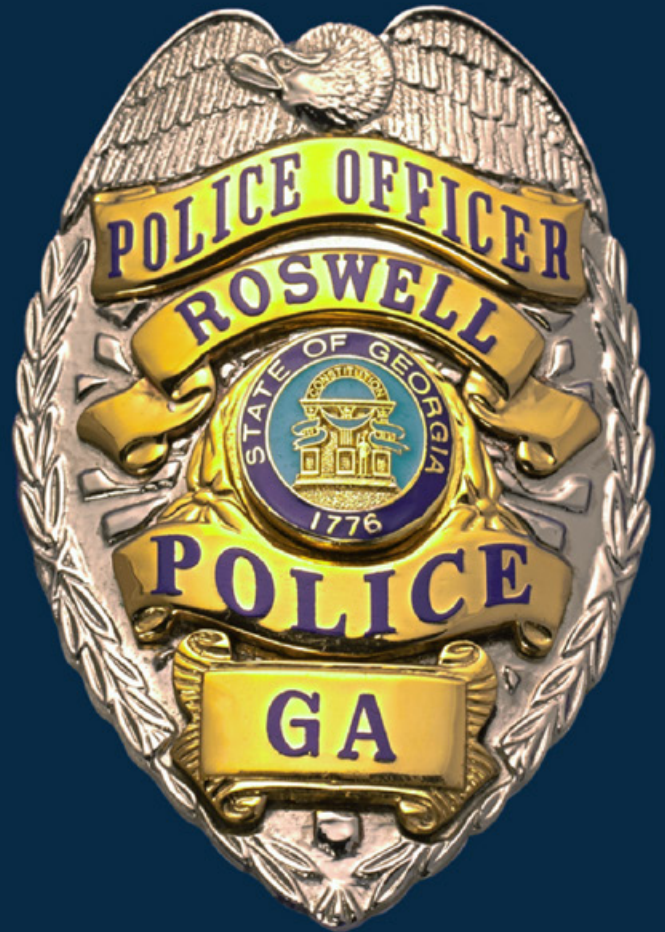


City of Roswell Police Department



2023 Annual Report

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 2023 Annual Report will explore some of Roswell Police Department's daily functions, activities and initiatives.

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From the Office of the Mayor



The City of Roswell's Police Department is the best police department in the country. That is a bold statement, but a true one. Each and every day, our dedicated officers patrol the streets of our community, unwavering in their commitment to ensure the safety of our residents, thriving businesses, and visitors to our city. This responsibility is not taken lightly by myself, the City Council, or any member of our Police Department.

When I and my fellow councilmembers first came into office, we all felt very strongly that we needed to fund the Roswell Police Department, not defund it. One of the first initiatives we undertook was to implement best-in-class pay for the men and women of the Roswell Police Department.

This decision underscored our commitment to not just maintain but to enhance the capabilities of our police department, ensuring our officers receive best-in-class pay and are equipped with the necessary resources to maintain Roswell's status as one of the safest in the state. That one very simple initiative resulted in a remarkable achievement: the Roswell Police Department stands as the only fully staffed law enforcement agency in Georgia, a testament to our strategic investment in public safety.

The support from our community also has been nothing short of inspiring. In November 2022, the voters of Roswell demonstrated their trust and appreciation for our public safety personnel by overwhelmingly approving a \$52 million investment in public safety capital projects. This funding is a pivotal step towards modernizing our 911 Center and Emergency Operation Center, as well as laying the groundwork for a new Public Safety Headquarters. These advancements are crucial components of our ongoing commitment to enhance the safety infrastructure of Roswell.

To me, there is no more important compact between a city and its residents than that of public safety and keeping our residents, businesses and visitors safe. The Roswell Police Department's continued bravery in the line of duty, commitment to Roswell, and their professionalism keep our community safe.

Looking ahead, I am optimistic for the future of our community. With the continued dedication of the Roswell Police Department, I am confident that we will maintain our standing as one of the most secure and welcoming communities in the country.

A handwritten signature in black ink that reads "Kurt M. Wilson". The signature is fluid and cursive.

Mayor Kurt Wilson

2023 Mayor & City Council



Mayor Kurt Wilson



Christine Hall, Post 3



Sarah Beeson, Post 1



Mike Palermo, Post 2



Lee Hills, Post 6



David Johnson, Post 4



William Morthland, Post 5

Mission, Values & Motto

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.

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.

Motto

"Serve with Honor, Protect with Courage"

From the Office of the Chief

Greetings,

In 2023, we saw remarkable advancements in our technology capabilities, highlighted by the launch of the Roswell Crime Center (RoCC). RoCC integrates various tools such as cameras, license plate readers, police officer body cameras, and police vehicle GPS with our CAD system, providing real-time and historical data access to aid in crime prevention, response, and resolution. This groundbreaking initiative is reshaping how our officers tackle crime, ushering in a new era of efficiency and effectiveness in law enforcement.

Furthermore, the Mayor and City Council extended the "Best-in-Class Pay" plan to include E911 Communications Officers, enabling us to achieve full staffing at our E911 Communications Center. This ensures that we can continue to serve the City of Roswell with top-tier professionals in the field.

Continuing our success, the Roswell Police Department maintained a fully staffed department for the second consecutive year, with no sworn vacant positions. However, addressing staffing remains a crucial focus, particularly with impending retirements. Therefore, recruiting, hiring, and retaining skilled personnel will remain paramount.

Our commitment to community engagement and education remains unwavering. Throughout the year, we conducted various outreach programs and educational initiatives, including the second Spanish Language Citizens Police Academy and a range of other programs aimed at enhancing safety and awareness within our community.

I extend my warmest wishes for a safe, happy, and prosperous year ahead. I eagerly anticipate the opportunities and achievements that lie ahead for our department and community.

