

2016 Annual Report

Arkansas City Kansas Police Department





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Photos found throughout this report were taken by Sergeant Eric Mata.



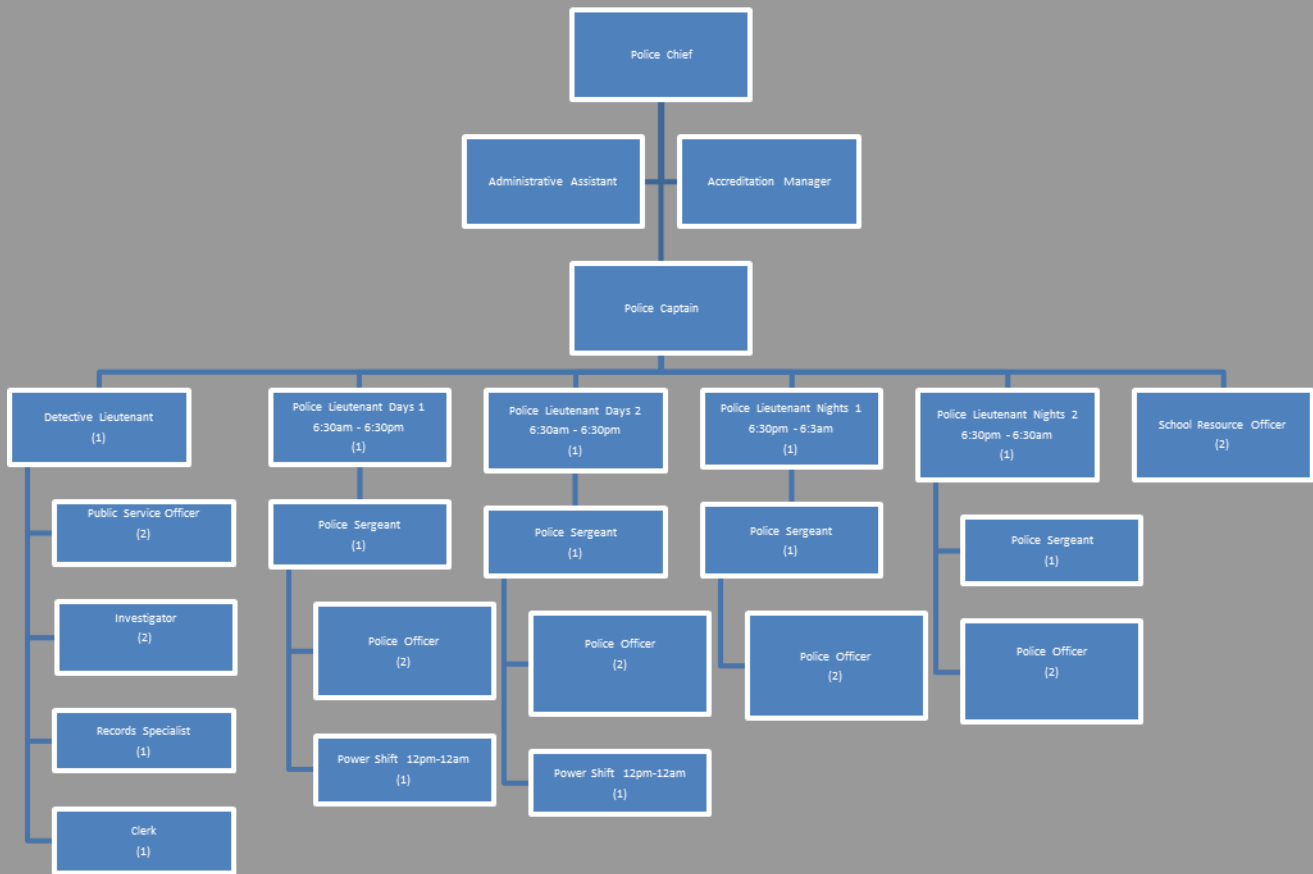
Message from the Chief

2016 marks the second year of our five year strategic plan. As I noted in the 2015 report, the employees and staff of the police department came out of the gates sprinting in 2015. There were numerous action items completed and a great deal of work was accomplished. All of those accomplishments were done while being very under staffed. Increasing the work load on an understaffed organization can not be sustained for very long without significant negative consequences.

Beginning in January 2016 I made the challenge to the employees and staff to take the needed steps to get the department to full staffing levels by 2017. Everyone stepped up to the plate, made suggestions for changes, and volunteered to take on extra duties to meet this challenge. Over the past year we attended job fairs, conducted a recruitment analysis, developed a recruitment plan, increased the starting pay to be competitive, trained four additional people in background investigations, and ran quarterly testing sessions. As a result, we began 2017 at full staffing levels for the first time in decades. This accomplishment is even more impressive when you consider the national narrative about police throughout 2016.

As 2016 has concluded and we begin to look at 2017, we realize we have a great deal of work ahead of us however we are better positioned with our staffing levels to take on the added work. Every citizen of Arkansas City should know their police department will continue to work hard to improve the quality of life in this community. Keeping the citizens safe and providing exceptional customer service is always our goal. Copies of this annual report can be found on our web site, our Facebook page, and in our front lobby. Anyone with questions, suggestions, or comments are encouraged to contact me or any member of the Police Department.

Arkansas City Police Department Organizational Chart





ARKANSAS CITY POLICE DEPARTMENT

MISSION – PROMISE – VALUES

Mission Statement

Service, justice, and fundamental fairness are the foundational principles of the Arkansas City Police Department's mission to enhance the quality of life for all citizens. We will accomplish this mission by treating everyone equally with respect, dignity, and courtesy. We will reduce crime, enhance traffic safety, and make Arkansas City a pleasant place to work and live while continually building a greater bond between the department and the public we serve.

Our Promise

To do the right thing,

To do the best we can, and

To treat others the way we

would want to be treated.

Our Values

Accountability—Acting Responsibly

Character—Maintaining Moral Excellence

Pride—Committed to Perfection

Dedication—Self-Sacrificing Devotion



2016 Strategic Successes

Category: BEST PRACTICES

Action Step: Review and revise, as appropriate, all department policies and practices with an emphasis on low frequency/high risk activities.

- Completed and published 47 revised/new policies
- Full implementation of new pursuit policy annual analysis

Action Step: Focus internal and external training efforts providing employees with an opportunity to become proficient with the decision making process with an emphasis on high risk/low frequency.

- All officers trained using the firearms training simulator at Cowley College
- Added firearms training events which emphasized the decision making process
- Active shooter training
- Defense tactics training
- Mental health first aid training
- Civil disorder response training
- Use of force legal review training
- Below 100 training course
- Case law review
- Taser certification and Taser Instructor certification training

2016 Strategic Successes

Category: PERSONNEL RESOURCES

Action Step: Review and revise the Department's officer recruitment process with an emphasis on recruiting applicants who reflect the diversity of the community.

- Created a new recruitment plan and identified the need to recruit Hispanic and female candidates
- Increased officer starting pay by 10%
- Held applicant testing sessions every quarter
- Trained four Lieutenants on background investigations to shorten background turn-a-round time
- Expanded the department's internship program for both college and high school students
- Hired 5 new Police Officers and 1 new Public Service Officer (Application process normally takes 8 months and new hires must complete 28 weeks of training after being hired. Recruiting, hiring, and training 5 officers took a substantial amount of resources in 2016.)

Action Step: Review and revise, as appropriate, the selection criteria for both sworn and non-sworn employees, with an emphasis on education requirements.

- Enacted General Order PD-M2.6 on selection of personnel which outlines the essential steps in the hiring process as well as the automatic disqualifiers

Action Step: Emphasize the importance of exceptional customer service with all employees.

