From the City Manager's Desk

December 4, 2017

Utilities Rolling out
Courtesy Calls

The City of Topeka Utilities department now has the ability to send a courtesy telephone notification to customers who have a City of Topeka utility account that is past-due and the customer is in danger of having their water service interrupted.

The Utility department will start making the courtesy calls the week of December 4, 2017. The Caller-ID will show the name; City of Topeka.

It is very important that customers who receive a courtesy call from the City of Topeka Utility department informing them their account is in jeopardy of having their water service interrupted, immediately make a payment or contact the Utility department Customer Service at 785-368-3111.

Our Customer Service
Representatives are available from 7:00 a.m. – 6:00 p.m., Monday – Friday.

We will attempt to contact as many customers as possible, however, the official notice of a customer’s past-due amount and due-date are located in the upper left hand corner of their City of Topeka utility statement along with the Disconnect Notice that is located in the center of the statement, so customers should not rely on a courtesy telephone call prior to making a payment.

If customers have questions regarding the validity of a call regarding a past-due payment on their account, they may contact Utility Customer Service at 785=368-3111.
Mayor Elect De La Isla attends Mayors Conference at Harvard

Mayor-elect Michelle De La Isla joined new mayors of major cities from across the country at the Institute of Politics’ (IOP), Harvard Kennedy School Seminar on Transition and Leadership for Newly Elected Mayors. Every two years since 1975, the IOP and the U.S. Conference of Mayors (USCM) host the country's preeminent educational and preparatory program for new mayors. The conference is sponsored by the Harvard Kennedy School and the National Mayor's Delegation. No tax dollars were used to send Mayor-elect De La Isla to the conference.

This year, more than 20 mayors and mayors-elect gathered from
November 28 to 30 for the IOP’s conference, which will focus on best practices, supported by dynamic workshops led by experts in public policy, media, the private sector and municipal governments. The IOP invites all first-time mayors from cities with populations larger than 75,000 to this unique program.

Recent Updates

- Budget has updated the Capital Improvement Plan website to include the tentative calendar for the 2019-2028 CIP adoption at www.topeka.org/cip.

- Topeka Fire Department Training staff conducted a live burn event at the training facility in conjunction with the new recruits and several companies.

- The Zoo Giving Tree program is up and running at sixteen different locations in the community. This generates enrichment items to be used throughout the year.

- 10th Street between Gage and Fairlawn was opened to traffic last week.
- NW Tyler between US-24 and NW Lyman was opened to traffic last week.

**TFD Lt. Phillip Money honored at Chiefs game**

Congratulations to Topeka Fire Department Lt. Phillip Money. He was honored by the Kansas City Chiefs at their last home game against the Giants as a Hometown Hero.

Lt. Money also serves us as a Master Sargent in the Air National Guard & recently assisted in the rescue of a victim from a house fire. Congratulations Lt. Money!
Eurasian Owls introduced at Zoo

Two Eurasian Eagle Owls are making their debut on Thanksgiving day at the Topeka Zoo.

Morrisey, a female, came from a zoo in Florida & Gengis, a male, came from the KC Zoo. They are a new breeding pair put together by the Eurasian Eagle Owl Species Survival Plan.

Coming up

- December 6th- Coffee with a Cop @ McDonald's (1640 SW Wanamaker) & Tip-A-Cop Charity event for Special Olympics @ Red Robin
• Santa Claus will be at the zoo the first two Saturdays of December raising funds to support zoo conservation efforts by taking pictures with guests.

Brent Trout

This weekly report is presented to you from the office of City Manager Brent Trout.

For other weekly reports, visit the City's website.

This report was produced through our open data portal. We have several other open data portals to help connect you with the work we do, including portals that let you:
• **Visualize Topeka's $270M budget**

• **See Topeka's expenses, one check at a time**

• **Navigate our major infrastructure projects**

• **Track departments' progress toward our goals**