Stay Safe,



James W. Conroy
Chief of Police



Deputy Chief

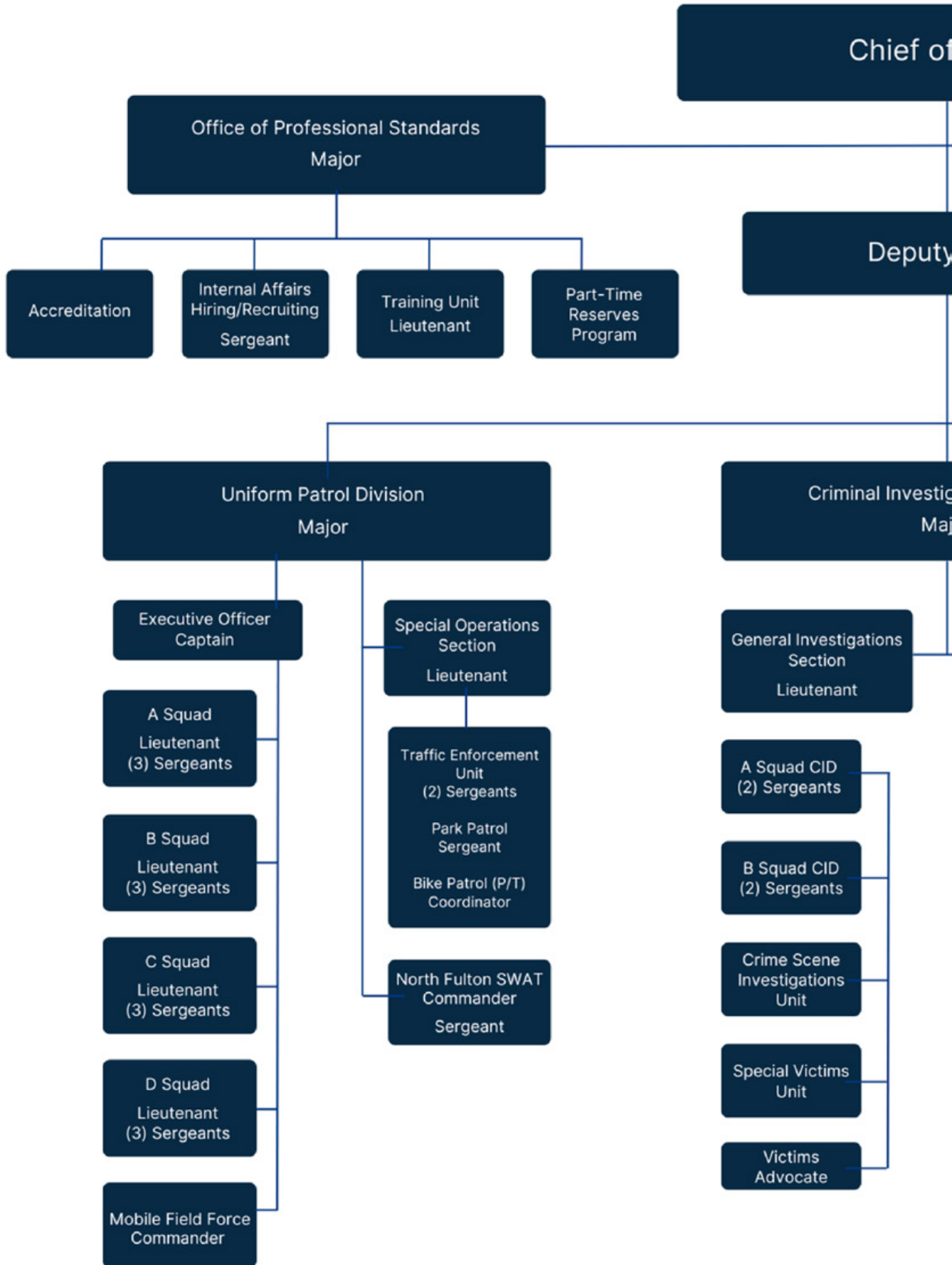


LINNEA RIVARD
DEPUTY CHIEF

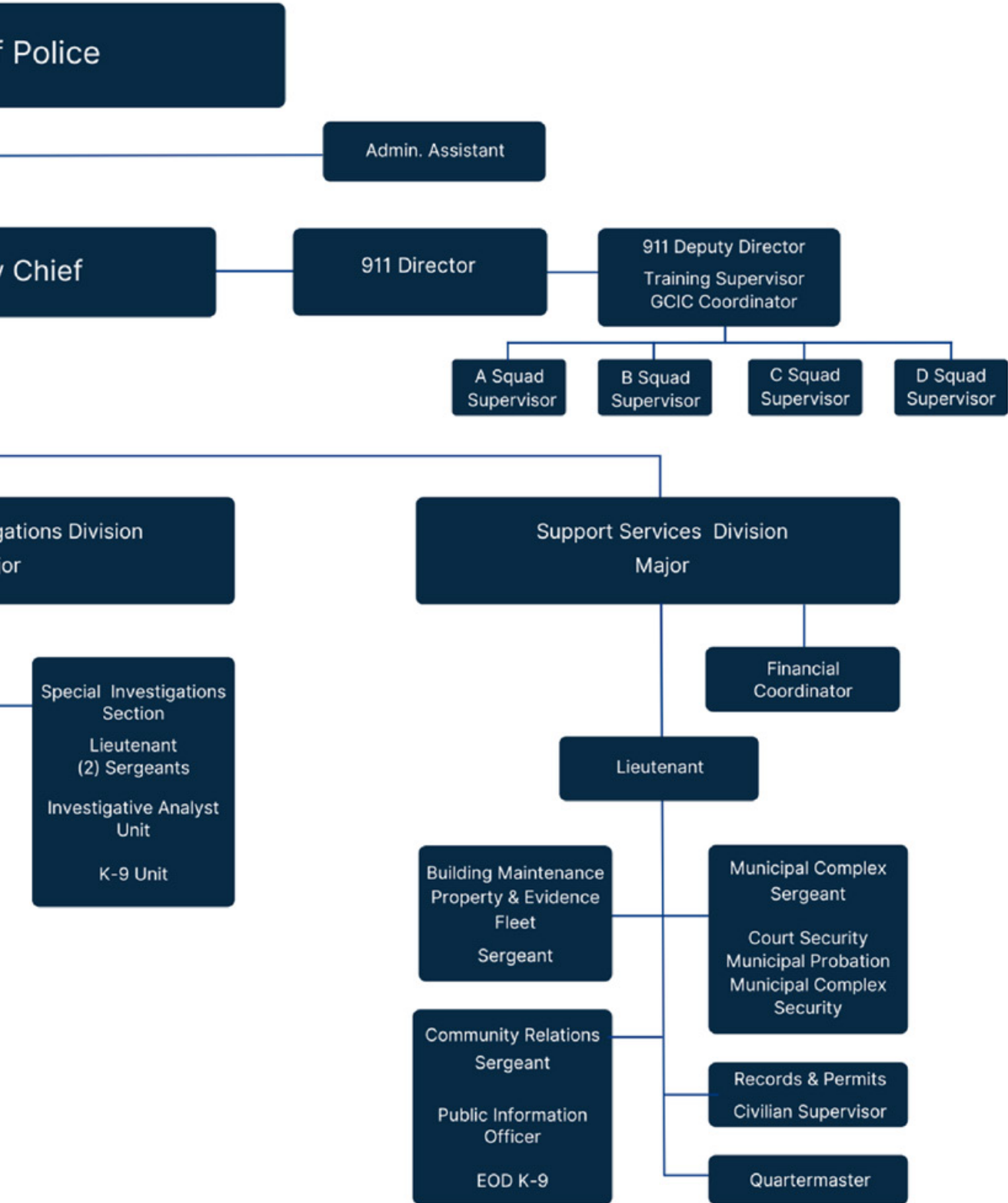
Deputy Chief Rivard has served with the Roswell Police Department since 1998. Hired as a Detention Officer, she has been a Commander over Criminal Investigations Division/Intelligence, and the Uniform Patrol Division/Traffic Enforcement Unit. She has also served as the Emergency Operations Coordinator, 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.



