Mayor and City Council

Mayor
Ty Coleman

Councilor at Large
Mayor Pro Tem
Jan Vigil

Councilor at Large
Kristina Daniel

City Councilor Ward 1
Liz Hensley

City Councilor Ward 2
David Broyles

City Councilor Ward 3
Charlie Greigo

City Councilor Ward 4
Michael Carson
On behalf of Council and staff, I am proud to share our 2020 Annual Report with you. Though 2020 proved to be a challenging year, we continued to work towards achieving the City’s Strategic and Comprehensive Plan goals. We received several grants in order to help businesses and residents alike to assist them during the difficult times brought by the COVID-19 pandemic. Over the past year, we made great strides to make sure that our community feels valued, heard, and understood. Our talented and creative staff collaborated with community stakeholders and businesses to seize opportunities that benefit our entire community. Our Council passed 14 resolutions and 28 ordinances in efforts to enhance our community.

Alamosa is a vibrant full-service city in the San Luis Valley that embraces the future and builds on the past. We are a community where the quality of life, infrastructure, environment, business friendly economic development, and safety, are priorities. We are committed to providing balanced, effective and efficient public services for our residents, visitors and businesses by cultivating a vibrant, resilient and livable city.

We are thankful for the support of our residents, the collaboration efforts of our community stakeholders and businesses, and the wonderful team effort of staff and Council to make our city a welcoming place for all to enjoy!

Best wishes,

 Ty Coleman
Mayor of Alamosa

P.S.

Acronym for T.E.A.M.

Together Everyone Achieves More
HUMAN RESOURCES

As for many of us, 2020 brought many unique and challenging situations for Human Resources with COVID-19. One of the great things is that the department was in a good position for remote work and an electronic hiring process as these resources were put in place last year.

The department held two trainings for employees during the year, the Harassment & Discrimination training was held at the beginning of the year in-person and later in the year we held a Drug & Alcohol Reasonable Suspicion training via webinar.

The department continued the annual maintenance of purging, retaining and destroying records. In compliance with the Federal Motor Carrier Safety Regulations the department ran the first Drug & Alcohol Clearinghouse Query to comply with annual reporting for 24 CDL drivers. The department was also successful at running and preparing the first year of data for the Equal Employment Opportunity Plan that was created in 2019. No discrepancies where found in the data.

This year was also our first year with our new insurance broker and medical carrier. This area is more transparent now for both the department and employees. We experienced a cost savings of approximately $21,000 by switching to consultant fee verses a commission which equals lower administrative cost with the carrier. With the new broker, we have streamlined claims processing, better reporting for in-house reconciling, and employees have access at their finger-tips through a customized portal or concierge service via phone.

The City held its 8th annual Health and Wellness Fair which looked different than what we normally have due to COVID-19. We were only able to offer flu vaccines and blood draw services this year but surprisingly we saw an increase in attendance with 60 employees participating up five from last year. The department on-boarded 39 new hires and processed the exit of 50 employees. Average employment data for 2020 included 148 employees, with 93 full-time and 55 part-time, seasonal and variable hour employees. The department closed out the year with a total of 17 reported work-related injuries.
CITY CLERK AND MUNICIPAL COURT

LIQUOR LICENSING: The City of Alamosa has a total of 42 active liquor licenses. In 2020, there was one new license issued, one transfer of ownership, and one change of location. The following are the types of active licenses held within Alamosa:

- 3 Beer/Wine
- 1 Brew Pub
- 1 Campus Liquor Complex
- 2 Related Facilities to Campus Liquor Complex
- 3 Club
- 7 Fermented Malt Beverage
- 15 Hotel/Restaurant
- 4 Retail Liquor Store
- 6 Tavern

Administrative actions included:
- Renewal and inspection of the City’s 42 licenses.
- 9 Special Events Permits with refunds to those who were unable to hold their events due to the COVID-19 pandemic.
- Processing of one new license
- 1 Transfer of Ownership
- 2 Temporary Modification of Premise applications (due to COVID-19)
- 1 Corporation Change application

Council action included:
- All Special Events Permits held on City Property
- Needs & Desires hearing/decision for one new applicant
- Change of Location hearing for one applicant
- Hearing to determine character for one applicant
BOARDS AND COMMISSIONS

The City has a total of seven boards and commissions including the Historic Preservation Advisory Committee, Library Board, Personnel Board, Planning Commission, Recreation Advisory Board, Tree Board, Homeless Coalition and the Main Street Advisory Committee. While the Housing Authority Board is not an official City board, the City Council appoints the board members per their bylaws. The process in which Council appoints individuals is the same for all board appointments which is by way of application, short interview, followed by official appointment on the City Council agenda. Routine activity for the boards included the annual recruitment process sent out every year in April and appointments in June. This year was a challenging year due to the effects of the COVID-19 pandemic. With the unknowns and restrictions, City Council thought it was best to postpone the annual board appreciation dinner and hold it in 2021. The annual board appreciation dinner is Council’s way of extending their thanks, gratitude and appreciation to those board members who selflessly serve. Prior to the pandemic, a request for proposals was solicited to award a local restaurant the opportunity to host the board dinner. That restaurant awarded was the San Luis Valley Brewing Company. We look forward to having them host a great dinner in 2021.

At the end of 2020, a total of four vacancies across the seven boards and commissions remained. Recruitment will continue to fulfill those vacancies.

RECORDS

The City Clerk’s office handles all open records requests and has complied and responded to numerous requests throughout the year. It is a goal of the office to create a structure for departments in order for compliance and tracking of open records requests to be complete within a timely manner.

It has been a long-term goal of the Clerk’s office and the City to create and implement a central filing system. In 2020, this goal was almost completed only lacking the training of other departments to utilize the system and to finish the destruction of records based on retention. Due to the pandemic, this project was put on hold in order to focus on other priorities.
Moving forward in 2021, the plan is to finish the rest of the process to complete the central filing system, creating the overall procedure that departments can follow, training of retention schedules for each department, and all records filed electronically into Laserfiche. Laserfiche will allow departments to access necessary documents and find historical data from one central location.

