



# CITY OF LAGO VISTA POLICE DEPARTMENT

# ANNUAL REPORT



# 2023



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





2023

# Table of Contents

---

## Title

## Page

Mission, Vision and Values	4
Message from the Chief	5
Department Overview	6
City Government Overview	9
City Manager's Office	10
2023 Snapshot	11
2023 Year in Review	14
Animal Control	22
Criminal Investigations Division (CID)	23
Code Enforcement Division	28
Communications Division	30
Patrol Division	25
Community Events	32
Social Media Engagement	39
Technology Updates	41
Traffic Enforcement	42
2023 Accomplishments	43
2023 Strategic Goals	46
Conclusion	48

**Serving the City of Lago Vista  
community with dedication and pride.**



# Vision Statement

The Vision of the Lago Vista Police Department is to be the premier law enforcement agency by exemplifying

**INTEGRITY  
LEADERSHIP,  
& EXCELLENCE**

to instill pride in every person who visits and lives in our community.

# Mission Statement

Our mission is to proactively serve by building partnerships and working cooperatively with our community to make Lago Vista a fun, safe, and family-friendly city. We have an unyielding commitment to integrity and excellence in the delivery of law enforcement services and a dedication to the people, traditions, and diversity of our community.

# Core Values

## Integrity

The Lago Vista Police Department is built upon a foundation of ethical and professional conduct. We are committed to the highest level of moral principles and ethics. We are committed to upholding our positions of trust by maintaining the highest ethical standards. We will be transparent in everything we do. All members of the department will adhere to the Law Enforcement Code of Ethics, which is a part of this manual.

## Community

We believe that we are part of the community and that our department serves at the pleasure of the community. Our department strives to be representative of the community and its values. We value partnerships with individuals and groups within the community. Our goal is to work collaboratively to identify and solve problems to make our community a fun and safe environment for every visitor and resident.

## Service

We value the opportunity to provide service in a manner which is fair, courteous, responsive, effective, and efficient. An attitude of respect for and the protection of the worth, dignity, and rights of all people are the foundations of our department.

## Excellence

We strive to deliver an unmatched quality of law enforcement service to our community. Excellence is a constant process of adaption, innovation, vigilance, teamwork, and striving for greatness, even if it means making mistakes along the way. We will be transparent in every action, celebrating successes and learning from failures. We will never accept the status quo or stop looking for ways to improve.

## Leadership

We believe that every individual in this department must act with utmost courage, and the ability to face difficulty and danger with the mastery of fear. We believe that courage is not just a value of the department, but the form of every value the department holds, at the point those values are tested.

## Courage

We understand and take pride in our roles as leaders in the community. We understand our responsibilities to build connections, think critically, and solve problems. We recognize that every member of our department is a leader for the department and the community and we expect our actions to match the expectations of this role.







# A MESSAGE FROM CHIEF GARY A. BOSHEARS



To the Citizens of Lago Vista, Mayor Kevin Sullivan, esteemed members of the City Council, and City Manager Tracie Hlavinka,

I am pleased to present the Lago Vista Police Department's Annual Report for the 2023 calendar year. This marks the second year of this comprehensive report, underscoring our commitment to transparency. The report encompasses vital statistics and insights into our department's operations and functions over the past year while outlining our goals for the 2024 calendar year and beyond.

The year 2023 proved exceptionally productive and exciting for the police department. We take immense pride in our department's efforts and achievements, reflecting substantial progress in establishing it as a premier law enforcement agency. Despite challenges, we maintained our staff with minimal turnover, promptly filling vacancies. Our team responded to a record-high number of service calls and conducted a record-high number of traffic stops. Introducing successful programs, such as our commercial business check initiative, garnered a positive reception from our citizens.

In October 2023, transferring the City's Code Enforcement activities under the police department's supervision was a distinct honor. We have already witnessed positive momentum in this area. Emphasizing training and development, our team received high-quality training across various topics throughout the year. I am particularly proud of the significant strides made in community outreach and building partnerships with our citizens—an integral aspect of delivering law enforcement services successfully.

Before concluding, I would like to express my appreciation to our department's Executive Assistant, Crystal Street, for her dedicated work in compiling this report for the benefit of our citizens. Upon reviewing this report, I hope that you share the same level of pride in your police department that I experience daily when wearing the uniform of the Lago Vista Police Department.

Our community is served by an exceptional team of professionals who showcase an unyielding commitment to the citizens of Lago Vista. We are all proud to be part of this commendable team.

**With sincere thanks and appreciation**

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



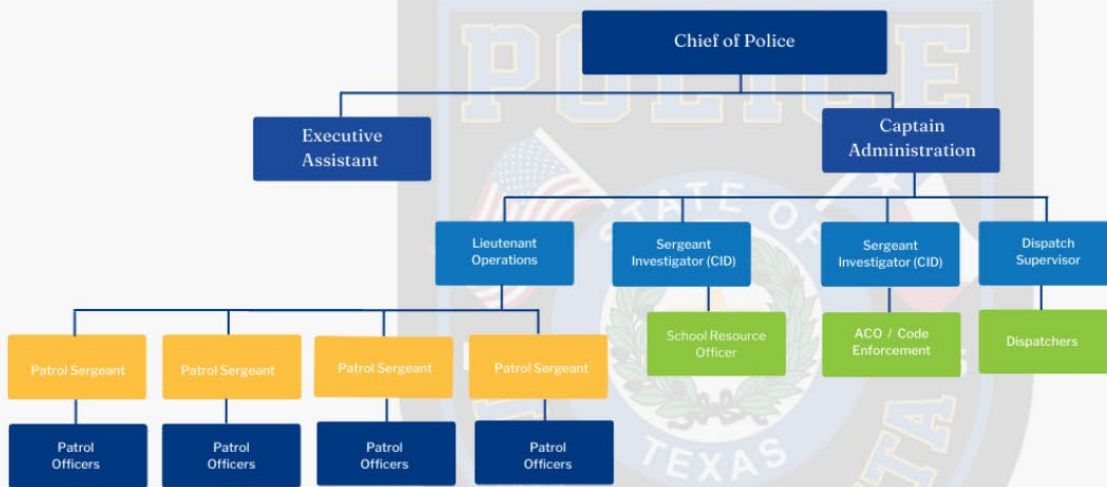
# Department Overview

As of December 31, 2023, the Lago Vista Police Department employed **22** sworn and **10** civilian staff members.



## City Lago Vista Police Department Organizational Chart





Sergeant



Lieutenant



Captain



Chief



# Department Overview

## Organizational Chart: Command Staff



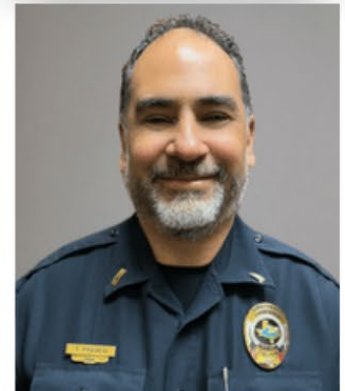
**Chief Gary A. Boshears,**  
**M. P. A., LCC**  
Chief of Police



**Crystal Street**  
Executive Assistant



**Paul Chrane**  
Captain



**Thomas Franco**  
Lieutenant



# Department Overview

Current Police Department Personnel as of December 31, 2023

Name	Rank
Gary Boshears	Chief of Police
Paul Chrane	Captain
Thomas Franco	Lieutenant
Frank Allocca	Detective Sergeant
David Wilson	Detective Sergeant
Jerome Brooks	Sergeant
Doyce Smith	Sergeant
Roberto Mercado	Sergeant
Brandon Carey	Sergeant
Sylvia Arnold	Police Officer
Christopher Cochran	Police Officer
Jason Bartholomew	Police Officer
Mia Hernandez	Police Officer
Jose Saldivar	Police Officer
John Achilles	Police Officer
Nikki Campos	Police Officer
Jonothan Perez	Police Officer
Hope Delarosa	Police Officer
Bryan Muzquiz	Police Officer
Amy Villegas	Police Officer
Christian Acosta	Police Officer
<b>Robert Quick</b>	<b>School Resource Officer (NEW)</b>
Kara Smith	Dispatch Supervisor
Janell Urdy	Dispatcher
Kathryn Palmer	Dispatcher
Michel'le Smith	Dispatcher
Juan Celedon	Dispatcher
Kerry Semon	Dispatcher
Gwen Mathews	Dispatcher
Samantha Talavera	Dispatcher
Crystal Street	Executive Assistant
Rey Salinas	Code Enforcement
<b>VACANT</b>	<b>Code Enforcement</b>



# City Government

## City of Lago Vista



Mayor Kevin Sullivan



Mayor Pro Tem Chelaine Marion

### CITY COUNCIL MEMBERS



Shane R Saum  
Council Place 1



Stephanie Smith  
Council Place 2



Rob Durbin  
Council Place 3



Paul Roberts  
Council Place 5



Paul Prince  
Council Place 6

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 per the City Charter adopted by the citizens of Lago Vista. Members of the Council serve without pay or compensation.

