

CITY MANAGER'S REPORT

January 12, 2021

FINANCE:

ONLINE UTILITY BILL PAYMENTS

	<u>2020</u>	<u>2019</u>	<u>2018</u>	<u>2017</u>	<u>2016</u>
January	\$294,404.59	\$246,908.71	\$218,947.04	\$206,796.66	\$188,942.42
February	\$259,685.74	\$239,620.03	\$253,982.29	\$236,977.51	\$183,918.76
March	\$260,569.11	\$267,408.59	\$250,722.14	\$235,074.35	\$200,989.31
April	\$297,973.05	\$214,513.90	\$210,496.91	\$222,213.44	\$222,897.07
May	\$337,662.28	\$311,719.63	\$281,788.14	\$237,661.01	\$204,829.53
June	\$291,251.93	\$271,114.94	\$320,454.59	\$277,447.25	\$242,454.29
July	\$433,747.64	\$285,381.75	\$300,335.69	\$264,027.39	\$276,901.85
August	\$380,976.99	\$356,562.37	\$394,788.59	\$315,042.76	\$301,078.78
September	\$466,173.61	\$320,090.38	\$364,257.96	\$335,909.50	\$326,144.59
October	\$433,650.72	\$399,497.35	\$306,871.13	\$259,944.22	\$267,652.05
November	\$305,732.61	\$358,146.37	\$286,085.34	\$304,085.96	\$301,947.77
December	\$380,537.34	\$275,957.76	\$249,823.02	\$288,913.21	\$258,818.63

AUTOMATED PHONE PAYMENTS

	<u>2020</u>	<u>2019</u>	<u>2018</u>	<u>2017</u>	<u>2016</u>
January	\$114,100.16	\$85,442.31	\$71,651.41	\$63,517.28	\$7,858.87
February	\$86,917.11	\$73,765.91	\$73,106.50	\$65,287.37	\$48,976.87
March	\$93,411.41	\$71,751.84	\$70,641.47	\$63,132.72	\$47,546.76
April	\$95,350.65	\$65,920.26	\$65,855.79	\$53,341.98	\$46,355.10
May*	\$88,860.54	\$88,378.47	\$75,977.68	\$69,002.02	\$28,265.10
June	\$88,539.21	\$74,513.43	\$80,826.26	\$73,118.18	\$61,325.79
July	\$121,025.84	\$93,483.23	\$88,910.75	\$68,079.48	\$59,073.49
August	\$113,130.64	\$107,866.92	\$102,878.90	\$82,558.92	\$71,207.69
September	\$137,771.86	\$106,122.80	\$92,411.37	\$81,133.99	\$81,096.95
October	\$123,306.75	\$120,968.81	\$98,509.88	\$74,733.23	\$66,016.85
November	\$94,961.20	\$97,515.15	\$84,134.74	\$82,189.99	\$75,988.93
December	\$116,508.98	\$99,255.97	\$71,988.89	\$67,035.66	\$66,118.88

*The IVR system was down for two weeks following an INCODE software upgrade in May 2016.

KIOSK PAYMENTS

	<u>2020</u>	<u>2019</u>	<u>2018</u>	<u>2017</u>	<u>2016</u>
January	\$18,735.25	\$16,084.10	\$13,632.13	\$9,827.05	
February	\$15,342.02	\$16,019.68	\$14,010.94	\$9,177.19	
March	\$14,213.01	\$12,078.00	\$15,753.68	\$8,907.02	
April	\$14,165.99	\$11,636.59	\$11,598.52	\$10,716.67	
May	\$16,670.43	\$15,446.69	\$15,516.51	\$14,330.94	
June	\$13,795.19	\$14,092.62	\$17,806.76	\$16,168.08	
July	\$21,778.38	\$18,147.78	\$20,001.21	\$13,094.46	
August	\$17,566.80	\$20,613.07	\$22,002.97	\$14,250.07	
September	\$24,119.28	\$18,407.61	\$20,300.64	\$17,280.54	
October	\$18,037.50	\$19,399.15	\$15,677.88	\$14,414.46	
November	\$15,206.33	\$20,304.92	\$15,970.14	\$16,433.70	
December	\$14,953.30	\$15,822.59	\$12,904.99	\$16,649.96	\$6,425.87

