

Roswell Police Department Annual Report 2021



Roswell Police Department Mission Statement

The Roswell Police Department protects life and property, preserves the peace, and strives to prevent crime, fear, and disorder in the City of Roswell in partnership with all who live, work, and travel through our city.

*Roswell Police Department
Motto*

*Serve with Honor,
Protect with Courage*



James W. Conroy, Chief of Police

39 Hill Street Roswell, GA 30075 . Phone: 770-640-4100 . www.roswellgov.com/police





Introduction

The Roswell Police Department provides police services to protect residents and visitors within our city. Roswell, Georgia is located 20 miles north of Atlanta. The 201 employee department serves a population of nearly 100,000 and 41.95 square miles of property. This 2021 Annual Report **will explore some of Roswell Police Department's daily functions, activities and initiatives.**

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From the Office of the Chief James W. Conroy

Greetings,

As 2021 draws to a close, I reflect on the progress we made and challenges we experienced throughout the year. Despite dealing with the COVID impact, and recent Omicron variant spike, everyday life returned to pre-pandemic levels during the year, which includes calls for service, traffic and crime. I am especially thankful for the men and women of the Roswell Police Department who have persevered and continue to serve our community despite the continuing challenges of COVID.

Among other things, this year we focused on officer wellness through our new Roswell Proving Grounds fitness program which improves both physical and mental health and our new ju-jitsu program which reduces violence during arrests and improves officer confidence while **increasing our officer's mental and physical health.**

Community outreach and educational opportunities offered this year include:

Citizens' Police Academy
S.A.F.E. Women's Self Defense
Drug and Alcohol Awareness
Senior Scams and Frauds
School safety programs
RPD Gives & Gifts of Light
Roswell Police Pathways
(C.R.A.S.E.) Civilian Response to Active Shooter Events

I look forward to continuing these programs and bringing back our "Coffee with a Cop" events during 2022. These interactions help to form a foundation of trust and partnership with our community.

I wish each of you a safe, happy and prosperous 2022 and look forward to meeting the upcoming challenges with you.

Stay safe,

James W. Conroy
Chief of Police



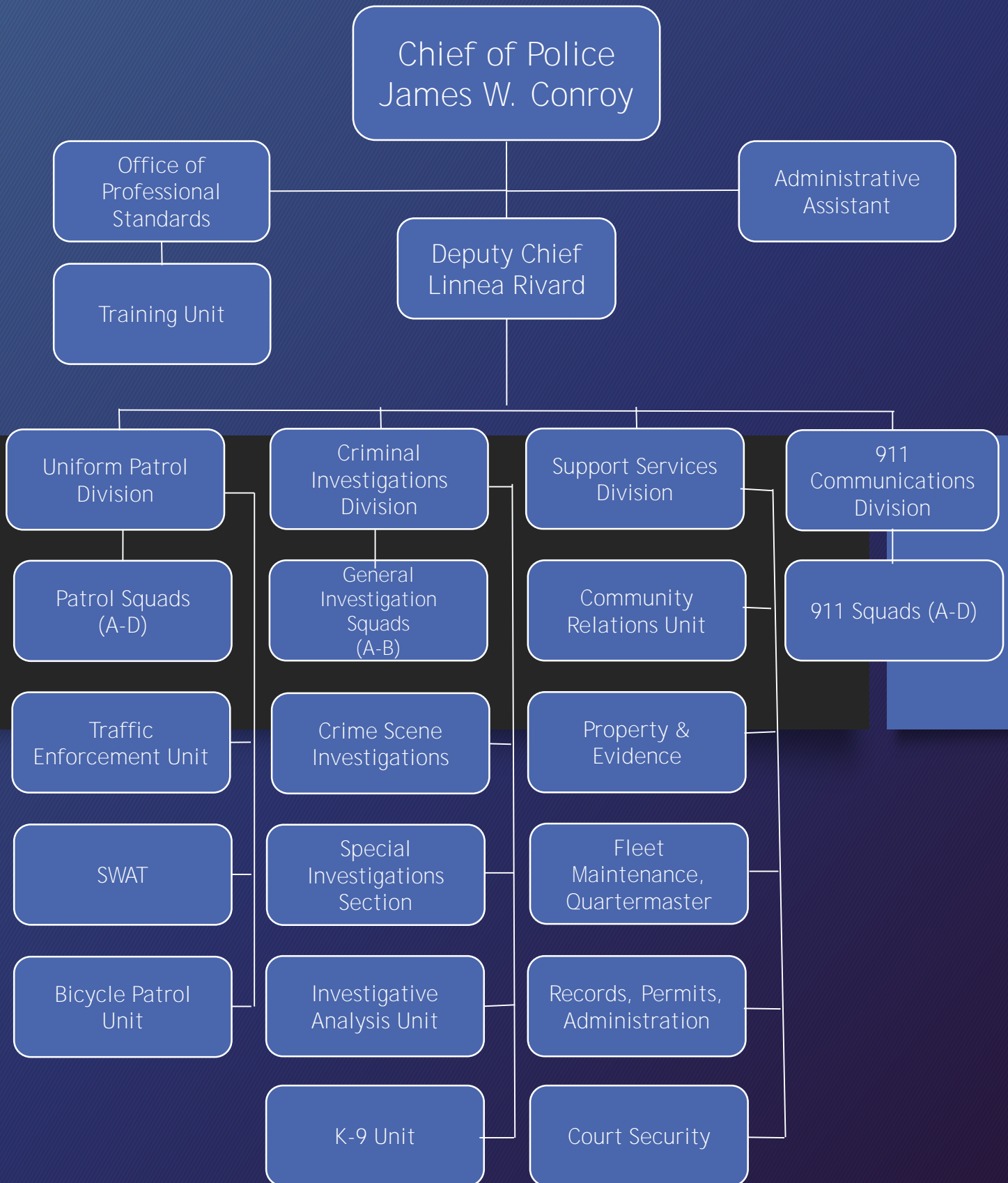


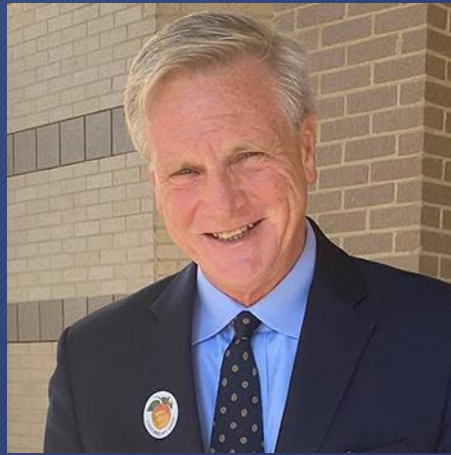
Deputy Chief
Linnea Rivard

Deputy Chief Rivard has served with the Roswell Police Department since 1998. Hired as a Detention Officer, she has been a Commander over Criminal Investigations Division/Intelligence, Uniform Patrol Division/Traffic Enforcement Unit, Emergency Operations Coordinator, SWAT Incident Commander, K9 Commander, and Narcotics Commander. She possesses and shares an extensive knowledge in the principles, practices, and procedures of the City and the Department.



Organizational Chart





Mayor Kurt Wilson



Marcelo Zapata, Post 1



Mike Palermo, Post 2



Christine Hall, Post 3



Peter Vanstrom, Post 4



William Morthland, Post 5



Lee Hills, Post 6

2022 Roswell Mayor & City Council

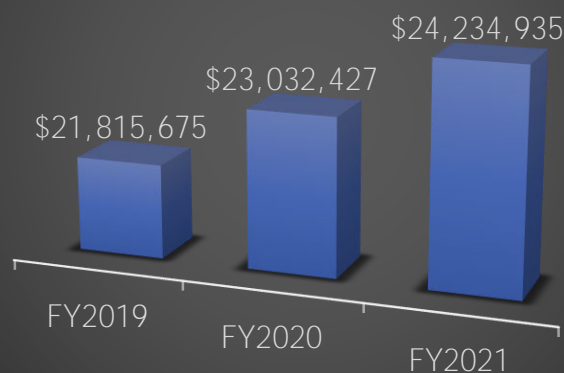
Budget

The operating budget for the Roswell Police Department for fiscal year 2020-2021 was \$24,234,935. The total budget includes the General Fund, E-911 Fund, Confiscated Assets Fund and Capital Projects Fund.



