



Norfolk Police Division

2021 Annual Report



It is the mission of the Norfolk Police Division to provide effective and efficient law enforcement services to the community through a cooperative effort between the Division and the citizens of Norfolk for a high quality of life.

A Message from the Chief

It is an honor to present this year's annual police report. As always, last year was filled with challenges and changes. As with every division within the city, COVID-19 continued to be an influential factor in our daily operations through the year.

One ongoing challenge is our effort to fill vacant officer positions. This has proven difficult in Norfolk, just like across the country. In 2021, we were able to hire four qualified candidates and begin their training process. Three were new hires and one was an officer who returned to full time status after a short time in the private sector. The process will continue into 2022 in hopes of filling vacancies in an effort to become fully staffed.



This year, we finalized some significant changes at the Police Division. The Madison County Sheriff's Office and Norfolk Police reviewed the feasibility of sharing our Tactical Response Units. In March of 2021, the Norfolk City Council and Madison County Commissioners approved an Interlocal agreement to share our resources. This involves a combined tactical team, and streamlines the process for patrol officer from both agencies to assist each other with investigating crimes within both jurisdictions.

Norfolk Police added another tool to our patrol duties, bicycles. While this may sound basic, they are an excellent tool to provide a stealth approach option, provide access to areas not possible with vehicles or too distant for foot patrol, a great tool during special events, and provide a great opportunity to interact with citizens.

In addition, after years of planning, the Norfolk Police dispatch center and the Madison County Sheriff's dispatch center combined resources and services October 5, 2021. This was a significant undertaking and required coordination of many public and private entities. This included developing a separate budget for the dispatch center. All Norfolk and Madison Sheriff dispatch services are now located in the Norfolk Police building. To accommodate the expanded responsibilities, we are in the process of renovating a portion of the Norfolk Police building for the expanded dispatch center. This will consist of eliminating our current classroom and conference room with a completely upgraded dispatch area. We are expanding our capabilities from 3 dispatch stations to 5, with a 6th available for future needs.

Fortunately we did not have any homicides in 2021. Norfolk Police are well trained and equipped to handle these situations when they do occur. NPD is the lead investigating agency for this type of case, coordinating with other surrounding agencies for major case investigations.

It is through the hard work and dedication of the men and women of the Norfolk Police Division that Norfolk continues to be a safe community. They dedicate themselves to protect and serve the people of our community, regardless of the circumstances, including the current pandemic. This too is only possible by continuing to build relationships through the businesses, neighborhoods and area law enforcement agencies.

Overall, criminal reports decreased by 8.69% compared to 2020. Traffic requests remain consistent with a slight increase of .96%. Non-criminal requests for service increased 13.82%. The combined total requests for services was 20,527. This a combined increase of 9.5% over 2020. Citations and arrests decreased by 3.16%. The top five criminal calls for service that officers responded to continues to be disturbances, theft, drug related, criminal mischief, and child abuse.

Continuing officer education and ongoing training is imperative to the success of the NPD. The State of Nebraska requires ongoing training to maintain an officer's law enforcement certifications. The NPD ensures their officers meet and exceed these mandated hours, as well as additional trainings to provide proficiency in their law enforcement ability. NPD is fortunate to have dedicated officers who are willing to maintain instructor level certifications and assist in providing trainings for new and veteran officers alike.

As we push into 2022, we will continue to provide all the services the community expects of us. We are continually striving to improve the quality of our training and services we provide. We will continue to expand our cooperative efforts with other law enforcement agencies, and look for new, better and innovative ways to serve our community.

