



**CITY OF LAGO VISTA
POLICE DEPARTMENT**

ANNUAL REPORT

2024

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



2024

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WHO WE ARE

OUR VISION

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.

OUR MISSION

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.

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 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.

COURAGE

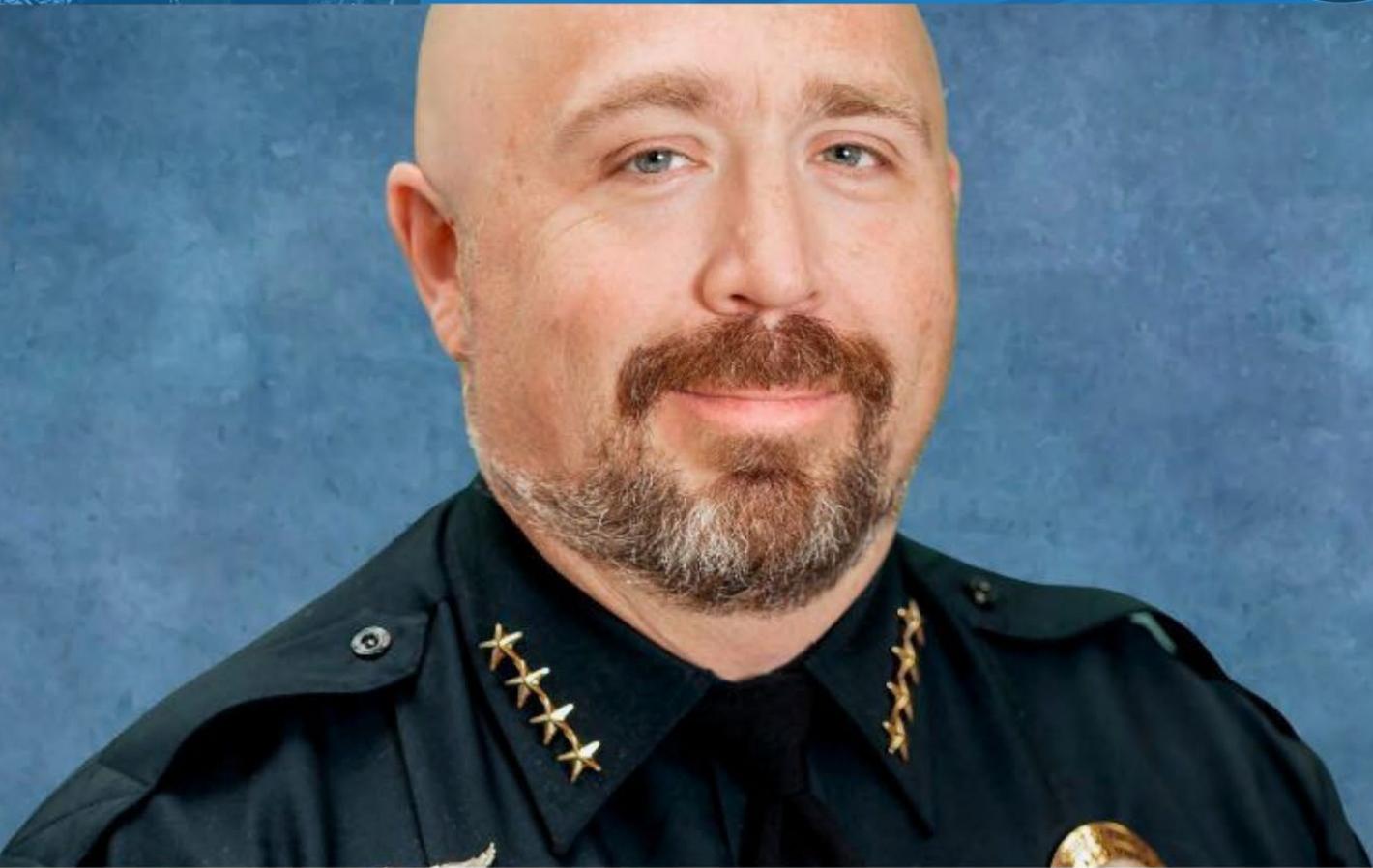


We believe that every individual in this department must act with utmost courage, and the ability to face difficulty and danger with the mastery of fear. We believe that courage is not just a value of the department, but the form of every value the department holds, at the point those values are tested.

OUR VALUES



A MESSAGE FROM CHIEF GARY A. BOSHEARS



To the Citizens of Lago Vista, Mayor Kevin Sullivan, Esteemed Members of the City Council, and Interim City Manager Taylor Whichard:

It is my honor to present the Lago Vista Police Department's Annual Report for the 2024 calendar year. Now in its third year, this comprehensive report reflects our unwavering commitment to transparency in the department's operations. It provides detailed statistics and insights into our activities over the past year while outlining our objectives and challenges for 2025 and beyond.

Reflecting on 2024, the year was marked by significant accomplishments that enhanced the productivity, efficiency, and safety of both our department and the community we serve.

In June 2024, we successfully transitioned to the Motorola FLEX Computer-Aided Dispatch (CAD) and Records Management System (RMS). This upgrade has streamlined numerous processes, including call dispatching, information relays to field officers, crime data reporting, address verification, and report approval workflows.

Additionally, in October 2024, we transitioned to a state-of-the-art Motorola radio system, integrating with the Greater Austin Travis Regional Radio System (GATRRS). For the first time, our officers now have rapid interoperability with emergency response agencies in and around our jurisdiction, such as Travis County ESD 1, the Travis County Sheriff's Office, and the Jonestown Police Department. This system has significantly improved the reliability of our radio communications, replacing an outdated system that was ineffective in many areas of the city. The enhanced coverage and functionality have significantly increased officer safety.

A MESSAGE FROM CHIEF GARY A. BOSHEARS

We also launched several new community engagement initiatives in 2024, including our Pop-Up Police Department events and Community Listening Sessions. The Pop-Up events, held at local businesses, foster informal interactions between officers and community members while supporting local commerce. The Community Listening Sessions, inspired by my participation in the International Association of Chiefs of Police Community Policing Committee, allow us to share information with residents and address their concerns. These efforts complement our ongoing community outreach programs.

Looking ahead to 2025, we made substantial progress on new initiatives to launch in the coming year. Planning is well underway for our Citizen's Police Academy, which will offer residents a firsthand understanding of law enforcement operations in Lago Vista. We also began implementing PowerEngage, a citizen feedback software solution. This system will send text message surveys to residents who have interacted with the police department, providing valuable insights into community satisfaction.

Remarkably, these advancements were achieved while our department managed a 56% increase in calls for service and a 52% rise in traffic stops compared to the previous year. Additional statistics detailing the increased demand on department resources can be found in this report.

In closing, I extend my gratitude to our Executive Assistant, Crystal Street, for her efforts in preparing this report. I also thank our dedicated team for their outstanding service to the community. Additionally, I sincerely appreciate the support from city management and the City Council, which enables us to fulfill our mission of maintaining Lago Vista as a safe, family-friendly community.

Finally, thank you for your continued trust and support to the citizens of Lago Vista. You make our community a truly wonderful place to live and work.



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



WHERE WE ARE NOW...



Lago Vista Police Department

DEPARTMENT OVERVIEW

As of December 31, 2024, the Lago Vista Police Department had 22 sworn officers and 11 civilian staff members, as shown in the authorized positions of the Lago Vista Police Department organizational chart.



AUTHORIZED BY RANK



Officer



Training Officer



Sergeant



Lieutenant



Captain



Chief



DEPARTMENT OVERVIEW



Organizational Chart: Command Staff



GARY BOSHEARS
CHIEF OF POLICE



CRYSTAL STREET
EXECUTIVE ASSISTANT



PAUL CHRANE
CAPTAIN



THOMAS FRANCO
LIEUTENANT

Personnel assigned to the Command Staff (Administrative Staff) are responsible for guiding the department into the future. This includes equipping our employees with better resources, introducing new technology, and adapting to desires and needs of the community. The Command Staff consists of a Chief of Police, a Captain, a Patrol Lieutenant, and an Executive Assistant.

DEPARTMENT OVERVIEW



Current Police Department Personnel as of December 31, 2024

Name	Rank
Gary Boshears	Chief of Police
Paul Chrane	Captain
Thomas Franco	Lieutenant
Frank Allocca	Detective Sergeant
David Wilson	Detective Sergeant
VACANT	Sergeant
VACANT	Sergeant
Roberto Mercado	Sergeant
Brandon Carey	Sergeant
Sylvia Arnold	Police Officer
Camila Peralta	Police Officer
Davon Lemon	Police Officer
Mia Hernandez	Police Officer
David Lowry	Police Officer
John Achilles	Police Officer
Nikki Campos	Police Officer
Jonothan Perez	Police Officer
Hope Delarosa	Police Officer
Dorthy Lowry	Police Officer
Amy Villegas	Police Officer
Christian Acosta	Police Officer
Doyce Smith	School Resource Officer
Pete Cantu	School Resource Officer (NEW)
Nick Noack	Dispatcher
Rabett Metz	Dispatcher
Kevin Penner	Dispatcher
Michel'le Smith	Dispatcher
Juan Celedon	Dispatcher
Kara Smith	Dispatcher
Gwen Mathews	Dispatcher
Kerry Semon	Dispatcher
Crystal Street	Executive Assistant
Rey Salinas	Animal Control / Code Enforcement
Chris Allen	Animal Control / Code Enforcement (New)



2024 STRATEGIC GOALS



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.
- 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.

2024 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 & MANAGAGING

- 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 Chief's of Police Trust Building Campaign.
- Increase positive recognition opportunities for members of our team for the work they do for our citizens.



City Government

CITY OF LAGO VISTA



2024 - 2025

Lago Vista City Council

City Council, pictured left to right: Council Member Shane Saum, Council Member Adam Benefield, Mayor Pro-Tem Rob Durbin, Council Member Norma Owen, Mayor Kevin Sullivan, Council Member Paul Roberts, and Council Member Paul Prince.

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.

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. Members of the Council serve without pay or compensation.

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 works 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 Mayor Pro Tem and acts as Mayor during his absence.

MAYOR

INTERIM 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.

Welcome to the City Manager's Office

My 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 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 Interim City Manager, it is my 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). The individuals make up 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.



LAGO VISTA POLICE DEPARTMENT YEARLY ACTIVITY 2024

**TRAFFIC
STOPS
5,065**




**TRAFFIC
ACCIDENTS**

138



**19,195 CALLS FOR
SERVICE**



**911 CALLS
1,310**



**AVERAGE RESPONSE
TIMES (ART)**

8 Minutes




**ALARM CALLS
216**

DISTURBANCES

103



**ARRESTS
102**

ANIMAL CALLS



503

2024 SNAP SHOT

THE DATA AT A GLANCE



CALL TYPE	2023	2024
Abandoned Vehicle**	0**	14
Abduction	0	1
Abuse	2	1
Active Shooter**	0**	0
Administrative Document	689	336
Aggravated Assault**	0**	3
Aircraft Emergency**	0**	1
Alarm*	166**	0*
Alarm - Business**	0**	46
Alarm - Hold Up**	0**	1
Alarm - Panic**	0**	1
Alarm - Residence	0**	145
Alarm - Silent**	0**	19
Assault**	61	15
Assault - General	0**	14
Assault - Sexual**	0**	12
Assault - Simple**	730	902
Assist Citizen	195	191
Assist City	359	496
Assist EMS	76	121
Assist FD	102	76
Assist LE Agency	27	17
Attempt Suicide	50**	0
BOLO	0	0
Bomb Found**	0	0

2024 SNAP SHOT

THE DATA AT A GLANCE



CALL TYPE	2023	2024
Bomb Threat	0	0
Burglary	39	16
Civil Complaint**	0**	11
Close Patrol**	0**	1093
Community Policing**	0**	47
Damage	51	66
Debit Card**	0**	2
Deceased Person	19	18
Deceased Person - Hospice**	0**	1
Disturbance	166	35
Domestic Disturbance	0**	103
Driving while Intoxicated**	0**	11
Drowning**	0**	0
Drugs	0**	8
Explosion	0	4
Fingerprints**	0**	4
Flagdown**	0**	7
Found Person**	0**	0
Found Property**	0**	13
Foot Pursuit**	0**	0
Fraud	65	36
Gunshot**	0**	0
Harassment	55	77
Indecency	5	8
Man Gun**	0**	0

