

# 2024

## Annual Summary Report Keller Police Department



Chief Bradley G. Fortune  
February 18, 2025

***SERVICE ~ JUSTICE ~ FAIRNESS***

February 18, 2025

## PERFORMANCE SUMMARY

The men and women of the Keller Police Department adapted to the various challenges they were faced with throughout 2024 and continued to provide excellent service to the citizens of Keller as evident by their four (4) performance measures: Crime Rate (7.18 per 1,000 in population), Traffic Safety (11% increase in reportable traffic collisions, Timely Service (3:46 minute average response time to an emergency call after being dispatched) and Quality of Service (Rated 'Keller Overall Ratings" (Sense of Safety) as 90% Good/Very Good.

The Keller Police Department finished the year with 341 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, 2024, we had eight (8) professional staff vacancies (one (1) Detention Officer, one (1) Facility Maintenance, and six (6) NETCOM Dispatchers) in the organization. This is 92% 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 2024 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.

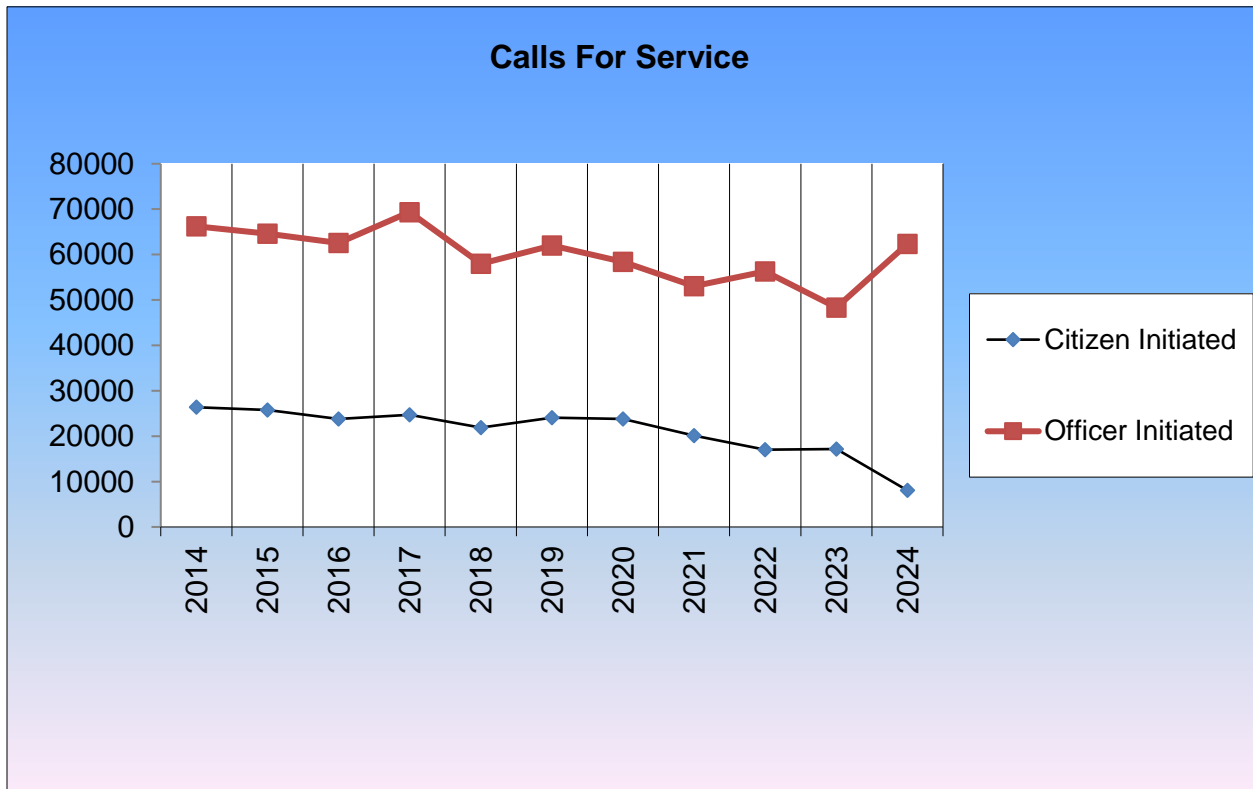
## RECOGNITION

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 2024, team members received over 100 commendations and we continue to see an increase in public commendations communicated by mail, email, social media and our new My90 User Survey.

