

2021

Annual Summary Report
Keller Police Department



Chief Bradley G. Fortune
February 28, 2022

SERVICE ~ JUSTICE ~ FAIRNESS

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PERFORMANCE SUMMARY

The men and women of the Keller Police Department adapted to the various challenges they were faced with throughout 2021 and continued to provide excellent service to the citizens of Keller as evident by their four (4) performance measures: Crime Rate (6.29 per 1,000 in population), Traffic Safety (19% increase in reportable traffic collisions; *12% decrease from pre-covid 2019), Timely Service (3:16 minute average response time to an emergency call after being dispatched) and Quality of Service (98% 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 287 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 January 3, 2022, we have zero (0) sworn and four (4) non-sworn vacancies (two (2) detention officer, one (1) NETCOM assistant manager and one (1) NETCOM dispatcher) in the organization. This is 95.7% of our authorized positions filled. This is impressive staffing numbers as a report released reference a *Survey on Police Workforce Trends* completed by Police Executive Research Forum (PERF) noted, on average, agencies filled 93% of their authorized positions. Officers, at times, feel their situation is unique to their specific agency, when, in fact, the staffing trends are consistent across the nation profession-wide.

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 2021 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.

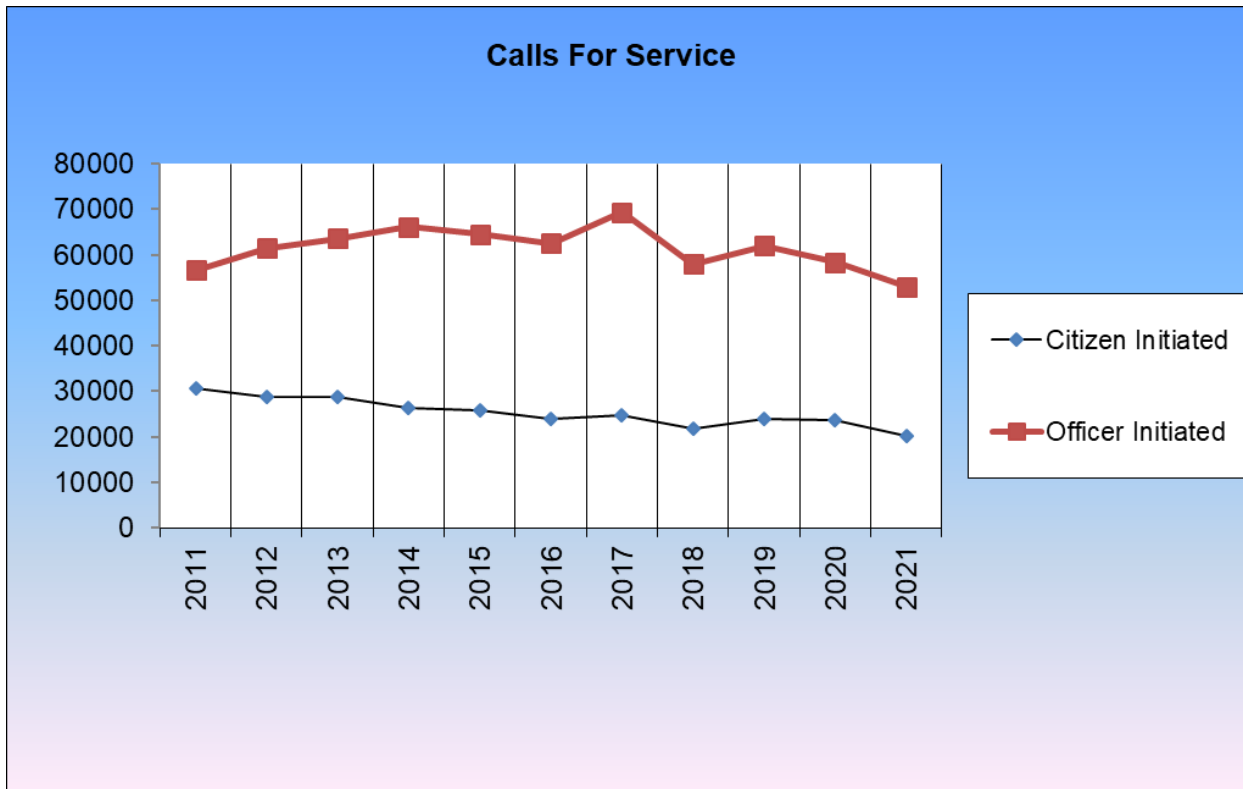
RECOGNITION

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 2021, 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 2021, we presented two (2) Certificate of Merits, one (1) Chief's Letter of Commendation, & eleven (11) 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 2021, we responded to 20,104 calls from our citizens and our officers initiated 53,037 calls for service. The citizen initiated calls for service decreased by 15% from the previous year and the officer initiated calls decreased by 9%. 