



# *2011 Annual Report*

# North Richland Hills Police Department



Service \* Honor \* Integrity



# North Richland Hills Police Department

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## AGENCY RECOGNITION

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

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



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

Captain Rick Scott who oversaw North Richland Hills' application for recognition said "We have always felt that we had a great department. Now having received recognized status among our peers, we are able to demonstrate this assurance to our city government and the citizens we service."

During the December 12, 2011 City Council Meeting, a certificate of recognition was presented to the North Richland Hills Police Department by Keller Police Chief Mark Hafner, who is Vice-President of the Texas Police Chiefs Association.

Chief Hafner remarked during the presentation, "As a Council, Mayor, and City Manager you can sleep well tonight knowing that your department exceeds expectations."

Chief Perdue accepted the recognition on behalf of the men and women of the police department.



He stated, "This recognition was achieved because of the employees' commitment and devotion to the service of our community. I am very proud of their continued efforts and thank them for their dedication."



# North Richland Hills Police Department

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## Our Vision

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

## Our Mission

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

## Our Philosophy

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

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

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

**Integrity is central to the values we embrace and establishes the foundation for community trust.**

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

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

**Our values guide our work and decisions, help us contribute to the quality of life and promote a positive work experience.**

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

## Our Approaches

- ◆ **Vigorously pursue criminals and those that harm our community.**
- ◆ **Demonstrate proactive, progressive and preventative policing at all levels.**
- ◆ **Maximize the use of technology to achieve effectiveness and efficiency.**
- ◆ **Utilize problem solving techniques to address issues of crime and disorder.**
- ◆ **Foster an organizational culture of integrity and accountability through leadership.**
- ◆ **Invest in the community by promoting cooperation and trust with our citizens.**





# North Richland Hills Police Department

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## Message from the Chief

Our mission is to maintain a safe, peaceful community by providing excellence in all police services. During 2011, the members of the North Richland Hills Police Department once again showed their commitment to our mission and helped to create an atmosphere where people feel safe and secure. This annual report is a snapshot of some of these efforts that were accomplished to reach our goals. We are all very proud of the relationship with our community and hope that each of you will find this report informative.



Due to the on-going efforts of both the police department and the community, we experienced a significant reduction in Part I crimes during 2011. Overall there was an 11.2% reduction in the major crime categories when compared to 2010. All eight categories that make up the Part I classification saw reductions and these occurred across the city. My thanks to every member of the police department who strive every day to provide the very best service possible for our community. My appreciation also goes to our dedicated group of volunteers that assist us in our efforts and play a critical role in keeping our operations efficient.

Our department achieved another milestone this year when we were honored by the Texas Police Chiefs Association Foundation as a Recognized Police Agency. This is a rigorous process that compares our policies and practices against 164 standards for Texas police agencies. Less than 3% of the police departments across the State have received this award, and we are very proud of the recognition. Achieving this honor allows us to provide our community a tangible measure of our commitment to the highest ideas of professional law enforcement.

A major part of this philosophy is to keep the organization moving forward, looking for opportunities to maintain our visibility within our city and our region. During the past year, we redesigned our police vehicles to give them a more modern appearance that matched our organizational philosophy. The addition of a SkyWatch® observation tower provides us a platform to monitor targeted areas and can be used during major city events. We also finalized a partnership with our neighboring communities to combine communications and detention services. This long-desired operation will make each organization more efficient and save thousands of dollars for each community. I want to thank the leadership of the Cities of Richland Hills, Watauga, Haltom City and North Richland Hills for believing in our project and demonstrating their confidence in our ability to accomplish the mission.

As each year passes the relationship between the police department and the community we serve grows stronger. I regularly receive notes, letters, emails and phone calls from citizens who want to thank individual employees for an act of kindness or compassion. I am personally very blessed to have the honor of serving the men and women of this department. The entire community should take comfort in the knowledge that they have the finest employees who live out the three words that embody our organization – Service, Honor, Integrity.

