

POLICE

LOVELAND



**2013
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,

The 2013 Loveland Police Department Annual Report contains enlightening information about police services in the community and illuminates worthy accomplishments from the year. I thank you in advance for your interest in viewing the document.

The Loveland Police Department was blessed in 2013 to advance through the year without the loss of life of an active duty police officer; it was a year in which 96% of surveyed residents reported that they and their families feel safe and secure in Loveland; and of course 2013 was the year of the "Great Flood" of the Big Thompson River, a natural disaster of epidemic proportion, but also one in which all human life was preserved inside the city limits of Loveland.



The Loveland Police Department accomplished several major strategic objectives in 2013. Among them are:

- The August grand opening of the Northern Colorado Regional Crime Lab; a facility that includes Loveland, Fort Collins, Greeley, Larimer County, Weld County and the State of Colorado as regional consortium partners, and was ten years in the making.
- The completion of a comprehensive, four phase, Staff and Resource Study designed to aid the agency and the City Council in strategically growing and sustaining the operations of the Loveland Police Department over the next decade.
- The allocation by City Council of \$18.1 million dollars into the City of Loveland ten year Capital Development Plan for the design and development of a regional law enforcement training center.
- The formation of an agreement between the cities of Loveland and Fort Collins to forge a cost sharing partnership and work together to develop a regional law enforcement training center.
- The submission of an application to the National Academy of Emergency Dispatch for the third consecutive acknowledgement since 2007 that the Loveland Emergency Communication Center is an Emergency Medical Dispatch Accredited Center of Excellence (Awarded January 2014).

In 2013, 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 acknowledge them for their collective contribution toward the advancement of the agency mission.

All of us at the Police Department acknowledge the effective leadership of City Manager Bill Cahill and the entire City Council. Their collective vision and wisdom has ensured financial stability in government operations, maintained public safety as a priority, and aided in making the City of Loveland a most desirable place to live, conduct business, and engage in recreation.

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

Sincerely,

A handwritten signature in cursive script, appearing to read "Paul Hansen".

Chief of Police

2013 Flood Recovery



2013 Flood Recovery



Administrative Support Staff



Conny Hilgenfeld

*Administrative
Specialist*

Elizabeth Markham

*Business Services
Coordinator*

Karla Sprague

*Administrative
Specialist*

Budget

Lauri Holstad



In 2013, salary budgets citywide allowed for an average 3.5% merit increase. The Police Department operating budget remained flat. Our personnel costs are 77% of the total budget. We did receive approval for supplemental requests for an Evidence Technician, which was later changed to a Latent Fingerprint Examiner. We received funding for a Communication Specialist, and reclassification of a Communications Lead to a Supervisor. Also, supplemental funds paid for equipment for the Northern Colorado Bomb Unit, and payments to Alternatives to Violence and the Child Advocacy Center for services.

We maintained our equipment replacement funds which allowed us to purchase bulletproof vests, rifles, computer hard/software, pacset radios, tasers, SWAT equipment, a canine, magnetic card readers, and radar units.

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 communication services we provide to Thompson Valley Emergency Medical Services, and Berthoud Fire. We also have a contract agreement with the Thompson R2-J school district to be partially compensated for two middle School Resource Officers. The Northern Colorado Drug Task Force is supported in part by a federal JAG grant. The Police Department is reimbursed by various local agencies for Officers providing security and traffic enforcement at special events. We generated over \$20,000 for warrant and fingerprinting fees.

The Police Department paid the Larimer Humane Society nearly \$396,000 for animal control services provided to the community. We also have large contract payments each year to vendors for our communications and records management software support. We make annual payments for many services including juvenile transports, detox center, psychologist, suspect blood testing, mobile wireless, promotional testing, gun range, and warrant entry. The department also spent over one million dollars on the City fleet program.

Operations Division





Overview

Captain Rob McDaniel

Sixty nine of the department's one hundred thirty four employees are assigned to the Operations Division. Patrol officers and Community Service Officers (CSO) provide the direct response to citizen calls for services. The staff was focused on the divisional goals in order to provide excellent policing. Traffic and criminal enforcement included self-initiated measures to keep Loveland's streets and neighborhoods safe. Officers also used the strategy of Problem-Oriented Policing (POP) to resolve criminal and quality of life issues. The objective of POP was to take citizen input and seek a conclusion that would deter a repeat of the disruptive activities.

