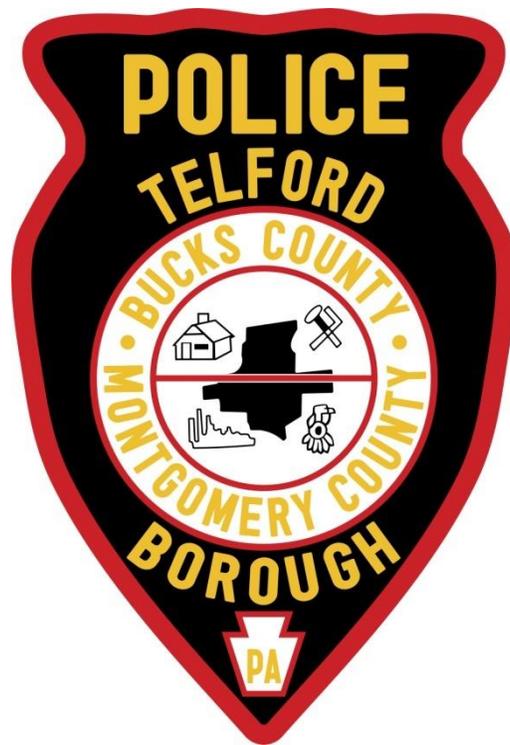


ANNUAL REPORT

2018



Prepared By

Randall S. Floyd
Chief of Police

TBPD Mission Statement

The TBPD will cooperatively seek a partnership with the citizens of the Borough of Telford in order to provide the highest quality of police services.

THE GOALS OF THE PARTNERSHIP ARE:

- To protect life and property,
- To enforce all laws fairly and impartially,
- To improve the quality of life for all citizens,
- To resolve problems that affect our community

All personnel will help to accomplish these goals by acting with a high level of integrity, professionalism and spirit of police and community cooperation.

The TBPD will take a proactive approach in addressing citizen concerns and will utilize all available resources to apprehend violators and to ensure that all rights guaranteed under the Constitutions of the Commonwealth of Pennsylvania and of the United States of America are protected.

The TBPD will provide training and equipment and will challenge all personnel to develop and improve skills necessary to provide the highest quality services available to protect and serve the citizens of the Borough of Telford.

TBPD Core Values

The following are the core values that shall govern the operation of the TBPD at all levels:

1. ***Integrity*** – We will be honest in all that we do.
2. ***Justice*** – We will be fair to all.
3. ***Respect*** – We will demonstrate respect for all.
4. ***Duty*** – We will protect all.
5. ***Service*** – We will help all those in need.

Summary

2018 was a very active year for the Telford Borough Police Department. Having completed the second year of the Pennsylvania Law Enforcement Accreditation Commission (PLEAC) program, the department is getting into the groove. Compliance was proved on all accreditation standards.

The personnel system remains a constant challenge. Two part-time officers, Officer Benjamin Brunner and Officer Zachary Wedemeyer resigned in November. Officer Brunner had less than two years of service and Officer Wedemeyer was just completing his field training. He did not even work one shift on his own.

Officer Ryan Sloan was hired as a part-time officer in the fall of 2018.

Additionally, Officer David Bechtel who was demoted from Sergeant to Patrolman in 2017, was terminated after the Bucks County District Attorney's Office placed him on a do not call list. The Montgomery County District Attorney's Office also placed serious requirements on any of Officer Bechtel's court testimony.

The TBPD currently has an authorized roster of six full-time and five part-time officers. However, at the end of 2018 there were only five full-time officers and three part-time officers on the roster.

Patrol remains the backbone of the police department. During 2018 TBPD responded to 5348 calls for service, the overwhelming majority by the patrol division. Additionally, patrol officers routinely patrol the Borough in an effort to prevent or mitigate criminal activity. They also enforce traffic laws stopping 993 vehicles and issuing 166 citations and 366 written warnings throughout the year.

Patrol officers investigated 68 vehicle crashes in the Borough during 2018. Of those crashes, 15 were reportable and 53 were non-reportable. 11 crashes reported were hit and run. Three of the accidents involved injuries.

There was no Extra Duty Speed Enforcement Details (EDSED) during 2018 simply due to the lack of manpower. Those details are particularly effective in reducing speed violations.

Numerous traffic studies were conducted throughout 2018. Several of those involved speeding and traffic calming. Others involved parking, school student crossings and play devices in the street.

Bicycle patrol was used minimally during 2018.

TBPD remains a member of the Montgomery County Swat-Central Region. Officer Bechtel was removed from the team during the year and no other TBPD officers remain on the team. There were no tactical callouts in the Borough during 2018.

TBPD provided security, traffic assistance or support to numerous special events held in the Borough during 2018. They included several Souderton Telford Main Streets events, Indian Valley Public Library events and the Penn Valley Church carnival.