**MUNICIPAL COURT**

Municipal Court continuously faces challenges in ways to improve due to legislation changes and other necessary changes to remain effective and efficient, while also being professional, fair and maintaining neutrality. The court continues to hold court sessions four times a month, with the first Monday of every month being an arraignment docket. 2020 brought a variety of challenges in order to continue to operate in a safe manner due to COVID-19. Because of social distancing requirements, court needed to improvise and figure out how to hold court in a virtual format. Court was moved to a virtual format in March 2020, utilizing the Zoom meeting software technology. Defendants were required to attend virtually either by using the Zoom app or dialing in by telephone. The initial court dates were the challenge of defendants first learning how to comply with their attendance but as time went by, it became easier and we saw an increase in attendance. While there is still a challenge of attendance by defendants, the court makes every attempt to ensure court meetings are accessible to all defendants including transports of in custody defendants on occasion, and the need to provide access to the court if a defendant does not have a telephone or access to a computer. Multiple orders were created in order to comply and notify the community of the changes to keep Municipal Court up and running.

Notable events throughout 2020 also included:

- Change in the collection agency from Colorado Central Collections to entering in a contract with BC Services due to Central Collections no longer handling collections services.
- Ordinance allowing a collection fee to be added to defendant’s fines/costs to cover the percentage the collection agency charges.
- Continued collaboration with Center for Restorative Programs in diversion programs.
- Continued collaboration with RMOMS for community service programs.
- Continued use of the JAG Grant to provide defendants with the option of participating in Diversion programs as well as helping with the payment of UPS referrals for defendants who are indigent.

Diversion programs continue to be a great resource and tool for defendants. In 2020, there were challenges of how to still run the programs but creativity was able to allow them to eventually run virtually. Throughout the year, there were 9 juvenile referrals and 44 adult referrals. Of those referrals, 25 were successful, 5 have been meditated, 9 are still pending, 13 were screened out, and only one was unsuccessful.

The Municipal Court continues to balance the budgetary challenges that have been faced in the past with jail fees and court appointed counsel. With the many changes in the judicial system, court appointed counsel fees have decreased over 2020 with very few appointments made in the year. Jail fees have continued to decrease, down 42% from 2019. The City paid a total of $6,091.82 in jail fees in 2020; a notable decrease from prior years but cautionary because the decrease could also have been a result of the challenges that came along with the pandemic.

The underlying policy of the court is directed by Council, although the Judge has a very large role in this as well. The Court continually strives for improvements from every aspect in the roles involved while remaining professional, fair, neutral and as effective and efficient as possible.

**OTHER**

Being the clerk of the Council, there was a need to move City Council meeting to a virtual format as well. Utilization of the Zoom Webinar feature was enabled and it was imperative to learn all the ins and outs of the Zoom technology. Going forward, Zoom will likely continue to be enabled allowing a live stream of the meeting to occur, even when City Council is back to in person formal meetings.
CITY ATTORNEY

City’s Water Supply Augmentation Plan

2020 saw further progress on the City’s application for approval of a plan for augmentation which was filed on December 31, 2019. The City’s plan is designed to cover 30-50 years of future growth by the city, and to incorporate innovative approaches to meeting the requirements of the newly promulgated rules governing groundwater withdrawals in the San Luis Valley. This includes alternative transfer mechanisms to enable the continuation of agricultural operations that provide some of the water rights.

Pursuant to direction from the water court, the current focus is on resolving the sustainability contribution from the two deep aquifer wells purchased by the City. 2021 should see resolution of that issue. The City also entered into an intergovernmental agreement with Subdistrict 6 to address depletions caused by the City’s wells pending final adjudication of the City’s augmentation plan.

Municipal Prosecutions - the COVID 19 effect

Municipal court, as most other City operations, was dramatically affected by COVID-19. All court appearances went virtual beginning in March, and remained that way throughout 2020. This has been less than ideal from a participation standpoint, but the City’s IT department rose to the challenge of implementing technological solutions to enable court to continue throughout the course of the pandemic. The City Attorney’s office looks forward to a return to in-person hearings in 2021, but in the meantime is dedicated to working with the municipal court to continue to function with virtual hearings.

Opioid Litigation

Like numerous other local and state government agencies throughout Colorado and the nation, the City of Alamosa has filed a complaint against manufacturers and distributors of opioids whose false and misleading advertising and negligent dispensing of prescription opioids has contributed to the addiction crisis facing residents of the city. This is part of the nationwide multi-district litigation pending before the US District Court for the
Northern District of Ohio, and part of nationwide settlement discussions. Throughout 2020, the City Attorney has been participating in stakeholder discussions with the Colorado attorney general concerning global settlement structures for this nationwide problem. The issue remains ongoing. As bellwether cases move closer to trial (assuming COVID allows trials to happen), settlement discussions will likely heat up over the course of 2021, and the City Attorney’s office will remain engaged in that discussion.

**Ordinance Changes**

City Council and City staff, including the City Attorney’s Office, continually strive to improve the *Code of Ordinances of the City of Alamosa* (“Code”). Each year usually sees on the order of ten ordinances designed to streamline and improve the City’s Code. Of note in 2020 were ordinances adopting the updated 2020 State of Colorado Model Traffic Code; implementing a process in the Unified Development Code for reimbursing early developers for shared public infrastructure expenses; implementing a process for assessing restitution in municipal court cases; and making sale of alcohol and/or marijuana to minors a municipal offense.

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The Alamosa Police Department is a full-service Police Department that consists of 32 full-time employees (27 certified peace officers and 5 civilian non-sworn employees). There are three divisions: Administrative, Support Services, and Operations. The Chief of Police, Office Supervisor, and Records Clerk make up the Administrative Division. Support Services is overseen by a Captain who supervises two full-time detectives and three Community Services Officers. The Operations Division is overseen by a Captain and consists of four Sergeants, four Corporals, and thirteen patrol Officers.

The Police Department staff has continued to build and strengthen the partnerships and collaborative efforts with our law enforcement partners and organizations not only within our community, but across the San Luis Valley and state. Throughout the year, the Police Department and these partners have developed strategies to address citizen concerns and needs in Alamosa and across the San Luis Valley. These partnerships have helped make an impact on crime and drug use by creating task forces to work high profile crimes which occurred throughout multiple jurisdictions throughout the SLV.

In 2020, the Alamosa Police Department has focused on drug addiction, harm reduction and community transparency and accountability. The Alamosa Police Department has partnered with the Law Enforcement Assisted Diversion program (LEAD). Together, we continue to work with repeat offenders who struggle with addiction. Being a partner with LEAD has provided additional options to law enforcement and community members to help with providing treatment to individuals who struggle with addiction.