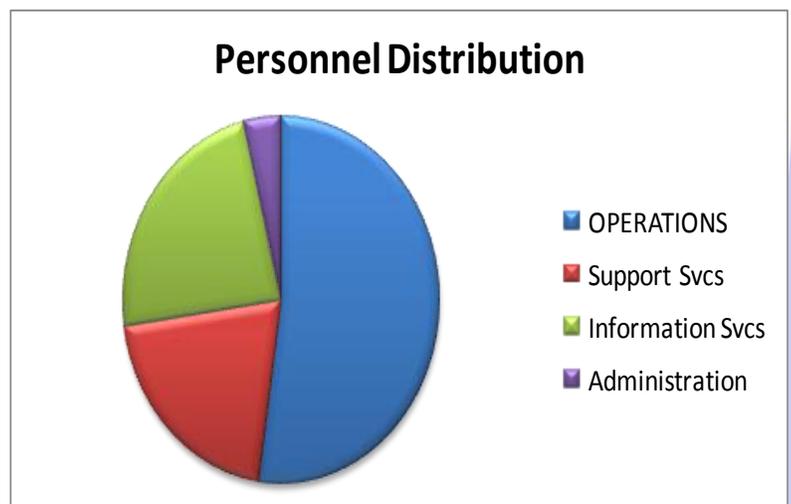
Most of our officers have collateral or extra duty assignments. These tasks are handled internally in order to maintain our training systems at the most reasonable costs and best efficiency available. These include instructors in firearms, driving and defensive tactics, K-9 handlers, Technical Accident Team, Bomb Technician, Mounted Patrol and the Special Weapons and Tactics (SWAT) team.

The five Traffic Unit officers produce a good share of the department's total traffic enforcement with emphasis in school zone and regular speed limit enforcement. Traffic officers also focus on DUI and seatbelt initiatives, which are often extended through grant funds. They also use motorcycles for special enforcement initiatives and security at large community events. The CSOs support patrol functions including minor criminal investigations, motor vehicle incidents, parking enforcement, 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. 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 2013:

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



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 2013, the Traffic Unit Sergeant was Jameson Gartner. The officers assigned to the Unit were Chuck Hofkamp, Al Holstad, Justin Lorenzen, Tim Knopp and Antolina Gonzales.

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.

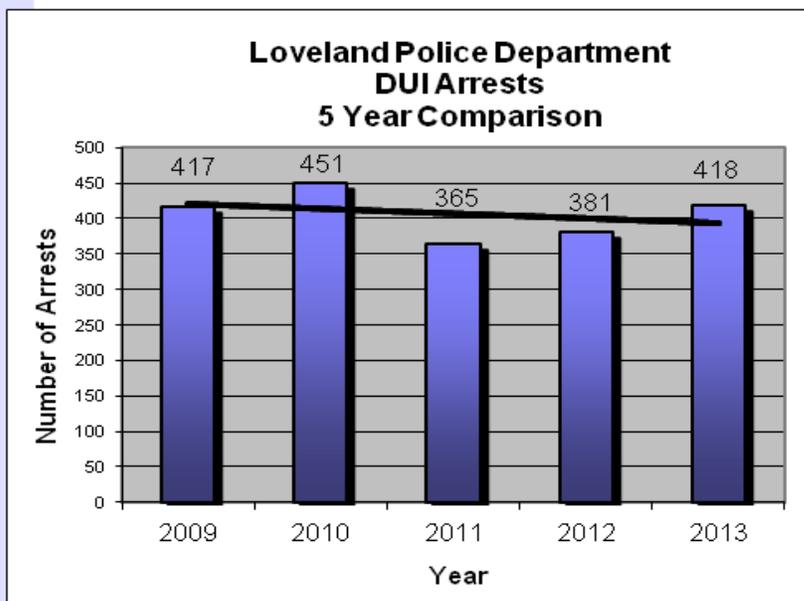
2013 Special Enforcement Activities included:

- High Visibility DUI enforcement
- School Zone enforcement and school bus safety
- DUI checkpoints, aggressive driving and construction zone enforcement

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. That increased during 2013 to 427 DUI arrests. The police department wrote a total of 9,132 traffic citations during 2013 and investigated 1,738 crashes.

In 2013, the Loveland Police Department Technical Accident Investigation Team (TAIT) responded to 20 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 Sergeant Jameson Garter and Officers 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.



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 2013, the Team responded to a wide variety of critical incidents.



Operations Division

K-9 Unit

The mission of the Canine Unit is to assist officers and save lives through the use of the canine's advanced abilities and skills. The unit was designed to assist in the areas of officer safety, suspect apprehension and the detection of illegal drugs.

The Loveland Police Department has three full time K9 teams: Officer Rob Croner and K9 Shadow, Officer Steve Colburn and K9 Kyro, and Officer Greg Harris and K9 Brisco. All three K9 teams are Drug and Patrol Certified.

Monthly each team spends 50 hours training; 30 hours individually and an additional 20 hours as a unit. The Unit also has three certified Agitators; Officer Stephen Marchio, Officer Jesse Lunsford, and Community Service Officer Travis Tebbe. Agitators also assist with the twenty hours of monthly unit trainings.

During the first two quarters of 2013, Officer Croner was training and certifying his new K9 partner, Shadow. This certification process was facilitated by Officer Colburn, who is a certified instructor; he was also aided by Officer Harris and Officer Marchio.

The Canine Unit spent the majority of the first two quarters of 2013 out of active patrol assignments due to the certification and training of the new K9.

As staffing and call load allow, the canine team is not assigned to districts. This enables them to fully utilize their canines as cover for high risk calls, building searches, and traffic stops throughout the city.

