



2014 ANNUAL REPORT

NORTH RICHLAND HILLS POLICE DEPARTMENT

SERVICE ★ HONOR ★ INTEGRITY



During this past year, the North Richland Hills Police Department has been actively pursuing excellence in our mission of working in a partnership with our citizens to maintain a safe and peaceful community. This annual report will give you an overview of these successful efforts and some of the milestones we achieved. I am thankful for this opportunity to highlight the exceptional work done by the men and women of our organization.

We experienced a 7% drop in Part I crimes for 2014 when compared to the previous year and a 5% drop in Part II crimes. These accomplishments occurred while our overall calls for service remained relatively flat and our response times decreased despite the challenges posed by the North Tarrant Express construction project.

Our commitment to excellence in all police services was demonstrated through several key actions and recognitions we received during 2014. The International Association of Chiefs of Police honored two of our service programs with a distinction in excellence. The North Richland Hills Volunteers in Police Services program and the Crime Victim Liaison Joint Program were awarded this outstanding achievement for having best demonstrated innovative, effective practices and services to its community. My thanks to each of these groups for believing in our shared vision and doing the hard work required for such outstanding results.

We eagerly await moving into our new facility in early 2016. The new North Richland Hills City Hall complex 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 reflection for our City.

I am very proud of the members of our department and for all they do to serve our citizens. It is my honor to work alongside them, and we remain committed to our vision of providing an atmosphere where people feel safe and secure.

Jimmy Perdue
Chief of Police



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.

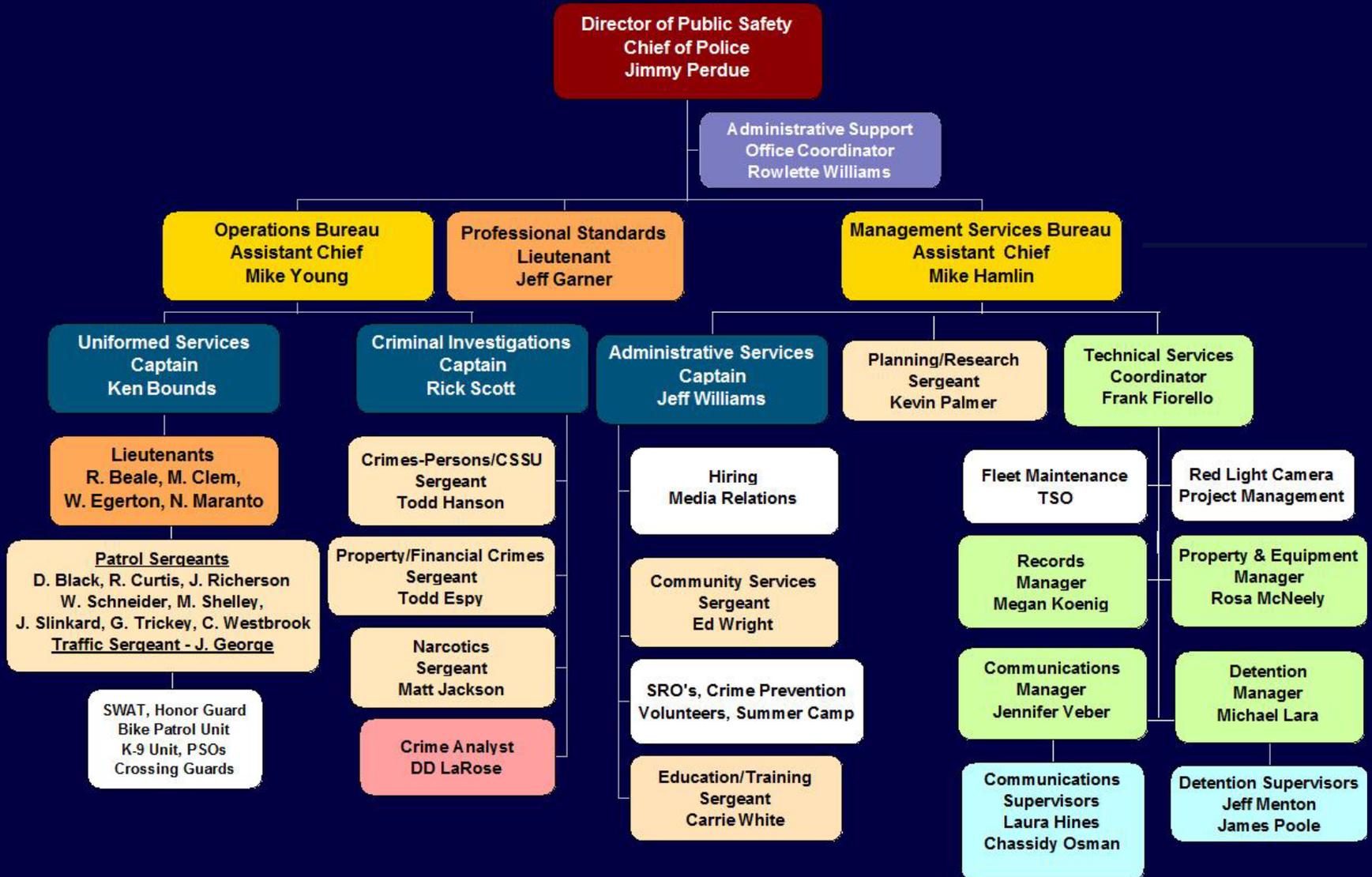
We endorse the principles embodied in our Constitution. We respect and protect the rights of all citizens, and we endeavor to ensure the safety, security and protection of life and property.

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."

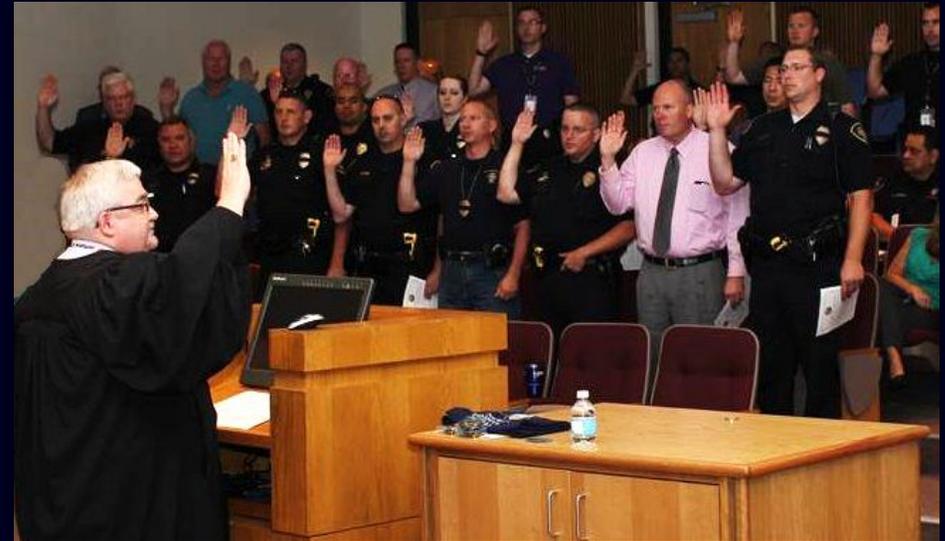




During National Police Week, the North Richland Hills Police Department held two official ceremonies to issue all the department's police officers a new badge. After many years of thought and research, the decision was made to change the badge design to one that was individually created and unique to the North Richland Hills Police Department. Through the hard work and tireless efforts of an employee badge design committee, the new badge represents both the agency and the community it serves and is an individual reflection of both.

The badge is 3 ½ inches tall with a large lone star as its centerpiece. The star is silver in color for police officers and gold for police supervisory personnel. The NRH logo is prominently displayed in the center of the star. The officer's rank is engraved in black lettering along the top of the badge. Each officer's unique identification number is centered in the outline of the State of Texas.

In honoring those that have paid the ultimate sacrifice in the line of duty for the safety and protection of others, the North Richland Hills Police Officers reaffirmed their commitment to the highest standards of ethics and integrity in all police services while preserving the rights and security of all citizens.





The IACP Outstanding Achievement in Law Enforcement Volunteer Programs awards volunteer programs that demonstrate innovative, effective practices for augmenting sworn or civilian staff and/or improving service delivery to their communities. This prestigious award recognizes excellence in leadership through the implementation of an effective, high-quality volunteer program that successfully integrates volunteers into overall organizational operations and administration and to institutionalize the theories and practices of the Volunteer in Police Service Program.

In 2014, the North Richland Hills Police Department Volunteers in Police Service Program (VIPS) was named one of the two top programs in the nation. Chief Jimmy Perdue and the program leaders – Eric Younkin, Barbara Fallon, and Tom Barry – were honored at an awards reception during the IACP Annual Conference in Orlando on October 25, 2014.

Agencies were evaluated based on the following criteria:

- The development and ability to sustain an effective volunteer program
- Innovative and effective program development and implementation
- Creative and effective use of volunteers
- Demonstration by the leadership in promoting volunteerism in the law enforcement agency
- The development of an effective and sustainable program infrastructure
- The ability to recruit, train and maintain volunteers
- The acceptance and integration of volunteers into the agency’s operations and administration

Volunteers have an enormous impact on their communities by being leaders and information sources for other citizens about issues or events in the city. Volunteers provide assistance in the gap that exists between the police department and the citizens which is integral to our philosophy of community policing. When our VIPS Program was launched in 2007, it was designed to improve both our efficiency and effectiveness in serving our community. Since that time, their involvement, the value in their work, and their individual skills and talents has enhanced the effectiveness of our agency in so many levels. The Volunteers in Police Service Program has its roots in the USA Freedom Corps initiative, which followed the September 11 attacks. Citizen Corps was created in 2002 to help coordinate volunteer activities to make communities safer, stronger, and better prepared to respond to any emergency situation. It provides opportunities for people to participate in a range of measures to make their families, their homes, and their communities safer from the threat of crime, terrorism, and disasters of all kinds.





The IACP Excellence in Victim Services Award recognizes law enforcement agencies that demonstrate excellence in providing innovative service to crime victims by successfully integrating current best practices of enhanced victim response into all facets of their organizations. The award recognizes agencies that best exemplify an organizational philosophy of placing victims at the center of their problem-solving efforts, utilizing effective partnerships, training methods and performance monitoring tools to enhance response to victims of crime. The Crime Victim's Liaison Joint Program received the 2014 award on October 27th at the 2014 IACP Annual Conference in Orlando.

In 2009, the cities of Richland Hills, North Richland Hills, and Watauga – with Haltom City added in 2013 – entered into a regionalized crime victim liaison project with one crime victim liaison working as a team with police officers providing a myriad of services including emergency housing for domestic violence victims, counseling, child care and briefings with officers. Since establishing the program, over 800 persons have received some form of victim's services and over 50 outreach programs have been conducted within the four jurisdictions.

The Crime Victim's Liaison Joint Program is tasked with:

- assisting victims in receiving needed state and community services
- public awareness of domestic violence issues
- educating our communities on domestic violence issues and the impact on families
- developing resource connections in the community which can be shared with families who need services in specific areas
- teaching informative and awareness sessions to the partner cities' Citizen Police Academies
- attending public safety forums and community events speaking about domestic violence issues and available resources

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 assists in developing 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. As the populations of the partner cities continue to grow, the Crime Victim's Liaison Joint Program will be able to provide the highest level of victim services through the inclusion of a highly dedicated volunteer staff.

The Crime Victim's Liaison Joint Program is a collaboration that not only surpasses all state-mandated activities, but educates the public and law enforcement alike on the perils of being a victim of crime. By utilizing a community approach, law enforcement is able to extend this restorative function to our crime victims by embracing and empowering them to act. We hope to help speed their overall recovery by demonstrating to victims that law enforcement and the community care about their safety and wellbeing.





The Management Services Bureau, under the command of an Assistant Chief, is staffed by one captain, two sergeants, seven police officers, one civilian division coordinator and 64 full-time civilian personnel. This Bureau is responsible for coordinating the activities of the Administrative Services Division and the Technical Services Division.

The Administrative Services Division oversees the Community Services Section, Recruiting, Media Relations and the Training Section. Additionally, this Division manages state and federal awarded grants. Charitable outlets and grant funding sources are sought after to build new service programs and to supplement police resources not otherwise available to the department.

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 Alumni
- Neighborhood CrimeWatch and Crime-Free Multi Housing
- Community Resource Assistance
- Youth Summer Camp
- Heroes and Helpers



The holiday program, 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 a 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 meets Santa and selects their very own Officer or Firefighter to walk with them as they select a gift donated by Target and the local Lions Club. Since the inception of the program in 2012, over 150 children have been provided this shopping 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. The reward of brightening a child's holiday season makes this a very worthy cause for the City of North Richland Hills.





The Technical Services Division is organized into four sections — Records, Communications, Detention Services, and Property and Evidence. These sections provide the necessary civilian support functions that are vital to the successful day-to-day operation of the police department. Management of the Red Light Camera Program is also a responsibility of the Technical Services Division.

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.



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 the shared services partner cities.



The Communications Center is equipped with modular workstations that provide a hydraulic component allowing individual dispatchers to move monitors and keyboards into a personally desired sitting or standing position, creating a more efficient work environment while reducing fatigue.



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.

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 police fleet and related equipment are maintained in coordination with the city's Equipment Services Department.





The Operations Bureau, under the command of an Assistant Chief, is staffed by two captains, four lieutenants, 12 sergeants, 78 police officers, and 25 civilian personnel. This bureau is responsible for coordinating the activities of the Uniformed Services and Criminal Investigations Divisions. 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 (SWAT). 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 .

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.



Officers assigned to the Bicycle Patrol Unit 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 SWAT unit provides their specialized service to the community. 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.

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 Criminal Investigations Division, Detectives 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 detectives in the Financial Crimes Unit focus specialized resources in fraud investigations, credit card abuse, organized crime, embezzlement and asset forfeiture.

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.



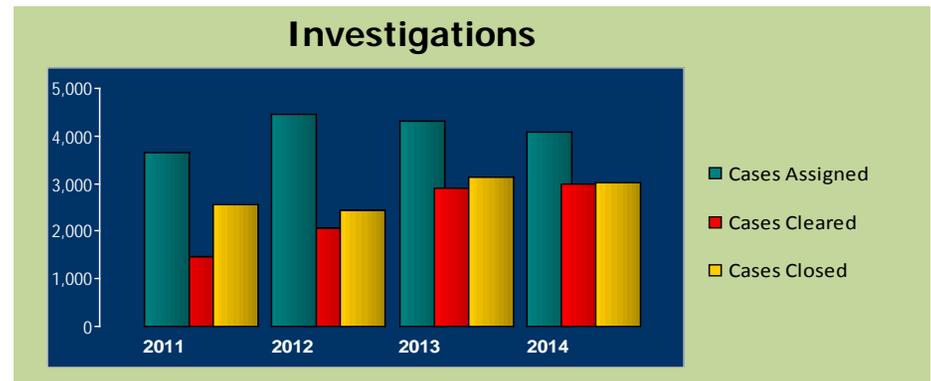
The two specialized units within the Division are the Crime Scene Search Unit and the Special Investigations Unit.

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



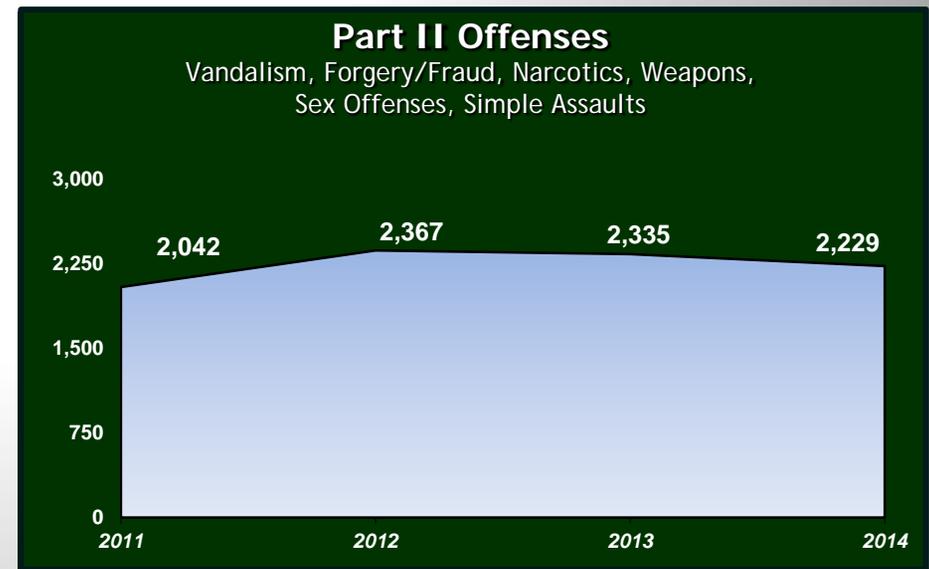
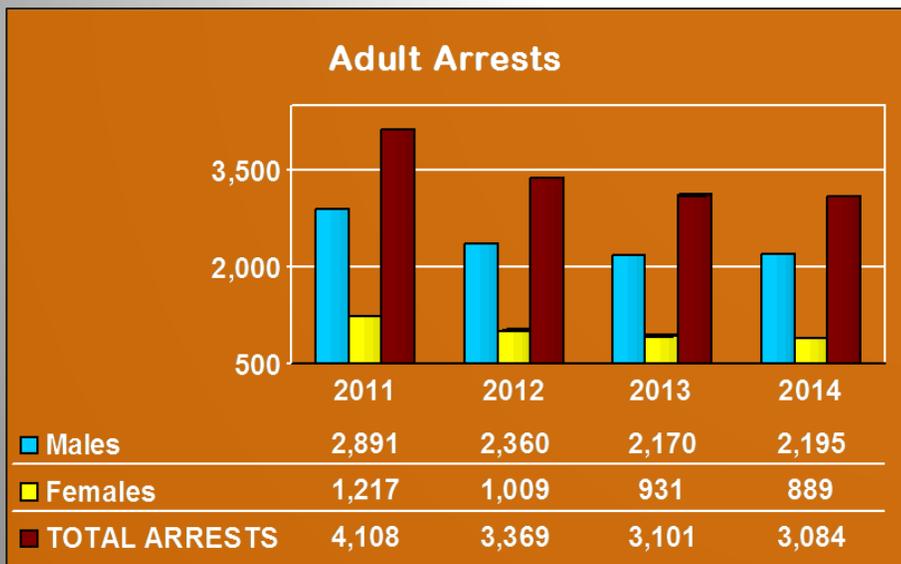
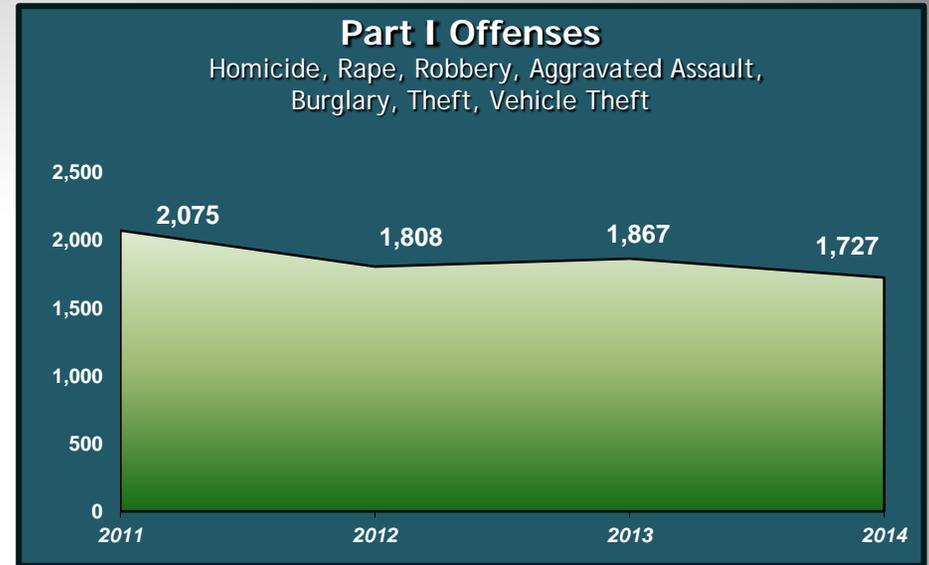
cooperative and coordinated drug enforcement efforts drawing from the expertise of state and local law enforcement.

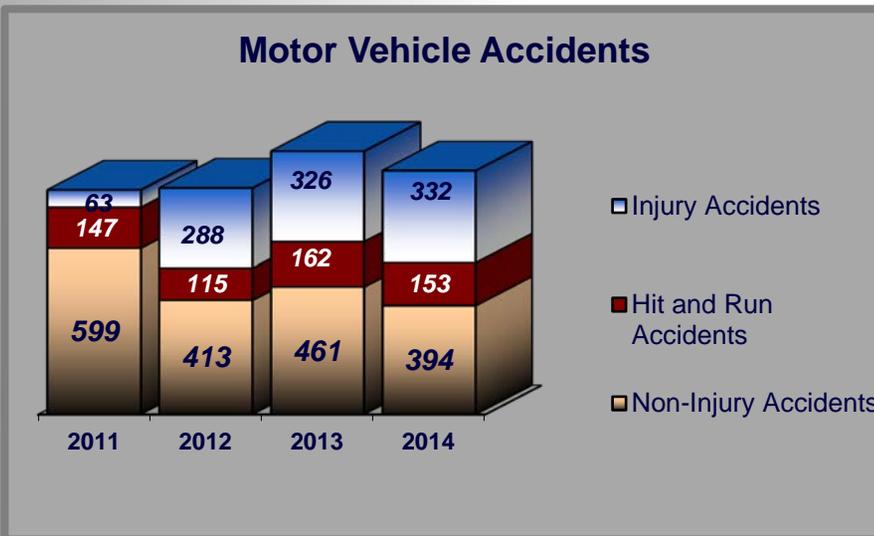
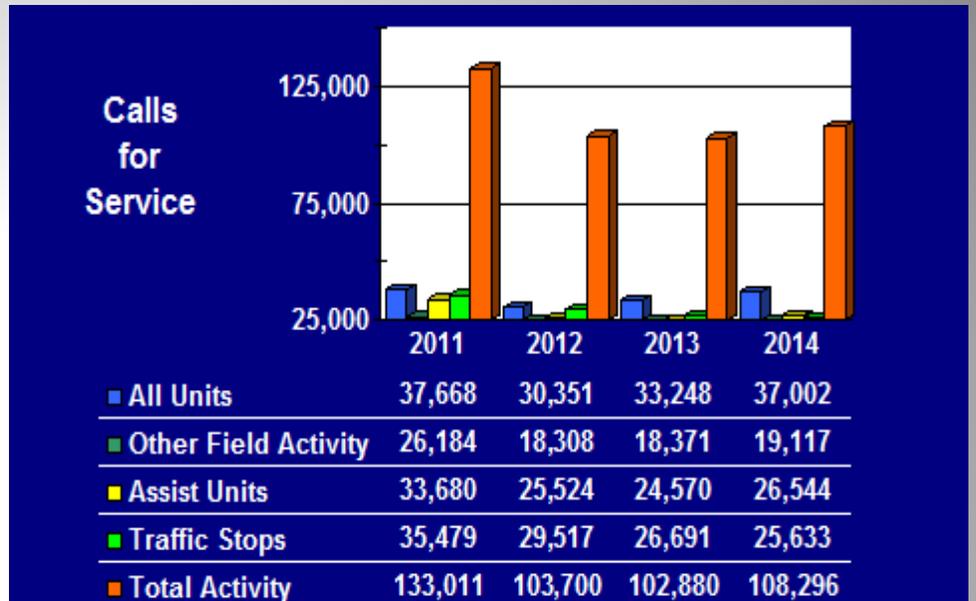
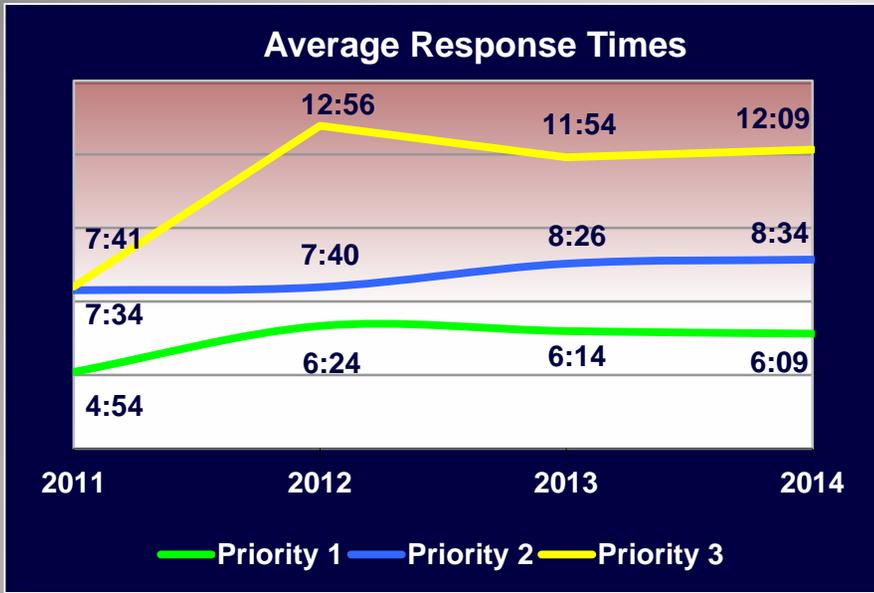
The Crime Scene Search Unit collects and processes evidence from NRH crime scenes including murder, criminal mischief, burglary, robbery, forgery and assaults. This unit also supervises the multi-agency Automated Fingerprint Identification System . Crime Analysis is a law enforcement function involving 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.





