



# North Forest Independent School District Police Department

MAIN OFFICE  
8600 Little York Road  
Houston, Texas 77078  
PHONE (713) 633-2033  
FAX (713) 636-4104

**Date: 01/26/10**

From: Holland Jones  
Chief of Police and Interim Director of Transportation  
North Forest Independent School District Police Department

To: North Forest Independent School District

Subject: Achievements of the North Forest Independent School District Police Department  
Enclosure: **Memorandum**  
Distribution: North Forest Independent School District

The purpose of this correspondence is to inform you of the collective accomplishments of the North Forest Police Department. Since my appointment as Chief of Police in May 2009 and later Interim Director of Transportation in November 2009, both departments have gone through several sweeping changes that have had an extremely positive effect on the district and the community at large.

This report is divided into sections that correspond to the enclosures as follows:

1. **Departmental Facelift**
2. **Police Department Radios**
3. **Command Dispatch**
4. **Organization Structure**
5. **Internship Program**
6. **Special Programs**
7. **Special Security Detail**
8. **Officer Reads**
9. **Operation Safeguard**
10. **Special Events**
11. **Operation ID**
12. **The Safeguard**
13. **Truancy Division**
14. **Accreditation**
15. **Transportation**

## **1. DEPARTMENTAL FACELIFT**

Early in my administration, we were fortunate to be able to give the Police Department a dramatic facelift. These changes were imperative to mark a change in attitude and the way we deliver police services. The changes included:

- New uniforms
- Redesigned vehicle striping
- New seal
- New mission statement and motto
- New Badges and Patches
- New Letterhead and Business Cards

The most dramatic for the officers during these changes has been the design of our new badges and patches. These changes were made keeping the officers in mind. There is a sense of pride and professionalism when our officers wear their new uniforms and we have received much positive feedback from the community regarding the new look of our outfit.

## **2. POLICE DEPARTMENT RADIOS**

Previous to the police department's new administration, our police vehicles had poor paint jobs and were in ill repair. The fleet appearance did not positively reflect the image that we wanted North Forest to portray. As a safety issue, these vehicles were also not equipped with basic officer needs such as communication devices. The officers were forced to rely on their handheld radios, which provide inconsistent results. In a response to these pressing issues, we immediately began working on a new paint scheme and developed a proposal for board approval to order new police vehicle radios. The board approved the expenditure to update the police fleet with \$40,000 worth of equipment. The police radios have now been installed in all of our vehicles and the North Forest officers are able to communicate with dispatch and other police agencies quickly and safely. We also recognized that our fleet was not conducive to safe police driving. Upon finding out the vehicle were not police packaged, we developed a comprehensive proposal to add new vehicles to our aging fleet. With the board's approval, we were able to make the following additions and changes to our police fleet:

- 2 New Dodge Chargers with police packages
- 10 New Police Car Radios
- 1 New Ford Expedition

## **3. COMMAND DISPATCH**

Another strong feat that we have accomplished has been by our reorganized Command Dispatch Center. With the coordination of our Lead Dispatcher, Verdiana Boyce, changes in our dispatch made it possible for the police department to finally become an 'Entering Agency'. An entering agency has the ability to input information such as stolen property or missing children directly in to the Texas Law Enforcement Telecommunication System (TLETS). This alleviates the need to rely on other police agencies to assist with entering data on North Forest ISD cases. This saves our department valuable time and further certifies the level of professionalism that we expect for our district.

Within the newly created command dispatch center located at 8600 Little York Rd., we made several changes to ensure that our level of output is maximized. Among the many changes are:

- Upgraded Computer System
- Upgraded Multiple Computer Monitors
- Upgraded Telephone System
- Newly Installed Monitoring Devices and Property Controls
- New Computer Software and Operating Systems
- New Video Conferencing Capabilities
- Driver's License Image Retrieval Software Installation

These changes were made to help improve communication within the police department and our constituents. The video conferencing capabilities now allow all employees to access the office in video forms and conduct meetings despite their physical locations. It also allows the police department to interface with other agencies and organizations for meetings. As we further develop our tools we continue to raise our professionalism to the highest standards.

#### **4. ORGANIZATIONAL STRUCTURE**

Despite our physical changes, we have made several organizational, structural and personnel changes. We seek to attract and retain the best, most intelligent and experienced talent that we can recruit. Since May 2009 we have hired personnel with increased levels of education. We now have staff with Associates, Bachelors, Masters and Doctorate level degrees. With these additions, it increase the knowledge pool that the police department has access to as well as encourage other employees to increase their levels of knowledge. Currently we have several police officers and staff members who have decided to continue their education to achieve a degree. We are actively promoting staff into increasing levels of responsibility to both award hard work and leadership as well as support their professional goals.

In addition, we develop our talent pool by training in leadership and supervisory skills. We have sent some of our officers and new supervisors to SWAT training and First Line Supervisor training. Participants in the trainings bring the information back to the department to share with other employees that may be interested in the training in the future.

Our personnel changes are supported by changes in our organization and processes, which include:

- New Internal Affairs Division
- Reorganized Truancy Division
- Newly Created Accreditation & Recognition Division
- Restructured Juvenile Case Filing System
- Restructured Evidence Room and Procedures
- Newly Created Policy Manual
- Newly Designed Website & Web Master [http:// police.nfisd.org](http://police.nfisd.org)
- Tow Form Creation and Process Changes
- Division Monthly Performance Reports Format Implementation

## **5. INTERNSHIP PROGRAM**

A very proud moment at the North Forest Independent School District Police Department was the development of our Internship Program, which was approved by the board in November 2009. This internship has never been done, in the history of the police department. The internship is open to any college student in any field of study. Through the recruitment efforts of Corporal Smith and Daphne Davis who were assigned to this project, this internship program will introduce a fresh pool of candidates into the workforce, giving them and the police department, valuable knowledge and experience. Opening these doors to fresh new ideas is beneficial to both the department and students alike.

## **6. SPECIAL PROGRAMS**

### **FEED THE NEED**

As the holidays approached, the department felt compelled again to act on behalf of those who could not themselves. We all understand that there are those suffering from hunger and that during the holidays there are some families who cannot afford to have a simple Thanksgiving meal and spend time with loved ones, something we all take for granted. So on behalf of these less fortunate the Police Department hosted its 1st annual "Feed the Need" food drive. This special event was beyond successful. The entire district came together to support the Police Departments efforts to raise canned foods and put together meals to give the less fortunate. All together we gathered over 600 cans of food weighing in at nearly 650 lbs! We also had several turkeys, chickens and a ham donated by individual officers. The police department personally delivered complete Thanksgiving meals to 8 families and still had over 400 lbs of food that we donated to the Houston Food Bank.

### **TOY DRIVE**

After Thanksgiving the department realized that there was still a need in the community as Christmas approached. While delivering the canned foods, we were made aware that there were several families that still needed assistance, this time with the simple act of getting their children a gift or toy for Christmas. With the donations of the officers within the police department, we were able to personally deliver toys to 4 large families. We nearly filled 4 extra large boxes that were unused from the food drive with toys. These families were so grateful to receive this help, knowing that without it they could have missed one of the most nostalgic moments in their children's lives.

## **7. SPECIAL SECURITY DETAIL**

The Police Department was extremely proud to ensure the protection and safety of Dr. Maya Soetoro Ng beginning on October 15, 2009. The strength and experience of our officers and leaders within the police department were displayed as our officer gave of their time, talent and expertise to ensure the event was successful for the State of the District event. The NFISD police department covered the security at Dr. Soetoro-Ng's event at the House of Blues, North Forest district events and performed a 24 hour detail. We were pleased to report that no incidents or breaches of security were reported and were commended by Dr. Soetoro-Ng in the performance of our duties.

## **8. OFFICER READS**

The Police Department, community and district have benefited though many programs and special events, many which are new to the district. We now have our "Officer Reads" program through our Truancy Department. Under the direction of the Truancy Division Supervisor, Daphne Davis, the

“Officer Reads” program allows a North Forest Independent School District Police Officer to go to a different North Forest school once a week to a randomly selected class and read a story. The interactions between the officer and the students are done in a casual setting in a way to promote positive relationships with law enforcement, encourage school attendance and promote literacy.

## **9. OPERATION SAFEGUARD**

As we all know, the primary goal of the North Forest Independent School Districts Police Department is to protect the community and its students. We take strong pride in being an aggressive department against those predators who wish to harm the community and its constituents in anyway, especially the children. With that in mind, we implemented Operation Safeguard. This operation initiated an extensive search to verify and identify registered sex offenders within our district. We augmented officers from S.E.R.T. to serve warrants on those wanted offenders on Halloween night to provide a strong police presence to deter any potential threats to the children trick-or-treating in the neighborhood. We want the community to feel safe allowing their children to walk along their streets without fear of harm.

## **10. SPECIAL EVENTS**

### **FIRST ANNUAL OPEN HOUSE**

One very important part of the services that the police department provides is assisted by establishing a connection to the community and district. On September 22, 2009, the Police Department held its first annual open house which showcased the changes the department made since May 2009 and previewed its upcoming programs and events. This was also an opportunity that built important alliances between North Forest and other police agencies. The event was well attended and we have received positive feedback from attendees.

### **NATIONAL NIGHT OUT**

The Police Department is dedicated to supporting the programs of other organizations and departments. The police department participated in the National Night Out Campaign put forth by the City of Houston. We escorted buses throughout the North Forest jurisdiction to interact with the community and promote safety and a violence free atmosphere.

### **REACH OUT TO DROP OUTS**

On September 12, 2009, the Police Department was pleased to help the district recruit student dropouts to return to school. Ms. Davis actively participated in the walk out as our officers escorted the buses in their efforts to encourage students to get their high school diploma.

## **11. OPERATION ID**

At the Police Department’s Open House Event on September 22, 2009, we initiated a program called, “Operation I.D.” which includes a child safety I.D. kit. This kit takes a child’s dental records, fingerprints and DNA sample for use in the event that child is ever missing or in danger. The police department created kits for approximately 30 North Forest ISD families. This effort is a part of our ongoing commitment to serve the North Forest community.

## **12. THE SAFEGUARD**

We have also created the Police Departments very first newsletter called The Safeguard. This newsletter was authored and edited internally by the Police Department’s employee, Daphne Davis along with

input from the entire department. It was created to inform the public within our community, what the department's plans are and what is occurring currently within the department and our outreach to the community. We want the community to feel informed and included, often times the community becomes detached from the police department, which can cause a strain on the public relationship between the two. To further bind the relationship with the police department and the community, the department has developed a new website that the community can easily access.

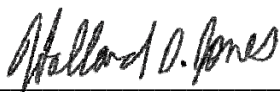
### **13. TRUANCY DIVISION**

Upon my administration's arrival, the truancy division was suffering from lack of comprehensive processes and procedures. We were staffed with a truancy clerk and two truancy officers. We have reorganized the entire truancy division with tremendous results. With the newly created position of Family Involvement & Truancy Coordinator, Daphne Davis, we improved the effectiveness and process in the truancy division. Last year the district filed only 310 truancy cases and 222 were dismissed. In 2009 our newly reorganized truancy division has filed over 205 cases alone with no current dismissals. We expect to exceed the number of truancy cases timely filed as well as fees collected. Our truancy division has also been responsible for reporting information in the truancy area to North Forest leadership through a monthly report. This gives the district a snap shot of where we are with truancy and what we need to do to improve. As the truancy division enters 2010, we have a Truancy Townhall scheduled for February 20, 2010 at 6 p.m. to reach out to parents and students on this issue. It is a part of truancy's new mission to improve attendance through education, encouragement and enforcement.

### **14. ACCREDITATION**

The most important pursuit for this department is preparing the Police Department for accreditation. This is an extremely prestigious recognition for any police department. This process is extremely tedious and requires absolute dedication from every single officer for the department to accomplish this. I selected Corporal Nita Smith to coordinate the departmental efforts. When we finalize the contract to apply for the accreditation, we have 24 months to finish and comply. Through our diligence we will cut over a year off that deadline. We are now predicting to be finished by the middle of this year! This is an amazing feat for an extremely large department with endless recourses so you can imagine what an accomplishment it will be for this small ISD police department to gain this recognition.

These are very exciting times for this department. We will continue to gain respect and support from our community by continuously striving to ensure this district is not only a safe place to live and go to school but will be a community that is supported in every way by those that are sworn to protect it. If that means feeding those less fortunate, or buying a small toy for a child who would otherwise go without or holding departmental bbq's where all are invited to meet our officers, or to have that one officer who reads to a child and forever changes that child's perspective of the police, from fear, to total trust and confidence, then we at the North Forest Police Department will be 100% committed to ensuring that happens every day. Our community is a direct reflection of us all within the district, and it is our duty to guarantee everyone within North Forest is positively affected by our efforts.



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Holland Jones  
Chief of Police and Interim Director of Transportation  
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