

Horizon City Police Department



March 2025 Report

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Introduction

MISSION STATEMENT

It is the mission of the Horizon City Police Department to provide professional services with integrity and dedication, to preserve life, to enforce the law, and to work in partnership with the community to enhance the quality of life in the Town of Horizon City.

CORE VALUES

Integrity: The Horizon City Police Department is built upon a foundation of ethical and professional conduct. We are committed to the highest level of moral principles and ethics. All members of the department will adhere to the Law Enforcement Code of Ethics, which is a part of this manual.

- **Honesty:** We will be always truthful and trustworthy.
- **Fairness:** We are committed to equal application of the law to offenders and members of the public as well as the equal application of rules and regulations to all members of the department.
- **Courage:** We are dedicated to meeting all challenges with the courage needed to accomplish our mission.
- **Compassion:** We understand our role as community caretakers and temper our application of the law with compassion and empathy.

GOALS

- Decrease NIBRS Crimes by 10 percent.
- Increase public awareness of our department through transparency through in-person and media communication.
- Assist in developing our staff professionally by increasing training hours by 25%
- Achieve Commission on Accreditation for Law Enforcement Agencies Certification for Communications
- Increase our collaborative efforts with other Law Enforcement agencies.

OBJECTIVES

- Provide vigorous preventative and enforcement activities
- Focus on critical thinking and problem-solving skills
- Establish and maintain strong working relationships with members of our community
- Ensure requests for service from citizens are dispatched promptly
- Ensure public safety responders are provided the necessary tactical and operational equipment and support to carry out their assigned duties
- Provide informational presentations to community members on crime related topics.

DEMOGRAPHICS

The Horizon City Police Department is comprised of 34 officers and 18 communication specialists. The Police Department are entrusted to patrol approximately 8.5 square miles and provide public safety services for approximately 22,000 residents. Our communications Division is charged with providing emergency phone and dispatch services to the Police Department and approximately 170,000 residents for Fire and Emergency Services under Emergency Management District #1 and Emergency Management District #2.

STAFFING

The Chief of Police oversees the Assistant Chief and the Communications Manager. The Assistant Chief of Police oversees the 3 Lieutenants.

The Patrol Lieutenant oversees the four Patrol Sergeants. The Communications Shift Supervisors report to the Communications Manager. The Department consists of primarily Four operational divisions.

- The Patrol Division is overseen by a Lieutenant.
- Criminal Investigations Division overseen by a Lieutenant.
- Support and Administrative Functions is overseen by a Lieutenant.
- Communications Division overseen by the Communications Manager.

LAW ENFORCEMENT STAFFING

| Law Enforcement Positions | Allotted | Current | Vacancy |
|---------------------------|----------|---------|---------|
| Chief of Police | 1 | 1 | 0 |
| Assistant Chief of Police | 1 | 1 | 0 |
| Lieutenants | 3 | 3 | 0 |
| Sergeants | 5 | 5 | 0 |
| Corporals | 2 | 2 | 0 |
| Detectives | 4 | 4 | 0 |
| Officers | 18 | 15 | 3 |
| Crime Scene Technicians | 2 | 2 | 0 |
| Civilians | 2 | 2 | 0 |

COMMUNICATIONS STAFFING

| Communication Positions | Allotted | Current | Vacancy |
|----------------------------------|----------|---------|---------|
| Communications Manager | 1 | 1 | 0 |
| Communications Manager Assistant | 1 | 1 | 0 |
| Communications Supervisor | 3 | 3 | 0 |
| Dispatchers | 13 | 12 | 1 |

Administration

BUDGET

| FYU 2024 - 2025 Budget | Original Budget | Available Budget | Encumbrances | Requisitions | Percentage Remaining |
|---------------------------|-----------------|------------------|--------------|--------------|-------------------------|
| PD | \$2,507,969.00 | \$1,394,039.08 | \$122,047.97 | \$5,539.20 | 55.58% |
| Communications | \$897,741.00 | \$503,428.06 | \$24,656.10 | \$2,145.19 | 56.08% |

| Overtime | Amount Appropriated FY 2024 - 2025 | Amount Expended December 2024 | Balance | Percentage Remaining |
|----------------|--|-------------------------------------|-------------|-------------------------|
| PD | \$67,500.00 | \$10,562.11 | \$-6,541.26 | -9.69% |
| Communications | \$44,999.00 | \$4,169.55 | \$14,561.64 | 32.36% |

PTO TAKEN

| Pay Codes | Police Department | Communications |
|------------|-------------------|----------------|
| OT | 255.6 | 80.25 |
| Comp | 72.25 | 0 |
| PTO | 408.5 | 160 |
| LWO | 0 | 0 |
| Military | 0 | 0 |
| Training | 700 | 136 |
| Funeral | 0 | 24 |
| Personal | 16 | 16 |
| Holiday | 0 | 0 |
| Injury | 0 | 0 |
| Suspension | 0 | 0 |

FUEL USEAGE

| Sergeants | Shift A | Shift B | Shift C | Shift D | Total |
|--------------|---------|---------|---------|---------|--------|
| Gas Used | 116.96 | 69.07 | 53.7 | 73.68 | 313.41 |
| Miles Driven | 2448 | 1414.5 | 2165.2 | 2187.2 | 8214.9 |

