

# ANDOVER POLICE DEPARTMENT



2021

# ANNUAL REPORT

*Public Service Excellence through Compassion, Integrity & Commitment*

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# ANDOVER POLICE DEPARTMENT

## MISSION STATEMENT

All members of the Andover Police Department commit to provide public service excellence through Integrity, compassion and the wise use of resources.

## OUR VALUES

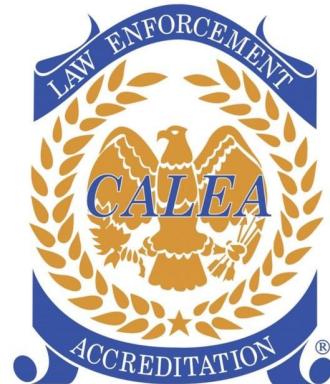
*COMPASSION*

*INTEGRITY*

*COMMITMENT*

## VISION STATEMENT

Public Service Excellence through Compassion, Integrity and Commitment.





## MESSAGE FROM CHIEF BUCK BUCHANAN

*Mayor Price, Members of the City Council, City Administrator Jenni McCausland, and Citizens of Andover,*

*On behalf of our community, and the men and women of the Andover Police Department who make this organization one of the most respected law enforcement agencies in Kansas, I would like to welcome you to the Andover Police Department's 2021 Annual Report. This report showcases the hard work, dedication and accomplishments of the men and women who proudly serve you, the citizens of Andover.*

**CHIEF OF POLICE**  
BUCK BUCHANAN

*We had another remarkable year and our citizens once again experienced a very low crime rate, well below the state average when compared to cities of similar size. Additionally, in 2021, we experienced; another great Police & Fire Festival; another very successful National Night Out; for the eleventh year in a row, a fantastic Greater Andover Days; and the seventh extremely successful "Fill-A-Cruiser" food drive to support the Andover Food Bank. However, 2021 was also highlighted by the following:*

*The Department responded to 19,990 calls for service, completed 1,920 incident reports, investigated 235 motor vehicle accidents, issued 1,391 traffic citations and 834 traffic warnings, and made 301 arrests including taking 23 drunk drivers off our streets. With over 23,000 citizen contacts, the professional bearing of our staff resulted in zero citizen complaints in 2021, and an unprecedented five total citizen complaints over the previous 4-years.*

*The Police Department hired four new officers to our staff, Frank Gomez, James Nelson, Neil Kline and Stephani Peltier, as well as two new Communications Officers, Colter Henrie and Camille Gregory.*

*The Police Department had three members retire from the department in 2021, Chief of Police Michael Keller, Lieutenant Daimon Cundiff and Lieutenant Donald Roberson. Chief Michael Keller is Andover's longest serving Police Chief. Chief Keller served the Andover Community from May 14, 2007 to September 24, 2021. Lieutenant Cundiff was with the department from 1997 to 2021, and Lieutenant Donald Roberson also had an exceptional amount of years as well, serving Andover from 2001 to 2021.*

*For the eleventh year in a row, the Police Department was recognized by the American Automobile Association (AAA) of Kansas for the department's efforts in traffic safety initiatives and the eighth year in a row to receive the "Community Traffic Safety "platinum" award.*

*Andover is an exceptional city, and the efforts of our police officers, communications officers, civilian support staff, citizens and the steadfast public safety support from Mayor Lawrence and the entire City Council have made a positive impact on the quality of life in our community. Please take a moment to learn more about your nationally accredited Police Department and the services that we provide. You will find that our staff are dedicated, highly trained and passionate professionals who take pride in their work. They are ready to work with you to make Andover an even better place to "live, work and play!"*

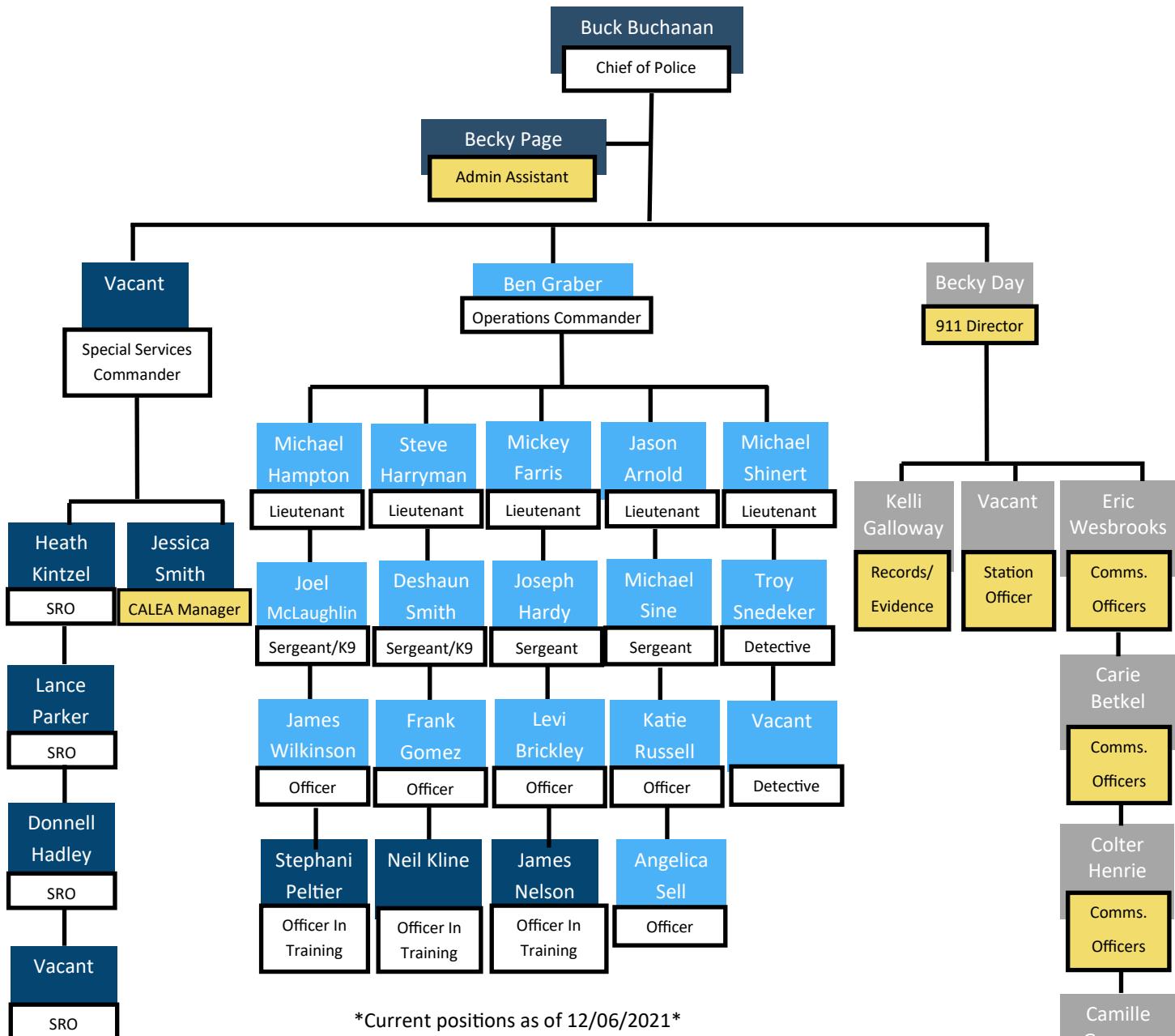
*In conclusion, I invite you to follow us on social media in order to stay connected with what is happening at the Department and in our community. Please find us on Facebook at [www.facebook.com/AndoverPoliceDepartment/](https://www.facebook.com/AndoverPoliceDepartment/).*

*Sincerely,*

*Buck Buchanan*

*Chief of Police*

# ORGANIZATION CHART



\*Current positions as of 12/06/2021\*

	Chief of	Captain	911 Direc-	CALEA	Lt.	Sgt.	Det.	Officer	Records	K9 Officer	SRO	Comms Officer	Station Officer	Admin Assist.	Total
Auth	1	2	1	1	5	4	2	8	1	2	4	5	1	1	38
Actual	1	1	1	1	5	4	1	8	1	2	3	4	0	1	31
Vacant	0	1	0	0	0	0	1	0	0	0	1	1	1	0	5

# ADMINISTRATIVE STAFF



**CHIEF OF POLICE  
BUCK BUCHANAN**

Chief Buck Buchanan was appointed as Police Chief of the Andover, Kansas Police Department on September 25, 2021, and began his career in law enforcement as an Andover Police Department Reserve Officer in 1994 and a few months later was hired by the Wichita (KS) police department. In 1997 Chief Buchanan returned to the Andover Police Department as a Reserve Sergeant where he remained for 7-years. In 2004 Chief Buchanan was hired on as a full-time officer, and in 2005 moved to a Part-Time Officer position where he served until 2009. In August of 2009, Chief Buchanan returned to full-time status and was assigned to the Patrol Division as a School Resource Officer. On April 1, 2013, Chief Buchanan was promoted to the rank of Sergeant and in August of 2013 reclassified to the rank Of Lieutenant. On December 31, 2017, Chief Buchanan was promoted to Captain where he served as the Commander of the "Special Services" Division. In January of 2020 Chief Buchanan assumed the role as the department's Operations Commander where he oversaw the day-to-day operations of both the Patrol and Investigations sections until his recent promotion to Chief of Police. Additionally, Chief Buchanan is a Defense Tactics Instructor, ASP Instructor, Active Shooter Instructor, a Child Passenger Safety Seat Technician, and Crisis Negotiators.

Chief Buchanan is a 2013 graduate of the Kansas University Public Management Center's "Command School," a 2016 graduate of the Kansas University Certified Public Manager Program, a 2016 graduate of the Kansas Police Administrators Seminar (KPAS), and a 2017 graduate of the 270<sup>th</sup> Session of the FBI's National Academy. Chief Buchanan is currently attending Faulkner University pursuing his Bachelor's Degree in Criminal Justice.

Chief Buchanan was the recipient of the 2010 "Officer of the Year" award.



**COMMANDER OF  
OPERATIONS  
BEN R. GRABER**

Captain Ben Gruber started with the Andover Police Department in June 2008. Captain Gruber began his Public Safety career in 1997 when he joined the volunteer fire department in his hometown of Pretty Prairie (KS) where he was promoted to the rank of Captain before leaving. In 2002 he began his law enforcement career with the Reno County Sheriff's Department, starting out as a Jail Deputy before transferring to patrol. He attended the 177<sup>th</sup> Kansas Law Enforcement basic training class from July 2004 to October 2004. He continued his career with the South Hutchinson Police Department before being hired with the Andover Police Department. While with the Andover Police Department, Captain Gruber was promoted to Sergeant in May of 2011. This position was reclassified to Lieutenant in August of 2013. As a supervisor, he has been in charge of the department Community Outreach programs, Traffic Safety Coordinator and the departments Field training program, which he continues to supervise. Captain Gruber was promoted to his current position on October 31, 2021. He supervises the Operations Division which includes the Patrol Section, Investigations Section as well as the K-9 program.

Captain Gruber is a 2014 graduate of the Kansas University Public Management Center's "Law Enforcement Leadership Academy" and a 2015 graduate of the Kansas Police Administrators Seminar (KPAS).

Captain Gruber was the recipient of the 2009 "Officer of the Year" award.

# ADMINISTRATIVE STAFF



**911 DIRECTOR**  
**BECKY J. DAY**

Director Becky Day, began her career in Public Safety in 2002 with Winfield Area Emergency Services as an Emergency Medical Technician, and served as a Reserve EMT/Fire Fighter with the Winfield Fire Department. In 2007, Director Day began working as a full-time Dispatcher for the Winfield Police Department in Winfield Kansas, earning the rank of Senior Dispatcher. In 2013, Director Day was promoted to Communications Shift Supervisor for Cowley County Emergency Communications. Director Day was hired by the Andover Police Department on January 5th, 2015 as their Emergency Communications E-911 Director. As the Communications Director, Director Day is responsible for the oversight of the E-911 Communications Center and Records staff; oversees and maintains the City's radio communications infrastructure; oversight of the Departments police records and records management, oversight of the Property and Evidence process including handling and storage, and performs the duties of the City's Emergency Management Coordinator.

