

Annual Report 2016



Loveland Police Department



OUR MISSION

Save Lives, Fight Crime, Survive.

OUR VALUES

R.I.S.E. to Excellence!

Respect

We treat people with respect, civility and dignity.

Integrity

We adhere to the highest ethical standards and believe integrity is the cornerstone of the department.

Service

We exist to serve our community and make a difference.

Excellence

We promise to give our best pursuing excellence every day.

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Loveland Police and Courts Building established in February 2002

A Letter from the Chief of Police

Community Members:

It is my pleasure to present the 2016 Loveland Police Department Annual Report to you. This document contains a wealth of information about your police department and highlights the outstanding work of Loveland's Finest.



2016 brought not only growth to the City of Loveland, but growth to the Police Department. Continuing with the 10-year staffing plan, supported by City Council, the Department added an additional accreditation manager position to the ranks. In addition to the new positions, our Department focused to fill vacancies through character based hiring. We are proud to say that we are now fully staffed in both sworn and civilian positions.

2016 can be described as a year of new change within the city and within the police department with the hiring of a new City Manager, Mr. Steve Adams, and a new Police Chief from outside of the organization (yours truly).

The Loveland Police Department achieved many goals, accomplishments, and implemented new programs in 2016. Below is a list of some of these highlights:

- Established three key goals for daily purpose: "Reduce Crime/Fear of Crime; Traffic Safety; and Community Education." Each member of the organization is challenged to make a positive difference each day and each shift in these areas.
- Creation of a new mission statement: "Save Lives, Fight Crime, Survive."
- Creation of a new values statement: Respect, Integrity, Service, Excellence (RISE).
- Implementation of downtown foot patrols by the Senior Volunteer Cadre.
- Direct additional energies into leadership skill training, impaired driving enforcement training, and crisis intervention team (CIT) training for all staff.
- Promotion of two new sergeants (Sgt. Rob Pride and Sgt. Kris Jakobsson).
- Reassigning Accreditation Sergeant to the Traffic Sergeant position and hiring a civilian accreditation manager (Mr. Jeff Burgess, a retired police lieutenant from Grand Forks, ND).
- Designed and implemented of a three-year strategic plan.
- Assessment and evaluation of the proposed joint Police Regional Training Center (RTC) in partnership with the City of Fort Collins.
- Implementation of the Data Driving Approach to Crime and Traffic Safety (DDACTS) in Patrol Operations.
- Rolled out the new platform for patrol vehicles, the Sport Utility Vehicle with reflective decals for additional high visibility and increased officer safety.
- Honored 10-year tenured sergeants with the title, Master Sergeant, and 20-year veteran police officers with the title, Master Police Officer.

With 2016 behind us, in partnership with community, our Department plans to move into 2017 with passion and commitment to achieving our goals and improve in all aspects of the organization to best serve the people who we are sworn to protect. On behalf of the men and women of this fine organization, thank you for your trust and support.

Yours in Service, Robert L. Ticer—Chief of Police



Loveland Police Department Oath

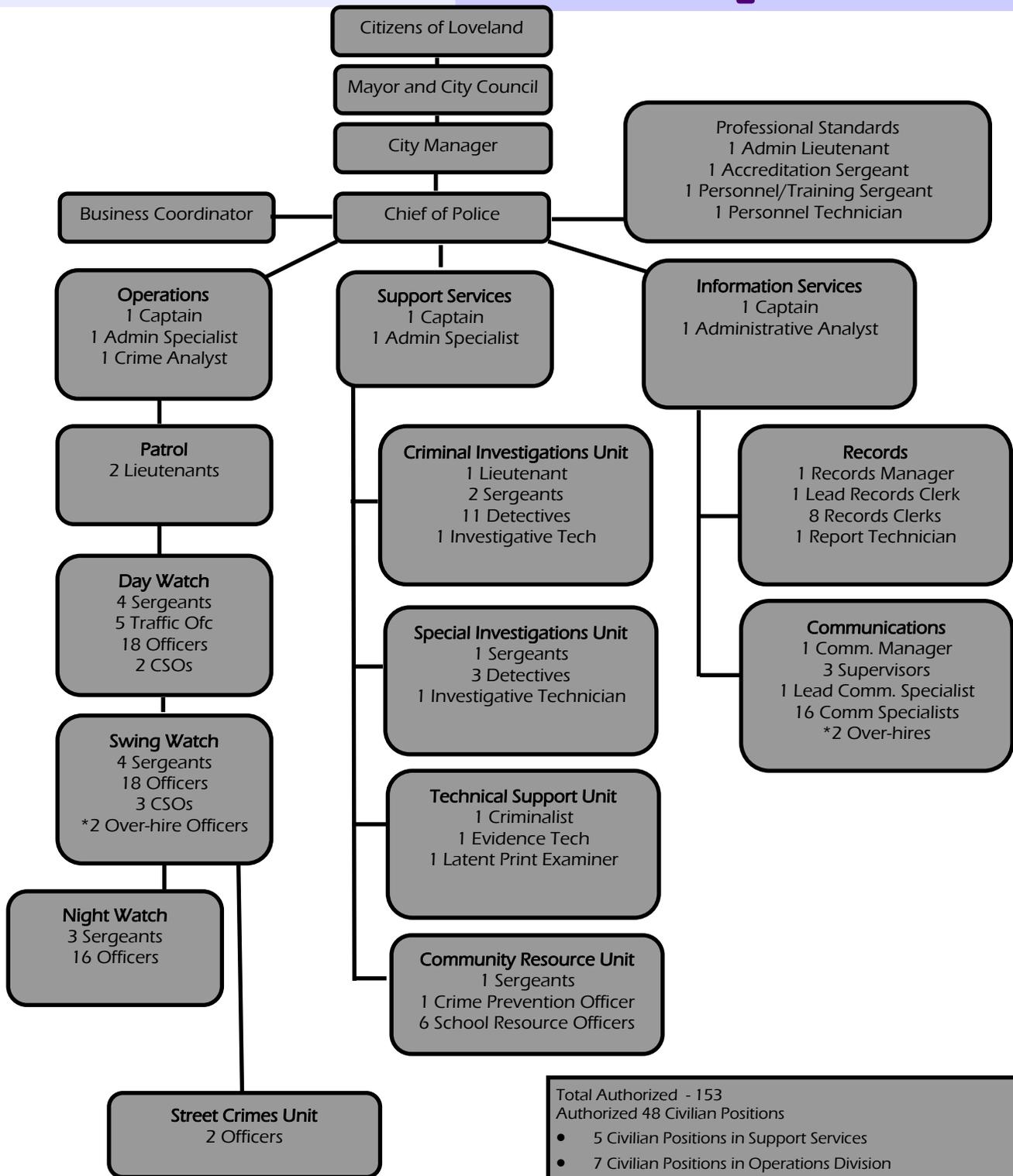
My badge is a symbol of the faith and trust my community has given to me. I pledge to serve the people of the City of Loveland faithfully and honestly.

