



# Norfolk Police Division

## 2022 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.

One ongoing challenge is our effort to fill vacant officer positions. This has proven difficult in Norfolk, just like other agencies in Nebraska and across the country. In 2022, we had a couple officers leave law enforcement. We also hired two qualified candidates. One was a new hire, and one was an officer who returned to full time status, after a short time working out of the law enforcement profession. Qualified men and women are out there, and it will be a priority of ours to find them in 2023. While experienced people can get on patrol faster, we are happy to train honest people with no experience. In addition to the hiring, we promoted a new Lieutenant and Sergeant in 2022.



This year, we continue to work on significant changes at the Police Division. After years of planning, the Norfolk Police dispatch center and the Madison County Sheriff's dispatch center combined resources and services beginning 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 renovated a portion of the Norfolk Police building for the expanded dispatch center. This consisted of eliminating our current classroom and conference room with a completely upgraded dispatch area. We have expanded our capabilities from 3 dispatch stations to 5, with a 6<sup>th</sup> available for future needs. This process involved not only the physical expansion of the dispatch center but involved hiring and training 4 additional dispatchers and promoting a second dispatch supervisor.

As we continue to look for ways to best serve our community, the Police Division is developing a drone program to expand our capabilities. Our first drone was purchased through a generous donation from a local civic organization. There are additional programs that we are considering as we look for the best ways to serve the community.

The Norfolk Police facility houses more than the police division. It also houses the area dispatch center, city jail and city attorney's office. As workspace continues to be in short supply, we are continuing our efforts to expand the physical police building to best serve our citizens, and provide an efficient work environment for our sworn and citizen staff. We completed a space needs assessment in 2020 and have been working through the architectural process to move forward when a funding mechanism can be identified.

For the second year in a row, there were no homicides in 2022. Norfolk Police are well trained and equipped to handle these significant incidents when they do occur. NPD is the lead investigating

agency for this type of case, coordinating with other agencies as necessary 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 protecting and serving the people of our community, regardless of the circumstances. This too is only possible by continuing to build relationships through the businesses, neighborhoods and area law enforcement agencies.

Overall, criminal reports increased 6.69% compared to 2021. Most of the increase was in shoplifting and trespassing calls. Child abuse and drug offenses were both down significantly. Traffic complaints remain consistent with a slight decrease of 1.26%. Non-criminal requests for service were also steady with a slight decrease of 0.96%. The combined total requests for services was 20,484. This was a combined decrease of 0.21 from 2021. Citations and arrests decreased by 28.66%. 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 training 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 training for new and veteran officers alike.

As we push into 2023, 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 enjoy great working relationships with area first responders. We will continue to expand our cooperative efforts with other law enforcement agencies, and look for new, better, and innovative ways to serve the Norfolk area.

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!

