

Loveland Police Department  
810 E. 10th Street  
Loveland, CO 80537



# LOVELAND POLICE DEPARTMENT

## 2011 Citizen Satisfaction Survey

Prepared by Teri Kuhlman  
Police Information Manager  
May 2011

## Table of Contents

Introduction .....	1
Purpose .....	1
Methodology .....	1
Acknowledgements .....	2
Executive summary .....	3
Demographics of the survey respondents .....	5
Summary of responses .....	6
Question 1 .....	6
Question 4 .....	6
Question 5 .....	6
Questions 6 and 8 .....	6
Question 7 .....	7
Question 9 .....	7
Question 10 .....	7
Question 11 .....	7
Question 12 .....	7
Question 13 .....	8
Question 14 .....	8
Question 15 .....	9
Question 16 .....	9
Question 17 .....	10
Question 18 .....	10
Question 19 .....	10
Trend analysis .....	11
Graphs .....	12
Respondent comments .....	24

## **Introduction**

### **Purpose**

The primary purpose for conducting the Loveland Police Department's 2011 Community Satisfaction Survey was to determine Loveland's citizens perceptions of the overall quality of police services in the community. In addition to determining the levels of satisfaction with current police services provision, we also wanted to assess community opinions and desires concerning programs currently provided by the Loveland Police Department.

Citizen's perceptions of the quality and importance of police services and delivery in Loveland should serve to inform the public as well as the City Council and police administrators who make management decisions regarding priorities, budgets, staffing and general or operational planning. The survey provides an opportunity for the Loveland Police Department to identify areas in which it is performing well along with areas needing improvement. The Department values communication, organizational excellence, the people we serve and citizen input to assure an informed and balanced perspective in delivery of police services. Information obtained from this survey may be compared to responses from the year 2000, 2002 and 2008 surveys and from future surveys to possibly identify trends and gauge progress toward meeting the needs of Loveland's citizens for police services.

### **Methodology**

The Loveland Police Department's 2011 Community Satisfaction Survey was mailed to 1800 residences in April 2011. The names of 1800 residents were randomly drawn from the City of Loveland utility billing database in proportion to the population of the Police Department's five Patrol Districts. The survey was developed internally and reviewed by police command staff.

A total of 341 completed surveys were returned for analysis which was a response rate of 18.9%. The response rate ranged from 14.1 to 20.7% among the five patrol districts. Responses from the returned surveys were compiled for analysis with no attempt made to identify respondents from the responses made on the surveys. The identity of those Loveland citizens who may have inadvertently made themselves known on the returned survey or envelopes will remain anonymous.

While the number of respondents represents only a small fraction of the total number of households in the City, the random sampling procedure used to select the survey mailing list ensures that results are statistically reliable within  $\pm 5\%$  at the 95% confidence level. This means that there is a 95% probability (95 out of 100 times) that the true proportion of responses in Loveland's entire population for any item or question on the survey would be within  $\pm 5\%$  sampling error. Another way to look at this is as follows: if 62% of the survey respondents "feel comfortable contacting the Loveland Police Department to make suggestions", then 95 out of every 100 times that this survey might be administered to Loveland residents, the percentage of the entire population that "feel comfortable contacting the Loveland Police Department to make suggestions" will fall between 57% and 67% (62%  $\pm 5\%$ ). The reader should keep in mind that any comparative differences that are less than 10% are not statistically significant due to  $\pm 5\%$  sampling error. This is especially so for comparisons involving small sample size. Some results obtained from similar surveys completed in years 2000, 2002 and 2008 are included for comparative purposes.

The information obtained from this survey may help evaluate citizen concerns and assist the Loveland Police Department in development of specific strategies for particular patrol districts in the City. The survey items/questions (dependent variables) considered in the analysis included:

1. respondent satisfaction with several categories of police services.
2. respondent satisfaction with the attitude, behavior and competence of police personnel with whom they came into contact.
3. respondent satisfaction with the quality of service received relative to their expectations.
4. respondent satisfaction with general police services provided in their neighborhood or in the City as a whole.
5. agreement or disagreement with several statements regarding police services in Loveland.
6. the relative importance of various Loveland Police Department programs.

Gender, age, years of residency in Loveland and patrol districts were the independent variables in most of the analyses. Appropriate chi-square test procedures were used to determine the statistical significance of differences. Detailed data regarding responses to specific survey questions is available upon request.

### **Acknowledgements**

I would like to thank several City of Loveland employees for their contributions to this effort. Members of the Records Units of the Loveland Police Department for computer data entry from the surveys. Brent Shafranek, Senior GIS Specialist from the City of Loveland's GIS Department for assistance with the patrol district breakdowns. Members of the Loveland Police Department Senior Volunteers for preparing the surveys for mailing.

Most importantly, I thank the citizens of Loveland who took the time to complete and return surveys for analysis. All citizen responses and comments were noted and will be considered thoughtfully and carefully.

Teri Kuhlman  
Police Information Manager

## **Executive summary**

Significant findings of this survey and some comparisons with previous surveys include:

- 91.8% of respondents agreed that improving public safety and the quality of life in Loveland are responsibilities of both citizens and police.
- 93.1% of respondents are satisfied with the general level of police services in the entire City.
- 91.9% of respondents are satisfied with the general level of police services in their neighborhood.
- 77.1% of respondents were satisfied with the Police Department's quick response to emergency situations.
- However, respondents were less satisfied with the Police Department's provision of crime control in their neighborhood (71.9%), fair and equal treatment to all (71.2%), handling of citizen's complaints (67.3%), understanding of community concerns (66.7%), provision of crime prevention advice (64.8%) and help with nuisance issues (61.9%).
- The level of satisfaction with all of the above categories increased since 2008.
- Respondents stated that the Police Department does especially well with having a visible presence on the streets of the City, around schools and in their neighborhoods; having professional and helpful interactions with citizens; ensuring public safety and gang prevention/control.
- The levels of competence of traffic officers and detectives were rated good, very good or excellent by 83.0% and 82.8% of respondents, respectively, while their attitudes and behaviors were rated good, very good or excellent by 80.3% and 80.0% of respondents.
- The levels of competence of six other police employee work groups were rated good, very good or excellent by 81.6% to 94.1% of respondents while their attitudes and behaviors were rated good, very good or excellent by 81.2% to 90.4% of respondents, respectively.
- Victims were less satisfied with the competence of detectives than were all other respondents (75.0% vs. 89.5%).
- Among respondents who had formal contact with the Police Department, 41.0% indicated that the quality of service which they received was higher than expected and 46.3% indicated that the quality of service was as expected.
- From 82.9% to 90.2% of all respondents agreed that Loveland police officers were easy to approach, trustworthy, fair, courteous, hardworking, knowledgeable or professional.
- 17.9% of respondents would not feel comfortable about contacting the Police Department to file a complaint against a police employee, 27.6% were undecided and 54.5% would feel comfortable about filing a complaint.
- 69.9% of respondents indicated that the police have adequate ethnic and cultural awareness training.

- The importance to the community of Loveland Police Department programs and percent change from the 2008 survey are as follows:

	<u>2011 survey</u>	<u>Change from 2008 survey</u>
○ Gang prevention	94.5%	2.2%
○ Illegal drug-use enforcement	91.8	5.7
○ Sexual harassment and rape prevention	91.6	n/a
○ Crime prevention	85.9	-0.6
○ Neighborhood Watch	84.7	1.3
○ Police Department accreditation	81.3	-2.1
○ Underage liquor enforcement	80.8	0.2
○ School resource officers	77.0	3.4
○ Santa Cops	56.8	-4.0
○ Community Night Out	56.3	-2.9
○ Citizens Police Academy	53.7	-3.6
○ Police Fish Derby	47.8	-7.4

- School resource officers and Santa Cops police programs were more important to females than they were to males.
- 55.1% of respondents indicated that the Loveland Reporter-Herald newspaper was their primary source of information about the Police Department.
- 59.6% of respondents based their opinions in the survey on personal experience with the Police Department.
- Respondents stated that the most important issues that the Police Department should be addressing are gang prevention and behavior followed by illegal drug use, public safety, crime prevention and enforcement of traffic laws.

## **Demographics of the survey respondents**

The age of respondents in the 2011 survey ranged from 23 to 94 years. The average age was 58 years, the median was 59 and the mode was 56. Respondents were assigned to a decile age group (see the Demographic Data graph) for determination of age effects on survey responses.

### Age group

20 - 29 years old	4.8%
30 - 39 years old	10.5
40 - 49 years old	14.4
50 - 59 years old	22.2
60 - 69 years old	21.9
70 - 79 years old	16.5
80 years old and older	9.9

Respondents lived in Loveland for an average of 19.8 years with a range of 1 to 73 years. 75% lived in Loveland for 8 years or longer. Respondents were assigned to a group for determination of the effects of length of residency in Loveland on survey responses.

### Years in Loveland

0 - 5 years	17.8%
6 - 10 years	17.5
11 - 15 years	16.3
16 - 20 years	9.9
More than 20 years	38.6

The percent of males and females who returned a completed survey has been essentially the same over the years except for the 2008 survey.

	<u>2011</u>	<u>2008</u>	<u>2002</u>	<u>2000</u>
Females	52.5	57.3	53.2	51.8
Males	47.5	40.3	46.8	48.2

The percentage of respondents from each patrol district was very similar to the percentage of Loveland's population that lives in each district.

### % of Respondents      % of Population

District 1	12.3%	15.8%
District 2	11.7	12.4
District 3	34.5	30.0
District 4	28.0	29.6
District 5	13.5	12.3

## **Summary of responses**

There were no statistically significant differences due to gender, age, years of residency in Loveland or patrol districts among respondents to any questions in the survey except as specifically noted below.

### **Question 1 Years having lived in Loveland**

Neither the level of satisfaction with police services nor attitudes regarding the characteristics of police officers were affected by the number of years the respondents lived in Loveland.

### **Question 4 Satisfaction with services**

The level of satisfaction increased since the 2008 survey in all categories described in Question 4. A total of 77.1% of respondents were satisfied with the Loveland Police Department's quick response to emergency situations. However, respondents were less satisfied with the Department's level of service in the other categories as shown in the Question 4 graph. Respondents who were 60-years-of-age and older were much more satisfied with the crime prevention advice provided by the Police Department than were younger respondents (80.0% vs. 51.3%,  $p < .03$ ).

A total of 25.0% and 19.4% of respondents in Patrol Districts 2 and 5, respectively, were dissatisfied with the help that the Police Department provides regarding nuisance issues as compared to only 10.2% in all other Districts ( $p < .08$ ). 74.0% of respondents in District 4 were satisfied with the crime prevention advice they received but 20% of respondents in District 5 were dissatisfied ( $p < .08$ ).

Victims/witnesses of a crime (50 respondents) were less satisfied with crime control in their neighborhoods (56.0% vs. 74.9%), crime prevention advice (53.1% vs. 67.2%) and handling of citizen's complaints (57.1% vs. 69.3%) than were all other respondents ( $p < .05$ ).

Respondents whose contact with the Department involved a traffic stop or ticket ( $n = 54$ ) were less satisfied ( $p < .05$ ) than all other respondents with help received on nuisance issues (53.1% vs. 63.7%) and handling of citizen's complaints (58.3% vs. 69.0%).

### **Question 5 Contact with the Department**

54.1% of respondents indicated that they or a member of their immediate family had formal contact with the Loveland Police Department during the prior 36 months.

### **Questions 6 and 8 Satisfaction with employee contact**

A total of 179 respondents had some type of contact with Loveland Police Department employees during the past three years (Question 8 graph). Their levels of satisfaction with that contact among the various employee groups in the Department were rated as good, very good or excellent by 80.0% to 94.0% of the respondents (Question 6 graph). The 95 respondents who had telephone contact with Department employees during the past 36 months were well satisfied with the attitude (90.5%) and competence (95.8%) of the employees.

A total of 50 respondents were victims/witnesses of a crime. Their levels of satisfaction with Police Department employees were rated as good, very good or excellent by 58.3 – 92.9% of the

respondents. Victims/witnesses of crimes were more satisfied with the attitude (92.3% vs. 77.1%) and competence (92.3% vs. 80.4%) of traffic officers than were all other respondents ( $p<.05$ ). However, they were less satisfied with the competence of detectives (75.0% vs. 89.5%,  $p<.05$ ) and with the attitude (63.6% vs. 90.5%,  $p<.01$ ) and competence (58.3% vs. 95.0%,  $p<.01$ ) of the Chief or captains than were all other respondents.

A total of 54 respondents had contact with Police Department employees as the result of a traffic stop or ticket. They were more satisfied ( $p<.05$ ) than all other respondents with the attitude (100.0% vs. 84.0%) and competence (100.0% vs. 88.0%) of records personnel, the attitude (100.0% vs. 82.1%) and competence (100.0% vs. 88.5%) of CSOs, and the competence of the Chief or captains (100.0% vs. 77.8%). However, they were less satisfied than were all other respondents with the competence of uniformed patrol officers (80.0% vs. 90.0%,  $p<.05$ ).

### **Question 7 Officer response time to calls for service**

A total of 42.1% of respondents indicated that it took less than 10 minutes for a police officer to arrive at their location when called for service. An additional 38.9% indicated that it took 10-29 minutes and 15.1% indicated that it took 30 – 60 minutes.

### **Question 9 What we are doing well**

There were 183 responses to the open-ended survey question "What do you feel the Loveland Police Department is doing especially well?". The responses were grouped into categories. The most frequent response was having a visible patrol presence on the streets of the City, around schools and in their neighborhood. The next frequent responses involved having professional and helpful interactions with citizens, ensuring public safety and gang prevention/control.

### **Question 10 Quality of service**

The quality of service received by 87.3% of 244 respondents during their most recent contact with the Police Department was as they expected or higher than expected (Question 10 graph). This favorable rating was true for 49 victims/witnesses of crimes (81.7%) as well as 53 respondents whose contact with the Police Department involved a traffic stop or ticket (77.4%).

### **Question 11 Use of Police Department web site**

Only 11.6% of 335 respondents ( $n=39$ ) ever used the Police Department's web site. No one over the age of 69 years had used it while 26.0% of respondents who were 20-39 years-of-age ( $n=13$ ) had used the web site ( $p<.01$ ). Equal numbers of males and females used it.

Only 30.0% of 300 respondents agreed that the Police Department should use Facebook, Twitter or other social media to interact with the public (Question 15). A total of 29.3% of respondents indicated that such social media should **not** be used to interact with the public. More males than females indicated that social media should be used (36.1% vs. 24.0%,  $p<.02$ ). More females than males disagreed with that idea (36.4% vs. 27.2%,  $p<.02$ ) while 39.6% of females and 41.7% of males had no opinion.