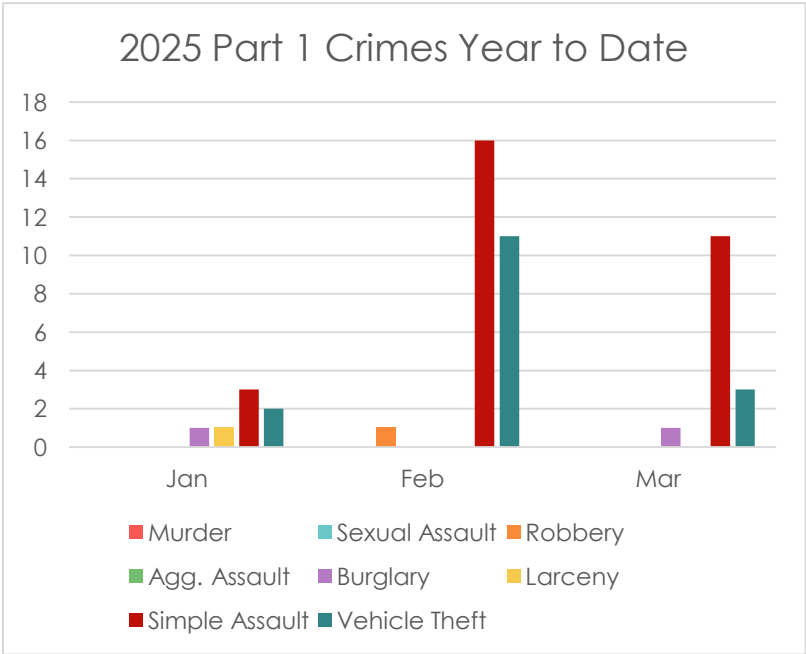
| Fuel Usage Summary | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|--------------------|-------|------|--------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Gas Used (Gal) | 279.3 | 1483 | 313.41 | | | | | | | | | | |
| Miles Driven | 1682 | 8945 | 8214.9 | | | | | | | | | | |

Crime Stats

It is the goal of our Police Department to reduce NIBRS Crimes by 10 percent. Below is the chart designating our specific crime numbers.

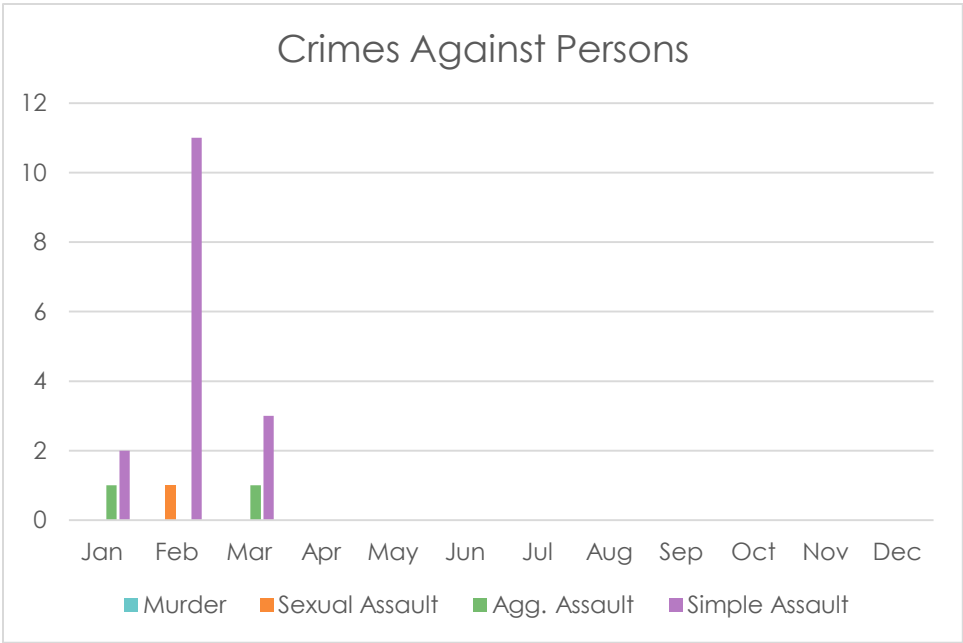
2025 PART 1 CRIMES YEAR TO DATE

| Part 1 2025 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|----------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Murder | 0 | 0 | 0 | | | | | | | | | | 0 |
| Sexual Assault | 0 | 1 | 0 | | | | | | | | | | 1 |
| Robbery | 0 | 0 | 0 | | | | | | | | | | 0 |
| Agg. Assault | 1 | 0 | 1 | | | | | | | | | | 2 |
| Burglary | 1 | 0 | 0 | | | | | | | | | | 1 |
| Larceny | 3 | 16 | 11 | | | | | | | | | | 30 |
| Simple Assault | 2 | 11 | 3 | | | | | | | | | | 16 |
| Vehicle Theft | 1 | 3 | 3 | | | | | | | | | | 7 |
| Total | 8 | 31 | 18 | | | | | | | | | | 57 |



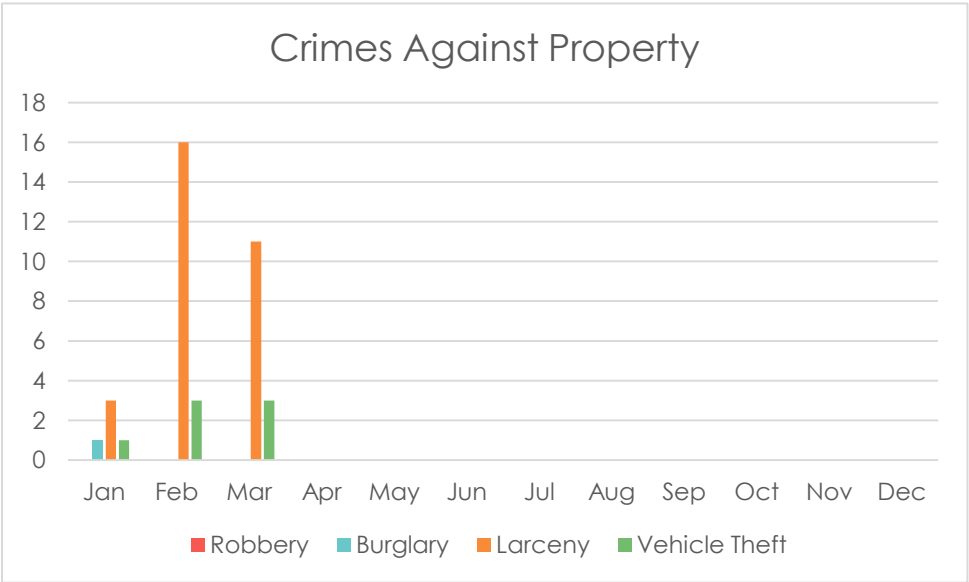
CRIMES AGAINST PERSONS PART 1 CRIMES YEAR TO DATE

| Part 1 2025 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|----------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Murder | 0 | 0 | 0 | | | | | | | | | | 0 |
| Sexual Assault | 0 | 1 | 0 | | | | | | | | | | 1 |
| Agg. Assault | 1 | 0 | 1 | | | | | | | | | | 2 |
| Simple Assault | 2 | 11 | 3 | | | | | | | | | | 16 |
| Total | 3 | 12 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 19 |



