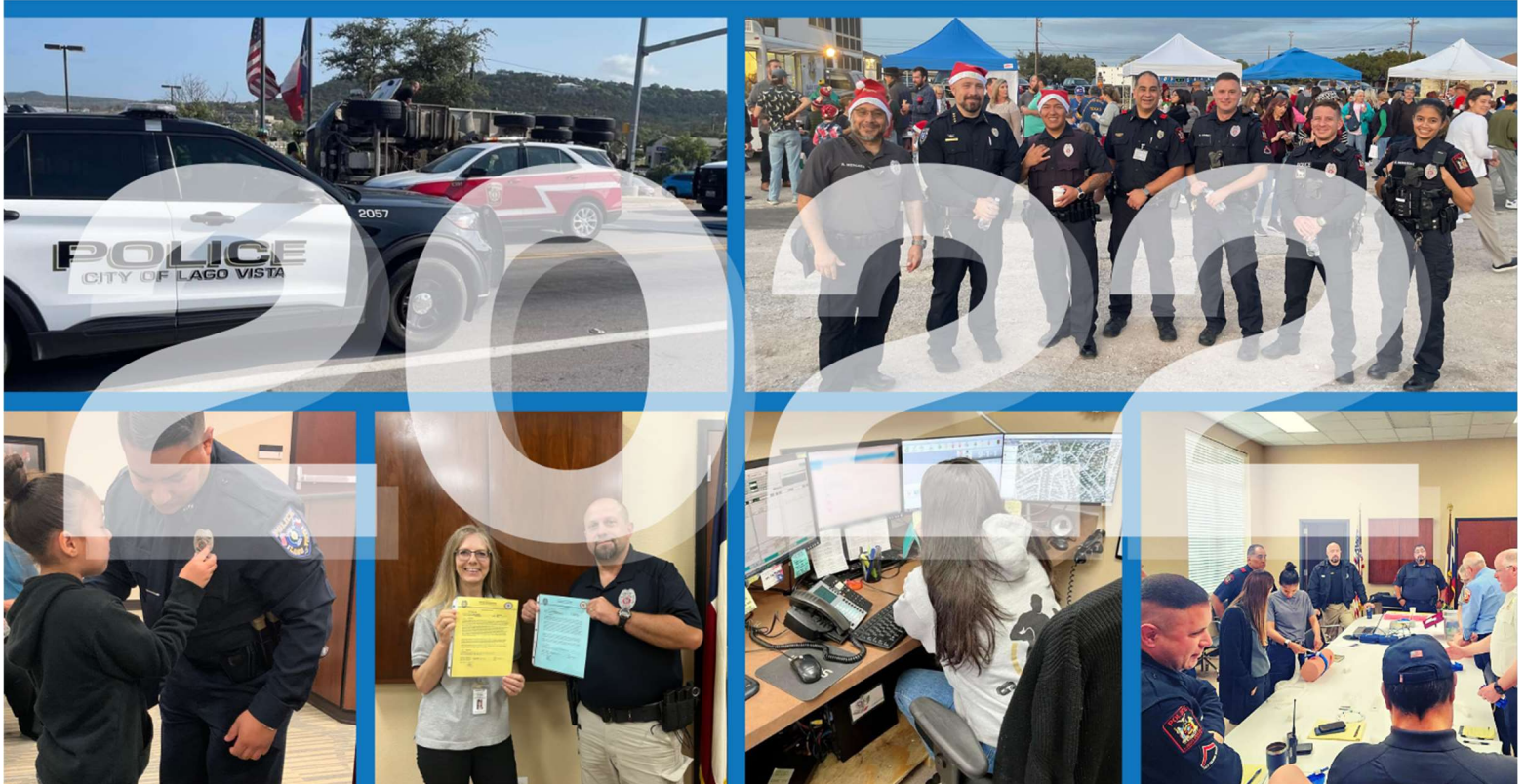




CITY OF LAGO VISTA POLICE DEPARTMENT ANNUAL REPORT



GARY A. BOSHEARS, CHIEF OF POLICE

**LAGO VISTA
POLICE DEPARTMENT**

5901

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The background of the slide features a large, light blue watermark of the Lago Vista Police Department badge. The badge is shield-shaped with a blue border. Inside, the word "POLICE" is written in large, blue, outlined letters at the top. Below it, a yellow star is centered within a white circle, surrounded by a green laurel wreath. The words "LAGO VISTA" are written in blue, outlined letters at the bottom. To the left of the star, it says "EST." and to the right, "1985".

Mission

Lago Vista's mission is to provide and maintain a healthy, safe, vibrant community, ensuring quality of life. Its vision is to be a diverse City of Choice for businesses and residents alike as a result of its location, natural resources, and business, cultural, and educational opportunities.

Values

Lago Vista's core values include transparency, integrity, customer service, accountability, and leadership.

As part of our plan for advancing the department, we are evaluating the vision, mission, and core values in the coming year.



MESSAGE FROM THE CHIEF

To the citizens of Lago Vista, Mayor Ed Tidwell, members of the City Council, and City Manager Tracie Hlavinka it is my pleasure to present the Lago Vista Police Department's Annual Report for 2022. This is the first ever that this report has been completed and made available for review. The purpose of this report is to report the highlights some of the work fulfilled by your Lago Vista Police Department. During this past year, provide you with information as to the functions and structure of the department, and to provide you with statistical information relevant to the operations of the police department. This will also outline our strategic goals for 2023 and moving forward.

