# **20 20**

## **Annual Report**

ALAMANCE COUNTY SHERIFF'S OFFICE





To serve, protect, and defend the citizens of Alamance County

### A MESSAGE FROM THE SHERIFF

Dear Citizens of Alamance County,

It is my honor to once again present the Alamance County Sheriff's Office Annual Report for 2020.

Our community and our office have faced unprecedented challenges this year. While the last twelve months have been difficult, I hope that this report portrays the dedication, commitment, and hard work of my law enforcement officers.

Thank you for allowing me to serve Alamance County, and I look forward to working together to create a stronger community where we all feel safe and secure.

TERRY JOHNSON
SHERIFF, ALAMANCE COUNTY







## ABOUT ALAMANCE COUNTY

Alamance County is a growing community located in central North Carolina. It encompasses a land area of 435 square miles which includes both rural and urban areas. Its location off of the I-85/I-40 corridor between the Triangle and the Triad have helped to ensure its continued growth and development.

#### **GROWTH**

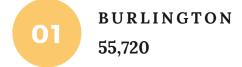
Over the last five years, current and new businesses have made significant investments in Alamance County increasing the county's tax base while contributing to job growth and new economic opportunities.

Since 2010, Alamance County has grown 12.1% with population estimates at 172,250.

In addition to population demographics, **traffic volume estimates nearly 120,000 vehicles pass through the county each day.** This, along with other major highways, roads, and thoroughfares also directly impact the number of people moving in and out of the county contributing to increased needs from the Sheriff's Office.



## POPULATION FOR MUNICIPALITIES













#### **ALAMANCE COUNTY**

Total County Population: 172,250 Total Towns' Population: 110,759 **County Population (only): 61,491** 

National standards recommends that there are 2.4 officers per one thousand residents. This multiplied by the county's population of 61,491 means that the Sheriff's Office would need a total of 147 officers.

There are currently 118 deputies so the Sheriff's Office would need **29 additional employees to meet these standards**.



## 29 MORE EMPLOYEES BY NATIONAL STANDARDS



# **Alamance County Sheriff's Office**

#### **FOR THE YEAR 2020**

The Alamance County Sheriff's Office has experienced tremendous challenges this past year. COVID-19 has not only affected our nation but our local community. Unfortunately, this virus has had a devastating physical, emotional, and economic impact on our families here in the county.

Against overwhelming odds, our officers continued on with their responsibilities in keeping our community safe. These employees along with all of our essential workers from our local Health Department, Emergency Management, EMS, and CCom have worked countless hours over the last ten months taking on insurmountable challenges in service to our residents.





#### INCREASED NEED FOR LAW ENFORCEMENT

Along with the challenges brought by COVID-19, the Alamance County Sheriff's Office has also **provided law enforcement resources to 20 planned and 19 unplanned gatherings or protests** over the course of the year. While the Sheriff's Office fully supports everyone's right to peacefully express their first amendment rights, **these events have significantly drained the Sheriff's Office resources and manpower.** 

However, the employees of the Sheriff's Office have continued to "serve, protect, and defend the citizens of Alamance County" in spite of the pandemic and numerous protests during the last year.

**39** 

\$747,672



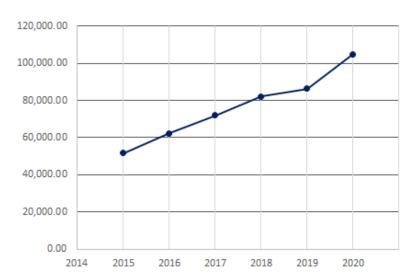
### **At a Glance**

#### BRIEF OVERVIEW OF 2020

#### CALLS FOR SERVICE

In 2020, the Sheriff's Office handled 104,776 calls for service with an average response time of 13 minutes and 48 seconds. Calls for service are assignments distributed to law enforcement officers who will assist, correct, or resolve a situation.

The Sheriff's Office has experienced a tremendous increase since 2010 for calls for service. If growth trends continue, the Sheriff's Office anticipates handling approximately 176,601 calls for service by 2025.



O. H. f O T	2010	2015	2019	2020	2025
Calls for Service	37,635	51,519	86,404	104,776	*176,601

\*Projected

#### **DETENTION CENTER**

While the Detention Center under normal conditions faces day-to-day challenges, those challenges have compounded due to COVID-19. As the virus spread, detention staff had to adapt by changing protocols implemented to keep inmates and staff safe.

