

Amanda Baker

From: Michael Wilson
Sent: Thursday, January 31, 2019 3:13 PM
To: Mark R. Hafner
Cc: Amanda Baker
Subject: KPD Annual 2018
Attachments: KPD Annual 2018.docx

Attached, you will find the 2018 Annual Report for the Police Department. Considering the staffing challenges we had this year, it was a successful year. If you have any questions or need clarification on any section, please let me know.

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City of Keller, Texas

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2018

Annual Summary Report
Keller Police Department



Chief Michael D. Wilson
January 31, 2019

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PERFORMANCE SUMMARY

In February of 2018, the leadership team held our annual goal setting meeting. In this meeting, our 2 broad range goals were set for the department for calendar year 2018. The two goals were to have no more than 335 Part 1 Crimes and to have less than a 5% increase in traffic collisions. The objectives identified to achieve these goals involved continuing directed patrols and traffic enforcement, increased urgency identifying and communicating high crime areas to patrol officers, neighborhood patrols utilizing our “report card” system when crime opportunities were observed, and continue to build our social media presence with regular safety, crime trend, and Public Service Announcement posts by way of Facebook and Twitter.

The Keller Police Department finished the year with 346 reported Part 1 Crimes and an 11% increase in Traffic Collisions. 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. During 2018, the department operated at approximately 80% of our authorized staffing level due to new members being in some phase of initial training. Even with these shortages, the city saw the 3rd lowest reporting of Part 1 Crime in the last 23 years. We have dedicated team members who selflessly took on additional duties and work shifts during this transition period. 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.

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 2018 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.

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RECOGNITION

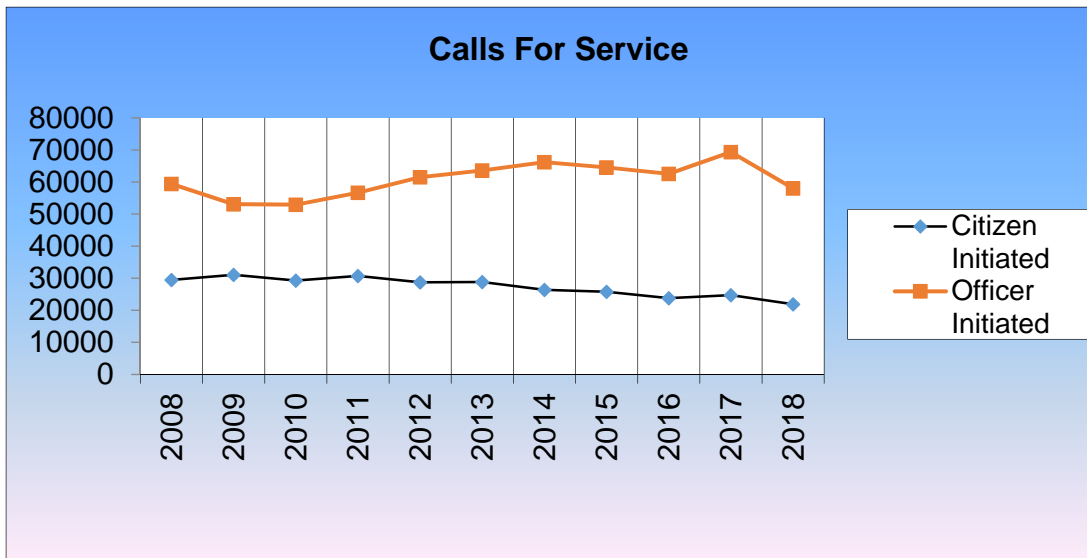
We continue to commend our employees for outstanding performance and demonstrating servant traits in providing service not only to our external customers, but team members as well. During 2018, over 70 team members received commendations and we continue to see an increase in public commendations communicated by mail, email, and our social media fronts. In 2018, we had (3) three team members receive Life Saving Commendations, and (1) one team member receive a Stork Commendation.

