



2020 MUNICIPAL REPORT

Mission Statement:

It is the mission of Midwest City to maximize the quality of life for our citizens through professional services, proper management of existing resources and appropriate planning.




Council members, Midwest City Residents and merchants,

The year 2020 will be labeled in history books as the “year of COVID.” Ordinances and operating procedures were put in place to protect our citizens and our dedicated municipal employees. The Mayor and Council passed appropriate and effective ordinances based on science to safeguard our citizens but also to try and protect our business from being completely financially devastated by the pandemic. As a result, a majority of our business community survived. As the City Manager, I am thankful how few of our employees contracted COVID-19.

Financially, our City expected and planned for a 6% overall decline in sales and use tax revenue. However, based on many of our residents who worked from home, our sales tax was actually up 12.42% compared to the last fiscal year (see pages three and four for additional financial information). The financial health of the enterprise funds that include water, sanitation, wastewater, and stormwater, continue to operate in a financially stable operating environment.

I am pleased to submit the following of accomplishments and completed projects by our great City in the year 2020.



Tim L. Lyon, City Manager

City Council Priorities

Midwest City elected officials sit on eight established sub-committees; in 2020 a ninth was added called the Race Relations Committee.

During 2020, the Ordinance Oversight Council Committee facilitated needed updates to our ordinances, which included Charter changes that went to a vote of the people on May 11, 2021.

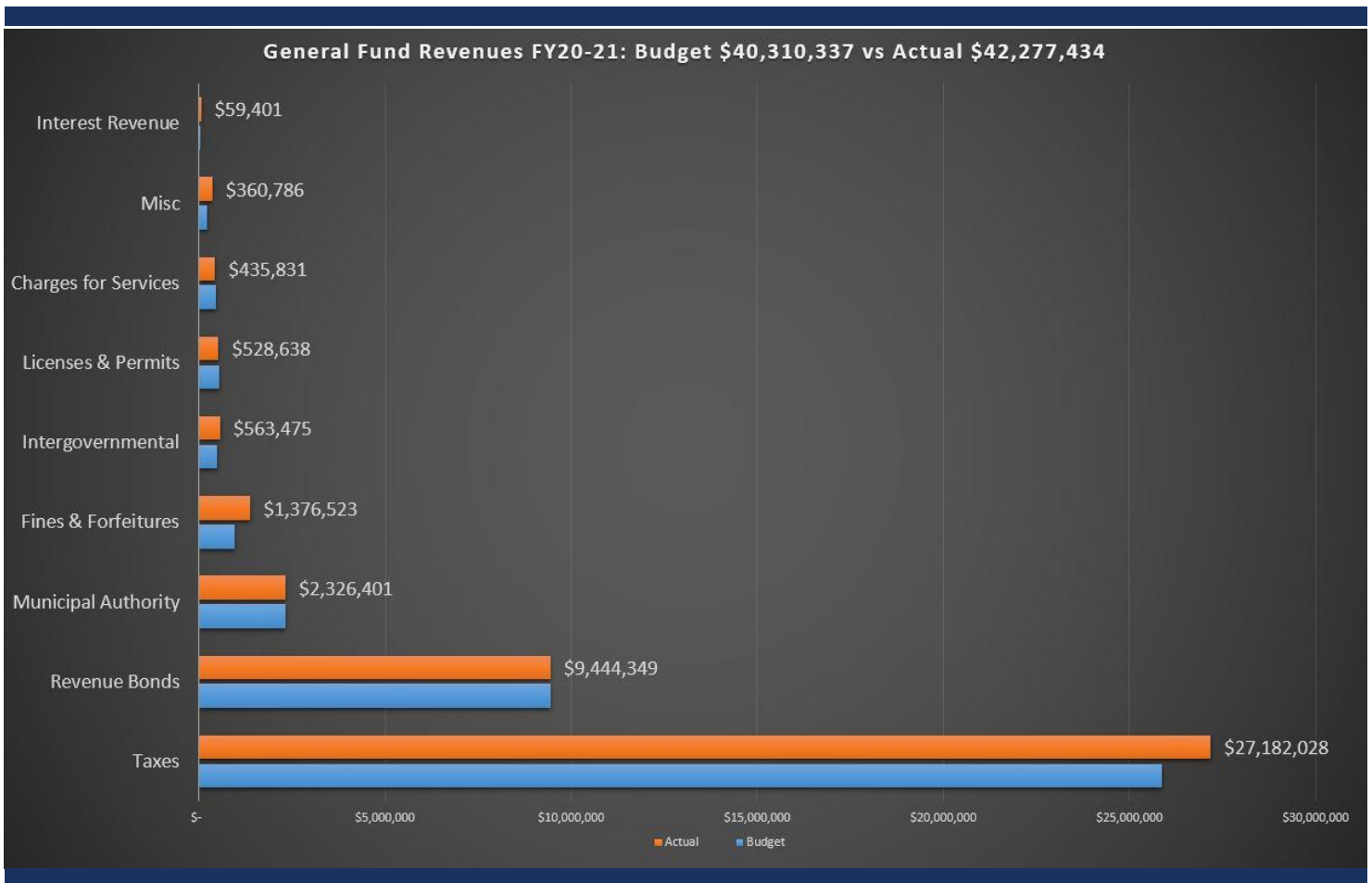
The Sidewalk Committee met and approved several new projects that residents will see under construction in 2021.

