

Survey declines from previous high

Once again, Loveland's city government services have received high marks from its residents, though the scores have retreated a bit from last year's record levels. The scores are the result of this year's Quality of Life Survey.

The City has conducted the Quality of Life Survey every year since 2004 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, a 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.

Year-to-year fluctuations are normal, however, because the same questions are asked every year, an ongoing trend line of the results can be calculated.

Despite the slight fall-back of the 2011 numbers, the overall trend of citizen satisfaction with local government's effort has maintained at a high and rising level.

Last year, responses to eight of the 24 questions resulted in statistically higher levels, plus one declining. This year the numbers bounced back, with 15 results declining and one increasing. Although not matching the record high numbers of 2010, the numbers for 2011 compare closely with the 2008 and 2009 responses.

Of note, the largest change of any of the 2011 results dealt with attracting jobs. It jumped up by 15 percent.

A response summary and comparison is presented here in *City Update*. The complete survey report, including more than 300 comments submitted by responders, is available at www.cityofloveland.org.

More about the Quality of Life Survey inside

Environmental grant awarded for downtown cleanup project

In conjunction with its purchase and cleanup of 301 N. Lincoln, formerly the Leslie the Cleaners property, the City of Loveland was awarded a \$313,000 grant to assist with the cleanup costs. After decades of use as a dry cleaning operation, chemicals exist in the ground that require remediation prior to redevelopment of the property. Following demolition of the building, some of the ground will be removed and replaced. The City will continue to monitor site conditions to ensure chemical levels have decreased and are within acceptable regulatory limits.

The Leslie property and adjacent properties already owned by the City are part of a major downtown

revitalization effort that will include new parking, retail, office and residential space. The revitalization plan was completed with the support of the Loveland City Council and the Loveland Downtown Team of community members, building owners and merchants.

The City's purchase price for the Leslie property was \$56,507. The City will incur additional costs involved with demolition and site cleanup. The grant from the Environmental Protection Agency will offset some of these costs.

Negotiations to begin again

Exclusive negotiations with a new development firm for the ACE project at the former Agilent property in Loveland are expected to begin this month.

The Aerospace and Clean Energy Park (ACE) at the former HP/Agilent multi-building campus would become the home for numerous firms involved in innovative product and service research, development

and manufacturing. It could create thousands of new jobs at the facility and throughout Colorado.

After the original development firm withdrew from the project in August, the City of Loveland and the Colorado Association of Manufacturing and Technology (CAMT) invited other development firms to apply for the role. A total of

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Spooky events at Museum & Rialto

Loveland Museum/Gallery

*10th Annual Halloween
Family Fun Festival*

10 a.m.-2 p.m., Sat., Oct. 29

Family activities, downtown
trick-or-treating, costume contest

FREE

Rialto Theater

Movie: Psycho

7 p.m., Mon. Oct. 31

Alfred Hitchcock's psychological
thriller headlines at the Rialto
Theater for a Halloween treat.

