



Loveland Police Department

**2014 Citizen Satisfaction
Survey**

Results Analysis & Presentation

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Introduction

Purpose

The primary purpose for conducting the Loveland Police Department's 2014 Community Satisfaction Survey was to determine Loveland's citizen's perceptions of the overall quality of police services in the community. In addition to determining the levels of satisfaction with current police services provided, 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. Where possible, information obtained from this survey may be compared to responses from the year 2011 survey 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 2014 Community Satisfaction Survey was mailed to 2587 residences in October 2014. The names of 2587 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.

The goal for the survey was to obtain enough responses such that a 95% confidence level with a $\pm 5\%$ error window for statistical accuracy could be claimed. Based on Loveland's estimated 2014 population of 71,985¹, to meet this standard a minimum of 382 survey responses were needed. Statistical formulas/survey tools² were used to calculate this. Using a conservative 15% response rate based on the 2014 estimated population number (the 2011 survey had an 18.9% response rate), the statistical formulas dictated that the survey be sent out to a minimum of 2547 people in order to achieve at least 382 responses (assuming a 15% response rate or higher). By mailing out 2587 surveys, we met/exceeded the minimum number of surveys sent out to achieve this goal and could tolerate a slightly lower response rate.

A total of 386 surveys were returned out of the 2587 mailed out which was a response rate of 14.9%. The response rate ranged from 7.5% to 26.9% 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 a 5% confidence interval at the 95% confidence level. These two concepts work together to determine how accurate survey results are. For example, if you have 95% confidence with an error of 5%, you are saying that if you were to

¹ Population figures from City of Loveland Community and Strategic Planning Data Assumptions Report. Revised August 2014. <http://www.cityofloveland.org/Modules/ShowDocument.aspx?documentID=21438>

² <http://www.custominsight.com/articles/random-sample-calculator.asp>

conduct the same survey 100 times, that 95 times out of 100, the subsequent results would be within $\pm 5\%$ of the initial survey results.

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.

Comparisons to 2011 survey

Some results from this survey will be compared to the results from the 2011 survey. It should be noted that the 2011 survey was statistically valid at a 95% confidence level but with a $\pm 5.3\%$ confidence interval (error rate), which just means the window of error was slightly larger than the results of the 2014 survey. But the methodology for selecting the random sample was done the same for both survey years.

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.
7. Gender, age, years of residency in Loveland, and patrol districts were the independent variables in most of the analyses. Detailed data regarding responses to specific survey questions is available upon request.

Acknowledgements

Being the first survey I have had the pleasure of doing for the Loveland Police Department in my tenure as Crime Analyst, I would like to thank several City of Loveland employees for their contributions to this effort.

Kim Pals, Records Manager, for her assistance and help in providing me information on resources and people I needed to contact/involve to accomplish this survey project as well as general guidance when I had questions.

Delora Dixon, from IT, for her help in obtaining the random sample of residences for the survey.

Janice Szallar, from Facilities Support Services, for her work with the mailing of the surveys.

Barbara Wolf, Senior GIS Specialist from the City of Loveland's GIS Department, for assistance with the census population breakdown by police district.

I would also like to acknowledge and thank the following Members of the Loveland Police Department Senior Volunteers for their help in preparing the survey mailing (folding inserts, and stuffing, sealing, and stamping the envelopes): Sue Barger, Bob Charovano, Lupe Espindola, Les Keeney, John Kindred, Pam Pellizarri, and Sherell Swartzendruber.

Additional thanks goes to Lucie Blanchard - Admin volunteer, and Cathy McDaniel – Admin volunteer for their work in doing the bulk of the data entry of the received responses.

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.

Mark Rudolph

Crime Analyst

Executive summary

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

- 94.9% of respondents agreed that improving public safety and the quality of life in Loveland are responsibilities of both citizens and police (up from 91.8% in 2011).
- 95.1% of respondents are satisfied with the general level of police services in the entire City (up from 93.1% in 2011).
- 91.3% of respondents are satisfied with the general level of police services in their neighborhood (down slightly from 91.9% in 2011).
- 77.5% of respondents were satisfied with the Police Department's quick response to emergency situations (up slightly from 77.1% in 2011). However, respondents were less satisfied with the Police Department's provision of crime control in their neighborhood (76.7%), fair and equal treatment to all (71.0%), handling of citizen's complaints (65.3%), understanding of community concerns (66.9%), provision of crime prevention advice (64.9%) and help with nuisance issues (64.1%).
- 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. These were mentioned in both specific comment oriented questions as well as in general comments.
- The levels of competence of traffic officers and detectives were rated good, very good or excellent by 84.9% and 92.5% of respondents (up from 83% and 82.8% in 2011) respectively, while their attitudes and behaviors were rated good, very good or excellent by 81.8% and 97.1% of respondents (up from 80.3% and 80% in 2011) respectively.
- Victims were less satisfied with the competence of traffic officers than were all other respondents (68.8% vs. 84.9%).
- Among respondents who had formal contact with the Police Department, 41.6% indicated that the quality of service which they received was higher than expected and 49.3% indicated that the quality of service was as expected.
- From 87.1% to 91.6% of all respondents agreed that Loveland police officers were easy to approach, trustworthy, fair, courteous, hardworking, knowledgeable or professional.
- 16.5% of respondents would not feel comfortable about contacting the Police Department to file a complaint against a police employee, 22.9% were undecided and 60.6% would feel comfortable about filing a complaint.
- 67.7% of respondents indicated that the police have adequate ethnic and cultural awareness training (down slightly from 69.9% in 2011).
- The 30 to 39 year old age group and the residents who had lived here 11 to 15 years often exhibited significant differences in their ratings in various program or service/satisfaction categories than the other groups within their demographic category. This is noted in the specific question/category areas in the report on later pages.

The importance to the community of Loveland Police Department programs and percent change from the 2011 survey are as follows:

	<u>2014 survey</u>	<u>Change from 2011 survey</u>
o Gang prevention	94.3%	-0.2%
o Sexual harassment/rape prevention	93.4%	1.8%
o Illegal drug-use enforcement	89.1%	-2.7%
o Crime prevention	87.4%	1.5%
o Neighborhood Watch	83.7%	-1.0%
o Police Department accreditation	83.2%	1.9%
o School resource officers	82.3%	5.3%
o Underage liquor enforcement	78.5%	-2.3%
o Community Night Out	67.1%	10.8%
o Citizens Police Academy	58.9%	5.2%
o Santa Cops	57.1%	0.3%
o Police Fish Derby	51.7%	3.9%

- School resource officers and Santa Cops police programs were more important to females than they were to males.
- 63.5% of respondents indicated that the Loveland Reporter-Herald newspaper was their primary source of information about the Police Department.
- 52.5% 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/issues followed by illegal drug use, enforcement of traffic laws, and public safety, crime prevention.

Demographics of the survey respondents

Residency demographics – Years Lived in Loveland

Respondents that answered: **N = 370**

Average (mean): **24.62 years** Median: **21.5 years** Mode: **1 year** Range: **0 years to 97 Years**

Over half (51.4%) have lived in Loveland for more than 20 years and **79.1%** have 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.

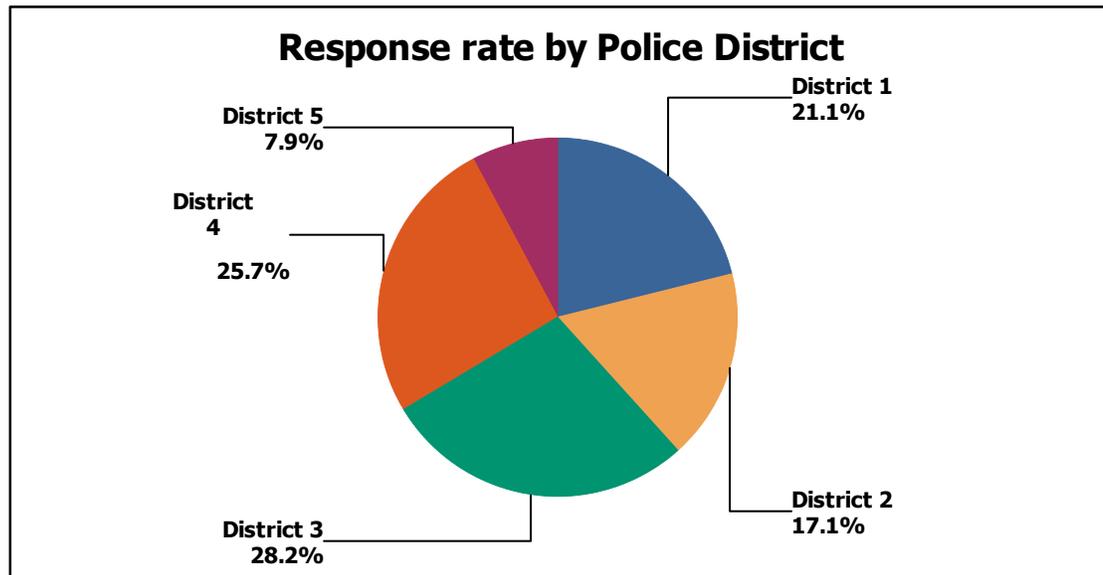
Years in Loveland	2014 Survey	2011 Survey
0 - 5 years	65 (17.6%)	17.8%
6 - 10 years	40 (10.8%)	17.5%
11- 15 years	51 (13.8%)	16.3%
16 - 20 years	24 (6.5%)	9.9%
More than 20 years	190 (51.4%)	38.6%

Residency demographics – Police District of Residency

Respondents that answered: **N = 369**

The percentage of Loveland’s population that lives in each Patrol district is based off of US Census data from 2010 (est. population 69,666).

	% (#) of Respondents	% of Population (2010 Census)
District 1	21.1% (78)	16.2% (11,268)
District 2	17.1% (63)	19.0% (13,245)
District 3	28.2% (104)	31.3% (21,771)
District 4	25.7% (95)	28.7% (20,018)
District 5	7.9% (29)	4.8% (3,364)



Age demographic:

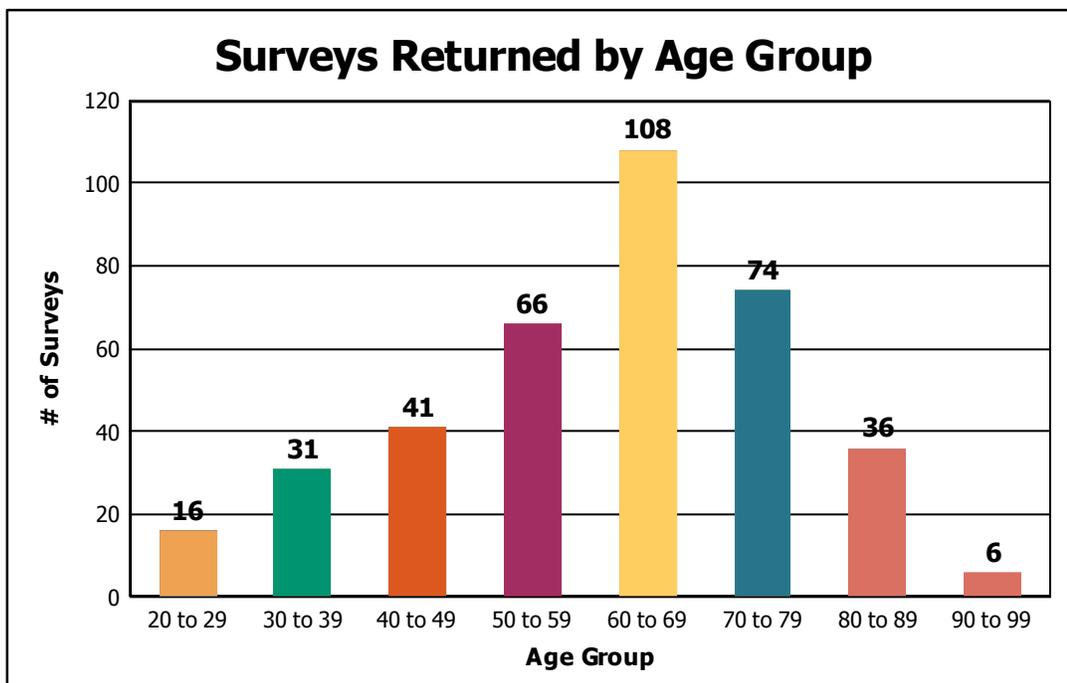
Respondents that answered: **N = 378**

Average (mean): **60.80 years** Median: **63 years** Mode: **66 years** Range: **21 to 97 years**

Respondents were assigned to one of seven age range groups (see the Demographic Data graph) for determination of age effects on survey responses. The 60-69 age group had the largest percentage at **28.6%**.

Age range group

20 - 29 years old	16 (4.2%)
30 - 39 years old	31 (8.2%)
40 - 49 years old	41 (10.8%)
50 - 59 years old	66 (17.5%)
60 - 69 years old	108 (28.6%)
70 - 79 years old	74 (19.6%)
80 - 89 years old	42 (11.1%)
90 – 99 years old	6 (1.6%)

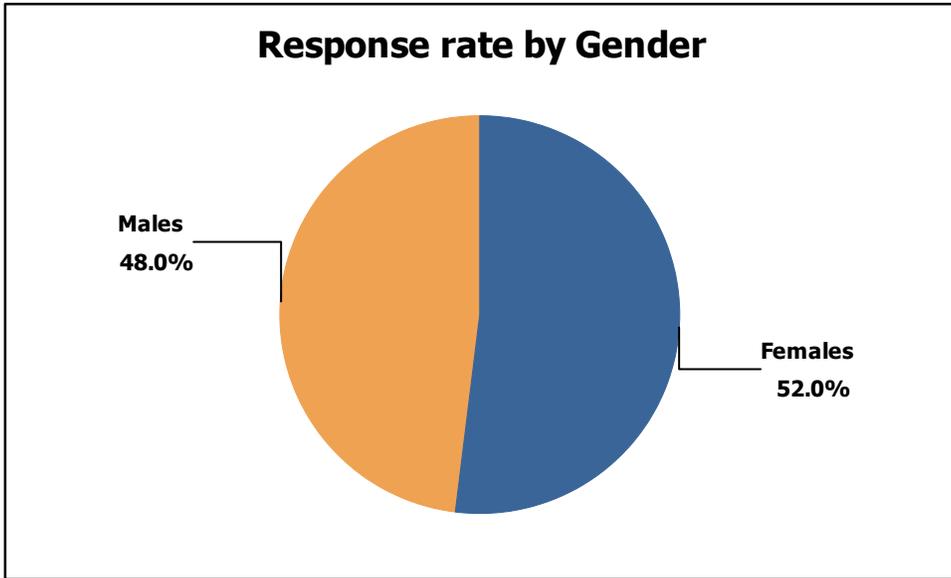


Gender Demographics

Respondents that answered: **N = 381**

The percent of males and females who returned a completed survey was essentially the same as the 2011 survey.