Roswell Police Department



ent Organizational Chart



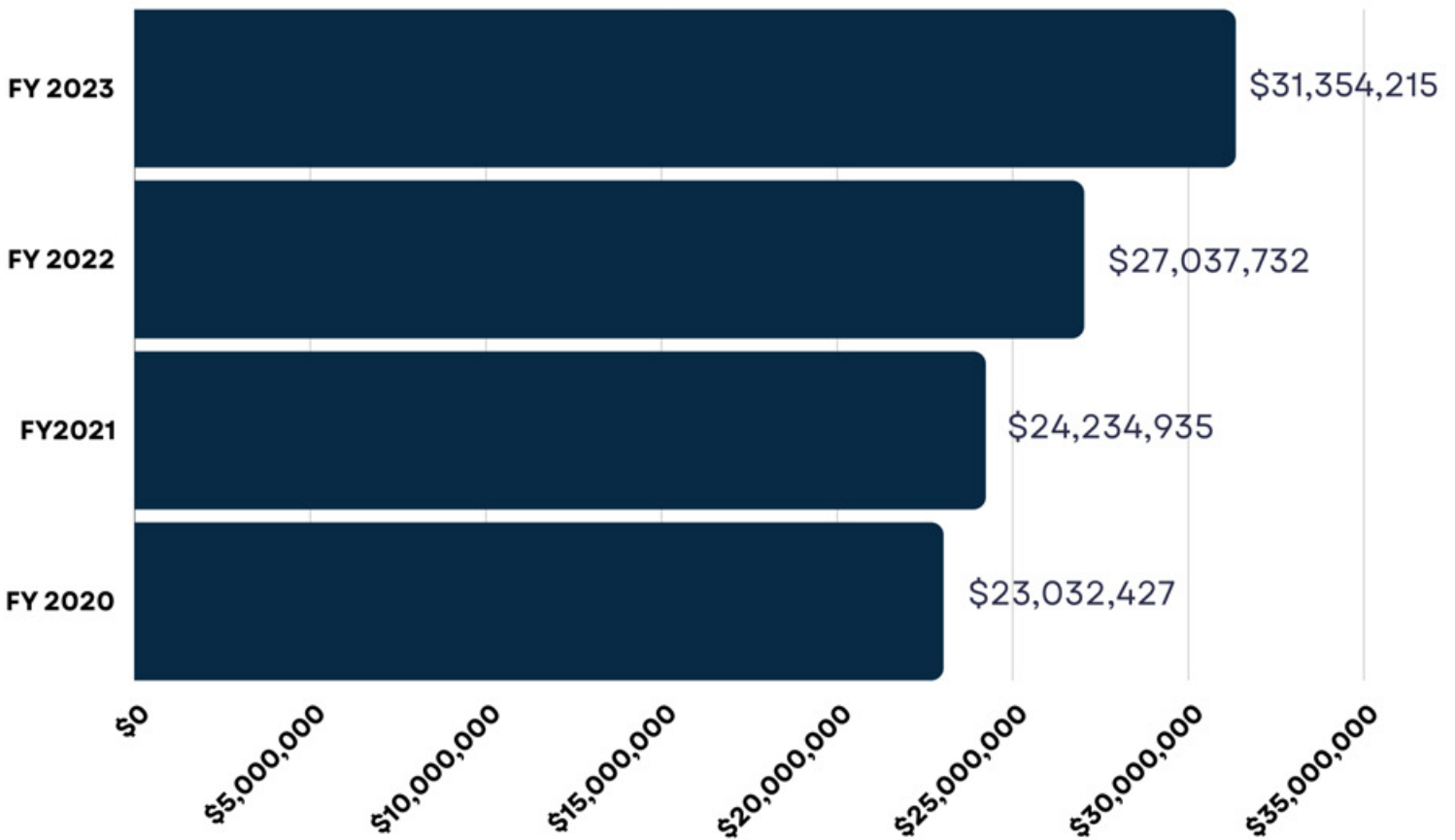
Budget

2023 Fiscal Year



ADRIANNE BYRD
FINANCE COORDINATOR

The operating budget for the Roswell Police Department for fiscal year 2023-2024 was \$31,354,215. The total budget includes the General Fund, E-911 Fund, Confiscated Assets Fund, and Capital Projects Fund.

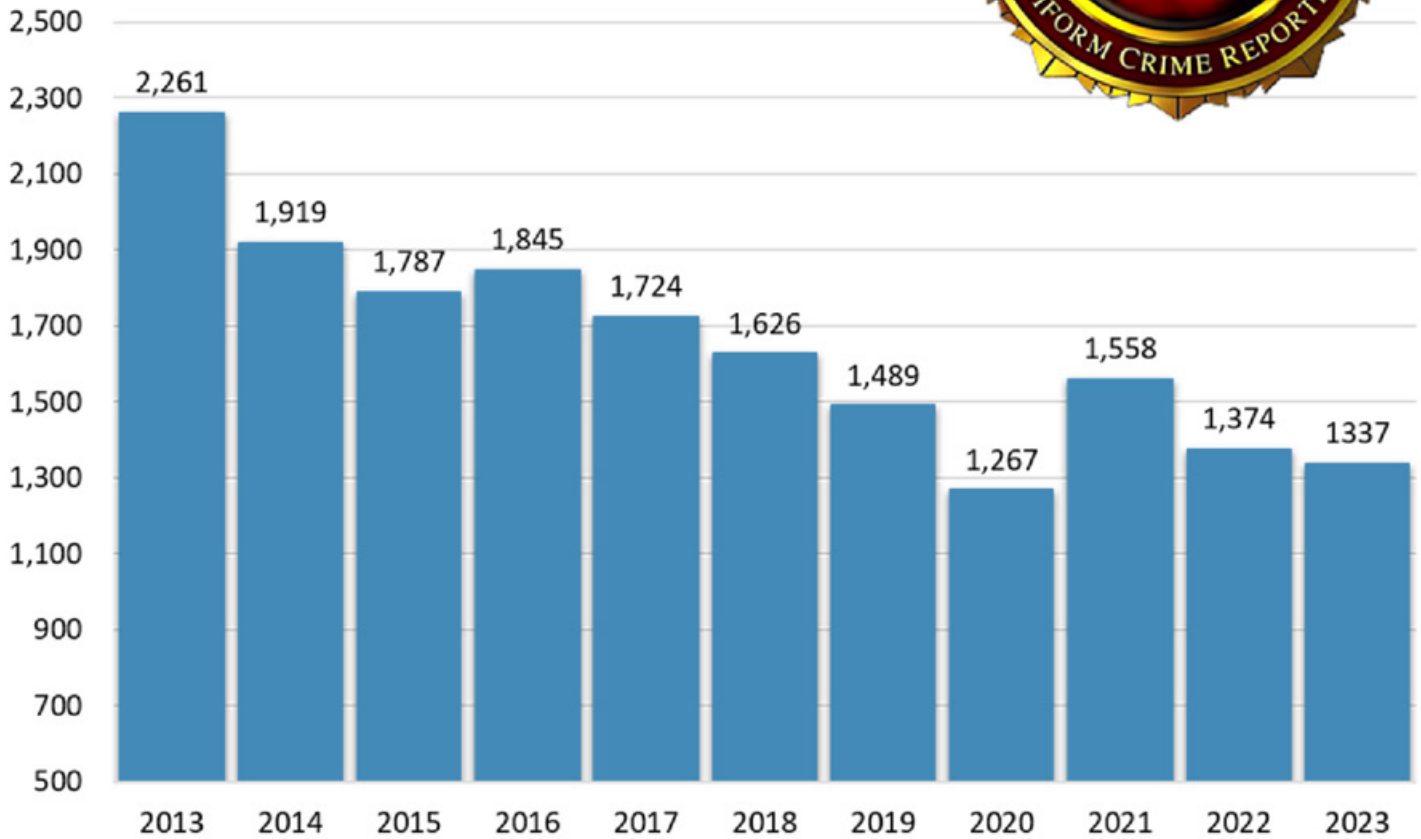


2023 Statistics

Uniform Crime Report



Part I Crimes

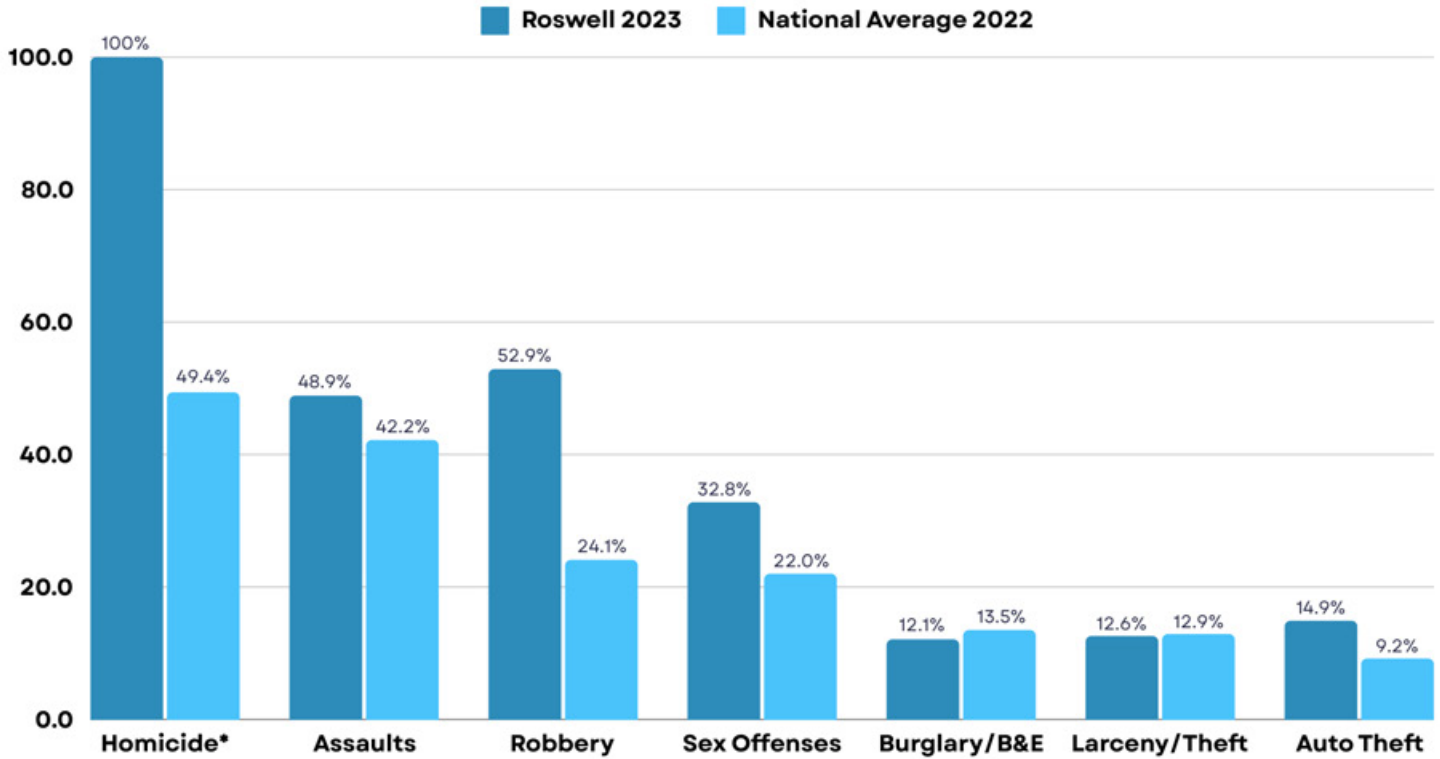


Part I Crime	2021	2022	2023	# Difference	% Difference
Homicide	4	5	0	-5	-100.00%
Aggravated Assault	81	80	80	0	0.00%
Robbery	26	20	17	-3	-15.00%
Rape/Sexual Assault	22	26	18	-8	-30.77%
Violent Crime Total	133	131	115	-16	-12.21%
Burglary	135	116	117	1	0.86%
Larceny	1127	1011	988	-23	-2.25%
Auto Theft	163	115	117	2	1.74%
Property Crime Total	1425	1242	1222	-20	-1.61%
Overall Total	1558	1373	1337	-36	-2.62%

