

Keller Southlake Communications Center

On 12-22-2008 Southlake Police Lt. Rhonda Moore contacted the Keller Southlake Communications Center in reference to a suspect Brian Smith wanted in connection with several Burglary of Motor Vehicles 'and an Aggravated Robbery. Sergeant Tommy Simmons was tasked with verifying the suspect lived in Keller and contacting the family for his whereabouts. From this interview he was advised Mr. Smith was a former Utah State Trooper with alcohol and drug addictions. His family also believed he may be suicidal. Several Keller Police Department Officers responded to the residence and found a door open and the suspect had fled the location. Sergeant Simmons found the spouse and 5 children afraid for their lives and ensured they were moved to a safe location.

An extensive broadcast was prepared and sent out detailing the impending charges, he was depressed and unstable and a threat to officer safety. As the efforts to locate the suspect grew so did the pressure for Dispatchers to provide continual information and updates. While Dispatchers Theresa Tyron and Kellie Neal assumed her normal duties, Dispatcher Jeri Kjelson utilized her knowledge and abilities to network with the local telephone company. Dispatcher Kjelson obtained the required documentation to "ping" the suspect's cell phone to obtain a location. These locations plotted a course through Garland and Dallas providing several locations. Along the route of these locations it would later be found the suspect had committed;

- Aggravated Armed Robbery at a Kroger Pharmacy
- shot Jorge Lopez a 20 year male sitting innocently at a Red Light,
- shot William Scott Miller, 42 minutes later while driving his United Van Lines 18- wheeler westbound on the LBJ Freeway, killing him leaving his vehicle blocking the freeway,
- Shot Gary Roberts, 46 was injured when shots were fired into the cab of his 18- wheeler

The suspect then returned to Garland and Dispatcher Kjelson's updated locations led the Garland Police to the suspect where a Tactical Standoff ensued for several hours. The incident ended when the Garland Swat Team rammed the suspect's vehicle in an attempt to make an apprehension and as officers rushed the vehicle, the suspect ended his life with a single gunshot to the head.

Dallas and Garland Police Department were unsure if Brian Smith had committed all the carnage but forensically matched Brian Smith's weapon to the shootings in all involved incidents. Lt. Rhonda Moore stated that Dispatcher Kjelson had exceeded her wildest expectations and provided vitally needed information in a very crucial time of the investigations. Detectives from the Dallas and Garland Police Departments utilized the information that led them to the suspect. During the initial investigation they did not believe Brian Smith was the suspect responsible for the shootings at multiple locations due to erroneous witness information. Her actions and information led them to Brian Smith and ultimately allowed the Garland Police to stop the suspect before any more lives were lost or imperiled. Keller Police Sergeant's Tommy Simmons and Tracy Talkington praised the Dispatchers for their excellent teamwork by creating a Broadcast, obtaining information from the Telephone Company, performing their normal duties and notifying all area agencies by telephone all the updated information to provide immediate broadcasts for officer safety. After the onslaught was over the Dispatcher's demonstrated their compassion by continually talking with Parkland Hospital and provided information to Mrs. Smith and aided her in directions to the hospital. All three Dispatchers then fielded a great many calls concerning information needed for case preparation or jurisdiction in the multijurisdictional crime spree.