

ROANOKE COUNTY POLICE DEPARTMENT



2019 ANNUAL REPORT

On The Cover: Officer M. Schartau, selected as the
Roanoke County Police Department's 2019 Officer of the Year.
Photo Credit: Brad Hodge, Roanoke County Police Department.

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Our Values

Integrity

Maintaining the highest degree of moral and ethical standards in our professional and personal lives.

Courage

Dedicated to meeting uncertainty and adversity in order to fulfill our mission, achieve our vision and uphold our values.

Accountability

Honor our responsibilities to ourselves, our colleagues and our community.

Respect

Value the perspective of others while being compassionate and empathetic.



Our Mission

Our mission is to partner with our community to provide professional and proactive police services to maintain a safe environment.

Our Vision

Roanoke County Police Department is a premier law enforcement agency that utilizes innovative approaches to serve our community.

Message from the Chief

Welcome to the 2019 Annual Report for the Roanoke County Police Department. The past year brought many challenges including increases in calls for service and traffic crashes. We are pleased that criminal incidents declined; however, they remain higher than the five year average. Our staff worked diligently to achieve our mission of providing professional and pro-active police services to maintain a safe environment. In addition to providing you with an overview of our functions, this report will highlight the many accomplishments achieved during the past year. These include:

- Operationally, our department continues to utilize data-driven practices to deploy our personnel.
- Police resources continue to be deployed in accordance with our Data Driven Approaches to Crime and Traffic Safety initiative.
- We work closely with our business community to provide education on preparing for critical incidents. Additionally, we are part of the Blue Ridge Partnership for Workplace Violence Prevention, which provides resources and advice related to threat assessment.
- Our personnel participate in a variety of programs designed to engage our citizens and prevent crime. We have a number of active Neighborhood Watch groups and business associations within the County. Additionally, we hosted a Valley-wide faith-based safety summit to help churches and their congregations prevent dangerous situations.
- We continue to work closely with Roanoke County Public Schools (RCPS) to enhance the safety of students and staff. We lead the School Safety Task Force, in conjunction with the RCPS, to ensure that our policies, practices, and training continue to evolve as demands change.
- We completed our work with George Mason University and Intercept Youth Services to develop and evaluate a crisis intervention program that is designed to improve responses to people suffering from mental illness. The final report for this project is being drafted and we are actively seeking additional funding to expand services.



Police Chief Howard Hall
Photo (c) Keshia Saul and Christopher Gunter
Roanoke County Police Department

- We are receiving technical assistance from the Police Executive Research Forum on an initiative to provide a more comprehensive wellness program for our employees. So far, we have been able to improve peer support, support programs to help employees with financial management, and expand access to chaplaincy services.
- We completed the on-site assessment process and were awarded our 9th accreditation by the Commission on Accreditation for Law Enforcement Agencies.
- We completed our Strategic Plan for 2017-2019 and developed a new plan to cover 2020-2022, which includes an updated mission and vision statement.

I hope that you enjoy reading about the services that we provide and the accomplishments of our staff. Please don't hesitate to reach out to us with any questions or concerns.

A handwritten signature in black ink, appearing to read "Howard B. Hall".

Howard B. Hall
Chief of Police

About Our Department

The Roanoke County Police Department is nationally accredited through the Commission on Accreditation for Law Enforcement Agencies (CALEA). The department's fiscal year 2018-2019 budget was approximately \$12.4 million and the current staff level of full-time employees included 142 sworn staff and 16 civilian employees. The department also operates a full-service Criminal Justice Academy. The Roanoke County Police Department is a diverse agency that includes the following divisions:

- Uniform – Patrol, SWAT, K-9, Community Service Officers (Animal Control), Traffic Unit, Community Policing, Bike Patrol, Honor Guard, School Resource Officers, and Crime Scene Technicians.
- Criminal Investigations – General Investigations, Fraud, Vice, and Special Investigations.
- Administration – Professional Standards, Criminal Justice Academy, Internal Affairs, Services, Budget, Vault, Purchasing, and Fleet Maintenance.

The department is recognized for its professionalism and engages the community in crime solving and community enrichment strategies. The department is involved in a number of partnerships with local, state, and federal agencies including DEA, ATF, FBI and the U.S. Marshals.

Department Command Staff



Chuck Mason
Assistant Chief-Operations



Howard Hall
Chief of Police



James Chapman
Assistant Chief-Administration



Cmdr. M. Tuck
Criminal Investigations



Cmdr. R. Torres
Patrol- A Platoon



Cmdr. J. Johnson
Patrol- B Platoon



Cmdr. P. Pascoe
Patrol- C Platoon



Cmdr. S. Short
Vice



Cmdr. C. Kuyper
Special Operations



Cmdr. K. Slough
Services Division



Cmdr. M. Poindexter
Professional Standards



Cmdr. K. Smith
Academy Director



CALEA Accredited Agency

The Roanoke County Police Department is accredited by the Commission of Accreditation for Law Enforcement Agencies (CALEA), which issues standards to help strengthen crime prevention, formalize essential management procedures, establish fair and nondiscriminatory personnel practices, improve the delivery of services, solidify interagency cooperation and coordination, and boost citizen and staff confidence in the agency.

Data-Driven Approaches to Crime and Traffic Safety (DDACTS) - Target Zones

Data-Driven Approaches to Crime and Traffic Safety, or DDACTS, is an operational model that uses location-based crime and traffic data to determine the most effective and efficient methods for deploying police and other resources. Using geo-mapping to identify areas that have high incidences of crime and crashes, DDACTS uses traffic enforcement strategies that play a dual role in fighting crime and reducing crashes and traffic violations. Drawing on the deterrent of highly visible traffic enforcement and the knowledge that crimes often involve the use of motor vehicles, the goal of DDACTS is to make the public safe by reducing the incidence of crime, crashes, and traffic violations.

Brambleton Avenue Corridor: Target Zone 1



Data-Driven Approaches to Crime and Traffic Safety (DDACTS) - Target Zones

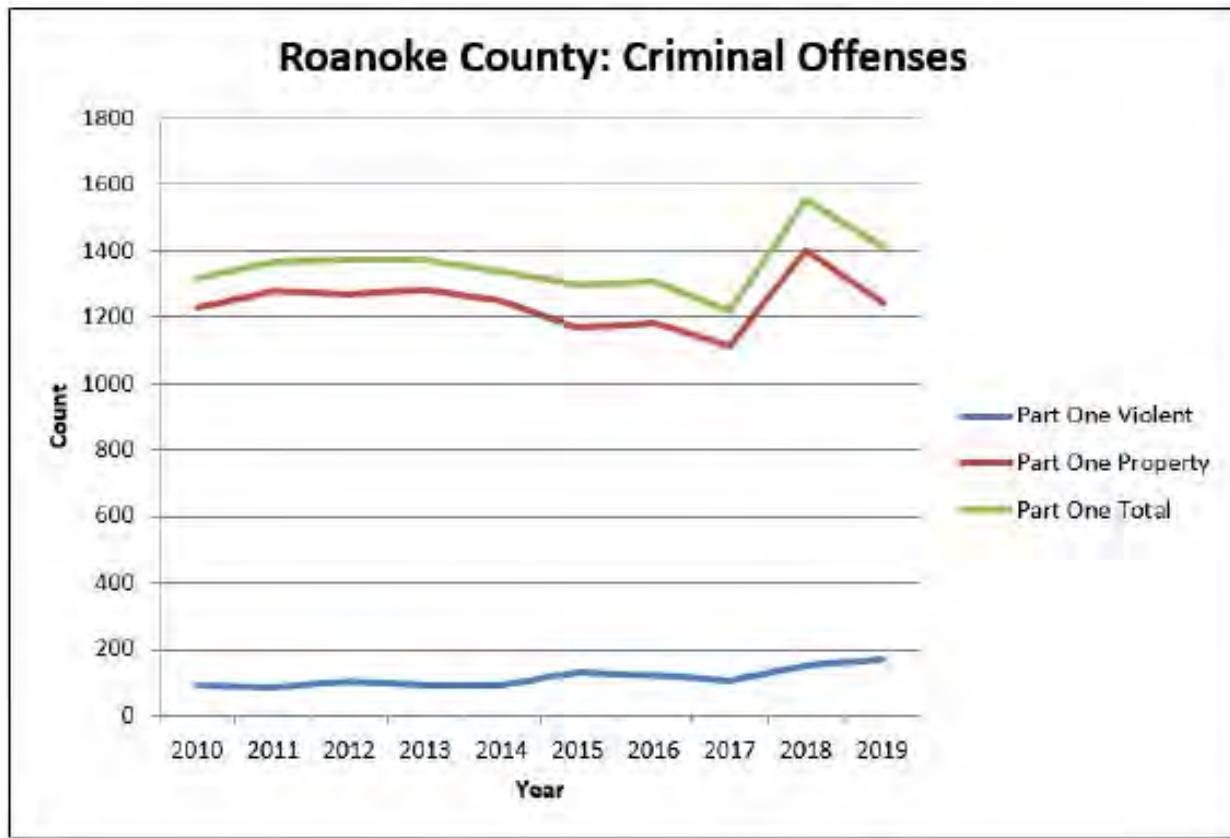
Through rigorous analysis of crime and traffic crash data, two target zones were identified as having the highest concentration of incidents. This analysis included data from 2010 through 2013. Although a long-term perspective is helpful to understand the type and nature of crime and traffic activities, the agency also considered contemporary and emerging crimes within the County. The following crime categories were identified as incidents of focus: burglaries, theft from automobiles, shoplifting, crashes, DUI arrests, and complaints of speeding and reckless driving.

