

Round Rock Police Department



2023 Annual Report



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Message from the Chief

The anti-aging industry's got nothing on the Round Rock Police Department. Whenever I walk around our headquarters building and talk with our officers, I'm reminded of how young we're getting. It was nearly 10 years ago that we first recognized that we were on the cusp of a coming retirement wave.

In 2015, we started to prepare for what we expected to be 47 sworn personnel who would become eligible for retirement by 2020. Another 37 Department members would become eligible by 2025. At the same time, we knew we needed to continue to grow the Department. From 2015 to today, we have added 40 additional officers to reach our current complement of 199 sworn personnel.

In the pages of this year's annual report, you will see some of the dividends of those years of investment. We have changed our hiring process, and we've hired retired officers on a limited basis to support investigations. We're hiring year-round, and we created a police academy which is now internationally accredited. We've also worked hard to build the training and support infrastructure we need to bring young officers into our family culture and help them become successful.

I am proud of the young officers who have joined our Department and are making their marks in law enforcement. I also commend the veteran officers who have committed to train our new officers on the *Round Rock Way*.



Asst Chief Willie Richards



Asst Chief Justin Carmichael



Round Rock Police Department – Core Strategy

MISSION

The Round Rock Police Department, in alliance with our community, provides public safety and promotes a high quality of life.

VISION

Effectively adapt to the challenges created by a rapidly growing community that is striving to maintain its low crime rate and high quality of life. Deliver policing that responds to the needs of the community and engages them to share in the responsibility of keeping Round Rock a great community.

VALUES

Community – We believe our community is best described in the original sense of the word – fellowship. Working together with our citizens, business people, and educators allows us to make Round Rock the best community it can be.

Honor – We continually demonstrate good character and maintain our reputation for honesty and respect for others.

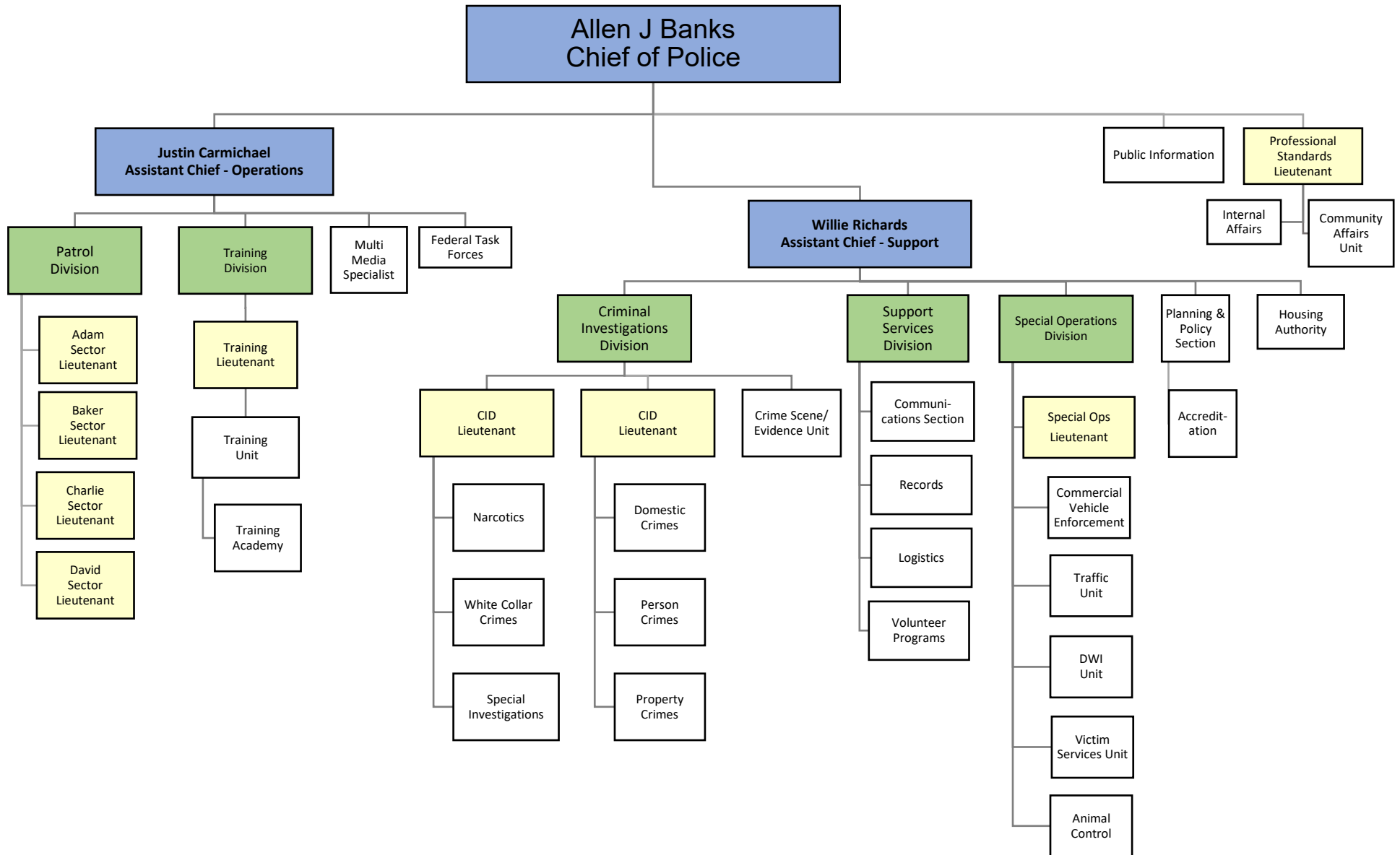
Integrity – We believe in acting ethically and making wise and informed decisions. We admit mistakes, take corrective measures, and accept responsibility for our actions.