NUMBER OF E-BILLS SENT OUT

	<u>2020</u>	<u>2019</u>	<u>2018</u>	<u>2017</u>	<u>2016</u>
January	2,719	2,406	2,506	2,171	1,771
February	2,759	2,471	2,522	2,161	1,776
March	2,880	2,519	2,516	2,199	1,806
April	2,819	2,552	2,502	2,248	1,838
May	2,847	2,533	2,482	2,301	1,880
June	2,931	2,588	2,439	2,326	1,898
July	2,976	2,582	2,407	2,411	1,918
August	3,069	2,622	2,380	2,370	1,990
September	3,072	2,669	2,370	2,373	2,010
October	3,127	2,664	2,305	2,443	2,048
November	3,186	2,695	2,357	2,433	2,094
December	3,201	2,715	2,387	2,458	2,122

ASSESSMENT BALANCES AS OF DECEMBER 31, 2020

<u>PAVING ASSESSMENT:</u>	<u>Balance</u>
Polk, Billy (deceased) 242 E Cardinal	\$16,540.05
<i>No payments were made for the Paving Assessments.</i>	

<u>WILDEWOOD ASSESSMENT:</u>	<u>Balance</u>
Eaton, Donald (deceased) 921 Ashwood	\$8,097.18
Ricketts, Tommie 936/940 Lemonwood	9,916.99
<u>Total Wildewood:</u>	<u>\$18,014.17</u>
<i>No payments were made for the Wildewood Assessment.</i>	

ACTIVITY CENTER

Harker Heights Parade of Lights Outdoor Lighting/Decorating Contest had a total of 23 entries (all Harker Heights residents) that entered the contest compared to 11 entries from last year. The Activities Center reported a total of 998 votes submitted online or in person. Congratulations to the winners!

Thank you to all **Wreath Decorating Participants** for their creative skills. The contest had a total of 4 entries and 293 votes submitted online or in person at the Activities Center. Citizens voted by viewing the photos of the wreaths online or at the Activities Center where the wreaths were on display. Congratulations to the winners!

Citizens enjoyed their visit with Santa (which was in a snow globe) at **Santa in the Park & the Holiday Market** on Friday, Dec. 11th. Participants of both Santa and the Holiday Market walked the path to view the new StoryWalk® and the light up decorations. There were 30 vendors that participated in the Holiday Market this year.

The Harker Heights Senior Recreation Program had 13 participants play a socially distance game of **Drive In Holiday BINGO** from their vehicles at the Community Park on December 19th. A big thank you to everyone who participated!

The Harker Heights Activities Center and Stewart C. Meyer Harker Heights Public Library hosted a virtual **Senior New Year** on Facebook. The virtual celebration included a countdown to 12:00 p.m. (noon) on December 31st to celebrate the beginning of 2021. Seniors also had the option to pick up a New Year's Kit that included a hat, noisemakers, beaded necklaces, sparkling water, and a tasty treat!

Harker Heights GO Heights! Outdoor Adventure started the new year off with a **New Year's Winter Hike** of five participants at Dana Peak Park on January 2nd. Hikers of all levels enjoyed the hike with staff member Adam Trujillo. Follow us on Facebook for more, GO Heights! Outdoor Adventures.

The Harker Heights Senior Recreation Program is currently hosting a **membership renewal drive** from now through February 1st. To keep accurate records on file, members can renew their membership by calling the Activities Center at 254-953-5493 or 254-953-5465, emailing nbroemer@harkerheights.gov, or by filling out the Participant Registration Form and sending it by mail to the Harker Heights Activities Center on 400 Indian Trail. It is free to be a member.

Members of the Harker Heights Senior Recreation Program can learn how to basket weave with the **January craft kit**. To reserve a basket weaving kit, please call Sara Gibbs at 254-953-5493.

LIBRARY

The **Stewart C. Meyer Harker Heights Public Library** looks forward to serving Harker Heights and surrounding areas during 2021. Start the year off right by enjoying the Library's extensive collection of books, audiobooks, and movies! Check out the Library's collections on the Library's Atrium Online Catalog at <http://67.79.126.39/opac/hhpl/index.html#menuHome>. Not only can you look at your own account, but you can also peruse featured items and see what is popular among Library patrons.