*Jimmy Perdue*

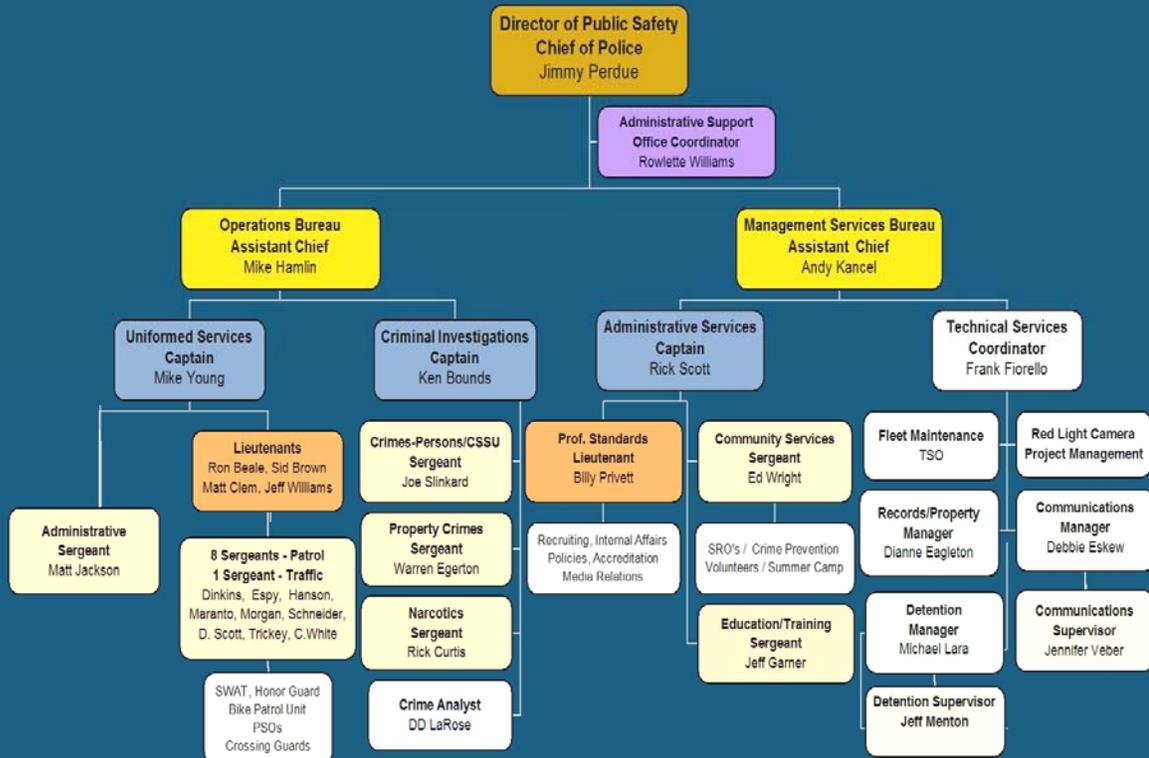




# North Richland Hills Police Department

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## Organizational Chart





# North Richland Hills Police Department

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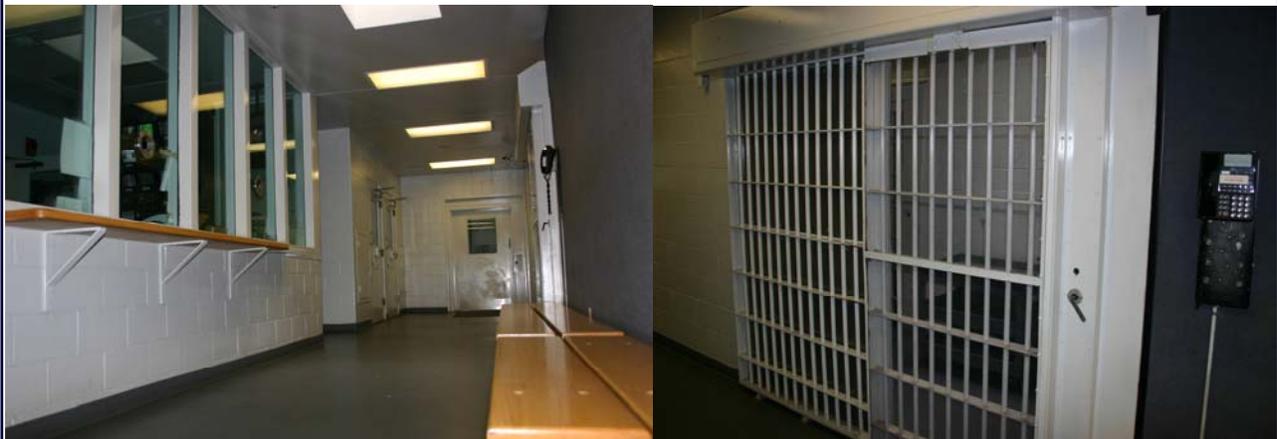
## Joint Detention Facility



As early as 1991, city leaders in Haltom City, North Richland Hills, Richland Hills and Watauga examined the possibility of sharing services as a cost cutting as well as service delivery improvement concept. In 2007, the Cities of Keller and Southlake merged dispatch and jail services later to be joined by Colleyville. The success of this partnership as well as others in the region prompted the Chiefs of Police for Haltom City, North Richland Hills, Richland Hills and Watauga to revisit the concept with specific emphasis on Public Safety Communication and Detention Services. An examination revealed there were financial incentives to be realized by eliminating unnecessary redundancies, compressing excess capacity in physical facilities and personnel. As the project gained momentum with inclusion of the associated fire departments, a rough draft of the program was developed with North Richland Hills acting as the host agency for sharing these services. North Richland Hills Police Chief, Jimmy Perdue, made presentations to the other cities' elected officials and received strong encouragement to formalize the program and prepare estimates of the financial impacts.

The timeline for the implementation of this undertaking was developed so as to minimize impact on the public safety operations of each city. On November 14, 2011, the North Richland Hills City Council approved an agreement to consolidate jail and dispatch operations with Haltom City, Richland Hills and Watauga. The agreement will be implemented in two phases. Shared detention services for all four cities began on December 3, 2011 following minor remodeling in the current jail facility and assimilation of additional personnel from the partner cities. All Detention Officers will receive training in jail regulations, departmental regulations, defensive tactics including less-lethal weapons and jail standard operating procedures. Current plans call for joint public safety communications to commence in April 2012 following acquisition of personnel from partner cities.

The consolidation will improve efficiency and cooperation between the cities and save taxpayers' money. Each participating city is expected to save over \$260,000 in annual operating costs over maintaining their own independent equipment and facilities. The consolidated services will be housed at the Police Department in North Richland Hills.





# North Richland Hills Police Department

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## Management Services Bureau

The **Management Services Bureau** is under the command of Assistant Chief Andy Kancel. 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, seven police officers, one civilian division coordinator and 49 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 primary law enforcement responsibilities in the area schools, community outreach, partnership, and interaction through the administration of programs such as:

- Neighborhood Crime Watch
- Citizen's Police Academy
- Crime Victim Liaison
- Crime-Free Multi-Housing
- Volunteers in Police Service
- Community Resource Services



In June 2011, the North Richland Hills Police Department combined forces with the North Richland Hills Fire Department and together hosted the first annual Police and Fire "Hanging with the Heat" summer camp. This camp was geared toward economically disadvantaged adolescents and was presented at no cost to the participants. The target group was boys and girls that had successfully completed the 6<sup>th</sup> or 7<sup>th</sup> grade. The camp was limited to 30 students who attended North Richland Middle, Smithfield Middle, and North Ridge Middle School. The goal of the camp was to enrich and develop the lives of children through positive police officer and firefighter interaction, using team building exercises, sports, and activities.