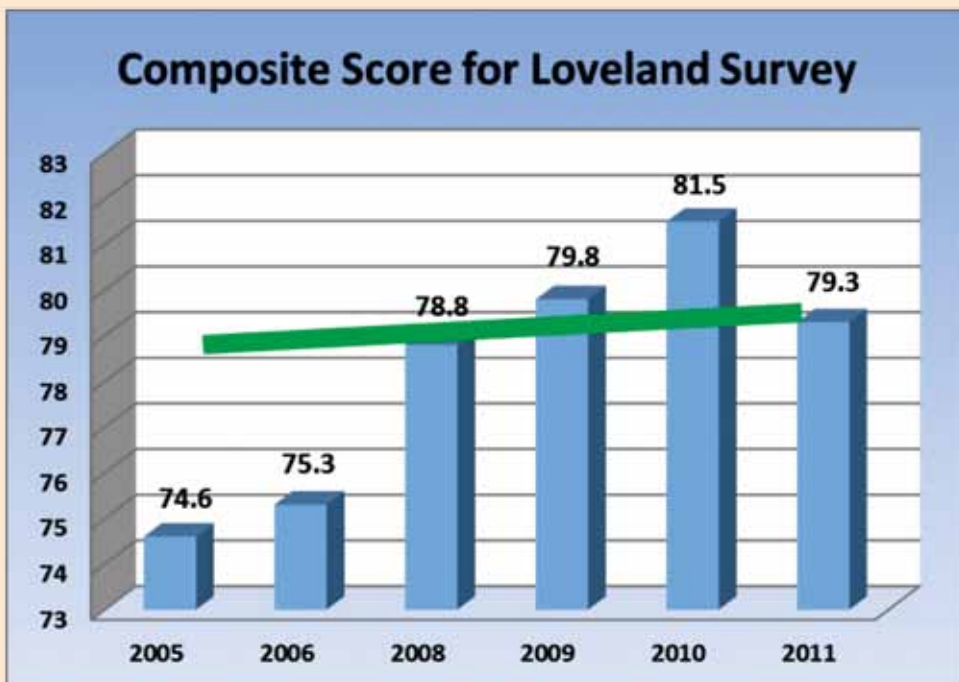
Tickets: \$8



Quality of Life in Loveland – 2010-2011 Comparison

Numbers are percents of total responses. Changes of +/-3 percent are considered to be significant.

Comparison of Statements on Loveland Community Attributes	2010 Strongly Agree/ Agree	2011 Strongly Agree/ Agree
1. Loveland delivers reliable electricity.	98	96
2. My family feels safe in our community.	95	93
3. The City provides quality parks and trails.	96	91
4. Loveland's neighborhoods, parks and thoroughfares are clean.	95	91
5. Loveland provides quality drinking water.	94	91
6. Residential recycling and trash services meet customer needs.	92	91
7. The City provides quality Fire/Rescue services.	95	89
8. The sewer system in Loveland works reliably.	93	89
9. There are plentiful opportunities to enjoy the arts.	93	89
10. There are sufficient opportunities to gather as a community (festivals/community events etc.)	91	87
11. Water runoff from storms is controlled and minimizes flooding.	90	85
12. There are abundant recreational opportunities for all members of my family.	88	85
13. The City provides quality Police services.	90	84
14. Street surfaces are drivable and safe.	87	82
15. The library services provided to our community are current and meet our community needs.	83	80
16. I can travel by car to locations in Loveland with minimal delays.	80	79
17. I feel well informed about City services.	82	76
18. Loveland is attracting shopping opportunities our community desires.	72	74
19. The City provides activities and services needed by senior citizens.	67	68
20. The City Council is approving development that enhances the quality of life in our community.	61	63
21. Alternative transportation options are usable and provide options to driving my car (i.e., buses, bike lanes, sidewalks).	67	62
22. The City provides quality youth activities.	60	57
23. There are sufficient opportunities to participate in Loveland Government.	57	55
24. Loveland is attracting jobs that pay well from employers who offer benefits.	30	45



Overall Trend

The green line on this graphic illustrates the general trend of residents' combined responses to all 24 Quality of Life Survey questions from 2005-2011. The trend lines are computer-generated based on the six years of Quality of Life Survey results. 2007 is not represented because a more in-depth survey was conducted that year.

Home Energy Audit Program available

Loveland Water & Power (W&P) is joining forces with Platte River Power Authority, Fort Collins Utilities, and the energy audit company Lightly Treading, to offer Loveland residents a new Home Energy Audit Program. The program enables residents to receive a comprehensive energy audit with long-term benefits and efficiency in mind.

Home energy audits help homeowners detect problem areas and make needed improvements before cold weather hits. And the repairs homeowners make before winter are just as helpful when it's time to keep homes cool in the summer. The payoffs are increased comfort, energy savings and money savings, year-round.

Eligible customers must:

- Be a residential W&P electric customer
- Live in a single family home or multi-family home (no more than four units per building)
- Have operational primary electric heating or mechanical cooling

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Police survey results are in

In addition to the annual Quality of Life Survey seeking public opinion on a wide variety of City of Loveland government services, the Loveland Police Department (LPD) also sent out a survey specific to police services this year. LPD conducted similar surveys in 2000, 2002 and 2008.

The survey sought feedback from citizens on their level of satisfaction with the police department operations and programs. LPD received 341 completed questionnaire responses from the 1,800 surveys mailed randomly to city residents.