The Council consists of a mayor and six Council Members. Both the Mayor and Council Members are elected officials, with Council Members serving two-year terms.

The Mayor shall be recognized as the head of the City for legal and ceremonial purposes and by the Governor of the State of Texas for all purposes of military law. The Mayor collaborates closely with the Council to obtain legislation in the public interest and with the City Manager to ensure that the legislation is enforced.

The Mayor presides over all Council Meetings and provides the leadership necessary to ensure and enact good government. The Council elects the Mayor Pro Tem and acts as Mayor during his absence.

# City Manager's Office



## ***Live like you are on vacation!***

Those are the words we live by in Lago Vista, and they drive us to improve our community.

The City Manager's Office is responsible for implementing all 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 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 at the pleasure of the Mayor and City Council.

As your City Manager, it is her responsibility to appoint and manage the City's Department Heads (Chief of Police, Public Works Director, Economic Development Director, Development Services Director, Human Resources Director, Chief Financial Officer, Library Director, IT Director, Municipal Court Clerk, and City Secretary). These individuals comprise a team of dedicated public servants who work for you to make our community a better place to live, work, play, and raise a family.



# 2023 SNAP SHOT

## THE DATA AT A GLANCE



### LAGO VISTA POLICE DEPARTMENT YEARLY ACTIVITY 2023

**TRAFFIC  
STOPS  
3,413**



**12,283**

**CALLS FOR  
SERVICE**



**911 CALLS  
1,158**



**TRAFFIC  
ACCIDENTS**

**128**



**AVERAGE RESPONSE  
TIMES (ART)**



**2  
Minutes**



**ALARM CALLS  
166**



**ARRESTS  
56**

**DISTURBANCES**

**84**



**ANIMAL CALLS**



**407**

LAGO VISTA POLICE DEPARTMENT  
[f](#) [i](#) [t](#) [m](#) / LAGOVISTAPD

Lago Vista Police Department

# 2023 SNAP SHOT

## THE DATA AT A GLANCE

\*\* New Call Types | \* Call types split into detailed call types

CALL TYPE	2022	2023
Abduction (Kidnapping)	0	0
Abuse / Neglect	2	1
Administrative Docs	639	689
Alarms	217	166
VCO - Animal Generic *	193	144
VCO - Animal - At Large*	*	179
VCO - Animal - Noise *	*	12
VCO - Animal Bite*	*	3
Assault 1 - General **	84	61
Assist Other LE Agency	108	102
Assist Fire Department	84	76
Assist EMS	346	359
Assist City	316	195
Assist Citizen	316	730
Bomb / Susp Package	2	1
Burglary	33	39
Damage / Criminal Mis	69	51
Deceased Person	21	19
VCO City - General **	**	385
VCO City - Fireworks	33	50
VCO City - Illegal Dumping **	11	15
VCO City - Illegal Burning**	7	6
VCO City - Parking (non-tra) **	60	44
Domestic / Family Dist	44	84
DUI / DWI	1	3
Drugs	9	11
Explosive	0	0



# 2023 SNAP SHOT

## THE DATA AT A GLANCE

CALL TYPE	2022	2023
Fraud / Deception	53	65
Harassment / Stalking	42	55
Indecency / Lewdness	8	5
Mental Disorder	22	16
Miscellaneous Incident	7	13
Missing Person / Runaway	21	29
Murder / Homicide	0	0
Public Service	387	225
Robbery / Carjacking	0	0
Suicidal Person / Att Suicide	19	27
Supplemental	519	519
Suspicious / Unwanted Person	383	371
Theft (Larceny)	89	103
Traffic Acc / Sinking Veh	130	128
Traffic Complaint / Haz	429	426
Trespassing / Unwanted Per	97	95
Unknown (3rd party)	0	6
Weapons / Firearms	17	9
Warrant Arrest	5	11
Resisting / Evading	1	0
911 Hang-Up**	**	62
BOLO**	**	50
Security Check**	**	3204
Shots Heard**	0	34
SUBJSTOP	8	2
Unknown Problem**	0	1
VEHSTOP	1119	3413
Wireless 911**	**	96

