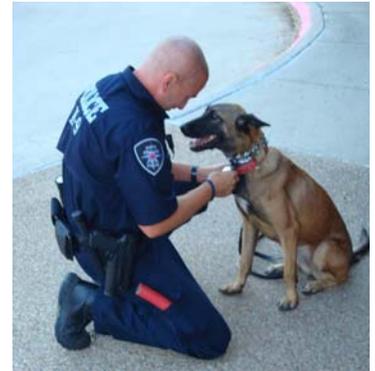


NORTH
RICHLAND

HILLS
POLICE

2013 ANNUAL REPORT



SERVICE HONOR INTEGRITY

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Mission Statement

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 Philosophies

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.

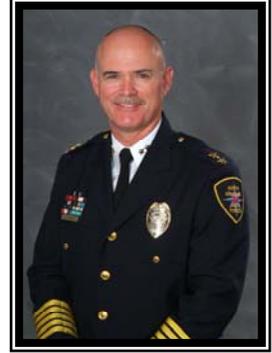
We are dedicated to preserving the goals and values that make North Richland Hills the "City of Choice."

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Message from the Chief

As the journey continues for our department, a brief look back at 2013 provides many opportunities to highlight the exceptional work done by the men and women of our organization. This annual report will give you an overview of these efforts and some of the milestones we achieved. It was another year that was filled with the high expectations that we could live out our mission of working in a partnership with our community. But this credo is not limited to the citizens we serve but also to our surrounding communities and the agencies that represent them. We feel a special bond with our sister cities and believe we share a belief in providing exceptional service at all levels.



We join the agencies representing the cities of Haltom City, Richland Hills and Watauga in congratulating all of our employees for being recognized by the International Association of Chiefs of Police with the Webber Seavey award. Given each year to highlight programs that demonstrate exceptional performance, we were all proud that our shared communications and detention program was recognized during its first full year of operation. This program serves each community very well and has brought our agencies closer together and allows us to provide even better service than any of us could do alone. My thanks to all of the employees and to the leadership of each agency for believing in our shared vision and doing the hard work required for such outstanding results.

We are accountable to each other and to the community we serve and we expect ethical, legal and moral behavior in all aspects of our lives. These words are a part of the North Richland Hills Police Department organizational philosophies. They are more than words but represent a core belief that we hold each other up to the highest standards and will accept nothing than the very best from each and every member of the organization. This core belief has been emblazoned on our vehicles in the three simple words: Service, Honor, Integrity. They are there to remind us of what we believe and what is expected of us every day we serve.

I am very proud of the members of our department and for all they do to serve our citizens. I join them in thanking you, our community, for all of your support. We never take it for granted and remain committed to our vision of providing an atmosphere where people feel safe and secure. The future is bright for our community and are glad to be approaching this future with you.

A handwritten signature in black ink, appearing to read "Jimmy Reiche". The signature is fluid and cursive.

