

Keller Police Department Annual Report 2024

Chief Bradley G. Fortune
February 18, 2025

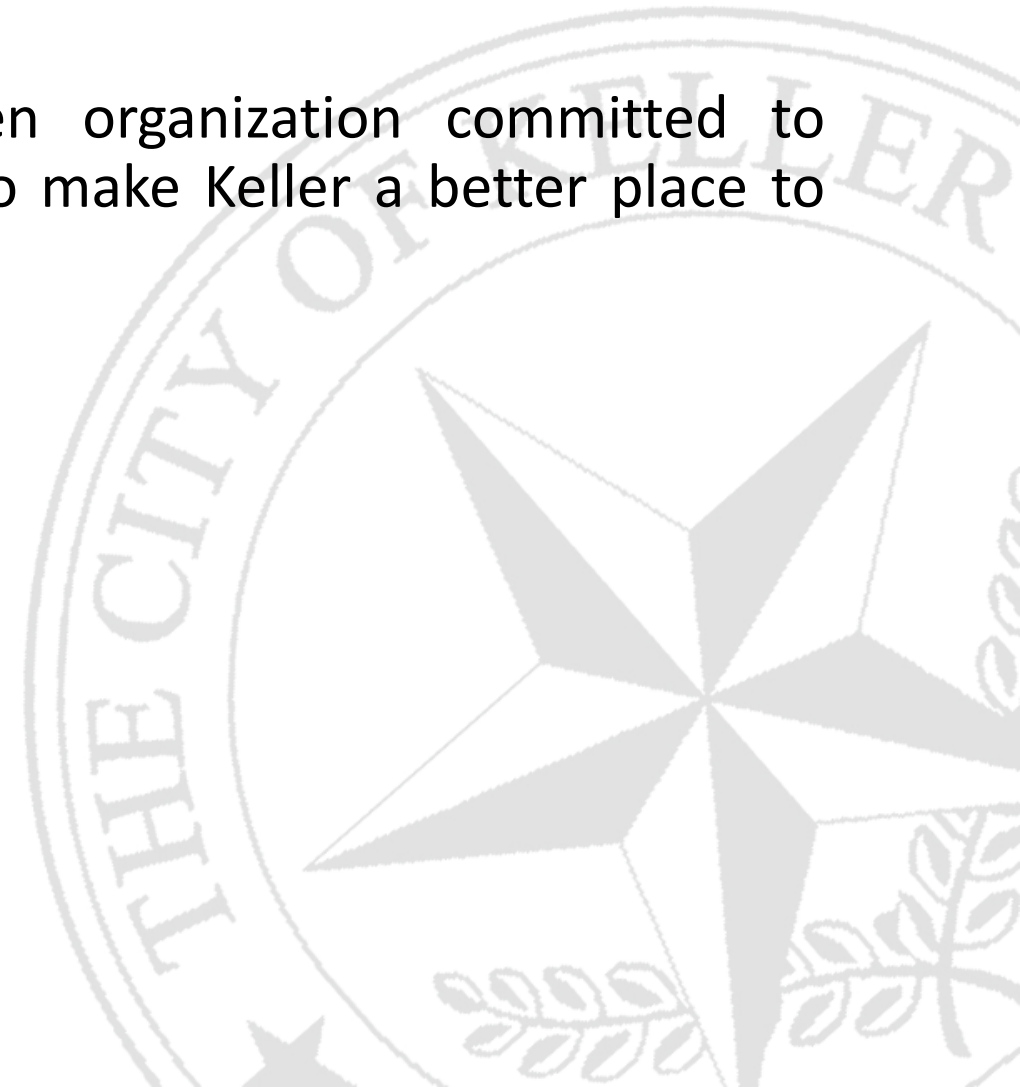


Department Mission & Values



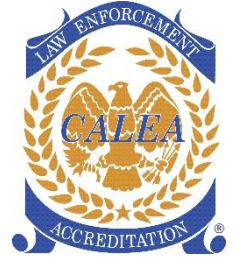
The Keller Police Department is a value driven organization committed to excellence and will partner with the community to make Keller a better place to live, visit and conduct business.

