



# Restaurants taking it to the streets



**Tables, chairs, umbrellas** – and people – spill onto Fourth Street on July 11, the first night of the Saturday Night Dine Out event, a Loveland Downtown District project made possible by the Loveland Patio Program.

## *Patio Program allows downtown businesses some breathing room*

**O**f all the business sectors affected by the March 2020 arrival of COVID-19 in Colorado, restaurants were among the first, and worst, casualties.

Public health orders in mid-March shut down restaurant services abruptly, causing owners and managers to lay off employees, cancel orders and prepare for closures of unknown duration.

Improvisation was the word of the day. Some full-service, sit-down restaurants in Loveland pivoted to provide pick-up and delivery services that the evolving health orders allowed, but that none had experience with. Those solutions were mere survival tools that would not, in the long run, sustain businesses.

In mid-March as the scope of the pandemic was becoming apparent, The City of Loveland Economic Development Department staff geared up to aid local businesses.

The team's first mission was to assist businesses in negotiating two complicated federal rescue programs that were funded through the \$2.2 trillion Coronavirus Aid, Relief and Economic Security (CARES) Act.

As the pandemic's spread eased, so did the restrictions imposed by state and county health orders.

By late May, with a new state directive under the "Safer

At Home" title, Gov. Jared Polis invited restaurants to reopen at 50 percent capacity – a ceiling that many smaller restaurants found too restrictive.

The Economic Development team went to work, carefully examining public health guidance in crafting the Loveland Patio Program. The program offered a way for the city's restaurants to expand, in the most literal way, into adjacent outdoor spaces including sidewalks, streets and alleys.

Loveland City Manager Steve Adams on May 28 signed an executive order temporarily modifying City code provisions regarding public right-of-way and liquor licensing – the two essential steps allowing the Loveland Patio Program to launch.

"The restaurants, bars and breweries have really seen some success with it," said Abby Powell, events and partnerships manager for the Loveland Downtown District. "We know from them that it's made a huge difference. But, they are also receiving a lot of feedback from the public. They're really happy that we've done this."

Twenty-five Loveland restaurants, bars and breweries, about two-thirds of them in the city's downtown core, have applied for and received authorization to participate in the Patio Program.

Capitalizing on early success, the Loveland Downtown District on July 11 pushed the program even further with the debut of the Saturday Night Dine Out program. Closure of Fourth Street between Lincoln and Railroad avenues opened even more space for food, drink and music during the program's 12-week run that concluded Sept. 26.

# New AIPP Artwork Maintenance Reserve made possible with Pulse support

A much-needed artwork maintenance reserve for the City's public art collection became a reality this past August thanks to the collaboration between the City's Arts In Public Places (AIPP) program and Loveland Pulse, the City's high-speed internet service provider.

AIPP is funded by the 1% contribution from all City of Loveland capital projects of \$50,000 or more. The additional revenue from the Loveland Pulse project will support the reserve starting in 2023.

According to Susan Ison, director of cultural services for the City of Loveland, the City has needed a maintenance reserve of this nature for more than 20 years.

"The expense of annual maintenance grows as new pieces are donated or purchased," said Ison. "The additional funding from the Pulse project is significant—and helps confirm that we can finally make this option a reality for Loveland."

In January, the Visual Arts Commission (VAC) approved a proposal from Joe Bernosky, director of Loveland Water and

Power, to defer Pulse payments to 2023. This approval allows Pulse to retain the 1% funds during initial construction years so the utility can get further with construction faster, have more flexibility and contingency with the project, and offer additional value-add services to customers.

Pulse will contribute approximately \$700,000 to the AIPP Artwork Maintenance Reserve by 2029. The reserve will set aside revenue for the future that is earmarked for maintenance of the City's growing and diverse art collection, which sits at 513 pieces today. The current maintenance

budget is \$75,000 per year.

"This is truly a win-win for Loveland," said Bernosky. "Pulse will bring educational, commercial, and artistic benefits to citizens throughout the community and even greater (and possibly unknown) benefits in the future. We are grateful for the collaboration to support both Loveland's public art and its trusted new utility."

One key benefit of this fund – more dollars to maintain and plan for unexpected deterioration or vandalism of the complete collection, including the well-loved and well-used Benson Sculpture Park with 160-plus sculptures on display.

"Loveland's public art collection is one of the best in the nation, and thanks to Pulse, we have confidence we will be able to keep up the caliber of maintenance needed on an ongoing basis," said Maryjo Morgan, Visional Arts Commissioner. "Not only is Pulse supporting our public art collection, but the utility is also adding value to the community by bringing affordable, dependable internet services to our residents and business when we need it most."



David Dedecker works on one of the more than 170 sculptures in Benson Sculpture Garden.

