



Annual Report 2011



CITY OF KLAMATH FALLS ANNUAL REPORT

Table of Contents



<i>Mayor's Message</i> 1
<i>2011 Photo Highlights</i> 2
<i>City Manager's Message</i> 3
<i>Our Organization</i> 4
<i>Committees & Commissions</i> 5
<i>Airport</i> 6
<i>Finance</i> 8
<i>Police</i>10
<i>Administration</i>12
<i>Legal</i>12
<i>Community Development</i>13
• <i>Planning Division</i>14
• <i>Parks Division</i>17
• <i>Business Licenses</i>20
• <i>Code Enforcement</i>21
<i>Public Works</i>22
• <i>Streets & Fleet Maintenance Division</i>24
• <i>Engineering Division</i>27
• <i>Wastewater Division</i>28
• <i>Maintenance Division</i>29
<i>Human Resources</i>30
<i>Message from Councilwoman Seiler</i> <i>Inside the Back Cover</i>

MESSAGE FROM OUR MAYOR



Mayor Todd Kellstrom

I hope you enjoy this year's version of the Annual Report. It has been slimmed down to reduce the cost of production and delivery, but is still full of information to help you understand the workings of the City.

We feel it is important to be as open with our citizens as possible to maintain your trust in us

to spend dollars wisely while providing the services you need to live in our town.

As a City providing services with fewer and fewer dollars, we have to be very efficient in our means of doing business. One project I proposed and am excited about is the feasibility study of using compressed natural gas (CNG) as a replacement for gasoline in our fleet of vehicles.

The benefits of using CNG are many, including doubling the life of an engine, and fuel at half the cost of gas. Plus, emissions from using CNG are up to 80% cleaner than using gasoline.

I truly hope 2012 is a year that brings some good news for all of us.

A handwritten signature in black ink that reads "Todd Kellstrom". The signature is stylized and written in a cursive-like font.



Geothermal at Veterans Memorial Park



Sentry Eagle



Repairing Water Main Breaks

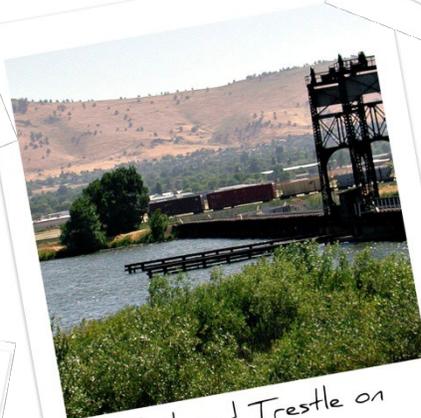
2011



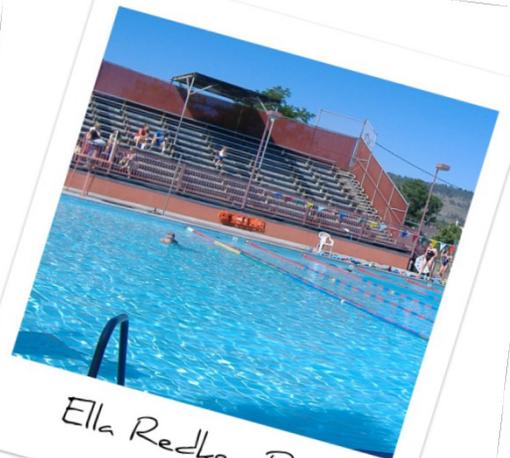
Wastewater Staff Having Fun!



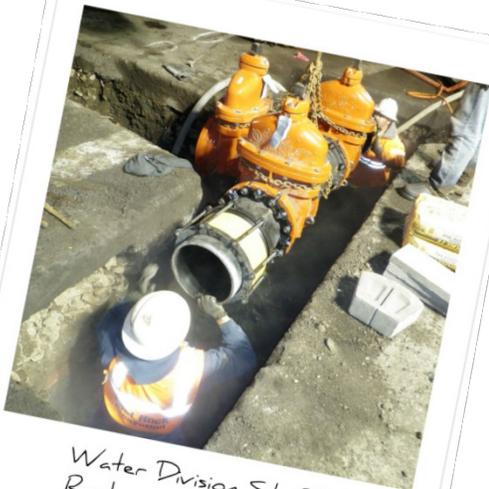
Fountains in Lake Ewauna



Railroad Trestle on Lake Ewauna



Ella Redkey Pool



Water Division Staff Replacing Control Valves

HIGHLIGHTS



MESSAGE FROM OUR CITY MANAGER

2011 marked my first full year as your City Manager, and I feel privileged to work on behalf of this community to make it a better place to live, work and play. Although the year brought an uncertain financial picture, a very tight budget and other significant challenges to City government, the City Council and staff responded to these circumstances by maintaining past service levels to City residents within available resources, while at the same time being mindful of our need to make business decisions that would ensure critical City services are sustainable over the long term. Because of our limited and declining resources, we recognize the need to refocus our efforts and rely on the creativity, innovation and ingenuity of City staff to operate efficiently; and we continue to look for approaches to provide services in more cost-effective ways, to improve delivery of services to you and to balance competing priorities in an effort to maintain the services that are most important to City residents.

In spite of the uncertain and difficult economic times, the City continues to look forward to our future as a vibrant, strong and resilient community. To assure this future, the City Council and staff are committed to and participating in a number of community partnerships. For example, Council and staff have been working with the Klamath County Commissioners and a dedicated group of City and County citizens to provide adequate jail bed capacity and patrol services within Klamath County. The City has also created the Airport Futures Group, which is a community-based group exploring ways to assure the continued existence of the Klamath Falls Airport, and to make it a self-sustaining operation, without the need to use City taxpayer revenues.

With our challenges come opportunities – opportunities for citizen involvement in defining how we, as a community, meet our challenges, and how we envision and shape our future. I encourage you to review the Annual Report and glimpse a small portion of what the City has accomplished this year. I also challenge you to become more involved in your City government this next year so that, working together, we might make a difference in 2012 and collectively contribute to the bright future of our community.

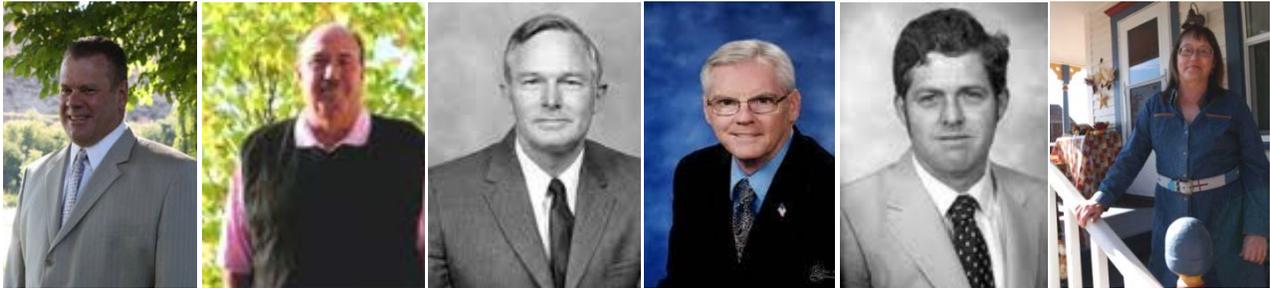
I invite you to browse our website at <http://ci.klamath-falls.or.us> and learn more about the City of Klamath Falls. We welcome and encourage you to provide feedback on City government and to offer any suggestions or comments you may have.

Sincerely,

A handwritten signature in black ink, appearing to read "Rick Whitlock". The signature is fluid and cursive, with a long horizontal stroke at the end.

Rick Whitlock, City Manager

Our Organization



MAYOR & CITY COUNCIL

City of Klamath Falls Mayor and Council: *Left to right:* Todd Kellstrom Dan Tofell, Bud Hart, Greg Taylor, Bill Adams, Trish Seiler

Rick Whitlock
City Manager

Joanna Lyons-Antley
City Attorney

Jim Uerlings
Municipal Court Judge

DEPARTMENTS AND DIVISIONS

Airport

John Longley, Director

Finance

Phyllis Shidler, Director

· Finance · Utility Billing · Information Services · Municipal Courts

Police

Jim Hunter, Police Chief

Administration

Elisa Olson, City Recorder

Legal

Joanna Lyons-Antley, City Attorney

Community Development

Sandra Fox, Director

· Code Enforcement · Planning · Parks

Public Works

Mark Willrett, Director

· Engineering · Maintenance · Water/Geothermal · Wastewater · Streets & Equipment

Human Resources

Susan Kirby, Director/Asst. City Manager



BUDGET COMMITTEE

Meets during budget process.

- Starla Davis · Sean Ferns (*resigned 11/1/2011*) · Brian Fitz Gerald · Marty Ledgerwood
- Jenine Stuedli (*replaced Sean Ferns*) · Greg Williams

**This Committee includes City Council as well. The above reflects citizen members only.*

DOWNTOWN ADVISORY COMMITTEE

Meets 2nd Thursday of every month at 8:00 a.m.

- Bill Adams · Brad Aspell · Dan Beach · Susan Beach · Rich Bogatay · Jim Carpenter
 - Stan Langdon · Mike Moore · Steve Spencer · Rex Turner · Lin Warner · Linda Weider
-

KLAMATH FALLS INTER-COMMUNITY HOSPITAL AUTHORITY

Meets as-needed.

