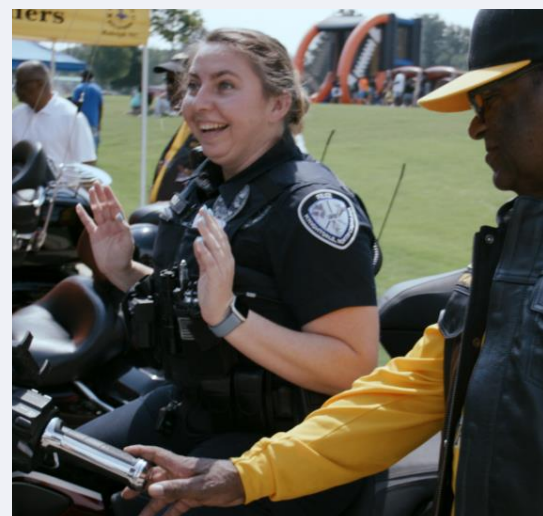
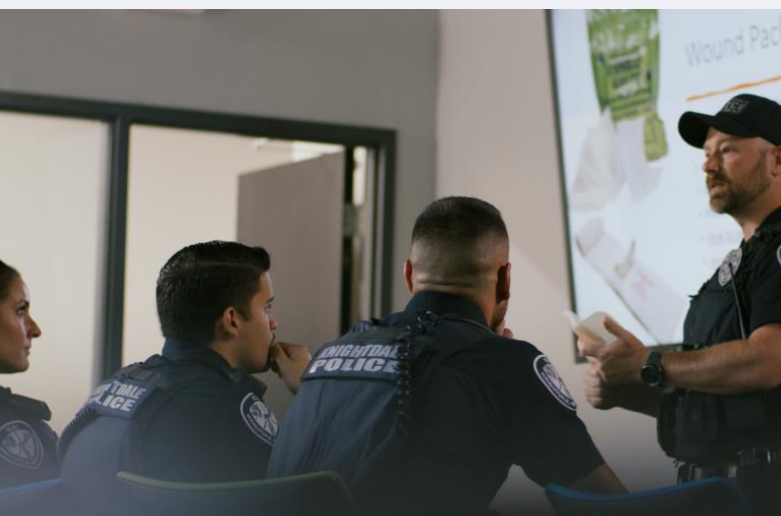


KNIGHTDALE Police Department

2024 ANNUAL REPORT

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Officer Ryan Hayworth

Our annual publication is dedicated in honor of Officer Ryan Hayworth. Officer Ryan Hayworth's legacy of service continues to live on in our department and throughout our community. Ryan is sorely missed, but we know that a man is never truly gone unless his memory and contributions are forgotten. In 2024, we paused to honor Ryan's memory, reflect on his sacrifice, and pay tribute to his commitment to people. We are reminded that compassionate service to others not only mirrors Ryan's legacy, but it shows the human spirit at its best. And in 2025, we will continue to embrace the call that bears his name – Live Like Ryan!

On October 17, 2024, three years after losing Officer Ryan Hayworth to an impaired driver who failed to slow down and move over, our agency hosted "Operation Hayworth." This multi-agency traffic campaign was held on Interstate 540, lasted two hours and produced a total of 32 violations.



Lawrence R. Capps

Chief's Message

As Police Chief for the Town of Knightdale, I am honored to present our 2024 Annual Report. This report is a comprehensive collection of stories, photographs, and data that highlights the significant work we do to serve our community. By sharing this information, we aim to maintain legitimacy, promote public trust, and foster mutual respect with those we serve. This report offers stakeholders an in-depth look into our organization, showcasing our commitment to professional policing and community partnerships, and our dedication to preserving a high quality of life for our residents.

Transparency remains a cornerstone of our operations, and this report provides insights into our performance in sensitive areas such as citizen complaints, racial profiling, and police use of force. Each component of this report aligns with recognized professional standards for 21st-century policing. It also reflects our status as a [CALEA-accredited agency](#). It highlights our efforts to minimize risks and preserve public trust through initiatives like the [NCLM Law Enforcement Risk Review](#) and the [NC Law Enforcement Accreditation](#).

In 2024, our biggest challenge continued to be the unprecedented growth of our community. Knightdale remains one of the fastest-growing towns in North Carolina, with a vibrant and diverse population. Our public amenities, quality of life, and proximity to the capital make it an attractive place to live, work, and visit. This growth has led to an increased demand for public services. Over the past two years alone, our population has grown to nearly 23,000 residents. The Town has also authorized the construction of over 8,000 new units, potentially doubling our population in the coming years. During this same period, the Police Department has experienced nearly 15% increase in its overall workload.

To meet these demands, we will remain focused on three vital areas: recruitment and retention of personnel, expansion of public safety facilities, and incorporation of technology

as a force multiplier. Despite our efforts to bolster staffing levels to pre-pandemic numbers, we recognize the need to expand our organization's size and service scope to meet future needs. The national hiring crisis in policing requires us to be innovative and competitive in attracting and retaining the best talent.

The expansion and renovation of our current public safety complex will increase our structural footprint from about 5,000 sqft to over 25,000 sqft. This expansion will not only meet our operational and workspace needs for the foreseeable future but also serve as a crucial recruitment and retention tool. We made significant progress in this area in 2024, and we are excited to announce that construction and renovation is expected to begin in Spring 2025.

The advent of various technologies has opened new opportunities for enhancing the level and quality of our services. Our vision includes staffing the agency with dedicated IT personnel, exploring the creation of a local Real-Time Crime Center, deploying technology such as drones and automated license readers, and leading the way in information sharing for the law enforcement community in eastern Wake County. Our challenge ahead is to secure support and funding for these initiatives, while ensuring that we responsibly leverage these technologies in a way that respects individual privacy.

