



2019

Denver Police Department  
**Volunteers in Police Service**

Annual Report

Winners of the 2018 "Leadership in Volunteers in Police Service Award" by the International Association of Chiefs of Police



# Contents

Message from the Chief.....	3
Mission Statement.....	4
Meet Our Team.....	5
Program Statistics.....	6 & 7
Volunteer Assignments.....	8
Police Museum.....	9
Volunteers Hired.....	10
Police Chaplains.....	11
PAVE.....	12
Interns.....	13
COP Shops.....	14
16th Street Mall Kiosk.....	15



## Message from the Chief of Police

Our volunteers are vital to the Department and contribute in significant and meaningful ways to our success. As Chief of the Denver Police Department (DPD), it is my belief that service to others makes Denver a world class city and thanks to people like you, who give of themselves to help others, our community and department will continue to prosper.

In the words of Elizabeth Andrew, "Volunteers don't necessarily have the time, they just have the heart." Please know that I, along with the members of DPD, strongly value our Volunteer in Police Services Program and know the service you provide is invaluable.

Again, thank you for your contributions and for being a part of something that has a direct and positive impact, not just on the community we serve, but also on yourself.

Sincerely,

A handwritten signature in black ink that reads "Paul M. Pazen". The signature is stylized and written in a cursive-like font.

Paul M. Pazen  
Chief of Police



## Mission Statement

The Volunteers In Police Service Program is committed to developing a spirit of cooperation and partnership within the community to enhance the Denver Police Department's ability to serve the city of Denver.

## Our Purpose

Established in 2004, the mission of the Denver Police Department's Volunteers in Police Service Program is to deliver high quality public safety support services to the sworn and civilian employees of the Denver Police Department, in order to provide an exceptionally safe and healthy environment for all.

# Meet Our Team



The Volunteers in Police Service Program is overseen by the Director of Strategic Initiatives, Matthew Lunn



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# Overall Program Statistics

In 2019:

284 Volunteers  
Worked  
**30,645**  
Hours

The value of these  
hours equals  
**\$779,302**  
in added value for  
DPD and the City  
and County of  
Denver

This hard work is  
equal to the time of  
**Fifteen**  
full time employees

Of the 284 total  
volunteers,  
**77** worked over  
**100 hours**. Those  
77 volunteers  
contributed  
**70%** of the  
total hours

## Since the Program's Beginnings:

Volunteers have worked over  
504,805 hours

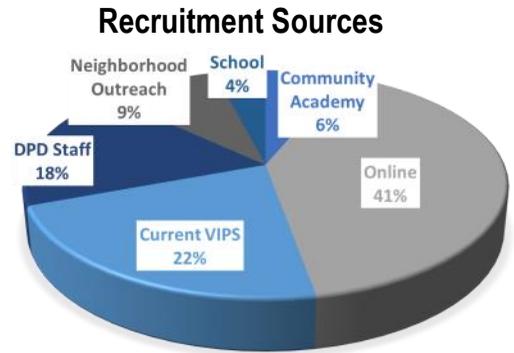
The value of these hours equal  
\$12.8 million in added value

Equaling the time of 243  
full time employees



# Recruiting in 2019:

- ▶ The Denvergov.org site had over 7,032 page views
- ▶ 332 completed applications were submitted
- ▶ 142 new volunteers were accepted
- ▶ Received almost 4,800 Instagram post likes
- ▶ Has over 1,000 Facebook page followers



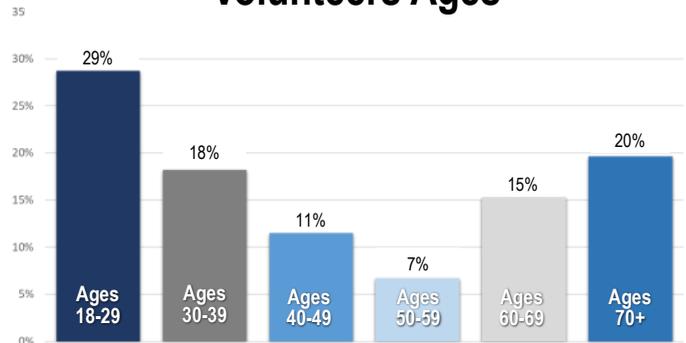
# Volunteer Facts:

**40% of volunteers are male**

**60% are female**

**Volunteers average 107 hours per year**

# Volunteers Ages



# Volunteer Hours by Division:



# Volunteer Assignments

In 2019 there were 185 assignments open to volunteers. These assignments varied significantly to meet the growing needs of the Denver Police Department. Below are some examples:

**Crime Prevention:**  
Volunteers regularly distribute educational materials to community members to assist in crime reduction.



## Community Outreach:

Volunteers often act as a bridge between the Police Department and citizens, assisting with events like Christmas Crusade for Children and Baskets of Joy.



## Training Scenarios:

The Police Academy as well as many divisions regularly request the assistance of volunteers to act out real-life scenarios as a training for Officers and Recruits.



## Special Events:

Volunteers assist in planning, fundraising, and implementing special events such as Community BBQ's, Police Memorials, Halloween parties, etc.



## Administrative Support:

Many Units are lacking in administrative support, so volunteers regularly perform these duties to help officers and personnel concentrate on other important tasks.



## Technical Support:

Volunteers also assist with essential tasks like photography, database management, computer troubleshooting, graphic design and video surveillance.



## Other volunteer areas of assistance:

- Traffic Investigations
- Crime Lab
- Facebook Translation
- Property & Evidence
- Cold Case Follow Up
- Shoot Board
- Crime Stat Analysis
- Front Desk Assistance

# Denver Police Museum

The Denver Police Museum has the largest contingency of volunteers with almost 50 volunteers actively participating. They work hard to honor the history of the Department through the collection and preservation of artifacts, documents, and photographs; as well as educating the public through interpretive exhibits, educational programs, and hands-on activities.



This year the museum went to great lengths to honor the 160th Anniversary of the Denver Police Department. They created an anniversary badge, a yearbook, and hosted an official anniversary celebration on December 19<sup>th</sup>.

## National Police Week



## Fallen Officer Sign Dedications



## Blue Thunder Motorcycle Run

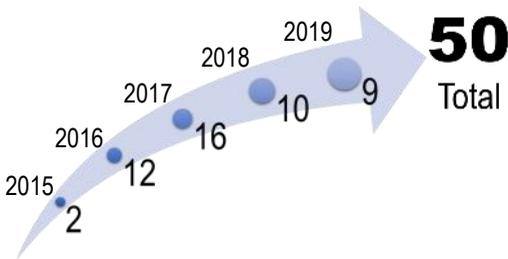




# Volunteer and Intern Alumni

Many of our volunteers join the program with the specific intent of bolstering their resumes and looking to get their foot in the door with law enforcement. This is a testament to how well our volunteers are respected and integrated into police work. Since 2015, these are the recorded numbers:

**Years Volunteers were hired:**



**Areas and agencies volunteers were hired into:**

DPD Civilian Employee	Other Agency Sworn	DPD Sworn
21	14	12
		Denver Sheriff 3

# Denver Police Chaplains

All thirteen Chaplains act as volunteers, working to provide spiritual and emotional guidance and counseling to all members of the Denver Police Department and their families in time of need. Police Chaplains provide a ministry of presence to officers and employees as they cycle through events in their lives. They offer much needed empathy, compassion, and support in officers personal, professional, and spiritual lives, regardless of denomination.



## In 2019, Chaplains volunteered almost 1,200 hours by:

Attending rolls calls, trainings, and debriefings

Praying over official ceremonies

Officiating Departmental Memorial services and other life cycle events

Going on ride-alongs

Responding to the hospital room of injured officers

Responding to emergency call outs

Supporting officers in crisis

In 2019, over 361 letters of congratulation and condolence were sent to department personnel experiencing milestone events such as weddings, graduations, family deaths, promotions, etc.

**P**  
**OLICE**

**A**  
**PPLICANT**

**V**  
**OLUNTEER**

**E**  
**XPERIENCE**

The Police Applicant Volunteer Experience (PAVE) is the newest volunteer program, developed to support the future hiring needs of the Denver Police Department.

Individuals are invited to join the program, based on their Police Recruit testing scores. If they successfully satisfy all requirements of the program, participants will be given the opportunity to apply to become Denver Police Recruits.

Requirements include completing 120 hours of volunteer service, as well a minimum of three ride-alongs with district patrol officers.

**2019 was the first year of the program**

**22 individuals applied**

**8 were accepted**



# Denver Police Interns

Intended for graduate and undergraduate students who are exploring career fields in Law Enforcement, students have the opportunity to learn and gain a better understanding of police work by gaining hands-on experience assisting in various areas within DPD.



**Sixteen interns contributed to the third largest number of hours of any volunteer group within DPD:**

Giving 2,756 hours to the Department in 18 different areas with fall being the largest semester with 1,359 hours.



**Interns came to us from ten different schools throughout the country:**

Regis University  
Colorado State University  
Howard University in D.C.  
Washington University

UC Denver  
Community College of Denver  
Community College of Aurora  
Colorado Mesa University



**Interns contributed to a wide variety of areas including:**

Traffic Investigations  
Police Academy  
Data Analysis

Victims Assistance Unit  
Civil Liabilities  
Four District Stations

- ▶ DPD Interns were also actively involved with programs and trainings provided by DPD and the City of Denver. They learned how to network through LinkedIn, took security awareness training, became well versed in various police software programs and presented what they learned to Mayor Hancock and his staff.

# COP Shops

A COP Shop is a non-profit organization operated 100% by volunteers and donations that serves the community. It is a storefront that is open to all citizens providing crime prevention and community-oriented information to those who stop by. It is also available to police officers 24 hours a day. The following COP Shops currently provide services to their community:

## West Colfax

5094 West Colfax Avenue

## West Denver

4200 Morrison Road

## Federal

2635 North Federal Boulevard

## Bear Valley

3100 S. Sheridan Blvd , Unit A-20

## Leetsdale

Mobile & Virtual COP Shop

## Broadway

487 S. Broadway, #300



- ▶ Overall, in 2019 our COP Shops assisted 1,620 citizens and had 5,810 police officer visits.
- ▶ Fifty-two volunteers worked a combined 5,960 hours in all six COP Shops, averaging 115 hours per volunteer.
- ▶ In 2019 the District One COP Shops rebranded as a Public Safety Resource Center. Their increased community activities included attending Registered Neighborhood Organization Meetings, participation in community events and festivals, and providing public safety resources at Denver Libraries on special event nights.
- ▶ Leetsdale hosted a “mobile COP Shop” four times a month at Windsor Gardens, a 3,000 resident older adult community, providing crime prevention tips to 40-50 residents per month.
- ▶ The Bear Valley COP Shop gave out 170 pairs of tamper-proof license plate screws, 60 steering wheel clubs, and assisted 655 citizens.

# 16th Street Mall Kiosk



The 16th Street Mall Kiosk acts as an information and resource booth for citizens and visitors. Volunteers interact with the public as community liaisons, relieving DPD of using highly trained personnel whose knowledge and skills can be better used elsewhere. Regularly volunteers help file police reports, call 911, give 311 information and much more.

## In 2019 the Kiosk fulfilled the following services:



**819**  
information  
requests



**1,033**  
volunteer  
hours



**2,004**  
contacts  
with citizens

Kiosk volunteers regularly contact citizens from around the world. Some volunteers speak many languages and so are able to communicate in French, Spanish, German, and Dutch. In five seasons we have had visits from people from over 60 countries all over the world. **In 2019, we recorded visitors from 49 of the 50 United States.**



## Since the Kiosk's Opening in 2015:



**4,089**  
information  
requests



**4,706**  
volunteer  
hours



**9,454**  
contacts  
with citizens



# Denver Police Department Volunteers in Police Service

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**Help us recruit new volunteers:**  
Find more about our campaign by scanning the QR Code



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the Denver Police



@denver\_police\_volunteers