>Total Calls for Service</strong></td>
<td><strong>139,837</strong></td>
<td><strong>148,238</strong></td>
<td><strong>6%</strong></td>
<td><strong>Increase</strong></td>
</tr>
</tbody>
</table>

## Police Response Times

<table>
<thead>
<tr>
<th>Police Response Times</th>
<th>2018</th>
<th>2019</th>
<th>% Change (Seconds)</th>
<th>Reduction or Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority 1 Call to Dispatch</td>
<td>0:37</td>
<td>0:33</td>
<td>-11%</td>
<td>Reduction</td>
</tr>
<tr>
<td>Priority 1 Dispatch to Arrival</td>
<td>2:48</td>
<td>2:50</td>
<td>1%</td>
<td>Increase</td>
</tr>
<tr>
<td>Priority 1 Total Response Time</td>
<td>3:26</td>
<td>3:23</td>
<td>-1%</td>
<td>Reduction</td>
</tr>
</tbody>
</table>

## Fire Response

<table>
<thead>
<tr>
<th>Fire Response</th>
<th>2018</th>
<th>2019</th>
<th>% Change (Seconds)</th>
<th>Reduction or Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority 1 Call to Dispatch</td>
<td>0:31</td>
<td>0:29</td>
<td>-6%</td>
<td>Reduction</td>
</tr>
<tr>
<td>Priority 1 Dispatch to Arrival</td>
<td>4:29</td>
<td>4:37</td>
<td>3%</td>
<td>Increase</td>
</tr>
<tr>
<td>Priority 1 Total Response Time</td>
<td>5:01</td>
<td>5:06</td>
<td>2%</td>
<td>Increase</td>
</tr>
</tbody>
</table>
Patrol Division

The Jacksonville Police Department Patrol Division is the most visible unit in the agency. Providing professional and skillful service in protecting the safety and security of all is the goal of the Patrol Division.

Their services involve more than writing citations and reports, as preventing crime is a key element of the Patrol Officer’s work. Officers interact with the community to prevent crime, address traffic concerns in a proactive way and to address and resolve problems in the community.

The Patrol Division has six squads, which allows for scheduling flexibility and for the best approach to resource management. It also allows for coverage in addressing calls for service during the evening hours. This shift modification has been in place for over a decade and allows for a needs-based response for all needing police services in all six sectors of the City. This allows us to target specific hours of the day with a higher rate of calls and assign additional officers during that time.
Sergeant Ehrler, Officer Delf and Officer Mellon received Certificates of Commendation from MCB Camp Lejeune Leaders for their role in responding to a suicidal Marine and resolving the situation with no loss of life.

Additionally, hours with fewer calls for service are staffed with fewer officers. The model gives supervisors the flexibility to adjust patrol officer hours to address particular situations that need focused law enforcement services. Six squads work 12-hour workdays on three rotating shifts of days, evenings and nights.

Our agency uses CA+, a crime mapping software that supplements these efforts, advancing us in the direction of predicting crimes. The specialized software extracts crime data from the Records Management System and Computer Aided Dispatch, creating a way for officers to view the date. A map or a table with the date and time are used to display the crime data. We are observing when and where crime are occurring, which allows for increased effectiveness in proactive patrols.

Our community is one of growth due to increased retail commerce, state roadway projects and adjustments to troop force at our area military bases. These factors increase calls for police services. Our agency continues to be challenged by a turnover in sworn and non-sworn law enforcement staff. It is the goal of all in the Patrol Division to provide each call for service with the highest quality response.
**Field Operations Division**

The Jacksonville Police Department’s Field Operations Division is comprised of the agency’s Traffic and Community Policing Divisions. The Lieutenant of Field Operations provides oversight of the Part-Time Officer Program, Reserve Officer Program and Special Events. They also manage all Off-Duty Security requests and requests for assistance from other agencies.

**Traffic Division**

Providing traffic education and the enforcement of traffic laws and ordinances is a responsibility shared by all law enforcement agencies. In addition, North Carolina General Statutes 20-114 and 20-183 determines the duty of law enforcement officers to enforce the motor vehicle laws. Gaining voluntary compliance with the motor vehicle laws is instrumental in reducing traffic crashes in our community.

One Traffic Sergeant and three Traffic Officers staff the Traffic Unit. In addition, there is one part-time Police Services Officer assigned to Traffic, along with ten school crossing guards.

The overall goal of the Traffic Division is to reduce the number and severity of crashes throughout the city by directed and selective traffic enforcement and strong educational programs, and by maintaining open lines of communication with those who are on the engineering side of traffic safety.

<table>
<thead>
<tr>
<th>Jacksonville Police Department Traffic Enforcement</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td>Citation</td>
</tr>
<tr>
<td>Warning</td>
</tr>
<tr>
<td>Total Issued</td>
</tr>
</tbody>
</table>

(Note: Does not include verbal warnings)

Speeding is one of the most prevalent factors contributing to traffic crashes. In North Carolina, it is the most common contributing factor in fatal crashes over the last fifteen years. The economic cost to society of speed-related crashes (crashes in which at least one driver was exceeding the legal speed limit or driving too fast for conditions) is estimated by the National Highway Traffic Safety Administration (NHSTA) to be $52 billion annually. According to NHTSA, every minute “gained” by speeding to a destination costs the American society over $76,000, and speeding-related crashes take close to 10,000 lives in the United States every year. In addition, the National Safety Council noted,
“Speeding is often one of several risky factors in fatal crashes, because alcohol-impaired drivers are more likely to speed, and speeding drivers are less likely to wear seat belts. Alcohol, lack of seat belts and speeding can add up to a deadly combination.”

In 2019, the Jacksonville Police Department continued enforcement efforts on the streets and highways of Jacksonville to make them safer for all motorists. The main areas of concentration were speeding violations (especially in school zones), driving while impaired, and red light violations. In 2019, the North Carolina Governor’s Highway Safety Program (NCGHSP) considered Onslow County to be a “focus county” for enforcement. This was because of a higher-than-average number of unrestrained fatal crashes. NCGHSP requested that increased occupant restraint enforcement be conducted by all agencies. Traffic Division officers were responsible for 43.4% of all citations, 54.4% of all occupant restraint citations, and 62.8% of all speeding citations issued in 2019.

