

ROANOKE, TEXAS MEDIA GUIDE



www.roanoketexas.com

2025

WHO DO I CALL?



The City of Roanoke has representatives from different departments available to help with media inquiries both during and after business hours. These communications personnel work directly alongside each Office of the Chief as well as the City Manager's Office. They serve as the official spokespersons for the media and in all matters pursuant to other types of inquiries from various sources.

The Public Information Office is not staffed during evenings, weekends, or holidays. However, a PIO is always on-call for **major breaking news**. After hours, the on-call PIO will generally not have information regarding calls for service, cases, or matters not considered breaking news.

When you contact the communications team, please provide a specific topic and deadline information; every effort will be made to respond to your inquiry as soon as possible.



MEET YOUR TEAM



Doug Parks
Assistant Chief
Roanoke Fire Department



Sandy Pettigrew
Professional Standards Captain
Roanoke Police Department



Ryan Otero
Professional Standards Sergeant
Roanoke Police Department



Carissa Katekaru
Communications Administrator
City of Roanoke



Amanda Meneses
Emergency Management
City of Roanoke



Jennifer Ertle
Communications Supervisor
Roanoke Public Safety



COMMUNICATIONS CALL LIST

PIO Call List:

Weekday Hours:

- a. pio@roanoketexas.com
- b. 817-491-6052
- c. 817-491-6077
- c. 682-286-5500

After Hours:

- a. pio@roanoketexas.com
- b. 682-286-5500





LIVE UPDATES & NEWS RELEASES

Breaking news is first posted to Facebook. Updates on PIO response times, media staging, and ongoing advancements will be provided throughout the duration of the incident.

News releases will be distributed to local media partners and shared via social media and website. If you are a media partner and would like to be added to the distribution list, please contact pio@roanoketexas.com.



SOCIAL SPACE

City of Roanoke, Texas

Facebook: www.facebook.com/CityOfRoanokeTX

Instagram: [@cityofroanoketx](https://www.instagram.com/cityofroanoketx)

Twitter: [@CityofRoanokeTX](https://twitter.com/CityofRoanokeTX)

www.roanoketexas.com

Roanoke, Texas Police

Facebook: www.facebook.com/RoanokePoliceTX

Instagram: [@RoanokePoliceTX](https://www.instagram.com/RoanokePoliceTX)

Twitter: [@RoanokePoliceTX](https://twitter.com/RoanokePoliceTX)

www.roanoketexas.com/police

Roanoke, Texas Fire

Facebook: www.facebook.com/RoanokeFireTX

Twitter: [@RoanokeFireTX](https://twitter.com/RoanokeFireTX)

www.roanoketexas.com/fire

The Communications Team follows Texas Government Code 552.108 and media policy regarding the release of information to the public.

The Communications Office is typically able to provide the following information regarding cases or incidents:

- Type or nature of an event or crime
- Location, date, time, damages, and general description of the incident
- Name, gender, age, and hometown of person arrested (name will be available after arraignment)
- Places of arrestees detention, charges, and bond amounts (following arraignment)
- Mutual Aid response information and number of staff members working the incident
- Name of deceased victims (following notification of next of kin)

*If the location of arrest/crime identifies victims, this information will not be available.

What information ***may*** be available:

- Specific cause of death if it has officially been determined by the medical examiner
- General description of injuries sustained as viewed by officers or EMS personnel; typically described as life-threatening or non-life threatening as opposed to specific medical conditions
- Booking photos available upon request - following arraignment

What information is ***not*** available:

- Identity or addresses of victims/witnesses
- Names of juveniles charged with status crimes
- Identity of juvenile suspects under the age of 17
- Medical condition unless permission is given explicitly by the victim or victim's family (HIPAA)
- Results of any investigative procedure such as lineups, polygraph tests, ballistic tests, etc.
- Information, which if prematurely released, may interfere with an investigation or apprehension of a suspect, such as the nature of leads, specifics of an "MO," details of the crime or incident known only to the perpetrator or police, information that may cause the suspect to flee or avoid arrest
- Evidence that may adversely affect a court proceeding
- Status of persons turned over to the custody of Health & Welfare, such as mental health holds or child custody situations



Police officers and fire personnel routinely deal with people who have a diagnosed or suspected mental health condition. Medical conditions are protected under the medical records provision of the Public Records Act. If a police action results in an individual's hospitalization for mental illness treatment, the only information that will be available is that the person is in protective custody. Updates will likely not be available due to the patient's privacy rights.

Child protective actions and child custody incidents are also protected by law. Children taken into protective custody, for whatever reason, are provided protection of their identities and status under state and federal statutes. If a child is placed in protective custody, we will publicly state that the child is in "safe custody" without further specifying their location, the agency, or family member involved.

