

Highland Park

Department of Public Safety



2020

Annual Report



Highland Park

Department of Public Safety

Mission

Hire for Character, Train for Proficiency, Provide Unmatched Service.

Values

Integrity - We commit to do the right thing for the right reason.

- We revere honesty as the foundation upon which all character is built.
- We strive each day to earn the trust of those we serve.
- We perform our duty with respect for all persons.

Service - We pursue the highest standards in our calling: service to others.

- We partner with the community to provide a safe and secure environment.
- We train and work hard to be the best at what we do.
- We go above and beyond, not because the community expects it, but because we demand it of ourselves.





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Chief's Message

Welcome to the Town of Highland Park Department of Public Safety 2020 Annual Report. I am pleased to have the opportunity to update you on the activities and notable accomplishments that have been achieved by the men and women of this Department.

To say that we have experienced some novel challenges this year would be an understatement. The functions of law enforcement, fire suppression/prevention, and emergency medical services offer unique challenges even under the most ideal conditions. During the early part of 2020 we found ourselves navigating the continually changing conditions of a global pandemic, one that directly impacted our residents and staff. We have battled loss and sickness both personally and professionally, but our front-line folks have persevered to continue to provide the first responder services that our residents have come to know and rely on.

Following the early months of the pandemic, one of the forefront topics of public interest became the use of force by law enforcement officers. Police agencies of all sizes nationwide were immediately faced with peaceful protests and social unrest amidst a global pandemic. Even in our characteristically quiet town in North Texas, we experienced protests and counter-protests in Highland Park. Due to the strong resolve of our residents, dedication and training of our Public Safety Officers, and strong relationships with area law enforcement partners, we were able to provide an environment that remained peaceful and respectful to all participants.

Lastly, our Department honored the well-deserved retirements of Chief Rick Pyle, Fire Marshal Mike Miller, and Captain Greg Reynolds. These three career public servants had a combined ninety-three years of service to the Town and its residents. The vacancies left by Pyle, Miller and Reynolds sparked the promotions of eleven members of our Department. Sixty percent of the command staff experienced job/role changes during the year. Amid adjusting to the "new normal" of a global pandemic, we successfully navigated these promotions and hired well qualified candidates to fill officer vacancies.

Our mission statement says that we hire for character, train for proficiency, and provide unmatched service. The men and women of this Department have worked relentlessly this past year to achieve this mission. Thank you for taking the time to review the Highland Park Department of Public Safety 2020 Annual Report. I am optimistic for our return to normal operating procedures in 2021, and an opportunity to see you later this year around town.