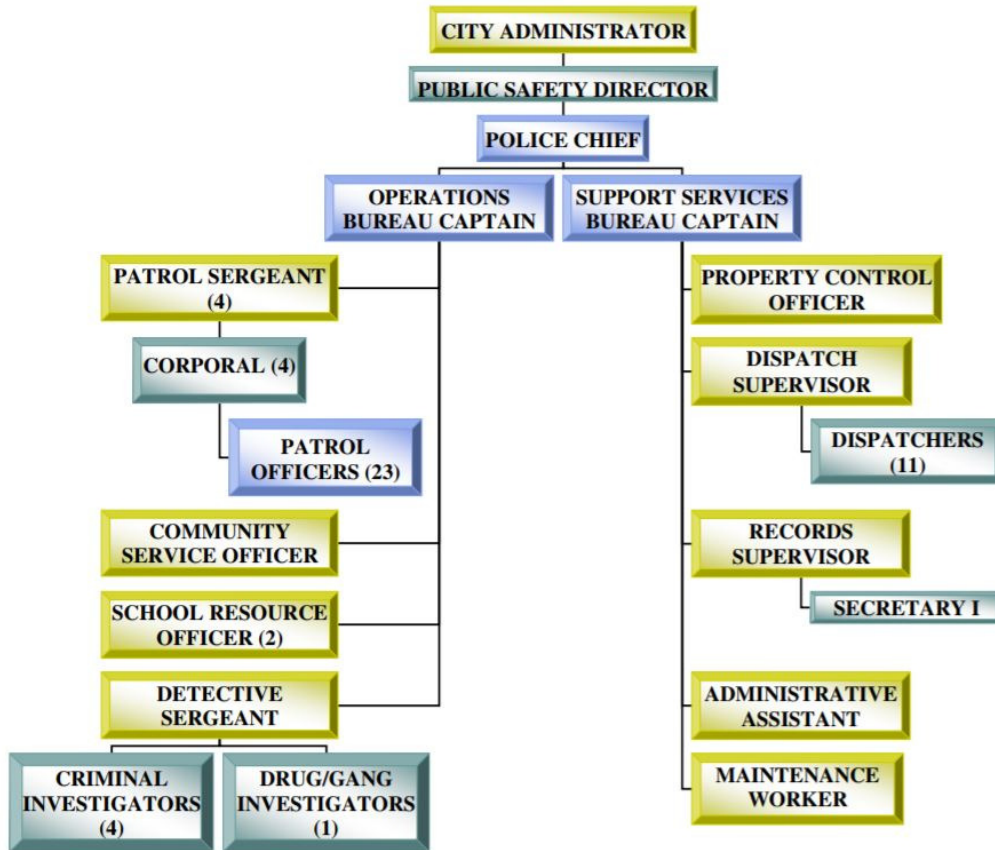
As Norfolk continues to grow, we are working with elected officials and business owners to evaluate how we need to adjust or expand to meet those needs. We are very excited about future possibilities in the growing Norfolk Community and proud to be part of that development!

We would like to thank all of Norfolk's elected officials as well as the citizens of Norfolk for their ongoing support. The Division continually works towards reducing crime, building community trust, and supporting a high quality of life for our community.

In the pages that follow, the specific activities and supportive data will demonstrate the breadth and depth of our work.

