

ROANOKE COUNTY POLICE DEPARTMENT



2021 ANNUAL REPORT

OUR VALUES

Integrity

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

Courage

Meet 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.



TABLE OF CONTENTS

<u>Message from the Chief.....</u>	<u>4</u>
<u>Command Staff</u>	<u>5</u>
<u>About Our Department</u>	<u>6</u>
<u>DDACTS</u>	<u>7-11</u>
<u>Traffic Safety Awards</u>	<u>12</u>
<u>Traffic Education / Enforcement.....</u>	<u>13</u>
<u>Uniform Patrol.....</u>	<u>14-15</u>
<u>Community Policing.....</u>	<u>16</u>
<u>Community Service Officers.....</u>	<u>17</u>
<u>RAD</u>	<u>17</u>
<u>Bike Patrol.....</u>	<u>18</u>
<u>Unmanned Aerial Vehicle Team</u>	<u>18</u>
<u>School Resource Officers</u>	<u>19</u>
<u>2021 Statistics</u>	<u>20</u>
<u>K9 Officers.....</u>	<u>21</u>
<u>SWAT</u>	<u>22</u>
<u>Criminal Investigations Division</u>	<u>23</u>
<u>Administrative Division</u>	<u>24</u>
<u>Professional Standards Unit</u>	<u>25</u>
<u>Roanoke County Criminal Justice Academy.....</u>	<u>26</u>
<u>Services Division</u>	<u>27</u>
<u>Four-Year Budget Comparisons.....</u>	<u>27</u>
<u>Internal Affairs</u>	<u>28</u>
<u>Employee Recognition</u>	<u>29-34</u>
<u>Information and Services on the Web</u>	<u>35</u>
<u>Department Goals.....</u>	<u>36</u>
<u>Department Directory.....</u>	<u>37</u>

On The Cover:

2021 Roanoke County Police Officer of the Year POI Wingate.
Photography by Brad Hodge, Roanoke County Police.

MESSAGE FROM THE CHIEF

I am pleased to present the 2021 Annual Report for the Roanoke County Police Department. Our members work diligently to provide excellent service to our citizens and keep our community safe. This report provides you with an overview of our functions and activities and highlights a variety of accomplishments from the past year.

As our communities emerged from the COVID pandemic, 2021 saw our workload begin to return to past levels. Fortunately, crime in Roanoke County has remained relatively stable. In fact, overall Part I crimes decreased by 9% as compared to data from 2020. Reportable traffic crashes increased last year, which was expected as vehicle miles increased, however, they are still below pre-pandemic levels. Unfortunately, our citizens continue to suffer from problems related to drug abuse and mental health as both drug overdoses and emergency custody orders (related to mental health) continue to increase.

Other highlights and issues from 2021 include:

- Like many other law enforcement agencies, we face challenges with recruiting qualified applicants for police officer positions. We continue to carry a higher than average number of vacancies, which reduces the level of service that we can provide to our communities.
- After a great deal of work with and support from Roanoke County's Administration and Board of Supervisors, we implemented a grade/step pay plan in July of 2021. It significantly improves the compensation of our employees and has already helped to reduce attrition.
- We continue to focus our limited resources in the areas where they are needed the most. During 2021, we added a third target zone to our Data Driven Approaches to Crime and Traffic Safety initiative. These zones include areas where crime, traffic crashes, and other incidents occur at significant rates, requiring higher levels of enforcement and other engagement efforts.
- Larceny from auto continues to be a problem in neighborhoods around the county. We target these crimes by identifying micro hot-spots as soon as incidents occur. Since this approach was implemented, these incidents have dropped from 240 in 2018 to 141 in 2021.
- For the past several years, we have increased the wellness related services available to our employees. We have a robust peer support and chaplain program and were able to upgrade the fitness room at the Public Safety Center. During 2022, we will implement annual wellness checks for all of our employees.
- Our efforts to find more effective responses to people in mental health crisis have also continued. In 2022, we will launch another initiative with the George Mason University to evaluate a co-response model. In addition to Roanoke County, this project will include Roanoke City, Salem, and Vinton. Blue Ridge Behavioral Health will be the service provider.
- We are fortunate to be able to provide up to date equipment and technology to our personnel. During 2021, we continued the implementation of an electronic summons system and added a vehicle to support our Hostage Negotiation Team and Evidence Technicians. In 2022, we expect to replace the service pistols issued to our officers.

None of our successes would have been possible without a team of dedicated, well-trained, and capable staff, both sworn and civilian, that carry out our work every day. The past few years have been very difficult for a variety of reasons and the members of the Roanoke County Police Department never fail to meet every challenge.

Thank you for your interest in the Roanoke County Police Department.



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

DEPARTMENT COMMAND STAFF



Chuck Mason
Assistant Chief of Administration



Howard Hall
Chief of Police



James Chapman
Assistant Chief of Operations



Cmdr. R. Torres
Criminal Investigations



Cmdr. P. Pascoe
Patrol - A Platoon



Cmdr. J. Johnson
Patrol - B Platoon



Cmdr. S. Dillon
Patrol - C Platoon



Cmdr. S. Short
Vice



Cmdr. C. Kuyper
Special Operations



Cmdr. K. Slough
Services Division



Cmdr. M. Poindexter
Professional Standards



Cmdr. M. Tuck
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.

ABOUT OUR DEPARTMENT

The Roanoke County Police Department is nationally accredited through the Commission on Accreditation for Law Enforcement Agencies (CALEA) and had a fiscal year 2020-2021 budget of approximately \$12.3 million. Although authorized to field 140 sworn officers, the past year saw Roanoke County Police deploy 131 sworn officers in addition to its 16 civilian employees. The Roanoke County Police Department also operates a full-service Criminal Justice Academy and is a diverse agency that includes the following divisions:

Uniform – Patrol, SWAT, K9, 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 Roanoke County Police Department is recognized for its professionalism and engages the community in crime solving and community enrichment strategies. The Roanoke County Police Department is also involved in a number of partnerships with local, state, and federal agencies including DEA, ATF, FBI and the U.S. Marshals.

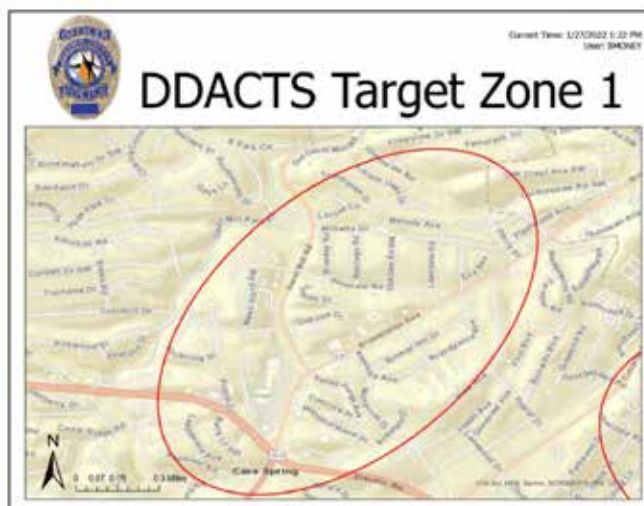


DATA-DRIVEN APPROACHES TO CRIME AND TRAFFIC SAFETY (DDACTS) - TARGET ZONES

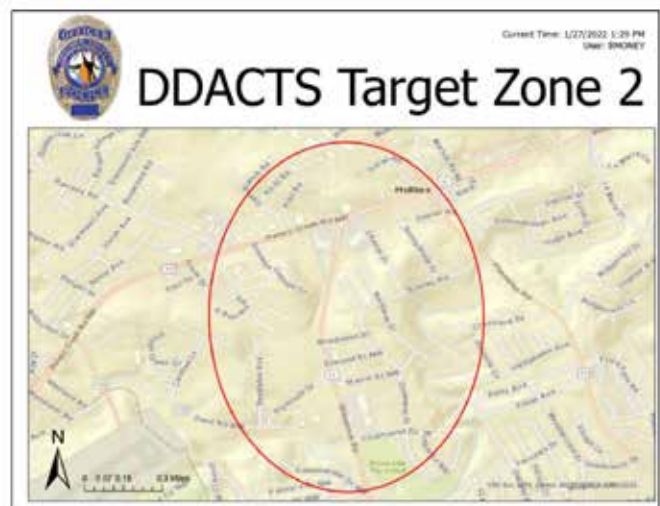
Data-Driven Approaches to Crime and Traffic Safety, or DDACTS, is an operational model that uses location-based crime and traffic data to determine the most effective and efficient methods for deploying police and other resources. Using geo-mapping to identify areas that have high incidences of crime 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.

