



32-year veteran Tim Doran takes helm of Loveland Police Department

“You can depend upon your police department to serve you with the highest level of respect, professionalism and accountability.”

In front of a 150-person crowd, 32-year law enforcement veteran Tim Doran stood humbly as his wife pinned his chief of police badge to his new Loveland Police Department (LPD) uniform.

“We truly stand at a pivotal point that’s rich with opportunity. Our police department’s immediate focus has been to restore trust, repair morale, and write the next chapter for the Loveland Police Department. Simply stated, our north star is excellence,” said Chief Doran.

Following a six-month national search, Chief Doran took the helm of LPD on Jan. 3, ushering in a new era for the department and the Loveland community.

“As a fellow Larimer County resident, I am no stranger to the challenges LPD has experienced in recent years. Allow me to reaffirm LPD’s commitment to the highest level of professionalism and community policing,” said Doran.

Chief Doran previously served as assistant chief of police for Fort Collins since 2019. Prior to that role, he was director of service operations for Advanced Energy Industries and brings a wide range of operational and leadership experience. He spent 22 years with the FBI, retiring as assistant special agent in charge where he managed 175 agents and administrative staff responsible for crisis management in Baltimore, MD. He also served as a senior director on the White House National Security Council and ran the Washington, D.C. Violent Crime and Joint Terrorism Task Force.

As chief, Doran oversees the police department including leading, building and maintaining trust with the city and community; coordinating with the City Manager’s Office and City Council; collaborating with stakeholders, and building community partnerships; and providing first-class services to the Loveland community.

The Chief talks departmental priorities

In his first three months leading LPD, Chief Doran has focused on listening – to both LPD officers and staff, as well as the community – and assessing the future needs of the department.

“2023 will introduce many things for LPD, including a departmental reorganization which will have direct impacts on crime prevention, employee wellness, community engagement, and traffic enforcement,” said Doran.

Crime prevention is not just about catching criminals after the fact but also about working proactively to



Chief Tim Doran stands in front of the Loveland Police Department.

prevent crime from happening in the first place. LPD will be working closely with community leaders and organizations to identify areas where crime is most prevalent and to develop strategies to stop it.

When it comes to employee wellness, it is widely recognized that the job of a police officer is inherently stressful and demanding. Officers need to be supported both mentally and physically to do their jobs effectively.

Departmental priorities include a focus on police and the community joining together in the spirit of teamwork to achieve mutually shared goals. Community engagement and cooperation is essential to building trust and improving police-community relations.

“In my experience, community policing is most successful through a robust partnership with our community centered on respect, transparency, and accountability. Together, we can ensure that all citizens in Loveland feel safe. I welcome our citizens to engage with LPD as we build a stronger community together,” said Doran.

Contact the chief and LPD at [LovGov.org/Police](https://lovgov.org/Police) or call 970-667-2151. Engage with your police department at the Fishing Derby from 8 a.m. - 1 p.m. June 3 or at Community Night Out from 6-9 p.m. June 21.

The Finish Line is in Sight: Pulse's Fiber-Optic Internet Construction on Track to Complete by End of 2023

In late 2019, construction of Loveland's only community-owned communications utility kicked off. The goal was to build a brand-new fiber-optic network from scratch past each and every address within City of Loveland city limits as it existed at that time. Existing only to serve the best interests of the public, and not to generate revenue for shareholders, the organization was built on a promise of quality local service, transparency in rates and speeds, and responsiveness second to none. Network construction is on track to finish by the end of 2023, just four years after it began.

With over 85% of network construction now complete, residents are invited to see if multi-gigabit Internet, WiFi, Voice, and TV services are ready for them now: LovelandPulse.com/CanISignUpNow

Since construction began, Pulse has made many incredible accomplishments, including the following:

- **June 18, 2020:** Residential service was made available to the very first neighborhoods in Loveland.
- **December 3, 2020:** Business services were brought online.
- **September 2021:** In partnership with Thompson School District,, Pulse lit up the critically underserved students in Lago Vista community with connectivity.
- **October 13, 2021:** PulseTV went live!
- **September 28, 2022:** ACP Supplement from Pulse expanded access for underserved.



Historical Moment: On Nov.13, 2019, city officials and the public joined Pulse's ground-breaking ceremony near the first of five huts installed to bring the core of the community-owned, fiber-optic internet network to life. Now in Spring of 2023, Phase 1 of the network will be complete by the end of the year.

- **October 2022:** Pulse honored with multiple awards for Customer Experience and Innovation.
- **February 23, 2023:** With a 4.6 star rating from over 80 Google Reviews, and a Net Promoter Score over 65, Pulse was the highest rated internet service provider in Northern Colorado.