I will never allow my character or the reputation of the Loveland Police Department to be tarnished. I will always have the courage to hold myself and others accountable for our actions. When I am in charge, I will take charge. When I follow, I will do so with commitment and trust in those leading me. I pledge to support and implement the mission of the Loveland Police Department and act within its values. I will faithfully perform my duties as a public safety professional for the City of Loveland. I will support and defend the Constitution of the United States, the Constitution and laws of the State of Colorado and the Charter and Ordinances of the City of Loveland.

So help me God.

Handwritten signatures and initials are scattered throughout the document, including names like Bob Kluge, Mike, John, and many others. Some signatures include dates or initials like '1/11', '1/12', '1/13', '1/14', '1/15', '1/16', '1/17', '1/18', '1/19', '1/20', '1/21', '1/22', '1/23', '1/24', '1/25', '1/26', '1/27', '1/28', '1/29', '1/30', '1/31', '2/1', '2/2', '2/3', '2/4', '2/5', '2/6', '2/7', '2/8', '2/9', '2/10', '2/11', '2/12', '2/13', '2/14', '2/15', '2/16', '2/17', '2/18', '2/19', '2/20', '2/21', '2/22', '2/23', '2/24', '2/25', '2/26', '2/27', '2/28', '2/29', '2/30', '3/1', '3/2', '3/3', '3/4', '3/5', '3/6', '3/7', '3/8', '3/9', '3/10', '3/11', '3/12', '3/13', '3/14', '3/15', '3/16', '3/17', '3/18', '3/19', '3/20', '3/21', '3/22', '3/23', '3/24', '3/25', '3/26', '3/27', '3/28', '3/29', '3/30', '3/31', '4/1', '4/2', '4/3', '4/4', '4/5', '4/6', '4/7', '4/8', '4/9', '4/10', '4/11', '4/12', '4/13', '4/14', '4/15', '4/16', '4/17', '4/18', '4/19', '4/20', '4/21', '4/22', '4/23', '4/24', '4/25', '4/26', '4/27', '4/28', '4/29', '4/30', '5/1', '5/2', '5/3', '5/4', '5/5', '5/6', '5/7', '5/8', '5/9', '5/10', '5/11', 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2016 Organizational Chart



Total Authorized - 153
 Authorized 48 Civilian Positions

- 5 Civilian Positions in Support Services
- 7 Civilian Positions in Operations Division
- 34 Civilian Positions in Information Services
- 2 Admin

Authorized 105 Sworn

- 73 Sworn in Operations Division
- 27 Sworn in Support Services
- 1 Sworn in Information Services
- 3 Sworn in Professional Standards Unit
- 1 Chief

Administrative Support Staff



Elizabeth Markham
**Business
Coordinator**

Sara Wiggett
**Administrative
Specialist**

Conny Hilgenfeld
**Administrative
Specialist**

Budget

In 2016, salary budgets citywide allowed for an average 3.5% merit increase. The Police Department operating budget remained flat. We did receive approval for supplemental requests for 10 new FTE. We added 7 Officers, 1 Detective, 1 Personnel Technician, and 1 Accreditation Manager. Also, supplemental funds paid for an increase to Alternatives to Violence, an upgrade to our staffing software, and an upgrade to the Bomb Unit robot.

We retained most of our equipment replacement funds which allowed us to purchase bulletproof vests, guns, computer hardware/software, radios, tasers, SWAT equipment, and radar units.

The Loveland Police Department was awarded grant funding from the State of Colorado Department of Transportation for DUI, seatbelt, and traffic enforcement. In addition, we received a small JAG grant for the Special Investigations Unit.

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 City collected over \$605,000 for traffic fines. The department receives some reimbursement for Officers working special events.

The Police Department paid the Larimer Humane Society nearly \$408,000 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, the behavioral health center, department psychologist, an indoor gun range, mobile wireless, transcription, NCRCN, accreditation, and warrant entry. The department also spent over one million dollars on our fleet.

Operations Division

Captain Tim Brown



The Operations Division of the Police Department is the largest division of the Department, employing 80 of the total 153 total Departmental employees. This division is also perhaps the most visible of the Department as it focuses on the uniform operations of policing in Loveland.

However, the Operations Division also includes our Street Crimes Unit, a small team of two officers and one sergeant that respond to specialized situations to focus investigative and enforcement energy on specific issues such as street level drug dealing, patterned thefts, or street gang activity, to name a few. These officers may or may not be in uniform depending on the focus of their current activity.

Our five officer traffic unit operated a significant portion of 2016 without an assigned sergeant after the retirement of Sergeant Jameson Gartner who returned to the private sector in May, 2016. This unit is specifically focused on traffic education and enforcement issues in the City and, while wearing full police uniforms, these officers typically work in unmarked vehicles. These officers help us to focus on school zones, school bus operations, speed limit enforcement, and traffic crash investigations. They also have assisted in the significant Field Training program operations that were in high gear in 2016.

Almost all of the members of the Operations Division work collateral duties in addition to their primary assignments on patrol (or Traffic or Street Crimes). These collateral duties range from involvement in our Field Training Officer program to Crime Scene Technician, K-9 Handler, Technical Accident Team member, Mounted Patrol, or Special Weapons and Tactics (SWAT) team members. These personnel are also heavily involved as internal department instructors in specific areas such as defensive tactics, emergency vehicle operations, or firearms, to name only a few.

