

Hendersonville Police Department

Public Monthly Report

May 2024



Chief's Monthly Summary

Last year we instituted a new software program called PowerEngage. This program allows us to communicate via text message to people who call us for service. Think of it like when you purchase something from Amazon. You get a text or email thanking you for your purchase, informing you when it goes out for delivery, when your item is delivered, and then asking you for feedback. We are doing the same.

When you call the Police Department, PowerEngage takes over. As soon as you hang up, we send you a text (assuming you are using a cellphone) stating that an officer has been dispatched and is on the way to your location. If the officer is delayed for a certain amount of time, we send an update message letting you know we have not forgotten about you. When the Officer finishes, you get another message with your report number and any additional information you might need. Later, we ask for your feedback about how well we met your needs.

We are one of the very few departments in North Carolina employing this technology. I want to ensure we keep you informed throughout the process. Relying on people to do that every time is unrealistic. The likelihood that staff will be busy with the next call and miss an opportunity to connect is high. That is why we employ technology to do that for us all the time.

We get great feedback from you, most of which is positive. We share your compliments with our staff, especially when you name someone specifically. People love hearing when they do a good job and being recognized before their peers is even more special. On the rare occasion we get negative feedback, we use that as an opportunity to improve. In the end, it is important that we communicate with you and give you an opportunity to assess the quality of our work. I appreciate your honest feedback.

On a quick side note, we were informed that our accreditation on-site assessment will take place August 19-21, 2024. Assessors will be reviewing our proofs of compliance until then to see how compliant we are with the 160 standards we must meet. During the on-site assessment, you will be given a time where you can share with the assessors anything you want them to know about the department. Please stay tuned for more details in the coming weeks. If all goes well, and I have no reason to think it won't, we will receive our initial accreditation in November 2024. This is a major accomplishment for our folks and something you can be proud of because your police department adheres to the highest standards. Less than 10% of all police agencies are internationally accredited. With this, we will become a leader in 21st Century policing.

Thank you again to those who support and trust us to do good work. We strive to be the best in everything we do. Thank you for giving us the opportunity to serve this community.


Blair Myhand,
Chief of Police

Calls Answered

Emergency and non-emergency calls received

2024												
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.
5,624	4,920	5,507	5,147	5,262								5,292

Calls Dispatched

2023												
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.
3,220	3,308	3,273	2,863	2,753	2,421	2,537	2,899	2,747	2,607	2,726	2,517	2,863
2024												
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.
2,881	2,787	2,776	2,850	2,809								2,820

Traffic Safety

Total Traffic Stops:

2023												
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.
546	419	459	262	274	224	309	289	281	217	204	242	311
2024												
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.
563	396	138	221	319								327

Total Citations Issued:

2023												
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.
382	277	293	204	200	175	189	239	191	176	138	129	216
2024												
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.
303	250	250	174	233								242

DWI Arrests:

2023												
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.
12	2	7	6	8	4	1	7	12	9	5	5	7
2024												
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.
8	5	10	4	8								6

Total Motor Vehicle Crashes:

2023												
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.
117	105	114	104	133	131	107	123	128	137	107	117	119
2024												
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.
108	115	104	126	115								113

Motor Vehicle Crashes with Injury:

2024												
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.
19	16	17	13	12								15

Top five crash locations:

#1	Chimney Rock Rd & Highlands Square Dr
#2	Four Seasons Blvd & Dana Rd
#3	N Church St & 6 th Ave W
#4	Spartanburg Hwy & Chadwick Ave
#5	White St & Greenville Hwy

Crimes, Reports, and Arrests

Criminal Arrests:

2023												
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.
72	87	93	63	71	58	54	56	60	67	59	51	66
2024												
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.
51	49	80	56	69								61

Incident Reports:

2023												
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.
136	105	185	146	138	116	108	131	97	116	109	106	124
2024												
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.
170	131	131	129	108								134

Drug Offenses:

2023												
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.
30	22	19	26	48	20	26	32	28	45	23	15	28
2024												
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.
19	25	31	30	20								25

Larcenies:

2023												
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.
45	29	8	19	37	25	35	44	20	31	36	29	30
2024												
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.
24	45	26	33	30								32

Assaults:

2023												
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.
9	17	7	15	11	9	7	11	14	17	10	16	12
2024												
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.
8	11	14	6	11								10

Employee Actions

- Officer Haman attended training focusing on Professionalizing Law Enforcement Community Engagement. This training will help him in his new role working at the Boys and Girls Club.
- Kelby Trejo was hired as a Police Officer 1. Kelby comes to us with about 1.5 years of law enforcement experience. He will begin field training in June and should be released to solo duty at the end of summer.
- Two Sergeants and five Police Officers are competing for promotion. We have one Lieutenant vacancy and two Sergeant vacancies to fill with existing staff. We expect to announce promotions in June.
- Lt. Rob Cantwell graduated from the Northwestern University School of Police Staff and Command in Atlanta, Georgia. This class is



Mayor Volk, Officer Trejo & Chief Myhand

a requirement for all sworn personnel, Lieutenant and above, designed to prepare them for leadership positions within the agency. His completion marks the culmination of twelve weeks of intense study in the areas of executive police leadership.

