

Roswell Police Department

Annual Report

2020



Courage

Compassion

Perseverance

Integrity

Responsibility

Professionalism



James W. Conroy, Chief of Police

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



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*



Introduction

The Roswell Police Department provides police services to protect citizens and visitors within our city. Roswell, Georgia is located 20 miles north of Atlanta. The 206 employee department serves a population of nearly 100,000 and 41.95 square miles of property. This 2020 Annual Report will explore some of Roswell Police Department's daily functions, activities and initiatives.



Table of Contents

Letter from the Office of the Chief	pg.4
Organizational Chart	pg.6
Roswell Mayor & City Council	pg.7
Budget	pg.8
Crime Statistics	pg.9
Staffing Overview	pg.10
Employees of the Year	pg.11
Office of Professional Standards	pg.12
Uniform Patrol Division	pg.16
Criminal Investigations Division	pg.19
Support Services Division	pg.24
Communications Division	pg.29
Contact Information	pg.33

From the Office of the Chief James W. Conroy

Greetings,

2020 has been a year that was dominated by the Coronavirus pandemic, demonstrations against police brutality and a contentious presidential election. Here in Roswell, we adapted to the changes made necessary by the pandemic. This pandemic forced significant adjustments to our operations and uncertainty in our operating budget.

While several of our employees were infected by the virus, police service to our community never waned. We continued to provide exceptional service, while keeping our officers, our staff and our community as safe as possible. Our community experienced over 30 organized demonstrations against the police brutality observed in Minneapolis with the death of George Floyd, all of which were peaceful, productive events. RPD managed to take the opportunity to further strengthen relationships with all of our community.

We were busy during 2020 by polishing our policies to ensure that we foster and embrace the pillars of 21st Century Policing. We had a successful year in recruiting and hiring many qualified new employees in 2020. Training of our officers also took a forefront during these changing times. Additionally, we focused on officer wellness through our new Roswell Proving Grounds fitness program which improves both physical and mental health.

I wish each of you a safe, happy and prosperous 2021 and look forward to meeting the upcoming challenges with you.