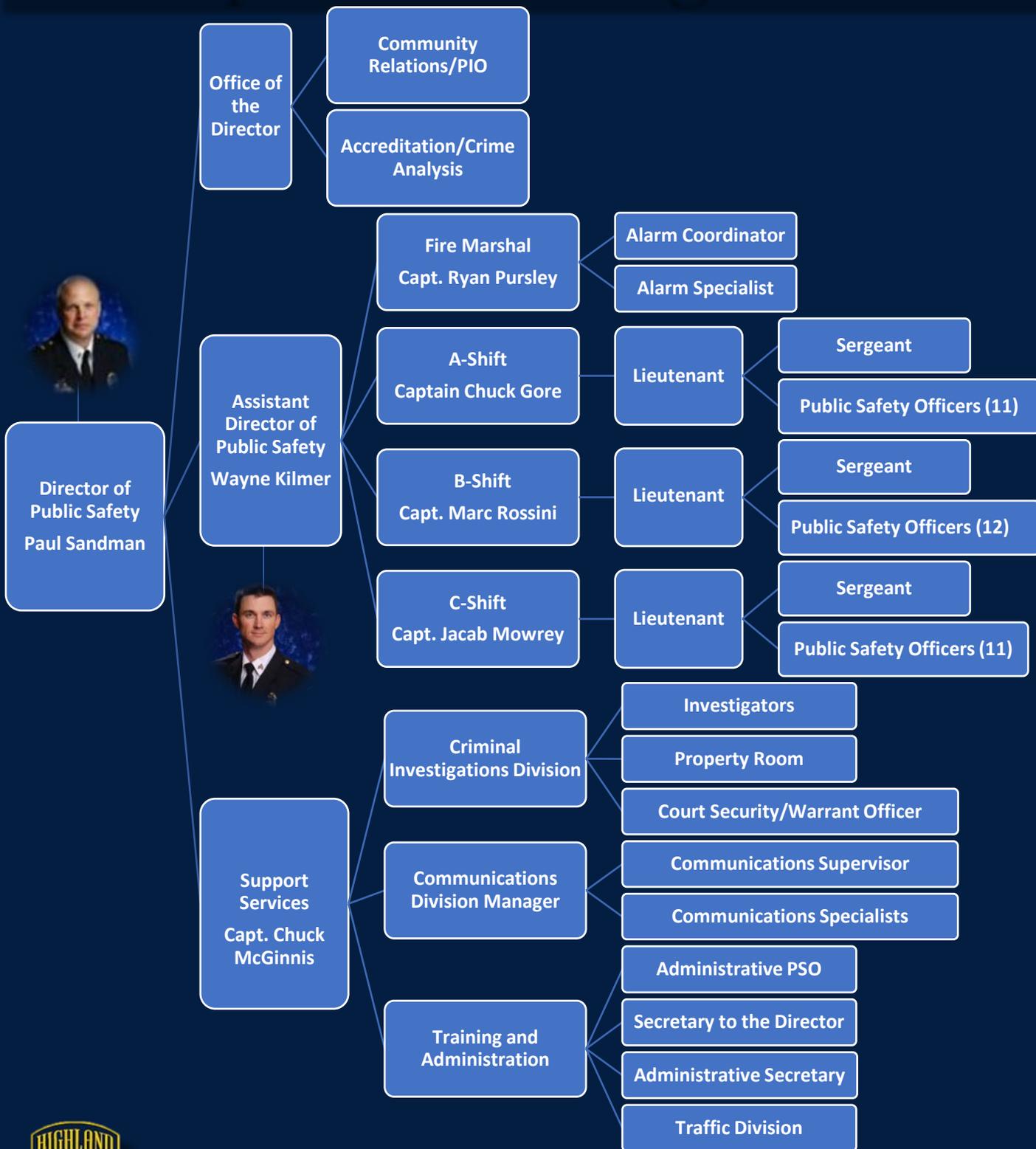
In closing, I would like to thank the residents of our community, Town Council, and our Town Administrator for the unwavering support that the men and women of this Department have experienced this past year. It is our mission to provide all who live, work and pass through our community an unmatched customer service experience whether it involves police, fire, or emergency medical services.