- Starla Davis · Neal Eberlein · Trey Senn · Jenine Stuedli · Dan Tofell
-

PARKS ADVISORY BOARD

Meets 1st Thursday of every month at 5:00 p.m.

- Joy Augustine · Jeff Ball · Jim Carpenter · Dr. Marcus Peterson · Leah Reynolds
 - Greg Taylor
-

PLANNING COMMISSION

Meets 2nd Monday of every month at 7:00 p.m.

- Cole Chase · Brian Fitz Gerald · Stan Gilbert · Mark Henderson · Marc Neupert
 - Tyler Tucker · Greg Williams
-

TRAFFIC CONTROL BOARD

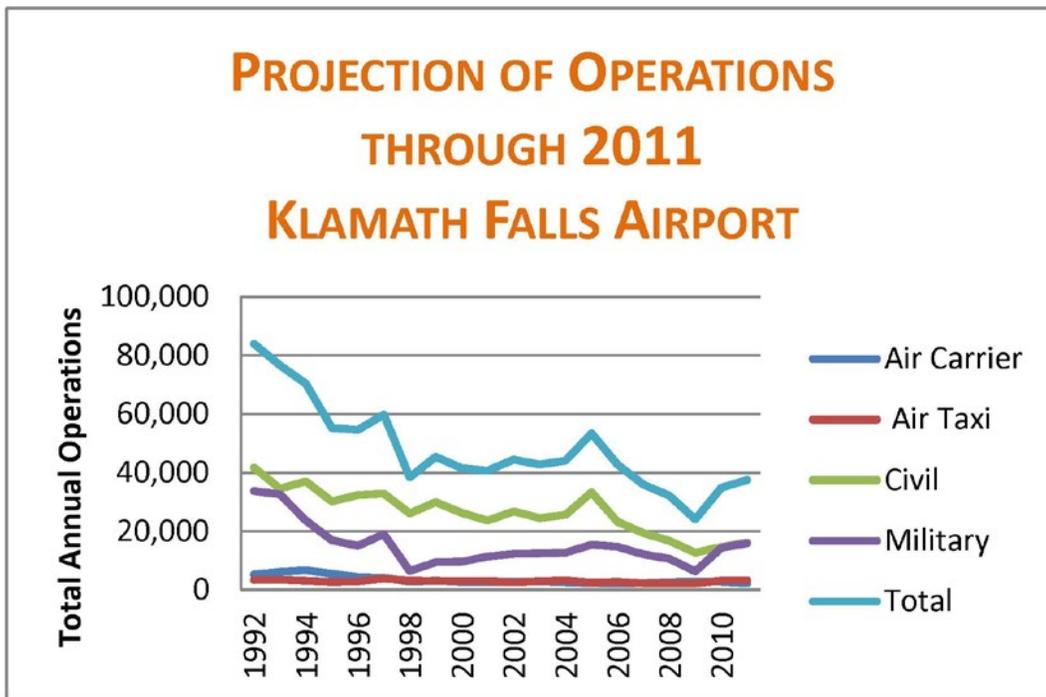
Meets 1st Tuesday of every month at 10:00 a.m.

- Chuck Cox · Lt. Rob Dentinger · Sandra Fox · Bud Hart (*Council Representative*) · Ernie Palmer
- Martin Matejsek · John Spradley · Stan Strickland · Mark Willrett

AIRPORT

During 2011 the Airport staff was successful in maintaining a convenient and attractive access point for the Klamath community. At the same time, considerable effort has been undertaken to plan future strategic options for the Airport's development while addressing outstanding challenges relating to the runway's long-term construction status. These themes of service, planning, recovery, and sustainable development based on optimum strategic options define the Klamath Falls Airport during 2011.

Numbers often help to frame the story. During 2011, the number of landings and take-offs increased for the second consecutive year and are returning to 2006 levels. The type of aircraft has changed though since 2006. The most noticeable change is the nearly 30% reduction in general aviation flying. At the same time, military flying has increased by about 8% and air service flights are consistent with previous years.



In late 2010, a Portland flight was removed from the United Express schedule. The remainder of the schedule has remained consistent through 2011 and while overall passengers have dropped for the period, the airline reports the number of passengers per flight has increased and the stability of the routes to Portland and San Francisco have solidified.

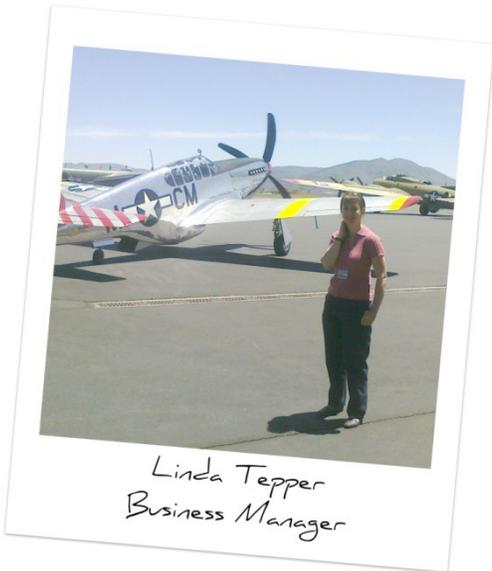
During 2011 the focus has been on the future. Historically, the Airport has been a port of entry to Klamath Falls. It has hosted more than 1,000 jobs and has been a home for corporate aviation and for individuals and firms using aircraft for both business and pleasure. The prospective look by the Airport Futures Group has collected information, heard testimony and will formulate in early 2012 a report for the public and City Council consideration.

If the Airport is to prosper, it must be sustainable and the charge for the Futures Group is to define organizational directions, strategies and forms that will improve the Airport's management and underwrite its future as a sustainable enterprise.

While sustainable economics is critical, safety is key. The Airport had undertaken an effort to remove wetlands that hosted migratory wild fowl. In the past, resident and visiting ducks and geese presented a potential for striking aircraft or being sucked into their jet engines. This was an important safety issue, which the Airport moved to address. These



Bill Hancock
Airport Operations Manager



Linda Tepper
Business Manager

wetlands were removed and replaced by new wetlands and the Airport during 2011 defined a management plan to accomplish the goal of a sustainable wetlands. This goal had been elusive, but a new plan addressing previous deficiencies promises to resolve problems with the wetlands establishing itself.

During 2011 the Airport conducted its triennial emergency exercise which provided significant insight into emergency operations within the Airport community. Many community organizations and individuals participated in the exercise. Specific infrastructure projects during the year coordinated using FAA monies included the completion of painting and construction work for runways and taxiways, the completion of a runway weather reporting system, and the installation of a service road to serve the munitions area.

Periodically, the Air National Guard's 173rd Fighter Wing hosts Sentry Eagle, which is a joint training exercise for military aircraft across the nation. In late July, the Klamath Falls Airport ramp was full of fighters and the Klamath community was hosted for aviation displays and a demonstration flight. The strong tradition of Kingsley Field was reinforced by the hospitality of the Kingsley Field Air National Guard. Just a few months passed when the Klamath Falls Airport in cooperation with the Experimental Aircraft Association and the Oregon Pilots Association hosted a Community Fly-In. Aircraft flew in from around the region and many community members visited the Airport.

The Klamath Falls Airport has profound challenges in these difficult times. In every way, the Airport has worked to be pro-active in addressing underlying challenges so that it can continue as a major port of entry and job site for the Klamath Falls community for many, many years to come.



Sentry Eagle

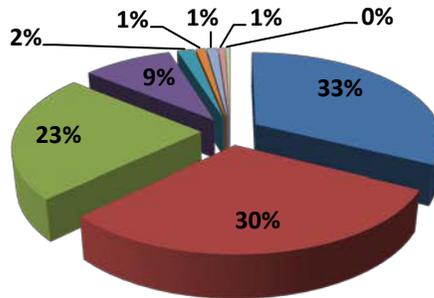
FINANCE

There are various sources of funding to support the operations of the City of Klamath Falls in order to provide public safety, general government operations, highways and streets operations, airport operations, culture and recreation and growth through urban renewal to our citizens. Funds include property taxes, state and federal grants, state revenue sharing, franchise fees, charges for services, fines and forfeitures, investment income and other miscellaneous funds.

