

NEW BERN POLICE DEPARTMENT



**ANNUAL REPORT
2024**

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Disclaimer: the data contained within this report were gathered via reliable sources, to include the NBPD records management system and other internal and external sources. Percentage data were added at only one decimal, creating in some case truncation error in percentage sums.

CHIEF'S OPENING

I am proud to present the 2024 New Bern Police Department (NBPD) Annual Report, reflecting the dedication of our officers, staff, and community partners in fostering a safe and welcoming New Bern. This year, we share our story through the voices of our team and residents, bringing our mission to life.

Crime statistics are vital, but the feeling of safety—shaped by experiences and interactions—matters equally. In 2024, FBI Part 1 violent crimes dropped 20% and property crimes fell 31% compared to the prior three-year average, signaling safer neighborhoods and stronger security.

To enhance road safety, traffic stops rose 29% to 9,405, with 65.6% resulting in warnings, far above the state average of 39.1%. Our free bicycle light program also reduced cyclist crashes by promoting visibility and education.

Gun violence, a national challenge, saw a nearly 50% reduction in incidents, thanks to our ShotSpotter system, which provides real-time gunshot alerts for swift, strategic responses. Community policing remains central. A 2024 survey showed 85.5% of residents believe NBPD officers treat people fairly, 90% find them respectful, and 81% trust the department. Our new strategic plan, with goals like crime reduction and community engagement, guides our future efforts.

Numbers and programs tell only part of the NBPD's story. The true heart of our organization lies in the daily acts of courage, compassion, and dedication displayed by our officers and staff. From the officer who de-escalates a tense situation with empathy to the dispatcher who calmly guides a caller through a crisis, these moments define who we are. In this report, we've included personal stories from our team and the residents they serve—narratives that capture the human impact of our work. Whether it's a child receiving a bicycle light and a smile from an officer or a family finding closure through a solved case, these stories remind us why we do what we do.

As we reflect on 2024, we are filled with gratitude for the opportunity to serve New Bern and pride in what we've accomplished together. This annual report is more than a summary of statistics—it's a celebration of the people who make our mission possible: our officers, staff, and the residents who partner with us every day. We invite you to read the full report, explore the stories within, and join us as we continue to build a safer, stronger, and more connected New Bern.

Thank you for your trust and support.

Sincerely,
Patrick L. Gallagher
Chief of Police, New Bern Police Department



CITIZENS OF NEW BERN

Strategic Planning

The current New Bern Police Department (NBPD) Strategic Plan covers the years 2024 through 2029 and currently consists of the following Goals and Operational objectives:

Goal #1: Build a skilled and diverse workforce.

Goal #2: Foster fairness and transparency in promotions.

Goal #3: Strengthen community engagement.

Goal #4: Improve internal communication.

Goal #5: Promote a professional and respectful workplace.

Goal #6: Advance intelligence-led policing.

Goal #7: Expand crime prevention partnerships.

Goal #8: Reduce violent crime and the fear of crime.

Our strategic plan can be found in the Statistics and Reports section of the police department homepage. ([New Bern Police Department Strategic Plan](#))

Operating Highlights

During 2024, the NBPD introduced several new programs and initiatives to maximize its ability to serve the community. Their focus remained a balanced approach, ensuring effective and equitable community engagement. New for 2024 were the following:

- Bicycle and Safety Light Initiative** The New Bern Police Department (NBPD) launched an educational campaign to raise awareness and promote safety. The campaign addressed the pressing safety concerns of bicyclists in our community who often rode without lights and reflective gear. Our officers frequently encountered bicyclists disregarding this critical regulation (G.S.: § 20-129 e). We wanted to take the opportunity to educate them when they were stopped. Our campaign aimed to achieve four key objectives: first, to intervene and prevent accidents; second, to inform riders about the importance of safety gear; third, to promote a



Bike Lights Initiative - Ofc Philyaw and Ofc Russell – Team 3

safety culture among cyclists; and fourth, to foster goodwill and trust between law enforcement and the community.

We were grateful to have the support of the New Bern Police Department's Citizen Volunteer Group, a 501(c)(3) organization, which invested in this initiative by purchasing 50 bicycle lights. When officers stopped riders without proper equipment, they offered a free bicycle light with batteries to encourage compliance and enhance safety. We tracked the distribution of these lights, including location, date, and time. To ensure maximum visibility, we promoted this program on social media.

By taking a proactive approach, we aim to reduce the risks associated with bicycling and build a safer, more responsible community.

- **ShotSpotter**—The New Bern Police Department introduced ShotSpotter, a gunfire detection system, to tackle gun violence in the city. ShotSpotter uses sensors placed around New Bern to detect the sound of gunshots. When a gunshot is heard, a computer quickly pinpoints the exact location by analyzing the sound, confirms it's gunfire, and alerts both the police and the 911 center. This entire process takes about 23 to 24 seconds, allowing officers to respond to shootings much faster than before.

The system went live in March. We have determined that 80 to 90 percent of gunfire incidents are never reported, so ShotSpotter helps officers respond to shootings that might otherwise go unnoticed. Having ShotSpotter gives us the chance to get to the scene as quickly as possible. Utilizing modern tools and technology is one way we can keep the community safe.

Residents like John C.B. Barnwell, who moved from Minnesota where ShotSpotter was also used, see its benefits. *"It can lower crime and make the neighborhood better,"* Barnwell stated to a local TV reporter. The police aim to break the cycle of gun violence, making New Bern safer for everyone to live, work, and visit. Some residents worried the sensors might pick up private conversations, but ShotSpotter Solutions Director Fred Milanowski reassured them that studies show this is highly unlikely.

- **NIBIN** - The National Integrated Ballistic Information Network (NIBIN) program revolutionizes police investigative efforts by linking firearm evidence across cases. Each fired bullet and casing carries unique markings, which NIBIN's advanced ballistic imaging technology captures and compares within a national database. This capability connects seemingly unrelated shootings, revealing patterns like serial offenders or gang activity. For instance, a casing in one city could match a firearm used elsewhere, providing critical leads. The New Bern Police Department (NBPD), through a strategic partnership with the Jacksonville Police Department, has developed a fully functional NIBIN program. This collaboration equips NBPD with cutting-edge tools to analyze ballistic evidence locally, accelerating investigations. By uncovering hidden connections, NIBIN empowers NBPD to solve violent crimes faster, remove illegal firearms, and enhance community safety.

- **Axon Auto-Tagging** is a technology that automatically adds important labels, such as case numbers or incident types, to videos recorded by police officers' body-worn cameras and in-car cameras. These labels come from the Computer-Aided Dispatch (CAD) system, which is the software used to manage 911 calls and dispatch officers to incidents. Before auto-tagging, officers had to manually enter these details for each video, a time-consuming task that took them away from other duties like patrolling or responding to calls.

In 2022, the New Bern Police Department introduced Axon body-worn cameras to enhance transparency and document interactions with the public. The Axon system included a feature that could automatically tag video footage with CAD data when the videos were uploaded to the system, but this feature wasn't activated during the initial rollout due to budget and planning constraints. In early 2024, the agency recognized the potential to save time and improve efficiency by enabling this feature. They secured funding, collaborated with Axon's technical team, and successfully implemented the auto-tagging interface in July 2024. By August 2024, the system was fully operational across the entire agency, automatically tagging all body-worn and in-car camera footage with relevant incident details.

- **Property Room Bar Coding** - In 2024, the New Bern Police Department introduced a bar code scanning system to better manage property and evidence in their Property Room, where items related to investigations (like seized evidence or lost-and-found items) are stored. This system uses handheld bar code scanners, similar to those used in retail stores, to track items quickly and accurately. The department bought two handheld scanners and one stationary scanner. They also updated their Law Enforcement Records Management System (LERMS), a software used to organize police records, to work with the scanners. They added a "quick entry" feature to make logging items faster.

The Property Room staff received three days of on-site training from the system's vendor to learn how to use the scanners and software. Police officers were also trained on the new system, including how to use the quick entry feature. Instead of manually writing down details about each item, staff can scan a barcode to log or update information, making the process much faster and less prone to errors. Officers can also check and manage their property entries every 90 days instead of just once a year, keeping records more up-to-date.

- **How does this benefit the Police?** The bar code system saves time by speeding up the process of logging, tracking, and managing property and evidence. It reduces paperwork errors and lets officers focus more on their core duties, like patrolling or investigating, while ensuring evidence is properly organized for cases.
 - **How does this benefit Citizens?** This system improves the police department's efficiency, which can lead to faster investigations and better handling of evidence, ensuring justice is served accurately. It also helps return lost or found items to their owners more quickly and enhances trust in how the police manage important case materials.
- **GIS Support for PD** – In 2024, identifying and training backup GIS support for the Police Department had been a priority. Coordinating with City GIS Manager Wilson, the police

department was able to extend training and expertise to GIS Programmer Analyst Elizabeth Robinson in Development Services, who can now provide GIS support services as needed. Additionally, Ms. Robinson helped create a GIS manual specific to police department operations, which has been essential for NBPD.

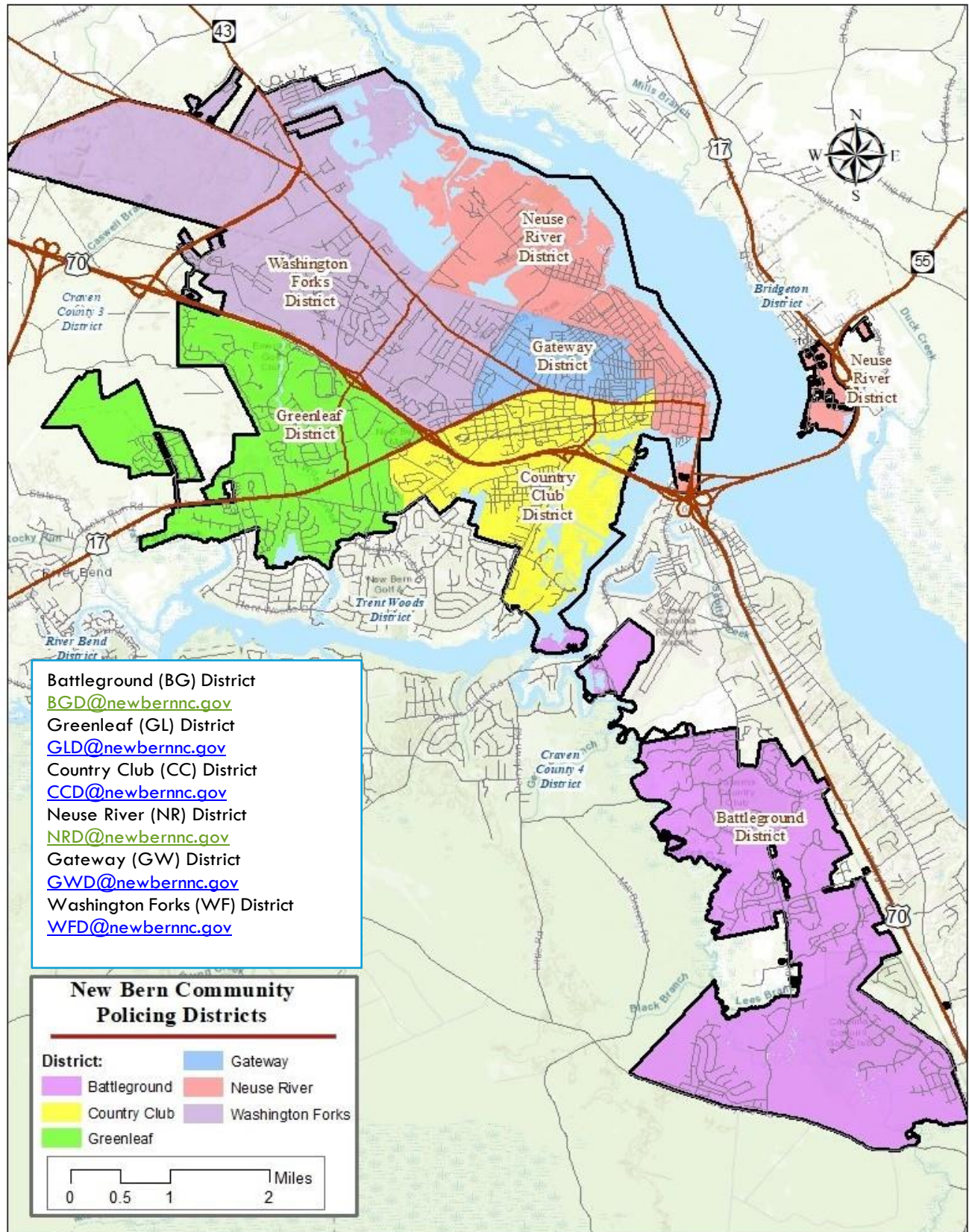
- New Bern Police Department's Advisory Committees** - The New Bern Police Department (NBPD) demonstrated its commitment to fostering open communication and collaboration through its Sworn and Civilian Advisory Committees. Comprising rank-and-file, non-supervisory personnel, these committees served as a vital conduit for frontline staff to share insights, voice concerns, and propose actionable recommendations directly to Chief Patrick Gallagher. The comprehensive notes from the 2024 quarterly meetings underscored the tangible impact of these committees in addressing operational, policy, and resource needs, ultimately enhancing the department's effectiveness and morale.

The Sworn Advisory Committee tackled various issues critical to sworn officers, from equipment and policy clarifications to officer safety and welfare. For instance, recommendations such as extending Mobile Data Terminal (MDT) lockout times to 12 hours and providing universal keys for park access reflected practical solutions to daily operational challenges. Policy-related discussions, such as refining radio discipline for priority calls and clarifying Body-Worn Camera (BWC) review protocols, demonstrated the committee's role in balancing officer safety with procedural accountability. Additionally, the committee's input led to reconsidering mandatory transfers for specialty units and exploring new supervisory ranks, showing a willingness to adapt long-standing practices to better support staff.

Similarly, the Civilian Advisory Committee addressed the unique needs of non-sworn personnel, ensuring their contributions were recognized and supported. Recommendations like onboarding staff replacements early in the hiring process, evaluating fleet assets for specific roles, and addressing workplace conditions (e.g., heaters for the communications room) highlighted the committee's focus on improving efficiency and morale. These efforts ensured that civilian staff, who performed essential support functions, felt valued and heard, fostering a cohesive department-wide culture.

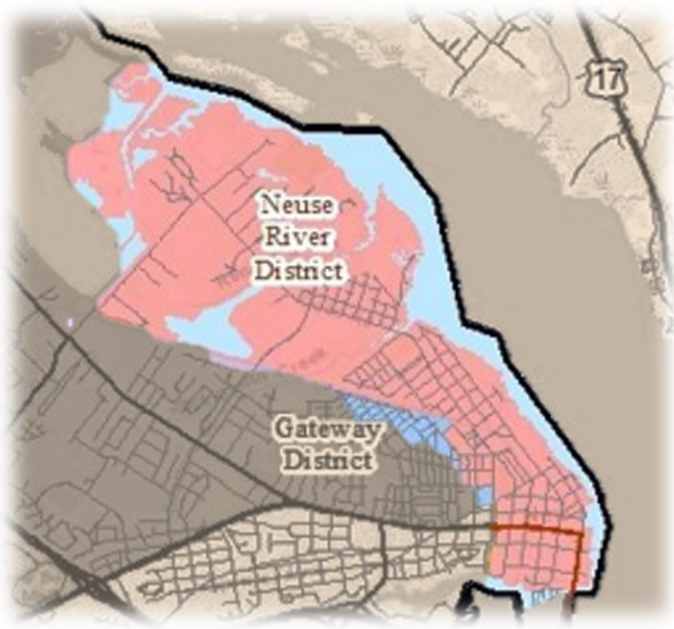
By empowering rank-and-file members to shape departmental policies and practices, the NBPD Advisory Committees bridged the gap between leadership and frontline staff. The iterative feedback process—evident in recurring discussions like vehicle maintenance and succession planning—ensured issues were thoroughly evaluated and addressed. This collaborative approach not only drove practical improvements but also reinforced trust and accountability, making the NBPD a more responsive and effective organization.

Community Policing Districts



Neuse River District

The Neuse River District in New Bern, North Carolina, encompasses approximately 2,071 housing units and an estimated population of 4,045. The size of this district is 3.42 square miles. This vibrant district encompasses key areas, including the downtown shopping corridor, much of the historic Tryon Palace area, the Riverside/Sunnyside neighborhoods, and Martin Marietta Park. Major roadways serving the district include portions of Broad Street, National Avenue, and Glenburnie Road. In 2024, police responded to 6,550 calls for service, representing 16.3% of the total for the entire city.



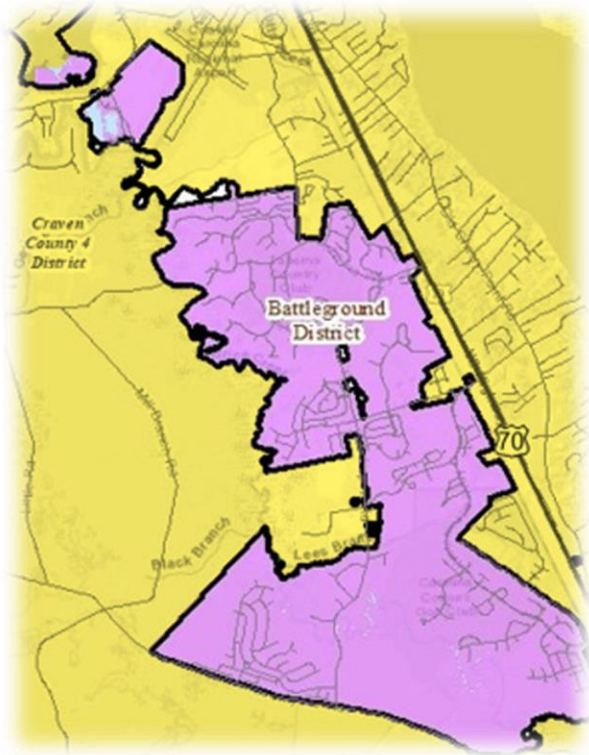
Index Crime Report	2024 Total
Homicide	0
Rape	0
Robbery	1
Aggravated Assault	8
B&E – Residence	7
B&E – Business	3
Theft from Motor Vehicle	15
Larceny	40
Motor Vehicle Theft	5
Arson	0
Total	79

SUBDIVISION

Cleveland Park
 Dryboro
 Dudley
 Edgerton Heights
 Glenburnie Gardens
 Glenburnie Park
 Glenview
 Greenwood Cemetery
 Historic District
 Hurst
 Lamm's Addn
 Maola Milk
 National Cemetery
 National Ct
 National Heights
 New Bern Investment Co
 Newton Hgts
 Oakside
 Primrose
 Riverside Ext
 Riverside Historic
 Riverview
 Sunnyside
 Taylor Creek
 Trappers Creek
 Windy Hills
 Woodrow
 Wind Hill
 Pecan Grove
 Riverside
 Roland Park
 Scott Eq. Dkt. 66
 Woodrow Marshes
 Woodrow Place
 Bridgepointe Plaza
 New Bern River Station
 Neuse Landing
 Oaks Farm
 Sandy Point
 Bridgeton Crossings
 Rivershore
 Riverside Cw
 Woodrow Cw
 Hydra Hobbins
 Mumfest
 Municipal Service

Battleground District

The Battleground District consists of approximately 2,995 housing units and an estimated population of 5,851. The size of this district is 7.57 square miles. The main areas of this district are Taberna, Blue Water Rise, and Carolina Colours neighborhoods. The main roadways in the district are Route 70, which runs adjacent to it, Old Airport Road, Taberna Way, and Waterscape Way. In 2024, police responded to 1,885 calls for service, representing 4.71% of the total for the entire city.