Two hot-spots were identified in 2013 as having the highest concentration of overlapping traffic crashes and crimes. Burglary and larceny from vehicles along with DMV Reportable crashes were the primary focus for these target zones. In July 2021, the department added a third target zone which focused on all Part 1 Crimes and DMV Reportable crashes.

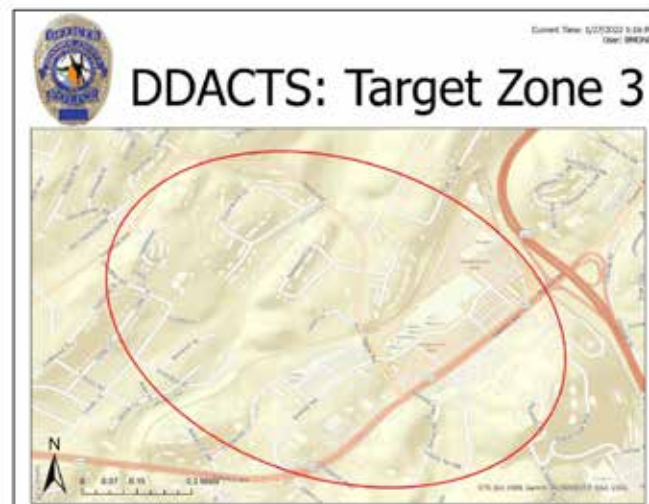
Brambleton Avenue Corridor: Target Zone 1



North County Corridor: Target Zone 2

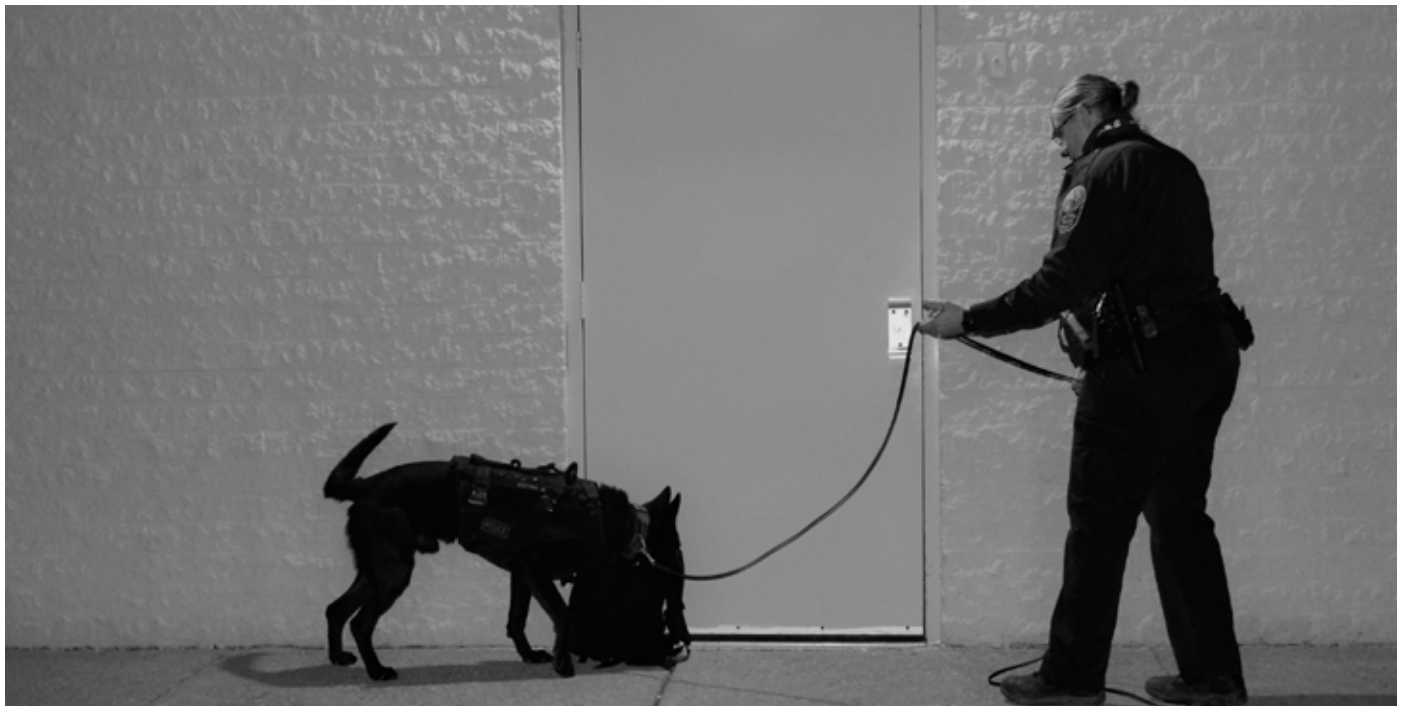
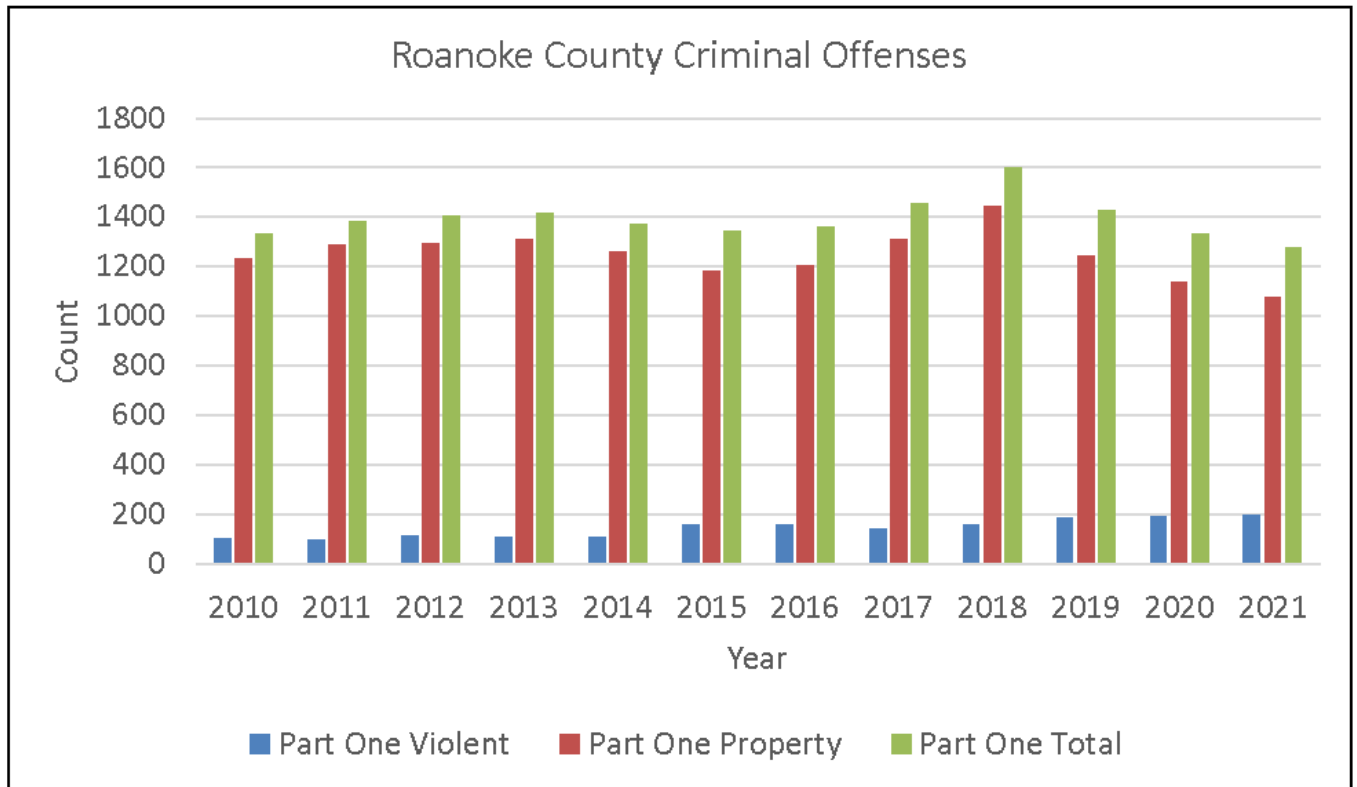