	2014	2011
Females	198 (52.0%)	52.5%
Males	183 (48.0%)	47.5%



Summary and Analysis of Survey Question Responses

Any significant differences due to gender, age, years of residency in Loveland, patrol districts, or type of contact involvement with the Loveland Police Department among respondents to any questions in the survey are specifically noted in the question/categories that follow.

Question 4 - Satisfaction with services

Quick Response to emergency situation

N = 334 A total of 77.5% of respondents were satisfied with the Loveland Police Department's quick response to emergency situations. Only 2.4% were dissatisfied. The remaining 20.1% were indifferent in their response. Victims/Witnesses of a crime reported lower satisfaction at 69.6% with 30.4% being indifferent. 76.1% of respondents whose involvement was related to a traffic stop or ticket reported being satisfied with the Loveland Police Department's quick response to emergency situations with 23.9% being indifferent.

Crime control in neighborhood

N = 348 A total of 76.7% of respondents were satisfied with the Loveland Police Department's control of crime in their neighborhood. 6.1% were dissatisfied and the remaining 17.2% were indifferent in their response. 72.3% of Victims/Witnesses of a crime and 81.3% of those involved in a traffic stop/ticket were satisfied regarding crime control in their neighborhood.

Help with nuisance issues

N = 332 This garnered the lowest satisfaction rate of the service categories with 64.1% of respondents being satisfied. 9.6% were dissatisfied with Loveland Police Department's help with nuisance issues. The remaining 26.2% were indifferent in their response.

Providing crime prevention advice

N = 328 64.9% of respondents were satisfied, 7.3% were not satisfied, and the remaining 27.7% were indifferent. Respondents who have lived in Loveland for 11 to 15 years differed significantly as follows, 48.8% were satisfied, 43.9% were neutral/indifferent, and 7.3% were not satisfied. Similarly, respondents in the 30 to 39 year old age group differed as follows: 44.8% were satisfied (21.4% lower than all other respondents), 31% were neutral, and 24.1% were dissatisfied.

Understanding community concerns

N = 333 66.9% of respondents were satisfied, 6.6% were not satisfied, and 26.4% indifferent in regards to how they felt regarding the Loveland Police Department's understanding of community concerns. Significant differences were seen in the following demographic groups:

11 to 15 years lived in Loveland: 58.1% satisfied, 34.9% neutral, and 7% dissatisfied.

30 to 39 year olds: 44.8% satisfied, 34.5% neutral, and 20.7% dissatisfied.

Providing fair and equal treatment to all

N = 331 71% satisfied, 6.6% not satisfied, 22.4% indifferent. Victims/Witnesses of a crime reported lower satisfaction at 62.8% as did respondents involved in a traffic stop/ticket at 64.4% satisfied. 30 to 39 year olds again displayed significant difference in their ratings as compared to the entire survey group as follows: Only 48.3% were satisfied, with 31% being neutral and 20.7% being dissatisfied.

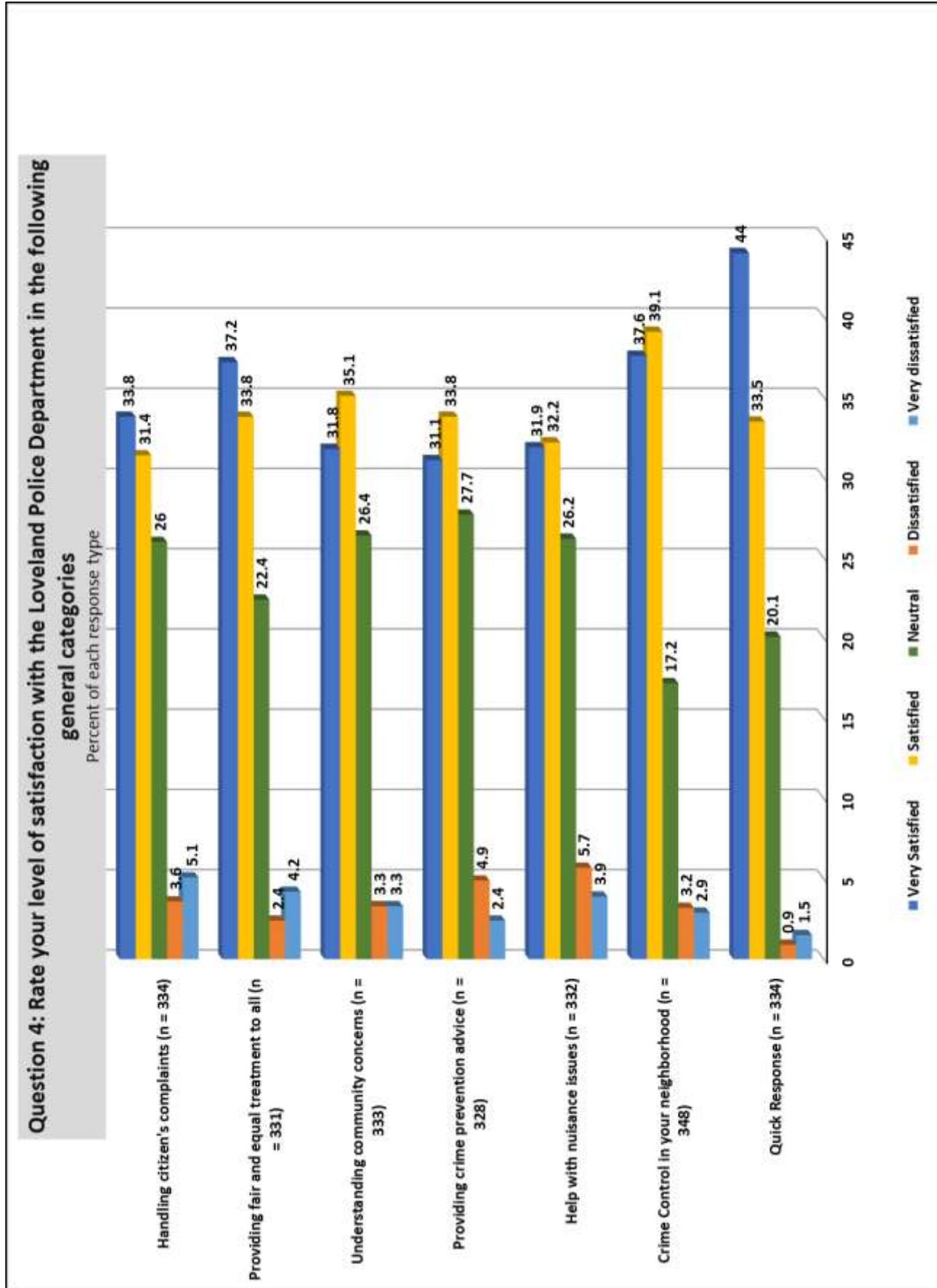
Handling citizen's complaints

N = 334 65.3% were satisfied, 8.7% were not satisfied, while 26.0% of respondents were indifferent. The following demographic groups showed significant differences in their ratings compared to the rest of the survey group.

11 to 15 years lived in Loveland: 57.1% satisfied, 33.3% neutral, and 9.5% dissatisfied.

30 to 39 year olds: 43.3% satisfied, 30% neutral, and 26.7% dissatisfied.

Question 4 Chart:



There were some significant differences in satisfaction levels within the various demographic groups for these categories. The quick response category saw lower satisfaction rates from the 30 to 39 year old age group at just 60.7% and District 4 respondents were more satisfied at 83.3% of respondents than other districts which all reported satisfaction rates between 75-77%. District 1 respondents were less satisfied with crime control in their neighborhoods than the other districts at 64.9% which was almost 10% lower than the next lowest district. Help with nuisance issues garnered less satisfaction for District 1 and 2 respondents than the other districts at 58.9% and 57.4% respectively. Amongst the 30 to 39 years-of-age group, respondents were much less satisfied with the crime prevention advice provided by the Police Department than were any other age group (44.8% vs. next lowest group at 54.5%).

Males were much less satisfied with help with nuisance issues than females (58.2% satisfied vs. 70.3% satisfied respectively).

Victims/witnesses of a crime (49 respondents) were significantly less satisfied with quick response to emergency situations (69.6% vs. 77.5%), and fair and equal treatment (62.8% vs. 71.0%) than were all other respondents.

Question 5 – Formal Contact with the Department in last 36 months

N = 376

45.9% 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 - Satisfaction with employee contact

All employee groups had an 80% or higher response rate with regards to citizen's rating their satisfaction level at Good or better. Contact with a Traffic Officer had the lowest percentage of Good or better rating, while the Detectives, Records Personnel, Dispatch, Admin Personnel, and Captains/Chief groups were at 90% or higher for both attitude and competence being rated as Good or better. (Question 6 graph on page 17).

Phone (Dispatch)

Attitude: N = 115 94.8% rated their level of satisfaction as Good or better. Good (11.3%), Very Good (28.7%), Excellent (54.8%).

Competence: N = 128 93.7% rated their level of satisfaction as Good (7.8%), Very Good (24.2%), or Excellent (61.7%).

Uniformed Patrol Contact

Attitude: N = 139 87.7% rated their level of satisfaction as Good (12.9%), Very Good (22.3%), or Excellent (52.5%).

Competence: N = 145 90.4% rated their level of satisfaction as Good (9%), Very Good (20.7%), or Excellent (60.7%).

Records Personnel Contact

Attitude: N = 40 92.5% rated their level of satisfaction as Good (15%), Very Good (30%), or Excellent (47.5%).

Competence: N = 44 93.2% rated their level of satisfaction as Good (18.2%), Very Good (25%), or Excellent (50%).

CSO Contact

Attitude: N = 43 83.7% rated their level of satisfaction as Good (7%), Very Good (30.2%), or Excellent (46.5%).

Competence: N = 50 88% rated their level of satisfaction as Good (10%), Very Good (22%), or Excellent (56%).

Detective Contact

Attitude: N = 35 97.1% rated their level of satisfaction as Good (5.7%), Very Good (31.4%), or Excellent (60%).

Competence: N = 40 92.5% rated their level of satisfaction as Good (7.5%), Very Good (20%), or Excellent (65%).

Traffic Officer Contact

Attitude: N = 71 81.8% rated their level of satisfaction as Good (8.5%), Very Good (25.4%), or Excellent (47.9%).

Competence: N = 73 84.9% rated their level of satisfaction as Good (9.6%), Very Good (20.5%), or Excellent (54.8%).

Chief/Captains Contact

Attitude: N = 33 90.9% rated their level of satisfaction as Very Good (27.3%), or Excellent (63.6%).

Competence: N = 37 94.6% rated their level of satisfaction as Very Good (24.3%) or Excellent (70.3%).

Admin Personnel Contact

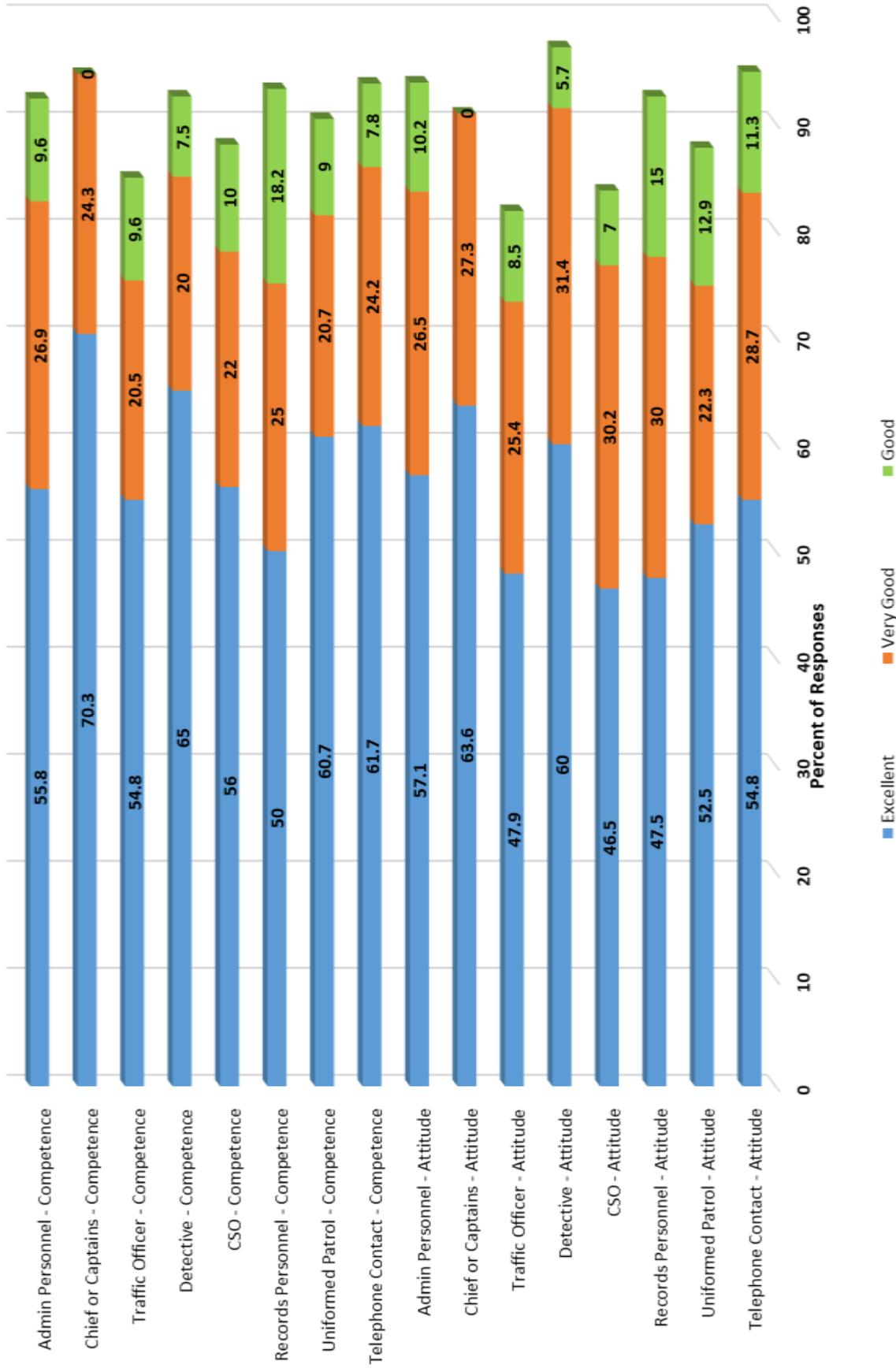
Attitude: N = 49 93.8% rated their level of satisfaction as Good (10.2%), Very Good (26.5%), or Excellent (57.1%).

