



City of Loveland



Welcome to Loveland

A Resource Guide for New City of Loveland Residents

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Welcome TO LOVELAND!

On behalf of City Council and staff, let me be the first to welcome you to the “Sweetheart of Ohio.” We take great pride in our community and are committed to providing top-notch services to our residents.

The city has been recognized by *Ohio Magazine* as one of Ohio’s Best Hometowns. We offer thriving local businesses, a Historic Downtown, the Little Miami River, a great park system, the Little Miami Scenic Trail, top-performing schools... that’s just the beginning!

We are confident that you will fall in love with Loveland’s small-town charm while enjoying the conveniences of living in the Greater Cincinnati region. It’s our hope that you will call Loveland home for many years.

Contact me at kbailey@lovelandoh.gov if I can be of assistance or if you have ideas to enhance our city. Meanwhile, enjoy all the City of Loveland has to offer!

Sincerely,
Mayor Kathy Bailey

We care about our residents, visitors, and business owners that make up our community. Feel free to contact us at the phone numbers listed below with any questions or concerns, or visit www.LovelandOH.gov. Our website features information about city services, upcoming meetings, events, and more.



Location	Departments
City Hall 120 W Loveland Ave. (513) 683-0150	Administration, Building and Zoning, City Clerk, Code Compliance, Economic Development, Finance, Human Resources, Marketing and Communications, Utility Payments
Safety Center 126 S Lebanon Road (513) 583-3000	Clerk of Court, Dispatch, Fire, Mayor’s Court, Police, Records
Public Works Campus 10980 Loveland-Madeira Road (513) 683-0150	Engineering, Maintenance, Parks, Streets, Water



GOVERNANCE

Under the Home Rule Charter adopted in 1961, the City of Loveland is administered by a council/manager form of government with seven council members elected at large on a non-partisan basis for four-year terms. Elections are held every two years and rotate between three and four seats. The mayor, who is selected by council from its ranks, presides at council meetings and is the city representative at functions.

EMERGENCY SERVICES

POLICE

The Loveland Police Department (LPD) is authorized to staff 24 full-time police officers including the police chief, assistant chief, five lieutenants, and 17 patrol officers, supported by three full-time and one part-time civilian staff. Many team members have multiple roles such as evidence technicians, Taser instructors, firearms instructors, K-9 unit, underwater search and rescue, four school resource officers, bike patrol officers, detective, and defensive tactics instructors. LPD also is backed by several volunteers, including two chaplains, who assist with administrative tasks. LPD works in conjunction with the Clerk of Courts who oversees operation of the Loveland Mayor's Court.

Besides responding to service calls, LPD prides itself on community policing. You will see officers patrolling neighborhoods and business areas, just like you'll see them interacting with residents at events. Each year, LPD participates in National Night Out, Faith & Blue services, food and school supply drives, Buckle Up campaigns, junior and adult police academies, Candy Police at Halloween, and other programs.

Here are a few services LPD frequently receives questions about:

Lock-outs: If you lock your keys in your vehicle, LPD can help. Every LPD vehicle carries a "lock-out" kit. Call (513) 677-7000 to reach a dispatcher.

Prescription Drop Drop-Off: LPD accepts unneeded pills, capsules, and tablets for disposal between 8 a.m. and 4 p.m. Monday through Friday in the lobby of the Loveland Safety Center.