In 2022, I was selected to become the Department's Chief of Police after the previous Chief retired. I am truly honored to lead this Department. Despite some of the unique challenges from the past year, our department has made many significant accomplishments. We responded to a record high number of calls for service, gained some new talented recruits and staff members. Although it is impossible to encompass public safety in a brief document, my intention is to give you information that demonstrates the commitment of the Lago Vista Police Department. The citizens of this City can be proud of their Police Department and the men and women who work to keep them safe every day. I am proud and honored to serve them and you.

With thanks and appreciation,


Gary A. Boshears, M.P.A., LCC
Chief of Police

Department Overview

As of December 31, 2021, the Lago Vista Police Department employed **18** sworn and **6** civilian staff members.



Sergeant



Lieutenant



Captain



Chief

Department Overview

Police Department Administration



Gary A. Boshears
Chief of Police



Paul Chrane
Captain



VACANT
Executive Administration
Assistant

Department Overview

Current Police Department Personnel as of December 31, 2023

Name	Rank
Gary Boshears	Chief of Police
Paul Chrane	Captain
VACANT	Executive Administrative Assistant
Thomas Franco	Lieutenant
Frank Allocca	Detective Sergeant
David Wilson	Detective Sergeant
Jerome Brooks	Sergeant
Doyce Smith	Sergeant
VACANT	Sergeant
Raymundo Villarreal	Corporal
Christopher Cochran	Police Officer
Jason Bartholomew	Police Officer
Roberto Mercado	Police Officer
Brandon Carey	Police Officer
Mia Hernandez	Police Officer
Jose Saldivar	Police Officer
Robert Quick	Police Officer
Nikki Campos	Police Officer
Jonothan Perez	Police Officer
Hope Delarosa	Police Officer
VACANT	Police Officer
VACANT (Funded in 22 – 23 FY Budget)	Police Officer
Crystal Street	Dispatch Supervisor
Celicia Vallejo	Dispatcher
Kara Smith	Dispatcher
Kelli Hughes	Dispatcher
Nicole Baker	Dispatcher
Juan Celedon	Dispatcher
VACANT	Dispatcher

CITY GOVERNMENT

City of Lago Vista



(Pictured left to right: Council Members Gage Hunt, Mayor Pro-Temp Kevin Sullivan, Rob Durbin, Mayor Ed Tidwell, Chelaine Marion-Kemp, Paul Roberts, Paul Prince.)

The City Council serves as the legislative and governing body of the City of Lago Vista. The City Council is made up of seven elected members - a mayor and six council members. All seven members are elected officials, with Council Members serving two-year terms. Members of the Council serve without pay or compensation.

The mayor and council members place two, place four and place six are elected on even years. Council members place one, place three and place five and the mayor are elected on odd years.

The City Council serves as the legislative and governing body of the City of Lago Vista. The City Council provides and administers several services, including controlling and maintaining the City's finances, property, functions, services, affairs, and programs in accordance with the City Charter adopted by the citizens of Lago Vista.

City Manager's Office



Tracie Hlavinka

Live like you are on vacation! Those are the words we live by in Lago Vista that drive us to make our community better. Our goal is to create a safe environment where people can enjoy the beauty of Lago Vista. We invite you to experience Lake Travis, grab your clubs and head out to Lago Vista Golf Course.

The City of Lago Vista operates within a council-manager form of government (as dedicated in our City Charter). This form of government provides that the City Council will set the policy and directives for the City and that the City Manager is responsible for the seamless delivery of all municipal services. The City Manager serves as the pleasure of the Mayor and City Council.

The City Manager's office is responsible for implementing all of the City Council's policy decisions and direction, providing leadership and direction to department heads and other staff, as well as working with both Council and staff to develop action plans and programs to support the city's mission, values and priorities and serve our great community.

The City Manager, it is the responsibility to appoint and manage the department heads that work for you to make our community a better place to live, work, play and raise a family.

2022 SNAP SHOT

THE DATA AT A GLANCE



LAGO VISTA POLICE DEPARTMENT YEARLY ACTIVITY 2022

**TRAFFIC
STOPS
1134**



6,822

**CALLS FOR
SERVICE**



**911 CALLS
1,140**

911



**TRAFFIC
ACCIDENTS**

84

**AVERAGE RESPONSE
TIMES (ART)**



4

Minutes



**ALARM CALLS
217**



**ARRESTS
53**

DISTURBANCES

428



ANIMAL CALLS



193

2022 SNAP SHOT

THE DATA AT A GLANCE

CALL TYPE	2021	2022
Abduction (Kidnapping)	1	0
Abuse / Neglect	0	2
Administrative Doc	619	639
Alarms	228	217
Dogs / Cats	142	193
Assault / Sexual Assault	66	84
Assist Other LE Agcy	102	108
Assist Fire Department	91	84
Assist EMS	394	346
Assist City (Utility, St,)	412	316
Assist Citizen	408	521
Bomb / Susp Package	0	2
Burglary	22	33
Damage / Criminal Mis	99	69
Deceased Person	15	21
Disturbance/Nuisance	409	428
Fireworks	64	33
Illegal Burning	13	7
Illegal Dumping	22	11
VCO Parking (non-traffic)	101	60
Domestic / Family Dist	88	44
DUI / DWI	2	1
Drugs	13	9
Explosive	1	0