- Conducted monthly video reviews and citizen satisfaction follow up surveys for each officer on patrol
- Department received the Open Arms Award from the Chamber of Commerce for "offering to help wherever needed in our community"
- Department received the Compassionate Police Department Award from PETA

Action Step: To aid in employee retention, identify additional means of recognizing and re-warding exceptional work.

- Increased starting pay by 10%
- Increased overall pay scale by 2%
- Promoted 2 officers to the rank of Master Police Officer
- Full implementation and use of Guardian Tracking software to document exceptional work

Action Step: As part of the Department's overall training program, develop and implement a leadership training process for supervisory personnel.

- One Sergeant completed the Kansas Police Administrators Seminar
- One Lieutenant completed the Central States Law Enforcement Executive Development Seminar
- Captain completed the Federal Bureau of Investigation 10 week National Academy

2016 Strategic Successes

Category: CRIME PREVENTION

Action Step: Utilize the Internet and Social Media to disseminate crime prevention information.

- Leveraged social media to connect with citizens (Now have 3228 Facebook followers. Highest post reached 175,000 people.)
- Started the department's first Twitter account

Action Step: Continue and improve youth programs as a way to reduce crime and improve community relations.

- Girl 2 Girl Self Defense Program
- National Night Out
- I Make a Difference child recognition program
- Bucks for Buckles
- Seatbelts Are For Everyone (SAFE Program)
- SADD (Students against drunk driving)
- ACPD Bike Rodeo
- Bike patrol
- Cowley County Health and Safety Fair
- GE Community Day

Action Step: Reinforce with all personnel the importance of problem-solving partnerships with the community.

- Citizen survey online
- Monthly follow up citizen satisfaction survey done for each patrol officer
- Sergeant Eric Mata was recognized by the Optimist Club as the Police Officer of the year in Ark City

Category: TRAFFIC SAFETY

Action Step: Participate in state wide enforcement campaigns.

- Participated in KDOT Labor Day click it or ticket program
- Participated in KDOT Memorial Day click it or ticket program
- Participated in KDOT Thanksgiving click it or ticket program

2016 Strategic Successes

Action Step: Use intelligence-led methods to determine traffic enforcement needs.

- Drunk driving saturation patrols
- Received the AAA Platinum Award for traffic safety (This is the first year to receive the highest award from AAA!)



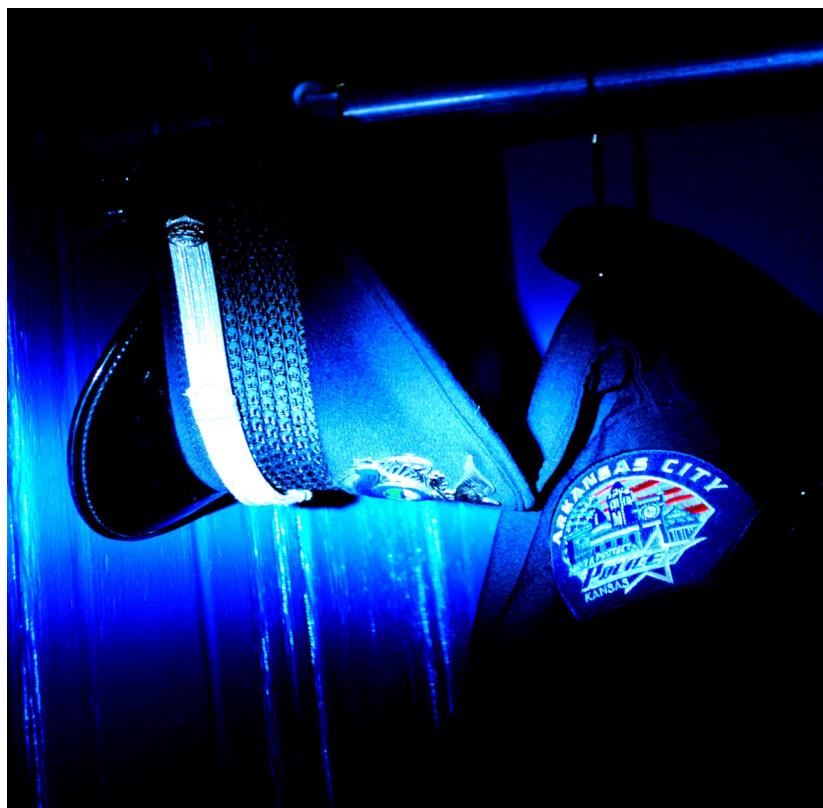
Category: TECHNOLOGY AND EQUIPMENT

Action Step: Establish a realistic replacement schedule for the Department's vehicle fleet.

- Replaced three older patrol cars with SUV's and standardized the graphics on all patrol fleet vehicles

Action Step: Research in-vehicle technology that will increase the safety, efficiency and effectiveness of police officers. Obtain proven technology as finances permit.

- Increased the number of body worn cameras to ensure all officers on patrol are issued a BWC.



Social Media and Outreach Efforts

As defined in our Strategic Plan, the Arkansas City Police Department utilizes the Internet and Social Media to disseminate crime prevention information.

Today's citizens turn to the internet and its related electronic media for news and information of all kinds. Social media such as Facebook is an example of this quickly-expanding, instant-communication universe. The Police Department recognizes that it must use the information superhighway to communicate important information to the public.

In 2015 our Facebook likes grew from 1,063 to 1,896 which represented a 78% increase. In 2016 we continued that growth rate as our likes increased from 1896 to 3228 which represents a 70% increase.

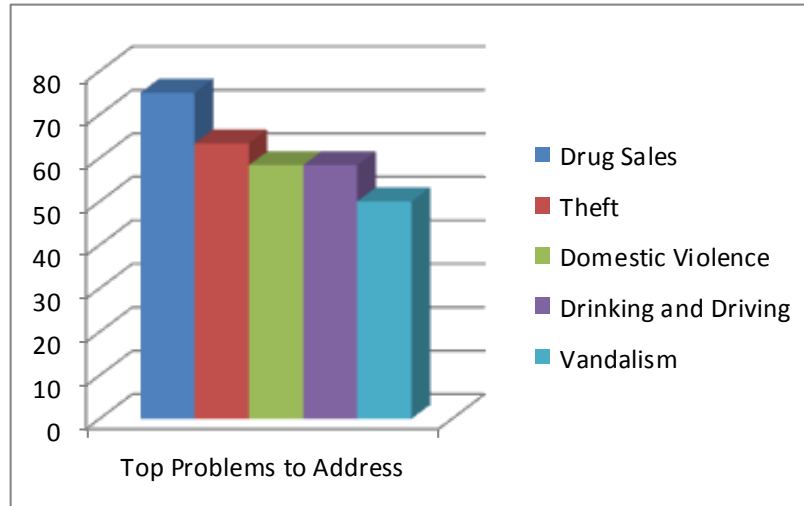
Having a strong social media presence in the community is one of the keys to keeping the public informed and gaining their support. This past year has demonstrated this to be true. The three most popular posts on our Facebook page included 1) March 29, 2016 post asking for the public's help in locating a missing juvenile. (Total reach 47,500) 2) July 11, 2016 post about Sergeant Legleiter and Officer Hammond saving a dog. (Total reach 175,00) 3) December 6, 2016 post asking the public's help in locating a missing juvenile. (Total reach 42,900)

We are fortunate to have an engaged community who is willing to help us and who appreciate our officers' hard work. We now routinely post photographs of unknown suspects and ask for the public's assistance in identifying the subjects. We have had great success with this tactic and suspects are normally identified the same day their images are posted.

