

The City of Loveland issued a temporary permit to provide overnight shelter at the Loveland Resource Center through March 15, 2026.



Loveland extends shelter permit, plans ahead

Since 2016, the City of Loveland has worked to address homelessness. We have been operating inclement weather shelter services since April 2020 and continuous day services and overnight shelter starting in the summer of 2022. With the closure of the temporary South Railroad Facility on Sept. 30, the City has shifted its focus to bringing the community together to explore future solutions.

Addressing homelessness requires collaboration and resources. While the City is transitioning how this effort is led, we remain committed to being a community partner. We've been engaging nonprofits, faith groups, businesses, and residents to shape future efforts.

"First and foremost, our goal is to do the right thing while we collaborate with partners on an inclusive, strategic long-term plan," said City Manager Jim Thompson. "We're having productive conversations and moving in a positive direction. While the future solution is still taking shape, we're using this time to be strategic and build a plan that can work for Loveland's future."

Short-Term Shelter

The City has issued a temporary permit for indoor and outdoor overnight shelter at the Loveland Resource Center (LRC), 137 N.

Lincoln Ave., through March 15, 2026. This extension ensures continued access to shelter and support services for vulnerable residents during the winter months as strategic discussions continue.

The LRC also continues to offer support services through partner agencies from 8 a.m. to 5 p.m., Monday through Friday.

Long-Term Strategy

Since September, the City has explored sustainable solutions with partners that include wrap-around services and resources. While there is no set timeline for a long-term strategy, the public will be notified as updates become available.

Encampment Ban

The camping ban remains in effect and is being enforced now that overnight shelter is available. There are no designated camping areas outside the LRC.

Budget

Extending shelter operations into early 2026 was not originally planned but is necessary. The City will use one-time funds from the 2025 budget to cover costs.

More Information

Visit lovgov.org/homelessness for updated FAQs and evolving information.

Volunteer with the Loveland Police Department

In every community, there are unsung heroes—those who serve not for recognition, but for the quiet satisfaction of making a difference. At the Loveland Police Department, these heroes are our volunteers.

The Loveland Police Department currently has unpaid volunteer opportunities in four areas:

- **Victim Services Unit (VSU):** Provide crisis response, outreach, or case support.
- **Criminal Investigations Division (CID):** Provide essential research, administrative and logistical support.
- **Loveland Police Volunteers (LPV):** Help with community outreach, events, and administrative tasks
- **Administration Support:** Assist with data entry, scanning, and filing records.

Volunteers must complete a screening process and training. Roles require professionalism, empathy, and confidentiality.

Interested individuals are invited to an Open House on Wednesday, Jan. 21, 2026, 6 p.m., at the Police Institute, 810 E. 10th St. Light refreshments will be provided. For more information, call **970-962-2068** or visit lovgov.org/jobs.



The Loveland Police Department hosted a volunteer appreciation event in April to show its gratitude to those who serve.

Season's Greetings from Pulse!

As 2025 comes to a close, I would like to take a moment to personally reflect on what has truly been a remarkable year for Pulse and the community we're proud to serve.

This year, we were honored to be named the "Best Overall Internet Service Provider" in the country by national outlet PCMag— a designation that speaks volumes about the world-class quality of our broadband products and services, the dedication of our team, and the trust of our customers. Closer to home, we were thrilled to be recognized as "Loveland's Large Business of the Year" by the Loveland Chamber of Commerce. Many of the Chamber's members are small, local businesses that rely on Pulse for their daily operations. Pulse also received recognition for our partnership with the Digital Navigators of Larimer County, which continues to bridge the digital divide and connect more people to opportunity.

These milestones are more than just awards — they're a reflection of the values we hold dear: community,

service, and innovation. And they're a testament to what's possible when a city invests in its own future.

As we continue celebrating five years of community-owned service to the Loveland community, we're filled with gratitude for the support we've received and the partnerships we've built. We're also looking ahead with excitement — to expanding access, enhancing our technology, and finding new ways to serve Loveland with heart and purpose.

If you are a Pulse customer, thank you for continuing to be a part of our journey and for telling your friends and family about your positive experiences with Pulse. If you have been thinking of trying Pulse, give us a call. I promise you will not be disappointed.

From all of us at Pulse, we wish you a joyful holiday season and a bright, connected new year.

Warm regards,

Briana Reed-Harmel

Briana Reed-Harmel
Pulse Fiber Division Manager

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PulseFiber.org

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Rialto Presents

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Friday, Feb. 20, 7:30pm

Tickets: Adults \$30, Kids \$20

RialtoTheaterCenter.org



New technology strengthens after-hours outage communication

City of Loveland Utilities customers enjoy some of the most reliable electric service in the region — on average, each customer experiences around 68 minutes of an outage about once every five years. That reliability is something our crews are proud of, and we're always looking for ways to make it even better with new technologies, data analysis and service platforms.

This year, we've implemented a new after-hours outage management and response tool, Daupler RMS (Daupler), designed to enhance how we serve customers during power disruptions. This tool will help improve communication, coordination and response time when an outage occurs. When power interruptions happen, every minute matters. Daupler helps classify and dispatch incidents automatically so crews can identify and respond to critical issues faster. Customers can submit photos or notes about an outage and track updates through text or a web link.

The new system will improve the entire after-hours customer experience. Previously, electric and water calls were handled through separate systems and processes, complicating and delaying customer service with call transfers and forcing customers to re-explain issues. With Daupler, both divisions are aligned under one platform for after-hours outage response. The after-hours service team will have partial access to account information for both utilities so they can help customers restore service faster.

As Electric Division Manager Adam Bromley said, "Our community has told us how important clear communication is during outages, and we've taken that to heart. Over the past couple of years, our team has been working hard to find solutions and put the right technology in place to make sure our customers get the timely updates and support they deserve." With Daupler, we are delivering on that commitment.

In the near future, this technology will be integrated with advanced metering infrastructure (AMI) to give our teams better information about where outages occur. Data from AMI provides more precise location, status and customer impact information, which means faster dispatch, fewer delays and improved reliability overall.

When outages do happen, please continue to check your breakers, confirm whether your neighbors have service and call our after-hours line if the outage is not isolated to your home. As our utility continues to store and analyze incident data, we aim to move from reactive to proactive restoration by studying when and where outages occur, what causes them and how to best deploy crews and equipment to reduce their impact. Better access to real-time and post-event data, combined with integration of our existing systems, makes us more responsive and effective.



Utilities crew work around the clock as needed to resolve various power issues in the field.

New after-hours outage reporting system

If you experience an outage after hours, call the same number as during the day: **970-663-1043**.

A live representative from Daupler will collect outage details and contact information.

Once we have enough calls to indicate a widespread outage, a prompted phone system will guide you to leave your contact info and sign up for a status link via text. You can use the link to submit photos, add notes and receive real-time updates.

Need a human?

You can still opt to speak with a representative by pressing 0 at the beginning of the outage message for personal assistance.

City to expand wastewater system

To support Loveland's rapidly growing east side—where new neighborhoods, schools, and businesses are emerging—a major wastewater infrastructure project will begin in late December 2025. This project is part of the City's broader effort to expand the wastewater system, ensuring it can meet the community's long-term needs with increased capacity and improved reliability.

Garney Construction will install a new 36-inch wastewater interceptor on First Street from Denver Avenue east to Willow Bend Park. The larger line will relieve pressure on the existing 24-inch pipe and enhance the system's ability to handle future growth. This work marks the second phase of a planned collection system upgrade that runs from the East Side Lift Station downstream to the Wastewater Reclamation Facility.

A wastewater interceptor is a large underground pipe that carries wastewater to a treatment plant. Acting like a main highway for the sewer system, it collects flow from smaller neighborhood pipes and moves it efficiently down the line. The new line will span about 1,500 feet.

Construction will move from downstream to upstream along First Street, with excavation reaching depths of up to 19 feet. The new line will run parallel to the existing line, boosting both capacity and stability.

Work at the Farmer's Ditch crossing will begin in early January and continue into February, weather permitting, when the ditch is inactive. At the intersection of First Street and Denver Avenue, deep excavation will require a full closure for about four weeks. After reopening, westbound traffic on First Street will remain closed for roughly four months while eastbound lanes stay open. Detours will be available via U.S. Highway 34 or Mountain Lion Avenue.

The planning and launch of this project remain on schedule and under budget.



Save energy and money with this FREE home efficiency program

Between January and early May 2026, City of Loveland Utilities' customers can schedule a **free** home efficiency energy assessment through our partner, Larimer County Conservation Corps (LCCC). The seasonal service is open to both renters and homeowners.

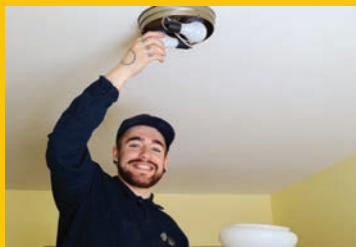
During the assessment, LCCC crew will inspect your home appliances, windows, toilets and heating/cooling system, and share valuable information on how to reduce water and energy consumption.

They will also install efficiency products based on your home's needs, such as:

- LED light bulbs
- Water-saving showerheads and aerators
- High-efficiency toilets
- Smoke / carbon monoxide detectors
- Clotheslines
- Weather stripping and window insulation kits

Sign up on their interest list to be notified when the program opens in January: larimer.gov/ewd/lccc/energy.

Let them know you learned about the program from us. Thank you!



Main switchboard
970-962-3000

Utility Billing
970-962-2111

Website
lovgov.org/utilities

Find us on
