**CITY OF LOVELAND**
CITY MANAGER'S OFFICECivic Center • 500 East Third • Loveland, Colorado 80537
(970) 962-2303 • FAX (970) 962-2900 • TDD (970) 962-2620

AGENDA ITEM: 1
MEETING DATE: 1/8/2013
TO: City Council
FROM: Andy Hiller, Public Information
PRESENTER: Andy Hiller

TITLE: 2012 Quality of Life Survey

RECOMMENDED CITY COUNCIL ACTION: This item is for information and discussion with Council.

DESCRIPTION:

The Quality of Life Survey began in 2005 and with the exception of 2007, has been administered annually to the community. The survey questionnaire seeks basic demographic information, seeks responses to 24 questions regarding satisfaction with City services and provides the opportunity for handwritten comments and suggestions.

SUMMARY:

The presentation will provide:

- Brief description of methodology and validation
 - Display of demographics data
 - Display of 2012 results
 - Comparison of results to prior years including trends
 - Observations noted from written comments
-

REVIEWED BY CITY MANAGER:

 , Acting CM

LIST OF ATTACHMENTS:

PowerPoint Presentation
Survey Data Report
Survey Comments Report

2012 Quality of Life Survey

Methodology

*3,000 mailed, random
888 received, input*

> 382 = 95 % confidence, +/- 5%

Procedure validated by CSU Stats Lab

2012 Quality of Life Survey

How long have you lived in Loveland?

1 year or less	1-2 years	3-5 years	6-10 years	10+ years
5%	4%	9%	11%	71%

What is your age range?

18-24	25-44	45-64	65+
1%	18%	40%	41%

In what part of town do you live?

Northwest	Southwest	Northeast	Southeast
40%	33%	17%	10%

Do you live in a single or multi-family building?

Single	Multi-family
88%	12%

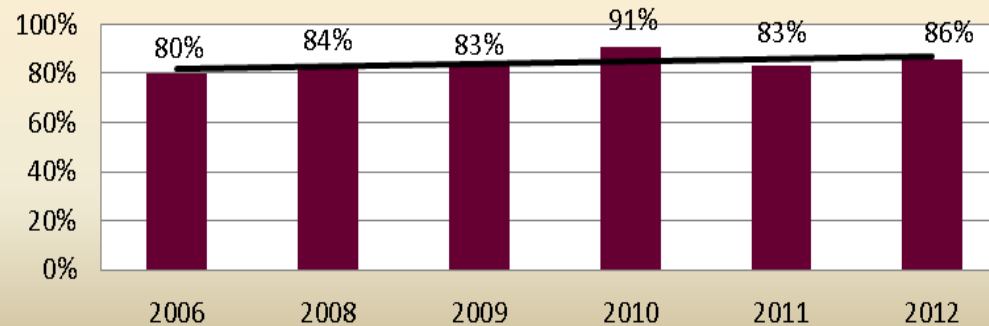
Which of these locations is nearest to where you work?

Loveland	Greeley	Fort Collins	Longmont/ Boulder/ Denver	Wyoming	Not Employed Outside Home
38%	4%	11%	6%	1%	40%

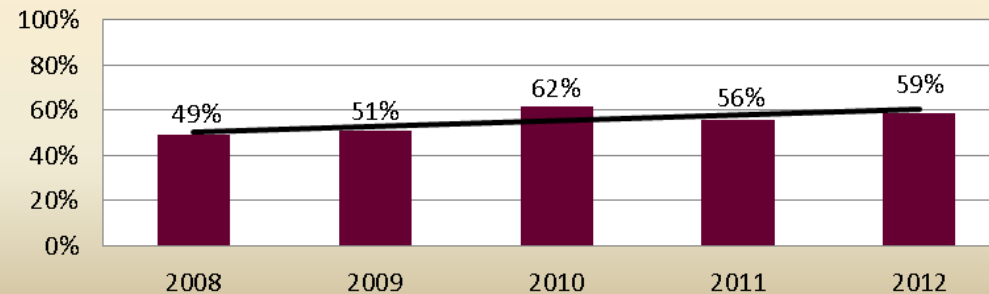
2012 Quality of Life Survey

Internet and City website use

Reported Use of Internet by Survey Respondents 2006-2012



Reported Use of City's website by Survey Respondents
2008-2012



2012 Quality of Life Survey

<i>Annual Comparison of Statements</i>	<i>2005 Strongly Agree/ Agree</i>	<i>2006 Strongly Agree/ Agree</i>	<i>2008 Strongly Agree/ Agree</i>	<i>2009 Strongly Agree/ Agree</i>	<i>2010 Strongly Agree/ Agree</i>	<i>2011 Strongly Agree/ Agree</i>	<i>2012 Strongly Agree/ Agree</i>
1. My family feels safe	91	93	95	95	95	93	95
2. Reliable electricity	94	95	96	99	98	96	92
3. Loveland's clean	89	89	89	92	95	91	92
4. Recycling, trash meet needs	81	89	91	92	92	91	92
5. Quality parks and trails	90	89	91	95	96	91	91
6. Quality drinking water	90	88	89	93	94	91	90
7. Quality Fire/Rescue services	86	87	92	93	95	89	90
8. Sewer system works reliably	89	88	90	93	93	89	90
9. Opportunities to enjoy arts	88	84	91	91	93	89	88

2012 Quality of Life Survey

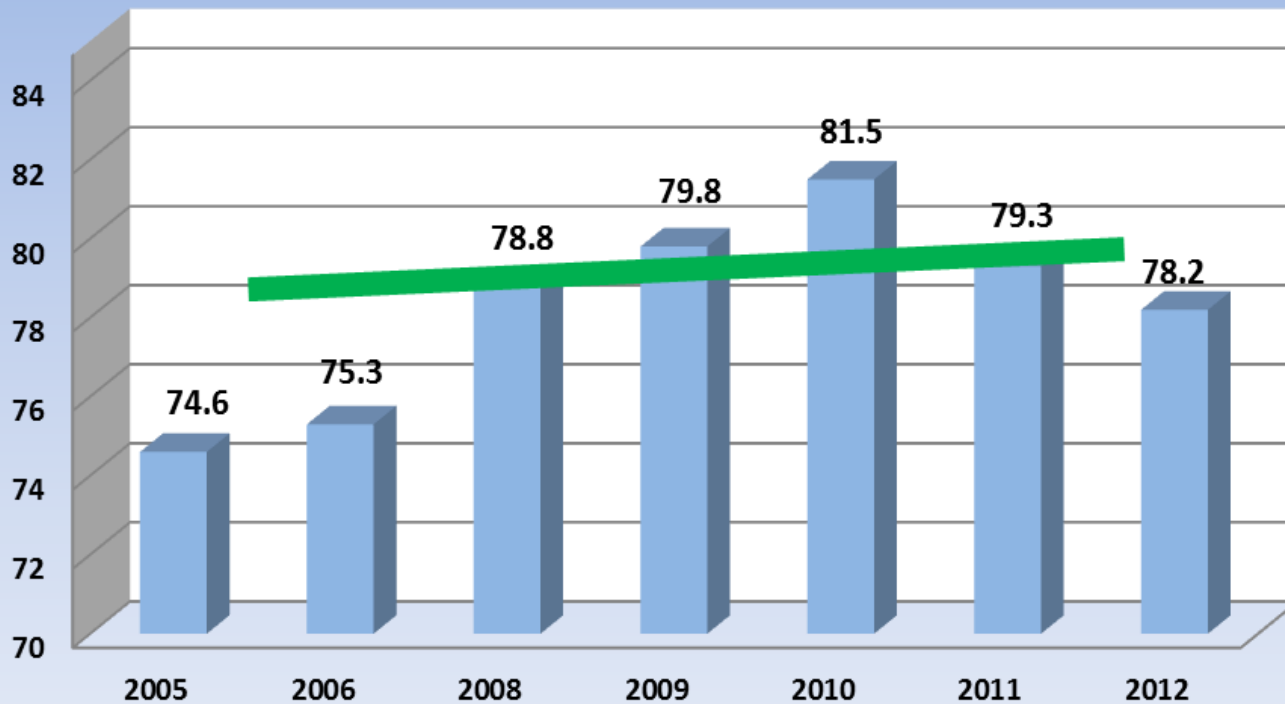
<i>Annual Comparison of Statements</i>	<i>2005 Strongly Agree/ Agree</i>	<i>2006 Strongly Agree/ Agree</i>	<i>2008 Strongly Agree/ Agree</i>	<i>2009 Strongly Agree/ Agree</i>	<i>2010 Strongly Agree/ Agree</i>	<i>2011 Strongly Agree/ Agree</i>	<i>2012 Strongly Agree/ Agree</i>
10. Festivals/community events etc.	82	81	88	91	91	87	85
11. Water runoff is controlled	82	82	86	89	90	85	85
12. Street surfaces drivable, safe	78	79	80	84	87	82	83
13. Library meets our needs	76	75	78	77	83	80	83
14. Abundant recreation opportunity	79	77	82	84	88	85	82
15. Quality police services	82	83	86	86	90	84	82
16. Travel with with minimal delays	70	71	74	81	80	79	80
17. Informed about City services	76	76	75	77	82	76	74
18. Attracting shopping opportunities	69	75	77	74	72	74	70

2012 Quality of Life Survey

<i>Annual Comparison of Statements</i>	<i>2005 Strongly Agree/ Agree</i>	<i>2006 Strongly Agree/ Agree</i>	<i>2008 Strongly Agree/ Agree</i>	<i>2009 Strongly Agree/ Agree</i>	<i>2010 Strongly Agree/ Agree</i>	<i>2011 Strongly Agree/ Agree</i>	<i>2012 Strongly Agree/ Agree</i>
19. Services for senior citizens	62	60	71	65	67	68	68
20. Alternative transportation	55	60	57	66	67	62	59
21. Approving quality development	46	47	56	54	61	63	58
22. Quality youth activities	50	53	57	54	60	57	57
23. Opportunities to participate in Loveland government	58	57	63	58	57	55	50
24. Attracting good jobs	28	29	37	33	30	45	41

2012 Quality of Life Survey

Composite Scores for Surveys from 2005-2012



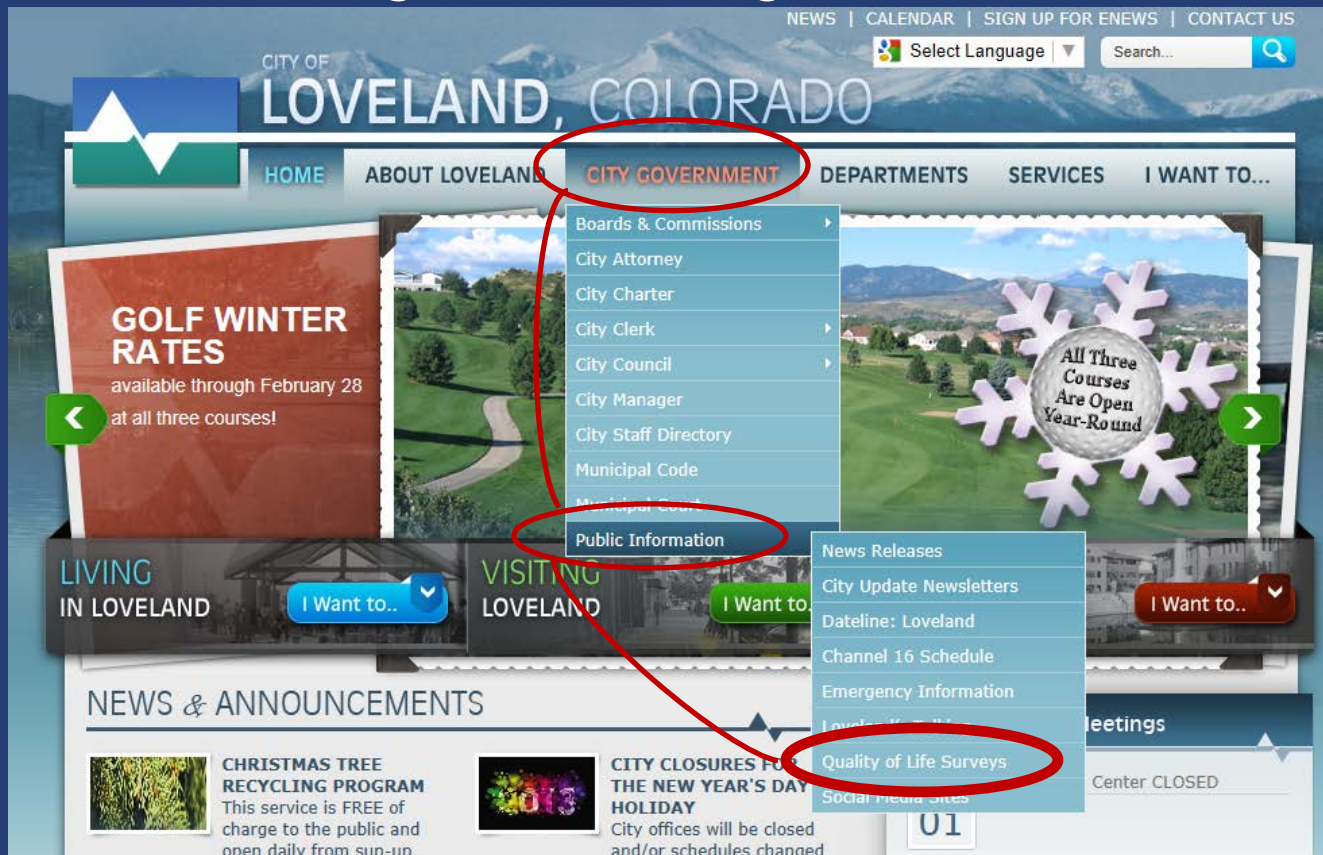
2012 Quality of Life Survey

333 handwritten comments

Some observations

- Enjoy living here: positive 3-to-1 compared to criticism
- Library widely praised
- Recycling: support and suggestions
- ACE/RMCIT: Many unaware of sale, current situation
- Downtown development wanted; property ownership misunderstood
- Streets, traffic issues expressed
- Spending on arts—pro and con
- Greater bus service desired
- Safety highest rating 'tho Police manner criticized
- Most frequent comment: organic/health grocery store wanted

2012 Quality of Life Survey Questions? Surveys on City Website





City of Loveland 2012 Quality of Life Survey Report

Andy Hiller
Public Information Officer
(970) 962-2302
Andy.Hiller@cityofloveland.org



Executive Summary

Overview

The City of Loveland's annual Quality of Life Survey covers a broad range of topics including public safety, utility services, leisure services, transportation and more.

The services, facilities and opportunities provided by Loveland's city government have again received high ratings according to this year's Survey results.

Background

The City of Loveland has administered a Quality of Life Survey annually for many years. In 2007 a more in-depth survey was administered by an independent outside agency in accordance with City Council's desire to conduct a broader and more detailed analysis of community opinion and trends.

Methodology

- The 2012 Quality of Life Survey contains twenty-four questions regarding quality of life in Loveland. The survey was mailed to 3,000 randomly selected Loveland addresses to ensure that there were at least 382 responses, necessary to achieve a 95 percent confidence interval of +/- 5 percentage points. This criterion was based on the professionally selected sample size from the in-depth survey conducted in 2007.
- Of the 3,000 eligible households receiving the survey, 888 responded to the mailed questionnaire, producing a 30 percent response rate and resulting in an adequate sampling. The response rate for the 2011 survey was 32.5 percent.
- Ratings from this year's survey were compared to ratings from previous years to identify trends and issues for discussion.
- The questionnaire asked for basic demographic information from the respondents, including age, residency, employment, type of residence and Internet use.
- In addition to responses to the 24 questions, respondents were given the opportunity to provide additional written comments of a general or specific nature. This direct feedback from residents is listed in the Comments section (please see *Appendix II*).

Summary of Highlights

A rating change of plus or minus three (+/-3) or more percentage points is considered statistically significant.