Stay safe,

James W. Conroy

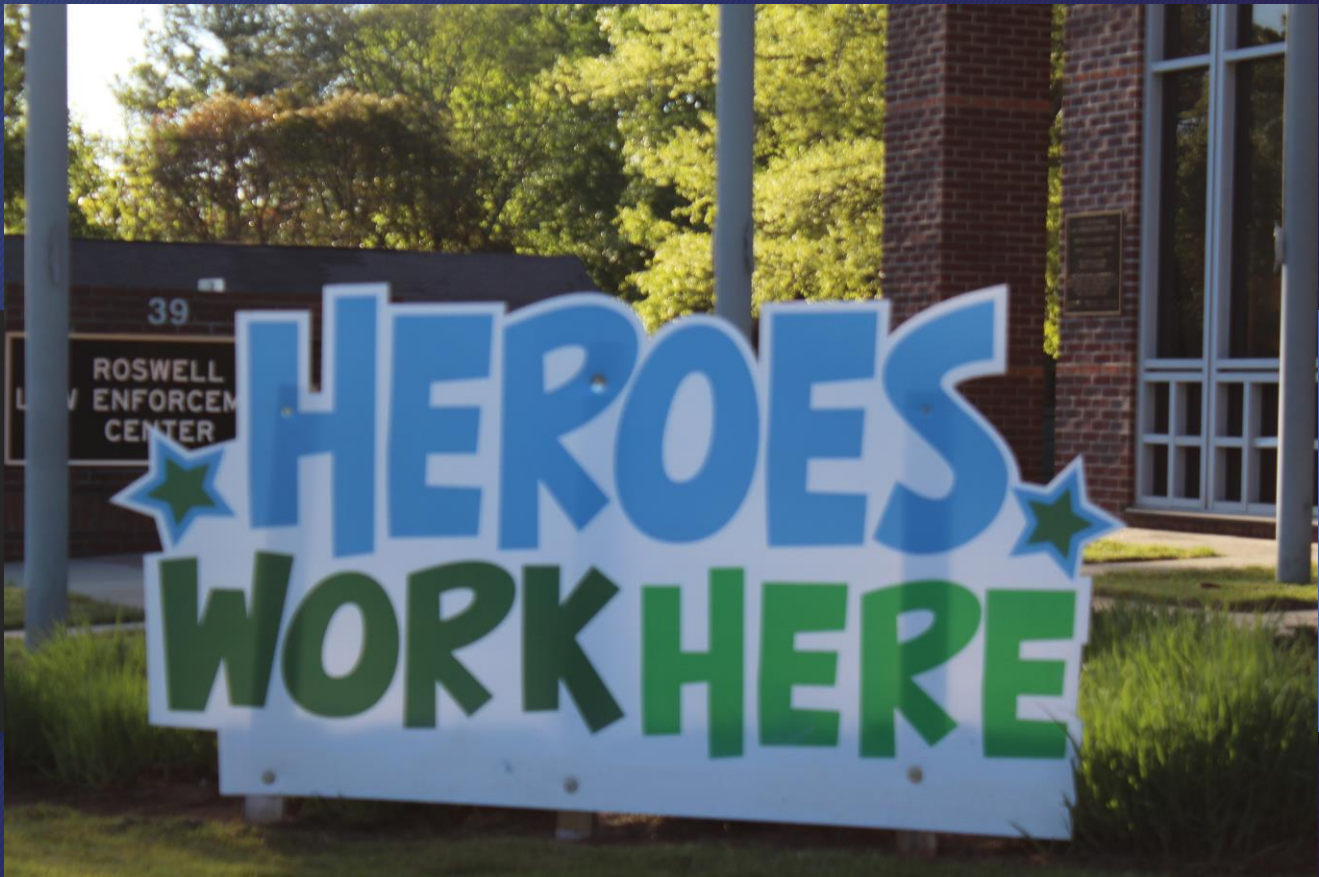
James W. Conroy
Chief of Police



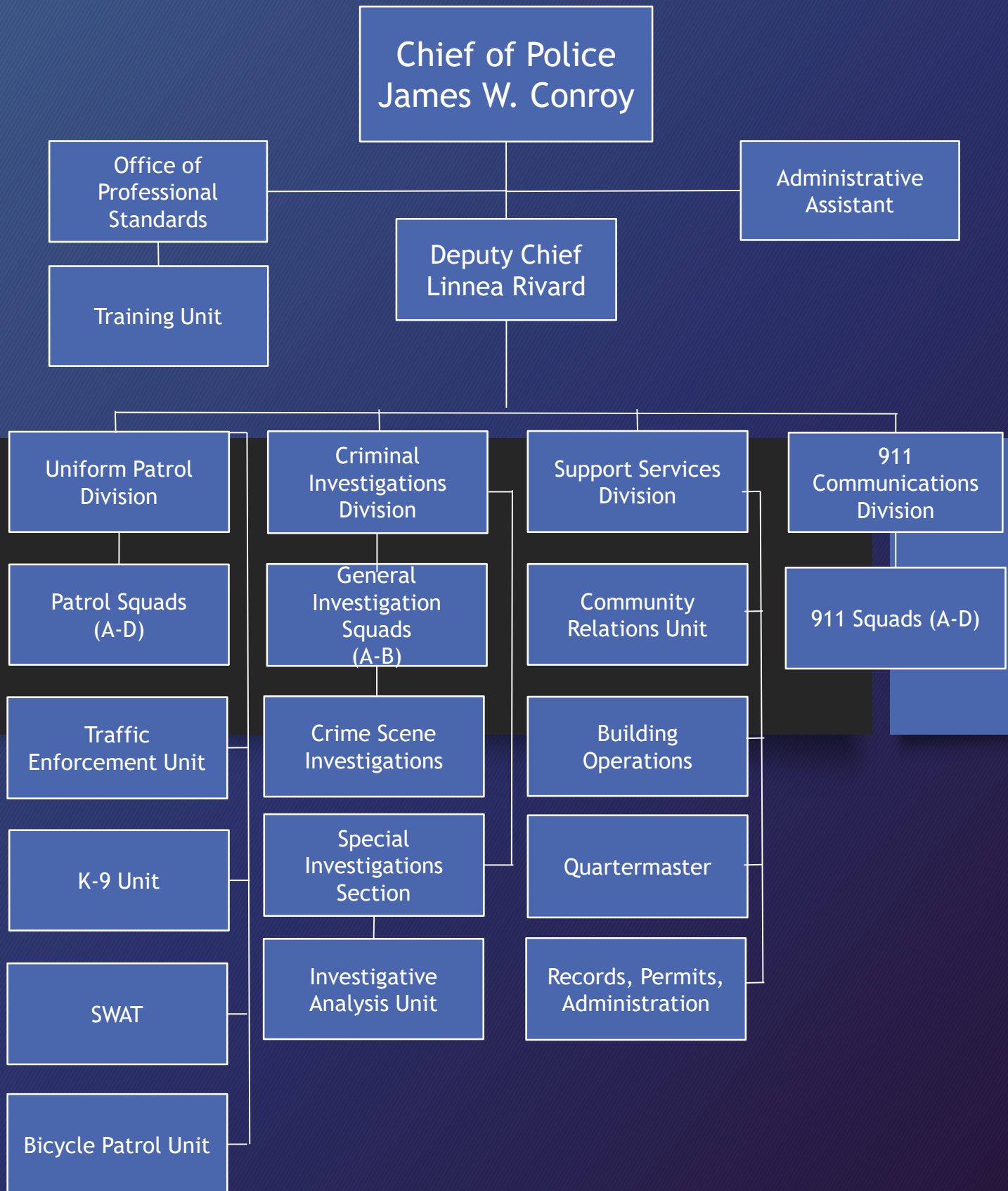


Deputy Chief
Linnea Rivard

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, K-9 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



