

Round Rock Police Department 2018 Annual Report



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

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Message from the Chief

The men and women of the Round Rock Police Department are what make this organization one of the most respected law enforcement agencies in the country, and we are here to serve you. We strive to provide excellent service each and every day to our community. Whether you are raising a family here or simply visiting, we want your experience to be safe, fun, and memorable.

Building upon our past successes within community policing, the Round Rock Police Department is committed to working together with neighborhood groups, businesses, schools, and others in our community in a way that addresses crime and the fear of crime. We achieve results proactively using proven problem-solving methods and partnerships to elevate the quality of life in our neighborhoods.

We invite you to become involved with your police department in order to continue forging strong bonds that are built on mutual trust and respect. That is one reason we established the Round Rock Police Foundation in 2015. No police department can solve crime or quality-of-life issues in isolation. Effective relationships, communication, and engagement are critical components to our success.

Please take the time to learn more about our units and services. Take advantage of the many opportunities to communicate with us and learn how we can work together. Consider signing up for the Citizens Police Academy, come volunteer with us or simply attend events like our annual Back to School Celebration. We look forward to working with you. There are many opportunities for you to partner with us to make Round Rock even better!



Allen J. Banks, Chief of Police



Alain Babin, Asst. Chief



Willie Richards, Asst. Chief

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: HISTORY

Round Rock has hired lawmen since its first incorporation in 1877. Throughout the late 1800s and through the first half of the 20th Century, the City had an elected Town Marshal and hired several night watchmen to keep an eye on the town overnight and turn the City Hall light off and on. During the 1950s, the position became a City Council appointment, and in the late 1960s, the City hired multiple police officers for the first time. **Kenny Langston** was formally designated Chief of Police in 1973, and the Department grew to four officers and hired round-the-clock dispatchers. In 1976, the growing department moved into a new police/fire station downtown and hired its first official “dog warden.”

Upon Chief Langston’s departure in mid-1977, former Williamson County deputy **Gene Collier** became Chief of Police. Under Collier’s watch, the Blue Santa program was created (now in its 36th year) and the first policewoman was hired as the City’s first juvenile officer.

Chief Collier resigned at the end of 1982 and was replaced by **Wes Wolff**, who was promoted from Lieutenant and quickly saw the police force grow to 24 officers. In 1986, the Department moved into new digs at what are now Public Works’ administrative offices on Enterprise Drive. That summer, the Round Rock Police Officers Association was founded with (future Chief) Tim Ryle as its first president. Also in 1986, the Department joined the then-fledgling National Night Out program. In the late 1980s, the Department assigned its first officer ever to Round Rock High School.

The early 1990s saw another relocation – this time to an office complex on East Palm Valley Boulevard, where commercial tenants initially occupied one of the site’s three buildings. In 1993, the Department had 49 sworn officer positions and seventeen civilians – including three Animal Control Officers. In 1995, serial killer Roger Fain, arrested by Round Rock officers, was sentenced to life in prison for the murder of a former girlfriend.

Waymon Ferrell: Local Lawman, Local Legend

In October 2018, the Round Rock Historic Preservation Commission honored Waymon Ferrell as one of Round Rock’s official *Local Legends*.



Waymon served in virtually every possible law enforcement role in Round Rock during his time: nightwatchman, officer, County Constable, and City Marshal. He is the first person described as police chief by the *Round Rock Leader*. And he did it all despite losing one hand – and then his second – over the course of decades.

In 1926, as a young man, he lost his left hand in a sawmill accident. He started his law enforcement career in the 1930s as a town nightwatchman. In 1934, he served as interim City Marshal upon Luther Ramsey’s abrupt resignation and, by the 1940s, Ferrell was considered more a police officer than a simple nightwatchman.

He was appointed County Constable for the Round Rock precinct in early 1942 and, in 1949, he resigned to become police chief in Calvert. That job lasted no longer than nine months before Ferrell returned to Round Rock and went back to work at the mill. In 1949, he was rushed to Brackenridge hospital after accidentally sawing off his right hand.

On September 14, 1955, City Council named him City Marshal. Later that year, Ferrell is formally described as police chief in a description of the city organization published in the *Leader*. Despite his disability, Waymon Ferrell kept the peace in Round Rock until the early 1960s. He passed in 1980 and is buried with his wife, Artie, at Cook-Walden Capital Parks Cemetery and Mausoleum in Austin.