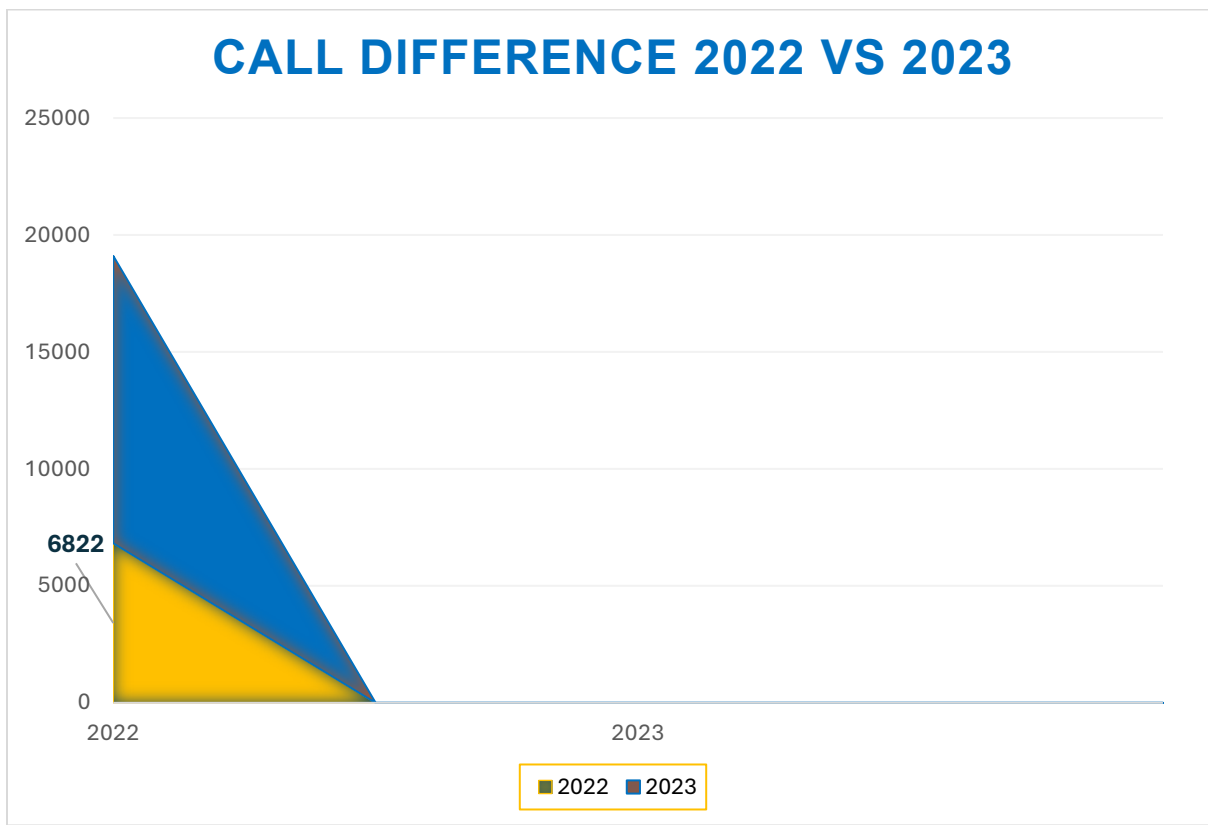
 **12,283**  
 TOTAL CALLS FOR 2023

 **3,204**  
 TRAFFIC STOP CALLS IN 2023

# 2023 PATROL & CRIME STATISTICS

## Patrol Division Statistics

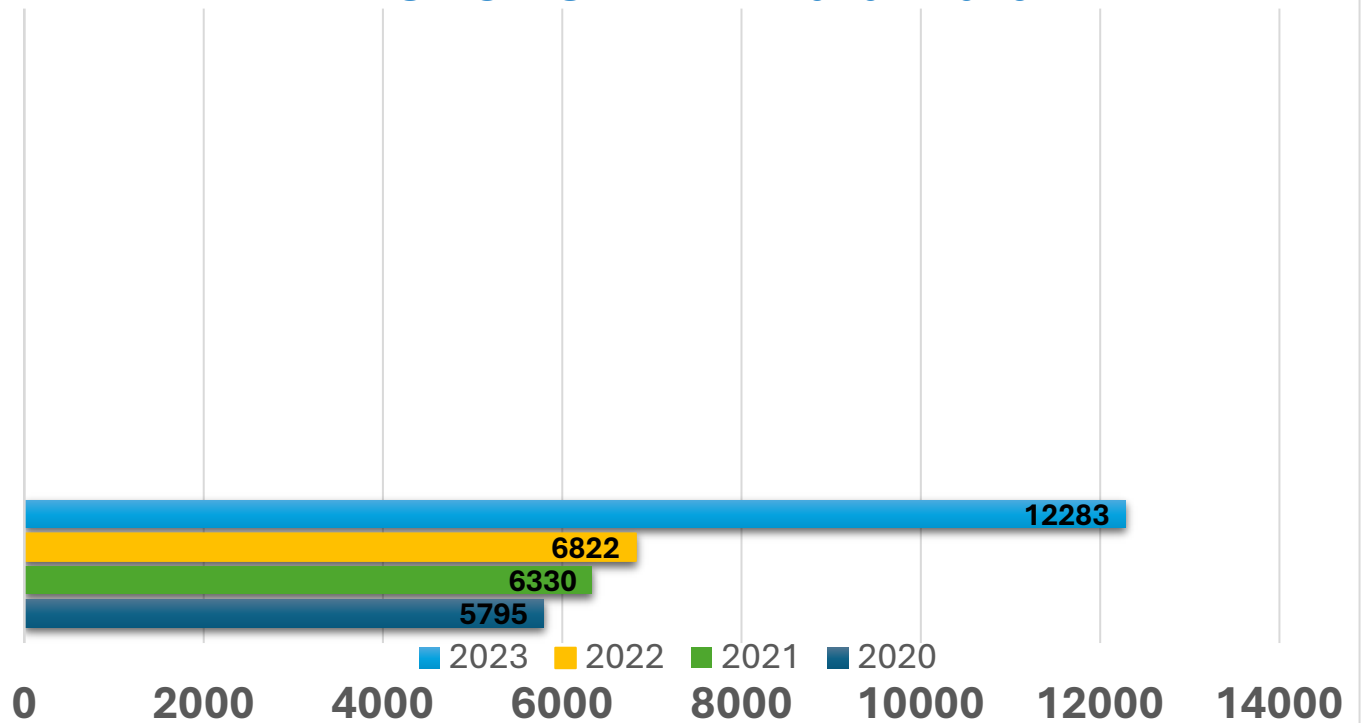
Calls for Service	<b>12,283</b>
Percent change from last year	<b>80.04 % increase</b>
Citations / Warnings	<b>3,317</b>
Motor Vehicle Accidents	<b>128</b>
On-View / Warrant Arrest	<b>56</b>
Traffic Stops / Vehicle Stops	<b>3,413</b>
Average Response Time	<b>2 minutes</b>





# 2023 PATROL & CRIME STATISTICS

## CALLS FOR SERVICE 2020 - 2023



## Calls for Service – Days of the Week

Sunday	1782	
Monday	1822	
Tuesday	1823	
Wednesday	1915	
Thursday	1132	
Friday	1917	
Saturday	1892	
TOTAL:		12283

# 2023 PATROL & CRIME STATISTICS

## Incident Based Reporting

### Part I (Type A) Crimes

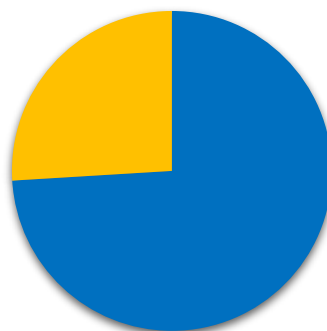
The Lago Vista Police Department reports crime occurring in the city based on the FBI's Incident-Based Reporting (IBR) standard. Texas IBR Program is a state program designed to provide a nationwide view of crime based on the submission of statistics by law enforcement agencies throughout the country. The IBR program classifies crime into two groups: Part I (Type A) and Part II (Type B) offenses. IBR data is used in law enforcement administration, operation, and management, as well as to track the fluctuations in the level of crime throughout America and the City of Lago Vista.

### Index Crimes – Part I (Type A)

Index Offenses Report	134
Index Offenses Cleared	47

### Index Crimes – Part I (Type A)

Index Crimes - Type A/Part I



■ Index Offenses ■ Cleared



# 2023 PATROL & CRIME STATISTICS

## 2023 Crime Statistics for the City of Lago Vista – Part I (Type A)

Offense	Reported	Cleared
Homicide	0	0
Forcible Rape	2	2
Robbery	0	0
Assault	62	37
Burglary	16	3
Larceny	46	3
Motor Vehicle Theft	8	2

