



RIO RANCHO

POLICE

SERVING SINCE 1981

2024
ANNUAL REPORT

TABLE OF CONTENTS

1 VISION STATEMENT, MISSION STATEMENT, CORE VALUES	17 CRIMINAL INVESTIGATIONS DIVISION
2 IN THIS, WE BELIEVE	18 VIOLENT CRIMES UNIT
3-4 FROM THE DESK OF THE CHIEF	19 PROPERTY CRIMES UNIT
5 COMMAND AND SUPERVISORY STAFF	20 SPECIAL VICTIMS UNIT
6 FIELD SERVICES DIVISION	21 SPECIAL SERVICES UNIT
7 TRAFFIC UNIT	22 CRIME SCENE TECHNICIAN
8 DWI UNIT	23 EVIDENCE UNIT / CRIME VICTIMS ADVOCATE UNIT
9 SAFE TRAFFIC OPERATION PROGRAM/ OPEN SPACE RESPONSE TEAM	24 ORGANIZED CRIME UNIT
10 SPECIAL WEAPONS AND TACTICS	25-28 OFFICE OF PROFESSIONAL STANDARDS
11-12 K9 UNIT	29-31 SUPPORT SERVICES DIVISION
13 CRISIS NEGOTIATIONS TEAM / EMERGENCY RESPONSE TEAM	32-33 SANDOVAL COUNTY REGIONAL EMERGENCY COMMUNICATIONS CENTER
14 PEER SUPPORT / CRISIS INTERVENTION TEAM	34 ADMINISTRATIVE SERVICES
15 DRONE UNIT / TECHNOLOGY SURVEILLANCE TEAM	35 UCR CRIME TRENDS
16 PUBLIC SAFETY AIDE / SECURITY TRAILER PROJECT	36 HONOR GUARD TEAM
	37 CHAPLAIN UNIT
	38 IN MEMORIUM



VISION STATEMENT

To make Rio Rancho the safest city in New Mexico and the premier destination to live work and visit.

MISSION STATEMENT

The mission of the Rio Rancho Police Department is to ensure the protection and safety of our community through the highest standards of professionalism and excellence in police services.

CORE VALUES

Family Focused
Accountability
Community Partnership
Superior Service
Diversity

IN THIS, WE BELIEVE

THE RIO RANCHO POLICE DEPARTMENT BELIEVES IN THE VALUE OF HUMAN LIFE AND DIGNITY. All persons shall be treated with courtesy and respect. Abuse of police authority is not compatible with the trust vested in us by the community.

THE RIO RANCHO POLICE DEPARTMENT BELIEVES INTEGRITY IS THE BASIS FOR COMMUNITY TRUST. Our members will conduct themselves in the most professional manner possible so as to serve as role models for the community. A higher standard of conduct is expected of those who carry out the goals of the criminal justice system.

THE RIO RANCHO POLICE DEPARTMENT BELIEVES IN THE PRINCIPLES OF THE CONSTITUTION. We respect the basic rights and freedoms afforded persons by the Bill of Rights of the U.S. Constitution.

THE RIO RANCHO POLICE DEPARTMENT BELIEVES IN PROFESSIONAL AND PERSONAL EXCELLENCE. We are committed to high standards of agency and individual performance. We encourage pursuit of higher education by our employees to enhance themselves, the Department, and the police profession.

THE RIO RANCHO POLICE DEPARTMENT BELIEVES IN THE QUALITY OF OUR WORKFORCE. We strive to employ capable, hard-working people who are doing important and satisfying work for the citizens of Rio Rancho. We carefully screen our personnel to ensure compliance with the highest standards possible, provide the best training available and guide them with exemplary supervision.

THE RIO RANCHO POLICE DEPARTMENT BELIEVES IN MAINTAINING HIGH STANDARDS OF FISCAL RESPONSIBILITY IN THE EXPENDITURE OF RESOURCES ENTRUSTED TO US. We believe that all such resources should be directed to the achievement of departmental goals and objectives in service to the public.

THE RIO RANCHO POLICE DEPARTMENT BELIEVES IN COOPERATION. We believe in community policing to enhance public safety. We will work with the community to address problems that cause crime and disorder.

THE RIO RANCHO POLICE DEPARTMENT BELIEVES IN CRIME PREVENTION. We believe our basic mission is to prevent crime and to deliver vigorous law enforcement services when crime occurs. We welcome community participation to help us deter and successfully investigate crime.

THE RIO RANCHO POLICE DEPARTMENT BELIEVES IN FAIRNESS AND EQUALITY TO ALL PERSONS. Fair and equal treatment will be afforded to all individuals we come in contact with and our actions will be tempered with compassion.



FROM THE DESK OF CHIEF STEELE



I am excited to present to you the Rio Rancho Police Department's 2024 Annual Report. Our primary goals last year were to improve professionalism, create a five-year staffing plan, and create a Crisis Intervention Team. I am excited to share that we have achieved these goals. My favorite is the establishment of the Crisis Intervention Team. It is fully staffed with a supervisor, two police officers, and a mental health clinician. While this unit is new within the department, it has already shown itself to be a valuable tool for citizens. This is a win for everyone in Rio Rancho!

As we proceed into 2025, I am encouraged by last year's success. The Rio Rancho Police Department has many goals this year. Identifying an alternative strategy model for the school crossing guard program, increasing our youth outreach programs, and expanding our community policing programs is our primary focus. These will be the most challenging goals to secure. First, modifying the crossing guard program will allow law enforcement officers to focus on their primary duties, rather than being tasked with hiring, training, and managing crossing guard positions.

Secondly, growing our youth outreach program is vital to the future of Rio Rancho. Our hope is to reduce juvenile crime, while also giving the youth in this community a safe place to interact with each other and law enforcement officers, in a positive setting. This expansion will include growing partnerships with other city departments and organizations. For example, we will focus on literacy rules (Rio Rancho Public Schools- kinder and 1st graders), positive impact sessions (latter elementary grades), anti-bullying campaigns (middle school classrooms), and many others. Last, our Community Relations Unit is increasing the number of community events held annually. One program we plan to place significant importance on is the Public Information Exchange (PIE). The PIE Program will help inform our community members about ongoing issues.

As always, the Rio Rancho Police Department remains committed to upholding the highest standards of public safety, community engagement, and operational excellence. We are grateful for your continued support and partnership. Our vision is to be the safest city in the State of New Mexico and make it the premier place to live, work, and visit. We will achieve this together by ensuring public safety for all people. Additionally, we remain strong by enforcing the rule of law to criminals with valor and integrity. That is what makes Rio Rancho different from all other communities in our state and our nation.

Warm Regards,

Chief Stewart Steele

Chief Stewart Steele



COMMAND AND SUPERVISORY STAFF

Stewart Steele, Chief of Police

Richard Romero, Deputy Chief — Operations Division

Gabriel Salgado, Deputy Chief — Support Services Division

Richard Koschade, Captain — Patrol & Criminal Investigations

Nick Army, Captain — Patrol, Traffic & DWI

Jacquelynn Reedy, Captain — Support Services Division & PIO

Brandon McKinney, Lieutenant — Criminal Investigations

Scott Pope, Lieutenant—Traffic & DWI

Christopher Carabajal, Lieutenant — Office of Professional Standards

Jacob Hopkins, Lieutenant— Support Services

Matthew Adams, Lieutenant—Patrol

Michael Naus, Lieutenant — Patrol

Jon Knoell, Lieutenant — Patrol

Peter Roghan, Lieutenant — Patrol

Paul Garcia, Sergeant — Criminal Investigations

Austin Hertz, Sergeant — Criminal Investigations

Caleb Martin, Sergeant — Criminal Investigations

Halie Harkness, Sergeant — Criminal Investigations

David Munoz, Sergeant — Traffic

Daniel Fleming, Sergeant — Traffic

Elijah Saina, Sergeant — DWI

Carlos Railey, Sergeant — Office of Professional Standards

Jennie Hatch, Sergeant — Support Services Division (SRO)

Jeramie Bisanga, Sergeant — Support Services Division

David Portis, Sergeant — K9

Justin R. Garcia, Sergeant — Patrol

Lawrence Samuel, Sergeant — Patrol

Jaclyn Martinez, Sergeant — Patrol

Gabriel Griffith, Sergeant — Patrol

Justin Dorian, Sergeant — Patrol

Cody Tapie, Sergeant — Patrol

Michael Hetes, Sergeant — Patrol

Michael Duran, Sergeant — Patrol

Sarah Owens — Administrative Services Manager

Jolene Madrid — Communications Center Manager

*Staff listing current as of 12/31/2024



FIELD SERVICES DIVISION



The cornerstone of the Rio Rancho Police Department is the Patrol Division, which is currently made up of eight shifts that work around the clock, every day of the week. The Patrol Division is staffed with 56 patrol officers, eight corporals, and eight sergeants. These officers are the first line of defense against criminal activity and work diligently to promote public safety. They are the first faces you will meet when you are in need of police assistance.

The role of the patrol officer is as diverse as the people who fill that role. On any given call for service, an officer is a guardian, protector, advisor, counselor, medic, mediator, investigator, leader, and so much more. Our officers not only fulfill their primary mission on patrol, but most of them fill the role as members of the following: Field Investigator, Field Training Officer, SWAT Officer, K9 handler, Crisis Negotiations Team, Crisis Intervention Team, Peer Support Team, Open Space Response Team, Drone Team, Organized Crime Unit, Honor Guard, Quality of Life Officer, or Background Investigators. Without their assistance in these critical roles, our agency would be far less efficient.





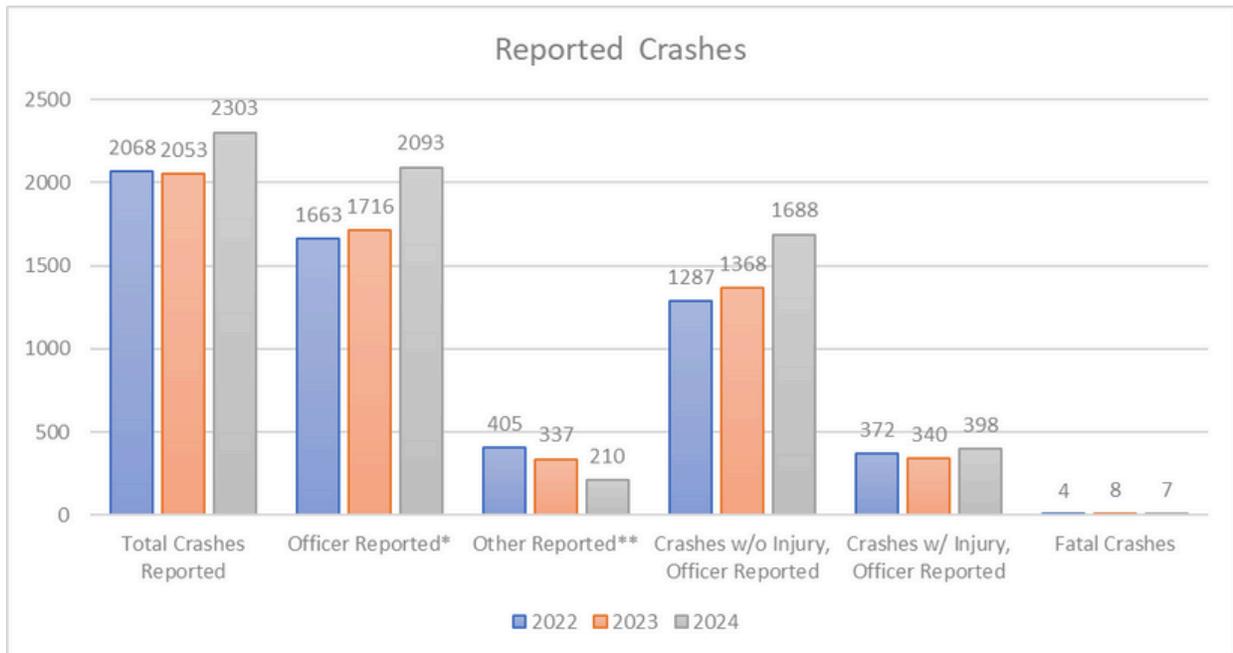
TRAFFIC UNIT



The Traffic Unit focuses on the safety of residents and visitors who travel throughout Rio Rancho. The unit's objectives are to enforce traffic laws, educate the community on safe driving behaviors, and respond to crashes within the city. The Traffic Unit works closely with other State and metro area motorcycle officers to support one another during dignitary and funeral motorcade escorts. The unit also investigates major traffic crashes. The Traffic Unit works tirelessly to assist these other units with state-accredited motorcycle operations training to improve rider safety and traffic enforcement for motorist safety.