Later that year, Chief Wolff retired and was replaced by Assistant Chief **Buster Kuhlman**. A community policing program was initiated and headed by Cpl. (now Sgt.) John Rowe through funding from a federal grant. Also during Chief Kuhlman's tenure, the City abandoned its public safety radio system and became one of several part-owners in the County Wide Integrated Communications System – at the cost of \$1.5 million.

RRPD's Most-Recent Police Chiefs



Paul D. Conner
(1999-2004)



Bryan Williams
(2004-11)



Tim J. Ryle
(2011-14)



Allen J. Banks
(2014 -)

Paul Conner joined the Department from Las Vegas Metro PD as Chief upon Chief Kuhlman's departure in 1999, heralding several changes in the Department. An Internal Affairs Detail was established, as was a renewed emphasis on community policing. The Department created a police cadet program with a partial intent of increasing the number of Spanish-speaking officers on the force. A \$1.2 million project replaced the Department's Computer Aided Dispatch and Records Management Systems, as well as putting computers in patrol vehicles.

Upon Chief Conner's retirement in 2004, the Department was next helmed by **Bryan Williams**, former Assistant Chief of McKinney PD. Under Chief Williams, the Department successfully completed a \$22.5 million, 123,000-square-foot new headquarters building when it renovated the former Tellabs building in North Round Rock. In addition, the Department obtained more than \$500,000 in grants to obtain several large vehicle apparatuses for managing tactical and large-scale incidents. Also during his time, the Department completed the international accreditation process started under Chief Conner and participated in the development and operation of the Austin Regional Intelligence Center.

Chief Williams was promoted to Assistant City Manager of Round Rock in 2011, and long-time Department member and Assistant Chief **Tim Ryle** followed in his footsteps. Under Chief Ryle's command, the Department made major strides in its communications system. Radio antennae were installed on the High Country Water Tower to dramatically improve radio coverage on the south side of town. The Communications Center successfully served as a back-up 911 call center for the City of Austin in 2013 during a major 911 outage in that city. A \$27.4 million bond issue was approved by voters for a new Police/Fire Training Facility.

Chief Ryle retired in early 2014, which ushered in the current era of Chief **Allen Banks**, previously interim Chief of Albuquerque, N.M. Chief Banks brought with him another renewed emphasis on community policing. Among the initiatives begun under his watch are the Junior Police Academy, Back-to-School program, Be Alert to Residential K-9s (BARK), and the Front Porch program. Looking forward, the Department is settling into the newly opened Police/Fire Training Facility and plans to continue the progress laid out in its strategic plan as the city continues to grow.