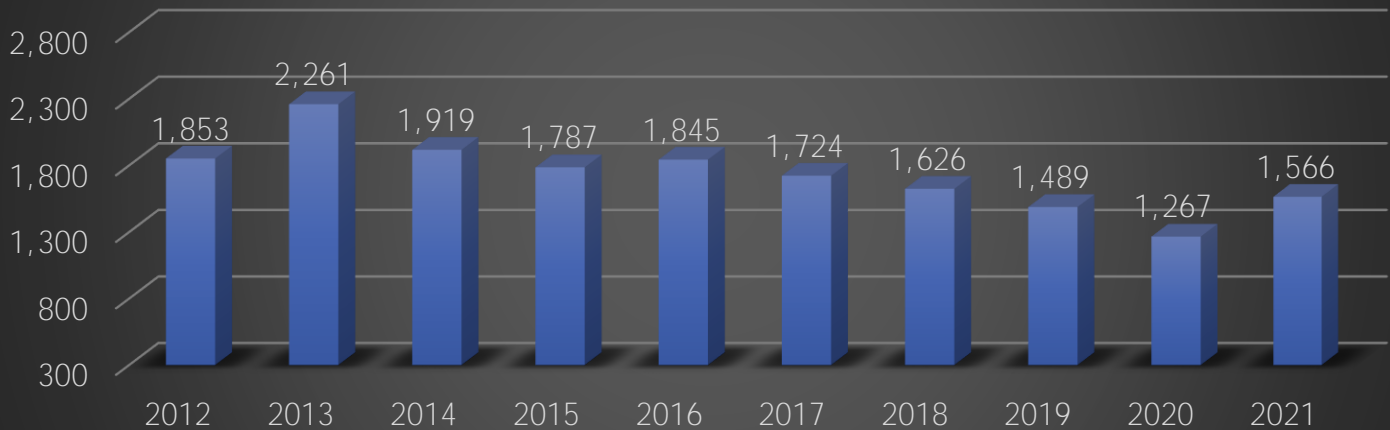
Adrienne Byrd

Roswell Police Department Budget FY2018-FY2021



2021 Uniform Crime Report Statistics

PART I CRIMES

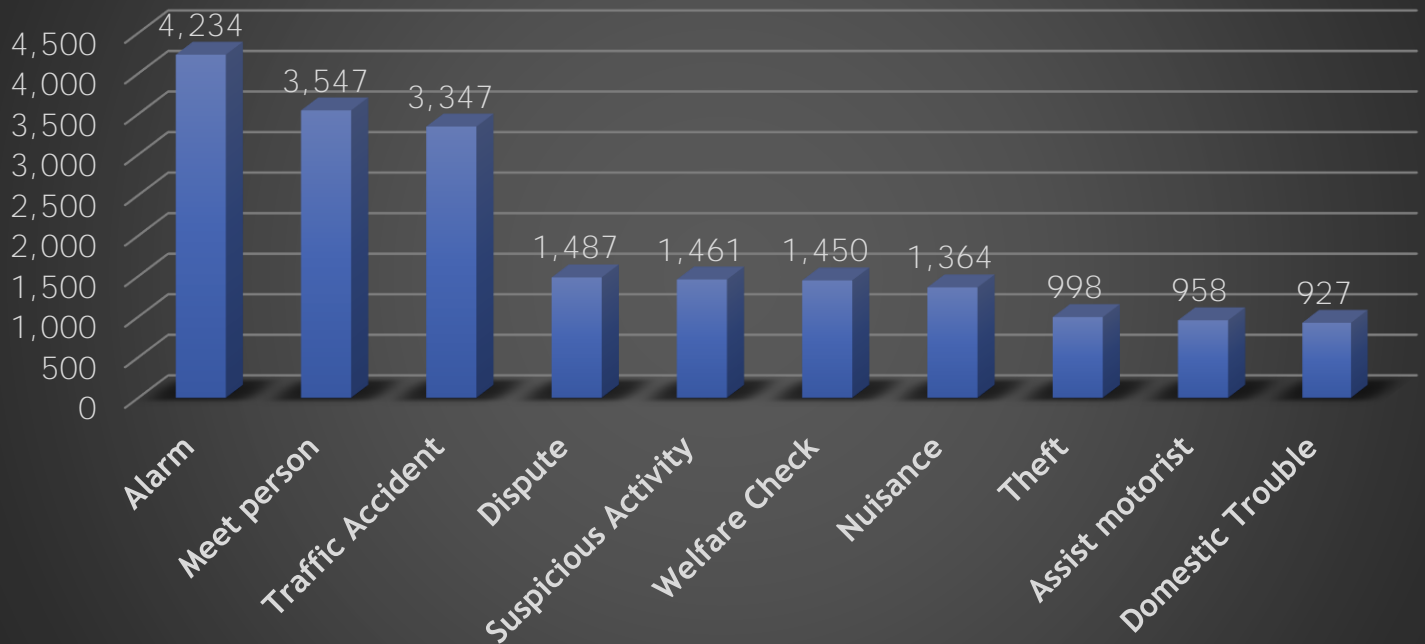


Roswell Police Department Part I Crime Comparison

PART I CRIME	2018	2019	2020	2021	# Difference	% Difference
Homicide	0	6	1	4	3	300%
Aggravated Assault	69	69	82	81	-1	-1%
Robbery	39	25	27	26	-1	-4%
Rape/Sexual Assault	18	27	22	22	0	0%
VIOLENT CRIME	126	127	132	133	1	1 %
Burglary	174	159	118	135	17	14%
Larceny	1,215	1,110	925	1,135	210	23%
Auto Theft	111	93	92	163	71	77%
PROPERTY CRIME	1,500	1,362	1,135	1,433	298	26%
TOTAL	1,626	1,489	1,267	1,566	299	24%

*This chart displays crime information reflecting specific categories of crimes with narrow definitions. The categories listed are not NIBRS standards (those reported to the FBI), which are more complex and involve multiple crimes.

2021 Top Ten Calls for Service



The Roswell Police Department is comprised of dedicated men and women who work hard each day to improve public safety and help make the City of Roswell a great place to live, work and play.

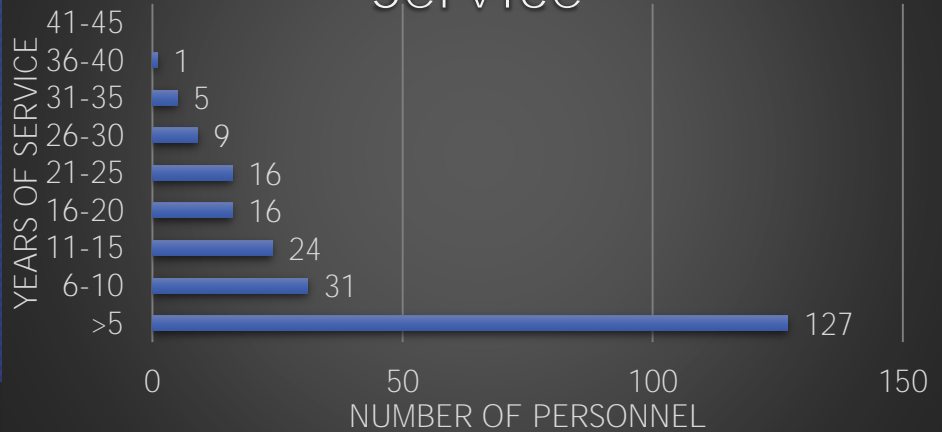


Staffing Overview

The Roswell Police Department selects only the finest applicants to join our ranks. Our sworn and civilian staff are the best in their fields.

The long tenure of Roswell Police Department personnel is a direct reflection of their commitment to all those who live, work, and play in Roswell.

