



**Buncombe County  
Office of the Sheriff**

**Van Duncan, Sheriff**

**2015 ANNUAL REPORT**

**Service**

**Integrity**

**Accountability**

**Professionalism**

**Dignity**

## **ABOUT THIS ANNUAL REPORT**

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This is a brief, comprehensive and transparent look at the services provided and produced for the people of Buncombe County by the Sheriff's Office for the year 2015. We have tried to provide you with sufficient information without getting bogged down with too many numbers related to each section of the Office. Should you want more specific information about a particular section, don't hesitate to contact your Sheriff's Office. We are dedicated to continually striving for the partnerships and trusted relationships with our community that will sustain our success as an organization and community member.

## **CONTACTING THE SHERIFF'S OFFICE**

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**EMERGENCY CALLS:** 911

**NON-EMERGENCY CALLS:** (828) 250-6670

**MAIN OFFICE:** (828) 250-4503

**ANIMAL CONTROL:** (828) 255-5555

**DETENTION FACILITY:** (828) 250-4550

**ASISTENCIA EN ESPANOL:** (828) 250-4542

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**WEBSITE:** [www.buncombecounty.org/sheriff](http://www.buncombecounty.org/sheriff)

**FACEBOOK:** [www.facebook.com/buncombesherriff](http://www.facebook.com/buncombesherriff)

## MESSAGE FROM SHERIFF VAN DUNCAN

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We are glad to present to you the 2015 report for the Buncombe County Sheriff's Office. This report is designed to give the citizens of Buncombe County a snapshot of activities and performance of your Sheriff's Office.

2015 has seen our community move forward in how we investigate and handle certain types of crime. Our Family Justice Center is nearing the opening, and we have continued to work through that FJC model when dealing with issues around domestic violence and abuse. Our violent crime and property crime numbers are still moving in a downward direction. At the end of 2014, Buncombe County had seen a 37% decrease in the major crimes that are measured by the FBI since 2006. There is a detailed description of that decline contained within this report. As a Sheriff's Office, we continue to partner with more agencies and non-profits to not only work on the decrease of crime but also to provide services for the victims of those crimes.

On the less-than-positive side, 2015 found our community battling the epidemic of heroin. The drug made a resurgence in 2012 and has caused way too many overdose deaths in our community. As our Sheriff's Office moves forward, we will continue to partner with other organizations such as Health and Human Services, Smoky Mountain, and Mission Hospital as well as our law enforcement partners to battle this issue in a holistic way.

Our Community Oriented Problem Solving (COPS) teams continue to be very successful and have most definitely impacted our declining crime rate. 2016 will see the COPS teams continue to work in the county in a more structured way. The teams will systematically work through each section of the county for a 5-week time period. At the conclusion of each team, there will be a community meeting to discuss progress made. Currently, we have completed 28 COPS teams since their inception.

I am extremely proud and honored to work with the men and women of the Buncombe County Sheriff's Office. As you can see, they are extremely committed to making our community a safer place to live, work and play. As we move forward, we will continue to request your help in furthering this success.

Your sheriff,



## **OUR VISION AND MISSION**

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### **BUNCOMBE COUNTY SHERIFF'S OFFICE VISION**

The Buncombe County Sheriff's Office has a priority of being a community focused law enforcement agency. We continually partner with the community to identify, define and solve community problems. We enable and encourage all members of our agency to be problem solvers. We are an agency that promotes, mentors and facilitates both personal and professional development of our employees, and we continually strive to create community advocacy.

### **BUNCOMBE COUNTY SHERIFF'S OFFICE MISSION STATEMENT**

The Buncombe County Sheriff's Office is a professional, service oriented law enforcement agency. We are dedicated to improving the quality of life of everyone in Buncombe County by utilizing the highest degree of integrity and professionalism at every level, making certain that we lead by example, treat all persons with dignity, and hold ourselves accountable to the highest possible standards. These principles are the foundation of our office:

#### **SERVICE**

We provide quality service in a manner which is proactive, fair, courteous, responsive and efficient. We will partner with the community to identify problems and create solutions to improve the quality of life.

