

2022

# Annual Summary Report Keller Police Department



Chief Bradley G. Fortune  
February 21, 2023

***SERVICE ~ JUSTICE ~ FAIRNESS***

February 21, 2023

## PERFORMANCE SUMMARY

The men and women of the Keller Police Department adapted to the various challenges they were faced with throughout 2022 and continued to provide excellent service to the citizens of Keller as evident by their four (4) performance measures: Crime Rate (7.12 per 1,000 in population), Traffic Safety (15% increase in reportable traffic collisions, Timely Service (3:13 minute average response time to an emergency call after being dispatched) and Quality of Service (99% rated the overall competency as well as department employees' attitudes and behavior as having met or exceeded expectations).

The Keller Police Department finished the year with 328 reported Part 1 Crimes. Department objectives coupled with a continued focus on establishing and enhancing relationships, community engagement, support from City Management and City Council continue to play critical roles in maintaining a low crime rate and high quality of life in the City of Keller. Our continuous improvement model drives us to work each day to improve our partnership with the community by maintaining a focus on Service, Justice, and Fairness. We continue to strive to be open and transparent in all we do by collaborating with community members as we establish policies and strategies for reducing crime and addressing quality of life issues. As you will see when you read this annual report, the Keller model is a model for success. I believe the quality of our team coupled with the police service model we engage, was directly responsible for maintaining a low crime rate in Keller and continuing to be responsive to the needs of our community.

As of December 31, 2022, we had four (4) sworn (3 officers and 1 over hire) and six (6) non-sworn vacancies (one (1) Animal Control Officer, one (1) Detention Officer, and four (4) NETCOM Dispatchers) in the organization. This is 90% of our authorized positions filled.

Please note that attached to the end of this report is the statistical summary of activity for the Keller Police Department for the calendar year 2022 and the preceding ten years. This report does not account for the service level in Westlake, which is reported in a separate report to their Town Manager.

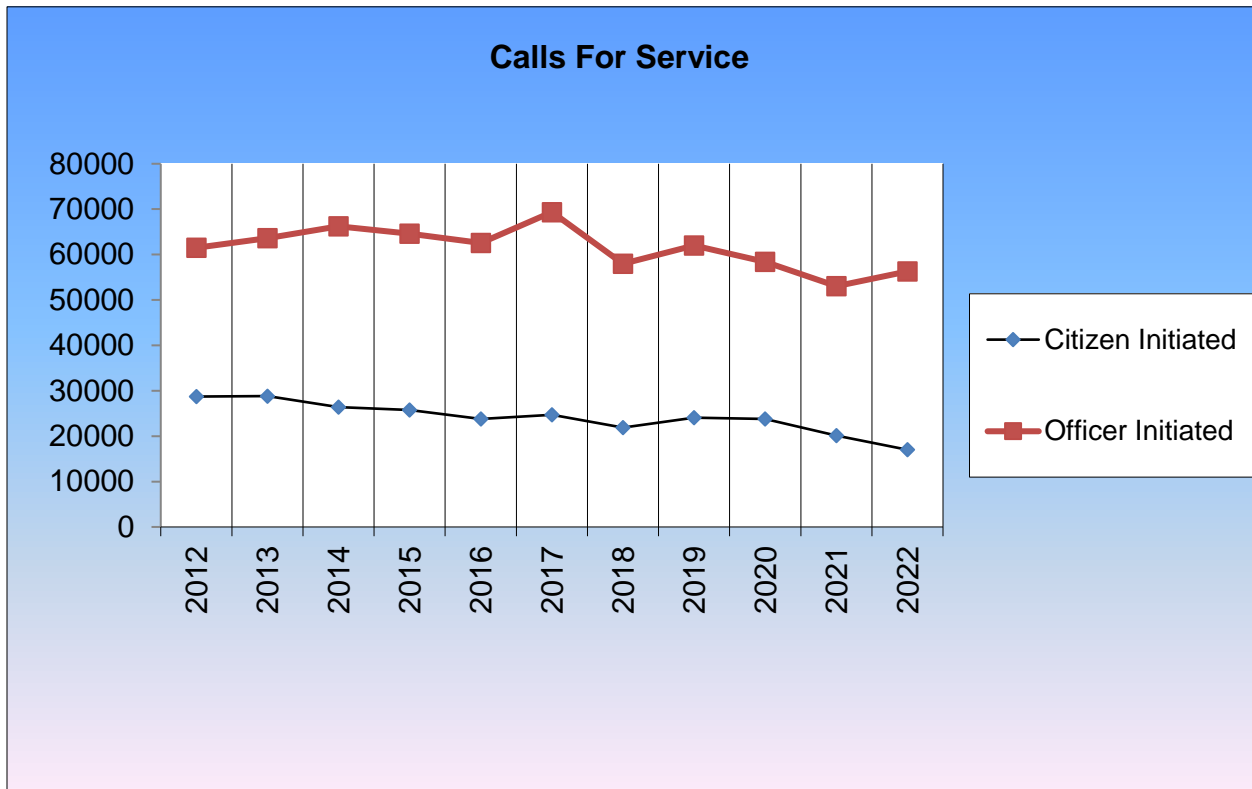
## RECOGNITION

We continue to commend our employees for outstanding performance and demonstrating servant traits in providing service not only to our external customers, but team members as well. During 2022, team members received over 100 commendations and we continue to see an increase in public commendations communicated by mail, email, and our social media fronts. In 2022, we presented one (1) Certificate of Merit, one (1) Chief's Letter of Commendation, & five (5) Lifesaving Awards.

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### ACTIVITY AND EMERGENCY RESPONSE

Because we are a service industry, we carefully monitor our calls for service. Our total calls for service measures both calls from the public and employee initiated activities.



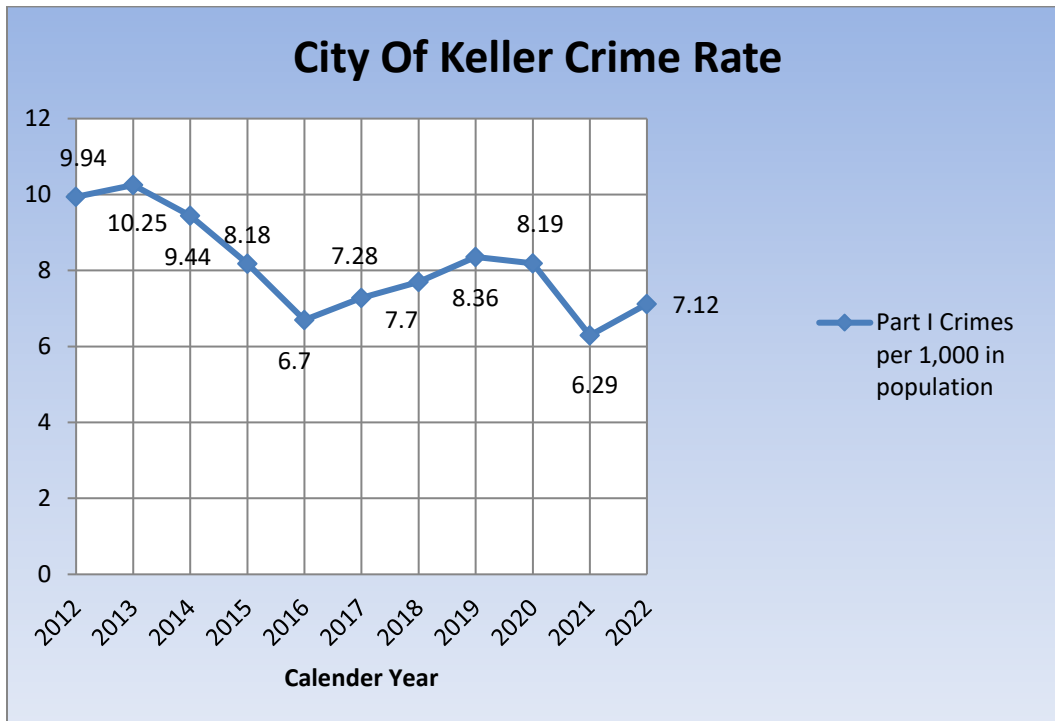
During calendar year 2022, we responded to 17,004 calls from our citizens and our officers initiated 56,294 calls for service. The citizen initiated calls for service decreased by 15% from the previous year and the officer initiated calls increased by 6%. Self-initiated police activity has a direct effect on crime. Properly enforcing the motor vehicle laws by stopping cars helps in the apprehension of dangerous criminals, the prevention of crime, and the change in driver behavior.

Our average response time to an emergency call (priority 1) was 3:53 from receiving the 911 call to arrival on scene. The average response time to an emergency call after it was dispatched (drive time) was a 3:13 minute average. This achieves our goal of under five (5) minutes. Our average response time to all priority calls (priority 1-3) was 9:37. This meets our goal of under twelve (12) minutes

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### CRIME RATE AND QUALITY OF LIFE

The benchmark to measure crime in communities across the United States is the Uniform Crime Report Part 1 Index Crime. This includes Murder, Rape, Robbery, Aggravated Assault, Burglary, Theft, and Auto Theft. We experienced 328 Part 1 Crimes in 2022. This represents an increase of 41 crimes or 14% from the same period last year.



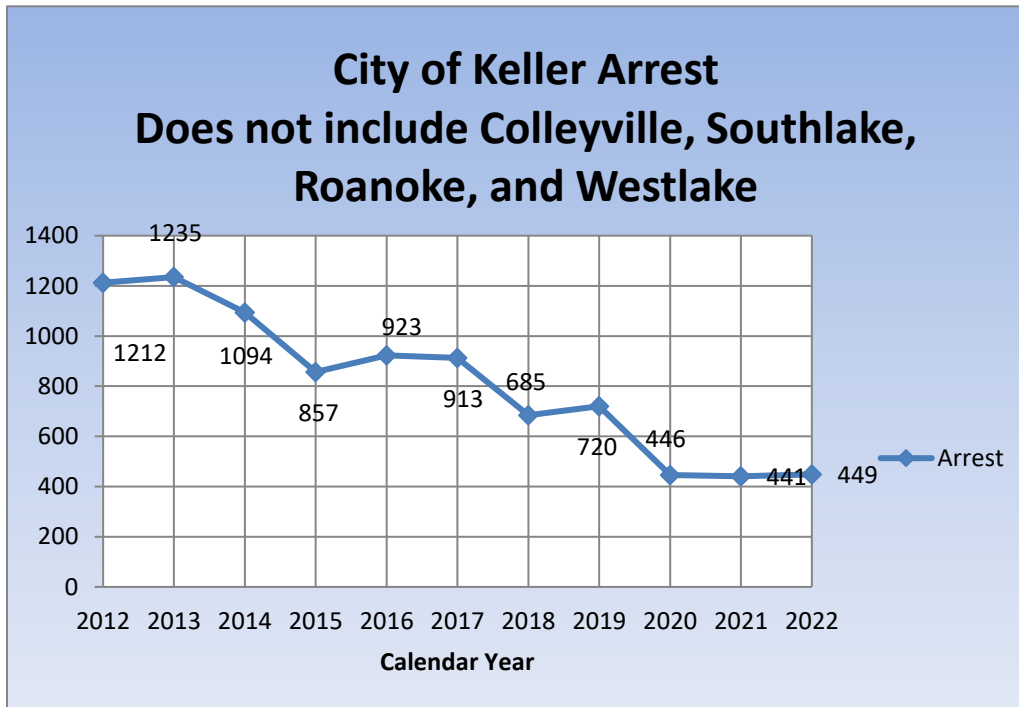
When we compare the crime data over time considering our population, our number of Part 1 Crimes per 1,000 in population increased from 6.29 in 2021 to 7.12 in 2022. In 2012 we averaged 9.94 Part 1 Crimes per 1,000 in population. Ten years later, we averaged 7.12 Part 1 Crimes per 1,000 in population. There are a few areas that increased from 2021. We had a 35% increase in Aggravated Assaults (23 to 31) and 115% increase in Burglaries (20 to 43). This significant increase was due to multiple storage units in a single storage facility being burglarized.

The City of Keller continues to maintain a low Part 1 crime rate, by having a high level of community engagement and the organization deploying a policing strategy that is congruent with the community's expectations and accepted by our stakeholders. This, along with the continued support of our city council, city manager, and community to provide the resources needed to effectively perform our duties continues to have a direct impact on the lowering of crime in the City of Keller and being able to sustain a low crime rate over time.