2010-2011 Revenues

**Note: Data excludes Water and Wastewater Funds.*

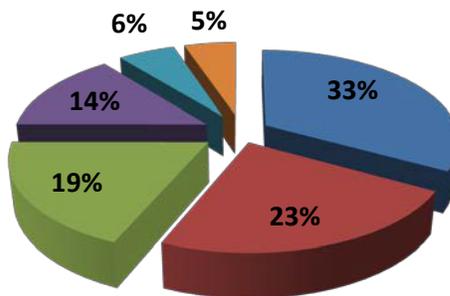
- | | | |
|---------------------------------|-------------------------------------|--|
| ■ Taxes - \$7,387,533 | ■ Intergovernmental - \$6,886,229 | ■ Charges for Services - \$5,266,459 |
| ■ Franchise Fees - \$2,088,529 | ■ Fines & Forfeitures - \$392,597 | ■ Licenses, Fees & Permits - \$216,805 |
| ■ Investment Income - \$246,054 | ■ Miscellaneous Revenue - \$142,810 | ■ Debt Issuance - \$105,500 |



2010-2011 Expenditures

**Note: Data excludes Water and Wastewater Funds*

- | | | |
|-------------------------------|--|--------------------------------------|
| ■ Public Safety - \$8,366,446 | ■ General Government - \$5,837,049 | ■ Highways and Streets - \$4,743,681 |
| ■ Airport - \$3,587,471 | ■ Culture and Recreation - \$1,425,598 | ■ Urban Renewals - \$1,290,278 |



Summary

Revenues:	\$	22,732,516		Expenditures:	\$	25,250,523
Transfers In:		2,354,778		Transfers Out:		1,964,303
Beginning Fund Balance:		20,040,852		Ending Fund Balance:		17,913,320
	\$	45,128,146			\$	45,128,146

Change in City Fund Balance: \$ (2,127,532)

❖ **General Fund and Urban Renewal Funds**

The money to pay for the City of Klamath Falls' General Fund services comes mainly from property taxes and charges to other funds and departments within the City for services provided. Those two items represent 60% of the General Fund resources. The General Fund also had a carryover from the prior year of a little more than \$3,475,000 which is available to pay for City services. The Urban Renewal Funds revenue comes from the taxes collected on properties within the District boundaries, while the rest of the funding comes from borrowings.

General Fund expenses are primarily used for public safety. Police, Code Enforcement and Municipal Court operations account for 59% of the appropriations. Close to 20% of the appropriations are being held in reserve for potential emergencies. The three Urban Renewal Districts spend their money on projects identified in their individual Urban Renewal Plans.

❖ **Airport Fund**

The Airport Fund operates the City's Airport, both civilian and military interests. Revenue mainly comes from City property taxes and the rental activities at the Airport. Because of the commercial flights at the Airport, the Federal Aviation Administration contributes significant funds to keep the runways and taxiways in top-notch condition.

❖ **Parks Fund**

The Parks Fund encompasses the Culture and Recreation of the City. The funding comes from property taxes, a water assessment fee and Hotel/Motel taxes. This Fund is responsible for the maintenance and upkeep of over 600 acres of Parks property to enhance the citizens' quality of life.

❖ **Other Funds**

The remaining funds enable us to maintain our streets and highways and provide water and wastewater services, in addition to other City operations.



Finance Building – located at 500 Main Street – features a convenient drive-up window, drop box and walk-in hours.

POLICE



The Klamath Falls Police Department has seen a number of changes during 2011. The changes include a reduction in the workforce of two records personnel due to budgetary considerations. Other changes include one Officer resigning from the department and a Lieutenant retiring and two new Officers starting their careers with the Klamath Falls Police Department.



2011 Reserve Academy

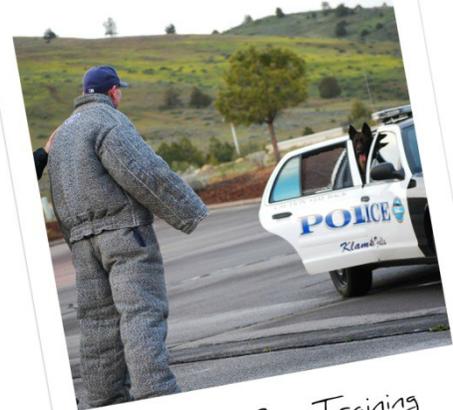
The Patrol Division continues to serve the City of Klamath Falls in a progressive and professional manner, and prides itself in providing citizens with both personal and community-oriented service.

The Klamath Falls Police Reserve Program and Explorer Program continue to be a vital program to the community. Membership fluctuates in these programs as reserve officers often move toward fulltime law enforcement employment.

These Reserve Officers and Explorers are utilized in a multitude of assignments including; downtown patrol, parades and many other special events. The Reserve and Explorer Programs remain an essential component of the police department providing substantial man hours at minimal or no expense to the department.



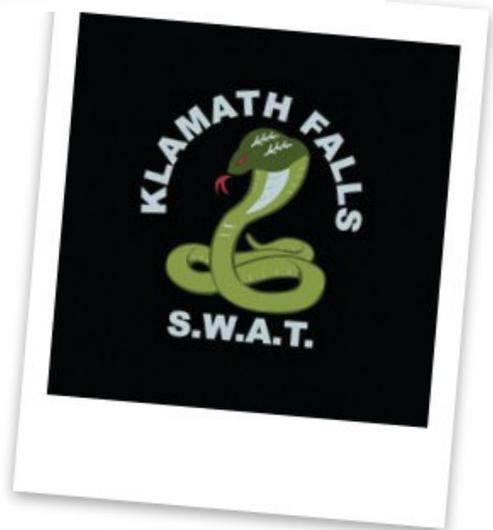
K-9 Officer Fox with G



Police K-9 in Training

The Detective Division of the Klamath Falls Police Department is tasked with pursuing criminals that commit the most violent crimes and habitual offenders. The Klamath Falls Police Department Detective Division continues to be an active member of the Klamath County Major Crime Team. The Klamath County Major Crime Team is comprised of detectives from our agency, the Klamath County Sheriff's Office and the Oregon State Police. The Klamath County Major Crime Team is responsible for the investigation of all major crimes or crimes that significantly affect the safety of residents throughout Klamath County.

The Klamath Falls S.W.A.T. Team provides assistance county-wide when a situation arises that exceeds the capabilities and equipment of standard police patrol resources. The main objective of the team is to take control of situations where the life of a citizen or officer may be in jeopardy. The primary goal is to effectively apprehend or render a situation safe without the use of force whenever possible.



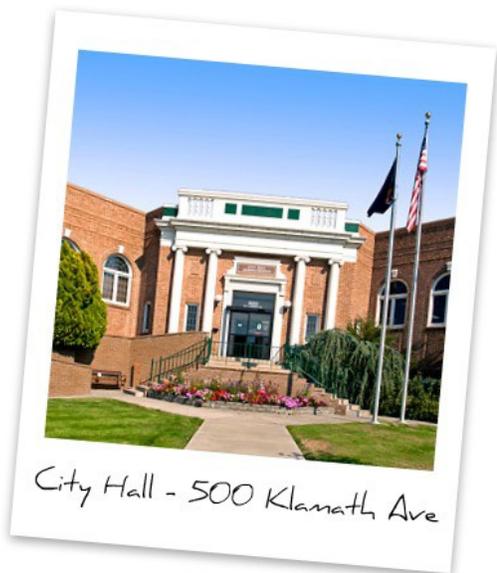
The Community Watch promotes an interactive program of crime prevention between citizens in the community and the Klamath Falls Police Department.

Klamath Falls citizens are encouraged to attend Community Watch meetings that are generally held on the last Thursday of each month in the Klamath Falls Police Department located at 2501 Shasta Way from 6:30 p.m. to 7:30

p.m. Citizens are encouraged to contact Lt. Rob Dentinger at 883-5342 to obtain further information about the Community Watch program.



ADMINISTRATION



2011 was a year of change in the Administration Department. With personnel changes and restructuring, many adjustments have been made and some growing pains have been felt. The City Recorder's office main duty is to provide information to other City Departments as well to City residents and with the changing times, we continue working to improve the electronic archiving of records to assist in streamlining the process of obtaining information. Additional procedures have been changed to improve the efficiency of our office with improved City Council Agenda procedures and improvements in Contract Management.

The City welcomed a change in Government Access Television broadcast providers with EagleRidge High School, a Charter School, who performs cablecasting services for the City of Klamath Falls. EagleRidge has brought a fresh perspective to the City's Government Access Channel and the improvements to the City's cable presence have been greatly appreciated. In addition to the

City's benefit from their service, EagleRidge High School is expanding its curriculum offerings to include an everyday broadcasting class that works on learning the art of journalism, video production, PSA's and more. School wide, teachers have been creating projects that help inform the public about public safety, environmental issues, public events, local elementary school announcements and more. Visit the City of Klamath Falls website to view videos of City Council, Planning Commission and other meetings.