Our Field Training Unit worked to train over twenty prospective Police Officers in late 2015 and throughout 2016. At some points, ten teams of Field Training Officers (FTO's) and probationary officers were working to learn the tasks of providing police services to the City of Loveland. This is the largest group of police officer candidates addressed in Field Training in the history of the Loveland Police Department. Amazingly, this unit is another of the many tasks that officers take on voluntarily as collateral assignments, or work on top of their regular, primary responsibility. This unit is staffed and supervised within Operations and is vital to our continued efforts to maintain the highest possible level of service to the community.

Vital to the Operations Division are our Community Service Officers. These public servants respond to calls for service, enforce parking regulations, transport arrestees to jail, investigate minor traffic accidents and provide immediate assistance to officers in the field in a variety of ways. We are staffed with five dedicated Community Service Officers without whom our work in Operations would be markedly more difficult.

The Operations Division is staffed with remarkably committed people who serve the Citizens of Loveland with great vigor, commitment, and ingenuity. The members of the Division work "hand in glove" with the members of the Support Services and Information Services Divisions of the Police Department but also with the various departments throughout the City to identify and address a broad spectrum of concerns within the City from traffic flow to weather impacted street conditions, to quality of life concerns.

Chief Ticer Joins LPD

June 2016—Chief Bob Ticer sworn in as Loveland Police Chief. Badge pinned by his Father—Tommy Ray Ticer, Sergeant Arizona DPS Retired.



Operations Division

Traffic Unit

The Loveland Police Department Traffic Enforcement Unit (TEU) is responsible for ensuring the roadways are safe for the motoring public by enforcing traffic laws, investigating vehicle crashes and arresting impaired drivers. TEU works in cooperation with the Larimer County Traffic Safety Task Force to conduct high visibility enforcement in areas with high frequencies of crashes and aggressive driving.

TEU also works closely with the City of Loveland Traffic Engineering department to address roadway problems through enforcement and engineering. Additionally TEU works with the Thompson R2J school district to ensure safe bus routes, safe crossing areas and the enforcement of school zones. TEU is budgeted for five officers and one supervisor. In 2016, the TEU Sergeant was Mike Halloran. The officers assigned to TEU were Justin Lorenzen, Jeff Mayers, Annette Bowen, Antolina Gonzales and Nick Kooch.

TEU is assigned 6 unmarked vehicles and three motorcycles. The unmarked vehicles include three SUVs and three sedans. The motorcycles are two Kawasaki Concourse 1400 and one Honda ST1300.

2016 Special Enforcement activities included:

- High Visibility DUI Enforcement
- LEAF (Law Enforcement Assistance Fund) DUI Enforcement
- Click-it or Ticket day time enforcement
- Click-it or Ticket nighttime enforcement
- School and construction zone enforcement
- Eisenhower high impact enforcement

Traffic enforcement cars are equipped with in-car video systems, multi-directional RADAR units and LASER speed measurement devices. The LASER units allow for speed enforcement in high volume areas with pin-point accuracy.

The department has three internationally certified Drug Recognition Experts to investigate drug impaired driving cases. The Technical Crash Investigation Team is comprised of 6 officers, two community service officers and one supervisor. The team is responsible for investigating serious bodily injury or fatal crashes.



Special Weapons and Tactics

Loveland Police SWAT Team assists other units of the department to resolve incidents that present a high risk to the personal safety of the citizens of our community and our officers. SWAT tactical officers train each month. The team completes a total of 2730 hours training per year. SWAT's primary mission is to save lives. The members of the SWAT Team are specially equipped and trained to respond to a variety of situations. Our tactical team is comprised of police officers from throughout the department. The Loveland Fire and Rescue Authority (LFRA) and the Thompson Valley Emergency Medical Services (TVEMS) also have staff on SWAT. They provide tools and medical support in all operations. There is also a Crisis Negotiations Team that assists the tactical SWAT Team to help resolve situations peacefully. We also work in mutual aid with regional, state and federal law enforcement agencies.

SWAT handles many types of calls for police services. They include:

- Barricaded persons
- Service of high risk arrest and search warrants
- Hostage crisis
- Civil unrest
- Very Important Person (VIP) security details for local, state and national officials
- Counter-terrorism response

In 2016, the SWAT team responded to 24 calls.

The leadership of the SWAT Team includes:

- Commander-- Lieutenant Brent Newbanks
- Team Leader—Master Sergeant Phil Metzler
- Crisis Negotiations Team Leader—Sergeant Jeff Pyle
- Sniper Element Leader—Officer David Roberts
- Training Element Leader—Detective Gary Patzer



K-9 Unit

In 2016, the Loveland Police K-9 Unit added its first explosive detection and urban search and rescue canine. This expansion added a critically needed new capability to the region and brought the canine unit up to five teams. The five canine teams consist of: Officer Stephen Marchio and K9 Monte, Officer Derek Stephens and K9 Tylon, Officer Ryan McAuley and K9 Pako, Community Service Officer Travis Tebbe and K9 Jojo, and Sergeant Steve Colburn and K9 Shadow.

The mission of the unit is to assist Officers and save lives through the use of the canine's advanced abilities and skills. The additional explosive detection and urban search and rescue capability was added in the fourth quarter of the year and the team will be certified in the first half of 2017, following an extensive training program.

During 2016, the canine unit, working with Patrol, had placed drug interdiction as a priority for enforcement action, along with deployments on high-risk situations to better ensure the safety of officers. To assist with the goal, the unit hosted two local interdiction efforts and worked in partnership with other law enforcement agencies to assist in locating and preventing active criminal events including: narcotic violations, parole violations, driving under the influence and warrant arrests.

Monthly, each team spends a minimum of twenty hours training as a unit and log additional hours on their own. The teams are required to certify annually for both functions. Teams are certified through a federally recognized canine authority. The Unit also has three members specifically certified as Decoys; Officers Matt Sychla and Abe Hill along with Unit Volunteer Josh Coseo.

Canine teams are commonly called on by other local agencies and have assisted law enforcement throughout the state. Each canine is assigned to the individual handler and are sworn Officers of the Loveland Police Department. Currently the unit has Belgian Malinois, Labrador Retriever and Dutch Shepherd breeds in service.



Officer Ryan McAuley and his partner Pako. K9 Pako is a 2 year old Belgian Malinois imported from Holland. K9 Pako is trained in narcotics detective and patrol functions.