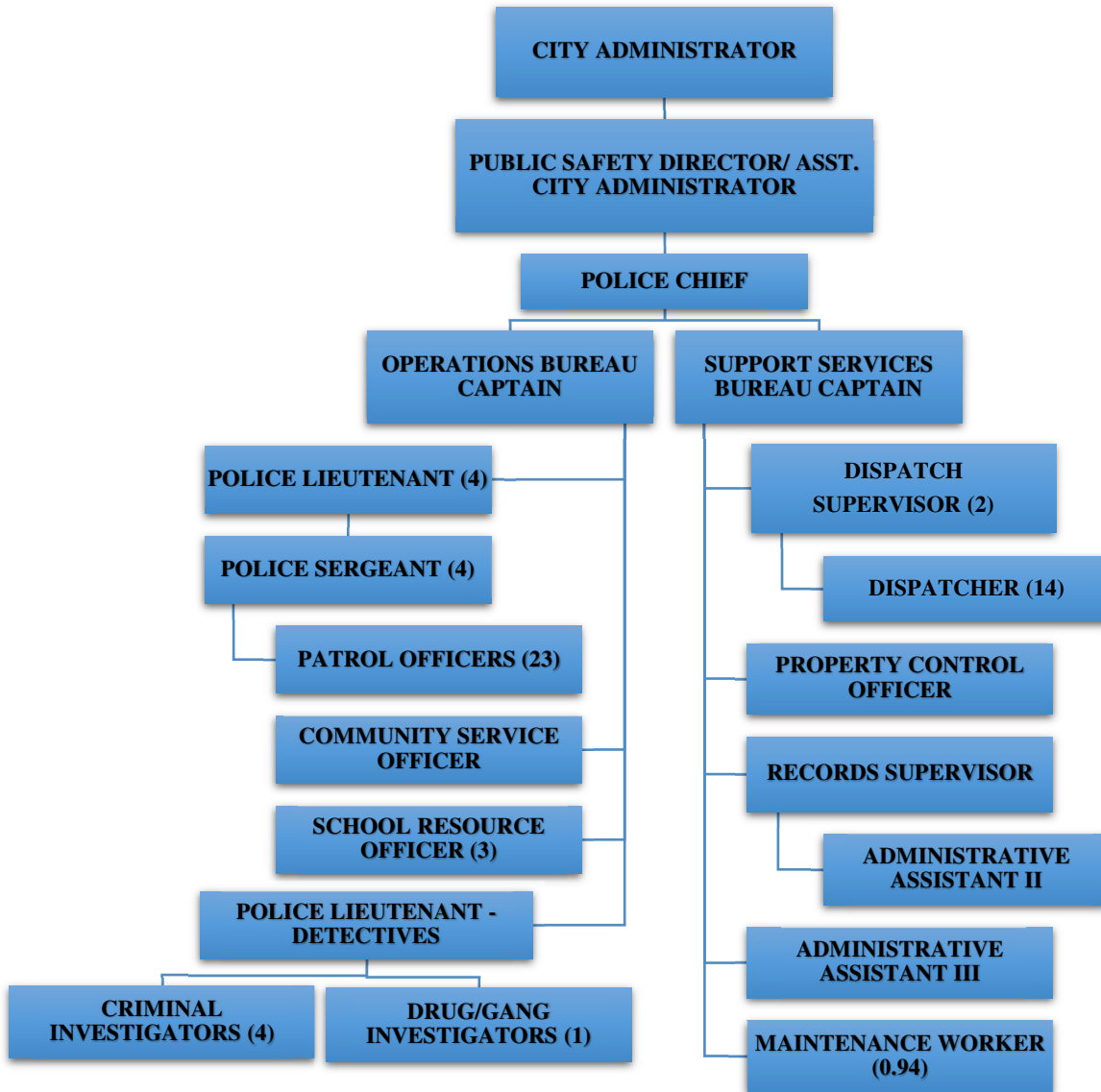
We would like to thank all of Norfolk's elected officials as well as the citizens of Norfolk for their ongoing support. The Division continually works towards reducing crime, building community trust, and supporting a high quality of life for our community.