In 2019, our agency investigated 2,966 crashes. This was a 7.2% decrease in the number of traffic crashes reported in 2018. One person lost their life in a traffic crash within the city limits during 2019. This fatal October crash ended a stretch of 23 months without a fatality, the longest stretch between fatal crashes in recent history. The Traffic Division investigated 28.2% of all crashes reported in Jacksonville, and conducted reviews or follow-up investigations on 481 hit-and-run reports, a 1% increase from 2018.

During 2019, Traffic Corporal Scott Eichelberger (now Detective Eichelberger) continued to operate as one of just two Drug Recognition Experts (DRE) within Onslow County. The DRE program trains officers to detect if drug impairment of a subject through a systemized and standardized series of steps. After the assessment, the DRE is able to determine what category of drug the subject has taken, and in most cases, can correctly determine the exact drug that is causing the impairment. This program provides the police department and state prosecutors with another source of evidence to battle Drug Impaired Driving / DWI. The North Carolina Department of Health and Human Services’ Forensic Tests oversee the DRE Program for Alcohol Branch and the International Association of Chiefs of Police.

The Traffic Division continued to utilize the Citizens Involved in Traffic Enforcement (CITE) Program this year. This program allows citizens the opportunity to phone, e-
mail, or write the Police Department when they witness motor vehicle violations. The Traffic Division investigates the complaint and, when warranted, will send a written notice to the violator informing them of the violation that was witnessed and the corrective action that needs to be applied.

**NC GHSP**

In 2019, the Jacksonville Police Department continued to be an active participant with the North Carolina Governor’s Highway Safety Program (GHSP). There were nine campaign periods in 2019, with 13 campaign reports filed to prove participation. These campaigns covered Obey the Sign or Pay the Fine, Booze it and Lose it, and Click it or Ticket. Campaign reports and various other highway safety events are submitted to a points system with GHSP. The points can then be traded for equipment. A significant number of our RADARs, Stop Sticks, and Preliminary Breath Testing instruments were acquired at no cost through this system. In 2019, the GHSP approved a $25,000 overtime grant, to be used for traffic enforcement.

Lieutenant Magill continued his role as the Onslow County Law Enforcement County Coordinator for the GHSP, a role he has fulfilled since 2007. The GHSP County Coordinator works as a liaison between city and county law enforcement agencies and the GHSP. They respond to questions related to highway safety and grants and provide coordination with individual agency representatives to ensure that campaign reports are completed. At the 2019 GHSP Highway Safety Symposium, Lieutenant Magill was awarded the 2019 Region 3 County Coordinator of the Year for the fourth time.

**BikeSafe**

The Jacksonville Police Department has four officers trained as BikeSafe instructors. BikeSafe is a traffic safety initiative to reduce crashes and fatalities for motorcyclists. It is a partnership between GHSP, the NC State Highway Patrol and local law enforcement agencies. This is a proactive approach to engage motorcyclists before they do something unsafe and to partner them with a trained motor officer to assess their existing skills. In 2008 in North Carolina, three-quarters of all fatal motorcycle crashes were the fault of the motorcyclist and only 6% of motorcyclists killed had taken any motorcycle safety course. This data was instrumental in the establishment of the BikeSafe Program. Corporal Michael “Tony” Frazier is the Eastern Region Coordinator for North Carolina’s BikeSafe Program.
MADD

Mothers Against Drunk Driving (MADD) is a valuable community partner in our shared efforts to remove impaired drivers from our roadways. Throughout the year, MADD provided material support at large, multi-agency DWI checking stations. The officers in the division have developed an outstanding working relationship with the MADD representatives, all of whom are hospital emergency room nurses and routinely see the devastation caused by impaired drivers.

Every 60 days, through a collaborative effort between MADD, county-wide law enforcement agencies and the Onslow County District Attorney’s Office, a Victim Impact Panel is held in the Community Training Room of the Center for Public Safety. The program requires first-time offenders convicted of Level 4 or 5 DWI to appear before a panel of officers, survivors and family members of individuals killed by drunk drivers. The offenders hear a description of the tragic impact that impaired driving has on the lives of ordinary people.

School Crossing Guards

The Traffic Division is responsible for the School Crossing Guards at various schools in the City of Jacksonville. Required refresher training was conducted prior to the start of the 2019-2020 school year. There are ten locations for School Crossing Guards:

1. Bell Fork Road by Furniture Fair
2. Hargett Street at New River Drive
3. New River Drive at Onslow Drive
4. New River Drive at Clyde Erwin Main Entrance
5. Barn Street near Jarman Street
6. Henderson Drive at Northwoods Elementary
7. Northwoods Drive at Parkwood Elementary
8. Commons Drive at McDaniel Drive
9. Carolina Forest Blvd. at Carolina Forest Elementary - Location 1
10. Carolina Forest Blvd. at Carolina Forest Elementary - Location 2
Traffic Crash Reconstruction

The agency has eight Traffic Crash Reconstructionists on staff, four within the Traffic Division. Each crash reconstructionist has completed a minimum of 240 hours of training from the North Carolina Justice Academy or the Institute for Police Technology and Management. All have attended additional training in specific topics, such as Pedestrian Crash Reconstruction, Commercial Motor Vehicle Reconstruction and Motorcycle Crash Reconstruction. Three officers are certified to download Event Data Recorders (“black box”) in motor vehicles that are involved in traffic crashes.

A crash reconstructionist is called to the scene when there is a major collision involving life threatening injuries or a fatality or if the crash results in a significant amount of monetary damage. Because of the extensive knowledge and training, many of our crash reconstructionists have been declared as expert witnesses for the purpose of testifying in the North Carolina Criminal and Civil Court systems. They continue to train and trade ideas with other crash reconstructionists from around eastern North Carolina in order to remain current with the newest technologies and techniques in this specialty field.

During 2019, the Traffic Division responded to ten times for significant traffic crashes or other incidents. In addition, our officers assisted the New Bern and Wilmington Police Departments with event data recorder downloads from major traffic crashes that occurred in their respective jurisdictions.

Speed Measuring Instruments

The Jacksonville Police Department utilizes two different types of equipment to conduct speed enforcement within the city: RADAR and LIDAR. RADAR (Radio Detection And
Ranging) uses microwave energy for speed detection, and LIDAR (LIght Detection And Ranging) uses electromagnetic energy (laser) for speed detection. The Traffic Division is responsible for overseeing the issuing and maintenance of our speed measuring instruments.

