

Annual
Report





Loveland Police Department Values

We Value the Law

We protect Constitutional Rights, apply the law fairly and consistently, and serve as examples to all.

We Value the People We Serve and Each Other

We care about people and treat everyone with dignity and respect. We aid those who are endangered. We maintain a family-oriented work atmosphere emphasizing humor and joy, and attained through fairness, career development, and the development of self-esteem in all of our team members. We respect diverse viewpoints without sacrificing professionalism in our service.

We Value Organizational Excellence

We desire to be the best; therefore, we live our established values and hold ourselves to the highest standards. We are committed to training, established goals, and written standards in order to focus on quality service for the community. We are proactive problem solvers, who are objective, fair and discreet in the delivery of those services. We constantly examine our goals, ourselves and our results in order to continually improve our productivity in both effectiveness and efficiency. We are a positive policing force; analytical, flexible and innovative. We will become recognized leaders in service delivery, administrative ability and human concern. We take pride in our work and strive for professionalism in promoting public safety and order.

We Value Communication

We work hard to educate our community about police procedures and the law. We keep lines of communication open within the Department and community.

We Value Our Public Image

We are community role models in integrity and performance by being visible, as well as caring, effective problem solvers. We hold sacred our community's confidence and trust and are inspired to maintain that honor.

We are proud to be the Loveland Police Department

2011 Annual Report

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Loveland Police and Courts Building established in February 2002

A Letter from the Chief of Police

Greetings,

In your hands you have the 2011 Loveland Police Department Annual Report. The report contains vital information about the Department as well as accomplishments that demonstrate the compassion and professionalism of every person who serves the community as an employee of the Loveland Police Department.

As a result of the financial impacts of the Great Recession in the United States, the Loveland Police Department has maintained a staffing level of 93 sworn officers and 41 civilian employees since 2009. Also, as a result of limited financial resources the agency advanced into 2011 for a second consecutive year without a budget increase. Despite these significant financial challenges, much was accomplished.



As a result of outstanding vision, multi-year financial savings, and long range planning, the Loveland Communication Center was redeveloped into a state-of the-art emergency dispatch center. The center grew from six consoles to eight in anticipation of long range population growth and increased emergency services demands in Loveland. Infrastructure was installed to transition the telephone and radio systems to Internet Protocol (IP) platforms, and when the IP platform is completed in 2012, the Center will be one of the first in the State of Colorado to possess the cutting edge technology, which will allow for advanced lifesaving forms of digital communication.

In October of 2011, the Police Department teamed up with other City Departments to keep Loveland residents safe during a historic snow storm that knocked out electric power in most of the city and sent tree branches tumbling to the ground by the tens of thousands. Throughout the crisis, the Police Department, Fire Department, Public Works, and Water and Power Departments provided around the clock services to ensure public safety and restore utilities. It is significant that no lives were lost as a result of the storm and not one person was injured during the massive cleanup that ensued after the storm.

2011 was the first year of operation for the Loveland Police Department Cyber Unit, and the Detectives assigned to the work group investigated 26 incidences involving child pornography. These efforts impacted this horrific crime in a major way and sent the message that Internet crimes against children will not be tolerated in our community.

In 2011, the Police Department was bolstered by a wonderful cadre of Volunteers, Police Chaplains, Police Explorers, and the Police Citizen Advisory Board. We graciously thank them and acknowledge that during these difficult economic times we could not have completed the mission of public safety without their contribution.

All of us at the Police Department acknowledge the effective leadership of City Manager Bill Cahill and the entire City Council. Their collective vision and wisdom has insulated Loveland from financial debt, maintained public safety as a priority, and advanced Loveland's place as a forerunner of economic development in Colorado.

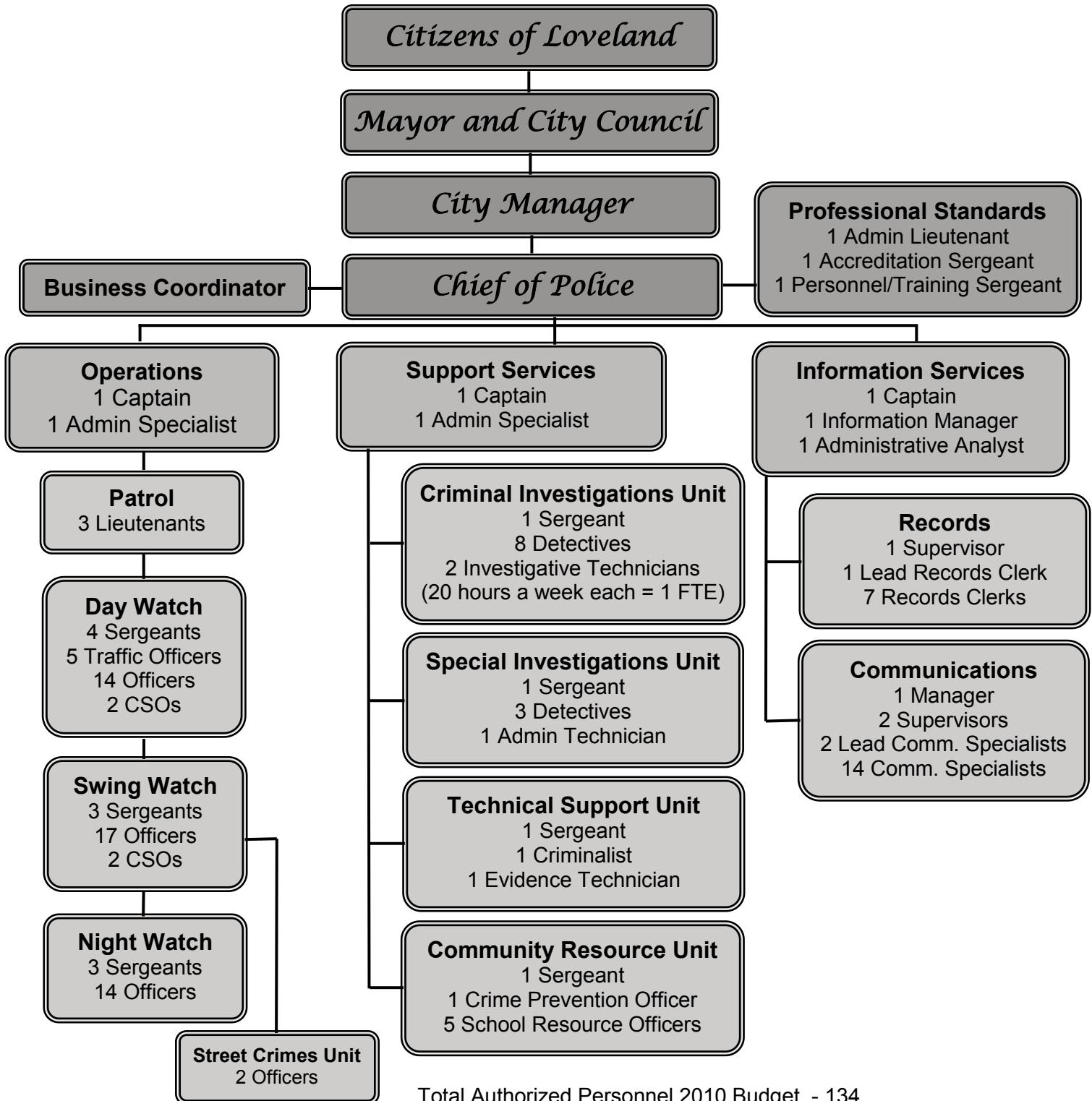
To the reader, thank you again for your attention to the contents of this report. It is an honor to serve you.

Sincerely,

A handwritten signature in black ink, appearing to read "Sue Heuer".

Chief of Police

Organizational Chart



Total Authorized Personnel 2010 Budget - 134

90 - Certified Officers	(authorized—93)
40 - Civilian Employees	(authorized—41)
5 - Administration	
71 - Operations Division	
27 - Support Services Division	
31 - Information Services Division	

Administrative Support Staff



Conny Hilgenfeld

*Administrative
Specialist*

Elizabeth Markham

*Business Services
Coordinator*

Karla Sprague

*Administrative
Specialist*

Budget



Lauri Holstad

Administrative Analyst

In 2011, salary budgets and pay ranges were frozen. In June, there were however, one-time lump sum payments distributed at approximately 2% per employee. The remainder of the Police Department operating budget was flat.

We were able to maintain our equipment replacement funding and purchased bulletproof vests, rifles, servers, mobile radios, tasers, SWAT equipment, radar units, and cameras. The Loveland Police Department was awarded grant funding from the State of Colorado Department of Transportation for DUI and traffic enforcement. We receive payment for services we provide to Thompson Valley Emergency Medical Services, Berthoud Fire and Police, and Thompson R2-J school district.

We were also awarded a federal JAG grant of \$16,766, which was used to support the Northern Colorado Drug Task Force operations.

The Department paid over \$460,000 to the Larimer County Humane Society for the animal control services they provide to the community. We also have large contract payments each year to vendors which provide our communications and records management software. The Department spent nearly one million dollars on the fleet program.

Even though the Police Department had unanticipated expenses and a flat budget, we still ended the year with a surplus of over \$211,000. This positive balance reflects excellent fiscal management.



Operations Division

Overview



Captain Rob McDaniel

Of the department's allocated 134 employees, 69 are assigned to the Operations Division. Most of them provide the direct response to citizen calls for services. Sixty-three sworn officers and supervisors, as well as four civilians, delivered effective policing through reactive and proactive methods. We used problem solving methods called Problem-Oriented Policing (POP), particularly for activities that may be monitored over an extended period of time. Last year, we managed below our authorized levels of staff throughout the year. This was due to attrition, illness, and injuries among the officers.

In 2011, officers focused a lot of their attention on divisional goals of gang, drug and traffic enforcement. They also worked to improve on officer safety through trainings and information sharing. Most officers have collateral assignments, or extra duties, for example: liquor law enforcement, K-9, Technical Accident Team, Bomb Technician, Mounted Patrol and the Special Weapons and Tactics (SWAT). The specialized Traffic Unit includes motorcycle officers for use in directed enforcement initiatives and security at large community events. The Community Service Officers (CSO) support patrol functions such as the investigation of minor motor vehicle accidents, some Municipal Code enforcement and the transport of arrestees to the county jail.

The men and women of the Operations Division are dedicated and well trained at public safety service delivery. Officers and CSOs are assigned take home police vehicles. This enables officers to keep a high level of visibility in the city, reduce overall fleet costs and to be prepared for immediate response when called back to work for emergencies and overtime staffing.



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Operations Division

Traffic Unit

The Loveland Police Department Traffic Unit's goal is to maintain the safest roadway environment possible for drivers and pedestrians in our City. The Unit works in cooperation with the City of Loveland's Traffic Engineering Department and the Colorado Department of Transportation in order to minimize crashes while maximizing the smooth and efficient flow of traffic.

The Traffic Unit compiles and analyzes traffic data to guide their traffic enforcement efforts. Crash location data, citizen surveys, Traffic Hotline information, and observations of the officers are all considered when developing their traffic enforcement strategy that addresses school zone speeding, red light and stop sign violations, and other hazardous driving violations.

The unit is budgeted for five traffic officers and one supervisor. Including rotations that occurred in April 2011, members of the Unit included Sergeant Bob Shaffer and Officers Steve Watts, Arden Jackson, Chuck Hofkamp, Al Holstad, Justin Lorenzen, and Andres Salazar. Due to injuries, the Unit functioned often with only three officers during the 2011 year. Officer Steve Watts retired from the Police Department at the end of 2011 after dedicating 15 years to the Traffic Unit. Officer Salazar took on a new assignment after five years of being one of the Traffic Unit's most productive officers in its history.

The Unit is equipped with a combination of six specially-equipped traffic cars, two Kawasaki Concourse 14 motorcycles, and one Honda ST1300P motorcycle. Replacing the fleet of four Harley-Davidson motorcycles in 2011 allowed the Unit to cut their maintenance budget nearly in half, making it more cost-effective.

Officers utilize a combination of multi-directional RADAR devices as well as high-tech LASER speed measuring devices, which allows them to isolate violators with pinpoint accuracy in high traffic volume areas. The cars are also equipped with dash-mounted video equipment.

In 2011, the Loveland Police Department as a whole arrested 369 alcohol and drug impaired drivers, cited 8,797 traffic violations (2,646 by the Traffic Unit) and investigated 1,796 crashes (435 by the Traffic Unit).

The Traffic Unit is highly-trained in a variety of specialized skills and knowledge:

- Steve Watts: Grant management, commercial vehicle inspections, Radar Instructor, Drug Recognition Expert and DUI Instructor
- Chuck Hofkamp: Motorcycle Instructor, Technical Crash Investigator, Safe Driving Instructor
- Al Holstad: Motorcycle Officer, Tactical Driving Instructor, Technical Crash Investigator, Low-Lethality Weapon Instructor
- Arden Jackson: DUI Enforcement Specialist, Technical Crash Investigator
- Justin Lorenzen: Radar Instructor, LIDAR Instructor, Vehicle Tow Specialist
- Andres Salazar: Drug Recognition Expert, Motorcycle Officer
- Bob Shaffer: Unit Supervisor, Motorcycle Officer, Grant Manager



2011 Special Enforcement Activities included:

- "Click it or Ticket" campaign; 2011 seat belt enforcement resulted in 334 tickets
- High Visibility DUI enforcement, a State-funded program
- School Zone speed enforcement and school bus safety
- City of Loveland defensive driving classes
- DUI checkpoints, aggressive driving and construction zone enforcement



Operations Division

S.W.A.T.

The Loveland Police Department's Special Weapons and Tactics Team (S.W.A.T.) is called upon to resolve incidents that present an extreme risk to the community, including hostage situations, barricaded and/or suicidal subjects, high-risk search warrants, methamphetamine labs, V.I.P. security details and anti-terrorism response.

The SWAT Team Commander is Captain Rob McDaniel. Sergeant Phil Metzler serves as Team Leader and Assistant Team Leaders include Sergeant Brent Newbanks, Sergeant Ben Hurr, Sergeant Aaron Belk, Sergeant Justin Chase and Officer Harry Bowen.

The SWAT Team is comprised of several components including Tactical Officers, Snipers, Breachers, Crisis Negotiators, Tactical Medics, and a Fire Department Special Operations section. These components come together in varying size depending on the incident.

At full strength, the LPD SWAT Team consists of 36 members, all working to achieve the goal of the Unit, saving lives. Members of the S.W.A.T. Team are on-call twenty-four hours a day, seven days a week to respond to any high-risk incidents.



Operations Division

K-9 Unit

The Loveland Police Department has three K-9 teams: Officer Rob Croner and K-9 D'Jango, Officer Steve Colburn and K-9 Kyro, and Officer Greg Harris and K-9 Brisco. All three teams are Drug and Patrol Certified. Weekly, each team spends over 20 hours training individually plus an additional 16 hours a month as a Unit. The Unit also has two certified Agitators: CSO Nathan Schadewald and Officer Stephen Marchio, who attend bi-monthly trainings. Handler Officer Rob Croner attended a six week course through Utah POST. He is now a Certified Instructor for K-9 Patrol.

Utilizations for the Unit continue to rise. There was a slight drop in vehicle searches and an increase of non-physical apprehensions. The changes are attributed to the increase in call types and time requirements to complete investigations.

Loveland Police Department's K-9 Unit has placed drug interdiction and eradication as a priority for enforcement action. The K-9 teams have been utilized 384 times for the detection of drugs in vehicles, apprehension of suspects, and locating evidence. They have been a resource for Colorado State Patrol, Larimer County Sheriff's Department, Fort Collins and Berthoud Police Department as well as being involved with the Special Investigation Unit and Special Weapons and Tactics Unit during warrant attempts.

As of December 31, 2011, the Loveland Police Department K-9 Unit had successfully detected and removed methamphetamine, cocaine, marijuana, ecstasy and, heroin valued at \$24,931.75 off the streets of Loveland, double from 2010. The K-9 Unit has become an integral part of law enforcement for our Department.