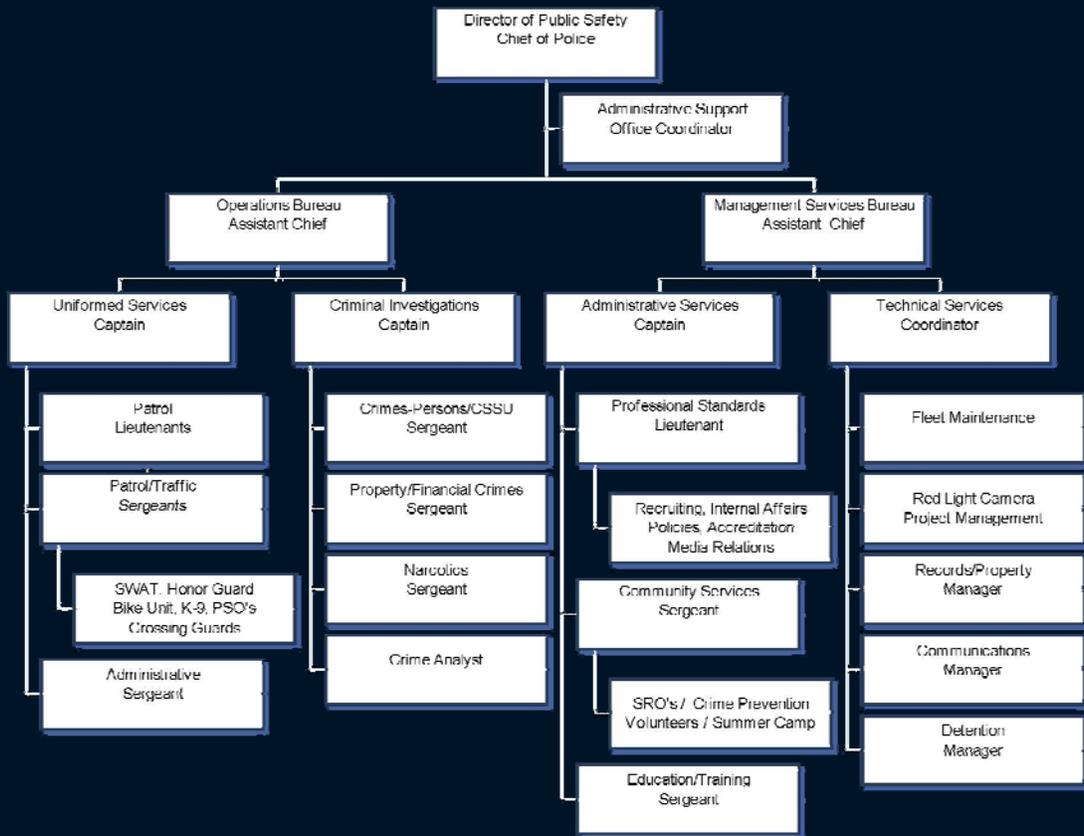
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The Department



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 of Police.



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Department Highlights

Jointly sponsored by IACP and Motorola, the Webber Seavey Award is presented annually to agencies and departments worldwide in recognition for promoting a standard of excellence that exemplifies law enforcement's contribution and dedication to the quality of life in local communities. This program helps law enforcement agencies worldwide and the communities they serve by redefining the concept of law enforcement and how it is routinely performed. The award is named for Webber S. Seavey, the IACP's first president, and the awards ceremony is held during the International Association of Chiefs of Police annual conference.



The North Richland Hills Police Department's "Communications and Detention Facility Shared Services Program" was selected as one of the Top 25 Programs for the 2013 Webber Seavey Award. The presentation of this award was October 21, 2013 in Philadelphia.

The Webber Seavey Award bears significance that extends far beyond the prestige of winning. The program is designed to raise the standard of quality in law enforcement, to share information on successful police projects, and to bring team members within law enforcement agencies together in an interactive problem-solving process. Winning projects are documented and made available to agencies worldwide through a series of special publications - promoting the exchange of ideas and the sharing of information throughout the entire law enforcement community. These innovative programs serve as a blueprint to help others develop and strengthen their agencies to make their communities safer.

Meet Unit 8992 – a John Deere XUV 825i – otherwise known as Gator 1. This small, but powerful, utility vehicle is designed to allow maneuverability in areas where a full-size vehicle cannot and it offers quick and easy transport as well as positive citizen interaction. This newest addition to the police department's fleet will be a valuable tool to deploy at City events and on occasions when easy navigation and up close observation by on-scene command personnel is desired.



In September 2013, police volunteers created a new design for two decommissioned police cruisers dedicated to the department's **Volunteers In Police Service Program — VIPs**. One of the major aspects of the VIPs program is to enhance the efficiency and visibility of the volunteers who provide patrol functions for the department. To set the volunteer units apart from police patrol vehicles, a new color scheme and graphics package was added to their cars. Certain criteria were identified as a guideline during the developmental phase. The final design utilized the colors incorporated into all police department marked vehicles and utilized the NRH star emblem as well.

Management Services Bureau



The Management Services Bureau is under the command of Assistant Chief Mike Hamlin. This Bureau 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 and 64 full-time civilian personnel.