2013 was a transitional year for the Unit. A new collateral assignment was created for a Canine Unit supervisor; this was filled by Sergeant Aaron Belk. Officer Steve Colburn was promoted to Sergeant in November of 2013 and will

continue to deploy his partner as available. Officer Stephen Marchio was selected as a new handler and his new K9 partner Fali was selected during the last days of December.

The Loveland Police Department's Canine Unit, working with Patrol, has placed drug interdiction and eradication as a priority for enforcement action, along with deployments on high risk situations to better ensure the safety of officers.

The K9 teams have been utilized 260 times for the detection of drugs, apprehension of suspects, and locating evidence. They have been a resource for Colorado State Patrol, Larimer County Sheriff's Department, Ft. Collins, Johnstown, Longmont, and Berthoud Police Departments as well as being involved with the Special Investigation Unit and Special Weapons and Tactics Unit.



K-9 Shadow

Mounted Patrol Unit

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

In 2013, the Unit has seven trained riders. A 40 hour training class was held at the Picket Equine Center at CSU in June, 2013 where new riders, Sgt. Jim Mines and Officer Bryan Bartnes, completed their training. Officer Bruce Boroski completed his training in late summer at El Paso County.

Unfortunately, this year two of our beloved horses were put down due to health problems. Trigger and Justice will be sadly missed. CSU generously offered two horses to

the program. They are currently being trained and evaluated for their compatibility to the unit's needs.

Additional horses are trained and available to the unit through private ownership by Unit members. Training for all 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 Bob Shaffer, 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 seven new Police Officers and one Community Service Officer in 2013.

All seven of our new officers came to the Loveland Police Department with previous law enforcement experience: Officer Nelson Spence, from the Honolulu (HI) Police Department; Officer John Allen, from the Cheyenne (WY) Police Department; Officer Paul Ashe, from the Colorado State University Police Department; Officer Kevin Havel, from the Broomfield

(CO) Police Department; Officer Jamie Mayoral, from the University of Colorado Police Department; Officer Nick Kooch, from the Jacksonville (FL) Sheriff's Department; and Officer Brandon Casterline, from the Windsor (CO) Police Department.

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

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.

Training...





Overview

In 2013, 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.

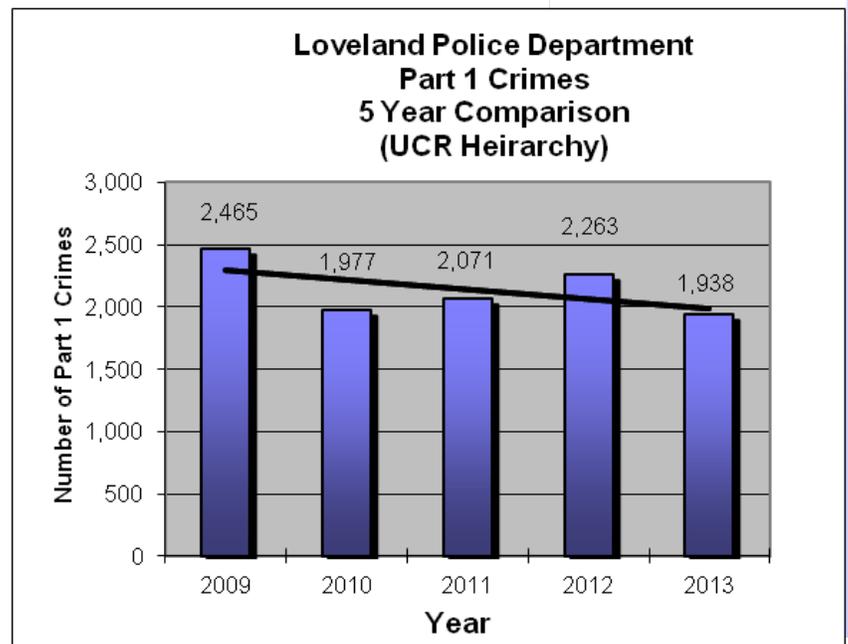
The TSU handles the Department's major crime scene processing, found property, and evidence. This is the Loveland Police Department's version of C.S.I.

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 4th 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.



Support Services Division

Criminal Investigations Unit

The Criminal Investigations Unit (CIU) is staffed with two Sergeants; nine 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 500 cases to investigate.

The LPD Cyber Crimes Unit continues to grow and 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:

- 80 Cyber Related cases generated
- 78 Confirmed Child Pornography Cases Generated
- 11 Criminal Cases Generated
- 48 Child Pornography Cases completed
- 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

Technical Support Unit

The Technical Support Unit (TSU) is responsible for evidence storage, crime scene processing, officer training, and the Crime Scene Technician (CST) program. Currently the unit is staffed by one Criminalist, one full time Evidence Technician, and eight Crime Scene Technicians who also perform other duties (i.e. patrol). A Latent Print Examiner has been offered a position as an LPD employee working out of the Northern Colorado Regional Forensic Lab. This position will also fall under the supervision of TSU.

