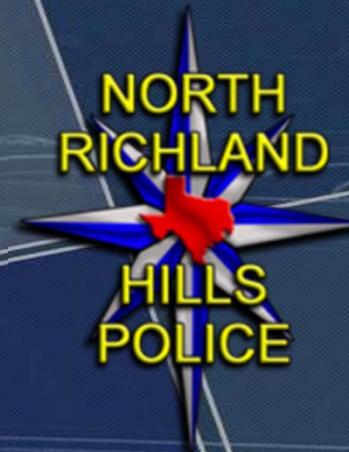


2012 ANNUAL REPORT



Service • Honor • Integrity

2012 Annual Report

RESHAPING THE
FUTURE



Chief Jimmy Perdue

Using our solid foundation built by hard work, commitment to excellence and relying on the finest professional traditions of our past, the future is bright for the North Richland Hills Police Department. 2012 was another year of striving for our vision of providing an atmosphere where people feel safe and secure throughout the community. We put measures into place that not just affected this year but set the stage for reshaping our future. We are proud to present this annual report to our customers as a brief snapshot of our efforts and accomplishments.

The City of North Richland Hills experienced a 14.2% reduction in overall Part I crimes during 2012. Part II crimes also fell by 5.8% for the same period. This is the second year in a row with a decrease in both categories and demonstrates the commitment of the Police Department's employees to our mission of a safe and peaceful community. It also would not have been possible without the partnership we have with our citizens and their efforts in keeping the City safe. We are honored to be able to work with our community in reaching our mutual goals.

Our commitment to excellence in all police services was demonstrated through several key actions and recognitions we received during 2012. The NRHPD became a Recognized Agency by the Texas Police Chiefs Association Best Practices Program. The small numbers of agencies across the state that have received this status have met a rigorous evaluation of their policies and practices. Also recognized was our outstanding volunteer program that received the award for the #1 large program in the State of Texas. We are honored to serve alongside this outstanding group and thank them for their commitment. A K-9 program was started and the police districts were reconfigured to better serve our citizens. After years of discussions, we partnered with our neighboring communities to create a shared communication and detention facility. This center, operated by North Richland Hills, provides emergency communication and jail services for the Cities of Haltom City, Richland Hills, and Watauga. This program increased our efficiency and saved funding for each community.

The most significant step we took in reshaping our future occurred during 2012 with the start of design work for the new NRH Municipal Complex. The facility includes a new police building to replace our existing one that no longer meets our needs. We are thankful to our community for their support of this facility and believe it will create a positive refection for our City.

On behalf of the men and women of the North Richland Hills Police Department we thank you, our community, for your support and commitment to us. We could not accomplish our Vision or Mission without your help. As Chief, I continue to be humbled by the faith and confidence you have in us and commit to keeping this bond through our dedication to the highest standards of ethics and integrity in all we do.



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MESSAGE FROM THE CHIEF



It's an exciting time for the City of North Richland Hills! On May 12, 2012, voters approved funding for a new Municipal Complex that will consolidate many of our city services and departments into one campus including:

- City Hall
- Police Department (including Property and Evidence, Traffic, Crime Scene and SWAT)
- Municipal Court
- Parks Administration
- Fire Admin & Emergency Management
- Neighborhood Services

Moving these city services to one location will be more convenient for citizens and will also increase communication and efficiency between departments. A portion of the former North Hills Mall property off Boulevard 26 has been identified as the location for the new municipal complex. Relocating city offices to this site will solve current parking and access issues associated with the widening of Loop 820. It will also help to spur economic development along both Boulevard 26 and Northeast Loop 820. The 80-acre mall property was abandoned in 2004 and the buildings were demolished in 2007. The city has purchased 12 acres of the property for the new municipal complex, which would leave about 68 acres for development by private investors.

Once city operations move into the new municipal government complex, the existing city offices on Northeast Loop 820 will be sold to private investors for redevelopment with commercial, retail or office uses. The land acquisition and architectural design process for the 180,000 square foot new municipal complex is underway and is estimated to be completed in 2013. Once the design process is complete, construction will begin. It is estimated that the new municipal complex could open in the fall of 2015. The new municipal complex, along with the redevelopment of Boulevard 26 and Loop 820, will position us to better serve the community for future generations.



NORTH RICHLAND HILLS MUNICIPAL COMPLEX



After the incorporation of North Richland Hills in 1953, Robert Hays was appointed town marshal and J.M. Shelton was licensed by the city as a night watchman. Each family was assessed a small monthly fee to pay for this service. In July 1956, the City Council approved an auxiliary police force. The force was all volunteers appointed to assist the town marshal. In the following years, talk of a paid police force was growing. In July 1960, the City Council hired George Brazton Coe as the first police chief who organized the newly formed department and designed the first police uniforms. In 1974, the North Richland Hills Police Department was exposed to what was the beginning of perhaps the most revolutionary concept in the police profession....a computer was delivered to the dispatch office.