2018 was very active with criminal investigations. There were several large investigations throughout the year. In total TBPD made 89 criminal arrests and issued 29 non-traffic citations.

TBPD officers continually train to keep current with the issues facing law enforcement today. Officers attended several outside training seminars and conferences. They also completed 18 in-service or informal trainings during the year.

Ethics and professional standards remain a priority in the TBPD. Officers are constantly reminded of their responsibilities to ethically serve in their capacities. A system of strong ethically based policies, a process of reward and discipline, and constant training help to maintain the accountability in the department.

During 2018 officers utilized force on 12 occasions. During several other incidents force was averted through de-escalation and good communication skills utilized by the officers.

Four complaints were made against officers in 2018. All were thoroughly investigated. The results were two officers received documented counseling, one letter of reprimand was issued, and one officer was terminated.

Random drug testing continues quarterly. There were no officers or staff found to be positive for drug usage during the year.

In 2018 a Personnel Early Warning System (PEWS) was created in the TBPD. This is a measure to proactively identify individual or collective employee patterns of poor performance and / or misconduct and then taking a documented and non-disciplinary action to correct the deficiencies. There are 20 "Factors of Concern" that are potential indicators of a potential problem and having two or more of those indicators in a six month period triggers an activation.

The TBPD facilities received paint on the outside of the building during the year. The interior of the building requires attention in the future.

Financially, the TBPD was over budget by 1.14%. This is deceptive because all of the legal fees associated with the termination of Officer Bechtel are reflected in the police budget under Other Services. Actually, without the legal fees, the budget would have been a point or two under budget.

The TBPD received two different grants in 2018. One was an equipment grant for a ballistic helmet; the other was a \$4000.00 grant from Univest to be used to purchase automatic downloading for the MDVARS (car cameras).

The department's vehicle fleet at year's end was down a patrol vehicle because the 2010 Dodge Charger had to be taken out of service. The other two patrol vehicles served the department well despite some maintenance issues that had to be repaired.

Perhaps one of the biggest changes in the TBPD was the replacement of the department's record management system (RMS). For 25 years the department utilized Metro Technologies "VisualAlert" for all police reporting needs. In 2018 Montgomery County offered a conversion to a countywide RMS that is integrated with the radio system. It offers a far better calculation of the calls and services provided by the officers. However there have been some significant user problems that need to be rectified.

The following offers a more detailed accounting of the year's activity by the Telford Borough Police Department.

Accreditation



The TBPB was awarded accreditation in March of 2017 by the Pennsylvania Law Enforcement Accreditation Commission (PLEAC). Being awarded PLEAC accreditation means that the TBPB has written policy covering 130 high liability standards and is adhering to those guidelines. Each standard then has additional sub-standards that also must be adhered to by the members of the agency. The standards are broken down into four key areas of the organization:

1. Organization and Managerial Role
2. Law Enforcement Functions
3. Staff Support Responsibilities
4. Pennsylvania Legal Mandates

TBPB has completed its second year of accreditation and remains in compliance with all standards. There have been some difficulties through the year, mostly due to the new records management system (explained later in report). Though it is a great improvement, the records for evidence and certain other areas were complicated during the transition period. However, all compliance stands were maintained.

There are multiple benefits to being accredited through PLEAC. Some of them include the following:

- Establishes a credible framework for evaluating agency practices and procedures
- Reduces agency risk and exposure to lawsuits
- Decreases some liability insurance expenditures
- Improves law enforcement – community relations
- Increases employee input, interaction and confidence in the agency
- Enlarges the outlook and viewpoints of managers, officers and employees
- Identifies and highlights the capabilities and competence of the agency
- Furnishes a solid foundation for the agency to build upon for further progress
- Provides reliable methods to improve essential management procedures
- Extends agency accountability to the public and elected officials
- Enhances planning and innovative activities by all agency personnel
- Develops improved methods for providing services to the community
- Encourages problem-solving activities within the agency

PLEAC requests that all accredited departments have at least one member trained as an assessor. The assessors do the site visits and review the accreditation files. Arrangements have been made for the Chief of Police to be trained at the annual accreditation conference in March of 2019. Having a trained PLEAC assessor will only benefit the TBPD in its accreditation management. At this point, the assessments of other police agencies would be confined to the local area.

The next accreditation onsite assessment for TBPD will be in January of 2020.

Personnel

Current TBPD personnel include six full-time officers and an allotment for five part-time officers. A full-time civilian administrative assistant rounds out the roster. At the end of 2018 there were only five full-time officers and two part-time officers on the roster.