Personnel by Years of Service

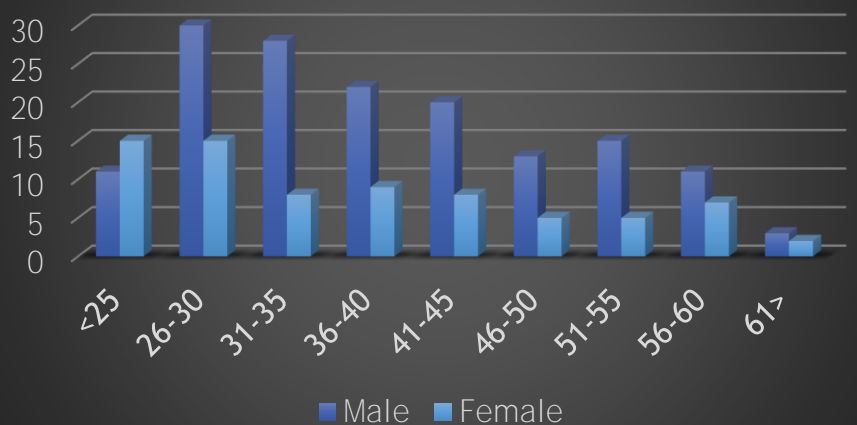


Rank	Total	African American	White	Hispanic
Police Chief	1	-	1	-
Deputy Chief	1	-	1	-
Major	4	1	3	-
Lieutenant	8	-	8	-
Sergeant	25	3	22	-
MPO	35	1	32	2
POII	27	2	24	1
POI	68	14	50	4
RESV	3	-	3	-
Total	172	21	144	7

Our standards are high, but the rewards are great. We are a nationally accredited agency that fosters a culture of leadership and empowerment, utilizing every officer's strengths and creating an environment where teamwork and career development meet for the benefit of the community we serve.

Our Career Development Program assists officers in meeting their individual career goals such as joining a specialized unit, as well as advancing up the chain of command.

Staffing by Sex and Age



2021 Roswell Police Department EMPLOYEES OF THE YEAR

Officer of the Year



Detective R.D. Gooden

Supervisor of the Year



Sergeant Colin Jaacks

Civilian of the Year



Evidence Technician
Julianna Brumann

Communications Officer
of the Year



Senior CO
Nina Thieme

2021 Employee Promotions

Noah Caplan	Major	John Potrzebowski	911 Director
Zachary Frommer	Lieutenant	Christy Way	911 Supervisor
James Anglin	Sergeant	Whitney Wilson	911 Supervisor
Omar Jones	Sergeant	Kenya Brooks	Senior Comm. Officer
Genevieve Myrand	Sergeant	Nina Thieme	Senior Comm. Officer
Jennifer Bennett	Master Police Officer		
Robert Cannon	Master Police Officer		
Jeffrey Payne	Master Police Officer		
Daniel Ramunno	Master Police Officer		
Justin Reece	Master Police Officer		
Iris Scuderi	Master Police Officer		
Lindsay Carroll	Police Officer II		
Boyd Collie	Police Officer II		
Stephen Delman	Police Officer II		
Dennis Hansen	Police Officer II		
Bradley Heath	Police Officer II		
Jason Lewis	Police Officer II		
Christopher May	Police Officer II		
Trevor Mazo	Police Officer II		
Kevin McGinniss	Police Officer II		
Seth Miller	Police Officer II		
Kianda Pritchett	Police Officer II		
Allen Yanow	Police Officer II		
Ivan Yavtushenko	Police Officer II		



Commendation Ribbon

Joseph Fortunato	Seth Miller
Zackery Kowalske	Trevor Mazo
Susan Harrah	Charles Craig
Cheryl Dickerson	Alec Irwin
Iris Scuderi	David McNamara
Glen Kiker	Jason Lewis
Justin Reece	Kaitlyn Siberski
Gary Johnson	Lauren Duncan

Good Conduct Award

William Hood, Jr.

Meritorious Conduct

Valerie Gadrix

2021 Police Department Awards

Life Saving Award

Dustin Violet
Larissa Davidson
Jordan Wenslow
Jeff Sanders

Letter of Recognition

Jeronnzo McCoy
Larissa Davidson
Robert Curry
Dennis Hansen
JayVon Gordon
Jeff Sanders



Office of Professional Standards



Major Charles Greco

The Office of Professional Standards is responsible for Internal Affairs, Selection and Hiring, Accreditation, Research and Planning, and Training. The mission of this office is to ensure the integrity of the Department and its personnel through impartial investigation and developmental management.

The Roswell Police Department has been nationally accredited through the Commission on Accreditation for Law Enforcement Agencies (CALEA) since 1995. Most recently, the Department was awarded the CALEA Accreditation with Excellence Award.

The Roswell Police Department is also accredited by the Georgia Association of Chiefs of Police.

Internal Affairs Investigations

The Roswell Police Department Policy and Procedures Manual specifies that all complaints and allegations of employee misconduct, received from any source, by any means, will be investigated. The Internal Affairs investigators conduct many of these investigations and keep records of the outcome.

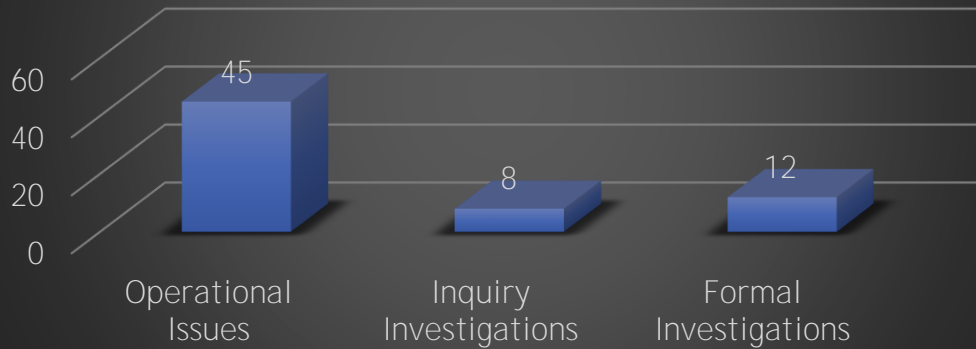
Operational/Community issues are complaints of dissatisfaction with Department service, procedure or practice, not resulting from employee misconduct.

Inquiry Investigations are complaints regarding a **specific officer's conduct**, including policy violations and performance related issues.

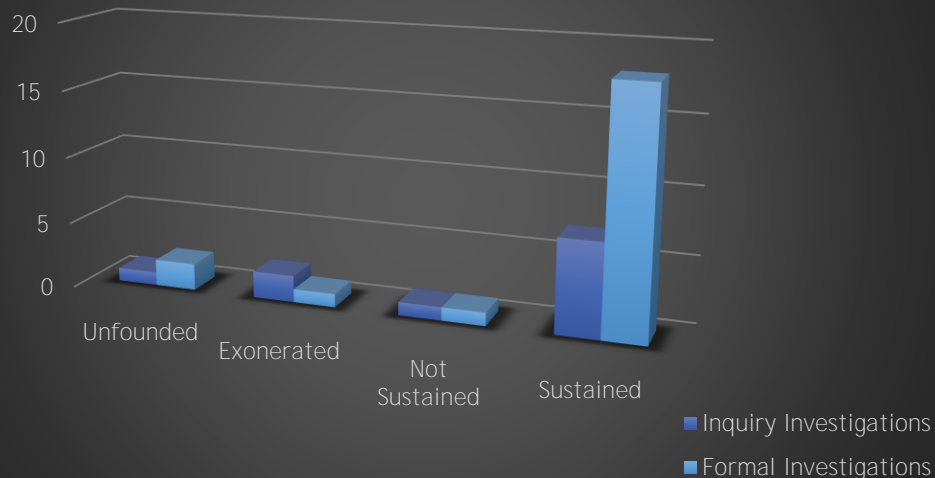
Formal Investigations are allegations of a serious nature such as unethical behavior, violations of constitutional rights, and criminal violations by employees.