**FOCUS**

This year the Alamosa Police Department continued to focus on aesthetics, community, economic development, and environmental responsibility. This focus is supported by continued support and trust of our community and making Alamosa a safe place to live, visit, and enjoy.
**CRIME IMPACT**

The department has focused on many areas throughout the year including drug abuse/use, community policing, crime prevention/reduction, and traffic safety. We continue to build and strengthen partnerships and collaboration efforts by working with other law enforcement agencies, Advantage Treatment Center (Community Corrections), the Alamosa School District, Crossroads Managed Care (Detox), Tu Casa, Department of Human Services, Colorado Restorative Justice Program (CRP) and businesses within our community addressing crime as a whole.

Our focus has been to confront the drug use/abuse and distribution issues to reduce the number of property crimes being committed within our community. To accomplish this, we have focused our efforts on drug interdiction and conducted drug investigations throughout the year. The investigations throughout 2020 have been successful and resulted in the identification and arrest of many offenders using and/or distributing controlled substances.

Training continues to be an important aspect of policing. To accomplish this, our officers continue to receive specialized training in Drug Interdiction and Impaired Driving Enforcement. The department continues utilizing two K-9 teams. By having two canine teams, this allows for a canine to be available and staffed seven days a week. Throughout the year, these teams have made an impact and assisted officers with recovering drugs, money, and other associated illicit substances and apprehension of those suspected of transporting drugs to and through our city. By impeding the drug trade we hope to impact the overall crime rate.

**EMPLOYEE EDUCATION, DEVELOPMENT AND TRAINING**

The City of Alamosa and department continue to promote the development and formal education of our officers who have taken advantage of our partnership between the department and Columbia Southern University. We continue to promote higher education and work with every officer to assure they have the resources and support needed to continue their education.
As part of our strategic plan, we promote succession planning and provide officers and supervisors with training opportunities to prepare them for advancement within our department. This year officers at all levels continue to receive training in First Line Supervision and Management. These trainings have been provided by resources such as the FBI Law Enforcement Executive Development Association, Colorado Association of Chiefs’ of Police, Colorado Peace Officers Standards and Training, and the Colorado Sheriffs of Colorado.

**PARTNERSHIPS AND COLLABORATION**

Our department continues to partner with the Alamosa County Sheriff’s Office, Adams State University Police Department, the Colorado State Patrol, Parole, Probation and other local organizations. We have developed a great working relationship with the U.S. Marshall’s Office, Drug Enforcement Agency (DEA), the Colorado Bureau of Investigations (CBI) and the Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF).

We continue to be active with the Community Corrections Board, Screening Committee, San Luis Valley Behavioral Health, and are participating in Drug and DUI Court. The Restorative Justice Program continues to grow across the San Luis Valley, with the Police Department and Municipal Court being an important part of that program.

Although the School Resource Officer program was not awarded a contract in 2020, we continue to provide services on the Alamosa School District campuses. We continue working with the institution personnel in providing alcohol and other drug education, maintaining a safe campus environment, serving as law enforcement problem-solving resource persons, and providing the appropriate response regarding on-campus or school related criminal activity.

**COMMUNITY PROGRAMS**

In 2020 the department continued to work with the community and continues to develop the Neighborhood Watch Program. Officers holding meetings encouraging community
members to become more involved with these programs, attend meetings, and report crimes as they occur and be good witnesses.

“Shop with a Cop” continues to grow and be a success. This year the program has held several events. The purpose of the program is to foster positive relationships between youth and officers. By partnering with the Department of Human Services, the Alamosa School District, and other community organizations young kids, K - 6th grade are selected each year during the end-of-the-year holiday season to shop at one of the local area stores to purchase gifts for members of their immediate family. Each child is allocated a small amount of money to spend. Approximately 1-2 children are assigned to each police officer, who then guides them around the store and assists in selecting appropriate gifts for each family member. After shopping, the children will eat lunch, wrap their gifts, and continue to get to know the police officers.

Alamosa Police Officers focus on Community Policing as a whole. Officers conduct meetings and hold events that promote community involvement and support. Such programs include Crime Prevention and Asset Protection Program, Community Arts and Crafts Program, Walgreen’s Red Nose Program, City Services Fair, Fright fest, Community Car Washes, Career Fair, DEA Drug Take Back, Migrant Education Program and Save the Children literacy programs. By being involved and visible within the community, officers are easily accessible and approachable to citizens and our youth. These programs also build trust and legitimacy within our community with the citizens as a whole.
EMPLOYEE WELLNESS

The Police Department continues to promote and take pride in the overall wellness of staff and continues to participate in a Wellness Program. Officers trained through the Cooper Institute as Fitness Specialists work together as a team and members of our department and City to promote wellness. These officers can recommend training programs and meal plans designed for the specific person to improve their health and wellness. By having this expertise on staff, our department can reduce injuries and increase the overall health of employees.
FIRE

Services
The Alamosa Fire Department responds to fire and rescue calls within the city of Alamosa and the south half of Alamosa County. In addition to call response, the department provides ARFF services to the San Luis Valley Regional Airport, and provides fire prevention and life safety classes.

Call Volume
In 2020, the department responded to 251 calls for service within the city limits and 175 call in the county for a total of 426 calls. Call volume continues to increase about 10% per year. In 2019 we responded to 223 calls in the city and 168 in the county. In addition to fire calls, the department provided ARFF stand by services for 246 flights at the airport. There was also an increase in auto accidents within the city.

Mutual Aid
All fire departments in the San Luis Valley are tied together under a Valley Wide Mutual Aid agreement in which we all agree to provide assistance to each other when needed. There is also an auto aid agreement with the Colorado Division of Fire Prevention and control which provides assistance if needed.

Inspections and Fire Prevention
In 2020, the Alamosa Fire Department provided 133 inspections for commercial buildings, schools, day care facilities, medical facilities and residences. Due to the COVID-19 pandemic, our Fire Prevention programs were reduced significantly.

Training
In 2020 the City and the Alamosa County Fire Protection District jointly funded a fire training facility. The building is used for live fire training, structure search and rescue, and ventilation. Firefighters received in-depth training on the use of the facility after the
facility was constructed in April. The facility is available for use by all fire departments in the San Luis Valley.

**Equipment and Personnel**
The department is currently staffed with 30 firefighters. Our staffing levels have remained consistent the past four years with little turnover. We strive to provide our staff with quality training programs within the department as well as sending staff to training classes in the region.

