



# **2022**

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# **ROSWELL POLICE DEPARTMENT ANNUAL REPORT**

**JAMES W. CONROY**  
**CHIEF OF POLICE**  
39 Hill Street  
Roswell, GA 30075  
(770) 640-4100  
RoswellPD.org

# Our Mission

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.

# Our Values

We the Roswell Police Department, show in our words and actions that we value:

- Integrity: Honesty and truthfulness in our actions.
- Responsibility & Professionalism: Acting professionally with the interest of the community foremost.
- Courage: The ability to confront fear, pain, danger, uncertainty, or intimidation.
- Compassion: Have concern and respect for all.
- Perseverance: The diligent pursuit of our organizational mission and vision despite hardships, obstacles, or opposition.

Through our values we commit to uphold the Constitution of the United States and the laws of the State of Georgia in order to achieve justice for all.

# Our Motto

"Serve with Honor, Protect with Courage"

# 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 207-employee department serves a population of nearly 100,000 and 41.95 square miles of property. This 2022 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

Greetings,

2022 was a year of growth and accomplishment for the Roswell Police Department. There were many accomplishments, achievements and improvements for our department.

The Mayor and City Council adopted a “Best-in-Class Pay” plan for the Police Department. This came at a critical time. We had experienced an increase in our vacant sworn positions. After holding steady in single digit vacant positions for the past two years, we spiked up to 19 vacant sworn positions during the summer months. This increase in pay, 20% of our starting salary, attracted many well-qualified sworn personnel from surrounding police departments. We hired 36 police officers this year.

For the first time in many years, the Roswell Police Department has ZERO sworn vacant positions. This will be an ongoing priority, as we have a number of officers who are slated to retire in the upcoming months. Recruiting, hiring and retention of well-qualified employees will continue to be a high priority for our department.

Roswell residents overwhelmingly voted (73.22%) to approve a \$52 Million bond referendum to support public safety. \$23 Million will be used to create a new public safety headquarters. This facility will co-locate Police, Fire, E911 and the Emergency Operations Center into one building or campus, improving collaboration, communication and making security and infrastructure more efficient.

Community outreach and educational opportunities offered in 2022 include:

- Citizens' Police Academy
- Women's Self Defense
- Revved Up Kids
- Drug and Alcohol Awareness
- Senior Scams and Frauds
- School safety programs
- OPERATION: Holiday Heroes & Gifts of Light
- Civilian Response to Active Shooter Events (C.R.A.S.E.)
- Roswell Police Pathways

I wish each of you a safe, happy and prosperous 2023, as together we look forward to a bright future for Roswell.

Stay safe,



James W. Conroy  
Chief of Police





# Deputy Chief

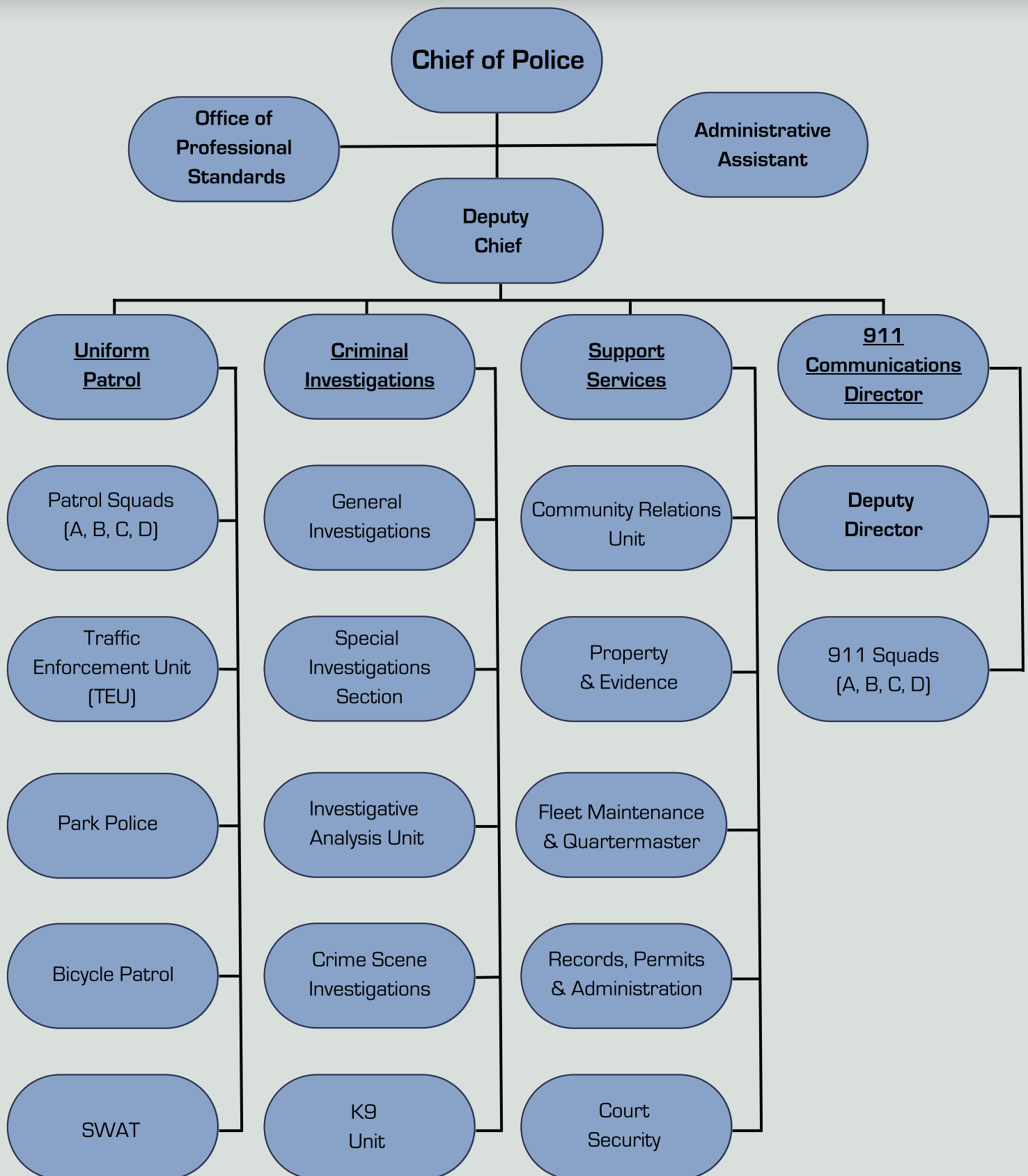


**Linnea Rivard**  
Deputy Chief

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, and the Uniform Patrol Division/Traffic Enforcement Unit. She has also served as the 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