Competence: N = 52 92.3% rated their level of satisfaction as Good (9.6%), Very Good (26.9%), or Excellent (55.8%).

A total of 49 respondents were victims/witnesses of a crime. Their levels of satisfaction with Police Department employees were rated as good, very good or excellent by 50.0 - 100.0% of the respondents. Victims/witnesses of crimes were more satisfied with the attitude (100% vs. 97.1%) of detectives than were all other respondents. However, they were less satisfied with the attitude (50.0% vs. 90.9%) and competence (66.7% vs. 94.6%) of the Chief or captains than were all other respondents.

A total of 50 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. 92.5%) and competence (100.0% vs. 93.2%) of records personnel and the attitude (100.0% vs. 94.8%) and competence (95.7% vs. 93.7%) of dispatchers (phone contact).

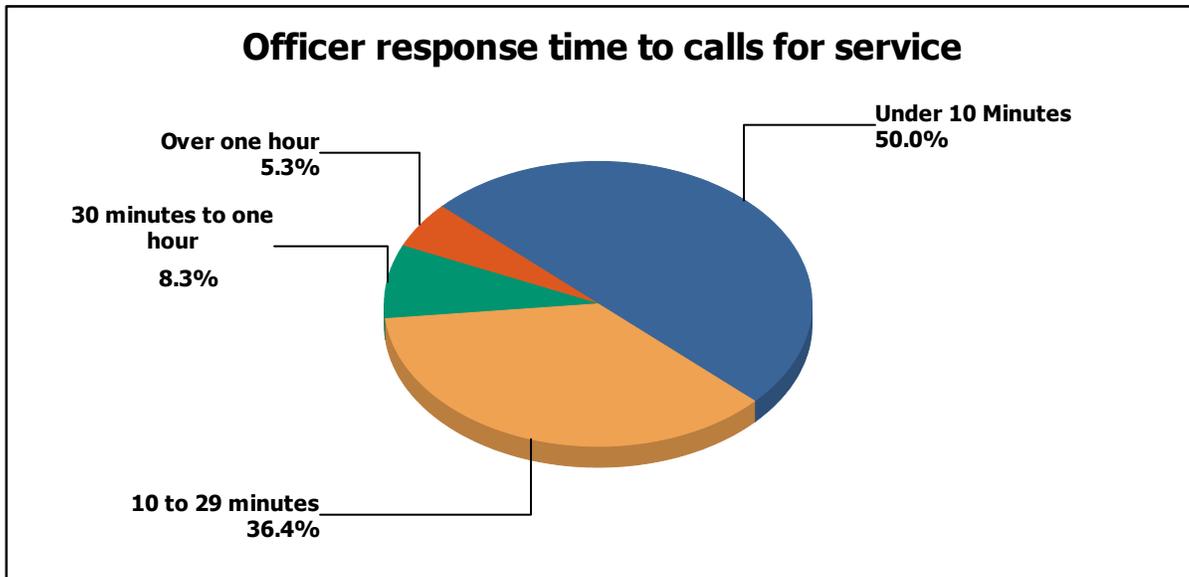
Question 6: If formal contact occurred, please rate your overall level of satisfaction with the various employee groups you had contact with in regards to competence and attitude.



Question 7 - Officer Response time to calls for service

N = 132

A total of 50% of respondents (up from 42.1% in 2011) indicated that it took less than 10 minutes for a police officer to arrive at their location when called for service. An additional 36.4% indicated that it took 10-29 minutes and 8.3% indicated that it took 30 - 60 minutes. Only 5.3% indicated it took over an hour.



Question 8 – Circumstances of contact

N = 386 for all (either Yes or No) Graph on next page.

Telephone contact

32.4% had contact via telephone (125 respondents)

Animal problem

7.8% indicated an animal problem as a circumstance of their contact (30 respondents)

Parking problem

6.5% indicated a parking problem as a circumstance of their contact (25 respondents)

Traffic stop or ticket

13% indicated that a traffic stop or ticket was the circumstance of their contact (50 respondents)

Victim of or witness to a crime

12.7% indicated they were the victim of or witness to a crime (49 respondents)

Witness to a traffic accident

4.7% indicated they were witness to a traffic accident (18 respondents)

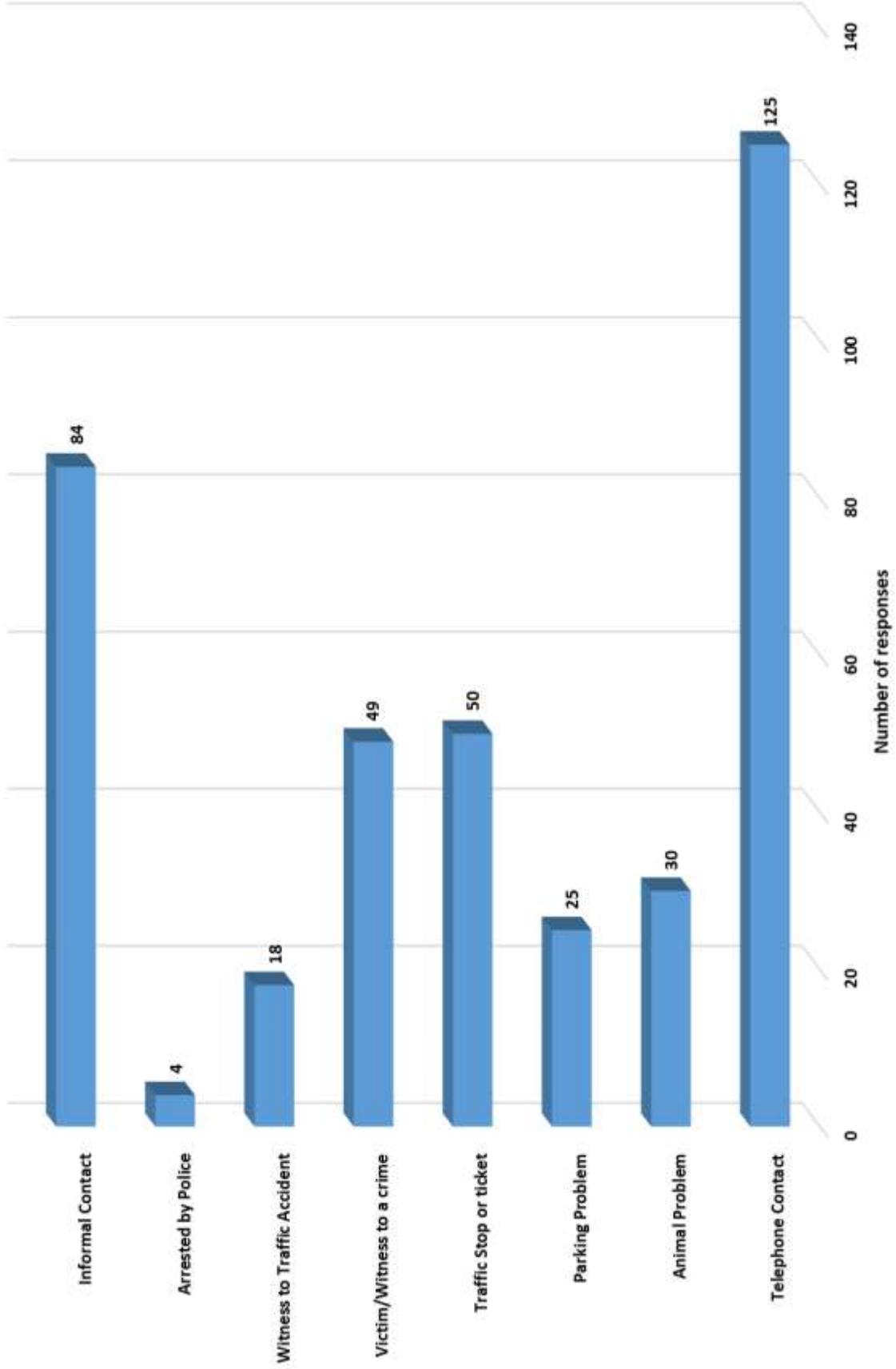
Arrested by police

1% indicated they had been arrested as the circumstance of their contact (4 respondents)

Informal contact

21.8% indicated that their contact circumstance was an informal contact with the Loveland Police Department (84 respondents)

Question 8: Mark all circumstances under which you came in contact with the Loveland Police Department during the last 36 months.



Question 9 - What we are doing well

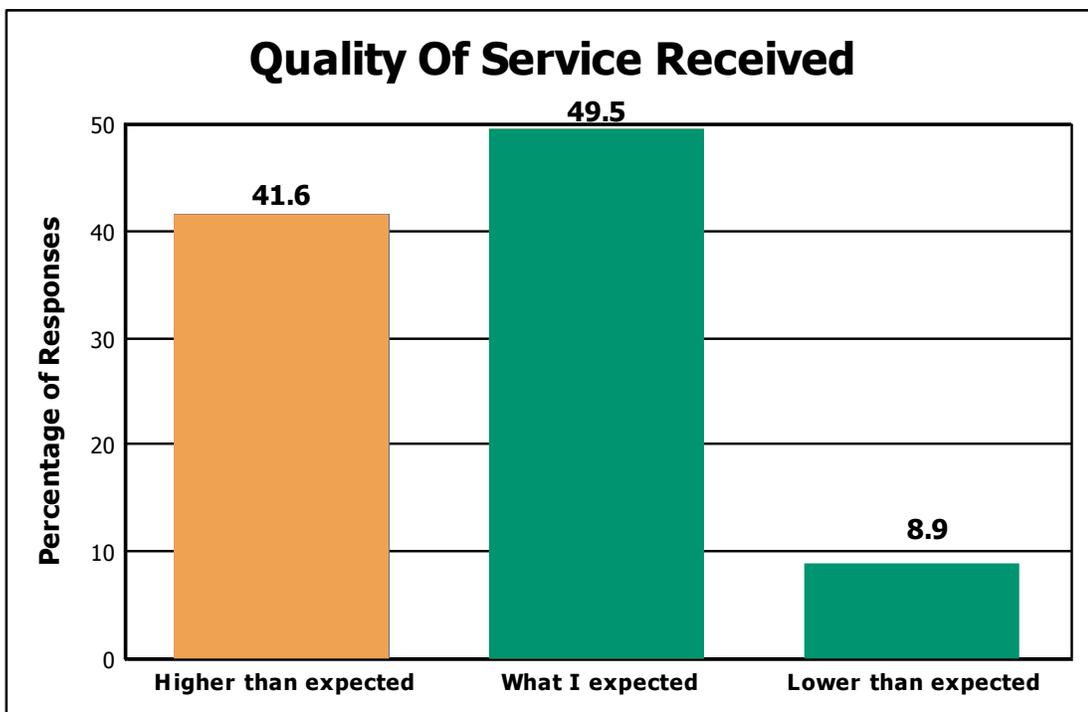
There were 218 responses to the open-ended survey question "What do you feel the Loveland Police Department is doing especially well?". The responses were grouped into general categories.

Among the most frequent responses were:

- 1) Having a visible patrol presence around the city, in neighborhoods, and schools
- 2) Citizen and community safety and crime prevention
- 3) Dealing with traffic/speeding issues
- 4) Good response times
- 5) Having professional and helpful interactions with citizens

Question 10 - Quality of service

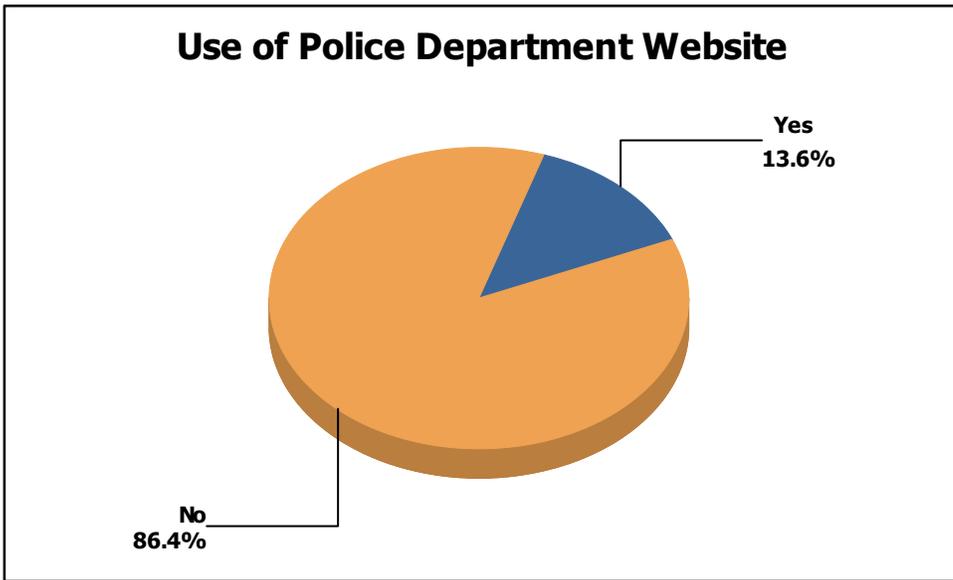
N = 281 91.1% of the respondents who answered indicated that the quality of service they received during their most recent contact with Loveland Police Department met their expectations or was higher than they expected. This is higher than the 87.3% from the 2011 Survey.



