

*Loveland Police Department  
2012 Annual Report*





## *Loveland Police Department Values*

### **We Value the Law**

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

### **We Value the People We Serve and Each Other**

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

### **We Value Organizational Excellence**

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

### **We Value Communication**

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

### **We Value Our Public Image**

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

*We are proud to be the Loveland Police Department*

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*Loveland Police and Courts Building established in February 2002*

# A Letter from the Chief of Police

Greetings,

As you review the 2012 Loveland Police Department Annual Report, I thank you for your interest in the activity of this fine organization. The report contains informative facts about the Police Department and illuminates accomplishments from 2012 that reveal the hearts of service the men and women of the Loveland Police Department possess.

A look back at 2012 reveals an industrious year for the Loveland Police Department. It was a year the agency passed through without the loss of life of an active duty police officer; a year in which there were no homicides in the community; and a year when 92.8% of Loveland residents reported feeling safe and secure in their neighborhoods. In the volatile day and age in which we live, these truths are a powerful testament to the skills and training of LPD staff as well as the quality of Loveland residents.



Inside the walls of the agency, more was accomplished during the year than will fit into this introduction, but here are some of the highlights from 2012:

- The Police Department achieved its seventh consecutive National Accreditation through the Commission for Accreditation of Law Enforcement Agencies (CALEA) and was the first agency in CALEA history to be accredited using an on-line file management system.
- The Loveland Communication Center became the first in the State of Colorado to implement an Internet Protocol telephone system, and install the 800 MHz Internet Protocol radio. This technology allows for futuristic data transfer to begin becoming a reality in Loveland.
- After exhaustive research by a large number of employees, the Police Department successfully completed the second of a four-phase Staff and Resource Study. When the study is completed in 2013, the findings that will be used to grow the Police Department in a thoughtful and strategic manner over the next decade.
- To prepare for the next generation of leadership in the agency the Department designed and implemented a supervisory development program.
- To meet the demands of community and population growth, a third supervisor position was created in the Communication Center.

In the region, the agency made significant in-roads toward the enhancement of public safety. This is best illustrated by the ground breaking of the Northern Colorado Regional Crime Lab after ten years of planning and collaboration. The target date for the Grand Opening of the lab is September of 2013. Additionally, Loveland Police Department added a bomb technician and annual operating funds to the Northern Colorado Regional Bomb Unit.

In 2012, the mission of the Police Department was bolstered by a wonderful cadre of Volunteers, Police Chaplains, Police Explorers, and the Police Citizen Advisory Board. We graciously thank and recognize them.

All of us at the Police Department acknowledge the effective leadership of City Manager Bill Cahill as well as the overwhelming support of the Loveland City Council. Together they have prioritized public safety in the community and aided in making the City of Loveland a most desirable place to live, work, and play.

To the reader, it is an honor to serve you.

Sincerely,

A handwritten signature in cursive script, appearing to read "John H. Harker".

Chief of Police

# Administrative Support Staff



*Conny Hilgenfeld*

*Administrative  
Specialist*

*Elizabeth Markham*

*Business Services  
Coordinator*

*Karla Sprague*

*Administrative  
Specialist*

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## Budget

In 2012, salary budgets citywide allowed for a 2% merit increase. The Police Department operating budget remained flat. We did receive approval for supplemental requests to recoup the 2009 cut Communication Specialist position, and a one-time cost for a networked audio and video recording system for several interview rooms.

We were able to retain our equipment replacement funding, and purchased bulletproof vests, rifles,

*Lauri Holstad*



computer servers, mobile radios, tasers, SWAT equipment, radar units, and alarms.

The Loveland Police Department was awarded grant funding from the State of Colorado Department of Transportation for DUI and traffic enforcement.

We receive payment for services we provide to Thompson Valley Emergency Medical Services, Berthoud Fire, and the Thompson R2-J School District.

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

Due to required budget reductions, the Department lowered its payment to \$370,000 to the Larimer County Humane Society for truncated animal control services provided to the community. We have large contract payments each year to vendors for our Communications and Records Management software. The Department also spent nearly one million dollars on the fleet program.

Even though the Police Department had unexpected presidential election expenses, and a flat budget, we still ended the year with a surplus.

# Operations Division



## Overview



69 of the Department's allocated 134 employees are assigned to the Operations Division. Most of them provide the direct response to citizen calls for services. Unfortunately, attrition left a higher number of vacant positions unfilled in the Division throughout the entire year. The actual number of patrol officers was about seven fewer than normal, including two of the five traffic unit officers. As a result, the sworn officers, supervisors and four civilian Community Service Officers (CSO) provided mostly reactive police services. We used problem solving methods called Problem-Oriented Policing (POP), particularly for activities that may be monitored over an extended period of time.

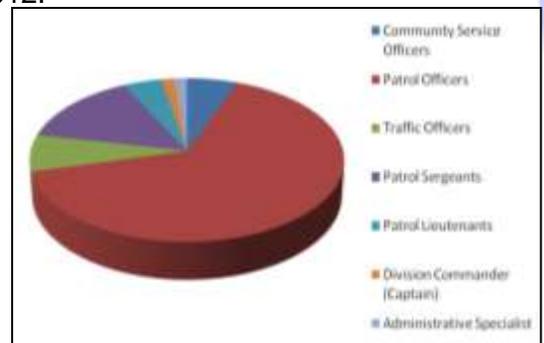
Throughout the year, officers focused a lot of their attention on divisional goals of criminal enforcement of traffic, gang and drug-related concerns. Most officers have collateral assignments or extra duty assignments. These tasks are handled by our officers in order to maintain internal training systems at reasonable costs and through specialty training perform other specialized law enforcement services. These include instructors in firearms, driving and arrest tactics, as well as K-9 handler, Technical Accident Team, Bomb Technician, Mounted Patrol and the Special Weapons and Tactics (SWAT).

The specialized Traffic Unit includes motorcycle officers for use in specific enforcement initiatives and security at large community events. The CSOs support patrol functions such as the investigation of minor criminal and motor vehicle incidents, Municipal Code enforcement and the transport of prisoners to the county jail.

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

The Operations Division had the following authorized positions in 2012:

1	Captain
1	Administrative Specialist
3	Lieutenants
10	Sergeants
45	Patrol officers
5	Traffic officers
4	Community Service Officers
<hr/>	
69	Total employees



Chief Larry Seib (Ret.), Chief Tom Wagoner (Ret.), and Chief Luke Hecker

# Operations Division

## Traffic Unit

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

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

The Unit is budgeted for five traffic officers and one supervisor. In 2012, the Traffic Unit had three officers and one supervisor with two vacant positions due to staffing issues. The 2012 supervisors of the Unit included Sergeant Bob Shaffer and Sergeant Jameson Gartner. The officers assigned to the Unit were Chuck Hofkamp, Al Holstad and Justin Lorenzen. Due to injuries, the Unit functioned often with only two officers during the last two months of 2012. Sergeant Bob Shaffer left the Unit in late 2012 and was replaced by Sergeant Jameson Gartner.