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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.



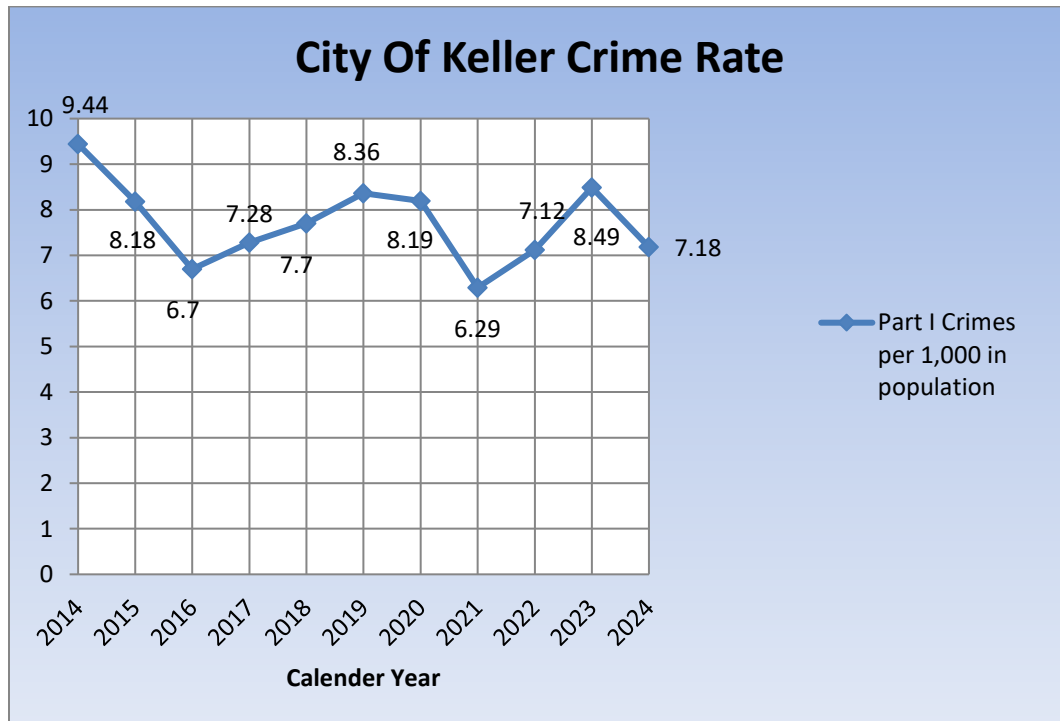
During calendar year 2024, we responded to 8,191 calls from our citizens and our officers initiated 62,218 calls for service. Officer initiated calls increased by 29%. Self-initiated police activity has a direct effect on crime. Properly enforcing the motor vehicle laws by stopping cars helps in the 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 4:15 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 3:46 minute average. This achieves our goal of under-five (5) minutes. Our average response time to all priority calls (priority 2-3) was 6:44. This meets our goal of under ten (10) 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 341 Part 1 Crimes in 2024. This represents a decrease of 52 crimes or 15% from the same period last year.