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. Officer’s unallocated time was 45.60%, a decrease from 49% in 2020. This is consistent with the ease of restrictions from the pandemic in 2020. Businesses opened and traffic increased. Officers contacts began to move towards pre-pandemic levels.

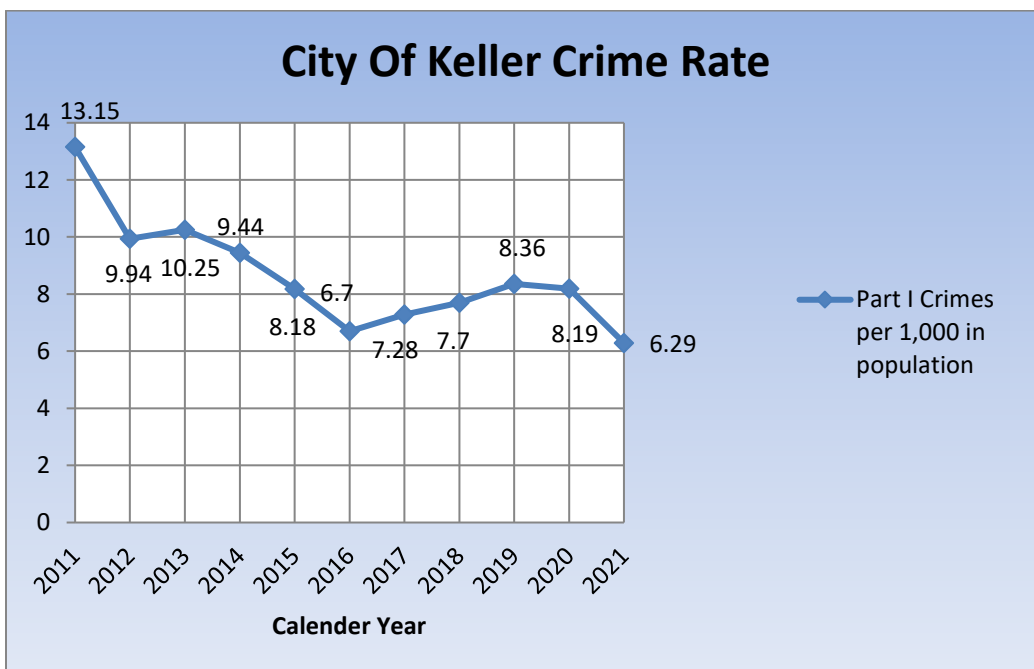
Our average response time to an emergency call after it was dispatched (drive time) was a 3:16 minute average, which was close to our last year’s 3:27 minute average. The 3:16 minute average achieves our goal of under 4 minutes (drive time). Two contributions that affect these statistics are GPS location services in 911 that provide better accuracy for dispatching calls. Dispatch has partnered with two companies to provide far better accuracy with GPS phone location when callers dial 911. Dispatchers are able to provide better location information to the officers responding, which allows them to arrive at the proper location more quickly and effectively.

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We continue to notice a trend in the volume of calls in 9-1-1 and Non-emergency phone calls. We advertise the use of Siren GPS for persons in our area and they are learning that they can use Non-emergency lines with GPS location at the touch of two buttons rather than calling 911 as much. We added text to 911 capabilities in 2020. We also partner with City Staff to use social media for notifications about issues within the city, which greatly reduces the desire for persons to call and ask questions or report issues already being addressed. There are also more digital display signs being posted in advance of construction projects prompting drivers up to a week in advance to find alternate routes.

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 287 Part 1 Crimes in 2021. This represents a decrease of 85 crimes or 22% from the same period last year.