Pride – We constantly strive to excel. We find satisfaction in performing our duty well and in holding the trust of our community.



Round Rock Police Department

2023 Organizational Chart



Office of the Chief



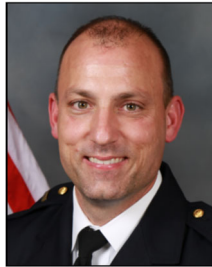
Allen Banks
Chief of Police



Willie Richards
Asst Chief-Operations



Justin Carmichael
Asst Chief-Support



Joseph Claypool
Professional
Standards Lt



Rick White
Planning & Policy
Manager

Patrol Division



Jimmy Keyes
Commander



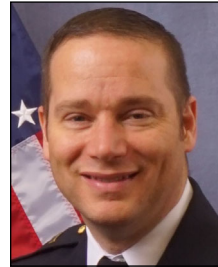
Jeff Kopp
Adam Sector Lt



Sean Johnson
Baker Sector Lt



Kris Mayo
Charlie Sector Lt



Ben Johnson
David Sector Lt

Criminal Investigations Division



Tom Sloan
Commander



Darin Bayles
CID Lt



Grant Golden
CID Lt

Support Services Division



Chris Bakas
Division Manager



Leigh Carrico
Communications
Manager

2023 Command Staff

Special Operations Division

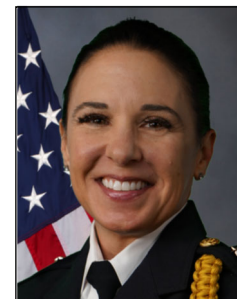


Andy McKinney
Commander



Tim Chancellor
Special Ops Lt

Training Division



Melissa Grubbs
Commander



Woody Sitz
Training Lt

Round Rock Police Department 2022-25 Strategic Plan

GOAL 1. REDUCE CRIME AND IMPROVE PUBLIC SAFETY

- A. Use historical crime/traffic collision/service call data to target resources that reduce accidents and crime, as well as improve quality of life
- B. Continue to refine our downtown patrolling initiative so we can better work with business owners and patrons to improve enforcement
- C. Plan and implement an appropriate law enforcement response to new economic developments
- D. Continue to participate in other-agency relationships that expand the Department's ability to accomplish the mission
- E. Continue to develop the Department's traffic-enforcement response
 1. Take advantage of the Integrated Traffic System utilizing a camera system to monitor traffic progression as that system becomes more robust
 2. Collaborate with other agencies for joint traffic enforcement projects on arterial roads and highways
 3. Add additional CVE enforcement and interdiction officers to better-protect City roadways
 4. Complete the long-delayed process of regular imports of CRIS reports into RMS
- F. Develop/establish a Real-Time Crime Center that supports field operations with tactical intelligence as incidents unfold
- G. Improve public safety in the city's open spaces and trails
 1. Evaluate the need for dedicated staff to address park and trail issues
 2. Continue to use volunteers to help maintain a presence on city trails

GOAL 2. MAINTAIN COMMUNITY SUPPORT

- A. Improve our understanding of community needs and what it expects from their Police Department



1. Develop and implement ways of maintaining regular contact with community stakeholders
 - a. Emphasize Citizen's Police Academy sessions to educate the public about policing



- b. Increase the Department's participation in citywide initiatives and activities
 - c. Increase communication with Council to keep them informed on what and why the Department is doing things
 - d. Explore ways to improve staff's understanding of the issues and experiences with other races and cultures
2. Continue to utilize technology to make crime data available to the public in a user-friendly way
 3. Consider conducting a series of town hall meetings to discuss the Department's activities and ways to improve interactions with and outcomes for the Round Rock's communities of color
- C. Continue to refine community and department team-building programs
1. Enhance annual National Night Out and Afternoon Out events as a way of encouraging positive police-community relationships
 2. Employ the Blue Santa program to help City residents and promote interaction with all socio-economic levels of the City
3. Expand the Volunteers in Policing program, utilizing volunteers in areas where their expertise and/or services would be beneficial to the Department and the community
 4. Continue conducting the Citizens Police Academy and supporting Citizens Police Academy Alumni Association activities
 6. Continue developing the Back-to-School program and find ways to connect with youth
 7. Develop new ways to reach out to our community and, especially, previously unengaged elements of our community
 8. Consider adding staff to the Community Affairs Unit
- D. Conduct an evaluation of the potential for disparate outcomes of Department actions by race and ethnicity as part of a larger discussion about adjusting best practices to reduce that disparity
- GOAL 3. MAINTAIN TECHNOLOGY AS A FORCE-MULTIPLIER AND A TOOL FOR BUILDING COMMUNITY**
- A. Plan technology upgrades to maintain current operations, meet new demands, and keep pace with technology-based crimes