SUBDIVISIONS

Evans Mill
 Creekside Village
 Whispering Pines
 Madisons Court
 Long Leaf Pines
 Fenwick Isle
 Carolina Colours Towne Center
 Aston Cluster Subdivision
 Taberna
 Sellhorn Heights
 Brices Crossing
 Gables Run
 Carolina Colours
 Arthur Farm
 Villas At Creekside
 Stillwater
 Brices Creek Harbour
 Hardee Farms
 Lake View
 The Viridian
 The Hudson

Index Crime Report	2024 Total
Homicide	0
Rape	1
Robbery	0
Aggravated Assault	3
B&E – Residence	4
B&E – Business	0
Theft from Motor Vehicle	0
Larceny	2
Motor Vehicle Theft	0
Arson	0
Total	10

Country Club District

The Country Club District consists of approximately 2,603 housing units and an estimated population of 5,086. The size of this district is 3.32 square miles. The main areas of this district are Pembroke, Old Towne, Ghent, and Fort Totten neighborhoods. The main roadways are Route 17, County Club Road, First Street, part of Trent Road, and Pollock Street. Also, this district contains Lawson Creek Park. In 2024, police responded to 7,621 calls for service, representing 19% of the total for the entire city.



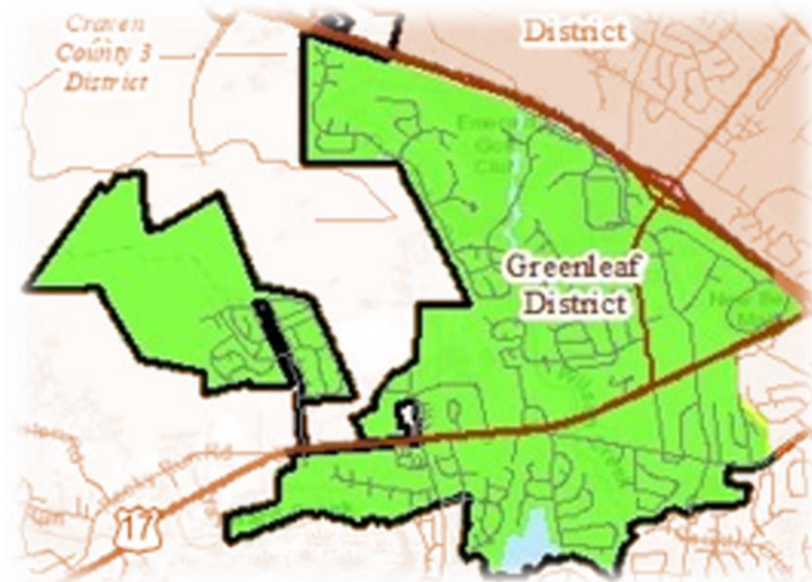
Index Crime Report	2024 Total
Homicide	1
Rape	2
Robbery	5
Aggravated Assault	11
B&E – Residence	12
B&E – Business	10
Theft from Motor Vehicle	14
Larceny	140
Motor Vehicle Theft	7
Arson	0
Total	202

SUBDIVISION

Carolina Club Apts
 Carolina Woods Apts
 Colonial Heights
 Colonial Place
 Conkling
 Degraffenreid Park
 Elm View
 Ghent Nbhd Area 1
 Ghent Nbhd Area 2
 Hampton Inn
 Highland Ave. Trailer Park
 Highland Park
 Historic District
 J. W. Warrenton
 John Hawks Pond
 L. G. Daniels
 Lawson Creek Nbhd
 Lawson Park
 Oak Park
 Pembroke Ext
 Pembroke Heights
 Rivertown Shopping Center
 Trent Village
 Trolley Run
 Tryon Estates Apts.
 Camden Square
 Highlands Village
 Pembroke
 Southgate
 Staub Land
 Towne Woods
 Trent Park Rev.
 Wards Point
 Wards Point West
 Highland Park
 St Paul Catholic Ch
 Olde Towne
 Hidden Harbor
 Trent Court
 Carolina Ave Apts

Greenleaf District

The Greenleaf District consists of approximately 3,099 housing units and an estimated population of 6,055. The size of this district is 4.93 square miles. The main areas of this district are Kings Row, Greenbrier, Cypress Shores, and South Gate neighborhoods. The main roadways are South Glenburnie Road, MLK Blvd, and part of Trent Road. This district is largely commercial and medical. New Bern High School and the New Bern Mall are located in this district. In 2024, police responded to 6,312 calls for service, representing 17.7% of the total for the entire city.



Index Crime Report	2024 Total
Homicide	0
Rape	3
Robbery	1
Aggravated Assault	9
B&E – Residence	4
B&E – Business	4
Theft from Motor Vehicle	4
Larceny	91
Motor Vehicle Theft	1
Arson	0
Total	117

SUBDIVISIONS

Academy Commons
 Academy Green
 Academy Square
 Coastal Bone
 College Ct Office Park
 College Park
 Commerce Crossing Shopping Center
 Commerce Park
 Copperfield Plaza
 Craven Community College
 Crossroads Center
 Cypress Shores
 Dunn Industrial Park
 Emerald Point
 Executive Sq
 Fairways West
 Fairwoods
 Haywood Farms
 Higgins Meadow
 Jimmies Creek
 Kings Row
 Lakeview Estates
 Manley Fields
 Mccarthy South
 Mccarthy Square
 Miller Meadows
 New Bern Medical Development
 New Bern Memorial Cemetery
 Olde South Apts
 Quail Ridge
 Queens Ct Apts
 Robins Nest
 Rowe Land
 South Condominium
 South Market Square
 Southern Townes
 Copperfield Apts.
 Trent Estates
 Trentwoods Shop Center
 Twin Rivers Mall
 Village Square
 Wellons Centre
 Oak Creek
 Arbor Green
 Trent River Land
 Trent River Land
 Clarendon Plaza
 Blackledge
 Arcadia Village
 New Bern Marketplace
 River Place Center
 Palatine Weadows
 The Proximity
 Oakdale
 Trent Creek
 New Bern High School
 Blackledge
 The Vineyard
 Belle Oaks
 Craeberne Forest
 Craeberne Crossing

Gateway District

The Gateway District consists of approximately 1,612 housing units and an estimated population of 3,149. The size of this district is 1.14 square miles. The main areas of this district are Trent Court, Craven Terrace, and a significant portion of the Duffyfield neighborhood. The main roadways are Board Street and parts of Nuese Blvd. The new Stanley A. White Recreation Center is in this district. In 2024, police responded to 9,013 calls for service, representing 22.5% of the total for the entire city.



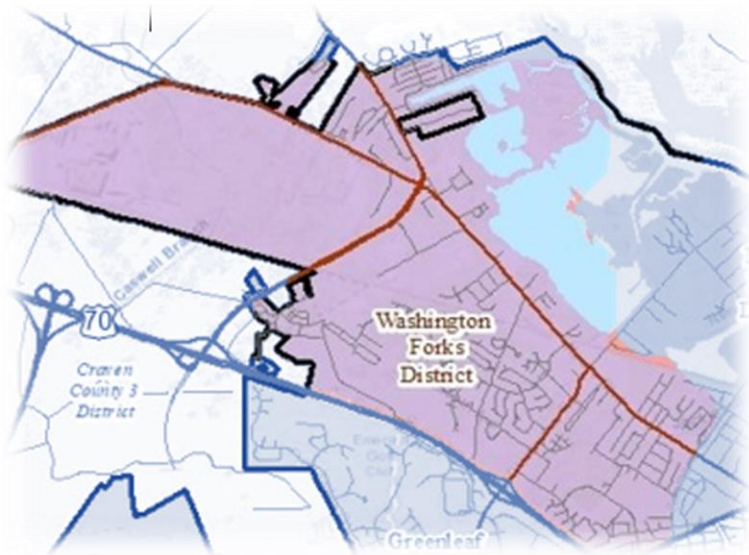
Index Crime Report	2024 Total
Homicide	2
Rape	3
Robbery	6
Aggravated Assault	30
B&E – Residence	21
B&E – Business	2
Theft from Motor Vehicle	6
Larceny	46
Motor Vehicle Theft	5
Arson	0
Total	121

SUBDIVISIONS

Bern View Park
 Bray Farm
 Carver Heights
 Cooper Apartments
 Craven Regional Center
 Craven Terrace
 Degraffenreid Office Complex
 Degraffenreid Park Addn
 Degraffenreid Park Ext
 Dryboro
 Elm Grove
 Elm Grove Farm
 Elm Grove Farm
 Forbes Property
 Green Heights
 Green Park Annex
 Green Park Place
 Autumn Chase
 Greenbrier
 Hendersonville
 J T Barber School
 J. S. Miller
 J.P. Stanly/Steve Fowler
 Jackson Terrace
 Jackson Terrace Addn
 Jerkinstown
 Larksville
 Mechanicsville
 Medical Arts
 Professional Dr
 Reizensteinville
 W. F. Ward
 Washington Park
 Wessex Square
 West End
 West End Lots
 Grover C Fields
 Indigo Ridge Senior Apts
 Pavie Town
 Trent Park Rev.
 Tryon Village

Washington Forks District

The Washington Forks District consists of approximately 5,332 housing units and an estimated population of 10,414. The size of this district is 7.74 square miles. The main areas of this district are West New Bern, Pleasant Hill, and Derby Park neighborhoods. The main roadways are South Glenburnie Road, Neuse Blvd, Racetrack Road, NC Highway 43, and Washington Post Road. In 2024, police responded to 8,617 calls for service, representing 21.5% of the total for the entire city.



Index Crime Report	2024 Total
Homicide	0
Rape	1
Robbery	3
Aggravated Assault	18
B&E – Residence	23
B&E – Business	0
Theft from Motor Vehicle	17
Larceny	72
Motor Vehicle Theft	2
Arson	0
Total	136

Bayview Nursing Center	Comet Apartments	Red Hill
Meadows Apts	Tate Commons	Fairmount Way
West Crossroads	Athens Acres	Rose Run A
Berkshire	West New Bern Townhomes	Rose Run C
The Reserve At Glenburnie	Trent Park Rev.	Elizabeth Downs
Derby Park VI	Tyler, Home On The Lake	Flamingo Oaks
Brunswick House	West New Bern	Derby Park
Derby Park V	Rose Run B	Derby Park IV

SUBDIVISION

Bayview Nursing Center
 Beaver Creek
 Beech Grove Mhp
 Bern Square
 Bern Village
 Berne Village
 Colonial Park
 Westberry Villa Apts
 Colony Estates
 Colony Tract #30
 Colony Trade Center
 Colony Village Apts
 Cooks Mobile Home Park
 Dillahunt
 Fairlawn
 Forest Hills
 Forest Park
 Fox Chase Village
 Glen Lea Trailer Park
 Glenburnie Office Comp
 Glenburnie Plaza
 Glenburnie Professional
 Gracie Farm
 Grantham
 H J Macdonald School
 Homestead Sq
 Hunters Landing
 John Gardner
 Kensington Park Apts
 Kenwood
 Kings Grant
 Kingswood
 Kingswood Villas
 Mcilwean
 Meadows Apts
 N.O.A.H.
 North Hills
 Oakland Gardens
 Paddock Place
 Parrott Park
 Pebble Lake
 Pinecrest
 Sherrod
 Sherwood Forest
 Southwood
 Stallings Parkway
 State Farm
 Sterling Park
 Stoneyhill West
 Surrey Downs
 Tara Hills Apts
 Thomas Square
 Trent Park
 Twinwood Of New Bern
 Village In The Woods
 Village Park
 Wadsworth Farm
 Weatherstone Park Condos
 West Craven Parks
 Westwood Arms Apts
 Woodlands Crossing Apts
 Planters Ridge
 The Meadows
 Surrey Downs II
 Wyndson Park

OUR VALUES

Mission Statement

Upholding the traditions of a noble profession, the New Bern Police Department will positively **IMPACT** our community by partnering with citizens and businesses to improve the quality of life and maintain a safe place to live, work, and visit.

Key Values

IMPACT



Planning Ahead

In 2024, the New Bern Police Department significantly strengthened its social media communication by assigning storytelling responsibilities to our dedicated staff. This strategic move led to innovative social engagement methods, effective department promotion, and enhanced information sharing with all audiences. As a direct result of this expansion, we proudly gained 1,664 new followers, marking a 2.5% increase in our Facebook audience reach, which surged by 14.7% to a total of 343,019. Our Instagram page also saw remarkable growth, with an impressive 108.7% increase, reaching 8,300 followers. These achievements supported our commitment to community engagement, ensuring transparency and context regarding our operations, programs, and services.

To build on the strength of our employees, we've compiled stories and quotes from our staff, showcasing their personal experiences and contributions to making New Bern a safer place to live, work, and visit.



The New Bern Police Department's Youth Chess Club visited Virginia Beach in 2024 to participate in a chess tournament with the Virginia Beach Police Department.

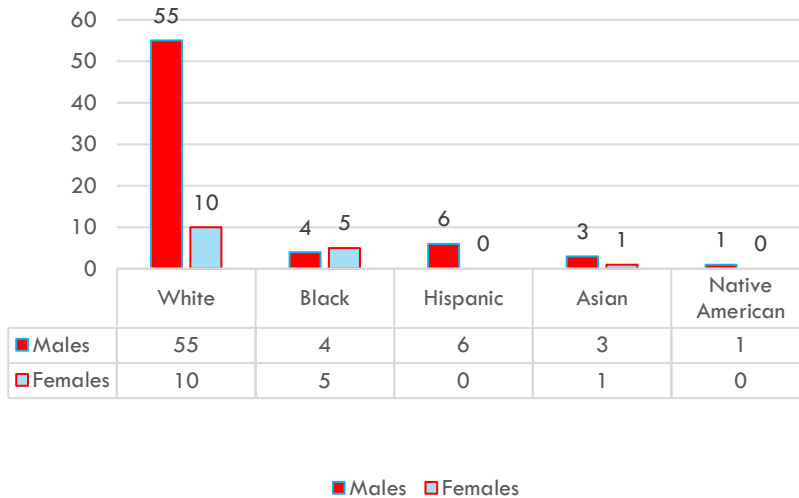
DEPARTMENT OUTLOOK

Distribution of Department Personnel

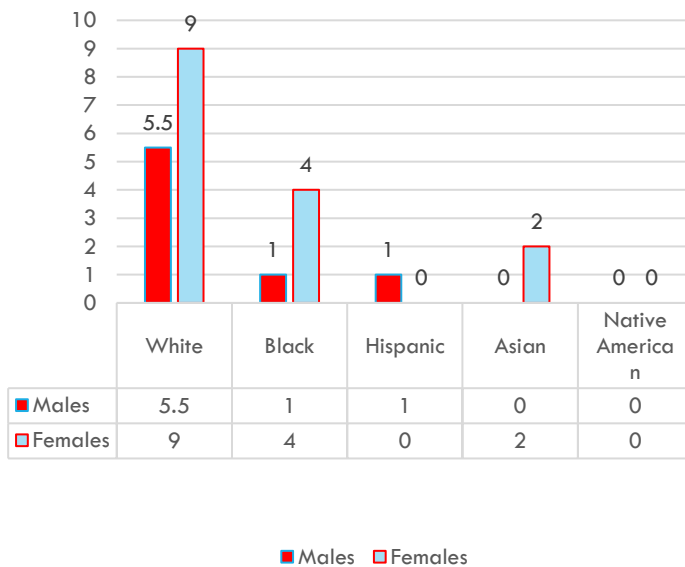
Sworn

Chief - 1
Captains - 3
Lieutenants - 7
Sergeants - 12
Officers - 69

Sworn Staff Demographics



Non-Sworn Staff Demographics

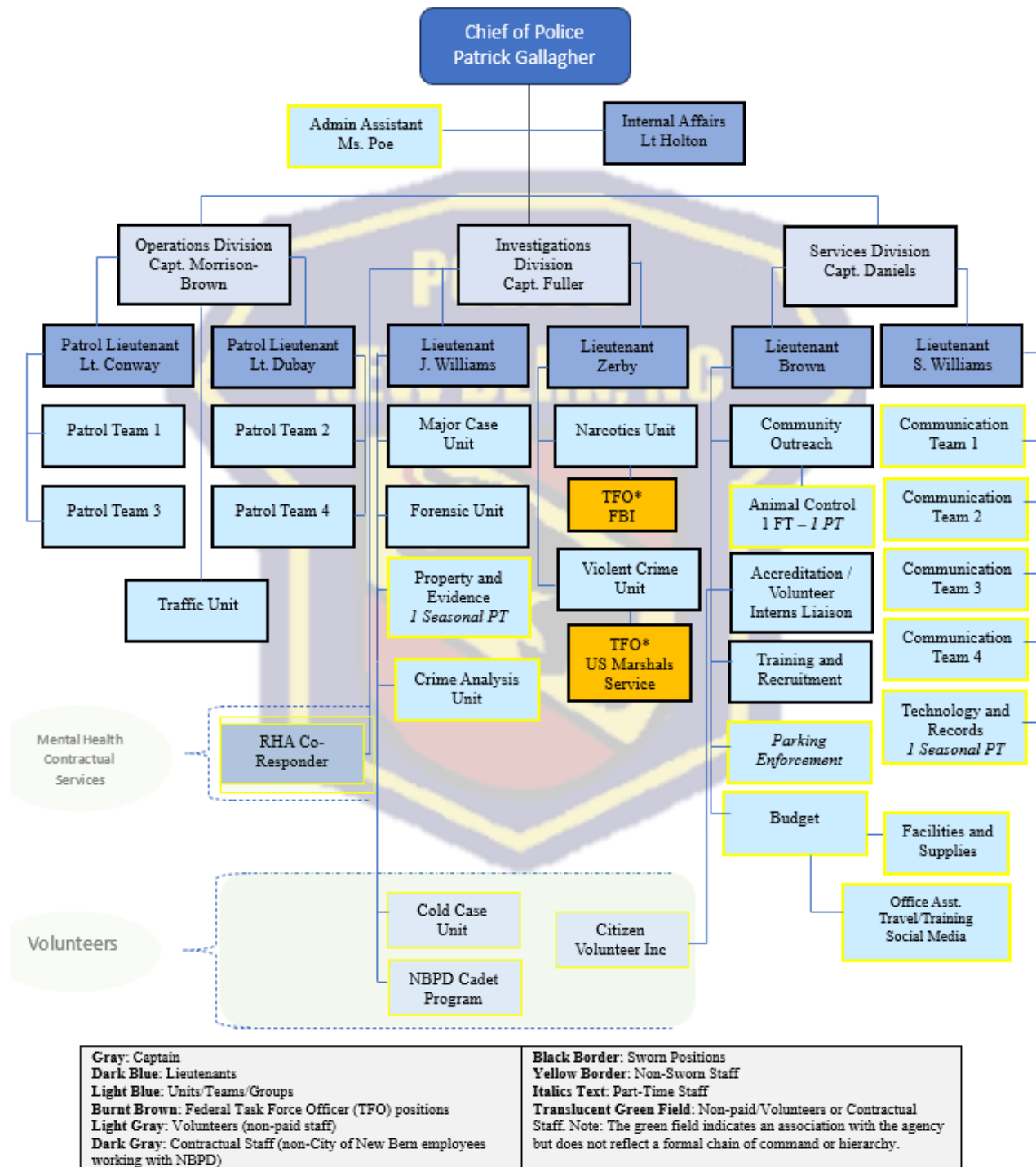


Non-Sworn

Civilian Unit Supervisors - 6
Administrative Assistant - 1
PST Telecommunicators - 12
Office Assistant III - 1
PST Facilities & Maintenance - 1
PST Animal Control - 1
PST Animal Control (PT) - 1
PST Technology & Records - 2
PST Property & Evidence - 2
PST – GIS Tech - 1
Parking Enforcement (PT) - 3

ORGANIZATIONAL CHART

The New Bern Police Department Organizational Chart showcases the integral roles of all team members in achieving our mission to serve and protect our community. This includes sworn officers, civilian staff, part-time employees, volunteers, interns, and contractual partners, all of whom are essential to our success. The structured hopefully illustrates the vital role each individuals contributes and how importance each person is in accomplishing our collective mission.