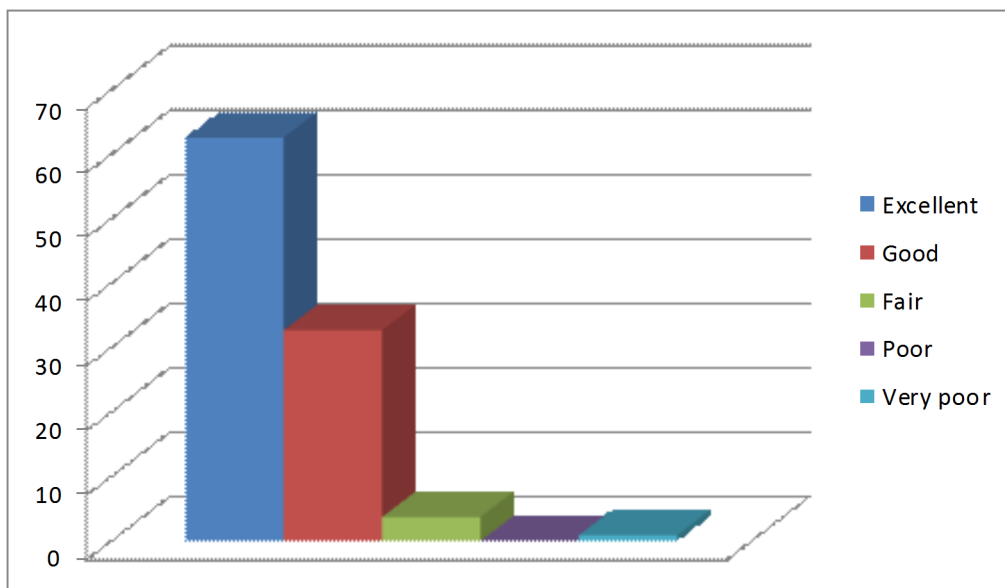
In 2016 we also launched the department's first ever Twitter account. While this is a new social media outreach for us, we have been gaining significant ground and we are fast approaching 1,000 followers. Our Twitter account features many of the posts on our Facebook account but it goes further by adding 9 pm routine and tweet a long. The 9 pm tweets remind our followers every night to make sure their car and home doors and windows are secure before they turn in for the night. The tweet a long takes followers on a virtual ride a long with an officer on patrol. Both of these features are very popular.

2016 Citizen Survey

The Arkansas City Police Department values the feedback from the citizens we serve. We recognize that without citizen support we would not be as effective in addressing crime and disorder. One way we seek to gather feedback is through the use of a citizen survey. The results of the surveys are evaluated quarterly and posted on our Facebook page. At the end of the year, the survey results are tabulated and included in the annual report. In addition to our online survey, each month supervisors contact citizens and complete a condensed survey in regard to the officers recent contact. Supervisors also randomly review officer video footage to ensure we are providing the best police service.



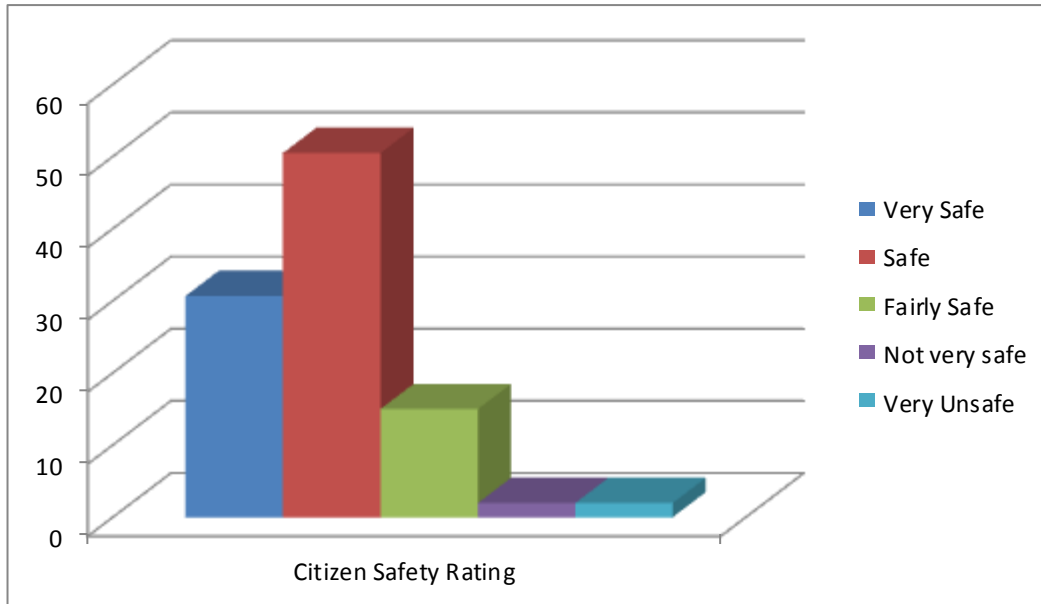
When asked to identify the most serious problems the Police Department should be addressing, the citizens identified drug sales, theft, domestic violence, drinking and driving, and vandalism.



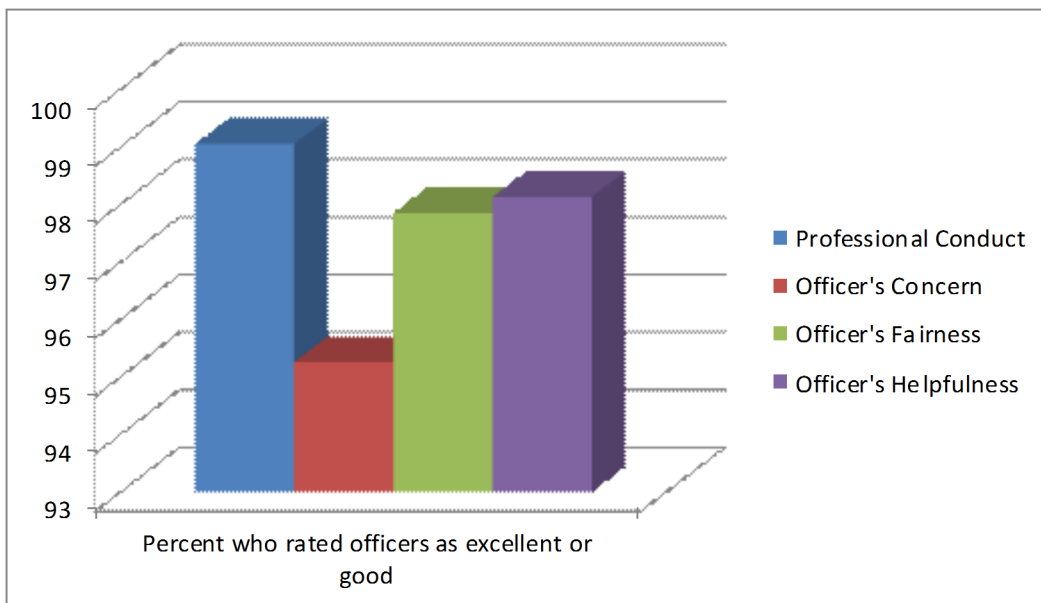
We are very pleased to announce that out of 107 citizens surveyed, 95.33% rated their overall satisfaction level with our department as either excellent or good.

Safety in Arkansas City

One way to evaluate the effectiveness of a Police Department is to review how safe the citizens feel while going about their daily lives. As you can see from the chart below, most people surveyed reported they felt safe living in Arkansas City.



In addition to asking respondents if they are satisfied with the department overall, we also ask how satisfied they were with the officer who assisted them. As you can see in the chart below, our officers do an amazing job assisting citizens even though most of the situations in which we have contact are not pleasant.