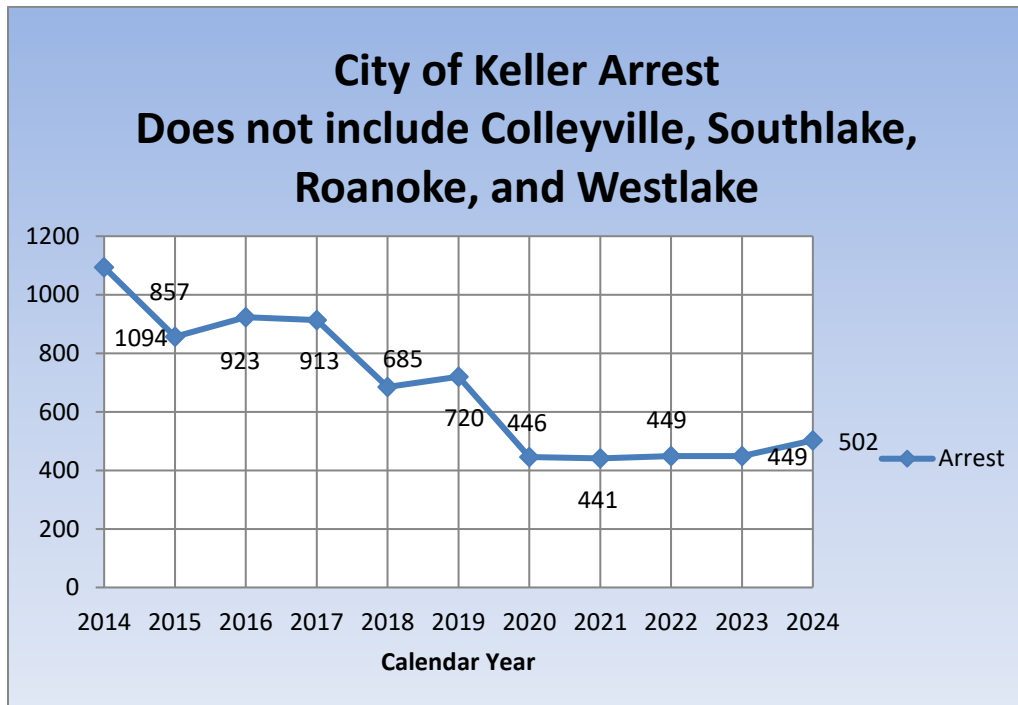
When we compare the crime data over time considering our population, our number of Part 1 Crimes per 1,000 in population decreased from 8.49 in 2023 to 7.18 in 2024. In 2014 we averaged 9.44 Part 1 Crimes per 1,000 in population. Ten years later, we averaged 7.18 Part 1 Crimes per 1,000 in population. There are a few areas that increased from 2023. We increased 100% in Forcible Rape (7 to 14) and 50% in Robbery (2 to 3). However, we decreased 100% in Criminal Homicide (2 to 0), 34% in Burglary (44 to 29), 55% in Auto Thefts (29 to 13) and 8% in Larceny Theft (287 to 263).

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 2024 was 502, a 11% increase. 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 2,095. Factors which

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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 11% decrease in reportable automobile collisions last year. A total of 244 collision reports were completed by our officers in 2024 compared to 276 in 2023. 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 Mt. Gilead. 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 (0) fatality crashes in Keller during 2024.

The traffic unit completed 8 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 142 which was a 31% increase over last year.

### INTERNAL INVESTIGATIONS AND COMPLAINTS

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There were twenty (20) documented complaints against our employees which included thirty-three (33) total allegations: nine (9) external and eleven (11) internal. Of the thirty-three (33) allegations, nineteen (19) were sustained, four (4) were unfounded, five (5) were not-sustained, two (2) were exonerated, and three (3) were exonerated-policy/training failure.

Ten (10) complaints, totaling twenty-three (23) allegations, were assigned to Internal Affairs to be investigated in 2024. Of the twenty-three (23) allegations, twelve (12) were sustained, four (4) were unfounded, four (4) were not-sustained, one (1) was exonerated, and two (2) were exonerated-policy/training failure.

## RESPONSE TO RESISTANCE

In 2024, officers responded to resistance 28 times against persons who resisted arrest, search, or transport and each time the incident was documented and investigated by a supervisor, reviewed by a Defensive Tactics Instructor, reviewed by the Division Commander, and finally reviewed by the Chief of Police. The number of responses to resistance reports increased by 4 in 2024. The response to resistance rate per 1,000 prisoners decreased (14 to 13) from 2023 to 2024. The combined total of prisoners processed in the Keller Regional Detention facility was 2,095 which is an increase of 323 (18%) from 1,772 last year.

