

# Lewisville Police Department



## Annual Response to Resistance Report 2024

Created by John Flores-Hidones

A handwritten signature in black ink that reads "Brook Rollins". The signature is fluid and cursive, with a long horizontal line extending to the right from the end of the name.

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**Brook Rollins**

Chief of Police

Lewisville Police Department

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## Message from the Chief of Police

*The Lewisville Police Department: Committed to a safe community for all to live, work, and play.* Every member of our department works with this vision in mind. We serve a growing, diverse city, and our responsibility to protect and serve requires more than just training and professionalism; it requires community trust. We recognize that we earn the right to police each day through our actions, our integrity, and our commitment to fairness, consistency, and transparency.

From time to time, police officers must use force in the course of their duties. These encounters are sometimes necessary to prevent harm, effect an arrest, or control a rapidly evolving situation. However, it is important to emphasize that using force is never something we take lightly. The application of force represents one of the most serious aspects of our authority, and we are committed to ensuring that it is used lawfully, minimally, and only when absolutely necessary.

Force is used in a very small percentage of all police interactions. Still, every incident must be scrutinized, evaluated, and understood. That is why we compile and publish this annual Response to Resistance report. It provides critical insight into how we operate, identifies areas for improvement, and reinforces our pledge to be transparent with the community we serve.

We are proud to share several highlights from this year's Response to Resistance (RTR) report that demonstrate meaningful progress:

- **A continued decline in subject injuries** requiring medical attention—a strong indicator of improved tactics, de-escalation, and judgment.
- **Lower overall number of officers involved** in RTR incidents, suggesting more efficient resolution of calls and possibly fewer situations escalating to force.
- **Increased use of compliance techniques and de-escalation tactics**, reflecting the department's focus on minimizing harm and controlling situations effectively.
- **Expanded reporting clarity and data transparency**, aligning our language and procedures with the Texas Law Enforcement Best Practices Recognition Program.

We are also taking steps to align our terminology, moving toward the more widely recognized term “Use of Force”—to better reflect modern standards in policing and support consistent communication with the public.

Our commitment is clear: to protect our community with honor and hold ourselves to the highest accountability standards. We invite you to review this year’s findings and share your thoughts with us. Together, we can continue to make Lewisville a safe and welcoming city for all.

Brook Rollins

Chief of Police

Lewisville Police Department



## Response to Resistance Definitions

***Bodily Injury:*** Physical pain, illness, or any impairment of physical condition.

***Conducted Energy Device (CED):*** a less-than-lethal weapon primarily designed to disrupt a subject's central nervous system by delivering electrical energy sufficient to cause uncontrolled muscle contractions and override an individual's voluntary motor responses. This interruption of normal muscle control is known as neuro-muscular incapacitation (NMI). The Lewisville Police Department utilizes a device known as ***TASER*** as its CED; therefore, all CED data and statistics in this report are referred to as ***TASER***.

***Deadly Force:*** Force applied in a manner, by any means, that could be reasonably believed to cause death or serious bodily injury.

***De-escalation:*** A tactic used by employees to communicate or take action verbally or non-verbally during a potential force encounter to stabilize the situation and reduce the immediacy of the threat, so that more time, options, and resources can be called upon to resolve the situation without the use of force or with a reduction in the force necessary.

***Drive-stun:*** The action of activating a TASER to deliver electrical pulses against the body of a subject, without deploying a cartridge (probes or a projectile with barbed electrodes). The purpose is to gain compliance from the subject without incapacitating them.

***Less-lethal Weapon:*** Also known as ***Intermediate*** weapons, they are instruments of force which are not designed to cause serious bodily injury or death when properly used.

***Non-deadly Force:*** Use of force that is not intended to cause serious bodily injury or death when properly used.

***Officer engagement:*** Describes an instance where an officer used force to control a situation. It is also described as an instance where a type of force was used to restrain or subdue a subject.

***Oleoresin Capsicum (OC) Spray:*** Aerosol spray derived from pepper biodegradable resin. It is designed to cause inflammation and a burning sensation on the skin and mucous membranes. This spray can cause involuntary tearing and closing of the eyes, and coughing.