- E⁴ Core Value System
 - Empathy
 - Edification
 - Enthusiasm
 - Excellence





Supervisor Retreat



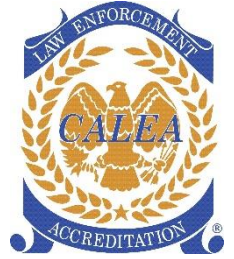
- Forward Partners – Chad Wright (March 24 & 25, 2025)
- The goal of this Strategic Development Retreat is to gather some of our best thinkers who also embody what Keller PD should be, and walk them through multiple exercises to define the values that will guide future growth and daily actions.

Our team will walk away with:

- A definition for both the customer and employee experience
- Defined Values
- Refined Mission, Vision, & Purpose (MVP)
- Defined Process to Roll Out Values & MVP



Performance Measures



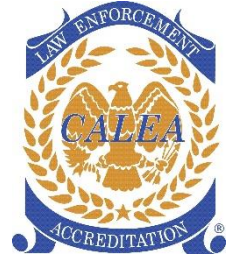
- Crime Rate
- Traffic Safety
- Timely Service
- Quality Service





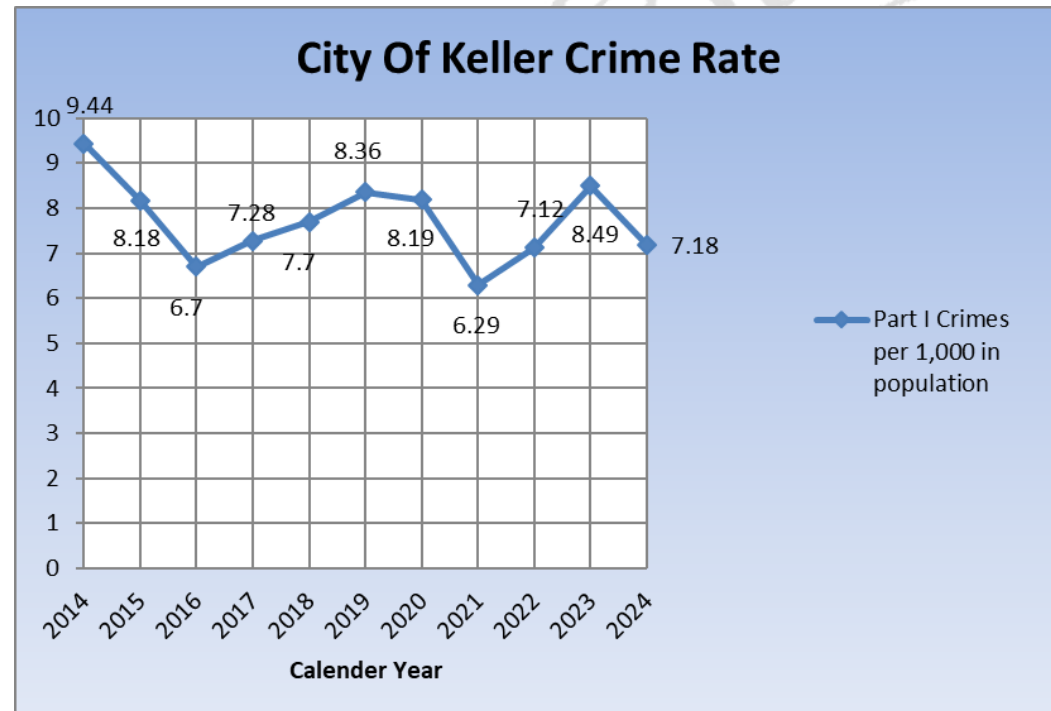
Performance Measures

Crime Rate



- FBI's Uniform Crime Reporting (UCR): Murder, Rape, Robbery, Aggravated Assault, Burglary, Larceny/Theft, Auto Theft, Arson

Year	Crime Rate
2014	9.44
2015	8.18
2016	6.70
2017	7.28
2018	7.70
2019	8.36
2020	8.19
2021	6.29
2022	7.12
2023	8.49
2024	7.18





