



2020 Major Departmental Accomplishments

Airport

- Parking Improvement Project – substantial completion achieved 12/21/20
- Airport Master Plan Update – completed
- Design grant from FAA for runway reconstruction – started/underway
 - 2020 monies were at 100% share because of CARES Act
- CARES Act grant – received \$2.1M
 - Reimbursed over \$900k in expenses
 - Afforded City to extend rent relief to impacted tenants
- Implemented new cleaning procedures for traveling public
 - Promoted FlySafe campaign

Community Development

Administration

- Recruited, interviewed and selected candidate for vacant Current Planner (BZA liaison) position, however due to the hiring freeze could not onboard. This required reassigning the Resiliency Planner to take over primary liaison duties for the BZA and to reduce some of her Floodplain Administration duties, which slowed down the Wildcat Creek Management Plan update process.

COVID Impacts/Responses

- Due to COVID-19 pandemic: hiring freeze prevented filling vacant planner position; paused NeighborhoodMHK activities and Green Valley Annexation Study; delayed initiating update of Downtown Tomorrow Plan; and cancelled the Fair Housing Seminar, Bike Month Activities, the Housing Study, and the first annual Manhattan Community Floodplain Conference.
- However, the CD Dept. researched, developed, and implemented virtual public hearing procedures for the City. A majority of CD Dept. teleworked from March through end of year.
- The CD Dept. also utilized “Concept-Board”, an interactive white board platform for virtual department brainstorming sessions and launched “Bang-The-Table”, a web-based public information, mapping and engagement platform to assist with a number of CD Dept. projects and is also being used by other City Depts. for public engagement.

Planning & Development

- Facilitated communication between developers and City Departments during the pre-application process; served as liaisons to interested parties through reviews needed for planning, zoning and development approval process.
- In 2020, processed one annexation of 0.27-acres of land, 4 rezoning’s, 13 final plats, and 7 PUD projects. Processed 2 Variances, 8 Conditional Uses, 18 Exceptions, 19 Floodplain permits.

- Held 38 predevelopment conferences with applicants and facilitated virtual Development Review Committee meetings on “as needed” basis to coordinate city staff comments on development projects.
- Continued efforts to develop user-friendly, customer oriented processes and procedures.
- Monitored Census data releases and disseminated Census information to various users.
- Implemented preparations and social media campaigns for the 2020 Decennial Census and coordinated Manhattan/Riley County Complete Count Committee and Communications Subcommittee activities, including developing PSA messages targeted towards specific populations including students, military, non-English speakers and others.
- Floodplain Administration:
 - Completed \$752,380 2018 - 2019 FEMA Flood Mitigation grant to purchase and demolish 157 Bethany Dr., 700 Fairman Dr. and 945 Village Drive and convert to permanent open space to add to the CRS inventory.
 - Administered two 2019-2020 FEMA Floodplain Mitigation Grants (\$322,369; \$665,760) to purchase four properties that were substantially damaged by the 9-3-18 flood event consisting of 3 single-family houses and 12 townhome units within three separate buildings to convert to permanent open space to add to the CRS inventory. Completed demolition of all except one house that will be moved out of floodplain.
 - Continued ongoing assistance to address property owner insurance and buy-out questions.
 - Resilient Wildcat Creek: conducted 2 Citizen Advisory Team meetings (one in-person and one virtual) to address short and long-term actions to reduce flood risks, and assess social vulnerability issues with input from the Centers for Disease Control and Prevention; Wood Environmental completed HEC RAS 2-D flood model to help analyze physical mitigation options; coordinating with KSU Depts. to create a living laboratory and NASA to utilize satellite land use data; coordinated with STANTEC on Flood Mitigation Benefits Estimator.
 - Submitted annual floodplain management activity records to Community Rating System (CRS) to maintain 20% insurance discount for property owners within city.
 - 2019 Single Audit of FEMA grants had no significant findings.
 - Developed Flood Mitigation Policy for prioritizing buyouts of residential and nonresidential properties and presented work session to City Commission to provide updates on all Floodplain Administration activities, as well as specific Wildcat Creek issues including signage and lease notification.
- Adopted and began implementation of the Multimodal Manual and Bicycle-Pedestrian Systems Plan.
- Continued quarterly coordination meetings with Public Works and Parks & Recreation to discuss transportation and connectivity projects.
- Assisted CMO with Aggieville TIF Redevelopment Plan, parking garage design review for building permit, developed online survey for Rally House alley design.
- Conducted design review of second UCR - Urban Core Residential District apartment building for zoning compliance.
- Flint Hills/Fort Riley Joint Land Use Study: Coordinated with Riley County on finalizing and implementing noise disclosure process (NOPNI) to provide notice to property owners, buyers, realtors and developers with web links to voluntary noise attenuation construction standards.
- Green Valley Annexation Study: approximately 61% complete, anticipate March 2021 restart.
- Affordable Housing: Several CD staff attended the virtual Kansas Housing Conference.
- Access MHK, continued background work on a draft framework for accessory dwelling units as one approach to affordable housing needs.

