

## Survey results still high overall though numbers decline slightly

Loveland citizens once again have given high marks to the services received from their city government, although overall the numbers have fallen a bit since last year.

The annual Quality of Life survey is sent to homes and businesses throughout the city to gather feedback about City operations. Using 24 questions, the survey asks respondents whether they agree or disagree—and how strongly—as to whether the City is providing quality services to the community it serves.

Using a 100 percent scale, on more than two-thirds of the questions, more than 70 percent of the respondents agreed they are receiving quality services. Eight of those questions received agreement from 90 percent



or more of the respondents. Only one question was below the 50 percent level.

The City has conducted the Quality of Life Survey every year since 2004  
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*More about the Quality of Life Survey inside*

## Fall is here and the leaves are falling

### Best ways to dispose of them



The City of Loveland encourages residents to dispose of leaves in an environmentally-responsible way by doing one of the following:

- **Take leaves to the Recycling Center**

The City's Recycling Center at 400 N. Wilson Ave is open 7:30 a.m.-4:30 p.m., Tuesday-Sunday (closed Monday). There is no charge to city residents for leaf drop-off with a current 2012 yard debris permit.

- **Get a Yard-waste cart**

Arrange for weekly curbside yard waste collection (service runs through the end of November). The 95-gallon cart can be filled with leaves and other yard wastes, including old jack-o-lanterns, and then wheeled to the curb for collection on the resident's regular trash day.

Cost for curbside yard waste collection is \$7.50/month. Cart customers who plan to use the cart again next spring may keep the carts during the winter months. There is no charge during that period.

Grass clippings, garden trimmings,

small branches and other organic yard waste can go into the cart. Dog droppings, rock, soil and other litter are not permitted. To request a cart, call 962-2529.

- **Mow leaves into mulch**

Leaves can be mowed into mulch by spreading them out on the lawn and going back and forth a few times with the lawn mower. These finely chopped leaves help retain the lawn's moisture. The ground up leaves decompose by spring.

Sending leaves to the landfill is an expensive and non-environmentally-friendly way to dispose of them. If residents choose to throw leaves out, trash stamps are required on every bag set out for collection.

Raking or blowing leaves into the street or gutter is a code violation and violators could be issued a citation and fine.

For more information on leaf disposal call the Solid Waste Division, 962-2529 or go to the Solid Waste Division webpages at [www.cityofloveland.org](http://www.cityofloveland.org).



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## Ring in the season with these festive holiday activities



### Loveland Lights returns to library

Loveland Lights, a longstanding holiday tradition returns to the Loveland Public Library Dec. 1-2. The theme this year is *Christmas Stockings* and there will be lots to do and see for the whole family.

#### Activities include:

- a presentation by naturalist Kevin Cook
- a visit by the Colorado Eagle Ice Hockey team mascot Slapshot
- craft and gingerbread house workshops
- storytelling
- food demonstrations
- musical performances
- displays representing different holidays including a Hanukkah display
- model trains
- decorated trees
- a holiday book and bake sale
- and a counting competition of Christmas stockings

Visit [www.friendsofthelovelandlibrary.org](http://www.friendsofthelovelandlibrary.org) frequently as information continues to be added.

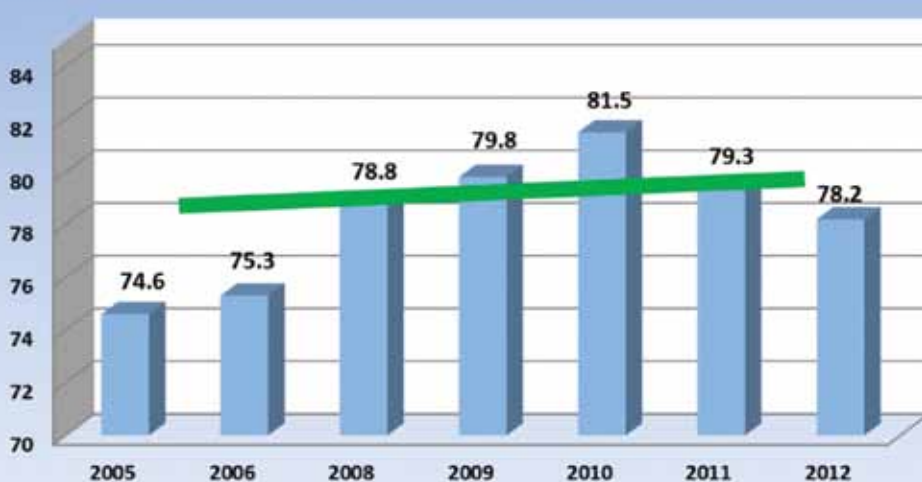
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# Quality of Life in Loveland - Annual Comparison - 2005 to 2012

Numbers are percents of total responses

| Annual Comparison of Statements on Loveland Community Attributes<br><i>(2007 is not represented because that year's survey was more in-depth and therefore not comparable)</i> | 2005<br>Strongly Agree/<br>Agree | 2006<br>Strongly Agree/<br>Agree | 2008<br>Strongly Agree/<br>Agree | 2009<br>Strongly Agree/<br>Agree | 2010<br>Strongly Agree/<br>Agree | 2011<br>Strongly Agree/<br>Agree | 2012<br>Strongly Agree/<br>Agree |
|--|----------------------------------|----------------------------------|----------------------------------|----------------------------------|----------------------------------|----------------------------------|----------------------------------|
| 1. My family feels safe in our community.  | 91                               | 93                               | 95                               | 95                               | 95                               | 93                               | 95                               |
| 2. Loveland delivers reliable electricity.   | 94                               | 95                               | 96                               | 99                               | 98                               | 96                               | 92                               |
| 3. Loveland's neighborhoods, parks and thoroughfares are clean.  | 89                               | 89                               | 89                               | 92                               | 95                               | 91                               | 92                               |
| 4. Residential recycling and trash services meet customer needs.   | 81                               | 89                               | 91                               | 92                               | 92                               | 91                               | 92                               |
| 5. The City provides quality parks and trails.   | 90                               | 89                               | 91                               | 95                               | 96                               | 91                               | 91                               |
| 6. Loveland provides quality drinking water.   | 90                               | 88                               | 89                               | 93                               | 94                               | 91                               | 90                               |
| 7. The City provides quality Fire/Rescue services.   | 86                               | 87                               | 92                               | 93                               | 95                               | 89                               | 90                               |
| 8. The sewer system in Loveland works reliably.  | 89                               | 88                               | 90                               | 93                               | 93                               | 89                               | 90                               |
| 9. There are plentiful opportunities to enjoy the arts.  | 88                               | 84                               | 91                               | 91                               | 93                               | 89                               | 88                               |
| 10. There are sufficient opportunities to gather as a community (festivals/community events etc.)  | 82                               | 81                               | 88                               | 91                               | 91                               | 87                               | 85                               |
| 11. Water runoff from storms is controlled and minimizes flooding.   | 82                               | 82                               | 86                               | 89                               | 90                               | 85                               | 85                               |
| 12. Street surfaces are drivable and safe.   | 78                               | 79                               | 80                               | 84                               | 87                               | 82                               | 83                               |
| 13. The library services provided to our community are current and meet our community needs.   | 76                               | 75                               | 78                               | 77                               | 83                               | 80                               | 83                               |
| 14. There are abundant recreational opportunities for all members of my family.  | 79                               | 77                               | 82                               | 84                               | 88                               | 85                               | 82                               |
| 15. The City provides quality Police services.   | 82                               | 83                               | 86                               | 86                               | 90                               | 84                               | 82                               |
| 16. I can travel by car to locations in Loveland with minimal delays.  | 70                               | 71                               | 74                               | 81                               | 80                               | 79                               | 80                               |
| 17. I feel well informed about City services.  | 76                               | 76                               | 75                               | 77                               | 82                               | 76                               | 74                               |
| 18. Loveland is attracting shopping opportunities our community desires.   | 69                               | 75                               | 77                               | 74                               | 72                               | 74                               | 70                               |
| 19. The City provides activities and services needed by senior citizens.   | 62                               | 60                               | 71                               | 65                               | 67                               | 68                               | 68                               |
| 20. Alternative transportation options are usable and provide options to driving my car (i.e., buses, bike lanes, sidewalks).  | 55                               | 60                               | 57                               | 66                               | 67                               | 62                               | 59                               |
| 21. The City Council is approving development that enhances the quality of life in our community.  | 46                               | 47                               | 56                               | 54                               | 61                               | 63                               | 58                               |
| 22. The City provides quality youth activities.  | 50                               | 53                               | 57                               | 54                               | 60                               | 57                               | 57                               |
| 23. There are sufficient opportunities to participate in Loveland Government.  | 58                               | 57                               | 63                               | 58                               | 57                               | 55                               | 50                               |
| 24. Loveland is attracting jobs that pay well from employers that offer benefits.  | 28                               | 29                               | 37                               | 33                               | 30                               | 45                               | 41                               |

**Composite Scores for Surveys from 2005-2012**



**Seven-year Graphical Illustration of overall trends from Quality of Life Survey from 2005-2012**

This graph illustrates the general trend of residents' combined responses to all twenty-four Quality of Life Survey questions from 2005 to 2012. The year 2007 is not represented because that year the City conducted a more in-depth survey and that data is therefore not comparable. The trend lines are computer-generated based on seven years of in-house administered Quality of Life Survey results.



## 2012 Quality of Life Survey: Observations and clarifications

Loveland's annual Quality of Life Survey results include both statistical data and personal opinions. The statistics offer mathematical conclusions, opinions do not...but can be very interesting to read. The Loveland community is encouraged to visit [www.cityofloveland.org/QLsurvey](http://www.cityofloveland.org/QLsurvey) to read all the results from 2012 and even prior years.

Below are some observations and clarifications based on the data and comments. The 333 comments from citizens offered a wide range of subjects and perspectives.

- Topping the list this year with a 95 percent rating was a feeling of safety throughout Loveland by its residents. This high rating concurs with the high ratings received by the recent Public Safety Survey administered through the Loveland Police Department and reported in last month's *City Update*.
- How widely used is the Internet in Loveland? The Internet is highly used locally, trending up to 86 percent in the latest survey. (Several sources report national use at 78 percent.) The trend line for use of the City's website [www.cityofloveland.org](http://www.cityofloveland.org) shows a steeper increase to the current 59 percent level.
- Compared to last year's 24 identical questions, for 2012 eight questions showed an increase, 12 decreased and four remained the same. Overall, the cumulative rating fell 1.1 percent to 78.2.

- In the General section, comments indicating residents enjoy living in Loveland outnumbered critical comments by about a 3-to-1 ratio.
- The library received notable applause. The library completed a recent \$8 million expansion and renovation.
- Comments regarding the City's recycling program received both support and suggestions.
- Concerns about neighbors' property were expressed along with a desire for greater code enforcement.
- Some comments indicated that respondents had lost track of the former ACE/Agilent property situation. The City purchased and resold the property to a development firm headquartered in Kentucky. Now known as the Rocky Mountain Center for Innovation and Technology, the Cumberland and Western development firm is actively rehabilitating the property and negotiating with prospective new tenants.
- A few respondents wondered how they could view City Council and Planning Commission meetings. Those meetings are televised live on cable channel 16. City Council meetings are rebroadcast on Sat., Sun., Tues. and Wed. while Planning Commission is rebroadcast on Mon., Thurs. and Fri. Videos of both groups' meetings are also available on-demand from the City website.
- In answer to a few comments, the complete results of the Quality of Life Surveys since 2006 are available at [www.cityofloveland.org](http://www.cityofloveland.org).
- Desire for more downtown development/redevelopment was expressed. As one of City Council's expressed goals, the City is actively working toward revitalizing downtown. Although the City doesn't own the individual properties, it does offer redevelopment and façade incentives and has made improvements in the publicly owned properties.
- Streets and traffic issues were the source of many comments, from manhole covers to traffic light timing. The feedback on the roundabout at 7th and Garfield, and the CFI intersection at Madison and Eisenhower were mixed. An update on the CFI was provided in last month's *City Update*.
- The City bike/pedestrian trail was well supported. The City was encouraged to finish the trail loop and also provide additional trails and bike lanes.
- Comments about Loveland's arts programs were also mixed, receiving both strong support and suggestions that the money be spent elsewhere.
- The desire for expanded bus service was expressed; more routes, greater frequency, expanded hours of operation.
- Police officers were criticized for being imposing and unpleasant. On the other hand, feeling safe in Loveland received the highest marks on the survey.
- Of all the topics expressed within the 333 citizen comments, the most frequent was the desire for an organic/health food grocery store in Loveland. Perhaps the regional grocery industry will take note of these comments...



### Survey results still high overall though numbers decline slightly (continued from page 1)

to gather data and comments from Loveland citizens regarding services, programs and facilities provided by the City. A different type of survey was conducted in 2007. This year again, the 24-question survey was mailed randomly to 3,000 Loveland addresses, and similar to previous years, about 30 percent of the recipients filled out the questionnaire and mailed it back to the City.

The 888 responses received easily surpass the quantity required for a 95 percent confidence level of +/- 5 percentage points. The City's survey methodology was validated last year by a professor from CSU's statistics laboratory.

Because the same questions are asked every year, an ongoing trend line of the results can be calculated. Despite the slight dip of the 2012 numbers, the overall trend of citizen satisfaction with local government's efforts have continued at a high and rising level although the slope of the rise has leveled out slightly.

A multi-year comparison of the survey results plus observations from this year's data and comments can be seen by turning to Page 2 of this issue of *City Update*. The entire Quality of Life survey report and citizens comments for 2012 and preceding years is available at [www.cityofloveland.org/QLsurvey](http://www.cityofloveland.org/QLsurvey).

## Loveland Museum/Gallery receives prestigious national accreditation

The Loveland Museum/Gallery recently received re-accreditation from the American Alliance of Museums (AAM), making it one of a very small, elite group to receive this prestigious award. Fewer than five percent of museums nationwide are accredited.

Accreditation from the AAM brings national recognition to the Museum/Gallery for its commitment to excellence, accountability, high professional standards and continued institutional improvement.

“The staff devoted a lot of time and energy providing AAM with documentation on all aspects of our operations,” said Susan Ison, Director of Cultural Services. “A visiting accreditation team also came to Loveland in the Fall of 2010 to interview the staff and board, and to

review our submission. We are pleased and proud to retain our accreditation and appreciate the tremendous support we receive from the community.”

The Loveland Museum/Gallery received accreditation for the first time in 1992 and is one of 19 accredited institutions in the state of Colorado.

All accredited museums must undergo a re-accreditation review every ten years in order to maintain accredited status. Of the nation’s estimated 17,500 museums only 775 are currently accredited.

The 2012 re-accreditation coincides with the museum’s 75th anniversary.



### Ring in the season with these festive holiday activities

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#### Community sing-along at the Rialto

The ‘Tis the Season Community Sing-along at 2 p.m., Sun., Dec. 9 at the Rialto Theater Center is a free holiday event the whole family can enjoy. Loveland’s own Sharon Sheets will lead participants in singing a variety of seasonal songs to ring in the holidays. A selection of hot drinks and sweet treats will be available free of charge.

#### ‘Tis the season to save energy with LEDs

A relatively new technology in holiday lights is light-emitting diodes (LEDs). LEDs are more durable than standard holiday lights, plus they are less likely to break when dropped or crushed. And even if one light on a LED string goes out, the rest of the string will still work.

Another nice benefit is they are cool to the touch, making them much safer for children. The lack of heat also helps natural trees from drying out, greatly reducing the risk of Christmas tree fires.

LEDs’ best feature may be their energy and cost-savings. They last up to ten times longer than conventional incandescent light strands and they use about 90 percent less energy, resulting in lower cost for holiday lighting.

### City of Loveland Public Works Department Solid Waste Division

## 2012-2013 HOLIDAY TRASH COLLECTION SCHEDULE

| HOLIDAY / EVENT                      | DATE                    | SERVICE SCHEDULE   |
|--------------------------------------|-------------------------|--|
| Veterans Day Observed                | Monday<br>11/12/2012    | Closed ...Collections will run one day late (Monday’s collection on Tuesday, etc.)   |
| Thanksgiving Day                     | Thursday<br>11/22/2012  | Closed...Thursday’s collection will be on Friday   |
| Weekly yard debris collection ends   | Thursday<br>11/29/2012  | Subscription yard debris cart service ends. Keep cart during winter. Monthly service fee to be discontinued until April, 2013. |
| Christmas Day 2012                   | Tuesday<br>12/25/2012   | Closed ...Collections will run one day late (Tuesday’s collection on Wednesday, etc.)  |
| <b>2013</b>                          | <b>2013</b>             | <b>2013</b>  |
| New Year’s Day 2013                  | Tuesday<br>01/01/2013   | Closed ...Collections will run one day late (Tuesday’s collection on Wednesday, etc.)  |
| Martin Luther King Jr. Day           | Monday<br>01/21/2013    | Collection will be normal for week   |
| Presidents Day                       | Monday<br>02/18/2013    | Collection will be normal for week   |
| Weekly yard debris collection begins | Monday<br>04/01/2013    | Subscription yard debris cart service begins. Please have yard debris cart in street by 7:00 a.m.                              |
| Memorial Day                         | Monday<br>05/27/2013    | Closed ...Collections will run one day late (Monday’s collection on Tuesday, etc.)   |
| Independence Day                     | Thursday<br>07/04/2013  | Closed ...Collections will run one day late (Wednesday’s collection on Thursday, etc.)   |
| Labor Day                            | Monday<br>09/02/2013    | Closed ...Collections will run one day late (Monday’s collection on Tuesday, etc.)   |
| Columbus Day                         | Monday<br>10/14/2013    | Collection will be normal for week   |
| Veterans Day                         | Monday<br>11/11/2013    | Closed ...Collections will run one day late (Monday’s collection on Tuesday, etc.)   |
| Thanksgiving Day                     | Thursday<br>11/28/2013  | Closed...Thursday’s collection will be on Friday   |
| Weekly yard debris collection ends   | Thursday<br>11/28/2013  | Subscription yard debris cart service ends. Keep cart during winter. Monthly service fee to be discontinued until April, 2014. |
| Christmas Day 2013                   | Wednesday<br>12/25/2012 | Closed ...Collections will run one day late (Wednesday’s collection on Wednesday, etc.)  |
| <b>2014</b>                          | <b>2014</b>             | <b>2014</b>  |
| New Year’s Day 2014                  | Wednesday<br>01/01/2014 | Closed ...Collections will run one day late (Wednesday’s collection on Wednesday, etc.)  |

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 City’s website at [www.cityofloveland.org](http://www.cityofloveland.org). Your comments are encouraged and welcomed at 962-2302, [Andy.Hiller@cityofloveland.org](mailto:Andy.Hiller@cityofloveland.org). The City of Loveland is committed to providing an equal opportunity for citizens and does not discriminate on the basis of disability, race, color, national origin, or gender. The City will make reasonable accommodations for citizens in accordance with the Americans with Disabilities Act. For more information, please contact the City’s ADA Coordinator at [bettie.greenberg@cityofloveland.org](mailto:bettie.greenberg@cityofloveland.org) or 962-3319.