Since its inception, the Department has continually grown stronger and more proficient. Today, the North Richland Hills Police Department employs 110 sworn officers who provide police services to a community of more than 66,000 residents. In addition, 90 civilian personnel, along with the support of 25 citizen volunteers, provide essential services such as communications, detention, information processing and administrative support.

The Chief of Police is the highest-ranking officer in the Police Department and is responsible for the planning, efficient administration and operation of the Department. The Office of the Chief is responsible for the preparation, management and coordination of all budgetary functions of the department as well as personnel and payroll administration. The Department's two bureaus – Operations and Management Services – are each commanded by an Assistant Chief.

Every member of the Department is committed to promoting the Department's standards and goals which are best expressed through vision and mission statements. We are always mindful of our vision to provide an atmosphere where people feel safe and secure and dedicate ourselves to that cause.

ABOUT THE DEPARTMENT



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Our Vision

Our vision is a community environment where the public has full faith and confidence in its police department to provide an atmosphere where people feel safe and secure.

Our Mission

Our mission is to work in a partnership with our citizens to maintain a safe, peaceful community by providing excellence in all police services dedicated to the highest standards of ethics and integrity while preserving and protecting life and property.

Our Philosophy

We are committed to maintaining high ethical standards by conducting ourselves with integrity, compassion and accountability.

We, both as individuals and as an organization, strive to be leaders in our profession and in the community we serve. Effective leadership will model the way, enable others to act and inspire a shared vision.

We endorse the principles embodied in our Constitution.

We respect and protect the rights of all citizens, and we endeavor to ensure the safety, security and protection of life and property. Integrity is central to the values we embrace and establishes the foundation for community trust.

We are accountable to each other and to the citizens we serve and we expect ethical, legal and moral behavior in all aspects of our lives.

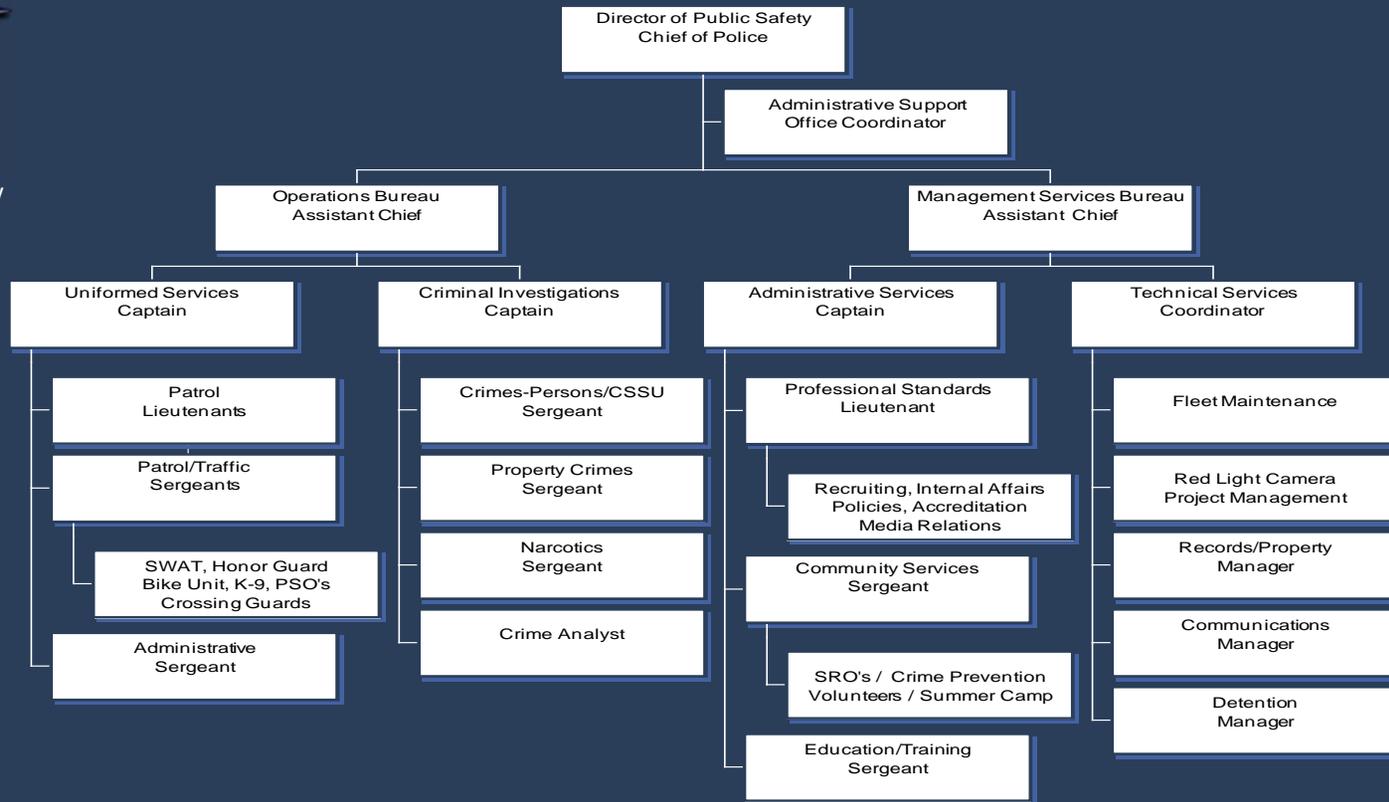
We strive to maintain the highest quality of life for all that reside within and visit our community. Our values guide our work and decisions, help us contribute to the quality of life and promote a positive work experience.

