



# Annual Report



# 2017



## **OUR MISSION**

***Save Lives, Fight Crime, Survive.***

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## **OUR VALUES**

***R.I.S.E. to Excellence!***

### ***Respect***

**We treat people with respect, civility and dignity.**

### ***Integrity***

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

### ***Service***

**We exist to serve our community and make a difference.**

### ***Excellence***

**We promise to give our best pursuing excellence every day.**

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Dear Community Members:

It is my honor to present the 2017 Loveland Police Department Annual Report to you. This document contains a vast amount of information about your police department and highlights the outstanding work of Loveland's Finest.

2017 brought continued growth to the City of Loveland and to the Police Department. Continuing with the 10-year plan, supported by City Council, the Department added an additional four officers and one sergeant position to the ranks. In addition to the new positions, our Department focused on filling vacancies by hiring for character and training for competence.

In 2017, sworn officers and professional staff achieved many goals, accomplishments, and implemented new programs while strengthening others. Below is a list of some of these highlights:

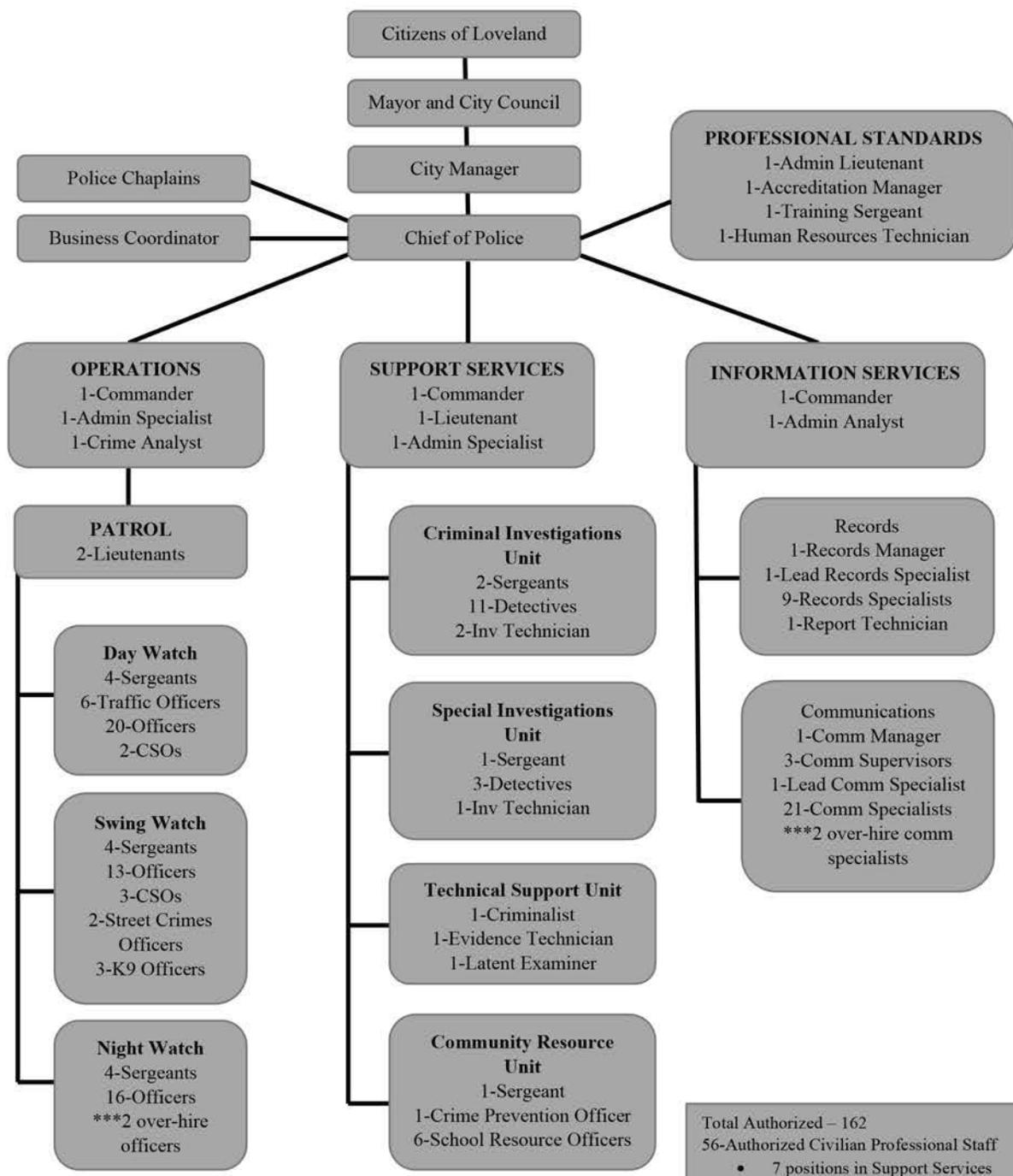


- Continued to focus on the three Department goals: "Reduce Crime/Fear of Crime; Traffic Safety; and Community Education." Each member of the organization is challenged to make a positive difference each day and each shift in these areas.
- Focus on the Department's Mission Statement-"Save Lives, Fight Crime, Survive."
- Focus on the Department's Values-"Respect, Integrity, Service, Excellence (RISE)."
- Reduced Part 1 crimes by 14.3% compared to 2016 data.
- Reduced car crashes by 4.5% compared to 2016. This was the lowest number since 2014, even with an increase in population and traffic volume.
- Increased Driving Under the Influence (DUI) arrests by 35% compared to 2016 data.
- Continued to focus on community programs such as: Santa Cops, Community Night Out, and sexual assault awareness/defense classes.
- Focused on training supervisors and leaders through the International Association of Chiefs of Police (IACP) Leadership in Police Organization (LPO) curriculum.
- Promotion of two new sergeants (Amy Wheeler and Gary Patzer).
- Hired two division commanders from outside of the organization (Assistant Chief Ray Butler and Deputy Chief Eric Stewart).
- Began design of the joint Police Regional Training Center in partnership with the City of Fort Collins.
- Continued to focus the Data Driven Approach to Crime and Traffic Safety throughout all areas of the Department.
- Marked the School Resource Officer patrol vehicles with specific school colors and design to further strengthen relationships with the School District, parents, students, and staff.

With 2017 behind us, in partnership with community, our Department plans to move into 2018 with passion and commitment to achieving our goals and improve in all aspects of the Department to best serve the people who we are sworn to protect. On behalf of the men and women of this fine organization, thank you for your trust and support.

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

# Organizational



Total Authorized – 162

56-Authorized Civilian Professional Staff

- 7 positions in Support Services
- 7 positions in Operations
- 39 positions in Information Services
- 3 positions in Administration

106-Authorized Sworn Positions

- 75 positions in Operations
- 27 positions in Support Services
- 1 position in Information Services
- 2 positions in Professional Standards
- 1 Chief

# Chart

# Administration

## Administrative Support Staff



The Administrative Support Staff provides valuable service to the Loveland Police Department. These individuals work tirelessly behind the scenes to make sure the day-to-day activities of the police department run smoothly. Elizabeth Markham (Executive Assistant to the Chief), Sara Wiggett (Business Services Technician), Conny Hilgenfeld (Business Services Technician), and Amy Johnson (Human Resources Technician) comprise the Administrative Support Staff. The Loveland Police Department thanks them for the vital role they play in helping us chase our mission.

## Crime Analysis

Mark Rudolph is the Crime Analyst for the Loveland Police Department. As a crime analyst, Mark measures and compares data in order to provide support for the administrative, strategic, tactical, and intelligence activities of the Loveland Police Department. He also works to identify crime patterns, series, and trends that help officers and detectives in preventing and suppressing crime as well as in the apprehension of criminals. To further this endeavor, Mark was instrumental in the department's implementation of the Data Driven Approach to Crime and Traffic Safety (DDACTS) program. This cutting edge initiative works to identify the areas where crime is occurring and deploy officers to those areas in order to reduce crime. In 2017, the City of Loveland saw a reduction in Part 1 Crimes (FBI tracked) of 14.3%.