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

Respectfully submitted,

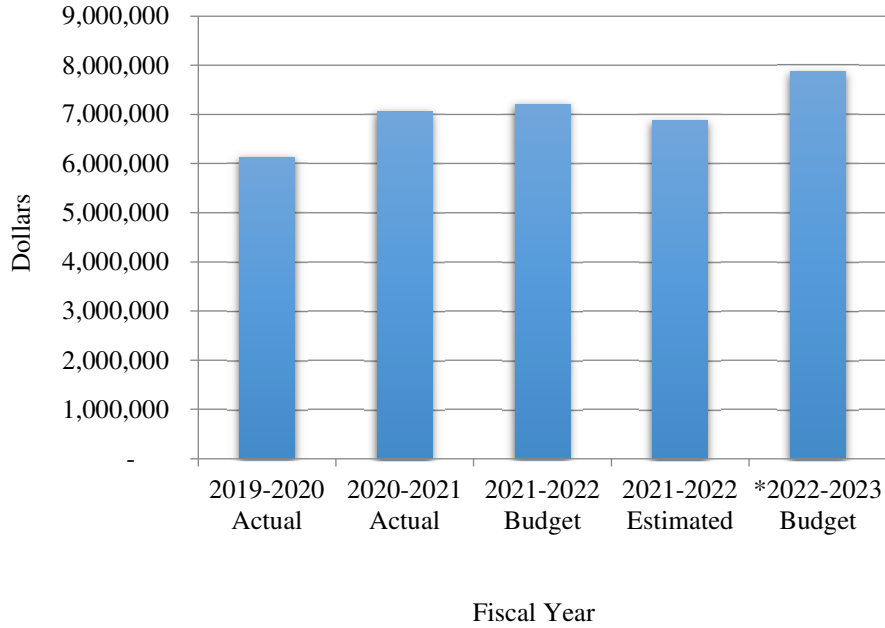
Chief Don Miller

# Organizational Chart

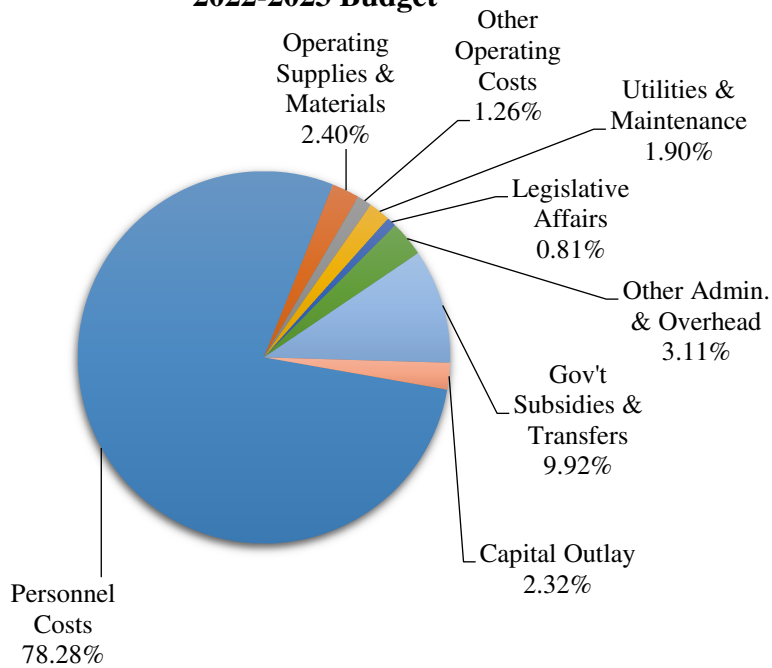


## POLICE BUDGET

### Expenditure History

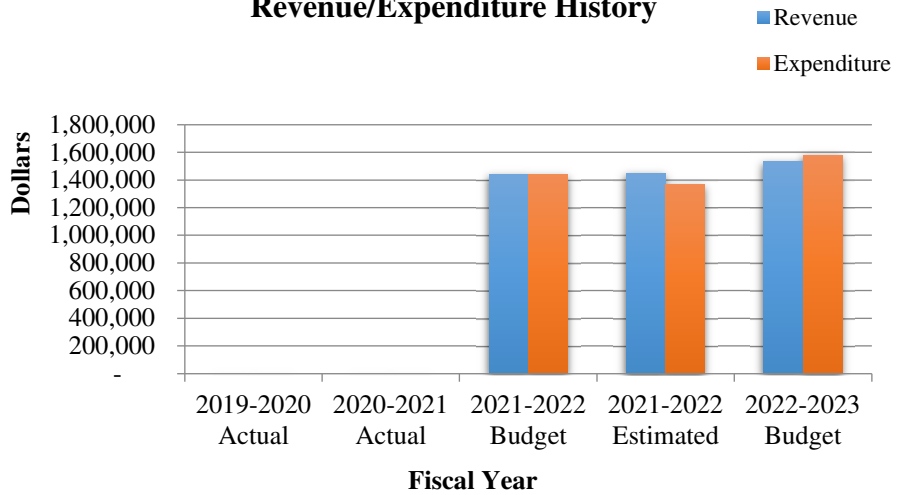


### \*2022-2023 Budget

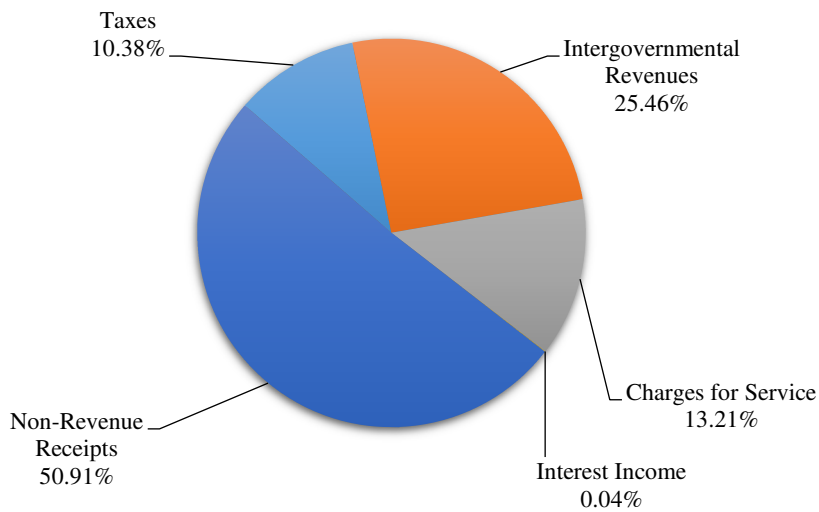


**DISPATCH BUDGET**

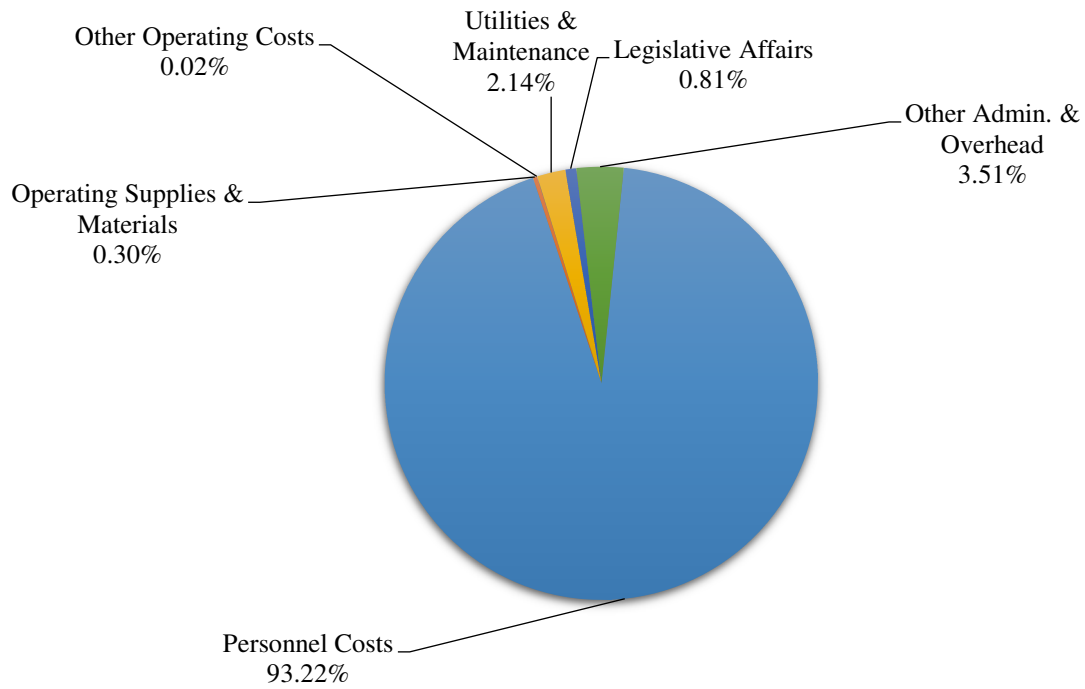
**Revenue/Expenditure History**



**2022-2023 Revenue**



### 2022-2023 Expenditure





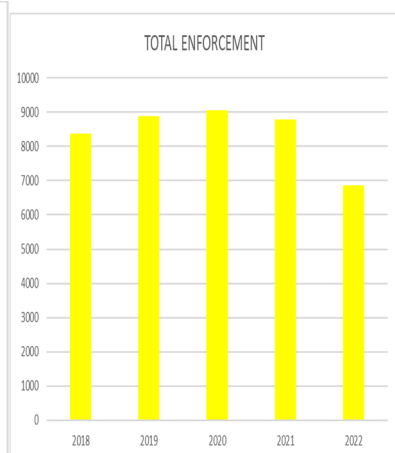
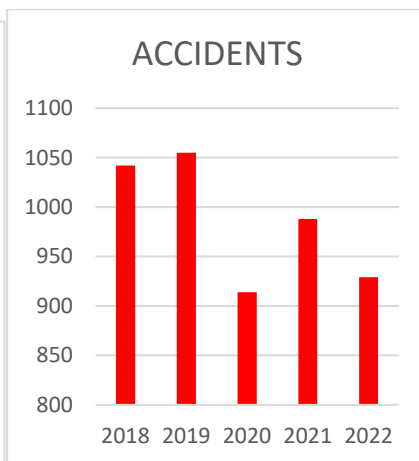
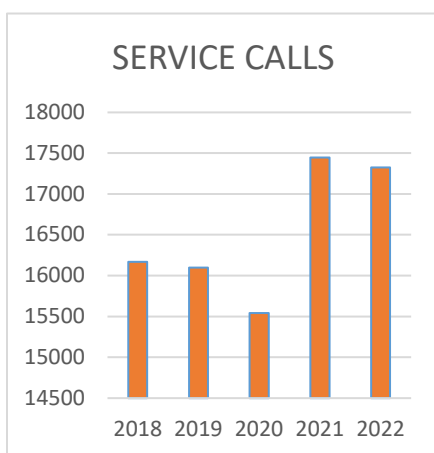
# Operations Bureau



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, honor guard team and drone team. These services are provided 24 hours a day. He is also responsible for planning and coordinating patrol responsibilities during special events and working with the community on parking and traffic issues.

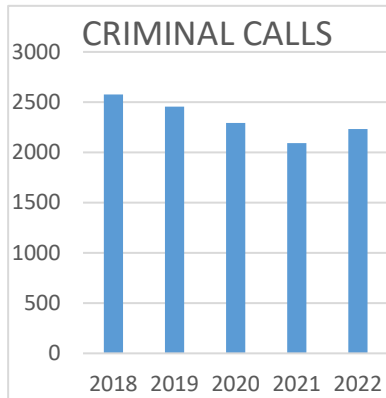
## Uniform Patrol

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 lieutenant and assisted by a sergeant. 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 2022, the Police Division responded to 20,484 calls for service, of which 2,232 were crime-related and 2,281 were traffic-related. Officers investigated 929 traffic collisions. There were no traffic fatalities in 2022. Officers issued 4,695 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 a Lieutenant. The detectives maintain an “on call” rotation