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

- Chuck Hofkamp: Motorcycle instructor, Technical Accident Investigator, Safe Driving Instructor
- Al Holstad: Motorcycle officer, Tactical Driving Instructor, Technical Accident Investigator, Low-Lethality Weapon instructor, and Crash Data Retrieval Level 1
- Justin Lorenzen: Radar Instructor, LIDAR instructor, Vehicle Tow Specialist, Technical Accident Investigator, Defensive Tactics instructor, and Crash Data Retrieval Level 1
- Jameson Gartner: DUI Instructor, Drug Recognition Expert Instructor, Technical Accident Supervisor, Motorcycle officer

2012 Special Enforcement Activities included:

- "Click it or Ticket" campaign; 2012 seat belt enforcement resulted in 191 tickets
- High Visibility DUI enforcement, a State-funded program resulted in 17 arrests
- School Zone speed enforcement and school bus safety
- City of Loveland defensive driving classes
- DUI checkpoints, aggressive driving and construction zone enforcement

The Unit is equipped with a combination of six specially-equipped traffic vehicles, two Kawasaki Concourse 14 motorcycles, one Honda ST1300P motorcycle, two unmarked SUV's and an unmarked sedan.

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

In 2012, the Loveland Police Department, as a whole, arrested 384 alcohol and drug impaired drivers, cited 8,826 traffic violations (2,856 by the Traffic Unit) and investigated 1,806 crashes (425 by the Traffic Unit)

In 2012, the Loveland Police Department Technical Accident Investigation Team (TAIT) responded to 26 calls. The TAIT is called when the seriousness of the accident rises to the level of serious bodily injury or death. The Team consists of a supervisor, Sergeant Jameson Garter and six officers, Chuck Hofkamp, Justin Lorenzen, Al Holstad, Rob Croner, Andres Salazar and Bob Weesner. TAIT utilizes the latest technology to effectively reconstruct and investigate serious and fatal accidents.



Pictured from left to right: Officer Chuck Hofkamp, Sergeant Bob Shaffer, and Officer Al Holstad

## S.W.A.T.

The Loveland Police Department's Special Weapons and Tactics team (S.W.A.T.) is called upon to resolve incidents which present a high risk to the community and the Officers of the Loveland Police Department.

The Members of the SWAT Team are specially equipped and trained to deal with these situations and receive over 230 hours of advanced training each year to respond to these varying calls for service.

These call outs include hostage situations, barricaded and/or suicidal subjects, high-risk search warrants, clandestine methamphetamine labs, V.I.P. security details and anti-terrorism response.

The SWAT Team Commander is Captain Rob McDaniel. Sergeant Phil Metzler serves as Team Leader and Assistant Team Leaders include Sergeant Brent Newbanks, Sergeant James Mines, Sergeant Justin Chase, Sergeant Aaron Belk (Negotiations) and Officer David Roberts (Snipers).

The SWAT Team is comprised of several components including Entry Officers, Snipers, Mechanical and Explosive Breachers, Crisis Negotiations, Tactical Medics and a Tactical Firefighters Team. These elements come together in varying size depending on the incident.

At full strength, the LPD SWAT Team consists of 36 members, all

working to achieve the goal of the Unit, "to save lives." Members of the SWAT Team are on-call twenty-four hours a day, seven days a week to respond to any high-risk incidents.

During 2012, the Team responded to a wide variety of critical incidents. In the summer of 2012, the Loveland SWAT Team provided VIP security for President Barack Obama and Air Force One when he visited the Northern Colorado area.

In addition, the SWAT Team provided numerous other VIP details for candidates during the Presidential Election race.



# Operations Division

## K-9 Unit

The purpose of the Loveland K9 Unit was originally created in response to the growing drug influence in our community and areas surrounding Loveland. The Unit was designed to assist in the detection of illegal drugs in vehicles and homes where verbal consent or warrants allowed searches.

The K9 Unit has evolved into two specialized areas of purpose; drug detection and suspect apprehension.

The Loveland Police Department has three K-9 teams: Officer Rob Croner and K-9 D'Jango, Steve Colburn and K-9 Kyro, and Greg Harris and Brisco. All three teams are Drug and Patrol Certified.

Weekly, each team spends over 20 hours training individually plus an additional 16 hours a month as a unit.

The Unit also has one certified Agitator; Stephen Marchio. Jesse Lunsford will attend a certification in 2013. Both attend the bi-monthly trainings.

Handler Rob Croner retired his dog D'Jango December 31, 2012, and will participate in the selection of his new dog in 2013.

As of the fourth quarter, as staffing permitted, handlers were no longer assigned to districts and allowed to fully utilize their partners as cover for high risk calls, building searches, and traffic stops.

Loveland Police Department's K9 Unit, working with Patrol, has placed drug interdiction and eradication as a priority for enforcement action.

The K-9 teams have been utilized 472 times for the detection of drugs in vehicles, apprehension of suspects, and locating evidence. They have been a resource for Colorado State Patrol, Larimer County Sheriff's Department, Ft. Collins, Johnstown, and Berthoud Police Department and are utilized by the Special Investigation Unit and Special Weapons and Tactics Unit during warrant attempts.

Utilizations for the Unit continue to rise as call load increases and demand for the services/resources the Unit provides. There was an increase of 23% in utilizations in 2012 over 2011.

TYPE	2011	2012	DIFFERENCE
Officer Safety/SWAT/Bldg search	155	219	+41%
Tracking	118	119	+.8%
Non-physical apprehension	31	36	+16%
Physical apprehension	7	10	+43%

The K9 Unit continues to demonstrate their value and worth to this Department and to the community; it is an asset to our Department.



## Mounted Patrol Unit

Loveland Police Department's Mounted Patrol Officers work this assignment as a collateral duty; in addition to their regular assignments.

In 2012, the Unit had seven trained riders. The City owns and supports one horse, Trigger, who plays an active role in the Unit's operations.

An additional four horses are trained and available to the unit through private ownership by Unit members. Training for all seven riders (and horses) is persistent,

but starts with a forty-hour basic training course that is followed up by Unit training that occurs as regularly as the collective schedules permit.

Loveland Mounted Patrol Officers provided extra patrols and security for the City's Bike/Hike trail, parks, and special events such as the highly attended Fourth of July celebration.

This past July 4th, the Unit was aided by members of the Larimer County Sheriff's Posse, who capably allowed us to help

manage and intervene in the nearly overwhelming crowd at North Lake Park.

The Mounted Patrol Unit continues its special relationship with Hearts and Horses, a community based therapeutic riding non-profit organization.

We have assisted with training classes and special event presentations there and deeply enjoy the ever evolving relationship with their riders and instructors.



# Operations Division

## Field Training Unit

The Field Training Unit is managed by a Lieutenant, who serves as the Field Training Advisor and a Sergeant, who is the Program Coordinator. Lieutenant Jan Burreson is the current advisor and is responsible for the overall management of the program.

