

2020

**ANNUAL
REPORT**



COLLIERVILLE POLICE DEPARTMENT
Delivering Results with Excellence



Chief of Police
Dale Lane

Assistant Chief
Jeff Abeln

Captains
Mike Albonetti
Kenneth Rowlett
Ben Wardlow
Sean Williams

Project Design & Management
Associates Promotion & Design
Lt. David Townsend

Photography
Lt. David Townsend

CONTENTS

Message from Chief Lane.....	5
Mission Statement.....	7
Executive & Administrative Staff.....	9
Departmental Accomplishments.....	11
Accreditation.....	13-15
FBI National Academy.....	17
Budget.....	18-19
Organizational Chart.....	21
Community Division.....	23-25
Criminal Investigation Division.....	27
Support Services Division.....	29-31
Uniform Patrol Division.....	33-35
Crime Statistics.....	37
Crash Statistics.....	39
Traffic Statistics.....	41
Citizen Survey.....	43
Personnel / Internal Investigations...	45

Forward Together in partnership with the businesses and residents of the Town of Collierville to provide a safe and secure environment.

CPD HEADQUARTERS
156 N. Rowlett
Collierville, TN 38017
office: 901.457.2500
dispatch: 901.853.3207
emergency: 911
colliervillepolice.org



DALE LANE CHIEF OF POLICE

Chief Lane has over 33 years of public safety experience, 17 of those in senior leadership/command positions in law enforcement, emergency management, and transportation.

Chief Lane began his career in 1987 as a patrol officer with the Millington Police Department. In January 1989, he joined the Shelby County Sheriff's Office as a patrolman in the Uniform Patrol Division and progressed through the ranks to Chief Inspector until his appointment as Director of Homeland Security/Emergency Management by Shelby County Mayor Luttrell from October 2014 - November 2018. He was part of the executive leadership team at the Memphis Area Transit Authority from 2018-2020 as the Chief of Safety and Security.

Chief Lane has held command positions in the Sheriff's Street Crimes Unit, the Metro Gang Unit, and in 2002, he was assigned to S.W.A.T. as the team commander. In 2004, he was selected to be part of the Governor's Law Enforcement Counter-Terrorism Support Element. He has also served as an associate member of Joint Terrorism Task Force (JTTF). He has served as the Homeland Security Division Commander, the Assistant Director of Training, and Uniform Patrol Division Commander.

In 2019, Chief Lane was recognized as a certified safety executive through the World Safety Organization. He is a member the International Association of Chiefs of Police, the Memphis Metropolitan Association of Chiefs of Police, and the FBI National Academy Associates.

Chief Lane holds a Master of Science in Operations Management from the University of Arkansas, Bachelor of Science in Organizational Management from Crichton College, and an Associate of Applied Science in Criminal Justice from Southwest Tennessee Community College.

Chief Lane is a graduate of the FBI National Academy, Session 226, Quantico, VA. The FBI National Academy is recognized as an international leader in law enforcement management training. He has also completed the Secret Service National Threat Assessment and Dignitary Protection Schools in Washington, D.C.

A MESSAGE TO THE COMMUNITY

This year has brought many challenges for our community. We have experienced a global pandemic, a call for changes in law enforcement nationally, and protests. Through it all, I have been proud of how our community has come together to meet the challenges we have faced. We have made it a priority to continue building on the relationships that have been established over the years to lead a whole community approach to public safety. This report will provide you with an overview of our leadership model and the accomplishments for 2020.

As your Chief, I am honored to lead the men and women of the Collierville Police Department. Our motto is "we deliver results with excellence." That means, we are committed to giving every person and situation our very best. We will carry out our duties with honor and respect. We are in a constant cycle of assessment and improvement. Our focus is not only preventing crime but also on reducing the fear of crime.

Our leadership team has focused on leveraging technology to make CPD more efficient and more effective. At the center of the changes is a robust data driven strategy that uses predictive analysis to identify trends and hot spots by analyzing crime reports by times of day, days of the week, locations, and types of crime being committed to develop crime suppression/crime prevention strategies. Our team shares information with our local law enforcement partners to work hand in hand as crime is committed across jurisdictional lines.

This year, the CPD motorcycle unit was developed and approved by the Mayor and Board of Aldermen. The unit will be part of the traffic division. They will focus on high crash locations, neighborhood traffic complaints, and specialized traffic enforcement. The primary focus will be to reduce traffic crashes resulting in safer roadways.

CPD Patrol officers are now using LPR camera technology. LPR stands for license plate reader. The LPR cameras are at fixed locations around the town. They provide real time information regarding stolen vehicles, wanted persons, sex offenders, and violent gang members. This technology gives our team an early warning capability as those involved in criminal activity enter Collierville passing one of the cameras.

Our support team of dispatchers, jailers, clerks, special volunteers, and administrative staff members are dedicated to providing the best service to keep CPD one of the premier law enforcement agencies in our region.

The men and women of the Collierville Police Department truly care about our community. We are devoted to providing professional law enforcement services that keeps Collierville one of the best and safest communities in the state. It is with great pride that I submit the 2020 Annual Report.

Sincerely,
Dale Lane, Chief of Police

2020
**ANNUAL
REPORT**
colliervillepolice.org

LEADERSHIP MODEL OF THE COLLIERVILLE POLICE DEPARTMENT

WHAT DO WE DO?

Deliver results with excellence.

OUR PURPOSE

The purpose of the Collierville Police Department is to serve our community by enhancing public safety, suppressing crime, and reducing the fear of crime through professional law enforcement services and programs.

OUR VISION

Our vision is to be a premier law enforcement agency that models excellence in all we do by building partnerships, improving trust, reducing crime, and improving the quality of life for our community.

OUR MISSION

It is the mission of the Collierville Police Department to safeguard the lives and property of the people we serve with honor and integrity. We will carry out our duties with the highest ethical standards to maintain the public trust.

OUR VALUES

INTEGRITY

We will carry out our duties with honor and respect while being transparent.

COURAGE

We will have the mental and moral strength to persevere and withstand danger, fear, or difficulty.

COLLABORATION

We believe in community collaboration and the sum of our individual contributions achieves greater results.

RESPECT

We advocate for diversity and welcome individual perspectives, backgrounds, and opinions.

INNOVATION

We promote an environment of creativity, calculated risks, and continuous improvement.

