



Loveland Police Department

**2017 Citizen Satisfaction
Survey**

Results Analysis & Presentation

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January 2018

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Introduction

Purpose

The primary purpose for conducting the Loveland Police Department's (LPD) 2017 Community Satisfaction Survey was to determine City of Loveland citizen's perceptions of the overall quality of police services in the community. In addition to determining the levels of satisfaction with current police services provided, we also wanted to assess community opinions and desires concerning programs currently provided by the Loveland Police Department.

Citizen's perceptions of the quality and importance of police services and delivery in Loveland should serve to inform the public as well as the City Council and police administrators who make management decisions regarding priorities, budgets, staffing and general or operational planning. The survey provides an opportunity for the Loveland Police Department to identify areas in which it is performing well along with areas needing improvement. The Department values communication, organizational excellence, the people we serve, and citizen input to assure an informed and balanced perspective in delivery of police services. Where possible, information obtained from this survey may be compared to responses from the 2014 survey as well as used for comparison to future surveys to possibly identify trends and gauge progress toward meeting the needs of Loveland's citizens for police services.

Methodology

The Loveland Police Department's 2017 Community Satisfaction Survey utilized an online survey format. Using the Peak Democracy platform, marketing efforts were made using a variety of platforms to include: Open City Hall, Nextdoor, Facebook, Twitter, and Constant Contact as well as an article in the Reporter-Herald. These platforms targeted city of Loveland residents. The estimated combined reach of these efforts was at least approximately 37,000 citizens. The survey was open for response from October 2nd to November 2nd, 2017.

The goal for the survey was to obtain enough responses to support a 95% confidence level with a $\pm 5\%$ error window for statistical accuracy. Based on Loveland's estimated 2017 population of 75,655¹, to meet this standard the survey needed to be "sent" to at least 3820 people (assuming a 10% response rate) and a minimum of 382 survey responses were needed. Given the reach of the marketing effort mentioned above, the 3820 amount was more than adequately met. Statistical formulas/survey tools² were used to calculate these numbers.

The number of valid responses recorded for the survey totaled 412. This surpassed the 382 minimum that were needed. Responses from the returned surveys were compiled for analysis with no attempt made to identify respondents from the responses made on the surveys. The identity of those Loveland citizens who may have chosen to make themselves known will remain anonymous.

These results are statistically reliable within a 5% confidence interval at the 95% confidence level. What this means is, if the same survey was repeated 100 times, that 95 times out of 100, the subsequent results would be within $\pm 5\%$ of the initial survey results.

Another way to look at this is as follows: If 62% of the survey respondents "feel comfortable contacting the Loveland Police Department to make suggestions", then 95 out of every 100 times one would expect the percentage

¹ Population figures from City of Loveland Community and Strategic Planning Data Assumptions Report. Revised June 2017. <http://www.cityofloveland.org/home/showdocument?id=36955>

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

of the entire population that "feel comfortable contacting the Loveland Police Department to make suggestions" will fall between 57% and 67% (62% \pm 5%).

Comparisons to 2014 survey

Some results from this survey will be compared to the results from the 2014 survey. It should be noted that the 2014 survey was statistically valid at a 95% confidence level with a \pm 5% confidence interval (error rate). In addition, the methodology for the 2014 survey was done via a random sampling from the Loveland utility billing database and was mailed out to 2,587 households versus being done online.

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

1. Respondent satisfaction with several categories of police services.
2. Respondent satisfaction with the attitude, behavior and competence of police personnel with whom they came into contact.
3. Respondent satisfaction with the quality of service received relative to their expectations.
4. Respondent satisfaction with general police services provided in their neighborhood or in the City as a whole.
5. Agreement or disagreement with several statements regarding police services in Loveland.
6. The relative importance of various Loveland Police Department programs.
7. Gender, age, years of residency in Loveland, and patrol districts were the independent variables in most of the analyses. Detailed data regarding responses to specific survey questions is available upon request.

Acknowledgements

Being that this was the first time the Police Department Citizen Satisfaction Survey was conducted using an online platform to gather citizen input, it represented a big change from previous surveys which were mailed out and survey takers had to mail back to us for subsequent data entry. Fortunately, I had amazing assistance from Lisa Schwartz from the City of Loveland PIO office. Her efforts in helping get this survey online with the Peak Democracy platform and marketed to the citizens were invaluable and immensely appreciated.

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

Mark Rudolph

Crime Analyst

Executive summary

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

- 90.4% of respondents agreed that improving public safety and the quality of life in Loveland are responsibilities of both citizens and police (down from 94.9% in 2014).
- 83.3% of respondents are satisfied with the general level of police services in the entire City (down from 95.1% in 2014).
- 79.9% of respondents are satisfied with the general level of police services in their neighborhood (down significantly from 91.3% in 2014).
- 78.1% of respondents were satisfied with the Police Department's quick response to emergency situations (up slightly from 77.5% in 2014). However, respondents were less satisfied with the Police Department's provision of crime control in their neighborhood (68.4%), fair and equal treatment to all (69.6%), handling of citizen's complaints (63.4%), understanding of community concerns (65%), providing crime prevention advice (62.8%) and help with nuisance issues (64.1%).
- Respondents stated that the Police Department does especially well with having a visible presence on the streets of the City, around schools and in their neighborhoods; having professional and helpful interactions with citizens; ensuring public safety and gang prevention/control. These were mentioned in both specific comment oriented questions as well as in general comments.
- Amongst respondents who had formal contact with the Police Department, 41.6% indicated that the quality of service they received was higher than expected (same as 2014 survey) and 35.6% indicated that the quality of service was as expected (down from 49.3% in 2014).
- Among the officer characteristics of easy to approach, trustworthy, fair, courteous, hardworking, knowledgeable or professional, the percentage of agreement by respondents on these categories ranged from 77.8% to 88.1%.
- 21.9% of respondents would not feel comfortable about contacting the Police Department to file a complaint against a police employee, 23.7% were neutral and 54.4% would feel comfortable about filing a complaint.
- 72.8% of respondents indicated that the police have adequate ethnic and cultural awareness training (up from 67.7% in 2014).
- Victims of/witnesses to crime across the board tended to have lower satisfaction/agreement levels on the various questions and categories in the survey. This is noted in various specific question/category areas in the report on later pages.

The percentage of respondents that indicated a level of importance to the community of various Loveland Police Department programs and the percent change from the 2014 survey are as follows:

	<u>2017 survey</u>	<u>Change from 2014 survey</u>
o Gang prevention	87%	-7.3%
o Sexual harassment/rape prevention	90.9%	-2.5%
o Illegal drug-use enforcement	86.3%	-2.8%
o Crime prevention	84.3%	-3.1%
o Neighborhood Watch	80.8%	-2.9%
o Police Department accreditation	85.2%	+2%
o School resource officers	81.1%	-1.2%
o Underage liquor enforcement	76.7%	-1.8%
o Community Night Out	67.5%	+ .4%
o Citizens Police Academy	59.3%	+ .4%
o Santa Cops	59.3%	+2.2%
o Police Fish Derby	47.2%	-4.5%

- 41% of respondents indicated that the Loveland Reporter-Herald newspaper was their primary source of information about the Police Department.
- 61.2% of respondents based their opinions in the survey on personal experience with the Police Department.
- Respondents stated that the most important issues that the Police Department should be addressing are traffic/speeding/driving issues followed by drugs/drug activity issues, public safety/crime prevention, homeless/transient issues, and gang prevention/issues.

Demographics of the survey respondents

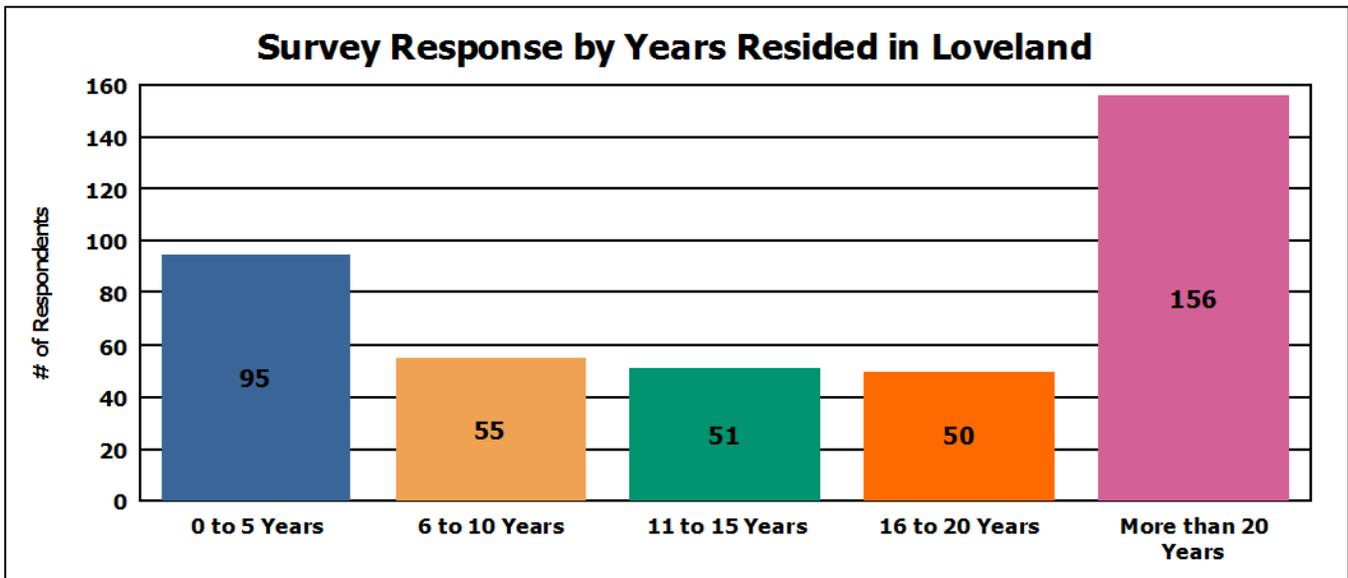
Residency demographics – Years Lived in Loveland

Respondents that answered: **N = 407**

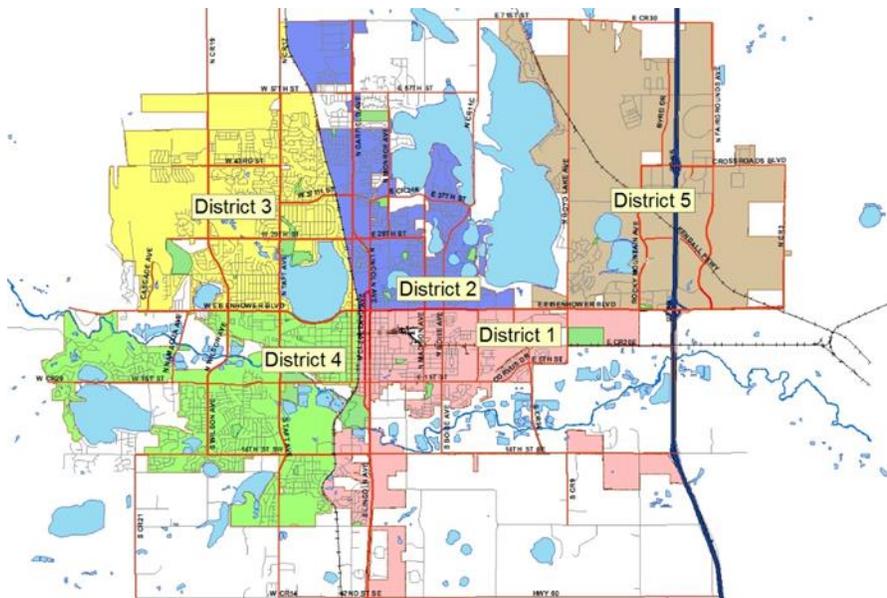
Average (mean): **19.8 years** Median: **16 years** Mode: **5 years** Range: **1 year to 74 years**

Over half (50.6%) have lived in Loveland for 16 years or more and 63.1% have lived in Loveland for 11 years or longer. Respondents were assigned to a group for determination of the effects of length of residency in Loveland on survey responses. There was a significant decreased percentage of respondents in the More than 20 years category as compared to the 2014 survey.

Years in Loveland	2017 Survey	2014 Survey
0 - 5 years	95 (23.3%)	17.6%
6 - 10 years	55 (13.5%)	10.8%
11- 15 years	51 (12.5%)	13.8%
16 - 20 years	50 (12.3%)	6.5%
More than 20 years	156 (38.3%)	51.4%



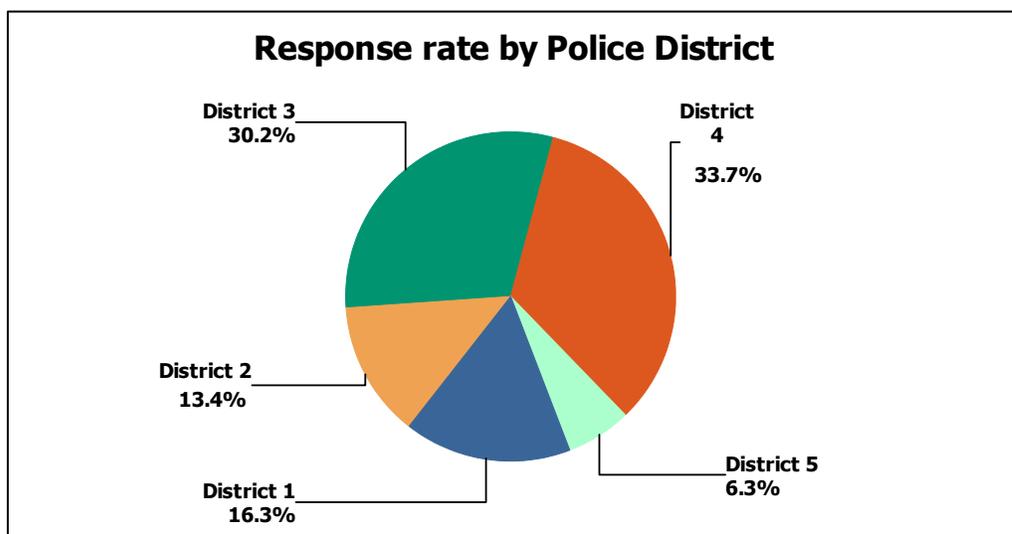
Residency demographics – Police District of Residency



Respondents that answered: **N = 410**

The percentage of Loveland’s population that lives in each Patrol district is based off of US Census data from 2010 (est. population 69,666). Districts 2 and 3 were the only districts to show a response percentage that was less than their census percentage representation.

	% (#) of Respondents	% of Population (2010 Census)
District 1	16.3% (67)	16.2% (11,268)
District 2	13.4% (55)	19.0% (13,245)
District 3	30.2% (124)	31.3% (21,771)
District 4	33.7% (138)	28.7% (20,018)
District 5	6.3% (26)	4.8% (3,364)



Age demographic:

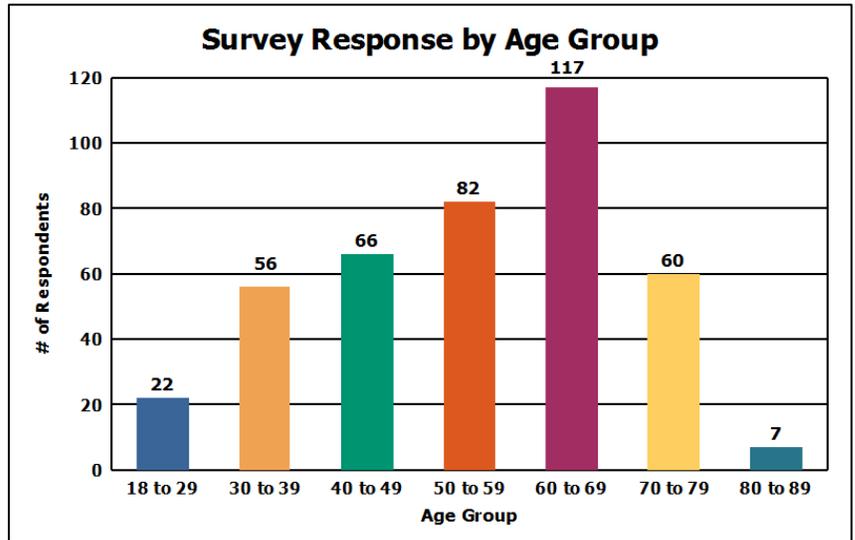
Respondents that answered: **N = 410**

Average (mean): **54.6 years** Median: **57 years** Mode: **68 years** Range: **18 to 82 years**

Respondents were assigned to one of seven age range groups (see the Demographic Data graph) for determination of age effects on survey responses. The 60-69 age group had the largest percentage at **28.5%**.

Age range group

18 - 29 years old	22 (5.4%)
30 - 39 years old	56 (13.7%)
40 - 49 years old	66 (16.1%)
50 - 59 years old	82 (20.0%)
60 - 69 years old	117 (28.5%)
70 - 79 years old	60 (14.6%)
80 - 89 years old	7 (1.7%)

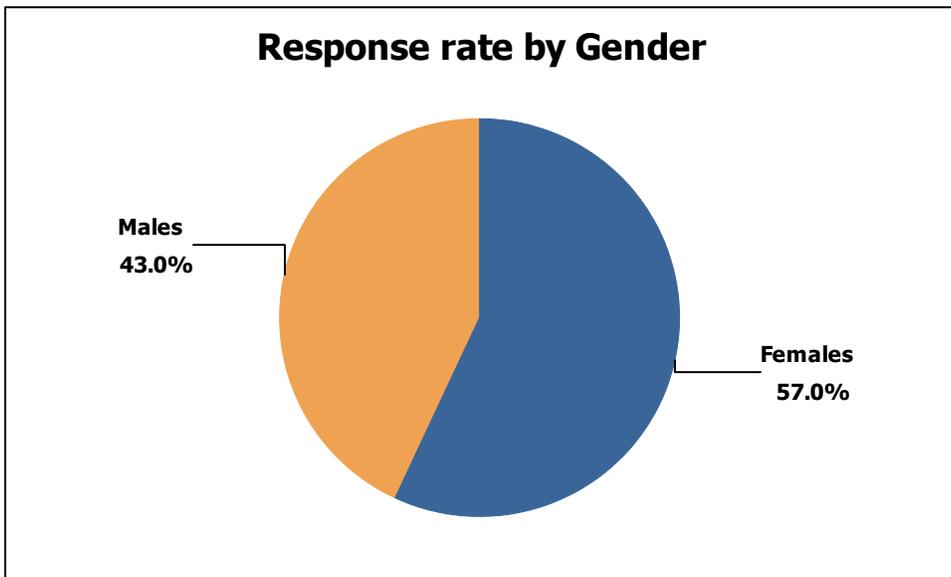


Gender demographics

Respondents that answered: **N = 395**

There was a 5% change for males (down 5%) and females (up 5%) as compared to the 2014 survey.

	2017	2014
Females	225 (57.0%)	52.0%
Males	170 (43.0%)	48.0%



Summary and Analysis of Survey Question Responses

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

	Satisfied		Neutral		Dissatisfied		Total	
	N	%	N	%	N	%	N	%
Quick response to emergency situation	303	78.1%	48	12.4%	37	9.5%	388	100%
Crime control in neighborhood	277	68.4%	77	19.0%	51	12.6%	405	100%
Help with nuisance issues	253	64.1%	66	16.7%	76	19.2%	395	100%
Providing crime prevention advice	247	62.8%	81	20.6%	65	16.5%	393	100%
Understanding community concerns	256	65.0%	55	14.0%	83	21.1%	394	100%
Providing fair and equal treatment	275	69.6%	43	10.9%	77	19.5%	395	100%
Handling citizen's complaints	246	63.4%	66	17.0%	76	19.6%	388	100%

Question 5 - Satisfaction with Loveland PD services by category

Quick response to emergency situation

N = 388 A total of 78.1% of respondents were satisfied with the Loveland Police Department's quick response to emergency situations. 12.4% were neutral in their response. 9.5% were dissatisfied which was up from the 2014 survey where only 2.4% were dissatisfied. District 1 respondents had the highest rate of dissatisfaction with 16.7% reporting being either dissatisfied or very dissatisfied. Respondents who indicated they had been victims/witnesses of a crime reported lower satisfaction at 66% with 15.5% being neutral and 18.6% being dissatisfied.

Crime control in neighborhood

N = 405 A total of 68.2% of respondents indicated they were satisfied with LPD in this category as compared to 76.7% in the 2014 survey. 12.6% were dissatisfied as compared to 6.1% that were dissatisfied in the 2014 survey. 56% of those who identified as having been a victim/witness of a crime indicated they were satisfied; this is down significantly from the 2014 survey (72.3%). Citizens who reported having lived in Loveland 11 to 15 years and 16 to 20 years showed lower levels of satisfaction (66.7% and 55.1% respectively) as compared to the other groups (0 to 5 years = 71.3%, 6 to 10 years = 70.4%, and More than 20 years = 71.6%).

Help with nuisance issues

N = 395 For 2017, 64.1% of respondents indicated they were satisfied in this category. This is the same as the 2014 survey (64.1%). However, for 2017 a larger percentage of respondents indicated dissatisfaction (19.2%) as compared to 2014 (9.6%). This was due to the shift in the "neutral" percentage going from 26.2% in 2014 to 16.7% in 2017.

Providing crime prevention advice

N = 393 For 2017, this category garnered the lowest satisfaction rate of the service categories with 62.8% of respondents being satisfied (down from 64.9% in the 2014 survey). 16.5% were dissatisfied (up from 7.3% in the 2014 survey), and the remaining 20.6% were neutral (down from 27.7% in the 2014 survey). Respondents who have lived in Loveland for 11 to 15 years differed significantly as follows, 46.7% were satisfied, 33.3% were neutral, and 20.0% were not satisfied.

Understanding community concerns

N = 394 65% of respondents were satisfied (2014 = 66.9%), 21.1% were not satisfied (2014 = 6.6%), and 14% were neutral (2014 = 26.4%) in regards to how they felt regarding the Loveland Police Department's understanding of community concerns. Significant differences were seen in the following demographic groups:

11 to 15 years lived in Loveland: 52.2% satisfied, 28.3% neutral, and 19.6% dissatisfied.

40 to 49 year olds: 46.2% satisfied, 21.5% neutral, and 32.3% dissatisfied.

Providing fair and equal treatment to all

N = 395 69.6% were satisfied (2014 = 71%), 19.5% were not satisfied (2014 = 6.6%) and 10.9% of respondents were neutral (2014 = 22.4%). Victims/witnesses of a crime reported lower satisfaction at 54.1% (2014 = 62.8%). 74.5% of respondents who reported having lived in Loveland more than 20 years were satisfied. Amongst the districts, District 1 respondents had the lowest level of satisfaction at 51.6% while District 5 was highest at 86.4%.

Handling citizen's complaints

N = 388 63.4% were satisfied (2014 = 65.3%), 19.6% were not satisfied (2014 = 8.7%), and 17% were neutral (2014 = 26.0%).