As we look ahead to 2025, our goals include growing our team, completing the new police facility, and further integrating advanced technologies to improve our services. We remain committed to being the best we can be and providing excellent service to our community. On behalf of the men and women of the Knightdale Police Department, I extend a sincere thanks to all our stakeholders for your ongoing support. We are honored and grateful for the opportunity to serve this special community. We hope this annual report demonstrates our commitment to faithfully serving you. Please feel free to reach out with any questions or if we can be of service.

A handwritten signature in black ink that reads "Lawrence R. Capps". The signature is fluid and cursive, with the last name "Capps" being particularly prominent.

Lawrence R. Capps
Chief of Police

Our Philosophy of Policing

The opening line of the Law Enforcement Code of Ethics states, “As a Law Enforcement Officer, my fundamental duty is to serve the community; to safeguard lives and property, to protect the innocent against deception, the weak against oppression or intimidation, and the peaceful against violence or disorder; and to respect the Constitutional rights of all to liberty, equality, and justice.”

The Knightdale Police Department strives to embody these tenets. We seek to create a culture of trust, mutual respect, and committed service that benefits both the community and the members of our agency. Over the years, we have framed our entire philosophy of policing around a handful of simple, yet powerful expectations. These guiding principles are known to many as “The Five Rules.” Our devotion to them helps promote quality interactions, sound decision-making, and meaningful outcomes. More importantly, it allows us to foster a positive, high-energy atmosphere where we can realize the vision we have established for ourselves and our community.

Rule #1: The mission always comes first. It defines why we exist and for whom we exist. Loyalty to individuals is admirable, but our first duty is to the greater good.

Rule #2: We must always possess an unwavering allegiance to the core values of our organization. Our core values are central tenets that identify what we believe to be most important to our role as public servants. This system of values drives our mission, and their weight transcends even the authority of our Police Chief.

Rule #3: Tell 100% of the truth 100% of the time. The truth is not always popular or easy. The truth can even come with its own consequences, but the nobility of our profession is built on honesty and integrity. No lies, no exceptions.

Rule #4: Honor the oath you took and everything it represents. Know that you are not swearing fidelity to a person, but to protecting the ideals of our Republic and serving the public’s interests. This oath is one of the most important promises you will ever make in your life, so don’t break it.

Rule #5: Give your best effort every day. The people you serve deserve nothing less. As the days pass, your work as a police officer will improve and the positive impact you make in the lives of others will grow.

New Employees

New Employees



Officer C. Marshall



Officer A. Conrad



Officer P. Hughes



Officer J. Vargas



Officer R. Cesaro



Officer T. Parker



Officer J. Quintanilla



ARC Award

Officer Will Mann

Officer Will Mann has been recognized with the Town of Knightdale's annual ARC Award for his exceptional commitment to Accountability, Respect, and Customer Service. Through his dedication to upholding the highest standards of professionalism, Officer Mann consistently goes above and beyond in serving the community. His actions reflect a deep sense of responsibility, empathy, and a tireless work ethic that exemplify the core values of the Knightdale Police Department. This prestigious award is a testament to his outstanding contributions and unwavering service to the town.

Officer of the Year

Corporal Roderick Glahn

Corporal Roderick Glahn has demonstrated exceptional leadership qualities, serving as a role model and mentor to new officers while maintaining high standards of performance and adherence to departmental policies. His ability to navigate complex situations with professionalism and tact reflects his comprehensive understanding of law enforcement practices and protocols.

Beyond his operational responsibilities, Corporal Glahn has cultivated strong relationships with both his colleagues and the community, fostering a positive and collaborative work environment. His dedication to building trust and strengthening connections between law enforcement and the public is a cornerstone of his success and aligns seamlessly with our agency's commitment to community engagement.



Community Engagement

The Citizens Police Academy and Camp P.R.I.D.E remain two of the agency's biggest community outreach events. Both events had a great turnout and were considered an immense success in 2024. The Community Resources Unit continued to successfully engage and positively impact the community this year. The goals of CRU remain to increase outreach and impact the community going into 2025.

During the first quarter of 2024, The Spring Carnival for Special Olympics raised a tremendous donation towards the Special Olympics of North Carolina. We also participated in the Law Enforcement Torch Run for Special Olympics by running a relay through our town to assist in getting the torch to the opening ceremony. We partnered with our friends at Prime BBQ located in Knightdale Station Park, to participate in a Topgolf event. The Law Enforcement Torch Run and the Topgolf events aid in bringing awareness and fundraising efforts for local Special Olympics Athletes so they can compete in athletic games and health programs. Throughout the year, we were able to host other Special Olympics events, such as Cover the Car events at Lowe's Home Improvement and the Carolina Mudcats stadium. Chick-Fil-A also hosted us again for a "Cops on Top" event and we partnered with Pope Farms for a Turkey Shoot to raise money for the Special Olympics. KPD also had a team participate in the LETR Plane Pull competition and placed 3rd in the competition. Our fundraising efforts produced a net revenue of \$48,863.16 and we ranked in the top 10 NC Law Enforcement agencies for fund raising statewide, finishing in 9th place.



Team "Prime Time" at LETR Top Golf Event

This year we hosted a "Coffee with A Cop" event at Target. The "Coffee with A Cop" event provides a relaxed environment where community members and officers can share conversations. The Community Resources Unit partnered Target to host a "Fill the Car" event. Officers passed out fliers at the front door of the business requesting patrons to purchase school supplies for donation. The school supplies were then divided up and distributed among all of our elementary schools. We were also proud to host a 5k run and the "Live like Ryan" event in memoriam of our fallen brother Officer Ryan Hayworth. Some other events we were able to be a part of in our community included an African American Read-In at Hodge Road Elementary School, C3 Night at Knightdale High School, and officers read books to students at Knightdale Elementary School. We also volunteered with the Community Helpers Service Center. The Community Helpers Service Center is a local organization that provides free food products to community members in need.