allowing one to be available to assist with investigations 24 hours a day. During 2022, criminal investigators were assigned 259 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. They also conduct 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 2022, the unit examined 18 devices for several state, county and local agencies. This is down significantly from previous years but expected to increase after the PD received outside funds to train two additional detectives in the processes. The Investigations Unit also has one of the current investigators assigned to the Nebraska Attorney General’s Joint Human Trafficking Task Force.

## 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 2022, the Police Division received 1,061 animal complaints and 913 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 becoming 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 2022, the SROs were involved in 2,276 student interventions. This also included 186 cases resulting in the issuance of 19 citations. Due to the success of the program, there is a plan in place to add a third SRO who would have their office at the Norfolk Middle School. This program involves sharing the wages and benefit costs with the Public School System.



## 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. Our current K-9, Kane, was purchased through the help of several generous local businesses and individuals in Norfolk. Kane, and his handler, attended 14 weeks of specialized training at the Nebraska State Patrol K-9 training center in Grand Island. They have

been serving together since December, 2021. Kane 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 Tactical Response Unit is a joint entity with the Madison County Sheriff's Office and is staffed with 13 officers coming 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 accident team will be working closely with the drone team to share resources and skills.



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 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. Officers have been trained by Bellevue PD bicycle instructors. Eventually we will have Norfolk Officers trained as bike instructors.



The Drone Team is our newest program being developed to better serve the community. We have two "Part 107" FAA licensed pilots and will have several more in the near future. Our first drone was acquired through a generous donation from The American Legion Auxiliary Unit #16. Since that time, we have budgeted and acquired additional drones for different needs. We will have drones for training as well as both



outside and interior work. The drones will be utilized for mapping and diagraming accident and crime scenes, search and rescue operations, interior building clearing, assisting other agencies with their first responder needs, and other situations where safety can be improved with the use of drones. As part of our training and operating guidelines, protecting citizen's rights to privacy are always of high importance.