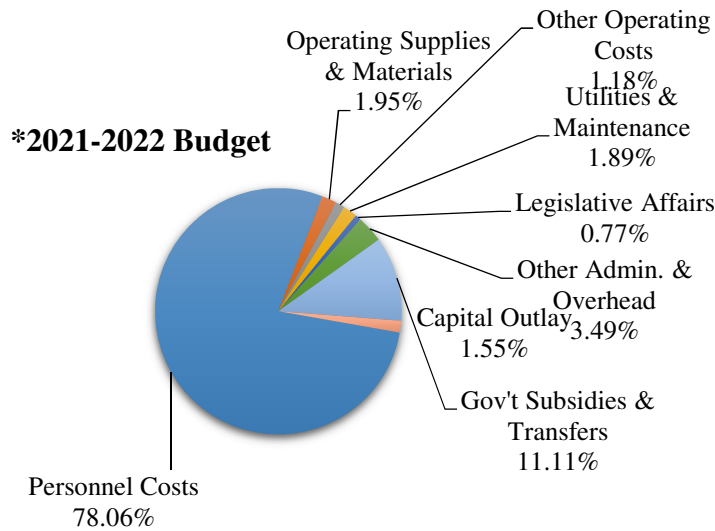
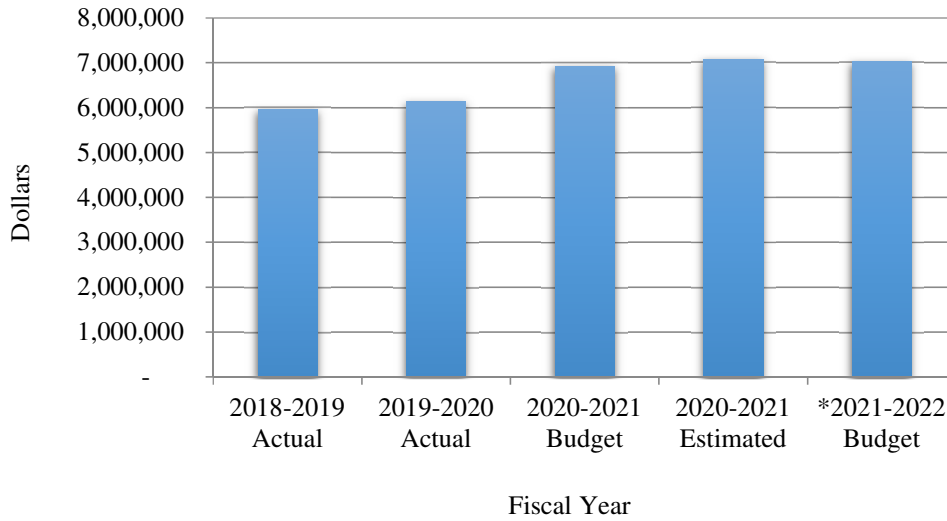
Respectfully submitted,