We are dedicated to preserving the goals and values that make North Richland Hills the “City of Choice.”

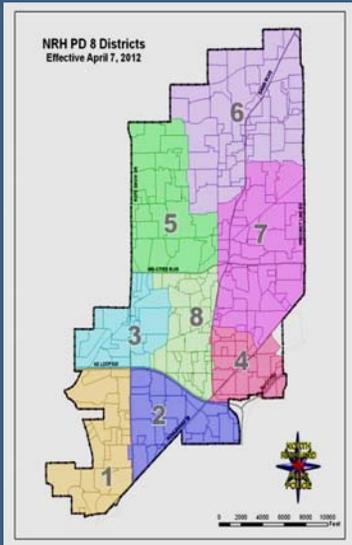
MISSION STATEMENT



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ORGANIZATIONAL CHART



The Operations Bureau is under the command of Assistant Chief Mike Hamlin who is responsible for coordinating the activities of the Uniformed Services Division and the Criminal Investigations Division. In addition to the assistant chief, the bureau is staffed by two captains, four lieutenants, 13 sergeants, 78 police officers and 25 civilian personnel.

The Uniformed Services Division consists of two Sections – the Patrol Section and the Traffic Section – and five specialty units: Special Weapons and Tactical Unit, Honor Guard Unit, Bicycle Patrol Unit, Public Service Officers and the K-9 Unit.

This division is responsible for controlling and preventing crime through regular patrols, responding to calls for service, apprehending offenders, enforcing criminal and traffic laws, conducting preliminary investigations while working with citizens in a preventive approach to problems within the community. In addition to the uniformed police patrols, other services provided are accident investigation and reconstruction, commercial vehicle enforcement and special threat situations. These sections are equally tasked with providing high police visibility. This contemporary concept in policing – referred to as Beat Management – extends the commitment by our police officers to best serve our community while also forming a partnership with our citizens. District assignments create a familiarity between the beat officer and the community served. The officers are encouraged to stop by and interact with students in schools on their districts, meet residents, attend homeowner's associations meetings, and attend neighborhood watch meetings on their assigned beats. In 2012, an 8th district in the southern portion of the city was created using the major roadways as boundaries. This configuration realigns the other beats to produce a balanced calls-for-service workload.

The civilian public service officers focus on completing those tasks that do not require the services of a police officer. The program's purpose is to create greater efficiency and effectiveness of the department's police officers, allowing them more time to address matters and overall police services to the community.

In the summer of 2012, the department's first narcotics detection K-9 unit became operational. The detector canine is trained to be highly effective in detecting specific odors as well as acting as a deterrent to crime. In addition to deployment while on shift, the K-9 unit is on-call to assist all officers and detectives in their drug enforcement efforts. This new program offers a highly effective resource in helping to fight the crime against drugs within our community and surrounding areas.



Assistant Chief Mike Hamlin



**OPERATIONS BUREAU
UNIFORMED SERVICES**





The Criminal Investigations Division consists of three sections – the Crimes Against Persons Section, the Property Crimes Section, and the Narcotics Section. The two specialized units within the Division are the Crime Scene Search Unit and the Special Investigations Unit. Detectives assigned to CID have received general training in all aspects of criminal investigation as well as specialized training in areas that are specific to each detective.

The Crimes Against Persons Section investigates causes of all violent crimes including homicide, robbery, sexual assault, family violence and juvenile crimes. Specialized investigation of activities involve financial crimes, juvenile offenders and crimes against children. The Property Crimes Section investigates property-related offenses including auto theft, burglary, theft and fraud. Detectives perform follow-up investigations such as recovery of stolen property and arrest of fugitives.