2023 Statistics

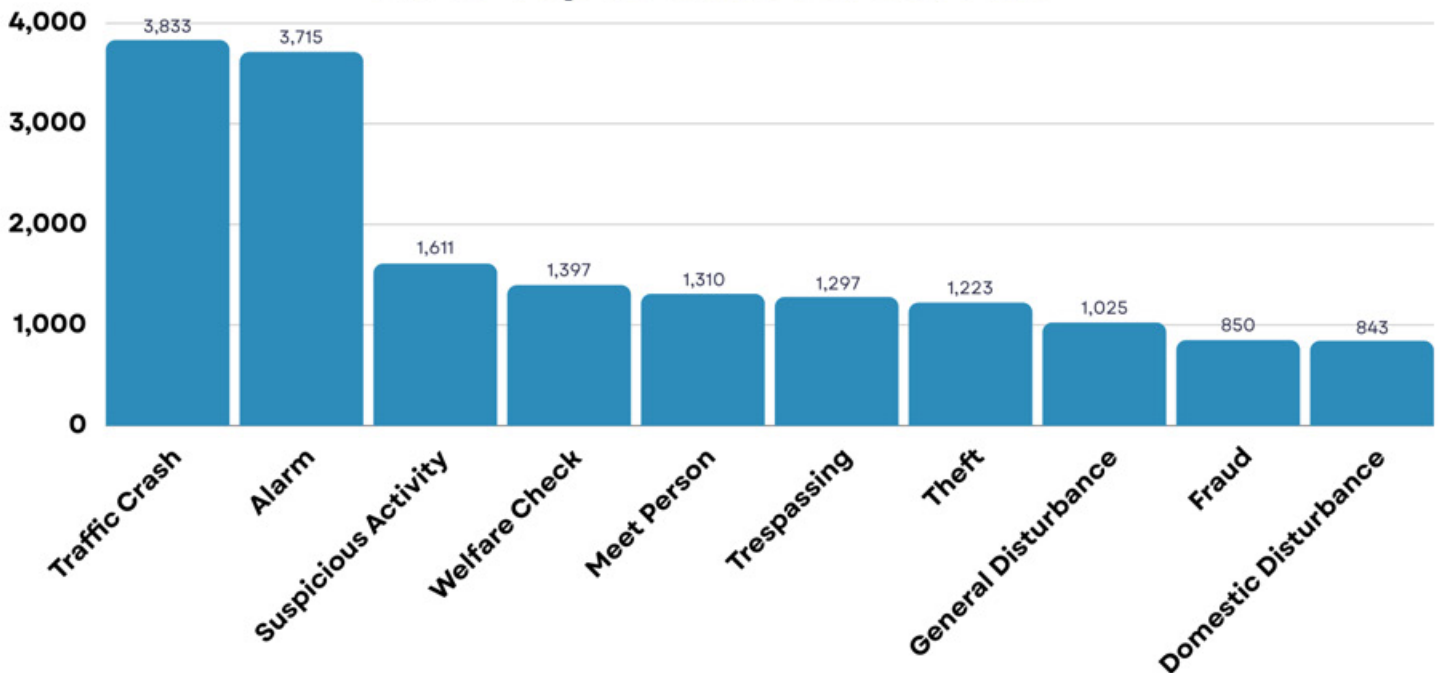
Clearance Rates & Calls for Service

Clearance Rates for Part I Crimes (NIBRS Equivalents)



*The City of Roswell did not have any homicides during calendar year 2023, however RPD has maintained a 100% clearance rate in Homicide Investigations since 2012.

2023 Top 10 Calls for Service

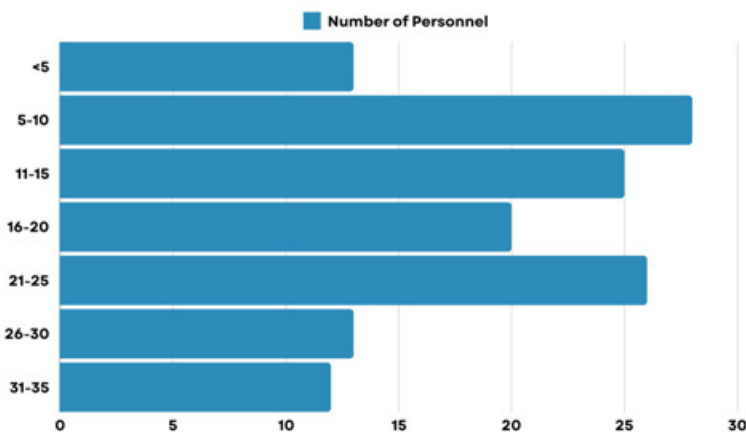


Staffing Overview

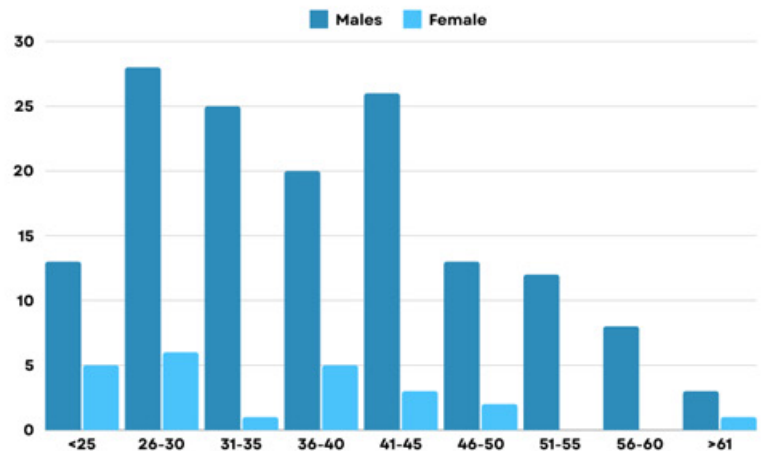
Rank	Total	African American	White	Hispanic	Other
Police Chief	1	-	1	-	-
Deputy Chief	1	-	1	-	-
Major	4	1	3	-	-
Captain	1	-	1	-	-
Lieutenant	9	-	9	-	-
Sergeant	25	3	22	-	-
Master Police Officer	31	1	28	2	-
Police Officer II	40	6	34	-	-
Police Officer I	53	8	36	5	4
Reserve Officer	6	-	5	1	-
Total	171	19	140	8	4

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.

Personnel by Years of Service



Staffing by Sex and Age



Employee Highlights

2023 Employees of the Year



OFFICER OF THE YEAR
OFFICER BRIANNA FRANCIS



SUPERVISOR OF THE YEAR
SERGEANT GARY JOHNSON



**COMMUNICATIONS
OFFICER OF THE YEAR**
COMMUNICATIONS OFFICER
KAYLA DUNCAN



**COMMUNICATIONS
SUPERVISOR OF THE YEAR**
COMMUNICATIONS SUPERVISOR
NINA THIEME



**PROFESSIONAL
STAFF MEMBER
OF THE YEAR**
ADMINISTRATIVE SPECIALIST II
ANA BAUDRY

Employee Highlights Awards

Lifesaving Medal

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

Officer J. Labonte Sergeant J. Marshall
Officer S. Mehas Officer R. Curry
Officer P. Singleton Officer T. Schenk
Sergeant T. Desrosiers



Good Conduct Award

Presented to sworn employees who demonstrate exemplary conduct while in the performance of their duties.