2020 Roswell City Mayor & Council



Mayor Lori Henry



Marcelo Zapata, Post 1



Mike Palermo, Post 2



Christine Hall, Post 3



Marie Willsey, Post 4



Matthew Tyser, Post 5



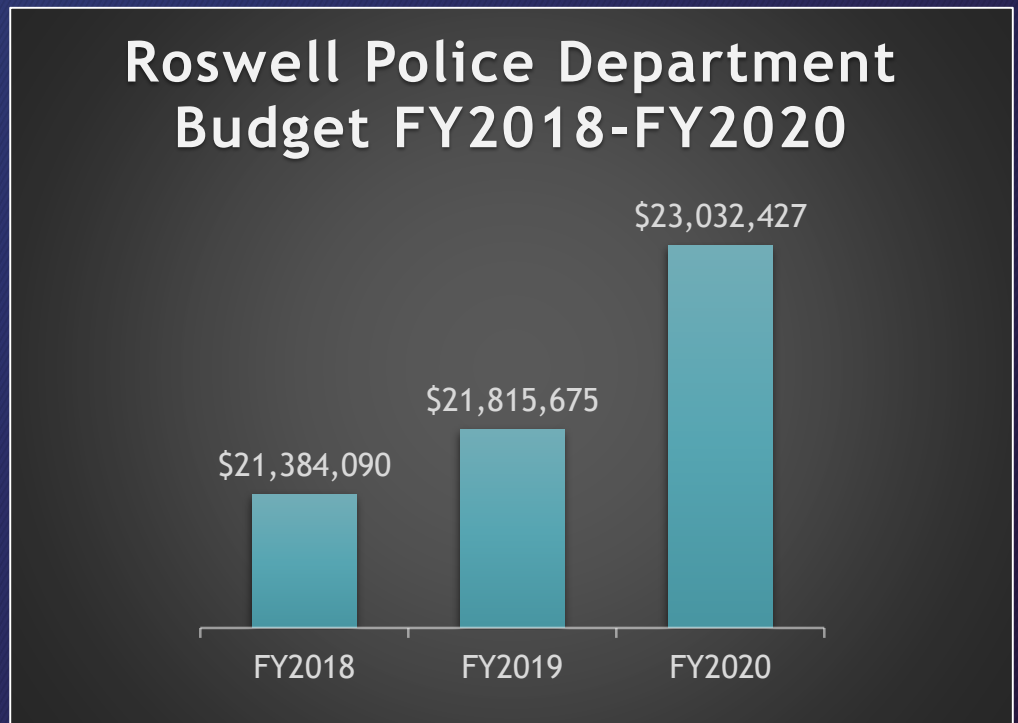
Matt Judy, Post 6

Budget

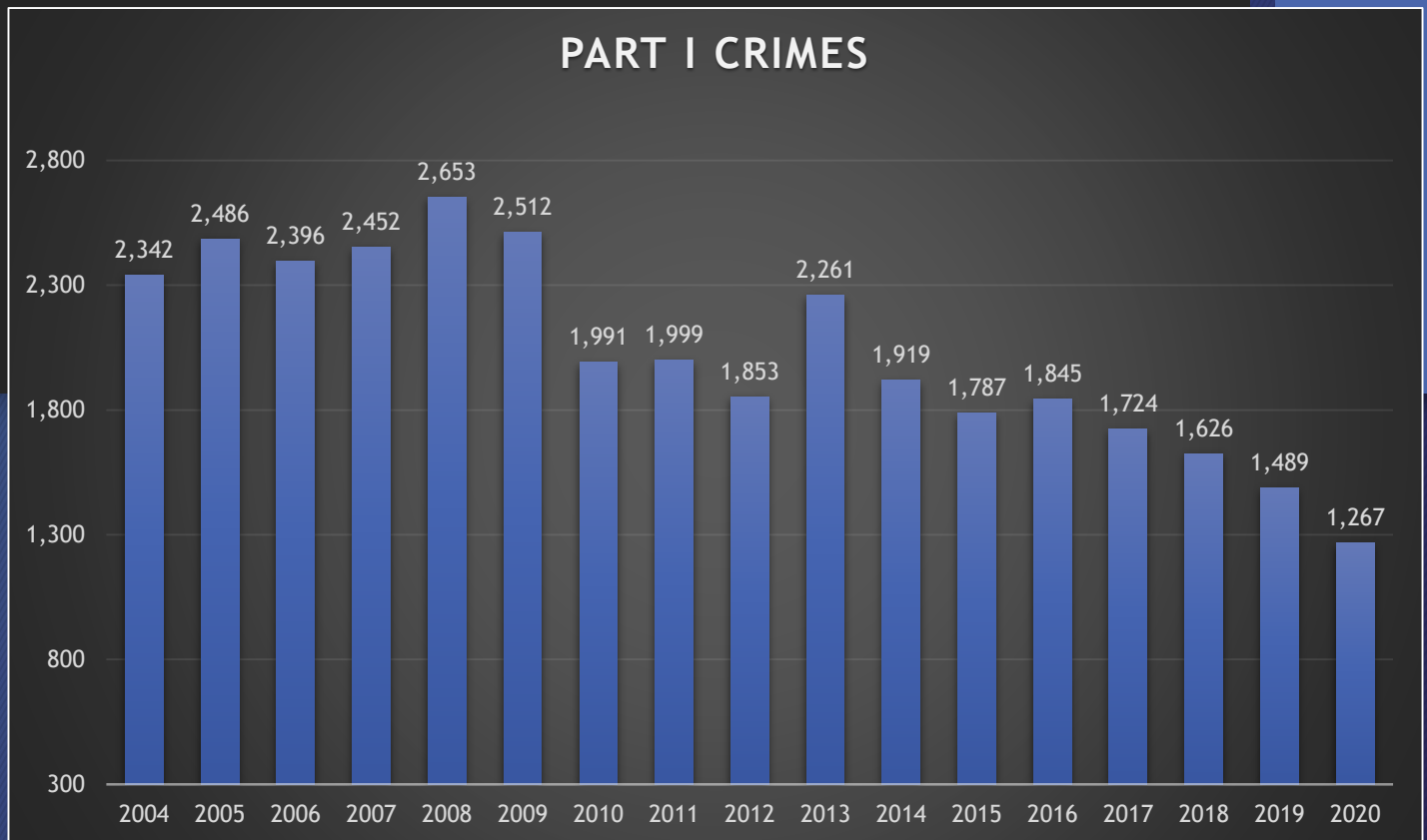
The operating budget for the Roswell Police Department for fiscal year 2019-2020 is \$23,032,427. The total budget includes the General Fund, E-911 Fund, Confiscated Assets Fund, and Capital Projects Fund.