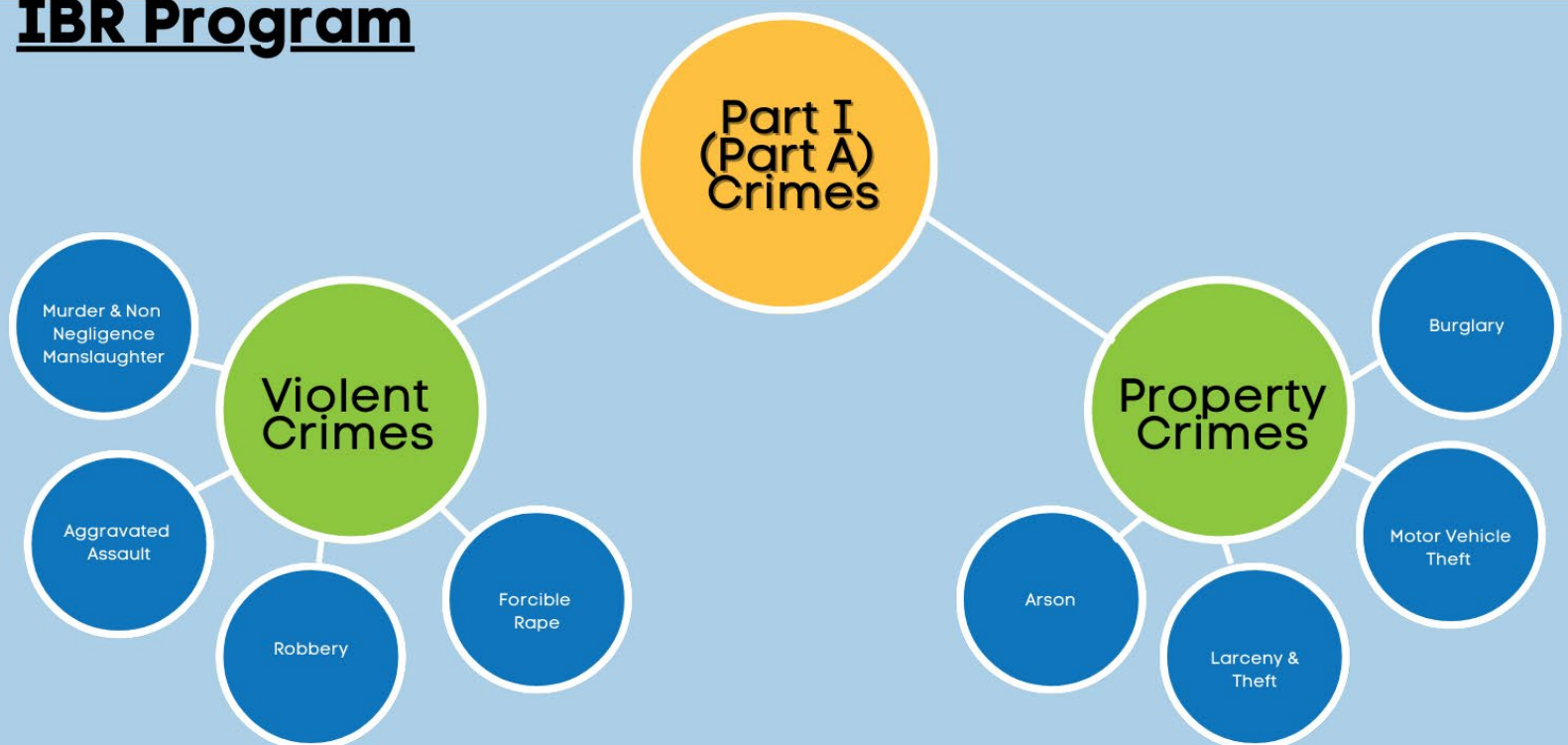
- Clearances include offenses from a previous year that were cleared in 2022.

78% of Crimes Against Persons offenses reported in 2023 were assaults. The “assault” category contains these three offenses levels: aggravated, simple, and intimidation.

“Intimidation” includes assaults by threats, terroristic threats, and similar acts.

“Kidnapping” includes unlawful restrain.

## IBR Program



# 2023 PATROL & CRIME STATISTICS

## Incident Based Reporting

### Part II (Type B) Crimes

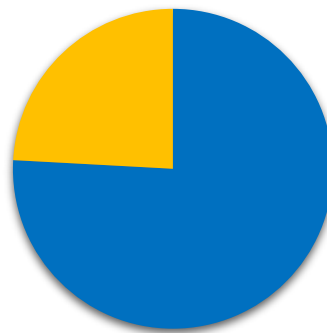
The IBR Program collects offenses to measure the level and scope of crime occurring throughout the nation. The program's founders chose these offenses because they are serious Part I offenses are selected for submission to the DOJ because they are considered to be the most likely crimes reported and considered as crimes that occur at a sufficient frequency, unlike Part II offenses. These offenses are broken down further into two classifications.

#### Index Crimes – Type B

Index Offenses Report	176
Index Offenses Cleared	56

The total number of offenses in each NIBRS code name is represented on the next page. The code names with the largest number of reported incidents were vandalism and other offenses not listed. Due to the small number of offenses examined, these offenses are not grouped.

Index Crimes - Type B/Part II



■ Index Offenses ■ Cleared



# 2023 PATROL & CRIME STATISTICS

## 2023 IBR Report - City of Lago Vista – Part II (Type B)

Offense	Reported	Cleared
Forgery & Counterfeiting	6	1
Fraud	27	1
Embezzlement	0	0
Stolen Property	1	0
Vandalism	29	13
Weapons, Carrying	1	1
Prostitution	0	0
Sex Offenses	6	0
Drug Abuse	8	5
Gambling	0	0
Offense Against Family & Children	4	2
Driving Under the Influence	3	0
Liquor Laws	0	0
Drunkenness	7	5
Disorderly Conduct	5	2
Vagrancy	0	0
Other Offenses	79	24



**IBR Program**

Lago Vista Police Department

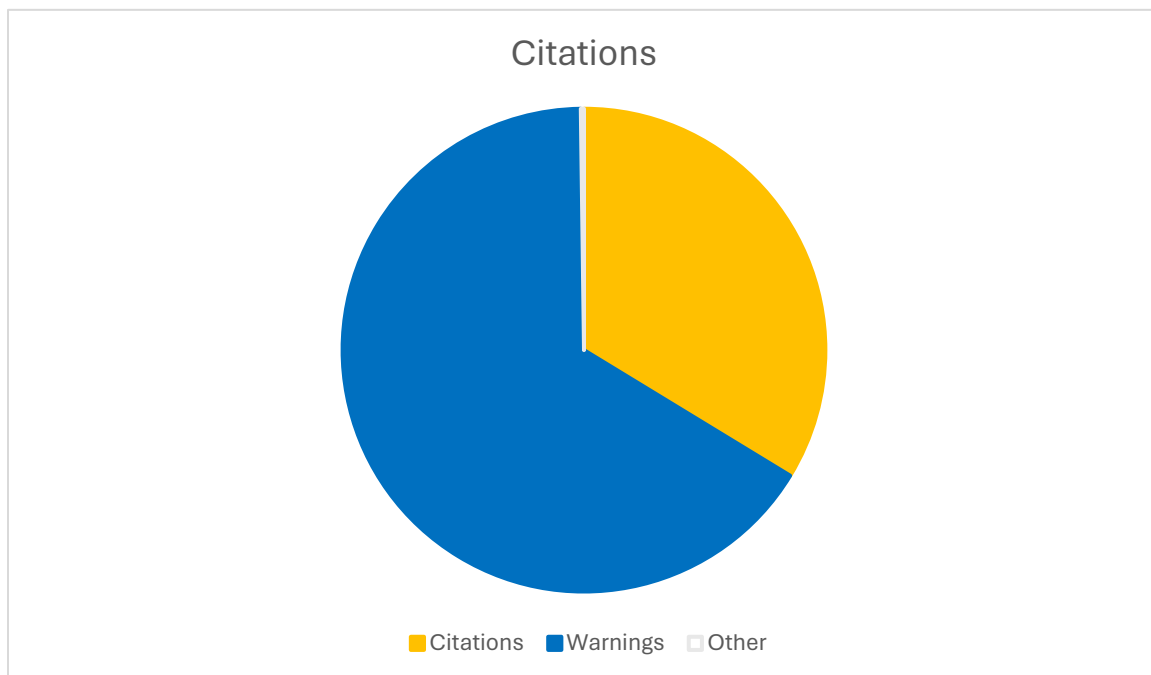
# 2023 PATROL & CRIME STATISTICS

## 2023 Citations

Our citations are broken into (3) categories, Citations, warnings and other (include voided or duplications)