OUR STRATEGIES

- Institutionalize Community Policing throughout the organization by:
 - Transforming CPD culture
 - Building community partnerships at every level
 - Approaching every person and situation with a problem-solving mentality
- Utilize data driven concepts/tools to deploy personnel and resources
- Seek and acquire technology/equipment that will make us more efficient, effective, and safer
- Provide the best training and professional development opportunities for the CPD personnel
- Ensure that we are effectively communicating externally and internally

**COMMITTED
TO THE
COMMUNITY
WE SERVE**



ASSISTANT CHIEF JEFF ABELN

Jeff Abeln has served with the Collierville Police Department since 1987. He rose through the ranks and was promoted to Assistant Chief in 2008. Jeff is a graduate of the 197th session of the FBI National Academy in Quantico, VA and in 2013 he was invited back to the FBI Academy to attend the 73rd session of their Law Enforcement Executive Development School. He is an active member of the Tennessee Association of Chiefs of Police where he serves on the Board of Directors, Professional Standards Committee and the Accreditation Review Committee. He is also an active member in the Law Enforcement Executive Development Association and the Memphis Metropolitan Association of Chiefs of Police. Chief Abeln is an alumnus of Leadership Collierville and served in various positions including its President of the Board of Trustees in 2009. Jeff has also served on the Main Street Collierville Board of Trustees, the Town of Collierville Environmental Commission, the Town Beautiful Commission, and the Special Olympics Torch Run Committee for Tennessee. Jeff is a past member of the Memphis/Shelby County Crime Commissions volunteer council for the Operation Safe Community. In 2011, Jeff was awarded the H.R. Houston Leadership award for outstanding leadership and service to the community.

Under his direction, the operational and administrative functions of the department continue to provide a diverse and highly visible range of public safety services designed to enforce laws and regulations, protect life and property, and support town government in the accomplishment of its mission. The professional staff utilizes innovative law enforcement programs as well as established community-policing techniques to provide a full range of services to the Collierville community. These programs along with the employees' commitment to ensuring the safety and peaceful enjoyment of all residents and visitors to Collierville make this a safe place to live, work and play.

ADMINISTRATIVE STAFF

Jackie Ackerman, Administrative Supervisor

The Administrative Supervisor provides administrative support to the Chief of Police, Assistant Chief and members of the command staff. Other duties include preparation of budget documents, board reports, payroll, personnel file management, special funds (drug and task force) management, and purchasing.

Additionally, the Administrative Supervisor oversees the operations of the Police Records Unit. The Records Unit is the custodian of all official reports. This includes police reports, traffic tickets, accident reports, state cases, false alarms, background checks, to name a few. The Records Unit ensures the proper dissemination of these reports to the public and other agencies as necessary. TIBRS Crime Report data is submitted to the Tennessee Bureau of Investigations on a weekly basis. The Records Unit also includes an Accounting Technician who facilitates all purchases for the department.





DEPARTMENT REBRAND

During an employee council meeting in early 2020, a department rebrand was discussed. Each CPD Officer was given the opportunity to provide ideas and feedback regarding a rebrand. This led to a new department logo, an updated CPD patch design. The new design combines the best traits from the previous patch while incorporating a fresh, new approach. It represents pride in every member of the organization that wears it.

DATA SMART POLICING (DSP) / COMSTAT

Comstat reporting has become an integral part of the department's crime analysis and reduction efforts. Staff members work to provide statistical data and management information needed for weekly Comstat information sharing meetings among department leadership. The report looks outwardly at crime and its effects in the community, while at the same time looking within the department's resources to identify the best approach to manage police personnel when addressing crime trends within the Town of Collierville.

LICENSE PLATE READER SYSTEM (LPR)

Over the past several years, CPD has been studying the use of License Plate Readers (LPR) to help prevent and solve crimes. LPR systems are becoming one of the most powerful tools that can help law enforcement identify vehicles that may have a wanted person, listed as stolen or even listed as related to a missing person. The Shelby County Commission awarded the Town of Collierville \$75,000 in grant funds to purchase an LPR system. The new LPR system went live in December of 2020 with 17 LPR cameras at the entry points in Collierville and has proven to be an effective tool.

UNMANNED AERIAL SYSTEM (UAS)

Late 2020 brought a new specialty to improve the department's operations and increase capabilities. The UAS team includes four Police Officers, two Firefighters, and Police Lieutenant. The UAS team will operate unmanned aircraft when the need arises for aerial surveillance and/or search and rescue needs. The team currently has one unmanned aircraft in inventory, with the capability to provide unique information and data to the team that is only available from aerial views.

FIELD TRAINING OFFICER

During 2020, CPD's Field Training Officer program moved into the 21st century by instituting the use of electronic trainee tracking software that took the place of cumbersome daily manual reporting. This process optimized the training program, allowing more time for training in the streets, jail and dispatch center. The program's grading system was also given an overhaul to enhance efficiency.

RADIO SYSTEM UPGRADE

In August of 2020, the Communication Center went through a complete upgrade of the radio system. The upgrade replaced computers at every work station as well as all of the equipment inside the server room and radio tower. This was a two week process that provided the department with the most up-to-date equipment and technology available to ensure fast and reliable service is provided to the officers and citizens of Collierville.

JAIL EMPLOYEE TRAINING

Two Jailers were sent to Facilities Officer Training (FTO) School. These Jailers will be responsible for training new Jailers in the Jail FTO program, to ensure quality training in the jail facility.

POLICE MOTORCYCLES

The Board of Mayor and Aldermen approved a program change which added two police motorcycles to the department's fleet. Two officers graduated a two-week police motorcycle training course at a nationally recognized standards training school. The Motorcycle Unit will work crashes and enforce traffic law in congested and high crash locations.

SECOND POLICE EXPLORER ACADEMY

The department hosted our second Police Explorer's Academy, which graduated a new class of Explorers ages 14 through 20 years old. Explorers attended a training academy conducted in house, where they learned about the department and how they would assist the department at special events.

2020 CITIZEN'S POLICE ACADEMY

The department conducted a Citizen's Police Academy class during 2020. This annual academy allowed citizens of Collierville to learn about their police department and how officers perform their jobs. The subject voted most interesting by the class was traffic stops, where participants made simulated traffic stops to realize the dangers officers face every day. The class attendees also focused on crime scene investigation, SWAT Team mock building searches, communication, and the jail, just to name a few of the key interest areas.



ACCREDITATION

The Collierville Police Department has successfully accomplished both national and state accreditation by meeting specific criteria that measures the professionalism, organizational, and overall readiness in law enforcement policy and procedures. These programs are intended to encourage cooperation, recognize professional standing, develop professional services and ensure public safety throughout the United States.