- Flint Hills Real Estate Round Table: conflicted with the virtual Kansas Housing Conference this year.
- Attended numerous HUD Training Conference Calls and webinars – mostly focused on CDBG-CV CARES ACT issues and amendment processes.
- Attended Kansas Housing Resources Corporation Emergency Solutions Grant ESG-CV CARES ACT webinars.
- Dialog on Sustainability: CD staff participated in Fifteenth Annual Dialog on Sustainability, hosted by the Kansas State University Engineering Dept. – virtual this year.
- FHRC - Brownfields Grant: participated in identifying and nominating sites in Manhattan for phase 1 reviews, as well as MOU for Plaza West and McCall Connection redevelopment plans.
- Conducted Annual Review of the Comprehensive Plan.
- UDO - Unified Development Ordinance: redrafted portions of the document and added more graphics; continued work sessions with Planning Board; working with CAO to finalize revisions of public review draft to be submitted to consultant for incorporation, prior to initiating public rollout/education process and work sessions with City Commission prior to adoption.
- Coordinated with Risk Reduction Division on site plan reviews for zoning conformance on building permit and sign permit applications.
- Performed staff liaison duties to the Manhattan Urban Area Planning Board, Board of Zoning Appeals, Historic Resources Board, and Bicycle-Pedestrian Advisory Committee, and Wildcat Creek Citizen Committee.
- Digital Billboard Work Session: Presented draft regulations for incorporation into UDO to Planning Board.

Historic Preservation

- Administered Certified Local Government (CLG) activities as per agreement with State Historic Preservation Office requirements, including 15 reviews of historic properties or properties within historic districts.
- 2020 CLG Status Evaluation by SHPO had no significant findings.
- Continued working with Parks & Recreation to establish the Sunset Cemetery Historic District.
- Completed \$29,500 Historic Resources Survey grant for Aggieville.
- Updated Historic Resources website.
- Community House: Assisted Manager's Office and Historic Resources Board with final redevelopment/repurposing proposal.

ESG and CDBG Grant Activities

- Administered and closed out the 2019 Emergency Solutions Grant Program (\$173,182).
- Received and began administering \$354,112.50 allocation of ESG-CV CARES ACT funding.
- Submitted application for 2020 Emergency Solutions Grant funds for \$160,100 for the Crisis Center and MESI.
- Submitted Supplemental ESG-CV CARES ACT application on behalf of MESI for \$100,000 for emergency shelter and rapid rehousing activities.
- Single Audit of 2018 CDBG activities had no significant findings
- Finalized and adopted the CDBG 2020 – 2024 Consolidated Plan, 2020 Action Plan and the Analysis of Impediments to Fair Housing.
- Amended Consolidated Plan and 2020 Action Plan twice, to incorporate the Round 1 (\$328,976) and Round 3 (\$305,067) CDBG-CV CARES ACT allocations from HUD.
- Coordinated with MESI and the CMO to develop a rental, mortgage and utility assistance program to be continued using CDBG-CV CARES ACT funding.

- Submitted the 2019 Program Year Consolidated Annual Performance Evaluation and Review (CAPER).
- 2020 Fair Housing Seminar cancelled due to pandemic.
- Initiated administration of the CDBG 2020 Annual Action Plan allocation of \$559,229.
- Continued implementing 2019 and 2020 CDBG Program Year activities including: completing Housing Rehabilitation projects on 9 homes; funded five Public Services providers; and completed the Douglass Recreation Center Design contract; and, and collaborated with Parks & Recreation on City Park trail improvements (yet to be constructed).
- Held consultations with other City Departments and local groups and agencies to identify Public Facilities, Public Infrastructure, and Public Service needs that might be addressed through the CDBG Program

Finance

- 2018 and 2019 Audits completed in 2020, pre-work has begun for the 2020 audit
- Updates for Department Staffing
- AGH hired to evaluate Department Staffing and make recommendation for updated structure
 - Department Reorganization of Functional Duties – October 2020
- Workplace environment analysis and improvements
- Financial scorecard and Debt Dashboard – Baker Tilly
- Rating agencies and continuing disclosure agent

Fire Services

- Risk Reduction
 - Pott County 72 permits, 53 Single family homes; \$86,719 in permit fees collected - 60% of projected revenue
 - Training – 750 hours new staff, 6 new ICC certifications, staff cross-training
 - Plan review down from 21 days to 7 days for residential
- Emergency response
 - 7.5% reduction in response, 4 civilians injured, 46 calls outside of City, 23 staff have had covid, added 2 new Haz Tech for 36 total techs and part of the EOC during pandemic
- Readiness training and exercises
 - Wildland firefighter training, Type 1 cert Search K9, 2- licensed drone pilots 6 members, online continuing ed with contractors, placed new boats in service, placed new Quint in service, 800mhz radio system, airport exercise completed
- 3-Year MOA with Union

Human Resources

- COVID – March 2019 & Beyond
- FFCRA, Symptom Tracking, Organizational COVID Responses
- Remote Work
- Paylocity Transition
 - Paylocity Payroll Implementation
 - Benefits Transition to Paylocity
- Risk Management
- Workers Compensation