Despite staff shortages due to turnover, quarantined employees, or those who contracted COVID-19, detention center staff continued to provide a secure, safe, and humane environment for detainees and inmates.

104,776 428,103

8.468



### Background

#### RESPONSIBILITIES AND DIVISIONS

#### **OVERVIEW**

The Alamance County Sheriff's Office was established in 1849 when Mr. Joseph Holt became the first appointed sheriff of the county. Over the years as the county has grown, the demands for services from citizens has also increased. The Alamance County Sheriff's Office is now responsible for all three branches of the criminal justice system: law enforcement, jail corrections, and court duties.

The Sheriff's Office provides services both directly and indirectly to all county residents whether they live in a municipality or not. For example, the Sheriff's Office serves civil papers, provides court security, manages animal control, and maintains the county jail. Deputies also spend a significant amount of time driving throughout the county and encountering residents breaking the law. Most importantly, Sheriff's Office investigations do not stop at city limits and various law enforcement divisions often find themselves working within a city.

#### **DIVISIONS WITHIN THE SHERIFF'S OFFICE**

#### **Operations**

- Patrol
- Criminal Investigations (CID, Major Crimes, Frauds, Property Crimes, Death Investigation)
- Human Exploitation Unit
- Special Victims Unit (Domestic Violence, ICAC, Mental Health)
- Crime Scene Investigations
- Specialized Investigations (ANET, ATF, DEA, FBI, USMS)
- Street Crimes (Vice, Gang)
- Special Operations
- · School Resource Officers
- Animal Control
- Civil Process
- Court Services (Bailiffs, Court Security)

#### Detention

- Platoons (A, B, C, and D Platoon)
- Special Services (Kitchen, Maintenance)
- Transportation (detainees for both Marshal and ICE)
- Stepping Up Initiative



### **Patrol Division**

#### **OPERATIONS**





#### **ABOUT**

The Alamance County Patrol Division is on the front lines of the fight against crime. The patrol officer is the most visual representation of the Sheriff's Office. **The main function of the deputy is to be the first response for any calls for service, crime prevention, and traffic enforcement.** 

The patrol division also assists any agency that requests help by providing additional personnel, resources, or equipment (drone, Bearcat, water rescue/operations, traffic message boards, etc.).

#### PATROL DIVISION

Assists to other agencies	741	Warrant services	2,193
Extra patrols requested	25,091	Security checks	2,348
Traffic stops	3,038	Business checks	39,558
Traffic citations	753	Business and resident alarms	1,565
Speak to an officer call	4,517	Animal patrol calls	1,795

## ADDITIONAL PATROL INFO

The Patrol Division handles most "calls for service" which increased by 21% this past year. This includes completion of 1,253 field contact cards of suspicious individuals they encountered during the course of their duties.

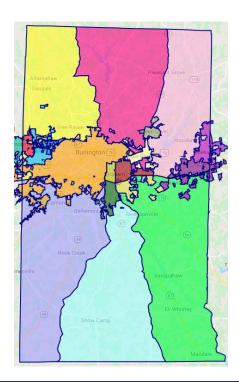
The patrol division also **resolved 454 domestic violence incidents** where there was no probable cause for charges or where the incident did not warrant extensive investigation.

Further, the **patrol division completed the majority of the 4,483 incident reports**(burglaries, assaults, domestic violence incidents where crimes occur) that were taken by the Sheriff's Office during the year.





#### 104,776 CALLS FOR SERVICE



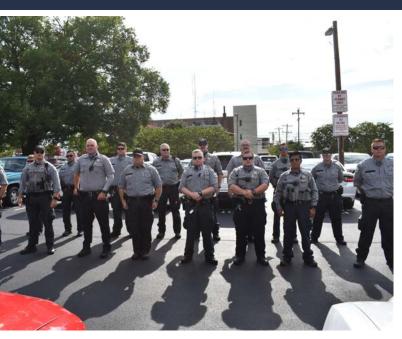
The Patrol Division includes 46 officers who are divided into six districts throughout the County.

- Average dispatch time:6 minutes and 44 seconds
- Average response time:
   13 minutes and 48 seconds
- Average deputy time on scene time:
   46 minutes and 33 seconds



# **Criminal Investigations**

**OPERATIONS** 





#### **ABOUT**

During 2020, the Criminal Investigations Division (CID) is assigned cases involving **property** crimes, frauds, general assaults, death investigations, mental health, and other non-narcotics or non-special victim-related crimes.