National Night Out



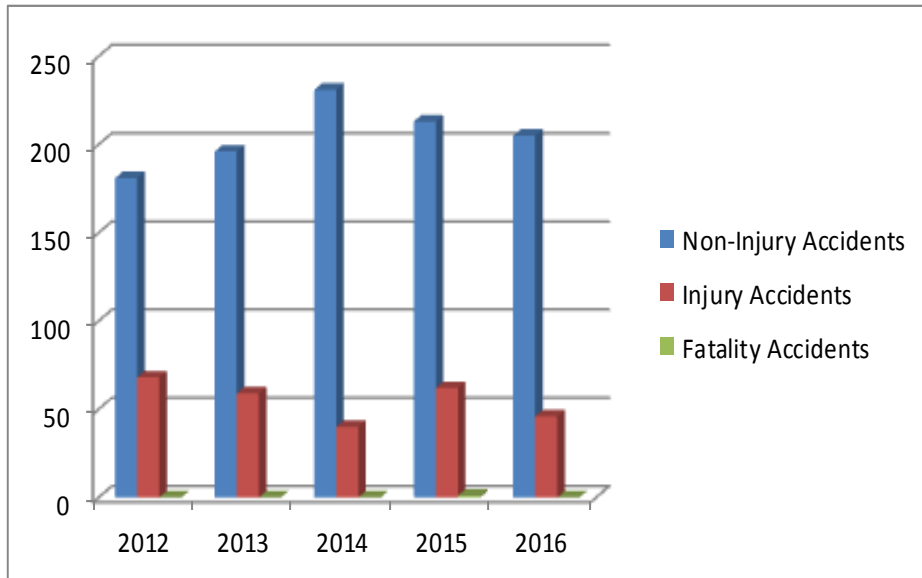
The Arkansas City Kansas Police Department has been hosting a National Night Out event since 1996. Over the past 20 years the event has grown to become a favorite event for many citizens. The event spans over two nights with a kickoff party the first night and the block parties the second night.

The kickoff party is a picnic style event with free food, games, and activities. For the 20th anniversary we moved the kickoff party to Wilson park. This new venue proved to be very popular and we set a new record on attendance.

The block parties on the second night are an opportunity for neighbors to develop a bond with each other which encourages citizens to watch out for each other. In 2016 we had a total of 19 different block parties. Representatives of the police department stopped by each of the block parties and distribute products that neighbors can use to keep their homes and valuables safe.

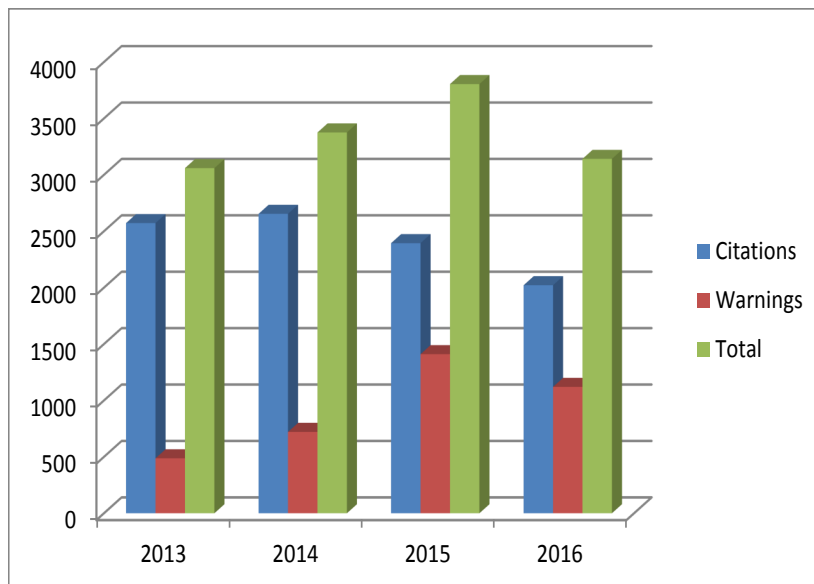


Accident Rates and Citations



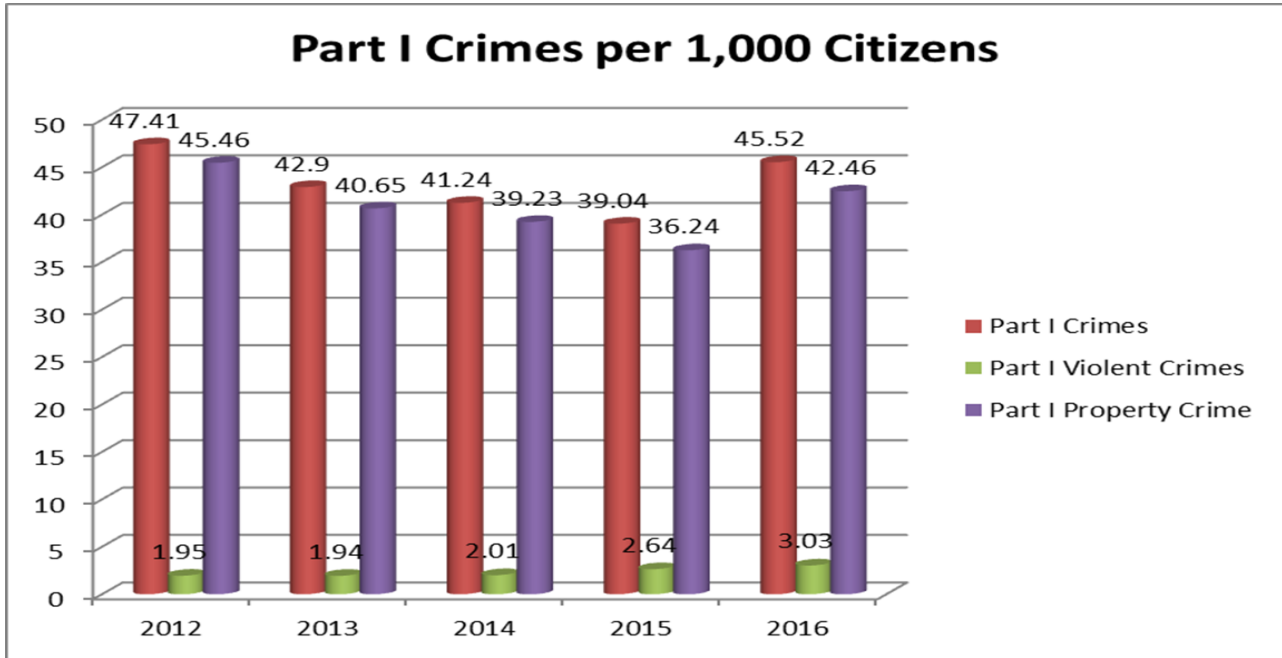
As you can see from the above graph, non-injury accidents have steadily increased from 2012 – 2014. Fortunately, we have had a slight decrease in non-injury accidents in both 2015 and 2016. Injury accidents were on the decline until 2015 when they took a slight jump. For 2016 injury accidents again declined slightly.

There is a direct correlation between traffic enforcement and the number and severity of accidents. As you can see from the chart below, there has been a reduction in the number of citations and warnings issued by our officers. This is due to the fact we have been understaffed for the last couple of years. When police increase the number of citations issued, the rate and severity of accidents tend to drop. As we will be fully staffed in 2017, citizens will see increased enforcement by officers in an attempt to further reduce accident rates.