The Special Investigations Unit investigates narcotic offenses in NRH as well as working closely with Federal and State agencies in an attempt to reduce the flow of narcotics into our community. Additionally, specific multi-agency task force assignments extending beyond local jurisdiction promote cooperative and coordinated drug enforcement efforts drawing from the expertise of state and local law enforcement.

The Crime Scene Search Unit collects and processes evidence from NRH crime scenes including murder, criminal mischief, burglary, robbery, forgery and assaults. This unit also supervises the multi-agency Automated Fingerprint Identification System (AFIS).

Crime Analysis is a law enforcement function involving systematic analysis for identifying and analyzing patterns and trends in crime. Information on patterns can help law enforcement agencies deploy resources in a more effective manner and assist detectives in identifying and apprehending suspects.



Assistant Chief Mike Hamlin



OPERATIONS BUREAU CRIMINAL INVESTIGATIONS



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A number of supervisors and officers from throughout the Department are also cross trained to serve in the capacity of a Special Weapons and Tactics Unit (S.W.A.T.). This unit provides their specialized service to the community and assists surrounding communities, if requested. Their duties include performing hostage rescues, serving high risk arrest and search warrants, subduing barricaded suspects, and engaging heavily-armed criminals. They have specialized equipment including heavy body armor, ballistic shields, entry tools, an armored vehicle, advanced night vision optics, and motion detectors for covertly determining the positions of hostages or hostage takers inside an enclosed structure. To prepare for these dangerous encounters, this highly-dedicated team has specialized training utilizing real-life situations in which their skills and training are refined bringing them the distinction as one of the leading response units in the area..

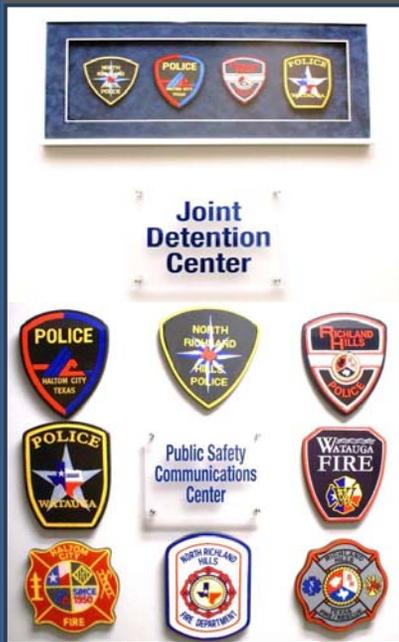
The North Richland Hills Police Honor Guard is a ceremonial police unit dedicated to upholding the highest values and traditions of the men and women of law enforcement. Officers of the NRH Police Honor Guard are committed to representing the City of North Richland Hills and their law enforcement family, both locally and nationally. They remain ready to serve at the direction of the Chief of Police and participate at a variety of ceremonial events, including police officer memorials, award ceremonies, and government activities requiring the "presentation and posting of colors." The team incorporates precision marching movements into their ceremonial presentations, and they embody the values of law enforcement through a display of discipline, focus and teamwork. The NRH Police Honor Guard is civically minded and remembers our military veterans, as well as individuals and organizations that are dedicated to public service.

The Bicycle Patrol Unit consists of patrol officers who patrol the city primarily on bicycles. Bicycle officers can exercise the option to ride throughout the entire year, dependent upon weather conditions and staffing. Officers are permitted to conduct routine day and night patrols while on bicycle and are assigned to cover special community events. The department has bicycle transportation racks so officers can attach their bicycles onto their patrol vehicles and utilize them as needed. Police Cyclist training includes instruction on operating the bicycle through various skills courses, up and down stairs, over obstacles, and multi-mile endurance rides. Bicycle maintenance skills, rider physical conditioning, and health concerns are also included in this course. This Unit is a visible deterrent to crime and an approachable source of assistance and information. The flexibility, approachability and problem-solving interaction of the Bicycle Patrol is an additional facet of the Department's proactive approach to law enforcement and service to the community.

SPECIALTY UNITS



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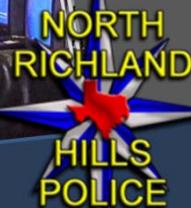
The Management Services Bureau is under the command of Assistant Chief Andy Kancel who is responsible for coordinating the activities of the Administrative Services Division and the Technical Services Division. In addition to the assistant chief, the bureau is staffed by one captain, one lieutenant, two sergeants, six police officers, one civilian division coordinator, three civilian managers and 59 full-time civilian personnel.