LEGAL

❖ Municipal Court

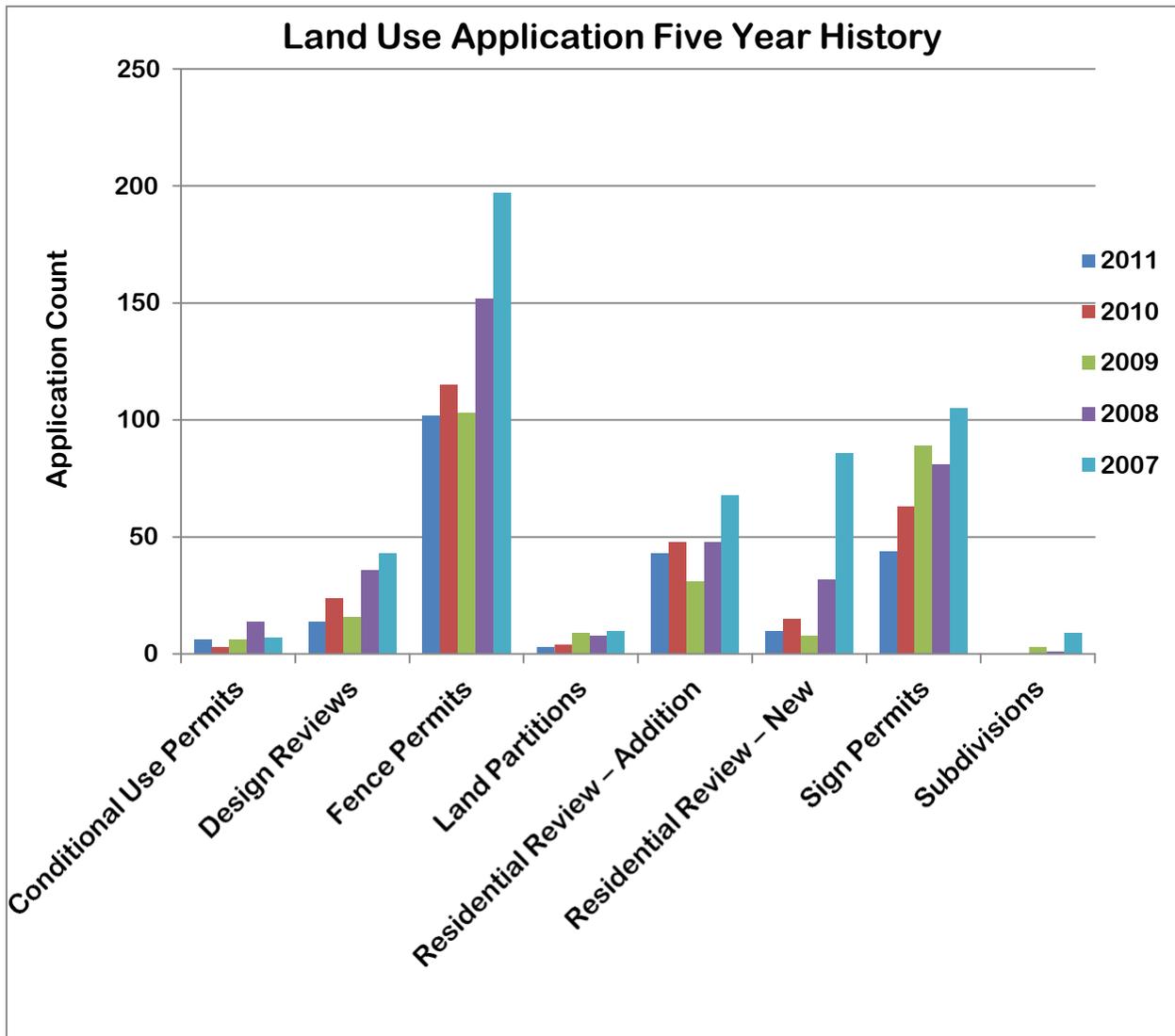
In April, Municipal Court, together with Carter Jones Collections, offered an amnesty program to overdue accounts in collections. Both Municipal Court and Carter Jones Collections waived certain fees, in exchange for payment of tickets. As a result, the City collected \$13,102 in previously uncollected fines and fees and closed 68 accounts.

In July, Municipal Court started a pilot program and offered night trials for some of its traffic tickets. This pilot program was designed to accommodate citizen and officer schedules and save money on officer overtime pay. So far, the City has saved thousands of dollars in overtime. As an additional convenience for citizens, we hope to implement night arraignments in January 2012.



COMMUNITY DEVELOPMENT

The Community Development Department consists of three Divisions: Code Enforcement, Land Use Planning, and Parks and Cemeteries. In addition to addressing code violations, land use and community visioning, and providing recreation and cemetery lands, we process business licenses, liquor license referrals, parade permits, and serve as liaisons to the Downtown Parking District and the Downtown Urban Renewal Advisory Committee.



- **Planning Division**

What We Do

The Community Development Department oversees the Planning Division, which offers a variety of services that preserve and enhance the quality of life for those who visit, live and work in our community. The Department guides the physical development of the City of Klamath

Falls in a manner that encourages sustained growth and protects the

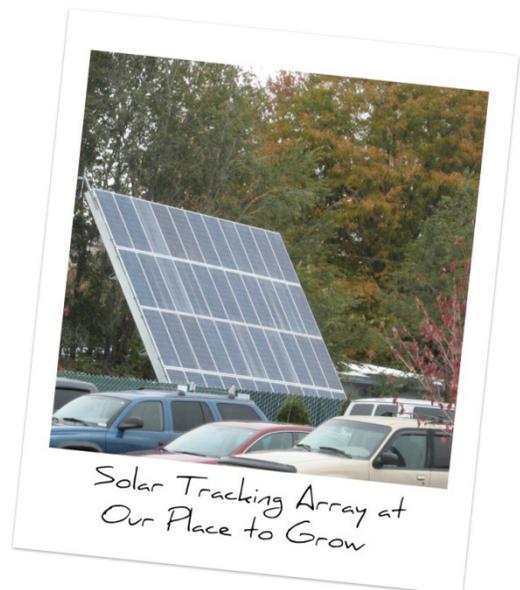
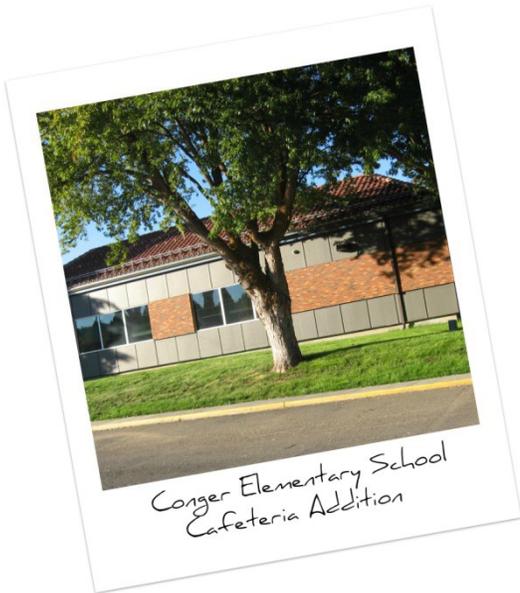
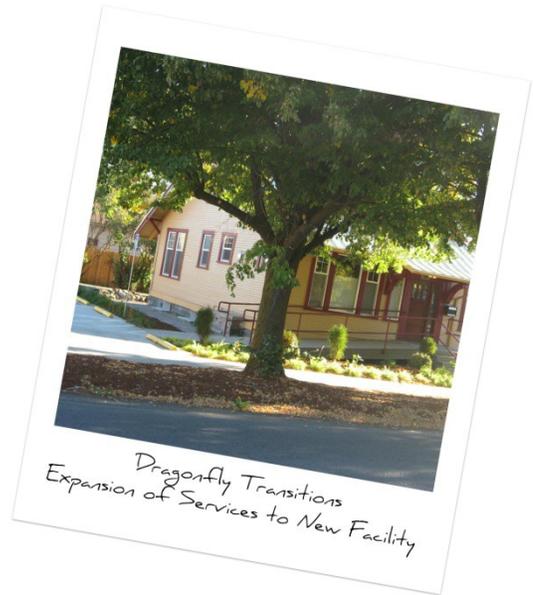
character of the community. The Department is responsible for the City's current land use development issues, long range planning strategies, architectural preservation, and regulatory enforcement. The Planning Division prepares and administers plans, policies and regulations with guidance from Federal and State laws. The Planning Division provides technical support to the City Council and the Planning Commission.

The Planning Division is comprised of a part time Administrative Assistant, a Planning Assistant, a Senior Planner and the Planning Manager.

We invite you to stop by our office at 226 South 5th Street anytime Monday through Friday (excluding holidays) between the hours of 8:00 a.m. and 5:00 p.m. The Planning Division is always open during the lunch hour. We appreciate any opportunity to answer questions regarding land use planning and development.

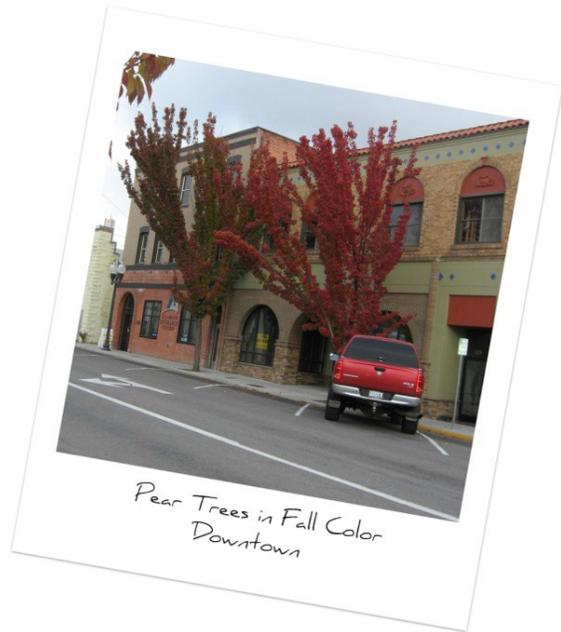
Downtown Parking District

The goal of the Downtown Parking District is to provide efficient parking for customers of downtown businesses. To achieve this goal, the parking district has two parking categories: customer parking and employee parking.



The fees collected via permits and parking enforcement provide funding for the maintenance of the District's eight parking lots and development of new parking areas. Each parking lot requires cleaning, landscape maintenance, and snow removal. Street-side parking spaces are painted on a bi-yearly basis.