The current coordinator is Sergeant Benjamin Hurr, who is responsible for managing the day-to-day activities of the Field Training Officers and probationary officers.

The Field Training Unit is currently comprised of 15 Field Training Officers, 13 Patrol Officers and 2 Community Service Officers. The Field Training Unit trained six new Police Officers and one Community Service Officer in 2012.

Three of our new officers came to the Loveland Police Department with previous law enforcement experience: Officer Alex Quinones, from the Brighton Police Department; Officer Garrett Osilka, from the Jacksonville (FL) Sheriff's Department; and Officer Chris Villalpando, from the Colorado Department of Corrections (Parole).

Officer Kerry Marion transitioned from a Community Service Officer to a Police Officer, and Communication Specialist Travis Tebbe was hired as a Community Service Officer. Officer Danyel McGraw came to us with experience in Community Corrections and Officer Luis Castellanos, who was previously with the Greeley Police Department as a Community

Service Officer, have both started their law enforcement careers with our Department.

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

During 2012, the FTO Unit added four new Field Training Officers to the unit. Officers Antolina Gonzales, Patrick Musselman, Paul Arreola, and Denise Martinchick all completed their specialized training and are excited to share their knowledge and experience with new police officers.

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## Loveland Police Peer Support Team

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

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

Loveland's Peer Support Team has consistently been held up as a model program from which several other teams have evolved over the past years.

The Loveland Police Department is proud to provide a specially trained Peer Support Team to provide

support and assistance to Police Department employees and their families who encounter stressful events and circumstances throughout their careers. The team works under direct clinical supervision of the Department's Staff Psychologist, Dr. Jack Digliani, PhD., EdD.

Continually improving the program is a primary goal of Dr. Digliani, who has worked to develop a comprehensive support program that is not only available during crisis, but provides educational opportunities, prevention activities, retirement preparation, scheduled wellness checks and more.

The Peer Support Team and Dr. Digliani's work are vital to the overall wellness and performance of the Loveland Police Department.

## Crisis Intervention Team

The Loveland Police Department is pleased to maintain 31 Police Officers trained in Crisis Intervention whose current assignments range from Patrol to Investigations to the Community Resource Unit and across every shift.

While we still do not have enough CIT trained officers to insure that one is available on every shift and every day of the week, CIT Officers work to make themselves available and volunteer to assist with crisis calls involving people suffering from mental illness, including depression or suicidal thoughts.

Their goal is to resolve the incident with minimal force and the most appropriate referral to additional services or to provide additional insight into cases involving persons who are in crisis and may be struggling with a mental illness. When possible, they also provide follow up to insure that additional services are provided to those who've moved beyond a critical event.

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

The goals of CIT were to train law enforcement officers in the recognition of mental illness, to

enhance their verbal crisis de-escalation skills, and to provide more streamlined access to community-based mental health services.

The Memphis community soon realized the benefits of this advanced course of training through dramatic declines in injury rates among both citizens and police officers, decreased utilization of the SWAT team to resolve crisis situations and – when safe and appropriate – the diversion of people with mental illness from incarceration to community-based mental health services.

Basic Crisis Intervention Training is a highly structured 40-hour training course that is taught primarily by local mental health professionals who volunteer their time to help train our police officers.

The training is stressful and involves scenario-based training each day to help the officers apply the additional skills that they learn in the classroom setting.

In 2012, Loveland Police Department was proud to assist with two 40-hour basic courses and helped train officers from across Larimer, Weld, and Boulder Counties through a cooperative agreement with the North Central Region of Colorado Peace Officer Standards and Training (P.O.S.T.).



# Support Services Division

## Overview

In 2012, as in past years, the Division consisted of the following Units: the Criminal Investigations Unit (CIU), Technical Support Unit (TSU), Community Resource Unit (CRU), and the Special Investigations Unit (SIU).

In the pages that follow you will read about the responsibilities and accomplishments of each of these units. This page is just a very brief overview of some of the things each Unit does.

Along with the other duties of the CIU, you will read about the role of the Cyber Crimes Unit and how technology is used in today's investigations.

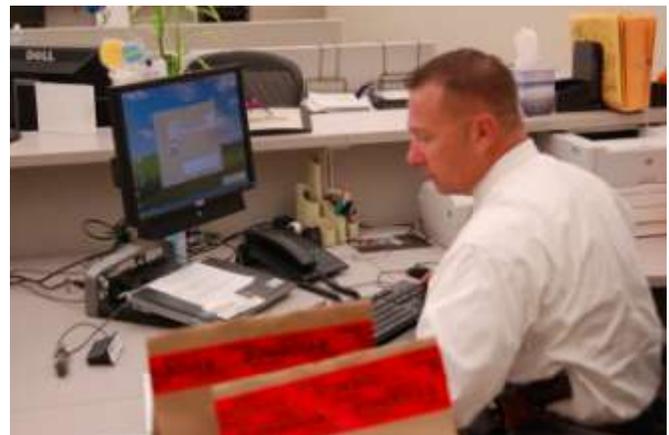
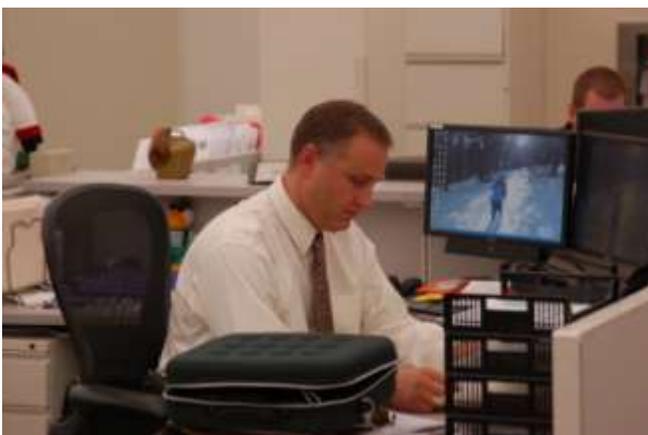
The TSU handles the Department's Major Crime Scene processing, Found Property, and Evidence, and all requests for special equipment needs. This is the Loveland Police Department's version of C.S.I.

In depth criminal investigations within the schools are handled mostly by the CRU's School Resource Officers (SROs). While working in the schools on a day to day basis, the SROs develop a rapport with most students that provide for open lines of communications that assists with these investigations. CRU also is home to the Crime Prevention Officer (CPO) who conducts numerous Safety Audits for businesses, provides recommendations for the prevention and reporting of crimes to both business and private citizens. The Loveland Police Senior Volunteers (LSPV) who provided thousands of hours of their time to the police department in a variety of assignments also works out of the CRU.

The SIU is assigned to the Northern Colorado Drug Task Force (NCDTF). The Task Force is made up of members of local, state, and federal law enforcement agencies working together to investigate major drug cases in the Larimer County region. The NCDTF also had personnel assigned directly to the regional DEA office in Denver which allowed for joint operations resulting in numerous arrests and the seizure of numerous assets.