2024 SNAP SHOT

THE DATA AT A GLANCE



CALL TYPE	2023	2024
Mental Disorder	16	24
Miscellaneous	13	4
Missing Juvenile / Person	29	16
Officer Needing Assistance**	0**	2
Public Intoxication**	0**	2
Public Service	225	102
Reckless Driver**	0**	86
Repossession**	0**	1
Security Check	3204	5042
Shots Fired**	0**	2
Shots Heard	0**	25
Stabbing**	0**	0
Subject Check	34	0*
Supplemental Report	371	393
Suspicious Person	0**	248
Suspicious Vehicle**	0**	90
TEST**	0**	16
Theft	128	104
Traffic Accident	0**	138
Traffic Complaint**	426	269
Traffic Hazard**	0**	64
Trespassing	95	92
Unknown	1	18
Vacation Check**	0**	1471
Vehicle Stop	3413	5065



2024 SNAP SHOT

THE DATA AT A GLANCE

CALL TYPE	2023	2024
W911	96	59
Warrant Arrest	11	16
Warrant Service**	0**	4
Weapon	9**	3
Welfare Check**	0**	142
911 Hang Ups	62	174

** Added Call Type in 2024

*Deleted Call Type in 2024

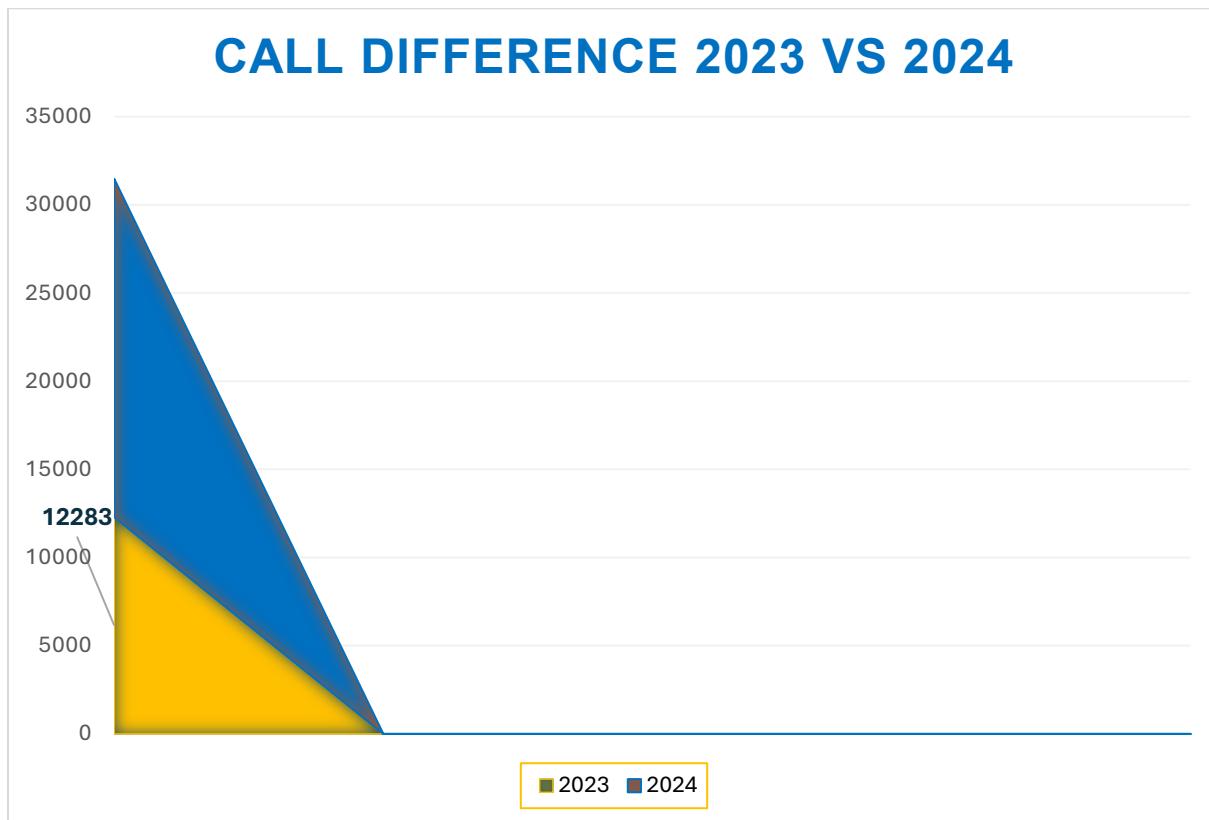
2024 PATROL CRIME STATISTICS



Patrol Division Statistics

Calls for Service	19,195
Percent change from last year	56.27 % increase
Citations / Warnings	4,844
Motor Vehicle Accidents	138
On-View / Warrant Arrest	16
Traffic Stops / Vehicle Stops	5,065
Average Response Time	minutes

Call Difference between Years – 2023 VS 2024



2024 PATROL CRIME STATISTICS



CALLS FOR SERVICE 2021 - 2024



Calls for Service – Days of the Week

Sunday	2,452
Monday	2,951
Tuesday	2,918
Wednesday	2,690
Thursday	2,741
Friday	2,665
Saturday	2,511
TOTAL:	19,195

2024 PATROL

CRIME OVERVIEW



2024 Crime Overview

NIBRS COMPARISON

The Lago Vista Police Department reports crime occurring in the city based on the FBI's National Incident-Based Report System (NIBRS), which was implemented to improve the overall quality of crime data collected by law enforcement. NIBRS captures details on each single crime incident, as well as on separate offenses within the same incident, including information on victims, known offenders, relationships between victims and offenders, arrestees, and property involved in crimes.

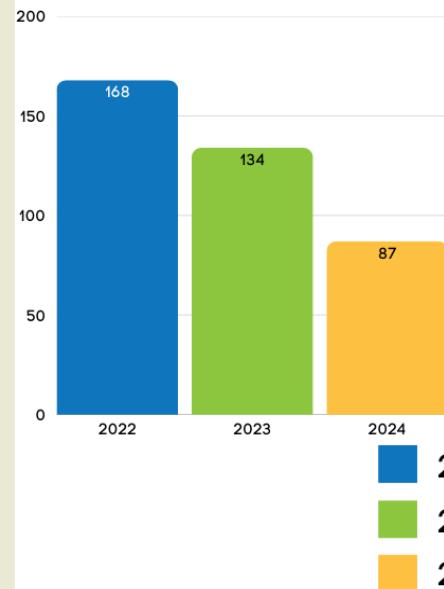
Unlike data reported through the UCR Program's traditional Summary Reporting System - an aggregated monthly tally of crimes - NIBRS goes much deeper because of its ability to provide circumstances and context for crimes like locations, time of day, and whether the incident was cleared, NIBRS classifies crime into two groups: Group "A" and Group "B" offenses. The Part I crimes that were previously reported under the UCR program are also reflected in NIBRS Group "A" offenses.

Each participating agency is required to report NIBRS offenses monthly. Monthly crimes that occur are reported to the Texas Department of Public Safety, which forwards the information to the FBI. NIBRS data is used in law enforcement administration, operation, and management, as well as to track fluctuations in the level of crime throughout America and the City of Lago Vista.

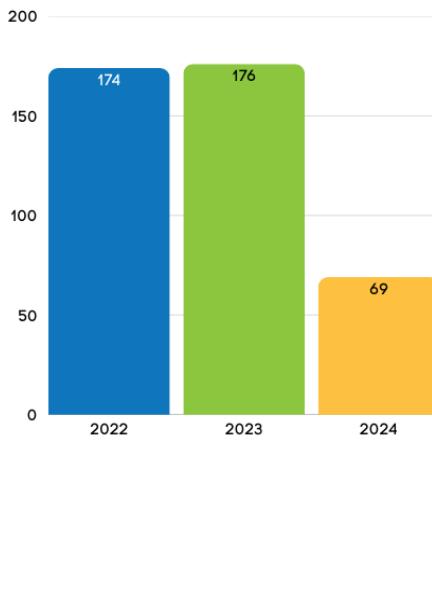
It is important to note that the NIBRS figures presented here are preliminary and unofficial; the confirmed statistics will be included in the Texas Department of Public Safety's annual report, "Crime in Texas."

NIBRS Reports Filed 2022 - 2024

Part I



Part II



PART 1 CRIMES

	2024	2023
ARRESTS	87	134
35%		

	2024	2023
ARRESTS	102	56
82%		

PERSONS CRIMES	RAPE	ROBBERY	ASSAULT
	150%	0%	26%

PROPERTY CRIMES	BURGLARY	LARCENY / THEFT	MOTOR VEHICLE THEFT
	86%	34%	50%

PART 1 CRIMES:

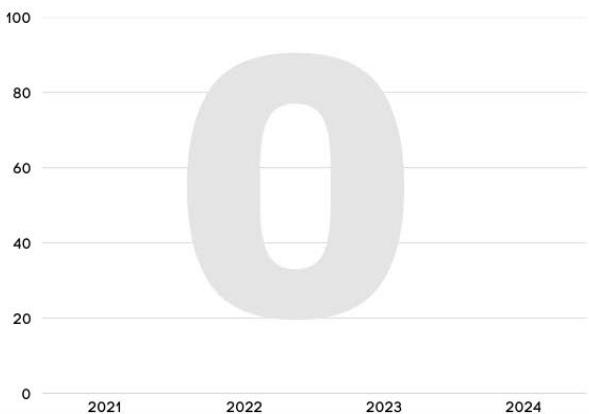
- Homicide,
- Forcible Rape
- Robbery,
- Aggravated assault,
- Burglary,
- Theft-Larceny,
- Motor Vehicle theft