North County Corridor: Target Zone 2



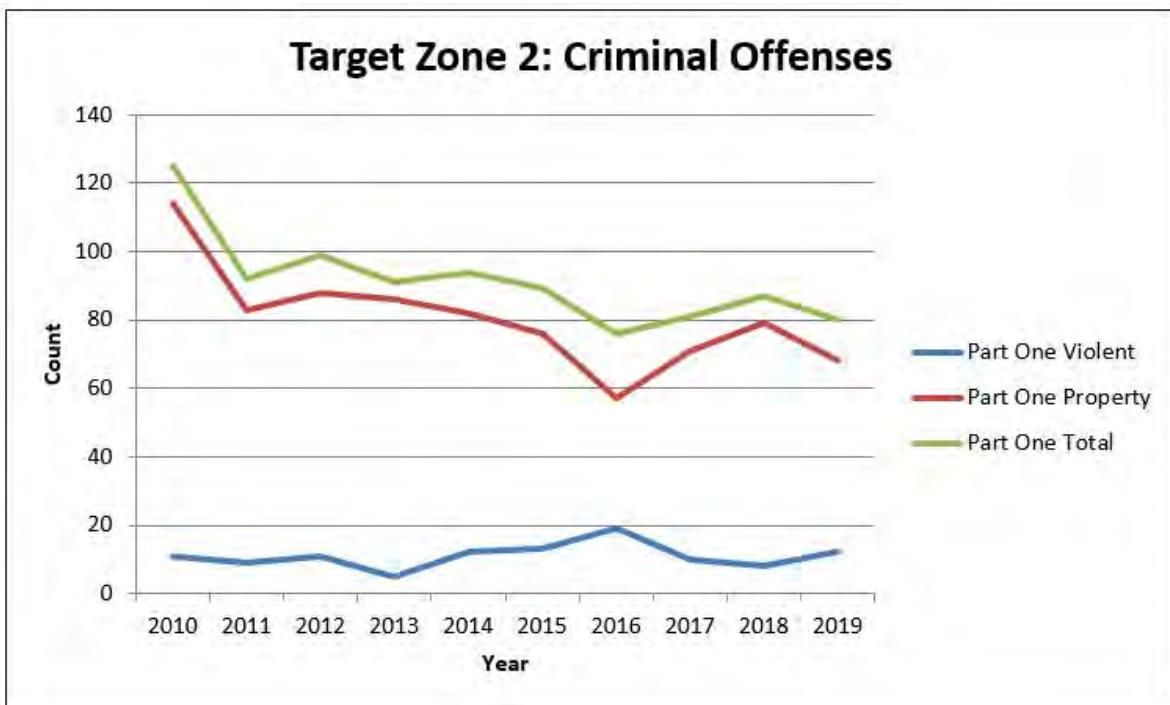
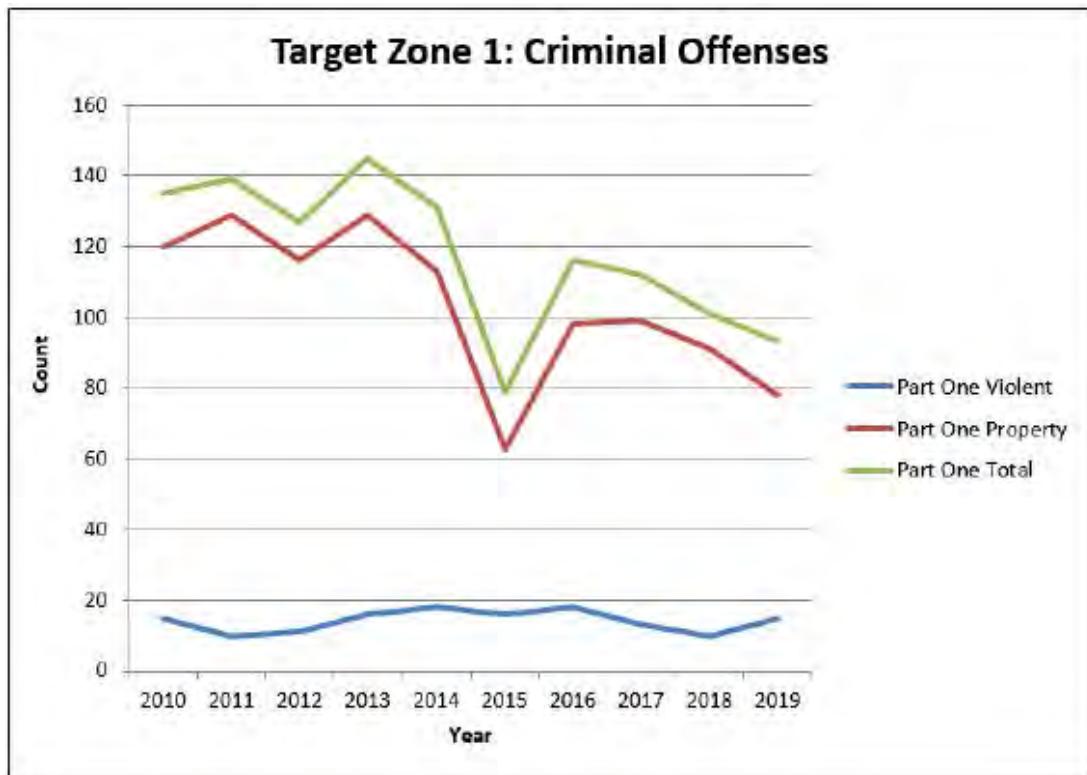
Data-Driven Approaches to Crime and Traffic Safety (DDACTS) - County-Wide Results

The **Crime Comparison** graph below shows criminal offenses related to the actual count from previous years.