Responsibility for scheduling and staffing the many Special Events that go on throughout the city during the year falls upon the Division's Administrative Specialist. Events such as 4<sup>th</sup> of July, Art in the Park, Corn Roast Festival, and numerous racing events could not happen without this coordination.

I am proud to work with the dedicated and professional men and women assigned to the Support Services Division.



## *Criminal Investigations Unit*

The Criminal Investigations Unit (CIU) is staffed with two Sergeants; eight Detectives; and one Investigative Technician. The mission of the Unit is to investigate serious felony level crimes: homicide, sex assault, burglaries, robberies, auto thefts, and larceny. As a Unit, the Detectives were assigned over 520 cases to investigate.

Still in its infancy, the LPD Cyber Crimes Unit is dedicated to the investigation of child pornography that is shared by users, on the internet, specifically living within the community of Loveland. This heinous crime perpetuates the victimization of children through sexual exploitation. Working in conjunction with the organization "Internet Crimes Against Children" (ICAC) Detectives were able to bolster the Unit's capabilities by receiving a federal grant which funded the purchase of forensic equipment used both in ICAC investigations, as well as other organizational- wide cyber related crimes. This equipment is now online and functioning.

Two detectives working part-time in the Unit had the following results:

- 89 Cyber Related cases generated
- 78 Confirmed Child Pornography Cases Generated
- 11 Criminal Cases Generated
- 48 Child Pornography Cases completed
- 41 Cases Pending (Search warrant, further evidence etc...)
- 18 Felony arrest
- 27 Search warrants (including: residence, business, Internet/ Cell Phone Providers)
- 10 Cases referred to other jurisdictions
- 38 Cases referred to the Unit from within the LPD
- \$4,000 dollars in computer equipment / hardware seized for eventual use by the Unit

It should also be noted the CIU upgraded to a department wide CCTV (Closed Circuit) interview system. This upgrade comprised a total of 4 interview rooms in CIU, a newly added patrol interview room and a newly added booking interview room. This new technology greatly increases the clarity of the interview for future use, as well as, the preservation and easy reclamation of the interview. This system is server based and interviews are readily available with the click of a button.

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## *Technical Support Unit*

The Technical Support Unit (TSU) is responsible for evidence collection, processing and storage. Crime Scene Technicians (CST) are responsible for crime scene processing and evidence collection.

The Criminalist oversees the Department CST program providing training to officers who want to specialize in the field of crime scene examination and processing. The CSTs are assigned to other duties (i.e. patrol) and perform crime scene processing in a collateral capacity.

During the calendar year 2012, CSTs spent 532.5 total hours working various crime scenes, taking photographs and collecting evidence. This compares to 822 hours last year.

In 2012, a total of 6,441 pieces of evidence were submitted to the Evidence/Property Unit for further processing or storage. Each case can contain as little as one item all the way up to the major case types which can have 100 items or more per case. This includes cases involving found property which were also submitted. The majority of this property is held for 90 days or returned to the rightful owner before it is sold online at Propertyroom.com.

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

# Support Services Division

## Special Investigations Unit

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

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

In 2012, the NCDTF focused on major drug trafficking organizations involved in the distribution of cocaine, methamphetamine and marijuana. The NCDTF focuses on networks of distribution and major organizations to give a more significant impact to the drug networks and the community.

In 2012, the NCDTF worked two major investigations that resulted in the disruption and dismantling of a major Cocaine drug trafficking organization and a methamphetamine organization. NCDTF is also responsible for responding to, processing and collecting evidence at clandestine methamphetamine labs in Larimer County.

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

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

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

## Community Resource Unit

The Community Resource Unit (CRU) is comprised of five School Resource Officers (SRO) and one Crime Prevention Officer (CPO) supervised by Sergeant David Murphy. Each of the three high schools has an SRO assigned to that school and the four middle schools share two additional SROs thanks to a partnership developed with the Thompson School District.

The SROs work in the Thompson School District providing law enforcement, a bridge to community resources, as classroom instructors and mentors for students.

The school assignments follow; Loveland High School SRO Officer Bruce Boroski (Officer Andres Salazar returned to patrol in August 2012), Thompson Valley High School SRO Officer Jennifer Hines, Mountain View High School SRO Officer Bryan Bartnes. Officer Benito Avitia is assigned to Bill Reed and Conrad Ball Middle Schools while Officer Bobbie Jo Pastecki covers Walt Clark and Lucille Erwin Middle Schools. During 2012, the SROs handled 4,218 Calls for Service, generated 1047 original and supplemental offense reports, 475 arrests, and 162 citations. Crime Prevention Officer Mary Marchio provides crime prevention efforts through public presentations,

safety and security assessments, and participation in community events. From the Safety Village used to teach kids' safety to the Lock Box Program that provides extra safety to senior citizens, the Crime Prevention Officer stays quite busy.

The CPO gave 40 safety presentations, 13 Identity Theft/Scams presentations, four home/business security surveys, and attended one community shredding event. There are currently 161 issued lockboxes, 10 fewer than last year. There were 28 block parties for Loveland Community Night Out in 2012. The CPO also organized and held the annual Loveland Community Fishing Derby which was a huge success again this year. Officer Marchio provided informational videos on the Lockbox program and Halloween Safety for the City's webpage, facebook and YouTube sites. The



CPO coordinated with the DEA for two National Prescription Drug Take-Back Days (one in April and one in October). During these events, Loveland PD collected 829 lbs of outdated medication.

# Support Services Division

## 2012 FISHING DERBY



## 2012 COMMUNITY NIGHT OUT



# Information Services Division

## Overview

The Information Services Division is a critical Division for the Police Department. Consisting of the Loveland Emergency Communications Center and the Police Records Unit it provides critical information services to both the Police Department and the public.

The Records Unit, comprised of ten personnel, manages all of the documentation needed in a law enforcement agency. Along with processing and managing police reports, the Unit provides copies of reports and accidents to the prosecutors, courts, citizens, attorneys, news media and others.

There are a variety of laws that are related to the maintenance and release of police records and the Records Specialists insure that those rules and regulations are followed to insure the credibility of the information.

In 2012, the Records Unit completed a project where crime data is captured in the Incident Based Reporting System format (IBRS). For years, the Department has collected the data in the Uniform Crime Reporting format (UCR). Every Law Enforcement agency in the State of Colorado is required to provide the crime data in this format, which is shared with the Federal Bureau of Investigation. The IBRS format allows for a deeper analysis of crime causes and trends.

The Loveland Emergency Communications Center is the Public Safety Answering Point for southern Larimer County. All 911 calls in the southern half of the county are received in the Center. The Center directly dispatches the Loveland Police Department, Loveland Fire and Rescue, Thompson Valley Emergency Ambulance Service and the Berthoud Fire Protection District. The Center also receives all phone calls for the general lines to the Police Department.