Complaint Synopsis

2021 Complaints by Classification



2021 Allegation Dispositions



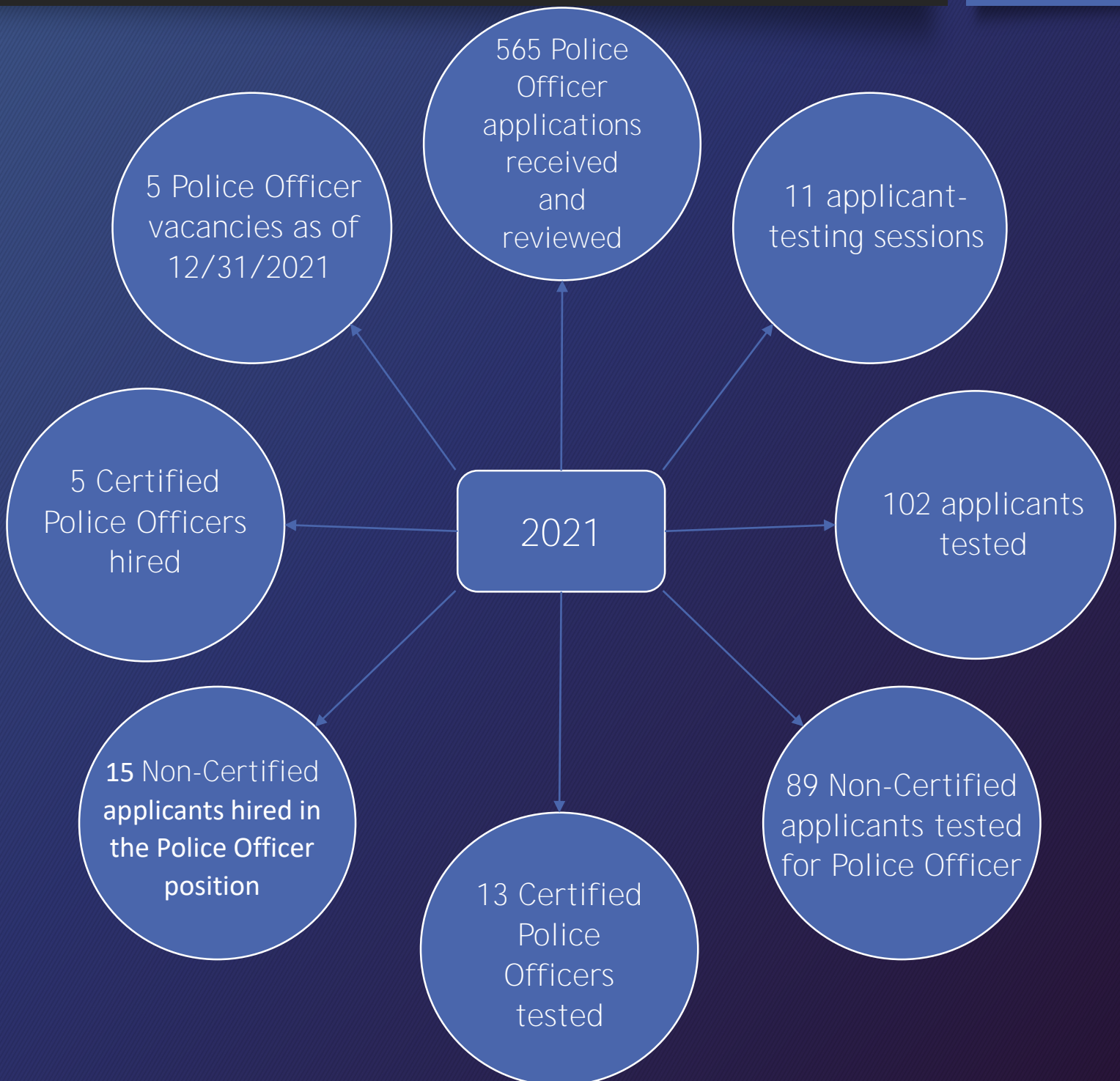
There were 65 total complaints in 2021. Of those, 45 complaints were operational, which means that they did not involve misconduct by members of the Department. As a result, they do not have dispositions.

Additionally, the 2021 disposition graph depicts 33 dispositions, even though there were only 20 combined IQ and FI investigations in 2021. This result is explained by the fact that some investigations have multiple dispositions.

Office of Professional Standards

- Hiring & Background Investigations

The Roswell Police Department Hiring & Background Investigators are responsible for vetting all sworn and civilian applications for employment. Below is a snapshot of their work in 2021. The Department expects to increase the number of qualified police officer applicants in 2022 through additional recruiting.



29 New Faces

A. Magras



A. Slocum



B. Lowenthal



R. Duque



K. Duncan



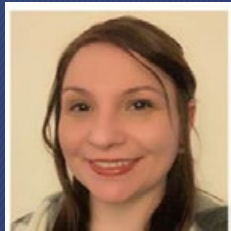
K. Ramsager



R. Barthelemy



S. Litvin



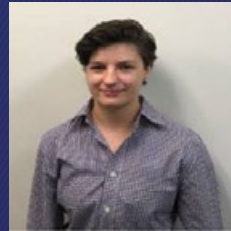
G. Golden



M. Wells



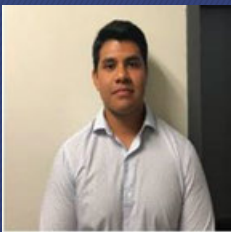
Z. Wirth



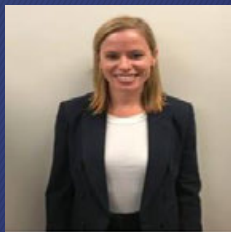
A. Hendrick



J. Munoz



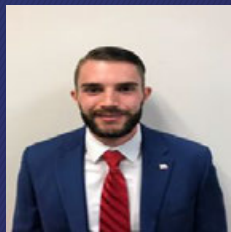
N. Fields



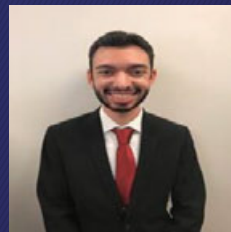
C. Christiansen



M. Cassano



J. Mederos



K. Ferrell



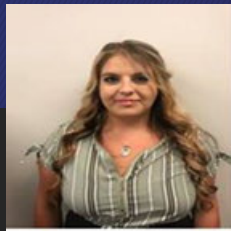
A. Baudry



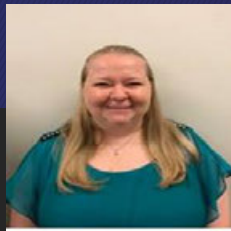
A. Ponce



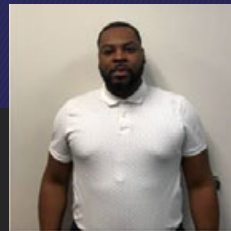
C. Reed



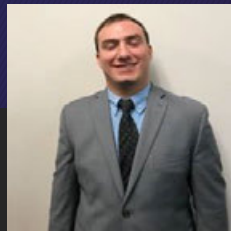
B. Bowman



W. Baumann



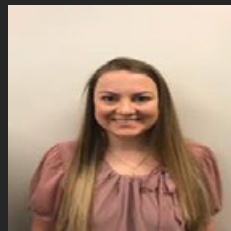
Z. Harmeyer



A. Henry



C. Bourgouin



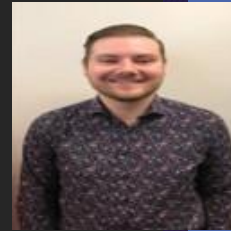
J. Hall



J. Labonte



T. Carstensen



Office of Professional Standards

Training Unit



The Training Unit is dedicated to ensuring that our officers are prepared to faithfully serve.

Although the Covid-19 Pandemic presented many logistical challenges, the officers of RPD were able to complete 27,827 hours of GA POST approved training. An average of 150 hours of training per officer was completed.

In aggregate, Officers completed 1,234 hours of De-escalation, Use of force & Community Policing training in 2021.



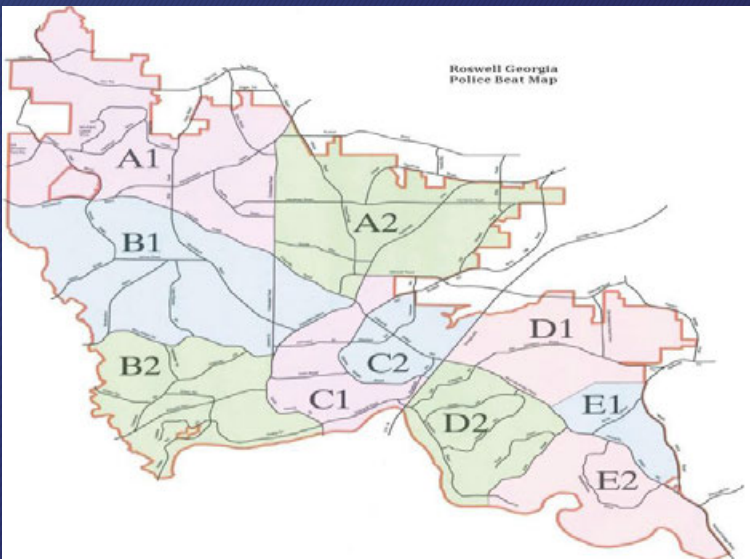
Uniform Patrol Division

The Uniform Patrol Division (UPD) answers directly to the Deputy Chief. The UPD Commander holds the rank of **Major**. **Roswell's UPD** is divided into two daily 12-hour watches. The two watches, Day Watch and Night Watch, are each divided into two squads. Day Watch consists of A Squad and B Squad. Night Watch consists of C Squad and D Squad. Each squad is led by a Watch Commander who holds the rank of Lieutenant. There are three Sergeants that act as the line supervisors for each squad. Each squad assigns patrol units daily to specified zones of **the Department's jurisdiction to enable a rapid response** for requests for police services as well as to provide optimum patrol coverage.