2024 PATROL CRIME OVERVIEW

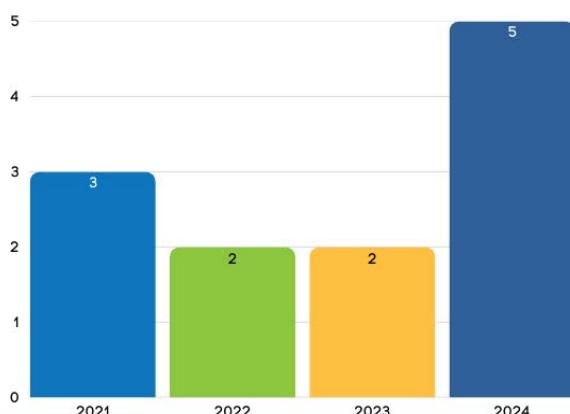


4 - YEAR CRIME STATISTICS

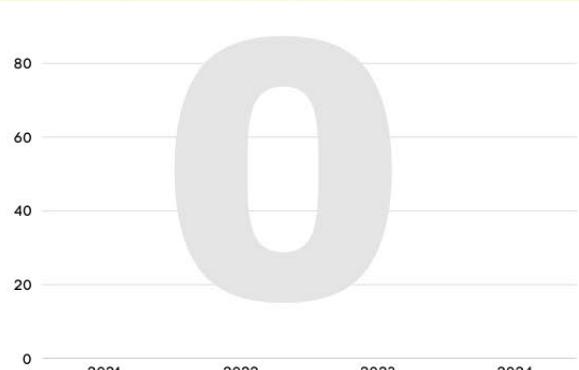
2021 - 2024 HOMICIDES



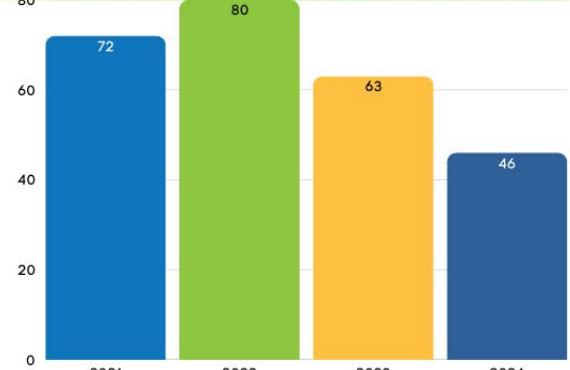
2021 - 2024 RAPES



2021 - 2024 ROBBERIES



2021 - 2024 ASSAULTS

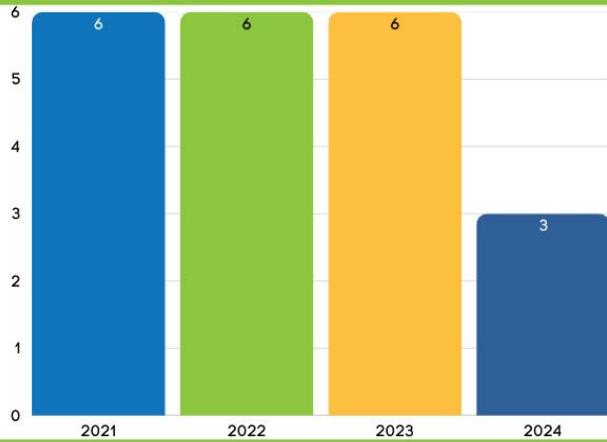


2024 PATROL CRIME STATISTICS

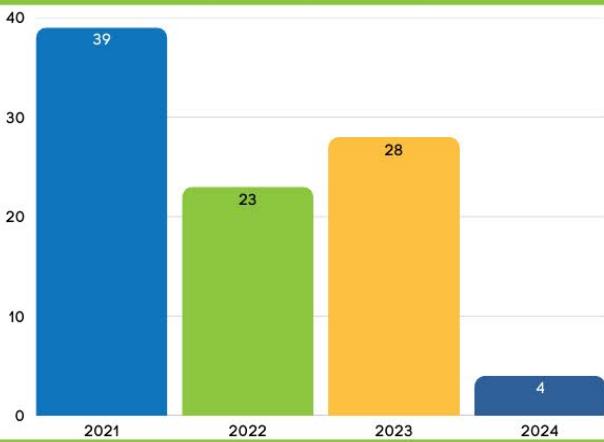


4 - YEAR CRIME STATISTICS (PART 2 OFENSES)

2021 - 2024 FORGERY & COUNTERFEITING



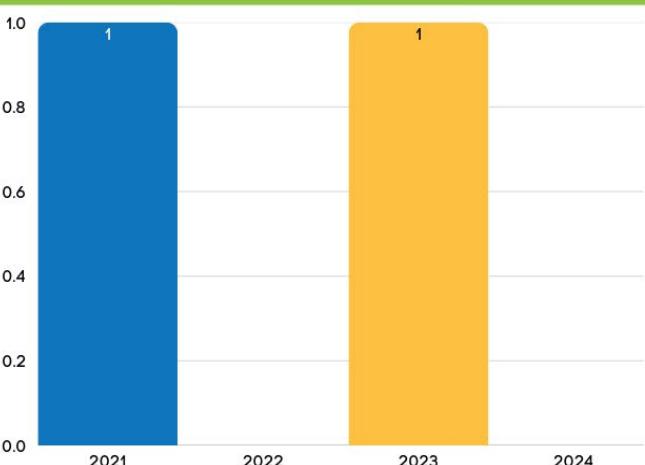
2021 - 2024 FRAUD



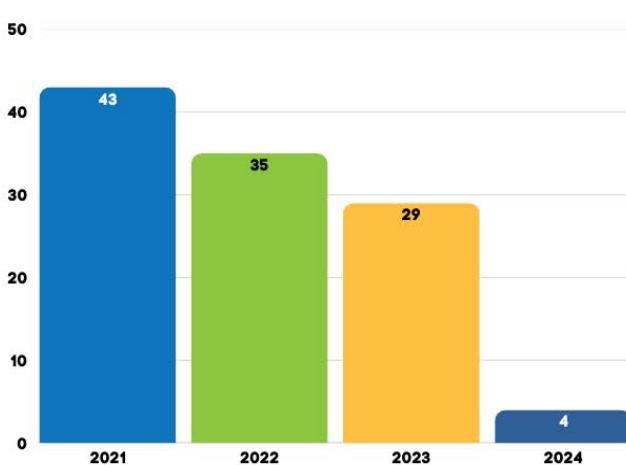
2021 - 2024 EMBEZZLEMENT



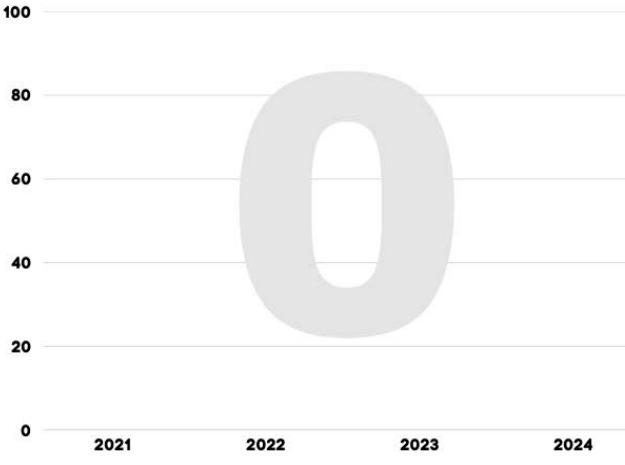
2021 - 2024 STOLEN PROPERTY



2021 - 2024 VANDALISM



2021 - 2024 PROSTITUTION

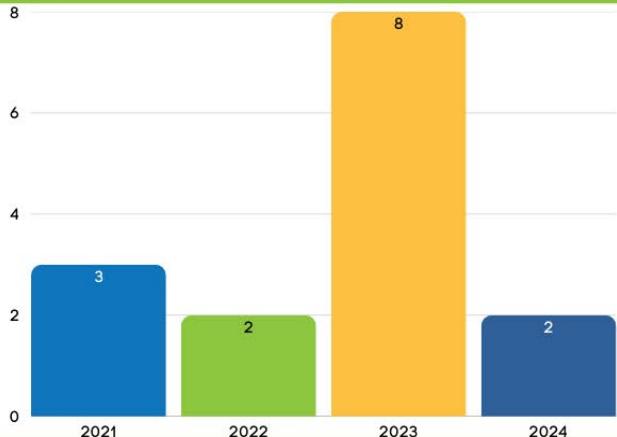


2024 PATROL CRIME STATISTICS



4 - YEAR CRIME STATISTICS (PART 2 OFENSES)

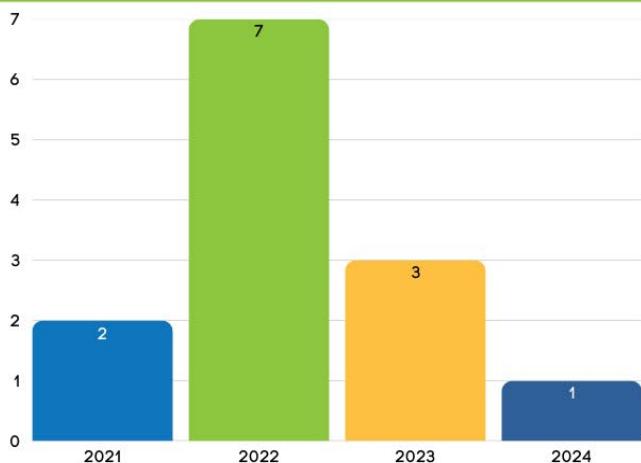
2021 - 2024 DRUG ABUSE



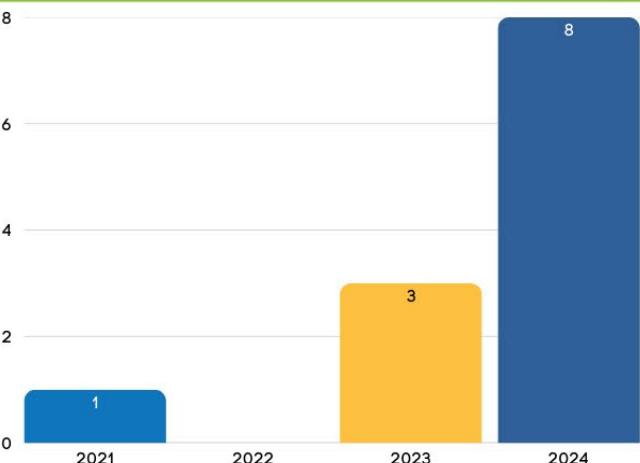
2021 - 2024 GAMBLING



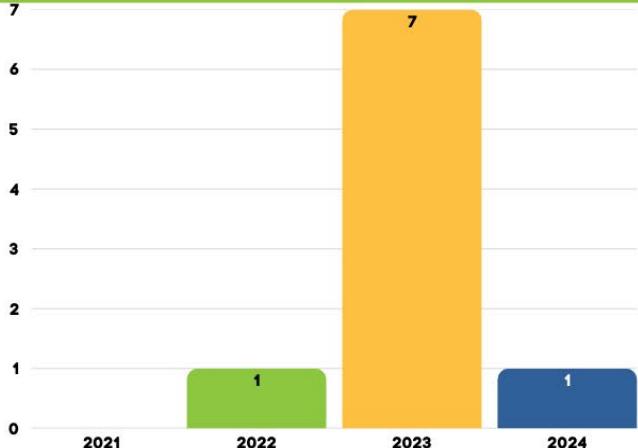
2021 - 2024 OFF AGAINST FAMILY/CHILDREN



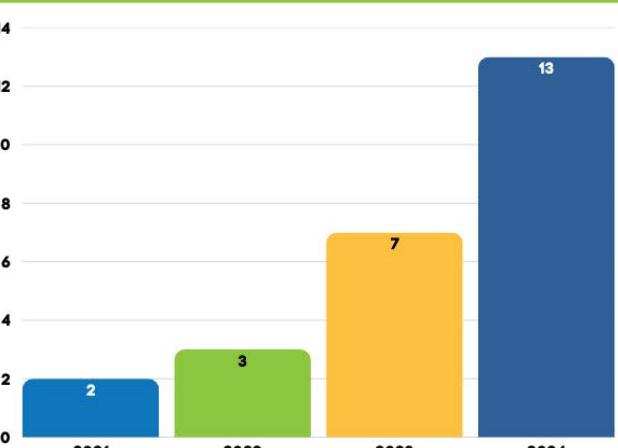
2021 - 2024 DUI



2021 - 2024 LIQUOR LAWS



2021 - 2024 DRUNKENNESS



2024 PATROL CRIME STATISTICS



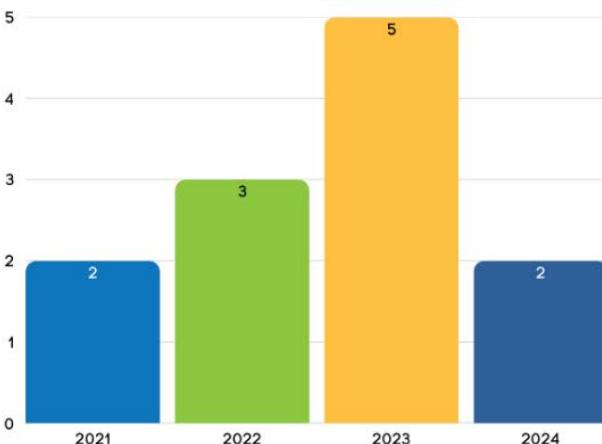
4 - YEAR CRIME STATISTICS (PART 2 OFENSES)

THE ROLE OF A LVPD OFFICER

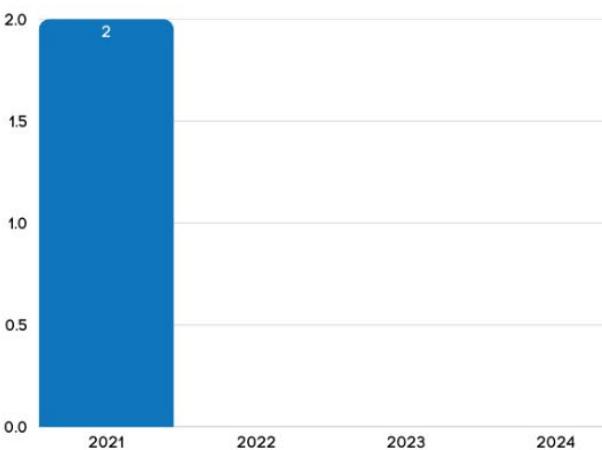
- 1 police **Call for Service** every 27.3 minutes
- 1 **Officer-Initiated** event every 41 minutes
- 1 police **report** taken every 1 day
- 14 **traffic stops** made every day
- 4 **traffic citations** issued every 1 day
- 1 **arrest** made every 3.5 days
- 1 **traffic collision** report taken every 2.6 days
- 1 **community outreach** event every 24 days
- 1 **Use of Force** incident every 40.5 days