Midwest City Budget Overview

ACCOUNTING BASIS

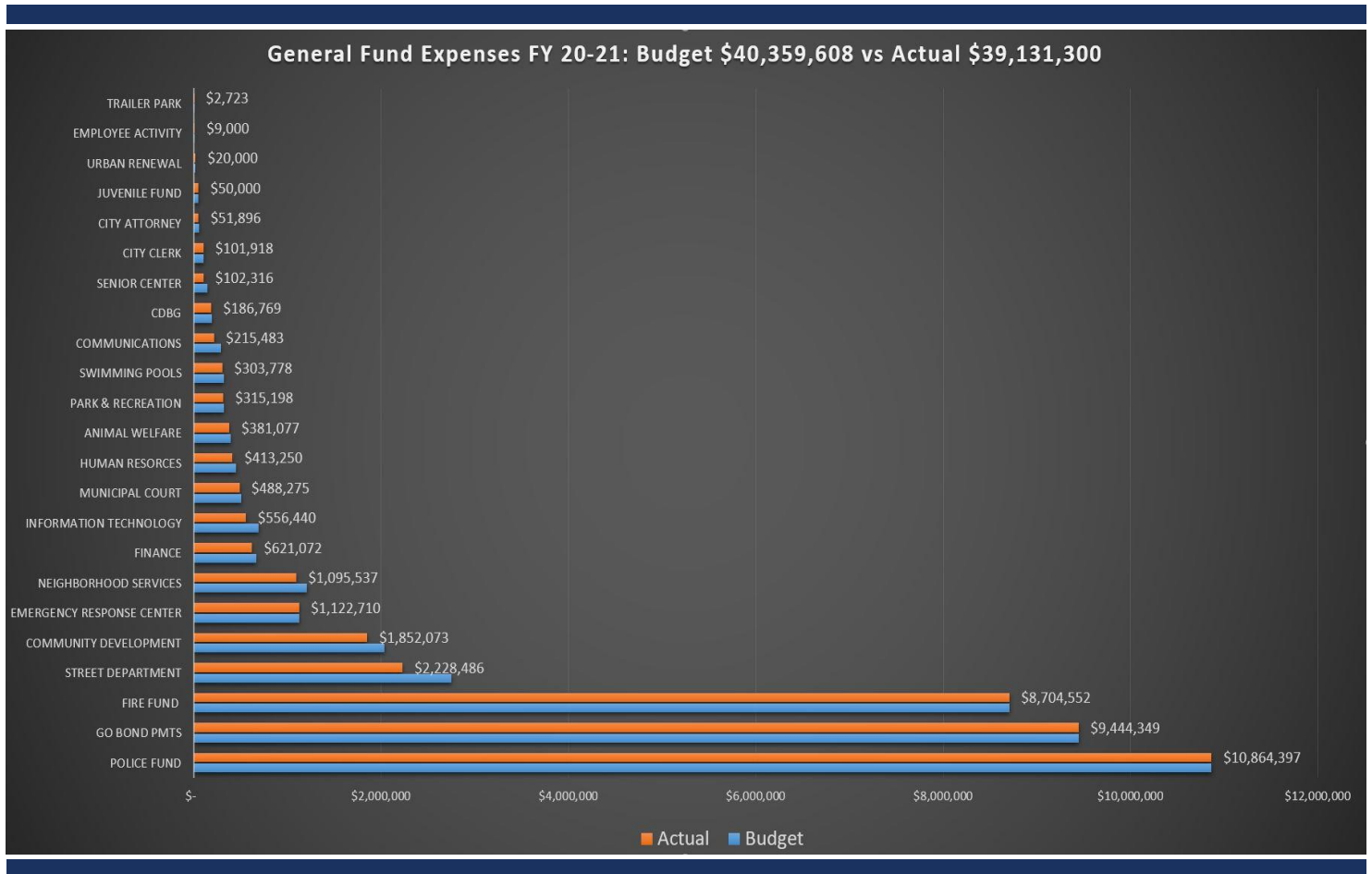
The City of Midwest City's budget is best characterized as being developed on a cash basis with the exception of utility receivables. The budget is adopted at the department level as allowed by Title II, Section 17-215(d). The operating budget is an estimate of revenues and expenditures for one fiscal year.