### Citations

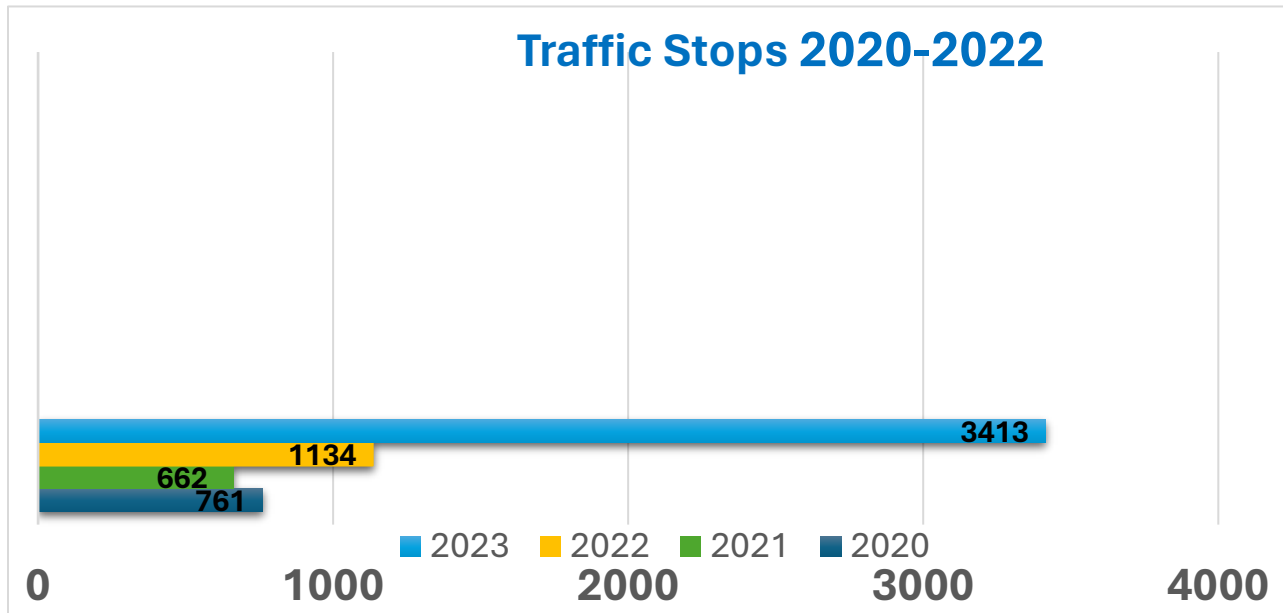
Citations	1118
Warnings	2192
Other	7
Total	3317



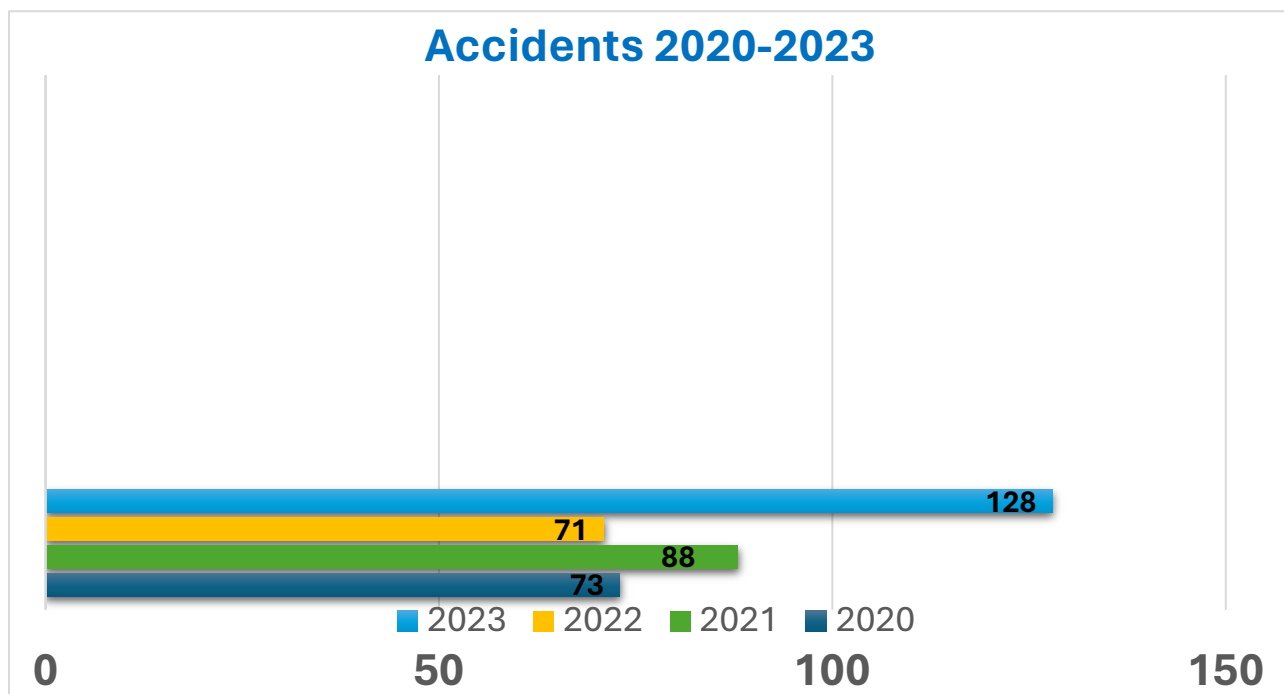


# 2023 PATROL & CRIME STATISTICS

## Traffic Stops 2020 – 2023



## Traffic Accidents 2020 – 2023



# Animal Control



Our patrol division oversaw Animal Control in the City of Lago Vista before October 2023. As of October 1, 2023, Animal Control is now oversaw by our two civilian dual Animal Control and Code Enforcement Officers. Essential 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, which the Patrol Division takes care of 24 hours a day.

Lago Vista's Animal Control's top priority for all wild and domesticated animals is their safety, comfort, and health.

## 2023 News:

- Hired 1 full-time Animal Control/Code Enforcement Officer
- Actively interviewing to fill a new full-time animal control/Code Enforcement Officer
- Helped multiple owners recover their loose dogs
- Preparing our first community event

## 2023 Animal Control Statistics

<b>Calls for Service</b>	194
<b>Animals Released to Owners</b>	11
<b>Animals Impounded</b>	26
<b>Animals Transported to Shelters</b>	4
<b>Fostered</b>	11



# Criminal Investigations Division (CID)

The Lago Vista Criminal Investigations Division (CID) is responsible for investigating crimes against persons and property in the City of Lago Vista, analyzing crime patterns, apprehending offenders, crime scene investigations, evidence, and courtroom testimony. Together, this team of Detectives works to solve incoming cases through detailed investigations and analysis. Here is some of that data for 2023:

**95**  
Cases assigned  
to CID

**18** Assault  
Investigations

**5** Burglary (forced entry)  
Investigations

**0** Homicides  
Investigations





# Criminal Investigations Division (CID)

# 568

**pieces of Evidence  
Processed by the Lago  
Vista Police Department.**

# 44

**employment backgrounds  
assigned to CID**



In August of 2023, the Lago Vista Police Department partnered with Project Beloved, a non-profit organization, to convert one of our interview rooms at the police department into a soft interview room. Trauma-informed care (TIC) considers and understands the body's biological and neurological response to trauma. Evidence-based practices call for a trauma-informed approach to reports of rape and sexual assault, and a soft interview room is considered an integral component of TIC. Creating a comfortable rather than stark space allows the participant to feel physically and emotionally safe and can significantly impact the interview process. Soft interview rooms can also be helpful when interviewing those suspected of committing crimes.



# TEENAGER SITUATIONAL AWARENESS



## 1 How to react in a dangerous situation?

Spot the predator; they look for people easy to intimidate. They go from **Staring, Verbal Abuse & Physical Violence** to get physical. In the worst-case scenario, you might have to fight the predator and learn some self-defense.

## 2 Cautionary Tale: Sexting & Extortion

Spammers will develop a relationship on a platform and request personal explicit photographs; the user asks for money, or they would post the photographs to family and friends on social media.

## 3 What does digital grooming look like?

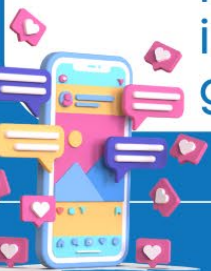
Grooming is when an adult befriends a minor with the intent of sexually exploiting them. Predators can fake identities to lure victims and start conversations. Once trust is established, they start requesting sexual exchanges (conversations, pictures & videos).

## 4 Red Flags to Watch Out For?

If it makes you uncomfortable, it might be a red flag. Stalking, bullying, and harassment can happen in many ways: Users that follow you on social media, fake accounts following you, and users that comment on everything.