	Chief of Police Randall S. Floyd	
Administrative Civilian Gladys Gradel	Patrol Sergeant Vacant	Detective Daniel S. Fox (Acting OIC)
	Full-time Patrol Officers David Bechtel (terminated 10/18) Jeremy Y. Kim – Juvenile Officer Brett Popiny – Drug Investigations Kyle Heffernan	
	Part-time Patrol Officers Tori Adams (resigned 8/17 but returned in 3/18) Benjamin Brunner (resigned 12/18) Ryan Sloan (hired 10/18) Alana Stanziano Zachary Wedemeyer (resigned 11/18)	
	Vacant Vacant	

Maintaining sufficient personnel in the TBPD remains a serious problem. There continues to be an insistence by the Borough Council that no additional full-time officers be hired and that there should be a dependence on part-time officers. While no other Borough department has to utilize part-time staff (with the exception of seasonal students for grass maintenance), the TBPD is expected to, despite the overwhelming challenges that are created by doing so.

In December of 2018 Officer Benjamin Brunner resigned from the TBPD as a part-time officer to take a full-time position with the Plymouth Township Police Department. He had less than two years of service at the time of his separation. Officer Zachary Wedemeyer, who was hired (with special accommodations), resigned just prior to completing his field training. Though thousands of dollars were spent to hire, uniform, equip and train him, he never worked one shift on his own.

David Bechtel, who was promoted to Patrol Sergeant in early 2016, was demoted in December 2017. He was subsequently terminated in October of 2018.

Officer Tori Adams, who had resigned previously to take a full-time position in another department, was rehired after he terminated his employment there. He remains a solid officer who has been able to fill the shifts vacated by David Bechtel.

Detective Daniel Fox, a long term member of the TBPB serves as the Officer in Charge (OIC) during the Chief of Police's absence.

Succession planning continues to take place for Gladys Gradel, the long tenured Administrative Assistant, who has indicated her intention to retire in the undetermined future. Due to the extensive responsibilities associated with that position, extensive preparation and planning is necessary so that the eventual succession is smooth.

OPERATIONS

Total calls for 2018

5348

Patrol Operations

The backbone of a police department is its patrol force. TBPB is no different. It is typically the first contact that the public will have if they are a victim of a crime or involved in another form of required service. The TBPB's patrol force is excellent.

Officers work an eight hour schedule with the exception of every other Sunday when they work 12 hour shifts. Typically, if a shift is open due to vacation, sick time, etc., a part-time officer will cover it. However; if no part-time officer is available, and the Chief is unable to cover it, the officers will cover it on overtime.

Patrol officers are the initial responders to calls. They determine whether a crime has been committed and, if so, make an arrest if appropriate and / or conduct a preliminary investigation to gather facts for the Detective who may be required to follow up with more investigation. They also help resolve conflicts, provide services like unlocking vehicles, helping those who need to be lifted up from a fall or a plethora of other things that are necessary to keeping the public safe and happy.

Patrol officers are, in addition to responding to calls for service, directed to perform a number of duties. Some of those duties include:

- Patrol bars / high incident areas
- Community policing initiatives
- Business / vacation checks
- DUI enforcement
- Patrol Borough parks
- Vehicle maintenance
- Bus stop and school patrol
- Walk through at IVPL
- Ordinance violations

- Selective traffic enforcement
- Foot patrols
- Abandoned vehicles
- School interaction
- Assist Homeless Persons
- Well checks

Traffic

Part of the responsibility of patrol is traffic enforcement. Officers are directed to do traffic enforcement during their shift unless they are committed to other tasks.

Speeding is a major problem and the TBPD receives an increasing number of complaints concerning it all over the Borough. It is especially a problem on the main arteries such as Main Street, Broad Street, Reliance Road, Washington Avenue, West Church Road and Fourth Street. These areas are often the focus of complaints from residents, although there are complaints from side streets as well.

Since the use of radar by municipal police is not permitted in Pennsylvania, the speed timing device that officers use is the ACUTRACK. Basically, the ACUTRACK is a computerized stop watch and officers use it to measure vehicle speeds between two previously determined points (white lines in the roadway). This is an effective means of determining speeds, but it is limited to areas where lines can be placed on the roadway and an officer can observe them without being detected.

In order to help combat speeding and to focus special attention to it, there are several strategies that have been implemented in the past

Extra Duty Speed Enforcement Details (EDSEDs)

EDSEDs were not conducted in 2018 due to the lack of manpower. They prove to be one of the most effective strategies because officers are stopping numerous vehicles and either warning or citing the drivers. This has a short term but positive effect on the speeding situation.

Radar Speed Sign

The radar speed sign has been out of service for the entire year. It is an effective tool but constant use has been hard on it. Repairs are being made to get it back into service in 2019. Research towards a grant to finance the purchase of a new sign is being conducted for the future.

Other Speed Enforcement Initiatives

On several occasions, a large radar sign was borrowed from Souderton Borough Police Department and strategically placed to bring awareness to motorists speed. It is a helpful strategy.

Another effective strategy is the placement of large electronic message boards at certain problematic locations that display a speed /safety related message in a prominent manner to motorists. These are typically borrowed from Montgomery County who has several on hand for local police departments to use on a loaner basis. They are very expensive and it is unlikely that one could be purchased by the TBPD absent a grant.