During the 2013 calendar year, CSTs spent 437.25 total hours processing various crime scenes. A total of 6,070 pieces of property were submitted to the property and evidence unit for processing or storage. \$1,834.38 has been generated through the online auction process. Auction items are items that are either court ordered not to be returned to specific individuals or items that went unclaimed by the owners.

In 2013 a new gun destruction procedure was approved and put into effect. This new procedure has streamlined the process for gun destructions. The CST crime scene trailer was outfitted and stocked for crime scene response. The trailer allows mobile entry into our evidence system as well as provides a place for much needed equipment when processing a crime scene. The evidence packaging area was remodeled allowing additional room for officers to work and the evidence computer system in the same location.

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 assistant, 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 2013, the NCDTF focused on major drug trafficking organizations involved in the distribution of cocaine, synthetic cannabinoids and methamphetamine.

The NCDTF focuses on networks of distribution and major organizations to give a more significant impact to the drug networks and the community. In 2013 the NCDTF worked two major investigations that resulted in the disruption and dismantling of a major international "Spice" 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 Information tip line is (970)416-2560.

Community Resource Unit

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

The SROs work with the Thompson School District providing law enforcement as a bridge to community resources through teaching and mentoring. The SRO assignments are as follows: Loveland High School SRO, Officer Bruce Boroski; Officer Jesse Lunsford; Thompson Valley High School SRO, Officer Bryan Bartnes; Mountain View High School SRO, Officer Benito Avitia; Bill Reed and Conrad Ball Middle School SRO, Officer Bobbie Jo Pastecki; Walt Clark and Lucille Erwin Middle Schools SRO, and Sergeant David Murphy, CRU unit supervisor. Thompson Valley High School SRO Officer Jennifer Hines rotated back to patrol in August of 2013.

The SROs handled 3,753 Calls for Service, generated 656 original and supplemental offense reports, 361 arrests, and 167 citations.

The CPO is Officer Mary Marchio and was assisted by Officer Bobbie Jo Pastecki who worked a three month temporary assignment over the summer as CPO. The CPO works directly with the community and is often the public face of the police department. The CPO provides crime prevention efforts through public presentations, safety and security assessments, and participation in community events.

The CPO gave 86 community presentations, installed and maintained 167 lockboxes, and conducted 9 security surveys. There were 28 block parties organized for Loveland Community Night Out. The CPO also organized and held the annual Loveland Police Department Community Fishing Derby which was a huge success this year with 523 children attending.

The CPO coordinated with the DEA for two National Prescription Drug Take-Back Days. During the events, Loveland PD collected 1333 lbs of medication. The CPO reached approximately 3774 children and 1166 adults with safety and crime prevention information/events/activities. This year the CPO also added scams related to the flood and winter safety tips to the police department website.

Support Services Division

2013 FISHING DERBY



2013 COMMUNITY NIGHT OUT



Overview



The Information Services Division consists of the Loveland Emergency Communications Center and the Records Unit. Both units provide invaluable services both internally and externally.

The Records Unit is critical to the police department processing police reports, summonses and related paperwork. The documents are then managed, stored and disseminated according to State and Federal rules. Poorly managed documents for any business, but particularly law enforcement can have disastrous consequences. For example the name of sex assault victims must be redacted in reports, failing to do so is a violation of Colorado State Statute.

In April Information Manager Teri Kuhlman retired after 22 years with the Police Department. Supervisor Kim Pals managed the unit through the remainder of the year while several projects were under way. Kim conducted a study comparing the time and cost efficiency of an officer typing a report vs. dictating it and having it transcribed off site. As a result the department will begin the dictation of report narratives in 2014. Kim also worked with a Management Team in analyzing the need to replace the Records Management System. It is over a decade old and is not being upgraded by the vendor requiring multiple duplicate entries. Monies were approved for the project but it was put on hold after the flood in September. The city will re-examine the project in 2014 after assessing the cost of flood recovery.

Also determined in 2013 was the need change the structure of the Records Unit. Kim Pals will manage the unit and continue to supervise the Specialists. A Crime Analyst will be hired in 2014 and will analyze crime trends to help focus patrol efforts and provide reports needed for Accreditation including crime statistics, workload studies and surveys.

The Loveland Emergency Communications Center is the Public Safety Answering Point for southern Larimer County. The Communications Center receives non priority calls and 9-1-1 calls managing them in the center or routing them to other Emergency Communication Centers as needed. The Center provides Dispatch services for the Loveland Police Department, Loveland Fire Protection District, Berthoud Fire Protection District and Thompson Valley Emergency Medical Services.

In 2014, due to attritions, the Center found itself short four Communication Specialists, 25% of its staff for several months. The three supervisors; Carmen Bloom, Becky Kamoske and Heidi Ryan worked as many open shifts as they could by setting aside administrative tasks. The supervisors efforts saved the department an estimated \$36,000 in overtime pay.