The Commission on Accreditation for Law Enforcement Agencies, Inc., (CALEA) was created in 1979 as a credentialing authority through the joint efforts of law enforcement's major executive associations such as the International Association of Chiefs of Police (IACP). The Collierville Police Department received its first award of accreditation in 1995. In March of 2018, the department received its eighth award of accreditation from CALEA.

The purpose of CALEA's Accreditation Programs is to improve the delivery of public safety services, primarily by: maintaining a body of standards, developed by public safety practitioners, covering a wide range of up-to-date public safety initiatives; establishing and administering an accreditation process; and recognizing professional excellence.

The CALEA Accreditation Process is a proven modern management model. Once implemented, it presents the Chief Executive Officer (CEO), on a continuing basis, with a blueprint that promotes the efficient use of resources and improves service delivery - regardless of the size, geographic location, or functional responsibilities of the agency.

This accreditation program provides law enforcement agencies an opportunity to voluntarily demonstrate that they meet an established set of professional standards which:

- Require an agency to develop a comprehensive, well thought out, uniform set of written directives. This is one of the most successful methods for reaching administrative and operational goals, while also providing direction to personnel.
- Provide the necessary reports and analyses a CEO needs to make fact-based, informed management decisions.
- Require a preparedness program be put in place - so an agency is ready to address natural or man-made critical incidents.
- Are a means for developing or improving upon an agency's relationship with the community.
- Strengthen an agency's accountability, both within the agency and the community, through a continuum of standards that clearly define authority, performance, and responsibilities.
- Can limit an agency's liability and risk exposure because it demonstrates that nationally recognized standards for law enforcement have been met, as verified by a team of independent outside CALEA-trained assessors.
- Facilitates an agency's pursuit of professional excellence.



The Collierville Police Department must maintain compliance with applicable standards, keep its proofs of compliance up-to-date, and live by the letter and spirit of those standards. To retain its recognition status, the agency is required to submit proofs of compliance to CALEA annually, the appropriate recognition continuation fees and a CALEA Agency Annual Report. The annual report, due by its anniversary date each year, includes a summary of the agency's recognition maintenance experience for the preceding year and a declaration of continued compliance with applicable standards. The Collierville Police Department manages its accreditation adherence through the use of an Accreditation Manager. The Accreditation Manager is responsible for reviewing current policies and procedures and comparing them with CALEA Standards. One of the most time-consuming task is accreditation file maintenance. With the high volume of files, approximately 450, coming in and out, it is necessary to utilize a tracking system. The CALEA ASAP software has proved to be of great benefit. The Accreditation Manager also tracks grants for the department.

The Tennessee Law Enforcement Accreditation Program (TLEA) is intended to provide Tennessee law enforcement agencies an avenue to advance the science and the art of police services by demonstrating that throughout the state commonly accepted standards are for the development and improvement of these services. Standards that are set forth in this program are not the maximum or minimum standards but are standards that will set apart agencies that wish to encourage and adhere to high professional standards furthering the law enforcement profession. These professional standards are a reflection of law enforcement agencies throughout the State of Tennessee and will enhance and assist each department in the operation and practices to promote and encourage adherence of all police officers to high professional standards of conduct and performance.

To achieve accreditation with the Tennessee Law Enforcement Accreditation of Tennessee (TLEA), an agency voluntarily submits to a process of enhancing the agency's professionalism and effectiveness utilizing 160 law enforcement standards and participating in a thorough on-site assessment. The standards address a variety of areas including organizational, operational, safety, and budget management practices. The Collierville Police Department is in the fourth award process at this time.

ACCREDITATION MANAGER

Bill Bradham is the Collierville Police Department Accreditation Manager. He has fourteen years of experience in this position and has served in numerous roles over his thirty-one years of service. Bradham is trained as an assessor for Tennessee Law Enforcement Accreditation and mock assessor for the Commission on Accreditation for Law Enforcement Agencies (CALEA) and is a member of the Law Enforcement Accreditation Coalition of Tennessee (LEACT). The department is dual accredited through both organizations and is represented on the State Accreditation Board by Assistant Chief Jeff Abeln.





FBI NATIONAL ACADEMY

The FBI National Academy is a professional course of study for U.S. and international law enforcement leaders that serves to improve the administration of justice in police departments and agencies at home and abroad and to raise law enforcement standards, knowledge, and cooperation worldwide. Its mission is “to support, promote, and enhance the personal and professional development of law enforcement leaders by preparing them for complex, dynamic, and contemporary challenges through innovative techniques, facilitating excellence in education and research, and forging partnerships throughout the world.”

Leaders and managers of state and local police, sheriffs’ departments, military police organizations, and federal law enforcement agencies.

Participation is by invitation only, through a nomination process. Participants are drawn from every state in the union, from U.S. territories, and from over 150 international partner nations.

The course of study.

For 10 classroom-hour weeks, four times a year, classes of some 250 officers take undergraduate and/or graduate college courses at the Quantico, Virginia, campus in the following areas: law, behavioral science, forensic science, understanding terrorism/terrorist mindsets, leadership development, communication, and health/fitness. Officers participate in a wide range of leadership and specialized training, and they share ideas, techniques, and experiences with each other, creating lifelong partnerships that span state and national lines.

The “Yellow Brick Road.”

Anyone who has attended the National Academy knows all about the “Yellow Brick Road,” the final (but optional) test of the fitness challenge. It consists of a 6.1-mile grueling run through a hilly, wooded trail built by the Marines. Along the way, the participants must climb over walls, run through creeks, jump through simulated windows, scale rock faces with ropes, crawl under barbed wire in muddy water, maneuver across a cargo net, and more. When (and if) the students complete this difficult test, they receive an actual yellow brick to memorialize their achievement. The course came to be known as the “Yellow Brick Road” years ago, after the Marines placed yellow bricks at various spots to show runners the way through the wooded trail. The overall fitness challenge began at the National Academy in 1981 and has evolved over the years. The FBI started awarding yellow bricks in 1988.