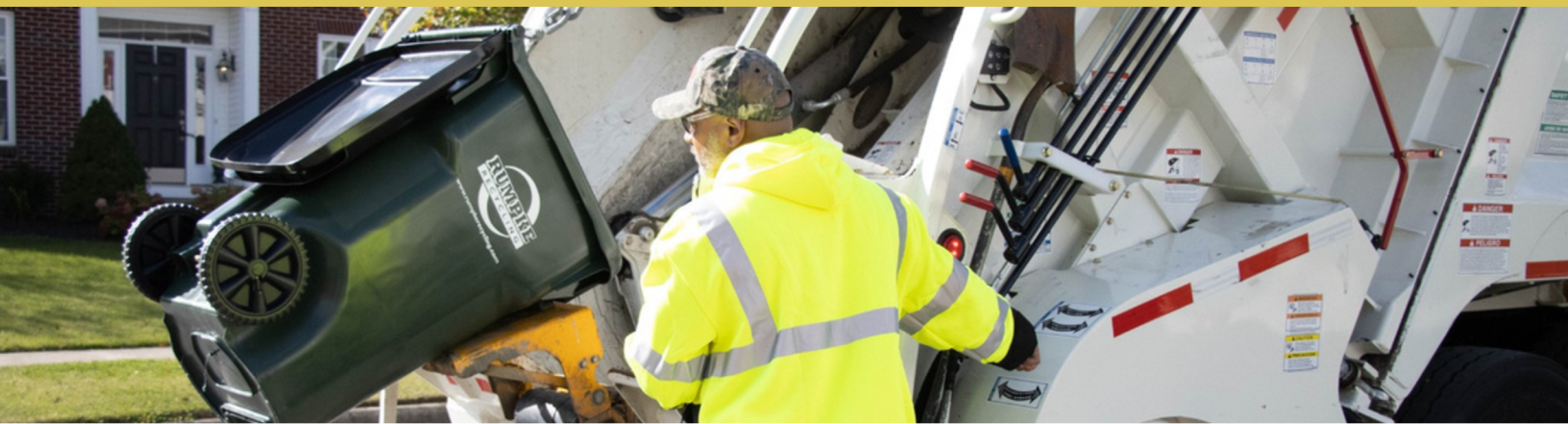
Vacation Check: Going on a trip? Call (513) 677-7000 or visit LovelandOH.gov/requesttracker.aspx to request a vacation check. Officers will stop by your house to make sure everything is OK while you are away.



FIRE & EMS

Operating as a private fire company, the Loveland-Symmes Fire Department (LSFD) provides fire and emergency medical services to approximately 28,000 residents across the City of Loveland and Symmes Township. LSFD is nationally accredited, earning a Class 1 Public Protection Classification rating from the Insurance Services Office, which assesses local fire departments' readiness. Class 1 is the highest rating any fire department can receive.

Since 1999, the Northeast Communications Center (NECC) has provided service to citizens of the city and Symmes Township. The center is staffed by certified telecommunicators and features the latest technology. As always, dial 9-1-1 for emergencies. To report non-emergencies, dial (513) 677-7000.



TRASH & RECYCLING COLLECTION

The city contracts Rumpke for curbside trash and recycling collection. All items must be at the curb the evening prior to scheduled collection. To determine your collection day, contact our Utilities Department at (513) 707-1451.

Each residence is billed monthly (consolidated with your water and sewer service) for this service, which includes one wheeled trash cart.

One wheeled recycling cart is provided free of charge to each residence. Recycling is collected once per week on the same day as trash collection.

YARD-WASTE COLLECTION

In March and October, Public Works collects brush for residents. You do not need to call to schedule; a Sunday night “set-out” date will be announced. One pass-thru will be done for each street within city limits.

- Brush must be placed at the curb.
- Limbs and branches should not exceed 10 inches in diameter.
- Small twigs and sticks should be tied with twine in bundles not exceeding 12 inches in diameter.
- No leaves, pine needles, grass clippings, bamboo, ornamental grass, stumps, or logs will be collected. These items clog the chipper.

In the fall, the city offers leaf collection. Neighborhoods are assigned collection dates that are posted on **LovelandOH.gov/188/Leaf-Brush-Pick-Up**. You may notice that your leaves have not all fallen before your neighborhood's collection date comes. This is because our number of staff and trucks is limited, and there are many neighborhoods to reach before the first snowfall. We do our best to go back to all neighborhoods one additional pass to pick up remaining leaves.

- Rake leaves to a place near the curb.
- Do not place leaf piles on the sidewalk, gutters, ditches, or roads.
- Do not block fire hydrants or cover your water meter.

Outside the collection periods, residents may visit City Hall to obtain a free voucher to drop off yard waste to Evans Landscaping.





WATER SERVICE

The city provides water service through a groundwater aquifer to City of Loveland residents, as well as parts of Symmes and Miami Townships. The water is treated on site with chlorine and fluoride before it is pumped to consumers. Public Works oversees the water plant, performs routine testing, responds to water emergencies like main breaks, and complies with state and federal water regulations.