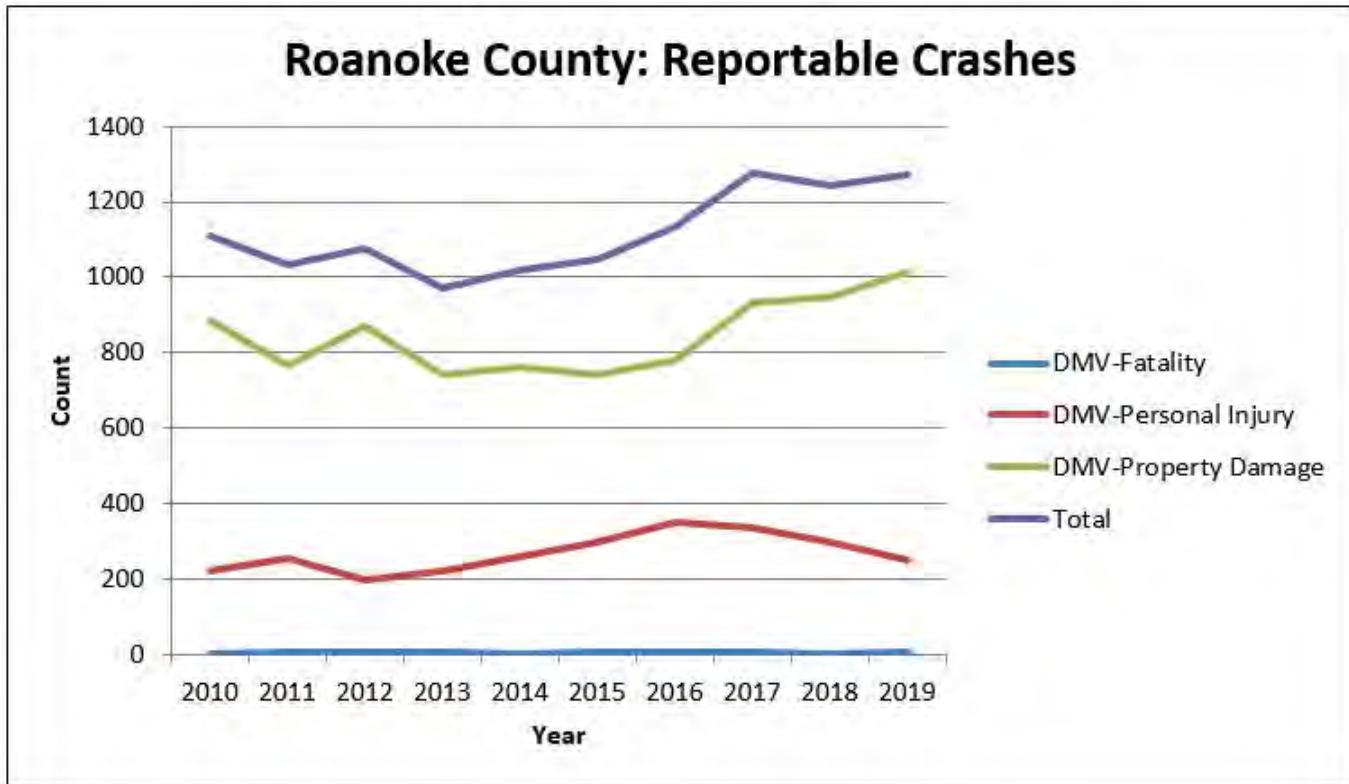
DDACTS Target Zone Results - Crime

The **Crime Comparison** graphs below show criminal offenses by Target Zone related to the actual count from all previous years.



Data-Driven Approaches to Crime and Traffic Safety (DDACTS) - County-Wide Results

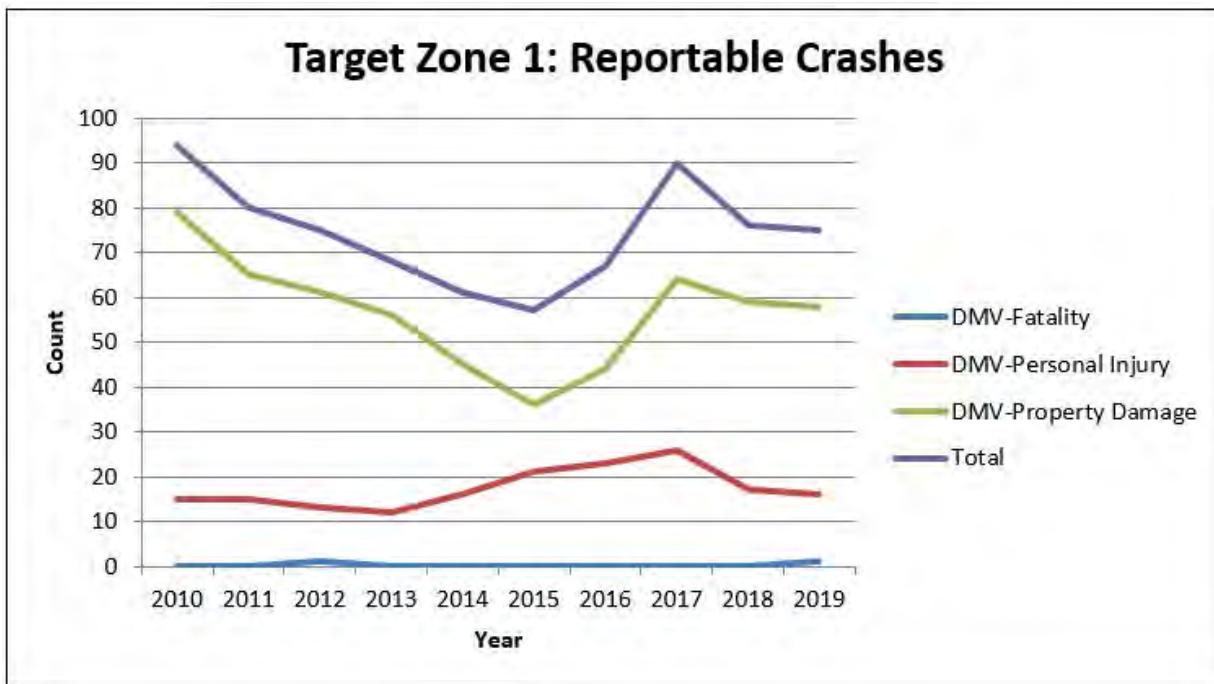
The Crash Data Comparison chart below shows the comparison of crash data prior to and after the implementation of DDACTS. The number of reportable crashes has increased by 26% in 2019 compared to the yearly average (2013-2015) prior to the crash center opening. The number of crash calls for service has only increased by 1%. The Crash Reporting Center (CRC) reports accounted for 27% of the total number of reportable crashes in 2019. This is a 9% increase compared to 2018.



Above: Crash simulation exercises at the Laurel Mountain Driver Training Center.

DDACTS Target Zone Results - Traffic

The **Crash Data Comparison** graphs below show the comparison of crash data by Target Zone collected prior to and after the implementation of DDACTS in these selected enforcement areas. The target zones also experienced an increase in reportable crashes due to the Crash Reporting Center (CRC).



S.O.A.R (Sober On All Roads) Task Force

The S.O.A.R. DUI Task Force is a collaboration between the Roanoke County Police Department, Roanoke Police Department, Salem Police Department, and Vinton Police Department that focuses on keeping roads safe from drunk drivers. The S.O.A.R. Task Force finds and removes impaired drivers from roadways, and conducts DUI checkpoints by using a statistics-based approach to focus on problem areas.



Traffic Safety Awards

The Mothers Against Drunk Driving award is a traffic safety award presented to each jurisdiction's officer who showed commitment to reducing drunk and drugged driving through enforcement and education. Sergeant Lewis was selected as the 2019 Roanoke County MADD award winner. He was recognized for his role in implementing the "Sober on All Roadways" Regional DUI Taskforce. In 2019, after concluding his service to the Task Force, Sergeant Lewis returned to the Uniform Division where he continues his enforcement efforts. He made a dozen DUI arrests while sharing his knowledge with younger officers and encouraging their efforts to keep our roadways safe.



Above: Sergeant W. Hoopes was on hand to receive awards at the 2019 Virginia Law Enforcement Challenge.

In 2019, the Roanoke County Police Department was honored with two state awards for traffic safety operations. The Virginia Law Enforcement Challenge is a traffic safety recognition program that focuses on the traffic safety issues of impaired driving, occupant protection, and speed awareness. The awards are based on the participating agency's approaches to traffic safety issues based on problem identification, policies, planning, training, public information and education, enforcement, and outcomes of the agency's efforts. The department was awarded second place in Municipal Category for 126-225 officers, and also received an award for the educational and enforcement efforts to reduce the number of underage alcohol related crashes.

