

Contact: Nick Hernandez
Phone: (620) 441-4415
Fax: (620) 441-4426
nhernandez@arkansascityks.gov

City Manager's Office
City of Arkansas City
118 W. Central Ave.
Arkansas City, KS 67005



News Release

City Hall begins limited reopening Tuesday as part of Phase 1.5

All other facilities remain closed under City plan that follows Ad Astra phases

ARKANSAS CITY, Kan. (May 16, 2020) — The City of Arkansas City will begin a very limited reopening of City Hall on Tuesday as part of Phase 1.5 of Kansas Gov. Laura Kelly's Ad Astra state reopening plan.

To maintain the health of its employees and help to limit the spread of coronavirus (COVID-19) locally, the City closed City Hall to the public in late March. However, City staff has continued to provide public services during this time through a variety of measures, including by telephone, video conferences, in-person appointments, and online, drive-through and drop-off methods.

Starting Tuesday, Arkansas City Municipal Court will resume weekly sessions with strict social distancing and other safeguards in place to protect everyone's health. *(See attached plan for more.)*

Police officers will monitor the main doors to City Hall and only seven people will be allowed in the building at a single time in order to maintain the limit of 10 people established in Executive Order 20-31.

The Finance Department also plans to bring back the walkup window next week for cash payments.

Through Phase 1.5 and Phase 2, all other public business at City Hall will continue to be conducted online, by telephone or email, or via appointments. City Hall will be unlocked only during court hours.

Critical services such as Fire-EMS, police, sanitation, water, wastewater and others will continue uninterrupted. All other City facilities, including the following, will remain closed to the public in Phase 1.5:

- **Agri-Business Building**, located at 712 W. Washington Ave.;
- **Arkansas City Public Library**, located at 120 E. Fifth Ave.;
- **Cleo Graves Memorial Hogan**, located in Ranney Park at 326 E. Poplar Ave.;
- **Northwest Community Center**, located at 615 W. Birch Ave.;
- **Senior Citizens Center**, located at 320 South A St. *(but meal program is continuing)*;
- **Recycling trailers** located at the middle school, Cowley College and Spring Hill Golf Course.

For immediate release

more

The City continues to encourage all citizens to follow all health recommendations when using City parks or trails, including safe social distancing methods, and to refrain from using these areas while sick.

Below are the City departments and divisions that operate out of City Hall, the contact information for those departments, and a description of how the City will continue to serve the public in a manner that minimizes citizens' risk of exposure and increases our ability to deliver services over the coming weeks:

Finance Department: Customer service, Municipal Court payments and utility billing

For those residents who wish to pay by credit or debit card, the following services are available:

- Visit www.arkcity.org and click on "Online Payments" under the main photo or, in the top navigation bar, hover over "I Want To..." and then "Pay," then click "Utility Bill."
- Access the City of Arkansas City's online utility payment system directly at www.municipalonlinepayments.com/arkansascityks.
- Call [441-4401](tel:441-4401) or [441-4402](tel:441-4402) to talk to a customer service specialist and pay by telephone (*this option only available during business hours, 8 a.m. to 5 p.m. Monday through Friday*).
- Use the walk-up window, located just to the right (east) of the main (south) door to City Hall.

For those residents who wish to pay by check, the following services are available:

- Mail payments to **City Hall, P.O. Box 778, 118 W. Central Ave., Arkansas City, KS 67005**.
- Use the utility dropbox located in the alley east of City Hall to drop off your payment.
- Use the City of Arkansas City dropbox located at the Dillons customer service counter.

For those residents who wish to pay with cash, the following service is available:

- Use the walk-up window, located just to the right (east) of the main (south) door to City Hall.

To establish or stop utility service, please call [441-4401](tel:441-4401) or [441-4402](tel:441-4402) to talk to a customer service specialist, or use the walk-up window. The walk-up window also is available for court payment plans.

Neighborhood Services Division: Building permits, code enforcement, planning and zoning

For building permits, inspections and dropping off plans, all services will continue to be by appointment. Please call [441-4420](tel:441-4420) first. You also may email twatts@arkcity.org. Neighborhood Services Division staff then will coordinate with citizens or contractors directly on how to best serve them.

For GIS, planning and zoning development needs, please call [441-4420](tel:441-4420) or email jwhite@arkcity.org.

Much Neighborhood Services Division information and resources also are accessible on the City's website at www.arkcity.org/government/public_works/neighborhood_services_division/index.php.

City Manager Department: City clerk/municipal court, human resources, city manager, PIO

Services provided to the public out of the Human Resources Division, including job listings, are available on the City's website at www.arkcity.org/government/human_resources/index.php. For questions or to schedule an appointment with HR, please call [441-4406](tel:441-4406) or email kmccubbin@arkcity.org.

Most applications and open government forms are available on the City's website at www.arkcity.org/government/open_government/document_center.php. For Municipal Court-related questions or to schedule an appointment, please call [441-4408](tel:441-4408) or email lshook@arkcity.org. The walk-up window also is available to make Municipal Court payment plan arrangements.

The City Manager remains available by phone at [441-4414](tel:441-4414) or by email at nhernandez@arkcity.org.

The Public Information Officer may be contacted at [441-4415](tel:441-4415), [660-5963](tel:660-5963) or alawson@arkcity.org.

Other City facilities

Including City Hall, all City facilities housing City personnel remain off-limits to the public indefinitely, except for exceptional circumstances. This restriction includes the Bryant Shop, Central Shop, Fire-EMS Department, Parks Shop, Police Department, Water Treatment Facility and Wastewater Treatment Plant.

The Meals on Wheels program will continue indefinitely as a curbside pickup or delivery service only.

An overview of the City's overall reopening plan is attached to this release, but is subject to change.

For questions or concerns about any of these closures or changes, please call City Manager Nick Hernandez at [\(620\) 441-4414](tel:620-441-4414) or email him at nhernandez@arkansascityks.gov.

For the latest information about COVID-19, please visit the CDC website at www.cdc.gov or the Kansas Department of Health and Environment (KDHE) webpage at www.kdheks.gov/coronavirus.

###