SANITARY SEWER SERVICE

While your utility bill may come from the City of Loveland, the city does not control sanitary sewer rates. Those rates are set by the Hamilton County Commissioners for the entire Metropolitan Sewer District (MSD) of Greater Cincinnati. In 1985, the city and Hamilton County entered into a contract where the city owns its sewer plant and sewer system, but MSD operates the plant.

CRITICAL WATER USERS

Critical Users need a continuous supply of consumable water in order to maintain life and/or public health. Healthcare facilities, schools, and residents using at-home life support systems or kidney dialysis machines are examples of customers who qualify for “Critical” status.

If you believe you are a Critical User, please contact City Hall at (513) 707-1451 or complete the application at LovelandOH.gov/164/Water.

PFAS UPDATES

Amid reports of Polyfluoroalkyl Substances (PFAS) levels in numerous Greater Cincinnati water systems, the City of Loveland reminds its water customers that our water satisfies all current enforceable state and federal EPA standards. To learn more, visit LovelandOH.gov/559/PFAS-Drinking-Water.

To learn more about the services offered — including trash, recycling, yard-waste, water and more — please visit LovelandOH.gov/512/services or call (513) 683-0150.



CHRISTMAS TREE COLLECTION

The city provides residents with an annual Christmas tree removal service. Please remove all decorations, lights, tree stands, and tree bags before placing your Christmas trees at the curb. Check

LovelandOH.gov/345/Christmas-Tree-Removal or call (513) 707-1442 for dates.

ENERGY AGGREGATION

The city participates in opt-out energy aggregation programs for both electric and natural gas. Under governmental aggregation, local officials bring citizens together to gain group buying power for the purchase of competitively priced energy from a retail generation supplier certified by the Public Utilities Commission of Ohio (PUCO). Residents authorized the city to begin the programs via a majority vote on the November 2012 ballot. For more information about the city's aggregation programs, including current rates and conditions, please visit

LovelandOH.gov/181/Energy-Aggregation.

BUILDING PERMITS

The City of Loveland Building & Zoning Department is a one-stop shop for all of your property, construction, and building permit questions — from building a home to constructing a fence. A building permit is a license that grants permission to start construction of a building project. The permit allows for enforcement of local building codes, which have been adopted by the city, state, and county to protect the health, safety, and welfare of residents.

To apply for a permit, apply in person at City Hall (M-F 8AM - 4:30PM) or apply online at

<https://aca-prod.accela.com/LOVELAND/Login.aspx>.

For questions, call (513) 707-1447.



UTILITY BILLING

The City of Loveland bills monthly. Your water meter will be read every other month, and usage is estimated on alternating months. Your bill will come every month and be due on the 15th. If your bill is not paid by the 15th, you will receive a delinquent notice. If not paid, your water may be disconnected, and a disconnection fee will be assessed.

The city offers several payment options:

- Mail your check with the tear-off portion of your bill in the envelope provided.
- Pay by credit/debit card online at **LovelandOH.gov***
- Set up direct deduction (ACH) from your checking or savings account. Contact (513) 707-1451 or download the “Automatic Payments Authorization Form” at **LovelandOH.gov/161/Documents-Downloads**.
- Pay in person at City Hall by cash, check, money order, or credit/debit card.* Hours are M-F, 8:00 AM - 4:30 PM. You may come into the lobby to pay, or there is a drive-up window open during these hours. We also have a night deposit box where you can leave payments after hours (cash accepted but not recommended).

You may sign up for monthly paperless billing at **<https://lovelandwater.smartpayworks.com>**. For questions, please call (513) 707-1451.

**Convenience fee applies for credit/debit card.*

I moved in and do not have a trash cart at my residence. Who do I contact?

Please call the City of Loveland Utilities Department at (513) 707-1451 to have one ordered for you. If you need additional trash carts, they can be leased or purchased by calling Rumpke at (800) 828-8171 or (513) 242-4600.

I am missing a recycling cart at my residence. Who do I contact?

If you do not have a recycling cart at your residence, wish to have a smaller cart or wish to lease additional carts, call Rumpke directly at (513) 851-0122 (ext. 3633) to have one delivered to your home.