Community Service Officer Travis Tebbe and his partner K9 Jojo. Jojo is a 1 1/2 year old yellow Labrador imported from Hungary. She is trained in explosive detection as well as search and rescue.

Mounted Patrol Unit



Officers in attendance at Hillcrest's Community Night event.

Loveland Police Department's Mounted Patrol Officers work this assignment as a collateral duty; an addition to their regular assignments whether in uniform patrol or other specialized assignments.

In 2016, the Unit was staffed with five trained riders. Our horses are trained and available to the unit through private ownership by Unit members as well as the donation of two former polo horses donated to us by Colorado State University.

In-service and updated training for all riders (and horses) is recurrent, 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. In 2016, training and deployment was a significant challenge for the unit as field training a large number of new recruit officers and covering patrol needs limited the officers' flexibility to deploy on horseback.

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

Once again in 2016, our Mounted Patrol officers were supplemented by members of the Larimer County Sheriff's Posse to provide security at the July 4th celebration helping to provide a very different perspective (view) of the crowds and potential issues of public safety.

The Mounted Patrol Unit received some amazing support again in 2016 from the members of MB Kares; or the members of the Hillcrest Resident Council and Seven Lakes Memory Care who conducted independent fund raisers to provide significant donations to the Mounted Unit. We also were graced by three additional private citizens who chose to honor us with private donations to support the unit's operations. Without these donations, our unit would struggle significantly to insure the health and safety of the horses and their riders in providing specialized public safety services to the City of Loveland.

Captain Bob Kfingler



The Services Division of the Police Department provides some of the essential “behind the scenes” work to support the uniformed Operations Division. Services Division includes our Community Resource Unit (CRU), Special Investigations Unit (SIU), Technical Support Unit (TSU), and the Criminal Investigations Unit (CIU).

By reading the short articles in the following pages, you will learn more about the detailed and critical work completed by these units. There will never be enough room within this report to talk about all of the work that these employees perform but you will get a glimpse of some of the highlights of their work.

Our Community Resource Unit (CRU) is home to our five School Resource Officers (SROs), one Crime Prevention Officer, and a Unit Sergeant. Three of the SROs are assigned to work in the high schools within the City while the other two are assigned to share responsibility in the middle schools within the City limits. These specially trained officers work to investigate and address all levels of crime within the school campuses as well as helping to resolve quality of life issues for our student population. Our Crime Prevention Officer conducts neighborhood and business crime prevention programs, school presentations, safety fairs and more while also serving our senior population with programs like our lock-box program that insures emergency responders can reach them in the event of an emergency inside their homes.

The Special Investigations Unit (SIU) members are assigned to the Northern Colorado Drug Task Force and work primarily to address significant level drug trafficking organizations that are operating in and impacting Larimer County. The task force is also staffed by other members of local, state, and federal law enforcement agencies who partner with us in the unending battle with illicit drug trafficking. Arrests made by this group help to significantly impact drug trafficking in Larimer County.

The Technical Support Unit (TSU) are crime scene investigators. The Unit employs one full time evidence technician, a Latent Fingerprint Examiner assigned to the Northern Colorado Regional Forensics Lab and a Criminalist who also assist, train, and supervise our Crime Scene Technicians (CSTs). This unit is responsible for receiving, logging, and maintaining thousands upon thousands of pieces of evidence as well as found or recovered property that may eventually be returned to its rightful owner. Our Criminalist works and trains extensively with our CSTs who are patrol officers working in a supplemental role to help process and collect evidence from our crime scenes including burglaries, stolen vehicles, and, unfortunately, even murders.

Finally, our Criminal Investigations Unit (CIU) is staffed with nine (9) general investigators, one investigative technician, and two sergeants. They are responsible for the follow up investigation of large scale felony investigations including property and persons crimes. The detailed work they complete takes much more time and attention than that portrayed in many of the popular television shows and they invest significant effort into every assigned case investigation. The CIU is also home to our Cyber Crimes Unit which includes two of the previously mentioned detectives, who are specially trained to investigate computer based crimes; including sex crimes against children. Their work in this specialty area is a complement to their “regular” caseload that they carry along the other detectives in the unit.

This Support Services Division is supported by a sole Administrative Assistant who, among her other duties, is also responsible for reviewing, scheduling, and staffing the many parades, celebrations, and events within the City throughout the year. These include the July 4th celebration, Fair and Corn Roast Parades (among others), Art in the Park, and numerous other events.

It is my honor to work with the variety of specially trained and highly dedicated members of the Services division. Please enjoy reading more detailed accounts of their 2016 successes in the paragraphs that follow.

Criminal Investigations Unit

The Criminal Investigations Unit (CIU) is staffed with one Lieutenant; two Sergeants; eleven 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. 206 sex offenders were also managed through the Unit.

In 2016, CIU assigned 749 cases and investigated 105 Department of Human Services referrals. Due to the increased occurrence of serious crimes, the Cyber Crimes Unit (two detectives) were asked to assist with the general caseload and focused on digital forensics instead of actively pursuing Internet Crimes Against Children cases. The following list is a snapshot of the cases assigned in 2016 (not all-inclusive):

- 1 Homicide investigations
- 2 Attempted homicides
- 106 Sex assaults (including against children)
- 18 Internet exploitation of a child cases
- 24 Robberies
- 36 Burglaries
- 130 Crimes against property cases
- 24 Motor vehicle thefts
- 58 Identity Theft
- 51 Death investigations

Alexa's Hugs

Alexa's Hugs Child Safety Seat Program: Officers Annette Bowen and Nick Kooch demonstrate proper use of a child safety seat while at Fire-House Self Storage.



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 2015, 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. 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 is comprised of six School Resource Officers (SRO), and a Crime Prevention Officer (CPO), and a sergeant as unit supervisor. Additionally, the two largest volunteer groups Loveland Senior Police Volunteers and the Boy Scouts of America, Explorer Post #200 are under the direction of the unit supervisor. In a collaborative effort with the Thompson School District the SRO's work to create a safe environment for learning, mentoring, and coaching. Many of the SRO's participate on their own time acting as coaches for wrestling, softball, golf, and football to mention of few. This gives the students and SRO's unique opportunities to interact on an informal basis. While in the schools SRO's perform, many task to include presentations to staff and students. These topics include cyberbullying, internet safety, drug abuse, traffic laws, and a variety of other subjects. When dealing with behavioral issues and/or crime the SRO's can use Restorative Justice as an alternative to criminal prosecution. The program has had success in changing negative behaviors.

