



the Lindsborg City View

Quarterly Newsletter - Issue 39 - August 2016

LINDSBORG RECREATION

JOIN IN ON THE FUN!

One of the many great places to kick back and enjoy yourself while in Lindsborg is the Lindsborg Golf Course. This manicured sixty-four acre, nine hole municipal course features lush push mowed greens and established rough. LGC, a unique hidden treasure, is nestled in the midst of Smoky Valley. Clubhouse summer hours are 7:00 a.m. to 9:00 p.m. Sunday through Monday, weather permitting. Memberships for families and students are available. Tournament information and weekly specials are available on the web at www.golflindsborg.com or on the City of Lindsborg website at www.lindsborgcity.org.

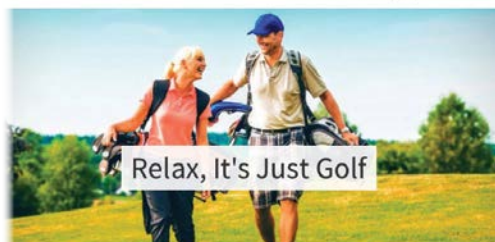
The City of Lindsborg invites everyone to play a few rounds at the LGC today!

REALITY -- n.

- 1.) the state or quality of being real
- 2.) resemblance to what is real
- 3.) a real thing or fact
- 4.) real things, facts, or events taken as a whole; state of affairs

See more at www.dictionary.com

≡ GolfLindsborg



Lindsborg Golf Course
1541 Svensk Rd.
Lindsborg, Kansas

LGC...where you want to PLAY Golf!



THE CITY OF LINDSBORG

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**Councilwoman
Becky Anderson
in 2001, the year
she was sworn in.**

Through the years many intelligent, dedicated, caring people have served on the Lindsborg City Council. All served with the residents of Lindsborg's best interest at heart. Councilwoman Becky Anderson was sworn in to serve her peers and the constituents of Ward 2 over 15 years ago. She has helped oversee the process and completion of Vålkommen Trial Phase I, with Phase II being initiated, Wastewater Treatment Plant Upgrade, City Hall Renovation, the Sundstrom Conference Center and the Downtown Infrastructure Project just to name a few. City staff wishes to thank Becky for her service and know her support will continue in the future. If anyone is interested serving on the City Council please inquire at City Hall. Mayor Bill Taylor will appoint a citizen he feels is qualified to finish out the term for Ward 2.



The picture above was taken on July 18, 2016, 15 years later. This was Councilwoman Becky Anderson's last City Council Meeting serving as the representative for Ward 2.



The picture to the left shows Becky Anderson along with the current City of Lindsborg Governing Body. From left to right: Emile Gallant, Corey Peterson, Rick Martin, Becky Anderson, Mayor Bill Taylor, Blaine Heble, Betty Nelson and Kelley Menke. Not pictured: David Higbee.



Council Member Contact Information



Councilman **David Higbee**
dhigbee@lindsborgcity.org

Mayor **Bill Taylor**
btaylor@lindsborgcity.org

Councilman **Emile Gallant**
egallant@lindsborgcity.org

Councilwoman **Betty Nelson**
bnelson@lindsborgcity.org



Councilman **Blaine Heble**
bheble@lindsborgcity.org

Councilman **Rick Martin**
rmartin@lindsborgcity.org

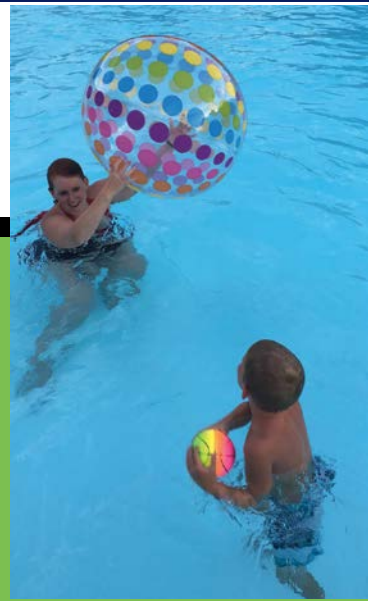
Councilman **Corey Peterson**
cpeterson@lindsborgcity.org

Councilwoman **Kelley Menke**
kmenke@lindsborgcity.org

LINDSBORG RECREATION CONTINUED



Water Aerobics (photo far left) was a very popular class this year. The Mother/Son event was well attended and fun was had by all! Another great program held this



year was the tennis camp. The kids learned fundamentals as well as front and back swings!