IN MEMORIAM:
Officer Charles M. Whites



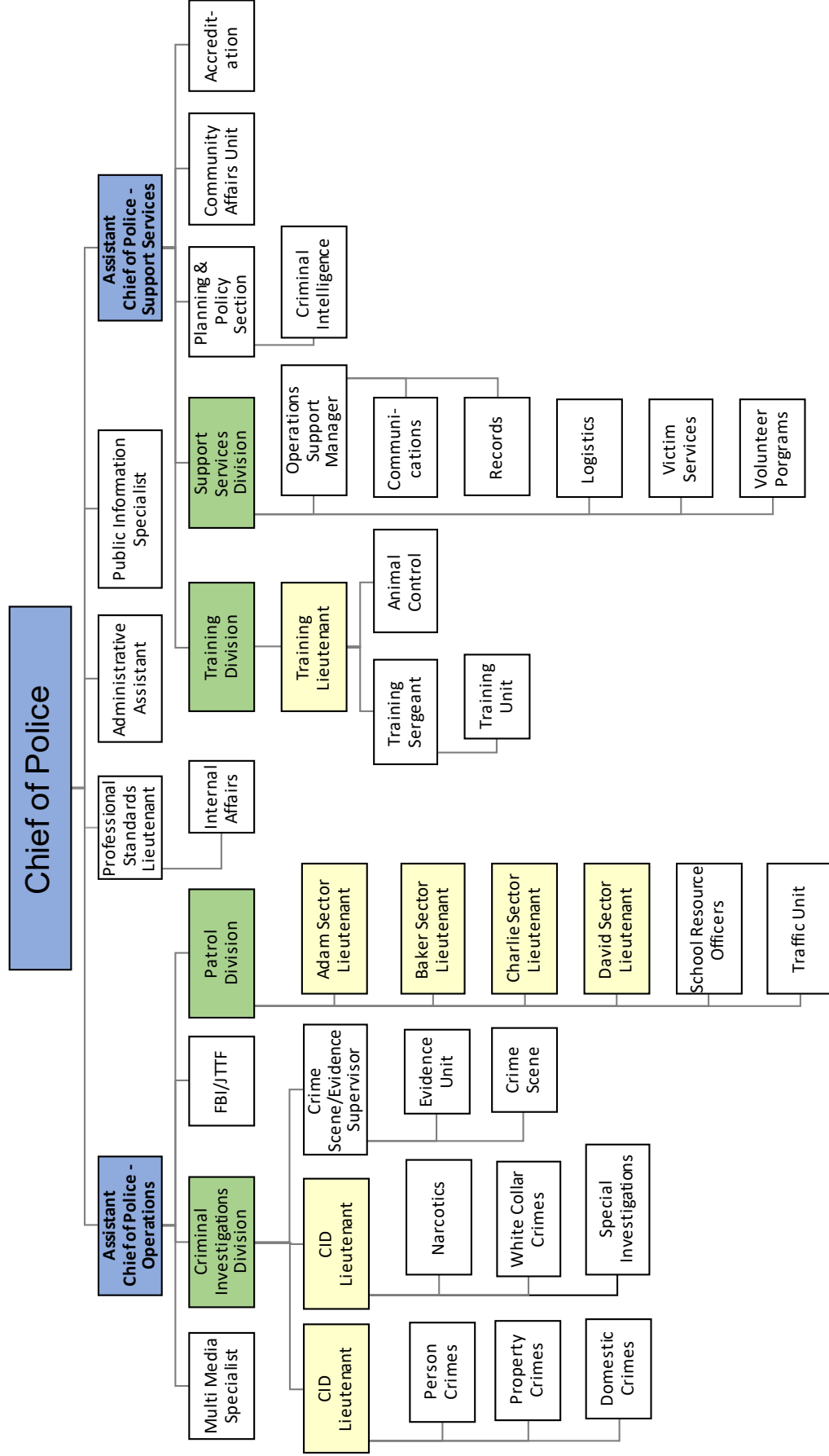
Service to the City: 1999-2018

Officer Charles M. Whites, Jr. served Round Rock Police Department for 19 years. He was a Patrol Officer, Field Training Officer, and SWAT Negotiator. Prior to his service, he earned a bachelor's degree in Psychology from the University of Texas at Austin. When he wasn't working he loved spending time outdoors – hiking or working on his old truck. He was known for his love of classical music and his mustache smile.

Officer Whites was struck by a vehicle on Feb. 25, 2018, while directing traffic around a crime scene. He succumbed to those injuries on April 27, 2018. He is survived by his wife, Connie, and a stepson.

In recognition of his sacrifice in the line of duty, Officer Whites posthumously received a *Star of Texas Award* from Gov. Greg Abbott at the Capitol on Sept. 11, 2018. Chief Allen Banks retired Officer White's call sign, A-153, from use by the Department. Countless members of the Round Rock and national law enforcement communities offered condolences and tributes.