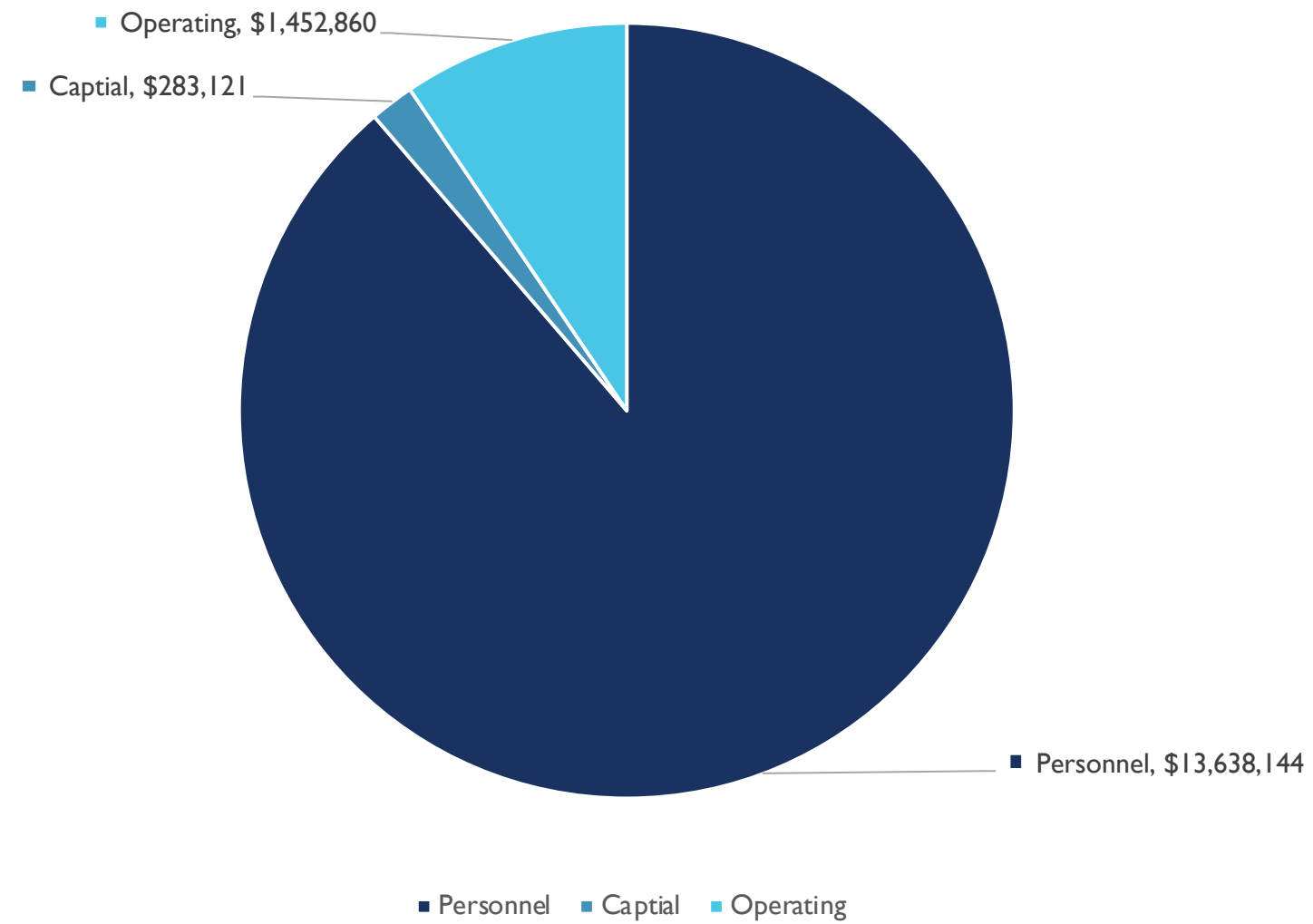
Since July 29, 1935, with 23 students in attendance.

The Academy was created in response to a 1930 study by the Wickersham Commission that recommended the standardization and professionalism of the law enforcement departments across the U.S. through centralized training. With strong support from the International Association of Chiefs of Police and with the authority of Congress and the Department of Justice, the “FBI Police Training School” was born. Courses at that time included scientific aids in crime detection, preparation of reports, criminal investigation techniques, and administration and organization. With the advent of World War II, courses were added in espionage and sabotage. The following current CPD employees below have successfully completed the FBI National Academy:

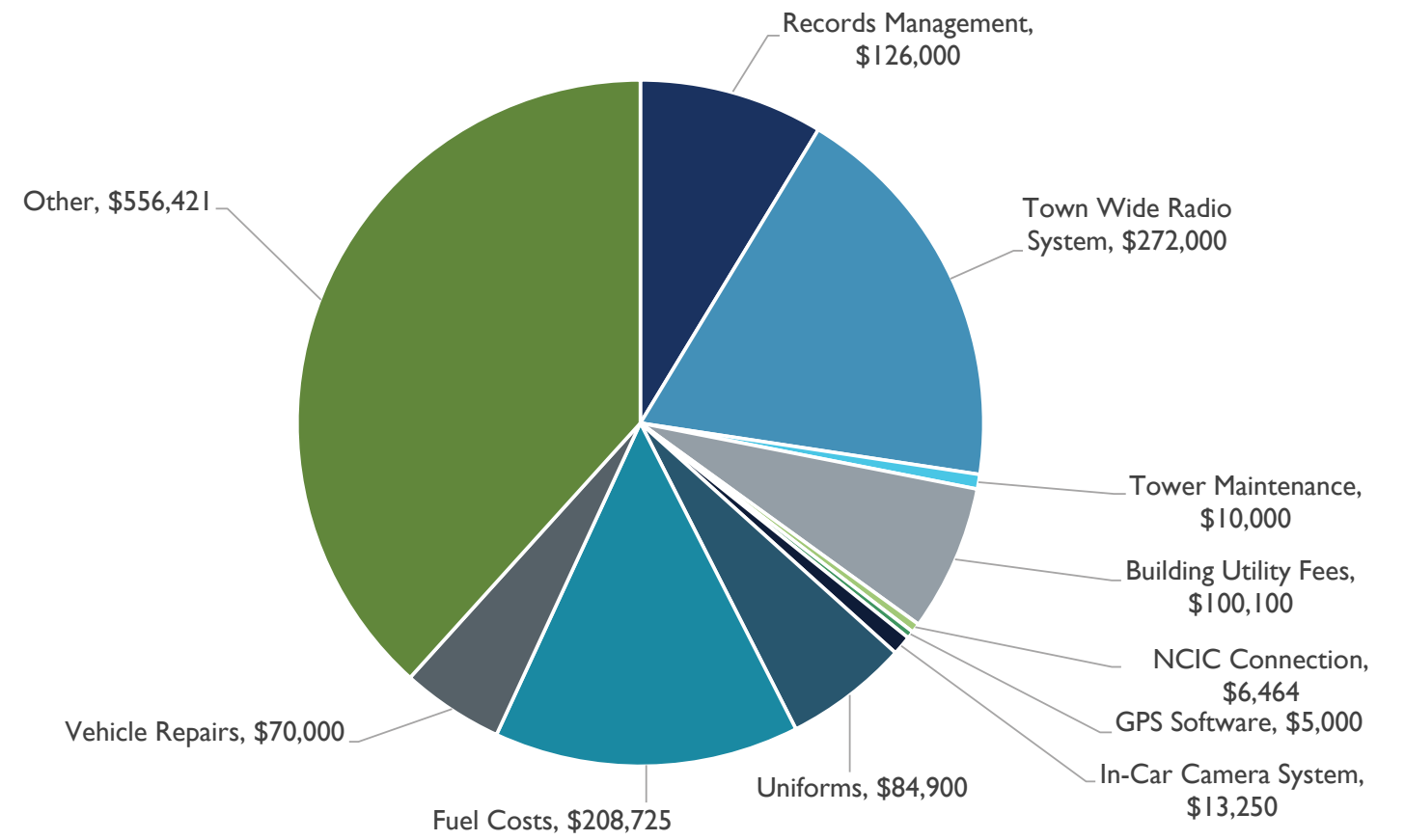
Chief Dale Lane	226th Session - 2006
Assistant Chief Jeff Abeln	197th Session - 1999
Captain Ben Wardlow	260th Session - 2015
Lieutenant David Townsend	249th Session - 2012
Officer Matt Anderson	241st Session - 2010