***Reasonable Belief:*** Facts or circumstances, which would cause an ordinary and prudent officer to act or think similarly under similar circumstances.

***Response to Resistance (RTR):*** Using force that is reasonably necessary to effectively bring an incident under control while protecting the lives of citizens and officers.

***Safety Review Committee (SRC):*** Also known as ***Safety Review Board (SRB)***, this committee is composed of members from the Lewisville Police Department and City stakeholders. The SRC is responsible for reviewing all RTR incidents, to ensure the employees' actions were appropriate and within policy guidelines.

***Serious Bodily Injury:*** Bodily injury that creates a substantial risk of death; causes serious permanent disfigurement; or results in long-term loss or impairment of the functioning of any bodily member or organ.

***WRAP Restraint System:*** Also known as "The Wrap," it is a temporary restraint device used to immobilize a subject in an upright, seated position, restricting their ability to harm themselves or others. This system allows fast de-escalation and control of the subject, while reducing injuries and minimizing risks for all involved.

## Response to Resistance Data Collection

All data and metrics were collected from RTR incidents documented during the 2024 calendar year. The RTR annual report analysis focuses on five major components: response to resistance incidents, types of response, subject injuries, community demographics, and calls for services that led to an RTR incident. Each of these components is defined here:

### ***1. Response to Resistance Incidents:***

Data on response to resistance incidents was collected from Axon Standards, the designated reporting system for the Department. One or more employees were associated with a single incident. Each incident may also include witnesses and/or employees listed as backup. As such, the data collection only focused on employees who used force during a response to a resistance incident. Four incidents were excluded from the final count. Three involved animal control request for assistance, and one was related to a game warden request for assistance.

Data was collected on all employees listed in the RTR incident. In 2024, there were 82 instances of use of force involving 46 employees. The frequency of use of force per employee was collected to identify those who used force on more than one occasion. Any policy violations documented in an RTR incident were also noted. Data from 2022 and 2023 was collected from previous RTR reports to show a year-by-year analysis of the number of RTR incidents and policy violations per year.

### ***2. Types of Response:***

Data was collected on seven categories including TASER deployment, empty hand control, impact projectiles, K9 apprehensions (with and without bite), and OC Spray. An eighth category, "Other," was added to include instances when no force was used, yet subjects alleged an injury after interacting with an employee or during police's normal course of business. TASER usage included probe deployments and the utilization of drive-stun mode. Data on control techniques/holds included empty hand control and/or utilization of the WRAP restraint system. No response with impact projectiles was reported in 2024.

### ***3. Subject Injuries:***

Information on subject injuries was collected from all RTR incidents. Prior to 2023, the ratio of injuries per officer incident was calculated to show the percentage of subjects injured in all RTR incidents. LPD noticed that this calculation did not account for the existence of multiple officer engagements under one incident. As a result, LPD has adjusted this ratio by measuring the number of injured subjects per the total number of RTR incidents reported in a calendar year.

Injuries are classified as one of three categories: *no injuries*, *minor intended effect*, and *other injuries requiring medical attention*. The “no injuries” category was comprised of all incidents where no injuries were reported for the subject. The “minor intended effect” category involved minor scuffs or abrasions caused by an employee’s response to resistance or by the subjects themselves. The “other injuries requiring medical attention” category included subjects requiring Emergency Medical Services (EMS) to treat an injury or transportation to a medical facility. This category also included subjects with a medical episode or a self-inflicted injury.

### ***4. Community Demographics:***

Demographic data was collected from each subject involved in a response to resistance incident. This data included the sex, race, and ethnicity of the subjects. No personally identifiable information (PII) was collected. Of the 54 subjects involved in all RTRs, the ethnicity of 15 was obtained by collecting data from the case report linked to the incident.

### ***5. Calls for Services (CFS):***

A three-step process was implemented to obtain information on calls for services. First, a case number was identified for each RTR incident. Second, a CFS number was located for each case number. Third, each call for service was checked to identify the initial call type. Some RTR incidents covered multiple categories but were classified under the initial call type received for each incident. All CFS requesting the assistance of officers at the Lewisville City Jail were classified as a “Jail Assist.”