OPERATIONS DIVISION

Patrol Team System

The New Bern Police Department's Operational Division, commonly known as the Uniform Division, is the backbone of the department's efforts to ensure public safety and maintain order throughout the city. This division is strategically organized into four patrol teams and one specialized Traffic Unit, each designed to provide comprehensive coverage and rapid response to community needs. Each patrol team operates on a 12-hour shift schedule with rotating days off, ensuring continuous coverage. The schedule follows a repeating pattern to balance work and rest:

- Work two 12-hour shifts, followed by two days off
- Work three 12-hour shifts, followed by two days off
- Work two 12-hour shifts, followed by three days off

This cycle ensures continuous patrol coverage with at least one team on duty at all times. To avoid gaps during shift changes, an officer from the incoming team arrives early to overlap with the outgoing team, ensuring seamless operational continuity. Shift changes co-occur across teams, with briefings conducted at the start of each shift to share critical information. These briefings enhance officers' situational awareness by providing updates on ongoing incidents, suspect descriptions, and other relevant details.

Each patrol team consists of 11 members: 10 officers and one sergeant who serves as the team leader. The sergeant provides oversight, coordinates activities, and ensures compliance with department policies and objectives. Additionally, each team includes a dedicated K9 handler, whose canine partner is trained in tracking, narcotics detection, or suspect apprehension, enhancing the team's operational capabilities.

To ensure comprehensive coverage, each team assigns at least one officer to every Community Policing District within New Bern. This district-based deployment allows for rapid response times and fosters familiarity with each area's unique needs and challenges. Officers are encouraged to build relationships with community members, businesses, and stakeholders in their assigned districts to promote trust and collaboration.

Complementing the patrol teams, the Traffic Unit enforces traffic laws, investigates accidents, and promotes road safety. This specialized unit operates independently but coordinates with patrol teams as needed, particularly during major incidents or special events. The Traffic Unit's efforts help reduce traffic-related incidents and ensure the safe flow of vehicles throughout the city.

The team-based deployment strategy fosters camaraderie and mutual support among officers. By working consistently with the same group, team members develop strong interpersonal relationships, improve communication, and enhance their ability to function as a cohesive unit. This familiarity is critical in high-pressure situations, where trust and coordination can significantly affect outcomes.

The primary mission of the patrol teams is to accomplish their duties safely, efficiently, and effectively. This includes responding to calls for service, conducting proactive patrols, investigating crimes, and engaging with the community. The teams' structure ensures that officers are well-prepared, supported, and equipped to handle the diverse challenges of modern policing.

The New Bern Police Department's patrol team system reflects a commitment to professional excellence and community-oriented policing. By maintaining a robust and well-organized Uniform Division, the department ensures that New Bern remains a safe and welcoming place for residents and visitors alike. The combination of strategic scheduling, team cohesion, and district-based coverage enables the department to deliver high-quality law enforcement services around the clock.

Team 1

This proactive and collaborative team comprises a diverse mix of junior and senior-level officers, each contributing unique experiences from various agency sectors. The team includes experts in traffic reconstruction (IST), K9 operations, Special Response Team (SRT) activities, impaired driving investigations, major case investigations, narcotics investigations, field training, law enforcement instruction, and various military backgrounds. While each member possesses specialized skills, their collective expertise enables them to function as a cohesive and effective unit.



Ofc Mueller, Lt Conway, Sgt Fell, Ofc Richardson, Ofc Ramsay, Ofc Murchinson-Robb, Ofc Hunsberger, Ofc Rose, Ofc Potter, Ofc Filson, Sgt Lewis

NBPD Disc Golf Event





Ofc Zak, Ofc Litterio, Ofc Khamrin, Ofc Moreis, Ofc Tozer, TC Zerby, TC Stocks, Sgt Garrard, Ofc Salen, Ofc Bagby (Front) Ofc Cortes and Ofc Ramos

Team 2

Team 2 is a collaborative group focused on continuous growth and improvement. We learn from the real-life experiences we face in our work. Law enforcement officers deal with many unexpected situations that challenge their views, improve their critical thinking, and help them understand and support our diverse community. Teamwork is essential to our progress. It allows us to share experiences, support each other, and become more effective in serving our

community. Each team member brings unique strengths that help us in our mission. We look forward to positively impacting the city we proudly call home. Our commitment to teamwork and growth allows us to shape a safer and more inclusive environment for everyone.

Team 3

Team 3 is committed to a proactive approach in law enforcement, focusing on crime prevention rather than merely responding to criminal activities after they occur. Our strategy emphasizes increasing community involvement, strengthening relationships between residents and law enforcement, and establishing a visible and effective presence of police officers within the community.

A prime example of our proactive efforts is the recent campaign promoting bike safety. This initiative began with a comprehensive educational program designed to raise awareness about the importance of safe cycling practices. We identified a need to enhance cyclists' safety, particularly in areas with high traffic and limited bike lanes.



Ofc Rose, Ofc Philyaw, Ofc Russell, Ofc Cavin, Ofc Hoffman, Ofc Lora, (Front) Ofc Collins, Sgt Hughes, Ofc Hughes, Ofc Muna

Team 4

Sgt Leggett, Ofc Gregor, Ofc Disney-Fanning, Ofc Sterling,
Ofc Harris, Ofc Rogers, Ofc Arenas, Ofc Fulton, Ofc Rios

This police team is a blend of youthful enthusiasm and seasoned wisdom, making it a well-rounded and cohesive team. The young officers bring fresh perspectives, energy, and adaptability, while the senior officers offer invaluable experience, strategic insight, and mentorship. This dynamic mix fosters a strong sense of camaraderie, where mutual respect and collaboration thrive. Together, they tackle challenges with a balanced approach, leveraging their strengths and ultimately enhancing their effectiveness in serving and protecting the community.



PATROL ACTIVITY

Calls for Service (CFS):

Total CFS: 43,038 (average 58.79 per shift).

Peak Month: June (4,069 calls).

Lowest Month: January (3,294 calls).

Arrests and Reports:

Total Arrests: 1,093 (average 1.41 per shift).

Crash Reports: 1,425 (average 1.94 per shift).

Case Reports: 2,495 (average 3.40 per shift).

Field Training Officer

Field Training Officers (FTOs) play a critical role in shaping the next generation of law enforcement professionals by mentoring and evaluating newly sworn trainees. The New Bern Police Department's Field Training Program is designed to bridge the gap between the theoretical knowledge gained in basic law enforcement training and the practical skills required for effective policing. By pairing trainees with experienced veteran officers, the program provides hands-on, real-world experience to prepare officers for the challenges of their careers.

The Field Training Program follows a structured, three-phase curriculum spanning 57 days, modeled after the widely respected San Jose Field Training Model. This model emphasizes progressive learning, allowing trainees to build confidence and competence through guided instruction, practical application, and continuous feedback. Each phase focuses on developing specific skills, with increasing levels of responsibility as trainees progress.

During the program, trainees are rigorously evaluated on their knowledge, decision-making, and field performance. FTOs provide comprehensive training in key areas, including:

- **Community Policing:** Building trust and fostering positive relationships with the community through proactive engagement and problem-solving.
- **Report Writing:** Crafting clear, accurate, and legally sound reports to document incidents and support investigations.
- **Civil Liability:** Understanding legal responsibilities and best practices to minimize risks and uphold professional standards.
- **Local Ordinances:** Applying city-specific laws and regulations to ensure compliance and effective enforcement.



FTO Ofc Collins with Ofc Trainee Hughes

In addition to these core competencies, the program emphasizes critical thinking, ethical decision-making, and adaptability to dynamic field situations. Trainees also receive instruction in de-escalation techniques, cultural competency, and the use of technology in modern policing, ensuring they are well-equipped to serve a diverse community.

The overarching goal of the New Bern Police Department's Field Training Program is to produce competent, confident, and dedicated officers who

embody the agency's values of integrity, professionalism, and service. By fostering both technical proficiency and a commitment to community-oriented policing, the program prepares officers to excel in their roles and become the next generation of leaders within the department.

Honor Guard

The New Bern Police Department Honor Guard Unit exemplifies the highest standards of professionalism, integrity, and tradition within the law enforcement community. Comprising six highly dedicated officers, the unit serves at the discretion of the Chief of Police, representing the department with dignity and precision during significant ceremonial occasions. These events include funerals for fallen officers, community parades, retirement ceremonies, promotional ceremonies, and other formal proceedings that honor the service and sacrifice of law enforcement personnel.

The Honor Guard's meticulously trained members perform their duties with exceptional discipline, executing precise drill and ceremony protocols while dressed in distinctive ceremonial uniforms. Their presence not only pays tribute to the department's values but also fosters a sense of unity and pride within the community. Beyond their ceremonial roles, Honor Guard members serve as ambassadors of the New Bern Police Department, embodying its commitment to honor, respect, and service.

A cornerstone of the department's community engagement is its annual Law Enforcement Memorial Ceremony, hosted to commemorate officers who have made the ultimate sacrifice. The event brings together Honor Guard units from multiple surrounding agencies, creating a powerful display of solidarity and remembrance. This ceremony, attended by law enforcement personnel, local leaders, and community members, underscores the shared commitment to honoring the legacy of those who have served.

Through their unwavering dedication, the New Bern Police Department Honor Guard Unit upholds the noble traditions of law enforcement while strengthening the bond between the department and the community it serves. Their service ensures that moments of sacrifice, achievement, and transition are marked with the respect and reverence they deserve.



Lt Brown and Sgt Williams



Ofc Mueller and Ofc Philyaw Assisting NBFD during
New Bern Christmas Parade

K9 Unit

The New Bern Police Department takes immense pride in its K-9 Unit, a vital component of its mission to ensure public safety and uphold community trust. The unit comprises five highly trained canines, each partnered with a dedicated handler to support various departmental operations. Four dogs are assigned to Patrol Teams, assisting in routine patrols and rapid response scenarios, while one is dedicated to the Violent Crime Unit, focusing on targeted investigations and high-risk situations. Together, these teams enhance the department's ability to protect and serve the citizens of New Bern.

The K-9 Unit maintains constant readiness, with at least one team patrolling the city 24 hours a day, 365 days a year. Their presence enhances the department's ability to respond effectively to a broad spectrum of incidents, from routine calls to complex emergencies. Each K-9 team completes rigorous training and earns certification through accredited external organizations, ensuring mastery of critical skills, including:

- **Tracking:** Locating missing people or suspects through scent detection.
- **Article Searches:** Recovering evidence or contraband in diverse environments.
- **Area and Building Searches:** Clearing spaces to ensure safety and detect threats.
- **Apprehension:** Assisting in the safe capture of suspects while minimizing risk.
- **Handler Protection:** Safeguarding officers during high-risk encounters.
- **Narcotics Detection:** Identifying illegal substances with precision.

These certifications, combined with ongoing training, ensure that K-9 teams perform their duties with exceptional accuracy and reliability. To maintain peak performance, each team commits to a minimum of 16 hours of monthly training, though many exceed this standard, averaging 24 hours per month. In 2024, the unit completed an impressive 1,247 hours of training, covering advanced techniques, legal updates, and trauma aid to prepare for diverse scenarios. Handlers also participate in annual seminars to stay current on best practices, ensuring they are equipped to handle both operational and ethical challenges. This dedication to continuous improvement enables the unit to adapt to evolving challenges and maintain operational excellence.

In 2024, the K-9 Unit's impact was profound, with 1,147 deployments totaling over 700 hours of active field operations. These efforts yielded significant results, including the seizure of:

- 368.21 grams of marijuana
- 58.7 grams of cocaine
- 712.42 grams of methamphetamine
- 365 dosage units of prescription pills
- 5 dosage units of MDMA
- 12 firearms
- \$52,020 in U.S. currency
- The successful location of 4 missing or wanted individuals

These outcomes underscore the unit's critical role in disrupting criminal activity and enhancing community safety. Beyond fieldwork, the K-9 Unit strengthens community engagement through

public demonstrations, school visits, and outreach events, fostering positive relationships and showcasing the department's commitment to transparency and trust.

The K-9 Unit's unwavering commitment to excellence reflects the New Bern Police Department's broader mission to serve and protect with integrity. By combining cutting-edge training, community-focused policing, and operational effectiveness, the K-9 Unit remains an indispensable asset in keeping New Bern safe and secure.

K9 Zorro is a 2.5-year-old Belgian Malinois. K9 Zorro is assigned to Officer Salen and is attached to Team 2. He is the newest K9 in the department. Zorro was purchased with the assistance of a grant through the United States Police Canine Association. He is certified through the International Police Work Dog Association. Zorro's favorite thing at home is relaxing if he isn't running around the backyard with a toy in his mouth.



Ofc Fulton with K9 Fredy
Mumfest



K9 Fredy is an 8-year-old German Shepherd from Budapest, Hungary, who joined the police force in January 2019. Working with Officer Fulton on Team 4, he is trained in tracking, drug detection, and criminal apprehension. Over his career, Fredy has become an asset, helping to recover over 30 firearms, locate several pounds of drugs, and assist in the arrest of more than 140 suspects. He has also contributed to community relations and seized \$32,000 while completing over 2,000 hours of training.



K9 Chase is a 4.5-year-old Belgian Malinois from the Netherlands. Chase was trained at K2 Solutions in Jackson Springs, NC, and is proficient in the following disciplines: obedience, area search, building searches, narcotic detection (both vehicle and building), criminal apprehension, and tracking/trailing. Chase is assigned to Officer Collins and is attached to Team 1. In his free time, he enjoys running, playing fetch, and taking walks.

K9 Enzo is a 4.5-year-old German Shepherd who has been with the NBPD for nearly three years. Certified in Pitt County, he completed approximately seven months of training in search and tracking. Partnered with Officer Rose on Team 3, Enzo enjoys a balanced life, sunning himself on his porch and playing with chew toys when not on duty. Together, they are dedicated to serving and protecting the community.





K9 Storm is a 5-year-old German Shepherd certified by the International Police Work Dog Association. He serves with Detective Arnold in the Violent Crime Unit, where he utilizes his impressive tracking skills to assist in apprehending suspects. Off duty, Storm enjoys playing fetch at home, showcasing his playful spirit and strong bond with Detective Arnold.



Ofc Salen and K9 Storm
Mumfest

Traffic Enforcement Unit



Ofc Garrison, Ofc Covarrubias, Ofc Connor, Sgt Hargett, Ofc Johnson, Ofc Russell

The Traffic Enforcement Unit of the New Bern Police Department plays a pivotal role in promoting public safety and ensuring seamless mobility throughout the city. Tasked with coordinating complex events and daily traffic management, the unit collaborates closely with various city departments, external vendors, and community organizations. Notable events under their purview include the Neuse River Bridge Run, the MS Bike Tour, Mumfest

(organized by Swiss Bear), and a variety of parades and festivals that draw residents and visitors alike. Through meticulous planning and execution, the unit ensures these events proceed smoothly while prioritizing the safety of participants, spectators, and motorists.

The primary mission of the Traffic Enforcement Unit is to maintain safe and orderly traffic flow during both routine operations and high-profile events. Officers achieve this through strategic traffic direction, robust security measures, and proactive communication with event organizers and attendees. Their expertise in crowd and traffic management minimizes disruptions and enhances the overall experience for the community. Beyond event coordination, the unit conducts regular patrols to enforce traffic laws, address violations, and respond to accidents, fostering a culture of compliance and safety on New Bern's roadways.

In addition to its operational duties, the Traffic Enforcement Unit works closely with the city's Public Works engineers to assess and improve traffic infrastructure. By analyzing traffic patterns and identifying areas prone to congestion or hazards, the unit advocates for enhanced signage, road markings, and other safety features. These collaborative efforts result in tangible improvements, such as clearer directional signs, better-lit intersections, and optimized traffic flow, all of which contribute to a safer and more navigable city.

The unit also embraces a proactive approach to community safety by engaging in public education initiatives. Officers participate in outreach programs to promote safe driving practices, pedestrian awareness, and bicycle safety, particularly during large events or in school zones. By fostering partnerships with local schools, businesses, and civic groups, the Traffic Enforcement Unit strengthens community trust and encourages shared responsibility for road safety.