1. Consider expanded staffing in White Collar Crimes Unit
 2. Coordinate with IT Department to keep Department's IT infrastructure current
 3. Take advantage of technology to provide more information internally and externally
- B. Refine the PD43 program to improve its outreach to Department members

GOAL 4. MANAGING MENTAL HEALTH / CRISIS INTERVENTION RESPONSE

- A. Evaluate the Department's existing training program and services to citizens in crisis
- B. Evaluate ways to bridge the gap in existing law enforcement services to mentally ill subjects
1. Support the Fire Department's development of a Mobile Outreach Team
 2. Identify local and other resources to assist the Department in its response to mentally ill subjects in crisis

GOAL 5. EMPLOYEE DEVELOPMENT

- A. Create multi-level training opportunities
1. Create ongoing, smaller blocks of training throughout the year to improve retention
 2. Formalize the FTO release program for new officers and new sergeants
 3. Bring on a Civilian Trainer to focus on non-sworn training and train non-sworn personnel on civilian specialties
- B. Operate an effective and efficient training program to prepare members to act decisively and correctly in a broad spectrum of situations
1. Formalize the Employee Wellness Program – focus on physical, mental, financial, and spiritual well-being
 2. Develop and implement a Career Development program to ensure supervisors have adequate skills to mentor their employees

- a. Monitor and review the Temporary Assignment Duty (TAD) program to evaluate the need for any adjustments
 - b. Identify potential leaders early in their career paths
3. Develop a structured mentoring program
- a. Train supervisors in mentoring to improve goal-setting and follow-up as part of their normal performance review process
4. Expand training staff to better-handle both regular training and academy operations
5. Incorporate racial equity into the Department's Ethics training
- D. Enhance the Department's recruitment operations
1. Find new ways to reach potential quality applicants
 2. Leverage social media more to continue to bring in a diverse population
- E. Pursue the staffing resources necessary to accomplish the mission and keep up with a fast-growing population
1. Re-estimate the coefficients used in the Staffing model
 2. Rebuild the Communications staffing forecast based on the introduction of the call-taking function
 3. Review approaches to improving retention (e.g., entry-level pay)



Highest Honors Presented to Multiple Officers During Awards Banquet

March 11 saw multiple officers receive the Department's highest honors for the first time ever.

The Department presented its highest honor, the **Medal of Honor**, to Sergeants Brian Quick, Kasheala May, and Paul Garza; and Officers AJ Rivera (not pictured), Gavin Carmody, Dillon Rizzo, Marcus Vasquez, and Chris McQuinn.

The eight displayed extraordinary heroism as they responded to an active shooter call on Bent Tree Loop on May 7, 2022. The Department members took fire during the incident as they worked to protect others during a running gun battle and stop a suspect who intended to inflict mass casualties.

From the same incident, the following personnel received the **Medal of Valor**: Lt. Darin Bayles; Sgt. Daniel Kilpatrick; and Officers Justin Griffith, Marc Harris, Cody Johnston, Leonardo Quintana, and Adam Rankin. Each of these Department members were fired upon as they worked to stop the threat.

The last time a Medal of Honor was presented was in 2021 to Officer Aaron Grigsby. The previous time a Medal of Valor was presented was in 2016 to now-Detective Tracy Lawrence.

Also honored at the event for their actions and performance in were:

Police Officer of the Year, Leonardo Quintana

Patrol Officer of the Year, Natalie Nimmo

Investigator of the Year, Brian Neveu

Special Ops Officer of the Year, Miguel Estrada

Technical Support Officer of the Year, Gavin Carmody

Police Supervisor of the Year, Nick Simpson

Telecommunicator of the Year, Jacob Burns

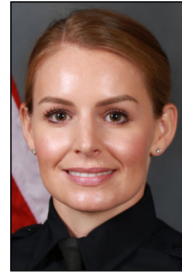
Civilian of the Year, Danielle Kessler

Volunteer of the Year, Theresa Scott.

Recipients of the **Chief's Award** were Sgt. Brian Quick and Ofc. Robert Ramos



Quick



May



Garza



Carmody



Rizzo



Vasquez



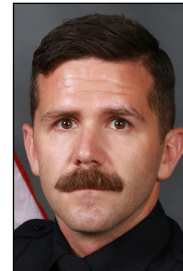
McQuinn



Bayles



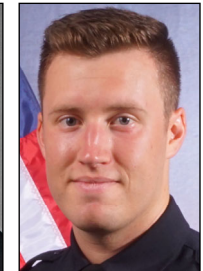
Kilpatrick



Griffith



Harris



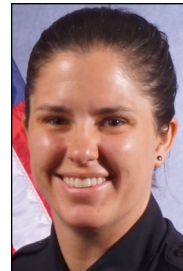
Johnston



Quintana



Rankin



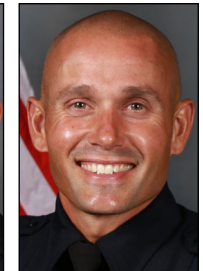
Nimmo



Neveu



Estrada



Simpson



Burns



Kessler



Scott



Ramos

2023 in Review



On Jan. 31, Winter Storm Mara produced icy conditions city-wide that resulted in more than 1 million cubic yards of loose brush and debris from downed trees and vegetation. The storm certainly kept our officers, dispatchers, and support personnel busy.