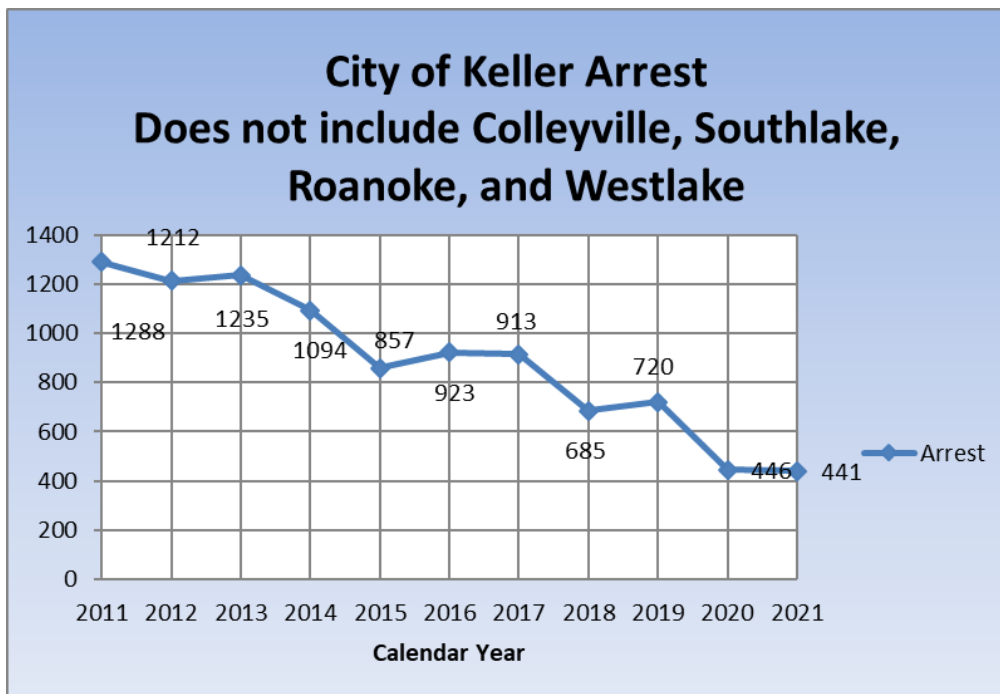
When we compare the crime data over time considering our population, our number of Part 1 Crimes per 1,000 in population decreased from 8.19 in 2020 to 6.29 in 2021. In 2011 we averaged 13.15 Part 1 Crimes per 1,000 in population. Ten years later, we averaged 6.29 Part 1 Crimes per 1,000 in population. Despite the decrease in our crime rate in 2021, there are a few areas that increased from 2020. We had a 30% increase in Rapes (10 to 13) and 400% increase in Robberies (1 to 5).

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

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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 2021 was 441, a decrease of 1% from the previous year. This does not include the housing of prisoners under the jail agreements with Southlake, Colleyville, & Roanoke. The prisoners housed in our jail facility last year totaled 1,661. Several factors attributed to these numbers. We continued to work in a new environment impacted by COVID-19 and the new variant, Omicron. We experienced staffing shortages throughout 2021 in the jail with our detention officers, as well as sworn personnel on the streets. This required the jail, at times, to initiate restrictions on violations of arrestees to be accepted. Additional 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 19% increase in reportable automobile collisions last year. A total of 237 collision reports were completed by our officers in 2021 compared to 199 in 2020. 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 (3) three fatalities in two (2) crashes in Keller during 2021.

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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 144 which was a 62% increase over last year.

INTERNAL INVESTIGATIONS AND COMPLAINTS

There were twenty-four (24) documented complaints against our employees with thirteen (13) complaints sustained (1 - external, 12 - internal). Nine (9) complaints were unfounded, and two (2) complaints were not-sustained. Of the twenty-four (24) documented complaints, eleven (11) complaints originated externally and thirteen (13) originated internally.

There were eleven (11) internal affairs investigations in 2021. Five (5) were unfounded, two (2) were not-sustained, and four (4) were sustained, three (3) of which resulted in the termination of the affected employees.