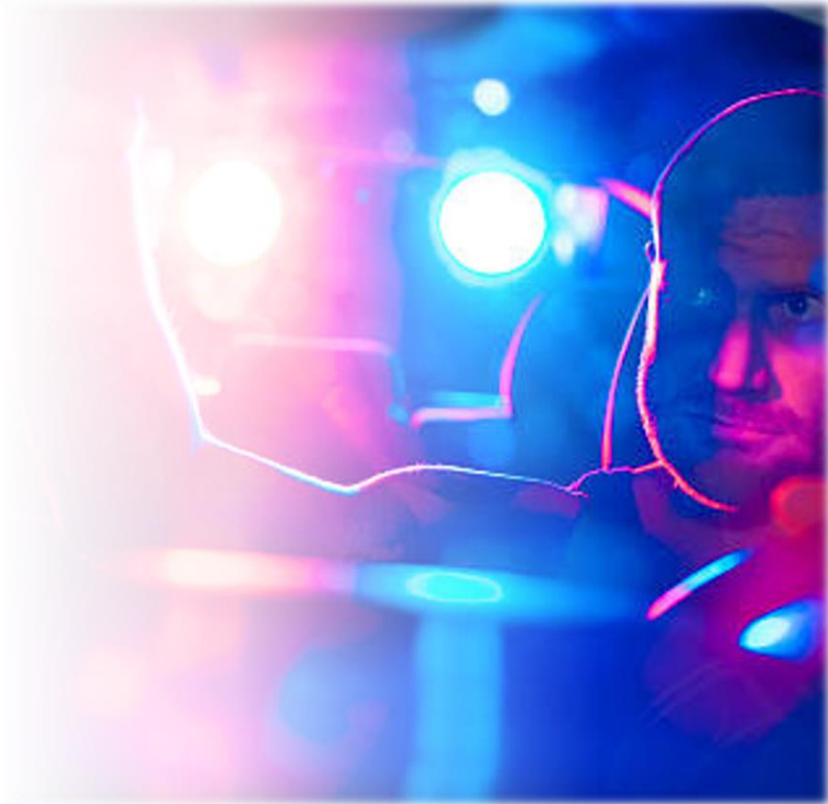
Ghost Walk

In 2024, the unit successfully managed traffic for over 50 major events and responded to hundreds of traffic-related incidents, demonstrating its commitment to operational excellence. The New Bern Police Department invests in the unit's ongoing development, providing specialized training in traffic management, accident reconstruction, and emergency response. This ensures officers are equipped to handle diverse challenges, from navigating high-traffic festival weekends to addressing unexpected road closures.

Through its unwavering dedication to safety, coordination, and community engagement, the Traffic Enforcement Unit serves as a cornerstone of the New Bern Police Department's mission to protect and serve. By balancing enforcement, infrastructure improvements, and public outreach, the unit enhances the quality of life for residents and visitors, ensuring New Bern remains a vibrant and accessible community.

Activities Traffic Stops

- **2024:** 9,405
- **2023:** 6,767
(+38.9%)
Potential Reasons:
 - Increased enforcement efforts or targeted traffic initiatives.
 - Focus on reducing traffic violations or addressing community concerns about unsafe driving.





INVESTIGATIONS DIVISION

Criminal Investigations Unit

The Criminal Investigations Unit (CIU) of the New Bern Police Department is instrumental in addressing complex and serious criminal cases. Under the leadership of an experienced Sergeant, the unit consists of a team of highly skilled detectives, each bringing a diverse set of expertise to the table. All members undergo rigorous cross-training in specialized areas such as forensic analysis, digital evidence recovery, and interview techniques to maximize investigative effectiveness.

The CIU tackles a broad spectrum of serious crimes, including violent offenses like robbery and homicide, which demand meticulous evidence collection and collaboration with local, state, and federal law enforcement agencies. Financial crimes, such as fraud, embezzlement, and identity theft, are also a priority, requiring an in-depth understanding of complex economic systems and partnerships with financial institutions. Property crimes, including burglary, larceny, and vandalism, are investigated with a focus on recovering stolen goods, identifying patterns, and implementing preventive measures to deter future incidents.

Sex crimes, handled with utmost sensitivity, are approached with a victim-centered mindset. Detectives work closely with victim advocates and support services to ensure survivors receive comprehensive care while pursuing justice. In cases like bank robberies, the CIU employs advanced techniques, such as detailed analysis of security footage, behavioral profiling, and

coordination with federal agencies like the FBI, Drug Enforcement Agency (DEA), and the U.S. Marshal Service to apprehend suspects swiftly.

The CIU also invests heavily in intelligence gathering, leveraging cutting-edge technology, including data analytics and surveillance systems, to monitor criminal activity and identify emerging threats. This proactive approach allows the unit to stay ahead of trends, such as organized crime or cybercrime, ensuring timely interventions that enhance public safety.

Beyond casework, the CIU is committed to community engagement. Detectives participate in outreach programs, educating residents on crime prevention strategies, such as securing homes or recognizing financial scams. This fosters trust and encourages community members to report suspicious activities, strengthening the department's crime-fighting efforts.

The unit's success is underpinned by continuous professional development. Detectives regularly attend advanced training seminars, collaborate with regional task forces, and stay updated on evolving investigative methodologies. By combining expertise, inter-agency collaboration, and a steadfast commitment to justice, the CIU significantly bolsters the New Bern Police Department's capacity to combat serious crime, protect vulnerable populations, and maintain a safe community for all residents.

Up Close: Detective Tozer Serves with Passion & Purpose

Detective Tozer's journey with the New Bern Police Department (NBPD) is a testament to her passion for justice, commitment to professionalism, and deep connection to the community she serves. As a detective in the Criminal Investigations Unit, Tozer embodies the NBPD's mission to protect and serve through integrity, accountability, and dedication.

Tozer's work investigates serious felonious crimes, from robberies to complex fraud cases. "Being a detective is both rewarding and demanding," she explains. "It requires self-discipline and a commitment to truth." Her role involves managing multiple cases at once, prioritizing tasks, and ensuring every piece of information is accurate. Whether interviewing witnesses or analyzing evidence, Tozer approaches each case with professionalism, treating everyone—victims, suspects, and community members—with respect. "We meet people from all walks of life," she says. "They deserve to be heard and treated with dignity, especially when we're seeking answers about a crime."



Her path to becoming a detective was fueled by a love for the investigative process. "I thrive on the chaos of a case with no leads," Tozer shares. "It's like solving a puzzle—taking small facts and piecing them together to uncover the truth." This passion aligns with her personal goal of

treating every case, no matter how small, with the seriousness it deserves. “Even minor cases can escalate,” she notes. “I approach each one as if it could be a breakthrough.”

Tozer’s decision to join the NBPD came during a life transition. After getting married and moving east, she was drawn to New Bern’s professional and proactive police force. “I saw officers who took pride in their work,” she recalls. That initial impression has held true. Today, she describes the NBPD as a team of passionate individuals who uphold professionalism and integrity. “From officers to detectives to support staff, we’re a group committed to making a difference,” she says.

New Bern itself holds a special place in Tozer’s heart. As a medium-sized, community-oriented city, it’s a vibrant melting pot of diverse residents. Nestled by the water and near Cherry Point, New Bern’s unique blend of natural beauty and cultural richness makes it a dynamic place to serve. “The community is what makes this city special,” Tozer explains. “People here are invested in keeping New Bern safe, and that partnership drives our work.”

Through her years with the NBPD, Tozer has gained invaluable lessons that shape her approach as a detective. Working alongside respected officers and sergeants, she’s learned diverse investigative techniques and the importance of confidence in decision-making. “I don’t always feel like the most knowledgeable detective,” she admits, “but trusting my instincts has helped me grow.” Equally important is humility. “There’s always something to learn,” she says. “Every training, conversation, or case teaches me how to be a better detective and a better person.”

Tozer’s daily work is a blend of high-stakes investigations and community engagement. On any given day, she might be combing through surveillance footage, interviewing a victim with compassion, or collaborating with other agencies to crack a case. Outside the office, she connects with residents through outreach programs, sharing tips on crime prevention and building trust. Her efforts help strengthen the bond between the NBPD and the community, ensuring New Bern remains a safe and welcoming place.

For Tozer, being a detective is more than a job—it’s a calling. Through her unwavering commitment to justice and her ability to find order in chaos, she not only upholds the NBPD’s mission but also leaves a lasting impact on the city she proudly serves.



Det Woody
Crime Scene Investigation



Forensic and Evidence Unit



Forensic Det Kelly and Det Lee

The Forensic and Evidence Unit of the New Bern Police Department is a vital team dedicated to collecting, preserving, and analyzing evidence to support criminal investigations. Led by an experienced forensic supervisor and staffed by four skilled detectives, the unit operates 24/7, responding swiftly to crime scenes to gather critical evidence like fingerprints, biological samples, and digital data. Through meticulous processes, such as crime scene photography, latent print analysis, and secure evidence storage, the team ensures every piece of evidence is handled with precision to maintain its integrity for court proceedings. Their expertise in advanced forensic techniques, including trace evidence analysis and digital forensics, enables them to uncover key connections that drive investigations forward.

By delivering reliable forensic support, the Forensic and Evidence Unit plays a pivotal role in solving crimes and enhancing community safety in New Bern. Their work, grounded in scientific rigor, helps identify suspects, secure convictions, and prevent future offenses, fostering public trust in the justice system. Collaborating closely with other police divisions and regional forensic labs, the unit's dedication to excellence ensures that every case is built on a foundation of accurate, admissible evidence, making them an indispensable asset to the New Bern Police Department and the community they serve.

Up Close: Detective Heath A Hometown Hero

Detective Heath's roots in New Bern run deep. Raised in this vibrant coastal city, she sees it not just as a place to work but as the heart of her community. As a detective with the New Bern Police Department (NBPD), Heath pours her lifelong passion for law enforcement into safeguarding her hometown, embodying the department's mission to create a safe and thriving environment for all.



In the Criminal Investigations Unit, Heath's work revolves around uncovering the truth through evidence. She meticulously collects and analyzes clues—whether forensic traces at a crime scene, patterns in digital data, or insights from witness interviews—to identify and apprehend criminals. “Every case is a puzzle,” she says. “My job is to piece it together to bring justice to New Bern.” Her efforts directly support the NBPD's commitment to public safety, as each solved case strengthens the bond between the department and the community.

Heath's passion for investigations has defined her career from the start. “I've always been drawn to the challenge of solving complex problems,” she reflects. When the chance came to join the NBPD as a detective, she embraced it, fulfilling a dream she'd held since entering law enforcement. This role aligns seamlessly with her personal goal of making a meaningful impact in her hometown. “There's nothing more fulfilling than protecting the community I love,” she says. From minor thefts to major felonies, she approaches every case with the same dedication, knowing each one matters to the people of New Bern.

Her decision to join the NBPD was rooted in her deep connection to the city. “New Bern is home,” Heath explains. “It's where I grew up, and I wanted to give back to the place that shaped me.” That sense of purpose remains as strong today as it was when she first joined. Now, as a seasoned detective, she takes pride in being part of a department that shares her commitment to service. “The NBPD is a team of people who care deeply about this city,” she says. “It's an honor to work alongside them.”

New Bern's unique spirit fuels Heath's dedication. A medium-sized city with a diverse, close-knit population, it blends small-town warmth with cultural vibrancy, set against its picturesque waterfront. “The community here is special,” she notes. “People are invested in making New Bern a better place.” Heath values the NBPD's outreach efforts, such as community safety workshops and youth engagement programs, which build trust and collaboration. She often participates, sharing practical advice on preventing crime and fostering open dialogue with residents.

Through her years with the NBPD, Heath has gained profound insights that have shaped her as both a detective and a person. Collaborating with talented colleagues, she's honed new investigative techniques, from advanced forensic analysis to strategic teamwork. These experiences have reignited her passion for law enforcement. “Every case teaches me something new,” she says. One key lesson has been the value of partnership. “No detective works alone,” she explains. “It takes officers, analysts, and the community working together to solve a case.”

Heath's days are a dynamic blend of investigation and outreach. She might spend one moment processing evidence with forensic experts and the next engaging with residents to gather leads. Her calm demeanor and sharp instincts have earned her respect among peers, while her commitment to community engagement strengthens New Bern's resilience. Whether mentoring new officers or speaking at local events, she's dedicated to building a safer, more connected city.

For Heath, being a detective is more than a career—it's a calling to serve the place she calls home. Through her skill, determination, and deep love for New Bern, she not only upholds the NBPD's mission but also leaves a lasting legacy in the community she's proud to protect.



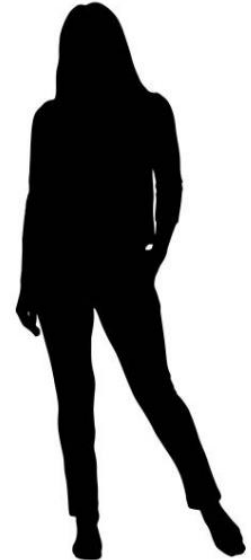
Mr. Heath, NB City Employee and father of
Det Heath



Det Kelly and Det Lee
Forensic Science Class Presentation

Up Close: PST Perry Preserving Justice, One Piece of Evidence at a Time

PST Perry is a vital member of the New Bern Police Department's Property and Evidence Unit, ensuring the secure handling, storage, and documentation of evidence critical to criminal investigations. Guided by the department's IMPACT values—Integrity, Professionalism, Accountability, Community, Teamwork, and Service—Perry meticulously manages evidence to maintain its integrity for court proceedings, supporting the broader mission of justice and public safety. Her role, while distinct from direct policing, upholds the same commitment to excellence and community trust that defines the department. Motivated by her roots in New Bern and a passion for criminal justice, Perry joined the department to contribute to her hometown, finding fulfillment in a role that aligns with her goal of helping others through a career in the legal field.



Perry's work reflects the unique spirit of New Bern, where the police department fosters strong community partnerships, proactive crime prevention, and impactful youth programs. Her initial excitement for joining the department, driven by familiarity with its people and a desire to serve, remains as strong today, reinforced by the collaborative teamwork she values most. Through her experience, Perry has learned the power of collective effort, as the Property and Evidence Unit works seamlessly with other divisions to solve crimes and protect the community. Her dedication to preserving evidence with precision and care not only supports investigations but also strengthens the department's commitment to building a safer, more connected New Bern.

Narcotics



The Narcotics Unit is a vital component of the New Bern Police Department, dedicated to addressing drug-related crimes and vice activities that threaten community safety. Led by a Sergeant and staffed by a team of skilled Detectives, the unit operates with a mission to disrupt the illegal drug trade, dismantle vice operations, and foster a safer environment for all residents. This overview outlines the unit's responsibilities, community engagement efforts, and critical information about prevalent drugs in Eastern North Carolina, alongside guidance for reporting suspicious activity and accessing resources for those affected by substance abuse.

Core Responsibilities of the Narcotics Unit

The Narcotics Unit undertakes a multifaceted approach to combat drug-related issues in New Bern, with responsibilities that include:

- **Investigating Drug and Vice Violations:** The unit focuses on identifying and disrupting illegal drug trafficking, distribution, and vice operations, such as prostitution and illegal gambling, within the city.
- **Conducting Undercover Operations:** Detectives often work covertly to infiltrate drug networks, gather intelligence, and apprehend offenders, minimizing risks to public safety.
- **Collaborating with Agencies:** The unit partners with local, state, and federal agencies, including the Craven County Sheriff's Office, DEA, and FBI, to leverage resources, share intelligence, and execute large-scale operations targeting drug trafficking organizations.
- **Seizing Illegal Substances and Assets:** The unit works to confiscate illicit drugs, drug paraphernalia, and assets derived from illegal activities, weakening the financial infrastructure of criminal enterprises.
- **Community Education and Outreach:** Beyond enforcement, the unit prioritizes prevention through educational programs aimed at schools, parents, and civic groups to raise awareness about the dangers of drug abuse and available support systems.

By combining enforcement with education, the Narcotics Unit strives to address both the symptoms and root causes of drug-related issues in the community.

Community Engagement and Education

The Narcotics Unit recognizes that law enforcement alone cannot solve the drug crisis. Community involvement is essential for creating a united front against substance abuse. To this end, the unit actively engages residents through:

- **Educational Workshops and Lectures:** Detectives deliver presentations to parents, educators, and community organizations, covering topics such as recognizing signs of drug use, understanding addiction, and accessing treatment resources. These sessions are tailored to different audiences, ensuring relevance and impact.
- **Public Awareness Campaigns:** Through partnerships with community leaders, the unit promotes campaigns to destigmatize addiction, encourage reporting of suspicious activities, and highlight resources for recovery.
- **Encouraging Citizen Reporting:** Residents are urged to report suspected drug activity in their neighborhoods by contacting the Narcotics Unit directly or using our anonymous tip line at (252) 636-5034. This collaboration strengthens the unit's ability to respond swiftly to emerging threats.

These efforts aim to empower residents with knowledge and resources, fostering a proactive community that actively participates in the fight against drug abuse.

Prevalent Drugs in Eastern North Carolina

Eastern North Carolina faces significant challenges due to the production, distribution, and misuse of illicit drugs, as well as the diversion of prescription medications. Below is an overview of the most commonly encountered drugs in the region, along with their associated risks:

- **Fentanyl:** A synthetic opioid, fentanyl is up to 100 times more potent than morphine and poses an extreme risk of overdose and death. Originally developed for medical pain management, illicit fentanyl is now commonly mixed with heroin, cocaine, or counterfeit pills, often without the user's knowledge. Its prevalence has surged in Eastern North Carolina, driven by its low cost and high potency, making it a leading cause of overdose deaths. Even small amounts can cause respiratory failure, and its unpredictable presence in other drugs exacerbates its danger.
- **Cocaine:** A powerful stimulant, cocaine remains the most significant drug threat in North Carolina due to its widespread availability and severe health risks. Short-term effects include increased heart rate and euphoria, while long-term use can lead to cardiovascular damage, paranoia, and addiction. Cocaine is prevalent in both urban and rural areas, often distributed in powder or crack form.
- **Marijuana:** As the most widely used illicit drug, marijuana's legal status is a topic of ongoing debate. While some advocate for its medical benefits, misuse can lead to impaired cognitive function, memory issues, and dependency, particularly among young users. The unit monitors illegal cultivation and distribution to curb unregulated access.
- **Methamphetamine:** A highly addictive stimulant, methamphetamine has seen a resurgence in rural areas, where small-scale labs pose environmental and safety hazards. Its use leads to severe physical and mental health issues, including tooth decay ("meth mouth"), psychosis, and aggressive behavior.
- **Heroin:** An opioid with a high risk of dependency and overdose, heroin is predominantly found in urban centers but is increasingly appearing in suburban and rural areas. Its use often follows prescription opioid misuse, and the rise of fentanyl-laced heroin has amplified overdose risks.
- **Prescription Drugs and Synthetics:** Misused prescription medications, such as OxyContin (oxycodone) and Xanax (alprazolam), contribute significantly to the region's drug crisis. Synthetic drugs like MDMA (ecstasy) and fentanyl analogs are also growing concerns due to their unpredictable effects and high potential for overdose.

These drugs pose unique challenges, requiring tailored enforcement and prevention strategies to address their impact on public health and safety.

Recognizing and Reporting Drug Activity

Community vigilance is critical to the Narcotics Unit's success. Residents can help by recognizing signs of drug activity and reporting them promptly. Common indicators include:

- Frequent visitors to a property at odd hours, suggesting potential drug dealing.
- Chemical odors or unusual waste (e.g., discarded syringes or lab equipment) indicating drug production.
- Suspicious behavior, such as individuals appearing intoxicated or engaging in secretive exchanges.

To report suspected drug activity:

1. **Contact the New Bern Police Department:** Call the non-emergency line at (252) 633-2020 or the Narcotics Unit directly during business hours.
2. **Use the Anonymous Tip Line:** Submit tips anonymously via phone at (252) 636-5034 or online through the department's website, www.NewBernNC.gov.
3. **Provide Detailed Information:** Include specific details, such as locations, descriptions of individuals or vehicles, and the nature of the activity, to aid investigations.