Carolina Mudcats Hero Night
LETR Fundraiser



Cops on Top



CRU at Knightdale Station Park



Cover the Cruiser at Lowe's



Knightdale High School
C3 Night



CRU at Spring Fling



Coffee With a Cop at Target



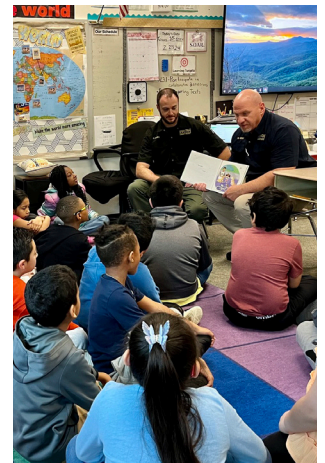
Visiting Local Schools



Visitors at the Police Department



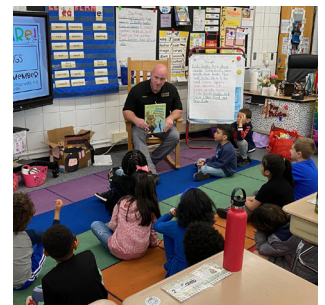
Kids at the Park



Hodge Rd. Elementary
School African American
Reading Event



Chief—R.E.A.D. Event



Gray—R.E.A.D. Event



2024 Torch Run Group



Torch Run Topgolf event



Live Like Ryan 5K



International Torch Run Conference—NC Group



Citizens Academy 24



The Community Resources Unit will continue to provide resources to our community members through outreach, victim and witness assistance, and helping with substance abuse and mental health issues. CRU is a multi-faceted team designed to deliver excellent customer service to our citizens on an increased level along with working in our local schools to build relationships and make a positive impact with the youth of Knightdale.

The department conducted fundraising for our holiday season's community support efforts. We partnered with Walmart to host Shop with a Cop this year. With the help of our community partners through the Shop with a Cop program, we were able to provide gifts and joy to 10 families in our community. Each participant was also given a gift card to Lowes Foods to help purchase a Christmas meal.

We look forward to continuing and building our community partnerships in 2025!



Community Helpers Food Bank



Camp Pride 24



Fill the Car at Target



Shop With a Cop

2024 Snapshot



3,491

Foot Patrols



10,686

Security Checks



30,414

Total Police Events



597

Property Crimes



3,254

Training Hours



4:29 min

Priority 0-2 Response Time



22,893

Population Served



829

Vehicle Accidents



52

Accidents with Injuries

**38**

Violent Crimes

**738**

Physical Arrests

**14,200**

Facebook Followers

**4,139**

Traffic Stops

**72**

DWI Arrests

**0**Sustained Citizen
Complaints**593**

Logged Property

**39**

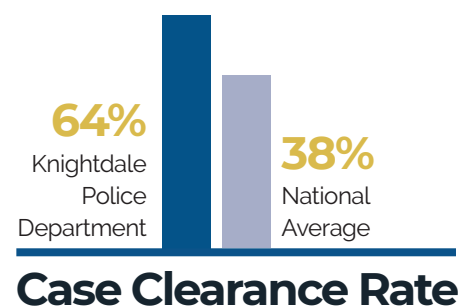
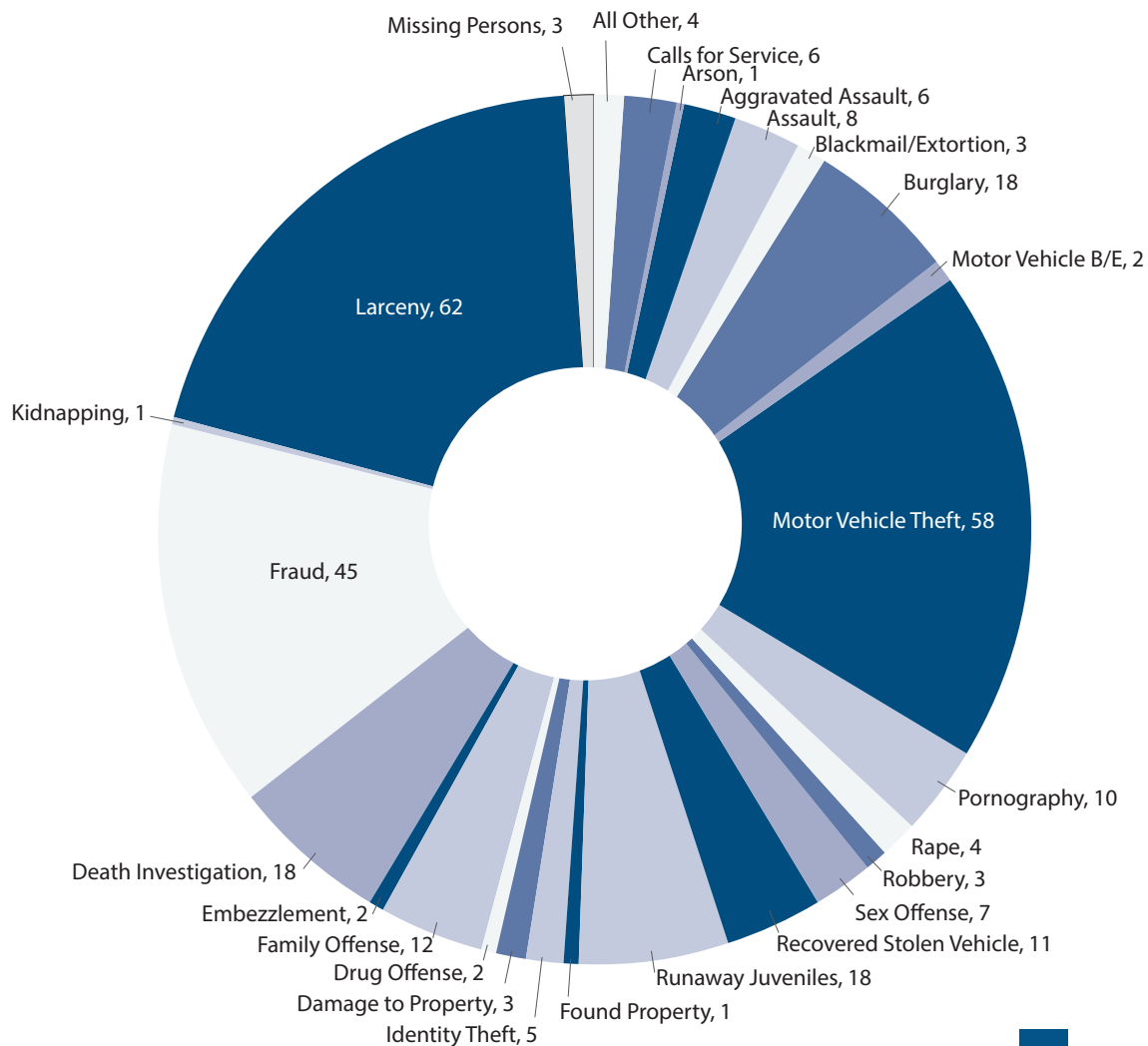
Sworn Officers

