



Sugar Mountain Police Department

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Chief Casey Turbyfill

REPORT TO VILLAGE COUNCIL

January 15, 2026

Police Department operations continue to run well. Managing traffic issues and daily calls for service with only one officer on duty during our busiest season remains challenging. Despite this, all officers have stepped up, working additional hours and covering extra shifts to ensure the Village maintained proper police staffing during the heavy influx of guests and visitors. I appreciate their willingness to assist whenever the need arises.

I am hopeful that we can rebuild our reserve officer pool to help supplement staffing shortages. After many years of hiring reserve officers into full-time positions, we now face a shortage of reserves available to work shifts. Our current reserve pool consists primarily of retired officers and officers employed full-time at other agencies, which makes scheduling difficult.

I am currently in the process of hiring Melissa Kiefer as a reserve officer. Melissa is the spouse of full-time Officer Tim Kiefer and brings extensive experience from her 16 years with the Charlotte-Mecklenburg Police Department, where her last assignment was as a Sergeant in the Cyber Crimes Unit.

Officer Madison Clark will be returning to the department in a full-time role. I plan to place Officer Clark on the split shift beginning January 30th to support both day and night operations. Officer Clark contacted me earlier this week expressing her desire to return to SMPD after resigning in late October to pursue another career path. She is looking forward to returning to Sugar Mountain and is grateful for the opportunity to continue serving the Village.

With the recent population influx, the Sugar Mountain Police Department has experienced an influx in incidents. Officers have responded to multiple traffic

crashes, investigated reported crimes, conducted numerous traffic stops for moving violations, and made arrests of individuals who committed criminal offenses.

With assistance from Village staff, numerous communications were sent to major GPS service providers requesting the removal of Cross Park Drive from navigational routes directing motorists to Sugar Mountain Resort. It is anticipated that this corrective action will reduce the volume of traffic utilizing Cross Park Drive. This roadway was never designed to function as a primary access route, and its use as such has created traffic management challenges at both the upper and lower intersections.

Incident Summaries

- **12/18 – Sugar Mountain Ski Resort:** Chief Turbyfill and Officer Buchanan responded to an unruly, intoxicated male who had threatened staff. After continued disorderly behavior, the subject was arrested for disorderly conduct and transported to the Avery County Detention Center.
- **12/23 – Sugar Mountain Ski Resort:** Chief Turbyfill investigated a reported larceny involving a snowboard. A suspect was identified; who claimed the snowboard was taken by mistake. This could not be disproven. The property was returned to SMPD and is being held for the owner.
- **12/26 – Sugar Mountain Ski Resort:** Officer Buchanan and Chief Turbyfill responded to an intoxicated male who refused to leave the property and had been kicking and banging on doors. The subject resisted arrest and was charged with resisting a public officer, second-degree trespass, and an alcohol violation under Chapter 18.
- **12/31 – Bella's:** Chief Turbyfill responded to a reported assault. The suspect had left the area and no injuries were reported. A suspect was later identified, and the victim was advised on obtaining warrants for simple assault. As of this report, no warrants have been sought.
- **12/8–1/9 – Snowboard Reports:** Three additional snowboard/ski equipment thefts were reported. In all three cases, the property was later located by the owners and determined to have been misplaced rather than stolen.
- **1/10 – Dick Trundy Area:** Officer Linkous located a vehicle that had left the roadway and crashed. The driver was found to be impaired, arrested for DWI, and transported to the Avery County Detention Center.

- **12/8–1/12 – Highland at Sugar Mountain Larceny:** Chief Turbyfill has conducted multiple interviews with persons of interest. The investigation remains active and the property has not yet been recovered.

Monthly Activity Log

- **Residence Checks:** 390
- **Business Checks:** 481
- **Patrol Miles:** 4,767

The Police Department remains committed to maintaining public safety and providing professional service to residents and visitors of the Village of Sugar Mountain. See attached activity log and radar sign stats.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Casey Turbyfill', written in a cursive style.

Chief Casey Turbyfill

Activity Log Event Summary (Totals)

Sugar Mountain Police Department

(12/12/2025 - 01/15/2026)

<No Event Type Specified>	3	911 Hangup	1
ABC Closing	16	Accident	6
Administrative Duty	36	Alarm Activation	9
Animal Complaint	3	Assist County Officer	4
Assist Highway Patrol	1	Assist Home Owner	4
Assist Medical	2	Assist Motorist	18
Assist Other Department	6	Assist Other Officer	2
Assist Security	12	Business Check	481
Calibrate Alco- Sensor	3	Call in Public Works	3
Citation	7	Civil Disturbance	1
Community Police Contact	12	Continue Investigation	7
Court	2	Deliver Letter	1
Deliver Town Council Packets	4	Direct Traffic	15
Domestic	4	DWI Arrest	1
Escort	14	Fight	2
Foot Patrol	156	Found Property	2
Hit & Run	1	In-Service Training	4
Interview	5	Intoxicated Person	1
Investigation	4	Larceny	5
Misdemeanor Arrest	1	Missing Person	2
Noise Complaint	4	Object in Road	2
Open Door	1	Other	2
Parking Citation	11	Refer to Magistrate	1
Residence Check	390	See Officer	13
Ski Collision	1	Stationary Patrol	58
Stationary Radar	14	Suspicious Activity	2
Suspicious Person	1	Suspicious Vehicle	9
Training	4	Trespassing	9
Unlock car	1	Unwanted Person	6
Vehicle Maintenance	5	Vehicle Search	2
Vehicle Stop	49	Verbal Warning	16
Warning Citation	25	Wash/Clean Patrol Vehicle	4

Total Number Of Events: 1,491