Director Day graduated from the 26th NENA Center Manager Certification Program in 2015 and is a Certified Emergency Center Manager.

Director Day is a graduate of Leadership Butler, Class of 2015.

Director Day is a graduate of the APCO Institute Public Safety Communications Accreditation Manager, 2017.

Director Day was the recipient of the 2019 "Civilian of the Year" award.



**ADMINISTRATIVE  
ASSISTANT**  
**REBECCA D. PAGE**

Rebecca Page joined the City of Andover in May of 2011 as the Administrative Assistant to Chief Michael Keller. Becky previously worked in the Sedgwick County District Attorney's Office for 9 years as a Juvenile Diversion Coordinator and prior to that, she worked as a legal assistant in both Kansas and Texas. Becky has a Bachelor's degree from Wichita State University and an Associate's Degree from Del Mar College in Corpus Christi, Texas. Becky is responsible for performing a variety of administrative tasks in support of the Office of the Chief of Police, including managing phone calls and appointments for the Chief, attending all supervisory and command staff meetings, coding invoices for processing and payment, processing the department's mail, maintain the department's training files, ordering and tracking uniforms and equipment, coordinating lunches and meetings for the department, as well as, to support and promote the Police Department's mission.

Becky Page was the recipient of the 2012 and 2017 "Civilian of the Year" award, and a graduate of Leadership Butler, Class of 2016.



**CALEA ACCREDITATION  
MANAGER**  
**JESSICA SMITH**

Jessica Smith joined the Andover Police Department in March of 2015 and graduated from the Kansas Law Enforcement Training Center with the 235th Basic Training Class in August of 2015. Jessica was promoted to Master Police Officer in March of 2017, and in 2018 transferred to the Special Services Division where she now serves as the Department's Accreditation Manager. Jessica is also the department's only trained grant writer. Prior to coming to Andover, Jessica worked as a SCOAP Case Manager for COMCARE of Sedgwick County. Jessica graduated from Park University with a Bachelor's Degree in Criminal Justice in 2011.

# LIEUTENANTS



**LIEUTENANT  
STEVE HARRYMAN**

Lieutenant Steven Harryman has been with the Andover Police Department since September 2001 and was promoted to the rank of Sergeant in February of 2008. In August of 2013, Sgt. Harryman was reclassified to the rank of Lieutenant and served as a Watch Commander for one of the department's four Patrol teams. In September of 2014, Steve assumed the responsibilities of the Commander of the Investigation's Section, overseeing the day-to-day investigations for all felony and person crimes. On January 4th, 2015, Lt. Harryman returned to Patrol where he currently serves as a Watch Commander for one of the department's four Patrol teams. Prior to coming to Andover, Steve was a part-time Police Officer with the Conway Springs (KS) Police Department, and served 6 years in the U.S. Air Force.

Lt. Harryman is a 2009 graduate of the Kansas Police Administrator's Seminar (KPAS) and a 2014 graduate of the Kansas University Public Management Center's "Law Enforcement Leadership Academy."

Lt. Harryman was the recipient of the 2004 and the 2017 "Officer of the Year."



**LIEUTENANT  
JASON ARNOLD**

Lieutenant Jason Arnold began his career with the Andover Police Department in November of 2010. Lt. Arnold successfully completed training at the Kansas Law Enforcement Training Center's 211th Basic Training Class, graduating on May 6th, 2011. Prior to serving the City of Andover, Jason was a member of the U.S. Navy, having served a seven-month tour In Iraq. Jason remains a Seabee in the U.S. Navel Reserves, and served a 1-year tour in Bahrain from October 2015 through September 2016. Lt. Arnold currently serves as a Patrol Lieutenant for one of the department's four Patrol teams.

Lt. Arnold holds a Bachelors of Science in Criminal Justice from Purdue University.



**LIEUTENANT  
MICKEY FARRIS**

Lieutenant Mickey Farris began his career with the Andover Police Department in 1999 serving as a reserve Officer until 2004. In January of 2006 he became a full-time Officer, was promoted to the rank of Sergeant in January of 2015, and rank of Lieutenant on November 7, 2021. Prior to coming to Andover, Mickey served with the U.S. Army Reserves from 1989 to 1993, a Sedgwick County (KS) Reserve Officer for two and a half years and a full-time Patrol Officer and Training Officer for the City of Towanda, Ks. Lt. Farris served as a K-9 Handler in Patrol from 2011 until August of 2019 when his K-9 Partner "Thor" passed away. Lt. Farris currently serves as a Patrol Lieutenant for one of the department's four Patrol teams.

Lt. Farris was the recipient of the 2006 and the 2020 "Officer of the Year" award for the Andover Police Department.

# LIEUTENANTS



LIEUTENANT  
MICHAEL HAMPTON

Lieutenant Michael Hampton joined the Andover Police Department in May of 2015. He graduated from the Kansas Law Enforcement Training Center's 230th Basic Training Class on September 12, 2014. Lt. Hampton was promoted to Master Police Officer I in March of 2017, Master Police Officer II in June of 2018, Master Police Officer III in May of 2020, and then Lieutenant on November 7, 2021. Prior to coming to Andover, Michael worked as a Police Officer in Derby, Ks. Lt. Hampton currently serves as a Patrol Lieutenant for one of the department's four Patrol teams.

## INVESTIGATIONS



LIEUTENANT  
MICHAEL SHINERT

Lieutenant Michael Shinert began his Law Enforcement career with the Andover Police Department on October 31st, 2012, and graduated from the Kansas Law Enforcement Training Center's 222nd Basic on March 22nd, 2013. Prior to joining us, Lt. Shinert was a Corrections Officer at the El Dorado Correctional Facility. Since joining the Andover Police Department, Michael has served as a Patrol Officer, Master Police Officer I, Master Police Officer II, and a Field Training Officer. Lt. Michael Shinert was promoted to the rank of Detective in December of 2016, promoted to Lieutenant in July of 2019 and is currently assigned to the Investigations Section where he directly supervises two Detectives. Lt. Shinert served four years in the United States Marine Corp where he did tours in Iraq and Afghanistan.

Lt. Shinert holds an Associate's Degree in Criminal Justice from Columbia State University and is a 2019 graduate of the Kansas University Public Management Center's "Law Enforcement Leadership Academy".



DETECTIVE  
TROY SNEDEKER

Detective Troy Snedeker joined the Andover Police Department in July of 2008 and graduated from the Kansas Law Enforcement Training Center's 199th Basic on November 21st, 2008. Prior to coming to Andover, Detective Snedeker worked as a Detention Deputy for the Reno County Sheriff's Office. Det. Snedeker was promoted to Sergeant in January of 2015 and served as a Patrol Sergeant and a Field Training Officer until his transfer to a Detective Position in the Investigations Section in April of 2020. Det. Snedeker is also one of the department's Drone Pilot Operators and the Department's Kansas Law Enforcement Torch Run Coordinator.

Detective Snedeker holds an Associate's Degree from Butler Community College and a 2019 graduate of the Kansas University Public Management Center's "Law Enforcement Leadership Academy".

Detective Snedeker is the recipient of the KACP 2015 "Life Saving" Award, and the 2021 "Officer of the Year" Award for the Andover Police Department.

# SERGEANTS



**SERGEANT  
JOSEPH HARDY**



**SERGEANT  
MICHAEL SINE**



**SERGEANT  
DESHAUN SMITH**



**SERGEANT  
JOEL McLAUGHLIN**

Sergeant Joseph Hardy joined the Andover Police Department in May of 2018 and graduated from the Kansas Law Enforcement Training Center with the 252nd Basic Training Class in October of 2018. Sgt. Hardy was promoted to Master Police Officer I in May of 2020, and to Sergeant on June 13, 2021.

Sgt. Hardy served 22 years in the U.S. Air Force where he spent most of his time in Security Forces, retiring as a E-8 Senior Master Sergeant.

Sgt. Hardy holds an Associate's Degree in Criminal Justice from the Community College of the Air Force and a Bachelor's Degree in Security Management from Southwestern College.

Sergeant Mike Sine began his Law Enforcement career with the Andover Police Department on September 30, 2013, and graduated from the Kansas Law Enforcement Training Center's 227th Basic Training Class in February of 2014. Prior to coming to Andover, Sgt. Sine was an Assistant Manager for Walmart in Augusta, Ks. Sgt. Sine was promoted to Master Police Officer I in October of 2015, Master Police Officer II in October of 2017, Master Police Officer III in October of 2019, and Sergeant on June 14, 2020.

Sgt. Sine is a military veteran where he served four years in the United States Air Force.

Sgt. Sine holds a Bachelor's Degree in Criminal Justice from Newman University, and complete two Law Enforcement Internships with the Wichita Police Department and the Sedgwick County Sheriff's Office.

Sergeant Deshaun Smith joined the Andover Police Department on September 18, 2017, and had previously graduated with the Kansas Law Enforcement Training Center's 217th Basic Training Class in April of 2012. Sgt. Smith was promoted to Master Police Officer I in October of 2018, Master Police Officer II in February of 2020, Master Police Officer III in September of 2020, and Sergeant on November 21, 2021. Deshaun was previously a School Resource Officer for Andover Central Middle School for approximately one year before returning to Patrol. Where he currently serves as a Patrol Sergeant and one of the department's K-9 Handlers to his K-9 partner Roko.

Sgt. Smith holds a Bachelor's Degree in Sociology with a minor in Criminal Justice from Emporia State.

Sergeant Joel McLaughlin joined the Andover Police Department on January 12, 2015 and graduated from the Kansas Law Enforcement Training Center with the 234th Basic Training Class in June of 2015. Sgt. McLaughlin was promoted to Master Police Officer I in September of 2017, Master Police Officer II in January of 2019, Master Police Officer III in January of 2021, and Sergeant on November 21, 2021, where he currently serves as a Patrol Sergeant and a K-9 Officer with his K-9 partner Bandit.

Sgt. McLaughlin served in the United States Marine Corps for four years and was Honorably discharged in 2011.

Sgt. McLaughlin holds a Bachelor's Degree in Criminal Justice and Psychology from Wichita State University.

# SCHOOL RESOURCE OFFICERS



**SRO/MPO III  
HEATH J. KINTZEL**

School Resource/Master Police Officer III Heath Kintzel began his career with the Andover Police Department on September 20, 2010. SRO Kintzel successfully completed training at the Kansas Law Enforcement Training Center's 211th Basic Training Class, graduating on March 4, 2011. Prior to beginning his career in Law Enforcement, SRO Kintzel was a Youth Pastor for 12-years. SRO Kintzel was promoted to Master Police Officer I in September of 2012, Master Police Officer II in September of 2014, and Master Police Officer III in September of 2016, and is currently assigned to the Special Services Division as a School Resource Officer for Andover High School.

SRO Kintzel holds a Bachelors of Arts Degree in Social Work from Wichita State University.

SRO Kintzel was the recipient of the 2016 "Officer of the Year" award.



**SRO/MPO III  
LANCE A. PARKER**

School Resource/Master Police Officer III Lance Parker began his career in Law Enforcement as a Police Officer for Baldwin City Kansas Police Department in 2004. In 2006, SRO Parker joined the Andover Police Department as a Patrol Officer, serving both as a Patrol and School Resource Officer for the Andover School District. On April 1, 2013, SRO Parker was promoted to the rank of Sergeant and in August of 2013 reclassified to the rank of Lieutenant, where he served as one of the department's four Watch Commanders, supervising a Patrol team. In July of 2019, SRO Parker requested a voluntary demotion to the rank of Master Police Officer III, so that he could return to the schools as a SRO and is currently assigned to the Special Services Division as a School Resource Officer for Andover Central High School.

SRO Parker holds a Bachelor's Degree of Science in Criminal Justice from Cowley College and Friends University.

SRO Parker is a 2013 graduate of the Kansas University Public Management Center's "Law Enforcement Leadership Academy" and a 2014 graduate of the Kansas Police Administrators Seminar (KPAS).