Detective J. Reece
Detective G. Kiker
Officer C. Dovell



Leadership Award

Presented to any Departmental employee who exemplifies outstanding leadership in the pursuit of performance excellence, and who have done the most to further performance improvement within his or her unit and the Police Department.

Lieutenant J. VanAlstine



Longevity Award

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

Lieutenant Z. Frommer



Employee Highlights

Promotions

01/09	K. Smith	Police Officer II
01/09	M. Fernandez	Master Police Officer
01/21	A. Phillips	Master Police Officer
02/20	L. Davidson	Police Officer II
03/06	R. Duque	Police Officer II
03/06	B. Welte	Police Officer II
03/20	N. Thieme	911 Comms. Supervisor
04/03	D. Violet	Police Officer II
04/24	P. Conaway	Police Officer II
06/26	S. Carroll	Master Police Officer
07/24	Z. Brown	Police Officer II
07/24	S. Mele	Police Officer II
08/07	E. LeCour	Police Officer II
08/21	J. Lanier	Police Captain
08/21	J. VanAlstine	Police Lieutenant
08/21	T. Desrosiers	Police Lieutenant
08/21	M. Fernandez	Police Sergeant
08/21	M. MacDonald	Police Sergeant
09/05	S. Mehas	Police Officer II
09/18	M. Cadwallader	Police Officer II
09/18	B. Dixon	Police Officer II
09/18	T. Yorke	Police Officer II
09/18	S. Carter	Police Officer II
10/02	C. Christiansen	Police Officer II
10/02	N Fields	Police Officer II
10/02	M. Wells	Police Officer II
10/02	L. Brooks	Police Officer II
10/02	A. Clayton	Police Officer II
10/02	B. Lowenthal	Police Officer II
10/16	R. Coquemar	Police Officer II
10/30	C. Dickerson	Master Police Officer
10/20	E. Reynolds	Police Officer II
10/30	R. Curry	Master Police Officer
10/30	M. Gatto	Police Lieutenant



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.

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 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.

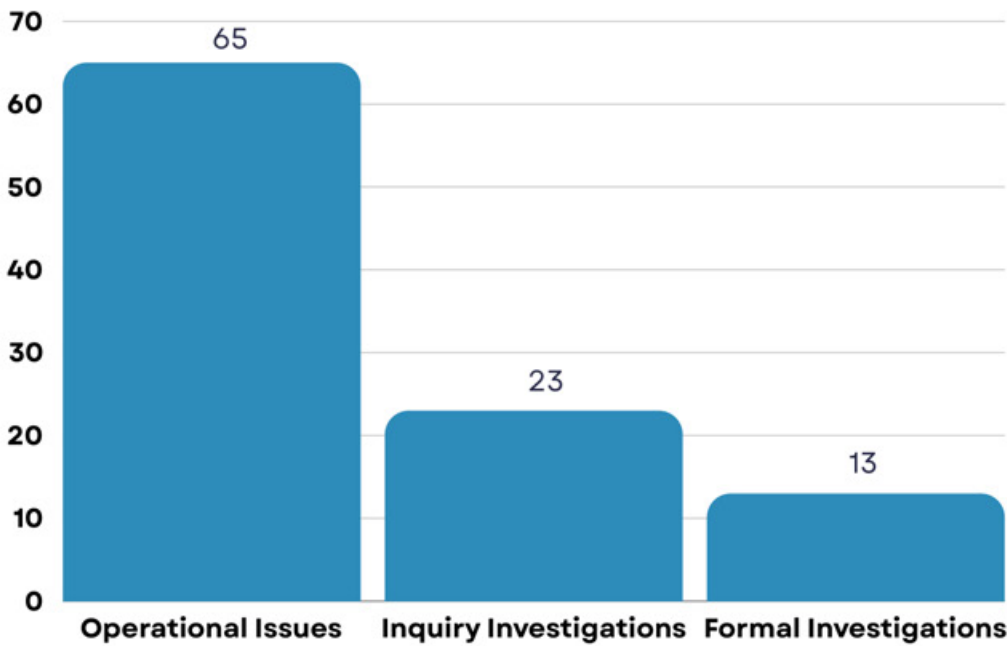
Inquiry Investigations are complaints regarding a specific officer's conduct, including policy violations and performance-related issues.

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

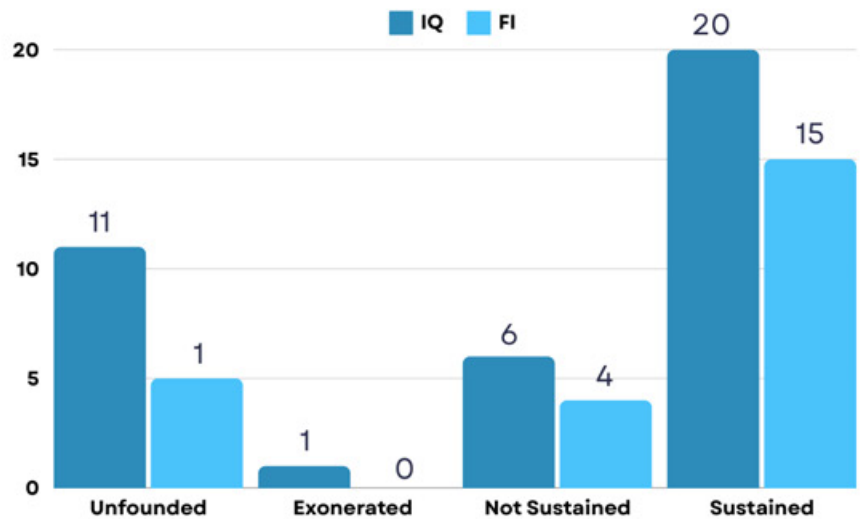
Complaint Synopsis

2023 Complaints by Classification



There were 101 total complaints in 2023. Of those, 65 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 in the investigation).