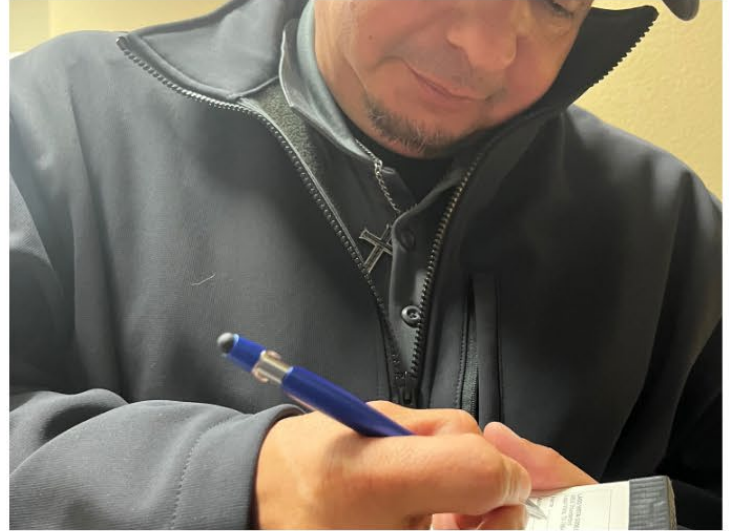
## 5 Protecting Your Digital Footprint?

In real life and your digital life, our identity is shaped & reshaped by the dynamic actions of online platforms. Don't doom scroll; platforms data collects everything, including movies, livestreams, and personal information. Spammers target influencers and fan groups, steal their work, and make it look effortless.



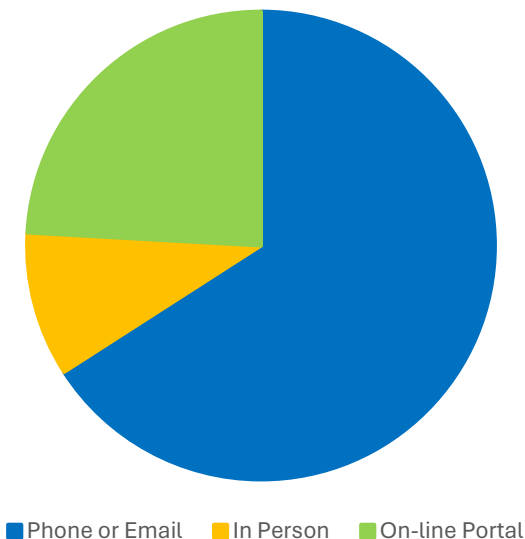


# Code Enforcement



The City of Lago Vista Development Services division oversaw Code Enforcement in the City of Lago Vista before October 2023. As of October 1, 2023, Code Enforcement is now oversaw by our dual Animal Control and Code Enforcement Officers. Code Enforcement helps maintain and improve the quality of Lago Vista's neighborhoods by operating programs that ensure public compliance with the City Building Code and other state construction codes. Additionally, we respond to customer complaints of potential code violations, initiate fair and unbiased enforcement actions to correct those violations and educate property owners to maintain code compliance.

Code Enforcement Complaints







# Code Enforcement

## 2023 Code Enforcement Statistics

Call Type	Number of Violations
Other Miscellaneous Violations	124
Other Zoning violations	15
Sign Violations	69
Boat Violations	28
Vehicle Violations	55
RV/Trailer Violations	50
Land Violations	118
Construction Violations	106
Construction - No Permit	18
Dark Skies Pollution	13
Disconnected Water/Delinquency	51
Failure to Erect E/S	7
E/S Damage	4
Failure to obtain Proper Inspections	4
Illegal Dumping	124
Open Display	27
Waste Violations	2
Stop Work Notifications	17
Animal Violations	41
Maintenance Violations	63
Parking Violations	1
Fire Wise notices	26
Dangerous Building	2
Commercial Dumpster not Screened	1
Short Term Occupancy - Violations	7
Theft of Service	1
Discharge of Sewage	2
<b>TOTAL: 976</b>	

# Communications Division



**1,158**  
in 2023

**CALLS INTO  
DISPATCH**

**31,516**

The Lago Vista Police Department's Communications Center is an integral and essential part of our communication with the public and our response to crimes and incidents within the city. Currently staffed by seven Dispatchers and one Dispatch Supervisor, this division is committed to continuous improvement and excellence in service delivery to our citizens.

The men and women who serve as Communication Dispatchers are responsible for maintaining the essential information link between the field's public and law enforcement services. The department receives approximately 31,500 calls per year, approximately 1,150 911 calls per year, and processes over 12,000 calls for service per year.

Currently undergoing a major renovation project, once complete, the Communications Division will operate in a state-of-the-art Communications Center utilizing an enhanced 911 System, Motorola Multi-Band Radio System, and Computer Aided Dispatch System that interfaces with Mobile Data Terminals assigned to patrol officers in the field.

Dispatchers must be able to multi-task and make effective, immediate decisions regarding life-threatening emergencies and situations based on overly complex rules, regulations, laws, and procedures. Dispatchers work under stressful conditions and are expected to prioritize radio traffic and phone calls as they come in.

## Dispatch Division Statistics

Total Calls	<b>1,437</b>
Total 9-1-1 Calls	<b>1,144</b>
Total Inbound	<b>1,437</b>
Total Abandoned	<b>8</b>
Total 911 call Duration	<b>245.8 minutes</b>
Call Transfer from LVPD	<b>285</b>
Call Transfer to LVPD	<b>1,152</b>



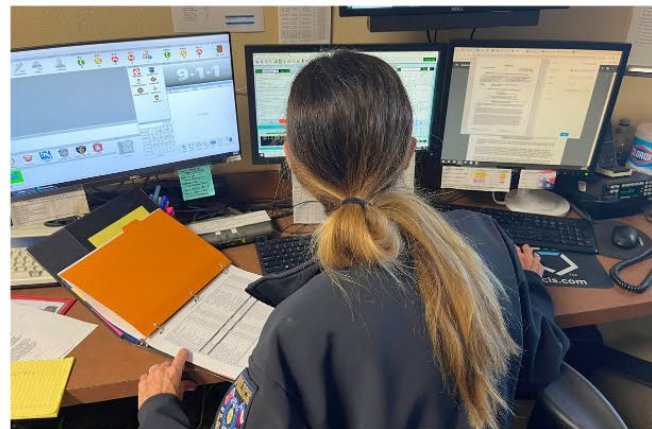
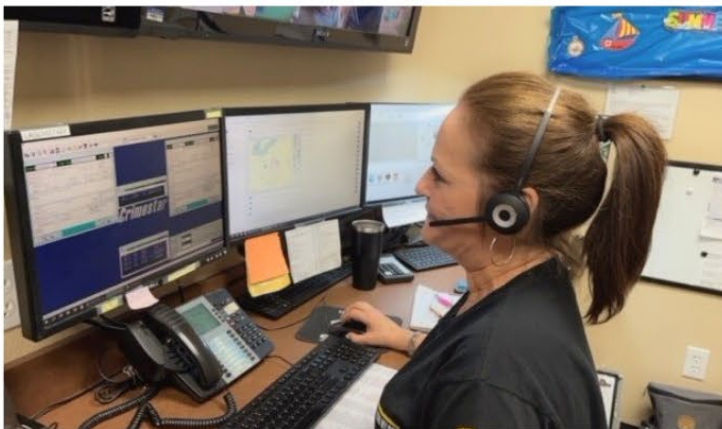
# Communications Division

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

Sunday	181
Monday	197
Tuesday	206
Wednesday	233
Thursday	199
Friday	227
Saturday	194

## 9-1-1 Calls by Shift

Day Shift	843
Night Shift	594





# Patrol Division

Lago Vista Police Department Patrol Division is the department's backbone and plays a critical public safety role. Patrol is a 24-7 uniformed position. Over **70%** of the department's sworn officers are assigned patrol functions. Patrol officers respond to various calls for service, from minor traffic accidents to major crimes in progress. Patrol officers are the first to respond to calls for service where law enforcement assistance is needed.