Legal Department

City Attorney's Office & Municipal Court Pandemic Response

- Researched and drafted City Commission actions for presentation to the City Commission: revocation of special event permits, mask ordinance, emergency operations resolutions, and outdoor shopping and dining resolutions.
- Collaborated with City staff, KSU PD and RCPD to develop public announcements, educational guides, and interpretations of mask ordinance.
- Provided a wide variety of legal advice related to pandemic impacts, including KOMA and remote meetings, health order enforcement, vaccines, emergency response,
- Provided legal research, review and drafting of personnel policies related to remote work policy and agreement, mandatory federal leave, City pandemic leave, and other pandemic related personnel issues.
- Research and respond to numerous legal questions related to pandemic employment issues, such as ADA issues related to underlying conditions, quarantine, travel restrictions, vaccines, notification of positive cases, etc.
- Assisted with drafting and updates to the business continuity plan, which provided guidance to City staff on pandemic procedures, facility cleaning, employee hygiene and leave, and more.
- Amended numerous Manhattan Regional Airport tenant agreements to waive and/or defer rent due to federal reimbursement programs.
- Managed a project to install remote court technology and adopted the policies and practices to implement, which was necessary due to the pandemic. Remote court appearances will remain a long-term option, providing community benefit and increasing efficiency.
- Municipal Court maintained operational status for the community throughout the COVID-19 pandemic by adjusting and modifying courthouse operating plans and procedures. Ensured that the defense bar and the public were aware of changes through communication, notices and signage.
- While parking enforcement was temporarily suspended, the parking control officers undertook a project to sort and scan Court files in the old jail building.
- Attended webinars and conference calls from the League of Kansas Municipalities, International Municipal Lawyers Association, and Kansas Attorney General's Office to remain updated on evolving legal issues related to pandemic.
- Due to volume of legal work, significant portion of City Attorney salary was reimbursed through federal SPARK funds, helping to alleviate budget strain.

Municipal Court

Maintained High Volume of Daily Operations with Small Staff

- From January 1 to December 31, 2020, processed 5,815 parking cases and 3,750 traffic, misdemeanor and code cases.
- From January 1 to December 31, 2020, Court fine/fee revenue exceeded \$1 million.
- Researched and responded to numerous motions and represented the City at hearings at Manhattan Municipal Court ("MMC"), and Riley County District Court ("RCDC").
- Conducted evidentiary hearings and prosecuted trials at MMC and RCDC.

Practiced Preventive Law through Internal Training and Education

- Provided enforcement advice to City animal control, code and zoning officers, KSU PD and RCPD.

Expanded Community Outreach Efforts

- Recalled aged bench warrants with the RCPD.
- Created worksite agreement and forms to clarify roles and responsibilities of

- community service organizations.
- Changed policies to allow all court matters to be handled by Zoom, rather than requiring in-person hearings.
- Worked with leaders of local civic organizations to educate their members about court processes and procedures and to broaden the list of court-approved community service organizations (Thrive, CASA, and others).
- Shifted victim/witness services to a new employee as part of succession planning.

Researched and Implemented Solutions to Improve Efficiency and Equity

- Court forms and documents used at arraignments are printed from the courtroom. This eliminates the need to purchase carbon forms, and provides more efficiency in the courtroom.
- Worked with the judge and defense bar to create a standard journal entry form to resolve cases without in-person appearances.
- Learned procedure for and participated in first criminal mediation session at RCDC so as to continue to meet expectations of district court judges.

Staff Development and Service

- Chief City Prosecutor Mellissa Rundus served on the Attorney General's Traffic Prosecutors Panel for bi-weekly discussions and presentations on prosecution during three months of the pandemic. We provided advice and guidance to other prosecutors across the state on how to keep cases moving and to timely resolve cases during the pandemic.
- Chief City Prosecutor Mellissa Rundus served on the City's Diversity & Inclusion Committee and the City's Health Insurance Committee
- Prosecutors attended virtual CLEs and training offered by the Kansas County and District Attorney Association, the Kansas Attorney General's Office, and the Kansas Bureau of Investigation related to prosecution during the pandemic, speedy trial rights, and ethics.

City Attorney's Office

Maintained High Volume of Daily Operations with Small Staff

- From January 1 to December 31, 2020, performed more than 1,100 legal tasks in support of the numerous City projects, operations, programs and requests set forth by other departments in this document, including items not specifically listed. (A legal task includes written deliverables such as legal opinions, contracts, ordinances, or other document review. Does not include participation in meetings, most e-mails, or verbal opinions).
- Reviewed, investigated and responded to approximately 19 claims to the City for injury or property damages.
- Provided legal research, advice, and/or drafting of ordinances, resolutions, agreements and related documents to meet City staff and Commission goals, including the Sales Tax initiative-scooters, the Diversity, Equity & Inclusion Task Force, the right-of-way program, Conference Center Expansion, public art programs, and more.
- Reviewed and prepared RFPs, RFQs, agreements and other documents for public improvement projects including those related to the Joint Maintenance Facility, Exhibition Asia, Aggieville streets and parking garage, the downtown parking garage, the demolition of a privately-owned hazardous structure, and more.
- Provided legal advice and work on City personnel issues, including ADA requests, employee discipline, and more.
- Provided legal work for numerous real estate acquisitions or vacations related to public projects or property, including the levee project, Smith Channel Improvements, Sneegas Farms, flood buyouts, and numerous routine stormwater, water and street projects.

- Represented the City in litigation *Cheney v. the City of Manhattan* and *In re Allen Merle Johnson* and responded to miscellaneous litigation matters such as subpoenas; and collaborated with defense counsel on its representation in two pending cases.