On Feb. 9, our Commercial Vehicle Enforcement Unit worked with the Williamson County Sheriff's Office and Texas DPS to inspect 13 commercial trucks. They found 82 total violations, and eight vehicles were put out of service until they could correct their equipment issues. The unit's goal is to keep our roadways safe by taking unsafe vehicles off the road.



On March 16, the U.S. Marshals Lone Star Fugitive Task Force apprehended a suspect wanted for an aggravated robbery with a deadly weapon that occurred at the First Cash Pawn Shop in Round Rock that week. Round Rock detectives identified the suspect, and the Task Force located and apprehended him. The Task Force is comprised of representatives from law enforcement agencies at all levels of government, including a Detective in our Special Investigations Unit.

JANUARY

FEBRUARY

MARCH



Chief Banks and other Department members took part in January's annual Martin Luther King, Jr. Day Parade through downtown Round Rock.

The Criminal Investigation Division (CID) implemented a temporary employee program to address the demands increased caseloads and fewer detectives due to retirements. Four retired police officers with a decade or more of investigations experience helped us fill the gap, and their efforts dramatically benefited the division. Temporary employees in 2023 cleared a combined 460 cases, and 15 of those cases resulted in obtaining arrest warrants.

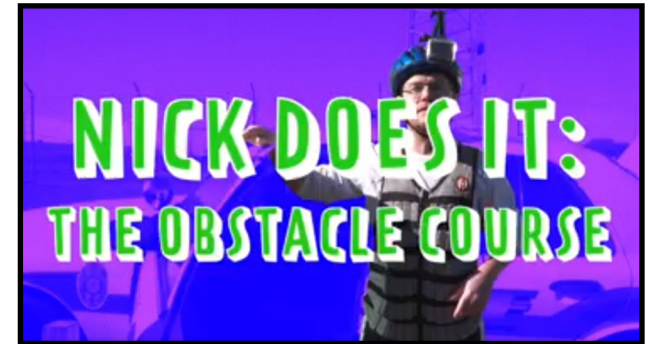
Sgt. Blake Bearden did his part during the annual St. Baldrick's fundraiser. This year's team raised \$5,417 for pediatric cancer research.



Mid-April was busy, with two bomb threats and two reports of an active shooter – all of which would end up being declared either a hoax or non-credible. Perhaps the largest event was an April 18 warrant service that became a barricaded-subject situation. The suspect was wanted for felony assault family violence with a prior conviction. Officers responded to a residence on Denfield Drive, and the suspect discharged his firearm three times – once at police. Eventually, officers made entry into the residence to find the suspect deceased from self-inflicted gunshot wound. No officers discharged their firearms, and there were no other reported injuries.



The Department received a “TAMIO” Award on June 8 from the Texas Association of Municipal Information officers. The award honors “Nick Does It,” a series of videos starring PD spokesman Nick Olivier as a layman doing many of the tasks that police officers face regularly – from officer-level driving to the physical ability course.



APRIL

MAY

JUNE



In April 2023, Animal Control Officers responded to a call at Settlement Park for multiple ducklings that appeared to have been dumped. Twenty-six domestic ducklings were rescued.

On May 3, a motorcyclist on SH 45 was clocked traveling in excess of 100 mph. The driver exited the highway, wove in and out of traffic, and fled into oncoming traffic from officers who quickly terminated their pursuit given the danger to the public of continuing. After a thorough investigation by the officer he evaded, a 20-year-old Austin man was arrested for Evading Arrest or Detention on June 2.

Det. Sean Randolph presented at the National Crimes Against Women Conference in Dallas in late May.

Sean presented a case-study about a serial rapist case from a few years ago. This conference only features one or two case studies annually, and it's a feather in our cap that Sean was recognized for his work.



2023 in Review

2023 in Review

On the morning of July 5, patrol officers saved a woman from the clutches of an armed teenager in the Mira Vista subdivision in Adam 1. Responding to a disturbance call, officers arrived at the residence to find the 49-year-old victim struggling with the suspect, who had a knife in hand. Before officers arrived, the suspect struck the victim repeatedly and used the knife to destroy property in the home. Officers disarmed the suspect and placed him into custody without injury.



In August, the Department enjoyed an expanded “Step N2 Success” event – nearly doubling the number of shoes distributed to students in need. The Kalahari-hosted event saw us

partnering with shoe vendors to provide school-age children with 402 pairs of new, brand-name shoes before the school year began. Families participating in the event also received Round Rock Express tickets and passes to Kalahari’s water park.

Patrol officers responding to a postal truck robbery on Sept. 30 became the catalyst in federal charges against an armed robbery ring. Responding officers located a vehicle that matched the description of a vehicle used earlier that day in a mail truck burglary in Georgetown. A traffic stop resulted in detention of the occupants and recovery of face masks, disposable gloves, and a firearm. The suspects then were linked to other mail-related crimes in the area. A December raid resulted in the seizure of multiple firearms and stolen mail.