These are the current assignments of the SRO's:

Loveland HS	Officer Bruce Boroski
Mountain View HS	Officer Andres Salazar
Thompson Valley HS	Officer Luis Castellanos
Bill Reed/Walt Clark MS	Officer Bobbie Jo Pastecki
Con Ball MS/Ferguson HS	Officer David Roberts
Lucile Erwin MS	Officer Alex Hutchison

As the representative of the Department, Officer Dave Sloat is responsible for many public programs involving the community. Leading and organizing events such as: Community Night Out, 26 neighborhoods participated with Fire, Ambulance, and Police; Fish Derby, 510 kids learned how to fish along with Colorado Parks and Wildlife, Colorado Youth Outdoors, and Loveland Fishing Club; Drug Take-back-Day, working with our LSPV's collecting outdated prescription drugs a total of 1,061 pounds of medications were collected; Santa Cops of Larimer County, over 929 families applied for assistance and 2,232 kids received gifts throughout Larimer County; Safety Lessons/Safety Village, a program where preschools/kindergartens receive safety talks and actively participate in a riding program learning how to be safe – 27 classes attended; Lockbox Program, 194 issued lockboxes to our most vulnerable community members allows first responders the ability to gain entry into a home in the event of an emergency; There are a number other activities that Officer Sloat provides to the community such as using our web site to alert about frauds. Additionally, public presentations to local elementary schools occur on a regular basis.

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, one latent print examiner based at the Northern Colorado Regional Lab, and nine Crime Scene Technicians who also perform other duties (i.e. patrol and detective bureau). During the 2016 calendar year, CST's spent over 600 hours processing various crime scenes. Over 7,000 pieces of property were submitted to the property and evidence unit for processing or storage.

Officers collect discarded/expired medications for destruction on Drug Take Back Day.



Support Services Division



LOVELAND SENIOR POLICE VOLUNTEERS Celebrating 21 Years of Service!!

The Loveland Senior Police Volunteers (LSPV) completed their 21st year of service by contributing over 4,500 hours to the Loveland Police Department, saving the citizens of Loveland and the Loveland Police Department well over \$100,000 in salaries.

Volunteer hours continue to increase and the number of volunteers is also growing. Administrative duties accounted for the largest percentage of volunteer hours, with Records front desk received a close second. Clerical work, meetings and training are also part of the hours counted.

Patrol duties accounted for much of volunteer time. Volunteers spend nearly 1000 hours checking homes of citizens on vacation and hundreds of hours assisting with removal of abandon vehicles. handicap parking checks, lock box checks, neighborhood radar studies, graffiti abatement, code enforcement, stop light/sign checks and other duties.

Public relations duties included assistance with community based events and activities. These are always fun and enjoyable activities for the volunteers. These functions include: Santa Cops, working the Sculpture Show, parades, working with the Community Policing Officer (Ofc. Dave Sloat), Community Night Out, ride-alongs, giving building tours, downtown foot patrol, and other duties.

The volunteers thank their advisors (Sgt. Bob Rabson, Off. Lisa Rakow, Off. Dave Sloat, and Records Specialist Dee Ann Beaman) for their leadership, guidance, support, and at times patience.



Captain Rob McDaniel

This Division consists of the Loveland Emergency Communications Center, Police Records, the Crime Analyst and the Administrative Analyst. The Loveland Police Department Emergency Communications Center is the Public Safety Answering Point (PSAP) for 911 calls in all of southern Larimer County, covering 256 square miles and serving approximately 270,000 residents.

Emergency dispatching services are provided for the Loveland Police Department and Loveland Fire Rescue Authority. Emergency dispatching is also provided through service contract agreements for Berthoud Fire Protection District and Thompson Valley EMS. In 2016, the center answered 34,713 9-1-1 calls, processed 80,125 police calls for service, 11,442 fire responses, and 10,924 medical emergency calls.

The Records Section is the official custodian and central repository for all Loveland Police Department reports and related records. In 2016, the Records Section processed 15,112 offense reports, 9,422 citations and 3,617 other reports. It is responsible for the management of document-based information and records release in compliance with Colorado Statutes.

The Crime Analyst provides pertinent information relative to crime patterns and trend correlation along with conducting mandatory staffing studies and citizen surveys. The Administrative Analyst composes and manages the Police Department budget. She also maintains the agency web page, the department's social media, assists with grant projects, contracts and writes a department newsletter.

Respectfully,

Captain Rob McDaniel

Loveland Emergency
911
FIRE·POLICE·EMS
Communications



Emergency Communications Center

During 2016, the center received and dispatched a total of 40,329 9-1-1 calls, averaging over 110 calls per day. The center also processes business calls and non-emergency contacts for the Loveland Police Department and in 2016 those calls totaled 88,844.

LECC dispatchers, through rigorous training standards, consistent adherence to emergency medical dispatch protocols, and attention to a high level of patient care, were responsible for the saving of five lives through the provision of CPR instructions during 9-1-1 calls for emergency medical assistance. The center maintained its certification as an Accredited Center of Excellence through the International Academy of Emergency Dispatch, and is one of 149 accredited centers worldwide. The actions of the communications center staff as a team also earned recognition from 9-1-1 educational industry forums as one of the top 9-1-1 Call Centers in the United States.

Training and educational opportunities continue to be top priority for the center. Technological advancements, emergency medical dispatch continuing education, knowledge of field operations for law enforcement, fire, and emergency medical services all necessitate extensive, on-going training.

Dispatchers train alongside the police SWAT team, firefighters, and physician advisors to experience the role of the first responder – those who's safety they are responsible for – to have a complete picture of what is transpiring at the other end of the telephone or radio.

The communications center operates a vast amount of technology to deliver emergency dispatching services. The computer-aided dispatch system is Tritech Software Systems Inform CAD and Mobile, which allows for emergency and routine calls for assistance to be processed in the dispatch center and automatically routed to laptop computers in police vehicles and fire/ems apparatus and to be simultaneously routed to handheld devices carried by responders.