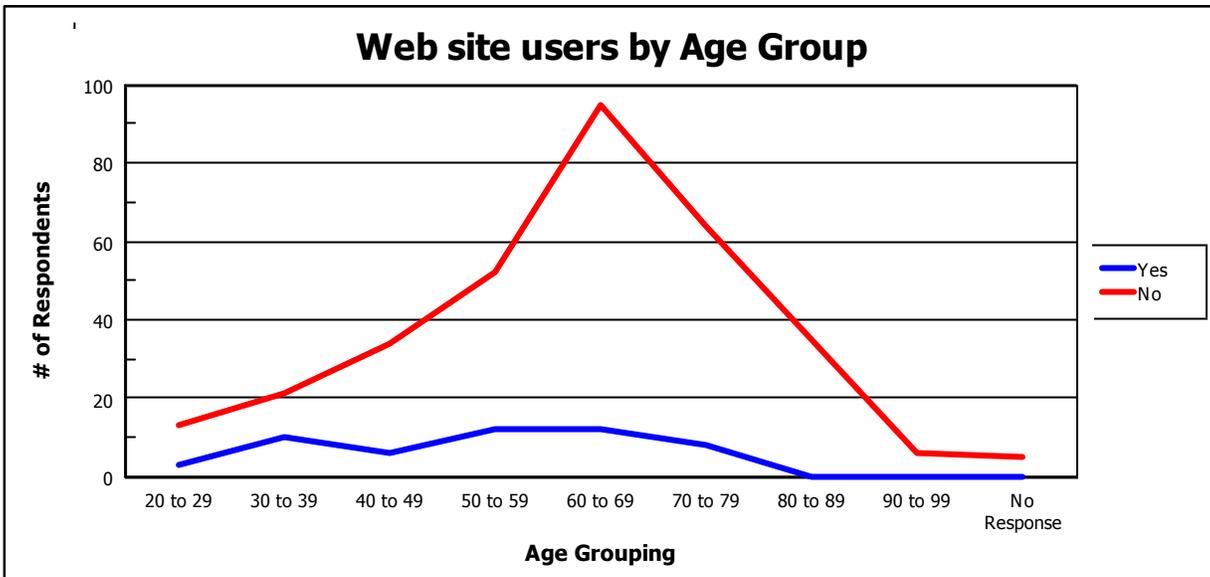
This favorable rating was also true for the 49 respondents who said they were victims/witnesses of crimes (87.8%, up from 81.7% in 2011). Also of the 50 respondents whose contact with the Police Department involved a traffic stop or ticket, 90% indicated a quality of service that met or exceeded their expectations (up from 77.4% in 2011).

Question 11 - Use of Police Department web site

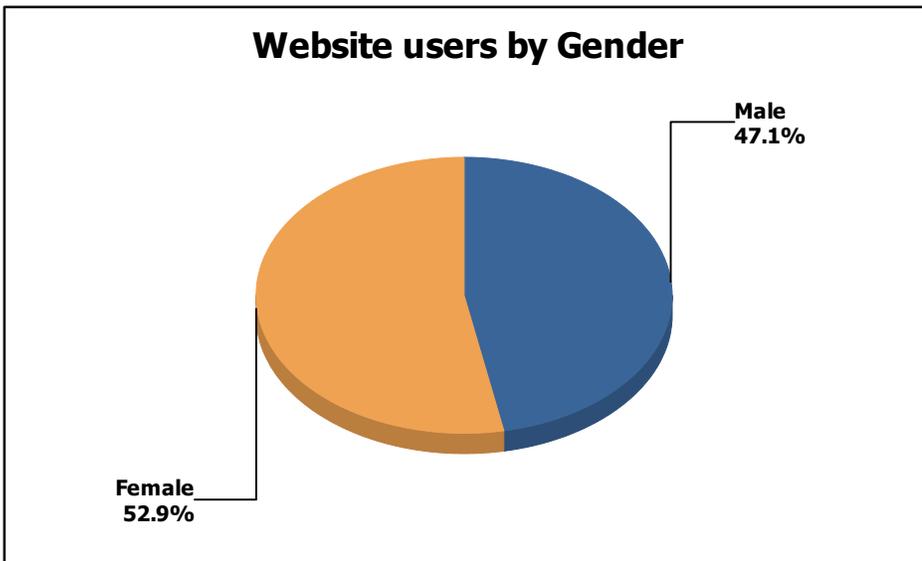
N = 376 Only 13.6% (51 people) of the respondents to this question answered that they have used/visited the Police Department's web site. This is up slightly from 11.6% in 2011.



No one over the age of 79 years had used it while 27.7% (13 people) of respondents who were 20-39 years-of-age (n=47) had used the web site.

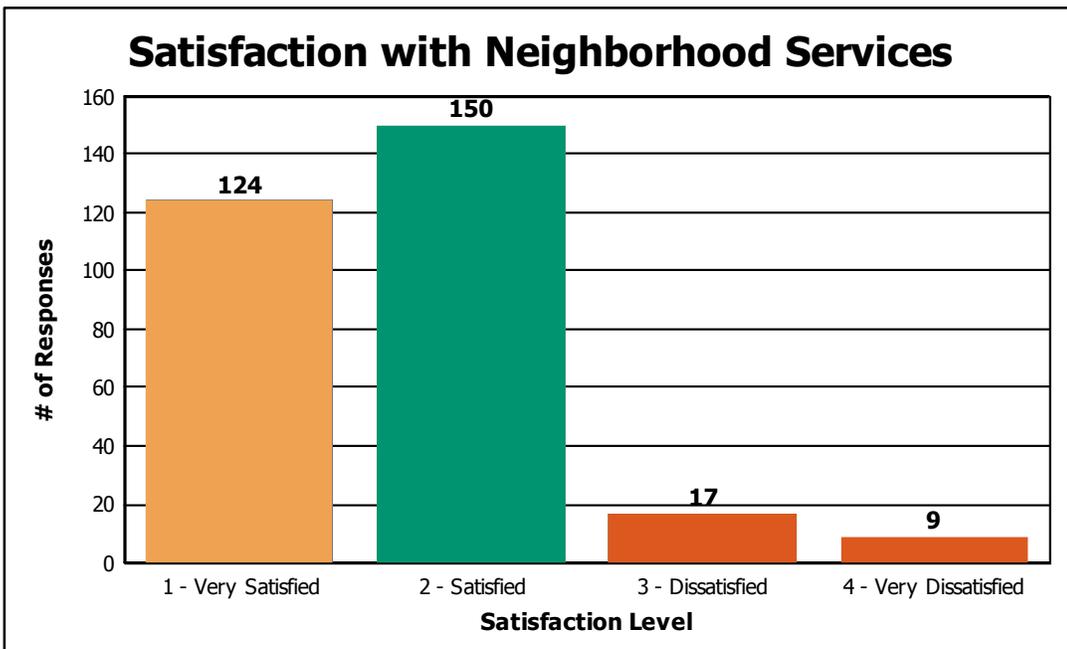


Of the 51 people who have used the website, 52.9% were female (27 people) and 47.1% were male (24 people).

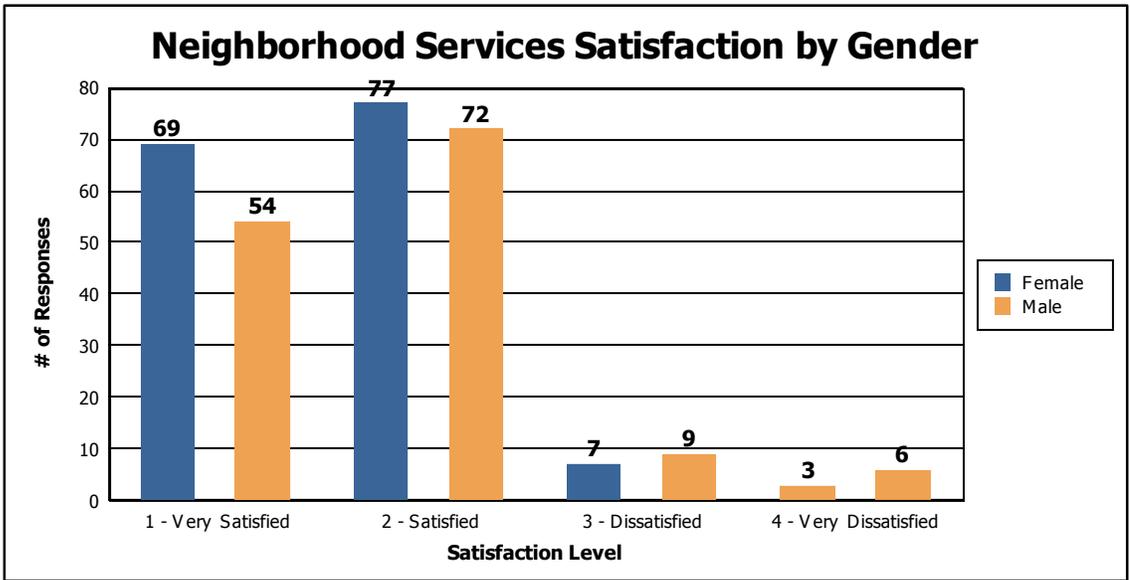


Question 12 - Satisfaction with police services in neighborhood

N = 300 A total of 91.3% (274 of 300 respondents) were satisfied with the general police services provided in their neighborhood.



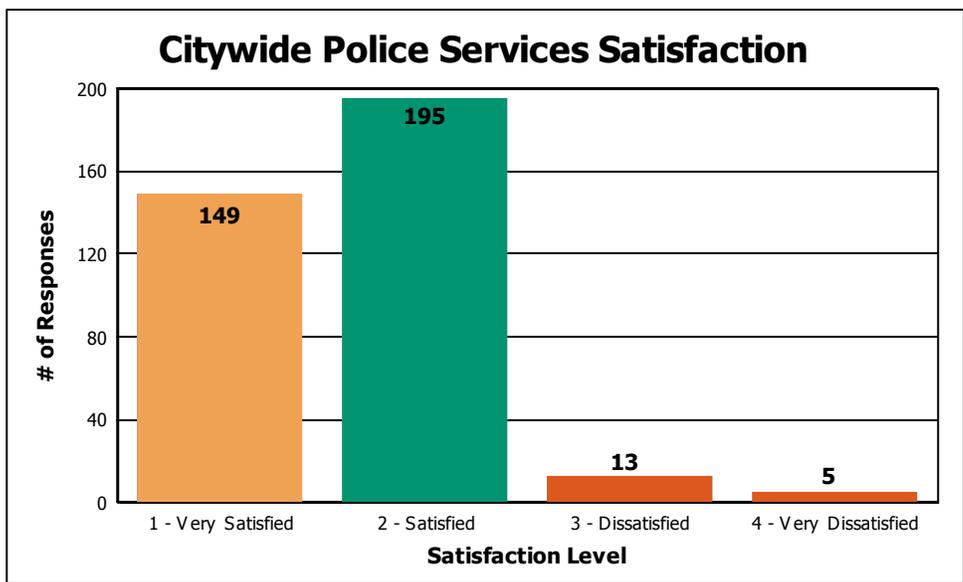
93.6% (146 out of 156) of female respondents to this question indicated they were satisfied with neighborhood police services. 89.4% (126 out of 141) of male respondents to this question indicated they were satisfied.



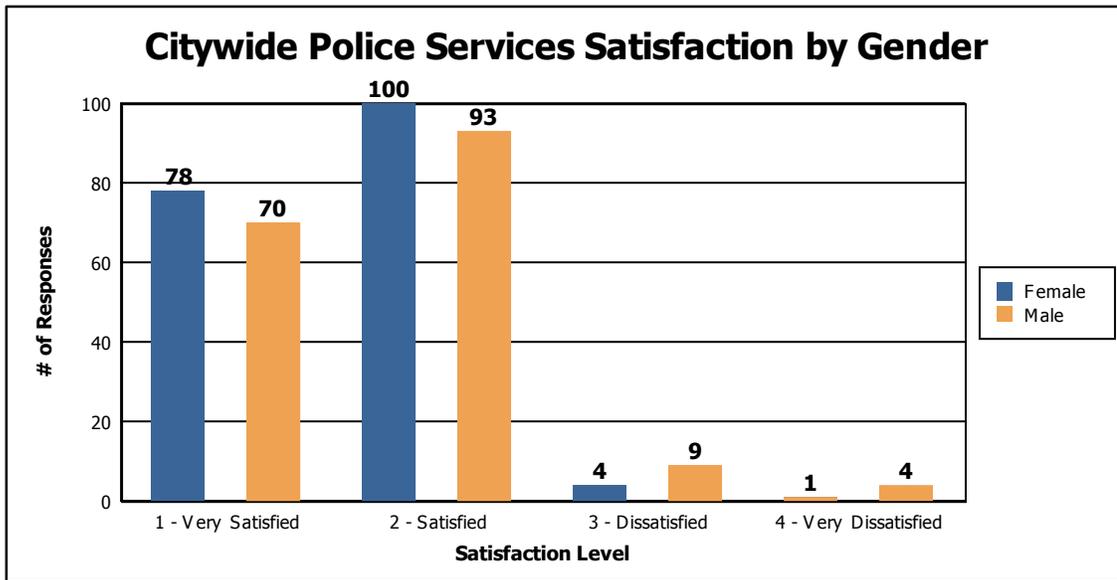
92.4% of respondents aged 60 years and older were satisfied while 89.6% of respondents aged 20 to 59 were satisfied with the general police services in their neighborhood. Respondents who were victims of/witnesses to a crime had a satisfaction level of 82.6% with the general police services in their neighborhood (up from 79.6% in 2011).

Question 13 - Satisfaction with police services in City as a whole

N = 362 A total of 95.1% (344 of 362 respondents) were satisfied with the general police services provided in the City as a whole by the Loveland Police Department (up from 93.1% in 2011).