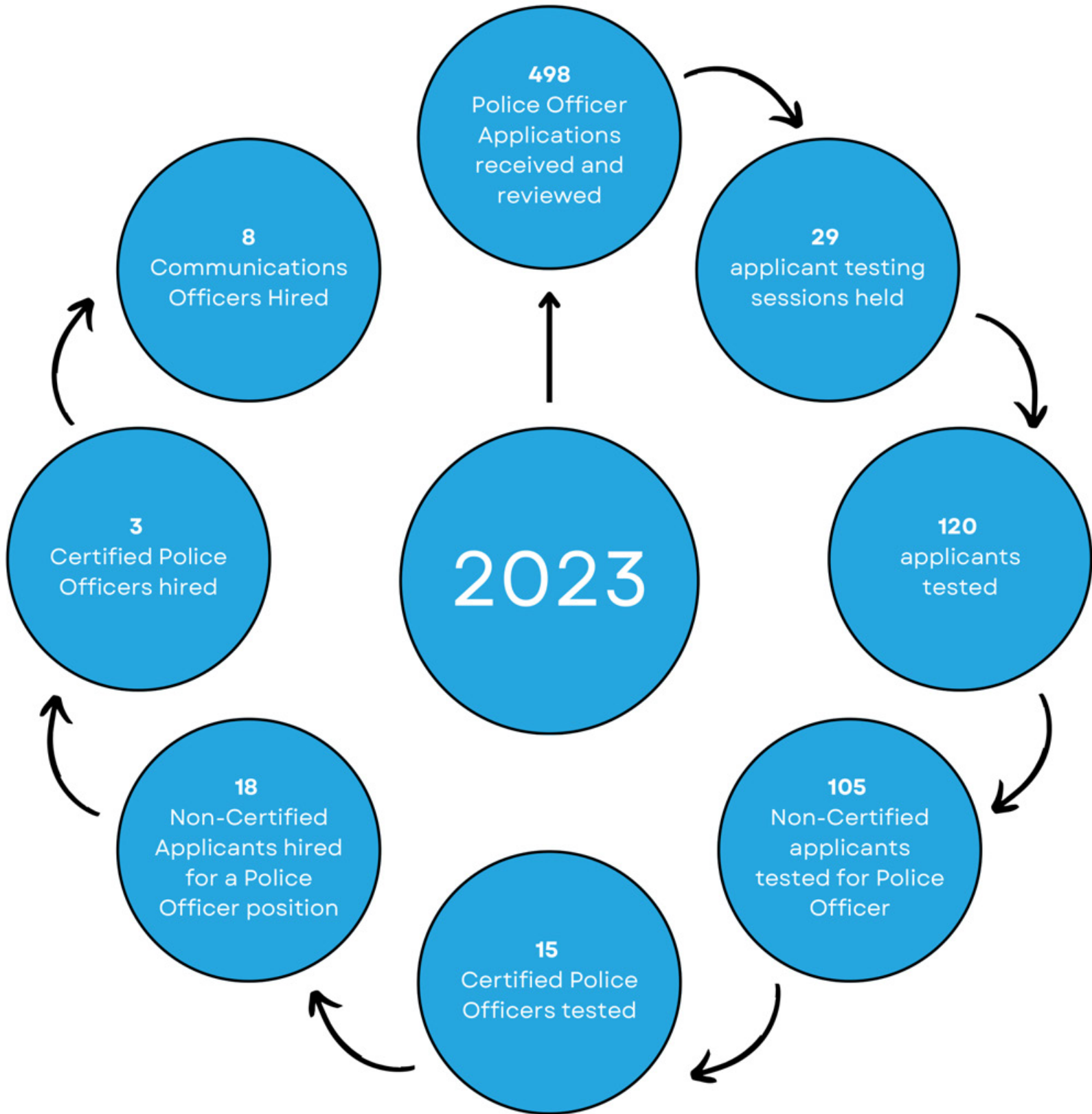
2023 Allegation Dispositions



The disposition graph depicts 62 dispositions, even though there were only 36 combined Inquiry Investigations (IQ) and Formal Investigations (FI) in 2023. This result is explained by the fact that some investigations have multiple dispositions.

Office of Professional Standards

Hiring By the Numbers



Office of Professional Standards

2023 New Hires



E. Duley



R. Urdaneta



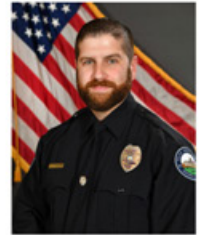
S. Edwards



W. Hardigree



Z. White



J. Carruth



S. Guthrie



C. Brunner



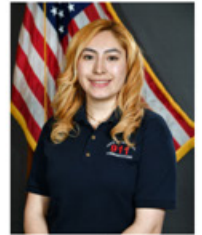
D. Bauer



B. Pawlikowski



R. Rosca



L. Garcia-Lopez



E. Foerstch



T. Britt



E. Bunkley



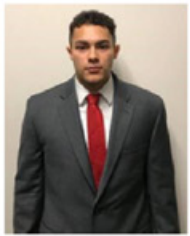
A. Hall



M. Sanchez



S. Monestime



T. Chandler



N. Smith



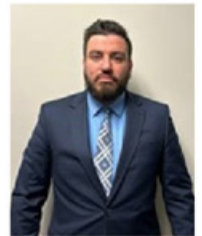
J. Jones



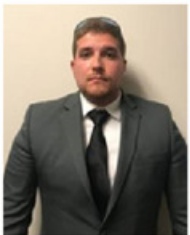
J. Bieniek



V. Versteeg



C. Covington



K. Quint



S. Evans



J. Jeanis



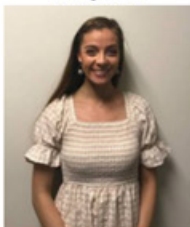
T. Chandler



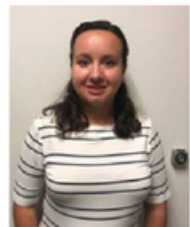
A. Rae



R. Kenner



B. LeClair



C. Robinson

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. From an officer's first moments in the academy until the day of their retirement, the training unit oversees their continuous growth and top-quality performance.

The State of Georgia requires police officers to receive at least 20 hours of training each year. The Roswell Police Department places a high emphasis on continuous improvement through training, and far outpaces the state's requirements. In 2023, the officers of RPD completed **28,808 hours** of GA POST approved training, an average of **165 hours** of training per officer. More specifically, in 2023 our officers completed 1,101 hours of training focused on de-escalation, use of force and community policing.



Uniform Patrol Division Overview

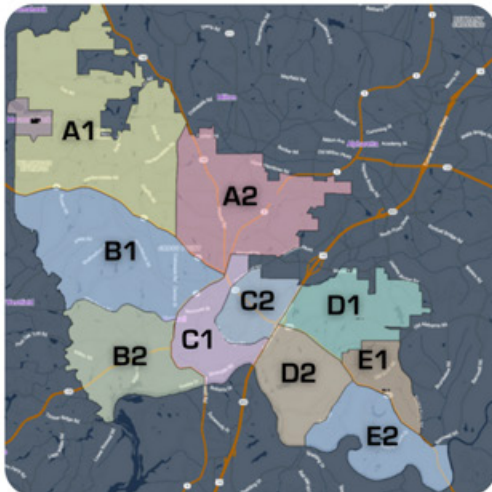


MAJOR KYLE RATLIFF
DIVISION COMMANDER

The **Uniform Patrol Division (UPD)** answers directly to the Deputy Chief. The UPD Commander holds the rank of Major. In 2023, an Executive Officer Position was added at the rank of Captain, answering to the UPD Major and overseeing the patrol squads and mobile field force.

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.



City of Roswell Patrol Zones

2023 Uniform Patrol by the Numbers

Resolved Calls for Service	79,215
Motor Vehicle Accidents Investigated	3,628
Traffic Stops Conducted	21,944
Traffic Violation Citations Issued	10,916
Traffic Violation Warnings Issued	11,748
Incident Reports Completed:	15,022

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 manages dozens of special events throughout the year with traffic control and crowd management.

2023 Traffic by the Numbers

Traffic Complaints Investigated	55
Serious Injury Accidents	38
Fatality Accidents	2
Hit-and-Run Accidents	456
Speed Studies Conducted	16
Special Events Worked	40

In 2023, 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.



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.

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.



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

In 2023, the Criminal Investigations Division expanded its investigative reach through the completion of a **Digital Forensics Laboratory**. As society becomes increasingly digital, our investigations must adapt to keep pace. The digital forensics lab allows RPD to collect, preserve, and analyze digital evidence like cell phones, tablets, and computers. This evidence can be crucial for solving crimes, ranging from white-collar cybercrimes to traditional offenses with a digital footprint. Having an in-house lab enhances response times, reducing dependency on external resources and expediting the investigative process.



Additionally, 2023 saw the addition of a **Victim Advocate** to the Criminal Investigations Division. The victim advocate provides a critical role in supporting individuals through the investigative process. Their role includes:

- Assisting with difficult interviews by providing emotional/moral support
- Explaining investigative and judicial process
- Educating on Temporary Protective Orders and Victims Compensation Fund
- Providing resources for basic human needs to victims and their families
- Coordinating intake of DFCS referrals

RPD CRIMINAL



INVESTIGATIONS

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.

During 2023, SIS continued in its goal to enforce the Massage Establishment Ordinance, rooting out criminal activity in certain massage establishments and locating victims of human trafficking. In cooperation with other City of Roswell departments and partner agencies, there were well over 200 contacts made with massage establishments in a combination of informational visits, compliance checks, undercover operations and search warrants.



These investigations culminated in a coordinated operation in early September, where 10 simultaneous search warrants were conducted on related massage establishments and residences, resulting in the arrest of three high-level players in a human trafficking operation, and nearly 20 victims of human trafficking connected with resources.

Other notable accomplishments:

- Established partnership with Police Assisted Addiction and Recovery Initiative (PARRI) for training and other resources related to helping those with substance use disorder.
- Planned and executed numerous arrest operations on violent felons, often coordinating with outside agencies.
- Participation of a Task Force Officer assigned to the DEA Tactical Diversion Squad (Rx enforcement) and two at a DEA HIDTA task force.

Tips/Complaints
Investigated:

256

Criminal Investigations Division

Canine & Investigative Analysis Units

The **Canine Unit (K9)** of the Roswell Police Department maintained three canine teams during 2023. 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.



The **Investigative Analysis Unit (IAU)** 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.

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.

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 2023, the CSI unit processed 618 items of evidence for latent prints, bloodstain patterns, gunshot residue patterns, and trace evidence.