INTERNAL INVESTIGATIONS AND COMPLAINTS

There were (12) twelve documented complaints against our employees with (11) eleven complaints sustained and (1) one complaint not sustained. Of the (12) twelve documented complaints, (10) ten complaints originated internally and (2) two complaints originated externally. One external complaint required an Internal Affairs Investigation and was sustained. The Internal Affairs Investigation was a General Orders Violation. The investigation resulted in the termination of the employee. The yearly analysis of complaints against our employees did not reveal any trends or patterns of conduct that needed to be addressed by policy modifications.

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.



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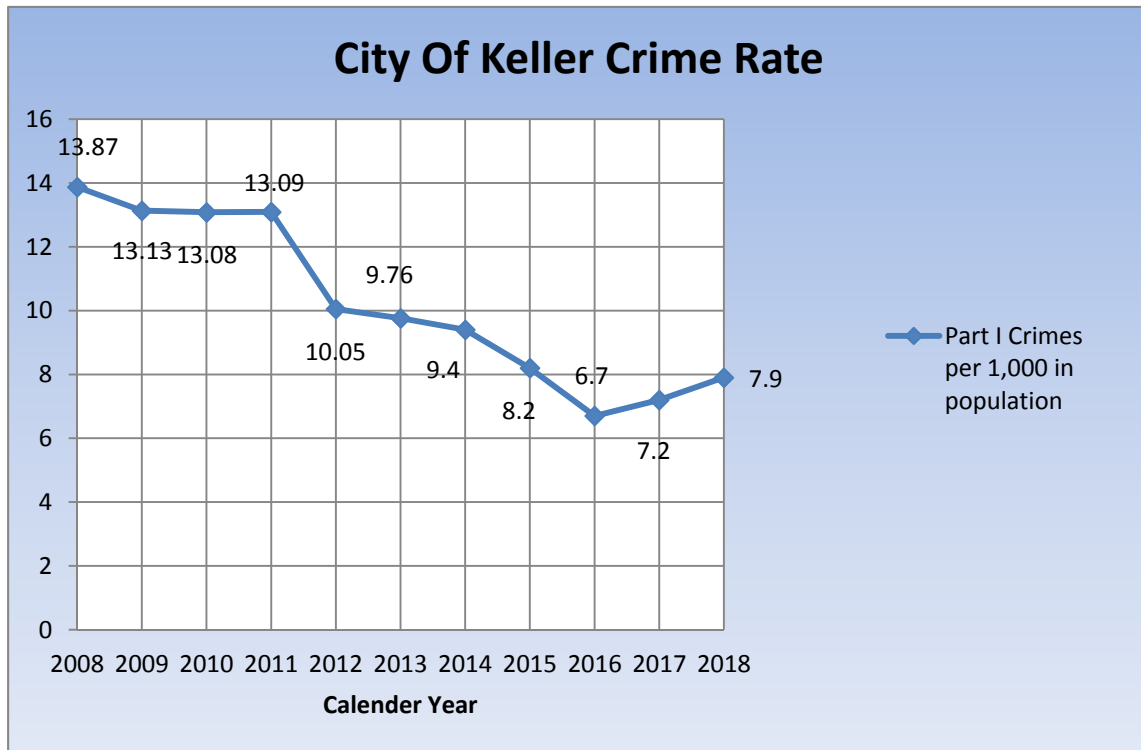
During calendar year 2018, we responded to 21,861 calls from our citizens and our officers initiated 57,991 calls for service. The citizen initiated calls for service decreased by 11.5% from the previous year and the officer initiated calls decreased by 16.4 percent. Self-initiated police activity has a direct effect on crime. Properly enforcing the motor vehicle laws by stopping cars helps in the apprehension of dangerous criminals and the prevention of crime. For the second consecutive year, officer unallocated time dipped below 50% at 35.8 percent. This can be attributed to having an average of 10-12 officer vacancies throughout the year due to new officers being in various stages of initial training. As of December 31, 2018, the only sworn vacancy in the organization is the Patrol Lieutenant position. Our allocated staffing levels are adequate when we are operating at a minimum of 96% of our authorized strength. The issue in 2018 was that we were operating at 80% of our authorized strength for most of the year, which played into the decrease in unallocated time and drop in officer initiated activity.