**SRO/MPO III  
DONNELL M. HADLEY**

School Resource/Master Police Officer III Donnell Hadley began his Law Enforcement career with the Andover Police Department on September 2, 2014 and graduated from the Kansas Law Enforcement Training Center's 232nd Basic Training Class in February 6, 2015. SRO Hadley was promoted to Master Police Officer I in September of 2015, Master Police Officer II in September of 2018, Master Police Officer III in October of 2020, and is currently assigned to the Special Services Division as a School Resource Officer for Andover Middle School. SRO Hadley was raised in Wichita and is currently a resident of Derby Kansas. SRO Hadley was previously a Detention Deputy for Sedgwick County Sheriff's Office for 8 years.

SRO Donnell Hadley holds a Bachelor's Degree in General Studies from Friend's University.

# POLICE OFFICERS



**POLICE OFFICER  
JAMES N. WILKINSON**

Police Officer James Wilkinson joined the Andover Police Department in July of 2019 and graduated from the Kansas Law Enforcement Training Center with the 258th Basic Training Class in November of 2019. Prior to coming to Andover, Officer Wilkinson served in the U.S. Army as a Paratrooper from January 2012 until May of 2015.

Officer Wilkinson has a Bachelor's Degree in Criminal Justice from Wichita State University.



**POLICE OFFICER  
LEVI BRICKLEY**

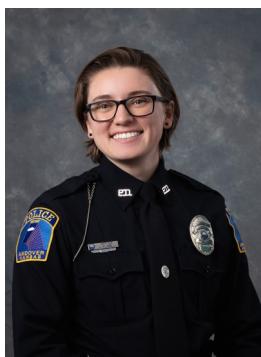
Police Officer Levi Brickley joined the Andover Police Department on January 6, 2020 and graduated from the Kansas Law Enforcement Training Center with the 252nd Basic Training Class in October of 2018. Prior to joining the Andover Police Department, Officer Brickley was a Police Officer with the Butler Community College Police Department for almost 2 years. Officer Brickley currently serves as a Patrol Officer.



**POLICE OFFICER  
ANGELICA M. SELL**

Police Officer Angelica Sell joined the Andover Police Department on July 13, 2020 and graduated from the Kansas Law Enforcement Training Center 270th Basic Training Class in October of 2020. Officer Sell is a life-long member of the Andover community, graduating from Andover High School in 2015.

Officer Sell holds a Bachelor's Degree in Criminal Justice from Wichita State University.



**POLICE OFFICER  
KATIE R. RUSSELL**

Police Officer Katie Russell joined the Andover Police Department on July 20, 2020. Officer Russell was class president of the Kansas Law Enforcement Training Center's 271st Basic Training Class, graduating in November of 2020. Officer Russell is a life-long member of the Andover Community, graduating from the Andover Central High School in 2014.

Officer Russell holds a Bachelor's Degree in Criminology from Kansas State University.

# POLICE OFFICERS



**POLICE OFFICER  
FRANCISCO J. GOMEZ**

Police Officer Frank Gomez joined the Andover Police Department on June 1, 2021. Prior to joining the Andover Police Department, Officer Gomez previously worked with the Washburn Community College Department of Public Safety and the Eastborough Police Department. Officer Gomez was born in Mexico and graduated High School from Dodge City High School. Officer Gomez holds an Associate's Degree in Criminal Justice from Dodge City Community College.



**POLICE OFFICER  
JAMES V. NELSON**

Police Officer James Nelson joined the Andover Police Department on June 1, 2021, graduating from the Kansas Law Enforcement Training Center's 284th Basic Training Class on October 22, 2021. Officer Nelson is a life-long resident of Kansas, born in Wichita and a graduate from Sedgwick High School. Prior to coming to Andover, Officer Nelson worked as an Animal Control Officer for the City of Wichita for 3-years.

Officer Nelson is a 6-year Veteran of the United States Army, serving from November of 2005 until August of 2011.



**POLICE OFFICER  
NEIL M. KLINE**

Police Officer Neil Kline joined the Andover Police Department on June 1, 2021, and graduated from the Kansas Law Enforcement Training Center's 284th Basic Training Class on October 22, 2021. Officer Kline is a life-long resident of Kansas, born in Wichita and graduating from Maize High School. Officer Kline began his Law Enforcement career as a Reserve Officer for the Garden Plain Police Department and had been an Animal Control Officer for the City of Wichita for 14-years prior.

Officer Kline is a Veteran of the United States Army/ Kansas Army National Guard.

Officer Kline has a Bachelor's of Science in Criminal Justice from Wichita State University.



**POLICE OFFICER  
STEPHENI PELTIER**

Police Officer Stepheni Peltier joined the Andover Police Department in September of 2021, and graduated from the Kansas Law Enforcement Training Center 288th Basic Training Class on February 4, 2022.

# COMMUNICATIONS



**RECORDS/EVIDENCE  
CUSTODIAN  
KELLI R. GALLOWAY**

Records/Evidence Custodian Kelli Galloway joined the Andover Police Department in 2006 as a Communications Supervisor. She had over 12 years in Emergency Communications experience with the Augusta Department of Safety, Butler County Emergency Communications and Garnett Police Department prior to coming to Andover. Kelli currently serves as a Records/Evidence custodian, in addition to overseeing the department's records and evidence inventory, Kelli is responsible for the department's compliance with the State of Kansas' Open Public Records Act.

Records/Evidence Custodian Kelli Galloway was the recipient of the 2009, 2018 and 2021 "Civilian of the Year" award.



Master Communications Officer III Eric Wesbrooks joined the Andover Police Department on October 6, 2008. Prior to joining Andover, Eric previously worked in Law Enforcement for over 11 years with most of that time being with Augusta Department of Safety. Eric was promoted to Master Communications Officer I in May of 2014, Master Communications Officer II in May of 2016, and Master Communications Officer III in November of 2020, becoming the department's only MCO III.

MCO III Eric Wesbrooks was the 2014 and the 2020 "Civilian of the Year" award.

**MASTER COMMUNICATIONS  
OFFICER III  
ERIC J. WESBROOKS**



Master Communications Officer I Carie Betkel joined the Andover Police Department in August of 2018. Prior to joining Andover, Carie began her career in Public Safety as a Communications Officer for the Sedgwick County Emergency Communications Center in 2011 and spent 7-years dispatching there.

CO Carie Betkel has an Associate's of Arts Degree in Psychology from Hutchinson Community College.

**MASTER COMMUNICATIONS  
OFFICER I  
CARIE S. BETKEL**

# COMMUNICATIONS



Communications Officer Colter Henrie joined the Andover Police Department on April 12, 2021. Although Colter didn't have any previous Law Enforcement or Communications experience when joining our Department, he has caught on fast and is a natural. Prior to joining the Andover Police Department, Colter was an Employee at Dunkin Donuts here in Andover. Colter is a High School Graduate of Andover High School, graduating in 2018. When asked why he chose Andover 911 for his career, Colter's response was "I was looking for a job where I could help others, and having friendly and fun co-workers is a bonus too". Colter is also a resident here in the City of Andover, and what better way to support your community then to dispatch for them.

**COMMUNICATIONS OFFICER  
COLTER D. HENRIE**



Communications Officer Camille Gregory began her career with the Andover Police Department on June 7th, 2021 as a Communications Officer. Camille didn't have any previous experience in Law Enforcement but quickly caught on. Prior to joining the Andover Police Department, Camille was an Assistant Manager at QuikTrip, and a Lifeguard for 4 years prior to that. Camille has spent most of her life in Wichita but has also lived in Colorado for a brief time where she graduated High School.

Camille is currently working on obtaining her Bachelor's Degree in Criminal Justice at WSU, she is also active in the Army Reserve.

## K-9 UNIT



K-9 Bandit began his career with the Andover Police Department on November 27, 2017, after a 10 week training program in Wichita, Ks with his handler Sergeant Joel McLaughlin. Bandit is a male Belgian Malinois, born on March 9, 2016 in the Netherlands. Bandit is a dual purpose K-9 trained and certified through the Kansas Highway Patrol in both drug detection and Patrol Tactics which include building and evidence searching, handler protection and suspect location and detainment.

**K-9 BANDIT**



K-9 Roko began his career with the Andover Police Department on February 5, 2019. In May of 2019 Roko and his handler Sergeant Deshaun Smith completed a 9-week training program at the "Hill Country dog center". Roko was purchased from the Hill Country Dog Center in Pipe Creek, Texas. Roko is a Male German Shepherd from Holland, and was born on August 15, 2017. Roko is a dual purpose K-9 trained and certified through the Kansas Police Dog Association in both drug detection and Patrol tactics which include building and evidence searching, handler protection and suspect location and detainment.

**K-9 ROKO**

# FORMER STAFF OF 2021



**CHIEF OF POLICE  
MICHAEL KELLER  
05/14/07-09/24/21**

Chief Michael Keller was appointed Chief of Police on May 14, 2007, after serving 5 years as Chief of Police in Wellington, Kansas. Prior to Wellington, Chief Keller spent 21 years with the Wichita Police Department, where he earned rank of Lieutenant and commanded a number of sections including Traffic, Patrol, Training, Community Policing and Community Affairs. Additionally, Chief Keller was awarded three Bronze Wreaths of Valor and two Bronze Wreaths of Merit for acts of dedication and bravery. Chief Keller was heavily involved in the Andover Community where he served as an Advisory Board Member for the Andover Police & Fire Foundation, a member of the Andover Rotary Club and a Paul Harris Fellow, and a member of the Nation Fight Crime: Invest in Kids program. Additionally Chief Keller was active IACP and KACP member for 18 years, served as the Kansas Association's national SACOP representative, served on the "Advance Kansas" Advisory Committee, served on the President's Commission on Law Enforcement and the Administration of Justice's "Rural and Tribal Law Enforcement Working Group." Michael Keller is Andover's longest serving Police Chief.

Chief Keller was the recipient of the 2015 "Officer of the Year" award.

Chief Michael Keller retired from the Andover Police Department on September 24, 2021.



**LIEUTENANT  
DONALD ROBERSON**

Lieutenant Donald Roberson started with the Andover Police Department in 2001. In 2007 Roberson was promoted to Sergeant, and in 2013 promoted to Lieutenant. Lt. Roberson started his career in Law Enforcement in 1978 and was previously a Lieutenant for Derby Police Department and Chief of Police for the City of Chaney. Lieutenant Roberson retired from the Andover Police Department on August 1, 2021.

Lt. Roberson was the recipient of the 2007 "Officer of the year" award.



**SPECIAL SERVICES  
COMMANDER  
JOSEPH SCHROEDER**

Captain Joe Schroeder joined the Andover Police Department on October 8, 2017 as the department's first Accreditation Manager and was promoted to the Department's Operations Commander, and then transferred to Special Services Commander. Captain Schroeder started his law enforcement career with the Wichita Police Department in 1989 and served for 28 years.

Captain Joe Schroeder departed with the Andover Police Department on November 29, 2021.

# FORMER STAFF OF 2021



**LIEUTENANT  
DAIMON CUNDIFF**

Lieutenant Daimon Cundiff joined the Andover Police Department in February of 1997 after serving in the U.S. Air Force. During Lt. Cundiff's time here he served as a Patrol Officer, K9 Officer, Patrol Sergeant, Detective, and Lieutenant. Lt. Cundiff retired from the Andover Police Department on January 8, 2021.

Lt. Cundiff was the recipient of the 2014 "Officer of the year" award.



**DETECTIVE  
NATASHA WARD**

Detective Natasha Ward began her Law Enforcement career with the Andover Police Department on May 6, 2013 as a Police Officer. Detective Ward was promoted to Detective in January of 2015. Prior to Andover, Detective Ward was a Graduate Training Assistant in the School of Community Affairs at Wichita State University. Detective Ward have her resignation and departed from the Andover Police Department on March 14, 2021.

# FORMER STAFF OF 2021



**SERGEANT  
TIAH SMITH**

Sergeant Tiah Smith joined the Andover Police Department on March 9, 2015 as a Police Officer and was previously an Officer for Wichita Police Department for 2 years. Sgt. Smith was promoted to Master Police Officer I in 2016, Master Police Officer II in 2017, Master Police Officer III in 2018, and Sergeant in 2019. Sgt. Smith gave her resignation and completed her last day with the department on April 9, 2021.