2022 SNAP SHOT

THE DATA AT A GLANCE

CALL TYPE	2021	2022
Fraud / Deception	67	53
Harassment / Stalking	45	42
Indecency / Lewdness	16	8
Mental Disorder	26	22
Miscellaneous Incident	10	7
Missing Person / Runaway	11	21
Murder / Homicide	0	0
Public Service (Lock-out.)	358	387
Robbery / Carjacking	0	0
Suicidal Person / Att Suicide	19	19
Supplemental	483	519
Suspicious / Wanted Pers	356	383
Theft (Larceny)	88	89
Traffic Acc / Sinking Veh	126	130
Traffic Complaint / Haz	461	429
Trespassing / Unwanted Per	62	97
Unknown (3rd party)	6	0
Weapons / Firearms	20	17
Warrant Arrest	3	5
Resisting / Evading	2	1
SUBJSTOP	11	8
VEHSTOP	647	1,119

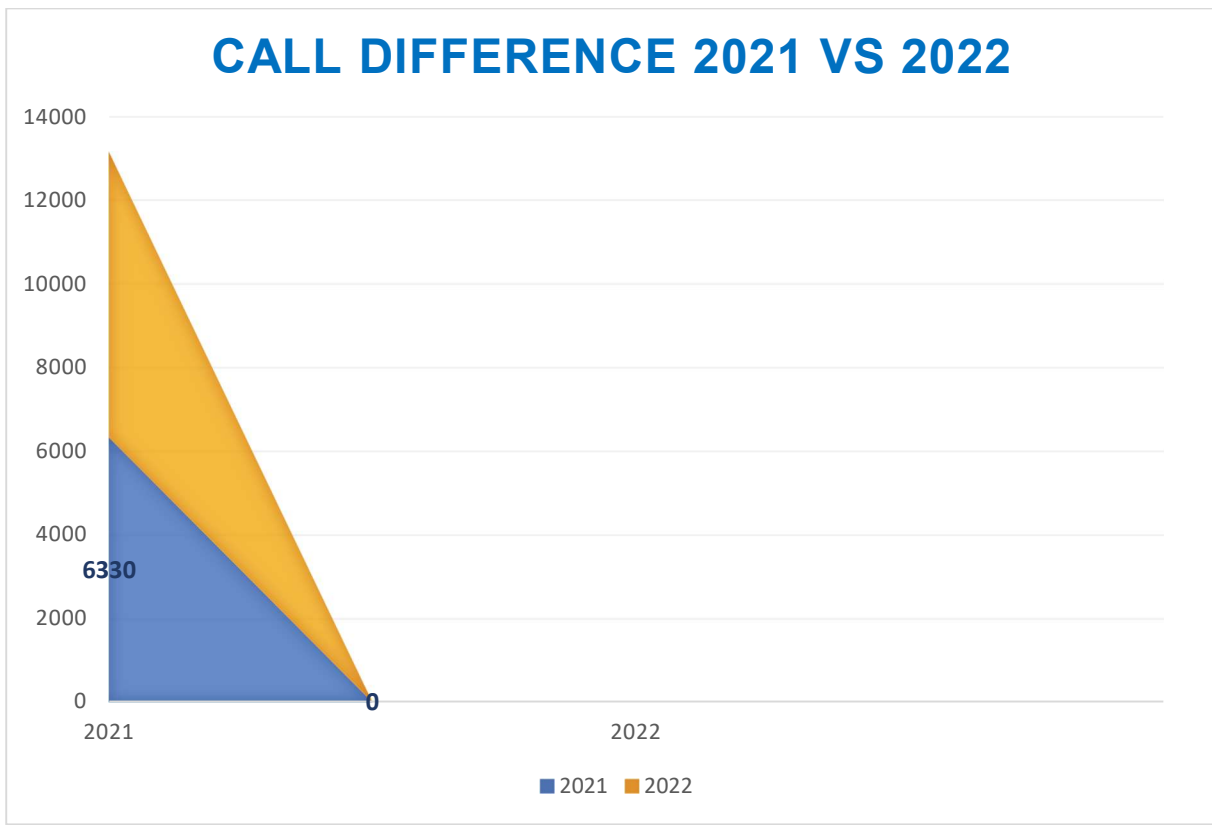
 **6,822**
TOTAL CALLS FOR 2022

 **41**
MENTAL HEALTH CALLS IN 2022

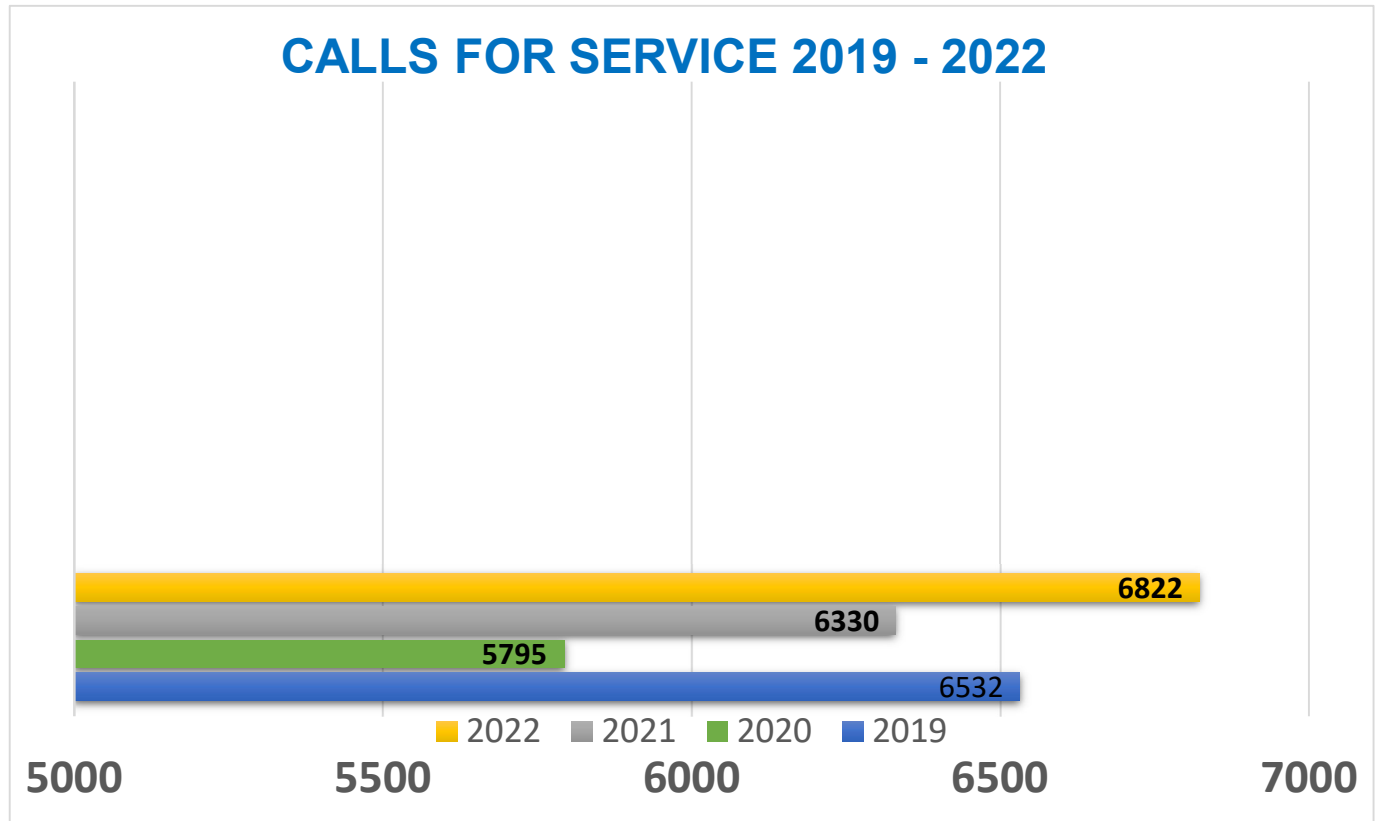