# 2022 Mayor & Council



**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**

# Fiscal Year 2022 Budget

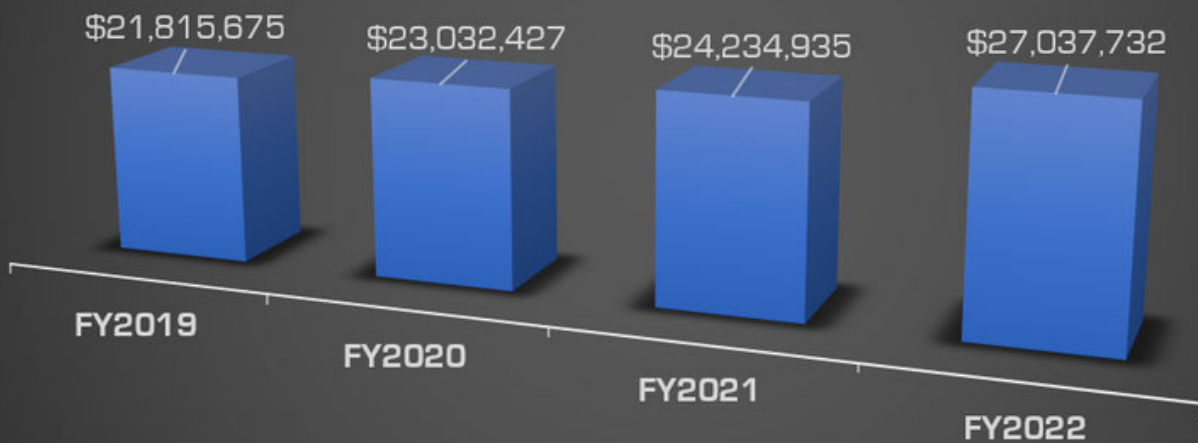


**Adrienne Byrd**

Finance Coordinator

The operating budget for the Roswell Police Department for fiscal year 2022-2023 was \$27,037,732. The total budget includes the General Fund, E-911 Fund, Confiscated Assets Fund, and Capital Projects Fund.

## Roswell Police Department Budget FY2019-FY2022

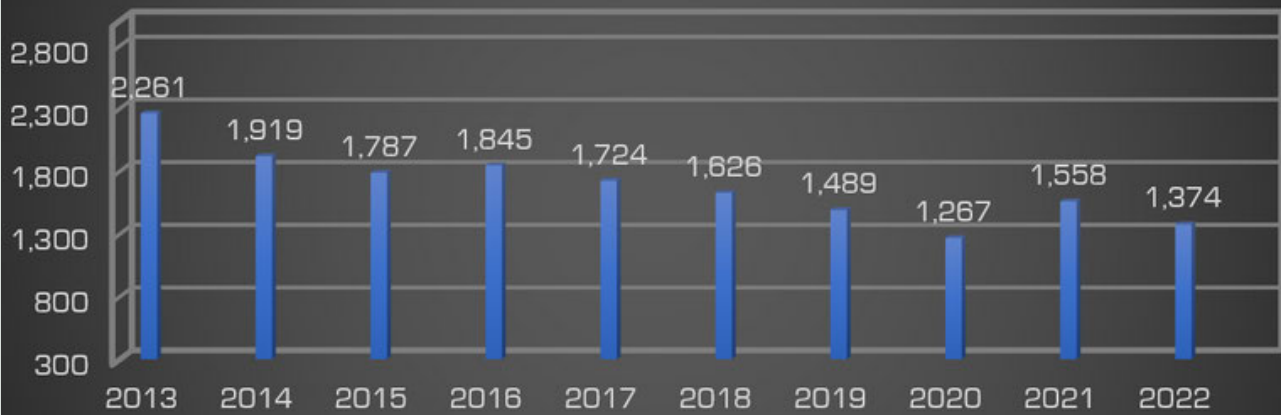




# 2022 Statistics

## Uniform Crime Report

### PART I CRIMES 2013-2022

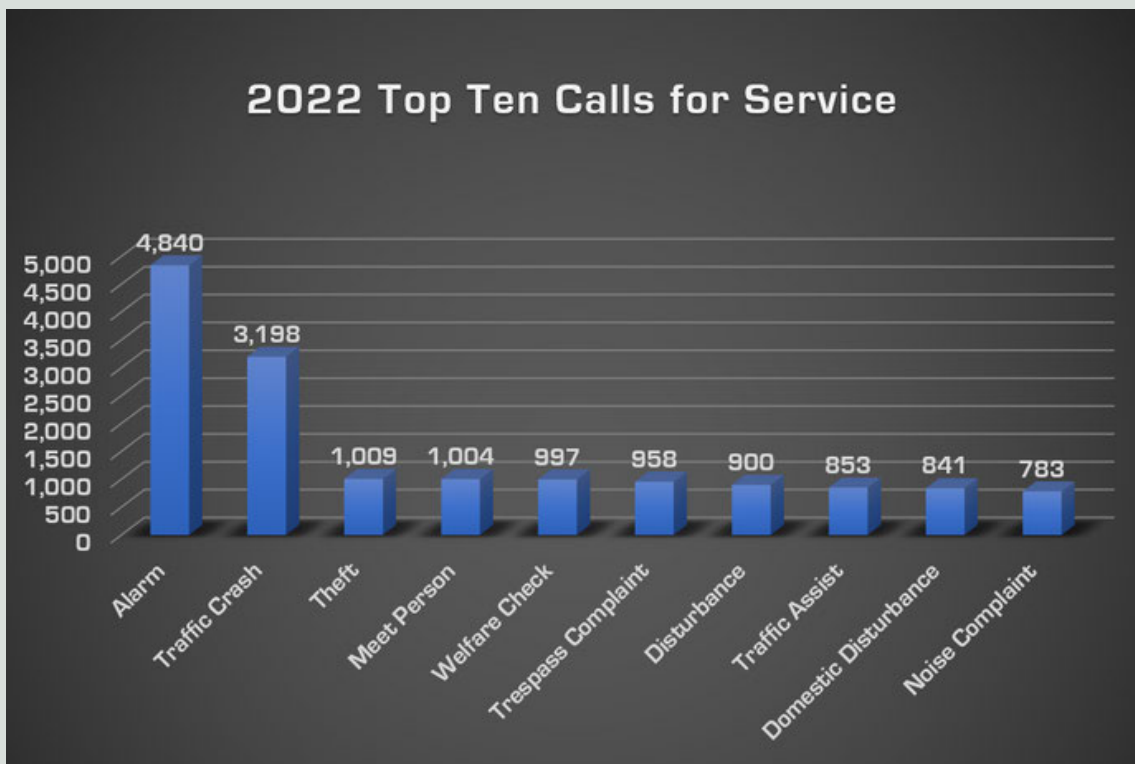
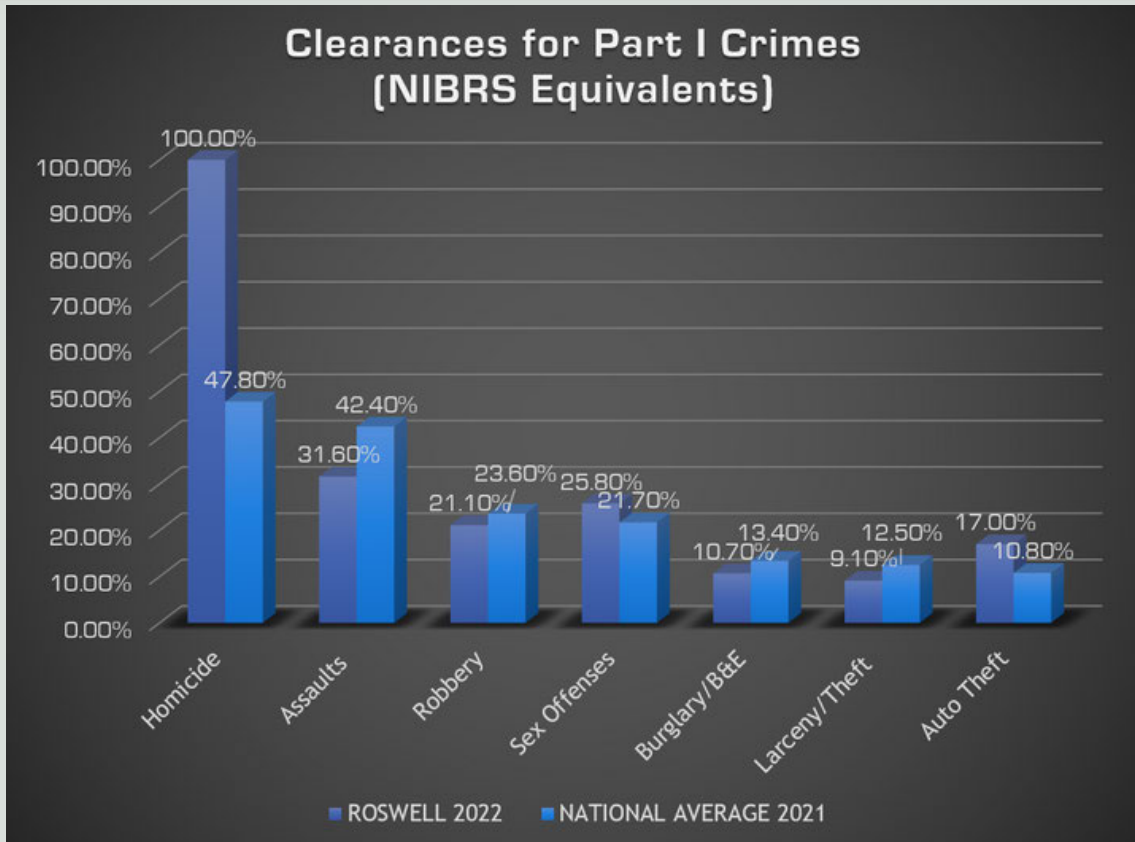