The division consists of 12 Patrol Officers and four Patrol Sergeants supervised by the Lieutenant. Officers with the patrol division drive marked patrol vehicles, mostly Ford Explorers. Each Officer on a patrol squad is equipped with the highest quality state-of-the-art equipment to maximize their safety and efficiency. Patrol Officers are assigned areas of responsibility within the city limits to maximize response time to calls for service and emergencies.





# Patrol Division

Calls for Service

8,191

The men and women of the Patrol Division section overseen 8,191 calls for service in 2023, compared to 6,822 calls for service in 2022.

The total number of citations for 2023 was 1,875 compared to 656 in 2022.

**Average Response Time (ART)** is simply the average amount of time that elapses between a reporting party calling in for a call for service and a Police Officer responding to the location or by telephone.



Average  
Response Time:

2

minutes



# Community Events

Committed *to our* Community

In alignment with the Lago Vista Police Department's mission to proactively serve by building partnerships and working cooperatively with our community to make Lago Vista a fun, safe, family-friendly city, we have a high quality of life in alliance with our community; our department provides community events to serve our community. With Lago Vista's growth and as partnerships develop, the opportunities to get involved will only grow!



## Coffee with a Cop

We have held several Coffee with a Cop events at various City locations. This informal event allows residents to meet and converse with police officers and other representatives in a casual, low-key environment. If you have any questions or concerns about the city or would like to talk to an officer, this is an excellent time for multiple divisions to answer them.

## Pops with a Cop

Our Pops with a Cop event is similar to Coffee with a Cop. Both programs bring police officers and the community members they serve together to discuss issues and learn more about each other. Our Pops with a Cop event is focused on the smallest of our community members, the children of Lago Vista.





# Community Events

Committed *to our* Community

## Lago Fest



## 4<sup>th</sup> of July Parade

The Lago Vista Police Department and the children (and puppy) of Lago Vista Police Department joined the Lago Vista 4<sup>th</sup> of July Council, Inc. this year. Our Officers patrolled and worked traffic control for the parade while our children and puppy enjoyed the nice parade route.



# Community Events

Committed *to our* Community



## Dinner with the Chief

Our Dinner with the Chief event is similar to Coffee with a Cop. Both programs bring police officers and the community members they serve together to discuss issues and learn more about each other. Our Dinner with the Chief event is focused on reaching working families in our community.



## Donuts with Dispatch

Our Donuts with Dispatch event is remarkably similar to our Coffee with a Cop event. The Donuts with Dispatch focused on our community members meeting our Dispatch personnel. The conversations and questions to get to know our staff better.



# Community Events

Committed *to our* Community



**The National Night Out Event** was hosted by the Lago Vista Police Department and the City of Lago Vista on October 3, 2023. We loved meeting so many community members and having the opportunity for everyone to gather as we made our community safer. The block parties kicked off the festivals with a cookout of hot dogs, a bounce house, a soft play pit, and various first responder vehicle displays; non-profit and local businesses joined the fun. We are already looking forward to next year's event.



## **Lago Vista Trunk-or-Treat**

The Lago Vista Community Trunk-or-Treat felt spooky. Witch way to the candy, the City of Lago Vista youth said. We felt like a haunted mess and had a monster enjoyable time during this event. Special fangs to the Lago Vista ISD Educational Foundation and all those who participated to provide so much support for this event.






# Community Events

Committed *to our* Community

## No Shave November

The Lago Vista Police Department went shaggy to fight cancer in November with a friendly NO Shave November contest to raise awareness for cancer prevention, research, and education. Our community was the judge on the top submissions for the following selected by:

-  Best Groomed: Sergeant Brooks
-  Longest Beard: Officer Quick
-  Shortest Beard: Sergeant Mercado



*Thank you* to our Valuable Donors for Blue Santa.





# Community Events

Committed *to our* Community

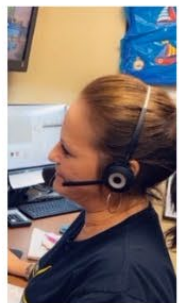


## Station Tours, Education Days, Career Days and Training

The Lago Vista Police Department had a busy year with station tours, education days, and Training. The Department provided several school groups and children's groups with a tour, and our Officers did several private school and career day events covering the job of police officers and dispatchers, proper use of 9-1-1, and specifically requested safety topics like stranger danger.



## Meet the New Faces of Lago Vista for 2023



Lago Vista Police Department



# Community Events

Committed *to our* Community



This year was full of participating in and engaging in many Lago Vista Independence School District (LVISD) visits and events, including the end-of-school-year parties, visits, and school send-offs for our high school teams. Our Officer's favorite thing to do is sit down and eat lunch with our community kids. We love building relationships with the kids of Lago Vista.



Lago Vista Police Department



# Social Media Engagement

Lago Vista Police Department is committed to being transparent and accountable to Lago Vista citizens. A key tool to fulfill that goal is communication. The Lago Vista Police Department Social Media Coordinator is responsible for the dissemination of information and responds to information regarding requests from the public on a daily basis.

The Lago Vista Police Department has the following social media platforms:

Facebook: • LagoVistaPD Twitter: • LagoVistaPD Instagram: • LagoVistaPD

All platforms have been instrumental in helping to spread the word on events and issues. The city website [www.lagovistatexas.gov](http://www.lagovistatexas.gov) offers a multitude of resources for citizens including information about community events, news releases, crime statistics as well as request for police services and programs, and several transparency fields like our monthly reports.

## Social Media Tools



5200 20.37%



1029 55.9%



1647 18.2%



City of  
Lago Vista

**209.8K**

Facebook Page Reach

**46,318**

Instagram Impressions

## Post Engagement



193.K 102.4%

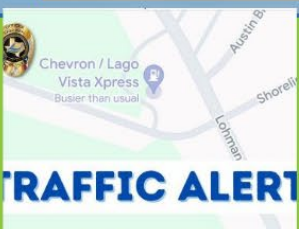


1,825 2.1%



13.7K 72.2%

## Tops Stories of 2023



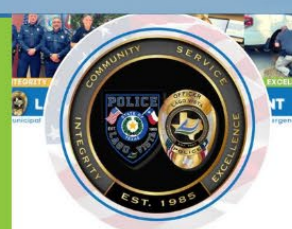
135.5K



5,800



5,800



3,250



3,100

Lago Vista Police Department



**YEAR  
IN  
REVIEW**

**2023**

COMMUNITY SERVICE  
OFFICER LAGO VISTA  
POLICE LAGO VISTA TEXAS  
EST. 1985  
INTEGRITY EXCELLENCE

# 2023



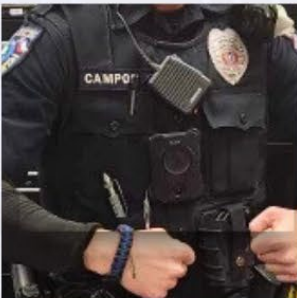
# Technology Updates

## Technology Innovation and Deployment

The Lago Vista Police Department plans for future technological upgrades. In 2023, thanks to the support of our City Manager and City Council, critical technological needs have been approved and will allow us to replace our outdated radio system, Computer Aided Dispatch System, and Records Management System.

Starting in 2024, our Communications Division will utilize and deploy an enhanced 9-1-1 system, Motorola Multi-Band Radio system transitioning to the Greater Austin Travis Regional Radio System (GATRRS), Computer-Aided Dispatch (CAD), and Records Management Systems (RMS) that interfaces with our Mobile Data Terminals (MDCs) assigned to patrol officers in the field. These upgrades allow us to outfit our Communications Division to improve and excel in service delivery to our citizens continuously; they will also allow us to partner effectively with communicating between our Department and allied agencies, the public, and regional resources.