It has been a fun, crazy, HOT, and adventurous summer for the Lindsborg Recreation Department! From the grueling hot summer evenings at the ball-park for youth baseball/softball to the many days and nights spent cooling off at the pool. Other summer programs included youth tennis clinic, yoga classes, water aerobics, and our annual Camp Dala Days, which had 25 campers this year! The campers enjoyed exploring Lindsborg as well as venturing out on two field trips. Following the camp the Recreation Department hosted the 2nd Annual Mother and Son event at Riverside Park. With all the hustle and bustle at the parks in the city, the golf course, located southeast of the city saw a lot of traffic as well! The weather, rain or shine, did not keep the golfers away this season. Golf course members have to be some of the most dedicated people to the sport. The Lindsborg Golf Course hosted two tournaments at the beginning of August and will host one more tournament September 18. The Recreation Department has a lot to offer, join the fun!



Members of the Men's Night golf group pooled together funds and purchased a set of golf clubs and golf bag which was then presented to Dan Koons for all of his hard work and effort in keeping the golf course looking good while the City is in the process of hiring a new golf superintendent.

What a generous and caring group of men & a big thank you goes out to Dan Koons for working so hard on the course! The Golf Superintendent position is still available. Visit www.lindsborgcity.org to inquire or call the Recreation Department at 785-227-3333.



REALITY OF CUSTOMER SERVICE

ACCEPT CLEVER SUGGESTIONS AND DELIVER EXCELLENT SERVICE

The keys to exceptional customer service are action steps, not gimmicks. What sets Lindsborg businesses and the customer service “greats” like Ikea, Amazon or Apple apart is the ability to deliver excellence in each customer interaction, every time. Head to the Apple website and you won’t find a word on their customer philosophy or values, but you will see a ton of options and ways to get customer support. We believe that actions speak louder than words to all of us.

Consider the following:

- 1.** Do we know our customers? Frequently CVB staff hear our guests’ surprise at how welcome they were at each stop, shop, restaurant or gallery. Great interactions begin with knowing your customers wants and needs. Customers love personalization. Get to know your customers, remember their names and previous conversations.
- 2.** Do we fix our mistakes? We believe that our guests know they can count on us to be honest and to do our best to fix any problem that may arise. How about listening to their suggestions? In 2011, a three year old wrote a letter to Sainsbury’s, a UK grocery store, asking why “tiger bread was called tiger bread and not giraffe bread?”. To Lily’s surprise, Chris King, the customer service manager of Sainsbury’s responded with “I think renaming it to giraffe bread is a brilliant idea!”
- 3.** Do we go the extra mile? Author and business consultant Peter Shankman was ready to board a flight before tweeting “Hey, @Mortons – can you meet me at Newark airport with a [P]orterhouse when I land in two hours? K, thanks. :)” As soon as Peter landed a gentleman wearing a tuxedo was holding a bag that contained Porterhouse, shrimp, napkins and silverware. Knowing that Peter was a regular customer and having tracked down his arrival details, Morton’s traveled more than 23 miles to deliver excellent service.
- 4.** Do we think long term? Customer service has an impact on both existing customers and potential customers. A recent survey found that 68% of consumers would react by telling family and friends about a

bad experience by posting it on a social network. And as each Facebook profile has an average of 229 friends, the reach of this experience can quickly reach thousands.

While the reality is that Lindsborg may not be able to provide expensive, flashy marketing campaigns at the level of corporate America, we truly believe we provide customer service in a way that larger companies cannot. We do it one positive contact at a time, creating an unforgettable experience for our guests.