#### **INTEGRITY**

We demand candor, honesty and ethical behavior. We are committed to upholding our positions of trust by maintaining the highest ethical standards.

#### **ACCOUNTABILITY**

We hold ourselves accountable to the people of Buncombe County in our decision making and management of resources to render services in an open, effective and efficient manner.

#### **PROFESSIONALISM**

We shall exhibit a courteous, conscientious, and businesslike manner in all activities; stay knowledgeable of all aspects of our duties; understand how each individual's role fits within the larger organization and its mission; and act for the public good without regard to convenience or self-interest.

#### **DIGNITY**

We value and honor those that we serve.

**OUR PEOPLE**

**SHERIFF:**

Van Duncan

**CHIEF DEPUTY:**

Glen Matayabas

**MAJOR:**

Terry Rogers

**FULL-TIME: 415**

Deputies	212
Detention Officers	165
Court Security	23
Civilians	22

**PART-TIME: 69**

**VOLUNTEERS: 108**

**FINANCE AND PERSONNEL**

The Finance Office assists the Sheriff in developing the annual agency budget. This area monitors the agency's revenues, expenditures, and related fiscal controls. These responsibilities also include grant management and reporting, contracts management and control, performance reporting, staffing and certification, payroll, purchasing, accounts payable, reimbursements, bank deposits, and budget account management.

The Adopted Budget for FY 2015 – 2016, which began July 1, 2015, and will end June 30, 2016, is \$34.6 million. The Sheriff's Office is a service agency with eighty-three percent of the overall budget used to fund salary and benefits for deputies and other employees who serve the people of Buncombe County.

**FY 2016 BUDGET AS AMENDED**

**Revenue**

Sheriff	\$1,062,942
Detention	\$2,155,511

Division	Salaries and Benefits	Operating	Total
<b>Expenses</b>			
Animal Control	\$471,962	\$46,504	\$518,466
Court Security	\$1,579,224	\$81,269	\$1,660,493
Sheriff	\$6,323,301	\$1,429,198	\$7,752,499
Patrol & Investigation	\$5,741,539	\$120,000	\$5,861,539
Behavioral Health	\$293,686	\$20,752	\$314,438
Crimestoppers	\$66,687	\$10,010	\$78,697
Detention Center	\$11,115,460	\$3,492,171	\$14,607,631
BCAT	\$779,658	\$73,436	\$853,094
School Resource	\$1,090,745	\$150,398	\$1,241,143
SERV and Reserves	--	\$25,085	\$25,085
Grant Projects	\$1,599,338	\$88,258	\$1,687,596
<b>Total Expenses</b>	<b>\$29,063,600</b>	<b>\$5,537,081</b>	<b>\$34,600,681</b>

## SHERIFF'S PERSONNEL ADVISORY BOARD

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The Buncombe County Sheriff's Office Personnel Advisory Board was formed in 1973 by Sheriff Tom Morrissey and is the only Sheriff's Office in the state of North Carolina that is governed by State Statute, which was revised and rewritten in 2007 and ratified by the North Carolina General Assembly on July 18, 2007. **(House Bill 1197)**



## OUR BOARD MEMBERS

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### Willie Mae Brown

Retired from Ball-Icon Glass Company after 28 ½ years. Lifelong member of Mt. Zion Missionary Baptist Church. Mrs. Brown also serves on the community boards of Asheville-Buncombe Community Relations Council, Quality Forward, Community Action Opportunities, and the MLK Jr. Association.

### Joan Creasman

Retired Deputy Commissioner of the Western Regional Office for the North Carolina Department of Insurance and former Assistant to Sheriff Charlie Long. Mrs. Creasman resides in the Leicester community.

### Don Linn

Chairman of the Board of East/West Inc. and former President of ETL Corporation. Formerly served on the Board of Directors of Asheville Country Day School, Temple Beth HaTephila, and the North Carolina Wine Wholesalers Association. Mr. Linn is a graduate of the University of North Carolina.

### William Mance Jr.

Retired Vice President for Human Resources at Mission Hospital and a former Western Region Manager for Western Carolina Industries, a human resources consulting organization. Mr. Mance is a retired Colonel of the United States Army. He serves on several boards and charitable organizations in the Asheville/Buncombe area. He is a graduate of Hampton University and George Washington University.