### **Question 12 Satisfaction with police services in neighborhood**

A total of 91.9% of 321 respondents were satisfied with the general police services provided in their neighborhood (Question 12 graph). 96.0% of respondents aged 60 years and older were satisfied

(n=145) while 20.0% of respondents aged 20-29 years were dissatisfied ( $p<.06$ ). Victims/witnesses of a crime were less satisfied with the general police services in their neighborhood than all other respondents (79.6% vs. 94.1%,  $p<.05$ ).

### **Question 13 Satisfaction with police services in City as a whole**

A total of 93.1% of 320 respondents were satisfied with the general police services provided in the City as a whole by the Loveland Police Department (Question 13 graph). 100.0% of respondents aged 70 years and older were satisfied (n=80) as compared to 91.0% for all younger respondents ( $p<.09$ ). Victims/witnesses of a crime were less satisfied with the general police services provided in the City as a whole than all other respondents (79.2% vs. 95.6%,  $p<.05$ ).

### **Question 14 Characteristics of police officers**

From 82.9% to 90.2% of all respondents agreed that Loveland police officers were easy to approach, trustworthy, fair, courteous, hardworking, knowledgeable or professional (Question 14 graph). There were statistically significant differences in the extent of agreement among age groups regarding the characteristics as follows:

70 years-of-age and older vs. all younger age groups	
Knowledgeable	96.4% vs. 85.7%, $p<.05$
60 years-of-age and older vs. all younger age groups	
Professional	95.5% vs. 85.9%, $p<.03$
50 years-of-age and older vs. all younger age groups	
Trustworthy	87.6% vs. 75.3%, $p<.05$
Easy to approach	88.6% vs. 72.1%, $p<.01$
60 years-of-age and older vs. 20-29 years-of-age	
Courteous	93.9% vs. 64.3%, $p<.01$
Fair	96.1% vs. 64.3%, $p<.01$

Respondents in Patrol Districts 2 and 5 differed significantly from respondents in Districts 1, 3 and 4 in their evaluation of Loveland police officers. A total of 26.9% and 18.8% of respondents in Districts 2 and 5, respectively, indicated that officers were not professional ( $p<.02$ ); 32.1% and 21.2%, respectively, indicated that officers were not courteous ( $p<.01$ ); 26.9% and 22.6%, respectively, indicated that officers were not knowledgeable ( $p<.10$ ); 26.9% and 23.3%, respectively, indicated that officers were not hardworking ( $p<.07$ ); and 33.3% and 30.0%, respectively, indicated that officers were not easy to approach ( $p<.02$ ).

Victims/witnesses of a crime generally assessed the characteristics of Loveland police officers as 10-13% lower ( $p<.05$ ) than all other respondents as follows:

Professional	81.6% vs. 92.2%
Courteous	75.5% vs. 88.2%
Knowledgeable	79.2% vs. 90.0%
Trustworthy	74.5% vs. 85.8%
Hardworking	77.1% vs. 88.7%
Easy to approach	72.9% vs. 85.2%

Respondents whose contact involved traffic stops or tickets also generally assessed the characteristics of police officers as 11-13% lower ( $p<.05$ ) than all other respondents as follows:

Courteous	76.0% vs. 88.1%
Trustworthy	72.9% vs. 86.2%
Easy to approach	73.9% vs. 84.9%
Fair	73.9% vs. 85.9%

### **Question 15**

A total of 91.8% of 329 respondents indicated that both citizens and police are responsible for improving public safety and the quality of life in Loveland (Question 15 graph). A total of 69.9% of 286 respondents indicated that police officers have adequate ethnic and cultural awareness. However, 17.9% of 301 respondents did not feel comfortable contacting the Police Department to file a complaint against a police employee.

Victims/witnesses of a crime were less comfortable with filing a complaint against a police employee than were all other respondents (45.8% vs. 56.1%,  $p<.05$ ).

### **Question 16 Importance of police programs**

Respondents indicated that many Police Department programs were important to the community (Question 16 graph). They included gang prevention (94.5%), illegal drug-use enforcement (91.8%), sexual harassment and rape prevention (91.6%), crime prevention (85.9%), Neighborhood Watch (84.7%), accreditation (81.3%), underage liquor enforcement (80.8%) and school resource officers (77.0%).

A total of 18.3% of 312 respondents indicated that the Fish Derby was not an important program and 34.0% had a neutral opinion. Only 47.8% of survey respondents indicated that the Fish Derby was an important program. Similarly, the Citizens Police Academy, Community Night Out and Santa Cops programs were indicated as important by only 53.7, 56.3 and 56.8 percent, respectively, of respondents. A relatively large number of respondents had no opinion about the importance of those programs (28.1 - 34.4%).

There were statistically significant differences among age groups regarding the importance of some programs. The Neighborhood Watch program was important to 77.5% of respondents in the 50-59 years-of-age group as compared to 90.4% of respondents aged 60 years and older ( $p<.05$ ). Enforcement of underage liquor laws was much more important to respondents aged 40 years and older than to all younger age groups (84.4% vs. 58.3%,  $p<.01$ ). The Fish Derby was important to 66.7% of respondents aged 70 years and older but was important to only 40.8% of all younger age groups ( $p<.02$ ). Similarly, the Citizens Police Academy was much more important to respondents aged 70 years and older than to all younger age groups (80.0% vs. 45.9%,  $p<.10$ ).

School resource officers were more important to females than to males (83.9% vs. 69.1%,  $p<.04$ ). Similarly, the Santa Cops program was more important to females than to males (64.4% vs. 48.7%,  $p<.01$ ).

The Fish Derby was more important to respondents in District 4 (57.5%) than any other district and was less important to respondents in District 2 (35.3%) than any other district ( $p<.09$ ).

The Santa Cops (47.9% vs. 58.5%), Community Night Out (45.7% vs. 58.1%) and Citizens Police Academy (41.7% vs. 56.0%) were less important ( $p < .05$ ) to victims/witnesses of a crime than to all other respondents.

Future budget constraints might require evaluation and termination of some community programs sponsored by the Loveland Police Department. Citizen responses obtained from this survey might provide guidance regarding the importance and priority of such programs. The most important Loveland Police Department community programs were the traditional law enforcement activities of gang prevention (94.5%), illegal drug-use law enforcement (91.8%), sexual harassment and rape prevention (91.6%), crime prevention (85.9%), Neighborhood Watch (84.7%), accreditation (81.3%), underage liquor law enforcement (80.8%) and school resource officers (77.0%).

### **Question 17   Sources of information**

The primary source of information about the Loveland Police Department was the Loveland Reporter-Herald newspaper for 55.1% of 332 respondents followed by personal experience with the Department for 34.0%, word of mouth for 31.0%, television news for 20.2%, Loveland Connection newspaper for 6.6% and the City's web page for 5.7% of respondents. A combination of newspapers, television, the City's web page, word of mouth and/or personal experiences was the source of Loveland Police Department information for 43.1% of respondents.

### **Question 18   Basis of opinions**

A total of 59.6% of 329 respondents indicated that they based their opinions in the survey on personal experience, 58.1% on observations, 41.9% on newspaper articles, 25.2% on word of mouth, 10.9% on television news and 4.3% on other information. A total of 62.0% based their opinions about the Loveland Police Department on a combination of information sources.

### **Question 19   Most important issues**

There were 246 responses to the open-ended survey question "What is the most important issue the Loveland Police Department should be addressing?". The responses were grouped into categories. The most frequent response was gang prevention and behavior followed by illegal drug use, public safety, crime prevention and enforcement of traffic laws.

## Trend Analysis

Between-year comparisons and an analysis of possible trends were performed for several questions which were included in the year 2000, 2002, 2008 and 2011 surveys. Only between-year comparisons that were statistically significant are included in this report (i.e. a difference of 10% or greater).

The level of satisfaction with the Loveland Police Department has increased significantly ( $p<.05$ ) in six categories during the past 11 years (see Question 4 and 12 trend graphs). Note that the level of satisfaction declined from 2000 to 2002 for unknown reasons but has increased significantly since then.

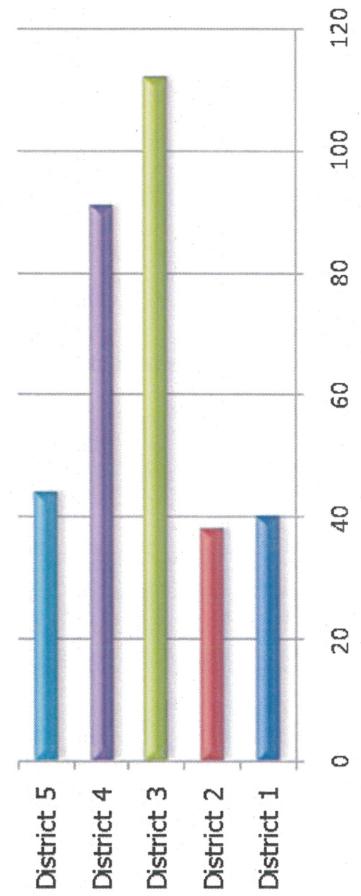
<u>Service</u>	<u>Satisfied respondents (%)</u>			
	<u>2000</u>	<u>2002</u>	<u>2008</u>	<u>2011</u>
General police service in your neighborhood	82.9	78.2	84.1	91.9
Quick response to emergency situation	68.8	66.1	73.0	77.1
Crime controls in your neighborhood	63.5	58.3	63.9	71.9
Providing fair and equal treatment to all	59.9	53.2	65.6	71.2
Understanding of community concerns	60.7	50.8	62.4	66.7
Handling citizen's complaints	58.1	48.8	61.0	67.3

The importance of two police programs to the community has increased significantly ( $p<.05$ ) during the past 11 years (see Question 16 trend graphs).

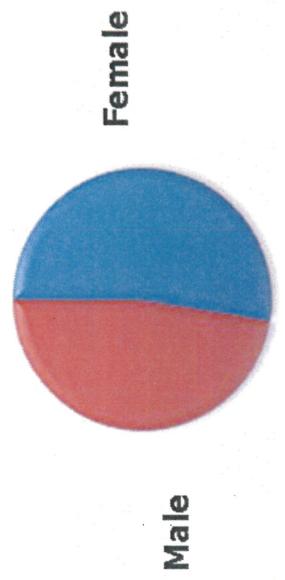
<u>Program</u>	<u>Respondents reporting "Important" (%)</u>			
	<u>2000</u>	<u>2002</u>	<u>2008</u>	<u>2011</u>
Gang prevention	87.0	82.5	91.2	94.5
Crime prevention	73.9	72.5	86.5	85.9
Accreditation	69.7	64.5	83.4	81.3
School resource officers	69.7	66.5	73.6	77.0
Community Night Out	45.6	39.6	59.2	56.3
Citizens Police Academy	41.5	37.2	57.3	53.7

## 2011 Citizens Satisfaction Survey Demographic Data

### Survey Responses by District

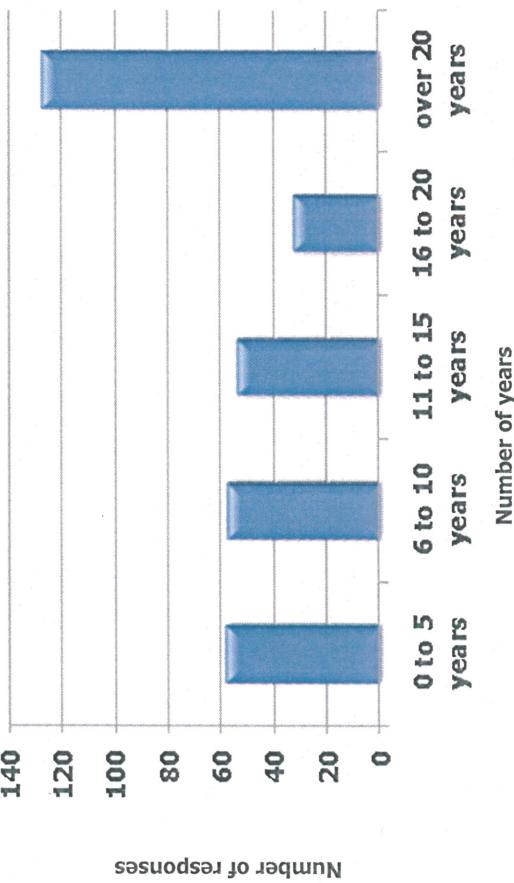


A total of 341 surveys were returned. The highest response rate came from citizens living in District 3 (34.5%). District 2 had the fewest responses (11.7%).



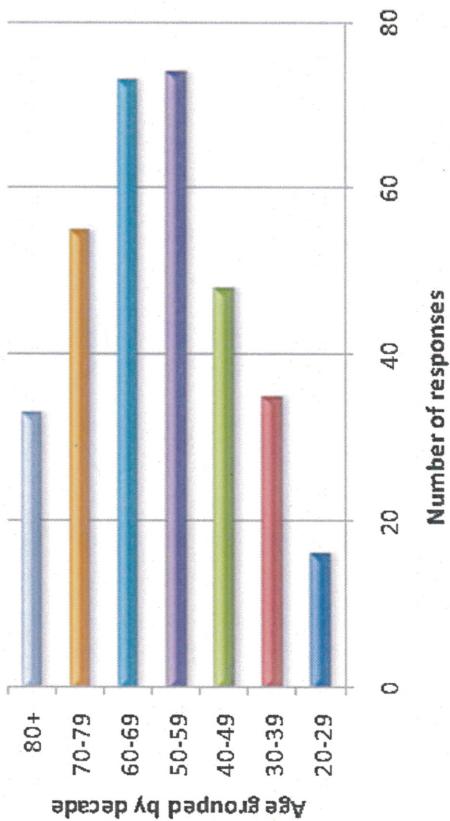
More females completed the survey (52.5%, n=177) than males (47.5%, n=160).