Performance Measures

Traffic Safety



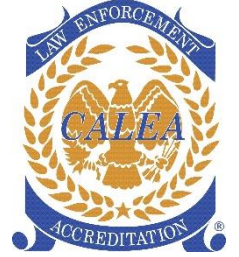
Enforcement, Education, Partnership

- 11% decrease in reportable crashes from 2023 **(276)** to 2024 **(244)**
- Fatality crashes: 2023 **(2)** to 2024 **(0)**
- *Top Three Factors for Intersection Crashes (Same as 2023)*
 1. Failed to Yield Right of Way turning left
 2. Failed to Control Speed – Turned When Unsafe
 3. Failed to Yield Right of Way - Stop Sign or Disregard Stop and Go Sign
- *Top Three Locations for Crashes (two are the Same as 2023)*
 1. Rufe Snow and Bear Creek Parkway
 2. Keller Parkway and Rufe Snow
 3. Main (377) and Mt. Gilead



Performance Measures

Timely Service

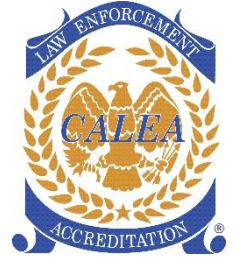


Keller/Westlake Service Community

- NETCOM: Answer 911 in < 10 seconds (Goal 90%) **99%**
- NETCOM: Answer 911 to Dispatch appropriate service (PD, FD, EMS)
(Goal < 90 seconds) **:29 seconds** (Total Keller, Westlake, Southlake, Colleyville)
- Patrol Response Time to Priority 1 Call: (Goal <5 min) **3:46 (Drive Time); 4:15 (911 Call to arrival)**
- Patrol Response Time to All Priority Calls: (Goal <10 min) **6:44**
- **Respect of citizen's time**



Performance Measures Quality Service



In March of 2024 the Keller Police Department launched a customer survey tool provided by Axon called My90. This tool sends small surveys to specific citizens who have received service from Patrol or Dispatch (user survey).

- 97% of the Keller respondents rated the overall competency as well as the officers/employees' attitudes and behavior of the KPD as having met or exceeded expectations.
- 93% of Keller respondents rated the police department as above average or excellent.

This confirms our policing philosophy and strategies are in-line with our community's expectations.



Performance Measures Quality Service



2024 Citizen Survey Results (March 7-24, 2024)

- Overall: Things you like about the City
 - 22% indicated Safety (low crime, quiet, peaceful), the second highest rating.
- Overview: Areas for improvement
 - 12% indicated Traffic Issues, the 7th highest rating.
- Overall Importance/Performance (Top 20)
 - School Campus Safety Support (48%)
 - Crime Prevention Initiatives (37%)
 - Traffic Enforcement (34%)
 - City/neighborhood Safety Patrols (29%)
 - Pedestrian Safety (29%)
- Employee Contact Rating = 82% as Good/Very Good
- Police Competency Rating = 97% as Meets or Exceeds Expectations
- Attitude and Behavior Rating = 71% as Good/Very Good
- Overall Rating = Total: 83% as Good/Very Good
- Keller Overall Ratings (Sense of Safety) = 90% as Good/Very Good



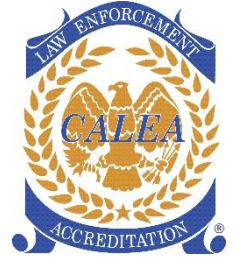
Staffing



Title/Rank	Authorized
Police Chief	1
Police Captain	2
Police Lieutenant	2
Police Sergeant	7
Police Corporal	4
Patrol Officer (including one over hire)	39
<u>Subtotal Sworn Personnel</u>	<u>55</u>
Administration	3
NETCOM Regional Dispatch Center	22
Records Technicians	3
Regional Detention Facility	11
Regional Animal Control	4
<u>Subtotal Non-Sworn Personnel</u>	<u>43</u>
<u>Total</u>	<u>98</u>