Within the Technical Services Division are four sections. The Communications Section is the public's link to police, fire, ambulance, and City emergency and non-emergency services. The primary responsibility of the Communications Section is to provide citizens with the best possible response to their request for information or the need for service. The Detention Services Section provides the detention, control and care of all prisoners in the jail facility. All prisoners are booked in accordance with accepted procedures and held until appropriate terms of release are satisfied. After years of preparation, the Shared Detention and Communication Services Agreement between the cities of North Richland Hills, Watauga, Haltom City and Richland Hills became fully implemented in 2012. This consolidation of services has improved efficiency and cooperation between the cities and has saved taxpayers' money. This long-desired operation was achieved by eliminating unnecessary redundancies and compressing excess capacity in physical facilities and personnel. North Richland Hills serves as the host agency for sharing these services.

The Property and Evidence Section provides the storage, safekeeping and disposal of all evidence and found or confiscated property taken in by police personnel as well as the management of all equipment needs for the department. The Records Section serves as the record liaison for the public, the State and the FBI. This section is responsible for the processing and retention of all police records and provides the services necessary to track, file, and efficiently retrieve all police reports for the department.



Assistant Chief Andy Kancel



**MANAGEMENT SERVICES BUREAU
TECHNICAL SERVICES**

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The Administrative Services Division oversees the Community Services Section, Professional Standards, and the Training Section. Additionally, this Division is responsible for planning, research, and policy development for the Police Department and the management of awarded state and federal grants. Charitable outlets and grant-funding sources are sought after to build new service programs and supplement police resources not otherwise available to the department.

Crime prevention and community relations are the top priorities of the Community Services Section. Designed to foster cooperation between the Department and the community, this section administers a variety of community outreach programs such as: Neighborhood CrimeWatch, National Night Out, Citizen's Police Academy, Crime-Free Multi-Housing, Volunteers in Police Service, and Crime Victim's Liaison. The "Santa Cops" and "Heroes and Helpers" are two programs that step in to help those families throughout our community who are unable to celebrate or exchange gifts due to financial hardship. In 2012, these programs brightened the holiday season for 268 children. Helping the community stay safe has always been the primary goal of the police department, but being able to help in other ways is a very satisfying role for the men and women who wear the police uniform. The second annual "Hangin' with the Heat" Summer Camp in June 2012 had a positive impact on the 42 campers from local middle schools. The goal of the camp is to enrich and develop the lives of children through positive police officer and firefighter interaction, using team building exercises, sports and activities. The camp is free of charge and is made possible by donations from local residents and businesses.

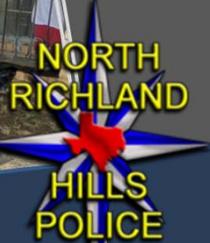
The Training Section coordinates and delivers advanced and continued training opportunities for all department personnel including annual weapons qualifications, a 40 hour in-service class, all licenses required or issued by the State of Texas, and certification in the use of tasers for all patrol officers, traffic officers and detention personnel.

The Professional Standards Section completes background investigations and pre-employment testing on all applicants for the Police Department and administers the Department's policies and procedures in compliance with the Texas Law Enforcement Best Practices. Professional Standards' staff also maintains positive working relationships with the media by remaining accessible, visible, and delivering appropriate responses in a timely manner.



Assistant Chief Andy Kancel

MANAGEMENT SERVICES BUREAU ADMINISTRATIVE SERVICES



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We are very fortunate to have a community of citizens that support their police department and, in addition, that are willing to volunteer not only their personal time but their individual skills and talents. The Police Department has two very exceptional groups of citizen volunteers – The Citizens Police Academy Alumni Association and the Volunteers in Police Service – VIPS. Our citizen volunteers are a very powerful resource. Since 2007, these two groups have a combined total of over 23,000 service hours.

The Citizens' Police Academy is the cornerstone of this relationship as it allows us to educate the public about how we perform our jobs providing them an exposure to the intricacies of the police department. Many graduates of this academy continue to build on this knowledge by joining our Citizens' Police Academy Alumni Association. This non-profit association brings graduates of all CPA classes together to improve relations between the police department and the civilian community in all phases of law enforcement and to further the goals and objectives of North Richland Hills Police Department.

VIPS are a team of trained citizen volunteers who provide a value-added level of support to the police department. VIPS members assist with non-enforcement duties, allowing police officers time to respond more effectively to enforcement and policing priorities. VIPS builds on the successful efforts in place throughout the country preventing crime and making communities safer and stronger. In 2009, the Volunteers on Patrol Program was added supplementing the officers in the field with clearly marked vehicles with which they patrol the City. In 2012, this program expanded to include bike patrol.