PART I CRIME	2021	2022	# Difference	% Difference
Homicide	4	6	2	50.00%
Aggravated Assault	81	80	-1	-1.23%
Robbery	26	20	-6	-23.08%
Rape/Sexual Assault	22	27	5	22.73%
<b>VIOLENT CRIME</b>	<b>133</b>	<b>133</b>	<b>0</b>	<b>-0</b>
Burglary	135	116	-19	-14.07%
Larceny	1127	1011	-116	-10.29%
Auto Theft	163	115	-48	-29.45%
<b>PROPERTY CRIME</b>	<b>1,425</b>	<b>1242</b>	<b>-183</b>	<b>-12.84%</b>
<b>TOTAL</b>	<b>1,558</b>	<b>1375</b>	<b>-183</b>	<b>-11.75%</b>

\*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.

# 2022 Statistics

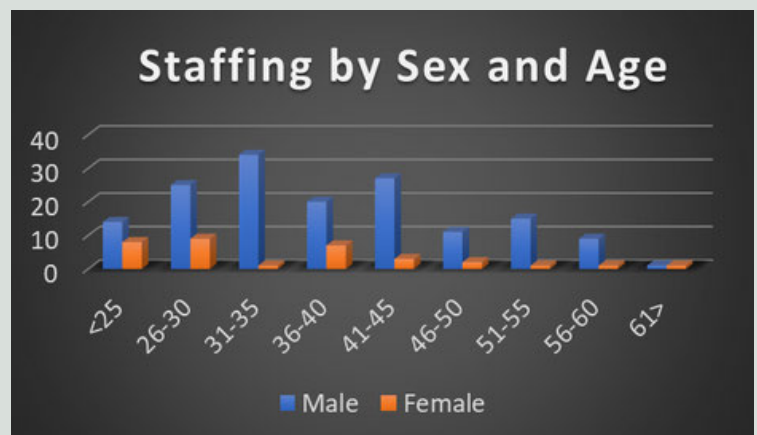
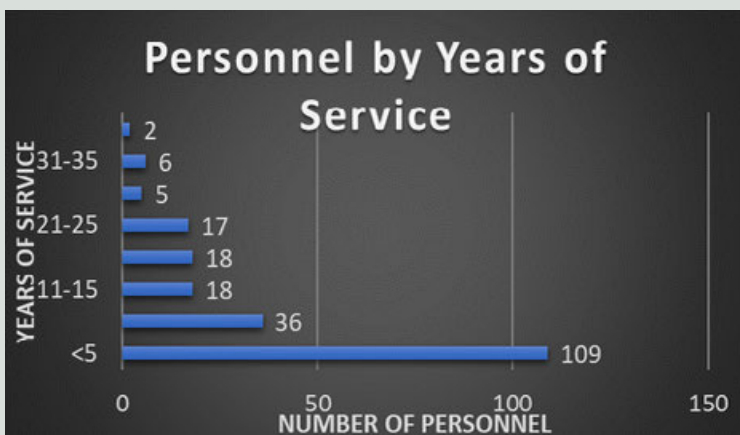
## Clearance Rates & Calls for Service



# Staffing Overview

Rank	Total	African American	White	Hispanic	Other
Police Chief	1	-	1	-	-
Deputy Chief	1	-	1	-	-
Major	4	1	3	-	-
Lieutenant	9	-	9	-	-
Sergeant	24	3	21	-	-
Master Police Officer	32	1	28	3	-
Police Officer II	25	3	22	-	-
Police Officer I	63	12	44	4	3
Reserve Officer	5	-	5	-	-
<b>Total</b>	<b>164</b>	<b>20</b>	<b>134</b>	<b>7</b>	<b>3</b>

The Roswell Police Department selects only the finest applicants to join our ranks. Our sworn and professional staff are the best in their fields. The long tenure of our personnel is a direct reflection of their commitment to all those who live, work, and play in Roswell.