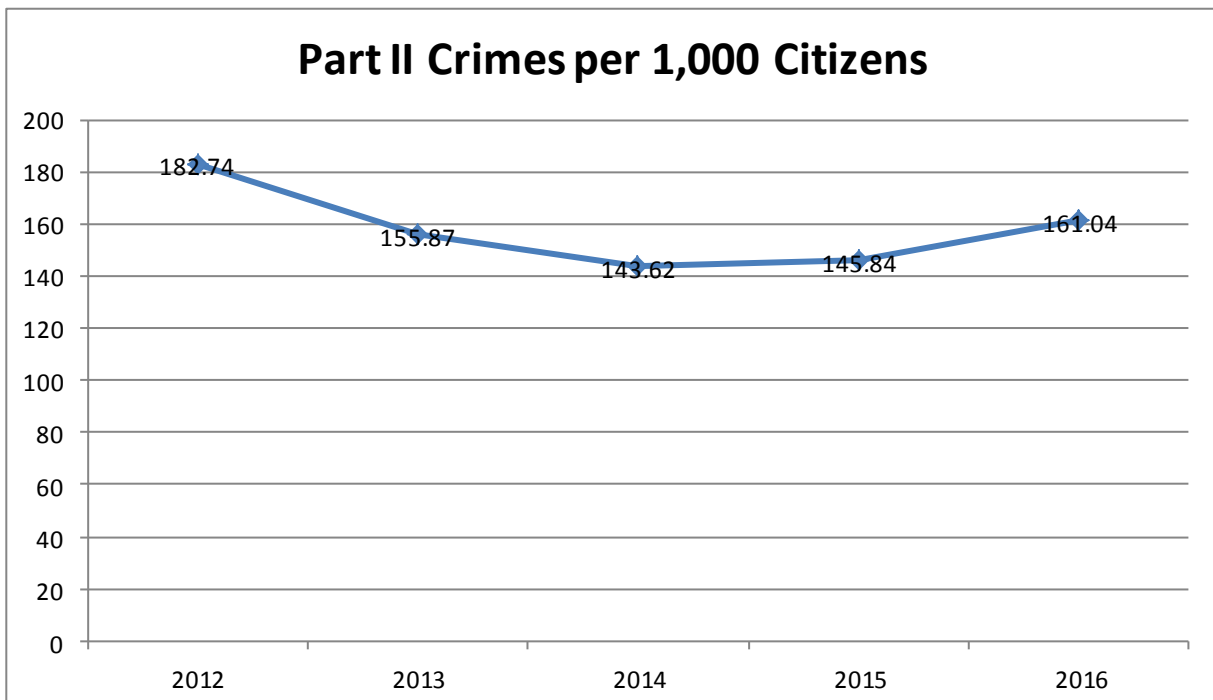
PART I OFFENSES

Part 1 crimes include homicide, robbery, rape, aggravated assault, burglary, theft, motor vehicle theft and arson. As you can see from the chart below, all of our part 1 crimes increased. While our violent crimes are minimal compared to the part 1 property crimes which includes burglary and theft, they too had an increase. This is something we at ACPD are very concerned about and we will be taking measures in 2017 to reduce these statistics. It should be noted that while we did experience an increase in 2016, our part 1 crimes and property crimes are still below 2012 levels.

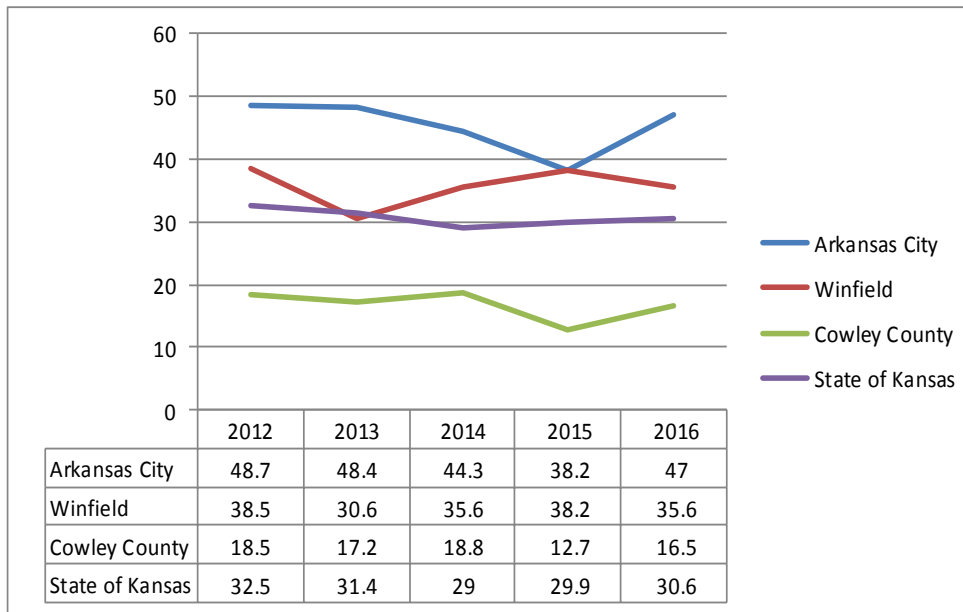


PART II OFFENSES

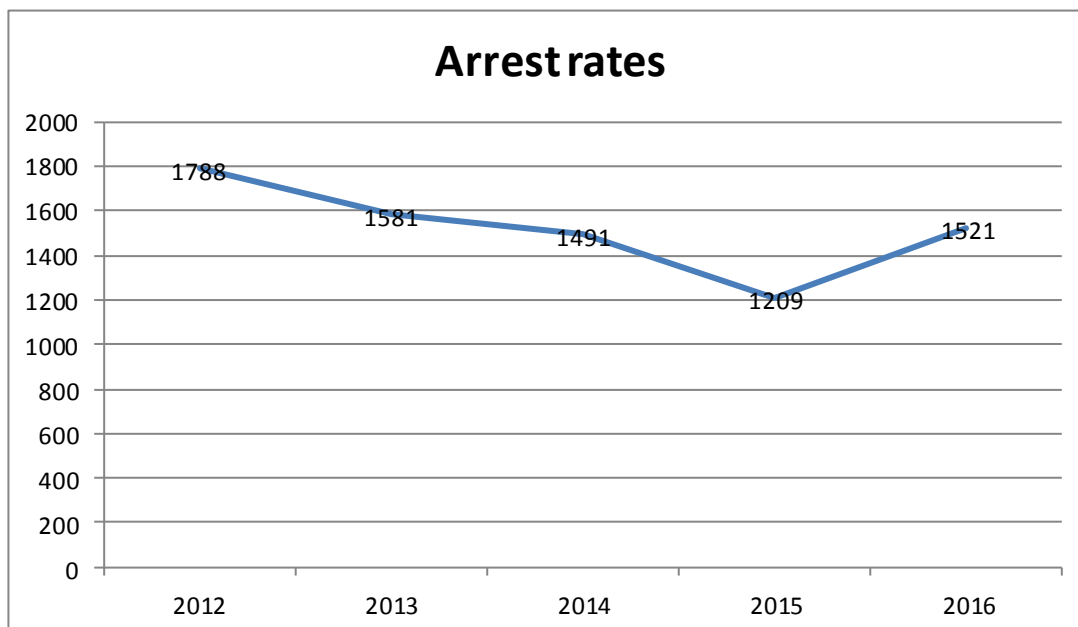
Part 2 crimes are all other crimes not included in Part 1. As you can see in the chart below, part 2 crimes have been trending upwards over the past two years.