Major Kyle Ratliff

- In 2021, UPD Officers handled 59,515 calls for service.
- UPD Officers worked 3,426 motor vehicle accidents.
- UPD Officers conducted 16,510 traffic stops.
- UPD Officers issued 7,677 traffic violation citations and 6,495 warnings.
- UPD Officers wrote 10,697 incident reports.



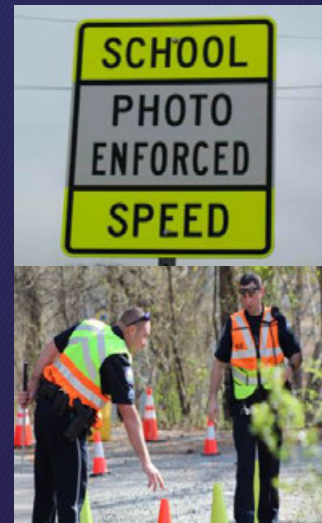
TEU is composed of 1 Lieutenant, 2 Sergeants, and 8 Officers



Uniform Patrol Division Traffic Enforcement Unit

The Traffic Enforcement Unit (TEU) is primarily responsible for enforcement of traffic laws that cause motor vehicle and pedestrian accidents. Their responsibilities also include hit and run investigations, serious injury and fatal crash investigations, traffic complaint tracking and enforcement, along with traffic enforcement across the city. TEU officers also participate in various educational programs throughout the year. TEU officers receive specialized training, allowing them to become subject matter experts in accident investigations.

- TEU investigated 45 community traffic complaints for issues such as speeding, stop sign violations, unlawful use of no-truck routes, and parking violations.
- TEU investigated twenty two (22) serious injury accidents, five (5) fatality accidents, and 447 Hit and Run accidents in 2021.
- TEU and Roswell DOT conducted 31 speed studies in various locations throughout the city to assist with analyzing possible traffic problem areas.



TEU manages numerous special events to include the Youth Day Parade, July 4th Celebration, the Memorial Day Celebration, the National Day of Prayer, National Night Out, the End of Summer Celebration, all Alive in Roswell Events, numerous road races, the Day of the Dead Celebration, and Touch a Truck events. Due to the pandemic, special events did not begin until June of 2021.

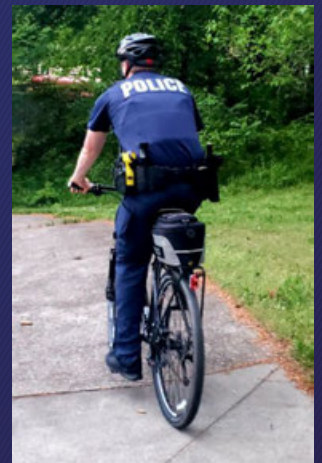


In 2021, TEU continued to master the Unmanned Aerial Vehicle Platform Accident Reconstruction Program through real life application and continued educational training.

Uniform Patrol Division

Bike Unit

The Roswell Police Department utilizes bicycles for special details and events which call for increased mobility in confined areas. Police bicycles are also utilized to patrol the business districts, parks, residential areas, high-crime areas, and to conduct parking enforcement. They are also an aid in promoting and improving relations between the community and the Department.



SWAT

The Roswell Police Department in conjunction with the City of Milton and the City of Alpharetta maintain and staff the North Fulton **SWAT team**. **This unit's primary objective is to** address situations that require special tactics or specialized equipment outside of what is available to uniform patrol officers. The unit also maintains trained crisis negotiators as well as tactical dispatch operators who are specifically trained to assist with the successful resolution of these incidents.



Criminal Investigations Division

Persons Crimes Section

The Persons Crimes Section within CID is responsible for investigating deaths, robberies, rapes, aggravated assaults, crimes against children, missing persons, juvenile runaways, and general crimes of violence.



Major Noah Caplan

Property Crimes Section

The Property Crimes Section is responsible for investigating crimes such as burglary, auto theft, fraud, general thefts, and computer crimes.

Crime Scene Investigations Unit

Crime Scene Investigators respond to incidents where the collection of evidence requires special tools or training. A variety of traditional and modern tools are used both on the scene and in our own lab to assist Detectives and prosecutors.

Roswell Investigative Analysis Unit

The Investigative Analysis Unit is responsible for analyzing data to identify patterns, trends and linkages in criminal activity. This facilitates smarter directed patrols and improves overall efficiency in apprehending criminals and curbing specific problems.

During the course of 2021 the Criminal Investigations Division has had 2,667 cases assigned for further investigation. These cases include but are not limited to murder, rape, robbery, burglary, entering auto and fraud.

Criminal Investigations Division

What We Have Accomplished

- Detectives made an arrest in the 1988 murder of 8-year old Joshua Harmon, closing the 33-year-old cold case with the help of advances in DNA technology and thorough follow-up detective work.
- Detectives made other significant arrests in murder investigations, other crimes against persons, and costly property crimes and fraud investigations.
- Detectives attended advanced training in homicide investigations, crimes against children, white collar crime, and other criminal offenses.
- Received recognition by the GBI for conducting the most Internet Crimes Against Children “traveler” cases in the State of Georgia. **“Traveler” is the term used to denote one traveling to meet with a minor after soliciting him/her electronically, for the purpose of sexual conduct.**
- Detectives participated in numerous community outreach events, including the Polar Plunge, **Citizens’** Police Academy, Christmas Shop with a Hero event, RPD Gifts of Light program, and adopting a family through the RPD Gives Christmas program.
- **CSI detectives led the inaugural “CSI Night” community outreach** event.

What We Expect to Accomplish

- Continue to enhance the capabilities of the CSI unit through the use of a forensic 3D imaging scanner, allowing our CSI detectives to become more self-sufficient on homicide scenes and other high profile cases.
- Establish a digital forensics lab with modern technology used to investigate internet crimes against children cases.
- Continue to grow our information gathering/sharing initiatives to enhance the safety of our community.
- Fill vacant detective positions in CID to allow for more proactive investigations
- Continue to enroll our detectives in advanced, specialized training to increase employee knowledge and efficiency.

K9 Unit

It is the policy of the Roswell Police Department to maintain one or more K-9 teams to enhance the **Police Department's objectives in providing quality police service to the** community. The ultimate objective is to have K-9 teams available 24 hours a day on an on-duty/on-call basis.

Criminal Investigations Division Special Investigations Section



Activity:

- Responded to numerous community complaints of illegal drug activity/transactions in residential and commercial areas.
- Conducted multiple undercover investigations regarding illicit massage parlors and prostitution.
- Conducted alcohol licensing compliance checks.
- **Deployed resources and initiatives to deter street racers from plaguing Roswell's roadways, and** identified and arrested those who committed these reckless driving stunts.
- Created the RPD Pathways program, an initiative designed to help overdose victims overcome their addictions through a collaboration between community resources and the Roswell Police Department.
- Located and arrested numerous individuals wanted on felony charges by Roswell Police and other agencies.
- Participated in the DEA High Intensity Drug Trafficking Area (HIDTA) task force
- Assigned a detective to the DEA Tactical Diversion Squad, filling one vacant task force officer position.
- Participated in numerous community outreach events, including the Touch a Truck events, **Citizens' Police Academy**, RPD Gifts of Light program, and adopting a family through the RPD Gives Christmas program.