Reports are handled confidentially, and anonymous submissions protect the reporter's identity, encouraging community participation without fear of retaliation.

Resources for Substance Abuse and Addiction

The Narcotics Unit is committed to supporting individuals and families affected by substance abuse. Below are resources available in New Bern and Eastern North Carolina:

- **Treatment Centers:** Local facilities, such as Coastal Carolina Behavioral Health, offer inpatient and outpatient programs for addiction recovery, including detox, counseling, and medication-assisted treatment.
- **Support Groups:** Organizations like Narcotics Anonymous (NA) and SMART Recovery host regular meetings in New Bern, providing peer support for those in recovery.
- **Counseling Services:** Licensed therapists and addiction specialists offer individual and family counseling to address the emotional and psychological aspects of addiction.
- **Hotlines:** The North Carolina Substance Abuse Helpline (1-800-688-4232) provides 24/7 assistance, connecting callers with treatment options and crisis support.
- **Educational Resources:** The unit distributes materials on recognizing addiction, supporting loved ones, and preventing relapse, available at community centers and online.

Residents are encouraged to reach out for help, whether for themselves or someone they care about, to access these vital services.

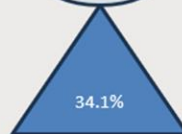
Moving Forward: A Collaborative Approach

The Narcotics Unit's mission extends beyond enforcement to building a resilient, informed, and engaged community. By combining rigorous investigations with proactive education and resource provision, the unit aims to reduce the impact of drug-related crime and promote a healthier New Bern. Residents are urged to stay informed, report suspicious activity, and support local initiatives to combat substance abuse. Together, we can create a safer, stronger community for all.

For more information or to get involved, contact the New Bern Police Department's Narcotics Unit at (252) 633-2020 or visit the department's website.

Drug Activity Citizen Calls for Service

Incidents & Arrests	2021 Total	2022 Total	2023 YTD	2024 Total
Total Arrests	1,328	1,335	1,127	1,242
Drug Arrests*	285	248	219	309



- **2024:** 384
 - **2023:** 450 (-14.7%)
- Potential Reasons for Decline:**

- Disruption of drug trafficking operations or networks in 2024 from previous years.
- Decreased activity in areas previously identified as drug hotspots.
- Proactively increased undercover and covert operations.

Violent Crime Unit



Protecting Our Community: The New Bern Violent Crime Unit

In the heart of New Bern, where families gather, children play, and neighbors connect, the New Bern Police Department works tirelessly to ensure safety and peace. At the forefront of this mission is the Violent Crime Unit (VCU), a dedicated team launched in 2021 to tackle the most pressing threats to our community: gun violence, drug distribution, and gang activity.

What is the Violent Crime Unit?

The VCU is a specialized team within the NBPD's Investigative Division, designed to target the root causes of violent crime. Comprising four skilled detectives, including a K9 unit trained to detect narcotics, and led by a sergeant and a lieutenant, the VCU operates from a field office alongside the NBPD's Narcotics Unit. This strategic setup enables the team to respond swiftly and effectively to incidents that pose a threat to public safety.

The VCU employs an intelligence-led approach, meaning it relies on data, crime trends, and community input to focus on individuals and groups that cause the most harm. Whether it's tracking illegal firearms, dismantling drug networks, or disrupting gang operations, the VCU's mission is clear: reduce violence and the fear it creates so every resident can live without worry.

A United Front: Collaboration for Safety

The VCU doesn't work alone. Its strength lies in partnerships with local, state, and federal agencies, all united in the goal of keeping New Bern safe. The Craven County Sheriff's Office joins forces for patrols and high-risk operations, while the Craven County District Attorney's Office ensures that arrests lead to strong prosecutions. The U.S. Attorney's Office and the FBI's Greenville Field Office bring federal resources to tackle major cases, and the U.S. Marshals Service helps apprehend dangerous fugitives. The North Carolina Probation and Parole Office provides critical insights on high-risk individuals, helping the VCU stay one step ahead.

A Safer New Bern, Together

The Violent Crime Unit is more than a team—it's a promise to the people of New Bern. By targeting violence at its source, working hand-in-hand with partners, and listening to our community, the VCU is building a future where every resident feels safe and valued. The memory of Nia'Loni Sheptock and others lost to violence fuels our resolve to keep fighting for a New Bern where peace prevails, and hope shines brightly.

SERVICES DIVISION

Accreditation

The New Bern Police Department received its 7th Advanced Certificate Award from CALEA in 2024. The New Bern Police Department is accredited by the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA). CALEA started in 1979 through the cooperation of several law enforcement organizations. Its primary goals are to create law enforcement standards and to offer an accreditation process that shows agencies meet recognized criteria for excellence in management and service.

Accreditation helps police departments improve crime prevention and control, establish fair management practices, and enhance service delivery. It also encourages cooperation with other agencies and builds public trust in the department. To earn accreditation, the New Bern Police Department thoroughly self-assessed its operations. After this, a team of independent law enforcement assessors evaluated the department. Reviewing documents and interviewing staff, these assessors check if the department meets the standards.

Accreditation lasts four years, during which the department must keep meeting the standards and submit annual compliance reports. After four years, the department undergoes another assessment for re-accreditation. Getting accredited is a significant achievement that shows professionalism and excellence. The process includes creating clear policies, training employees, ensuring their safety, and protecting their rights. Officers in the New Bern Police Department take pride in their work, knowing they adhere to the highest standards in law enforcement.

Animal Control Officer



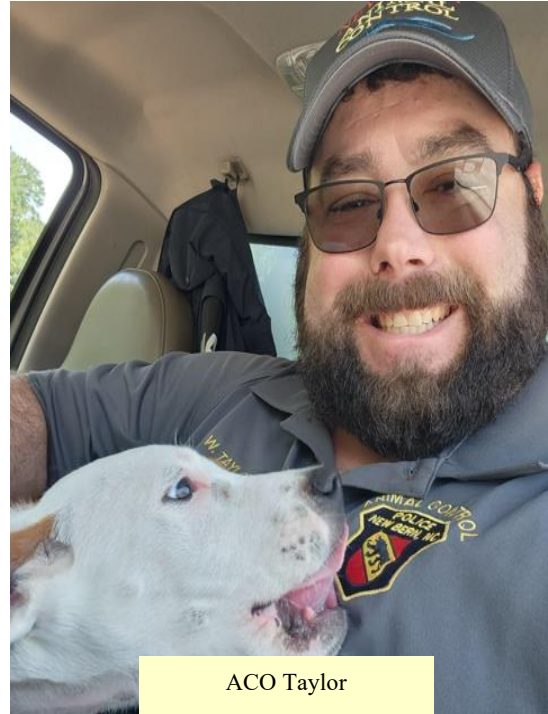
ACO Bahr

An animal control officer upholds laws safeguarding animal welfare and examines animal cruelty and neglect cases.

The officers respond to calls about stray, injured, or dangerous animals. Our team handles animal cruelty reports and ensures local animal control laws are followed. ACOs also respond to issues with stray or sick animals and issue fines for violations. Sometimes, assisting with cases of animal cruelty in court. The job includes capturing and caring for stray animals. Officers provide basic care in shelters, including feeding and cleaning animals. When necessary, they humanely euthanize animals.

Officers also assist with animal adoptions and help find lost pets for their owners. We educate the public about animal welfare and responsible pet ownership. Officers keep records of impounded animals and, when necessary, testify in court.

New Bern Animal Control responded to a call about a puppy abandoned in a cage near a parking lot. Animal Control Officers Bahr and Taylor described the situation as shocking, noting that the puppy was left without water and only a food bag. A note was attached to the cage requesting someone to care for the 12-week-old hound. Abandoning an animal is a class two misdemeanor, potentially resulting in fines or animal cruelty charges. The puppy was adopted at the Craven-Pamlico Animal Services Center. Our Animal Control Officers urge prospective pet owners to consider their long-term responsibilities before getting a pet.



ACO Taylor

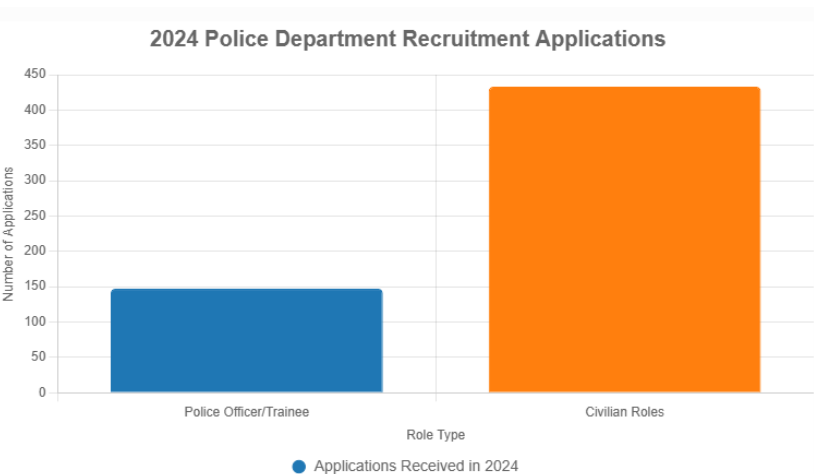
Animal Control Unit	2021 Total	2022 Total	2023 YTD	2024 YTD
Animal Bites	24	16	21	10
Animal Complaints	755	690	154	58
Animal Pickups	224	166	76	111
Animal Tethering	5	4	3	8
**Injured Animals	N/A	N/A	N/A	97
**Lost/Stray Animals	N/A	N/A	N/A	241
Request for Trap	227	174	191	123
Check Welfare	236	200	92	75
Wildlife Complaint	93	241	39	13
Total	727	1536	688	811
After Hour Calls	26	6	145	352

Recruitment



In 2024, our agency demonstrated its commitment to building a capable and trustworthy workforce through deliberate and strategic recruitment efforts. The recruitment process, a cornerstone of public safety, focused on attracting, evaluating, and onboarding candidates for various critical roles, including police officers, police trainees, telecommunicators, crime analysts, and civilian support staff. These positions collectively ensure effective law enforcement, community engagement, operational efficiency, and data-driven policing. Master Police Officer (MPO) Taylor is assigned the responsibility to process sworn officer applications, and MPO Longmire is assigned the responsibility to process civilian employee applications. The recruitment efforts prioritize candidates who embody professionalism, resilience, and a dedication to public service.

In 2024, the department's recruitment efforts were robust. For civilian roles, MPO Longmire oversaw the processing of approximately 433 applications for positions such as Police Service Technician, Telecommunicator, Crime Analyst, and various support roles. For sworn positions, MPO Taylor managed 147 applications for police officers and police trainees. This high volume of applications—580 in total - reflects the department's proactive outreach and strong community interest in public safety careers. Each applicant underwent rigorous screening, including background checks, interviews, skills assessments, and, for sworn officers, physical fitness tests and psychological evaluations, to ensure alignment with the department's values of integrity, accountability, and service.



To attract diverse and qualified candidates, the department participated in numerous recruitment events throughout 2024, including the MCAS Cherry Point Career Fair, Camp Lejeune Employment Expo, Craven Works Job Fair, Veterans Day Job Fair, and 4th Annual Careers on Wheels Fair, New Bern High School Job Fair, and East Carolina University Job Fair. These events targeted a wide range of applicants, from military veterans to young professionals, showcasing

rewarding career opportunities and emphasizing the department’s commitment to a workforce that reflects the community’s diversity and values.

The recruitment process extended beyond attraction to thorough processing and onboarding. Sworn officer candidates faced extensive training to prepare for the complexities of modern policing, while civilian candidates underwent meticulous evaluations to confirm their suitability for precision-driven roles. New hires participated in comprehensive orientation programs to instill the department’s mission, values, and operational protocols, ensuring all employees were equipped to contribute effectively. Scan the QR code to watch our recruitment video and visit our website at www.NewBernNC.gov for employment opportunities with the New Bern Police Department.



Up Close: Officer Taylor Helps Trainees Become Teams

Officer Taylor, a dedicated police officer and recruiter for the New Bern Police Department, shared how his work aligns with the agency’s mission to serve and protect the community. Reflecting on his role in recruitment, Taylor emphasized the importance of finding candidates who not only meet North Carolina’s certification standards but also embody the department’s values. “New Bern is special,” he said. “We advance our mission through our people. Our goal is to boost morale by building a diverse, motivated team—individuals who are qualified and eager to collaborate and improve the lives of those we serve.”

Taylor’s enthusiasm for recruitment stems from witnessing candidates’ growth. “It’s rewarding to see someone start on day one of the application process and follow their journey through training until they join a patrol team,” he said. “Knowing I helped them reach that point drives me every day.”

When reflecting on why he became a police officer, Taylor drew on his early experiences working at Krispy Kreme, where he observed officers’ camaraderie and community engagement. “From the outside, I admired their teamwork,” he recalled. “Now, as an officer, I see the power of

collaboration firsthand. It's like a sports team—when everyone works together, we achieve our shared mission. That sense of unity still inspires me.”

What sets New Bern apart? “We’re the perfect size,” Taylor said, likening the department to the Goldilocks story. “Some agencies are so large that officers feel lost, and the sense of family fades. Others are too small, limiting training and career growth. New Bern strikes the right balance. We offer specialized duties and advanced training, yet we’re small enough for everyone to know each other and build strong bonds—both on and off duty.”

Taylor concluded with a heartfelt reflection on the department’s community impact. “Before joining, I had no idea how many programs and outreach efforts we’re involved in, especially for kids,” he said. “Being part of that makes me incredibly proud to serve New Bern.”



Ofc Taylor and Ofc Disney-Fanning
Swearing-in ceremony

Telecommunications

Public safety telecommunicators are the unsung heroes of emergency response, serving as the critical first point of contact in moments of crisis. They are the true "first-first responders," the calm and steady hub connecting callers in distress to the police, fire, and EMS personnel who spring into action. Their role is not just pivotal but foundational, ensuring that every emergency response is coordinated, efficient, and effective. At the New Bern Police Department, these telecommunicators operate with precision and teamwork that mirror the structure of the patrol teams, embodying a commitment to public safety that is both professional and deeply human.



Our Telecommunicators must address frantic 911 calls, such as a house fire, a medical emergency, or a crime in progress. The telecommunicator answers, their voice a lifeline in the chaos. They must quickly assess the situation, extract critical details, and relay precise information to responders, all while keeping the caller calm. This requires not only technical skill but also emotional resilience, as they navigate high-stakes scenarios where every second counts. They are the nerve center of the operation, dispatching units, coordinating resources, and maintaining real-time communication to ensure responders have the information they need to save lives and protect the community.

At the New Bern Police Department, the telecommunicators are organized into a highly effective four-team structure, mirroring the patrol teams' model. Each team consists of one Civilian Unit Supervisor and three telecommunicators, fostering a tight-knit unit where trust and collaboration are paramount. The Civilian Unit Supervisor provides leadership and oversight, ensuring smooth operations and adherence to protocols, while the telecommunicators handle the relentless flow of calls, radio traffic, and data management. This structure promotes accountability and efficiency, allowing each team to function as a cohesive unit under pressure.



TC Garriss and Garcia



CUS Day

Overseeing the entire operation is a dedicated Police Lieutenant, a role that underscores the department's commitment to excellence in telecommunications. The Lieutenant manages logistics, ensures compliance with state mandates, and maintains the high standards required for public safety operations. This leadership ensures that the telecommunicators are equipped with the training, technology, and support they need to perform their duties flawlessly, even in the most challenging circumstances.

The telecommunicators' work is relentless, often unseen, and emotionally taxing, yet their impact is immeasurable. They are the ones who hear the fear in a caller's voice and respond with clarity and compassion. They are the ones who guide responders to the right location, ensuring no detail is missed.

And they are the ones who, after the call ends, prepare for the next emergency, ready to do it all again. In New Bern, these professionals are not just part of the system—they are its heartbeat, driving the mission of police, fire, and EMS to protect and serve.

Up Close: Civilian Unit Supervisor (CUS) Day, Telecommunicators (TC) Garriss and Hayes



TC Garriss, CUS Day and
TC Hayes

At the heart of the New Bern Police Department's mission to ensure safety and enhance our citizens' quality of life lies our Telecommunications team's critical work. CUS Day, TC Garriss, and TC Hayes, as telecommunicators, are indispensable in connecting our community with the emergency services they need. As Communications Supervisor, Day ensures that calls are processed swiftly and accurately, utilizing protocols from the International Academy of Emergency Dispatch to dispatch the appropriate Fire, EMS, or Police units. She and her team provide lifesaving instructions to callers, bridging the gap until help arrives. TC Garriss addresses citizens' daily emergency needs, while TC Hayes efficiently dispatches units across the city. Together, their efforts strengthen the

department's commitment to timely, effective, and compassionate service, fostering a safer New Bern.

The drive to serve fuels each of their journeys. CUS Day was motivated to become a Communications Supervisor by her desire to mentor current and future staff, helping them grow and excel in their roles. She aims to instill confidence and continuous improvement in her team, ensuring they make a lasting impact. TC Garriss and TC Hayes, both drawn to New Bern after relocating, sought to continue their careers in telecommunications because of their passion for helping others. TC Garriss thrives on assisting her community, while TC Hayes finds fulfillment in supporting residents through challenging moments. All three of them have their own roles, and their personal goals are to make a meaningful difference in the lives of others.

Their paths to the New Bern Police Department were marked by opportunity and growth. CUS Day initially joined without fully understanding the role, feeling uncertain about her abilities. Over twelve years, with the support of her trainer and colleagues, she has built unshakable confidence and now works to empower her team with the same assurance. TC Garriss and TC Hayes, both newer to the area when they joined, were nervous about taking on new responsibilities. With several years of experience, TC Garriss has grown confident in her abilities, while TC Hayes, still early in her tenure, is steadily adapting and finding her footing. Their early apprehensions have evolved into a deep sense of purpose, reinforced by the department's supportive environment.

New Bern's unique charm inspires their work. TC Hayes values the city's small-town feel, TC Garriss is captivated by its rich history, and CUS Day appreciates the array of annual events—from festivals to community gatherings—that set New Bern apart. These qualities strengthen their connection to the community they serve. Through their experiences, they've gained profound insights: Hayes is learning the ropes as a newer employee, TC Garriss has discovered that teamwork makes the job more manageable, and CUS Day views the Telecommunications team as a family, united in supporting one another through highs and lows.

CUS Day, TC Garriss, and TC Hayes embody the New Bern Police Department’s dedication to service. Their tireless efforts in the Communications Center ensure that every call is answered with care, every unit is dispatched precisely, and every citizen feels supported in times of need. Their work upholds our mission to build a stronger, safer, and more connected New Bern.