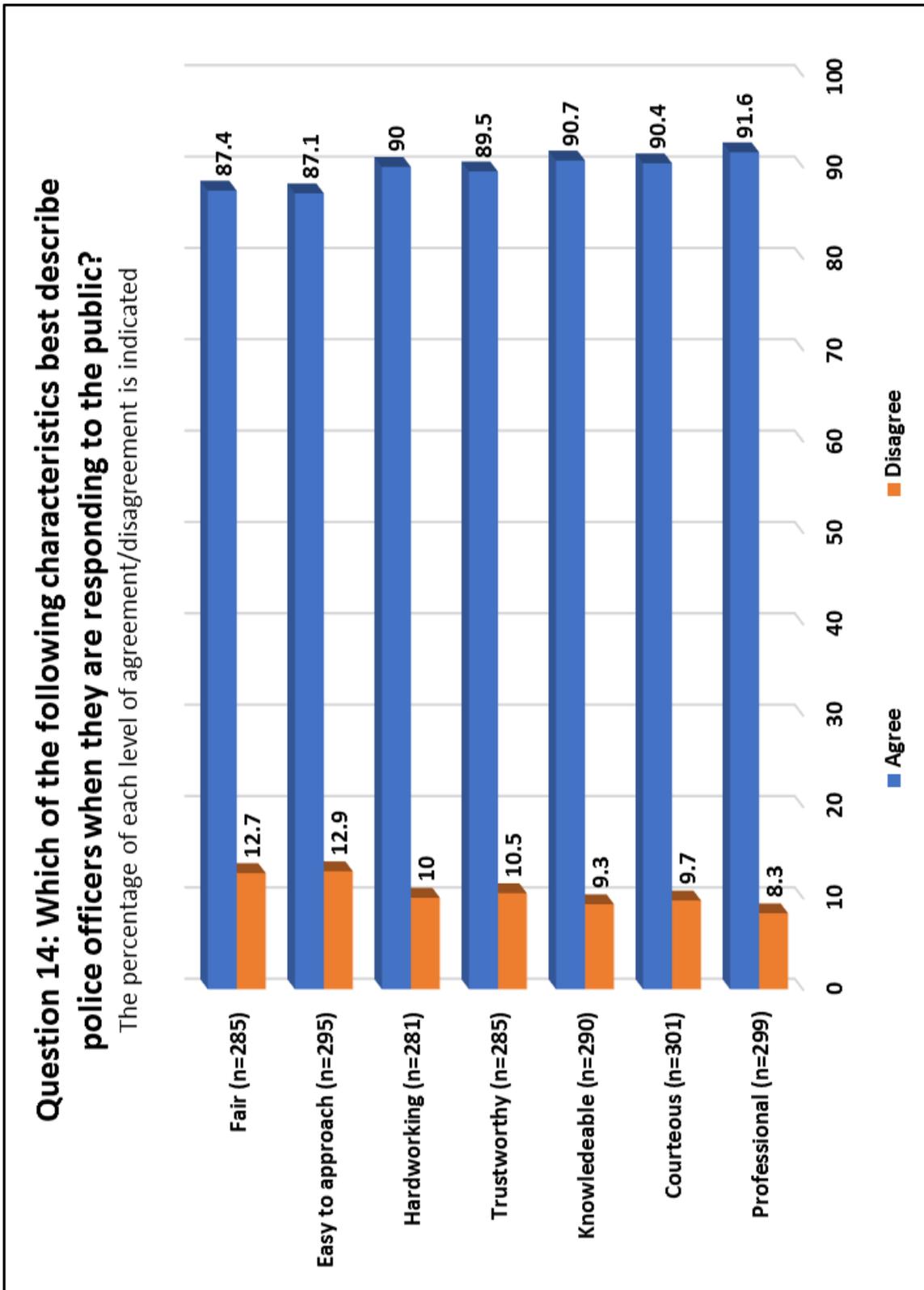
97.3% (178 out of 183) of female respondents to this question indicated they were satisfied with police services provided in the City as a whole. 92.6% (163 out of 176) of male respondents to this question indicated they were satisfied.



96.2% (202 out of 210) of respondents aged 60 years and older were satisfied while 93.9% (138 out of 147) of respondents aged 20 to 59 were satisfied with the police services in the City as a whole. 86.9% of respondents who were victims of/witnesses of to a crime (n = 46) were satisfied with the general police services provided in the City as a whole (up from 82.6% in 2011).

Question 14 – Characteristics/qualities of police officers

From 87.1% to 91.6% of all respondents agreed that Loveland police officers were easy to approach, trustworthy, fair, courteous, hardworking, knowledgeable or professional (Question 14 graph).



Professional

N = 299 91.6% of overall respondents agreed that Loveland police officers were professional in responding to the public. Of note amongst the age groups was that 76.9% of the 30 to 39 year old age group agreed that Loveland officers were professional. All other age groupings had an agreement rate of 84% or higher.

Courteous

N = 301 90.4% of respondents agreed that officers were courteous in their interactions with the public. The 30 to 39 age group was once again the lowest in agreement regarding the courtesy of Loveland police officers at only 76.9% with all other age groups agreeing at a rate of 88% or higher. Females and males differed by less than 2% in their agreement (91.1% and 89.4% respectively).

Knowledgeable

N = 290 90.7% of the survey respondents agree that Loveland police officers are knowledgeable. Those living in Loveland between 11 and 15 years had the lowest agreement rate at 83.3%, with all other groups based on residency length coming in at 90% or higher. Amongst the age groups, the 30 to 39 age group was the lowest at 76.9% again, with all other age groups ranging from 83% to 100% in their agreement.

Trustworthy

N = 285 89.5% of respondents indicated they agree that Loveland police officers are trustworthy in responding to the public. 84.3% of respondents in District 4 agreed that officers were trustworthy which was the lowest, as all other district respondents came in at 90% or higher. The 30 to 39 year old age group was the lowest in agreement at 74.1%. All other age groups ranged from 83.3% to 100% in their agreement of Loveland police officers being trustworthy.

Hard working

N = 281 90% agreed that Loveland police officers are hardworking. 76.5% of respondents who have lived in Loveland for 11 to 15 years agreed that Loveland officers are hard working. All other residency groups came in at 90% or higher in agreement about Loveland police officers being hard working.

Easy to approach

N = 295 87.1% of survey respondents indicated they feel that Loveland police officers are easy to approach. District 2 and District 4 respondents agreed at 84.4% and 82.2% respectively. Respondents from District 1, 3, and 5 agreed at rates of 90.6%, 90.2%, and 94.7% respectively. Respondents aged 50 years and older came in at 89.9% in agreeing that Loveland police officers are easy to approach, while those respondents 49 and younger were at 82.2%.

Fair

N = 285 87.4% of respondents agreed that they feel that Loveland police officers are fair when responding to the public. Respondents aged 49 and younger showed less agreement than those 50 and older (77.5% vs. 90.9%).

Victims/witnesses of a crime generally assessed the characteristics of Loveland police officers in all categories as slightly lower than all other respondents as follows:

Professional	91.5% vs. 91.6%
Courteous	87.5% vs. 90.4%
Knowledgeable	83.3% vs. 90.7%
Trustworthy	85.1% vs. 89.5%
Hardworking	86.9% vs. 90%
Easy to approach	79.2% vs. 87.1%
Fair	80% vs. 87.4%

Respondents whose contact involved traffic stops or tickets also generally assessed the characteristics of police officers as 2-8% lower than all other respondents as follows:

Professional	84.4% vs. 91.6%
Courteous	84.8% vs. 90.4%
Knowledgeable	84.4% vs. 90.7%
Trustworthy	81% vs. 89.5%
Hardworking	88.1% vs. 90%
Easy to approach	84.4% vs. 87.1%
Fair	79.5% vs. 87.4%

Question 15 (1) - LPD should make use of Social Media to interact with the public

39.9% of 348 respondents agreed that the Police Department should use Facebook, Twitter, or other social media to interact with the public. This is up from 30% in 2011. More males than females indicated that social media should be used (42.9% vs. 37.9%).

Question 15 (2) – Comfort with contacting LPD to file a complaint against a police employee

60.6% of 345 respondents agreed that they would feel comfortable filing a complaint against a police employee. This is up from 56.1% in 2011. Victims/Witnesses of a crime were less comfortable with filing a complaint than all other respondents as only 48.9% indicated they would feel comfortable doing so.

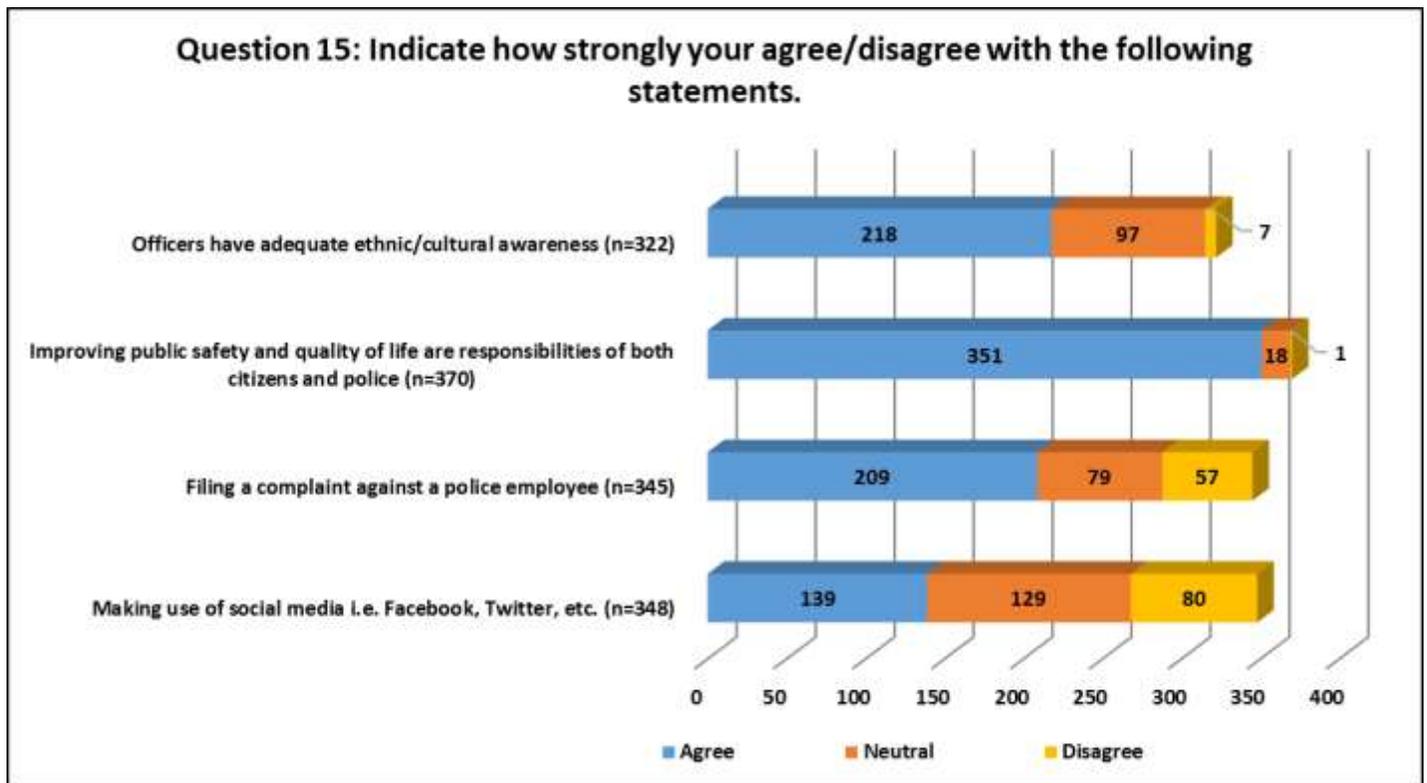
Question 15 (3) – Improving public safety/quality of life are responsibilities of both citizens and police

94.9% of 370 respondents agreed that improving public safety and the quality of life in Loveland are responsibilities of both citizens and the police. This also is up from 91.8% in 2011.

Question 15 (4) – Police have adequate ethnic/cultural awareness training to perform duties/responsibilities

67.7% of 322 respondents indicated that they agree that police officers have adequate ethnic/cultural awareness training to perform their duties/responsibilities. This is down slightly from the 69.9% that indicated as such in 2011. There was significant disparity amongst respondents from the various police districts in regards to agreement with this question. Only 57.4% of respondents from District 1 agreed, while respondents from District 2 and District 3 indicated agreement at 73.6% and 79.8% respectively.