- Chief Myhand spoke at the Republican Women's Club Luncheon about the state of the department.
- Cpt. Hipps worked with OSHA representatives to conduct a consultative assessment of the building and the department's safety procedures. This was a proactive measure to ensure we provide a safe environment for our employees and visitors.
- Chief Myhand attended the FBI National Academy Session 291 orientation at the Charlotte Field Office. This orientation meeting introduces the next class of candidates to the rigors of the FBI National Academy to ensure they are prepared for the 10-week journey at Quantico, Va.

Safety Tip – Safe driving

Between 2018 and 2022, there were 15,236 crashes in Henderson County, 65 of them were fatal. Surprisingly, 43% of all crashes in Henderson County occur within the city limits of Hendersonville. Considering the geographic size of the city, this is a highly alarming percentage. Below is crash data you might find interesting:

All Crashes:

- 27% of crashes involve older drivers (>65 years old) as compared to 16% for younger drivers (<25 years old)
- 26% of crashes involve a lane departure
- 22% of crashes occur in an intersection
- 5% of crashes involve an impaired driver
- 28% of crashes occur on a US route when only 3% of our roads are US routes

Fatal and Serious Injury Crashes:

- 23% of F/SI crashes involve an impaired driver
- 22% of F/SI crashes involve a person not wearing a seatbelt
- 19% of F/SI crashes involve motorcycles
- 9% of F/SI crashes involve a pedestrian

You are most likely to crash any day of the week from noon to 6pm. You are most likely to be injured in a crash between 4pm and 9pm. The highest number of crashes occurs on Friday during the summer months. Women outnumber men in population, but men are far more likely to crash and more likely to be injured/killed than women are. According to the data, women are better drivers than men. It is what it is, fellas.

Rules to “live” by:

1. Seatbelts - In all the fatal crashes I have investigated, all but one involved an occupant not wearing a seatbelt. Some of those crashes resulted in no, or only minor, injuries to the occupant(s) wearing seatbelts. This is the simplest way to avoid injury in a crash. I strongly encourage you to ALWAYS wear a seatbelt, no exceptions. I do.
2. Alcohol - If you drink, don't drive. If you drive, don't drink. Period! It is against the law, and it greatly increases the likelihood that you will be involved in a crash. You are almost certainly going to be injured/killed, or cause injury/death to someone else.
3. Motorcycles/Bicycles/Pedestrians – Similar to unrestrained passengers, motorcyclists/bicyclists/pedestrians are always injured, frequently seriously injured in a crash with a motor vehicle. Please use caution when driving near one of these folks. They have someone at home waiting for their return too.

Complaints and Findings

- A citizen complained alleging two officers were rude at a traffic stop. This incident was investigated, and the complaint of rudeness was determined to be unfounded.

Vehicle Pursuits and Findings

- None

Use of Reasonable Force (UORF) Incidents and Findings

- An officer was required to restrain a disorderly subject who was a threat to themselves and others. The officer utilized soft hand techniques to affect the minimal amount of force necessary to prevent harm to the subject and others. The subject suffered no injuries in this incident. The force used was found to be appropriate.

Operations/Notable Events

- A shooting occurred near 1st Avenue West. Officers found the shooter at a Woodcock Drive residence shortly after the shooting and made an immediate arrest. The suspect has been charged and is awaiting criminal proceedings.
- Officers responded to a bomb threat at Pardee Hospital. The subsequent investigation determined that there was no bomb on the premises. This is still an active investigation.
- A domestic violence incident occurred where a firearm was discharged. Officers responded to the incident and detained two subjects. After the investigation, two individuals were arrested and charged.

Budget Summary

- We are approximately 92% through the fiscal year.
- We have spent or reserved \$6,064,395.00 or 86% of our budget.
- Link to the budget dashboard: [City of Hendersonville Budget](#)

Community Outreach/Special Events

- Officer Haman assisted with Camp Hope, which is hosted by Safelight with the mission to help the children in our community who have been exposed to violence find pathways to HOPE and healing.
- SRO Dinnall assisted Henderson Co. with the first annual Special Day at STAR Camp which is focused on students with special needs.
- Lt. Bonnano and Evidence Specialist Katherine Ingram in collaboration with Hope Coalition offered a community drug take back at the City's annual shred event at Patton Park. 47.6 pounds of medication were collected for safe disposal.
- Officers alongside the Downtown Development Committee provided services to citizens and the community that attended the annual Garden Jubilee on Main St.



May 24th Drug Take Back Event

Grants Management

- Embedded Mental Health Grant - Reimbursement request submitted for \$8,332.00.
- CALEA and NCLEA Accreditation - Reimbursement request submitted for \$7,825.00.
- GHSP Grant – Reimbursement request submitted for \$1,595.86 for Traffic Enforcement.

Recruiting/Retention

- 1 of 14 non-sworn employee vacancies exist.
- 4 of 48 Police Officer vacancies exist.
 - (2) applications received
 - (2) in background
 - (0) rejected
 - (2) withdrew