Technology & Records

The New Bern Police Department thrives on the diverse contributions of its staff and CUS Broome, GIS Tech Compton, PST Frazier, and PST Adair-Nash exemplify this commitment through their dedicated service. As integral members of our team, they uphold the department’s mission to enhance community safety and quality of life through their unique roles. PST Adair-Nash, engaging directly with the public, delivers exceptional customer service, ensuring every interaction leaves a positive impact on the citizens of New Bern. PST Frazier, as a records technician, meticulously manages confidential files and reports, ensuring accuracy and timely dissemination to the public, the District Attorney, and other law enforcement agencies. Together with CUS Broome and GIS Tech Compton, their efforts strengthen the department’s ability to serve with integrity and foster trust within the community.

Their motivations reflect a shared passion for service. PST Adair-Nash sought a role where she could leverage her background to help others, aligning with her goal of making a meaningful impact in New Bern. PST Frazier was inspired by the opportunity to serve the community, a value instilled by her aunt, and her love for record-keeping made the records technician position a perfect fit. Both women joined the department to contribute to a community they cherish, with PST Adair-Nash drawn to a department she could be proud of, and PST Frazier motivated by a family legacy of service. Their roles enable them to achieve personal goals of community engagement and professional excellence, thereby reinforcing their commitment to New Bern.

Joining the New Bern Police Department marked a significant step for each. PST Adair-Nash, new to the area, was eager to learn about her new community and work for a department that she could take pride in—a sentiment that remains strong to this day. PST Frazier, inspired by her aunt’s example, joined to serve New Bern and has grown in her role as a records technician. Initially, both faced the challenges of adapting to new responsibilities, but their pride in serving with the department has only deepened. They value the opportunity to work in a supportive environment that reflects the department’s commitment to its staff and community.

New Bern’s unique charm fuels their dedication. PST Adair-Nash is captivated by the city’s embrace of its rich history, exemplified by the iconic bears displayed throughout town, which showcase community pride. PST Frazier cherishes the city’s historical significance, stunning waterfront, museums, art galleries, and the strong unity between the community and the department. These distinctive qualities inspire their work and reinforce their connection to the city they serve. Through their experiences, they’ve gained valuable insights: PST Adair-Nash, new to law enforcement, has come to appreciate the hard work and daily risks faced by officers, while PST Frazier has learned the importance of truthfulness in all aspects of her role.

CUS Broome, GIS Tech Compton, PST Frazier, and PST Adair-Nash embody the New Bern Police Department’s mission to build a safer, stronger community. Whether through direct public

interaction or meticulous record-keeping, their contributions ensure that our department remains a trusted partner to the citizens of New Bern. Their dedication, rooted in a desire to serve and pride in their community, continues to make a lasting difference.

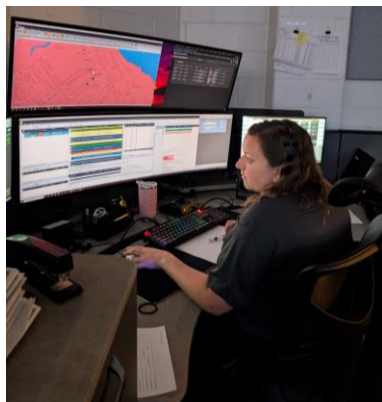


Special Olympics Touch Run



In Eastern North Carolina, home to military bases such as Camp Lejeune and Cherry Point, veterans comprise nearly 10% of the population. The New Bern Police Department, known for its military friendliness, has long recruited veterans who transition from national to community service. In 2021, the department launched the Military Pin Program, allowing veteran officers to display their service on Class A uniforms. The pin honors their service and helps connect our officers with veterans in crisis. Similar to Crisis Intervention Team pins, it fosters trust, especially for veterans facing PTSD, enhancing community safety and support.

ALL IN A DAY'S WORK



Community Outreach



(Left to Right) Sgt Fisher, Ofc Russell,
Det Tozer, Ofc Taylor

Community outreach fosters strong connections between law enforcement and the community, enhances public safety, and addresses local issues. This is accomplished through various efforts, such as organizing community events, offering educational programs, performing neighborhood patrols, and attending community meetings. These initiatives reflect the police department's dedication to nurturing trust and strengthening partnerships with citizens.

The Community Outreach Sergeant is tasked with coordinating initiatives encouraging community participation, overseeing police department fleet operations, and supporting the management of the agency's social media platforms and website. These outreach efforts strengthen relationships and partnerships between law enforcement and the community, emphasizing safety, trust-building, and addressing local concerns through education, interaction, and collaboration.

Up Close: Sergeant Fisher

As the Community Outreach Sergeant for the New Bern Police Department, Sergeant Fisher is deeply committed to fostering meaningful connections between the department and the citizens she serves. Her work centers on partnering with residents and businesses to enhance the quality of life in our vibrant community, aligning directly with the New Bern Police Department's mission to build trust and strengthen community bonds. By engaging collaboratively, she strives to ensure that our citizens view their police department not just as a law enforcement agency, but as a dedicated partner in creating a safer, more connected New Bern.

Sergeant Fisher's passion for community outreach stems from a lifelong desire to make a positive impact. Growing up in Beaufort, NC, she was inspired by New Bern's rich history and tight-knit community, which reminds her of home. A pivotal moment in her youth further shaped her path: an encounter with a New Bern police officer who took the time to investigate her case and deliver justice. That experience left an indelible mark, motivating Sergeant Fisher to join the New Bern Police Department and give back to the community that helped shape the life she is proud of today. Now, as Community Outreach Sergeant, she finds immense fulfillment in connecting with citizens and working to improve their lives meaningfully. This role perfectly aligns with her personal goal of fostering positive change.


COMMUNITY ENGAGEMENT

How the NBPD Engages with the Community

NBPD's Citizen Police Academy

Course Topics Covered

- Officer Selection and Training
- Police Facility Tour
- Patrol Operations
- Meet and Greet with the Chief
- Traffic Laws
- Accident Investigation – Traffic laws
- Criminal Investigations
- Juvenile law
- Drugs and Narcotics – Gang Presentation
- Crime Scene and Evidence Collection
- Ride along & much more



In 2024, the New Bern Police Department's Citizens Police Academy (CPA) continued to strengthen community ties by educating residents about the role and operations of law enforcement. The 10-week program, held in spring and fall, welcomed 25 diverse participants who engaged in interactive sessions every Wednesday from 6:00 p.m. to 9:00 p.m. at the NBPD headquarters. Through classroom instruction, hands-on firearms training, and optional ride-alongs, attendees gained insights into patrol operations, criminal investigations, and community policing principles. Guided by Sergeant Fisher, the CPA fostered open dialogue, addressing community concerns and building trust. Graduates emerged as informed advocates, inspired to partner with NBPD in enhancing public safety. Aligned with our mission of Integrity, Professionalism, and Trust, the CPA exemplified NBPD's commitment to transparency and collaboration, empowering citizens to contribute to a safer New Bern. Anyone interested in participating in a future CPA course should reach out and speak directly with the NBPD's Community Engagement Sergeant at 252-627-4200.

United Badges Blood Drive

The 2024 "United Badges" blood drive exemplified our collective commitment to community service and life-saving initiatives. We collected 252 units of blood, falling just two units short of our all-time record, a testament to the generosity of donors and the dedication of volunteers.

Our decades-long partnership with the American Red Cross continues to address critical blood supply needs. The "United Badges/Battle of the Badges" initiative, launched in 2018, added a competitive spirit, boosting participation and engagement.

The "United Badges" theme was particularly meaningful in 2024, as it welcomed our new Fire-Rescue Chief, Damien Locklear. It celebrated the unity of first responders and reaffirmed our dedication to protecting and serving the community. This event strengthened camaraderie and highlighted the profound impact of teamwork on our community's well-being.



PCO Buffa



Chief Gallagher and NBFD Chief Locklear



Red Cross Rep. Willis
and Ofc Harris



NBFD Chief Locklear



Ofc Hunsberger Ofc Ramsay



Chief Gallagher

Special Olympics



**Special
Olympics**

significant funds and built strong community ties, amplifying the voices of Special Olympics athletes. In 2024, they raised \$17,051, ranking 24th among 122 agencies statewide, driven by Lt. Dubai's leadership in events like the Polar Plunge, a golf tournament on September 13, and a Jeep Rally on May 18, all benefiting athletes.

The New Bern Police Department's commitment to Special Olympics North Carolina, led by Lt. Dubai, exemplifies community spirit and inclusion through the Law Enforcement Torch Run (LETR). The department has raised

Looking ahead, the 2025 Golf Tournament on September 15 and a fall Jeep Rally aim to further this impact. Lt. Dubai's efforts, including the 6-mile Torch Run and fundraisers like Tennis with



Lt. Dubai (Pictured on the right)

the Pros, have raised over \$66,953 since 2003. Beyond logistics, he fosters inclusion by uniting officers, athletes, and residents through events culminating in the Special Olympics Summer Games in Raleigh. His work builds lasting friendships and a shared sense of purpose, making New Bern a more inclusive community. Lt. Dubai's leadership inspires all to carry the Flame of Hope, strengthening New Bern's support for Special Olympics athletes. In 2024, the New Bern Police Department raised an impressive \$17,051 during the LETR campaign, ranking 24th out of 122 agencies statewide, a testament to the department's dedication and Lt. Dubai's strategic vision. His leadership has transformed fundraising efforts into vibrant community events that engage residents and businesses alike.

From the exhilarating Polar Plunge on February 8 to meticulously organized golf tournaments and Jeep rallies, Lt. Dubai's initiatives have galvanized support for Special Olympics North Carolina. The 2024 Golf Tournament, held at The Emerald Golf Club on September 13, and the Jeep Rally on May 18, where participants showcased their vehicles for prizes, were standout successes, with all proceeds directly benefiting Special Olympics athletes.



Polar Plunge – Lawson Creek Park

Public Safety Cadets

The New Bern Public Safety Cadet (PSC) Program, established in 2021, is a national non-profit initiative to prepare young adults for careers in public safety, including law enforcement, fire services, and emergency medical services. Managed by active and retired public safety professionals, the program empowers youth aged 14 to 20 through a comprehensive curriculum focused on self-respect, confidence, professionalism, volunteerism, teamwork, and physical fitness. Cadets participate in hands-on activities such as ride-alongs with police officers, city special events, and rigorous training sessions with public safety personnel. They can also earn essential First Aid and CPR certifications and compete in skill challenges, all while serving in the honor guard. To join, applicants must be 14 to 20 years old, pass a mandated background check, maintain a minimum GPA of 2.0, and demonstrate good moral and ethical standards. Ultimately, the PSC Program offers more than career preparation; it fosters leadership skills and a strong commitment to community service among young individuals.



Additional Community Engagement Events

Coffee with a Cop - An informal gathering where community members can enjoy coffee while discussing local issues and building relationships with law enforcement.

Interfaith Refugee Ministry Presentation - A presentation focused on supporting and integrating refugee families within the community, highlighting available resources and opportunities.

Annual Chess Tournament - A competitive chess event between the New Bern Police Department's Knoble Knight's Chess Club and the Virginia Beach Police Department's Youth Chess Club.

Forensic Presentation at Epiphany School - A captivating talk about forensic science aimed at educating students about its role in solving crimes and its scientific methods.

Women's Day at New Bern High School - A celebration of women's achievements featuring speakers, workshops, and activities promoting leadership and empowerment among young women.

Grover C. Middle School AVID Program Tours - Guided tours showcasing the AVID (Advancement Via Individual Determination) program, designed to inspire students about college readiness and academic success.

New Bern 101 Presentation - An engaging introduction to the history, culture, and community resources of New Bern, tailored for new residents and interested community members.

Festival of Fun at Union Point - A lively event filled with games, music, and family activities, promoting community spirit and togetherness.

Leadership Craven Program Tour - An inside look at the Leadership Craven initiative, aimed at developing leadership skills among participants through education and community service.



Sgt. Weaver, PST Perry, TC Butler

Abundant Life Food Drive - A community effort to collect and distribute food to those in need, fostering compassion and generosity within the community.

Oaks Road Career Day - An opportunity for students to explore various career paths through presentations and interactions with local professionals from diverse fields.

Uniquely Capable Sneaker Ball Fashion Show - A showcase of local fashion designers and boutiques, celebrating creativity and innovation in the fashion industry while providing entertainment and inspiration.

Trent Court Family Fun Day - A vibrant community gathering filled with games, food, and activities for families residing in Trent Court, promoting unity and connection.

Bullying Presentation at Beartown Academy - An educational workshop to raise awareness about bullying and teach students strategies for prevention and support.

Shop with A Cop - Our 2nd annual “Shop with a Cop” event was held at Target. Target generously donated ten \$100 gift cards to support 10 children during the event. The New Bern Police Department worked with the Greater Duffyfield Residence Council to identify the children who would participate in this worthy event. Each child was escorted by a police officer or New Bern Police employee to select toys and gifts for the holiday season.

Mt. Calvary Church Trunk or Treat - A family-friendly event where community members decorate their vehicles for trick-or-treating, fostering a safe and fun environment for children.

Tabernacle Preschool Presentation - An informative session at Tabernacle Preschool discussing early childhood education programs and opportunities for young learners.

Situational Awareness Training - A workshop teaching participants how to recognize and react to potentially dangerous situations, enhancing safety in everyday life.

Touch a Truck Event - A hands-on experience for children and families to explore various vehicles and learn about the roles of different community services.

Stuff the SRV - This police and community event collects toys for children in need in our community and across the state to bring them holiday cheer. The toy drive in partnership with the Colonial Capital Rods & Classic Cars Club, CarolinaEast EMS, New Bern Fire-Rescue, and New Bern Parks & Recreation.

Juneteenth Celebration - A joyful community event commemorating the emancipation of enslaved people in the United States, featuring music, food, and cultural activities.

United Badges Blood Drive - A crucial event promoting blood donation to support local hospitals and patients in need, encouraging community involvement in saving lives.

Unity Community Fun Day - A celebration and connection for individuals and families, featuring activities promoting inclusivity and unity among diverse community members.



Sgt Fisher with Juneteenth Bear



Sgt. Garrard, Sgt. Fisher

Craven Terrace Welcome to Summer Kickoff - The New Bern Police Department conducted its first Kickoff to Summer event with Craven Terrace Apartments. The department collaborated with community stakeholders such as the Mediation Center of Eastern North Carolina and the Coastal Coalition for Substance Awareness and Prevention (CCSAP). Participants spent time with various community resources, learning about different topics impacting child safety, such as the dangers of vaping and substance abuse. As a part of this program, participants created vision boards to help them set goals and make safe decisions during summer break. Officers simulated vaping by breathing through a straw.

CCSO Summer Camp Program Tour - A look into the summer camp program hosted by the Craven County Sheriff's Office, promoting youth engagement and positive community activities.

Back-to-School Meet and Greet Initiative - A community program providing school supplies, resources, and support to students and families in preparation for the academic year. Partnered with local elementary schools

Preschool Halloween Event - A fun-filled Halloween celebration for preschoolers featuring safe trick-or-treating, games, and spooky activities.

Black and Spooky Halloween Party - An exciting Halloween gathering celebrating culture with fun activities, contests, and themed decorations.



Ofc Collins, K9 Chase, Sgt. Weaver

Dangers of Social Media Workshop - An educational workshop to raise awareness about the potential risks of social media, providing tips for safe online behavior.

Forensic Science Class Presentation (Various Locations) – Two forensic technicians, Detectives Kelly and Lee, delivered a presentation to high school students, introducing the application of scientific principles in crime scene management.





**POLICE AND
COMMUNITY
COME
TOGETHER
HERE**



Boots vs. Badges Softball Game

In September, the New Bern Fire-Rescue team faced off against the New Bern Police Department in the 7th Annual Boots vs. Badges Softball Game at Kafer Park. This fun-filled event, open to the public, brought the community together for a lively display of teamwork and friendly competition. Spectators were encouraged to donate food items to support Religious Community Services (RCS), contributing to efforts to aid those in need. The New Bern Fire and Rescue team emerged victoriously, showcasing their skills in a hard-fought match. Both teams demonstrated outstanding sportsmanship, making the game a memorable celebration of community spirit and camaraderie.



MENTAL ILLNESS & CRISIS RESPONSE FOCUS

THE RHA CO-RESPONDER PROGRAM

The Co-Responder Program, now in its fourth year, pairs licensed mental health clinicians from RHA with New Bern Police Department officers to enhance early intervention for individuals with Behavioral Health (BH) and Intellectual Developmental Disabilities (IDD). This partnership aims to reduce unnecessary hospitalizations and incarcerations while improving the management of police calls for service. From January to December 2024, the program handled 445 calls for service, with an average diversion rate of 93.9%, meaning nearly 94% of cases were redirected to appropriate care rather than resulting in hospitalization or incarceration. Key goals include:

1. Preventing unnecessary incarceration and hospitalization.
2. Providing care in the least restrictive environments.
3. Reducing duplication of mental health services.
4. Enabling officers to return to patrol more quickly.
5. Ensuring safety through a collaborative approach.

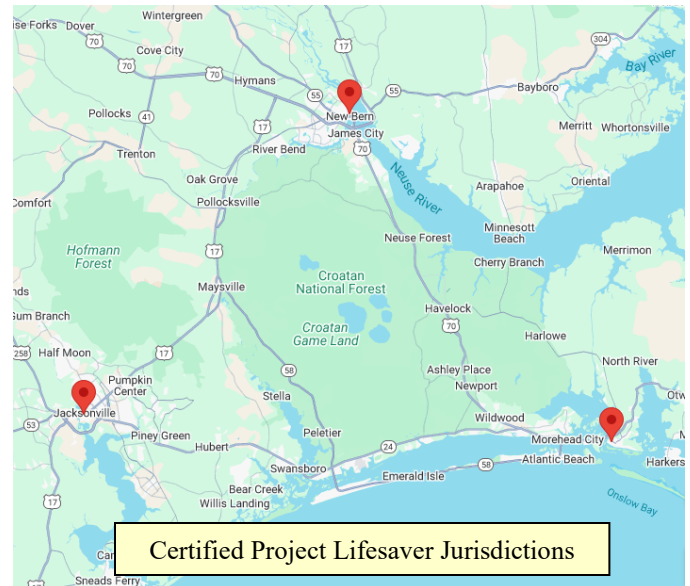


Month	# of Calls	Diversion	Month	# of Calls	Diversion
Jan-24	38	97%	Jul-24	34	94%
Feb-24	38	91.8%	Aug-24	34	94%
Mar-24	38	100%	Sep-24	43	100%
Apr-24	31	97%	Oct-24	51	93%
May-24	32	88%	Nov-24	39	95%
Jun-24	28	85%	Dec-24	39	92%



PROJECT LIFESAVER

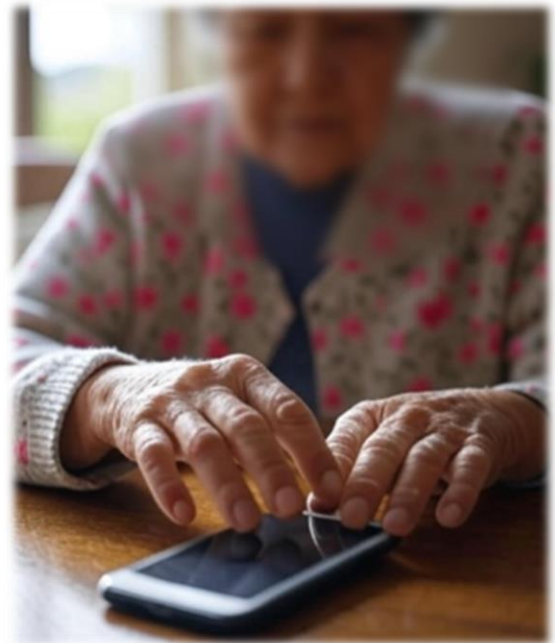
The New Bern Police Department, in partnership with the Eastern Carolina Council Area Agency on Aging (ECCAA), actively supports and implements Project Lifesaver, a program operated by Project Lifesaver International, a 501(c)(3) nonprofit. Project Lifesaver is a leading international search and rescue initiative designed for public safety agencies to assist at-risk individuals prone to life-threatening wandering due to cognitive conditions such as Alzheimer's, autism, or dementia. New Bern is one of only three cities within a 50-mile radius equipped with this technology, as depicted on the map below. Certified personnel from the New Bern Police Department and New Bern Fire-Rescue operate the program, which uses radio frequency tracking via bracelets to locate enrolled individuals quickly. The primary mission of Project Lifesaver is to provide timely responses to save lives and prevent injuries among adults and children with cognitive conditions. Contact ECCAA Director Brown at (252) 638-3185 for more information.