### Years Lived in Loveland



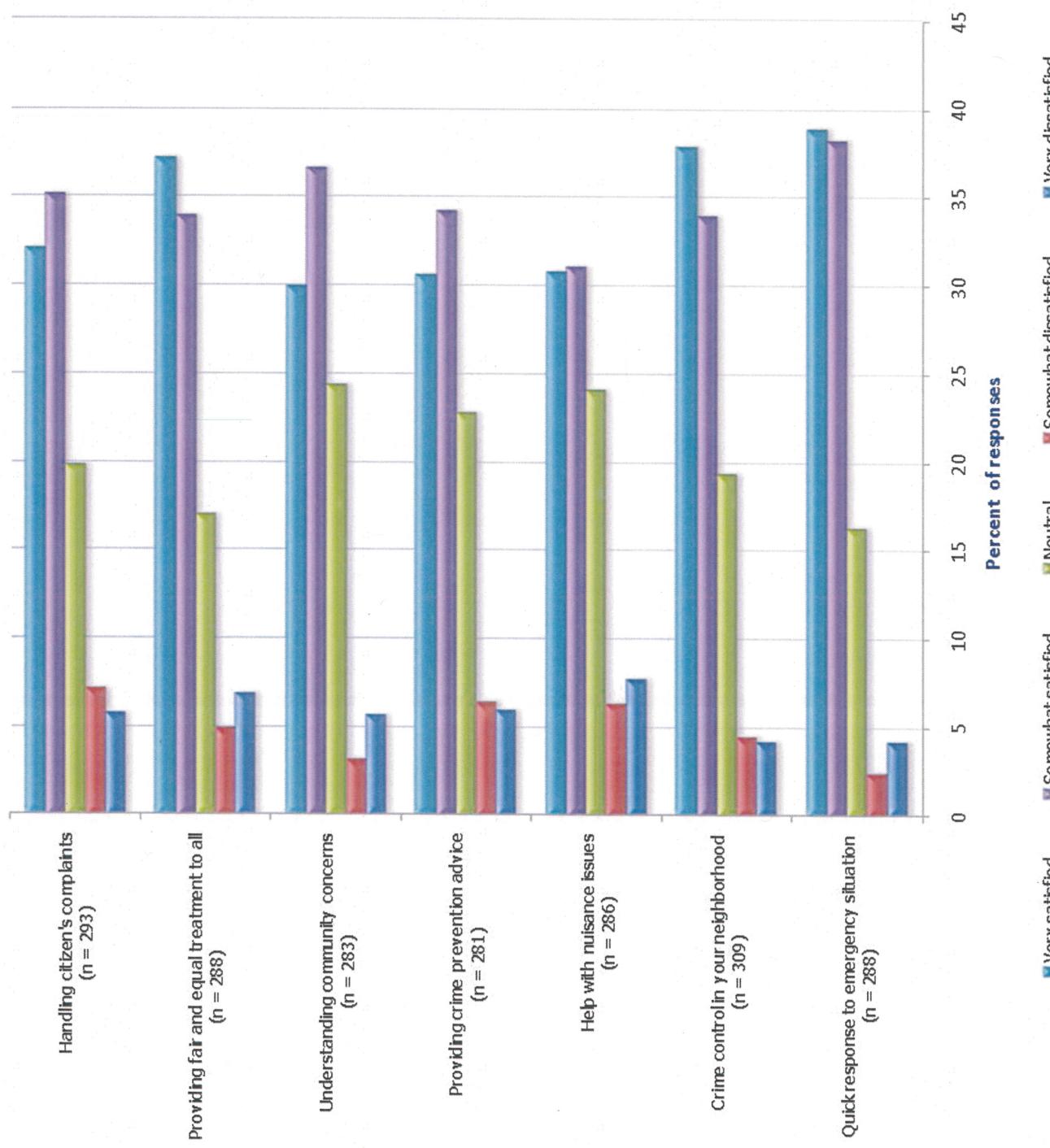
A total of 38.6% of respondents were residents of Loveland for more than 20 years while 17.8% of respondents were residents for 5 or fewer years.

### Age of respondent



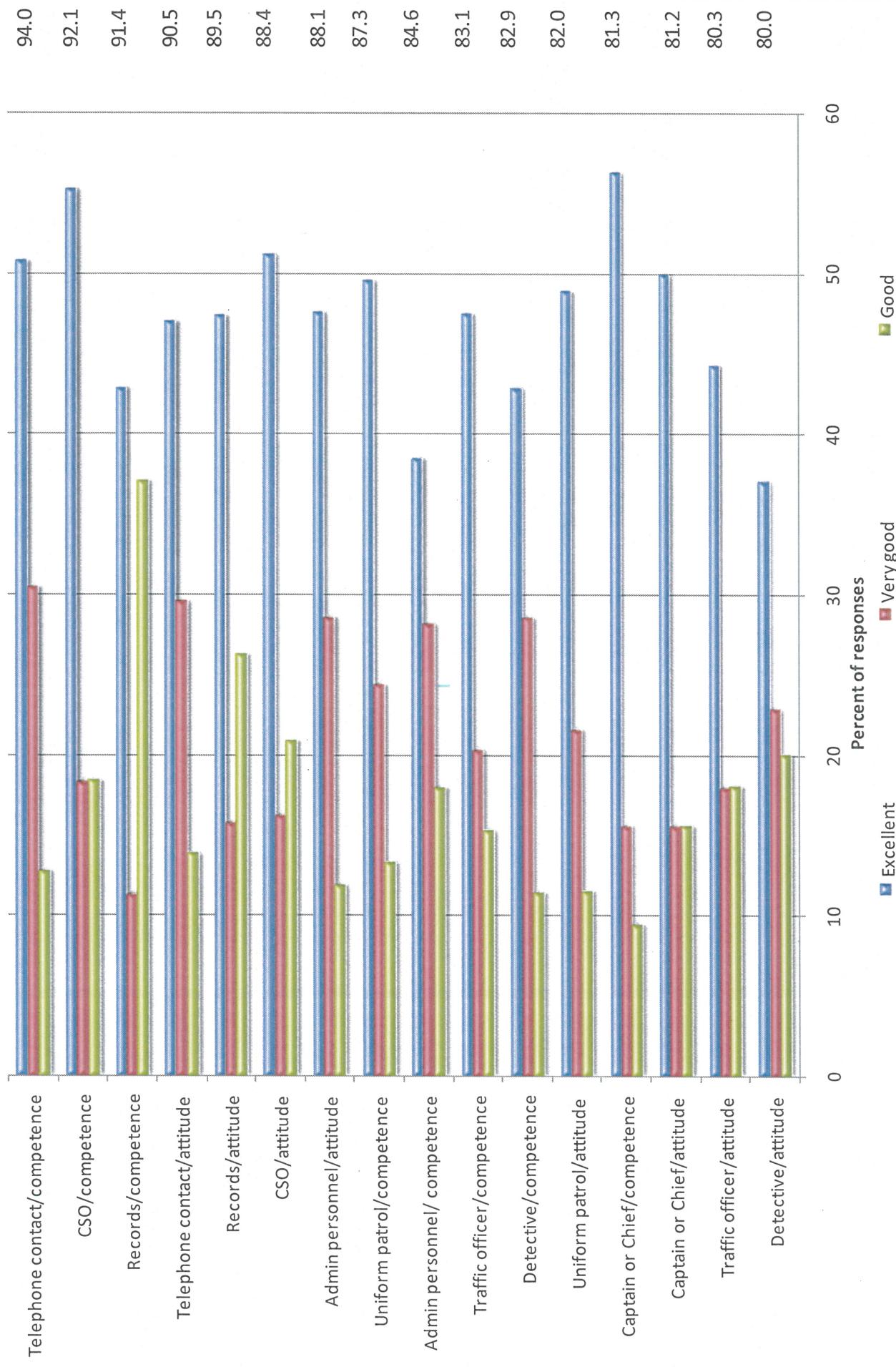
A total of 29.7% of respondents were under the age of 50 while 60.6% of respondents were between 50 and 79 years of age.

**Question 4. Rate your level of satisfaction with the Loveland Police Department in the following general categories.**

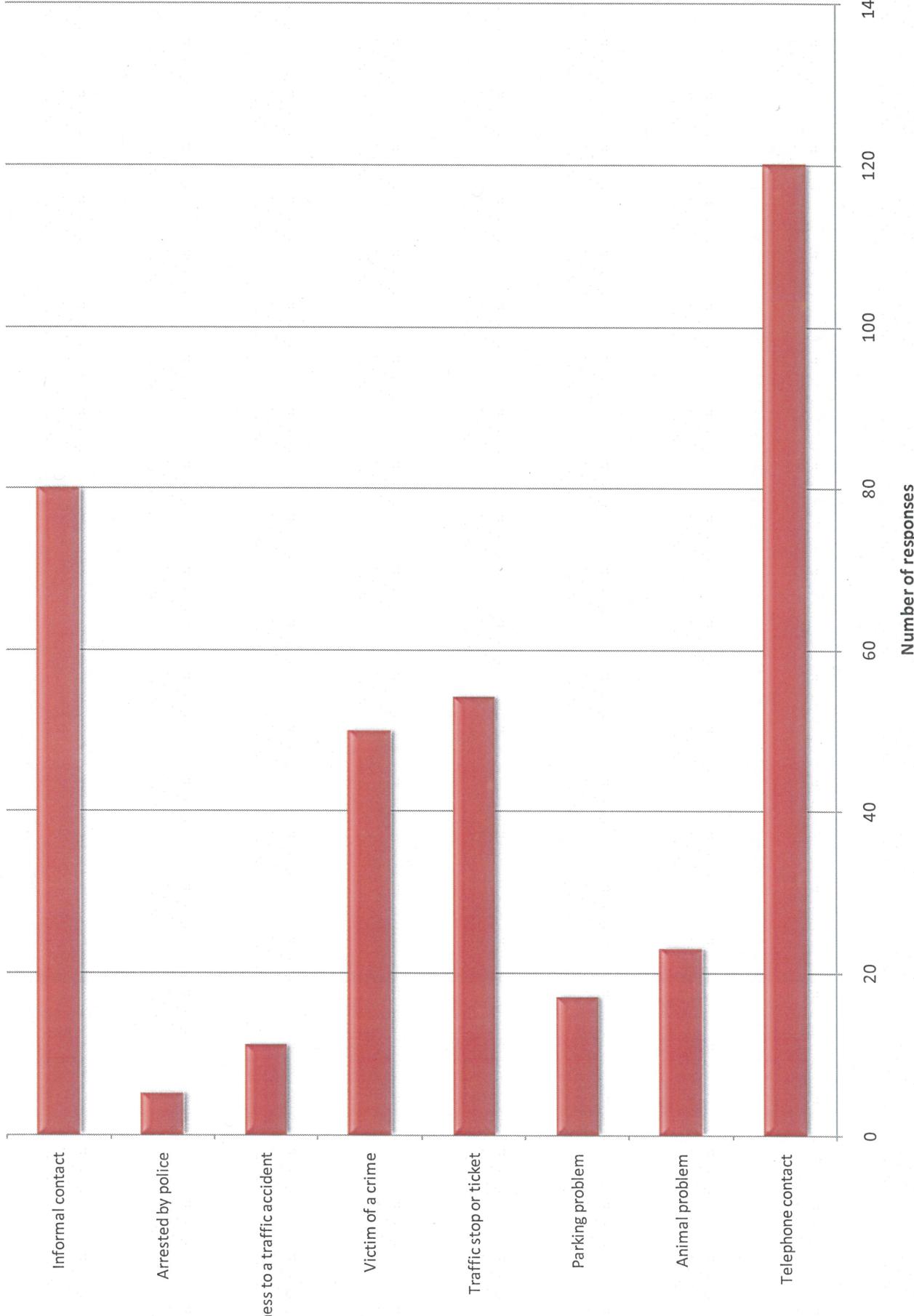


**Question 6. If formal contact occurred, please rate your overall level of satisfaction with either the competence or attitude of the various employee groups.**

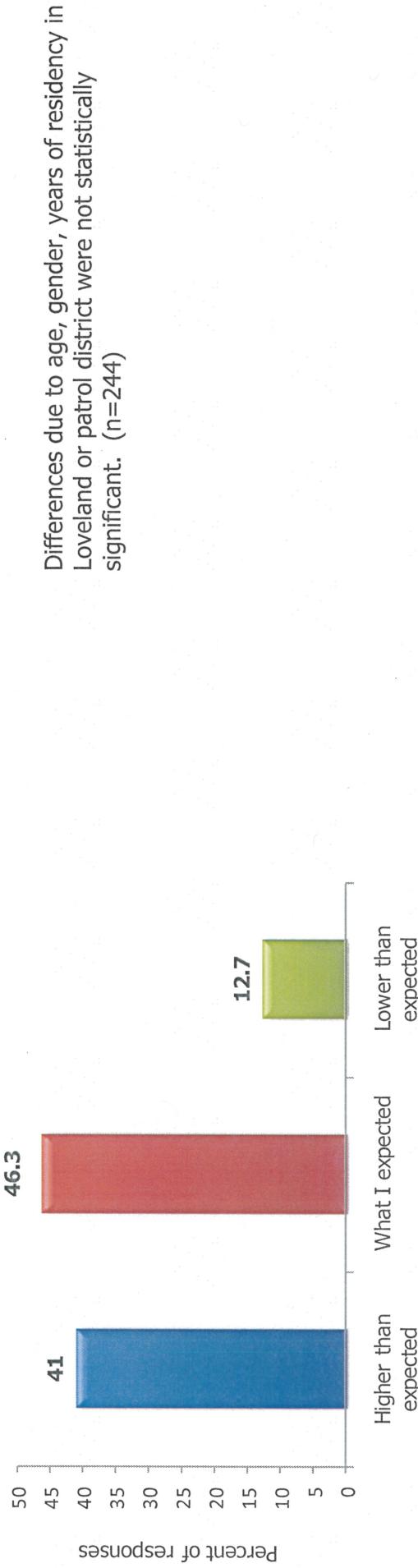
The percentage of respondents rating employees as good, very good or excellent is indicated at the right of each bar.