Sergeant Smith was the recipient of the 2018 "Officer of the year" award.



**POLICE OFFICER  
ROBERTO AGUILAR**

Officer Roberto Aguilar originally joined the Andover Police Department in December of 2015. Officer Aguilar later resigned from the Department in 2018, and returned in 2020. Officer Aguilar started his career in Law Enforcement in 2013 with the Onslow County Sheriff's Department in Jacksonville, North Carolina. Officer Aguilar's last day with the department was on May 22, 2021.



**COMMUNICATIONS OFFICER  
ERIN ALLEN**

Master Communications Officer II Erin Allen joined the Andover Police Department in December of 2011 as a Communications Officer. Erin was promoted to Master Communications Officer I in 2015, and Master Communications Officer II in 2020. Prior to joining the Andover Police Department MCO II Erin Allen was a Communications Officer for the City of Valley Center. Erin departed from the Andover Police Department in 2021.



**COMMUNICATIONS OFFICER  
SHANNA BRUCE**

Master Communications Officer I Shanna Bruce joined the Andover Police Department in 2016 as a Communications Officer where she was promoted to Master Communications Officer I a short time later. MCO I Shanna Bruce had prior Dispatch experience working previously in Grant County and Sedgwick County. Shanna's last day at the Andover Police Department was February 12, 2021.

# POLICE CHAPLAIN PROGRAM

The Police Chaplain Program is an auxiliary unit of the Andover Police Department that provides a community-policing avenue for the Andover Police Department and the community to work together through participating pastors and churches. The Police Chaplains, who volunteer their services are on-call 24 hours a day and are available to provide crisis/counseling to the community and the Police Department members,



**PROGRAM DIRECTOR**  
**RICK NEUBAUER**  
**UNION RESCUE MISSION**  
**CHAPLAIN SINCE 2016**



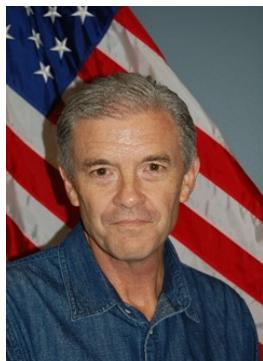
**POLICE CHAPLAIN**  
**LEON HIEBERT**  
**ANDOVER ASSEMBLY OF GOD**  
**CHAPLAIN SINCE 2008**



**POLICE CHAPLAIN**  
**JERRY SMITH**  
**FAITH BAPTIST CHURCH**  
**CHAPLAIN SINCE 2008**



**POLICE CHAPLAIN**  
**DANIEL IVY**  
**ANCHOR BAPTIST CHURCH**  
**CHAPLAIN SINCE 2014**



**POLICE CHAPLAIN**  
**BRAD TUGGLE**  
**HOSPICE**  
**CHAPLAIN SINCE 2014**



**POLICE CHAPLAIN**  
**JOHN LANDLEY**  
**EAST POINT CHURCH OF CHRIST**  
**CHAPLAIN SINCE 2016**



**POLICE CHAPLAIN**  
**NORM NEVINS**  
**CHRIST CHURCH**  
**CHAPLAIN SINCE 2016**



**POLICE CHAPLAIN**  
**JAMES GILLESPIE**  
**ANDOVER BAPTIST**  
**CHAPLAIN SINCE 2016**



**POLICE CHAPLAIN**  
**DAVID LE MONNIER**  
**EPIC CHURCH**  
**CHAPLAIN SINCE 2018**



**POLICE CHAPLAIN**  
**KYLE KACHELMEIER**  
**JOURNEY CHURCH**  
**CHAPLAIN SINCE 2018**



**POLICE CHAPLAIN**  
**RANDY SEXTON**  
**RETIRED**  
**CHAPLAIN SINCE 2019**



**POLICE CHAPLAIN**  
**STEVEN BISHOP**  
**GENERATIONS CHURCH**  
**CHAPLAIN SINCE 2019**

# 2021 HIGHLIGHTS

## 2021 Anniversary's

- Sgt. Mickey Farris (15-years)
- Kelli Galloway (15-years)
- Lance Parker (15-years)
- Becky Page (10-years)
- Don Roberson (20 years)
- Steve Harryman (20-years)

## 2021 Retirement's

- Chief Michael Keller
- Lieutenant Don Roberson
- Lieutenant Daimon Cundiff

## 2021 Step Grant Award

Sunday, February 14th, the Police Department received official notice of their 2021 Special Traffic Enforcement Program (STEP) grant award through the Kansas Department of Transportation (KDOT) and the National Highway Traffic Safety Administration, in the amount of \$2,500.

## Annual Firearm Qualifications

On Tuesday, February 22nd and Thursday, February 24th, all sworn members of the Police Department completed their annual "Low Light Firearms Qualifications". All 24 of the current 25 officers qualified, with one remaining officer away on military duty.

## Cub Scout Presentation



March 4th, Mickey Farris, K9 Roko, Sgt. Sine, and Officer Sell conducted a presentation to local Andover Cub Scouts that included intro to being an officer, a K-9 Demonstration, tour of a police vehicle, and the opportunity to run the department's agility course.

## AAA of Kansas "2020" Traffic Safety Platinum Award



On March 9th, the Andover Police Department was presented with the AAA of Kansas 2020 "Traffic Safety Platinum Award" for their efforts in traffic safety.

This was the department's 10th consecutive AAA award and its 7th consecutive "Platinum" Award.

# 2021 HIGHLIGHTS

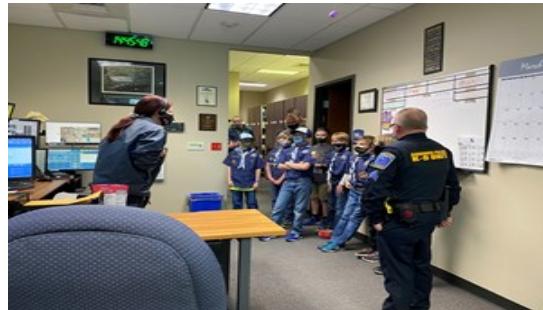
## Annual CALEA Compliance Review

March 26th through April 4th, both the Police Department and Emergency E-911 Communications Center had their CALEA accreditation "Annual Compliance Review." The department was notified that Overall the department did a great job.

## National Child Abuse Prevention Month

Members of the Andover Police Department joined members of the Sunlight's Children's Services in wearing blue to raise awareness for Child Abuse Prevention Month.

## Police Tour



Officer Russell, Sgt Farris and K-9 Roko gave a tour to Bear Den Pack 584 of the Police Station.

## Storm Fury on the Plains

The Police Department hosted the annual "Storm Fury on the Plains" storm spotter training at City Hall. The presentation was also made available live to the public.

## K-9 Certification



Sgt. Farris, MPO III McLaughlin, and K-9's Roko and Bandit, attended the Kansas Police Dog Association's Annual K9 Certification and Training conference. Both K-9 teams were re-certified.



## DEA Drug Take Back Event

April 24th, department members participated in the department's "DEA Drug Take Back Event" in the Walgreens Parking Lot. 12 boxes of prescription and over the counter drugs with a total weight of 223 pounds were collected.

## Annual Spring Firearms Qualifications

Tuesday, May 11th and Thursday, May 13th, the department's sworn members completed the annual spring firearms qualifications. The officers qualified with their duty weapon, patrol rifle and off-duty weapons. All department members successfully qualified.

# 2021 HIGHLIGHTS

## Received new Radar Trailer/Message Board

On Tuesday, May 13th, the Police Department received its new 2021 Stalker Radar Trailer/Message Board.

## Summer Mandatory In-Service Training



Tuesday, May 18th and again on Tuesday, May 25th, the Police Department hosted their annual Summer Mandatory In-Service Training. The 8-hours of training included “Legal Updates,” “Community Engagement,” “Managing and the Impact of Deadly Force Incidents,” “Commercial Vehicles” and “CPR” training.

## Spring Department Staff Meeting

The department's Spring department staff meeting was hosted on May 18th, the evening included department awards, recognition, updates and some very good burgers and brats.

## 42nd Annual Valor Awards Banquet



On May 26th, MPO Hampton and MPO McLaughlin were recognized and received awards at the Kansas Association of Chiefs of Police's (KACP) “42nd Annual Valor Awards Banquet.” MPO Hampton received a “Silver Award” and MPO McLaughlin received a “Gold Award.”

## New Officers at APD



On June 1st, Officer's Francisco Gomez, Neil Kline and James Nelson all began their careers with the Andover Police Department.

# 2021 HIGHLIGHTS

## 40th Annual Torch Run



On Friday, June 4th, the Police Department participated in the 40th Annual Law Enforcement Torch Run for Special Olympics Kansas.

## Police & Fire Festival



On Saturday, June 5th, the Police Department and Fire Rescue hosted the annual Police & Fire Festival in Central Park. There was an estimated crowd of 1500 to 1800 in attendance. There were numerous demonstrations including K9, Drone, High Angle Rescue, Fire Protective Gear, CPR, and AED,

## Citizen Police Academy Begins

On Thursday, July 15th the Police Department hosted the first night of the department's very first Citizen's Police Academy. The Citizen's Police Academy is an 8 week program that meets one night each week through September 1st, and is designed to build better relationships with the community through transparency.

## National Night Out



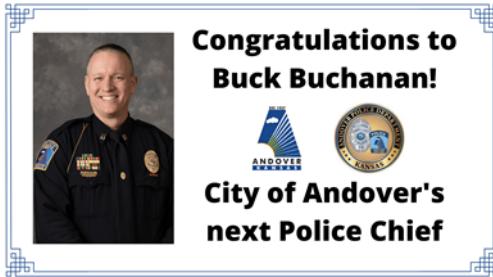
On Tuesday, August 3rd, the department coordinated another successful community National Night Out event from 6:00 p.m. until 8:30 p.m. with block parties in three separate neighborhoods including, Chateauroux, Green Valley 5 & 6 and Green Valley 8, 9, & 10.

## Cop on a Rooftop

On Friday, August 6th, the Andover Police Department with assistance from the Butler County Sheriff's Office and Rose Hill PD, hosted a "Cop on a Rooftop" fundraising event for Kansas Special Olympics. The Andover location raised over \$700.

# 2021 HIGHLIGHTS

## Buck Buchanan appointed Chief of Police



On Tuesday, August 31st, at the City Council Meeting, Captain Buck Buchanan was appointed by Mayor Ronnie Price, and unanimously approved by the City Council to be the next Chief of Police, effective September 27th, 2021 following Chief Keller's Retirement.

## Stepheni Peltier joins Andover Police Department



On Monday, September 27th, Officer Peltier began her Law Enforcement career with the Andover Police Department.

## Greater Andover Days

October 14th through October 16th, Greater Andover Days went off with great success. The Police Department participated in the parade, and also provided security and parking control throughout the event.



## National Prescription Drug Take Back Event

On Saturday, October 23rd, in the Andover PD parking lot, in cooperation with the Drug Enforcement Administration, hosted a collection site for the "National Prescription Drug Take Back Event." Over 71 pounds of prescription drugs were collected.

## Safe Halloween

The Police Department and E-911 Communications staff participated in the Andover Chamber's annual "Safe Halloween" at St. Vincent DePaul's Catholic Church, handing out candy, stickers and trinkets. There was an estimated 1000 kids in attendance.

# 2021 HIGHLIGHTS

## Fill-A-Cruiser



The Police Department hosted its 7th Annual “Fill-A-Cruiser” event on October 30th, 2021. The department collected well over 7,136 pounds, several thousand more than in 2020, and \$700 in cash.



## Fall In-Service Training

November 2nd, and November 9th, the Police Department hosted its Fall Mandatory In-Service training day. During the 8-hour training staff members attended training on “Basis Based Policing,” “Dealing with Mentally Ill,” “Child Advocacy Center Operations,” “Defense Tactics,” and “OC Spray.”