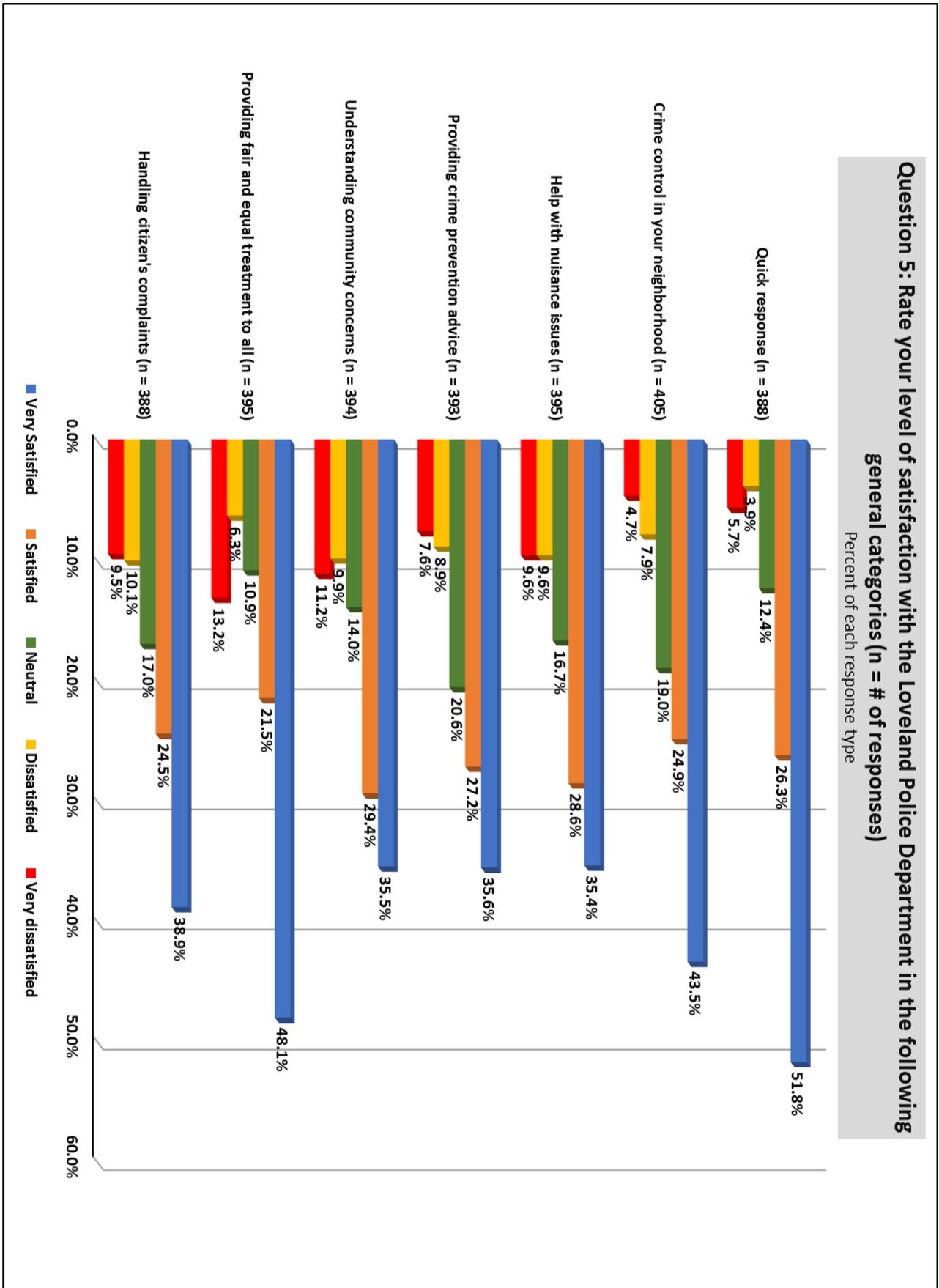
The following demographic groups showed significant differences in their ratings compared to the rest of the survey group:

District 1 respondents had significantly higher dissatisfaction (32.8%) as compared to respondents from other districts. For comparison, District 3 was the next highest in dissatisfaction at 18.8%.

18 to 29 year olds: 42.9% satisfied, 23.8% neutral, and 33.3% dissatisfied.

Respondents who were victims/witnesses to a crime reported lower satisfaction than those who were not (52.1% versus 67.1%) as well as higher dissatisfaction (35.4% versus 14.4%).

Question 5 Chart:



Question 6 – Formal Contact with the Department in last 36 months

N = 411

73% (300 of the 411 who answered) of respondents indicated that they or a member of their immediate family had formal contact with a member of the Loveland Police Department during the prior 36 months. This is a significant increase from 2014 where only 45.9% of respondents indicated as such. This enhances the responses to questions 6a and 6b below, which deals with those who did have formal contact and how they rated their experience in terms of attitude and competence with any of the various work groups with which they had formal contact. It should be noted, respondents were asked to rate only those work groups that they had formal contact with, so individual work group response totals will be less than the 300.

Questions 6a and 6b - Ratings of perception of experience during employee contact (6a: Attitude, 6b: Competence)

All employee groups had lower ratings of Good or better as compared to the 2014 survey for both attitude and competence. Ratings for Detective attitude and competence were significantly down from the 2014 survey and were the lowest amongst all employee groups for this survey, whereas in 2014 the Detective group was amongst the highest. Dispatch, Admin Personnel, and Records personnel were all at 85%, 90% or higher for both attitude and competence being rated as Good or better. (Question 6 graph on page 18).

Phone (Dispatch)

Attitude: N = 232 89.6% perceived their experience as Good or better. This is lower than the 2014 survey (94.8%).

		Dispatcher - Attitude											
		Excellent		Very Good		Good		Fair		Poor		Totals	
Totals		130	56.0%	43	18.5%	35	15.1%	15	6.5%	9	3.9%	232	100%

Competence: N = 224 89.7% rated dispatcher competence as Good or better. (2014 survey = 93.7%)

		Dispatcher - Competence											
		Excellent		Very Good		Good		Fair		Poor		Totals	
Totals		134	59.8%	32	14.3%	35	15.6%	14	6.3%	9	4.0%	224	100%

Uniformed Patrol Contact

Attitude: N = 264 79.9% rated the attitude as Good or better. (2014 survey = 87.7%)

		Uniformed Officer - Attitude											
		Excellent		Very Good		Good		Fair		Poor		Totals	
Totals		167	63.3%	22	8.3%	22	8.3%	23	8.7%	30	11.4%	264	100%

Competence: N = 255 81.6% rated Uniformed Officer competence as Good or better. (2014 survey = 90.4%)

		Uniformed Officer - Competence											
		Excellent		Very Good		Good		Fair		Poor		Totals	
Totals		162	63.5%	27	10.6%	19	7.5%	18	7.1%	29	11.4%	255	100%

Records Personnel Contact

Attitude: N = 78 88.5% rated the attitude of Records employees as Good or better. (2014 survey = 92.5%)

Records - Attitude												
	Excellent		Very Good		Good		Fair		Poor		Totals	
Totals	36	46.2%	15	19.2%	18	23.1%	4	5.1%	5	6.4%	78	100%

Competence: N = 74 85.1% rated Records personnel competence as Good or better. (2014 survey = 93.2%)

Records - Competence												
	Excellent		Very Good		Good		Fair		Poor		Totals	
Totals	37	50.0%	14	18.9%	12	16.2%	8	10.8%	3	4.1%	74	100%

CSO Contact

Attitude: N = 100 79% rated the attitude of CSO's as Good or better. (2014 survey = 83.7%)

CSO - Attitude												
	Excellent		Very Good		Good		Fair		Poor		Totals	
Totals	61	61.0%	13	13.0%	5	5.0%	12	12.0%	9	9.0%	100	100%

Competence: N = 88 80.7% rated CSO competence as Good or better. (2014 survey = 88%)

CSO - Competence												
	Excellent		Very Good		Good		Fair		Poor		Totals	
Totals	51	58.0%	15	17.0%	5	5.7%	10	11.4%	7	8.0%	88	100%

Detective Contact

Attitude: N = 71 70.4% rated the attitude of Detectives as Good or better. (2014 survey = 97.1%)

Detective - Attitude												
	Excellent		Very Good		Good		Fair		Poor		Totals	
Totals	35	49.3%	5	7.0%	10	14.1%	7	9.9%	14	19.7%	71	100%

Competence: N = 71 71.9% rated Detective competence as Good or better. (2014 survey = 92.5%)

Detective - Competence												
	Excellent		Very Good		Good		Fair		Poor		Totals	
Totals	34	47.9%	8	11.3%	9	12.7%	5	7.0%	15	21.1%	71	100%

Traffic Officer Contact

Attitude: N = 122 76.2% rated the attitude of Traffic Officers as Good or better. (2014 survey = 81.8%)

Traffic Officer - Attitude											
	Excellent		Very Good		Good		Fair		Poor		Totals
Totals	67	54.9%	15	12.3%	11	9.0%	7	5.7%	22	18.0%	122 100%

Competence: N = 111 77.5% rated Traffic Officer competence as Good or better. (2014 survey = 84.9%)

Traffic Officer - Competence											
	Excellent		Very Good		Good		Fair		Poor		Totals
Totals	63	56.8%	13	11.7%	10	9.0%	10	9.0%	15	13.5%	111 100%

Chief/Captains Contact

Attitude: N = 64 82.8% rated the attitude of the Chief/Captains as Good or better. (2014 survey = 90.9%)

Chief/Captains - Attitude											
	Excellent		Very Good		Good		Fair		Poor		Totals
Totals	37	57.8%	9	14.1%	7	10.9%	2	3.1%	9	14.1%	64 100%

Competence: N = 56 78.5% rated the competence of the Chief/Captains as Good or better. (2014 survey = 94.6%)

Chief/Captains - Competence											
	Excellent		Very Good		Good		Fair		Poor		Totals
Totals	32	57.1%	5	8.9%	7	12.5%	3	5.4%	9	16.1%	56 100%

Admin Personnel Contact

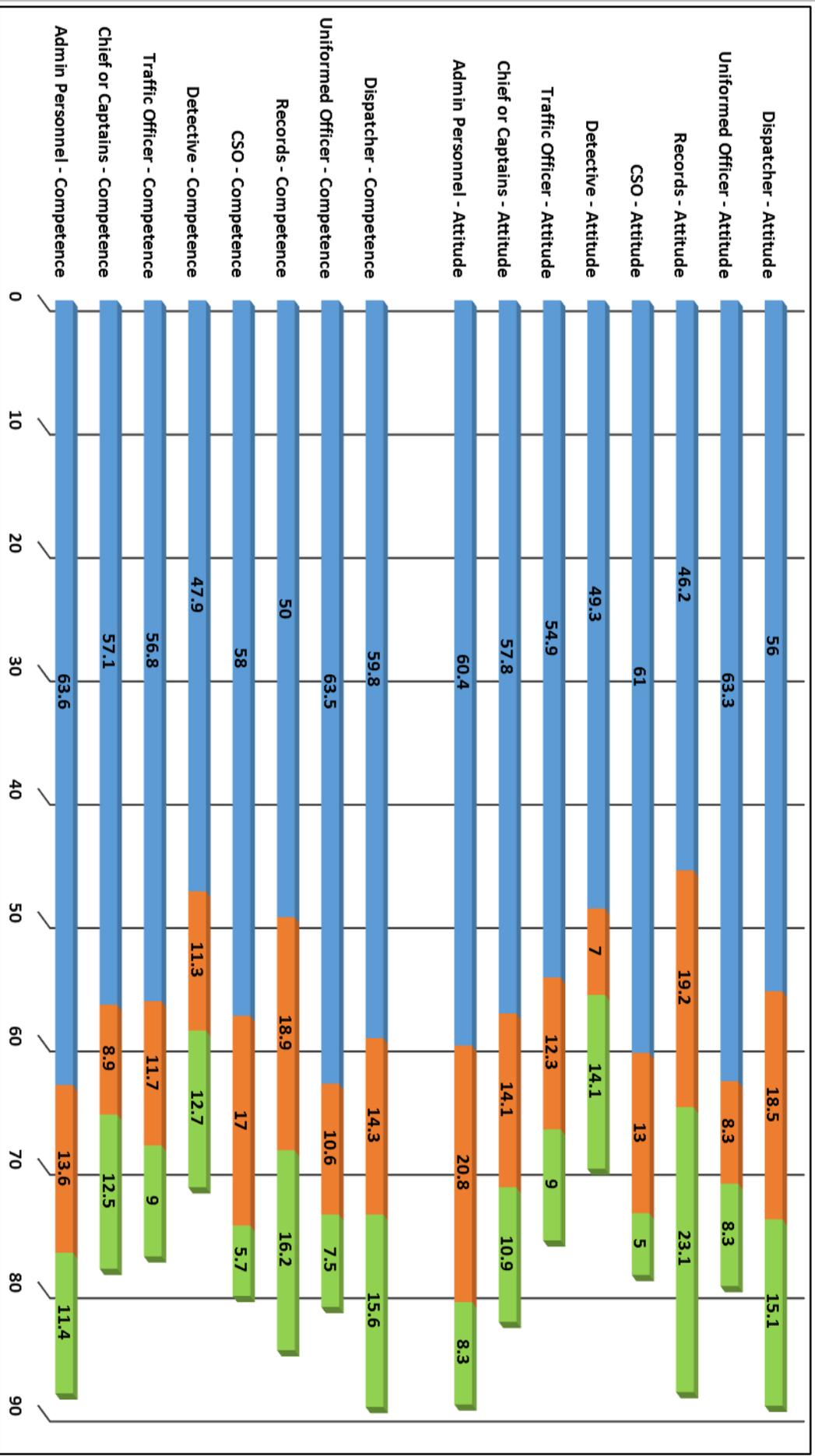
Attitude: N = 96 89.5% rated the attitude of Admin employees as Good or better. (2014 survey = 93.8%)

Admin - Attitude											
	Excellent		Very Good		Good		Fair		Poor		Totals
Totals	58	60.4%	20	20.8%	8	8.3%	7	7.3%	3	3.1%	96 100%

Competence: N = 88 88.6% rated Admin employee competence as Good or better. (2014 survey = 92.3%)

Admin - Competence											
	Excellent		Very Good		Good		Fair		Poor		Totals
Totals	56	63.6%	12	13.6%	10	11.4%	7	8.0%	3	3.4%	88 100%

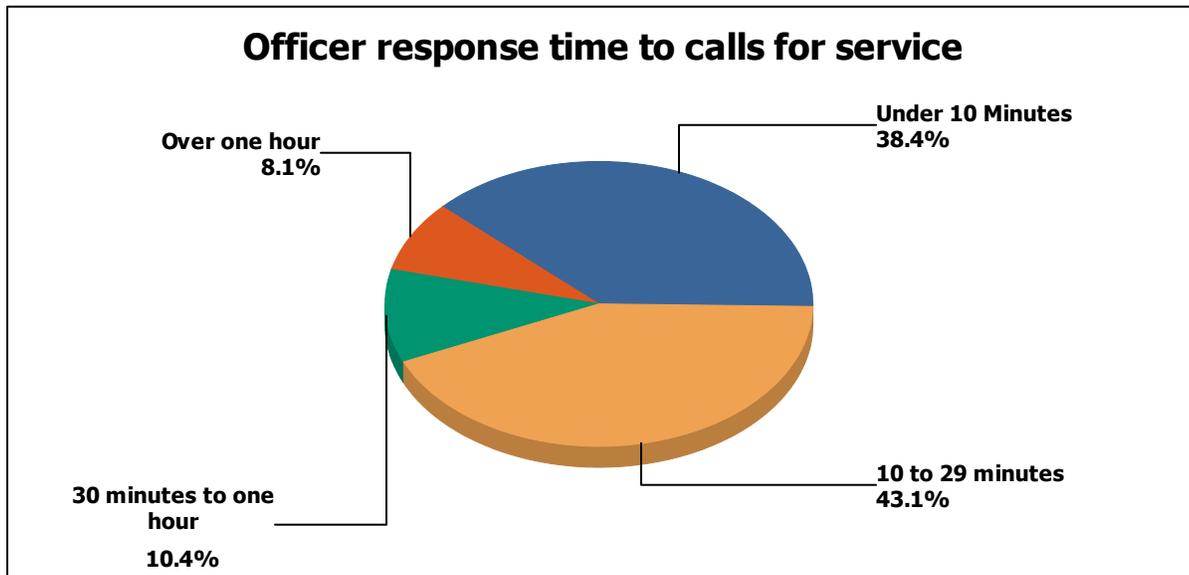
Question 6: If formal contact occurred, please rate your overall level of satisfaction with the various employee groups you had contact with in regards to competence and attitude.



Question 7 - Officer response time to calls for service

N = 211

A total of 38.4% of respondents (down from 50% in 2014) indicated that it took less than 10 minutes for a police officer to arrive at their location when called for service. An additional 43.1% indicated that it took 10-29 minutes and 10.4% indicated that it took 30 - 60 minutes. 8.1% indicated it took over an hour.



Question 8 – Circumstances of contact

N = 412 for all (either Yes or No) Graph on next page.

Telephone contact

45.6% had contact via telephone (188 respondents)

Animal problem

7.3% indicated an animal problem as a circumstance of their contact (30 respondents)

Parking problem

8.3% indicated a parking problem as a circumstance of their contact (34 respondents)

Traffic stop or ticket

18.7% indicated that a traffic stop or ticket was the circumstance of their contact (77 respondents)

Victim of or witness to a crime

24.5% indicated they were the victim of or witness to a crime (101 respondents)

Witness to a traffic accident

8.3% indicated they were witness to a traffic accident (34 respondents)

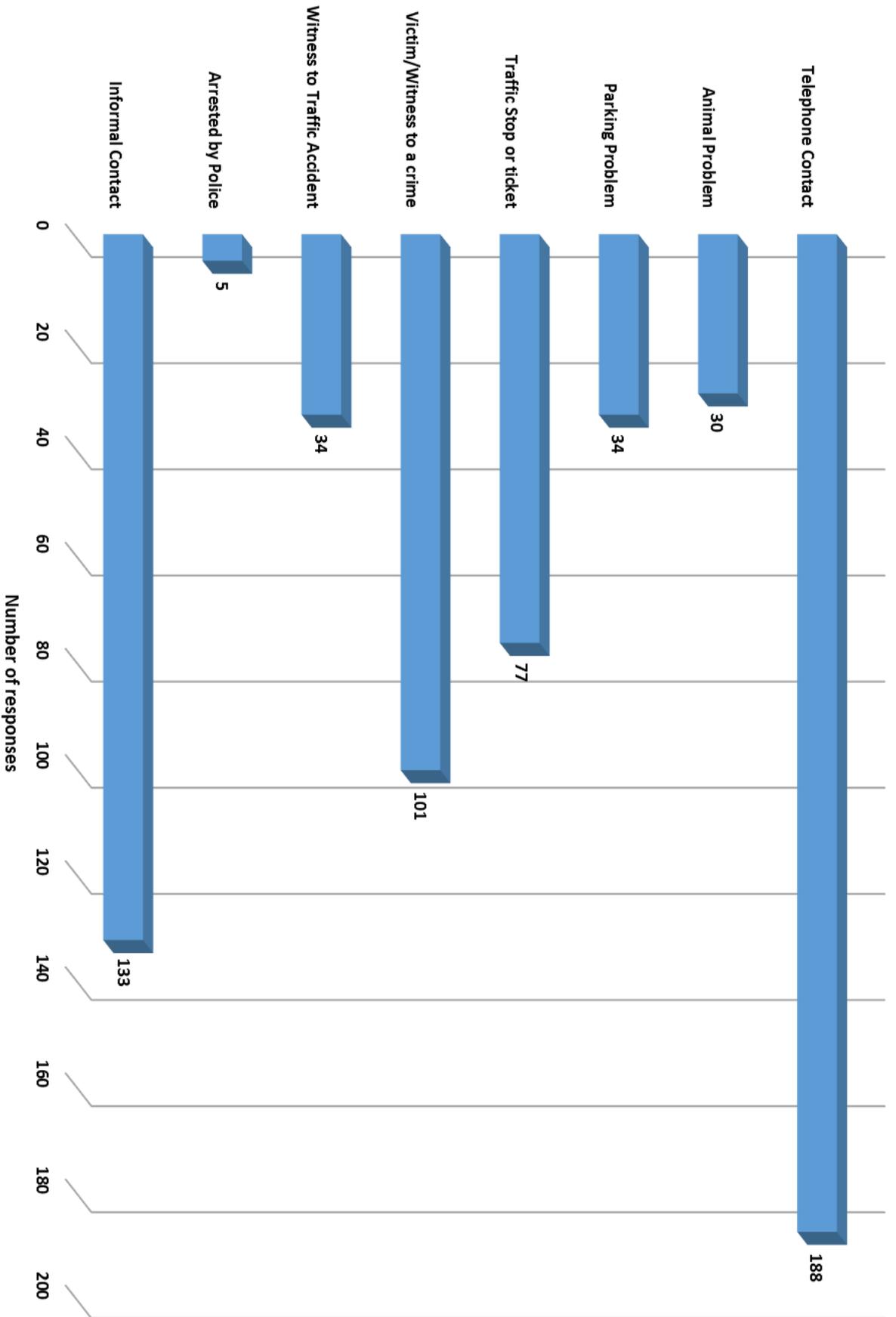
Arrested by police

1.2% indicated they had been arrested as the circumstance of their contact (5 respondents)

Informal contact

32.3% indicated that their contact circumstance was an informal contact with Loveland Police Department (133 respondents)

Question 8: Mark all circumstances under which you came in contact with the Loveland Police Department during the last 36 months. (N = 412)



Question 9 - What we are doing well

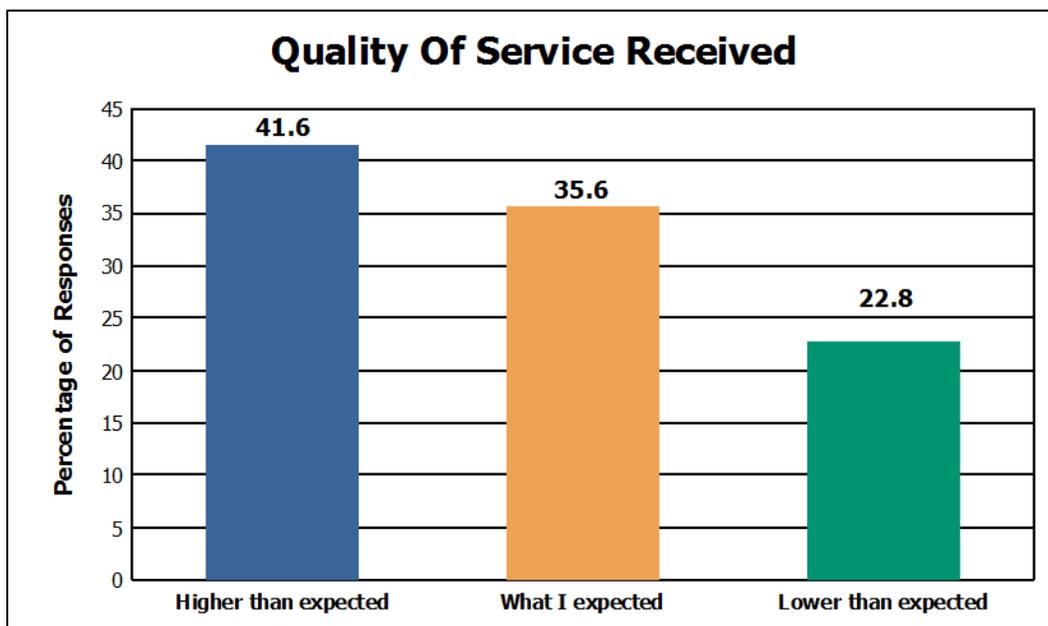
There were 296 responses to the open-ended survey question "What do you feel the Loveland Police Department is doing especially well?". The responses were grouped into general categories.