**4**

Civilian Personnel

Criminal Investigative Unit

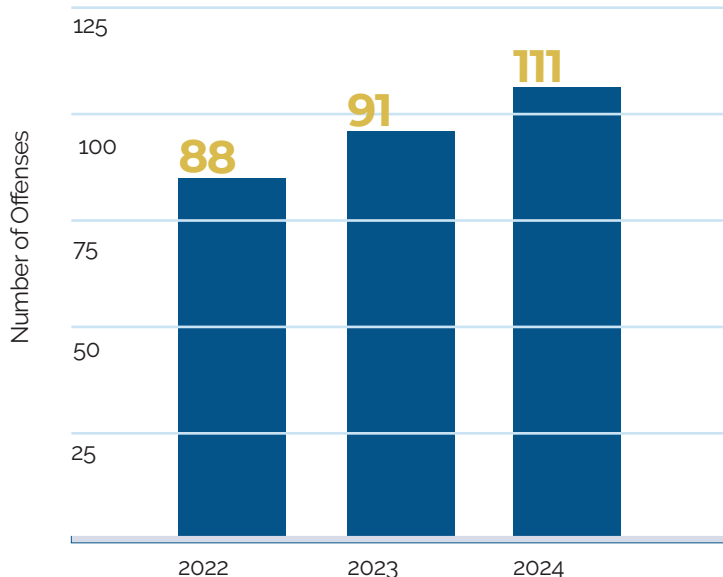
One of the overarching goals of the Knightdale Police Department is to conduct thorough investigations and seek resolutions to criminal activity and quality of life issues for our community. Many of the responsibilities associated with this goal are assigned to the Criminal Investigative Unit. This unit is currently comprised of one Lieutenant, one Sergeant, and three detectives and is dedicated to conducting thorough and professional investigations into incidents of crime as well as working to implement solid crime prevention measures within our community.



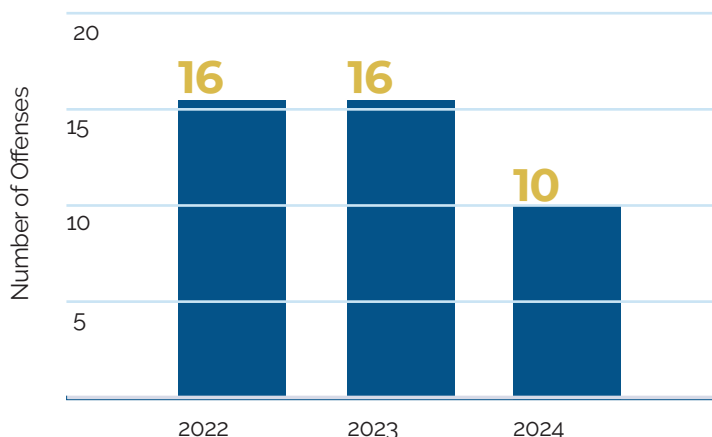
Victim Assistance

The Knightdale Police Department has partnered with several organizations to ensure our citizens have the available resources when needed most.

Domestic Violence Offenses:



Sexual Assault Offenses:



InterAct
(919-828-7740):

Offers help for victims experiencing domestic violence or sexual assault. Available 24/7.



Legal Aid of North Carolina
(866-219-5262):

Offers help for victims of domestic violence or are having issues with housing or employment.



SAFEchild
(919-231-5515):

Works with law enforcement if a child is experiencing neglect or abuse. Offers support services for families.



North Carolina Victim Assistance Network
(919-831-2857):

Offers information and assistance for victims of crimes and their family members.

Mental Health

The Knightdale Police Department is a recognized member of the [IACP One Mind Campaign](#). The campaign seeks to ensure successful interactions between police officers and persons with mental health disorders and/or intellectual and developmental disabilities.



We have established sustainable partnerships with local mental health organizations, implemented a model policy addressing law enforcement response to people in crisis and/or with mental health issues or disorders, and have met campaign requirements for providing Mental Health First Aid and Crisis Intervention Training.