JULY

AUGUST

SEPTEMBER

On the evening of August 6, Ofc Ryan Hovis saved the life of a 6-year-old girl on his way home from work. A high-speed collision had occurred in the 3100 block of S IH 35, and callers reported a deceased person and injured child in one of the vehicles. Upon arriving, Ryan discovered the victim’s vehicle smashed between a pickup and semi, and the obviously injured child was trapped inside. Ryan worked with two on-scene Travis County deputies to immediately free the girl, and they began providing life-saving measures. As Fire and EMS arrived, the trio continued to provide medical aid. In October, the child remained in ICU but was making progress in her recovery.

Narcotics detectives spent much of 2023 investigating and taking down a high-level, bulk quantity dealer of marijuana and THC products. The investigation determined that this criminal enterprise was supplying these products in bulk to much of Central Texas and parts of Oklahoma. On August 15, multi-agency narcotics search warrants were served in multiple Central Texas locations, as well as in Los Angeles, CA, as a result of a wide-ranging investigation that started in Round Rock. Multiple federal indictments followed, and more than \$700,000 worth of currency and jewelry were seized.

Sept. 4 saw a massive hailstorm cause a reported \$600 million in damage across two counties. As a result, nearly 60 Department vehicles were put out of commission through broken windows and damage to car bodies and lightbars. Even the sign on the front of our building was damaged. We immediately leapt onto the issue, documenting damage and making adjustments across divisions so policing could continue with our remaining vehicles. The City’s General Services Department did an outstanding job tackling repairs across the City organization.



2023 in Review

A Girl & a Gun Women’s Shooting League hosted 19 female officers for the 7th annual Back the Women in Blue event conducted in October at the Public Safety Training Center. Instruction at the event was led by Sgt. Brian Quick.



Annual Trunk or Treat Event

CID Commander Tom Sloan handed out door prizes at our annual banquet to recognize volunteers. Volunteers in 2023 racked up 13,418 hours of service donated by 94 active volunteers. Volunteers help the Department in many ways – from manning the front desk to staffing events and supporting the Citizens Police Academy program. Among the 2023 accomplishments was installing 65 lockboxes as a safe way for first responders to gain entry into elderly and disabled residents’ homes during an emergency.



By year’s end, the City in 2023 enjoyed a 4.7 percent drop in incidents reported through the federal National Incident Based Reporting System (NIBRS). NIBRS tracks the occurrence of multiple offenses occurring within the same incident. The Department noted declines in aggravated assaults, rapes, drug/narcotic violations, and residential and vehicle burglaries. See p. 17 for more details

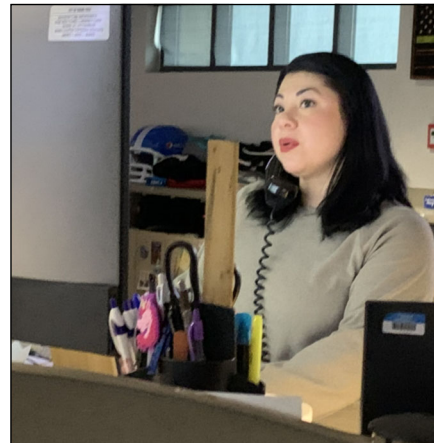
OCTOBER

NOVEMBER

DECEMBER

Our Training Division went into overdrive throughout 2023 to bring on all of the additional police personnel authorized in the FY2023 budget. In all, division personnel processed 1,370 applications and oversaw the hiring of five police officers, nineteen police cadets, and 22 civilians.

After months of implementing temporary solutions and refining hiring processes, the Communications Section achieved a full staff. This achievement is remarkable given the industrywide tight labor market for dispatchers that has existed for a decade or more. Among the programs implemented to address staffing issues were the hiring of two former employees part-time to help cover shifts and providing overtime to civilian staff in other functional areas to train and act as call-takers.



2023 Retirements

Note: Retirees hired after 2003 have prior-service credit from other agencies



**Sergeant
Jack Johnson**
Hired 2000



**Sergeant
Daniel Kilpatrick**
Hired 1996



**Sergeant
Shawn Normand**
Hired 2000



**Detective
Kevin Bender**
Hired 2004



**Detective
Russell Hammock**
Hired 1998



**Detective
Brian Hollywood**
Hired 2002



**Officer
Aaron Moeller**
Hired 2016



**Training Officer
Tim Stevenson**
Hired 2004

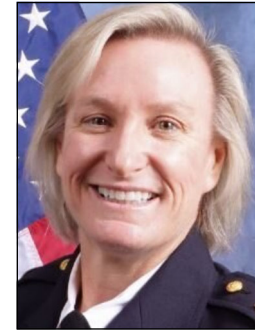


**Police Officer
John Strong**
Hired 2006

2023 Promotions



**Lieutenant
Jeff Kopp**
Patrol Division



**Lieutenant
Kris Mayo**
Patrol Division



**Sergeant
Ashley Daly**
Patrol Division



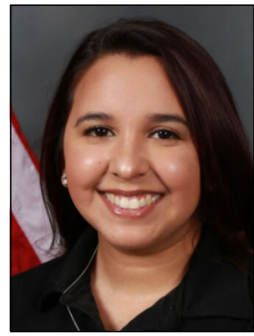
**Sergeant
Lauren Douglass**
Patrol Division