Our average response time to an emergency call after it was dispatched (drive time) was a 3:46 minute average, which was an increase from last year's 3:43 minute average. The 3:46 minute average achieves our goal of under 4 minutes (drive time). This increase can be attributed to having several new officers in various stages of training. Siren GPS continues to positively impact emergency response. We are noticing a reduction in the volume of calls to 9-1-1 and an increase in our non-emergency phone calls. We continue to 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 2 buttons rather than calling 9-1-1. We have also actively partnered with City Staff in utilizing all available forms of social media for notifications about issues within the city, which greatly reduced the desire for citizens to call and ask questions about police and fire activity in their area or to report issues that are already being addressed. Currently, we are in the process of adding a second 9-1-1 GPS location service, which will help expand our ability to locate persons in need of assistance more accurately and efficiently.

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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 346 Part 1 Crimes in 2018. This represents an increase of 21 crimes or 6% from the same period last year.



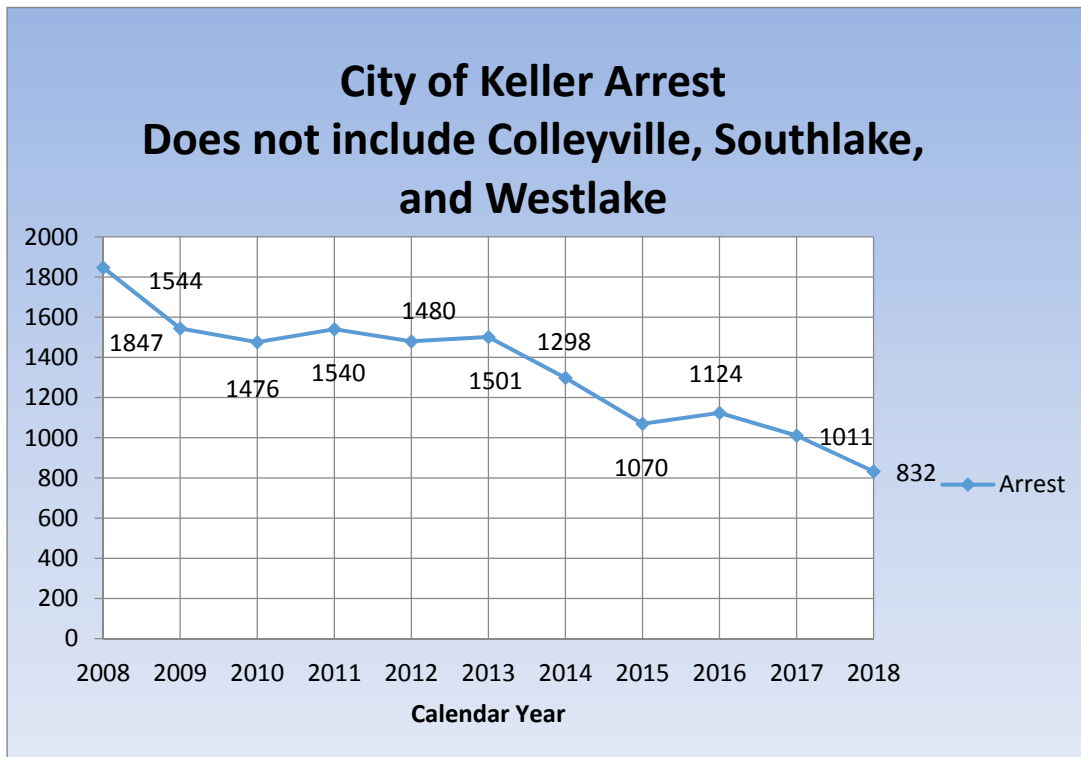
The 346 Part 1 Crimes in 2018 is the third lowest amount of actual Part 1 Crimes for the City of Keller the last 23 years. The years that were lower were 2016 with 295 and 2017 with 325 reported Part 1 Crimes. When we compare the crime data over time taking into account our population, even though there was an increase in reported crimes our number of Part 1 Crimes per 1,000 in population slightly increased from 7.2 in 2017 to 7.9 in 2018. In 2008 we averaged 13.87 Part 1 Crimes per 1,000 in population. Ten years later, we averaged 7.9 Part 1 Crimes per 1,000 in population. The largest driver for our crime increase in 2018 related to a 23% increase in Larceny/Theft. Many of these crimes can be prevented by locking vehicles, removing valuables from vehicles, or hiding valuables if they cannot be removed. Even with the increase in overall crime, we saw a 64% reduction in Burglaries and a 57% decrease in Robberies in 2018.