Operations Division

Mounted Patrol Unit

Despite 2009 budget cuts that officially removed the Mounted Patrol Unit from the Police Department budget, the Unit continued to function thanks to the community partnerships that have been developed. Calendar Year 2011 started with a full complement of five fully trained horses and six trained riders. The Mounted Patrol Officers function in a collateral role; meaning they work mounted details in addition to all of their regular duties. Each rider and horse must successfully complete a basic 40 hour training and continue their training on a regular basis throughout their deployment with the Unit.

Justice, a Quarter horse purchased by the City in 2004, reached the end of his ability to serve the Loveland community and had to be put to rest in June 2011. Justice was a comparatively small and unassuming animal, but he'd made a huge impact on Unit members in his seven years of service. He will be missed.

OLD PARD

Well, Old Pard, it hurts to have to put you down this way,
No better mount have I had in my day.
You are more than my horse, you've been my best friend.
I'll see you in heaven, don't quite know when.
You'll be young and frisky, ready to ride,
tearing through the clouds with wings on your side.
No more aches, no more pains, no more nights in the cold.
A saddle made of angel's wings and a bridle made of gold.
You deserve all of this, cause you've just been "the best".
Sorry.....Old Pard, had to get this off my chest.
When I hear the thunder of a midsummer's storm,
I'll know that's your hoofbeats, just by the sound.
Strong and steady, thundering by,
waiting for me to be by your side.
That day will come.....so long, old friend.
Till we meet in heaven, you've been "the best."

-- Submitted by Susan A. VanAmburg from Prattsburgh, New York



Justice



Operations Division

Field Training Unit

The Field Training Unit is managed by a Lieutenant, who serves as the Field Training Advisor and a Sergeant, who is the program coordinator. Lieutenant Jan Burreson is the current advisor and is responsible for the overall management of the program. The coordinator in 2011, was Sergeant Benjamin Hurr, who was responsible for managing the day to day activities of the field training officers and probationary officers.

The Field Training Unit is currently comprised of fourteen Field Training Officers - twelve Patrol Officers and two Community Service Officers. The Field Training Unit trained five new police officers in 2011. Three of our new officers came to the Loveland Police Department as lateral transfer officers with prior police experience: Officer Eric Lintz, from the Colorado State University Police Department; Officer Jesse Lunsford from Tennessee; and Officer Brett Janzen from Arkansas.

Officer Jeff Mayers and Officer Doug Savage both came to our agency without prior experience in law enforcement. Officer Mayers had just started working in a Sheriff's Department in Kansas while Officer Savage had previously been a music teacher in the Greeley School District.

All officers successfully completed the difficult training program and are already making a positive contribution to our organization.



Swearing in Ceremony
Officers Doug Savage, Jeff Mayers, and Jesse Lunsford



Swearing in Ceremony
Officer Eric Lintz
(Not pictured: Officer Brett Janzen)

Loveland Police Peer Support Team

The Loveland Police Department is proud to provide a specially trained Peer Support Team to provide support and assistance to Police Department employees and their families who encounter stressful events and circumstances throughout their careers. The team works under direct clinical supervision of the Department's Staff Psychologist, Dr. Jack Digliani, PhD., EdD.

Peer Support services have been a part of the Loveland Police Department since 1990. The Peer Support Team responds not only to critical incident scenes, but also works with peers on issues from the job or home that may interfere with their focus and safety at work.

LPD's Peer Support Team works quietly and effectively behind the scenes with their co-workers to provide vital support during particularly stressful times. They also assist in explaining Peer Support efforts to attendees in the Loveland Police Department's Citizen Academies.

Operations Division

Crisis Intervention Team

The Crisis Intervention Teams (CIT) model was developed in 1988 in Memphis, Tennessee, as a partnership between the Police Department, advocacy groups for people with mental illness, mental health treatment providers, local universities, and other community stakeholders.

The goals of CIT were to train law enforcement officers in the recognition of mental illness, to enhance their verbal crisis de-escalation skills, and to provide more streamlined access to community-based mental health services. The Memphis community soon realized the benefits of this advanced course of training through dramatic declines in injury rates among both citizens and police officers, decreased utilization of the SWAT Team to resolve crisis situations and – when safe and appropriate – the diversion of people with mental illness from incarceration to community-based mental health services.

Basic Crisis Intervention Training is a highly-structured 40 hour training course that is taught primarily by local mental health professionals who volunteer their time to help train our police officers. The training is stressful and involves scenario-based training each day to help the officers apply the additional skills they learn in the classroom setting. In 2011, Loveland PD was proud to host one such 40 hour basic course at its facility and helped train officers from across Larimer and Weld Counties.

The Loveland Police Department has 31 Police Officers trained in Crisis Intervention whose current assignments range from Patrol to Investigations to the Community Resource Unit and across every shift. Though we still do not have enough CIT trained officers to ensure that one is available on every shift and every day of the week, CIT Officers are often available and volunteer to assist with crisis calls involving people suffering from mental illness including depression or suicidal thoughts. They attempt to resolve the incident with minimal force and the most appropriate referral to additional services or to provide additional insight into cases involving persons who are in crisis and may be struggling with a mental illness.



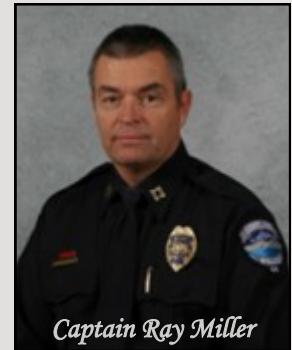
Officers in Crisis Intervention Training

Overview

As the largest Division made up exclusively of Specialized Assignment positions, the Support Services Division has a wide array of job duties and responsibilities.

In 2011, the Division consisted of the following Units: the Criminal Investigations Unit (CIU), Technical Services Unit (TSU), Community Resource Unit (CRU), and the Special Investigations Unit (SIU). You might say this is the “acronym division” of the Police Department.

You will read throughout this Annual Report about each of these units and the type of work they do. The Division had a lot of new faces with the rotation of personnel completing their Specialized Assignment time and others being promoted; therefore, my brief preface to the Units of this Division will merely highlight each Unit.



Captain Ray Miller

The Criminal Investigations Unit (CIU) includes Criminal Investigators who investigate Crimes against Persons and Property Crimes. Also assigned to the CIU are the Investigative Technicians that handle Pawnshop issues and Sex Offender Registrations among other things.

The Technical Support Unit (TSU) handles the Department’s Major Crime Scene processing, Found Property, Evidence, and all requests for special equipment needs.

The Community Resource Unit (CRU) is made up of our School Resource Officers (SROs) – who handle most criminal investigations within the schools, as well as conduct pro-active classroom sessions and interactive counseling with students; and the Crime Prevention Officer (CPO) who conducts numerous Safety Audits for businesses, provides recommendation for the prevention and reporting of crimes to both business and private citizens. The CPO also presents a wide variety of safety classes to children’s groups within the community.

Under the supervision of the Unit’s Sergeant, the Loveland Police Senior Volunteers (LSPV) work to assist with Vacation Home Checks, Traffic monitoring, and Special Events. The LSPVs provide thousands of volunteer hours to the Police Department.

The Special Investigations Unit (SIU) is assigned to the Northern Colorado Drug Task Force (NCDTF). The Task Force is made up of members of local, state, and federal law enforcement agencies working together to investigate major drug cases in the Larimer County region.

The Support Services Division is also responsible for scheduling and staffing Special Event requests throughout the year. This process is administered by the Division’s Administrative Assistant.

I truly feel fortunate to work with the dedicated and professional men and women assigned to the Support Services Division.

Support Services Division

Criminal Investigations Unit

The Criminal Investigations Unit (CIU) is staffed with two Sergeants, eight Detectives, and one Investigative Technician. The mission of the Unit is to investigate serious felony level crimes: homicide, sex assault, Burglaries, robberies, auto thefts, and larceny. As a Unit the Detectives were assigned over 535 cases to investigate.

New this year is the establishment of the Cyber Unit dedicated to investigating child pornography that is shared by users on the Internet living in the community. This heinous crime perpetuates the victimization of children through sexual exploitation. Working with the organization "Internet Crimes against Children (ICAC)" the Unit went live in May 2011. Two Detectives working part time in the Unit had the following results:

- three felony arrests
- five search warrants
- ten cases referred to other jurisdictions
- nine cases referred to the Unit
- \$4278 dollars in computer equipment seized for eventual use by the Unit

The Cyber Unit will continue to grow in 2012 and work with various agencies in the region to identify, arrest, and convict those responsible for possessing and distributing child pornography.

Technical Support Unit

The Technical Support Unit (TSU) is responsible for evidence collection, processing and storage. Crime Scene Technicians (CST) are responsible for crime scene processing and evidence collection. The Criminalist oversees the Department CST program providing training to officers who want to specialize in the field of crime scene examination and processing. The CSTs are assigned to other duties (i.e. patrol) and perform crime scene processing in a collateral capacity. During the calendar year 2011, CSTs spent 822 total hours working various crime scenes, taking photographs and collecting evidence.

In 2011, a total of 6,514 pieces of evidence were submitted to the Evidence/Property Unit for further processing or storage. This compares to 4,399 pieces last year. Each case can contain as little as one item all the way up to the major case types, which can have 100 items or more per case. This includes cases involving found property, which were also submitted. The majority of this property is held for 90 days or returned to the rightful owner before it is sold on-line at Propertyroom.com.

The Unit is currently staffed by one Sergeant, who shares time between the Criminal Investigations Unit and Technical Support Unit, a Criminalist, who also works out of the Northern Colorado Regional Forensics Lab, one full time Evidence Technician and five Crime Scene Technicians.



Support Services Division

Special Investigations Unit

The Loveland Police Department Special Investigations Unit (S.I.U.) is the primary Unit within the Police Department for the investigation of the illegal manufacture and distribution of illicit drugs. The primary focus for this Unit is large scale drug trafficking operations that impact our community, Larimer County, and the State of Colorado.

S.I.U. consists of one Sergeant, three Detectives and an Administrative Clerk, who are all assigned to the Northern Colorado Drug Task Force (NCDTF). This Task Force is a joint effort of agencies in Larimer County and, in addition to Loveland PD Officers, also has officers from Fort Collins Police Services and Colorado Parole.

In 2011, the NCDTF focused on major drug trafficking organizations involved in the distribution of cocaine, methamphetamine and marijuana. The NCDTF focuses on networks of distribution and major organizations to give a more significant impact to the drug networks and the community. In 2011, the NCDTF worked two major investigations that resulted in the disruption and dismantling of a major Cocaine drug trafficking organization and a Methamphetamine organization. NCDTF is also responsible for responding to, Processing, and collecting evidence at clandestine methamphetamine labs in Larimer County.

Members of the NCDTF continue to give presentations on methamphetamine recognition and awareness throughout the City and local community.

The task force continues to support the Drug Endangered Children committees. This program is working for the children who are victims of drug abuse environments. We have also worked consistently with DHS to enforce protocols for evaluating children that have been exposed to a drug environment.

The Special Investigations Unit is interested in hearing from citizens who have information about drug crimes. The tip line for leaving this information is (970)416-2560.



Support Services Division

Community Resource Unit

The Community Resource Unit (CRU) is comprised of five School Resource Officers (SRO), a Crime Prevention Officer (CPO), and a Sergeant as supervisor. Each of the three high schools has an SRO assigned to that school and the four middle schools share two additional SROs thanks to partnering with the Thompson School District.

The SROs work with the Thompson School District providing law enforcement, a bridge to community resources, as classroom instructors and mentoring. The Crime Prevention Officer provides crime prevention efforts through public presentations, safety and security assessments, and participation in community events. From the Safety Village to teach kids safety to the Lock Box Program to provide extra safety to senior citizens, the Crime Prevention Officer stays busy.

The assignments are filled as follows: Officer Andres Salazar, Loveland High School SRO; Officer Jennifer Hines, Thompson Valley High School SRO; Officer Bryan Bartnes, Mountain View High School SRO; Officer Benito Avitia, Bill Reed and Conrad Ball Middle School SRO; Officer Bobbie Jo Pastecki, Walt Clark and Lucille Erwin Middle Schools SRO; CPO Officer Mary Marchio, and Sergeant David Murphy, CRU Supervisor.

The SROs handled 4,631 Calls for Service, generated 814 original and supplemental offense reports, 464 arrests or warrants, and 86 citations.

Officers Gary Patzer and Denise Martinchick rotated back to Patrol in August of 2011 from their SRO assignments. CPO Dave Sloat rotated back to Patrol in April of 2011. CRU Supervisor Sergeant Greg Eisentraut retired in May of 2011.

The CPO gave 40 safety presentations, gave 13 Identity Theft/Scams presentations, completed four home/business security surveys, and attended one community shredding event. There are currently 161 issued lockboxes, 10 less than last year. A complete inventory and check of the lockboxes was completed and over 20 boxes were removed because they were not currently in use.

There were 28 block parties for Loveland Community Night Out. The CPO also organized and held the annual Loveland Community Fishing Derby, which was a huge success. Officer Marchio provided informational videos on the Lockbox program and Halloween Safety for the City's webpage, Facebook and YouTube sites. She also updated the Crime Prevention website link.

The CPO coordinated with the DEA for two, April and October, National Prescription Drug Take-Back Days. During the events, Loveland PD collected 829 pounds of medication. The CPO reached approximately 7453 children and 2513 adults with safety and crime prevention information/events/activities.

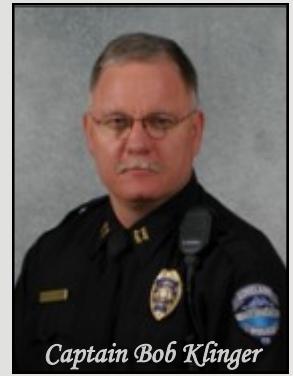


Information Services Division

Overview

Information Services works side by side with sworn personnel providing duties critical to the goals and mission of the Loveland Police Department.

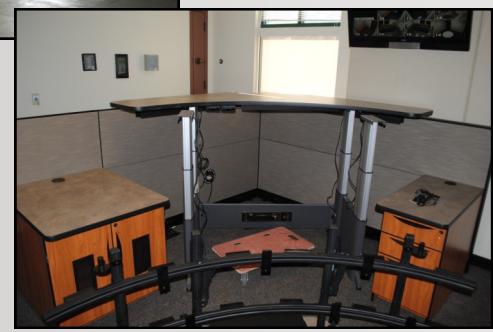
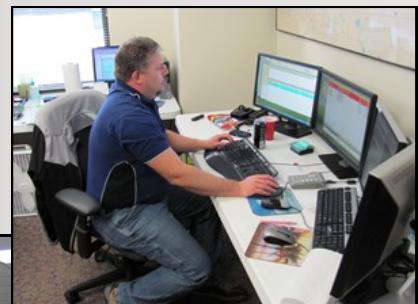
The Emergency Communications Center provides contact with the public for everything from providing directions to reports of crimes, auto accidents, fires and medical calls. Communications then relays that information to emergency responders all the while keeping them informed as new information is provided. All of this can occur with multiple unrelated calls occurring at the same time including sworn officers' self-initiated activities. Communications personnel must prioritize the calls and control and coordinate all of the occurrences.



Captain Bob Klinger

Records Section personnel are often an unseen, but at the same time another critical component of a professional law enforcement agency. Managing the documentation of records in a law enforcement agency is highly regulated by law. Documents that are missing, released improperly or poorly written can have serious consequences for not only the agency, but for the public at large.

As you read the summaries from our Communication and Records Managers, I believe you will see the professionalism and dedication their units have to maintaining the Loveland Police Department's commitment to its service delivery, image, professionalism and recognition as one of the best Law Enforcement organizations in Colorado.



Pages 16 and 17: the Communications Center before, during and after the expansion.

Information Services Division

Emergency Communications Center



Mark Gaisford
Communications
Manager



Carmen Bloom
Communications Supervisor



Becky Kamoske
Communications Supervisor

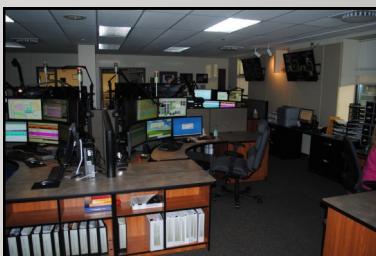
The Loveland Emergency Communications Center runs 24 hours a day, 365 days a year. Fully staffed, we employ fifteen Communications Specialists, one Lead Communications Specialist, two Communications Supervisors, and a Communications Manager. We attempt to keep our staffing levels at three Specialists from 11 a.m. – 1 a.m. and two Specialists from 1 a.m. – 11 a.m.