Cited sources: <http://www.superoffice.com/blog/five-ways-to-deliver-excellent-customer-service/>



S C C

WHERE REALITY IS: EVENTS HAPPEN



There have been many events hosted at the J.O. Sundstrom Conference Center (SCC) already this year. The traffic in and out of the building has totaled over 6,500 people since January. One of the major events was the Bethany Home Senior Resource Fair and it was free to the public. Bethany Home staff, as well as several different vendors, shared their expertise on long-term care, home-health care, financial planning, hospice services, and long-term care insurance. McPherson County Council on Aging also had an information booth for seniors and care givers.

Marketing Director for Bethany Home, Jennifer Cantrell, said, "As a care provider for seniors in the Smoky Valley, we find many seniors & their families have questions about available resources, when or if they should

apply for services, and types of assistance or benefits available. Often times, families are in an urgent situation and don't know where to find assistance or have limited or false information. In speaking with various groups and individuals, we have found that many people are unaware of the many resources available at little or no cost or how or when to apply for services." This is why Bethany Home staff decided it would be a good idea to host a fair where they could distribute information. The fair was made possible by a grant through the Smoky Valley Community Foundation, Healthy Living Fund. Cantrell stated that the event was well received with 29 different service providers on hand to answer questions. The fair was attended by approximately 80 people. She went on to explain that the SCC provided a perfect location and ample space, along with very accomodating staff.

Due to the positive response and feedback, Bethany Home is considering making this Senior Resource Fair an annual or bi-annual event.



Photos courtesy of
Bethany Home.

KNOW YOUR FLOOD RISK



The local flood hazard is caused by Lindsborg's flat terrain and slow storm water runoff. Cow Creek is in the 1% Special Flood Hazard Area, and poses a flash flooding threat because of the large drainage area (345 acres) and lack of elevation drop. But other areas have risk, too. In 2013, the Westview channel overtopped into the West Normal and Northridge neighborhoods, causing significant basement flooding and millions of dollars in losses. Street flooding on the city's east side has resulted in stalled and water-damaged vehicles on Harrison Street. Find out if your property is in the regulated floodplain by calling the Community Development Department at City Hall, 227-3355. You can also learn more at our Flood Home Page found at <http://ks-lindsborg2.civicplus.com/index.aspx?NID=47>.

Here are some things you can do to protect your family and property from flooding and the effects from flooding:



Flood Insurance

Your homeowners insurance does not include coverage for a flood. One of the best protection measures is a flood insurance policy under the National Flood Insurance Program, which can be purchased through any licensed property insurance agent.

If the building is located in a floodplain, flood insurance will be required by most federally backed mortgage lenders. Even if you are not in a mapped floodplain, you may be subject to flooding from local drainage. Ask an insurance agent how much a flood insurance policy would cost.

Don't delay! There is a 30-day waiting period before a flood insurance policy takes effect. Learn the essentials to flood insurance, including what it covers, what it protects and who it protects at www.floodsmart.gov.

Story continues on Page 7.

Protect People from the Hazard

Flash floods are the number one weather related killer in the United States. Do not attempt to walk or drive in flooded areas. Six inches of floodwater is enough to knock you off your feet, two feet of water will float your car. Do not drive around barriers, as the road or bridge may be washed out. Water moving at 10 miles per hour exerts the same pressure on a structure as wind gusts at 270 miles per hour.



Protect Property from the Hazard

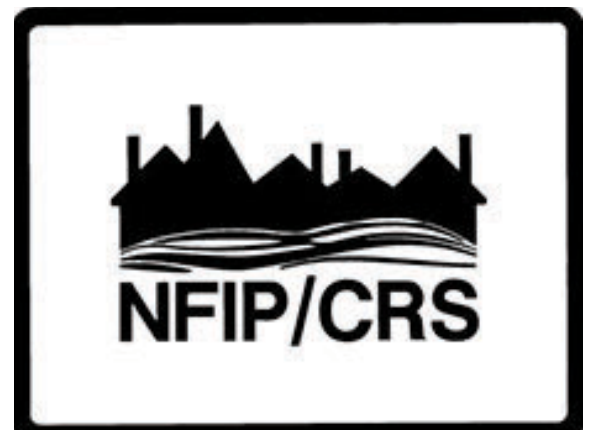
There are preventive measures that can be taken to minimize or eliminate potential flood damage to buildings. Sandbags, plywood, plastic sheeting and lumber can be used to temporarily protect property. Moving furniture and other possessions to higher floors, if available, can reduce contents losses. Permanent flood proofing measures for flood prone areas are preferable to temporary ones. Talk to Community Development Director, Gary Shogren, about protecting your home or business. He can be reached at garys@lindsborgcity.org or at 785-227-3355.