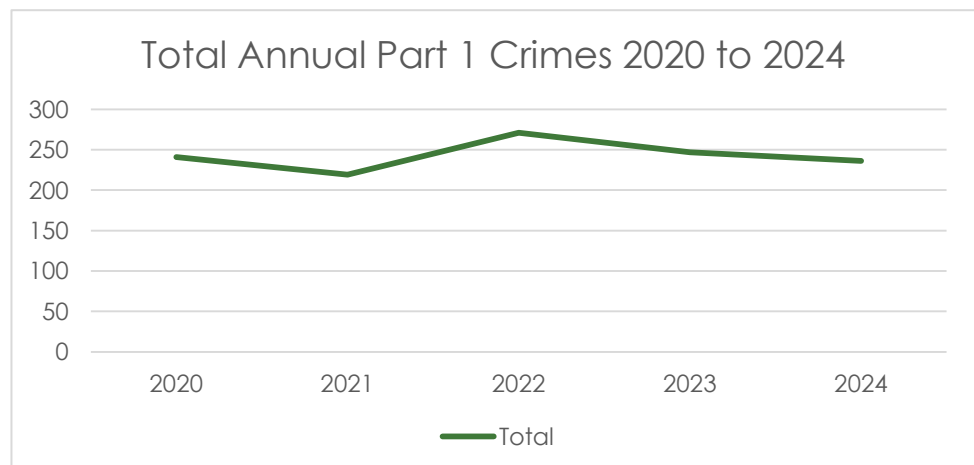
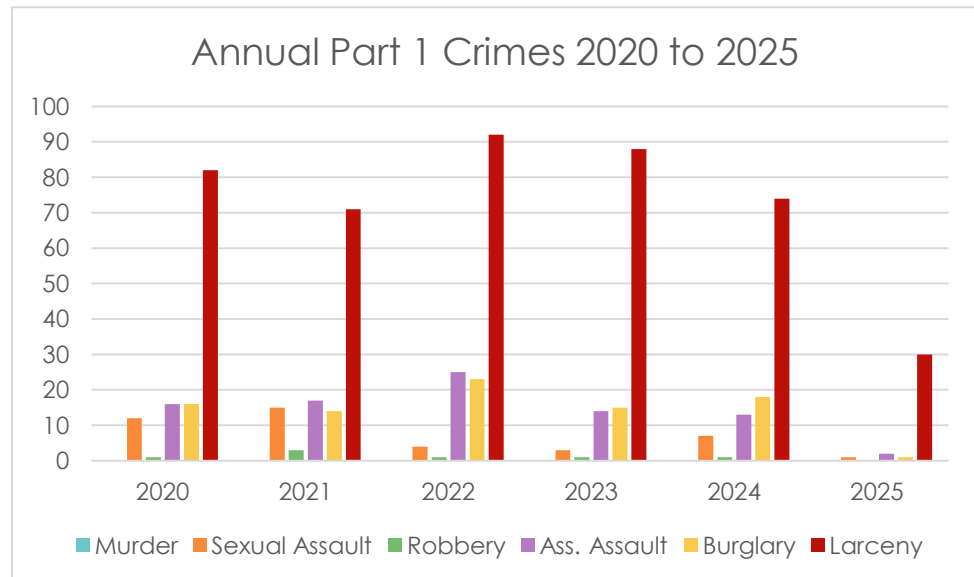
CRIMES AGAINST PROPERTY PART 1 CRIMES YEAR TO DATE

| Part 1 2025 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|---------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Robbery | 0 | 0 | 0 | | | | | | | | | | 0 |
| Burglary | 1 | 0 | 0 | | | | | | | | | | 1 |
| Larceny | 3 | 16 | 11 | | | | | | | | | | 30 |
| Vehicle Theft | 1 | 3 | 3 | | | | | | | | | | 7 |
| Total | 5 | 19 | 14 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 38 |



PART 1 CRIMES 2020 TO 2025

| Part 1 Crimes | 2020 | 2021 | 2022 | 2023 | 2024 | 2025 | Total |
|----------------|------|------|------|------|------|------|-------|
| Murder | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Sexual Assault | 12 | 15 | 4 | 3 | 7 | 1 | 42 |
| Robbery | 1 | 3 | 1 | 1 | 1 | 0 | 7 |
| Ass. Assault | 16 | 17 | 25 | 14 | 13 | 1 | 87 |
| Burglary | 16 | 14 | 23 | 15 | 18 | 1 | 87 |
| Larceny | 82 | 71 | 92 | 88 | 74 | 19 | 437 |
| Simple Assault | 107 | 85 | 93 | 90 | 104 | 13 | 495 |
| Vehicle Theft | 7 | 14 | 33 | 36 | 19 | 4 | 116 |
| Total | 241 | 219 | 271 | 247 | 236 | 57 | 1271 |



Patrol division

The Patrol Division is commanded by Lieutenant John C. Rodriguez. Daily activity data is compiled and analyzed in conjunction with our criminal investigations and crime preventive divisions. The division is comprised of 1 Lieutenant, 4 Sergeants, 3 Corporals and 12 Patrol Officers. They operate 24 hours a day 7 days a week on 12-hour shifts. The shifts and days off rotate every 56 days.

Our Data Driven Approach to Traffic and Crime Safety is our patrol strategy designed to focus on the hot spot areas for accidents and criminal incidents. Below are the hotspot locations and number of contacts charts.