Tanglewood Corridor: Target Zone 3



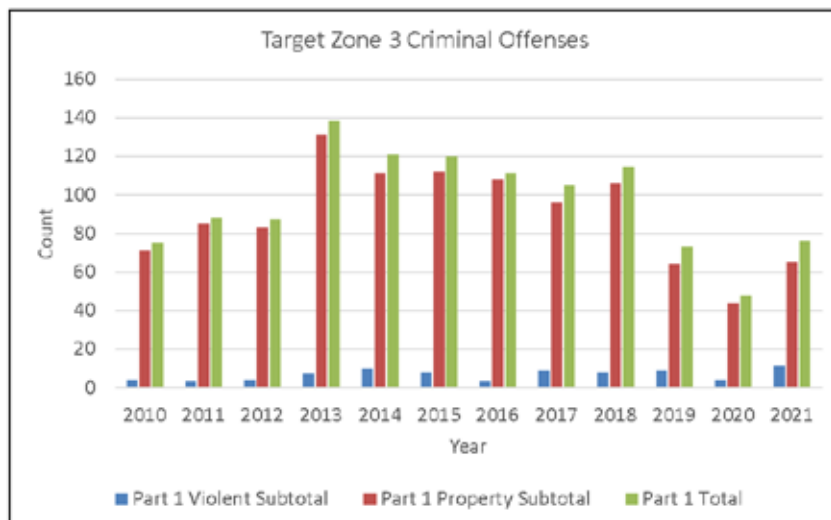
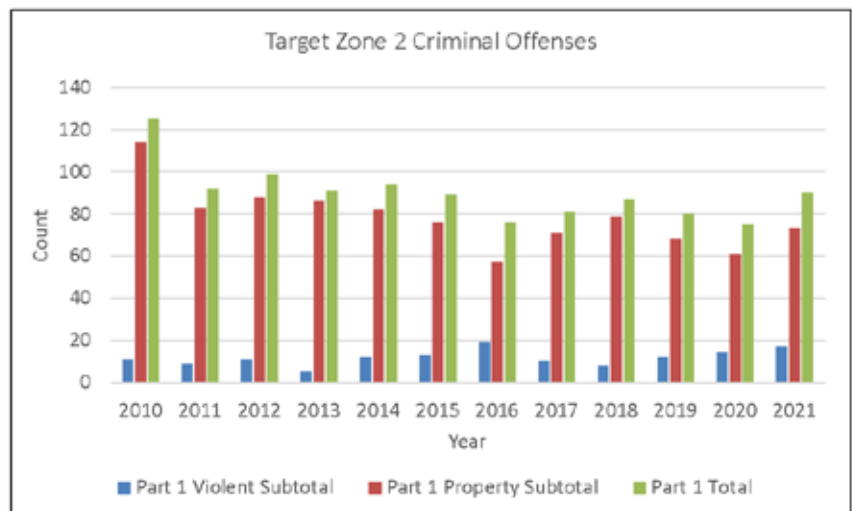
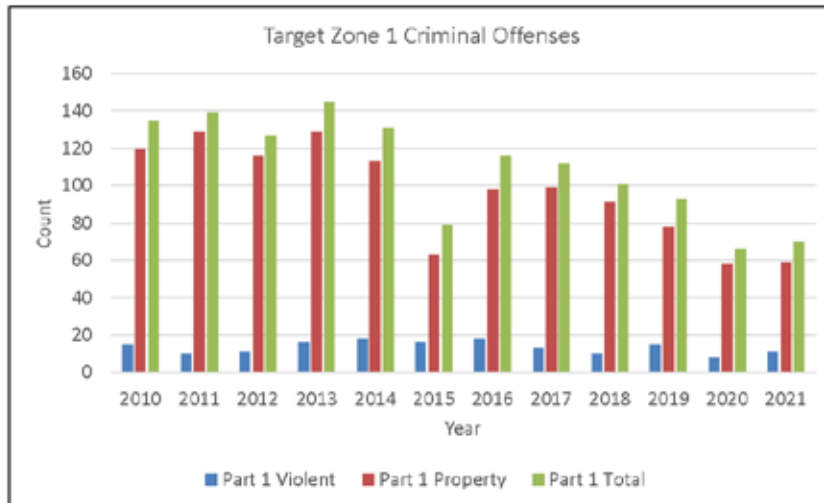
DATA-DRIVEN APPROACHES TO CRIME AND TRAFFIC SAFETY (DDACTS) - COUNTY-WIDE RESULTS

