Apex Police Department

2018 Annual Report

Protectors of the PEAK
TABLE OF CONTENTS

Introduction .................................................................................................................................................. Page 3
Mission, Vision & Values .......................................................................................................................... Page 5
Organization .............................................................................................................................................. Page 6
    Organizational Chart ........................................................................................................................... Page 6
    Function Chart ....................................................................................................................................... Page 7
    Patrol Division ....................................................................................................................................... Page 8
    Administrative Division ....................................................................................................................... Page 9
    Criminal Investigations Division ........................................................................................................ Page 10
    Recruitment .......................................................................................................................................... Page 10
    Complaints ............................................................................................................................................ Page 11
Annual Crime Statistics ........................................................................................................................... Page 12
Community Outreach ............................................................................................................................... Page 15
Summary ................................................................................................................................................... Page 17
On behalf of the staff of the Apex Police Department, it is my pleasure to submit the 2018 Annual Report. This report serves as a summary of the activities of the Apex Police Department for the calendar year, and highlights specific achievements, functions, initiatives and events.

We maintained our focus on continuous improvement in 2018 as we streamlined operations, enhanced training and planned for the future. To that end, we completed our 2016 to 2018 multi-year strategic plan and reported significant progress toward our goals and objectives. Additionally, we developed our next strategic plan, covering the period of 2019 to 2022, and implemented it early in 2019. This plan contains updated goals and objectives that will guide our path forward for the next few years. We involved additional levels of personnel in its development, which allowed us the opportunity to incorporate the ideas and perspectives of our staff and increase involvement across the organization.

Another significant project was the complete revision of our field training program. Under the direction of the Administrative Division, staff from all divisions collaborated to develop a more comprehensive system for training our newly hired police officers to serve the Apex community and exceed expectations. This new program provides more opportunities for task-specific training while enhancing documentation in a streamlined manner.

We continue to apply the concept of Data Driven Approaches to Crime and Traffic Safety (DDACTS), under the guidelines of the National Institute of Justice (NIJ), to deploy our resources in a manner that is flexible and responsive to emerging crime and traffic safety trends.

In 2018, we added ten new police officer positions and filled openings due to several retirements. As part of the additional staff, we also assigned a School Resource Officer to the five public elementary schools in our community. This program has turned out to be a great success, not only in enhancing public safety in our schools, but also in enhancing relationships with students, staff and the entire school community. We also reorganized one of our divisions to streamline services and include additional civilian manager positions, focused on specific, technical functions of the department.

In conjunction with the Apex Fire Department, we opened Public Safety Station #5 in 2018, and assigned the Special Operations Section to work out of that facility. Special Operations includes the Traffic Safety, Directed Patrol and School Resource Units.

Significant work was completed in 2018 to prepare for our Police and Fire 911 operations move from the Raleigh-Wake Emergency Communications Center to the Cary Communications Center. We also are completing implementation of a new Computer Aided Dispatch (CAD) system and a new public safety radio system to coincide with this move. Through these projects, we will enhance the communications and response capabilities throughout Apex. They are scheduled for implementation in early 2019.

Our community outreach efforts continued in 2018 with a continued focus on outreach to both the Latino and African American communities. We added several events and other opportunities to engage our community in...
positive dialogue and relationship building. We are proud of the work we do and are honored to have the trust of our citizens. It is in partnering with the community that law enforcement can be truly effective; as our mission and goal is to enhance public safety through these partnerships.

I hope you enjoy this snapshot of the activities of the Apex Police Department during 2018. As always, please contact us with any questions you may have, interact with us, visit our social media pages (http://www.apexnc.org/314/Social-Media), and join us at our many community events to meet your Protectors of the PEAK!

John Letteney
Chief of Police
Mission

Through our every action, we enhance the quality of life by providing exceptional public service while respecting the rights and dignity of all people.

Vision

The dedicated professionals of the Apex Police Department will strive to be a benchmark of law enforcement excellence through our innovative problem solving efforts and tireless pursuit of personal and organizational improvement as we foster public trust.

Values

Professionalism: We are open, honest, and forthcoming in our words and actions. We treat everyone with dignity, respect, and fairness regardless of individual background. Our appearance, demeanor, and bearing exemplify the highest standards in modern law enforcement.

Excellence: We pledge to challenge ourselves in achieving the very best results in everything we do. We provide exceptional public service in a polite and responsive manner that surpasses all public expectations. We will continue to maintain or exceed national accreditation standards.

Awareness: Through our vigilance, we remain aware of our surroundings and the needs of the public. We are ready for action and are prepared to successfully resolve any situation. We anticipate changes and view challenges as opportunities.