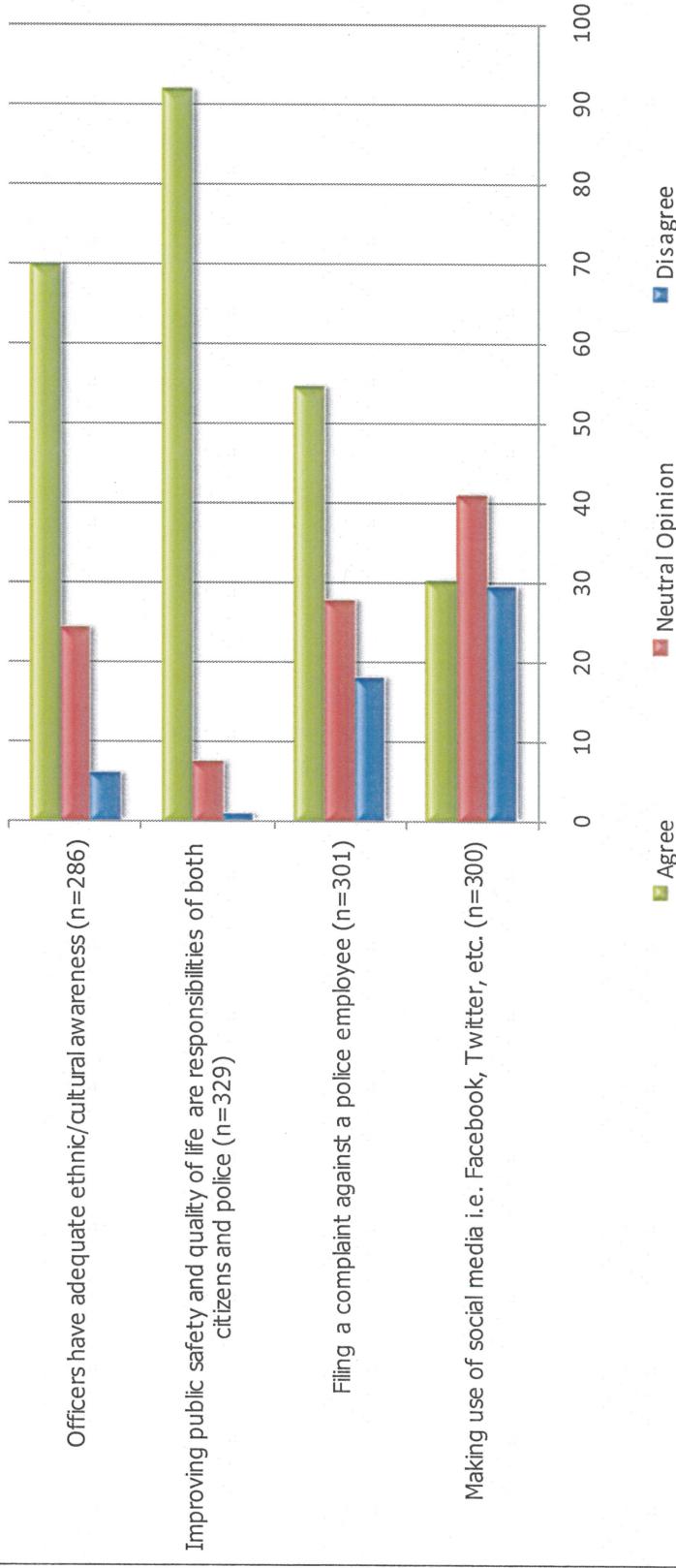
**Question 8. Mark all circumstances in which you came in contact with the Loveland Police Department during the past 36 months.**



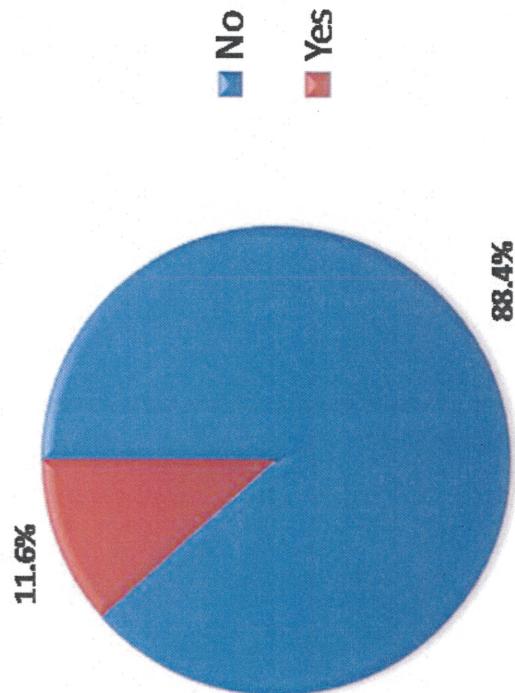
**Question 10. Indicate the statement below which best reflects your attitude towards the quality of service you received during your most recent contact with the Loveland Police Department.**



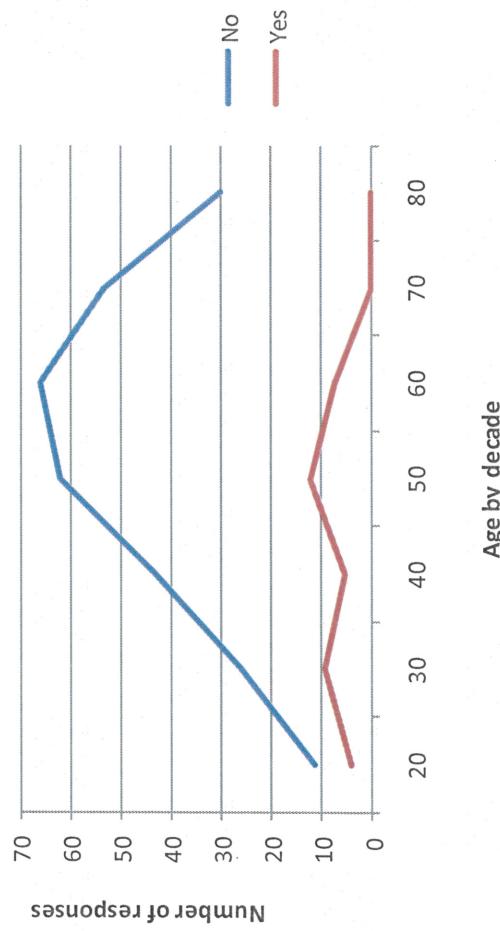
**Question 15. Indicate how strongly you agree/disagree with the following statements.**



**Question 11. Have you used the Police Department's web site?**

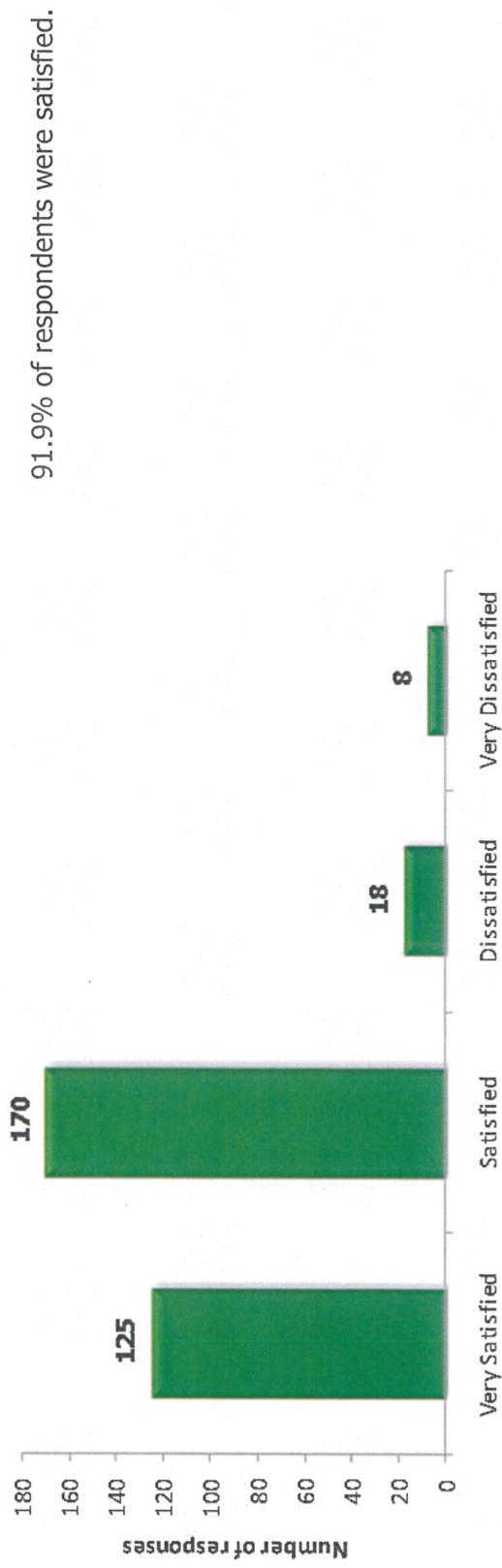


**Web site users by age range**

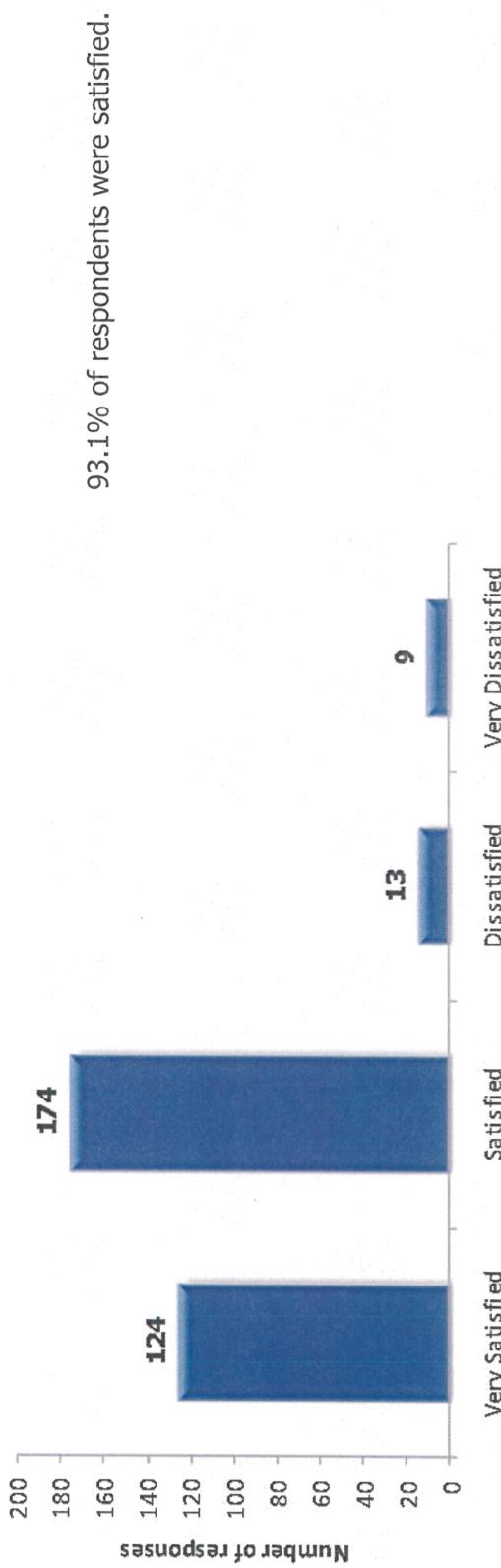


The largest number of users were in the 50-59 years-of-age group.

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

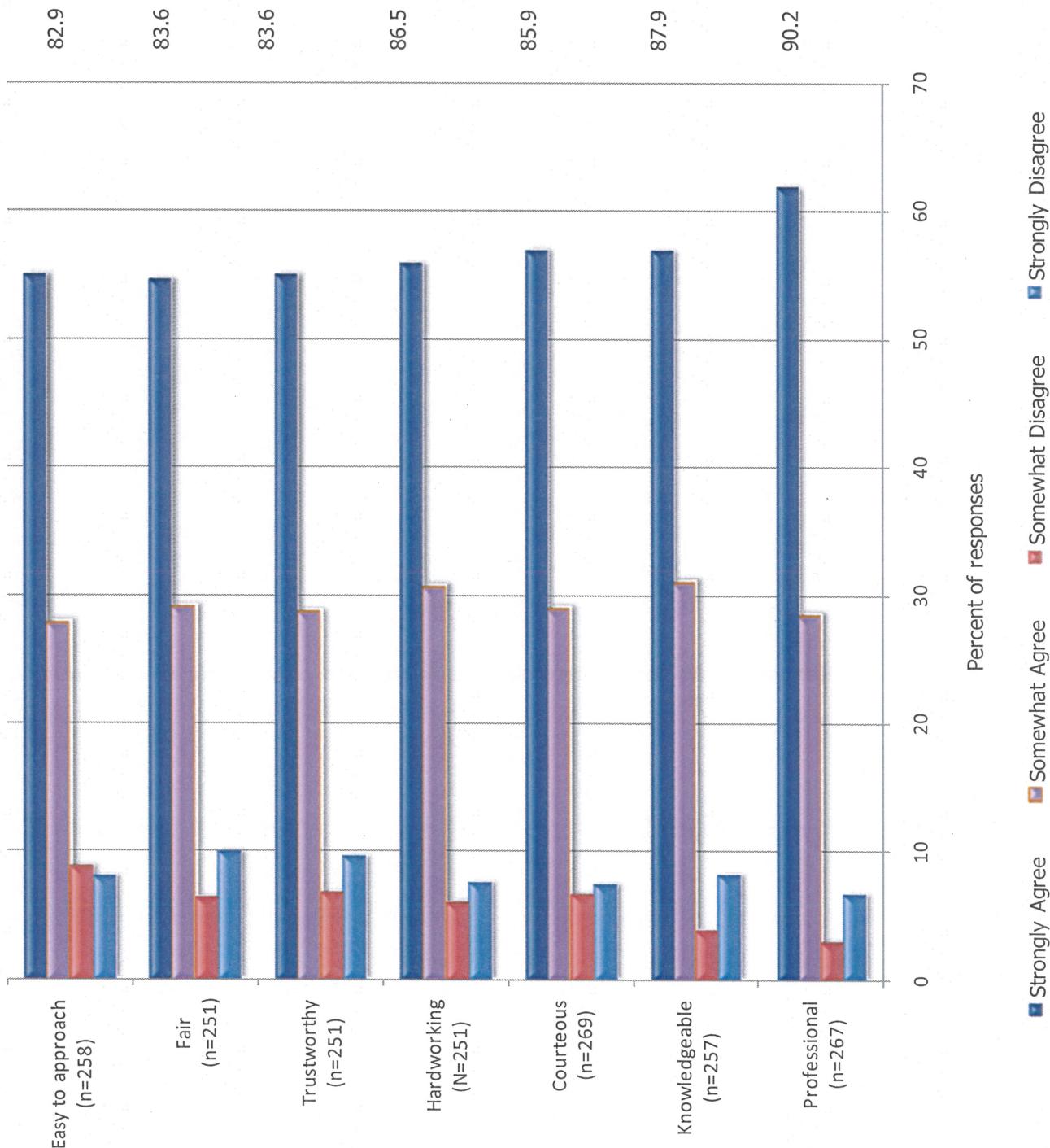


**Question 13. How satisfied are you with the general police services provided in the City as a whole by the Police Department?**

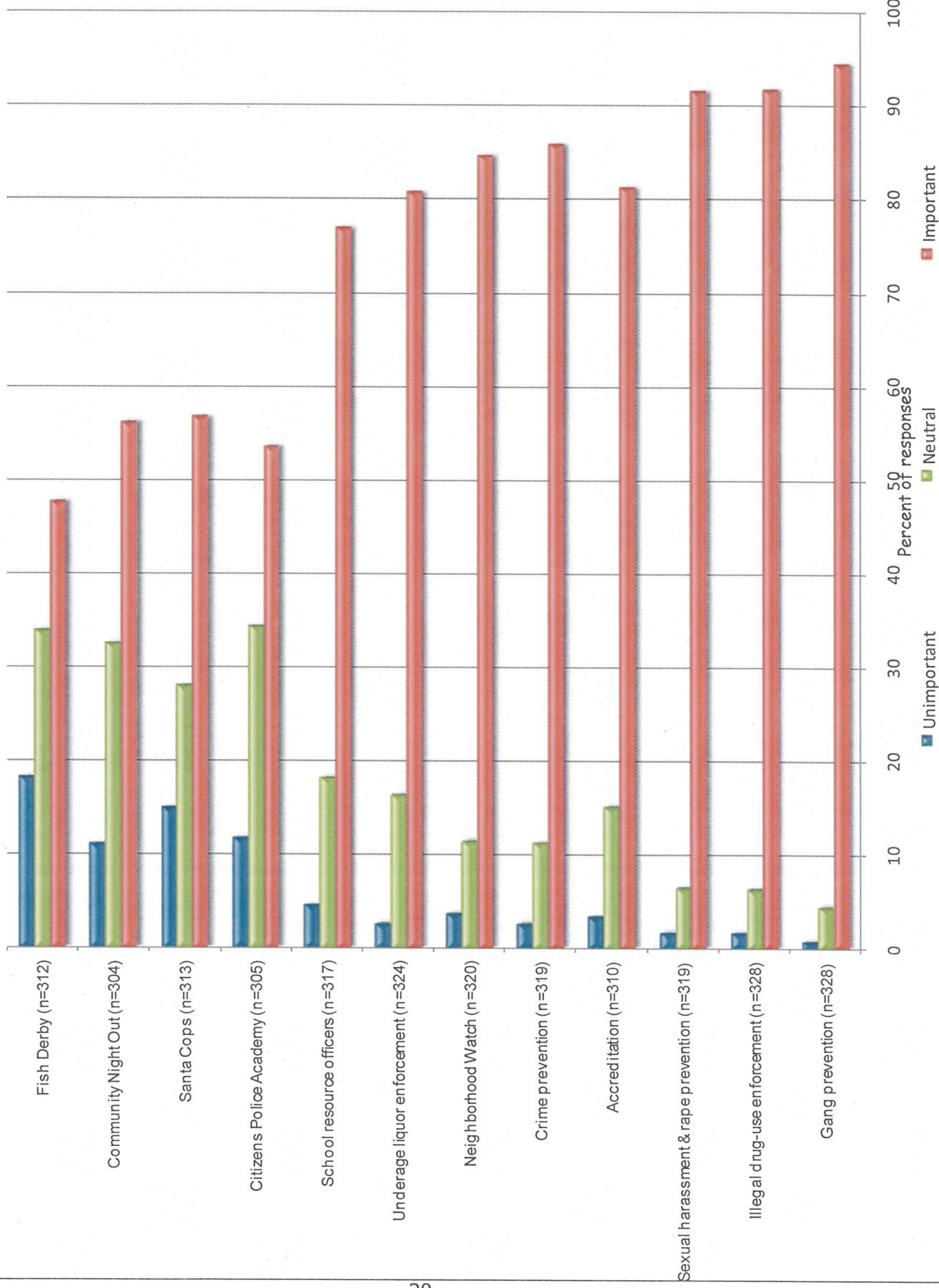


**Question 14. Which of the following characteristics best describe police officers when they are responding to the public.**

The percentage of respondents who agreed with the characterization is indicated at the right of each bar.

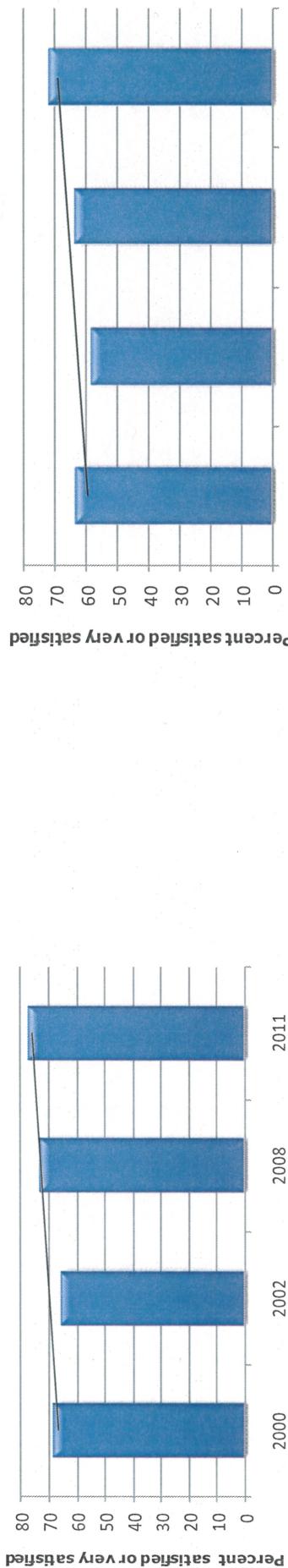


**Question 16. Please indicate how important each of the following programs are to the community.**



**Question 4. Upward trends among survey respondents in levels of satisfaction (satisfied or very satisfied) with the Loveland Police Department.**

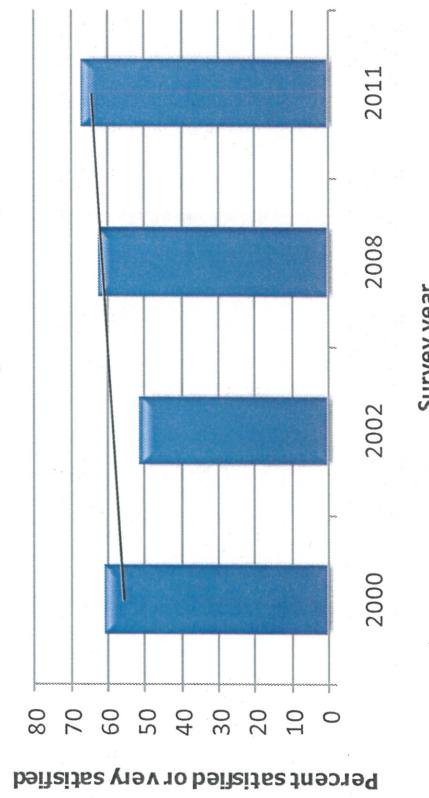
**Quick response to emergency situations**



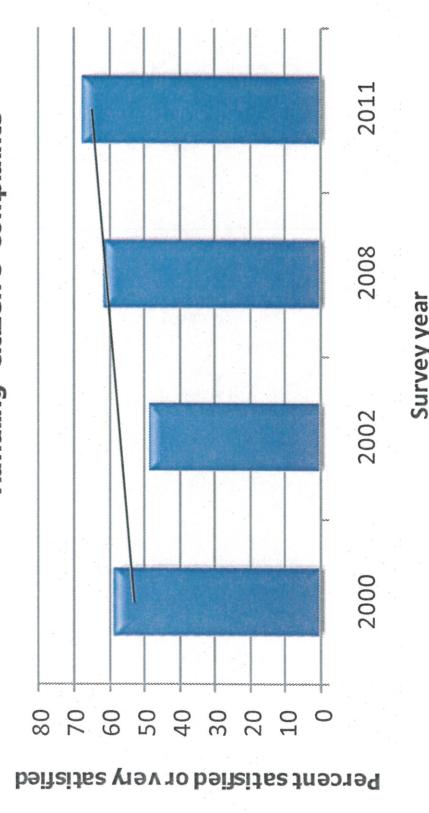
**Providing fair and equal treatment to all**



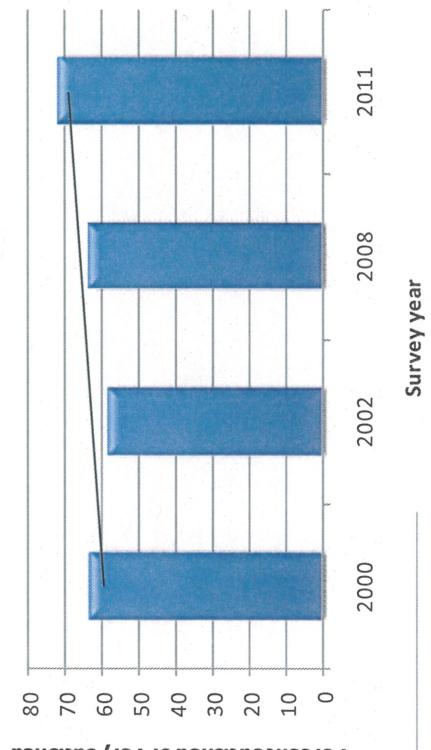
**Understanding community concerns**



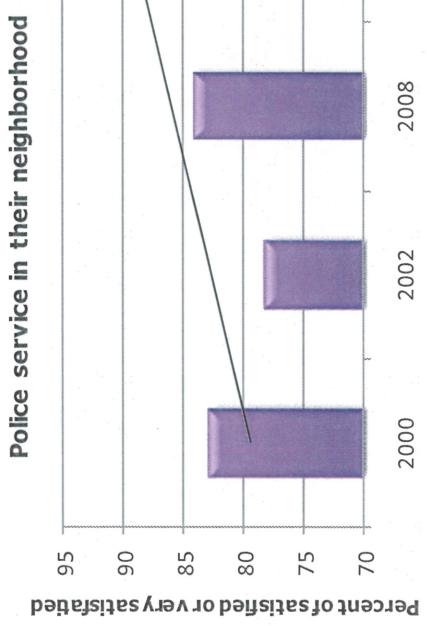
**Handling citizen's complaints**



**Crime control in their neighborhood**

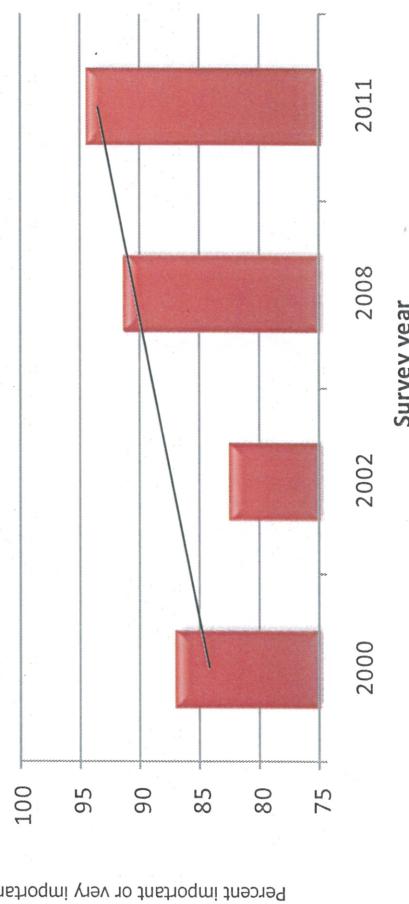


**Question 12. Upward trend among survey respondents in level of satisfaction (satisfied or very satisfied) with the Loveland Police Department's service provided in their neighborhood.**

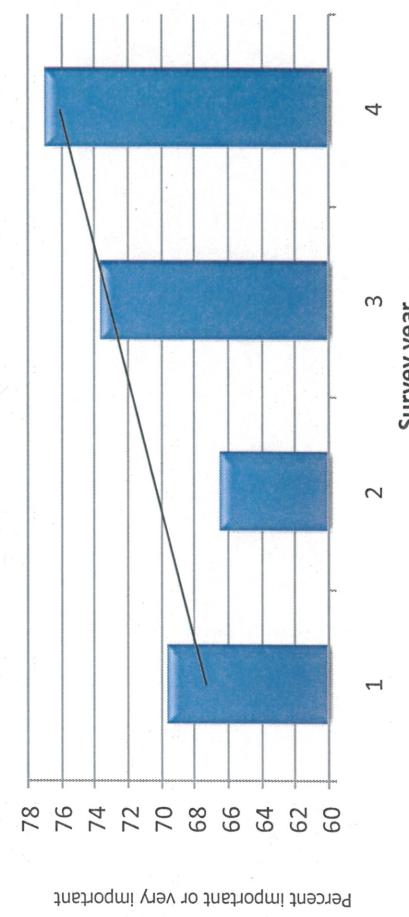


**Question 16. Upward trends among survey respondents in levels of importance (important or very important) of Loveland Police Department programs.**

### Gang prevention

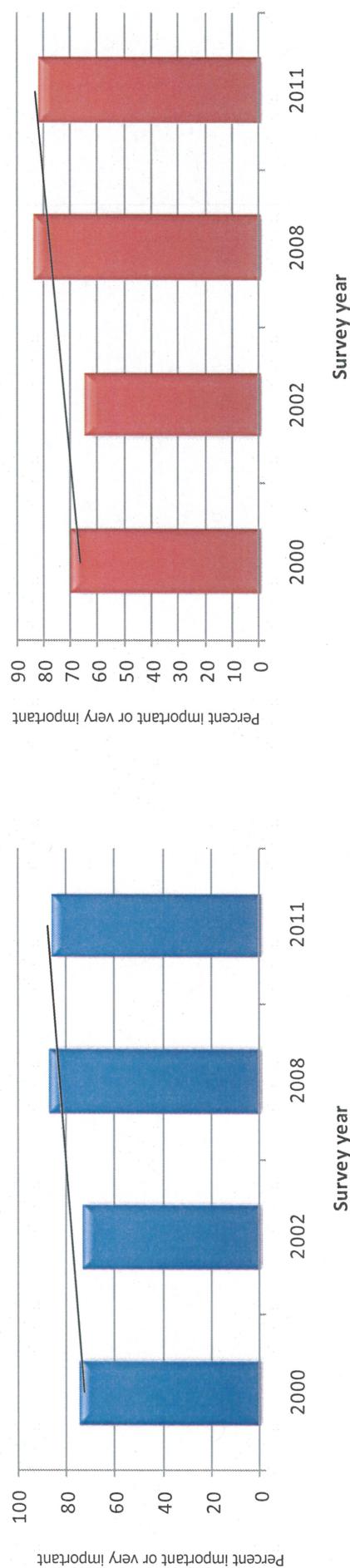


### School resource officers (SROs)

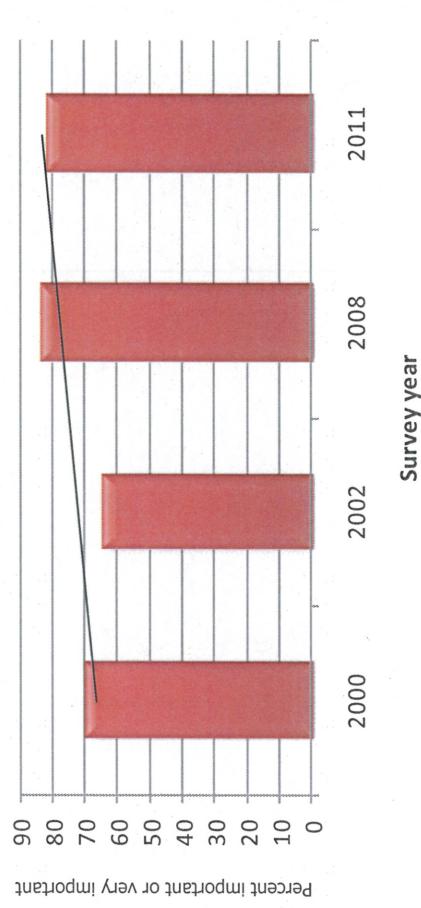


**Question 16. Upward trends among survey respondents in levels of importance (important or very important) of Loveland Police Department programs — continued.**

