



2015

Annual Report



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.

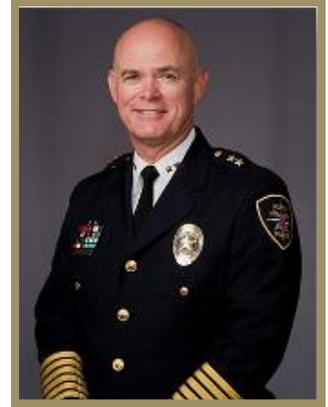
We strive to maintain the highest quality of life for all that reside within and visit our community.

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."

2015 Annual Report

Message from the Chief



2015 was a difficult time in law enforcement as events across the country pushed our profession to the forefront of an ongoing debate about the proper role of the Police in a free society. More than ever, we received a huge outpouring of encouragement from our citizens. I receive emails, phone calls and letters each day to say thank you for a particular act of kindness or just to show appreciation for the job we do. We talk a lot about service to our community, and I am thankful for the professionalism, compassion, empathy and personal integrity the men and women of this department bring to their job every day. This annual report highlights their exceptional work and will give you an overview of some of the milestones we achieved.

True community policing relies on building partnerships with those the police serve so as to better identify problems and to develop and evaluate an effective response. Working in this partnership, we introduced several new programs in 2015.

- ◇ The UNIDOS Program is designed to act as a resource center for Spanish speaking residents and to provide assistance in areas of importance to them. This outreach program offers a two-way communication between the Police Department and the Hispanic community and promotes trust between the Police and those we serve.
- ◇ Chaplains working in specialized industries are not a new concept. In fact, police, fire, and military chaplains have lived and worked among those dedicated to sacrificial public service for ages. Several years ago we recognized the need for an active, organized chaplaincy program. In August 2015, the Police Department saw its long-awaited, highly anticipated Chaplaincy Program become a reality further strengthening our ability to serve. The program's purpose is to provide counseling, spiritual guidance, and other emotional support to all members of the Department and their families and, when requested, to interact with members of the public during a response to critical or traumatic incidents.
- ◇ Today's social media has become an invaluable tool for police departments around the country. There are many benefits of having a department-monitored social media presence. It can keep the general public in the loop day in and day out, it can be used as part of a public information strategy, and it helps to humanize the officers. Facebook and Twitter are new channels of communication that allow us to demonstrate what the department is doing and highlight efforts that may be routinely overlooked by traditional media outlets.

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 grateful to our citizens 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 community. They embody the very best of what the law enforcement profession represents and continue to be committed to the principles and values contained in our Department's Vision and Mission statement. It remains my honor to represent them and the work they perform.

A handwritten signature in black ink that reads "Jimmy Perdue". The signature is fluid and cursive.

Jimmy Perdue
Chief of Police



Our Organization



**Director of Public Safety
Chief of Police
Jimmy Perdue**

**Administrative Support
Office Coordinator
Rowlette Williams**

**Operations Bureau
Assistant Chief
Mike Young**

**Professional Standards
Lieutenant
Jeff Garner**

**Management Services Bureau
Assistant Chief
Rick Scott**

**Uniformed Services
Captain
Jeff Williams**

**Criminal Investigations
Captain
Matt Clem**

**Administrative Services
Captain
Ken Bounds**

**Planning/Research
Sergeant
Kevin Palmer**

**Technical Services
Coordinator
Frank Fiorello**

**Lieutenants
R. Beale, W. Egerton,
N. Maranto, C. White**

**Crimes-Persons/CSSU
Sergeant
Todd Hanson**

**Hiring
Media Relations**

**Red Light Camera
Project Management**

**Patrol Sergeants
M. Allen, D. Black, R. Curtis,
J. Richerson, W. Schneider,
J. Slinkard, G. Trickey, C. Westbrook
Traffic Sergeant - J. George**

**Property/Financial Crimes
Sergeant
Todd Espy**

**Community Services
Sergeant
Ed Wright**

**Records
Manager
Megan Koenig**

**Property & Equipment
Manager
Rosa McNeely**

**SWAT, Honor Guard
Bike Patrol Unit
K-9 Unit, PSOs
Crossing Guards**

**Narcotics
Sergeant
Matt Jackson**

**SRO's, Crime Prevention
Volunteers, Summer Camp**

**Communications
Manager
Jennifer Veber**

**Detention
Manager
Michael Lara**

**Crime Analyst
DD LaRose**

**Education/Training
Sergeant
Michael Shelley**

**Communications
Supervisors
Brandy Cassidy
Laura Hines
Chassidy Osman**

**Detention Supervisors
Jeff Menton
James Poole**



New in 2015



SOCIAL MEDIA

In 2015, the North Richland Hills Police Department officially announced the launch of its Twitter account (NRH Police@NRHPD) and Facebook page (North Richland Hills PD). These online networking mediums have become a very popular means to share news and interact directly with the community and will play a significant role in advancing the police department's mission to work in partnership with the community we serve.



