Apex Police Department

2019 Annual Report

Protectors of the PEAK
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Chief’s Introduction

On behalf of the staff of the Apex Police Department, it is my pleasure to submit our 2019 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 2019 and focused on streamlining operations, enhancing training and planning for the future. To that end, we implemented our next strategic plan, covering the period of 2019 to 2022, as we closed out and reflected on the accomplishments of our 2016-2018 plan. Our new plan contains updated goals and objectives that will guide our path forward for the next few years. To develop this plan, we also involved additional levels of personnel, and identified opportunities for involvement across the organization to better incorporate the ideas and perspectives of our staff.

Another significant project was the development of a Continuity of Operations Plan. Scheduled for completion in early 2020, this plan will guide staff in the case of a failure of a key operational system, such as our Computer Aided Dispatch (CAD), Records Management (RMS), telephone, internet or other communications system.

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. Following this philosophy, our Directed Patrol Unit (DPU) again conducted a saturation patrol initiative in our busy retail shopping areas during the holiday season, which resulted in several arrests and a positive impact on criminal activity.

I am pleased that our overall incidents of crime in 2019 dropped by 4.5%. Coupled with the increase in population during the year, this drop is significant. This is due to many factors, and I think it is appropriate to recognize that a proactive, community focused policing philosophy is one of those factors influencing a drop in crime. Additionally, Calls for Service increased by 3.7%, mostly fueled by a 5.4% increase in self-initiated calls. This illustrates the proactive work carried out daily by Apex Police Officers, which is an important component of the DDACTS and Community Policing approaches.

During 2019, we hired 19 police officers to fill existing and newly approved positions and filled other openings. One such new position is the Deputy Chief of Police. This position was designed to take responsibility for fiscal and personnel management, and to assist the Chief of Police with overall department leadership.

Significant work was completed in 2018 to prepare for a move of 911 operations for Police and Fire from the Raleigh-Wake Emergency Communications Center to the Cary Communications Center, which was accomplished early in 2019. As part of that overall project, we implemented a new Computer Aided Dispatch (CAD) system and a new public safety radio system. Through these projects, we have enhanced the communications and response capabilities throughout Apex.
Our community outreach efforts continued in 2019, with a continued focus on outreach to the Latino and African American communities, and 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; our mission and our goal is to enhance public safety through these partnerships.

I hope you enjoy this snapshot of the activities of the Apex Police Department during 2019. As always, please contact us with any questions you may have, interact with us and 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 has seen continued growth over the last year. The Population and Area graphs below detail the Town’s growth over the last five years.

In order to keep up with the Town’s growth, the department added the following positions in 2019: Deputy Chief, three officers (one is a grant position funded by the Governor’s Highway Safety Program), Accreditation Manager, and Records Clerk.

The Department Staffing chart below, which consists of the Office of the Chief of Police and three Divisions, illustrates the department’s staffing growth over the last five years. While the Town’s population grew 9.1% in 2019, our staffing only increased by 5%.

Office of the Chief of Police

The Office of the Chief of Police consists of the Chief of Police, Deputy Chief of Police, Administrative Coordinator and Professional Standards Unit. Professional Standards is responsible for reviewing department policy to ensure it models best practices in law enforcement, maintaining the department’s accreditation and managing the department’s internal affairs, complaint and law enforcement review processes.
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.

Special Operations—A section within the Patrol Division, which consists of uniformed officers with a specialized assignment and focus. The units within Special Operations include Traffic Safety, Directed Patrol and School Resource.

Traffic Safety Unit (TSU)—Uniformed officers who 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 high-visibility patrol and targeted enforcement as crime trends emerge. Use crime statistics to anticipate and address criminal activity. The department’s three K-9 officers are part of this unit.

School Resource Unit (SRU)—Responsible for ensuring the safety of our Town’s schools. At least one uniformed 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. Members of SRT serve on the team as a secondary, collateral assignment.

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. Members of CNT serve on the team as a secondary, collateral assignment.

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 Unit—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.

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 the North Carolina Information Sharing and Analysis Center (NCISAAC).

Property Crimes—Responsible for conducting all property crime investigations, such as robberies, frauds, 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

In 2019, the department hired 19 sworn officers. The race and ethnicities of those officers is depicted in the Demographics Report (right), 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.

The department continues to advertise vacancies in a wide variety of formats in order to attract a diverse workforce. Recruitment efforts include advertising vacancies through word-of-mouth, social media, traditional job announcements, using traditional and minority-focused media, recruitment letters and attending job fairs. In an effort to target and recruit minority candidates, we rely on our partnerships with minority focused organizations, such as the Apex Latino Association, Turkish American Cultural Organization and the NAACP. We also attend job fairs at a wide variety of institutions, to include minority-focused universities.

<table>
<thead>
<tr>
<th>Demographics Report</th>
<th>Sworn New Hire Qualifications</th>
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<td></td>
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Staffing as of December 2019 * Includes Limited-Service Employees
Complaints & Internal Affairs

The Complaints & Internal Affairs Investigations table (below) depicts the number of complaints received by the department in 2019, as well as their outcome. As with previous years, the internal reviews of the department resulted in a greater number of self-initiated investigations than those submitted by the public. We continue our commitment to 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 37 complaints received, 20 were sustained, meaning the investigation found some action that did not meet our standards. These complaints were handled in accordance with departmental policy and the Town’s disciplinary process.