Adrienne Byrd



2020 Uniform Crime Report Statistics



Roswell Police Department Part I Crime Comparison

PART I CRIME	2018	2019	2020	# Difference	% Difference
Homicide	0	6	1	-5	-83%
Aggravated Assault	69	69	82	13	19%
Robbery	39	25	27	2	8%
Rape/Sexual Assault	18	27	22	-5	-19%
VIOLENT CRIME	126	127	132	5	4%
Burglary	174	159	118	-41	-26%
Larceny	1,215	1,110	925	-185	-17%
Auto Theft	111	93	92	-1	-1%
PROPERTY CRIME	1,500	1,362	1,135	-227	-17%
TOTAL	1,626	1,489	1,267	-222	-15%

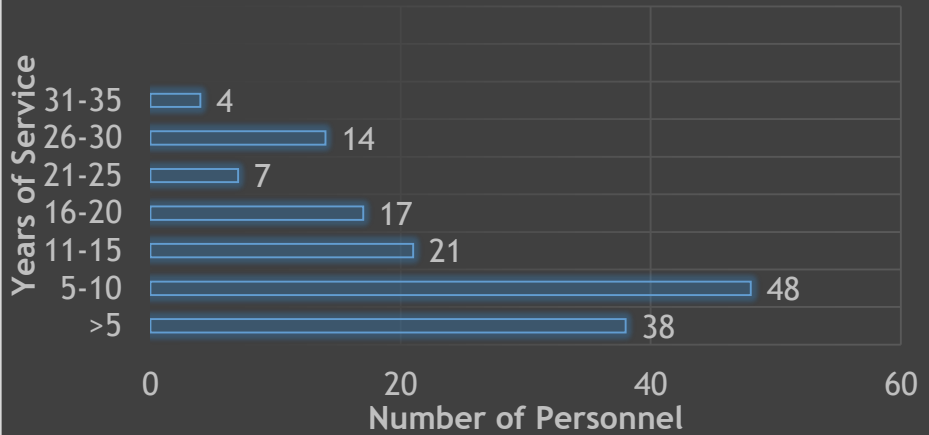
*RPD transitioned from UCR to NIBRS reporting in 2019. The data listed beyond that date has been manually calculated using UCR guidelines and does not reflect data reported under the NIBRS program. Beginning in 2021, we will be presenting NIBRS data comparisons.
03/26/2021

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

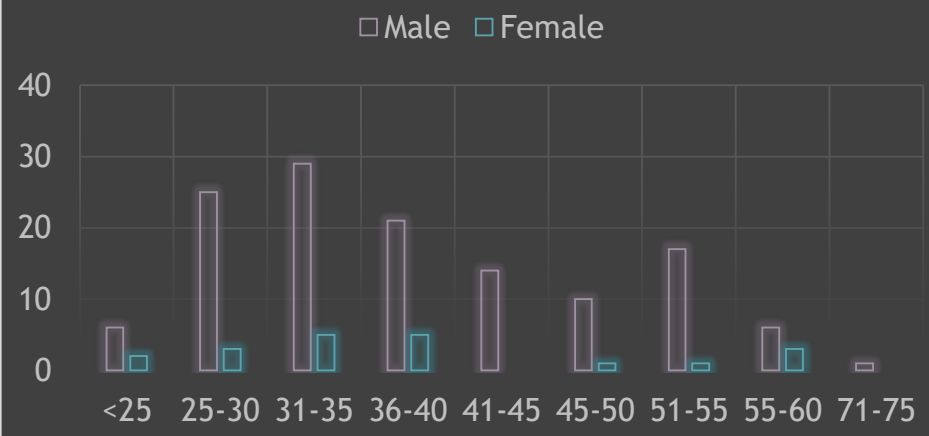


Rank (Incomplete)	Total	African American	White	Hispanic
Police Chief	1	-	1	-
Deputy Chief	1	-	-	1
Captain	5	1	4	-
Lieutenant	7	-	7	-
Sergeant	21	1	20	-
MPO	25	2	22	1
POII	29	3	25	1
POI	57	4	51	2
RESV	3	-	3	-
Total	149	11	133	5

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 citizens 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



2020 Roswell Police Department EMPLOYEES OF THE YEAR

Officer of the Year



MPO Zackery Kowalske

Supervisor of the Year



Sergeant Paul Reid

Civilian of the Year



Intelligence Analyst
Susan Harrah

Communications Officer
of the Year



CTO Amber Darby

Office of Professional Standards



Captain 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.

