



2024

CONWAY POLICE DEPARTMENT ANNUAL REPORT



City of Conway Arkansas

1-02-25



Conway Police Department – 2024 Annual Report

The Conway Police Department is separated into 4 divisions (Office of the Chief, Patrol Division, Criminal Investigations Division and Support Division). Each division is comprised of several specialty sections or units.

Contents

CHIEF’S COMMENTS	2
Crime Information	3
DIVISIONS	
Office of the Chief	4
Conway Emergency Operations Center	4
Conway Animal Welfare	4
Patrol Division	5
Special Weapons and Tactics (SWAT)	6
Field Force Team	6
Investigation Division	7
Support Division	8
PROGRAMS	9
Health and Wellness	9
Drug Take Back, Victim Services Coordinator, Drone Team, SRO	10
Conway Police Department Sworn Turnover Rate 2018-2024	11
Conway Communications Center Turnover Rate 2018-2024	11
Sworn Manpower Distribution by Race-Gender-Rank	12
Non-Sworn Manpower Distribution Police, Animal Welfare, CEOC	12
Personnel Strength Chart	13



Conway Police Department – 2024 Annual Report

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 on 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 for police services by a growing community.

- Special Operations worked thirty-four (35) special events resulting in 1,145 total man-hours.
- SWAT reported being utilized twenty-five (26) times during 2024. Four (4) utilizations were for arrest/search warrants for the Criminal Investigation Division. Fifteen (15) utilizations were for Narcotic's operations. Seven (7) utilizations were for barricaded subjects that were all resolved peacefully.
- The Criminal Investigation section worked on a total of 1,854 cases, a 1.26% increase from 2023.
- The Narcotics section worked 483 cases, a 12.32% increase from 2023.
- Department wide, there were 3,922 adult arrests and 446 juvenile arrests made in 2024. This is a 6% increase in adult arrests and a 15% increase in Juvenile arrests when compared to the previous year.
- Conway Emergency Operations Center processed 60,357 from January 1st to August 1, before consolidating with the Faulkner County Sheriff's Office Communication Center. This is an average of 283 calls per day. There were 18,152 Emergency 911 calls received, a 10% decrease for the same time frame of 2023.
- Animal Welfare Unit reported a total intake of 1,265 animals, 913 adoptions and rescues, and 2,465 licenses issued. The live outcome rate for 2024 was 89%, a 14% increase from last year. Social media strategies allowed Conway AWU to return 228 dogs and cats to their owners. A total of 1,011 citations and warnings were issued compared to 1,016 in 2023.
- There was a total of 23,550 hours of training for officers in 2024; these hours included Basic Police Academy Training, K9, SWAT, Field Training as well as De-escalation, Crisis intervention Training, and Duty to Intervene.

This year, the police department completed another four-year CALEA assessment to maintain our national accreditation. An assessor from CALEA (Commission on Accreditation for Law Enforcement Agencies) met with the Chief, Command Staff members, Supervisors, Officers, City Leaders, Conway Fire Department, UCAPD and Communication members. During the final briefing, CALEA Assessor Paul Baggett from Florida complemented the Conway Police Department on our friendly professional demeanor and the high praises received from the 50 individuals interviewed as part of the on-site assessment. This accreditation assures citizens that the Conway Police Department is complying with nationally accredited best practices.

2024 also brought new additions to the police department. A Victim Services Coordinator was added to the Criminal Investigation Division to assist crime victims with referral services. Five officers obtained their FAA Drone Pilot's License and will be pilots in our new drone team program. Lastly, two additional officers will be added to the School Resource Officer team, adding one supervisor and one additional officer.

The officers and employees of the Conway Police Department are happy to serve this wonderful community with dedication and professionalism at its highest level.

Chief Chris Harris



Conway Police Department – 2024 Annual Report

CRIME INFORMATION

Violent Crimes, overall, experienced a less than 1% decrease for 2024 compared to 2023. There were 293 violent crimes reported in 2024 versus 295 violent crimes reported in 2023. The violent crimes in Conway for 2024 are broken down as follows:

- There was a 50% decrease in Murders with 2 reported in 2024 and 4 reported in 2023.
- There was a 13% increase in Rapes with 26 in 2024 and 23 reported in 2023.
- There was a 14% decrease in Robberies with 25 in 2024 and 29 reported in 2023.
- There was no change in Aggravated Assaults with 240 in 2024 and 239 reported in 2023.