Knowledge: We are innovative problem solvers in an ever-changing world. We apply cognitive thinking to address community concerns by applying the skills gained through education. We invest heavily in the growth and development of our employees as our greatest asset.

Protectors of the PEAK
Overview

The Town of Apex continues to grow in both population and size. The Population and Acreage graphs below detail the Town’s growth over the last five years.

In an attempt to keep up with the demand of a growing town, the department added ten sworn police officers and two civilian Limited-Service Employees: a Training Sergeant, three Detectives, four Patrol Officers, two School Resource Officers (Apex Friendship Middle School and all Elementary Schools), an Information Technology Technician and a School Crossing Guard (Laurel Park Elementary). See the Department Staffing chart below which illustrates the department’s staffing growth over the last five years.

In 2018, the department Communications/Records/Information Technology Division was dissolved into the Administrative Division. The dissolution was a result of the retirement of that Division’s civilian Manager, which allowed the department to create a Records/IT Manager and upgrade the Communications Supervisor to the Communications Manager position. As a result, the department now consists of three divisions: Patrol, Administrative, and Criminal Investigations.

Patrol Division

Patrol Squads—Uniformed officers responsible for patrolling the Town of Apex and providing effective law enforcement services to its residents and visitors by answering calls for service, providing preventative patrol, investigating motor vehicle crashes and serving warrants.
Traffic Safety Unit (TSU)—Investigate traffic accidents, addresses traffic complaints, conducts traffic studies and analyses, and provides traffic education. TSU personnel receive advanced training in accident investigation and reconstruction, as well as traffic safety education and enforcement.

Directed Patrol Unit (DPU)—Uniformed officers responsible for providing targeted enforcement. Utilize crime statistics to anticipate and address criminal activity. The department’s two K-9 officers are part of this unit.

School Resource Unit (SRU)—Responsible for ensuring the safety of our Town’s schools. A School Resource Officer is assigned to each high and middle school in the Town of Apex; one School Resource Officer is assigned to the five public elementary schools. The unit also includes the School Crossing Guards who ensure elementary school students who walk to school can do so safely.

Special Response Team (SRT)—A team of highly trained personnel prepared to respond and resolve critical incidents in the Town of Apex. These incidents include barricaded subjects, high-risk warrant service, major crime events, and any other unusual incident.

Crisis Negotiations Team (CNT)—A team of highly trained personnel who facilitate the successful resolution of hostage and/or barricaded subject situations. The CNT provides crisis intervention strategy and negotiation skills to save the lives of people involved in critical incidents.

Administrative Division

Support Services—Responsible for the management of the department’s vehicle fleet, off-duty employment program, Community Policing function, and Limited Service/Reserve Officers. Our Community Policing Officers work with the community to build partnerships while developing problem-solving methods to identify and solve problems of concern. They work with a wide variety of groups and community leaders in the continued effort to improve the quality of life of all Apex residents. One such group is CAPA, Citizen’s Assisting Police in Apex, who provide assistance at public events and assist the police department in support roles at events such as Peak Day, Shred Day, DWI checking stations, Apex Night Out and Christmas with a Cop.

Property and Evidence, and Quartermaster—Property and Evidence is responsible for receiving, documenting, storing, and maintaining the integrity and security of all items of property and evidence submitted to the Apex Police Department. The Quartermaster is responsible for identifying and evaluating police specific equipment, making uniform and equipment purchases, maintaining inventory records, and distributing uniforms and equipment as necessary.

Training—Responsible for planning, developing, and preparing lesson plans for department-wide training programs. Also coordinates and monitors department training programs to ensure each employee receives required annual training, notification of available training and career development programs, updated information regarding security, safety, and legal issues, and materials needed for the completion of approved training assignments.

Professional Standards—Responsible for ensuring the department is constantly improving whether it is through accreditation, staff inspections, property control audits, and/or the creation or revision of
departmental policies and directives. Manages department’s accreditation, Internal Affairs process and parking ticket appeal review.

**Crime Analysis**—Responsible for reviewing crime data and working across divisions to provide crime statistics and trend data to staff to allow for the efficient and effective deployment of resources. The Crime Analyst also submits department statistics to the State Bureau of Investigation and for Federal Uniform Crime Reporting (UCR/NIBRS).

**Records**—Responsible for processing all the information gathered during crime prevention, intervention and investigation using computer software known as a Records Management System (RMS). Records staff are responsible for reviewing all police records added to RMS, to include, but not limited to, case reports, citations, crash reports and parking tickets.

**IT**—Responsible for the maintenance of all the department’s information technology equipment and software. This includes computers, printers, in-car camera systems, servers and all related software.