## Response to Resistance Options

### De-Escalation

The LPD has a policy that requires officers to utilize de-escalation techniques or any other alternatives to force, only when it is safe for all parties and time permits an officer to do so. This policy and these tactics are specifically designed to avoid force, or continued application of force, or application of higher levels of force, if possible. De-escalation techniques may include command presence, advisements, warnings, verbal persuasion, and tactical repositioning. When time permits, and the safety of officers and other individuals is not compromised, officers should issue verbal warnings before force is applied and allow the suspect(s) time and opportunity to comply with the order before using force.

### Non-Deadly Force

In situations where de-escalation is not able to be used or has failed, and the person continues to resist an LPD employee's efforts to make an arrest or detention, additional force options may be evaluated. Officers shall assess which type of force (non-deadly or deadly) may be used to bring the situation under control. This force can include empty-hand control options (i.e. takedown, tackle, physical restraint), or intermediate (less-lethal) weapons.

Officers are authorized to use non-deadly force techniques to:

- Protect themselves and others from physical harm,
- Restrain or subdue a subject resisting arrest or search,
- Bring an unlawful situation safely and effectively under control, or
- Prevent a situation from escalating to an incident involving an imminent threat of death or serious bodily injury.

Detention officers are authorized to use reasonable non-deadly force techniques (i.e. holds, Wrap) in dealing with persons already under arrest by a police officer within Police Department property:

- To protect themselves or another from physical harm,
- To restrain or subdue a resisting prisoner, or
- To bring an unlawful situation in the jail safely and effectively under control.

To achieve this, officers may use less-lethal weapons to ensure the safety of citizens and their own. These weapons must be Department approved, and officers need to be qualified and authorized to use them. Less-lethal weapons authorized by the Department include:

- Expandable baton,
- Chemical agent - OC spray,
- Taser, and
- Impact rounds designed to be discharged by firearms.

### **Deadly Force**

LPD police officers are authorized to use deadly force to protect themselves or others from what is reasonably believed to be an immediate threat of death or serious bodily injury. Only police officers are authorized to carry and use firearms while performing their duties for the city. All employees shall comply with local, state, and federal laws relating to firearms. Police officers are authorized to display or discharge firearms to:

- Protect themselves or others from what is reasonably believed to be an immediate threat of death or serious bodily injury,
- Fulfill requirements of military service of the United States or the state National Guard,
- Destroy an animal that represents an imminent threat to public safety when there is no other reasonable option to prevent the threat,
- Destroy an animal as a humanitarian measure when there are no other reasonable ways to alleviate the animal's suffering.
- Participate in range training or a lawful sporting activity.

Police officers shall not discharge firearms when it appears likely that an innocent person may be injured. Generally, police officers shall not fire weapons at or from a moving vehicle. However, officers may shoot at a moving vehicle to stop a terrorist or mass casualty type event when the vehicle is being utilized as a deadly weapon. Warning shots are prohibited by the Department.

## Response to Resistance Reporting

All employees from the Lewisville Police Department are required to report any incident involving a response to resistance, when such employee:

- Discharge a firearm outside of the firing range, when on duty, or in a situation while off-duty, other than a lawful sporting activity or military service while off-duty;
- Takes an action that results in or is alleged to have resulted in any injury to a person other than a Lewisville Police or Detention Officer; alleged injuries due to handcuffing a suspect shall only be documented in the officer's case report – an RTR report related to handcuffing is only required when visible injuries are present (red marks from handcuffing are not considered visible injuries);
- Applies force using a non-lethal weapon;
- Use defensive tactics or control techniques to restrain a subject;
- Uses the WRAP Restraint System to restrain an inmate within the Lewisville Detention Facility.

Once an RTR incident has been reported, the employee's supervisor will review the incident, report any findings, and forward it to the Safety Review Committee (SRC). The SRC will review all RTR incidents to ensure the actions of the involved employee(s) were appropriate and within the Department's policy guidelines. After the SRC review is completed, the SRC Chair will forward their findings to the Assistant Chief of Police or Commander of that respective bureau. Both the SRC and Command Staff shall conduct a detailed analysis of each incident, including reviewing video evidence (body-worn camera, in-car camera), and witness accounts of the incident. If a policy violation or training inadequacies are noted, they will be reported to the Chief of Police for appropriate action. The Chief of Police and Command staff will review the violation and determine what course of action is most appropriate according to department and city directives.