Property Crimes, overall, experienced a 15% decrease in 2024 compared to 2023. There were 1,386 property crimes reported in 2024 versus 1,633 property crimes reported in 2023. The Property Crimes in Conway for 2024 are broken down as follows:

- There was a 6% decrease in Burglaries with 120 in 2024 and 127 reported in 2023.
- There was a 14% decrease in Thefts with 1,182 in 2024 and 1,380 reported in 2023.
- There was a 33% decrease in Motor Vehicle Thefts with 81 in 2024 and 121 reported in 2023.
- There was a 40% decrease in Arsons with 3 in 2024 and 5 reported in 2023.

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

	2018	2019	2020	2021	2022	2023	2024
Murder	6	2	3	0	7	4	2
Rape	42	37	45	38	31	23	26
Robbery	56	51	30	33	16	29	25
Burglary	245	175	158	175	168	127	120
Theft	1,793	1,413	1,607	1523	1473	1,380	1,182
Motor Vehicle Theft	91	100	122	140	112	121	81
Estimated Population				64,134	67,828	67,828	69,580*

* <https://katv.com/news/local/conway-listed-as-fastest-growing-city-in-arkansas-for-second-year-straight>



Conway Police Department – 2024 Annual Report

Conway Police Department Divisions

OFFICE OF THE CHIEF

The Administration Division consists of 7 sworn positions and 31 non-sworn personnel who are assigned to the following sections: Office of Professional Responsibilities, Conway Emergency Operations Center, Conway Animal Welfare Unit, Health and Wellness and Public Information Office. The following division statistics were reported for 2024:

Conway Emergency Operations Center

On August 1, 2024, the Conway Emergency Operations Center began a State mandated consolidation between the Conway Police Department Emergency Operations Center and the Faulkner County Sheriff's Office Emergency Operations Center. The consolidation was completed on December 9, 2024. The numbers provided are from January 1, 2024, to August 1, 2024, and reflect only those calls answered on behalf of the Conway Police Department. Conway Emergency Operations Center processed 60,357 calls before consolidation. This is an average of 283 calls per day. There were 18,152 Emergency 911 calls received, a 10% decrease for the same time frame of 2023.

Conway Animal Welfare

Animal Welfare impounded 1,265 animals in 2024 as compared to 1,324 in 2023, a 4.5% decrease. Dogs/Cats adopted or placed at a rescue center during 2024 were 913, a 28.9% increase over 2023's 708. Revenue from City tag sales as well as Potter Surgery were \$32,217.00 vs \$33,203.00 which was a 3% reduction. 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.) While our city tag sales were down, our efforts in getting animals adopted showed a 25% increase over 2023 (\$13,515.00 2024 vs \$10,740.00). The live outcome rate for shelter was 89 % which was a 14 % improvement over 2023 which was 75%. According to the ASPCA, the national average euthanasia rate is approximately 15%. We have developed relationships with Best Friends Animal Society, who has provided training and resources to help improve our live outcome rate. We have also teamed up with Community Cats of Central Arkansas to help us with our sick and injured cat populations. This relationship has helped us to achieve the no kill standard for cats in 2024, with a live outcome rate of 90.8%. The value of these partnerships cannot be overstated. The adoption/rescue rate for dogs/cats brought into the AWU in 2024 was 72% as compared to 54% in 2023. I believe this was accomplished by increasing our adoption events from 1-2 per year in the last 5 years to 12 adoption events in 2024. We also changed some of our strategies on social media as well as involving dedicated volunteers in that process. Conway Animal Welfare was able to return 228 dogs and cats in 2024 which represents an 18% Return to owner rate. This rate is identical to 2023. We are, however, working on new strategies to increase the number of animals reunited with their owners. AWU officers issued 1,011 warnings and citations in 2024, as compared to 1,016 in 2023, which is a .004% decrease. Calls for service were 2,264 in 2024 and 1280 in 2023, an increase of 76%.

Beginning January 1, 2025, the Conway Animal Welfare Unit will no longer be under the supervision of the Conway Police Department and will be moved to the Conway Code Enforcement Office.