The Administrative Services 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. Additionally, the Division oversees the Community Services Section, Professional Standards, and the Training Section.

Crime prevention and community relations are the top priorities of the Community Services Section. This section also provides community outreach, partnership, and interaction through the administration of programs such as:

- ◆ School Resource Officers
- ◆ Crime Victim Liaison Assistance
- ◆ Volunteers in Police Service
- ◆ Citizen's Police Academy and Citizen's Police Academy Association Alumni
- ◆ Neighborhood CrimeWatch and Crime-Free Multi Housing
- ◆ Community Resource Assistance
- ◆ Youth Summer Camp
- ◆ Heroes and Helpers



A new program in 2012, Heroes and Helpers is a unique opportunity for our Police Officers and Firefighters to give back. Many times emergency personnel contact people during a negative time in their lives. The impact on a child is a significant one and not always are we viewed as the Hero. To reverse negative influences and reinforce positive ones, the NRH Police and Firefighters offer a one-on-one shopping experience with any child whose life has been affected by crime or fire. The children are selected by our Crime Victims Liaison Team from all four of the cities they serve and are asked to join us at our local Target Store. Each child met Santa and selected their very own Officer or Firefighter to walk with them as they selected a gift donated by Target and the local Lions Club. In the 2013 Holiday Season, we were blessed to provide over 60 children

with this experience. Helping the community stay safe has always been the primary goal of public safety, but being able to help in other ways is a very satisfying role for the men and women who wear the police and firefighter uniform.

Since hitting the streets in their blue volunteer patrol units, the 31 specially trained North Richland Hills police volunteers have made a big impact. NRH police volunteers average over 30 hours a month per person with ages ranging from 45 to 79. Since the VIPS' inception in 2007 they have contributed over 28,000 volunteer hours dedicated to helping the North Richland Hills Police Department provide better service to the community. The VIPS assist the police in securing a safer environment for all who live, work and visit the City of North Richland Hills. While using their resources as an extra set of "eyes and ears," volunteers are able to work with police officers and citizens in the community to help keep crime down.



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Management Services Bureau

The Professional Standards Section ensures optimum department staffing and the highest quality of service delivery by providing the best qualified candidates for police employment. The Police Agency Combined Testing or P.A.C.T. is the testing device that is used to establish a list of qualified applicants. The six participating cities of P.A.C.T. – Euless, Hurst, Keller, Southlake, Colleyville and North Richland Hills – have joined forces to recruit the most qualified police officer applicants. This combined testing provides one test with multiple opportunities to become a police officer. North Richland Hills conducted over 70 employment backgrounds and hired 15 employees in 2013.



Professional Standards' staff also maintain positive working relationships with the media by remaining accessible, visible, and delivering appropriate responses in a timely manner. In 2013, the Public Information Officer directed over 400 media contacts.



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. Professional Standards monitors this program ensuring department compliance.

The Training Section coordinates and delivers advanced, continued training opportunities and professional development of all department personnel. Efforts to conduct personnel development include annual weapons qualifications, a 40 hour in-service class, maintaining all licenses required or issued by the State of Texas, and roll-call training. In the fall of 2013, the North Richland Hills Police Department introduced a new departmental fitness program. Under the direction of the Training Section, this new program is managed by a fitness program leader and instructed by four voluntary law enforcement fitness specialists. Each has completed the law enforcement training specialist program at the Cooper Institute in addition to other training. Participation for sworn personnel is required and all non-sworn personnel are encouraged to participate. Multiple research studies have demonstrated that personal health and fitness programs contribute to increased employee morale and productivity.



The Crime Victim's Liaison Program is tasked with public awareness of domestic violence issues focusing on an aggressive public campaign to educate our communities on domestic violence issues and the impact on families. The Crime Victim's Liaison teaches informative and awareness sessions to the partner cities' Citizen Police Academies and attends public safety forums and community events whenever possible, speaking to women about domestic violence issues and the resources available to them. Since its inception in 2009, the program has served over 2,500 victims. The inclusion of citizen volunteers in the Crime Victim's Liaison Program has also become a vital component of the program. A Family Resource Coordinator works to develop a wide range of resource connections in the community which can be shared with families who need services in specific areas and don't know where to turn for help. By providing awareness and safety plan information, we hope to reduce the occurrences of domestic violence within our communities.