**Communications**—Operates 24-hours a day, 7-days a week, and is responsible for answering all emergency and non-emergency calls for police services in Apex.

**Criminal Investigations Division**

**Persons Crimes**—Responsible for conducting all person crime investigations, such as assaults, domestic violence, sexual assaults, rape, and crimes against children. The unit includes a civilian Victims’ Advocate and an investigator who works as a taskforce officer with both the state’s Internet Crimes Against Children (ICAC) taskforce and FBI’s Child Exploitation Task Force (CETF).

**Property Crimes**—Responsible for conducting all property crime investigations, such as robberies, fraud, burglaries and larcenies.

**Drugs & Vice**—Responsible for conducting all drugs and vice related investigations, such as illegal drug sales, illegal alcohol sales, prostitution, and human trafficking.

**Recruitment**

Through our recruitment efforts, we continue to create a diverse workforce of well-qualified applicants. We advertise vacancies through word-of-mouth, social media, traditional job announcements, recruitment letters and attending job fairs. The department’s recruitment video continues to be a success, and has more than 3,300 views on YouTube since being posted October 2016.

Through our partnerships with minority focused organizations, such as the Apex Latino Association, Turkish American Cultural Organization and the NAACP, the department makes great efforts to target and recruit minority candidates. Positions also continue to be advertised in minority-focused newspapers, civic groups, Basic Law Enforcement Training courses, and minority-focused colleges, universities and organizations.
Our efforts to recruit a diverse workforce are illustrated in the Demographics table below. According to the department’s 2018 Demographics Report, the service population of the town was 74% Caucasian and served by an 87% Caucasian police force. In comparison, the town was comprised of a 26% minority service population and was served by a 13% racial minority police force. In 2018, the department hired nine sworn officers. The race and ethnicities of those officers is depicted in the Demographics table below, and a summary of their qualifications is listed in the Sworn New Hire Qualifications table. We will continue our focus on recruiting and hiring the most qualified candidates as we also seek to reflect the demographics of our community.

<table>
<thead>
<tr>
<th>Demographics Report</th>
<th>2018 Sworn New Hires</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Population</td>
<td>Sworn Officers</td>
</tr>
<tr>
<td>Caucasian</td>
<td>42,025</td>
</tr>
<tr>
<td>African-American</td>
<td>4,624</td>
</tr>
<tr>
<td>Hispanic</td>
<td>4,409</td>
</tr>
<tr>
<td>Asian</td>
<td>3,979</td>
</tr>
<tr>
<td>Other</td>
<td>1,502</td>
</tr>
<tr>
<td>Total</td>
<td>55,540</td>
</tr>
</tbody>
</table>

In 2017, the department received 27 complaints regarding its employees. These complaints included 12 that were filed by citizens and 15 that resulted from internal reviews. The department self-initiated more complaints than were reported by outside sources, which illustrates our commitment toward maintaining the highest standards in law enforcement by placing checks and balances in place to address any perceived misconduct as it is discovered.

In accordance with department policy, each case was investigated to determine the facts of the complaint. Of the 27 complaints, 11 were sustained, meaning the investigation found some action that did not meet our standards. These complaints were handled in accordance with the Town’s disciplinary process. The Complaints & Internal Affairs Investigations table depicts the classification of all the complaints and investigations conducted in 2018.

<table>
<thead>
<tr>
<th>Complaints &amp; Internal Affairs Investigations</th>
</tr>
</thead>
<tbody>
<tr>
<td>External</td>
</tr>
<tr>
<td>Citizen/Directed Complaint</td>
</tr>
<tr>
<td>Sustained</td>
</tr>
<tr>
<td>Not Sustained</td>
</tr>
<tr>
<td>Unfounded</td>
</tr>
<tr>
<td>Exonerated</td>
</tr>
<tr>
<td>Not Provable</td>
</tr>
<tr>
<td>Misconduct Not Based on Original Complaint</td>
</tr>
<tr>
<td>Training Failure</td>
</tr>
<tr>
<td>Other</td>
</tr>
<tr>
<td>Pending</td>
</tr>
</tbody>
</table>
Annual Crime Statistics

Reported Crime

Crime data shows a 4% and 7% increase in Part I and Part II offenses, respectively in 2018. Both increases are less than the more than 9% population growth the Town saw over the last year and less than the 4.68% and 14.58% increase in Part I and Part II offenses the Town saw in 2017. The Year-to-Date Offenses Table (left) shows that our significant increases were in the following categories: Robbery, Aggravated Assaults, Embezzlement, and All Other Crimes. The table also details significant decreases in the following offenses: Forcible Rape, Arson, Disorderly Conduct and Liquor Offenses. Overall, the data illustrates that our staff continue to do an excellent job working with the community to identify criminal offenses, deter crime and keep our community safe.