Respectfully,

Paul Sandman
Director of Public Safety

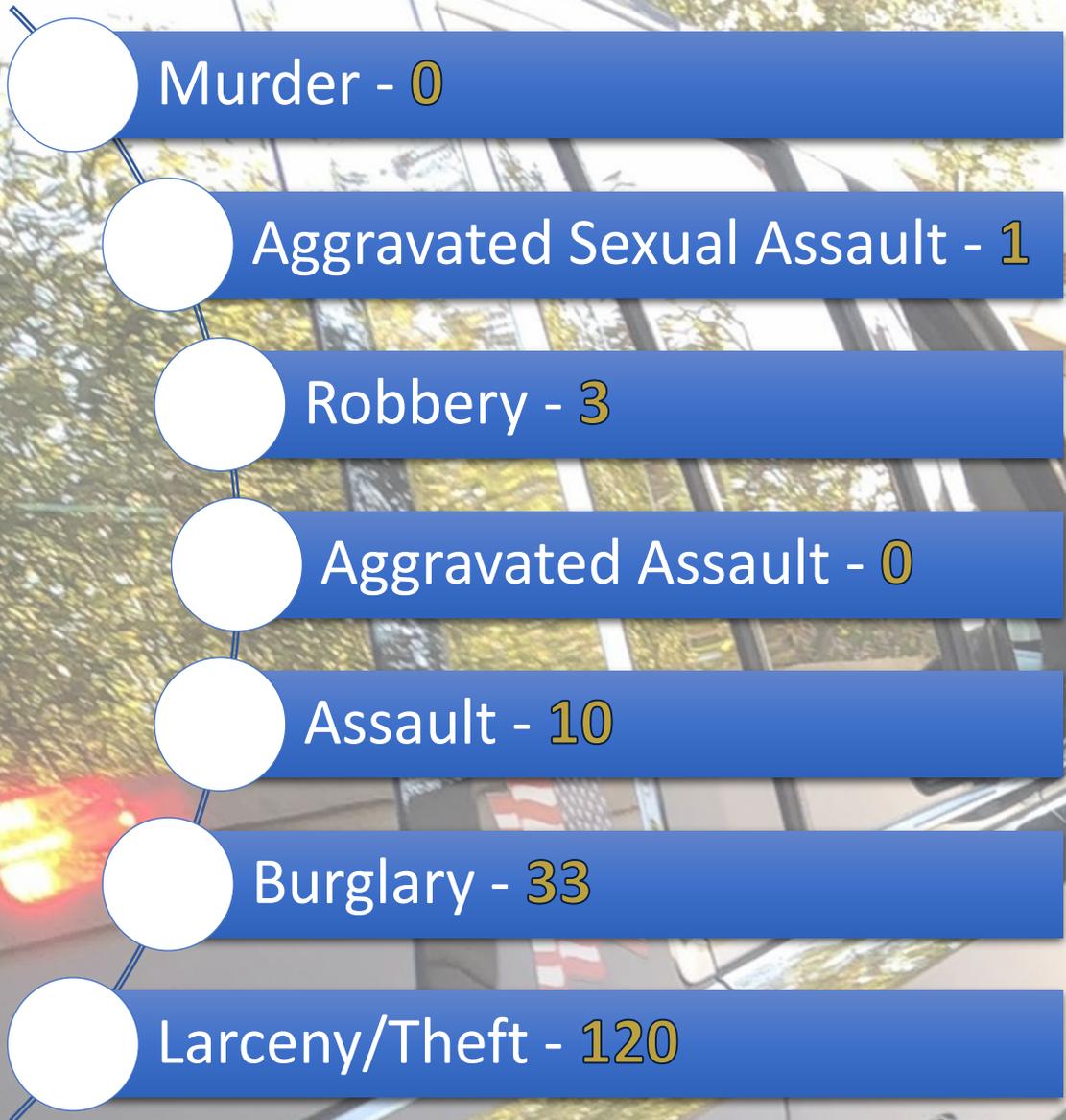


Department Organization



Part One Offenses Reported

Total Reported Offenses - **184**



Arrests

Total Arrests - **187**



Criminal Investigations Division

In the later part of 2019, a thirty-year-old cold case homicide came to an end when the defendant identified by DNA was sentenced to life.

Concluding an investigation into a felony offense report – Continuous Assault of a Minor – CID travelled to Houston where they located and arrested the suspect in February 2020

