



TWIN FALLS POLICE DEPARTMENT

2024

ANNUAL REPORT



Retirement of Chief Craig Kingsbury



After 35 years of dedicated service, Chief Craig Kingsbury has retired! He began his law enforcement career in 1990 at the Nez Perce County Sheriff's Office and moved to the Nampa Police Department in 1991, where he remained for 24 years. In 2016, he was appointed Chief of Police, where he led our organization with dedication for over 9 years. In April of 2025, he gave his final sign-off, at a retirement ceremony filled with family, friends, and coworkers from across the state. Thank you for your service, Chief. Enjoy your retirement!



TABLE OF CONTENTS

Our Mission and Values	4
Organizational Structure	5
Message from the Chief	6
Directory, New Employees, Budget	7
Our Team	8
Employees at a Glance	9
Communications Center	10
Office of Professional Standards & Arrest Statistics	11
Patrol Division	12
Traffic Statistics	13
Criminal Investigation Division (CID)	14
Special Investigations Unit (SIU)	15
K9 Unit	16
Juvenile Crimes Unit (JCU)	17
Code Enforcement & Animal Control	18
Community Outreach	19

OUR MISSION

To provide excellent customer service, professional law enforcement, and effective crime prevention for a safe community.

OUR VALUES

PROFESSIONALISM | RESPECT | INTEGRITY | DIGNITY | EXCELLENCE

The values of the Twin Falls Police Department are the foundation of the organization, representing the principles from which every policy and procedure is derived and permeating every facet of the department's operation. The ability to articulate these values, as well as each member's personal commitment to them, contributes to the overall success of the organization as well as individual employees.

TFPD HISTORY

The first Chief of Police was appointed in April of 1907 for the town of Twin Falls, which had a population of approximately 5,000 people.

Today, Twin Falls has a population of over 55,000 and the Twin Falls Police Department employs 121 personnel to serve our citizens and visitors.



TO LEARN MORE ABOUT
OUR HISTORY,
VISIT OUR WEBSITE:
[TFPD History Link](#)



COMMAND STAFF



Matthew Hicks
Chief of Police



Brent Wright
Captain



Terry Thueson
Captain



Chuck Garner
Lieutenant



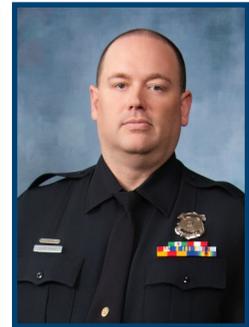
Justin Dimond
Lieutenant



Luke Allen
Lieutenant



Justin Hendrickson
Lieutenant



Steven Gassert
Lieutenant

ORGANIZATIONAL STRUCTURE



MESSAGE FROM THE CHIEF



As representatives of the City of Twin Falls, we accept our enormous responsibility of successfully policing the best community in Idaho.

We provide effective policing and problem-solving services because we are genuinely devoted to improving the safety and quality of life for all residents and visitors of Twin Falls.

We desire to build trust in those we serve and to develop lasting partnerships with key stakeholders. We remain steadfast in our dedication to reducing victimization to accomplish this goal.

We choose to serve because we care. We care because we live here, work here, and raise our families here.

Together, we stand committed to a legacy of integrity, service, and accountability. Our connection to this community goes beyond the badge—it is personal, purposeful, and rooted in a shared vision for a safer Twin Falls. We will continue to listen, learn, and lead with empathy, ensuring that every action we take reflects our unwavering commitment to those we are honored to protect.