### Tom Sobol

Mr. Sobol served on the Black Mountain Town Board and Mayor for 15 ½ years, was a Buncombe County Commissioner for 16 years and chairman for the last 4 years, was Chairman of the NC State Personnel Commission for 10 years, and served on the United Way Board for 18 years. He served as United Way Campaign Chair in 2004 and was Chairman of Crimestoppers.

## BOARD FUNCTIONS:

The Personnel Advisory Board's function within the Buncombe County Sheriff's Office is to:

- Represent the public interest in the improvement of personnel administration;
- Advise the Sheriff of Buncombe County concerning personnel administration, including minimum standards of employment established by the Criminal Justice Training and Standards Council, and the methods used to publicize vacancies;
- Make any investigations which it may consider desirable concerning the administration of personnel in the department;
- Advise the Sheriff on such personnel rules as he shall establish; and
- Hear appeals, receive evidence, determine facts and make recommendations to the Sheriff in case of employee appeals of suspension, demotion and/or dismissal, and to determine and establish a rotating board for hiring and promotions.

**COPS Teams:**  
Your partners in  
community problem  
solving

Community Oriented Problem Solving – COPS – teams work in a particular community for 30 days, and identify key issues by speaking with community leaders and residents. The team creates an action plan for sustainable success for the community by using their input, and then presents the plan to the community at the end of the 30 day assignment period.

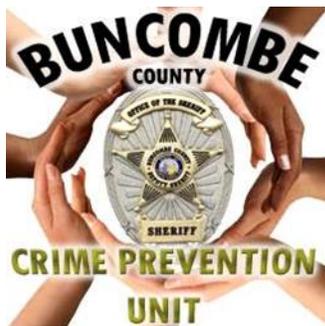
**2016 Schedule**

April 4 – May 6  
May 23, - June 24  
July 11 – August 12  
September 19 – October 21

**Locations**

Leicester/Alexander  
Weaverville/Barnardsville/Jupiter  
Oteen/Swannanoa/Black Mountain/Broad River  
Fairview/Arden/Fletcher

**CRIME PREVENTION UNIT**



The crime prevention unit of the Sheriff’s Office is staffed by one full-time officer and is assisted by full-time and reserve deputies on an as needed basis. Crime prevention goes much further than the traditional stereotype. The Sheriff’s Office crime prevention unit coordinates community watch groups, performs security assessments for businesses and homes including the specialized training of crime prevention through environmental design (CPTED), attending community events, maintaining the Buncombe County Sheriff’s Office Crime Prevention Facebook page which continuously updates on current crimes and frauds in the greater Buncombe County area and coordinating the Sheriff’s Office Citizen’s Academy.



**Outreach in 2015**

New Community Watch Groups:	15
Citizen interactions:	14,774
Events with the public	121

Follow us on  
Facebook:

[www.facebook.com/BCSOCrimePrevention/](http://www.facebook.com/BCSOCrimePrevention/)

## SCHOOL RESOURCE OFFICERS

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The Buncombe County Sheriff's Office School Resource Officers work in collaboration with School Administration to keep the schools in the Buncombe County School System and one charter school safe. School Resource Officers are full time Deputy Sheriffs and work full time within the school system. They serve more than 26,000 students and 3,000 staff.

The SRO's role is three pronged. They serve as

1. informal counselors
2. law related instructors and
3. law enforcement officers.

Our core responsibility is building positive relationships within the school community.

During summer months School Resource Officers conduct a leadership development for rising 8<sup>th</sup> and 9<sup>th</sup> grade students.

**ON TRACK** has graduated nearly 400 kids since it began in 2007.



7 High Schools:  
7 SRO's

7 Middle Schools:  
7 SRO's

25 Elementary  
Schools:  
1 SRO/4 schools

1 Charter School:  
1 SRO



School Incident  
Reports:  
230



Juvenile Petitions/  
Arrests/Citations  
191

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### COUNSELING SESSIONS

With Students:  
1500

With Parents:  
500

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## SHERIFF'S OFFICE VOLUNTEER RESOURCES

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### ACTIVE RESERVES UNIT

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#### VOLUNTEER CONTRIBUTIONS

Reserve Unit Hours:  
11,457

Savings to Buncombe  
County:  
\$241,055

The active reserve deputies of the Buncombe County Sheriff's Office are composed of sworn law enforcement officers who volunteer their time to assist in various areas of need for the Sheriff's Office, i.e., patrol support, civil process, sex offender verification, community policing, driver checking stations and administrative support. Deputies are assigned to specific needs and are supervised by a reserve sergeant who oversees the members of his/her unit.