# Employee Highlights

## 2022 Employees of the Year



**Officer of the Year**  
Officer Tim Lupo



**Supervisor of the Year**  
Sergeant  
Thomas Robinson



**Communications  
Officer of the Year**  
Communications Officer  
Sierra Kilpatrick



**Communications  
Supervisor of Year**  
Deputy Director  
Whitney Wilson



**Professional Staff  
Member of the Year**  
Administrative Specialist  
Jennifer Nichols



# Employee Highlights

## Awards

### Lifesaving Medal

Presented to any officer or civilian employee directly responsible for the saving of a human life.

Officer L. Davidson (March)	Lieutenant Z. Frommer
Officer L. Davidson (April)	Detective Z. Kowalske
Officer L. Duncan	Officer A. Phillips
Detective O. Braik	Officer D. Hogan



### Commendation Ribbon

Presented for extraordinary devotion to duty for a specific act or accomplishment, for meritorious service rendered during a fast-moving or high-risk situation at the risk of personal safety or wellbeing, or for outstanding police work which brought great credit to the Department in a case of unusual public interest.

Officer J. Bennett	Detective F.D. Zigan
Detective Z. Kowalske	Officer A. Phillips
Lieutenant J. Wescott	Officer S. Bath



### Letter of Recognition

Presented to any Departmental employee or community member for: 1. Career of service reflecting a strong commitment to the Department's mission; 2. Initiative, Innovation & Creativity; 3. Visionary Leadership; 4. Community support and citizenship; 5. Focus on customer satisfaction; 6. Work Process Improvements; 7. Significant Accomplishments

Officer D. Tyler

### Longevity Award

Presented to employees with twenty (20) years of uninterrupted service with the Roswell Police Department.

Sergeant M. Gatto  
Lieutenant J. Wescott



# Employee Highlights

## Promotions

01/22 W. Wilson	911 Deputy Director
01/22 H. Stein	911 Supervisor
01/22 A. Darby	911 Senior Communication Officer
01/22 A. Phillips	Police Officer II
01/22 D. Hansen	Sergeant
02/22 P. Koutnik	Police Officer II
02/22 R. Giles	Lieutenant
03/22 J. Wenslow	Sergeant
03/22 D. Tyler	Police Officer II
03/22 K. Siberski	Police Officer II
04/22 R. Jones	911 Senior Communication Officer
04/22 C. Dovell	Police Officer II
04/22 J. McCoy	Master Police Officer
05/22 Chris Smith	Sergeant
04/22 J. D'Agostino	Police Officer II
07/22 O. Braik	Police Officer II
07/22 D. Hogan	Police Officer II
07/22 M. Sroka	Master Police Officer
07/22 A. Yanow	Master Police Officer
07/22 K. McGinniss	Master Police Officer
08/22 T. Lupo	Master Police Officer
08/22 J. Lewis	Master Police
08/22 F. Zigan	Police Officer II
08/22 S. Thompson	Master Police Officer
08/22 P. Koutnik	Master Police Officer
08/22 L. Proctor	Police Officer II
08/22 E. Schenk	Police Officer II
08/22 Wm. C. Smith	Police Officer II
09/22 F. Zigan	Master Police Officer
09/22 C. Bourgouin	Police Officer I
09/22 S. Delman	Master Police Officer
10/22 S. Collie	Master Police Officer
10/22 C. Evans	Lieutenant
10/22 N. Carter	Sergeant
10/22 G. Armour	Sergeant
10/22 S. Wolfson	Sergeant
10/22 S. Delman	Sergeant
10/22 A. Halm	Police Officer II
11/22 N. Towpik	Police Officer II
12/22 K. Pritchett	Master Police Officer
12/22 C. Dovell	Master Police Officer
12/22 P. MacDonald	Police Officer II



# Office of Professional Standards

## Overview



**Major Charles Greco**  
Division Commander

The Office of Professional Standards (OPS) 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.



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

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 of OPS 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.



# Office of Professional Standards

## Complaint Synopsis

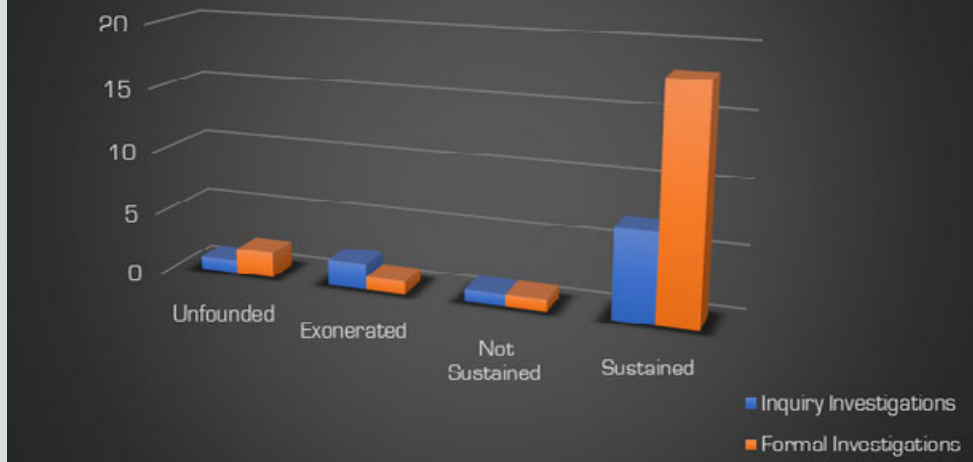
### 2022 Complaints by Classification



There were 102 total complaints in 2022. Of those, 75 complaints were operational, which means that they did not involve misconduct by members of the Department. As a result, they do not have dispositions (a conclusion of fact).

The disposition graph depicts 55 dispositions, even though there were only 27 combined Inquiry Investigations and Formal Investigations in 2022. This result is explained by the fact that some investigations have multiple dispositions.