In addition, we cross-train with our primary mutual aid partners, the Monte Vista Fire Department and Mosca- Hooper Fire Department. The Alamosa Fire Department operates from two locations, Station 1 is located at 425 4th Street and Station 2 is located at 2827 Vigil Way.
INFORMATION TECHNOLOGY

In 2020, the IT department worked with multiple vendors and agencies to prepare and coordinate the complete removal and replacement of the Digital Ally law enforcement video recording system. The new Axon system provides a unified platform to manage all body worn cameras, in-car dash/back seat cameras, and TASER less lethal weapons. Each police vehicle underwent an upfitting process with the support of City Shops and multiple Axon technicians. IT used the opportunity to deploy software upgrades to the police Mobile Data Terminals (MDTs) including a new methodology to connect officers to secure data resources such as access to national and state crime databases and internal records system management applications. As part of the upgrade, Axon provided multiple training sessions to educate both officers and staff positions on the use of the new system. Throughout the process many officers expressed excitement about the equipment which has proven to be more reliable and user friendly than the previous system.

Continuing on the partnership with the Police Department, IT was able to assist APD in the deployment of a mobile cellular network repeater called a “COLT” - a truck equipped with satellite connection and small cell tower. Under contract with AT&T, a COLT can be deployed for public safety purposes anywhere there is insufficient cellular network access.

One of the biggest challenges the IT Department navigated in 2020 was the response to the COVID-19 global pandemic. As much of our workforce either switched to work-from-home or heavily relied on technologies like Zoom to remain connected, IT played a major role in coordinating the efforts to uphold high levels of safety. Some key projects IT took on during this time were the ordering of temperature scanner / hand sanitization kiosks, the purchase and distribution of laptops and printers, the expansion of the City’s VPN infrastructure, and the procurement of PPE and other related materials. Working with Amazon, the IT department was able to designate the City as a qualified purchaser of COVID related products which allowed for bulk purchasing of products that were otherwise unavailable to the general public. Working in cooperation with all other departments, the City was able to quickly transform the way we work and kept employee health the highest priority.
As the City has expanded its fiber optic network, an opportunity has risen to expand and update the security camera system at City facilities. An additional camera server and many new cameras were added in locations around the multi-use pavilion, rodeo grounds, Lee fields, and St. Benedict Campsite. IT is also replacing older camera systems as they reach end of life. All cameras in the public library and many cameras around City Hall have been upgraded or added to the new system. By utilizing dedicated strands of fiber for each location, the security camera system is robustly secure and does not compete for the same resources as the City’s business network. The IT Department also celebrated the training achievements of Christian Batzer and Brandon Gallegos who earned VMware Certified Professional status after completing a month-long course and week-long intensive training. The City uses VMware as a datacenter virtualization platform and is critical to the operation of the City’s infrastructure.
ECONOMIC DEVELOPMENT

A Challenging Year!

The Economic Development Director position has only been a City position for two years, but the outcomes have been dramatic. The director continued to make progress this second year, despite a great deal of time and focus devoted to business support surrounding the COVID-19 event. City Council was able to provide multiple resources and support to assist those businesses negatively hit by the challenges faced in 2020. Over $200,000 was provided to local businesses first as a 0% loan and then forgiven due to the allocation of CARES funding. This helped over fifteen businesses survive 2020. The City also participated in the State Business Relief Program and issued over $60,000 in small business grants to seventeen businesses.

The newly formed Main Street Committee has continued to meet by Zoom and is actively engaged in helping to find solutions for existing business and downtown challenges, as well as ways to improve the downtown and begin implementing elements of the Downtown Plan. The City’s Downtown Plan was the recipient of the Governor’s Award for a mid-size city! That recognition has resulted in invitations by state organizations to provide presentations on the plan and execution.

The director also started work on creating a more robust Economic Development link gathering pertinent information for the City of Alamosa website. The City is working with ASU Students who are helping collect information to make recommendations. We are continuing the work this first semester of 2021 and should have some noticeable improvements very soon.

In response to the COVID-19 event we continually supported Alamosa businesses in various ways: information disbursement, funding application support, three rounds of city 0% interest loan (turning into grants) and assisting in provision of outdoor options helping to extend occupancy for some of our hospitality related businesses.

Through challenging times, we continued to do positive things in Alamosa. Working with the Chamber and other partners we participated in re-creating events compliant with current restrictions, helping to bring activity downtown. We also created a video
highlighting Alamosa and its resiliency, which was used to promote our community to residents and hopefully bring a sense of pride in living and working in Alamosa.

The City continued promotion of the Façade Grant Program to businesses and awarded a few during 2020. There are others awaiting the passing of restrictions and the return of increased business in order to enable them to match the grant for improvements.

The department participated fully on many COVID related Task Forces and other groups working together on possible projects and support of businesses. During 2020, the director made many new contacts that have grown into coordination and collaborations with a great many partners working toward similar goals.

Although the Sector Partnerships the City offers staff support for was not as active in 2020, they continued to have consistent communications and activity in the Value Added Ag Sector partnership. The Healthcare Sector Partnership was not active mostly because of the added stress on our healthcare partners during this time.

**Facing Forward**

In 2020/2021, Alamosa continued to draw new business interest including some interest in locating national chain companies in our community. Some are in earlier development stages and one is finalizing building improvements to open its doors in early spring 2021. A downtown business has a plan of expansion to house hundreds of employees. They are progressing through an adjacent building purchase and architectural design. This will boost downtown businesses, especially in the food service field.

Existing housing development expansion and new housing development is gaining interest. An example is the Iron Horse Apartment development which is scheduled to begin construction in early in 2021. We are in hopes of finding ways to create more housing for Alamosa in the future to help in recruiting and retaining critical workforce.

The Economic Development arm of the City of Alamosa made hundreds of business contacts. There is momentum from all areas of the city, working together with City Council, to support potential and existing business. As part of this, Deacon Aspinwall, Public Works, created a New Business Guide
PARKS AND RECREATION, GOLF & LIBRARY

An already growing outdoor recreation scene was fueled by the pandemic, driving more new users and repeat visits from residents to parks, trails, and growing outdoor amenities. 2020 was also the first year that the Cattails Golf Course operations were under the City of Alamosa. Leadership was pleased with the smooth transition, professional operation and community benefit the course provided in 2020. The course beat revenue projections despite intermittent COVID-19 related closures and/or limited services.