- Two questions showed a decrease of 3 points; three questions showed a decrease of 4 points; and two questions showed a decrease of 5 points compared to the 2011 survey. A total of eight questions showed an increase though only one was statistically significant at +3 points. Eleven questions showed just minor increases or decreases of 2 points or less. Four questions were rated exactly the same as last year.
- The questions showing point differentials of +3 or - 3 were:
 - The library services provided to our community are current and meet our community needs: +3
 - There are abundant recreational opportunities for all members of my family: -3
 - Alternative transportation options are usable and provide options to driving my car: -3

- The questions showing point differentials of at least - 4 points, compared to 2011, were:
 - Loveland delivers reliable electricity
 - Loveland is attracting shopping opportunities our community desires
 - Loveland is attracting jobs that pay well from employers that offer benefits

- The questions showing point differentials of - 5 points were:
 - The City Council is approving development that enhances quality of life in our community
 - There are sufficient opportunities to participate in Loveland government

Year to year fluctuations in number of points per question is normal and to be expected.

Quality of City Services

- Respondents were asked to rate utility services such as the delivery of electricity and quality of drinking water, as well as services provided by departments such as Police, Fire and Public Works. Overall, City services were rated very favorably with seven out of nine total questions receiving a rating of 82 or above. Citizens feeling safe in our community received the highest rating at 95. The question asking if alternative transportation options are usable and provide an alternative to driving received the lowest rating in this category at 59.

Quality of Infrastructure

- Respondents were asked to rate the quality of roadways, stormwater facilities, reliability of the sewage system, etc. All received favorable ratings of 80 or above. The lowest rating of 80 was in response to the question asking residents if they felt they could travel by car throughout Loveland with minimal delays. This went up by one point from a rating of 79 in 2011.

Quality of Community Amenities

- Residents were asked to rate opportunities for recreation, programs for youth and senior citizens, community events and opportunities to enjoy the arts. Ratings in this category were favorable with only three of the eight questions on Amenities falling below a rating of 70. The lowest rating of 50 was in response to there being sufficient opportunities to participate in Loveland government. This rating was down 5 points from 2011.

Quality of Development & Growth

- In this category residents were asked for their opinion on how the City is doing on development that enhances quality of life in Loveland. Ratings in this category ranged from 70 for Loveland attracting shopping opportunities the community desires to a rating of 41 on Loveland attracting jobs that pay well from employers that offer benefits.

Overall Survey Feedback

- Overall, ratings were favorable with 18 of the 24 questions rating 74 or above. Eight of the total 24 questions or 33 percent received a rating of 90 or above. Another eight questions (33 percent) received ratings of 80 to 89 and only two questions, or 8 percent had ratings in the 70-79 range. Five more questions received ratings within the 50-69 range. Only one question received a rating below 50. That question was about Loveland attracting jobs that pay well from employers who offer benefits, which came in at 41 points—a four point decrease from the 2011 survey's score of 45 points.
- In the *General Comments & Suggestion Section*, citizens shared their thoughts on various topics. A total of 333 were recorded and have been categorized for ease of reading and reference. They are unedited except for minor grammatical and spelling corrections to improve readability.

Table of Contents

Executive Summary.....[i](#)
Table of Contents.....[iii](#)
Results Data[1](#)
Respondent Demographics.....[2](#)
2012 Summary of Responses.....[3](#)
Annual Comparison of Responses.....[4](#)
Graphical Illustration of Trends.....[5](#)
Composite Graphical Illustration of Trends.....[13](#)
Appendix I: Survey Tool.....[14](#)
 Survey Cover Letter to Residents.....[15](#)
 Quality of Life Tool/Questionnaire.....[16](#)
Appendix II: Written Responses & Comments from Citizens.....[17](#)
 General Comments & Suggestions.....[18](#)
 City Services/Utilities/Customer Service/Facilities.....[21](#)
 Code Compliance.....[23](#)
 Computer/Website.....[23](#)
 Downtown Redevelopment.....[24](#)
 Growth/Development.....[25](#)
 Infrastructure/Streets/Traffic.....[26](#)
 Jobs.....[29](#)
 Noise.....[29](#)
 Police & Fire Services/Safety.....[29](#)
 Recreation/Arts & Culture.....[31](#)
 Transportation.....[33](#)

2012 Quality of Life Survey

Results Data



Demographics for 2012 Respondents

1. How long have you lived in Loveland?

1 year or less	1-2 years	3-5 years	6-10 years	10+ years
5%	4%	9%	11%	71%

2. What is your age range?

18-24	25-44	45-64	65+
1%	18%	40%	41%

3. In what part of town do you live?

Northwest	Southwest	Northeast	Southeast
40%	33%	17%	10%

4. Do you live in a single or multi-family building?

Single	Multi-family
88%	12%

5. Which of these locations is nearest to where you work?

Loveland	Greeley	Fort Collins	Longmont/Boulder/Denver	Wyoming	Not Employed Outside Home
38%	4%	11%	6%	1%	40%

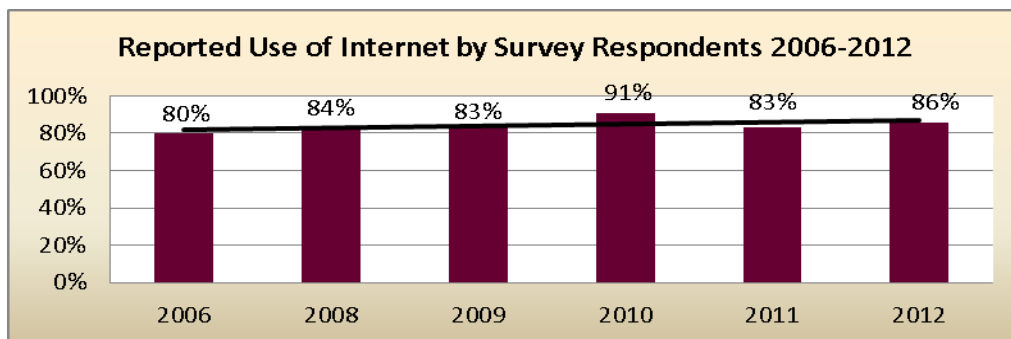
6. How often do you use the Internet?

Daily	2-3 times/week	2-3 times/month	Rarely	Never
70%	10%	3%	3%	14%

7. On average, how often do you visit the City's official website?

Weekly	Monthly	2-3 times/year	Never
6%	19%	34%	41%

Multi-year graph representations of Internet and City website use



2012 Quality of Life in Loveland (Numbers are percents of total responses)

Statements of Loveland Community Attributes From Highest to Lowest for Strongly Agree/Agree, Strongly Disagree/Disagree and No Opinion	Strongly Agree/ Agree	Strongly Disagree/ Disagree	No Opinion
My family feels safe in our community.	95	3	2
Loveland delivers reliable electricity.	92	5	3
Loveland's neighborhoods, parks and thoroughfares are clean.	92	5	3
Residential recycling and trash services meet customer needs.	92	5	3
The City provides quality parks and trails.	91	3	6
Loveland provides quality drinking water.	90	5	5
The City provides quality Fire/Rescue services.	90	1	9
The sewer system in Loveland works reliably.	90	4	6
There are plentiful opportunities to enjoy the arts.	88	3	9
There are sufficient opportunities to gather as a community. (Festivals/Community Events)	85	6	9
Water runoff from storms is controlled and minimizes flooding.	85	7	8
Street surfaces are drivable and safe.	83	12	5
The library services provided to our community are current and meet our community needs.	83	5	12
There are abundant recreational opportunities for all members of my family.	82	8	10
The City provides quality Police services.	82	9	9
I can travel by car to locations in Loveland with minimal delays.	80	16	4
I feel well informed about City services.	74	10	16
Loveland is attracting shopping opportunities our community desires.	70	17	13
The City provides activities and services needed by senior citizens.	68	6	26
Alternative transportation options are usable and provide options to driving my car (i.e., buses, bike lanes, sidewalks).	59	14	27
The City Council is approving development that enhances the quality of life in our community.	58	16	26
The City provides quality youth activities.	57	10	33
There are sufficient opportunities to participate in Loveland Government.	50	9	41
Loveland is attracting jobs that pay well from employers that offer benefits.	41	29	30

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

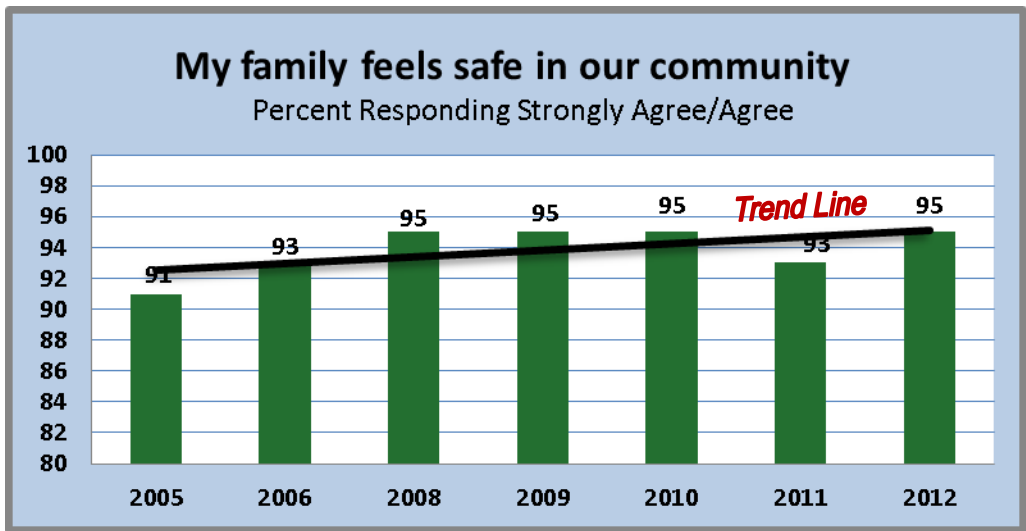
Numbers are percents of total responses

Annual Comparison of Statements on Loveland Community Attributes <i>(2007 is not represented because that year's survey was more in-depth and therefore not comparable)</i>	2005 Strongly Agree/ Agree	2006 Strongly Agree/ Agree	2008 Strongly Agree/ Agree	2009 Strongly Agree/ Agree	2010 Strongly Agree/ Agree	2011 Strongly Agree/ Agree	2012 Strongly Agree/ 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

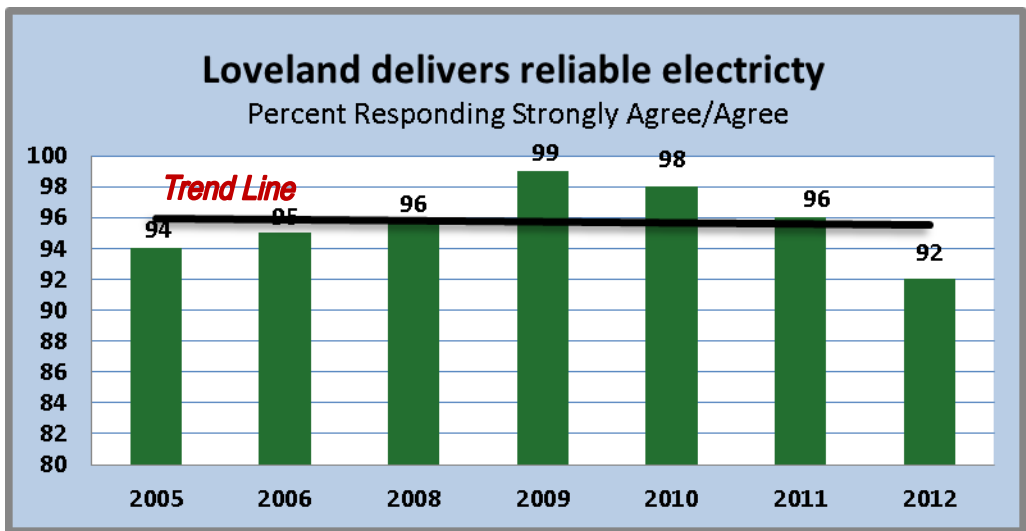
Graphical Illustration of Survey Results

Each of the 24 survey questions is represented in graph form to illustrate trends from 2005 to 2012. The trend lines are computer-generated based on seven years of Quality of Life survey results. The year 2007 is not represented because that year the City conducted a more in-depth survey and that data is therefore not comparable.