The City of Keller continues to maintain a low Part 1 Crime rate, even with the increase in 2018, 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

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Community to provide the resources needed to effectively perform our duties continues to have a direct impact on the lowering of crime and in the City of Keller being able to sustain a low crime rate over time.

Total number of in-custody arrests for 2018 were 832, a decrease of 17.7% from the previous year. This does not include the housing of prisoners under the Southlake/Colleyville/Roanoke jail agreements. The total prisoners housed in our jail facility last year totaled 2,314. The arrest decreases can be attributed to fewer officers in the field due to training of new officers 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. I anticipate with new officers completing training in 2019 that the arrest totals will increase.



We experienced an 11% increase in reportable automobile collisions last year. A total of 223 collision reports were completed by our officers in 2018 compared to 199 in 2017. The top three collision locations were Rufe Snow and North Tarrant Parkway, David Blvd. and Bandit Trail, and N. Main (US 377) and Keller Parkway. The top three contributing factors of crashes in Keller were Fail to Control Speed, Fail to Yield Right of Way while Turning Left, and Driver Inattention. There were no fatality accidents in Keller during 2018.

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The traffic unit completed 16 speed surveys and coordinated directed traffic enforcements based upon those findings and crash data within the city. DWI arrests for the year totaled 192 which was a 14% decrease over last year.

VOLUNTEER SERVICES

Volunteers in Policing Service (VIPS) vehicle patrol program has completed its eighth 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 including crossing patrons at the Farmer's Market, ride through the parks and commercial establishments, and perform other non-dangerous crime prevention activities. In addition the items listed the VIPS help with the annual recycling event, the Lion's club and Homecoming Parades, Holly Days 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 2,020 hours and 6,362 miles on the two patrol vehicles last year.

COMMUNITY ENGAGEMENT

Historically, our greatest Part 1 Crime driver is theft from vehicles. In an effort to better combat these crimes, we continued to promote the Hide, Lock, Take program we began in 2017. The primary focuses continue to be our daycare centers, retail shopping center, parks, and businesses. The program has been a success and welcomed by the majority of Keller businesses.

We continued to reach out to the community formally by presenting 222 crime prevention and law enforcement education presentations in the schools and community. The community room was utilized over 232 times in 2018. We also plan to conduct another session of our citizen's police academy starting this month. Our e-safe Internet e-mail distribution continues to show value to the community as we sent out 30,000 emails, lower than last year but our department has increased our social media presence, with the use of Facebook and Twitter to communicate crime trends and weekly safety tips. The Keller Public Safety Facebook account has 16,040 followers, with an average of 14 postings each week notifying our followers of crime trends and crime prevention tips. Our Keller Police Department Twitter account currently has 32,300 followers and there was an average of 15-18 "Tweets" sent out a week notifying the public of traffic enforcement locations, crime trends, and crime prevention tips. Both of our social media accounts increased their number of followers from the last year. Our online presence has become a strong tool in building new partnership relationships while enhancing the ones that already exist. Followers are quick to recognize officers for a job well done, reach out for clarification of law and procedures, and they have been a great platform for citizens to provide feedback on areas we can improve.

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The Keller Public Safety Festival was a success and we had over 1,000 citizens attend the event. The Keller Police Department won the Battle of the Badges Blood Drive. One of the highlights at the Fall Festival was the Keller Police Department's Golden Anniversary Celebration. The department had a booth which acted as a mobile museum showing the history of the Keller Police Department.

Throughout the year we had a total of 8 Coffee with A COP events, the events were hosted by Starbucks and DeVivo Bros. Eatery. Each event saw approximately 30 citizens come by and speak with officers about various topics. The Coffee with A COP events are held approximately every two months.

In August the Keller Police Department partnered with the Stay on Track coalition and KISD for the second annual Back to School Festival, which saw over 500 people attend. This event was held at the Keller ISD Administration building. Immunizations, school supplies and counseling services were among the services provided at this free event. The next event is planned for August of 2019 at the Keller Center for Advanced Learning.