Practiced Preventive Law through Updates, Training, and Education

- Led in-house training for City officials and City staff: Board Liaison open meeting training, open meetings and open records laws; social media use; city claims processes; diversity and inclusion processes.
- Updated internal City policies and procedures, for example: purchasing policy and administrative manual, KTCA Claims Policy, FHDC and Cemetery Board bylaw updates, Municipal Court Collection and Writeoff Policy, CID policy, and utility policies.
- Developed or revised internal forms to increase efficiency, for example: Remote Work Application and Agreement, Temporary Expansion of Premises Permit Application, Artist Loan Agreement, Tenant Flood Notice Form, and Temporary Use Agreements for the sidewalk dining platforms and for sidewalk cafes within the 12th Street improvements.

Collaborated with External Partners on Community Initiatives

- Cooperated with external partners such as Riley County, Metropolitan Planning Organization, Riley County Police Department, Manhattan Housing Authority, K-State, and others on a variety of issues.

Staff Development and Service

- City Attorney Katie Jackson served as President of the Kansas City Attorneys Association of Kansas.
- Assistant City Attorney Rachel Zenger served on City's Diversity & Inclusion Committee and City's Strategic Planning Committee.
- Attorneys participated in high-quality, remote webinars through the International Municipal Lawyers Association at a low cost to the City.
- Attended City Attorneys Association of Kansas semi-annual conferences remotely.

Public Works

Engineering Division

Subdivisions construction of new infrastructure for subdivisions:

- Ames Addition ~ (Construction Completed)
- Chapel Hill Subdivision ~ (Construction Completed)
- Stonehaven Addition ~ (Construction Started, 80% of Construction Completed)
- Scenic Meadows, Unit 4 ~ Construction Completed)
- Relocated utilities for SENRC construction

Transportation projects

- N. Manhattan improvements Phase IIIb. Construction Completed
- North Campus Corridor ~ Kimball and College Intersection 80% Completed
- KSU Campus Perimeter Pedestrian Crossing Upgrades ~ (Under Design, Construction 2022)
- Juliette Phase IV – (Construction Completed)
- Safe routes to School Phase IIB Construction Completed
- Traffic Signal UPS (Uninterruptable Power Supply) Project Phase 3 of 5 – (Purchase of equipment was delayed last into 2020, construction and installation will not occur till 2021)
- Traffic Signal Controller upgrade Project. Phase 3 of 5 – (Purchase of equipment was delayed last into 2020, construction and installation will not occur till 2021)
- Installed Fiber Optic Cable was install on N. Manhattan from Research Dr. to Clafin.
- US-24 & Kimball Avenue, East bound double right turn lane, Construction Completed

- 2020 Annual Street Maintenance projects, Asphalt and Concrete street repair, multiple phases, multiple locations in the community.
- K-18/Wildcat Creek Bridge project with KDOT Agreement for improved trail, bridge lighting, and sidewalk approved, construction started in 2020, completion in 2021.
- Kirkwood Drive bridge connection with Marlatt Avenue~ (Construction started in 2020, completion in 2021)
- Genesis Sidewalk connection ~ (Building project started, construction of sidewalk 2021)
- South Manhattan and Pecan Circle UPRR crossings ~ (Under Design, Bid and Construction 2020)
- Kimball Avenue ~ Vanesta Drive to Berkshire Circle, consultant selected, study has begun, concept study completed and presented to City Commissioners with the intent of design being completed by end of 2021. Construction in 2022
- Kimball Avenue, North Campus Corridor, between College Avenue and Denison Avenue along Kimball Ave. Design started for Kimball Avenue and frontage road north of Kimball for KSU Agronomy. Design is near completion for Kimball Ave from N. Manhattan to Denison road segment.
- Consultant has been selected and design has started on the trail along Hayes Dr. from Casement to McCall Road. Construction in 2021.
- 1200 Block Alley Improvement in MFOR District, design has started and construction in 2021.
- In house design of 600 Block of Poyntz Avenue with ATA has started, still waiting on ATA to provide the City with project agreement for this improvement.
- Freemont Sidewalk (ATA) – On hold waiting new funding authorization.
- City crews replaced 78 traffic signal lenses.
- City crews manufactured and installed 1,278 street signs.
- 4.7 lane miles of new public streets constructed and added to the system.
- Administered construction projects that improved/constructed 16,099 square yards of 6inch concrete pavement, 77,615 square yards of 7inch concrete pavement, removed and replaced 13,808 square yards of curb and gutter, 1,784 centerline feet of new 31 feet wide asphalt streets, 9,914 of curb and gutter and repaired approximately 9.77 lane miles of streets.
- Administered construction projects that improved/constructed 8,894 lineal feet of 5 feet wide concrete sidewalk, 114 ADA ramps, and 8,732 lineal feet of 8 feet or wider concrete trail.