The Communications Center and the Records Unit take pride in the work they provide for the citizens of Loveland in making Loveland safe. As you read their summaries I believe you will find their dedication exemplary.

Information Services Division

Emergency Communications Center

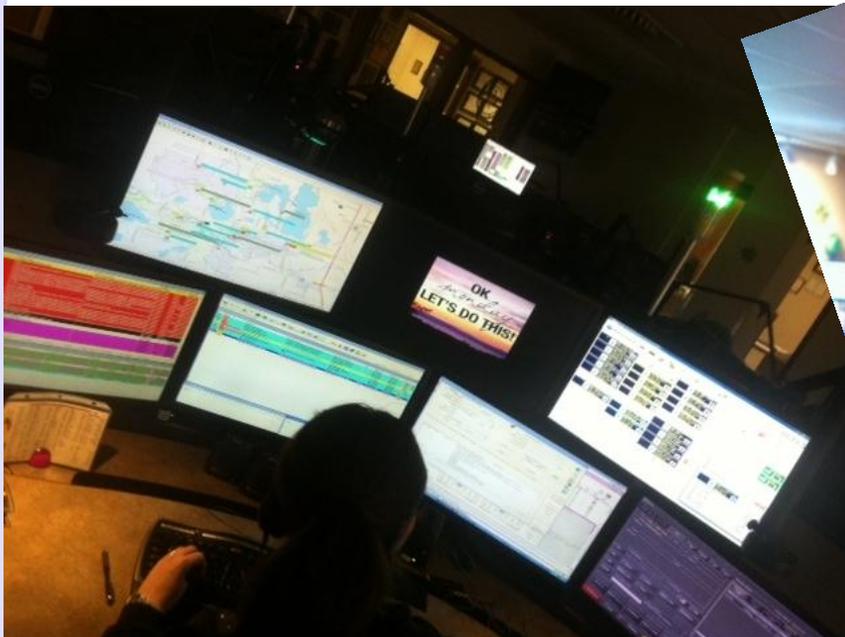
The Loveland Emergency Communications Center is the Public Safety Answering Point (PSAP) for the southern half of Larimer County, dispatching for the Loveland Police Department, Thompson Valley EMS, Loveland Fire Rescue Authority, Berthoud Fire Protection District and Big Thompson Canyon Volunteer Fire Department. This includes approximately 260 square miles and serves over 270,000 citizens. Current staffing consists of 1 Manager, 3 Supervisors, 1 Lead Communications Specialist and 13 Communications Specialists.

In 2013, the center received 130,117 phone calls. Of those calls, 32,720 were 911 calls, resulting in 5,536 Emergency Medical Dispatch (EMD) incidents. Using the EMD protocol, Communications Specialists Kimberly Colwell, Sara Williamson and Erica Snyder were each credited with saving a life in 2013. In addition to the Life Saving Awards, Erica Snyder was awarded the ACE award for maintaining 100% compliance using the EMD protocol and Sara Williamson was awarded 2013 Dispatcher of the Year.

The Communications Emergency Operations Center (CEOC) that was completed in 2012 was used extensively in 2013. The CEOC provided a space for vendors to test equipment, trainees to learn in a hands on environment and provided the extra space needed for large scale events such as the USA Pro Cycling Challenge and the September flood.

The flood in September of 2013 was an event of unprecedented proportions. In just two days, the communications center received 1,193 911 calls and 1,028 non-emergent phone calls. It was also the first time that all 10 consoles were used simultaneously.

2013 brought many accomplishments, highlighting the dedication, professionalism and teamwork shown by the Loveland Emergency Communications Center.



Information Services

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.

This year was a year of change in the Records Section due to the retirement of two long term members, Information Manager Teri Kuhlman (22 years) and Records Specialist Joy Johnson (11 years).

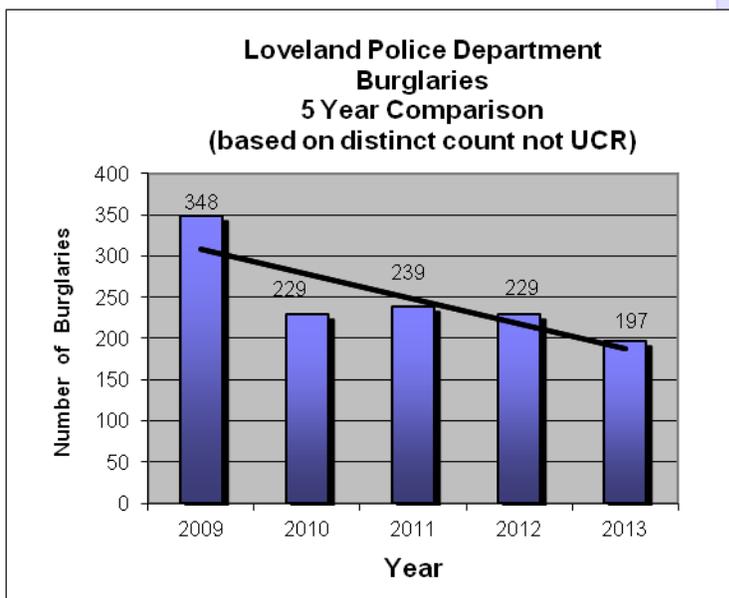
The other Records personnel include 7 Records Specialists; Dee Ann Beaman, Gail Brickner, Julie Bunch, Roxanne Cuellar, Deb Lawrence, and Colleen O'Briant; lead Records Specialist, Vickie Lemkuhl; Records Supervisor, Kim Pals; and a number of Loveland Police Department Senior Volunteers (LSPV).