Round Rock Police Department Organization



RRPD Command Staff

Office of the Chief



Allen Banks
Chief of Police



Alain Babin
Asst. Chief – Operations



Willie Richards
Asst. Chief – Support



Greg Brunson
Professional Standards
Lieutenant



Rick White
Planning & Policy
Manager

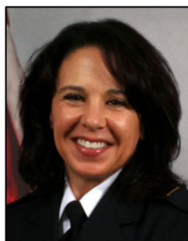
Patrol Division



Andy McKinney
Patrol Commander



Grant Golden
Patrol Lieutenant



Melissa Grubbs
Patrol Lieutenant



Ben Hall
Patrol Lieutenant



Sean Johnson
Patrol Lieutenant



Tim Travis
Patrol Lieutenant

Criminal Investigation Division



Justin Carmichael
CID Commander



Bob Drawbaugh
CID Lieutenant



Jimmy Keyes
CID Lieutenant

Training Division



Jim Stuart
Training Commander



Jesse Eckard
Training Lieutenant

Support Services Division



Cliff Saylor
Division Manager



Leigh Carrico
Communications Mgr

Round Rock Police Department – Strategic Plan

Goal 1: Strengthen Our Alliance with the Community

- A. Improve our understanding of community needs and what it expects from their Police Department [Office of the Chief]
 - 1. Develop and implement ways of maintaining regular contact with community stakeholders [Office of the Chief, Patrol]
 - a. Emphasize Citizen's Police Academy sessions to educate the public about policing [Office of the Chief]
 - b. Increase the Department's participation in city-wide initiatives and activities [All]
 - 2. Strengthen the Department's visibility in the larger City Strategy as a vehicle for promoting public safety and quality-of-life issues [Office of the Chief]
 - a. Ensure the Department's mission and vision are well-represented in City strategic-planning efforts [Office of the Chief]
- B. Foster an internal culture that develops a positive relationship with our diverse community [Office of the Chief]
 - 1. Conduct regular events showcasing the Department's services to our City's communities of interest [All]
 - 2. Continue to communicate the Department's community policing philosophy internally and externally [All]
 - 3. Implement a Language Access Plan to improve the Department's ability to serve people regardless of language barriers [All]
 - 4. Make improvements to the police department lobby to make the department a more welcoming place for community members [Office of the Chief]
- C. Continue to refine community and Department team-building programs [All]
 - 1. Enhance annual National Night Out and Afternoon Out events as a way of encouraging positive police-community relationships [All]
 - 2. Employ the Blue Santa program as a way to help needy City residents and promote interaction with all socio-economic levels of the City [Support Services]
 - 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 [Support Services]
 - 4. Continue conducting the Citizens Police Academy and supporting Citizens Police Academy Alumni Association activities (similar to 1A1a) [Office of the Chief]
 - 5. Continue developing the Kutz4Kidz program [Office of the Chief]
 - 6. Continue other existing community programs (TAP, SALT, Open House, etc.) [Support Services]
 - 7. Develop new ways to reach out to our community and, especially, previously unengaged elements of our community [All]

- D. Review the Department's involvement in youth programs and find ways to regularly interact with our City's Youth [Office of the Chief]
 - 1. Continue operating the Junior Police Academy program [Office of the Chief, Patrol]
 - 2. Continue operating the Police Explorers program [Training, Patrol]
 - 3. Phase out the School Resource Officer program [Office of the Chief, Patrol]

Goal 2: Provide Public Safety

- A. Continue to fine-tune the Department's traffic-enforcement response [Patrol]
 - 1. Take advantage of the Integrated Traffic System utilizing a camera system to monitor traffic progression as that system becomes more robust [Patrol]
 - 2. Conduct coordinated traffic enforcement efforts to address problems identified internally and externally within the neighborhoods [Patrol]
 - 3. Collaborate with other agencies for joint traffic enforcement projects on arterial roads and highways [Patrol]
 - 4. Consider resuming the criminal interdiction program [Patrol]
 - 5. Initiate enforcement of commercial vehicle laws [Patrol]
- B. Plan and implement an appropriate law enforcement response to new economic developments [Patrol]
- D. Continue to participate in other-agency relationships that expand the Department's ability to accomplish the mission (federal task forces, ARIC, Radio Communication System) [All]
 - 1. Continue to participate in the Joint Terrorism Task Force to maintain our ability to address domestic terrorism [Office of the Chief]
 - 2. Continue to work as a partner in the Austin Regional Intelligence Center to extend our information resources to address terrorism and other crimes [Office of the Chief]
- E. Develop and establish a Real-Time Crime Center that supports field operations with tactical intelligence as incidents unfold [Office of the Chief]
- F. Evaluate the need for a police substation in response to population growth and development [Office of the Chief]