Traffic Education



During 2019, Roanoke County's Traffic Enforcement Unit and School Resource Officers provided traffic safety presentations to all Roanoke County high schools and middle schools. They also partnered with private businesses and civic groups to provide traffic safety tips to adults. These presentations ranged from speaking in classrooms to staging a crash in a school parking lot where multiple classes attended. The unit conducted several of its award-winning "Why Math Matters" presentations in Roanoke County high schools. Twelve sessions were conducted in driver education classes, ten in physics classes, and two in math classes. This program was developed to show the inherent dangers of risky driving in a format appropriate for each classroom discipline.

The unit also continued a program with Roanoke County Schools called "Partnering for the Privilege," a program designed for new drivers and their parents. This program is held at each county high school. The department has used a crashed car, crashed motorcycle, and additional props to create mock crashes to provide talking points and presentations in the schools. The unit continues to provide specific traffic safety education programs as requested by private and governmental agencies.

The unit used the department's Impaired Driving Simulator at all county high schools and other private and public civic events. The simulator is a golf cart converted to look like a police car and participants drive the cart through a course while wearing "Fatal Vision" goggles to simulate the effects of driving while under the influence.

Traffic Enforcement

The Traffic Enforcement Unit continues over-sight of specialized traffic enforcement programs in 2019. "Operation Daily Watch" and "Road of the Day" continued to place officers in residential and other secondary roadways for focused speed and occupant protection enforcement. The Traffic Enforcement Unit also directed its focus to specific areas within Roanoke County in conjunction with the DDACTS System implementation.

The department conducted more than 20 seat belt surveys throughout the county during 2019 resulting in an average seat belt use rate of 87%, which is higher than the state average of 85%. The department conducted 79 covert and visible speed surveys during the year. Covert speed studies were conducted in order to determine where and when most speeding offenses occurred in order to effectively manage speed enforcement. The visible speed surveys collected speed-related data but also provided a visual display of the driver's speed in order to affect driver behavior. The department has begun an initiative in conjunction with VDOT and Roanoke County Community Development to look for long term traffic calming solutions in neighborhoods that have a verified speeding concern, and where targeted high visibility enforcement has not generated the desired effect.



Community Policing & Crime Prevention

The Roanoke County Police Department offers innovative and effective approaches towards crime prevention and community policing programs. Our Neighborhood Watch programs continue to see increased support, and most groups are using social media to communicate events in their neighborhood. These groups are also taught how to access crime statistics through PoliceView, a web service that provides information about selected activity in neighborhoods within the past 30 days.

The Roanoke County Police Department also continues to receive requests for security assessments as well as presentations on "Active Shooter" and "Workplace Violence." In May of 2019, the RCPD held its first annual Faith Based Safety Summit, a regional collaborative effort focused on "Active Shooter" training to secure the faithful, crime prevention through environmental design (CPTED), and how to establish and implement a security team and emergency action plan within the congregation.

Our popular Citizen Public Safety Academy educates citizens on how Roanoke County Police, Fire & Rescue, the Sheriff's Office, Emergency Communications Center, and the Western Virginia Regional Jail carry out their missions of public safety. This program continues to be the strongest community policing program we offer.

Annual community outreach events like National Night Out and Coffee with a Cop remain crucial to gaining citizen support. In 2019, the department also partnered with Chuck E. Cheese to host the first Touch-a-Truck event. Children of all ages were invited to explore and ask questions about the different vehicles and specialized equipment used by officers. Chuck E. Cheese also made a generous donation to support C.O.P.S Camp, a collaborative outreach effort from Roanoke County Police



Department, Roanoke County Police Foundation, Roanoke County Parks and Recreation, and Roanoke County Public Schools.

Roanoke County Police Department is a certified Project Lifesaver agency, and this program helps to quickly locate and protect individuals with cognitive disorders who may be prone to wandering.

Project Lifesaver is the most widely used and most effective program in the nation specifically designed to protect the "At Risk" populations in our communities. In 2019, the Department saw increased requests from the community to add participants to the Project Lifesaver program.

Roanoke County Police also sponsors TRIAD, a cooperative effort by law enforcement agencies, senior citizens, and senior organizations that focuses on reducing crimes against seniors. TRIAD reduces the victimization of seniors by increasing awareness of scams and fraud, strengthening communication between the law enforcement and senior communities, and educating seniors on local and state resources available within their community.

C.O.P.S. Camp

C.O.P.S. Camp (Challenging Opportunities for Police and Students) is a week-long overnight camp program organized by the School Resource Officers and held at Roanoke County Parks, Recreation and Tourism's Camp Roanoke facility.

This program for rising 6th, 7th, and 8th grade students is largely funded by private donations and is a collaborative outreach effort by Roanoke County Police Department, Roanoke County Police Foundation, Roanoke County Parks and Recreation, and Roanoke County Public Schools.

During the week Roanoke County Police officers are on hand to lead outdoor activities and programs about traffic safety, healthy lifestyles, and good citizenship.

Outdoor activities include a high ropes course, archery, hiking, swimming, canoeing and team building exercises. Each year C.O.P.S. Camp sees an increase in the number of participants over previous years.



Coffee with a Cop

In 2016 the department began participation in the "Coffee with a Cop" program. Coffee with a Cop is a national initiative supported by the United States Department of Justice and Office of Community Oriented Policing Services. This program began in California with the purpose of breaking down barriers between police officers and citizens. The department recognizes the importance of community engagement and is constantly working to find ways to interact with the public. During these events there are no agendas or speeches, and citizens are encouraged to come with their questions and share their concerns. These types of events allow citizens and officers to get to know each other and discover mutual goals for the communities in which they live and serve.



*"Building relationships.
One cup at a time."*

Uniform Patrol Officers

Roanoke County's Patrol Officers are vigilant in keeping the County's roads and neighborhoods safe. Patrol Officers have thousands of interactions with citizens each year by responding to calls for service and through self-initiated activities such as vehicle stops, building checks, and disabled vehicle checks.

When citizens interact with the Roanoke County Police Department they have most likely been in contact with a patrol officer. In 2019, officers handled approximately 35,596 calls for service, ranging from vandalism, theft and simple assault, to more violent crimes against individuals. The department strives to provide each caller with respect, compassion, and a willingness to resolve the issue regardless of the call type.



School Resource Officers

The School Resource Officer (SRO) program is offered in cooperation with Roanoke County Schools. There are ten SROs permanently assigned to the five Roanoke County high schools, four middle schools and the Burton Center for Arts and Technology. The SROs also conduct security checks and patrol the sixteen elementary schools throughout the County. Officers respond as needed to investigate calls for service and conduct civic programs.

SROs provide classroom instruction on law enforcement topics as part of the Virginia Rules Program. This program was designed specifically for teens, and was instituted to inform students about the laws and ordinances of Virginia and Roanoke County. During the 2018-2019 school year, SROs conducted 64 classroom instructions, 442 classroom observations and 38 special events. Additionally, they had 1,236 conferences with students, 1,454 meetings with staff, and 580 conferences with parents.

The majority of incidents investigated by the unit resulted in criminal charges not being placed, with the individual school or Juvenile Court Services,

opting to conduct their own diversion program or "in school discipline". In total, 499 cases or reports resulted in a disposition other than criminal charges. During the 2018-2019 school year, 32 incidents were cleared by a formal diversion while 290 incidents were handled by the school's disciplinary process. Of all the cases, 177 incidents resulted in no criminal charges being placed, nor further discipline or diversion needed by the individual school or Juvenile Court Services.

64 Classroom Instructions

442 Classroom Observations

38 Special Events

1,236 Student Conferences

580 Parent Conferences

1,454 Staff Conferences



Bike Patrol



The Roanoke County Police Department currently has 20 active bike officers within the agency. Each one of these officers is certified through the International Police Mountain Bike Association (IPMBA) and two of the officers are active instructors with IPMBA.

In 2019 a total of 768 hours were logged by officers on bike. Of these hours 313 hours were dedicated to civic events, active patrolling, and training. Another 455 hours were logged by the department's bicycle response team (BRT).