2022 PATROL & CRIME STATISTICS

Patrol Division Statistics

Calls for Service	6,822
Percent change from last year	7.77 % increase
Citations / Warnings	656
Motor Vehicle Accidents	84
On-View / Warrant Arrest	48
Traffic Stops / Vehicle Stops	1,134
Average Response Time	4 minutes



2022 PATROL & CRIME STATISTICS



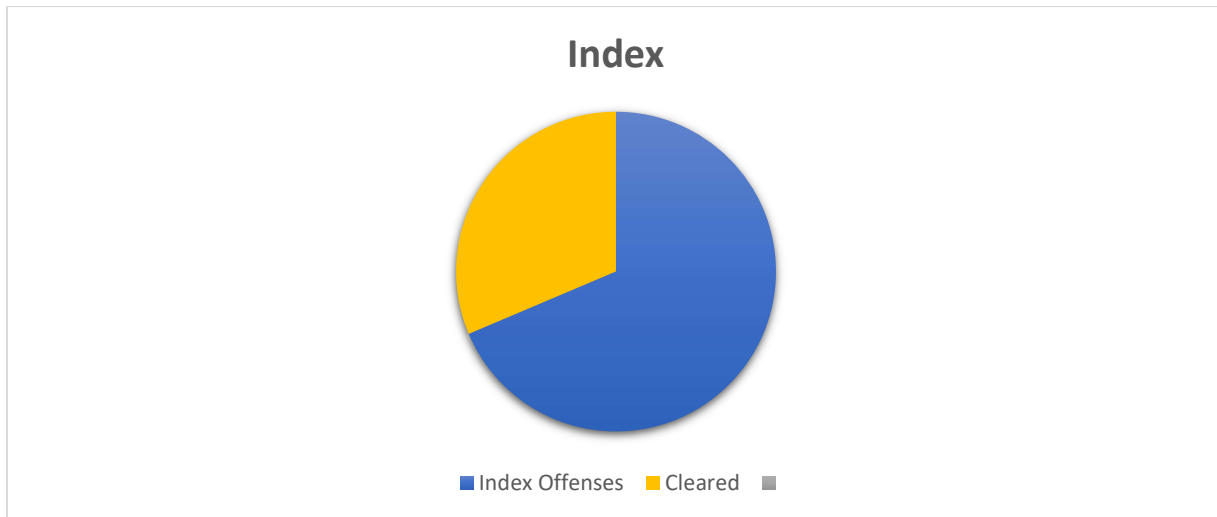
Calls for Service – Days of the Week

Sunday	829
Monday	990
Tuesday	1033
Wednesday	944
Thursday	1046
Friday	1017
Saturday	955
TOTAL:	6914

2022 PATROL & CRIME STATISTICS

Index Crimes

Index Offenses Report	162
Index Offenses Cleared	32



2022 Crime Statistics for the City of Lago Vista – Type A

Offense	Reported	Cleared
Homicide	0	0
Forcible Rape	3	1
Robbery	0	0
Assault	78	23
Burglary	18	4
Larceny	59	3
Motor Vehicle Theft	4	1

