City of San Marcos
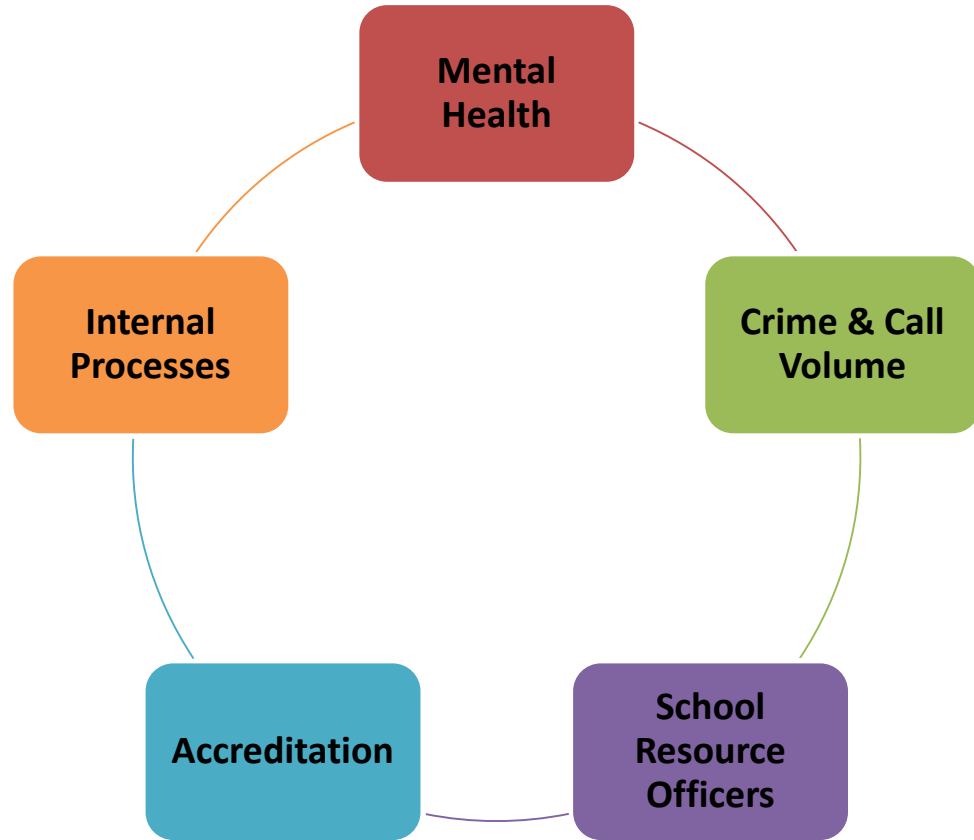
City Council Work Session

March 4, 2025

2025 Strategic Plan
Public Safety, Core Services and Fiscal Excellence

"Deliver quality government services and improve community safety in a fiscally responsible manner with a professional workforce.

COMMUNITY SAFETY - Collaborate to prioritize and enhance public safety services while building resiliency and trust within our community."

Continuous Improvement

- Mental Health
- Crime & Call Volume
- School Resource Officers
- Accreditation
- Internal Processes

LOOKING INWARD

Commander Tiffany Williams

Assistant Chief Bob Klett

LOOKING OUTWARD

Records & Communication Manager Audry Verver

Corporal Joe Osborne

Assistant Chief Brandon Winkenwerder

Crime Analyst Supervisor Patty Hom

Sergeant Tony Scott

To be better and do better, we start with us.
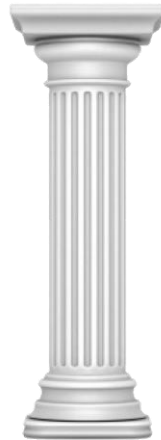
ABLE:

Active Bystandership for Law Enforcement
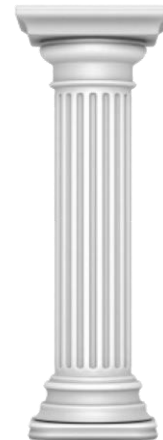
ABLE - 2024

- **Why it's needed**
  - Pillars →
- **Helps and Prepares**
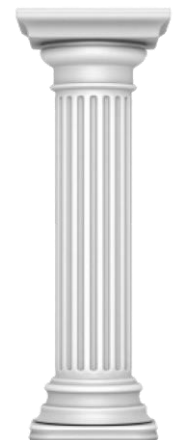 - Refresh and Practice
- **But does it work?**

Reduce Mistakes   **Prevent Misconduct**   **Promote Health & Wellness**

Internal Affairs Investigations (IA)

- From 2021-2024 = 42 IA investigations
  - A majority (90%; 38 investigations) of these investigations are related to **Policy 2.1: Rules of Conduct**

SMPD Internal Affairs Investigations by IA Findings – 2021-2024

Year	Substantiated	Unsubstantiated	Exonerated	Pending
2024	3	2	2	1
2023	3		2	
2022	7	1	1	
2021	13	2	5	