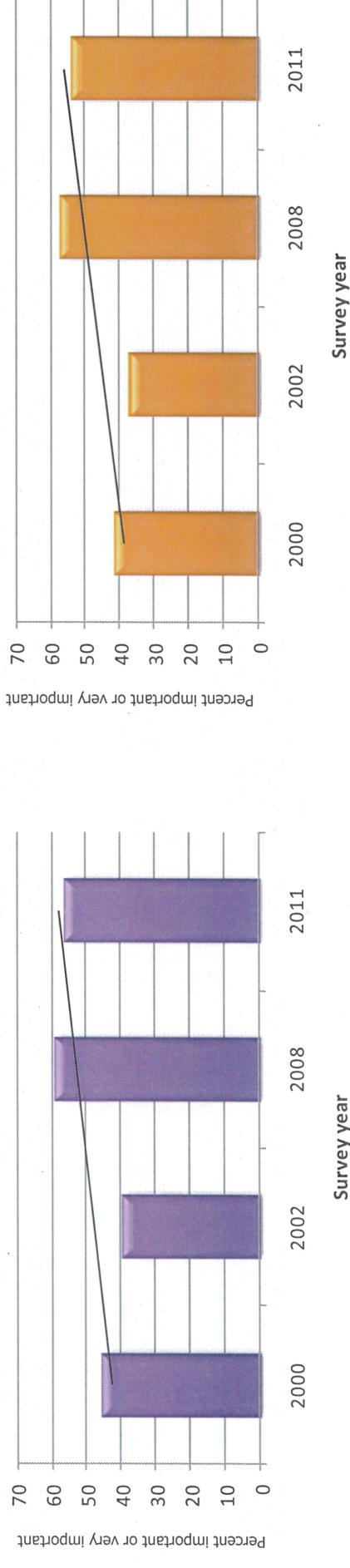
**Crime prevention**



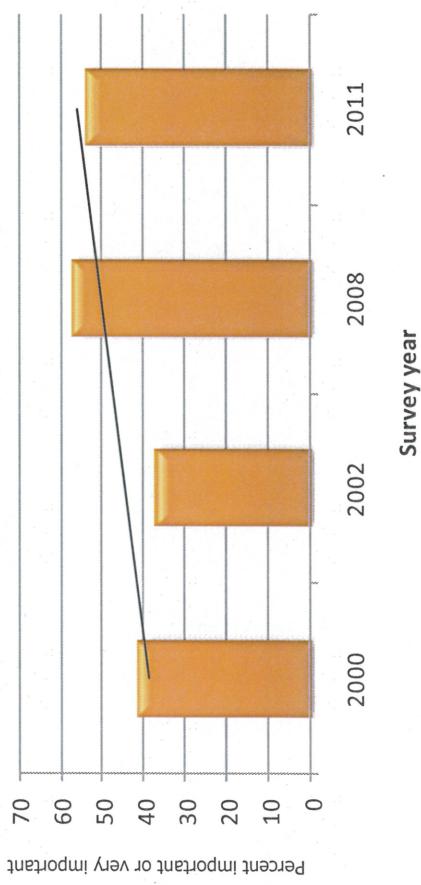
**Accreditation**



**Community Night Out**



**Citizens Police Academy**



## COMMENTS FROM 2011 SURVEY

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

BEING POLITE AND INFORMATIONAL  
A REAL PRESENCE IN THE COMMUNITY  
ALLOWING CITIZENS TO LIVE LIVES VS LETTER/INTENT OF THE LAW  
APPROACH AND CONTACT WITH CITIZENS  
AVOIDING TRAFFIC PATROL IN MY NEIGHBORHOOD  
BEING AROUND AND VISIBLE  
BEING GREAT ABOUT ARRIVING ON TIME, BUT LOVELAND POLICE SEEM TO ASSUME BEFORE  
    BEING TOLD THE WHOLE STORY  
BEING OUT AND ABOUT  
BEING PRESENT AND AVAILABLE  
BEING PROFESSIONAL, HELPFUL, RESPECTFUL  
BEING VISUAL AND AVAILABLE AROUND LOVELAND  
CARING FOR NEEDS OF LOVELAND  
CHILDREN'S PROGRAMS  
CITIZEN COMMUNICATION  
CITY OF LOVELAND IS ADEQUATELY PROTECTED  
CITY SEEMS SAFE  
COMMUNITY EVENT INTERACTION  
COMMUNITY OUTREACH  
COMMUNITY PRESENCE ON THE STREET AND WORKING WITH YOUTH IN THE COMMUNITY  
COMMUNITY RELATIONS  
CONTROLLING CRIME  
CONTROLLING GANG ACTIVITY  
CONTROLLING GANGS AND GANG BEHAVIOR  
CONTROLLING/MANAGING GANG ACTIVITIES  
COOPERATING WITH OTHER AGENCIES  
CRIME CONTROL  
CRIME RESPONSE AND PREVENTION  
DISCOURAGING GANG ACTIVITY  
DO NOT FEEL QUALIFIED TO ANSWER  
DRUG AND GANG CONTROL  
DUI  
EDUCATING CHILDREN  
ENSURING THE SAFETY OF OUR CITIZENS  
EVERYTHING  
EVERYTHING  
EVERYTHING EXCEPT NOT COURTEOUS AT TRAFFIC STOPS  
EXCELLENT LEADERSHIP  
EXPOSURE TO COMMUNITY  
GANG CONTROL

GANG CONTROL NEIGHBORHOOD INCIDENCES ARE DOWN CONSIDERABLY  
GIVING SPEEDING TICKETS  
GOOD JOB  
GOOD PR  
GOOD PRESENCE AND TRAFFIC CONTROL  
GOOD RESPONSE AND SUPPORT FOR DOMESTIC VIOLENCE  
GOOD VISIBILITY  
HANDING OUT SPEEDING TICKETS  
HAVEN'T SEEN ANYTHING AT ALL  
HELP AT THE HIGH SCHOOLS  
HIGH PRESENCE IN CITY  
I FEEL THE LPD IS DOING A GOOD JOB  
I LISTEN TO SCANNER AND QUICK RESPONSE IS VERY GOOD  
I MAINLY AGREE WITH WHAT I READ THEY ARE DOING IN THE REPORTER HERALD  
I SEE THEM PATROLLING PARKS AND SCHOOLS. I THINK THE NEIGHBORHOOD WATCH PROGRAMS ARE  
GREAT  
I THINK THEY ARE AGGRESSIVE IN MANAGING GANG ACTIVITY (I HOPE)  
INFORMATIVE  
INTERACTIONS WITH SCHOOLS  
INVOLVEMENT IN SCHOOLS. PRESENCE MAKES A DIFFERENCE  
IT APPEARS THEY'RE DOING A REALLY GOOD JOB WORKING WITH KIDS  
JUST ABOUT EVERYTHING  
KEEP GANGS IN CHECK  
KEEP OLDER SAFE  
KEEPING COMMUNITY SAFE  
KEEPING A PRESENCE IN THE NEIGHBORHOODS  
KEEPING A VISIBLE PRESENCE AS A REMINDER TO OBEY THE LAW  
KEEPING AREAS SAFE  
KEEPING CRIME DOWN  
KEEPING CRIME LEVELS LOW  
KEEPING GANGS AT A MINIMUM  
KEEPING GANGS OUT OF LOVELAND  
KEEPING LOVELAND SAFE  
KEEPING LOVELAND SAFE  
KEEPING LOVELAND SAFE AS IT GROWS  
KEEPING THE GANGS OUT OF LOVELAND  
KEEPING THE PEACE  
LISTENING AND BEING IMPARTIAL  
LOOKING OUT FOR THE CONCERN'S OF THE PEOPLE  
LUKE'S COLUMNS ARE SINCERE AND WELCOME INFORMATION  
MAINTAINING A SAFE COMMUNITY  
MAINTAINING LAW AND ORDER  
MAKING CITIZENS FEEL SAFE  
MAKING THEIR PRESENCE KNOWN  
MORE VISIBLE AROUND CITY AND SCHOOL LIGHTS

MOSTLY VISIBLE IN TOWN  
MY CONTACTS ARE SO LIMITED I CAN'T COMMENT  
NICE CARS & TRUCKS/THAT IS ALL!  
NO GRAFITTI IN LOVELAND, NO GANGS  
NO NO NO  
NOT AT ALL  
NOT AWARE OF PROBLEMS  
NOT SURE  
NOTHING-ON BACK  
NOTHING  
NOTHING  
NOTHING  
NOTHING IN PARTICULAR  
OFFICER DENISE IS VERY GOOD AT HER JOB  
OFFICER RESPONDED BY PHONE IMMEDIATELY. HAS BEEN DRIVING THROUGH OUR SUBDIVISION IN THE EVENING.  
OFFICERS WELL TRAINED  
OVERALL PERFORMANCE  
OVERREACTING  
PATROLLING  
PATROLLING THE CITY  
PATROLLING  
PATROLLING MANY AREAS, COMMUNITY OUTREACH AND TRAINING  
PATROLLING STREETS  
PATROLLING THE STREET IN MY NEIGHBORHOOD  
PATROLLING THE STREETS  
PEACE IN COMMUNITY; ZERO TOLERANCE FOR GANGS  
PERSONAL SERVICE IS EXCELLENT  
POLICING PROBLEM NEIGHBORHOODS  
POSITIVE RELATIONS WITH CITIZENS  
PRESENCE ALL OVER TOWN - PATROLS  
PRIORITIZING AND COMMUNICATING WHEN CALLED  
PROACTIVE WORK WITH HOMELESS  
PROBABLY KEEPING CRIME IN CHECK  
PROFESSIONAL  
PROFESSIONAL AND POLITE  
PROJECTING AN IMAGE OF "DON'T DO IT IN LOVELAND IF IT IS ILLEGAL"  
PROTECTING CITIZENS/POLICE CHIEF HECKER IS EXCEPTIONAL  
PROTECTING OUR CITY  
PROTECTING THE CITY  
PUBLIC CONTACT AND EDUCATION  
PUBLIC RELATIONS  
PUBLIC RELATIONS  
PUBLIC RELATIONS, RESPONSE TO COMPLAINTS  
QUIET, DEPENDABLE PRESENCE

REDUCE SPEEDERS VISUAL WITHIN COMMUNITY  
RESPONDING TO EMERGENCIES  
RESPONSE TIME  
RESPONSE TIME AND PROFESSIONAL BEHAVIOR  
RESPONSE TIME/CUSTOMER SERVICE  
RESPONSE TO CALLS  
SAFE COMMUNITY  
SEEING THEM DRIVING  
SEEM TO BE KEEPING GANGS IN CHECK  
SELF DEFENSE FOR WOMEN (PROGRAM AT CHILSON CENTER)  
SHOWING A PRESENCE ON MAJOR STREETS  
SINCE MY CONTACT HAS BEEN LIMITED, I CAN'T JUDGE  
STAYING CALM WHEN INTERACTING WITH CITIZENS  
TAKING CARE OF CRIME (DRUGS)  
TAKING CARE OF LOVELAND CITIZENS  
THE COPS TRY THEIR BEST  
THE SAFETY VILLAGE AT CENTENNIAL IS GREAT  
THEIR JOB  
THEIR JOB  
THEIR JOB  
THEIR VISIBLE PRESENCE IN LOVELAND  
THERE SEEM TO BE TOO MANY-SOME ARE GREAT, SOME ARE NOT  
THEY ARE VISIBLE ALL AROUND THE COMMUNITY  
THEY DON'T GIVE UP AND KEEP ON GIVING  
TRAFFIC AT CROSSROADS CHURCH ON SUNDAY  
TRAFFIC CONTROL - DRUGS - MAJOR CRIMES  
TRAFFIC PATROL  
TRYING TO CONTROL GANGS  
TRYING TO KEEP LOVELAND SAFE W/LIMITED RESOURCES & INCREASED CRIME LEVELS  
TRYING TO SERVE LOVELAND AS GOOD AS POSSIBLE  
UNDERSTANDING THE DRUG PROBLEM  
VERY GOOD PUBLIC RELATIONS  
VERY LITTLE IF ANY EXPERIENCE WITH OFFICERS  
VERY LOW CRIME IN NEIGHBORHOOD  
VERY PROFESSIONAL  
VERY SAFE TOWN  
VERY VISIBLE  
VISIBILITY  
VISIBILITY  
VISIBILITY I ALWAYS SEE 3-4 COPS EACH EVENING  
VISIBILITY IN SPEEDING ZONES BUT I REALIZE NOT ENOUGH OFC FOR EVERY TIME/DAY/LOCATION  
VISIBILITY THROUGHOUT LOVELAND  
WE HAD A RENTAL HOME IN OUR NEIGHBORHOOD DEALING DRUGS AND OTHER ILLEGAL ACTIVITY  
WEEDING OUT GANG PROBLEMS  
WHILE WE HAVEN'T HAD TO CALL THE POLICE WE DO APPRECIATE THE OFFICER'S LIVING IN OUR AREA

WORKING ON GANG/DRUG PROBLEMS  
YOU GUYS ARE DOING GOOD  
YOUR PRESENCE SEEMS TO BE "EVERYWHERE!"  
YOUTH EDUCATION

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

NEIGHBORHOOD WATCH, GANG PREVENTION, UNDERAGE LIQUOR ENFORCEMENT, ILLEGAL DRUGS AND TRAFFIC CONTROL.  
METH, GANGS, COMMUNITY SAFETY  
ABUSE, DRUGS, ALCOHOL, GANGS  
ACQUIRING MORE OFFICERS  
ALWAYS THE SAFETY OF OUR COMMUNITY  
ARRESTING CRIMINALS AND ADDRESSING THOSE DISTURBING THE PEACE  
BEING MORE EFFICIENT RATHER THAN JUST BEING BIGGER  
BEING PRESENT IN TRAFFIC SPEED ZONES  
BEING QUICK TO RESPOND WHEN CALLED  
BLUE COLLAR CRIMES (THEFT)  
BUDGET, EVERYTHING ELSE IS AUTOMATICALLY ADDRESSED BECAUSE THAT IS THE NATURE OF POLICE DEPARTMENT  
CATCHING PEOPLE WHO SPEED  
CHECK ALLEYS AT NIGHT AND EARLY MORNING  
CITIZEN SAFETY, CRIME PREVENTION  
COMMUNITY INTERACTION  
COMMUNITY SAFETY  
COMMUNITY SAFETY  
COMMUNITY SAFETY  
CONTINUE FIGHTING GANG DRUG PROBLEMS  
CONTINUE TO MAINTAIN A SAFE COMMUNITY FOR ITS CITIZENS  
CONTINUED EDUCATION PROGRAMS  
CRIME-GANGS  
CRIME - PROTECTING CITIZENS  
CRIME  
CRIME  
CRIME  
CRIME  
CRIME  
CRIME AND GANG PREVENTION/NEIGHBORHOOD WATCH AND VISIBLE  
CRIME AND GANGS RATHER THAN SITTING AROUND CORNERS TO PASS OUT SPEEDING TICKETS  
CRIME APPREHENSION-GANG CONTROL  
CRIME CONTROL  
CRIME CONTROL/PREVENTION  
CRIME IN THE CITY  
CRIME INCLUDING LESSOR CRIMES SUCH AS SPEEDING ON COMMUNITY ROADS