RESERVE OFFICERS IN 2015: 46

### SHERIFF'S EXECUTIVE RESOURCE VOLUNTEERS (SERV)

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SERV Unit Hours:  
4,305

Savings to Buncombe  
County:  
\$90,600

In 2013 the Sheriff's Office established a volunteer program, the Sheriff's Executive Resource Volunteers, or SERV, for residents who wish to volunteer and work within the Sheriff's Office. Members of SERV participate in various capacities with the Sheriff's Office (patrol division, criminal investigations, civil process, chaplains and Sheriff's Office community outreach programs).

SERV VOLUNTEERS IN 2015: 11

### CHAPLAINCY

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Chaplain Volunteer  
Hours: 970

Savings to Buncombe  
County:  
\$20,408

The Buncombe County Sheriff's Office Chaplaincy is comprised of professionally trained, qualified ordained and non-ordained ministers. These chaplains serve employees of the Sheriff's Office, including their families and members of the community regardless of their faith or no faith commitment when a critical or traumatic incident occurs. They provide these services at no cost to the agency or the citizens of Buncombe County. Our chaplains work directly with the employees of the Sheriff's Office by providing pastoral support and counsel, conducting hospital visitation and on-going support during periods of illness or injury.

The chaplains are very instrumental with participation in both Sheriff's Office and special community events, such as the Senior Reassurance Luncheon, and the Annual Employee Awards Banquet. The greatest asset the chaplains provide is with the difficult responsibility of death notifications and suicides. Their assistance providing comfort and grief counseling to the families dealing with a very traumatic incident is crucial to the Sheriff's Office.

## CHAPLAINS IN 2015: 9

### PATROL DIVISION

The Buncombe County Sheriff's Office Patrol Division has the privilege of responding and providing services to the citizens of Buncombe County. The Patrol Division has sixty Deputies assigned to respond to calls for service within the 656 square miles of Buncombe County. The Patrol Division is divided into four squads with 15 members each that respond to calls 24 hours a day. Service, Accountability, Professionalism, Integrity and Dignity are our Guiding Principles.

### CALLS FOR SERVICE

70,125 or 192/day

### RESPONSE TIMES

8 mins., 42 sec.



## COMMUNICATIONS

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Calls Received:  
171, 819

Radio transmissions:  
1.4 million

**7 seconds**  
the average time to answer  
all calls

The Communications Division is the link between the citizens of Buncombe County and any emergency or non-emergency response they require from the Buncombe County Sheriff's Office. The purpose of the Communications Division is to collaborate with the community, each department within the Sheriff's Office, and other agencies to provide professional services that protect lives and resolve problems.

The Communications Division employs 22 telecommunicators who answer and build calls for service ranging from patrol assistance, animal control, crime stoppers, to a mix of various other emergency and non-emergency requests. In addition to responding to the citizens of Buncombe County and the various departments within the Sheriff's Office, the Communications Division handles all call taking and dispatching functions for the Woodfin and Weaverville Police Departments, and computer functions for 16 other agencies in and around Buncombe County.

## OFFICE OF PROFESSIONAL STANDARDS

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### INVESTIGATIONS AND PERMITTING

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#### Pistol Purchase Permits:

Issued	4334
Denied	71

The Sheriff's Office of Professional Standards and Administrative Affairs is staffed by one Administrative Lieutenant who is supervised by and acts with the command authority of the Chief Deputy. This Office is tasked with the investigation of allegations of criminal misconduct, excessive use of force, and other allegations that rise above the level of supervisory review and/or Command level authority. Accordingly, the goal of the unit is to help maintain the agency's credibility and respect both from its members and the community at large. This unit is further called upon as directed by the Sheriff to serve as liaison to other agencies and organizations and performs a variety of additional administrative and investigative functions.