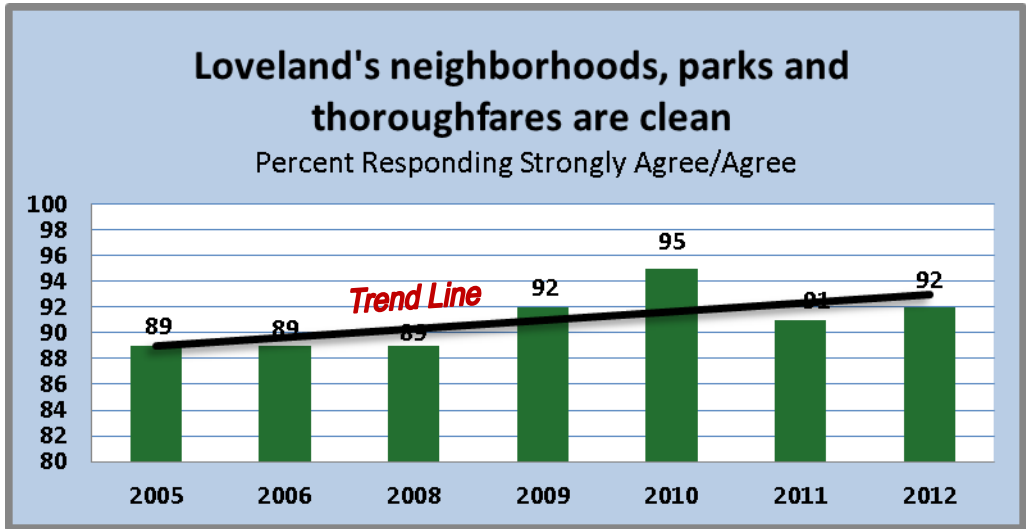
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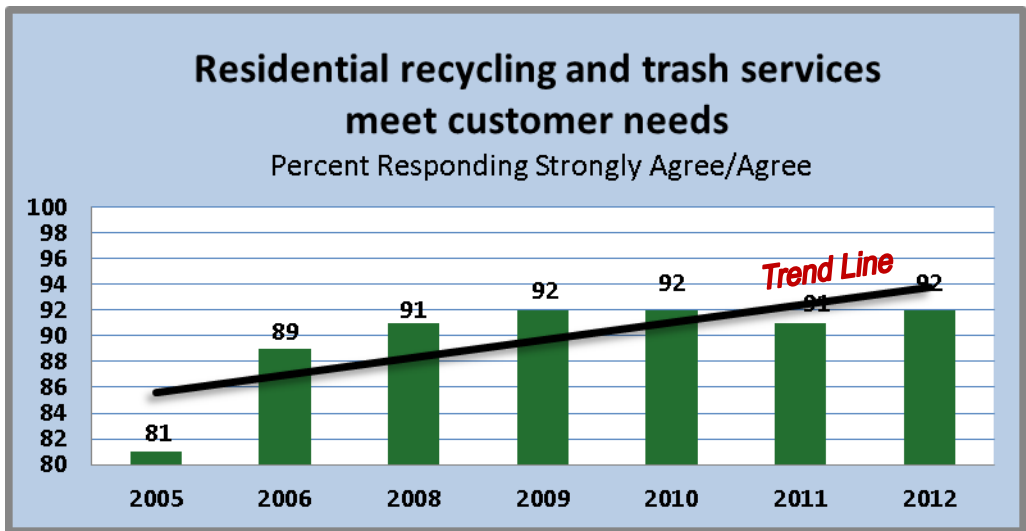
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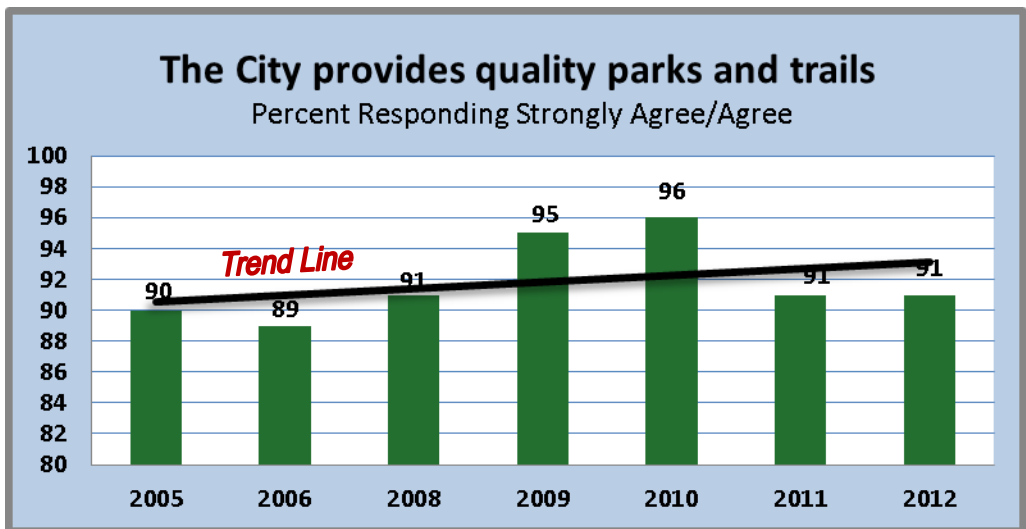
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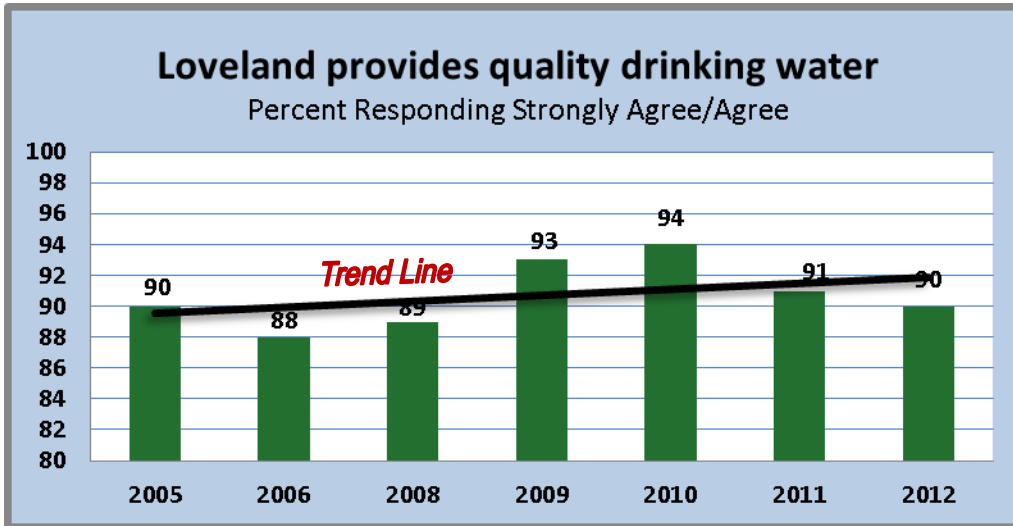
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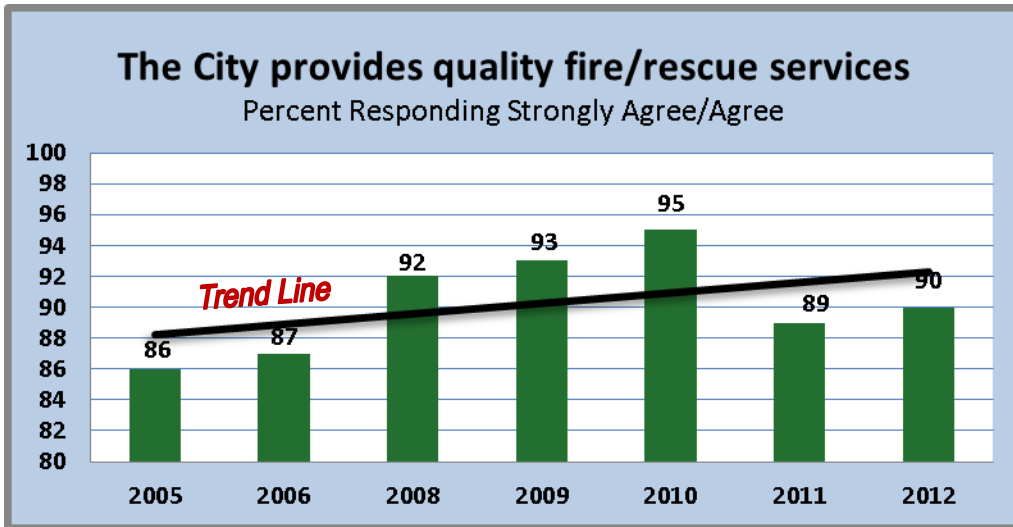
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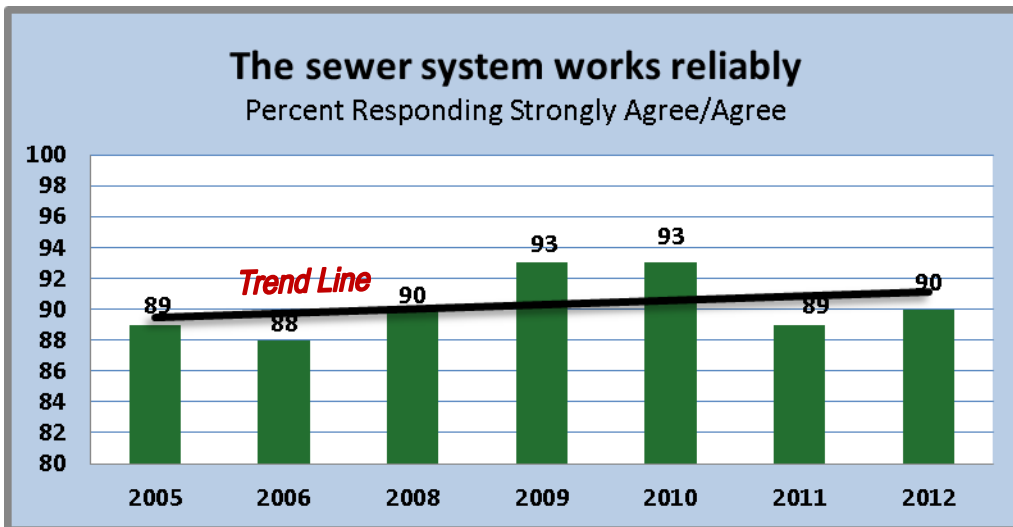
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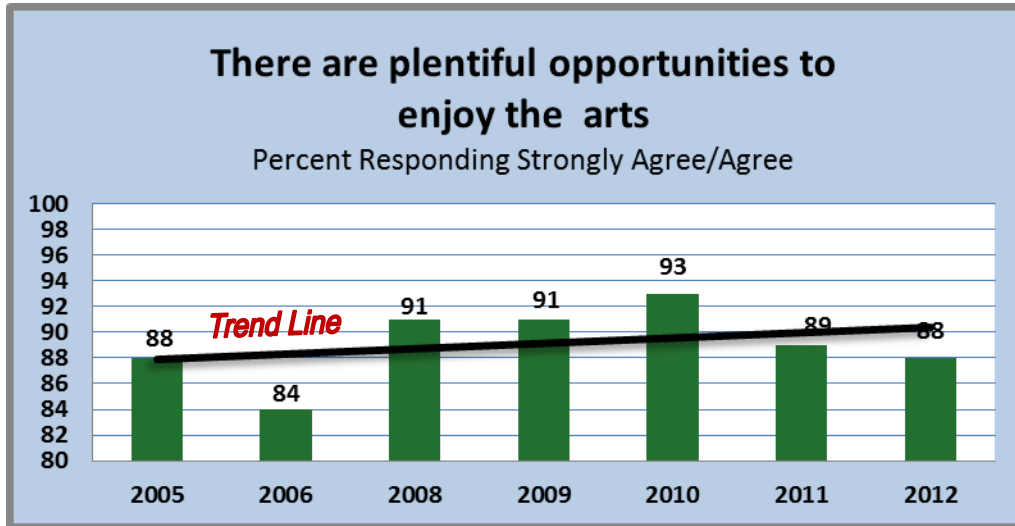
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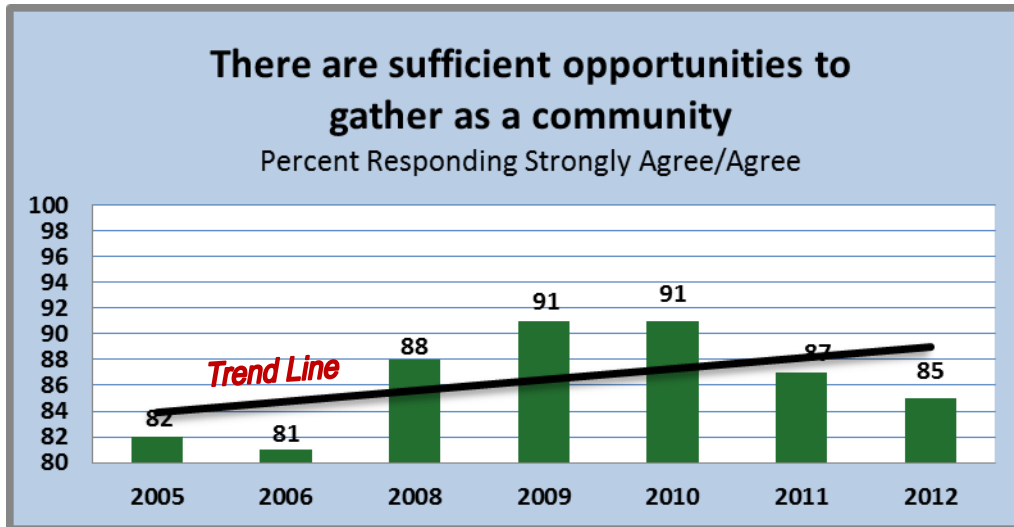
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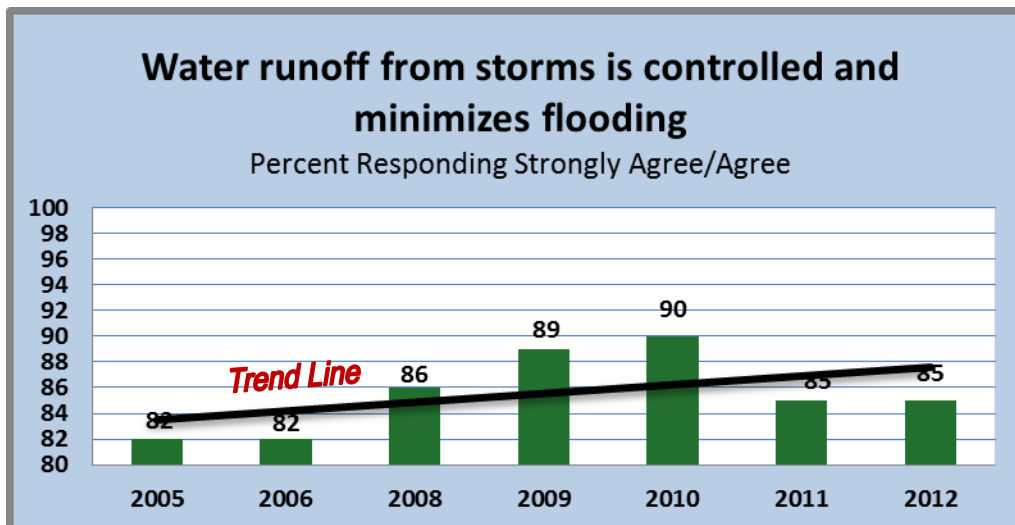
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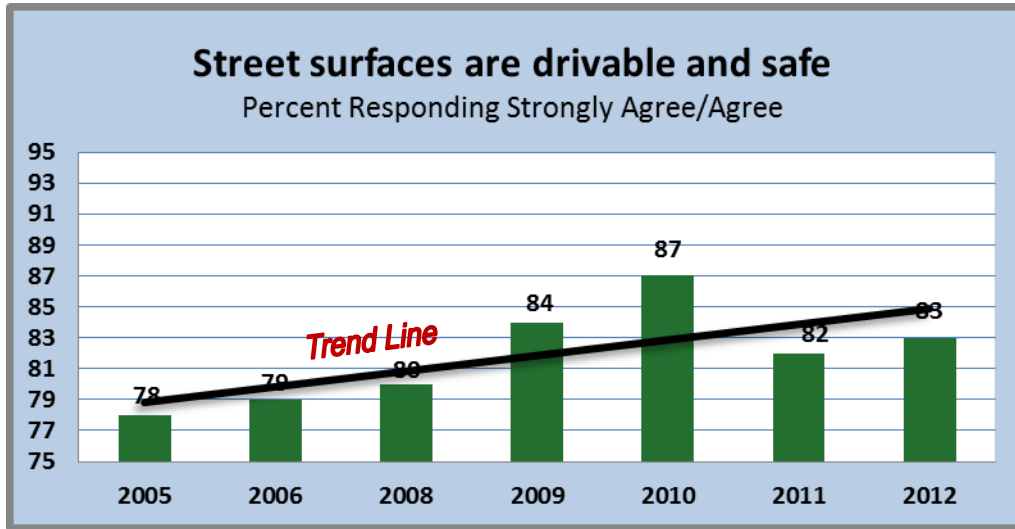
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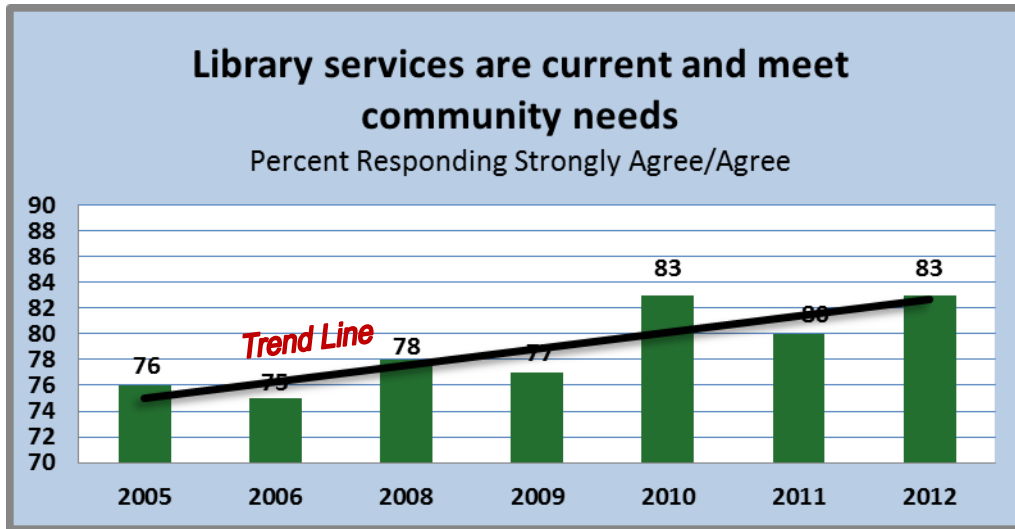
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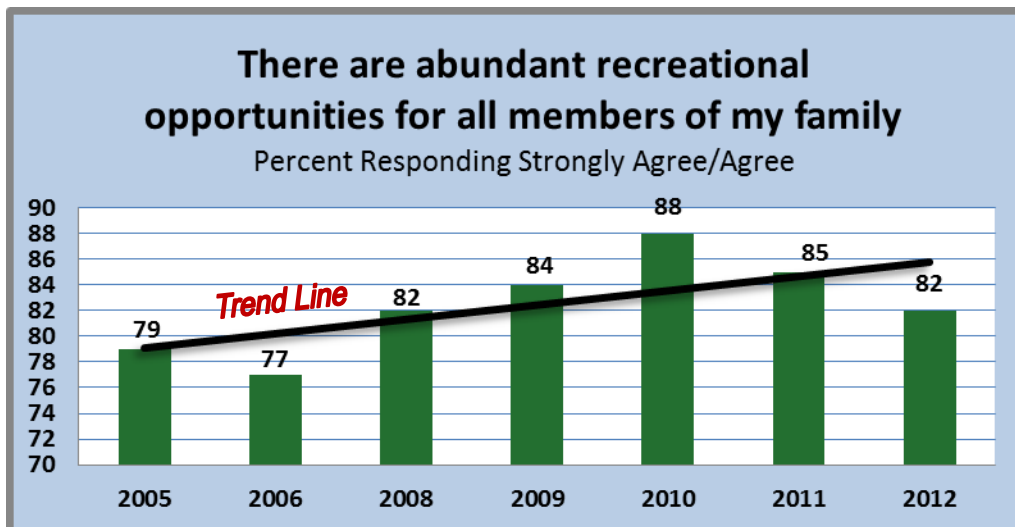
