



**DURHAM COUNTY SHERIFF'S OFFICE**  
**ANNUAL REPORT**  
**2014**



Sheriff Michael D. Andrews with Ernie Mills, CEO and Co-Founder of the Durham Rescue Mission, during a volunteer service opportunity.

## MESSAGE FROM THE SHERIFF

### Fellow citizens,

I am privileged to continue to serve Durham's citizens as Sheriff. Our agency is involved in a number of initiatives aimed at safeguarding the public and combatting crime.

The Sheriff's Office has undertaken efforts to begin implementation of video visitation at the detention facility. During the first phase of implementation, detainees' friends and family members were offered the opportunity to schedule visitation online. Utilizing grant funds, the next phase will provide video visitation booths. This capability will more safely and efficiently accommodate the approximately 30,000 visitors to the detention facility each year.

Recently acquired grant funds will also be used to purchase body armor, commonly referred to as bulletproof vests. Over time, body armor deteriorates,

More than one million people in the United States get cancer each year. Our 2015 Dodge Charger seeks to honor our friends, family, and co-workers impacted by this disease. The multicolored ribbon on the sides of the vehicle represents our desire to bring awareness to all forms of cancer.

which impacts its effectiveness. Accordingly, the agency replaces body armor when its life expectancy ends. As such, maintaining effective body armor is an ongoing responsibility. Grant funds will also provide a critical upgrade to the agency's bomb response robot, which is limited by technology that is more than 10 years old. The robot is utilized by the Hazardous Devices Unit (HDU), one of only 15 such units in the State of North Carolina. This nationally accredited unit provides regional service to five counties.

The agency also has continued to reach citizens with its use of Facebook, Twitter, and Nextdoor. Specifically, the agency has over 5,000 followers on Facebook, nearly 2,000 Twitter followers, and over 12,000 Nextdoor members. These outlets allow the Sheriff's Office to communicate public service announcements, major arrests, and activities that deputies and detention officers are involved in.

The agency continues to utilize alternatives to conventional enforcement action when encountering citizens with mental illness. Utilizing the Crisis Intervention Team (CIT) program, the Sheriff's Office has partnered with other local law enforcement agencies and mental health providers to equip detention officers and deputy sheriffs with the tools they need to respond to people facing a mental health dilemma. To date, over 170 detention officers, deputy sheriffs, and telecommunicators have received CIT training and the agency continues to outfit personnel with this critical resource.

I am excited about these efforts and others that engage innovative approaches to policing. In doing so, the Sheriff's Office positions itself to provide exceptional service now and in the years to come.

**Sheriff Michael D. Andrews**

# OUR MISSION

The quality of neighborhood life, its safety and welfare comes from the commitment of each of its citizens. The Durham County Sheriff's Office takes pride in its role as a citizen of the community; partners with its members in the delivery of quality law enforcement services. We dedicate our full-time efforts to the duties incumbent upon every community member. As we act, we are universal citizens deriving our authority from those we serve. We accept our law enforcement mission to serve our communities with the enduring belief that in so doing, we serve ourselves. As professionals, we view our responsibilities as a covenant of public trust, ever mindful we must keep our promises. As we succeed, our effectiveness will be measured by the absence of crime and fear in our neighborhoods and by the level of community respect for our efforts. In accomplishing this all important mission, we are guided by the following principles:

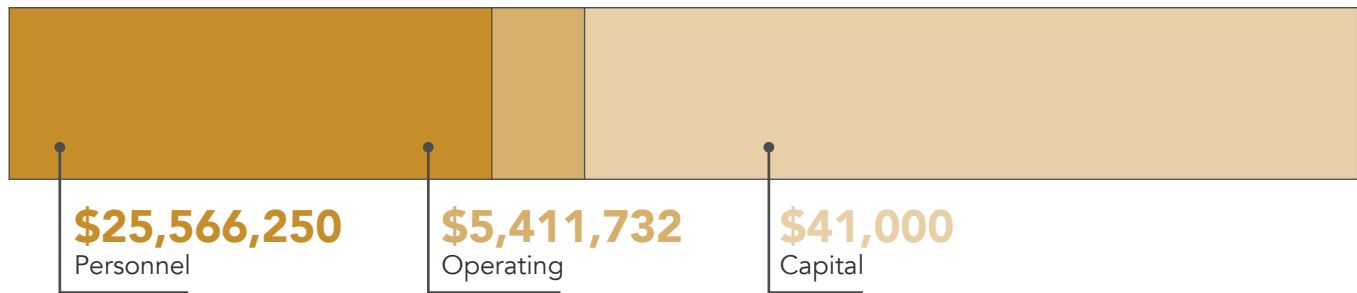
- To recognize the purpose of our organization is the skillful enforcement of the law, and secure detention of those committed to the custody of the agency. In all our efforts we will deliver humanitarian services promoting community peace.
- To understand we must maintain a level of professional competence ensuring our safety and that of the public without compromising the constitutional guarantees of any person.
- To base our decisions and actions on ethical as well as practical perspectives and to accept responsibility for the consequences.
- To foster a collaborative relationship with the public in determining the best course in achieving community order.
- To strive for innovation, yet remain prudent in sustaining our fiscal health through wise use of resources.
- To never tire of our duty, never shrink from the difficult tasks and never lose sight of our own community.

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# THE AGENCY

## Budget



## Locations

### Main Office

510 South Dillard Street  
Durham, NC 27701  
General Information: (919) 560-0897  
Communications Center: (919) 560-0900

### Detention Facility

219 South Mangum Street  
Durham, NC 27701  
(919) 560-0961

### Substations

North Station (Training/Recruitment)  
11821 U.S.501 North  
Rougemont, NC 27512  
(919) 560-0930  
TrainingRecruitment@DurhamSheriff.org

*Unwanted prescription medications can be deposited in drop boxes located in the lobby of the Justice Center and at the North Station thanks to a generous donation from Together for Resilient Youth (T.R.Y.).*



## Social Media

Facebook, Twitter, YouTube, Nextdoor

## Accreditation

The Commission on Accreditation for Law Enforcement Agencies (CALEA) was created in 1979 as a credentialing authority through the joint efforts of law enforcement's major executive associations. The purpose of CALEA's accreditation program is to improve the delivery of public safety services. This is accomplished by maintaining a body of standards developed by public safety initiatives; establishing and administering an accreditation process; and recognizing professional excellence. The Office of the Sheriff received initial accreditation by CALEA in 1998 and was recently reaccredited for the fifth time.

## PATROL

The Patrol Division is comprised of four 10-person squads; 24 hour service; provide continual security coverage at the public entrance to the Detention Facility.

Response time for Priority 1 Calls (in progress, accidents with injury, panic alarms) was eight minutes, twenty-six seconds; response time for all calls was eleven minutes, twenty-nine seconds (additional information from performance measure).

## INVESTIGATIONS

### Clearance rate and UCR data

Investigators were assigned 792 cases in 2014 and reported an overall clearance rate of 41%.

### Uniform Crime Reporting Data

2	MURDER	0
1	RAPE	2
11	ROBBERY	11
22	AGGRAVATED ASSAULT	25
221	BURGLARY	467
172	LARCENY	282
35	MOTOR VEHICLE THEFT	46
0	ARSON	0
<b>2015 thru July</b>		<b>2014</b>

00:08:26  
response time

792

cases assigned  
in 2014



## CRIME MAPPING

The agency continues to provide online crime mapping available to the public through RAIDS Online. The agency bolstered its crime mapping tools with its implementation of ATACRAIDS. This innovative technology analyzes and visualizes crime trends. The analytic information will be provided to deputies in the field, which allows them to make the optimal use of enforcement resources. ATACRAIDS also provides greater information sharing among law enforcement agencies, a vital component of combatting crime in our mobile society.