IN-HOUSE FALSE ALARM PROGRAM

Law enforcement personnel respond to thousands of false alarm calls yearly. These unnecessary responses result in an enormous burden in manpower and expense, which in turn, reduces the time available to respond to real emergencies. In 2014, the outsourcing of the billing of alarm fees was determined to no longer be the most viable option for the City. The decision was made for the police department to manage, maintain and facilitate the billing system in-house for all alarm permits and false alarm fees.

UNIDOS is a community program geared toward improving the quality of life for Spanish-speaking residents. This is accomplished by providing assistance in areas of relevance to the Hispanic Community and focusing on being a resource center to meet the needs of residents whose first language is Spanish. Over 100 Hispanic citizens attended the Department's first meeting in July.



NEIGHBORHOOD EYES Many NRH business owners and residents currently operate security video systems at their businesses and/or homes. If a crime occurs nearby, they are not always aware that their system may have captured information helpful in solving the crime. Likewise, the police are also not always aware who may have this potentially vital information. Through the Neighborhood Eyes program, detectives are able to instantly know where registered participants have camera systems with security video recordings that may aid in an investigation. Business owners and residents are encouraged to register the location and capabilities of their camera with the police.

COURTESY PATROL VEHICLE

Freeway congestion resultant from non-recurrent events (crash, stalled vehicle, flat tire) can be quickly mitigated, provided the right equipment is available. The Police Department applied for and received grant funding to purchase a Courtesy Patrol Vehicle to be utilized on the multi-jurisdictional patrol route along Northeast Loop 820, SH 121, and SH 183 encompassing the cities of North Richland Hills, Haltom City, Hurst, and Richland Hills. The Courtesy Patrol Vehicle is equipped as an authorized emergency response vehicle capable of responding with flashing lights and siren to facilitate rapid responses to critical incidents.



CHAPLAINCY PROGRAM



The North Richland Hills Police Department's Chaplaincy Program creates a partnership with various faith-based leaders in the community for the provision of counseling, spiritual guidance, and other emotional support to persons in need. Chaplains of all faiths assist members of the Department, their families and loved ones, incarcerated persons, and other members of the public on a professional level by making themselves immediately available as trained and caring professionals who can assist during times of loss, confusion, depression, or grief to those who desire such support.

Police Administration



The North Richland Hills Police Department employs 108 sworn officers who provide police services to a community of more than 66,000 residents. In addition, 77 full-time and 16 part-time civilian personnel 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 providing the overall leadership and management of the Police Department. The Chief of Police ensures the highest level of professionalism in all police services responsive to the concerns and expectations of the community. The Department's two bureaus – Operations and Management Services – are each commanded by an Assistant Chief.

The Office of the Chief is staffed by both sworn and non-sworn personnel and is directly responsible for budget preparation and management, strategic planning and research, professional standards, personnel and payroll administration, social media communications, and the false alarm program administration.

The Professional Standards Unit provides necessary investigations and inspections to ensure personnel compliance with departmental policies. Additionally, Professional Standards monitors the Best Practices Recognition Program ensuring continued department compliance with performance related standards. 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.

The Planning and Research section is another component of the Office of the Chief. The responsibilities of the Section include policy development and analysis through research of developing issues, program evaluation, and strategic planning and research to support the long and short-term goals of the Department.

Support elements in police administration include preparation, management and analysis of the overall department's operating budget as well as the processing and coordination of department personnel and payroll activities, and administration of the in-house billing system for all alarm permits and false alarm fees.