9-1-1 service and equipment throughout Larimer County is provided and maintained by the Larimer Emergency Telephone Authority (LETA). LETA is an important partner with LECC. Along with 9-1-1 services, they provide emergency message notification service, text to 9-1-1 capability, and support the emergency medical dispatch program through computer software and continued education training for dispatchers.

As the population of our area increases, so too does the number of responders – police, fire, and ems. The first line, “the thin, gold line” of emergency communications dispatchers will be there to answer the call and ensure the safety of the responders.

Information Services

Records Section

The LPD Records Section is the official custodian and central repository for all Police Department reports and related records. It is responsible for the management of document-based information obtained from officers' reports, citations, arrest reports and many other documents which originate from criminal activity and citizen interaction with the police. This critical information is used by investigators, officers, administrators and citizens to improve public safety.

Records personnel maintain strict accountability for all law enforcement records. They provide access to information and release criminal justice records in compliance with Colorado law and the

Colorado Children's Code. The Section also provides criminal background check information and copies of the registered sex offender list and compiles reports for local, state and federal agencies. The Records Section is responsible for handling incoming telephone requests and also collects information from citizens who need to file a report. They respond to a variety of requests for information and assistance from members of the Police Department, City government, citizens, the media and other public officials and agencies.

The Section is staffed by one Records Manager (Kimberly Pals), one Lead Records Specialist (Vickie Lehmkuhl), eight Records Specialists (Dee Ann



Beaman, Kathy Beavers, Julie Bunch, Hope Guest, Deb Lawrence, Kerstin McEwen, Colleen O'Briant, Robert Ward) and a Report Technician (Jackie Appleby). In addition, the Section is supported by a number of Loveland Senior Police Volunteers and three Records volunteers (Sue Barger, Cathy McDaniel, and Janet Volmer).

Crime Analysis

Mark Rudolph is the Crime Analyst for the Loveland Police Department. As a crime analyst, Mark measures and compares data in order to provide support for the administrative, strategic, tactical and intelligence activities of the Loveland Police Department. He also works to identify crime patterns, series, and trends that help officers and detectives in preventing and suppressing crime as well as in apprehension of criminals. Mark provides crime maps to help officers respond to current public safety needs. Other items included in these activity categories are:

- 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 Crime Analyst 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

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 are referred to, or investigated in coordination 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 reviews conducted in 2016 in comparison to the previous three years:

	2013	2014	2015	2016
Internal Affairs Reviews	6	4	8	2
Supervisory Inquiries	5	2	1	0
Concern Reviews	31	22	24	36
Total Reviews Logged	42	32	33	38
	2013	2014	2015	2016
Citizen Complaints Total	19	26	26	36
Sustained	4	4	5	6
Not Sustained	1	1	2	2
Unfounded	2	6	8	11
Exonerated	11	15	10	17
Internal Complaints Total	9	6	7	2
Sustained	6	4	1	2
Not Sustained	0	0	0	0
Unfounded	0	1	0	0
Exonerated	2	0	1	0
Cancelled	1	1	5	0

Professional Standards Unit

During 2016, there were 2 Internal Affairs reviews (serious allegations), 0 Supervisory Inquiries (mid-level allegations) and 36 Concern Reviews (minor allegations) for a total of 38 formal complaints.

After thorough investigation into the 2016 complaints, 8 were sustained, indicating that an employee had violated policy.

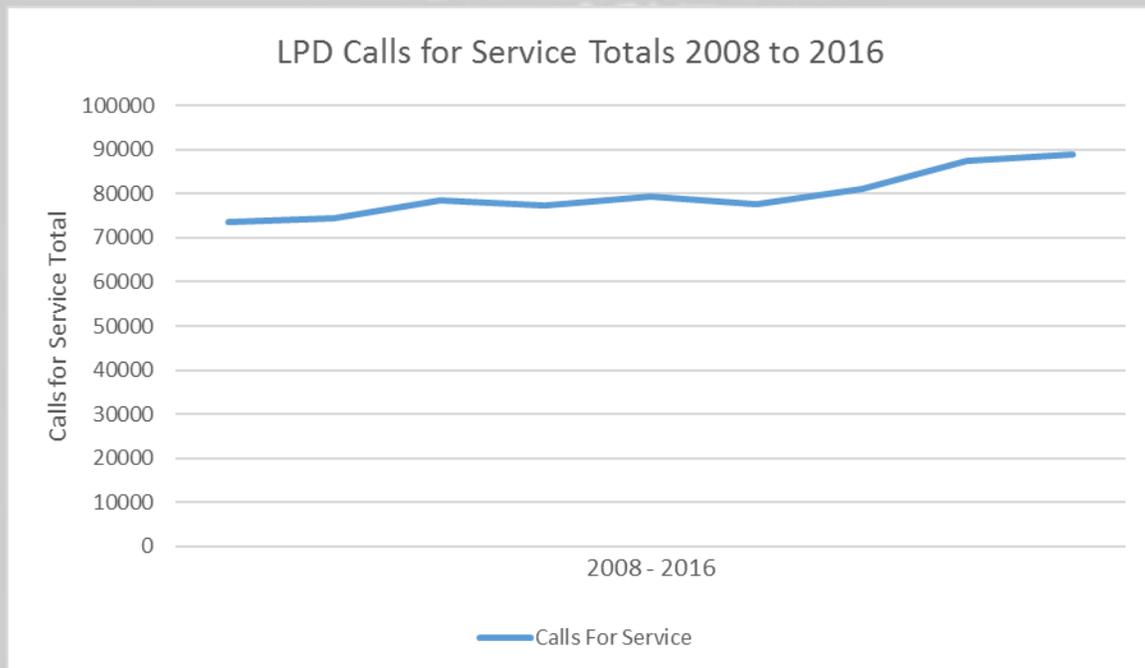
The percentage of the number of complaints having at least one sustained violation (8) to the total number of complaints (38) is approximately 20%. In approximately one-out of five complaints, is a police employee has been found to have violated a Department or City policy. There were 8 sustained complaints out of 88,844 calls for service.

The expansion of web-based complaint reporting and introduction of new tracking software has increased the data collection of both use of force incidents and complaint issues. Complaints may be mailed, hand delivered, or obtained electronically via the website.