North Carolina has one of the strictest RADAR programs in the country. RADAR operation is regulated by both NC General Statutes and NC Administrative Code. If an officer wants to become certified to operate a RADAR, they must attend a minimum of 30 hours of Basic RADAR Operator Training, must demonstrate 100% proficiency in the set-up and operation of any instrument they choose to certify. They must also pass a road test to demonstrate their ability to effectively operate the RADAR instrument according to administrative code while conducting 12 speed estimations. At the conclusion of the road test, the officer’s total error for 12 estimates cannot exceed an average of 3.5 MPH. Upon completion of the road test, they must take a comprehensive written exam, followed by 16 hours of certified field practice before the State will issue a certificate. Recertification is required every 3 years. Should an officer wish to add LIDAR to the certification, the officer must attend a LIDAR Operator School.

Every year, our agency meets compliance with the requirements of the State to have every speed-measuring instrument inspected by a technician that holds a special FCC license. A significant number of our speed measuring instruments have been acquired through the Governor’s Highway Safety Program at no local cost through grants or participation in GHSP programs. The Jacksonville Police Department currently has 90 RADARS and 3 LIDAR instruments

**Specialized Training and Instruction**

The Traffic Division attends or participates in a variety of organizations and committees, such as Technical Review Committee (TRC), Military Civilian Task Force for Emergency Response (MCTFER), Accident Review Committee (ARC), Local Emergency Planners Committee (LEPC), Technical Coordinating Committee (TCC), Transportation Advisory Committee (TAC), and Mothers Against Drunk Driving (MADD).

The Traffic Division plays an important role in the safety planning and implementation of all major special event taking place within the City limits. The Traffic Division is responsible for all Parade, Picket, or Public Assembly Permits that are submitted to the Jacksonville Police Department (including Amplified Sound Permits). In 2019, Traffic reviewed 104 permits.
Lieutenant Magill, along with captain Capps, continued actively participating as a facilitator in the International Association of Chiefs of Police (IACP) Leadership in Public Safety Organizations (LPSO). LPSO is a three-week program, a collaborative effort between Coastal Carolina Community College and the Jacksonville Police Department to bring the costly ($50,000+) LPSO class to our area at no cost us or our partner law enforcement and first responder agencies.

During 2019, the Traffic Division Sergeant continued with an active role as an ABC officer in the recruitment of other officers for the program. The Traffic Division provided safety briefs throughout the year for military units on Camp Lejeune and MCAS-New River. The Traffic Division continued with monthly safety briefs with the SACO officer on Camp Lejeune until his promotion to Sergeant.

Corporal Vanessa Smith provided RADAR Instruction for certified officers, along with Subject Control/Arrest Techniques, Crash Investigation, and Physical Fitness in the Basic Law Enforcement Training Program. As of December, 2019, Corporal Smith is the only female RADAR instructor in North Carolina. She is also a member of the Speed Measuring Instrument Advisory Committee, a statewide committee that monitors, reviews, and makes recommendations about the RADAR program to Training and Standards.

The Traffic Division attends or participates in many other organizations and committees, not limited to the following: Technical Review Committee (TRC), Military Civilian Task Force for Emergency Response (MCTFER), Accident Review Committee (ARC), Local Emergency Planners Committee (LEPC), Technical Coordinating Committee (TCC), Transportation Advisory Committee (TAC), and Mothers against Drunk Driving (MADD). Traffic assisted with the planning and implementation of the annual 9/11 ceremony, Beirut Memorial ceremony, Freedom Fountain ceremony, Law Enforcement Memorial ceremony, and the Christmas Flotilla. Lieutenant Magill continued as the chair for the city’s Traffic and Safety Committee, as an advisor for Onslow EMS’ Crash Review Committee, and as the municipal law enforcement representative on the federally required LEPC.
During 2019, Sgt. Potter continued playing an active role in both recruiting and as an ABC officer. The Traffic Division is responsible for all Parade, Picket, or Public Assembly Permits that are submitted to the Jacksonville Police Department (plus Amplified Sound Permits). In 2019, Traffic reviewed 104 permits. Traffic also set up and supervised the traffic plans for the Holiday Parade, Veterans Parade, National Night Out, Christmas Flotilla, and Run for the Warriors half-marathon.

The Traffic Division provided safety briefs throughout the year for military units on Camp Lejeune and MCAS-New River. Traffic Officer Smallwood continued with his monthly safety briefs with the SACO officer on Camp Lejeune until his promotion to Sergeant in April 2019.


Notable Crashes in 2019

February 12, 2019: 16-year old pedestrian was struck in the crosswalk in front of Jacksonville High School several hours after the end of school. Pedestrian suffered serious, but non-life-threatening, injuries. The hit-and-run driver was located and charged.

April 5, 2019: 2-year old child darted out from between parked cars in a parking lot and was struck by a delivery van. The child suffered serious injuries but survived.

June 27, 2019: A dump truck failed to lower its dump bed and tore down the lines at the intersection of NC 53 and Henderson Drive.
October 23, 2019: A 46-year old woman was killed when a derelict trailer became detached from the pickup truck towing it and crashed into the side of her vehicle. This was the first fatal traffic crash in Jacksonville since November 2017. This 23-month stretch being the longest time between fatal crashes that anybody can remember over the last 30+ years.

November 6, 2019: A 30-year old off-duty deputy sheriff was riding his motorcycle when he was struck by a turning vehicle on Gum Branch Road. The deputy sustained multiple broken bones.

November 26, 2019: A 55-year old man apparently suffered a heart attack while driving, resulting in his vehicle leaving the roadway and colliding with a power pole on Onslow Drive. Not considered to be a fatal crash, as his death was caused by a medical condition, not as a result of the crash.

November 27, 2019: 26-year old man ran into the roadway and was struck by a vehicle traveling at highway speeds. He suffered a broken pelvis and required multiple transfusions. Methamphetamine were found in his possession.

Community Services Division
The Community Services Division has a commitment to collaborating with Jacksonville citizens to reduce crime and improve the quality of life of this community. Officers assigned to Community Policing are dedicated to getting to know the community serve. This is accomplished by daily contacts with business owners and residents, by hosting and attending special events and through participation in community functions.