Legend: ■ Substantiated ■ Unsubstantiated ■ Exonerated ■ Pending
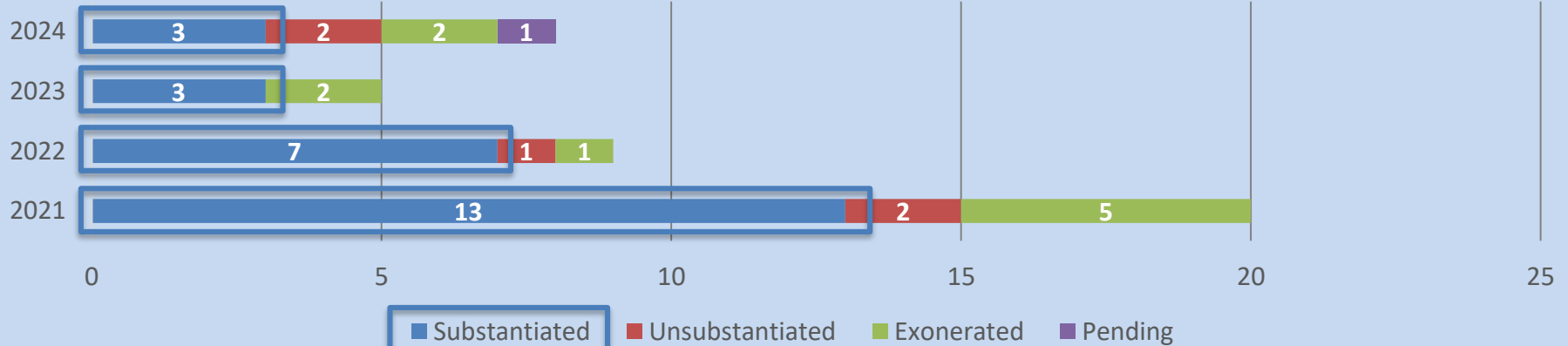
Internal Affairs Investigations Cont.

- Of 42 investigations, 62% (26 investigations) were substantiated, meriting corrective or disciplinary action:

SMPD Internal Affairs Investigations by IA Dispositions – 2021-2024

Disposition	Count
Termination/Indefinite Suspension	3
Resignation	3
Temporary Suspension	11
Letter of Reprimand	8
Verbal Counseling	1
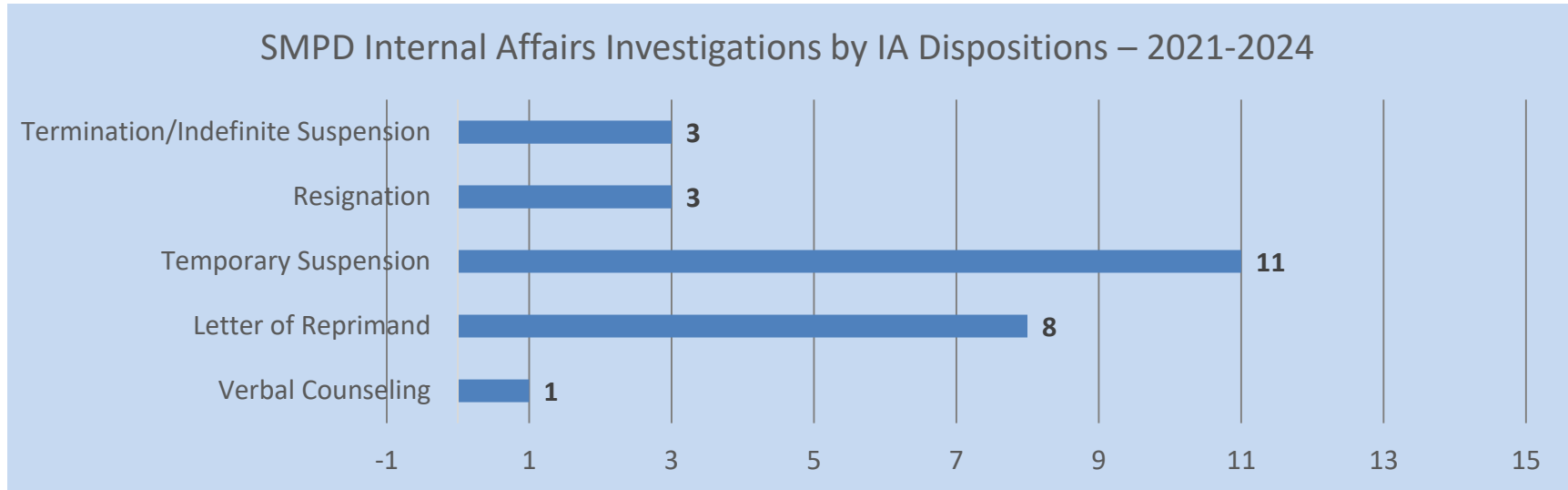
The Event Review Board

- **Codified** ➡ **Policy 2.9: Event Review Board**
  - The department advocates and promotes a culture of accountability.
  - The Event Review Board (ERB) ensures greater review consistency across the organization and makes training and policy recommendations.
  - The department will protect the community trust by preventing misconduct, avoiding and or mitigating police mistakes, and reducing the use of force to accomplish lawful objectives.

- **Purpose**
  - The purpose of this policy is to codify the process of event reviews.

- **The how….**

The Event Review Board (Cont.)

In their discussions, ERB identifies 5 things:

1. Is there any policy violation related to the incident?

1. Should there be corrective action or discipline?

1. Is there a training issue or deficiency related to the incident?

1. If the incident is related to a crash, was it preventable or non-preventable?

1. Is there anything related to this incident that is commendable?

Use of Force - 2024

- **69 Incidents:**
  - Compared to 60 incidents in 2023
  - Largest increase = incidents where subject claimed or sustained injury

- **2024 = Estimated 54,511 Community Member Contacts**
  - Out of the above contacts, force was used 0.13% of the time.
  - Community Member Contacts = Call for Service

Pursuit Analysis - 2024

- **21 Vehicle Pursuits**
  - 14 more than 2023
  - Reasons for largest increase:
    - Stolen vehicles (+10)
  - Most pursuits (15 pursuits) = 5 miles or less
  - All 21 pursuits were within policy…
    - Need v. Risk
    - Guard rails!