Management Services Bureau

Oversight of the police fleet and related equipment in coordination with the city's Equipment Services as well as management of the Red Light Camera Program are responsibilities of the Technical Services Division. Within this Division, the following four sections provide the necessary civilian support functions that are vital to the successful day-to-day operation of the police department.



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 public safety services — police, fire, ambulance, and emergency equipment. This section provides accurate statistical information for administrative use, along with working closely and effectively with all personnel in the police, fire and city departments, as well as outside agencies.

The Detention Services Section provides the detention, control and care of all prisoners in the jail facility. Prisoners are booked in accordance with accepted procedures and held until appropriate terms of release are satisfied. An average of 19 new prisoners are booked in daily in the detention facility, and over 27,000 prisoner meals are served annually. This section is also responsible for proper recording and testing of suspected DWI violators through the department's State Certified Intoxilyzer Program.



After years of preparation, an agreement between the cities of North Richland Hills, Watauga, Haltom City and Richland Hills to share these two services became fully implemented in 2012. The Communications and Detention Facility Shared Services Program 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. The City of North Richland Hills serves as the host agency for these shared services.



The Property Management Section orders and manages the inventory and issuance of all police equipment department-wide. The section provides the storage, safekeeping and disposal of all evidence and found or confiscated property taken in by police personnel. All property is coded, logged in and stored until its legal release, auction or destruction. This Section maintains all the records critical to the proper handling of evidence along with documents required for the ultimate disposal of all property under its care, custody and control.

The Records Section serves as the record liaison for the public, the State and the FBI. This section is responsible for:

- ◆ Processing and retaining all police department records
- ◆ Managing the automated records reporting system
- ◆ Maintaining the record scanning program for archived record retrieval
- ◆ Responding to open records requests, and
- ◆ Providing citizen assistance via telephone or in person.



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Operations Bureau



The Operations Bureau is under the command of Assistant Chief Mike Young 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: Bicycle Patrol, Honor Guard, K-9, Public Service Officers, and Special Weapons and Tactical Team.

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 while working with citizens in a preventive approach to problems within the community. The 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.



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. Public Service Officers also help facilitate the Beat Management Program by working closely with members of the public and the district officers to

solve problems. The Public Service Officers are also charged with the deployment and maintenance of the SkyWatch observation tower.



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. Upon completion of the program's first year, the unit deployed on 145 assist calls and seized over 80 lbs. of illegal drugs. This program offers a highly effective resource in helping to fight the crime against drugs within our community and surrounding areas.

Operations Bureau

The Traffic Section is tasked with enforcement of the traffic laws throughout the city, including city ordinances regulating traffic and parking violations.



This section conducts follow-up investigations on hit and run cases, works special city events, and also responds to traffic complaints in congested areas, dangerous locations and as called upon by citizens within the community. Assigned to the Traffic Section are 17 school crossing guards who work all the crossing guard posts throughout the city. A new program with the Traffic Section in 2011, the Commercial Vehicle Enforcement (CVE) Program



is charged with keeping our roadways safe for all motorists by monitoring and inspecting the commercial vehicles that utilize these same roadways for transporting goods and services. The CVE Program focuses directly on traffic safety issues that have the greatest potential to harm our citizens by hazardous spills, traffic fatalities, and the degradation of city infrastructure.

The new configuration of the Criminal Investigations Division has been structured to improve efficiency and service capabilities. 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. As a component of Beat Management, the general assignment detectives serve as district liaisons for all beat officers. 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 juvenile offenders and crimes against children. The Property Crimes Section investigates property-related offenses including auto theft, burglary and theft. Detectives perform follow-up investigations such as recovery of stolen property and arrest of fugitives. The detectives in the Financial Crimes Unit focus specialized resources in the following areas:

- ◆ Fraud Investigations
- ◆ Credit Card Abuse
- ◆ Organized Crime Investigations
- ◆ Embezzlement
- ◆ Asset Forfeiture

The two specialized units within the Division are the Crime Scene Search Unit and the Special Investigations Unit. The Special Investigations Unit investigates narcotic offenses in North Richland Hills 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.

Specialized Units



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.). The unit will provide their specialized service to the community and will assist surrounding communities, if requested. Their duties include performing hostage rescues and counter-terrorism operations, 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.

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.

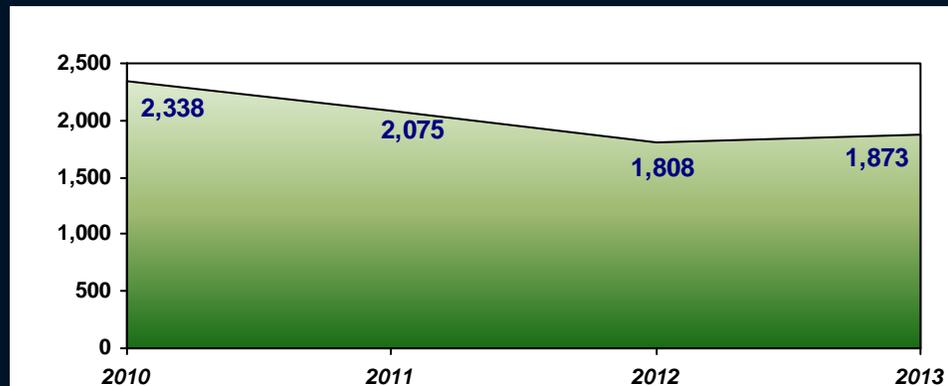
Comparative Statistics

FBI Uniform Part I Crime Report (Two-Year Comparison)

<u>Type of Offense</u>	<u>2013</u>	<u>2012</u>	<u>Dec/Inc</u>	<u>%</u>
Homicide	1	1	0	0%
Theft	1,320	1,222	98	8%
Burglary	285	341	-56	-16%
Auto Theft	89	79	10	13%
Aggravated Assault	109	124	-15	-12%
Robbery	38	22	16	73%
Rape	31	19	12	63%
TOTAL	1,873	1,808	65	4%