Demographics – Sworn Personnel

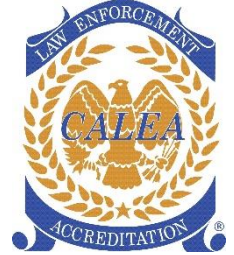


	Service Population		Male Sworn Officers		Female Sworn Officers		Sworn Officers Total	
	#	%	#	%	#	%	#	%
White Non-Hispanic	37506	79	36	75	8	15	44	80
Black Non-Hispanic	950	2	5	9	0	0	5	9
Hispanic Latino Any Race	4748	10	5	9	0	0	5	9
Other	4272	9	1	2	0	0	1	2
Total	47,476	100	47	85	8	15	55	100



2024 Year in Review

Career Development/Leadership Training



Tarrant County College – Basic Peace Officer Academy

- Crystal Lopez
- Emily Quiros
- Brayden Dubose
- Timothy San Miguel
- Gavin Moore

NTCOG Basic Peace Officer Academy

- David Leimbacher

ILEA Civilian Leadership I

- Stephanie Wright
- David Rheault
- Rachel Hawk

ILEA Civilian Leadership II

- Natalie Nguyen

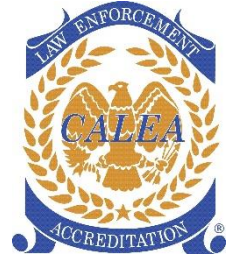
ILEA School of Executive Leadership

- Lt. James Yates

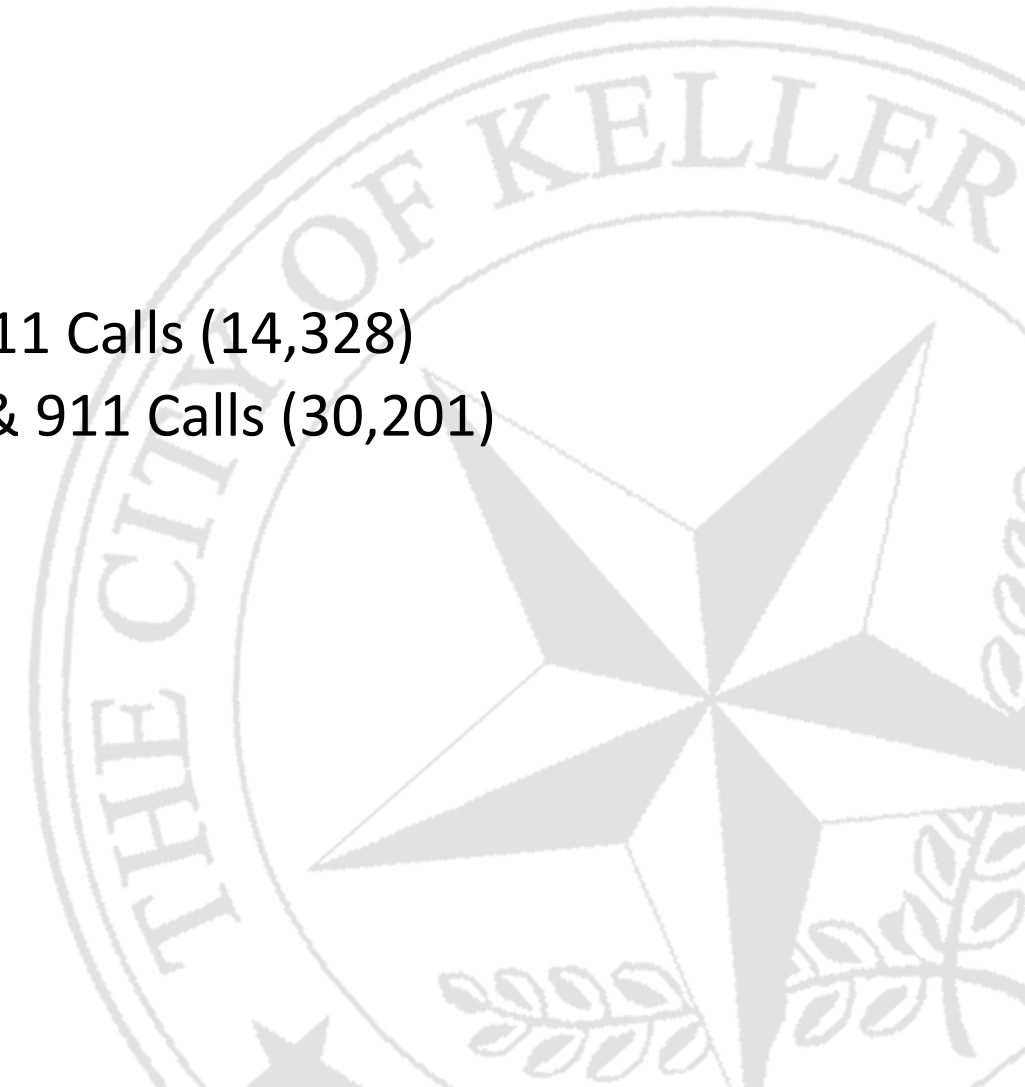




2024 Year in Review



- 70,409 Total Calls for Service
 - 8,191 Citizens Calls for Service
 - 62,218 Officer Initiated Calls for Service
- 89,428 NETCOM (Keller) CAD Entries (75,100) & 911 Calls (14,328)
 - 278,392 NETCOM (All) CAD Entries (248,191) & 911 Calls (30,201)
- 2,095 Inmates Housed in Our Jail
- 4,836 ACO Calls for Service
 - 1057 Impounded Animals
- 2,909 Open Records Requests





2024 Year in Review Promotions



Police

- Captain Ryan Coe
- Lieutenant Darrell Potts
- Sergeant Michael Riehle
- Sergeant Roberto Garcia
- Corporal Mason Keller
- Corporal Justin Dennis

NETCOM

- Supervisor Stephanie Wright
- Supervisor David Rheault





2024 Year in Review Retirements



NETCOM

- Patricia Villalva (27 Years)

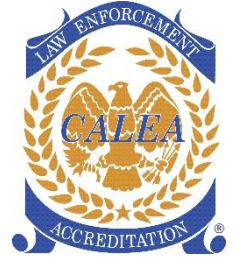
Sworn

- Michael Craig Berry (26 Years)





2024 Year in Review Re-Accreditation



The Keller Police Department first earned Advanced Law Enforcement Accreditation in 2006

July:

- Wed-Based Assessment by a Compliance Service Member

The accreditation processes are funded by the Keller Crime Control and Prevention District Sales Tax.