Water Distribution and Wastewater Collection projects to be completed with construction

- College Avenue Waterline Relocation ~ KSU Athletics ~ (Construction Completed)
- Nutmeg Waterline Improvements ~ (Construction Completed)
- Anderson Avenue water main replacement from Wickham Road to Connecticut ~ (Survey completed, in house design in 2021, construction in 2022)
- 6th and Houston Storm Water Project that resulted in some waterline improvements (Construction Completed)
- Sink Hole Repairs – (1) Hayes and Levee Dr. (2) Hayes and Bluemont Ave. ~ (Construction Completed)
- Gwaltney Addition Waterline Extension (Blue Township) ~ (Construction Completed)
- Crown C Circle Waterline Extension (Blue Township) ~ (Construction Completed)
- 2020 Valve and Hydrant Replacement
- 2020 Cured-In-Place Pipe Sanitary Sewer Main Annual Rehabilitation Project
- 2020 Large Sewer Main Inspection and Cleaning Annual Project
- Genesis/Stagg Hill Booster Station Water Main Relocation
- Sunnyslope Sanitary Sewer design completed, (Construction Completed)
- Temporary lime sludge supernatant collection system for WTP ~ (Construction Completed)
- Administered construction projects that improved/constructed 134 lineal feet of 6 inch sanitary sewer, 162 lineal feet of 4inch sanitary sewer laterals, 9,401 lineal feet of 8 inch sanitary sewer,

1,254 lineal feet of 6 inch force main, 42 new sanitary sewer manholes and 67 sanitary sewer clean outs.

- Administered construction projects that improved/constructed 27 fire hydrants, 121 lineal feet of 4 inch water main, 1,608 lineal feet of 6 inch water main, 11,343 lineal feet of 8 inch, 623 lineal feet of 10 inch water main, 2,964 lineal feet of 12 inch water main.

Storm Sewer projects to be completed with construction

- Implement Stormwater Cost of Services Study Phase III
- Delaware storm sewer ~ (Construction Completed)
- Houston/5th Street storm sewer ~ (Construction is 80% completed)
- USACE started the design of the levee improvements, Public Partnership Agreement executed, Geotechnical analysis completed, Agreement with Union Pacific Railroad completed, design for improvements on UPRR property and easement for construction of those improvements in process with UPRR. Start acquisition of easements and right of way. Acquisition agent secured. Acquisitions starting late 2019, USACE bid letting for construction mid-2021.
- Expansion of Riley County Health Department Detention Pond Expansion Completed
- Rosencutter Box Improvements ~ (Construction to start in 2021)
- Smith Manfax Drainage way Stabilization ~ Construction started in 2020, completion in 2021
- Casement/Hayes Levee Outlet ~ Design Agreement executed with USACE, Under Design by USACE
- TCB North Channel Improvements ~ (Under Design, Construction 2022 and 2023 to parallel USACE construction of Levee Gatewall)
- 14th Street (Downtown East Watershed) drainage basis of design started. Report is anticipated to be completed in 2021.
- Wildcat Creek Detention Analysis on going
- Drainage Design Manual ~ (Consultant Hired)
- Levee Outfall by Wastewater Treatment Plant ~ (Drainage study completed, Design started by USACE)
- Westwood Stormwater improvements ~ (Under construction 2020 to parallel USD 383 High School Improvements into 2021)
- Scenic Drive and Wildcat Creek Bridge Rip Rap Repair ~ (Construction Completed)
- E.J. Frick Stormwater improvements ~ Design in 2020, Construction in 2021
- Browning and Katy Lane Storm sewer improvements ~ (Construction Completed)
- Administered construction projects that improved/constructed 116 new inlets, install 1,148 lineal feet of 15 inch RCP, 2,595 lineal feet of 18 inch RCP, 2,407 lineal feet of 24 inch RCP, 1,997 lineal feet of 30 inch RCP, 1,592 lineal feet of 36 inch RCP, 238 lineal feet of 48 inch RCP, 680 lineal feet of 42 inch RCP, 524 lineal feet of 54 inch RCP, 107 lineal feet of 60 inch RCP, 2,905 lineal feet of 66 inch RCP, 86 lineal feet of 72 inch RCP, 16 lineal feet of 24inch CMP, 45 storm sewer junctions and ,981 lineal feet of RCPHE.

Developed and submitted for various funding opportunities

- KDOT Corridor management grants
- KDOT KLINK grants
- KDOT TA grants
- Build Grant submittal
- KDOT Cost Share Grant Submittal

Water and Wastewater Division

Water Distribution and Wastewater Collection projects to be completed with construction

- City Sewer Maintenance TV Inspection ~ Roughly 63,880 lineal feet of sanitary sewer mains
- City Sewer Maintenance SLRAT Inspection ~ Roughly 90,010 lineal feet of sanitary sewer mains
- City Sewer Maintenance of lines cleaned ~ Roughly 212,800

- City One Call located completed ~ Roughly 8,188
- Responded to 69 sewer calls
- Sewer Main/Lateral Repairs ~ 6
- Water meter turn offs ~ 753
- Water meter turn on ~ 628
- Water meter temporary turn offs for plumbers/contractors ~ 50
- Water meter repairs ~ 889
- Water meter replacements ~ 308
- Response to water meter customer complaints ~ 220
- Water meter reads ~ 181,986
- New water services installed ~ 93
- Existing water service lines repaired ~ 357
- Responded and repaired to water main breaks ~ 37
- Water service work orders (During normal hours and after hours) ~ 938