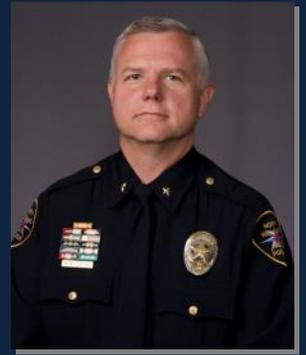
In 2015, the North Richland Hills Police Department launched a new type of communication technology—online networking through social media. Social media is a tool for communication that has become an integral part of daily life for people of all ages. Law enforcement agencies, like many other types of organizations, are finding ways to use social media to disseminate information to the public. Communicating with the community in real time through various platforms such as Twitter and Facebook advances our mission to work in partnership with the community we serve.

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

Operations Bureau



The Operations Bureau, under the command of Assistant Chief Mike Young, 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.



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.

Public Service Officers are civilian employees in the police department who complete 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 neighborhood concerns and overall police services to the community. Public Service Officers work closely with citizens and the beat officers helping to address problems within the community.



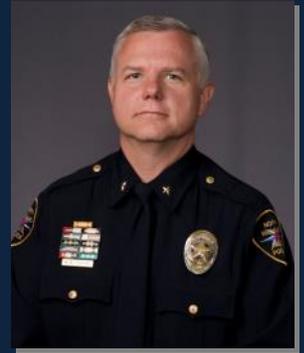
The contemporary concept in policing – referred to as Beat Management – extends the commitment by our police officers to best serve our community while also forming a partnership with our citizens. District assignments create a familiarity between the beat officer and the community served. The officers 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. Dedicated Patrol Beat Assignments create more familiarity for the officers with the unique qualities that exist throughout the individual neighborhoods.



Operations Bureau



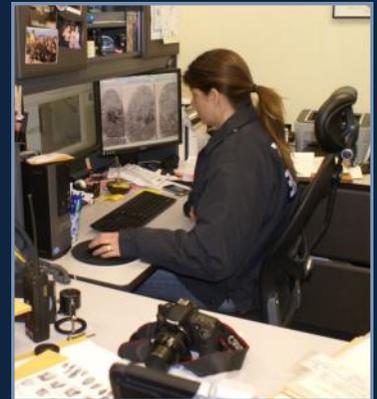
In the Criminal Investigations Division, Detectives receive general training in all aspects of criminal investigation as well as specialized training in areas that are specific to each detective. As a component of Beat Management, the general assignment detectives serve as district liaisons for all beat 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 and asset forfeiture.



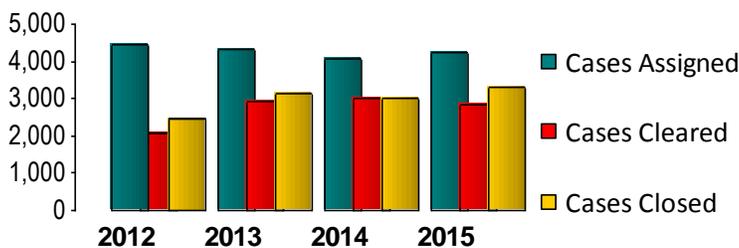
The two specialized units within the Division are the Crime Scene Search Unit and the Special Investigations Unit. The Crime Scene Search Unit collects and processes evidence from NRH crime scenes including murder, criminal mischief, burglary, robbery, forgery and assaults. This unit also supervises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



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.

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.

INVESTIGATIONS



Management Services Bureau



The Management Services Bureau is under the command of Assistant Chief Rick Scott. 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, two sergeants, seven police officers, one civilian division coordinator and 64 full-time civilian personnel.



The Administrative Services Division oversees media relations, hiring, the Training Section, and the Community Services Section. School Resource Officers are charged with the security and primary law enforcement responsibilities in the area schools. The management of awarded state and federal grants is also a responsibility of this division. 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. This section also provides community outreach, partnership, and interaction through the administration of programs such as:

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

The North Richland Hills Police Department launched a new program in 2015 – the UNIDOS Program. This is a community outreach program geared toward improving the quality of life for Spanish-speaking residents. The intent of the UNIDOS Program is to act as a resource center for Spanish-speaking residents and present information and provide assistance in areas of importance to the Hispanic community. The Spanish-speaking community is invited to attend informational meetings that are conducted entirely in Spanish.



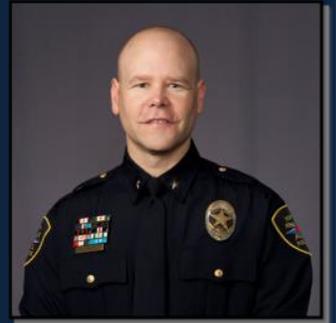
The Crime Victim's Liaison Program is tasked with public awareness of domestic violence issues focusing on an aggressive public campaign to educate our communities on domestic violence issues and the impact on families. The Crime Victim's Liaison teaches informative and awareness sessions to the partner 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. By providing awareness and safety plan information, we hope to reduce the occurrences of domestic violence within our communities.