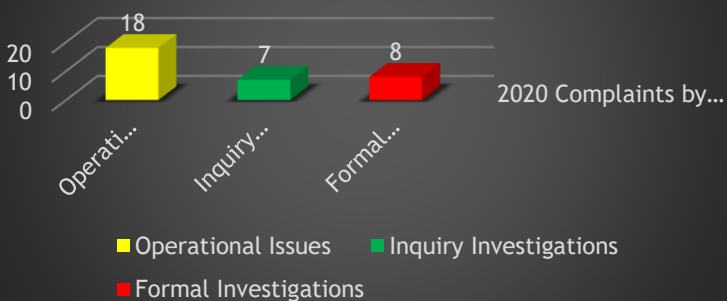
The Roswell Police Department has been nationally accredited through the Commission on Accreditation for Law Enforcement Agencies (CALEA) since 1995. Most recently, the Department was awarded the CALEA Accreditation with Excellence Award.

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

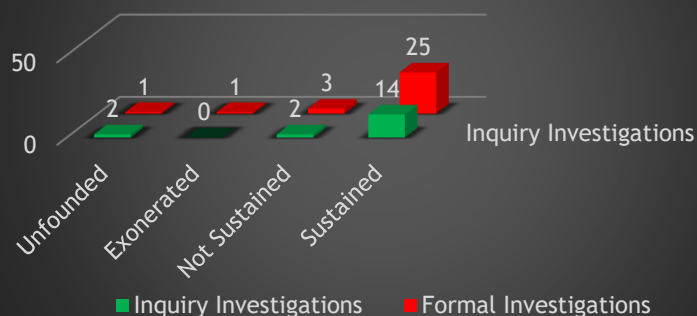
Internal Affairs Investigations

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.

2020 Complaints by Classification



2020 Allegation Dispositions



Operational/Community issues are concerns or questions about organizational responses to an incident.

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

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 2020. The Department expects to increase the number of qualified police officer applicants in 2021 through additional recruiting.



33 New Faces

M. Towpik



A. Yanow



P. Conaway



W. Gee



Z. Brown



K. Siberski



D. Basco



B. Ansel



D. Bailey



S. Bath



J. Pereira



T. Nordeste



A. Halm



S. Guyt



C. Stancil



S. Carter



M. Hoover



K. Jones



R. Wuest



K. Smith



S. Delman



B. Welte



M. Cadwallader



R. Baker



L. Davidon



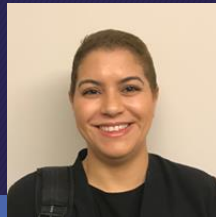
J. Lagasse



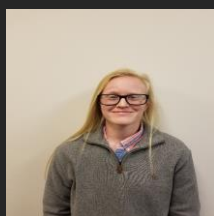
S. Heard



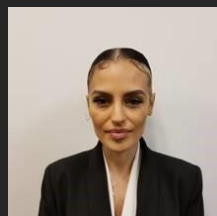
J. Barreto



L. Duncan



N. Al-Khatib



J. Gordon



P. Singleton



T. Card



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 24,551 hours of GA POST approved training.

In aggregate, Officers completed 1,165 hours of De-escalation, Use of force & Community Policing training in 2020. An average of 178 hours of training per officer.



Chief Conroy and Judge Hansford with Police Officers S. Heard and N. Al-Khatib, after they were sworn-in.

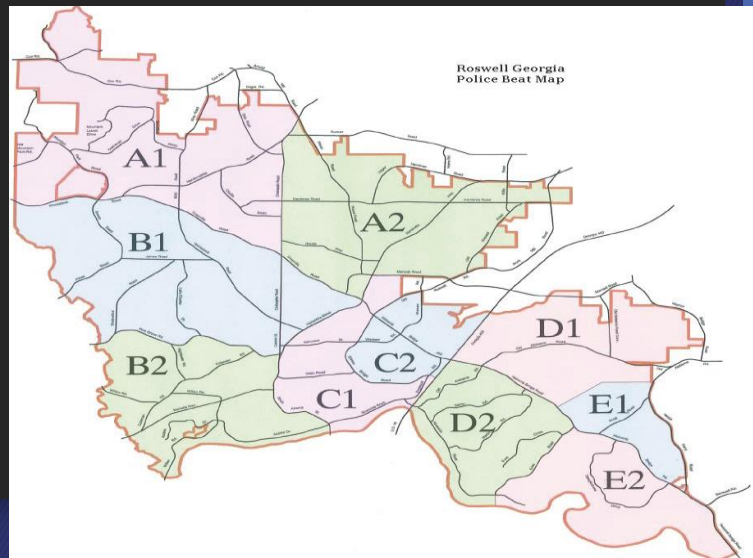
Uniform Patrol Division

The Uniform Patrol Division (UPD) answers directly to the Deputy Chief. The UPD Commander holds the rank of Captain. 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.



Captain Kyle Ratliff

In 2020, UPD Officers handled 50,617 calls for service.



UPD Officers worked 2,948 motor vehicle accidents

UPD Officers conducted 10,632 traffic stops.

UPD Officers issued 6,132 traffic violation citations and 4,312 warnings.

UPD Officers wrote 11,566 incident reports.



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 is composed of 1 Lieutenant, 2 Sergeants, and 8 officers.

TEU investigated 82 citizen traffic complaints for issues such as speeding, stop sign violations, unlawful use of no truck routes, and parking violations.

TEU investigated sixteen (16) serious injury accidents.

TEU investigated one (1) fatality accident.

359 Hit and Run accidents were investigated in 2020.

TEU and Roswell DOT conducted 17 speed studies in various locations throughout the city to assist with analyzing possible traffic problem areas.

In 2020, TEU continued to master the Unmanned Aerial Vehicle Platform Accident Reconstruction Program through real life application and continued educational training.

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 COVID 19 many events were cancelled for this year.



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.



K-9 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 citizens. The ultimate objective is to have K-9 teams available 24 hours a day on an on-duty/on-call basis. In 2019, Roswell PD acquired a new K-9 Handler, Officer Dovell and K-9 Officer Ivar have been working together since December 11th.



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. Throughout the year the team was utilized for 17 incidents including warrant service, high risk incidents, and protection details.



During the course of 2020, the Criminal Investigations Division has had 2,899 cases assigned for further investigation. These cases include, but are not limited to, murder, rape, robbery, burglary, entering auto, and fraud.

Criminal Investigations Division

Persons Crimes Section

The Persons Crimes Section within CID is responsible for investigating deaths, robberies, rapes, aggravated assaults and crimes against children, missing persons, juvenile runaways, and general crimes of violence. A specially trained juvenile crimes investigator is also assigned to this section.

Property Crimes Section

The Property Crimes Section is responsible for investigating crimes such as burglary, auto theft, fraud, general thefts, and computer crimes. This includes investigators that are assigned specifically to "White Collar Crimes" which encompasses internet related fraud, money laundering, mortgage fraud and crimes involving computers.

Crime Scene Processing Unit

Roswell Police Crime Scene Investigators respond to critical 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

An Analyst 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. The Analyst uses numerous software applications to detect and present these findings.



Captain Danny Bates

Criminal Investigations Division

What We Expect to Accomplish

- Continue to participate in the DEA High Intensity Drug Trafficking Area (HIDTA) task forces, and add personnel to fill recently vacated Roswell positions in both the DEA Division and DEA HIDTA task forces.
- 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.
- Continue to detect, investigate, and prosecute those who engage in illicit sexual activity for money, including prostitution and other related offenses.
- Continue to attend advanced training courses with curriculum focusing on investigations, narcotics, leadership, gangs, risk management, surveillance, and terrorism.
- Continue to grow the CSI unit and capabilities through the use of a forensic 3D imaging scanner, allowing our CSI personnel to become more self-sufficient on homicide scenes and other high profile cases.
- Continue to grow our Investigative Analysis Unit through the use of cutting edge public records technology.
- Fill vacant positions in specialized investigative units in CID, to allow for more proactive Internet Crimes Against Children investigations.

Challenges:

The continued growth of the opioid crisis, changes in legislation that conflict with the State's current testing process for marijuana, shortage in sworn personal causing a reduction in specialized staff.

Opportunities:

Our partnerships and networking with Federal, State, and Local agencies and organizations.

Criminal Investigations Division Special Investigations Section

Crime Suppression Unit (CSU)

Narcotics Unit

ACTIVITY:

- SIS conducted numerous ICAC investigations and apprehended several “travelers” traveling to meet undercover underage persona for sex. Detectives traveled out of state to follow-up on these investigations. They worked with GBI tech analysts to conduct search warrants, based on cyber tips received. These resulted in numerous felony charges for sex offenses. Ranked second in the State for the number of forensic files examined and proactive sexual predator investigations handled by detectives working Internet Crimes Against Children.
- SIS detectives located and apprehended numerous persons wanted by our agency for a number of serious crimes.
- SIS detectives investigated numerous complaints of drug activity; resulting in the seizure of drugs and assets pending forfeiture. Participated in DEA High Intensity Drug Trafficking Area (HIDTA) task forces.
- SIS detectives conducted physical surveillance of a USPS mail box that was the frequent target of mail theft, and apprehended subject for forcibly enter the box, resulting in 400 felony and misdemeanor charges.
- SIS detectives and Analysts investigated known street racers. Undercover and overt operations were conducted resulting in arrests, impounds and valuable intelligence gained that proved successful in keeping Roswell’s roadways safe.
- SIS detectives conducted four spa operations targeting prostitution and human trafficking. Multiple arrests were made.
- SIS worked with Legal to ensure all Roswell businesses known to sell alcohol in 2019 obtained a new permit to do so in 2020.

Future expectations:

Continue to grow our information gathering/sharing initiatives to enhance the safety of our citizens.

Finish creating a secure work environment for the Special Investigations Section, and converting the section’s current space into a major case operations center and conference room.

Replacement of aging ALPR technologies to maintain the investigative resource and improve the capabilities of old technology.

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.