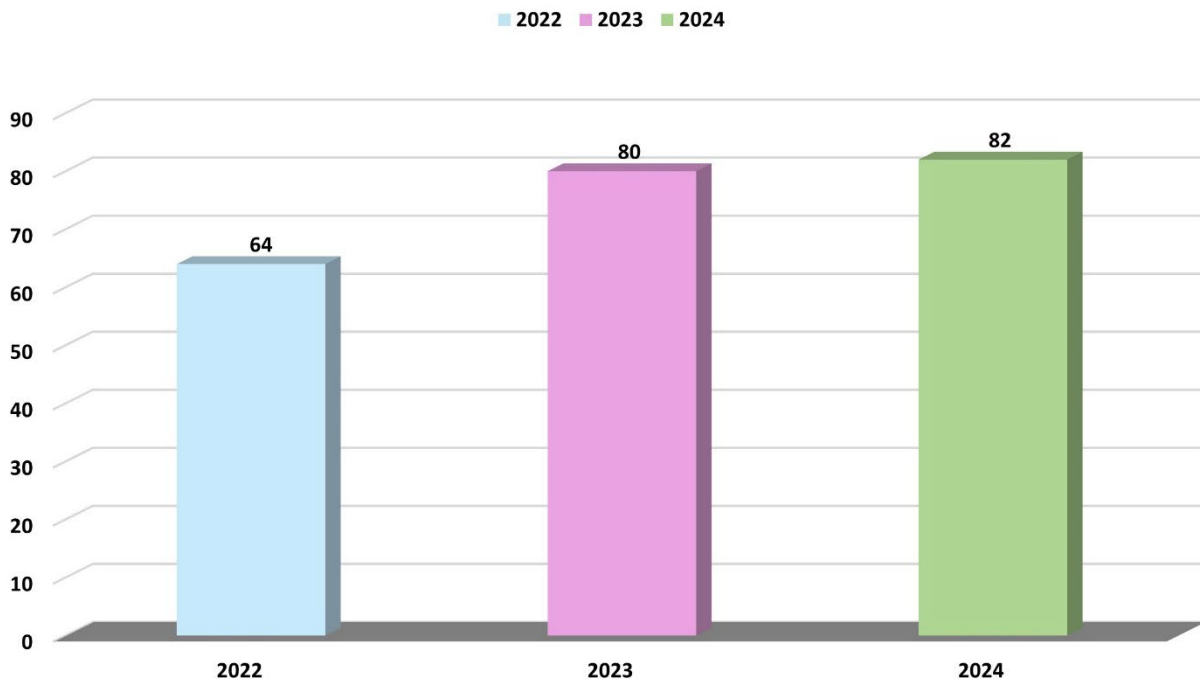
## Response to Resistance Findings

### Response to Resistance Data

In 2024, 46 employees utilized a form of force, which resulted in 82 instances of RTR. Of the 46 employees involved in an RTR instance, 19 reported more than one RTR instance during the year. The number of RTR instances increased by 2.5% compared to 2023.

Of the 82 instances of RTR, only seven (7) resulted in minor policy violations, while the remaining 75 did not. Five police violations occurred during incidents where a subject initially refused to comply with an officer's effort to make an arrest/detention; one violation was because the risk of injury to the subject from falling was greater than the need from the officer to deploy their TASER; and one was for not allowing enough time for verbal de-escalation before using less-lethal force on the subject. All seven policy violations involved TASER deployments. The following bar graph (Figure 1) shows a year-by-year comparison of RTR instances for the past three years.