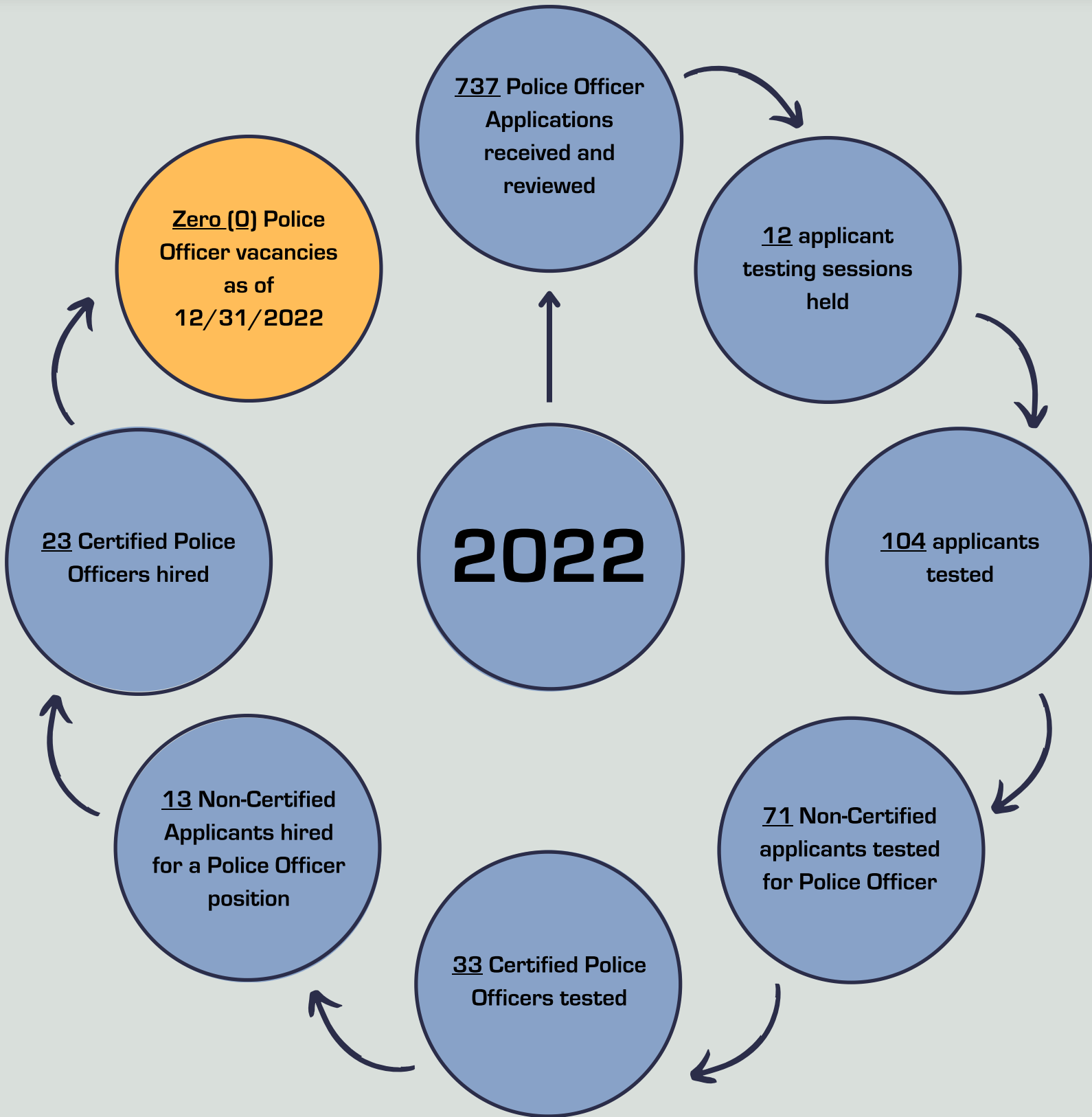
### 2022 Allegation Dispositions





# Office of Professional Standards

## Hiring & Background Investigations



# Office of Professional Standards

## 2022's Newly Hired



E. LeCour



D. Presswood



R. Heinemann



K. Norris



S. Salathe



B. Francis



D. Belpedio



S. Mele



J. Bonnick



C. Villacorta



K. Brown



J. Stanley



D. Miller



A. Boyd



I. Vega



A. Goode



E. Reynolds



S. Mehas



B. Dixon



K. Cato



D. Cash



D. Mathis



C. Bourguin



D. Smith



A. Clayton



L. Brooks



C. Diss



R. Coquemar



J. Hughes



K. Neal



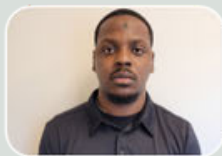
C. Powis



A. Fowler



A. Colton



A. Brooks



L. Cyr



M. Herrera



K. Smith



C. Lister



V. Aguirre



A. Guterrez

# Office of Professional Standards

## Training Unit



The Training Unit is dedicated to ensuring that our officers are equipped with the knowledge, training, and experience to serve the Roswell community safely and effectively.

The State of Georgia requires police officers to receive at least 20 hours of training each year. The Roswell Police Department far outpaces that. In 2022, the officers of RPD completed 26,768 hours of GA POST approved training, an average of 145 hours of training per officer.



More specifically, in 2022 our officers completed 607 hours of training focused on de-escalation, use of force and community policing.





# Uniform Patrol Division

## Overview



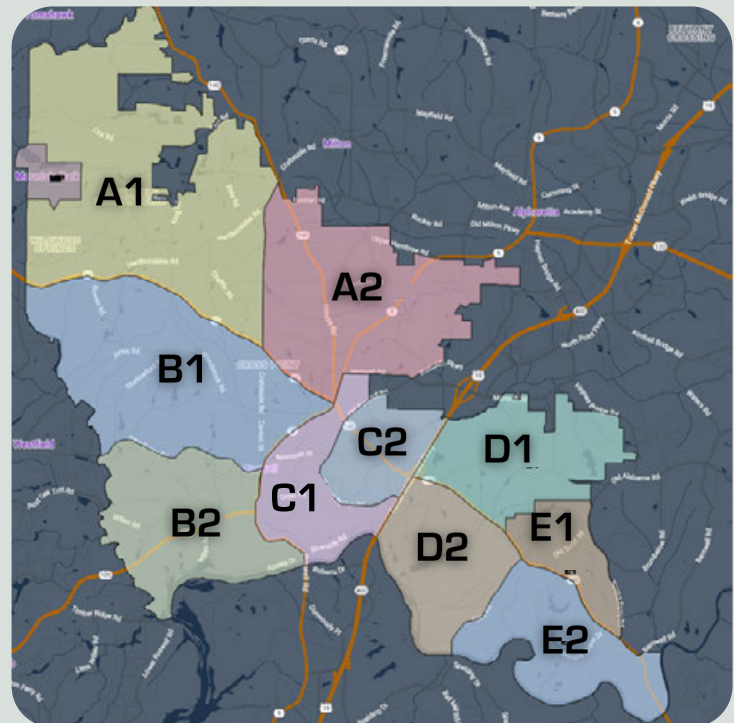
**Major Kyle Ratliff**  
Division Commander

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.

### In 2022, UPD Officers:

- Resolved 105,319 calls for service.
- Investigated 3,652 motor vehicle accidents.
- Conducted 19,279 traffic stops.
- Issued 8,177 traffic violation citations and 8,395 warnings.
- Completed 15,022 incident reports.



City of Roswell Patrol Zones



# 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.

In 2022, TEU Officers:

- Investigated 46 community traffic complaints for issues such as speeding, stop sign violations, unlawful use of no-truck routes, and parking violations.
- Investigated 12 serious injury accidents, 5 fatality accidents, and 470 hit-and-run accidents.
- Conducted 10 speed studies in various locations throughout the city to assist with analyzing possible traffic problem areas.



TEU manages numerous special events, including 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.



In 2022, TEU continued to master the Unmanned Aerial Vehicle Platform ("UAV" or "Drone") Accident Reconstruction Program through real-life application and continued educational training.