In 2024, the Traffic Unit responded to and completed 725 total crash reports, with 576 of those being non-injury crashes, 142 crashes with injuries, and 7 fatal crash investigations. However, the Traffic Unit doesn't respond to all reported crashes. These are typically handled by patrol officers or by citizens who submit station or information exchange reports. In addition to crash investigation, the Traffic Unit's eight officers issued 6,314 traffic citations in 2024.

The below graph provides an illustration of total reported traffic crashes within Rio Rancho. This chart includes crashes handled by all officers, not only the Traffic Unit.



*Officer reported are case numbers associated with a Uniform Crime Report generated by an Officer.

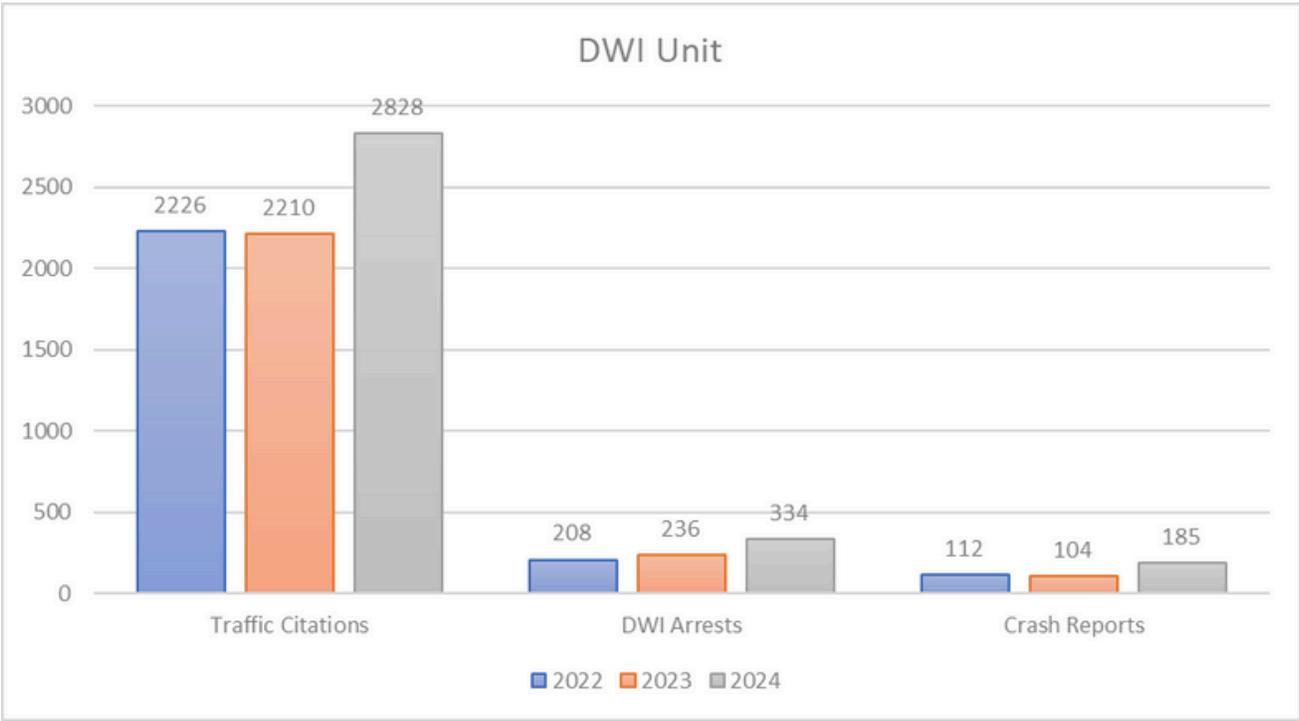
**Other reported are case numbers not associated with a Uniform Crime Report generated by an Officer. i.e; delayed self-report or information exchange form, etc. All other reported crashes are assumed to be crashes w/o injury.

DWI UNIT



The Rio Rancho Police Department's DWI Unit works in partnership with patrol units to enforce impaired driving laws in the city. The DWI Unit seeks to reduce DWI-involved traffic crashes across the city. The DWI Unit not only seeks out and arrests impaired drivers before a crash occurs, but the unit also assumes DWI investigations from patrol officers to ensure officers can focus their efforts on proactive policing across the city. Throughout the year, the DWI Unit provides education and training to various groups, citizens and law enforcement alike. Overall, the DWI Unit's goal is to create safer streets for all motorists traveling throughout the City of Rio Rancho.

The below chart highlights the number of crash reports taken, traffic citations issued, and DWI arrests made by the DWI Unit.





SAFE TRAFFIC OPERATIONS PROGRAM

The Safe Traffic Operations Program (S.T.O.P.) utilizes state-of-the-art radar, photo, and video technology to deter speeding motorists. The program employs eight mobile speed enforcement units. The mobile speed enforcement units are placed throughout the city based on need. In 2024 alone, 18,739 speeding citations were issued for exceeding the posted speed limit (5 mph in school zones and 11 mph in non-school zones.) The S.T.O.P. program has proven to be an effective measure in deterring speeding motorists.



OPEN SPACE RESPONSE TEAM



The Open Space Response Team (OSRT) is a specialty unit within the Police Department. The team was implemented in 2004 and is currently approved for 10 All-Terrain Vehicle (ATV) Operators and one supervisor. Each Operator has completed a mandatory 10-hour certification class and completes a 10-hour refresher course every six months. Currently, Operators pilot single-seat 4-wheeler style Polaris ATVs. Each ATV is upfitted with "Police" insignia as well as red and blue strobe lights to make the vehicles highly visible and identifiable as Police vehicles by the public.



The OSRT responds to critical incidents that require a law enforcement presence in remote areas that cannot be accessed with ordinary patrol vehicles. Operators have been deployed for incidents such as: homicides, suicides, shootings, missing endangered persons, vehicle crashes, and search and rescue operations. Operators draft and conduct monthly Tactical Operation Plans in various open space and sparsely inhabited areas of the city. Operators are often referred citizen complaints or identify problem areas related to illegal off-highway vehicle use, the recovery of stolen property, illegal dumpsites, illegal shooting, and traffic violations or other enforceable crimes. The OSRT routinely works special events within the city, including holiday events, parades, dignitary visit security, special events, and concerts.

In 2024, a new Can-Am side-by-side UTV was purchased for use by OSRT Operators. OSRT participated in several holiday details including the city's July 4th celebration. OSRT Operators conducted several Tactical Plan Operations in various parts of the city that are well beyond the capability of a standard police patrol vehicle.

OSRT Operators are highly trained and dedicated officers who have accepted the challenge to patrol and police the most rugged and inaccessible areas of the City of Vision. They do so in-addition to their normal duty assignment.

SPECIAL WEAPONS AND TACTICS



The Special Weapons and Tactics (SWAT) Team is a specialized unit used to resolve incidents exceeding the training and equipment capabilities of patrol officers. In 2024, the team was staffed with 12 operational members.

SWAT Team members must complete a 120-hour Basic SWAT Course and obtain an Entry Operations Certification through one of several local advanced courses. Once certified, team members are assigned various specialties within the unit. SWAT Team members must obtain additional certifications and conduct ongoing training for their specialties.

These specialties include Precision Rifle, Explosive/Manual Breaching, Tactical Emergency Medicine, Special Impact/Chemical Munitions, and K9. SWAT trains 20 hours per month and conducts an additional 40-hour training block annually.

The Rio Rancho Police Department's SWAT Team is the only functioning tactical unit in Sandoval County. The team maintains a close working relationship with the New Mexico State Police, Albuquerque Police Department, and Bernalillo County Sheriff's Office SWAT Teams.

In 2024, the SWAT Team obtained Night Observation Devices (NODS) to assist team members during low or no light operations. The equipment was purchased using a competitive grant awarded to the team.

The SWAT Team was activated 15 times from January 2024 to December 2024. Those SWAT missions included responses to active shooters, felony warrant services, and barricaded subjects.

SWAT Team members are dedicated to their mission. They are committed to each other and to the citizens they serve. They maintain a proactive approach to fitness, training, equipment acquisitions, and ensuring preparedness for the missions they could be tasked to resolve. It is every member's desire to fulfill the team's motto.

**UNCOMPROMISED DUTY,
VALOR AND COURAGE**



K9 UNIT



The RRPD K9 Unit is made up of four handlers and one Sergeant. These officers are assigned to full-time K9 duties. Those duties include responding to priority calls for service, proactive narcotic enforcement, and therapy K9 services. The unit utilizes dogs that are specifically bred and selected for temperament and trainability to ensure the best possible service to the community.

Four of the dogs are scent detection certified as well as patrol certified (search, apprehension, and protection). Three of the dogs are trained in narcotics detection, and one in explosives detection. Additionally, the K9's are trained in tracking, which can be beneficial in search and rescue operations as well as patrol functions. Two of the K9's are certified in evidence recovery.

One K9 is utilized as a therapy dog to provide emotional support to the employees of the department, Rio Rancho citizens, and criminally affected victims. The K9 is used to boost the overall morale among the employees of the department, and to supply emotional and therapeutic support during high-stress or critical incident debriefs. Lastly, the K9 is used to promote a positive public perception and provide advocacy for the department. The therapy K9 is certified by Paws of Love as a service and therapy dog.



K9 Abraham is a 6-year old German Shepherd assigned to Sergeant David Portis.

All animals live and work full-time with their handlers. A very strong bond between them is fostered and maintained through the entirety of each animal's career.



K9 Nigel is a 6-year old German Shepherd assigned to Officer Jonathan Hickerson.



K9 Chance is a 3-year old German Shepherd assigned to Officer Brittany Ingram.



Therapy K9 Rio is a 2-year old Schnoodle (Schnauzer/Poodle Mix) assigned to Officer Chris Beck.



K9 Rocky is a 6-year old German Shepherd assigned to Officer Isaac Giannini.



CRISIS NEGOTIATION TEAM

The Crisis Negotiation Team (CNT) is composed of eight highly-trained officers within the department. CNT works in conjunction with the SWAT team during critical incidents. Utilizing negotiation training and verbal crisis management, the CNT is used to diffuse potentially life-threatening situations, peacefully.

The CNT responds to various critical incidents such as armed barricaded subjects, high-risk hostage situations, and assists in the execution of arrest and search warrants. The responsibility of the CNT is to minimize risk and loss of life by utilizing a team-concept methodology, assigning specific tasks at various stages of the negotiation process.

The department's CNT has assisted surrounding law enforcement agencies with critical incidents, and continues to seek joint-training opportunities to ensure the most efficient and appropriate response is available to the community.

EMERGENCY RESPONSE TEAM



The Rio Rancho Police Department's Emergency Response Team (ERT) operates as a mobile field force for rapid deployment. The ERT aims to mitigate the propensity for violence during unlawful/volatile protests or situations. In addition to civil unrest, the ERT deploys for civil disturbances, declared states of trouble, and natural disasters. The ERT may also be deployed in other cases of an emergency where staffing is crucial. Most often, the ERT will deploy to assist the SWAT Team with scene control and security. This ensures that on-duty patrol officers are available to address other calls for service throughout the city during critical incidents.

ERT Officers are part-time and conduct training on a quarterly basis. The vast majority of funding for the department's ERT team is provided by federal grants. These federal funds have allowed ERT to obtain vehicles, equipment, uniforms, out-of-state trainings, and other miscellaneous items necessary to carry out their duties.



PEER SUPPORT

The Peer Support Team is responsible for coordinating critical incident debriefs, facilitating peer-to-peer contact, maintaining an anonymous tracking system, evaluating the effectiveness of the unit on an ongoing basis, and reporting to the appropriate Captain any suggestions and/or relevant personnel issues. There are currently 10 operators and one supervisor on the team.

In 2024, the Peer Support Team was utilized on multiple occasions to emotionally support officers who experienced some sort of traumatic event, either on duty or otherwise.



CRISIS INTERVENTION TEAM



In 2024, the department established a Crisis Intervention Team (CIT) to address mental health crises and improve interactions with individuals experiencing mental health issues. The CIT is composed of specially trained officers and a clinician who are equipped with the skills to de-escalate situations involving mental health crises, provide immediate support, and connect individuals with appropriate mental health resources.

The primary goals of the CIT include:

- Enhancing officer safety by providing officers with specialized training in recognizing and managing mental health crises, reducing the risk of harm to both officers and individuals in crisis.
- Improving community safety by focusing on de-escalating potentially volatile situations, thereby minimizing the risk of violence and ensuring the safety of the community.
- Supporting individuals in crisis, CIT officers offer compassionate and effective responses to individuals experiencing mental health crises ensuring they receive the necessary care and support.
- Collaboration with mental health professionals to provide comprehensive care and follow-up support for individuals in crisis.

Since its implementation, the CIT has been instrumental in handling numerous mental health-related incidents, demonstrating a significant improvement in the department's ability to respond to such situations with empathy and expertise.