Overall, the Town of Apex’s Crime Statistics show an increase of 6.99% over 2017 and an increase of 6.11% over the last 10 years, both less than the previous year. Once again, this is attributed to building community partnerships, identifying crimes and dealing with them before they fester and spread into violent crimes and larger community problems. In addition, the proactive efforts of our officers have resulted in the prevention of crime, but also an “increase” in categories typically resulting from observant police work, such as drug and DWI arrests.
Calls-for-Service

CAD Calls are the department’s Communications Center log. CAD includes all incidents the department is involved in, whether a police report is taken or not. They include self-initiated incidents such as traffic stops, security checks, as well as, dispatched calls which include incidents where an individual called the Communications Center and requested police assistance. The total number of CAD Calls increased more than 7% in 2018. A breakdown of CAD calls illustrates an increase in both dispatched and self-initiated calls for service. The Dispatched and Self Initiated Calls for Service (CFS) Chart illustrates a 17.3% increase in Dispatched CFS and 46.6% increase in Self-Initiated CFS over the last five years. The increases are attributed to the continuous increase in construction, population and visitors to our popular community, and again, the proactive policing of our officers.

Traffic Enforcement Data

Roadway safety continues to be a major focus of the Apex Police Department. We work to accomplish this through increased enforcement of traffic laws and DWI arrests, while focusing on reducing the number of motor vehicle crashes in Apex. The department continues to participate in the Governor’s Highway Safety Program, and a variety of traffic safety initiatives with our Wake County partners.

The Traffic Enforcement chart, illustrates total crashes reported over the last five years. In 2018, the Town of Apex experienced a 7.2% increase in motor vehicle crashes and 6.7% increase in crashes with injuries when compared to 2017. As Apex continues to attract new residents and visitors, an increase in motorists continues to have a signification effect on our community’s traffic safety. The department continues to work to reduce all motor vehicle crashes through educating motorists, conducting traffic enforcement initiatives, and focusing on roadway collisions. During the year, the TSU conducted 37 educational events and 39 special initiatives. The TSU focused on education and enforcement through participation in the following initiatives:

- Booze It & Lose It
- Click It or Ticket
- Obey the Sign or Pay the Fine (Speeding Enforcement)
- Distracted Driver Campaigns
- Watch for Me NC (Bicycle & Pedestrian Safety)
- [Motorcycle] BikeSafe
- SafeKids Education and Awareness
- Power of the Youth
Traffic Enforcement Data

- Crash Reports
- Crashes with Injuries
- DWI Arrests

<table>
<thead>
<tr>
<th>Year</th>
<th>Crash Reports</th>
<th>Crashes with Injuries</th>
<th>DWI Arrests</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>1192</td>
<td>169</td>
<td>124</td>
</tr>
<tr>
<td>2016</td>
<td>1272</td>
<td>201</td>
<td>103</td>
</tr>
<tr>
<td>2017</td>
<td>1413</td>
<td>210</td>
<td>103</td>
</tr>
<tr>
<td>2018</td>
<td>1409</td>
<td>224</td>
<td>110</td>
</tr>
</tbody>
</table>
Community Outreach

The Apex Police Department takes great pride in its community partnerships and providing community outreach. In fact, throughout the year, the department hosted a number of crime prevention and safety talks to a wide variety of groups including children, teen drivers, various ethnic groups and seniors. In addition, the department participated in a number of other events promoting community outreach and youth enrichment.

Community outreach events included, but were not limited to:

**Apex Night Out**—An event geared toward bringing the police and community together in order to interact in a positive atmosphere.

**Barbershop Rap**—Community discussions, which take place at local barbershops, with the goal of improving relationships with our minority community.

**BikeSafe**—Classes aimed at improving the safety of motorcyclists.

**Chaney’s Champions**—A program designed to allow officers to give stuffed bears to children when officers encounter them during a stressful or traumatic situation. Officers gave out five bears during the year.

**Chief’s Coin**—A program which rewards individuals for assisting others in a way that offers support to the Apex Police Department. In 2018, 14 Chief’s Coins were awarded to the public. Their support included assisting with police investigations and stranded motorist, as well as, supporting the department with community outreach events.

**Christmas with a Cop**—An annual event where officers, staff, volunteers and their families shop with under-privileged children from the community.

**Coffee with a Cop**—An event where officers meet the public at a local restaurant/coffeehouse to have candid conversations over a “cup of joe.”