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



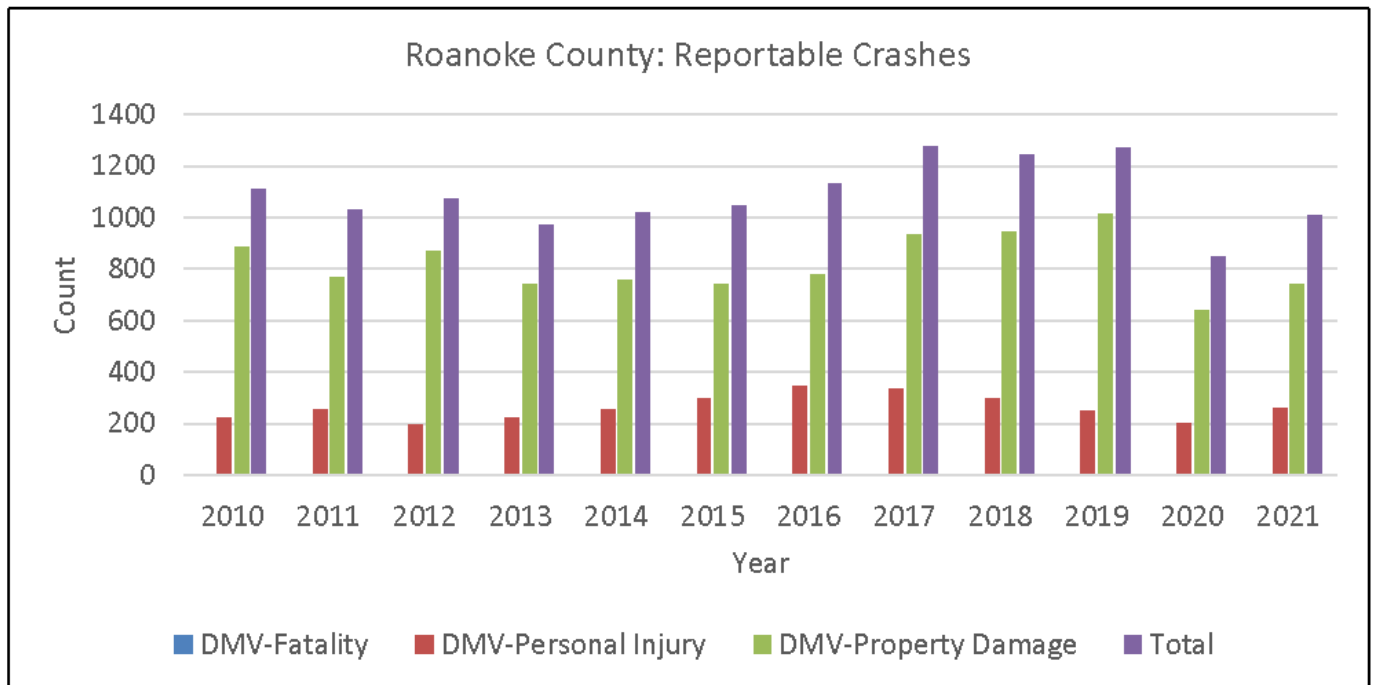
DDACTS TARGET ZONE RESULTS - CRIME

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



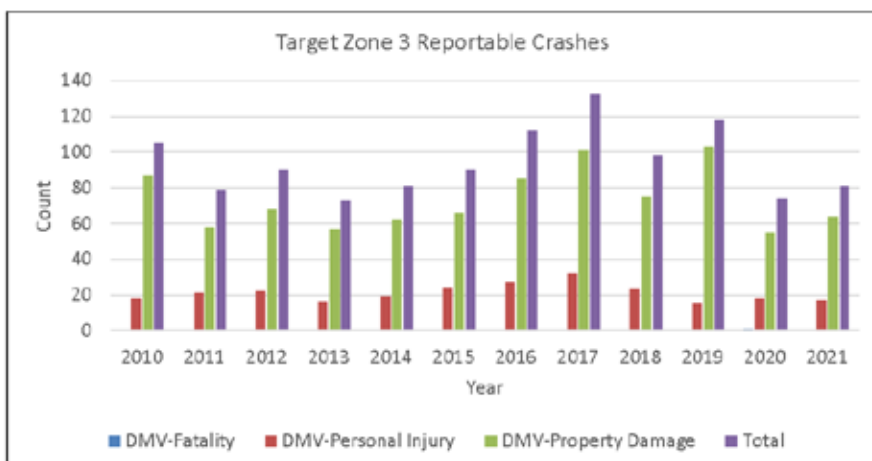
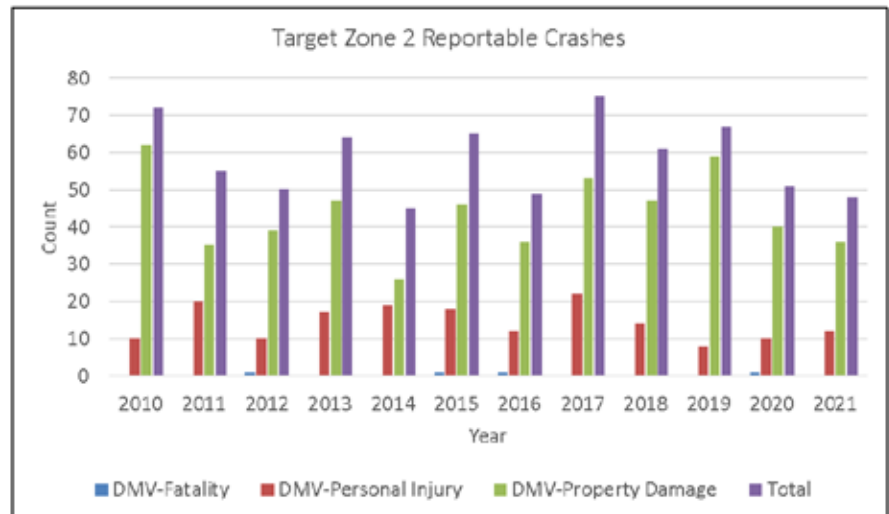
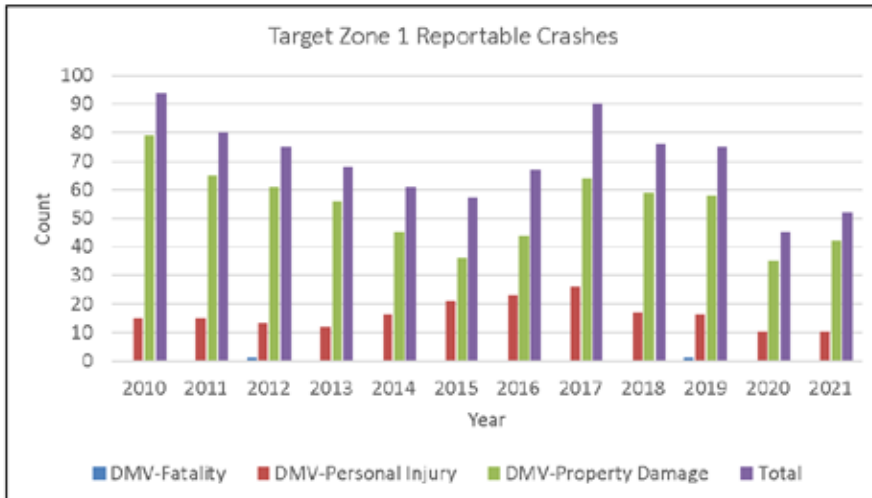
DATA-DRIVEN APPROACHES TO CRIME AND TRAFFIC SAFETY (DDACTS) - COUNTY-WIDE RESULTS

The **Crash Data Comparison** chart below shows the comparison of crash data prior to and after the implementation of DDACTS.



DDACTS TARGET ZONE RESULTS - TRAFFIC SAFETY

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.



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. Presentations were limited in 2021 due to COVID-19, but the Roanoke County Police Department as a whole was recognized for its agency-wide efforts in 2021. Our agency was one of a very few that continued traffic safety efforts during the pandemic. Although the number of vehicle

miles traveled decreased during 2021, the Commonwealth saw an increase in traffic fatalities. During 2021, Roanoke County experienced ZERO alcohol related traffic fatalities.

The **Sergeant Tim Wyatt Traffic Safety Award** is an award that recognizes substantial contributions to traffic safety including purpose-driven traffic enforcement and criminal arrests from traffic stops, impaired driving enforcement, and outstanding efforts in community outreach and education.

In 2021, the Roanoke County Police Department recognized two officers for their enforcement efforts. Sgt. S. Hoopes was recognized for conducting the second highest number of traffic stops and issuing the most speeding citations. POIV D. Cook was recognized for conducting the highest number of traffic stops, which was over 300 more than any other officer and issuing the second highest number of traffic citations. Thanks to their efforts, these officers helped to reduce the number of traffic fatalities in Roanoke County in 2021 and as a result were awarded the Sergeant Tim Wyatt Traffic Safety Award.



Sgt. S. Hoopes



PO IV D. Cook

TRAFFIC ENFORCEMENT

The Traffic Enforcement Unit continued to address the challenges of staffing in 2021 with only two positions filled. Those officers worked overtime to continue oversight of specialized traffic enforcement programs such as “Operation Daily Watch” and “Road of the Day.”

These programs place officers in residential and secondary roadways for focused speed and seat belt enforcement. The Traffic Enforcement Unit also directed its focus to specific areas within Roanoke County provided by data-driven traffic analysis.

The department conducted 26 seat belt surveys throughout the county during 2021, only half the surveys conducted in 2020. Those surveys resulted in an average seat belt use rate of 87%. Due to the COVID-19 pandemic and staffing shortages, the department conducted just eight sobriety and license checkpoints. Those checkpoints allowed officers to have positive interactions with the citizens of Roanoke County and thank them for utilizing their seat belts, driving sober, and practicing other safe driving behavior.



Above: Traffic Enforcement conducted eight sobriety and licence checkpoints in 2021.

The Traffic Enforcement Unit also conducted 109 covert and visible speed surveys during the year. Covert speed studies are conducted to determine where and when most speeding offenses occur so that officers can effectively manage speed enforcement. The visible speed surveys collected speed-related data and also provided a visual display of the driver’s speed in order to affect driver behavior.

In conjunction with VDOT and Roanoke County’s Planning Department, a new initiative in 2021 installed four permanent digital display boards on Meadowlark Road and Canter Drive. Both neighborhoods have had verified speeding concerns, and are locations where targeted high-visibility enforcement had not generated a reduction in neighborhood speeds.

TRAFFIC EDUCATION

During 2021, Roanoke County’s Traffic Education efforts continued to be impacted by the COVID-19 pandemic. Even as in-person learning returned to public schools, many of the traffic safety presentations for the Roanoke County high schools and middle schools were cancelled due to COVID precautions. While the Traffic Unit was unable to provide presentations to private businesses and civic groups, participants in the Citizens Police Academy did receive a presentation that illustrated how our unit makes Roanoke County’s streets safer through DUI detection and field sobriety tests, traffic crash investigation and reconstruction, and speed measuring devices and enforcement measures.



UNIFORM PATROL OFFICERS

The Uniform Operations Division is the largest component of the Roanoke County Police Department. The Uniform Division is split into three platoons that cover the county 24 hours a day. The county is divided into nine geographic patrol districts to help deploy police resources. In 2021, the department handled 88,513 calls for service. Uniform operations are the officers who respond to all non-emergency and emergency calls. The calls for service can range from injured wildlife, assisting stranded motorists, well-being checks, to calls for armed robberies and violent assaults.

When officers are not responding to calls they are tasked with proactive policing initiatives. Every week the department's Crime Analyst produces reports that help direct patrols. Additionally, the Uniform Division is the main contributor to the department's policing strategy of Data-Driven Approaches to Crime and Traffic Safety (DDACTS) and the Micro-Time Hot Spot Program to combat larcenies from automobiles and stolen cars.

WHAT IS A MICRO-TIME HOT SPOT?

Micro-Time Hot Spots are several crimes occurring in a relatively small geographic area, with repeat victimization. These “hot spot” areas are developed by examining data over recent weeks.

When our Crime Analyst determines the need for a Micro-Time Hot Spot patrols, a crime bulletin is prepared for officers providing them with the most up-to-date information. Directed patrols are conducted in those areas, and a variety of methods are used to alert area residents about the recent activity and what they can do to prevent future crimes.

The department implemented this program after seeing a dramatic spike in these offenses in 2018. In 2019, this data-driven, evidence-based policing strategy has helped designate 64 micro-time hot spots. In 2018, there were 240 larcenies from autos, and through the implementation of this program, we have seen vehicle larcenies drop to 141 for 2021.