Our training process consists of mostly on the job training, learning the functions of Calltaker, Fire/EMS dispatching and Police dispatching, certification in the National Crime Information Computer (NCIC), and Emergency Medical Dispatching (EMD), totaling approximately 1200 hours.

LECC answers 911 lines for the southern half of Larimer County covering approximately 260 square miles and non-emergency phones for the Loveland Police Department. LECC dispatches for the Loveland Police Department, Loveland Fire Rescue Authority, Thompson Valley EMS, Berthoud Fire Protection District, and after hours for the Berthoud Police Department. During the hours we have two Specialists on duty, one person is responsible for answering all phones and dispatching all fire/EMS calls. The second person is responsible for dispatching police agencies. When a third person is on duty, a data channel is opened for police. They also help catch overflow phones or handle fire/EMS channels if there are multiple calls or even a single large call.

In 2011, LECC answered approximately 152,825 phone calls and entered 98,082 incidents into the Computer Aided Dispatch system. Of those phone calls, 5055 resulted in EMD. LECC has been an Accredited Center of Excellence through the National Academies of Emergency Medical Dispatch since 2007. EMD allows the Communications Specialist to be the first “first responder”, giving vital instructions that include CPR. This year four lives were saved utilizing EMD. Communications Specialists Mike Scofield, Amanda Kuehl (x2) and Heidi Ryan were recognized with Life Saving Awards.

The Communications Center was expanded in 2011, from six consoles to eight. The Communications conference room was converted to the Communications Emergency Operations Center, with an additional two consoles to use during large scale incidents. During the expansion, four folding tables were set up in the conference room, each housing a “console” containing four screens instead of the usual seven. It was a very tight five days, but well worth it to have the new, expanded center.



Information Services Division

Crime Analysis

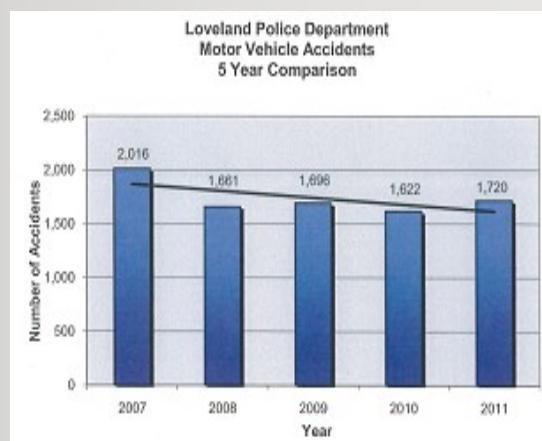
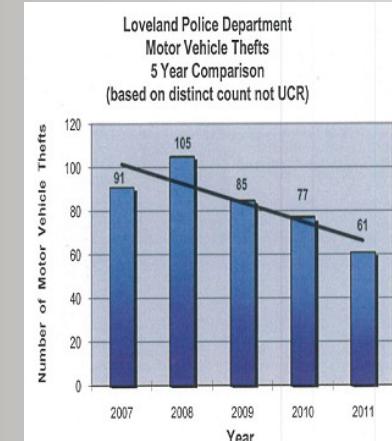
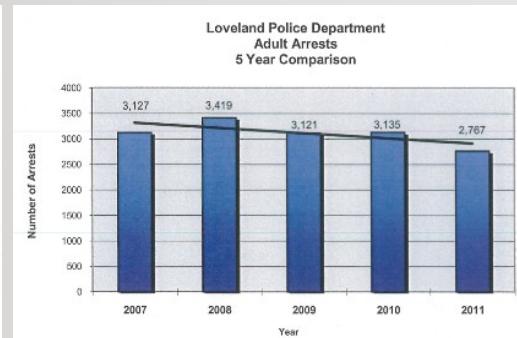
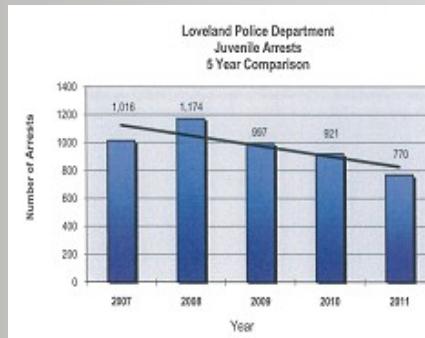
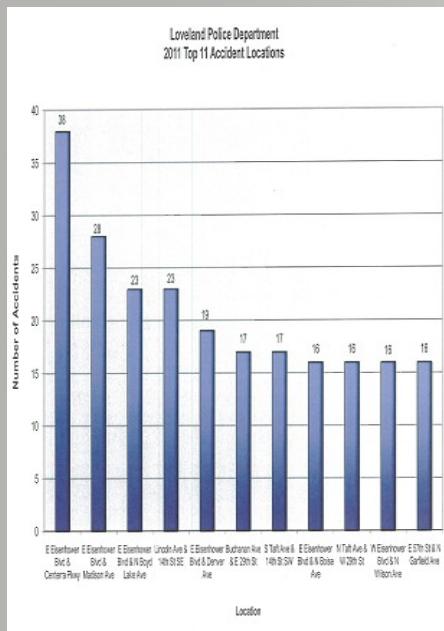
Crime analysis is a responsibility of the Police Information Manager serving as an analytical resource to the Department and Community to help identify crime patterns and trends, assist in prevention and suppression of crime, assist in apprehension of criminals and provide flexibility in responding to current public safety needs. Research, information management, planning and analytical expertise is provided and used for a variety of administrative, strategic and tactical activities of the Loveland Police Department including:

- Crime mapping
- Local crime statistical analysis
- Serial offense data analysis
- State and national crime statistical services
- Special project design, analysis and reporting
- Officer training
- Strategic planning for resource deployment
- Workload analysis
- Program evaluation
- Citizen surveys



Teri Kuhlman
Information Services
Manager

The Loveland Police Department is committed to using technology to help combat crime and improve public safety in Loveland. The unit actively utilizes GIS technology to map crime locations, determine possible suspects and improve the effectiveness of resource deployment. In addition, statistical software is utilized to compile and analyze data from a variety of sources including police reports, CAD calls, census information and other statistical data.



Information Services Division

Records Section



Kim Pals
Records Supervisor

The Records Section responds to a broad range of questions and requests for information and assistance from members of the Police Department, City government, citizens, the media and other public officials and agencies. It serves as the central repository for all police reports and related records.

Records personnel maintain strict accountability for all police reports, accident reports, citations and other law enforcement records. They provide access to information and supply copies to the public for documents requested under guidance of Colorado State laws.

The Records Section is responsible for handling incoming telephone requests for nonemergency information and assisting citizens who come to the lobby of the Police Department with questions and concerns.

The Records Section continually works to improve access to critical information for investigators, officers, administrators and the public; increase security of vital records; eliminate redundancy of information in electronic formats; improve classification of information; make better use of information technology; provide higher quality and faster service to our customers; determine, analyze and improve the flow of work; and increase staff productivity.

The Records Section is managed by a civilian Police Information Manager and includes a Records Supervisor, eight Records Clerks and a number of Loveland Police Department Senior Volunteers (LSPV). In 2011, a long-term Records Clerk retired after 20 years with the Department.

In 2011, the Unit began preparing for the transition to the National Incident Based Reporting System (NIBRS). This new method of submitting crime data to State and Federal authorities will begin in January 2012.



Records Section Personnel
(Not pictured: Lauretta Olson)



Lauretta Olson, retired December
2011, pictured with Chief Luke Hecker

Professional Standards Unit

The Loveland Police Department Professional Standards Unit (PSU) operates under the supervision of an Administrative Lieutenant, who reports directly to the Chief of Police. The Unit is currently staffed by the Lieutenant, one Sergeant assigned to Personnel and Training, and another Sergeant currently assigned to Accreditation. The PSU is responsible for:

- ✓ Conducting administrative and internal affairs investigations
- ✓ Monitoring the progress of all complaint investigations
- ✓ Conducting hiring, recruitment, and promotional exams with the Police Department
- ✓ Coordinating all department in-service and external training
- ✓ Maintaining standards and documentation for National Accreditation
- ✓ Conducting periodic unit audits or staff inspections
- ✓ Managing Department's pay plan.