Chief Don Miller



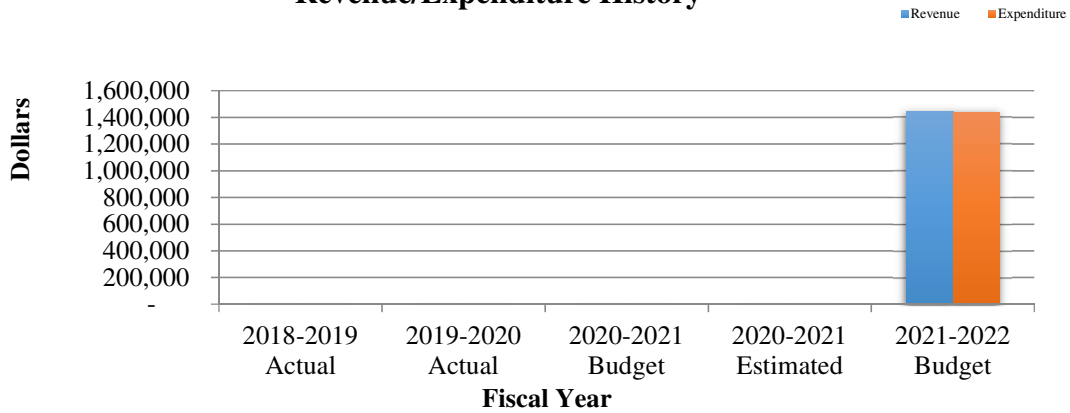
POLICE BUDGET

Expenditure History

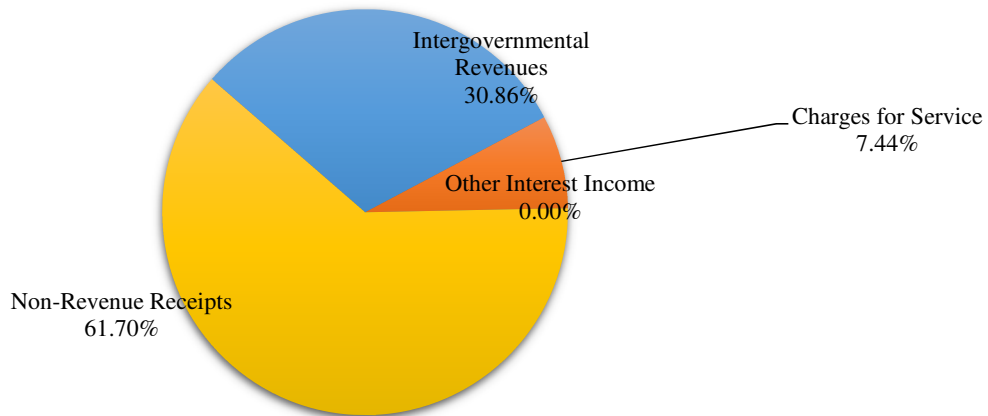


DISPATCH BUDGET

Revenue/Expenditure History



2021-2022 Revenue



Operations Bureau



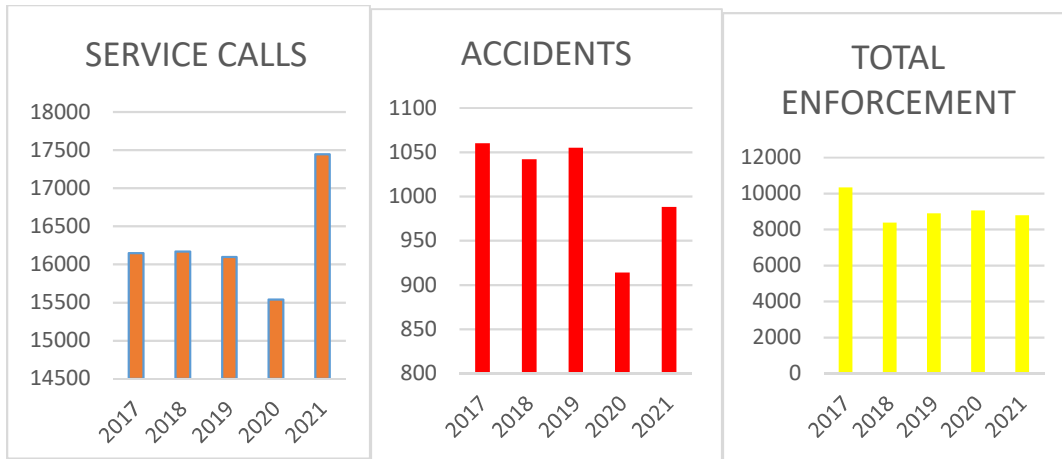
Captain Chad Reiman commands the Police Division's Operations Bureau. The Operations Bureau is responsible for the uniform patrol shifts, criminal investigation unit, school resource officers, community service officer, police service dog, tactical response team, accident investigation team and honor guard team. These services are provided 24 hours a day. He is also responsible for planning and coordinating patrol responsibilities during various events and working with the community on parking and traffic issues.

Uniform Patrol

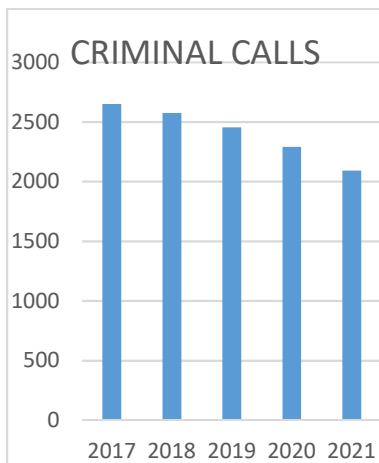
Uniform patrol provides the initial response to the vast majority of calls for service received by the Police Division. It is comprised of four shifts that work 12-hour rotations. Each shift is commanded by a sergeant and assisted by a corporal. Patrol officers are responsible for handling all the daily calls for service, accident investigations and initial response to criminal matters. They also handle traffic control for special



events, such as parades, organized runs, funeral escorts and others. When not handling a call for service, officers patrol their assigned area of the city. During 2021, the Police Division saw an increase in total calls for service. They responded to 20,527 calls for service, of which 2,092 were crime-related and 2,310 were traffic-related. Officers investigated 988 traffic collisions. There were no traffic fatalities in 2021. Officers issued 6,581 citations for traffic, parking, warnings and vehicle defects.