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. Under the direction of the Training Section, the departmental fitness program is managed by a fitness program leader and instructed by four voluntary law enforcement fitness specialists.

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.



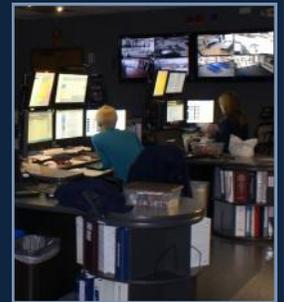
The Communications Section is the public's link to police, fire, ambulance, and City emergency and non-emergency services. The primary responsibility of the Communications Section is to provide citizens with the best possible response to their request for information or the need for public safety services — 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.



Specialty Units



The Bicycle Patrol Unit is an additional facet of the department's proactive approach to law enforcement and service to the community. These officers are heavily involved in community policing projects and various crime prevention programs. The Bicycle Patrol Unit is a visible deterrent to crime and furthers community relations by increasing the police officer's visibility and approachability. They are permitted to conduct routine day and night patrols while on bicycle and are assigned to cover special community events. Bicycle officers can exercise the option to ride throughout the entire year, dependent upon weather conditions and staffing. 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. 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.



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.



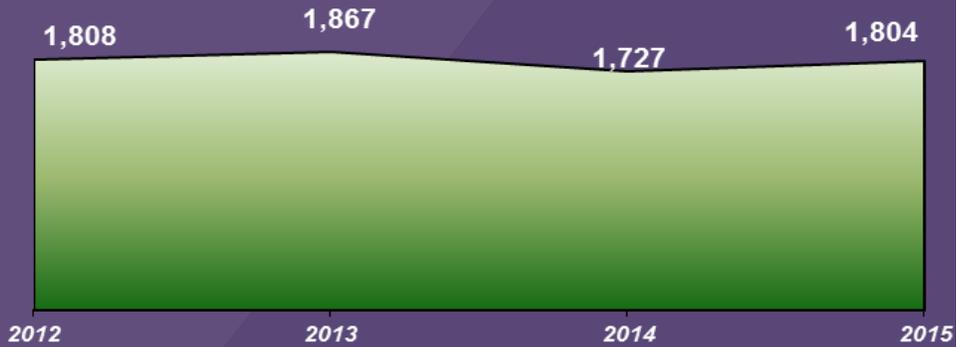
Statistical Data

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

Type of Offense	2015	2014	Dec /Inc	%
Homicide	1	0	1	100%
Theft	1,358	1,246	112	9%
Burglary	225	261	-36	-14%
Auto Theft	87	79	8	10%
Aggravated Assault	66	86	-20	-23%
Robbery	32	29	3	10%
Rape	35	26	9	35%
TOTAL	1,804	1,727	77	4%