Officer Injuries - 2024

- **59 First Report of Injury (forms submitted)**
  - 55.9% (33 injuries) involved a subject
  - 44.1% (26 injuries) did not involve a subject

- **Top reported injury types:**
  - Muscle Strain
  - Exposure

Bar chart of injury types:
- Arrest: 26
- Call for Service: 23
- Training: 6
- Crash: 2
- Workplace Accident: 2
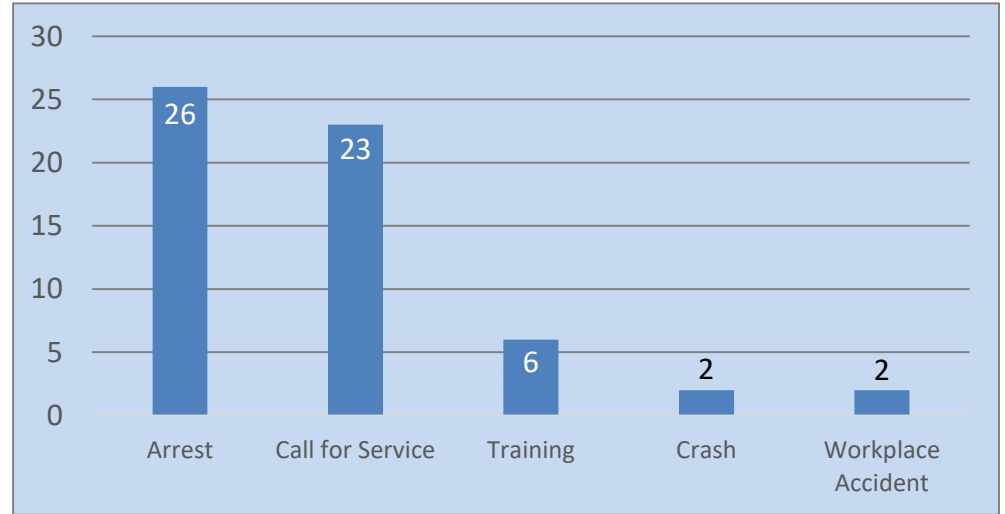
Fleet Accidents - 2024

- **51 Fleet Crashes**
  - 27 accidents = preventable (9 more than 2023)
  - 24 accidents = nonpreventable (3 less than 2023)

Category	Value
Road Hazard	5
Weather	1
Deer	2
Employee not at Fault	11
PIT Manuevers	5
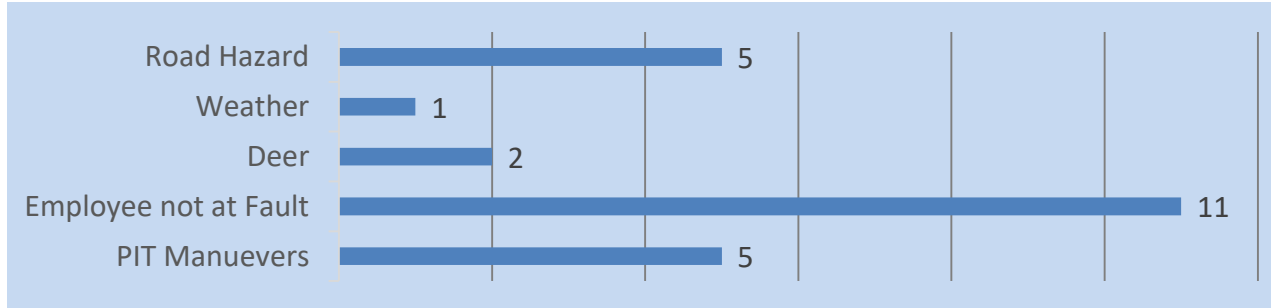
- **SMPD logged 1.5 million fuel miles in 2024!**
  - Averaging approximately one crash per 30,000 miles logged drivetime

New Tools - 2024

Three new tools to minimize harm and injury:

TASER 10 (*replaced TASER 7*) - May
- Increased device range to 40 feet
- Increased chances for connection

BolaWrap 150 - May
- All-electronic device propels Kevlar cord entangling individual's arms or legs

40mm Less-Lethal - July
- A dense foam round
- Accurate out to approximately 150 feet

SMPD & VOYCE - May 2024

152 CALLS OVER 7 MONTHS:

Language	Minutes
Spanish	**1,357**
American Sign Language	182
Mandarin	31
Swahili	12
Farsi	12
Romanian	6
TOTAL Minutes of Communication	1,570