There were no patterns of incidents involving individual officers as the response to resistance incidents were spread among 36 officers and jailers. Ten of the officers/jailers were involved in three or more response to resistance incidents; however, a review of the incidents did not reveal any trends that their response to resistance was not justified or excessive.

Personnel were more likely to become involved in a response to resistance incident on a Saturday (32%) involving a white (68%) male (79%) between the ages of 30 - 39 (36%) between the hours of 00:00 - 05:59 (32%) or 18:00-23:59 (32%) in a house or residence (29%). The primary response to resistance force type was Miscellaneous Physical Force at 18 (36%) uses. Miscellaneous Physical Force involves holding, grabbing, or pushing.

The analysis did not reveal any equipment needs or recommended equipment modifications, nor did it reveal any policy / procedure issues or corrections needed at this time. The 2024 Response to Resistance Analysis will be used to guide the defensive tactics training classes which are held quarterly throughout the 2025 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.

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## ATTEMPT TO STOP

There were twenty (20) reported Attempts to Stop. Of these incidents, nineteen (19) were attempts to stop, and one (1) was a pursuit. 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 use of deadly physical force. Twelve (12) officers were involved in Attempts to Stop. Nineteen (19) of the incidents were terminated by the involved officer and one (1) was terminated by supervisor discretion. There were no trends or patterns of conduct with the officers involved. Nor did it reveal any changes that needed to be made with our pursuit policy and procedure.

## VOLUNTEER SERVICES

Volunteers in Policing Service (VIPS) vehicle patrol program has completed its 15th 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.

The VIPS 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 task. The Service Vehicle Team (SVT) conducted 32 transports this year.

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. In 2024, the CID Assist Team had 433 cases assigned to them and completed 444 cases (including several from the year before).

We did not conduct the Gift Guardian program in 2024 due to the major PD renovation(s). Citizens would have had their holiday packages delivered to the Keller Police Department so that they are safe and to kept away from potential "porch pirates." This program would have been started after Thanksgiving and would end just prior to Christmas. There were 32 packages that were successfully delivered and picked up during the previous year of 2023.

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The VIPS unit logged 2935.25 hours of active service and drove 6,850 miles patrolling the city of Keller last year. During those miles and hours, the VIPS conducted 1,648 house checks and 450 extra school patrols at KISD schools among other activities.

The VIPS have also been responsible for the monthly maintenance and care of the CID van and all our PD bicycles. They also assisted with the PD renovations regarding moving preparations and other related tasks to that event.

### COMMUNITY ENGAGEMENT

In 2024, the Community Relations Officer conducted 2 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.

KPD uses multiple social media platforms with the assistance of City Hall. This endeavor is to disseminate relevant information related to crime-trends, locations of traffic closures/enforcement and are distributed by the City of Keller Information Officer via, the City Website, Facebook and Twitter. The Keller Public Safety Facebook account had 26,596 followers, with an average of 3-5 postings each week notifying our followers of crime trends and crime prevention tips with 41,071 total interactions. We have increased our Facebook followers by 5.5% during the year.

### 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 March 2023 and July 2024, 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

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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 2021 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 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 36,415 9-1-1 calls and 64,705 non-emergency phone 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

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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 2024, the Regional Animal Services responded to 4,836 calls for service. This is an increase of 19.49% from the CFS in 2023. The unit impounded 1057 animals, an increase of 11% and placed 943 of those animals for a live release rate of 89%. The Animal Control Unit euthanized sixty-five (53) dogs and cats due to illness, temperament and/or at the animal owner's request during the year. During 2023 the unit impounded 30 wildlife and relocated 23 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, a djoining 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 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> 2024, HSNT successfully adopted 980 dogs and cats from the Regional Adoption Center. This is an increase of 70% over 2023. 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 \$12,049,199 The City received \$2,972,803 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 \$1,938,949.

