



A new era begins for The Olde Course

Careful financial planning delivers upgraded clubhouse that will delight golfers for next 60 years

It's full swing ahead for Loveland's oldest golf course, The Olde Course at Loveland, as renovations to its "small but mighty clubhouse" from the ground up are nearing completion.

The course is known as one of the most frequented golf courses in northern Colorado, thanks to its challenging yet fun course layout and excellent course conditions.

The 1960s clubhouse was demolished in May 2022, beginning the project, and both the pro shop and concessions were relocated for the duration of construction to keep the course open while under construction.

Now, a grand entrance welcomes golfers to the new facility complete with multiple comfortable outdoor seating areas. An interior eating area with multiple TV's provides the perfect environment to enjoy a bite to eat. Floor-to-ceiling windows, along with a moveable window wall, marries the indoor and outdoor spaces and creates a bright, open feel.

Facility improvements include updated public address systems, monitors, state-of-the-art HVAC systems, security systems, food prep and storage areas.

The new pro shop is sleek, modern and ready to serve customers.



The original 63-year-old clubhouse at the Old Course at Loveland golf course (pictured below left) has been replaced with a new facility, complete with an expanded outdoor section and grand entrance (pictured above.)

Careful and continued cash flow planning over the past decade paved the way for the approximately \$3.4 million renovation, which was paid for by revenue generated through the City's three golf courses.

"Loveland residents value the open spaces and recreational opportunities, including golf. We are proud to see this Olde Course enhancement come to life for our community," said City Golf Division Manager Mark Esoda.

The Olde Course at Loveland clubhouse is slated to open in early February. Learn more at GolfLoveland.com, by calling 970-667-5256, or visiting the clubhouse at 2115 W. 29th St. Loveland, CO 80538.



Teach kids to LOVE nature.

Become an Environmental Education Volunteer.

Sign up to help teach local school kids about nature during field trips to Loveland natural areas.

Training February–March; spring programs April–May.

All training and materials provided FREE. Lessons on wildlife, plants, geology and more at small group learning stations. Background check required.

Learn more at offer.cityofloveland.org/calendar



RECRUITMENT & ADVOCACY WORKSHOP

SAT. 3/18, 10-11:30AM

Gertrude Scott Room, Loveland Public Library

Do you want to help make a difference in the community? Join us for the Friends of the Library recruitment event! Become a member to learn how to advocate for, fundraise with, and support your local Library.

Pulse Internet Is Obsessed With Outstanding Service and Our Scores Show It

When an organization has no fiduciary responsibility to profit-earning shareholders, and it exists only to serve the community, a key success metric becomes: How do our customers feel about the experience we deliver?

We are proud to report that Pulse customers are very satisfied. Even more impressive is how our community-owned internet utility stacks up against major internet service players around the nation. How are we comparing our rankings?

What is a Net Promoter Score?

The Net Promoter Score (NPS) is a widely used metric that gauges customer satisfaction. The score is based on a simple survey question that asks customers to rate their likelihood to recommend a service to a friend or family member on a scale of 1-10, with 0 being “not at all likely” and 10 being “extremely likely.” To calculate the score, subtract the percentage of detractors from the percentage of promoters. The resulting score can range from -100 to 100, with higher scores indicating greater customer satisfaction.

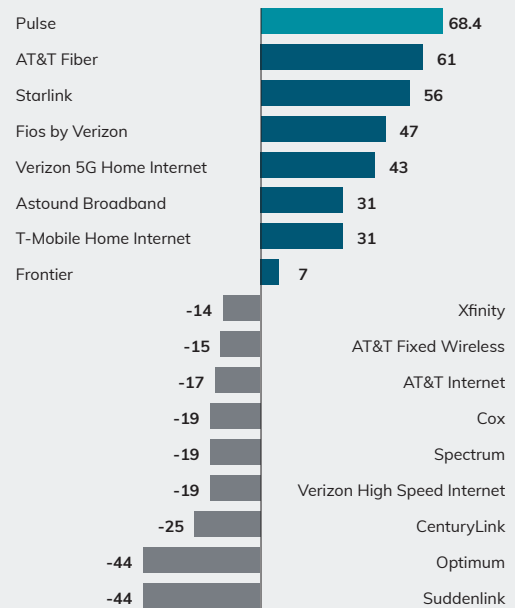
Pulse scores over 17 times higher on customer satisfaction than the national average

In August 2022, PC Magazine collected data about 16 of the top internet service providers (ISPs) in the country. The average rating among them all was four. Pulse’s customer survey net promoter score is 68.4! Our customers are surveyed after they’ve been online with us for a while and had the full Pulse experience. They are able to provide feedback about the entire process: sign-up, pre-installation, installation, and our rock-solid fiber-optic service. The survey includes many questions, and the aim is always to find out if there’s anything that can be improved upon. But it’s also where we’ve learned that Lovelanders are jazzed by the entire Pulse experience!

Pulse is on track to complete phase 1 construction (defined as within city limits when construction began in 2019) by the end of 2023. Check to see if we’re ready to serve you now at [LovelandPulse.com/CheckAvailability](https://www.lovelandpulse.com/CheckAvailability), or give our friendly, locally-based customer service team a call at **970-541-4990**.

Pulse’s Net Promoter Score

In 2022, PC Magazine compared the Net Promoter Score (NPS) of 16 national internet service providers. The NPS is a widely used metric that gauges customer satisfaction, and Pulse customers are extremely satisfied, especially compared to other providers.



* To read the 2022 PC Magazine study, visit: www.pcmag.com/news/readers-choice-2022-isps

** Please note, Pulse was not evaluated in the PC Magazine study. The Pulse NPS score is based on responses to the customer-experience survey that is sent to all Pulse subscribers.

Want to read more about what Pulse customers think?

Visit [LovelandPulse.com/CustomerLoveStories](https://www.lovelandpulse.com/CustomerLoveStories), or check out our stellar 4.6 star rating and all the associated comments on Google Reviews

ADULT FIELD DAY
Let your inner child out to PLAY!
Friday, May 5
2:00 – 6:00P
Beer Food Prizes
Mehaffey Park • 3285 W. 22nd St.
lovgov.org/PRevents

ENJOY OUR NEWEST EXHIBIT
NEW YORK / NEW YORK
The Avant-Garde from Mid-Century
February 25-April 23, 2023
Main Gallery \$7 Admission ages 13+

LOVELAND MUSEUM
LOVELAND ARTS AND CULTURE
TheLovelandMuseum.org

CHILDREN'S DAY
FREE!
Thursday, March 2nd
1:00 - 3:00PM
Chilson Recreation Center
700 E. Fourth Street

GAMES | TOUCH-A-TRUCK | DEMOS
INTERACTIVE BOOTHS | ARTS & CRAFTS
Celebrating children in Loveland since 2002
www.lovgov.org/childrensday



STORMWATER ENGINEERING

Keeping Stormwater Clean, 'Cause We're All Downstream

One of the goals of the City's Stormwater Engineering Division is to keep Loveland's waterways clean and free of pollutants and debris. Stormwater Engineering also maintains and upgrades infrastructure to protect our community from water-related problems, such as flooding.

Real Time Early Flood Warning System

The City of Loveland has nine rain/stage gauges located within the City of Loveland and on the Big Thompson River. These rain/stage gauges continuously monitor rain levels, flow rates, depth of waterways, and send real time data back to the Stormwater Engineers within the City of Loveland. With this data the City Engineers, City Public Works' crews, and Emergency Response personnel are able to monitor the rising water levels, deploy personnel to the areas that are most critical, and close all roadways before the waters over the top the roadways, thus protecting the citizens of Loveland from flooded waterways.

Protect Your Family And Home

Know types of flood risk in your area. Visit FEMA's Flood Map Service Center for information. Sign up for your community's warning system. The Emergency Alert System (EAS) and National Oceanic and Atmospheric Administration (NOAA) Weather Radio also provide emergency alerts.



Watch the Skies.

If flash flooding is a risk in your location, then monitor potential signs, such as heavy rain.



Have a Plan and Communicate.

Learn and practice evacuation routes, shelter plans, and flash flood response especially with children.



Make Emergency Supply Kits.

Gather supplies in case you have to leave immediately, or if services are cut off. Keep in mind each person's specific needs, including medication. Obtain extra batteries and charging devices for phones and other critical equipment.



Purchase or Renew a Flood Insurance Policy.

It typically takes up to 30 days for a policy to go into effect and can protect the life you've built. Homeowner's policies do not cover flooding. Get flood coverage under the National Flood Insurance Program (NFIP).

For more information, contact Loveland's Stormwater Division

- Phone: 970-962-2772
- Website: lovgov.org/services/public-works/stormwater



STORMWATER ENGINEERING

Keeping Stormwater Clean, 'Cause We're All Downstream

Colorado Water Is Very Popular

That's because a lot of people depend on it. The snow that falls in the Colorado Rockies not only provides water to about five million Coloradans, but also to people living in 18 other states. Colorado is the only state besides Hawaii where water flows out of its borders, but doesn't flow in.



What Can You Do To Live Like You Love It? 💧

Use Fertilizers And Pesticides Sparingly

Over-application of fertilizers and pesticides can result in runoff that carries toxic levels of chemicals or excessive nutrients into our waterways. Nutrients such as phosphorus and nitrogen encourage excess algae growth and water quality decline.



Follow Instructions. Read labels on lawn chemicals carefully and always apply products sparingly.



Go Natural. Consider compost or natural lawn chemical alternatives. Composting creates natural, slow-release fertilizer and soil-enhancing material.



Be Aware Where You Fertilize. Use caution on slopes and lawn edges so fertilizer will not wash into nearby storm sewers or waterways.



Let Fertilizers Dry Properly. Allow proper drying time for liquid chemicals, and never use lawn chemicals before a heavy rainfall is expected.

Get the Scoop & Clean up the Poop

Dog waste pollutes local water resources and can be a significant public health risk. When rain and snowmelt flows over land surfaces it can carry pet waste to stormdrains, which eventually flows untreated into our waterways such as the Big Thompson River, Lake Loveland, and Boyd Lake.

Dog owners can make a positive difference in our community. By cleaning up after your pet you can keep harmful bacteria out of our waterways. One day's waste from a large dog can contain 7.8 billion fecal coliform bacteria. It is up to all City of Loveland residents to make a difference and help keep our water clean. Be a Solution to Water Pollution, Get the Scoop and Cleanup up the Poop!



Don't Feed Storm Drains

Discharging materials such as soaps, solvents, oil, trash, sand, yard clippings, paint, or other materials into the storm sewer system, roadways or drainage ditches, is considered an illicit discharge. Pollutants that flow

through storm drains into the storm sewer system go directly into streams and waterways without being treated. This pollution impacts aquatic life, wildlife, and people who fish.



Illicit Discharge Hotline For questions or if you want to report illicit activity, call the **City of Loveland Illicit Discharge Hotline: 970.962.2761**

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970-962-2761**