DRUGS AND ALCOHOL IN SCHOOLS  
DRUGS AND GANGS  
DRUGS AND METH LABS, ALSO TALKING ON CELL PHONES/TEXTING WHILE DRIVING & NOT PAYING ATTENTION  
DRUGS INCLUDING MARIJUANA  
DRUGS, CRIME AND VANDALISM (ESPECIALLY WHEN SCHOOL IS OUT)  
DRUGS, GANGS, SPEEDERS  
DRUGS, DUI, CHILD ABUSE  
DRUGS/GANGS  
DRUGS/GANGS/VIOLENT CRIMES  
DUI, TRAFFIC SPEEDING AND TAILGATING  
DV, STALKING, NEED DV TRAINING ESP SENSITIVITY AND UNDERSTANDING  
ELDER ASSISTANCE  
ELIMINATING GANG AND DRUG ACTIVITY  
EMERGENCY PREPAREDNESS  
ENFORCING THE LAW, HELPING VICTIMS  
FAIRNESS AND IMPARTIALITY  
FOLLOWING UP WITH VICTIM OF CRIMES, INVESTIGATING COMPLAINTS FILED BY VICTIMS  
FOR MY FAMILY PRIVACY & HARASSMENT OF A NEIGHBOR  
GANG, DRUG ENFORCEMENT  
GANG ACTIVITIES  
GANG ACTIVITIES AND DRUG USE  
GANG ACTIVITY  
GANG ACTIVITY  
GANG ACTIVITY  
GANG ACTIVITY AND DRUGS  
GANG ACTIVITY IN LOVELAND  
GANG ACTIVITY, SPEDERS, CELL PHONE TEXTING WHILE DRIVING.  
GANG CRIME  
GANG DRUG ISSUES  
GANG INVOLVEMENT/DEVELOPMENT  
GANG PREVENTION  
GANG PREVENTION & CRIMES ASSOCIATED W/ILLEGAL ALIENS  
GANG PREVENTION AND ILLEGAL DRUGS  
GANG PREVENTION/CONTAINMENT

GANG PREVENTION/TRAFFIC SAFETY  
GANG PROBLEMS AND PUBLIC SAFETY IN THE PARKS  
GANG RELATED CRIMES  
GANG RELATED ISSUES  
GANG RELATED TO GREELEY & FC  
GANG VIOLENCE  
GANGS, DRUGS NOT POT  
GANGS  
GANGS DRUGS  
GANGS DRUGS  
GANGS AND DRUG PREVENTION  
GANGS AND DRUG RELATED ISSUES  
GANGS AND DRUGS  
GANGS AND DRUGS  
GANGS AND DRUGS PREVENTION  
GANGS AND DRUGS. GET THOSE PUNKS OUT OF OUR TOWN  
GANGS AND ILLEGAL DRUG USE AND SALES  
GANGS AND ILLEGAL DRUGS  
GANGS AND ILLEGAL DRUGS  
GANGS AND MARIJUANA ENFORCEMENT AS WELL AS OTHER DRUG ENFORCEMENT  
GANGS AND METHAMPHETAMINE  
GANGS, DRUGS AND VIOLENT CRIMES  
GANGS, CRIMES  
GANGS, DRUG ENFORCEMENT  
GANGS, DRUGS  
GANGS, DRUGS  
GANGS, DRUGS, BULLYING  
GANGS, DRUGS, SPEEDERS, CELL PHONE TEXTING  
GANGS, LAKE LOVELAND, NIGHT  
GANGS/HOMELESS/THEFT  
GANGS/UNDERAGE DRINKING AND DRUGS  
GENERAL CRIME SOLVING, GANG PREVENTION  
GENERAL PUBLIC SAFETY  
GENERAL SAFETY

GETTING RID OF METH!  
GOOD RESPONSE TO EMERGENCY  
HARASSMENT AND RAPES  
HOW PEOPLE DRIVE AND OBEY LAWS  
I BELIEVE YOU ARE DOING IT, THANK YOU  
I DO NOT KNOW  
ILLEGAL DRUG TRAFFICKING, GANG PREVENTION  
ILLEGAL DRUG USE AND GANG PREVENTION  
ILLEGAL DRUG USE ENFORCEMENT  
ILLEGAL DRUGS  
ILLEGAL DRUGS, ANIMAL ABUSE, CHILD ABUSE  
ILLEGAL DRUGS/GANG CONTROL  
ILLEGAL GANGS, DRUGS  
ILLEGAL IMMIGRANTS  
ILLEGAL PARK CARS, SPEEDERS IN SCHOOL ZONES  
ILLEGAL PEOPLE COMING IN WITH DRUGS  
INCREASING CRIME ISSUES  
IT IS IMPORTANT TO KEEP CITIZENS SAFE AND PROVIDE PROMPT ASSISTANCE WHEN NEEDED  
JUST KEEP DOING WHAT YOU HAVE BEEN DOING  
JUVENILE DELINQUENCY (LOITERING GANGS NORTH 7-11)  
KEEP GANGS, DRUGS OUT OF COMMUNITY  
KEEPING LOVELAND A SAFE PLACE FOR FAMILIES (ALL AGES)  
KEEPING CITIZENS SAFE  
KEEPING LOVELAND A SAFE PLACE TO LIVE  
KEEPING LOVELAND SAFE AND CRIME IN CHECK  
KEEPING METHAMPHETAMINES OFF THE STREET  
KEEPING OUR CITY CRIME FREE AND SAFE  
LYING UNDER OATH - ARDEN JACKSON  
MAINTAINING THE NICE TOWN WE ALREADY HAVE  
MAKE SURE IT STAYS FRIENDLY AND SMALL TOWN NOT ABOUT MAKING ARRESTS OR  
WRITING TICKETS  
METH  
METH!!  
MORE HIGH PROFILE  
NEIGHBORHOOD  
NEW PROGRAMS, RETIRING OLD COPS, MORE COMMUNITY WATCH  
NO TOLERANCE FOR UNDER 21 LAW BREAKERS  
NOISE  
OBVIOUSLY MORE THAN ONE AND HOW SPECIFIC  
OVERALL SAFETY FOR PUBLIC  
PROFESSIONALISM, MUTUAL RESPECT OF CITIZENS  
PROMOTING GOOD QUALITY OF LIFE IN THE CITY  
PUBLIC SAFETY AND CRIME ENFORCEMENT AND PREVENTION  
PUBLIC SAFETY AND CRIME PREVENTION  
PUBLIC SAFETY AND EDUCATION

PUBLIC SAFETY/A HUGE ISSUE WITH MANY ASPECTS INVOLVED/VERY COMPLICATED/NEEDS  
TO BE PUBLIC INVOLVEMENT  
REPLACE ALL OFFICERS START OVER/THEY HOLD GRUDGES FROM HS  
ROBBERY  
SAFETY  
SAFETY  
SAFETY  
SAFETY AND AWARENESS MACE, SELF DEFENSE, ETC.  
SAFETY/RESPONSE TO EMERGENCIES  
SERIOUS HEAVY DRUG PROBLEMS-NOT USE OF MARIJUANA  
SERVING PUBLIC  
SLOW DOWN SPEEDERS  
SLOWING DOWN TRAFFIC IN NEIGHBORHOODS  
SPEED LIMIT CONTROL IN SCHOOL ZONES! WE HAVE A GREAT NEIGHBORHOOD!  
SPEEDING  
SPEEDING  
SPEEDING AGGRESSIVE DRIVING INATTENTIVE DRIVER  
STAY WITH WHAT THEY DO BEST. CRIME PREVENTION AND GANG PROGRAMS  
STOPPING CRIME, WORKING WITH THE COMMUNITY AND KIDS  
THE COMMUNITIES SAFETY  
THE METH HOUSES. DRUGS  
THE PUBLIC'S SAFETY  
THE WAY PEOPLE HAVE BEEN DRIVING-LIKE THEIR EYES ARE TORN OUT  
THEIR COMMUNITY - THANK YOU!  
THERE ARE A NUMBER BUT THE GANGS AND DRUGS SHOULD BE TOP PRIORITY  
TO TREAT ALL PEOPLE AS EQUAL AND NOT TO PICK AND CHOOSE WHOSE SIDE THEIR ON.  
TOO MANY STOP LIGHTS IN LOVELAND  
TRAFFIC ENFORCEMENT  
TRAFFIC PATROL IN MY DISTRICT? ROLL THROUGH OUR SUBDIVISIONS  
TRAFFIC PATTERNS  
TRAFFIC/GANG  
TREAT THE CITIZEN IN LOVELAND LIKE A HUMAN BEING (DIGNITY)  
TREATING ALL CITIZENS THE SAME  
TREATING PEOPLE FAIR AND EQUAL-DON'T MAKE ASSUMPTIONS  
TRUTH!!!!  
UH CRIME  
UNDERAGE DRINKING, DRUGS, GANGS, SPEEDING IN TRUCKS AND CARS  
VANDALISM  
VEHICLE BEING TAKEN HOME FOR PERSONAL USE  
VIOLENT CRIME  
VISIBILITY ALL OVER  
YOUNG TRUANCY-JUST TROUBLE YOUTH PLAYING PRANKS EGGING HOUSES DESTROYING  
LANDSCAPE

## ADDITIONAL WRITTEN COMMENTS FROM 2011 SURVEY

<u>Survey Number</u>	<u>Comments</u>
1.	I think too much time is wasted harassing teens. They jump on the kids, but ignore a burglary. Most of the officers, female, could use an attitude adjustment!
3.	When speaking to officers, they are very courteous. City bus speeds from E. 9 <sup>th</sup> and Madison west all the time.
7.	We had one experience and it was good, very good. We are out often and see police vehicles often on the streets. Think that is great!
9.	I've been blessed that I have not needed police assistance. The officers I have been in contact with in a social/church atmosphere have been very kind and professional. Thanks!
11.	Nice job
12.	I would like to see less hit and run accidents and stolen vehicles.
13.	A relative of mine is a dispatcher in a different county in Colorado, but always comments on how professional, well trained, and informed the officers from Loveland are when they attend training.
15.	Since I have had very limited contact with the police department the survey should have a check off for that choice.
16.	They overall are not fair how they deal with people. Facts don't matter, only police opinion.
21.	When all things are considered, the LPD is probably one of the best all around departments in N. Colo. I think they have more patience and compassion than say Greeley, Longmont and Ft. Collins for sure. I remember the Riverhouse shooting. There hasn't been anything like that again.
26.	We lost most of our respect for the Loveland Police Department several years ago when they treated our family like criminals when we were the victim! We had numerous witnesses, but there was no talking or reasoning with the police. There was no effort to do what made sense-only to do what was easiest for them.
27.	Gangs - It seems like an issue that will never be taken care of, but I think our police department does a good job of trying to.
28.	The Loveland Police Department has worked hard to keep Loveland safe and the best place to live in the Front Range. Thanks!!
30.	Keep up the good work.
32.	I had a very positive experience working with an officer as a response to domestic violence occurrence. He (the officer) was informative, patient, supportive and very cool.
37.	Doing a good job.

39. Thank you for all that you do to keep us safe in our community!

41. Good job Loveland Police Department!

46. Thank you!

47. I believe we need to thank our officers. This is a very cold world we live in and it seems they do their jobs only to find out the persons who committed crime get very light sentences. They are overworked and sometimes need a pat on the back. People can be very unthoughtful. Sincerely, Lorraine Martinez  
An additional page in with survey: I had a wonderful experience with two very kind and helpful policemen. This was about 12 years ago. We had a flat tire and it was very, very cold and a lot of snow on the ground. These two angels stopped and helped me and my husband fix the tire and while they were fixing the tire, I was asked to sit in their car and keep warm. I didn't get the name of the officers. I only wish I had! I was very impressed with these two officers. I have never forgotten the experience, so better late than never. Thank you so very much! Sincerely, Mrs. Lorraine Martinez.

48. Better traffic enforcement speeding, aggressive driving, abandoned vehicles left parked on street in residential neighborhoods (IE) cars parked in same spot months on end.

50. You guys do a great job. Thanks for protecting us.

51. I believe they are doing an excellent job. Thanks!

53. Everyone does a wonderful job from time to time! Thank you for the hard work! Stop pulling me over though, when there are way crazier people! Thanks.

54. I have great respect for the men and women who service our community. They are heroes for putting their lives on the line for us.

56. I have had very little interaction with the police department in my 35 years in Loveland, but I appreciate their efforts in keeping our community safe.

57. Both my wife and I are in our 80's and don't feel up to answering these questions with any knowledge. Wiley

61. Loveland is a very safe town thanks to the diligence of our police department. Thank you for all you do to keep down crime, bond with community, and being visible. I feel very safe when I see numerous police cars all around Loveland.

63. I have lived in Loveland my whole life and I see people doing drugs more now than ever the times I have been here. I love Loveland and it's a great place to live. I would like it to return that way! If police could see what I see on a daily basis then I think things would be and get better. Thank you CDS5539

65. I only had one occasion of personal contact. The officer was very courteous and competent. This was years ago-a minor auto mishap.

68. They appear to be used as revenue raisers for the city with regard to speed traps. It's poor community relations. They need to be able to issue warning tickets when it is appropriate. If they already can, then they need to do so.

69. I have not lived here long enough or had any police contact to adequately answer this survey. I've had one minor traffic stop and the officer was very courteous. I certainly have no complaints and appreciate your service.

73. We have not lived here long enough to answer all the questions, but in the 11 months we have been very impressed.

74. Loveland has become a police state of sorts, as previously stated. Some are wonderful, but as a whole the department has a pretty bad reputation as a "good ol' boy's club." Some are bullies or arrogant. Not words ordinarily used to describe "Professionalism."

75. Made appointment to have fingerprinting done. Started on time. Helpful guy working, made process smooth. Prints submitted for job clearance were usable. Thanks you!

77. Overall high marks.

78. Total unprofessional. Have gun will use it for any reason. Don't know how to take reports truthfully. LIE LIE LIE FEAR THE POLICE IS THE LESSON THEY ARE NOT YOUR FRIENDS. HARASS AND VIOLATE IS POLICE POLICY, NOT HEROES never were never will be!

81. I have had no person contacts with the police, but from reading the newspaper and television news I believe they do a good job.

86. All good things, no bad things to say.

89. Twice we have called police on suspicious "salesmen" and have received immediate response – very positive experiences. I would like to see more police presence in school zones, cars pass me as though it means nothing.

90. I've had no negative experience with the police, so I don't feel I can judge them or their actions. It wouldn't be fair to them. I do feel if I needed them I can count on them to help me. At my age that would be important to me. I hope this helps you.

95. Overall, the Loveland Police Department is doing a good job. When serving the public you can't satisfy everyone, but I feel Loveland P.D. is certainly trying.

96. They are very personable at community functions. They always seem to be upbeat and have great attitudes.

97. Internet is too expensive to have and Facebook is crap. Police presence in my neighborhood???? I personally have had no contact with a Loveland police officer. I did witness today two motorcycles traveling at dangerous speed on Wilson and moments later a police SUV going after them. I smiled – a cop was there when needed! Yes!