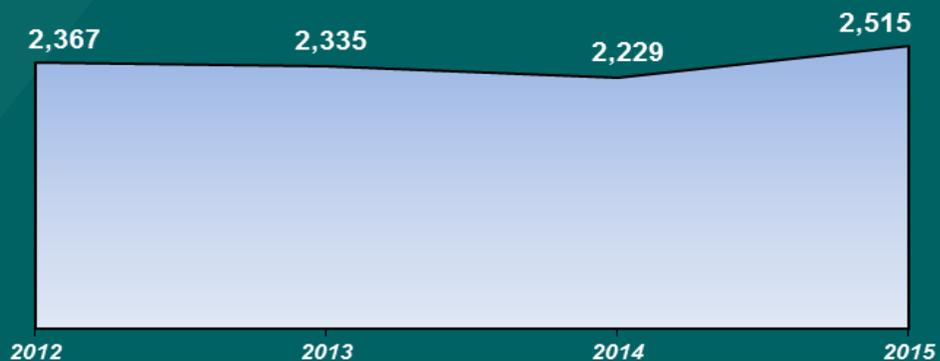
Part I Offenses

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

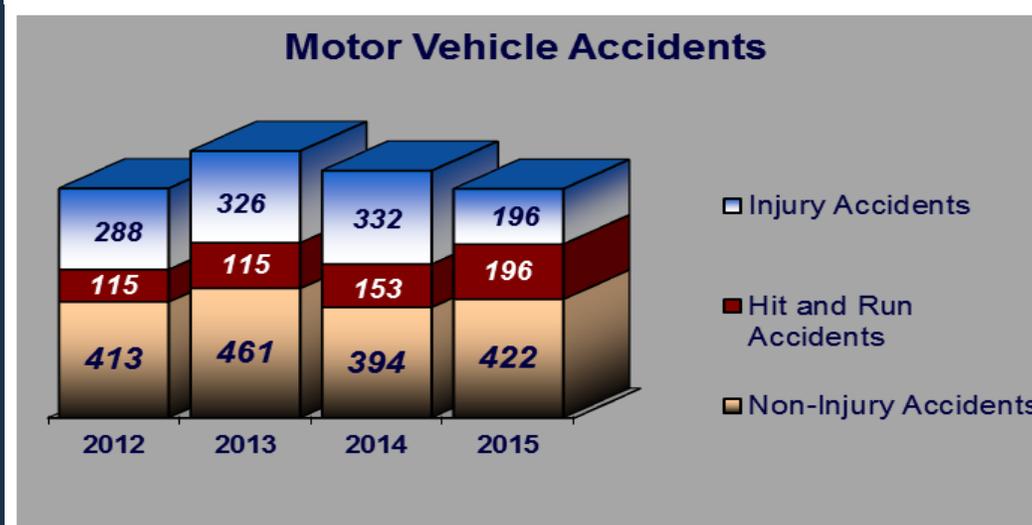
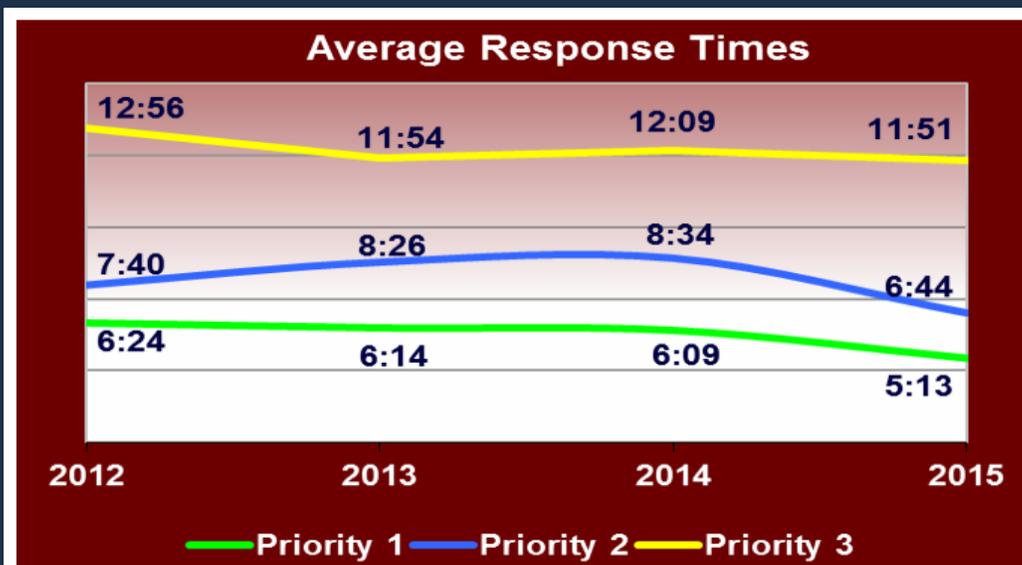