During the Holiday Season, many families are unable to celebrate or exchange gifts due to financial hardship. The "Santa Cops" and "Shop with a Cop" are two programs that step in to help those families throughout our community. In 2011, these programs brightened the holiday season for 197 children. Helping the community stay safe has always been the primary goal of the police department, but being able to help in other ways is a very satisfying role for the men and women who wear the police uniform.



The **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. Professional Standards' staff also maintain positive working relationships with the media by remaining accessible, visible, and delivering appropriate responses in a timely manner. Internal control and compliance issues are addressed by investigating allegations of misconduct by department employees.

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.





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## Management Services Bureau

The **Technical Services Division** is organized into four sections. **Detention Services, Records, Property and Evidence, and Communications.**

The **Records Section** serves as the North Richland Hills Police Department's official record custodian along with the processing and retention of all police records. This section provides the services necessary to track, file, and efficiently retrieve all police reports for the department by maintaining a record scanning program for all archived records. This section serves as the record liaison for the public, the State and the FBI. Personnel assigned to this service provide assistance to citizens with various needs either face to face or by telephone. They also assist the Patrol Section by taking non-emergency police reports that do not require the presence of a police officer allowing more time to devote to proactive crime reduction activities.



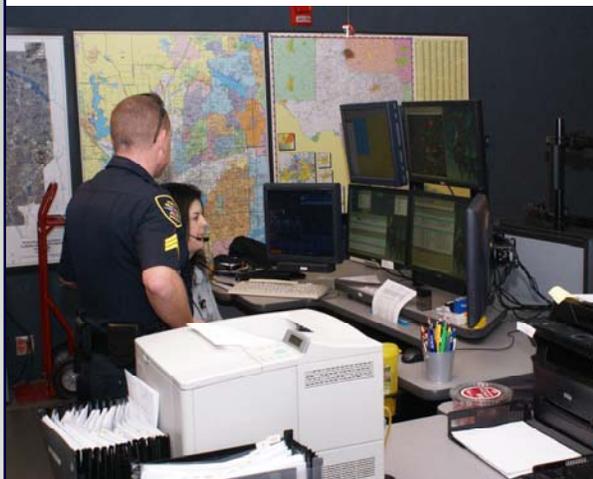
The **Property and Evidence Section** is responsible for:

- the procurement and management of the inventory and issuance of all police equipment;
- the storage, safekeeping and the ultimate disposal of all property/evidence recovered during a criminal investigation;
- the maintenance and accountability for the Department's vehicle fleet; and
- the coordination and supervisory oversight of building security and facilities management.

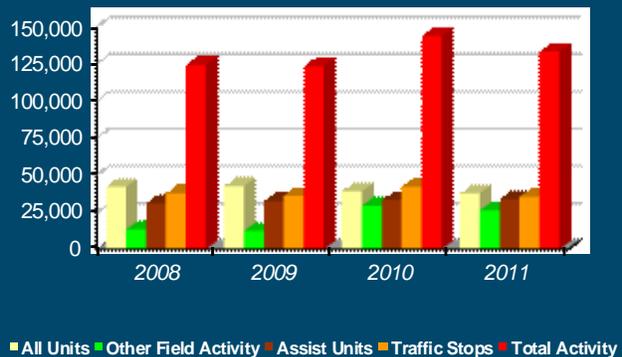
Quarterly audits were conducted in 2011 on all firearms, narcotics, and monies. Audits were conducted to ensure compliance with policy and procedures. Annually, an inventory is conducted of the entire collection of property maintained in the property room.

The **Communications Section** is the public's link to police, fire, ambulance, and City emergency and non-emergency services. The primary responsibility of the Communications Section is to provide citizens with the best possible response to their request for information or the need for service. Communications personnel accomplish this by responding to a need for service by notifying and causing a response of available police, fire, ambulance, City personnel and emergency equipment as well as outside agencies.