General Fund Revenues for FY20-21 (Budget vs. Actual):



Midwest City Budget Overview (continued)

General Fund Expenses for FY20-21 (Budget vs. Actual):



2020 Community Outreach – A few of our projects in 2020:

Neighborhoods in Action assisted residents with such things as food for 30 to 40 people a week; worked with an average of five to ten court appointed community service juveniles per week; and aided over 750 tax returns.

The Neighborhood Initiative team supported 34 active neighborhood associations; assisted with five neighborhood meetings; coordinated twelve Restore Midwest City Projects; and in December they organized and raised \$30,000 worth of donated food for over 112 families, the Autumn House residents and the Midwest City Schools' food pantries.

The Senior Center saw closures and limited use restrictions due to the health risks for our elderly residents. However, we partnered with the Oklahoma County Senior Nutrition Program to create a drive-thru style lunch service, providing around 90 meals a day.

Grants Management provided down payment and closing cost assistance grants to 35 new Midwest City homeowners; 12 households received help from the Primary Systems Home Repair Program; and 6 households received help from the Rehab Loan Program.

Communications & Marketing modified several free City events to boost the morale of our residents such as the Halloween Trick or Trail drive-through, the virtual Chalk Your Walk for Covered in Color, and Calls with Kringle.

The Police Department executed a monthly homeless outreach program and Shop-with-a-Cop.

The Fire Department participated in "Sound the Alarm" American Red Cross smoke detector canvassing event and Career Day in February for Mid-Del Schools.

The Memorial Hospital Authority's Community Improvement Grant Program quickly adapted to assist struggling small businesses with an economic relief grant program.

COVID-19 Impact

Overall, each department willingly and successfully adapted to CDC guidelines implemented by the City leadership. Many people did a tremendous job integrating specific procedures, offering wise advice, and managing the paperwork involved in this Federal, State, and Local disaster, especially Debi Wagner, MWC Emergency Mgr., who spearheaded the City's response.

CITY DEPARTMENTS

ANIMAL WELFARE

Animal Welfare, formerly a division of the Police Department, is now an independent department reporting to Vaughn Sullivan. The new supervisor is long-time employee Teresa Coplen. Construction on the new facility began in 2020 and is nearing completion.



CITY ATTORNEY

Along with routine work, the City Attorney participated in the Ordinance Oversight Council Committee reviewing and updating our ordinances. Charter revisions were researched and suggestions were made, a Council Code of Conduct was created, and assistance was given to the Central Oklahoma Master Conservancy District and the Regional Transportation Authority.

CITY DEPARTMENTS

CITY CLERK

The City Clerk processed over \$26 million dollars worth of bid packets and processed Open Records requests, while Utility Customer Service maintained 20,900 utility accounts.

CITY MANAGER

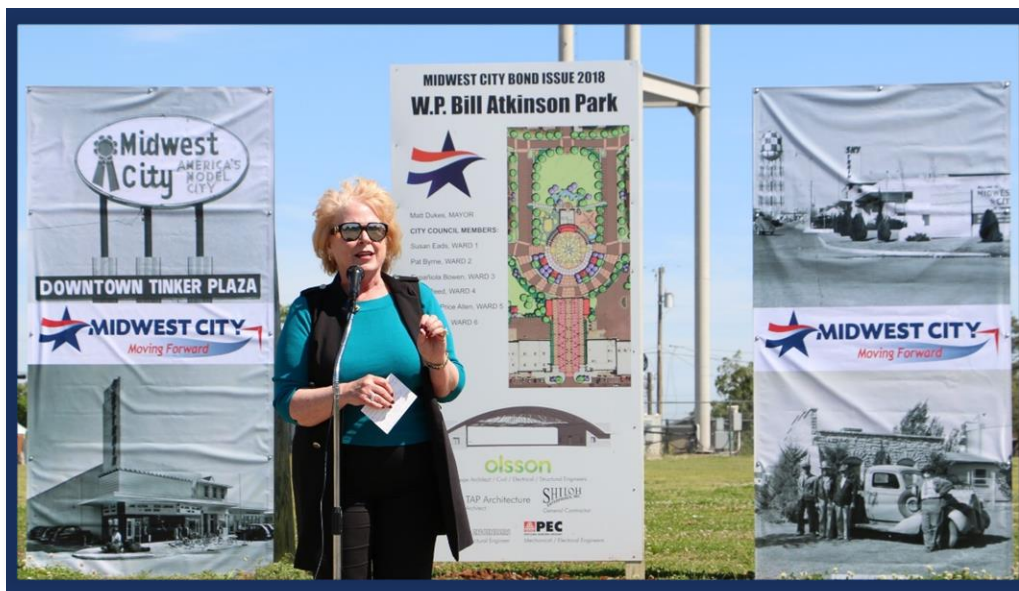
A new position was created titled Director of Operations with Ryan Rushing promoted up to manage Municipal Courts, Emergency Operations, Information Technology, Finance, Communications & Marketing, GIS, and Neighborhood Services.