100. Shake up the hangout at the lake by Loveland High, drug time with dealers.

103. I think it is a tough job, but the force is on top of their game.

104. Satisfied – haven't known of anything bad going on (in our neighborhood). Very satisfied with what we see when we are in our car. We are loaded down with cars and other vehicles in this town. Someone has to be on the alert all the time....

- 105. Our only interaction has been through asking an officer for directions shortly after moving here – he was very helpful and friendly!
- 108. Thank you Officer Jim Betrus, #59 for letting me off with a warning on a traffic stop.
- 112. I think the traffic officers should give a warning instead of a ticket.
- 116. Though I've only lived here a short while, I haven't heard anything negative about the police department.
- 117. Our son's car was broken into. Chris Santos responded. Uniform clean and freshly pressed, shoes shined. Very mannerly and respectful. A credit to the force. Charles E. Miller.
- 118. I really do not have much experience dealing with the Loveland Police Department.
- 119. Generally, I feel safe in our city and have confidence in our police department.
- 123. I have been pulled over three times and asked every time if there was anything else about my car I needed to do or fix and each time I got the answer, "I don't know."
- 124. Maybe bias: Have a son who's an officer in suburban Denver. I believe our Loveland Police are highly regarded of the majority of the citizens.
- 125. More enforcement on the 4<sup>th</sup> of July. My neighborhood is filled with illegal fireworks many nights before and after the fourth also.
- 126. Have had very little reason for contact – if any.
- 129. I wish they would the fireworks ban. The people ?? here make my life hell? June, July, and August.
- 130. My contact with the police is so limited I don't feel I can respond with much to base my comments on.
- 131. We have a speeding problem on Clearwater Drive from playground on to the north entrance. Speed control trap have only been set up twice in 3 1/2 years – many children, bicycles, and walker; speed is 25 but speeding!!
- 133. Keep doing what they're doing.
- 134. Having lived all over the U.S. I can appraise the Loveland Police Department with many others and I find Loveland's officers the most courteous that I have dealt with.
- 136. I have always been impressed by the police department when I've had to be involved with them when reporting a crime or been given a citation or ticket. Good Job.
- 137. It would help if zoning laws were enforced in the older parts of town where HOA's don't exist.
- 139. We had an issue with our son and drugs. This happened five years ago, because of their help he has been clean ever since. Because of drug court he has no record. A great job and a new son. That is success!!!!
- 140. Serve and protect folks; detect and apprehend the bad guys.

- 141. Thanks for a job well done.
- 142. My husband and I appreciate our Loveland Police Department. We periodically talk about how Loveland Police are supportive and helpful – not out to get us or catch us or penalize us (we have been given warnings by gracious officers for traffic violations – thank you!) You all rock!
- 147. Am sure you will hear from people who are unhappy with some experience with the Department. Wanted to let it be known that there are some positive citizens too.
- 149. Keep up the good work!
- 150. I have not had to call the police so, I do not know if they come when they should. From what I can see, the police are doing what they need to do.
- 151. Sometimes the officer only knows "this is the law" rather than common sense factors affecting the situation concerning average citizen meaning no harm.
- 153. The Department has a terrific presence around town. I appreciate everything this has done for this wonderful community!
- 155. Good job! Thank you!
- 158. What is the sense? You would not listen. No follow-up on calls I made. Never see an officer in my neighborhood.
- 161. I would like to see more action in stopping violator of the law (speeders, light runners, etc). I would also like to see them contribute to the safety of kids during school hours. If school lights are flashing, there should be a police officer radaring.
- 162. When we call for an officer, they come in between 20 minutes or they **DON'T** come at all. I think that they are not doing anything well because our neighbors keep threatening to harm my two youngest daughters, who are underage and they have tried to harm them and the rest of my family.
- 163. Seem professional
- 166. Thank you for your service and sacrifice.
- 167. Great job! The Denver Police brutality has been disappointing. The Loveland Police Department has not been tarnished by acts of brutality.
- 170. Since I live near the intersection of park and Boise, I am very concerned about this intersection, especially during the summer when you children are riding bicycles. I suggested a round-about or speed bump since cars go way too fast through here and visibility from Park Dr. is poor. Here is what we really need!!! Note!! Either a roundabout or a speed bump at the intersection of Park & Boise!! Cars go way too fast and a child on a bike could easily become a victim. Don't wait until a child gets killed!!
- 174. Thanks to all of you for all you do to serve and protect our beautiful city! We appreciate you!!
- 181. I was pulled over one evening while driving past the McCreary House – I was looking at it as a potential place for a wedding. After driving by one time in the front and going down the alley to see the back, we were pulled over by two police officers. They detained us for 20+ minutes!

- 182. Loveland officers talking on cell phone while driving is an inexcusable, poor example to our children and our community.
- 186. To our family, there is not a plan to execute for when families need help when their child with behavior issues (at risk to self or others) with developmental disabilities to handle a crisis – we need help locally!
- 190. Our city has great protection because of our police department. We are grateful.
- 192. I have no contact with police.
- 195. Thank you for all your service to the community. Police officers should be paid a lot more for all you do and put up with. Thank you for helping to make Loveland a place I love to call home.
- 197. More police presence on the street. Drivers follow the rules better when police cars are visible.
- 198. We will pay the taxes to keep the department funded, so it doesn't have to start writing tickets for revenue.
- 201. Keep up the great job you are doing and be safe!
- 203. I have no experience with the police, so cannot answer these questions.
- 204. Very good level of professional conduct.
- 205. I think you need to hire more officers to patrol the city and businesses that are open late where only 1 or 2 people are working. More knowledge needed to answer phone questions. I talked to 3 people at the station and not one could tell me the law on sex offenders fresh out of prison 18 years. I had a very creepy one living close to me!
- 207. If in police car, be in uniform.
- 209. I have had no experience with department programs.
- 211. I especially like the fact that the officers drive their "marked cars" home. I feel this deters crime.
- 213. The gang problems and public safety in the parks, especially North Lake Park in the wintertime. I am afraid to go for a walk near the outdoor theater because so many young people hang out there!
- 214. I think ride-alongs and reserve programs are good and necessary.
- 216. Very good
- 218. Through personal experience, I have had to file a permanent restraining order against a party who repeatedly has threatened me, stalked me several times in his vehicle, vandalized my personal property, then posted disturbing material about me on Craigslist. Loveland Police Department has failed to follow through several times, stating "not specific enough information" to charge this party. Recently dismissed charges set for trial, stating too hard to get a conviction." No confidence for my personal safety from Loveland Police Department.
- 219. Luckily I have not had any issues with the police of the department, so I don't have opinions to offer.

- 223. I don't trust or appreciate Chief Hecker's use of statistics related to his opinions on social issues. I feel he is very biased! Thanks!
- 224. Guns don't kill people, people kill people! How to correctly load, shoot, and fire a pistol for home defense and all other practical hunting and target shooting applications.
- 226. Not thorough or fair, aloof, incompetent; although, they are professional in dress and procedure.
- 227. The cones that are put up on Sunday AM at the Crossroads Church. We can't get into our subdivision if you are coming from the south!!!
- 232. I think both the police and the public need to get tougher on drivers who run red lights and stop signs. Just this morning I observed a driver speeding up to a stop sign. They not only didn't stop, they didn't even slow down to turn.
- 233. About a year ago, plain clothed officer in a SUV (unmarked) yelled at the top of his lungs at me when pulled over. The lady in the store could hear him through the door/walls/window. Left a very poor impression of Loveland Police.
- 236. Tend to favor anyone who calls or files a complaint first. Don't listen to the whole situation before making judgements. Let people get away with false reporting, even when it's proven in court to be frivolous. Vandalism is ok as long as the person complaining didn't see who did it. Don't seem to care and it's a waste of time talking to Loveland officers. Don't feel there is equal justice. Would like to see the problem officers GO.
- 237. I've had very little interaction with the police, so that's why many answers are blank; however, I have no complaints, so they are probably doing a great job behind the scenes.
- 239. Expired and junk vehicles on streets for years. Officers driving by often and nothing done. It's a shame Loveland has become a junk yard.
- 241. You need to get rid of all the gang bangers and maybe the drug issues might dissipate.
- 243. It seems like our number of police officers has diminished. It's a rare thing to see a patrol car by our place (Namaqua Ave) across from the park where speeders thrive. Thank you.
- 244. I have had very helpful police officers in the past and some that had bad attitudes about teen boys! But...we always do our best to abide by the law. When our son was going through rebellious times (thank God he is done with that!) we experience good and bad attitudes from police.
- 245. Very friendly
- 248. I witness speeders every day and they use road rage toward me because I obey the speed limit and all laws.
- 249. I was privileged to spend five years as President of the National Association of Retired Federal employees. During that time we called on the police department several times to present programs. They always appeared pleased to oblige and make a presentation. It was always appreciated by the membership of the Chapter.

250. Officer Pyle is without a doubt the least competent police officer I have EVER had contact with. He is a black mark on your otherwise spotless organization.

251. I think we have an excellent police department. I feel those that criticize should have to ride with you to see what you have to put up with. Thank for you.

254. I feel our officers are doing a good job.

255. I would appreciate more control of speeders especially around schools and school zones.

257. Mexican drug cartels are coming further into the U.S. bringing more crime into smaller communities like Loveland. They use gangs to distribute the drugs in schools. This needs to be stopped. Number one priority! Gang education within schools as well! Prosecute for tagging!

258. Be more visible.

259. Bob Shaffer is a damn good cop and a damn good human being. He balances self and job equally. Wish more were like him.

260. Blank spaces indicate no experience on which to base a reliable answer (i.e, "Don't know")

262. Need more attention to people running stop signs and general driving violations.

268. Generally, I am very satisfied with Loveland Police Department. I feel that the SWAT team is overused and many times it actually escalates the situation. Just because you have a SWAT team, you do not have to use it all the time.

270. There should be more programs like the safety village!

274. I have not had interaction with the police department in several years but it was very positive. I deliver products and services for my job, so I see the police department out and about a lot each day. Great job! Keep up the good community work-don't let Loveland turn into Greeley or Longmont. Thanks.

277. Soon after moving to Loveland, I was pulled over for speeding on an unfamiliar street. The officer was not friendly and immediately wrote the ticket. Do they ever give warnings, especially to those "new" to the area? It was not a good first impression of the City!

279. I have not interacted much, but there was one time in which the response was quick even though it was very late; otherwise, not much interaction.

283. Should be available to the public. I do not feel safe and comfortable in my neighborhood. There are a lot of children that live down my block and it seems like a lot of illegal activity takes place there. I would appreciate having resources available to those children and myself.

287. I feel that the city should buy some photo radar trucks and place them in school zones and on 37<sup>th</sup> or other streets where speed limits are not followed. Our police force cannot be everyone at the same time.

289. The department must be doing a great job! I feel very safe and feel the officers are approachable! Get sexual harassment and rape prevention (for the community) other places than the Police department.

- 290. Nothing but good things to say.
- 291. I believe the Loveland Police Department is performing well at this time. I come from a long line of law enforcement officers.
- 294. Just making sure there are more police watching the school zones! I always see some crazy drivers not going the speed limit when the lights are on.
- 297. Police cars with lights off have been driving around apartment parking lot at night-seems extremely dangerous. I almost back onto one! (at Peakview Apartments)
- 298. Very disappointed with domestic violence response. On the phone, I was told the police would respond. After one hour, I called back and was told they hadn't been sent yet. I was frightened to death and thought I was protected-but was not.
- 302. Keep up the good work.
- 309. Caring men and women that have a tough job to do especially with the growth of Loveland.
- 310. Letter in with survey: FIREWORKS: Since fireworks are illegal in Loveland and there is a hot line published in the paper to call to report, why doesn't the police department respond to the complaints? Two years ago, especially the whole week of the 4<sup>th</sup> of July, there were so many fireworks going off in our neighborhood (Kendall Brook & Harvest Gold) that it was like the front lines of the war. We called the hot line three different times and gave specific addresses, but no one ever responded to the calls. These were not the little pop-pop kind, but more like KABOOM that sounded like bombs. There were also aerial fireworks. It went on until well after midnight and became rather scary for children, pets and ME. Last year the big storm wiped out much of the fireworks, but I just know that they will be out there this year if this is not stopped in the tracks. There must be a way (fines? Patrols?) that you can stop this illegal activity in our neighborhood.
- 312. Two female officers were much more aggressive than necessary. I didn't even know I had done anything wrong. I let a young girl I did not know stay at my house for a few hours. She said her father had beaten her. I was totally unaware that she a runaway. I was treated as a common criminal.
- 313. I appreciate the work you do.
- 314. I appreciate our local police department.
- 315. In general I feel they are hard working and doing a good job.
- 318. Great group of men and women led by dedicated officers (high rank) and Chief Hecker.
- 319. Doing a good job overall.
- 327. Thanks for all their hard work and efforts. It's tough out there.
- 328. They are probably not paid enough.
- 329. My experience for a long time is only through web scanning and is good 100%. I would like to see code enforcement for fireworks in my neighborhood – it's non-existent in my experience.

- 332. Very good job. Need more police in school zones; concerned parent.
- 334. They should be fair, which they are not.
- 335. Chief Luke Hecker is superb! Both professionally and personally.
- 337. In 2009, a beautiful young lady died in Colorado Springs in a house with three men who did not like her. She had dated their brother, who I believe was in jail at the time she died. Detectives and Coroner said she had an enlarged heart and years of meth. She hated meth. She had two children, a beautiful and healthy daughter, who is now four years, and beautiful, healthy son, who is 2 1/2. How does a meth addict do that? She would never sleep nude, yet was found that way. The back of her head was bleeding. They reasoned paramedics dropped her. I just hope Loveland Detectives talk to family, friends when someone dies in a strange way and not just the people they were with when they died. Thank you for asking us our opinions.
- 340. They are terrific. We have lived in a number of states and none can compare. Thanks, LPD.
- 341. We have an outstanding Chief of Police.

LETTER IN ENVELOPE FROM 2011 SURVEY – NO SURVEY INCLUDED

Dear Police Force,

I know this letter may not get read. But the questionnaire doesn't deal with the extent of my concerns. Here they are in priority.

1. Bunches of time spent with our youth. Let's face it. They are smarter than we know and they have to deal with very adult issues.

Suggestion:

- A. Find ways to gather youth any way you can;
- B: At the gatherings you now must be the concerned neighbor, for you are! Show it;
- C: Same officer meets same youth in and out of uniform. WE need to gain trust, sympathy, and empathy. Spend time remembering your scariest youthful moments, get in touch with your ideal HERO and take on part of that persona;
- D: Never work parents against youth or visa versa. We are all wounded needing healing; not evil needing punishment.

Thank you for just doing the job. I am a recovered drug addict and I've seen and done all. The same things the kids are doing. I got through it with strong family support. Please continue to try to enter and touch our community with the idea that we really are just one big family. You're the wise brothers and sisters for all of us.

Tim Wahler