Rumpke missed my trash and/or recycling pick-up. Who do I contact?

If your trash or recycling was not picked up on your scheduled day, please contact the City of Loveland Utilities Department at (513) 707-1451 to report it.

What is the trash and recycling holiday schedule?

Rumpke observes two major holidays each year: Christmas Day and New Year's Day. If an observed holiday occurs Monday through Friday, your collection day normally occurs one day later.

What can I recycle?

Visit [LovelandOH.gov/367/What-Can-I-Recycle](https://www.lovelandoh.gov/367/What-Can-I-Recycle) for a list of recycling dos and don'ts.

How do I dispose of hazardous items (paint, batteries, household cleaners, etc.) not included in regular pick up?

Each June, the Loveland Sustainability Council hosts a Household Hazardous Waste Collection Day. Hamilton County R3source maintains a list of organizations that collect HHW throughout the year. Visit www.hcdoes.org/297/Household-Hazardous-Products or call (513) 946-7777 for recommendations.

How can I dispose of large items in my trash?

One large item is permitted each week in addition to your normal trash cart collection. Mattresses, box springs, and upholstered furniture must be wrapped in plastic. We also ask that you call Rumpke at (800) 828-8171 to give them a "heads up" regarding the large item, as it may affect their route or there may be a need for additional employees to lift the item.

What does my monthly bill from the City of Loveland include?

Your bill includes water service, the stormwater fee, trash service, sanitary sewer service, and the Water Main Replacement (WMR) fee.

What is the Water Main Replacement (WMR) Fee?

Since January 2023, a monthly Water Main Replacement (WMR) fee is on all City of Loveland water accounts. The money is specifically earmarked to establish a long-term water main replacement program for the city.

What is the sewer discount for seniors?

The sewer rate you see on your monthly utility bill is determined by the Metropolitan Sewer District (MSD) of Greater Cincinnati. MSD offers a Customer Assistance Program (CAP) to help low-income senior citizens pay their sewer bills. Eligible applicants receive a 25% discount on their monthly sewer bill (including both the minimum base charge and the commodity charge). The estimated savings is \$120 or more per year. You must apply through MSD. Visit <https://msdgc.org/programs/customer-assistance-program-cap> or call (513) 244-1300.

What is the storm water fee, and why do I have to pay it?

The stormwater fee is a fee all residential and commercial properties (excludes vacant land) in the City of Loveland pay in order to maintain the infrastructure of drainage systems throughout the city and to ensure our community is complying with the Federal Clean Water Act.

How will I be notified about energy aggregation options?

Periodically, the city renegotiates the terms of its aggregation programs to get residents the best rates possible. When this occurs, notices will be posted at LovelandOH.gov, and residents will receive an “Opt Out” letter by mail from the energy provider. If you do not return the “Opt Out” form, your residence automatically will be part of the program. If you return the “Opt Out” form, you will not be included in the program.

How will I be informed about water alerts, such as boil notices?

In order to make sure our citizens are safe and informed, the City of Loveland uses the CivicReady mass notification system to send emergency and routine notifications by email, text, and/or phone call according to your preference. **You must OPT IN to this communication.** Subscribe at Loveland-oh.myfreealerts.com or text LOVELAND to 38276.

How do I submit a service request or report a hazard?

Visit LovelandOH.gov/requesttracker.aspx or call City Hall at (513) 683-0150.



INCOME TAXES

The City of Loveland has a local income tax of 1% on earnings for anyone that lives or works in the city. Many city services are funded by this local tax.

As a resident of the City of Loveland, you are required to file a tax return on or before April 15 of every year. Penalties, interest, and fees can be assessed by RITA if filing and payments are not received by the filing date.

Reciprocity credit is given to residents that pay taxes to other municipalities. This credit is applied on the tax return. For example, if the city in which you work withholds 1% or higher, you would not owe additional money to Loveland.

Residents that work in cities or municipalities imposing less than 1% tax must pay the difference to Loveland. For example, if the city in which you work charges .5%, you would be responsible for another .5% to Loveland.



WHAT IS RITA?

The Regional Income Tax Agency (RITA) is Loveland's service provider for the 1% tax. You can file your mandatory return (free), make payments, and research frequently asked questions at www.ritaohio.com.