Matthew Hill



NEW EMPLOYEES

PATROL OFFICERS:

Cesar Cervantes Jr.
Sebastian Kondracki
Austin Titus

COMMUNICATIONS

CENTER MANAGER:
DeAnn Taylor

EMERGENCY

COMMUNICATIONS OFFICER
Logan Wilcox
Megan Smith-Parker
Hannah Smith

DIRECTORY

ROLE	NAME	EMAIL	PHONE
Police Chief	Matthew Hicks	mhicks@tfid.org	(208) 735-7204
Captain, Administrative Services	Brent Wright	bwright@tfid.org	(208) 735-7216
Captain, Operations	Terance Thueson	tthueson@tfid.org	(208) 735-7206
Lieutenant, Office of Professional Standards	Chuck Garner	cgarner@tfid.org	(208) 735-7277
Lieutenant, Criminal Investigations Division	Luke Allen	lallen@tfid.org	(208) 735-7242
Lieutenant, Patrol (A Platoon)	Justin Dimond	jdimond@tfid.org	(208) 735-7324
Lieutenant, Patrol (B Platoon)	Justin Hendrickson	jhendrickson@tfid.org	(208) 735-7213
Lieutenant, Administrative Services	Steven Gassert	sgassert@tfid.org	(208) 735-7263
Sergeant, Criminal Investigations Division	Lou Coronado	lcoronado@tfid.org	(208) 735-7230
Sergeant, Juvenile Crimes Unit	Shawn Applewhite	sapplewhite@tfid.org	(208) 735-7306
Sergeant, Office of Professional Standards	Dave Weigt	dweigt@tfid.org	(208) 735-7292
Sergeant, Property & Evidence	Dusty Solomon	dsolomon@tfid.org	(208) 735-7392
Sergeant, Special Investigations Unit	Kevin Loosli	kloosli@tfid.org	(208) 735-7384
Sergeant, Traffic Team	Ryan Howe	rhowe@tfid.org	(208) 735-7363

FY 2024 BUDGET

TWIN FALLS POLICE DEPT. BUDGET

\$14,526,789

ANIMAL CONTROL BUDGET

\$640,844

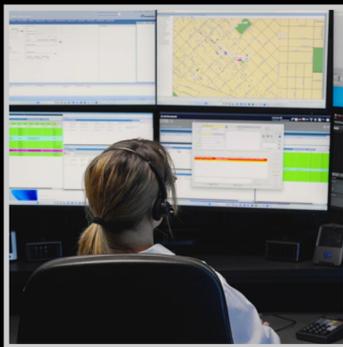
COMMUNICATIONS CENTER BUDGET

\$1,617,755

CODE ENFORCEMENT BUDGET

\$389,519





OUR TEAM

ADMINISTRATIVE SERVICES DIVISION

The primary role of the Administrative Services Division (ASD) is to support all operations. This includes support units such as the Records Bureau, which processes, logs, and files reports, citations, and documents from all divisions.

CRIMINAL INVESTIGATIONS DIVISION

The Criminal Investigation Division (CID) is tasked with investigating felony crimes, death investigations, missing persons, narcotic investigations, and some misdemeanors within the City of Twin Falls. This division includes the detectives of CID, Property and Evidence, the Juvenile Crime Unit, and the Special Investigations Unit.

EMERGENCY COMMUNICATIONS CENTER

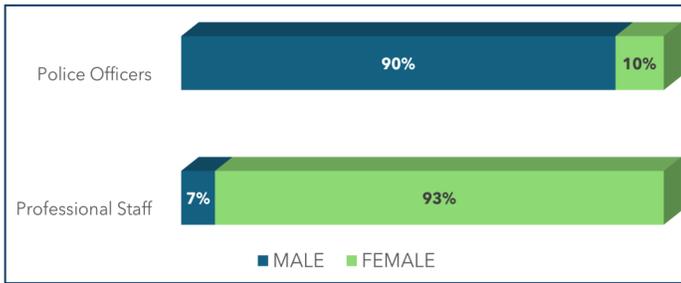
The Emergency Communications Center is a vital lifeline for our community, ensuring swift, effective emergency responses. Staffed by trained professionals and equipped with advanced technology, they coordinate services with precision and care. From dispatching responders to offering critical phone assistance, the team protects Twin Falls residents and exemplifies excellence in emergency communication.

PATROL DIVISION

Officers in the Patrol Division are the first responders of TFPD, handling public safety needs and serving as the organization's most visible presence. The division includes two 21-person platoons and a 5-person Traffic Team. Officers and detectives also serve in specialties such as K9, SWAT, Crisis Negotiation, Honor Guard, and Bomb Squad.