Crisis Intervention Team

CIT programs create connections between law enforcement, mental health providers, hospital emergency services, individuals with mental illness, and their families. CIT Officers are spread throughout department divisions and squad assignments to ensure the community has access to a CIT officer when needed. Responding CIT officers utilize their knowledge of crisis intervention, mental health issues, de-escalation skills, and resources to provide solutions for those in need. Knightdale CIT Police Officers may be called to the home of a citizen in need. This could range from those suffering from cognitive impairment to a suicidal ideational crisis. A CIT officer will respond, de-escalate utilizing their training, and provide support by partnering with available resources to provide guidance, provide transport, or call for mobile crisis response to assist in the matter.



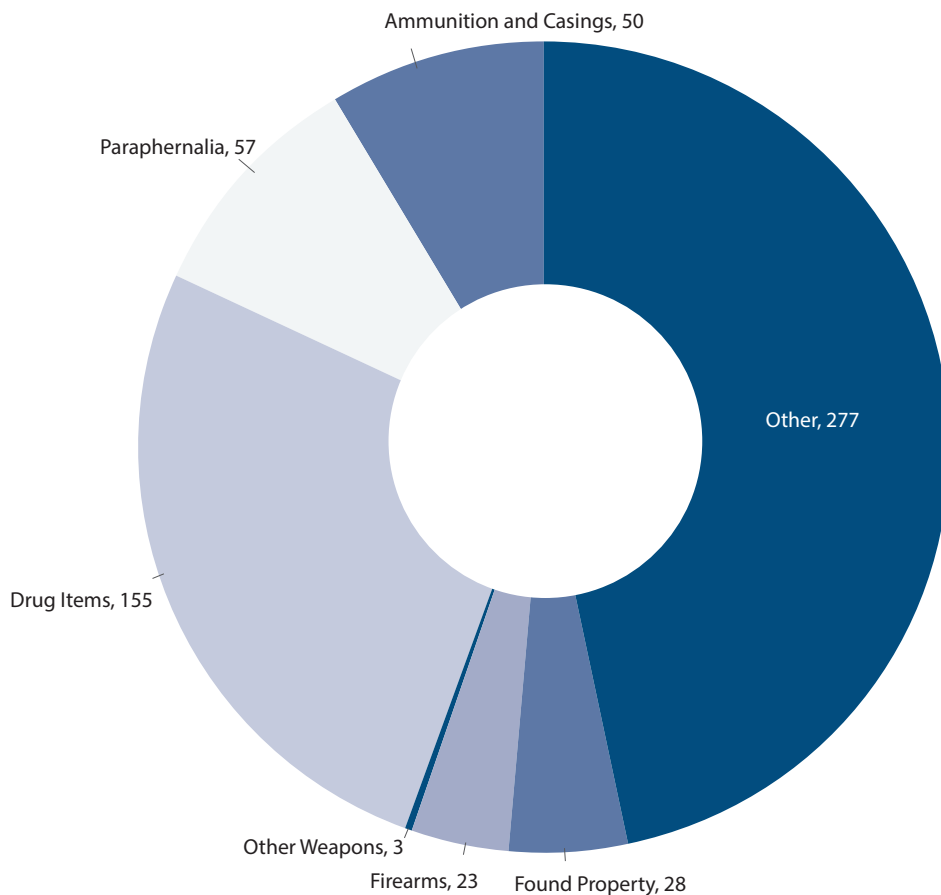
Did you know...

Approximately 67 percent of our departmental personnel have been through Crisis Intervention Team training, and all sworn personnel have taken or have been registered to take de-escalation training to minimize force usage when dealing with individuals suffering from mental illness.

The Knightdale Police Department is committed to ensuring all officers are certified in [Mental Health First Aid](#).

Community Mental Health Information and Resources

Property and Evidence Unit



Found property such wallets, cell phones and keys can be turned in at the PD Monday - Friday 8am - 5pm. Call us to inquire if we may have your missing items. Reasonable proof of ownership is required to retrieve found property.

The Knightdale Police Department recognizes the need for community members to have a means to properly and safely dispose of unused, unwanted, and expired medications. Diverted prescription drugs have become a significant community health concern due to their high rate of abuse, illicit re-sales, and accidental overdoses & deaths. In addition, improper disposal of these drugs has proven to present hazards to the environment.

In addition to department-sponsored Medication Takeback Events, citizens can stop by the police department during business hours to utilize the Prescription Drug Disposal Box to dispose of their unwanted medications. The box is intended for prescription drugs only. We cannot accept needles, liquids, or aerosols.

In 2024, 65 lbs. of unwanted medications were collected and destroyed.



Racial Profiling

The Knightdale Police Department is committed to providing professional policing services, free of bias, while treating all people fairly and equitably.

The Knightdale Police Department prohibits the use of biased police practices by its members. The race, ethnic background, national origin, gender, sexual orientation/identity, religion, economic status, age, cultural group, or any other identifiable characteristic of an individual may not be used as the sole basis for any investigative detention, stop, search, or arrest, seizure or legal forfeiture of any person's property, or any other enforcement action by any member of the Department.

Citizen Complaints

Differential Treatment Complaints



There were no complaints of differential treatment in 2024. There have been 4 complaints related to biased-based policing against our department over the last ten years, three of which were unfounded, and one was withdrawn by the complainant.