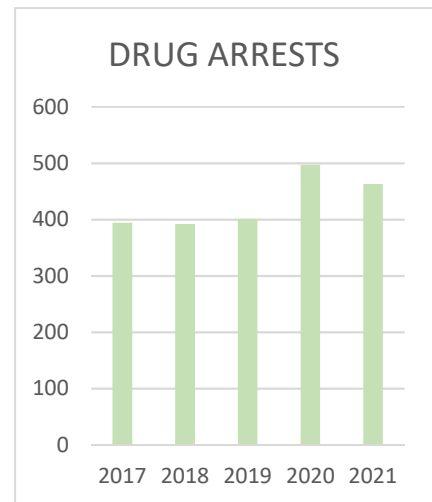
Criminal Investigations Unit



Major and complex cases are turned over to the Criminal Investigations Unit, which is commanded by Sergeant Ted McCarthy. The detectives maintain an “on call” rotation allowing one to be available to assist with investigations 24 hours a day. During 2021, criminal investigators were assigned 317 cases for investigation.

The Police Division is an associate agency for the Nebraska Internet Crimes Against Children (ICAC) Taskforce that is spearheaded by the Nebraska State Patrol. The Investigations Unit is responsible for following up on cyber tips from the National Center for Missing and Exploited Children and conducting forensic exams of cell phones, computers and digital media. In addition to performing examinations for our own cases, this service is provided to area law enforcement agencies. During 2021, the unit examined 15 devices for several state, county and local agencies. This is down significantly from previous years due to the unavailability of trained detectives. The Investigations Unit also has one of the current investigators assigned to the Nebraska Attorney General’s Joint Human Trafficking Task Force.

The Norfolk Police Division has one full time drug investigator assigned to the SNARE Drug Task Force. SNARE is a consortium of 12 agencies covering an eight-county area. During 2021, the SNARE Drug Task Force initiated 70 cases, of which 93% (65) involved methamphetamine. SNARE investigators arrested 13 individuals. In addition to methamphetamine, there has been an increase in the availability of cocaine, LSD and diverted prescription drugs. Opioids are the most prevalent diverted prescription drug, followed by sedatives. In addition, NPD patrol officers arrested or cited an additional 463 individuals for various drug violations.



Community Service Officer

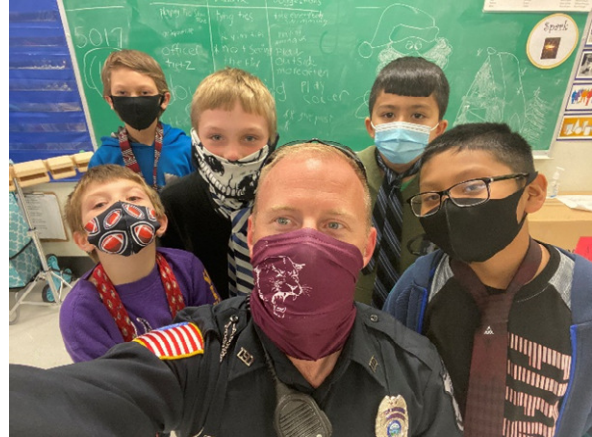


The Community Service Officer (CSO) is the only civilian officer on patrol. The CSO is primarily responsible for animal control and parking issues, but also assists with towing vehicles, delivering correspondence and other tasks that do not require a sworn officer to complete. During 2021, the Police Division received 1,080 animal complaints and 872 parking violations complaints, many of which were handled by the Community Service officer.

School Resource Officer

The School Resource Officer Program (SRO) has been very effective at building relationships and working with kids in the Norfolk Public School System. Their involvement often prevents the students from become involved in the criminal justice system. We have one SRO who maintains an office and works primarily at the High School. A second SRO maintains an office at the Jr. High School and also assists at the Middle School and grade schools as needed.