Uniform Crime Statistics and Crime Index



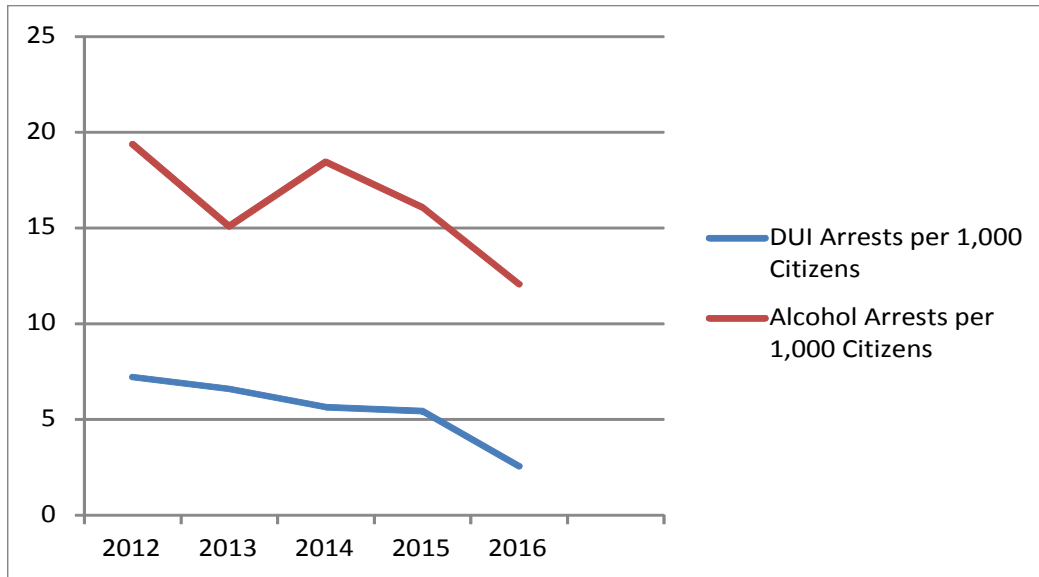
When looking at overall crime rates it is important to compare our jurisdiction with others. In the graph above we compared our crime index with Cowley County, Winfield, and the State of Kansas. As you can see, our crime index in Arkansas City is higher. It is promising that we saw a decrease in 2014 and 2015, however, we saw a sharp increase in 2016. Even with the increase in 2016, our overall crime index is lower today than it was three years ago.



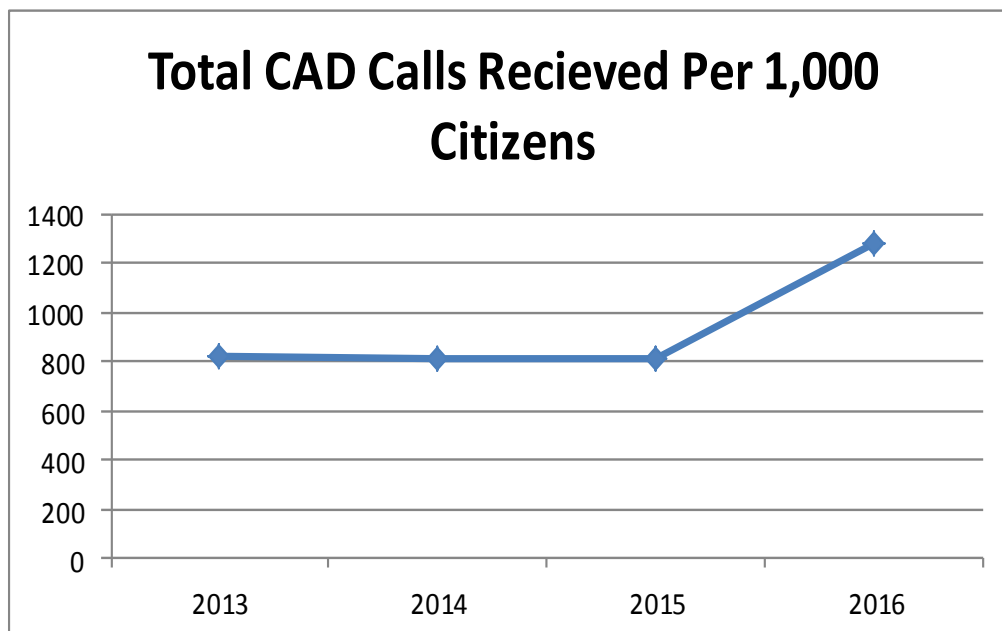
In the graph above you can see ACPD makes between 1200 and 1800 arrests per year. While this number had decreased for four years in a row, we saw an increase in 2016. This increase matches the rise in overall crime rates we saw over the past year.

Alcohol Arrests

As you can see in the graph below, driving while intoxicated has been on a steady decline over the past few years. This is very promising as this makes driving safer for everyone in town.



One way to measure the workload of a police agency is by examining the number of calls for service. While we looked at crimes and accidents cases earlier, there are many other functions police fulfill. We recognize that our community expects much more out of us than just crime fighting. As you can see below, our officers responded to over 16,000 calls for service in 2016. This equates to a very heavy workload considering the number of officers we have working the streets on any given day.



2016 Vehicle Pursuits

In comparing our pursuits in 2016 with the 2016 pursuits from 30 similar sized agencies across the nation we found those agencies averaged 5.7 pursuits each in 2016. In the majority of pursuits across the nation, traffic violations were the number one reason officers initiated pursuits. In 2014 our policy covering pursuits made traffic infractions a non-pursuable offense. This change should reduce the number of pursuits in which we are involved. The current policy includes a pursuit matrix that indicates when an officer may pursue depending on the nature of the offense and degree of risk. Pursuits are also restricted to two police vehicles and may be terminated by either the officer involved or the supervisor monitoring the pursuit.



Pursuant to General Order PD-01.1 Emergency Vehicle Operations, it is required to analyze departmental pursuit activity annually and identify any training needs and additions, deletions or modifications warranted in departmental pursuit procedures.

In the calendar year of 2016, the Arkansas City Police Department was involved in six pursuits which involved five different officers. In 2015 the department was involved in four pursuits. As you can see from the data below, five of the six pursuits in 2016 were not compliant with our policy. In 2015 three of the four pursuits were not compliant with our policy. ACPD continues to emphasize the importance of safe driving practices and will take proper action to ensure all officers respond appropriately. The one accident in 2016 was a result of the suspect crashing and not an officer.

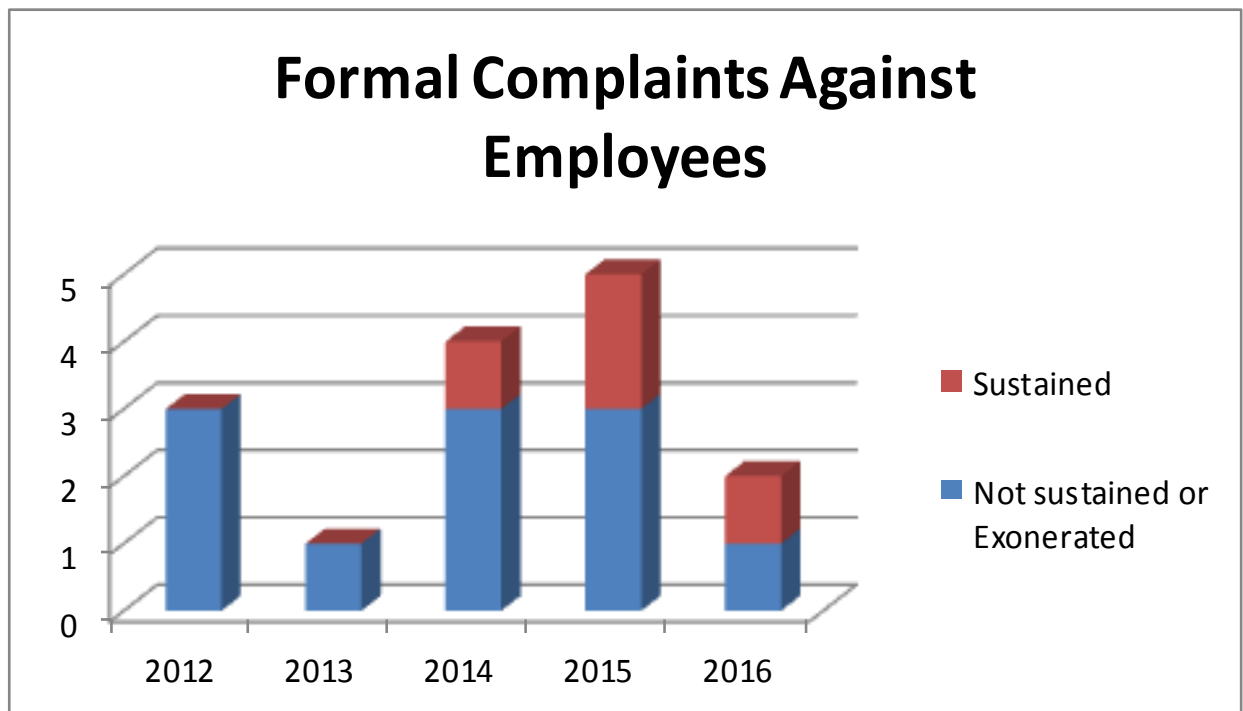
Statistical Data

PURSUIITS	2016
Total Pursuits	6
Terminated by agency	5
Policy Compliant	1
Policy Non-compliant	5
Accidents	1
Injuries : Officer	0
: Suspects	0
: Third Party	0
Reason Initiated:	
Traffic offense	5
Felony	1
Misdemeanor	0