Enforcement Actions Pursuant to Traffic Stops

2022	Male	Female	White	Black	Other	Hispanic
Citation	823	527	586	747	17	274
Physical arrest	44	19	23	40	0	17
Warning	916	688	717	887	17	229
No action	13	5	9	9	0	2

2023	Male	Female	White	Black	Other	Hispanic
Citation	965	720	780	883	22	372
Physical arrest	59	26	37	48	0	62
Warning	1208	875	864	1189	30	343
No action	14	10	10	13	1	3

2024	Male	Female	White	Black	Other	Hispanic
Citation	1029	706	857	852	26	492
Physical arrest	99	24	45	53	0	25
Warning	1109	842	797	1122	32	297
No action	33	12	19	25	1	11

Overview of Complaints

Number of Complaints against Department Members

Total: 4

Percentage of Decrease/Increase from Previous Years 20%

Number of Complaints Forwarded to Internal Affairs 1

Dispositions

Sustained 0
(The allegation is true, and the employee's action was inconsistent with directives.)

Not Sustained 0
(There is insufficient evidence to confirm or refute the allegation.)

Exonerated 0
(The allegation is true, but the employee's action was consistent with directives.)

Unfounded 4
(The allegation is demonstrably false, or there is no credible evidence to support the allegation.)

Policy/Procedure Failure 0
(The allegation is true, but the employee's action was consistent with directives and there is an indication of a need for review and revision of directives)

	2022	2023	2024
Number of Complaints	5	5	4

The Knightdale Police Department is committed to building strong relationships within the community. As such, we welcome your compliments or complaints regarding officer performance. Complaints or compliments are generally directed to the on-duty supervisor. Members of the public may visit the station or call our non-emergency number at 919-217-2261 and request to speak to a supervisor. Citizens may also email [Deputy Chief Orlando Soto](#) the details of their compliment or complaint. All complaints against the department or its employees will be documented and investigated fully, to include anonymous complaints.

2024 Training Update

Total Training Hours: **3,254**

24

State Required
Training Hours
per Officer

76

Average
Training Hours
per Officer

10

Departmental
Instructors

All Officers Received the following training in 2024:

- Juvenile Justice Issues: Communication and Engagement
- Firearms and Qualifications
- Legal Update
- Legislative Update
- Domestic Violence: Overcoming Elder Abuse and Exploitation
- Ethics: Increasing Professionalism
- Active Assailant: Preparation and Response
- Officer Safety

Additional Training:

- Radar/Lidar Operator
- NC Justice Academy Leadership Certificate Program
- Certified Chemical Analyst
- Drug Recognition Expert Re-certification
- Crisis Intervention Training
- FBI LEEDA
- Gracie Survival Tactics
- Law Enforcement Leadership Academy
- Officer Survival



Succession Planning

To achieve our succession planning goals, the Knightdale Police Department embraces the following practices and strategies:

- The promotion of formal education in career related fields of study, and assisting employees in leveraging the benefits of the Town's tuition reimbursement program
- New Supervisor's Training for all newly promoted personnel
- The completion of the FBI Leadership Trilogy course for all personnel holding the rank of Sergeant or above, as well as advanced training in the areas of risk management and law enforcement accreditation; the assignment and management of certain accreditation standards to personnel
- The delegation of command level tasks such as event planning & ICS functions, conducting topical research, preparing annual analyses, or conducting policy reviews
- Emphasizing specialized, subject matter training for topics like grants management and preparation, internal affairs investigations, human resources & personnel law, budgeting, property & evidence management, accreditation, and media relations
- The development and delivery of an internal, curriculum based "Leadership Academy"

Annually, the Chief of Police delivers the KPD Leadership Development Academy, designed to provide upcoming leaders with valuable insight into the world of organizational leadership and management, tied together with Knightdale's policing philosophy.

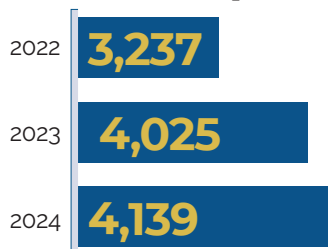


Traffic Safety Unit

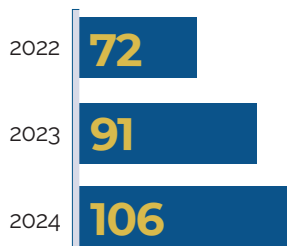
A goal of the Knightsdale Police Department is to ensure the safe and expeditious movement of vehicle and pedestrian traffic throughout the town.

Many of the responsibilities associated with this goal are assigned to the organization's Traffic Safety Unit (TSU). The TSU is made up of 4 officers, consisting of a Sergeant and three Traffic Officers. The Traffic Safety Unit is dedicated to reducing crashes that result in property damage, injuries, and death through a balance of Traffic Safety Education and Enforcement.