Crime Analysis

Crime analysis was a responsibility of the Police Information Manager, Teri Kuhlman, until her retirement in February. The position is currently in process of replacement. The position helps the Department and community to 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.

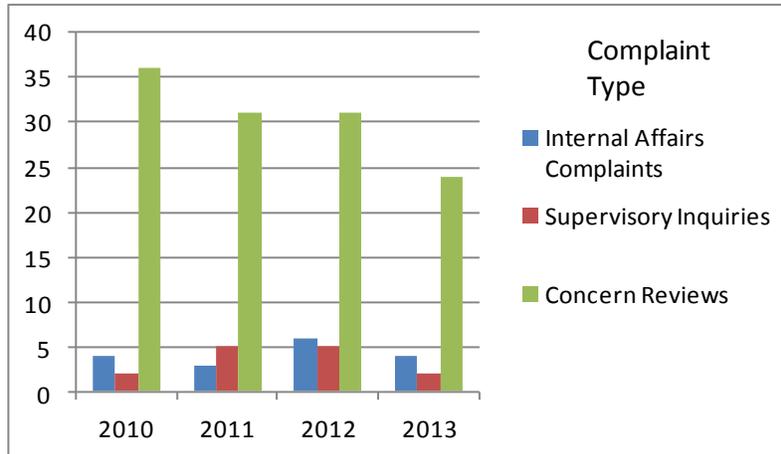
The following table summarizes the number of complaints that were received in 2013 in comparison to the previous three years:

	2010	2011	2012	2013
Internal Affairs Complaints	4	3	6	4
Supervisory Inquiries	2	5	5	2
Concern Reviews	36	31	31	22
Total Complaints Logged	42	39	42	28

External*	2010	2011	2012	2013
Citizen Complaints	36	31	30	19
Sustained	8	7	7	4
Not Sustained	8	4	2	1
Unfounded	6	4	3	2
Exonerated	11	11	17	11
Withdrawn	3	5	2	1
Internal (Directed Complaints)	6	8	12	9
Sustained	4	5	4	6
Not Sustained	0	1	0	0
Unfounded	0	1	0	0
Exonerated	0	1	3	2
Cancelled	2	0	3	1

Professional Standards Unit

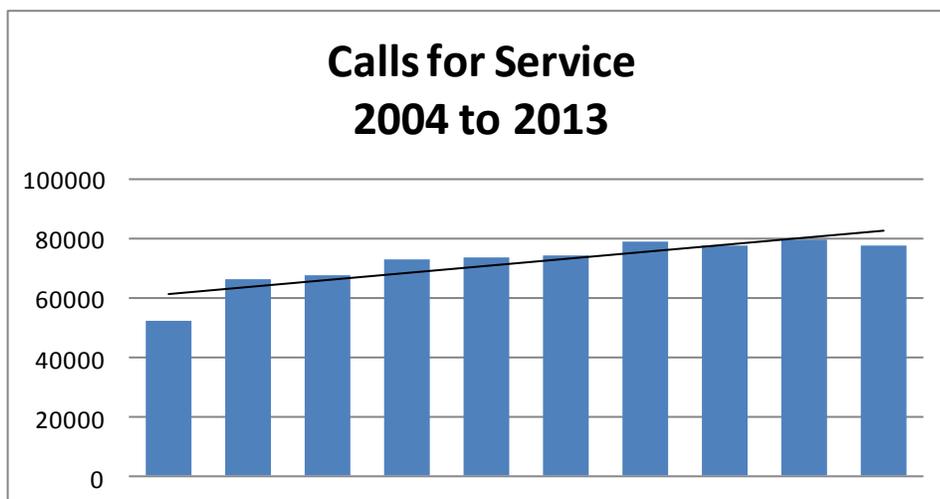
Overall, complaints decreased from 42 in 2012 to 28 for 2013. This shows a continuing downward trend over the past few years. The number of total complaints logged dropped below 2010 numbers. The percentage of the number of complaints having at least one sustained violation (10) to the total number of complaints (28) is 35%. In roughly one-third of our total complaints, a police employee has been found to have violated a Department or City policy.