During 2016, calls for police service increased by 1,316 over the previous year. Based on the 88,844 calls for service for the year, only 1 complaint per 2,338 calls for service was received. Sustained complaints indicate an employee violated a policy. With only 8 complaints sustained for 2016. That equates to only 1 verified complaint per 11,110 calls for service. This is an important number that relates to the number of police contacts contrasted with the number of times the contact results in a verified complaint.

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

2008	2009	2010	2011	2012	2013	2014	2015	2016
73,571	74,462	78,637	77,368	79,333	77,623	81,124	87,528	88,844



Professional Standards Unit

Use of Force Reporting:

There are times when an officer must use force to protect themselves, protect another citizen or arrest a physically-resisting suspect.

Each incident where an officer uses force on a person is documented and reviewed through the chain of command. Information about the arrest and the nature of the incident is relayed to specific skills instructors. Training is adapted to provide the officers added tools to more safely address each potential situation.

Complaints from use of force are also reviewed and tracked. During 2016, there were 2 complaints related to use of force incidents.

There were 88,884 calls for service during 2016. Of those calls for service, there were 3,413 arrests made. Officers were required to use force in 69 incidents. That means approximately 3% of arrest incidents result in situations where officers must use force to overcome resistance.

Below are the types of force used by officers during the past three years:

Use of Force Data			
Type of Force Used	2014	2015	2016
Firearm	1	1	0
ECD -Taser	19	6	8
Baton	1	0	1
OC	1	1	1
Weaponless	51	54	53
Canine	6	2	3
Less Lethal Munition	12	2	1
Chemical Other	3	1	1
Total Uses of Force	94	67	69
Use of Force Complaints	5	3	2

Throughout 2016, the Loveland Police Department continued a positive trend in mitigating the inherent risk of pursuits. LPD has a “Violent Felonies” only policy, where officers assess the circumstances and alleged crimes surrounding an incident, prior to engaging in a pursuit. Officers only engage in a pursuit when the situation involves violent felonies and may end a pursuit when they deem it too risky to the public.

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 (TVI), is clearly important and is on-going.

During the year 2016, there was only 1 complaint regarding citizen concerns or comments about LPD contacts with the public in regard to bias-based issues. After review, the complaint was determined to be unfounded and did not reveal a bias-based issue.

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:	2013	2014	2015	2016
Traffic Contacts	0	0	0	1
Field Contacts	0	0	1	0

Accreditation

The Loveland Police Department is among the first group to participate in the new four-year accreditation through the Commission on Accreditation for Law Enforcement Agencies (CALEA). A compliance service manager (CSM) from CALEA reviewed a portion of the LPD’s files in December. The CSM reviewed approximately one quarter of the agencies policies and proofs of compliance during the review. The new process is meant to provide each agency

with more consistent and timely feedback during each review cycle. The Loveland Police Department has been CALEA Accredited since 1992.

In December, the Department completed a hiring process to re-civilianize the accreditation manager position. This move was made to move the police sergeant currently occupying the position back to uniformed patrol duties. The new accreditation manager should be joining us in February of 2017.

The administrative sergeants (Accreditation and Training) share public information duties; conducting media inquiries and preparing press releases.



Police Chaplains

Police Chaplain Program - 37 years Strong!!

2016 was the 37th year for the Loveland Police Chaplains organization. The Chaplains serve far beyond their individual churches, reaching out into all areas of the community. They provide support, shelter and the strength of faith to every citizen in Loveland.

Chaplains volunteer with LPD on a daily basis and even support operations on-call, 24 hours a day. The Chaplains serve with officers during some of the most intense critical incidents and they provide a network of resources through their extended community connections.

Their work to bring lodging and food to the needy, gas to stranded travelers and many other charitable services, have significantly improved the quality of life and sense of community in Loveland. They also assist with connecting charitable resources to crime victims during times of need.

The Loveland Police Department humbly thank the dedicated men and women of the Loveland Police Chaplains:

Kevin Blankenship
Robert Garner
Brian Riecke
Gary Swanson
Charles Millner

Phil Brewster
Laurel Liefert
John Sanders
Jeremiah Harris
Harvey Ruegsegger

Sathi Bunyan
Bob Link
Ed Smith
Kristi Hornick

David Feeder
Joel Pancoast
Michael Stein
Lauren Miller



School Resource Officer Bruce Boroski helping with the LPD Fishing Derby.

Police Citizens' Academy

From September to November 2016, 24 members of the community completed the ten-week, three hours per week sessions. Class subjects included Police/Citizen Encounters, DUI identification lab, Bomb and K9 Unit demonstrations 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.

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 went very well, serving thousands of children in Larimer County. For the city limits of Loveland, the staff of the Loveland Police Department delivered Christmas presents to over 800 children!

Crisis Intervention Team

As did many police departments, Loveland Police Department found itself continuing to encounter many situations involving individuals in mental health crises leading to police involvement. While this reality is a complex topic and there is no quick or complete fix, LPD continued to support Crisis Intervention Training for its officers as well as officers within the three county region of Larimer, Weld, and Boulder Counties. As mental health budgets continue to struggle, the role of police as gatekeepers to both the mental health and criminal justice systems is becoming increasingly important.

Through cooperative work with Colorado P.O.S.T. and the northeast regional P.O.S.T. board, LPD participated in three more 40 hour basic Crisis Intervention trainings in 2016. This basic training consists of classroom as well as scenario-based training that assists the officers in identifying those persons struggling with a mental illness and the most appropriate communication and behavioral methods with which to intervene. Based on the “Memphis model”, this intense training was frequently referred to as the most challenging yet most useful training in the professional history of many officers who worked through it.

This intensive training course is intended to help stem the flow of persons with serious mental illness into the *front door* of the criminal justice system, and for those who do enter the system, provide more effective intervention in the hope of reducing future criminal justice system entanglement. The crisis intervention team (CIT) model, is designed to improve officers’ ability to safely intervene, link individuals to mental health services, and divert them from the criminal justice system when appropriate. It has been viewed as a promising practice as well as a best practice effort for law enforcement throughout the Country.

Loveland PD is pleased to have 34 of its members trained in this professionally challenging area. Many of these trained officers are in the uniformed patrol section of the department but several others are also in areas of Investigations, Community Service, and School Resource Officer positions.