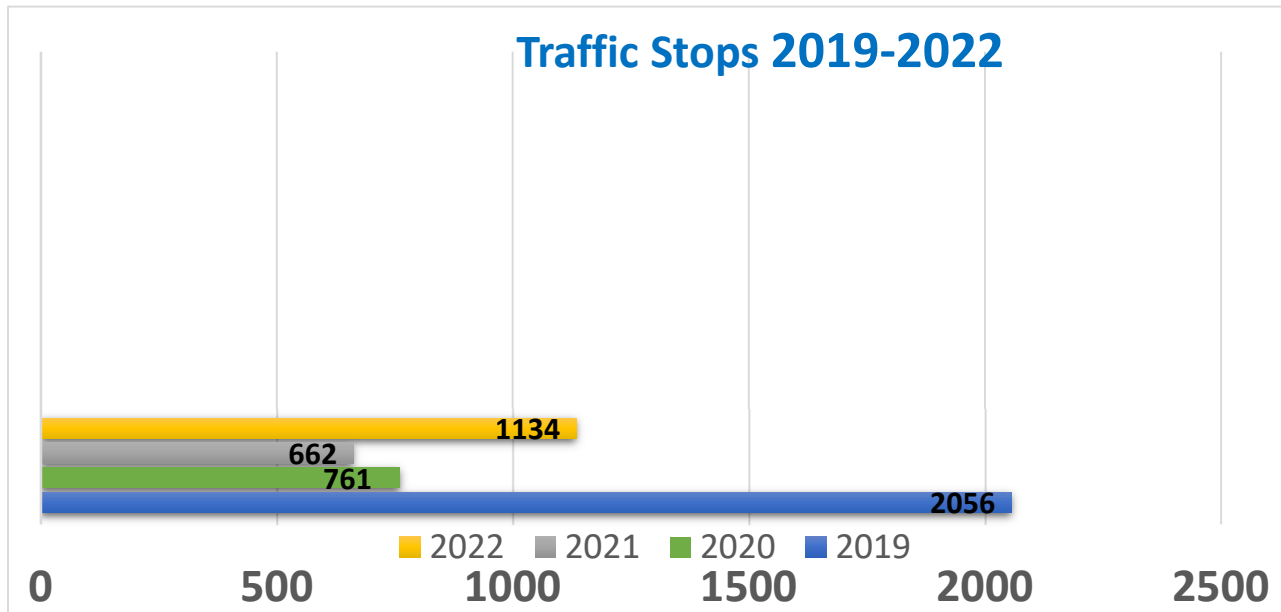
- Clearances include offenses from a previous year that were cleared in 2021.

Citations

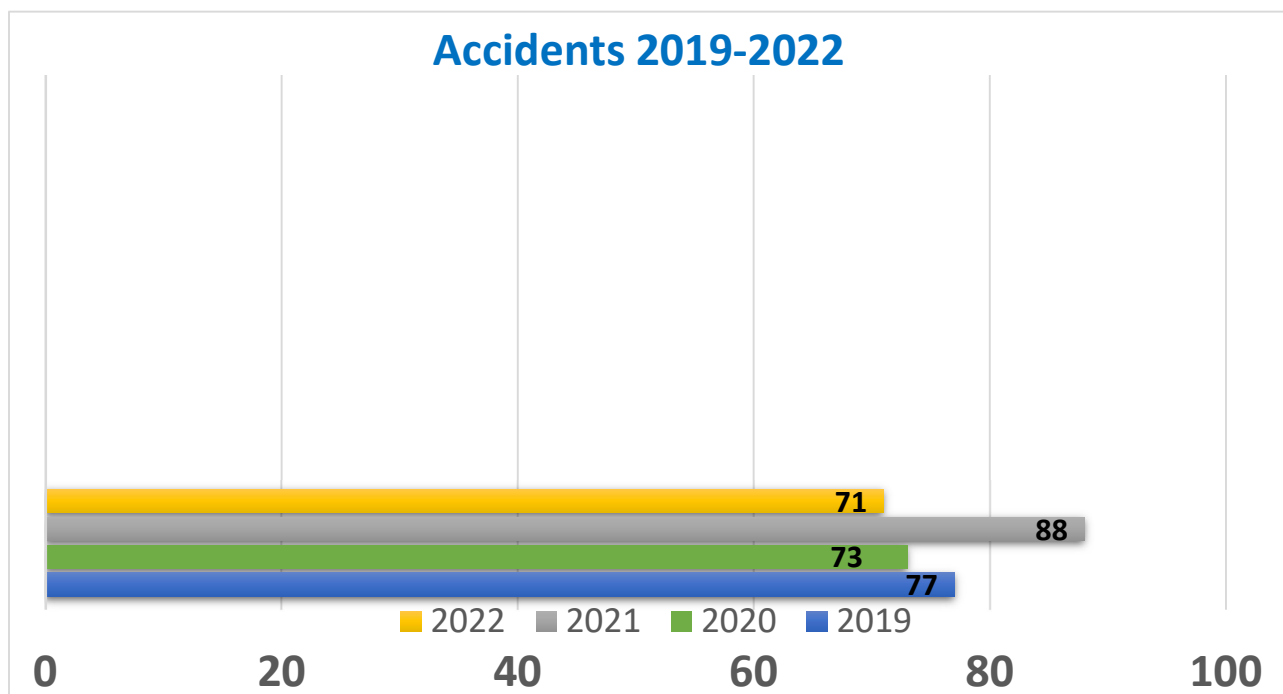
Citations	656
Warning	424
Other	3
Total	1083

2022 PATROL & CRIME STATISTICS

Traffic Stops 2019 – 2022



Traffic Accidents 2019 – 2022



Animal Control



Animal Control in the City of Lago Vista is handled by the patrol division. Basic animal control services include responding to calls for service, animal carcass removal off the roadway and animal cruelty investigations. The Police Department has three temperature-controlled kennels at the station and are taken care of by the Patrol Division 24 hours a day.