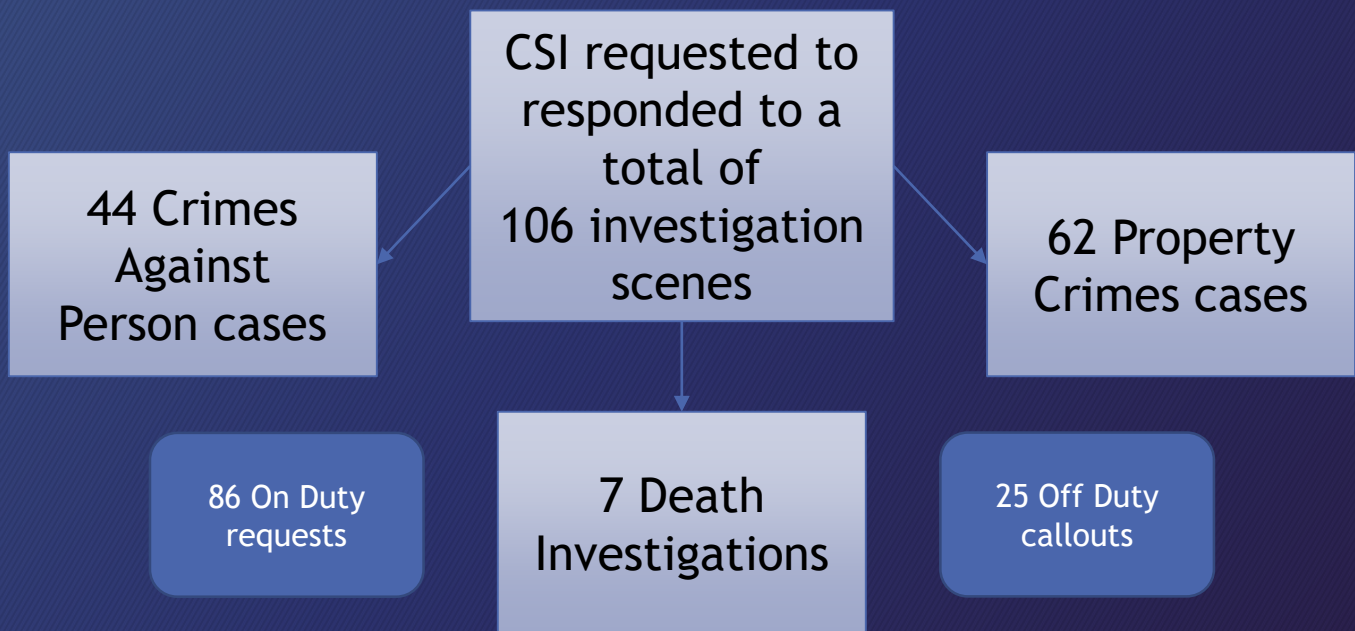
RIAU continues to collect, evaluate, and disseminate Intel regarding crime trends, threats, and all other pertinent matters.

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 2020, the Lab received requests from the Roswell Police Department, Sandy Springs Police Department, Forsyth County Sherriff's Office, and Johns Creek Police Department.

Lab Case Submissions (by service type)	
Development Cases	53
Latent Print Examination	545
Latent Print Verification	119
Bloodstain Pattern Analysis	5
Fracture Matching	1
Firearms / GSR Examination	1
TOTAL	724

Processed 534 items to date. Including, but not limited to, firearms, knives, beer bottles processed for latent finger prints as well as other trace evidence.



Captain Ken McRae

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

Support Services Division

Accomplishments:

- Coordinated the department's transition from Axon Body Camera 2 to the Body Camera 3.
- Implemented and installed Axon Signal Sidearm devices to all officers.
- Coordinated with BOPS to repair the building roof.
- Coordinated air quality study of the interior of buildings.
- Completed building modification projects.



The Community Relations Unit provides educational classes, Neighborhood Watch training programs, events such as National Night Out, and opportunities for citizens 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 citizens of all ages. Media relations, including social media, is also a responsibility of the Community Relations Unit. The Community Relations Unit has a Crime Free Housing Office that works as a direct liaison between apartment complex management companies and the Police Department.



Fundraising and Public Outreach

- Raised \$16,591 for Roswell Gives Campaign which adopted 24 families for gifts and grocery gift cards.
- \$3,844.40 raised for Law Enforcement Torch Run.
- Special Olympics Polar Plunge.
- Adopted 50 seniors from Roswell Nursing and Rehab Center.

Support Services Division Community Relations Unit

Future expectations:

- Citizens Police Academy- Spring and Fall Sessions.
- CRASE (Civilian Response to Active Shooter) Training.
- Neighborhood Watch Programs.
- Revved Up Kids- Self Defense for Children.



Web Based Programs created due to COVID Restrictions such as:

Roswell's Chief Elf-letters, sent to children at Christmas encouraging kindness and respect.



Future Expectations:

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

Support Services Division Fleet

Accomplishments:



- Started SoundOff Signals BluePrint Vehicle Light System with new safety features.
- Acquired purpose specific vehicles.
- Streamlined vehicle equipment and assignment process.
- Started a Vehicle Lease program for new vehicles allowing rotation of vehicles every four years.
- Completed Riggs Shield roll-out for Patrol vehicles.

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



Lynn Shriner

Records processed over
2,200 Records Requests
for 2020.