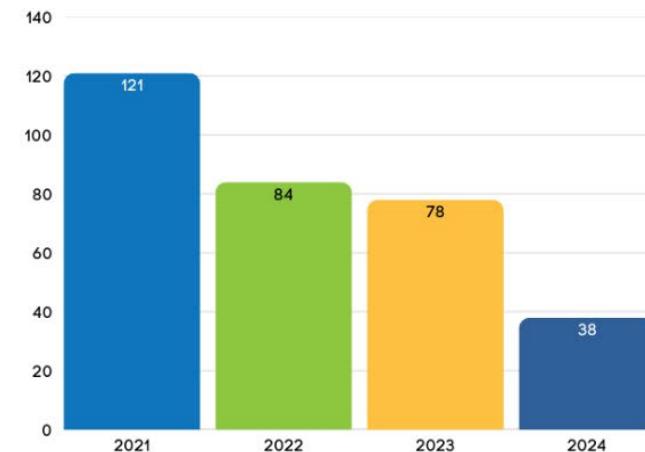
2021-2024 DISORDERLY CONDUCT



2021-2024 VAGRANCY



2021-2024 ALL OTHERS (EXCEPT TRAFFIC)





2024 PATROL TRAFFIC ENFORCEMENT



5,065
Vehicle Stops

48%
UP
from 2023

1,469
Traffic Citations

138
Traffic Accidents

The Patrol Division of the Lago Vista Police Department is dedicated to ensuring the safety and well-being of our community through effective traffic enforcement. Our committed patrol officers manage all aspects of traffic within the city, addressing a wide range of incidents, from minor to major accidents.

While we do not have specialized traffic units, our officers are trained to respond effectively to traffic-related incidents. They collaborate with external agencies, such as the Travis County Sheriff's Department (TCSO) and the Texas Department of Public Safety (DPS), when specialized assistance is needed.

The number of traffic accidents has risen to 138. While this is not a significant increase from the previous year, we believe that increasing enforcement and education efforts is a priority to mitigate increasing numbers of accidents in our community.

2024 Citations

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

Citations

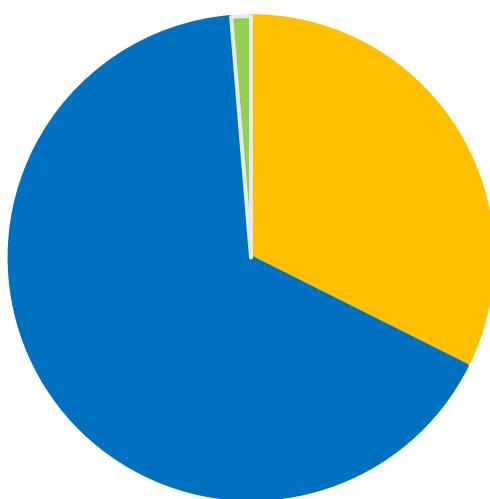
Citations	1,658
Warnings	3,393
Other	67
Total	5,118