Among the most frequent responses were:

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

Question 10 - Quality of service

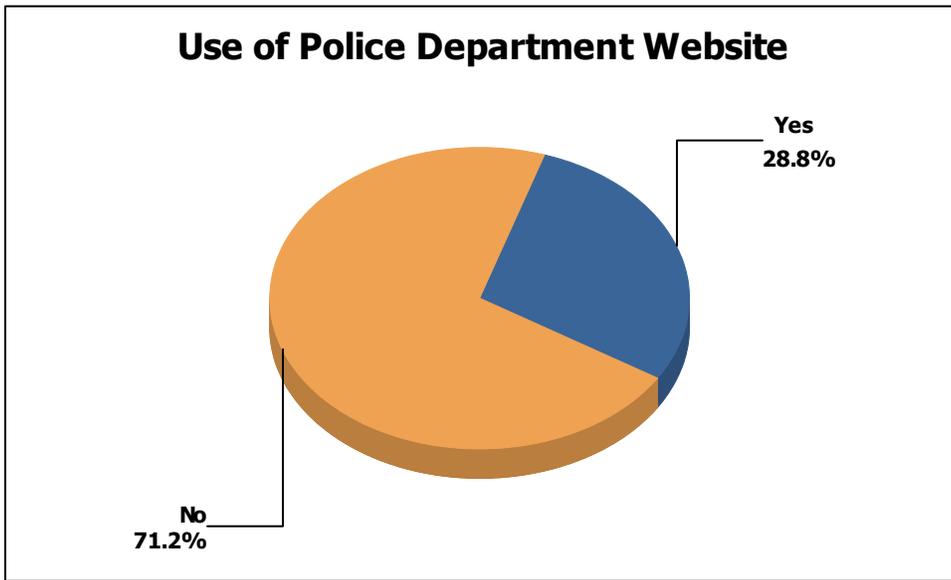
N = 334 **77.2%** of the respondents who answered indicated that the quality of service they received during their most recent contact with Loveland Police Department **met their expectations or was higher than they expected**. This is lower than the 91.1% from the 2014 survey.



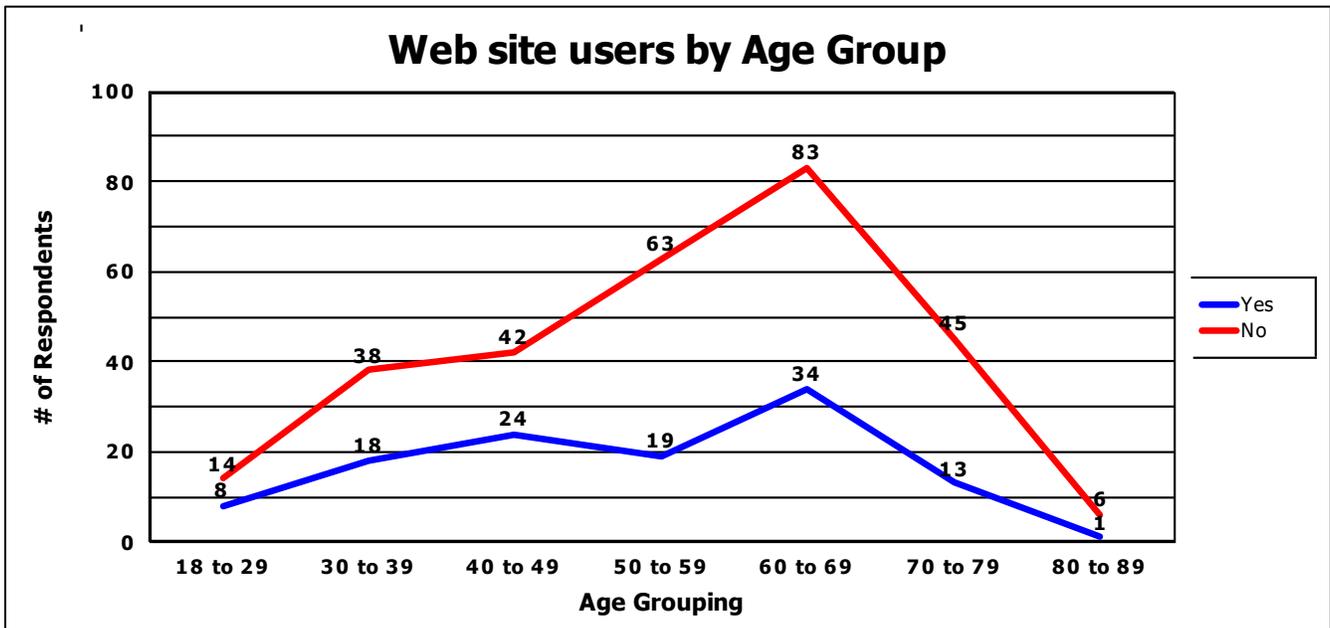
For the 100 respondents who answered this question and indicated they were victims/witnesses of crimes, their rating was lower at 64% (down from 87.8% in 2014) answering that the quality of service met or exceeded their expectations, with 36% indicating it was lower than expected. Also of the 76 respondents whose contact with the Police Department involved a traffic stop or ticket, 71% (down from 90% in 2014) indicated a quality of service that met or exceeded their expectations.

Question 11 - Use of Police Department web site

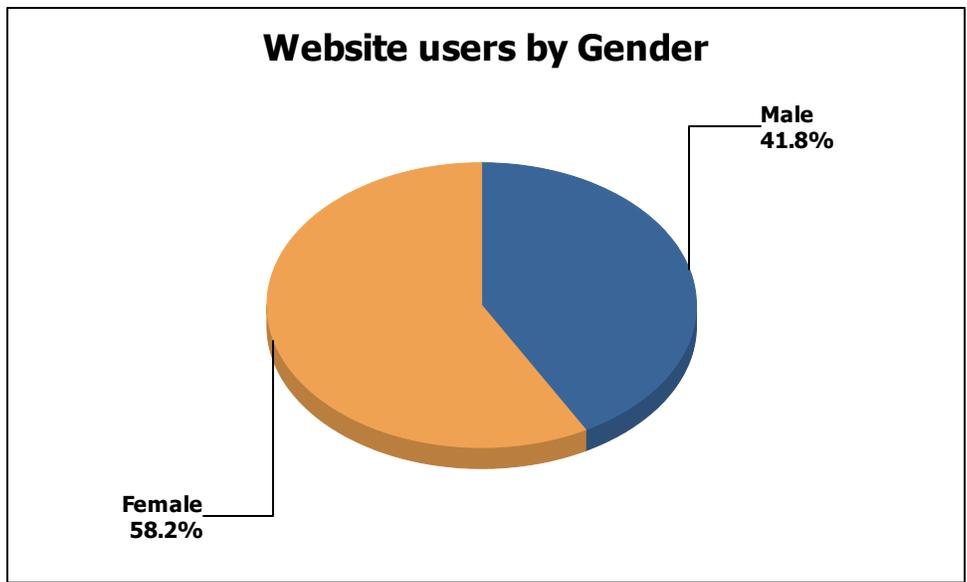
N = 410 28.8% (118) of the respondents answered that they have used or visited the Police Department's website. This is up significantly from 13.6% in the 2014 survey.



The 60 to 69 year old age group had the most respondents (34) who indicated they had visited or used the Police Department website.

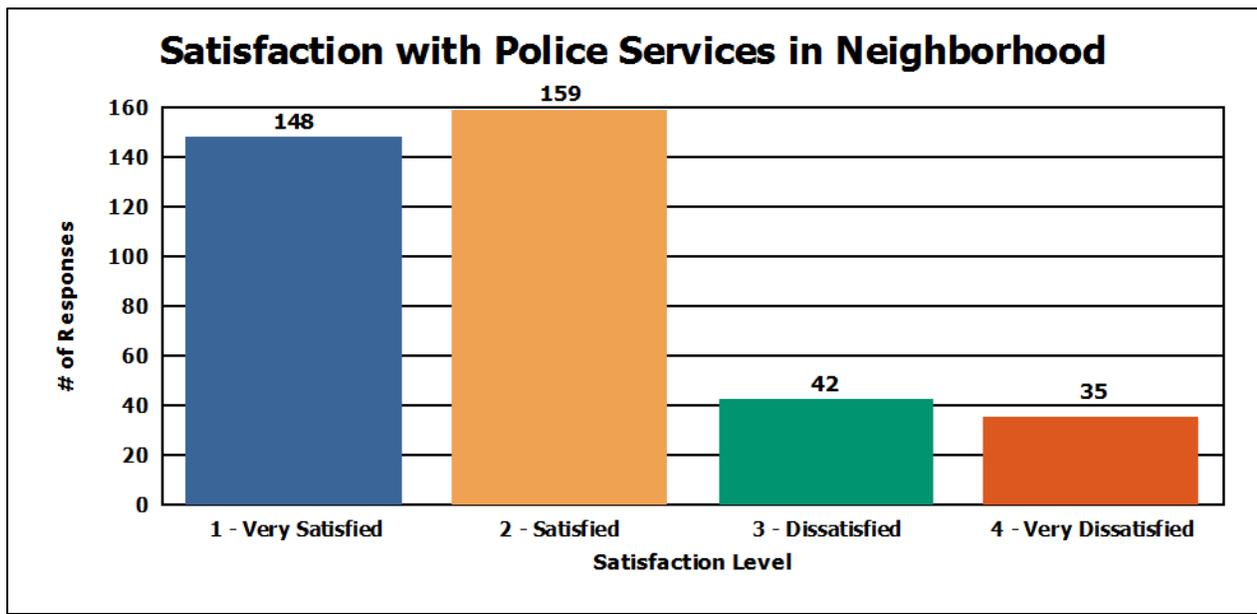


Of the respondents who have used/visited the Police Department website, 58.2% were female and 41.8% were male.



Question 12 - Satisfaction with police services in neighborhood

N = 384 79.9% (307 of 384 respondents) were either Very Satisfied or Satisfied with the general police services provided in their neighborhood. This is much lower than the 2014 survey where 91.3% indicated as such.



All five districts were above 75% indicating being Satisfied or Very Satisfied with police services in their neighborhood. All the length of residency groups came in at 70% or higher being Satisfied or Very Satisfied.

District of Residency

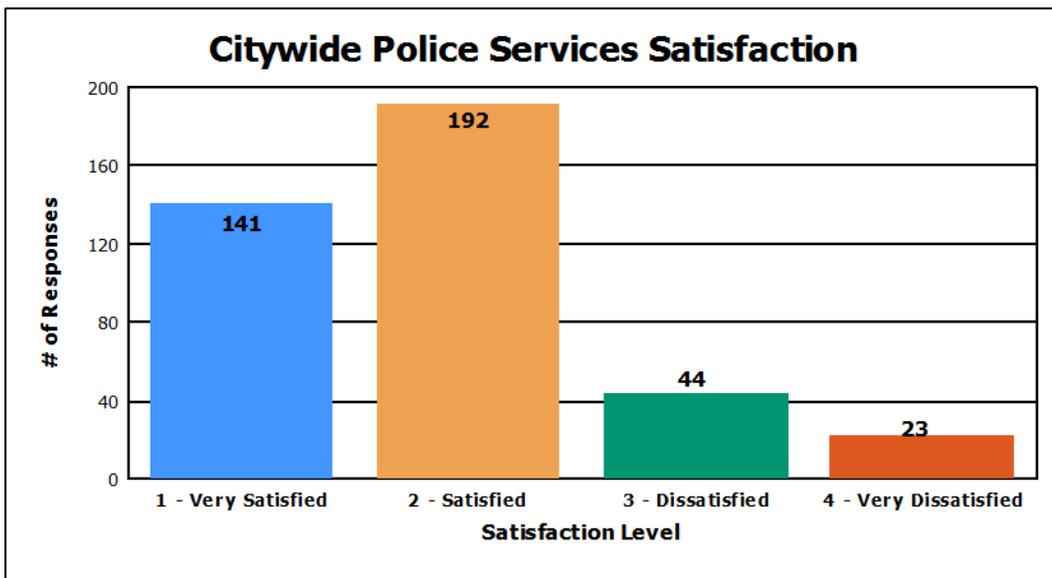
	Satisfied or Very Satisfied
District 1	75.80%
District 2	75.50%
District 3	81.60%
District 4	79.30%
District 5	100.00%

Years lived in Loveland

	Satisfied or Very Satisfied
0 to 5 Years	80.70%
6 to 10 Years	77.80%
11 to 15 Years	75.50%
16 to 20 Years	72.90%
Over 20 Years	85.40%

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

N = 400 83.3% of respondents (333 of 400) indicated they were Satisfied or Very Satisfied with the general police services provided in the City as a whole by the Loveland Police Department. This is down from the 2014 survey where 95.1% (344 of 362 respondents) indicated as such.



All five districts were above 75% indicating being Satisfied or Very Satisfied with police services in the City as a whole. All the length of residency groups came in at 80% or higher being Satisfied or Very Satisfied.

District of Residency

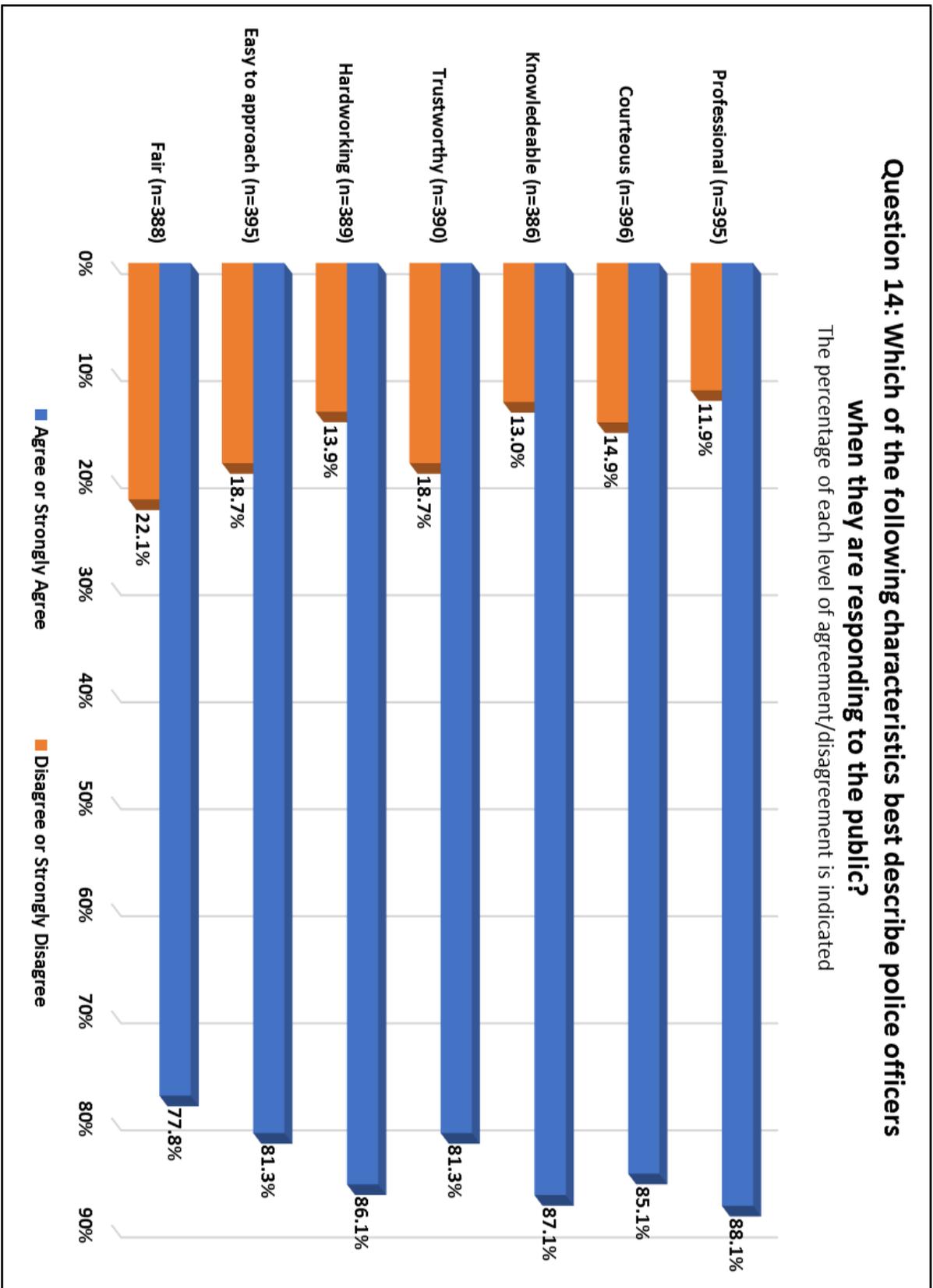
	Satisfied or Very Satisfied
District 1	81.80%
District 2	74.50%
District 3	83.10%
District 4	86.80%
District 5	91.30%

Years lived in Loveland

	Satisfied or Very Satisfied
0 to 5 Years	84.70%
6 to 10 Years	80.00%
11 to 15 Years	81.60%
16 to 20 Years	83.70%
Over 20 Years	85.30%

Question 14 – Characteristics/qualities of police officers

From 77.8% to 88.1% of all respondents agreed that Loveland police officers were easy to approach, trustworthy, fair, courteous, hardworking, knowledgeable or professional (Question 14 graph).



Professional

N = 395 88.1% of respondents agreed or strongly agreed that Loveland police officers were professional in responding to the public (2014 = 91.6%).

		Professional						
		Strongly Agree	Agree	Disagree	Strongly Disagree	Totals		
Totals		255 64.6%	93 23.5%	18 4.6%	29 7.3%	395	100%	

Courteous

N = 396 85.1% of respondents agreed or strongly agreed that officers were courteous in their interactions with the public (2014 = 90.4%).

		Courteous						
		Strongly Agree	Agree	Disagree	Strongly Disagree	Totals		
Totals		250 63.1%	87 22.0%	24 6.1%	35 8.8%	396	100%	

Knowledgeable

N = 386 87.1% of the survey respondents agreed or strongly agreed that Loveland police officers are knowledgeable (2014 = 90.7%).

		Knowledgeable						
		Strongly Agree	Agree	Disagree	Strongly Disagree	Totals		
Totals		235 60.9%	101 26.2%	22 5.7%	28 7.3%	386	100%	

Trustworthy

N = 390 81.3% of respondents indicated they agree or strongly agree that Loveland police officers are trustworthy in responding to the public (2014 = 89.5%).

		Trustworthy						
		Strongly Agree	Agree	Disagree	Strongly Disagree	Totals		
Totals		229 58.7%	88 22.6%	31 7.9%	42 10.8%	390	100%	

Hardworking

N = 389 86.1% agreed or strongly agreed that Loveland police officers are hardworking (2014 = 90%).

		Hardworking						
		Strongly Agree	Agree	Disagree	Strongly Disagree	Totals		
Totals		244 62.7%	91 23.4%	26 6.7%	28 7.2%	389	100%	

Easy to approach

N = 395 81.3% of respondents indicated they feel that Loveland police officers are easy to approach (2014 = 87.1%).

		Easy to approach						
		Strongly Agree	Agree	Disagree	Strongly Disagree	Totals		
Totals		231 58.5%	90 22.8%	32 8.1%	42 10.6%	395	100%	

Fair

N = 388 77.8% of respondents agreed that they feel that Loveland police officers are fair when responding to the public (2014 = 87.4%).

		Fair						
		Strongly Agree	Agree	Disagree	Strongly Disagree	Totals		
Totals		212 54.6%	90 23.2%	44 11.3%	42 10.8%	388	100%	

Victims/witnesses of a crime had generally lower levels of agreement related to the various characteristic categories of Loveland police officers than respondents who were not victims/witnesses of a crime:

	Victim/witness	vs.	Non-victim/witness
Professional	84.2%	vs.	89%
Courteous	75%	vs.	87.5%
Knowledgeable	79.2%	vs.	88.9%
Trustworthy	73.3%	vs.	83.2%
Hardworking	82.4%	vs.	87%
Easy to approach	69.3%	vs.	84.1%
Fair	68%	vs.	80.2%

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

N= 406 56.9% of 406 respondents agreed or strongly agreed that the Police Department should use Facebook, Twitter, or other social media to interact with the public. This is up from 39.9% in 2014.

		Agree or Strongly Agree	Neutral	Disagree or Strongly Disagree	Totals	
Totals		231 56.9%	121 29.8%	54 13.3%	406	100%

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

N = 401 54.4% of 401 respondents agreed or strongly agreed that they would feel comfortable filing a complaint against a police employee. This is down from 60.6% in 2014.

		Agree or Strongly Agree	Neutral	Disagree or Strongly Disagree	Totals	
Totals		218 54.4%	95 23.7%	88 21.9%	401	100%

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

N= 406 90.4% of 406 respondents agreed or strongly agreed that improving public safety and the quality of life in Loveland are responsibilities of both citizens and the police. This also is down from 94.9% in 2014.

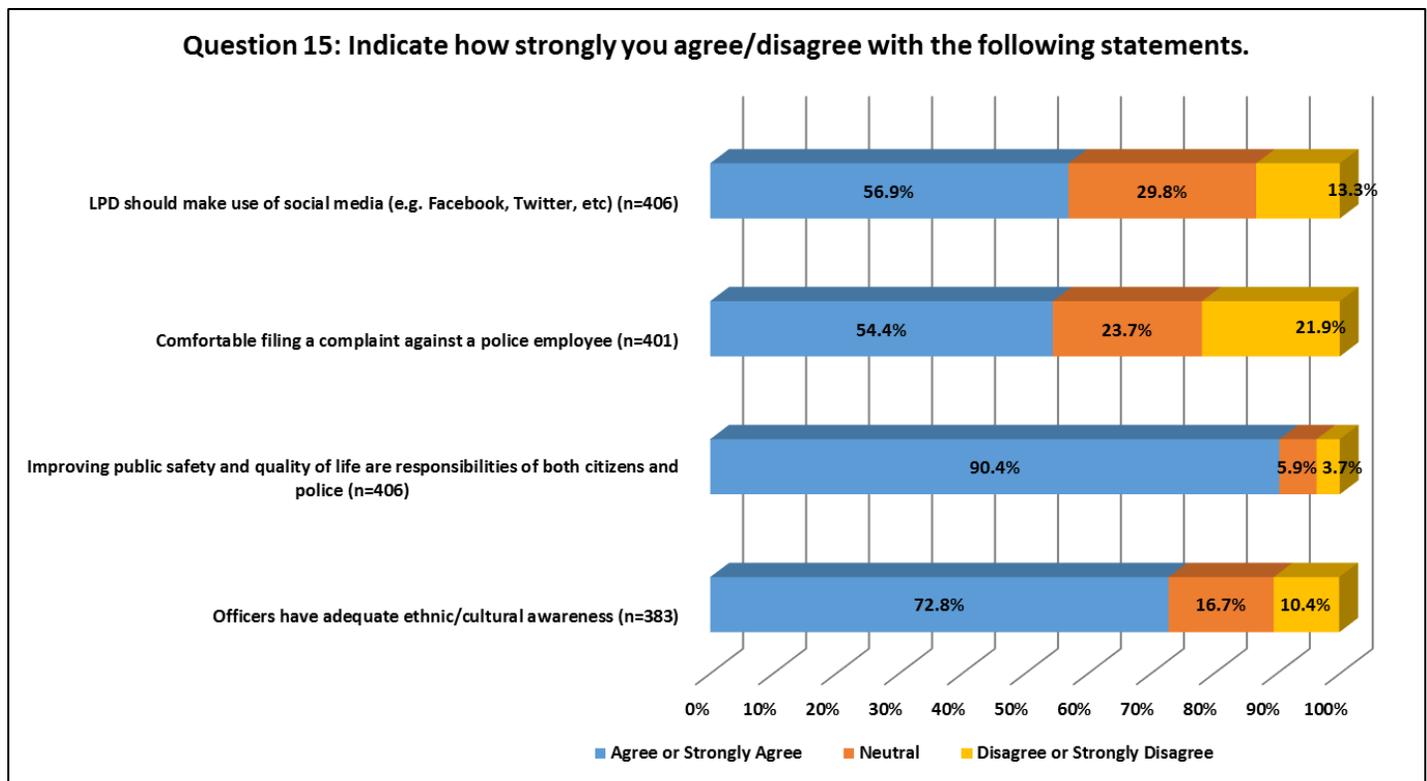
	Agree or Strongly Agree		Neutral		Disagree or Strongly Disagree		Totals	
Totals	367	90.4%	24	5.9%	15	3.7%	406	100%

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

N=383 72.8% of 383 respondents indicated that they agree or strongly agree that police officers have adequate ethnic/cultural awareness training to perform their duties/responsibilities. This is up from the 67.7% that indicated as such in 2014.