The total number of in-custody arrests for 2022 was 449, an increase of 1% from the previous year. This does not include the housing of prisoners under the agreements with Southlake, Colleyville, Westlake & Roanoke. The prisoners housed in our jail facility last year totaled

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1,740. Factors which continue to impact these numbers each year include our agreement with our municipal Judge reference assigning time served to prisoner pickups, and the impact of the Sandra Bland Act, which diverts prisoners in need of psychological and/or medical services to those facilities rather than being housed in holding facilities and jails.



### TRAFFIC SAFETY

We experienced a 15% increase in reportable automobile collisions last year. A total of 273 collision reports were completed by our officers in 2022 compared to 237 in 2021. The top three collision locations were Rufe Snow Dr. and Bear Creek Parkway, Keller Parkway and Rufe Snow Dr., and S. Main (US 377) and North Tarrant Parkway. The top three contributing factors of crashes in Keller were Fail to Yield Right of Way while Turning Left, Fail to Control Speed - Turned when Unsafe, and Failed to Yield Right of Way - Stop Sign or Disregard Stop and Go Sign. There were (2) fatalities in Keller during 2022.

The traffic unit completed 13 speed surveys and coordinated directed traffic enforcements based upon those findings and crash data within the city. To note, DWI arrests for the year totaled 168 which was a 17% increase over last year.

### INTERNAL INVESTIGATIONS AND COMPLAINTS

There were eleven (11) documented complaints against our employees which included eighteen (18) total allegations: nine (9) external and nine (9) internal. Of the eighteen (18) allegations, eleven (11) were sustained, one (1) was unfounded, four (4) were not-sustained, one (1) was exonerated and one (1) was exonerated-policy failure. Of the

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eleven (11) documented complaints, six (6) complaints originated externally and five (5) originated internally.

There were three (3) internal affairs investigations in 2022. All were sustained.

### RESPONSE TO RESISTANCE

In 2022, there were a total of twenty-nine (29) incidents requiring department employees to respond to some level of resistance provided by arrested persons. This represents a decrease of forty-one (41%) as compared to a total of forty-nine (49) incidents in 2021. Each time, the incident was documented and investigated by a supervisor and reviewed by a defensive tactics Instructor, the Division Commander, and the Chief of Police. The response to resistance rate per 1,000 prisoners decreased from thirty (30) in 2021 to seventeen (17) in 2022. The combined total of prisoners processed in the Keller Regional Detention facility was 1,740 which is an increase of 79 (5%) from 1,661 last year.

There were no patterns of incidents involving individual officers as the response to resistance incidents were spread among twenty-eight (28) officers and jailers. Fifteen of the (15) officers/jailers were involved in three (3) or more response to resistance incidents each. However, a review of their incidents did not reveal any trends that indicated the response to resistance was not justified or excessive. Personnel were more likely to become involved in a response to resistance incident on Saturday (24%) involving white (79%) males (83%) between the ages of 30-39 (34%) between the hours of 6:00 pm and 11:59 pm (31%) in a house or residence (48%). The primary response to resistance force type was Miscellaneous Physical Force consisting of thirty-six (36) uses. Miscellaneous Physical Force involves holding, grabbing, or pushing. The analysis did not reveal any equipment needs or modifications needed nor did it reveal any policy issues or corrective action at this time. On October 3, 2022, The Keller Police Department started carrying CEW's (Tasers) and tracking their use in Response to Resistance reports. The Keller Police Department will be implementing a new software program (Benchmark Analytics) in 2023 to capture and track Response to Resistance incidents. The program will assist the department to quickly identify trends and provide more detailed data for developing training. The Response to Resistance analysis will be used to guide the defensive training classes which are held quarterly throughout the year. These training sessions are developed around previous Response to Resistance Incidents by refreshing the officer's knowledge on techniques used for certain situations. These incidents also guide our training on new methods and alternatives for handling resistance and noncompliance from suspects. It is recommended that these training sessions should continue to be influenced by the incidents officers are encountering in the field.

### ATTEMPT TO STOP

A total of twenty-seven (27) incidents of attempting to stop/pursuit a suspect in an automobile occurred in 2022. The current pursuit policy permits officers to pursue suspects when probable cause exists that the suspect has committed a felony involving the use or threatened

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use of deadly physical force. All twenty-seven (27) of the incidents were terminated by the involved officer.