Assistant City Manager, Vaughn Sullivan, manages G.O. Bond Projects, Grants Management, Parks & Recreation, City Golf Courses, City Clerk, Public Works, and Animal Welfare.

City Manager, Tim Lyon, manages the Assistant City Manager, Director of Operations, City Attorney, Community Development, Economic Development, Human Resources, Fleet Services, Police, Fire, Risk Management, and the Sheraton/Reed Center.

COMMUNITY DEVELOPMENT

Along with daily operations, Community Development staff completed 8075 inspections and issued 258 permits in 2020. They also helped with several 2018 G.O. Bond Projects such as the Animal Services Center, Mid-America Park, and the W.P. Bill Atkinson Park.



CITY DEPARTMENTS

COMMUNITY DEVELOPMENT (continued)

The GIS Department developed and deployed Cityworks Permits Licensing and Land (PLL) software, which has streamlined the City's internal collaboration and efficiency. This Cityworks software has also allowed for development of a "Public Access Portal," both working toward a more customer-friendly online presence that allows customers to apply for several permit applications online. In addition, GIS staff has created a "Resident Requests Reporter" (R3 for short) allowing residents to submit issues and track the progress of the resolution.



Community Development received a Keep Oklahoma Beautiful Environmental Excellence Award for their work on the North Oaks Development.

MUNICIPAL COURT

In 2020, the Court underwent a much needed major remodel, and we hired a new Court Administrator.

Around \$1,651,617 in fines and court costs were processed. Over 5,000 warrants were issued with \$169,682.80 in warrant fees. The Clerks processed over 11,000 Police tickets, 284 Neighborhood Service tickets, and 125 Animal Control tickets. Court and technology fees totaled over \$325,000.

COMMUNICATIONS & MARKETING

In an effort to unify the social media and marketing of the City, we joined the Convention & Visitors Bureau, Special Events, Public Information, Marketing and Media efforts, establishing a very strong and effective Communications & Marketing Department. The new Department met its goal of 10,000 "Likes" on Facebook and established a presence on other social media outlets. Additionally, emphasis was placed on posting more video footage segments. These efforts created a broader reach in communication. The pandemic was rough for our normal events, but the team pulled together and brought new and fun events to our residents.

CITY DEPARTMENTS

COMMUNICATIONS & MARKETING (continued)



ECONOMIC DEVELOPMENT

As the events of 2020 unfolded, we saw entertainment and hospitality venues falter, especially the newly built Warren Theatre, which went into foreclosure. The businesses that were able to adapt to an online presence, delivery, or curbside pick-up thrived; however, the retail and office sectors took large hits last year as shopping went online and workers went remote.

Thankfully, we saw Uptown Cheapskate, an upscale resale shop, open at 6005 SE 15th Street.

Good news from the restaurant scene included openings such as Olive Garden, a second Chick-Fil-A, Scooter's Coffee and Louie's Grill & Bar.

CITY DEPARTMENTS

ECONOMIC DEVELOPMENT (continued)

Construction began for these new restaurants: Swadley's Bar-B-Q, Dutch Bros. Coffee, Nashbird Chicken, and The Baked Bear: Ice Cream Sandwiches. Additionally, planning started for two specialty beverage shops, one of which is SWIG (2nd shop to be announced soon).

Despite the overall decline in office occupancies, the announcement of SSM Health's takeover of AllianceHealth Midwest has generated some positive possibilities.