DRONE UNIT



In 2019, the Rio Rancho Police Department introduced the Drone Unit. The Drone Unit is a part-time position within the Department. The Drone Unit was initially created in an effort to minimize resources needed for accident reconstruction, but soon, many other uses were discovered. A drone can be deployed by a single officer within a minute of responding and can take multiple hi-resolution photos or live-stream video from many different angles.

A priority of the department is keeping citizens safe, and the department began using the drone for search and rescue missions. The department also deploys the drone when attempting to locate a suspect who has fled from officers on foot. The drone has the ability to search for suspect(s) with ease and is far safer for the officers on the ground who are searching yard-to-yard.

The drone can keep an aerial eye on any situation to ensure everyone's safety, as well as document the scene. On multiple occasions in 2024, a drone was deployed to assist the Rio Rancho Fire and Rescue Department with their incidents.

In 2024, the Drone Unit maintained a fully staffed status of 10 FAA certified drone pilots, and added two additional drones. Making a total of 13 drones utilized by pilots. Each of the pilots have their own machine assigned to them to ensure rapid response when needed.

TECHNOLOGY SURVEILLANCE TEAM



In 2024, the Technology Surveillance Team (TST) was formed to increase officer safety during critical incidents. The TST currently consists of three officers and one Sergeant. The TST works closely with SWAT, utilizing drones to provide overwatch of SWAT operations. The TST assists in coordinating the deployment of officers and providing topography of target locations. The TST drones utilize high definition and thermal cameras for day and night time operations. The TST is also equipped with a small indoor drone, utilized to clear structures prior to officers entry. Drone footage is observed by the SWAT Team leader in real time and information can be provided to SWAT operators, increasing officer safety when entry into a structure is made. Throughout 2024, the TST was deployed in 13 SWAT operations. During each deployment, the use of a TST drone proved beneficial in locating suspects, clearing residences, or providing layouts of target structures.

The TST seek to bridge the gap between the use of technology and high-risk critical incidents. TST's main goal is to increase officer safety, while also ensuring the safety of all subjects encountered during high-risk incidents.

PUBLIC SAFETY AIDE



The Public Safety Aide (PSA) is a civilian position within the Rio Rancho Police Department. PSAs perform a wide variety of tasks such as responding to parking and traffic related calls, issuing parking citations, serving civil papers, responding to quality of life related calls for service, and preparing the associated reports and/or documentation. PSAs only respond to calls that do not require the authority of a sworn law enforcement officer or arrest powers. PSAs augment police officers and relieve them of routine, non-priority duties. That allows officers to proactively police the community and respond to higher priority and in-progress calls quicker and more efficiently. Currently, there are eight PSA positions within the department. PSAs are assigned to the Traffic Unit, Patrol, and the newly developed Quality of Life Unit.

In 2024, City of Rio Rancho ordinances were amended to afford PSAs citation authority. PSA are now authorized to issue citations for parking violations, registration requirement, and advertisement and sales of vehicles. Having the authority to issue citations furthers the PSAs ability to provide support to officers working within their assigned unit.



SECURITY TRAILER PROJECT



The Security Trailer Project started in December 2022. The purpose of the security trailers was to help enhance security to locations throughout the City of Rio Rancho. Some of those locations have included city property, city parks, retail businesses, and private property. During 2024, the security trailers were deployed at more than 19 different locations. The primary goal of the project has been to prevent crimes such as vandalism, criminal damage, and theft from occurring.

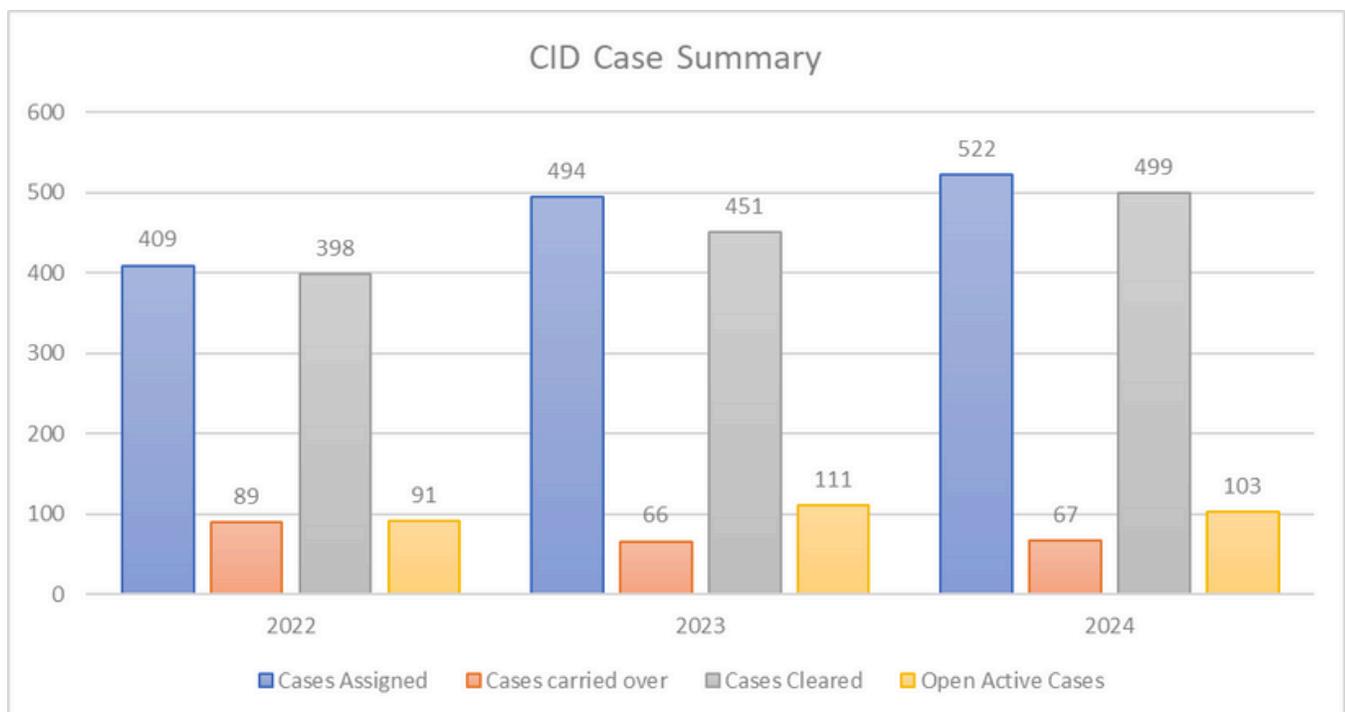
Each security trailer has five cameras. The main camera can be pointed at any direction of interest during the deployment. The other four cameras make up a "360 camera" which allows the security trailer to cover an approximate 360 degree view around the deployment area. Once deployed, the security trailer has the ability to play back footage from previous dates, which can be used as evidence or an investigative tool when crimes occur in and around the deployment area. Two new trailers were added to the program in the last quarter of 2024.

CRIMINAL INVESTIGATIONS DIVISION



The Criminal Investigations Division (CID) is dedicated to enhancing public safety through meticulous investigative services. Their core responsibilities involve the identification, preservation, documentation, and collection of evidence to ensure fair examination in criminal cases. The division prides itself on maintaining integrity, professionalism, and high standards in all operations. Proactively, the team analyzes crime trends, patterns, and the activities of groups and gangs to effectively prevent and reduce criminal activity in the area. Collaboration is a hallmark of their approach, especially when addressing major crimes. All 35 members, both sworn officers and civilian staff, work seamlessly as a unified team.

The accompanying graph provides insight into the division's workload, detailing the number of cases handled, those carried over, cleared, and still active.

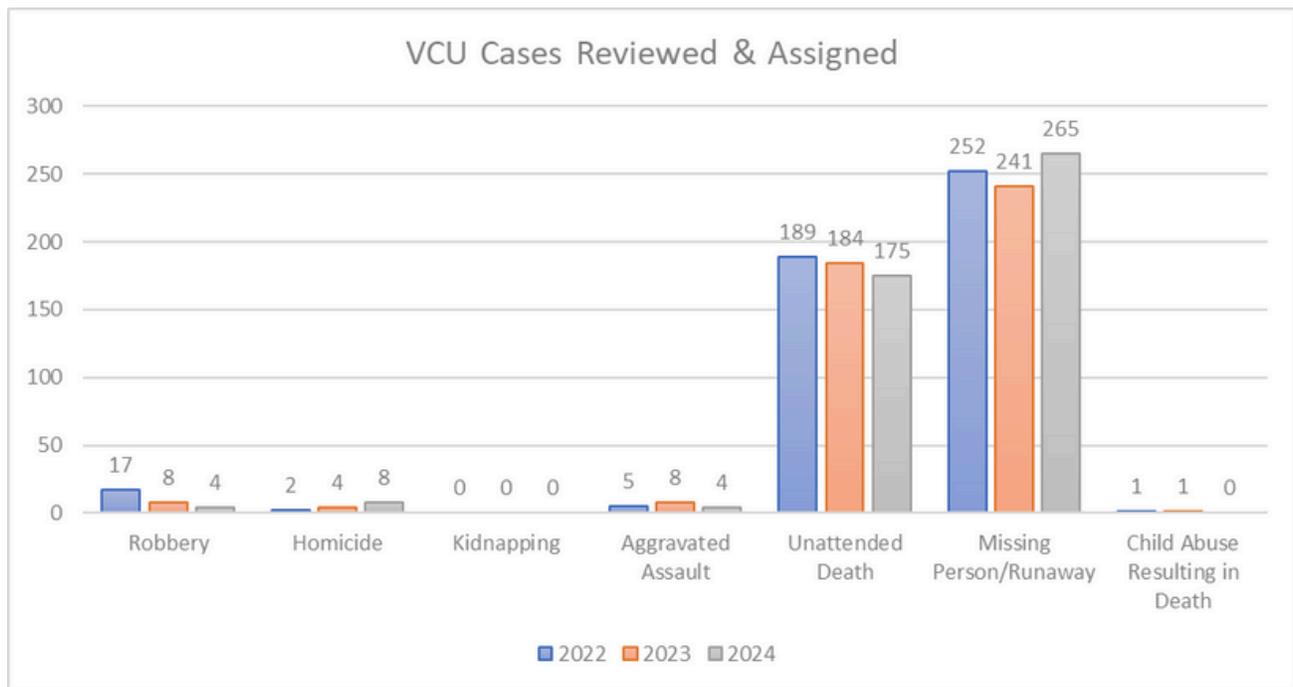


VIOLENT CRIMES UNIT



The Violent Crimes Unit (VCU) consists of one sergeant and four detectives who are primarily tasked with investigating crimes against persons that are violent in nature. Cases assigned to VCU detectives include aggravated assault, aggravated battery, kidnapping, robbery, homicide, and missing persons. During 2024, VCU detectives investigated and successfully resolved numerous cases, many of them by arrest. VCU also oversees Unattended Death Reports, which includes suspicious death cases that require further investigation. In 2024, the department investigated eight cases of apparent homicide. In addition to completing follow-up investigations on serious violent incidents, VCU detectives are tasked with responding directly to crime scenes in order to complete evidence identification, processing, collection, and preservation. The VCU is also tasked with reviewing all missing person reports and any subsequent follow-up that may be required.

The graph below identifies the type and number of cases assigned to VCU. Note: Not all violent crime cases are assigned to VCU.