Above: Officer M. Brinkley on patrol during evening shift. Micro-Time Hot Spot reporting allows patrol units to quickly address crime trends in residential areas and narrowly-defined parts of the county. Officers use these reports to increase patrols in selected areas, and communicate crime prevention strategies to area residents and businesses.

COMMUNITY POLICING & CRIME PREVENTION

The Roanoke County Police Department continues to innovate our approach to crime prevention through various community policing programs. Most Neighborhood Watch groups use social media, such as Facebook and “Nextdoor,” to communicate and keep members informed about events in their neighborhood. The department helps keep these groups informed by using current crime report technology to provide important information about selected police activity in communities over the past 30 days. Citizen groups receive education on trending crimes seen in the valley and how to prevent becoming a victim. While some areas wish to remain online, groups that host in-person meetings have seen a steady increase in attendance.

As pandemic regulations relax, the department has received more requests for security assessments and presentations for active shooter, workplace, and worship center violence. In 2021, one large residential complex and one insurance business reached out for consultations, which resulted in the business providing referrals for its clients to participate in these prevention programs.

The Citizens’ Public Safety Academy continues to generate a great deal of interest among residents. This program educates citizens on how and why Roanoke County Police, Fire & Rescue, Sheriff’s Office, Emergency Communications Center, and Western Virginia Regional Jail carry out their missions of crime prevention, community outreach, and public safety. In 2021, eleven students graduated from the academy, who helped create a video to help with the recruitment of new officers.

The Roanoke County Police Department, Roanoke County Sheriff’s Office, and Roanoke County Fire & Rescue also held its annual National Night Out event in 2021 at Golden Park. The event had an excellent turnout and was a perfect opportunity to connect with the community.

Project Lifesaver continues to be a successful program that provides comfort and support to caregivers of individuals with cognitive disorders such as dementia, Alzheimer’s, autism, and Down Syndrome. Tracking bracelets are placed on individuals, allowing officers to locate clients if they wander away from their caregiver. In 2021 the Roanoke County Police Department Project Lifesaver program consisted of 40 clients and 25 trained officers. Officers are assigned to client families, which helps promote a better relationship between the department and the Project Lifesaver participants.

TRIAD is a program sponsored by the Roanoke County Police Department with support from the Attorney General’s Office. TRIAD is a cooperative effort of law enforcement agencies, senior citizens, and senior organizations focused on reducing crimes against seniors. The goal of TRIAD is to reduce the fear of crime and victimization among seniors by increasing awareness of scams and frauds, which specifically target senior citizens. TRIAD also strengthens communication between law enforcement and senior communities.



Above: Despite the COVID-19 pandemic, Officer K. Wilhelm and K9 Ghost met with the Girl Scout Troop in Glenvar for a public demonstration in 2021. Coordinating community events and outreach like this are vital to fulfilling Crime Prevention's mission of increasing community engagement.

COMMUNITY SERVICE OFFICERS

During 2021, the Community Service Unit (CSO) consisted of three full-time police officers. The unit investigated a total of 2,955 calls for service. In 2021, the CSO unit obtained 73 criminal violations, issued 95 citations, and issued 50 warning citations. The criminal violations were for various Roanoke County animal ordinance violations. Please refer to [Chapter 5 of the Roanoke County Code of Ordinances](#) for a full list and explanation of various violations.

As of December, 31, 2021, Roanoke County Police listed seven 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. For more information about the Community Service Officer Unit, please see our [Animal Control web page](#).

2021 CSO ACTIVITIES	
Stray and at large domestic animals	496
Animal ordinance violation	483
Dangerous animal investigations	10
Livestock investigations	72
Security checks (parks and schools)	578
Non-CSO calls in which an officer assisted patrol units on calls for service	549
Animal cruelty investigations	139
Wildlife investigations	360
Animal bite investigations	116
Traffic stops	142
Other animal-related investigations	10



Above: CSO Campbell rescues a red-tailed hawk trapped within the park's batting cages. Community Service Officers performed 360 wildlife investigations in 2021.

R.A.D. - SELF-DEFENSE FOR WOMEN



Roanoke County historically offers the Rape Aggression Defense Program (RAD) twice per year. Only one class was held in March of 2020 and was not finished due to COVID and social distancing restrictions. That class finished in June of 2021 and a new class ran the same month. This program presents realistic self-defense tactics and techniques just for women. Classes offer a comprehensive course that begins with awareness, prevention, risk reduction, risk avoidance, and then progresses on to the basics of hands-on defensive training. The program is held weekly for four weeks, participants are suggested to be age 13 or older, and all participants under age 18 require a parent's or guardian's consent to attend. This course is a self-defense course for women only.

BIKE PATROL

The Roanoke County Police Department currently has 22 active bike officers within the agency. Each officer is certified through the International Police Mountain Bike Association (IPMBA) and two of those officers are active instructors with IPMBA. In 2021 officers logged a total of 316 hours on bikes. These hours include time spent actively patrolling neighborhoods, micro-hot spots, performing traffic enforcement, training, and community engagement at civic events.

Roanoke County Police was one of the first agencies in Virginia to form a bicycle response team (BRT). The team is made up of bike officers trained to be utilized in crowd management which is instructed by IPMBA instructors. Bike officers are dually certified for patrol and BRT. With two officers being certified to instruct basic bike patrol and BRT, the team has been self-sufficient in terms of training. The unit provides quality services to the agency with a minimal fiscal impact.



Above: Bike Patrol supplements enforcement in the county's more urban areas.

UNMANNED AERIAL VEHICLE (DRONE) TEAM



Above: Unmanned Aerial Vehicles allow officers to extend their vision when looking for missing persons or fleeing suspects.

In late 2020, the department established an Unmanned Aerial Vehicle Team. As of the end of 2021, the team consists of eleven sworn officers, and each officer is certified through the FAA as Part 107 pilots. In 2021, the team responded to 20 incidents and logged over 249 flights. These incidents involved subjects in crisis, armed fleeing suspects, and missing persons. The team is now capable of conducting aerial vehicle crash and crime scene photography to create 3D models of those incidents. It is important to note that the department has a strict policy for the usage of drones in compliance with FAA and Virginia State Laws. Specifically, no drone will be operated in a manner that infringes upon the private property rights of citizens or businesses. Additionally, no drone will be utilized to conduct random surveillance activities. Through the use of these emerging technologies, the department is now capable of conducting searches and operations more safely with less manpower.

SCHOOL RESOURCE OFFICERS

The School Resource Officer (SRO) program is offered in cooperation with Roanoke County Schools. There are 10 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 patrols at sixteen elementary schools throughout the county. Officers respond as needed to investigate calls for service and conduct civic education programs.

SROs provide classroom instruction on law enforcement topics as part of the Virginia Rules Program. This program was designed specifically to educate teens about the laws and ordinances of Virginia and Roanoke County. During the 2020-2021 school year, SROs were only able to conduct 15 classroom sessions due to the pandemic, social distancing, and limits on student contact.

Throughout the 2020-2021 school year, the SRO Unit investigated incidents involving alcohol violations (1), assault (3), drugs (8), larceny (3), property damage (4), threats (7), tobacco (11), traffic enforcement (205), trespassing (5), weapons (1), and other special investigations (10).

The majority of the unit's investigations resulted in criminal charges not being placed, with the individual school or Juvenile Court Services opting to conduct a diversion program or in-school discipline. In total, 23 cases or reports resulted in a disposition other than criminal charges. Two incidents were cleared by a formal diversion program, seven incidents were handled by the school's disciplinary process and 14 incidents were handled by some other form of resolution at the request of the victim.

The annual COPS camp staffed by the SRO unit was canceled in 2021 due to concerns of social distancing and COVID spread, but officers plan to host this camp during the 2022 summer season.



Above: SRO Hunts greeting a student at Cave Spring Middle School.

2021 SRO INVESTIGATIONS

Alcohol violations	1
Assault	3
Drugs	8
Larceny	3
Property damage	4
Threats	7
Tobacco	11
Traffic Enforcement	205

2021 STATISTICS

VIOLENT CRIMES	2019	2020	2021
Homicide	2	2	0
Forcible Rape	21	18	19
Robbery	21	23	17
Aggravated Assault	140	155	166
Violent Crimes Sub-Total	184	198	202
PROPERTY CRIMES	2019	2020	2021
Arson	1	6	1
Burglary	148	107	134
Larceny	1,011	944	861
Motor Vehicle Theft	82	80	90
Property Crimes Sub-Total	1,242	1,137	1,086
TOTAL CRIMES	1,426	1,335	1,288

*Taken from IBR.