Wastewater Division

- Wastewater Treatment Plant Head works Pump Station Bar Screen and Step Screen Improvements – Construction Completed
- Implementation Cost of Services Study Rate Structure Improvements and Market Correction
- Wastewater Treatment Plant CIP Projects –
- Pump Station Improvements ~ (Construction Completed)
- Mechanical, Electrical and Plumbing Improvements ~ (Construction Completed)
- Successful Operation of Wastewater Treatment Plant and Collection System with Complete Compliance with EPA NPDES Permit. Roughly 2.262 billion gallons of influent treated.
- Biosolids applied at City farm land 16.083 million gallons.
- Percentage of BOD (Bio-Oxygen Demand) removed from influent ~ 97.95%
- Percentage of TSS (Total Suspended Solids) removed from influent ~ 97.51%
- Aerial Sanitary Sewer Crossings and Support Replacement Project ~ (Construction Completed)
- Sunny Slope Lane and 10th Street Sanitary Sewer Improvements ~ (Construction Completed)
- Sanitary Sewer Maintenance and Management Program Analysis~ SSMMP completed with implementation in 2020. Proposes new staffing and equipment in 2021.
- Design of Congressional and Merion Sanitary Sewer System Connection– Connection deemed not to be cost-feasible. Relocation of the lift station may be cost feasible. Final report is pending.
- Replace WWTP Biosolids Farm Caterpillar Engine/Pump ~ (Construction Completed)
- WWTP Biosolids Farm Electrical Service and Equipment Upgrade (Construction Completed)
- NRCS Emergency Watershed Protections Projects for Wildcat Creek Flood Erosion Damage Repairs ~ (Construction Completed)
- Highland Meadows Lift Station Wildcat Creek Flood Damage Repair ~ (Construction Completed)
- Purchased new Biosolids Application Tractor and Implements ~ (Purchase Completed)

Water Division

- Water Automated Meter Reading System – Data Collection Unit and Software/Server Upgrades
- Water Treatment Plant SCADA Server Upgrades
- Booster Pump Station Capacity Upgrade Analysis ~ (Draft Received under review, final report 2020)
- Successful Operation of Water Treatment Plant and Distribution System with Complete Compliance with all State and Federal Drinking Water Standards. Roughly 2.256 billion gallons of water to customers.
- WTP Influent and Effluent Meter Upgrade (Construction Completed)
- WTP Door Security and Access System Upgrades - Construction Completed
- 2020 Wellfield Rehabilitation Project- Four (4) wells completed.

- Preliminary Design for Marlatt/Northwest Transmission Main Improvements Project ~ RFQ for Phase I Design and Construction (2022) and 30% Design for future phases)
- Waterline Improvement Projects
- Judson Street ~ (Construction Completed)
- Pierre Street ~ (Construction Completed)
- College Heights Road ~ (Under design, construction 2021)
- Houston Street ~ (Construction Completed)
- St. Luke's ~ (Construction Completed)
- K-18 and Wildcat Creek Water Relocation ~ (Design and Bid late 2019, Construction 2020)
- 2021 Waterline Improvements – Engineering Contract and Design Commenced
- Water produced by the water treatment plant for consumption ~ 2.125 billion gallons.

Environmental Compliance

- KSU Grease Management MOU ~ (Waiting on KSU attorneys to finalize)
- 99% Compliance for all GMPPP Permittees
- Full compliance with Federal and State Environmental Regulations
- NBAF Backflow meter Permit
- Successful KDHE Water and Wastewater Systems Inspections with no major findings for deficiencies.
- Development of Water Distribution Valve Exercising and Maintenance Recordkeeping Standard Operating Procedures.
- Bacteriological samples taken ~ 660
- Chloramine samples taken ~ 331
- Industrial pretreatment inspection conducted ~ 7
- Backflow preventers test reports received ~ 3,161

Streets and Fleet Division

- Respond to winter storms between Oct 2019 and March 2020 in a safe and effective manner providing effective snow and ice control with extended efforts during the winter storm season. 1,054 plus tons of salt applied.
- Repair portions of concrete and asphalt streets, 2,096 cu yards of concrete.
- Asphalt placed in larger mill and overlay patches ~ 875 tons
- Routine street sweeping, 48,041 blocks of streets swept
- City Customers serviced at fuel station ~ 4,364 internal customers
- Unleaded fueled dispensed 43,788 gallons
- Diesel fuel dispensed 43,333 gallons
- Vehicle repair orders completed by fleet crews 1,083
- Service and maintain the City's Fleet, \$349,077 in repairs made
- Once call center request for utility locates processed 446
- Street closures called in for emergencies, construction by private and city contractors 168
- Responses to citizen inquires 370
- Repaired 14,764 pot holes
- Perform the annual city-wide Spring Clean-Up,
- Maintain City levee system and passed the annual levee inspection.
- Provide routine maintenance of City's storm drainage system.

Administration Division

- Update 5 year street maintenance program to match funding from the approved ballot question and new Pavement Condition Index Data.
- Participated in MPO Technical Committee.
- Coordinated Annual Snow & Ice Training and Outside Agencies Meetings.

- Manage budgets of the various funds: general fund, storm water fund, water fund, wastewater fund, special street and highway fund, street sales tax fund and surface transportation fund.
- Manage for the health and welfare of 121 employees in the public works department. Was able to continue normal operations of critical services during the pandemic without loss of services and still provide savings to the general fund because of shortages of sales tax revenue.
- Completed the schematic design plans for the joint use facility for street, fleet, utilities, park maintenance and forestry to the City Commission.
- Deployment of Right-Of-Way Permit Program for excavation and or traffic control interruptions within public ROW.
- \$33,778,482 of construction contracts were authorized, \$26,634,772 of funds were paid to contractors in 2020 for public improvements.