C.A.R.E.

The Call, Answer, Response, Empower, program, also referred to as C.A.R.E. is a community-based initiative designed to support elderly citizens and individuals with conditions that may affect their ability to respond in a crisis. The program was formally known as RUOK, which facilitates regular check-ins and emergency response to ensure the safety and well-being of participants, helping them maintain independence while providing peace of mind for their families and caregivers. The program encourages families to register elderly individuals or those with specific medical or cognitive conditions (e.g., dementia, mobility issues) that could impact their response during emergencies.

If you are interested in learning more about the program or want to enroll in C.A.R.E., please call (252)-672-4135.



PERSONNEL UPDATES



Ofc Zak received the Medal of Heroism “from the Sons of the American Revolution.”



Ofc Bahr



CUS Broome



TC Garriss



Ofc Russell

Certificates and Awards

Back the Blue Award

Ofc Bahr

Civilian Employee of the Year

CUS Broome

Telecommunicator of the Year

TC Garriss

Civitan of the Year

Ofc Russell

Medal of Distinguished Service

Ofc Litterio

Ofc Bagby

Ofc Rochelle

Chiefs Unit Citation

Sgt Garrard

Det Lee

Ofc Ramos

Det Rhodes

Ofc Salen

Det Arnold

Det Oliver

Ofc Khamrin

Ofc Cortes

Det Bahr

Ofc Moreis

Det Robinett

Ofc Cruz

Ofc Tozer

Ofc Disney-Fanning

WELCOME ABOARD!

Newly Sworn and Non-Sworn Employees

Ofc Hughes

Ofc Harris

Ofc Murchinson-Robb

TC Hayes - Telecommunications

PST Campbell – Property and Evidence

Ofc Heath

Ofc Rogers

Ofc Gregor – Officer Trainee

Ofc Beachy - Officer Trainee

Ofc Stocks - Officer Trainee

Ofc Shimel

PST Bahr – Facilities and Supplies

Promotions



Lieutenant Zerby



Sergeant Leggett

Retirements



K-9 Ax, last shift with Ofc Salen



PST Kenyear and Lt McInnis



Lieutenant McInnis
03/11/1998 - 12/01/24



Police Service Tech Kenyear
03/05/2003 - 11/01/24



K9 AX
08/2016 - 10/22/24

Testimonials & compelling stories from our citizens

Dear Chief Gallagher,

I am writing to express my sincere gratitude for the outstanding service provided by Officer X.X. Rios in resolving a recent issue in my neighborhood. His professionalism and dedication went above and beyond my expectations, and I feel compelled to acknowledge his exceptional efforts. After discovering that my mailbox had been severely damaged, I initially suspected vandalism and contacted the New Bern Police Department to file a report. When Officer Rios arrived, I shared the details I had, including information from a neighbor who mentioned that several other mailboxes in the area had been damaged and suspected the City of New Bern Public Works Department might be involved.

At first, I assumed Officer Rios was simply taking the report to fulfill the process, but to my surprise, he returned to my home the following day with a thorough update. He had personally reached out to the City of New Bern, confirmed that Public Works was indeed responsible for the damage, and informed me that repairs to my mailbox were already scheduled for the next day. What impressed me most was his dedication to ensuring he had all the facts before updating me, demonstrating a level of care and attention that is truly commendable. As someone married to a retired NYPD officer, I recognize and deeply appreciate the extra effort it takes to provide such thoughtful follow-through.

Please extend my heartfelt thanks to Officer X.X. Rios for his professionalism, diligence, and exceptional customer service. His actions reflect highly on the New Bern Police Department and serve as a testament to the strong commitment your team has to our community. Thank you again for the excellent work your department does to keep New Bern safe and well-served.

*Sincerely,
Patricia XXXX*

~~~~~  
Chief Gallagher,

*I am writing to commend your Parking Officer Buffa and your Officer that was called to assist this past Sat. Nov. 2<sup>nd</sup> 2024. I am the Owner of The Gardens At Isaac Taylor & Tildy Floral Designs. This past Saturday was had a wedding at our venue, there was a car parked in our driveway. I placed a call to Phil; I knew that he and the other Parking Officers were not working but he would be able to advise me on what to do. He answered right away, and advised that I call the New Bern non-emergency number. He provided me with the number. The dispatcher took my information, and an Officer was out to my location rather quickly. He explained my options, tried to reach the owner of the car. He, after calling three times, left her a voicemail message and then came back to me and gave me an update of the situation. He explained that I could then wait for a while or call a private towing company. I opted to contact Gray's towing as I still had vendors and guests arriving soon. Gray's arrived and towed the car. I wanted to let you know how willing your Parking Officer was to answer, even though it was his day Offc How professional you Officer was, and how well you staff over all is. I thank you for all that they do for the downtown businesses.*  
Best, Rachel XXXX

Chief Gallagher:

*This is to acknowledge and thank several of your officers (Officer Salen, Officer Litterio, Officer Bagby, Sgt Garrard, and our RHA co-responder, D.H.) who escorted my son, S.P. (full name redacted), to the hospital emergency room during a recent unfortunate mental health crisis he experienced.*

*Under the circumstances the officers handling this matter acted professionally, even kindly, one later called to inquire about subsequent developments. These subsequent matters were- thanks to the intervention of Brynn Marr Hospital in Jacksonville- that S.P. is back on his meds; and last night, by phone, sounded normal, almost optimistic about the future. We are cautiously optimistic that he will accept the medical regimen he must follow. The professional conduct of your men did nothing less than prevent S.P. from harming himself or others.*

*John XXXX (who you may remember as Will Rogers)*

~~~~~  
Good evening Mr. Gallagher.

I wanted to take a minute to commend one of your officers, Cruz. I met my daughter this evening at the Cove City/Trenton exit to deliver food for her and her husband. He had some minor surgery yesterday and my husband and I had their kids in our car. We pulled over to the side of the road to make the dinner swap, and I turned on my flashers since it had gotten dark. Not long after we pulled over, a police car pulled up behind my car with blue lights flashing. This always gives me the feeling that I've been called to the principal's office. What does that say about me at 66 years old? The officer got out of the car and was just making sure everything was OK. Now, this young man was off the clock and headed home to Onslow County!!!! But he took the time to check on us!!!!!! What a wonderful example of servant leadership. Please thank him for us. The residents of New Bern are truly blessed to have someone that is this caring looking out for us.