Goal 3: Marshal Resources to Accomplish the Mission

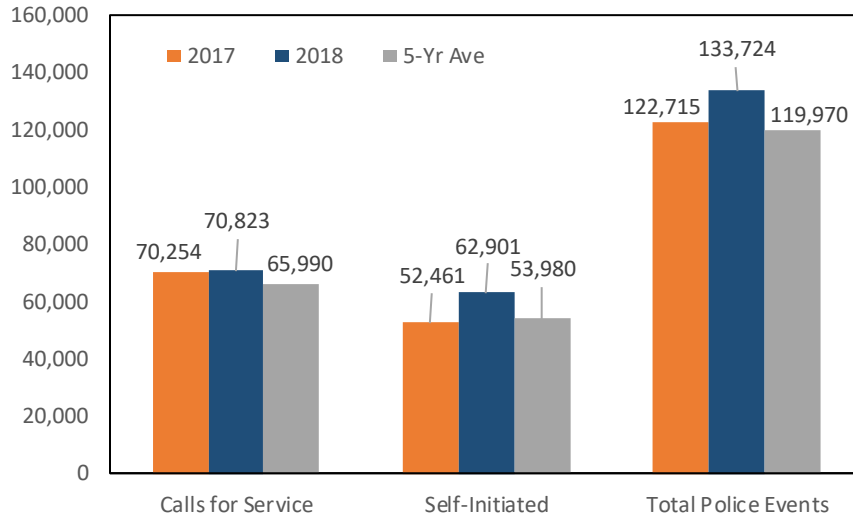
- A. Implement a joint Police/Fire training facility to expand the Department's training capabilities [Training]
 - 1. Host training sessions to maximize the effectiveness of training resources [Training]
 - 2. Develop the high-speed driving track included in the training facility master plan but not initially funded [Training]
 - 2. Renovate and improve the durability of the obstacle course track as part of the training facility [Training]
- B. Operate an effective and efficient training program to prepare members to act decisively and correctly in a broad spectrum of situations [Training]

1. Encourage all Department members to maintain good physical and mental health by continuing the Employee Wellness program [All]
2. Develop and implement a Career Development program to ensure supervisors have adequate skills to mentor their employees [Office of the Chief, Training]
 - a. Implement and review the Temporary Assignment Duty (TAD) approach to evaluate its effectiveness in developing staff [All]
 - b. Continue encouraging participation in Command College and other continuing education as staff move up through the ranks [All]
 - c. Consider re-establishing a leadership development academy [Training]
 - d. Train supervisors in mentoring to improve goal-setting and follow-up as part of their normal performance review process [All]
3. Plan for training in de-escalation and cultural diversity [Training]
- C. Maintain police accreditation by ensuring compliance with the necessary CALEA standards [Office of the Chief]
 1. Evaluate the feasibility of accreditation for the Communications Unit [Support Services]
 2. Continue to develop the Department's inspections function [Office of the Chief]
- D. Enhance the Department's recruitment operations [Training]
 1. Continue operating a Basic Peace Officer Course [Training]
 2. Continue to operate a Police Cadet program to field promising officers who have not yet gained their commission [Training]
 3. Evaluate the introduction of recruiting and referral bonuses to improve the quality and diversity of the applicant pool [Training/Office of the Chief]
 4. Evaluate the introduction of polygraph examinations to the Department hiring process [Training]
- E. Pursue the staffing resources necessary to accomplish the mission [Office of the Chief]
 1. Re-estimate the coefficients used in the Staffing model [Office of the Chief]
 2. Rebuild the Communications staffing forecast based on the introduction of the call-taking function [Office of the Chief]
- F. Improve the use of data to support operational and management decision-making [Office of the Chief]
 1. Find ways to make useful administrative data kept in silos at the fingertips of officers during field operations [Office of the Chief]
 2. Improve the way line personnel are kept informed of trends and actionable intelligence [Office of the Chief]
- G. Plan for the replacement of large-vehicle assets for major incidents that are nearing replacement age [Office of the Chief]
 1. Improve the Department's storage facilities for large-vehicle assets to extend their useful life [Office of the Chief]

- H. Plan technology upgrades to maintain current operations, meet new demands, and keep pace with technology-based crimes [All]
 - 1. Consider expanded staffing and technology refresh in White Collar Crimes Unit [CID]
 - 2. Expand technology venues for sharing with and educating the public [Office of the Chief, Training]
 - 3. Coordinate with IT Department to keep Department's IT infrastructure current [Office of the Chief, Support Services]
- I. Refine the PD43 program to improve its outreach to Department members [All]

2018 Department Statistics

Overall Department Activity

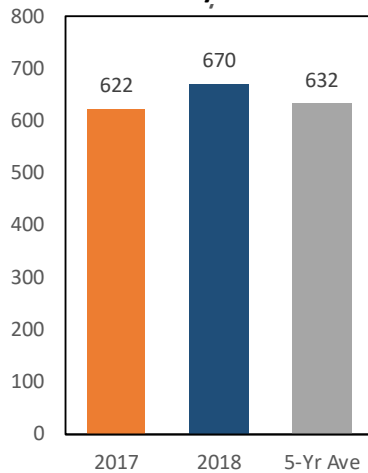


Calls for Service are external requests for police services.