## Caring and Sharing

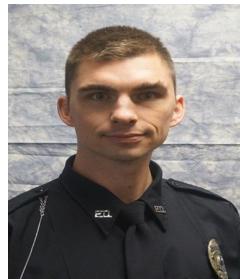


Andover Police Department members assisted with this year’s “Caring and Sharing” efforts by delivering presents, food and Christmas trees to 12 families in the Andover area on December 16th.

## Department Christmas Party

On December 18th, the Andover Police Department held its 12th Annual Department Christmas Party at the Andover Lodge. Approximately 40 department members, spouses, and retirees enjoyed an evening of socializing and gift sharing.

## Andover Welcomes Officer Robert Garland



On December 27th, Officer Robert Garland II began his Law Enforcement career with the Andover Police Department.

# 2021 PROMOTIONS

## Captain Ben Gruber



On Tuesday, October 26th, the Andover Police Department held its first “badge pinning” ceremony for newly promoted Captain Ben Gruber. Captain Gruber joined the Andover Police Department in June of 2008. Captain Gruber was promoted to Sergeant in May of 2011, Lieutenant in May of 2013, and Captain in October of 2021.

## Lieutenant Michael Hampton



On Wednesday, November 3rd, the Andover Police Department held a “badge pinning” ceremony for newly promoted Lieutenant Michael Hampton. Lieutenant Hampton started with the Andover Police Department in May of 2015 as a Police Officer. Lt. Hampton was promoted to Master Police Officer I in March of 2017, Master Police Officer II in June of 2018, Master Police Officer III in May of 2020, Sergeant in June of 2021, and Lieutenant in November of 2021.

## Sergeant Joseph Hardy



On June 13th, MPO I Joseph Hardy was promoted to the rank of Sergeant, assuming the responsibilities of a Patrol Sergeant. Sgt. Hardy joined the Andover Police Department in May of 2018. Sgt. Hardy was promoted to Master Police Officer I in May of 2020, and Sergeant in June of 2021.



## Sergeant Joel McLaughlin

On November 15th, the Andover Police Department held a “badge pinning” ceremony for newly promoted Sergeant Joel McLaughlin. Sgt. McLaughlin started with APD in January of 2015. He was promoted to Master Police Officer I in September of 2017, Master Police Officer II in January of 2019, Master Police Officer III in January of 2021, and Sergeant in November of 2021.

## Sergeant Deshaun Smith



On November 15th, the Andover Police Department held a “badge pinning” ceremony for newly promoted Sergeant Deshaun Smith. Sgt. Smith started with APD in September of 2017. He was promoted to Master Police Officer I in October of 2018, Master Police Officer II in February of 2020, and Sergeant in November of 2021.

# SPECIAL RECOGNITION

## Officer of the Year



**DETECTIVE  
TROY SNEDEKER**

*Officer of the Year Award: "Awarded annually to a sworn member of the department whose overall performance for the prior year has contributed substantially to the mission of the department and whose conduct has demonstrated the core values of the department."*

Detective Snedeker has excelled in his role this year, handling 112 criminal cases and successfully resolving 97 of them with 49 resulting in criminal charges. He's not only been an effective detective but has also taken on various additional responsibilities, including instructing Taser and Bola Wrap usage, coordinating Special Olympics activities, serving on the safe house board, and piloting drones. Beyond his duties, Detective Snedeker initiated research on the FlockSafety cameras to address property crimes in Andover, displaying a strong commitment to community safety.

Detective Snedeker actively supports patrol efforts, responding to calls when needed, even working night shifts to provide colleagues with necessary breaks. Detective Snedeker's dedication to the department's improvement and community safety shines through his actions, making him a dependable team member.

For his consistent outstanding performance, proactive efforts, and positive demeanor, Detective Snedeker has been honored with the 2021 "Officer of the Year Award." This recognition comes with the endorsement of Lieutenant Michael Shinert, the Awards Board, and the Chief of Police.

## Civilian of the Year



**RECORDS/EVIDENCE  
CUSTODIAN  
KELLI R. GALLOWAY**

*Civilian of the Year Award: Awarded annually to a civilian member of the department whose overall performance for the prior year has contributed substantially to the mission of the department and whose conduct has demonstrated the core values of the department."*

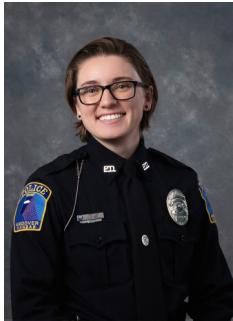
Lieutenant Michael Hampton put forth a recommendation to nominate Kelli Galloway, the Records/Evidence Custodian, for the Civilian of the Year award for 2021. Lieutenant Hampton highlights Kelli's remarkable dedication, as she willingly undertook numerous shifts throughout the year to provide coverage for vacationing or training dispatchers. Despite the challenging task of alternating between day and night shifts within short spans, Kelli's commitment has been unwavering.

This was reciprocated by the awards board committee, recognizing Kelli's exceptional contributions. In addition to her core responsibilities in Records and Evidence, she played a pivotal role in training a new communications officer and stepping in to cover shifts, all while maintaining a consistently positive demeanor. Captain Ben Gruber emphasized that Kelli's upbeat and friendly attitude persists even through frequent shift changes, and her willingness to help officers navigate challenging cases has made her a go-to resource.

Kelli's unwavering positivity, especially during high-stress situations, exemplifies the core values of our department on a daily basis. As a result of her consistent actions, diligent efforts, and positive outlook over the past year, it is with the endorsement of Lieutenant Mike Hampton, the the Awards Board, and the approval of the Chief of Police that Records/Evidence Custodian Kelli Galloway is granted the 2021 "Civilian of the Year Award."

# SPECIAL RECOGNITION

## Life Saving Award



**POLICE OFFICER  
KATIE RUSSELL**

*"To be conferred upon any member of the department whose actions directly contribute to saving or significantly prolonging some quality of human life. This award will be presented in the form of a ribbon bar and certificate for sworn members, and as a certificate for non-sworn members."*

Captain Ben Graber and Lieutenant Michael Hampton nominated Officer Katie Russell for the Life Saving Award of 2021. On August 11, 2021, Officer Russell acted swiftly when a 15-year old girl was brought into the station unresponsive. She administered chest compressions, restoring a weak pulse and breathing. EMS arrived, administering Narcan to revive the girl from a Fentanyl overdose.

Officer Katie Russell's rapid response and effective actions were pivotal in saving the girl's life, confirmed by AFR Capt. Gary Elliot. Recognizing her exceptional contribution, the committee unanimously approved the "Life Saving Award."

In line with General Order M1218, Officer Katie Russell is granted the "Life Saving Award" based on the recommendation of the Awards Board and the Chief of Police's approval.

## Silver Wreath of Valor

*"Awarded to departmental members, or other police officers affiliated with the Andover Police Department, who shall, in the line of duty, perform an act or acts in furthering the principles of law enforcement at the risk of personal injury and who shall perform this act or acts without regard for his/her personal safety but in the best interests of the public welfare, displaying outstanding bravery, intelligence or devotion to duty; or any person who, at the risk of great bodily injury or death shall assist the Andover Police Department, displaying outstanding public interest and self-sacrifice.*

*This award is presented in the form of a wreath and certificate."*

- MPO III Joel McLaughlin

## Good Conduct Award

*"Awarded to any member of the department, who has demonstrated exemplary conduct for a period of three consecutive years. Exemplary conduct is demonstrated by the absence of violations resulting in suspensions and the absence of unsatisfactory ratings in any category on a performance evaluation."*

- Sgt. Michael Hampton \*\*
- Sgt. Joseph Hardy \*
- MPO III Lance Parker \*\*\*\*
- Chief Buck Buchanan \*\*\*\*
- Lt. Michael Shinert \*\*
- CALEA Mgr. Jessica Smith
- 911 Director Becky Day
- Records/Evidence Kelli Galloway
- MPO Joel McLaughlin \*\*

## Safe Driving Award

- Sgt. Mickey Farris (15-years)
- Lt. Steve Harryman (20-years)

## Seniority Award

- Sgt. Mickey Farris (15-years)
- Lt. Don Roberson (20-years)
- MPO III Lance Parker (15-years)
- Records/Evidence Kelli Galloway (15-years)
- Admin. Assistant Becky Page (10-years)
- Lt. Steve Harryman (20-years)

# SPECIAL RECOGNITION

## Perfect Attendance Award

*“Awarded to any member of the department who distinguish themselves by using 48 hours or less of sick leave in any consecutive five-year period. This award is based upon five-year increments.”*

- MPO III Joel McLaughlin (5-years)

## Citizen Commendation Award

*“This award may be presented to any person or entity who is not a member of the department but who has materially aided the department or its officers in some way. This includes assistance in the solutions of crime or the apprehension of criminals, aiding an officer in the field in a critical situation, and cooperation with or assistance to the department as a whole in any aspect of the department’s administration or operations. This award is presented in the form of a plaque, framed certificate or letter signed by the Chief of Police.”*

- Police Chaplain John Langley

## Community Service Award

*“Awarded to any member of the police department, who displays outstanding service by achieving success in a difficult community project, program or situation, or who through their involvement either on or off-duty in community projects or programs, which improves the quality of life of a citizen of Andover.”*

- MPO III Heath Kintzel
- MPO III Lance Parker

## Bronze Wreath of Meritorious Service

*“Awarded to any member of the department for an act or acts that tangibly and conspicuously further the cause of law enforcement in the City of Andover through outstanding inventiveness intelligence, diligence or devotion to duty, and who, in the performance of such act or acts shall be motivated solely by the desire to benefit the city without thought of personal gain or advantage, or for an outstanding job accomplishment that has contributed to a more effective and efficient police department that may involved improved administration, improved operations, substantial cost savings, or other benefits to the department that have materially facilitated the effective performance of the departments mission, or who shall have completed 20 years of service with the department.”*

- Lt. Steven Harryman

## Military Service Award

*“Awarded to any Officer of the department who currently serves in any branch of the United States Military or has been honorably discharged from any branch of the United States Military. This award is presented in the form of a ribbon bar.”*

- Officer Neil Kline
- Officer James Nelson

# DEPARTMENT TRAINING

DIVISION	TRAINING HRS	STAFFING LEVEL	HRS PER MEMBER
CHIEF OF POLICE	105.75	2	52.9
SPECIAL SERVICES SECTION	405	4	101.25
OPERATIONS COMMANDER	87.50	1	87.50
INVESTIGATIONS	343	2	171.5
PATROL	1232	16	77
COMMUNICATIONS	169.25	6	28.2
BASIC ACADEMY TRAINING	1504	3	501
<b>TOTAL</b>	<b>3846.50</b>	<b>34</b>	<b>113.13</b>

## Training Highlights

On Tuesday, February 9th, Lt. Shinert and MPO III Hampton attended a 8-hour Glock Armorer Certification Course at the Kansas Law Enforcement Center in Hutchinson.

On Tuesday, February 16th through the 18th, Sgt. Sine and MPO III Hampton attended a 24-hour “Field Training Officer” program at the Kansas Law Enforcement Training Center.

On Thursday, February 18th, Communications Director Becky Day and Evidence/Records Custodian Kelli Galloway attended a 2-hour on-line training titled “Redacting Records.”

February 18th, Captain Schroeder, SRO Kintzel and SRO Deshaun Smith attended a 4-hour on-line training titled “Autism Spectrum Disorder: De-Escalation in the School Setting.”

Tuesday, February 22nd and Thursday, February 24th, the sworn members of the Police Department completed their annual “Low Light Firearms Qualifications”. All 24 of the current 25 officers qualified.

On Tuesday, February 22nd through February 26th, Officer James Wilkinson attended a 32-hour, 4-day “Critical Incident Team” training at the Kansas Law Enforcement Training Center.

Wednesday, February 23rd, Lt. Shinert, Det. Snedeker, and MPO III Hampton attended an 8-hour training titled “Tactical Medical for First Responders” at KLETC. This is a required training in order to perform the duties of a firearms instructor.