Welcome to Voyce

sanmarcostx.gov
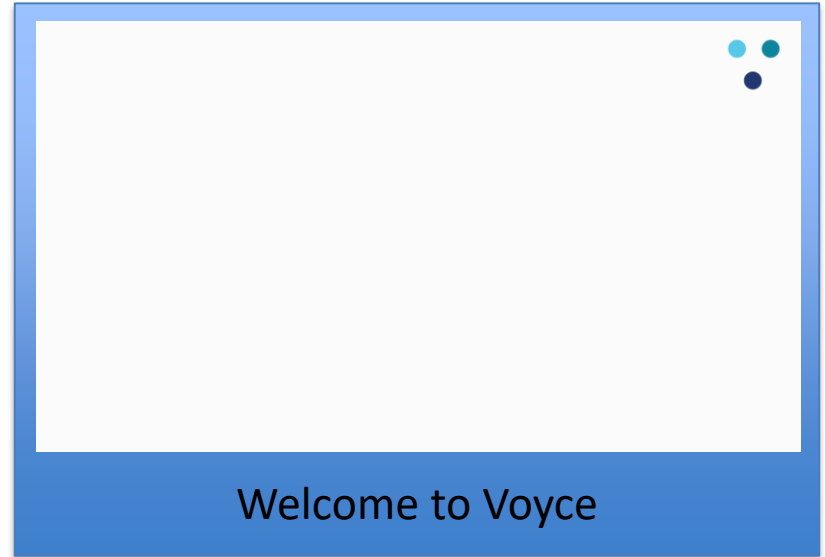
Accreditation

- **Assistant Chief Bob Klett**

Texas Law Enforcement Accreditation Program

- Best practices in law enforcement management and operations.

- Developing efficient and effective delivery of service, the reduction of risk and the protection of individual's rights.

- Best Practices were specifically designed to aid Texas agencies in meeting demands and providing the best quality of service to the people of our State.

Texas Law Enforcement Accreditation Program

- Only 8% of Texas agencies are accredited through the program.
  - 2,792 Texas Law Enforcement Agencies
  - 218 accredited by TCPA
  - 52 working towards accreditation by TCPA

Twelve Critical Issues

- Use of force

- Emergency vehicle operation and pursuits

- Search, seizure, and arrest

- Care, custody and restraint of prisoners

- Off duty conduct

- Domestic violence and employee domestic misconduct

- Selection and hiring

- Sexual harassment

- Complaint and internal affairs management

- Narcotics, SWAT, and high-risk warrant service

- Mentally ill and developmentally disabled

- Property and evidence

sanmarcostx.gov

Sample Best Practice Standard

- 2.01 Bias Based Profiling

  The agency has a written directive, complying with current laws on the reporting of the Bias Based Profiling information collected by the agency, and training of enforcement personnel in the prohibition of Bias Based Profiling.

  If the Agency uses in-car cameras and/or body cameras, the directive shall require the supervisory review of at least three random videos, at least every six months, per officer.

Sample Best Practice Standard

- 7.13 Vehicle Pursuits

  The Agency has a written directive for vehicle pursuits. The written directive includes:

   a. The criteria for initiating a pursuit

   b. The method of conducting a pursuit.

   c. The supervision of a pursuit.

   d. The criteria for terminating vehicle pursuits.

  The Department also trains appropriate personnel in the pursuit policy.

Sample Best Practice Standard

- 12.08 Inventory of Property/Evidence

  The Agency has a written directive requiring a sampling of individual items stored in the property and evidence area at least annually, and when a new person is assigned who is in direct control of the property/evidence function. Any sample should include an adequate number of items to determine the overall accountability and integrity of the inventory system.

Accreditation Benefits

- Council, Mayor, Manager, and Community Members are assured that their police department is complying with the best practices of Texas law enforcement.

- It means making our agency better!
  - Clear and consistent policies
  - Training in all critical areas
  - Feedback on employee performance
  - Proper and necessary equipment
  - Improve protection of citizens and officer safety

Becoming Accredited

- Submit proof of compliance with the standards to independent assessors.

- A team of assessors is sent to the agency to review our operations and facilities, and to interview staff.

- A final report outlining the findings is sent to the Accreditation Committee.

- The Committee reviews the findings and votes.

sanmarcostx.gov

Staying Accredited

- The "Accredited" status is awarded for a four-year period.

- Annual report and show continuing compliance with several performance-related standards.

- Year four must prepare updated documentation on all Best Practices and another on-site review is conducted.

- The Accreditation Committee must then vote again to approve "Accredited" status for the next four years. sanmarcostx.gov

Call Processing

- 2024: San Marcos 9-1-1 processed a total of 121,909 calls.

  - During the busiest hour on the busiest day, the call center received an average of **3 calls per minute.**

  - In 2024 we **answered** 97.44% of our calls within 10 seconds.

  - Call processing time averages have decreased

2022	2024
178.17 seconds (about 3 minutes)	164.44 seconds (about 2 ½ minutes)

Calls vs Calls for Service (CFS)

– Total CFS for 2024: **75,654**

– Of the 75,654 CFS that were processed through the 9-1-1 center on behalf of SMPD, SMFD, SMHCEMS and the Marshal's Office, 72% of them were Police related calls.

– Compared to 2023, **SMPD had 8% more CFS** in 2024

2023	2024
50,599 CFS created for **SMPD**	54,511 CFS created for **SMPD**

Language Barriers and Special Calls

- **CyraCom**: Language service provided through CAPCOG to allow call takers to assist individuals who speak a language other than English.

- **2024 we connected to CyraCom for 891 calls, totaling 6,432 minutes**
  - **Spanish - 6,383**
    - Russian-28 minutes, Nepali-13 minutes, Vietnamese-6 minutes, Mandarin-4 minutes

- **Extended call processing**
  - Language line
  - Critical medicals calls
  - Disturbances
  - Mental Health

Avail Solutions, the "Mental Health Crisis Line"

- Mental Health resource that allows call takers to directly connect callers to for mental health assistance and services rather than sending law enforcement officers as the first step.