Mark provides crime maps to help officers respond to current public safety needs. Other items included in these activity categories include workload analysis, citizen surveys, officer training, special project design, and program analysis. The Loveland Police Department is committed to using technology to help combat crime and improve public safety in Loveland. GIS technology produces the maps, which helps pinpoint criminal activity. In addition, statistical software compiles and analyzes data from a variety of sources including police reports, CAD calls, census information, and other statistical data.

and

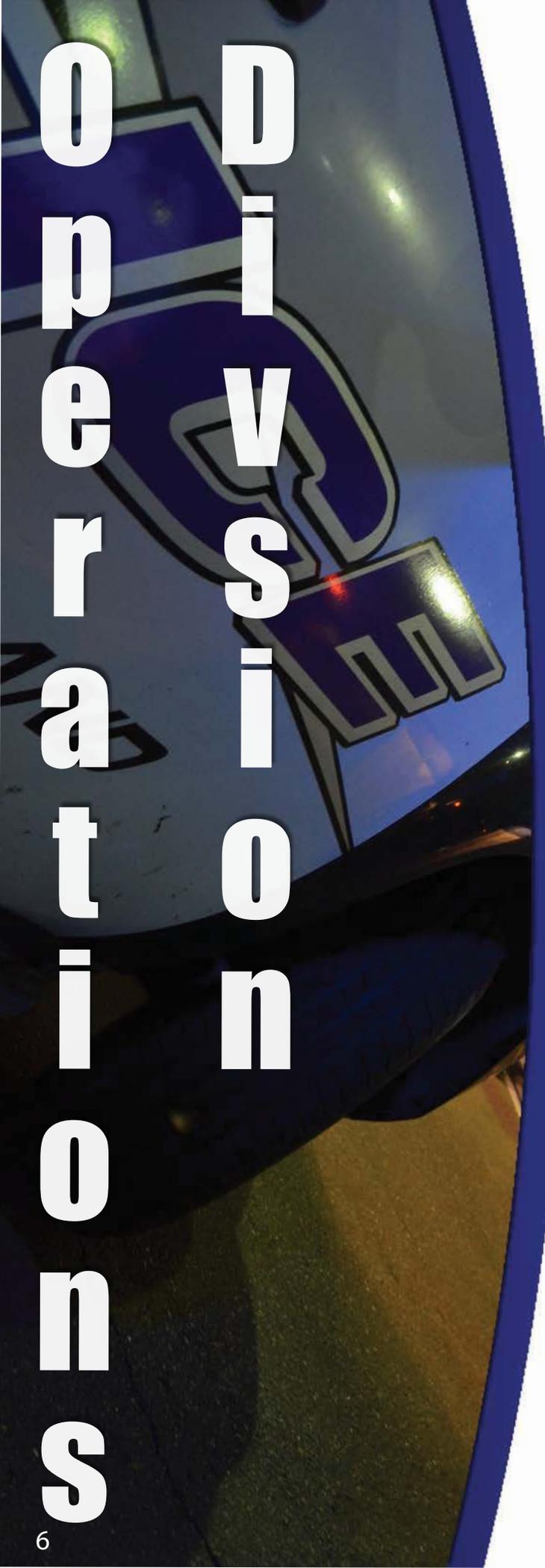
# Crime Analysis

In 2017, salary budgets citywide allowed for an average of 3% merit raise for employees. The Police Department operating budget increased for 2017 compared to years prior. We did receive approval for a supplemental request to add 5 full time equivalent positions to our ranks, which included a new sergeant position. Additional expenses cover the continued costs with the increase of police department personnel to accommodate workloads.

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

The Loveland Police Department continues to receive grants from our law enforcement partners. In 2017, we received a higher level of funding from the State of Colorado Department of Transportation for DUI, seatbelt, and traffic enforcement. We, also, receive a small JAG grant for the Special Investigations Unit and a VALE grant for \$35,000 to help fund a part-time victim services coordinator.

We provide communication services to Thompson Valley Emergency Medical Services and Berthoud Fire through a paid contract with those entities. The Thompson R2-J school district provides funding support for school resource officers to staff all middle and high schools in the district. The City collected over \$669,000 for traffic and other offense fines. The department also receives some reimbursement for officers working special events. The police department paid the Larimer Humane Society nearly \$465,000 for animal control services provided to the community. We also have large contract payments each year to vendors for our communications and records management software support. We make annual payments for many services including juvenile transports, the behavioral health center, department psychologist, an indoor gun range, mobile wireless, transcription, NCRCN, accreditation, and warrant entry. The department also spent over one million dollars on our fleet.



# Operations Division

As the largest division of the Department, Police Operations employs 83 of the total 155 Police Departmental employees authorized in 2017. This division is perhaps the most visible of the Department as it focuses on the uniform operations of policing in Loveland. Operations houses the brave women and men who respond to citizen calls for service 24 hours per day, 7 days per week. In fact, they responded to over 55,000 calls for service in 2017.

While the officers and their supervisors are very busy and work very hard, they have positively influenced the City's safety and security in some measurable and important ways. LPD began operating under a Data Driven Approach in 2017 and used data to focus our efforts more accurately on crime reduction and traffic safety. In fact, 2017 accounted for the first overall reduction in traffic crashes in the past 5 years. While engaged in those efforts, however, we were also able to reduce some important crimes in our community: burglaries reduced slightly while thefts overall and criminal damage to property incidents reduced impressively. The unfortunate aberration in that trend related to motor vehicle thefts which increased by 30% last year, but still below the national average.

Included in our Operations Division is our Traffic Unit, which is small but has a mighty impact on the safety of our public streets and roadways. The Operations Division overall completed over 492 arrests for Driving Under the Influence of Alcohol and/or Drugs last year. This is an increase of over 35% from 2016! Again, this involved all of the Operations staff but the Traffic Unit has officers specifically scheduled and charged to reduce this huge threat upon our roadways. We also experienced a 20% increase in traffic citations in 2017 due to a stronger focus on traffic safety and being present in high traffic and high crime overlap areas.

Operations also houses our Field Training Unit, an assignment taken on by officers in addition to their “primary” roles within the Department. This unit remained busy throughout 2017 working to train officers to replace those who retired as well as filling the new positions offered by our City Council to impact crime reduction, traffic safety, and community education.

Our two officer (and one Sergeant) Street Crimes Unit operated under the umbrella of Operations in 2017. This high impact unit works to address street level drug trafficking as well as tracking gang-related interventions, conducting surveillance, and disseminating significant intelligence throughout the City. These versatile officers wear full uniforms at times but also operate in plain-clothes depending upon the specific task and are an invaluable asset to our crime reduction efforts.

Very importantly, Community Service Officers round out the team of highly committed and effective public servants in Operations. Our Community Service Officers address non-injury crashes, prisoner transports, parking enforcement, and lower risk crime reports on our behalf. They are professional staff members who wear uniforms and badges but do not carry firearms within their role. They truly provide effective and efficient support to our sworn personnel every minute of every day.

I am very proud of the great work and accomplishments of the men and women in Operations and hope that you’ll enjoy reading further about our successes and our challenges as we continue to work to improve how we serve you, our most valuable customers.



Assistant Chief Tim Brown

# Operations Division



# Traffic Unit

The Loveland Police Department Traffic Enforcement Safety Unit (TESU) is responsible for enhancing roadway safety. The TESU promotes the three “E”s of traffic safety; Education, Enforcement, and Engineering.

In 2017, the unit experienced:

- The addition of a sergeant/supervisor
- The expansion of the unit to six officers and one sergeant
- Participation in updating the Northern Colorado Traffic Safety Task Force (NCTSTF)
- The replacement of the aging motorcycle fleet with Harley Davidsons
- The addition of a mobile Breath Alcohol Test van reassigned by CDOT for use by the NCTSTF at no cost to the Loveland taxpayers
- Increased State of Colorado grant funding for High-Visibility Enforcement for impaired drivers and Click It or Ticket for occupant safety.
- Updating the in-car camera systems to High Definition
- The addition of two Drug Recognition Experts for enhanced detection, recognition, and prosecution of drug-impaired drivers

The TESU expanded its role in traffic safety by participating in several continuing and new multi-agency events focused on traffic safety to include enforcement during the Border War, the football game between CSU and University of Wyoming, and several operations with the Colorado State Patrol and the Larimer County Sheriff’s Office. These multi-agency efforts will increase in 2018 with renewed efforts on motor carrier safety.



## Special Weapons and Tactics

Loveland Police SWAT provides tactical support to the units in the department and resolve incidents that present a high risk to the personal safety of the citizens of our community and our Police Officers. SWAT tactical officer's train each month per national standards. The team completes a total of 280 hours of training per year. SWAT's primary mission is to save lives. The members of SWAT are specially equipped and trained to respond to a variety of high risk situations. Our tactical team is comprised of police officers from various assignments throughout the department. The Loveland Fire and Rescue Authority (LFRA) and the Thompson Valley Emergency Medical Services (TVEMS) also provide support and staff for SWAT missions. They provide tools, specialized training and medical support in all operations. There is also a Crisis Negotiations Team that assists SWAT to resolve situations peacefully. This team consists of officers from various units in the department and are highly trained at the state and national level. Loveland SWAT also works in mutual aid with regional, state and federal law enforcement agencies on various missions that present a high risk or required specialized skills.

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

- Barricaded persons
  - Service of high-risk arrest and search warrants
  - Hostage crisis
  - Civil unrest
  - Very Important Person (VIP) security details for local, state and national officials
  - Counter-terrorism response
- In 2017, the SWAT team responded to 44 calls.

The leadership of the SWAT Team includes:

- Commander-- Lieutenant Brent Newbanks
- Team Leader—Master Sergeant Phil Metzler
- Assistant Team Leaders – Sgt. Gary Patzer and Sgt. Matt Roberts
- Crisis Negotiations Team Leader—Sergeant Rob Pride
- Sniper Element Leader—Officer David Roberts



# 2017 K-9 Unit

In 2017, the K-9 Unit had 515 deployments in the areas of officer safety, suspect apprehension, illegal drugs detection, protective sweeps, and locating items associated to criminal activity. During the first four months of the year, the unit was heavily involved in training our two new K-9 teams. These new K-9 teams consisted of Officer Ryan McAuley with K-9 Pako and Community Service Officer Travis Tebbe with K-9 Jojo. Officer McAuley and K-9 Pako successfully passed the K-9 academy obtaining certification in patrol functions and narcotics detection. Community Service Officer Travis Tebbe and K-9 Jojo successfully passed the K-9 academy and received certification in explosive detection and search and rescue.

The mission of the unit is to assist officers and save lives utilizing the canine's advanced abilities and skills. During 2017, the K-9 Unit, working with patrol and other specialty groups, placed narcotic interdiction as a priority for enforcement action. This focus helped to ensure the safety of officers and community members. To assist with the goal, the unit hosted two local interdiction details and worked in partnership with other local law enforcement agencies to assist in locating criminals and preventing active criminal events including: narcotic violations, parole violations, driving under the influence, and warrant arrests.

Monthly, each team spends a minimum of twenty hours training in their assigned disciplines. The teams are required to certify annually for all functions and maintain certification through a federally recognized canine authority. The unit has three members specifically certified as Decoys to aid in the training process: Officer Matt Sychla, Officer Abe Hill, and Unit Volunteer Josh Coseo.

K-9 teams commonly respond to assist other local agencies and have assisted law enforcement throughout the state. Currently the unit has Belgian Malinois, Labrador Retrievers, and a Dutch Shepherd in service. Utilizations for the unit continue to rise as call load and demand for the services/resources increases. There was an increase of 58% in utilizations in 2017 over 2016.



# 2017

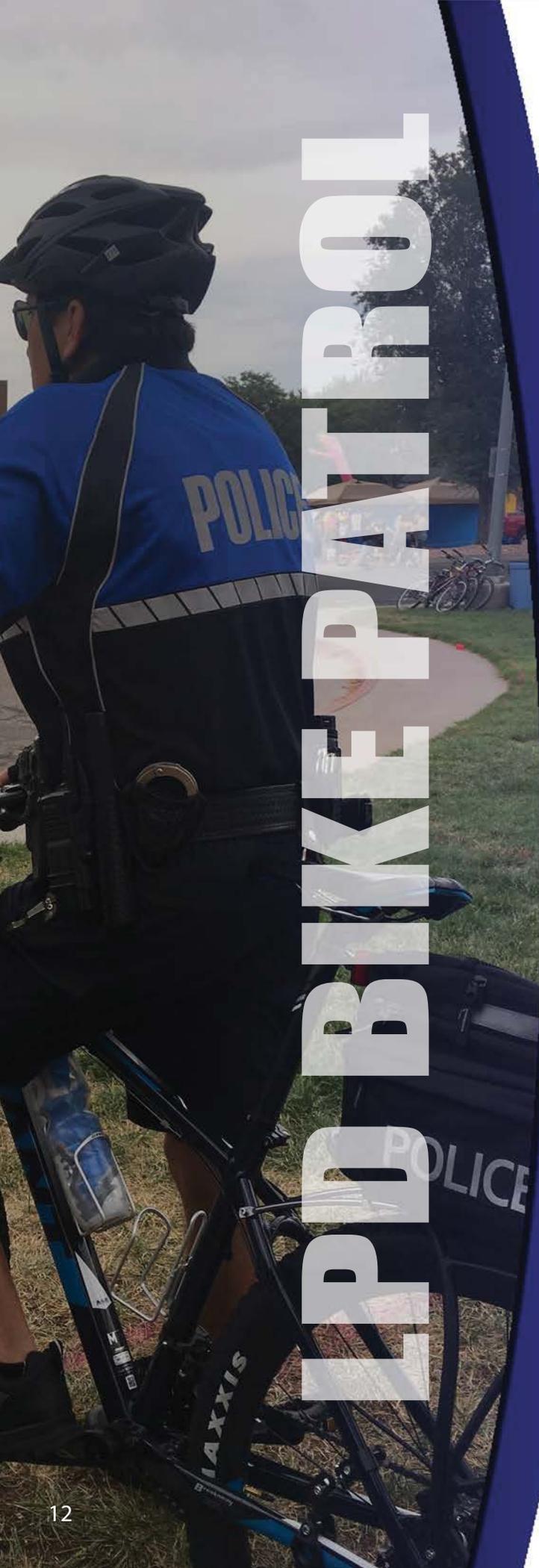
# Mounted Patrol Unit

Loveland Police Department's Mounted Patrol Officers work this assignment as a collateral duty: an addition to their regular assignments whether in uniform patrol or other specialized assignments. In 2017, the Unit was staffed with four trained riders. Our horses are trained and available to the unit through private ownership by Unit members as well as city-owned horses but no City-owned horses were fully trained and approved in 2017.

In-service and updated training for all riders (and horses) is recurrent, but everyone must complete a forty-hour basic training course that is followed up by Unit training that occurs as regularly as the collective schedules permit.

Loveland Mounted Patrol Officers provided extra patrols and security for the City's Bike/Hike trail system, parks, and special events such as the highly popular Fourth of July celebration at North Lake Park. Our partnership with the Larimer County Sheriff's Posse allowed us to remain present and assist at the park celebration. Mounted personnel achieve a very different perspective (view) of the crowds and potential issues of public safety and assist with larger scale concerns when they arise.

The Mounted Patrol Unit receives amazing support from the community at large and some of its special partners within the community with financial donations. Without these donations, our unit would struggle significantly to insure the health and safety of the horses and their riders in providing specialized public safety services to the City of Loveland.



# L.P.D. BIKE PATROL

## **Introducing the Loveland Police Department Police Bicycle Program**

In 2017, Loveland Police Officer Burke Baldwin proposed an idea to bring back the bicycle patrol program to the Loveland Police Department to increase officers' mobility throughout the city, including the trail system, and to enhance community-policing opportunities by allowing more personal interaction. Sergeant Brandon Johnson studied the costs and benefits to the department. The proposal garnered excitement and enthusiastic support, quickly gaining momentum. Fifteen police officers, including Chief Ticer, attended a challenging 40-hour training course in August to learn safe police bicycle practices. Officers were equipped and uniformed. The Bicycle Unit patrols the downtown area and schools, participates in community events and bike rodeos, and members often ride as part of their normal patrol shift. This program has become very popular and additional officers will certify in the near future.



In 2017, the Support Services Division saw the retirement of Captain Bob Klinger. We appreciate his many years of service to the Loveland Police Department and the City of Loveland. Predictably, this led to a time of transition in the division, which the members of the division handled with the utmost professionalism. The department was fortunate to add Assistant Chief Ray Butler to the Command Staff. His experience with the Arizona Department of Public Safety's Major Crimes Division made him an excellent choice to head our Support Services Division. Welcome to LPD Assistant Chief Butler!

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

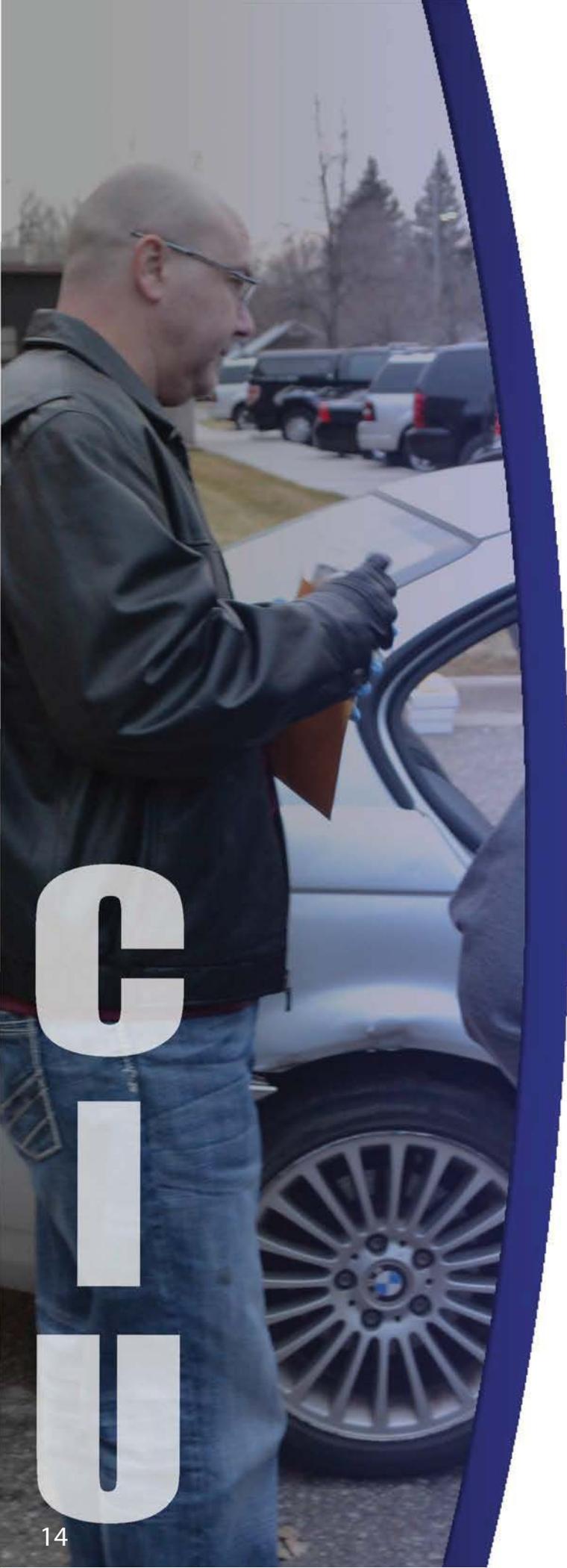
The Community Resource Unit houses our School Resource Officer (SRO) Program and the Crime Prevention Officer. The SROs cover all three high schools and all four middle schools. The SRO Program puts specially trained officers in the schools to combat unique crime and quality of life issues faced by our student population. The Crime Prevention Officer coordinates neighborhood and business safety programs, conducts safety fairs, and hosts several community outreach events for the various populations in the City of Loveland.

The Special Investigations Unit (SIU) members are assigned to the Northern Colorado Drug Task Force. This Task Force comprises members of local, state, and federal law enforcement agencies who partner with us in the unending battle with illicit drug trafficking. They target the drug traffickers in our area and the Task Force arrests significantly impact the flow of drugs into Larimer County.

The Technical Support Unit (TSU) are our crime scene investigators. Their work is instrumental in assisting in solving complex crimes. A Crime Scene Technician program, which utilizes officers in various assignments to complete on scene evidence collection and laboratory analysis, helps with workload. TSU is responsible for all evidence and property officers receive, hopefully reuniting stolen or lost property with its rightful owners. The evidence collected associates with all levels and types of crimes including burglaries, stolen vehicles, assaults, and unfortunately, even murders.

Finally, our Criminal Investigations Unit (CIU) handles follow up investigations of large scale felony cases including property and persons crimes. The detailed work they complete takes much more time and attention than often portrayed by the various popular television shows. The Unit consists of one lieutenant, two sergeants, ten detectives, and two investigative technicians. CIU also runs our Cyber Crimes Unit, which specializes in internet based crimes including sex crimes against children.

# Support Services



## **Criminal Investigations Unit**

The Criminal Investigations Unit (CIU) is staffed with one lieutenant, two sergeants, eleven detectives and two investigative technicians. The unit is responsible for investigating serious felony level crimes: homicide, sex assault, burglary, robbery, auto theft, and larceny. In 2017, the unit managed over two hundred sex offenders.

CIU assigned 658 cases and investigated 122 Department of Human Services referrals. The unit maintains a subunit dedicated to Cyber Crimes, which actively pursues Internet Crimes Against Children. The following list is a snapshot of the cases assigned in 2017 (not all-inclusive):

- 2 Homicides
- 119 Sex Assaults
- 20 Exploitation of Children cases
- 10 Robberies
- 37 Burglaries
- 65 Crimes Against Property cases
- 44 Motor Vehicle Thefts
- 41 Identity Thefts
- 48 Death Investigations

## **SPECIAL INVESTIGATIONS UNIT**

The Loveland Police Department Special Investigations Unit (S.I.U.) is the primary unit within the police department responsible for the investigation of illegal manufacturing and distribution of illicit drugs. The unit consists of one sergeant, three detectives and a civilian investigative technician, who are all assigned to the Northern Colorado Drug Task Force (NCDTF). The Northern Colorado Drug Task Force is a joint effort of local law enforcement agencies in Larimer County, consisting of the Loveland Police Department, Fort Collins Police Services, Larimer County Sheriff's Office and Colorado Parole.

The primary mission for this unit is to target and dismantle medium to large-scale distributors and organizations involved in the sale of illicit drugs in our community. The unit regularly targets larger organizations in order to produce significant impacts to the drug networks and our community. The drug task force continues to primarily focus on the distribution of heroin, methamphetamine, cocaine and synthetic cannabinoids. The task force is also responsible for responding to, processing and collecting evidence at clandestine methamphetamine labs in Larimer County.

Members of the unit continue to give presentations on methamphetamine labs, the opioid crisis and other related topics throughout the city and local community. The task force continues to support the Drug Endangered Children program. This program is working for the children who are victims of drug abuse environments. We have also worked consistently with Larimer County Department of Human Services to enforce protocols for evaluating children that have been exposed to a drug environment.

The Special Investigations Unit Drug Information Tip Line is (970) 416-2560.



# Community Resource Unit

The Community Resource Unit is comprised of six School Resource Officers (SRO), a Community Education Safety Officer (CESO), and a sergeant as unit supervisor. Additionally, the two largest volunteer groups Loveland Senior Police Volunteers and the Boy Scouts of America, Explorer Post #22 are under the direction of the unit supervisor.

In a collaborative effort with the Thompson School District, the SROs work to create a safe environment for learning, mentoring, and coaching. Many of the SROs participate on their own time acting as coaches for wrestling, softball, golf, and football to mention a few. This gives the students and SROs unique opportunities to interact on an informal basis. While in the schools, SROs perform many tasks, including presentations to staff and students. These topics include cyberbullying, internet safety, drug abuse, traffic laws, and a variety of other subjects. When dealing with behavioral issues and/or crime incidents the SRO's can use Restorative Justice as an alternative to criminal prosecution. The program has had success in changing negative behaviors.

These are the current assignments of the SROs:

- Loveland HS                                      Officer Bruce Boroski
- Mountain View HS                            Officer Andres Salazar
- Thompson Valley HS                         Officer Luis Castellanos
- Bill Reed/Walt Clark MS                    Master Officer Bobbie Jo Pastecki
- Con Ball MS/High Plains MS              Officer David Roberts
- Lucile Erwin MS/Ferguson HS            Officer Jay Smith

New this year is the re-design of the cars assigned to the SROs – the SROs car matches the school colors and logo.

As the Community Education Safety Officer, Master Officer Dave Sloat is responsible for many public programs involving the community. Leading and organizing events such as:

- Community Night Out: 24 neighborhoods participated with first responders (Fire, Ambulance, and Police).
- Fish Derby: 510 kids getting the opportunity to learn how to fish along with Colorado Parks and Wildlife, Colorado Youth Outdoors, and Loveland Fishing Club.
- Drug Take-back-Day: working with Loveland Senior Police Volunteers collecting outdated prescription drugs, a total of 438 pounds of medications were collected.
- Santa Cops of Larimer County: over 942 families applied for assistance and 2,242 kids received gifts throughout Larimer County.
- Community Safety/Education Presentations: Dave gave approximately 95 presentations and participated in community events. Dave reached out to 2,720 kids and 2,083 adults providing some variation of safety and education to them.
- Lockbox Program: 178 issued lockboxes to our most vulnerable community members allows first responders the ability to gain entry into a home in the event of an emergency.

There are a number other activities that Master Officer Sloat provides to the community such as using our web site to alert about frauds. Additionally, public presentations to local elementary schools occur on a regular basis.



# 2017 Technical Support Unit

The Technical Support Unit (TSU) is responsible for evidence storage, crime scene processing, officer training, and the Crime Scene Technician (CST) program. Currently, the staff comprises one Criminalist, one full time Evidence Technician, one Latent Print Examiner based out of the Northern Colorado Regional Forensic Lab and five Crime Scene Technicians who also perform other duties (i.e. patrol).

During the 2017 calendar year, CSTs spent close to 600 total hours processing various crime scenes amounting to 112 calls for service. Six of those calls were in response to the Eighth Judicial Critical Incident Response Team (CIRT), which investigates cases involving law enforcement agency officers and/or employees.

In November 2017, the Loveland Police Department Property and Evidence facility took on a major project. The unit received an award of \$200,000 in capital funds to install a needed high capacity storage system in an outgrown and over cramped evidence room. Prior to installation of the new storage units, TSU moved over 16,000 items of property and evidence to a temporary location, while maintaining proper chain of custody. The project was \$50,000 under budget. The TSU staff will spend part of 2018 returning the items to the new evidence storage units according to chain of custody procedures. This new storage solution will make storing and retrieving items much more efficient and give the Loveland Police Department many years of useable space.



# 2017 Senior Volunteers

The Loveland Senior Police Volunteers (LSPV) completed their 22nd year of service by contributing 4,585 hours of volunteer time to the community and the Loveland Police Department. This is equivalent to a savings of over \$119,000 for 2017. Beginning the year with 22 volunteers, the volunteer group saw three resignations combined with four additions, which meant ending the year with a net gain of one: 23 volunteers. The LSPV office was repainted and organized. The group added new leadership positions: administrative leader, patrol leader, and special events leader.

Administrative duties again accounted for the largest percentage of volunteer hours for the year with 2,442. This includes 1,699 at the Records Front Desk, 312 meeting hours, 143 training hours, 235 for clerical work and 51 hours on various other duties. While working the Records front desk, volunteers assisted almost 11,200 individuals for the year. In addition, volunteers also sort police records for the Records Department and filed almost 11,400 reports.

Patrol duties accounted for over 1,848 hours throughout the year. As usual, vacation home checks took the largest percentage with 1,294 hours. In addition, 335 hours involved abandoned vehicle checks, 66 hours on handicap parking, 63 hours walking downtown, 18 hours biking on the recreation trail (a new duty instituted this year), 7 hours on requested radar checks, 4 hours on checking lock boxes and 24 hours on other miscellaneous duties.

The volunteers performed a record 3,667 vacation home checks. They also handled 378 abandoned vehicle calls, with 174 warnings issued and 47 turned over to a CSO officer for further follow-up. Handicap parking checks resulted in 34 warnings issued.

Special events accounted for 295 hours throughout 2017. This included 80 hours assisting with Santa Cops, 50 hours helping with two parades during the summer months, 38 hours working at the Sculpture Show, 26 hours with Community Night Out, 10 hours assisting our Community Education & Safety Officer, 3 hours providing building tours, and 88 hours that involved various other duties, including the Drug Take Back events.

The Loveland Senior Police Volunteers thank their advisors (Master Sergeant Bob Rabson, Master Officer Dave Sloat, Master Officer Lisa Rakow, and Dee Ann Beaman) for their leadership, guidance, and support.



## Information Services Overview

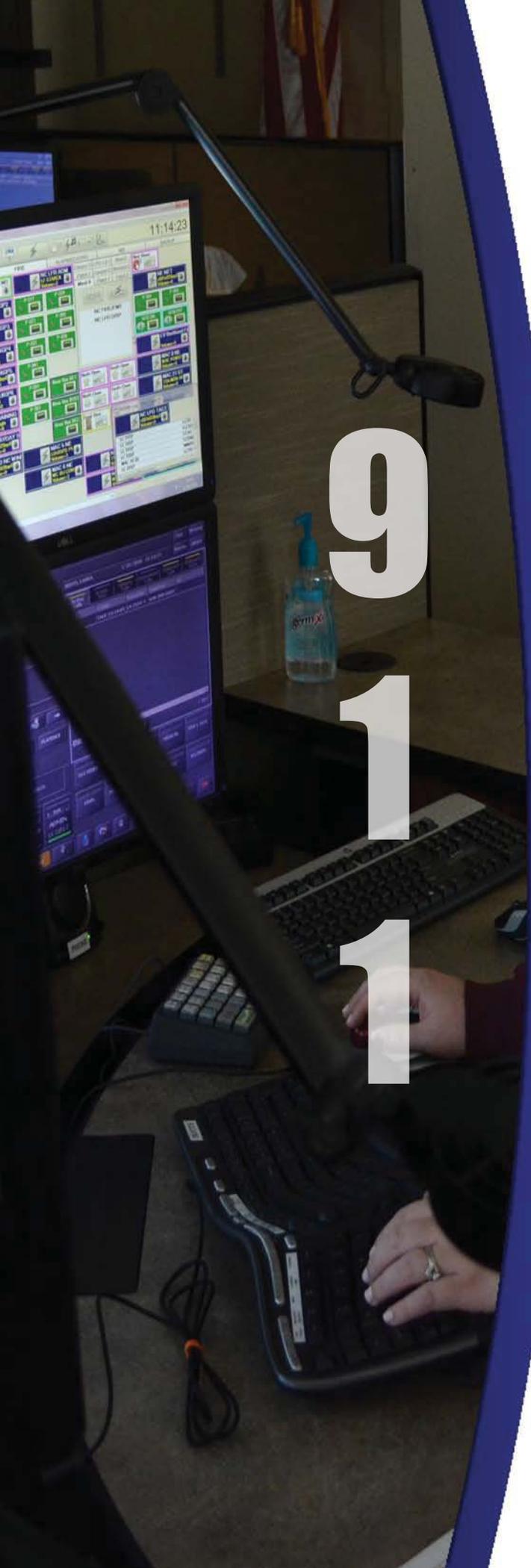
In 2017, the Information Services Division saw the retirement of Captain Rob McDaniel. We are thankful he provided many years of dedicated service to the City of Loveland and the Loveland Police Department. We wish him well in his retirement. Deputy Chief Eric Stewart joined our ranks and assumed leadership over the Information Services Division. Deputy Chief Stewart began his law enforcement career with the Los Angeles County Sheriff's Department before moving over to the Aurora Police Department. The Loveland Police Department is honored to have him bring his considerable experience to us.

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

Emergency dispatching services are provided for the Loveland Police Department and the Loveland Fire Rescue Authority. Emergency dispatching is also provided through service contract agreements for the Berthoud Fire Protection District and Thompson Valley EMS. In 2017, the center answered 37,558 9-1-1 calls, processed 94,141 police calls for service, 10,687 fire responses, and 13,589 medical emergency calls.

The Records Section is the official custodian and central repository for all Loveland Police Department reports and related records. In 2017, the Records Section processed 8,159 offense reports, 11,625 citations, and 2,172 other reports. It is responsible for the management of document-based information and records release in compliance with Colorado Statutes. The Crime Analyst provides pertinent information relative to crime patterns and trend analysis. The Analyst conducts citizen surveys and mandatory staffing studies. The Administrative Analyst composes and manages the Police Department budget. The position responsibilities include maintenance of the agency webpage, overseeing the department's social media, and assistance with grant projects.

# INFORMATION SERVICES



## Loveland Emergency Communications Center

The Loveland Emergency Communications Center (LECC) provides emergency dispatching services to the southeastern portion of Larimer County. It is one of five public safety answering points in the county and serves a population of over 270,000 people over 256 square miles. The center and its twenty-one staff members make up the communications section of the Loveland Police Department Support Services Division. The staff consists of a communications manager, three communications supervisors, a lead communications specialist and sixteen communications specialists. This staff of highly trained and dedicated emergency dispatchers are the true first responders, “the thin, gold line”, to the 9-1-1 caller and the guardians of safety for our partner police officers, firefighters, and paramedics

In 2017, LECC dispatchers received 37,558 9-1-1 calls, with the month of July being the busiest having 3,796 calls, averaging 122 9-1-1 calls per day. LECC dispatchers continued to exceed industry standards in 2017 by receiving the 9-1-1 call, obtaining critical call data, and broadcasting the emergency incident to responders within an average of 72 seconds. The communications center also processes business calls and non-emergency contacts for the Loveland Police Department, totaling 94,141 calls in 2017



LECC also provides emergency dispatching services to Thompson Valley EMS, (Emergency Medical Services), the Loveland Fire Rescue Authority and the Berthoud Fire Protection District. Emergency call numbers for these partner agencies included 13,589 emergency medical calls, 9,259 calls for Loveland Fire Rescue Authority, and 1,428 responses in the Berthoud Fire Protection District.

9-1-1 service to the center is provided and maintained by the Larimer Emergency Telephone Authority (LETA). Along with 9-1-1 services, LETA provides emergency message notification service and text-to-9-1-1 capability while supporting the emergency medical dispatch program through computer software and training for dispatchers.

The high-level technology used in the center along with an extensive knowledge of field operations for police, fire, and emergency medical services necessitates extensive, on-going training for every member of the communications center staff. This remained one of the center's top goals for 2017. Dispatchers train with police officers during "ride-along" activities, practice communications during live fire training with firefighters, and attend classes with our local physician advisor. This allows them to experience the role of the first responder, which helps them to have a complete understanding of what is transpiring at the other end of the 9-1-1 call or radio. The LECC staff attended over 800 hours of training and conference opportunities in 2017.

The center is an Accredited Center of Excellence (A.C.E.) through the International Academy of Emergency Dispatch, one of 149 centers with this achievement worldwide. Providing life-saving instructions to 9-1-1 callers during an emergency medical event is one of the primary roles of the LECC team. This role embodies the first part of the Loveland Police Department's Mission Statement, "Save Lives." In 2017, Dispatchers gave emergency medical instructions to 7,925 callers. These calls include patients needing CPR (cardiopulmonary resuscitation), proper administration of the Heimlich maneuver, and childbirth instructions; all of this takes place before field responders arrive.



LECC Communications Specialist Erin Berry was recognized by the National Academies of Emergency Dispatch in 2017 as the International Dispatcher of the Year, focusing on Erin's provision of CPR instructions over the phone for two different cardiac arrest calls at area schools and walking a frantic father through the delivery of his newborn son. Erin received her award at the national EMD conference in New Orleans.

Communications Specialists Sara Metzler, Meghan Eisentraut, and Kelly Pride received life-saving awards for providing critical CPR instructions during 9-1-1 calls.



Communications Specialist Rachel Bondy was recognized as the LECC 2017 Dispatcher of the Year.

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

Records personnel maintain strict accountability for all law enforcement records. They provide access to information and release criminal justice records in compliance with Colorado Revised Statutes and the Colorado Children's Code. The Section also provides criminal background check information and copies of the registered sex offender list and compiles reports for local, state and federal agencies.

The Records Section is responsible for handling incoming telephone requests for Records information and assisting citizens who come to the lobby of the Police Department with questions and concerns. The Section also collects information from citizens who need to file a report. The Records Section responds to a broad range of questions and requests for information and assistance from members of the police department, city government, citizens, the media and other public officials and agencies.

In 2017, the configuration of the Records office space was modified to add two additional workspaces. One of the new spaces was for Lori Burdick, an additional Records Specialist that was added in 2017.

In addition to Lori, the Section staff includes a Records Manager (Kimberly Pals), a Lead Records Specialist (Vickie Lehmkuhl), eight Records Specialists (Dee Ann Beaman, Kathy Beavers, Julie Bunch, Hope Guest, Deb Lawrence, Kerstin McEwen, Colleen O'Briant, Robert Ward) and a Report Technician (Jackie Appleby). In addition, the Section receives support from a number of Loveland Senior Police Volunteers and four Records volunteers (Sue Barger, Cathy McDaniel, Joyce Moore, and Janet Volmer).

## Professional Standards Office

The Loveland Police Department has a Professional Standards Unit (PSU) that operated under the supervision of the Administrative Lieutenant assigned to the Chief of Police. PSU conducts administrative investigations of the Police Department personnel regarding any suspected violations of:

1. Department Directives or procedures
2. City of Loveland Personnel Administrative Regulations
3. Loveland Municipal Code
4. Colorado Revised Statutes
5. Federal Law
6. Any police-related use of firearms

Any person who believes that a violation of an applicable procedure or law has the ability to file a complaint with the PSU. All formal complaints received are investigated at the direction of the Chief of Police.

Investigation that may involve alleged criminal conduct on the part of any member of the department are referred to, or investigated in coordination with, the Larimer County District Attorney's Office.

All complaints are reviewed by the Chief and assigned for investigation at one of two following levels:

1. Complaint Investigations – Investigations conducted by the employee's immediate supervisor into performance related complaints.
2. Internal Affairs – Investigations conducted by the PSU Lieutenant for accusations of serious allegations.

In 2017, the two-level complaint process was implemented to improve the overall efficiency of the complaint process.

The following table summarizes the number of investigations in 2017 in comparison to the previous three years.

Complaint Type	2014	2015	2016	2017
Internal Affairs	4	8	2	3 (one from 2016)
Complaints Investigations	24	25	36	26
Total Complaints	28	33	38	29

During 2017, there were three Internal Affairs investigations (serious allegations) and 26 complaint investigations. One of the Internal Affairs investigation was a closure of a 2016 complaint.

Below is a chart depicted how we received the complaints and their outcomes.

Complaints and Internal Affairs Investigations	
<b>External Complaints</b>	25
Sustained	1
Not Sustained	4
Unfounded	8
Exonerated	12
<b>Internal Complaints</b>	4
Sustained	3
Not Sustained	1
Unfounded	0
Exonerated	0

# Professional

The percentage of the number of complaints having at least one sustained violation (4) to the total number of complaints (29) is approximately 14%. There were four sustained complaints in 2017. Three of the four were from internal complaints.

Police Calls for Service								
2009	2010	2011	2012	2013	2014	2015	2016	2017
74,462	78,637	77,368	79,333	77,623	81,124	87,528	88,844	94,142

During 2017, calls for police service increased by 5,300 over the previous year. Based on 94,142 calls for service for the year, only one complaint per 3,246 calls for service were received. Sustained complaints indicate an employee violated a policy. In 2017, four sustained complaints equate to only one verified complaint per 23,536 calls for service. This is an important number that related to the number of police contacts contrasted with the number of times the contact results in a verified complaint.



## Use of Force Reporting:

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

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

Complaints from use of force are also reviewed and tracked. During 2017, there were three complaints related to use of force incidents.

There were 94,142 calls for service during 2017. Of those calls for service, there were 3,642 arrests made. Officers were required to use force in 54 incidents. That means approximately 1% of arrest incidents resulted in situations where officers used force to overcome resistance.

Below are the types of force used by officers during the past 4 years:

Use of Force Totals	2014	2015	2016	2017
Firearm *2014-2017 does not include animals	2 (one rifle 12g baton round and one handgun)	1 (handgun)	1-accidental (during training)	4 – one incident
Conducted Electrical Weapon	19	6	8	5
Impact Weapon (Baton)	1	0	1	2
Oleoresin Capsicum (OC)	1	1	1	4
Weaponless	49	54	53	37
Canine	6	2	3	2
Chemical (SWAT)	3	1	1	4
Less Lethal Munitions (Pepperball OC & FN303 OC)	12	2	1	3
Noise and Flash Diversionary Device		5	4	4
Total Use of Force Incidents	93	72	67	54
Total Use of Force Arrests	78	65	62	54
Complaints from Use of Force	5 total, 2 sustained	3 total, 0 sustained	2 total, 1 exonerated, 2 sustained	3 total, 3 exonerated (2016 carry over 1)
Total Agency Arrests	3213	3312	3413	3542

Throughout 2017, the Loveland Police Department continued to mitigate the inherent risk of pursuits. LPD has a “Violent Felonies” only policy, where officers assess the circumstances and alleged crimes surrounding an incident, prior to engaging in a pursuit.

Officers only engage in a pursuit when the situation involves violent felonies and may end a pursuit when they deem it too risky to the public.

With an apparent increase in the violent nature of crimes committed and the relative desperation of the suspects to escape, continued training in pursuit intervention techniques, including stop stick deployment and tactical vehicle interventions (TVI), is clearly important and is on-going.

Vehicle Pursuits				
	2014	2015	2016	2017
Total Pursuits	0	1	9	9
Forcible Stop Technique Used (T.V.I.)	0	0	4	3
Terminated by agency	0	1	1	3
Policy Compliant	0	0	6	7
Policy Non-Compliant	0	1	3	2
Accidents	0	0	4	3
<b>Total Collisions</b>	0	0	4	3
<b>Injuries</b>			2	2
Officer	0	0	1	0
Suspects	0	0	0	2
Third Party	0	0	3	0
<b>Reason Initiated</b>				
Traffic Offense	0	1	3	5
Felony	0	0	4	3
Misdemeanor	0	0	2	1

During the year 2017, we had one complaint regarding citizen concerns or comments about LPD contacts with the public in regard to bias-based issues. After review, the complaint was determined to be unfounded and did not reveal a bias-based issue.

It appears that the agency is generally successfully addressing the concerns of bias-based policing through appropriate training, practices, policies, and procedures.

Bias-Based Complaints				
Source	2014	2015	2016	2017
Traffic Contacts	0	0	1	1
Field Contacts	0	0	0	0
Asset Forfeiture	0	0	0	0
Arrest	0	1	0	0

The Loveland Police Department (LPD) is an internationally accredited agency by the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA). The department was first accredited in 1992 and has maintained its accredited status for 26 years. The agency recently (2015) received its 8th award. The agency is accredited in the Advanced Law Enforcement Program and must comply with 484 standards. Those standards address all areas of agency operations to include:

1. Role, responsibilities, and relationships;
2. Organization, management, and administration;
3. Personnel structure;
4. Personnel process;
5. Operations;
6. Operation support;
7. Traffic operations;
8. Detainee and court-related activities; and
9. Auxiliary and technical services

CALEA serves as the premier credentialing association for public safety agencies and provides accreditation services for law enforcement organizations, public safety communication centers, public safety training academies, and campus security agencies. The standards are promulgated by a board of 21 commissioners, representing a full spectrum of public safety leadership. The assessment process includes extensive self-assessment, annual remote web-based assessments, and quadrennial site-based assessments. Additionally candidate agencies are presented to the Commission for final consideration and credentialing.

CALEA Accreditation is a voluntary process and participating public safety agencies, by involvement, have demonstrated a commitment to professionalism. The program is intended to enhance organization service capacities and effectiveness, serve as a tool for policy decisions and management, promote transparency and community trust, and establish a platform for continuous review. Less than 1% of U.S. police departments are accredited.

The Loveland Police Department is committed to professionalism and the accreditation process. LPD leaders embrace the accreditation concept as a method to promote continuous improvement of the agency and its staff. The department is also accredited by the Colorado Association of Chiefs of Police.



# Chaplains

## **Police Chaplains Police Chaplain Program – Honoring 38 Years of Dedicated Service**

In 2017, the Loveland Police Chaplains served their 38th year for the department and citizens of Loveland.

This organization of men and women steadfastly improve lives in our community through service reaching far beyond their individual churches. They provide support, shelter, and the strength of faith to every citizen in Loveland.

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

Their work bringing lodging and food to the needy, gas to stranded travelers, and comfort to people in crisis significantly improves the quality of life and sense of community in Loveland. They also assist with connecting charitable resources to crime victims during times of need.

The Loveland Police Department humbly thanks the dedicated men and women of the Loveland

### Police Chaplains:

Kevin Blakenship	Phil Brewster
Sathi Bunyan	David Feeder
Robert Garner	Jeremiah Harris
Kristi Hornick	Laurel Liefert
Bob Link	Charles Millner
Joel Pancoast	Harvey Ruegsegger
Ed Smith	Gary Swanson
Michael Stein	Jennie Votaw



# Police Citizen Academy

## **Police Citizen Academy**

From September to November 2017, 13 members of the community completed the ten-week, three hours per week sessions. Class subjects included Police/Citizen Encounters, DUI identification lab, Bomb and K9 Unit demonstrations and demonstrations of crime scene processing and use of force scenarios. The comments from the class were very favorable, as they enjoyed the interaction with our team members and sincerely appreciated the opportunity to learn more about the Loveland Police Department.



# 2017 POLICE EXPLORERS

## EXPLORER POST 22

The 2017 year saw change for the POST as advisors, cadets left the program, and new personnel came aboard. The program is for youths 13-20 years of age exposing them to virtually every aspect of Law Enforcement.

The lead advisor Master Police Officer Jonae Coleman retired after twenty-five years of dedicated service to the department. Officer Andres Salazar stepped up to take on the responsibilities of lead advisor taking on the dubious task of revamping the entire program.

The following personnel are involved in the program assisting with various aspects of the program and academy.

Andres Salazar	Lead Advisor
Bobbie Jo Pastecki	Advisor
Ben Avitia	Advisor
Luis Castellanos	Advisor
Melissa Pack	Advisor
Elizabeth Markham	Civilian Advisor
Kari Patzer	Civilian Advisor

During the year the explorers participated in numerous community events including build a park, drug take back day, turkey trot, corn roast parade just to mention a few. The cadets contributed over 300 hours of volunteer time for these worthy events.

## **Crisis Intervention Team (CIT)**

The City of Loveland is not alone in this country as it finds the number of people in mental health crisis rising. Many of these crises lead to police involvement. While no one claims to have a quick fix to an extremely complicated issue, the Loveland Police Department is committed to supporting Crisis Intervention Team training. We host trainings and attend trainings as a part of a three county region consisting of Larimer, Weld, and Boulder counties.

Chief Ticer created a training goal to have all officers CIT certified through the 40-hour course sponsored by Colorado P.O.S.T. and the northeast regional P.O.S.T. board by the end of 2018. We are well on our way; LPD increased the percentage of CIT trained officers from approximately 30% to close to 80%. The training is based on the "Memphis model," which consists of classroom and scenario-based sessions to help officers identify possible mental health issues. The focus is on communication strategies to assist the person in crisis, hopefully bringing about a peaceful resolution for all involved. The training is intense yet often referred to the most useful professional training for a police officer in their career.

The overall goal of these types of interactions are to stop a person from entering the criminal justice system when their needs could be better met through treatment and medical intervention. The Loveland Police Department partnered with SummitStone Health Partners to house a mental health professional as part of a co-responder model for people experiencing mental health crises. Officers call on the co-responder to assist in situations where a person in crisis may need stabilization while waiting on specialized care. The benefits are extensive including freeing police officers to handle law enforcement issues and connecting a potential health care consumer with the resources readily available to them.

# P e e r S u p p o r t

## Peer Support Team

A career in law enforcement, regardless of the position at the agency, is very rewarding but sometimes comes with trauma and stress. There has been significant progress over the last decade to support the mental health of first responders, dispatchers, and professional staff. The sixteen members of the Peer Support Team, under the supervision of staff psychologist Dr. Teresa Richards, work to support all members of the police department as well as their families. The Peer Support Team meets monthly to participate in mental health, resiliency, and stress-management training. The team is composed of police officers, police sergeants, dispatchers, and professional staff. The group is always available to respond to critical incidents, however, the majority of peer support work is done on a day-to-day basis, reaching out to those who may need someone to talk to.



## Santa Cops



The Loveland Police Department proudly partners with Santa Cops of Larimer County to deliver presents to children affected by family hardships during the Christmas season. We host several application nights for families to sign up and choose types of presents. Department members volunteer their time to wrap presents, leading up to the big day. On delivery day, officers in full uniform in their patrol sleighs (squad cars) serve as Santa's Helpers personally dropping off thousands of gifts to the children of Loveland. In 2017, 2,232 children were supported through Santa Cops.

## Cops Fighting Cancer

In December 2017, a group of Loveland Police Officers joined with other Colorado agencies to bring Christmas joy to a deserving bunch of kids. The 15th Annual Long Blue Line delivered toys and smiles to children fighting illness during the holiday season. The rewarding experience for participating officers is humbling and inspiring.



**Chief's Awards**

Crime Fighter of the Year: Officer Greg Harris

Traffic Safety Officer of the Year: Officer Justin Lorenzen, Officer Jeff Mayers

Community Education Officer of the Year: Officer Bruce Boroski

RISE to Excellence Award: Mr. Vincent Junglas

Unit Awards: Peer Support Unit, Technical Support Unit

**Departmental Awards**

Dispatcher of the Year: Rachel Bondy

Professional Staff Employee of the Year: Kathy Beavers

Sworn Employee of the Year: Officer Stephen Marchio

Optimist Officer of the Year: Wil Howard

Elk Officer of the Year: Warren Sica

**Medal of Valor**

Officer Stephen Marchio, Officer Sean McDonald, Officer Geoff Reeves, Officer Matt Sychla

**Meritorious Service Award**

Officer Tim Nye, Sergeant Rob Pride, Master Sergeant Aaron Belk

**Life Saving Awards**

Communications Specialist Kelly Pride, Communications Specialist Sara Metzler, Communications Specialist Meghan Eisentraut (x2), Officer Geoff Reeves, Officer Clint Schnorr, Officer Brandon Casterline, Officer Wil Howard, Officer Doug Savage, Officer Burke Baldwin, Officer Josh Marner, Officer Heidi Koehler

### Letters of Commendation

Officer Antolina Gonzales, Officer Abe Hill, Officer Stephen Marchio (x2), K-9 Monte, Officer Matt Sychla, Officer Deb Maupin, Officer Katelen Croner, Officer Bruce Boroski, Detective Eric Lintz, Officer Dan Bontz, Officer Jennifer Hines, Detective Danyel McGraw, Detective Ray Livingston, Communications Specialist Lynn Hutchison, Officer Derek Stevens, Communications Specialist Caydee Swanner

### Special Awards

Police Citizen Advisory Board: Officer Alex Hutchison, Officer Tim Nye  
 Loveland Senior Police Volunteers: John Kindred  
 Crisis Negotiations Team Award: Sergeant Jeff Pyle

### Safe Driving Awards

25,000 miles: Officer Bruce Boroski, Officer Brandon Casterline, Officer Jay Smith, Officer Aaron Stanek, Sergeant Amy Wheeler  
 50,000 miles: Officer Jon Allen, Officer Sean McDonald, Officer Doug Savage  
 75,000 miles: Officer Brett Janzen, Detective Eric Lintz  
 100,000 miles: Officer Jennifer Hines, Officer Justin Lorenzen, Officer Garret Osilka  
 150,000 miles: Officer Marcus Tilley

### Years of Service

5 years: Comm. Spec. Renee Clem, Officer Luis Castellanos, Officer Jon Allen, Detective Danyel McGraw, Officer Garret Osilka, Officer Nelson Spence, Officer Paul Ashe, Evidence Technician Margaret O'Brien  
 10 years: Comm. Spec. Meghan Eisentraut, Comm. Spec. Erica Snyder, Detective Pat Musselman, Officer Antolina Gonzales, Sergeant Kris Jakobsson, Detective Eric Roberts, Officer Derek Stephens, Records Specialist Julie Bunch, Criminalist Stephanie Jackson  
 15 years: Detective Brian Koopman, Sergeant Bryan Bartnes, Sergeant Steve Colburn, Sergeant Brandon Johnson, Officer Marcus Tilley, Officer Tim Yunger, Detective Gerardo Cortina  
 20 years: Sergeant Justin Chase  
 25 years: Master Officer Dave Sloat  
 35 years: Master Sergeant John Spreitzer



V13 Captain Bob Klinger



V20 Captain Rob McDaniel



S119 Sergeant Jim Mines



A74 Master Officer Chuck Hofkamp



A47 Master Officer Jonae Coleman

## **Police Citizen Advisory Board**

The Police Department Citizen Advisory Board serves in an advisory capacity to the Police Department and City Council. The Board supports communication and education between the community and the Loveland Police Department. They are actively involved in areas concerning police related issues such as the police master plan, policies and procedures, and departmental processes.

In the past, the Board participated as assessors for a promotional assessment center. The Board is always willing to assist the police department with its many endeavors. Current members of the Police Citizen Advisory Board are:

Pat Kistler, Chairman  
Erin Frisch  
Dennis Soucek  
Ed Gassman  
Dick Hunsaker

John Tindall  
Gary Gardner  
Bev Cardarelli  
Kathy Mitchell  
Roger Troph



## 2017 Annual Report

Prepared by Sergeant Amy Wheeler

Photographs provided by: Sergeant Brandon Johnson, Sergeant Amy Wheeler  
and Criminalist Stephanie Yoder