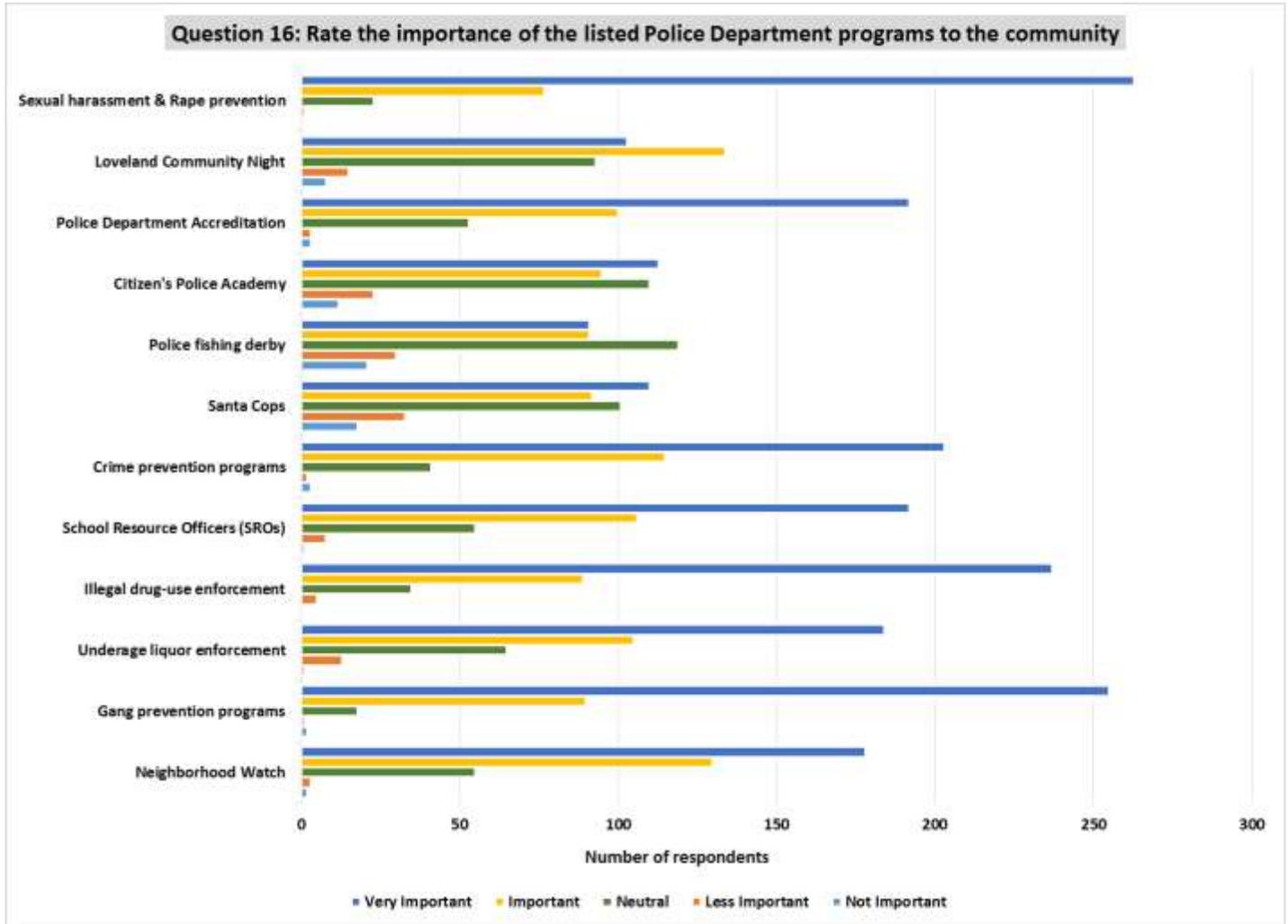
Question 15 – Agreement Levels Chart



Question 16 - Importance of police programs

Respondents indicated that many Police Department programs were important to the community (Question 16 graph). Any differences in importance for specific programs related to age, gender, District and years lived in Loveland will be addressed under each specific program listing below. The most important Loveland Police Department community programs were the traditional law enforcement activities of gang prevention (94.3%), sexual harassment and rape prevention (93.4%), illegal drug-use law enforcement (89.1%), crime prevention (87.4%), Neighborhood Watch (83.7%), accreditation (83.2%), school resource officers (82.3%) and underage liquor law enforcement (78.5%).

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.



Neighborhood Watch

N = 368 Overall, 83.7% (308) of respondents indicated that they felt the Neighborhood Watch Program was important. Females rated it as more important than males (88.2% versus 78.8%). The two age groups with the highest rating of importance for this program were the 70 to 79 year olds at 88.2% and the 20 to 29 year olds at 87.5%. The two lowest age groups were the 50 to 59 year olds at 76.9% and the 30 to 39 year olds at 80.6%. The respondents in District 3 had the highest importance rating at 89.9%, while those in District 2 were the lowest at 78.7%. There was no significant difference in importance rating based on the number of years lived in Loveland.

Gang Prevention

N = 366 Gang prevention had the highest importance rating of all the programs at 94.3%. Even when broken down by age group, gender, years lived in Loveland and District, all groups rated the importance above a 90% level. This shows that Gang prevention is a prevalent issue and is important across many demographic levels.

Underage Liquor Enforcement

N = 368 Underage liquor enforcement had an overall importance rating of 78.5%. There were significant differences within the various demographic breakdowns. People having lived in Loveland for 16 to 20 years rated it more important (91.7%) than did those only having lived here 0 to 5 years (69.4%). Females rated it more important than males (84.4% versus 72.1%). Within the age group breakdowns, the 60 and older age groups gave it slightly higher importance ratings than below 60 years of age (80.6% versus 75.7%). The age group with the lowest importance rating was the 20 to 29 year old group at 68.8%.

Illegal Drug Use Enforcement

N = 366 Illegal drug use was the third highest rated program for overall importance at 89.1%. Within the age group break down, the 20 to 29 year old group had the lowest importance rating at 81.3% followed by the 50 to 59 age group at 84.6%. The two age groups with the highest rating for this program were the 30 to 39 at 96.6% and the 90 to 99 at 100%. Amongst the other demographic breakdowns, there were no significant disparities in the importance ratings.

School Resource Officers

N = 362 Overall, 82.3% of respondents rated the SRO program as important. Amongst the Districts, all but District 2 rated the importance at 81% or higher, while District 2 came in at 76.7%. The age group with the lowest importance rating was the 50 to 59 group at 70.8%, while all other groups were higher than 79%. Females came in at a 87% importance rating while 77% of males rated it as important.

Crime Prevention

N = 364 Crime prevention was the 4th highest rated program in importance overall at 87.4%. Districts 2 and 3 had lower ratings than the others at 82.8% and 83.7% respectively, while the three other districts were all above 90% in their importance ratings. Respondents who had lived here 11 to 15 years were the only group in the “years lived in Loveland” category who rated the importance below 80%, all the other groups in this category were above 86%. Females were higher than males in their importance rating of this program, 88.8% to 82.6% respectively.

Santa Cops

N = 354 Santa Cops was amongst the lowest rated programs in terms of importance by respondents with a 57.1% rating. 63.5% of female respondents rated the program as important as compared to only 50.3% of male respondents. District 3 had the lowest importance rating compared to the other districts at 50.5%, while District 2 and District 5 came in the highest at 64.9% and 64.3% respectively. Respondents who had lived in Loveland for 11 or more years rated it more important than those who had lived here 10 years or less (61% versus 46.8%).

Fishing Derby

N = 352 The fishing derby was the lowest rated program of importance with only 51.7% of respondents rating it as important. Amongst the age groupings, only the 80 to 89 and 90 to 99 years of age gave it an importance rating of 60% or higher. 56.2% of female respondents rated it as important compared to 47.1% of male respondents. District 2 was the highest of the districts with 62.5% of respondents indicating it was important, while the rest of the districts all came in below 56%.

Citizen's Police Academy

N = 353 Overall, 58.9% of respondents rated the Citizen Police Academy as important. 65.5% of female respondents rated it as important and 52% of male respondents rated it as important. Only 50% of respondents who have lived in Loveland 11 to 15 years rated it as important. All the other length of residency group respondents came in at 58% or higher when rating the program as important. Respondents in the 70 to 79 age bracket and 80 to 89 age bracket rated the importance at 63.5% and 75.9% respectively. The remaining age brackets all rated it at 60% or lower.

Department Accreditation

N = 351 Overall, 83.2% of respondents rated the Department Accreditation program as important. There was a similar high level of support amongst all the demographic groups.

Loveland Community Night

N = 353 67.1% of overall respondents rated the Loveland Community night as an important program. Respondents from all 5 police districts rated the importance at 64% or higher, with District 2 the highest at 73.2%. Respondents in the 30 to 39 year old group had the lowest importance rating amongst the age groups at 59.3%. 74.7% of female respondents rated the program as important which was far higher than male respondents at 59.3%.

Sexual Harassment/Rape Prevention

N = 364 Overall, this program was the second highest program in terms of respondents rating of importance at 93.4%. Across all demographic groups, this program received high importance ratings.

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.

Question 17 - Sources of information

N = 370

The primary source of information about the Loveland Police Department was the Loveland Reporter-Herald newspaper for 63.5% of respondents. This was followed by personal experience at 13.5% and word of mouth at 13.2%. Television was the primary source for 6.2% of respondents and the city website came in at 3.5%.

Question 18 - Basis of opinions

N = 373

52.5% of respondents indicated that they base their opinions on personal experience, 26.5% on observations, 14.7% on newspaper articles, 4.3% on word of mouth, 1.1% on other information, and 0.8% on television.

Question 19 - Most important issues

278 respondents responded to the open-ended survey question of “What is the most important issue the Loveland Police Department should be addressing?” Their unfiltered comments are listed separately at the end of the report.

The **top 3 specific issues** mentioned were:

- 1) Gangs/gang issues 21.6% (60 of 278 respondents mentioned gangs/gang issues)
- 2) Drugs/drug activity/issues 20.1% (56 of 278 respondents mentioned drugs/drug issues)
- 3) Traffic/speeding issues 17.6% (49 of 278 respondents mentioned traffic/speeding issues)

32.7% of respondents (91 of 278) mentioned general crime prevention/public safety as the most important issue the Loveland Police Department should be addressing.

Trend Analysis

Besides the comparisons between 2011 and 2014 survey results that have been mentioned elsewhere, additional important comparisons between the 2014 survey and the 2011 survey are listed below.

<u>Service</u>	<u>Satisfied respondents (%)</u>	
	<u>2011</u>	<u>2014</u>
General police service in your neighborhood (Question 12)	91.9	91.3
Quick response to emergency situation (Question 4)	77.1	77.5
Crime controls in your neighborhood (Question 4)	71.9	76.7
Providing fair and equal treatment to all (Question 4)	71.2	71.0
Understanding of community concerns (Question 4)	66.7	66.9
Handling citizen's complaints (Question 4)	67.3	65.3

<u>Program</u>	<u>Respondents reporting "Important" (%)</u>	
	<u>2011</u>	<u>2014</u>
Gang prevention	94.5	94.3
Sexual harassment/rape prevention	91.6	93.4
Illegal drug-use enforcement	91.8	89.1
Crime prevention	85.9	87.4
Neighborhood Watch	84.7	83.7
Accreditation	81.3	83.2
School resource officers	77.0	82.3
Underage liquor enforcement	80.8	78.5
Community Night Out	56.3	67.1
Citizens Police Academy	53.7	58.9

Comments from Survey

Question 9: Comments from “What do you feel the Loveland Police Department is doing especially well?”

There were 218 responses to this question. They are listed alphabetically below.

Active presence in neighborhoods
All officers I have spoke to have been kind, caring and professional.
Almost everything.
As far as I know they do all well.
attention to seniors
Available and responsive while not having an overwhelming presence.
average
Being fair and informative.
Being human - important!
Being present in the community.
Being professional and keeping Loveland safe.
Being seen often.
Being visible / supporting and patrolling.
Calling on the phone to solicit money.
Can ask them for advice or what resources you can use or handle a situation.
Case # 14-2231 which I got dismissed w/ Attorney
Communicate with public.
Communicating with the public in non-official matters.
Communicating.
Communication with the public.
Community minded - organized - very competent.
Community relations.
Community relationships
Community service.
Compassionate attitude in health crisis.
Contributing to a safe community.
Controlling gang activity.
Controlling gang issues
Crime control.
Crime prevention
Crime prevention, gang activity.
Crime went down. Response time.
Cruising around making things safe.
customer service
Discretion. Professionalism.
Don't know
Don't know.
Don't know. Not enough contact with the police. I don't see them in our neighborhood enough to answer.
Doug Savage was very courteous and professional.
Downtown presence / hiring diverse officers.
Drug control.
Drug control.
Emergency response: traffic accidents.
Emergency.
Enforcing the law.
everything
Everything I can think of.
Everything.
excellent

Excellent law enforcement.
explaining my ticket and being generally very friendly
Fast and effective.
Fishing derby.
Follow up.
From what I've seen - all is ok.
Gang control.
Good constant patrol.
Good interaction skills and communication.
Good presence in the community
Good response time. Professional and courteous.
Good response, polite, informative.
Good sense of their presence in the community.
Great
Handle the one situation well. Teenage problem run-aways.
Handled last years' flood very well.
handling difficulties with people w/autism/dd
Harassing people for small stuff vs. taking care of the big stuff.
Hard to say.
Harsh - bully - more from women - look at blonde.
High profile.
I am very pleased with it all.
I don't know yet.
I don't see a weak link.
I feel that they are very aware of what's going on.
I have great confidence in their service.
I have no complaints.
I have not witnessed much crime here since moving here from a city.
I really don't know as I am home much of the time.
I see a high police presence.
I see them at accidents. I see them check speed.
I think the police are doing in our area well.
I walk to downtown and always feel safe.
I would not know.
Improving community safety.
In my contact with the officer, he was super respectful and professional.
It seems like you guys crack down on drunk driving.
Just happy to have good PD.
Keep eye on our neighborhood.
Keeping an eye on the downtown Loveland area
Keeping crime and homeless people to a minimum.
Keeping crime out of my neighborhood.
Keeping crime rate low.
Keeping in touch with citizens.
Keeping Loveland safe.
Keeping Loveland safe.
Keeping Loveland safe.
Keeping low profile with ordinary people
Keeping our neighborhood safe.
Keeping residents safe and control crime
Keeping the peace.
Knowing our community.
Like that they visit preschools and have the take back medication days for safe disposal.
Looking and acting like Police officers (unlike Fort Collins)
LPD is one of the best in this area - always seem to be on top of their game.
Make a strong presence in the city.
Making police presence very apparent - probably discourages crime.

Minimize unmarked cars... show yourselves
Most everything except some traffic issues.
Most of the officers try to accommodate
Most things
Mostly everything.
My husband was stopped for a brake light. He says the officer was very helpful and respectful.
My neighborhood is safe.
My neighborhood is very quiet. I love it!
N/A
Neighborhood safety - speeders.
No comment.
No complaint.
No problem in any way.
Nothing.
Only contact was about 2 cars for sale parked on street.
Overall safety in our town.
Overall.
Participation in community activities
Patrolling
Patrolling - I do see the cars going through the neighborhood and that makes me feel safe.
Patrolling kids at Thompson Valley High School.
Patrolling neighborhood.
Patrolling the streets.
Patrolling, keeping crime low. I feel safe in my neighborhood.
Patrolling.
Patrolling.
People skills.
Polite, efficient.
Positive presence in the community.
PR
Presence.
Prevention of problems.
Professional, yet friendly (keep up the good work).
Professional.
Professionalism when you talk to them and keeping information private.
Professionalism, visibility.
Protecting all residents.
Protecting citizens.
Protecting us and willing to answer questions.
Public relations.
Pulling over Buicks. Especially mine. :-)
Quick reponse
Quick response time.
Quick response time.
Quick response to nuisance calls and friendly!
Rapid response
Re: animal control (dogs)
Remaining objective.
Responding to accidents and emergencies.
Responding to drunk driver.
Responding when called
Response time is excellent.
Response.
Responsiveness and politeness.
S.H.A.R.P.
Safety to citizens.
Seems well staffed, but new officers need better training with guidelines/policies.