At just about 24 miles, the City’s trail system has more than doubled in the last five years as the department continues to respond to resident’s top priorities as expressed in the 2017 Comprehensive Plan Update. Staff continues to analyze and work on an arterial Riparian Park to Refuge Trail Master Plan that would connect all the trails to the open space areas. As pandemic-related stories of trail systems being overrun with use in more populated areas, conservation and responsible use will continue to be at the forefront of the department’s mission. Capital park and trail projects continued in the city in 2020. Montana Azul Park is nearing completion and will be open for use around mid-year in 2021.

Division Summaries – Community Recreation Division

Traditional recreation programming was forced to evolve and pivot given the move away from indoor activities. Virtual classes, more outdoor programming, and cohort style instructional programs were creative and effective at giving kids and the community needed leisure activity. The indoor/outdoor Alamosa Multi-use Pavilion and Ice Rink have proved especially valuable during the pandemic with the ability to operate safely in the open air.
Outdoor Recreation Subdivision

The pandemic in 2020 altered the way in which many residents recreated; instead of indoor and large group activities, many people went outdoors and largely on their own or with members of their own household. This was evidenced by a noticeable increase in the activity on trails and in open spaces. This year staff also worked diligently to expand and improve access to outdoor recreational amenities which aligned well with the recreational trends during the pandemic.

Trails and Open Spaces

Early in 2020, the City contracted with Robins Construction to build two ADA accessible fishing jetties and a boat access point at Blanca Vista Park. Fishing habitat improvements were also made by deepening pockets of the pond and adding large rock and root wads. This project was funded by a Colorado Parks and Wildlife grant. Later in 2020, the San Luis Valley Great Outdoors trail crew worked on the remaining portion of the Pelican Loop, completing the 1.5-mile crusher fines trail around the parameter of the pond.

Trailhead kiosks with updated trail maps were built and installed by Miller Construction at four different locations around the Alamosa Trail Network. The new trail maps were added to the website and they are available in English and Spanish. Trail work, both new trail construction and closure of social trails, continued in 2020 at the Alamosa Riparian Park, the City Ranch, and the Toivo Malm Trail Network with the help of Southwest Conservation Corps and the San Luis Valley Great Outdoors Action Team (the GOATS).

Finally, construction began on a boat ramp at the North River Pavilion that will allow access to the Rio Grande for non-motorized boats. Construction will continue into 2021 and will include another boat ramp at the State Avenue bridge. This project is funded
largely by grants from the Colorado Water Conservation Board and Great Outdoors Colorado.

**Programming**

While outdoor recreation programming was greatly reduced in 2020 due to the pandemic, the popular Weekends on the Rio (WotR) passport activity series continued. WotR was reworked to encourage social distancing and self-guided outdoor activities. Through the program, dozens of children and their families were able to go outside and participate in archery, geocaching, standup paddle boarding, yoga, and more. Outdoor recreation in Alamosa received a large boost this year as Great Outdoors Colorado committed to funding the San Luis Valley Generation Wild Coalition with $1.8 million over the next 3 years. Alamosa Parks and Recreation will receive a significant portion of the grant to advance outdoor recreation programming.

*The Department’s mission is to enhance the quality of life for youth and adults by providing affordable and quality year round recreation, leisure, and community activities.*
2020 Youth Services at Alamosa Public Library

Storytime

2020 started out with the regularly scheduled Storytimes on Tuesday and Friday mornings, called ‘Sweater Weather Storytime’. There was attendance of 430 in January and February.

The library also offered a story/activity time for kindergarten and elementary school-age children called the Weekend Kick-Off Kids Club, which was held on Friday afternoons at 1:00 during school’s early release. Students joined Ms. Holly from 1:00 p.m. until 2:00 p.m. every Friday at APL for stories, silliness, music, games, crafts, and even special guest stars. While each week held something new, literacy enrichment was the heart of every session.

Based on recommendations from the CDC & CDHPE, all organized recreation and library programming were suspended on Monday, March 16, 2020.

Looking for a way to reach her regular attendees, Youth Services Librarian, Holly Van Hoy, stepped up and created her very own virtual Storytime on the City of Alamosa Public Library YouTube channel.

Summer Reading Programs

The theme in 2020 was “Imagine your Story.”

Still being closed in June and July virtual storytime videos were created using the theme “Imagine your Story” in lieu of regular in-person Summer Programming gatherings. As the summer progressed we discovered our talented Judith Boyd could film and create videos - and so a team was born, creating dynamic videos for our patrons.
To provide hands-on activities, staff and teen volunteers put together children’s’ engaging project packets. 572 packets were distributed safely from the Story Room back door.

Summer Reading Programming also included virtual performances by Linda Batlin, David Williams, Indiana Bones and Steve Weeks.

The attendance for our Summer Reading programming in June & July was impressive with 562 views. We had 125 readers registered for “Read for Beads”.

Staff invented a new community program: Larry the Library Gnome. Using the virtual platform the community was engaged to ‘Find Larry’ who was at different merchant locations during the 9 weeks of Summer Programming. Judith Boyd created some “breaking news updates” on Larry the Library Gnome’s whereabouts. They are super popular (and hilarious)! It has been a wonderful way to keep the momentum of the program going!

A touching story that captures the library’s impact on the community is Luke, who participated weekly during our Summer Reading Program and dressed as Larry the Library Gnome for Halloween this year. His mom emailed us to say, “Thank you for inspiring my kiddos to read.”

Teen Volunteers

These teens take time to volunteer showing outstanding character and resolve to make a difference. KUDOS to our 3 teen volunteers.
**YA Programming**

We created a “Teen Lounge” that we hope will meet the needs of the teenage patrons. “Homework Help” bags were made as giveaways. New bulletin boards and signage were hung, making it clear that this is a space reserved for our teenage patrons.

**Teen Summer Reading Program**

Jaymie Coffman and Holly started the new SRP teen programming while we were closed for COVID-19. The new programming had to be virtual. The plan consisted of a separate literacy challenge geared toward our teen registrants. There was a prize of a YA book raffled off each week. 7 teens were registered!

The first teen Readers’ Roundtable was started during the summer. With a virtual poster of YA titles, teens chose one of the titles to read and as a group have open virtual discussions.