Within the CID division, there are a number of specialized units that focus on specific crimes. These units include: Special Victims Unit (SVU), Crime Scene Investigation (CSI), and officers assigned to federal task forces including: Alcohol, Tobacco, and Firearms (ATF), Drug Enforcement Agency (DEA), Federal Bureau of Investigation (FBI), and the US Marshal Service.

#### CRIMINAL INVESTIGATIONS DIVISION

Fraud investigations	172	Compliance checks for sex	1,763
Property recovered	\$266,212	offenders	
Assaults	150	New sex offenders registered	15
Sex offender verification	324	Sex offender violations	30

#### **SPECIAL VICTIMS UNIT**



SVU investigates crimes of sexual and physical abuse towards children, domestic violence cases, adult sexual assaults, and elder abuse.

SVU works closely with the Family Justice Center of Alamance County which provides one-stop services for victims of family violence and elder abuse.

Domestic Calls	717	Juvenile cases	36
50Bs issued	521	Elder abuse	17
SVU arrests	245	DSS referrals	25

#### STREET CRIMES DIVISION

The Street Crimes Division (Vice, Gangs, and Special Ops) focuses its efforts on reducing the occurrence of "street crimes" or those related to narcotics and gangs.

This division works on projects that provide interdiction in high drug and crime areas. They also conduct saturation patrol or handle other traffic issues when needed.



Money seized	\$68,827.18	Methamphetamines seize	ed <b>494.10</b> g
Cocaine seized	206.28 g	Marijuana seized	42,405.50 g
Heroin seized	120.00 g	Crack cocaine seized	132.06 g
Suboxone seized	79.50 g	Opioids seized	73.30 g

#### CRIME SCENE INVESTIGATION



The **CSI division** which includes the Evidence and Property Control Division is **responsible for processing** and collecting all evidence items linked to a particular crime scene or other criminal activity.

Scenes processed	<b>350</b>	Pieces of evidence collected	3,168
Search warrants obtained	<b>45</b>	Guns processed	103

#### **NARCOTICS ENFORCEMENT**

The Alamance Narcotics Enforcement Team (ANET) focuses its efforts on reducing the amount of drugs in the county by targeting illegal narcotics that enter the county.

Over the course of the year, **ANET made 59** arrests and conducted **5,105** hours of surveillance which includes time spent with community contacts and addressing resident concerns in high-drug areas.



Cocaine seized	16.5 kilos	Currency	\$59,000
Marijuana seized	9 lbs	Arrests	<b>59</b>
Methamphetamine seized	208.7 g	Guns	21
Heroin/Fentanyl	1,032.8 g	Controlled prescription	76 kilos
		medication	

#### **MENTAL HEALTH**

The ACSO Mental Health Unit responds to calls for service involving County residents and families who are experiencing crises related to mental health and/or substance abuse disorders. Depending on the nature of the crisis, the team may de-escalate the situation on the scene and provide a referral to a community based mental health or substance use treatment resource, offer voluntary transportation to RHA for crisis de-escalation or connection to services, or if an individual is an imminent danger to themselves or other, initiate the Involuntary Commitment Process.

The team also serves third party Involuntary Commitment papers and provides transportation to the appropriate evaluation facility. In addition, team members follow up with residents upon discharge from an in-patient behavioral health facility, out-patient Crisis Center, victims of intentional drug overdoses, and suicide attempts.

The team also assists in the delivery of the Crisis Intervention Team by training law enforcement officers and paramedics from all agencies in Alamance County and surrounding counties.

This year the Sheriff's Office in partnership with RHA Health Services was awarded \$741,678 by the Office of Justice Programs to expand mental health services in our county!

\$741,678

Grant awarded to expand mental health services

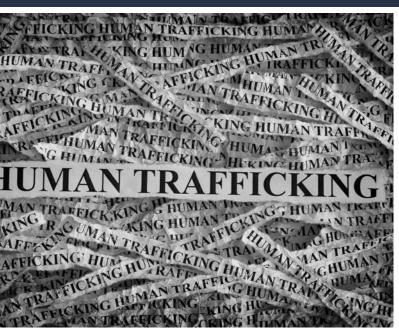
#### **MENTAL HEALTH**

Mental health interactions	616	Involuntary commitments	254
Mental health follow-ups	157	Voluntary commitments	62
Mental health assists to	143		
patrol unit			



## **Human Trafficking Unit**

#### **OPERATIONS**





#### **ABOUT**

The Human Exploitation Unit is a **new division of the Sheriff's Office and focuses on investigating those who use force, fraud, or coercion to receive labor or commercial sex acts. Currently, North Carolina is 9th in the nation for human trafficking.** 

While human trafficking investigations were previously held in the Special Victims Unit, the Sheriff's Office recognized a need for a specific division to focus on this issue. This year, the Sheriff's Office was awarded a human trafficking grant through the Department of Justice to help fund this unit.