2024 PATROL TRAFFIC ENFORCEMENT



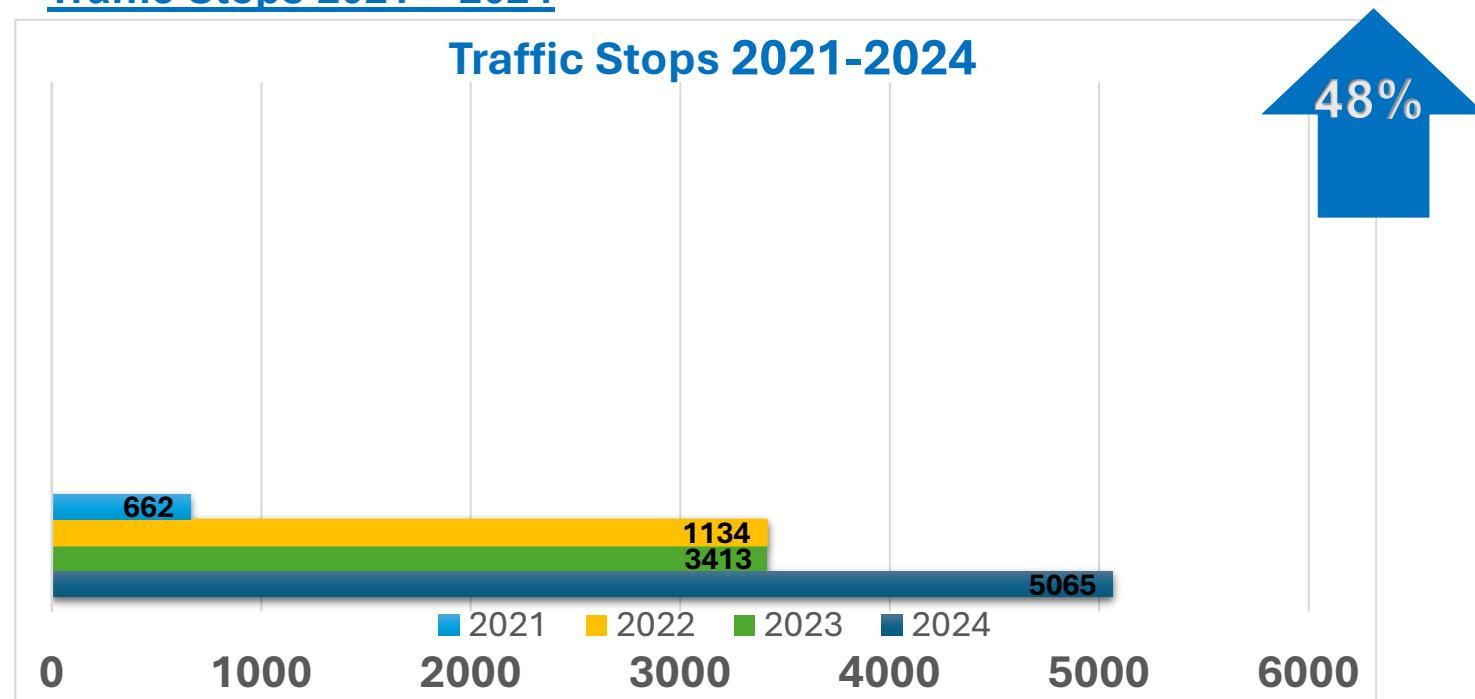
Citations



■ Citations ■ Warnings ■ Other

Traffic Stops 2021 – 2024

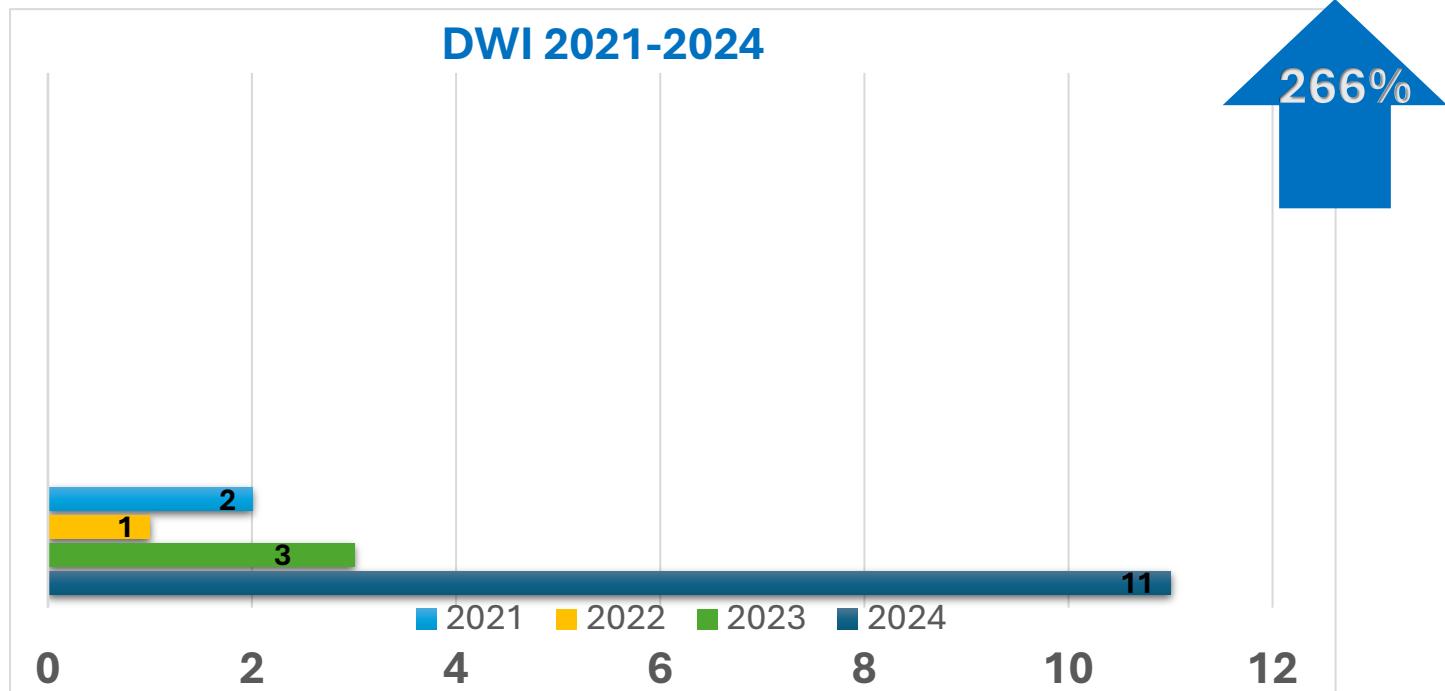
Traffic Stops 2021-2024



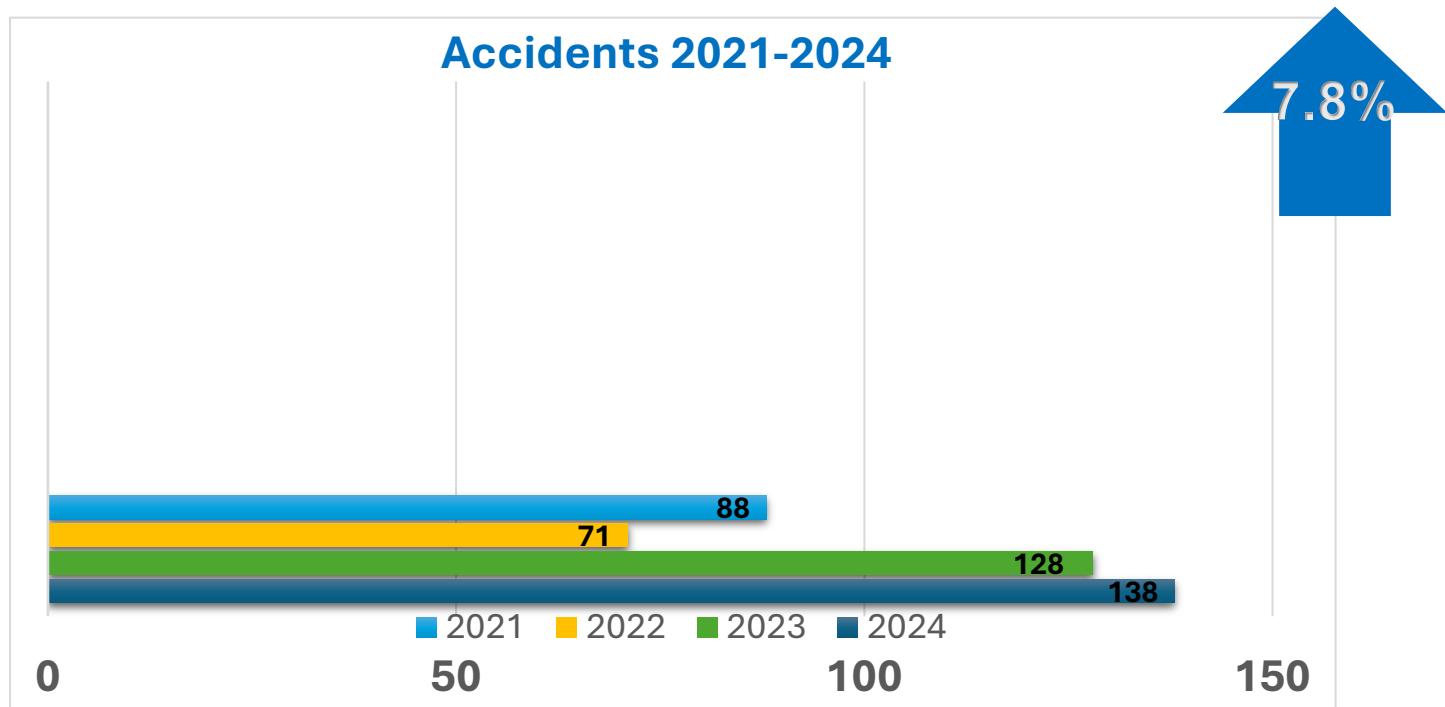
2024 PATROL TRAFFIC ENFORCEMENT



Driving While Under the Influence 2021 – 2024



Traffic Accidents 2021 – 2024

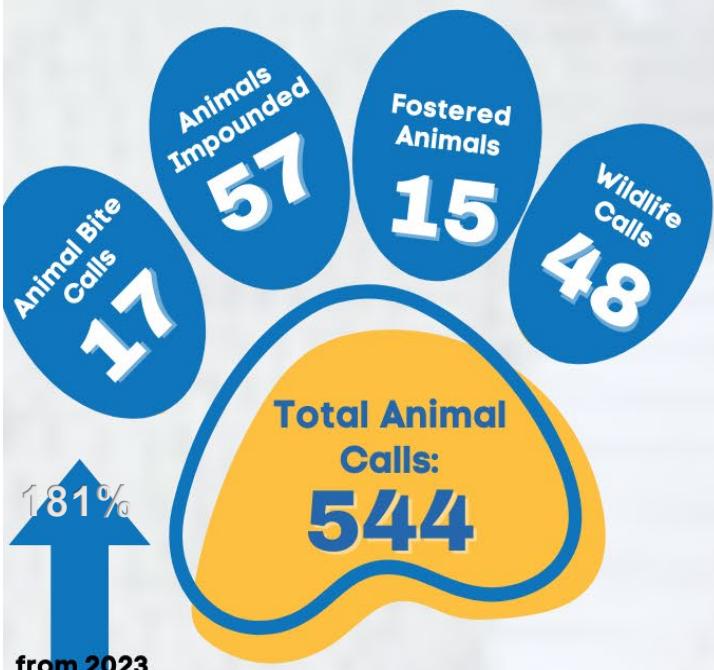


ANIMAL CONTROL

Our Animal Control Division currently comprises of two animal control officers and overseen by a Detective Sergeant. We are pleased to announce that, as of May 2024, an additional animal control officer joined the division. These officers also take on responsibilities as code enforcement officers, allowing for a collaborative approach that significantly enhances our ability to manage animal-related issues within the community. The two officers handle animal-related incidents, such as loose dogs, noise complaints, wildlife concerns and other community events.

The Department operates three temperature-controlled kennels, providing a safe and comfortable environment for animals that are found or impounded. This facility is crucial for the humane treatment and care of stray or abandoned animals.

2024 Animal Control Statistics

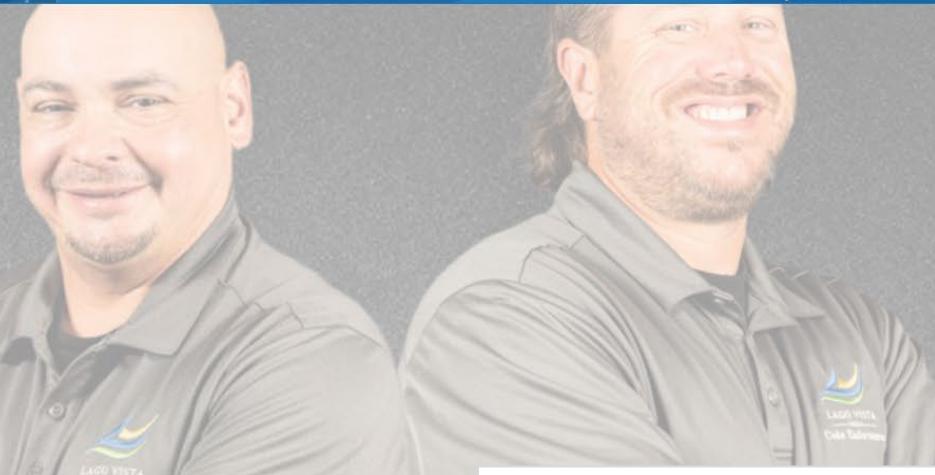


Animal Control Calls

Animal Cruelty	1
VCO - Bite	33
VCO - General	175
VCO - Noise	82
VCO - Registration	2
VCO - At Large	223
VCO - Rabies	0
VCO - Wildlife	39



ANIMAL CONTROL



Our Animal Control Officers range of responsibilities focused on protects domestic animals from abuse and neglect and citizens from dangerous animals.

Here are some of their key responsibilities Animal Control:

Enforcing Animal Laws

Responding to Animal Complaints

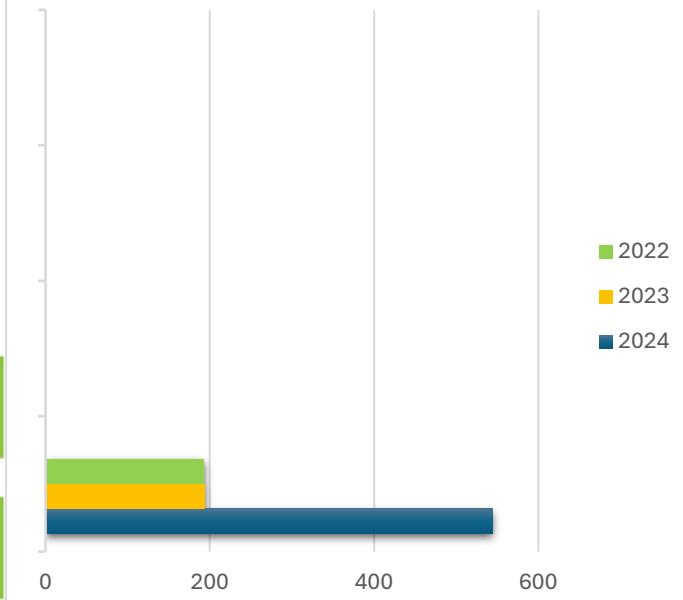
Rescue & Shelter

Educating the Public

Animal Bites & Cruelty

Wildlife Management

Animal Calls 2022- 2024



80

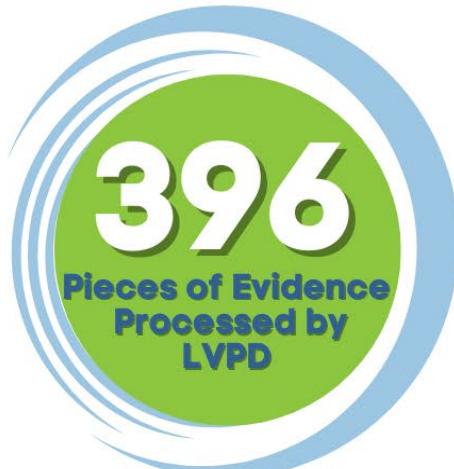
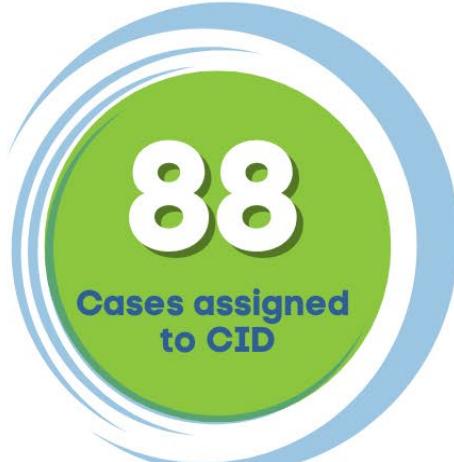
New Dog
Registrations

CRIMINAL INVESTIGATIONS DIVISION (CID)

The Criminal Investigation Division (CID) of the Lago Vista Police Department is dedicated to investigating crimes against individuals and property within Lago Vista. This specialized team is committed to analyzing crime patterns, apprehending offenders, conducting thorough crime scene investigations, managing evidence, and providing courtroom testimony.

Here are some of their key responsibilities of criminal investigations:

- Domestic Violence
- Sexual Assaults
- Stalking
- Crimes Against Children
- Hate Crimes
- Financial Crimes
- All Felony Crimes



CRIMINAL INVESTIGATIONS DIVISION (CID)



65 Assault Investigations

2 Burglary (Forced entry) Investigations

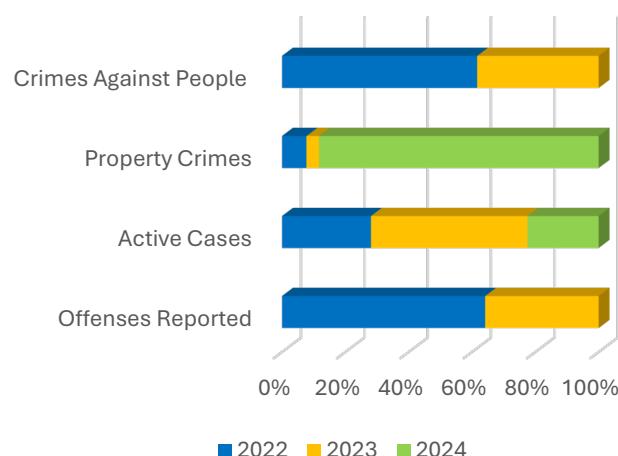
1 Homicide Investigations

The CID is staffed with two Detective Sergeants who provide leadership and oversight. They also work closely with the patrol division, maintaining a 24-hour on-call status to respond to urgent investigative needs as they arise. The dedicated professionals in the Lago Vista Police Department's Criminal Investigation Division are committed to upholding the safety and security of our community through diligent investigative practices and proactive crime prevention strategies.



According to the FBI, the national average for cases cleared by arrest or exceptional means by police in the US is around 45.5% for violent crimes and 17.2% for property crimes as of 2019.

Active vs Closed Cases



See something. . . Know something. . . Say something!

The phrase “See something, say something” is crucial for the Lago Vista Police Department. We all play a role in keeping our community safe. It’s easy to be distracted during our daily routines such as going to work, school, or the grocery store, but as you’re going about your day, if you see something that doesn’t seem quite right, know something, say something.

- **Prevention of Crime:** Reporting suspicious behavior can help prevent crimes before they happen. We can investigate and take action if necessary.
- **Public Safety:** Sharing information about potential threats can help protect not only the individual reporting but also the broader community. It fosters a sense of collective responsibility.
- **Timeliness:** In emergencies, particularly those involving immediate threats to life or property, contacting authorities such as 9-1-1 is crucial for a quick response. Quick reporting can save lives.
- **Empowerment of Citizens:** Reporting suspicious activity empowers you to be proactive about your safety and the safety of others. This creates a more vigilant and responsive community.
- **Resource Allocation:** When suspicious activities are reported, we can allocate resources more effectively, focused on areas that may need increased attention or surveillance.
- **Creating Awareness:** Reporting suspicious activity raises awareness about potential dangers in their surroundings, promoting a culture of vigilance.