“Our goal as a group is to read every book on the “poster!” says Jaymie. “Members send messages to the group when something shocking happens in the book they're reading or, hopefully, to recommend their book to other members.” Our hope is that Readers’ Roundtable will become a source of thoughtful discussion for our teen members.

**Tours**

Ms. Holly was contacted by the staff at Trinity Lutheran School just before the COVID-19 closing for our first school tour of the new year! She planned new stories and activities since the older students in this multi-grade crew came for a tour last year. Also, several children in attendance were regulars of Storytime before starting school! After our tour of the library, we retired to the Story Room for a rousing, cheering version of *Open This Little Book* by Jesse Klausmeier and Greg Pizzoli's hilarious and encouraging *The Book Hog*. 
**Special Events**

Reading Rangers Sydney Stover and Patrick Myer, the Singing Ranger of the Great Sand Dunes, put on special programs at the library in January and February.

Ranger Sydney put on an awesome session she titled “Winter Stargazing” January 14, 2020 where 26 children attended with their guardians.

Ranger Patrick has been working at Great Sand Dunes for 25 years and has done many a “Singing Sands” program for children of all ages! He brought along a lot of wonderful and educational extras, including a real (stuffed) kangaroo rat! This event was on February 14, 2020 where 35 kids and 30 adults attended.

**Dr. Seuss’ Birthday Event**

Alamosa Public Library celebrated Dr. Seuss’ birthday on Friday, March 6, 2020. Folks enjoyed a reading of one of Dr. Seuss’ classic books, snacked on green eggs and ham, decorated perfectly “Seussical” cupcakes and competed for the most zany of Seuss-inspired hats at the crafting table. Children made a “One Fish, Two Fish” finger paint puppet and had their pictures taken with the famous Cat in the Hat. Kiddos participated in the “One Fish, Two Fish” guessing jar and prizes were given at the end of the event. Raffle winners received their own copy of one of Dr. Seuss’ classics. – There were 100 children and parents that came to play.
Alamosa Public Library hosted their annual Stuffed Animal Slumber Party, featuring a live virtual Stuffie Slumber Party Storytime and take-home project packs to enjoy over the weekend while their stuffed animals are sleeping safely in the library. Stuffed animals were dropped off at the library’s story room door using COVID-19 safety protocols, on the Cole Park side of the building at 300 Hunt Avenue on Friday night. Stuffie pick-ups along with photos of the event were scheduled for the following week via curbside appointment. Participants also enjoyed a fun video filmed the night of the party.

**Community Involvement**

**Curbside Service:** Due to the COVID-19 closure in March, staff implemented this new service for patrons in May 2020.

- This service allowed patrons to access materials from the library while maintaining social distancing practices
- The Library is able to provide educational resources to our community; especially, students and parents who were homeschooling
- We provide materials that can make a difference in how our community deals with their isolation and encourage participation in the “Stay-at-Home” order by giving patrons resources.
2020 started off as a normal year for the Street Department with the typical snow storms and cold weather. This kept crews busy throughout the winter. As time was available, the department built a burn pit and set up the newly purchased air curtain burner and began burning green waste. Other routine maintenance procedures were carried out throughout the year such as excavation permit reviews and approvals, painting, gravel road and alley grading, catch basin cleaning, street sweeping, storm inlet maintenance, sign repairs and installations, fall leaf clean up, and maintenance of downtown street lighting. We performed pothole patching of 1,921 potholes, and the department repaired fifteen soft spots and crack sealed over 11,381 linear feet of roadway with 7,136 lbs. of material.

A historic snowstorm in early September, brought fourteen inches of heavy wet snow. This proved to be an exceptional challenge as it brought down trees, limbs and power lines throughout the city. This greatly hindered snow removal operations as crews had to cut and remove trees and limbs as they plowed snow. Temporary drop-off sites were created so that residents could haul their own limbs to these locations and be removed by city crews at a later date. An estimated 8,700 cubic yards of limbs were removed by city forces from the streets and drop off sites.

The Division managed the 2020 Streets Capital Improvement Program which included the following projects:

**First Street Phase IV**

This project began from the east end of the 2018 phase two project and continued east to Bell Avenue, stopping short of the intersection. The project included the installation of sidewalks, ADA corners, curb and gutter, driveway cuts, and approaches for residents and businesses. New infrastructure such as storm lines and catch basins were installed as well as many other utility upgrades and relocations.
Preventative Maintenance

Preventative maintenance includes many methods for improving the drivability and longevity of roads. The first being a chip seal, which was applied to Twentieth Street from Old Sanford Road to State Avenue and to Cemetery Road from State Avenue to the flagpole in the cemetery. Another application was a plant mixed seal coat that was applied to River Drive, Wildwood Place, and Fourteenth Street from Ross to Alamosa Avenue, State Avenue from the bridge to Cascade and Eleventh from Hwy 285 to Railroad Avenue.

The 2020 Concrete Replacement Program had thirty residents participating. We replaced 1,561 linear feet of curb and gutter, replaced 7,911 square feet of sidewalk and driveways, and installed six ADA compliant ramps.

The street division also assisted with the removal and installation of art pieces associated with the ArtScape Program. Staff provided multiple in-kind services for many events and coordinated assistance with Alamosa Police Department on the Alamosa Roundup, Parade of Lights, Fourth of July Parade and Veteran’s day Parade, as well as many road closures for other special events.

In addition to the projects above, the division purchased a new single-axle dump truck with plow and sander. The department also cleaned the Hickory Jackson Ditch, conducted traffic control as needed, provided signs for COVID-19 testing events, conducted the Large Item Pickup in the spring and fall, assisted the Recycling Center with the removal of yard waste from the center to the pit (bi-weekly) and removed the crushed glass to the storage area at Twentieth Street yard (monthly). The Street Department also assisted other City departments as needed.
Volumes associated with 2020 Streets improvement program and daily operation are as follows:

Unclassified excavation and Hauling: 16,580 Yards
Tack Oil: 1,555 Gallons
Chip seal Oil-- CRS2P--: 5,298.18 Gallons
Plant Mixed Seal Coat: 370 Tons
Hot Bituminous Pavement: 3,353.33 Tons
Pit Run: 11,253 Tons
Geotextile Fabric: 14,500 Square yards
Class 6 Road Base: 7,266 Tons
Potholes Patched: 1,921
Salt Sand/Red Sand: 298 tons
Paint: 695 Gallons
Glass Beads: 2,800 pounds
Excavation permits approved: 68
Crack Sealant: 7,136 Pounds on over 11,381 linear feet of street
Sidewalk: 3,550 square feet
Curb and Gutter: 3,777 linear feet
ADA corners: 38
Storm inlets: 21
Sweeping Debris removed: 2,000 Yards
BUILDING DEPARTMENT

In 2020, there were 172 permits issued with a total valuation of $18,188,551. Building permit fees collected totaled $319,792.72, of which $2,670.02 were for plan review, $166,724.87 for Use Tax, $73,960.81 for building permit fees, $500 for Temporary Certificate of Occupancy, $18,991 for water assessment, and $56,946.02 in service tap and plant investment fees. In 2020, 27 new single family dwellings were started, 4 multi-family dwelling projects began, 6 new commercial structures, and numerous remodel, alterations, and roofing projects. There were 141 contractor licenses issued.