#### Carry Concealed Handgun Permits:

Approved	2022
Denied	19
Renewals	850

## CRIMINAL INVESTIGATIONS DIVISION

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The Criminal Investigations Division is responsible for investigating all felony crimes occurring outside the municipalities in Buncombe County. The division is divided into specialty areas of Major Crimes, Special Investigations, Property Crimes and the Field Investigations Unit. The Sheriff's office has detectives on duty 24 hours a day 7 days a week and begins investigations into serious criminal offenses immediately.

Note: The SBI Uniform Crime Reports (UCR) website will not update the entire 2015 statistics for several more months. The table below shows the number of incidents reported to law enforcement for Buncombe County for 2014.

## 2014 STATISTICS

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4	Murder
13	Rape
21	Robbery
52	Aggravated Assault
697	Burglary
906	Larceny
145	Motor vehicle theft
22	Arson

## BUNCOMBE COUNTY CRIME STATISTICS

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Year	Change	Incidents
2006	+6%	2,935
2007	-8%	2,723
2008	-3%	2,656
2009	-11%	2,364
2010	-12%	2,087
2011	+6%	2,213
2012	-5%	2,099
2013	+1%	2,129
2014	-14%	1,838

Between 2006 and  
2014 the Crime Rate  
in Buncombe County  
**Decreased**  
**37%**

<http://crimereporting.ncsbi.gov/reports.aspx>

VISIT THE NORTH  
CAROLINA DEPARTMENT  
OF PUBLIC SAFETY  
WEBSITE FOR UCR DATA

## BUNCOMBE COUNTY ANTI-CRIME TASK FORCE (BCAT)

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The Buncombe County Anti-Crime Task Force is comprised of agents from the Buncombe County Sheriff's Office and the Asheville Police department. BCAT also has a uniformed component known as the Sheriff's Community Enforcement Team (SCET).

The purpose and focus of BCAT is to serve the community through the enforcement of statutes related to narcotics trafficking. As the distribution of narcotics is intertwined with both property and violent crime, the unit works closely with criminal investigations of the parent Agencies and other local, state and federal law enforcement.

## PROPERTY AND EVIDENCE SECTION

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### Drugs

Received: 1,034

Destroyed: 414

### Guns

Received: 397

Disposed of: 259

### Other Evidence

Received: 3,115

Disposed of: 1,060

The function of the BCSO Property Room is to receive, store, track and dispose of evidentiary and found property. Policies and Procedures are dictated by state statute and departmental policy. We exist for the purpose of maintaining evidence and property, primarily for the Patrol and CID Divisions.

## TOTAL EVIDENCE HANDLED

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Items Received: 4,656

Authorized Release: 613

Disposed of/Destroyed: 1,733

## CIVIL PROCESS DIVISION

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North Carolina General Statute 1A-1 Rule 4 states that the service of process be the responsibility of the Sheriff of the county, this is to include all area located inside municipalities situated in the county. This task is accomplished by a team comprised of (1) Lieutenant, (2) Sergeants, (7) General Process Deputies, (3) Execution/Eviction Deputies, (3) Child Support Enforcement Deputies, (2) full- time Admin. Assistants and (2) part- time Admin. Assistants

## PAPERS RECEIVED

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Civil Papers: 21,741

Child Support: 1,242

Writs of Execution: 801

Domestic Violence  
Orders: 723

No Contact Orders: 271

Writs of Possession/  
Evictions 691

## Total Moneys Collected:

**\$354,933**

Judgements: \$168,987

Sheriff's Fee: \$177,900

## DETENTION FACILITY

The Detention Facility main lobby is open 24 hours every day and recently underwent a restoration and redesign project. The Magistrate's Office can be accessed from the Detention Facility main lobby for warrant information. The City/County I.D. Bureau is available Monday-Friday 8-5 except for holidays for employment/civilian finger printing and calling 828-250-4684 for scheduling an appointment for concealed carry permit or renewals. Pistol purchase permits applications are available on-line at the Sheriff's Office website. Money can be deposited in an inmate's account, or on the inmate's phone account from the appropriate kiosk located in the main lobby. Inmates being released from custody will exit through the main lobby when all out processing is completed or usually at the end of the court day. All inmate information is available on the automated information system by calling 828-250-4550 and following the prompts. The Detention Facility has partnered with many groups to bring a variety of programs for the individual needs of many inmates.