Parks and Recreation

P&R Administration

- Coordinated with Recreation staff and Community Relations officer on virtual programming and resources for the community during COVID shutdown
- Provided high-quality customer service despite working and answering customer calls from home
- Processed over 1,200 refunds efficiently in a short time frame
- Provided assistance to Riley County Health Department to answer community questions early in the pandemic
- Maintained all routine advisory board communications
- Fielded numerous calls and emails from customers with questions regarding programs/activities for 2020
- Provided operational and administrative support to other P&R divisions as need based on staffing shortages and Covid relates issues
- Increased social media followers by 20%
- Produced graphics, PSA, and miscellaneous marketing materials for EOC, RCHD, and CMO in response to COVID-19
- Community Relations Officer assisted EOC, RCHD, and PIO in response to COVID-19
- Branded and created content for Pollinator Pockets and Pollinator Pockets Youth Ambassador Program
- Created catalogue, branding, signage, and brochure for Outdoor Art Exhibition
- Developed RFP for Douglass Center Art Mural Project
- Wyatt Thompson, Assistant Director, earned the CPRP certification

Recreation

- Developed admission and membership models for new recreation centers
- Prepared and reviewed re-opening plans for facilities and modified programming
- Finalized staffing and operational plans for new recreation centers
- Participated in OAC meetings, coordinated FF&E purchasing, and engaged in other planning and review functions for recreation center projects along with site visits
- Coordinated with AHAB to plan, organize and deliver first ever juried public art exhibition on 3rd Street corridor in downtown Manhattan
- Reopening of Programs
 - Sand Volleyball (28 CoRec/15 Women's- 43 total)
 - Fall Women's Volleyball (23 teams)
 - Fall Pickleball (18 teams)
 - Winter CoRec Volleyball (16 teams)
 - Winter Pickleball (18 teams)
- Recreation Center Planning

- Staff adjusted work schedules to provide Summer/Fall Maintenance and Facility Supervision
- Sand Volleyball Lighting addition and storage shed allowed additional outdoor volleyball leagues
- Obtained certifications for both Swim America and Red Cross to help alleviate excess spending for staff recruitment and training
- Successful opening and operating the Ice Rink with limited staff and COVID-19 restrictions
- Provided assistance for social media to both our department as well as the Health Department throughout the year.
- Developing an updated training program and guide for our lifeguard staff to be implemented for 2021
- Several department staff assisted with other duties such as painting and repair work at multiple city parks
- All staff assisted in multiple areas such as field maintenance, games preparation, practice supervision, and tournament preparation and supervision
- 1st annual 2020 Night to Shine prom for individuals with special needs
- Conducted two Summer Theatre Workshops
- Provided COVID-19 Academic Camp for City and RCPD employee kids
- Provided assistance with communications and social media for Parks & Rec and Riley County Health Department
- Adapted quickly to changing protocols and mandates to keep facilities open whenever possible
- Building Services provided safe and clean buildings to internal and external customers
- Building Services completed 59 work requisitions in 2020
- Participated in planning and coordination meetings along with site visits for new recreation centers
- 2019 saw the most people ever at Twin Oaks tournaments
 - Eight tournaments were held beginning the week of June 12th
 - Total of 211 teams participated, with 158 of those from out-of-town
- Conducted six special events in 2020
 - First Day Hike
 - Hot Shot Basketball
 - Youth Outdoor Adventure Challenge
 - Just Du It Duathlon
 - Little Apple Glow Paddle
 - Red Cedar Holiday Harvest
- Conducted successful volleyball clinic with 100% full registration
- Developed new partnership with Manhattan Basketball Association to offer a revenue-positive basketball clinic
- Logan Singhisen and Zach Bayless, Recreation Supervisors, and Sydni Baker, Recreation Specialist earned the CPRP certification

Flint Hills Discovery Center

- Successfully re-opened Center in mid-June, after closing due to COVID-19 crisis in mid-March. Currently open Tuesday –Saturday 10am-5pm and Sunday 12pm-5pm.
- Hosted Veteran’s Appreciation Day with free access to all military and their families. Funded by the FHDC Foundation.
- Offered guests the chance to exchange a quarter for the Tallgrass Prairie National Preserve quarter that was released in November; was well-received and all coins were purchased
- NEW programs developed to adapt to COVID-19 protocols:
 - Five Lunch Box Learning virtual programs done LIVE on Facebook during shutdown
 - Offered Wild Wednesdays hands-on programs in October
 - Offered a summer Junior Internship Camp-sold out

- Conducted 2 Make and Take It Workshops in October (Bat Houses)
- Developed and implementing “On demand” Virtual Program series
- Sold 50 Virtual Santa Saturday opportunities
- Sold 50 Take-Home Holiday Kits
- Secured \$15,000 in grant funding from the Beach Family Foundation to purchase new distance learning technology and fund a series of K-12 virtual programs to premiere in 2021
- Secured \$10,000 in grant funding from Humanities Kansas to rehire three seasonal educators to supervise five weeks of summer camp
- Expanded Walk and Talk series in fall to accommodate increased interest in outdoor distanced programming. Have added additional programs scheduled for 2021
- Purchased an interactive AR sand table with private donations from the FHDC Foundation. Premiered the table during spring break 2020.
- Hosted 2 successful exhibits-American Adventure and Animationland
- Have secured \$30,000 in funding for 2021 exhibits
- Developed and sold 228 new “Winter membership” opportunities
- Received City Commission authorization to advertise an RFP for 2nd floor Kidscape design