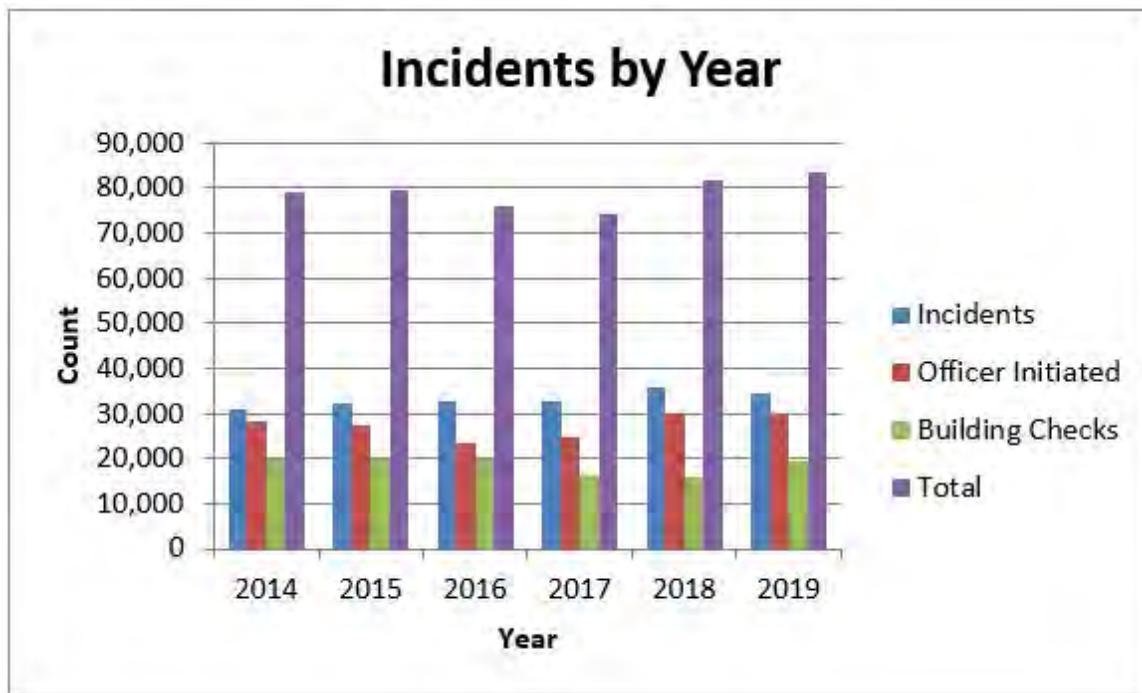
Roanoke County Police was one of the first agencies in Virginia to form a bicycle response team, which is the utilization of trained bike officers for crowd management. The training is an additional class put on by IPMBA instructors. Roanoke County Police has assisted numerous agencies around the Commonwealth form their own teams and has assisted with mutual-aid on several occasions. With two officers being certified to teach both the basic and BRT class, the team has been self-sustained in terms of training for several years. The unit is proud to provide a service to the agency while having a minimal fiscal impact.

2019 Statistics

Reported Offenses	2017	2018	2019
Homicide	0	6	2
Forcible Rape	18	25	18
Robbery	15	31	22
Aggravated Assault	73	91	127
Simple Assault	608	929	676
Burglary	154	145	147
Larceny	909	1,173	1,011
Vehicle Theft	48	81	84
Arson	2	1	0
Total	1,827	2,482	2,087

Other Offenses	2017	2018	2019
Alarms Calls Responded	2,056	1,939	2,088
Vehicle Crashes Responded	2,694	2,700	2,669
Traffic Summons	15,527	18,976	17,485

Incidents By Year



Special Weapons and Tactics (S.W.A.T.)

The Roanoke County Police Department's Special Weapons and Tactics (SWAT) team consists of 17 members from various divisions within the agency. SWAT is an elite tactical unit, trained to perform high-risk operations. SWAT team duties include: performing hostage rescues and counter-terrorism operations, serving high-risk arrest and search warrants, subduing barricaded suspects, and engaging heavily-armed criminals. SWAT teams are equipped with specialized firearms, riot control equipment, and stun grenades.

SWAT members use specialized equipment including heavy body armor, ballistic shields, entry tools, armored vehicles, advanced night vision optics, and motion detectors for covertly determining the positions of hostages or hostage takers inside enclosed structures.



Community Service Officers



During 2019, the Community Service Unit (CSO) consisted of three fulltime police officers. The unit investigated a total of 2,380 calls for service. A breakdown of the total call volume is as follows:

- 322 Domestic Animal related cases
- 278 Wildlife Animal related cases
- 411 Non-CSO calls in which the CSO Officer assisted patrol units in calls for service
- 1,369 CSO related calls in which officers responded to calls for service relating to:
 - setting of dog / cat traps
 - animal wellbeing checks
 - animal ordinance / nuisance investigations
 - random questions / concerns from citizens, typically investigated by phone or email

As of December 30, 2019, Roanoke County Police listed four dogs on the Virginia Dangerous Dog Registry. The property of each dog owner was inspected to ensure compliance with the Commonwealth of Virginia's regulations for keeping a dangerous dog. More information on the dangerous dog registry can be viewed at <https://dd.va-vdacs.com>. For more information about the CSO unit, please see our website at www.roanokecountyva.gov/animalcontrol.

K-9 Officers



During 2019, the department was staffed with six trained and certified K-9 handlers with their K-9 partners Cash, Kayos, Body, Tito, Remi, and Ghost.

The K-9 Unit has a semimonthly training regimen in cooperation with Roanoke City Police Department's K-9 Unit, and other K-9 Units in the area. This arrangement allows Roanoke County's K-9 handlers to establish better working relationships with other jurisdictions and their K-9 Units, which results in more efficient training with shared resources and knowledge.

In June of this year, the department lost one of its most seasoned K-9 officers, Jabbo, who passed away due to a medical issue.

2019 K-9 Activities	
Apprehensions	19
Narcotics Searches	212
Building Searches	15
Area Searches	29
Explosive Searches	6
Patrol Tracks	24
Public Demonstrations	16
Total	321



R.A.D. - Self-Defense for Women



In 2019, the Rape Aggression Defense Program (R.A.D.) graduated 37 participants. The Rape Aggression Defense System is a program of realistic self-defense tactics and techniques just for women. Classes offer a comprehensive course that begins with awareness, prevention, risk reduction and risk avoidance, and then progresses on to the basics of hands-on defensive training. The program is held weekly for four weeks, participants must be age 14 or older, and all participants under age 18 require parental consent to attend.



Criminal
Investigations
Division

Criminal Investigations

The detectives assigned to the Criminal Investigations Division (CID) are responsible for the investigation of serious felony crimes committed against persons or property in the County. The division is also staffed by an Investigative Support Specialist who performs technical, analytical and administrative work to support the Criminal Investigations Division and the Crime Analyst function.

In 2019, the division investigated 530 cases. Of those cases, approximately 73 cases involved crimes against persons and 203 cases involved crimes against property. The total number of cases investigated represented a 19.94% decrease from 2018.

Detectives in Criminal Investigations Division are divided into four units:

- The General Investigations Unit investigates burglaries, armed robberies, motor vehicle thefts, and a host of other crimes not covered by the Fraud or Special Investigations details.
- The Fraud Unit investigates credit card theft, forgeries, embezzlement, identity theft, scams, and similar offenses.
- The Special Investigations Unit investigates sex offenses committed against children and adults, child and elder abuse, and serious domestic violence crimes.
- The Forensics Unit processes major crime scenes for physical evidence and performs forensic examinations of electronic devices.

In addition to conducting investigations, Detectives routinely teach investigation techniques to recruits and train experienced officers in advanced crime scene management. The Department's Detectives also coordinate with prosecutors in the Commonwealth's Attorney's Office to prepare for cases, and work closely with the Department of Social Services caseworkers in investigations where children and the elderly have been victimized.