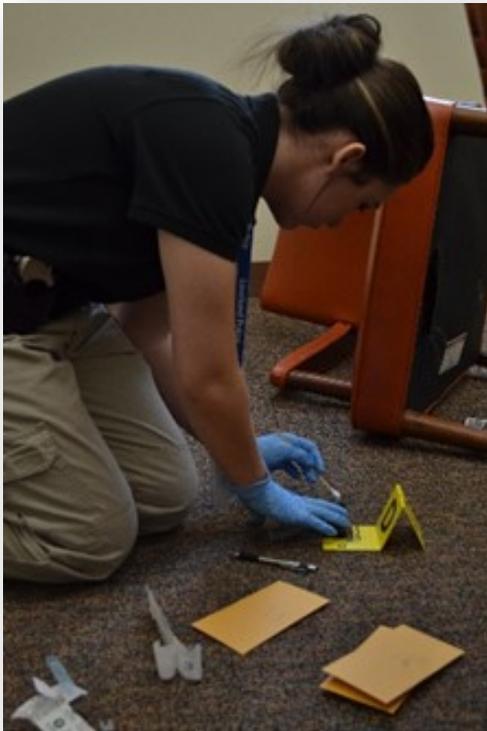


Police Explorers

The Loveland Police Department Explorer Post is a division of the Boy Scouts of America and is composed of both boys and girls, ages 14-20. The post meets monthly to train and expose youth to various components of law enforcement including traffic control, weapon familiarization, arrest control, traffic stops, police radio usage, K9, building searches, and crisis intervention. We currently have about 20 members. Some are new to the post and some have been with us for 5 years!

Last year, Explorers participated in community activities like providing traffic control at the 4th of July celebration at North Lake Park, Turkey Trot, and various parades. They also raise funds through special events like security at the Debby Boose tennis tournament. An exciting benefit of being an Explorer is being able to ride along with patrol officers and spend time in the dispatch center.

In addition to law enforcement training, the Explorer program also provides youth with valuable life experience, leadership and character development, self-confidence, and problem solving skills, all while allowing them to develop into good citizens while serving their community. Many explorers continue along the law enforcement path and find successful careers as police officers. Many former Explorers continue down the path to becoming a police officer.



Loveland Police Explorers train for a state-wide competition

Peer Support Team

Dr. Teresa Richards

The law enforcement profession can be particularly stressful, both on the employee and on his/her family. Peer Support Team (PST) members provide support during rough times, intense training, and critical incidents.

The Peer Support Team operates under the supervision of the Department's Staff Psychologist, Dr. Teresa Richards, and is comprised of 14-16 department employees, both sworn officers and civilian personnel. Sgt. Brandon Johnson continued to be the PST Team Leader in 2016, with officers Lisa Rakow and Kerry Marion serving as Assistant Team Leaders. Dr. Richards continued to provide counseling for LPD employees and their families.

The Peer Support Team responded to multiple critical incidents and daily stressors this year. They added new members from the Communications department and more police officers. PST members attended monthly trainings and meetings with Dr. Richards to continue their education and support on this team, and many members attended outside trainings related to topics relevant to peer support. The team continued to provide peer support to new employees—officers and dispatch/civilian--during their training time.

Along with Dr. Richards, the PST provided a Family Support Workshop for officers' spouses and significant others this year, which they plan to continue to offer periodically in the future. The PST was also able to attend a retreat in Estes Park this year, which was designed to help them manage the stress of being helpers and to reduce compassion fatigue.



Letters of Commendation

Comm. Spec. Kim Colwell	Comm. Spec. Jennifer Sheffer
Comm. Spec. Kristen Cumming	Comm. Spec. Caydee Swanner
Comm. Spec. Erica Snyder	Comm. Spec. Julie Garcia
Comm. Spec. Erin Berry	Comm. Spec. Daylan Rine
Officer Geoff Reeves	Officer Sean McDonald
Officer Stephen Marchio	Officer Greg Harris
Officer Mat Grashorn	Officer Ryan McAuley
Officer Brian Brown	Com. Serv. Officer Nate Schadewald

Meritorious Service Award Detective Gary Patzer

Life Saving Awards

Comm. Spec. Sara Metzler (x2)
Comm. Spec. Erica Snyder
Comm. Spec. Erin Berry and Officer Bruce Boroski
Comm. Spec. Bev Archuleta & Kim Colwell (Letters of Commendation)

CHIEF'S AWARDS

Unit Awards

Field Training Officers
Golden K Fishing Club
Loveland Senior Police Volunteers
Street Crimes Unit
Special Investigations Unit

Crime Fighter of the Year

Officer Greg Harris

Traffic Safety Officer of the Year

Officer Matt Sychla

Community Education Officer of the Year

Master Officer Dave Sloat

RISE to Excellence Award

Sergeant Jeff Pyle

Dispatcher of the Year Award

Communications Specialist Erin Berry

Civilian Employee of the Year

Admin. Assistant Conny Hilgenfeld

Sworn Employee of the Year

Sergeant Steve Colburn

Optimist Officer of the Year

Sergeant John Spreitzer

Elk Officer of the Year

Officer Danyel McGraw

2016 Awards Committee

Aaron Belk, Jan Burreson, Katey Croner, Wil Howard, Danyel McGraw, Elizabeth Markham,
Erica Snyder, Alex Quinones, Robert Ward,
and Amy Wheeler

Citizens Advisory Board

Citizen Police Advisory Board

The Police Department Citizen Advisory Board serves in an advisory capacity to the Police Department and City Council concerning police related issues such as the police master plan, policies and procedures and to support communication and education between the community and the Loveland Police Department.

In addition to their advisory responsibilities, some Board members participated as assessors during this years promotional assessment center.

Current member of the Citizen Police Advisory Board are:

Pat Kistler
Erin Frisch
Dennis Soucek

Tony Adams
Ed Gassman
John Tindall

Bev Cardarelli
Dick Hunsaker
Kathy Mitchell



Officers Kris Jakobsson and Rob Pride are promoted to Sergeant and sworn in by Chief Ticer.



2016 Annual Report
Prepared by: Lieutenant Rick Arnold
Photographs provided by: Sgt. Mike Halloran, Sgt. Brandon Johnson