In 2011, the Tarrant County 9-1-1 District provided a funding opportunity through a Public Safety Answering Point (PSAP) Assistance Program. The program reimbursed approved purchases specific to PSAP improvements. The modular workstations purchased allowed for a configuration of six consoles in the existing three-console floor area. The new workstations 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 and reducing fatigue.



### Calls for Service





# North Richland Hills Police Department

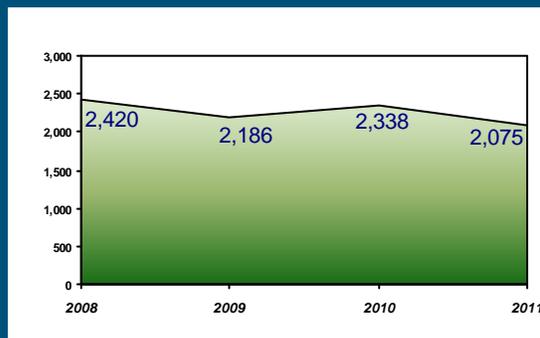
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## FBI Uniform Crime Report

<u>Type of Offense</u>	<u>2011</u>	<u>2010</u>	<u>Dec/Inc</u>	<u>%</u>
Homicide	0	0	0	0.0
Theft	1,424	1,607	-183	-11.4
Burglary	374	411	-37	-9.0
Auto Theft	92	94	-2	-2.2
Aggravated Assault	123	155	-32	-20.6
Robbery	33	40	-7	-17.5
Rape	29	31	-2	-6.5
<b>TOTAL</b>	<b>2,075</b>	<b>2,338</b>	<b>-263</b>	<b>-11.2</b>

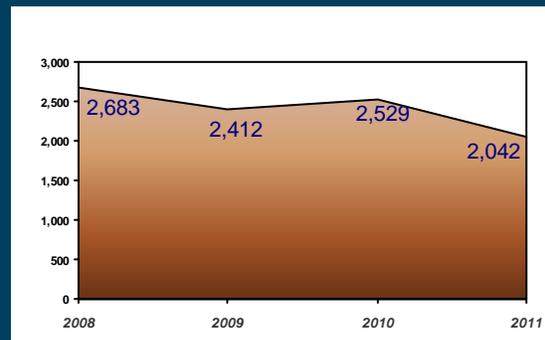
### Part I Offenses

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



### Part II Offenses

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



### Average Response Times





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## Operations Bureau

The Operations Bureau is under the command of Assistant Chief Mike Hamlin who is responsible for coordinating the activities of the Uniformed Services Division and the Criminal Investigations Division. In addition to the assistant chief, the bureau is staffed by two captains, four lieutenants, 13 sergeants, 77 police officers and 25 civilian personnel.

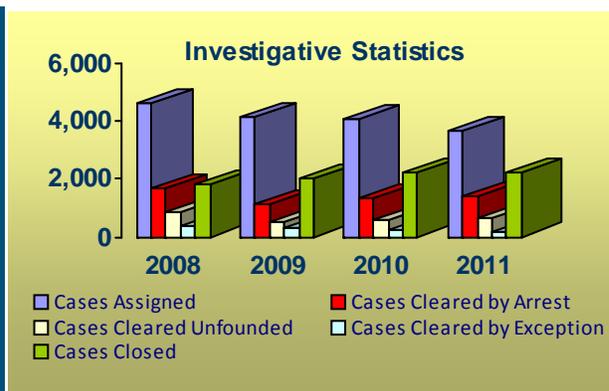
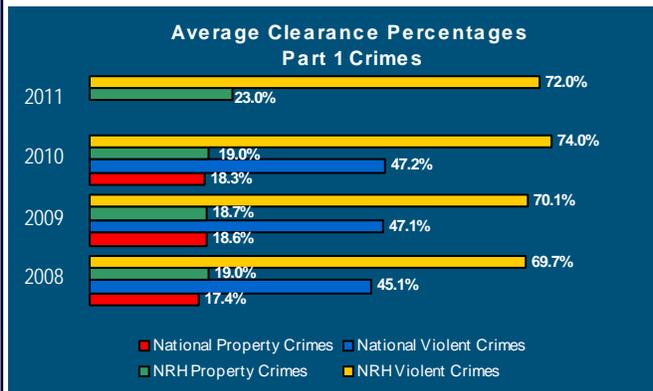