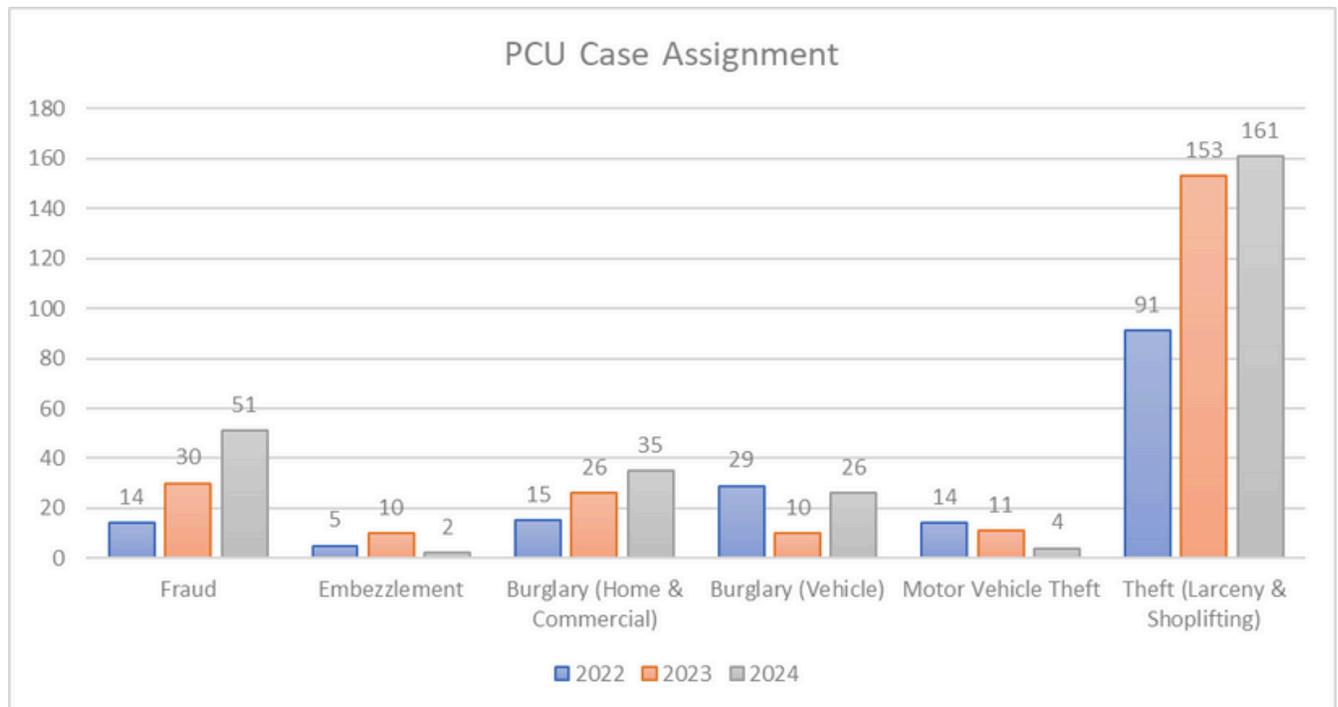


PROPERTY CRIMES UNIT



The Property Crimes Unit (PCU) is comprised of a team of one sergeant and five detectives. PCU's primary mission is centered on the investigation of non-violent offenses related to a victim's property. In 2024, PCU detectives diligently addressed 292 cases, resulting in the charging of 178 individuals and the referral of 14 cases to the District Attorney's Office for prosecution. Throughout the year, PCU detectives remained actively engaged in a myriad of property crime reduction initiatives, which included strategic meetings with local retail establishments to curtail criminal activity and collaborative efforts with financial institutions to combat fraud. Notably, PCU initiated retail organized crime initiatives, a key contribution to the safeguarding of the retail industry, reduction of financial losses, and the enhancement of overall safety and security within our communities. Furthermore, PCU retains responsibility for overseeing all online reports. In 2024, PCU reviewed 616 online reports made by citizens.

For a comprehensive understanding of PCU's operations, please consult the graph below, which provides a detailed breakdown of the types and quantities of cases handled by the PCU.



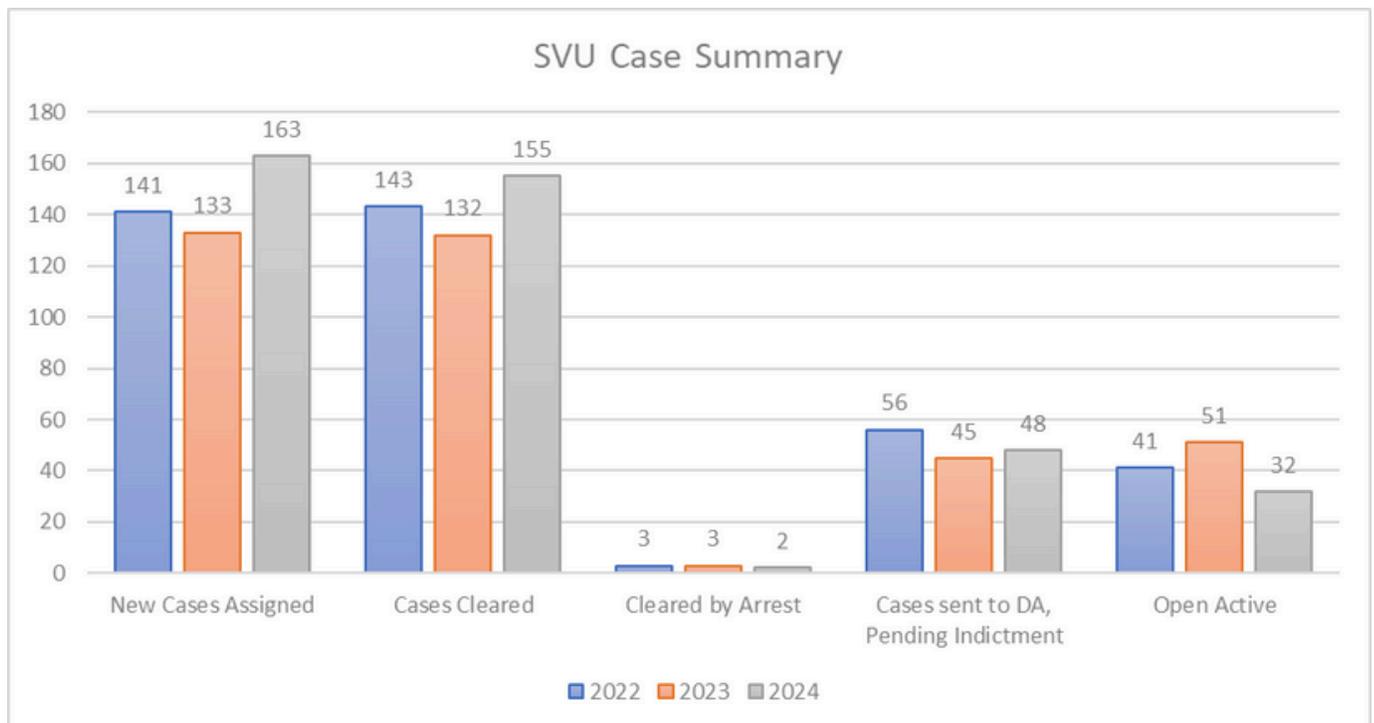
SPECIAL VICTIMS UNIT



The Police Department Special Victims Unit (SVU) currently consists of one sergeant, four detectives, one task force officer (TFO) assigned exclusively to the FBI's Regional Computer Forensic Laboratory (RCFL), and two civilian Crime Victim Assistance Unit (CVAU) staff. CVAU staff serves victims within the city and from all corners of Sandoval County with a wide range of resources and assistance. SVU detectives investigate sexual assaults involving children and adults, abuse and neglect of children and elderly people, internet crimes involving sexual exploitation of children, and domestic violence-related crimes.

In addition to daily collaboration with CVAU, SVU team members are active participants of the Sandoval County Child Abuse Multi-Disciplinary Team (MDT) and the Adult MDT. Monthly meetings are held with the members of the District Attorney's Office, the State of New Mexico Children Youth and Family Division (CYFD), All Faiths Children Advocacy Center forensic interviewers, UNMH Child Abuse Response Team (CART) medical personnel from surrounding hospitals, ABQ SANE Collaborative staff, Adult Protective Services (APS), various other community members, and other law enforcement agencies to discuss serious cases and ensure best practices are being followed. Multiple stakeholders are involved in every case investigated by SVU, and detectives work diligently to collaborate and coordinate all resources to ensure each case is investigated thoroughly and prosecuted successfully when probable cause exists.

In 2024, SVU closed a total of 155 felony cases, some from years prior. Throughout the year, 163 new cases were assigned to SVU detectives. Of the cases cleared in 2024, 31% were forwarded to the District Attorney's Office for review and consideration for presentation at Grand Jury or closed by arrest. The remainder were closed as unfounded (due to lack of cooperation from the victim,) pending further leads or evidence, occurred outside the city's jurisdiction, or referred to other jurisdictions. In addition to investigating cases, SVU collectively reviewed, conducted follow-up, and documented 1,700 Child Protective Services (CPS) Intake Reports from CYFD's Statewide Central Intake (SCI.) SVU collaborates with the CYFD and APS to investigate intake reports to ensure that children and elderly are receiving proper care, are in a safe environment, and are provided their basic needs, regardless of there being a criminal aspect to the referral or not. The graph below provides the number of cases assigned to the Special Victims Unit including cases cleared, cases sent to the District Attorney's Office pending indictment, and open active cases.



SPECIAL SERVICES UNIT

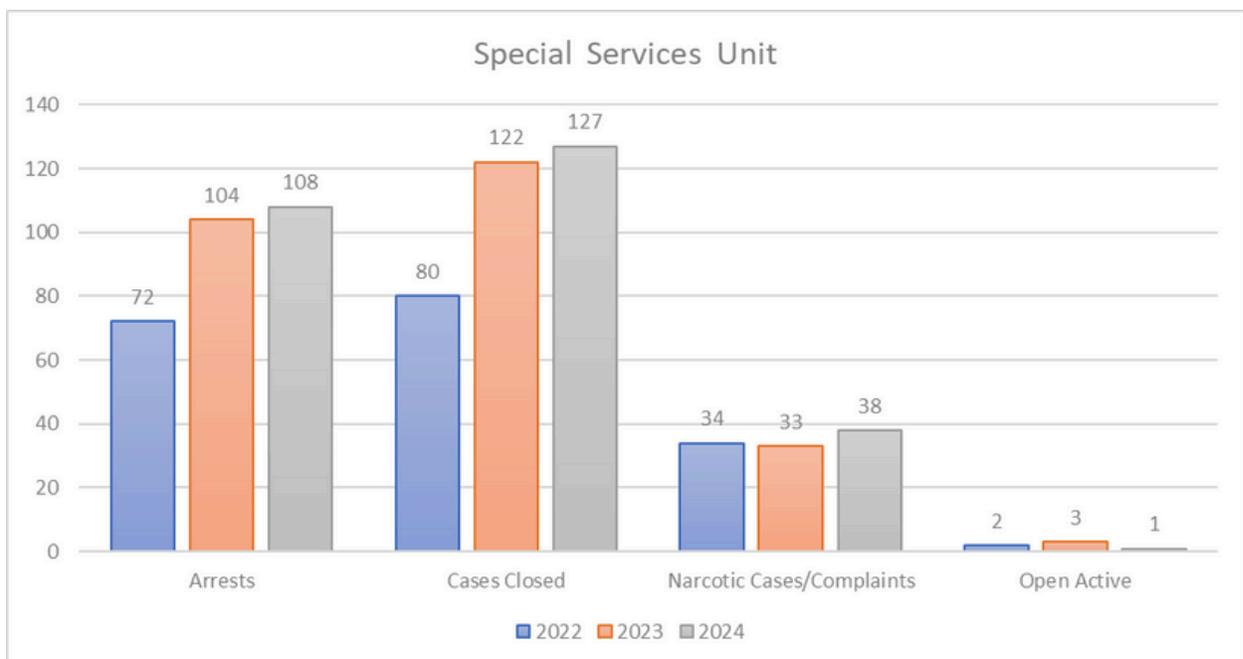


The Rio Rancho Police Department Special Services Unit (SSU) is a proactive unit, focusing on violent crime offenders and narcotic investigations. These investigations generally stem from police calls for service, ongoing criminal investigations from other specialty units, citizen complaints, business complaints, surveillance, and arrests made for outstanding warrants. SSU's efforts often lead to larger investigations that involve other crimes related to property theft, shoplifting, and violent crime offenses. SSU's proactive nature and teamwork accounts for the positive success and impact of the unit. Members of SSU work closely together and share tasks to complete the investigations expeditiously. SSU is an invaluable resource to other specialty units and patrol officers alike.

SSU officers train often, seeking out advanced training to enhance their capabilities while adjusting to current crime trends. The unit has continued to grow and build upon relationships with surrounding law enforcement agencies on the state and federal level. Collaboration in investigations increases the department's jurisdictional reach, enhanced adjudication processes, and real-time information sharing. Ensuring the Rio Rancho Police Department remains up-to-date on current crime trends throughout the state and country is a top priority.

In 2024, SSU completed 127 investigations which led to 108 arrests. Some of the unit's investigations were completed in conjunction with federal law enforcement agencies. Persons charged in relation to those investigations will receive enhanced sentences as a result of the collaboration. SSU maintained an 85% arrest rate for 2024. This does not include investigations transferred to surrounding agencies for potential charging. At the end of 2024, SSU carried over one case where charging and/or arrests have not been completed.

Refer to the below graph for the visualization of SSU's production.





CRIME SCENE TECHNICIAN

The Crime Scene Technician (CST) performs technical work photographing, measuring, and diagramming crime scenes; collecting and classifying evidence and latent prints; and preparing detailed reports supporting law enforcement activities. To perform a crime scene investigation effectively, CSTs must be familiar with methods and techniques such as fingerprinting processes and classification; rules of evidence; police procedures and photo taking; DNA processing methods; and evidence collection procedures. The CST assists the Office of the Medical Examiner in documenting all types of crime scenes and accidents.