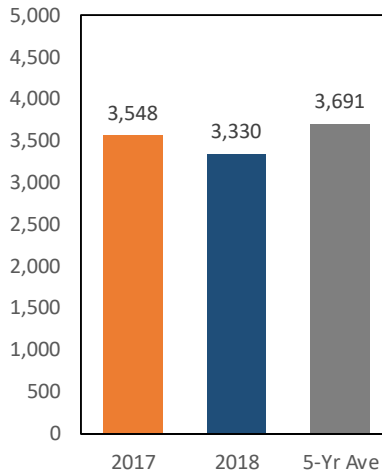
Self-Initiated activities are events initiated by an officer – such as a traffic stop for checking on suspicious activity.

Total Police Events are the sum of Calls for Service and Self-Initiated activities.

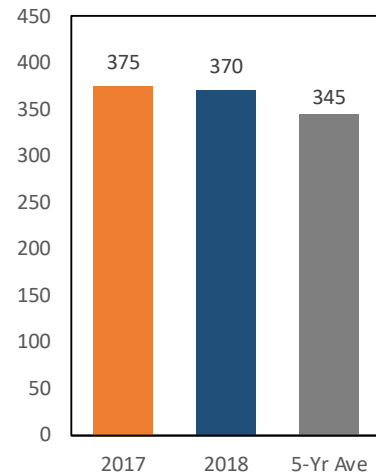
Felony Arrests



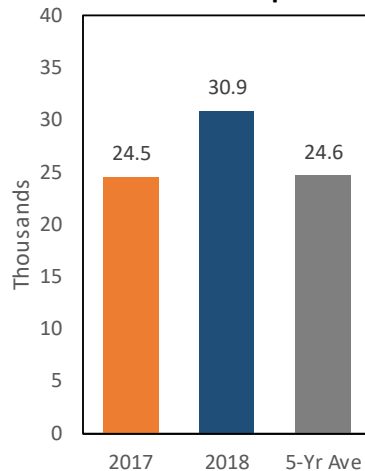
Misdemeanor Arrests



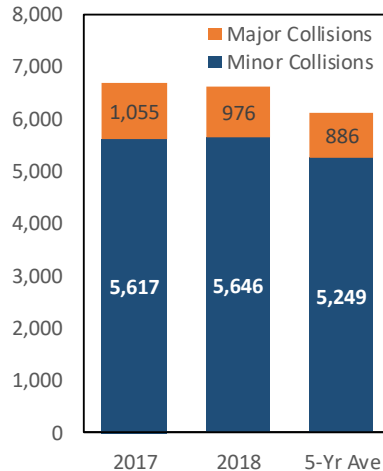
DWI Cases



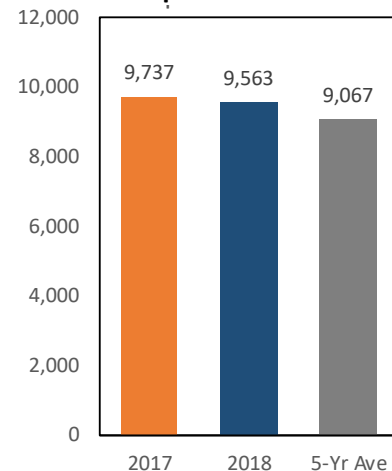
Traffic Stops



Traffic Collisions



Reported Offenses



YEAR IN REVIEW

JANUARY

At the turn of the year, the Department quickly solved two homicides – one involving kidnapping and multi-state manhunt that ended with the safe recovery of the children involved. In the death of Tonya Bates and the kidnapping of her two daughters, Terry Miles was awaiting trial on federal kidnapping charges at the year's end. In the death of Joshua Armstrong, Richard Joseph Acosta was charged with murder, and Vanessa Velasco was charged with burglary.

FEBRUARY

Ofc. **Charles Whites** was struck by a vehicle on Feb. 25 while directing traffic around a crime scene. He succumbed to his injuries on April 27. An estimated 2,000 people attended his May funeral, and citizens lined the roads along his procession route to honor his service. In recognition of his sacrifice in the line of duty, Officer Whites posthumously received a *Star of Texas* award from Gov. Greg Abbott at the Capitol on Sept. 11, 2018.