The SROs handle criminal cases, traffic incidents, and provided supervision before school, after school, between classes, during lunch periods and during many sporting events. They assist other officers with various incidents and investigations involving students. They provided programs on search and seizure, due process/Miranda, executive branch of government, code of conduct and law enforcement careers. They also attend school extra-curricular events (athletic and social) outside the normal school day. They work with school staff and other organizations in the community to make proper referrals to assist with student needs. In addition to their regular duties, the SROs are members of several groups and committees including the School Crisis Response Team and the Senior High SCIP Team (School Community Intervention & Prevention). They regularly participate in a variety of administrative and criminal justice-related meetings. During 2021, the SROs were involved in 2500 student interventions. This also included 72 cases resulting in the issuance of 34 citations.



Police Service Dog



The Police Division is allocated one police service dog that is trained in drug detection, tracking, evidence recovery, handler protection and suspect apprehension. After 9 years of dedicated service, our police service dog “Rico” was retired at the beginning of 2020, with the help of a nonprofit organization, Gizmo’s Gift, Rico was able to retire and relocate to a new home on the east coast. The new owner is a military service

member. The plan was to replace Rico in 2020. Unfortunately, Covid has made qualified new police service dogs unavailable. Late in 2021, a quality K-9 became available. We were able to purchase the K-9 through the help of several generous local businesses and individuals in Norfolk. Our K-9, Kane, and his handler, Officer Fryer, attended 14 weeks of specialized training at the Nebraska State Patrol K-9 training center in Grand Island. During mid-December, 2021, Kane and Officer Fryer were certified and returned to full service in Norfolk. During his first shift, Kane was utilized to find drugs on a traffic stop. He continues to impress us with his skill and demeanor.

Specialized Teams

In addition to their normal responsibilities, some officers are selected to become members of specialty teams. Each of these teams require additional time, training and commitment in order to properly perform the duties required.

The 13 man Tactical Response Unit is a joint entity with the Madison County Sheriff's Office and is staffed with officers from both agencies. They are trained to respond to critical incidents such as high-risk warrant service, hostage negotiation and rescue, barricaded subjects and special event details. The team trains regularly in tactics, weapons use, negotiations and chemical munitions. The unit has jurisdiction in all of Madison County.



The Accident Investigation Team is trained in major accident investigation and reconstruction. They are called to investigate accidents that involve serious bodily injury, death or significant property damage. They are trained in the use of specialty equipment used to recreate scale diagrams of the accident and surrounding area. The team is available to assist Nebraska State Patrol and other agencies on serious and fatality collision investigations.





The Honor Guard is trained to represent the Police Division at public events such as parades, public presentations and funerals. The Honor Guard is made up of eight uniformed officers.

The new Bike Patrol program involves patrol officers who continue to be responsible for all their normal daily activities. However, in addition to their normal equipment, they have a bicycle that can be quickly removed or securely installed on the back of a patrol unit. Instead of riding the bike the whole shift, the officer utilizes it when needed. Uses include patrolling parks and bike trails, stealth approach to a location when necessary, special events like parades and Big Bang Boom, downtown patrol and general interactions with citizens. Officers are required to complete training prior to deploying a bicycle. Officer have been trained by Bellevue PD bicycle instructors. Eventually we will have Norfolk Officers trained as bike instructors.



Support Services Bureau



The Police Division's Support Services Bureau is commanded by Captain Mike Bauer. The Support Services Bureau is responsible for the Enhanced 911 Dispatch Center, Records Unit, evidence/ property control, training coordination and documentation, property maintenance, fleet management, jail management, budget, and purchase review.

Enhanced 911 Dispatch Center

As mentioned earlier, the Norfolk Dispatch Center and the Madison Sheriff’s Dispatch center jointed resources 2021. The new facility will be located within the Norfolk Police building. This merger significantly expanded our responsibilities. The new expanded Enhanced 911 Dispatch Center is supervised by Dispatch Supervisors Mancini and Signor, and is staffed by an additional fourteen Dispatchers. They are responsible for receiving, prioritizing and sending an appropriate response to each call for service that is received. The Center is equipped with a computer-aided dispatch system, an Enhanced 911 call-taking system and a GIS mapping system. It also has two Nebraska Law Enforcement Teletype System terminals, which allows immediate access for criminal history, driver’s history, wants and warrants and vehicle registration information.