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	% increase or decrease 2023-2024
<b>PART I INDEX CRIMES</b>												
<b>CRIMINAL HOMICIDE</b>	1	0	0	0	0	0	1	0	0	2	0	-100%
<b>FORCIBLE RAPE</b>	6	5	8	7	10	5	10	13	8	7	14	100%
<b>ROBBERY</b>	0	6	3	7	3	3	1	5	2	2	3	50%
<b>AGGRAVATED ASSAULT</b>	16	11	19	11	12	20	27	23	31	22	19	-13%
<b>BURGLARY</b>	58	62	48	56	20	33	38	20	43	44	29	-34%
<b>LARCENY/THEFT</b>	305	258	210	223	287	302	273	216	236	287	263	-8%
<b>AUTO THEFT</b>	11	9	7	11	14	14	22	10	8	29	13	-55%
<b>TOTAL</b>	397	351	295	325	346	377	372	287	328	393	341	-15%
<b>FAMILY VIOLENCE</b>	76	75	78	66	116	103	91	116	99	104	104	0%
<b>NARCOTICS VIOLATIONS</b>	153	193	150	143	163	125	159	154	113	80	51	-36%
<b>VANDALISM CASES</b>	67	55	53	85	83	116	108	128	67	110	140	27%
<b>ARRESTS</b>												
<b>MISDEMEANOR</b>	972	731	791	789	578	528	296	190	268	305	324	50%
<b>FELONY</b>	122	126	134	129	107	192	150	118	181	144	178	66%
<b>TOTAL</b>	1,094	857	923	913	685	720	446	441	449	449	502	55%
<b>CRIMINAL INVEST. DIVISION</b>												
<b>INCIDENTS REVIEWED</b>	1,476	1,394	1,334	1,424	1,497	1,525	1,810	1,769	838	1,006	728	-27%
<b>CASE CLEARANCE RATE</b>	66%	61%	60%	60%	57%	57%	54%	45%	38%	32%	23%	-28%
<b>CASES FILED WITH DA OFFICE</b>	574	505	559	695	480	480	457	480	544	468	723	54%
<b>TRAFFIC RELATED</b>												
<b>CITATIONS</b>	11,149	11,469	12,577	12,485	7,255	7,850	5,572	4,792	5,869	5,693	7,697	35%
<b>DWI / DUI</b>	208	145	207	154	142	141	89	144	121	108	142	31%
<b>ACCIDENTS</b>	252	253	206	199	227	270	199	237	273	276	334	21%
<b>ADMIN ACTIVITIES</b>												
<b>INCOMING CALLS</b>	132,291	123,213	118,072	109,986	105,401	102,184	96,793	96,625	98,661	93,062	81,055	-12%
<b>ALARM RESPONSES</b>	2,112	2,082	2,216	2,055	2,136	1,882	1,563	1,640	1,705	1,856	1,536	-17%
<b>HOUSE CHECKS</b>	466	571	544	569	507	523	208	333	391	376	384	2%
<b>COMMUNITY SERVICES</b>												
<b>CRIME PREVENTION PRESENTATIONS</b>	180	285	280	251	222	178	71	21	32	20	2	-90%
<b>SOCIAL MEDIA VIEWS FOR PSA'S</b>	35,266	32,600	38,824	34,351	30,000	33,500	34,000	34,000	34,000	33,755	41,071	21%
<b>Citizen Initiated Calls for Service</b>	26,363	25,783	13,845	14,072	13,322	13,107	11,696	12,159	8,508	8,569	8,191	-4%
<b>Officer Initiated Calls for Service</b>	66,211	64,564	62,888	65,619	52,640	58,588	50,806	45,984	56,294	56,933	62,218	9%
<b>TOTAL CALLS FOR SERVICE</b>	92,574	90,347	76,733	79,691	65,962	71,695	62,502	58,143	64,802	65,502	70,409	8%