#### **HUMAN TRAFFICKING**

Human exploitation cases	<b>52</b>	Misdemeanor charges	70
Chat/Traveler contacts	161	Individuals charged	55
Felony charges	14		



## Violent Crimes Suppression

**OPERATIONS** 



#### **ABOUT**

Due to increased violent crimes (including: burglaries, home invasions, assaults, and homicides) the **Sheriff's Office has been asked to put together a special multijurisdictional task force**.

This collaborative effort made up by Sheriff's Office employees and local law enforcement agencies in surrounding counties will focus on decreasing violent crimes using firearms in the region.

#### **VIOLENT CRIMES SUPPRESSION**

Home invasion	1	Shooting into occupied dwelling	9
Robberies	5	Assaults by pointing a gun	15
Assaults inflicting serious injury	2	Homicides*	6
Assaults with a deadly weapon	5		



# School Resource Officers





#### **ABOUT**

The Sheriff's Office and the Alamance-Burlington School System have developed a strong working relationship in recognizing the importance of a safe and secure environment for students.

The Sheriff's Office School Resource Officers (SRO) have been proactively working to foster positive long-term relationships and engage those at-risk or vulnerable youth by being officer, counselor, teacher, and role model. These personal connections have lasting effects beginning in elementary school and carry forward throughout their lives.

#### SCHOOL RESOURCE OFFICERS

SRO Calls for Service	1,143	Incident reports	91
Student contacts	1,825	Misdemeanor charges	70
Parent/Guardian contacts	791	Felony charges	6

## GET TO KNOW OUR SROS

There are currently 15 dedicated and passionate deputies that serve in the SRO division. These officers in addition to the yearly mandatory training must be certified by the North Carolina Sheriff's Training and Standards Commission.

In response to this particularly challenging school year, SROs worked with school social workers to connect and check on students at home.





#### **OUTREACH**







SROs and the Sheriff's Office coordinated and delivered 72 boxes of Thanksgiving meals.







SROs, the Sheriff's Office, and the Maverick conducted a Christmas collection for delivery of gifts and food to 14 families.



## **Civil Division**

#### **OPERATIONS**



#### **ABOUT**

The Alamance County Sheriff's Office is **responsible for the service of all Civil Processes** within the county.

These processes include: Magistrate Summons, Civil Summons, Domestic Violence Orders, Claim and Deliveries, Writs for Possession (real and personal property), Civil Orders for Arrest, Juvenile Summons, Tax Warrants, Attachments, Writs of Executions (enforcement of money judgments), Child Custody Orders, No Contact Orders (50C), Notice of Rights, Criminal Summons and Warrants.

#### CIVIL DIVISION

Total papers served	10,814	Order to Show Cause	1,084
Subpoenas	2,793	Magistrate summons	2,232
Civil summons	1,184		



# Administrative Division





#### **ABOUT**

The Administrative Division within the Sheriff's Office is responsible for handling resident questions and walk-ins, processing all pistol purchase permits and concealed hand gun applications (both new and renewals), and fingerprinting for non-criminal matters (background checks, employment, and adoption).

#### **ADMINISTRATIVE DIVISION**

	2019	2020
Pistol permit applications	1,543	3,643
Pistol permits issued	3,078	7,658
Concealed carry applications	954	2,224
Concealed carry renewals	1,186	1,226
Fingerprinting	2,331	1,733
Calls to main line	12,100	23,561
Calls to Sheriff's secretary line	1,133	2,096
Calls to Detention Center	13,159	15,307
Calls to Civil Division	999	1,137



# **Animal Control Division**





#### **ABOUT**

The Sheriff's Animal Control Division **employs six officers who are dedicated to the safety of our citizens and the well-being of our domesticated animal population.** 

This division works in conjunction with the City of Burlington Animal Services who help to care for the animals brought in while working to ensure that all adoptable pets have an opportunity to find forever homes.