2020 BUDGET

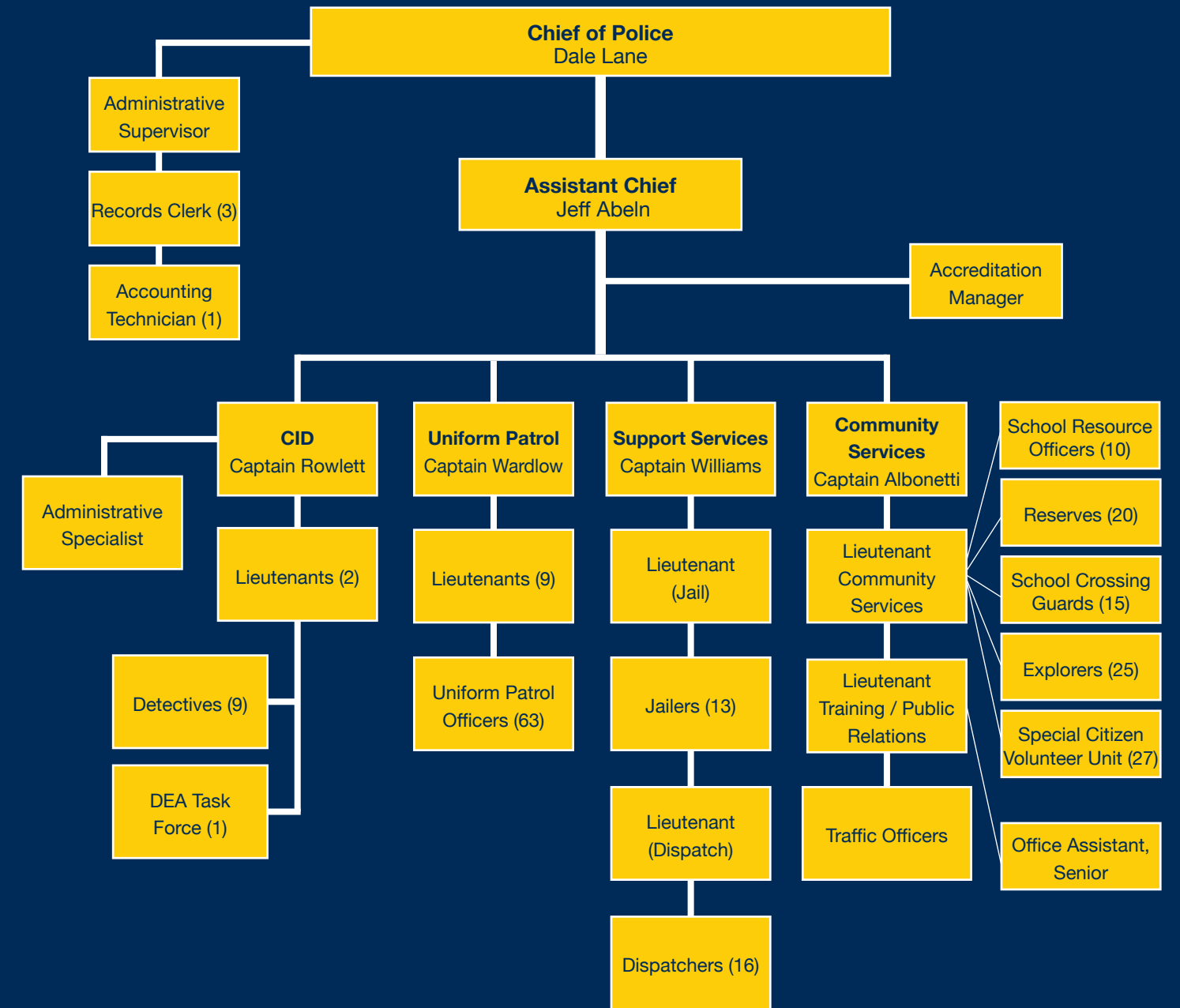
OVERALL BUDGET



OPERATING BUDGET



ORGANIZATIONAL CHART



COMMUNITY SERVICES DIVISION

The Collierville Police Department Community Services Division is comprised of Explorer Scouts, Reserve Police Officers, School Resource Officers, Special Citizen Volunteer Program, Traffic Unit and Training and Public Relations Officer.

During 2020, the Community Services Commander was responsible for developing two promotional processes, which identified the most qualified candidates for promotion to the ranks of Police Lieutenant and Police Detective. These were comprehensive processes which tested candidate's skills, knowledge, and abilities in multiple aspects of leadership.

COMMUNITY SERVICES STAFF

- Office Assistant, Senior (1) • Explorers (23) • Lieutenants (2) • Reserve Officers (4) • School Resource Officers (10)
- Special Citizen Volunteer Program (27) • Traffic Unit (5)



CAPTAIN MIKE ALBONETTI

Captain Albonetti began his career in law enforcement with the Collierville Police Department in June 1985. He graduated from the Tennessee Law Enforcement Training Academy in November 1985 and assumed the job of patrolman. In 1990, he was promoted to the rank of Sergeant and assigned to the Traffic Unit. Five years later, he was promoted to the rank of Lieutenant serving as Patrol Division Supervisor as well as taking command of the Traffic Unit. In 2008, he was promoted the rank of Captain and became Commander of the Special Operation Division. He commanded the Uniform Patrol Division as well as the Community Service and Staff Services Division.