The most current map of the Downtown Parking District can be found by visiting our website.



Downtown Activities

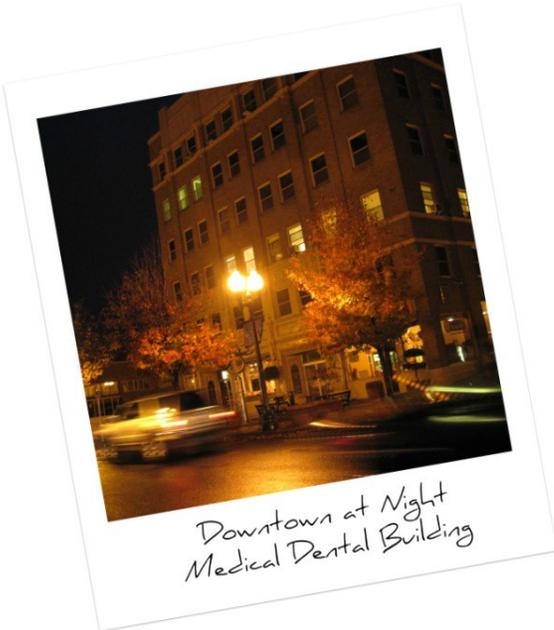
The Downtown Urban Renewal Advisory Committee (DURAC) focuses on improving our Downtown through capital projects.

Downtown Association Formed

A group of downtown merchants formed a Downtown Association. This is a volunteer-driven organization focused on the revitalization and economic development of Klamath Falls'

Downtown. The association is based on a four point approach:

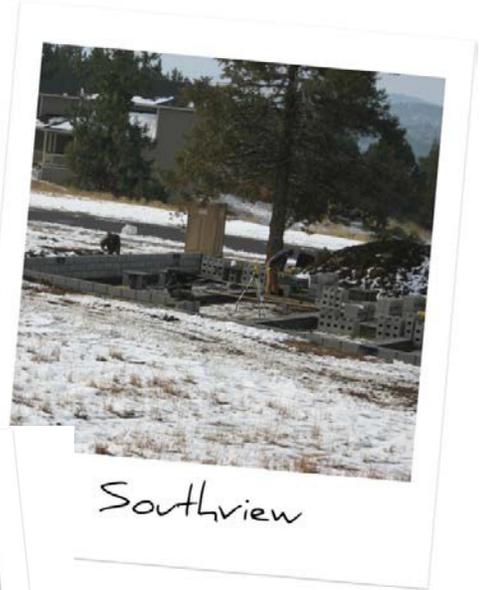
- Organization: Everyone working toward the same goal.
- Promotion: Selling the images and promise of Main Street to all prospects.
- Design: Getting Main Street into its best shape by capitalizing on its historical buildings and pedestrian-oriented layout.
- Economic Restructuring: Converting unused and underutilized space into economically productive property.



RESIDENTIAL CONSTRUCTION & DEVELOPMENT



Summerfield



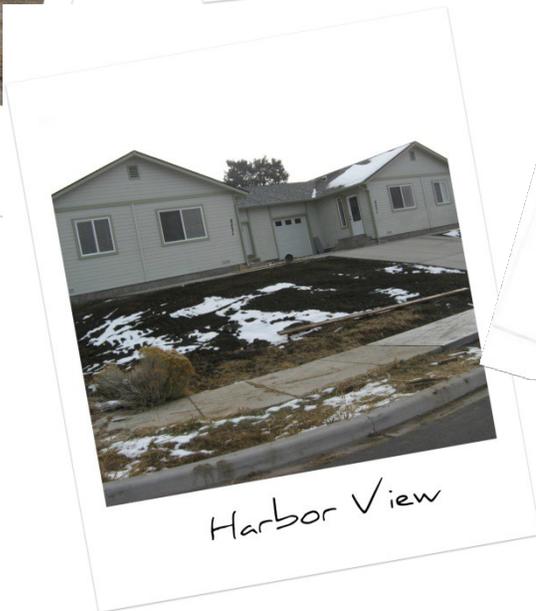
Southview



Southview



Summerfield



Harbor View



Prairie Meadows

Parks Division



Officials Mayor Todd Kellstrom and Commissioner Al Switzer celebrate Arbor Day and kick-off planting of the recently completed landscape project on California Avenue. Participating Conger Elementary students and neighbors alike were eager to see new trees cropping up in their neighborhood.



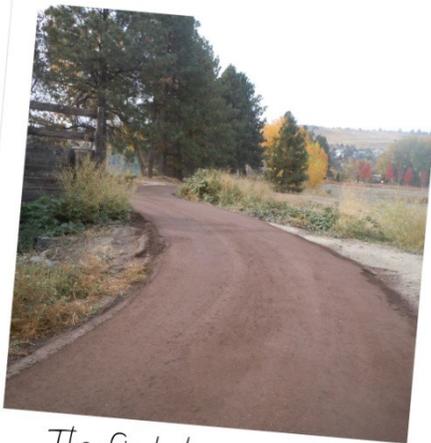
The first phase of the Lake Ewauna Trail in the Timbermill Shores development and Veterans Park is nearing completion. The project received financial assistance from a State Parks Local Government Grant and was recently awarded a Land and Water Conservation fund grant to build another 1800 linear feet of trail, which will ultimately be paved and geothermally heated.



Veterans Day at Veterans Memorial in Veterans Park



Veterans Day Ceremonies at Veterans Park. Throughout the year, Parks are reserved for such events as the Blues Festival, Rowing Regattas, Kinetic Sculpture Races, Klamath Falls Police Bicycle Safety program, International Migratory Bird Day, Kruse of Klamath, interpretive walks, Praise in the Park, community band concerts, 4th of July festivities, Trophy Trout Fishing Derby and many more community events!



The first phase of the Lake Ewauna Trail



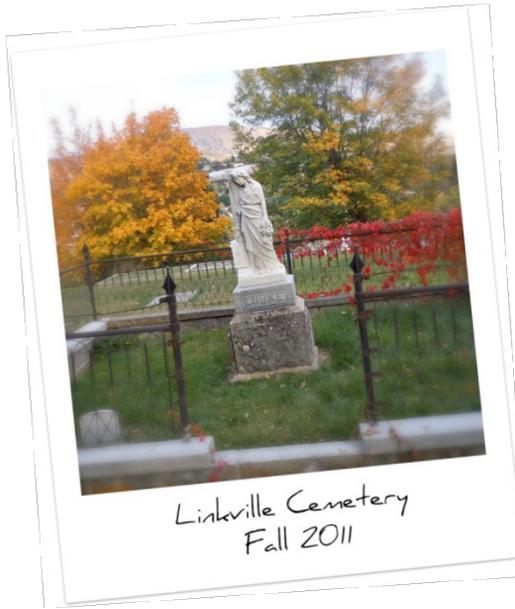
The City continues its partnership with the Jeld-Wen Foundation through Harbor Isles Fitness and with the newly formed non-profit group, The Friends of Ella Redkey Pool.



Ella Redkey Pool



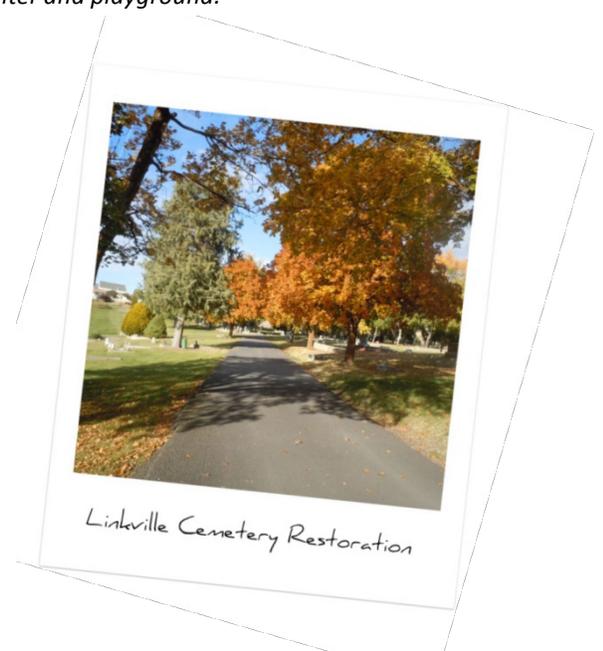
Kit Carson Community Park received some special attention through a partnership with the Klamath Falls Kiwanis and Home Depot. With a \$2,500 grant from Home Depot's Healthy Communities Grant, Kiwanis members reroofed the restroom and installed new ADA fixtures. The City Parks crew also added sidewalks to the remodeled restrooms from the picnic shelter and playground.



● ● ●

Linkville Cemetery is receiving some restoration assistance from the Klamath Historical Society, Friends of Linkville Pioneers, American Legion, and Oregon State Historic Cemetery Grants. This valuable partnership allowed the restoration of several important markers and will create an interpretive guide of the cemetery.