# Uniform Patrol Division

## Special Operations



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 specialized tactics or equipment outside of what is typically 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.

The Roswell Police Department utilizes bicycles for special details and events that 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.



In 2021, the Park Police were transferred to the Police Department from the Parks Department. Comprised of four officers and one sergeant, the Park Police maintain a safe and secure environment for residents and visitors across Roswell's more than 20 award-winning parks. Their primary duties include patrolling the parks, enforcing park rules and regulations, responding to emergencies, and providing assistance to park visitors.

# Criminal Investigations Division

## Overview



**Major Ken McRae**  
Division Commander

The Criminal Investigations Division (CID) is responsible for investigating crimes that are reported to the police, with a focus on solving complex and serious cases that require specialized skills and resources. By conducting thorough and impartial investigations, CID helps to ensure that perpetrators of crimes are held accountable for their actions and that victims receive the justice and support they deserve.

The general investigations section of CID is further divided into five subsections, each with a focus on a particular form of crime.

The Persons Crimes Section is responsible for investigating crimes such as murders, robberies, sex offenses, assault/battery, crimes against children, and stalking.

The Property Crimes Section is responsible for investigating residential and commercial burglaries, entering autos, thefts, and damage to property.

The Fraud and Forgery Section is responsible for investigating forgery, financial transaction card theft/fraud, identity theft, and counterfeiting.

The Internet Crimes Against Children (ICAC) Section works to investigate, prosecute, and prevent internet crimes against children. Roswell's ICAC team also offers proactive education about internet safety to schools and community groups.

The Crime Scene Investigations Section responds 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.



# Criminal Investigations Division

## General Investigations

### Notable Accomplishments

- Added two full-time ICAC detective positions, and awarded by the GBI as the Georgia ICAC Taskforce 2022 Affiliate of the Year.
- Partnered with the United States Secret Service on an investigation that led to the arrest of 4 men connected to a worldwide cryptocurrency scam, with losses exceeding \$100 million US dollars.
- Continued to make significant arrests in murder investigations (maintaining 100% clearance rate), other crimes against persons, and costly property crimes and fraud investigations.
- Continued to attend advanced training in homicide investigations, crimes against children, white collar crime, and other criminal offenses.



### Goals for the Future:

- Establish a Special Victims Section for the investigation of violent crimes against children and vulnerable adults.
- Continue to enhance the capabilities of the CSI unit through expanded use of a forensic 3D imaging scanner.
- 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.
- Continue to enroll our detectives in advanced, specialized training to increase employee knowledge and efficiency.

Cases assigned for further investigation:

**2773**

# Criminal Investigations Division

## Special Investigations Section

The Special Investigations Section (SIS) of CID is an investigative support unit responsible for identifying and addressing specific crime problems and trends within the City.

Tips/Complaints Investigated:

**201**

During 2022, SIS took a primary role in enforcement of the new Spa Ordinance. Over a 30-day period, 27 operations were conducted to kickstart education and enforcement of the new ordinance, with the long-term goal of combating human trafficking, prostitution, and sex & labor trafficking.

### Other notable accomplishments:

- Conducted numerous follow-up investigations on citizen complaints of illegal activity, including one that led to the dismantling of a large-scale fraud scheme with over 30 victims and more than \$1 million dollars in total losses.
- Conducted focused investigative efforts on combatting street racing and reckless driving participants.
- Planned and executed numerous arrest operations on violent felons, often coordinating with outside agencies.
- Continued our partnership with the DEA Tactical Diversion Squad by maintaining one officer on their Task Force, resulting in significant weapon and drug seizures.
- Advanced the RPD Pathways program, which connects individuals and families struggling with overdose and addiction with resources to help. As a result of their follow-up efforts, 3 individuals voluntarily entered treatment.

### Goals for the Future:

- Two detectives slated to be assigned to the High Intensity Drug Trafficking Area (HIDTA) Task Force.
- Focus training and resources on modernizing narcotics investigations to keep up with new trends in trafficking.
- Expanding local partnerships for RPD Pathways program.





# Criminal Investigations Division

## Investigative Analysis Unit & Canine (K9) Unit

The Roswell Investigative Analysis Unit (RIAU) 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.

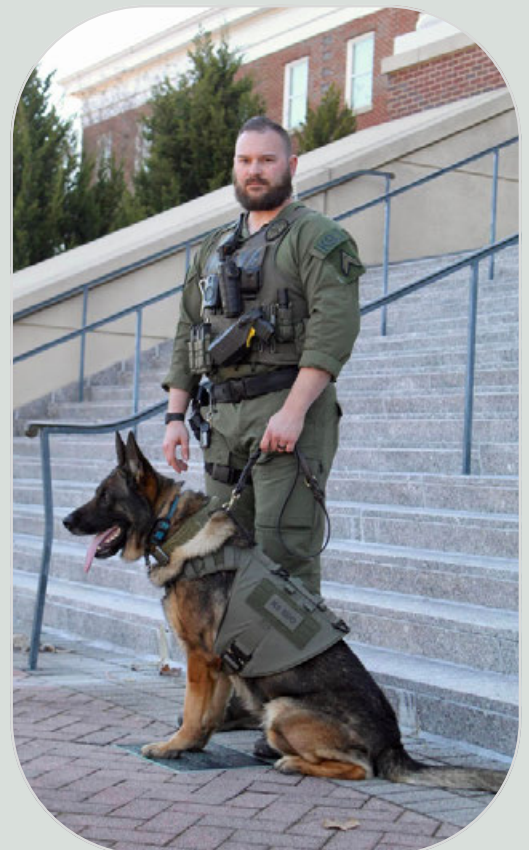
Analysts provide phone analysis and other investigative support to all members of the department. They provide 24/7 support for all high-profile cases, as well as providing statistical data to members of Command Staff and others as requested.



The Canine Unit (K9) of the Roswell Police Department currently maintains three canine teams. Two teams are comprised of "dual-purpose" canines, rigorously trained and certified in narcotics detection and criminal apprehension through the National Narcotics Detector Dog Association.



The third canine team serves as an Explosive Ordnance Detection (EOD) canine, trained and certified through the Georgia Emergency Management and Homeland Security Agency. This team is assigned to the Community Relations Unit and makes frequent public appearances at outreach events.





# Criminal Investigations Division

## Crime Scene Investigations



The Crime Scene Investigations Unit (CSI) provides comprehensive investigative forensic science services to any criminal act in which the identification and collection of physical evidence can lead to an investigative lead or determine relevant information to the investigation. The Unit is comprised of two detectives who respond to incident scenes in the field and operate the Police Department's Forensic Science Laboratory.

CSI response requested to 86 investigation scenes:

22 Crimes Against Persons

28 Property Crimes

24 Death Investigations

12 "Other" (VGCSA, Search Warrants, Mutual Aid, etc.)

56 On-Duty Requests

30 Off-Duty Callouts

The Roswell Police Department's in-house 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.