In 2012, the Center completed three significant projects. In March, the Larimer County Telephone Authority installed the first Internet Protocol E911 system in the County. In November, the Center, again with the help of LETA, installed an Internet Protocol Logger. A Logger records all phone calls, radio transmissions and key strokes made by a dispatcher.

Finally in December, an Internet Protocol radio system replaced the old analog system. The Loveland Emergency Communications Center is now the first Communications Center in the State of Colorado to have Internet Protocol for phones, radio and recording.

Please read the summaries from the Records and Communications Managers. Their Units have a lot to be proud of and play a large role in modeling the professionalism for which the Loveland Police Department is known.



## Emergency Communications Center

The Loveland Emergency Communications Center is the Public Safety Answering Point (PSAP) for the southern half of Larimer County, dispatching for the Loveland Police Department, Thompson Valley EMS, Loveland Fire Rescue Authority and Berthoud Fire Protection District. This covers approximately 260 square miles, serving over 270,000 citizens. Staffing consists of 1 Manager, 3 Supervisors, 1 Lead Communications Specialist and 15 Communications Specialists.

The Center received 142,150 phone calls in 2012. Of those, 33,816 were 911 calls, resulting in 5236 Emergency Medical Dispatch (EMD) incidents, 5730 Fire/EMS incidents, (non-EMD) , and 9989 police reports.

Utilizing the EMD system, Communications Specialists were credited with saving nine lives in 2012: Heidi Ryan (x3), Clint Swain, Amy Kuehl, Mike Scofield (x2),

Sara Williamson and Erica Snyder. Communications Specialist Erica Snyder was also selected as 2012 Dispatcher of the Year.

2012 was a year of constant technology upgrades. In 2011, the Larimer Emergency Telephone Authority (LETA) contracted microDATA, Inc. to install a Voice Over Internet Protocol (VOIP) E911 phone service in the five Larimer County PSAPS. LECC was the first PSAP to "go live" on March 7, 2012, deploying the state-of-the-art phone system. During the transfer from the analog to the VOIP system, not a single 911 call was dropped.

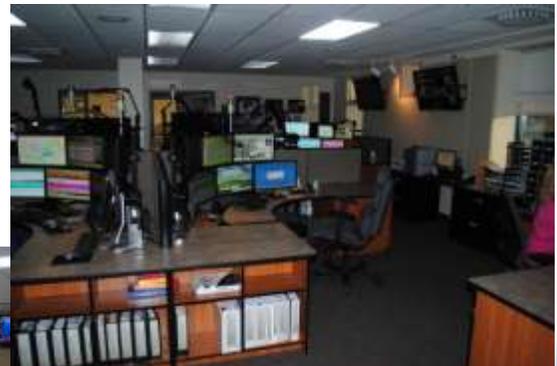
In the fall, a new 800mghz radio system was installed, upgrading to an Internet Protocol (IP) radio, again bringing the most current technology to Loveland. This upgrade allowed us to complete the expansion begun in 2011, completing all ten consoles, including two that form the Communications Emergency

Operations Center. The CEOC can be used during large scale/disaster incidents, large special events that require a dedicated dispatcher, and as a training facility.

In order to have an IP E911 phone system and an IP radio system, there was a need to also upgrade the recording system to IP so that both systems could be recorded effectively. LETA was instrumental in selecting and purchasing the new recording system from DSS Corp, with installation in November.

LECC managed three very large, significant projects that involved a great deal of interruption to the everyday operations of the Center.

LECC is now the first and only Emergency Communications Center in the State of Colorado to have all three major components on an Internet Protocol platform.



## Records Section

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

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

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

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

and improve the flow of work; and increase staff productivity.

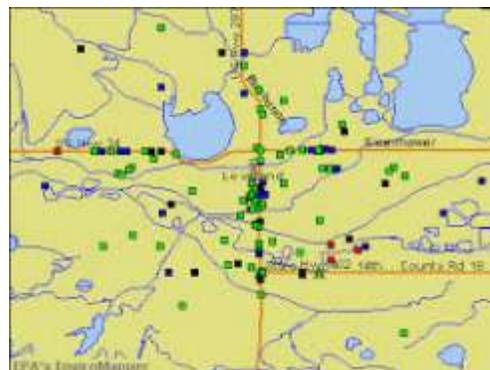
The Records Section is managed by a civilian Police Information Manager and includes a Records Supervisor, a Lead Records Specialist, seven Records Specialists and a number of Loveland Police Department Senior Volunteers (LSPV).

In 2012, the Section transitioned to the National Incident Based Reporting System (NIBRS) and was approved for the submission of electronic off-line incident based data. This transition was a significant project and as recognition the Records Section received a Meritorious Unit Award.

## Crime Analysis

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

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



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

# Professional Standards Unit

## Internal Affairs

The Loveland Police Department has a Professional Standards Unit (PSU) that operates under the supervision of the Administration Lieutenant assigned to the Chief of Police. PSU is authorized to conduct administrative investigations of the Police Department personnel regarding any violation of:

1. *Department Directives or Procedures*
2. *City of Loveland Personnel Rules and Regulations*
3. *Loveland Municipal Code*
4. *Colorado Revised Statutes*
5. *Federal Law*
6. *Any Police-related use of firearms*

Any person who believes that a violation of an applicable procedure or law has occurred may file a formal complaint with the PSU. All formal complaints received will be investigated by the Police Department. Investigations that involve alleged criminal conduct on the part of any member of the Department shall be referred to, or coordinated with, the Larimer County District Attorney's Office.

All complaints are reviewed by the Chief of Police and then assigned for investigation at one of three levels; Concern Reviews, Supervisory Inquiries, or Internal Affairs Investigations.

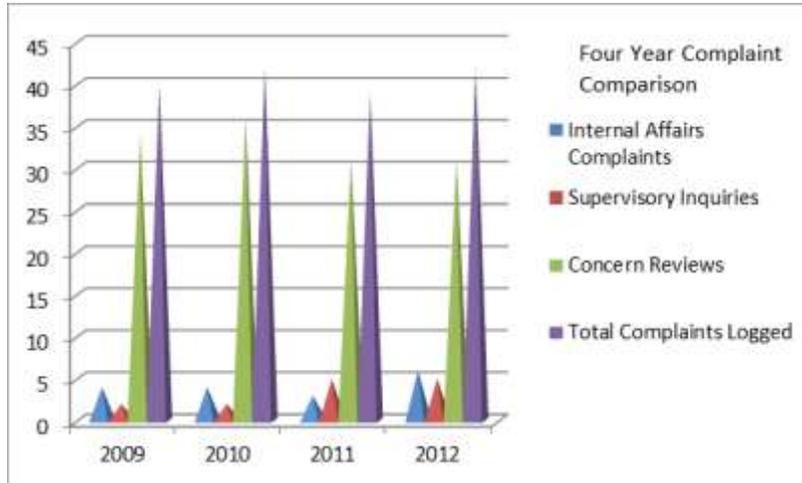
The following table summarizes the number of complaints that were received in 2012 in comparison to the previous three years:

	2009	2010	2011	2012
Internal Affairs Complaints	4	4	3	6
Supervisory Inquiries	2	2	5	5
Concern Reviews	34	36	31	31
<b>Total Complaints Logged</b>	<b>40</b>	<b>42</b>	<b>39</b>	<b>42</b>

<b>External*</b>	2009	2010	2011	2012
Citizen Complaints	32	36	31	30
Sustained	6	8	7	7
Not Sustained	7	8	4	2
Unfounded	3	6	4	3
Exonerated	13	11	11	17
Withdrawn	3	3	5	2
<b>Internal (Directed Complaints)</b>	<b>8</b>	<b>6</b>	<b>8</b>	<b>12</b>
Sustained	6	4	5	4
Not Sustained	0	0	1	0
Unfounded	2	0	1	0
Exonerated	0	0	1	3
Cancelled	0	2	0	3

# Professional Standards Unit

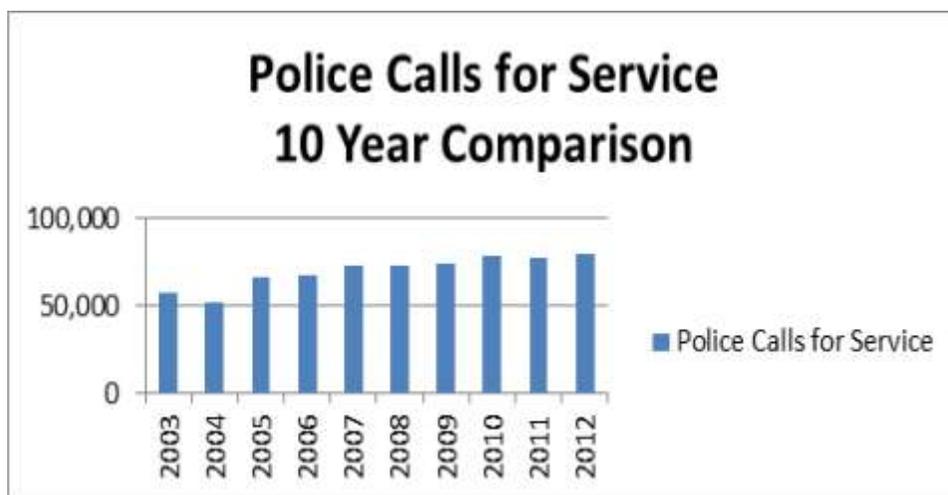
Overall, complaints increased by approximately 8% this year, but held at a fairly consistent level over the past few years. The number of total complaints logged returned to 2010 numbers. The percentage of the number of complaints having at least one sustained violation (11) to the total number of complaints (42) is 26%. In roughly one-fourth of our total complaints, a police employee has been found to have violated a Department or City policy. This is slightly lower than 2011 when the percentage was approximately 31%.



Internal Affairs complaints (serious allegations) doubled from three in 2011 to six in 2012 and included a rare spike including three criminal reviews of the allegations. Supervisory Inquiries (mid-level allegations) remained steady with five in 2011 and in 2012. Concern Reviews (minor allegations) also remained steady for the period reported. No major policy or procedural changes in the complaint process can be associated to these quantitative changes in the above complaint data. Complaint packets can be mailed, hand delivered, or obtained electronically via the website.

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

2003	2004	2005	2006	2007	2008	2009	2010	2011	2012
57,477	52,230	66,300	67,809	72,825	73,571	74,462	78,637	77,368	79,333



Calls for police service increased by 1,965 calls or approximately 2.7% from last year. The calls for service to complaint ratio for 2011 was 1,984 Calls for Service to one complaint. In 2012, the ratio of calls for service to complaint decreased slightly to roughly 1,889 calls to each complaint. This is an important number that relates to the number of police contacts contrasted with the number of times the contact results in a complaint.

# Professional Standards Unit

## Use of Force and Unusual Occurrence Reports

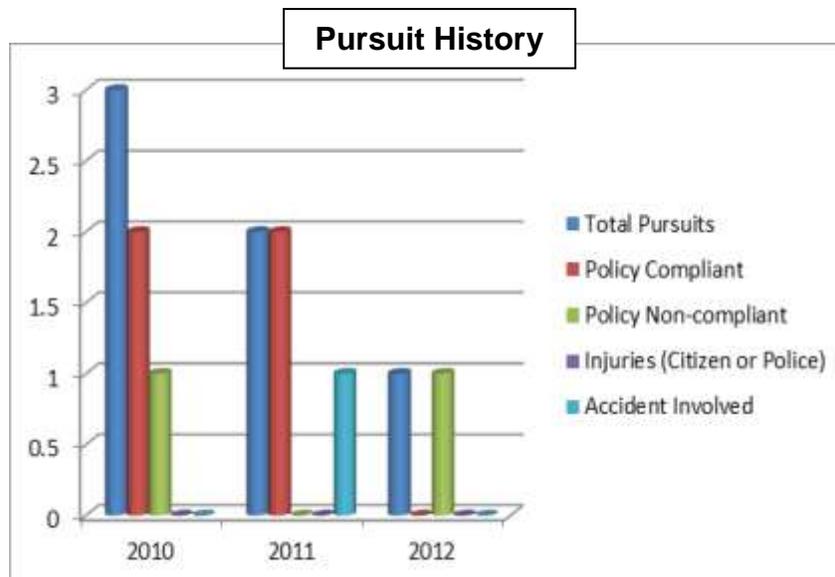
This is an analysis of the Unusual Occurrence Reports (U.O.R.) filed in 2012. This is primarily limited to incidents where a police officer had to use physical force to effect an arrest, any discharge of a firearm, motor vehicle accidents, officer/suspect injury, pursuits, and private property damage. The following is the breakdown by year, for Use of Force Occurrences:

Use of Force				
	2009	2010	2011	2012
Firearm	1	2	5	5
ECD (Taser)	6	12	17	26
Baton	1	1	2	2
OC	8	9	0	0
Weaponless	22	28	18	15
Miscellaneous Other	1	3	22	26
Total Types of Force	39	56	64	74
Complaints (From Use of Force)	1	2	3	3

## Pursuits

In 2009, the Loveland Police Department modified its pursuit policy to authorize vehicular pursuits only in the most serious cases. Subsequent to this policy modification, police pursuits are far less frequent and are generally safely resolved.

Vehicle Pursuits			
	2010	2011	2012
Total Pursuits	3	2	1
Policy Compliant	2	2	0
Policy Non-Compliant	1	0	1
Accidents	0	1	0
Injuries (officer/suspect/third party)	0	0	0
Traffic offense	1	0	1
Felony	2	2	0
Misdemeanor	0	0	0



# Professional Standards Unit

In the one pursuit in CY 2012, the following is a summary of factors made from reviewing the incident:

- The pursuit was initiated by an officer with less than one year of experience.
- The pursuit was initiated for an Habitual Offender driving.
- The pursuit resulted in the seizure of a controlled substance from the vehicle after it was abandoned in the street.
- The pursuit occurred through an approximate five block residential area.
- The pursuit was originally aired with the wrong location; complicating the follow up and assistance to the initial officer.