TOP 5 TRAFFIC COLLISION AREAS

| Locations | Crashes |
|--------------------------------------|---------------------------|
| Total Crashes for the Month of March | 32 (5 More than February) |
| Eastlake Blvd. / Horizon Mesa | 3 |
| S. Darrington Rd. / S. Kenazo Ave. | 2 |
| Horizon Blvd. / N Darrington Rd. | 2 |
| N. Darrington Rd. / Ryderwood | 2 |
| Horizon Blvd. / N. Kenazo Ave. | 1 |

TRAFFIC CONTACTS

| 2025 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | YTD Total |
|---------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----------|
| Shift A | 100 | 72 | 60 | | | | | | | | | | 232 |
| Shift B | 33 | 52 | 102 | | | | | | | | | | 187 |
| Shift C | 131 | 92 | 86 | | | | | | | | | | 309 |
| Shift D | 85 | 99 | 73 | | | | | | | | | | 257 |
| Totals | 349 | 315 | 321 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 985 |

CALLS FOR SERVICE

| Monthly Calls for Service | Shift A | Shift B | Shift C | Shift D | Totals |
|---------------------------|---------|---------|---------|---------|--------|
| Dispatched Calls | 106 | 191 | 232 | 214 | 743 |
| Self Initiated Calls | 72 | 120 | 216 | 166 | 574 |
| Incident Reports | 8 | 18 | 15 | 16 | 57 |
| Crash Reports | 2 | 6 | 10 | 12 | 30 |
| Total | 188 | 335 | 473 | 408 | 1404 |

ARRESTS YEAR TO DATE

| Arrest Type | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | YTD Totals |
|---------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------------|
| Felony Arrests | 4 | 6 | 6 | | | | | | | | | | 16 |
| Misdemeanor Arrests | 9 | 8 | 17 | | | | | | | | | | 34 |
| Shift A | | | | | | | | | | | | | |
| Felony Arrests | 0 | 0 | 1 | | | | | | | | | | 1 |
| Misdemeanor Arrests | 2 | 1 | 3 | | | | | | | | | | 6 |
| Shift B | | | | | | | | | | | | | |
| Felony Arrests | 0 | 0 | 2 | | | | | | | | | | 2 |
| Misdemeanor Arrests | 2 | 2 | 4 | | | | | | | | | | 8 |
| Shift C | | | | | | | | | | | | | |
| Felony Arrests | 3 | 0 | 1 | | | | | | | | | | 4 |
| Misdemeanor Arrests | 3 | 4 | 3 | | | | | | | | | | 10 |
| Shift D | | | | | | | | | | | | | |
| Felony Arrests | 1 | 6 | 2 | | | | | | | | | | 9 |
| Misdemeanor Arrests | 2 | 1 | 7 | | | | | | | | | | 10 |

RECOGNITIONS

Officers Jesus Venegas and Michelle Ortega have successfully completed their Field Training Officer (FTO) Program. Congratulations on this significant achievement!

Officer Vivian Heredia continues to excel in her role, consistently producing high-quality work. This month, Officer Heredia made multiple arrests, trained two officers on the FTO Program, and actively participated in community events that highlighted the presence of our department. She also ensured that all reports were submitted in a timely manner and willingly took on additional reporting responsibilities to provide valuable experience for her trainees. Thank you, Officer Heredia, for your dedication and hard work this month.

Officer Daniel Trevino continues to demonstrate a strong work ethic and commitment to proactive policing. Throughout March, Officer Trevino made several arrests because of self-initiated field activities, primarily stemming from

traffic stops. Notably, Officer Trevino conducted three traffic stops that led to the arrests of individuals with active criminal warrants. The charges included:

1. Driving While Intoxicated
2. Driving While Intoxicated (BAC ≥ 0.15)
3. Driving While Intoxicated (BAC ≥ 0.15)
4. Aggravated Assault with a Deadly Weapon
5. Assault Family Violence with a Previous Conviction
6. Assault Family Violence Impeding Breath/Circulation
7. Assault Family Violence Impeding Breath/Circulation

Officer Trevino's continued efforts help hold individuals accountable for egregious and violent crimes, making Horizon City a safer community for all. Thank you for your unwavering dedication and service.

PRESENTATIONS

Officer Victoria Hernandez has been helping organize community events and presentations. His training included public speaking and developing valuable crime analytic techniques which will help our agency better serve our Horizon City community by identifying patterns, suspects, and helping our patrol officers accomplish the mission of serving by creating a targeted patrol strategy.

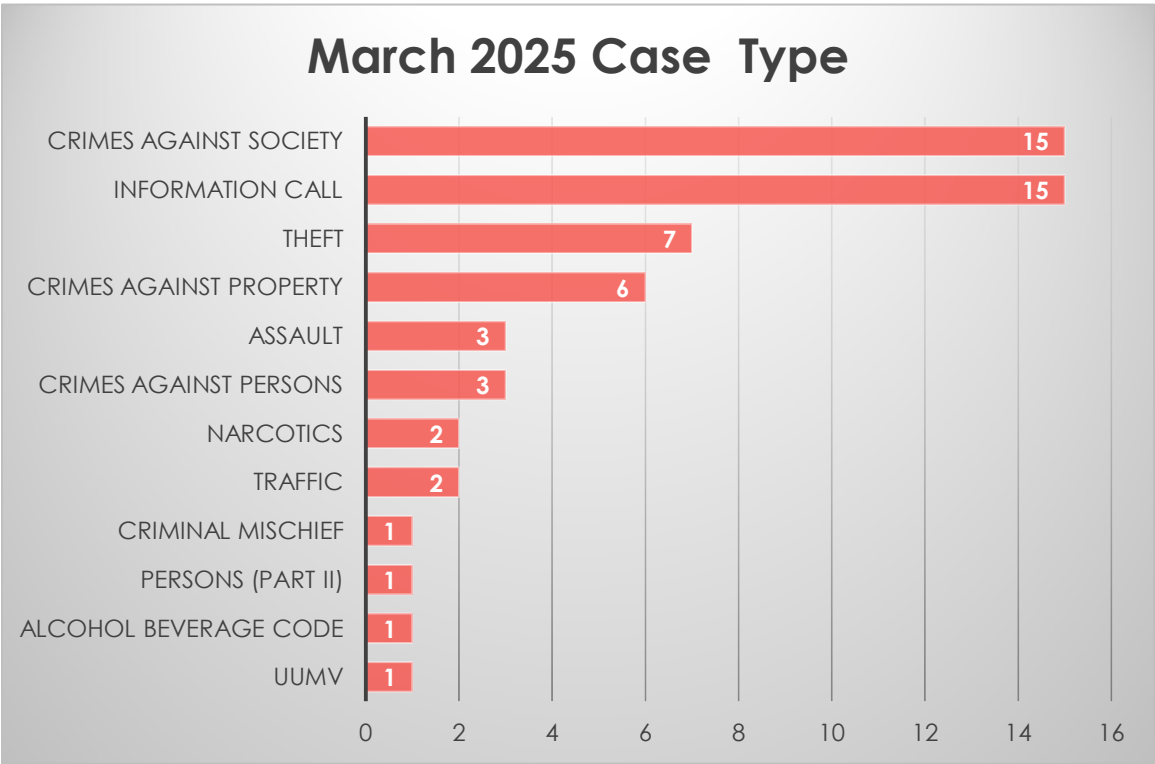
| Activity Summary | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total YTD |
|------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----------|
| Presentations | 2 | 1 | 2 | | | | | | | | | | 5 |