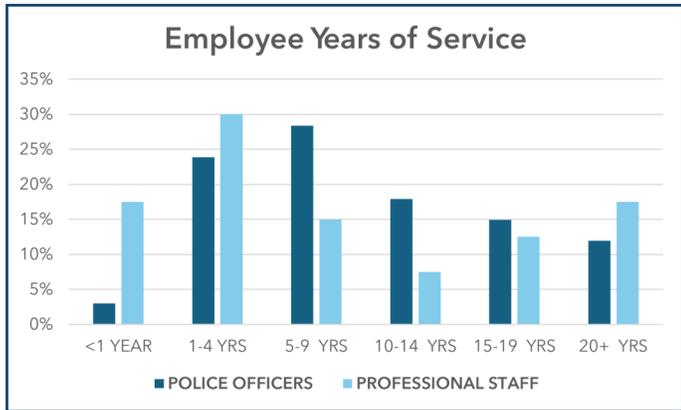


EMPLOYEES AT A GLANCE



SWORN OFFICER TENURE, by position

POSITION	Avg. Tenure	Min. Service	Max Service
Administration	23 years	15 years	31 years
Supervisors	14 years	4 years	25 years
Patrol Officers	5 years	6 months	17 years
Detectives	11 years	8 years	15 years



PROFESSIONAL STAFF TENURE, by position

POSITION	Avg. Tenure	Min. Service	Max Service
Professional	4 years	3 years	4 years
CSO's	14 years	1 year	30 years
Dispatchers	4 years	2 months	21 years
Records	12 years	1 year	33 years

EMPLOYEES OF THE YEAR

Officer of the Year
Tracy Thompson, *Detective*

A portrait of Tracy Thompson, a male detective, wearing a dark police uniform with a cap and several medals on his chest. He is smiling against a blue background.

Employee of the Year
Heather Posey, *Dispatcher*

A portrait of Heather Posey, a female dispatcher, wearing a white police uniform with a dark tie and several medals on her chest. She is wearing glasses and smiling against a blue background.

COMMUNICATIONS CENTER



18,834
911 Calls



65,156
Non-Emergency
Calls



52,749
Police CFS



6,550
Fire CFS

The Emergency Communications Center handles all 911 and non-emergency calls that come through the City of Twin Falls dispatch center. When a call is received, Emergency Communications Officers (ECOs) assess the situation to determine the appropriate Call for Service (CFS), identify necessary resources to dispatch, or direct the caller to the proper agency or city department. At the same time, they manage both police and fire radio communications.

Our Communications Center serves as the first line of response and is the vital link between the community, emergency responders, and city personnel.

Highest Call Times
1200—1600

Highest Call Month
July

Highest Call Day
Friday

Lowest Call Times
0400—0500

Lowest Call Month
December

Lowest Call Day
Sunday

WE ARE 911

OFFICE OF PROFESSIONAL STANDARDS

One of the responsibilities of the Office of Professional Standards is to track the Department's Use of Force. The use of force by law enforcement personnel is a matter of critical concern, both to the public and to the law enforcement community. Officers are involved in numerous and varied interactions and, when warranted, may use reasonable force in carrying out their duties. Below is a summary of the types of Use of Force used by the officers of the Twin Falls Police Department in 2024.

APPLICATIONS OF FORCE: 120

- Take Down Technique: 31
- Weapons Point: 44
- Canine Deployment: 2
- Control Hold: 7
- Electronic Control Device: 6
- Officer Involved Shooting: 1
- Leg Restraint Application: 3
- WRAP System: 27
- Spit Hood Application: 6
- Baton Strike: 0
- Personal Weapon/Strike: 5
- Other: 2

SECTION DATA WAS OBTAINED FROM THE TFPD OFFICE OF PROFESSIONAL STANDARDS.

2024 OFFENSE AND ARREST STATISTICS

City of Twin Falls Population: 54,943

	2024	Change		2023	2024
Total Offenses	2,852	- 9.49%	Clearance Rate	40.1%	40.3%
Total Arrests	1,706	+ 2.4%	Crimes Against Person	949	1,043
Hate Crimes	3	-25%	Crimes Against Property	1,446	1,175
Officers Assaulted	24	+33%	Crimes Against Society	756	634

ARREST	2023	ADULT	JUVENILE	TOTAL
MURDER	2	1	0	1
AGGRAVATED ASSAULT	73	81	4	85
LARCENY	171	112	20	132
SIMPLE ASSAULT	129	175	10	185
DRUG/NARCOTIC	354	241	30	271
DUI	218	278	5	283



OFFENSE AND ARREST DATA WAS OBTAINED FROM THE IDAHO STATE POLICE.

All Offense and Arrest information shown is preliminary 2024 data that is subject to change.



PATROL DIVISION

Patrol Officers are the backbone of every police department; they are available 24 hours per day, every day of the year. The men and women of patrol respond to emergencies, non-emergency calls for service, and when not assigned to a community-generated call for service, they proactively patrol neighborhoods, enforce traffic safety laws, and follow up on cases. The Patrol Division consists of two platoons and the Strategic Traffic Accident Reduction (STAR) Team.

 Calls For Service
52,749

 Arrest Reports
2,029

 Case Numbers
6,289

 Traffic Citations
4,897

 Detective Cases
659

 Vehicle Crashes
2,005

Many of our patrol officers have additional certifications, are instructors, or are assigned to specialty units in addition to their primary patrol duties.

SPECIALTY UNITS & CERTIFICATIONS

- Special Weapons and Tactics (SWAT)
- Crisis Negotiations Unit (CNU)
- Bomb Squad
- K-9 Handler
- Field Training Officer (FTO)
- Phlebotomist
- Drug Recognition Expert (DRE)
- Instructor (Various Topics)



TRAFFIC STATISTICS

2024 STATISTICS

1,054	Reportable Vehicle Crashes
3	Fatality Crashes
320	Injury Crashes
428	Total Persons Injured
25	Motorcycle Crashes
13	Vehicle vs. Pedestrian
12	Vehicle vs. Bicycle
278	DUI Arrests

Top-Issued Traffic Citations, 2024

1,306	– Speeding, 1-15 MPH Over Speed Limit
434	– Vehicle Registration, Fail to Register
271	– Operating Mobile Device
229	– Following Too Closely
215	– Operate without Current License
214	– Failure to Provide Proof of Insurance
135	– Failure to Yield, Stop Sign
126	– Failure to Yield, Traffic Control Device
116	– Failure to Yield, Left Turn
108	– Safety Restraint

THE ABOVE TRAFFIC DATA WAS OBTAINED FROM THE TFPD RECORDS MANAGEMENT SYSTEM.

TOP TRAFFIC CRASH LOCATIONS

INCIDENT ADDRESS	2024 CRASH COUNTS	INJURIES REPORTED
Blue Lakes Blvd N / Falls Ave	32	16
Addison Ave / Washington St	30	14
Blue Lakes Blvd N / Pole Line Rd	30	11
Addison Ave / Blue Lakes Blvd	26	19
Fillmore St / Pole Line Rd	22	9
Blue Lakes Blvd / Bridgeview Blvd	17	7
Addison Ave / Eastland Dr	16	4
Falls Ave / Washington St	16	0
Cheney Dr / Washington St N	15	6
Eastland Dr / Kimberly Rd	15	1

WHY ARE SPEED ZONES SO IMPORTANT?



CRIMINAL INVESTIGATIONS DIVISION

CASE TYPE	2023	2024
TOTAL CID CASES	697	659
<i>MOST COMMON CASE TYPES IN 2024:</i>		
SEX CASES	168	183
LARCENY/THEFT	122	105
FRAUD	100	95
ASSAULT/BATTERY	56	60
BURGLARY	54	31
MISSING PERSONS	50	60

PROPERTY AND EVIDENCE	
Scene Call Outs	60
Pieces of Evidence Handled	9,228
Discovery Requests Fulfilled	1,558
Pieces of Evidence Sent for Testing or Checked out for Court	1,045
Pieces of Property Purged (Auctioned, destroyed, released)	2,354

 **659**
Cases Assigned

 **259**
Violent Crimes

 **682**
Cases Closed

 **288**
Property Crimes



The Criminal Investigations Division includes multiple units that serve individual purposes. Case Detectives investigate misdemeanor and felony crimes. Property and Evidence personnel are responsible for the collection and storage of evidence on all police cases.

DATA ON THIS PAGE WAS OBTAINED FROM THE TFPD RECORDS MANAGEMENT SYSTEM.

SPECIAL INVESTIGATIONS UNIT



89
Cases Worked



6
Search Warrants



49
Arrests



26
Agency Assists



\$77,138
Assets Seized

DRUGS SEIZED



953
Grams
Methamphetamine

30
Grams
Cocaine

983
Fentanyl
Pills

800
Grams
Marijuana

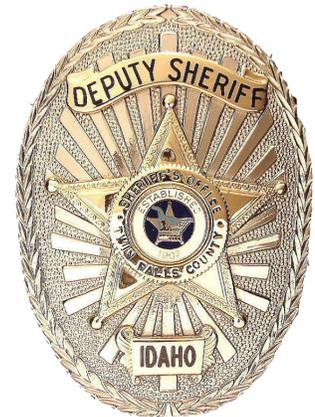


K9 DEPLOYMENTS

72
Detection

10
Patrol

44
Arrests



The Special Investigations Unit is a joint-investigative team with detectives from the Twin Falls Police Department and the Twin Falls County Sheriff's Office. Their primary function is drug and major crime investigation for the safety of our community.

DATA ON THIS PAGE WAS OBTAINED FROM THE TFPD RECORDS MANAGEMENT SYSTEM.

K9 UNIT



80
Arrests



\$5,294
Assets Seized



5
Firearms Seized

2024 Drug Seizures

12 lbs. Methamphetamine Seized

1.25 lbs. Cocaine Seized

9 lbs. Marijuana Seized

229 Items Paraphernalia Seized

K9
DEPLOYMENTS

281
Patrol/Narcotic
Deployments

2
Apprehensions



Ofc. Shropshire
K9 BALU

Ofc. Hernandez
K9 KIMBO

Sgt. Loosli

Cpl. Rivers
K9 MUKI

Det. Baisch
K9 HUGO



JUVENILE CRIMES UNIT

SCHOOL RESOURCE OFFICERS

The primary duty of School Resource Officers is to respond to active incidents at the schools within the Twin Falls School District. Most commonly, these include fights, vaping, alcohol, or drugs.

In addition, SRO's take a variety of reports from students across the district who report activity outside of school to them, counselors, schools, teachers, or coaches. This often includes harassment, threats, sending inappropriate content online, and sexual assault.

2024-2025 TFSD Enrollment

TYPE	SCHOOLS	STUDENTS
HIGH SCHOOL	3	2,832
MIDDLE SCHOOL	4	2,018
ELEMENTARY	9	3,868
TOTAL	16	8,718



The TFPD is contracted with the Twin Falls School District (TFSD) to provide one Sergeant and six School Resource Officers (SROs). Each SRO has a primary assignment at a high school or middle school and are also assigned elementary schools, where they respond when needed. SROs perform a critical job function as law enforcement officers, educators, and informal counselors.

STUDENT COUNTS WERE PROVIDED BY THE TWIN FALLS SCHOOL DISTRICT.



CODE ENFORCEMENT & ANIMAL CONTROL



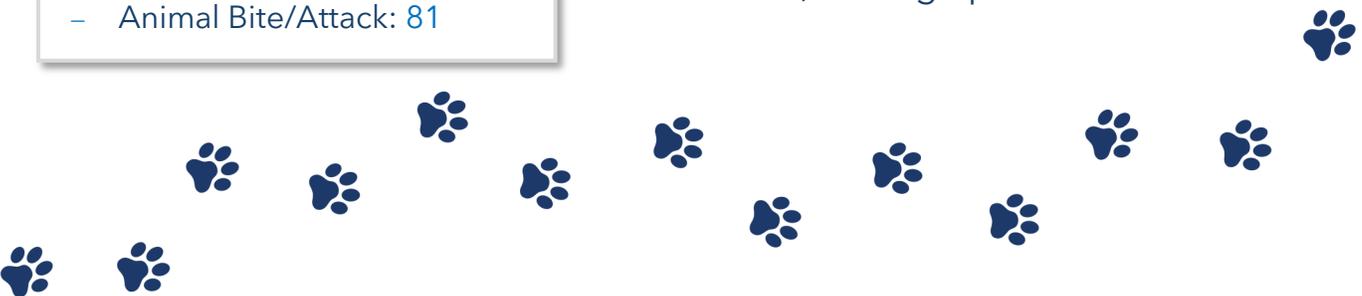
2024 CALLS FOR SERVICE

TOTAL: 11,964

- Code Inspection: 3,328
- Code Enforcement: 2,308
- Animal Problems: 3,199
- Animal Cruelty: 235
- Vicious Animal: 117
- Animal Bite/Attack: 81

Animal Control Officers respond to a variety of animal-related problems, including: dogs at large, barking dogs, vicious dogs, cruelty to animals, prohibited animals, and dog bites.

Code Enforcement Officers work on quality of life issues and code violations such as abandoned vehicles, parking issues, overgrown vegetation, water conservation, garbage, sight obstructions, and sign permits.



DATA ON THIS PAGE WAS OBTAINED FROM THE TFPD RECORDS MANAGEMENT SYSTEM.

COMMUNITY OUTREACH



POLICE - COMMUNITY PARTNERSHIPS

National Night Out is an annual family friendly event that allows citizens to visit with law enforcement and enhances the relationships between neighbors and officers while bringing back a true sense of community.

These officers have been tasked to develop relationships with organizations and individuals in our community who may feel underrepresented or hesitant to initiate contact with police. Our purpose is building trust and connection, and improving our collective understanding of the issues these groups face.



Coffee With a Cop is a nationwide initiative that brings police officers and the community members they serve together over coffee to discuss issues, ask questions, build relationships, and learn more about each other to solidify the collective effort of safety in our community.

The Citizen's Police Academy is designed to enhance citizen understanding and awareness of the role of the Twin Falls Police Department within our community. The goal of the program is not to train citizens to be officers, but to increase the understanding of how the department accomplishes its mission on a daily basis.

We also provide a Family Academy to educate our employee's family members of things occurring within our agency and the profession of law enforcement, as they also feel the daily tension of police work through their loved ones.



See what we're up to,
FOLLOW US!

@twinfallspd



THE TWIN FALLS POLICE DEPARTMENT IS HIRING!

[Application Link](#)



APPLY TODAY!
PATROL OFFICER
911 DISPATCHER

PATROL OFFICER QUALIFICATIONS

- *Minimum 21 years of age*
- *United States Citizen, High School Graduate*
- *Must Possess a Valid Driver's License*
- *Oral and Written Communication Skills*
- *Emotional Intelligence, Ability to Problem Solve*

911 DISPATCHER QUALIFICATIONS

- *Minimum 18 years of age*
- *High School Diploma or G.E.D.*
- *Experience in Clerical Work or Related Field*
- *Ability to Operate Standard Office Equipment*
- *Ability to Operate Multiple-Line Telephone*
- *Attention to Detail, Interpersonal Skills*
- *Oral and Written Communication Skills*
- *Emotional Intelligence, Ability to Problem Solve*



DID YOU KNOW?



Twin Falls is the eighth largest city in Idaho and has a population of 54,648 people.
As the urban center of the Magic Valley, Twin Falls' daytime population increases by an estimated 50,000 people, as they come to work, recreate, shop, and receive healthcare.



The Twin Falls Police Department employs 81 sworn police officer positions.
This includes patrol, detectives, administrators, and specialty assignments.

We also employ 40 non-sworn personnel throughout the department.
Including Emergency Communications, Executive Assistants, Records, Evidence Techs, Code Enforcement, Animal Control, Community Service Officers, and Victim Services.