RESPONSE TO RESISTANCE

In 2021, department employees responded to resistance forty-nine (49) times against persons who resisted arrest, search, or transport. 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 number of response to resistance incidents increased from twenty three (23) in 2020. The response to resistance rate per 1,000 prisoners increased to thirty (30) from fifteen (15) for 2021. This increase is contributed to the number of show of force reports and an increase in the number of arrests compared to 2020. The show of force reports was implemented in the latter half of 2020, which resulted in one show of force report in 2020, there was a total of twenty-five show of force reports in 2021. The combined total of prisoners processed in the Keller Regional Detention facility was 1,661 which is an increase of 158 (11%) from 1,503 last year.

There were no patterns of incidents involving individual officers as the response to resistance incidents were spread among forty-three (43) officers and jailers. Twenty-two (22) 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 Tuesday (22%) involving white (67%) males (73%) between the ages of 30-39 (33%) between the hours of 6:00 pm and 11:59 pm (37%) in a house or residence (37%). The primary use of force type was Miscellaneous Physical Force consisting of sixty (60) 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. The Keller Police Department implemented a new software program in October 2017 to capture and track Response to Resistance incidents. The program assists the Keller Police Department to quickly identify trends and provide more detailed data for developing training. The analysis will be used to guide the defensive training classes

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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. We are one of the few police agencies that train quarterly on this issue. We believe it is a wise use of resources and the response to resistance outcomes coupled with the absence of officer/suspect injuries confirms this.

ATTEMPT TO STOP

A total of twenty-four (24) incidents of attempting to stop/pursuit of a suspect in an automobile occurred in 2021. The current pursuit policy only allows 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. All twenty-four (24) of the incidents were terminated by the involved officer. Two (2) of the incidents resulted in discipline for violation of general orders.

VOLUNTEER SERVICES

Volunteers in Policing Service (VIPS) vehicle patrol program has completed its 12th 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. 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, house checks and wherever else they can be utilized to assist the officers. The Keller VIPS Unit receives training every quarter on topics such as missing person procedures to traffic control. This is a great service to our police department and our community. The unit logged over 1,885 hours (113% increase) and 8,775 miles (199% increase) on the two patrol vehicles last year. This is a significant increase compared to previous year due to the relaxed restrictions on the current pandemic. Additionally, the VIPS unit completed 1,482 house checks.

COMMUNITY ENGAGEMENT

In 2021, the Community Relations Officer conducted 21 Crime Prevention Presentations and no inspections. Although homeowners and businesses can 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. The effects of the COVID-19 pandemic has greatly affected the number of crime prevention presentations and inspections.

Information concerning crime trends, locations and traffic closures/enforcement are distributed by the City Of Keller Information Officer via, the City Website, Facebook and Twitter. The Keller Public Safety Facebook account has 22,200 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 11 percent during the year. Our Keller Police Department Twitter account currently has 33,300 followers and there was an average of 10

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“Tweets” sent out a week notifying the public of traffic enforcement locations, crime trends, and crime prevention tips. Additionally, the Community Relations Officer has continued to disseminate Public Service Announcements. In 2021, 10 PSA’s were created to inform the Keller citizens of various safety topics, and in some cases using current pop culture themes to keep it timely. Those PSA’s totaled 34,000 views.

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 that 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 2018, the Keller Police Department hosted CALEA Assessors as we again attempted to achieve Accreditation with Excellence for Law Enforcement Services and to obtain initial Public Safety Communication National Accreditation. The on-site assessments were successful and the Keller Police Department was awarded Advanced Accreditation with Excellence and Public Safety Communication Accreditation in July of 2018 in Grand Rapids, Michigan. With this achievement, NETCOM became the first regional 9-1-1 center to be Nationally Accredited in the State of Texas. In July of 2019, 2020, and 2021, 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 Best Practices Recognized 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 and Texas Police Chief’s Association Recognition in 2013. The accreditation and recognition processes are funded by the Keller Crime Control and Prevention District Sales Tax.

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

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answered 41,503 9-1-1 calls, 77,934 non-emergency phone calls, and dispatched 41,762 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 2021, the Regional Animal Services responded to 4657 calls for service. This is an increase of 31% from the CFS in 2020. The unit impounded 907 animals, an increase of 15% and placed 743 of those animals for a live release rate of 82%. The Animal Control Unit euthanized thirty four (34) dogs and cats due to illness, temperament and/or at the animal owner's request during the year. This is a 50% decrease compared to the 2020 euthanasia rate.