Future Expectations:

- Continue to target specific crimes and high criminal activity areas with added patrols, surveillance, and Intel driven enforcement.
- Continue to detect, investigate, and prosecute those persons who violate the laws in regards to illegal narcotics production, manufacturing, distribution, transportation, sale, and chronic use of said narcotics.
- Build on the early success of the RPD Pathways program and expand access to help more people overcome addiction to opiates and other drugs.
- Continue to detect, investigate, and prosecute those who engage in illicit sexual activity for money, including prostitution and other related offenses.
- Continue to apprehend felony fugitives of justice.
- Continue to participate in the DEA High Intensity Drug Trafficking Area (HIDTA) task force and DEA Tactical Diversion Squad.
- Continue to attend advanced training courses with curriculum focusing on investigations, narcotics, leadership, gangs, risk management, surveillance, and terrorism.

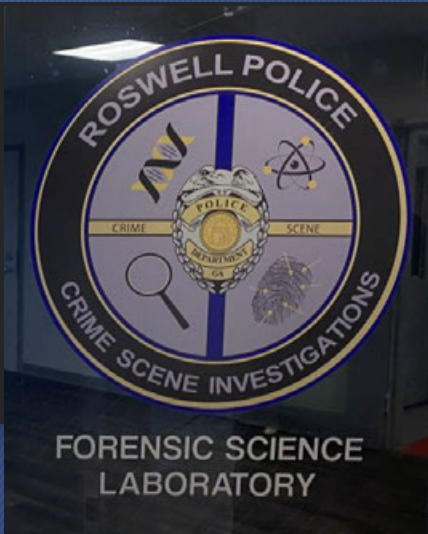
Roswell Investigative Analysis Unit

The RIAU (Roswell Investigative Analysis Unit) analysts excelled in providing phone analysis and other investigative support to all members of the department. They provided support 24/7 for all high profile cases, and provided statistical data to members of Command Staff and others as requested.

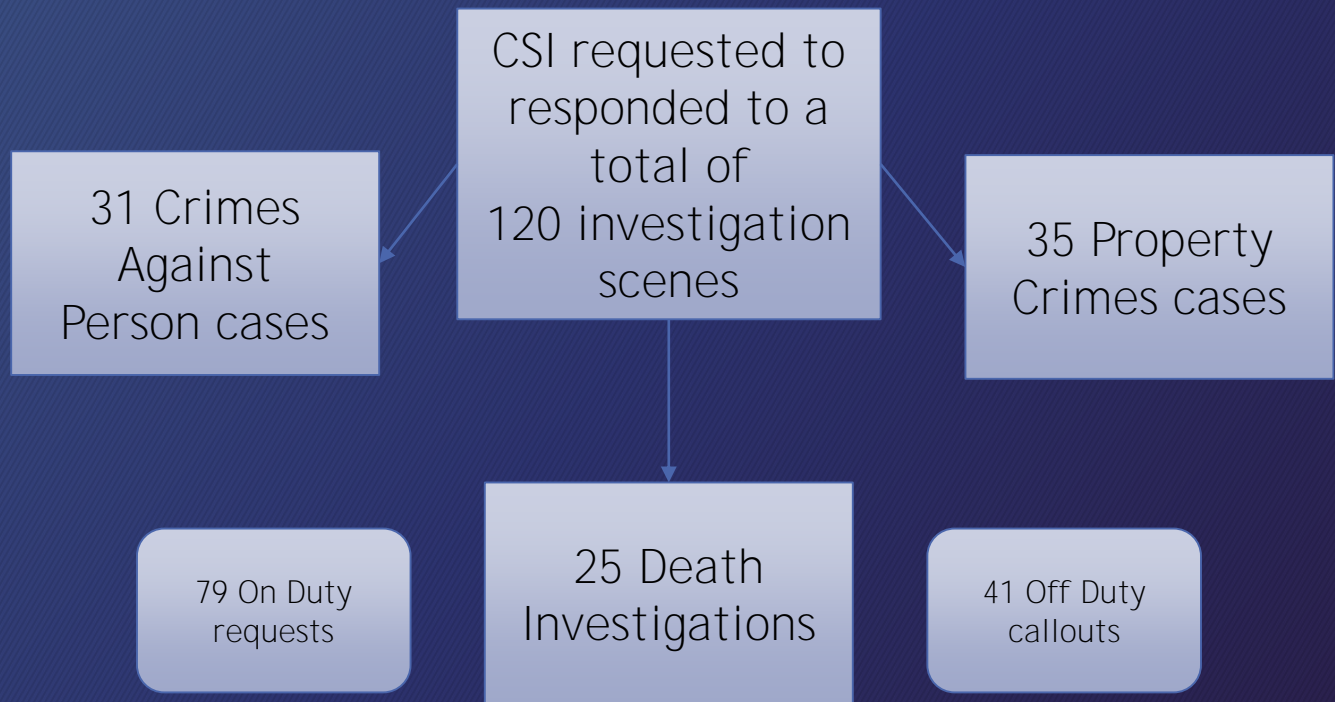
RIAU continues to collect, evaluate, and disseminate Intel regarding crime trends, threats, and all other pertinent matters.

Criminal Investigations Division

Crime Scene Investigations



The Crime Scene Investigations Section provides full investigative service response to any criminal act in which the identification and collection of physical evidence can lead to an investigative lead. The Unit is comprised of two Detectives who respond to incident scenes in the field and operate the **Police Department's Forensic Science Laboratory**.



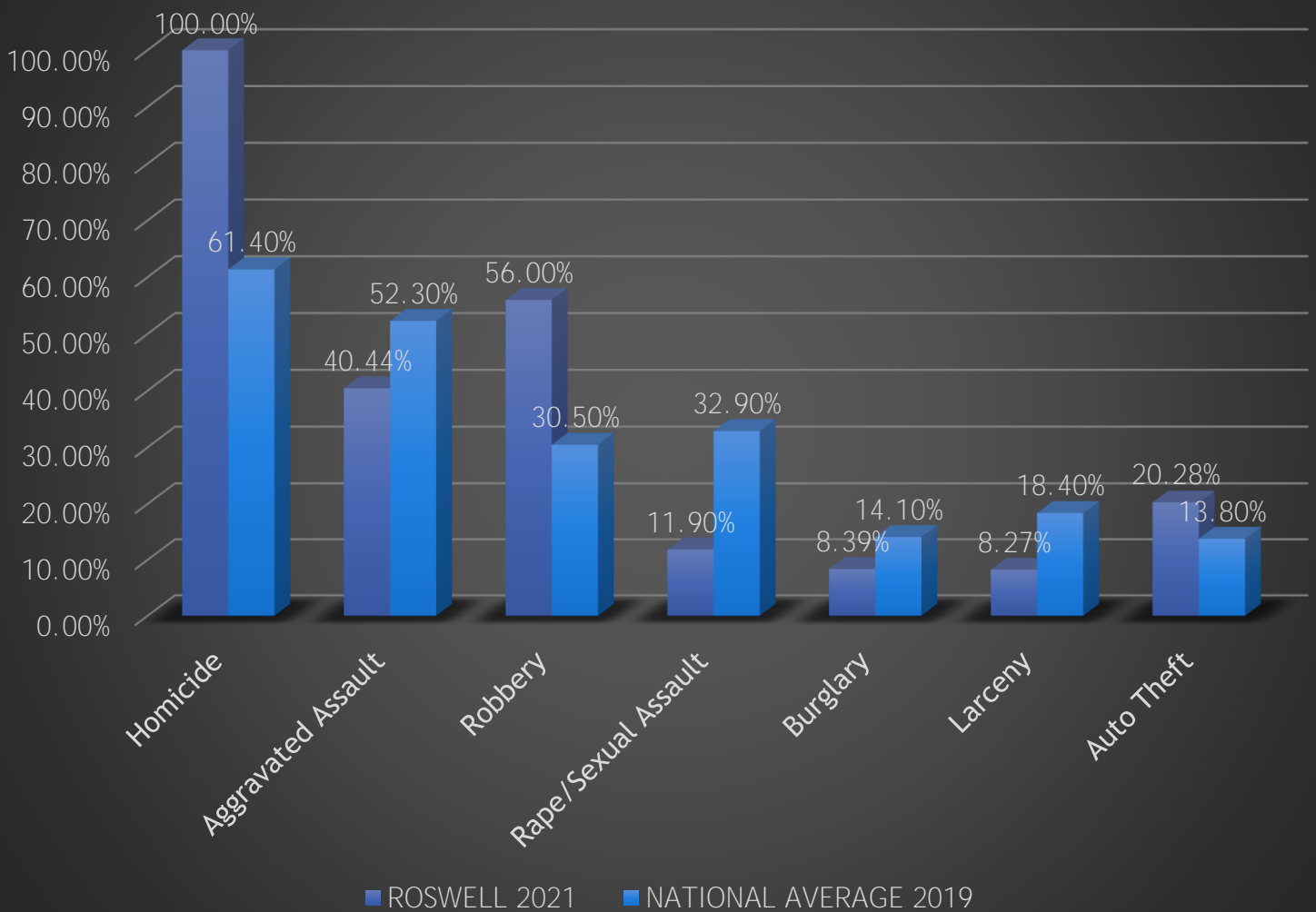
The Police Department's Forensic Science Laboratory provides analytical testing and examination in fingerprint analysis, fracture matching, bloodstain pattern analysis, gunshot residue pattern examination, and serial number restoration. These services are provided to not only the Roswell Police Department, but other requesting public safety agencies as well. During 2021, the Lab received requests from the Roswell Police Department, Roswell Fire Department, Georgia State Patrol, Alpharetta Police Department, and Milton Police Department.