Our industrial inventory such as Tomcat Aviation and Century Martial Arts fared well as they adapted to the pandemic. The Soldier Creek Industrial Park final plat was filed and plans for our first tenant are in the works.

EMERGENCY MANAGEMENT / 9-1-1

Debi Wagner led the City's response to two major disasters in 2020, including the COVID-19 pandemic and the October Ice Storm. She convened and expanded the Whole Community Planning Group, and earned her International Certification in Emergency Management. All dispatchers were fully trained and EMD certified. The department was awarded a 9-1-1 Authority Grant for new radio consoles.



CITY DEPARTMENTS

FIRE

In 2020, the Fire Department responded to 2,633 fire/hazard related calls along with 5,489 EMS and other calls. With G.O. Bond money, they purchased a mobile breathing air trailer that can be used on-site to refill air bottles, a new command vehicle, a new 95' platform ladder truck, and a new fire engine. The Fire Marshal's office completed 85% of the annual inspections despite COVID-19 restrictions.



FINANCE

The Department did a fantastic job of maintaining our finances and produced a clean audit! Finance collected funds from ten to twelve other departments daily and generated 9,368 checks equaling \$59,561,154. They created 7,610 purchase orders, encumbered \$77,344,685, and entered 7,931 journal entries. We sent out 181 1099s and managed 2,627 active vendors.

CITY DEPARTMENTS

FLEET SERVICES

During 2020, all Fleet Services Technicians were certified through the National Institute for Automotive Service Excellence, with one achieving a Master technician and four being certified in several Oklahoma categories, while another four obtained Underground Storage Tank certification from the Corporation Commission, and one obtained Vehicular CNG Technician certification from the state.

Fleet received \$55,400 in grant funds from the Association of Central Oklahoma Governments (ACOG) from the Congestion Mitigation Air Quality (CMAQ) Program. Fleet Staff is now working to apply for a \$200,000 Oklahoma Department of Environmental Quality grant for a Volkswagen settlement; as well as another \$59,531 in grant funds from ACOG for the CMAQ Program. The Surplus Division sold over \$30,000 in unused or obsolete items.

Manager, Craig Davis, assisted in specifications and procurement of \$1.5M in City vehicles and continued to lead as the Project Manager over the Delta Hotel Conversion.

GOLF

Although we suffered through a pandemic last year, our golf courses offered people a safe open environment to socialize and play, seeing sales soar as other metro courses closed. Plans were finalized for the 1st quarter 2021 closing of John Conrad. The plans detail our 2018 G.O. Bond project to remodel and update the golf course, expected to reopen in 2022.

GRANTS MANAGEMENT

The Grants Management Department navigated the Oklahoma CARES Act funding in the amount of \$4.4M received for COVID-19 related City expenses. They assisted low to moderate income residents with \$104,510.33 in rent and utility assistance. Several projects were completed such as phase II SCIP Recreational Trails.

HUMAN RESOURCES

In 2020, HR handled 147 job vacancies with 942 applications processed resulting in 120 new employees. We hired a new Human Resources Officer, Shannon Dorssom, and implemented innovative new hire testing processes.

CITY DEPARTMENTS

INFORMATION TECHNOLOGY

Allen Stephenson became the new Director and oversaw nine major technology upgrades along with several transitions to new technology at multiple City facilities. Cybersecurity remains the biggest threat with over 700 advanced threats detected in 2020. Staff processed 660,000 calls, 2,447,580 emails and over 3,000 devices.



NEIGHBORHOOD SERVICES

Code Enforcement worked nearly 9,000 new cases, resulting in 523 contracts and 241 citations.

Neighborhoods in Action provided summer camps for 25 children, assisted 30 to 40 citizens per week with Community Food Giveaways, helped 750 plus citizens with tax returns, and worked with an average of 5 to 10 court-appointed community service juveniles per week.

Neighborhood Initiative supported 34 active neighborhood associations, assisted with five neighborhood special events, and coordinated 12 Restore Midwest City Projects.



CITY DEPARTMENTS

NEIGHBORHOOD SERVICES (continued)

Neighborhood Initiative Staff also organized and worked the 10th Annual Sam's Club Food Drive that raised \$30,000 worth of donated food, helping 112 families for Christmas, Autumn House residents, and the Midwest City Schools' food pantries.



PARKS & RECREATION

Although we suffered the effects of the pandemic, our outdoor sports recreation did well. The adult softball sports program ran nine months with 15 senior teams and 50 to 60 men's and co-ed teams. Reno Swim and Slide ran at half capacity for social distancing. We held our annual swim events and partnered with the YMCA, who hosted swim lessons for 500 children.