## DETENTION FACILITY

Capacity: 604

Average Daily  
Population: 421.2

Average Length of  
Stay: 11 days

Visitors: 12,978

## COURT SECURITY

The Buncombe County Courts Complex is open 8 A.M. -5 P.M. Monday through Friday except for holidays. Entry into the facility is with strict screening policies as directed by the Clerk of Court and the Chief Resident Superior Court Judge for the safety of all persons conducting business in the courts complex. All public access will be through the main entrance and must pass through the metal detector for the safety of everyone. The Judicial Complex security and court room security is maintained by the Court Security Division of the Sheriff's Office.

Total Court Cases:  
165,369

## COURTHOUSE VISITORS

Total Visitors:  
309,951

Visitors per day:  
1,243



## **K9 UTILIZATIONS**

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The Buncombe County K9 Unit is currently made up of four K9 Teams. Two teams are assigned to the Sheriff's Community Enforcement Team (SCET). One team is assigned to a nighttime patrol slot, while another team is assigned to a School Resource Officer position. The mission of the Buncombe County Sheriff's Office K-9 Unit is to locate suspects and/or evidence at or near crime scenes and to provide protection and/or back-up for officers when possible and practical. Generally a K-9 team will be applied as a sophisticated tool to enhance the capabilities of patrol or other units at a crime scene. In addition, they will provide psychological and physical back-up, locate missing, lost or endangered victims, and detect explosives and narcotic substance when so trained.

Patrol / Tracking  
Applications:  
26

Controlled  
Substance  
Searches:  
135

Calls Received:  
12,349

Bites to Humans:  
440

Animals Collected:  
534

Controlled Substance/  
Money Seizures:  
\$372,388

## **ANIMAL SERVICES**

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The mission of the Animal Services Division is to provide the citizens of Buncombe County with a professional and cost effective management of animals. Animal Service Deputies enforce both state laws and local ordinances regarding domestic animals and livestock. Animal Service Deputies are sworn law enforcement officers and receive additional training to properly investigate animal cruelty and animal welfare complaints.

Animal Cruelty

Investigations: 269

## **SPECIAL RESPONSE TEAM**

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The Buncombe County Sheriff's Office Special Response Team is comprised of 19 part time members whose primary jobs are in various divisions inside the agency. The team is supervised by an Administrative Operations Commander, a Tactical Commander, and two Team Leaders. Fourteen of the members are considered tactical operators, and four members operate as sniper/ observers. The Special Response Team is utilized for high risk tactical operations to include barricaded suspects/subjects, high risk arrest warrant and search warrant executions and other specialized missions critical to the operation of the Sheriff's Office. The Special Response Team also trains and responds with the Crisis Negotiation Team. These individuals are on call twenty-four hours a day and respond as needed throughout Buncombe County, and regionally if requested by other agencies.



The team trains for 12 hours one day each month. The Special Response Team also assists with our Community Outreach commitment, and sent members and equipment to 17 events at schools, churches, and other events in 2015. The Special Response Team is a member of the National Tactical Officers Association.

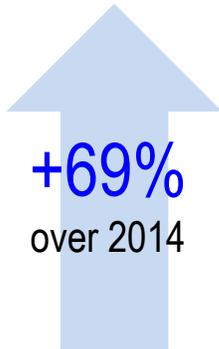
## **TECHNOLOGY, TRAINING AND COMMUNITY OUTREACH**

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The Buncombe County Sheriff's Office division of Training, Technology and Community Outreach coordinates all mandatory training (in-service, field training, firearms qualifications, etc.) within the agency, works closely with the Buncombe County IT department to seamlessly develop and integrate technology needs into the Sheriff's Office, and utilizes different methods to impact community outreach, to include crime prevention, community oriented problem solving (COPS) teams, active reserves, volunteers and chaplains. This division also provides services to the agency in coordinating new employee hiring processes and promotions