In total for 2022, the CSI unit processed 944 items of evidence for latent prints, bloodstain patterns, gunshot residue patterns, and trace evidence.

During 2022, CSI fostered working partnerships with state and local agencies and expanded mapping services offered in criminal investigations. Of note, CSI purchased a new FARO laser scanner, which provides precise, 3D mapping of crime scenes.



# Support Services Division

## Overview



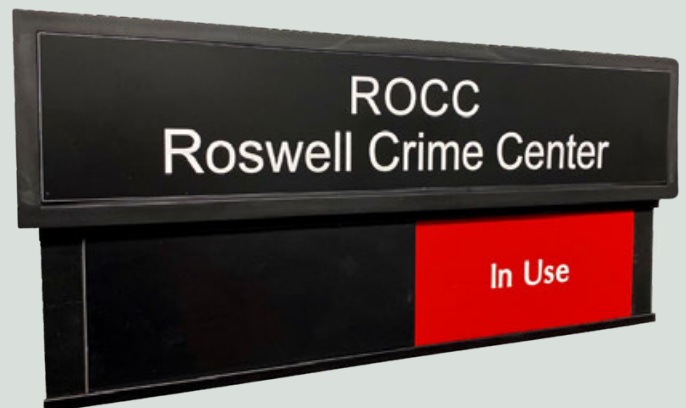
**Major Noah Caplan**  
Division Commander

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

Throughout 2022, SSD aggressively pursued funding through grants to both advance and enhance public safety efforts, including:

- Project Safe Neighborhood grant aimed at developing and enhancing trust and legitimacy between youth and law enforcement. These funds will be used to plan new events and enhance our existing youth outreach endeavors.
- Community Project Funding grant aimed at enhancing the Roswell Police Citizens' Police Academy (CPA) and purchasing items necessary for its continuation.
- Department of Justice Hispanic Citizens' Police Academy grant, providing funding for a specialized CPA program for residents with Spanish as a first or primary language.

In 2022, The Roswell Crime Center (RoCC) was funded and launched, elevating RPD to the forefront of smart policing through the use of video integration, automated license plate reader technology, and police computer-aided-dispatch data. RPD now utilizes a real-time crime center platform to respond to crime events more efficiently, aid in crime prevention and reduction, assist with the quick identification of criminals and criminal activity, and provide for increased public safety overall.



In 2022 RPD installed 65 new FLOCK License Plate Reader cameras through the City with direct integration into RoCC.

# Support Services Division

## Community Relations Unit

The Community Relations Unit (CRU) provides a critical role in public outreach and education. Members of CRU regularly meet with residents, schools, businesses, and other community stakeholders to foster ongoing partnerships and strengthen relationships.

### Notable Accomplishments:

- Added a dedicated Support Services Lieutenant position.
- Purchased and trained a new Explosive Ordnance Detection K9, which has been placed into active service to support key policing efforts.
- Continued our partnership with Special Olympics Georgia, raising \$7,193 through events like Cops on Donut Shops, Polar Plunge, and the Law Enforcement Torch Run.
- Organized and hosted dozens of community trainings, including Citizens' Police Academy, Civilian Response to Active Shooter Events (CRASE), Rewed Up Kids self defense, and more.



- Organized and hosted the annual "Cops 'n Cars" car show, bringing thousands to City Hall.
- Collected nearly 400lbs of prescription medications through bi-annual DEA Drug Takeback Day, preventing misuse and abuse.
- Organized and hosted "OPERATION: Holiday Heroes," directly supporting 23 local families with gifts and household goods.
- Educated businesses, schools, churches, and other stakeholders in Crime Prevention Through Environmental Design (CPTED) via site security assessments.



# Support Services Division

## Court Security & Fleet Maintenance

The Court Security Unit 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 consists of 4 officers.

Fleet Maintenance is responsible for the upkeep of Department vehicles, and continuously evaluates fleet needs for safer, newer, better, and cost-effective equipment.



### Notable Accomplishments:

- Acquired Automated External Defibrillator (AED) and medical equipment management from the Fire Department.
- Equipped all vehicles with "Stop the Bleed" trauma kits.
- Maintained AXON equipment to include body worn cameras, tasers, and in-car fleet video system.
- Purchased 8 new Chevy Tahoes, a Chevy Silverado, and 10 new Harley Davidson motorcycles.

The Support Services Division also maintains Building Operations and Officer Equipment, including Tasers, radios, and uniforms.



# Support Services Division

## Evidence & Quartermaster

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](http://www.PropertyRoom.com), an online police auctions center.



### 2022 Evidence by the Numbers

Items submitted as <u>evidence</u> :	2,885
Items submitted as <u>safekeeping</u> :	1,163
Items submitted as <u>found</u> :	167
Items <u>destroyed</u> / <u>disposed of</u> on court orders:	2,150
Items <u>auctioned</u> on court orders:	357
Items <u>returned</u> to owner:	925

### Notable Accomplishments:

- Participated in the Georgia Sexual Assault Kit Tracking System
- Conducted a systematic review of evidence locations/descriptions.
- Assisted the Special Investigations Section with numerous operations/search warrants.
- Assisted with updating the Policy Manual for Evidence & Property – Chapter 34.

The Quartermaster purchases uniforms for all department employees. They facilitate measuring and purchasing of all department body armor, as well as issuing duty belts and relevant equipment.

# Support Services Division

## Professional Staff



Lynn Shriner

Administrative Supervisor

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.

### 2022 Records by the Numbers

Records requests processed: 2,170

Impound releases completed: 604

### Notable Accomplishments:

- Redesigned the case cards officers provide to the public to assist in accessing reports.
- Streamlined a number of internal directories and rosters for efficient access.
- Repurposed an additional employee to Permits in Lobby A to fully accommodate increased fingerprinting workload.
- Partnered with the Community Relations Unit and Friends of Roswell Police Foundation with large-scale community programs like the Citizens' Police Academy, Trunk or Treat, OPERATION: Holiday Heroes, Photos with Santa, and more.





# Communications Division (E-911)

## 911 Center Overview



**John Potrzebowski**  
Director

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 ten 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.

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.



# Communications Division (E-911)

## Mission & Motto



### Mission:

"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."