The Library is pleased to continue providing a robust calendar of online programs and events through its Facebook page at <https://www.facebook.com/harkerheightspubliclibrary>. "Like" and "follow" our page to receive notifications, booklists, and more! Gather the whole family for one or all of our regular weekly programs:

Mondays – 2:00 p.m. Get you mind and body moving with "**Brain Breaks**" provided by the Harker Heights High School Key Club.

Tuesdays – 10:15 a.m. Families get your babies for **Baby Steps Lapsit Program**.

Wednesdays – 10:15 a.m. Enjoy stories, songs, and more at preschool Storytime; 2:00 p.m. School age students and families **investigate Science!**

Thursdays – 10:15 a.m. Gather for this cozy **Toddler Time** just right for toddlers! 6:00 p.m. Gather everyone for **Family Time!** Join Miss Lisa in her kitchen or at the Library for books, games, songs, and fun!

Fridays – 10:15 a.m. **Guest Readers** share their favorite books!

The great news is that you can watch them any time after they have aired! Don't miss special events such as craft demonstrations, book clubs, and more!

Join the **Virtual Book Discussion Club** on Thursday, January 21st at 6:30 p.m. to discuss "**Homer and Langley**" by E.L. Doctorow. E-mail lyoungblood@harkerheights.gov to receive an invitation to join this online discussion.

Do you have homework, research, papers to write? The **Library's Virtual Library** at <https://harkerheights.gov/index.php/library> is the place to go for quick access to documentable research, homework help, writing assistance, and more! Check out the "Find Information" and "Community Resources" sections under the "Quick Links" column. All you need is your Library Card!

Happy Birthday Edgar Allan Poe on Tuesday, January 19th on the Library's Facebook page! Celebrate America's renown poet and short story author all day with booklists, poetry readings and more. Check out the Library's displays of horror books and detective fiction throughout January.

Did you know that the Library offers e-books, e-audiobooks, and e-magazines? You can read and/or listen to them on your devices. Just visit the **Library's Central Texas Digital Library Overdrive** site at <https://ctdl.overdrive.com/> or download the Overdrive or Libby app. Use your library card to access the Overdrive online magazine service, e-books, and e-audiobooks!

HUMAN RESOURCES:

The **Parks Department** welcomed a new employee on December 14th. Annalies Stewart was hired for the position of Part Time Recreation Aide.

The **Finance Department** welcomed a new employee on December 26th. Telecommunicator Janice Rivera Gomez promoted to the position of Utility Billing Clerk.

The **Fire Department** welcomed a new employee on January 4th. Nicholas Olson was hired for the position of Firefighter/Paramedic.

The **Police Department** welcomed a new employee on January 6th. Sarah Hoffman was hired for the position of Part Time Telecommunicator.

POLICE DEPARTMENT

The PD has initiated a "**9PM Routine**" to assist the community in remembering to lock up their cars and valuables at 9:00 p.m. every night. This is to help with the recent increase in Vehicle thefts.

Three Cadets from the Temple College Police Academy graduated on the morning of January 6th and were sworn in at the Police Department that afternoon. The swearing in ceremony was held virtually and all three Police Officer Trainees have begun Field Training.

The **Police Department** was recognized by the **Killeen Daily Herald** as being **One of the Best Police Stations in Central Texas in 2020**.

PARKS AND RECREATION

Recreation Superintendent **Jonathan Hanson** and Recreation Coordinator **Darrien Nicholas** both received their **Aquatic Facility Operator (AFO)** certification from the National Recreation and Park Association (NRPA) on Wed, Jan 6. Congrats, Jonathan and Darrien!

Youth Soccer registration is open now and ends this Thursday! COVID-19 Policies and Procedures from the Fall Season will apply.

HPRD will host its first-ever **Disc Golf Tournament** at Purser Family Park on Saturday, January 30. Registration ends on January 25!

Visit our **Virtual Recreation Center** for tips on getting outdoors while social distancing, at-home sports drills, ways to stay active, craft projects, virtual tours of parks and museums, and MUCH MORE.