A key development in 2023 was the integration of the M-VAC system (pictured right), a wet vacuum-based forensic DNA collection device capable of producing DNA profiles when traditional

methods such as swabbing and cutting have failed to produce viable results. The M-VAC system will greatly enhance DNA sampling capabilities of the laboratory.



CSI response was requested to 110 investigation scenes:

35 Crimes Against Persons

33 Property Crimes

18 Death Investigations

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

71 On-Duty Requests

39 Off-Duty Callouts

Support Services Division Overview

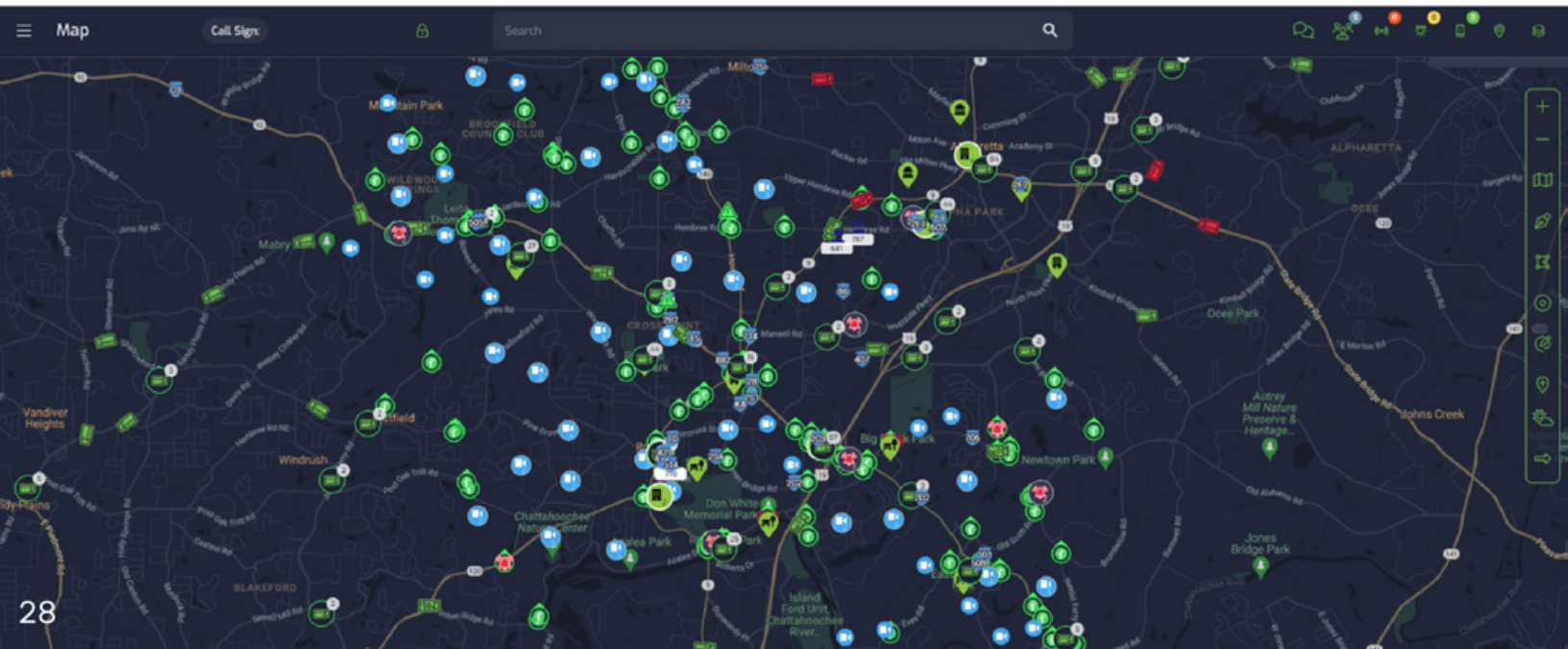


MAJOR NOAH CAPLAN
DIVISION COMMANDER

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

2023 saw the functional rollout of the Roswell Crime Center (RoCC), which is both a physical location and a decentralized suite of crime-fighting technology tools accessible to officers and investigators. The RoCC integrates a number of technology tools into one platform, called Fusus. These tools include automated license plate readers, security and traffic video, and computer aided dispatch (CAD) technologies.

The technology resources of the RoCC allow the Roswell Police Department to both respond to criminal activity more efficiently and prevent criminal activity more proactively. Officers are able to more quickly identify and locate suspects or missing people, as well as more effectively direct patrols based on real-time information received from the 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. Throughout 2023, they provided community trainings across a wide variety of topics, including active shooter response, fraud and cybercrime, internet safety, youth self defense, and more.

In 2023 the Community Relations Unit expanded the reach of the Citizens' Police Academy (CPA). In the 30th year of this flagship program, the unit hosted a CPA class tailored specifically for Spanish-speaking members of the community, an undertaking made possible by grant funds awarded during 2022. The program was a resounding success and has become prioritized as an annual program moving forward.

Once an individual graduates from the CPA, they become eligible to participate as a volunteer with the Roswell Police Department. RPD now maintains a roster of over 80 civilian volunteers who partner to supplement personnel needs across a number of different events, like the annual Cops 'N Cars car show or OPERATION: Holiday Heroes, where the Police Department adopts dozens of local families to provide an exciting and festive holiday shopping experience with a friendly first responder.



Support Services Division

Municipal Complex & Fleet Maintenance

In 2023, the Roswell Police Department absorbed and consolidated several independently operated enforcement offices to streamline resources and personnel for greater efficiency. The newly formed **Municipal Complex** section now includes Court Security, the Municipal Probation Office, and the Marshal's Office. This section is led by a sergeant and supported by nine officers.



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

Notable Accomplishments:

- Purchased 32 new Chevrolet Tahoes
- Decommissioned 11 vehicles
- Brought 24 new vehicles into service
- Coordinated the deployment of Axon 4 Bodycams to all employees

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, an online police auctions center.



2023 Evidence by the Numbers

Items submitted as evidence	3,068
Items submitted as safekeeping	1,229
Items submitted as found	150
Items destroyed/disposed	3,095
Items auctioned on court orders	92
Items returned to owner	1,055

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.

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.

2023 Records by the Numbers

Records requests processed	2,198
Impound releases completed	886

Notable Accomplishments:

- Streamlined vehicle impound process for improved customer service
- Evaluated and revamped the Massage Establishment License application process in conjunction with ordinance changes by Mayor and Council.
- 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 (E911)

911 Center Overview



JOHN POTRZEBOWSKI
911 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 has 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 (E911)

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:

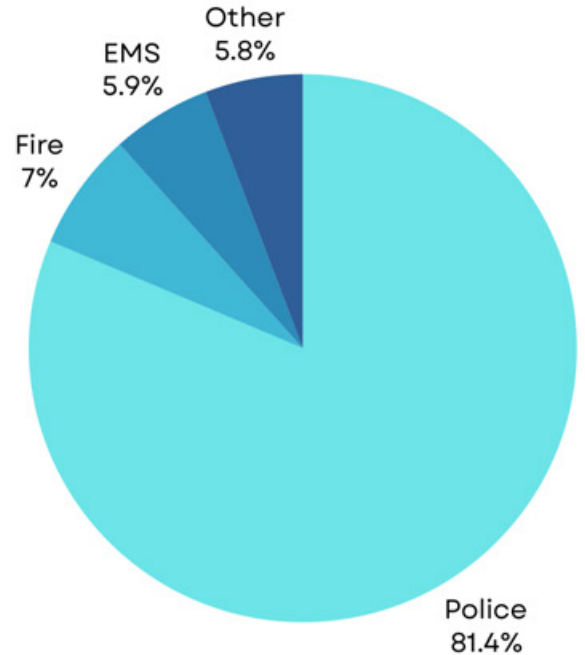
"To Bring Calm to Chaos, Order to Disorder, and Clarity to Confusion"