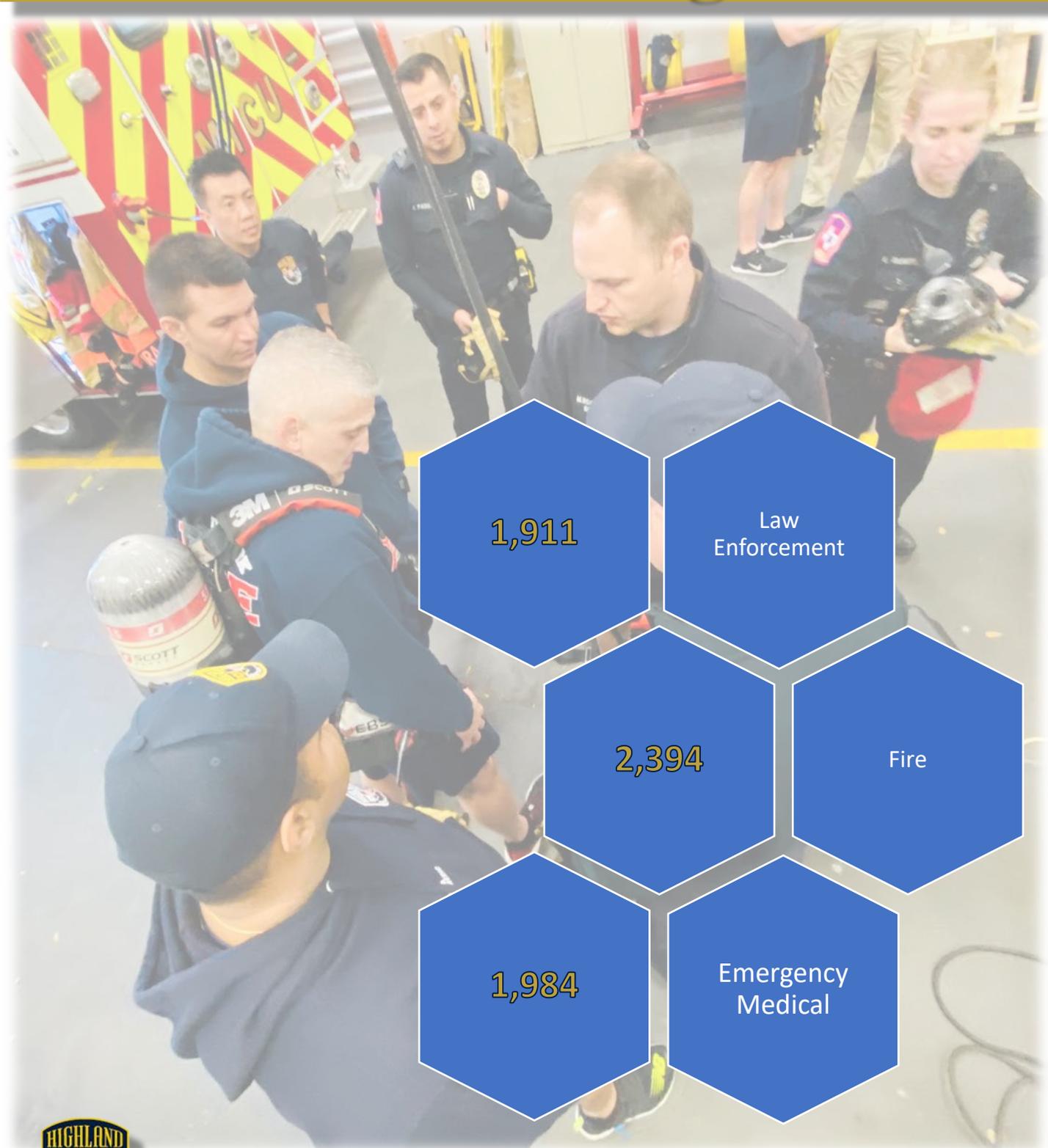
In August of 2020, Detective Donahoe was promoted to Sergeant and Brant Ballard was promoted to Detective

The 2020 fiscal year showed a 54% property recovery rate.