As a result of the CST, large quantities of information are organized logically and methodically. The use of photographic techniques and procedures under different lighting conditions is an essential skill for CSTs. As a result of their accuracy and attention to detail, they process crime scene evidence more thoroughly. In 2024, the Rio Rancho Police Department Crime Scene Technician responded to 102 calls, processed 76 crime scenes, and conducted 21 follow-ups where evidence was collected. The CST assisted in the investigation of nine unattended death scenes, eight crashes, and two arson investigations.





EVIDENCE UNIT

Evidence collection and management is vital to obtaining successful prosecutions and ensuring the safety of the community. The Evidence Unit is responsible for receiving, storing, and managing all property and evidence collected by officers. The Evidence Unit is currently staffed by three civilian Evidence Technicians and is overseen by a CID Lieutenant. Each year, a full inventory is completed, and quarterly audits are performed to ensure that policies are being adhered to and that all items within are accounted for. At the end of 2024, the unit housed approximately 63,677 pieces of evidence/property. In 2024, 3,517 items were submitted into evidence, 3,209 items were destroyed, 392 items were returned to the owners, and 24 items were sent to auction.



CRIME VICTIMS ASSISTANCE UNIT

The Crime Victims Assistance Unit (CVAU) provides direct services to victims of violent crime in Rio Rancho. The staff supports crime victims on scene, at the time of crisis, or during the immediate aftermath of reporting a violent victimization. The services range from assistance with Orders of Protection; referrals to appropriate agencies for emergency shelter and other basic needs; case management providers; and collaboration with other branches of the criminal justice system. CVAU educates clients about various steps and options within the criminal and civil justice processes to empower them to make informed choices. A police report is not required to access CVAU services. CVAU's two members reached out to 602 victims of violent crimes, and made contact and assisted 330 victims in 2024.

To validate, educate, and empower victims of violent crime as they move through the healing process.

ORGANIZED CRIME UNIT



The Rio Rancho Police Department Organized Crime Unit (OCU) is a part-time unit focused on crimes committed by a group or groups of individuals, therefore meeting the definition of “organized crime.” The overall goal of the unit is to work closely with our other specialty units to identify patterns of criminal activity, while also identifying the individuals committing those crimes and to ascertain if they are working together in an organized capacity.

The OCU works jointly with the Special Services Unit to enhance our response capabilities on larger investigations and operations. Joint training between the two units has improved tactics during operations, and investigative success as both units are trained to identify the same trends, patterns, and individuals committing crimes of an organized nature.

OCU focuses on networking with surrounding agencies to identify certain groups and repeat offenders across various jurisdictions.

In 2024, the OCU Unit continued their relationships with the FBI Safe Street Gangs Task Force, the New Mexico Gang Task Force, and State Probation and Parole. The unit has also started to build a better relationship with the Office of Superintendent of Insurance, the Albuquerque Police Department, the New Mexico State Police Auto Theft Taskforce, and the New Mexico Department of Justice.

Information gathered by OCU members has been used in specialty investigative units, within schools, and throughout the patrol division.





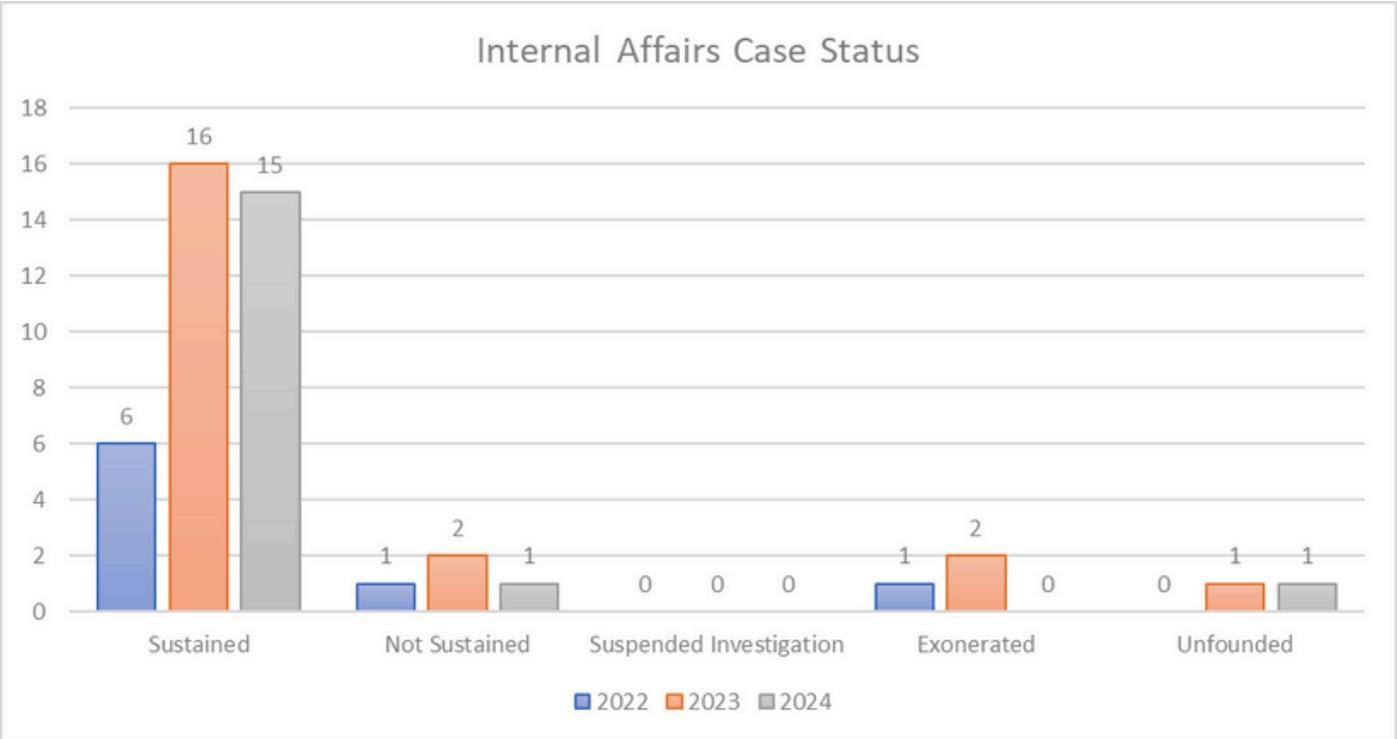
OFFICE OF PROFESSIONAL STANDARDS

The Professional Standards Division (PSD) ensures that the mission of the Rio Rancho Police Department is achieved by every member of service. PSD consists of a full-time Sergeant and a Lieutenant who are responsible for administrative investigations into all members of the department, including dispatchers and civilian staff. PSD conducts inquiries into allegations of serious or repeated misconduct from both internal and external complainants. These investigations differ from criminal investigations in both scope as well as breadth. The investigations take into consideration the Bill of Rights, Garrity Rights, Department Standards and Procedures, city work rules, and require a preponderance of evidence supporting a sustained finding of misconduct.

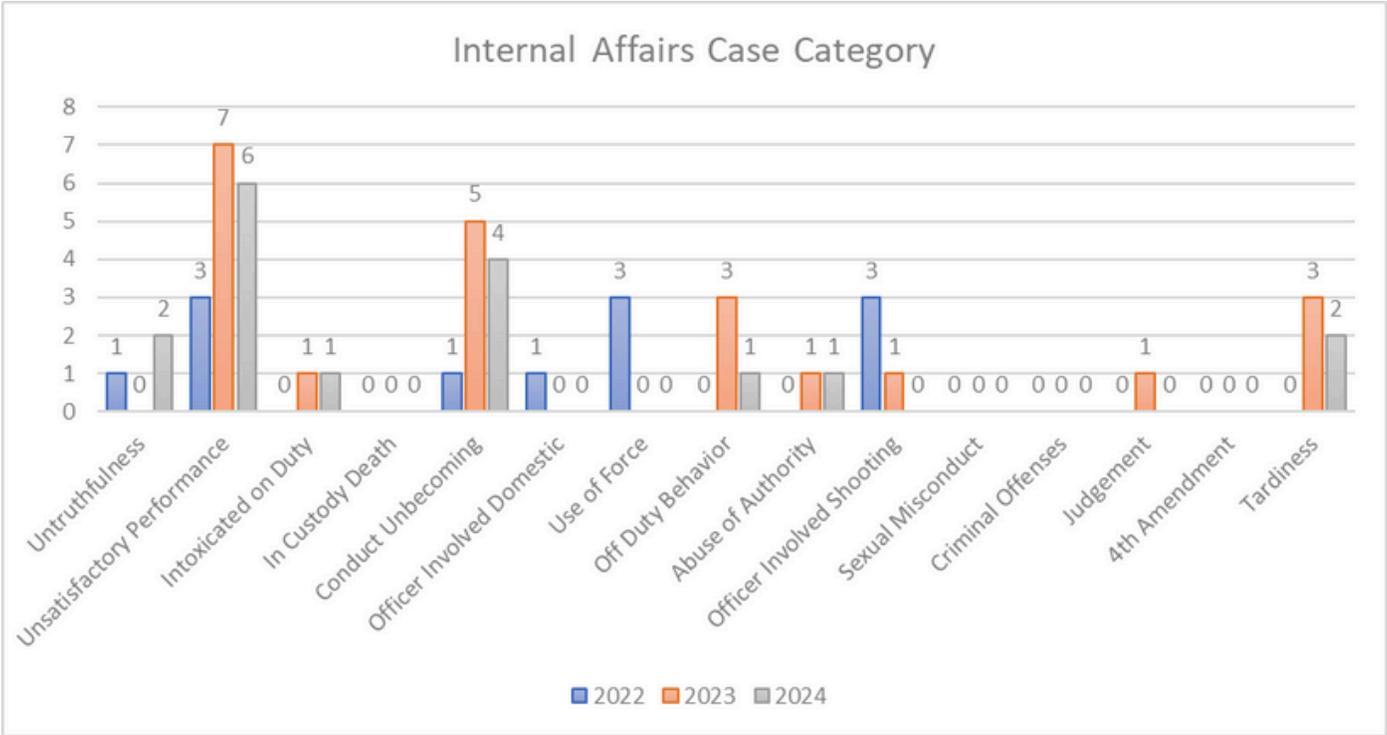
Also included in the duties assigned to PSD is tracking all use of force data, citizen complaints, supervisor reviews, pursuit reviews, employee-involved crash investigation, risk management, and agency accreditation maintenance. Since 2023, supervisors have received training to better document complaints against officers. Even if an official complaint was not desired, supervisors are trained to document the interaction as a complaint "resolved by explanation." A new tracking system was implemented for missed court appearances by officers. This resulted in more accurate accounting of those instances and the accompanying complaint and supervisor review. The changes stated above in 2023 are responsible for the stark increase in complaints and internal affairs investigations since 2022. The charts on the following pages highlight the efforts of the PSD.

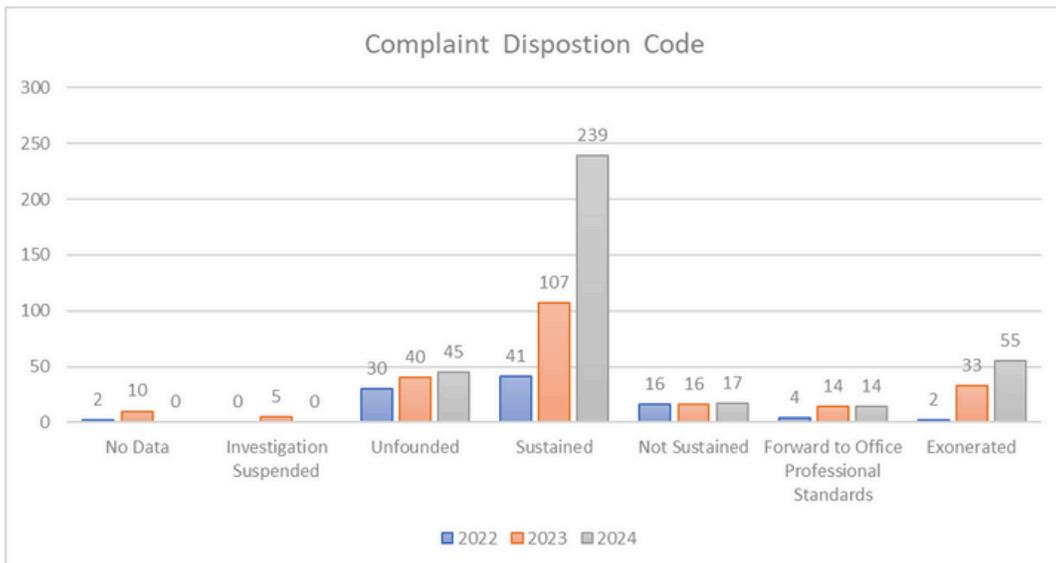
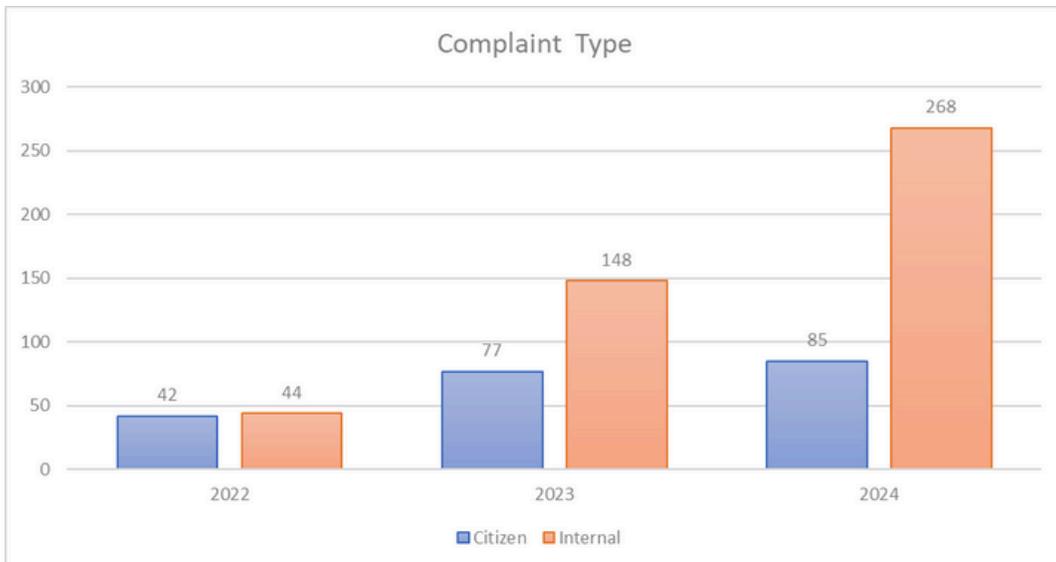
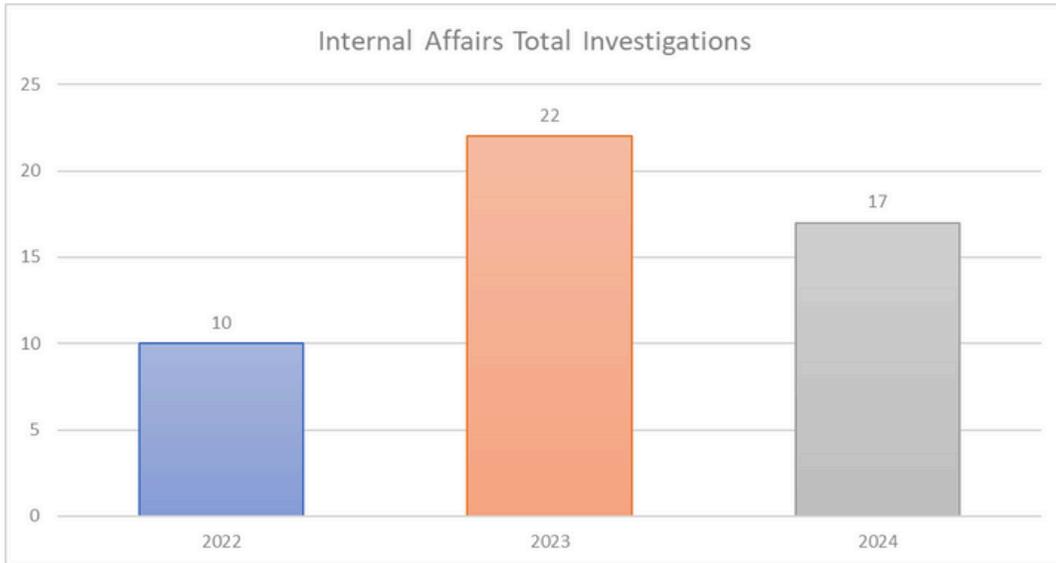
In 2024, PSD oversaw the department's renewal of its accreditation, highlighting its commitment to continuous improvement and high standards. The accreditation process, overseen by the New Mexico Law Enforcement Professional Standards Council, ensures the department meets rigorous criteria, including policy development, quality service delivery, and independent evaluations. This achievement strengthens crime prevention, enhances management practices, and builds public confidence in the department's operations.



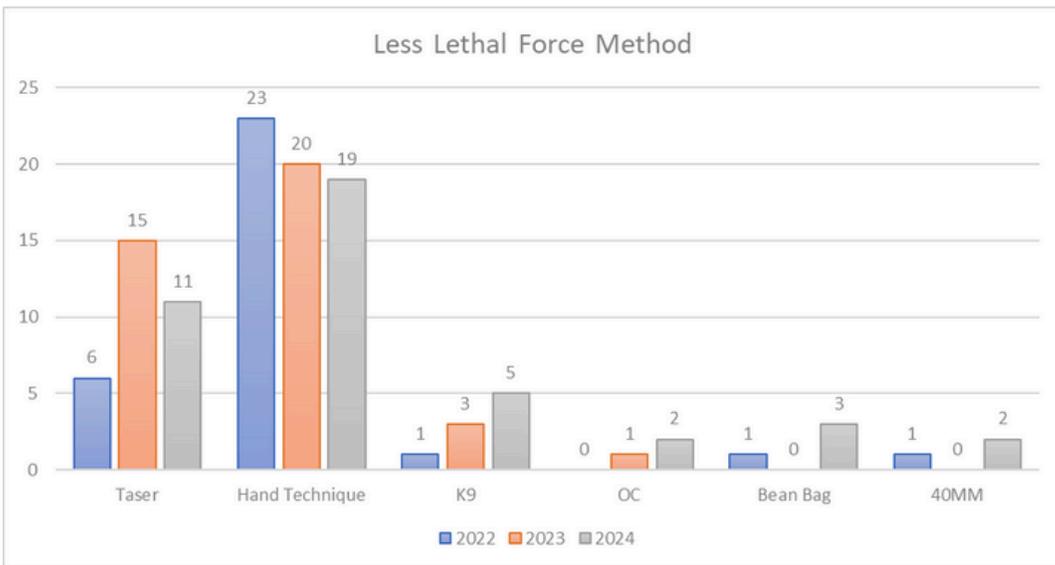
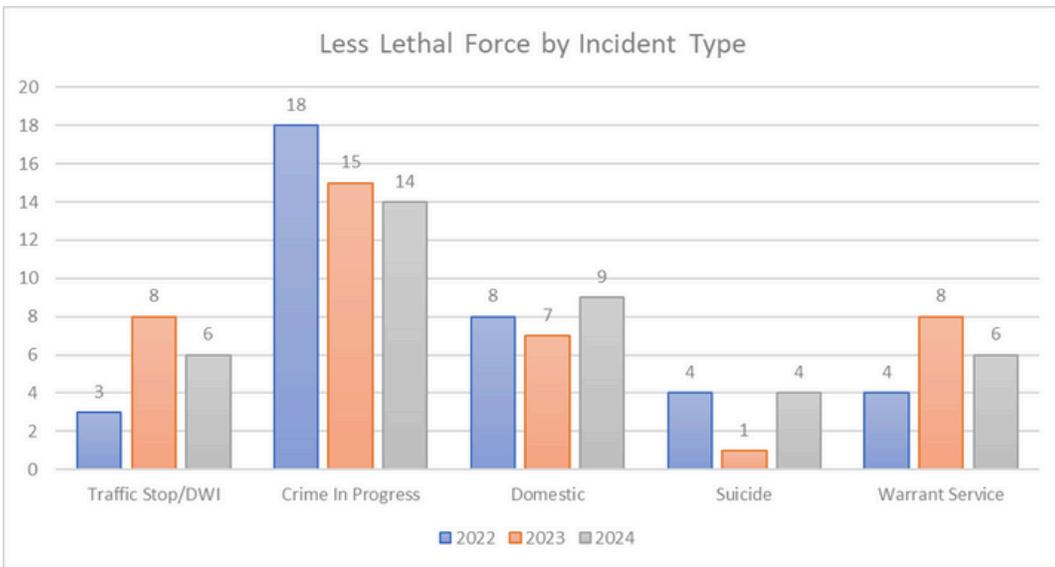
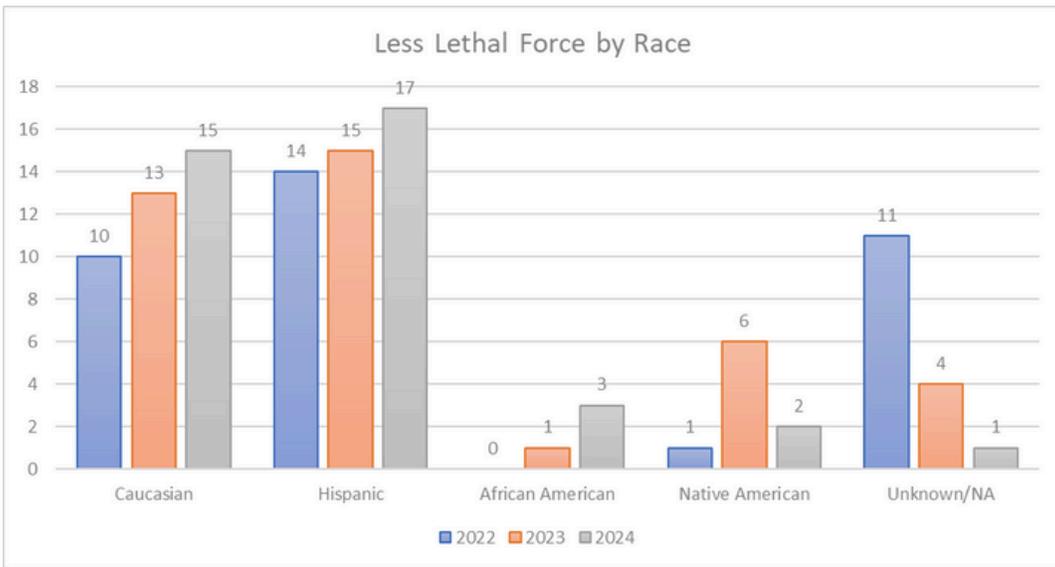


*Some IA cases do not have a corresponding complaint. This is due to the case being opened by Professional Standards, or the referral being made via memo, rather than through complaint software.





*No Data refers to complaints not completed by supervisor or reached final review by Captain.



*OC - Oleoresin Capsicum (pepper spray)

**40mm - Less than lethal single-shot launcher

***Some UOFs have multiple methods, therefore the total of method used is greater than the number of total UOF reports.

SUPPORT SERVICES DIVISION



The Support Services Division (SSD) consists of a Sergeant responsible for supervising the officers assigned to the division. These officers include the Duty Officer, Court Security Officer, the Quartermaster Officer, Recruiting Officer, and the Training Officer. The SSD is responsible for the development, implementation, management, and evaluation of training programs for the department to ensure all personnel are highly qualified and well-trained to perform their duties. This includes performing a wide variety of training and coordination efforts and serving as a liaisons between the New Mexico Law Enforcement Academy and the department. Additionally, the SSD ensures all training is properly documented from the pre-cadet, throughout the academy, and into all advanced level training through the conclusions of every officer's career.

School Resource Sergeant (SRS) / School Resource Officer (SRO)

The School Resource Sergeant (SRS) is responsible for supervision of four School Resource Officers (SROs). The SRS, along with the SROs, manage several programs including the Explorers Post and the department Bicycle Officer Program. The Explorers Post serves to develop and provide law enforcement exposure to students, ages 16 through 20, who are interested in a law enforcement career after high school. SRO's have recently implemented an annual Explorer Post Academy which provides instruction on physical fitness, criminal investigations, and the different units and entities within the law enforcement profession.

SROs provide mentorship and help students learn about the criminal justice system, the role of police, and provide education about DARE (Drug Abuse Resistance Education), Stranger Danger, when to call 911, safe driving, personal safety, and crime prevention. Furthermore, the SROs are tasked with facilitating numerous Cop Kamps throughout the city during the summer months. These Cop Kamps are educational-based trainings for youth as they work hand-in-hand with the city's Parks and Recreation Department and assist with each summer youth camp.

SROs have a responsibility to every school within the community. They help school staff and parents to understand the issues their children may face. They also provide conflict resolution assistance for individual students. SROs assist school district administrators with threat assessments of students and others displaying high-risk behaviors. SROs take an active role in policing the schools and address both internal and external threats. They investigate misdemeanor and felony crimes within the schools, and take students into custody when necessary. They respond to all calls for service that occur on school property. SROs work many sporting events throughout the school year to keep order and ensure the safety of participants and attendees.