Lab Case Submissions (by service type)	
Development Cases*	124
Latent Print Examination	214
Latent Print Verification	72
Bloodstain Pattern Analysis	7
Fracture Matching	0
Firearms / GSR Examination	2
TOTAL	421

Processed 417 items to date, including but not limited to: firearms, knives, beer bottles processed for latent finger prints as well as other trace evidence.

2021 Case Clearance Rates

PART I CRIMES





Major Ken McRae

Support Services Division is responsible for Community Relations, Fleet Maintenance, Property and Evidence, Court Security, Records, Permits, Quartermaster, and Finance/Budget.

Support Services Division



The Community Relations Unit provides educational classes, neighborhood meetings and events, and opportunities for the community to get involved such as Citizens' Police Academy. Members of this unit can often be seen in schools, businesses and at community events speaking with community members of all ages. Media relations, including social media, is also a responsibility of the Community Relations Unit.

Fundraising and Public Outreach

- Raised over \$47,000 for Roswell Gives Campaign which adopted 20 families for the Holidays.
- Special Olympics fundraisers like the Polar Plunge, Cops on Donut Shops, and Merchandise Sales.
- Adopted 193 seniors from Roswell Nursing and Rehab Centers.



Support Services Division Community Relations Unit

In 2021, the RPD Community Relations Unit had the pleasure of working with the Friends of Roswell Police Foundation to provide Holiday cheer for our young and young-at-heart Roswell Community!

A group of dedicated Roswell community members created the Friends of Roswell Police Foundation in 2021 with the mission to be virtuous stewards of donated resources by discovering and meeting the needs of our community through collaboration with the our community and the Roswell Police Department. Funds for the Holiday programs were raised through generous donations of community members, the 2021 RPD Cops and Cars Car Show and the new Running of the Turkeys 5K on Thanksgiving Day.

The RPD Community Relations Unit was able to provide three different Holiday programs with the help of Friends of Roswell Police and one program with the Huskies Helping Huskies Foundation.

In 2021, the Covid-19 pandemic continues to challenge in-person contact between the Community Relations Officers of the Roswell Police Department and the Community in situations outside of direct enforcement of the law. The RPD Community Relations Unit has continued to change the direction of many of our programs to maintain our outreach efforts, including into the 2021 Holiday season.



Sergeant Karen Newton



Fleet is responsible for maintaining the **Department's vehicle** needs.

Accomplishments:

- Obtained 78 new vehicles.
- Transitioned 35 vehicles out-of-service.
- All Patrol Vehicles are Axon equipped.

Future Expectations:

Continue evaluating updating the fleet for safer, newer, better, and cost effective equipment

Fleet

Support Services Division

Court Services



Sergeant William Hood

The division also maintains Building Operations and Officer Equipment, including but not limited to Tasers, radios, and uniforms.

Court Services is tasked with the protection and security of all employees, judges, and members of the public who work or enter the courtroom daily to conduct business.

- The Unit is composed of 4 Officers.
- Court Services Officers oversaw and implemented COVID-19 operating procedures.
- Produce Discovery videos for Attorneys.

The evidence technicians are responsible for receiving, storing, and handling all evidence and property, as well as ensuring that paperwork for all items is correctly submitted and logged into the police database by case number and storage location. The evidence technician transports evidence to the GBI crime lab for processing and testifies in court to the chain of custody of evidence. Upon adjudication, items could be returned to the rightful owner, destroyed, or auctioned. Roswell Police Department uses www.PropertyRoom.com, an online police auctions center.



Allan Williams

Support Services Division Evidence



Julianna Brumann

Accomplishments:

- Added 12 cell phone lockers for evidentiary phones.
- Added an additional safe to facilitate easier transfer of evidence between officers and technicians when packaging adjustments are needed.
- Created a Mini Academy Property and Evidence Class
- Passed all Audits

Date range: January 2021 through December 2021

Items submitted as Evidence: 2,328

Items submitted as Safekeeping: 1,199

Items submitted as Found: 178

Items Destroyed/disposed of on court orders: 4,432

Items Auctioned on court orders: 514

Items Returned to Owner: 1,113



Allison LeBlanc

The Records Section receives, maintains and distributes records of police activity within the department. This section responds to all open records requests including accident and incident reports and any request for documentation relating to Police activity.

Permits provides enforcement of select business licensing ordinances by reviewing applications, collecting fees and issuing permits for liquor pouring and handling, and public solicitation licenses. They also provide fingerprinting service to the public.

Support Services Division Civilian Staff

Records processed over 2,500 Records Requests and over 600 Impound Releases for 2021.

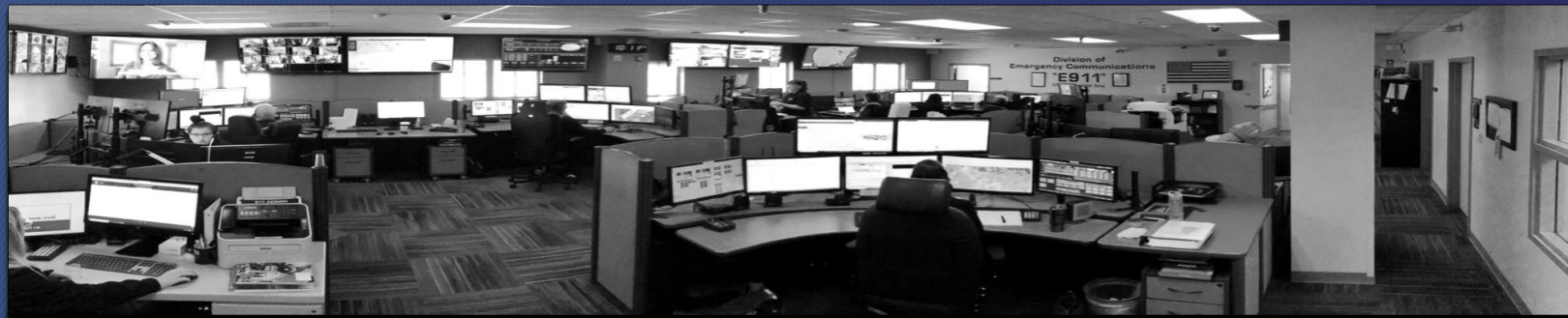


Lynn Shriner

Accomplishments:

- Hired and Trained 3 new employees (one is bi-lingual)
- Updated and created new forms
- Consolidated the Supply Room into one space
- Assisted in creating the foundation for Friends of Roswell Police
- Assisted Community Relations with Events (Trunk or Treat, Photos with Santa, RPD Gives for 20 families and 193 seniors)
- Worked with Fulton County to streamline the intake process
- New process in securing nightly cash
- Completed the ongoing Archives Room project

Division of Emergency Communications (E-911)



Mission Statement

The members of the Roswell 911 Center, as public safety servants, are comprised of people dedicated to preserving the value of life for all in the City of Roswell. Our mission is to serve as the critical and vital link between the public and public safety responders of the City of Roswell. We work hard to fulfill our mission in a manner that inspires trust and confidence from the public and the agencies we serve.