## VOLUNTEER SERVICES

Volunteers in Policing Service (VIPS) vehicle patrol program has completed its 13th year. This is a community policing initiative where graduates of our Citizens Police Academy patrol our city in specially marked vehicles to assist in service and crime prevention activities. Participating members receive special training before they begin patrols and can ride tandem or alone. They assist officers at accident scenes, perform routine tasks, ride through the parks and commercial establishments, and perform other non-dangerous crime prevention activities. In addition, VIPS help with the annual recycling event, the Lion's Club and Homecoming Parades, the Keller Libraries Harvest Stew, Holly Days, Keller Lights, Drug Take Back, house checks and wherever else they can be utilized to assist the officers. The Keller VIPS Unit receives yearly training on special police topics of interest or need, such as CPR, AED and Stop the Bleed techniques. This is a great service to our police department and our community.

In 2022 two new initiatives were launched. One is the VIPS Service Vehicle Team (SVT) and the other is CID Assist Team. The Service Vehicle Team (SVT) takes police vehicles to and from dealerships and outfitters for vehicle service, warranty work, build out, maintenance concerns and state inspections. This service keeps officers on the street and in their sectors instead of tying them up with this endeavor. The Service Vehicle Team (SVT) conducted 77 transports.

The other new initiative is the CID Assist Team which involves selected VIPS members to assist CID by being assigned non-violent cases, which require basic complainant contact by phone. They gather basic follow-up information and/or new related information needed for the case. They pick up videos or other electronic devices, which aid CID in solving the case. Since this program began in November 2022, the CID Assist Team has assisted with 57 cases.

The VIPS unit logged over 2,260 hours (20% increase) and 8,858 miles (1% increase) on the two patrol vehicles last year. Additionally, the VIPS unit completed 1,998 house checks.

## COMMUNITY ENGAGEMENT

In 2022, the Community Relations Officer conducted 32 Crime Prevention Presentations. Although homeowners and businesses no longer receive a discount on their insurance policy by having their home or business inspected, inspections are still encouraged by our Community Relations Officer.

Information concerning crime trends, locations and traffic closures/enforcement are distributed by the City Of Keller Information Officer via, the City Website, Facebook and



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Twitter. The Keller Public Safety Facebook account has 23,000 followers, with an average of 10 postings each week notifying our followers of crime trends and crime prevention tips. We have increased our Facebook followers by 3 percent during the year. Our Keller Police Department Twitter account currently has 34,000 followers and there were an average of 10 “Tweets” sent out per week.

### NATIONAL AND STATE ACCREDITATION

We continue to meet and exceed the standards required as being a Nationally Accredited agency. The voluntary process of accreditation demonstrates a level of excellence by a police department where they comply with over 450 national standards and subjects the organization to an outside review by a team of independent assessors. Accreditation strengthens an agency’s accountability, both within the agency and the community, through a set of standards that clearly define authority, performance, and responsibilities. Because the award is only for four years, accreditation is a continuous improvement tool requiring agencies to show compliance to the standards if they wish to remain an accredited police department. In March 2022, the Keller Police Department virtually hosted CALEA Assessors as we again attempted to achieve Accreditation with Excellence for Law Enforcement and Public Safety Communication National Accreditation. The on-site assessments were successful and the Keller Police Department was awarded Advanced Accreditation and Public Safety Communication Accreditation in July of 2022 in Chicago, Illinois. In February 2022, the Keller Police Department and NETCOM Dispatch participated in CALEA remote based assessments and were found to be in compliance with all reviewed files. In addition to our National Law Enforcement Accreditation programs we are also a Texas Police Chief’s Association (TPCA) Best Practices Accredited Agency, which also requires an onsite evaluation every four years. In May 2021, the Keller Police Department successfully passed another TPCA onsite and were awarded re-recognition. The Keller Police Department first earned Advanced Law Enforcement Accreditation in 2006, Public Safety Communication Accreditation in 2018, and Texas Police Chief’s Association Recognition (now accreditation) in 2013. The accreditation processes are funded by the Keller Crime Control and Prevention District Sales Tax.