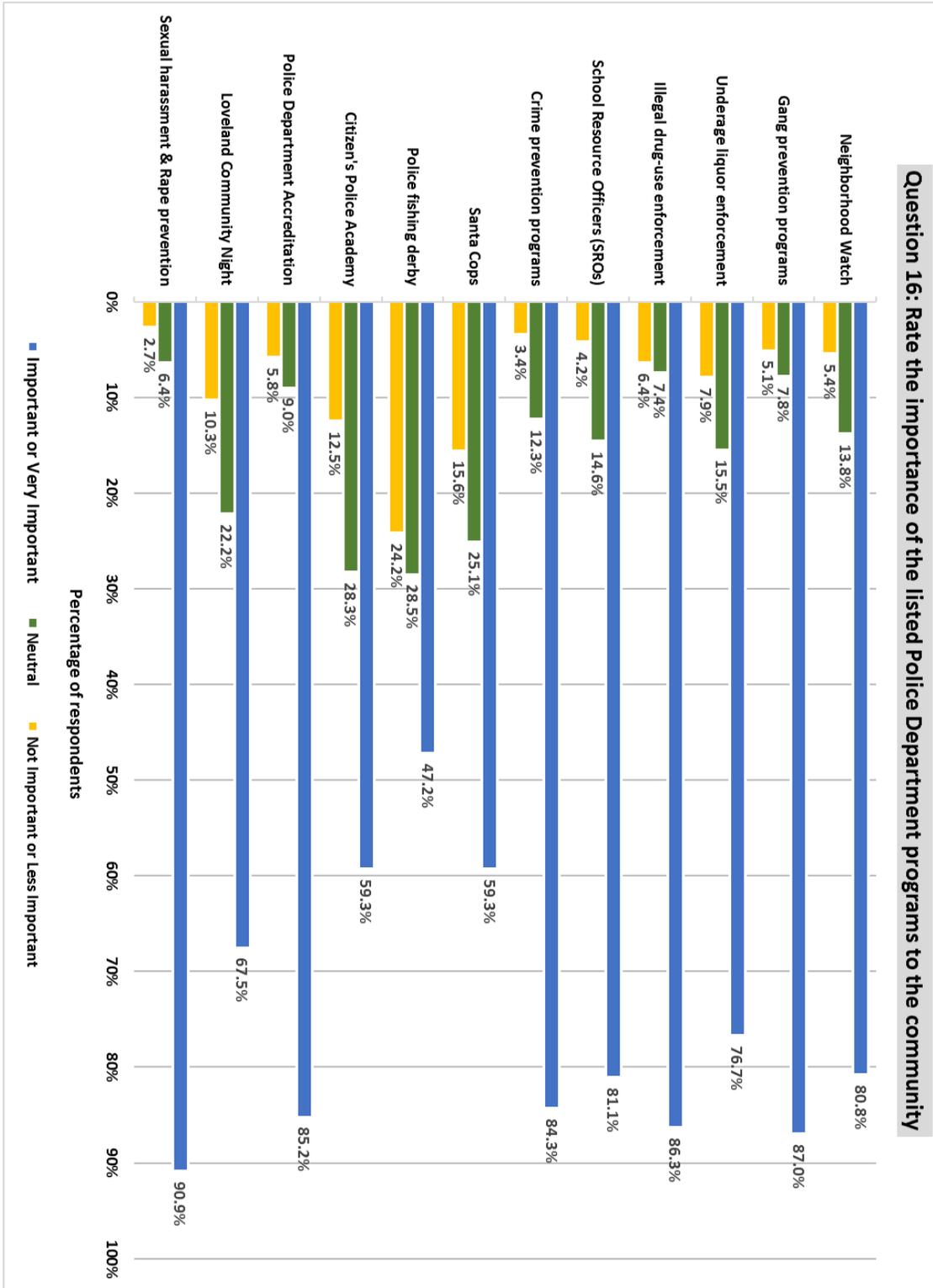
	Agree or Strongly Agree		Neutral		Disagree or Strongly Disagree		Totals	
Totals	279	72.8%	64	16.7%	40	10.4%	383	100%

Question 15 – Agreement Levels Chart



Question 16 - Importance of police programs

Respondents indicated that many Police Department programs were important to the community (Question 16 graph). The following programs were rated most important (80% or more of respondents indicating Important or Very Important): Sexual harassment and rape prevention (90.9%), Gang prevention (87%), Illegal drug-use law enforcement (86.3%), Accreditation (85.2%), Crime prevention (84.3%), School Resource Officers (81.1%), Neighborhood Watch (80.8%).



Neighborhood Watch

N = 406, Rank 7 80.8% of respondents indicated that they felt the Neighborhood Watch Program was important. This is down from 83.7% in the 2014 survey.

Neighborhood Watch								
	Important or Very Important		Neutral		Less Important or Not Important		Totals	
Totals	328	80.8%	56	13.8%	22	5.4%	406	100%

Gang Prevention

N = 409, Rank 2 Gang prevention had the 2nd highest importance rating of all the programs at 87% or respondents indicating they thought it was Important or Very Important. This is down from 94.3% in the 2014 survey.

Gang Prevention								
	Important or Very Important		Neutral		Less Important or Not Important		Totals	
Totals	356	87.0%	32	7.8%	21	5.1%	409	100%

Underage Liquor Enforcement

N = 407, Rank 8 76.7% of respondents gave Underage liquor enforcement a rating of Important or Very Important. This is down slightly from 78.5% in the 2014 survey.

Underage Liquor Enforcement								
	Important or Very Important		Neutral		Less Important or Not Important		Totals	
Totals	312	76.7%	63	15.5%	32	7.9%	407	100%

Illegal Drug Use Enforcement

N = 408, Rank 3 Illegal drug use was the third highest rated program for overall importance at 86.3%. This too is down slightly from 89.1% in the 2014 survey.

Illegal Drug Use Enforcement								
	Important or Very Important		Neutral		Less Important or Not Important		Totals	
Totals	352	86.3%	30	7.4%	26	6.4%	408	100%

School Resource Officers

N = 403, Rank 6 81.1% of respondents rated the SRO program as Important or Very Important. This is slightly lower than the 82.3% indicated in the 2014 survey.

School Resource Officers								
	Important or Very Important		Neutral		Less Important or Not Important		Totals	
Totals	327	81.1%	59	14.6%	17	4.2%	403	100%

Crime Prevention

N = 408, Rank 5 Crime prevention was the 5th highest rated program of importance at 84.3%. This comes in a little lower than the 87.4% garnered in the 2014 survey.

Crime Prevention Programs								
	Important or Very Important		Neutral		Less Important or Not Important		Totals	
Totals	344	84.3%	50	12.3%	14	3.4%	408	100%

Santa Cops

N = 403, Rank 10 (tie) Santa Cops was amongst the lowest percentages of respondents who gave a rating of Important or Very Important with a 59.3% rating. However, this is higher than the 2014 survey at 57.1%.

Santa Cops								
	Important or Very Important		Neutral		Less Important or Not Important		Totals	
Totals	239	59.3%	101	25.1%	63	15.6%	403	100%

Fishing Derby

N = 396, Rank 12 The fishing derby received the lowest percentage of respondents at 47.2%, who gave it an Important or Very Important rating. This is lower than the 2014 survey where it also was lowest at 51.7%.

Fishing Derby								
	Important or Very Important		Neutral		Less Important or Not Important		Totals	
Totals	187	47.2%	113	28.5%	96	24.2%	396	100%

Citizen's Police Academy

N = 400, Rank 10 (tie) 59.3% of respondents indicated they thought the Citizen Police Academy was Important or Very Important. This is slightly higher than the 58.9% in the 2014 survey.

Citizen Police Academy								
	Important or Very Important		Neutral		Less Important or Not Important		Totals	
Totals	237	59.3%	113	28.3%	50	12.5%	400	100%

Department Accreditation

N = 399, Rank 4 Department Accreditation was rated as Important or Very Important by 85.2% of respondents. This is higher than the 2014 survey at 83.2%.

Police Department Accreditation								
	Important or Very Important		Neutral		Less Important or Not Important		Totals	
Totals	340	85.2%	36	9.0%	23	5.8%	399	100%

Loveland Community Night

N = 397, Rank 9 67.5% of respondents rated Loveland Community Night as Important or Very Important. This is up by 0.4% from 67.1% in the 2014 survey.

Loveland Community Night								
	Important or Very Important		Neutral		Less Important or Not Important		Totals	
Totals	268	67.5%	88	22.2%	41	10.3%	397	100%

Sexual Harassment/Rape Prevention

N = 406, Rank 1 At 90.9% rating of Important or Very Important by respondents, this category came in the highest of all program categories. This was slightly lower though, than the 93.4% in the 2014 survey.

Sexual Harassment & Rape Prevention								
	Important or Very Important		Neutral		Less Important or Not Important		Totals	
Totals	369	90.9%	26	6.4%	11	2.7%	406	100%

Question 17 - Sources of information

N = 410

The primary source of information about the Loveland Police Department was the Loveland Reporter-Herald newspaper for 41% of respondents. This was followed by personal experience at 33.4% and word of mouth at 12.7%. The city's webpage was the primary source for 8.8% of respondents and television came in last at 4.1% indicating it as their primary source of information. Personal experience greatly increased from the 2014 survey as a primary source of information.

2017 Survey

	Totals	
Reporter-Herald	168	41.0%
Television news	17	4.1%
City's webpage	36	8.8%
Word of mouth	52	12.7%
Personal experience	137	33.4%
Totals	410	100%

2014 Survey

	Totals	
Reporter-Herald	235	63.5%
Television news	23	6.2%
City's webpage	13	3.5%
Word of mouth	49	13.2%
Personal experience	50	13.5%
Totals	370	100%

Question 18 - Basis of opinions

N = 412

61.2% of respondents indicated that they base their opinions on personal experience, 24.3% on observations, 6.8% on news articles (print or online), 2.2% on word of mouth, 5.2% on other information, and 0.2% on television.

	Totals	
Personal Experience	252	61.2%
Observations	100	24.3%
Word of Mouth	9	2.2%
News Articles (print or online)	28	6.8%
Television	1	0.2%
Other	22	5.3%
Totals	412	100%

Question 19 - Most important issues

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

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

- 1) Traffic/speeding/driving issues (82 of 340 respondents mentioned traffic/speeding/driving issues)
- 2) Drugs/drug activity issues (81 of 340 respondents mentioned drugs/drug activity issues)
- 3) Crime issues/prevention (63 of 340 respondents mentioned crime/crime prevention issues)
- 4) Homeless/transient issues (51 of 340 respondents mentioned homeless/transient issues)
- 5) Gang issues (30 of 340 respondents mentioned gang related issues)

Comments from Survey

The following comments from Questions 9, 19, and 20 are presented in their unedited form with no corrections for typos/spelling/grammar. There were five comments that contained unsubstantiated claims/disparagement/attack of character of specifically named individuals, these comments have been redacted. Otherwise all comments, positive or negative, are presented in their entirety.

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

There were 296 responses to this question. They are listed alphabetically below.

8 years ago my husband was very ill. Ambulance, police and or fire department here immediately
Accident and crime prevention
Activity of homelessness (crime, loitering, theft, etc) has sharply gone down this year. The guys with bike trailers driving around to lift property seemed to have stopped.
I found an electric wheelchair in the middle of nowhere. The officer came and did a report, and we pushed it to a place it could be cared for. Experience was very good.
All employees are very professional and very friendly
All our officers are important. My expectations are surpassed. Thank you!

Always a strong presence in patrolling this city.
Animal humane control was quick to come out. They helped stop my neighbors crazy barking nasty dog from going after my family and pets.
Arriving quickly after calling. Helping me with my tenants who will not leave upon evicting. Being kind and patient when my special needs son gets out of control. Doing well checks.
At handing out tickets
Attitude
Balanced presense city wide
Be polite, keeping certain parts of patrolled, but not others.
Beginning to focus on being present Downtown.
Being a presence in the community to help prevent crime and accidents.
Being highly visible in our neighborhood. It is comforting to see a patrol car come through our subdivision as it shows a level of care and concern for our residents, many of whom are elderly and retired, as well as the children who live here.
Being involved in the community.
Being more available downtown,
Being out in public to make folks aware they are there, and connecting during good times to help folks know they are real people.
Being professional and non-reactive.
Being visable
Being visible around our community is a really good thing. People's behavior is markedly better when an officer and/or a patrol vehicle are around. Because of the visibility of our patrol officers I still feel safe enough to go out during the day on walks by myself. I also appreciated their drive by's several times each time a group of us were exercising our first amendment rights out on prominent street corners.
Being visible in our community
Being visible.
Being well-trained in public relations.
Building relations
collecting they're pay checkcrusin the streets
Communicating well with citizens. Participating in local community gathering's.
Communication with the public
communication
presence in the location
Community connection, rapport. I like to see LPD rendering services, not just writing tickets.
Community Contact and Concern
Community outreach and presence.
Community Policing.
Concentrating on the up rise in drug offenses in the community.
Connecting with the public.
Connie and her staff of Volunteer Auxiliary officers perform excellent services in our community. Home watch provides a worry free situation for us when we are out of town.
Contact within our schools, bike patrol down town, living in neighborhoods around town, willing to speak to groups, neighborhood watch nights,
I've had no personal contact, but am happy to see them taking part in all sorts of things in the community.

Courteous to the public. Making themselves obvious on the streets and therefore deterring speeding and crime.
Courtesy, calm conversation, explanation of procedures, attitude of service to residents.
Coverage of our neighborhood especially, very responsive. Adopting innovative ways of improving service.
Crime control/prevention
Crime Prevention
Fast Response times
Dealing with such an overwhelming increase of new folks moving here in a quick period of time.
Dealing with the Homeless People Issues
Dispatcher assistance
Doing a good job of reducing and responding to crime
Don't think they are doing things well, they need more of a presence downtown with transients that make it unsafe to walk at night and need to enforce traffic and parking violations, if there are laws they need to be followed by everyone and enforced.
Downtown foot patrol
Engaging with the community. Presenting a caring attitude.
everything!!!
excellent pub ed - had visitor to a scout troop meeting and provided a fascinating talk about the drug pandemic affecting Loveland.
Exceptional. I feel safe knowing how quickly they respond.
Fairness
First - #8 above does not give me a selection of homeless problem. I had to call on 2 separate incidents on homeless problems.
Especially well? Responding very quickly. Kind and courteous. Efficient. Caring. This police force is an exceptional one in many ways. Whatever you are doing in training and management, its working. Thank you!
Focusing on crime and not so much on traffic stops.
From reading the newspaper, it appears their special task forces do very well at their jobs.
From the limited contact with a couple of patrol officers they have a positive attitude and act in a professional manner
Gearing up.
Getting a new chief. Take advantage of the change and change your attitude. Regarding #8 above - we had an accident and a cop wouldn't even come out! How are we supposed to file a claim for the injury? The LPD has become lazier and lazier over the years. You want more and more cops. For what? So you can stop serving the public like this?
Good gentle presence in the community.
Great response time from what I can tell.
Great visibility
Great work keeping the 4th of July fireworks under control and keeping downtown safe at night.
Handling citizens concerns in the community
Having a presence (officers on foot) in downtown Loveland
Having a visual presence
Having patience and staying neutral.
Helpful taking a crime report
Helping people in distress
High visibility enforcement
Hiring quality personnel
I appreciate that the Loveland Police Department is increasing patrols downtown.

I appreciate the increased police presence in downtown. I live and work downtown and see a large increase in the homeless population. It's very important, sadly, to see the extra patrols downtown, both on foot and on bicycle. Thank you!
I appreciate the number of patrol cars that I see on a daily basis. I feel safe that their presence keeps Loveland a safe place to live.
I believe that Loveland PD strives very hard to ensure it's staff is friendly and polite while still ensuring that the laws of the State, County and City are fairly and equally enforced.
I believe that the police are doing their best to stay informed as to what citizens are requesting. I also believe they are doing good at reaching children and creating a positive relationship.
I believe the Chief does want a better community for all, but as a community, we need to address tmental illness and homelessness
I believe they still treat folks w respect..can't be easy.
I called 911 for medical emergency. The dispatcher was excellent and helped me until the ambulance came.
I can't think of anything that I think they are doing especially well. I am not impressed with our police force.
I don't of anything
I don't really know as I haven't had much contact with them. Other than the other night driving home from a meeting and a police officer (Wil Howard - Badge#145) flashed his lights and pulled me over for not having my lights on. He was very courteous.
I especially like the use of downtown bike patrols and the friendly officers I have encountered. There seems to be an increased professionalism in the department in the past several years as well as an openness to constructive criticism.
I feel as though most officers and staff do their very best to serve and protect.
I feel safe in Loveland because of our dedicated PD
I feel that the officers and detectives are approachable, competent, and care about the community they serve. I feel extremely safe in this community.
I feel the Loveland Police are doing their best to handle the homeless situation and also in dealing with non-English speaking residents.
I feel the officers handle most situations that they encounter extremely professional and they are also very good at explaining relevant information in those situations. They approach citizens in a friendly manner when appropriate.
I feel the presence of our police department in the community. It is nice to see patrol cars out and about at all hours.
I feel they are very visible in our city.
I forget the name of it, but I love the data-driven policing you guys are using to put officers in place proactively based on statistics predicting where they are most likely needed!
I have had virtually no contact except for one call for animal assistance, which was to have been an anonymous report.
I have lived many places and you can tell that your police force does a great job protecting your citizens. You do not see a lot of crime or drug users walking the streets. Not that Loveland has none of that. But you don't see it
I have no complaints, seem to be patrolling well and serving the community well
I have not witnessed any particularly positive interactions
I honestly haven't had any interactions with the police department. It seems like a pretty good community for the most part, so they must be doing something right.
I like how the Loveland police is represented throughout town and at events, and they actually look pleasant and happy. I also know they mean business when needed (I witnessed officers pull over a truck driver and point their shotguns).
I like the officers on bikes in downtown for closer interactions with the public.
I like the presence of them in the community.
I like the up tick in traffic enforcement, and the new patrols downtown
I like your visibility. I see officers everywhere and I like that.
I live just south of Eisenhower on Garfield - a speed zone - and when they pull speeders over it is always in front of my house. I'm glad they do and I wouldn't mind seeing more people stopped. Currently, there is construction, so it isn't an issue. However, as soon as the road opens up again, I expect the speed demons to be back at it.

I love seeing speed traps.. need more often on Taft please.
I LOVE seeing speeders and careless drivers kept in check all over this city!! Huge part of why we left Greeley.
I love the focus on traffic enforcement, as it improves safety for all. I enjoy hearing about how the Chief leads by example to his troops by demonstrating the proactive enforcement he desires. There's not many places that have that benefit.
I love the foot patrols downtown and the friendly and open demeanor of all the officers I come in contact with.
I love the new downtown foot patrols.
I really don't have much contact with the LPD so I feel I cannot answer this question.
I reported a late night door to door solicitation, and was called back very quickly by an officer. I don't know if that is formal. I also reported a nuisance drone hovering over my back yard, and there was police presence to deal with it. We are close to King Soopers and have had some excitement due to the proximity of the gun store and mall. The police were very thorough at securing the neighborhood. I've found the officers to be extremely polite and calm in past years when I've been stopped for tail lights out or something similar.
I see police officers on the job and they appear professional, helpful, and take their jobs seriously. I haven't had an occasion to call the police, but would feel safe and confident in their presence.
I see police on foot and in cars all the time. I think their presence around town is good.
I see the men and women in blue in my apartment complex regularly. I am always glad to see them, they are professional and approachable, and do take care of a lot of family issues here. One summer THREE single parent households called police and wanted them to take their 14 year old sons. hahaha well the officers did not take the kids and were able to calm the situation.
I see the patrol cars often so there is a visible presence.
I stand in strong support of all first responders, including the police department, and feel the Loveland Police Department is doing an excellent job of being a positive presence in our city and in the neighborhoods.
I think overall, the LPD is doing a much better job of engaging the community, proactively trying to stop crimes, and creating more positive interactions with officers.
I think their visibility throughout the city is pretty good.
I think they are doing the best they can given the restraints of budget vs. our growing population.
I think they are providing great customer service in the community. The police department seems like they are not letting the national aggravation towards police affect their jobs. Which is as it should be. I commend all levels of uniformed officers in Loveland
I think they are working very hard and don't very well. I think the street crimes officers are very knowledgeable and a great asset
I think they do an OK job with traffic, but have seen a distinct decrease in visible traffic enforcement in the last year
I think they have a wonderful presence in our town and truly care about all the citizens.
I'm encouraged by the change in leadership. The prior chief was a problem, incompetent, corrupt, or both, and should have been let go long ago. Unfortunately, it seems the legacy of that time is that officers/detectives of questionable quality have been and remain on the force far too long. I appreciate the visibility of patrol cars around town.
I'm not sure.
Improved presence downtown. Officers seem to genuinely care about serving the citizens rather than catching them
Improving visibility as a deterrent. Increasing numbers of officers to address calls. Focusing resources on statistically identifiable problem areas.
Increasing their visibility in downtown, creating better plans for homeless individuals
Instituting bicycle and foot patrols downtown is a MAJOR improvement.
It appears the culture has changed significantly from what I can tell. For the better! Officer's appear; sober, engaged, compassionate, and much more professional.
I've had contact with 10+ officers as a victim of DV. Many are kind and polite, some not so much.
Keeping crime rates from exploding due to the population increases in the past 25 years since we moved here.
Keeping downtown safe.

keeping our city safe.
Keeping our town safe. Keeping gangs from getting embedded in our town. Usually great public relations. Great partners with the school system.
keeping us safe, especially with the increased homeless population
Kind, and caring
Like the volunteer bike patrol
Loveland is a nice med small town & has felt that way for 40 years. The police are always polite. When in my neighborhood they did what they came for without a lot of fanfare. I feel comfortable that they care about our town. I support them always.
LPD is very adept at responding to incidents at resolving them as peacefully as possible. They appear to be very well trained and act to ensure the safety of the surrounding neighbors when situations may escalate, i.e. SWAT operations.
LPD treats people fairly.
Lying about how well they solve crimes. We still have active shooter in this town. How about an update on that. How about an update on who killed Ron Dixon. How about an update on any major crime in Loveland.
Maintaining a good presence throughout the city
moderate
Monitoring speed compliance on Eisenhower Blvd. and balancing community policing needs in a resource constrained environment (doing more with less).
Mostly everything
My interactions have been professional and courteous
My son is 12 years old and has bipolar disorder, so he occasionally runs from school. Every single incident we have experienced in the last four years that the police have been called in on have always been handled with an appropriate amount of professionalism and compassion. I do not have enough good things to say about the department's treatment of my child when he is in an escalated state.
N/A
NA
no contact. All appearances are that the department is competent.
No news about them is good news.
no opinion
Not a damn thing! Im moving out of the county due to the unethical acts of the Loveland PD
Not listening or empathizing with honest hard working citizens
Not much
Not much. This is the least proactive police agency I have ever dealt with.
Not sure.
nothing
Nothing come to mind.
Nothing especially well. Certain things are acceptable, but most areas I see need great improvement.
Nothing in particular - I did watch a gentleman run a red light in front of a police officer downtown around 5th ave mid August and he did not make a move to stop it. I was stopped at the light, headed south the other guy blew through it in the lane beside me and the police office just watched it happen before he went through the intersection heading east.
Nothing stands out to me at this time.
Nothing.
Nothing. They are misogynists who continually FAIL to enforce the LAW
Nothing... worst they have ever been
nothing.... I am a MINORITY and was treated like one as well....handle the call ..that I made and treated us like we where the problemWhite cops dont treat minority fare....I first hand see it ...RACEIST COPS SUCK.....

Occasional speeding tickets through school zone between 287 and 29th St
Office workers have done a great job. Courteous and efficient and great help.
Officer Justin Lorenzen #157 went above and beyond when handling the accident involving my husband. He walked me through the accident, explaining to me exactly what happened and later called me several times to check on me.
Officers are very approachable. We had a situation that was difficult to report & difficult to come to terms with. The detective was very caring & compassionate.
Our neighborhood is safe , we have very little police activity . Speeding cars on North Boise is our biggest concern.
Overall protection and service
overall service except traffic enforcement
Overall, Loveland feels like a safe community. The police department has a strong but friendly presence. I feel like it is a safe community to work in. I really appreciate the officer that gives tickets at the intersection of W 43rd and Taft. There are so many people who blast through the school zones.
Patrol
Patrolling
Patrolling the neighborhoods...please keep this up and increase it especially around school exit time...people only have one thing on their mind at that time and it's not watching out for kids' safety.
Patrolling the streets and school areas
Patrolling the streets in some areas
People contact.
politeness and competence.
positive attitude
prescription take back days. That's it
Presence
Presence in the community...especially for kids re:mounted patrol. I've not experienced, but am impressed by reports of the increased visibility in "old town".
I have noted more visibility of cars as I drive round-trip from east Loveland to
more central areas and back.
Presence is fantastic. Everywhere I go there seems to be one every 2-5 minutes of driving.
Present, supportive
Preventing crime in neighborhoods
Prevention of major crimes.
Proactive enforcement efforts.
Professional
Professional attitude joined with appropriate empathy
Professional decision making.
Professional. Human and easy to talk to. Uphold the laws and hold people accountable. They try to make the situation better not worse
Prompt. Courteous
Protecting Loveland
Protecting our citizens, even as they put their lives at risk on a daily basis. We owe them a huge debt of gratitude!
Protecting our community
Quick response to emergency situations. Compassionate response to crime victims. Faithfully upholding their pledge to the community they serve.
Quick to respond

Rebuilding its internal leadership.
Reinstating foot and bike patrol downtown.
Responding and helping small business owners when they have an issue with neighbors, rental property tenants and customers issues with the marijuana laws.
Responding quickly to the too-frequent crimes in the mid-to-lower area of town.
Good at keeping our citizens informed about incidents, changes, updates, etc.
Being there for us as citizens!
Responding to calls for help or concern.
Responding to calls in a timely manner and being responsive to citizens' needs.
Responding to community concerns in the downtown area.
Responding to emergencies
Response time
Response time is great and they are professional and courteous in their manner.
Response time is very impressive
Response to calls-and just everyday stuff.
Response to complaints is good but I wish it didn't have to get to that point. Records department is extremely helpful.
Responsibility of the officers. Would like to have a better attitude from officers
School resource officers have truly integrated into the climate and culture of secondary schools, helping to teach the students responsible conduct and community safety.
Searching for missing person
Seem to be proactive
Seemed to be professional, polite and understanding
Seems like the Captains and upper group handle things well. The officers are just flat rude, nasty and do not care what issues may have influenced a particular action. Act like they are above and better than you. [REDACTED]
Showing that they care
Since I have not had the need to contact them in over 36 months, it is difficult for me to fill out this survey.
Since my contact with LPD has been limited, my observation is that the lack of crime and the presence of feeling safe in Loveland is evidence of what the LPD is doing well.
Spending money, using police cars for personal use
Spending too much money, using city vehicles for personal use
Staying visible
Stepping up patrol downtown and keeping vagrant groups away from front door of library
The citizens academy was excellent. They are all very committed to the community. Everyone I have met is very kind and inclusive. Keeping the community safe
The community interaction is amazing.
The crime is relatively low, so I guess you guys are generally doing a good job.
The members of the Loveland Police Department with whom I have been in contact were friendly, helpful and professional.
The Officer that pulled me over for speeding was very professional, told me why he pulled me over and the speed I was traveling. He was relatively fast getting back to me with the ticket (which I earned.)
The Officers did a great job of mingling with the people, both the young and the adults. They were kind, interested in the individuals.
The officers I have had contact with were very understanding and professional.
The officers I have seen walking around downtown have been friendly.
The officers I or my family have had contact with care about the community and are concerned with keeping our city safe. They are professional, friendly and compassionate.

The police officer was cordial and listened well. He asked questions when needing clarification. He shared welcomed information on break-in prevention.
My other contact with the police department regarding my contact with them about identity theft and credit card fraud. Each person I talked with was helpful and efficient.
The response to emergency situations are excellent.
The survey ask about formal contact and as a "civilian", I don't know what that means, so I'm guessing what it means when I give my answer. Also, the choices in question 5 should include a "don't know" or "not applicable" response.
The Task Force that has been investigating my brother's murder in June of 2015 has been excellent. They have kept family up to date and have been relentless in their efforts to find the perpetrator.
I am also the manager at Art Space and occasionally have a homeless person drifting around the building or sleeping in doorways. The police who respond have always been kind, careful and efficient.
Their professionalism makes me proud
Their understanding to each different situation. They show great care and honest genuine concern to be there for us.
There is a great public presence in Loveland. They always strive for professional excellence.
They are approachable, open, and friendly. They are clear and to the point.
They are doing a great job understanding the different aspects of our community and navigating the difficulties that come with that.
They are extremely courteous and understanding. They listen and respond accordingly.
They are making visible contact on the roads and streets.They are friendly.
They are particularly courteous.
They are present in this community - even if you live on a dead end street.
They certainly have a robust presence with patrol vehicles. I'm especially glad to see the foot patrols downtown, and I've witnessed how they interact with the public, including some of the more obnoxious homeless men. The sergeant who I witnessed (don't know his name) was particularly professional and very human.
They do an outstanding job!
They don't seem to be especially aggressive, most of the time? This is a hard one to answer because most anyone that has contact with Loveland PD has a negative experience.
They have returned my phone calls. When driving through Loveland I usually see a police officer.
They mesh well with the community and treat people with respect. Very courteous.
They seem to be friendly and attentive.
They write speeding tickets very well.
They're highly visible in the community. I see plenty of police regularly on the roads in Loveland.
They're just all really great and helpful! They understand their community very well and want what's best for us.
They've been respectful and helpful.
This police department is falling apart. Many years ago they served a purpose and did theyre jobs very well. Now a days they revenue hungry pigs that have no competence or general common sense at all.
To be honest, I have had little or no direct contact with the Police Department in the 60 years I have lived in Loveland. My observation is that the police do an efficient and fair job of keeping the peace in our city, and helping those in need of their services. Probably someone who has had more interaction with the police would be a better judge of the effectiveness of their performance.
Took my complaint seriously
TRAFFIC
Traffic control
Traffic control
Traffic control
Traffic enforcement.

Traffic enforcement. I have traveled to other cities around the country and you can tell which cities use the local police departments as a source of revenue instead of public safety. In my opinion Loveland does a good job of focusing on public safety. In the 8 years living in Loveland I have driven reasonably and never been pulled over. However I have seen unmarked units near schools zones catching traffic law violators, which in my opinion is good since drivers should be aware when they are driving near sensitive areas.
Traffic monitoring
Traffic patrolling has increased greatly
Training of its staff and funding for necessary safety equipment for staff.
Transparency in their activities and service.
Treating citizens with respect and dignity.
Treating people with respect, being friendly, and caring
Trying to address homeless encampments
Trying to slow speed down on Madison Ave; around Mary Blair School, also.
Very courteous and professional personnel
Very customer friendly and professional. Glad to hear you received approval from City Council to add personnel.
Very friendly. Professional
Very professional and thorough.
Very professional; very thoughtful, polite and kind; very thorough. Highly responsive.
Very prompt when called
Friendly
Stopped for speeding in school zone and she was courteous towards me
very visible presence in Loveland and quick response to accidents and other incidents.
Visibility in community.
Visibility in the community. You see police vehicles in many parts of the City which lets you know "they're out there".
Visibility, downtown homeless situation,
Visibility. Communication. Professionalism. Pride is very apparent
Training
Re: question 10 below. The quality of service received was phenomenally higher than expected
Visibility. I always see, at the very least, one Police Officer every day somehow somewhere, during my daily activities in Loveland.
Visible at the Food Bank bus transfer area.
We are very pleased to hear about bike police being visible downtown area. The homeless problem one block over from us at the Safeway, is out of control. My female roommate and I do not feel safe walking one block over to the grocery store anytime of the day or night related to unpredictable transients. Often they walk down our street, Jefferson Ave (between 7th and 8th) and make us nervous to be in our front yard. Last month we attended a function on 4th St. and we ended up walking home approx. midnight. Hoping so much that there would be bike officers visible in the area. There were not, but we arrived safely home. We just don't feel really safe in our neighborhood because of the homeless. I am an RN at MCR and leave for work in the dark morning hours. Occasionally spotting transients walking in the alley where my garage is. We have found discarded syringes in the alley and also in my back yard, next to the fence. Also, discarded personal belongings such as clothing, back packs, etc.
Well trained and keeping up with technology.
When being contacted or contacting 90% of the time the officer is very nice and professional.

When being victimized during a road rage incident the dispatcher gave calm clear directions that helped insure my safety. This included advice not to return to my home and to head to the police department if the individual continued to follow me. I also received a follow up phone call from an officer informing me of actions taken by LPD and choices I had about filing complaints. Every individual
I talked to was professional, knowledgeable and concerned about my safety.
With the new Chief the increase in the department morale is evident! That shows in Officers dealings with community members.
With the sparse police force for traffic control, they are doing a good job; however, in a city the size of Loveland, we have a hard time understanding how we understaffed for patrol officers to keep our streets safe. If this decision is on the part of the City Council, they should feel almost shame for not staffing the police department adequately as Loveland grows.
Yes
Yes, over the past 25yrs I've had a traffic citation or two or have talked with uniformed officers for whatever reason. I have always been treated with the up most respect. I have always felt safe. I raised 5 children here from kindergarten to graduation. And never was there a unfavorable encounter. And yes my kids were kids and did catch the police attention a time or two.
You guys are great!!!! People who complain don't realize how much you do for us.

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

340 respondents answered this question, these are listed alphabetically below.

!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!TRAFFIC VIOLATIONS!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
My one beef is the nearly total lack of enforcement of traffic laws in this community. As just one example (of many), you could sit over here on west Eisenhower and make a fortune in fines off speeders who ignore the 45 mile speed limits coming into to Loveland and ROUTINELY drive 55, 60, 65 miles per hour all the way to Wilson. Same with those driving west bound. Also - speeding 15 - 20 miles over the speed limit is commonplace throughout the city. Finally - tailgating is rampant, which I equate to Reckless Endangerment, Terroristic Threat, etc. You might as well hold a loaded gun to my head as tailgate me. Tailgating is just that dangerous. But people do it all the time.
Actually enforcing laws and writing some tickets. I would have a heart attack if I saw some traffic and parking enforcement in my district. When the reporter Herald is running articles where the police department is bragging about the lack of tickets that we're issued over the 4th of July for fireworks we have a problem.
Adding on more officers , celebrating those who are exemplary in everyday duties.
Adequate staffing to be able to serve the increasing population and the resources they need to do their jobs.
Aggressive driving and distracted driving on Highway 34 and other main roads through town. They started to patrol Highway 34 and it made a difference. Targeted enforcement on a regular (sporadic scheduled) basis would be highly beneficial reducing accidents.
Aggressive or reckless drivers.
Appropriate use of our tax dollars.
Appropriate use of weapons and gang/drug prevention
Attitude and racist comments towards anyone not rich and white
Being more accountable for themselves and to the community. The community as a whole should feel they would be treated fairly and in a timely manner by a compantant member of the force.
Being prepared for future major problems I.e. Terrorism, gangs ,drugs
Body cameras. Auto on features as well.
Broken windows policing - code violations which lead to bad neighborhoods.

By far the most stressful thing alot of us older people have to deal with day in and day out is road rage, and aggressive, reckless driving. With the heavy traffic only increasing so are these issues. Loveland PD isn't anywhere to be seen on our roads enforcing safe driving. I just don't get it.
By the way that things are going they are doing a fine job. Keep up the good work.
Citizens do not become involved in self protection of themselves or their belongings. They seem surprized when their garage or home gets burglarized. I think using the forum of the monthly newsletter with the City bill would be a great place to add information on how to take easy steps to decrease crime and make each neighborhood safer. Start a program that utilizes the power of the crowd and all the videos that could be used to record situations.
City is growing rapidly and I'm concerned about having enough officers to handle growing traffic concerns and crime. Are more officers being hired to meet the needs of a growing city?
Cleaning up the messy legacy of the prior chief, improving the quality of those now on the force, and ensuring the public knows that these improvements are being made.
Community involvement is important .
Community Policing. Get to know people. For example, It to an act of the city council to get police downtown. Keep them off of bikes. Next think you know they will be in cars again and NOT interacting again.
Community relations - which they already do a great job with - but even more would be great! Just giving people the chance to talk to you in a positive and casual way is all they need to realize how amazing you are.
Compassionate treatment of transients, drug users, and those with mental health problems with whom they come in contact
Continue community policing to reach all demographic and geographic parts of the city. Enforce liquor and drug laws in parks (Mehaffey).
Continue to be a strong and visible presence in the community. This helps to prevent crime and make residents feel safer, especially with our significant growth. Increased traffic is also a big concern and pedestrians and bikers are at risk.
Continue to prevent drunk drivers from threatening public safety. Interact with schools at all levels to encourage understanding of law enforcement and continue to emphasize understanding of cultural differences and individuals with disabilities.. Work with the community in addressing the homeless problems.
Continuing to keep Loveland safe.
Crack down on distracted drivers and drivers who flick cigarette butts out of windows.
Crime
Crime and drugs
Crime and illegal youth drug use
Crime prevention
Crime prevention (catch drug dealers, thieves)
Crime prevention and community trust
Crime prevention and public safety.
crime prevention and traffic safety
Crime prevention through community programs.
Crime prevention, particularly gang prevention.
Crime prevention-education so not every arrest ends up with life long felonies yet those who continue to be a problem are punished affectively
Crime. Specifically drug related.
Crime/Drug prevention. Public awareness.

Crime/drugs
Crime/safety for law abiding citizens. We witnessed hostility this last summer by homeless individuals. We do not feel as safe in our neighborhood by Dwayn Webster Park
crimes against persons and property
Currently, the transient population and the homeless populations in and around Loveland. Further cooperative efforts to assist them and find permanent homes/shelters for them; rehabilitation, job skills, etc.
Cutting back on worthless cops wasting our money
Danger from gangs and possible terrorists.
Dangerous drivers, people not obeying rules of the road, using turn signals, not knowing how to properly use a turn about, not know how to use a traffic light when there's no arrow, people speeding through neighborhoods and around schools, it's little things but it all adds up to a big issue.
Dogs are loose everywhere on sidewalks, parks, trails and just walking around. the owners don't have a leash and don't pick up after. My dog was attacked on the bike path.
Doing a great job
Domestic abuse and traffic control
Drag racing on 37th at night.
Drug addiction and abuse as well as watching for dealers and gangs. Education in schools concerning these important issues
drug crime
Drug deals
Drug enforcement
Drug enforcement and transient problems.
Drug issues/crime
Drug problem
Drug use and drug dealing. Legal marijuana has brought some shady individuals to this town.
Drug use and homelessness which seems to be the driver of crime in my neighborhood.
Drug use. I think that causes a lot of secondary crime.
Drug, speeding especially in school zones and residential.
Drug/which leads to Crime Prevention
Drugs
Drugs
Drugs
Drugs & gangs
Traffic violations - esp. running red lights
Drugs and aggressive homeless people
Drugs and alcohol
Drugs and gang issues
Drugs and gangs
Drugs and thefts occurring
Drugs in our elementary schools
Drugs, gangs and vagrants.
Drugs, gangs, speeding, red light runners
drugs. there are a lot of deals done out a Centerra since there are no outside cameras

Drugs/gangs. I also feel like there are so many neighborhood social media sites that someone from the police department should be following. Often times people post things that get a little out of hand. It seem like if the Loveland Police had a presence online they could calm things down. As a community is always looking for some reassurance that issues are being addressed.
Drunk drivers (prevention, education, arrest, etc.)
DUI/Drugs
Embarrassing lack of public information, transparency, and partnering.
ENFORCE THE LAW, screen out tje sociopaths and misogynists. I know this is 90% of the force but these abusive individuals are INCAPABLE of dping their jobs and cause more trauma to victims and survivors
Enforcing the laws, espically the bicycles breaking the law, all of the time.
Enough with the "pulling people over for 3 mph above". The amount of times I have seen or been passed by Loveland PD doing easily double the speed limit with ZERO, ZERO!!!, lights or sirens on is insane. I understand a certain level of stealth is required but doing 100 on 34 by lake Loveland at night with no lights is reckless to say the least. It is also very concerning that EVERY, I repeat, EVERY time I have in contact with an officer they had a very "us against you" mentality and attitude. Even when I was not at fault or being ticketed. Also for the record, I am a middle aged white guy who makes plenty of money and drives new vehicles, so profiling is not behind the treatment, I am positive. Perhaps when contacting a civilian, the officers attitude should not be one of "I'M TEAM BLUE, SCREW YOU", as has been almost every experience I have had with them.
Ensure that the officers are following the law, I live close to the police station and I see officers rolling right through stop signs, and ignoring the stop signs at the train tracks at Monroe. I was enlisted head of security at Norfolk Naval Base and impressed upon the officers working for me that they follow all the rules of the base. Nothing worse than getting called from someone on the base telling me that an officer ran right through a inter-section.
Far less emphasis on handing out speeding tickets (it's just another City revenue stream - it's hardly ever relevant to true public safety issues).
Finding a way to better automate the online reporting/request system for when reports/requests are relayed to community peace officers.
For someone my age - its our homeless problem. I take the long way around to avoid the homeless gathering at the library, I bring self defense mechanisms with me to walk the recreation trail, especially under the street bridges, like Madison Ave and between Madison and 4th Street, where homeless change clothes, pee, sleep, ask for a light, etc. They seem to be everywhere. And - I understand totally that this is a difficult situation for our police department to manage, and when I have called them, they have been wonderful. I can't speak for all, but to the elderly, and those using the recreation trail or public transportation, or walking downtown - its a huge problem.
For this neighborhood, the homeless coming through the railroad easement, cemetery and our alley in the summer mornings on their way to ??? So did they sleep somewhere nearby? It's creepy to think that they might be sleeping here among us at night.
Gang activity and illegal immigrants.
Gang activity and the homeless.
Gang activity. Drug activity
Gang and drug prevention and apprehension
Gang presence, crime in general, traffic offenders (not just DUI) speeding, reckless driving.
Gang prevention and other crime prevention programs
Gangs
Gangs and child safety programs.
Gangs, drugs, crime, domestic violence, pornography involving children
Get a better handle on rampant use of illegal fireworks on and around July 4.
Getting drug dealers off the street.
Getting rid of the methamphetamine problem in this town!
Getting rid of the scum pushing heroin and meth throughout the downtown area.

Getting themselves and the person being detained out of the street when making a traffic stop. This is a huge hazard with an accident waiting to happen.
Going the extra mile instead of just doing the job
Growing population and protecting that growing population.
Helping prevent crime through proper conduct and treatment of underprivileged people
Helping to keep the streets clean. I have nothing against our homeless population but I appreciate the PD's focus on mitigating illegal activity.
Homelessness verses just bums that don't want a home.
Homeless hanging around (mainly downtown and hwy34/I25 panhandling) and their use of drugs/alcohol
Homeless people associated behavior. Prevention of gang related activity.
Homeless people in public areas where kids are. The library is not the place for them to hang out. I no longer feel ok to take my kids there. Drug users should not be allowed to hangout in public places and prevention needs to be a primary focus. They are not welcome and need to feel they are not welcome. This is where most of the crime is coming from. It is time to get really tough so it sends a message they will not be tolerated here.
Homeless people who ruin in-town experiences or time on the Rec trail.
Homeless population and illegal drug usage.
homeless population in old town is a growing problem and makes those who walk the neighborhood feel unsafe. also, i have had several encounters with dangerous dogs who are off leash as i walk my dog in the neighborhood- one resulting in injury and there is little protection and even less consequences to the offending dog owner
Homeless population issues, drug use , pan-handling, illegal "camping"
Speeding.....
Removing Graffiti ASAP
Homeless populations and illegal drug use prevention.
Homeless, crime, and drugs
Homeless/Transient/Drugs
I have lived in Loveland for many years and until recently I have never felt unsafe in any areas of Loveland day or night. This is no longer a true statement. There are now areas in Loveland that I don't like to be in alone day or night. The change in this city saddens me.
Homelessness
Homelessness, drug issues in our downtown and neighborhoods, rental property owners that do not take care of their property. Property owners need to take the responsibility of who is renting their houses and care about the families and home owners living around their rentals.
Honesty of Investigating Officers and Cronyism within the police department.
Honesty, integrity, and professionalism
How they treat people
How to foster respect from your teenage community.
I am not familiar with statistics that would assist me in giving an educated answer.
I appreciate the job that they do and I don't know if I can pick one issue. I believe that crime prevention is everyones responsibility so I suppose more information towards that end in the newsletters sent with the utility bills.
I believe officers and public need to be educated regarding cyclists on the road.

I believe the Loveland police officers are overworked and have forgotten compassion for the citizens. We call you because we need you and depend on you to help us. What we get in return is an uncaring, hard-nosed person who doesn't give a shit, only there to do their job and move on. I was told by my grandma you don't kick a man that's already down. You help them up. I feel LPD don't care if you are down. Don't care why you're down. They don't want to help you. They see you as a problem that needs to be dealt with then dismissed.
I don't know if it's the most important issue, but one concern is the rising homeless/vagrant population in downtown Loveland. I think education for officers and citizens on how to handle and/or approach the issue is crucial. Treating that population with dignity yet protecting private property is a delicate matter.
I feel in the mornings during school times, not sure if there is a shift change but there should be more officers around. For safety.
I have trust issues from two separate situations and I feel my complaints have been ignored.
I honestly don't know.
I really don't have one that I could point to. As far as I know they are doing fine overall.
I see several people on their cell phones when I go out, both talking and texting. I think this is dangerous to everyone on the streets. I would like to see tickets given if someone is on the phone while driving.
I think the chiefs' approach to data-driven traffic is good, but then a larger traffic unit is needed to continue enforcement through the city not just pet projects. I would be interested in knowing the reduction in crime and crashes on the Eisenhower corridor.
I WANT to say traffic because that's what affects me the most, but I know that is NOT the most important issue.
If they haven't already done so, helping the homeless stay off the streets and give them knowledge on where to stay. Stop the pan-handling around the city.
illegal drug enforcement and transient issue
Illegal drug use while operating a motor vehicle as well as illegal drug abuse in general.
Illegal drugs & underage drinking.
Illegal drug-use enforcement
Illegal use of drugs and growing marijuana illegally outside. Selling drugs illegally out of homes in neighborhood with several young children around
Illicit drug use in the city, namely heroin and methamphetamine. Reading news reports, it is perceived that almost every standoff or violent crime that police respond to involves the use of drugs by the suspect. I hope we can get to the root of the problem and not just react to the symptoms.
I'm not sure the most important issue as I don't hear everything that comes in. But drug dealing in our neighborhood is pretty bad and it would be nice to have more visual presence from officers
improve the public's negative impression of the officers.
Improving communication with Loveland residents. We can best protect ourselves from crime if we know what is occurring in our neighborhoods. If a burglary occurs in my neighborhood, I want to know when it happened, how it happened, any suspect information, etc. Armed with that info, I can better prevent it from occurring and I can better assist the police department in solving crimes. We are all in this together; an informed citizenry is a safer citizenry. Err on the side of 'too much' information. Use the PD website and any other social media avenues that are commonly used to tell us what is going on in our city and neighborhood.
increase in petty crime, increase in drug use, homelessness
Increase in drug use and overdose. Addressing homelessness as it impacts the community. Violent crime.
Increase in population of transients around downtown and community areas and the driving that is absolutely terrible in this town.
Increased diversity and implicit bias awareness and training. As the city grows and the population, demographics and progressive (replacing the older-looking buildings); they will have a challenge meeting the issues that these changes can bring.
Ensuring each and every employee is fully trained in performance of duties that reflect a sensitivity to ethnic, cultural, and personal equality.

Integrity..
It appears keeping dangerous drugs out of the hands of youth is one of our main problems. Kids usually lack sound information to help them make good decisions and the police should be able to help with that issue.
Just the overall safety and protection of citizens.
Keep our city safe
Keep us safe from the bad guys. Stay current with incident training to manage those big events that seem to be happening everywhere. Remain positive as a group in the face of sometimes public sentiment that is not always positive.
Keeping downtown safe and a great place for people to come hang out, spend money and have pleasant and safe evening or day.
Keeping gangs out of town.
Keeping our children safe from illegal use of drugs and alcohol is very important.
Given the recent Las Vegas shooting, maybe more support is needed from LPD for large public events in the city and Larimer county
Keeping our community safe
Keeping people safe
Keeping the community safe
Lack of adequate staff.
Loveland PD, like all police departments, should focus on public outreach as well as crime prevention.
Loveland's increasing drug problem, which turns into crime issues as well as homeless issues all becoming highly dangerous just to walk to your car at sometimes. Not feeling safe much lately.
lowering payroll = less cops
Lowering response times and aggressive crime prevention.
LPD still has a Brady-listed officer on payroll. This is unacceptable.
maintaining a positive presence in the community and presenting officers and personnel as people of integrity, trustworthiness and professionalism.
Maintaining mutual respect with other members of our community.
Maintaining the comfort level of safety in a small town atmosphere
Making sure all officers are held to the same standards, physical and otherwise
Making sure that all of the people of Loveland are safe.
Making the downtown community a safe place for residents and visitors. More police presence day and night.
Mental illness and homelessness
Monitoring the traffic around schools, before and after. More monitoring on high schools lunch hours including the teenage smoking corners.
More open communication after a serious crime incident
more presence in car in neighborhood. Our neighborhood had burglaries last couple years. Shed/garages were broken into.
More visible in school zones
My peers and I are a responsible adult group with children. We agree that the Police Department is too "by the book" with our law-abiding citizens. Everyone gets tickets for any minor lapses....zero use of warnings. The elderly are favored because they vote, and are easily scared. We don't want to hear that we have less officers than the average City.....our crime profile is below average. The City Council has irresponsibly increased the Budget to over \$27m, it was about \$15m in 2010. Using Tabor spending rules for this same period, would mean we have a 2018 Budget that exceeds Population Growth and Inflation by \$5m!! It's time for a honest, transparent redo with our Citizens....to balance Policing Priorities, politeness, and budget.

My personnel experience (2015) was with political bias where I believe Cecil (mayor) exercised his power for political purposes. I believe he directed the police chief to intimidate people he disagreed with politically. Very disappointing.
Narcotics- drugs/ gangs
Neglected and inconsistent traffic (illegal parking) enforcement. In the absence of enforcement the incidence of violations increase both by persons and by number ! Pretty sure "NO PARKING ANYTIME" means "NO PARKING ANYTIME --- BY ANYONE" ! (E. 9th and Boise ALLEY. Some residents are allowed to PERMANENTLY park in the alley roadway 24/7/365 and violations continue and are increasing) !
Not really sure. I am generally very satisfied with my interactions with LPD. Whether I was on the wrong side of the law or the one calling in a complaint.
Obtaining some kind of program that helps victims of crime
Officers don't enforce restraining order violations . I've had to file IA complaints to have NCOs enforced.
Ongoing criminal activity, arresting and keeping criminals locked up. Providing community with info to prevent crime.
Organized crime (gangs), human trafficking, transient/homeless.
Our traffic enforcement is deplorable. Loveland drivers break traffic laws continually, because they know they won't be stopped, and if they are, there won't be any consequences (ex. RH line call last week).
Overall pressures of population increases in Loveland and the associated problems related to growth. Traffic control, crime, drug issues, gangs...all of these come with uncontrolled growth in a city our size.
Pan handling and vagabonds in downtown. Although this may needed to be addressed more with city hall and city ordinance.
Pan handling! I know the courts have ruled it is their first amendment right to stand with their signs on street corners or in front of retailer store fronts. The problem was NOT addressed fully. They are soliciting! We don't allow prostitutes to hold up their first amendment sign to offer their services, so why are we allowing people to offer work services for food or money when we all know they have no intention to provide service of any kind. They are placing themselves and others at physical risk standing so close to moving traffic. They are placing us all at risk by urinating and defecating on our street corners. This issue must be dealt with!
Panhandling. I'm not sure how many of the beggars are real, and how many are a scam, so I don't roll my window down to help. And then I feel bad. I see it a lot at 34 and 287 southbound, and at the east entrance to Orchards shopping center (off Lincoln.) Maybe it is legal for them to be there. Frankly, I don't feel safe stopping for them, partly traffic, and partly fear that they might point a gun at me or car-jack me. I know we don't have a lot of that here.
Police and community safety. I feel that body cams and patrol car camers should record anytime the officer is out of his/her vehicle their and the community's liability. It's a sad world that we live in and figuring out a policy that this could be done would help all parties I believe. I know I would want them recording all the time if I was an officer in today's world.
Population growth. That will bring more law enforcement issues. I think it will be even more important for the "force" to develop partnerships with citizens. I surely don't want a "tell on your neighbor" culture. I do think that folks need to be more aware of what might be problematic.
Preventing crime
Proactive staffing for the growth of Loveland and keeping out gangs from other towns infesting our community.
Probably not the most important issue, but worth a mention... I would like to see more police presence on 43rd Street in NW Loveland as a deterrent to speeding vehicles. The area between Taft and Shields has become something of a runway for speeding vehicles, even though the posted speed limit is 35mph.
Probably the population growth and the crowded roads. So many of the drivers are texting or on cell talking. Also, there are tailgaters and speeders and people who do not use turn signals. I'm sure you are well aware of this though.
Property crimes such as vandalism, trespassing and criminal mischief.

Property crimes, violent crime assistance, Sexual crime assistance, Fraud against citizens, helping citizens in general.
protecting our teenagers from drug pushers and others who would abuse or take advantage of them. to work with families to create a better home environment so kids can excel.
Protecting this community in the face of political correctness
Protecting us from harassment, violence and dangerous/illegal actions of others.
Provide body cameras---so the problems with "the truth" are alleviated.
provide more funds and better equipment for police forces
Public confidence
Public image and service to the community.
Public safety
Public safety and crime enforcement.
Public safety for everyone in Loveland.
Put more patrols on the main streets, such as Taft going north. I can go the 35mph speed limit and cars will pass me as if I am standing still! Where are the cops to catch/stop the speeders?
Racial profiling no lethal arrests
Rampant drug/alcohol abuse, homelessness, crime. People are finding used syringes on the ground in various places around Loveland! I'm so sick of how bad Loveland is getting and how many scary experiences we've had here, we'll probably move soon. I don't even like it here anymore and I used to love it.
Reducing crime.
Reinforcing conditions that promote trust among the officers in the community and more importantly being ever vigilant to engender trust by Loveland communities in the LPD. I know I trust every officer I can say I have had any type of contact. My life has had no police contacts in which I felt unfairly addressed. I have lived in several large and small cities / towns. I attended Citizens Academy in Loveland and in Larimer Cty Sheriff Office. I feel fortunate to being living in community now that reaches out for this input.
Removing the few 'bad apples' within the department.
Requiring bicyclist to obey ALL traffic laws, particularly at intersections, riding wrong way (against traffic)
Residents safety
respect to the community it serves
Response time
Responsive and effective policing in a growing community with constrained resources.
Right now, traffic enforcement. Distracted driving is becoming so bad that it is not fun to drive around town any longer. Everything from cell phones to dogs in the drivers laps should be a high cost ticket. Fines educate, just ask my daughter!
Right now? The robberies in our typically safe neighborhoods...it has gotten out of hand.
Rising crime
Rising violence against citizens and police shootings.
ROAD RAGE on streets where the posted speed limits are 30 MPH or less. Enforce speed limits. Many drivers do not stop completely at stop signs. Many drivers initiate left turns/proceed into intersections on yellow and on red traffic lights.
Running red lights.
Safety
Safety
Safety of Loveland citizens, both on the road and in our homes. Could be a very tall task with the amount of people here now. I still feel safe, but do not envy their jobs on the road.

School zones, and distracted drivers. Walking to pick my son up I see multiple people not adhering to posted speed limits and school zones. Also drivers on cell phones. I was amazed one day to see a car right next to a officer with a young lady texting on the phone. I was wondering why she wasn't getting pulled over when I realized the officer was doing the same thing
Scuicidal prevention
Sensitivity and awareness training of mental health illness and developmental disabilities, like Autism. More community outreach. Less swat!
Serious and violent crime. Fights, assaults, theft, excessive drug use (I don't care about stoners, I'm talking about people who're seriously messed up)
Somehow the City of Loveland needs to realize we are no longer a "one horse town" and add adequate police officers to make the city safe and the quality of life that of a great little city. The police are doing all they can do under the circumstances (lack of funds?), but Loveland City Council should "come to the party" and do something about the police funding. We all love the parks, biking trails, sculptures; however, quality of life and safety are connected to how the council funds and supports wholeheartedly the police.
Sounds like distracted driving is the biggest problem.
Speeders on Madison & 29th St. Speeders running red lights, all areas of Loveland.
Speeding and the running of red lights
Speeding especially through school zones
speeding everywhere around town and red light running. at a MINIMUM traffic is going 10-15 over the posted limits almost all day long, and multiple cars blow red lights.
Speeding on 34 to prevent traffic accidents.
Speeding on Eisenhower between taft and Garfield
Speeding on Wilson Ave., motorcycle speeding, noisy cars
speeding thru school areas when caution lights are flashing
speeding, illegal fire works
Speeding, neighborhood patrols
Suspicious activity, and people clearly out of sorts.
Taking care of our homeless population respectfully. They are people, members of our community, and should be treated as such.
Targeting of children online
Texting and driving
Texting and Driving
That issue would be traffic congestion but I don't think there is anything that they can do
That the officers approach the public in a manner that puts them on equal footing. Not think that they are on a higher tier just because they wear a badge and uniform. Or because they have the title of Detective. I know it is easy to become jaded with the things they see and deal with. I was a police officer and assistant Chief years ago, I know how it is. But the way some of them come into a situation just makes things worse for them in the long run and for the contact immediately.
That they are a part of the community, not above us. They should serve the community rather than pose threat to us. What is the justification for the Fort Collins cop slamming a young woman on the ground? Didn't Loveland PD evaluate that case. Why haven't the results of that evaluation been shared? I need to know why that was justified. What is the justification for killing people who have not been charged with crimes or tried in a court of law? Law enforcement around the country is jumping to assassination as the only tactic they have to enforce their own perceptions that someone has violated the law. They do not appear to be trained in non-violent ways to interact with people. Because it is sneaking closer and closer to home, whatever happens anywhere else scares me right here. I no longer trust the police. If you want my support, you must respect me enough to enter into a real conversation with me and behave transparently.
The "Boys Club" arrogance and abuse of power.

The department should continue to fix issues internally. The better the morale is the better Officers deal with the public. Deal with the Officers that need to be dealt with, don't punish the whole organization.
The drug and gang problem before week turn into Greeley.
The fact that most drivers travel 10-15 mph UNDER the posted 55 speed limit on East Eisenhower from Kohl's towards the highway. Going that much under the speed limit creates traffic hazards.
The gang and homelessness
The homeless issues are bad and it's intimidating to walk in certain areas of downtown because of them.
The homeless people that just hang around the parks and public buildings. Some of them aren't very trustworthy to be near of, and they scare the public.
The homeless population in the downtown area
The homeless population seems to be out of control. There are a few areas in town now that I am afraid to go on my own..especially the bike trail. I miss my morning runs on the trail but I have been harassed to many times by people camping on the trail. We have homeless men and women living on our church porch who defecate and vomit on our property frequently. It's a sad situation and I don't know what the LPD could do but it feels out of control.
The homeless problem down at Barnes and fairgrounds park. I've noticed over the past month it has gotten worse. They leave trash everywhere and very unwelcoming to the public. I personally think people stay away from these parks because of the homeless problem.
The homeless situation is out of control. Police have and should still be opting for more homeless shelters/support. Patrolling for suspicious looking people who may be committing crimes. Picking up drug sellers/dealers.
The illegal use of controlled substances such as Cocaine, Methamphetamine, Heroin, and Narcotics on the streets including those who sell these drugs or possess these drugs.
The is an increasing amount of traffic on 1st street from Namaqua to Wilson.
Motocycles travel at 60-80 mph on the street. Cars & trucks travel in excess of 50 mph. I have seen no enforcement by the police department. Loveland Police need to have more of a presence and enforce the speed limits.
The issue with understaffing and not enough training. Unlike what McKean and Krenning claim, I do NOT believe our officers have had enough training. Our Dept is pretty good in the state compared to others, how bout we keep that up instead of letting things slide and meeting status quo like other Departments???
The lack of trust. The perception that certain officers seem to be untouchable. Lastly, knee jerk reactions that feel like wasted resources to the community at large.
The Loveland Police are more worried about traffic stops than they are about real crimes like murder. Solve a real crime instead of trying to generate revenue.
The need for additional officers to help with the MMJ & Homeless issues
the one that comes to mind is the interaction with the homeless community. Police, more than most folks, are in contact with them and hopefully will act with courtesy and empathy to these persons who are at the bottom of the social fabric of our town.
The speeding in Loveland is terrible. I used to be proud that everyone outside of Loveland knew you DO NOT speed in Loveland. Now, I experience people going 10-15 mph flying by me on a daily basis.
THE THEFT OF MY SON'S CAR AND THE THEFT OF OUR PICKUP APPROX 19 YRS AGO!
The vagrant population is a little out of control. I'm not comfortable visiting or taking my young son to multiple areas of town now from encountering aggressive, unstable men who have harassed us. Including benson sculpture garden/park and walking downtown to visit the art museum. I wish there was more being done about this problem. I wish we felt safe enough to visit some of these cool areas.
Theft and drug prevention
Theft and drugs
Theft and homeless encampments
Their lousy reputation in the community does not correlate with how highly they think of themselves.

<p>Their outrageous response times.</p>
<p>Their own ethical behaviors</p>
<p>Themselves. They need to should be addressing their department</p>
<p>There are so many important categories, but drugs and major crime as well as gangs are probably the issues we need the most protection from.</p>
<p>They address whay needs to be addressed - crime in general.</p>
<p>THEY ARE NOT GOD and they should treat all MINORITES FAIRLY ...EVEN WHEN YOU MADE THE CALL ABOUT A CRIME THAT WAS COMMITTED AGAINST YOUR FAMILY WHITE AGAINT NATIVE PEOPLE....</p>
<p>They need more officers. Sometimes it seems officers are spread thin.</p>
<p>They need to clean house and finish getting rid of corrupt officers/detectives. The Loveland Police seem to have there priorities wrong. If you feel the police are corrupt then you don't feel safe or comfortable calling 911 if there was an emergency.</p>
<p>They need to get rid of all the officers that should have been let go due to the last chiefs corruption.</p>
<p>Traffic and drug use</p>
<p>Traffic control & homeless/transients. I don't feel enough effort is going into keeping traffic flowing. I would love to see more educational/ticketing for left lane riding, road rage, electronic device usage, etc.</p>
<p>Traffic control, running red lights, speeding, poor driving in town. Increase the use and visibility of the senior volunteers</p>
<p>Traffic control, speeding drunk drivers, tail gating, etc</p>
<p>traffic control/offenses</p>
<p>Traffic enforcement, speeding is not the issue. People going 5-10-15-20 MPH below the posted speed limit is what I believe to be a major cause of traffic congestion in this town. Ticket people for impeding traffic by going so slow, enforce the right-lane doctrine and watch how the traffic problems resolves with the LPDs enforcement.</p>
<p>Traffic enforcement. I can't count the number of red light runners, illegal lane changers, speeders and the like I encounter on a drive around Loveland. The school zone at Walt Clark Elementary is especially bad. Every day people are speeding through the school zone and not yielding to the children when they are in the crosswalk. There is no crossing guard at Walt Clark. I imagine that other school zones have similar issues. Is it going to take a child getting hit before LPD decides to enforce the laws in the school zones? We also have numerous ATVs and dirt bikes riding through our neighborhood during the warmer months speeding and racing on SW 18th Street, which is a popular place for families to walk. Better noise enforcement would be appreciated as well. It is ridiculous how loud many of the motorcycles and trucks are around town. I know that these laws won't get enforced though because many in law enforcement ride those excessively loud machines.</p>
<p>traffic in the city they spend too much effort out east</p>
<p>Traffic infractions - I rarely see officers working traffic during the day, unless it is school zone enforcement. They need to focus on red lights, stop signs, speed! There is a joke around our district that if you see a patrol car, it is because they are going to/from home & office - nothing in between. This is a disgrace!</p>
<p>Traffic law violations, speeding, tail gating, road rage issues.</p>
<p>traffic offenders, drug use in public parks</p>
<p>traffic offenders; speeding; running red lights; etc.</p>
<p>Traffic on 34</p>
<p>Traffic Problems</p>
<p>Traffic problems - Tailgating, speeding, people running red lights and stop signs, etc.</p>
<p>Not anything new to you I'm sure but it is getting very bad on our streets.</p>
<p>traffic rules are not enforced because I rarely see an officer dealing with traffic issues. I have been nearly hit while crossing Wilson, 1st and Taft even though I am in the crosswalk and I have the Walking man. Also the volume and exhaust laws for diesel pickups and motorcycles need to be enforced in a big way here.</p>

Traffic safety
Traffic safety and enforcing illicit drug use
Traffic seems to be an increasing issue with population growth.
Traffic speeding
Traffic Traffic Traffic!
traffic violations, major or minor they all can injure or kill innocent people.
Traffic!
TRAFFIC!! We have lived many places, and Loveland is by far the worst when it comes to traffic rules enforcement. Loveland has a huge problem with speeding and tailgating. It is actually very disturbing and dangerous to drive in Loveland.
Our neighborhood also needs more traffic enforcement, especially speeding on West 50th street. People FLY on this street and appear to use it as a shortcut, they seem to forget this is a residential area with people attempting to enter and exit their driveways, plus there are children in the neighborhood.
Traffic, drunk driving, problems with the homeless population and the crimes they are committing in the down town area and the parks.
Training and empathy
Transient crime
Transient issues, drug use.. any major crime.
Transient population
Transient population, drugs, and gang activity.
Transients: Encourage responsible behavior by folks offering services in the community. The more free services that are offered, the more transients will come to the city. I know from personal experience that the best way to discourage the influx of transient population is to take a zero tolerance enforcement approach. The transients flee Boulder to go to other nearby towns whenever Boulder PD steps up their enforcement campaigns. Then they stay in whatever town they land in if they feel less pressured by that PD.
Treat men equal to women
Trust issues after members of PD were in court for alleged misconduct.
Use of lethal force
Using the public as a resource. As their the ones who see everything.
Vagrancy and illegal aliens/ identity theft
Vagrants
Vagrant's, homeless folk starting to fill our city!
Violence and drugs.
Violent crime, drugs
Violent crimes and drug related crimes. The illegal activity around Lake Loveland/North Lake Park seems to be getting worse.
Volume and speed of drivers on main north-south and east-west arteries. Road rage and erratic driving is more frequently observed, especially early morning and late afternoon.
We have a drug dealer living next door and there are many calls to the police dept. from neighbors, but there is nothing being done.
We have young people in the north side of Seven Lakes "the point" neighborhood that appear to be distributing drugs. When the neighbors approached Loveland police, they were told nothing could be done, unless we caught them in the act and called police at that time. Seems that more your job than ours.

We really need some traffic control addressed. Especially speeding and reckless driving. Driving speed limit in Loveland is like taking a chance with your life every day. In the 3 years we have lived here I have only seen an officer running radar once.
West 43rd Street btwn Taft and Wilson. Tons of racing due to strait, flat, long road. Usually occurs after 9 pm and can shake the whole house.
Working to find solutions for the homeless population and reducing theft
You would know better than I would. The fact that there's not one thing that immediately springs to mind tells me that you're doing a great job!
Your officers do not have a good knowledge of the laws that are on the books for parking in neighborhoods. Safety downtown needs to be improved.

Question 20: Additional written comments from 2017 survey

270 respondents filled in this question:

<p>(This request for information duplicates one emailed earlier to Loveland PIO, Tom Hacker.)</p> <p>I have questions for which I cannot find answers on the City of Loveland Website.</p> <p>I have found no search function to locate specific topics within municipal codes or ordinances I did scan Vehicle and Traffic Codes and read that mufflers are required.</p> <p>I would like to know if the continually increasing volume of traffic on west First Street, particularly from Wilson west to newly constructed housing developments, is of concern to city traffic engineers and police.</p> <p>Two years ago, noise from heavy trucks, emergency vehicles, and hoards of motorcycles was fairly tolerable. Not so at this point. If there are "noise ordinances" they are not enforced and are insufficient to save the sanity of homeowners living along this burdened roadway.</p> <p>Speed is apparently not very well monitored.</p> <p>Vehicle noise prevents normal conversation in the backyards of our Mariana Glen neighborhood. The traffic begins around 4:00 AM and can continue past midnight. Really, the contrast from 2015 to the current frequency and decibel levels is marked. And, it is likely to get worse.</p> <p>I will share my remarks on the police survey, but mufflers and monitoring speed may not be the only answers.</p> <p>First Street is festering really reduces quality of life, and is disheartening.</p> <p>Thanks for your attention to this, for addressing and redirecting my questions, and for any guidance you can offer.</p> <p>Bonnie J. Thompson</p> <p>bmalnatithompson@gmail.com</p>

8/31/17 My son had his car stolen in Ft Collins. PD were of no help. I listed the theft on Next door and the car was seen twice. I called LPD RE:a sighting and location and was disconnected and told to call BACK ON THE NON-EMERGENT LINE!! I visited LPD to talk to an officer and after waiting almost an hr. I ONLY RECEIVED A PHONE CALL. SO I WAS UNABLE TO SHOW IMPORTANT PICTURES TO ANYONE. I described to the best of my ability to this officer over the phone and was told they WERE TOO BUSY TO HELP ME WITH THIS ISSUE!! I described several things that I was told were PROBABLE CAUSE TO PULL THE CAR OVER FOR INVESTIGATION FOR REASON OF TICKETING. NO COMMUNICATION HAS BEEN DONE RE THIS ISSUE. THE PERSONS THAT SAW THE VEHICLE WEREN'T EVEN INTERVIEWED! I AM MORE THAN DISAPPOINTED IN THE LPD RE THIS!! MY SON LOST HIS CAR, AND OVER \$5800 WORTH OF BELONGINGS IN THIS CAR!! TO BOOT, APPROX 19 YRS AGO WE HAD OUR FORD P/U STOLEN AGAIN WITH NO HELP FROM YOUR OPERATION EXCEPT SOME INFO GIVEN TO US BY DAVE DAVIDSON BEFORE HE COMMITTED SUICIDE RE THE FORD THEFT RING BY MEXICAN NATIONALS IN NORTHERN COLO. WE THANKFULLY RECOVERED OUR P/U OURSELVES WITH NO HELP FROM YOU! THE VIN TAGS WERE IN THE GLOVE COMPARTMENT TO PROVE THIS VEHICLE WAS OURS AND YET YOU IMPOUNDED IT MAKING IT SO WE HAD TO PAY TO GET OUR TRUCK BACK! FOR THIS BEING A SERIOUS PROBLEMATIC THEFT RING, YOU WOULDN'T EVEN INVESTIGATE OR EVEN LOOK AT THE TRUCK ONCE RECOVERED, SUCH AS TAKING PRINTS OR ANYTHING! THEY CAME BACK FOR OUR TRUCK TWO MORE TIMES WITH AGAIN NO HELP FROM YOU! THANK GOD WE HAD PUT A KILL SWITCH ON IT. I FINALLY WENT TO REPORTER HERALD TO HELP WARN OTHER UNSUSPECTING OWNERS OF LATER FORD P/U, WHO PUT A PICTURE OF OUR TRUCK AND ARTICLE IN THE PAPER. AS, YOU WOULDN'T EVEN PUT OUT A WARNING TO THE COMMUNITY! I AM BEYOND DISAPPOINTED IN THE LPD, MORE LIKE FURIOUS! I'VE EVEN CALLED ABOUT MOTOR CYCLES THAT I'M SURE ARE BREAKING THE NOISE ORDINANCE IN OUR NEIGHBORHOOD AND YET AGAIN NOTHING HAS BEEN DONE! YOU CAN ABSOLUTELY SAY THAT I HAVE VERY LITTLE FAITH IN THE LPD!! THANKS FOR PUTTING US AT THE BOTTOM OF THE LIST AS FAR AS MY SON'S CAR. PATHETIC!

86 the traffic enforcement. Seriously. The vast majority of the time I see Loveland cops are when they're laying in wait to ambush somebody, or have pulled somebody over for a traffic violation. I don't see police preventing crime. I don't see police assisting victims. I don't see police on foot patrols, or interacting with shoppers or businesses. I see police harassing motorists. Most mornings I see speed traps. I see police waiting behind blind curves. I see police stacked three deep waiting to pull somebody over on their commute. Just stop. I hate the feeling of being hunted, of somebody with power waiting to play "gotchya!"

I don't want to be served or protected; I want to be left alone to live my life.

A serious problem I had 3-4 yrs ago was that after a home burglary in our neighborhood we were told to call a specific officer to report activity at the site. I called, but finally met that officer a day later - hours after I had seen someone enter the home while owners were still away for the winter. Assignment of one detective is good, but round the clock should have been a 911 call, or someone else should have monitored absent detective's incoming calls. Ultimately I should have known better myself. Now I do!

All in all I think they do a good job.

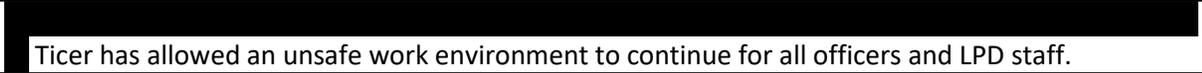
All in all they are great, but never in right place at right time when people run red lights, or push (not literally), people to go faster, like riding on bumper.

All our officers are important to me. A big Blue lives matter advocate.

All very well selected and trained.

Although we have only lived here a short time, We are very impressed and thankful for the police and the great attitude they convey.

Always support you police department has been in my education, in France where I was born, overseas where I worked for the Department of State, and of course in Loveland. The more we support them, the better they will become, with the help of all citizens. Thank you for your service.

Answered above
Any interactions that I have had with the Loveland Police has been positive. Always professional and courteous.
As far as my own observations, what I read and those I have talked to about it, the Loveland Police Department is doing fine. There are always those who do not agree with bureaucracy and those involved but overall I think they have done a good job of keeping the public involved and/or updated on even their own problems internal or law suits or whatever. I am glad they are there although I think it is sometimes thankless for them. But keep up the good work and know that there are people who do appreciate your service. The only other thing I can think of that might be an issue is that I do not really know how most officers feel about gun ownership and people who carry them. I personally do not own one but maybe some day and would like to think that I am not doing something that would put others in danger but the opposite.
As I drive around Loveland I seldom see patrol officers. There are many people speeding, rolling through stop signs, road rage, etc. It seems to me like we need more officers out patrolling.
At Walt Clark and many other school zones, speeding while the flashers are active. And speeding in residential areas. I know not enough officers, and that is on City Council. You need more officers.
Be more friendly. Be approachable. In a town of this size, the Department ought to try to get to know the residents.
Best department ever seen in my personal experience
by in large LPD does a fantastic job. the growing pains of a once small town have the city being reactive instead of proactive on multiple items. if we can get the horrible driving under control by the citizens, and drop the "fluff" zone of non-ticketing speeding to 2-3 MPH over the posted limit to account for vehicle speedometer error, we'd set the standard for this town and the limit would become the limit! not the suggested speeds around town. I drive back and forth to customers all day, and the speeding and red light running is at a pandemic level much like drug abuse in the city.
can we please insure that officers follow the same rules as the population ? I have seen them parked on bike paths, speeding without lights and sirens and turning on light to get through a lite then tuning them off once through the lite
 Ticer has allowed an unsafe work environment to continue for all officers and LPD staff.
Chief, time to step up. The DDACTS propoganda is a joke, cops on dots. Not surprising that your maps show crime in the crime zones.
Cops are no longer people. They are consumed by arrogance and self-absorbed attitudes.
Disappointing lack of empathy
Doing a great job!crime
Doing a great job. Thanks for your service
doing a wonderful job in a fast growing community;
Each time I have talked to an officer they were easy to talk to and easy to approach. I don't envy their job and they do a great service for Loveland.
Enforce traffic laws: 1. posted speed limits, 2. yellow and red traffic lights, 3. tailgaters, 4. road ragers.
Even I tend to go over the speed limits by 5 sometimes.....what about those that pass me!!! Speeding, tailgating etc. these could be paroled better. I realize they are minor compared to other crimes!!
Every officer I have ever had interaction with has been personable, knowledgeable and professional.
Every officer I have had contact with has been knowledgeable, kind and friendly. Even when I'm in the wrong they help me to understand the problems it could cause. Recently they were involved in stopping a fight my grandson was in. They treated him well but put the fear of God in him. They gave him that 2nd chance but made him understand there would be no more. SRO at TV was awesome!

<p>Every time I hear anything negative about police in Colorado, 90% of it is about CSP and Loveland police. They always have shitty attitudes, and great people poorly. They are public servants and should reflect this. Seems counter intuitive when people dislike contacting their local police, even when in trouble. I will gladly deal with weld county sherriffs 10000 times before I deal with a Loveland officer.</p>
<p>Generally, I feel the Police Department is doing a pretty good job. Being downtown, we see officers on a way more frequent basis than any other part of the town I've lived.</p>
<p>Since my mom is a volunteer with the police department, I see how they are sometimes taken advantage of. When they have put in many hours/years, and if they get sick or injured, they are not checked on, or a quick visit or nothing. Meals on Wheels would be nice for occasions like that. Often times she feels the need to cancel activities with family to volunteer (Because nobody else will sign up). She has had to do traffic duty sick or her leg was injured, because it is expected of her. Basically, she has been taken advantage of, and the only real thing she gets out of it is some silly little volunteer dinner.</p>
<p>Get out and do some proactive work, I would also advise reading up on municipal codes and endorse them in this district.</p>
<p>Good job folks,</p>
<p>Good job!</p>
<p>Great Department, Chief Ticer is doing great things for this Department and community</p>
<p>Great job everyone!!</p>
<p>Great job!</p>
<p>Great people</p>
<p>Great response time. Always working to diffuse a situation without injuries to all parties.</p>
<p>great service thank you</p>
<p>Great so far, Haven't had any issues that would cause me concern or worry.</p>
<p>Have always been respectful to me</p>
<p>Have always had positive experience. Met 2 officers walking 4th street last weekend. Very nice to chat with</p>
<p>Haven't had direct experiences, but from observation they seem like decent people with good intentions. I appreciate their visibility. I have seen them regularly patrolling for speeders and also appreciate their presence to keep speeding under control.</p>
<p>Having grown up in Chicago and Cicero, Illinois; Living in big cities like Los Angeles, Washington, DC and the San Francisco Bay Area, I think the LPD ranks very high on the overall quality spectrum!!</p>
<p>Having moved here from Washington, DC just before my brother was killed I am blown away by the kindness, thoroughness and professionalism shown to me by Detective Chris Komosky during this awful time. I am confident the person responsible for my brother's death will be found and brought to justice.</p>
<p>I have no experience with how diverse the force is in Loveland nor how they deal with the LGBT community.</p>
<p>High Schools need more monitoring.</p>
<p>Horrible, unethical, misogynistic sociopaths who continually fail to do their jobs and ENFORCE the law</p>

<p>I 100% support the police, but its hard when you live in a city tgat has a lazy uninformed police dept that has unfriendly officers. You beed to take a more active roll in parking enforcement in neighborhoods. Not towing vehicles is rediculous, if we don't have money for it then why have laws. Write tickets!</p>
<p>I am a big supporter of the Loveland PD in general, I know they have an almost impossible job to do. However, The impression that almost everyone I talk to has about them is not good. There are real issues in the city that didn't exist 10 years ago and they are not being addressed with the public's best interests in mind. The last time I called to file a complaint about an officer almost causing 2 wrecks and nearly running me off the road on 34 south of Lake Loveland I was told "our officers get to do certain things the general public doesn't understand, just know that they are protecting you". That is an incompetent answer that further promotes "us vs. them". You work FOR us not AGAINST us, don't forget that!!</p>
<p>I am a white middle class law-abiding female, whose biggest crime is a speeding ticket over 18 years ago. I don't feel qualified to answer the questions regarding fairness, etc. I'm not suggesting LPD isn't fair, just that someone who comes from a less privileged position might see things quite differently than I do.</p>
<p>I am completely disappointed with the LPD. I was on vacation when I got a call from</p> <p>My home security company about a window being opened. I told them to send police as I was out of town. ONE HOUR after the security company called LPD dispatch, they finally showed up. It happened to be a false alarm by my sister in law but thank god she was okay and breathing and not bleeding out or dead when the police showed. I plan to write a formal complaint about this issue. Response times even in rural North Dakota is 5-10 minutes. This is completely, utterly unacceptable.</p>
<p>I am impressed with the overall attitude and professionalism that I have observed among our patrol officers and support staff.</p>
<p>I am proud of our PD. People don't learn RESPECT from their parents---too busy.</p>
<p>[REDACTED]</p>
<p>I am thankful for a police department that is concerned and quick to respond.</p>
<p>I am thankful to the Police Department for the help they gave me during the timeframe that I owned my business. Explaining the rights I have as a business owner and dealing with situations that came up frequently.</p>
<p>I am very happy with our police and feel safe most of the time. I do see and hear about more thefts and disturbances recently and so the only place I would like to see a shift in policy is to make it a very uncomfortable place for drug users and homeless people. They should be getting help not hanging out in public places. I know this sounds utopian but they will not stay if it is too hard for them to ask for money and hang out.</p>
<p>I appreciate that seem to be monitoring and stopping those who speed and go through yellow or red lights.</p>
<p>I appreciate the officers, I feel they are ethical and care about the well being of our community.</p>

<p>I attempted to help a neighbor resolve a situation with another neighbor with the responding officer. I was hoping I could help out this fued to rest so the police did not have to waste time responding and could be saving a life, etc. He absolutely refused stating that he is not a mediator. I pleaded with him because I strongly felt as though someone would be injured badly if it continued. No, was still the response. Out continued until one party moved. Prior to their move, we moved and we were followed by the problem neighbor to which this pertain spoke to the new neighbor slandering us. I took pictures. When reported I was told that none of us really know if she knew the new neighbors. She did not however she accomplished her set out task and had no consequences for her dangerous behavior!</p>
<p>I based this off of my personal experiences and contacts with the dept and not personal opinion based off word of mouth from those more closely associated to the Dept. However, it seems the upper command is not listening to their staff on the new scheduling changes. I think you better start being better at engaging ALL your staff before you increase your turnover.</p>
<p>I believe our police are doing an outstanding job for all citizens of our community.</p>
<p>I believe our police officers are professional men and women .</p>
<p>I called the lpd for a wellness check. Got no help. The person inside had committed suicide. No compassion from lpd. Detective was a ass with a badge. This was my loved one, he derserved some respect. Had a family crisis a week later with my son drinking too much and grieving his dad. Lpd officers didn't care, busted in, hog tied him and took him to jail. What he needed was a man to show up. What he got was an overworked officer who was too tired to give a care and jail was an easier answer. When did lpd quit being humans and became robots? Where are the nice guys that my granddaughter use to wave at and they would wave back? Now they turn the other way like they never saw her. They don't want to be bothered...</p>
<p>I commend you all for an excellent job. Thank you for making me feel safe.</p>
<p>I constantly see our police breaking traffic laws, by not stopping at stop signs, and making illegal turns (cutting it short and crossing over double yellow lines) They aren't going to enforce traffic laws, if they don't obey them, themselves, and I have seen police at intersections watch traffic violations occur, and not make any effort to apprehend the violators. Loveland drivers suck, because our traffic cops don't do their jobs! I think we could replace 90% of our traffic division with a dozen well placed red light cameras, and a dozen mobile radar guns, and generate enough revenue to support the entire police department.</p>
<p>I do not, for the life of me, understand why you can't or won't enforce the traffic laws vigorously. Are you worried that it would make people mad ?? Too bad. If the laws were enforced, people would ultimately improve their driving habits. You don't "request" people not to engage in other dangerous criminal behavior and you bust their butts if they do. Why not the traffic laws? Traffic law enforcement in Loveland is a disgrace. As a last note on this issue; cameras and drones, coupled with automated ticketing capability would be a low cost high efficiency way to help handle this problem.</p>
<p>I feel like the Loveland Police Department targets young people and minorities to the point of harassment. Whenever I see a car pulled over it is a beat up car driven by a young person, usually a minority. My adult son was pulled over a few years back at 2:00 am for failure to use his turn signal for a long enough time before moving in to a turn lane. Pulling people over for nothing is a fishing expedition, and harassment. I imagine that most of the arrests listed in the paper are traffic stops made on some ridiculous basis....because they person driving was profiled in some way. Meanwhile no one will come and arrest the known drug dealer in a nearby neighborhood.</p>
<p>I feel safe living in this community. The police have enough of a presence to deter crime without be obtrusive</p>

<p>I feel that people living on the street are targeted unfairly, sometimes labeled as "transients." Whether or not they are sleeping in their car or under an awning every night, or on their way, they are people. Most of them are on the street just due to three or four strokes of bad luck. Some have mental and addiction illness, and really need help. The violence that has come from our homeless population keeps pace with violence from the general population. They're just people, mostly trying just to survive. And many of them US Veterans. It's shameful how we treat people.</p>
<p>I feel very safe here in Loveland and I also feel that our Police Department seems very approachable. Thank you.</p>
<p>I have a Prius and get coal-rolled by "men in trucks", although it is less frequent than it used to be. I hope you continue to crack down on it. Besides stinky, it is blinding for a few seconds. Otherwise, I appreciate all you do. Most of my interactions have been calling in something I thought was suspicious or odd. I know I've been taken very seriously, and I appreciate that.</p>
<p>I have absolute respect for our officers. They put their life on the line every day. When I see someone has been pulled over, I say a prayers for their safety.</p>
<p>I have come in contact with four officers in the last 36 months. All have been professional, courteous and best I can tell, well trained.</p>
<p>I have confidence that the Department is using all the tools at it's disposal to address the public safety issues that come with Loveland's growth.</p>
<p>I have had minimal contact with the Police Department - therefore, have no comments.</p>
<p>I have had multiple interactions with multiple officers, so. me phenomenal, others brash. Everyone's allowed a bad day, but comments should not be made to neighbors about another, and it has happened repeatedly. Thus, middle ground ratings, which have been brought up by those officers who deserve it.</p>
<p>I have heard some negative information concerning some officers harrassing residents. If we could reel some of them back in to help citizens be more trusting and approachable, that would totally be a plus</p>
<p>I have only ever had professional and courteous encounters with law enforcement in Loveland and I am proud of our police department and the men and women who serve this community.</p>
<p>I have ridden with the officers and find them caring, compassionate people.m</p>
<p>I have seen a dramatic improvement in the overall professionalism of officers, but there are still some officers that are overly aggressive, who seem to be trying to prove something, or overcompensating for some personal issue they have.</p>
<p>I have spoken to several police officers on different occasions and have always been impressed with the professionalism of each.</p>
<p>I have the utmost respect for all of the officers and employees of the LPD with whom I have come in contact.</p>
<p>I haven't personally had any problems or heard any complaints about the department.</p>
<p>I know that the police department is under staffed, and could use more police and I hope the city fathers will recognize this and increase the budget.</p>
<p>I know the officers are very busy and over loaded but I would like to see more patrolling of our city's smaller parks. These small parks seem to be a good place for people to meet for drug activities.</p>
<p>I know they are stretched thin, I.e. doing double duty as swat team members as well as school resource and regular patrol. Hiring more officers could help reduce chances of burnout.</p>
<p>I live in 4th street me eeonding on the night I have to park on a certain side. Some nights I forget and it seems theres always an officer jut waiting until 2am to pop a \$35 parking ticket on my car. No other cars in sight and no work going on, but that ticket always shows up with a time on it around 2:15am. Can I get a pass or have my recent ticket cancelled?</p>
<p>I love our officers and they are always easy to approach and people that you immediately feel like you can trust.</p>

<p>I love that police cars are parked at homes in the neighborhood - visibility</p>
<p>I came from ABQ, NM. Any town that had an area called the war zone gives you an idea of what the whole town is like. Love feeling safe going to the grocery store after dark, or out to a meal or movie. Thank you</p>
<p>I don't like it that a radar unit sits on 26th SW and Taft to catch speeders--it block traffic trying to get onto Taft from 26th. I think the road between 28th and 23rd SW should be 40 mph -- no houses face that stretch and is wide and open.</p>
<p>I rarely see officers out patrolling the streets. I witness so many drivers violating so many laws while behind the wheel. and some of those have been officers in their cars on their phone or on their onboard computers. we have enough dumbasses on the road doing everything but driving behind the wheel, we don't need the ones that "so call" serve and protect distracted on the roads.</p>
<p>I really think the LPD is doing a great job. My only critique would be I wish there was an officer patrolling more school zones. We have a lot of crazy drivers that fly through the school zones and would really like to see the LPD be more proactive with speeding instead of having to react to a kid getting run over.</p>
<p>I REALLY would like to see more of a presence around the 402 and 287 intersection. People turning left on red arrow is REALLY getting out of hand. Like, SERIOUSLY.</p>
<p>I recently had my first "bad" experience with a police officer. He was at an elementary school, handling a situation, and he caused the situation to be much more inflammatory than it needed to be. He was new to town, but not to policing.</p>
<p>I requested a report on a swat team response. Was told I would get one sent to my email. Never received it!</p>
<p>I respect them and commend their service to our community.</p>
<p>I support my city's PD, I feel that they have great leadership in place and are held to high standards. They and are committed to keeping our community safe.</p>
<p>I support our Police Force, understanding that "serving and protecting" are risky dangerous jobs too often. Also, in all the years I've lived here I've never seen the officers neglecting or slacking on their jobs. I believe the majority of Loveland police have the good of the public at heart. Thanks to every one of you.</p>
<p>I think Loveland Police Department does an overall amazing job. My only complaint is that several years ago, there was a First Responders Training up at CSU to address emergency calls involving people with developmental, emotional and physical disabilities. It was free of charge. Several hundred people from several states came to the training but not even one Loveland Officer or staff member attended. Commerce City sent over ten officers. World renowned speakers came to the area and Loveland wasn't even represented.</p>
<p>I think our police department is doing the best job they can under the pressures they face.</p>
<p>I think our Police Force does a good job but probably need more resources, people and equipment, to handle the problems we have in our city.</p>
<p>I think the overall service in Loveland is above average. I feel very comfortable going anywhere in the community and in our home.</p>
<p>I think the police could raise a lot of money giving more speeding tickets.</p>
<p>I think they are doing an amazing job, but I have not had any personal contact in several years.</p>
<p>I think they go too fast on Monroe avenue between 10th St. and Eisenhower Blvd. when responding to calls. Often they race partway through without their lights and sirens. I would like a portable speed radar sign posted on Monroe for all traffic at least once a year, maybe twice a year.</p>
<p>I think they need to increase their staff boots on the ground there are way more people speeding and a lot more issues with every kind of crime as well as homeless violent beggars trespassers the town is being beginning to look over run.</p>

I think we are fortunate to have such a wonderful police department who I feel is truly invested in the community.
I was honored to do the "Blue Lives" photography project with some of your police officers last year, and to this day I try to spread the word and support the police department often. You all do such great work and we're grateful for you.
I was in a traffic accident a year ago tomorrow, October 4th. No tickets were issued to either party, but the way the officer talked to me and basically treated me like a 6 year old was unacceptable. I lost a lot of respect for the LPD that day and they have done zero to gain that back. The officer who tried talking to me was nothing short of a jack... and the officers need to know a little more about investigating accidents than what their current knowledge is. I used to work for the City of Loveland and even then the officers would come across as arrogant and above everybody.
I was involved in a car accident where someone rear ended me. I called the LPD and they sent someone that wasn't actually a cop to take care of it. The guy was sloppily dressed and acted like it was an inconvenience for him to do his job. He didn't even issue a ticket to the lady that hit me, and said it was up to the insurance companies. You guys write speeding tickets left and right here. Rear ending someone should be an automatic ticket. It is a traffic violation. I've never seen anything like it in my life. And, when I called the LPD afterwards to ask why one wasn't issued, the lady that answered said it was up to the cop that's working the scene. You should maybe stop passing out tickets for going 5 over the limit, and maybe pay more attention to the assholes on the road causing accidents. Again, I was at a complete stop at a traffic light that was red. She obviously wasn't paying attention.
I was told that there have been 3-4 thefts from neighborhood garages, done in broad daylight in recent weeks. I was also told that the police would not come out and take reports. It's just what I was told. I don't have any personal knowledge of anything.
I would gladly pay more taxes to increase the size of the department.
I wouldn't expect a municipal police department for a city of roughly 70K residents to have the resources to eradicate the suppliers and distributors of heroin and meth. It's not homeless people manufacturing or distributing, although they are probably the largest demographic group of users. Many may have become users before they became homeless, as drug addiction usually precludes one's ability to perform legal, useful employment. I would hope that LPD could partner with the Sheriff's Department and federal law enforcement to assemble a task force to push back against this unwanted intrusion by criminal enterprises.
Also, the 4th of July has become a several week-long opportunity to blow off commercial grade fireworks and pistol rounds in my neighborhood, across from the old HP campus. It's gotten ridiculous over the last several years, but I never hear about any busts. I've also never seen flashing lights anywhere, even when people just set up their "stands" in the alley behind my apartment complex and just blaze away for hours without even moving.
I'm probably preaching to the choir, but we could always use more officers, or use empowered citizens to augment the eyes and ears of the police.
I'm sure there are 1-2 officers out there who do not display calm tempered, even handedness.....I just haven't run into them!
I'm wondering if the police ever came to my home this week when my alarm company said they called the police to come to my house. An hour later I cancelled them coming. If they were here, they should have left a card. I wonder if my alarm company lied to me and told me they were coming. I better not get a bill in the mail for the police coming as I have no proof they were here. Are they suppose to leave a card?
In every contact I've had over the years with Loveland police officers, they have always been extremely professional, kind and fair.
In general Loveland has great officers. However, like any other job there are the few that make it hard for the others.

In general, officers seem kind and professional.
In my personal experience, LPD is more interested in making arrests / prosecution than it is interested in serving the community
In the 6 years I've lived here, I've never seen any discourtesy from officers and first responders. I don't get out much so my contacts are minimal but contacts I have had in the course of normal living have been positive. I feel entirely safe.
It seems like the city of Loveland has grown so fast that it has left the PD behind when it comes to staffing levels. Additionally, I spoke with an officer who said that it could take him 45 minutes to respond to a call during high traffic times. Isn't there a way to have another police station out east... and let's me real, Loveland hasn't been a small bedroom community for a long time. It's time to hire more cops to keep us safe.
It troubles me, given issues held over from prior leader, that Fort Collins turned to Loveland to lead the investigation into the recent shooting.
That should be the norm, but, unfortunately, it seems some housecleaning should be done here, first, to be worthy of the trust that is put in our department by the one in Fort Collins
It would be more community-friendly and better service if the on-line "submit a report" had a response time that would be sufficient to enforce violations of law that are actually occurring at the time the report is submitted. Calling the dispatch non-emergency number does NOT receive a timely response either --- so I give up on all of that !