Detectives regularly meet and share information with investigators from nearby localities and state and federal agencies. In these meetings, officers identify known perpetrators who may be committing crimes in multiple jurisdictions and discuss new patterns of criminal activity that may affect the surrounding area.





Administrative Division



Professional Standards Unit

The recruitment and selection of new officers is an ongoing effort within the department's Professional Standards Unit (PSU). It takes the better part of a year to put a fully trained officer on the streets, from the closing of the application to completion of training. This level of training is required for the development and growth of a competent and professional workforce.

In 2019, the department continued its recruitment strategy and was able to attend recruiting events at area colleges and job fair events. In addition to college outreach, the Roanoke County Police Department continually updates its presence on social media to help connect with a younger audience and the community at large.

Other ways the department has chosen to advertise to the local community is by attending community civic events, community policing events, enhanced area canvassing events, college tours and set ups, and military separations and transitional phase recruitment.

Through the Professional Standards Unit, the department was awarded its 9th accreditation in August 2019. The unit is currently working towards its next accreditation and continues to review and revise all department policies and procedures.



Roanoke County Criminal Justice Academy



The Roanoke County Criminal Justice Academy is collocated with the Roanoke Police Academy at 5401-B Barns Ave. The Roanoke County Academy contains three classrooms, conference room, weight room, locker rooms and administrative offices. The academy also utilizes shared facilities with the Roanoke Police Academy to include gymnasium, driving and shooting training simulators, additional four classrooms, and swimming pool. The Roanoke County Criminal Justice Academy provides training to the Roanoke County Police Department, Roanoke County Sheriff's Office, Western Virginia Regional Jail and

the Roanoke County Emergency Communications Center. The training consists of basic recruit classes for law enforcement, jail, ECC and mandated officer in-service training.

In 2019 the Roanoke County Criminal Justice Academy held two basic law enforcement classes. The Basic Law Enforcement Class is a joint recruit class with the Roanoke City Academy. Each class lasts 27 weeks and the Roanoke County Academy graduated a total of 13 officers. Recruits in the basic class attend classes on search & seizure, basic laws, accident investigation, firearms, criminal investigations, defensive tactics, driving and many other topics.

The Roanoke County Criminal Justice Academy also holds a Basic Jailor Class for the Roanoke County Sheriff's Office and Western Virginia Regional Jail. Basic Jailor training lasts 10 weeks. In 2019, the academy hosted three jailor sessions that graduated a total of 24 jail officers. The academy also offers a Basic Dispatch class to 911 Communication Officers that are trained to work in the Roanoke County's Emergency Communications Center. In 2019, the academy hosted two Basic Dispatch sessions with a total of 8 graduates.



Services Division

The Roanoke County Police Department's Services Division is the center for record-keeping and warrant processing. Each year, staff processes thousands of documents, produces reports for state and federal programs, and handles Freedom of Information Act requests received by the department.

At present, the department employs two full-time warrants technicians. Staffing levels of the Records Unit have remained fixed since the department's inception in 1990. However, an increase in patrol officers over the same period has resulted in more service calls along with an increased demand for reports, citations, and information requests.

While the need for additional administrative service has increased significantly, the Records Unit staff has been able to accommodate the extra work by maximizing internal processes and procedures.

In addition, Services Division staff maintains mobile computer terminals in patrol cars, office computers, and other key technologies that keep officers connected with the information they need to do their jobs more effectively.

2019 Services Division Activities

Cases Reported and Processed	7,421
Reported Traffic Crashes	1,500
Summons Entered and Processed	11,819
Arrests Processed (Adults)	4,176
Arrests Processed (Juvenile)	200
Total Protective Orders	1,370
Weapons Permits Processed	1,743
Background Checks Requested	443
Insurance Requests Processed	183
Parking Tickets	112
Warning Tickets	6,357

Four-Year Budget Comparisons

Budget Category	FY 2015-2016	FY 2016-2017	FY 2017-2018	FY 2018-2019
Personnel	\$9,555,815	\$9,752,945	\$9,920,781	\$10,218,446
Operating	\$1,579,058	\$1,714,816	\$1,731,816	\$1,652,824
Capital	\$59,758	---	---	---
Vehicle Replacement	\$585,000	\$585,000	\$585,000	\$585,000
Total	\$11,779,631	\$12,052,761	\$12,237,597	\$12,456,270

Internal Affairs

The Department will investigate, from any source, all allegations of employee misconduct. The Department's core values are Integrity, Courage, Accountability and Respect. These values provide direction to staff to consistently strive to provide the citizens of Roanoke County the most professional police services. The function of Internal Affairs investigations serves as one of the most important procedures for sustaining community trust and building community partnerships. The information provided in this review includes Internal Affairs investigations from the period beginning January 1, 2019 through December 31, 2019. A single complaint/investigation may involve one or more officers and include multiple dispositions. The Department conducted 14 Internal Affairs investigations, of which eleven were generated from inside the agency and the remaining three investigations were generated from a citizen complaint.

In 2019, the average time required to complete an internal affairs investigation was 37 days. The below graph represents the average days to complete an internal affairs investigation. The Department has demonstrated a consistent practice of completing internal affairs investigations in an expeditious manner and within the recommended 90-day period.

Nature of Investigation	Total Reported	Outcomes of Complaints	Total
Demeanor	1	Sustained	7
Perjury	1	Not Sustained	5
Fail to Take Police Action	1	Unfounded	2
Dishonesty	1	Outcomes of Sustained Complaints	
Unauthorized Pursuit	1	Suspension	4
Conduct Unbecoming	1	Written Reprimand	1
Racial Profiling/Discriminatory Conduct	1	Counseling/Training	1
Obtain Money by False Pretenses	1	*One is on leave without pay pending court disposition of a criminal charge.	
Bias & Unauthorized Use of Force	1		
Neglect of Duty	2		
Policy Violations	3		

Internal Affairs Activity

2009-2019





Employee Recognition

Roanoke County Police Department celebrates excellence within its ranks at an annual awards ceremony, recognizing excellence that serves as a performance benchmark both within our department and our community.

Employee Recognition

DEPARTMENT OFFICER OF THE YEAR

PO II M. Schartau received the Officer of the Year award for 2019. Officer Schartau is one of the most productive officers in patrol, with six DUI's, 21 drug arrests, and over 100 criminal arrests this year. Additionally, he issued 243 traffic summonses. These numbers are extremely high especially considering he spent several months as a Field Training Officer. Officer Schartau is strongly interested in criminal interdiction, not just drug interdiction. Schartau is constantly studying legal outcomes and new precedents that he regularly shares with his coworkers. Schartau is an active member of the department's SWAT Team, the Field Force Extrication Team, and serves as a gas munitions instructor. Schartau is dedicated to his work and it reflects in his performance day in and day out.



PO II M. Schartau

ROOKIE OF THE YEAR

Officer T. White received the 2019 Rookie of the Year Award. Officer White hit the ground running on evening shift upon completion of field training. Officer White quickly established himself as a very proactive officer who actively works his assigned patrol area. Officer White is always willing to help, and takes on various assignments with a positive attitude. Officer White received nominations from academy classmates, senior officers, and supervisors for this award which speaks to the impact he is already making within the agency.



PO T. White

CAROL PAXTON AWARD

PO III C. Gunter earned the Carol Paxton award this year for his dedication to our department and our citizens. Officer Gunter has taken on the role of lead Bike Unit officer and he maintains the department's training, equipment and bike team's readiness. Officer Gunter was tasked with providing assistance to Bedford Police for Vice President Pence's visit to the National D-Day Memorial utilizing the bike team and for the second year in a row he was specifically requested by Charlottesville Police to assist in training and providing bike teams for the city's anniversary of the "Unite the Right" protests. PO III Gunter's leadership has brought recognition across the state for the Bike Unit's skill and versatility. In addition, he was chosen to serve as an acting sergeant and placed on midnight shift where he performed with extreme poise, and was praised by his peers for his ability to effectively manage while remaining humble.