- Process Overview
  - Incoming call
  - Transfer to Avail
  - Transfer back if necessary

- Feedback from staff and update

- Recap

Joseph Osborne

- **Hired by SMPD October 2013**
- **Field Training Officer July 2017**
- **Promotion to Corporal June 2021**
- **Supervisor of Mental Health Unit since January 2023**
- **Master Peace Officer/De-Escalation/CIT/Mental Health Officer**

San Marcos Police Mental Health Unit

- ## 2 Police Officers
  - Master Peace Officers
  - 20+ years law enforcement experience each
- ## 1 Qualified Mental Health Professional (Co-Responder)
  - Masters in Social Work
- ## 1 Therapy K9
- ## 2 Homeless Outreach Officers
  - 5+ years law enforcement experience each

- ## Note: All officers are certified Mental Health Officers

Case Management

- **Follow ups with persons placed under Emergency Detention**

- **Assist with accessing mental health resources and treatment**

- **Supporting community members with their unique needs**
  - Transport to appointments
  - Assistance with intake process
  - Connections to substance abuse/addiction programs

Statistics

- **Mental Health Calls for Service:**
  - 2023: 2,290
  - 2024: 2,281

- **Emergency Detentions**
  - 2023: 259 (11%)
  - 2024: 290 (13%)

- **Qualified Mental Health Professional Response**
  - 2023: 342 (15%)
  - 2024: 458 (20%)

- **Mental Health Officer Response**
  - 2023: 1,296 (57%)
  - 2024: 1,294 (57%)

Mental Health Officer Initiative

Background information

- Movement away from inpatient care
- Reliance on Law Enforcement
- Establishment of Mental Health Officer Certification
- What constitutes a Mental Health Officer (MHO)

Current MHO Certifications

- Patrol 8

- Mental Health 5

- SRO 5

- MH/SRO Sergeant 1

- Detectives 4

- Administration 1

- Council Security 1

Total 25

2025 MHO Certification Goal

- Certify an additional 57 eligible officers as MHOs

- Utilize a combination of in-house and outside training
  - Training required to be in person

- Additional Training Classes are dependent on each officer's prior training
  - 20 Year Officer
    - 40-hour Crisis Intervention + 8-hour De-escalation + 24-hour MHO
  - New Officer 2 years out of basic police academy
    - 8-hour Crisis Intervention Update + 24-hour Mental Health Officer

Context of Crime

Analyst Supervisor Hom

Crime Data Workflow

Police Records reviews accuracy of case data.

- Reports
- Body Cam
- Evidence

Reports are sent to DPS

- Deadline: 10th
- Previous month crime
- Historical updates

Transitioned by DPS to standardized reports

- State reviews for errors
- Transitions NIBRS data into UCR data

Updated to public facing sites

- Updated intermittently
- TX DPS Site
- FBI Crime Data Explorer

Retroactive offense reports made

Addition/removal of involved parties

Addition/removal of charges

Arrests of previously reported cases

TX DPS Reporting Disclaimers

Source: SRS Summary Report

This report reflects incidents submitted to the Texas Department of Public Safety's Uniform Crime Reporting (UCR) system as applied to your request. **Agencies must submit their monthly data by the 10th of the following month**. The availability of this data is dependent on local agency timely and accurate submissions, which can be impacted by local agency resource constraints, system updates, and technical issues. As data is submitted, routine data validations are applied to ensure compliance with FBI and state-level reporting guidelines. The UCR data is a 'live' collection; meaning **agencies can continue to update their incident data per their investigation findings, when arrests occur, for any corrections needed, and in response to data quality checks**. As such, this report is a reflection of all the data currently contained within the TXDPS UCR System at the time of inquiry for the timeframe specified. **Due to the active nature of this data, this report may not match data retrieved from the system at a different time of inquiry or data produced in yearly publications**. UCR data may not match crime data gathered for other purposes and/or according to different guideline/criteria.

*Summary Reporting System

Crime Reporting Systems

1930

UCR Established

2018 [Oct]

SMPD > NIBRS

2021

FBI > NIBRS

Uniform Crime Reporting (UCR)

- Only highest level offense reported
- Limited offense categories
  - (Part I: 10 | Part II: 20)
- Relationship data for homicides

National Incident Based Reporting (NIBRS)

- Includes up to 10 offenses per incident
- Expanded offense categories
- Increased relationship data for most Crimes Against Persons offenses
- Added location information
- Captures Computer/Society Crimes

sanmarcostx.gov

Why use UCR Numbers?

For operations and strategic analysis, the ideal dataset is typically within a 2-5 year timeframe.
  - 2019: First full year of NIBRS for SMPD
  - 2021: FBI Go-Live

The main benefit of using UCR Data during transitional years:
- Longitudinal review of crime
- Comparison to similar cities in the state/nation
- If comparing UCR number for trends, consistency was ideal until we could fully shift to analyzing trends of NIBRS data.

Transition to NIBRS reporting to the public will begin next year.

UCR Offenses

Violent Crime

- Murder
- Rape
- Robbery
- Aggravated assault
  - *(with firearm, knife, strong arm, or other weapon)*
- Human Trafficking, commercial sex acts
- Human Trafficking, involuntary servitude

Property Crime

- Theft (Larceny)
- Burglary
- Arson
- Motor vehicle theft

Violent Crime in 2022 ♦ 151 or 169?

