

KCMore

KANSAS CITY, MO., RESIDENT ENGAGEMENT MAGAZINE

K | SPRING/SUMMER 2017



More **Innovation.** More **Technology.** More **Arts.** More **Culture.** More **Data.** More **Transparency.** More **Green.** More **Engagement.**





GREETINGS FROM MAYOR JAMES

Spring is here! That means a new season across our city, a new season for the Royals, and a new season for all of us.

I'm happy to report that since its launch last May, the KC Streetcar has been an overwhelming success. In a recent Small Business Survey, 80% of businesses along the KC Streetcar route reported that they saw a positive change in revenue in 2016, and 40% said they hired new employees because of it.

Additionally, sales tax receipts in the Downtown TDD have grown 58% since 2014. This outpaces the growth of citywide sales tax receipts during this same period, which came in at 16%. I'm certainly excited about the positive effects the KC Streetcar is having on our downtown corridor and I can't wait to see what's in store for its future.

This year I'm excited to announce the Hire KC Youth initiative is expanding from a City Hall program to a citywide initiative with the help of the Kansas City Social Innovation Center and the Full Employment Council. Expanding this program will allow more young people in our city to earn an internship, a job, and a step into the workforce. This also means an increase in the quality of professional development available to kids throughout the city. For more information on how you can get involved, please visit www.hirekcyouth.org.

It's important to note that all the great news in recent years should remind us to reaffirm our commitment to the future of our city. This spring, we have a chance to do just that. I have attended town hall meetings across the city this winter and spring, to discuss our City's deferred maintenance and some important ideas for finally making needed repairs.

We asked voters to approve the 20 year, \$800 million General Obligation Bond package because it's a critical investment in our city's infrastructure and the foundation of our community. Three separate questions tackle infrastructure needs we can no longer afford to postpone: Roads, bridges, sidewalks, ADA compliance, flood control and a sorely needed new animal shelter.

For too long these basic responsibilities were kicked down the road and now it's our job to take care of them -- together. Kansas City has a lot to celebrate right now and I hope every resident is proud of the progress we've made in recent years. I want to thank you for all you do to make Kansas City an amazing place to live, work, and raise a family.



Mayor Sylvester "Sly" James

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Throughout this publication, you will see the following color-coded dots accompanying each article. They represent which City goal the article addresses. Learn more about the Citywide Business Plan at kcmo.gov/finance/citywide-business-plan/.

 Customer Service and Communication
  Finance and Governance
  Transportation and Infrastructure
  Housing
  Neighborhoods and Healthy Communities
  Planning, Zoning and Economic Development
  Public Safety

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Human Relations Department fights for justice



The Human Relations Department has a clear and straightforward mission: *Ensure that all City residents are free to exercise their economic, social and human rights. This mission is achieved by providing quality service, compliance and enforcement in the areas of affirmative action, civil rights, contract compliance, construction workforce, minority, women or disadvantaged business enterprises, small local business enterprise and Section 3.*

The range of services offered by Human Relations certainly is highlighted by the Civil Rights investigations conducted by compliance officers. Still, what these folks do travels well beyond that directive.

The weekly radio show -- "Discrimination Report It, Don't Ignore It" -- has gained national attention for its consistently provocative look at topics that impact minorities in the workplace. And the department's relatively new "For Change Initiative" is making positive strides to streamline the application process for small contractors.

KCMOre recently sat with Phillip Yelder, who has directed the department since 2005, to discuss progress he's seen develop over the years.

Q. How has the mission changed since 2005?

A. I don't think the mission has changed so much as how we deliver the message. There's a phrase that we often use around here that goes: "We always try to work ourselves out of a job." But it never happens because there's always an ongoing challenge to answer to make sure that everyone receives equal opportunities to participate in the process.

We still run into challenges with things like bonding, financing and companies using subjective criteria that smaller businesses,

especially women and minority-owned businesses, have to overcome. So we always find ourselves with new things to tackle.

Q. How do you inspire your staff and what do you expect from them?

A. I always tell the staff that this is not a job where you're going to be happy just making a paycheck. It's those things that go above and beyond the call of duty that makes this work rewarding because you're providing a service. Oftentimes the people who come through our doors are at their wits' end, so I look for passionate people willing to go above and beyond to get things done.

I know we're making real progress in terms of our customer service because the most recent surveys show 95-96 percent of our customers are satisfied, which is significantly higher than the mid 50s that we rated back in 2005.

Q. What challenges do you face now or expect to face down the road?

A. Finding enough projects to go around is always a challenge. If there are fewer dollars available, everyone's clawing for the same dollars. My job is a lot easier when there are plenty of projects and dollars on the street, so having projects in the queue is always a good thing for the City.

But it's a balancing act as well because one of the things that taxpayers expect is that Kansas City Missourians will be working on these projects. So we have to make sure that happens without discriminating against people already here in the system.

Q. Why is this department still necessary in 2017?

A. When that question is asked I like to invoke the "But For Argument." But for this department being in place, the progress we've made over the years would vanish because people are not going to do it unless you require them to. We've seen this

happen in other major cities that had similar programs and goals for contractors. Once those programs went away, the number of minority and women-owned businesses getting contracts went down exponentially. So the government has a compelling interest to remedy discriminatory practices that have gone on for years.

Q. In terms of what this department has achieved, what stands out in your mind?

A. There are several things that stand out for me. When I first started, we had 13 percent to 15 percent spends with minority and women-owned businesses. Now that number has doubled, along with the number of those contractors listed with the City. The dollar value of the contracts has increased and we've closed the gap of the number of minority and women-owned businesses being listed on projects but not being used.

We have better verification of compliance because it's digital now and much easier to track. We have a loan program; bonding is available; training and technical assistance as well. But these are all things that are in place now that were not when I came aboard.

Q. If you had a chance to return to 2005, what's the one thing you'd like to do now that you know what you know?

A. I'd like to have a strategic game plan going in that's more long-term than short-term. A lot of my time is spent just putting out fires and dealing with daily problems, so if I could make more time to operate strategically with long-term goals in mind, that's what I'd do.

For more information about the Human Relations Department and the services available, visit kcmo.gov/humanrelations.

*HUMAN RELATIONS DEPT.
RADIO HOSTS*



L to R: Natoyia Wilson, Thomas Randolph, Naurice Brown, Paul Pierce, Greta Wills, Leidy Quitián Varón (not pictured: Ayanna Hightower)



City Planning offering more online options



Just about everyone is doing business online these days. To embrace this trend, the City Planning and Development Department (CPD) changed its webpage (kcmo.gov/planning) to make its online tools easier for customers to access.

One of the main online services CPD provides is **electronic plan submission**. This new option was phased in and now all residential, commercial and land development projects can be submitted online.

Instead of long waits on the telephone, customers can **submit a permit and inspection request** by email.

"We revamped our online services, because we know that some customers don't necessarily want to spend hours at City Hall submitting applications and

getting permits," said Petrina Parker, Public Information Officer for City Planning and Development. "Using our website makes the development process more efficient for customers and our staff."

CPD's Development Management Division recently created the **Development Tracker**, an online mapping program showing proposed and recently-approved requests for re-zoning, development plans, project plans, special-use permits, variances, and administrative approvals. Staff reports can be viewed and the assigned planner can be contacted with the click of a button.

"We're putting our data on proposed developments online which provides easy access and reduces the demand on staff to respond to individual requests for

information on proposed developments," said Senior Planner, Joe Rexwinkle.

The department just released the City's **Market Value Analysis (MVA)** on the webpage. The MVA uses local data sources to create a model to assess residential market value on a block by block basis. The MVA allows the City to target programs and interventions for maximum impact in neighborhoods.

CPD uses customer input to help fine tune our services and protocols. You can help by completing the Online Customer satisfaction survey. In the future, you can look forward to more applications that you can complete online.

CPD implemented recommendations from the Department Service Analysis to make the online services better for customers.



KC Water Honored For Utility Excellence



Kansas City, Missouri, residents can already brag about having some of the best tasting drinking water among all U.S. municipalities. Now we can brag about the outstanding work being performed at KC Water as a result of its commitment to use data to drive business decisions.

The Association of Metropolitan Water Agencies (AMWA) honored 20 public drinking water systems with its top utility management awards in ceremonies at its 2016 Executive Management Conference in Scottsdale, Ariz. KC Water received the Platinum Award for Utility Excellence.

"I'm very pleased that the Association of Metropolitan Water Agencies has recognized us with the Platinum Award for

Utility Excellence. KC Water has strived very hard in the last 4 or 5 years to become a professional, data driven, customer-centric organization and I think this award recognizes that effort," KC Water Director Terry Leeds said.

"This is a further indication of how far KC Water has come over the last 5 years. I couldn't be happier with the efforts that our employees and associates of KC Water are doing to move the utility. It's seen in our resident satisfaction scores. It's seen in our customer service rankings," said City Manager Troy Schulte.

The Platinum Award recognizes outstanding achievement in implementing the nationally recognized Attributes of

Effective Utility Management.

"Communities count on their drinking water systems for reliable and adequate supplies of clean, safe water, and those served by AMWA's 2016 award winners can take pride in their outstanding accomplishments, said AMWA President Scott Potter, Director of Nashville Metro Water Services."

Some of the KC Water achievements noted by the association include: new infrastructure rehabilitation based on increased customer satisfaction as measured by customer surveys; improved main replacement protocols based on business risk exposure; and significant automation of many business processes.



Mental health helped with new Kansas City Assessment and Triage Center

BY BENITA JONES, MUNICIPAL COURT



Many times people suffering with mental health issues or facing a substance-use crisis need help that doesn't involve a trip to an emergency room or jail. Fortunately, such an alternative is available in Kansas City, Missouri.

City and state officials have pooled resources with law enforcement and the healthcare community to create a public-private partnership that has produced a one-of-a-kind facility for this state.

The Kansas City Assessment and Triage Center (KC-ATC) provides rapid 24-hour access to triage, stabilization and follow-up services. The center opened Oct. 31, 2016, at the corner of 12th Street and Prospect Avenue and in its first 60 days received 328 referrals, serving 245 clients. The KC-ATC is operated by ReDiscover under a contract with the City. Referrals come from Kansas City police and area hospitals only. The Center does not take walk-ins and clients must remain at the center voluntarily.

"We've been extremely busy," said Program Manager Stephanie Boyer. "I think the numbers definitely show that we are filling a gap and providing a service that wasn't there before."

The success stories are plentiful. For example, Ms. TC, a 29-year-old mother with two children, is divorced, homeless and addicted to drugs. She was transferred from Truman Medical Center on Dec. 4, 2016. She was treated at the KC-ATC for opiate withdrawal and then admitted to the transition clinic for methadone treatment. The most recent report showed she had been sober for more than 18 days – longer than she has been in 16 years of addiction.

Before the center opened, the Missouri Hospital Association reported that from 2012 through 2014, area hospitals experienced more than 8,000 visits annually from

patients with substance-use disorders, and 9,000 visits from those with serious mental illness. Some went to emergency rooms as many as 100 times. When it came to law enforcement, it was not unusual for officers to get calls about the same person multiple times in one night.

KCPD Sgt. Sean Hess said the emergency room is not an effective resource for officers and the triage center will help slow, if not close, this revolving door of police contact-hospitals-jail and back into the community to restart the cycle.

"It has exceeded my expectations so far," Hess said. "The ease and accessibility for police officers cannot be overstated. Officers can expect to wait 30 minutes to several hours at an emergency room; at the KC-ATC they are back in service within 10 minutes. The treatment team members at the KC-ATC have done outstanding jobs on getting a very resistant population into treatment. Several hardcore homeless people police have had frequent contacts with have been engaged and housed."

Breaking this cycle isn't easy, but that's precisely what the KC-ATC is set up to do. Shifting this paradigm certainly includes telling people where to go for follow-up services, but, equally important, it also involves accompanying them through the process. The center has 16 beds divided between two units – a sobering unit for substance users and a stabilization unit for those in mental health crisis. Clients can stay up to 23 hours. There is a nursing staff to make assessments and administer medication. Case managers directly hand off clients to the next agencies and programs that will provide them with longer-term services.

"This center is so important because it allows not only for the diversion of people in a behavioral crisis from hospital emergency rooms and jails and immediately stabilizes

their crisis, but it also puts in place those critical follow-up services necessary – shelter, mental health and substance services and medications – to keep them out of crises and law violations often seen when their behavioral health condition is neglected," said Municipal Court Judge Joseph H. Locascio.

In November 2013, Judge Locascio gathered a group of community stakeholders including police, fire, community mental health centers, substance-use treatment agencies, housing providers and community advocates to discuss ways to better serve individuals with mental illness and substance-use issues. They began working to establish the KC-ATC.

In 2015, Ascension Health sold St. Joseph and St. Mary's Hospitals. Then Attorney General Chris Koster was tasked with determining how to utilize the \$20 million profit which had to be reinvested in the Kansas City community. It was decided that the money would be allocated to support the KC-ATC operating budget at the rate of \$2 million per year over the next 10 years. Area hospitals – HCA Midwest Health, Truman Medical Center, Saint Luke's Health System, North Kansas City Hospital, Prime Health and Liberty Hospital – agreed to contribute \$1 million a year for two years. The Missouri Department of Mental Health allowed the use of its building. The City paid for renovations and leases the space.

Mayor Pro Tem Scott Wagner was a chief proponents of the center and he says he was impressed with the seamless way all the agencies came together to support the project.

"It was a community-wide solution to a community-wide problem, and I am very excited for this opportunity," Wagner said.



Making a difference, one homeowner at a time

BY JOHN BACCALA, NEIGHBORHOODS AND HOUSING SERVICES



For many Kansas City homeowners, basic maintenance presents a real burden, especially for the elderly and disabled. Sometimes, many feel helpless and hopeless. Enter Shawn Kirkwood, the city's housing diversion coordinator -- a recently-created position in the Neighborhoods and Housing Services Department. For those he has helped, Kirkwood is Superman without the cape and Batman without the Batmobile.

"I get the pleasure of serving as a double liaison," Kirkwood said. "I serve as the bridge between the municipal court and housing code defendants and those same housing code offenders and the various network of not-for-profits that assist homeowners with home repairs, utility payments and other issues.

"I love helping and advocating for people who need a little help!"

Kirkwood helps housing code offenders get the help they need, and Municipal Judge Todd Wilcher, who works with him almost daily in housing court, sees someone devoted to making a difference.

"Shawn conducts his business with energy and compassion," Judge Wilcher said.

"Just outcomes in housing court prosecutions require careful consideration of a homeowner's ability to comply with housing code standards. When homeowners, due to age, disability and lack of income, do not have the means

to address the deteriorated conditions of their homes, the city has an answer."

When the position was created in late 2016, Kirkwood jumped at the opportunity to make it his own. He created his own blueprint for success -- help every citizen navigate through housing court and get the help they need. He knows first-hand how housing code violations often frustrate and confuse homeowners.

"The biggest part of my work is to listen, hear and be empathetic to a person's concern," he said. "Then, and only then, can I begin to properly assess their situation and offer solutions."

Kirkwood said he is especially sympathetic to the struggles of elderly homeowners.

"I have always had a soft spot for our elderly folks as they often times face some difficult choices regarding property maintenance issues," he said. "They have very tough, but real choices they have to make. 'Do I paint my house or do I pay for my medication?' 'Do I pay my property taxes or do I pay for groceries?'"

Kirkwood wants to be a one-stop shop for those he serves by providing information about city resources and community agencies that can assist in home repair, free or discounted labor and utility assistance. "I love advocating for people who need a little help," Kirkwood said. "When you are able to help them get connected to resources they otherwise wouldn't have

known about, the payoff is well worth it."

"Shawn does a great job using the Municipal Court Fund and minor home repair and paint programs to help housing court violators get the assistance they need," Judge Wilcher said. "He guides homeowners through the process. He works directly with homeowners, contractors, the city prosecutor and the court to provide thorough and timely updates on the progress and completion of repair and replacement projects."

Kirkwood has worked for the city for nearly nine years, beginning as a code inspector. But he said this, by far, is his most rewarding position. He receives 'tons' of phone calls and emails daily, but returns every one because each homeowner deserves his compassion.

"Behind every inquiry lives a hardship story," he explained, "and I just might be able to help."

Kirkwood was instrumental in the initial 'Love Thy Neighbor' initiative -- a partnership between the city and the faith-based community to provide voluntary assistance to homeowners facing code violations and physically or financially unable to make needed repairs. And he is always on the lookout to find other creative ways to help.

"This job is exhaustingly gratifying," Kirkwood said.

COURTROOM

OCCUPANCY 115



*Shawn
Kirkwood*



Kansas City Zoo not resting on its 1 million laurels

The Kansas City Zoo has about a million reasons to just kick back and smell the roses. It's easy to see how that might happen now that this dynamic facility has ushered more than 1 million visitors through its gates -- eclipsing a goal that only 25 to 30 of the 235 accredited zoos and aquariums reach annually.

Fortunately for devoted patrons, this zoo is already surging toward the "next big thing."

"While 1 million visitors has always been a goal, it certainly isn't the end," said Randy Wisthoff, executive director/CEO. "We're vetting other elements from our Master Plan and looking to announce by mid-summer the opening of a major exhibit that we believe will be on par with the polar bears and penguins."

Polar Bear Passage opened in 2010, followed in 2013 by Helzberg Penguin Plaza. Both are world-class exhibits and fan favorites that have undoubtedly contributed substantially to increased attendance.

While this ongoing behind-the-scenes analysis is happening, patrons of this amazing zoo will enjoy the "Billy Goats Gruff" exhibit, which opened in March to offer a new way to interact with goats. Visitors can stroll through the area and watch the goats play in their new playground, which comes complete with a bridge and troll lurking underneath.

The fun won't stop with the goats, though. Three new Allen's swamp monkeys will bounce around the grounds, providing lots of activity in the building that used to house the sleep-loving koalas that were on loan from the San Diego Zoo. The restaurant overlooking the kangaroo yard is being remodeled and themed as a barbecue joint. And two of the always-popular trains are being refurbished with fresh, glistening coats of paint.

This is the type of ongoing investment that Wisthoff, who spent more than 26 years at the Omaha Zoo before arriving here in 2003, said it took to push attendance past 1 million. Maintaining that status requires an equal measure of vision and investment going forward, he said.

The KC Zoo has certainly been aggressive about investing in its product, spending \$15 million on the penguin exhibit, \$6 million on Orangutan Canopy in 2015 and \$3 million on the 100-seat air-conditioned restaurant.

"What we've tried to do over the years is to make the zoo accessible and user-friendly," Wisthoff said. "A lot of what we've done are very elementary things, like added shade to viewing areas, steps in the restrooms so toddlers can wash their hands without their parents having to hold them up to the sink, toddler seats in restrooms, designing the walking trails to make it easier for parents with kids to navigate and really just trying to realize what people want."

The substantial investment in animal exhibits hasn't caused Wisthoff and company to overlook the humans who staff the zoo year-round. This 200-acre zoo boasts about 200 full-time employees, with another 300-400 summer workers, largely young people, hired from throughout the region. The maintenance department is responsible for more than 50 buildings, including a full-blown hospital.

"Our employees are so loyal and dedicated," Wisthoff said. "The last time there was a weather forecast that called for ice, we had staff spend the night because if the roads are closed, then someone still has to be here the next day to take care of the animals and to plow our streets."

The zoo is open year-round and offers a variety of budget-friendly perks, particularly for Jackson and Clay County residents. Daily pricing for those residents is \$7 for adults (\$6.50 for seniors) and \$6 for children ages 3-11. Children under 2 years old get in free. Residents in those counties need to show a driver's license or utility bill to get the discount.

Bus line 108 also runs through the zoo, making it easier for visitors and employees who may not have their own transportation.

"We're trying to create a situation in which people won't be able to say they can't afford to come to the zoo," Wisthoff said.



Here's more:

For a calendar of upcoming events, visit
www.kansascityzoo.org/special-events.



Cultural events reflect creativity and diversity of KCMO

BY CONSUELO CRUZ, ARTS MARKETING COORDINATOR



The Neighborhood Tourist Development Fund is providing the financial fuel for scores of arts and leisure activities that highlight the cultural diversity of Kansas City, Missouri.

The Chalk Walk and Festival was a hit last fall, thanks in part to the \$7,500 it received through this program. This two-day event showcased hundreds of professional, student and amateur artists who got down on their knees at Crown Center to create lively and powerful images on sponsored brick canvas.

But this was only one of many vibrant attractions offered for local residents and visitors to sample a bit of Kansas City culture.

Managed by the Office of Culture and Creative Services, the NTFD program is not only thriving after 28 years, the number of arts and leisure activities across the City is rising, generating even more demand for these resources to grow.

In fiscal year 2016-17, more than \$1.8 million from convention and tourism tax dollars were approved in support of 193 activities. Events like PorchFestKC, the Trolley Run for the Children's Center for the Visually Impaired, Planet Rock Drill Team Show, Comida KC, a world tour of Latin flavors, and performances by the Kansas City Ballet, are more examples of the activities that demonstrate the City's distinct and diverse neighborhoods through

cultural, social, ethnic, historic, educational, and recreational activities.

The OCCS accepts funding applications from non-profit groups both annually and quarterly. Eligible applications are reviewed by a committee of 15 members appointed by Mayor and City Council, two from each council district and three at-large members appointed by the Mayor, who recommend funding awards to City Council for approval.

The application process went green last year, moving completely online to make it even more user-friendly and efficient. Besides money, recipients receive benefits like social media and City website promotion of events, free marketing opportunities via the Culture and Creative Services segment of the Channel 2 Weekly Report, promotion on the electronic City Hall lobby screen and the 26 kiosks located on and near the streetcar route (River Market to Crown Center).

Metropolitan Ensemble Theatre's Producing Artistic Director Karen Paisley said, that NTFD "Has made such a difference for us and made it possible for us to do so much more than we could do before... it really makes a difference." The NTFD supports the theatre's current season.

Director of Creative Services Megan Crigger said she fully expects the list of events to grow even longer in the coming year.

"This is a testament to the passionate, creative and innovative world of non-profits and the continued vitality of the city's neighborhoods," Crigger said. "But with the increase in projects comes an increased demand for the funding to continue to grow. These funds are a way to invest in Kansas City's people, places and local character that showcase the vitality of the City as a tourist destination, which ultimately grows the fund."

Applicant workshops will be held in the summer to help local nonprofits learn about this funding program and any changes to the application and selection process.

NTDF Program Manager Denise Dillard said helping applicants through the application process is a professional highlight. "I enjoy working with genuinely passionate people, helping to connect them to City resources," she said.

Stay tuned to the City's website (kcmo.gov/citymanagersoffice/ntdf/) for upcoming application deadlines and workshop dates. Don't forget to check out Channel 2 (Weekly Report air times are 8 a.m., 5 p.m. and midnight), and the kiosks located throughout downtown, for information about upcoming NTFD-supported events.

For questions about the application process, contact Denise Dillard at 816-513-3451 or Denise.Dillard@KCMO.org.



And Crafts



Community Information Exchange is critical tie that binds

No one works the room like Carol Green. Even if you've never met her before, there's no way you can miss her. She's easily the most visible person on the floor, greeting people more with hugs and smiles than handshakes. And her mental rolodex is sure to contain the information you need to take your community engagement to the next level.

Indeed, she's the engine that powers the Community Information Exchange and she's the one you can always count on to keep the trains running on time.

But how did she get here?

"At one point I was director of the Brush Creek Community Center," Green said. "I was planning the annual Toys for Tots Christmas party. I hustled. I begged to make this the most fantastic party ever. Two blocks away there was some other church party and four blocks away there was another party. I thought there must be a way we could be better connected."

Clearly, she was right, and soon this vision she had about a coalition that could connect all of these dots became real thanks to support from Parks and Recreation Director Mark McHenry and City Manager Troy Schulte.

The coalition certainly reflects Green's enthusiastic attention to detail. The meetings are held every three or four months to bring together community agencies and related service providers to

discuss how best to coordinate programs, services and activities for the benefit of residents and for the efficiency of the businesses -- decreasing duplication and adding a more coordinated effort in an era of dwindling resources.

These gatherings are the ultimate networking session for participants, who are encouraged to bring business cards, literature and promotional items. Each guest, provided they arrive on time, is allowed two minutes to promote their business, neighborhood association or upcoming event.

"I will often inject a commercial, as I call it," Green said. "What's Kansas City's best kept secret? ... Go Ape in Swope Park! No two meetings are alike. I believe in making it happen -- turning a vision into a reality."

Green has the pedigree to coordinate this vision. She's worked in several capacities for the City during her career, including stints as director of Brush Creek, Garrison and Gregg/Klice Community Centers. The dual-title she has now is Community Outreach Administrator and Marketing and Event Administrator.

In the summer of 2012, Green coordinated the efforts for Mayor Sly James' Rock the Block activities and the Recreation Express, pulling the events and activities together and securing the entertainment and establishing partnerships with vendors while still executing her regular duties at Gregg/Klice.

This do-it-all approach earned her the Rich Noll Pacesetter Award, which honors City employees who provide excellent customer service. Spend a little time in her world and you'll quickly see just how serious she is about serving others.

Green is an unabashed advocate for the Parks and Recreation Department, which she repeatedly proclaims is the best place in the City to work. Her professed love for her department may be slightly overshadowed by her passionate advocacy for KCMO residents who need help and don't know how to find it.

On this overcast Thursday morning in February, Green is facilitating the meeting at Brush Creek and constantly encouraging the 110 or so representatives present to speak into the microphone and take full advantage of the two minutes they have to promote their agencies or events.

The room is filled with folks from Sam's Club, the Optimist Club, Swope Health Services, home healthcare providers, adult education services, YMCA, Union Station, KC Mothers In Charge and the Special Olympics just to name a few.

"This is your chance to find the volunteers, expertise and sponsorships that you need to make your event even more successful, so get connected with something or someone today," Green said.

For more information, contact Green at 816-513-7701 or carol.green@kcmo.org.



Carol Green



KCMO wins 4-STAR community rating for national sustainability



Kansas City is a leader among U.S. cities committed to incorporating innovative operating practices that contribute to a healthy environment, a strong economy and enhance the overall well-being of the community.

This commitment has earned the City a 4-STAR Community Rating for sustainability excellence, making KCMO the highest rated city in Missouri. Columbia and St. Louis have 3-star ratings. The STAR Rating system is three-tiered and based on an overall points score. Kansas City earned 480 out of a possible 720 points. KCMO is the 57th U.S. city to gain certification from STAR Communities, a nonprofit organization that evaluates and certifies sustainable communities. The median score for all certified cities is 380. Kansas City earned a perfect score on the Innovation & Process section, which highlighted the City's emphasis on performance management and Smart City initiatives.

"This is a significant achievement for Kansas City, Missouri, and I have to commend the staff not only for the hard work they put into this extensive certification process, but also all the employees citywide who continuously strive to make sure we operate at the highest possible level," City Manager Troy Schulte said.

Through open data and data sharing, KCMO is increasing its level of community engagement. This ongoing exchange is allowing residents, staff and elected officials to use the same statistics to open doors to a truly data-driven conversation. The City also has a digital equity strategy with a pathway to increase the number of residents with access to public Wi-Fi.

STAR is the nation's leading program for evaluating local sustainability, encompassing social, economic and environmental performance measures. It helps communities evaluate their strengths and weaknesses across seven areas: the built environment; climate and energy; economy and jobs; education, arts and community; health and safety; and natural systems. For instance, communities get credit for reductions in energy use or increased transportation access. STAR Communities provides support as localities benchmark progress, and a robust third-party verification process ensures accountability.

Accountability and transparency are paramount to KCMO officials. Since receiving the score, the City has created a Sustainability Dashboard (kcmo.gov/greenstats) to highlight some components of STAR, as well as some recent achievements of the KC Green teams. STAR will be a resource to identify targets and programs to incorporate into the Business Plan.

In 2015, Kansas City launched a yearlong certification program. Information and data was gathered for the application with the assistance of dozens of staff members, community partners and other agencies.

More than 50 staffers from nearly every City department, as well as about a dozen community nonprofits, provided support for the City's effort. Aaron Shroyer, the lead for this project, said, "As a new city employee [when I started the project], I can't think of a better way to learn about the many programs in Kansas City that make our city more sustainable and livable. The work relationships and project management experience that I gained throughout this rating process are invaluable. Our 4-star

rating is a testament to the good work that is being done by the City and in the community as a whole."

Highlights from the City's application include:

- **Built Environment:** Kansas City's robust park system was a key component to a strong score in this goal area. The park system provides residents with 37.9 acres per 1,000 residents and 96.7% of households are within three miles of an off-road trail.
- **Climate & Energy:** The City has installed 25 kW solar generating systems on the rooftops of 59 municipal buildings without adding any capital expense, opting instead to utilize long-term leases and a long-term solar services agreement.
- **Economy & Jobs:** In recent years, the Kansas City economy has experienced growth. More than 1,000 new businesses were established from 2012-2014 and unemployment has also dropped over that same time period.

"We appreciate the leadership and contributions that Kansas City has made to the development of STAR and are proud to award the City with the Certified 4-STAR Community Rating," said Hilari Varnadore, Executive Director of STAR Communities.

Hundreds of communities around the country are actively using the STAR Community Rating System, with more than 70 engaged in the certification process.

The City will renew its STAR rating in three years, at which point it hopes to show even more progress on sustainability and livability initiatives.

KCMO SCORES FAR EXCEED NATIONAL AVERAGES



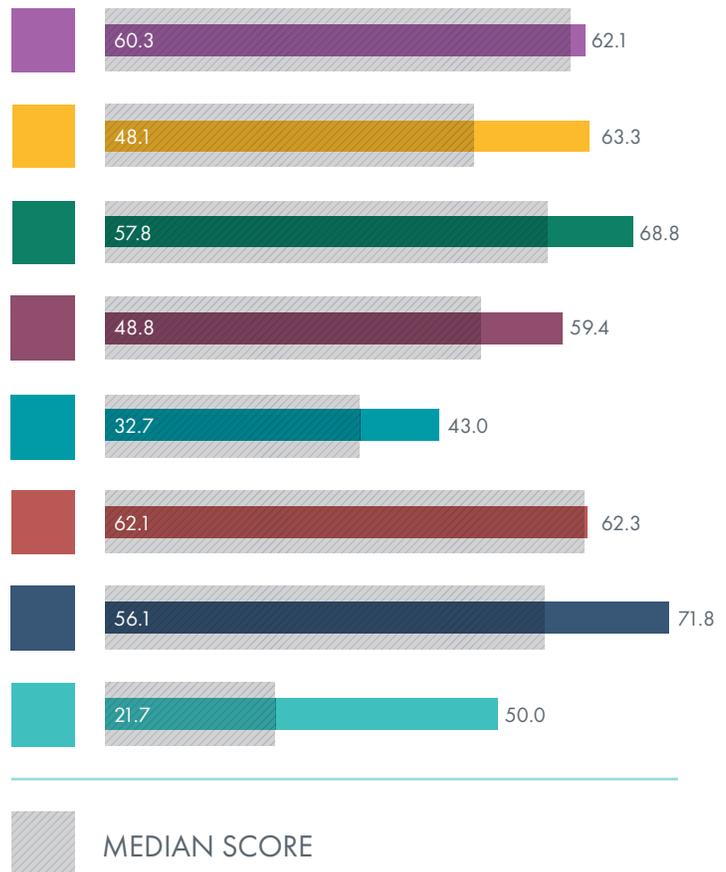
CERTIFIED 4-STAR COMMUNITY

480/720 PTS // 11TH HIGHEST SCORE

GOAL AREAS

- BUILT ENVIRONMENT
- CLIMATE & ENERGY
- ECONOMY & JOBS
- EDUCATION, ARTS & COMMUNITY
- EQUITY AND EMPOWERMENT
- HEALTH & SAFETY
- NATURAL SYSTEMS
- INNOVATION & POLICY

KCMO SCORES IN CONTEXT BY GOAL AREA



HIGHLIGHTS:



96.7%

OF HOUSEHOLDS ARE WITHIN THREE MILES OF AN OFF-ROAD TRAIL



59

MUNICIPAL BUILDINGS HAVE SOLAR GENERATING SYSTEMS



1,000

NEW BUSINESSES WERE ESTABLISHED FROM 2012-2014



99.9%

WITHIN A ½-MILE WALK OF GREEN INFRASTRUCTURE

VISIT KCMO.GOV/GREENSTATS FOR THE FULL REPORT AND INFORMATION ABOUT THE CITY'S SUSTAINABILITY EFFORTS.



Public Works takes lead in sustainable construction



Kansas City's Public Works department is making moves to integrate all things green into projects citywide. The department, which manages street construction and maintenance throughout the City, was the test-bed for aggressive adoption of the Institute for Sustainable Infrastructure's Envision system. Seventeen project managers have become Envision-certified and Coordinating Services Manager Patty Hilderbrand was recently named to ISI's Board of Directors.

Envision is an infrastructure rating system developed to help designers, builders and infrastructure owners design and build projects with a focus on environmental sustainability.

"It's basically LEED for horizontal construction," Hilderbrand said, referring to the U.S. Green Building Council's Leadership in Energy and Environmental

Design standard. "Envision allows us to define sustainability in our everyday construction practices."

Using the Envision rating system, projects will be certified Bronze, Silver, Gold and Platinum based on five categories: quality of life, leadership, resource allocation, the natural world and climate and risk.

"Three of the categories are expected for this sort of program, but quality of life and leadership are a bit different," Hilderbrand said. "Quality of life and leadership really speak to our best practices as an organization. They're a way to make sure that sustainability becomes part of who we are as a department."

Currently, Public Works employees are adding Envision-specific language to design and construction contracts and establishing methods to track Envision process through a web-based project

tracking system. Each of the Envision-certified project managers is also selecting a project in his or her portfolio. Some projects are complete and will be reviewed to see how they fit Envision's categories. Other projects are in design and will allow project managers to see Envision in action.

"Envision is a good fit for our organization," Public Works Director Sherri McIntyre said. "We're always thinking about how sustainable something is when we build it. If we don't have to replace a road in 20 years but can perform practices that'll let us replace it in 40 or 60, that's already responsibly stewarding resources and enhancing its sustainability."

The Public Works department received an Envision Platinum award for the Kansas City Streetcar, the first transit project to ever receive an Envision sustainable infrastructure rating.

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Bartle Hall lights capable of dazzling downtown shows



The sculptures adorning the four pillars that tower above Bartle Hall can do a lot more than just spark flashbacks to images from classic sci-fi movies. These splendid structures now have the capacity to light the downtown skies with an assortment of colors and combinations, making for a spectacular display of futuristic wizardry.

The Sky Stations have been outfitted with 50 LED lights installed as part of the \$1.6 million project to repair one station that was damaged by a lighting strike last spring.

The City reinstalled the station above the easternmost 300-foot pylon on Sept. 18. While repairing that structure, electricians discovered the lights needed to be updated. The decision was then made to change all the lights at once and actually save money in the process.

Insurance paid for all but \$250,000 of the repair cost, and the benefits that LED lighting provides are significant. Overall, fewer lights and fixtures are needed to illuminate the Sky Stations and the power consumption is being cut by 70 percent.