Several traffic related surveys or actions were conducted during the year. They are as follows:

Parking / Speed Survey on West Church Road

A resident of West Church Road reported that there is continual speeding on his street and that the matter was made worse by sight issues from vehicles being parked close to his driveway. A survey was conducted and research conducted into the Borough ordinances that indicated the area was designated no parking, but that it was not properly signed. That has been corrected and should make a difference for the resident.

School Crossing Survey on South Main Street

The Souderton Area School District, in an effort to save costs, reduced the number of buses on several routes. One of those routes was for middle school students attending Indian Crest Middle School and who live in the Bucks County section of the Borough. There was concern that the Borough would have to provide a crossing guard (at Borough expense) at the intersection of South Main Street and Reliance Road to accommodate the walking students. A survey was conducted and it was concluded that there was insufficient cause to have to place a crossing guard at that location.

School Bus Survey on West Church Road

Due to speeding and the issues created by the curve on West Church Road, vehicles were coming up on the school bus as it picked up and dropped off students at the corner of West Church Road and Franconia Avenue. Additional signage was added to indicate that there is a school bus crossing and additional speed enforcement strategies were conducted.

Parking Survey Around Grundy Manor

Due to the number of residents that drive vehicles, there were complaints concerning the lack of handicapped parking around the Grundy Manor Apartments building. Additional handicapped

and regular parking was created by removing some no parking signs in one area, creating new spaces, and placing additional handicap parking signs close to the building, creating additional handicapped parking. It has had successful results.

Parking / Speed Survey on West Broad Street

As a result of complaints concerning parking on West Broad Street creating a narrow traffic way and creating a hazard for motorists, a survey was conducted. The results of that survey indicated that, though it is narrow, vehicles operating at the posted speed or below should have no trouble navigating the roadway. The Borough is limited in options on this roadway.

Play Devices in the Street

After observing numerous basketball standards and hockey nets at or in the streets throughout the Borough, a survey was conducted and it was discovered that many were near intersections or other areas of high risk. A letter was sent to each residence in 2017 requesting that they remove their play devices to ensure safety. The overwhelming majority complied and removed their devices at that time; however, many have reappeared. In order to ensure safety it is going to be necessary to enact an ordinance to more strictly enforce this issue.

Parking on Sidewalks

Residents along South Main Street and West Broad Street have been increasingly parking their vehicles onto the sidewalk. It is apparent that most of these residents fear getting their side mirrors or vehicles struck and they are parking their vehicles to get further off of the street. However, complaints were being made concerning other people, not the homeowner, parking on certain sidewalks. Though those residents do it themselves, they did not want others to break their sidewalks. This matter was referred to Borough Council and an ordinance will be created prohibiting people from parking on the sidewalks. The matter will then be strictly enforced.

During 2018 the following were issued as a result of **993 total motor vehicle stops conducted**.

Traffic Citations
166

Written /Verbal Warnings
366

Motor Vehicle Crashes

TBPD investigated the following motor vehicle crashes during 2018:

<i>Reportable</i>	15
<i>Non-Reportable</i>	53
<i>Injuries</i>	3
<i>Fatalities</i>	0
<i>Hit & Run</i>	11
<i>DUI Related</i>	1
Total Motor Vehicle Crashes	68

Bicycle Patrol

Bicycle patrol was used for the Penn Valley Church carnival. Officer Popiny also utilized the bicycle for patrol around bars, etc. for drug investigations.

Tactical Team

The TBPD remains part of the Montgomery County SWAT – Central Region Team. Officer Bechtel was the sole member on the team, but was removed in October when he was terminated.

SEE MONTGOMERY COUNTY SWAT – CENTRAL REGION ANNUAL REPORT IN THE APPENDIX

Special Events

TBPD provided security, traffic assistance or support to the following special events:

EMC School 5K	Telford Borough Christmas Tree Lighting
Moyer I/O 5K	Telford Borough Farmers Market
Penn Valley Church Carnival	Telford Borough Oktoberfest
EMC School Construction Details	IVPL Beer Fest & Wine Tasting
Boy Scouts Pinewood Derby	

Criminal Investigations

2018 was an extremely busy and challenging year for criminal investigations. Sexual child abuse, frauds, overdose deaths, burglaries and many other serious crimes occurred and required investigatory attention.

The following is a brief highlight of a few of the cases investigated in 2018:

- Shooting incident on South Main Street where a person who was attempting suicide nearly shot his roommate who was in another room in the residence.
- A vehicle that was being driven erratically was stopped by an officer; the occupants became highly aggressive and assaultive.
- A Borough man posted pornography depicting his ex-wife online in an attempt to harass and stalk her.
- A Borough woman claimed that she was violently raped. After weeks of extensive investigation it discovered that it was a false report. The man was exonerated of all charges.
- An elderly woman was abused by a home health care worker who turned off the air conditioning and allowed the woman to suffer during the summer with intense heat.
- Counterfeit money (\$100.00 bills) being passed at the Circle K store and other locations in the Borough
- Arrested several people in a methamphetamine ring and during the search warrant recovered not only drugs and money, but also a stolen police badge.