Director John Potrzebowski

The Roswell 911 Center is responsible for answering both emergency and non-emergency calls-for-service 24/7, 365 days a year. The Roswell 911 Center monitors up to nine radio channels, and has the capability to monitor more than 80 additional channels if necessary. It is also responsible for 10 E911 phone lines and more than 40 additional emergency and non-emergency lines. The Roswell 911 Center implemented text-to-911 - a Next Generation 911 capability that allows the public to text their emergency when unable to speak; a service that is not yet mandated statewide.



The Roswell 911 Center is consistently recognized for professionalism, commitment to public safety, leadership, and innovation. The Roswell 911 Center performance and training is measured against national standards. Achievements include APCO Training Certification, CALEA Public Safety Communications Accreditation, IAED Accredited Center of Excellence, and Missing Kids Readiness Project certification with NCMEC.

Roswell 911 Center General Accomplishments

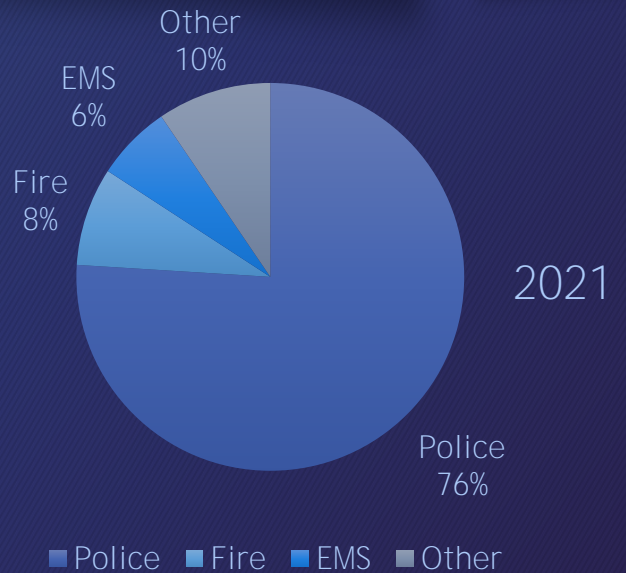


NATIONAL CENTER FOR
**MISSING &
EXPLOITED**
CHILDREN

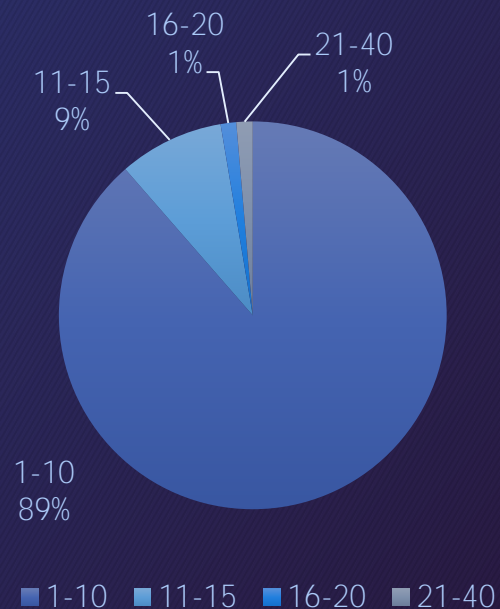
Roswell 911 Center



CAD Events		
Type	2020	2021
Police	79,686	94,011
Fire	10,118	10,151
EMS	7,354	7,804
Other	11,530	11,756
Total	108,688	123,723



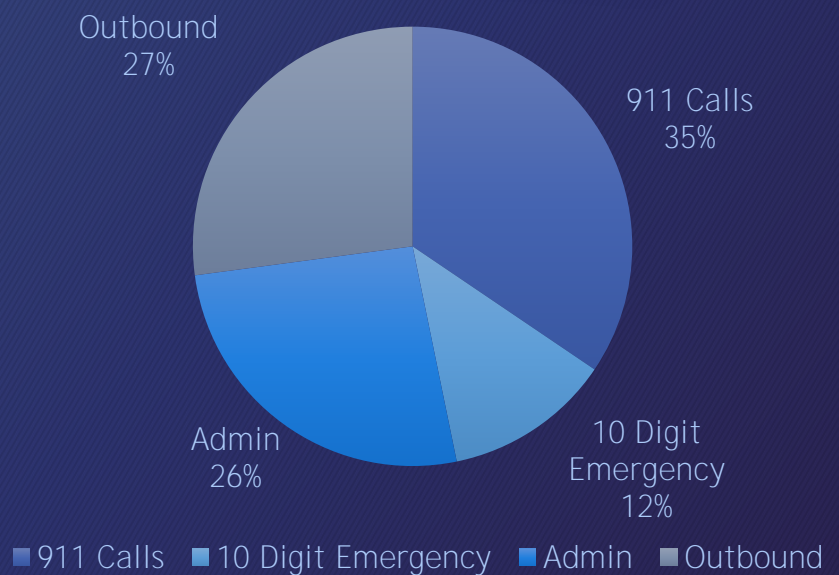
Answer Time (seconds)	
1-10	87.92%
11-15	8.69%
16-20	1.29%
21-40	1.35%
41-60	0.42%
60+	0.33%



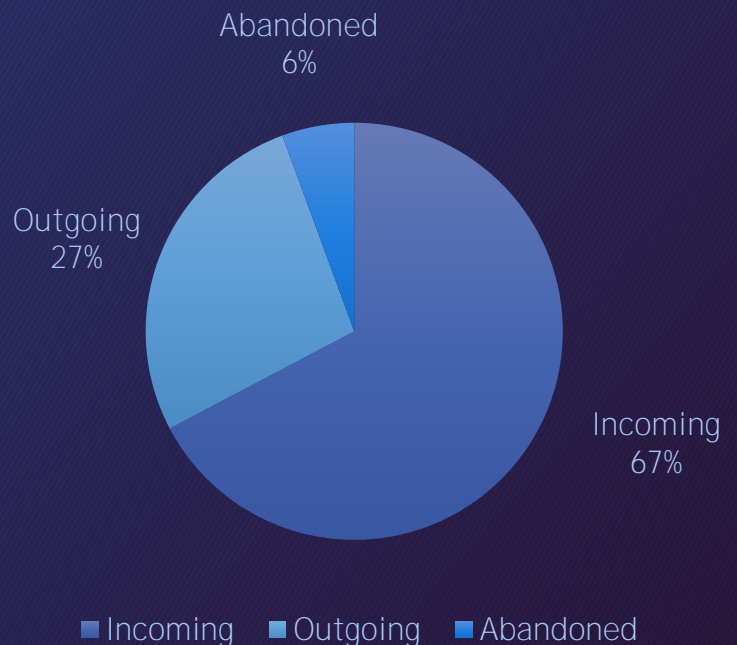
Motto:

To Bring Calm to Chaos, Order to disorder, and Clarity to Confusion

Call Break Down	
911 Calls	43,810
10 Digit Emergency	15,646
Admin	33,187
Outbound	34,459
Total	127,102



Overview of all Calls	
Incoming	85,517
Outgoing	34,459
Abandoned	7,126
Total	127,102



RAPIDSOS

RapidSOS Portal allows Roswell 911 to immediately access life-saving NG911 data, displaying fast and accurate location information from wireless 911 callers.

Our 911 Dispatchers can view and map real-time device based location for calls within the City of Roswell, including the ability to prioritize incidents and query disconnected calls - an incredible safety feature!



Technology and Innovation

Roswell 911 Center Partners With Uber For Emergency Locations

Roswell 911 Communications Division will receive accurate caller location and additional emergency data from Uber passengers who dial 911.

By Kathleen Sturgeon, Patch Staff 

Jan 3, 2020 11:53 am ET

Roswell Police Department Contact Information

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39 Hill Street
Roswell, Georgia 30075
www.roswellgov.com
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Chief James W. Conroy
jconroy@roswellgov.com

Deputy Chief Linnea Rivard
lrivard@roswellgov.com

Records:
770-640-4120

EMERGENCY:
911

Non-emergency:
770-640-4160

Police Officer
Employment Info:
www.PoliceApp.com/RoswellGA

Civilian Employment Info:
www.RoswellGov.com