During 2019, the Community Services Division was realigned under two Sergeants. One covering Community Officers and K-9 Officers, the other covering School SROs and the DARE/GREAT Officers.

School Resource Officers
There are eight School Resource Officers (SROs). Four are assigned to middle and high schools within the City. On January 1, an important goal was reached to fund an additional four SRO’s through a partnership between the City and Onslow County Schools to fund four SROs to be assigned to the City’s Elementary Schools.
Community Officers
There are four officers assigned to Community Policing, a long-term special assignment that provides officers with the opportunity to build strong relationships with businesses, service providers and citizens in their respective sectors in the City. The officers use these relationships to assist citizens in need or to address special projects.

Community Officers were engaged in a variety of different community events such as:
- Veteran’s Stand Down – Count in time for Homeless
- NC Special Olympics Torch Run
- Participating in Traffic Checking Stations
- Safety Briefs specialized for retail, real estate, banking, churches
- Security Briefs for military aboard MCB Camp Lejeune and MCAS New River
- Active Shooter in the Workplace Training
- Block Parties
- Neighborhood Watch Meetings
- National Night Out
- Myrtlewood Neighborhood Revitalization Project
- Public Safety Explorers Program
- RUOK Program
- Coffee with a Cop/Coffee with the Chief
- Citizens Public Safety Academy
- Sturgeon City Public Safety Institute
- Shop with a Cop

Community Officers develop enduring community/police partnerships in their service to the agency. The officers are empowered to gather information from citizen or business complaints/concerns, acting directly upon those or directing the issue to other division of the police department for action. Many times, the Community Officer acts in the capacity of mediator, assisting individuals with neighborhood disputes to bring about a peaceful resolution to those involved.

The Community Services Division leads and participates in community improvement projects in distressed neighborhoods. The officers focus on developing relationships with residents, promoting inclusion and a sense of pride in ownership. Residents in these communities help to deter the criminal
factor and are key in promoting crime prevention within their neighborhood. As a team, the Community Officers work on larger, long term projects throughout the year.

The old-school, face to face Neighborhood Watch Meetings are on the decline. Citizens want this service is a new way that will allow them to participate with today’s busy lifestyle. The interactive app Next Door continues to be a valuable resource to the City and the community.

Next Door promotes interaction between the police department and voluntarily established neighborhood units through email and the Next Door platform. The division has been utilizing the app for five years.
Investigative Services Division

The Investigative Services Division is responsible for investigating incidents involving criminal activity within the City of Jacksonville. Duties associated with investigations for internal affairs and employment backgrounds are incorporated into the Investigative Services Division. The division’s Lieutenant conducts internal Affairs Investigations, while two part-time detectives conduct background investigators. Twelve investigators staff the division, including the Special Victim’s Unit (SVU) Supervision is provided by a Sergeant and a Lieutenant and a Captain. Three civilian employees support the work of the division: Victim Advocate, Criminal Analyst and Administrative Assistant. The division also houses the Police Crisis Counselor.

The division uses a call duty schedule, which allows the Patrol Division with the option to request an investigator at any time. When an investigator is called to the scene of a crime, they assume the duties of lead detective for that case until the case is resolved. There were approximately 161 “call outs” during 2019, resulting in approximately 966 hours of service, including SVU investigators.

The on-duty supervisor and the Investigations Division Sergeant review all reports taken by the Patrol Division. When further investigation is required, the report is assigned to an investigator by the Sergeant based on the amount of viable leads in the case. During 2019, approximately 9,332 reports were reviewed with approximately 2,474 reports assigned for further investigation amongst 12 investigators, both general crimes and SVU, for an average of 206 cases per detective in 2019.

When a case is assigned, the investigation begins with contacting the victim to introduce himself or herself and to collect any additional pertinent information. Detectives are responsible for their cases until they have made an arrest, obtained warrants for the suspect or until all leads have been exhausted. The investigators use a wide range of resources to bring a case to resolution. A case can also be closed for other reasons: unfounded, arrest made by other agency, prosecution declined or the victim refused to cooperate.

The work is not over once the arrest is made. Each investigator works directly with the Onslow County District Attorney’s Office to make sure that the case is completely
prepared for trial. Each case must be carefully organized so that effective testimony may be given and evidence presented before the Grand Jury, Superior Court or District Court. The division also works closely with other law enforcement agencies at the Federal, State and local levels. They are active in the local Neighborhood Watch Programs, Text a Tip and Jacksonville-Onslow Crime Stoppers.

During 2019, there were two homicides in the City of Jacksonville. On August 21, at 7:30 AM, 23-year old man, Da’shaun J. Pearsall of Willard, was found shot on Davis Street. He was pronounced dead on the scene. The suspect, Tyquan Sykree Hayes, was located at a hotel in Wilmington, NC. Tyquan Hayes was taken into custody at approximately 10:00 PM on Thursday, August 22, 2019 after detectives observed him leaving the hotel. Jacksonville Police Department Detectives, with the assistance of the Wilmington Police Department, the FBI Safe Streets Task Force, and the NC State Bureau of Investigation were able to take Hayes into custody without incident.

On Wednesday, October 23, 2018, officers responded to a crash on Country Club Road near Office Park Drive. The preliminary investigation has determined that a 1997 Chevrolet Truck pulling a utility trailer, operated by Craig Priest, 60, of Jacksonville, was travelling east on Country Club Road. A 2014 Jeep Grand Cherokee, operated by Regina Croft, 46 of Jacksonville, was traveling west on Country Club Road. The utility trailer became detached from the Priest’s truck and went left of center. The trailer struck Croft’s vehicle and her Jeep drove off the roadway and collided with a tree. The victim was pronounced deceased at the scene. Priest was arrested and charged with Involuntary Manslaughter and several traffic violations.