[Access online crime mapping >](#)



## CIVIL PROCESS

The Civil Process Division received 33,650 process papers and served 78% of the civil process papers it received.

[Connect to Civil Paper Lookup our website >](#)

## TRANSPORTATION DIVISION

The Transportation Division, which conducts a majority of the agency's transports, transported 2,075 individuals.

## PISTOL PERMIT PURCHASES / CONCEALED HANDGUN PERMITS

Records Division personnel received 880 applications to purchase firearms. The Records Division also received 1,554 concealed handgun permits, a 4.5% increase from 2013.

[Read more on our website >](#)



## DETENTION EDUCATION INITIATIVE

In March of 2015, the Durham County Board of Commissioners granted an extension of the partnership with the Durham Literacy Center to provide educational services to incarcerated youth based on the recommendation of Sheriff Mike Andrews.

During a six month pilot program beginning in September 2014, the Durham Literacy Center equipped 16-24 year old male inmates with life skills guidance and job readiness training. With the extension, its role expanded to prepare youth to take the GED test and serve female inmates as well.

The yearlong contract took effect the following April, and the Sheriff's Office is working closely with the Durham Literacy Center to monitor progress and outcomes.

## VIDEO VISITATION

The Sheriff's Office has undertaken efforts to begin implementation of video visitation at the detention facility. During the first phase that began in November 2014, detainees' friends and family members began scheduling visitation online. The next phase will provide video visitation booths. This capability will more safely and efficiently accommodate the more than 30,000 visitors to the detention facility each year. Visitors without Internet access will be able to schedule visits at a computer kiosk located in the Detention Facility lobby. Visitors may register at <https://visitation.durhamsheriff.net>.



## ANIMAL SERVICES

### Rabies Clinic

\$10; Open to general public  
Tuesdays and Thursdays  
10AM - 12PM and 2PM - 4PM

### Office Hours / Location

Monday through Friday 8:30AM - 5PM  
3005 Glenn Road, Durham, NC 27704  
(919) 560-0630

[Read more about Animal Services on our website >](#)

2013  
CALLS FOR SERVICE

11,766

2014  
CALLS FOR SERVICE

13,470

## PROFESSIONAL STANDARDS

The Professional Standards Division conducted twelve internal affairs investigations during the past year. Of these investigations, six were sustained, four were unfounded, and two were not sustained.



## HONORS

### Hometown Hero Deputies of the Year:

Corporal Mike Jobe  
Deputy Jim Fox

### Animal Services Officer of the Year:

Matthew Craft

### Deputies of the Year:

Deputy Justin Gryder  
Deputy Tisha Jones

### Detention Civilian of the Year:

Jennifer Matte

### Law Enforcement Civilian of the Year:

Joyce Bailey

### Detention Officer of the Year:

Sergeant Jeffery Hodder

### Detention Services Division of the Year:

Security

### Law Enforcement Division of the Year:

Animal Services



## DETENTION

STAFFED WITH

**219**

EMPLOYEES



**201**

detention officers

+

**18**

civilians

**11,011**

number of persons processed  
at the facility during 2014

**DAILY INMATE  
POPULATION**

**514**


for 2014

average length of stay for  
inmates in the Durham  
County Detention Facility


**17** **DAYS**

## SOCIAL MEDIA

The agency also has continued to reach citizens with its use of Facebook, Twitter, and YouTube. These outlets allow the Sheriff's Office to communicate public service announcements, major arrests, and activities that deputies are involved in. Moreover, these information channels also facilitate greater community involvement in the policing process. In keeping with this goal, the agency has commenced its use of Nextdoor. This free service provides a private online forum for members of specific communities. It also allows the Sheriff's Office to provide public safety information to registered neighborhoods. In doing so, the agency is able to inform community members of issues that are tailored to their particular geographic area.