Public Records Custodians

The department's Public Records Custodians, in conjunction with the City Clerk's Office, are responsible for processing requests for records made under New Mexico's Inspection of Public Records Act, commonly referred to as IPRA requests. Among all IPRA requests filed with the City of Rio Rancho, more than half pertain to law enforcement-related records. These records may include audio recordings from the Sandoval County Regional Emergency Communications Center, items submitted to the Evidence Unit, offense/incident reports, crash reports, and body-worn camera videos. The processing of an IPRA request requires review of each requested record and completing redaction as necessary before the records can be released by the City Clerk's Office.

Quartermaster Officer

This officer manages the department's Quartermaster Program, procurement, allocation of department equipment, and manages the department's cloud-based video repository, body-worn cameras, weapon management, and all department-issued equipment.

Front Desk Duty Officer

The Duty Officer is the first point of contact for the public visiting the police station. The Duty Officer is assigned to answer caller's inquiries and ensure that they are transferred to the appropriate person or division and assist by carrying out administrative tasks. Some of the front desk responsibilities include responding to inquiries from the public and providing advice and assistance; taking reports on misdemeanor and felony crimes, missing persons, and lost/found property; and delayed crash reports. In addition, the Duty Officer maintains the security of police premises and screening citizens who come to the Police Department and Municipal Court.

Court Officer

The primary responsibility of the Court Security Officer is to provide a safe environment for the judge, court personnel, attorneys, and the general public. The Court Officer ensures that criminal defendants in custody are prevented from having physical contact with family, friends, or spectators in order to prevent the passing of weapons or contraband. The Court Officer regularly takes into custody individuals and arranges transportation to and from adult detention centers. They are also responsible for writing incident case reports and arrest reports when necessary.

Training and Recruiting Officers

The Training Division is tasked with the recruitment, initial training, advanced training, and maintenance of certification training of the Police Department. The cadre of leaders and instructors ensure that all staff receive the most up-to-date knowledge and skills necessary to safely and appropriately address the challenges they face serving and protecting the community. There are currently two officers filling the role (one for training and the other over recruiting).

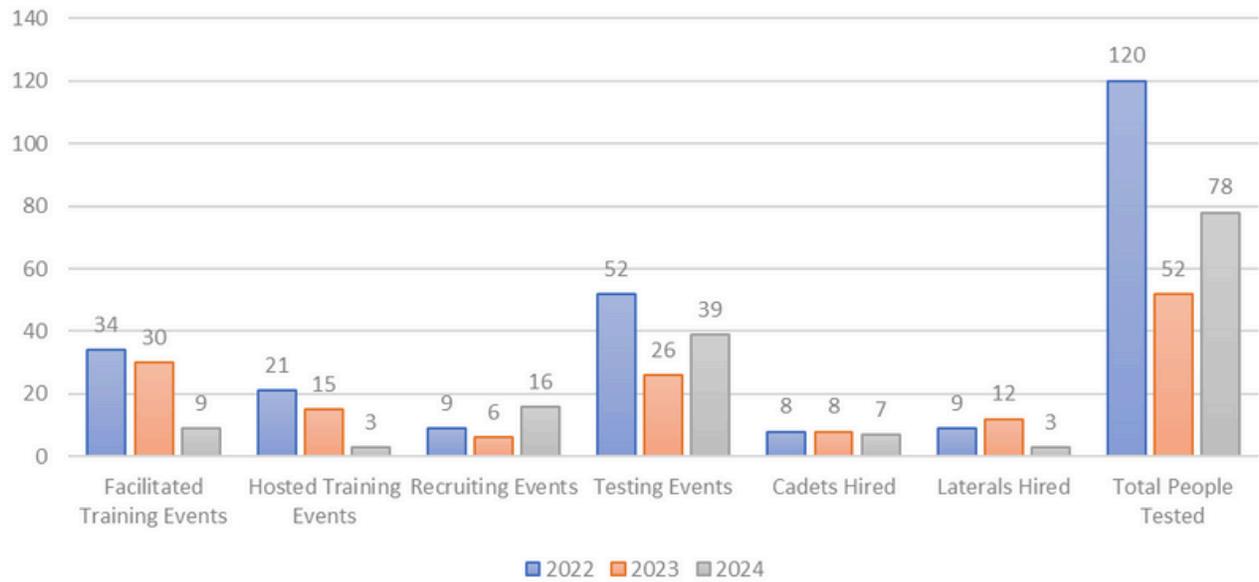
Community Relations

The Community Relations Officer fosters community relations and crime prevention by coordinating several community events throughout each year. Some of these events include: a Christmas benefit for children, National Night Out, the Police Fill the Truck Food Drive, and DEA Drug Take-Back events. Community relations has interacted in special projects with multiple corporations, churches, Rio Rancho Public Schools, Rio Rancho city employees, Meadowlark Senior Center, and within the community in general.

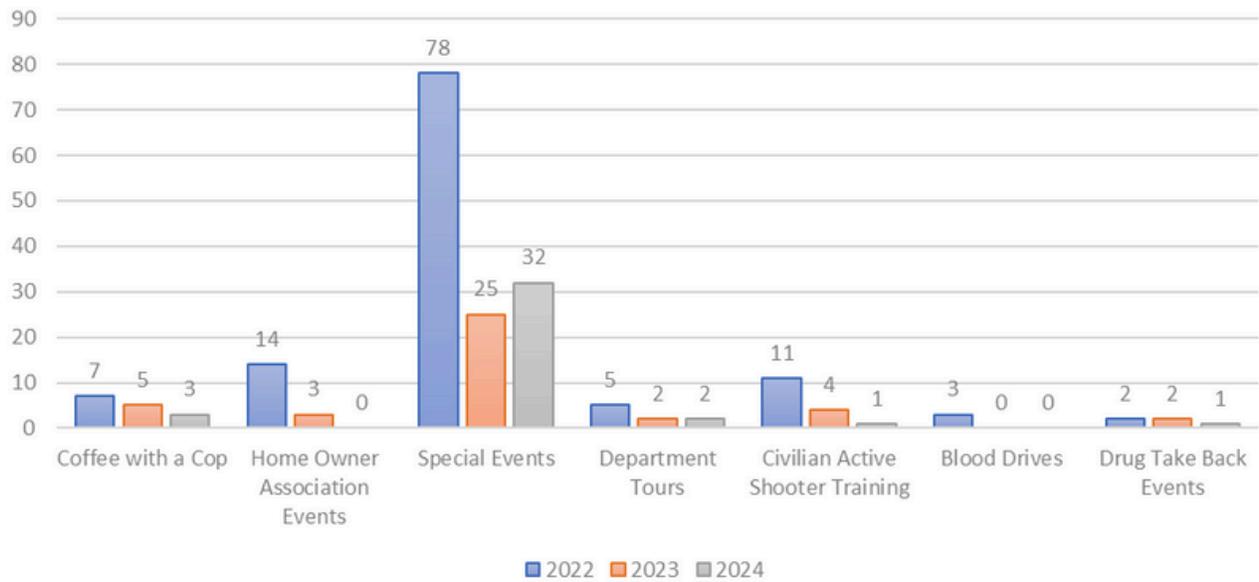
The graphs on the following page visualize the efforts of the Support Services Division.