In fewer than four years, Pulse has revolutionized what it means to deliver world-class internet connectivity with a focus on outstanding customer and community service to the residents of Loveland.

Visit Pulse's page to see all the latest symmetrical fiber internet pricing tiers and service offerings. Discover for yourself how great life can be with gigabit-speed internet, outstanding customer service, no data caps, no throttling, and no long-term service contracts.

Visit LovelandPulse.com or call our friendly, locally-based customer service team at [970-541-4990](tel:970-541-4990) to see how Pulse will make your digital world better in every way.

ACP & Pulse

The Affordable Connectivity Program & Pulse ACP Supplement provide a total of \$44.95 per month of internet assistance to qualifying households.

STARTER WITH ACP
\$0/mo

CONNECT WITH ACP
\$16/mo

MY GIG WITH ACP
\$30/mo

Find out if you're eligible for ACP at AffordableConnectivity.gov/Do-I-Qualify and get more information at LovelandPulse.com/ACP

SPRING RECRUITMENT IS HERE!
APRIL 1 - MAY 15, 2023

CITY OF LOVELAND BOARD OR COMMISSION

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Commission
(DAC)



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2023 State of the City

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Visit: lovgov.org/parksrecreation

Get ready for SUMMER!

Online reg. begins 4/24, 6:00P
Walk-in reg. begins 4/25, 8:30A

Current Activity Guide ➔



FEATURE STORY

Loveland water leaks declining as utility endeavors to fund proactive maintenance

Water professionals agree on the universal truth that an underground water line will last 50 to 100 years. Coincidentally, several water lines throughout the Loveland Water and Power (LWP) modern water system were installed almost 100 years ago.

A proactive approach to infrastructure rehabilitation could produce better reliability but also translate to more cone zones on the streets of Loveland soon.

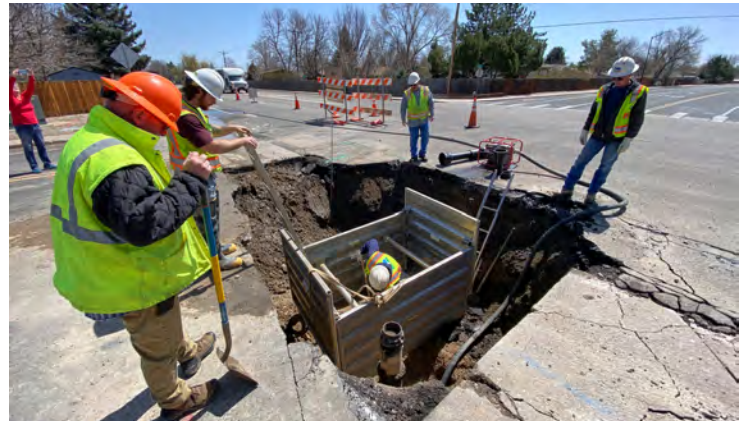
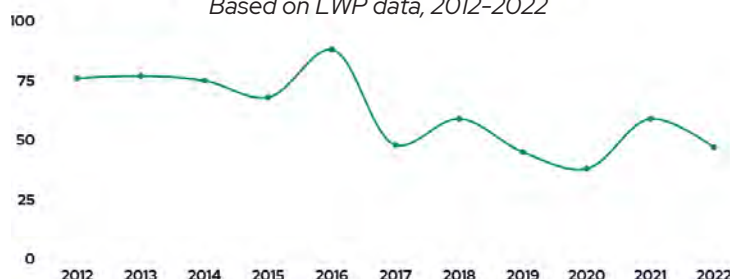
All infrastructure degrades with time. For example, metal pipes eventually rust and concrete pipes eventually erode. If soil shifts, the exterior coating of a water pipe may corrode and cause a burst of water we commonly call a "water main break." If the ground moves or the pipe bedding material is inconsistent, pipes can experience "beam" breaks which also lead to leaks.

Since the City's oldest water infrastructure is reaching the end of its usable life, crews are encountering unprecedented maintenance needs and costs. This challenge is hardly unique to Loveland; it's an industry-wide struggle as modern water utilities fully replace their infrastructure for the first time in their history.

"The issue we have right now is having more needs than funds—which makes us reactive," LWP Water Utilities Manager Tanner Randall said. "Our goal is to be less reactive and more proactive, so we don't have leaks so frequently – but we're not able to be there yet based on finances. It's a challenge we're encountering just like similar cities throughout the country."