Drug Investigations

Detective Fox and Officer Popiny were kept extremely busy during the year with drug investigations. Several arrests were made both in Telford Borough as well as in other local municipalities where the drug trafficking had a direct impact on this community.

Officer Popiny, who is a very experienced and effective drug investigator, served in an undercover capacity in several cases outside of the Borough where he is known. Many of these investigations were with the cooperation of the Bucks and /or Montgomery County District Attorneys Drug Task Forces. The task forces assisted TBPD on numerous investigations as did the DEA and the Pennsylvania State Police.

Criminal investigations resulted in the following:

Arrests

89

Non-Traffic Citations

29

ADMINISTRATIVE

Training and Development

Training is a very important part of law enforcement. It is extremely important that officers are kept up on changes in the law, new equipment, firearms, best practices for investigations, etc. Training reduces risk, lessening the chances of civil suits and bad publicity. Though it is a challenge to keep officers trained due in part to schedules, budget constraints and other factors, all efforts are made to keep officers well informed and up to date on the best practices of law enforcement.

In the TBPD officers are training constantly. While some outside training can be quite costly and create scheduling issues, several programs within the department allow for training officers on key issues within the parameters of their scheduled shifts. This results in major cost savings, yet at the same time, permitting for the building of the officer's training resume.

There are several types of training that officers receive. They are as follows:

Outside Formal Training

In addition to all in-service and informal training, all officers receive outside training. All officers undergo the state mandated Act 180 training each year, but in most cases attend other informative seminars, workshops and conferences on duty related or developmental issues. Outside training is highly encouraged as it keeps officers informed, helps them to learn in a peer environment and aids in the development and growth of relationships which is a very important aspect of law enforcement.

In-Service Training

In-service training is typically conducted at a departmental meeting. Departmental meetings are held every two months and they last for two hours. During the first hour, departmental business is discussed. The second hour typically consists of training.

The following is a compilation of in-service training that officers attended in 2017:

Policy Review

First Aid/ CPR / AED

De-escalation

Use of Force

Ethics

Informal Training

Informal training consists of various assignments that officers are required to complete during their regularly scheduled shifts. It may include the reading of a pertinent article or a training report, viewing a PowerPoint presentation, viewing a website or reviewing a policy. The typical assignment takes between 15 minutes to one hour. Officers are given 10 to 14 days to complete the assignments.

The value of the informal training is that critical areas of safety and high risk can be covered and reinforced in a brief format. Officers sign off that they have completed the assignments. It is working very well.

The following is a compilation of informal training that officers received in 2018:

- Missing Children / MEPAS
- Montgomery County District Attorney's Office Prosecution Manual
- Pre-Attack Indicators
- Blood Borne Pathogens
- Self Care / Emotional
- Strangulation
- Emergency Response Review
- Dealing with Homelessness
- Graham v. Connor / Use of Force
- Technology on Patrol / Driving Distractions
- Search Individuals Wearing Medical Apparatus
- Dispatching Road Struck Deer
- Building Community Trust

Ethics and Standards

Ethics Training

The goal of the TBPD is that each and every member; sworn and unsworn, full-time or part-time, maintain the highest ethical and professional standards. Ethics is discussed at each department meeting, it is addressed on each memorandum, and it is expressed in various ways throughout the headquarters building.

All newly hired officers undergo the “Ethics Core” training which highlights the TBPD policies, expectations, Mission Statement, Core Values, Code of Conduct, Code of Ethics, etc. It is made extremely clear what is expected of them both on and off duty.

All members of the TBPD receive, at minimum, four hours of ethics specific training per year. The TPPD Ethics focus is based on four key areas; Policy, Hiring, Training and Accountability. Each area is important and necessary to maintain high integrity within the department.

TBPD ETHICS PROGRAM

<u>POLICY</u>	<u>HIRING</u>	<u>TRAINING</u>	<u>ACCOUNTABILITY</u>
Mission Statement	High Ethical Standards	Ethics Core (New Hires)	Identify Issues
Core Values	Background Guidelines	Ethics Emphasis	Corrective Measures
Code of Ethics		Informal Training	Reward / Discipline
Code of Conduct		In-Service Training (Four Hours Annually)	Random Drug Testing
Ethics Based Policies			Serious Incident Review

“Do the Right Thing....Always”
Telford Borough Police Department’s Ethics Motto

Officer Recognition

During 2018 the following recognition was earned by officers:

Officers Adams	Letter of Merit Chief's Compliments
Officer Bechtel	Letter of Merit
Officer Brunner	Citizen's Compliments
Detective Fox	Citizen's Compliments Montgomery County District Attorney's Office Award of Excellence TBPD Chief's Award of Excellence
Officer Heffernan	Citizen's Compliments
Officer Kim	Citizen's Compliments (2)
Officer Popiny	Citizen's Compliments (3) Letter of Merit TBPD Chief's Award of Excellence

Use of Force Incidents

All uses of force by TBPD officers are investigated and reviewed. A Use of Force Report is completed anytime an officer encounters a situation that involves more than uncontested handcuffing. In 2018 officer's utilized force on 10 occasions and only one of those occasions did a subject claim that he was injured (complaint of pain).