MARCH

The Patrol Division in March created a new Commercial Vehicle Enforcement program. Through this program, officers inspect 18-wheelers and other commercial vehicles to make sure they are safe for Round Rock roadways. With this new unit, officers can take dangerous commercial vehicles off the road.

The following were the 2017 award winners at March's annual Awards Ceremony:

Police Officer of the Year, Bryce Branzell

Patrol Officer of the Year (tie)

Ofc.s Hunter Webb and Nick Simpson

Technical Support Officer of the Year

Ofc. Tim Stevenson

Police Supervisor of the Year

Sgt. John Rowe

Administrator of the Year

Lt. Ben Hall

Civilian of the Year

Trellis Gaarder

Public Safety Communications Operator of the Year

Hokulani Kaululaau

Communications Supervisor of the Year

Kim Rendon

Volunteer of the Year

Larry Forma

APRIL

The Texas Commission on Law Enforcement this spring also authorized the Department to begin operating its own police academy. For years, the Department has hosted a regional academy for cadets hoping to join area departments. Operating our own academy allows us to teach our own specific best practices in addition to the state-required rubric. The Department can now host academies at any time, which will streamline our hiring process.

April saw a big return on the effort to become a police academy, when the Department swore the largest group of officers ever brought onto the force at one time. Chief Banks administered



In April, the Department and Police Explorer Post 1096 hosted the 2018 A.W. Grimes Memorial Police Explorer Competition, which brought 60 Police Explorer teams from across Texas to Round Rock will compete in 38 investigative and tactical scenarios. U.S. Rep. John Carter gave the keynote address. In addition to hosting the competition, our Explorers brought home several trophies this year from competitions in Grand Prairie and Corpus Christi.

the oath of office to sixteen new officers – thirteen of whom were cadets who completed our academy.

MAY

Police Chief **Allen Banks** was named to Gov. Greg Abbott's *School Safety Roundtable Series* in May. Chief Banks participated in a May 22 roundtable discussion on how to improve security in Texas school districts. He returned to the Capitol on June 12 to participate in the Senate Select Committee on Violence in Schools and School Safety. Gov. Abbott held the sessions in response to the shooting at a high school in Santa Fe, Texas that claimed the lives of ten people and injured 13 others.



The Junior Police Academy entered its fourth year of operation in 2018. Each year, our School Resource Officers lead the academy, which gives school-age youths a taste of what it's like to be a police officer. This past summer, the program was written up by *Texas Lifestyle* magazine.

JULY

In July, the City released its most recent biennial citizen survey. Among the results is the finding that 83 percent of residents who had an opinion were “very satisfied” or “satisfied” with the overall quality of police services provided by the City. Ninety percent of residents who had an opinion felt “very safe” or “safe” in the City.

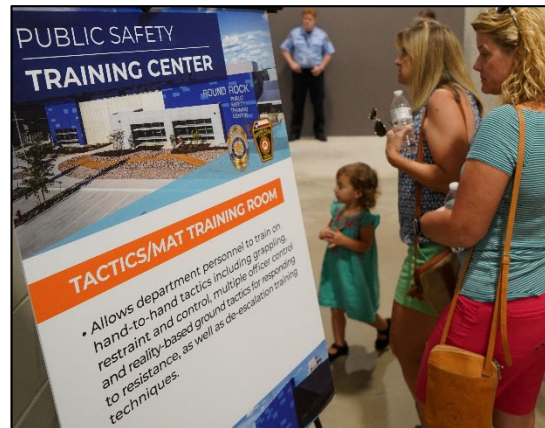
AUGUST

The fifth annual Back-to-School Celebration was a big success in August. This year was the first year for hosting it at the Dell Diamond, and more than 11,000 people took part in the free school supplies, sports physicals, and vision and hearing screenings. The event continues to be a great partnership between RRPD, the RRPD Foundation, Round Rock Independent School District, Round Rock ISD Partners in Education Foundation, and the Round Rock Express.

SEPTEMBER

A Williamson County jury in September found guilty two suspects in the 2017 armed robbery of Stall Jewelers in Round Rock. Elkanah Emmanuel Hendrix, 35 at the time of the crime, received

a 14-year, six-month prison sentence. The jury sentenced Bryan Christopher Everage, then 31, to eleven years in prison for the crime.