2024 Year in Review

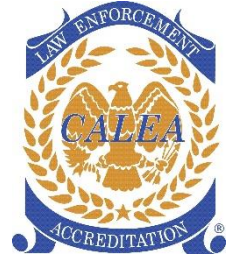
Regional Partnerships



- Continue providing combined jail services, animal control and animal shelter services for Keller, Roanoke, Southlake and Colleyville
- Continue providing full police services to the Town of Westlake
- Continue providing public safety dispatching services to Keller, Southlake, Colleyville for police, fire and EMS, including Westlake FD/EMS
- Continue partnership with Humane Society of North Texas (HSNT) for animal care and adoption
- Continue partnership with Southlake, Colleyville, Roanoke, & Trophy Club for North Tarrant Regional SWAT
- Continue partnership with Roanoke, Argyle, Northlake, Bartonville, Southlake, & Watauga for Crash Reconstruction Team
- Continue partnership with Colleyville for Municipal Court Services



Racial Profiling Report



Del Carmen Consulting

- Texas Racial Profiling Law: (2001)(2009) Keller PD collected and reported motor vehicle-related contact data for the purpose of identifying and addressing (if necessary) areas of concern regarding racial profiling practices.
- Sandra Bland Act: (2017) Keller PD collected additional data and provided a more detailed analysis.

All of these requirements have been met by the Keller Police Department

The comprehensive analysis of the data included in this report demonstrates that the Keller Police Department has complied with the Texas Racial Profiling Law and all of its requirements. Further, the report demonstrates that the police department has incorporated a comprehensive racial profiling policy, currently offers information to the public on how to file a compliment or complaint, commissions quarterly data audits in order to ensure validity and reliability, collects and commissions the analysis of tier 2 data, and ensures that the practice of racial profiling is not tolerated.



Questions?

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