In all use of force cases, it is evaluated to determine if there was a better way that the situation could have been handled. It is also evaluated to determine if there needs to be additional training on the part of the involved officer or the department as a whole. There is also consideration to whether there are any biases or trends of concern that need to be addressed. In one case it was determined that the Use of Force policy required rewording in regards to neck and choke holds. That change was made.

2018 Uses of Force

<u>Age</u>	<u>Race</u>	<u>Sex</u>	<u>Type of Incident</u>	<u>Resistance</u>	<u>Force Used</u>
45	M	W	Armed Subject	Handgun	Firearm Aimed
48	F	W	Drug Search Warrant	Verbal / High Risk	Firearm Aimed
35	M	W	Disorderly Conduct	Verbal / Non Compliant	Open Hand
28	M	B	Suicidal / Resist. Arrest	Physical Non Compliant	Taser Deployment
18	M	H	Resisting Arrest	Physical Non Compliant	Taser Aimed
20	M	H	Resisting Arrest	Physical Non Compliant	Taser Aimed

18	M	H	Disruptive in Holding	Physical Non Compliant	Neck Restraint
57	F	W	Assist 339	Physical Non Compliant	Open Hand
46	M	W	Assist 63 PD	Suspected Firearm	Firearm Aimed
18	M	B	Assist 65 PD	Wanted Armed Subject	Firearm Aimed

Complaint Against Officer Investigations

During 2018 there were four official complaints made against an officer(s). They were fully investigated and resulted in two documented counseling sessions, one letter of reprimand and one termination.

Random Drug Testing

A random drug testing procedure was enacted in 2013. A total of eight members a year are drawn at random for the drug testing. All members are registered in the pool including the Chief and the Administrative Assistant. Grand View Workplace Health is the provider and the control the random pulls.

It should be noted that this is solely for integrity purposes. There have been no concerns of drug use / abuse among the department.

The random drug testing is a part of the overall drug and alcohol policy. It is well received by the officers and the procedures fit easily into the routine of the schedule. All members who are pooled go for their testing while on duty. No one is subjected to testing on their time off.

No member of the TBPD who has had a random drug test has resulted in a positive reading.

Performance Evaluations

Accountability of taxpayers' money is important. To ensure that members of the TBPD are working and performing at a standard deserving of the taxpayers, performance expectations are published and each is held accountable to them.

Performance evaluations are conducted every six months and officers are objectionably graded on 40 job specific metrics. The Detective and Administrative Assistant are graded differently using specific metrics that relate to their specific jobs. Those failing to meet acceptable standards in any of the metrics are counseled, provided training, etc. Most performance issues have been minor and have been rectified through this process.

Citizen Surveys

Each month eight to ten complainants, victims, witnesses or other contacts, from incidents that occurred during the previous month, are selected at random and are then sent a Citizen Survey along with a SASE. The survey is intended to obtain constructive feedback on the service that the subject experienced. Response is approximately 30%. Responses are anonymous unless the subject wants follow up. It is another tool that is utilized to measure the level of service by the TBPD.

Personnel Early Warning System (PEWS)

In March of 2018 a Personnel Early Warning System (PEWS) was created to provide a mechanism to assist the Chief of Police in proactively identifying any individual and / or collective employee patterns of poor performance and / or potential misconduct and then taking a documented and non-disciplinary action to correct the noted deficiencies.

There are 20 Factors of Concern that are monitored and if an officer demonstrates behaviors / experiences in two or more, it triggers the system and the Chief meets with the individual(s) to discuss concerns. Non-disciplinary remedies are offered such as EAP, other counseling, training or remediation.

A copy of the PEWS report sheet that is utilized is attached with this report.

Facilities

The TBPD headquarters received a coat of paint and siding on the outside which has made a real improvement to its appearance. The interior is in desperate need of painting and flooring in most of the office and squad room areas.

Once new flooring is installed and the walls are painted, the former sergeant's office is going to become an additional work station and interview area. It will also be used for some filing of current cases by the patrol officers.

An additional security camera, added to the current system, facing the municipal parking lot, will enable to have an exchange area. There are currently a number of people who meet to exchange custody of children or to meet sellers / buyers from online sales. Grants will be sought in order to get that purchased and installed in the future.