PO III C. Gunter

Employee Recognition

CLAY STURGILL AWARD

Detective J. Gallagher's primary focus of investigations deals with fraud and other white collar crimes. He is proficient in following leads and executing complicated court orders to obtain financial records that result in the effective prosecution of cases. Detective Gallagher's investigations have led to suspects being identified overseas and have involved working with investigators from other countries. Gallagher also serves as the department's primary computer forensic investigator and spends countless hours supporting other detectives' cases with this specialized skill.



Det. J. Gallagher

LEADERSHIP AWARD

Sgt. W.S. Hoopes is assigned to the Special Operation Unit as the Sergeant over the Traffic Enforcement Unit. Not only does he manage other officers, but he manages DMV grants, checks crash reports regularly, serves as the liaison with Crash Reporting Center (CRC), reissues tuning forks twice a year, serves on the SWAT team and teaches many topics at the academy to include Foot Pursuits, Officer Survival and the National Highway Traffic Safety Administration (NHTSA) for the Virginia Department of Motor Vehicles. Sergeant Hoopes is a member of the SWAT team and Blue Ridge Transportation Safety Board and is typically the supervisor in charge of checkpoints. In addition, Sgt. Hoopes still finds time to enforce traffic law. He led the department in seat belt summons and DUIs.



Sgt. W.S. Hoopes

SPECIAL OPERATIONS OFFICER OF THE YEAR

PO IV B. Hodge earned the Special Operations Officer of the Year Award due to the high activity Officer Hodge shows on a daily basis. Officer Hodge conducted 109 Security Checks at Roanoke County parks, schools, and hot zones. He conducted 32 traffic stops issuing 12 summonses and 12 warning citations. Hodge responded to 1,028 total incidents, of which 852 were dispatched calls for service and had 8 arrests to include one DUI. Officer Hodge is known to not only respond to calls for service with regards to animal control, but he is quick to respond to any police call in his immediate area.



PO IV B. Hodge

CHIEF'S AWARD OF EXCELLENCE

For many years, **Rev. Darren Potter** has served as a police chaplain in Roanoke. In 2019, after recognizing a greater need amongst law enforcement in the Valley, Chaplain Potter established Shield Chaplaincy, a non-profit organization that allows him to serve law enforcement in a full time capacity. This includes helping officers and their families, providing support after critical incidents, and recruiting other clergy members to support his efforts. Chaplain Potter's personal commitment and dedication to this mission furthers the goal of keeping our officers healthy and well.



Rev. Darren Potter

Employee Recognition

EMPLOYEE OF THE YEAR

Mia Nguyen is consistently recognized by her peers for her responsiveness and commitment to selflessly help others. Throughout the year, Mia provided support to her peers and training to the newly assigned supervisors in the areas of grant, audit, and procurement procedures. In addition, Mia realized many of her peers in the Finance Department expressed an interest in learning about the internal functions of the PD. She coordinated a half-day field trip and provided the Finance staff with an inside view of the daily operations and special functions within the Department. Her actions illustrate how a small gesture helps build good working relationships and creates a productive atmosphere when working across departmental lines.



Mia Nguyen

CHIEF'S AWARD OF EXCELLENCE

Donna Brown works behind the scenes; however she could be considered the backbone of the Roanoke County Criminal Justice Academy. Donna manages over 500 certifications for the Roanoke County Police Department, Roanoke County Sheriff's Office, Roanoke County Emergency Communications Center and the Western Virginia Regional Jail. This past year Roanoke City had a change in their administrative staff at their academy. Donna assisted the new city academy staff by showing them the computer system that DCJS utilizes. She made sure all the city recruits tests were graded properly and all of the State objectives were completed for graduation.



Donna Brown

TIM WYATT TRAFFIC SAFETY AWARDS

Sgt. W.S. Hoopes earned the Tim Wyatt Traffic Award for leading by example in his position as traffic sergeant by finding time to conduct traffic stops and make DUI arrests while maintaining his administrative duties. In 2019, Sgt. Hoopes made 12 DUI arrests, and worked 251 hours in overtime to ensure traffic safety in Roanoke County.

Sgt. D. Bruch is assigned to the S.O.A.R. DUI Task Force (Sober On All Roads). His position is unique in the fact that he is tasked with keeping our roadways safe every night and every weekend by detecting and arresting impaired drivers. Sgt. Bruch also oversees more than \$100,000 in Federal grant funds to ensure that S. O. A. R.'s life-saving efforts continue. In the last year, Sgt. Bruch completed more than 30 Commercial Motor Vehicle Safety Inspections and helped train two additional officers in the CMV program. Bruch's diligence also earned him the Tim Wyatt Traffic Safety Award for 2019.



Sgt. W.S. Hoopes



Sgt. D. Bruch

Employee Recognition

TEAMWORK AWARD

Sgt. D. Walters, PO II K. Cahoon, PO IV V. G. Branch, PO IV C. Welch, PO II S. Foutz, PO III L. Reinhard, PO R. Divers. These officers responded to a complaint about a person making threats with a firearm from a residence. Contact was made with the complainant, who had left the residence, and information had to be relayed from this location to the incident location to prepare officers for contact with the suspect. A perimeter was created around the residence and the armed suspect exited the house and began walking towards officers. With a strong display of teamwork and effective communication during this intense situation, officers were able to arrest the suspect who was placed into custody without injury to himself or the officers involved. (Photograph unavailable for PO II S. Foutz.)

Sgt. D. Walters



PO II K. Cahoon



PO IV V.G. Branch



PO IV C. Welch



PO III L. Reinhard



PO R. Divers

GALLANTRY STAR

PO IV V. G. Branch (pictured above) assisted with the incident mentioned above involving a suspect with a firearm. The suspect came outside of his residence with the firearm which could have justified lethal force against the suspect. PO IV Branch left his position of cover, ran towards the armed suspect and apprehended him. The Gallantry Star is awarded due to the actions and bravery exhibited by PO IV Branch, by engaging in personal combat with an armed suspect without regard for his own personal safety.

CIVILIAN AWARD

Josh Pegram's attention to detail and continued financial guidance to the Police Department has been instrumental to preserving the success of the Department's overall budgetary operations. A recent example occurred when Josh inquired on a grant agreement needing approval. This led to discovering a series of overlooked actions to which Josh ensured all criteria were completed and submitted thus resulting in the prevention of the grant losing additional funding. (Photograph unavailable).

Employee Recognition

LIFESAVING AWARD

PO IV B. Hodge responded to a call where an unresponsive subject was laying outside of a vehicle. Officer Hodge checked vitals and found a weak pulse. Shortly after, Hodge noticed there was no pulse, and he could not sense a heartbeat. He immediately began life saving measures by performing CPR until Fire and Rescue arrived on scene to take over the life-saving measures. Officer Hodge did not hesitate while performing his job, and if not for his actions, the subject would have died on the scene.



PO IV B. Hodge

CHIEF'S AWARD OF EXCELLENCE

Sgt. J. McNamara worked for almost two years to develop and implement the Citizen's View Security Camera Program. This program allows citizens to register privately owned security cameras so that they may contribute to solving crimes that might occur in their communities. Sgt. McNamara coordinated with several County agencies, developed the procedures, and helped publicize the availability of the program. His work has resulted in a valuable public safety and community policing tool.



Sgt. J. McNamara

TEAMWORK AWARD

PO III M. Banks, PO II K. Cahoon, PO IV T. Farmer, and PO II C. Russ. Between April 2019 and May 2019, Roanoke County experienced four traffic crashes that resulted in fatalities. A traffic fatality requires countless hours of on-scene investigation and detailed follow-up. These officers' efforts enabled the roadways to be opened sooner, and the cases brought to a successful prosecution. In addition to the Roanoke County incidents, the City of Salem experienced two fatalities in their jurisdiction during the same time period and these officers provided support and resources for those investigations as well. (Photographs of officers Farmer and Russ not available at the time of publication.)



PO II M. Banks



PO II K. Cahoon

2019 ADAM CHILDRESS AWARD FOR DUI ENFORCEMENT

PO II B. Loan's relentless efforts in making the Roanoke Valley's roadways safer for everyone earned him the department's 2019 Adam Childress Award for DUI Enforcement. In 2019, Loan conducted 785 traffic stops resulting in 56 DUI arrests and also administered 110 standardized field sobriety tests on drivers in this period. Officer Loan is often approached by other officers with questions regarding DUI/DUID cases.