We took the next step in a community-oriented and problem-solving policing model by launching a website through the City of Lago Vista. The website platform allows for seamless and easy information using any device and allows users to complete online many processes that previously required in-person visits to the police department. We are continuously evaluating and updating the police department website to identify additional processes that can be made available virtually.



All divisions received new Body Worn Cameras (BWCs) in 2023, upgrading to the latest in camera technology. We further implemented a BWC program for our Code Enforcement / Animal Control Division. Body-worn cameras are crucial in modern policing, enhancing accountability and trust between police and our community.

# 2023 Traffic Enforcement



**3,413**  
Vehicle Stops

Our Patrol Division is responsible for providing -specific enforcement throughout the City of Lago Vista, responding to citizen complaints, as well as working in those areas are known to have high occurrences of traffic accidents and/or speeding.



**UP**  
**200%**  
from 2022

After years of steady decline, the number of traffic stops has risen by over 200% in 2023.



**128**  
Traffic Accidents

In 2023, there were a total of 128 traffic accidents that occurred in Lago Vista. Those include major accidents, minor accidents, Accidents with injuries, fatalities, and leaving the scene. Traffic accidents overall were up 52.38% from the previous year.

The Lago Vista Police Department strives to keep the roadways safe for vehicles and pedestrian traffic. Often, the mere presence of a patrol unit encourages voluntary compliance with the laws.



# 2023 Accomplishments

## 2023 Promotions



**SERGEANT**  
Robert Mercado



**SERGEANT**  
Brandon Carey

## Awards and Recognition

Officer of the Year



Civilian Employee of the Year



Community Service Award



Leadership Award



Lago Vista Police Department





# 2023 Accomplishments

## Recruitment Initiatives

We have focused on how we market ourselves to prospective applicants and making it, so we meet the applicants where they are. Our recruiting team recognizes the need to adapt to societal trends and how many people consume information, created a recruiting team made of different staff members. The Law Enforcement Academy has become our key focus of our efforts. We wanted to get talent early in their employment journey.

Our recruiting team has attended various on-campus job fairs, career days, and opportunities to speak to the graduates in person during class sessions to inform them about the wide array of job opportunities offered by our department. We have found much success partnering with the Academies and Colleges while maintaining positive relationships with our current workforce partners.

Our recruiting team reviewed the Department of Justice report on Recruitment and Retention for the Modern Law Enforcement Agency and has already implemented several of the suggestions contained in the report.

## Accreditation

### The Gold Standard in Public Safety

Of more than 17,985 Police Departments in the United States, The Lago Vista Police Department is one of the few law enforcement agencies in the nation to achieve a long-term goal in the process to seek accreditation from the Texas Police Chief's Association. The Lago Vista Police Department is currently in the Standards for Review part of the Texas Police Chief's Association Accreditation to provide our compliance with over 170 Texas Law Enforcement Best Practices.

The Lago Vista Police Department's Best Practices policies are designed to protect individuals' rights, provide thorough service to the public, ensure property incident documentation, and use safe training practices.

Since 2006, over 180 Texas Law Enforcement Agencies have been Accredited and many more are currently in the process of becoming Accredited Agencies. The Texas Best Practices Accreditation Program has become the new Gold Standard for Texas Enforcement!





# 2023 Accomplishments

## Staffing

---

The Lago Vista Police Department has hired 12 new employees over the last year for Police Officers, Dispatch, and Animal Control.

In November, the City of Lago Vista and the Lago Vista Independent School District reached an agreement on a Memorandum of Understanding for the Lago Vista Police Department to provide a School Resource Officer to serve our community's schools. The assigned officer will begin this assignment on January 2, 2023.

We are currently evaluating additional support services and staffing in all areas of the department to identify areas where additional staffing will be needed during the future fiscal years and planning for potential future growth.

## Training

---

Members of the Lago Vista Police Department received 3,744 hours of continued education training over the last year providing our Police Department team with the highest quality of professional development opportunities. Each staff member maintains their needed mandated 40 hours of in-service training hours and we are evaluating personalized professional development plans for every member of our team.

We hosted our first set of training with area training providers and agencies to provide exceptional training to our Officers and Dispatchers. All dispatchers and law enforcement officers attended a Sexual Assault Family Violence (SAFVIC) training this year—the comprehensive Training for crucial aspects of response to and reports of sexual assault and family violence crimes.

# 2023 Strategic Goals

We are invested in planning for the future of our department and public safety in the City of Lago Vista. Our department's strategic planning encourages proactive and responsible growth in personnel, technology, resource acquisition, and operations. Community engagement is a cornerstone of our approach, and we strive to be considerate and invested in our services.



## PEOPLE ARE OUR PRIORITY

- Continue to build strength relationships and build partnerships to increase trust from our citizens and safety for our community.
- Continue to provide our citizens with a safety, fun, and family friendly community through proactive enforcement of laws and efforts to reduce criminal activity.
- Provide e
- Operate the department in an open and transparent manner to continue to enhance trust from our community excellence in delivery of all law enforcement services to our citizens.
- Work to improve processes across the department to provide more efficient and effective services to our citizens



## PARTNERSHIP & ENGAGEMENT

- Increase traffic enforcement throughout the city and increase compliance with traffic laws.
- Partner with the Lago Vista Independent School District to provide a School Resource Officer for our community.



## ADAPTATION & PERFORMANCE MANAGEMENT

- Implement the new Motorola Radio System and transition to the Greater Austin Travis Regional Radio System (GATRRS) as approved by the City Council.
- Implement the new Computer Aided Dispatch (CAD) / Records Management Systems (RMS) approved by the City Council.
- Enhance the level of training provided to all members of our team to be prepared to respond to the demands of our community, be prepared for unique situations, and adhere to best practices.



# 2023 Strategic Goals

## ADAPTATION & PERFORMANCE MANAGEMENT CONTINUED

- Increase traffic enforcement throughout the city and increase compliance with traffic laws.
- Operate the department openly and transparently to continue to enhance trust from our community.
- Improve our clearance rate on major criminal offenses.
- Increase the level of compliance with city ordinances through proactive Code Enforcement efforts.
- Implement an effective and proactive Animal Control program.
- Attend the TOC Social Media training or similar leading conference or training for Public Safety Communicators to enable our department to interact and build strong relationships with the public, learn valuable tools during times of crisis, in the event of an emergency when the public quickly needs critical information.
- Attend advance photo and Infographic, and platform best practice social media conferences or similar conferences to gain the advanced tips, skills, techniques, analysis, and knowledge to help produce polished, engaging, and professional news releases, videos, graphics to properly accomplish Department mission.

## EMPLOYEE DEVELOPMENT & MANAGING



- Recruit, hire, and retain the most qualified applicants with values that support the goals, vision, and mission of the police department and city.
- Enhance the level of training provided to all members of our team to be prepared to respond to the demands of our community, be prepared for unique situations, and adhere to best practices.
- Begin the process of obtaining accreditation through the Texas Police Chief's Association.
- Begin the process of implementing the International Association of Chiefs of Police Trust Building Campaign.
- Increase positive recognition opportunities for members of our team for the work they do for our citizens.

# Conclusion

This report aims to provide you with a detailed look at public safety in the City of Lago Vista. Transparency in operations is our department's key goal, and this report reflects that. As you can see, this has been a busy and productive year for the department. I hope that you have found the information provided helpful 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 delivering law enforcement services to every citizen. We have taken significant strides toward this goal and will continue to make major accomplishments as we move forward.

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

Respectfully,



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



Lago Vista Police Department





# LAGO VISTA POLICE DEPARTMENT

· INTEGRITY · COMMUNITY · SERVICE · EXCELLENCE ·

5901 Municipal Complex Way, Lago Vista, TX 78645  
(512) 267-7141 | [www.lagovistatexas.gov](http://www.lagovistatexas.gov)