Financial

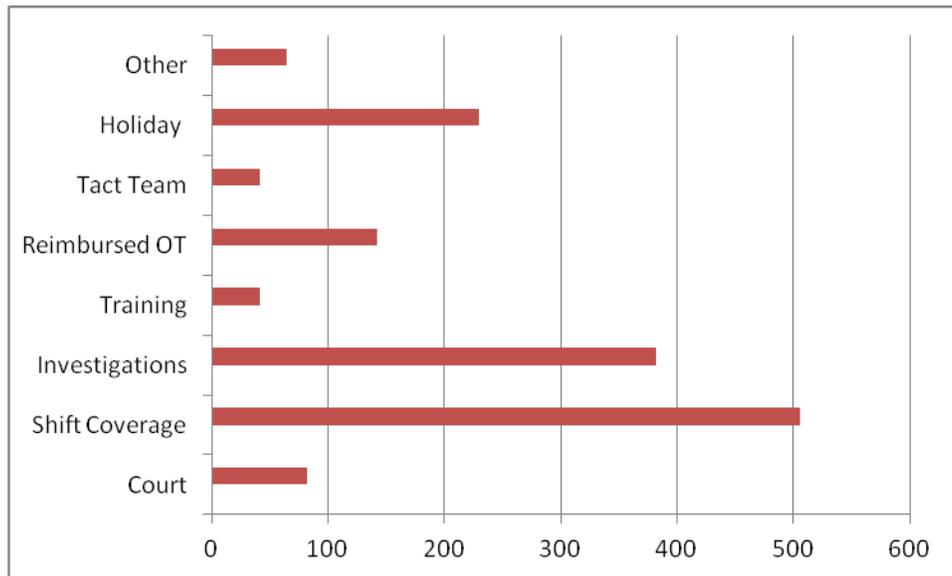
YEAR END 2018 BUDGET

Telford Borough	Page 1 of
Statement of Revenues and Expenditures - Compared to Budget	03/22/201
Year (2018) Period (13)	2:38 PM

Account	Account Description	Budget	MTD Actual	YTD Actual	% Used	Remaining
01 GENERAL FUND						
Expenditure						
POLICE						
01-410-122	WAGES - POLICE CHIEF	\$108,738.00	\$0.00	\$108,737.84	100.00%	\$0.16
01-410-130	CONTRA-WAGE REIMBURSEMENT	\$0.00	\$0.00	\$0.00	0.00%	\$0.00
01-410-133	WAGES - DETECTIVE	\$105,153.00	\$0.00	\$106,236.94	101.03%	(\$1,083.94)
01-410-134	WAGES - PATROLMEN	\$401,429.00	\$0.00	\$377,678.52	94.08%	\$23,750.48
01-410-135	WAGES - PATROLMEN PART-TIME	\$83,200.00	\$0.00	\$87,721.00	105.43%	(\$4,521.00)
01-410-140	WAGES - SECRETARY	\$58,947.00	\$0.00	\$61,060.38	103.59%	(\$2,113.38)
01-410-210	OFFICE SUPPLIES	\$2,000.00	\$0.00	\$1,456.87	72.84%	\$543.13
01-410-231	GASOLINE	\$11,000.00	\$0.00	\$10,635.70	96.69%	\$364.30
01-410-238	UNIFORMS	\$4,000.00	\$0.00	\$5,283.15	132.08%	(\$1,283.15)
01-410-240	MATERIALS & SUPPLIES/OPERATI	\$4,000.00	\$0.00	\$6,573.90	164.35%	(\$2,573.90)
01-410-260	MINOR EQUIPMENT	\$1,500.00	\$0.00	\$1,780.54	118.70%	(\$280.54)
01-410-321	TELEPHONE	\$7,080.00	\$0.00	\$7,181.44	101.43%	(\$101.44)
01-410-326	OFFICE EQUIP & REPAIR	\$13,290.00	\$0.00	\$7,798.20	58.68%	\$5,491.80
01-410-327	RADIO EQUIP	\$1,000.00	\$0.00	\$456.00	45.60%	\$544.00
01-410-375	VEHICLE MAINT & SUPPLIES	\$10,660.00	\$0.00	\$10,862.34	101.90%	(\$202.34)
01-410-420	DUES, SUBSCRIPTIONS, MEMBER	\$1,975.00	\$0.00	\$3,072.00	155.54%	(\$1,097.00)
01-410-440	LAUNDRY & DRY CLEANING	\$1,400.00	\$0.00	\$841.75	60.13%	\$558.25
01-410-460	MEETINGS, CONF. & SCHOOLING	\$3,500.00	\$0.00	\$3,237.72	92.51%	\$262.28
01-410-490	OTHER SERVICES	\$14,600.00	\$0.00	\$46,679.57	319.72%	(\$32,079.57)
01-410-521	S.P.C.A.	\$250.00	\$0.00	\$250.00	100.00%	\$0.00
01-410-522	NORTH PENN TACTICAL RESISTA	\$3,000.00	\$0.00	\$2,912.22	97.07%	\$87.78
01-410-700	WEBSITE DESIGN/MAINT	\$1,500.00	\$0.00	\$439.94	29.33%	\$1,060.06
01-410-740	MACHINERY & EQUIPMENT	\$16,325.00	\$0.00	\$13,394.03	82.05%	\$2,930.97
	Subtotal	\$854,547.00	\$0.00	\$864,290.05	101.14%	(\$9,743.05)
	Total GENERAL FUND Expenditures:	\$854,547.00	\$0.00	\$864,290.05	101.14%	(\$9,743.05)