2022 Animal Control Statistics

Calls for Service	142
Animals Impounded	21
Animals Released to Owners	17
Animals Transported to Shelters {PAWS}	1
Fostered	3

2022 Wildlife Statistics

Calls for Service (deer, raccoon, snakes)	130
--	-----

COMMUNITY EVENTS



Lago Vista Easter Egg Drop

The Lago Vista Police Department joined local businesses in a successful Lago Egg Drop at the Lago Vista High School! A wonderful way to celebrate the start of spring and bring the community together, How Egg'citing!



Freedom Fest - 4th of July Parade

The Lago Vista Police Department joined the Lago Vista 4th of July Council, Inc., the City of Lago Vista, and Lago Vista Property Owners' Association bring Lago Vista Firecracker 5K Race, the Lago Vista 4th of July Parade and the Lago Vista Freedom Festival "Lights Over Lago Vista" firework show.

COMMUNITY EVENTS

Station Tours



Lago Vista Police Department

COMMUNITY EVENTS

Multiple Swearing Ins



We have been focusing on getting back to being fully staffed, with many open positions being filled.

School Engagement



We were able to engage in many Lago Vista ISD visits resulting in positive dialogues regarding personal safety, the functions of the police department and community policing including eating lunch with our community students.

Lago Vista Police Department

COMMUNITY EVENTS



Lago Vista ISD Send Offs

We were happy to join the Lago Vista ISD and Travis County ESD #1 on our Lago Vista ISD football send offs with our Varsity football, volleyball and cheerleading teams headed to playoffs. Go Vikings!



Lago Vista Trunk-Or-Treat

The Community Trunk-or-Treat was a hauntingly good time. We got ghostly greetings and special fangs went out to all the sponsors and those providing so much support for this event.

COMMUNITY EVENTS

Tunnel to Towers welcoming home, U.S. Army Specialist Maggie Mae Bilyeu



Chief Boshears was honored and to be asked to speak at the Tunnel to Towers Foundation ceremony welcoming home U.S. Army Specialist Maggie Mae Bilyeu and her wife, Mia to their special adapted smart home in Lago Vista.

Coffee with Chief Events



We've held three monthly Coffee with Cops event which was well attended, and Chief Boshears would like to thank those who attended and contributed gifts to Blue Santa during the event. Chief Boshears personally gift matched **20** donated gifts for our December Coffee with Chief event.



Lago Vista Police Department

COMMUNITY EVENTS



Lago Vista's Tree Lighting Ceremony

We also participated in the Christmas Tree Lighting event where our officers had an exciting time interacting with members of our community.

Lago Vista Blue Santa Distribution

Captain Chrane and Chief Boshears spent an afternoon helping to distribute toys with the Blue Santa organization. We helped provide **250** Children and meals, and/or assistance to Senior Citizens and general help to almost 100 Families.



CRIMINAL INVESTIGATIONS DIVISION (CID)

The Lago Vista Criminal Investigations Division (CID) consists of 2 Detectives Sergeants responsible for the investigations crimes against persons, crimes against property, apprehension of offenders, Crime scenes investigation, and court room testimony.

Together, this team of Detectives works to solve incoming cases through detailed investigations and analysis.

Here is some of that data for 2022:

95
Cases assigned
to CID

19 Assault
Investigations

8 Adult Sexual Assault
Investigations

0 Homicides
Investigations



Lago Vista Police Department

CRIMINAL INVESTIGATIONS DIVISION (CID)

KNOW WHAT'S APP ENING

SOCIAL MEDIA APPS PARENTS SHOULD KNOW ABOUT

The BAD Websites, Apps, and Devices:

The icon for the askfm app, featuring the text "askfm" in white on a blue rounded square background.

ASK FM

This popular cyberbullying app is used to ask embarrassing and hurtful questions of kids, often urging them to do harmful pranks or crimes.

The icon for the After School app, featuring the text "After School" in a white script font on a blue rounded square background.

AFTER SCHOOL

This app creates a chat room for every school, where students can anonymously engage in every conceivable form of cyberbullying; messages often include references to pornography, alcohol, and drug use.



TIK TOK (Formerly Musical.ly)

This app was originally designed to allow kids to make their own music videos (popular with elementary school students). It is used to post videotaped derogatory comments to other students.



HOUSEPARTY

This app allows for unmonitored group video chats where up to 8 people can participate at once; extremely popular with predators, who are constantly lurking where young people gather.



The Calculator %

There are dozens of these very popular apps designed to hide the photos and videos in a teenager's phone, or the icons on their home screen; it also hides your internet search history.



WISHBONE

This app allows users to compare kids against each other and rate them on a scale.

The icon for the tbh app, featuring the text "tbh" in white on a blue rounded square background.

TBH

"To Be Honest" app encourages kids to post and answer polls designed to be hurtful to other students; these so-called "rate & berate" polls are a frequent feature of cyberbullying apps.

The icon for the Hot or Not app, featuring the text "hot or not" in a stylized font with a flame effect on the word "hot" on a blue rounded square background.

Hot or Not

"A "rate & berate" app based on student-generated polls that often target specific teens with insulting language; questions such as "Who's the ugliest kid in your school?" are common.

The icon for the Kik app, featuring the text "kik." in white on a blue rounded square background.

KIK Messenger

Anyone on this photo-sharing app can chat with other users, send pictures and privately message without parents seeing; very popular for sexting purposes (sending naked or semi-nude photos electronically).

COMMUNICATIONS DIVISION

TOTAL
911 **1,260**
IN 2021

**CALLS INTO
DISPATCH**
25,116

The Communication Division (Dispatch) is an essential component of daily operations and is staffed 24 hours per day and operates with six Communications Officers, a dispatch supervisor and four additionally trained staff. The Communications Division handles both emergency and non-emergency calls and plays a pivotal role in the Department's effort to meet increasing demands for police services. As the first point of contact, in 2022 personnel answered approximately 1,140 emergency calls (9-1-1) to which 97.80% were answered within 10 seconds and approximately 25,116 non-emergency calls while ensuring that resources were dispatched rapidly and efficiently. This Division is responsible for receiving all emergency calls for police, fire, and EMS service, including the telephone device for the deaf. The Communications Division handles the dispatching of all calls for service for police through the use of the Department's computer aided dispatch and radio systems. This allows the officers more time to provide police services to the community and ensure all critical information is relayed to patrol officers in a timely manner in support of efficient crime fighting and officer safety.

Dispatch Division Statistics

Total Calls	1260
Total 9-1-1 Calls	1140
Total Inbound	1140
Total Abandoned	120
Total 911 call Duration	196.79 minutes
Call Transfer from LVPD	145
Call Transfer to LVPD	1115

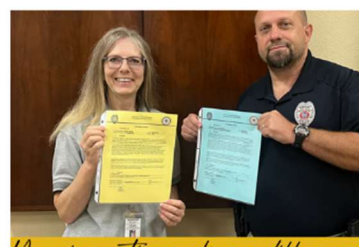
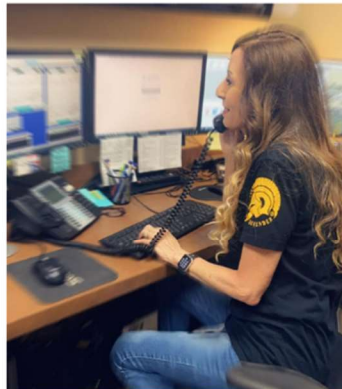
COMMUNICATIONS DIVISION

9-1-1 Calls for Service – Days of the Week

Sunday	176
Monday	172
Tuesday	155
Wednesday	163
Thursday	203
Friday	226
Saturday	165

9-1-1 Calls by Shift

Day Shift	601
Night Shift	539

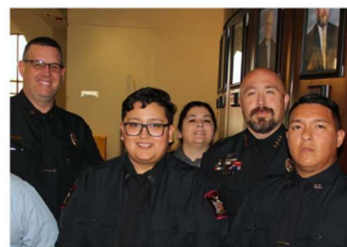


PATROL DIVISION

The Patrol Division are the first responders whose primary focus is to provide day-to-day, 24/7 police service to the community. It is the Department's most visible presence and initial point of contact for the citizens. The primary function of the Patrol Division is to provide a highly visible police presence to deter criminals, answering calls for service from the public, enforcing traffic laws, and providing the initial investigation for most criminal offenses. The Patrol Division members employ timely, courteous, and professional service to the community with focus.

Patrol Staffing:

Currently, the Patrol Division is comprised of a Lieutenant, two Sergeants, a Corporal, and eleven Police Officers distributed among four patrol team. Each patrol team deployed their Officers in an effort to efficiently cover the two geographical districts in which the city is separated. The Field Training Officer program, which coordinates each phase of training for newly hired Officers also falls under the direction of the Patrol Division.



PATROL DIVISION

Average Response Time



Average Response Priority is simply the average amount of time that elapses between a reporting party calling in for a call for service and a Police Officer replying to the location or by telephone.

The men and women of the Patrol Division section handled **6,822** calls for service in 2022 compared to 6,330 calls for service in 2021.

The total number of traffic citations for 2022 was 656. Traffic contacts which ended with the vehicle operator receiving one or more warnings for traffic violations totaled 424.

Calls for Service
6,822



Lago Vista Police Department

Social Media Engagement

The department continues to see remarkable success and community engagement with our social media program and the department's social media accounts. The Department's social media presence has grown to over 99,000 Facebook page reaches.

Social Media Tools



4,230



660



1,393



City of
Lago Vista

99,000

Facebook Page Reach

29.5K

Twitter Impressions

Post Engagement



8,063

↑ +30%



571

↑ +9.6%



8,063

↑ +7.76%

Top Stories of 2022



7,118



4,243



4,032



4,012



4,000

Lago Vista Police Department

TECHNOLOGY UPDATES

TECHNOLOGY

During the last four months of 2022, the Lago Vista Police Department was able to obtain a number of critically needed technology upgrades thanks to the support of our City Manager and City Council. Since September, we have upgraded all body cameras, Taser ® devices, and implemented cloud-based solutions for digital evidence management, policy management, field training management, and scheduling.

There are still a number of critical technological needs that need to be addressed during the upcoming year (s). The department's radio system is outdated, has significant gaps in service and coverage, and does not allow for interoperability with other area agencies such as the Travis County Sheriff's Office, Jonestown Police Department, or Travis County ESD 1. We are exploring options, solutions, and timelines for a replacement of our current radio system.

Additionally, the department's Records Management System (RMS) / Computer Aided Dispatch (CAD) system is also outdated and lacks the functionality that our officers and dispatchers need to be able to do their jobs safely and effectively. We are currently putting together a small committee to evaluate potential options for replacement of our RMS / CAD system. Part of this process will also include evaluating options for replacement of the department's electronic system for issuing traffic citations.

In 2022, there were a total of 84 vehicle accidents that occurred in Lago Vista. Those include major accidents, minor accidents, accidents with injury, and leaving the scene. Traffic accidents overall were down 4.56 % from the previous year.

84

Traffic Accidents

**TRAFFIC
ENFORCEMENT**



1,134

Vehicle Stops

The Lago Vista Police Department strives to keep the roadways safe for vehicle and pedestrian traffic. Often, the mere presence of a patrol unit encourages voluntary compliance with the laws. Another tactic is to deploy the speed trailer to encourage voluntary compliance.

FUTURE OUTLOOK

Accreditation

THE GOLD STANDARD IN PUBLIC SAFETY

Law Enforcement Accreditation

The Lago Vista Police Department is undergoing a process of revising our policies, procedures, processes, and practices to meet statewide best practice standards. Our long-term goal in this process is to seek accreditation from the Texas Police Chief's Association.

What is the Law Enforcement Agency Best Practices Accreditation Program?

The Law Enforcement Accreditation Program is a voluntary process where police agencies in Texas prove their compliance with 170 Texas Law Enforcement Best Practices. These Best Practices were carefully developed by Texas Law Enforcement professionals to assist agencies in the efficient and effective delivery of service, the reduction of risk and the protection of individual's rights.

While similar in nature to the national accreditation program, the Best Practices Accreditation Program is easier to administer, lower in cost and is designed specifically for Texas Law Enforcement. The Texas Legislature demands a great deal of professional law enforcement in Texas and the Best Practices were specifically designed to aid Texas agencies in meeting those demands and providing the best quality of service to the people of our State.

Since its inception in 2006, over 180 Texas Law Enforcement Agencies have been Accredited and many more are currently in the process to become Accredited Agencies. While members of the Texas Police Chiefs Association recognize and support the national accreditation program, The Texas Best Practices Accreditation Program has clearly become the new Gold Standard for Texas Law Enforcement!

How were these Best Practices developed?

A Committee of Chiefs of Police and Command level officers from across Texas assisted in the development of standards that were believed to be necessary for proper functioning of Texas law enforcement agencies. They reviewed Texas law and other State Accreditation Program standards to determine which were most appropriate.

An appointed Committee of professional Police Chiefs from across the state then reviewed these standards and approved them for testing. The standards were then tested by several Texas agencies and adjusted to be both appropriate and achievable. That same Committee of nine Police Chiefs now conducts the final review of an agency's efforts and awards "Accredited" status in addition to conducting an annual review of the Best Practices for additions and modifications.

FUTURE OUTLOOK

TRAINING

A major focus of the Lago Vista Police Department moving forward will be to provide our team with the highest quality professional development opportunities. We believe that a highly trained staff provides our citizens with a higher quality of service, and it is our goal to provide excellence in the delivery of our services, which starts with the training our officers receive. Part of our plan is to develop a personalized professional development plan for every member of our team. We are also working on partnerships with area training providers and agencies to provide exceptional training to our officers.

STAFFING

We are currently evaluating staffing in all areas of our department to identify areas where additional staffing may be requested during future fiscal years. There are needs to address areas such as Animal Control, which is currently handled by the Patrol Division, and Victim's Services, a service the department is currently unable to offer to our citizens. There may also be a need to consider additional resources in other divisions including Patrol and Criminal Investigations. We are evaluating our current staffing needs as well as planning for potential future growth.

STRATEGIC GOALS

As part of our plan for advancing and modernizing the Lago Vista Police Department, we are evaluating and developing new strategic goals during 2023. Strategic goals, once implemented, should be the driving force behind most of the department's activity. Our strategic goals will likely address items such as community engagement and partnerships, development of an exceptional team, proactive enforcement of criminal laws, and enforcement of traffic laws.

These goals will be finalized at a later date.

CONCLUSION

The goal of this report is to provide you with a detailed look at public safety in the City of Lago Vista. Transparency in operations is a key goal of our department and this report is reflective of that. As you can see, this has been both a busy and productive year for the department. I hope that you have found the information provided useful and informative. We are constantly looking for ways to improve our department and increase transparency to our citizens.

The Lago Vista Police Department has accomplished a great deal in this last year and there is still a great deal to accomplish ahead of us. Our overall goal is to provide our citizens with a professional, modernized department that focuses on excellence in our delivery of law enforcement services to every citizen. We have taken significant strides towards this goal already and will continue to make major accomplishments towards it as we move forward.

Thank you for taking the time to review this information. I hope you have found it informative, and I would welcome any comments or suggestions you may have. Thank you for your commitment to public safety in the City of Lago Vista!

Respectfully,

A handwritten signature in black ink, appearing to read "Gary A. Boshears", is written over a light gray rectangular background.

Gary A. Boshears, M. P. A., LCC

Chief of Police

Annual Report | 2022

Lago Vista Police Department
5901 Municipal Complex Way
Lago Vista, TX 78645

512-267-7141