During 2019, our Forensic Computer Lab finished its first full year. The Lab, operated by Digital Forensic Specialist David Brown, performs computer forensics examinations for various Federal Law Enforcement Agencies under an MOU with the US Secret Service. The Secret Service supplied the agency with $30,000 in equipment and software used to perform these computer forensics exams. The equipment is also used to perform exams for the Jacksonville Police Department cases as well as cases for other local agencies. At this time, we are now able to perform forensic exams for any type of case. This is a valuable asset, as the NC SBI will generally only perform exams for cases involving child pornography or homicides. No longer does our agency, or others in the area, have to wait eighteen to twenty-four months from lab results from the SBI. This has a tremendously positive impact on our ability to investigate cases.
Special Operations Division

The Jacksonville Police Department’s Special Operations Division (SOD) is responsible for the enforcement and investigation of narcotics and vice-related offenses that occur within the City. These include cases related to gambling, prostitution, narcotics, illegal alcohol and pornography. The SOD is comprised of six detectives working under the supervision of a Sergeant. Three of the six detective are assigned to Federal Task Force Positions located in Wilmington, NC. These include the DEA Task Force, The FBI’s Safe Streets Task Force and the ATF Task Force. Detectives of the Special Operations Division currently work four 10.75 shifts, working primarily daytime hours to recover higher quality evidence resulting in fewer trials. Special Operations Detectives are on call 24 hours a day, 7 days a week.

The division works closely with all divisions within the Jacksonville Police Department to promote continuity, support collaborative efforts and enhance communication. They routinely share information during shift briefings. SOD has assisted with homicide investigations with Certified Informants, leading to resolving the case. The SOD Detectives routinely seek out information provided to Community Officer and act on information that results in arrests. The meet with the Criminal Intelligence Unit (CIU) on a regular basis to discuss current crime trends and assist with investigations.

The SOD works to maintain and build relationships with other local, State and Federal Organizations to maximize resources, will expanding cooperative efforts to increase effectiveness, prevent duplication of efforts and ensure the effective and efficient use of resources. The SOD continues to work joint investigations with their counterparts at the Onslow County Sheriff’s Office and share pertinent information received to neighboring agencies.

Criminal Investigations Unit

The Criminal Investigations Unit (CIU) is an intelligence driven, uniformed patrol unit with a specialized focus on emerging crimes in our city associated with gang activity. The CIU was reorganized during 2019 to form two units (A & B) each under the
supervision of one Sergeant with four officers per unit. The units are currently below full staffing due to turnover, new hires and Patrol Division priority.

The CIU uses the Bi-Weekly Temporal Analysis Report created by the agency’s Crime Analyst. The unit utilizes the data, CIU conducts enforcement operations in areas of the city with elevated crime rates. The Unit focuses on hot spots to develop leads and investigates suspects of those crimes.

<table>
<thead>
<tr>
<th>CIU Enforcement 2019 Statistics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Arrests</td>
</tr>
<tr>
<td>Felony Arrests</td>
</tr>
<tr>
<td>Citations</td>
</tr>
<tr>
<td>Cash Seized</td>
</tr>
<tr>
<td>Guns Seized</td>
</tr>
<tr>
<td>Cocaine Seized</td>
</tr>
<tr>
<td>Marijuana Seized</td>
</tr>
<tr>
<td>Reports</td>
</tr>
<tr>
<td>Self-Initiated Actions</td>
</tr>
</tbody>
</table>

**Property and Evidence**

The Property Management/Evidence Division consists of three sworn officers and two civilian Police Service Officers (PSO’s) under the supervision of a Police Sergeant. The sworn and non-sworn positions handle different, but specific, duties within the division.

The Property Management Office houses the PSO has and is responsible for the purchasing, issuing and management of all police equipment. Additional duties include the inspection of all taxicabs and dispatch locations, all wrecker and impound lots on the City rotation. They also provide Fingerprinting services to citizens and take criminal reports filed by citizens on line, walk-ins or phone. During 2019, the PSOs completed 388 incident and supplemental reports. They managed 60 talk with officers calls at the department. This is beneficial to the agency, as it allows sworn officer to remain on the street actively patrolling and answering calls for service. During 2019, the PSOs inspected all Taxi Dispatch Centers and Wrecker Company locations.

The Evidence Office is staffed by the CSI’s, who are tasked with ensuring that all evidence, found property and lawfully seized items are received and stored while maintaining a chain of custody. The CSIs are sent to numerous scenes of crimes to identify, collect and process evidence professionally and according to the rules of evidence. The CSI’s have been called out to assist with crime scene processing 87 times in 2019. Other duties include photographing significant events, receiving and returning property and evidence, record of video surveillance, the transfer of currency and weapons to various agencies and the security of several evidence storage areas.
and their contents. They are also responsible for the control, recovery and destruction of all prescription medications dropped into the permanent drop box installed in the lobby of the Center for Public Safety.

The division works closely with the City of Jacksonville’s Water Billing to disperse funds to the Onslow County Board of Education. The agency was able to release $11,028 of seized US currency during 2019 to the Board of Education and to the Onslow County Clerk of Courts Office.

During 2019, the Evidence Division became a member of the NC Association for Property and Evidence. Officers attended training for Forensic Analysis of Shootings, Clandestine Graves and Recovery, Advancing Drone Operations and Latent Fingerprint Expert. CSI Kresse successfully obtained his FAA Part 107 – Drone Operator Permit.

The division created a goal in providing technical support to Patrol Officers to process their own crime scenes. They worked diligently to ensure the quality and of property and evidence, submissions from staff were of the highest caliber. This was achieved through a variety of methods and approaches, such as:

- Routine inspection of property and evidence vouchers
- Rejection of incorrectly submitted vouches, with follow-up in person or by correspondence to correct the error
- Periodic training session on proper collection and processing of evidence
- Attending Patrol Roll Call to ensure the most current information is provided to issues as it relates to evidence

The Division has issued cameras to Patrol Officers to support the work of the Platoon Evidence Technicians. The Division has also begun the tracking of evidence submissions from officers to develop improved training methods to support officers in photographing, preserving, collecting and packaging evidence. The division also transitions a new AFIS workstation with updated algorithms, enhancing the latent search process and improving the potential for better matches. This device also uses a higher quality scanner and camera, which uploads a higher quality latent print image for future searches. The CSI’s have conducted 149 AFIS comparisons during this year.
### Property Management Statistics

<table>
<thead>
<tr>
<th>Item</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Items of Evidence Received</td>
<td>7,279</td>
</tr>
<tr>
<td>Items of Evidence Returned</td>
<td>736</td>
</tr>
<tr>
<td>Items of Regular Evidence Destroyed</td>
<td>1,275</td>
</tr>
<tr>
<td>Items of Narcotic Evidence Destroyed</td>
<td>2,071</td>
</tr>
<tr>
<td>Items of Regular Evidence Submitted to SBI</td>
<td>69</td>
</tr>
<tr>
<td>Items of Evidence Received from SBI</td>
<td>43</td>
</tr>
<tr>
<td>Narcotic Evidence Submitted to SBI</td>
<td>317</td>
</tr>
<tr>
<td>Narcotic Evidence Returned from SBI</td>
<td>247</td>
</tr>
<tr>
<td>Crime Scenes Processed</td>
<td>50</td>
</tr>
<tr>
<td>Evidence Processed</td>
<td>92</td>
</tr>
<tr>
<td>Weapons Destroyed</td>
<td>54</td>
</tr>
<tr>
<td>Digital Photographs Downloaded from Platoons</td>
<td>38,196</td>
</tr>
<tr>
<td>Photographs Printed and Enhanced</td>
<td>334</td>
</tr>
<tr>
<td>Incident Reports Completed</td>
<td>45</td>
</tr>
<tr>
<td>Supplement Reports Completed</td>
<td>9,153</td>
</tr>
<tr>
<td>RX Drugs Collected (Pounds)</td>
<td>1,018</td>
</tr>
<tr>
<td>Fingerprint Comparisons</td>
<td>149</td>
</tr>
<tr>
<td>Funds released by Court Order</td>
<td>$11,028</td>
</tr>
<tr>
<td>Photography or Video Request</td>
<td>50</td>
</tr>
<tr>
<td>Public Fingerprint Requests Completed by PSOs</td>
<td>820</td>
</tr>
<tr>
<td>Equipment and Uniforms Issued</td>
<td>953</td>
</tr>
<tr>
<td>Taxicab Inspections</td>
<td>199</td>
</tr>
<tr>
<td>Background Checks on Taxi Applicants</td>
<td>285</td>
</tr>
<tr>
<td>Wrecker Inspections</td>
<td>22</td>
</tr>
<tr>
<td>Impound Lot Inspections</td>
<td>13</td>
</tr>
</tbody>
</table>

JPD Officers, including Detective Ramirez assisted with the review by the Police Executive Research Forum (PERF). The Jacksonville Police Department’s 25% reduction in Use of Force over four years was the topic of the visit.
Records Division

The Records Division is a function of the Administrative Division of the Jacksonville Police Department. The Records Division provides support, providing records and information management services to the agency. The Records Division is generally the first point of contact between citizens and the Police Department. The Records Division is staffed by five full time Records Clerks, one part-time sworn officer and one civilian Records Manager.

The Records Division is responsible for the confidentiality and integrity of all police documents. They maintain the processing, distribution and retention of all police documents. These include offense/incident reports, arrests, traffic reports, citations and warrants, both electronically and hard copy. The division addresses requests for dissemination of information to our agency, other agencies and to the public. The division must comply with Federal and State law, departmental policies meeting CALEA requirements and others. The data collected by the Records Division is of vital importance to court proceedings. Information is collected on every incident and arrest in the Group A offense category. These Group A offenses are 49 offenses grouped in 23 crime categories. Specific facts about these offenses are gathered and reported in the National Incident-Based Reporting System (NIBRS).

In addition to the Group A Offenses, ten Group B Offenses are reported with only the arrest information. NIBRS was implemented to improve the overall quality of crime data collected by law enforcement. NIBRS captures details on each single crime incident (as well as on separate offenses within the same incident). This in including information on victims, known offenders, relationships between victims and offenders, arrestees and property involved in crimes. The Records Division is tasked with ensuring that all data collected is accurately reported according to NIBRS guidelines. The Records Manager ensures that the agency’s Records Management System is in full compliance with the NIBRS submission requirements.

The Records Division works in tandem with Property Management Police Service Officers in providing taxicab permit and fingerprint services to the public. These take place on Tuesdays and Thursdays from 8:00 AM to 11:00 AM and again from 1:00 PM to 4:00 PM. Records accepts applications for Taxi Cab Inspections and Taxi Driver Permits. Each application is thoroughly reviewed. A criminal background check and driver’s history is conducted to indicate approval or denial of a Taxi Driver’s Permit.

Upon completion of this process, the applicant is issued a Probationary Driver’s Permit
not to exceed 60 days. Once the results of the SBI Fingerprint Report and drug testing results are returned with no issues, a full Driver’s Permit is issued. The Center for Public Safety provides a designated area for the permitting of taxis, providing prompt and professional services.

The City of Jacksonville has an ordinance that requires property and business owners that use an alarm system to register their alarms each year. The Alarm Administrator is a designated member of the Records Division who is responsible for reviewing all billing complaints and false alarm appeals.

The Center for Public Safety has been a Passport Acceptance Agency for four years. A Passport Acceptance Facility is a Public Sector office that is designated to accept and execute passport applications on behalf of the US Department of State. The agency currently has six Passport Agents. Four of the six work in the Records Division, with two in other divisions within the Jacksonville Police Department.

 Providing this service within the Center for Public Safety gives the public a convenient way to submit their Applications to the federal government. Without this service, many citizens would have to travel to Wilmington or Greenville to obtain their United States Passport.

Agents are responsible for the review of all documents and verifying that the information is correct and accurate. The demand for US Passports is our community is high. The US Department of State projects that nearly 20 million Passport Books and Cards will be issued in 2020.
Communications
The Jacksonville Department of Public Safety’s 911 Communications Center is the relay point for disseminating information from the general public to public safety agencies working in the field and between those field units and agencies. This vitally important relay of information is important in the protection of life and property. The 911 Communication Center is committed to providing efficient, effective public safety communications to the citizens it serves.

The 911 Center utilizes state of the art technology within the Center for Public Safety. The workstations and chairs allow for an ergonomically correct work environment whether sitting or standing. The 911 Center’s outstanding amenities provide a foundation of support for the physical and emotional well-being of telecommunicators while carrying out their stressful duties.

Jacksonville Public Safety utilizes a response code to categorize emergency response to reported events. The Priority 1 Response Code is in place to describe the mode of response for an emergency vehicle responding to a call for emergency help. A tone alert (audible sound) is signaled indicating a Priority 1 call for service, call type and nature of call is announced. This allows the closest Public Safety units to respond immediately.

During 2019, the Communications Division faced challenges due to staff turnover, policy changes and changes to the management structure of the division. In addition, new Police Officers required a special focus for both communicators and officers when speaking on the radio.

911 Center Accreditation
The Year of 2019 marks the division’s first full year as a CALEA Accredited 911 Center. Staff continues to support the work of the Accreditation Manager in managing a parallel track for Police and Communications accreditation schedule.
Telecommunicator of the Year

Telecommunicator Carmen Bryan was selected as our community’s 2019 Public Safety Emergency Communications Professional of the Year by the Jacksonville-Onslow Chamber of Commerce. Her nomination detailed her work during Hurricane Florence and assistance in dispatching rescue and non-emergent calls during the storm. All members of the Communications Division are dedicated in their efforts to provide the highest quality of service to citizens needing assistance.

We are proud that law enforcement Priority 1 calls for service had a decrease of three seconds in total response time over the previous year. The increase in dispatch to arrival of five seconds can be attributed to a combination of new staff on both sides of the radio.

<table>
<thead>
<tr>
<th>Police Response Times</th>
<th>2018</th>
<th>2019</th>
<th>% Change (Seconds)</th>
<th>Reduction or Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority 1 Call to Dispatch</td>
<td>0:37</td>
<td>0:33</td>
<td>-11%</td>
<td>Reduction</td>
</tr>
<tr>
<td>Priority 1 Dispatch to Arrival</td>
<td>2:48</td>
<td>2:50</td>
<td>1%</td>
<td>Increase</td>
</tr>
<tr>
<td>Priority 1 Total Response Time</td>
<td>3:26</td>
<td>3:23</td>
<td>-1%</td>
<td>Reduction</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Fire Response</th>
<th>2018</th>
<th>2019</th>
<th>% Change (Seconds)</th>
<th>Reduction or Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority 1 Call to Dispatch</td>
<td>0:31</td>
<td>0:29</td>
<td>-6%</td>
<td>Reduction</td>
</tr>
<tr>
<td>Priority 1 Dispatch to Arrival</td>
<td>4:29</td>
<td>4:37</td>
<td>3%</td>
<td>Increase</td>
</tr>
<tr>
<td>Priority 1 Total Response Time</td>
<td>5:01</td>
<td>5:06</td>
<td>2%</td>
<td>Increase</td>
</tr>
</tbody>
</table>

Telecommunicator Kimberlee Pike serves an RUOK program guest during the annual Holiday Luncheon for subscribers.
Accreditation

Twenty-eight years ago, the Jacksonville Police Department created a commitment to ensure that the City of Jacksonville receives the highest level of professional law enforcement services. We continue to maintain that commitment of accreditation by the Commission on Accreditation for Law Enforcement Agencies (CALEA) through continuous accreditation status.

Accreditation is important. It serves as proof that every employee is committed to providing the best quality in law enforcement services to the public. Since 1991, CALEA standards are part of everything we do in our operation and administrative organizational structures and proactive policing strategies.

CALEA Accreditation upholds the public’s confidence in the Jacksonville Police Department and provides assurances that we are current on administrative practices and law enforcement initiatives. Accreditation provides objective proof of our work and commitment to excellence in leadership, resource management and delivery of law enforcement services. This has created public confidence in our agency’s ability to operate efficiently and meet the goals of our community.

The Accreditation Office is housed within the Public Safety Director’s Office. Grover C. Lewis III has served as the agency’s part-time Accreditation Manager since 2016. We were successful in earning our eighth Certificate of Advanced Meritorious Accreditation, with the Gold Standard of Excellence, under his leadership.

The CALEA accreditation process is the “gold standard” for public safety agencies and serves as the modern management tool of choice for modern police agencies that are working diligently to be the very best. The Jacksonville Police Department realizes that importance and continues our commitment to accreditation to ensure profession and proactive police services to our citizens. Most recently, the work of the Accreditation Manager has included the management of a parallel track for law enforcement and Communications accreditations.

<table>
<thead>
<tr>
<th>Internal Affairs/Citizen Complaints 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excessive Force</td>
</tr>
<tr>
<td>Bias Based</td>
</tr>
<tr>
<td>Unbecoming conduct/unprofessionalism</td>
</tr>
<tr>
<td>Performance/Use of Improper Procedures</td>
</tr>
<tr>
<td>Other/Criminal</td>
</tr>
<tr>
<td>Total Complaints</td>
</tr>
<tr>
<td>Unsubstantiated</td>
</tr>
<tr>
<td>Substantiated</td>
</tr>
<tr>
<td>Pending</td>
</tr>
</tbody>
</table>
National Night Out 2019

Jacksonville’s 21st Annual National Night Out was hosted by the Jacksonville Police Department and the City of Jacksonville on Tuesday, August 6, 2019. Over 10,000 people gathered at the downtown Riverwalk Crossing Park, as do thousands of other communities across the nation to celebrate National Night Out. We join together as a community to raise awareness of crime and drug prevention strategies and to generate support and participation in local anti-crime efforts.

The 8th Annual Running with the Law event was held on Saturday, August 3rd as a partner event to National Night Out. The athletic event is a benefit to raise funds for the North Carolina Special Olympics Torch Run. Over 400 runners participated. Thanks to the assistance of the Jacksonville-Onslow Sports Commission, more than $5,000 was raised. This event embodies the spirit of working as partners to build police and community partnerships.

The weather cooperated on National Night Out, with the temperature in the high 80’s, clear, and sunny for all to enjoy the casual festival atmosphere. Everyone enjoyed the opportunity for police and community to interact personally and positively, further strengthening neighborhood spirit and police-community partnerships.

Catalyst Church once again served as Event Sponsor, providing volunteers and promotional items to anchor the Children’s Area. They provided a second stage for local groups to perform. Both adults and children were entertained by the games, sports and demonstrations.
JPD Community Officers held the most popular event at National Night Out: the Bicycle Raffle Giveaway. Each child also received a professionally fit bicycle helmet and backpack and each bike was registered with the police department.

Jacksonville’s National Night Out is possible because of the support of local businesses, as well as City and County Government and military bases.

National Night Out 2019 concluded with a fireworks display to light the night sky over the New River at the end of Riverwalk Crossing Park. NNO 2019 was a tremendous success.