**Explorer Post 380**—A group sponsored by the department that helps prepare young men and women (between the ages of 14 to 20) interested in a career in law enforcement.

**Fishing with a Cop**—During a Town of Apex summer camp, campers met department staff at the Apex Community Park to fish in Lake Pine.

**Lock It or Lose It**—A program designed to educate shoppers and residents in order to deter motor vehicle break-ins.

**Prescription Drug Disposal**—A secure box in the department’s lobby where citizens can turn-in medications they no longer want/need. The program aids in preventing prescription drug abuse and protects the environment. During the year, the department collected approximately 841.3 pounds of medications for disposal.

**SAFEchild Yard Sale**—An annual yard sale that raises money for SAFEchild, a community-based center that provides evaluations to children who are believed to have been victims of physical and/or sexual abuse, as well as neglect.
SafeKids Day—Safe Kids is an organization whose mission is to provide education in an effort to prevent children from becoming victims of preventable injuries. On SafeKids Day, the department partners with SafeKids and Super Target in an effort to bring safety information to children and parents in a fun setting. Topics include distracted driving and child passenger, water, gun, fire, and sports safety.

Safety “Citations”—A program that promotes bike, skateboard, and scooter safety. Officers issued “citations” to youth who were observed wearing proper safety gear (i.e. helmet) and riding safely. The “citations” are a coupon for a free ice cream cone from our community partner, Chick-fil-A.

Shred Day—An event held in April and October where citizens bring documents with private and sensitive information for onsite destruction. The program helps prevent citizens from becoming victims of identity theft and reduces the number of reported fraud offenses.

Social Media—A means for the department to connect with the community. Our social media outlets include Facebook (ApexPolice), Twitter (@ApexPolice), Instagram (@apexpolice), Nextdoor and YouTube (https://www.youtube.com/user/ApexNCPolice), where we have our own channel. The department is able to provide safety tips, crime information, photos, information regarding events, answers to questions and interacts with the public through these outlets.

Special Olympics of North Carolina—The department is a participant in the NC Law Enforcement Torch Run (NCLETR) for Special Olympics. In 2018, the department participated in The Polar Plunge, Tip-a-Cop at Red Robin, A Day Behind [Handle] Bars Motorcycle ride, and annual Special Olympics Golf Tournament. Through these events, the department raised over $46,796 for the Special Olympics of North Carolina and ranked third in the state for fundraising.

Youth Enrichment Camps—Weeklong, summer camps for children between the ages of 11 and 14. The department’s School Resource Officers conducted the camps, with the goal of helping youth develop self-confidence and teamwork skills.
Summary

It is no surprise that the Peak of Good Living continues to grow. The Apex Police Department’s staff work around-the-clock to maintain a safe community for those who call Apex home, as well as those who work, shop and/or visit our community. Along with an increase in dispatched calls for service (17%), there was also a small (7%) increase in overall reported crime. However, the Town of Apex continues to have a low overall crime rate, a result of the effective community partnerships and proactive policing in which the department engages.

Maintaining strong community ties and a diverse workforce continue to be top priorities for the department. We continue to foster and build strong relationships with the various minority groups that make up our community, through community policing events such as the Latino Arts Festival and Barbershop Rap sessions. In furthering our efforts, all Apex Police Officers attended COHORT Diversity Training in 2018, training focused on providing officers with additional tools and resources to assist them in engaging with and understanding minority groups. Additionally, the department continues to advertise staffing vacancies in minority-focused outlets, locally, regionally and nationally, in an attempt to add to its diversified workforce.

The focus of the department continues to be education over enforcement, whenever appropriate. We use a wide variety of social media to share information with the community and engage in a number of educational events to bring awareness to issues such as distracted driving, child abuse, human trafficking and quality of life issues. Our desire to correct behavior through education rather than strict enforcement is demonstrated in the department’s Traffic Stop Data. In 2018, the department conducted 12,227 traffic stops but issued 5,920 citation and arrested 163 suspects. While officers are attempting to educate drivers 100% of the time when conducting a traffic stop, in only 49% of stops, officers felt the need to address a behavior through issuing a citation or arrest.

In 2019, we will continue to look to the future as we identify ways we can best utilize our resources and improve relationships with those we serve, as we work toward achieving the goals and objectives outlined in our new Strategic Plan for 2019-2022. We will also continue to implement the best practices in law enforcement as an accredited CALEA agency. Since growth in Apex shows no sign of slowing, we will look at potential growth within the department and the best ways to use our limited resources through data analysis, while maintaining and forging additional community partnerships.

Thank you for your continued support!