Internal Affairs

The following table summarizes the number of complaints that were received in 2011 in comparison to the previous three years:

	2008	2009	2010	2011
Internal Affairs Complaints	4	4	4	3
Supervisory Inquiries	1	2	2	5
Concern Reviews	34	34	36	31
Total Complaints Logged	39	40	42	39

External*	2008	2009	2010	2011
Citizen Complaints	30	32	36	31
Sustained	1	6	8	7
Not Sustained	7	7	8	4
Unfounded	6	3	6	4
Exonerated	11	13	11	11
Internal (Directed Complaints)	9	8	6	8
Sustained	5	6	4	5
Not Sustained	3	0	0	1
Unfounded	0	2	0	1
Exonerated	1	0	0	1

*For External complaints; two complaints were canceled by complainant after PSU contacted the complainant to discuss the concerns, four complaints were canceled after the complainant was contacted by the assigned supervisor.

Professional Standards Unit

One complaint was resolved as a Training Failure while one other complaint was cleared as a Policy Failure. (The policy failure resolution came from an internal complaint).

Overall, complaints decreased by approximately 7% this year, but held at a fairly consistent level over the past few years. The number of total complaints logged decreased by three from 2010 numbers. The percentage of total number of complaints (39) to the total number of complaints having at least one sustained violation (12) is 31%. In less than one-third of our total complaints, a police employee has been found to have violated a Department or City policy. This is slightly higher than 2010 and may be related to the slight increase in internal complaints against fellow employees.

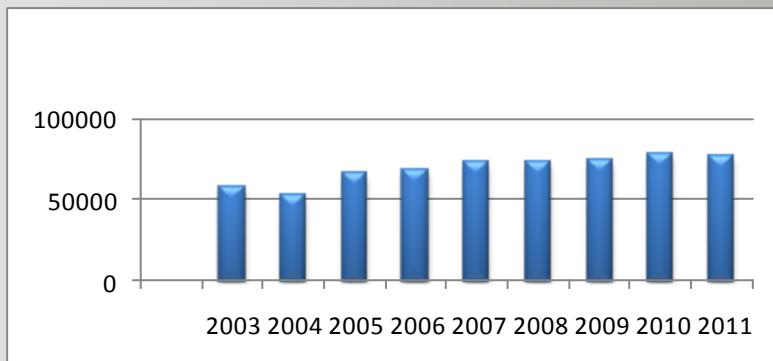
Internal Affairs complaints (serious allegations) remained the same at four in 2008, 2009, and 2010, but reduced by one in 2011. Supervisory Inquiries (mid-level allegations) however, more than doubled from two in 2010 to five in 2011. Concern Reviews (minor allegations) actually decreased for the first time in the four year period reported. No major policy or procedural changes in the complaint process can be associated to these quantitative changes in the above complaint data.

Subjective data from a citizen survey conducted this year related that 17.9% of the respondents to that survey would not feel comfortable contacting the Police Department to file a complaint against a police employee despite the fact that the forms and process are all available and explained on the website as well as in the lobby of the Police Department. Complaint packets can be mailed, hand delivered, or obtained electronically via the website.

Police Calls for Service vs. Complaints

The following is a comparison of the Police Calls for Service:

2003	2004	2005	2006	2007	2008	2009	2010	2011
57,477	52,230	66,300	67,809	72,825	73,571	74,462	78,637	77,368



Calls for police service decreased by 1,269 calls or approximately 1.6% from last year. The call for service to complaint ratio for 2010 was 1,872 to one complaint. In 2011, the ratio of calls for service to complaint increased to roughly 1,984 calls to each complaint. This is an important number that relates to the number of police contacts contrasted with the number of times the contact results in a complaint.

Professional Standards Unit

Use of Force and Unusual Occurrence Reports

This is an analysis of the Unusual Occurrence Reports (U.O.R.) filed in 2011. This is primarily limited to incidents where a police officer had to use physical force to effect an arrest, any discharge of a firearm, motor vehicle accidents, officer/suspect injury, pursuits, and private property damage. The following is the breakdown by year, for Use of Force Occurrences:

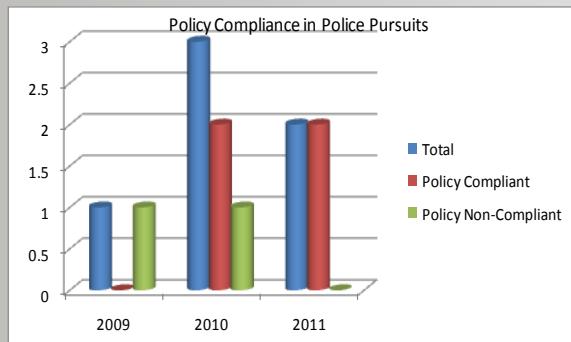
Use of Force				
	2008	2009	2010	2011
Firearm	4	1	2	5
ECD (Taser)	4	6	12	17
Baton	4	1	2	2
OC	4	8	9	0
Weaponless	39	22	28	18
Total Types of Force	55	39	56	64
Total Use of Force Arrests*	Unknown	37	57	40
Complaints (From Use of Force)	Unknown	1	2	3

In 2011, there were 40 identified use of force arrests in comparison to 57 incidents in 2010. Taser usage increased from 12 in 2010 to 17 in 2011 while OC usage decreased from 9 in 2010 to zero in 2011. Also, weaponless (hands-on) incidents reduced from 28 incidents in 2010 to just 18 in 2011. In 2011, one use of force incident was determined to be out of policy compared to one in 2010. Firearms discharges increased from two in 2010 to five in 2011. These discharges were all related to animal incidents and were all reviewed and found to be within policy.

Pursuits

Vehicle Pursuits			
	2009	2010	2011
Total Pursuits	1	3	2
Policy Compliant	0	2	2
Policy Non-Compliant	1	1	0
Accidents	1	0	1
Injuries (officer/suspect/third party)	0	0	0
Traffic offense		1	0
Felony		2	2
Misdemeanor		0	0

Policy Compliance in LPD Pursuits



Professional Standards Unit

In the two pursuits in CY 2011, the following is a summary of factors made from reviewing these incidents:

- Both of the policy compliant pursuits involved crimes of armed violence that aided in making the pursuits essential.
- Both of the policy compliant pursuits were conducted by fully marked patrol cars.
- Both pursuits were conducted on City streets in residential areas, one of which was initiated by another agency and terminated by that agency's Tactical vehicle intervention inside the City limits.
- In one case, maximum suspect speeds were estimated to reach 90 MPH.
- The above pursuit was initiated after a report of a potential attempted sexual assault on a child and kidnapping incident.
- This pursuit engaged a 1994 Chrysler LeBaron sedan occupied by a single 29-year-old male suspect.
- The pursuit was terminated by a supervisor due to the reckless conduct of the driver as he entered into Larimer County jurisdiction. The suspect later was engaged by Colorado State Patrol in Jackson County, Colorado. He chose to flee and ultimately crashed his car as a result of the second pursuit.
- The other in-policy pursuit involved the pursuit of a felony suspect who had reportedly attempted to ram another agency's police cars after they attempted to stop it.
- LPD personnel followed the pursuit progress as it neared the City and then as it moved further into city limits and neared a major intersection. The County Sheriff's Office conducted the Tactical Vehicle Intervention and ended the pursuit but the stolen vehicle the suspect was driving rolled into another vehicle causing moderate damage but no injury. LPD personnel had no involvement in actual engagement in the pursuit.

Throughout 2011, the Loveland Police Department continued a positive trend in police pursuits. It may be noted that with the change of the pursuit policy to a stricter "Violent Felonies" only policy, the factors involved in the pursuit and the techniques used to resolve them may be higher risk than in the past.

With an apparent increase in the violent nature of crimes committed and the relative desperation of the suspects to escape, continued training in pursuit intervention techniques, including stop stick deployment and tactical vehicle interventions is highly recommended and is on-going. Refresher training on the deployment of stop sticks as an alternative to TVI should be considered as a supplement to the existing driver training program.