● ● ●



Left: *The shoreline and waters between Moore Park Marina I and Putnam Landing will be the site of the first phase of a trail and wetland restoration project. The project is a partnership with the Klamath Falls Office of the United States Fish and Wildlife Service, Oregon Wetland Enhance Board, Oregon Wild, and the Friends of Moore Park. The in-water work for the project will be completed in late 2011 and early 2012. The work continues efforts to improve trail connectivity between Moore Park and the Link River Trail, provide fish habitat and educational opportunities at Putnam Landing.*

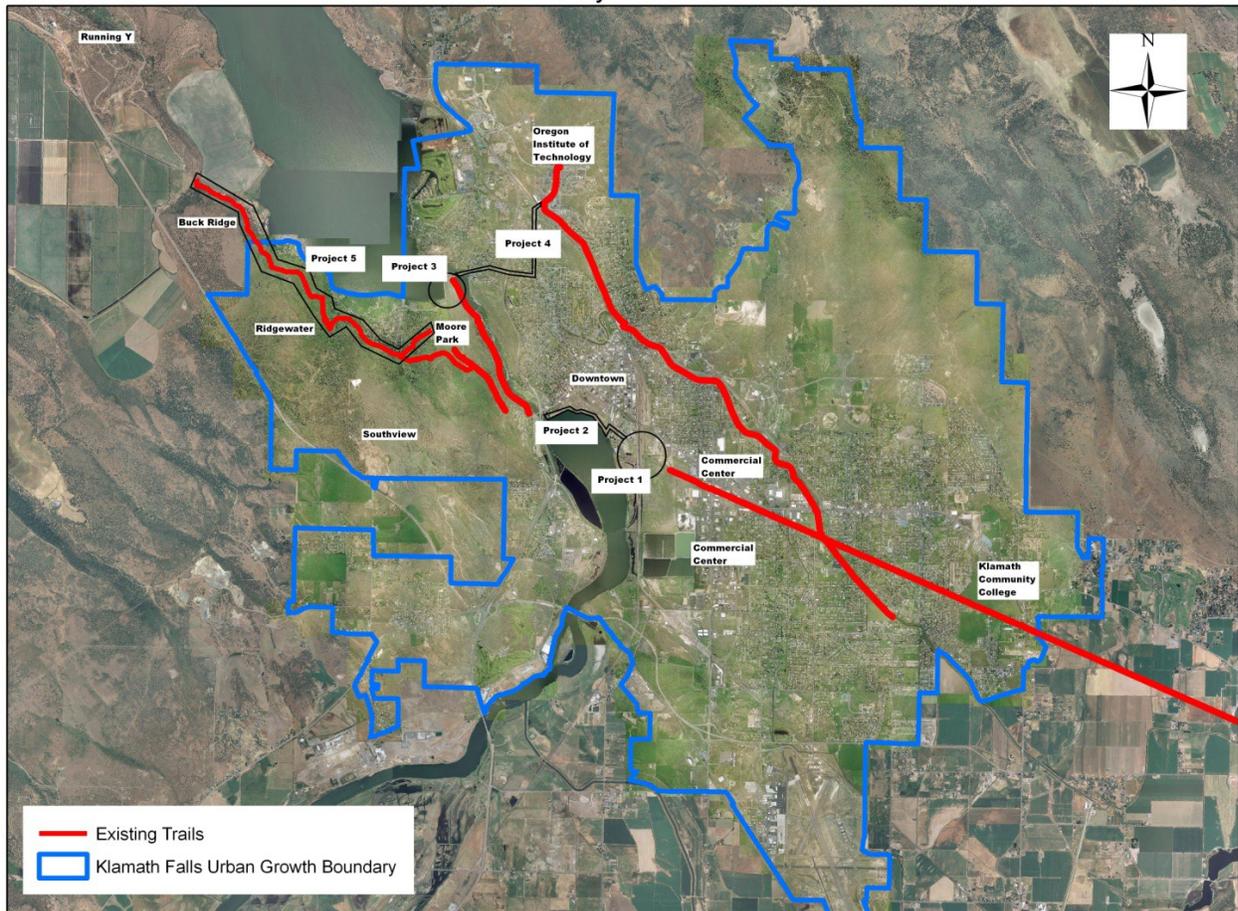


Right: *The new geothermal trail and supply/return lines for heating the Veterans Memorial is complete. The project was funded with assistance from the Klamath Non-Commissioned Officer Association, Veterans Memorial Committee, Klamath Tribes, Pacific Power and the State Parks War Memorial Grant.*

TRAIL CONNECTIVITY IN KLAMATH FALLS

During 2011 the City Planning Division worked with other City staff (Parks, Public Works, Legal, and Administration) to develop plans for future bicycle and pedestrian trails and build portions of the existing trail plan. The Klamath Falls urban area has a good foundation for a robust trail network. The State Parks' OC&E trail runs east-west through much of the urban area, extending well beyond the eastern edge of the Urban Growth Boundary and extending west of Washburn Way. The Bureau of Reclamation's A Canal trail, which runs from Esplanade Avenue to Homedale Road, intersects the OC&E trail near Summers Lane and Boardman Avenue. The northwest end of the A Canal trail connects to the Oregon Department of Transportation's Kit Carson trail that starts near Portland Street and continues northwest to Campus Drive. Pacific Power's existing Link River trail and the City's Eulalona trail both have a trail head near downtown and continue to the north, connecting to Lakeshore Drive and Moore Park, respectively. While these trails provide opportunities for recreation and commuting, their usefulness could be greatly enhanced with improvements aimed at connecting the existing trails into a loop. The looping of the trails would make commuting easier allowing trail users to get around town with less conflict with automobiles, and would enhance the recreational opportunities allowing people to walk or bike directly to a portion of the trail loop without having to drive to a trail head.

Trail Connectivity in Klamath Falls

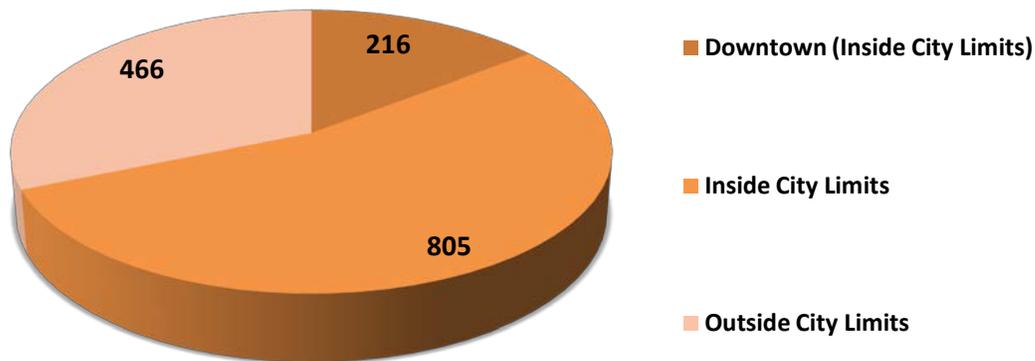


PROPOSED TRAIL IMPROVEMENTS

- Project 1:** A pedestrian and bicycle bridge over the railroad tracks near South Spring Street. This bridge will connect the OC&E trail to downtown Klamath Falls and provide connectivity to the west.
- Project 2:** Construction of the Lake Ewauna Trail. This trail is a joint effort between the City of Klamath Falls, Klamath County, Klamath WingWatchers and the property developer (Timbermill Shores).
- Project 3:** Connect the Link River Trail to Moore Park.
- Project 4:** A key component to completing a loop of the trail system is the connection of the Link River Trail, near Moore Park, to the Kit Carson Trail near OIT.
- Project 5:** Continued construction of Klamath Ridge View Trail. A grass roots effort organized to construct a trail on the south side of Lakeshore Drive from Moore Park to the Running Y. The construction to date was made possible only from volunteer labor and donated labor from the Winema Hotshot crew.

CITY BUSINESS LICENSES

Physical Business Location

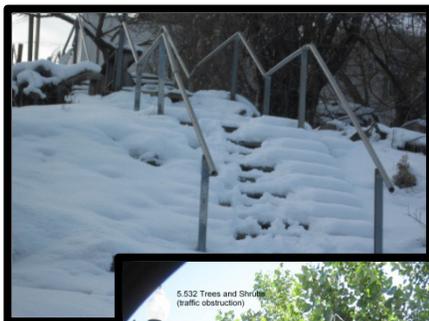
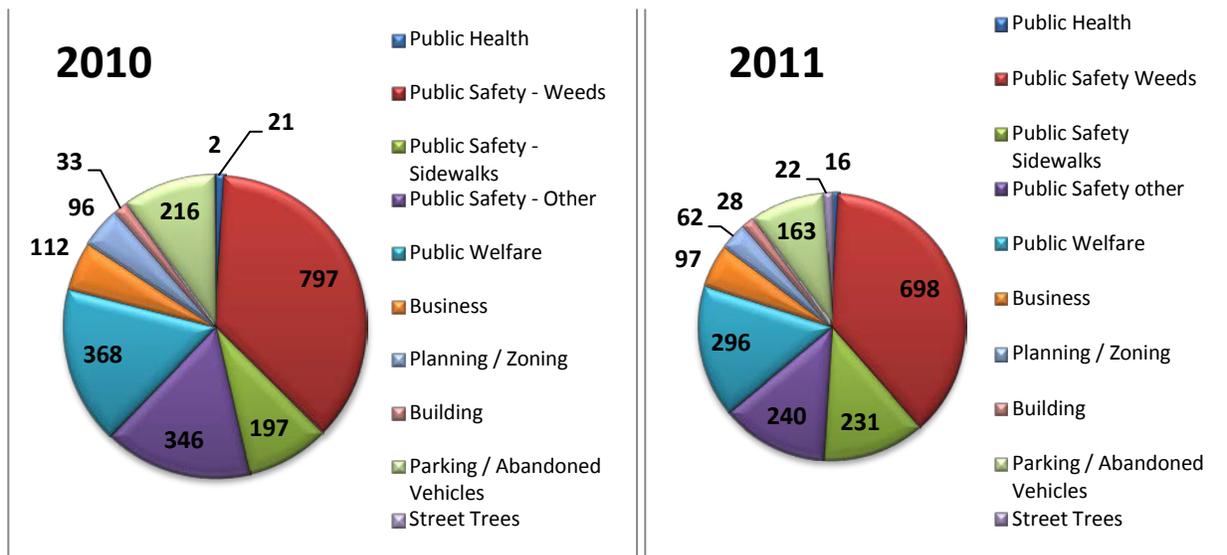


- ❖ All businesses operating within the City Limits of Klamath Falls are required to obtain and maintain an active City Business License.
- ❖ As of November 1, 2011 there were 1487 active City Business Licenses.
- ❖ During the period January 1, 2011 to November 1, 2011 - 263 new business license applications were submitted.