In 2012, the North Richland Hills VIPS were honored with two law enforcement industry awards — the #1 large volunteer agency in Texas awarded by the Texas Citizens on Patrol Association, and 4th place for the outstanding achievement in law enforcement volunteer programs by the International Association of Chiefs of Police. The success of our VIPS Program is only possible through the hard work, dedication and commitment demonstrated by our incredible volunteers.

Through the generous spirit and dedicated service to the community from both these groups, valuable ties have been created between law enforcement and the community. The volunteers have proven to be a very valuable asset to the agency and have prompted much enthusiasm in these programs.



POLICE VOLUNTEERS



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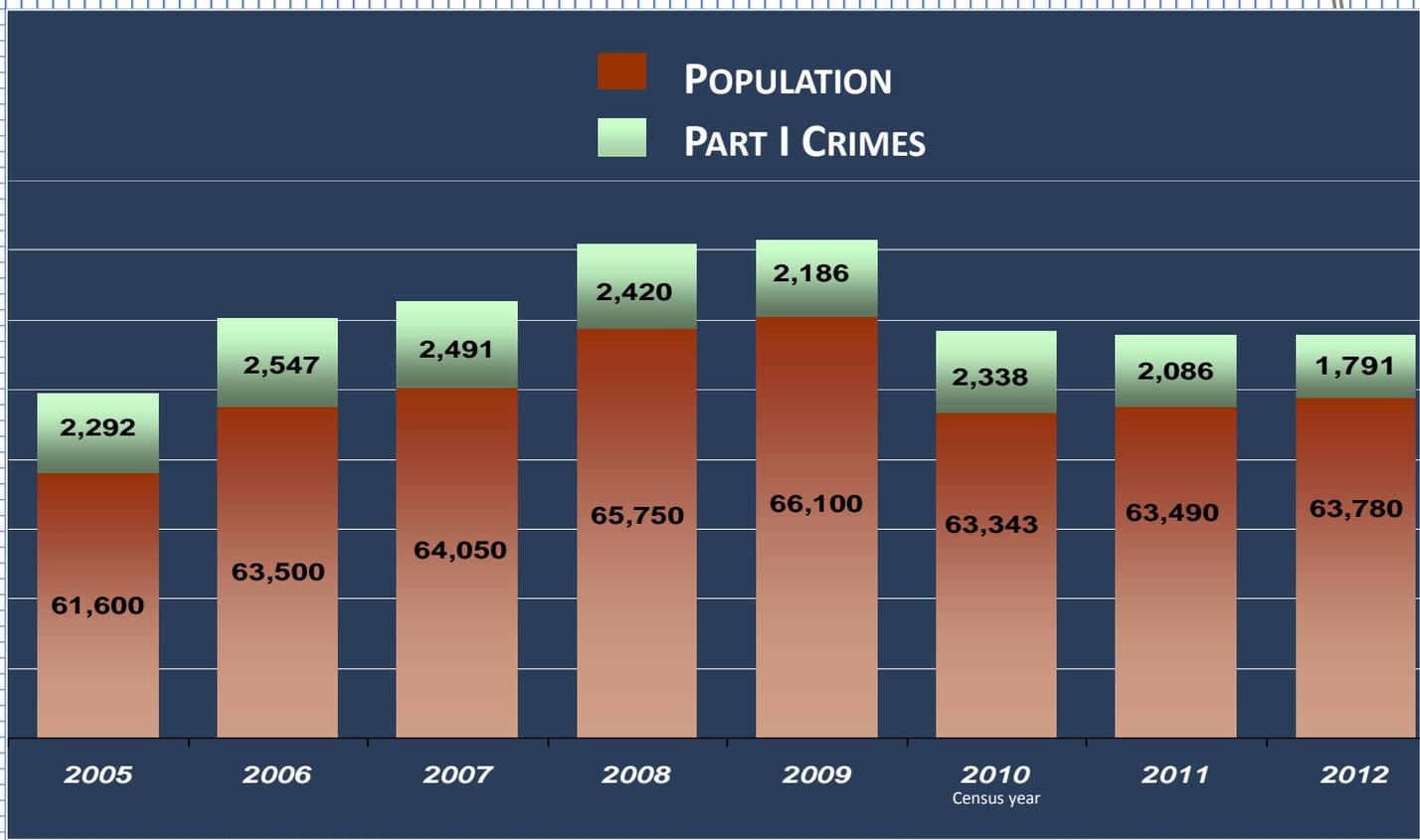


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FBI UNIFORM PART I CRIME REPORT (TWO-YEAR COMPARISON)