I've heard from more than one person that the whole department is corrupt.
I've always been proud of our police dept and I've taught my children to respect the police. A few years back I had written a letter to Chief Hecker about how amazed I was when one of his cruisers actually snuck up on me on my porch, no sound, no lights just canvassing the neighborhood in stealth mode (with running lights on)...it was amazing to watch this silent vehicle glide down the street...Chief Hecker responded back with the most wonderful thank you response.
Another incident I had was when my son and I came home from be out and there was a very large pit bull pawing at my glassing sliding door trying to get my cats. I called Animal Control, and they said they would come but because of lack of staff it would be a few hours so maybe I should call the police to see if they could help out. They sent an officer but when he saw the size of the dog and that he ate through two fences to get to my house, he decided that it would wait with me for Animal Control My son loved asking him questions. The officer and Animal Control both worked together to make sure the dog got home.
I've had only one direct contact, a complaint about a neighbor who continued to host large and loud sports "events" in his condo directly below me. I called in desperation after midnight following several personal requests to my neighbor. It worked! Thank you!
I hope that the mounted patrol can come back/be more visible. The kids love it and the officers involved were great ambassadors.
I've had two direct experiences with LPD in the past 3 years, as a victim: The first I was treated like the perp and intimidated by police to just let it go, but they finally did something after initially letting the true perp leave. The second incident the previous offender returned, and the two officers were fantastic. The yin and yang in response makes me feel very uncertain about calling for help from LPD again. I fear the type of officer that gets dispatched and whether they'll treat me with dignity and respect, because it's Russian roulette.
I've met the chief and other detectives at local meetings, very impressed with their love of the city. They seemed to serve and protect as the first priority.

I've spoke to a couple officers and Leah Johnson about traffic control on 4th Street. People drive TOO FAST between Colorado and Garfield. Additionally the cluster around Bill Reed around school drop off and pick up is ridiculous. I wish someone would get out there and manage that situation. I've almost run over numerous kids crossing the street from the north side. They seem to think if their parent stops the rest of the traffic will stop. We need stop signs, speed bumps, cross walks and a better solution for those kids. I don't want to hear about some kid getting hit when its something that could easily be prevented.
Keep doing whatever it is your doing in regards to training regarding youths with mental illnesses!!!
Keep on doing a great job. Keep learning, keep being honest and be slow to judge when difficult situations arise.
keep up the good work
Keep up the good work be safe
Keep up the good work! Even if it appears that crime is on the rise in Loveland, I still feel safer here than many other places that I have lived in or visited.
Keep up the good work!!!!
Keep up the great work
Keep up the great work! You are all wonderful and appreciated.
Kind

Lack of empathy in some. A significant trust issue.
Loveland PD clearly wants to do a great job for Loveland residents. It is, however, under-utilizing one it's biggest allies to complete the mission; its residents. With few exceptions, the information about criminal activity in the city should be freely disseminated to the residents so they have the knowledge needed to protect themselves and to be an effective partner with the Police Department.
Loveland police officers are hardworking and ethically motivated people. We are all people working with people, but police services are always under the microscope and that is a hard place to be. I commend them all.
Loveland police protect criminals more than honest citizens. I'm sick of it!
Lower traffic enforcement...Higher solving vagrant concerns. Work more to keep the beggars off the intersections. Put transients to work doing clean up work and community services with someone to lead them and give them direction.
lowering payroll = less cops
LPD is doing a great job.
LPD should establish better relations with the overly critical and micro managing city council members.
Make sure the Dept has enough manpower to handle the too-fast growth in my wonderful city! Crime is increasing as the population continues to grow past the 75,000 number.
More listening and understanding; willingness to go the extra mile, especially when you are a passenger in a hit and run and then told "that's why we have insurance"; showing a small amount of mercy and compassion for slight traffic infractions for law abiding citizens. Otherwise, have had friendly encounters on several occasions involving others. Fairness was apparent.
My experience so far is very pleased with the Loveland Police department. I have high respect for the law enforcement offices of our city.
My husband was rear ended on our motorcycle this spring. I was never called by the police office at the scene. I found out from a neighbor. When I arrived at the scene of accident, the police officer had my husband's address and phone number written on her hand, yet I received no call.

<p>My one personal contact with the Loveland PD was very positive. The responding officers were professional, helpful, patient, and kind - especially in the face of my being "rattled". I was very grateful and impressed by them.</p>
<p>My one personal contact with the officer at the headquarters building gave me the impression he didn't like being bothered when told about a community member's harassing the public when walking on the sidewalk. He did, reluctantly, go out to the person's house.</p>
<p>My only personal contact was over a stolen bike and the Police were very helpful, they even searched the neighborhood and found one of my stolen bikes.</p>
<p>My personal interactions have been fine, but my perception of LPD compared to FCPD (where I moved from after 20+ years) is that they are less community friendly, more likely to draw a weapon, and have a "Good ol' boys" force mentality, which makes LPD a little scary for me.</p>
<p>My survey answers are based on what I see in my neighborhood. I live across the street from Ferguson HS and have lived here since 1992. Before the school moved into the area we rarely ever saw the police but now it is a weekly if not daily experience. I have come home to police with their weapons drawn and even the swat team running around the neighborhood. I see more vandalism, loitering and trash, the school in lock out or lock down, hear more cussing than I ever want to and neighbors complaining. And now we have homeless roaming our streets and alleys at night. In 8 yrs since Ferguson moved into the neighborhood we have seen the school dist. and LPD be reactive but not proactive. I would like to see that change.</p>
<p>My underage (20) son was driving home from a concert at 2:30 am. He was stopped for weaving. The officer stated (in the official report) that his eyes were glassy and he smelled of pot (Wait, did I mention, he was returning from a concert at Red Rocks, and LOTS of people smoke pot all around there). Also, he had a medical marijuana card, which he showed the officer, who did not care. The officer determined he was impaired. Although he was within blocks of home, the officers involved decided to bring him to Larimer County jail for the night, AFTER he brought him to McKee for blood tests, instead of allowing me to come and get him. Bottom line - blood tests showed ZERO alcohol, and minimal THC, WELL UNDER impairment level, and well within legal limit for medical marijuana card. (PS, no blow test was administered). Ultimately, he had to do the weeks of pee tests, and was not allowed to use marijuana, although as I might have mentioned, he had a MEDICAL marijuana card. Finally, he went to court. The impairment charges were dropped (as he was not impaired on any level, legal or otherwise.) This fiasco cost my son over \$3000!!! for a weaving charge, to include over \$300 to get my car out of tow, an attorney, who ultimately had little to do since the blood tests showed no impairment, and he even had to pay over \$400 for those same blood tests, to show he wasn't impaired. I'm sorry, if my respect and admiration for the Loveland PD is not what I would hope it to be. If I had been allowed to get my son, at least the towing charge would not have occurred, and he would not have had to spend the night in PRISON, for allegedly weaving, at 2:30 in the morning, with nobody around, except apparently some bored police officers on a power trip. I understand the need to be tough on drunk drivers, BUT, clearly this overstepped boundaries and other choices could have been made by these officers. There has to be some common sense and mindfulness of the people being stopped, and the situation and circumstances.</p>
<p>This heavy handedness does not protect or serve our community.</p>
<p>My wife receive a \$140 ticket for inadvertently running a stop sign in downtown</p>
<p>Loveland. Police could increase revenue significantly by enforcing the speed limits on 1st street as described above.</p>
<p>Need more of a presence in some areas of the city.</p>
<p>New Chief seems a huge improvement. Still, as a whole, force needs to work on us vs them mentality and training.</p>
<p>No complaints. I know the job is difficult. Thanks for keeping the city safe.</p>

No presence on the street!
Not only is speeding a big problem, but I have seen police speed in town. Seriously?!
Officer did not take call about child neglect seriously. When a 3-4 yr. old is screaming outside of her front door wanting in her house, her mom is passed out in bed, and the house is a filthy mess; shouldn't the officer contact child protection service. Nothing was done. As a neighbor, I witness the lifestyle of this family and can only hope for the poor little girl.
Officers appear to be mostly focused on handing out speeding tickets instead of being focused on crime prevention or true public safety issues.
Officers are generally to people, and don't know how to Interact with with the community.
Our Police people seem so well trained and present a well informed and professional image to us. One of the most valuable things that I see is that you have the appearance of an extremely competent, well trained group of people with up to date procedures. But somehow they have managed to maintain a small town kind of relationship with the people of Loveland.
Over all I think the Loveland police department is slightly above average when compared to surrounding city's. I feel the quality of work is great but the attitude of officers are what brings the department down. When I wave at an officer and make eye contact I expect a reaction not a blank stare. When this happens i belive people start to loose respect for the department and become less likely to want to interact with the department. Multiple occasions this has happened me. Last year I tried making a donation to the Santa cops program but was completely ignored. My younger brother is an officer and one of my best friends is a trooper. I have a lot of respect for all officers and I thank you for your service.
over all, you guys & girls do a great job!
Overall I think the department is doing a great job. I think the increase in population and social problems of homelessness, gang activities and drug abuse along with the traffic problems are being addressed fairly well. Something HAS to be done about the over crowding of our roadways and I know this has to be a collaboration with the city planners but perhaps more visibility and enforcement of traffic laws might be helpful in controlling the flow of the main corridors.
Overall it's a tough job but a crack down on driving with cell phones and noise enforcement needs to be addressed
Overall, I believe, like most policemen, Loveland Police do an outstanding job in the community. My one ticket in 20 years was because I was going too fast and I have the utmost respect for the officer who pulled me over.
Overall, i feel the police department does a good job. As our community continues to grow, the police must step up their game.
Overall, I have a high regard for those who wear the uniform. They have my respect and trust. I do encourage a higher police presence in the area of Taft/Wilson/1st Street intersections during peak traffic hours. Every light change is a signal for hard acceleration and actual drag racing that can be clearly heard from our location in the Cottonwood Meadows development. And somewhere to the South & West of us, in the very early morning hours, there are a number of these events that can be heard nearly every day...extremely raucous speeding and hard acceleration???
Overall, I think that LPD is doing fine. Traffic enforcement is definitely lacking.
Overall, they are doing a fine job at present.
Overall, they do a great job.
Perhaps underfunded or funds need to be channeled to more needed areas from the 'community building' areas.
Please enforce traffic rules as posted. If not going to enforce them, take them down as it puts those of us who do follow them at risk!
Thank you for everything else you do for our community!

Police are people too and I empathize with them. Most of the time they genuinely care about citizens and are here to make a difference in our city. However. I feel I've personally been let down by the Loveland police department. And Not only does this affect me, but others who have gone through what I did. I tried to get justice
Police leadership allowed to be used by mayor (Cecil) to put down political opponents during school board election in 2015. This was abuse of his power.
Police officers have a tough job. I admire and respect their call to duty and willingness to serve and protect. In my 17 years living in Loveland, I've see our police force all over and on patrol, and they consistently seem attentive and professional. I'm happy to live in a community protected by the police department. Extend my thanks for all they do, face everyday, and overcome.
Police Officers should be a better example in their driving performance. Better use of signals, speed and attentive driving without cell phone use while driving.
Polite assholes!
Pretty good people to work with. Feel comfortable around them.
Professional demeanor, willingness to help,
professional, courteous, friendly
Professional,courteous and knowledgeable. I would not hesitate to contact them for any issue!
Reported graffiti months ago and it has not been removed.....I would like to see a graffiti "hotline" if there isn't one currently
Response time is very slow in certain issues.
See comments in #19 above. Come down several notches from where you think you are and treat others like you would want to be treated. If things go south because the contact is truly a jerk, then at least you have tried to be civil and understanding. My wife was belittled by a lady traffic officer frankly because she is white and the officer is Hispanic. Racism is a two way street and the badge and uniform do not give such officers the right to act in such a manner. She knows whom she is and needs to back it down. I understand that it is still not equal out there on how women are treated in jobs that men have typically held both internally and externally, however they can prove their right to be where they are by doing good solid work and still treating contacts like human beings. If the guys in the department are tough on them, the guys need to back it down and be helpful officer to officer. There is no need for race or gender issues and really no place for it especially in Law Enforcement.
Seeing all that our officers have to deal with these days, I realize it takes special people to know the law and uphold it for the public safety. I would expect that to be a police officer, an individual needs to meet all the training and be up to speed on all our laws plus have the right personality to deal with all people issues.
Seem to be very professional and serious hard workers
Seems like the Us against Them attitude with the local police is an ovwrwelming issue... no understanding of ethnic groups and some are just nasty
Several calls we have made to the non emergency line have been met with a poor, unhelpful attitude and very little information to assist with our issue. Train dispatchers to at least point callers in the right direction instead of saying "There's nothing we can do" and ending the call.
Stand up ladies and gentlemen. I've always had great respect for the LPD.
stop treating everyone like they are a criminal - we deserve respect
Thank you all for your service to our community!
Thank you for all of your service!
Thank you for all that you do.
Thank you for all you do to keep our city safe and to protect the citizens of Loveland. You are very much appreciated and our family prays for your safety daily.
Thank you for all you do to keep our community safe.
Thank you for serving Loveland. It is a dangerous profession, but we need you.

Thank you for serving our Community!!!
Thank you for the work you do. Police Officers have such a difficult but essential job to perform and I personally couldn't be more thankful to live in a town with an excellent police department.
Thank you for what you do! I know it's often a thankless job, and I know you have to deal with things most people couldn't imagine. You have my sincerest gratitude for your service. As a side note, I know the political landscape has been tumultuous for you guys lately. I hear many officers who believe that BLM and kneeling during the national anthem is meant to protest police officers. It's not. It's protesting systemic racism, racism that SOME police exercise, and mass incarceration of Black people. Please know that while I empathize with BLM and people who kneel during the anthem, I deeply respect you as our police force. I know that most police are good. It would go a long way for our community if all the police officers understood the cause behind BLM and kneeling during the anthem. They may not agree, but the cause wouldn't be so widespread if it wasn't a serious issue in many places across our great nation. I am grateful that our police officers have maintained a positive relationship with our community despite national turmoil.
Thank you for your service.
Weed out the ones who do not live up to the moral code of peace officer.
Thank You for your Service. My prayers are with you all!
Thank you for your very important service to our community. You are appreciated!
THANK YOU!
Thank you, all of you, for your service to the community.
Thank you.
Thank you.
Thanks for your dedicated service to the citizens of Loveland!
Thankyou for all you do and the horrible things you job includes. There are still good cops, I pray for all your safety, wisdom in decisions, discernment with practical knowledge and revelation in all relationships .
The current Chief is doing a good job, but he needs to educate our City Council more on issues of mental illness and homelessness
The last couple of times we were in downtown, Officers walking around were engaging the citizens in a friendly and respectful way. LPD officers seem to care about their community.
The line level officers seem competent and dedicated, but bad customer service in the dispatch center and no public information program make the department look bad and hides the good work being done on the street.
The Loveland police department appears to have undergone significant cultural changes. Thank you ALL for your professionalism.
The LPD is a very professional and efficient department.
The LPD is maintaining excellent professionalism and doing all they can to keep the City of Loveland safe. Unfortunately, they get a bad rap from people who are misinformed or out for a vendetta. These men and women put their lives on the line every day to keep crime in check, gangs and drugs off the street, while dealing with pettiness from some of the public who just don't have a clue what our police officers do. The officers have always been efficient, courteous, polite, helpful, knowledgeable, and ready to step in when needed. I have lived in cities where officers were indifferent and unprofessional. The LPD has some of the best officers I have ever met. The community needs to realize this.
The majority of the time I see police vehicles, they are sitting to watch for speeding and stop sign violations. This seems like more of a money grab than safety and protection. At best it's a bad look, at worst it limits the presence they can provide protecting us from a wider range of safety concerns.

The only issue I have, and it's rather trivial and minor is that they like to use these small 18 inch traffic cones at accident scenes. The larger 28 inch and 36 inch cones are more compliant with MUTCD and CDOT requirements and provide better visibility enhancing responder safety at traffic incidents.
The police men and women seem unsympathetic that their job is working with people. I've been yelled at trying to get home after they close the road to my house. I've been ticketed because I look younger than my age. When I file a noise and safety complaint with the police. They come and join in on the party with my neighbors. I can't think of a positive experience with the Loveland Police.
The presence of marked police cars throughout the city give me a comfortable feeling.
The stink!
The white cops protected the White person that was spitting on my family.at IHOP ...HATE CRIME and was on video and they did not even LOOK A THE VIDEO the manager saw it for her self ..and still did not look ...HATE CRIME..LOVELAND COPS ARE RACE WHITE DRIVEN AND UNFAIR YOU HAVE A PROBLEM THERELAWSUIT COMING SOON IF YOU DON'T GET THIS FIXED SOON
There are several ongoing issues in the neighborhood but the police doesn't inform us on how to stay safe. SWAT, blocked off streets, chases, pulled guns are now the norm in my neighborhood.
There are two types of officers that I have ever encountered or heard of: the nice people who remember people by name and make sure they are being fair and professional, and the "scare them straight" people who overdramatize crimes and crime rates in order to justify being rude to citizens to exert power.
There is a detective that is cinacle, lazy, bias, discriminatory, and corrupt. All he cares about is making an arrest, there is no investigation to look at the whole situation. He manipulates people, twist words and sends innocent people to jail.
They always say they are here to serve but whenever my friends and my family call, we are never served. The LPD has become so lazy over the years and they think they are so great. I can't stand them anymore. This all started under Tom Waggoner and got really bad under Luke Hecker. I really hope Chief Ticer teaches these men and women what it means to serve the community again, so we can trust and appreciate the police department again as we used to years ago. When we call for help, do something! Do not do nothing! I am so glad to have the opportunity to fill out this survey - thank you for asking. You may not be getting the answers you want to hear, but you are getting HONEST answers. If the city manager had any idea how many times people call the police and get absolutely no action, they would flip. After car accidents, after little children being flashed at the park, after hit and runs - cannot even get a call back from the police. This is the God's honest truth. These were incidents that occurred under the last administration except for the car accident. That happened recently. They won't even come to investigate the accident - will not come to the accident site!
They are very courteous and respectful.
They do a great job
They have always been very kind and polite when I have interacted with them.
They have always responded quickly when called. Feel safe as they are out and about.
they need to better patrol speeding on 29th between 287 and Taft. It is unbelievable!
they rock! put their life on the line each day, they protect and serve and boy do they put up with some s*&^.
They suck at life
They're doing a great job

<p>To many loud motorcycles... I do know if they are out of code or not but I hate how they year around town deafening me and my little children. Give them tickets for being too loud. Speeding down 1st Street. Again, the growing homeless problem! Clean up "old town" Loveland. It doesn't feel very safe because the homeless are EVERYWHERE. When an officer is wrong and gives the wrong person a ticket and they are approached about it..listen to them! Your officers (while I am grateful for them and we might have it better than I know) seem prideful and not open to listening....this does all come from issues we have personally had. There has been nothing redeeming since the offense happened. Also the lights are TOO bright. I'm pretty sure with all the new LED lights I or someone is going to crash because it's just so blinding. I am all for their safety but do you need to look like the summer sun lighting up half of Loveland! Focus the lights on the car you have pulled over maybe and not use all the flood lights! Ok thanks for listening.</p>
<p>Tough job, but so necessary.</p>
<p>Traffic officers need to be very descriptive and informative when taking statements during an accident. Detail oriented is key as their report has lasting ramifications w/ insurance companies. Please be more sensitive in attention to detail.</p>
<p>Trust between communities and law enforcement is declining precipitously all around the country and it appears that police departments are experiencing disconnect from the communities they serve. The Loveland PD shot and killed a man not a mile from my home earlier this year, and I saw no explanation in the media as to why that was justified. I am afraid of the police. I have no confidence in their abilities as peace officers and the basic principle of "innocent until proven guilty" seems to have vanished from our criminal justice system. I would like to see the LPD actually enter into a conversation with the community rather than just surveying us. I believe that cops spend so much time interacting with only criminals that they have no comprehension that there are a lot of people who are good and kind and principled. The thug mentality in the White House and racism all across the country are threats to the greatest asset this country has - our diversity. All humans deserve to be treated with dignity and respect.</p>
<p>Twice in the last year I've had to call the police on the homeless. One on a homeless family who lived in the Library parking lot for 5 months, and another downtown who tried to get into an event we were sponsoring to try to get free liquor. Both times, the police officers who responded were more than I expected. They explained reasons why their hands were tied in some situations, they shared their frustrations, they handled the situation extremely professionally. I also saw a group of officers on their bicycles, I think a training program, and as I walked by them, they treated me like a queen - very respectful, friendly, and acted as if we were all old friends. I've lived in many cities in my life, and I can honestly say this is the BEST police force I have had interactions with. They allow me to sleep peacefully.</p>
<p>Very biased. Women calls on domestic issue 50 cops arrive, a man eventually they show</p>
<p>Very good job</p>
<p>Very judge mental. They definitely cater to the wealthy. They look to criminalize everyone who doesn't fit status quo, often doing only a short one sided investigation. If catching a person doesn't somehow benefit then, they genuinely don't care and ace unconvinced at times. They need to find some real honest people to work for our town instead of some of the imdiduals that should have left with the last chief. Clean house! Show Loveland you care and want to make us safe again!</p>
<p>Want to see police officers out and about. Driving through neighborhoods, at schools, in parks, on the trails, at a he library and rec center.</p>
<p>We are fortunate to have a hard working, dedicated Police department and a competent new police chief.</p>
<p>We are fortunate to have so many good officers.</p>
<p>We have an outstanding department in this community. Thank you to the hard working officers and support staff.</p>

We have known Sgt. Bob Rabson for several years and he serves as a excellent representative of the quality of the department.
We honor and respect the Loveland Police but are concerned in the underfunding and lack of support from the City Council to make sure the police have everything they need to make their jobs less difficult and much safer. Perhaps we should have some social media program to tell all the awesome things that our police do on a daily basis.
Well trained. Friendly.
What ever happened to DARE programs at school? I think it is more important than ever to educate kids about marijuana- legalities and pain killer/ narcotic epidemic
When I phoned a complaint about a neighbor's dog, I was told it would be an anonymous report. However, the dispatcher was an acquaintance of the neighbor and she told him I had called the complaint in. This led to an ugly few weeks as the neighbor thought it was okay for his animals to bark continually and lunge at the fence. I was trying to sell the house and lost a buyer due to the neighbor's animal behavior. Sorry I couldn't reveal my name to staff but not publically!
When they showed up at our door in the middle of the night, would not announce who they were, stood in the shadows so we could not see them and shined their light in our eyes so we could not see, all for an altercation that had happened to someone who wasn't living with us was ridiculous, especially when they knew the address of the altercation. Very intimidating and uncalled for behavior from our perspective.
With only one exception, all the officer's I've met have been pleasant, professional and knowledgeable. There are some really nice people on the police force.
Would like officers to have less stress. Would like more officers to join on the force. Would also like to see more patrol units in the South East part of town.
You all are great, keep up the good work!!!
You recently stopped my friend who was walking on North Wilson Ave. based on an anonymous tip that someone was checking for unlocked cars in a parking lot. She was terrified and humiliated. She is a pillar in the community. Neighborhood watchdog vigilantes have run amok. They are emboldened by anonymity and video on social media and they are ruining people's reputations with public accusations. I like community policing but not by busy-body stay-at-home moms with too much time on their hands.
Your Department does a terrific job considering how stretched your resources are. Thanks for your service.
Your motto is silly. I can see it as something internal, but whoever thought of presenting that as a public motto, should have thought about it harder.
Your presence speaks volumes, be out there like you are and enforce our laws - with a kind hand when you can but if they don't comply.....