Throughout his career he has received certifications in SWAT, DUI, Traffic, K-9, EVOC, Department Training Officer and Ethics Instructor.



POLICE EXPLORERS

The department hosted its second Police Explorer's Academy, which graduated a new class of young men and women ages 14 - 20 years old with an interest in pursuing a law enforcement career. Explorers attended a training academy conducted in-house, where they learned about the department and how they would assist the department at special events.

RESERVE POLICE OFFICERS

Reserve Officers are fully trained police officers, sourced from various professions other than law enforcement, which serve as volunteer police officers. Reserve Officers must complete the same training as full-time police officers by completing a 440+ hour basic police academy and 40 hours annual training to maintain certification. These officers serve at special events alongside full-time officers.

SCHOOL RESOURCE OFFICERS

The department has a police officer posted in every school within the Collierville School System which includes six elementary schools, two middle schools, and one high school. These officers provide continual safety and security at each location, as well as provide valuable mentoring to students.

During this past summer, SRO Ben Hubbard produced a video series highlighting safety and his fellow school resource officers in an attempt to stay in touch with students throughout our school system. SRO Hubbard utilized social media through videos posted on the Collierville Police Facebook page. The program was a big hit with students and parents alike.

SPECIAL CITIZEN VOLUNTEER PROGRAM

The SCVP members are a group of volunteers who assist the department with service needs within the community. Their duties include, but are not limited to, conducting vacation checks on citizen's homes when out-of-town, security and assistance at the Collierville Food Pantry, logistical support for vehicles for maintenance, crucial shut-in wellness checks for citizens not able to leave their homes, and maintaining the emergency contact business directory for all town businesses.

CITIZEN'S POLICE ACADEMY

The department conducted a Citizen's Police Academy class during 2020. This annual academy allowed citizens of Collierville to learn about their police department and how officers perform their jobs. The most interesting class was traffic stops, where participants made simulated traffic stops to realize the dangers officers face every day. The class attendees also focused on crime scene investigation, SWAT Team mock building searches, communication, and the jail, just to name a few of the key interest areas.

TRAFFIC UNIT

In July of 2020, the Traffic Unit was moved from Uniform Patrol to the Community Services Division. The Traffic Unit is comprised of five officers, each touting specialized training, to investigate critical injury and fatal traffic crashes. Traffic Unit processed the majority of all crashes that occurred in Collierville. The Board of Mayor and Aldermen approved a program change this year which added two police motorcycles to the department's fleet. Two officers graduated a two-week police motorcycle training course at a nationally recognized standards training school. The Motorcycle Unit will work crashes and enforce traffic law in congested and high crash locations.

TRAINING & PUBLIC RELATIONS OFFICER

The Training and Public Relations Officer is responsible for training all officers in the department to meet Tennessee POST Commission requirements, as well as accreditation mandates. The department conducts multiple one-week training sessions throughout the year to ensure every officer receives the most up-to-date training in order to perform their duties effectively.

In addition to serving as a Training Officer, this officer serves as the voice the of the police department through social media and press releases. These functions are carried out in an ongoing capacity to keep the community apprised of information and answer online queries.

CRIMINAL INVESTIGATION DIVISION

The Criminal Investigation Division (CID) provides the Town of Collierville with multi-functional, professional and skilled investigators who are available twenty-four hours a day, seven days a week. Detectives within the division not only handle all criminal investigations and interrogations, but also conduct employment background investigations for new employees. Other tasks which fall under the responsibility of the division include processing of all major crime scenes, coordination of the Victim/Witness Assistance Program, and the investigation of all internal affairs complaints.

Management and oversight of the department's property room is the responsibility of CID. Several detectives are trained as property room technicians and ensure all property and evidence is properly stored and inventoried. Regular inspections and audits of the property room are conducted to ensure compliance with all policies and procedures.

The Criminal Investigation Division participates in one federal task force. A police officer from the division is assigned to the Memphis Field Office of the Drug Enforcement Agency where the officer serves as a federal task force officer. Participation in this task force allows the department to assist in the investigation of major drug cases which impact Collierville as well as the entire region.

During the year 2020, detectives were assigned 919 cases for investigation. In addition, 141 victim follow-up calls were made on cases that were not formally assigned. Detectives completed 38 employment background investigations for individuals attempting to gain employment within the department. Detectives provided child sexual abuse awareness training to all members of the department as part of annual in-service training. Detectives also certified 12 patrol officers as basic crime scene technicians during the year.



CAPTAIN KENNETH ROWLETT

Captain Kenneth Rowlett joined the Collierville Police Department as a Police Explorer in 1995. He was hired by the department as an Officer in 2003, promoted to the rank of Lieutenant in 2008 and obtained his current rank of Captain in 2019. During his career, Captain Rowlett has served as a Jailer, Patrol Officer, School Resource Officer, SWAT Team member and department Range Master. He served as a first line supervisor in both the Uniform Patrol and Community Services Division. Captain Rowlett is currently assigned to the Criminal Investigation Division and serves as the SWAT Team Commander. He holds a Bachelor of Arts degree in criminology from Arkansas State University.

SUPPORT SERVICES DIVISION

The Collierville Police Department Community Services Division is comprised of the Communications Center and Jail. The Communications Center is responsible for dispatching all calls for service for both the Police and Fire Departments. The Jail is responsible for processing and housing all prisoners that are arrested by Collierville Police Officers.



CAPTAIN SEAN WILLIAMS

Captain Sean Williams joined the Collierville Police Department in 1994. He has a Bachelor's degree in Emergency Services Management. He was promoted to the rank of Lieutenant in 2006 and served as a shift supervisor, SWAT Commander, and the departments Range Master. In 2010, he was promoted to the rank of Captain. He served two years in the Community Services Division, seven years in the Uniform Patrol Division and currently is the commander of the Support Services Division.



DUSTIN COY RAINES

1981 – 2020

The Collierville Police Department lost a valuable member of its law enforcement team December 14, 2020, when Dustin Raines passed away.

Dustin had served as a Jailer since February of 2020, he worked the midnight shift and was known by his peers as a hard worker that could be counted on regardless of the situation. Dustin had the heart of a servant, he worked as a Firefighter for the Walls, Horn Lake, and Olive Branch Fire Departments prior to joining the Collierville Police Department. Dustin will be deeply missed by all that knew him.