Conway Police Department – 2024 Annual Report

PATROL DIVISION

The Patrol Division currently has 75 sworn officers and 1 non-sworn Administrative Assistant. The following statistics were reported for 2024:

- The Patrol Division has 16 pillars of training that each officer must complete. As of the end of 2024, the Patrol Division is maintaining an 84% 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 3,922 adult arrests made in 2024 in comparison to 3,691 in 2023, a 6% increase. There were 446 juvenile arrests in 2024 in comparison to 386 juvenile arrests in 2023 resulting in a 15% increase.
- Patrol reported 32 police pursuits, down from 37 in 2023, a 13.5% decrease. We responded to 2,406 accidents on the roadway and 897 Private Property Accidents, resulting in a total of 3,303 accidents worked. This represented a 3.3% increase from 2023.
- 92 DWI/DUI arrests were made in 2024 in comparison to 108 in 2023; a 14% decrease. There were 14 No Seat Belt citations and 183 warnings issued in 2024, a 30% decrease from the 20 issued in 2023. There were 54 No Child Passenger Restraint citations and 11 warnings issued in 2024, an 86% increase from the 29 issued in 2023.
- The K9 Unit consists of 6 teams. Currently, four K9 teams are assigned to patrol teams, one K9 team is assigned to the Narcotics Division, and one K9 team is assigned to Conway Public Schools as an SRO. During 2024, the K9 Unit was utilized 252 times for vehicle searches, building searches, narcotics searches, and tracking. This is a 38.54% decrease from 2023. The street value of illegal drugs seized by the K9 Unit is estimated at \$706,031. This is a 132.74% increase from 2023. The K9 Unit also performs demonstrations during the year at schools, civic groups, and other community events.



Conway Police Department – 2024 Annual Report

Special Weapons and Tactics (SWAT)

SWAT reported being utilized twenty-six (26) times during 2024. Fifteen (15) utilizations were for Narcotic's operations. Four (4) utilizations were for arrest/search warrants for the Criminal Investigation Division. Seven (7) utilizations were for barricaded subjects. One (1) of the seven ended with an officer involved shooting. One (1) ended due to a self-inflicted gunshot wound prior to the team's arrival. Two (2) situations resolved themselves prior to the team's arrival and three (3) were resolved peacefully. Each SWAT officer averaged 312 training hours in 2024. The team accumulated a total of 4,928 training hours.

Field Force Team

The Conway Police Department Field Force Team is composed of thirty-one highly trained officers fulfilling specialized roles to maintain public safety and operational readiness. Our team includes one Team Commander, one Team Leader, one Assistant Team Leader, three Squad Leaders, two Grenadiers, a Drone Pilot, and one Intelligence Officer.

In 2024, the team did not respond to any protests or incidents of civil unrest. However, our commitment to preparedness remained a top priority, as we ensured all team members maintained and enhanced their skills through regular training.

Key training milestones for the year include:

- Grenadiers and supervisors successfully completed the annual Less Lethal and Chemical Munitions Training Class, ensuring proficiency in deploying these critical tools responsibly and effectively.
- Thirteen Conway Police Department officers participated in a Multi-Agency Field Force Certification Class hosted by the Arkansas State Police. This training emphasized inter-agency coordination, strategic planning, and operational tactics, enhancing our team's ability to collaborate with other law enforcement agencies during large-scale events.

These efforts reflect the Field Force Team's dedication to professional development and readiness. While 2024 did not present operational challenges requiring deployment, the training and certifications achieved this year have positioned our team to respond effectively to any potential incidents in the future.



Conway Police Department – 2024 Annual Report

INVESTIGATIONS DIVISION

The Criminal Investigations Division (CID) of the Conway Police Department consists of 37 sworn officers and 3 non-sworn personnel, assigned to specialized units including Investigations, Narcotics, Narcotic K9, the Crime Suppression Unit, School Resource, Sex Offender Compliance, Internet Crimes Against Children (ICAC), and the National Integrated Ballistic Information Network (NIBIN).

Criminal Investigations

- Cases handled: 1,854 cases in 2024, reflecting a 1.26% increase from 2023 (1,831 cases).

School Resource Officers (SROs)

- Reports Generated: 378 reports.
- Assistance Provided: Supplemented or assisted in an additional 133 cases.

Sex Offender Compliance

- Offenders Managed: 66 registered sex offenders within Conway, down 38% from 107 in 2023.
- Compliance Cases: Investigated 33 compliance-related cases, leading to 24 arrests for non-compliance with sex offender registration requirements.

Victim Advocacy

- Victim Outreach: Contact was made with 705 victims to assist with their cases, expanding support services and advocacy for those affected by crime.

Internet Crimes Against Children (ICAC)

- 2024 Cybertips (City Limits): 7 tips were received for investigations within Conway city limits.
- Arrests: 5 arrests were made in 2024 for the possession of child sexually abusive material.
- External Cybertips: 7 additional tips were investigated and determined to be outside of Conway's jurisdiction and were forwarded to the appropriate agencies for further investigation.

NIBIN (National Integrated Ballistic Information Network)

- Firearms and Casings Logged: In 2024, 191 firearm casings were entered into NIBIN.