The **Uniformed Services Division** consists of two Sections – the **Patrol Section**, the **Traffic Section**, and four specialty units – the **Special Weapons and Tactical Unit**, the **Honor Guard Unit**, the **Bicycle Patrol Unit**, and the civilian **Public Service Officers**. Services provided by this division include uniformed police patrols, traffic law enforcement, accident investigation and reconstruction, 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. This contemporary concept in policing – referred to as Beat Management – extends the commitment by our police officers to best serve our community while also forming a partnership with our citizens. Beat assignments have created more familiarity between the beat officer and the community served. The officers are encouraged to stop by and interact with students in schools on their beats; meet residents; attend homeowner's associations meetings; and attend neighborhood watch meetings on their assigned beats. Public Service Officers focus upon 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 2011, the Commercial Vehicle Enforcement (CVE) Program was established in the Traffic Section. The 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. Pursuant to the Federal Motor Carrier Safety Act of 1999, the CVE Program ensures traffic safety through enforcement of safety regulations, targeting high-risk carriers and commercial motor vehicle drivers, monitoring and inspecting commercial vehicles, and increasing safety awareness. In addition to conducting safety inspections, the unit also enforces size, weight and load laws related to commercial vehicles. 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 **Criminal Investigations Division** consists of three sections – the **Crimes Against Persons Section**, the **Property Crimes Section**, and the **Narcotics Section**. Specialized units within the Division are the **Crime Scene Search Unit** and the **Special Investigations Unit**. The Crimes Against Persons Section investigates causes of all violent crimes including homicide, robbery, sexual assault, family violence and juvenile crimes. The Property Crimes Section investigates property-related offenses including auto theft, burglary, theft, and fraud. Detectives perform follow-up investigations such as recovery of stolen property and arrest of fugitives. The Special Investigations Unit investigates narcotic offenses in NRH as well as working closely with Federal and State agencies in an attempt to reduce the flow of narcotics into our community. Additionally, 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 all evidence from NRH crime scenes and supervises the multi-agency Automated Fingerprint Identification System (AFIS). Crime Analysis compiles information on statistical implications and trends and produces detailed criminal intelligence data for use by the department and neighboring agencies.





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## Specialized Units

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.



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 **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.





# North Richland Hills Police Department

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## New Around Town



The North Richland Hills Police Department raised its crime prevention efforts to a higher level with the purchase of a SkyWatch® observation tower in 2011.

The purchase of the SkyWatch® tower was made possible in part by successful application for State grant funding through the Texas Governor's Office. The SkyWatch® tower is an exceptional tool for law enforcement to be utilized in commercial districts and at special events in providing officers the best possible view of the surrounding area. This observational advantage allows officers to effectively deter crime and quickly respond when needed to help safeguard the public.

The use of innovative technologies such as the SkyWatch® system supports the police department's commitment in developing varied strategies to reduce crime and keep citizens safe as they work, visit, and travel the City of North Richland Hills.