PO II B. Loan

Information and Services on the Web

Social Media

Roanoke County Police Department uses social media to inform the community about local criminal activity and promote crime prevention strategies. For more information, call (540) 777-8605.



Find us on Facebook
[/RoanokeCountyPolice](https://www.facebook.com/RoanokeCountyPolice)



Follow @RoCoPD on Twitter
[@RoCoPD](https://twitter.com/RoCoPD)

Report Littering Online

Littering can be reported online directly to Roanoke County Police at
www.roanokecountyva.gov/litter

PoliceView

GIS-enabled crime reporting application available at
<https://policeview.roanokecountyva.gov/>

Outstanding Warrants Posted Online

Roanoke County Police Department publishes outstanding warrants on its website. If you have information that may lead to the arrest of a person listed in a warrant, please contact the Department at (540) 562-3265.

www.roanokecountyva.gov/warrants

Crime Reports Online

These reports are updated each week by the Roanoke County Police Department with data displayed by police district. Citizens may also contact the department directly for more information at (540) 777-8605.

Calls for Service

<https://www.roanokecountyva.gov/1085/Crime-Reports>

Reported Offenses

<https://www.roanokecountyva.gov/1085/Crime-Reports>

2019 Chamber of Commerce Awards



The Roanoke Regional Chamber of Commerce named **Criminal Investigator J. Gallagher** as its 2019 Police Officer of the Year. Every other month, the Roanoke Regional Chamber of Commerce recognizes the work of one Roanoke County police officer.

2019 Roanoke Regional Chamber Awards

Jan-Feb.	Police Officer IV M. Cunningham
Mar-Apr.	Detective J. Gallagher
May-June	Police Officer III L. Campbell
Jul-Aug.	Police Officer B. Conde
Sep.-Oct.	Detective A. Thompson
Nov.-Dec.	Police Officer III D. Harper



The Salem-Roanoke County Chamber of Commerce named **PO IV M. Cunningham** as the 2019 Officer of the Year.

Department Goals for 2019

Strategic Driver 1: Foster Organizational Excellence

GOAL 5: MAINTAIN THE HIGHEST LEVEL OF PROFESSIONAL STANDARDS WITHIN THE DEPARTMENT

- Prepare for and successfully achieve reaccreditation.
- Revise All Hazard Plan in coordination with Public Safety Partners

Strategic Driver 2: Foster, Develop and Maintain Community and Regional Partnerships

GOAL 1: FOSTER PARTNERSHIPS WITH THE BUSINESS COMMUNITY

- Foster/develop partnerships with area apartment managers, focusing on those in high activity areas.
- Enhance partnership with economic development to ensure public safety issues are considered and addressed in significant development initiatives.

GOAL 3: IN COORDINATION WITH PUBLIC SAFETY PARTNERS, EXPAND AND ENHANCE COMMUNITY

- Conduct a comprehensive community survey.
- Develop and implement a public relations campaign that is linked to Roanoke County's Strategic Plan. Include educational outreach programs, branding and items/symbols, collaboration with media, and introduce the concept of "humanize the badge."

Strategic Driver 3: Enhance Public Safety through Proactive Policing

GOAL 1: CONTINUE TO UTILIZE AND DEVELOP EVIDENCE BASED STRATEGIES TO ADDRESS PUBLIC SAFETY ISSUES

- Monitor, evaluate and adjust the department's response to DDACTS initiatives.

GOAL 3: CONTINUALLY DEVELOP THE COMPREHENSIVE EVIDENCE-BASED PROCESS FOR PREVENTING AND RESPONDING TO DOMESTIC ASSAULTS.

- Establish victim witness/services coordinator within the sworn ranks of the department (prior to changed being placed.)

GOAL 4: IMPROVE RESPONSES TO PEOPLE IN CRISIS

- Explore state legislative solutions to counter the detrimental effect of ECO/TDOs on police staffing.
- Explore possible alternatives to current manpower allocations of ECOs/TDOs.
- Complete the Crisis Response Study funded by the Smart Policing Grant and assess feasibility of implementing its findings.

GOAL 5: ENHANCE SCHOOL SAFETY

- Partner with alternative/private schools to develop and implement safety plans and initiatives.

GOAL 6: IMPROVE TRAFFIC SAFETY THROUGHOUT ROANOKE COUNTY

- Maintain Liaison Program with VDOT to incorporate engineering solutions for frequent crash locations and other problem areas.

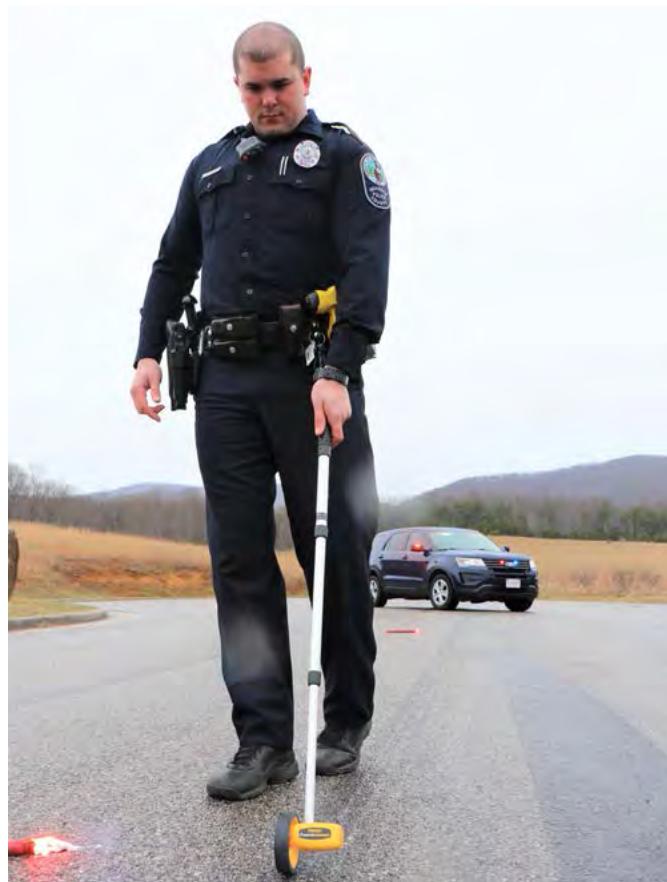
GOAL 7: IDENTIFY POTENTIAL CRITICAL COMMUNITY CHALLENGES AND PROJECTED RESOURCE NEEDS

- Collaborate with other regional Public Safety Partners to develop operational plans for anticipated lawful/unlawful crowd management.
- Project potential strain on RCPD resources and possible solutions for collateral issues.
- Assess training and equipment needs and develop a plan/recommendations to address findings.

Strategic Driver 4: Align Technology Structure to Meet Operational Demands

GOAL 3: ENHANCE COMMUNICATIONS TECHNOLOGY

- Complete the update of all CID vehicles with mobile radios.



ROANOKE COUNTY POLICE DEPARTMENT



S E R V I C E S D I R E C T O R Y

Dial 911 for Emergencies.

For non-emergencies, call (540) 562-3265.

Administration (540) 777-8601

Animal Control (540) 777-8606

Crime Prevention Specialist (540) 777-8651

Criminal Investigations (540) 777-8641

Criminal Justice Academy (540) 777-8697

Dispatch Non-Emergency (540) 562-3265

Evidence Vault/Property Room (540) 777-8616

Professional Standards Unit (540) 777-8680

Records Unit (540) 777-8605

School Services Unit (540) 777-8647

Traffic Unit (540) 777-8649

Uniform Division (540) 777-8610

HIDTA Group/Vice Unit (540) 777-8624

Warrants (540) 777-8617

ROANOKE COUNTY POLICE - 5925 COVE ROAD, ROANOKE, VA 24019

WWW.ROANOKECOUNTYVA.GOV/POLICE