If you
SEE
something

SAY
something

REPORT
SUSPICIOUS
ACTIVITY
Call 9-1-1 or (512)267-7141



CODE COMPLIANCE DIVISION

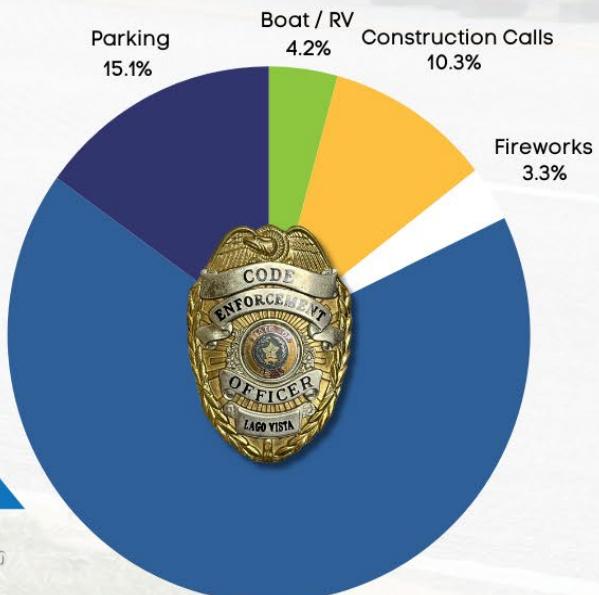


As of May 2024, our Code Compliance Division consists of two code compliance officers who are supervised by a Detective Sergeant. The code enforcement officers also collaborate with our animal control services, enhancing our ability to address community needs.

Our primary goal is to maintain and improve the quality of Lago Vista's neighborhoods. We accomplish this by ensuring public compliance with municipal codes and state construction regulations. Our dedicated team addresses citizen complaints about potential code violations and takes appropriate enforcement actions to resolve these issues.

Together, we can make Lago Vista a safer, healthier, and cleaner place to live and work.

2024 Code Compliance Statistics



11.3%
from 2023

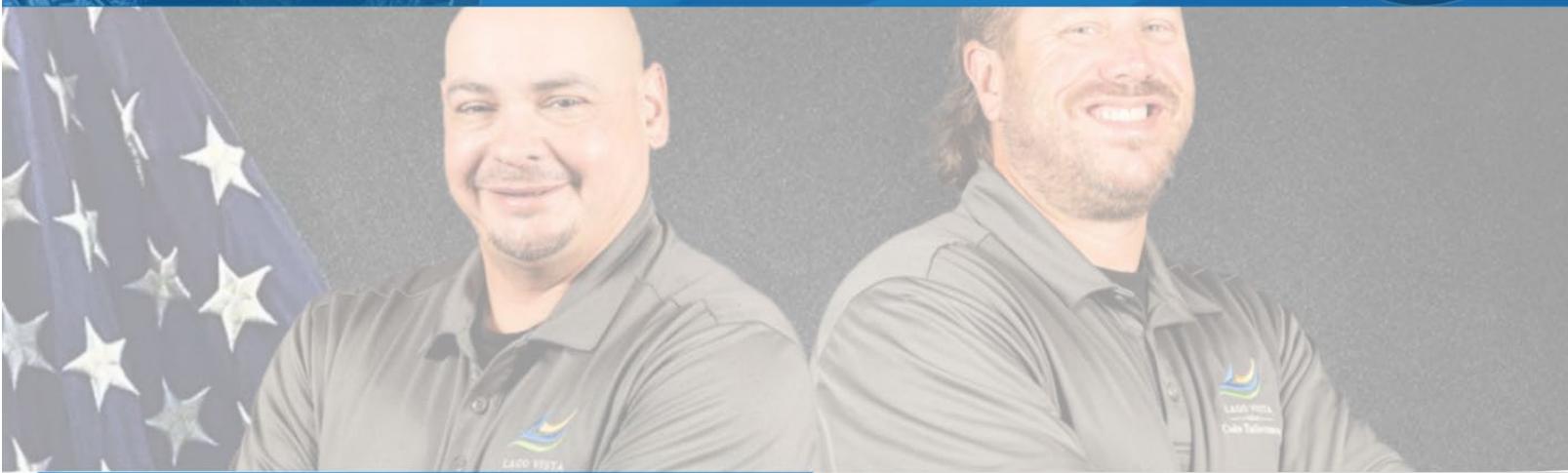
Code Compliance Complaints

VCO - Boat & RV	38
Construction Equipment	19
Construction Material	37
Construction Hours	36
VCO - Dark Sky	0
VCO - Fireworks	30
VCO General	601
Illegal Burn	12
Illegal Dumping	28
VCO - Parking	135
VCO - Peddlers	6
VCO - Vehicle	6

Total: 1087



CODE COMPLIANCE DIVISION



While our Code Compliance Division are engaged in their duties or away from the field, our Patrol Division is available 24 hours a day to respond to code enforcement calls.. This ensures the community's needs are met continuously, fostering safety and security.

Here are some of their key responsibilities code compliance:

Ensuring compliance with ordinances

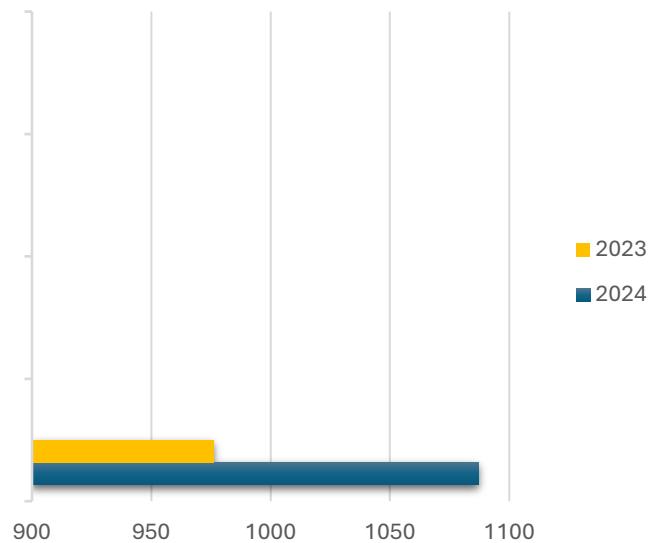
Investigating Complaints

Issuing citations

Educating the Public

Collaboration

Code Enforcement Calls 2023 - 2024



COMMUNICATIONS DIVISION



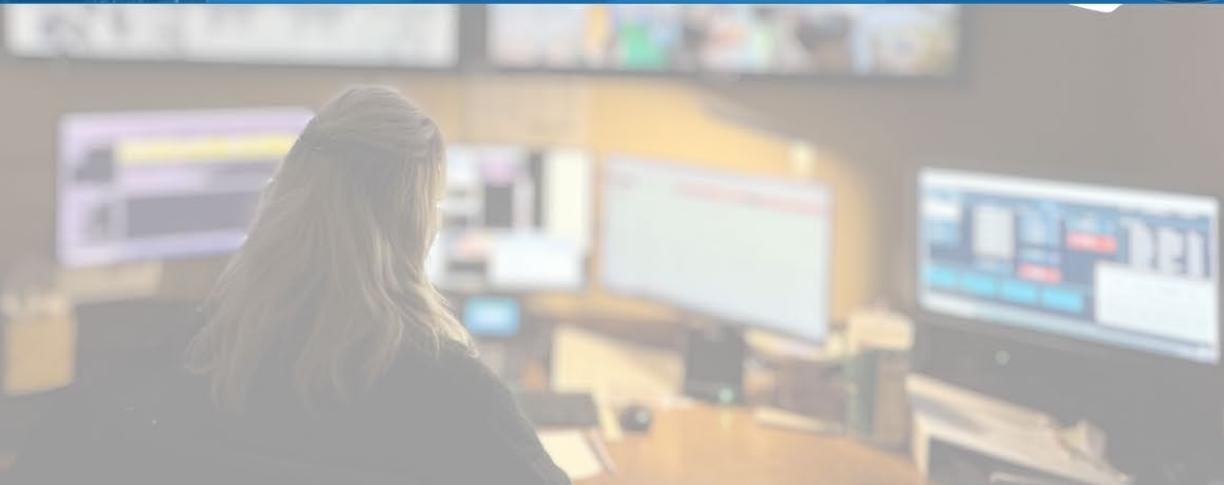
The Lago Vista Police Department's Communications Division plays a vital role in managing emergency calls and coordinating department responses. A Dispatcher is a key player in this operation, taking on the dual role of a call-taker and communicator. As the first point of contact, the call-taker handles emergency and non-emergency calls, effectively gathering essential information by asking relevant questions while engaging with the caller and assisting with lobby inquiries.

The Dispatcher's duties extend beyond mere coordination; they are responsible for maintaining continuous radio contact with on-duty police personnel and monitoring the status of vehicles in the field. Operating a sophisticated computer terminal with three monitors, the Dispatcher seamlessly manages non-emergency calls, provides general information, and establishes crucial connections with other departments.

Our Communications Division comprises a dedicated team of eight Dispatchers, all committed to providing exceptional service and continuously enhancing our response capabilities. We are thrilled to announce that our Communications Division is now equipped with a state-of-the-art Communications Center, which seamlessly integrates a Motorola Multi-Band Radio System and an advanced Computer Aided Dispatch System. This modern infrastructure will facilitate efficient communication and ensure real-time interoperability with the Mobile Data Terminals assigned to our patrol officers in the field. The dedicated men and women serving as Communication Dispatchers are crucial in maintaining an essential information link between the public and law enforcement services.



COMMUNICATIONS DIVISION



9-1-1 CALLS BY SHIFT

■ Days ■ Nights



9-1-1 INBOUND / OUTBOUND

*After August 2024, LVPD lost PSAP Status

■ 2023 ■ 2024

Total 9-1-1

1158

1310

Transfer from LVPD

285

550

Transfer to LVPD

1152

553

9-1-1 by Year - 2021 - 2024

■ 2024
■ 2023
■ 2022
■ 2021

0 200 400 600 800 1000 1200 1400

Lago Vista Police Department

PATROL DIVISION

The Lago Vista Police Department's Patrol Division is dedicated to safeguarding our community and ensuring its security. As the backbone of our department, the Patrol Division plays a vital role in public safety. Operating around the clock, our uniformed officers are on duty 24/7. In fact, over 70% of the Department's sworn officers are assigned to patrol duties, reflecting our commitment to being present and responsive.

Patrol Officers handle a wide range of service calls, from minor traffic accidents to serious incidents involving crimes in progress. They are often the first responders on the scene, providing immediate assistance wherever law enforcement is needed.

In addition to their primary duties, many officers in the Patrol Division have taken on additional specialized roles, such as hostage negotiators, forensic investigators, or less-lethal instructions, further enhancing their ability to serve and protect our community efficiently.

Calls for Service
19,195

Citations
1,469

Traffic Stops
5,065



PATROL DIVISION

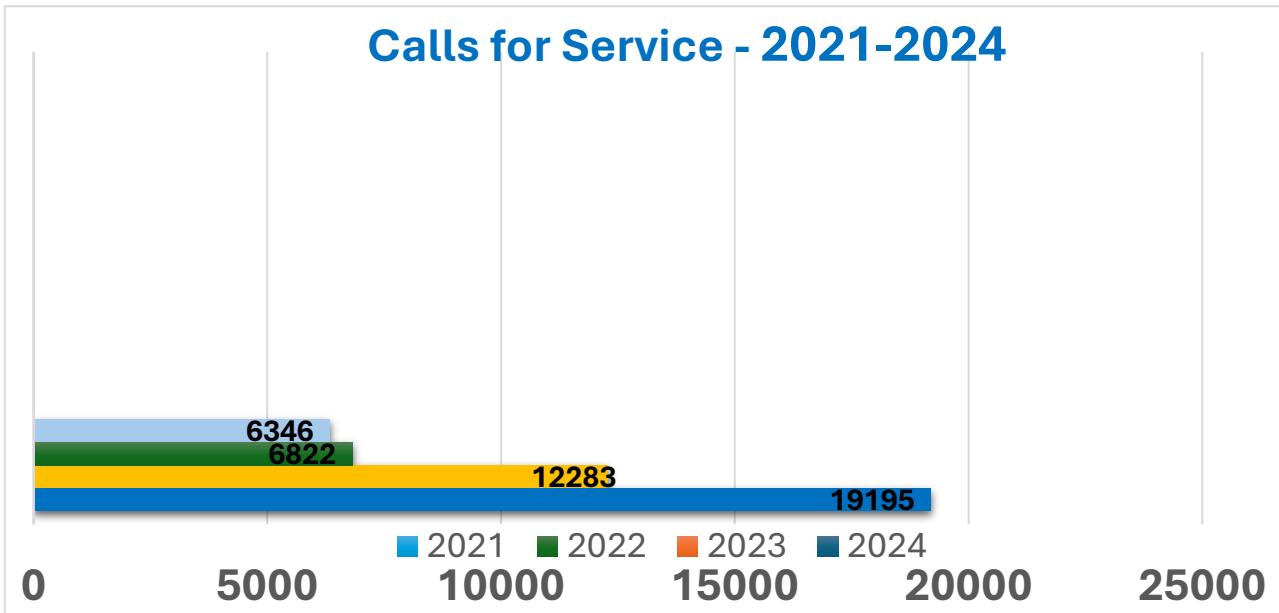


The men and women of the Patrol Division overseen 19,195 calls for service in 2024, compared to the 8,191 calls for service in 2023.