Who must file a tax return?

- Every resident 18 years of age or older
- Anyone employed within the city whose employer does not withhold City of Loveland tax
- Any self-employed individual conducting business within the city
- Owners of rental property located within the city

Does this come out of my paycheck?

Employers can withhold the 1% as a courtesy, but they are not required. Speak to your Human Resource contact at your place of employment to set this up.

What documents do you need to file a tax return every year?

- W-2s
- 1099s
- Federal 1040 with schedule C, E
- Tax return from other cities, if applicable

Who do I contact with questions regarding local taxes?

- RITA: (800) 860-7482
- City of Loveland: (513) 707-1452

FEBRUARY

Hearts Afire Weekend

APRIL

Annual Litter Clean-Up
Arbor Day Celebration
Electronics Recycling Drive



MAY

Food Truck Rally
Farmer's Market begins
Electronics Recycling Drive
Memorial Day Parade & Ceremony

JUNE

Concerts in the Park begin
Loveland Art Crawl
Household Hazardous Waste Collection Day

JULY

Independence Day Celebration
Health & Wellness Expo

AUGUST

Movie in the Park
Loveland Film Festival
National Night Out

OCTOBER

KidFest
Farmer's Market ends
One Stop Drop

DECEMBER

Christmas Tree Lighting Festival
Christmas in Loveland
Holiday Light Recycling begins



**Lovin'
Life**

Explore events at
LovinLifeLoveland.com



Get Active, Stay Active

Loveland is home to community parks, neighborhood parks, nature preserves, and even a dog park! Our parks enable residents to enjoy nature while living in the city, as well as play team sports. The city is known for being a major hub on the Little Miami Scenic Trail. Start exploring today!



SHELTER RENTALS

Nisbet Park has four facilities available to rent. The cost is \$75 per facility. Please call (513) 707-1447 for reservation questions.

McCoy Park and Phillips Park have shelters, but they are not reservable. Residents may use them on a first-come, first-served basis.

MAPS & MORE

Get park details and download trail maps at ***LovelandOH.gov/174/parks-trails***.

YOUTH SPORTS

Several organizations offer competitive and recreational sports opportunities for children including:

- Loveland Lacrosse, *LovelandLax.com*
- Loveland Softball Association, *Lovelandsoftballassociation.com*
- Loveland Youth Baseball, *<https://leagues.bluesombrero.com/lybo>*
- Loveland Youth Basketball, *Lovelandyouthbasketball.com*
- Loveland Youth Football, *Lovelandyouthfootball.com*
- Loveland Youth Soccer, *Lovelandsoccer.org*
- Loveland Youth Volleyball, *<https://Lyvo.teamsnapsites.com>*



Baseball

Basketball

Camping

Dog Park

Football

Picnic Area

Playground

Restrooms

Skatepark

Soccer

Tennis

Pickleball

Trails / Hiking

Bodley Field

10694 Betty Ray Dr.

Boike Park

Approx. 1 Tiger Trail

East Loveland Nature Preserve

227 E Loveland Ave.

Firefighters Memorial

Approx. 200 Harrison Ave.

Kiwanis Park

240 Wall St.

Lever Park

200 Heidelberg Dr.

Matt Haverkamp Foundation Dog Park

240 Wall St.

McCoy Park

471 Oak St.

Nisbet Park

126 Karl Brown Way

Phillips Park

11667 Rich Road

Simpson Nature PreserveAccess from Phillips Park, 11667 Rich Road or
near Kiwanis Park, 240 Wall St.**Tot Lots**

310 Cherokee Dr. & 300 Navaho Dr.

Veterans Memorial

211 Riverside Dr.

Village Anniversary Park

898 W Loveland Ave.

West Loveland Nature Preserve

2006 W Loveland Ave.

GET INVOLVED

From attending meetings to serving on a committee to enrolling in a course, there are a range of options to get involved in your community and local government. We hope to see you soon!



MEETINGS

City Council meets at City Hall on the second and fourth Tuesdays of the month. In addition, the city has a number of advisory boards and commissions. To view upcoming meeting dates/times, visit ***[LovelandOH.gov/calendar](https://lovelandoh.gov/calendar)***.

