



NORCROSS POLICE

2025 ANNUAL REVIEW

BILL GROGAN • CHIEF OF POLICE

MISSION STATEMENT

The mission of the Norcross Police Department is to safeguard life and property, preserve the peace, prevent and detect crime, enforce the law, and protect the rights of all citizens. We are committed to working in partnership with the community to provide service with integrity and to always seek justice.

MESSAGE FROM THE CHIEF



A Safer Year for Our Community

The Norcross Police Department is proud to report that crime dropped by more than 25% in 2025, continuing a strong, multi-year downward trend.

- Crime was already 22% lower in 2024 than in 2023
- 2023 also saw a similar decrease from 2022
- In total, crime in Norcross is now well below the 10-year average in nearly every category

These results reflect a clear goal: to make the City of Norcross an unattractive place for criminal activity while keeping it a safe, welcoming place to live, work, and visit.

Our department consists of 53 sworn officers, 20 civilian staff members, and two contracted mental health professionals, all committed to our core values of service, integrity, and respect. We are honored to serve one of the most diverse communities in the nation and remain dedicated to transparency, professionalism, and quality service.

STAY CONNECTED!

NORCROSS POLICE



Non-Emergency:
770.448.2111



Emergency: DIAL 911



Receive City Alerts:
bit.ly/3J65gMq



facebook.com/norcrosspd



@NorcrossPD



@NorcrossPD

2025 NOTABLE CASES

Throughout the year, Norcross officers and investigators demonstrated persistence, collaboration, and innovation in solving crimes and protecting residents.

January | Burglary

Investigators used security footage and rideshare tracking to locate a suspect living in an abandoned house in Lawrenceville. Stolen property from two burglaries was recovered, and the suspect was arrested.

February | Vehicle Theft & Fraud

After a resident was paid with a fraudulent \$16,000 check for a vehicle he sold, officers worked closely with the victim to gather additional evidence. Investigators identified the suspect through careful analysis of new information.

March | SWAT Arrest

A traffic investigation involving a stolen license plate led to a suspect with active warrants and a serious criminal history. A SWAT team safely took the individual into custody and recovered the stolen plate.

April | Robbery

Following a gas station robbery, community tips and local collaboration led to the quick identification and arrest of the suspect, who was also linked to a robbery in a neighboring jurisdiction.

May | Financial Fraud

Months of bank-record analysis helped officers identify a repeat fraud offender already in custody. Additional warrants were secured, strengthening accountability.

June | Multi-State Fraud

Working with a Utah law enforcement agency, Norcross investigators executed a search warrant that uncovered identity-theft operations affecting victims across multiple states.

July | Vehicle Break-Ins

A major investigation tied a rental vehicle to numerous car break-ins. The case resulted in 45 warrants, solved 17 previously unsolved cases, and linked suspects to a separate incident involving a confrontation with a victim that involved gunfire.

August | Burglary

By combining evidence from two burglaries with losses totaling over \$33,000, investigators were able to file charges against suspects for both crimes.

2025 NOTABLE CASES

September | Drug Trafficking

A long-term drug investigation led to arrests after officers recovered large quantities of illegal drugs, firearms, and cash from a barricaded residence.

October | Gang Activity

Gang-related graffiti led to a joint-agency investigation. A coordinated search warrant resulted in the seizure of drugs, weapons, and gang materials, with two suspects facing 56 combined charges.

November | Drug Sales

Officers concluded a drug investigation with the recovery of firearms, ammunition, cash, and multiple illegal substances.

December | Armed Robbery

A dangerous armed robbery of a store involving a high-powered weapon was quickly connected to similar incidents in neighboring cities. Video evidence linked the vehicle to both scenes. Officers stopped the suspects, recovered evidence, and solved three related robberies.

COMPLAINTS & INTERNAL ACCOUNTABILITY

Internal Affairs	2022	2023	2024	2025
Sustained	1	1	1	2
Not Sustained	0	0	0	0
Unfounded	1	0	0	0
Exonerated	0	0	0	0
TOTAL	2	1	1	2

Complaints	2022	2023	2024	2025
Sustained	2	3	0	2
Not Sustained	1	2	2	3
Unfounded	18	14	10	16
Exonerated	5	2	9	2
Misconduct/Other	1	0	0	1
TOTAL	27	21	21	24

The Norcross Police Department estimates we have contact with over a half a million people per year during the various services we provide. We are proud of the professionalism shown in the minimal number of complaints we receive each year.

TRAINING & ACCOUNTABILITY

Total Training Hours: 6,039 hours, an average 92 hours per employee.

These numbers reflect both strong professionalism and a commitment to fair, transparent accountability.

VALUES STATEMENT

To demonstrate our commitment to our profession and to the public, we, the members of the Norcross Police Department, subscribe to the following values:

SERVICE

We are committed to providing law enforcement services at the highest professional level and treating all parties with dignity and respect.

INTEGRITY

We are dedicated to maintaining the highest moral standards by embracing the principles of honesty and trust.

JUSTICE

We are devoted to justice by performing our duties fairly and impartially, without favor or ill will.



PROFESSIONAL ACCREDITATION & CERTIFICATION



CALEA ACCREDITATION

The department is preparing for its first CALEA Service Member (CSM) virtual audit in March 2026 as part of the re-accreditation process. The review will thoroughly examine compliance with national standards. The department remains committed to 100% compliance ahead of the next on-site audit.



GEORGIA STATE CERTIFICATION

In 2025, the department successfully completed the Georgia State Certification process through the Georgia Association of Chiefs of Police. This achievement underscores our dedication to professional standards, accountability, and high-quality service to our community.



EXCELLENCE IN POLICING (EIP)

Norcross Police earned its first Excellence in Policing Certification in March 2025, following a rigorous three-year assessment cycle. The award was accepted by Mayor Craig Newton at the Georgia Municipal Association's Annual Convention. Norcross was one of only four cities statewide to receive this distinction in 2025.

YEARLY OBJECTIVES

2025 ACCOMPLISHMENTS

- Awarded Excellence in Policing Certification
- Hosted two Citizen Police Academies (English and Spanish)
- Fully activated FUSUS, integrating city and hotel security cameras into one platform
- Began development of a Special Response Team.

2026 GOALS

- Conduct a large-scale active shooter exercise involving all sworn officers and dispatch personnel
- Fully train and activate the Special Response Team
- Add two K-9 units to the Crime Suppression Team
- Host one Citizen Police Academy (English)
- Complete and move into the new Public Safety Building

TRAFFIC, CALLS & ARRESTS

In 2025, officers:

- Conducted 23,976 traffic stops
- Worked 931 vehicle accidents
- Issued 17,226 citations and 13,303 warnings
- Made 1,255 arrests

Notably, traffic accidents were at their lowest level in 15 years, nearly 25% fewer than in 2024.

STATISTICS COMPARISON / 2024-2025

	2025	2024
Calls For Service	29,020	27,092
Traffic Stops	23,976	17,683
Case Reports	3,641	4,257
Murder	1	3
Rape	2	8
Robbery (all)	8	12
Aggravated Assault (all)	23	24
Burglary		
Residential	6	15
Commercial	19	35
Thefts	283	355
Entering Autos	95	194
Motor Vehicle Theft	18	31
Vehicle Accidents	931	1,235
Arrests	1,255	1,433

MAJOR CRIMES (PART 1)

	2025	2024	2023	2022	2021	Average
AGGRAVATED ASSAULT	23	24	32	52	57	59
ARSON	0	2	1	1	2	2
BURGLARY	25	50	68	65	60	55
LARCENY/THEFT	283	355	452	495	445	438
MOTOR VEHICLE THEFT*	18	31	29	67	34	45
MURDER	1	3	1	2	2	2
RAPE	2	8	10	9	4	7
ROBBERY	8	12	17	20	20	28
TOTAL PART 1 CRIMES	360	485	610	711	624	636



2025 SUMMARY

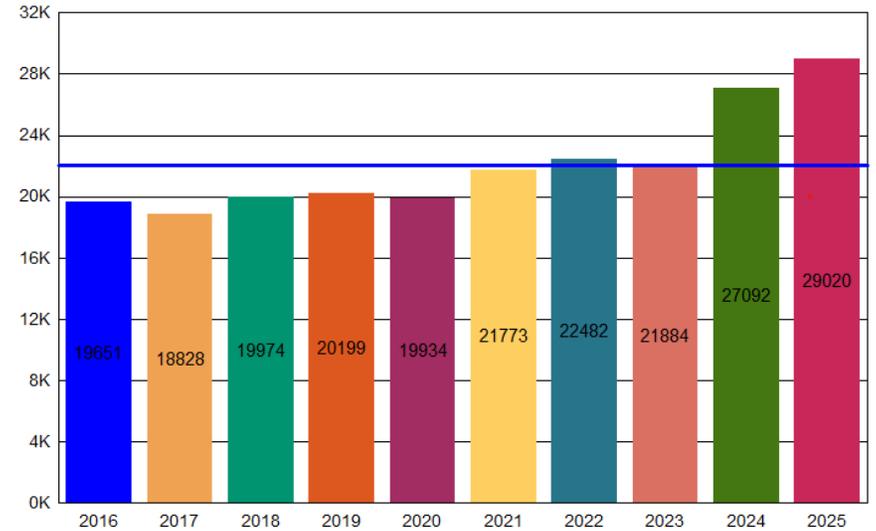
- 1** Crime continued to decline across nearly every category, with many offenses at or near all-time lows.
- 2** Total Part 1 Crimes fell to 360, down from 485 in 2024
- 3** Hotel-related incidents decreased and represented less than one-quarter of total crime.
- 4** Traffic accidents dropped to the lowest level in 15 years, improving safety citywide.

THANK YOU FOR PARTNERING WITH US TO KEEP NORCROSS SAFE.

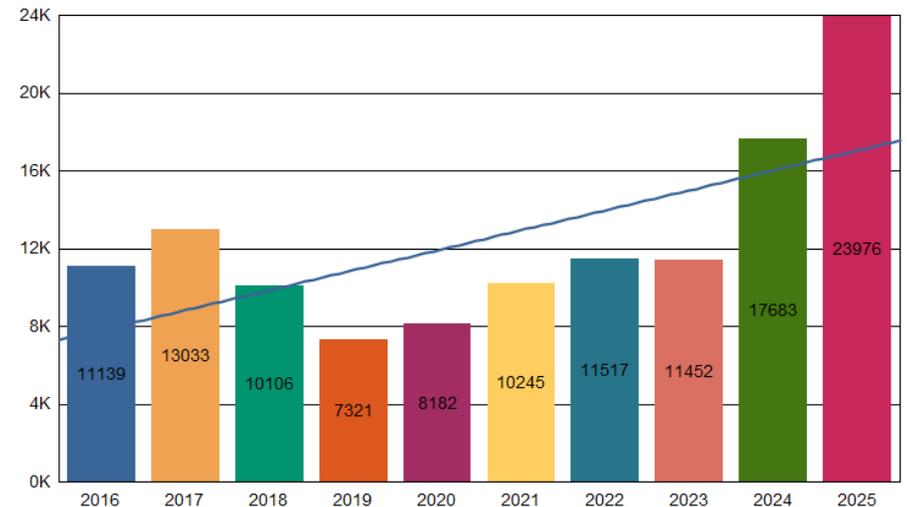
Your cooperation, trust, and community engagement play a vital role in this success, and we look forward to building on this progress together in 2026.