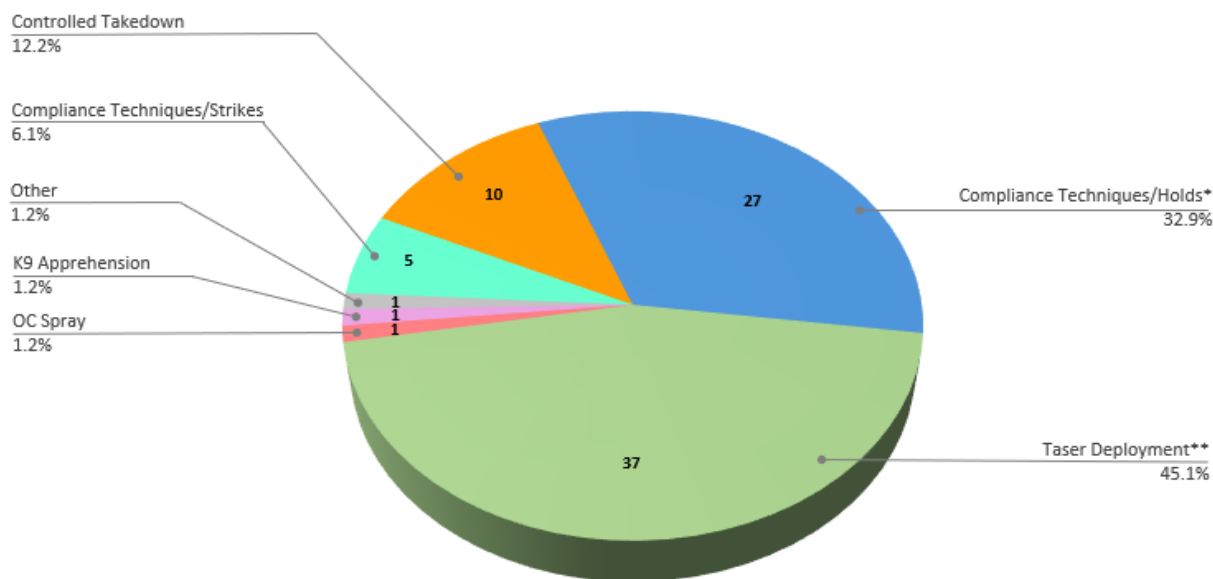
Figure 1. Response to Resistance Instances per Year



### Breakdown of Types of Response

All 82 RTR incidents were reviewed by the Safety Review Committee (SRC) and Command Staff to determine if the response was in alignment with policy, training, best practices, industry standards, and relevant law. The three most common types of response in 2024 were: TASER deployment, compliance techniques/holds, and controlled takedowns. TASER deployments accounted for (45.1%) of all response types, followed by compliance techniques/holds (32.9%), and controlled takedowns (12.2%). The chart below (Figure 2) illustrates the total number of instances where force was applied and the percentages for each type of response.

Figure 2. Types of Response



\*Includes 16 instances where a wrap restraint was used  
 \*\*Includes 9 instances where a Conductive Energy Device (CED) was used in Drive-Stun mode

TASER deployments increased by 5.7% in 2024 and their frequency per encounter increased by 1% as compared to 2023. Compliance technique holds increased by 35%, and controlled takedowns decreased by 23% as compared to 2023. Subject injuries requiring medical attention were reported in 13 of 54 RTR incidents. Of all subjects taken to a hospital, only 8 stayed for treatment, the rest were treated and released soon after arrival at the hospital. No excessive use of any type of response was noted. The following table (Table 1) shows a year-by-year comparison of the types of responses reported in the last three years.

Table 1. Types of Response per Year

Response Type   Year	2022	2023	2024
TASER Deployment	41	35	37
Compliance Techniques/Holds	14	20	27
Controlled Takedown	4	13	10
Compliance Techniques/Strikes	4	5	5
Impact Projectiles	0	2	0
K9 Apprehension	0	2	1
OC Spray	1	1	1
Other	0	2	1
<b>Grand Total</b>	<b>64</b>	<b>80</b>	<b>82</b>

### Community Demographics

In 2024, males accounted for 83.3% of all subjects involved in an RTR incident. Female subjects accounted for only 16.7% of the total. The majority of RTR incidents involved white male subjects (61.1%). Black males were involved in 20.4% of all incidents. Regarding the subject’s ethnicity, Non-Hispanics accounted for 74.1% of all subjects. The following bar graphs (Figures 3 and 4) provide a breakdown of the demographics of the subjects involved in all RTR incidents.