Narcotics Investigations

- Cases opened: 483, a 12.32% increase over 2023.
- Drugs seized for 2023 have an estimated value of \$2,559,678. A 178% increase compared to 2023.
- Search warrants: 31 search warrants were served, a 40.9% increase compared to 2023.

Crime Suppression Team (CSU)

- 534 generated or supplemented 534 reports. An increase of 947% compared to 2023. It should also be noted that 2024 is the first full year for this team.
- Arrests: 253 felony arrests, 146 misdemeanor arrests, 163 arrest warrants served, 5 stolen vehicles were recovered, and 26 illegal firearms were seized.



Conway Police Department – 2024 Annual Report

SUPPORT DIVISION

The Support Division consists of 8 sworn officers and 12 non-sworn who are assigned to the following sections: Training, Warrants, Property and Evidence, Records, Information Technology and Fleet Maintenance. The following Support Division statistics were reported for 2024:

- The Training Unit reported a total of 23,550 hours of training in 2024, a 20% decrease from 2023. These hours included Basic Police Academy training, Field Officer Training, PowerDMS training, along with other specialty classes such as Crime Scene Technician, School of Law Enforcement Supervision, Accident Crash Investigations, and Instructor Development.
- Warrant officers served 2,188 warrants in 2024, a 61% increase from 2023. They also spent 172.25 hours (61% decrease) conducting prisoner transports throughout the state with 6,803 total miles driven (59% decrease). Warrant officers to 76 sets of fingerprints and processed 187 recalled warrants (63% increase). The total number of warrants served by the Conway Police Department was 3,247 (7% decrease). There were 3,364 new warrants issued in 2024, a 33% increase.
- The Network Systems Administrator successfully replaced sixteen (16) desktop computers, sixteen (16) Dell laptops, sixteen (16) Dell laptop docks, and fifty-one (51) monitors throughout the police department. CPD refreshed its body cameras with 63 new body cameras and all new docking hardware necessary to get it working with our vehicles and camera checkout system. Two (2) cameras at the police department were replaced/installed with newer cameras using less space when recording video due to H.265 compression. CPD also deployed 1 more LPR system, bringing the total to 3 systems (6 LPR cameras). Three (3) new computers were configured at CEOC for the consolidation. There were 368 logged help desk requests completed for 2024.
- Evidence and Property received 3,383 items in 2024, of which 1,722 were transported to the Arkansas State Crime Lab for processing. There were 2,664 items destroyed by court order and 393 items were processed and released to the owner/other. There were 652.5 pounds of prescription drugs taken in for disposal. On October 16, 2024, approximately 603 pounds of illegal drugs and paraphernalia were taken to Clear Harbor Incineration Facility for incineration.
- The Records Section processed 8,760 incident reports, 3,302 collision reports (888 collision reports processed in RMS and 2,414 reports processed in eCrash), 4,733 citations and 9,974 warnings were processed in eCite for 2024. The Records Section also entered 395 citations into RMS (270 UCA PD citations, 79 Parking Enforcement citations, 46 Animal Welfare citations). Warning citations for Downtown Parking Enforcement numbered 516.
- Fleet maintenance received four (4) vehicles in 2024. All are currently being upfitted. Two (2) of the vehicles are Tahoe's and are for base patrol. Two (2) of the vehicles are RAM trucks and will be utilized by the Traffic Unit. Seven (7) vehicles were sold this year due to high mileage and age. Three (3) vehicles were total losses due to accidents.



Conway Police Department – 2024 Annual Report

PROGRAMS

Health and Wellness Program

The Health and Wellness Program continued to develop this year. Education and training for officers within the identified 5 core areas of health- mental, physical, spiritual, financial, and domestic/social- has continued. 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. Use of ARLEAP for debriefings after critical incidents continued this year as well.

At the beginning of this year, Act 537, which was passed by the Arkansas legislature, went into effect requiring first responder agencies to pay for counseling for officers and firefighters that have been a part of, or exposed to, critical incidents. Through this, CPD has covered the cost for 15 officers to attend counseling sessions with licensed therapists.

The new officer and new supervisor Mentor program continued this year. This program provides an established officer or supervisor as a mentor for new officers or supervisors. These programs have assisted numerous officers since inception and will be revamped in 2025.

The Chaplain program was restarted last year and continues to be in development. 5 new Chaplains have volunteered to assist the department and have completed all necessary training.

The Crisis Intervention Team (CIT) and Community Crisis Response Team (CCRT) programs continued development this year. Two CIT training sessions were conducted in 2024 with more planned for 2025. 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 2025.