The percentage of citizens who found specific police services satisfactory and LPD's programs important plus a comparison to 2008 results are shown here:

LPD Services Satisfactory	2011 Survey (percentage)	% Change from 2008
General police service in your neighborhood	91.9	+7.8
Quick response to emergency situation	77.1	+4.1
Crime controls in your neighborhood	71.9	+8.0
Providing fair and equal treatment to all	71.2	+5.6
Understanding of community concerns	66.7	+4.3
Handling citizen's complaints	67.3	+6.3
LPD Programs Important	2011 Survey (percentage)	% Change from 2008
Gang prevention	94.5	+2.2
Illegal drug-use enforcement	91.8	+5.7
Sexual harassment and rape prevention	91.6	n/a
Crime prevention	85.9	-0.6
Neighborhood Watch	84.7	+1.3
Police Department accreditation	81.3	-2.1
Underage liquor enforcement	80.8	+0.2
School resource officers	77.0	+3.4
Santa Cops	56.8	-4.0
Community Night Out	56.3	-2.9
Citizens Police Academy	53.7	-3.6
Police Fish Derby	47.8	-7.4

“Based upon feedback obtained from the survey, it is evident Loveland residents trust in and appreciate the core services provided by the Loveland Police Department,” said Loveland Police chief Luke Hecker. “Residents also support the mission of public safety, most especially in neighborhoods and schools. City-wide, the Police Department will continue to place an emphasis on gang prevention and illegal drug use.”

Hecker said the agency will continue to utilize crime prevention techniques and problem-oriented policing to aid neighborhoods in preventing crime and solving specific problems that arise in the areas in which they live and work.

Veterans Day events

Loveland is home to Colorado's largest Veterans Day celebration and a number of events will be held in honor of veterans.

From 2-3:15 p.m., Thurs., Nov. 10 at the Chilson Senior Center, Mary Ruth Schubach will give a women's perspective on the home front during World War II. The New Horizons band will then entertain the crowd with patriotic songs. Fresh cherry and apple pie will be served. Cost is \$7, \$4 w/SAC, and free for veterans.

A Veteran's Day dance, featuring patriotic songs, will be held 7-10 p.m., Mon. Nov. 14, also at the Senior Center, music by Charlie Butler. Refreshments will be served. Cost: \$4, \$3.50 w/SAC, and free for veterans.

For more information on both events, call 962-2783.

Events on Veterans Day, Friday, Nov. 11:

- **4-6 a.m.** – Bell ringers of Loveland ring the bells of freedom—starting at the Veterans Club, 305 N. Cleveland Ave. The trucks are dispatched throughout the city and return by 6 a.m. to the Veterans Club.
- **6-9 a.m.** – Breakfast at the Veterans Club—Vets (active duty or not) in

full uniform eat for free, all others \$6.

- **11:11 a.m.** – Parade begins on Railroad Ave. and 4th St., then heads west on 4th St. to North on Garfield, then west on 13th St., ending at Dwayne Webster Park Veterans Memorial, corner of Grant and Eisenhower Blvd.
- **Noon** – In honor of this year's theme, *Past and Present Women Veterans*, an afternoon ceremony will be held in Dwayne Webster Veterans Park. Area women veterans should contact Tony duMosch, tdumosch@yahoo.com, to be identified and included in the recognition.
- **1 p.m.** – Sloppy Joes will be served by the Sons of the American Legion at the Veterans Club, for \$3.50, military and civilian.

For parade information, call 667-4722.



FNL flyers to be more comfortable

The current building for passengers awaiting their planes at the Fort Collins-Loveland Municipal Airport (FNL) will soon be twice as large.

A new building of approximately the same size as the current one will be butted up against the east wall of the old building and walkways between the two will be constructed. The expansion will provide much more elbow room under normal scheduling conditions and will prevent a sardine situation this winter if a two-plane situation occurs. It will also facilitate additional airline service in the future.

The Passenger Facility Charge of about \$4 built into each ticket is paying for most of the expansion. A Colorado transportation grant covers the rest. No budget money from either Loveland or Fort Collins is involved.

For additional seating, the expansion will use the old furniture from the Loveland library, recently replaced during the library's expansion. The café will remain and two new restrooms will be added.

The project is expected to be completed this month.

LFR from FNL at DIA for ARFF

As they do every year, a group of Loveland firefighters participated in a live aircraft fire drill at Denver International Airport (DIA).

Because scheduled and charter jet airliners land and take off multiple times every week, the Fort Collins-Loveland Municipal Airport (FNL) is required to have fire-and-rescue staff and equipment standing by. Those firefighters participate in special training and drills every year at DIA. This year, 18 Loveland Fire and Rescue (LFR) personnel took part in the Aircraft Rescue Fire Fighting event.

DIA maintains a special aircraft fire training facility on the outskirts of its property. There, personnel from DIA's five fire stations and personnel from other Colorado fire departments receive training.

The crews are trained for four different types of aircraft incidents—brake fires, engine fires, aircraft generator fires and ground fires caused by fuel from crashes. Crews also receive specialized training on rescues from fuselages with their narrow aisles and strewn luggage, all supported 10-20 feet above ground by the plane's landing gear.

All the exercises are recorded—both external and internal aircraft activity—with the videos later reviewed and critiqued by the participants.

At FNL, staff plus two special aircraft



Plane Practice

Loveland firefighters extinguish flames during a drill at a facility at DIA. Local firefighters who might be involved in an emergency at FNL undergo specialized training each year at DIA.

fire trucks are nearby whenever an airliner lands or departs. The trucks are equipped with mechanized cannon-like nozzles that can spray water, dry extinguishing powder or aircraft firefighting foam.

Since scheduled service resumed in 2003, there's never been an actual airline incident that required fire or rescue action by the emergency crew. There have been a few occasions, however, where the crew and equipment were rolling just in case.

With CSU back in session, crews are on standby just a bit more often because the university's football team, other teams and their opponents use FNL to get to and from games. While the airport and its staff make the athletes' travel to and from northern Colorado safe and easy, we hope CSU's opponents depart safely, but frowning...Go Rams!

Home Energy Audit Program available (continued from page 2)

W&P will pay for 75 percent of the cost of the audit, leaving customers with a whole-house audit for only \$70.

Audit includes:

- Whole-house visual inspection
- Blower door test to determine where air enters the home
- Infrared camera scan to pinpoint problem areas
- Free installation of energy and water savings measures – LED's, CFL's, low-flow showerheads and more
- A custom energy bill analysis
- Comprehensive audit report detailing all findings and recommendations

After the customer has received and reviewed the report they will be connected with a Loveland concierge service staff member. Concierge staff will be available to assist customers in selecting projects that best match their budget and energy-saving goals. Staff members will also be available to help connect participants with licensed, certified and trained contractors from

the approved contractor list, and assist customers in applying for various available rebates and incentives. W&P will even contribute to eligible upgrades that qualify for a rebate at 50 percent of the measures up to \$500 (participants are eligible for a one-time rebate per utility account up to \$500).

Rebates are available for efficiency upgrades in these areas:

- Air sealing
- Duct sealing
- Insulation
- Windows
- Air conditioners
- Evaporative cooler
- Heat pump
- Electric furnace
- Whole house fan
- Electric water heater
- Mechanical ventilation

Interested customers can schedule an appointment by calling 1-866-973-9268. For more information on the Home Energy Audit Program, visit the W&P webpages at www.cityofloveland.org.



PWP is a free program that helps manage the high demand for electricity during summer months. For more information call 962-3000 or visit www.cityofloveland.org

Reminder!

National Drug Take-Back Day

Drop off expired or unneeded drugs for safe disposal

10 a.m.-2 p.m., Oct. 29

Drive-thru Drop Off
at Loveland Police Building Parking Lot
810 E. 10th Street

Negotiations to begin again

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five proposals were received by the deadline last month.

The developers met with the City and CAMT to discuss their proposals. This month, one developer will be selected for the exclusive right to negotiate a development agreement for the property. A \$150,000 deposit will be required of the developer selected to negotiate.

It is anticipated that the new developer will purchase from the City the 177-acre property with its 811,000 sq. ft. of unoccupied building space. The City is offering the property for \$5 million. The City purchased the property from Agilent for \$5.8 million last June including an additional 120 acres of open land and 128 shares of Colorado-Big Thompson water rights.

The City has indicated its willingness to consider financing the property purchase with a minimum down payment of \$500,000. The City also said it would assist with efforts toward formation of an Urban Renewal Area offering property tax benefits plus expediting the permitting process for new building occupants.

CAMT is also expected to be involved with a partnership agreement with the development firm.

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.