The Keller Police Department once again hosted the Police Bike Race to End Child Abuse where we were able to raise over \$3000 for Alliance for Children. On July 4th we held the Third Annual Keller Fourth of July Parade and saw over 100 kids participate.

In November of 2018 the Keller Police Department partnered with the Ratboys Youth Basketball organization for the First Annual COPS vs Kids Basketball Tournament. The event benefitted the Community Storehouse. The grand finale of the tournament was a basketball game between the Keller Police Department and Southlake DPS. Additional events are being planned for 2019.

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 meet or exceed 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 continuum of standards that clearly define authority, performance, and responsibilities. Because the award is only for three 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 Gold Standard 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 Gold Standard 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 addition to our National

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Law Enforcement Accreditation programs we are also a Texas Best Practices Recognition Award agency. The accreditation 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 them with jail, public safety dispatching services, and full police services to the Town of Westlake continues to show value in cost effectiveness and service delivery. 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 38,505 9-1-1 calls, 127,499 non-emergency phone calls, dispatched 215,102 police calls, and 9,621 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. 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 2018, Colleyville, Keller, Southlake Regional Animal Services responded to 3,278 calls for service. This is a decrease of 20% from the CFS in 2017. The City of Keller represented the majority of the activity with 1,864 calls for service followed by the City of Southlake with 702, and the City of Colleyville with 624. The unit impounded 704 stray animals, an increase of 1.3% and placed 627 of those animals for a live release rate of 89% down from 90% in 2017. The Animal Control Unit euthanized 77 dogs and cats due to illness, temperament and at the animal owner's request during the year. This is a 17% increase compared to the 2017 euthanasia rate by the facility.

In May of 2014, the Humane Society of North Texas came on-board at the Keller Police facility, adjoining their professionalism in animal care and adoption with our partnering cities. The H.S.N.T. 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 2018, HSNT successfully adopted 1,588 dogs and cats from the Regional Adoption Center. This is an increase of 6.8% over 2017. 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.

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USE OF FORCE AND ATTEMPT TO STOP SUMMARY

In 2018, we had to use force 26 times against persons who resisted arrest, search and transport and each time the incident was documented and investigated by a supervisor. The number of use of force incidents decreased from 30 in 2017. The use of force rate per 1,000 prisoners remained the same with 11 in 2017 and 11 in 2018. The detention facility had the most Use of Force incidents with 7 (27%) followed by Residences with 6 (23%). The other 13 Use of Force incidents were distributed among Bars, Businesses, Fields, Restaurants, Schools, Traffic Stops, and Roadways (not traffic stops). The combined total of prisoners processed in the Keller Regional Detention facility was 2,314, which is a decrease of 313 (12%) from 2,627 last year.

There were no patterns of incidents involving individual officers as the use of force incidents were spread among 31 officers and jailers. Two officers were involved in 5 use of force incidents each. However, a review of their incidents did not reveal any trends that the application of the force was not justified or excessive. Personnel were more likely to become involved in a Use of Force Incident on Sunday (31%) involving white (73%) males (85%) between the ages of 30 -39 (27%) between the hours of 12:00 am and 5:59 am (42%) in the detention facility (27%). The primary use of force type was Miscellaneous Physical Force consisting of 24 incidents. Miscellaneous Physical Force involves holding, grabbing, or pushing. The use of force analysis did not reveal any equipment needs or modifications needed nor did it reveal any policy issues or corrective action at this time. The analysis was used to guide the defensive training classes which were held quarterly throughout the year. 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 use of force outcomes coupled with the absence of officer/suspect injuries confirms this.

A total of 13 incidents of attempting to stop/pursuit of a suspect in an automobile occurred in 2018. 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. Eleven of the incidents were terminated by the involved officer, one incident the suspect voluntarily stopped, and one incident the suspect crashed and was arrested for aggravated assault. No injuries to the officers, suspects, or the public occurred as the result of the Attempt to Stops. General Orders were followed in twelve of the incidents, and in one incident the officer failed to follow general orders. The one incident violation resulted in counseling and re-training the officer.

FISCAL RESPONSIBILITY

We operated within our budget expending \$8,743,988 representing 98% of our authorized general fund budget. The City received \$2,994,906 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 \$1,183,542 representing 83% of our authorized budget.