### CRIME CONTROL PREVENTION DISTRICT

Keller voters decided in November to renew the city’s Crime Control and Prevention District for another 15 years. A common funding mechanism used by cities throughout the state, the 1/4-cent sales tax revenue allocation provides funding for the Keller Police Department’s capital projects, vehicles and equipment.

Residents originally passed the CCPD sales tax in 2001 aimed primarily at building Phase I of the Keller Police Department’s facility. Five years later, voters approved a 15-year



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continuation. That money has since been used for Phase II of the facility, including the Regional Animal Adoption Center and Regional Detention Facility, the department's accreditation programs, and a replacement fund for anticipated capital maintenance.

The CCPD also funds vehicle and technology purchases and replacements, including patrol vehicles, motorcycles and bicycles; body-worn and in-vehicle camera systems; radio systems and mobile data terminals; NETCOM 911's computer-aided dispatch system for regional police and fire/EMS response; uniforms and training for members of the regional SWAT team; technology and equipment used by the Criminal Investigations Division; and more.

A portion of the 8.25% sales tax collected on all applicable sales within the city limits is expected to generate approximately \$2 million during the next fiscal year funded by residents and non-residents alike.

### REGIONAL SERVICES

The multi-year agreements with the Cities of Southlake and Colleyville, to provide jail and public safety dispatching services, and full police services to the Town of Westlake, continues to show value in cost effectiveness and service delivery. The city of Roanoke joined the jail aspect of this interlocal agreement in 2020. The sharing of communication across the borders continues to pay dividends. We continue to have success stories where the quick sharing of information between the cities because of the consolidated communications center led to the apprehension of suspects of crime. Fire dispatching continues to improve with faster turnout times and better sharing of information among the four fire departments. The estimated cost savings to the four cities well exceeds \$1,200,000 in personnel and equipment costs. The regional communications center answered 37,695 9-1-1 calls, 78,334 non-emergency phone calls, and dispatched 33,442 Police and Fire/EMS calls.

In 2012, the cities of Keller, Southlake, and Colleyville merged their respective animal services operations into a single regional animal services operation at the Keller Police facility. Roanoke joined this operation in 2020. Costs related to the Regional Animal Services and Adoption Center are shared by each city and paid in direct proportion to the percentage of calls for animal services, and number of animals impounded and housed in the facility annually. During 2022, the Regional Animal Services responded to 3,787 calls for service. This is a decrease of 18% from the CFS in 2021. The unit impounded 1,147 animals, an increase of 26% and placed 762 of those animals for a live release rate of 66%. The Animal Control Unit euthanized seventy-one (71) dogs and cats due to illness, temperament and/or at the animal owner's request during the year. During 2022 the unit impounded 373 wildlife and relocated 308 of them back to their habitat or to a rescue.

In May of 2014, the Humane Society of North Texas (HSNT) came on-board at the Keller Police facility, adjoining their professionalism in animal care and adoption with our partnering cities. The HSNT now operates the Regional Animal Adoption Center with both its full-time staff as well as dedicated volunteers. This public/not for profit partnership

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allows the experts in the industry of animal care to manage and staff the adoption center. This has increased the adoption rate of animals from the regional animal control facility, while allowing the cities to avoid \$150,000 in annual staffing costs. From January 1<sup>st</sup> through December 31<sup>st</sup> 2022, HSNT successfully adopted 529 dogs and cats from the Regional Adoption Center. This is a decrease of 59% over 2021. In addition to the adoption successes, HSNT staff members assisted Keller Regional Services with processing pet registrations and greeting the public when they have an Animal Service issue or concern.

### FISCAL RESPONSIBILITY

We operated within our budget expending \$10,031,378 representing 95% of our authorized general fund budget. The City received \$3,325,994 of revenue from the Cities of Colleyville, Southlake, Westlake, and Roanoke for our regional efforts. We also operated within our Crime Control and Prevention budget expending \$901,553 there are several items that were ordered in 2022 but did not arrive until 2023 therefore only 59% of our authorized was spent.