Serve and protect.
Service to community! All prevention work.
Serving the community
Showing concern for my complaints
Showing they are around and available
Showing up in a reasonable time.
Solid. Trustable.
Solving major crime attacks
Speed traps in school zones.
Speeding down Washington St.
spending tax money and harassing citizens
Supervising construction problems.
Taking care of business.
The officer noticed my parked car registration was expired. Though writing a ticket when I walked up, he empathetically related his own experience and allowed me time to get my car re-registered.
The officers show respect to all, regardless of circumstance.
The professionalism they portray.
Their friendliness to general public
These job that they are hired for.
They are present.
They care.
They don't hide there own.
They have a good presence.
They park on my street and clock speeders.
They respond quickly, compentently & with sincere concern for the situation.
They seem to be a presence, a protective & vigilant presence in & about town
They were so kind when I would ask them questions regarding the safety of my family due to my inquiry about my neighborhood.
Those I've observed are polite and professional.
To citizens yes - to officers - no.
Traffic accident response
Traffic control.
Traffic control.
Traffic control.
Traffic issues when there is an accident - advice regarding neighbor problem.
traffic tickets when needed
Trying to service a growing city
Using sirens in the middle of the night.
Very positive presence in our neighborhood.
Very professional - not at all bullying!
Very reassuring and personable.
Very responsive and respectful
Visibility
Visibility in neighborhoods.
Visibility on main through streets.
Visibility.
Visible in the community.
Visual.
Watching school zones.
Yes.

Question 19: Comments from “What is the most important issue the Loveland Police Department should be addressing?”

278 respondents answered this question, their unfiltered comments are below.

a "God complex" and being above the law

ABUSE OF POWER!

Adding more personnel - we're growing.

Alcohol and driving!

All the safety and responding issues.

Approachability

Approachability.

Attitude toward public - they are rude.

Be fair. Understand circumstance before jumping to conclusions.

Being courteous with the public.

Being more visible.

Better training for new officers and response needs to be quicker

Building strong relationships w/community groups

Bums, tweakers and speeding on North Colorado Ave.

Burglary - theft.

Calls about drunk drivers.

Catching people speeding

Child abductions and violence against women.

Child molestation and abuse, illegal drug use.

Child safety.

Citizen safety.

Combating meth and domestic violence and rape.

Communicating with the public.

Community Safety

Community safety.

Community.

Completing cases more quickly

Consistent appearance in neighborhood.

Continue good work!

Continued restraint of gang activity.

Crime

Crime

Crime and drug prevention

Crime and gang prevention.

Crime and hooligans - I like to feel same in my home and neighborhood.

Crime and prevention

Crime and vandalism

Crime is increasing as population grows. So we need more officers - staff and equipment.

Crime prevention and illegal drug use

Crime prevention on my street - Spruce Dr. Every car on this block has been broken into in the past 2 months - wanting more help.

Crime prevention programs

Crime prevention.

Crime prevention/neighborhood watch

Crime prevention/Public Safety

Crime prevention/theft
Crime.
Crime.
Crime.
Crime. Safety of children.
Crimes/drugs/homeless
Criminal Activity in neighborhoods
cutting their budget
Cyber crime
Dealing with growth caused stress.
Dealing with youth problems.
Defective and improperly running vehicles - smoking.
Do not know.
Do their job. Protect and serve.
Doing a better job of informing the public about what may occur in their neighborhood.
Doing a good job
Domestic / Child Abuse
Don't know
Don't think there is nothing to complain about.
Drug gangs - crime.
Drug and alcohol.
Drug enforcement
Drug enforcement
Drug enforcement.
Drug use
Drug use enforcement.
Drug use.
Drug/liquor enforcement
Drugs
Drugs
drugs & gang
Drugs and alcohol.
Drugs and drug use.
Drugs and gangs.
Drugs and liquor enforcement.
Drugs, gangs.
Drugs.
Drugs.
DUI.
DUI's, domestic violence, illegal drug use.
DUI's, underage drinking, animal abuse.
Enforce the laws fairly.
Enforcing traffic violations, preventing violent crime, gangs, illegal drug use.
Excess of barking dogs in some areas.
Expired license plates.
Fighting crime and drugs.
Fraud/scams
Gang & Crime prevention
Gang & Drug activity
Gang & illegal drug prevention
Gang activity
Gang activity / drug use.
Gang activity.
Gang activity.
Gang activity/crime
Gang and drug activity.
Gang prevention

Gang prevention - bullying.
Gang Prevention and illegal drug enforcement
Gang prevention programs
Gang prevention.
Gang prevention.
Gang prevention.
Gang prevention.
Gang prevention.
Gang prevention.
Gang prevention. They are the ones that commit most crimes.
Gangs
Gangs
Gangs
Gangs
Gangs
Gangs - drugs - citizen's safety.
Gangs - drugs.
Gangs & drug dealing
Gangs & drunk drivers.
Gangs / Drugs.
Gangs and crime.
Gangs and drugs / crime prevention.
Gangs and drugs.
Gangs and drugs.
Gangs and home invasions.
Gangs and homeless people.
Gangs and pedophiles - elderly scams.
Gangs and preventing their further reach and activity in Loveland.
Gangs and protect schools.
Gangs, crimes.
Gangs, public safety, school zone speeding.
Gangs.
Gangs.
Gangs.
Gangs.
Gangs/ organized crime/ drugs/ sexual assault.
Generally, I am very happy with services. Public safety.
Getting rid of illegal drugs.
Going after the bad not tickets speeding.
Good communication with public
Hard core drugs.
Hard crimes! Not some kid with no light on his bike trying to get home.
Heavy residence traffic Boise, Monroe.
Homeless, tent cities, transients.
I am fortunate I have never needed or used the Police.
I don't have an opinion about this.
I think they are doing a good job.
I think they are pretty well rounded.
Illegal drug use and trafficking
Illegal drug use enforcement.
Illegal drug use, domestic violence
Illegal drug use.
Illegal drug use.
Illegal drugs/ gang prevention.
Influx of gang and drug related crimes brought by other towns such as Greeley and Evans.
Keep doing an ok job.
Keep it up.

Keep up good work - tuff job.
Keeping citizens safe!
Keeping current on threats to our community.
Keeping gangs out of our city/town.
Keeping kids off illegal drugs.
Keeping our kids safe from predators
Keeping our town safe
Keeping residents safe.
Keeping the children safe as well as all.
knowledge
Lack of strong, consistent enforcement of stop sign and red light right turn laws.
Maintaining a safe and crime-free community.
Making neighbors respond the animal control
Making our neighborhood safe.
Making sure the whole department is above reproach.
Minority relations.
Mix with ordinary people more. Not just by computer.
More awareness of officer concerns as well as citizens.
More presence on West 1st Street.
More time in all areas.
Most important is safety of the citizens
Motorcycle cops not using turn signals.
Mutual respect
Neighborhood control of minors, i.e. drug use at local park.
Neighborhood Crime - Sexual harassment/rape
Neighborhood crimes and teen drivers.
Neighborhood watch & speeding
Neighborhood watch programs & neighborhood crime prevention
No issues, keep supporting concealed carry.
No problems here (Thanks)!
Officer never showed up when called. That a crime is a crime, not just important crimes
Organize a citizen oversight board
Patrol neighborhoods; that way people behave well - not just traffic offenses.
people begging for money at busy intersections
People not obeying the laws, speeding, not stopping at stop sign and red lights, tailgating. 16 & Washington - people
don't even slow down, most of the time. I got hit there a year ago.
People running red lights and speeding down alleys & streets
Police mis-conduct
Police presence/Quick response
Prevention & establishing a friendly, trusting rapport with the public.
Proactive crime prevention/ deterrent.
Pro-active programs that inspire good behavior backed up by professional and fair ability to enforce laws.
Property theft and vandalism
Protect the unity and not become discouraged - have faith.
Protecting & serving the public
Protecting children - speeding - I never see an officer around school zones.
Protecting our children from drugs and molesters
Public safety - we should feel safe on the street and in our homes.
Public safety.
Public safety.
Putting in a grocery store on 287 & Eisenhower is only asking for a lot of accidents.
Quiet down the number of sirens always going off - it sounds like we live in New York City.
Racial profiling
Rated Identity Theft as - very important.
Reduce speeding through residential areas
Residential, burglaries, vandalism, theft, robbers
Response time.

Safe neighborhoods.
Safety for all citizens
Safety for the citizen's of Loveland.
Safety for the public
Safety in the community
Safety of all Loveland citizens.
Safety.
Safety?
School zone at Wilson & First. The 20 mph school zones.
Security - No Gangs
Sex offenders
Slow down traffic.
Speeders - watch school areas more.
Speeders.
Speeding
Speeding & running red lights
Speeding cars
Speeding in school zones
Speeding in school zones. Bad. Speeding up and down Wilson - becoming very dangerous.
Speeding traffic and running stop signs in the residential neighborhoods.
Speeding, aggressive driving, running red lights
Speeding.
Stealing and drugs.
Stop harassing people.
Strong presence and quick action.
Teen aged punks' parents need to be held accountable
Teenagers with alcohol
Terrorism.
Thanks for keeping gang activity down and drug stuff.
The growth of marijuana use.
The Loveland Police appear to be doing a great job with important community issues.
The meth use in our community.
Thefts.
Their own actions - They need to obey the laws too.
They already do.
Traffic - drugs - special education for officers on gangs coming to our State.
Traffic - really most issues I have limited knowledge.
Traffic - speeding - red lights.
Traffic citations, speeding in town, kids loitering in parks.
Traffic control i.e. speeders, red light runners etc.
Traffic Enforcement
Traffic enforcement - speeding, red light offenses.
Traffic enforcement and crime prevention
Traffic enforcement.
Traffic is bad.
Traffic safety / Speeding / Texting while driving
Traffic violations
Traffic. People are driving and texting.
Trustworthiness.
Underage drinking and street drugs.
Underage drinking. Underage smoking of M.J.
Use of illegal drugs and drug dealers.
Vagrants and gang taggers.
Vandalism.
Violence - safety to citizens.
Whatever the folks point out to you on this survey, I guess.
What's coming into our town.

ADDITIONAL WRITTEN COMMENTS FROM 2014 SURVEY

Survey #	Comments
2.	Wish we could double the amount of police officers in Loveland. Like the presence of un-marked patrol cars. Like the various makes and models of marked patrol cars.
4.	In regards to safety being so important, it seems that the citizens of Loveland are unaware of their driving. Running yellow/red lights, not full stopping at red lights and stop signs, speeding. Rude to drivers that are driving lawfully.
5.	With the changes in the past 6 years with this president and the increasing population, I think this is still one of the safest city's in America with a large pat on the back to the Police Department.
7.	Today, (10-8-14) Edmundson School was on lock-down. I didn't get a reverse 911 call and I'm less than a block from the school. A lady driving by as my dog and I came out - all the houses on a walk and she stopped and told me so we went back in the house. Why wasn't I called.
9.	The growing vagrancy population downtown.
12.	DUI enforcement is running this town. It is uncomfortable to even have a beer with a meal at a restaurant in Loveland .
15.	I live near the Chilson Center, there are many drug deals and juvenile problems.
17.	In past years I have met some of our officers socially - and I am very proud of all of them and I appreciate their devotion and service; and they were very thorough when I needed them (just one time years ago).
18.	The few interactions I have had alone have been fine. I was with my African American friend and it was a whole different story. And officers should not text and drive.
19.	It is nice to have an effective police force where individuals have a good sense of humor.
21.	I have almost no interaction with police department except to see squad cars driving in town. I guess that is a good thing, right? I deeply appreciate all that they do in our community.
23.	My one experience in all these years was extremely good. A young female officer was quick, knowledgeable, compassionate at a very trying time. Thank you.
24.	Never see a police car in neighborhood. Have observed officers not doing anything about traffic violations that occur right in front of them. It seems every time I see an officer driving down the street, he/she are on cell phone. Not enough patrolling neighborhoods, it seems officers stay on main streets. Overall a good department.
25.	Keep up the good work!
26.	I found them very helpful and caring when I needed help. Thanks.
30.	I often hear sirens but seldom find out what they were responding to. Maybe it is just my curiosity.
33.	Extremely poor at issues regarding homicide. Afraid of DA Lawyers from outside Larimer County required to take on issues with DA.

35. Continue your great work.
36. Love living in Loveland and your department is a very big part of it. Please maintain your professionalism and practices. Thank you!
37. I want to help but I have had no contact. Don't take the paper and have not discussed the department with anyone.
42. I really think Loveland is and continues to be a good place to live. In large part due to police doing their jobs well. Thanks.
43. I know many officers thru Crossroads Church. For many years, I have taken time to visit with them, ask questions, talk about issues in Loveland, etc. They are a quality team that I trust completely. Tim Yunger is especially great - a good man.
48. Overall they do a good job. I would not like to be a policeman in this day and age.
52. I have had no contact with the police department since moving here.
55. Keep up the good work.
56. Get the drugs off the street. The homeless run Loveland (drug & alcohol). Panhandling has to stop.
57. Would appreciate speed limit enforcement on side streets such as Washington (frequent speeders).
58. My wife and I are very proud of our Loveland police force. We pray for their safety.
63. From what I've seen, I give the department a triple A - keep up the good work!
64. I wish they would enforce the fireworks ordinance.

