



NEIGHBORHOOD LIVABILITY

JULY 2, 2013

PRIORITY

Target blight by redeveloping, repurposing and clearing vacant lots and buildings in collaboration with the community

INDICATORS

- 1. % of dangerous buildings demolished**
- 2. % of Land Bank properties sold, reused or repurposed**

PARTNERSHIP WITH UMKC – 27TH AND PROSPECT STRATEGIC DANGEROUS BUILDING DEMOLITION

- **UMKC Department of Architecture, Urban Planning + Design reviewed 82 structures on the targeted demolition list for information on historical significance, importance to neighborhood plan, and location context (near transit, near park)**
- **Based on their strategic mothballing recommendations and collaboration with neighborhood leaders, NHS plans to review 52 properties and reconfigure demolition list in the target area**
- **Ongoing partnership planned as properties are reviewed**



STATUS UPDATE - GREEN IMPACT ZONE STRATEGIC DANGEROUS BUILDING DEMOLITION

- **98 demolitions are in process and should be completed soon from the 9 original bid packages.**
- **Some properties on original list handled by private owner rehab or demolition**
- **Two additional bid packages with 20 properties will be bid by 7/4/13 and should be complete by end of September 2013**

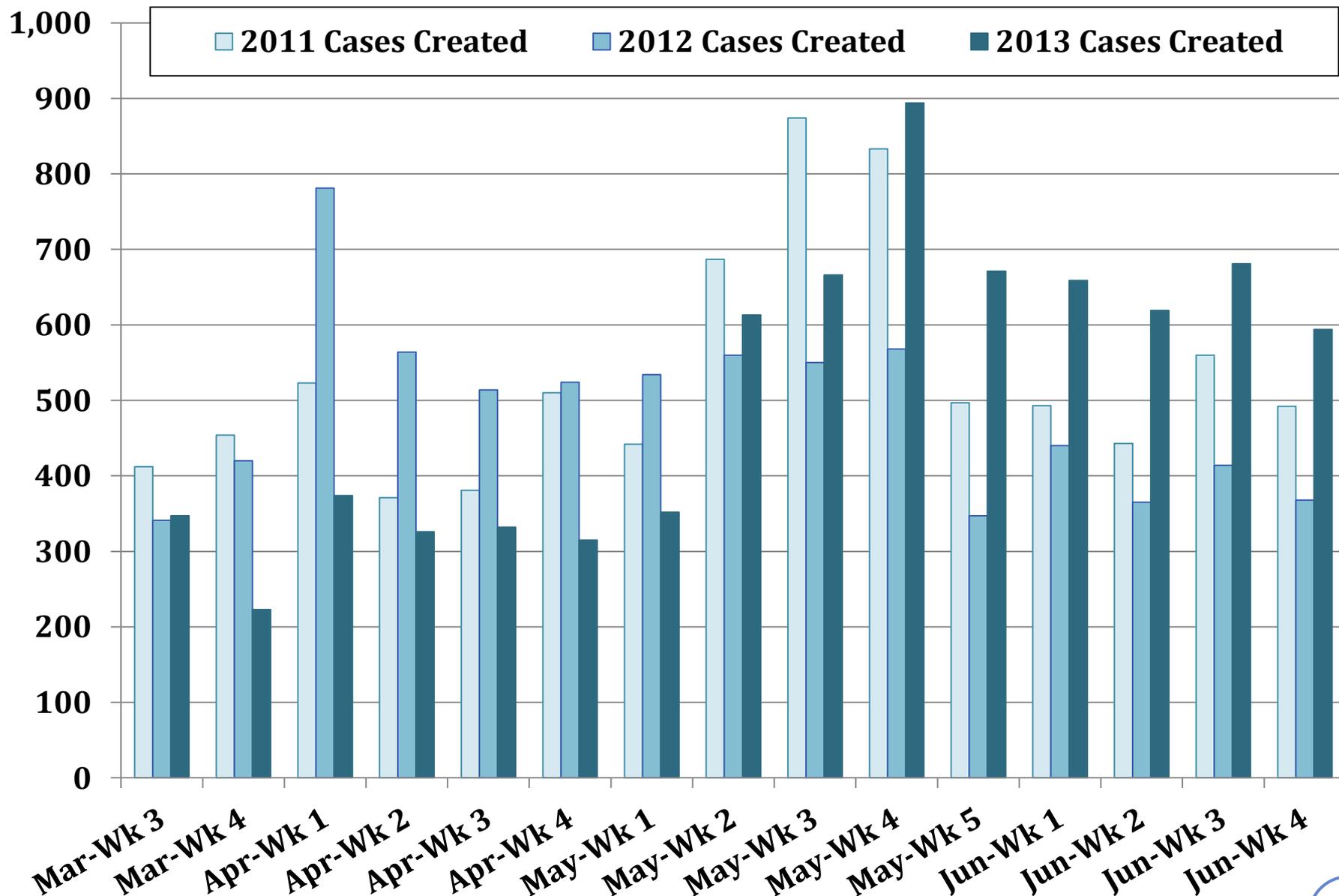


LAND BANK – PROPERTIES WITH STRUCTURES

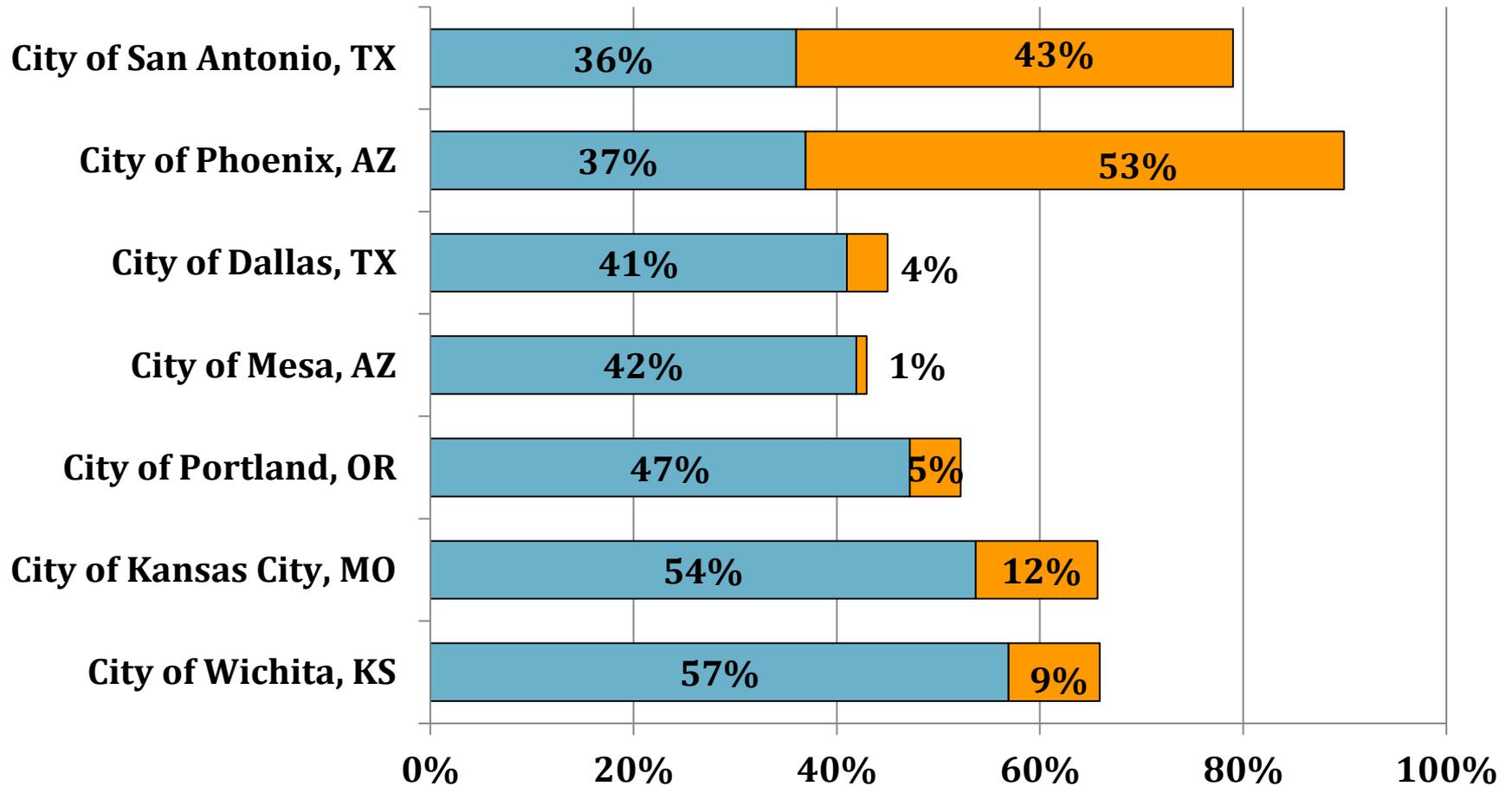
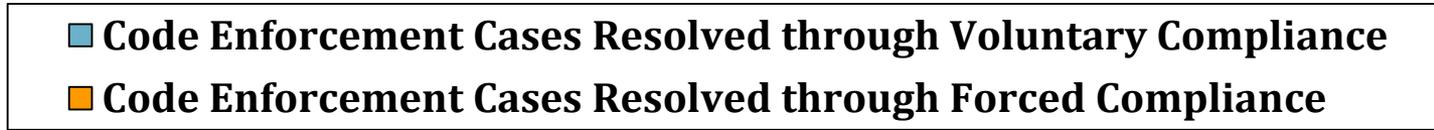
- **Beginning analysis of approximately 750-800 properties with structures with goal of marketing repairable ones and designating other for demolition**
- **Policy approved for handling occupied properties when encountered**
- **Policy under development for selection of properties for demolition**
 - \$538,000 budgeted for demolitions in FY14
 - Demolition funding is for properties outside of strategic demo areas



PRIVATE PROPERTY CODE ENFORCEMENT CASES



BENCHMARKING: RESOLUTION OF CODE ENFORCEMENT CASES



Source: ICMA Center for Performance Measurement, FY2012 Data

PARTNERSHIPS FOR BLIGHT REMOVAL

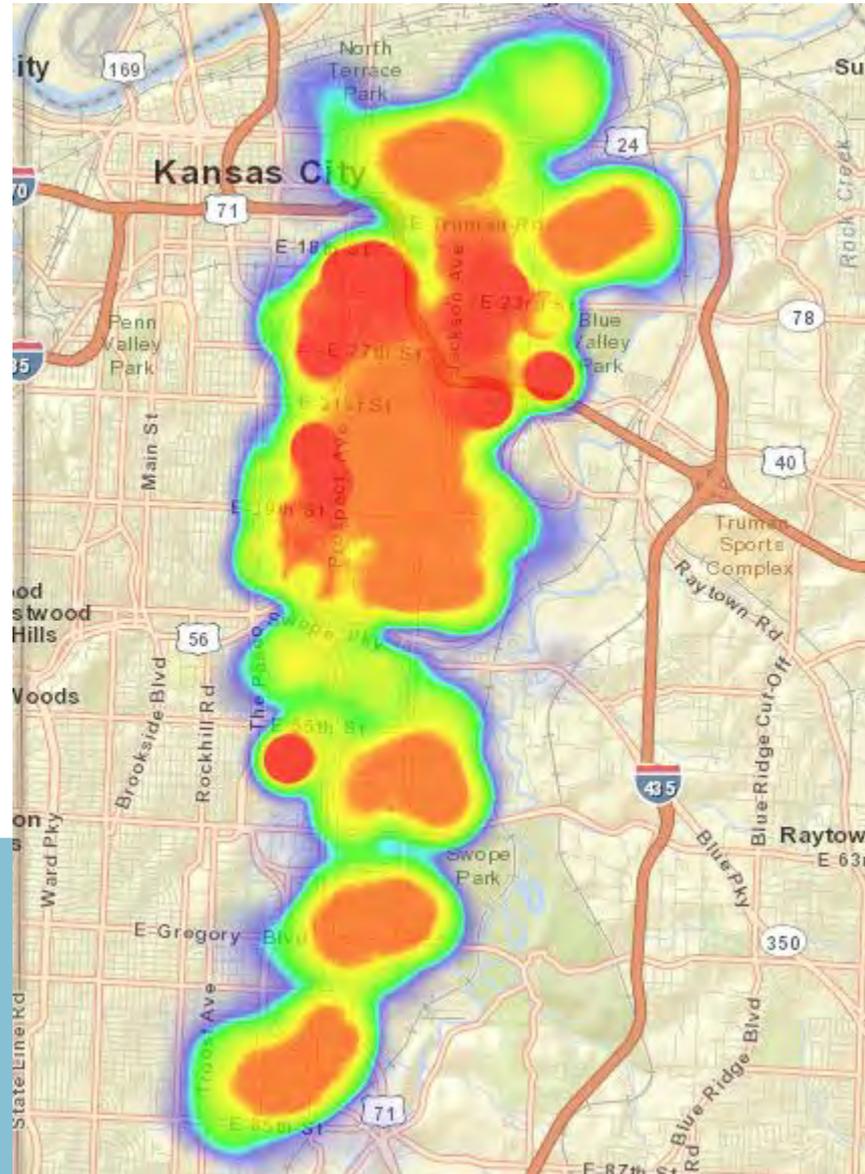
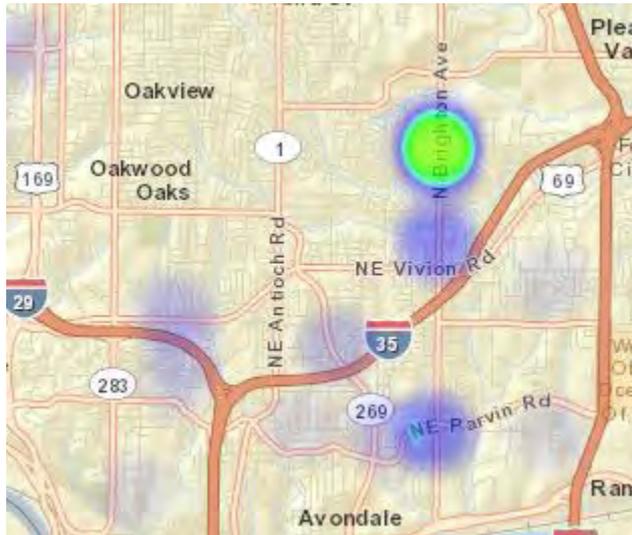
Total of 3,522 Land Bank, Homesteading Authority, and City-owned lots being maintained through the Adopt-A-Neighborhood Program

| Neighborhood Association/Group | Lots |
|--|--------------|
| 100 Men of Blue Hills | 1,291 |
| Twelfth Street Heritage Development Corporation | 632 |
| Washington Wheatley Neighborhood Association | 519 |
| Blue Hills Neighborhood Association | 213 |
| Ivanhoe Neighborhood Council | 181 |
| Palestine Neighborhood Development Corporation | 171 |
| Key Coalition Neighborhood Association | 155 |
| Ivanhoe Neighborhood Council | 145 |
| Marlborough Community Coalition | 115 |
| Northland Neighborhoods Inc | 52 |
| Marlborough East Neighborhood Association | 48 |
| Grand Total | 3,522 |

Application required groups to demonstrate opportunities for young adults/youth residing in area

5 mowing cycles budgeted for \$707,139

ADOPT-A-NEIGHBORHOOD LOT LOCATIONS



TARGETED NEIGHBORHOOD AREAS



Twelve Target Areas for the Department

According to the Consolidated Action Plan, Neighborhoods and Housing Services is focusing many of its efforts within twelve target areas across the city.

- **Heart of the City Area Plan:**
 - Monarch Manor
 - East Patrol Area (*27th & Brooklyn*)
 - Seven Oaks/39th Street
 - Santa Fe
 - Manheim Park
 - Ivanhoe/39th Street (plan in process)
- **Briarcliff/Winnwood Area Plan:**
 - North Jackson Ave
- **Swope Area Plan:**
 - Mt. Cleveland (*53rd Street Corridor*)
 - Blue Hills (*55th Street Corridor*)
- **Hickman Mills Area Plan:**
 - Ruskin
- **Greater Downtown Area Plan:**
 - Westside
- **Midtown/Plaza Area Plan:**
 - Plaza/Westport

Activities in targeted areas are based on planning efforts undertaken with neighborhoods and may include (but are not limited to):

- **systematic code enforcement**
- **housing rehabilitation**
- **demolition/deconstruction of dangerous buildings**
- **stormwater management**
- **trees and landscaping**
- **traffic calming**
- **signage**
- **support of redevelopment**

PRIORITY

Emphasize the focus on the customer across all City services; engage citizens in a meaningful dialogue about City services, processes, and priorities using strategic communication methods.

INDICATORS

- 1. % of citizens satisfied with customer service**
- 2. % of citizens satisfied with communication**
- 3. % of businesses satisfied with City services**
- 4. % of customers satisfied with 311 service request outcomes**

LAND BANK COMMUNICATION

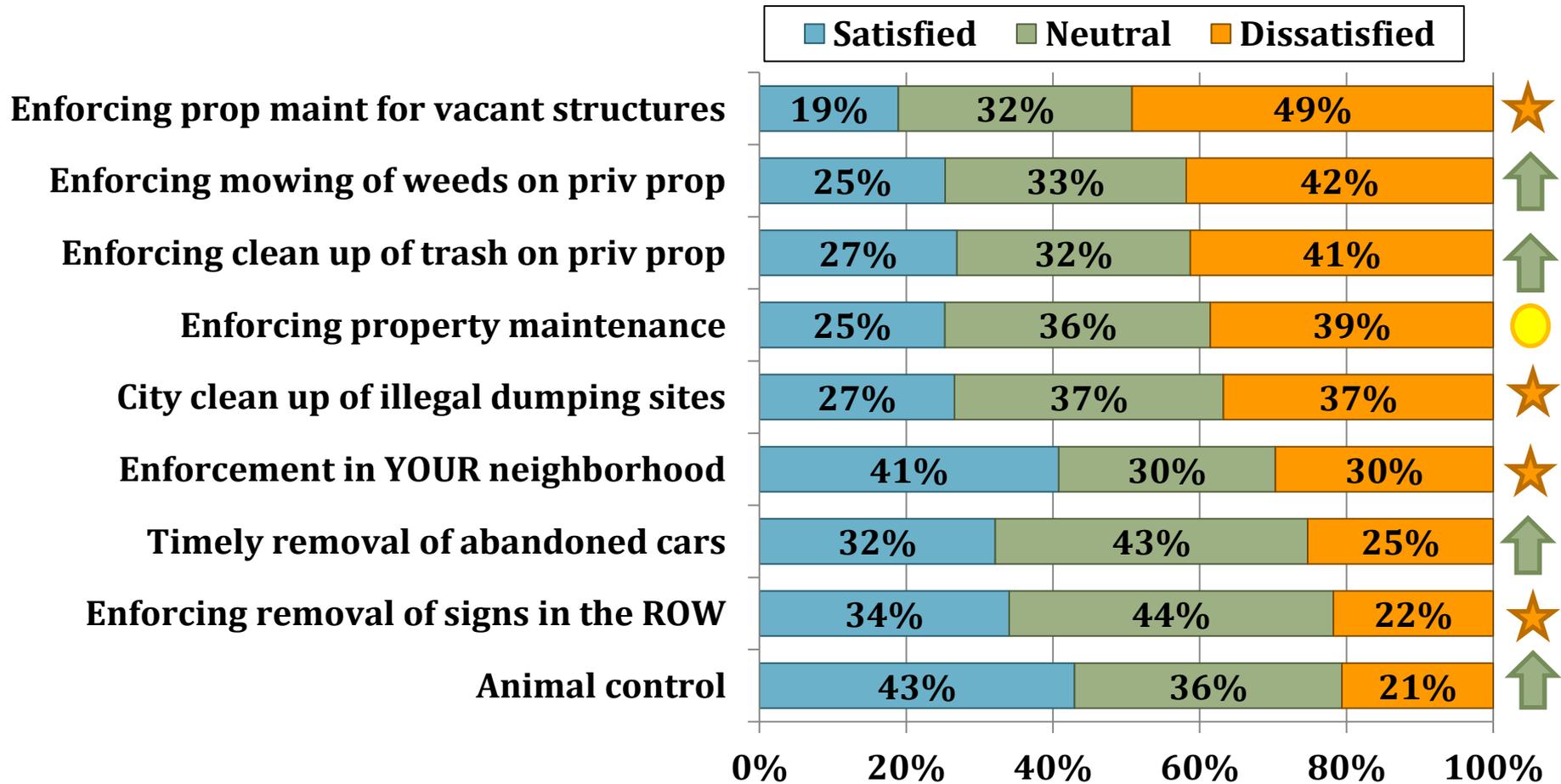
- **The ePropertyPlus property inventory management system was implemented at the end of May. The 743 new properties received from Land Trust have been added (total inventory = 3,635)**
- **The inventory of properties can be searched and mapped using a link from our web site at www.kcmolandbank.com. Our web site developer continues to work on the permanent web site, which we hope to have implemented in the next 30 days.**
- **Current information on properties is limited because not all have been inspected. Goal of having full inspections completed with property information and photos uploaded by Labor Day.**
- **We have also had preliminary discussions with the Kansas City Realtor Association of Realtors concerning the marketing of properties and with the Bayer Corporation on options for vegetation management.**



Land Bank of Kansas City, Missouri

CITIZEN SATISFACTION WITH NEIGHBORHOOD SERVICES (FY2013 THRU Q3)

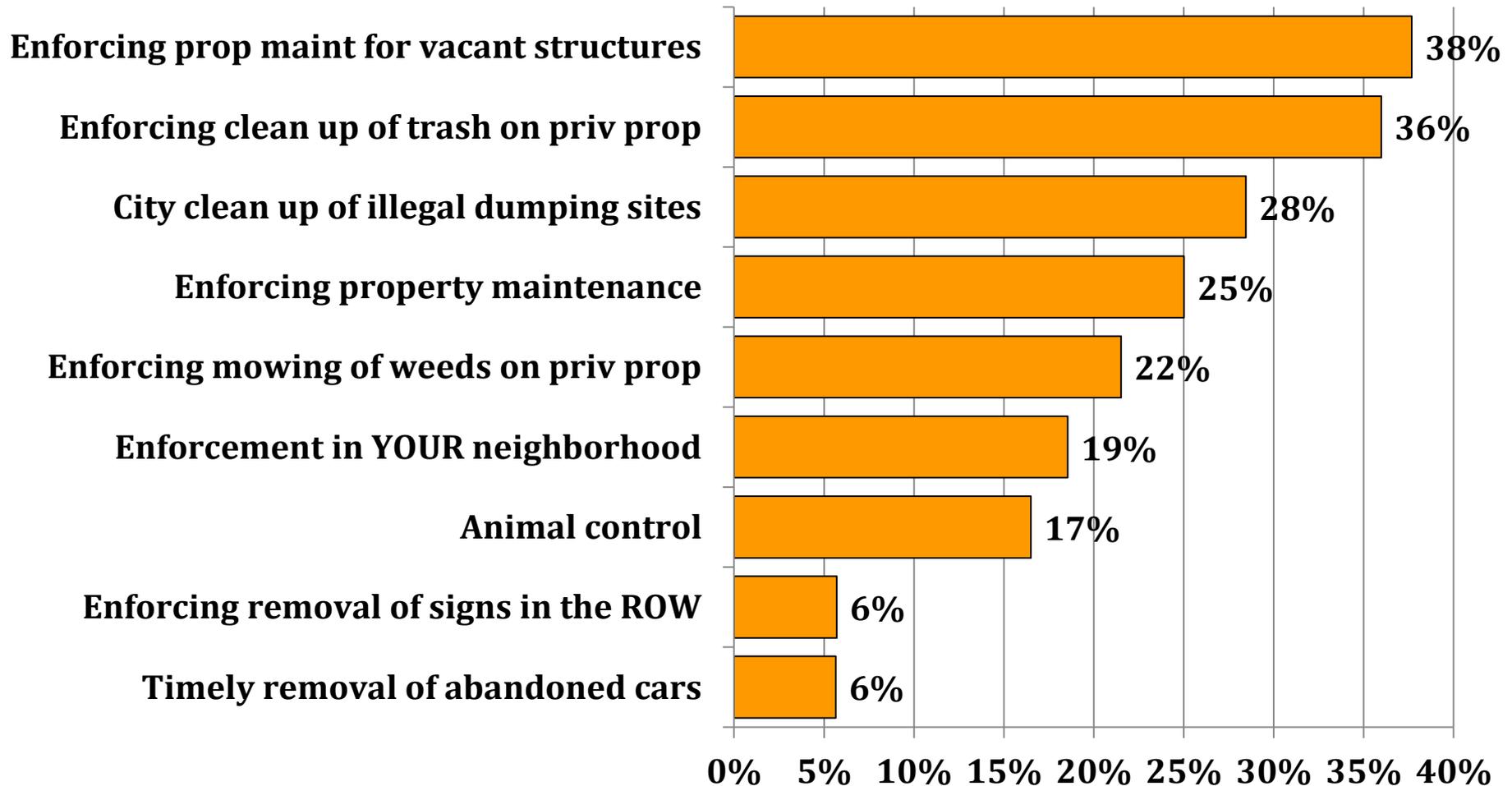
Watch Trend



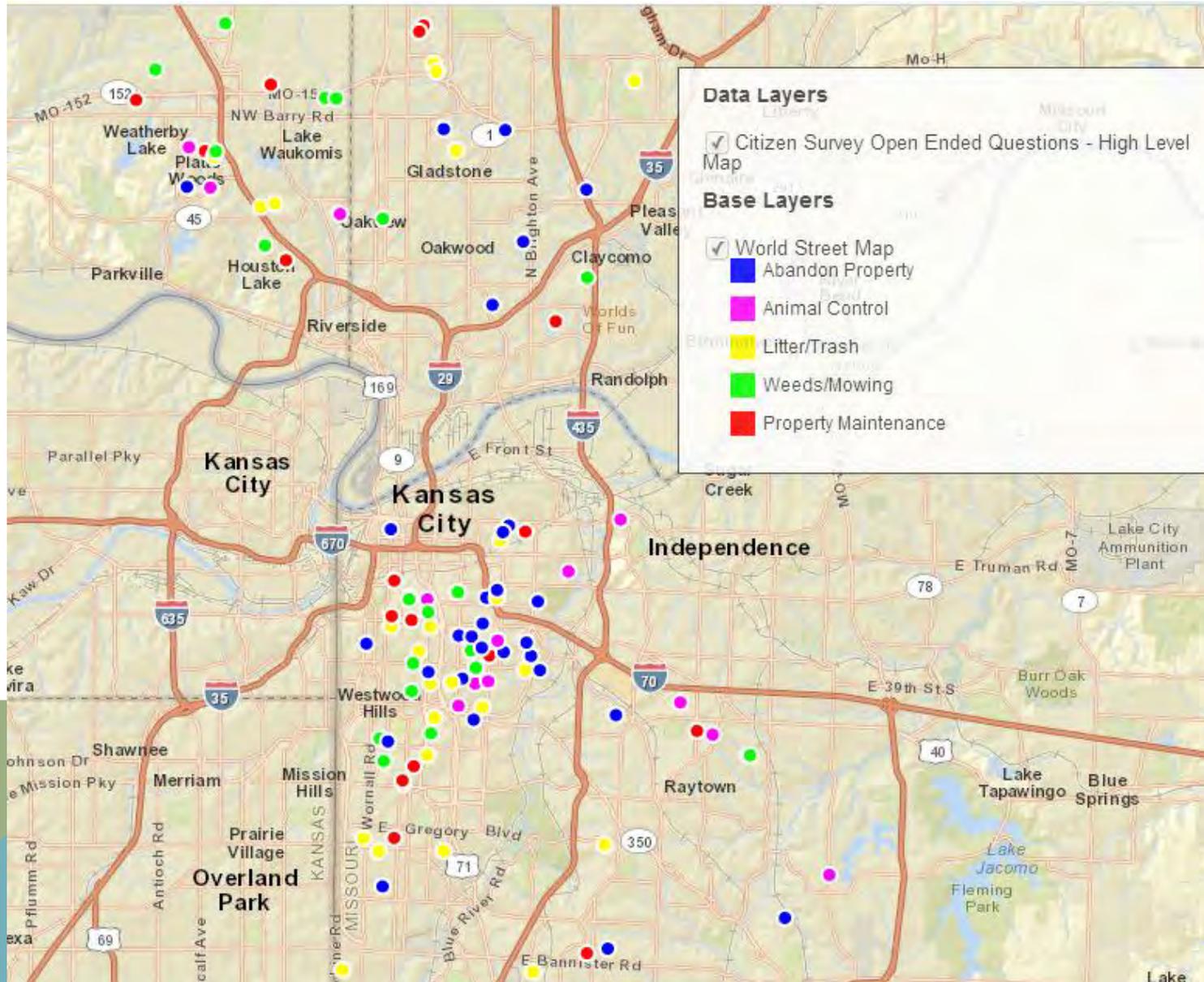
New Questions in FY2013

CITIZEN EMPHASIS FOR NEIGHBORHOOD SERVICES

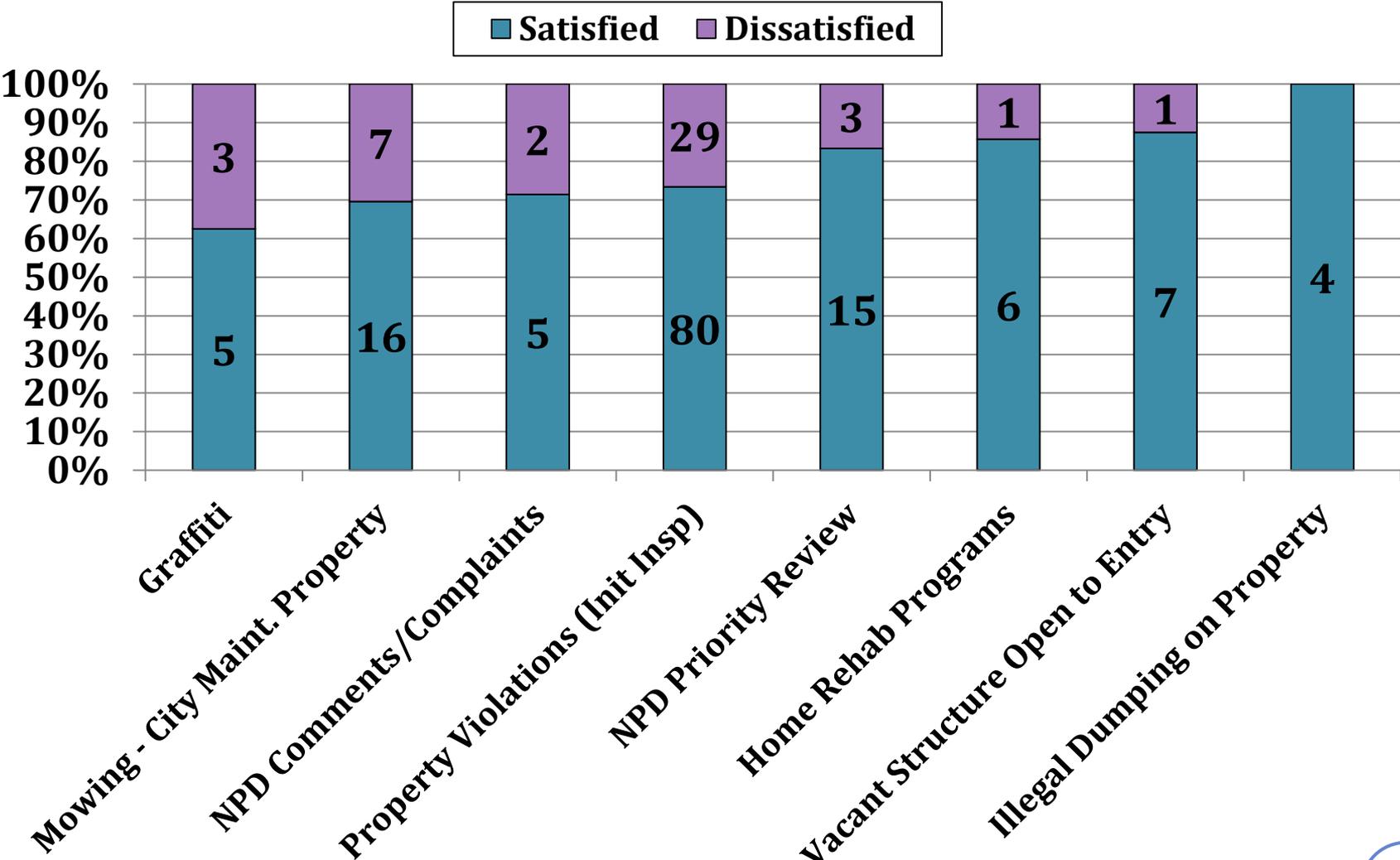
What two areas would you like to see receive the most emphasis from the City over the next two years?



OPEN ENDED NEIGHBORHOOD QUESTION



311 CUSTOMER SATISFACTION WITH NEIGHBORHOOD PRESERVATION SERVICE REQUESTS



All survey responses from January 1, 2012 to June 20, 2013

PRIORITY

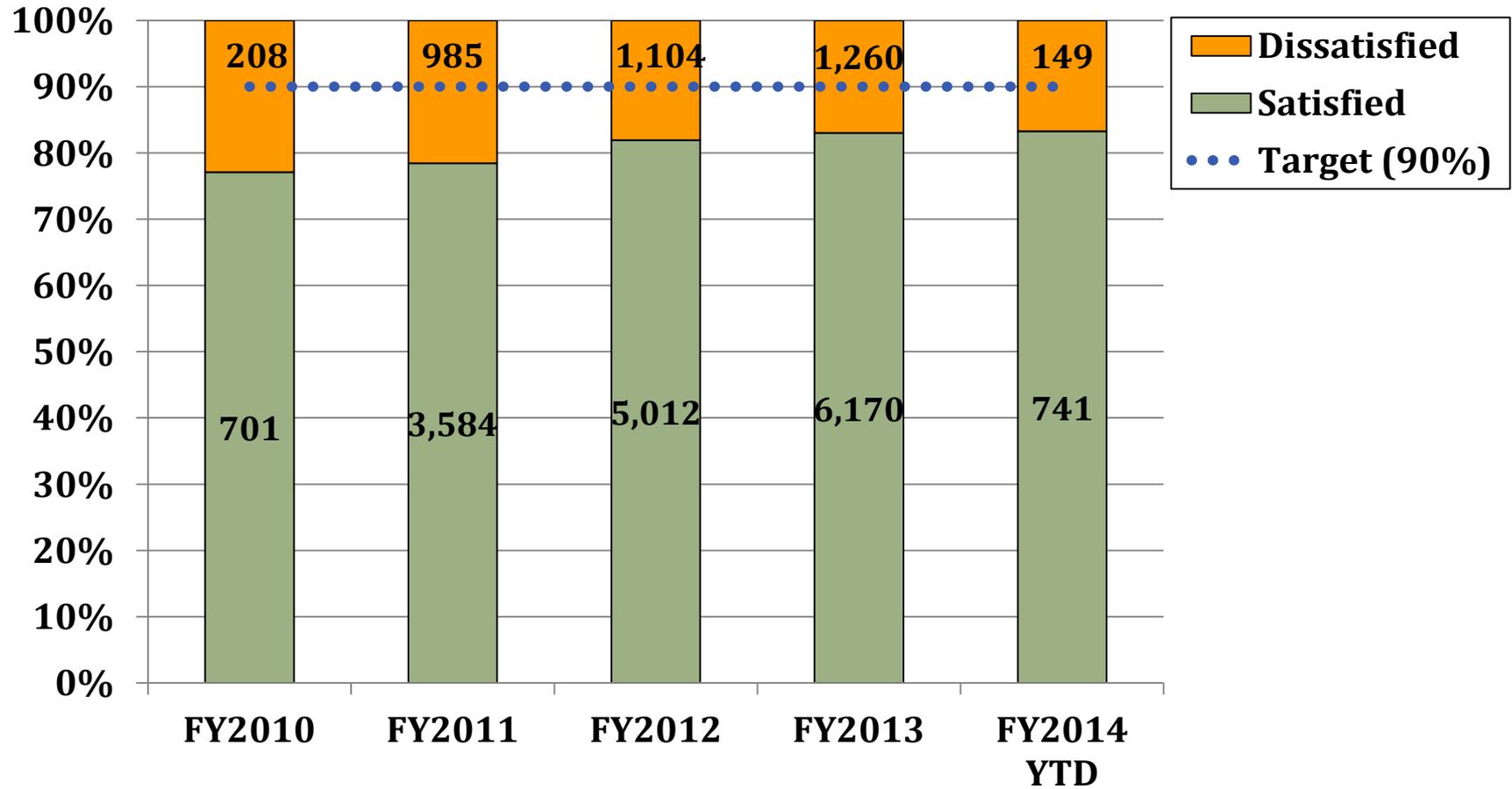
Provide the resources for effective basic services.

INDICATORS

- 1. Overall customer satisfaction with 311 service requests**
- 2. % of 311 service requests completed within established timeframes**

311 CUSTOMER SATISFACTION WITH SERVICE REQUESTS OVERALL

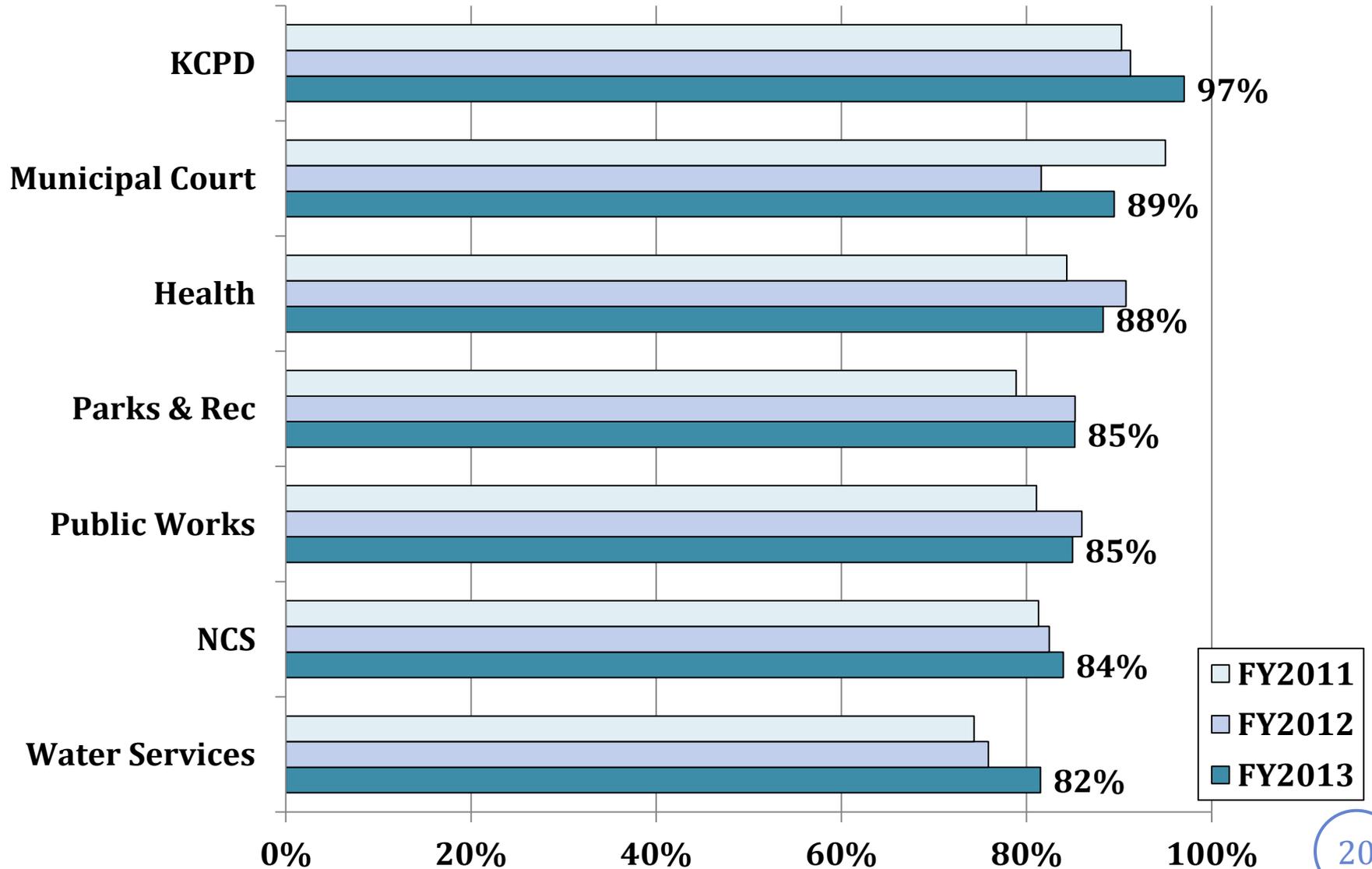
Watch Trend



1% 4% 6% 7% 5%
Percent of SRs for which survey responses were received

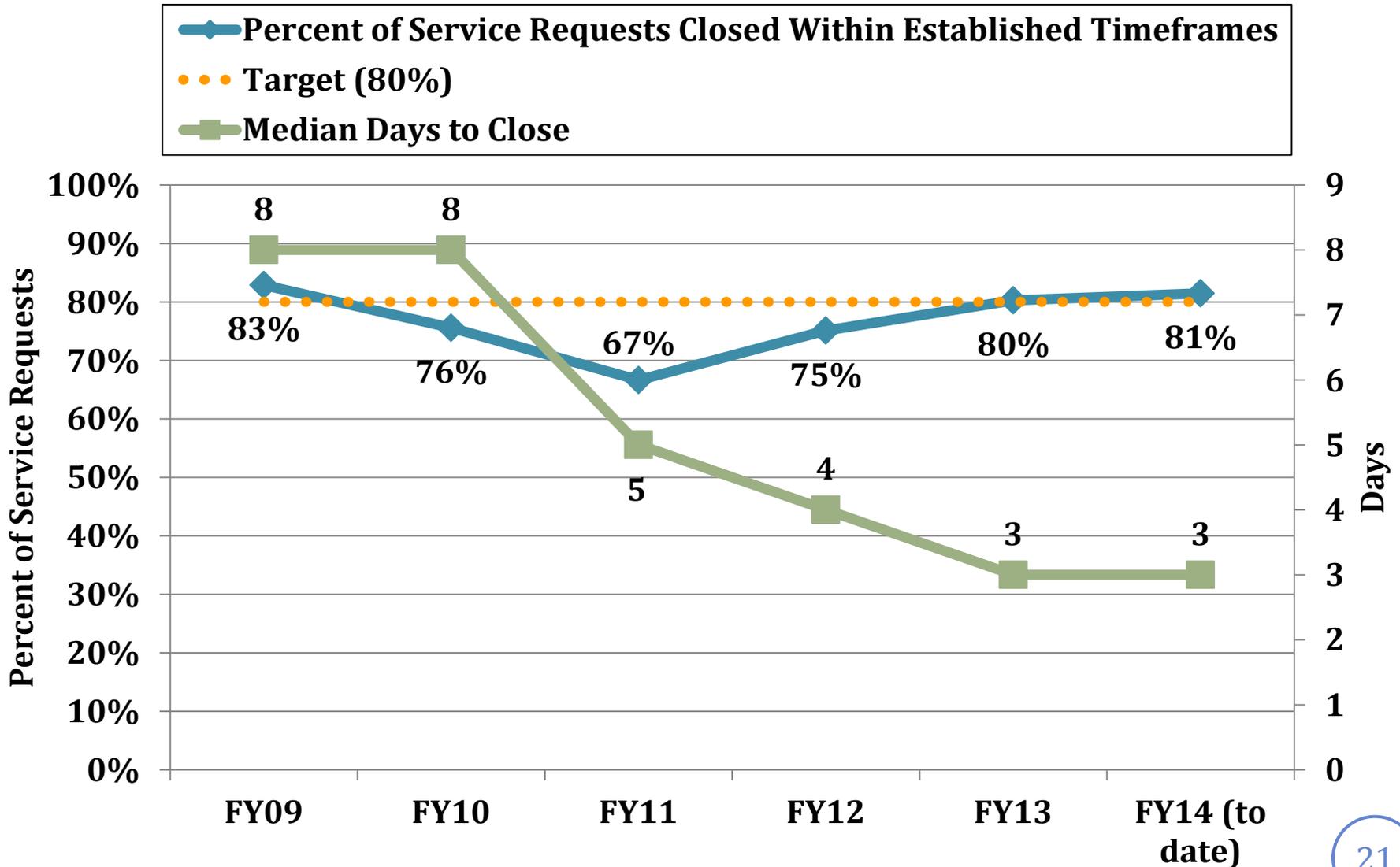
311 CUSTOMER SATISFACTION BY DEPARTMENT

**Positive
Trend:** 

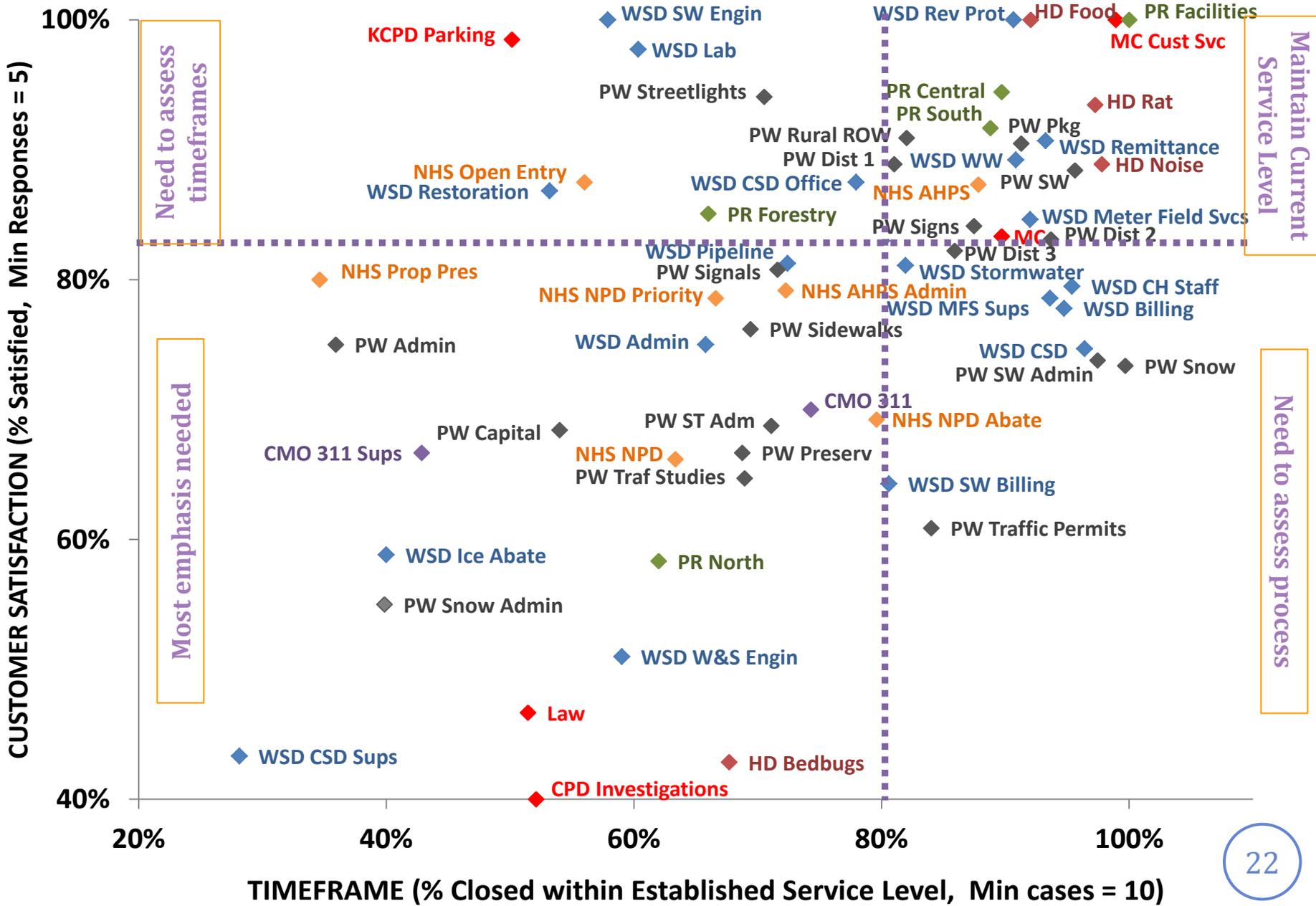


TIMEFRAMES TO CLOSE REQUESTS

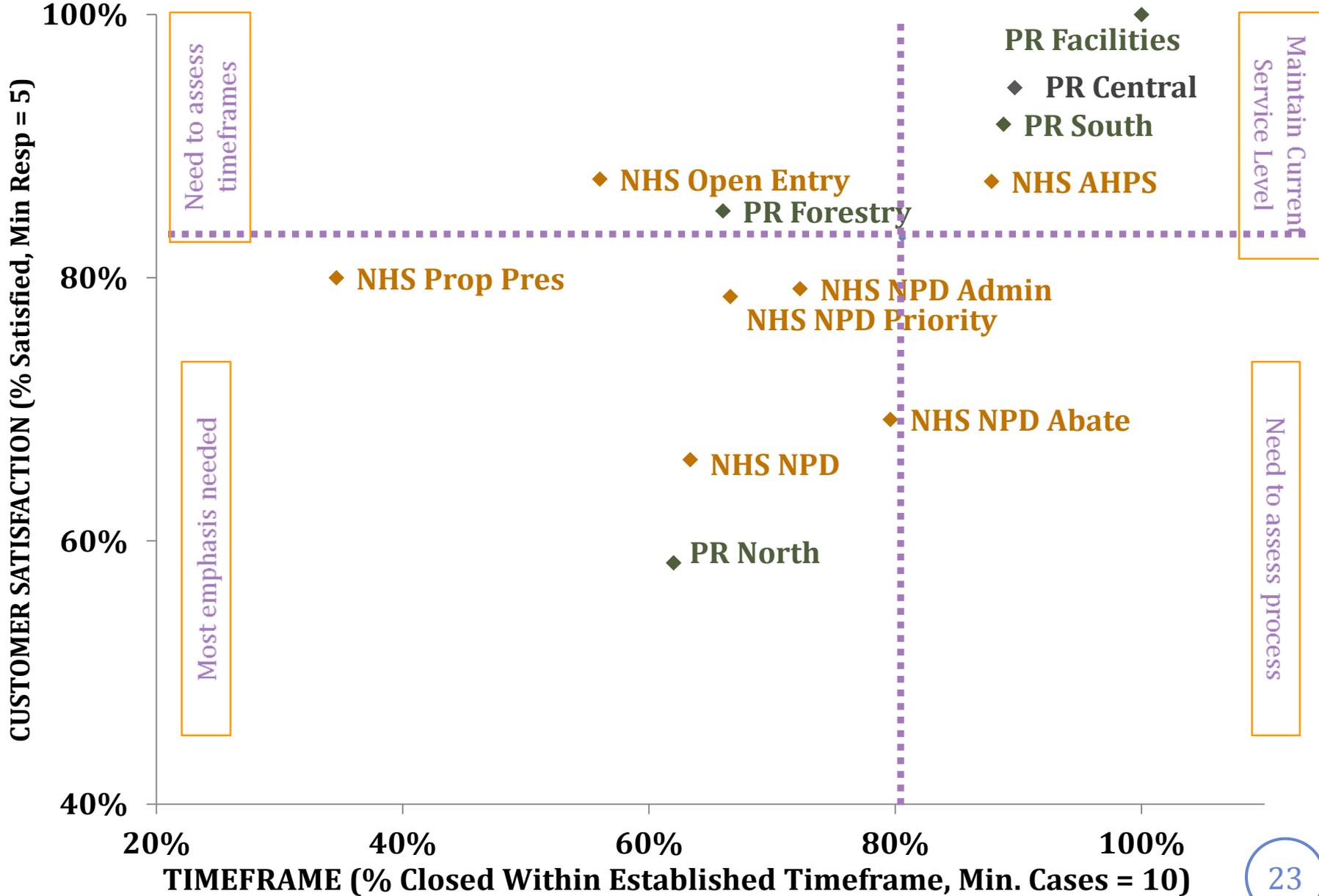
Positive Trend: 



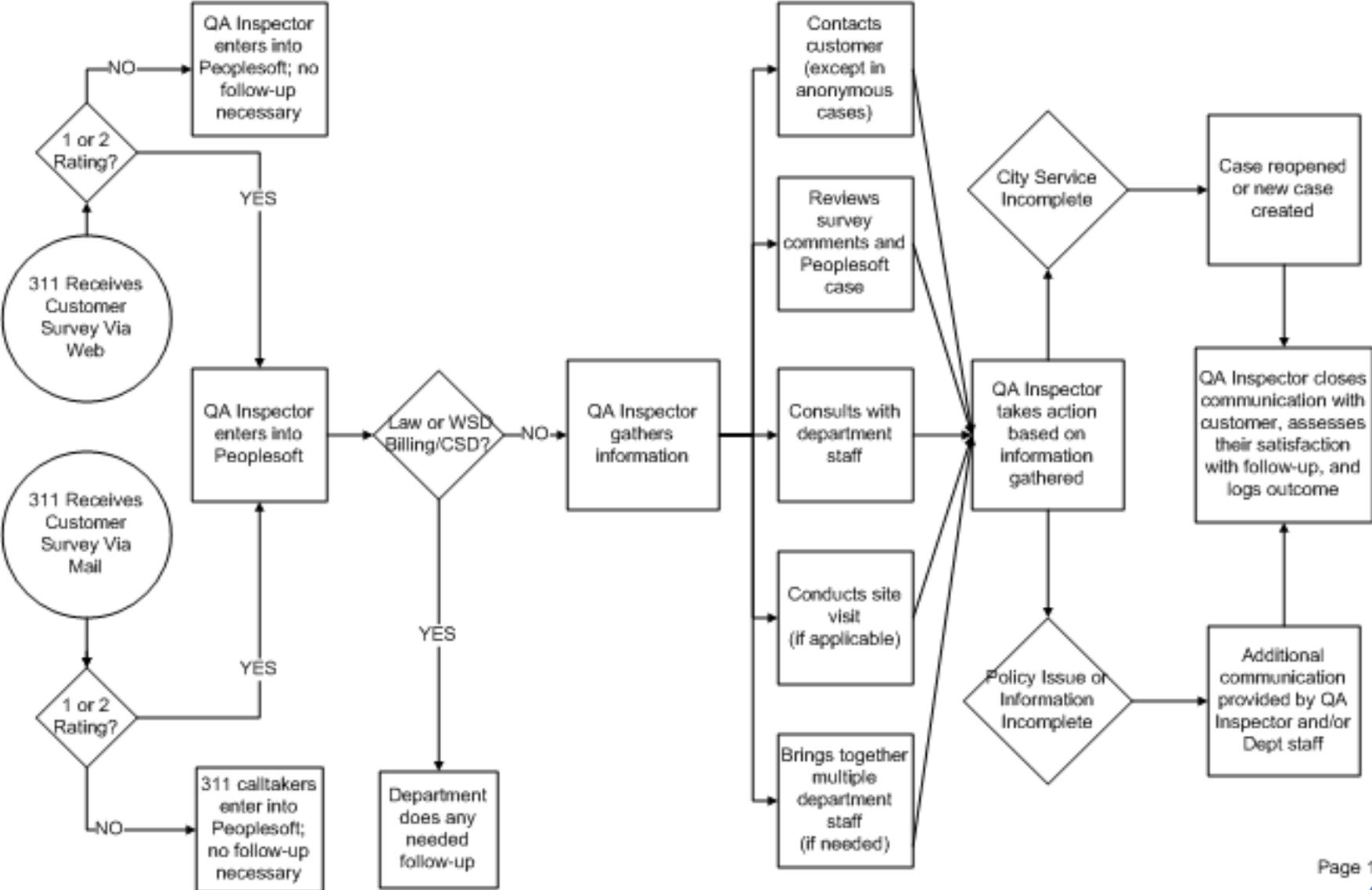
311 SERVICE REQUESTS TIMEFRAME V. CUSTOMER SERVICE FY2013 BASELINE



311 SERVICE REQUESTS TIMEFRAME V. CUSTOMER SERVICE FY2013 BASELINE



311 Quality Assurance - Closed Cases



PRIORITY

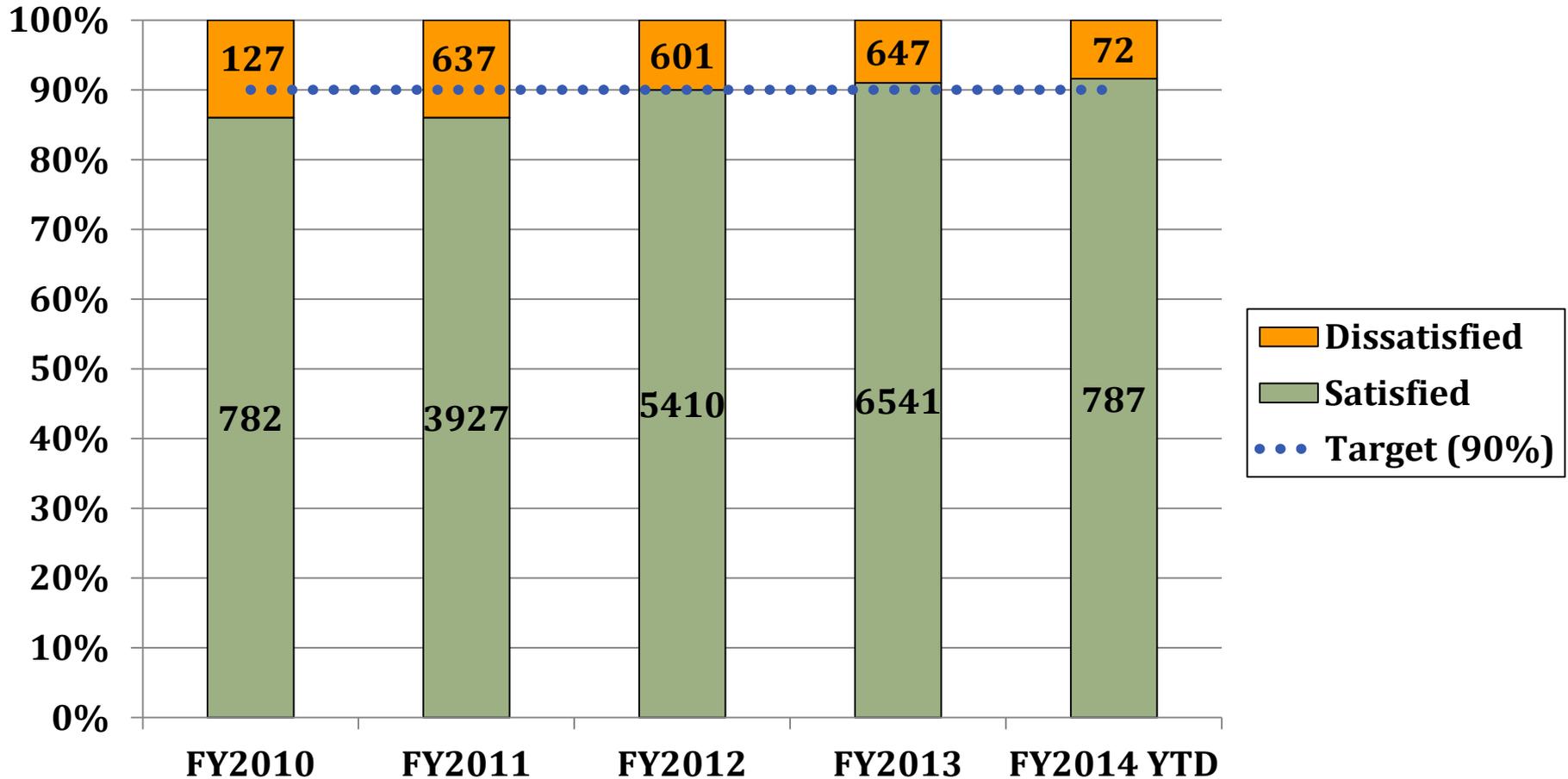
Emphasize the focus on the customer across all City services; engage citizens in a meaningful dialogue about City services, processes, and priorities using strategic communication methods.

INDICATORS

- 1. % of citizens satisfied with customer service**
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- 3. % of businesses satisfied with City services**
- 4. % of customers satisfied with 311 service request outcomes**

311 CUSTOMER SATISFACTION WITH 311 SERVICE

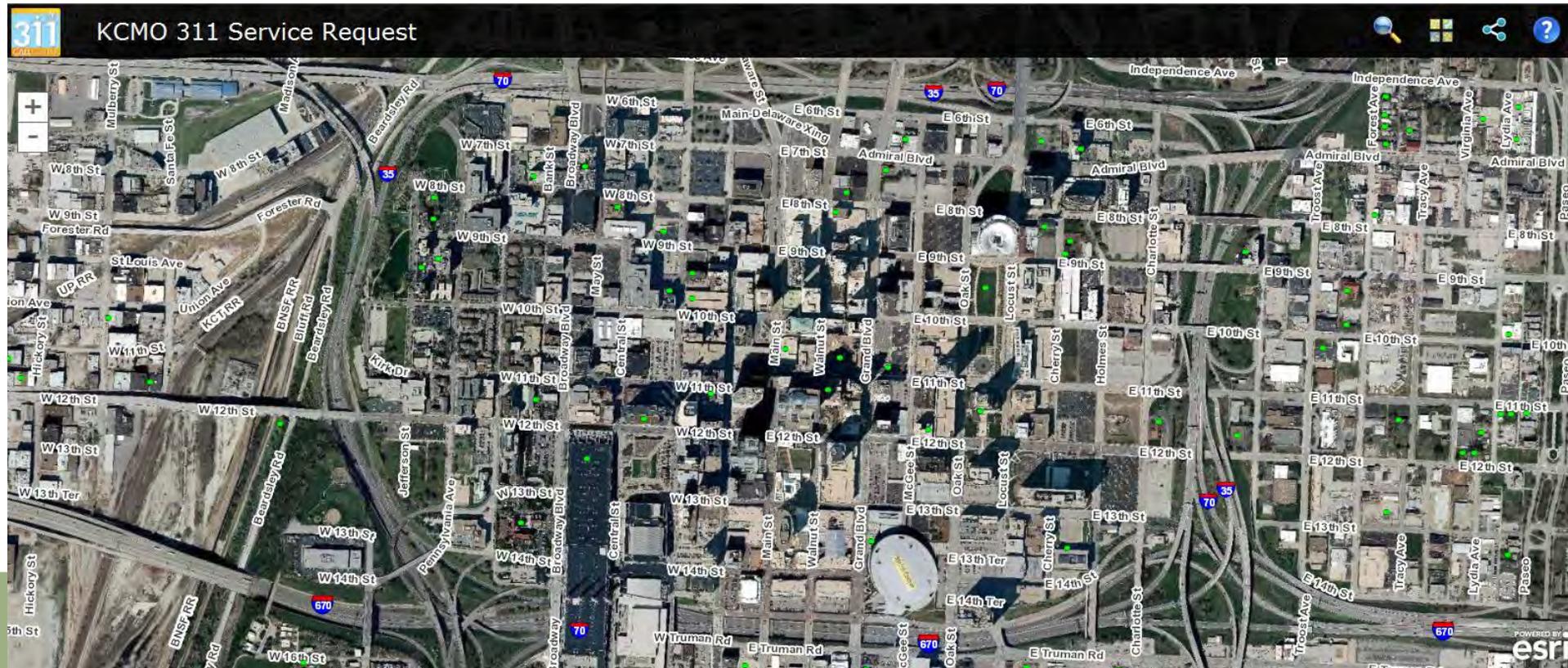
Positive Trend: 



In FY 2013 (Q3), 53% of citizens indicated that they contacted 311; In 2007, that figure was only 25%

THE NEW 311 MAP APP!

<http://maps.kcmo.org/apps/311ServiceRequest/>



PRIORITY

Provide safe and well maintained parks, community centers and other facilities that provide amenities our residents want.

INDICATORS

- 1. Youth participation in city provided programming (Night Kicks/Hoops, Club KC)**
- 2. % of citizens satisfied with park maintenance**
- 3. % of citizens satisfied with community center programming**



YOUTH PROGRAM PARTICIPATION

**Positive
Trend:** 

| Activity Type | Total Participants | | | | |
|-----------------------|--------------------|--------------|---------------|---------------|------------------|
| | 2010 | 2011 | 2012 | 2013 Target | 2013 YTD (6/30)* |
| Night Hoops | 1,720 | 4,144 | 6,528 | 10,000 | 1,127 |
| Night Nets | 112 | 280 | 140 | | 62 |
| Night Kicks | 2,046 | 1,480 | 1,400 | | 140 |
| Club KC | n/a | 2,600 | 7,442 | | 5,376 |
| Combined Total | 3,878 | 8,504 | 15,510 | 10,000 | 6,705 |

**Youth summer jobs: 32 seasonal employees,
17 Bright Futures interns**

*As of 6/30, halfway through all programs

S.H.A.P.E. (SAFE HEALTHY ATTRACTIVE PUBLIC ENVIRONMENTS) PROGRAM

Mission: *To measure the effectiveness of the Kansas City, Missouri Parks and Recreation Department in the area of park maintenance through the consistent monitoring and evaluation of the City's parks.*

Cleanliness
Feature

- *litter, broken glass, graffiti*

Three
Categories
of Ratable
Features

Structure
Feature

- *sidewalks, park roads/park lots, hard surfaces, seating areas, fences/barriers, play equipment, safety surfaces, grills, drinking fountains, shelters/comfort stations*

Landscape
Feature

- *turf, trees, athletic fields, horticultural areas, water bodies, trails, dog park areas*

S.H.A.P.E RATINGS (2013)

Acceptable/Unacceptable: Any one of the following will cause a park to receive an Overall Unacceptable Rating :

- *One Unacceptable Cleanliness Feature*
- *Two or more Unacceptable in structural or landscape feature*

| | Parks |
|--|--------------|
| Inspection Count (1Q: Jan-Mar) | |
| Inspections = Acceptable | 143 |
| Inspections = Unacceptable | 3 |
| Total Inspections | 147 |
| Percent Acceptable by Region (1Q) | |
| North | 100% |
| Central | 97% |
| South | 100% |
| All Regions | 99% |

CRIME IN PARKS: SAFETY/SECURITY ACTION PLAN

Completed Tasks:

- **Safety assessments of selected parks**
- **Needs assessments of security guards in community centers**
- **Infrastructure changes:**
 - Cameras (Penguin Park and Margaret Kemp Parks)
 - Barriers (Cliff Drive)
 - Strategic trimming (Lakeside Nature Center)
 - Removal of bench (Independence Plaza)

Upcoming Tasks:

- **Assess costs and feasibility of facility security system**
- **Determine next steps**

PRIORITY

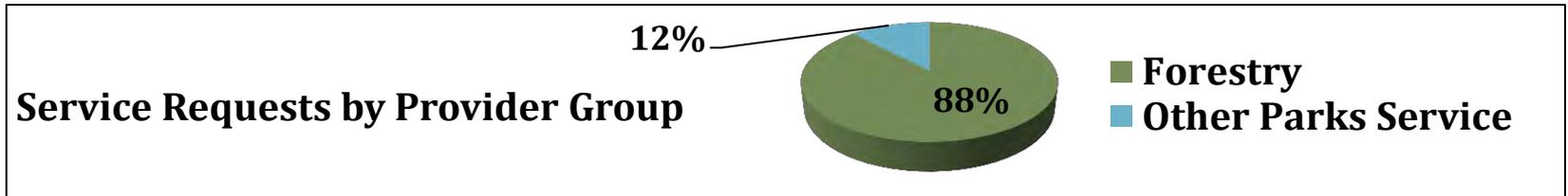
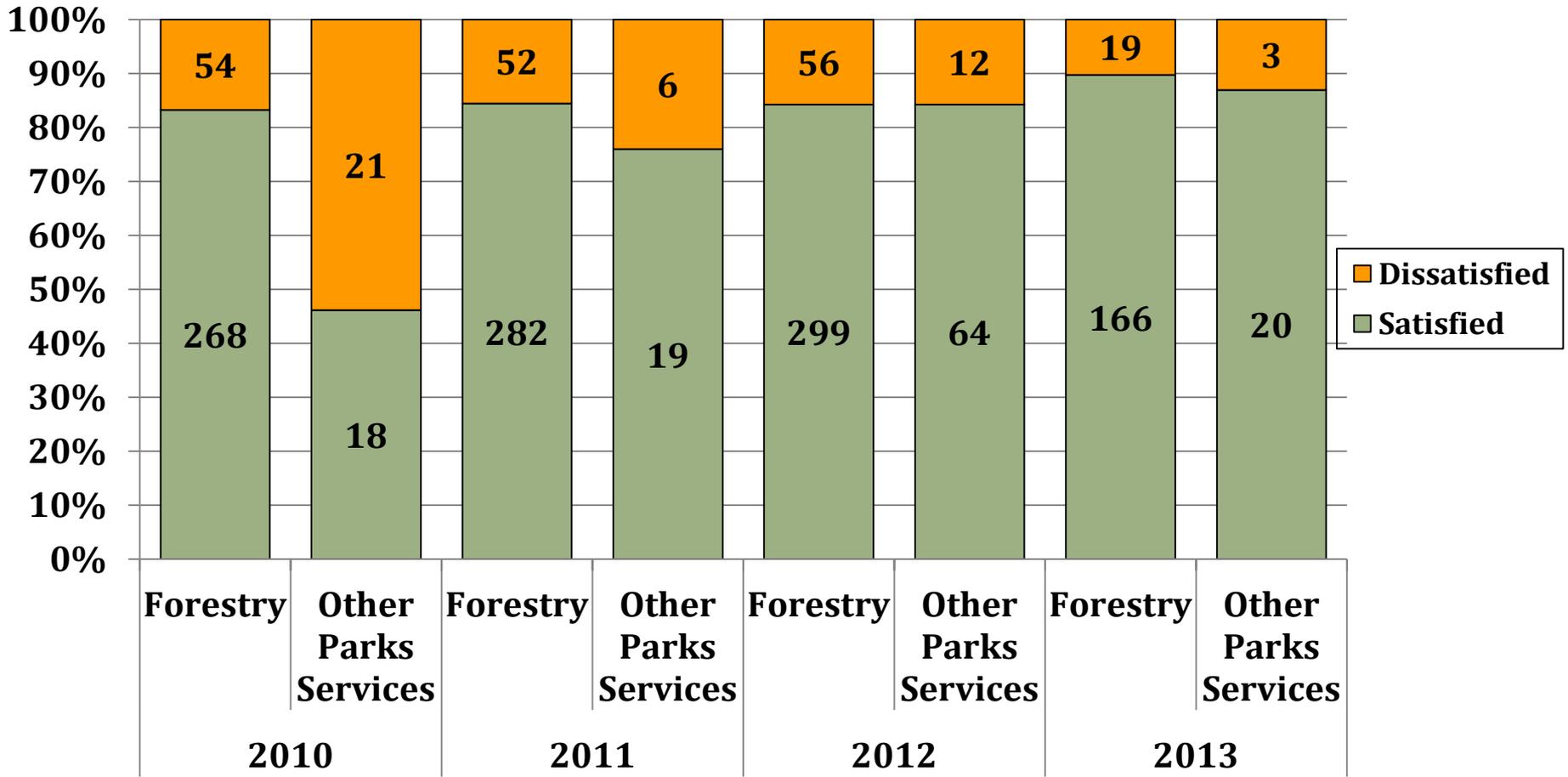
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311 CUSTOMER SATISFACTION WITH PARKS

Positive Trend: 

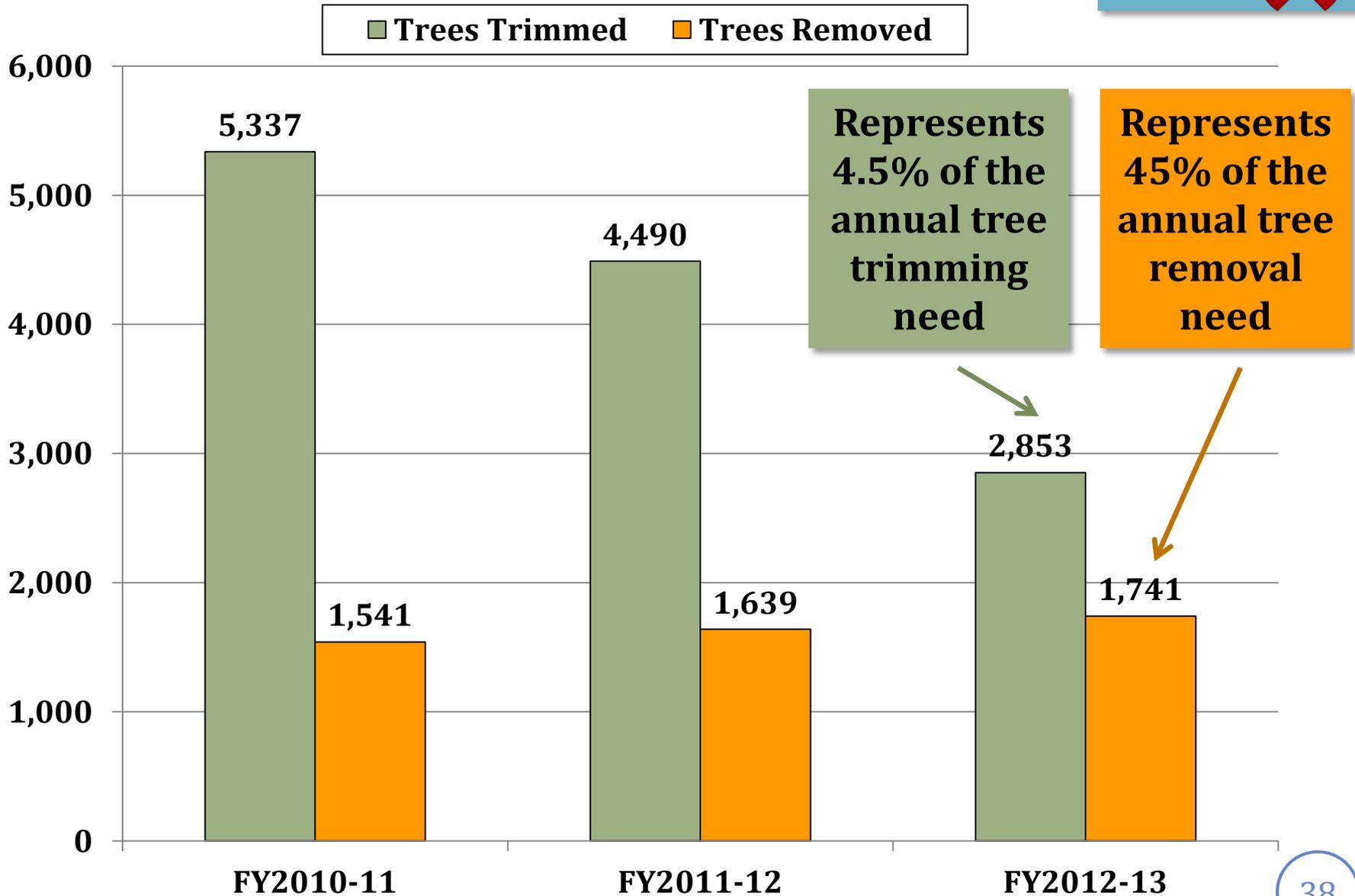


COMMUNITY CENTER USER SURVEY DATA

| Would you recommend a KC Community Center to others? | Customer Service provided | Fees for service |
|--|---------------------------|----------------------------------|
| 85% would recommend | 50% Excellent | 10% Very Expensive |
| 15% would not | 45% Good | 15% Expensive/Slightly Expensive |
| | 5% Poor | 70% Just right |
| | | 5% Under expectation |

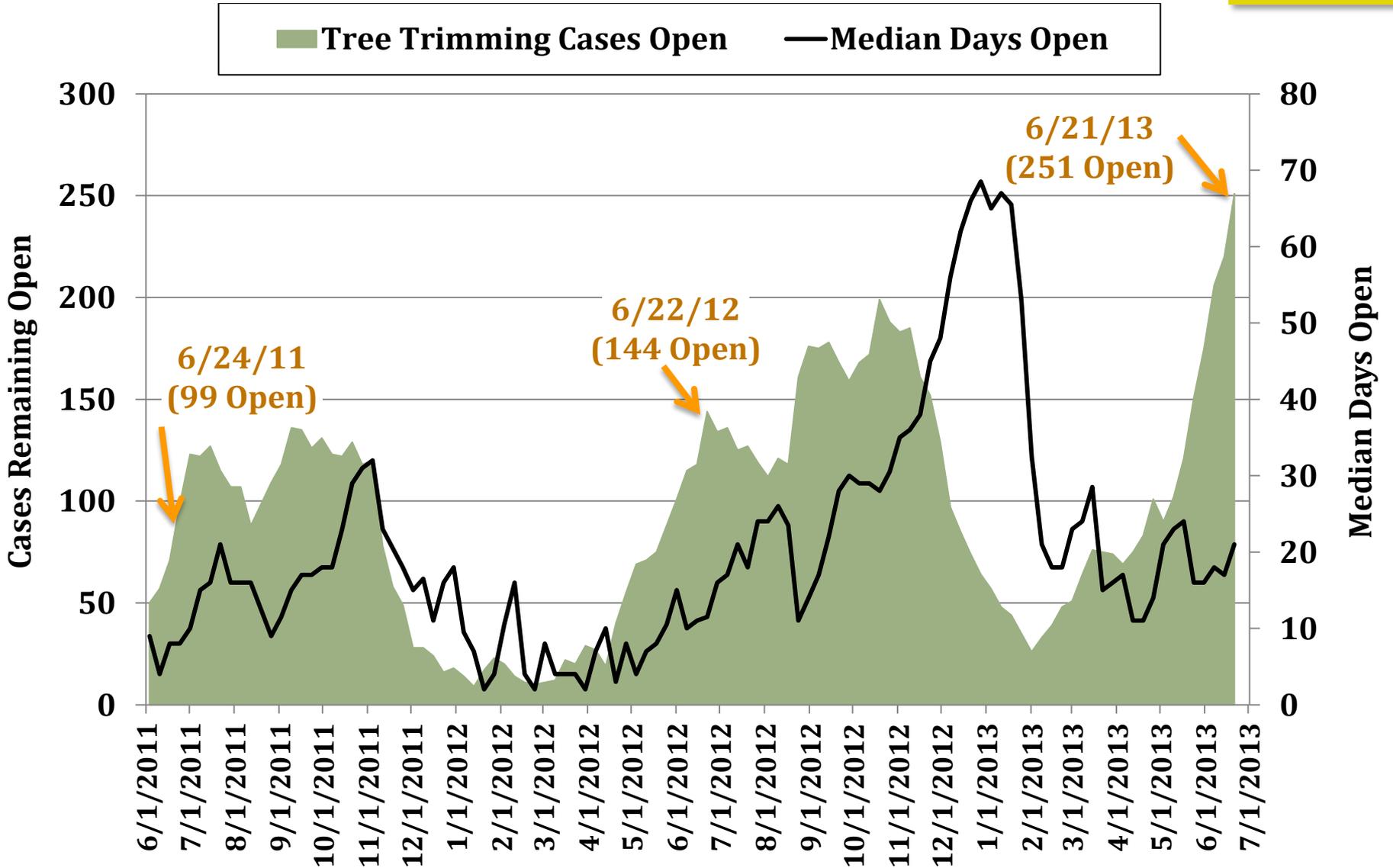
TREES TRIMMED AND REMOVED

Negative Trend: 



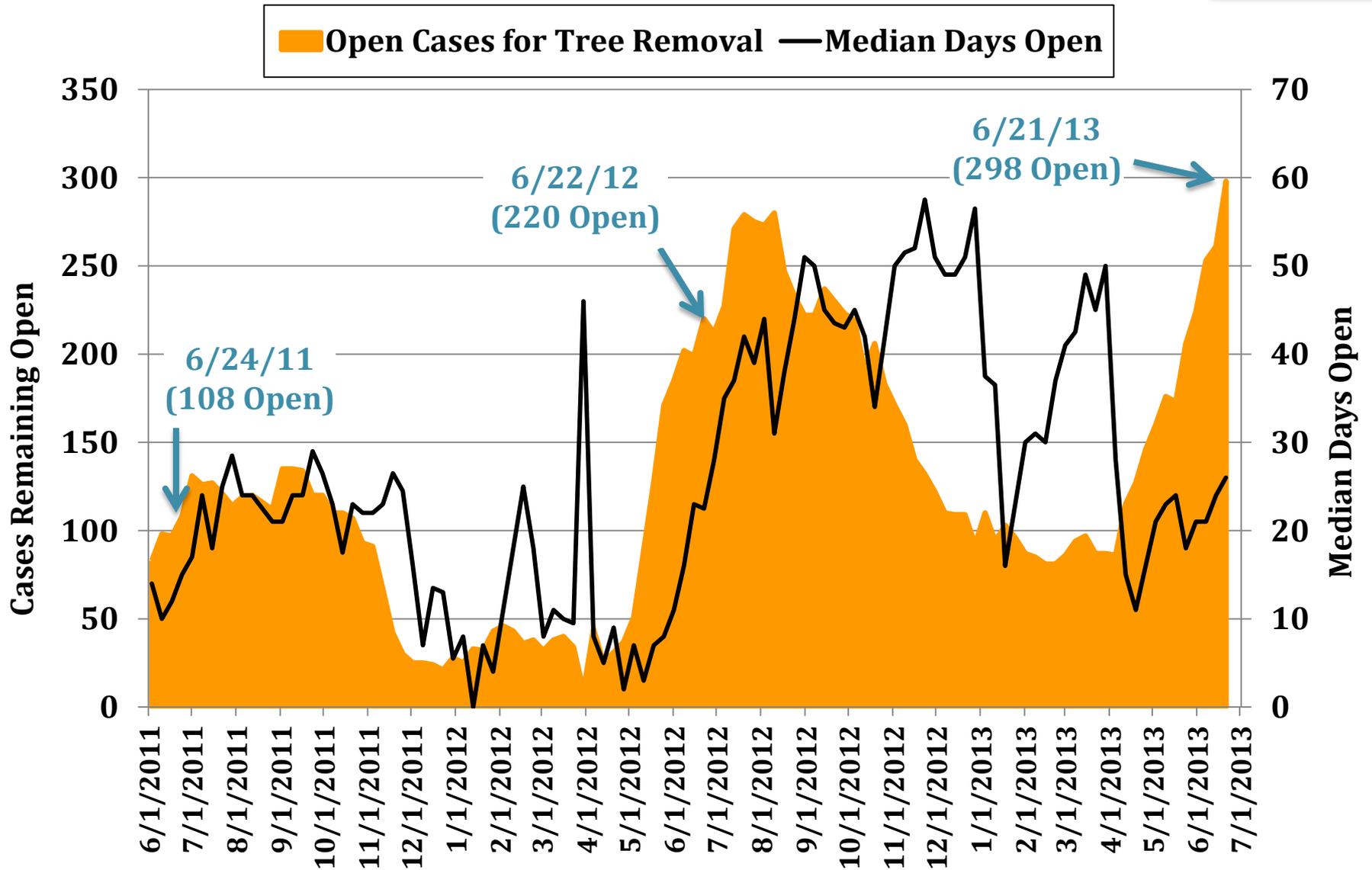
TREE TRIMMING SERVICE REQUESTS

**Watch
Trend**



TREE REMOVAL SERVICE REQUESTS

**Watch
Trend**



ASH BORER EDUCATION

Frequently Asked Questions about the Emerald Ash Borer

Where did the Emerald Ash Borer beetle come from? The Emerald Ash Borer originated from eastern Russia, northern China, Japan and Korea. Before June of 2002, it had never been found in North America.

How did the EAB get to North America? We do not know for sure. It is most likely that the beetle came in ash wood used for stabilizing cargo in ships, or for packing or crating heavy consumer products.

How long has the Emerald Ash Borer been in the United States? The scientific community believes the beetle may have been present for up to 12 years before it was detected in southeastern Michigan. This belief is based on the widespread distribution and destruction found when the U.S. Department of Agriculture (USDA) officially identified the EAB in the summer of 2002.

What type of trees does the EAB attack? In North America, it has only been found in ash trees. All species of ash in North America are at risk.

Where has EAB been found? EAB has been found in Missouri, Kansas, Illinois, Indiana, Iowa, Kentucky, Maryland, Michigan, Minnesota, New York, Ohio, Pennsylvania, Virginia, West Virginia, Wisconsin and the Provinces of Ontario and Quebec, Canada.

What does EAB look like? The adult beetle is dark metallic green in color, 1/2 inch long and 1/8 inch wide.

Parks will also collaborate with NHS to target communication efforts to specific neighborhoods

ASH BORER DOOR HANGER AND TREE TAG

City of Kansas City, Missouri
Parks and Recreation, Forestry Division
Emerald Ash Borer (EAB) Management Program

NOTICE

The Ash tree(s) in front of this property, in city right-of-way, is maintained by Parks & Recreation, Forestry at no cost to the property owner. Removal and improper disposal of branches or other tree parts may result in spreading EAB. Therefore, any work performed on these trees shall be by Parks & Recreation, Forestry or by Permit. Requests for service or a permit can be obtained by contacting the 311 Action Center. EAB only attacks Ash trees.

The following action(s) have been, or will be taken in the future, to slow down and manage the spread of EAB.

- _____ Ash tree(s) have been treated to kill EAB and tagged.
- _____ Ash tree(s) do not fit Forestry's treatment criteria and have NOT been treated or tagged. If you would like to make a donation to the city to have these Ash tree(s) at this address treated, visit our web site at www.kcmo.org/EAB for information and instructions on how to donate. Trees not treated will eventually be stressed by Forestry and later removed.
- _____ Ash tree(s) have NOT been treated and have been stressed in order to attract adult egg laying EAB beetles to this tree. The tree will be removed at a later date and examined for the presence of EAB. DO NOT perform work on this tree or remove any tags or labeling.

City of Kansas City, Missouri
Parks and Recreation, Forestry Division
Emerald Ash Borer (EAB) Management Program

NOTICE

THIS IS AN EMERALD ASH BORER
"TRAP TREE"

EAB will kill ALL Ash trees! This tree has been purposely stressed by Parks and Recreation, Forestry Division to create a "Trap Tree" that will attract adult EAB beetles to it. Only "CITY TREES" that are within city right-of-way or city property, and are Ash species, are being stressed.

DO NOT REMOVE THIS TAG, THIS TREE OR ANY PARTS OF IT.

It is illegal to move hardwood firewood or any ASH tree materials out of state quarantined counties. Removal and improper disposal of branches or other Ash tree parts may result in spreading EAB. This tree will be removed by Parks & Recreation, Forestry Division at a later date and carefully examined for any signs of EAB beetles or larvae, and properly disposed of.



To learn about EAB visit:

www.kcmo.org/EAB

www.eab.missouri.edu

www.emeraldashborer.info

Final Thoughts or Questions?