BOARDS & COMMISSIONS

The city has a number of advisory boards and commissions comprised of volunteers from within the community who serve without compensation. Generally, these boards and commissions make recommendations on behalf of the community to the Mayor and City Council. Are you interested in serving? Complete the app at ***[LovelandOH.gov/FormCenter](https://lovelandoh.gov/FormCenter)***. For questions, contact the City Clerk at (513) 707-1437.

VOLUNTEER OPPORTUNITIES

Join the city's volunteer database. Volunteers may be contacted to help decorate for special events, to assist with recycle/clean-up days, or to plant trees — to list a few examples. To sign up as a volunteer, please visit ***[LovelandOH.gov/FormCenter](https://lovelandoh.gov/FormCenter)***.

LOVELAND UNIVERSITY: CITIZENS' LEADERSHIP ACADEMY

Have you wondered about budgets, snow plows, or how a local theater production comes together? If you answered “yes” to any of these questions, apply for Loveland U! You will encounter an exclusive behind-the-scenes look at city operations and your community. Visit ***[LovelandOH.gov/365/Loveland-U](https://lovelandoh.gov/365/Loveland-U)*** or email lovelandu@lovelandoh.gov.

CITIZENS' POLICE ACADEMY

Since 1998, the Loveland Police Department has hosted the academy to increase positive community interaction, facilitate communication, and provide education to residents. Get to know your neighbors and local officers — all while taking part in hands-on learning and fun! Contact jmoore@lovelandoh.gov or visit ***[Lovelandoh.gov/503/Citizens-Police-Academy](https://lovelandoh.gov/503/Citizens-Police-Academy)***.

CITIZENS' FIRE ACADEMY

This academy is a fun opportunity to learn about your fire and emergency medical services department. You will get a behind-the-scenes understanding of the Loveland-Symmes Fire Department. Participants will meet personnel and receive hands-on training in different skills. Email tfoust@lsfd.org or visit ***LSFD.org/194/Citizens-Fire-Academy***.

How the City Communicates

The City of Loveland utilizes a variety of communication tools to reach its many stakeholders including residents, visitors, and business owners. **We rely on our stakeholders to seek out the tools that they prefer to use** to get details on city news, events, and services. For instance, subscribe to our eNewsletter, visit our Facebook page, or check out the events calendar!

In short, please use and peruse the tools at your disposal to find the information you need, when you need it.



Print Publications

- **Straight From the Heart:** A 12-page newsletter is mailed to residents & businesses twice per year.
- **Bills:** Inserts are mailed periodically with utility bills.
- **Letters:** Correspondence is sent to select residents and/or businesses as needed.



Digital Communications

- **Annual Reports**
- **Annual Budget Book:** Available online for transparency
- **LovelandOH.gov:** The city's official website updated with info for each department
- **LovinLifeLoveland.com:** The city's tourism website updated with business info, events, etc.
- **Email Blasts:** Sent to subscribers.
- **Meeting Calendar:** Find city meetings at LovelandOH.gov.
- **Event Calendar:** Find community events at LovinLifeLoveland.com.



In Person

- **Event Outreach:** Chat with City Council, LPD, or city staff at community events throughout the year.
- **Meetings:** City Council & board/commission meetings are open to the public.
- **City Hall:** Visit City Hall (M-F 8a-4:30p) to chat with staff.



Advertising & Public Relations

- **Print Ads**
- **Press Releases**
- **Partner Outreach:** Schools, Chamber of Commerce, etc.



Phone & Text

- **CivicReady Alerts:** Phone & text notifications that are shared with subscribers



eNewsletters

Straight From the Heart has a digital version:

- **Events:** Sent 1st of the month to subscribers
- **News:** Sent 15th of the month to subscribers



Social Media

- **Facebook:** City account & Police account
- **Instagram**
- **LinkedIn**
- **NextDoor**
- **X**
- **YouTube**



Outdoor Signage

- **Event Banners**
- **Light-pole Banners/Flags**
- **LED Signs on Loveland-Madeira Road & Union-Cemetery Road**

Sign Up for Our eNewsletter or Phone/Text Alerts!