*National number for
2019-2020 was 28-29%



Training



1,911

Law
Enforcement

2,394

Fire

1,984

Emergency
Medical



Communications Division

Calls for Service Answered

9,229

Officer Initiated Check Outs Handled

13,512

Phone Calls Answered

42,766

Inmates Monitored via Camera

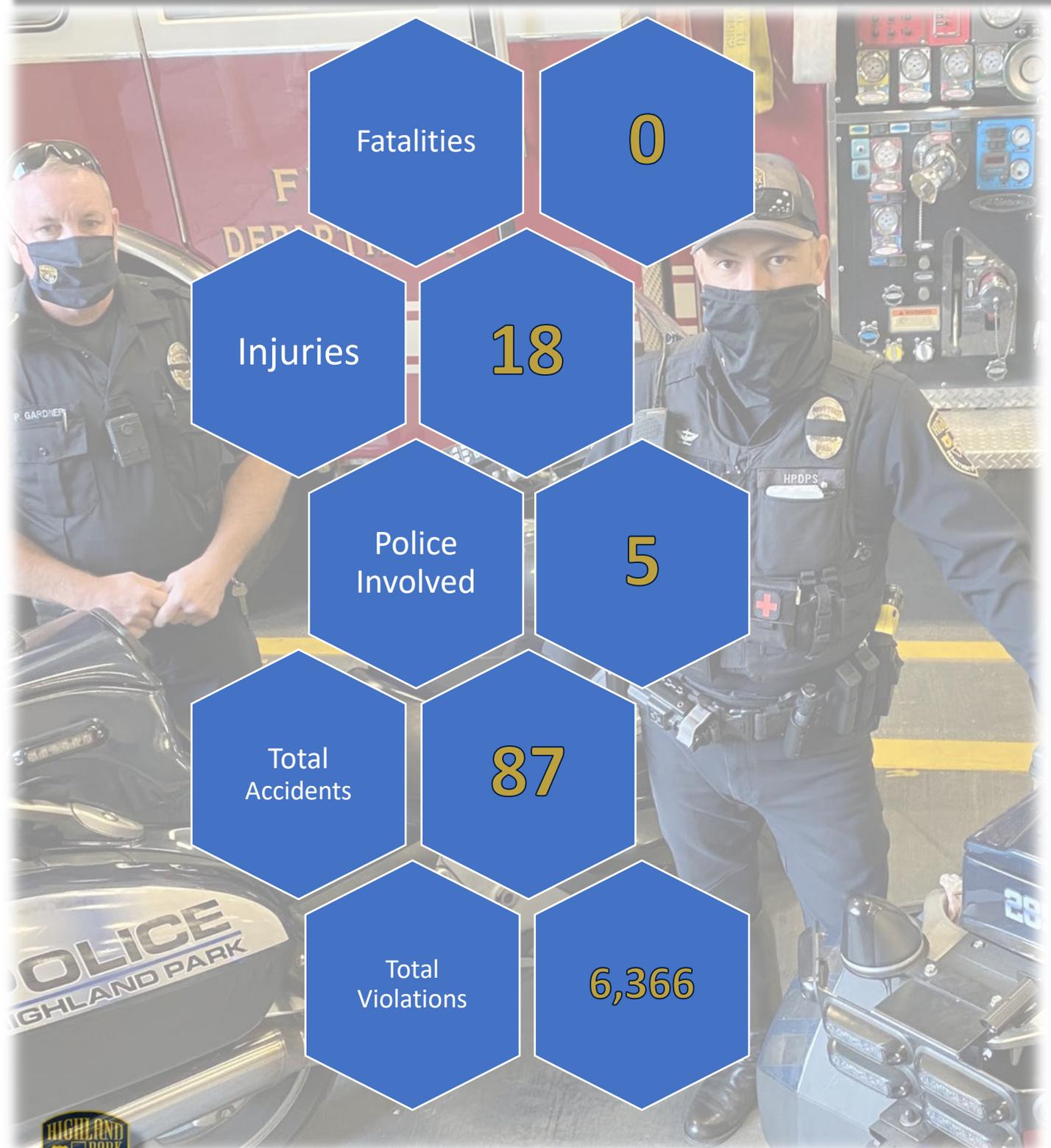
187

Training Hours

28



Traffic Enforcement

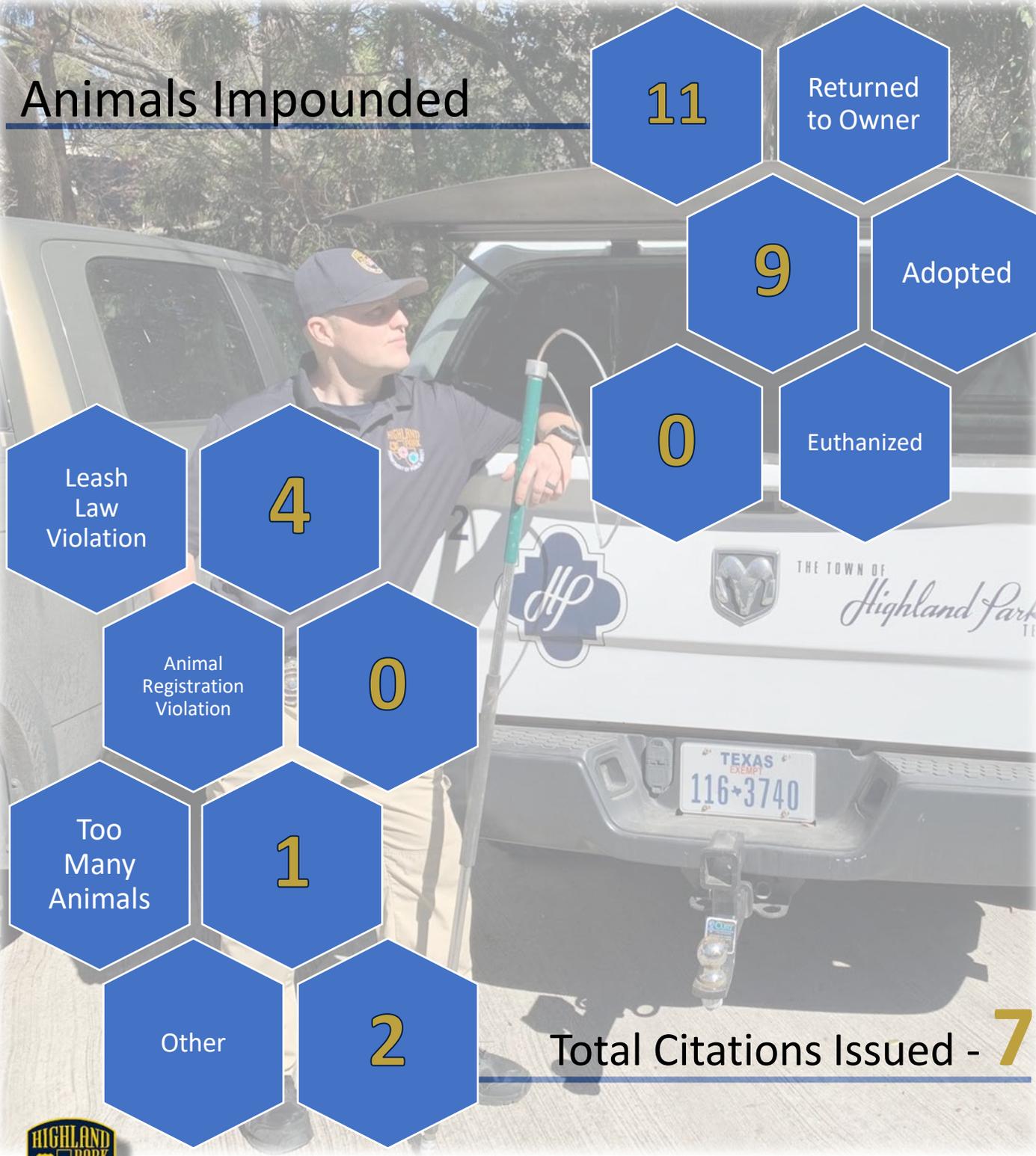


Alarm Operations



Animal Control

Animals Impounded



Total Citations Issued - **7**



Fire Suppression

Fire Suppression



Total Fire Responses

824

Reserve Firefighter Hours

66

Estimated Total Property Loss

\$1,290,350

Fire Incidents

Response Time

1.8

Injuries

0

Fatalities

0



Fire Prevention

57

Fire
Prevention
Inspections

29

Fire
Hazards
Identified

363

New
Construction
Fire
Inspections

2,589

Fire
Prevention
Presentations
(Total In
Attendance)



Emergency Medical Services

Patients
Treated

321

Patients
Transported

248

Patients Not
Transported

391

Response
Time

2.7



Community Relations

3,090

Blue Zone
News
Recipients

39

Media
Interviews

17

Press
Releases

70

Welfare
Follow-Ups



Crime Prevention





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