Build Responsibly

Any development, not just construction of buildings, in a Special Flood Hazard Area (SFHA) requires a permit. Obtain a permit from the Public Works Department, 202 E. Lincoln, before you build, alter, re-grade or fill on your property. Report any illegal floodplain development to City Hall, 227-3355.

Protect Natural Floodplain Functions

Don't pour oil, paint, fertilizer or pesticides down storm drains or into ditches and streams. These materials contaminate storm water and destroy plants, endanger wildlife and affect drinking water. Floodplains are hydrologically important, environmentally sensitive and ecologically productive areas within a watershed that perform many natural functions. Left open, they provide storage for floodwaters to minimize flood damage. They furnish habitat for plants and wildlife, and can filter pollutants from storm water, improving water quality. Floodplain lands and adjacent waters combine to form a complex, dynamic physical and biological system found nowhere else. Such natural processes cost far less money than it would take to build facilities to correct flood, storm water, water quality and other community problems.





A PARK FOR ALL SEASONS!



Swensson Memorial Park, "North Park" to old-timers, is home to events throughout the year. Commissioned in 1928, the 5-acre park has a long history of 4th of July celebrations, Broadway RFD performances and Christmas-themed decorations. Swensson Park is located on the site of the original Bethany Lutheran Church parsonage (the fish pond was the basement!) on north Main Street. The historic Band Shell was constructed in 1935 and is used throughout the year for concerts, special performances and outdoor theatre productions. Recently, the 16th annual Car Show was held, a popular event that has never been rained out. Viking Valley, a community-built playground, was constructed in 2004 and includes a tree house, rocket ship, climbing wall and castle. The park hosts an annual "Water Fight", held this year as a back-to-school event on August 20. Look for upcoming details about a winter concert event scheduled in December.



Courtesy photos from Broadway RFD Facebook Page. Thank you to Taton Tubbs, Jim Richardson, Tim Stewart, Jim Turner and others.



PUBLIC SAFETY - AUGUST 2016



Lindsborg EMS Director, Chris Matthews, has been keeping very busy. Several new EMTs have joined the EMS staff after completing training and passing the exams. In the first picture on the left, from left to right, is Mayor Bill Taylor, newly appointed EMT, Kerri Horton, and Chris Matthews. Pictured in the second photo, from left to right, is Mayor Bill Taylor, newly appointed EMT, Alexandria Meyer, and Chief Berggren. Congratulations to all the new EMTs! We are thankful for your dedication to serving Lindsborg. EMS classes are offered twice throughout the year. Please call Chris at 785-227-2988 if interested. He will be happy to explain the requirements.



Mayor Bill Taylor, far left, is pictured with new EMTs, Kyli McGreevy, Carissa Worthington and Stacy Wilson. Also pictured is Chief Berggren. Congrats to the EMTs!

Happy Retirement Sue Bartholomew! After working as the Administrative Assistant at Public Safety for 21 years Sue decided to retire. Her quick witt and her dedication to the City of Lindsborg will be missed greatly. Congrats Sue! Enjoy your free time!



NO MORE FATS, OILS, OR GREASES DOWN THE DRAIN!

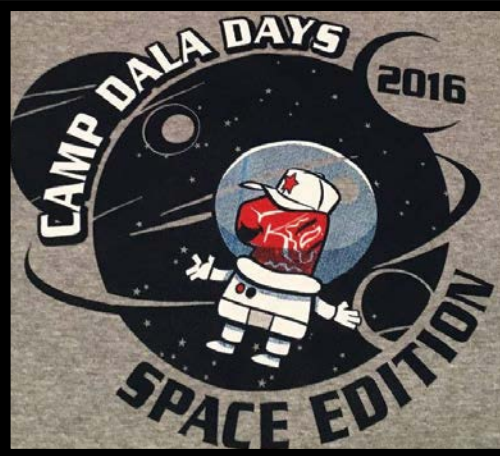
FOG is a real problem.