Two CCRT teams were implemented and fully trained in 2023. In conjunction with Counseling Associates/Arisa Health, CPD paired one officer with one social worker to create the first full time true co-response teams in the state of Arkansas. The goals of the program are to reduce the high burden of mental health related calls on the Patrol Division, reduce the instances of individuals with significant mental health issues being arrested for behavior related to their mental illness, reduce the burden on EMS and local ER’s having to handle mentally ill individuals, and attempt to alleviate homelessness and reduce the burden of the homeless population on local resources.

The CCRT teams respond to calls made to dispatch involving any individual in crisis and specifically focus on mental health-related calls. The team then attempts to de-escalate the situation, assess the needs of the individual or situation, and then assist individuals in accessing resources to address those needs. The teams completed 150 hours of training and responded to over 1500 calls for service in 2024. Since inception, the CCRT program has responded to over 3100 calls and made over 2900 referrals for service to outside resources. Additionally, CCRT has had nearly 100 jail diversions and over 200 medical diversions since the program started. The CCRT program is funded through a grant from the federal Department of Justice and has saved the city approximately \$2,265,000 to date.



Conway Police Department – 2024 Annual Report

Drug Take Back Program

The Conway Police Department maintains a permanent drop box for citizens to dispose of their unused prescription drugs. In 2024, 584 lbs. of prescription medications were collected and disposed of safely through this program.

Victim Services Coordinator (new program)

For 2024, a Victim's Services Coordinator was added to the Criminal Investigation Division. The coordinator provides services and assistance to any citizen of Conway who has been victimized by crime. The coordinator acts as liaison between the police department and victims. They will make referrals to shelters, assistance organizations, follow up with violent crime victims and help maintain relationships with the organizations who serve victims. The coordinator will also help victims through the warrant process for misdemeanor crimes.

Drone Team (new program)

The department purchased three drones. Two drones are assigned to the Patrol Division, and one drone is assigned to the Crime Suppression Unit. Five officers attended a law enforcement certified training class (50 certified hours) to learn how to fly the drones in different scenarios. At the end of the weeklong training, each officer tested for and obtained a FAA Drone Pilot's License.

School Resource Officer Program

In coordination with the Conway School District, two School Resource Officer (SRO) positions are being added for 2025. One of these positions will be a Sergeant's position. These additions will increase the SRO team from one supervisor and nine officers to two supervisors and ten School Resource Officers.



Conway Police Department – 2024 Annual Report

CONWAY POLICE DEPARTMENT SWORN TURNOVER RATE 2017-2023

Year	Auth. Sworn Officers	Officer Departures	Officer Turnover Rate
2018	127	16	13%
2019	127	11	9%
2020	127	21	16.5%
2021	127	17	13.3%
2022	131	21	16%
2023	131	9	7%
2024	136	8	6%

CONWAY COMMUNICATIONS CENTER TURNOVER RATE 2017-2023

Year	Auth. Sworn Dispatchers	Departures	Dispatch Turnover Rate
2018	22	6	27%
2019	22	6	27%
2020	22	8	43%
2021	22	17	77%
2022	22	14	64%
2023	22	4	18%
2024	22	3	14%



Conway Police Department – 2024 Annual Report

SWORN MANPOWER DISTRIBUTION BY RACE-GENDER-RANK

	Chief	Asst Chief	Major	Lieutenant	Sergeant	Officer	Total	Percentage
WM	1		3	9	11	73	97	73%
WF					3	16	19	14%
BM				1		12	13	10%
BF								
NAM								
NAF								
HM						3	3	2%
HF						1	1	1%
Vacant						3	3	
TOTAL	1		3	10	14	108	136	100%

NON-SWORN MANPOWER DISTRIBUTION POLICE, ANIMAL WELFARE, CEOC

	FT	PT	Total	Percentage
WM	14	1	15	33%
WF	26	3	29	65%
BM				
BF	1		1	2%
NAM				
NAF				
HM				
HF				
Vacant	3		3	
TOTAL	44	4	48	100%



Conway Police Department – 2024 Annual Report

PERSONNEL STRENGTH CHART Effective 12/31/2024

PART I--SWORN-FT

Authorized Sworn	136
On Hand (authorized minus vacancies)	133
Physically Available for Duty @ CPD (authorized minus vacancies and activated officers)	129

PART II--NON-SWORN-FT

Authorized non-sworn (CPD-17, AWU-8, CEOC-22)	48
On Hand (Vacancies- CPD 0, CEOC- 1, AWU- 2, Evidence-0)	45

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	184
On Hand	174

PART V--CURRENT VACANCIES

Sworn positions	3
Non-Sworn positions	0

PART VI--ACTIVATED OFFICERS 1