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## INTERACTIVE VOICE RESPONSE (IVR)

### INTERACTIVE VOICE RESPONSE (IVR) SYSTEM IS COMING SOON !

**WHAT IS AN IVR?** IVR is the technical term for a numbered

phone tree. Utility billing uses IVR to help customers with billing questions reach a customer service specialist. Loveland Water and Power and Loveland Pulse will employ the IVR system this fall.

#### WHAT WILL THE IVR DO?

- The IVR directs calls automatically to the appropriate person based on the need which saves customers time.
- The IVR allows customers to use tools like pay-by-phone billing.
- If a customer is experiencing an outage, the IVR will identify their phone number or ask for an account number. Once entered into the IVR, the IVR will report the outage to the outage management system. **With IVR, we can dispatch crews to you faster.**

- The IVR will never put customers on hold and will be able to handle a large number of calls at once.

#### WILL THE IVR HELP LWP?

- Roughly 50% of all calls to the LWP main office must be redirected to Utility Billing. Automatically redirecting 50% of all incoming calls will allow LWP administrative staff to focus on more pressing administrative functions.
- In the rare case of an outage, it's all-hands-on-deck. Reporting an outage in the automated system allows dispatchers to focus on power crews to restore your power as quickly as possible.

**WHAT IF I JUST WANT TO TALK TO A PERSON?** We would love to talk with you. IVR offers menu options for live conversation during business hours. If customers call after hours, they should leave a voicemail. Staff will return the call during business hours.

Although outages are unlikely, LWP constantly prepares for potential service interruptions during blizzard season.

Find valuable outage preparedness information at: [lovelandwaterandpower.org/PowerOutage](http://lovelandwaterandpower.org/PowerOutage)

## UTILITY APPLICATION SERVICES (UAS) TEAM SPOTLIGHT



**CREE GOODWIN**  
*UAS Manager*



**STERLING OVERTURE**  
*Utility Business Analyst*



**JASON TURNER**  
*Utility Business Analyst*



**SARAH ROSE**  
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**AMY RUPP**  
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**CJ MUELLER**  
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**PAIGE RICHARDSON**  
*GIS Specialist*



**KEVIN MCDONALD**  
*GIS Specialist*

The Loveland Water and Power Utility Application Services team (UAS) specializes in utility-focused software and data management. A team of eight members, UAS boasts 100 years of combined experience in geographic information systems and history with 270 gas, water, wastewater, electric, telecom and fiber utilities. The UAS team manages more than 110 software implementations for LWP, including the new IVR system.

*Check out... A Day in the Life of UAS on the Loveland Water and Power YouTube page.*

## UTILITY NEWS



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UTILITY BILLING  
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visit us online...  
[lovelandwaterandpower.org](http://lovelandwaterandpower.org)

## LOVELAND WATER AND POWER LAUNCHES NEW WEBSITE

Visit us at [www.lovelandwaterandpower.org](http://www.lovelandwaterandpower.org)  
The new website is easier to navigate, provides simpler paths to access critical information and offers new opportunities to stay connected with LWP.

## WATER QUALITY LAB OPENING

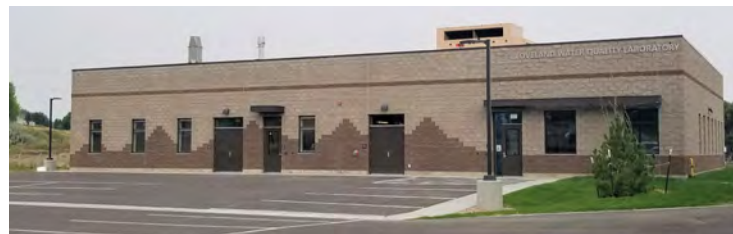


Ingenuity, teamwork and commitment to public health compelled Loveland Water and Power (LWP) to design and construct a modern, cutting edge water quality laboratory. The \$4.8 million laboratory, located at the Loveland Water Reclamation Facility, opened in September. The combination water and wastewater

laboratory serves both utilities under one roof; a unique situation for a municipality. The multifunctional model improves safety measures and process efficiencies, provides additional work space and furnishes room for growth.

The new building features a large metals lab for investigating lead and copper concerns for the nine members of the water quality division who administer regulatory compliance testing and reporting. New lab areas allow for river and reservoir monitoring and improved taste and odor removal in drinking water. A designated space for microbial analysis provides increased safety of water in the distribution system and guarantees optimum water quality for downstream neighbors. The location of the lab allows staff to increase monitoring and improve the health of the aquatic ecosystem.

The new laboratory has been six years in the making. Partnerships with HDR and Saunders Heath were essential to the success of design and construction of the new lab. After the completion of the initial evaluation study in 2012, HDR was selected to design the new facility. Saunders Heath was awarded the construction contract in 2019. HDR and Saunders Heath were chosen on the merit of their expertise in design and construction of water quality laboratories.



For more information on water quality updates visit us at: [lovelandwaterandpower.org/waterquality](http://lovelandwaterandpower.org/waterquality)

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