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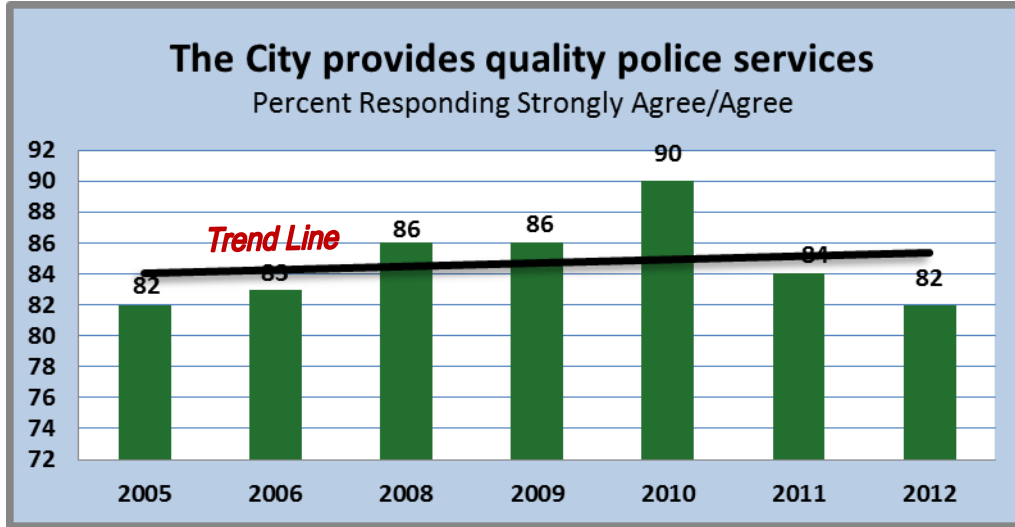
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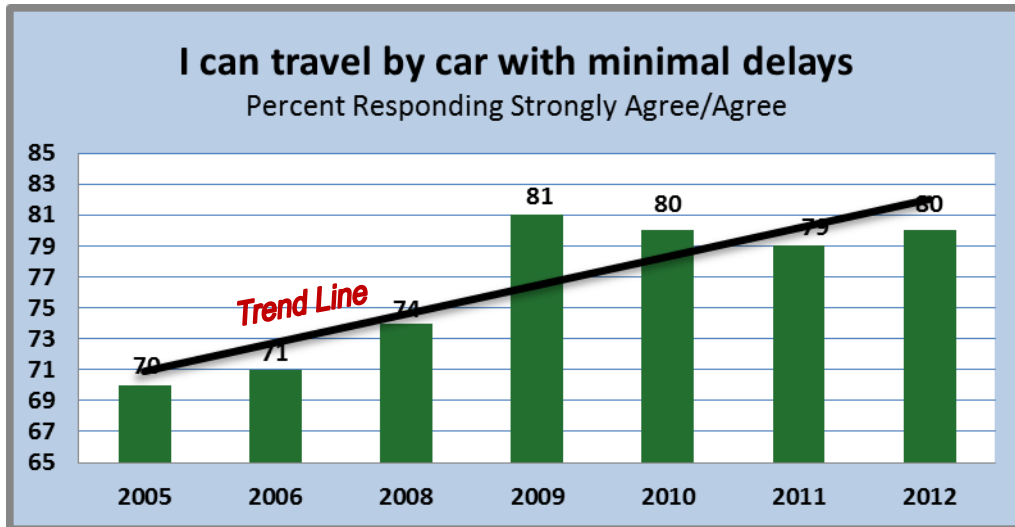
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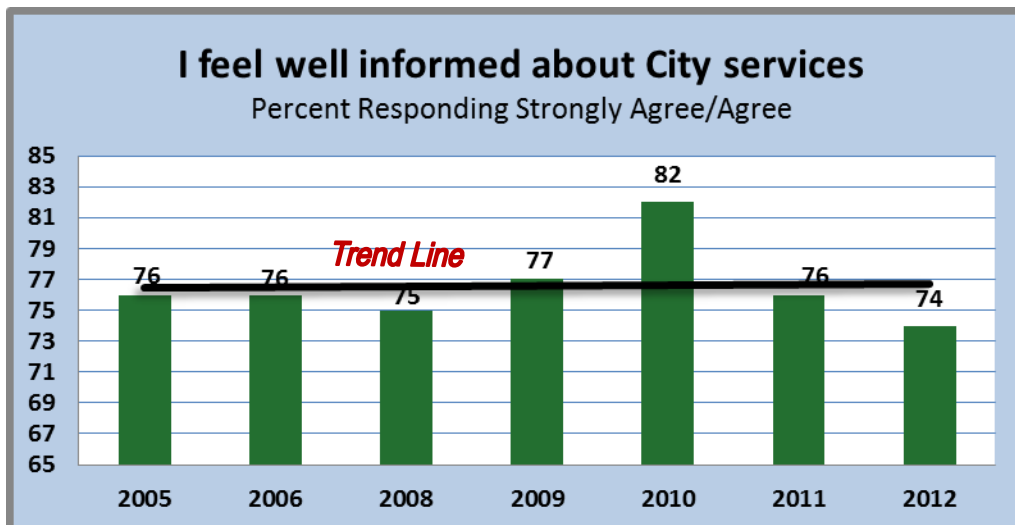
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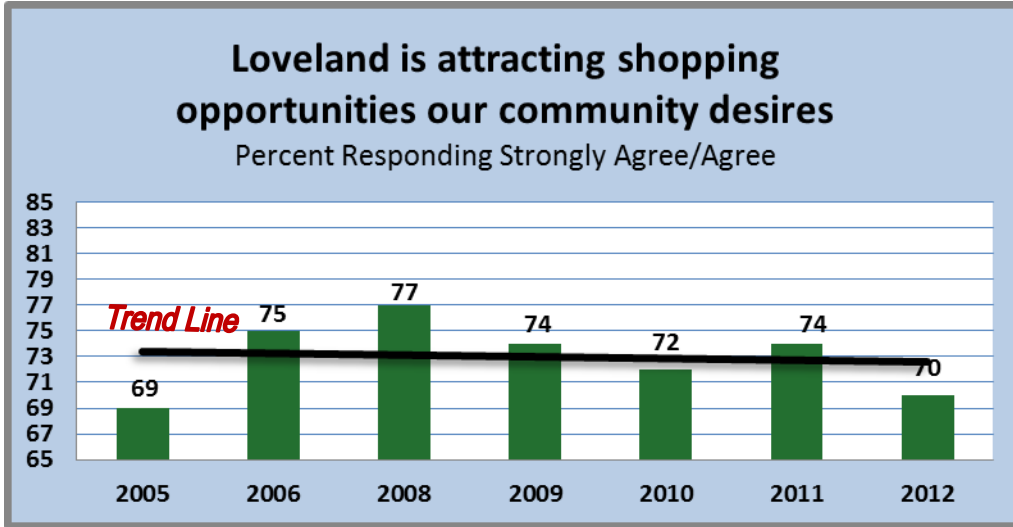
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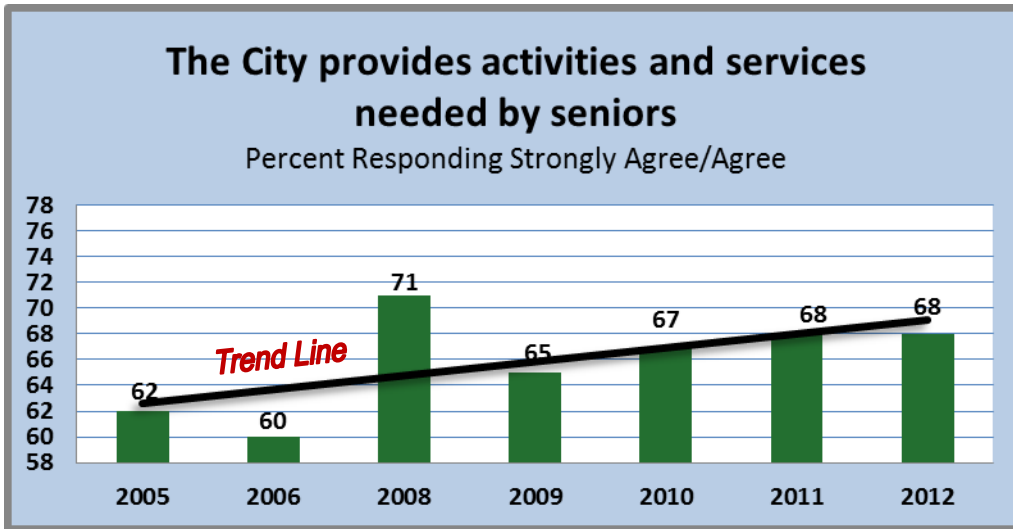
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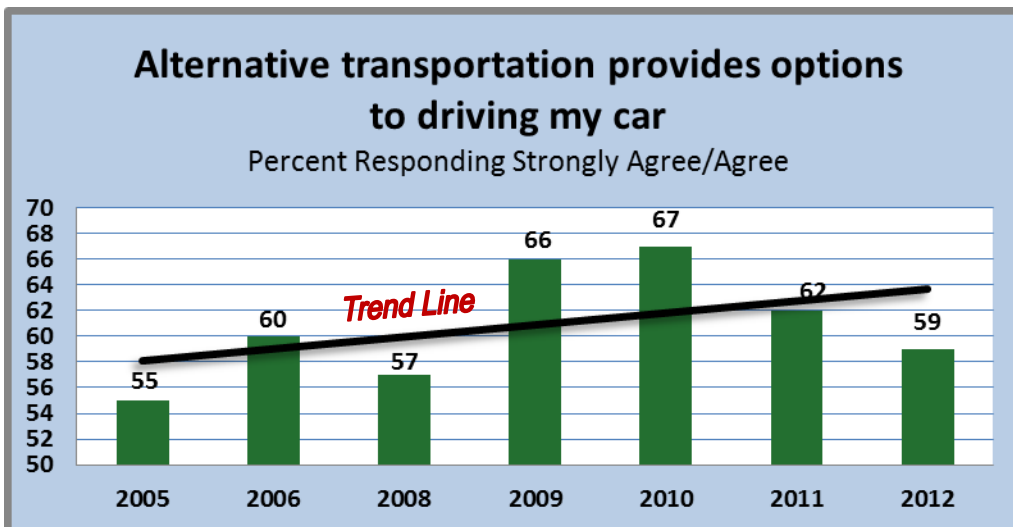
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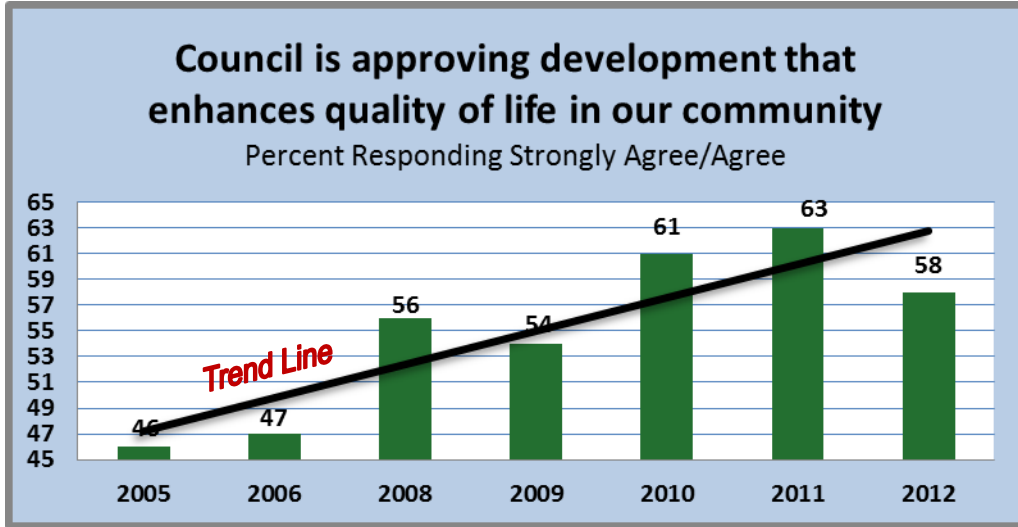
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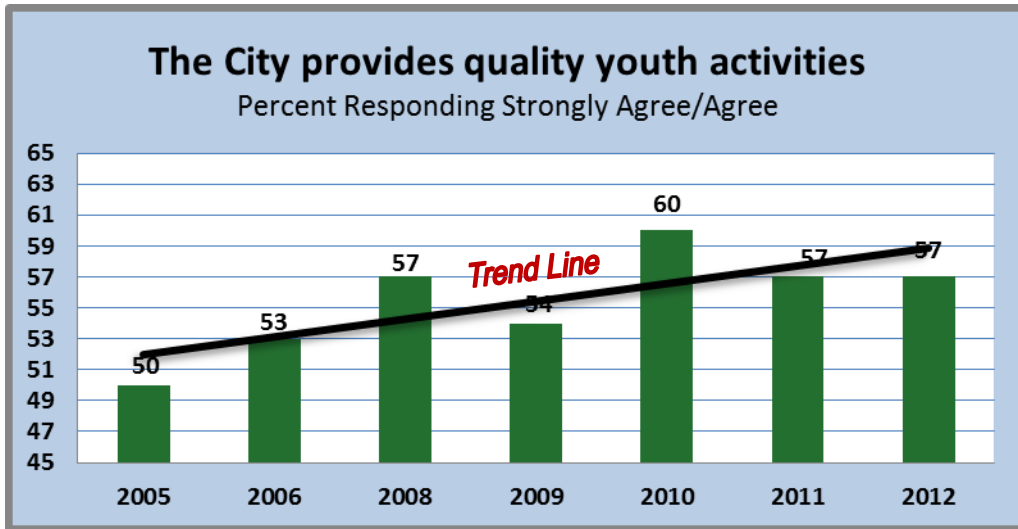
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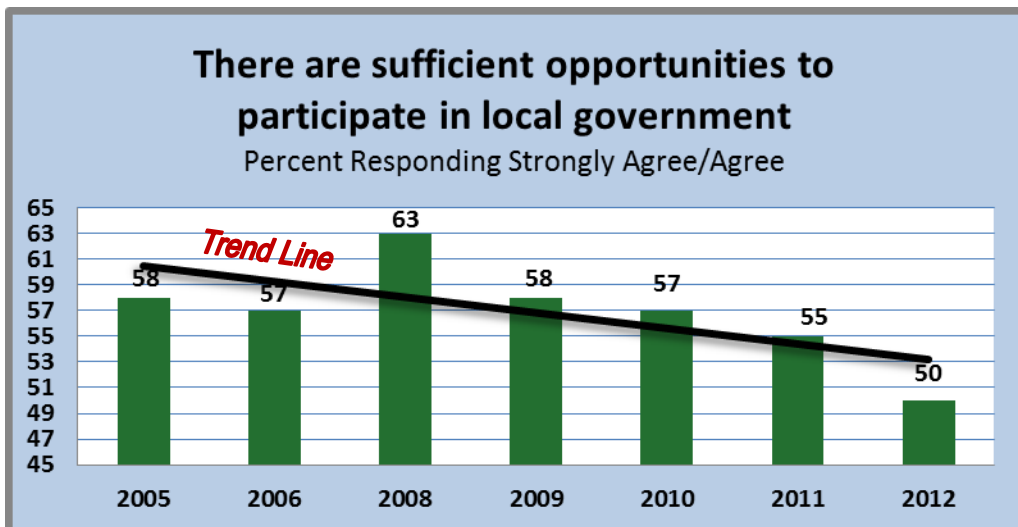
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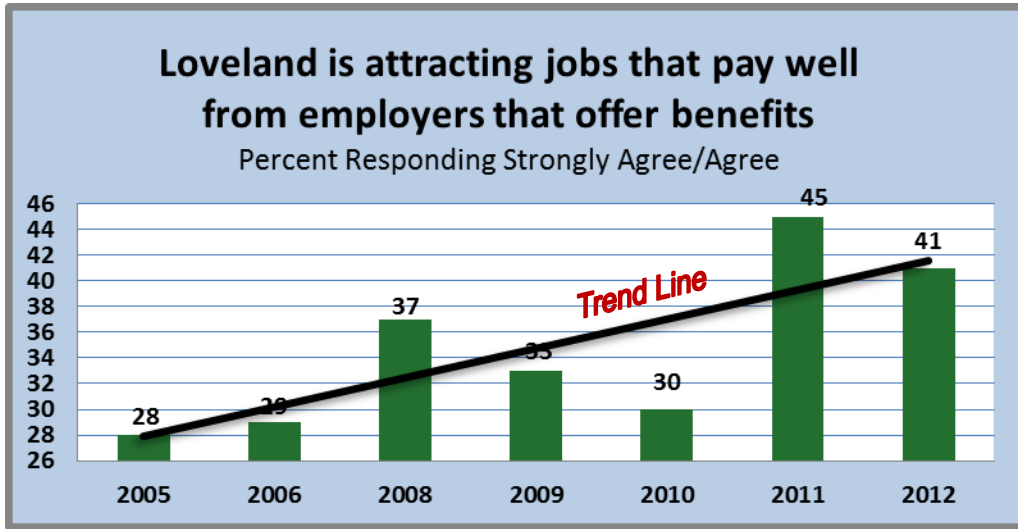
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Question 23

