



2022

CONWAY POLICE DEPARTMENT ANNUAL REPORT



City of Conway Arkansas
1-3-23

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This document is a report of not only crime statistics, but activities and services conducted by the police department in the protection and service to the citizens of this community. While this is a comprehensive report of services required, it does not include the many incidents of police personnel assisting members of the community that did not result in a report filed or arrest made. This report is encouraging considering the ever-increasing demand on police services by a growing community and the high turnover rate experienced in the Communications Center and Patrol Division. In 2022, we experienced a 16% turnover rate in sworn officers and an 64% turnover rate in the Conway Emergency Operations Center.

Special Operations worked twelve (12) special events resulting in 825.5 total man-hours. SWAT reported being utilized nineteen (19) times during 2022. Five (5) utilizations were for arrest/search warrants for the Criminal Investigation Division. Five (5) utilizations were to assist the Faulkner County Sheriff's Office and the 20th Judicial Drug Taskforce with arrest/search warrants. Six (6) utilizations were for barricaded subjects that were all resolved peacefully and one (1) utilization to assist in the apprehension of a homicide suspect. The Investigations Division worked a total of 1,604 cases, a 1.5% increase from 2021. The Narcotics Division worked 427 cases a 2.89% increase from 2021. Department wide, there were 3,809 adult arrests and 254 juvenile arrests made in 2022. This is a 10% increase in adult arrests and a 14% increase in Juvenile arrests when compared to the previous year. Conway Emergency Operations Center processed 90,981 for an average of 251 calls per day. There were 27,410 Emergency 911 calls received, which is a 8.34% decrease compared to the previous year. The average response time for Patrol Officers for Priority 1 calls from Dispatch to Arrival was 4:34 minutes. Animal Welfare Unit reported a total intake of 1,140 animals, a total of 671 adoptions and rescues, and 2,003 licenses issued. The euthanasia rate for animals brought into the Conway AWU was 19% in 2022 and 21% in 2021. A total of 734 citations and warnings were issued. There was a total of 32,735 hours of training for officers in 2022; these hours included Basic Police Academy Training, K9, SWAT, Field Training as well as De-escalation, Crisis intervention Training, and Duty to Intervene.

The City of Conway saw weeklong protests/civil unrest in 2020 due to an incident that took place in Minneapolis, Minnesota. As a result, the Conway Police Department took a proactive approach in training all officers at the department in sensitive national topics such as duty to intervene and de-escalation training. The Conway Police Department also sent one Sergeant to a train-the-trainer course so our department could start a Crisis Intervention Team (CIT) which will teach our officers the proper way to handle individuals with mental health issues. Our department was one out of 36 agencies nationwide awarded a grant to help with funding for the CIT program. In 2021 our department hosted two (2) police academies involving officers from several agencies around the central Arkansas area. The Conway Police Department also revamped the defensive tactics program in which all new officers, as well as current officers, attend several times a year.

The members of the Conway Police Department are dedicated professionals proud to serve and protect our community.

Chief William Tapley



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CRIME INFORMATION

Violent Crimes, overall, experienced a 7% increase from 2021 to 2022. There were 299 violent crimes reported in 2022 versus 280 violent crimes reported in 2021. The violent crimes in Conway for 2022 are broken down as follows:

- There was a 700% increase in Murders with 7 reported in 2022 and 0 reported in 2021.
- There was a 18% decrease in Rapes with 31 in 2022 and 38 reported in 2021.
- There was a 52% decrease in Robberies with 16 in 2022 and 33 reported in 2021.
- There was a 17% increase in Aggravated Assaults with 245 in 2022 and 209 reported in 2021.

Property Crimes, overall, experienced a 5% decrease from 2021 to 2022 with 1,759 property crimes reported in 2022 versus 1,844 property crimes reported in 2021. The Property Crimes in Conway for 2022 are broken down as follows:

- There was a 4% decrease in Burglaries with 168 in 2022 and 175 reported in 2021.
- There was a 3% decrease in Thefts with 1,473 in 2022 and 1,523 reported in 2021.
- There was a 20% decrease in Motor Vehicle Thefts with 112 in 2022 and 140 reported in 2021.
- There was a 0% change in Arsons with 6 in 2022 and 6 reported in 2021.

The below table depicts reported incidents over the past eight years. This demonstrates that there has been no significant rise in crime.