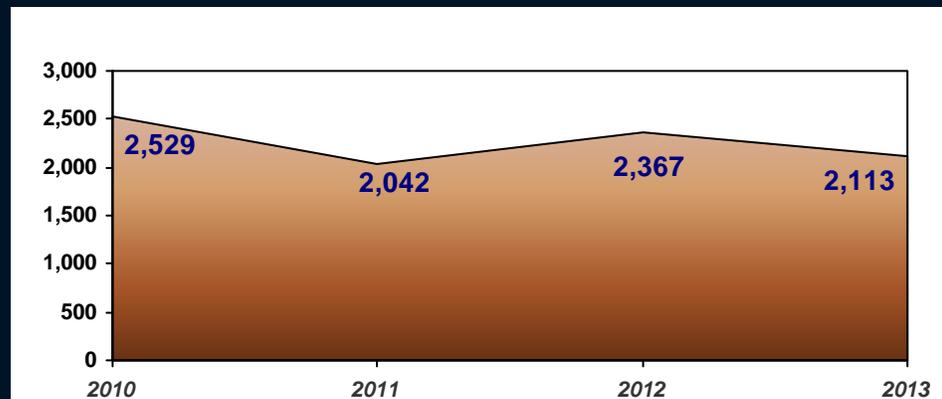
Part I Offenses

Homicide, Rape, Robbery, Aggravated Assault,
Burglary, Theft, Vehicle Theft



Part II Offenses

Vandalism, Forgery/Fraud, Narcotics, Weapons,
Sex Offenses, Simple Assaults

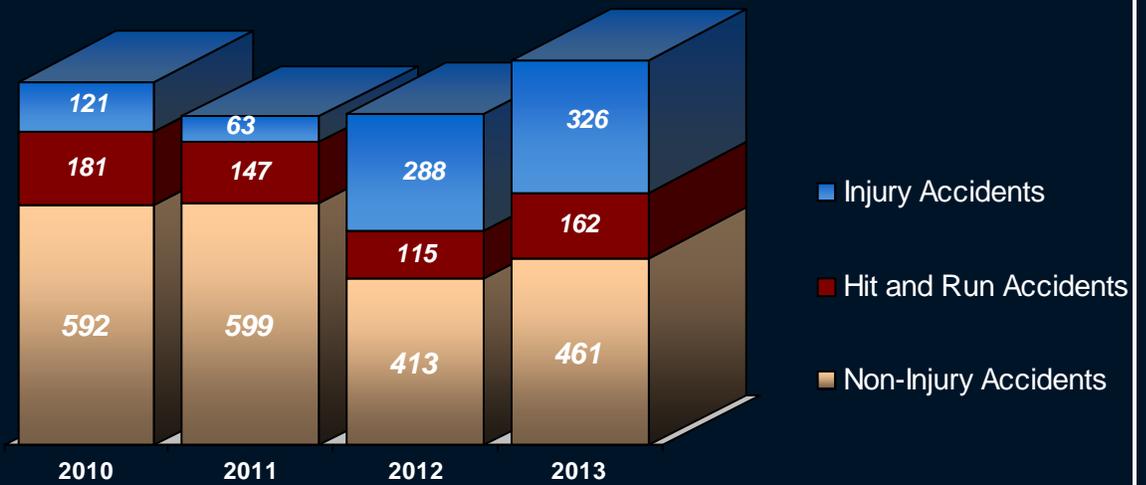


Comparative Statistics

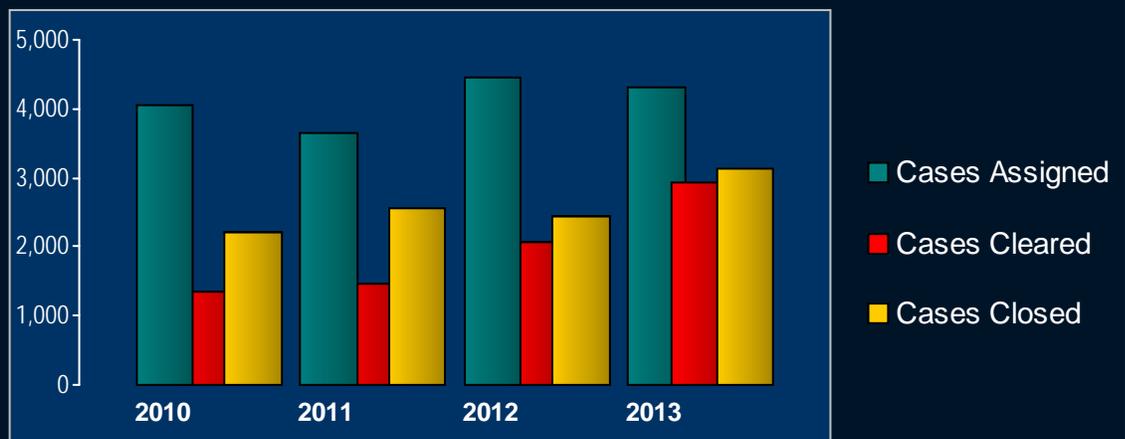
Average Response Times



MOTOR VEHICLE ACCIDENTS

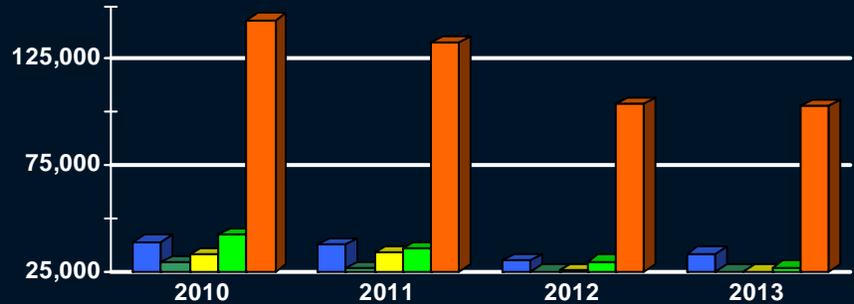


INVESTIGATIONS



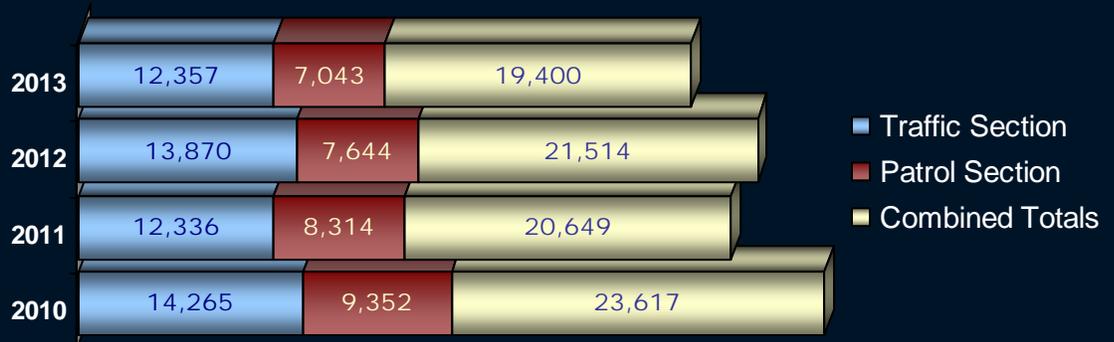
Comparative Statistics

CALLS FOR SERVICE

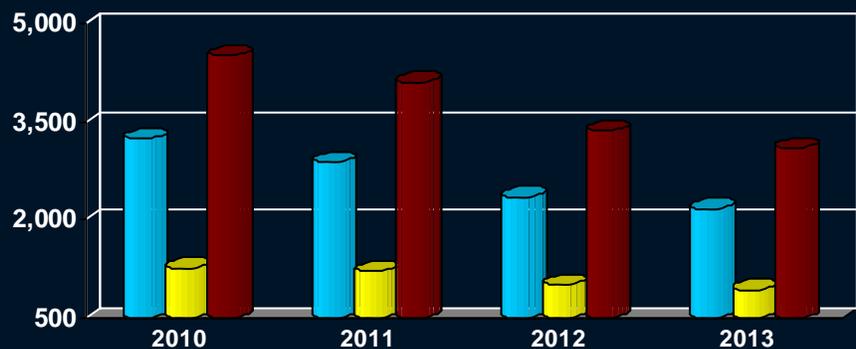


All Units	39,015	37,668	30,351	33,248
Other Field Activity	29,205	26,184	18,308	18,371
Assist Units	33,186	33,680	25,524	24,570
Traffic Stops	42,113	35,479	29,517	26,691
Total Activity	143,519	133,011	103,700	102,880

VIOLATIONS ISSUED



ADULT ARRESTS



Males	3,248	2,891	2,360	2,170
Females	1,269	1,217	1,009	931
TOTAL ARRESTS	4,517	4,108	3,369	3,101

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City of North Richland Hills



City officials and community members broke ground for the new North Richland Hills City Hall on Friday, April 5, 2013. The new facility will consolidate City Hall, Public Safety and Municipal Court services into a single location, streamlining service delivery to our taxpayers and addressing the needs of the community for generations to come.

The new City Hall will be located on a portion of the old North Hills Mall property off Boulevard 26. The facility is being designed by Brinkley Sargent Architects and Balfour Beatty Construction has been selected as the construction manager for the project. Sustainable design measures will be incorporated into the facility to take full advantage of new technology and increase operational efficiencies. A new road — City Point Drive — will be constructed to provide access to the new City Hall. A unique one-acre public plaza named City Point Plaza will be located in front of City Hall. It will be used for public events and holiday gatherings and will support proposed commercial activity planned adjacent to City Hall.

Construction of utility lines and other infrastructure began in the Fall of 2013. The project is estimated to be complete in 2015.