On Monday, March 1st, Captain Buchanan and Chief Keller attended an on-line, 8-hour “Gold Shield” training hosted by the Kansas Law Enforcement Training Center titled “Identifying and Leading At Risk Employees.” This course was meant to educate current and upcoming law enforcement executives on the latest info regarding alcohol/drug abuse, post-traumatic stress, depression, and suicide within the law enforcement agency.

Monday, March 1st through March 12th, MPO III Joel McLaughlin attended an 8-hour online training titled “Foundations of Sexual Assault Investigations for the Rural Officer.”

On Wednesday, March 3rd and Thursday, March 4th, Accreditation Manager, Jessica Smith attended an on-line “PowerDMS Entrust 2021 Virtual Conference” training. During the 2-day conference, Jessica participated in 7-hours of classes and workshops including, “Tinplating Advanced Workflows for your Organization,” “Validating Knowledge & Gathering Feedback” and “Setting Up Your Assessment for Success.”

# DEPARTMENT TRAINING

On Wednesday, March 10th and Thursday, March 11th, Captain Buchanan attended a 16-hour virtual training titled "Active Shooter Incident Management" hosted by C3 Pathways. This training was an intermediate level course that provides hand-on incident management experience.

On Monday, March 15th through Friday, March 19th, Lt. Shinert attended a 40-hour "Firearms Instructor School" hosted at KLETC. This course was required for Lt. Shinert to take over Assistant Range Master responsibilities.

Tuesday, March 16th and Wednesday, March 17th, SRO Parker and SRO Smith attended a 16-hour online training titled "Interdiction for the Protection of Children."

On Thursday, April 1st, 911 Director Becky Day attended a one-day, 6-hour online "Business Writing and Grammar" training hosted by Fred Pryor Seminars.

On Wednesday, April 7th, Captain Buck Buchanan attended a 3-hour on-line training titled "The Ethical Imperative of Self-Care and Professional Wellness," hosted by the Sedgwick County Child Advocacy Center.

Thursday, April 8, the Police Department hosted the annual "Storm Fury on the Plains" storm spotter training at City Hall.

On Monday, April 12th through Friday, April 16th, Sgt. Mickey Farris and MPO III Joel McLaughlin, along with their K-9 partners "Roko" and "Bandit" attended the Kansas Police Dog Association's "Annual K9 Certification and Training" conference. Both K-9 teams were re-certified.

Monday, April 19th, SRO Donnell Hadley attended a 4-hour on-line training titled "Response to Human Trafficking for Law Enforcement.

Monday, April 19th through Friday, April 23rd, Lt. Shinert, MPO I Aguilar, and Officer Brickley attended a 40-hour, 5-day "Crisis Intervention Training" hosted and presented by KLETC.

On Tuesday, April 20th, Captain Schroeder, Captain Buchanan, Chief Keller, Sgt. Sine, MPO III Hampton, and MPO III Smith attended a 2-hour on-line webinar titled "Reimaging Law Enforcement Recruitment and Retention" hosted by the Wichita Police Department.

On Wednesday, April 21st through Friday, April 23rd, Captain Buchanan and Chief Keller attended the FBI's National Academy Alumni Association's annual "Spring Training Session in Manhattan, KS. Some of the classes attended were "U.S. Supreme Court Decisions and Legal Updates," "Peer Support for Command Staff," "Overview of the Austin Bar & Grill Shooting" and "Cyber Security Issues."

April 21st, Lt. Roberson attended an 8-hour "Tactical Medical for First Responders" training. This training is a safety requirement for a range master conducting training and firearm qualifications at the range.

On Tuesday, April 27th, Chief Keller participated in the 2021 International Association of Chiefs of Police Mid Year Conference.

Tuesday, April 27th, Accreditation Manager Jessica Smith attended a two-hour "The Impact of the 'American Rescue Plan' on the First Responder Community" webinar.

On Wednesday, April 28th through Friday, April 30th, Captain Buchanan and Chief Keller attended a 3-day, 24-hour "Human Dynamics/Conflict Resolution and Body Worn Cameras & Digital Media" training.

On Monday, May 3rd, Det. Troy Snedeker and SRO Deshaun Smith attended an 8-hour "Taser Instructor Certification" training in Augusta, KS.

Tuesday, May 4th, Officer Levi Brickley attended a 3-day, 24-hour "Standardized Field Sobriety Test/DUI Detection" training in Pittsburg, KS.

On Monday, May 10th and Tuesday, May 11th, Administrative Assistant Becky Page attended an on-line 2-day, 14-hour "Engaging and Polished Business Writing and Grammar" training course hosted by Fred Pryor Seminars.

# DEPARTMENT TRAINING

On Tuesday, May 11th and Thursday, May 13th, the department's sworn members completed the annual spring firearms qualifications at the El Dorado Correctional Facility's firearms range. The officers qualified with their duty weapon, patrol rifle and off-duty weapons. All department members successfully qualified.

On Monday, May 17th, SRO Kintzel attended a 1-hour on-line training titled "Response to Human Trafficking" hosted and presented by the Kansas Traffic Safety Resource Office.

Tuesday, May 18th and again on Tuesday, May 25th, the Department hosted their annual Summer Mandatory In-Service Training. The 8-hours of training included "Legal Updates," "Community Engagement," "Managing and the Impact of Deadly Force Incidents," "Commercial Vehicles" and "CPR" training.

On Monday, May 24th through Thursday, May 27th, Chief Keller attended the Kansas Association of Chiefs Police's annual "Leadership Conference" in Wichita. Chief Keller attended classes on topics such as "Mental Health Issues in Law Enforcement," "The importance of Mindset in Police Leadership" and "National Security Overview."

On Tuesday, June 1st through Friday, June 4th, MPO III Hampton attended a 4-day, 32-hour "Instructor Development School" hosted by KLETC. This training is required as one of the department's firearms instructors.

On Friday, June 4th, Captain Schroeder graduated from the 13th session of "Advance Kansas," a culturally diverse program hosted and coordinated by Butler Community College.

June 14th-June 16th both sworn and non-sworn members of the department attended a 2-hour "Responding to Electrical Emergencies" safety training presented by Evergy and hosted by Andover Fire and Rescue.

Tuesday, June 15th, Chief Keller and Captain Buchanan attended a one-hour "Anatomy of a Lawsuit: What Officers Need To Know About the Legal Process Following a Critical Incident" training.

June 16th, Chief Keller and Captain Buck Buchanan attended the "Kansas Threat Working Group" meeting hosted by WSU Law Enforcement Training Center.

On Wednesday, July 7th through Saturday, July 10th, Captain Buck Buchanan attended the FBI's National Academy Alumni Association's 57th Annual Training Conference in Orlando, FL. The FBINAA is a nonprofit membership organization whose mission is dedicated to impacting communities by providing and promoting law enforcement leadership through training and networking.

Monday, July 19th through Friday, July 23rd, Lt. Jason Arnold attended the 40-hour Kansas Police Administrator's School (KPAS) at KLETC. The training is designed to prepare staff for upper level administration positions in Law Enforcement.

Thursday, July 22nd, Captain Schroeder, 911 Director Day, Admin Assistant Becky Page and Chief Keller attended a Wichita State University Public Policy & Management Center 30-min zoom training titled "Storytelling: Boosting Your Impact in the Workplace."

On Tuesday, July 27th, Det. Troy Snedeker, Sgt. Sine and MPO III Deshaun Smith attended "Bola-Wrap Instructor Certification" training, hosted by the Andover Police Department.

On Monday, August 16th, through Wednesday August 18th, Sgt. Hardy attended a 3-day, 24-hour "Field Training Officer" training course coordinated by KLETC.

On Thursday, August 19th, Captain Buchanan and Chief Keller participated in a 1-hour webinar titled "Under Siege: The Psychological Impact on Law Enforcement in These Troubled Times."

August 23rd, SRO Parker attended an 8-hour "Drugs in the Academic Environment" training, hosted by the Augusta Department of Public Safety.

On September 7th through September 10th, Captain Buchanan attended the annual "FBINAA Fall Re-Trainer" in Osage Beach, MO. Captain Buchanan attended trainings on Law Enforcement leadership and management.

# DEPARTMENT TRAINING

On Wednesday, September 8th through Friday, September 10th, Lt. Shinert and Lt. Arnold attended a 3-day, 24-hour "Incident Command: Response to Emergency Incidents" training. The "IC" school focuses on capabilities, planning and response actions during critical incidents.

September 13th through Friday, September 17th, SRO Deshaun Smith attended a week-long 40-hour "Kansas Child First" training in Wichita. This course was meant to provide the necessary skills to conduct a competent, investigative interview of a child abuse victim.

On Tuesday, September 14th, Lt. Shinert attended a 6.5 hour "Investigations Unit Leadership Development" training at KLETC.

On Tuesday, September 14th, Det. Snedeker attended a 2-hour on-line "Shooting Incident Investigations for First Responders" training.

On Monday, October 11th through Friday, October 15th, Sgt. Sine attended a 40-hour "Law Enforcement Leadership Academy Supervisor School" instructed by the Kansas University's Public Management Center.

On Monday, October 18th and Thursday, October 21st, the Police Department hosted its annual fall firearms qualifications at the El Dorado Correctional Facility's firearms range.

Friday, October 29th, Officer Kline and Officer Nelson graduated from the Kansas Law Enforcement Training Center's 284th Basic Training Class.

On Tuesday, November 2nd, and Tuesday, November 9th, the Police Department hosted its Fall Mandatory In-Service training day. During the 8-hour training, staff members attended training on "Bias Based Policing," "Dealing With Mentally Ill," "Child Advocacy Center Operations," "Defense Tactics," and "OC Spray."

On Wednesday, November 3rd, Lt. Shinert and Chief Buchanan attended a two-hour FLOCK Information and Refresher training hosted by Wichita PD.

On Tuesday, November 23rd, the Butler County Attorney's Office hosted their "4th Annual Officer Training Event" at the Performing Arts Center in El Dorado. Captain Gruber, SRO Kintzel, Records/Evidence Galloway, and Chief Buchanan all attended the 6-hour training. Topics included "Juvenile Offenders," "Warrants," "Affidavits/Miranda/Evidence," and "Reasonable Suspicion/Traffic Stops."

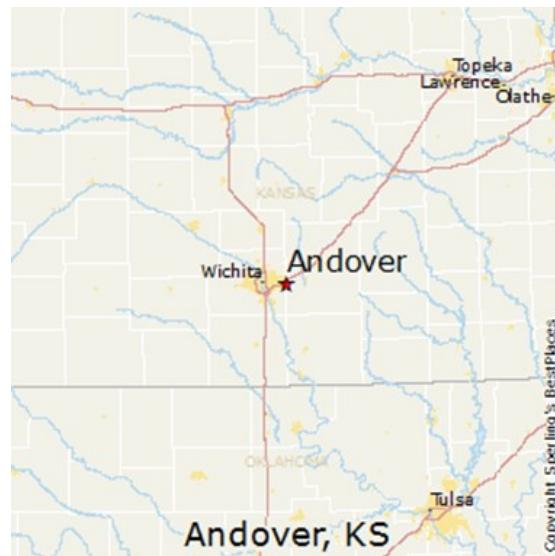
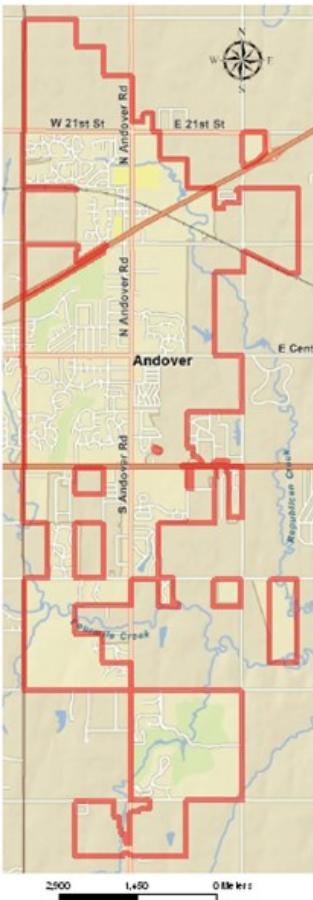
On Friday, December 3rd, Captain Gruber attended a 7-hour "Gold Shield: Law Enforcement Leadership in the 21st Century" training hosted by the Kansas Law Enforcement Training Center.