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CONCLUSION

The Keller Police Department faced many challenges in 2018, but we saw the resiliency of our team members as everyone worked tirelessly to fill the gaps as they continued to provide a high level of police services to our community. As in previous years our prevailing crime challenge is theft from unsecured vehicles. This will continue to be our focus in 2019. With the roll out of our new crime analysis system with predictive capabilities we hope to better focus our patrols to prevent and reduce these crimes. As for the increase in crashes, I believe that staffing will have a direct impact. As we get more officers on the street, proactive traffic enforcement will be key in changing driver behavior.

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	% increase or decrease 2017 to 2018
PART I INDEX CRIMES												
CRIMINAL HOMICIDE	0	0	0	2	0	1	1	0	0	0	0	0%
FORCIBLE RAPE	2	0	5	5	2	5	6	5	8	7	10	43%
ROBBERY	5	4	0	2	3	8	0	6	3	7	3	-57%
AGGRAVATED ASSAULT	8	23	12	15	9	12	16	11	19	11	12	9%
BURGLARY	82	115	94	90	72	80	58	62	48	56	20	-64%
LARCENY/THEFT	442	377	406	398	303	312	305	258	210	223	287	29%
AUTO THEFT	14	12	6	13	13	2	11	9	7	11	14	27%
TOTAL	553	531	523	525	402	420	397	351	295	325	346	6%
FAMILY VIOLENCE	68	96	78	83	92	77	76	75	78	66	116	76%
NARCOTICS VIOLATIONS	171	191	136	120	131	187	153	193	150	143	163	14%
VANDALISM CASES	139	123	92	81	53	45	67	55	53	85	83	-2%
ARRESTS												
MISDEMEANOR	1,693	1,412	1,327	1,405	1,331	1,343	1,170	935	983	872	709	-19%
FELONY	154	132	149	135	149	158	128	135	141	139	123	-12%
TOTAL	1,847	1,544	1,476	1,540	1,480	1,501	1,298	1,070	1,124	1,011	832	-18%
CRIMINAL INVEST. DIVISION												
INCIDENTS REVIEWED	2,027	1,595	1,567	1,691	1,549	1,502	1,476	1,394	1,334	1,424	1,497	5%
CASE CLEARANCE RATE	74%	64%	61%	71%	69%	77%	66%	61%	60%	60%	57%	-3%
CASES FILED WITH DA OFFICE	596	500	513	514	487	591	574	505	559	695	480	-31%
MINORS IN POSSESSION/ALCOHOL	50	31	25	46	33	27	13	11	16	9	28	211%
TRAFFIC RELATED												
CITATIONS	11,665	9,776	11,703	9,254	9,209	10,732	11,149	11,469	12,577	12,485	7,255	-42%
DWI / DUI	231	164	227	296	245	257	263	207	273	224	192	-14%
ACCIDENTS	316	313	306	267	253	321	250	251	206	295	320	8%
ADMIN ACTIVITIES												
INCOMING CALLS	147,928	134,254	138,697	152,619	152,492	155,857	149,071	140,269	133,557	151,705		
ALARM RESPONSES	2,641	2,632	2,539	2,611	2,359	2,355	2,112	2,082	2,216	2,055	2,136	4%
HOUSE CHECKS	221	258	271	313	379	414	466	571	544	569	507	-11%
COMMUNITY SERVICES												
CRIME PREVENTION PRESENTATIONS	418	421	415	296	393	189	180	285	280	251	222	-12%
E-SAFE INTERNET E-MAILS	6,068	5,779	6,615	8,744	8,951	38,250	35,266	32,600	38,824	34,351	30,000	-13%
Citizen Initiated Calls for Service	29,453	31,081	29,275	30,730	28,725	28,825	26,363	25,783	23,799	24,713	21,861	-12%
Officer Initiated Calls for Service	59,393	53,046	52,929	56,683	61,484	63,617	66,211	64,564	62,527	69,353	57,991	-16%
TOTAL CALLS FOR SERVICE	88,846	84,127	82,204	87,413	90,209	92,442	92,574	90,347	86,326	94,066	79,852	-15%