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 (ART)
8 Minutes

Calls for Service - 2021-2024



RECORDS DIVISION



The Records Division is the central repository for all documents related to police activity, including arrests, reports, warrants, traffic accidents, traffic citations, and other incidents.

The management of our records division is primarily the responsibility of the department's Executive Assistant, who is supported by other team members. This collaborative approach ensures that we uphold the mission of our Department with the highest standards of professionalism and efficiency.

Here are some of their key responsibilities records:

Document Management

Report Requests

Criminal Report Preparation

Court Support

Public Information

Open Records Reports

138

Alarm Permits Processed

274

Peddlers Permits Processed

19

School Resource Division



Our School Resource Officers (SROs) are vital for ensuring safety in Lago Vista schools. Supervised by a Detective Sergeant, our two SROs were enhanced in October 2024 through collaboration with the City and the Lago Vista Independent School District. These law enforcement officers work closely with students and staff to foster a secure learning environment. In addition to law enforcement duties, SROs focus on preventive education, building relationships, and addressing issues before they escalate.

On September 13, 2024, the Lago Vista Police Department unveiled a new patrol vehicle that celebrates local students, extracurricular activities, and sports teams. This vehicle will be driven by the School Resource Officer at Lago Vista schools. The design, featuring graphics highlighting Viking Pride, was created by junior Lucy Rees from Lago Vista High School. Her classmates designed alongside her, and after a vote involving school district and police representatives, Rees' design was unanimously chosen as the winner.

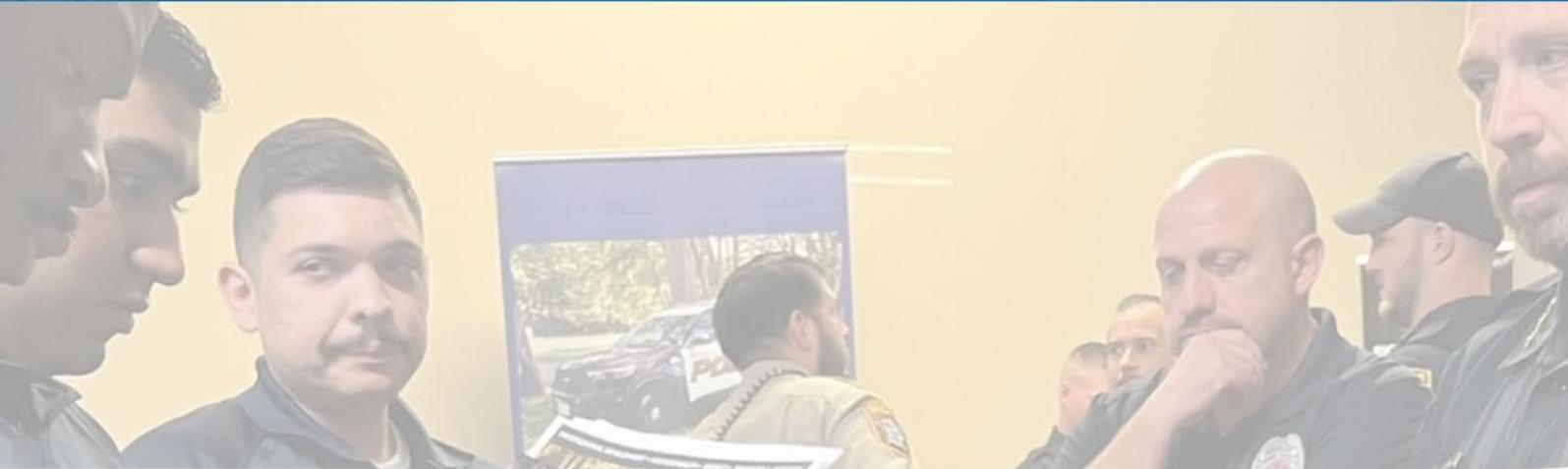
School Resource Calls

Assist Citizen	2
Harrassment	1
Seck	91
Welck	1
TOTAL:	95

In January 2025, we have implemented a specific assignment type for SORs to ensure the accurate documentation of their daily responsibilities. This initiative is aimed at enhancing clarity and consistency in role descriptions.



RECRUITING & PERSONNEL



Our recruiting team is responsible for attracting, selecting, and hiring new officers and civilian staff for the department. The goals of this team include finding qualified candidates, ensuring a thorough and fair hiring process, and promoting diversity within the police force.

The recruiting team works to promote the police department as an employer of choice. They may participate in community outreach programs, job fairs, and other events to raise awareness about career opportunities in law enforcement.

RETIREES:

Sergeant Jerome Brooks



5

Police Officers Hired

5

Non Sworn Hired

19

Background Investigations

3

Vacancies

4,024

Training Hours

WELLNESS & RESILIENCY



The Lago Vista Police Department is committed to providing its employees with vetted and culturally competent mental health services. Seven employees have successfully graduated from the TCOLE 6400 Peer-to-Peer course offered by the Texas Law Enforcement Peer Network. These employees have actively built relationships with community partners, and several have joined the Department's Wellness Committee.

On September 21, 2024, a heartfelt ceremony took place at Heroes Memorial Park in Rockwall, Texas. Attendees included families and supporters from across the nation, along with our Executive Assistant, Crystal Street, and our retired Dispatch Supervisor. The retired supervisor is a dedicated advocate for mental health in law enforcement and is recognized on the monument as a Dispatcher.



TEXAS LAW ENFORCEMENT
PEER NETWORK
UNIVERSITY OF NORTH TEXAS AT DALLAS





COMMUNITY EVENTS

Committed *To our* Community



In line with the Lago Vista Police Department's mission to serve our community, we are dedicated to creating a safe and family-friendly environment by collaborating with residents and local businesses. We regularly host community events to enhance life in our city. As Lago Vista grows, we look forward to increased community involvement, ensuring it remains a vibrant place for all.



Coffee with a Cop

We have hosted several "Coffee with a Cop" events at different locations throughout the city. These informal gatherings provide residents with the opportunity to meet and chat with police officers and other representatives in a relaxed atmosphere. If you have questions or concerns about the city or would like to speak with an officer, this is a great opportunity for various divisions to address them.



Boba with a Cop

Our "Boba with a Cop" event is similar to the "Coffee with a Cop" program. Both initiatives bring together police officers, their staff, and community members to discuss important issues and learn more about each other. These events are crucial for fostering connections within the community, gathering input on local concerns, and strengthening community bonds. By tailoring events to meet the needs and preferences of our community, we can achieve higher participation and create a greater overall impact.

COMMUNITY EVENTS

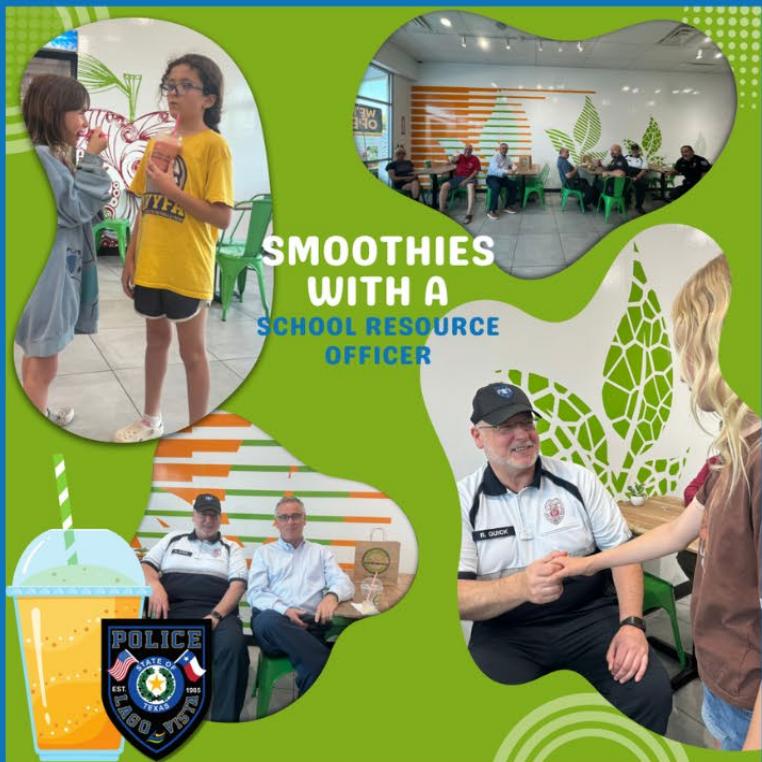
Committed *To our* Community



COMMUNITY LISTENING SESSIONS

Community Listening Events

In May 2024, the Lago Vista Police Department initiated its Citywide Community Listening Events. We hosted several events to engage with our community. These gatherings offer a platform for residents, business owners, and visitors to ask questions, share their thoughts, and engage in dialogue with our dedicated team.

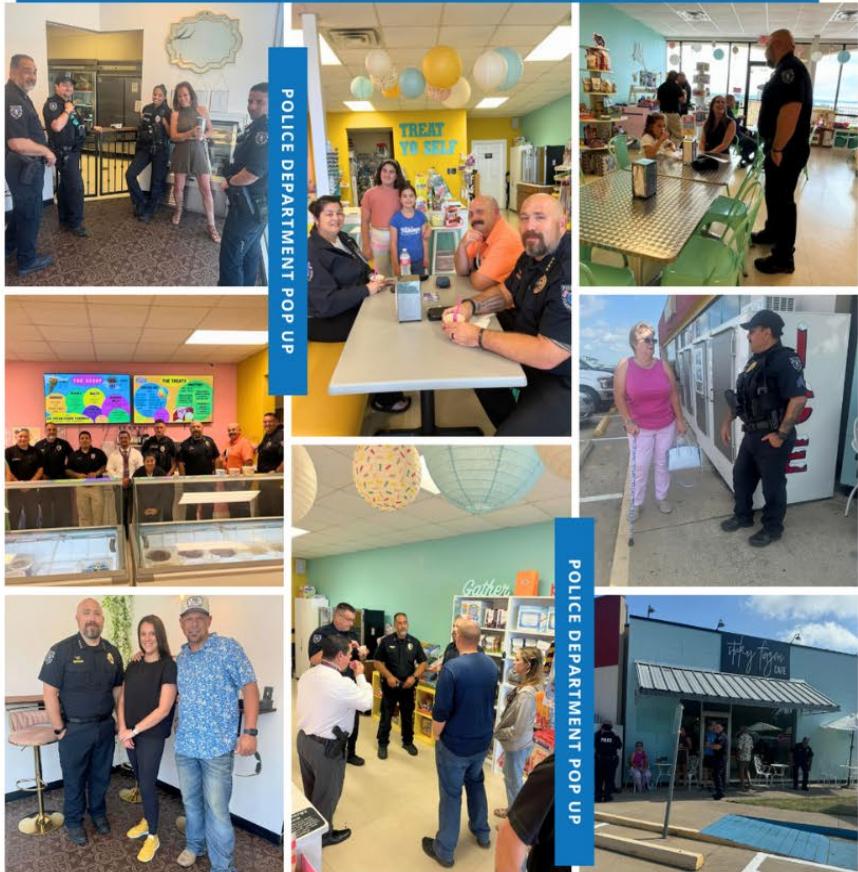


Smoothies with An SRO

The Lago Vista Police Department hosted its "Smoothies with a School Resource Officer" event, a community engagement initiative designed to bring together students, parents, and staff from Lago Vista Independent School District (ISD). During the event, a local business set up a smoothie stand, allowing the School Resource Officer (SRO) to interact with attendees. This initiative fosters positive relationships between students and the SRO, facilitating open communication with both students and parents. It provides an opportunity for participants to learn more about the SRO's role and discuss issues affecting the school, creating a collaborative environment.