Internal Affairs complaints (serious allegations) dropped from six in 2012 to 4 in 2013. Supervisory Inquiries (mid-level allegations) also dropped from five in 2012 to 2 in 2013. Concern Reviews (minor allegations) also dropped from 31 in 2012 to 22 in 2013. 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:

2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
52,230	66,300	67,809	72,825	73,571	74,462	78,637	77,368	79,333	77,623



Calls for police service decreased by 1,710 calls or approximately 2% from last year. The calls for service to complaint ratio for 2012 was 1,889 calls for service to one complaint. In 2013, the ratio of calls for service to complaint changed to roughly 2,772 calls to each one 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

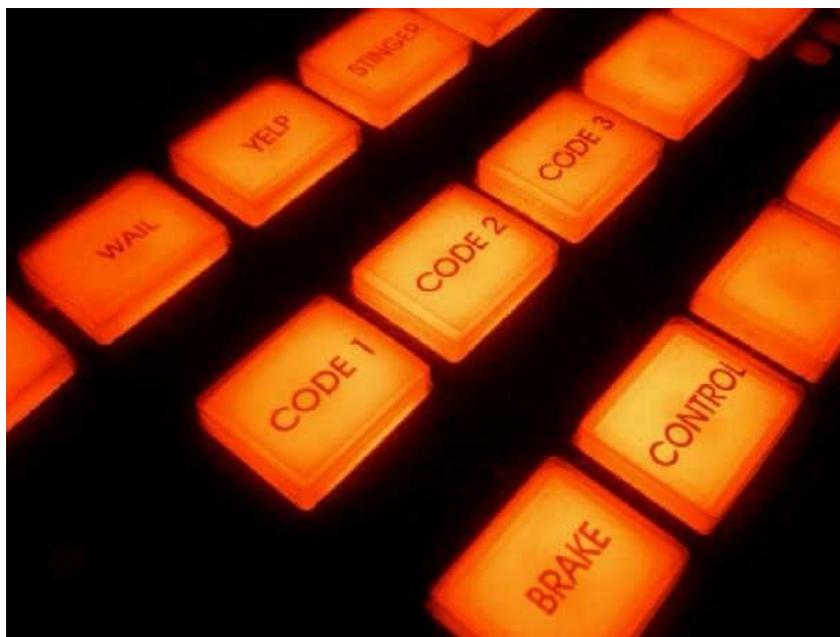
This is an analysis of the Unusual Occurrence Reports (U.O.R.) filed in 2013. This is primarily limited to incidents where a police officer had to use physical force to effect an arrest, any discharge of a firearm, motor vehicle accidents, officer/suspect injury, pursuits, and private property damage. The following is the breakdown by year, for Use of Force Occurrences:

Use of Force				
	2010	2011	2012	2013
Firearm	2	5	5	3
ECD (Taser)	12	17	26	30
Baton	1	2	2	2
OC	9	0	0	2
Weaponless	28	18	15	23
Miscellaneous Other (K9, LLM)	3	22	26	14
Total Types of Force	56	64	74	74
Complaints (From Use of Force)	1	2	3	2

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			
	2011	2012	2013
Total Pursuits	2	1	2
Policy Compliant	2	1	0
Policy Non-Compliant	0	1	2
Accidents	0	0	0
Injuries (officer/suspect/third party)	0	0	0
Traffic offense	0	1	1
Felony	2	0	0
Misdemeanor	0	0	1



Professional Standards Unit

Throughout 2013, the Loveland Police Department continued a positive trend in police pursuits. With the change of the pursuit policy, to a stricter “Violent Felonies” only policy, the actions 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 will continue as a supplement to the existing driver training program.



During the year 2013, 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:	2010	2011	2012	2013
Traffic Contacts	0	1	0	0
Field Contacts	0	0	0	0

Accreditation

The Loveland Police Department is preparing for the 2015 audit by the Commission on Accreditation for Law Enforcement Agencies (CALEA).

Accreditation assessment is basically an audit of the Department’s policies and practices. The Loveland Police Department has been CALEA Accredited since 1992.

In November 2012, 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 seven 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 18th year of service by contributing 4,185 volunteer hours of service during 2013. The volunteers saved the Police Department \$92,656.

Our total hours fell over 700 from 2012 because of the passing of one of our valued members, Russ Plank, last February. Russ contributed many hours each year, working two full days weekly at the Records front desk. He will be sadly missed.

ADMINISTRATIVE DUTIES

Administrative duties again accounted for the most hours logged with 2,228.25 hours.

- Front desk 1,690 hours
- Meetings 284 hours
- Clerical work 171 hours
- Training 13 hours
- Miscellaneous 68 hours

PATROL DUTIES

Patrol duties accounted for 1,614 hours for 2013.

- Vacation home checks accounted for the largest part of this with 1,007 hours
- Abandoned vehicle checks 344 hours
- Code enforcement 38 hours
- Lock box checks 66 hours
- Handicap parking checks 52 hours
- Radar checks 27 hours
- Traffic control 19 hours
- Miscellaneous 71 hours

The volunteers performed 1,873 vacation home checks throughout the year and handled 294 abandoned vehicle checks resulting in 174 vehicles being tagged and 28 turned over to a Community Service Officer for follow-up.