	2015	2016	2017	2018	2019	2020	2021	2022
Murder	2	5	1	6	2	3	0	7
Rape	26	35	25	42	37	45	38	31
Robbery	85	89	63	56	51	30	33	16
Burglary	394	343	315	245	175	158	175	168
Theft	2,482	2,379	1,797	1,793	1,413	1,607	1523	1473
Motor Vehicle Theft	149	186	144	91	100	122	140	112
Estimated Population							64,134	67,828



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Conway Police Department Divisions

ADMINISTRATIVE DIVISION

The Administration Division consists of 2 sworn officers and 31 non-sworn who are assigned to the following sections: Office of Professional Responsibilities, Conway Emergency Operations Center, and the Conway Animal Welfare Unit. The following Administration Division statistics were reported for 2022:

Conway Emergency Operations Center

The Conway Emergency Operations Center processed a total of 90,981 telephone calls in 2022 for an average of 251 calls per day. Of those, 2,544 were from landline and VoIP 9-1-1 calls, 24,866 were from wireless 9-1-1 calls, and 63,571 were non-emergency administrative calls. This is a decrease of 63.2% in landline and VoIP 9-1-1 calls, an increase of .3% in wireless 9-1-1 calls, and a 2.5% increase in non-emergency administrative calls. Overall call volume decreased by .6% from the previous year. Of the 9-1-1 calls processed by the Conway Emergency Operations Center in 2022, 97.6% were answered within 10 seconds, 99.2% were answered within 15 seconds, and 99.6% were answered within 20 seconds.

Conway Animal Welfare

Animal Welfare impounded 1,141 animals in 2022 as compared to 1,042 in 2021. Dogs/Cats adopted or placed at a rescue center during 2022 were 671, a 16% increase over 2021's 579. Conway residents purchased 2,003 dog and cat licenses during 2022, a 13% increase from 2,324 licenses the year before. These licensees along with half of the adoption fees brought in \$30,176.00 in 2022 as compared to \$32,190.00 in 2021. These funds allow for the spay/neuter account to continue with healthcare needs of shelter animals. (There is a different licensing fee based on altered vs unaltered animals.) The euthanasia rate for dogs/cats brought into the Conway AWU was 19% in 2022 and 21% in 2021. This percentage rate is well below the national average of 65%. The adoption/rescue rate for dogs/cats brought into the AWU in 2022 was 55% as compared to 53% in 2021. The national adoption rate is 25%. AWU officers issued 734 warnings and citations in 2022, a decrease of 32% from 2021. Calls for service were 2,687 in 2022 and 2,749 in 2021, a decrease of 2%.



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PATROL DIVISION

The Patrol Division consists of 81 sworn officers and 2 non-sworn. The following statistics were reported for 2022:

- Patrol Division has 16 pillars of training that each officer must complete. As of the end of 2022, the Patrol Division has maintained a 89% completion ratio for the 16 training courses which include Naloxone Training, Basic Crime Scene Processing, Emergency Vehicle Operations, Standardized Field Sobriety, and Diffusion/De-escalation.
- There were 3,809 adult arrests made in 2022 in comparison to 3,472 in 2021: a 10% increase. There were 254 juvenile arrests in 2022 in comparison to 223 juvenile arrests in 2021 resulting in a 14% increase.
- Patrol reported 32 police pursuits, down from 36 in 2021, a 11% decrease. They also worked 2,333 accidents on the roadway along with 1,016 Private Property Accidents in 2022 resulting in a total of 3,481 accidents worked. This represented a 24% increase from 2020.
- 124 DWI/DUI arrests were made in 2022 in comparison to 124 in 2021; a 0% increase. 13 No Seat Belt citations were issued in 2022, a 32% decrease from the 19 citations issued in 2021. 18 No Child Passenger Restraint citations were issued in 2022, a 0% decrease from the 18 issued in 2021.
- Fleet Maintenance received one (1) new 2021 Chevrolet Traverse for the Investigations Division. Fleet Maintenance also ordered nine (9) new vehicles, but due to the COVID pandemic, they are on backordered until 2022. Five (5) vehicles were sold at auction for \$8,217.51.
- The K-9 Unit was utilized 324 times throughout the year for vehicle searches, building searches, and narcotic searches, a 159.2% increase from 2021. The Unit seized a street value of \$2, 324,148 in illegal narcotics in 2022, a 12.07% decrease from 2021. They also performed 10 public demonstrations throughout the year for schools, civic groups, and other community events, a 0% change from 2021.