On Friday, December 17th, Lt. Shinert attended and graduated from the Kansas Law Enforcement Training Academy Instructor School. Lt. Shinert now joins Lt. Hampton as the department's two Range Masters.

On Wednesday, December 29th, Police and Fire Chaplains Steven Bishop, Eric Goodman, Jerry Smith, Randy Sexton, and Rick Neubauer attended an all-day Strategist International Level II Chaplain training.

# JURISDICTION/DEMOGRAPHICS

POPULATION	2021
Square Miles	10.15
Resident Population	14,892*
Andover School District Enrollment	4,574
Butler Community College Fall Enrollment	2,881



The City of Andover is a bedroom community located in Butler County, immediately adjacent to Wichita, with over 13,278 residents, a number of small businesses and approximately 4,233 residences and 39 home owner/neighborhood associations. The Police Department is nationally accredited through CALEA and is a pro-active, community-oriented agency. Additionally, the Police Department is extremely responsive to community needs and works in partnership with the residents and business owners of Andover, with officers regularly participating in community events, sitting on boards and committees and attending neighborhood organization meetings.

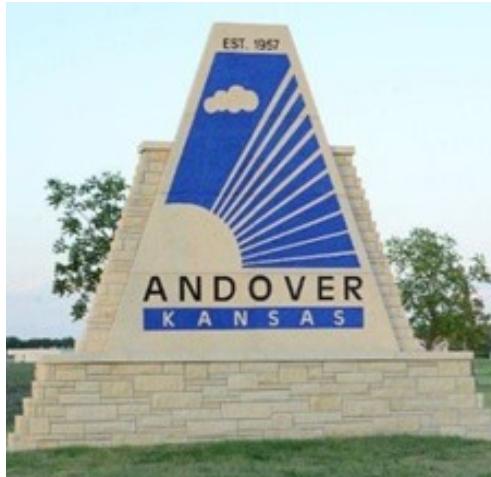
# JURISDICTION/DEMOGRAPHICS

HOUSING	2021
Housing Units	4,576 (2020)
Persons Per House-Hold	3.06
Median Home Value	\$234,900
Median House-Hold Income	\$103,383

DEMOGRAPHICS	2021
<b>RACE</b>	
White	85.2%
Hispanic	8.6%
Asian	4.4%
Black	1.8%
Other	0.1%
Native American	0.5%
Other Pacific Islander	0.4%
Mixed (Two or More)	5.3%
<b>EDUCATION</b>	
Median Resident Age	34.3
High School Graduates	96.3%
Bachelor Degree or Higher	55.5%

\*Statistics are not always updated at time of collection\*

Statistics taken from US Census Bureau



# FINANCIAL FACT SHEET

Police & E-911	2019	2020	2021
Payroll	\$1,574,119.27	\$1,644,824.14	\$1,676,594.40
Contractual	\$250,439.19	\$236,201.65	\$299,557.98
Commodities	\$125,560.87	\$120,976.86	\$95,521.03
<b>Total Operating Budget</b>	<b>\$1,950,119.33</b>	<b>\$2,002,002.65</b>	<b>\$2,071,673.41</b>
Capitol Outlay	\$120,848.76	\$136,779.77	\$135,433.82
Equipment Reserve	\$50,000.00	\$60,000.00	\$65,000.00
<b>Total APD Budget</b>	<b>\$2,120,968.09</b>	<b>\$2,198,782.21</b>	<b>\$2,472,445.19</b>

Annually, the Chief of Police will prepare a department budget as directed by the City Administrator and in accordance with the time lines established by the City Administrator. The budget will be for the next fiscal year that begins on January 1st. Prior to the first draft of the budget being due to the City Administrator, Division and Section Commanders will solicit employee suggestions regarding anticipated budgetary needs for the next fiscal year. Division and Section Commanders will incorporate employee suggestions having merit and the Commander's suggestions into written form and submit through proper channels to the Chief of Police to consider and include recommendation for Operating needs, Capitol purchase needs, and Personnel needs. The Chief of Police may choose to meet with Division and Section Commanders throughout the budget process as needed to properly prepare the department budget within the guidelines established by the City Administrator and Governing Body, and within the fiscal capabilities of the department. The Chief of Police will prepare a final budget within the timeline established by City Administrator and will submit for approval to the Governing Body for the next fiscal year that begins January 1st .

# STATISTICAL CRIME DATA

Seven serious offenses are used to define trends and make comparisons across the nation. These offenses are called index crimes or Part I Offenses, and data about them are drawn from the Federal Bureau of Investigation's Uniform Crime Reporting (UCR) program. The offenses consist of four violent crimes (Murder, Rape, Robbery and Aggravated Assault) and three property crimes (Burglary, Larceny-Theft and Motor Vehicle Theft.)

## *Part I Offenses (Index Crimes)*

OFFENSES	2019	2020	2021
MURDER	0	0	0
FORCIBLE RAPE	5	4	4
ROBBERY	2	2	0
AGGRAVATED ASSAULT	2	6	4
<b>TOTAL VIOLENT CRIMES</b>	<b>9</b>	<b>12</b>	<b>8</b>
BURGLARY	22	19	25
LARCENY-THEFT	280	258	262
MOTOR VEHICLE THEFT	16	14	15
ARSON	0	0	1
<b>TOTAL PROPERTY CRIMES</b>	<b>318</b>	<b>291</b>	<b>303</b>
<b>TOTAL</b>	<b>327</b>	<b>303</b>	<b>311</b>

Part I Offenses, Violent Crimes (Murder, Forcible Rape, Robbery, and Aggravated Assault) had a 33.3% decrease in total then the previous year 2020. Total Property Crime (Burglary, Larceny-Theft, Motor Vehicle Theft, and Arson) had a small 4.1% increase from the previous year 2020.

## *Part II Offenses*

OFFENSES	2019	2020	2021
All Offenses	520	463	495

## *All Offenses*

OFFENSES	2019	2020	2021
All Offenses	847	766	806

In 2021, Part II (less serious) offenses had an increase of 6.9% compared to the year 2020. Overall, the total reported crime (Part I and II Offenses) had a 5.2% increase in overall numbers when comparing 2020 and 2021, which is not too bad considering the population growth. The lowest number of reported crimes was in 2016 with a total of 740.

# STATISTICAL CRIME DATE

## *Motor Vehicle Accidents*

VEHICLE ACCIDENTS	2019	2020	2021
INJURY ACCIDENTS	31	25	28
NON-INJURY ACCIDENTS	229	173	207
<b>TOTAL</b>	260	198	235
ACCIDENT FATALITIES	0	1	0

## *Traffic Enforcement*

	2019	2020	2021
Traffic Stops	2,956	2,426	2,267
Citations (Moving)	1,618	1,411	1,391
Citations (Parked)	53	38	15
Citations (Warning)	1,218	882	834
<b>TOTAL</b>	2,889	2,331	2,240
<b>SCHOOL ZONES</b>			
Citations	219	175	207
Warnings	92	48	56
<b>RESIDENTIAL</b>			
Citations	323	192	147
Warnings	230	111	25
DUI Arrests	21	34	23

The Andover Police Department has been awarded 11 consecutive Traffic Safety Awards, and received the 8th consecutive “Traffic Safety Platinum Award” in 2021. From 2020 to 2021 the total number of Traffic stops decreased 6.5%, this could possibly be an effect of COVID and less people getting out and more people working from home, or for an undetermined reason. School

Zones have always been a big priority for our Officers to keep kids safe, with that in consideration and an increased number of children in Andover, the Citations for School Zones raised 18.3% in 2021. The DUI Arrests dropped 32.4%, possibly from more citizens staying home and businesses being closed due to COVID.

# STATISTICAL CRIME DATA

## *Call Load*

CALL LOAD	2019	2020	2021
Calls for Service	21,873	19,222	23,137
Incident Reports	1,682	1,568	1,920
Alarm Calls	478	384	389
Animal Calls	451	335	350

In 2021, the total number of “Calls for Service” increased by 20.4% from the previous year 2020, which is expected from the growing population in Andover. Incident Reports as well as Alarm calls both had an increase in 2021, and Animals calls had a small increase of 4.5% from the previous 2020 year.

## *Department Complaints*

A complaint is defined as an act of expressed dissatisfaction, which related to the Andover Police Department’s operations, policies and procedures, or conduct of department personnel. Considering the number of Calls, Arrests, and Citations handled by our Officer’s, our number of Complaints are considerably low, with only having 2 in 2020 and 0 in 2021.

COMPLAINTS	2019	2020	2021
Unfounded	1	0	0
Exonerated	0	1	0
Not Sustained	0	0	0
Sustained	0	1	0
Sustained against Policy	0	0	0
<b>TOTAL</b>	<b>1</b>	<b>2</b>	<b>0</b>

## **The conclusions of all complaints are categorized into one of the five findings:**

**Unfounded:** The investigation conclusively proved that the act complained of did not occur.

**Exonerated:** The act which provided the basis for the complaint or allegation occurred; however , the investigation revealed that the act was justified lawful and proper.

**Not Sustained:** The investigation failed to disclose sufficient evidence to clearly prove the allegation made in the complaint or to conclusively disprove such allegation.

**Sustained:** The Investigation disclosed sufficient evidence to clearly prove the allegation made in the complaint.

**Sustained against policy:** The investigation revealed a faulty policy and/or procedure.

# STATISTICAL CRIME DATA

*Incidents Resulting in Reportable Use of Force*

TYPE OF FORCE	2019	2020	2021
Firearms	0	1	1
Taser (ECW)	1	1	0
Baton	1	1	3
OC Spray	0	0	0
Weaponless/Physical	8	26	16
Weapon Drawn/Commands	11	13	3
Spike Strip	0	1	0
K-9 Deployment	1	0	0
<b>TOTAL USES OF FORCE</b>	<b>25</b>	<b>45</b>	<b>24</b>
<b>TOTAL USE OF FORCE INCIDENTS</b>	<b>17</b>	<b>27</b>	<b>11</b>
Assaults on sworn officers	N/A	4	6
<b>TOTAL USE OF FORCE ARRESTS</b>	<b>17</b>	<b>25</b>	<b>6</b>
<b>TOTAL AGENCY CUSTODIAL ARRESTS</b>	<b>260</b>	<b>233</b>	<b>242</b>
Animals Euthanized	3	2	1
Complaints	0	0	0

Each year the Andover Police Department conducts an analysis of Use of Force and reviews assaults on sworn officers as part of a comprehensive review process to meet CALEA requirements. In conducting the analysis, all use of force incidents were examined for the 2021 calendar year and all were found to be in compliance with department policies and procedures. In 2021, the Andover Police Department recorded 15,349 calls for service, a 3.44% increase in activity from 2020's 14,839 calls for service. There were a total of 24 applications of force by officers, sixteen (16) of those involved empty hand control tactics on subjects who were physically resisting officers. There were three (3) incidents that involved officers using a Baton to gain control of a subject. There was one (1) incident where a Taser was displayed to gain control of a subject who complied but then fought officers on the ground. There was one (1) incident that involved an officer discharging a firearm to humanely euthanize an injured deer. Finally, there was one (1) incident that involved one officer discharging his duty firearm at a suspect who was attempting to flee from an arrest and driving toward the officer. These numbers are not counted in the overall application of force. In total, force was used in 11 different situations to include on persons and animals. When comparing the statistics, from 2021 to 2020, It was found that we had an increase of 2.54% in total arrests for the agency. Our total use of force incidents decreased to 11 from 27 for a decrease of 59.2%. There were sixteen (16) weaponless incidents, a decrease of 10 from 2020, a 62.5% decrease. Of our agency's 242 arrests, force of some sort was used to combat or prevent resistance in 4.13% of all arrests compared to 10.72% in 2020.