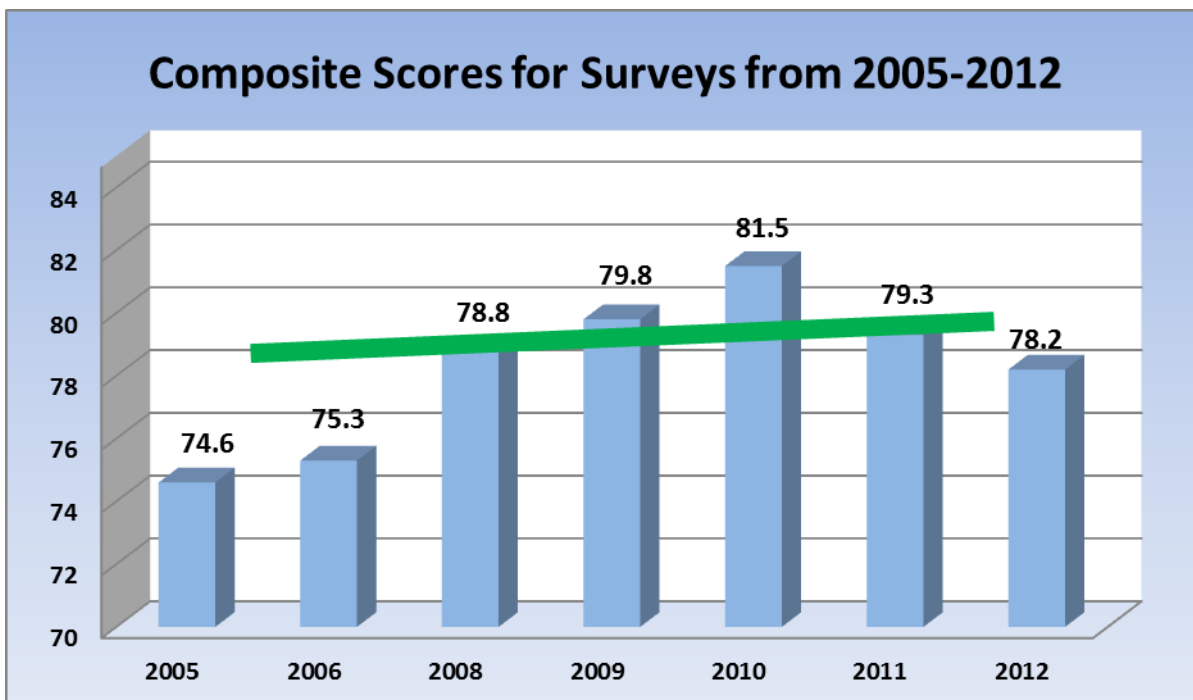


Question 24



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

The graph below 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

Appendix I: Survey Tool





CITY OF LOVELAND

CITY COUNCIL

Civic Center, 500 East Third, Loveland, CO 80537

(970) 962-2303 FAX (970) 962-2900 TDD (970)962-2620

Dear Loveland resident,

7/09/12

You have been selected to share your opinions about the quality of life in Loveland and the City services that contribute to that quality of life. The City sends out surveys every year to receive general feedback. Every five years, we distribute a more comprehensive survey to receive more specific information.

Please participate by reading each statement and placing a mark in the appropriate box.

We welcome comments and suggestions. These comments are helpful as we make decisions about topics that need to be explored in greater detail.

Return the survey in the postage-paid envelope. **Surveys must be returned by July 27, 2012.**

About you:

1. How long have you lived in Loveland?

- 1 year or less
- 1-2 years
- 3- 5 years
- 6-10 years
- More than 10 years

2. What is your age range?

- 18-24 years
- 25-44 years
- 45-64 years
- 65 years and over

3. Using the intersection of Highway 287 and Highway 34 as the boundaries, in what part of town do you live?

- Northwest
- Southwest
- Northeast
- Southeast

4. Do you live in a single or multi-family building?

- Single-family
- Multi-family

5. Which one of these locations is nearest to where you work?

- Loveland
- Greeley
- Fort Collins
- Longmont/Denver/Boulder
- Wyoming
- Not applicable (not employed outside of the home or retired)

How often do you use the Internet?

- Daily
- 2-3 times per week
- 2-3 times per month
- Rarely
- Never

On average, how often do you visit the City's official website -- www.cityofloveland.org?

- Weekly
- Monthly
- 2-3 times per year
- Never

General Comments and Suggestions:

Quality of Life in Loveland

Statements of Loveland Community Attributes	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
My family feels safe in our community.					
The City provides quality Fire/Rescue services.					
The City provides quality Police services.					
Loveland’s neighborhoods, parks and thoroughfares are clean.					
Residential recycling and trash services meet customer needs.					
Loveland is attracting shopping opportunities our community desires.					
Loveland is attracting jobs that pay well from employers that offer benefits.					
Loveland provides quality drinking water.					
Loveland delivers reliable electricity.					
Water runoff from storms is controlled and minimizes flooding.					
The sewer system in Loveland works reliably.					
I can travel by car to locations in Loveland with minimal delays.					
Alternative transportation options are usable and provide options to driving my car (i.e., buses, bike lanes, sidewalks).					
Street surfaces are drivable and safe.					
City provides quality parks and trails.					
There are abundant recreational opportunities for all members of my family.					
There are sufficient opportunities to gather as a community (Festivals/Community Events).					
There are plentiful opportunities to enjoy the arts.					
The City Council is approving development that enhances the quality of life in our community.					
The Library services provided to our community are current and meet our community’s needs.					
The City provides quality youth activities.					
The City provides activities and services needed by senior citizens.					
There are sufficient opportunities to participate in Loveland government.					
I feel well informed about City services.					

2012 Quality of Life Survey

Results Data



2012 Quality of Life Survey

Appendix II:

Written Responses & Comments from Citizens.....	<u>iii</u>
General Comments & Suggestions.....	<u>18</u>
City Services/Utilities/Customer Service/Facilities.....	<u>21</u>
Code Compliance.....	<u>23</u>
Computer/Website.....	<u>23</u>
Downtown Redevelopment.....	<u>24</u>
Growth/Development.....	<u>25</u>
Infrastructure/Streets/Traffic.....	<u>26</u>
Jobs.....	<u>29</u>
Noise.....	<u>29</u>
Police & Fire Services/Safety.....	<u>29</u>
Recreation/Arts & Culture.....	<u>31</u>
Transportation.....	<u>33</u>

2012 Quality of Life Survey

Appendix II

Written Comments/Suggestions



Question 7: General Comments and Suggestions

(333 total)

<i>General Comments and Suggestions:</i>
Loveland is a great place to live!
I feel Loveland is a very progressive city! Keep up the good work!
Loveland is a great place to live-- much safer than surrounding cities. Loveland City has very friendly and helpful employees everywhere!
Lived in Loveland 50+ years.
We moved to Loveland approximately 3 years ago from Sterling. We wanted to be close to the mountains but not to a lot of traffic and congestion. Loveland turned out to be the perfect in-between. We are very happy with our decision.
I feel that this survey is just a feeder to find out whether or not a tax increase is possible.
We love living in Loveland!
Government knows too much of our business. ☹
Need alternatives, creativity that focuses on light rail, green space, and less big corporation/"big box" development. Very proud of recycling and parks; attention to environment and water quality. City should lead with partner benefits or at least follow major employer trends for full family benefits (i.e. CSU).
I love living in this delightful community.
I just moved here for my job. I enjoy it more than living in LaPorte. Gives me a small town feel - I like it!
Loveland is a wonderful place to live, but we do have one main complaint. It seems as though some news goes unreported to keep the city's image clean. If the SWAT team is in my backyard, I'd love to know why.
Great place to live.
Love the Chilson Center and the Library.
Moved from Phoenix 9/02 to retire in Loveland. Arizona became over run with illegals and drugs and crime. So much for "Border Control."
Need more transparency.
Loveland is a good place to live.
Phone calls to the City are handled in a courteous and helpful manner. Thank you.
This is a second rate City where the majority of residents are out of touch with reality.
I disagree with HP project.
I love living in Loveland. I am confident that raising my family here is easier and safer.
We moved to Loveland because we both have arthritis and also we have friends and family here. We are very happy with our choice.
I wouldn't live anywhere else!
I see my tax dollars at work. Particularly with roads. As soon as you cross into Ft. Collins, their roads are terrible. You put a lot of effort into keeping the City pleasant. We have a nice community.
Loveland is a very nice clean place to live.

I am a native Lovelander and have only lived outside of Loveland to attend college and a short time of working out of town. I love this town! ♥
No comment on survey. I refuse to do surveys.
Let's use our money wisely (for the good of the citizens). We have people being paid to paint utility boxes when that money could be used to provide benches and canopies at bus stops for the elderly. We spend twice as much as needed to build a "Continuous Flow" intersection that has twice as many stop lights that any 2 other intersections. I thought a roundabout was a continuous flow.
Great place to live. What happened to ACE???
This city is a great place to live!!
When we first moved here we, were impressed by how <u>clean</u> and <u>groomed</u> this town was and it seemed less expensive than other towns, plus the statues seemed to stand out. Now, this town is getting as expensive as all the others, with less to offer as unique.
Overall Loveland is a fantastic place to live.
So far, I love Loveland! I use the library on a weekly basis-- it's beautiful, as are the parks. I'm looking forward to the summer concerts, and wish they started in June! I hope that the emphasis on creating community in Loveland continues-- that is what will make or break my decision to put down roots here.
I love Loveland.
I am happy I live in Loveland, Colorado!
Why did the DDE pass a \$3 million negative budget this year? When is cutting expenses an option to balancing budgets?
Overall, the City is a pleasant place to live.
I feel mostly positive about the City. Add a position in the planned art center on 4th. Problem areas: 1) Schools - vastly under-funded and under staffed. 2) Please focus on shopping downtown and other close in areas! 3) Too much development (sprawl) putting much burden on schools and services.
The whole HP building buyout was a waste of money.
Loveland is a great place.
I was born in Loveland and have lived here my whole life, I am 86 years old.
We could do without marijuana sales!!
How can we know that these surveys are being put into action? Where do you post the results and how do you let us know the changes you have made from these forms? I would really like to know. Also because the bottom of the first page has the comment section on it, it is misleading and makes you think it is the only page! I almost missed the back page altogether. You should consider this because I am sure many people had this experience too. Thank you.
I have lived 40 years in the midwest and 42 in Loveland and no desire to live elsewhere.
We just love living here (was born here). It's beautiful and we appreciate how family oriented it is.
I can't imagine finding a better place to live!
Greedy Council members allow development that should remain wild. It's Colorado's way!!! Some politicians MAY be "on the take."
Thank you for a quiet 4th of July. I am among the majority of residents that do not like illegal fireworks.
What happened with the NASA project?
Loveland is a great place to live.
Thanks! Great city, great services - we appreciate all you do!

Need less grouchy people.
Keep up the good work!
I would not want to live elsewhere.
Retired at the 80+ year age range. We are very satisfied.
The fourth of July was so nice without the fireworks. Next year please enforce all of the illegal fireworks in the neighborhood! Always sounds like a war zone through all hours of the night. Thx.
We love all the lakes, Thompson River flowing through town, all the great bronze sculptures and the Valentine's Day decor, heart signs and P.O. stamps! So special.
We love it here so far.
Loveland is a great place to live.
I feel the city work force does a very good job! Thank you Frank & Scheah.
The city of Loveland is beautiful.
Love Loveland! So glad we moved here - am still learning how to find out about all the great stuff going on. Marcie Erion's emails are very helpful.
You have a way to tune into city gov't <u>if</u> you have <u>cable</u> . For those of us using satellite (ex: Direct TV), tough luck. Thank you <u>very much</u> . Is this "discrimination"?
I wouldn't want to live anywhere else. Moved here 11 years ago.
We both feel VERY fortunate to be living in this community. City offices and staff VERY user-friendly.
Loveland is much better than Fort Collins, Denver, Berthoud, Estes Park or Greeley.
I'm located in Ward 1. It would be valuable to these citizens <u>if</u> the Representatives for this Ward could possibly have an open event to allow us to meet them and discuss our concerns!
GREAT CITY TO LIVE IN!!
Loveland has changed drastically since 1951. Some for a better quality of life especially the areas of the arts and recreation.
Loveland is amazing. Loveland is clean and well kept.
School system has declined since we moved here in 1990.
Raccoons do much damage to fruit trees and houses.
REMOVE ALL THE FOOD TAX and PUT HOTEL TAX IN GENERAL FUND. Let hotels pay own way.
City is becoming crowded - traffic is terrible - LPD seems unable or unwilling to enforce speed limits/red lights. Quality of life has decreased at an alarming rate for 10+ years - (I'm a 70+ year resident).
Buying the HP property was a big mistake! The city should never get involved in purchase/ operation/ reselling property. Let the investors take the risk, not taxpayers.
City plays favorites – McWhinney.
Xeriscaping for business and homeowners should be encouraged to help with water supply.
We love Loveland! We'd rather it not have gotten so big... but it has maintained its "hometown" feeling. Wonderful fireworks the last two years!
Thanks for recent resurfacing the residential streets in my area. Also, thanks for remodeling and renovating the Loveland Chilson and Senior Center and for providing nice comfortable AC vans for our Sr. Day Trips around the state.
We need more support to help our homeless people during the winter months in shelters. See a lot of new apartments being built and don't feel that average people can even afford the rent. What do you do when you are out of work?

Appreciate our city workers very much.
We are proud to be residents of Loveland. We think the City is doing a great job!
The attempt to close Mckee Medical by Ft. Collins will lengthen distance and time for medical help for most Loveland residents.
City overall is clean.
<u>City Services/Utilities/Customer Service/Facilities:</u>
The city has a wonderful library with a marvelous staff-- great city investment!
I am concerned we are using our water for fracking.
Curbside glass recycling would be preferred by my household.
Water and electric rates are much too high and no discount for senior citizens or widows-- just barely making it.
Would like to see fluoride removed from water.
In regards to city water, I stopped drinking it years ago due to the chlorine smell and taste.
I feel we have a great trash/recycling system, but I still see 3 trucks each pick-up day for 3 types of bins. Mercer stated when this all began that 1 truck would do all 3. Cost of trucks, crews, fuel and maintenance are very high. What happened to truck for all 3 bins? Not real efficient as a 3-truck trip???
Fluoride in drinking water is a big mistake.
Sales tax on food should be repealed.
Recycling glass curbside would be nice.
Strongly believe you should be giving senior discounts for electric and trash service. It is all <u>way</u> too expensive! Also, you should pick up <u>all</u> possible discards curbside as they do back east and stop being so selective and making residents lives more difficult and expensive.
Need more newsletters (more often) for upcoming events, more advanced notices. I love Loveland.
The library needs more handicap/ closer parking.
I have friends who are/have tried to work with the City on developing properties and businesses that would provide revenue for the city. They all say it's a nightmare and the people are rude. On one hand they are encouraged by council members and then to get a permit they are continually meeting road blocks. I would think that they could try to get this figured out and be fair to all who apply and try to make Loveland an easier place to work.
Loveland should offer water testing for their customers' drinking water.
I am finding your "Energy Reports" to be total Bull \$#!+, especially since all of my neighbors say there reports say almost exactly what mine says. How is that possible? STOP WASTING THAT MONEY. I pay my bills on time - it's none of your business how much I'm using.
Tried at first to pay my utility bill. Had problems, never attempted again. Just forgot about it.
I've been paying all year for mosquito control yet have never seen anybody doing anything.
Impressed how clean the city looks with everyone on the same track and recycling cycle looks great.
Why did you eliminate glass in the pickups?
Do not install Smart Meters. They are bad for your and all living thing's health.
The new library is wonderful. However some method of mobile library service to all parts of the city would be good.
The library needs electronic loading for e-books.
The new changes to the library are fantastic!

Make it easier to pay utility bills online, using my online banking.
Loveland has the best recycling services!!
Geese are overpopulated and no longer hygienic. City needs to work with ditch company to keep lake Loveland water levels healthy.
Enjoy the newsletter received with utility bill.
The recycling program is great.
If you want to continue to see green lawns in Loveland keep the water rates down.
Better sewers please.
Tried to find information about the building permits on our house and could not get older records - ☹
Make the Chilson Center more affordable for residents, after all, it is a City owned building.
We live on W. 18th / Abeyta Ct., and in consecutive days our street got cleaned three times and it wasn't bad to begin with. Seems like an awful waste of tax money!!
Please quit sending out monthly reports on energy use. These reports are ambiguous and thus, serve no useful service. Anyone can figure out how they are doing by looking at the bill. It compares this year to last. Save some money!
The paper that is sent to customers to tell comparative water, electric usage - waste of money! Street sweeps are also a waste of money in my neighborhood!
Nobody has any answers to questions at the city. Storm sewer charge? Trash route changed?
By adding fluoride to the water you vastly reduce the quality.
Need weekly recycling.
We lost electric 2 times in June - Monday, June 25th and Friday June 29th. I lost Life alert and red light blinking for over 5 hours. No A.C. and could not do anything. I need electricity as I need special care in hot weather...could not breath or move... over 1.5 hours. You people have a lot of problems on your plate and I appreciate the work you all do... Thank you all for all the problems you encounter.
Weather was a factor in delivering reliable electricity.
In the early years (30s) there was a ditch rider. Came at least two times a year. I've lived in my house 22 years. Ditch rider has come twice only. Probably in 1993 and 94. Suggest it should be done again.
Thanks for this survey. Everything seems good.
Not enough parking for employees at the library.
Electricity delivery is not nearly as good as it was in the 50s or 60s.
The sewer system is better than before.
Library services are getting better.
Snow removal so-so.
We should not sell water to oil companies when you complain about resident usage. Your electrical smiles brochure you can keep. I have no air conditioning so if I use more at different times of the year - fine with me. Don't waste the money.
I am very happy we have a recycling program - wish it could take # 5-6 grade plastics.
More books, DVDs, and CDs at the library would be nice- I go to the FC library when Loveland doesn't have an item I want to check out. The expansions great though!
The corner of 10 th and Winona needs to be redone. When it snows the plows push snow onto Winona and it turns to ice and people can't cross Winona safely. When it thaws it turns into lake Loveland 2.

Library is great.
Recycling is great! More trash cans along the trails would reduce the dog waste that does not get picked up-- no one wants to carry that for an entire walk.
Utility usage comparison letter are a waste.
The new library is wonderful the people that work there are well informed and very helpful!
In the winter the snow is plowed in front of driveways and some senior citizens are unable to shovel or pay someone to clean the driveway.
Would like to have City Trash trucks slow down when entering pick up spaces. Some sure look as if it is on 2 wheels.
Like the library expansion.
Yard waste program should start earlier in the spring, Feb & March can be nice and bin is full from winter on late leaf cleanup. Thank You.
No need for the quarterly energy consumption review. Won't change behaviors of citizens.
<u>Code Compliance/Enforcement:</u>
A lot of neighborhoods where I live look like low-income ghettos, 8th and Taft area.
Apartment buildings and yards in 1800 block of E. 16th are neglected.
Do more code enforcement.
Code enforcement does not enforce landscaping issues like neighbors having Canadian thistle in their back yards and not controlling weeds.
We live in a cul-de-sac on Lincoln Ct. and several of our neighbors have had their bins (trash, recycling...) parked in front of their garage. Also we have 3 cats that run wild. Shouldn't there be a law about cat's as well as there is for dogs? We have no pets but find cat poop in our yard all the time!!
Let's have an ordinance that disallows a broken-down vehicle to sit in a driveway for 25 years. Shouldn't they be operational at least?
I am an RVer and sometime park the RV in the street to load it up or do some minor maintenance. I'm not sure how long I can legally park it there as the time has varied. I suggest a written permit issued by the City and attached to the vehicle for an agreed upon time. Also, why can't a motor home park longer along the curb than a travel trailer or fifth-wheel when disconnected (1 hour).
Get rid of elk and raccoons in the City.
The thoroughfares (walkways) to parks are horrible with weeds -junk - TRASH and animal feces (dog poop).
Weed control along water drainage on 37th/Elder Drive - it's blocked by mud and growth - standing water, also 37th behind Walgreens on 37th should be done - it's been years and nothing even touched.
I was wondering why Loveland does not have a limit of dogs one family may have. We have a new neighbor with 5 to 6 dogs, 4 large. We are home most of the time. They do like to bark and also we had to ask them to pick up the waste. That has improved so far. I think a limit of two dogs would be great.
<u>Computer/Website:</u>
I don't even know the city's website! I have used the library's website and it is awesome! Great library!
Do not have internet to access web.
Have lived here for 45 years. I have a computer but no longer on Internet so----!
I know there's a lot of info on the city website but just don't think about using it much.

I go to the library 5 or 6 days a week and that is where I get on the internet.
Please put survey data on city website.
I access City website more frequently for Library use.
I don't have a computer.
Did not have any info on how to access your website until now.
Don't have computer.
Never had a need to visit site.
I have lived here 45 years. No internet.
I don't have a computer - so cannot access the internet.
Especially use the library & Chilson website.
Retired. Have no computer.
I use the city's website weekly for the library.
I have looked at the City website, but I don't visit it.
Don't own a computer.
City website is hard to use.
The website is not very user friendly.
Please don't forget that not everyone has a computer and does not want one!
How about high speed internet for those of us who would be willing to subscribe and who hate Comcast.
I have lived here since 1960, am 88 yrs old and retired. I do not have a computer.
<i><u>Downtown Redevelopment:</u></i>
FIX UP THE DOWNTOWN.
Very pleased with downtown development - let's keep on with this project.
Stay on-track, aggressively, to complete the downtown destination projects like the museum expansion, changes to the Pulliam, Art Space, and architectural enhancements.
Instead of wasting money downtown (E. 4th), why not just tear it down and make a pedestrian mall, in area around the irrigation ditch, like San Antonio, TX, parking structures. A great place to put new art or displays, bury 287 Highway underground in area.
Downtown is getting better - keep working on it.
Work on our downtown!
Downtown needs revitalization.
Put money into storefront renovation in downtown rather than into outside consultants.
I just wish we had more varied shopping opportunities downtown.
Really wish the City would do something about downtown Loveland - so much potential, but no one likes to go down there - nothing to do, no interesting shops.
Improve Downtown! Include better downtown businesses.
Too many unemployed hanging around downtown.
The City does not attract shopping opportunities downtown.

City council-- please support the growth of downtown to make it the commercial and cultural hub of the City.
Our downtown area needs help. A parking garage for special events would be nice. Encourage people that work downtown to use the garage to free up parking for customers.
Alley behind former Albertson's store looks like 3rd world country.
Parking is a huge issue downtown.
You need to do more to improve and support downtown Loveland.
There are too many shopping centers out on 34 - seems like downtown continues to struggle so much - what's the answer?
<i>Growth/Development:</i>
Please welcome a Sprouts or Sunflower or similar for grocery shopping. Please take another look at putting a new King Soopers @ Wilson/43rd area. We need updated grocery shopping here. It will be a good decision for the future with over 100,000 citizens in the school district already.
City council needs to stop approving development of certain streets, fast food, strip malls, banks they do not enhance the quality of life in Loveland!!!!
Need to work on getting more business, shopping in actual Loveland, rather than at Centerra and I-25.
Need a Sprouts, Costco, Trader Joe's, Dunkin Donuts, Outback.
Encourage a dept. store downtown, ie. Sears, Penny's, even if only a small version- for those who dislike big box and mall shopping--Yes! We do exist!
Need a Sprouts.
It's too bad all the shopping is at Centerra. It's sometimes easier to shop in Ft. Collins than go to Centerra. I wish we had health food grocery.
We really need a natural grocery store like Sprouts or Vitamin Cottage.
Too many non-healthy fast food places in town especially for young kids.
Am getting disgusted with traffic congestion and growth of our community. What ever happened to Podunk Loveland? Everyone I have grown up with in this town feels the same way. Send'em back to California. They're ruining our beautiful state with their attitudes.
Missing an organic food market.
We need a Sprouts.
Driving to I-25 for shopping is inconvenient.
Need a McDonald's around SW 14 th and Taft.
I like the small town feel and I want it to stay that way.
Bars in downtown close too early. Nice job with choices but last call is like 10:30 or 11? I'd rather go to Fort Collins. Thanks for reading.
Clean up sugar factory area please!
Need health food grocery store.
Loveland needs another theatre here in town. We have one theatre, the Metrolux, for 68 thousand people. No way are older people going to drive out there in that rat race. Also it would be nice to have a roller skating rink for the kids in town. Instead of all of these unnecessary consultants that are hired for mega bucks, the money could be used for some really important projects.

Centerra car dealerships were a waste.
Need a health food store ie. Whole Foods and Vitamin Cottage.
Too much retail and traffic.
We need a natural grocery store. East side needs a grocery.
Why is old HP building is still empty of 5000 jobs.
We just lost Super Vac to Fort Collins-- what a shame!
Lacking a natural foods outlet like Sunflower, Sprouts, Vitamin cottage, or Whole Foods.
We have lived here 37 years. Loaded question- Do we desire heavy retail for sales tax or would we like our community to stay smaller and more rural? I would prefer smaller—more rural.
Would like a Costco and Sprouts grocery.
Slow on attracting new shopping opportunities.
We have enough shopping.
People don't need malls that they can't afford to shop at.
A health food store in Loveland would be great- I have to drive to Fort Collins, Longmont, or Greeley to get the things I need (natural groceries, Sprouts, etc.).
What I would love to see like near downtown is a natural food store IE Trader Joes or Sprouts or Sunflower (would be my preferences) so I don't have to go to Ft. Collins or Boulder.
Shopping would be better if not all on the east side.
For those of us in NE Loveland, it's easy sometimes to go to Ft Collins rather than across town.
Walmart is not a quality grocery option.
Loveland has a shortage of health food stores.
When are we ever going to have a Whole Foods, Alfalfas, Natural Grocers...some good natural foods store?
<u>Need a Sprouts or Whole Foods market</u> and a market of some kind for residents east of Loveland.
<u>Infrastructure /Streets/Traffic:</u>
It would help traffic flow if all signal lights had turn lights! I see many people take chances to turn on yellow or red because of line of oncoming traffic - 1st and Denver is an example!
What happened to the parking police here in downtown on 4th-5th St.? We need it back. I work and live in downtown Loveland. Thank you.
Roundabouts create problems with snow removal.
I truly feel the round-about at 7th and Garfield is a very bad idea and the City paid absolutely no attention to what the citizens felt about this.
Too many round-a-bouts. Too many drivers that "don't have a clue" or simply don't pay attention.
I love my community, Thanks for being a progressive, forward-thinking government. I <u>love</u> the US 34/Madison Avenue intersection- the round-about!! Great work!
The intersection at Madison and 34 - Horrible!
When road work is to be done in neighborhoods a brief advance notice would be nice.

Fix Taft Avenue between 8 and Highway 34. We have been waiting a long time.
287 is in the wrong location. Traffic enforcement is very bad. Red light running is common, very few stop signs are used, speeding is very common, and muffler noise is ignored.
I live on Madison & 34. It's a nightmare. The only vehicles that move are on 34. If you are on Madison, you sit forever waiting for the light to change.
The manhole covers in the streets are often below the road surface. Could someone cruise the city streets and identify those that need to be raised and then could the appropriate dept. raise them.
Sidewalks in 1800 block of E. 16th terrible and could cause people to fall.
Traffic is horrible in this town and no one obeys traffic lights.
The intersection at 34 and Madison is ridiculous and dangerous.
City spends lots of money to chipseal NW streets! Large cracks don't get "fully" filled and sealed. Edges don't get sealed. Settled/low areas don't get filled. Chip seal is done, right over the top - as is. Low spots continue to collect water and settle further. The unsealed large cracks (and some edges) continue to absorb water and deteriorate further.
The roundabout at 7th and Garfield is a farce. It's hard to think of any intersection where one is less needed. Few people use 7th street beyond Garfield going West. If one proceeds more than one block west of Garfield one drives into a house.
Please restore sanity to the Madison/34 intersection. Although the power boxes look nice painted, I really like a couple of them- seems like we should have waited since our budget really couldn't handle it. Let's live within our means. This city has a <u>lot</u> of potential.
We absolutely hate the intersection of 34 and Madison Ave. There are too many signs, dangerous merging of turning traffic, unclear signs regarding proper lanes - turning into Sam's when heading southbound, and too long of light waits.
Traveling by car is better during non-rush hour times.
The intersection of 34 and Madison is complete irritant and I don't use it unless I absolutely have to!
Madison and Highway 34 intersection confusing. Boise and Highway 34 unsafe.
Tell the City Council and Streets Dep. that their idea to put a round-a-bout at 7th and Garfield is ALMOST as stupid as the intersection they did at Eisenhower and Madison! And believe me, that's pretty damn stupid! JCN XXX W. 5th 213-XXXX.
Except for U.S. highways, most of Loveland's traffic control lights could be put on flashing red and yellow after 8 p.m. Cars spend a lot of time waiting at lights when there's little or no other traffic, example: 29th and Taft.
I believe the street surfaces need some work to make them drivable and safe.
Need to fix ground water damages to people's houses, or make INC. help out home " <u>owners.</u> "
Turn lights longer at 287 & 29 th
The streets are concerning. I feel the intersection at 34 and Madison is dangerous and confusing and the City should get input from drivers and the employees that have to perform maintenance when making decisions.
The new intersection at Sam's and 34 is an abomination! That person or persons who enabled it should be fired!!
Summertime events that cause delays, detours, etc. on streets are frustrating.
Reset the stop lights.
The only thing I disagree with the City is the waste of money on ridiculous intersections like Highway 34 & Madison.
Some stop lights are too long.
The roads are in poor shape outside the main arteries.

We should have a light at Adams east bound and 4th St. The library traffic and Willows Apt. exit is very dangerous!
We need a left turn light at Redwood and Highway 34 so people can go West bound on Highway 34.
I wish there were more raised cross walks near schools to minimize speeding.
I <u>really</u> appreciate the road workers and their skill to make our streets and RR crossings smooth. Great work and unusually speedy! Madison & Highway 34 is the <u>most</u> dangerous intersection I've <u>ever</u> used. Whoever designed that mess should be fired!
Expand the lanes on 402 out to I-25.
I did not appreciate the city sharing the cost of replacing the cement at the end of my driveway.
Main thruways of old part of town lack "curb appeal." Cemeteries could have stone/wrought iron fencing; parking to encourage walking instead of driving through, art sculpture. Eisenhower desperately needs trees - especially east. Missing broken sidewalks everywhere...and more but this is enough for now.
Once the traffic lights are synchronized on 34 and 287 - don't mess with them.
Too many roundabouts, stop putting them in! Continuous lanes at Madison and 34 are stupid, wait twice as long at light, only good if you luck into a turn.
Your work on Madison and Hwy 34 is a joke!!!
I DO NOT like the turn mess by Sam's Club. You took a perfectly good intersection and made it a frustrating mess. More people are turning onto side streets to avoid the long waits. That was the worst decision EVER for our town.
Street surfaces are not safe and drivable at the RR tracks and 10th St.
Traffic lights need to be re adjusted.
Hwy 34 is getting worse.
Streets surfaces are not drivable and safe downtown.
Usually streets are drivable and safe.
When I was young we got a bike, we had to go to chief steel and get a license plate. I think it cost \$1.50 in 1953. Now we put white striping for bikes. I think we should charge these bikes \$100 to ride in Loveland and pay for these white stripes!
City needs to spend less money on high rise buildings and roundabouts that are confusing!
You decide to do things the public has no say in ie. the roundabout on Garfield and 7 th -- waste of money big time!
Trees overhang onto speed limit signs - need trees pruned away from many of them!
Sidewalks and bike lanes could use work in our community. In many places sidewalks end abruptly or there is no sidewalk to speak of. Not enough bike lanes.
I do not like the continuous flow intersection at Madison and 34. It is a dangerous intersection. I avoid driving this street--I use Boise, or I drive around Home Depot. I think it was a waste of money.
Water run off on my street is horrible! They need another drain. Snow and ice melted and backed up 1/2 way across the street--ice is BAD.
Raise the manhole covers up to street level. They are more like potholes.
Highway 34 into Loveland is becoming too busy-- too much traffic.
16 th St E./Cheyenne should not be able to park on corners because it makes it way too hard to see around them. I got a 3 month old girl and we almost got T-boned because we couldn't see around them.
East 42nd St - from Garfield Ave. to Monroe Ave. only has one street light. There should be at least 3 or 4 installed. When?? Would be helpful and appreciated!!

Traffic speed and red light running needs to be addressed and slowed. Manhole covers need to be leveled off.
It would be nice to have sidewalks on Nickel St. In front of sunset mobile home park on north and east side. It's hard to get across Boise or Madison. We're seniors and there's no light to get across. Also at Sylmas mobile home park there is a need to do something about these snow plows going over the sidewalk. It's tearing up the curb. Also they need to trim these trees to keep them from lying across the fence blocking sidewalk.
Very tired of roundabouts and especially Eisenhower/Madison intersection!
I would like to suggest on underpass of County Road 30 Under I 25 as a future project to help alleviate traffic flow around the airport and Fairgrounds area.
Will we see our streets without cones soon?
Why is there no sidewalk on Denver Avenue in front of power towers? I walk from job on Citrine to Walmart and my service dog pulls into busy street because rocks are where sidewalk should be. Sidewalk is on either side of rock- should continue through. Also we need a walk path along railroad. A lot of us walk that way and cars travel fast- only narrow shoulder.
Light at Madison and Silverleaf needs a left turn arrow!
There is no safety on my street there has been four car accidents on my street alone and there are a lot of kids on my street. Too much road work.
All the construction on the streets is kind of a pain, but lots of much-needed work is being taken care of and that makes the inconvenience worthwhile!
<u>Jobs:</u>
As an electrical engineer I have high hopes for the ACE/ Agilent site project. I hope the city is doing everything they can to attract high-tech companies to Loveland.
I am concerned that nothing is happening at the old HP site to bring quality jobs not our community for our young people. One seldom gets an update on what is happening.
Wish there were jobs here in town. ACE development seems not to be working.
We need more jobs and downtown business.
Loveland needs jobs just like the rest of the nation.
Very few jobs for persons with mild mental deficits. My son hasn't worked for 6 years. MAJ 622-XXXX Home. DS 613-XXXX Home.
<u>Noise:</u>
Motorcycle noise is unpleasant.
Please establish sensible noise limits for vehicles and motorcycles and enforce them. This is the 7th city I've lived in throughout my lifetime and <u>the noisiest by far!</u> It seems that Police writing tickets for "loud pipes" is just a midwestern thing.
Something should be done about loud motorcycles at 2:30 and 4:30 in the morning.
I wish the posted "Noise Ordinance Enforced" sign included the painful, deafening motorcycles that are operated around Loveland.
<u>Police & Fire Services/Safety:</u>
This city needs to clean up its meth problem! My suggestion is that police need to focus on meth heads because they are the single biggest blemish on this city. It's rampant!

Cops need to be nicer.
I've lived here 18 years and this is the best place to live. I do feel the Police Dept. is a bit heavy-handed! You're a police officer, not better than the rest of us.
I believe the police force could benefit from interpersonal training.
Police cars often speed down our street, near 15th and Washington without proper lights/sirens to indicate they are actively fighting crime. This makes our community uncomfortable, as we have children at play.
Please stop the bike races that interfere with traffic.
About feeling safe, not after dark. Too many kids and unsafe driving - mischief, keying cars, spray painting and stealing. Not Good. Also speeding down City streets where children are at play.
So many people intentionally run red lights.
Is the city aware of what a horrible reputation the Loveland police department has? I hope so and I hope it is improving. I think many citizens are afraid of them. I think they should consider a softer approach and be encouraged and supported in doing so.
The police do not have a good rapport with a lot of the community. They lack a familiarity with the residents in town.
The only comment I have is police officers don't help people when there is a need. They ticket whenever they feel just so they can get their tickets quota at each months.
There are too many teenagers texting and on the cell phone. I have been almost hit by a teenager being on the phone and trying to turn with one hand. I am not sure how many people have to die before something is done.
We have a speeding problem on 20th St. SW. from Taft east to S. Douglas Ave. The police have told me they do not have the resources to place a patrol person at that location. The street is used during school time by children that attend BF Kitchen. Do something!
I wish we could educate drivers to have better manners when driving - cutting in and out of traffic to a car length is dangerous.
Cars don't stop for the four way stop sign on 33 and Madison.
We are thankful for the officiating of our local government including the police, fire departments and others.
When our house got broken into a number of years ago, the Loveland Police did nothing.
The police in this town are horrible.
Loveland is a beautiful city. My only complaint is the police department - when I notified them that a neighbor was selling drugs, they tended to look the other way - I was not impressed!! Seemed like when they found out the address, it wasn't important enough to investigate. Sad for this town!
The police suck - very rude and disrespectful.
Great police chief - good man and values.
It has become common in Loveland for children to play in streets without supervision making it dangerous to drive around town. Calls into police about this go unaddressed.
Would like to see more tickets issued for speeding on 29th Street. Also for improper turns (left turns to right lanes and vice-versa).
Could use more police patrols in the alley between 6th and 7th St. A coke machine brings in high traffic in this area. Graffiti has become a recent activity in this area as well as some drug dealing.
Need better police.
Keep tabs on derelicts hanging out in public areas.
God bless you Firefighters -- I am SO proud of all the firefighters.

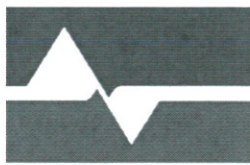
Police do not respond well or not at all to noise disturbances, it makes the quality of life here suck sometimes.
Less police.
Police need to enforce bikes in packs.
Police personnel need more training in diversity and sensitivity.
Install and enforce red light cameras.
Gang activity seems to be increasing-bad. Please stay on top of graffiti problem- no easy answers.
Excessive police. Police need freedom to use common sense. Quit throwing kids in jail for possible or potential harm. This is counter-productive and creates more unemployment. How many of you never did anything wrong? Loveland is turning into a police state.
Since Washington is an alternative route - patrol Washington Ave. more often for speeding. Cars and Motorcycles zip up and down a LOT. Make Boise Ave. & 34 like Madison - better flow of traffic especially to McKee Hospital.
<u>Recreation/Arts & Culture:</u>
Many times I passed the park and LOTS of spraying happening kids around - I wish there was a way you could inform people when spraying was happening (and on bike trail - makes members of my family very ILL!), really I wish pesticides --sprays weren't used at all in parks or places kids/people play but I understand other people probably don't want weeds.
Love the painted utility boxes.
Like to see the Recreation Trails finished by Wilson and 22nd so they are joined. Live here in area for 40 years and they talk about it all the time never done yet.
Golf courses need to get rid of geese.
My son has autism, would like to see more activities for special needs kids.
Yes- there are scenic parks, but it's getting a statue-haven for few. Some new ideas about decorating our parks. Statues don't impress me.
They told us that a park would be built near 29th and Wilson ever since we moved into this house (24 years ago)--still no park and our boys are grown up now ☹️ . Finish the bike trail!
I'm having a hard time getting on the low-income assistance at the Chilson Center. The places I try to apply at don't know what I'm talking about it would be great if I could just apply at the Chilson Center! Thank you!
Speaking of the Arts, it appears that our Reporter-Herald has consistently refused to allow The Loveland Orchestra advertising space before concerts. What is the precedent for this action on R-H's part? Can our city gov't look into this?
Please finish that bike path loop. It would be a great addition to the city. That 57th stretch is a killer.
It is difficult to access natural areas from my neighborhood-- Windermere. Why is there a locked gate between our neighborhood and the space owned by the city/bike trail on Arbor Drive? I would like to be able to access the trail with my young kids without having to travel a half mile to catch it on 22nd. It doesn't make any sense! That land is practically in our back yard, but we have to travel so far to reach it because of that locked gate-- what gives?
Please stop the obsession with really bad art.
I am excited to see a complete bike trail loop circling the city. Just a few small stretches left to make it complete!
Our biggest disappointment is Loveland's hiking/walking and biking trails. You have two underpasses that go nowhere!!!! Ft. Collins' Poudre River trail system is getting more money to extend their trail systems. I'm starting to ask myself why do I live in Loveland and drive to Ft. Collins to hike or bike? We have a river running through Loveland? But what do we get...two underpasses that go NOWHERE!

I enjoy being able to bike anywhere in Loveland. Please continue to develop bike lanes.
It would be to everyone's benefit if the playgrounds in the parks had some shade trees or structures. Most equipment is too hot to play on in the sun. Why hang the swings so high they can't be used? Why invest in equipment and render it useless!
More bike lanes needed.
Some of the main parks are gross! My child found a used condom near the playground. Now I avoid the parks.
In regards to the City providing quality youth activities, they could support outside groups more.
Need more youth activities and larger sections at the library.
Could have more opportunities to enjoy the arts.
Bee control at playgrounds could be better. Also, some parks need more shade. Loved the fireworks at Cattail this year. Would be neat to have a summer concert series and some more small children events.
Absolutely love the art around town.
The city needs to beautify its streets and parks. Then it needs to offer more community events that are advertised to all citizens by various means and well ahead of time.
In 1991 estimated completion of the Rec Trail around the city was 7 years, per the Parks reps. Latest forecast I've seen was "maybe" by 2020. Seems to be plenty of money for kids' ball fields and soccer fields, but not enough for trails, which <u>all</u> ages can utilize and one year-round basis.
The City could use more opportunities to gather as a community.
Waste of money on painting electric boxes around town.
Need a youth baseball complex!
I would like to encourage the City council to support diverse arts in Loveland.
Not enough opportunities for youth/ teenagers. They need more so they don't resort to other activities that get them in trouble. Go carts. Boondocks? Putt putt?
I feel "Loveland" generally does things well, even above average, except the city's attempt to represent itself in as an arts city. What is going on at Taft and 8 th ? A couple of nice bronze statues were "dropped off." No landscaping a chaotic jumble of boulders? Where is the innovative element in our municipal art? There's lots more to art than just bronzes!
Great bike trails but complete the loop around Loveland.
Good bike lanes.
In regards to internet, City website, activities for seniors and recreational opportunities - The cost for seniors to just pay rent or mortgage, utilities, meds and whatever is left doesn't even buy food for 2 weeks and we only eat 1 time a day. There is no money for computers or internet. We can't even watch TV because we can't afford cable.
We could use more City trails at the rate we pay. Youth activities are too expensive.
Would like to see a bike path completely circle Loveland or even connect to Ft. Collins. We need a larger outdoor amphitheater for music events - see Merriwether Pavillion in Columbia, MD for a good example.
There should be a CHEAPER alternative to the Chilson Center as far a cost for seniors. It's kinda spendy when you live on a very limited income. Unfortunately my ins. (secondary) does not cover Silver Sneakers, too bad Medicare doesn't cover either!!! It shouldn't cost so much when you're old and disabled to try to stay healthy. I know there is a cost factor involved here.
I love the parks and the Chilson Rec. Center is a huge part of our lives. The myriad of art displays in town are also greatly

appreciated.
Our family has been very reluctant to utilize the hike and bike trail because of rattlesnakes.
More bike lanes, and make them safer.
We don't need more icon museum buildings for more storage. There is hidden agenda here. Too much money is spent on the museum.
Too much art.
Bike trails on main streets (Taft and 29th) are too narrow and are dangerous.
There are more opportunities to enjoy arts.
How about giving seniors a break at the golf courses, like a discount! A lot of us bring money and spend it in the city such things as retirement money from outside sources.
More and better bike lanes would be welcome by both of us.
It would be nice to have more and better marked bike lanes. I am looking forward to the detailed map of the current bike trail and where exactly it goes and can be accessed from.
I've lived in Loveland for over 40 years. Loveland has never provided for the youth of the community. Bowling alley and movie theater moved out of town, no skating rink, no place to dance for youth.
Finish the trail from Wilson N to 287.
Sad that the museum had to start charging fees-- too pricey to go weekly with kids/ grand kids.
The arts events are too expensive.
Jay hawker ponds on Taft/1st is routinely abused whenever we visit we pick up other people's trash as much as we can-- raw chicken liver packages, beer bottles, soda cans, tackle equipment. It desperately needs more maintenance / supervision! It is a hazard to both humans and wildlife. Thank you.
Make youth and citizen's events, services, recreational activities AFFORDABLE.
I wish the park in our neighborhood (Lochlun) didn't have slang and perversion written all over the playground equipment. I won't take my kids to that park.
Lake Loveland should be more accessible to Loveland residents like for kayaks or canoes at least- - it is weird for a town built around a lake not to be able to use it.
I would like to see you finish the trail system especially 22nd St. to north of HWY 34 where it starts at Wilson. Also, an ice skating rink would be a nice addition to available recreational activities.
We can always use more community opportunities for community art events.
I ride a bicycle daily. It would be great if the sidewalks and bike trails had more signage about immediate stops or closures.
The parks are better in the summer.
<u>Transportation:</u>
Bus system discourages ridership.
Both Fort Collins and Loveland need a much better bus service. Can we work together and set an example as two cities that set a standard for public transportation that is high above the rest? This seems like it should be top priority for any city.
Sure wish we had bus service like Berthoud's--call day before, door-to-door. Ours have to be 2 or more weeks ahead but don't know when need to get to Dr. 84 years old and love it here. Want to stay in my house not move to Sr. place with

van.
I cannot use the bus service because the closest stop is more than 8 blocks away! Therefore, bus service is not an option; I drive my car!
Bus service is really lacking for handicap to get to area to be picked up. Some are many blocks away from where they live.
Believe that bus routes can be improved.
Senior transportation is a problem for general shopping--sometimes for medical care to office visits.
The bus stop at Agilent is not handycap accessible. How can we fix this? Many of the bus stops don't even have a bench and the riders are not protected in any way. Can we at least get trash and ash cans? I take a plastic bag and clean them up. The stop on 5th and Cleveland has benches but not a trash can in sight.
Bus system stinks.
Would like bus service at night.
Too many 'no bike' signs. We will not ride bikes in traffic - too dangerous!
Where are the trains to Denver, Central City, etc.?
Would like more transportation options to other cities in Northern Colorado (more frequent buses to Fort Collins bus system, bus system to Greeley).
We try to ride our bikes as much as possible. The city needs bike lanes included in alternative transportation options.
The public transit system stinks. It needs more routes and busses.
Bus system takes too long and doesn't have enough routes or long enough hours.
Need more forms of alternative transportation and need more bike lanes.
Bus routes are torturous for our needs -- to Front range community college and back.
To the question about alternative transportation being usable, etc. my answer is "are you kidding?"
Need more mass transit lines.
Transportation needs more publicity.
It seems to me that buses are not used much.
Alternative transportation is not available after business hours --need night hours at FRCC.

End Comments



City of Loveland

CITY OF LOVELAND
CITY MANAGER'S OFFICE

Civic Center • 500 East Third • Loveland, Colorado 80537
(970) 962-2303 • FAX (970) 962-2900 • TDD (970) 962-2620

AGENDA ITEM: 2
MEETING DATE: 1/8/2013
TO: Mayor and City Council
FROM: William D. Cahill, City Manager
PRESENTER: Bill Cahill

TITLE: Review of Possible Topics for Council Goal-Setting Session on January 26, 2013

RECOMMENDED CITY COUNCIL ACTION: Discussion only; no action required.

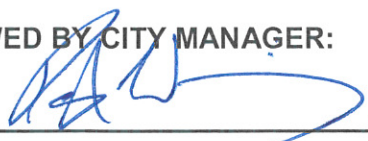
DESCRIPTION:

The City Council will hold its Goal-Setting Session on January 26, 2013 at Group Publishing. This annual event is intended for the Council to set major organizational goals and priorities for the coming year. The results of the Council's work from last year's Session are included in the year's final progress report (Attachment 1).

Council members have also submitted possible topics for prioritization. Staff have supplemented that list with additional items carried over from last year which are not yet complete, and with other new initiatives of which staff is aware.

The list of topics for prioritization is included as Attachment 2. At the Study Session, Councilors will be asked to prioritize these items for inclusion in the year's action plan, to be developed at the upcoming Goal-Setting Session. This will allow the Council to focus in on the topics that produce the greatest interest. However, even the lower priority topics will be preserved in the records of the Goal-Setting Session.

REVIEWED BY CITY MANAGER:

 , Acting Cm

LIST OF ATTACHMENTS:

1. Quarterly Report on City Council Goals
2. Listing of Topics to be Prioritized



City of Loveland
 500 East Third Street
 Loveland, CO 80537

Progress Report: City of Loveland 2012 Council Goals and Priorities Third Quarter (updated December 28, 2012)

Goals and Activities

Lead Responsibility

Schedule

Goal 1, Economic Vitality

1.1 Develop a Highway 287 business corridor development plan

Development Services/Economic Development

Draft Work Plan Scope by December 2012(moved to 2013)

Schedule Adjusted. *The City Council authorized a change in schedule to defer this to allow more staff effort on the oil and gas issue, which has been a significant work effort not known at the time of goal-setting. Work on this corridor plan will commence in December, with completion of a detailed scope of work by the end of the year. The draft plan is scheduled for completion in June of 2013.*

1.2 Market Loveland aggressively for economic development

Economic Development

Marketing for primary employers, retail, downtown, visitation and creative sector operational by September 2012

On course. *Staff has commenced all portions of aggressive economic development marketing. Staff attended POW WOW (Tourism tradeshow) in April, the International Shopping Center tradeshow in May, and convened the real estate brokers advisory group. The Technology Acceleration Program has become a very effective primary employer marketing tool. Destination Loveland Brand Concepts were approved by CMC and Council. Destination Marketing continues with more advertising in Texas Monthly and the 2013 Colorado Tourism Guide. The Destination Loveland website is under construction. The DIA now has a Loveland Sculpture display. Staff is scheduling "trade" visits and familiarization tours for site selectors and prospect company leaders. The economic development website will undergo an analysis by professionals in site selection and corporate leaders.*

1.3 Move forward with expansion for the Loveland Museum	Cultural Services	Secure architect and launch capital campaign by August 2012 Delayed. Council considered this item September 18 and did not approve it. Motion failed 4-4.
1.4 Airport area economic development planning	Airport/Economic Development	Development plan to Airport Steering Committee by December 2012 On course but adjusting flaps. Staff has scheduled meetings with Fort Collins, City of Loveland, and NCEDC to further discuss how development of an Airport Area Economic Development plan should proceed. The airport is preparing to partner with a regional economic development group to begin the formation of an airport business support network. This project was defined in the recent U.S. DOT Small Commercial Air Service Grant. With the recent announcement of Allegiant's choice to vacate FNL staff is working to repurpose the U.S. DOT Small Community Air Service Grant to support new efforts at attracting other commercial carriers. Staff is working with the Steering Committee for a new roadmap on this topic.
1.5 Highway 402 Corridor Plan and expansion of County IGA	Development Services	IGAs with affected jurisdictions by September 2012; Draft Corridor Plan by December 2012 Adjusted schedule. The project scope for the 402 Corridor Plan has been completed and significant progress made on the inventory and analysis phase. The work plan includes three overlapping phases: an adjustment of the Growth Management boundary; County approval of the Loveland IGA Overlay Zone; and completion of the draft 402 Corridor Plan by December. Significant progress has been made in reaching an agreement with Johnstown regarding Growth Management Area (GMA) boundaries. The target date for an IGA with Johnstown on an agreed upon GMA boundary is by the end of the year. City staff has met with County staff to discuss the County Overlay Zone process. The target date for adoption by the County of the Overlay Zone is March 2013. The revised target date for completion on the 402 Corridor Plan is June 2013.
1.6 Continue efforts to restore the Pulliam Building	Economic Development	Operating plan and finance applications by December 2012 On course. The City received a grant from the State Historical Fund to complete a Historic Structural Assessment (HSA) for the Pulliam Community Building.

Staff is working with the National Development Council to explore Historic Tax Credit Financing. The non-profit organization Center of Loveland, Inc. has changed its name to Pulliam Community Building Foundation. The Business Plan and Analysis has been updated to include operation of the facility for the City by the Foundation. Project website is: www.pulliambuilding.org. Staff continues to work with Norm Rehme on funding resources and budget.

1.7 Carry out a signage program to direct visitors and residents to important Loveland destinations Economic Development

Complete placement of 1st phase signs by October 2012

Minor delay, continuing. *City Council approved funding and plan on November 20th. Staff is now implementing.*

Goal 2, Public Safety

2.1 Develop a long-term funding plan for Police and Fire, including a long-term Police staffing plan Police, Fire

Police staffing plan conceptually approved by September 2012; draft safety funding plan to Council by December 2012

Minor delay, continuing. *In June, the 2012 Loveland Fire Rescue Strategic Plan, including long-range staffing and funding strategies, was approved by the Loveland Fire Rescue Authority Board. The Rural Fire District passed their mill levy election in November 2012.*

The Police Department has completed Phases I and II of the four phase Staffing and Resource Study, and presented them to Council at Study Sessions. Phase III will be developed and presented to Council in March 2013.

2.2 Plan for Fire Station 2 and acquire property Fire

Land acquisition and conceptual review approval by December 2012

Completed. *The City closed on the three acres of Mehaffey property just west of 29th and Wilson for the new Fire Station Two on December 28th. Belford-Watkins has been selected as the architect to design the new fire station.*

Goal 3, Infrastructure Quality

3.1 Accelerate the undergrounding of existing power lines Water and Power

Council direction by June 2012 to incorporate into 2013 budget

Complete. *The Council decided in Study Session not to significantly accelerate the undergrounding of existing overhead power lines.*

3.2 Power infrastructure needs: short - long term strategies	Water and Power	Council direction on transmission and distribution by July 2012 Complete. <i>In the Council Study Session of August 14, 2012 the City Council re-affirmed the strategy that staff is using to address power infrastructure needs.</i>
3.3 Water infrastructure needs: short - long term strategies	Water and Power	Council direction on infrastructure and financing by June 2012 On course. <i>Council has held Study Sessions on May 22, August 28, and November 27, 2012. Council has set a direction for the water capital program, projected rates, and financing of the capital program involving external borrowing, internal borrowing, and a transfer of General Fund balance. Staff is now developing implementing actions which are planned for the February 14, 2013, city council meeting.</i>
3.4 Carry out a cross connection / backflow control program	Water and Power	Council approval of program by April 2012 Complete. <i>City Council adopted ordinance on March 6, 2012. Staff working on program implementation.</i>
3.5 Develop a more stable funding stream for street maintenance	Public Works	Street maintenance funding concept to Council by June 2012 Complete. <i>Proposed Street Maintenance Utility Fee increase is included in 2013 budget and partial funding has been added to the budget for bridge maintenance.</i>
3.6 Plan for Public Works Service Center expansion	Public Works	Conceptual design complete by August 2012 On course. <i>RNL Design is completing the design of the service center expansion. The project is already underway with a stakeholder kickoff. The City Council reviewed the project and gave direction on construction and funding at the November 13 Study Session.</i>
Goal 4, Financial and Administrative		
4.1 Capital Expansion Fees Study	Development Services	Draft study to Council by August 2012 Complete. <i>Results from the five-year update have been</i>

presented to Council at four study session, and the Council adopted new fees at its meeting of November 6th. The action included direction for a major revision of the impact fee model in 2013-14.

Implementation

CC.1 Review City Council meeting procedures and guidelines

City Attorney and City Manager

Council consideration of amended procedures by August 2012

On course. *A conceptual proposal was transmitted in August to the City Council for feedback. Draft documents are being prepared for Council review action in January 2013.*

Continued Actions from 2011

11.1.1 Regional Crime Lab

Police

Project launch by June 2012

Complete. *The five consortium agencies signed the Intergovernmental Agreement, and ground breaking for the Northern Colorado Regional Crime Lab occurred on October 2nd, 2013. The lab site is located near the intersection of Highway 34 and Highway 257 in Greeley. The milestone set forth as a goal has been accomplished, with opening of the crime lab slated for June of 2013.*

11.2.1 Economic Development Strategy

Economic Development

Council adoption by March 2012

Complete. *Adopted the Strategy and the Incentive Policy in March.*

11.2.2 Downtown Catalyst Project

Economic Development

Project agreement by June 2012

Complete. *The Agreement with Brinkman was approved by Council on December 18. Follow-up second readings of ordinances will occur on January 15, 2013.*

11.2.8 Artspace Project

Economic Development

Project financing by December 2012

Delayed but continuing. *Artspace has not secured tax credit financing but intends another application in a future round. City staff is negotiating Term Sheet with Artspace for City roles and participation.*

11.4.2 Raw Water Master Plan

Water and Power

Council adoption by June 2012

Complete. *Council unanimously adopted the 2012 Raw Water Master Plan, on June 5, 2012. Council's action also amended the 2005 Comprehensive Master Plan by adding the 2012 Raw Water Master Plan as a functional (component) plan element.*

11.5.5 Transportation Master Plan

Public Works

Council adoption by October 2012

Complete. *City Council adopted the Transportation Master plan on December 18, 2012.*

Topics Listing for City Council Consideration Loveland City Council Advance, 2013

These are grouped for convenience into broad categories. They are not listed in any order of priority.

Public Safety

- Higher priority to the "Community Disruptors Training" by Dr. John Nicoletti. I would like to add this as a request to prioritize it for a Study Session, not just an "invitation" type presentation. It would be beneficial for us to think about other potential attendees, i.e School District leaders, etc.
- Get the Police Firing Range and Training Center placed on the Ten Year Capital Improvement Plan.
- Develop a long-term funding plan for Police and Fire, including a long-term Police staffing plan.

Economic Vitality

- Discussion of current council policy on properties downtown and where we see the downtown redevelopment process currently, what goals are we working toward and what is the council's desire in a planned effort to work toward the revitalization of that area.
- At the suggestion of Cumberland & Western (RMCIT), develop definition and mission description of the Accelerator Program, timing to begin, composition, potential cost, desired results.
- Land assimilation in Downtown Loveland, any perimeters, How far do we go, costs, timelines?
- Artspace Project. Continue to work with Artspace to move this project forward and bring it to construction.
- Assist Downtown property and business owners to build a viable "Business Group" to be the primary advocates for Downtown Revitalization.
- Evaluate the Downtown URA for its effectiveness and possible restructuring to maximize effectiveness.
- Continue work of filling "Black Boxes" throughout the community.
- Work with new property owner around the airport to develop a strategy for economic development.
- Continue Downtown catalyst projects effort.
- Continue Highway 402 Corridor Plan and expansion of County IGA.
- Develop a Highway 287 Corridor Plan.

Infrastructure Quality

- Discussion with Management Team about the capital plan. As the Mayor and I have discussed there are items for the police department that are not yet on the plan but probably need to be considered. Other departments probably have similar concerns. This really should be an annual item anyway.
- Work with Centerra Metro District to evaluate and reprioritize next needed regional improvements.
- Move forward with the “Blended Airspace” project at the airport.
- Water infrastructure needs: short - long term strategies.

Quality of Life

- Move forward with allowing the Museum to explore expansion.
- Continue efforts to restore the Pulliam Building

Financial and Administrative

- Budget scenarios, a review of what was looked at this year and what methods are proposed going forward. I would also like this to include a discussion of how the cost allocation process is going to be further rolled out.
- Structure of the municipal court vis-a-vis employee supervision. This is a Charter issue and since some of the questions I have had concern the overlap of responsibility between our Council employees it is something that I think bears discussion early so that we can include a question on the ballot in the fall.
- Under the CEF's column, is any re-prioritization of CEF's in order, elimination(s), reduction(s), Increases ?? Has our course and destination changed since the inception of CEF's ???
- Discuss and implement a plan for adding funding to the Human Services Commission Grant Program. This was a request by one of our Commissions and as a Council should address this request.
- Capital Expansion Fees: Transition from the current “Buy-In” to a “Plan” approach.

Governance Issues

- Develop a Common Purpose among Council.
- Continue improvement of City Council meeting processes.

Informational Requests (Possible reports or Study Session items) Council Operations / Interactions

These items were placed in this category because they appeared to be requests for information, rather than proposals for projects, programs or major research efforts.

- Discussion of assignment of agenda items. The HNS debacle this last week was a sign to me that we need to have a discussion of how items like this arrive on the agenda.
- Sustainability Draft Plan. I appreciated Keith's memo about the plan on Wednesday but I would like to have a more wide ranging, policy level discussion of that plan before it comes back to us in any form.
- Develop and implement a Building Abatement Policy. I will continue to put this on here until we are able to address the issue of abandoned and blighted buildings in our community.
- Discuss opportunities for Open Lands partnering with HOA's to improve "open spaces" owned by HOA's through a grant program similar to one at Larimer County.
- Look at a plan that works on our "Urban Forest." As was brought to our attention by Kathy Hartmann, a member of the Open Lands Commission, we have many older trees on private property that are not being properly maintained.