A blockage in your sewer line or a city sewer main can happen for many different reasons. It could be a bad spot in a line due to tree roots, or a list of many other reasons. Over the last couple of decades one cause of those blockages can be attributed to an issue that you as a homeowner can help reduce. Fats, oils and



greases are referred to as FOG. The fats are mainly from meats, vegetables and dairy sources. Oils are from oils used to prepare food and the grease comes from the melting of fats during cooking. What happens? Most commonly FOG is poured down the drain while still a warm liquid. The FOG cools as it flows through the sewer line and it begins to solidify and stick to sewer lines. Over time the FOG can build up to the point of causing a blockage. Also the number of garbage disposals in homes has drastically increased over the years. Instead of properly disposing of food scraps, homeowners simply put it down the garbage disposal and grind it up. Over time these ground up food scraps start to stick and collect on your pipes and before you know it a blockage occurs. The evidence of FOG shows up in the four lift stations around town, in the sewer lines when they are cleaned and in the wet well at the wastewater plant. FOG is a real issue. The City of Lindsborg spends thousands of dollars each year as well as hundreds of man-hours dealing with FOG related problems. These problems seem to get worse as our lives become faster-paced and more things are invented to make our lives easier. It is so easy to just run it through the garbage disposal and rinse scraps down the drain. Easy is not always best in the long term. The answer to this problem requires only a little time, even less than that required to recycle. The benefits are great, not only to the system which serves you, but the environment as well. Please take a few extra minutes and follow these simple steps to help reduce this growing problem. If everyone would do their part to help reduce FOG, we can reduce the possibility of sewer backups that can cause the potential of contact to disease-causing organisms, foul odors and an expensive clean-up.

- Never pour grease and oils from cooking down the sink or into toilets.
- Dump cooking grease and oils into containers and dispose of in the trash.
- Scrape grease and food scraps from cooking and meals into containers and use them in composting or dispose of in the trash.
- Treat garbage disposals as a device only used to clean up the residue left in the sink, not as a way to get rid of the leftovers from a meal.
- If you have questions contact the Wastewater Department at 785-227-2701 or do a little research on the internet.



Camp Dala Days was a hit! A lot of time was spent out and about in Lindsborg with the last day being spent in Hutchinson at the Cosmosphere! The youngsters enjoyed the pool, hiking at Coronado Heights, playing bingo at the Senior Center, learning how to play chess at the chess school, Trollslända, the new toy store in town, and learning about nature from the guide at Kanopolis Lake. It was a week full of fun for the kids. The Rec Department wishes to thank everyone who contributed to the camp this year. It was a very eventful week!





The City of Lindsborg
101 S. Main
PO Box 70
Lindsborg, KS 67456

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Local
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CALENDAR OF EVENTS

City Council Meetings - Sept. 6 (Tues) & 19, Oct. 3 & 17, Nov. 7 & 21

Planning & Zoning Commission Meeting - October 18

Lindsborg Annual Downtown Street Dance - August 27

Central Kansas Conservancy 2K - September 17

Battle of the Buses - September 24

Discover Your Swedish Roots - Old Mill - October 1 & 2

Coronado Heights Run 15K and 5K - October 8

Falun Classic 34- Mile Bike Ride - October 9

City View Newsletter - Issue 40 (November)

Recycling Center - (Open 24/7) Be considerate please

For more scheduled events please view the calendars at www.visitlindsborg.com and www.lindsborgcity.org

EMERGENCY INFORMATION

Police, Fire and Ambulance:	911
Police, Fire and Ambulance:	785.227.2988 (non-emergency)
Water, Sewer, Electric, Streets:	785.227.3428
Water Sewer, Electric, Streets:	785.227.3469 (after hours, weekends and holidays)