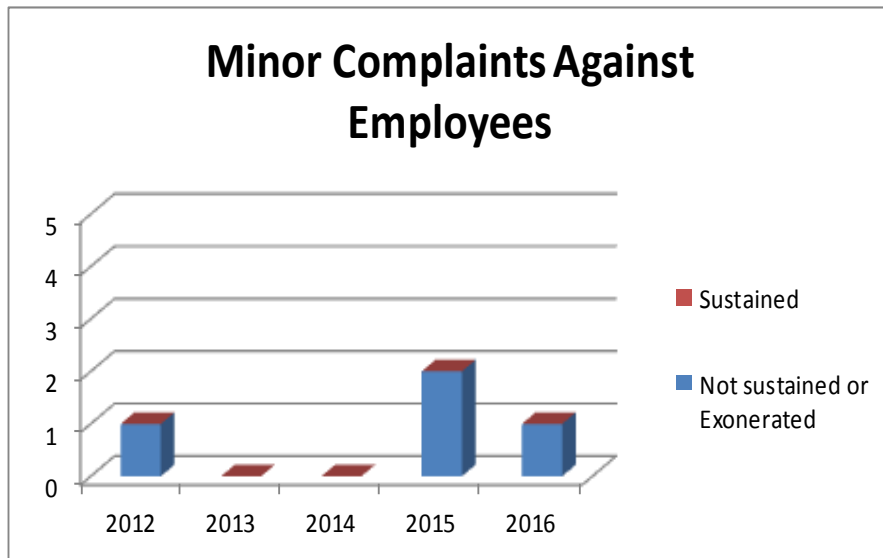
Professional Accountability

The Arkansas City Police Department provides a formal internal system for the processing of complaints relative to the agency's operations, policies and procedures, and the conduct of police personnel. The character and reputation of the Arkansas City Police Department rests on an adequate program of fair and impartial investigations. Adhering to the core values and missions of the department, investigators act efficiently and timely to resolve complaints in a fair and impartial manner.

Complaints are divided into formal and minor complaints. Formal complaints can include reports which are more serious and actions which bring the department into disrepute or reflects discredit upon the employee as a member of the department. Minor complaints typically include demeanor and minor rules and regulations, or policy and procedure violations.

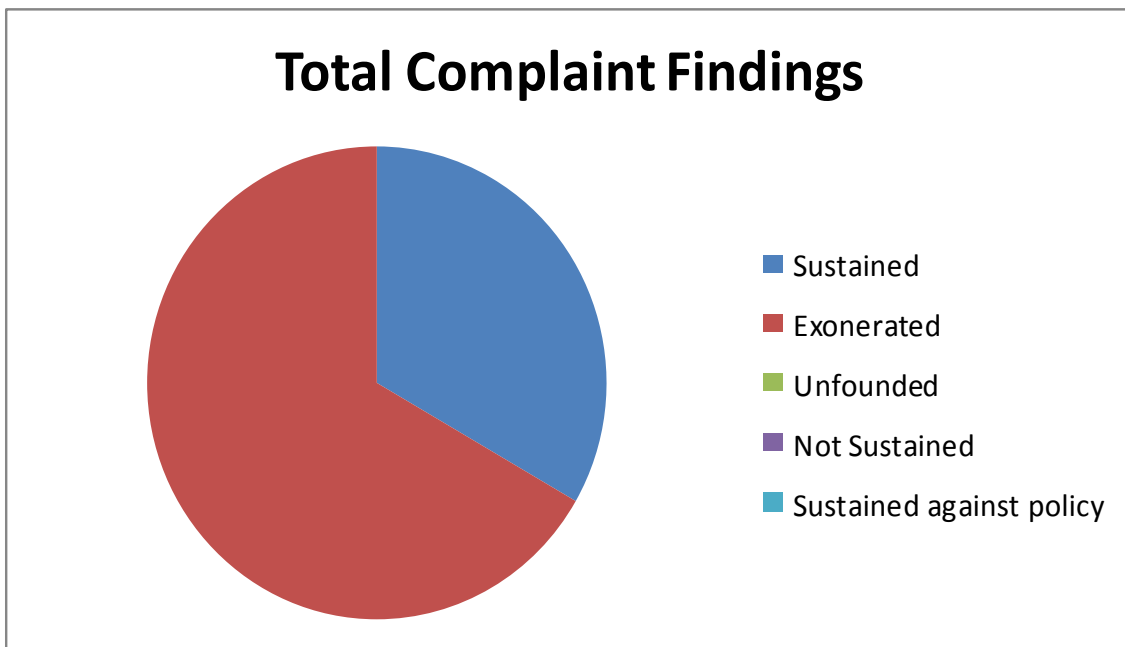


As you can see we had a total of two formal complaints in 2016 with one of them being sustained. All sustained complaints receive corrective measures to ensure they are not repeated. Given the thousands of contacts our officers have with the public, the low number of sustained formal complaints is an indicator of the officers professionalism. On the next page you will see we only had one minor complaint in 2016 and it was not sustained

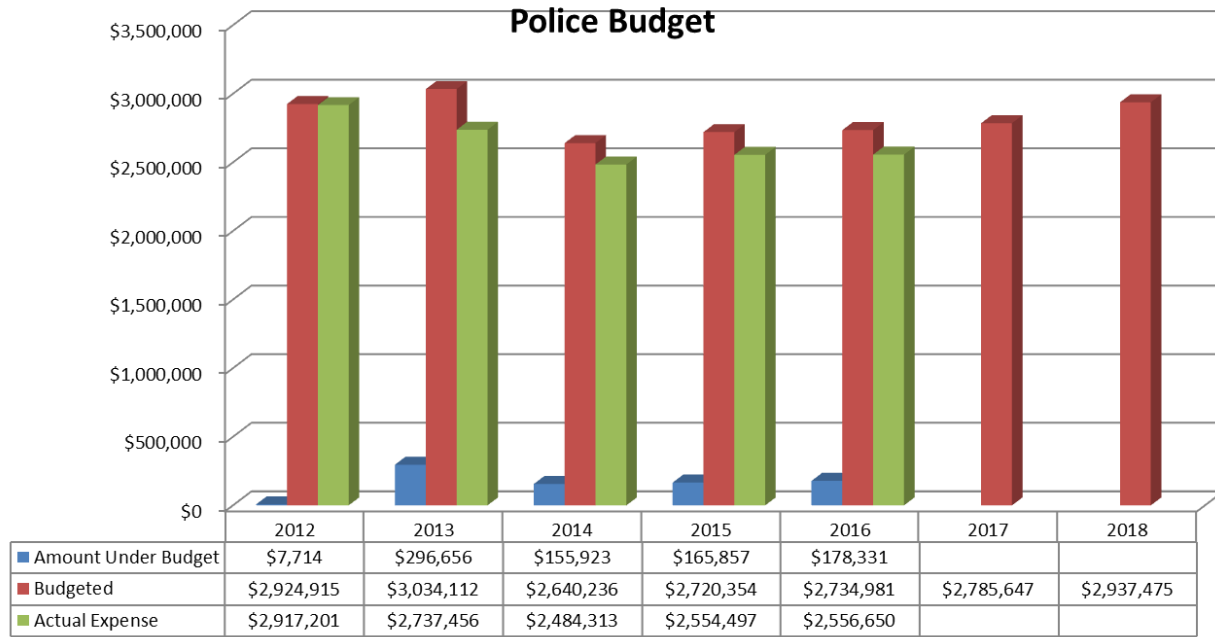


Complaint findings are classified as one of the following: Unfounded – The investigation conclusively proved that the act complained of did not occur. Exonerated – The act which provided the basis for the complaint or allegation occurred; however, the investigation revealed that the act was justified, lawful and proper. Not Sustained – The investigation failed to disclose sufficient evidence to clearly prove the allegation made in the complaint or to conclusively disprove such allegation. Sustained – The investigation disclosed sufficient evidence to clearly prove the allegation made in the complaint. Sustained Against Policy – The investigation revealed a faulty policy and/or procedure.