Water leaks by year

Based on LWP data, 2012-2022



LWP crews repair a waterline at 29th and Silver Leaf, April 2022

LWP experienced fluctuations in utility funding over the years resulting in fluctuations in maintenance patterns.

"Think about your car engine," Randall suggested. "You're supposed to change your oil every 3000-5000 miles. You can go without an oil change for 10, 20, maybe 30,000 miles, and your engine will keep running – but instead of lasting for 200,000 miles, your engine may reach 80,000 miles and stop working. You can defer maintenance and the system will work for a while, but at some point this will catch up to you. Responding to and fixing elements of the system before they break is proper engineering practice and helps prevent enormous expenses – that's how we want to be operating."

LWP performs regular water infrastructure assessments. While many water repairs are reactive – meaning, we don't know there's an issue until water starts bubbling out of the ground – LWP strives to approach maintenance planning proactively. LWP models water infrastructure based on age, pipe material, pressures, typical soil conditions and a documented history of where leaks have occurred – which allows staff to successfully predict where new leaks could appear in the future. Without proper funding, though, maintenance and replacement can't always catch up to demand.

"Our crews have been incredibly flexible in fixing the system as leaks and problems come up, working late hours and often in inclement weather to do so," Randall said. "Our total number of water leaks has been declining year over year, which is a strong testament to our hard work and resilience."

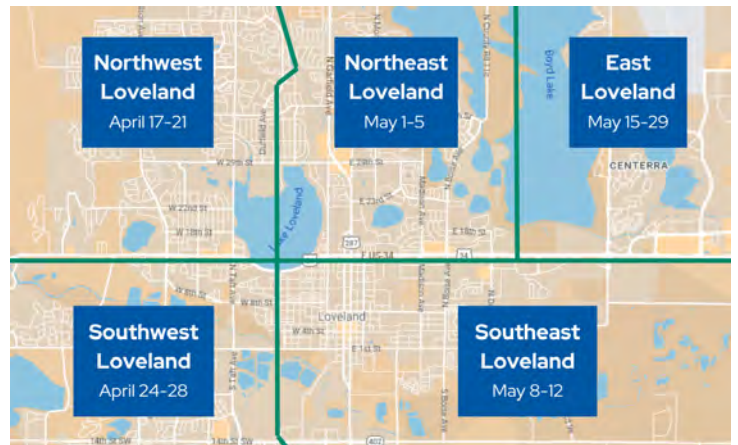
You can view our active water projects at [lovewp.org/projects](https://www.lovewp.org/projects).
If you ever need to report a water leak, reach us at [lovewp.org/contact](https://www.lovewp.org/contact).

Hydrant flushing underway, will last through May

Loveland Water and Power flushes fire hydrants every year in April. Hydrant flushing keeps the interior of our water pipes clean, which leads to excellent water quality and ensures hydrants work properly.

Crews will begin flushing on the west side of the city and will move east until complete. The map to the right shows when your area of the city will be flushed; you can use an interactive map at lovewp.org/hydrant-flushing to follow our progress!

If you have questions, we're happy to help - call **970-962-3720**.



LWP will flush hydrants in one section of the city at a time



National Lineman Appreciation Day

April 18 is National Lineman Appreciation Day! Our line crews install, maintain, and repair the electrical infrastructure that brings electricity to all Loveland homes and businesses - at all hours, and in all weather. We're grateful for our linemen and we're excited to celebrate them on April 18!



Add your partner to your utility account

If you live with a spouse, partner or family member you'd like to have access to your utility account, you can add them as a user on your utility billing account to share full authority for account decisions and bill payments!

Simply call our Utility Billing team at **970-962-2111** for assistance.

New webpage highlights LWP projects

We've updated our Projects webpage to highlight our largest projects as a utility - including an interactive map you can browse to see what we're working on. Scan the QR code or visit lovewp.org/projects.



Rawhide named 2023 Plant of the Year

The Rawhide Energy Station was named 2023 Plant of the Year by Coal User's Group (CUG) thanks to excellent operations as one of the lowest SO₂-emitting coal plants in the US. Coal is one of the largest energy sources in our current energy portfolio (along with wind), but will gradually decline as we head toward closing Rawhide Energy Station, a key step in our transition to carbon-free energy sourcing. Rawhide currently produces power for Loveland, Fort Collins, Longmont, and Estes Park and is operated by our regional supplier Platte River Power Authority.

Make sure you're plugged into our money-saving programs

You can lower your costs and improve your home's energy efficiency with residential programs that help you save energy, save water, and save money! You can find all these programs on our website. Use your phone's camera to scan the QR code or visit lovewp.org/resident