Criminal investigations division

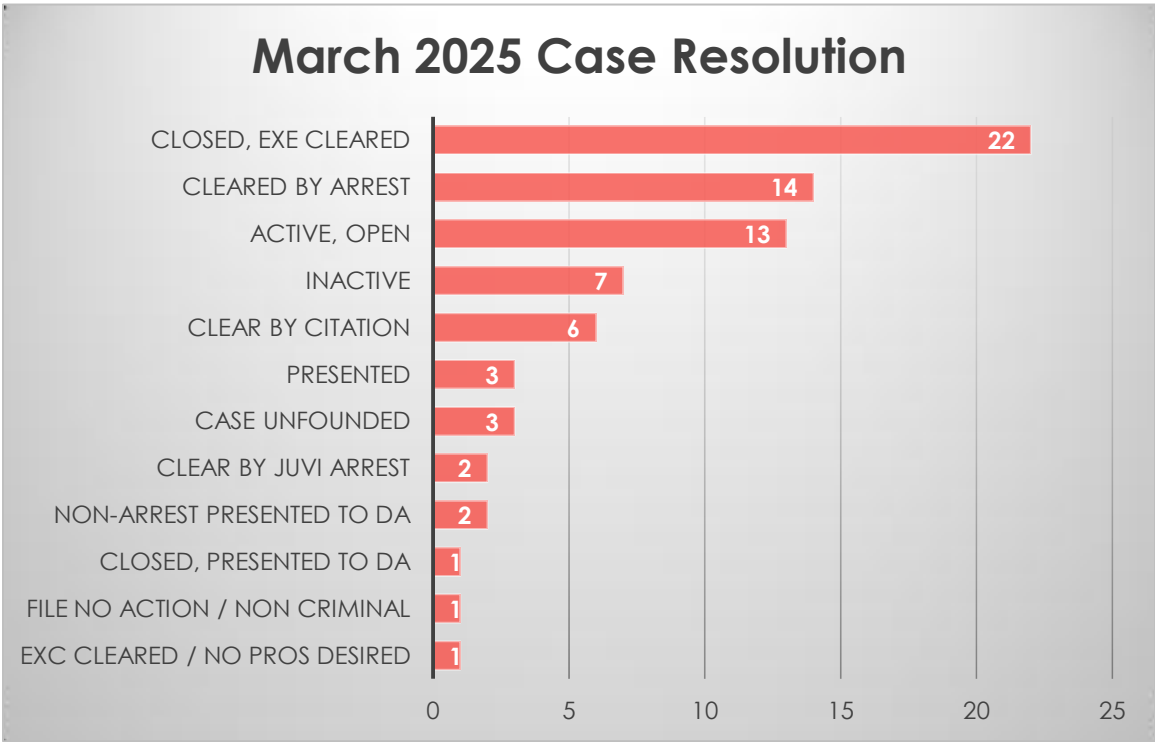
Lieutenant Kaycee Valdez leads our Criminal Investigations Division, overseeing a team of four Detectives and one Sergeant. They handle a wide range of cases, from misdemeanors to serious felonies, working diligently to collect evidence and collaborate with various partners for thorough investigations.

Lieutenant Valdez and her team are dedicated to upholding the law and ensuring community safety. Their focus spans across different criminal activities, with a commitment to justice and effective collaboration with other law enforcement agencies, forensic experts, and legal professionals.