The 911 Communication Center is a designated Public Safety Answering Point (PSAP) and as such, is one of a number of National Warning System (NAWAS) points designated by the Federal Emergency Management Agency to receive warning information concerning natural and technological disasters. It is responsible to forward severe weather notifications to surrounding PSAPs on the Troop B Region Operations Common radio talkgroup. The Center also monitors severe weather and activates the warning sirens for local tornados.

The Center is responsible for answering all non-emergency and emergency 911 landline and cellular phone calls from the area. The area now includes 1100 square miles and is all of Madison and Stanton Counties, as well as part of Wayne and Pierce Counties. The Center provides full dispatching services to all first responder agencies in Madison and Stanton Counties.



These includes the Norfolk Police Division, Norfolk Fire Division, the Madison County Sheriff, Stanton County Sheriff, Tilden PD, Madison PD, Newman Grove PD, Battle Creek PD, Meadow Grove PD, Stanton Fire and Rescue, Pilger Fire and Rescue, Madison Fire and Rescue, Battle Creek Fire and Rescue, Newman Grove Fire and Rescue, Meadow Grove Fire and Rescue, Tilden Fire and Rescue, Woodland Park Fire and Rescue, and the Village of Hoskins Fire and Rescue. In addition, dispatchers also assist Records with data entry and serve citizen walk in traffic when Records is closed. During 2021, the center received 9,748 emergency 911 calls compared to 8,406 in 2020. They also had 43,935 incoming and 17,768 outgoing non-

emergency calls. We expect these number to significantly increase next year due to the joining of two dispatch centers.

Records Unit

The Records Unit is managed by Records Supervisor Beckman and a records secretary. They are responsible for transcribing, filing, copying and retrieving all Division reports and records. They also compile administrative reports at the direction of the Chief of Police or the Bureau Commanders. Records staff run criminal history checks, process handgun certificate applications, forward arrest and citation information to the prosecutor, process towed vehicle releases, issue licenses to UTVs, handle animal licensing, animal impound and release paperwork, and serve citizens during regular business hours.

Training

The Support Services Bureau Commander is responsible for coordinating all Division training. This consists of initial training (new hires), in-service training and maintaining the training records.



New officers attend a 6-week initial training session instructed by various Division personnel. The training includes handgun and patrol rifle certification, defensive tactics, Taser certification, ethics, policies and procedures, report writing, Traffic Incident Management, traffic stops, emergency vehicle operations, crisis intervention, and others. At the end of the training, the Division hosts a graduation ceremony, during which the recruits take their oath of office and receive their badges.

Someone they have chosen pins the badge on their uniform for the first time.

Following the initial training, the officers attend law enforcement officer basic certification training at the Nebraska Law Enforcement Training Center in Grand Island. The course lasts sixteen weeks for a total of 626 hours of instruction. Upon graduation, they receive their state certification to be law enforcement officers.

The officers are then assigned to a Field Training Officer for approximately three months. The training officer will explain how duties are performed, demonstrate how duties are performed, and then observe the officer performing the duties. The training officer completes a daily

evaluation of the officer, rating the officer in a number of areas. Upon successful completion of the Field training Program, the officer is assigned to a patrol shift.

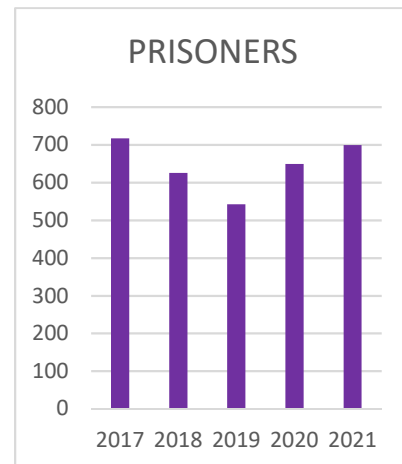
Division personnel continue to receive regular in-service training during their careers. The Division utilizes professional instructors from both existing staff and outside sources, video training, web-based training and formal off-site training to keep personnel proficient in the performance of their duties. Due to their work schedules, patrol officers have six hours available every four weeks that is used to provide in-service training. The Division utilizes this time to provide mandated training, such as firearms and pursuit driving and to maintain certifications, such as defensive tactics, Taser, and CPR.