Sunset Zoo

- In coordination with the Sunset Zoo Trust, completed fund raising for Expedition Asia. Over \$2,000,000 raised from the private sector to match the City’s \$2,100,000 commitment
- Construction started on Expedition Asia, with an estimated finish date of mid-October 2021
- Initiated several new virtual programs through our education department, including a virtual birthday party and a virtual story time, which is a partnership with the Manhattan Public Library
- Successfully reopened the zoo in early June, with some restrictions, after closing due to COVID-19 crisis in mid-March
- A White-handed Gibbon was born at the end of April and is doing very well, this is an endangered species

City Parks

- Secured FEMA Mitigation Funds for improvements to Anneberg Park from the 2018 flooding totaling 2.4 million dollars
- Completed trail maintenance and improvements on sections of Linear, Hudson, NE Park and Anneberg Park trails
- Installed Shade structures over seating areas in Twin Oaks Complex
- Secured Grant funds through KDHE for 18 picnic tables made from recycled Kansas tires for the Twin Oaks Complex and Warner Park
- Initiated Roger Schultz Park Prairie Restoration
- Completed multiple playground repairs and parts replacement to ensure safe playgrounds
- Replaced roof on Peace Memorial Auditorium and conducted preventative maintenance on the City Hall roof
- Assisted with construction administration at the Douglass Activity Center and the Anthony and Eisenhower Recreation Centers
- Assisted the Arts and Humanities Advisory Board public art project by installing Public Art along the Third St. corridor and Blue Earth Plaza
- Completed a multitude of tasks relating to the pandemic response and continuity of City services, including construction of distancing panels, signage, cleaning protocols and frequency, and virtual training sessions rather than in-person
- Replaced the Forestry Section Large Aerial truck, Forestry Chip truck, and a utility vehicle used for snow removal
- Completed the painting of the City Park Waterpark that began in 2019
- Assisted the department with the acquisition and initial development of Stonehaven Park

- Completed the Animal Shelter Surgery Suite construction project
- Assisted with the completion of the Bike Ped Systems Plan
- Replaced the ultra violet system in the Blue Earth water feature
- Removed the storage building at Douglass Park
- Completed the addition of court lighting at the City Park Sand Volleyball Courts
- Drafted a Division Reorganization plan to increase supervision, balance workloads
- Completed additional adjustments to the City Park Activity Center (old P&R offices) to accommodate programs moved from the Community House
- Exited and discontinued usage of the Community House
- Maintained bike and ped trail counters in multiple locations during the pandemic
- Offered continuing education in numerous trades and required certifications for staff: AFO, Backflow, Pesticide Applicators, Arboriculture, and Irrigation
- Closed out several projects from previous years 2019 – Wildcat Creek Bank Stabilization and Roof Replacement on Historic Jail
- Trained City Parks staff on prescribed burning
- Attended the Annual Kansas Trails Appreciation Day in Topeka
- Planning input provided for Joint Maintenance Facility, Aggieville Parking Garage, Downtown Parking Garage Relighting and Camera project, Miller Parkway and Amherst Roundabout, Levee raising and many more projects.
- Assisted with Pollinator Project that occurred in several city parks
- Alfonso Leyva, Park Planner, completed requirements to become a licensed landscape architect

Douglass Center

- Provide virtual fitness and wellness tips via the Douglass Center Facebook page to keep community members active and engaged
- Continued to work on the plans for the Douglass Activity Center: developed staff schedules and operational hours and researched furniture and equipment for the facility
- Successfully re-opened Douglass Center on June 1st using strict cleaning guidelines as recommended by the CDC after closing in mid-March due to COVID-19
- Exceeded fund raising goal, with the help of the Douglass Center Advisory Board, for donations for new fitness equipment in the Douglass Activity Center
- Worked closely with Trinium Inc. on day-to-day aspects of construction for the new Douglass Activity Center
- Provided input and direction relating to the history of the Douglass community area for the mural that will be on the Douglass Activity Center wall

Animal Shelter

- Stayed open during pandemic, was the right thing to do for the animal population
- Implemented Shelterluv software
- Prioritized calls for Animal Control's "on call" status with RCPD – ACO dispatched to 1,412 calls
- Initiated a monthly newsletter to connect with donors and educate the community on our mission
- Adjusted City ordinance language to reduce the required animal holding from five days to three days which has decreased the average length of stay for animals at the shelter
- 620 cats and 650 dogs received
- ADOPT-A-PET live segments on KSNT and FOX News
- Live release rate of 94% for the year
- 560 spay/neuters were performed
- \$40,800 saved on spay/neuters thanks to KSU's Shelter Medicine Program
- 1,003 adoptions for the year

- Had 89 volunteers at the Shelter for a total of 1,320 hours served
- 231 lost pets returned home
- Successful partnership with KSU Vet Med program
- Develop contracts with surrounding communities for animal surrenders to the Shelter