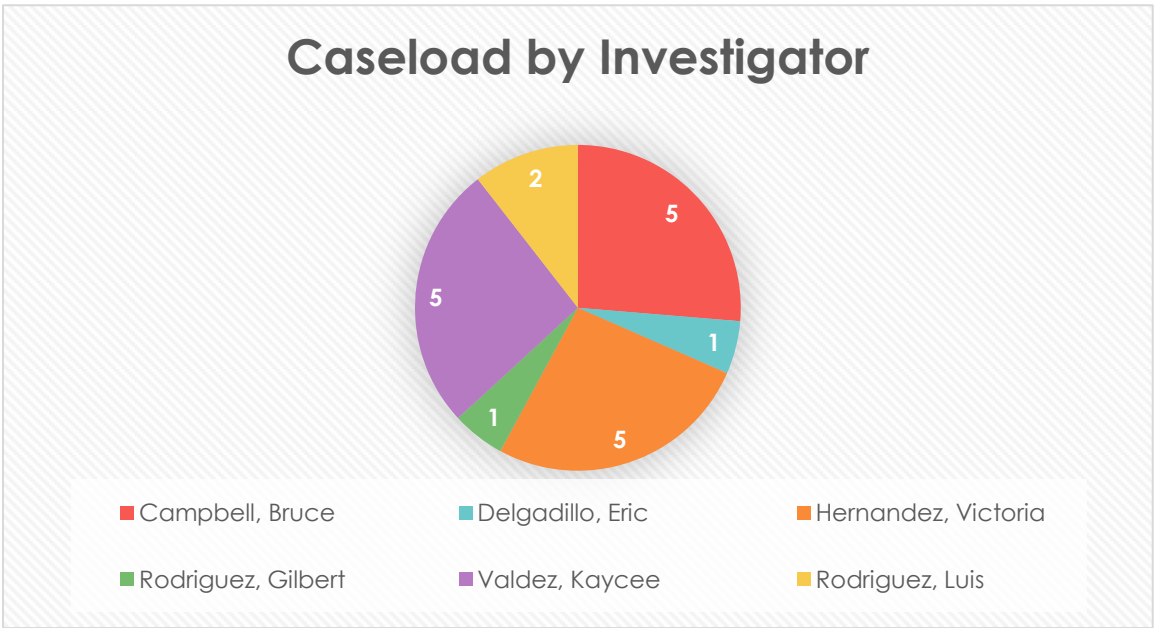
CASES BY TYPE



CASE RESOLUTION



CASELOAD BY INVESTIGATOR



NOTABLE ACTIVITIES FOR CID, TRAFFIC, FORENSICS & WARRANTS SECTION

March was a busy month for our detectives at Horizon City PD, and a perfect example of what happens when persistence, teamwork, and a whole lot of hustle come together. One of the biggest cases they tackled involved a UPS driver suspected of stealing packages meant for Horizon City residents. It wasn't a simple job—there were multiple victims, a mess of details to sort through, and evidence that didn't just fall into their laps.

Detective Rodriguez really carried the weight on this one. He put in the extra sweat, chasing down leads, organizing interviews, and helping coordinate with UPS security and our FBI-assigned Task Force Officer. With support from our CID team and staff, they conducted surveillance and eventually served a search warrant at the suspect's home. What they found was everything they needed—stolen packages, drugs, and enough evidence to bring charges. It was a tough case, but thanks to Rodriguez's dedication and the team's focus, the community got answers and some much-needed justice.

And that wasn't the only win. Earlier in the month, detectives responded to a stolen vehicle call near Horizon Blvd. It didn't take long before they tracked down a juvenile suspect and got the vehicle back. Quick response, clean result.

TRAFFIC DIVISION

Officer Eric Delgadillo assumes the responsibility of enforcing commercial vehicle regulations, conducting thorough inspections to address both minor administrative discrepancies, colloquially referred to as "paper" infractions, and more significant lapses in essential safety equipment maintenance.

His contribution is instrumental in mitigating potential risks that could result in severe accidents. Officer Delgadillo's efforts contribute significantly to upholding road safety standards and ensuring compliance within the commercial transportation sector, as evidenced by his commitment to addressing and rectifying regulatory violations. Every detailed roadside inspection can take upwards of 2 hours to complete.

| Commercial Motor Vehicle Enforcement | Activity Summary |
|--|-------------------------|
| Traffic Contacts | 2 |
| Written Warnings | 1 |
| Citations | 19 |
| Crash Reports | 5 |
| Criminal Reports | 0 |
| Number of Arrests | 1 |
| Hours Spent Supporting Patrol | 13 |
| Quarter Master Support Hours | 4 |
| Specialized Training Hours | 5 |
| Hours as Training Instructor | 26 |
| Hours Spent Accident Investigation | 55 |
| Hours Spent Participating in Community Events | 8 |
| Commercial Vehicle Inspections | 8 |
| Commercial Vehicles Placed Out of Service | 7 |
| Drivers Placed Out of Service | 3 |
| Commercial Vehicle Violations Found During Inspections | 75 |
| Hours Supporting Fleet Management | 8 |

The motorcycle's nimble mobility further enables the officer to swiftly traverse the city, providing valuable assistance to fellow officers during calls for service. This enhanced responsiveness and versatility contribute significantly to our overall law enforcement capabilities and community safety efforts. The addition of a motorcycle officer has proven to be an asset in addressing dynamic situations and optimizing our resources for effective public service.

| Motorcycle Traffic Enforcement | Activity Summary |
|---|-------------------------|
| Number of Traffic Contacts | 0 |
| Number of Written Warnings | 0 |
| Number of Citations | 0 |
| Number of Arrests | 0 |
| Number of Crash Reports | 0 |
| Number of Criminal Reports | 0 |
| Quarter Master Support Hours | 0 |
| Hours Spent Accident Investigation | 0 |
| Hours Participating in Community Events | 0 |
| Specialized Training Hours | 0 |
| Hours Supporting Patrol Division | 0 |
| Hours Supporting Fleet Management | 0 |

FORENSICS UNIT

Bernadette Ortega stands out as a valuable asset to our team, taking on the role of Crime Scene and Evidence Lead with exceptional expertise. Her extensive experience positions her among the top professionals in the state, bringing a wealth of knowledge to our forensic endeavors. Working alongside her is Officer Yariana Ceballos, a sharp and meticulous investigator who plays a key role in processing evidence and analyzing crime scenes. Together, they handle everything from lifting fingerprints and analyzing trace materials to reconstructing events based on blood spatter and other forensic clues. Their combined skills ensure that every piece of evidence is carefully examined, every lead is followed, and no detail is overlooked. With Ortega and Ceballos at the forefront, the forensic team works with precision and dedication to bring clarity to every case.

| Forensic Unit Responsibilities | |
|--|--------|
| Activity | Hours |
| Training Instructor Hours | 7.15 |
| In Service Training Hours | 40.5 |
| Hours Spent Processing Evidence | 164.25 |
| Hours Spent Managing Evidence Room | 9 |
| Hours Spent Processing Open Records Material | 39.5 |
| Walk Ins for Fingerprints | 4 |
| Hours Responding to Active Crime Scene | 12.44 |
| Items Submitted to Laboratory for Analysis | 16 |
| Evidence Returned from Laboratory with Leads | 5 |
| Total Items returned from Laboratory | 19 |

WARRANTS DIVISION AND BAILIFF

Officers who take on the bailiff assignment perform a multifaceted role within the law enforcement department, serving as the Court Bailiff and the Warrants Officer. Their contributions make them an indispensable member of our law enforcement team. As the primary point of contact for matters pertaining to the municipal court, convened biweekly, the officers ensure the seamless functioning of court proceedings.