**Sergeant
Mike McCabe**
Patrol Division



**Sergeant
Shannon Saffel**
Patrol Division

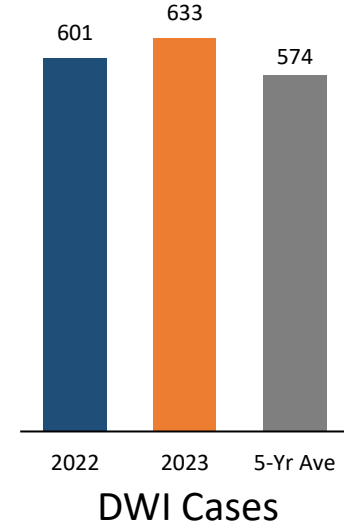
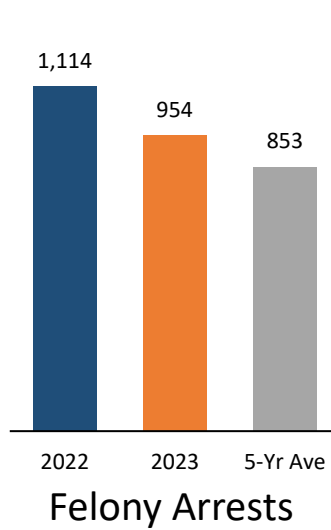
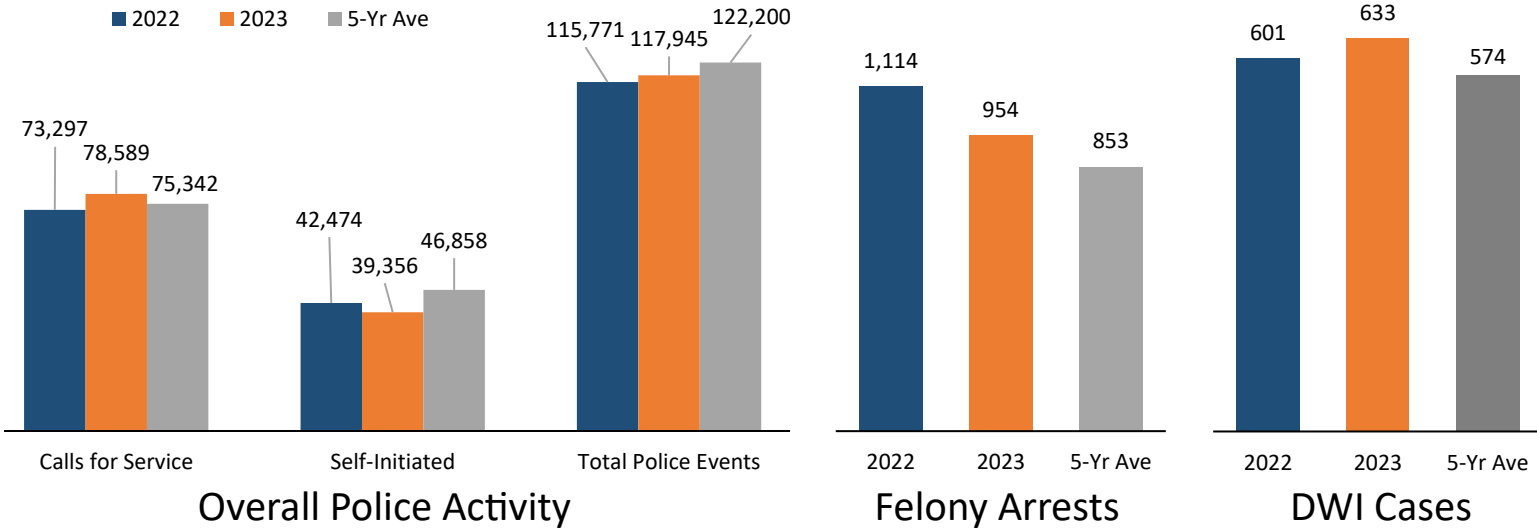