COMMUNICATIONS CENTER

The Communications Center serves as the nerve center for all emergency services for the Town of Collierville with connections to other surrounding municipalities. The unit's focus is fielding both emergency and nonemergency calls for Collierville to process and direct valued resources. The Communications Center, also known as a PSAP (Public Service Answering Point), is manned by a staff of 16 expertly trained and certified individuals who handle next generation 911 calls and texts for the Police Department, Fire Department, EMS, and Emergency Management. The Communications Center provides 6 consoles which afford access to the Police Department, Fire Department, Public Works, Parks and Recreation, Animal Control, Code Enforcement, and Emergency Management for the Town of Collierville. While managing Collierville emergency duties, the PSAP staff actively partners with the police and fire departments of Memphis, Shelby County, Germantown, Marshall County, Fayette County, Piperton, Bartlett, in addition to the Hospital Wing and the Tennessee Highway Patrol. Dispatchers can access the National Crime Information Center, Shelby County Jail Management System, and the Police Department Incident Reporting System to support accurate real-time information necessary for emergency responses. Dispatchers also encompass testing the warning sirens stationed town wide. The back-up Communications Center, located in a different location, offers duplicate capabilities as the primary center, which ensure uninterrupted coverage of communications. In 2020, the Communications Center answered 78,865 phone calls and generated 46,812 computer automated dispatch (CAD) entries. The current Communications Center was opened on August 20, 2003.

JAIL

The Collierville Police Department Jail is a maximum 72-hour holding facility, which is classified as a Type 2 facility through the TN Corrections Institute. Inmates cannot be housed longer than 72 hours and inmates still in custody at this mark are transferred to an off-site correctional facility managed by Shelby County where they are temporarily held for our Agency. The full complement of the Jail staff is thirteen Jailers and one Police Lieutenant. The maximum inmate capacity is fifty-one inmates. Average daily incarceration is approximately six inmates. We have three Jailers certified as Facility Training Officers who are responsible for training newly hired Jailers. Once a year, the Jail is inspected by the TN Corrections Institute. This is a state required inspection to ensure the facility meets all standards. The Jail operates 24/7 and is a crucial support element for the Uniform Patrol Division. Jailers' duties include everything from feeding the inmates to monitoring security cameras of the Police campus in the Jail Control Center. In 2020, the Jail processed a total of 2153 prisoners, averaging 179 prisoners per month.

UNIFORM PATROL DIVISION

The Uniform Patrol Division is the largest and most visible division in the department. The division is currently allotted (1) Captain, (9) Lieutenants and sixty-six Officers, who are divided over three shifts (days, evenings and midnights) to provide real time service year round to the citizens of the Town. In being the first responder to most calls for service, members of the division are exposed to a host of scenarios over the course of their tour of duty. To assure a competent response, members of the Uniform Patrol Division are trained in various specialties to accomplish the mission of providing excellent service in the face of uncertainty.



CAPTAIN BEN WARDLOW

Captain Ben Wardlow has been with the department since 1997. He holds a bachelor's degree in Criminal Justice from the University of Memphis. He is a graduate of the 260th session of the FBI National Academy and is also a graduate of the FBI Law Enforcement Executive Development School. Captain Wardlow has overseen the daily administrative and field operations of the Uniform Patrol Division and its specialty programs since July of 2020.



CANINE UNIT (K9)

The K9 Unit is currently comprised of two highly trained canines who are paired with an assigned handler. Each team rides, trains and lives together for the duration of their relationship. Currently, both active canines are highly trained in narcotics detection as well as apprehension, making them the perfect option in a myriad of situations. These canines have greatly enhanced the division's response to calls involving narcotics, violent encounters and SWAT exercises.

CRIME SUPPRESSION UNIT (CSU)

Members of the Crime Suppression Unit tackle specialized enforcement in the areas of narcotics, vice and trending crimes that require special attention. Assigned members are often pulled for special assignments that require a focused attention outside of routine patrol duties. This includes plain clothes details for intelligence gathering as well as solutions to prevailing issues.

CRIME SCENE UNIT

Various members of the Uniform Patrol Division have received training in processing crime scenes. This enables an efficient, one-stop response to most crimes where evidence has potentially been left behind. Officers operating within this specialty have received training in the areas of photography, latent fingerprint development/lifting, sketching and detailed reporting of all findings on a crime scene. Officers can also assist members of the Criminal Investigation Division on large scale calls.

CRISIS INTERVENTION TEAM (CIT)

The Crisis Intervention Team is comprised of officers who have volunteered to receive specialized training in the area of mental illness. This training enables officers to better understand and assist those affected by mental illness, as well as other calls where an individual is experiencing a time of crisis or uncertainty. Calls usually deal with issues surrounding general or undiagnosed mental illness, issues with adherence to a medicine regiment, suicidal parties or simply by request. This world class program was designed in the Memphis area, and the well-known insignia worn by team members speaks volumes to citizens in the know. The banner grasped by the eagle's beak bears the Crisis Intervention Team motto "Auxilium Per Scientia" which translates to "Assistance Through Understanding". The eagle's head is turned toward its talon holding a laurel branch signifying the team's desire for a peaceful resolution.

HOSTAGE NEGOTIATION

Members chosen for training in the area of hostage negotiation are chosen for their ability to communicate effectively, and the desire to do so under some of the most stressful situations encountered by law enforcement. Team members undergo specialized training in this discipline and are the first line of communication when the department is faced with a SWAT call, or other situation where a dialogue is necessary for a peaceful resolution.

SPECIAL WEAPONS AND TACTICS (SWAT)

The Special Weapons and Tactics team members are specialists in their field who are trained to resolve high risk situations such as high risk warrant service, hostage barricades and bomb threats. The team is also trained in dignitary protection. Aside from maintaining a high standard of physical fitness, operators have been trained in the use of special weapons, to include explosive breaching. There are currently twelve members attached to this effort.

STRATEGIC TRACKING & RECOVERY TEAM (STAR)

It is the mission of the department's STAR team to locate missing individuals affiliated with criminal activity, disorientation, runaway scenarios, escape and natural or man-made disasters. Specially trained personnel have access to a network of contacts and resources, tailored to respond to calls in the woodland regions of the Town.

UNMANNED AERIAL SYSTEMS UNIT (UAS)

In 2020, CPD took steps to create an Unmanned Aerial Systems unit to increase the efficiency and safety of operations for the department. The UAS will assist members of the department in locating missing or wanted parties, field reconnaissance, site security and crime scene investigation. The system can be deployed day or night to accomplish its missions. Members of this team have been trained and licensed in the operation of unmanned aerial systems.