- Percent change was provided between 2012 and 2022.
  - **169% percent change** in violent offenses

<small_caps>Below is a snippet of what was extracted *during the time* of the original analysis</small_caps>

Violent Offenses		
CLASSIFICATION OF OFFENSES	2012	2022
Murder/NonNegligent Homicide(Total)	1	0
Manslaughter by Negligence(Total)	0	0
Rape(Total)	27	105
Robbery(Total)	28	47
Assault(simple assualts not included)	108	289
	164	441
2022 % growth- =(P15-F15)/F15	277	

There was a previous percent change of 151% included simple assaults (misdemeanor).
These are *not* a violent crime and *should not* have been included in violent crime estimations.

Violent crime per UCR includes: Murder, sexual assault, Robbery, aggravated assault (which includes assault with firearm, knife, strong arm, or other weapon)

Crime in SMTX - 2024

- 2023 to 2024: 3% decrease (94 offenses) in reported offenses.
  - There was a **reduction** of reported crime **apart from**:

	2023	2024	Count Difference
Rape	62	70	↑ **8**
Motor Vehicle Theft	226	284	↑ **58**

When averaged across the year, there were approximately **8 criminal offenses reported each day**

5 - Five **property** crimes   **3** - Three **person** crimes

sanmarcostx.gov

Property Crime in 2024

- Between 2023 and 2024, there was a **0% change** in property crimes *(1,641 and 1,640 respectively)*
    - There has been notable increase in Motor Vehicle Thefts since 2021

Year	Larceny (Theft)	Burglary	Motor Vehicle Theft
2022	1383	212	222
2023	1172	243	226
2024	1162	194	284

■ Larceny (Theft) ■ Burglary ■ Motor Vehicle Theft

Property crime per UCR includes: Theft (larceny), Burglary, and Motor Vehicle Theft
These crime statistics are current as of February 10, 2025
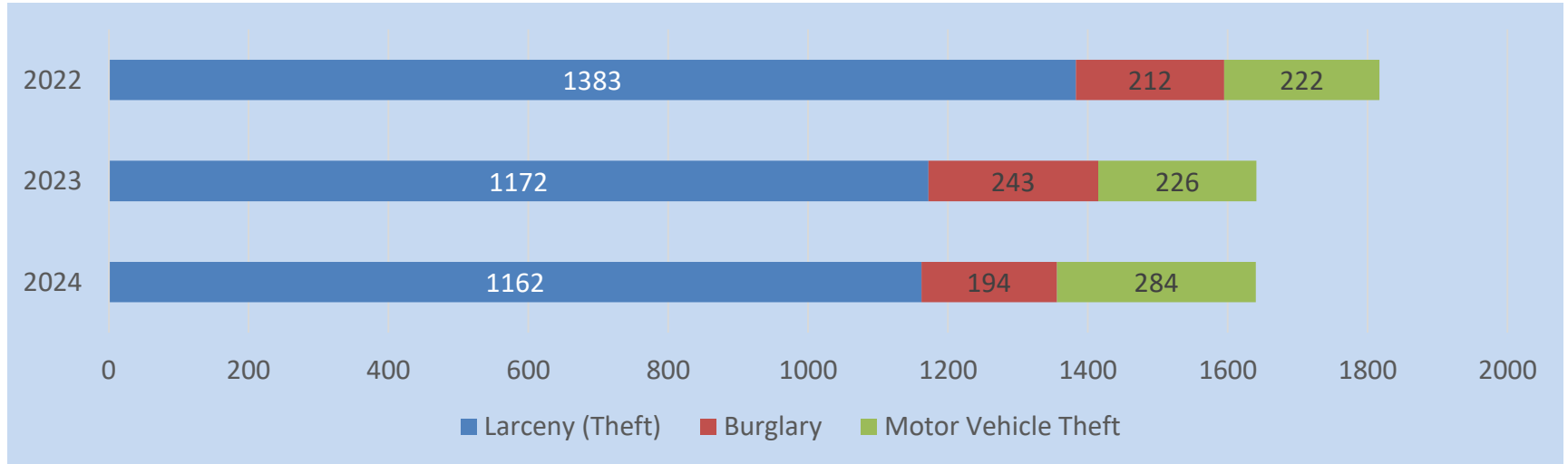
Violent Crime since 2022

2022
- **456** reported violent crimes
- *5.7 violent crimes per 1,000 individuals*
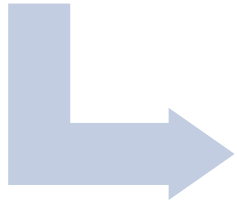
2023
- ▼29% change to **325** violent crimes
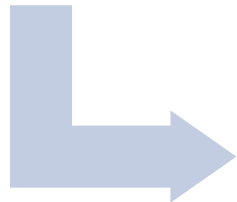
2024
- ▼20% change to **261** violent crimes
- *3.0 violent crimes per 1,000 individuals*

These crime statistics are current as of February 10, 2025
Violent crime per UCR includes: Murder, sexual assault, Robbery, aggravated assault (which includes assault with firearm, knife, strong arm, or other weapon)

sanmarcostx.gov

47

A Path Forward on Addressing the Complexity of Crime

- Numbers are useful to a certain extent but generally do not provide as much context into the what and how.
- Crime is a multi-faceted issue which requires a corresponding data-driven approach to law enforcement operations.