**Comm Training Officer
Selena Castro**
Support Services Division



**Pub Safety Comm Operator
Hokulani Kaululaa**
Support Services Division

2023 By the Numbers



610 Recognitions
 14 IA Cases Involving
 32 Total Allegations:

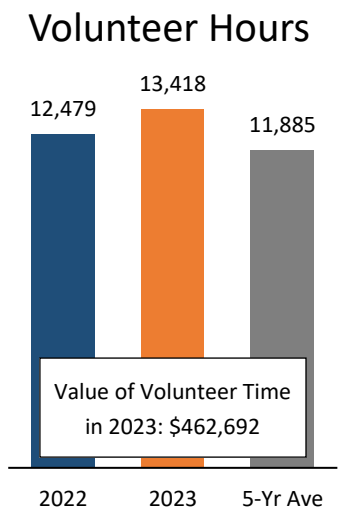
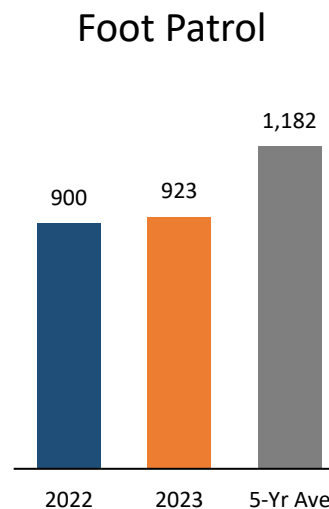
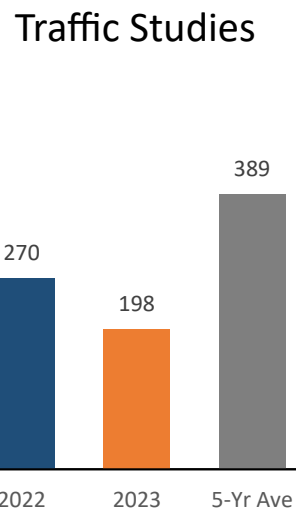
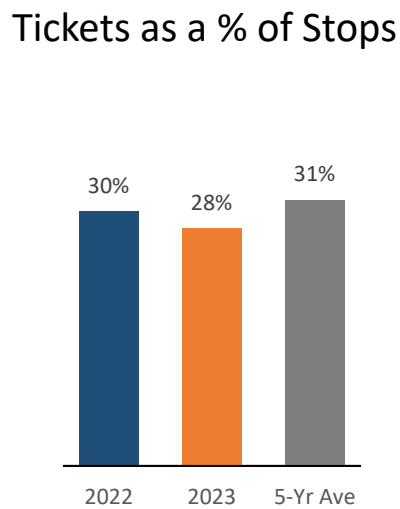
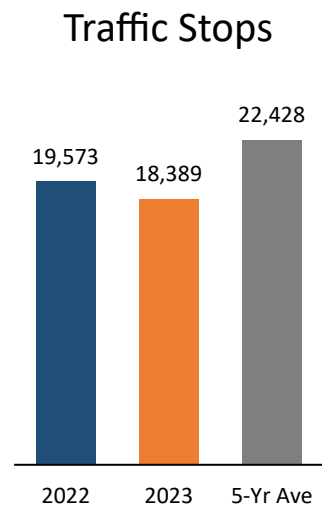
14 Sustained	9 Exonerated
3 Unfounded	4 Not Sustained
0 Policy Failure	2 Admin Closed

43 times more recognitions than complaints

Relative to Total Police Events:

- Officers received recognition 0.5 of a percent of the time
- Officers received a Complaint 0.01 of a percent of the time

Internal Affairs Summary



Sources: RRPD Computer Aided Dispatch and Records Management System databases, RRPD Volunteer Program, Independentsector.org

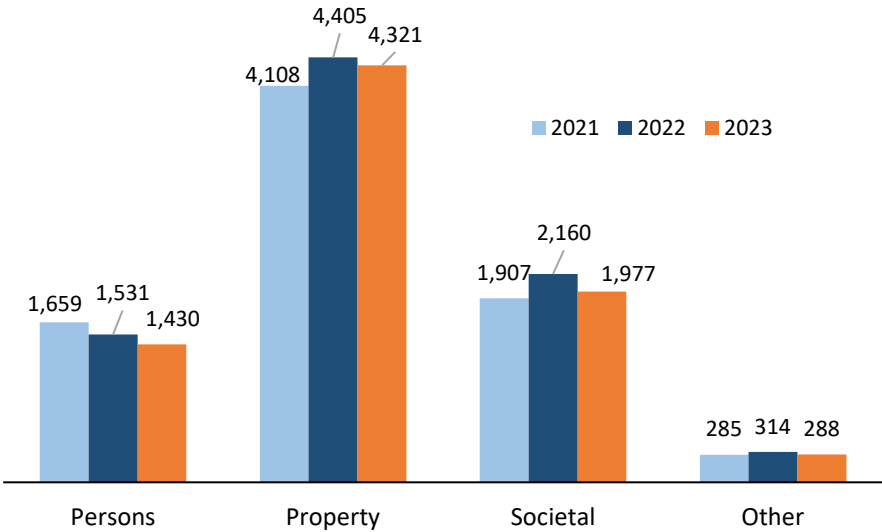
2023 Crime Summary

The Department reports Round Rock crime statistics to the Texas Department of Public Safety and, ultimately, the Federal Bureau of Investigation. In 2020, we switched reporting systems from the old Uniform Crime Reports (UCR) to the current National Incident Based Reporting System (NIBRS).

While UCR counts only the primary offense in an incident, NIBRS counts all offenses occurring during an incident. For example, if an armed robbery occurs where the suspect also stole a vehicle, UCR would count the robbery while NIBRS would count the robbery and the vehicle theft.

In the broadest terms, the switch from UCR to NIBRS is a switch from 2,483 Part 1 UCR crimes in calendar 2020 to 7,642 NIBRS offenses during the same period. Thus, UCR and NIBRS aren't directly comparable. The NIBRS numbers presented here are not official numbers (official numbers are presented in DPS' annual *Crime in Texas* publication).