Figure 3. Subject Demographics, by Sex and Race (2024)

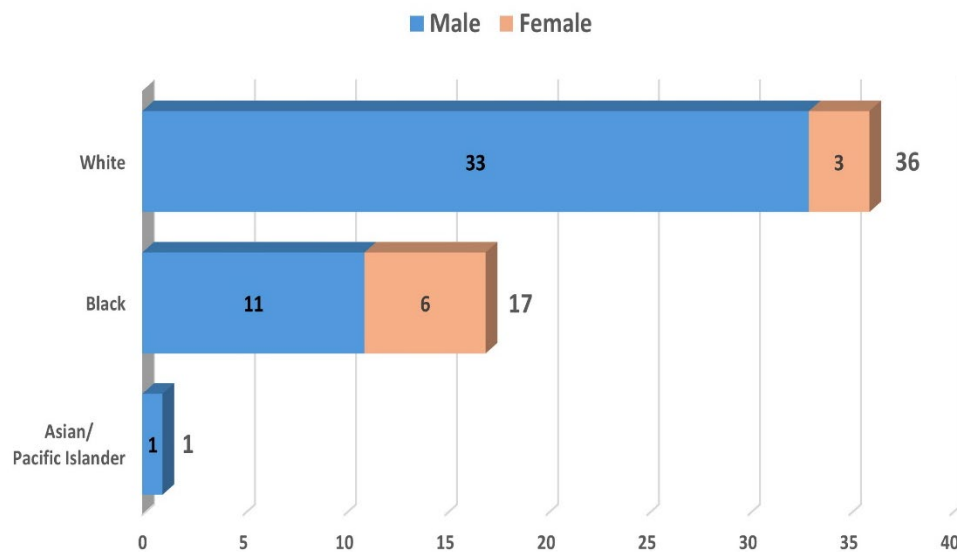
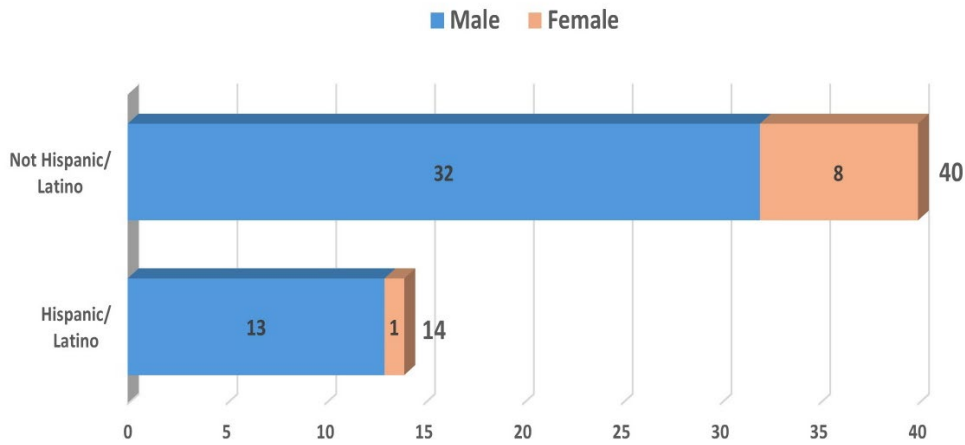