High Impact Operations	• Differential Police Response • Police Service Specialists • DDACTS
Specialized Units	• Special Investigations Unit • Special Victims Unit (Child/Elderly) • Motor Vehicle Thefts • Behavioral Threat Assessment Group

Focusing on the Victims

Organize resources
- coordinate services with LE, DA, Referral programs

Assist/ Coordinate Crime Victim Compensation Benefits

Set up medical exams

Support through the criminal justice process

Advocate for victims as needed

Victim Services 2024 Caseload

2,213 cases

1,708 new people served

137 continued contacts

2 Full Time

8 Volunteers

Fear of Crime in our Community

I Fear...

"Random gunfire"

"Drug trafficking"

"Break-ins and robberies"

"Auto theft"

"Stray bullets"

"Intoxicated patrons"

"Crime that's not in the news"

"Auto theft"

"Reckless driving"

"Bystander of violent crime"

"Violence against my daughter"

"Theft from my vehicle"

"Violent crime"

"Being hit by a car"

"Vehicle crime"

"Auto theft and drugs"

"Traffic on 35"

"Drug running"

"Reckless driving"

"Theft"

In preparation of the 2024 annual report, the Chief's Advisory Panel was asked to survey individuals around San Marcos about their experiences in regard to criminal activity and their crime related fears.

Their answers were then added to a map of San Marcos to show where these fears are felt across the city.

School Resource Officers

Sergeant Tony Scott

- **Employed with City of San Marcos since 2007**
  - 16 years on patrol
  - A year and a half as SRO and Mental Health Unit Supervisor
- **Master Peace Officer**
- **Mental Health Peace Officer**
- **School Based Law Enforcement training**
- **Trainer**
  - ALERRT Level 1
  - Standard Response Protocol
  - CPR

SMCISD Student Enrollment

Total enrollment is 8,152 for 2024-2025 school year

- San Marcos High School – 2,500 students
- Goodnight Middle School – 900 students
- Miller Middle School – 900 students
- Lamar Personalized Learning Center – 120 students
- 7 Elementary Campuses – 500 students on each campus
- Bonham Pre-K – 500 students

*numbers are rounded to closest 100 throughout the campuses

SCHOOL RESOURCE OFFICER

TEACHER/EDUCATOR

COUNSELOR/MENTOR

LAW ENFORCEMENT OFFICER

sanmarcostx.gov

SRO Triad Model

Informal Counselor / Mentor

- Face-to-face interactions with students and staff to break down barriers

- Talk with students about issues they are experiencing. Often allowing them to be heard is all they are looking for.

- Recognizing when a student is having a rough day and being able to intervene.

Teacher / Educator

- Speak to a class on specific subject matter such as General safety, calling 9-1-1, Stranger Danger

- Speak to PTO Groups and Parents on Patrol

Law Enforcement Officer

- Trained in police tactics and carry equipment to manage high-risk situations.
- We work with school administration to ensure student and faculty safety on campus.
- Conduct yearly Standard Response Protocol Drills at each of the 12 SMCISD campuses
- Assist administration with
  - fight and assault investigations
  - weapon and drug violations
  - criminal investigations
- Aid with traffic related issues on and around the campus
- Liaison between the PD and School District

What an SRO Can't Do?

- Be responsible for a class or substitute for the day.

- Scare a student into acting right by threatening jail or punishments.

- Take disruptive kids from a classroom to the office.

- Enforce dress code or school rules.

- Issue discipline referrals.

- Make detentions or issue citations for Class C offense.

Where are the SROs?

San Marcos High School – 2 SROs

- 9 years Law Enforcement experience

- 5 years Law Enforcement experience

Lamar Campus – 1 SRO

- 17 years Law Enforcement experience

Goodnight Middle School – 1 SRO

- 9 years Law Enforcement experience

Miller Middle School – 1 SRO

- 9 years Law Enforcement experience

San Marcos CISD and SMPD

SMPD has operated an SRO Unit at SMCISD since 1999.

We maintain an excellent partnership.

SMCISD conduct a survey at the middle schools and high school in 23-24.

95.2% report having a positive or neutral interaction with their SRO.

83% of students feel comfortable reporting crime to their SRO.

Having you at all the schools knowing you're watching out for my precious and most valued possessions means the world to me!!

I would personally like to thank the SRO officer who did everything he could to help my child. He has no idea that just listening gave us hope when we needed it the most!
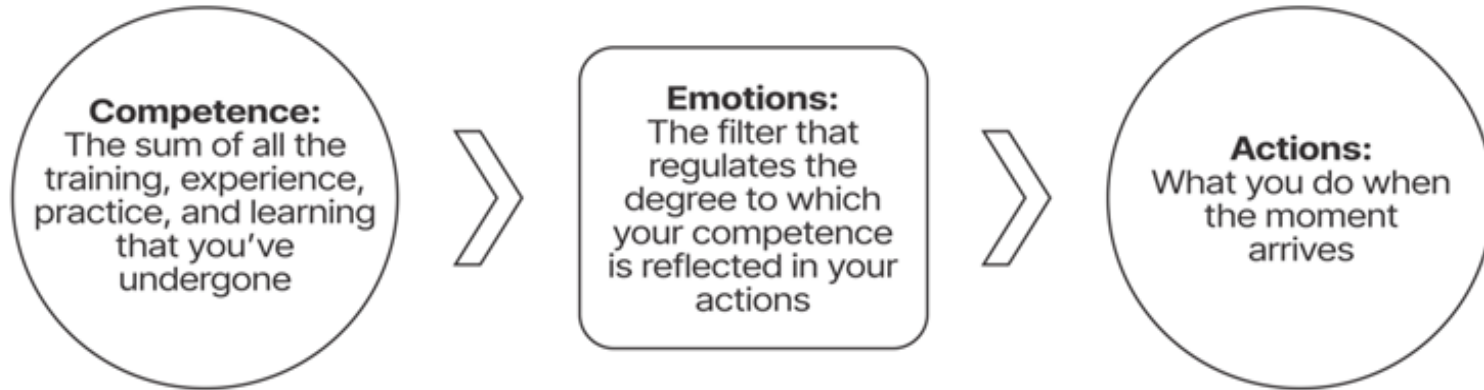
The men and women of the San Marcos Police SRO Unit work together to ensure the safety of our future.