CRIME STATISTICS

VIOLENT CRIME	2016	2017	2018	2019	2020
Aggravated Assault	21	50	32	85	57
Forcible Rape	5	9	11	7	11
Murder	1	0	1	3	0
Robbery	10	10	18	21	9
PROPERTY CRIME	2016	2017	2018	2019	2020
Arson	0	1	0	1	0
Auto Burglary	137	252	224	176	149
Burglary	88	68	96	48	60
Larceny (Total)	640	855	544	645	583
Motor Vehicle Theft	19	31	32	29	52
Shoplifting	234	334	297	234	205
TRAFFIC	2016	2017	2018	2019	2020
Accidents	1,217	1,326	1,271	1,316	1,031
Fatalities	0	3	3	0	3
DUI	106	143	138	77	130
OFFICER PER 1,000	2016	2017	2018	2019	2020
Population Estimate	49,676	49,914	50,424	51,739	51,977
Officers	102	102	103	103	109
Offense Total	2,028	2,208	2,222	1,914	1,755
Number Cleared	960	990	906	949	964
Percent Cleared	47.34%	44.84%	40.70%	49.58%	54.93%
Arrests Made	1,926	2,107	2,059	1,528	1,491

CRASH STATISTICS

CRASH TYPE	2020	2019	% CHANGE
Property Damage	892	1,169	-24%
Personal Injury	138	197	-30%
Fatal	3	0	+300%
Critical	5	4	+25%
Alcohol related	27	17	+59%
Private Property	304	390	-22%
TOTAL	1,033	1,366	-24%

TOP CRASH LOCATIONS

Poplar @ Byhalia	53
Poplar @ Houston Levee	41
Houston Levee @ Wolf River Blvd	40
Houston Levee @ SR 385	37
Poplar @ Market	27

TOP INJURY LOCATIONS

Poplar @ Houston Levee	8
Houston Levee @ Wolf River Blvd	8
Poplar @ Market	8 (1 Fatal)
SR 385 @ Byhalia	6
Poplar @ Byhalia	6
Houston Levee @ SR 385	6 (1 Critical)
Byhalia @ Winchester	5
SR 385 @ Hwy 72	4 (2 fatal)
Shelby @ Reynolds	3 (2 critical)

FATALITY CRASH LOCATIONS

Poplar @ Market:
11/03/20 (Tuesday)
07:21 hours

W/B SR 385 @ Hwy 72:
11/28/20 (Saturday)
23:18 hours

W/B SR 385 @ Hwy 72:
12/07/20 (Monday)
00:00 hours

TRAFFIC STATISTICS

CITATIONS	2020	2019	% CHANGE
Regular Tickets	6,443	7,298	-12%
Courtesy Warnings	11,382	10,905	+4%
TOTAL	17,825	18,203	-2%

DUI STATISTICS

	2020	2019	% CHANGE
Day Shift	5	6	-17%
Evening Shift	27	30	-10%
Midnight Shift	98	100	-2%
TOTAL	130	136	-4%

2020 CITIZEN SURVEY RESULTS

The department conducts a documented survey of citizen attitudes and opinions at least once every two years with respect to:

- Overall agency performance
- Overall competency of agency employees
- Citizens' perception of officers' attitudes and behavior
- Community concern over safety and security within the agency's service area
- Citizens' recommendations and suggestions for improvements
- Results are compiled, with a written summary provided to the agency's chief executive officer

We contacted 200 citizens this year using the same format and questions as were used in the past. This provides a survey to survey comparison. The 2020 survey indicates a slight increase from the previous survey, as we now have a 99.6 % good or above rating, versus a 99.1% rating for the last survey. The commentary repeatedly emphasized that we were providing services at or above what is expected. The citizens provided the same level of commentary as in the past.

A breakdown of the numerical responses are listed in the table below.

QUESTION	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	LINE TOTAL
Performance	0	1	3	23	173	200
Competency	0	0	6	30	164	200
Attitude Towards Public	1	0	6	27	166	200
Safety	0	1	3	31	165	200
TOTAL	1	2	18	111	668	800

Question five requested any recommendations or suggestions for improving the department's service to the community. The majority of the comments praised our programs and the level of service with no suggestions. Additional comments outside of those mentioned were:

- Requests for more traffic enforcement in certain areas (Numerous requests were sent to the Traffic Unit for enforcement.)
- Concentrate more on auto burglaries and small crime to keep it from growing into larger crimes. (2 responses)
- Complimented our increased social media contact (1 response)
- Requested we have more positive community involvement with our African-American citizens (1 response)
- Requesting no changes in the way we conduct business

Contact numbers were received from water billing records to ensure the person being surveyed was a resident.

Although this is a survey of citizens expressly for the purpose of soliciting responses to directed questions, other feedback is obtained through the Mayor's action center, the departmental website, public speaking engagements, recruitment efforts, and numerous other sources. Overall the community expresses their appreciation and is grateful for the efforts of the department. Any concerns and issues are addressed rapidly to correct any perceived deficiencies. Daily findings are normally presented to the command staff during daily briefings and meetings that we conduct. In an age of defunding the police, this shows that increasing police personnel, equipment and maintaining a professional standard preserves the confidence and support of the citizens we serve.

PERSONNEL / INTERNAL INVESTIGATIONS

It is the policy of the Collierville Police Department to record and investigate fully, each verbal or written complaint or allegation of misconduct against members of the department.

After an investigation is completed, it is assigned a disposition classification. Those disposition classifications are:

- **Unfounded:** No truth to the allegations, or the result of adherence to proper and appropriate police procedures and techniques.
- **Undecided:** Unable to verify the truth of the matters under investigation.
- **Founded:** The allegations are true; Members acted outside scope of authority/procedure or violated departmental policy or law.

During the 2020 calendar year, the Collierville Police Department made 19,375 stops or contacts with the public. From those contacts, the department received seventeen (17) Personnel/Citizen Complaints. All of these investigations have been completed.

Below are the statistical breakdowns of each complaint.

FINDINGS	
Unfounded	16
Founded	1
Undecided	0

During the 2020 calendar year, the Collierville Police Department's Criminal Investigation Division investigated four (4) Administrative complaints and internal investigations.

Below are the statistical breakdowns of each complaint.

FINDINGS	
Unfounded	2
Founded	1
Undecided	1

CPD Headquarters (156 N Rowlett) and all Collierville Fire Stations are “Safe Havens” for mothers to bring their unwanted newborn babies.

See more info and other locations at:
www.secretsafeplacetn.org

Text CPDTIP and your message to 847411



CPD HEADQUARTERS
156 N. Rowlett, Collierville, TN 38017
office: 901.457.2500 | dispatch: 901.853.320 | emergency: 911
colliervillepolice.org