Part II Offenses

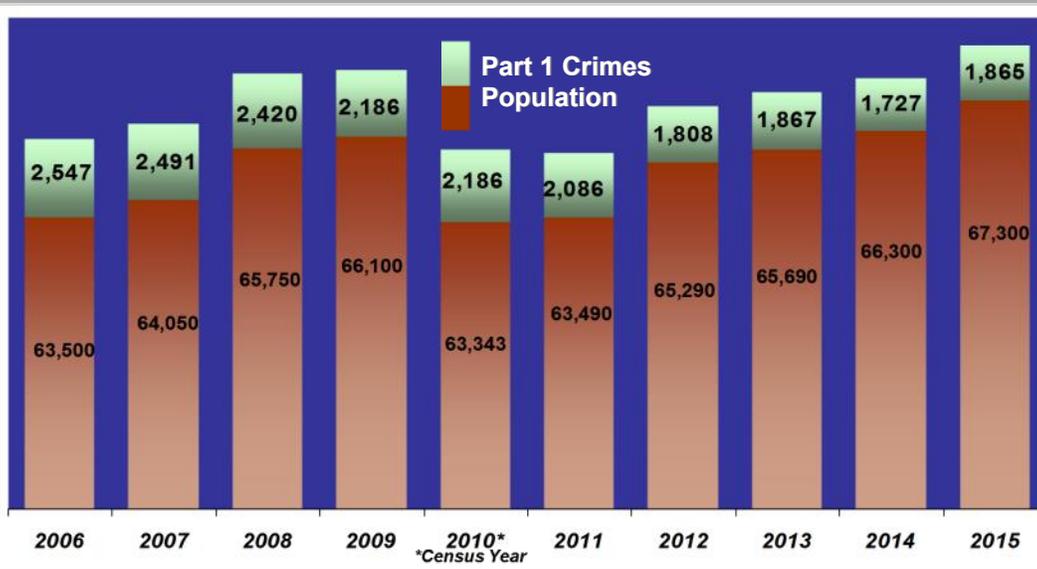
Vandalism, Forgery/Fraud, Narcotics, Weapons,
Sex Offenses, Simple Assaults



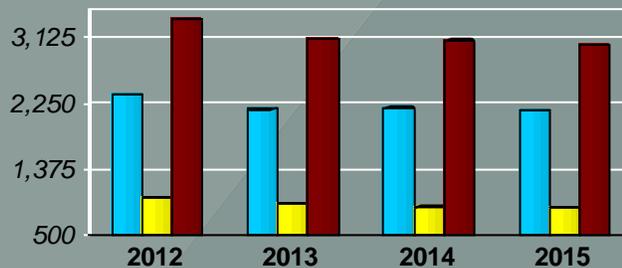
Statistical Data



Statistical Data

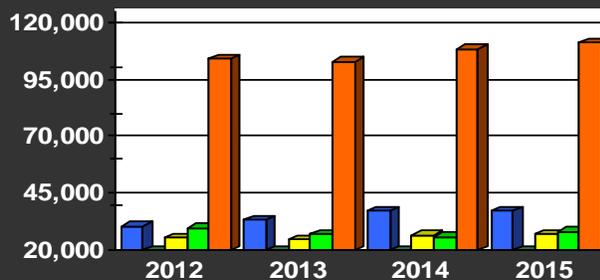


Adult Arrests



■ Males	2,360	2,170	2,195	2,152
■ Females	1,009	931	889	876
■ TOTAL ARRESTS	3,369	3,101	3,084	3,028

Calls for Service



■ All Units	30,351	33,248	37,002	37,352
■ Other Field Activity	18,308	18,371	19,117	18,732
■ Assist Units	25,524	24,570	26,544	26,898
■ Traffic Stops	29,517	26,691	25,633	28,103
■ Total Activity	103,700	102,880	108,296	111,085

Volunteers



One of the strengths of the police department's relationship with our community is the outstanding group of volunteers that assist us in accomplishing our mission. The Citizen's Police Academy is the foundation 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. Over 750 citizens have participated in the CPA since its inception. Many graduates continue to build on this knowledge by joining our Citizens' Police Academy Alumni Association.

The Volunteers in Policing Service Program, known as VIPS, builds on the successful efforts in place throughout the country preventing crime and making communities safer and stronger. VIPS have successfully integrated into every section within the police department by focusing on tasks and duties suited to their abilities and the needs of the department. Demonstrating great initiative in heightening community awareness has made VIPS a household word in our community. 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 50,000 volunteer hours of value-added service to the department and the community. 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. The VIPS assist the police in securing a safer environment for all who live, work and visit the City of North Richland Hills.



BACKING THE BLUE

As a demonstration of solidarity among Texas law enforcement and to mourn the loss of Harris County Sheriff Deputy Darren Goforth, Governor Greg Abbott issued a statewide call on September 4, 2015, to stand with law enforcement in Texas, asking that communities across Texas support the Back the Blue cause for unity and remember the essential role that law enforcement plays in keeping Texas safe and strong.





North Richland Hills City Hall 4301 City Point Drive

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 Wiginton 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. Full occupancy is planned in early 2016.



Artist's Rendering 2013



April 2014



December 2014



June 2015



December 2015