## 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, coordination with the SNARE drug task force, and purchase review.



## Enhanced 911 Dispatch Center

The Norfolk Dispatch center is now a Joint Communication Center for all of Madison and Stanton Counties. The expanded center is housed in a newly renovated portion of the Norfolk Police building.



The Center is now responsible for answering all non-emergency phone calls from the Norfolk area as well as all emergency 911 landline and cellular phone calls from all of Madison and Stanton County. Likewise, it provides full dispatching services to law enforcement agencies in these two counties as well. This includes the Norfolk Police Division, Madison County Sheriff, Stanton County Sheriff, Tilden Police, Madison Police, and Battle Creek Police. The Norfolk Fire Division and all rural fire and rescue departments in the two counties are also dispatched from the center. In addition, dispatchers also assist Records with data entry and serve citizens when Records is closed. During 2022, the center received 6,878 emergency 911 calls and 54,222 non-emergency calls.

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 Commons radio talkgroup. The Center also monitors severe weather and activates the warning sirens for local tornados.

In November of 2022, the Northeast Nebraska 911 Dispatch Region was created and connected. Norfolk and South Sioux City serve as “host” locations for the Next Generation 911 (NG911) call answering equipment. The two hosts are connected to four other “remote” dispatch centers

in northeast Nebraska. This connectivity allows the sharing of resources, which ultimately saves the centers operating costs, and creates a network to ensure that a 911 call does not go unanswered. If a PSAP is unable to answer a 911 call, it is forwarded to another PSAP that can.

## Records Unit

The Records Unit is managed by a Records Supervisor and has one 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 in-house 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.



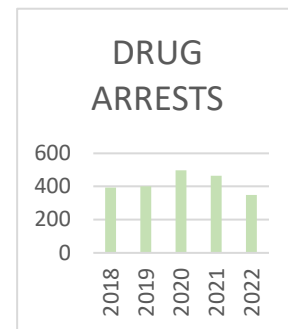
Division personnel continue to receive regular in-service training during their careers. The Division utilizes professional instructors from both existing staff and outside sources, video training, web-based training and formal off-site training to keep personnel proficient in the performance of their 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.

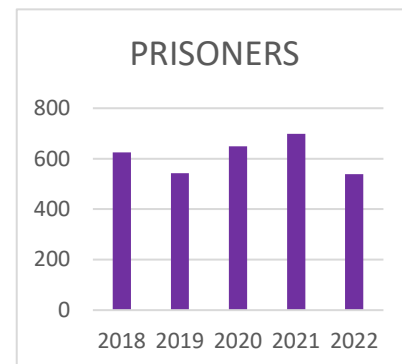
## SNARE

The Norfolk Police Division has one full-time drug investigator assigned to the SNARE Drug Task Force. SNARE is a consortium of 11 agencies covering an eight-county area. During 2022, the SNARE Drug Task Force initiated 48 cases, of which 81% (39) involved methamphetamine. SNARE investigators arrested 70 individuals in 2022, recovered over 33 pounds of methamphetamine, and seized over \$73,000 cash. In addition to SNARE arrests, Norfolk Police officers arrested or cited an additional 404 individuals for various drug violations.



## 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 post 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 539 prisoners confined during 2022 in the Norfolk City Jail. This is a 23% decrease from 2021. 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 2022, over 207 pounds of prescription medication was received and properly disposed of. This is up slightly from the previous year when we received 195 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 Assistant 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 and input from the community. During 2022, Division personnel gave 53 various presentations to community

groups. 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 the community may face, our dedicated staff will continue to work hard every day to keep Norfolk safe. All our staff are very committed to their profession, our community, its citizens, and businesses.

As we look forward to 2023, we will continue to provide all the services the community expects of us. As we have increased our recruiting efforts, we hope to find several people who are willing to serve the Norfolk community in various capacities. We will continue to work toward completing our much-needed building expansion and renovation. We will also begin our Computer Aided Dispatch/



Records Management System upgrade. This major upgrade will streamline our reporting process to save staff time and is expected to take 12-14 months.

We have additional programs that we are evaluating as we continually look for better ways to serve the community that 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.*