Code Enforcement Division

The Code Enforcement Division, made up of a Code Enforcement Officer and Technician, addresses complaints and situations affecting the health, safety and welfare of the City and its approximately 24,000 citizens. We respond to citizen complaints and referrals from other agencies by first contacting the owners or tenants of properties in violation in person or by mail and attempt to gain voluntary compliance. Where that fails we enforce the codes by issuing citations to Municipal Court or through implementation of administrative enforcement fees. Where a public hazard exists we have the hazard abated and charge the property owner for the cost.

The City's graffiti removal program is still in place to combat the increased tagging. When a Code Enforcement Officer identifies a property "tagged" with graffiti a voucher for a gallon of free paint is sent to the property owner/tenant. The graphs below show the number and type of cases opened in 2010 and 2011.



PUBLIC WORKS

The role of the City of Klamath Falls Public Works Department is to operate and maintain the existing utilities and facilities, all the while anticipating the future needs and requirements of the City's citizens so that as we move into the future, we are prepared to meet those needs while continuing to provide high-quality services.

The City of Klamath Falls Public Works Department consists of five separate Divisions which include: Water/Geothermal, Streets/Fleet Maintenance, Engineering, Wastewater, and Maintenance. All of these divisions have their own roles in supporting the citizens of Klamath Falls but do so in concert with each other. In the end, the primary goal of each of these divisions of Public Works is to provide the citizens, clients, and rate payers of Klamath Falls with dependable, economic service.

On the next page(s) you will see examples of our team in action. For extended galleries visit the City of Klamath Falls website.

- **WATER/GEOTHERMAL DIVISION**



The City water system has over 250 miles of water mainline and each year the Water Division completes a 40 mile minimum water leak detection survey throughout the system. Byron Collman assists leak detection survey technician Dwight Cuthbert, owner of Worldwide Water Utility Services. Worldwide Water Utility Services contracted to perform the systematic leak detection survey in 2011. 25 non-surfacing water leaks were located, which have since been repaired by Water Division staff.



A computer based leak sound correlator is used to assist the leak detection technician in pinpointing a water leak. Variables such as pipe size and type are input into the correlator, which prompts the technician to the leak location through interpretation of sound intensity and frequency over a given length, size and type of pipe.



Alan Harris uses a computer controlled mechanical valve operator. The valve operator closes and opens the valve recording the revolutions and torque required to operate the valve. This exercise will help keep the valve operating properly. The amount of torque required to operate the valve gives indication of the overall condition of the valve. During past years this activity was performed manually by Water Division staff attempting to “exercise” the over 2000 water mainline valves within the water system.



There are 16,116 water meters installed within the City of Klamath Falls Water system. It requires two full-time City employees to read the meters once a month. Here Eric Thorton attempts to manually read a water meter partially hidden under a parked car. Although he was successful this time, in similar situations staff sometimes must return one or more times to obtain the meter reading.



Robbie West installs and programs a radio read meter transceiver. By the end of 2011 over 1,600 radio read meters will be in service within the City water system. Using this AMR (automated meter reading) system, staff will be able to read water meters from nearly two miles away and if a meter is covered by a parked car or even four feet of snow, City staff will still be capable of obtaining the water meter readings through the radio signal.



Todd Fritch uses a laptop computer to read meters remotely by radio signal. Using this AMR system, Todd was also able to read 493 meters in less than 30 minutes. The use of radio read meter technology reduces the amount of man hours needed to read water meters by about 95% with zero errors. It also allows the City to offer better customer service as the transceivers have the capability to record/store hourly readings for up to 45 days. Should the transceiver detect continuous consumption over a period of time during the reading process a notice will be sent to the reader identifying that a possible leak may exist in that customer’s service line.

- **STREETS & FLEET MAINTENANCE DIVISION**

The City of Klamath Falls Street Division's top priority is to maintain the City's right-of-ways in a safe condition for the public, maintaining 146 centerline miles and 301 travel lane miles. Klamath County provides the Street Division with a share of timber receipts that assists us with the daily maintenance efforts and also major street project funding that will benefit the entire community. In an effort to keep the City's infrastructure in a safe and usable condition, the following maintenance operations are scheduled during the summer months: overlays, crack sealing, pothole repair, utility cut repairs, concrete repair, street striping, and project inspection. Streets Division also provides street sweeping, which is generally accomplished year round as weather permits.

In the winter month's snow and ice removal is the number one priority for the Streets Division. When weather permits, Street crews continue to make repairs on streets, utilizing cold and recycled asphalt mix for repairs, address drainage issues, clean and repair open trench ditches and work on the day-to-day repairs that are necessary to provide roadway safety.



Tim Grounds, Operator cleans his rake after leveling an asphalt patch.

The Streets Division crews maintain the streets utilizing various methods; crack sealing, chip sealing, maintenance overlays, and soft spot repairs.



Street Division Crew members working on the Tape Swing project at Kingsley Field.



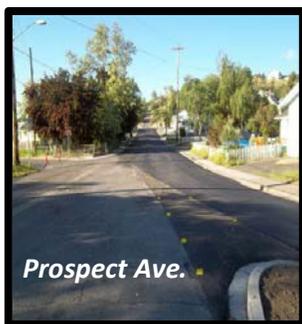
Perry Maupin operating the roller on the Vets Park parking and drainage repair project.



Streets crews also perform maintenance overlays to refurbish existing infrastructure and improve the usability of neighborhoods.



The Streets Division completed two in-house Capital Improvements projects in 2011; the roads around Klamath Union (KU) Project and the Prospect – Upham Project. The roads around KU overlaid were Alameda Ave., Monclaire St. and Cross Street





Joe Pridemore, Sr. creating a sign on the Flexi Sign System.

- **SIGNS AND PAINT**

The Signs and Paint crew applied 1,800 gallons of white and yellow paint with nearly 3,000 pounds of reflective beads. The striping included centerline striping, crosswalks, parking "T's," legends, and curbs throughout the City limits.

The Streets sign shop maintains and repairs over 4,900 signs within the street right-of-way. Repairs and replacements are generally due to age, vehicle damage or vandalism. In 2011 the Streets sign shop replaced or repaired 259 signs.



Ed Hendricks and Dan Group installing an ADA truncated dome on the alley way on S. 4th St.

- **SNOW AND ICE REMOVAL**

In the winter months snow and ice removal are the number one priority for the Streets Division. Typically snow removal and snow hauling takes a large portion of available man-hours. The Division works from an adopted Snow Plan, which is updated yearly and can be viewed on the City's web page. In 2010-2011 City crews spent 1,909 hours plowing, de-icing and sanding 10,832 miles of roadway and hauled off 611 yards of snow.



Streets Crews Snowplowing

- **FLEET SERVICES**

The Fleet Services shop maintains and repairs all of the City's vehicles and heavy equipment. The average age of the fleet is nine years and is maintained and repaired by two ASE certified mechanics. The shop maintains up-to-date and accurate records on 303 vehicles and equipment to ensure that service and repairs are done in a timely manner. Regular service and prompt repairs extend the useful life of the assets and reduce operational costs.



Fleet Services Mechanic, James Barnes trouble shooting a problem with a sweeper.



Fleet Services Mechanic, Joe Hinton preparing to service a City fleet customer's vehicle.

- **ENGINEERING DIVISION**



Kelly Weitman maintains the City's plans and records area and provides copies of large format prints to the public.



Ray Schoenemann inspects projects for compliance with City standards as well as Federal ADA requirements.



Andrew Lakey reviews consultant plans submitted to the City for Capital Improvement Projects.



Dale Kessler uses the City's GIS system to discuss potential geothermal tie-in locations with a customer.