Most of this training is accomplished without any overtime. Additionally, the Division provides guest instructors to NLETC to assist with new officer basic training sessions.

City Jail

The Police Division houses the city jail. The jail contains four cells, each designed to hold one subject at a time. The jail is considered to be a 24-hour holding facility and is inspected by the State of Nebraska annually. The facility was found to be in full compliance during the most recent inspection. All persons who are arrested and jailed must either posted bond or be transferred to another jail facility within 24 hours of their arrest. Prisoner transfers are performed each morning by the Madison County Sheriff’s Office.



There were 699 prisoners confined during 2021 in the Norfolk City Jail. This is a 7.7% increase over 2020. Prisoners are brought into the facility through the sally port and then through an electronically-controlled outer perimeter security door controlled by dispatch. The facility has a booking and staging area, mug shot room, intoxilyzer room and interview room. The arresting officer and a supervisor are responsible for booking the prisoner into the jail. The dispatchers and patrol supervisors are responsible for regular jail checks and daily prisoner management. The booking process consists of fingerprinting and photographing prisoners, completing jail admission forms, evaluating medical history and needs, and documenting property brought in by the prisoner. Male and female prisoners are held in the facility, but are housed in separate sections. Juveniles are not held in the jail.

Evidence / Property Unit



The Property Officer is a civilian position and is responsible for the care and custody of all evidence and recovered property until it can be returned to the owner or disposed of properly. They maintain the chain of custody for all evidence and occasionally are required to provide testimony in court. Another responsibility is managing the Prescription Medication Take-Back Program drop box located at the Police Division. During 2021, over 195 pounds of prescription medication was received and properly disposed of. This is down from the previous year when we received 363 pounds.

Property Maintenance

The Support Services Bureau Commander oversees the maintenance and repair of the police facility and the inventory, maintenance and repair of all Division vehicles and equipment.



Budget and Purchasing

The Support Services Bureau Commander is responsible for the initial draft of the Division's annual budget. Under his oversight, the Administrative Secretary purchases equipment, uniforms and office supplies.

Community Outreach



Every officer in the Division is responsible for community service and police/community relations. Officers are often detailed to participate in activities designed to assist or inform the public, including presentations to civic groups, college groups and within the school systems. The Division is service-oriented and depends upon the support of and input from the community. During 2021, Division personnel gave 39 presentations. This is still

significantly fewer than normal due to the lingering effects of COVID. We were able to hold two of our biggest events, the Landon Bos Bike Rodeo in May and National Night Out in August. Both were a huge success, allowing us to again interact with the community in a positive capacity.

Conclusion

Despite the challenges of 2021, all the staff stood up to meet each challenge and continued to do their duties every day. All of our staff are very committed to the safety and security of our community, its citizens and businesses.

As we look forward at 2022, we will continue to provide all the services the community expects of us. In addition, we are hoping to increase our casual community contacts as we all adapt to the new COVID normal. We will be moving into our new dispatch center and continue our design for the planned expansion of the entire Norfolk Police facility. We have additional programs that we are evaluating as we continually look for better ways to serve and interact with the community we work and live in.



We are proud to be part of a wonderful growing community, and honored to do our part to keep Norfolk a safe place. We are grateful for the support we receive from our citizens and elected officials in fulfilling that role. The Police Division is filled with high quality, well-trained men and women, who will continue to meet the challenges presented, by striving to accomplish our mission:

It is the mission of the Norfolk Police Division to provide effective and efficient delivery of law enforcement services to the community through a cooperative effort between the Division and the citizens it serves for a high quality of life.