#### ANIMAL CONTROL AND BURLINGTON ANIMAL SERVICES

Total intakes*	4,102	Adoptions	3,399
Live releases	4,022	Rescue transfers	225
Return to owner	427	Field services	3,279



# **Training & Personnel Division**





#### **ABOUT**

The Training and Personnel Division is responsible for **selecting qualified applicants for all open positions by conducting background investigations, applicant interviews, and pre-employment physical and written tests**. This team also plans and administers training programs for each officer to ensure they remain compliant according to the North Carolina Sheriff's Training and Standards Commission.

This division also coordinates Basic Law Enforcement Training (BLET), sponsorships, and college internships which provide support for potential law enforcement candidates.

#### TRAINING AND PERSONNEL DIVISION

Employee training hours*	8,468	Training for detention staff	3,732
Training for sworn staff	4,736	Employment applications	180
		processed	

#### **HIGHLIGHTS**

- Implicit Bias Training: an employee was certified from the National Command and Staff College in order to offer ongoing implicit bias training to employees
- Recruitment: division hosted and attended career fairs, open houses, public events, and chamber meetings in an effort to recruit qualified individuals to hire
- Outreach: division worked to coordinate several outreach events and projects to build relationships with residents



#### TRAINING TOPICS OFFERED





Officers are required to complete 24 hours of mandated training each year. Many of our officers exceed these hours with specialized training that enhance their skills. Some training topics are listed below:

- Situational Awareness
- Leadership through Community Policing
- Strategies to Improve Law Enforcement Relationships with Minority Youth
- Equality in Policing
- Improving Decision-Making Skills
- Long-Term Effects of Child Adversity and Suicide Prevention
- De-escalation
- Mental Health First Aid
- Crisis Intervention Training



### **Detention Center**





#### **ABOUT**

The Alamance County Detention Center serves the residents of the county by providing a safe, secure, and humane environment for those charged or convicted of criminal or civil offenses.

The Detention Center was constructed in 2007, and the total capacity of all detention center space is 476 beds (156 in the original detention facility, 240 in the new addition, and 80 in the Annex).

#### **DETENTION CENTER**

Staff training hours	3,732	Meals served	428,103
Contracted medical cost	\$1,148,283	Inmates released	6,027
Bookings	5,883	Inmate incidents	3,429

#### **SECURE TABLETS**

Detention staff negotiated and secured a contract with SecureView to provide tablets to inmates beginning in February. Tablets are one way that give constructive opportunities and allow communication with friends and family.

Tablets provide technology needed for access to the following:

- law library
- educational resources
- religious services
- e-books
- job search
- podcasts



#### **DETENTION CENTER AND COVID-19**





This year has been particularly challenging for the Detention Center as the nature of congregate living makes it difficult to socially distance from one another. Detention staff modified processes in March to increase cleaning and sanitizing, medically screened arrestees, limited essential staff to the Center, and required employees to self-screen and wear masks.

Despite these precautions, the Detention Center faced a COVID-19 outbreak in early September, and staff once again reworked their processes under the guidance of the Health Department. By the end of the month, no new positive COVID-19 cases were identified.

Detention staff continue to follow these guidelines in order to mitigate the spread of the virus.



# Recruitment and Retention

#### RECRUITMENT

Recruiting deputies and detention officers continues to be a competitive obstacle and is a challenge for all law enforcement agencies.

Applicants prioritize starting salaries, benefits, and the agency's ability to provide professional and economic growth for their officers.

North Carolina and Alamance County has continued to grow each year which places an increased demand for public services. Each year the **Sheriff's Office asks officers to do more with less, and this year has been no exception.** 

#### **AVERAGE STARTING SALARIES**

Alamance County Sheriff's Office	\$34,917	NA
Burlington Police Department	\$38,272	9.61%
Elon University Police Department	\$41,200	18.00%
Elon Police Department	\$39,031	11.78%
Mebane Police Department	\$40,614	16.32%
Guilford County Sheriff's Office	\$36,731	5.20%
Durham County Sheriff's Office	\$39,343	12.68%
Orange County Sheriff's Office	\$39,978	14.49%

12.58%

Neighboring law enforcement agencies starting salaries average 12.58% higher

**47 EMPLOYEES** 

(6) retired & (41) resigned in 2020

**15% TURNOVER** 

### **COST OF TURNOVER**

\$46,504

**NEW DEPUTY** 

\$25,244

**NEW DETENTION OFFICER** 

6 MONTHS

Time to recruit, hire, equip, and fully train a new employee to function independently One of the most important aspects when considering retention and turnover is understanding the direct and indirect costs associated with hiring and training new employees.