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 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 1st through December 31st 2021, HSNT successfully adopted 1,303 dogs and cats from the Regional Adoption Center. This is a decrease of 25% over 2020. 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 \$9,506,928 representing 96% of our authorized general fund budget. The City received \$3,222,032 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 \$1,426,853.74 representing 71% of our authorized budget.

CONCLUSION

The year 2021 was a step towards normalcy as we adapted to COVID & its new variant Omicron. Omicron challenged us as staffing concerns were present throughout the year. Things improved towards the end of the year as we are now fully staffed and awaiting our new employees to complete their initial training. We look forward to 2022 and the future of our department. 35% of our sworn personnel have fewer than three (3) years. This is an exciting time to continue to develop our new employees and hear their fresh ideas on how to improve our police department and our overall service to our citizens.

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	% increase or decrease 2020-2021
PART I INDEX CRIMES												
CRIMINAL HOMICIDE	2	0	1	1	0	0	0	0	0	1	0	-100%
FORCIBLE RAPE	5	2	5	6	5	8	7	10	5	10	13	30%
ROBBERY	2	3	8	0	6	3	7	3	3	1	5	400%
AGGRAVATED ASSAULT	15	9	12	16	11	19	11	12	20	27	23	-15%
BURGLARY	90	72	80	58	62	48	56	20	33	38	20	-47%
LARCENY/THEFT	398	303	312	305	258	210	223	287	302	273	216	-21%
AUTO THEFT	13	13	2	11	9	7	11	14	14	22	10	-55%
TOTAL	525	402	420	397	351	295	325	346	377	372	287	-22%
FAMILY VIOLENCE	83	92	77	76	75	78	66	116	103	91	116	27%
NARCOTICS VIOLATIONS	120	131	187	153	193	150	143	163	125	159	154	-3%
VANDALISM CASES	81	53	45	67	55	53	85	83	116	108	128	19%
ARRESTS												
MISDEMEANOR	1,164	1,075	1,092	972	731	791	789	578	528	296	190	-36%
FELONY	124	137	143	122	126	134	129	107	192	150	118	-21%
TOTAL	1,288	1,212	1,235	1,094	857	923	913	685	720	446	441	-1%
CRIMINAL INVEST. DIVISION												
INCIDENTS REVIEWED	1,691	1,549	1,502	1,476	1,394	1,334	1,424	1,497	1,525	1,810	1,769	-2%
CASE CLEARANCE RATE	71%	69%	77%	66%	61%	60%	60%	57%	57%	54%	45%	-16%
CASES FILED WITH DA OFFICE	514	487	591	574	505	559	695	480	480	457	480	5%
TRAFFIC RELATED												
CITATIONS	9,254	9,209	10,732	11,149	11,469	12,577	12,485	7,255	7,850	5,572	4,792	-14%
DWI / DUI	216	195	186	208	145	207	154	142	141	89	144	62%
ACCIDENTS	188	197	249	252	253	206	199	227	270	199	237	19%
ADMIN ACTIVITIES												
INCOMING CALLS	152,619	152,492	155,857	149,071	140,269	133,557	151,705	121,923	126,670	150,689	119,437	-21%
ALARM RESPONSES	2,611	2,359	2,355	2,112	2,082	2,216	2,055	2,136	1,882	1,563	1,640	5%
HOUSE CHECKS	313	379	414	466	571	544	569	507	523	208	333	60%
COMMUNITY SERVICES												
CRIME PREVENTION PRESENTATIONS	296	393	189	180	285	280	251	222	178	71	21	-70%
SOCIAL MEDIA VIEWS FOR PSA'S	8,744	8,951	38,250	35,266	32,600	38,824	34,351	30,000	33,500	34,000	34,000	0%
Citizen Initiated Calls for Service	30,730	28,725	28,825	26,363	25,783	23,799	24,713	21,861	24,039	23,777	20,104	-15%
Officer Initiated Calls for Service	56,683	61,484	63,617	66,211	64,564	62,527	69,353	57,991	61,980	58,376	53,037	-9%
TOTAL CALLS FOR SERVICE	87,413	90,209	92,442	92,574	90,347	86,326	94,066	79,852	86,019	82,153	73,141	-11%