REPORTABLE CRASHES	2019	2020	2021
Fatality	5	6	2
Personal Injury	252	201	264
Property Damage	1,015	642	741
Reportable Crashes Total	1,272	849	1,007

OTHER INCIDENTS	2019	2020	2021
Alarms Calls Responded	2,088	1,498	1,522
Vehicle Crashes Responded	2,669	2,079	2,363
Traffic Summons	17,645	17,265	16,563
Other Incidents Total	18,226	20,842	20,448

CALLS FOR SERVICE	2019	2020	2021
Incidents	34,600	32,700	33,000
Officer-Initiated	29,500	30,200	25,700
Building Checks	19,300	28,900	29,500
Calls for Service Total	83,400	91,800	88,200

K9 OFFICERS

The Roanoke County Police Department's K9 Unit is comprised of seven canines and six handlers, with one handler being assigned two canines. These teams include dogs that are certified in narcotics detection, patrol apprehension, tracking, and explosives through the Virginia Police Work Dog Association and the North American Police Work Dog Association. In 2021, the department purchased a new canine, K9 Mavric, made possible with a gracious donation from Ayers Financial Services. K9 Mavric, K9 Steel, and their handlers completed a 12-week K9 school, both earning their certifications in narcotics detection and patrol.

In 2021, the K9 Unit had 138 deployments, which resulted in numerous arrests, narcotics charges and firearms seizures. Several of these finds resulted in crucial evidence being located in homicides and other serious crimes. The unit continues to partake in community policing efforts and civic events throughout the county.

The K9 Unit conducts regular bi-monthly training with surrounding jurisdictions. The department continues to use outside resources and instructors to better develop our handlers and canines.

The Roanoke County Police K9 Unit continues to be thankful for the gracious support of numerous businesses, foundations, and individuals. This support has allowed the unit to purchase vital equipment, add additional canines to the unit, and has provided our canines with protective ballistic vests.



Above: The K9 Unit's newest member, Mavric, made possible through a donation from Ayers Financial Services.



Above: K9 Doerak scaling a wall during training.

2021 K9 DEPLOYMENTS

Detection	78
Patrol	60
Seizures	56
People Located	29
Arrests	23

SPECIAL WEAPONS AND TACTICS (S.W.A.T.)

The Roanoke County Police Department's SWAT Team consists of 17 members from the various divisions within the agency. SWAT is an elite tactical unit, specifically trained for the highest risk operations. SWAT responds to active shooters, counter-terrorism, high-risk warrant service, hostage situations, armed barricaded subjects, VIP protection, special events, and engaging heavily armed suspects.

SWAT members utilize special equipment such as robots, drones, trained tactical K9s, night vision equipment, heavy body armor, ballistic shields, and manual and mechanical entry tools. SWAT members are trained in the deployment of various weapons, including multiple less-than-lethal platforms, electronic control devices, and "Bolawrap." SWAT uses multiple vehicles in the performance of its duties, including pickup trucks, utility vehicles, an armored special rescue vehicle (SRV), and a mobile command post.

SWAT focuses on training, teamwork, special equipment, advanced tactics, and ingenuity to bring a peaceful resolution to the most dangerous situations. SWAT's mission is "To Save Lives." SWAT's Crisis Negotiations Team (CNT) is made up of nine trained members from various areas within the department. These men and women are trained in

- Foundations of crisis negotiation;
- Active listening techniques, and their role in communicating empathy and building rapport;
- The dynamics of negotiation, including suspect demands, obstacles, deadlines, hostage survival, threats, and one-way communications;
- Suicide intervention skills for suicide and suicide-by-cop incidents;
- Managing indirect negotiations through third-party intermediaries and interpreters;
- Behavioral assessments with common crisis situations and suspect profiles, influence, and de-escalation.

During 2021-2022, the department purchased a vehicle to assist the Crisis Negotiation Team with its work. The vehicle has been successfully used on multiple occasions since its purchase and is also being used as a crime scene investigation vehicle.



Above: Roanoke County Police Department's SWAT Team consists of 17 members from the various divisions within the agency.

CRIMINAL INVESTIGATIONS

There are nine detectives assigned to the Criminal Investigations Division (CID) who are responsible for the investigation of serious felony crimes committed against persons, society, 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 2021, the division investigated 637 cases, including 45 death investigations, 77 cases involving crimes against persons, 107 crimes against society, 129 financial crimes, 207 cases involving crimes against property, and 72 other criminal activities. The CID Division investigated approximately 7.5% of the total offenses handled by the police department for 2021.

Detectives in CID 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 Units.
- 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, child pornography production and distribution, 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 and investigations. 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 to investigate where children and the elderly have been victimized.

Detectives regularly meet and share information with investigators from local, state and federal agencies. In these meetings, detectives identify known perpetrators who may be committing crimes in multiple jurisdictions and discuss new patterns of criminal activity that may affect Roanoke County and surrounding areas.



Above: The Criminal Investigations team works to investigate a variety of crimes, from robberies and thefts to fraud, identity theft, child abuse, pornography, domestic violence and other crimes.

ADMINISTRATIVE DIVISION



PROFESSIONAL STANDARDS UNIT

The recruitment and selection of new officers is an ongoing effort within the department's Professional Standards Unit (PSU). Putting a fully-trained officer on the streets requires nearly a year of dedicated training and service. Ensuring the proper training and development of a competent and professional workforce takes time and dedication, not only from the recruit but from the staff members involved in the lengthy and often arduous process.

Though the selection, recruitment, and training time are essential, satisfying these requirements often affects how quickly the department can respond to declines in staffing levels. While the department is authorized to over-hire to address staffing needs, any over-hires must be accomplished within the constraints of the existing budget.

In 2021, the department was able to regularly attend in-person recruiting events again. This included events at many different colleges and universities, local community and sporting events, and military separation and transitional phase events. The department also continued using digital advertising techniques such as social mirroring to target qualified applicants for part of the year. As a result of the recruiting and hiring efforts, 23 applicants were hired as sworn officers or police recruits in 2021. The department also hired one civilian during the year.

Another major responsibility of PSU is managing the department's CALEA accreditation. This involves continuously monitoring accreditation standards to ensure department policies and practices reflect these standards of excellence. In 2021, PSU revised or published nine General Orders and four Special Orders. PSU also has to ensure that proofs of compliance for all standards are completed each year, and the annual web-based assessment in 2021 was excellent again.

Finally, PSU also ensures that annual awards are presented to employees whose actions over the past year have earned recognition. PSU organizes the annual awards banquet and was pleased to return to a full banquet in 2021 to recognize the employees and individuals outside the department that made significant contributions over the previous year.



Above and below: Samples of posters and social media marketing used by the Professional Standards Unit to support the hiring of new recruits and certified officers.



ROANOKE COUNTY CRIMINAL JUSTICE ACADEMY

The Roanoke County Criminal Justice Academy is co-located with the Roanoke Police Academy at 5401-B Barns Ave. The Roanoke County Academy contains three classrooms, a conference room, a weight room, locker rooms, and administrative offices. The academy also utilizes shared facilities with the Roanoke Police Academy that include a gymnasium, driving and shooting training simulators, an additional four classrooms, and a 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 Roanoke County's Emergency Communications Center. The training consists of basic recruit classes for law enforcement, jailors, communications officers, and mandated officer in-service training.

In 2021, the Roanoke County Criminal Justice Academy held two basic law enforcement classes. Basic Law Enforcement Class #59 was comprised of three Roanoke County Police Department recruits and two Roanoke County Sheriff's Office Deputies. Basic Law Enforcement Class #60 was a joint recruit class with the Roanoke Police Academy. 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 2021, the academy hosted two jailor sessions that graduated a total of 13 jail officers. The academy also offers a Basic Dispatch class for 911 Communication Officers that are trained to work in the Roanoke County's Emergency Communications Center. In 2021, the academy hosted two Basic Dispatch sessions with a total of nine graduates.

BASIC LAW ENFORCEMENT CLASS 59 GRADUATES



Officer A. Barrows



Officer A. Johnson



Officer D. Swain



BASIC LAW ENFORCEMENT CLASS 60 GRADUATES



Officer A. Akers



Officer J. Beckner



Officer C. Forehand



Officer N. Harpole



Officer J. Rickett

SERVICES DIVISION

The Roanoke County Police Department's Services Division is the hub for record-keeping and processing warrants. Each year, our staff handles thousands of documents, reports, summonses, and warrants, and produces reports for our state and federal partners. The Services Division is also the point of contact for all Freedom of Information Act (FOIA) requests from citizens and businesses.

Currently, the department employs a records supervisor, two full-time warrant technicians, four records technicians, one system technician, and an office support specialist for the Uniform Division. The division's staffing levels have remained fixed since the department's inception in 1990. Even though an increase in patrol officers over the same period has resulted in more service calls, as well as increased demand for reports, citations, and FOIA requests, the division has been able to accommodate the extra work by maximizing internal processes and procedures. The system technician maintains the mobile computer terminals in patrol cars, office computers, E-Citation devices, and other key technologies that enable officers to perform their duties more effectively.

2021 SERVICES DIVISION ACTIVITIES

Citations Entered	12,648
Warning Tickets Entered	4,087
Parking Tickets	60
Background Checks	338
Insurance Requests	108
Weapon Permits	1,923
Arrests Entered	3,261
Crash Reports Entered	1,120
Case Reports Entered	6,662
Protective Orders Entered	1,548
Warrants Entered	4,958

In addition, the Services Division is responsible for the management and control of all property directed to them for safekeeping. The Evidence Vault is staffed by a sergeant and an officer assigned as the evidence vault custodian. The sergeant is responsible for fleet management, which includes purchasing vehicles and equipment, assigning vehicles, and being a liaison with the Communications Shop.

FOUR-YEAR BUDGET COMPARISONS

BUDGET CATEGORY	FY 2018-2019	FY 2019-2020	FY 2020-2021	FY 2021-2022
Personnel	\$10,218,446	\$10,408,482	\$10,475,701	\$11,208,027
Non-Personnel	\$1,652,824	\$1,856,824	\$1,876,927	\$1,846,861
Vehicle Replacement	\$585,000	\$585,000	\$0	\$0
Total	\$12,456,270	\$12,850,306	\$12,352,628	\$13,054,888

INTERNAL AFFAIRS

Internal Affairs investigations are one of the most important procedures for sustaining community trust and building community partnerships.

The department investigates all allegations of employee misconduct received from any source. The department's core values are Integrity, Courage, Accountability and Respect. These values provide direction to staff on how to provide professional police services to the citizens of Roanoke County.

The information provided in this review includes Internal Affairs investigations from the period beginning January 1, 2021 through December 31, 2021. A single complaint/ investigation may involve one or more officers and include multiple dispositions. The department conducted 13 Internal Affairs investigations, of which 10 were generated from inside the agency, one from a complaint from the Commonwealth's Attorney's Office, and two were complaints received from private citizens.

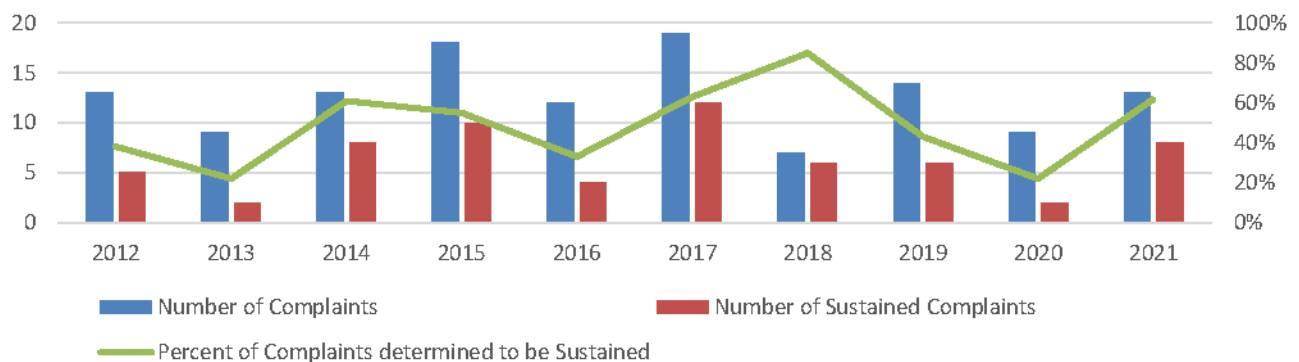
In 2021, the average time required to complete an internal affairs investigation was 60 days. The department strives to complete internal investigations within 90 days. Throughout the last 10 years, the department has conducted 127 internal investigations. Of these, only four exceeded the 90-day goal. Those four investigations were prolonged due to their complex natures that required multiple levels of review prior to the disposition.

NATURE OF INVESTIGATION	Total Reported	Percent of Total
Criminal Activity	1	8%
Harassment	2	15%
Misrepresent Fact- Not Intentional	1	8%
Neglect of duty	3	23%
OIS	2	15%
Time Sheet Violation	1	8%
Use VCIN for Non-Criminal Justice Purpose	1	8%
Fail to Maintain Control of Detainees Property	1	8%

OUTCOMES OF COMPLAINTS	Total	Percent of Total
Sustained	8	62%
Not Sustained	2	15%
Unfounded	1	7%
Exonerated	2	15%
Incomplete*	0	0%

OUTCOMES OF SUSTAINED COMPLAINTS	Total
Termination	0
Resignation	2
Demotion	0
Suspension	5
Written Reprimand	1
Verbal Reprimand	0
Counseling / Training	0
Total	8

Internal Affairs Activity 2012-2021





EMPLOYEE RECOGNITION

Each year the Roanoke County Police Department celebrates staff excellence at an annual awards ceremony, recognizing examples that serve as performance benchmarks both within our ranks and across our community.

EMPLOYEE RECOGNITION

CHIEF'S ACHIEVEMENT AWARDS



Cmdr. Mike Poindexter

Cmdr. Poindexter's assignment in the Professional Standards Unit requires him to handle sensitive and sometime difficult issues involving personnel matters, a critical responsibility for our department. In the past year, Cmdr. Poindexter has been tasked with investigating or assisting in the resolution of several very difficult and complex issues and he has approached these matters in a highly professional and effective manner. He has assisted both the Police Department and County Administration in developing appropriate resolutions and his work has earned praise from both inside and outside our agency.



Sgt. Eric Chidester and Ms. Arlain Martin

Across Roanoke County there are several motels that generate a substantial number of calls for service that require significant public safety resources. For the past 2 years, the Police Department, Fire and Rescue Department, County Attorney, and County Administration have been working to mitigate the issues caused by these properties. Sgt. Chidester and Ms. Martin have coordinated these efforts for the Police Department, including reviewing calls for service, visiting properties, and serving as liaison with property owners and management. Both Ms. Martin and Sgt. Chidester have participated in numerous meetings with County Administration to address ongoing issues at these establishments. Their efforts continue to be an important part of achieving the Police Department's mission of keeping Roanoke County safe.



Ms. Megan Lawless

Throughout her career at the Police Department, Ms. Lawless has always done excellent work and has always been willing to accept additional responsibilities. She handles a great deal of administrative work within the Criminal Investigations Unit, which allows detectives to focus more time on their cases. She also supports investigations by helping to secure cell phone information, identifying suspects through social media, observing interviews, and making sure reliable information is readily available to detectives. Her workplace attitude and job knowledge are a credit to the Roanoke County Police Department.

EMPLOYEE RECOGNITION



Officer of the Year

Police Officer C. Wingate received the Officer of the Year award for 2021. She is a member of the Crisis Negotiations Team, the Honor Guard, the Bicycle Response Team, and is cross-trained with Mobile Field Force. She is a General Instructor and Driving Instructor for the Roanoke County Criminal Justice Academy and holds second place in the department for DUIs. Wingate ranked high in total arrests made, as well as call-taking. Wingate's case follow-ups and reports are thoroughly prepared and timely. Just three years into her career, Officer Wingate is seen as an informal leader and has gained the respect of her peers.



Rookie of the Year

Police Officer R. Shoemaker was one of the most proactive officers on his shift. He conducted over 200 traffic stops, made four DUI arrests and worked 15 drug cases, with one case resulting in the seizure of more than 60 grams of methamphetamine. In January 2021, Officer Shoemaker responded to an 18-vehicle crash and handled the scene like a veteran officer including the detailed reports for the incident. Officer Shoemaker has a positive attitude, is motivated, and has become an integral part of the department.



Clay Sturgill Award

Detective J. Musser worked numerous cases in 2021 and assisted North Carolina investigators to help identify and charge a suspect known to be part of the Felony Lane Gang. Musser spent time investigating a missing person case that had very few leads, but through due diligence, discovered vital evidence which provided enough proof for the grand jury to indict a suspect. As one of the department's Evidence Technicians, Musser has been called to process numerous major crime scenes and he is an expert in cell phone data analysis. Musser assists his fellow officers and other jurisdictions with their investigations with the same helpful attitude that makes him an asset to the department.

EMPLOYEE RECOGNITION



Special Operations Unit Officer of the Year

Police Officer IV N. Maxey is a School Resource Officer assigned to both Northside Middle School and High School. She has excelled in her daily tasks of investigating calls, conducting school patrols, and gaining great rapport with the students. Officer Maxey puts team before self and when school is not in session she regularly assists patrol efforts. Maxey is on the Negotiation Team and Project Lifesaver Team. In May 2021, she responded to a disturbance involving a subject with several knives. She was able to calm the subject down and take the subject into custody peacefully, a credit to her ability to establish a positive rapport with people in negative situations.



Carol Paxton Award

Police Officer IV J. O'Brien is a shining example of our mission statement for providing professional and proactive services to better unite the police department with the community. Not only does he perform at a high level throughout the year, but when dispatched to a well-being check regarding a homeless subject, Officer O'Brien partnered with a citizen and provided two nights at a motel for the subject. On another call O'Brien located three unattended children living in poor conditions. Child Protective Services (CPS) was called for assistance in this case. Officer O'Brien organized a successful fundraiser for the children and on his off-duty time shopped to purchase clothing and gifts for the children, coordinating with CPS to ensure the items were delivered.



Employee of the Year

K. M. Johnson was an integral part of implementing the department's new E-Citation program in 2021. She was the liaison between the department and the vendor and spent countless hours creating lists of violations, creating user accounts, testing the interface with our systems, and developing training plans and materials for officers. After implementation Ms. Johnson updated court dates, maintained the equipment, and assisted with troubleshooting any issues that arose. The E-Citation program is part of the department's strategic goals and would have not seen fruition without Ms. Johnson's assistance.

EMPLOYEE RECOGNITION



Leadership Award

Sergeant W. S. Hoopes was chosen for the Leadership Award for his positive “will-do” attitude, strong work ethic, and the ability to inspire and mentor officers across various units and ongoing projects. Sgt. Hoopes’ leadership style is to lead by example and throughout the year, he ensured that many tasks were accomplished despite staff shortages and weather events. Hoopes has investigated multiple traffic crashes, participated in the county checkpoints, and conducted regular traffic patrol duties in addition to his administrative duties as a supervisor.



Outstanding Civilian Award

D. Rago has been instrumental in assisting the Police Department with purchasing several new resources including new K9 partners, a tactical robot, an unmanned aerial vehicle (drone), tactical throw phones, and a multi-purpose van. Most recently Ms. Rago helped acquire a vendor for annual wellness checks for officers and staff. She took the time to explain the purchasing process and guided the department through the challenging and complicated purchasing process. The projects were completed and any issues were resolved promptly. During the pandemic, Ms. Rago routinely checked in to ensure that the department was well-supplied with PPE. Ms. Rago consistently demonstrated a strong willingness to help the department achieve its goals throughout the year.



Adam Childress Award

Police Officer III K. Cahoon has demonstrated exemplary performance in the areas of narcotics, DUI, and firearms abatement enforcement. Cahoon’s efforts have earned him the Adam Childress Award for the third year in a row. POIII Cahoon uses his extensive training and experience in the field of narcotics to fully investigate each traffic stop to help ensure that Roanoke County’s roadways remain safe for everyone.

EMPLOYEE RECOGNITION

MERITORIOUS SERVICE AWARD RECIPIENTS



Sergeant S. Lewis is a strong advocate for community engagement and recognizes that policing is more than just enforcement. He created and coordinated two, well-attended, ice cream socials (Cones with Cops) to increase outreach in an area experiencing an uptick in crime. He also coordinated with a local business to host a “Pizza with Police” event to expand outreach in south County, and has planned a “Hockey and Heroes” public event to occur in early 2022. This award recognizes an employee who promotes community relations and safety, and Sgt. Lewis’ efforts extended to his patrol duties to make Roanoke County’s streets safer, where he achieved the highest number of speeding citations in 2021.



Detective J. Musser had the vision and foresight to recognize the usefulness of technology to help improve the department’s ability to solve crimes by promoting, being trained, and becoming proficient in using a cell phone program that allows law enforcement to track and locate the movements of possible suspects using cellphone data records. This program eliminates the need to manually sift through data and saves the department hundreds if not thousands of hours in manpower. Detective Musser has used this program to track cell record data on at least 20 different criminal investigation cases in 2021. Evidence collected has resulted in the apprehension and charges placed against suspects involved in fraud scams, larcenies, and a homicide. Detective Musser has been an asset in leading the department into new technological advancements for law enforcement.



Detective Keshia Saul earned the Meritorious Service Award for her excellent work as the Lead Evidence Technician for the department, serving to collect evidence on robberies, rapes, suicides, malicious wounding, homicides, and other critical incidents. She has been a Certified Crime Scene Analyst for 10 years and teaches evidence collection to the Basic Law Enforcement Class and for the department as needed. Saul’s dedication to the Evidence Technician program, her work in criminal investigations, and her efforts in training and mentoring new officers are a credit to herself and the department.

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 call (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 call (540) 777-8605 for more information.

Calls for Service

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

Reported Offenses

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

2021 CHAMBER OF COMMERCE AWARDS



The Roanoke Regional Chamber of Commerce named **Police Officer T.N. Carter** as its 2021 Police Officer of the Year. Every other month, the Roanoke Regional Chamber of Commerce recognizes the work of one Roanoke County police officer.

2021 Roanoke Regional Chamber Awards

Jan-Feb	Police Officer III K. Cahoon
Mar-Apr	Police Officer IV K. Wilhelm
May-June	Police Officer IV R. Vass
Jul-Aug	Police Officer T. Carter
Sep-Oct	Police Officer IV J. Musser
Nov-Dec	Police Officer IV J. Hubbard



The Salem-Roanoke County Chamber of Commerce named **Police Officer IV K. Wilhelm** as its 2021 Officer of the year.

DEPARTMENT GOALS FOR 2022

Strategic Driver: Organizational Excellence

Goal #1: Improve employee retention & recruitment

- Review hiring qualifications and make revisions to improve.
- Develop and implement a mentoring program.

Goal #2: Provide comprehensive and specialized training for all employees.

- Expand availability of firearms training.
- Develop and implement relevant training for Civilian staff.
- Identify and implement Leadership Development trainings pertinent for all levels of supervision and leadership.

Strategic Driver: Organizational Safety & Wellness

Goal #1: Create comprehensive programs to support employees' emotional and mental health

- Implement Resiliency Training.
- Identify opportunities to include employees' families in RCPD programs, events and trainings.

Goal #2: Create a comprehensive program to enhance employees' physical health and wellness

- Research the feasibility of having a wellness coach available for all employees.
- Research the possibility of offering positive rewards for participation in fitness programs.

Goal #3: Provide state of the art equipment

- Increase the availability of protective equipment for patrol.

Strategic Driver: Community Outreach & Engagement

Goal #1: Educate and engage with the community

- Implement process to analyze threat assessment team data to identify opportunities for strengthening school safety.
- Research best practices for interfacing with faith-based communities.

Goal #2: Create efficiencies for interactions between the police and the public

- Research on-line crime reporting solutions and implement recommendations.

Strategic Driver: Innovative Policing

Goal #1: Align technologies to meet operational demands

- Explore feasibility of implementing a digital evidence tag system.

Goal #2: Improve police response to mental health related calls

- Evaluate threat assessment team utilization and identify additional needs and trends.

Goal #3: Operationalize data-driven strategies

- Study use of street segment analysis to better define target areas.
- Analyze crash and speed data to establish and implement patrol tactics.
- Work with GMU to implement next phase of crisis response research.

ROANOKE COUNTY POLICE DEPARTMENT



SERVICES DIRECTORY

DIAL 9-1-1 FOR EMERGENCIES.

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

Administration	(540) 777-8601
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Animal Control	(540) 777-8606
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Crime Prevention Specialist	(540) 777-8651
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Criminal Investigations	(540) 777-8641
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Criminal Justice Academy	(540) 777-8697
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Dispatch Non-Emergency	(540) 562-3265
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Evidence Vault/Property Room	(540) 777-8616
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Professional Standards Unit	(540) 777-8680
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Services/Records Division	(540) 777-8605
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School Services Unit	(540) 777-8647
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Traffic Unit	(540) 777-8649
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Uniform Division	(540) 777-8610
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HIDTA Group/Vice Unit	(540) 777-8624
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Warrants	(540) 777-8617
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ROANOKE COUNTY POLICE - 5925 COVE ROAD, ROANOKE, VA 24019

WWW.ROANOKECOUNTYVA.GOV/POLICE