In the graph below you can see that in 2016, less than half of all complaints were sustained. The use of in-car and body worn cameras greatly aids investigators in determining what actually occurred.

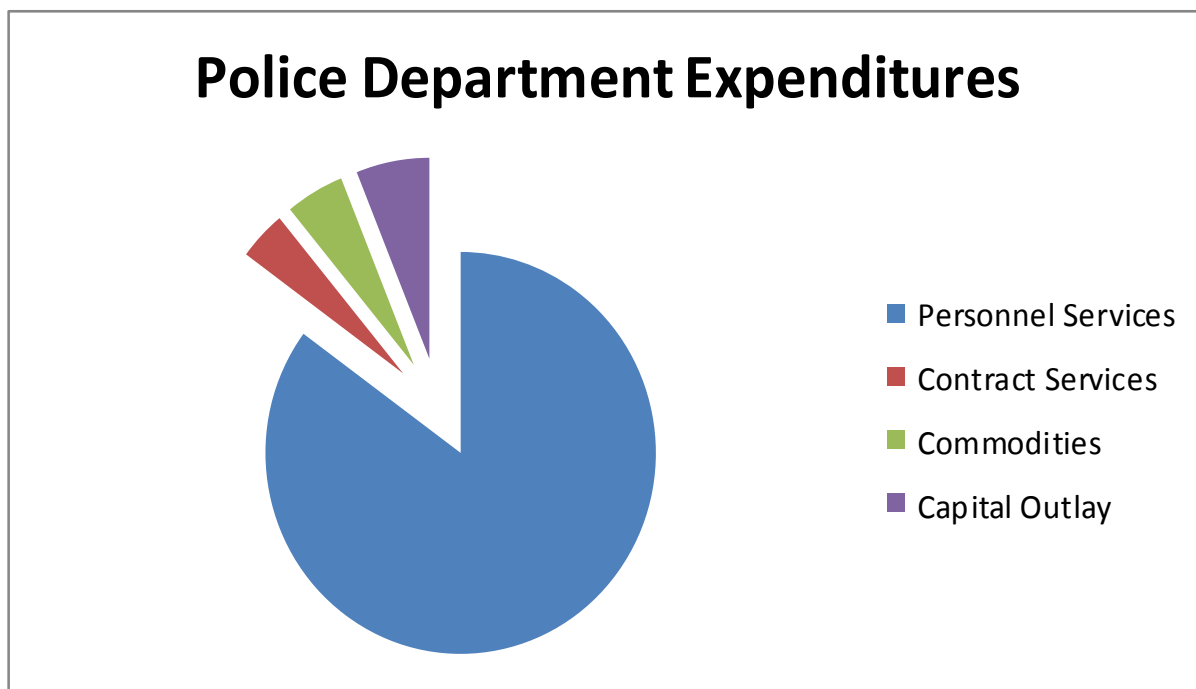


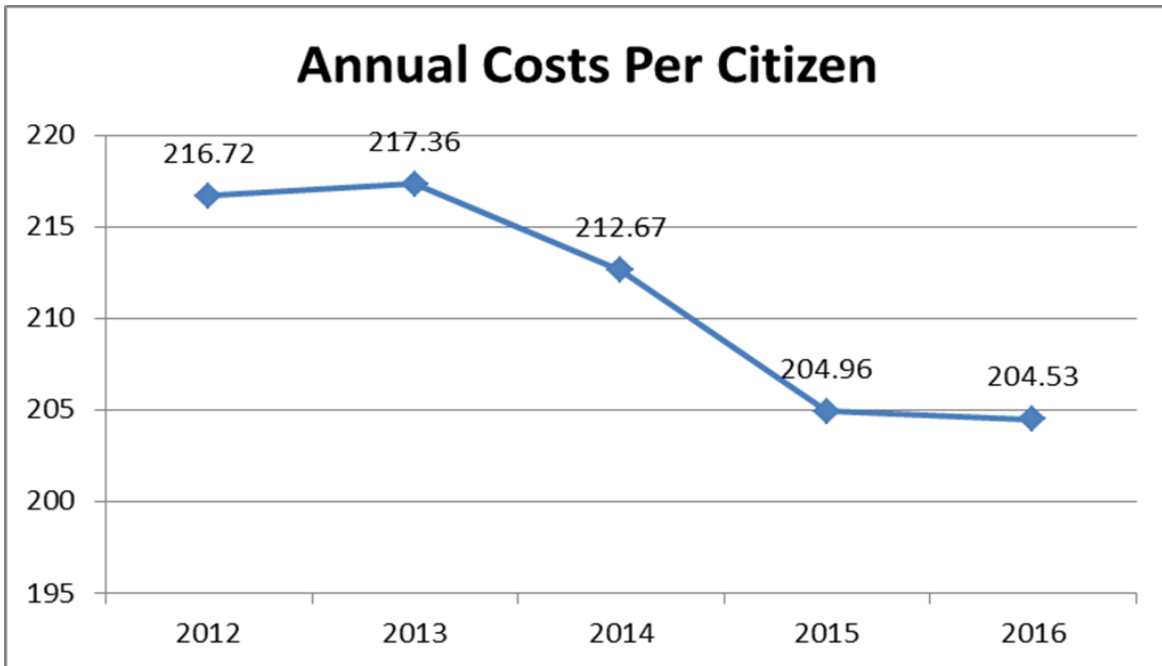
Budget and Expenditures



The police department is funded by the City through the general fund. Annually the police budget accounts for approximately 30% of the general fund expenses.

In the graph above you can see the expenses for the police department have remained flat over the last three years. Even though the associated costs of running the police department increase every year, ACPD continues to look for ways to be more efficient and reduce expenses. As you can see in the graph below, personnel costs account for 82% of our total budget. With only 18% of our annual budget dedicated to cover non-personnel costs, any further budget cuts would require cutting positions.





The cost of police service is less than what most people think. In 2016 each citizen paid \$204.53 for police service. That's about \$17 per month. When compared to other services such as home security systems, cable TV, and cell phones, you can see citizens are getting a lot for their money. As the graph above shows, the cost of police service is at an all time low. This cost will increase in future years as we are now fully staffed and will be utilizing all of our budgeted funds.

Conclusion

I hope you have found the 2016 annual report for the Arkansas City Kansas Police Department interesting and informative. As stated at the beginning of the report, it has been a busy year and our officers have performed very well despite the fact we were understaffed. While each year brings new and different challenges, we are confident we are on the right path and we will continue to improve in our efforts to provide professional police service to the citizens we serve. In 2017 we will increase our efforts to prevent crimes and accidents before they occur. We will accomplish this goal by increasing traffic enforcement efforts, utilizing crime data to determine resource deployment, re-organizing our standard shift deployment, and partnering with citizens so they can protect their self from being a victim of crime. If you would like any additional information or have questions, please feel free to contact us by phone, email, or in person. We would love to hear from you. Copies of this report are available on our Facebook page, web site, and in our lobby.



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