Throughout 2012, the Loveland Police Department continued a positive trend in police pursuits. Please note that with the change of the pursuit policy to a stricter "Violent Felonies" only policy, the factors involved in the pursuit and the techniques used to resolve them may be higher risk than in the past.

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

During the year 2012, there were no telephone calls logged regarding concerns or comments about Loveland Police Department contacts with the public in regard to Bias Based issues. The agency has not received any additional complaints from any other means in regard to Bias Based incidents. It appears that the agency is generally successfully addressing the concerns of Bias Based policing through appropriate training, practices, policies, and procedures.

Bias Based Profiling Complaints				
Complaints from:	2009	2010	2011	2012
Traffic Contacts	0	0	1	0
Field Contacts	0	0	0	0

## Accreditation

The Loveland Police Department hosted assessors from the Commission on Accreditation for Law Enforcement Agencies (CALEA) in August. The assessors were at the LPD to conduct an assessment of the Loveland Police Department's adherence to a set of international standards.

The assessment is basically an audit of the Department's policies and practices. The Loveland Police Department has been CALEA Accredited since 1992. The assessors recommended to the full commission that the LPD be re-accredited.

In November, Chief Hecker received our seventh award as a CALEA Accredited agency from the full commission. It is our understanding that we were the first agency to combine two of CALEA's new processes during this audit.

We used a new electronic data management system to provide the proof documents for the audit.

Additionally, as an agency that has been positively assessed six times in the previous twenty years, the Loveland Police Department was selected to participate in a Gold Standard Assessment (GSA). The GSA process has the

assessors look at the files off-site prior to arriving at the LPD. When the assessors came on-site, they spent their time interviewing community members and employees, inspecting facilities and providing feedback to department members.



Pictured (Left to Right) Sergeant Mike Halloran, Assessor Christine Goracke, Lieutenant Tim Brown, Assessor Douglas Middleton, and Chief Luke Hecker

# Loveland Senior Police Volunteers

The Loveland Senior Police volunteers (LSPV) completed their 17<sup>th</sup> year of service by contributing 4,903.25 volunteer hours of service during 2012.

During the year one of the original founding members of the LSPV, Peggy Strandvold, resigned. Two new volunteers, Barb Garland and Les Keeney, were added, making a staff of 19.

## ADMINISTRATIVE DUTIES

Administrative duties again accounted for the most hours logged with 2,642.75 hours.

- Front desk 1,967 hours
- Meetings 305.75 hours
- Clerical work 283 hours
- Training 26 hours
- Miscellaneous 61 hours

## PATROL DUTIES

Patrol duties accounted for 1,744.75 hours for 2012.

- Vacation home checks accounted for the largest part of this with 1,064.75 hours
- Abandoned vehicle checks 363.5 hours
- Code enforcement 96.25 hours
- Lock box checks 65.5 hours
- Handicap parking checks 62.75 hours
- Radar checks 17 hours
- Stop sign observation 21 hours
- Traffic control 15.5 hours
- Miscellaneous 38.5 hours

Included in the above hours was time spent on special stop sign observations, radar checks, and red light runner checks as requested by Sergeant Bob Shafer.

The volunteers performed 2,119 vacation home checks throughout the year and handled 346 abandoned vehicle checks resulting in 190 vehicles being tagged and 43 turned over to a Community Service Officer for follow-up.

## PUBLIC RELATIONS

Public relations includes assistance with community based events and activities. Of the 515.75 hours spent:

- The biggest share again goes to Santa Cops 226.75 hours
- The Sculpture Show 83.75 hours
- Assisting the Crime Prevention Officer of 24 hours
- Walking downtown 28.5 hours
- Parade assistance 52 hours
- Building tours 24 hours
- Loveland Night Out 14 hours
- Ride-alongs 4.5 hours
- Miscellaneous 58.25 hours

The volunteers again thank our advisors for their leadership, direction and assistance. We also appreciate the support of the entire Loveland Police Department, especially Chief Luke Hecker.



# Community Partnerships

## Police Citizens' Academy

From September 6 to November 8, 2012, 27 members of the community completed the ten-week, three hours per week sessions. Class subjects included Police/Citizen Encounters, Police Stress and Traumatic Incidents and demonstrations of crime scene processing and use of force scenarios.

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



## Santa Cops

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

Santa Cops collects money and donations throughout the year to

ensure that we are able to provide underprivileged children of Larimer County with three gifts to bring a Merry Christmas to their homes.

In 2012, we received large amounts through grants and donations. Santa Cops also did exceptionally well with fundraising and toy donations. Our biggest fundraiser was our toy drives held at the local Wal-Mart stores.

In 2012, Santa Cops of Larimer County wrapped and delivered gifts to over 970 families, which

consisted of over 2319 children. This is a decrease from 2011, but we continue our efforts to ensure families in Larimer County that need assistance are aware of our program.

Santa Cops is successful only because of its unique and delightful partnership with many private citizens and businesses alike in Loveland and Larimer County.



*In memory of Sergeant Ron Andersen*



**Last Call**

Long time Loveland Police Sergeant and former Volunteer Fire Chief Ron Andersen received his last dispatch on October 10, 2012. He was dispatched from this Earth to his final call to meet with loving family and friends in his place of final rest.

Ron loved and served the Loveland Community for over 35 years before retiring from the Loveland Police Department in July, 2010. Ron served at LPD as a Patrolman, a Detective, SWAT officer, and as the Sergeant overseeing Property and Evidence before ultimately retiring as the Sergeant overseeing property crimes investigations. Ron's career truly focused on crime scene processing and evidence collection over the years and he spent many years watchfully maintaining LPD's property, evidence, and equipment stores.

On October 18, 2012, Ron was fondly remembered for his selfless and humble service as well as his sense of humor, courage, and his quiet manner of exceeding the requirements of his position.

Here, we offer one final salute to our friend and colleague, Ron Andersen. Rest well 2-Sam-7.