COMMUNITY EVENTS

Committed *To our* Community



PD Pop-Up Events

In August, the Lago Vista Police Department launched the "Pop-Up Department" events. These monthly gatherings are held at various local businesses and serve to promote open dialogue between law enforcement and the community. The initiative aims to gather public input, address community concerns, and strengthen relationships – all in a casual and welcoming environment. Each event provides an opportunity for residents to engage with the police staff, share their thoughts, and collaborate on solutions to local issues.



Lago Vista Police Department

COMMUNITY EVENTS

Committed *To our* Community



National Night Out (NNO)

The National Night Out (NNO) was proudly hosted by the Lago Vista Police Department and the City of Lago Vista on October 1, 2024. This annual community-based campaign brings residents together to strengthen relationships and foster a sense of unity. By participating in NNO, we aim to create a safer, more caring environment for everyone who lives and works in our community. Join us as we continue to build a brighter future for Lago Vista, one connection at a time!



Lago Vista Trunk-or-Treat

This year's Lago Vista Community Trunk or Treat was a spooktacular success, bringing the Halloween spirit to life! Special thanks to the Lago Vista ISD Educational Foundation and all the incredible vendors who contributed their time and creativity to make this event truly enchanting. Your dedication transformed our community into a haunted wonderland, filled with ghoulish decorations and delightful treats. We appreciate all your hard work and commitment to creating unforgettable memories for families and friends. Thank you for making this event a hauntingly good time for everyone involved!



Brews and Balloons

The 4th Annual Northshore Craft Beer - Brews and Balloons over Lake Travis was a fantastic event filled with stunning hot air balloons and delightful community crowd. Thank you to the NLT Chamber of Commerce for organizing such a memorable celebration.

COMMUNITY EVENTS

Committed *To our* Community



Ceramics with a Cop

The Lago Vista Police Department recently held a Ceramics with a Cop event at Darling Art School in November, creating a unique community connection and creativity space. Such events are vital for fostering trust, understanding, and opening dialogue between law enforcement officers, staff, and the community. We can strengthen our bonds, celebrate diversity, and shape a safer, more inclusive environment.



Thank You

our gratitude to all of our generous donors
for supporting Blue Santa



COMMUNITY EVENTS

Committed *To our* Community



Station Tours, Education Days, Career Days

The Lago Vista Police Department has had a busy year with station tours and community events. Officers welcomed school groups for educational tours and participated in career events at private schools and LVISD, teaching students about law enforcement, stranger danger, and how to call 9-1-1. They also introduced K-9 Ella to the kids. These efforts have strengthened our connection with young community members and inspired interest in law enforcement.

Meet the New Faces of Lago Vista for 2023



Lago Vista Police Department

COMMUNITY EVENTS

Committed *To our* Community



This year has been an incredible journey of connection and community engagement for us at Lago Vista Independent School District! From end-of-year celebrations to heartfelt send-offs for our high school teams, every event has brought us closer to our students. Our absolute favorite moments are building lasting friendships with the amazing kids of Lago Vista ISD and sharing lunch and telling stories.



Lago Vista Police Department

SOCIAL MEDIA ENGAGEMENT

The Lago Vista Police Department is dedicated to transparency and accountability to its citizens. A crucial aspect of this commitment is effective communication. The Lago Vista Social Media Coordinator manages the dissemination of information across various social media platforms, which plays a vital role in informing the community about events and addressing relevant issues.

These platforms are key in sharing timely updates and fostering community engagement. Additionally, the city's official website, www.lagovistatexas.gov, offers numerous resources, including news releases, crime statistics, and details about services and programs available to residents. The website also features transparency initiatives such as monthly reports, policies, and annual reports, ensuring that citizens have access to essential information regarding the department's operations.

Social Media Tools



6,400

23%



1,238

20.3%



1,746

6%



City of
Lago Vista

1M

Facebook Page Reach

76.8K

Instagram Impressions

Post Engagement



343.4K

77.9%



8,100

343%

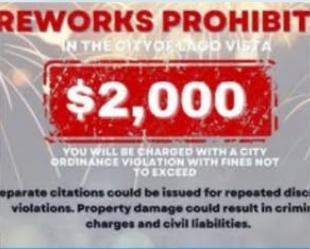


8,730

36.2%

Top Stories of 2024

TRAFFIC ALERT
1431 & NAMELESS I
Nameless Jr



9,925

9,725

8,982

7,089

6,106

Lago Vista Police Department

YEAR IN REVIEW



These stories only highlight some of the amazing work LVPD was a part of in 2024. For more stories, visit LVPD's social media pages.

2024



TECHNOLOGY UPDATES



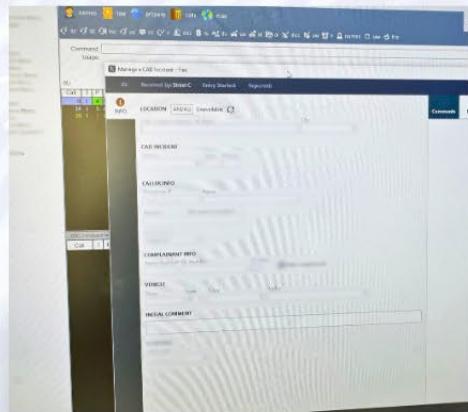
Technology Innovation and Deployment

In 2024, the Police Department underwent significant technological upgrades to replace outdated and inefficient infrastructure that was hindering our operational efficiency and the safety of our officers.

In June 2024, we transitioned to the new Motorola FLEX Computer Aided Dispatch (CAD) and Records Management System (RMS) software. This upgrade enables our officers to receive information in the field more quickly, dispatch them to calls for service more efficiently, verify addresses for those calls, and maintain better records, among many other benefits offered by the new system.

In October 2024, we implemented a new radio system that includes state-of-the-art AXS Radio Consoles, APX8000 Mobile Radios, and APX Next Portable Radios. This new equipment allows us to connect to the Greater Austin Travis Regional Radio System (GATRRS), which is utilized by all emergency services agencies surrounding Lago Vista, including Travis County ESD 1, the Travis County Sheriff's Office, and the Jonestown Police Department. For the first time, our officers now have rapid communication interoperability with other local agencies, thanks to these upgrades. Additionally, the new radios provide functional communication capabilities in our schools, an improvement that has not been possible before.

Beyond these major technology upgrades, we also made several other significant enhancements throughout the year. We have continued to update and add features to the police department website, most notably the ability to accept online payments for many processes that previously required cash or check payments in person at the police department. This development enhances the efficiency of our operations and improves customer service experience for our citizens. Furthermore, we are in the early stages of utilizing CommandCentral software, which will serve as a central hub for video, data, and other information flowing into the police department, thereby organizing this information in one accessible location.



2024 ACCOMPLISHMENTS

2024 Retirement



**HAPPY
RETIREMENT**
39 YEARS OF SERVICE



**SERGEANT JEROME
BROOKS**

*Thank you for your years of
service and dedication!*

The men and women of the Lago Vista Police Department, along with the City of Lago Vista would like to congratulate Sergeant Jerome Brooks on his retirement after 39 years in law enforcement and 11 years with the City of Lago Vista.

2024 Leadership Certificates





2024 ACCOMPLISHMENTS

2024 Awards and Recognition

Civilian Employee of the Year



MICHEL'LE SMITH

Newcomer of the Year



OFFICER JOHN ACHILLES

Officer of the Year



OFFICER MIA HERNANDEZ

Community Service of the Year



SERGEANT ROBERT MERCADO

Leadership Award



OFFICER MIA HERNANDEZ

2024 ACCOMPLISHMENTS



PATCHES FOR A CAUSE



In October 2024, the Lago Vista Police Department proudly launched their pink Breast Cancer Awareness and purple Domestic Violence Awareness Patches. Our officers wear these vibrant patches to symbolize their commitment to supporting both causes during Breast Cancer and Domestic Violence Awareness Month. Together, we can cultivate a culture of awareness, empathy, and healing.



ACCREDITATION

The Gold Standard in Public Safety

In the final quarter of 2023, the Lago Vista Police Department initiated the process of pursuing accreditation through the Texas Police Chiefs Association. This rigorous accreditation procedure entails demonstrating compliance with over 170 recognized best practices for Texas law enforcement agencies. These standards encompass a wide array of critical domains, including policies and procedures, training protocols, evidence management, and numerous other essential operational aspects.

The accreditation journey commenced with a thorough evaluation of our department's existing policies and procedures, followed by a meticulous effort to align our training programs with the mandated standards. Presently, we are diligently compiling and submitting evidence of our adherence to these accreditation benchmarks. Upon completion and review of these submissions by the Texas Police Chiefs Association, our department will undergo an onsite assessment—the culminating phase of the accreditation process—prior to the accreditation committee's final determination of our status. We project the successful completion of this endeavor by the close of the 2025 calendar year.

2025 STRATEGIC GOALS



COMMUNITY PARTNERSHIP & ENGAGEMENT

- Foster and strengthen partnerships with community stakeholders to build trust, enhance collaboration, and ensure public safety.
- Organize diverse community events at various times and locations to maximize outreach and engagement with all segments of the population.
- Establish a Citizen's Police Academy to provide residents with a comprehensive understanding of the department's operations and responsibilities.
- Expand and refine community engagement initiatives, including the Vacation Watch Program, Business Check Program, Coffee with Cops, and other outreach efforts.
- Collaborate with local organizations, schools, and businesses to address specific community concerns and promote safety awareness.



DELIVERY OF PREMIER PUBLIC SAFETY SERVICES

- Ensure a safe, family-friendly environment through proactive enforcement of laws and targeted crime reduction strategies.
- Enhance traffic safety initiatives to improve compliance with traffic regulations and reduce accidents.
- Strengthen the School Resource Officer program in partnership with the Lago Vista Independent School District to ensure the safety and well-being of students and staff.
- Maintain a case clearance rate for major offenses that meets or exceeds national benchmarks.
- Proactively address city ordinance violations to increase compliance and reduce complaints.
- Expand public education efforts related to animal control to improve adherence to animal ordinances and promote responsible pet ownership.
- Leverage data-driven policing strategies to allocate resources effectively and address emerging crime trends.

2025 STRATEGIC GOALS



ORGANIZATIONAL EXCELLENCE

- Achieve accreditation through the Texas Police Chiefs Association and make significant progress in the International Association of Chiefs of Police Trust Building Campaign.
- Recruit, hire, and retain highly qualified candidates who align with the department's mission, vision, and values.
- Enhance team morale by fostering camaraderie and recognizing outstanding contributions from team members.
- Identify and implement process improvements to streamline operations and enhance service delivery.
- Provide team members with comprehensive professional development opportunities to advance their skills and better serve the community.
- Develop a long-term succession planning strategy to ensure leadership continuity and organizational resilience.



OPERATIONAL TRANSPARENCY

- Operate with a commitment to transparency, providing clear and accessible information to the public to build and sustain trust.
- Fully implement the PowerEngage citizen feedback platform and regularly share customer satisfaction metrics with key stakeholders.
- Maintain an active presence on social media and the department's website, sharing timely updates and relevant information.
- Publish weekly department statistics, monthly reports, and an annual report detailing key metrics, including Response to Resistance, Vehicle Pursuits, and Bias-Based Policing.

CONCLUSION



This report provides a comprehensive overview of public safety in the City of Lago Vista. Transparency in our operations is a core objective for our department, and this report exemplifies that commitment. As you will see, it has been a busy and productive period for our team. We hope you find the information presented here both helpful and informative.

Over the past year, the Lago Vista Police Department has achieved significant milestones, yet we recognize that much more work lies ahead. Our primary goal is to provide our citizens with a professional and modern department that excels in delivering top-notch public safety services.

We have made considerable progress toward this objective and are committed to continuing our efforts to reach even greater milestones in the future.

Additionally, we are dedicated to enhancing our communication and increasing transparency for our citizens. Thank you for taking the time to review this information. I hope you find it informative, and I welcome any comments or suggestions.

Respectfully,

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



LAGO VISTA POLICE DEPARTMENT

INTEGRITY • COMMUNITY • SERVICE • EXCELLENCE

5901 Municipal Complex Way, Lago Vista, TX 78645

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