Use of Force

In 2019, the department handled 49,659 Calls for Service and made 684 custodial arrests. These encounters resulted in 17 Uses of Force by officers. This means force was used in .03% of Calls for Service and 2.5% of custodial arrests. A breakdown of the Uses of Force revealed that officers used “soft hands” or weaponless force 12 times, a result of an officer using a hand-control or stun technique to handcuff a person or take them into custody. Officers used a weapon (firearm, Electronic Control Weapon (ECW aka “Taser”), baton, OC spray) in the remaining five incidents. An ECW was used four times and a firearm once. The incident that involved the firearm involved a robbery, assault and arson suspect who was pointing a firearm at officers; resulted in an independent review by the NC State Bureau of Investigation and Wake County District Attorney; and a ruling of “justified” force. Use of Force incidents resulted in injuries to 10 suspects, 3 officers and no complaints of excessive force.

Traffic Stops

The department conducts quarterly reviews of Traffic Stop Data. The goal is to identify any suspected bias-based policing trends early and address them immediately. In 2019, the department completed 13,787 traffic stops. A breakdown of enforcement actions over the last five years shows that officers have increased the number of warnings they issued in an effort to educate motorists and in lieu of issuing a citation or physically arresting a suspect. The Traffic Stop Enforcement Action chart shows that breakdown.
Reported Crime

The Year-to-Date Offenses Table (to the right) depicts the following:

- Part I Crimes decreased by 20%
  - Highest reductions in Robberies, Arsons and Larcenies
- Part II Crimes increased by 2%
  - Highest increases in Sex Offenses (which includes statutory rape), Drunkenness, and Weapons offenses

The Offenses by Year Chart below depicts the following:

- Overall Crime is down 4.5% from 2018 to 2019
- Overall Crime has increased by 12% since 2010

A few years ago, the department implemented the Data-Driven Approaches to Crime and Traffic Safety (DDACTS) model. We use crime and crash data to deploy resources, increase law enforcement visibility and select locations for initiatives. This in conjunction with our community outreach efforts and educational initiatives such as Lock It or Lose It assist in maintaining a low crime rate in our community.
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 All CAD Calls Chart (left) depicts the following:

- Total number of CAD Calls increased by 3.7% in 2019
- Total number of CAD Calls increased by 30.5% over last five years

The Dispatched and Self Initiated Calls for Service (CFS) Chart (left) illustrates:

- Dispatched CFS decreased slightly by 0.4% in 2019 but increased 6.5% in the last five years
- Self-Initiated CFS increased 5.4% in 2019 and increased 43.7% in the last five years.

Traffic Enforcement Data

Roadway safety continues to be a priority and 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. In 2019, our commitment was recognized by the Governor’s Highway Safety Program and we were awarded a personnel grant allowing us to increase the size of our Traffic Safety Unit by one officer.

The Traffic Enforcement Data chart, illustrates that in 2019:

- Reported Crashes increased 4.3%
- Reported Crashes with Injuries decreased 11.6%
- DWI Arrests increased 21.8%

As Apex continues to attract new residents and visitors, we continue to see an increase in traffic volume, which has a significant effect as traffic crashes increase. The department continues to work to reduce all motor vehicle crashes through educating motorists, conducting traffic
enforcement initiatives, and focusing on roadway collisions. Those efforts are evidenced in the significant decrease in crashes with injuries. In 2019, the TSU conducted 41 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
- Distracted Driver Campaigns
- Obey the Sign or Pay the Fine (Speeding Enforcement)

- BikeSafe Motorcycle Safety
- SafeKids Education and Awareness
- Power of the Youth
- Watch for Me NC (Bicycle & Pedestrian Safety)
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 community 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 four 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 2019, 13 Chief’s Coins were awarded to the public. Their support included providing life-saving intervention and assisting with police.”

**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/coffeeshouse 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.

**Lynn Council Bench Dedication**—Social injustices perpetrated by a former Apex Police Chief and Wake County Deputies against Mr. Lynn Council in 1952 were brought to light in 2019. As an acknowledgement of those injustices and bring awareness to similar such injustices, the department issued a formal apology and dedicated a bench in front of the building to Mr. Lynn Council.
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 762.5 pounds of medications for disposal.

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 2019, 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 $62,959 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

The Town of Apex continues to be a desired community for people to live, work and recreate. As a result, the department has taken several steps to prepare for the Town’s continued growth without sacrificing the high-quality public safety services to which our citizens and visitors are accustomed. We continue to review and update plans to address staffing, facility and equipment needs, as well as, departmental goals and objectives. We are working toward pooling our resources with other local law enforcement agencies to create a recruitment initiative that will allow us to expand our recruitment efforts, hire highly qualified candidates, and work toward maintaining a diverse workforce.

While we expect an increase in traffic crashes with the Town’s growth, a reduction in crashes with injuries and an increase in DWI arrests validate our focus on traffic safety in our community. It also demonstrates the value of grant positions such as the one obtained by the department from the Governor’s Highway Safety Program.

By using the DDACTS model, the department is able to better deploy its limited resources in our ever-growing community. This allows us to increase law enforcement visibility and use data to identify locations for initiatives. While traffic crashes increased in 2019, the Town of Apex saw an overall reduction in crime and dispatched calls for service. This allowed officers to perform more self-initiated activities such as security checks, traffic stops, and community contacts, increasing our opportunities to focus on community outreach and education.

Our focus continues to be education, building community partnerships and maintaining the highest levels of law enforcement professionalism. This is apparent in the number of traffic-safety efforts, education initiatives and community outreach programs the department hosts year-round. Additionally, the department continues to maintain its CALEA Accreditation, review departmental policies and procedures and implement the best practices in law enforcement, doing our part to keep Apex the “Peak of Good Living.”

We appreciate our community, and their partnership in helping our community enhance public safety.