Bias Based Profiling Complaints				
Complaints from:	2008	2009	2010	2011
Traffic Contacts	1	0	0	1
Field Contacts	0	0	0	0

During the year 2011, there was one telephone call logged regarding concerns or comments about Loveland Police Department contacts with the public in regard to Bias Based issues. This call was investigated (and unfounded) as a Concern Review as determined by the Chief of Police. The agency has not received any additional comments or complaints from any other means in regard to Bias Based incidents.

It appears that the agency has appropriate training, practices, policies, and procedures in place to address issues related to Bias Based Profiling.

Loveland Senior Police Volunteers

The Loveland Senior Police Volunteers (LSPV) completed their 16th year of service by contributing 5,033.75 volunteer hours (nearly identical to 2010) during 2011. During the year, the volunteers lost one of our long time members, Jim Sendek who is missed by all. Ken Roode retired from the volunteers because of health reasons. We also had another volunteer on medical leave for part of the year. There were no new hires during the year; although, interviews will begin soon to fill some vacancies.

ADMINISTRATIVE DUTIES

Administrative duties again accounted for the most hours logged with 2,666.75 hours. Front desk hours again increased to 1,805.75, clerical duties totaled 602.75 hours, meetings accounted for 219.25 hours, training saw 24.25 hours and miscellaneous accounted for 14.75 hours.

PATROL DUTIES

Patrol duties accounted for 1,779.25 hours for 2011. Within this total, vacation home checks accounted for 864.5 hours, abandoned vehicle checks had 478.5 hours, handicap parking checks totaled 184.25 hours, code enforcement saw 97 hours, lock box checks involved 77 hours, graffiti checks had 49 hours and miscellaneous accounted for 29 hours. There were 355 calls into the Abandoned Vehicle Hotline during the year (almost 100 fewer than 2010) with 199 of them tagged and 41 turned over to CSOs for follow-up. The volunteers also performed 1,235 vacation home checks during the year.

PUBLIC RELATIONS

Public Relations includes assistance with community based events and activities, with the volunteers serving as Good Will Ambassadors for the Loveland Police Department. Santa Cops continues to take the biggest part of the 587.75 hours with 363.25, the Sculpture Show accounted for 75 hours, parade assistance 45 hours, building tours 19 hours, Loveland Community Night Out had 14 hours, the Stone Age Fair had 19 hours and 51.5 as miscellaneous.



Explorer Post

The Explorer Post has been a part of the Loveland Police Department for over 25 years. It was formed to provide young men and women between the ages of 14 and 21 the opportunity to interact with police officers and potentially aid in the pursuit of a Law Enforcement career. They are given the opportunity to ride with officers and participate in training that parallels the police academy. They are tested and trained on the skills the officers are trained in. The Explorer Post currently maintains 14 dedicated young men and women.

The Explorers assist with many activities in the Police Department. They work traffic control at parades, community service assistance, special events and assist other agencies. Some of the events are the 4th of July, Art in the Park and numerous triathlons. The community service events range from Community Night Out to assisting in searches for missing persons.

Additional duties are security for the Sculpture in the Park, the Annual Fishing Derby and any other event that are requested by the community. When riding with Police Officers, the Explorers utilize the patrol radio, assist the officers with their administrative duties, as well as, aid in non tactical on-scene assistance.

The Explorers are also called upon by the community to assist with private events. Some of these include: Annual Debbie Boose Tennis Tournament, Bocce v Bella Sera etc. Many private entities prefer Explorers for security as both a cost benefit and the ability to donate to an exceptional cause.

The above synopsis shows the abilities of our Explorers and their pride in displaying it. The Loveland Explorers brought multiple trophies that highlighted their abilities, training and general dedication to our program.

Police Chaplains

The Chaplains provided approximately 1100 hours of volunteer service to the citizens of Loveland and its visitors. They also serve Police Department officers by offering guidance with their personal spiritual needs and provide comfort to officers who have been involved in traumatic events. They keep office hours in the Police Department and ride with officers on patrol. They are on-call to respond where their services are needed 24 hours a day.

In 2011, the Chaplains were called upon approximately 120 times to assist indigent citizens and stranded travelers with emergency lodging, meals, and miscellaneous travel expenses. They are partially funded by the Salvation Army, which has greatly increased their ability to provide emergency lodging. Chaplains responded to assist officers in approximately 15 circumstances where grieving citizens were in need of counsel and support due to the deaths of family members or friends and other overwhelming personal challenges.

The Chaplains hosted their annual Law Day program and breakfast in May of 2011. The keynote speaker for the 2011 program was former Colorado Senator Hank Brown. Members of the law enforcement community, the judiciary, and area attorneys are brought together for recognition and appreciation for the peace and security they bring to our community.

The Loveland Police Chaplains currently have 19 members, all of whom are ordained clergy. The members include: Kevin Blankenship, Steve Bauer, Loren Boyce (Commander), Sathi Bunyan (Treasurer), David Feeder, Robert Garner, Larry Haagenson, Wilbur Lindstrom, Bob Link, Dennis Miller, Joel Pancoast, Brian Riecke, Harvey Ruegsegger (Secretary), John Sanders (Secretary), Ed Smith, Travis Smith, Gary Swanson, John Turnage, and Scott VanLanken. Department liaisons to the Chaplains program are Sergeant Bob Shaffer, Officer Charlie Wilson and Detective Eric Roberts. To each and every one, we offer our deepest thanks.

Community Partnerships

Police Citizens' Academy

From September 1 to November 3, 2011, thirty-five members of the community attended the ten-week, three hour per week sessions. Class subjects included Police/Citizen Encounters, Police Stress and Traumatic incidents and demonstrations of crime scene processing and use of force scenarios.

The comments from the class were highly favorable, as they enjoyed the interaction with our staff and sincerely appreciated the opportunity to learn more about the Loveland Police Department.

The group collectively engaged in more than 35 hours of interaction with Police employees and developed some very strong bonds with our staff.

Santa Cops

Santa Cops is a non-profit organization consisting of representatives from Fort Collins Police Services, Loveland Police Department, Larimer County Sheriff's Office, Colorado State Patrol, and Colorado State University Police and countless private individuals and businesses, each of whom are vital to our success. Our mission is to promote a positive law enforcement image with these children.

Santa Cops collects money and donations throughout the year to ensure that we are able to provide underprivileged children of Larimer County with three small gifts to bring a Merry Christmas to their homes. In 2011, we received large amounts through grants and donations. Santa Cops also did exceptionally well with fundraising and toy donation in 2011. In addition to the families that applied for our service, we were able to assist Santa Cops of Weld County and The Boys and Girls Club in Loveland.

In 2011, Santa Cops of Larimer County wrapped and delivered gifts to over 1147 families, which consisted of over 2771 children. This is a slight increase from 2010. Santa Cops is successful only because of its unique and delightful partnership with many private citizens and businesses alike in Loveland and Larimer County.

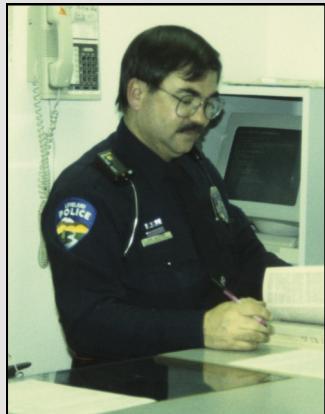


Fund Raiser for Santa Cops

Santas' helpers on delivery day!

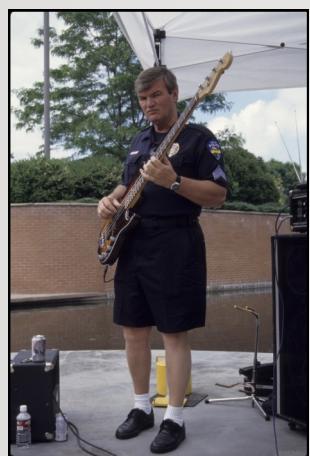
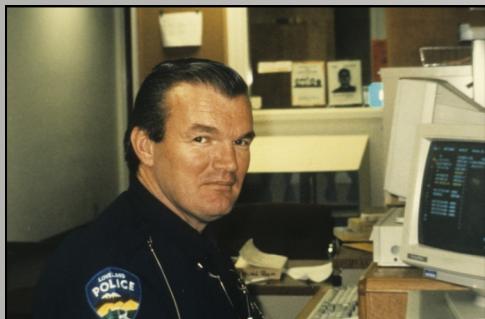
Honored Retiree Joe Berdin

Officer Joe Berdin retired from the Loveland Police Department on June 10, 2011, after serving for over 33 years with the Police Department. Joe came to the Loveland Police Department in July 1977 and worked in both Patrol and the Detective Bureau. Joe was a pioneer in the Department. He developed a keg registration program that was copied throughout the State to help curb teen drinking.