Identifying these costs is imperative from a fiscal standpoint, but the Sheriff's Office also recognizes the need to provide the county with professional and seasoned officers.

The Sheriff's Office must offer a fair compensation package to retain highly skilled and experienced officers and to recruit the best candidates.

Unlike other industries, the Sheriff's Office cannot decrease services when the labor force is down. This leaves remaining employees with an increased workload, mandatory overtime, and low morale.







#### **COST OF TURNOVER**

## BASIC LAW ENFORCEMENT TRAINING (BLET) 16 WEEKS

Cost of background screening	\$1,862.00
Salary during training (16 weeks)	\$11,639.00
Books and materials	\$645.00
Uniforms and equipment	\$7,047.00
Ammunition	\$340.00
TOTAL	\$21,533.00

## DEPUTY OFFICER FIELD TRAINING ON-THE-JOB TRAINING 16 WEEKS

TOTAL	\$24,971.00
Training Officer Salary	\$13,332.00
Trainee Salary	\$11,639.00

#### **DEPUTY OFFICER**

Deputy Officer Turnover Cost	\$46,504.00
<b>47 Deputy Officers Turnover Cost</b>	\$2,185,688.00
TOTAL	



#### **COST OF TURNOVER**

## BASIC DETENTION OFFICER TRAINING (BDOT) 6 WEEKS

Cost of background screening Salary during training (6 weeks)	\$1,862.00 \$4,364.25
Books and materials	\$400.00
Uniforms and equipment  TOTAL	\$9,637.25

### DETENTION OFFICER FIELD TRAINING ON-THE-JOB TRAINING 10 WEEKS

Trainee Salary	\$7,274.37
Training Officer Salary	\$8,332.50
TOTAL	\$15,606.87



#### **DETENTION OFFICER**

Detention Officer Turnover Cost	\$25,244.12
47 Detention Officers Turnover	
TOTAL	\$1,186,473.64

#### **AVERAGE SALARY COMPARISON**

	Alamance	Guilford	Orange	Durham
Detention Officer I	\$37,026	\$38,677	\$37,129	\$41,555
Detention Officer II	\$38,791	\$42,894		
Detention Officer III	\$43,703	\$53,212		
Detention Corporal	\$48,906	\$54,523		
Detention Sergeant	\$48,915	\$61,763		
Detention Lieutenant	\$58,136	\$71,465		
Deputy I	\$37,185	\$40,425	\$41,026	
Deputy II	\$39,828	\$42,362	\$47,322	
Deputy III	\$43,248	\$50,883		
Corporal (Deputy)	\$46,523	\$56,523		\$57,464
Sergeant (Deputy)	\$52,681	\$63,898		\$63,581
Lieutenant (Deputy)	\$60,193	\$75,495	\$63,783	\$74,380
Captain (Detention and Deputy)	\$69,112	\$87,284	\$78,322	\$80,303
Major (Detention and Deputy)	\$79,086	\$101,605	\$93,874	\$90,804
Chief Deputy	\$101,959	\$122,032		\$112,793

On average, the Alamance County Sheriff's Office salaries are 20% lower than employees at the Guilford County Sheriff's Office 20% DECREASE

## IMPACTS OF REDUCED WORKFORCE

- Increased response time for calls for service
- Delayed response to emergency and non emergency calls
- Increased employee turnover rates resulting in higher recruitment and hiring costs
- Reduced efficiency and productivity
- Increased workload for existing staff
- Decreased employee morale resulting in absenteeism, illness, and other issues

## SALARY AND BENEFITS INCREASE PROPOSAL

BUDGET	CURRENT TOTAL	8% INCREASE	10% INCREASE	12% INCREASE
Deputy	\$10,429,251.31	\$834,340.10	\$1,042,925.13	\$1,251,510.16
SRO	\$813,744.57	\$65,099.57	\$81,374.46	\$97,649.35
Detention	\$9,058,149.28	\$724,651.94	\$905,814.93	\$1,086,977.91
TOTAL	\$20,301,145.20	\$1,624,091.61	\$2,030,114.52	\$2,436,137.42

The Alamance County Sheriff's Office is **committed to serve**, **protect**, **and defend** the citizens ensuring that justice is our guide and the well being of our citizens our goal.