If you are curious about incidents in your neighborhood, check out our Police to Citizens website: roundrock.policetocitizen.com/Home

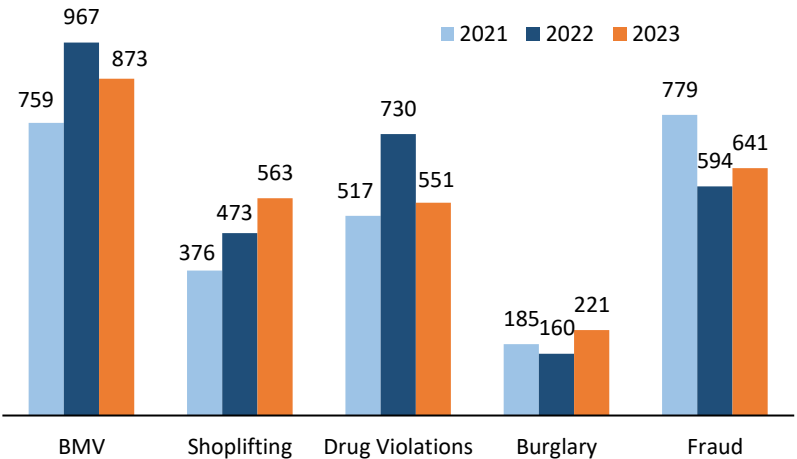


Unofficial 2020-21 NIBRS Summary

Race/ Ethnicity	2023 Vehicle Contacts		5-Year Average	
	#	% of	#	% of
White	8,178	46.7%	10,762	55.1%
Hispanic	4,741	27.1%	5,891	30.2%
African American	3,085	17.6%	3,801	19.5%
Asian	1,299	7.4%	1,124	5.8%
Native American	201	1.1%	259	1.3%
Total	17,504	100.0%	19,523	100.0%

2023 Traffic Stop Demographics

Specific NIBRS Categories (Unofficial)



Offense Reports Filed



History Page: 1975 Study Pointed the Way for Growth

Round Rock has grown so quickly for so long that most folks have not experienced a time when the city *wasn't* growing fast. The beginning of that growth, lies in the early 1970s.

The city started booming shortly after 1970 and, by 1975, the population more than doubled from the 2,800 residents it saw in the 1970 census. Looking forward, city leaders expected the town more than triple in population by the mid-1980s.

Imagine the pressure on a small town. Basic services like police and fire feel they can never catch up. In 1974, police service calls rose sharply from 660 the previous year. In 1975, police anticipated 200 crimes in the major categories like murder and robbery. Translated into a crime rate, that 36 crimes per 1,000 residents was a third higher than our current crime rate.

Managing all of that was a chief, three officers, and four dispatchers. Two reserve officers supplemented that group, and City Hall secretaries fleshed out continuous radio dispatch.

How do we know all this today? In 1975, the city obtained a feder-

LAW ENFORCEMENT ASSISTANCE ADMINISTRATION (LEAA)	
POLICE TECHNICAL ASSISTANCE REPORT	
SUBJECT	Round Rock (TX) Police Department - Organization and Management Study of the Round Rock, Texas Police Department
REPORT NUMBER	75-084-019
FOR	Round Rock, Texas, Police Department Population: 5,000+ Police Strength: (Sworn): 4 Total: 8 Square Mile Area: 2
CONTRACTOR	Public Administration Service 1776 Massachusetts Avenue Northwest Washington, D.C. 20036
CONSULTANT	Larry R. Walton
CONTRACT NUMBER	J-LEAA-002-76
DATE	December 4, 1975

The 1975 RRPD management study's report cover, complete with handwritten notes, as archived by the U.S. Department of Justice. Note the size of the 2-square-mile size of the city compared with more than 32 square miles today

ally funded management study through the regional council of governments.

What the consultant learned about working conditions for Round Rock police staff wasn't unusual for the time. Sworn personnel worked a 60-hour work week. Folks routinely worked unpaid, extra shifts to provide coverage during vacations, sick leave, etc. Officers couldn't communicate by radio with cops in nearby cities.

The report concluded that at the time, we simply didn't have

enough manpower to do the job, and Round Rock's explosive growth was poised to overwhelm the police force.

The study recommended the immediate hiring of two officers – one of whom should be an investigator – and two dispatchers. Other recommendations addressed salaries, overtime, training, keeping crime and workload data, and additional equipment.

By 1985, the report recommended, the city should have between 30 and 44 sworn positions organized into specific lines of

police business and supported by 10 overall civilians, including six dispatchers.

Yet, after the study was released it quickly sank out of public view. In July 1976, City Council approved the purchase of an inter-city radio and other recommended equipment. Outside of that, it received no further mention.

Still, many of its recommendations ultimately were implemented. The city's spending on law enforcement grew over the next four years between 17 and 53 percent *annually*.

In 1977, the Department grew to nine officers and hired its first sergeant and two additional dispatchers. The fiscal 1978 City budget included PD's first lieutenant position and a second patrol vehicle. Workload data showed that calls for service had already tripled since that 1975 report.

By 1985, Round Rock PD had budgeted 34 sworn employees and eight civilians. In short, a massive investment by the city in police operations followed the study, and we've worked hard to match the city's growth with growth in personnel and other resources ever since.

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Round Rock Police Department Online

Website: roundrocktexas.gov/departments/police/
Facebook: [RoundRockPoliceDepartment](https://www.facebook.com/RoundRockPoliceDepartment)
Twitter (X): [@roundrockpolice](https://twitter.com/roundrockpolice)
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