*Joyously,
Cherri XXXX*

~~~~~  
**ALL:** *This weekend, I had occasion to speak to a citizen (Maurice) who wanted to thank officers for their actions and compassion in dealing with a very serious situation. Maurice reported that on Friday, January 12, 2024, officers arrived at 721 XXXX Ln when he called police, fearing his neighbor, 90-year-old XXXX XXXX, had not been heard from and he feared she may need help. The officers were able to gain entry by removing the storm door without damaging it and were able to rescue Mrs. XXXX, who was lying on the floor and unable to get up. It is likely she was there for many hours if not days. Rescue was called and transported her to the hospital for treatment and Child Protective Services (CPS) was notified of the incident for possible follow-up. I was able to do some research and determined the officers involved were **Officer Russell, Muna** and **Sergeant Hughes**. Maurice's comment to me was that each of you impressed him with your professionalism and commitment. He was also impressed that you took the time to replace the storm door before leaving. He stated, "they didn't have to do that, but they did." He raved*

about the New Bern Police Department for several minutes and asked that I pass on his deep-felt appreciation.

Well done and thank you for your dedication to our mission and for positively impacting our community.

Chief Gallagher

done it without your help. I fully understand the law but know that sometimes there are reasons to do what you two did. I hope when you get 91 years old you will be extended the same courtesy you extended to me.

Enclosed is a small card "The Rules Of Life" which I have strung to help you two as living by the Rules Of Life!

Thank you again

Sincerely,  
Dr. XXXXX

Please excuse my scribbling

Dear Mr. Brown and Mr. Sanderlin,  
I want to thank you for helping me while I was in New Bern this week and forgot to put my handicapped placard in my windshield area so it could be visibly seen. When you get 91 years old you don't always remember to do things like that.

Mr. Sanderlin, I can't tell you how much I appreciate your assistance helping me get in the building and back to my car. Could never have done it without your help. I fully understand the law but know that sometimes there are reasons to do what you two did. I hope when you get 91 years old you will be extended the same courtesy you extended to me.

Sincerely Dr. XXXXX

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Sincerely Dr. XXXXX

# CALLS FOR SERVICE (CFS)

| Types of Calls for Service     | 2024 | 2023 | Totals | Δ    |
|--------------------------------|------|------|--------|------|
| Traffic Stops                  | 9405 | 6767 | 16172  | 33%  |
| Security Checks, Business      | 4802 | 4795 | 9597   | 0%   |
| Security Check, Residential    | 1940 | 1953 | 3893   | -1%  |
| Follow Up/Supplemental         | 1906 | 2027 | 3933   | -6%  |
| Citizen Assist                 | 1708 | 1895 | 3603   | -10% |
| Business Alarm                 | 1507 | 1421 | 2928   | 6%   |
| Assist Other Agency            | 1283 | 1216 | 2499   | 5%   |
| Check on the Welfare           | 1162 | 1094 | 2256   | 6%   |
| Directed Patrol                | 949  | 1203 | 2152   | -24% |
| Disturbances                   | 828  | 867  | 1695   | -5%  |
| Trespassing                    | 753  | 805  | 1558   | -7%  |
| Field Interview                | 728  | 337  | 1065   | 73%  |
| Larceny                        | 669  | 615  | 1284   | 8%   |
| Commitment Papers              | 622  | 572  | 1194   | 8%   |
| 911 Hangup call                | 594  | 457  | 1051   | 26%  |
| Foot Patrol                    | 580  | 620  | 1200   | -7%  |
| Suspicious Vehicles            | 548  | 498  | 1046   | 10%  |
| Harassment                     | 483  | 547  | 1030   | -12% |
| Extra Duty                     | 482  | 574  | 1056   | -17% |
| Assist Motorist                | 477  | 300  | 777    | 46%  |
| Wanted/Warrant                 | 477  | 371  | 848    | 25%  |
| Lost/Stray/Unwanted Animal     | 470  | 343  | 813    | 31%  |
| Administration                 | 458  | 146  | 604    | 103% |
| Noise Complaint                | 457  | 477  | 934    | -4%  |
| Parking Complaint              | 415  | 251  | 666    | 49%  |
| Residential Alarm              | 402  | 406  | 808    | -1%  |
| CIT/Mental Disorder            | 393  | 501  | 894    | -24% |
| Drug Activity                  | 384  | 450  | 834    | -16% |
| Fraud / Forgery                | 367  | 359  | 726    | 2%   |
| Suspicious Person              | 363  | 317  | 680    | 14%  |
| Traffic Compliant              | 360  | 381  | 741    | -6%  |
| Civil Standby / Keep the Peace | 343  | 293  | 636    | 16%  |
| Subpoena                       | 332  | 293  | 625    | 12%  |
| Hit and Run Crash              | 320  | 310  | 630    | 3%   |
| Domestic Disturbances          | 313  | 304  | 617    | 3%   |
| lost/Found Property            | 312  | 318  | 630    | -2%  |
| Transportation                 | 261  | 242  | 503    | 8%   |
| Damage/Vandalism               | 253  | 297  | 550    | -16% |
| Assault                        | 233  | 174  | 407    | 29%  |
| Traffic Hazard                 | 217  | 199  | 416    | 9%   |
| RUOK/CARE                      | 202  | 300  | 502    | -39% |
| Nuisance/Solicitation          | 196  | 224  | 420    | -13% |
| Suspicious Activity            | 194  | 226  | 420    | -15% |
| Bank Escort - City             | 181  | 0    | 181    | 200% |

In 2024, the New Bern Police Department (NBPd) handled a wide range of calls for service (CFS), reflecting notable shifts from the previous year. Approximately 48.8% of all calls were non-law enforcement activities that did not involve governmental powers, such as arrests or citations. These efforts highlight NBPd's commitment to its community caretaker role, prioritizing support and welfare of our community. The table on this page lists the top 74 CFS categories by volume for 2024, including 2023 statistics, totals, and the percentage change (Δ) from the previous year. Note: Total CFS for 2024 is 43,766. 2023 Total is 41,484.

| Types of Calls for Service  | 2024 | 2023 | Totals | Δ    |
|-----------------------------|------|------|--------|------|
| Missing / Found Person      | 177  | 173  | 350    | 2%   |
| REPO                        | 170  | 97   | 267    | 55%  |
| Family Disturbance          | 149  | 98   | 247    | 41%  |
| Injured Animal              | 146  | 111  | 257    | 27%  |
| Animal Trap                 | 137  | 193  | 330    | -34% |
| Suicidal Person             | 131  | 129  | 260    | 2%   |
| Community Meetings          | 128  | 97   | 225    | 28%  |
| Animal Welfare              | 126  | 115  | 241    | 9%   |
| Animal Pick Up              | 122  | 77   | 199    | 45%  |
| Residential B&E             | 118  | 147  | 265    | -22% |
| Traffic Crash (Unk)         | 117  | 152  | 269    | -26% |
| GHSP                        | 116  | 0    | 116    | 200% |
| Traffic Crash w/ Injuries   | 116  | 114  | 230    | 2%   |
| Commitment Papers CEMC      | 115  | 1237 | 1352   | 166% |
| DWI/Drunk Driving           | 107  | 91   | 198    | 16%  |
| Escort/Funeral              | 104  | 101  | 205    | 3%   |
| Special Operation           | 103  | 253  | 356    | -84% |
| Animal Cruelty              | 97   | 104  | 201    | -7%  |
| School Visits               | 95   | 80   | 175    | 17%  |
| Intoxicated/Impaired Person | 90   | 85   | 175    | 6%   |
| Dangerous Animal            | 88   | 107  | 195    | -19% |
| Shots Fired                 | 88   | 162  | 250    | -59% |
| Vehicle B&E / Larceny       | 86   | 122  | 208    | -35% |
| Overdose / Poisoning        | 83   | 122  | 205    | -38% |
| C&R Driver                  | 79   | 89   | 168    | -12% |
| Check CARE Resident         | 75   | 0    | 75     | 200% |
| Animal Complaint            | 71   | 178  | 249    | -86% |
| Bear Sticker                | 70   | 53   | 123    | 28%  |
| Death Investigation         | 70   | 87   | 157    | -22% |
| Weapon Incident             | 70   | 71   | 141    | -1%  |

The New Bern Police Department's (NBPD) C.A.R.E. program ensures the safety of at-risk citizens through daily phone check-ins with vulnerable individuals, such as the elderly or those with health issues. If contact fails, officers conduct prompt welfare checks, reassuring families. Participation dropped 39%, prompting increased promotion efforts for 2025.

In 2024, calls for service with 25+ incidents showed shifts from 2023. Field Interviews, Traffic Stops, Bike Patrols, Community Meetings, Assist Motor Vehicles, and School Visits rose significantly, reflecting proactive engagement. Shots Fired, Commercial Break-ins, and Overdose/Poisoning calls saw the largest declines, signaling positive trends.

NBPD's community caretaker role included 1,708 Assist Citizen calls for non-emergency support and 580 Foot Patrols to enhance neighborhood presence and trust. Community Meetings increased to 128, and School Visits rose to 95 from 80, strengthening ties with residents and students.

For crisis response, NBPD managed 393 CIT/Mental Disorder calls with specialized training and 1,162 Check on the Welfare calls, underscoring commitment to well-being.

Enforcement activities included 9,405 Traffic Stops, up significantly from 2023, and 4,802 Security Checks, which remained consistent from the previous year. Suspicious Persons reports rose to 363, Suspicious Vehicles to 548, DWI/Drunk Driving to 107 from 91, while Traffic Crashes with Injuries slightly declined.



2024 Percentage of CFS Activity

# CRIME AND INTERNAL AFFAIRS DATA

## Crime Summary

In 2024, the City of New Bern had a violent crime rate of **360.0** per 100,000 people. This is a **21.5% increase from 2023**, when the rate was **296.4**. There were 116 violent offenses reported this year, showing an increase from 93 in 2023. Violent crime includes Aggravated Assault, Homicide, Rape and Robbery.

The City of New Bern's property crime rate is **1989.1** per 100,000 people, which is a **20.9% decrease** from 2023. There were 641 reported property crimes throughout the city. Property crimes include Arson, Burglary, Larceny, Motor Vehicle Theft, and Theft from Motor vehicles.

The percentage change from the five-year average is a decrease of **13.0%** for the year 2024. Correspondingly, there was a **14.2% decrease** in total crimes from 2023 to 2024, and the city's five-year average has decreased steadily over the last seven years.

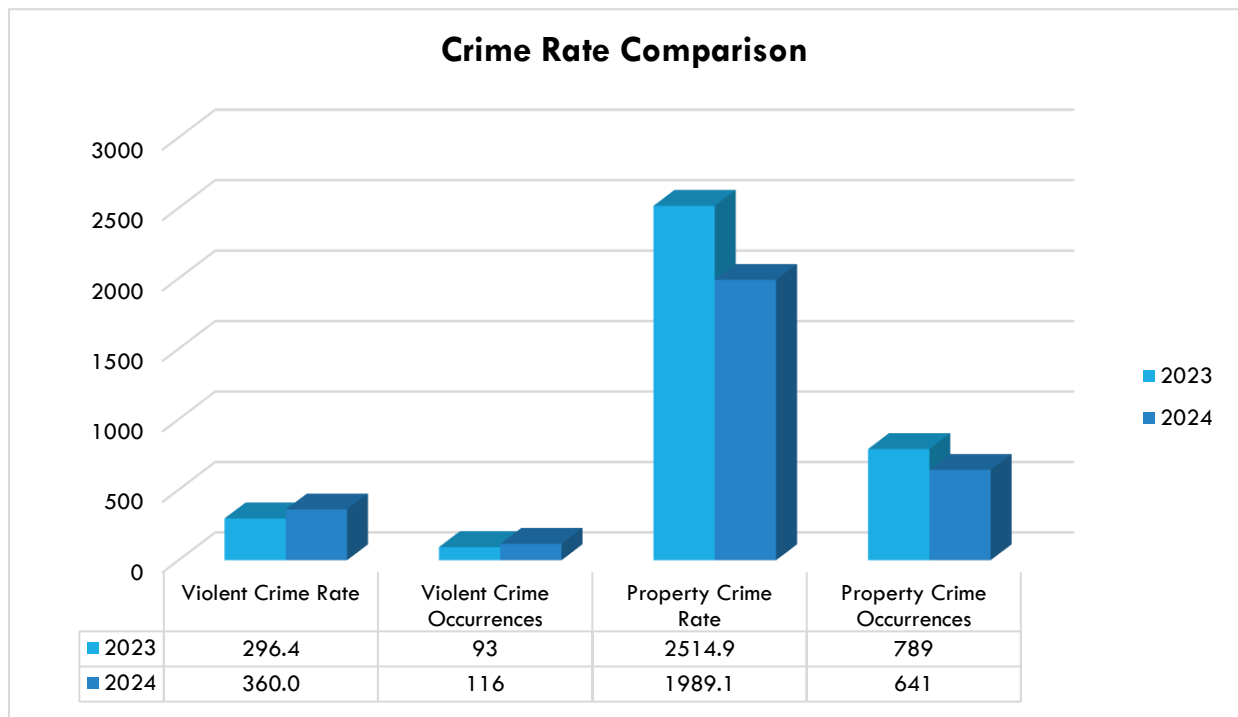


Chart displays a comparison of the crime rate and occurrences.

## Part 1 Occurrences Crimes By Year

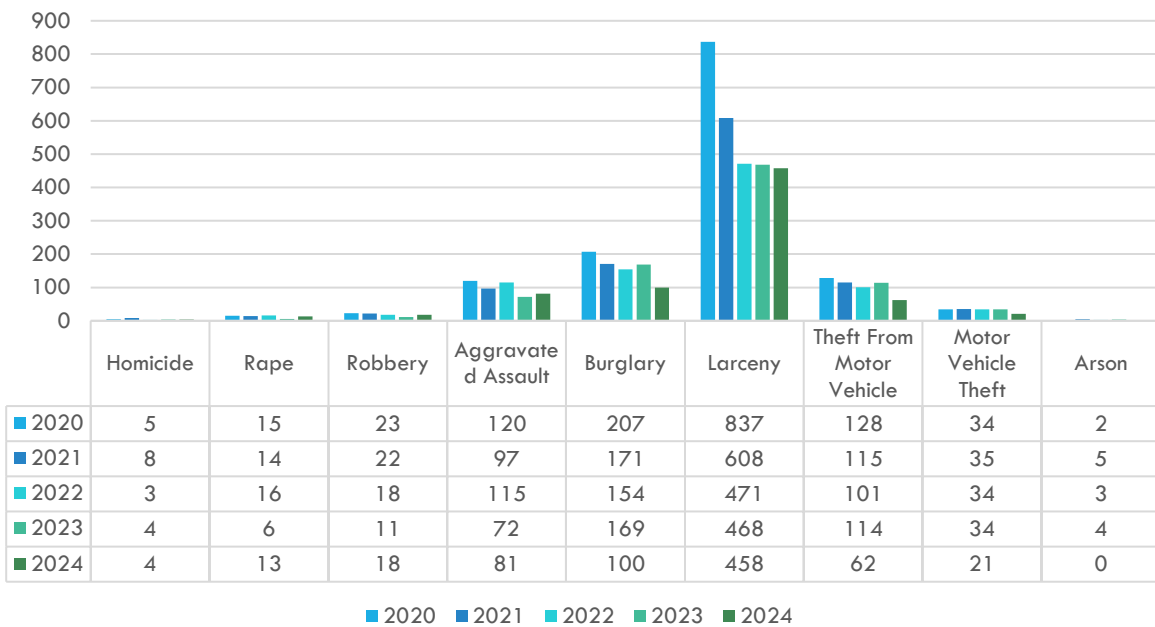


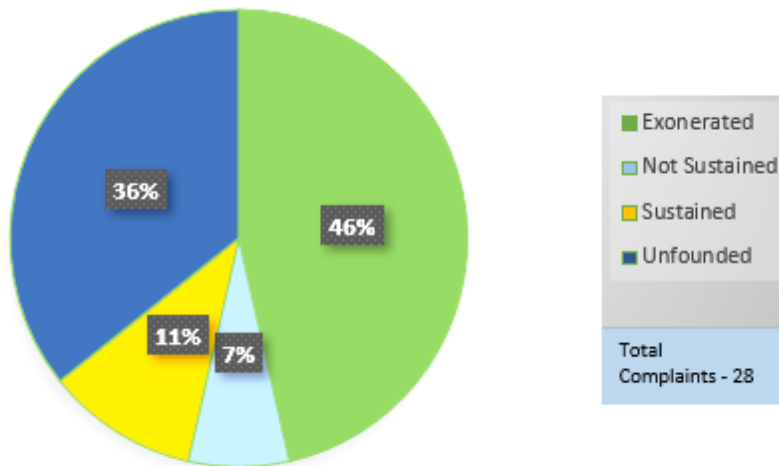
Chart displays the crime totals for the previous five years.

|                                 | <u>2020</u> | <u>2021</u> | <u>2022</u> | <u>2023</u> | <u>2024</u> | <u>5 Year Avg.</u> |
|---------------------------------|-------------|-------------|-------------|-------------|-------------|--------------------|
| <b>Homicide</b>                 | 5           | 8           | 3           | 4           | 4           | 4.8                |
| <b>Rape</b>                     | 15          | 14          | 16          | 6           | 13          | 12.8               |
| <b>Robbery</b>                  | 23          | 22          | 18          | 11          | 18          | 18.4               |
| <b>Aggravated Assault</b>       | 120         | 97          | 115         | 72          | 81          | 97.0               |
| <b>Burglary</b>                 | 207         | 171         | 154         | 169         | 100         | 160.2              |
| <b>Larceny</b>                  | 837         | 608         | 471         | 468         | 458         | 568.4              |
| <b>Theft From Motor Vehicle</b> | 128         | 115         | 101         | 114         | 62          | 104.0              |
| <b>Motor Vehicle Theft</b>      | 34          | 35          | 34          | 34          | 21          | 31.6               |
| <b>Arson</b>                    | 2           | 5           | 3           | 4           | 0           | 2.8                |
| <b>Total</b>                    | 1,371       | 1,075       | 915         | 882         | 757         | 1,000              |

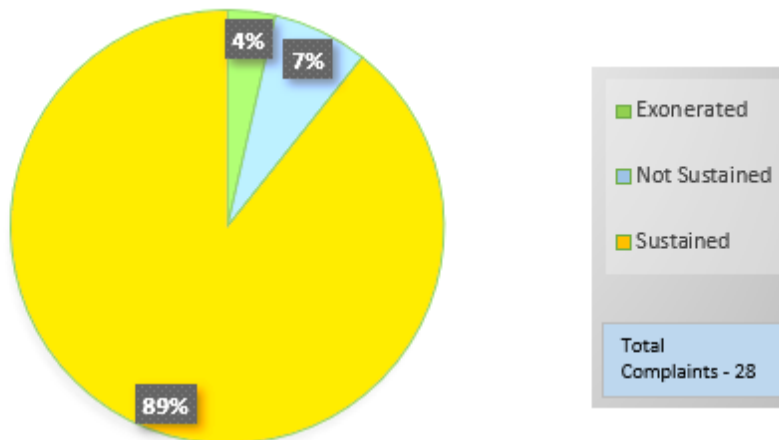
Chart Displays Number of Part 1 Crime Occurrences and the 5-year average.

## INTERNAL AFFAIRS

### External / Citizen Complaints



### Internal / Directed Complaints



|                                                  |    |
|--------------------------------------------------|----|
| TOTAL CITIZEN AND INTERNAL COMPLAINTS:           | 56 |
| TOTAL USE OF FORCE:                              | 36 |
| USE OF FORCE INVOLVING INJURIES TO THE OFFICERS: | 8  |
| USE OF FORCE INVOLVING INJURIES TO SUSPECTS:     | 12 |

## IDENTIFICATION AND BURIAL OF STAFF SERGEANT ROBERT L. FERRIS JR.



Sergeant Hargett salutes the Funeral Procession carrying the remains of Robert L Ferris Jr. on May 20, 2024



On September 22, 2023, the Defense POW/MIA Accounting Agency (DPAA) identified the remains of Staff Sergeant Robert L. Ferris Jr., a World War II U.S. Army Air Forces member from New York, who served in the 401st Bombardment Squadron, 91st Bombardment Group.

On December 20, 1942, SSgt Ferris, a ball turret gunner aboard the B-17 "Danellen" (serial number 41-24432), departed from Cambridgeshire, England, for a bombing mission targeting Romilly-sur-Seine, France. The aircraft was shot down by an enemy fighter and crashed near Bernieres-sur-Seine, France, resulting in the deaths of eight crew members, including Ferris. A surviving crew member reported the plane spinning with smoking engines before impact.

After the war, the American Graves Registration Service (AGRS) recovered four sets of remains from Evreux, France. One set was identified as the top turret gunner, but the other three, including Ferris's, were buried as Unknowns at the Normandy American Cemetery. In 2011, a family member of a crew member contacted the Department of Defense after visiting the crash site and meeting a witness who possessed artifacts from the "Danellen." This prompted DPAA historians to re-evaluate the case, determining there was sufficient evidence to pursue identification.

Staff Sergeant Ferris was laid to rest with full military honors at New Bern National Cemetery, North Carolina, on May 20, 2024, nearly 82 years after his death. He was posthumously awarded the Purple Heart, and a rosette was placed next to his name on the Wall of the Missing at the Cambridge American Cemetery in England.

Following the funeral, Barbara Weiss, a New Bern resident and niece of SSgt Ferris, received a model of a B-17 from the New Bern Police Department. The model was repainted to display the tail number of the "Danellen," honoring her uncle's service to the nation.

## New Bern Police Department Citizen Volunteers Inc.



Volunteers Peed, Valeri, Lytton, and Stough



Volunteers Zink, Krauss, and Lytton

The New Bern Police Department (NBPD) has greatly benefited from Citizen Volunteers Inc., a 501(c)(3) nonprofit organization. This organization supplements and supports sworn officers and civilian personnel. Volunteers are assigned roles based on their knowledge, skills, abilities, and the department's needs, such as customer service, clerical and administrative tasks, and special event assistance. All volunteers must undergo a criminal background check and a neighborhood check. They are also encouraged to complete the Citizens Police Academy within 12 months of their starting date.

Other essential connections related to our Citizen Volunteer partnerships include, but are not limited to the following:

- **National Night Out:** An annual event involving volunteers and community organizations to promote crime prevention and neighborhood unity.
- **New Bern Noble Knights:** A chess-based outreach program where officers, staff, and volunteers engage with youth to build positive relationships.
- **Cold Case Unit:** In early 2020, the department began developing a new approach to managing unsolved and cold-case homicides. This progressive and methodical approach required additional personnel who already possess extensive training and experience in homicide investigations and case management procedures. Where is a better place to find these individuals than within our community and through our volunteer program? After more than a year of development and recruitment, in March 2021, we were fortunate to have two highly trained and retired former investigators join our agency as volunteers. These highly trained and skilled former investigators are tasked with reviewing and offering suggestions to advance cold case investigations.

Among the many other tasks our volunteers have provided us with is photography, performed by Mr. Lytton, who takes the time to attend special events and capture meaningful images for our use—such as promotions, retirements, Coffee with a Cop, and National Night Out events, to name a few. Mr. and Mrs. Lytton were also instrumental in drawing attention to a local World War II veteran, Col. LeRoy Barton, who turned 101 in 2024. This allowed the NBPD to celebrate with Col. Barton and his family and to thank him for his service to our great and grateful country. Col. Barton, a member of the Greatest Generation, is an asset not only to New Bern but to our entire nation.

Citizen Volunteer Krauss has helped with two stenciling projects within Police Headquarters. She created the stencils to post 56 words from the Declaration of Independence and the wording of the Fourth Amendment. As guardians of the law, we must never forget the foundational principles that define our democracy. Among the Bill of Rights, the 4th Amendment stands as the most crucial, safeguarding the people against unreasonable searches and seizures. It ensures that our actions are grounded in probable cause, warrants, and specificity, preventing arbitrary intrusions that could erode public trust and invite tyranny. This amendment doesn't hinder us; it empowers ethical policing, protecting the innocent while allowing us to pursue justice effectively. It embodies the delicate balance between security and liberty, reminding us that our authority derives from the Constitution, not unchecked force.

The Volunteer Group has funded several projects, including bicycle lights, youth baseball trip sponsorships, and K9 equipment, and has sought grants to support our mission.

We are incredibly proud of the many New Bern citizens who give their time and energy to make a difference in the morale and operations of our great city and police department. Although our volunteers do not wear police uniforms and are not paid for their services, we believe they are every bit as important to our police family as any other member.

## Spotlight: “*Brotherhood is a Verb*”

Parking Control Officer (PCO) Buffa was hired by the New Bern Police Department in 2020 to support the mission of ensuring compliance with New Bern’s downtown district’s parking regulations. PCO Buffa has a long history of public service and a servant's heart. He served with the District of Columbia Fire Department for 26 years as a firefighter and EMT before retiring and relocating to New Bern, where he has become a beloved adopted resident of our community. In addition to his role with the NBPd, PCO Buffa has worked at the Birthplace of Pepsi Store—a downtown staple and destination for many who visit our city—where he has dressed as Caleb Bradham (Pepsi's inventor) for special events, such as the inventor's 153rd birthday celebration in 2020, offering insights into local history while serving 5-cent Pepsis. PCO Buffa actively participates in 9/11 remembrance events, such as walking through downtown New Bern in full firefighter turnout gear in 2022 to honor first responders who lost their lives. He also plays bagpipes at local events, including Memorial Day ceremonies where he performed "Amazing Grace," and 9/11 commemorations in 2014 with the Eastern Carolina Firefighters Pipes and Drums. You can often find him at community gatherings throughout New Bern, from safety patrols and holiday events to tributes for fallen officers, where he shares messages of support and brotherhood. One of PCO Buffa’s common sayings is, “*Brotherhood is a Verb*,” which he has demonstrated through his words and actions, including public comments, prayers for law enforcement safety, and outreach with local first responders. The New Bern Police are proud to have a dedicated firefighter within our ranks, contributing to both enforcement duties and the spirit of community service that defines our department.



## Honoring History: Celebrating the Declaration of Independence in New Bern

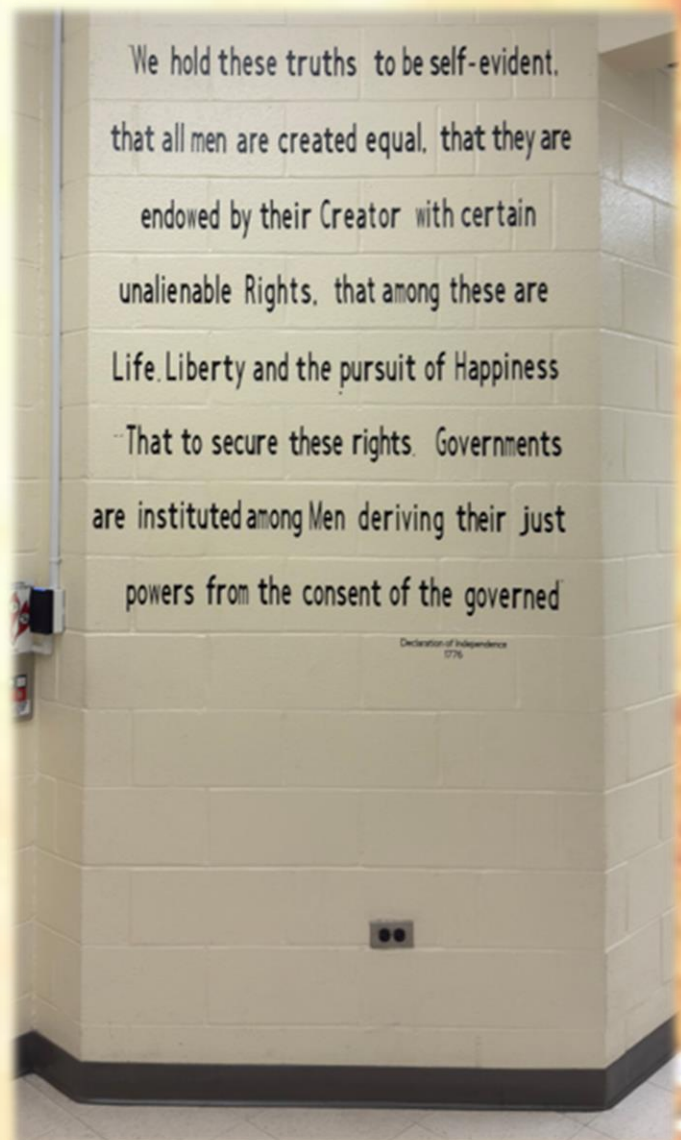
In 2026, New Bern will join the nation in celebrating the 250th anniversary of American independence. As North Carolina's first capital and second-oldest city, New Bern holds deep historical significance for our state and nation.

We take pride in the vital contributions of New Bernians and North Carolinians to the founding of the world's greatest beacon of freedom.

Embedded in the Declaration of Independence are 56 words often cited as the most profound ever written on the principles of governance. These words proclaim the self-evident truths of justice and inalienable rights, asserting that all people are endowed with the rights to Life, Liberty, and the Pursuit of Happiness. Despite the contradictions of slavery and inequality in the colonies, including North Carolina, these words can still inspire generations and remain a foundation of American ideals.

The New Bern Police Department embraces these principles, recognizing its core mission to safeguard these fundamental rights. To honor our nation's founding and reflect this commitment, the department displayed these iconic 56 words prominently within its headquarters. Citizen Volunteer Krauss crafted stencils to showcase this passage on the first floor, ensuring that officers, staff, and visitors are inspired by the values that define our community.

This display is a tribute to our history and a guiding vision for our future. By embracing the words of the Declaration of Independence, we reaffirm our commitment to a society where justice and the rights to Life, Liberty, and the Pursuit of Happiness are upheld for all.





Sergeant Carl Ellis Mayo, Jr. EOW: May 29, 1960

Detective Donald Miller, EOW: Dec 25, 2001

Officer Alexander Edward Thalmann: EOW March 31, 2014