Facility Maintenance had the opportunity to assist in the following projects:

- City Hall exterior bathroom remodel
- Installation of exterior walk-thru door at Police Department training facility
- Office remodel for Activities Director in the Parks and Recreation Center
- Mechanical pump replacement at the Parks and Recreation Center
- Numerous plexi glass windows installed at City Hall, the Library and Parks and Recreation Center
- Automatic door operators at Recreational Center
- HVAC roof unit replacement Water Treatment Plant
- Roof replacement at Waste Water Treatment Facility
- New roof construction at Murphy Well House
- Installation of Electric Vehicle Charging Station at City Hall
- New construction of the Rickey Recycle Center bail storage building and loading dock
- Overhead door repairs at the Fleet bay wash and Sanitation buildings
- Floor painting at Parks and Recreation Center and Streets Maintenance office
- LED light tube replacement in the Police Department office
- Office construction for Economic Development Director
- Partial roof repair at City Hall
PLANNING AND DEVELOPMENT

There were a total of 67 land use applications processed by the Planning Division in 2020, in addition to many other zoning and land-use related questions and referrals. Seven of these required review by the Planning Commission. Two major developments are currently underway: The Iron Horse Multi-family Affordable Housing Development as well as River Trece 2 Phase 7. The Division also held the second annual training session with the Planning Commission to examine the newly-adopted code, train new members, and review best practices for planning commissions and meetings.

At the beginning of 2020, City Council adopted the new fee schedule to match the requirements and applications of the Unified Development Code. These fees reflected the time, publication, and recording costs associated with processing the various land use applications.

Several projects were in process during 2020. The Water Efficiency Plan was adopted by City Council in May of 2020 and accepted by the Colorado Water Conservation Board in November. The impacts of COVID-19 provided the impetus for the implementation of the Downtown Design Plan. During the 2020 summer, the City completed a traffic study verifying to CDOT that Main Street can be reduced to two lanes. Staff is currently working on obtaining striping and traffic control plans so that this reduction can be completed in late spring of 2021. In the meantime, 6 parklets and protective barriers were placed throughout downtown to expand outdoor dining opportunities. Also, streetscape amenities have been ordered to be placed in the newly reclaimed space, such as planters and seating elements. Finally, the Housing Needs Assessment was kicked off, and the draft needs assessment was available for review in late 2020. The final needs assessment and action plan are expected to be complete in May of 2021.

The city continued to grow its GIS program. Major projects completed include an interactive park and recreation map, a complete inventory of City sidewalks and their condition, and virtual tours of the 2020 Artscape and historic properties.
**SOLID WASTE DIVISION**

The Solid Waste Division collected and hauled a total of 3,039 tons of commercial waste from over 400 different customers and also hauled a total of 2,431 tons of residential waste from over 2,400 Alamosa residences. Yard waste accounts have increased by 4% now totaling over 500. We made 312 extra pickups, which consisted of a resident request for pickups of larger items, materials not normally allowed in the dumpster or as a courtesy to customers who failed to deliver their containers to the curb or alley on time.

![Garbage Truck]

**RICKEY RECYCLING CENTER**

The Rickey Recycling Center saw significant usage growth in 2020. The shipping method was changed to work with a broker to ship loads on semi-trucks instead of a privately contracted hauler using his own equipment. The product mainly shipped out was cardboard for most of the year due to only being able to load flatbed trailers with the equipment available to us until we completed a loading dock and ramp later in the year. We received a Recycling Resources Economic Opportunity grant for $44,594.02 which helped to construct a pole barn-style building to cover and protect our recycled materials bales from the weather. In order to maximize efficiency and profitability, we can now store the bales longer at our facility. With the new loading dock and ramp, we can also load enclosed semi-trailers with our other materials that need to be kept out of the elements. With the changes made to our shipping, the City managed to send out 744 bales totaling over 333 tons, with 616 of these bales being cardboard. This equals
approximately $27,000 worth of revenue to the program. We crushed 70 tons of glass, which is a slight increase from 2019. This, combined with our materials collected and baled, helped us divert 520 tons of materials from the local landfill.

**FLEET MAINTENANCE**

Fleet Maintenance is part of the Public Works Department but works with all departments within the City of Alamosa. The division is staffed with three full time employees and is responsible for 279 pieces of equipment ranging from lawn mowers, police cars, dump trucks, trash trucks, fire trucks, and heavy equipment such as backhoes, loaders, and graders. Fleet Maintenance is also responsible for the service and repair of all City owned backup generators, recycling baler, and glass crusher. In 2020, Fleet Maintenance completed 410 work orders, 148 preventive maintenance services, replaced 94 tires and repaired 34 flat tires. This is a 4% increase in work orders, 6% decrease in preventive maintenance services, and a 15% increase in tire replacement. The division replaced 4 aging stompers and a walk-behind saw. The City added two variable message boards and a trench burner to the fleet. To increase safety, the message boards will help alert the public of upcoming hazards or events, and the trench burner helps to control the large amount of green waste that the City has accumulated. We also added a vehicle for the cemetery personnel to accomplish day to day tasks. With the events related to COVID-19, we anticipate delays for several items that were ordered in 2020 For example, the hook
WATER TREATMENT

The water treatment plant produced a total of 665,528,151 million gallons of potable water. East Alamosa received 52,761,632 million gallons. The City purchased two sets of treatment membranes and utilized staff to refurbish and transfer the membranes into operation. Staff has been working on contract negotiations for future purchases of membranes. This will allow the City to plan accordingly for future membrane replacements.