Honored Retiree Rae Bontz

Sergeant Rae Bontz retired from the Loveland Police Department on April 7, 2011, after 28 years of dedicated service to the Citizens and City of Loveland. Sergeant Bontz came to Loveland Police Department after serving with the Denver Police Department. He was promoted to Sergeant in December 1990 and worked in the Training office as well as the Drug Task Force and the Detective Bureau during his distinguished career.



Honored Retiree Greg Eisentraut

Sergeant Greg Eisentraut quietly exited the Loveland Police Department in May 2011, after more than 33 years of service. Sergeant Eisentraut worked in Patrol and Investigations during his career and also supervised the Community Resource Unit during his final two years with the City. Characteristic of his low-key style, Sergeant Eisentraut retired without fanfare or public celebration on May 20, 2011.



Honored Retiree Chuck Higney

Sergeant Chuck Higney retired from the Loveland Police Department in December 2011 after serving over 34 years with the City. Sergeant Higney worked in Patrol, Investigations, Narcotics, Street Crimes, and Traffic throughout his many years with the Department.

He will fondly be remembered as "Papa Chuck" for his fatherly role to so many young officers in the Department. "Higs" was the leader of the Technical Accident Investigation Team and personally involved himself in the investigation of over 100 traffic fatalities during his lengthy and distinguished career.



Honored Retiree Steve Watts

Officer Steve Watts retired from the Loveland Police Department in December 2011, after serving the City as a paid Police Officer for over 20 years. Officer Watts initiated his service with Loveland by serving as a Reserve Officer from 1988 to 1990 when he was hired to full time employment in June 1990.

Steve worked as a Patrol Officer and a Field Training Officer and rounded out his commitment to the City of Loveland as a long term staple of the Police Department's Traffic Unit, where he oversaw much of the grant work writing, coordination, and reporting to State and Federal Agencies. Steve also worked as an instructor in Radar, Accident Investigation, and Standardized Field Sobriety Testing.



Honored Retiree Linda Weddle

Linda Weddle retired from the Loveland Police Department in December 2011 after serving for more than 33 years. Linda retired as a civilian employee, serving as an Investigative Technician upon her retirement, but she was a true pioneer in policing having been one of the very first female police officers to work the streets of Loveland. Linda served the Department in Patrol as well as Investigations during her distinguished time with the City of Loveland.

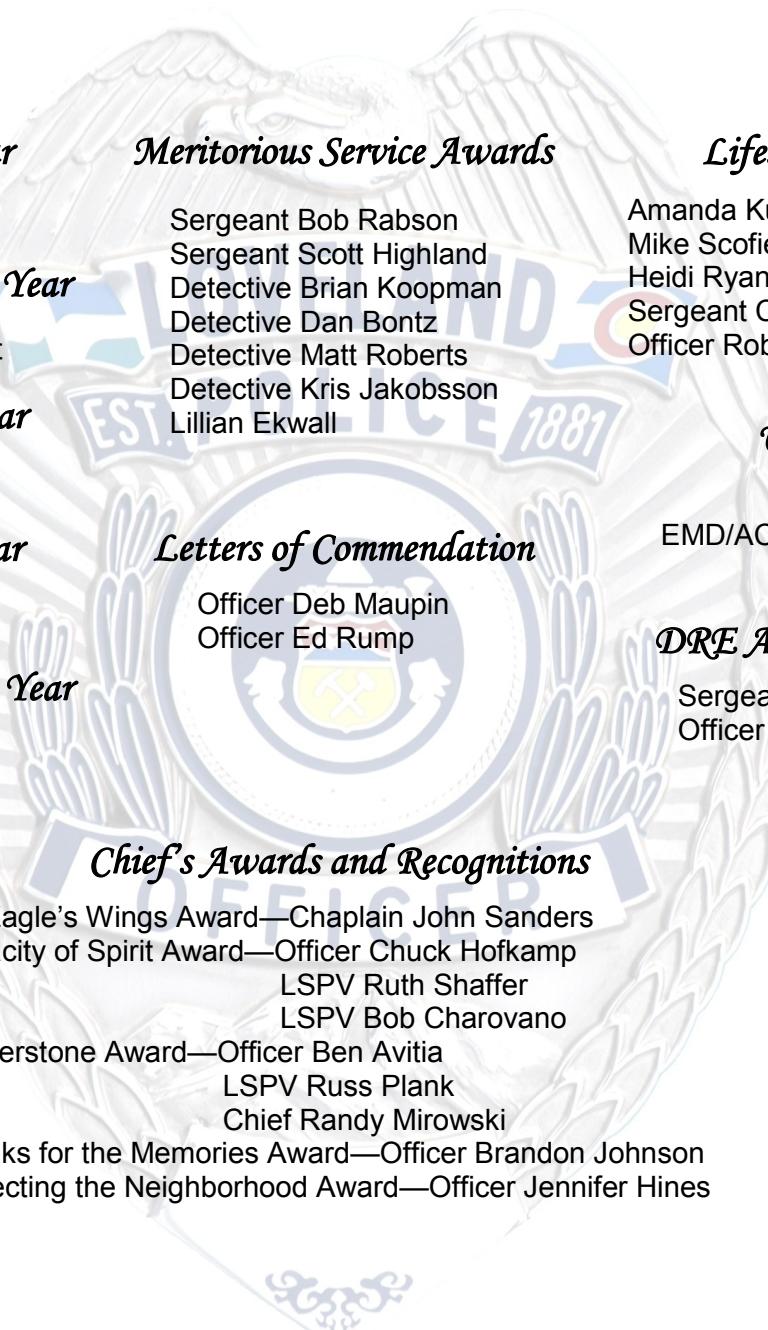


Honored Retiree Lauretta Olson

Lauretta Olson retired in December 2011 after serving the Citizens and City of Loveland for over 20 years as a foundation of the Police Department's Records Unit. Lauretta worked quietly in the shadows of the Police Department assisting with not only the duties and details of Records management and retention, but frequently assisted in the preparation of the Agency's Annual Report.



2011 Awards



Employee of the Year	Meritorious Service Awards	Lifesaving Awards
Officer Jennifer Hines	Sergeant Bob Rabson Sergeant Scott Highland Detective Brian Koopman Detective Dan Bontz Detective Matt Roberts Detective Kris Jakobsson Lillian Ekwall	Amanda Kuehl—2 Mike Scofield Heidi Ryan Sergeant Chuck Higney Officer Rob Croner & K9 D'Jango
Optimist Officer of the Year		
Officer Ben Eisentraut		
Elk Officer of the Year		
Detective Dan Bontz		
Dispatcher of the Year	Letters of Commendation	Unit Award
Travis Tebbe	Officer Deb Maupin Officer Ed Rump	Dispatch EMD/ACE 100% QA for 2011 Heidi Ryan
Civilian Employee of the Year		
Julie Bunch		
	Chief's Awards and Recognitions	DRE Appreciation Award
	On Eagle's Wings Award—Chaplain John Sanders Tenacity of Spirit Award—Officer Chuck Hofkamp LSPV Ruth Shaffer LSPV Bob Charovano	Sergeant Ryan Ertman Officer Andres Salazar
	Cornerstone Award—Officer Ben Avitia LSPV Russ Plank Chief Randy Mirowski	
	Thanks for the Memories Award—Officer Brandon Johnson Protecting the Neighborhood Award—Officer Jennifer Hines	

2011

Annual Report



Drawing by Cheryl Brown



City of Loveland

2011 Annual Report

Prepared by: Lieutenant Tim Brown and Lauretta Olson

Cover prepared by Sergeant Mike Halloran

*Photographs provided by: Sergeant Ron Andersen (retired),
Sergeant Mike Halloran, Officer Brandon Johnson, and Officer Steve Colburn*