Once again in 2019, Catalyst Church was the event sponsor for National Night Out.
Hurricane Dorian

Jacksonville Public Safety once again prepared for the arrival of Hurricane Dorian on September 6, 2019. In September of 2018, our community was lashed by 12-foot storm surge, relentless rain and wind causing devastating damages to homes and businesses in Jacksonville. Many in our City were still working on repairs from Hurricane Florence when Hurricane Dorian was forecasted to make landfall in North Carolina. The Emergency Operations Center, located in the Center for Public Safety was activated as preparations were made by all essential City Departments. Non-essential City departments were closed September 5-6 and a curfew was enacted within the City of Jacksonville. Lessons learned from Hurricane Florence were valuable as Public Safety staff worked through the storm to serve and protect the citizens of Jacksonville and their property. After devastating the Bahamas, Hurricane Dorian lost strength and Dorian began moving northwestward parallel to the east coast of Florida. Dwindling in strength, the hurricane turned to the northeast the following day, making landfall on the Outer Banks as a Category 2 intensity on September 6, 2019.

During the storm, officers responded to calls for service as weather conditions allowed. Officers enforced the curfew, removed debris from roadways, conducted business checks, cleared storm drains, and assisted stranded motorists, called in downed trees and poles blocking roadways.

The teamwork of all members of the agency, in partnership with City employees and leadership was outstanding. All were dedicated to the mission to provide citizen service during the storm event. We were fortunate to have no loss of life during Hurricane Dorian.

Tree damage was a common sight after Hurricane Dorian.
Training & Professional Standards Division

Training is an essential element of the daily, weekly, monthly and annual practices of the Jacksonville Police Department. It is crucial that law enforcement officers continuously prepare and train for the challenges they will face while performing their duties to enforce the law. Performance is paramount in our profession. Over the years, the highest standards have been developed and maintained within the agency to achieve the goals and objectives of not only the Police Department, but of the City of Jacksonville in providing police services.

Training & Professional Standards has a staff of four (a Captain, two Administrative Assistants, and one Range Master) to coordinate training efforts for the agency. Training opportunities for all employees are available within the agency and by outside sources as well. The department utilizes agency officers and staff certified as General or Specialized Instructors for on-site training. Our instructors provide “in-house” training and work in partnership with Coastal Carolina Community College and other agencies.

During 2019, Coastal Carolina Community College offered the Mandatory In-Service Training that is required by the State of North Carolina Training and Standards Division. North Carolina requires twenty-four hours of In-Service Training for law enforcement officers. The police department completed twenty hours of this training on-line. The topics included Legal Updates; Juvenile Minority Sensitivity Training: Juvenile Law Update; Individual Wellness: Coping with Stress and PTSD; Leadership and Professional Development; Best Practices for Officers During Community Dissent; Law Enforcement Intelligence Update: Gangs and Divisive Groups; Domestic Violence: Law and Procedure Update and Opioid Awareness and Response. The final block of instruction completed was the State Mandated Firearms Training, consisting of four hours of combined classroom and practical application.

Our agency also collaborated with the North Carolina Justice Academy, the FBI National Academy and Coastal Carolina Community College to address training. These organizations provide a wide variety of training from traffic stop techniques to specialized training, such as radar and crime scene investigations. The partnership with the North Carolina Justice Academy provides a large diverse variety of training topics, offered in both classroom and web-based settings.

These training networks and cooperative efforts have allowed the agency to provide our officers with a wide variety of training opportunities. We are fortunate to have training...
partners who provide these on-site training opportunities, which results in a reduction in costs.

During 2019, the Jacksonville Police Department personnel participated in approximately 8,292 hours of specialized training, 8,751 hours of in-service training, and 735 hours of roll call training. Each member of the agency received training in one or more of these categories for a total of 17,778 hours of training. The department utilizes grants, in-house training, and cooperative training efforts with other agencies and partners to bring instructors to our agency to provide professional law enforcement training.

**Hiring**

The Jacksonville Police Department has a strong commitment to professionalism for all employees. The Administrative Service Division handles the detailed process for those wishing to join the Jacksonville Police Department. A thorough selection process screens each candidate, and the department seeks individuals with superior knowledge, skills and abilities for all positions within the organization.

The agency hired eleven (11) candidates to attend the BLET program. In addition, eight (8) other applicants were already certified and hired as police officers.

To be hired as Police Officer each candidate must have completed Basic Law Enforcement Training and are then ready for the agency’s Police Training Officer (PTO) program. The PTO program is a three-month period of one-on-one instruction with a certified Police Training Officer. This training includes instruction about the policies, procedures, and practices of the Jacksonville Police Department. In addition to PTO Training, the selected candidates complete scenario-based projects, written assignments, and a final oral examination at the conclusion of the training.

During 2019, Human Resources and the Jacksonville Police Department’s Administrative Support Division processed 511 applications for the Police Trainee positions, 431 applications for the Police
Officer positions, 428 applications for the Telecommunicators positions, and 224 Part-Time Telecommunicators positions.

The Road Ahead

Our dedication to providing the highest quality of law enforcement services is supported by City leaders, our modern Center for Public Safety facility and our status as a CALEA Accredited law enforcement agency.

Jacksonville is a community that is supportive of their law enforcement agency and police officers. Nonetheless, we must continue to improve relationships and build trust between our officers and our citizens.

As a public safety agency, the lack of mental health services continually affects our work. Calls for service involving individuals in a mental health crisis present a variety of challenges for officers attempting to assist these individuals, as they have needs that cannot be addressed solely by the police. Every Jacksonville Police Officer and Telecommunicator attends Crisis Intervention Training (CIT), a block of specialized instruction specifically for police officers. Almost 100% of our officers have received this training.

Heroin continues to affect citizens and their families in our community by taking lives. The fight continues to keep drugs off the streets of our City. We will continuously seek solutions and resources for anyone trying to break the bond of addiction.

Staffing of sworn and non-sworn positions continues to be a challenge, as many choose to leave the law enforcement profession or choose a different career field. The Jacksonville Police Department will continue to seek innovative solutions and determine strategies to approach these and other challenges now and in the future.

Mission Statement of the Jacksonville Police Department

We, the member of the Jacksonville Police Department,
Through teamwork
With our citizens
Are committed
To providing
A Safe Community