### CONCLUSION

We accomplished many of our established goals and action-items set for ourselves in 2022. Many of our police employees promoted and/or were selected to specialized assignments. Our employees showed great initiative by working to develop their careers, which makes our department as a whole, better. Our team performed exceptionally throughout the year while demonstrating their commitment to our police department through weather events, staffing challenges, & critical incidents. I could not be more grateful to serve them. We look forward to identify future opportunities and challenges. We will work continuously towards enhancing our overall preparedness and capabilities through strategic planning and training. We look forward to what 2023 and beyond brings. The future is bright.

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	% increase or decrease 2021-2022
<b>PART I INDEX CRIMES</b>												
<b>CRIMINAL HOMICIDE</b>	0	1	1	0	0	0	0	0	1	0	0	0%
<b>FORCIBLE RAPE</b>	2	5	6	5	8	7	10	5	10	13	8	-38%
<b>ROBBERY</b>	3	8	0	6	3	7	3	3	1	5	2	-60%
<b>AGGRAVATED ASSAULT</b>	9	12	16	11	19	11	12	20	27	23	31	35%
<b>BURGLARY</b>	72	80	58	62	48	56	20	33	38	20	43	115%
<b>LARCENY/THEFT</b>	303	312	305	258	210	223	287	302	273	216	236	9%
<b>AUTO THEFT</b>	13	2	11	9	7	11	14	14	22	10	8	-20%
<b>TOTAL</b>	402	420	397	351	295	325	346	377	372	287	328	14%
<b>FAMILY VIOLENCE</b>	92	77	76	75	78	66	116	103	91	116	99	-14%
<b>NARCOTICS VIOLATIONS</b>	131	187	153	193	150	143	163	125	159	154	113	-26%
<b>VANDALISM CASES</b>	53	45	67	55	53	85	83	116	108	128	67	-47%
<b>ARRESTS</b>												
<b>MISDEMEANOR</b>	1,075	1,092	972	731	791	789	578	528	296	190	342	80%
<b>FELONY</b>	137	143	122	126	134	129	107	192	150	118	181	53%
<b>TOTAL</b>	1,212	1,235	1,094	857	923	913	685	720	446	441	523	18%
<b>CRIMINAL INVEST. DIVISION</b>												
<b>INCIDENTS REVIEWED</b>	1,549	1,502	1,476	1,394	1,334	1,424	1,497	1,525	1,810	1,769	838	-52%
<b>CASE CLEARANCE RATE</b>	69%	77%	66%	61%	60%	60%	57%	57%	54%	45%	38%	-15%
<b>CASES FILED WITH DA OFFICE</b>	487	591	574	505	559	695	480	480	457	480	544	13%
<b>TRAFFIC RELATED</b>												
<b>CITATIONS</b>	9,209	10,732	11,149	11,469	12,577	12,485	7,255	7,850	5,572	4,792	5,869	22%
<b>DWI / DUI</b>	195	186	208	145	207	154	142	141	89	144	168	17%
<b>ACCIDENTS</b>	197	249	252	253	206	199	227	270	199	237	273	15%
<b>ADMIN ACTIVITIES</b>												
<b>INCOMING CALLS</b>	152,492	155,857	149,071	140,269	133,557	151,705	121,923	126,670	150,689	119,437	116,029	-3%
<b>ALARM RESPONSES</b>	2,359	2,355	2,112	2,082	2,216	2,055	2,136	1,882	1,563	1,640	1,705	4%
<b>HOUSE CHECKS</b>	379	414	466	571	544	569	507	523	208	333	391	17%
<b>COMMUNITY SERVICES</b>												
<b>CRIME PREVENTION PRESENTATIONS</b>	393	189	180	285	280	251	222	178	71	21	32	50%
<b>SOCIAL MEDIA VIEWS FOR PSA'S</b>	8,951	38,250	35,266	32,600	38,824	34,351	30,000	33,500	34,000	34,000	34,000	0%
<b>Citizen Initiated Calls for Service</b>	28,725	28,825	26,363	25,783	23,799	24,713	21,861	24,039	23,777	20,104	17,004	-15%
<b>Officer Initiated Calls for Service</b>	61,484	63,617	66,211	64,564	62,527	69,353	57,991	61,980	58,376	53,037	56,294	6%
<b>TOTAL CALLS FOR SERVICE</b>	90,209	92,442	92,574	90,347	86,326	94,066	79,852	86,019	82,153	73,141	73,298	0%