PUBLIC RELATIONS

Public relations includes assistance with community based events and activities. Of the 342 hours spent:

- The biggest share again goes to Santa Cops 120 hours
- The Sculpture Show 68 hours
- Parade assistance 29 hours
- Building tours 22 hours
- Loveland Night Out 22 hours
- Miscellaneous 80 hours

The volunteers thank their advisors (Sergeant Dave Murphy, Officers Lisa Rakow and Kerry Marion and Records Specialist Dee Ann Beaman) for their continued leadership, guidance and assistance.

The program continues to thrive with the addition of seven new volunteers coming on board in early 2014.



Police Citizens' Academy

From September to November 2013, 22 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 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.

The Crime Prevention Officer position has now taken over Santa Cops involvement. The CPO helped organize involvement in application days, toy drives, wrap nights, fundraisers, and delivery day. Officers were assisted greatly by Senior Volunteers, Loveland Explorers, and Community Service Officers. Loveland had four full application days in November.

Delivery day was December 14th and went very well serving thousands of children in Larimer County. For the city limits of Loveland, we served 319 families for a total of 812 children.

Santa Cops



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.

We continue to expand the number of 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 2013, Loveland Police Department was proud to assist with three 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.).



Sworn Employee of the Year
Civilian Employee of the Year
Dispatcher of the Year
Optimist Officer of the Year
Elk Officer of the Year

Det. Brian Koopman
Tech. Margaret O'Brien
Disp. Sara Williamson
Ofc. Lisa Rakow
Ofc. Ben Avitia

Meritorious Service Award:

Capt. Rob McDaniel
Sgt. Jeff Fisher
Ofc. Paul Ashe
Ofc. Luis Castellanos
LFRA Engineer Dustin Waldorf

Sgt. Jameson Gartner
Det. Brian Koopman
Ofc. Sharon Hopkins
LFRA Lt. Rene Macias

Life Saving Award:

Ofc. Patrick Musselman Ofc. Garret Osilka Disp. Sara Williamson
Disp. Kimberly Colwell Disp. Erica Snyder Ofc. Stephen Marchio

Police Shield Award:

Ofc. Ray Livingston Ofc. Sarah Chartier

Unit Award: Criminal Investigations, Technical Support Unit and Operations for teamwork and co-operation resulting in the timely capture of a homicide suspect.

Letters of Commendation:

Det. Brian Koopman	Ofc. Eric Roberts	Ofc. Jeff Pyle	Ofc. Pat Musselman
Det. Henry Stucky	Ofc. Katey McDonald	Ofc. Doug Savage	Det. Gary Patzer
Ofc. Chuck Hofkamp	Disp. Becky Kamoske	Disp. Tina Ochs	Ofc. Lisa Rakow
Disp. Erica Snyder	Det. Rob Pride	Lt. Jan Bureson	Ofc. Brad Templeman
Sgt. Aaron Belk	Sgt. Jim Mines	Sgt. Ben Hurr	Ofc. Marcus Tilley
Sgt. Mark Stone	Det. Paul Arreola	Ofc. Harry Bowen	Ofc. Tim Yunger
Ofc. Sarah Chartier	Sgt. Steve Colburn	Ofc. Greg Harris	CSO. Nate Schadewald
Ofc. Kevin Havel	Ofc. Jennifer Hines	Ofc. Al Holstad	Disp. Beverly Archuleta
Disp. Renee Clem	Disp. Kim Colwell	Disp. Tina Ochs	Disp. Sara Williamson
Disp. Heidi Ryan	Lt. Rick Arnold	Ofc. Jeff Mayers	Ofc. Eric Lintz
Ofc. Paul Ashe	Ofc. Nelson Spence	CSO John Gebhardt	
Sgt. Jameson Gartner			

Department Citation:

Ofc. Sharon Hopkins Ofc. Danyel McGraw Disp. Mgr. Mark Gaisford

Chief's Awards:

- **Cornerstone Award** Senior Police Volunteer Dale Thurman
Facilities Operations Manager Ken Cooper
Assistant City Attorney Tree Ablao
- **Tenacity of Spirit Award** Police Chaplain John Sanders
Det. Denise Martinchick
- **Performance Commendation** Lt. Tim Brown

2013 Retirees



Leslie Young

Lieutenant Leslie Young retired after 28 years with the Loveland Police Department. Leslie began her career as an Animal Control Officer and then moved through the ranks where she retired as Loveland's first female Lieutenant. Leslie's many accomplishments included her work with Restorative Justice and Journey, a young woman's conference.

Teri Kuhlman

Records Manager Teri Kuhlman retired after 22 years with the Loveland Police Department. During her tenure, she oversaw many modifications and changes to the Records Unit including the addition of a Records Supervisor, upgrades to systems and the transition from the old facility previously located at 410 E 10th Street. Teri's skill and experience will be missed.



2013 Annual Report
Prepared by: Lieutenant Rick Arnold
Edited by Lauri Holstad
Photographs provided by: Sgt. Mike Halloran, Sgt. Brandon Johnson, Sgt. Steve Colburn, Officer Brett Janzen