The Colorado Department of Public Health and Environment Water Quality Control Division performed inspections of the water facilities, records, and cleanliness for the City of Alamosa and East Alamosa. The City was excited to receive high marks from the State from the inspections.

truck for the recycling center that was ordered will not be received by the City until later in 2021.
WASTEWATER TREATMENT

The Wastewater treatment plant received, treated, and discharged 392,585,200 gallons of water in 2020 with an overall removal rate of all impurities in excess of 98 percent. All testing schedules and requirements were achieved, with a total of 649 samples being analyzed. The tests are normal requirements by the Colorado Department of Public Health and Environment (CDPHE) and the EPA.

The division also took 30 additional samples that were used for quality control. The City has been operating under the old National Pollutant Discharge Elimination System permit that expired October 31, 2019. Staff have submitted all applications to Colorado Department of Public Health and Environment for a new permit and will be working with an outside firm and the CDPHE on further developing the new permit. Staff is identifying all operational changes that will be required to meet the new metals standards that may be imposed on the City. Staff submitted two separate Mix Zone Studies to the CDPHE this year. We expect that CDPHE will accept the results and should conclude the required work associated with Mix Zone Evaluations. Staff also installed a new grit separator in-house in order to save resources. Clarifier #1 was drained and maintenance was completed with surface cracks filled in.
The City Finance Department is responsible for any type of monetary provision for the City with the primary goal of providing accurate and accountable financial information to City Council, the citizens of Alamosa, and City staff. The department does all billing and collecting for City utilities, Special Improvement Districts, Sales Tax Licenses, contracts, and leases. We are responsible for all payroll related activities and reporting for up to 200 employees. The department prepares and administers the City’s annual operating budget and five-year capital plan. As part of this administration we are responsible for validation and timely payment of all invoices and requisition requests. In addition to performing a variety of general accounting activities, the department also invests City funds, assists with financing activities, participates in policy analysis and formation, and ensures City compliance with federal and state legislation, as well as the City’s Charter, ordinances, and policy requirements. Finance staff works hard to meet the requirement of the annual financial audit, which is crucial to the receipt of funding from federal and state sources.

The main operating fund of the City—the General Fund—was comprised of more than $11.5 million in expenditures and $12.2 million in revenue during 2020. The Department also accounts for all other funds including proprietary and fiduciary funds. This accounting includes making certain that revenues and expenses are reported for the proper fund and department, as well as the proper budgetary line items.

In 2020, The City was able to secure approximately $560,000 in Federal CARES Act grant funds to assist the community during the COVID-19 pandemic. Along with measures to make Alamosa COVID compliant and ensure the safety of our employees, community grant funds were utilized to award small businesses approximately $200,000 in grants, community members benefited from a utility assistance program, and downtown projects were implemented to enhance the area and make it safer for downtown dining and shopping.

2020 represents the first year of the voter approved .5% sales tax to fund the Street Trust Fund to be used solely for street maintenance and improvements. Sales tax collected approximated $1.4 million and street improvements expenditures were $1.4 million.
The City has been very aggressive and successful in leveraging City funds with grants. Over the last five years, the City has received over $10 million in grants with a 77% success rate.

The following tables provide an overview of the City’s revenue and expenditures for the year 2020. More information is available on the City’s website, where you can view the 2019 audited financial statements and the 2021 budget.

### 2020 City of Alamosa Revenue All Funds

*Unaudited Figures as of December 31, 2020*

<table>
<thead>
<tr>
<th>Revenue Source</th>
<th>Total Collected</th>
<th>% of Total</th>
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<tbody>
<tr>
<td>Charges for Services</td>
<td>$6,922,060</td>
<td>27%</td>
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<tr>
<td>Fines and Forfeits</td>
<td>$79,513</td>
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<tr>
<td>Franchise Fees</td>
<td>$362,138</td>
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<td>Grant Revenue</td>
<td>$2,071,076</td>
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<tr>
<td>Internal Transfers</td>
<td>$3,013,530</td>
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<tr>
<td>Licenses, Fees and Permits</td>
<td>$122,853</td>
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<tr>
<td>Misc. Tax</td>
<td>$583,383</td>
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<tr>
<td>Misc. Revenue</td>
<td>$611,605</td>
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<tr>
<td>Property Tax</td>
<td>$590,433</td>
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<tr>
<td>Sales Tax</td>
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<td>45%</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>$25,85,367</strong></td>
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### 2020 City of Alamosa Expense All Funds

*Unaudited Figures as of December 31, 2020*

<table>
<thead>
<tr>
<th>Fund Name</th>
<th>Total Per Fund</th>
<th>% of Total</th>
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<tbody>
<tr>
<td>ACLC Debt Service</td>
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<tr>
<td>Capital Improvements</td>
<td>$68,500</td>
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<td>Capital Projects Fund</td>
<td>$0</td>
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<td>Cemetery Endowment</td>
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<td>Community Recreation</td>
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<td>Conservation Trust</td>
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<td>Employee Benefit</td>
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<td>Enterprise fund</td>
<td>$5,212,727</td>
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<td>Enterprise Debt Fund</td>
<td>$626,266</td>
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<td>Firemen's Pension</td>
<td>$42,560</td>
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<td>General Fund</td>
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<tr>
<td>Street Improvement Fund</td>
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<td><strong>Total</strong></td>
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<td>General Fund Expenses Only</td>
<td>Total Expense</td>
<td>% of Total</td>
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<tr>
<td>---------------------------</td>
<td>--------------</td>
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<tr>
<td>City Council</td>
<td>$ 80,637</td>
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<td>Legal Services</td>
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<td>Municipal Court</td>
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<td>$ 285,951</td>
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<tr>
<td>City clerk</td>
<td>$ 100,881</td>
<td>1%</td>
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<tr>
<td>HR/Risk Management</td>
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<td>Finance</td>
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<td>Non-Departmental</td>
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<td>Information Technology</td>
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<td>Economic Development</td>
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<td>Public Safety</td>
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<td>Public Works Admin</td>
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<td>Street Maintenance</td>
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<td>Building Inspection</td>
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<td>Fleet Maintenance</td>
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<tr>
<td>Cemetery &amp; Parks</td>
<td>$ 639,326</td>
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<tr>
<td></td>
<td>$11,521,953</td>
<td>100%</td>
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