Traffic Stops

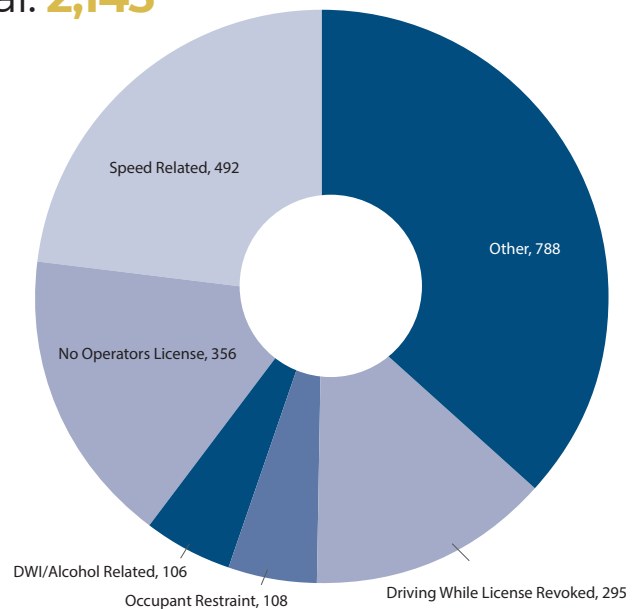


DWI/Alcohol-Related Arrests



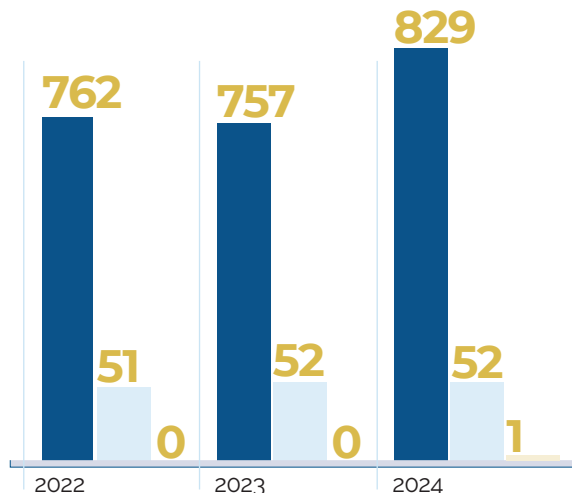
2024 Citations

Total: 2,145



Vehicle Crashes

■ Crashes
■ Injury Crash
■ Fatality



Police Administration



Deputy Chief Orlando Soto

Deputy Chief Orlando Soto oversees the Knightdale Police Department's Support Services Division, which encompasses the Criminal Investigative, Traffic Safety, Special Operations, and Community Resources Units. In his role, he provides strategic leadership and operational management, ensuring the department upholds the highest standards of professional policing. He is responsible for coordinating organizational activities with local, state, and federal law enforcement agencies, offering executive-level operational and administrative support to the Chief of Police, and overseeing Internal Affairs investigations to maintain accountability and integrity within the agency.

Deputy Chief Soto has earned several academic and professional qualifications, including a Bachelor of Science Degree in Criminal Justice from Western Carolina University. He is also a graduate of the 76th Administrative Officer Management Program at N.C. State University, the North Carolina Association of Chiefs of Police Institute, and the North Carolina Justice Academy's Leadership Institute and Leadership Certificate Program. Additionally, he is a recipient of the FBI-LEEDA Trilogy Series, along with several department commendations.

With 22 years of law enforcement experience, including 12 years of dedicated service to the Knightdale Police Department, Deputy Chief Soto exemplifies a strong commitment to public safety, organizational excellence, and community engagement.



Captain Joseph D. (Danny) Phillips

Captain Phillips is the commanding officer of the department's Patrol Division, which makes up the largest division within the organization. Phillips has held numerous roles within the organization, including Patrol Officer, Shift Supervisor, Shift Commander, and Traffic Safety Unit Supervisor. Captain Phillips is a certified instructor, specializing in Implicit Bias and Impartial Policing, Taser, Traffic Incident Management, and Large Truck and Bus Enforcement. Phillips serves on multiple statewide oversight committees. Phillips holds several specialized certifications and is the recipient of the FBI LEEDA Trilogy Award. Captain Phillips specializes in operations planning and incident command. He is a graduate of the 95th session of the Administrative Officers Management Program through North Carolina State University.

Captain Phillips has been the recipient of numerous awards and commendations throughout his career. Captain Phillips was awarded Officer of the Year in 2018 and serves on multiple boards and committees at both the local and state levels. He is a 27-year Law Enforcement veteran, serving in Knightdale for the last 21 years.



Captain Thomas Cagle

Captain Cagle is the commanding officer over the department's Administrative Division which entails Records, Property and Evidence, Accreditation and Training. Cagle has held numerous roles within the organization, including Patrol Officer, Shift Supervisor, Shift Commander, Watch Commander, K-9 Officer, Field Training Program Coordinator, Law Enforcement General Instructor and Gracie Survival Tactics Instructor.

Captain Cagle was awarded the Town of Knightdale ARC award in 2016, Officer of the Year in 2015 and 2019, recipient of the FBI LEEDA Trilogy Award, along with several individual and departmental citations and commendations.