<u>Type of Offense</u>	<u>2014</u>	<u>2013</u>	<u>Dec/Inc</u>	<u>%</u>
Homicide	0	1	-1	-100.0%
Theft	1,246	1,320	-74	-5.6%
Burglary	261	284	-23	-8.1%
Auto Theft	79	84	-5	-6.0%
Aggravated Assault	86	109	-23	-21.1%
Robbery	29	38	-9	-23.7%
Rape	26	31	-5	-16.1%
TOTAL	1,727	1,867	-140	-7.5%







The 31st annual National Night Out was celebrated in a big way in North Richland Hills. There was an even larger citizen turnout than previous years, validating that our mission to have a partnership with our community is succeeding. All personnel involved spanned out across the city to meet with members of the community allowing the citizens to interact with their police officers in a positive setting.



First responders were recognized by both the Texas Rangers Baseball Club and the Dallas Cowboys in appreciation of their public service and heroism. Both events honored fallen first responders who made the ultimate sacrifice in the line of duty, and paid tribute to area police officers and firefighters for their ongoing contributions to the community.



The North Richland Hills Police Department joined with communities from across the nation in observance of October as Domestic Violence Awareness Month. In the lobby of the police department the “Red Lady” statuettes stood as a solemn reminder and a silent witness to the effects of Domestic Violence and the toll it takes on families across the nation. Each “Red Lady” represented a specific individual from our community that lost their life during a tragic “Domestic Violence” incident. Also during the month of October, police patrol units displayed a Domestic Violence Awareness purple ribbon vehicle magnet, Police Officers wore a purple ribbon on their uniform shirt, and members of the NRH Police Department wore purple t-shirts conveying the message “Silence Hides Domestic Violence.” The message is simple, if you are a victim of domestic violence, your voice does not have to go unheard.



April 2013



June 2014



September 2014



December 2014



December 2015



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 is located on a portion of the old North Hills Mall property off Boulevard 26. The facility was designed by Brinkley Sargent Architects and Balfour Beatty Construction is the construction manager for the project. Sustainable design measures have been incorporated into the facility to take full advantage of new technology and to increase operational efficiencies. A new road — City Point Drive — has been 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. The project is estimated to be complete in 2015.