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Special Weapons and Tactics (SWAT)

SWAT reported being utilized nineteen (19) times during 2022. Five (5) utilizations were for Narcotic's operations. Two (2) utilizations were for arrest/search warrants for the Criminal Investigation Division. Five (5) utilizations were to assist the Faulkner County Sheriff's Office and the 20th Judicial Drug Taskforce with arrest/search warrants. Six (6) utilizations were for barricaded subjects that were all resolved peacefully and one (1) utilization to assist in the apprehension of a homicide suspect. Each SWAT officer averaged 312 training hours in 2022 and, the team accumulated 6,260 training hours. At the end of this year, 10 members of the SWAT team were fortunate enough to attend a 92-hour Law Enforcement Counter Terrorism Course at the Direct Action Resource Center (DARC) in Little Rock, AR.

Crime Suppression Unit (CSU)

Due to the COVID pandemic and officer shortage, the Crime Suppression Unit was suspended in 2022 and officers assigned to the unit were placed in the Patrol Division.

INVESTIGATIONS DIVISION

The Conway Police Department Criminal Investigation Division consists of 31 sworn officers and 1 non-sworn who are assigned to Investigations, Narcotics, Narcotic K9 and School Resource. The following CID statistics were reported for 2022:

- Criminal Investigations worked a total of 1,604 cases, a 1.5% increase from 2021. Narcotics reported 427 cases opened a 2.89% increase compared to 2021; \$4,749,792.80 worth of illegal drugs seized, a 117.86% increase compared to 2021; and 25 search warrants served, a 13.63% increase compared to 2021.

PROGRAMS

Health and Wellness Program

The Health and Wellness Program continued to develop this year. With the significant increase in new officers, the mentor program has been a vital part of the program. Education and training for officers within the identified 5 core areas of health- mental, physical, spiritual, financial, and domestic/social- has continued this year as well. A physical fitness test for all officers was re-implemented this year with plans to continue this annually. Resources within the community that are available to address the 5 core areas of health continue to be added and vetted for use. The program continues to provide

informal in-house “counseling” to officers and staff as well as referrals to outside therapists that provide services for low or no cost.

The use of a Wellness app to help further address officer health has been discussed and hopefully will be implemented in 2023. This app will help collate resources as well as provide additionally education and training for officers.

The Chaplain program was restarted this year but has not been fully implemented. Two of the planned five chaplains were involved in several events at or within the department. This will continue in 2023 and will be aided by the app implementation.

The Crisis Intervention Team (CIT) and Community Crisis Response Team (CCRT) programs continued development this year. Two CIT trainings were conducted with more planned for 2023. The goal of the CIT program is to provide a 40-hour week of training to all officers to allow officers to better serve individuals with mental illness. The training centers around education of officers on mental illness, education on de-escalating individuals with mental illness, and opportunities to practice de-escalation techniques. Further development and expansion of the CIT program will continue in 2023.

The first of two CCRT teams was deployed this year. In conjunction with Counseling Associates/Arisa Health, CPD paired one officer with one social worker to create the first full time true co-response team in the state of Arkansas. This team responds to calls made to dispatch involving any individual in crisis. The team then attempts to de-escalate the situation, assess the needs of the individual or situation, and then assists individuals in accessing resources to address those needs. A full 4 weeks of training was provided to the team prior to launch and ongoing training of the team continues. A steering committee of local resources/stakeholders was developed in conjunction with this to aid the program in development and to assist in further training of the team(s). A second CCRT team has been created with their training beginning the second week of 2023. It is expected that the second team will be fully operational by the end of January 2023.

Drug Take Back Program

Conway Police Department maintains a permanent drop box for citizens to dispose of their unused prescription drugs. In 2022, 611.5 lbs. of prescription medications were collected and disposed of safely through this program.



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SUPPORT DIVISION

The Support Division consists of 7 sworn officers and 9 non-sworn who are assigned to the following sections: Training, Warrants, Property and Evidence, Records, and Information Technology. The following Support Division statistics were reported for 2021:

- The Training Unit reported a total of 21,547 hours of training in 2021, a 24.38% increase from 2020. These hours included Basic Police Academy training, K-9, SWAT, and Field Officer Training along with other specialty classes such as Crime Scene Technician, School of Law Enforcement Supervision, Drug Recognition Enforcement Officer, and Instructor Development.
- Warrant Officers totaled 2,568 warrants served in 2022 (12.9% increase). They also spent 381 hours (7.8% decrease) conducting prisoner transports throughout the state with 15,535 total miles driven (3.87% decrease). Warrant Officers spent 5 hours acting as Conway District Court Bailiffs (95.7% decrease). This decrease is due to Conway District Court hiring their own bailiff. Warrant Officers processed 162 recalled warrants (68.75% increase). Total number of warrants served by officers in the Conway Police Department was 3,762 warrants (14% increase). Total number of warrants issued in 2022 was 3,927 (0% change).
- The Network Systems Administrator successfully replaced eighteen (18) desktop computers, seven (7) Surface Tablets, five (5) XPS Desktop and seventy-two (72) monitors throughout the police department. In 2022, the police department acquired a new building for the Community Crisis Response Team (CCRT) and Fleet Maintenance. The Network Systems Administrator installed network cable, network cabinet, and a network switch in the new building. Four (4) tablets and eight (8) monitors were setup for the new CCRT officers and Care Coordinators. Six (6) laptops and six (6) Cradle Point modems were installed in the new 210x PD mobile units. The Cradle Point modems will allow faster and more reliable network connection than the older Rocket modems. Three (3) cameras at the police department and one (1) camera at the Conway Emergency Operations Center were replaced with newer cameras which will use less space when recording video because of H.265 compression. The Network Systems Administrator also completed the migration of remaining police department personnel to OneDrive. There were 292 logged Helpdesk requests completed for 2022.
- Evidence and Property received 12,638 items in 2022, of which 1,242 were transported to the Arkansas State Crime Laboratory for processing. 1,827 items were destroyed per court order and 393 items were processed and released to the owner/other. 527.5 pounds of prescription drugs were taken in for disposal. In October, 910 pounds of illegal drugs and drug paraphernalia were taken to the Clean Harbor Incineration Facility to be incinerated.
- The Records Section processed 9,784 incident reports, 3,301 collision reports (943 collision reports processed in RMS and 2,358 reports processed in eCrash), 2,610 citations and 5,338 warnings were processed in eCite for 2022. Records Section also entered 534 citations into RMS (250 UCA PD citations, 263 Parking Enforcement citations and 41 Animal Welfare citations).

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CONWAY POLICE DEPARTMENT SWORN TURNOVER RATE 2016-2022

Year	Auth. Sworn Officers	Officer Departures	Officer Turnover Rate
2016	127	11	9%
2017	127	10	8%
2018	127	16	13%
2019	127	11	9%
2020	127	21	16.5%
2021	127	17	13.3%
2022	131	21	16%

CONWAY COMMUNICATIONS CENTER TURNOVER RATE 2016-2022

Year	Auth. Sworn Dispatchers	Departures	Dispatch Turnover Rate
2016	22	11	50%
2017	22	7	32%
2018	22	6	27%
2019	22	6	27%
2020	22	8	43%
2021	22	17	77%
2022	22	14	64%



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SWORN MANPOWER DISTRIBUTION BY RACE-GENDER-RANK

	Chief	Asst Chief	Major	Lieutenant	Sergeant	Officer	Total	Percentage
WM	1	1	3	9	11	66	91	69.47%
WF					3	14	17	12.98%
BM				1		8	9	6.87%
BF							0	0.00%
NAM							0	0.00%
NAF							0	0.00%
HM						2	2	1.53%
HF						1	1	0.76%
Vacant						11	11	8.40%
TOTAL	1	1	3	10	14	10	131	100%

NON-SWORN MANPOWER DISTRIBUTION POLICE, ANIMAL WELFARE, CEOC

	FT	PT	Total	Percentage
WM	7	1	8	15.7%
WF	27	2	29	56.9%
BM				
BF	3		3	5.9%
NAM				
NAF				
HM	1		1	2%
HF				
Vacant	10		10	19.5%
TOTAL	48	3	51	100%



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PERSONNEL STRENGTH CHART

Effective 12/31/2022

PART I--SWORN-FT

Authorized Sworn	131
On Hand (authorized minus vacancies)	120
Physically Available for Duty @ CPD (authorized minus vacancies and activated officers)	120

PART II--NON-SWORN-FT

Authorized Non-Sworn (CPD-18, AWU-8, CEOC-22)	48
On Hand (Vacancies- CEOC- 10, AWU- 0, Evidence-0, Parking-0)	38

PART III--Non-Sworn-PT

Authorized Non-Sworn-PT (CEOC)	3
On Hand	3

PART IV--TOTAL STAFF-ALL (F/T & P/T) CATEGORIES

Authorized	179
On Hand	158

PART V--CURRENT VACANCIES

Sworn positions	11
Non-Sworn positions	10

PART VI--ACTIVATED OFFICERS	0
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