65. (note) Several comments throughout survey - I have fear of completing this - you need to know this. District Question - fear of them stopping me for no reason. 4. I don't think the boss will get this. 7 & 8 - Fear - fear of my location. 15. They think they are above all. 19. They - police are above the law. They - police brake the law more than us. Women police - I have seen and myself laugh - point - it's bullying at person stopped by them or other police. Look at blonde.
66. I got a ticket for going 46 miles an hour on Taft between Eisenhower and 8th St this year. The speed limit changes 3 times in just a few blocks. The ticket cost me \$110. which is a major blow to my retirement income. But then because of that one ticket my car insurance was doubled!!! They say their research indicates that people who get tickets are more likely to have accidents. Caught again in a very wide net!! Since that time, every time I drive on that stretch, I observe many cars going over the speed limit but I've never seen a cop there since I was stopped. That makes me wonder about the wisdom of changing the speed limit 3 times in a short distance. Unless you are raising your income, which can be totally devastating to a good citizen.
71. Great department where the Officers and Chief are doing their best to protect this beautiful city and the people who live here.
72. Have not had enough contact to make any judgments.
75. Drugs in schools. Drugs in neighborhoods.
78. Those I have met, both in their line of duty and casually, they have all been courteous and helpful - even the chief.

79. Gangs and illegal aliens.
81. This city is the safest city that I have lived in, especially knowing that 2 state highways run through it.
83. Talked to officers when they come into Sam's Club. Used house for SWAT base - very good men - thank you.
86. For cop's safety - if cops are safe we feel safe (education).
88. An officer came by to enforce a court order to remove my daughter from my care and place her with her father. That night he was very compassionate.
90. Thank you for what you all do every day!
97. Would like to see a higher focus on traffic violations. Speeding, tailgating, red light, stop sign infractions all seem to be out of hand in many places.
99. The police department, city council and school districts make this a great place to live!
100. I hope the department will expand to keep up with the growing population.
101. Just moved to Loveland and as far as I can tell, police are doing a great job!
103. Why are there between 2 and 3 cars at a traffic stop and why does the police block lanes of traffic.
104. We don't use any social media and have no computer. We feel very safe in our neighborhood and appreciate police presence. Ours is the best in Loveland.
107. Thank you for all you do!
108. Thanks! Keep up the good work.
109. These must be hard to read - thanks for doing it :-).
112. In the past we had teenagers and police were called several times and they were awesome. Really kind, positive and firm.
117. A few months ago you had a lot of presence. People slowed down and stopped tailgating me when I was doing the speed limit. Good job to all police!
118. Keep up the good work.
120. Not interested in the force showing their strength to good citizens, pay more attention to drugs, violence, theft, etc.
122. I think we have a great group of officers that are easy to approach and talk to.
124. Overall - very good to excellent.
125. Keep up the good work. :-)
126. My middle of the road answers were due to lack of knowledge on my part - so can't make an informed response. Overall I feel the police is responsive, polite and do a good job helping keep Loveland a desirable place to live.
128. I am happy to be living in a well-protected community. Thank you.
129. Haven't needed them, fortunately.
130. Excellent.

131. Easy to approach and we love the stickers for the kids.
133. Overall impression very favorable. Police officers need to obey the same laws that they enforce.
134. It would be nice to see more officers patrolling for traffic violations, especially speeding on N. Boise. I did request it years ago but no response.
137. I think we have a great police department - good people from the top down.
138. Good job overall.
141. Gang prevention.
143. Use of unmarked police cars in traffic stops makes citizens uncomfortable and untrusting of the police. Greater visibility is a better deterrent than "speed traps".
148. I understand the Police Department does not take care of bark dog complaints that is the reason I'm still listening to the neighbors dog bar for hours in the AM. I dented a car in a parking lot - left a note - a patrol car was called - the officer called me and was rude & threatening
154. I know I am new here but great job making me feel safe. I would like to take a minute to address the school zones. I feel like they are not being watched enough. That being said, please take this into consideration. Thank You.
155. I believe you are doing a good job.
156. Thank you for everything all of you do each and every day to keep Loveland a safe community.
161. I had an incident where a boy in the neighborhood was taking mail from my mail boxes and throwing it in the street. I was missing mail so I watched and caught the boy doing it. I went to his house and told his parents what he had been doing. I suppose I should have reported this to the police.
163. 90% of calls to 667-2151 are put on hold??
164. The very best police department that I have ever experienced! I grew up in Ft. Collins and commute every day to Ft. Collins for work. Very limited contact with the Loveland PD but when I have - extremely professional, courteous and kind.
165. I didn't answer questions where I had no experience on which to base an answer. As far as traffic tickets go, I think Loveland is a speed trap city and that reflects poorly on the police, whether or not it is their choice.
167. Less focus on victimless crimes and more on assault, robbery, etc. During calls, believe we could do better in treatment of mental health/ substance abuse.
169. Noise.
170. We are fortunate to have capable officers in this community which is based on small town values but with larger city elements. Keep it up!
171. We have an officer in our area that likes to harass us and provides false information concerning our vehicles to the department. He has stated that we have two unlicensed vehicles at our home when we only have one. He must not be able to read 2015.
172. They all seem to be commendable for their service to us citizens!
173. We just thank you for doing your jobs to the best of your ability. Good job.

174. Unfortunately Lake Loveland No. Park & Loveland High School hangers out can be source of gang activity, graffiti and vandalism. Sad!
178. Hope we don't start having a drug problem here like some other places or cities.
179. Stopping people out to socialize and giving DUI's for just being out after 12 PM isn't right unless they do something wrong.
180. There were 3 people smoking marijuana in a car in front of my home visible from my window. My son could see. So close I saw the color of the pipe & what each person looked like. The driver was smoking as well. I called a officer - came ran there ID's and laughed with them and then left the scene. The female driver then drove off intoxicated.
184. I think Loveland is in good hands with the LPD. Loved Police Academy.
187. I never see the in my neighborhood or around town. I didn't know Loveland had a police force until 6 months after I moved here. Thought used Sheriff's on more occasions - see them, aren't approachable.
188. I'm too new to have contact enough to answer. Sorry.
195. Live 5th & Roosevelt - only problem on our street is junk parked cars, never get moved, Expired plates. Nobody checks. Rarely see police in downtown streets.
200. We need more visibility in the neighborhoods and school radius areas (High School) especially at lunch and after school by the King Scoopers - Eagle Drive area. (Speeding and drug sales in parking lot - Eagle Drive.
202. Overall good - thanks for asking.
205. I would like to see more watch programs in Derby Hill.
206. Excellent and highly professional force.
209. My experiences over the last 12 years have been positive. I hope that is a typical response of all ethnic groups and age groups in Loveland.
216. Question 8 - Yes to Response to a 911 Call.
217. I feel like the department does a reasonably good job, but I am aware that as a small white woman that may not be representative of others opinions. I think it would be useful to look at the opinions of minority citizens.
222. For Safety - please see if a guard rail could be put across bridge on Eisenhower. Dangerous to walk if someone were to stumble/fall into traffic. Thanks. (Several notes about animal control - was not satisfied with response from police.)
223. Police speeding - I live 8 & Garfield and have witnessed police cars at easily 80mph in front of my home. What if a child stepped out?
224. Wonderful organization.
225. Overall, I think they do a good job. I have not had any contact in many years. I have observed a lot of situations and I think, in general, they do a great job.
227. Crime prevention.
228. Racing down Boise & Silver Leaf Dr.

229. Have not had much experience.
232. 2 people listed as filling out the survey. Second person is a 72 year old female.
233. My only concern is when I drive north on Taft to FC - people speed so fast no one hardly drives the speed limit. Re: Question 4 - my daughter was very ill - emergency was so efficient - I guess that was ambulance, fire dist.
235. On courtesy, they did not do a bad job, but could do better. At one incident I felt they could have done a better job to listen to what is being told to them.
236. Attitude toward minorities could be better.
237. Very good job - I was on the force in the 60's
238. Note re: Dispatch - did not receive a call back.
240. I don't see them very often outside of having someone pulled over for traffic violation. If they are active in the community then I don't see that in mine.
242. Polluting cars need to be warned, would like to see police catching speeding - never see police on 37th street when flashing light for school is on. Lots of people disregard the speed limit there. Just be more noticeable.
243. Gang prevention.
250. I have no personal experience with our police department. I feel very safe here. That must mean that our police do a good job. Thank you!
251. Question 8 - someone was lying on the street in front of my house.
252. Thank you! Great police department!
253. Any contact I have had with the police has been professional and friendly. I appreciate all they do.
254. I've been fortunate to not need the police as yet, but it would be beneficial to have a meet and greet opportunity for local officers and neighborhood occupants to learn about each other. Thanks for your service.
256. Please teach officers to take witness statements. I was struck down by a car (as a pedestrian) and the officer didn't take one statement and there were many around. As a result, I didn't get much help with the expense of my injuries.
258. Continue to be a positive presence and institution in the community.
259. I think we have one of the best police chiefs in the state. Also the whole staff (dept.) Question 7 - none arrived.
260. Rubbish.
262. Come down hard on gangs. Saw marks at alley 10th Grant. Loud motorcycles are out of control in neighborhood!
263. Other than Loveland Community Night, I have had very little contact with police. What I have had has been positive but I hesitate to answer these questions with so little contact or information.
265. Gangs and violence. Keep our town nice.
267. Thank You.

268. From what I've read, they are doing a good job. Can't answer most questions because I've had not personal needs to call police.
271. Doing a great job. Keep it going!!
274. Comment about District - he says 5 by description, 2 by map. (Paloverde)
277. Thanks for all you do!
278. Enforcing noise ordinance.
279. Question 2 - District No. between 2 & 3 Garfield & 29th. Used Dist. 2.
281. Should do more speed limit enforcement.
285. Keep up the good work.
289. #7) Did not need officer to come to my home. He did a welfare check & called me promptly. #16) Regarding Accreditation - My agency is "accredited" if it helps the officers do their job it's important. Otherwise NO. (he voted 1 for Accreditation) #19) Pulled over twice for traffic issues, very courteous and let me off with warning. Called once for a welfare check on my ex-wife, dispatcher and officer were very professional and helpful. Keep up the great work.
292. I have not had a lot of personal contact with the police. This tells me the department is doing their job well.
294. Question 8 - graffiti on my fence.
296. In the past, I've dealt with some command staff. Their lack of concern for officers has always concerned me. Not enough officers on streets to handle issues. Maybe commander should help too. Question 13 - Appears ok by not sure it is. Looks can be deceptive. Question 14 Officers are amazing - command staff seem to have lost touch all the way around.
303. Would like something done re: speeding traffic on east 16th St between Boise and Madison. Also no way as a pedestrian to cross Boise near hospital. Difficult to get out of hospital to cross. Boise traffic terrible - Not Safe
305. We have had family issues and every time the police have responded we have felt safer and protected. Communication was excellent and reassuring.
307. Living on North Cleveland 1600 block, speed & reckless driving needs to be addressed. The speed limit should be lowered to 25 MPH and enforced. Never seen radar setup in this area.
312. Thank you.
314. We have not lived in Loveland long & have had very limited contact w/the police - 1 speeding ticket. I don't feel well qualified to answer some of the questions.
319. I have not heard any complaints
320. Thank-you :-)
322. Keeping a close eye on young people & drug problems. It's a different age than when I grew up!!!
323. Congratulations Loveland Police Department. I personally feel you are doing a great job.
327. I am grateful to live in a town with such dedicated officers who put their life on the line everyday to make me feel safe. I would like to thank you all for that.

328. Larimer County Sheriff's Office has a great Facebook page that is current and very informative. We would love to see one for the Loveland Police :-) Thank you for the opportunity to voice our opinion!
331. Police officer knocked on my door to tell me my trunk was open. I am dissatisfied with the level of noise from neighbors, but I have never called the police about it. I have had so little police interaction since I moved here. My job is in Ft. Collins, so I don't spend much time in my community. I love living here!
332. Keep up the good work! Thank you
334. I'm so sorry - I've only lived in Loveland a month and have no experience of the police department. I appreciate that you are trying to get community feed back though!
336. May not be a "police" issue, but red light runners, particularly left turn arrow runners & speeding still seem to be a problem. Appreciate your service!
338. My mother, Doris, passed away a year ago - I have lived here the past 16 years so I am filling the form out
339. I hope you will stay safe
344. All the police I have dealt with have been friendly with a smile not a smirk on their faces. Carry on!!
345. I understand that the homeless are going through hard times, but I wish there was a way to monitor them better. They are always leaving trash in my back property and hanging out. I'd like to continue to enjoy my open space but I feel unsafe and a need to put a fence up which will be fairly expensive.
349. I was a victim in an auto accident in which I was knocked unconscious. A minor ticket was issued to the individual that hit me before I had the chance to tell anyone what truly happened. The ticket should have been for a more serious offense.
351. Never see police in my neighborhood - dead end short street. Occasionally see them on Taft & rarely in the neighborhood. However, our street has been crime free for over 12 years. (18th&Taft)
352. In 1998 I called the LPD about a teen knocking on my door, they responded well! I like Loveland because of the LPD. Thank you!
354. A few years ago I had the opportunity to explain a slight roadway error (my fault) - I was pulled over & explained to officer - He gave me a card & warning (verbal) - It was great - still careful - thanks
357. Great Police Department!!
361. It is over funded and the officers are bored and harass people for fun. LPD sucks!
363. I appreciate your service. It's sometimes a thankless job, but I thank you.
366. Fortunately I have not needed the services of the PD for incidents related to my family. I found their presence throughout Loveland as I come & go throughout the city to indicate a concerted effort on the part of the department to show a strong effort to be visible in the community.
367. I have had positive experiences with Loveland Law Enforcement the majority of the time. Only minor negative times I've observed: When I see Police vehicles idling, parked, and not actively sired, chit-chatting for extended periods.
370. Reduce using the sirens so much during night time!
371. I know its just an offshoot, but Code Enforcement (trash piled in front of houses & toilets & garbage dumping grounds in backyards) - really needs to be proactive - complained about neighbors 2 times. Their front yard is

back to looking like a dump again! There should be follow up!

- 375. Luke - A good Police Department - you can be proud of it!
- 379. There needs to be a huge emphasis placed on ticketing people behind the wheel that allow themselves to be distracted by their cell phones while driving. Very dangerous to the community.
- 381. They are visible & understanding
- 382. Thank you for your service!
- 384. Generally I have been pleased (60%). About 40% of officers could have been more polite.
- 385. The respondent submitted personally identifying court documents and police report related to a case he was involved in with his survey response. These are not included here but this is just to note paperwork he included in the return envelope. His comments were about how he "beat" a case against him due to incompetence by law enforcement.