Leadership Team



Lt. Travis Price

Patrol
Watch
Commander



Lt. Steven Williams

Patrol
Watch
Commander



Lt. Ronald Fullerton

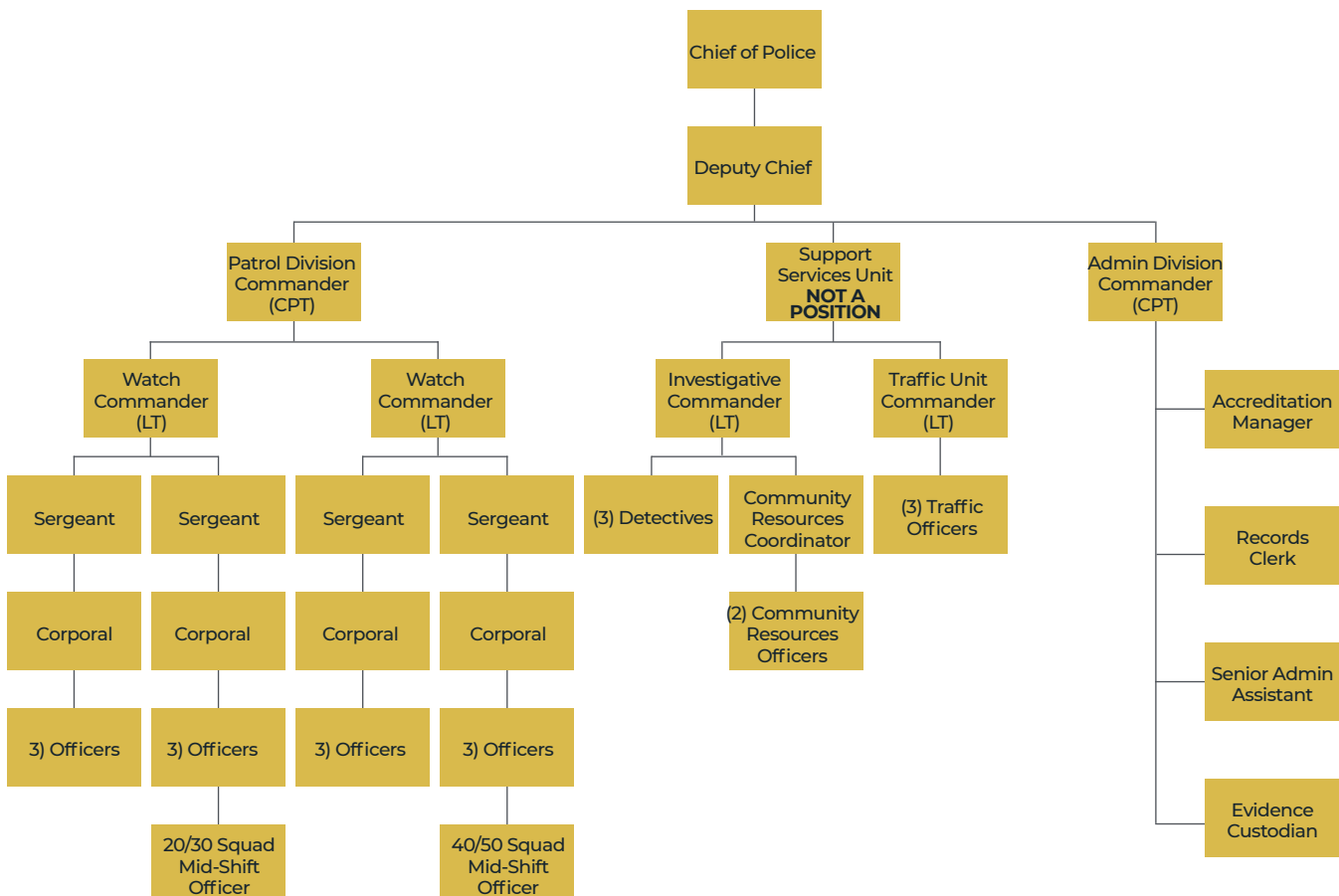
Special
Operations Unit
Commander



Lt. Jason Bradshaw

Investigative
Unit
Commander

Organizational Chart



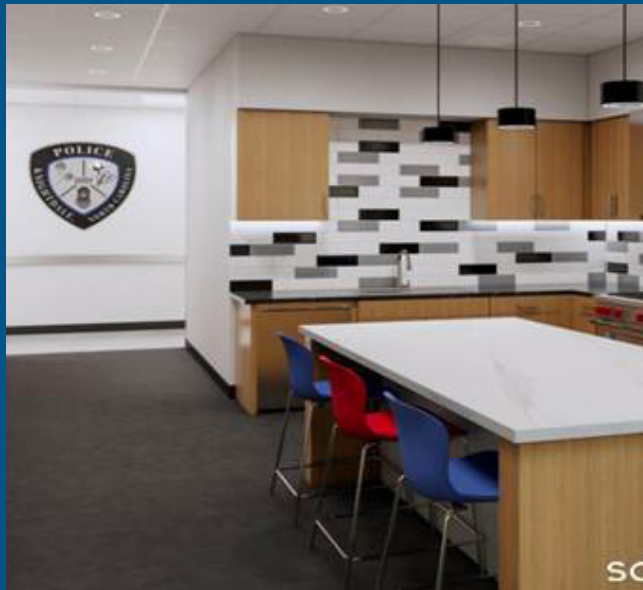
Police Facilities Project



Exterior



Lobby



Break Room



Locker Room

Our police facility project made significant gains in 2024. The architect firms, Davis Kane and Schrader Group, completed construction drawings, and the formal bids were received in October. Since then, we have selected a construction firm and received approval from the Local Government Commission to move forward with the project. The Town is expected to formally approve the construction contracts in Spring 2025, and groundbreaking will commence shortly after. The new Law Enforcement Center will significantly increase our staffing and operational capacity, allowing for future organizational growth. As you can see, the new building will be a flagship facility that reflects the important work taking place within its walls. Stay tuned for more exciting news on this project!

The Town of Knightdale is now accepting applications for the position of

POLICE OFFICER

**Increased minimum salary effective July 1, 2024
+ up to \$5,000 recruitment incentive**

Compensation

Entry-Level - **\$63,496**

Senior Officer - **\$66,735**

Master Officer - **\$70,139**

Hiring range - up to \$70,139

Full pay range - up to \$94,536

**Officers may be hired at a probationary salary*

***Must meet the requirements of the Department's Career Development Program for Senior and Master Officer designations*

Special Requirements

- Law Enforcement Certification awarded by the NC Criminal Justice Education and Training Standards Commission
- Valid NC driver's license
- Valid CPR certification
- Ability to obtain specialized training (see detailed job description)

Benefits & Incentives

- Employee medical, dental, and vision insurance premiums paid 100%
- 5% 401(k) contribution by the Town
- 13-14 paid holidays each year
- Paid vacation and sick leave
- Longevity pay
- Education tuition reimbursement
- Take home car program
- POPAT incentive bonus
- Yearly uniform and equipment allowance
- We allow outer carriers, facial hair, and tattoos



Please direct inquiries to
Blake Fields, Assistant HR Director
(919) 217-2222

Blake.Fields@KnightdaleNC.gov

Visit

www.governmentjobs.com/careers/knightdalenc to view the detailed job description and apply

*Start Something NOBLE
with Knightdale PD*

*The Town of Knightdale is an
equal opportunity employer*