 5,300 likes



 over 2,100 followers



## CRISIS INTERVENTION TEAM

The agency continues to utilize alternatives to conventional enforcement action when encountering citizens with mental illness. Utilizing the Crisis Intervention Team (CIT) program, the Sheriff's Office has partnered with other local law enforcement agencies and mental health providers to equip detention officers and deputy sheriffs with the tools they need to respond to people facing a mental health dilemma. To date, over 170 detention officers, deputy sheriffs, and telecommunicators have received CIT training and the agency continues to outfit personnel with this critical resource.



## C.H.O.I.C.E.S.

The Sheriff's Office also has sought to educate young people about the consequences of engaging in criminal activity. In an effort to achieve this goal, the Sheriff's Office implemented the Creating Healthy Opportunities Inspiring Children to Have Everyday Success (C.H.O.I.C.E.S.) program.

Aimed at youth ages 11-16, C.H.O.I.C.E.S. provides an interactive tour for youth through the arrest and booking process. The tour culminates with the Teen Summit, which facilitates open discussions with youth about issues that they face. With the assistance of Together for Resilient Youth (T.R.Y.) and Family Academic Mentoring Empowerment (F.A.M.E.), counselors provide parenting strategies training and family mentoring. This initiative aims to equip youth with essential skills necessary to support positive choices.



## PROJECT LIFESAVER PROGRAM

The Sheriff's Office has continued to expand its efforts through the Project Lifesaver program. With the use of a small personal transmitter worn around the wrist or ankle that emits an individualized tracking signal, Project Lifesaver enables public safety agencies to locate and rescue individuals with cognitive disorders who are at risk of wandering. The agency remains vigilant about identifying citizens that could benefit from the program and continues to acquire the necessary equipment to satisfy this important objective. For more information, please email [sheriff@durhamsheriff.org](mailto:sheriff@durhamsheriff.org).

## COMMUNITY SERVICE

Agency personnel also devote considerable time beyond their official duties serving the community. In particular, deputies read to children at schools and daycares. Gang awareness presentations have been offered to parents at schools and El Centro Hispano. Deputies attempt to combat impaired driving through the Impaired Driving Education and Awareness (IDEA) program, which has been offered at local high schools and El Centro Hispano. Additionally, members of our organization have assisted with events at the Durham Rescue Mission, participated in National Night Out events, and provided safety presentations at churches, community centers, and schools.

## ROBOT

Grant funding was received through the Office of Justice Programs to obtain a critical upgrade to the agency's bomb response robot, which is limited by technology that is more than 10 years old. The robot is utilized by the Hazardous Devices Unit (HDU), one of only 15 such units in the State of North Carolina. This nationally accredited unit provides regional service to five counties. With the use of a camera and a robotic arm, a law enforcement operator is able to inspect a hazardous device, manipulate and open packages, and detonate them if necessary. The robot can be configured for a variety of different situations and terrains, but its current capability requires manual configuration. Often, this involves deploying the robot, using the camera to inspect a situation, recalling the robot to the operator for proper configuration, and deploying it to the hazardous device again. This process is time consuming, which increases the chance of injury and property damage. Additionally, the outdated technology often requires the use of a "spotter." The law enforcement officer who acts as the spotter is required to relay information to the robot operator by taking a position close enough to the hazardous device to guide the robot's deployment. Utilizing JAG funds, the agency will acquire technology that will provide enhanced imaging and remote configuration. Moreover, the upgrade will eliminate the need for a spotter, which reduces potential risk to law enforcement officers.

## BOMB RESPONSE ROBOT GETS AN UPGRADE

With the use of a camera and a robotic arm, a law enforcement operator is able to inspect a hazardous device, manipulate and open packages, and detonate them if necessary.



## CONNECT WITH US

General information: (919) 560-0897

Communications Center: (919) 560-0900

Facebook: [facebook.com/DurhamCountySheriffsOffice](https://www.facebook.com/DurhamCountySheriffsOffice)

Twitter: [twitter.com/DurhamSheriff](https://twitter.com/DurhamSheriff)