Training and Recruiting



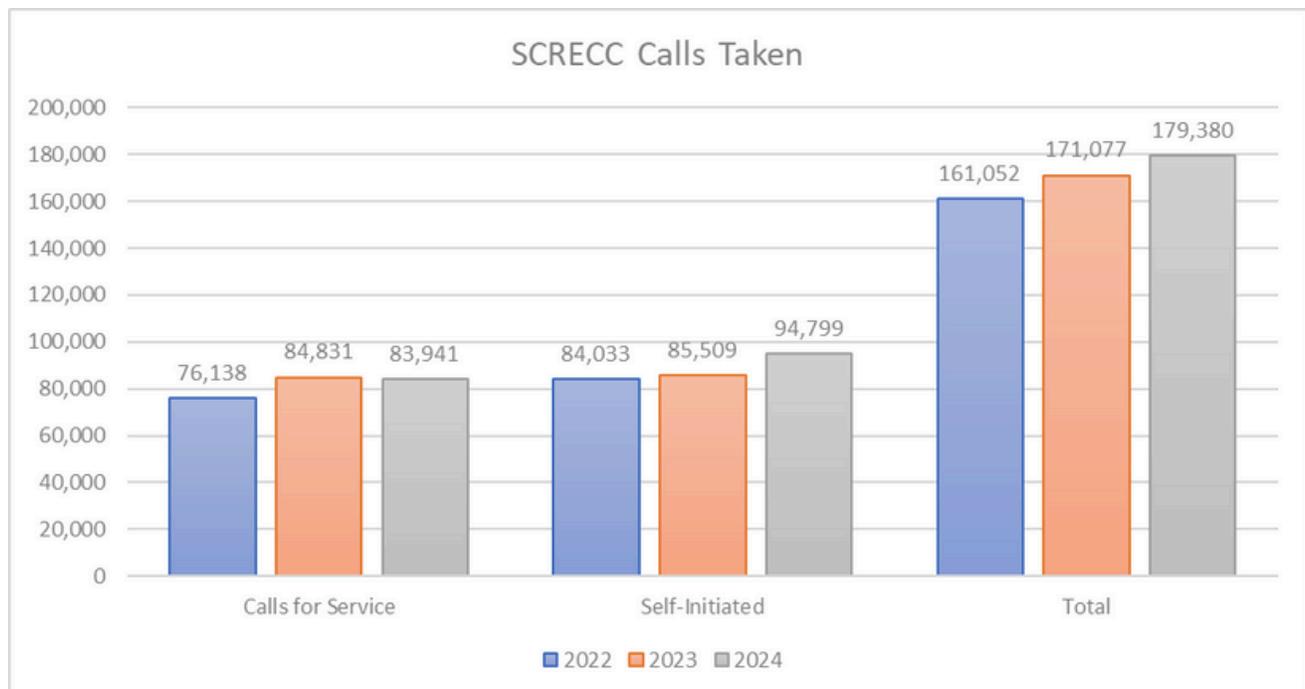
Community Relations Events

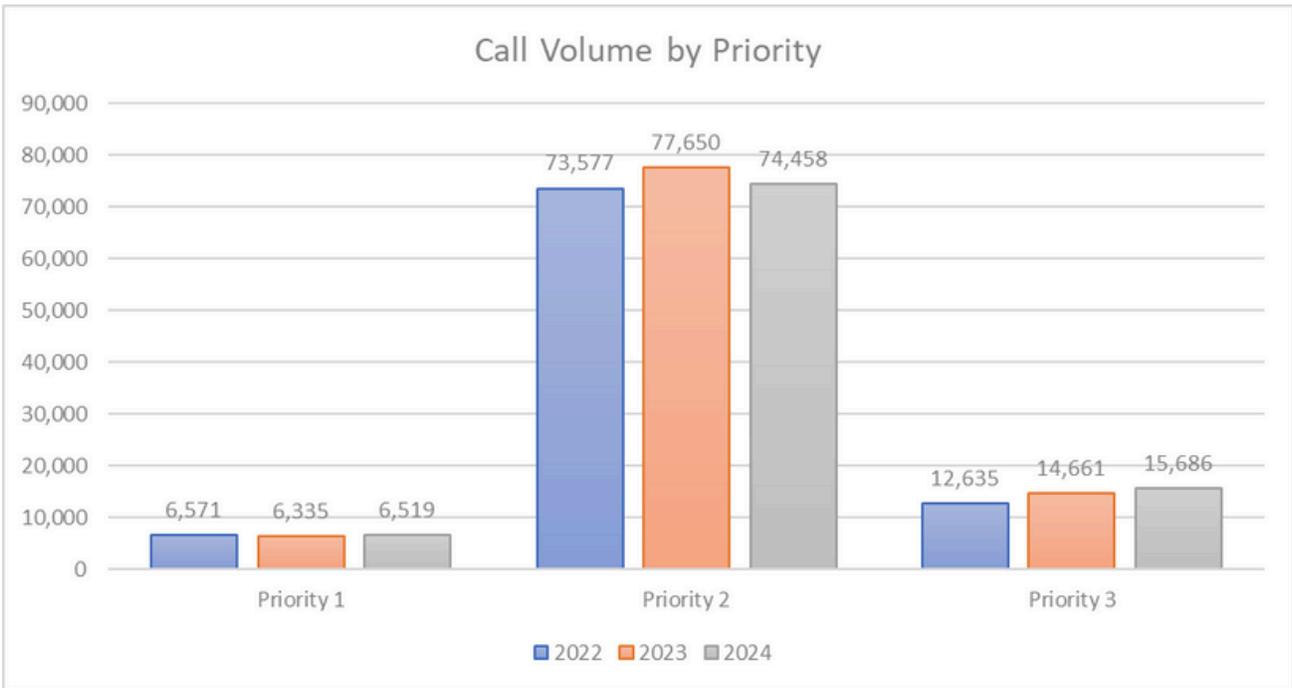


SANDOVAL COUNTY REGIONAL EMERGENCY COMMUNICATIONS CENTER

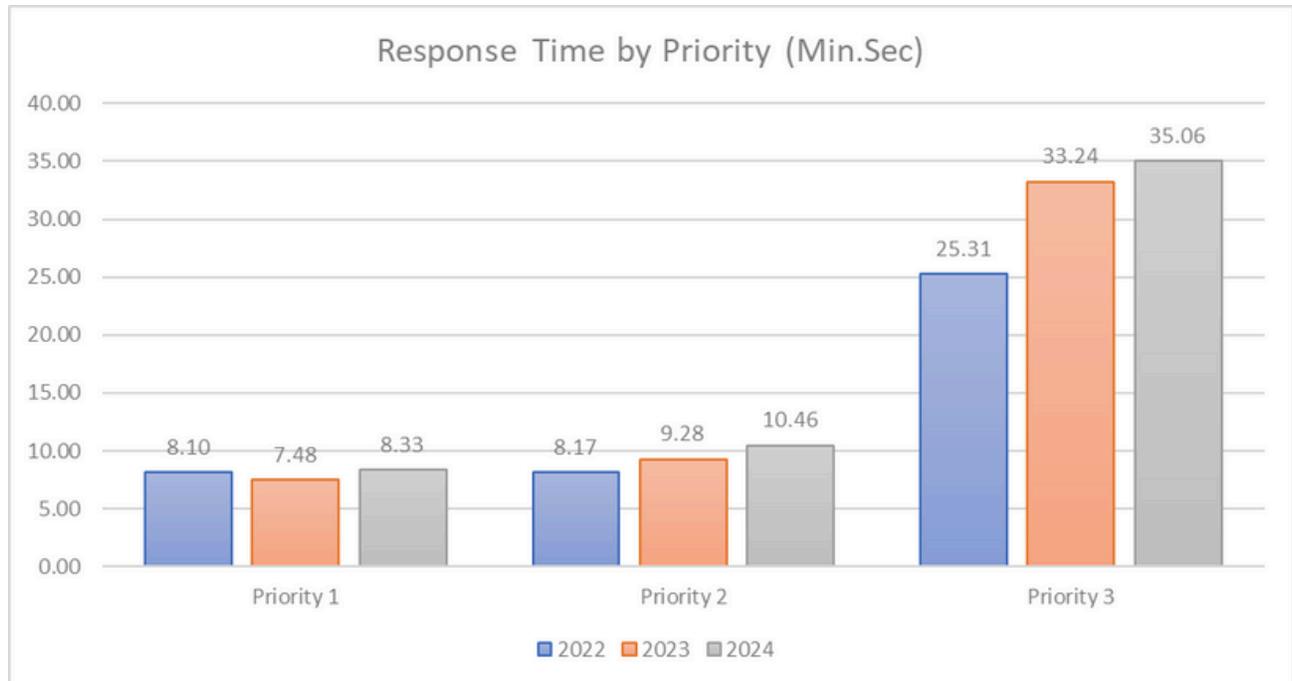


The Sandoval County Regional Emergency Communications Center (SCRECC) is the primary public safety point of contact for all citizens who reside in and travel through the many communities and pueblos within Sandoval County. The center provides 24-hour communications services for 10 law enforcement agencies, four full-time staffed Fire/EMS agencies, and 11 Volunteer Fire Districts. After receiving an emergency or non-emergency call for service, the SCRECC personnel determine what level of initial response is required and the appropriate agency to be dispatched. The total number of authorized staff for the center is 50, which consists of a manager, an assistant manager, three senior supervisors, three administrative staff members, six shift supervisors, 36 radio dispatchers, and one call taker.





*Priority 1 is the highest call priority





ADMINISTRATIVE SERVICES

Administrative Services encompass support staff for the following areas: Administration, Records, Criminal Investigations, and Training & Recruiting.

Administration

Staff provide administrative support to the Office of the Chief of Police encompassing scheduling, calendar maintenance, training, speaking engagements, meetings, analyzing calls and emails and appropriating those to the proper resource, and forwarding pertinent items to the Chief of Police.

Other functions include day-to-day tasks in relation to the budget; communicating and working closely with supervisors; and finance tasks such as budget spending, ordering, invoicing, reconciling transactions; and monitoring the budget for inconsistencies, corrections, and preparations.

Training & Recruiting

Staff provide administrative support to the Training & Recruiting Division by maintaining training records and scheduling department training. Staff complete registration, itineraries, and tracking of travel expenditures, and training expenses. In addition, staff work closely with cadets, academies, and the NMLEA to ensure intakes are processed and reported accurately.

Records Technicians / CID Administrative Assistant

Staff provide support to the Criminal Investigations and Patrol Divisions including case management, report entry, case assignment tracking, updating and closing reports assigned to both CID and Patrol Division, and monitoring online reports. Staff also assists in tracking incoming CPS intake reports and directing reports to the proper authority.

Staff preserve the evidentiary integrity of data by efficient and systematic control of the data, and by identifying, correcting, entering, digitizing, reporting, distributing, maintaining, retrieving, securing, tracking, and preserving all records. Every staff member must adhere to strict lawful procedures for the release, transaction, and capturing of hundreds of requests for the release of records. Additionally, records is responsible for National Incident-Based Reporting System (NIBRS) reporting, and accurately reporting information to the Department of Justice on victims, known offenders, relationships between victims and offenders, arrestees, and property involved in crimes.

The following is the total number of processed records in 2024:

INCIDENT RECORD TOTALS = 11,082
ARREST RECORD TOTALS = 2,604
CRASH RECORD TOTALS = 2,303
TOW RECORD TOTALS = 427
CITATIONS = 30,092
TOTAL RECORDS PROCESSED = 46,508



Crime Analyst

Staff provides investigative and analytical support and expertise to the Rio Rancho Police Department by analyzing complex data to identify crime and disorder trends within the community, as well as other police-related data including socio-demographic, spatial, and temporal factors to assist the police in criminal apprehension, crime reduction, crime prevention, and evaluation of police methods.

The analyst utilizes a variety of platforms and information sharing databases to compile and distribute information that identifies threats to officers and public safety as well as crime hot spots. The analyst develops bulletins and summaries to distribute to the department and surrounding agencies. While studying serial crime data, the analyst identifies and forecasts future crime and prevention opportunities. Through information gathering, the analyst produces detailed reports to aid officers, detectives, and administration to navigate through cases, develop crime prevention programs, tac-plans, budget/resource, planning, etc.

NATIONAL INCIDENT-BASED REPORTING SYSTEM (NIBRS)

The Rio Rancho Police Department moved from Uniform Crime Reporting (UCR) to the National Incident-Based Reporting System (NIBRS) in July 2020. The Department has maintained the reporting standards into 2024. As of January 1, 2021, the Department of Justice (DOJ) required all agencies to comply to the new NIBRS reporting system.

By moving from UCR to NIBRS, crime data was improved, as well as information on victims, known offenders, relationships between victims and offenders, arrestees, and property involved in crimes. The table to the right outlines the report submitted to the DOJ.

It must be noted that RRPD does not submit the listed "Other Offenses" to the DOJ.



OFFENSE DESCRIPTION	2022	2023	2024
MURDER/NON NEGLIGENT MANSLAUGHTER	3	2	8
NEGLIGENT MANSLAUGHTER	0	0	0
JUSTIFIABLE HOMICIDE	0	0	0
KIDNAPPING/ABDUCTION	41	37	48
FORCIBLE RAPE	43	41	35
FORCIBLE SODOMY	1	0	4
SEXUAL ASSAULT WITH OBJECT	1	0	0
FORCIBLE FONDLING	32	27	26
ROBBERY	41	13	9
AGGRAVATED ASSAULT	342	340	289
SIMPLE ASSAULT	834	868	1191
INTIMIDATION	73	58	149
ARSON	10	13	5
EXTORTION/BLACKMAIL	17	26	37
BURGLARY/BREAKING AND ENTERING	206	205	210
THEFT-POCKET- PICKING	0	0	0
THEFT-PURSE SNATCHING	1	1	0
THEFT-SHOPLIFTING	610	670	692
THEFT FROM BUILDING	10	23	0
THEFT FROM COIN OPERATED MACH/DEV	0	0	0
THEFT FROM MOTOR VEHICLE	343	212	149
THEFT MV PARTS OR ACCESSORIES	13	4	0
ALL OTHER THEFT	466	401	448
MOTOR VEHICLE THEFT	214	184	155
COUNTERFEITING/FORGERY	22	20	18
FALSE PRETENSE/SWINDLE/CONFIDENCE GM	433	364	331
CREDIT CARD/AUTO TLLER MACH FRAUD	46	42	76
IMPERSONATION	0	3	3
WELFARE FRAUD	0	0	0
WIRE FRAUD	0	0	0
IDENTITY THEFT	0	0	1
HACKING/COMPUTER INVASION	0	0	0
EMBEZZLEMENT	40	44	38
STOLEN PROPERTY OFFENSES	111	127	78
DESTRUCTION/DAMAGE/VANDALISM	796	664	664
DRUG/NARCOTICS VIOLATIONS	245	254	235
DRUG EQUIPMENT VIOLATIONS	28	22	32
INCEST	2	0	1
STATUTORY RAPE	0	0	0
PORNOGRAPHY/OBSCENE MATERIAL	11	12	14
BETTING/WAGERING	0	0	0
OPER/ASSIST/PROMOTE GAMBLING	0	0	0
GAMBLING EQUIPMENT VIOLATIONS	0	1	0
SPORTS TAMPERING	1	0	0
PROSTITUTION	5	10	2
ASSISTING OR PROMOTING PROSTITUTION	1	1	0
PURCHASING PROSTITUTION	0	0	0
BRIBERY	2	2	5
WEAPON LAW VIOLATIONS	66	68	93
HUMAN TRAFFICKING SEX ACTS	1	0	0
HUMAN TRAFFICKING INVOL SERVITUDE	0	0	0
ANIMAL CRUELTY	0	0	7
BAD CHECKS	6	3	4
CUFEW/LOITERING/VAGRANCY VIOLATIONS	0	0	0
DISORDERLY CONDUCT	393	428	290
DUI	387	446	470
DRUNKENNESS	0	0	0
FAMILY OFFENSE NON VIOLENT	231	234	58
LIQUOR LAW VIOLATIONS	104	117	99
PEEPING TOM	0	0	1
RUNAWAY	0	0	0
TRESPASS OF REAL PROPERTY	23	30	43
ALL OTHER OFFENSES	2426	2365	1265
TOTAL	8681	8382	7283

HONOR GUARD TEAM



The Rio Rancho Police Department Honor Guard Team functions as an ambassador for not only the Rio Rancho Police Department but also for the City of Rio Rancho and Sandoval County. The Rio Rancho Police Department Honor Guard Team members present colors at law enforcement-related events and represent the Rio Rancho Police Department at funeral services for all agencies in and around New Mexico.

The Honor Guard participates in the Department's Memorial Service every May. That event is for all Peace Officers who have served Sandoval County and those who made the ultimate sacrifice while in the line of duty. The Honor Guard Team has assisted with presenting colors at the New Mexico Association of Chiefs of Police Conference the past three years running. Several Honor Guard team members have attended the National Peace Officer's Memorial Service held in Washington, D.C., in recent years.

The Honor Guard Team was officially started on September 15, 2010. Currently, the Team has nine active members, including the managing lieutenant.





CHAPLAIN UNIT

The Police Chaplain Unit consists of 16 Chaplains representing various backgrounds and faiths. They have been serving the department and community for over 25 years. This Unit is available for call-outs 24/7/365. In addition to assisting officers with death notifications and callouts to death scenes, the Chaplains also provide confidential counseling and encouragement to the RRPD officers, members of department staff, and their families. They perform weddings and funerals for department members and give invocations and benedictions at various department events. The Chaplain Unit also supports cadets in the Academy by providing them with lunch and support for them and their families. Chaplains provide support and teaching for the Family Support Academy and the Citizens' Police Academy. They also provide support by bringing food and drink to officers involved in critical incident situations and more.

The Chaplains train every month to hone their skills, including critical incident stress management. All of the Chaplains are certified through an accredited organization.





IN MEMORIAM



OFFICER GERMAINE CASEY
END OF WATCH AUGUST 27, 2007



OFFICER ANTHONY HAASE
END OF WATCH OCTOBER 26, 2014



OFFICER GREGG "NIGEL" BENNER
END OF WATCH MAY 25, 2015