Critical Incidents & High-Risk Operations

During a bomb investigation, SWAT operation, or other type of critical incident, the Chief, Incident Commander, and Public Information Officer will request that the media cooperate with the department to broadcast only those images that will not compromise the personnel or impact the public's safety. This cooperation may include the location of live trucks, live feeds, and the reporter's location on the scene.

Closing Airspace

The airspace is closed on a case-by-case basis where there is an immediate concern for the safety of the public, personnel, helicopter pilot, and helicopter. We may also close the airspace over any incident where the noise of the hovering helicopter will interfere with communication via handheld radio or cell phone. Airspace closures will be through a Notice to Airmen (NOTAM) or in coordination with Perot Field/Fort Worth Alliance Airport (KAFW).



Open Records Request

Texas Government Code, Chapter 552, known as the Public Information Act (the “Public Information Act” or the “Act”), gives the public the right to request access to government information. The Act is triggered when a person submits a written request to a governmental body. The request must ask for records or information already in existence. The Act does not require a governmental body to create new information, do legal research, or answer questions. In preparing a request, a person may want to ask the governmental body what information is available.

How to Make a Request:

- Online via the [Public Information Request Form](#)
- Mailed:
 - Police: Attn - Police Records 609 Dallas Drive, Roanoke, TX 76262
 - City or Fire Records: Attn - City Secretary 500 S. Oak Street, Roanoke, TX 76262
- Fax (police records requests only): (817) 491-6053
- Walk-in:
 - Police Records - 609 Dallas Drive, Roanoke, TX 76262
 - City or Fire Records - 500 S. Oak Street, Roanoke, TX 76262

FAQ

Will there be a special perimeter set up for media at scenes?

Generally, no. If an area is safe for the media, it must also be safe for the public. In some cases, the media *may* be allowed in a restricted area for better access.

Can an officer or firefighter invite a reporter onto private property to view a scene?

No - courts have ruled that this is an invasion of privacy. We will provide the closest access for media that is safe, legal, and will not interfere with the investigation.

Where can I give a tip regarding an ongoing investigation?

Tips can be submitted directly to the department at 817-491-6052 or via Crime Stoppers

Denton County Crime Stoppers: 1-800-388-8477
Tarrant County Crime Stoppers: 817-469-8477

Can I get updates about a major case on the weekends? What about crime stats or other background information for a story?

Please plan ahead if you'd like to do a weekend story on an ongoing case. The PIO may only provide a weekend update if new information is available.

Can you help with questions regarding cases in other cities?

Generally, no. We cannot provide information where another agency is the primary responder or investigator. We have mutual aid agreements (NEFDA, etc.) and can provide information on how we assisted other departments, but you must contact the primary department for incident details.

Why can't the department release medical conditions?

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) provides people privacy regarding their medical condition. We will describe injuries sustained at a scene (i.e. non-life threatening, etc.). We cannot provide specifics without victim or family approval, which is often difficult during an active situation.

How can you find out information about a case that has gone to court?

You will have to check with the appropriate court or with the prosecutors for that information. After a case/suspect has been accepted by the court, we have to direct inquiries to the courts or the prosecutors office.

Roanoke Municipal Court:
817-491-0813

Denton County Court:
940-349-2000

Tarrant County Court:
817-884-1111



What if I have questions involving a school in Roanoke?

We work closely with Northwest ISD and have an active School Resource Officer program. If the request is related to an incident involving the school and department, we will work directly with the NISD communications team. In the event the matter is school specific, we will refer you to the NISD spokesperson - 817-215-0000

When do you request the media's help with a missing person case?

When personnel has a valid concern for the person's safety due to the possibility of foul play or health/medical issues. The personnel will issue Missing Endangered Advisory when there is evidence of foul play, suspicion of life-threatening danger, or suspicious circumstances. We do not typically request media assistance on general missing person cases; however, media assistance is always appreciated.

How is an Endangered Missing Person different than an AMBER or Athena Alert?

A missing endangered person must meet several criteria for the states alert network.

- Has the missing person been diagnosed with an Intellectual Disability and/or a Pervasive Developmental Disorder?
- Is it confirmed that an investigation has taken place, verifying that a reasonable explanation for the missing person's disappearance has been ruled out and that the disappearance poses a credible threat to the health and safety of the missing person?
- Is the Endangered Missing Persons Alert request being made within 72 hours of the missing person's disappearance?

- Is there sufficient information available to disseminate to the public that could assist in locating the missing person? (Highway signs will be activated only if accurate vehicle information is available AND it is confirmed that the missing person was in the vehicle at the time of the disappearance).

To view a full list of State Alert Programs, visit the [DPS Website](#)