### Motto:

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

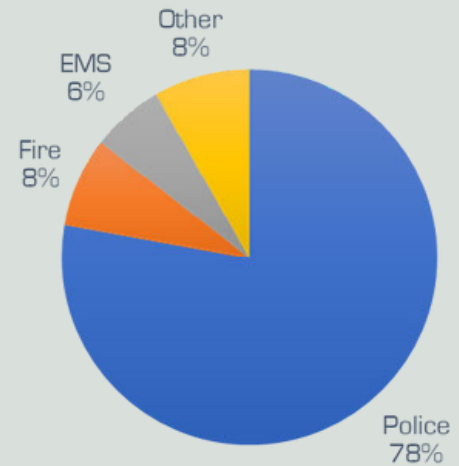


# Communications Division (E-911)

## 911 Center Statistics

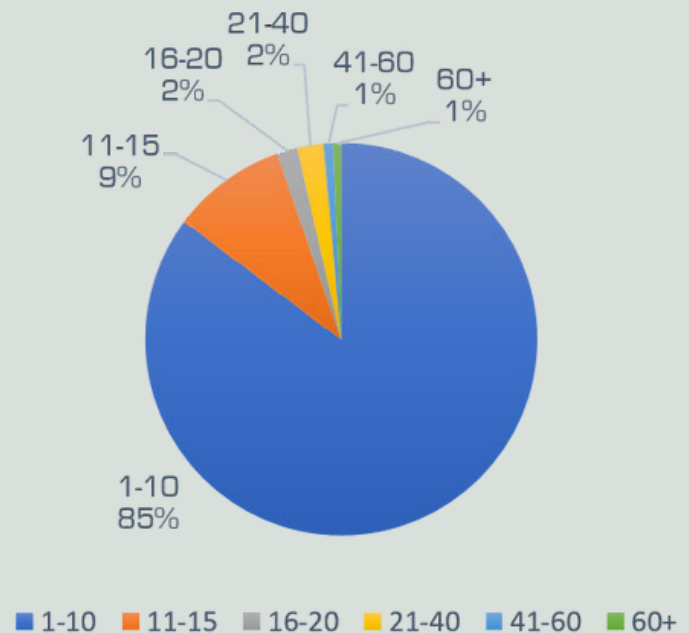
Computer Aided Dispatch ("CAD") Events

Type	2020	2021	2022
Police	79,686	94,011	105,380
Fire	10,118	10,151	10,461
EMS	7,354	7,804	8,431
Other	11,530	11,756	11,206
Total	108,688	123,723	135,478



Answer Time (seconds)

	2021	2022
1-10	87.92%	85.25%
11-15	8.69%	9.46%
16-20	1.29%	1.69%
21-40	1.35%	2.15%
41-60	0.42%	0.80%
60+	0.33%	0.65%

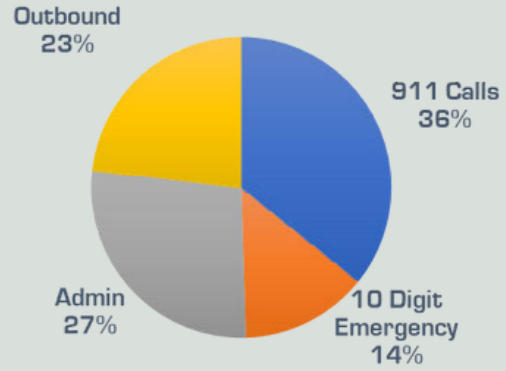




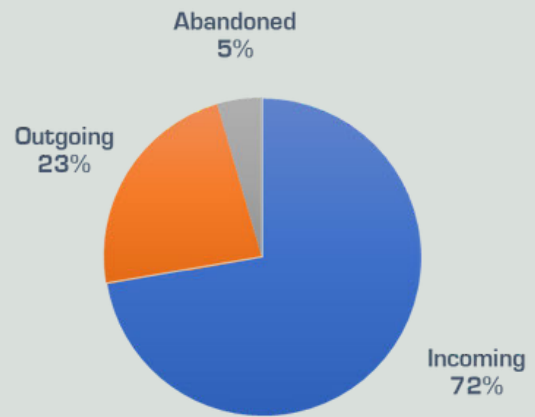
# Communications Division (E-911)

## 911 Center Statistics (cont.)

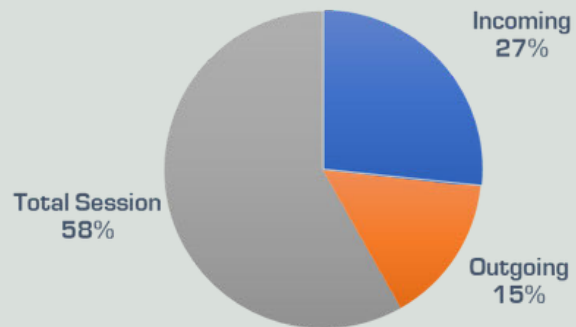
Call Breakdown	
911 Calls	42,411
10 Digit Emergency	16,300
Admin	32,383
Outbound	27,466
<b>Total</b>	<b>118,560</b>



Overview of all Calls	
Incoming	85,908
Outgoing	27,466
Abandoned	5,389
<b>Total</b>	<b>118,763</b>



Text to 911	
Total Session	1,710
Incoming	2,467
Outgoing	1,407
<b>Total Messages</b>	<b>3,874</b>



# Communications Division (E-911)

## RapidSOS & Other Technology

### 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!

### what3words

what3words is a service that divides the world into 10ft by 10ft squares and labels, each one with a unique combination of three words. It's free to use for anyone, and can be easily accessed by going to the website or using the mobile app and typing in the three provided words. It is directly integrated with RapidSOS so that we automatically receive the three words of where you are and can provide that to responders when you are at a location that is not easily identified by a street address, e.g. Old Mill Park, Big Creek Greenway, Azalea Riverwalk Path.

### nixle

Nixle is a notification service that will alert residents to emergency weather events, road closings, public safety advisories, natural and manmade disasters, and general city information through email and text messaging.



Roswell's E911 Center is also equipped with Text-to-911 capabilities, providing a means to contact emergency services when it is not safe or practical to make a phone call.

# In Memoriam

We dedicate this report to the memory of Lieutenant Joel Ruff, who passed away suddenly from a medical emergency on February 3, 2022 while on duty.

Before he ever pinned on his first badge, Lieutenant Ruff knew in his heart that service to the Roswell community was his calling. He began his career as an RPD Youth Police Explorer in 1995, and confirmed his passion for police work when he took his oath of office in 1998, going on to serve faithfully for 23 years. Starting as a Detention Officer, Lt. Ruff worked his way up the ranks with dedication and tenacity, and in 2020 was promoted to the rank of Lieutenant,

overseeing a night-watch patrol squad. The joy and pride he found in leading his men and women was infectious, and there was nothing he would not do or give of himself to see them succeed.

His presence is irreplaceable, his memory unforgettable, and his impact on the Roswell community is unmeasurable.



Lieutenant Joel Ruff

End of Watch: February 3, 2022





# Contact Information

## Headquarters

39 Hill Street  
Roswell, Georgia 30075  
www.roswellgov.com  
Main: 770-640-4100

**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](http://www.PoliceApp.com/RoswellGA)

## Civilian Employment Info:

[www.RoswellGov.com](http://www.RoswellGov.com)

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@RoswellGAPolice



**Roswell Police Department**  
**39 Hill Street**  
**Roswell, GA 30075**  
**(770) 640-4100**  
**[RoswellPD.org](http://RoswellPD.org)**