Dignity in Policing

Foundational Model

Competence: The sum of all the training, experience, practice, and learning that you've undergone

Emotions: The filter that regulates the degree to which your competence is reflected in your actions

Actions: What you do when the moment arrives

Ordinance 2022-17 Update

Results

In the 4th Qtr of 2024, SMPD made 504 arrests. Of these, only 2 (1%) included a POM (< 4oz.) charge[2]. Chart1 illustrates a break-down of both reportable and non-reportable[3] arrests that included an ordinance-related charge:

Chart1: Year in Review
Ordinance-Related Charge

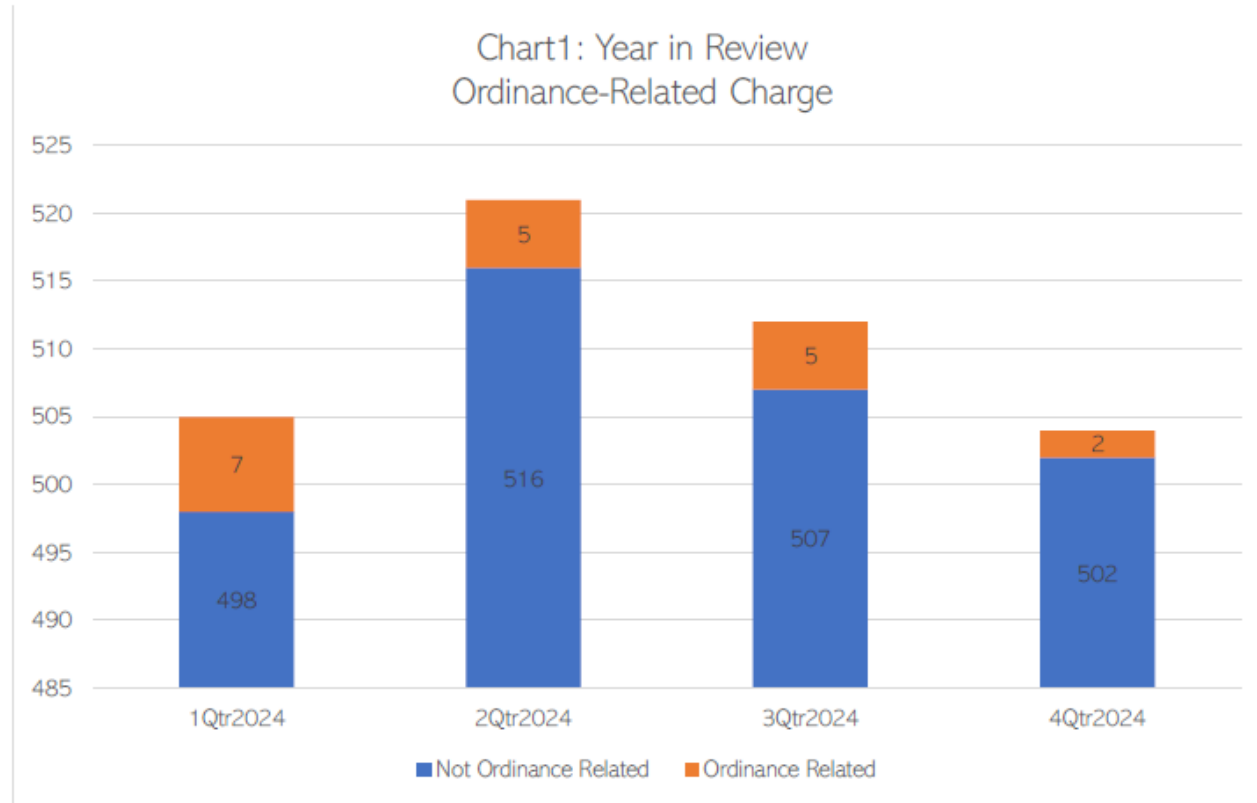## Table1: Marijuana Possession Arrest Details

POM related Arrest/Citation	Ordinance-related Charge	Arrest Type	Additional Charges
1.	Poss Marij >2oz	On-View Arrest	**Unlawful Carrying of a Weapon**, Reckless Driving
2.	Poss Marij <2oz	On-View Arrest	Evading Arrest/Detention, Evading Arrest/Detention with Vehicle (**Involved in a violent felony case**)

Table2: Possession of Drug Paraphernalia Arrest Details

Paraphernalia Type	Drug Type	Arrest Type	Additional Charges Incurred
Pipe	Methamphetamine	Summoned/Cited	No Additional Charges
Multiple Glass Pipes	Methamphetamine	On-View Arrest	Additional Charges present

Marijuana Decriminalization Dashboard

https://www.arcgis.com/apps/dashboards/50ab95570384144efb5a304c10e07c222

Questions?