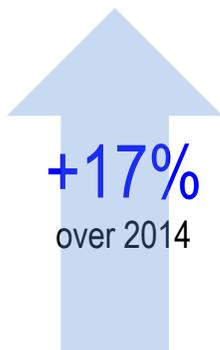
The Officer Training Program (OTP) is being implemented during 2015 and 2016. OTP is a problem based learning style of field training replacing the more traditional Field Training Officer (FTO) program. OTP will focus on critical thinking and problem solving skills for officers to better prepare them for fulfilling the Sheriff's Office vision of promoting community advocacy and becoming partners in community problem solving.

## Training Hours:



## Peer support contacts:

**2015: 935**



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### TRAINING

Our training unit is responsible for overseeing overall training needs of the agency in the areas of North Carolina Mandated In-Service training and law enforcement continuing education courses for the approximately 500 full-time and reserve deputies and detention officers. Sheriff's Office training is conducted on-site, as well as utilizing the training facilities at Asheville-Buncombe Technical Community College.

**Training Hours: 48,600**

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### TECHNOLOGY

The technology unit of the Sheriff's Office is staffed by one full-time officer who works closely with the Buncombe County Information Technology department to seamlessly develop and integrate technology needs into the Sheriff's Office with as little disruptive impact as possible. This unit is responsible for the assigning administrative rights for our computer systems, completing needed updates for computer systems and radio communication systems, agency issued phone purchases and assignments, and general IT needs.

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### PEER SUPPORT TEAM

The Buncombe County Sheriff's Office established a peer support team in September 2011 to provide support to Sheriff's Office and other emergency services employees for the unique work-related stressors that affect their lives. The team proactively seeks out employees who may be experiencing life stressors, be it at work or home. Team members then provide one-on-one discussions about the life stressor, or refer them to our embedded behavioral health specialist, Dr. Sherry Baldwin. The Sheriff's Office maintains the number of contacts a peer team member makes in a given month, but is very careful to maintain the confidentiality of the person the team members speaks with.

The Team is also a member of the Western North Carolina Peer Support Network, and assisted other emergency service agencies in 2015 with critical incident debriefings on a range of incidents, including four child fatalities (medical, drowning and animal attack), and two officer involved shootings to include an officer assault (stabbing). Being involved in these critical incident debriefings has provided crucial support for those directly involved and their agencies as a whole.

## **FOR MORE INFORMATION ABOUT THE BUNCOMBE COUNTY SHERIFF'S OFFICE**

### **OFFICE OF PUBLIC INFORMATION**

The Buncombe County Sheriff's Office Public Information Officer (PIO) is responsible for providing information to media representatives and to the residents of Buncombe County. The PIO drafts all media releases and content for the Sheriff's Office website and Facebook pages. The primary job of the PIO is to keep the public informed when there are major incidents that affect public safety, assist the public in gaining information about the Buncombe County Sheriff's Office policies and procedures, and help provide information that will improve the safety and wellbeing of the residents of Buncombe County.



**Natalie  
Bailey**

**Public Information Officer  
(828) 250-4469**

### **CONTACTING THE SHERIFF'S OFFICE:**

<b>EMERGENCY CALLS:</b>	<b>911</b>
<b>NON-EMERGENCY CALLS:</b>	<b>(828) 250-6670</b>
<b>MAIN OFFICE:</b>	<b>(828) 250-4503</b>
<b>ANIMAL CONTROL:</b>	<b>(828) 255-5555</b>
<b>DETENTION FACILITY:</b>	<b>(828) 250-4550</b>
<b>ASISTENCIA EN ESPANOL:</b>	<b>(828) 250-4542</b>

### **FOLLOW US ON SOCIAL MEDIA:**

<b>WEBSITE:</b>	<b><u><a href="http://www.buncombecounty.org/sheriff">www.buncombecounty.org/sheriff</a></u></b>
<b>FACEBOOK:</b>	<b><u><a href="http://www.facebook.com/buncombesherriff">www.facebook.com/buncombesherriff</a></u></b>

**Service**

**Integrity**

**Accountability**

**Professionalism**

**Dignity**