CITY DEPARTMENTS

POLICE

The Police Department answered approximately 70,000 calls for service and responded to over 1,000 mental health calls. They promoted a focused intense department-wide mental health training program for help among the officers as well as for our residents and business owners. They also created or improved areas within the department such as adding “Crime Scene Technicians” within each patrol to assist the Lab on major crime scenes in an effort to provide better safety against violent crimes in our community. The Chief participated in the Oklahoma County Criminal Justice Advisory Council and the Divided Communities Project.

Regarding community interaction, they implemented an Elementary School Resource Officer Program with the six Mid-Del grade schools, executed monthly homeless outreach programs, and created a new recruiting division that actively coordinates with over five different outlets.



CITY DEPARTMENTS

PUBLIC WORKS

The Public Works Department touches every household or business in Midwest City every single day, and their services are essential to the quality of life. They endured the challenges of 2020 with minimal interruption to residential and commercial services. Listed below are some of the other accomplishments each inter-department made during recovery efforts.

- ADMINISTRATION / ENGINEERING

The Administration team handled thousands of calls for service and complaints associated with drainage, parks, recycling, solid waste, signals, streets, sewer back-ups, and water; as well as, preformed research and audits for services provided to customers.

Among many other things, engineering concluded phase one of the Streets G.O. Bond projects and began the second phase; broke ground for the new \$5,000,000 Booster Pump Station and Clearwell Storage Tank Project, which will be a much needed supplement to the City's water delivery system during peak usage.

- LINE MAINTENANCE & WATER METERS

Line maintenance crews responded to 347 sewer blockages; inspected over 94 miles of sewer lines with 25 main repairs performed; replaced 18 fire hydrants; inspected 547 grease, sand, or oil traps; processed over 9,000 requests for service; repaired 31 water main breaks; and installed 183 new meters.



CITY DEPARTMENTS

PUBLIC WORKS (continued)

- SOLID WASTE

The Solid Waste crew collected 64,962,000 lbs. equaling 32,481 tons of waste and had 11,871 residential bulk waste pick ups while also assisting in the record-breaking ice storm recovery process. Republic Services collected 5,114,000 lbs. equaling 2,557 tons of recycling.



- STORMWATER

The Stormwater team issued 36 permits and performed 143 final inspections. They issued 109 enforcement actions (47 illicit discharges & 62 construction). Additionally, Household Hazardous Waste received and processed 1,247 drop-offs weighing 97,918 lbs.



CITY DEPARTMENTS

PUBLIC WORKS (continued)

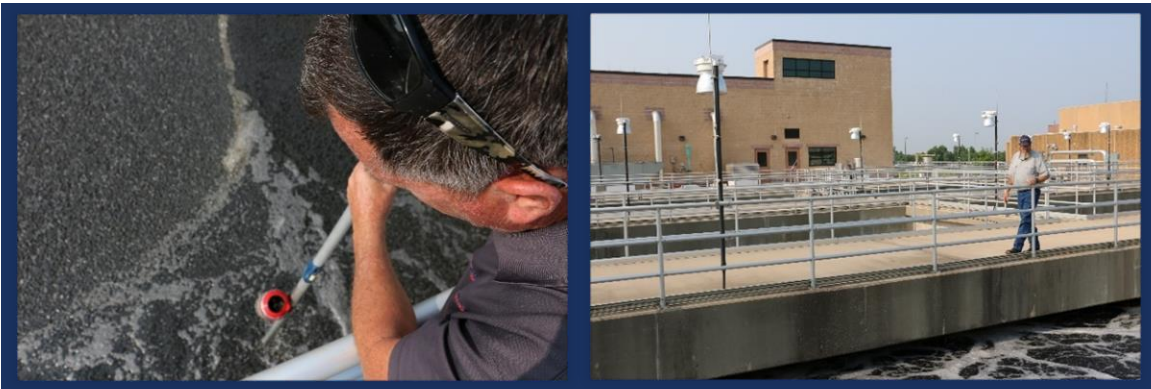
- STREETS / PARKS / FACILITIES & DRAINAGE

Our street crew finished traffic islands on SE 29th St. from Douglas to Midwest Blvd., rebuilt a low-water crossing at John Conrad Golf Course, replaced the intersection at Oak Tree Dr. and Reno Ave. (included additional drainage work), finished the sidewalk from Felix Pl. to Maple and added a sidewalk from SCIP Parking lot to NE 23rd, finished a cul-de-sac at Kathleen and planted trees, and addressed the ODOT bridge maintenance report concerns on SE 29th St. at Kuhlman and Crutcho Creek with respect to scouring and compromised bridge supports.