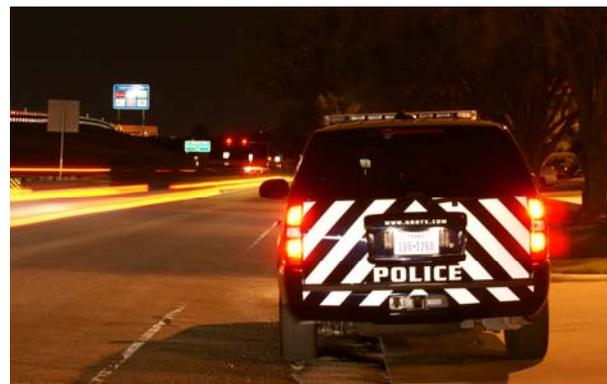
In 2011, the North Richland Hills Police Department researched updating the patrol car design scheme, which had remained relatively unchanged since 1991. A committee of police personnel was



formed and the members conducted a myriad of research locally and nationally, to include the collecting of design submissions from police personnel, the B.I.S.D. and Tarrant County College art departments, as well as a local architectural firm. The committee collected and reviewed several designs and eventually submitted a final recommendation.

The new blue/silver design maintains the "NRH" sense of

identity, yet provides that popular retro police cruiser appearance. The committee and City staff worked with vendors regarding specific colors, graphics design, and innovative officer safety considerations. With the North Tarrant Expressway project underway and increased traffic-related officer deaths nationwide, officer safety was a key aspect of the new vehicle design. Current D.O.T. & N.F.P.A. standards as well as emergency vehicle conspicuity studies and trends were reviewed. The new design incorporates reflective decals including rear chevron reflective graphics that will provide optimum officer safety. The NRH star logo was integrated into the design on the front quarter panel and there is an emphasis on the "NRH" through the use of capitalization in the name.



# NORTH RICHLAND HILLS TEXAS



The City of North Richland Hills is located in North Central Texas in Tarrant County, approximately eight miles northeast of downtown Fort Worth off NE Loop 820. The City's population has grown from 30,600 residents in 1980 to more than 66,000 residents today.

The community began when W.S. Peters agreed to bring 600 families into the area within a three-year period as part of a land grant. Families began arriving in the summer of 1848. In 1849, Tarrant County was established and named for General Edward H. Tarrant. The community of Birdville (adjacent to what is now North Richland Hills' southwest boundary) was named the first County Seat. The area remained a rural farming and ranching community for more than 100 years. In 1952, Clarence Jones began to subdivide his 268 acre dairy farm into a suburban addition in the area that is now Cummings Drive. In 1953, the North Richland Hills Civic League sought to have the area annexed to Richland Hills, then voted to form their own city when annexation was denied. An election was held, and the 268 acres of the Jones' Farm, with a population of 500, became officially incorporated as the City of North Richland Hills.

North Richland Hills operates under a charter adopted in 1964, which provides for a "Council-Manager" form of government. The City Council is composed of a Mayor and seven Council Members: Mayor Oscar Trevino, Mayor Pro Tem Tim Barth, Councilman Tito Rodriguez, Councilman Ken Sapp, Councilman Tom Lombard, Councilman David Whitson, Councilman Scott Turnage and Councilman Tim Welch. The Mayor and Council Members are elected at-large and serve two-year terms. Under the provisions of the City Charter and subject only to limitations imposed by the Texas Constitution, State Law, and the City Charter, the Council enacts local legislation, adopts the annual operating budget, and sets policy. Mr. Mark Hindman, the City Manager, is responsible for the day-to-day operations of the City and reports directly to the Council.

North Richland Hills has come into its own as a truly urban community, serving over 180,000 people daily. With over 66,000 citizens, the City of North Richland Hills is the 3<sup>rd</sup> largest city in Tarrant County. There are many reasons for our continued growth: close proximity to Dallas and Fort Worth, low crime rate, excellent schools and government services, abundant recreation opportunities and high quality of life. The North Richland Hills City Council and team of city employees are committed to providing quality services and to making North Richland Hills the City of Choice.





# North Richland Hills Police Department

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

*We thank everyone throughout our City for their unwavering support and commitment to our mission and philosophy. We never forget that we only exist through the willingness of our community to support us and our programs. We are grateful for that support and seek to demonstrate our commitment to the community through our actions. We are always mindful of our vision to provide an atmosphere where people feel safe and secure and dedicate ourselves to that cause.*

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