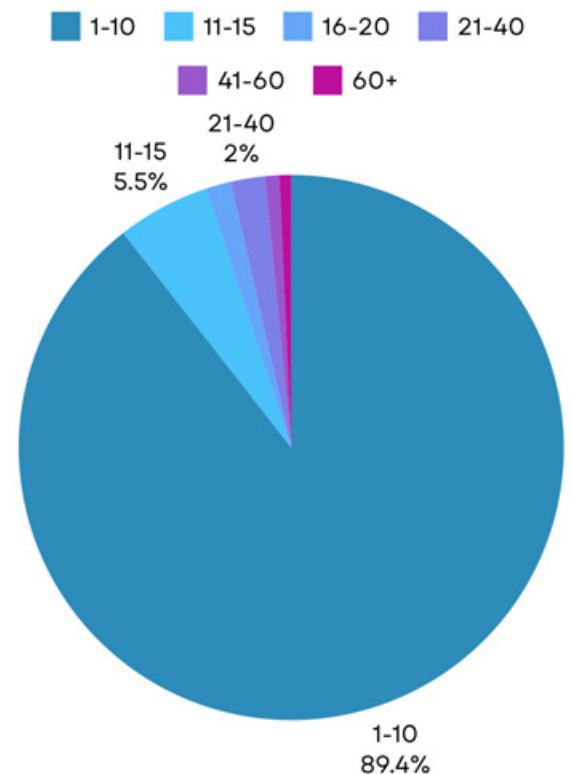
Communications Division (E911)

911 Center Statistics

Computer Aided Dispatch ("CAD") Events			
Type	2021	2022	2023
Police	94,011	105,380	123,381
Fire	10,151	10,461	10,580
EMS	7,804	8,431	8,913
Other	11,756	11,206	8,749
Total	123,723	135,478	151,623



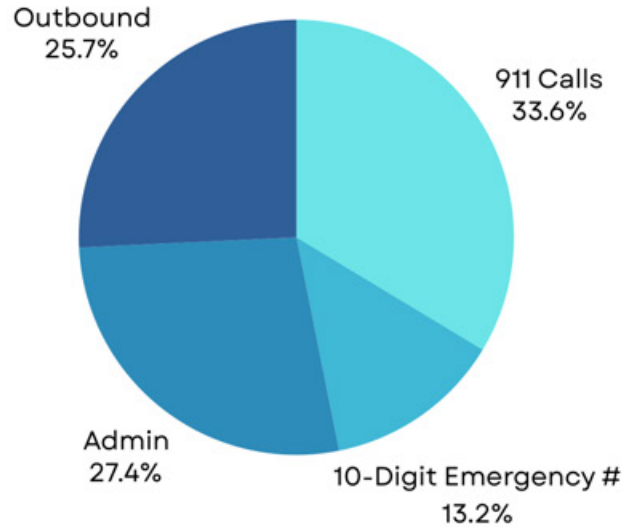
Answer Time (Seconds)		
Seconds/YR	2022	2023
1-10	85.25%	89.29%
11-15	9.46%	5.50%
16-20	1.69%	1.50%
21-40	2.15%	2.02%
41-60	0.80%	0.84%
60+	0.65%	0.70%



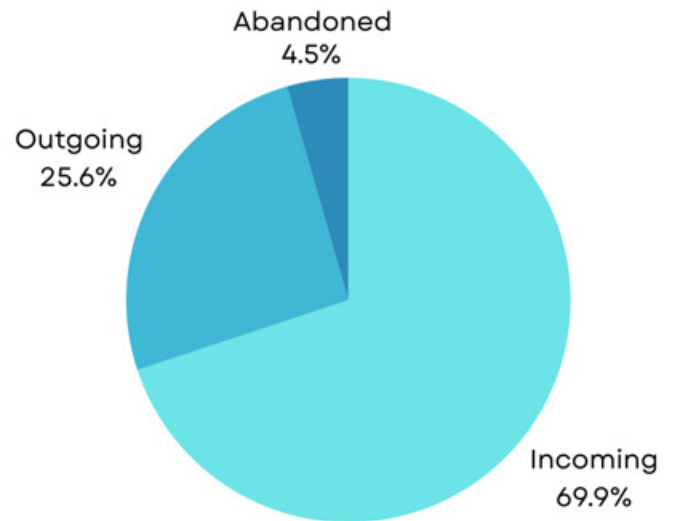
Communications Division (E911)

911 Center Statistics (cont.)

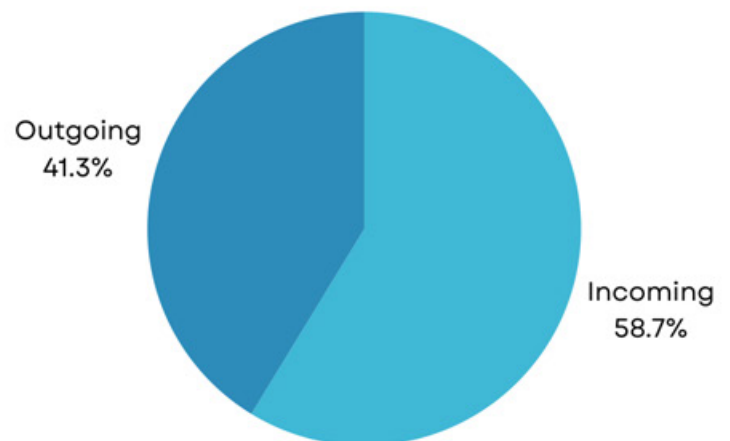
Call Breakdown	
911 Calls	42,381
10-Digit Emergency #	16,650
Admin	34,517
Outbound	32,441
Total	126,530



Overview of All Calls	
Incoming	88,457
Outgoing	32,441
Abandoned	5,632
Total	126,530



Text-to-911	
Total Sessions	1,474
Total Messages	3,726
Incoming	2,188
Outgoing	1,538



Communications Division (E911) Technology Resources

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.



CONNECT ROSWELL



A voluntary camera registry program empowering the community to help keep Roswell safe

LEVEL 1: Register Your Cameras

Let's work together to fight crime! Register your security cameras with Connect Roswell today to help identify area cameras in case of an incident. An investigator from the Roswell Police Department will contact you via email if they need your assistance solving a crime near you.

Camera registration takes less than one minute via our secure online portal. *Registering your cameras does not allow the Roswell Police Department access to your live video stream* - it only enables investigators to know a camera is present at your location and easily request video evidence should an incident occur.

LEVEL 2: Integrate Your Cameras

Businesses and residents can take community security one step further by giving the Roswell Police Department direct access to your camera feed in case of a nearby emergency.

All you need is a small CORE device that you plug into your camera system.



Scan here
to register!

www.connectroswell.org



Roswell PD is Hiring!

	No Experience	2 Years Experience (POST Certified)	3 Years Experience (POST Certified)	4 Years Experience (POST Certified)	5 Years Experience (POST Certified)
HS Diploma	\$58,553.04	\$60,671.52	\$62,462.40	\$64,624.56	\$66,874.08
Associates	\$60,671.52	\$62,462.40	\$64,624.56	\$66,874.08	\$69,210.96
Bachelors	\$62,462.40	\$64,624.56	\$66,874.08	\$69,210.96	\$71,635.20

* Annual salary calculation based on 84-hour pay period working 12 hour patrol shift.

Scan to Apply!



Roswell E911 is Hiring!

	No Experience	2 Years Experience (POST Certified)	3 Years Experience (POST Certified)	4 Years Experience (POST Certified)	5 Years Experience (POST Certified)
HS Diploma	\$47,305.44	\$48,965.28	\$50,668.80	\$52,437.84	\$54,272.40
Associates	\$48,965.28	\$50,668.80	\$52,437.84	\$54,272.40	\$56,172.48
Bachelors	\$50,668.80	\$52,437.84	\$54,272.40	\$56,172.48	\$58,138.08

* Annual salary calculation based on 84-hour pay period working 12 hour shift

In Memoriam

During the preparation of this annual report, K9 Edo was diagnosed with an aggressive and widespread form of cancer. Surrounded by the love and affection of his police family, Edo passed peacefully on the afternoon of April 5, 2024. Born March 16, 2019 in Hungary, K9 Edo was a Belgian Malinois/German Shepherd mix that joined the Roswell Police Department in August of 2020 as the beloved partner to Officer Peter MacDonald. Trained as a dual-purpose K9, Edo was proficient in narcotics detection, criminal apprehension, tracking, building searches, and evidence recovery. Alongside Officer MacDonald, he served the Roswell community courageously and unwaveringly, and will be deeply missed.



K9 Edo

End of Watch: April 5, 2024



Contact Information

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Chief James W. Conroy

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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

Follow us on Social Media!



@RoswellGAPolice

ROSWELL POLICE



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