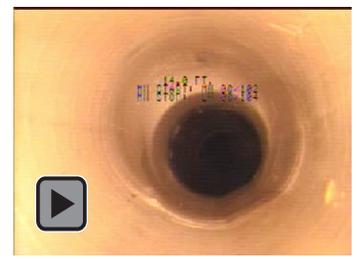
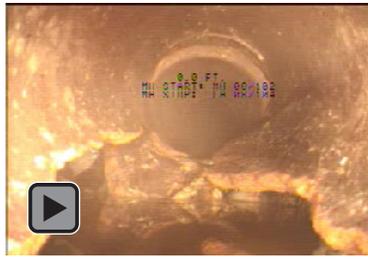


Large back-up generators are added to City water well facilities.



Tom Del Santo, a 30+ year City Surveyor, verifies quality control of survey information submitted to the City.

• **WASTEWATER DIVISION**



City Wastewater Collection staff installing a new sewer main line on Doty/California Avenue to meet future capacity wastewater flows from the west side development areas and future sanitary sewer wastewater pump station upgrades.



Ron Milligan & Greg Gestvang shown maintaining equipment for the solids handling portion of the Wastewater treatment facility.



Shawn Hardt turning mulch piles as they decompose prior to screening for compost.



Ron Milligan is shown in the Wastewater laboratory performing tests to monitor treatment plant performance ensuring compliance of NPDES requirements.

• • •

In addition to other preventive operations and maintenance tasks, the Wastewater Division annually performs televised inspections of the City's wastewater collection pipe sewer systems. In the past few years new sewer/storm pipe repair technologies allow certain pipe breaks and other structural pipe damage to be accomplished, minus the excavating work necessary to perform the repair. The advantage of a CIPP repair is it does not require excavation to rehabilitate a pipeline that is either leaking or structurally unsound. Using trenchless technology has eliminated costly and time consuming excavations. The rehabilitated pipe is then inspected by close-circuit television to ensure complete pipe repair. Visit the City's website to view footage of this technology in action.

• • •



The Control Shack in Lynnwood is a building that was constructed to house SCADA equipment for control equipment, which allows collections staff the ability to have 24-hour off site monitoring of the Lynnwood Sewer Lift Station.

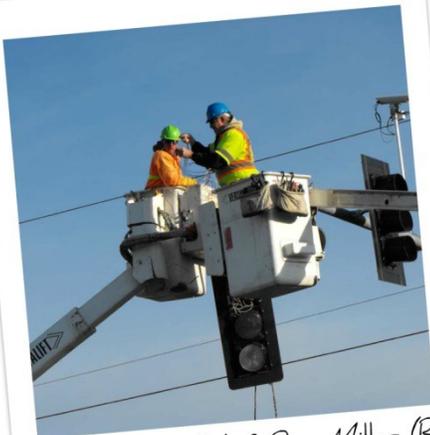
- **MAINTENANCE DIVISION**



Doug Shipman & Steve Blum
construct a new shed

Above: Doug Shipman & Steven Blum construct a new shed to house future pump controls and Supervisory Control and Data Acquisition (SCADA) equipment for the Moore Park Sewer Left Station.

Below: Ken Driessen (left) & Ray Miller (right) install a new flashing yellow left turn signal at the intersection of South 6th Street and Shasta Way. With the installation of new signals, motorists will experience fewer interruptions with the main flow of traffic on South 6th Street.



Ken Driessen (L) & Ray Miller (R)
install a new traffic signal

Right: Kirk Sipes replaces belts on the RAS Pumps at the Wastewater Treatment Plant.



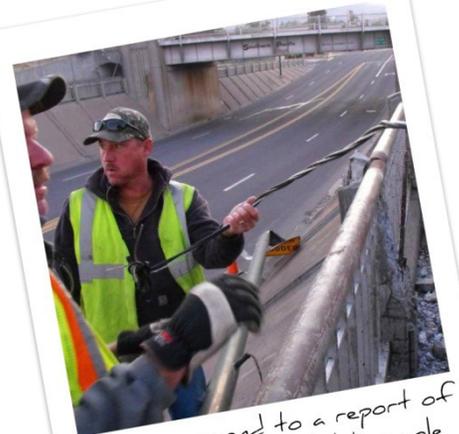
Kirk Sipes replaces Belts on the RAS Pumps at the Waste Water Treatment Plant.



Bruce Sorlien reconfigures
wiring for new traffic signal

Left: Bruce Sorlien reconfigures wiring to accommodate for a new flashing yellow left turn arrow at the intersection of South 6th Street and Shasta Way.

Right: Maintenance crews respond to a report of a damaged street lighting pole at the Main Street Underpass.



Crews respond to a report of a damaged street lighting pole

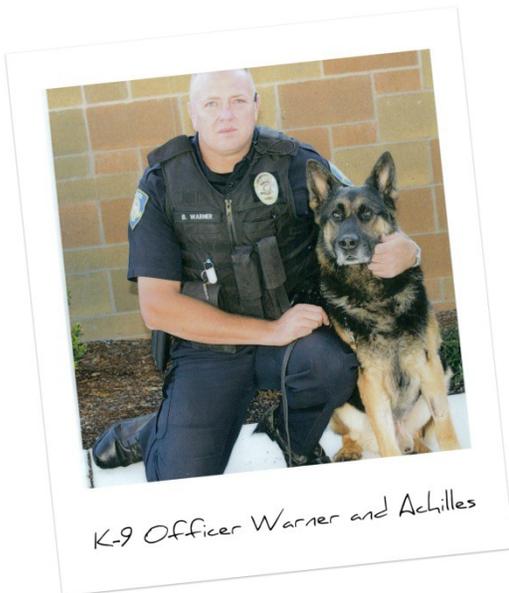
HUMAN RESOURCES

In 2011, the City renegotiated its union contracts with AFSCME and the TEAMSTERS. The new contracts are valid through June 2013. In addition, this year HR facilitated the implementation of a Wellness Committee and activities designed to encourage employee participation in their own wellness and continued work on the Leadership Training Program and rCity Values Team.

The Wellness Committee facilitated a successful healthy enrollment fair, which included brown bag lunches on Nutrition, Handling Stress and Places to Walk in Klamath Falls. There was also a Walking Program in which employees were encouraged to report their steps each day, which were recorded to track a mock roundtrip trek across the mountains and back.

The Classification and Compensation study was completed and presented to City Council. The study results showed the majority of our employees were paid within the market range. A few of our jobs had fallen behind market and steps were taken in this year's union negotiations to bring the positions closer to market. Subsequently, the City was able to adopt a Compensation Philosophy that will provide a foundation for moving forward. A Compensation Team was created to evaluate market-based pay structures and design any changes to the current structure necessary to fairly compensate employees in the future.

The Leadership program, based on The Leadership Challenge, continued this year. The Management Team held classes for the remaining managers of people and then a subsequent enrollment for anyone interested with 24 students electing to participate in the one-day class. At the end of each Leadership training, the participating employees were asked to develop a plan/goal to utilize their newly-gained knowledge to implement a project that would make a visible difference in our work force. One Leadership project was implemented by Sgt. Rob Reynolds. The City was able to assist with a grant from CIS for 50% of the funds to obtain the external vests. Pictured is Officer Warner in his new external vest.



The rCity Values Program continues to provide a platform for communication, decision making and community. The Values Team facilitated an Employee Appreciation Day with the Klamath Gems baseball team where one special person, son of City employee Kristina West, was asked to throw out one the opening pitches. All those who attended had a great time. Team members as well as Airport employees provided many volunteer hours to assist with the Sentry Eagle event at Kingsley Field. The Team assisted employees by providing designated employee parking areas, assisted in permitting employee entrance through an alternate base entrance and facilitated use of the Airport terminal for a special viewing area. The families who were able to attend the event were very appreciative of these amenities.





Councilwoman Trish Seiler

MESSAGE FROM

COUNCILWOMAN SEILER

There's a saying I'm sure many are familiar with: "Use it up, wear it out, make it do, or do without." I think I first read it in a "Dear Abby" column when I was growing up.

Your City Council and staff have worked this past year with that adage in mind. The most far-reaching action in the past several months came during financial hearings in June, when \$500,000 was cut from the 2011 – 2012 budget. Every department was affected, with positions left vacant after retirements, new hires postponed, and projects put on the back burner or cancelled altogether.

In spite of these difficult economic times we remain committed to providing quality services to our customers, the citizens of Klamath Falls. Department heads have been charged with finding ways to deliver services within the budget approved by the City Council. Staff and Council are looking at long-range plans and future goals with an eye toward greater collaboration between agencies and government entities. We continue to closely monitor expenses and revenue in order to create efficiencies and to take advantage of state and federal grant programs.

Planning for the future of the community while meeting current needs remains a critical part of Council responsibilities. The Downtown Advisory Committee, the Airport Futures Group, the Citizens for Public Safety Committee and other efforts represent the potential for creative thinking, developing new partnerships and new ways of doing the City's, and the region's business.

With these great challenges come great opportunities. I encourage continuing local participation in defining these challenges and crafting our future: a strong economic sector, a healthy community for all of our residents, an engaged and proactive citizenry working together to solve problems. Indeed, collaboration across the artificial boundaries of wards, neighborhoods, government entities and agencies is the only way to assure our future success. As always, I look forward to working with you in these endeavors.

Trish Seiler

Ward I



City Administration
City of Klamath Falls
500 Klamath Avenue
Klamath Falls, OR 97601

City of Klamath Falls Annual Report 2011