The 2018 Year End Budget indicates a cost overage of 1.14% or \$9,743.05 for the TBPD. However, legal fees, for which there is no line item, were placed in 01-410-490 *Other Services* column. It is not an accurate accounting and the TBPD was actually under budget for the year.

OVERTIME BREAKDOWN BY HOURS



TOTAL OVERTIME HOURS – 1488.25

Financial Grants Received

During 2018 one grant was received by the TBPD. Univest provided \$4000.00 for the purchase of the automatic download for the cameras in the patrol vehicles. The upgrade allows for the cameras to automatically download the data right to a server in the headquarters. Without the upgrade, data has to be manually downloaded to a thumb drive which requires a great deal of time if there is a lot of video on the system. The upgrade will result in a smoother transition and a more secure management of the data.

Additionally, Bucks County, awarded the TBPD a grant of a ballistic helmet, valued at \$1500.00. The department will now have three such helmets which are designed to stop all handgun and many rifle bullets. These helmets are available to officers for raids, high risk warrant services, etc.

Vehicle Fleet

TBPD maintains five vehicles; three for patrol and two unmarked vehicles. The unmarked vehicles are primarily used by the Chief and Detective.

The 2010 Dodge Charger, which has served the department well, was taken out of service after it was discovered that costly repairs would be required and the costs far exceeded the value of the vehicle. With that taken out of service midyear, extra miles and use got placed on the other vehicles. A new vehicle is scheduled for purchase to replace the vehicle.

The 2011 Chevrolet Tahoe and the 2016 Ford Interceptor have been utilized exclusively for patrol. Due to the high use and the amount of miles placed on those two vehicles, repairs were made to both during the year. They still remain fairly useful vehicles and will be rotated to lesser duty once the Charger replacement is purchased.

VEHICLE MILEAGE

2016 Ford Interceptor Patrol	2011 Chevrolet Tahoe Patrol	2010 Dodge Charger Patrol	2003 Chevrolet Impala Detective	2013 Chevrolet Malibu Chief
75651	78885	130,132 <small>TAKEN OUT OF SERVICE</small>	102,124	54,778

Legal Issues

In 2017, after an internal investigation, Sergeant David Bechtel was demoted to Patrolman and suspended for 15 days as a result of misconduct. In 2018 that conduct was brought to the attention of the Bucks and Montgomery county District Attorney’s Offices which determined that he could no longer adequately testify in court. As a result, he was terminated.

The matter went through the arbitration process which ultimately (early 2019) uphold the termination. The Borough was represented by Chris Gerber, Esq.

Technology

A new countywide Records Management System (RMS) has replaced the Visual Alert that the TBPD has had for the last 25 years. The new RMS, called Automatic Law Enforcement Information System (ALEIS) has been a long term plan of Montgomery County entities. The system is designed so that all radio calls are automatically dropped into the system through the Computer Assisted Dispatch (CAD). It much more accurately depicts the departments call volume and provides many reporting metrics that can be searched, tracked and monitored.

TBPD went online with the ALEIS in June. There was a significant learning curve but by year’s end most operational features were understood by the patrol staff. There remain several deficiencies in the administrative functions. Those problems are being worked on as quickly as the support team can do so.

There are no costs for ALEIS for the year 2018 and 2019. Beginning in 2020 the costs will be \$218 per full-time sworn officer. There is no charge for part-time officers or administrative staff. It will be considerably less expensive than the former Visual Alert.

Additionally, during 2018 the TBPD website was improved and a Facebook account has been established. Additional social media platforms (Twitter and Instagram) will be implemented during 2019.

Community Policing

Community outreach and interaction has proven itself to be an effective tool in reducing crime and disorder in a community. The officers and staff of the TBPD have made it a point to engage the community at many levels. During 2018 the members of the TBPD engaged in the following community outreach and community policing initiatives:

Reading to students at E.M. Crouthamel Elementary School

Visits to Telford Lutheran Community / Harbinger Terrance – Officers stop in and visit residents and enjoy a cup of coffee or play games with them.

Walkthroughs at the Indian Valley Public Library

Walkthrough and visits with the residents and staff at the Telford Lutheran Community

Community foot patrols

Visits to businesses

Visiting local schools

Souderton Area High School Law Enforcement Career Academy

END OF REPORT