- WATER RESOURCE RECOVERY FACILITY

The Water Resources Recovery Facility (WRRF) treated approximately 2,100,000,000 gallons of wastewater, while participating in a COVID-19 pilot wastewater monitoring program. Our Compost Facility received 4,253 yard-waste drop-offs, and generated 1,142.91 metric tons of compost. Two new cutter pumps were installed at the Anderson Lift Station reducing maintenance and the cost of operation.

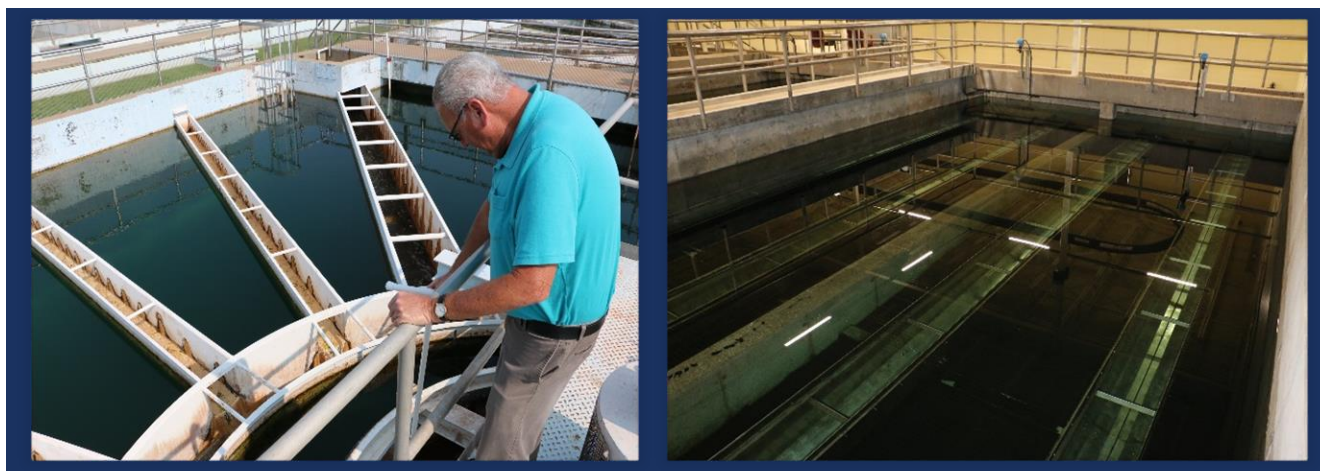


CITY DEPARTMENTS

PUBLIC WORKS (continued)

- WATER PLANT

The Water Treatment Plant and water well system are capable of providing a maximum of 21 million gallons of water per day to residents of Midwest City. In 2020, a total volume of water pumped to MWC customers was 1,882,999,000 gallons. We met or exceeded all water quality standards set forth by the EPA and ODEQ, enhancing the quality and taste with Granular Activated Carbon filters. During 2020, the Booster Pumping Station reconstruction project was awarded to Downey Construction.