# 2012 Awards

## *Employee of the Year*

Officer Greg Harris

## *Optimist Officer of the Year*

Officer Justin Lorenzen

## *Elk Officer of the Year*

Officer Eric Roberts

## *Dispatcher of the Year*

Erica Snyder

## *Civilian Employee of the Year*

Stephanie Jackson

## *Meritorious Service Awards*

Jennifer Hines  
Jameson Gartner  
Rob Croner and K-9 D'Jango

## *Chief's Awards and Recognitions*

Meritorious Award - Captain Bob Klinger  
Captain Ray Miller  
Mark Gaisford  
Carmen Bloom  
Becky Kamoske  
Loveland Communications Center

Cornerstone Award - Sergeant Bob Rabson  
Renee Wheeler  
Kimberly Culp

He Ain't Heavy; He's My Brother - Officer Annette Bowen

Answering the Call Award - Officer Marcus Tilley  
Officer Tim Knopp

What You Gonna' Do When They Come For You  
Sgt. Aaron Belk, Derek Stephens, Chris Brown  
Loveland SWAT, Loveland Fire and Rescue Authority Special  
Operations; Thompson Valley EMS Tactical Emergency  
Medics

## *Lifesaving Awards*

Heidi Ryan - 3  
Clint Swain  
Amy Kuehl  
Mike Scofield - 2  
Sara Williamson  
Erica Snyder  
Lisa Rakow  
Eric Lintz  
Steve Colburn  
Dave Sloat  
Tim Yunger

## *Unit Award*

Records Division  
Communications

Dispatch  
EMD/ACE 100% QA for 2012  
Erica Snyder

## *Letters of Commendation*

Lieutenant Jan Burreson

Sergeants:

Jim Mines

Ben Hurr

Scott Highland

Mark Stone

Officers:

Bruce Boroski

Luis Castellanos

Sarah Chartier

Rob Croner

Ben DeLima

Antolina Gonzales

Greg Harris

Brett Janzen

Tim Knopp

Justin Lorenzen

Steve Marchio

Deb Maupin

Katelen McDonald

Pat Musselman

Jeff Pyle

Dave Roberts

Sue Sauter

Brad Templeman

Marcus Tilley

Tim Yunger

Communications Specialists:

Meghan Adent

Lacey DeMars

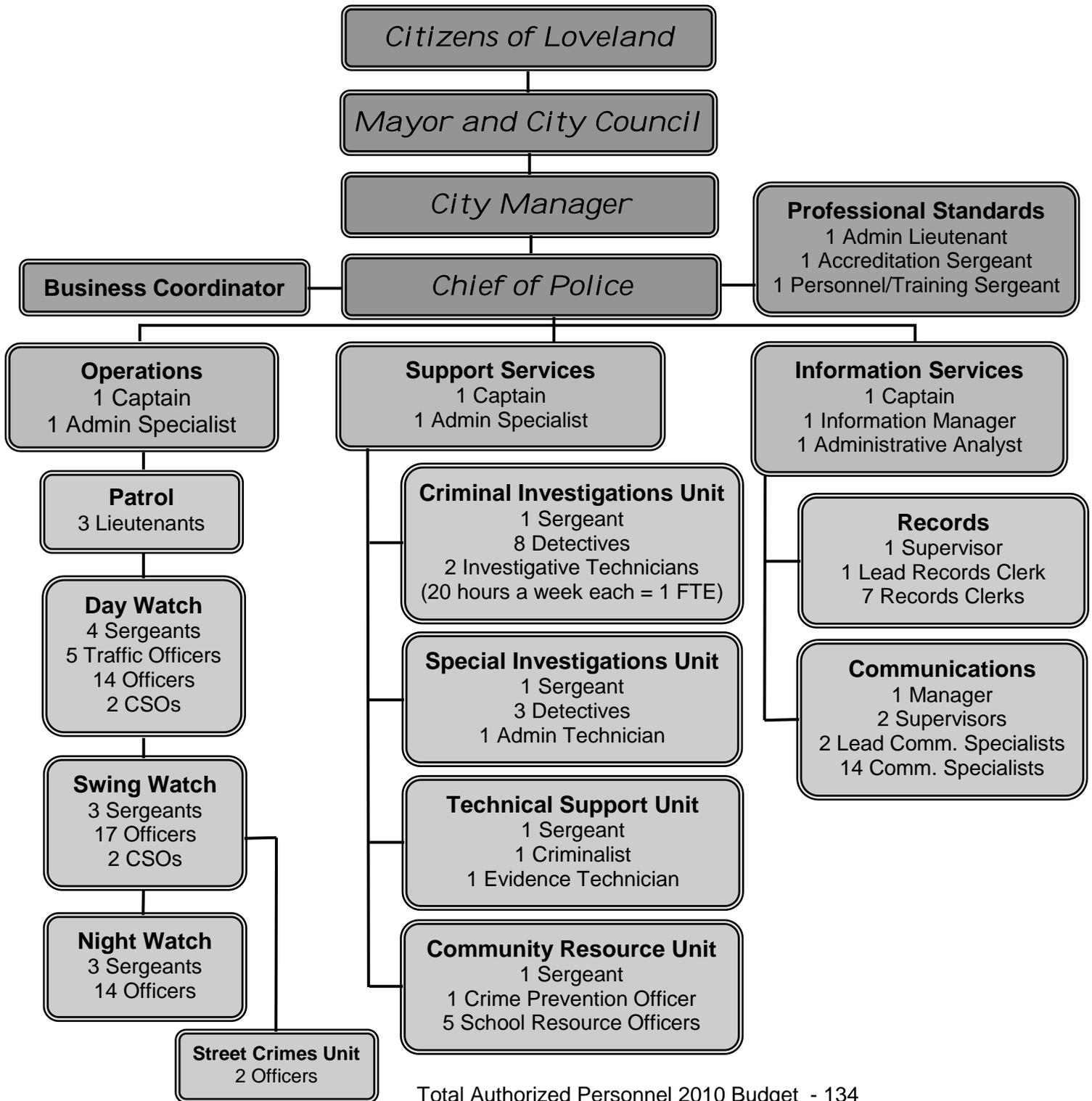
Amy Kuehl

Krista Richardson

Explorer Captain:

Nicole Foote

# Organizational Chart



Total Authorized Personnel 2010 Budget - 134

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

# 2012 Retirees

## *Chuck Sutterfield*

Detective Chuck Sutterfield retired from the Loveland Police Department on August 13, 2012, after 34 years of service to the Department. Detective Sutterfield served LPD as a Patrol Officer, Detective, handwriting analyst, and was one of two originators of the Mounted Patrol program. Chuck specialized in property crimes and particularly enjoyed working on crimes involving fraud and financial offenses.



## Tammy Fisher

Officer Tammy Fisher retired from the Loveland Police Department on October 15, 2012, after serving LPD for over 15 years. Tammy worked as a Community Service Officer before securing a sworn position from which she worked as a patrol officer, and street crimes officer prior to her retirement to seek out new challenges.



## Arden Jackson

Officer Arden Jackson officially retired from the Loveland Police Department on January 3, 2012; just short of 21 years of service to the Police Department.

Arden served the Department as a Community Service Officer before securing a spot as a sworn officer. He served us as a Patrol Officer and was most recently assigned to the Traffic Unit, working to assist with the Technical Accident Investigation Team.



# 2012

## Annual Report



2012 Annual Report  
Prepared by: Lieutenant Tim Brown and Laretta Olson  
Edited by Lauri Holstad  
Photographs provided by: Sgt. Mike Halloran, Officer Brandon Johnson, Officer  
Steve Colburn  
Back Cover art by Kerri Ertman