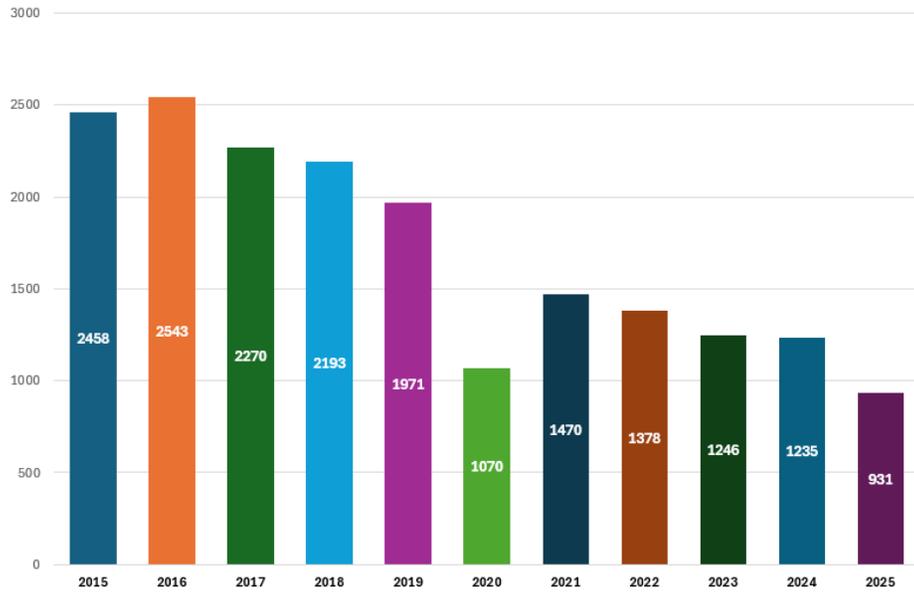
CALLS FOR SERVICE (CFS) 10 YEARS



TRAFFIC STOPS • 10 YEARS



VEHICLE CRASHES YEARLY



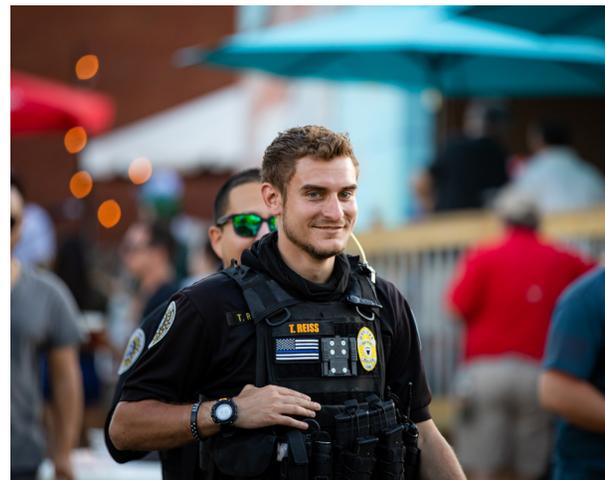
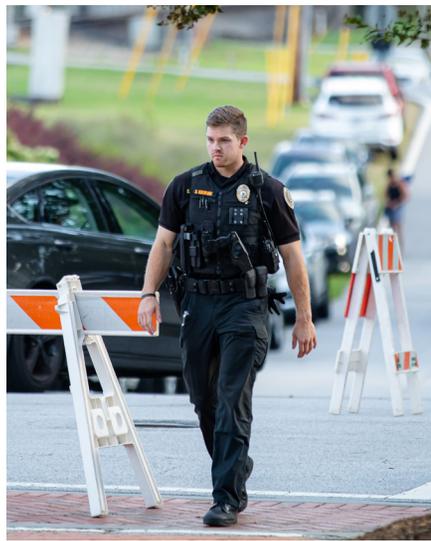
OTHER CALLS FOR SERVICE 2025

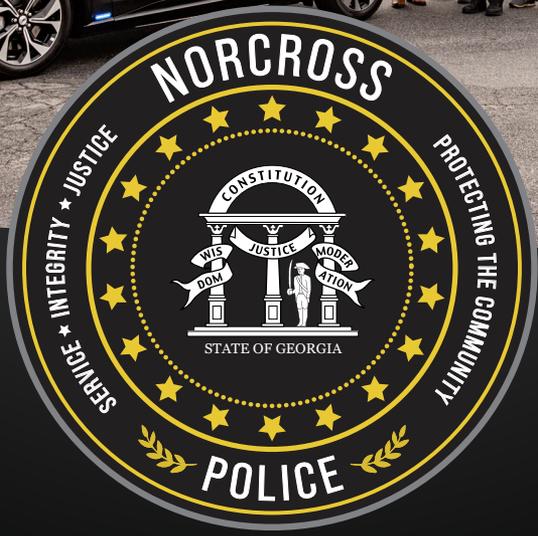
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Robbery, Carjacking	0	1	1	0	0	1	2	1	0	0	0	2	8
Burglary	7	4	3	1	1	5	4	1	3	3	3	3	38
Suicide Attempt/Threat or Mental Illness	4	2	3	5	1	4	6	5	2	7	5	3	47
Weapons Offense (also explosive calls)	3	9	12	9	8	7	3	2	2	5	4	11	75
Missing or Runaway Person	7	7	5	8	13	2	7	6	0	8	18	6	87
Assault, Fight, Kidnapping	6	5	8	13	18	11	12	10	12	3	3	6	107
Suspected DUI/Drugs/Alcohol	7	2	7	10	13	12	15	11	17	15	21	14	144
Fraud or Forgery	23	26	20	21	27	18	19	24	19	21	18	23	259
FD, Medical or Utilities Call	29	26	39	30	32	32	26	27	17	29	22	32	341
Other	15	12	20	19	31	74	101	109	74	86	75	68	684
Theft or Property Damage	52	52	52	66	64	70	76	57	58	65	54	65	731
Alarm - Burglar or Fire	102	69	72	74	71	92	107	65	63	73	74	69	931
Court, Training, Bond Pickup, Prisoner Transport, Civil Issue	96	89	97	105	121	98	96	113	107	123	81	101	1,227
Domestic Dispute/Violence	119	117	114	131	135	92	122	140	137	135	123	117	1,482
Information/Follow Up	127	98	145	150	165	163	141	156	137	188	140	172	1,782
Accident (includes train incidents)	172	100	170	161	162	145	131	164	155	158	129	145	1,792
Suspicious Activity/Vehicle, Trespassing, or Wanted Person Located	167	244	222	242	259	289	304	356	243	223	226	177	2,952
Unknown Problem or 911 Hangup	327	285	347	297	306	272	313	282	278	254	259	274	3,494
Quality of Life (Code Enf, Parking, Fireworks, Noise, Juvenile, etc)	286	318	396	495	494	596	576	570	496	409	401	430	5,467
Assist - Citizen, Motorist, Other Agency	379	408	479	461	499	558	570	607	525	552	432	455	5,925

TRAFFIC CITATIONS AND WARNINGS 2025

	1/2025	2/2025	3/2025	4/2025	5/2025	6/2025	7/2025	8/2025	9/2025	10/2025	11/2025	12/2025	Total
Citations	1,647	1,473	1,531	1,428	1,433	1,349	1,555	1,505	1,590	1,436	1,160	1,119	17,226
Warnings	1,244	1,084	1,007	958	970	1,191	1,133	1,152	1,200	1,186	1,074	1,104	13,303







SATISFACTION SURVEY



   NorcrossPD

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