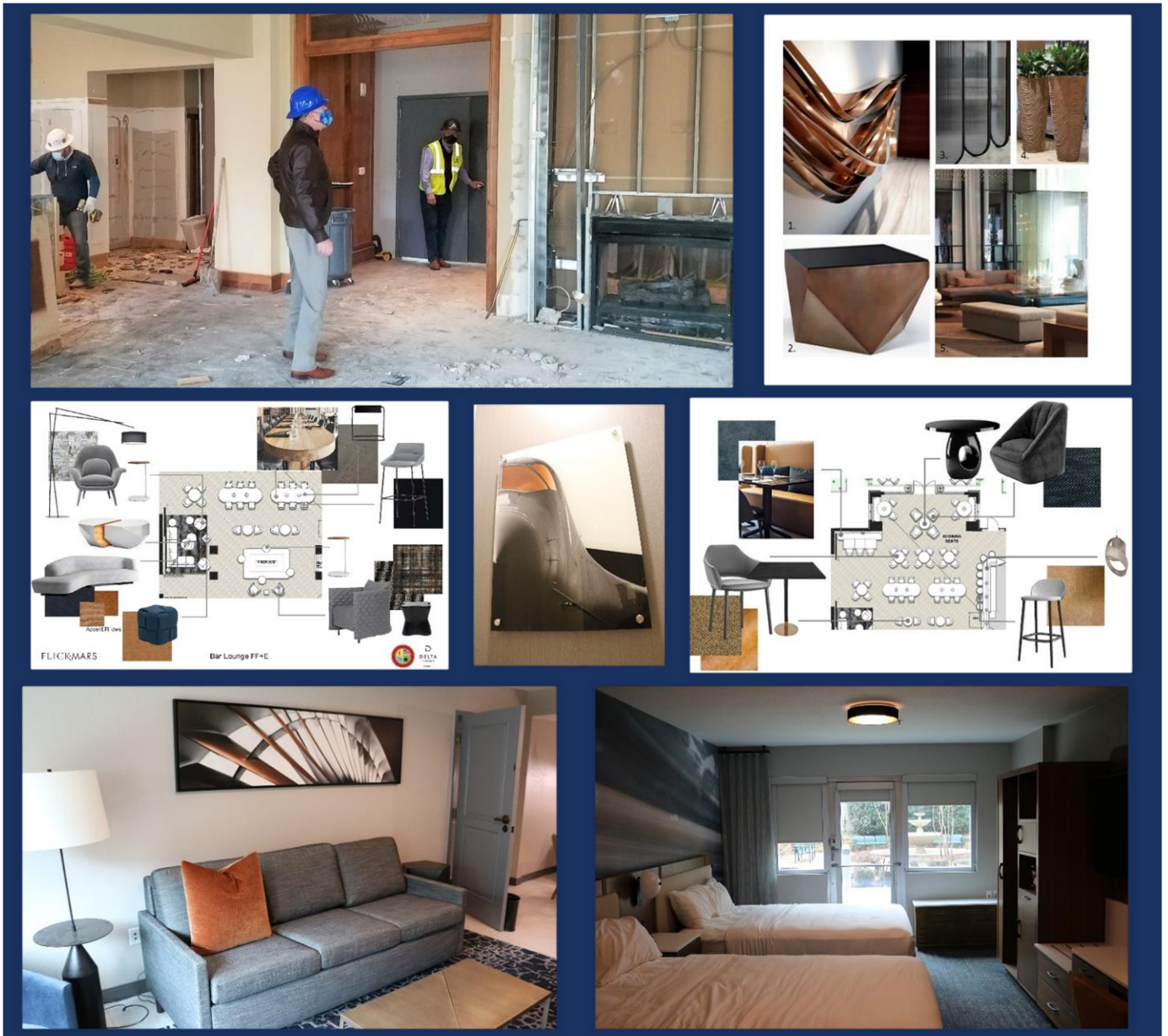


RISK MANAGEMENT / SAFETY

Risk Management is responsible for the daily operations of the Workers' Compensation program, the management of litigation, and the administration of property insurance within the City. The Workers' Compensation and General Liability budgets are actuarially evaluated every fiscal year. Although the City is self-insured, we purchase excess insurance for catastrophe claims. Oklahoma Municipal Assurance Group (OMAG) provides our property insurance, and our auto liability coverage. Due to the fact that OMAG is comprised of a pool of municipalities, it is able to offer extremely low deductibles, with good coverage.

SHERATON / REED CENTER

The Sheraton Midwest City at the Reed Conference Center was greatly affected by the COVID-19 pandemic. Fiscal Year 2020 saw an 82% decrease in net income in comparison to 2019. The Reed Center suffered a loss of \$1,374,739 in food and beverage revenue due largely to groups cancelling or rescheduling events. However, in May 2020 occupancy began to increase by 53%. Despite all, we have great optimism as we forge onward with our conversion to a Delta by Marriott property, which will modernize our facility with desirable amenities for our business traveling clientele.



THE FUTURE LOOKS BRIGHT

Midwest City is evolving and adapting to the needs and desires of the times. We are witnessing an evolution through our 2018 G.O. Bond improvement projects that will rival other cities our size across America. We continue to strive to be a military-friendly community and good neighbor as we maintain partnerships with surrounding communities.

We're helping more people see that Midwest City is a great place to live, work and play!

We encourage residents and business owners to keep us aware of non-emergency issues in our community by utilizing our Resident Requests Reporter (R3) at MidwestCityOK.org. This online tool allows the community to report a variety of issues including code enforcement violations, potholes and utility problems.

In addition, residents and business owners can sign up for public notifications regarding breaking news, events, and agendas for boards/commissions/Council/Authority meetings by clicking on the "MWC Notify" and "Alerts and Notifications" tab under "Your Community."