<u>TYPE OF OFFENSE</u>	<u>2012</u>	<u>2011</u>	<u>DEC/INC</u>	<u>% OF CHANGE</u>
HOMICIDE	1	0	1	100.0
THEFT	1,234	1,419	-185	-13.0
BURGLARY	307	372	-65	-17.5
AUTO THEFT	82	92	-10	-10.9
AGGRAVATED ASSAULT	125	142	-17	-12.0
ROBBERY	23	33	-10	-30.3
RAPE	19	28	-9	-32.2
TOTAL	1,791	2,086	-295	-14.2

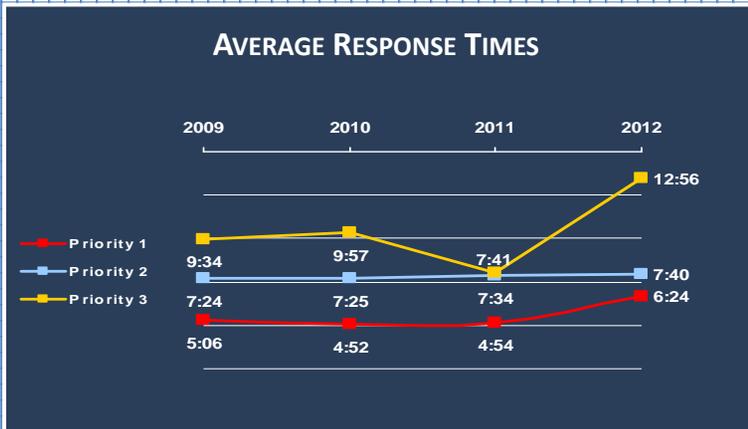
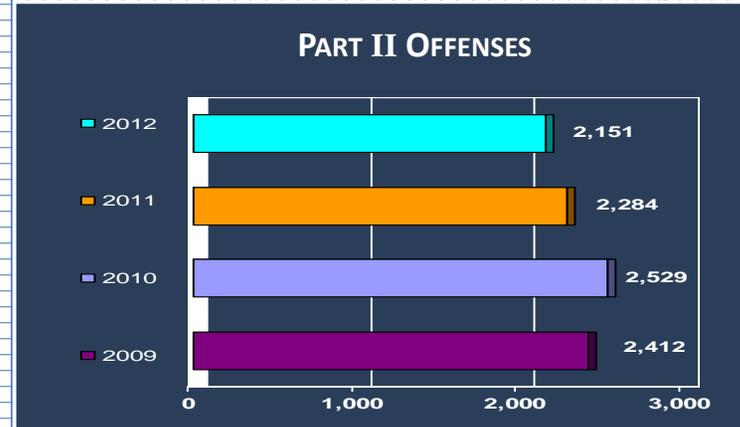
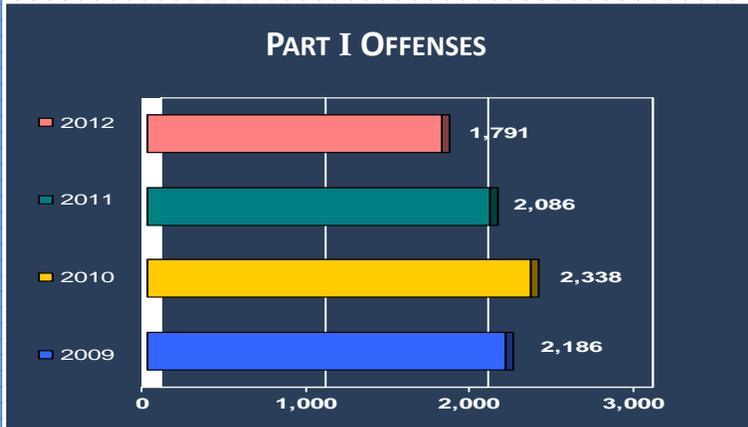
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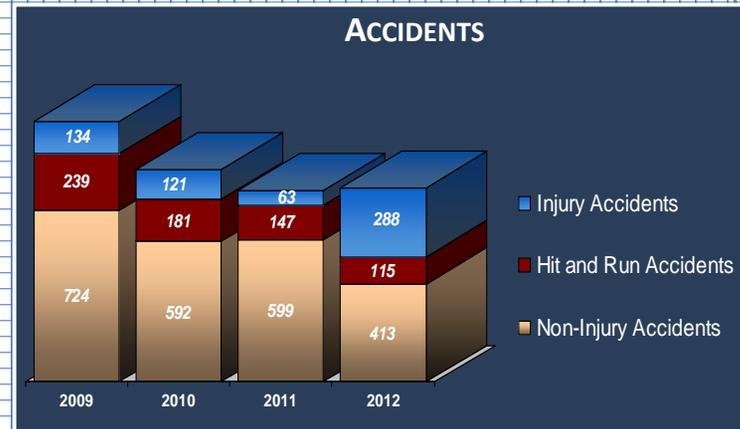
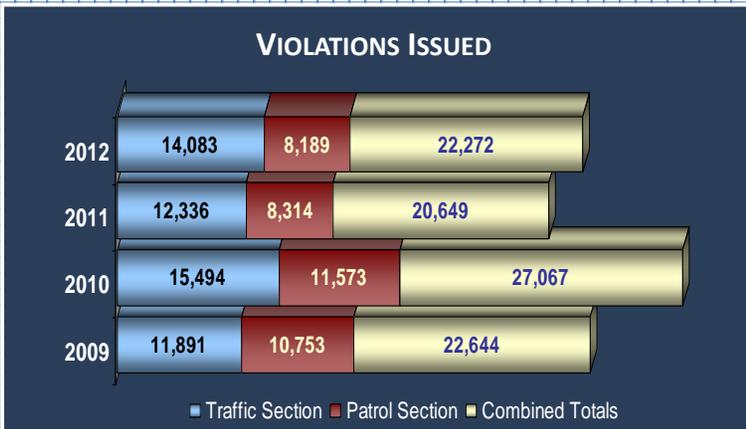
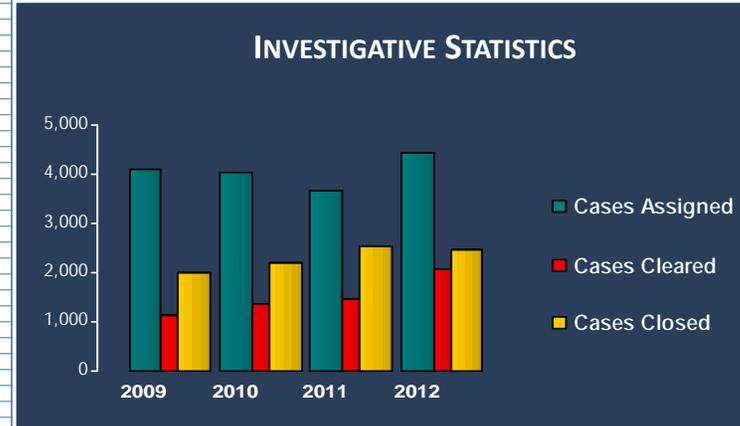
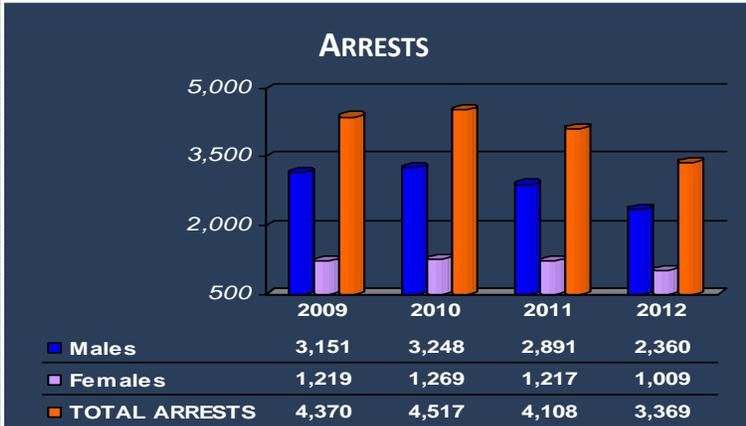
STATISTICAL DATA



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STATISTICAL DATA



STATISTICAL DATA

In 2011, the North Richland Hills Police Department received "Recognized" Status from the Texas Police Chiefs Association Foundation's Best Practices Recognition Program.

An agency that has been awarded "Recognized" status has undertaken a careful review of its policies, procedures, equipment, facilities, and operations and has then requested an outside review to prove their compliance with 164 Best Practices for Texas Law Enforcement. These Best Practices were carefully developed by Texas law enforcement professionals around the state to assist fellow agencies in the efficient and effective delivery of service. The practices cover critical issues such as officer training, patrol and investigative operations, property and evidence management, pursuits, use of force, and protection of citizen rights.

This recognition process assures the City Council, City Management and citizens that the North Richland Hills Police Department is operating under current Best Practices of Law Enforcement. Of the more than 2,000 police departments in the state, only 51 – or less than three percent – have achieved this recognition.

The members of the North Richland Hills Police Department embody the very best of what the law enforcement profession represents and seek to provide an unparalleled level of commitment and dedication to the community we serve.

NORTH RICHLAND HILLS POLICE DEPARTMENT