The Police and Fire departments got a chance to show off the brand-new Public Safety Training Facility during a well-attended open house event on Sept. 17

Police, Fire, and General Services saw the completion of and beginning operations at the Public Safety Training Facility in September. Approved by citizens in the 2013 bond election, the \$29 million project provides state-of-the-art training for both Police and Fire departments. The facility includes training offices and classrooms, an indoor shooting range, a training village, a five-story burn tower, and a driving skills course. An open house in September was well-attended by the public.

This fall also saw the Department win acclaim for several public education programs, including *Tom's Traffic Tips* online traffic safety video series, which won several awards.

Videographer **John Estrada** received a Savvy Award for *Regularly Scheduled Programming* from the City-County Communications and Marketing Association (3CMA), as well as a first-place Diamond Award in the larger category of *Communications & Marketing Tools*. The Engaging Local Government Leaders organization in 2018 put Sgt. **Tom Sloan** on its Top 100 Influencers in Local Government list (#92). Tom also received the *Innovation in the Classroom* award from the National Road Safety Foundation. **Nick Olivier**, the Department's Public Information Officer, was honored by the annual Texas Association of Municipal Information Officers (TAMIO)



Commander **Jim Stuart**, Sergeant **Darin Bayles**, and Officer **Mike McCabe** were selected in 2018 as *Guardian Angel* recipients as part of the 35th Annual 100 Club of Central Texas Awards. Cmdr. Stuart co-founded the I Can Drum program to teach at-risk youth to play the drums. Sgt. Bayles was nominated by a widow who appreciated his compassion and diligence when investigating her husband's suicide. Ofc. McCabe was nominated for saving a life by applying a tourniquet to a man who accidentally shot himself.



Det. John Combs starred in the Department's award-winning Used Locks video in 2018.



In August, officers and the Bicycle Sport Shop teamed up to make a Chisholm Trail Middle School seventh-grader's start of school brighter. The student had saved up for a bicycle by doing odd jobs around the neighborhood and was devastated when he found his bike had been stolen at school. Teaming up with the Bicycle Sport Shop, officers were able to get him a replacement of the same model and color of bike that was stolen. Officers rolled up to the school in the SWAT vehicle and surprised him with his whole class watching. The culprit was later identified and arrested.

competition with a first-place in *Media Relations* for his performance during the Terry Miles homicide/kidnapping case. The Department's *Used Locks* video won both a Lone Star Emmy Texas (from the Texas Chapter of the National Academy of Television Arts & Sciences) and third-place from the Texas Association of Telecommunications Officers and Advisors.

NOVEMBER

The Front Porch program had a very successful year in 2018. Between Thanksgiving and Dec. 18, the Department received only six front porch package-theft reports. About 300 packages were received by the program this year – ten times as many as last year. In April the Police Records Unit was awarded a CORR Innovation Award for its organization of the program.

DECEMBER

The RRPD shooting team had a great 2018. Ofc. **Brian Quick** won the Patrol Division, Ofc. **Bryce Branzell** finished 9th, and Ofc. **Richard Herndon** placed 10th at December's Tactical Police Competition in Waxahachie. And in September's national NRA competition, Richard took home two first-place finishes and five other trophies in individual competition.

The Department continued to build its robust volunteer program in 2018. The number of 2018 volunteer hours registered by Dec. 20 grew 29 percent over 2017's total to reach 15,695 hours. The time value of those volunteer hours is \$387,510, using an estimate of the value of volunteer time produced each year by Independent Sector, a national advocacy group for non-profit organizations.



Kids ID Kits for families is among the many ways that volunteers help the Department out every year.

The Williamson County Children's Advocacy Center's Multi-Disciplinary Team in December named RRPD Volunteer Coordinator **Tracy Lyke** 2018's *Most Valuable Player* for her work with crime victim families. The annual award can be given to case workers, sexual assault nurse examiners, and others who work with child victims.

And finally, the Department in 2018 received its fewest formal complaints in at least the last five years. By Dec. 20, the Department's Internal Affairs Detail had fielded fourteen total internal investigations – only four of which were initiated from a complaint outside the Department. That's the result of a steady, year-to-year decline in complaints.