Accomplishments:

- Hired new Supervisor for Records
- New Procedure Manual with streamlined processes
- Organized the Records work area to be more efficient
- Transitioned to digital files
- Cross-Trained all employees in Records for better efficiency
- Assisted Community Relations with many projects
- Managed Supply Order for the Department
- Implemented Online Appointments for permits, fingerprints, backgrounds, and Impound Releases



Allan Williams

The evidence technicians are responsible for receiving, storing, and handling all evidence and property as well as ensuring that paperwork for all items are 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.

Support Services Division Evidence

Accomplishments:

Hired a new Part-Time Evidence Technician.

Used revenues from surpluses items to purchase money counters for more efficient processing of cash in the property/evidence room.

Date range: January 2020 through December 2020

Items submitted as Evidence: 2029

Items submitted as Safekeeping: 667

Items submitted as Found: 143

Items Destroyed/disposed of on court orders: 4683

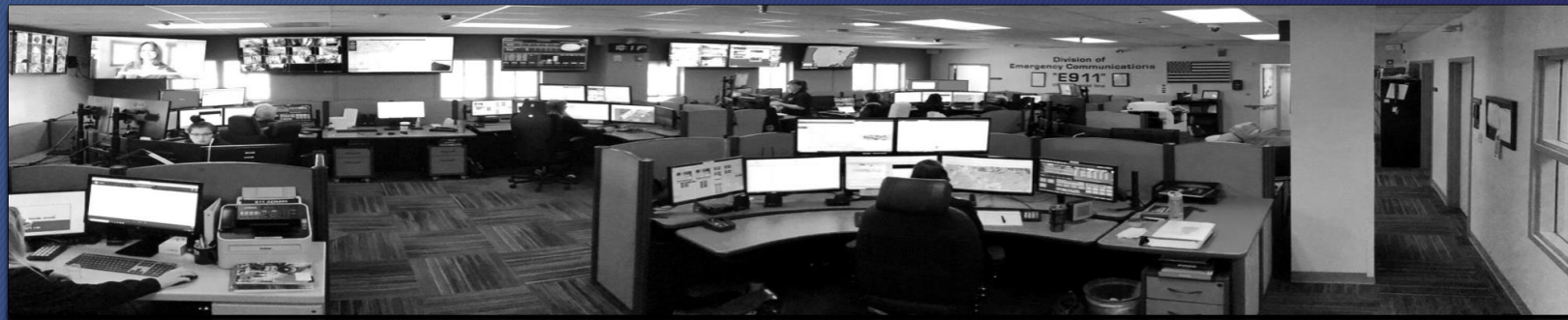
Items Auctioned on court orders: 354

Items Returned to Owner: 622



Julianna Brumann

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 citizens, and visitors to, the City of Roswell. Our mission is to serve as the critical and vital link between the citizens 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.

Roswell 911 Center Motto:

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



Director Melissa Alterio

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 citizens to text their emergency when unable to speak. This service is not yet mandated statewide.



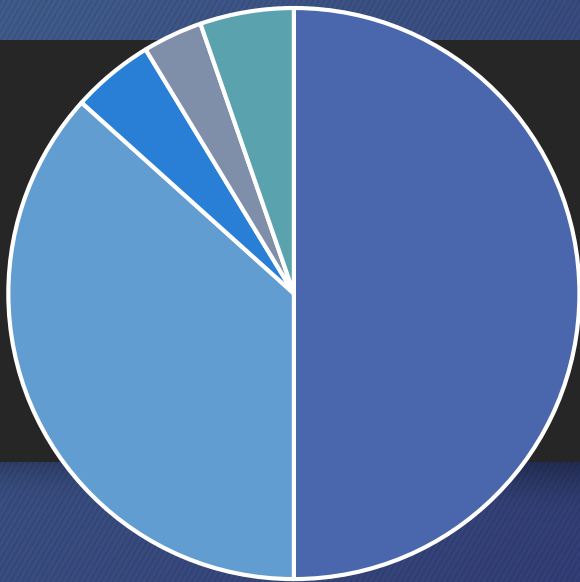
The Roswell 911 Center is consistently recognized for professionalism, commitment to public safety, leadership, and innovation. The Roswell 911 Center performance and training is measured against national standards. Achievements include APCO Training Certification, CALEA Public Safety Communications Accreditation, IAED Accredited Center of Excellence (17th in the World), and Missing Kids Readiness Project certification with NCMEC.

Roswell 911 Center General Accomplishments



NATIONAL CENTER FOR
**MISSING &
EXPLOITED**
CHILDREN

2020 STATS



Total EVENTS	108,688	Total CALLS	118,812
Police	79,688	Incoming	79,798
Fire	10,118	Outgoing	32,355
EMS	7,354	Abandoned	6,659
Other	11,530	Text	98

■ Total Calls
 ■ Police
 ■ Fire
 ■ EMS
 ■ Other

97.25% of total calls were answered in 10 seconds or less, far exceeding national standards.

ROSWELL 911



When disaster strikes, we'll still be here to take your call.

- ❖ Created a remote backup 911 Center
- ❖ Maintained 99% Customer Service compliance
- ❖ Completed 46 hours of training per dispatcher



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 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

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

Civilian Employment Info:
www.RoswellGov.com/Jobs

Connect with us on social media
@RoswellGAPolice:

