

**CITY OF LOVELAND, COLORADO
MEETING NOTICE**

WHO: LOVELAND POLICE CITIZEN ADVISORY BOARD

**WHERE: LOVELAND POLICE DEPARTMENT POLICE INSTITUTE @ 5:30
810 E. 10TH STREET**

WHEN: MONDAY, SEPTEMBER 8, 2014

WHY: AGENDA AS FOLLOWS

- 1. Approval of the minutes from 7-7-14**
- 2. Mark Rudolph, Crime Analyst .. 2014 Citizen Satisfaction Survey**
- 3. Chief's Report**
- 4. City Council Report – Councilor Hugh McKean**
- 5. Other reports and discussion**

The City of Loveland is committed to providing an equal opportunity for citizens and does not discriminate on the basis of disability, race, age, color, national origin, religion, sexual orientation or gender. The City will make reasonable accommodations for citizens in accordance with the Americans with Disabilities Act. For more information, please contact the City's ADA Coordinator at bettye.greenberg@cityofloveland.org or 970-962-3319.

**POLICE CITIZEN'S ADVISORY BOARD
JULY 7, 2014
POLICE INSTITUTE**

Present: Chairperson Pat Kistler; Tony Adams, Bev Cardarelli, Ed Gassman, Mark Kirkpatrick, Dennis Soucek and John Tindall; Chief Luke Hecker and City Manager Bill Cahill. **Absent board members:** Erin Frish, Dick Hunsaker and Swaine Skeen. Councilor Hugh McKean.

The meeting was called to order by Chairperson Pat Kistler at 5:40 pm. A motion was made and seconded by Dennis Soucek and Tony Adams respectively to approve the June 2nd minutes as is. All approved. Motion carried.

CHIEF'S UPDATE

- Indicated that the 4th of July went very smoothly.
- Attended retirement of Gary Havener, Director of Parks and Recreation

Chief introduced and thanked City Manager Bill Cahill for attending the meeting. The program for this meeting was an invitation to have Bill Cahill answer and clarify some concerns that the Board had about priority based budgeting and the hiring of positions in the police department.

- 1) Board member Soucek asked about the equation of officer/1,000 citizens. What is the projected equation going to be over a 10 year period?

City Manager Cahill explained the tiers for hiring in the Priority Based Budgeting and Staffing and Resource Plan. Both of these are pretty much equal when it comes to staffing positions. Stated that LPD has been able to reinstate some services and positions since 2008 when the recession hit.

Bill Cahill stated that priority based budgeting has been adopted by resolution. There are three tiers: 1) normal, 2) better; and 3) good funding. For 2015 Tier II added five (5) additional staff to the police department. Priority Based Budgeting (PBB) incorporated a 'baseline' which consisted of: 1) identity program of services that we provide; 2) what is the cost of the program and 3) what are the community goals and expectations. Bill also stated the plan is to grow the police department to meet the needs of the community ... not the standard of number of officers/1000. With PBB not every activity listed is equally important.

- 2) Board member Soucek asked if PBB is mandatory state wide? Bill stated that PBB is not mandatory but that other local governments have been leaning towards PBB.
- 3) One board member asked what can the Board do to stay ahead of the curve when it comes to supporting the police department. Bill stated 1) be watchful; 2) use the Board as a place to air out concerns; 3) continue looking for ways that the police department can enhance job safety.

Chairperson Kistler THANKED Bill for coming this evening to speak with the Board.

CHIEF'S COMMENTS

- Chief Hecker **THANKED** the Board for having this dialogue with Bill Cahill.
- Stated that the police department is about ready to send out a Request for Proposal for the new Records Management System.
- Will continue connecting with the Board in working on a master plan for a secure community.

BOARD COMMENTS

- Chairperson Pat Kistler reported that Community Night Out was great.
- Chairperson Pat Kistler will not be in attendance in September and has asked John Tindall to chair the meeting on September 8th, since September 1st is Labor Day.
- Board member John Tindall will send Bill Cahill a letter thanking him for attending the meeting.

There being no additional business it was moved and seconded by John Tindall and Ed Gassman respectively to adjourn. Meeting adjourned at 7:00 pm.

Please complete each item as thoughtfully as you can. You may write further suggestions and comments at the end of this questionnaire.

1. How many years have you lived in Loveland? _____
2. In what part of Loveland do you live? Refer to the map below and write in the District number.

BOUNDARIES:

District 1 – **South** of Eisenhower Blvd and **East** of railroad tracks
District 2 – **North** of Eisenhower Blvd **between** railroad tracks and Monroe
District 3 – **North** of Eisenhower Blvd and **West** of railroad tracks
District 4 – **South** of Eisenhower Blvd and **West** of railroad tracks
District 5 – **North** of Eisenhower Blvd and **East** of Monroe Ave

3. Please indicate your age: _____ and your gender:

Male Female

4. Please rate your level of satisfaction with the Loveland Police Department in the following general categories.

Very Dissatisfied Very Satisfied

Quick response to emergency situation 1 2 3 4 5
Crime control in your neighborhood 1 2 3 4 5
Help with nuisance issues 1 2 3 4 5
Providing crime prevention advice 1 2 3 4 5
Understanding community concerns 1 2 3 4 5
Providing fair and equal treatment to all 1 2 3 4 5

Handling citizen's complaints 1 2 3 4 5

5. During the past 36 months, have you or a member of your immediate family had formal contact with a member of the Loveland Police Department?

Yes No

6. If formal contact did occur during the past 36 months, rate your overall level of satisfaction with the various employees you had contact with.

1 = Poor 2 = Fair 3 = Good 4 = Very Good 5 = Excellent

Attitude and behavior Level of competence

_____ Telephone contact (dispatcher) _____
_____ Uniformed patrol officer _____
_____ Records personnel _____
_____ Community service officer _____
_____ Detective _____
_____ Traffic officer _____
_____ Chief or Captains _____
_____ Administrative personnel (secretaries, etc.) _____

7. If you called for an officer, how long did it take an officer to arrive at your location?

_____ Under 10 minutes
_____ Between 10 and 29 minutes
_____ Between 30 minutes and one hour
_____ Over one hour

8. Please place a check mark next to all the circumstances under which you came in

contact with the Loveland Police Department during the last 36 months.

_____ Telephone contact
_____ Animal problem

- _____ Parking problem
- _____ Traffic stop or ticket
- _____ Victim of or witness to a crime
- _____ Witness to a traffic accident
- _____ Arrested by police
- _____ Informal contact

9. What do you feel the Loveland Police Department is doing especially well?

10. Please place a check mark by the statement below which best reflects your attitude toward the “quality of service” you received during your most recent contact with

the Loveland Police Department. The quality of service I received was:

- _____ somewhat higher than I expected.
- _____ about what I expected.
- _____ somewhat lower than what I expected.

11. Have you used the Police Department website? Yes No

12. How satisfied are you with the general police services provided in your neighborhood by the Loveland Police Department?

- _____ 1) Very Satisfied
- _____ 2) Satisfied
- _____ 3) Dissatisfied
- _____ 4) Very dissatisfied

13. How satisfied are you with the general police services provided in the City as a whole by the Loveland Police Department?

- _____ 1) Very Satisfied
- _____ 2) Satisfied
- _____ 3) dissatisfied
- _____ 4) Very dissatisfied

14. Which of the following qualities best describe the Loveland police officers when they are responding to the public?

Strongly Somewhat Somewhat Strongly
Disagree Disagree Agree Agree
Professional _____
Courteous _____
Knowledgeable _____
Trustworthy _____
Hardworking _____
Easy to approach _____
Fair _____

15. Please indicate how strongly you agree or disagree with the following statements.

Circle the appropriate number for each statement.

Loveland Police Department should make proactive use of social media (Facebook, Twitter, etc.) to interact with the public.

Strongly Disagree 1 2 3 4 5 Strongly Agree

I feel comfortable contacting the Loveland Police Department to file a complaint against a police employee.

Strongly Disagree 1 2 3 4 5 Strongly Agree

Improving public safety and improving the quality of life in Loveland are responsibilities of both the citizens and the police.

Strongly Disagree 1 2 3 4 5 Strongly Agree

The police appear to have adequate ethnic and cultural awareness training to

perform their job duties and responsibilities.
Strongly Disagree **1 2 3 4 5** Strongly Agree

16. Please indicate how important each of the following Loveland Police Department programs are to the community. **CIRCLE** the appropriate number for each category.

Not important Very Important

Neighborhood watch programs 1 2 3 4 5

Gang prevention programs 1 2 3 4 5

Underage liquor enforcement 1 2 3 4 5

Illegal drug-use enforcement 1 2 3 4 5

School Resource Officers (SROs) 1 2 3 4 5

Crime prevention programs 1 2 3 4 5

Santa Cops 1 2 3 4 5

Police fishing derby 1 2 3 4 5

Citizen police academy 1 2 3 4 5

Police Department Accreditation 1 2 3 4 5

Loveland Community Night 1 2 3 4 5

Sexual Harassment & Rape Prevention 1 2 3 4 5

17. What is your main source of information about the Loveland Police Department?

_____ 1) Reporter-Herald newspaper

_____ 2) The Loveland Connection newspaper

_____ 3) Television news

_____ 4) City's webpage

_____ 5) Word of mouth

_____ 6) Personal experience

18. On what have you based your personal opinions in this survey?

_____ 1) Personal experience

_____ 2) Observations

_____ 3) Word of mouth

_____ 4) Newspaper articles

_____ 5) Television

_____ 6) Other _____

19. What is the most important issue Loveland Police Department should be addressing?

Comments about the Loveland Police Department: