

2010 - another challenging year; Loveland's government successful?

Has 2010 been a successful year for the City of Loveland government? Have the city council, city staff and all the agencies and individuals involved with local government maintained or even improved the quality of life in Loveland?

Each Loveland resident, business person, visitor or anyone else who

has interacted with the City can offer answers to those questions. As City employees working to provide quality city services and facilities, we'd like to think the answers are yes.

For the city government, it's been a year of reduced budgets, smaller staffs and furlough days yet without major

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More on the City's accomplishments during 2010 inside

"Business by the numbers" from your City government

Despite the challenges of 2010, it was "business as usual" for the City of Loveland. The numbers below offer an overview of some of the day-to-day activities of Loveland's local government.

65,000+ Loveland residents received City services in 2010!

(Numbers may include projected approximations for services through Dec. 31.)

4.16 billion	gallons of water were processed for citizens' use
677 million	kilowatt hours purchased by Loveland electric customers
\$166,437,930	in City budget net revenue
\$7.8 million	estimated value of Loveland public art collection
5.7 million	kilowatt hours of renewable energy purchased
\$875,393	in grants to 45 local not-for-profit agencies
730,000	items checked out from the library
414,000	City Update newsletters sent to the community
385,000	visits to the library
325,000	online library catalog queries
288,000	Athletic program attendance
260,000	visits to the Chilson Recreation Center
175,812	calls to public safety dispatchers
\$165,790	in owner-occupied building permit fees waived
120,000	rounds of golf played on City courses
100,000	landings/takeoffs at the airport
78,993	police responses to calls for service
73,000	Senior and Adaptive Recreation attendance
55,450	feet of stormwater pipes cleaned
48,900	seats filled at Rialto Theater events
41,000	tons of discards collected from Loveland households
24,500	weekly stops by trash collectors
23,324	training hours by fire department
14,758	building inspections performed
13,450	Museum-sponsored Foote Lagoon concert-goers
10,000	paint gallons used for street striping
9,500	street lane miles swept
7,174	code enforcement calls handled
5,650	responses to calls by Fire Department
3,371	residential Partnering with Power participants
3,200	potholes filled
2,840	fire hydrants in City system
2,571	students attended Rialto field trip or assembly
1,754	building permits issued
1,650	drainage catch basins inspected/cleaned
932	building division plan reviews
880	street signs installed
361	indoor and outdoor public artworks
303	right-of-way permits processed
265	fire safety inspections at Loveland businesses
140	liquor license reviews
99.991	percent reliability of electric power to customers
53	percent citywide recycling rate
26	years since the City sales tax rate has changed
2	fire-related fatalities
0	homicides
0	police officers killed; 1 seriously injured

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Christmas Tree Recycling

The Loveland Parks and Recreation Department is recycling Christmas trees at no charge at three drop-off locations. Signs will direct participants to appropriate drop-off areas at each location.

- Centennial Park—W. First and Taft (in the parking lot north of First St., west of Swift Field)
- Loveland Recycling Center—off 1st St. & Wilson Ave.
- Kroh Park—N. Hwy. 287 and 52nd St. (adjacent to Habitat for Humanity)

Trees can be dropped daily, sun-up to sun-down until Jan. 31. Please remove all ornaments, tinsel, lights, nails, screws, wire, tree stands and bags.

Christmas tree recycling provides mulch for trees and planter beds in City parks. Last year, more than 5,000 Christmas trees were chipped and recycled into 500+ cubic yards of mulch.

For more info, call Parks and Recreation, 962-2727.



Some of our 2010 city government accomplishments

service reductions. Despite these challenges, as city employees we believe we've accomplished quite a bit this year. The results of this year's citywide survey support our beliefs.

Once again, our January *City Update* provides numbers and narrative summarizing city government's efforts last year. While Loveland will never be perfect, its city government continues to strive to make it a great place to live, work, play and visit.

It's more than a decade since the new millennium and the Y2K scare—remember that?!?—and we hope everyone agrees that Loveland is better than ever.

Signals and signs

Traffic Engineering was involved in a record number of major intersection and interchange projects. The work included traffic signals, signage, striping and a new central computer traffic signal system and controllers for 20 signalized intersections.

Party record

Thanks in great part to the organizational efforts of the police department, neighborhoods enjoyed a record setting 34 block parties for Loveland Community Night Out. This annual public safety event brings neighbors together for block parties visited by police officers, firefighters and ambulance personnel.

Flooding prevented

A new stormwater outlet structure was installed at Silver Lake. The existing pipe and structure were almost completely clogged with sediment, preventing drainage flows from leaving the lake during storm events.

Working together

Streets crews from the City of Loveland and the City of Fort Collins joined forces to reconstruct a badly deteriorated parking lot at the Fort Collins Loveland Municipal Airport. This project included excavating the parking lot, replacing damaged curb/gutter, replacing the road base and repaving the lot with new asphalt.

Going digital

The building Division launched e-contractor licensing, enabling the acceptance, review and completion of contractor licenses through the use of electronic signatures and e-mail. Both the contractors and the City benefit from reduced time, paper and costs.

Keeping costs low

The City's electric utility saved about \$101,000 in peak demand charges this year thanks to the 3,371 participants in the Partnering with Power program.



Bigger and better

Under construction during most of 2010, the expansion and renovation of the Chilson Recreation Center was completed last month. New facilities include a leisure pool with zero-depth entry, spray cannons, a lazy river, water basketball and volleyball, and a water speed slide. There are new family locker rooms, a party room, multi-purpose gymnastics and fitness rooms, renovated cardio-equipment areas and an expanded free weight area. Additional parking has also been added.

The program cycles air conditioners to reduce demand for electricity during peak usage times when electricity purchase costs are high. Five Watt Reader kits were placed in the Loveland Public Library for residents to checkout. Watt Readers measure appliance electricity use to help identify the energy hogs. The Great Light Bulb Round Up collected more than 2,000 incandescent light bulbs and the donors received money saving coupons for replacing them with low energy use compact fluorescent light (CFL) bulbs.

Attracting investment

Zoning and related standards were revised to encourage business reinvestment along the North Cleveland Ave. Corridor, from 10th Street to the Loveland cemetery. Reinvestment can result in more jobs and tax revenues for the community.

Sweeping strategy

The street sweeping program was improved in 2010 by using a new strategy suggested by crew members. A gang-sweeping approach was employed to sweep 1/4 of the city each day, while also avoiding each neighborhood's weekly trash and recycling setout day. With this strategy, a total of 9,500 lane miles were swept this year versus 8,285 in 2009 – a gain of 15 percent.

Assistance to citizens

The Loveland City Council awarded \$875,393 in grants to local nonprofit agencies serving local citizens in need with shelter, transportation, food, health services, and many other basic needs.

The agencies provided 45 programs and projects to local residents with incomes less than 70 percent of the

Area Median Income. The City provided \$450,000 in Human Services Grant funds and another \$425,393 was provided by Federal Housing grants and the Department of Energy stimulus grants.

CFI has arrived

Traffic flows more smoothly, left-turns require less waiting and red-light time has decreased at the continuous flow intersection (CFI) at Madison and Eisenhower. The innovative CFI design enables left-turners and through traffic to travel simultaneously. The design also enabled the intersection to be enlarged while minimizing impact to adjacent businesses.



If we're thirsty

Loveland now has rights to an additional 1.2 billion gallons of water annually. The City completed two purchases of raw water from the Colorado-Big Thompson Project totaling 127 acre-feet, plus a water court decision enables Loveland to use an additional 4,000 acre-feet from the Big Thompson River. When needed, the water will flow into the treatment plant and then to Loveland's spigots.

Actual and exercise

The Public Information Office was actively involved in both actual and fictional emergencies during 2010. The public and media were informed and updated during the Reservoir Road wildfire and Museum/Gallery artwork destruction via media releases, website postings, 1610AM radio, 962-2020 Info Line, TV channel 16 and Twitter. Plus, information staffers participated in an airliner disaster drill staged near the local airport.

Crime ring broken

Loveland police interrupted a burglary at a local gun store, arresting two suspects in the process of stealing nearly 50 firearms. The follow-up investigation led to the arrest of a third suspect and broke up a major organized crime ring responsible for more than \$100,000 in thefts. All of the suspects have been sentenced to prison.

Planning for the worst

The Office of Emergency Management hopes all their work imagining and planning for worst-case scenarios will go unused. Efforts included hosting classes, working with the school district, updating written plans and conducting exercises. Special attention was paid to weather condition spotting, chemical concerns, interacting with the hospitals and involvement in a full-scale airliner crash drill near the airport.

Citywide blues



The new blue recycling carts were delivered to all Loveland homes in 2010 for every-other-week recycling collection. Residents are able to choose from three cart sizes to best meet their needs.

By moving to this cart-based curbside recycling system, now only three instead of five trucks are required for collections. This change has resulted in a significant cost savings.

Academy grads

The police department's annual Citizens Police Academy graduated 28 local residents who attended ten weekly evening classes. The students learned about emergency communications, use of force, DUI enforcement, gangs, SWAT response, explosive devices, and police K-9s. The academy will be offered again this fall.

Many requests

Upkeep, management, repairs and improvements to City-owned facilities is a full-time job. The Facilities Management team completed about 7,800 work requests in 2010—large and small, indoor and outdoor. The community may have noticed improvements to Foote Lagoon seating and a new flag pole at the Civic Center but will probably never see the special enhancements to the police shooting range.

Hydroelectric repairs

Repairs of the cracks and spalling of the concrete were completed at the Idylwilde Dam in the Big Thompson River. The dam houses a hydroelectric power plant. Crews also installed steel hangers on the face of the dam and installed a water aeration device to keep ice from forming on the face of the dam.



Stressful decisions

All Loveland firefighters and fire officers attended three classes to enhance situation awareness abilities and to improve tactical decision making under stress. These classes were taught in Loveland by two chief level officers that received training and education through Gonzaga University and the National Fire Academy.

Crossroads completed

Traffic backups have been eliminated and safety greatly improved with the completion of major improvements to the I-25/Crossroads interchange. Thanks to the new ramps and pair of roundabouts, a single car waiting to turn left no longer delays all the

motorists behind. The smoother flow reduces risk-taking and accidents. Funded by federal stimulus and Centerra monies, no City funds were needed for the \$6.5 million project.



Teamwork counts

Loveland's local government worked with federal staffers and local citizens to provide information and encourage participation in the 2010 U.S. Census. The effort was successful, with Loveland's response rate significantly above national and state levels.

Almost double



Work has begun to make the Loveland Public Library almost twice as large and twice as tall. Construction on the 25,000 sq. ft. addition and major renovation of the library building will be completed this fall. Of the \$9.7 million total cost, the Friends of the Library Foundation raised about \$1.4 million in donations, plus another \$800,000 comes from state and federal grants.

Safer crossing

Riders and walkers can now use the new 184-foot recreation trail underpass to cross beneath Hwy. 287 a bit north of 57th Street. Rec trail connectivity to the Boyd Lake State Park is also underway. The \$1.8 million costs were funded with a \$600,000 federal grant and the remainder was provided by Loveland's share of Colorado lottery dollars.

Emergency training

Several Loveland top level firefighters/officers completed the 50 hour, on-line interactive training for the Blue Card, Hazard Zone Management program. Next is the hands-on and skill demonstration portion resulting in national certification for fireground emergency scene management. In addition to the basic training, two of Loveland's fire officers have been certified nationally as Blue Card instructors and trainers.

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Spend a SweetNight with your sweetheart

Dress up for a night out with your sweetheart and enjoy hors d'oeuvres, desserts, select wines and beverages while listening and dancing to music and perhaps bidding in the large silent auction. All this fun can be had from

7-10 p.m., Feb. 11 at the Chilson Senior Center during the 9th Annual SweetNight to benefit the Library.

Hosted by the Friends of the Loveland Public Library Foundation, proceeds will benefit next summer's Travelling

Storyteller in the Parks children's program.

Tickets are \$15 per person and are available at the door or at www.friendsofthelovelandlibrary.org. For more info, call 962-2712.

W&P saving customers energy and money through effective engagement

Starting in 2011, Loveland Water & Power will launch an innovative energy efficiency program designed to help the utility meet its efficiency goals while increasing overall customer satisfaction. It will be deployed to 15,000 randomly selected Loveland households and run for two years.

The Home Energy Reporting Program is a product of OPOWER—a company dedicated to educating the public about their energy use so they can make smart decisions and save energy, money and resources that preserve the planet.

The reports will be delivered through traditional mail or email separately from the bill and will arrive about every two months. Customers will also have access to a user-friendly online portal where they can get more information on saving energy. The reports and portal are designed to help residents better understand their energy consumption and find additional ways to lower their utility bills by reducing energy use.

Since the program was first launched in 2008, it has cumulatively saved more than \$22 million for Americans



and enough energy to power more than 50,000 homes.

Through the launch of this program, W&P continues to demonstrate its commitment to providing Loveland residents with the information needed to reduce energy usage, monthly bills and carbon emissions.

Some of our 2010 city government accomplishments (continued from page 3)

Continuing improvements

Upgrades and modernization are ongoing at Loveland's Water Treatment Plant. The list of 2010 improvements includes filters, piping, valves, actuators, automatic controls, ventilation, heating, electrical distribution and more.

Downloads and Dumpty

Every month last year, more than 150 audiobooks and music were downloaded from the Loveland library's website through the Front Range Downloadable Library. Downloads are increasing now that E-books are becoming available. The library's Humpty Dumpty pre-literacy activities were popular too, with 8,900 children under the age of 2½ attending along with a parent or caregiver.

Leadership Training

Nearly fifty Loveland firefighters and ten police officers attended the eleven-week Leadership Journey seminar designed to enhance leadership skills and develop leaders at all levels of the organization. The program covers the essential skills for today's leaders in a lecture format, video series and application experience.

Sewer line relined

About 1,800 feet of two-foot diameter concrete sewer pipe was relined with fresh concrete due to years of

deterioration caused by the hydrogen sulfide gases that are present in wastewater. The pipeline, running east and north of the Madison/Silver Leaf intersection, was relined using a trenchless technology process that eliminated the need to dig up the pavement.

Drugs collected

The community dropped off 195 pounds of unneeded and expired medications at the Police Department during the first-ever National Prescription Drug Take Back Day. The collected drugs were then safely and properly destroyed by the Drug Enforcement Administration.

Video viewing

Brief videos on a broad range of subjects were produced and made available for public viewing on the City's website, TV channel 16 and the City's newly-created YouTube channel. The videos provided information about fee waivers, new snow plows, trash carts and more.

Know the code?

In addition to dealing with customary issues including trashy properties, abandoned vehicles, overgrown lawns and much more, the city's Code Enforcement officers dealt with approximately 150

dead/dangerous tree issues. They also instituted e-permitting for temporary signage and helped rewrite the City's graffiti ordinance.

Connection established

Beginning last June, bus riders from Loveland and as far north as Fort Collins were able to travel into Longmont and then connect with the north Front Range and metro Denver. The FLEX (Fort Collins/ Loveland/ Longmont Express) intercity bus route makes it possible.

Good grades again

Loveland residents again gave City services thumbs-ups according to the annual Quality of Life Survey. More than 900 households mailed back the 24-question survey with feedback on City services and facilities. The overall ratings were high for 2010 plus the six-year trend line continued upward.



City Update is a monthly publication of the City of Loveland. Residents receive *City Update* according to their utility billing cycle. Timeliness of the information may be affected by recipients' billing schedule. *City Update* is also available around the first of every month on the News Desk page at www.cityofloveland.org. Your comments are encouraged and welcomed at 962-2302, hillea@ci.loveland.co.us.