# CITIZEN SATISFACTORY SURVEY

The Andover Police Department is committed to providing high quality customer service to citizens. In addition to tracking and documenting citizen complaints, the Police Department also survey's the community on a regular basis, to determine our citizens attitudes and opinions to; overall agency performance; overall competence of agency employees; citizen perceptions of the officer's attitudes and behaviors, community concern over safety within the agency's service area, and citizen's recommendations and suggestions for improvements. The survey is made available to the public via the department's website, printed copies at the station, and a QR code on the back of business cards. The original survey was originally developed and administered in January of 2012, with 582 citizen responses through December of 2022.

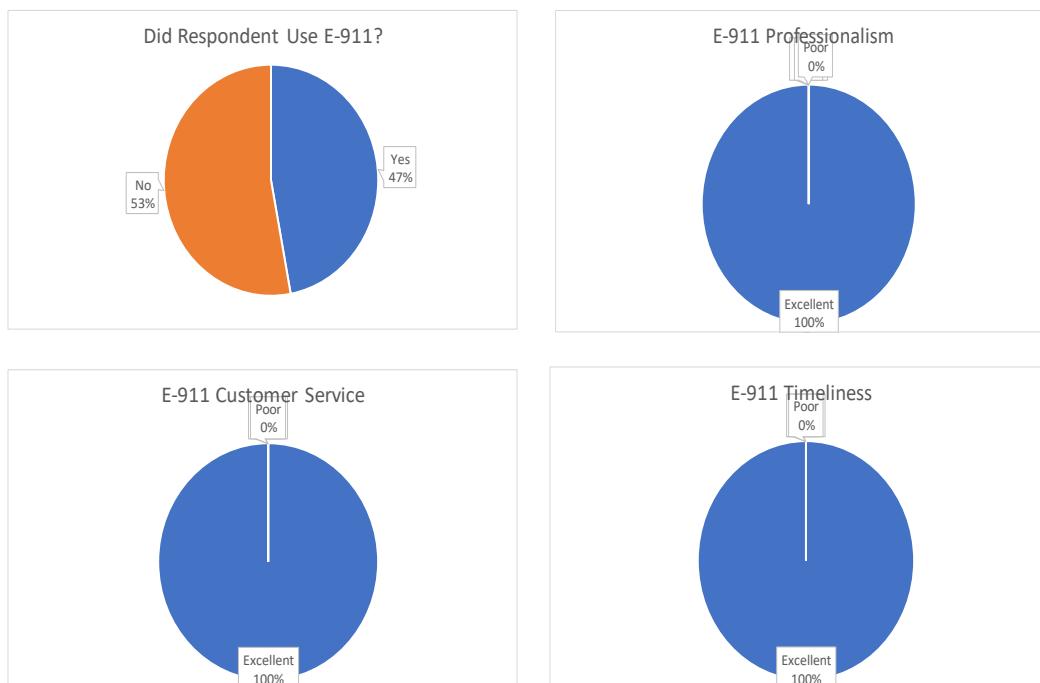
In 2021, Seventeen (17) Citizen Satisfactory Survey's were completed by citizen's. The survey's indicate that approximately 35% were Andover residents, 41% were working in Andover, 6% were traveling through Andover, and 12% indicated they were here for "Other" reasons. Additionally, 12% of respondents indicated they reported a crime, 12% witnessed a crime or incident, 6% reported a problem, 6% requested information/Assistance, 12% received a traffic citation or warning and 53% indicated their nature of contact as "Other."

## *E-911 Responses*

In 2021, Citizen's were asked to rate our E-911 services in the following areas if they had contact with a 911 operator during the nature of their call.

### *Professionalism | Customer Service | Timeliness | Overall Satisfaction*

In 2021, 47% of responses indicated they utilized our E-911 Communications Center. The respondents rated the dispatcher either "Excellent" or "Good," 100% of the time in all areas.



# CITIZEN SATISFACTORY SURVEY

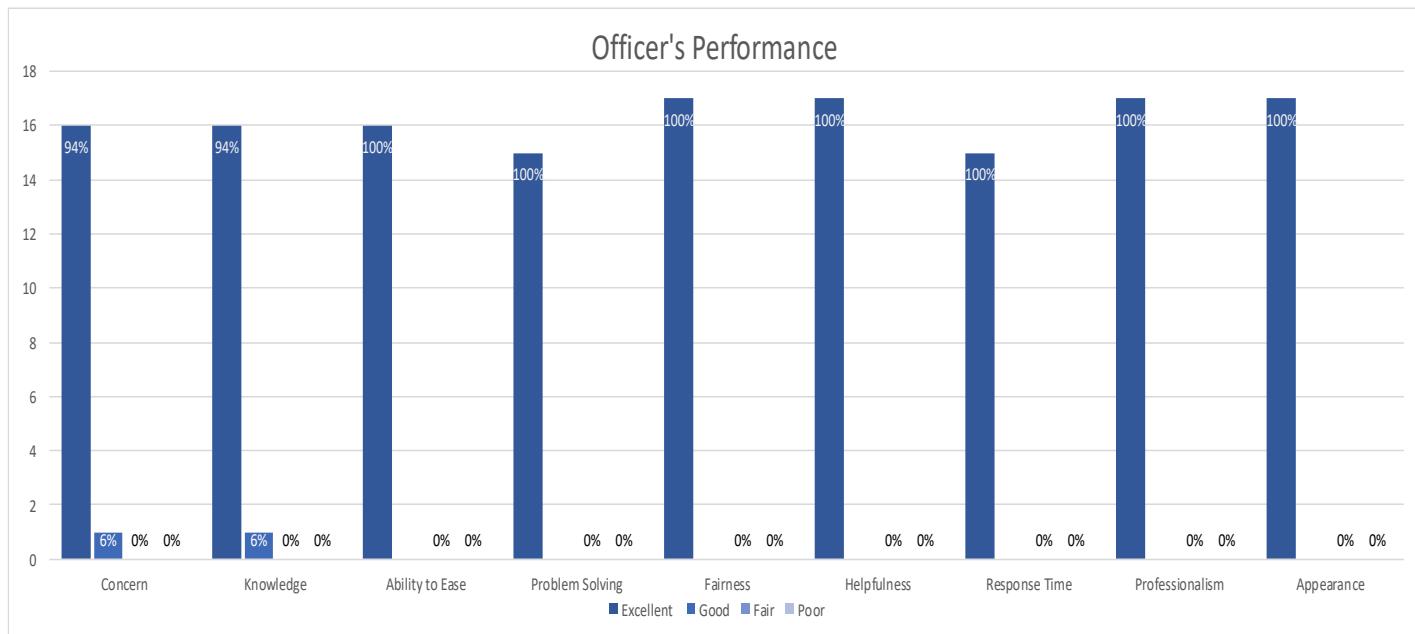
## *Police Responses*

Citizen's were asked to rate our Officer's in the following areas during their recent contact.

*Officer's Concern | Problem Solving | Response Time | Knowledge | Fairness*

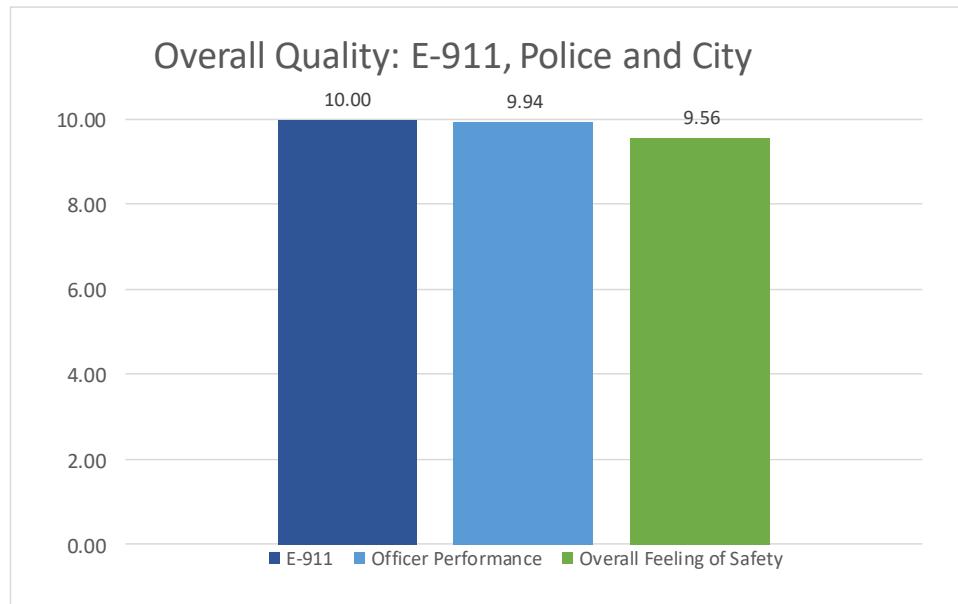
*Professionalism | Ability to put at ease | Helpfulness | Appearance*

In 2021, the respondents rated the Officer's "Excellent" or "Good" 100% of the time in every category.



## *Overall Survey Results*

Citizens were asked, on a scale of one to ten, rate their overall Satisfaction with the E-911 Communications Center, the Andover Police Department, and how safe they feel living in the Andover Community. The citizens reported on average a 10 satisfaction rating for E-911 Communications Center, 9.94 on Officer Performance, and 9.56 on feeling safe in Andover.



# ANDOVER POLICE DEPARTMENT TIMELINE

1957: *Andover incorporated into a City of the Third Class (February 4th, 1957)*

1957: *Robert Belford, Andover City Marshal (04/20/57-11/09/57)*

1958: *Jack Belford, Andover City Marshal (04/26/58-09/14/63)*

1963: *E. Ray Kelly, Andover City Marshal (09/14/63-12/31/65)*

1966: *Davie Rice, Andover City Marshal (01/08/66-06/01/68)*

1968: *Elmer J. "Blackie" Wiles, Andover City Marshal (06/08/68-05/25/70)*

1970: *James R. "Dick" Uttenger, Andover City Marshal (05/25/70-12/28/71)*

1971: *James R. "Dick" Uttenger, becomes Andover's 1st Chief of Police (12/28/71-04/05/74)*

1973: *Andover purchases first police vehicle (Ford from the KS highway patrol)*

1974: *Larry Smith becomes Andover's 2nd Chief of Police (06/01/74-08/08/75)*

1975: *Stephen L. Hopper becomes Andover's 3rd Chief of Police (08/26/75-03/31/77)*  
(Killed in a motor vehicle crash responding to a domestic disturbance as a Butler County Sheriff's Sergeant, May 19th, 1979)

1977: *Lawrence "Larry" A. Atherton becomes Andover's 4th Chief of Police (05/10/77-06/13/78)*

1978: *Walter E. Rollings becomes Andover's 5th Chief of Police (06/13/78-01/09/80)*

1980: *Larry R. Dillon becomes Andover's 6th Chief of Police (01/09/80-03/31/81)*

1981: *Gary M. Keely becomes Andover's 7th Chief of Police (03/31/81-03/30/82)*

1982: *Myron D. Moen becomes Andover's 8th Chief of Police (05/30/82-03/13/87)*

1987: *H. James Woodruff becomes Andover's 9th Chief of Police (04/06/87-10/11/88)*

1989: *Thomas L. Mathes becomes Andover's 10th Chief of Police (01/10/89-05/26/98)*

1991: *EF-5 Tornado hits Andover, Kills Seventeen people (04/25/1991)*

1994: *Andover becomes City of the 2nd Class (04/01/94)*

1999: *Randall V. Harris becomes Andover's 11th Chief of Police (01/01/99-12/27/06)*

2004: *Andover Police Department relocates to 909 N. Andover Rd. (October)*

2007: *Michael A. Keller becomes Andover's 12th Chief of Police (05/14/07-09/24/21)*

2010: *CALEA Contract Signed, Self-Assessment process begins (05/06/2010)*

2013: *Andover Police Department receives Initial Accreditation through CALEA (03/23/13)*

2016: *Andover Police Department receives 1st Re-Accreditation through CALEA (04/02/16)*

2020: *Andover Police Department receives 2nd Re-Accreditation through CALEA (03/21/2020)*

2020: *Andover Police Department's E-911 Communications Center receives initial Accreditation through CALEA, becoming first in Kansas (03/23/20)*

2021: *Buck Buchanan becomes Andover's 13th Chief of Police (09/25/21-Present)*



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