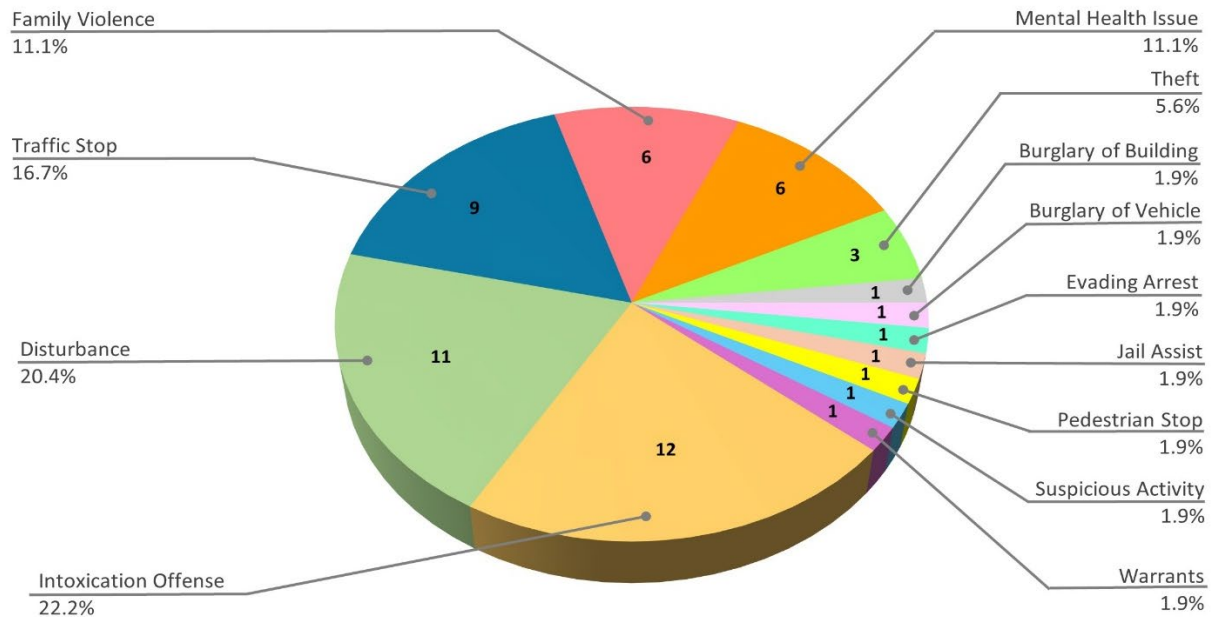
Figure 4. Subject Demographics, by Sex and Ethnicity (2024)



### Breakdown of Calls for Services

Intoxication offenses accounted for 22.2% of all calls for services that developed into a response to resistance incident. They were followed by disturbance calls (20.4%), traffic stops (16.7%), family violence (11.1%), and calls for mental health issues (11.1%). The following pie chart (Figure 5) illustrates the actual number of occurrences and percentages for each call type that resulted in a response to resistance in 2024.

Figure 5. Calls Resulting in a Response to Resistance



In 2024, the number of calls for services resulting in an RTR incident decreased by 3.6% compared to 2023. The number of intoxication offenses resulting in RTRs also increased (+3), along with calls for traffic stops (+5), and calls for mental health issues (+3). The number of theft calls resulting in RTRs remained flat. RTRs involving detention officers were mostly due to a mental health response while the subjects were in their custody, which lowered the number of jail assists from LPD officers. The following table (Table 2) represents the number of calls for services that resulted in a response to resistance incident in the past three calendar years.

Table 2. Calls Resulting in RTRs per Year

Call for Services   Year	2022	2023	2024
Disturbance	5	12	11
Intoxication Offense	6	9	12
Family Violence	7	6	6
Jail Assist	1	5	1
Traffic Stop	4	4	9
Theft	0	3	3
Suspicious Activity	5	3	1
Stolen Vehicle	3	3	0
Burglary of Building	0	0	1
Burglary of Vehicle	0	3	1
Mental Health Issue	3	3	6
Warrants	2	2	1
Robbery	0	2	0
Pedestrian Stop	0	1	1
Aggravated Assault	2	0	0
Criminal Trespass	2	0	0
Evading	6	0	1
<b>Grand Total</b>	<b>46</b>	<b>56</b>	<b>54</b>

## Recommendations

There were no significant findings in the 2024 Response to Resistance Report. The Lewisville Police Department will continue to actively evaluate force data and consider changes or adjustments to practice and standard operating procedures from the RTR report. The following recommendations are based on the analysis of response to resistance data for the calendar year of 2024, and summary data from the two previous years (2022-2023):

- Complete the process of adopting the conventional name of “Use of Force” instead of “Response to Resistance” in all General Orders and training manuals emitted by the Department, and modify directives accordingly, to match the language used by the Texas Law Enforcement Agency Best Practices Recognition Program.
- Continue to compile Response to Resistance (use of force) data and keep storing legacy records from previous years.
- Continue to revise Response to Resistance policies periodically, to account for any changes in law enforcement best practices, industry standards, laws, and directives regarding the use of force.
- Continue to discuss Response to Resistance policies during annual use of force training and qualifications.