Executing traffic warrants and referring arrestees to the municipal court benefits the community by enhancing public safety and promoting legal compliance. Addressing outstanding warrants ensures that individuals who might be driving illegally are held accountable, reducing the risk of traffic incidents and improving road safety. Additionally, this process encourages adherence to traffic laws, fostering a culture of lawfulness and responsibility among drivers.

SORT PROGRAM

Our SORT program is temporarily on hold as the officer assigned to it earned a promotion to detective. WE anticipate that the SORT program will resume in February/March 2025.

| SORT Program Activities | Hours |
|--|--------------|
| Hours Dedicated to SORT Program | 0 |
| Hours Dedicated to Community Relations Program | 0 |
| Hours Dedicated to Patrol Support | 0 |
| Hours Dedicated to Investigation | 0 |
| Hours Dedicated to Fleet Support | 0 |
| Hours Dedicated to Specialized Training | 0 |
| Hours Dedicated to Specialized Teams | 0 |

Communications Section

The Communications Division is a vital component of public safety, managing emergency and non-emergency calls for the Horizon City Police Department (HCPD) and Emergency Services Districts (ESD) #1 and #2. Led by Communications Manager Elva Ramos, the division includes 1 Communications Assistant, 3 Shift Supervisors, and 13 Communications Specialists who ensure efficient response times and operational effectiveness.

RESPONSE TIMES

| Response Times | Average Call to Arrival | Average Dispatch to Arrival | Actual | Target |
|--|--------------------------------|------------------------------------|---------------|---------------|
| Priority 1-3 Pending to Arrival less than or equal to 5 minutes | 0:08:08 | 0:03:34 | 38.40% | 90.00% |
| Priority 4-6 Pending to Arrival less than or equal to 10 minutes | 0:11:14 | 0:07:25 | 88.60% | 80.00% |
| Priority 7-9 Pending to Arrival less than or equal to 12 minutes | 0:21:07 | 0:08:28 | 24.41% | 70.00% |

HORIZON POLICE CALLS FOR SERVICE

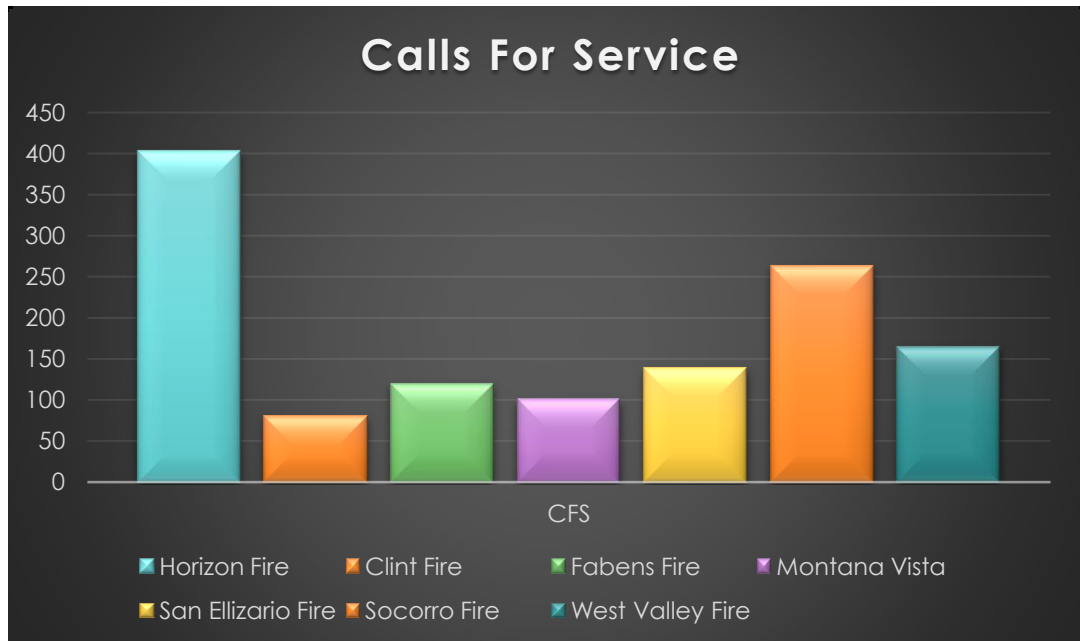
| | Dispatched | Self-Initiated | Mobile Date Terminal Calls | Total |
|----------------|------------|----------------|----------------------------|-------|
| Horizon Police | 1335 | 776 | 192 | 2303 |

ESD 1 CALLS FOR SERVICE

| | Alarm | Assist | Brush Fire | Car Fire | Water Gas Leaks | Medical | MVA | Structure Fire | Total |
|--------------|-------|--------|------------|----------|-----------------|---------|-----|----------------|-------|
| Horizon Fire | 39 | 37 | 6 | 3 | 20 | 256 | 39 | 3 | 403 |

ESD 2 CALLS FOR SERVICE

| | Alarm | Assist | Brush Fire | Car Fire | Water Gas Leaks | Medical | MVA | Structure Fire | Total |
|---------------|-------|--------|------------|----------|-----------------|---------|-----|----------------|-------|
| Clint | 0 | 5 | 3 | 0 | 5 | 56 | 10 | 0 | 79 |
| Fabens | 6 | 8 | 10 | 0 | 2 | 83 | 8 | 2 | 119 |
| Montana Vista | 1 | 8 | 6 | 0 | 1 | 71 | 12 | 1 | 100 |
| San Elizario | 7 | 10 | 4 | 0 | 4 | 102 | 10 | 1 | 138 |
| Socorro | 17 | 16 | 2 | 5 | 9 | 178 | 35 | 1 | 263 |
| West Valley | 8 | 13 | 9 | 1 | 6 | 109 | 15 | 3 | 164 |
| Total | 39 | 60 | 34 | 6 | 27 | 599 | 90 | 8 | 863 |



International Academies of Emergency Dispatch Certifications

Mirna Sierra, Robert Herrera, and Sonya Dozier attended the three-day Emergency Medical Dispatch (EMD) training held at the El Paso Regional Communications Center. The EMD training is crucial for individuals working as dispatchers in emergency medical services. This training prepares dispatchers to assess the situation, prioritize calls, and provide medical instructions before paramedics or emergency personnel arrive. It ensures that the dispatcher can effectively manage emergencies and make life-saving decisions in critical situations.



Mirna Sierra and Dalila de la Torre attended the two-day Emergency Fire Dispatch (EFD) training held at the El Paso Regional Communications Center.



Emergency Fire Dispatch (EFD) training is essential for dispatchers working in fire and rescue services. This training equips them with the knowledge and skills to handle emergency fire situations, provide critical pre-arrival instructions to callers, and ensure a swift and efficient response from fire and rescue teams. The training is designed to help dispatchers assess, prioritize, and manage fire-related emergencies while remaining calm

and effective under pressure.

Shift supervisors, communications assistant manager, and the communications manager attended a two-day Emergency Police Dispatch (EPD). Emergency Police Dispatch (EPD) training is essential for dispatchers who are responsible for managing police-related emergencies. This training prepares dispatchers to handle high-pressure situations, prioritize calls, provide essential pre-arrival instructions, and coordinate with law enforcement officers and other emergency services. The training ensures that dispatchers are equipped to assess, prioritize, and respond effectively to situations involving law enforcement, criminal activity, and public safety. In addition, they attended a one-day ProQA training. During the training they used the ProQA software application designed for emergency dispatching, particularly for fire, medical, and police dispatch systems. ProQA is part of the Priority Dispatch System (PDS), which is used by dispatchers to ensure that they follow consistent, evidence-based protocols when handling emergency calls. ProQA is used to prioritize calls, provide standardized responses, and guide dispatchers through a series of questions that are crucial for gathering the right information. It also helps dispatchers provide critical pre-arrival instructions to callers, like performing CPR or evacuation procedures.



ProQA

As part of the ongoing commitment to improving the quality of emergency dispatch services, future goals for telecommunicator training will focus on ensuring that all telecommunicators are certified in Emergency Medical Dispatch

(EMD), Emergency Fire Dispatch (EFD), and Emergency Police Dispatch (EPD). Additionally, they will receive specialized training in the use of ProQA, the advanced dispatch software that supports structured decision-making and ensures the efficient management of emergency calls.

Marlyn Vazquez participated in an eight-hour de-escalation training at the El Paso Community College Law Enforcement Training Academy. This course is a requirement for compliance with the Texas Police Chief Association Best Practices Accreditation Program. During the training, participants learned techniques to de-escalate situations and minimize the use of force during public encounters. The course emphasized enhancing officers' responses to incidents involving individuals in crisis or erratic behavior, focusing on ensuring the safety of both the public and officers. It also taught



tactical de-escalation methods aimed at reducing the intensity of interactions with suspects.



Jasmine Moran and Robert Herrera attended the three-day Communications Training Officer certification through the Association of Public-Safety Communications Officials (APCO). The Communications Training Officer (CTO) certification is designed for individuals who

are responsible for training new public safety communication professionals. This certification ensures that Communications Training Officers (CTOs) have the knowledge, skills, and best practices needed to effectively train and mentor staff in public safety communications.

Nominations

We would like to recognize Samantha Gonzalez and Julie Nava for their outstanding contributions through the monthly nominations.

Samantha consistently demonstrates exceptional teamwork and goes above and beyond in her role. She is always willing to assist colleagues, offering support and guidance whenever needed. Samantha's proactive approach and strong work ethic are key factors in driving team success.



Julie is highly respectful, helpful, and dedicated to her work. She maintains excellent attendance and approaches each day with a positive attitude. Julie's commitment to excellence and her cooperative nature contribute significantly to the success of our team.

Community Events

In March, the Horizon City Police Department stayed busy with a variety of community events focused on safety, education, and building stronger connections with residents. One of the biggest initiatives was the launch of a Crisis Intervention Team, a partnership with Emergence Health Network aimed at helping officers better respond to mental health emergencies with compassion and care.



Officers also began planning the 2025 Easter Egg Hunt, calling on local businesses and community members to help make it a fun and safe event for families.

Throughout the month, the department put a strong focus on public safety. Officers held traffic safety checkpoints to make sure drivers had valid licenses and insurance—clarifying that immigration status wasn't part of the checks. They also stopped by Desert Hills Elementary for Career Day, where officers spent time with students, answering questions and sharing what it's like to work in law enforcement.

Another big highlight was a child seat belt check at Horizon Heights Elementary. Officers Morales and Valdez, along with Assistant Chief Jose Kluge and Mayor Renteria, greeted parents during school dismissal to make sure kids were safely buckled up. Those who were earned gift certificates for free ice cream and sodas—a fun way to reward safe habits.

To wrap up the month, the department visited Frank Macias Elementary School,



where Officers Morales and Valdez showed off one of their patrol vehicles and brought along some of their gear, including a ballistic shield, a medical kit, and crime scene tools. Students even got a hands-on look at how officers lift fingerprints from evidence—an experience that blended learning with a bit of excitement.

Officers and members of HCPD's command staff also took part in the Deputy Pete Herrera Memorial 5K, joining hundreds of other community members and law enforcement agencies from across the El Paso region. It was a meaningful opportunity to honor Deputy Herrera's legacy and stand in solidarity with fellow officers and the community he served.



To further promote public safety and convenience, the department also rolled out the Safe Exchange Zone—a designated area outside the police station where members of the public can safely meet to finalize online marketplace transactions or handle child custody exchanges. The space is monitored for added peace of mind, giving residents a secure option for what can sometimes be uncomfortable or high-stress situations.



All in all, March was a month full of meaningful outreach, new programs, and strong community connections—showcasing HCPD's ongoing commitment to safety, service, and the people of Horizon City.