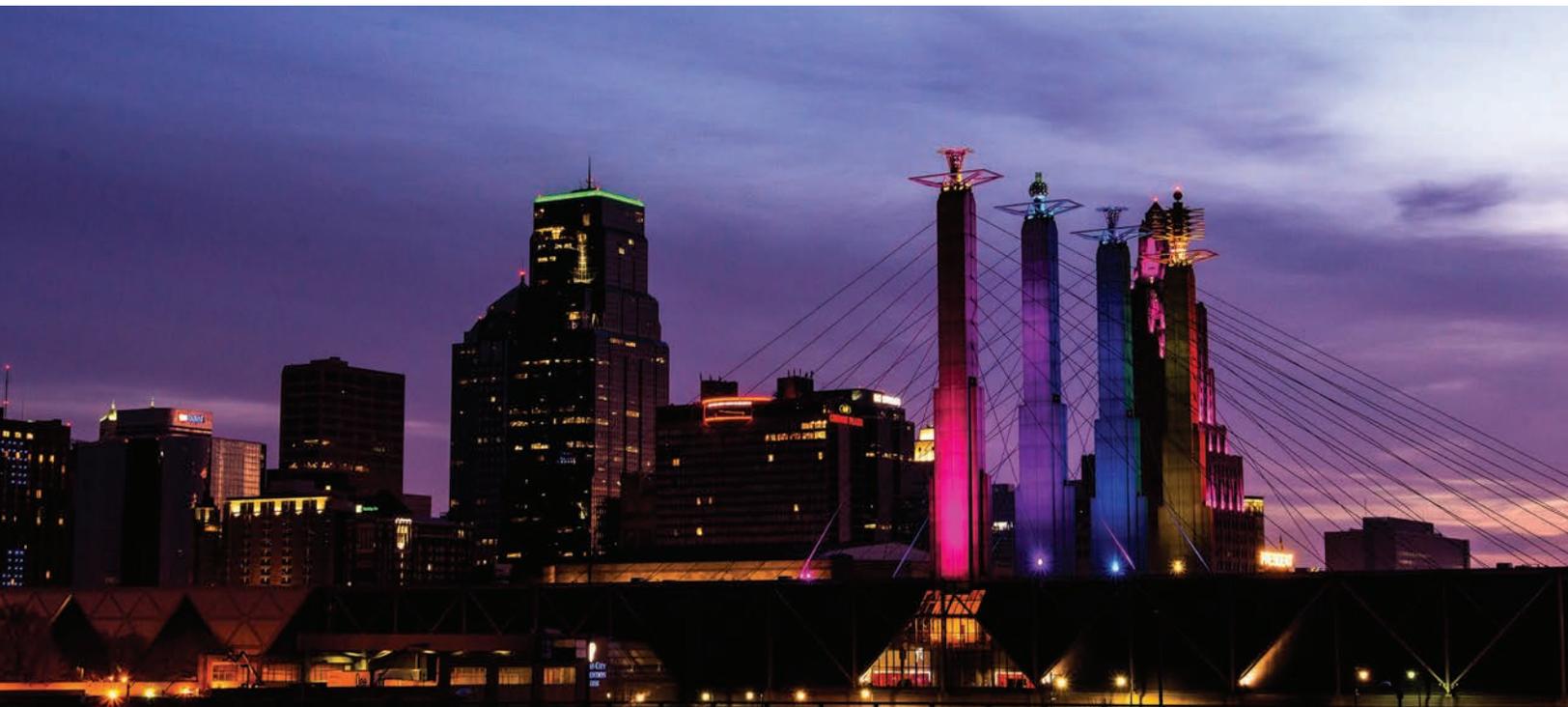
The test-run for this light show came in January when red was the color chosen in order to honor the outstanding season the Kansas City Chiefs had on the way to capturing the AFC West Division title.

But the entertainment value extends beyond the realm of sports and will undoubtedly benefit onlookers near the convention center, which is operated by the City of Kansas City, Missouri's General Services Department. The computer programming allows for animated light shows and millions of choices of lighting combinations

that are sure to delight spectators.

The man behind the new lighting is Richard Welnowski, an award-winning filmmaker and high-definition video trailblazer. In 1989, Welnowski shared an Emmy award for technical work on one of the first all-high definition projects, a PBS film by Zbigniew Rybczynski called "The Orchestra."

The Sky Stations are part of The One Percent for Art program that highlights the visual history of Kansas City and was created by local, regional and national artists. The 12-ton aluminum and steel sculptures were designed by R.M. Fischer and have been transforming the City's skyline with sci-fi imagery since 1994.





City develops plan to bridge digital divide



The City of Kansas City, Missouri, is promoting a Digital Equity Strategic Plan that highlights the path from digital inclusion to economic mobility and entrepreneurship as its central theme.

This path includes the familiar tenets of digital inclusion (connectivity, computing device, digital life skills training) as step 1, enabling residents to become consumers of the Internet. This traditional approach typically sets a goal of people being able to access the Internet to apply for jobs. However, KCMO is expanding on this base to support residents becoming learners, digital citizens, employees and entrepreneurs through the use of freely available online outlets and services such as Khan Academy and TED Talks. To that end, the City is curating an online Community Learning Center.

The benefits of this pathway already are being realized. Take Anna Hill for example. She's a Kansas City mother with six children, including two high school students, who live at home and are using these tools to enhance their academic progress.

"They love having the Internet at home, especially when it's cold outside so they don't have to go anyway," Hill said. "The grades have gone up and it's helped out a whole lot. It's just much more convenient."

Key to the City's strategy is a strong digital engagement structure that includes

stakeholders and partnerships that benefit from their participation. Mayor Sly James already has made a compelling call to action at TechWeekKC for corporate citizens to become deeply engaged in digital inclusion. The Mayor's Office is leading the charge on Kansas City's participation in federal initiatives such as ConnectHome, TechHire, and LRNG. An example of this leadership is the City's partnership with The Surplus Exchange in the Digital Upcycling Program. The City has taken a collaborative approach to its involvement as a founding member of the Kansas City Coalition for Digital Inclusion, taking advantage of the ability to connect and convene stakeholders and new partners for the Coalition's success.

Rick Usher, assistant city manager, is diligently promoting this effort and serves as a linchpin, of sorts, connecting City resources with the non-profits also seeking to close this gap.

"Digital inclusion is going to assist us in economic mobility if people now can realize that they can use the Internet not only to be a consumer, but to pursue educational opportunities," Usher said. "We're looking at entrepreneurship and home-based development. If we can show our residents how to not only become employed through online opportunities but become job creators, then the end goal is really economic mobility and growth of our neighborhoods."

The City's activities in digital inclusion ramped up with the initial efforts to submit a response to Google Fiber's Fiber for Communities Request for Information in 2010. The City Manager's Office facilitated the City's response and quickly determined that this must be a collaborative effort in order to successfully submit information reflective of the community's desires. In the end, 117 collaborators helped draft the response.

The City's efforts in digital equity have led to participation in a number of national initiatives. These relationships create opportunities to share ideas with City, State and Federal agencies as well as digital inclusion practitioners. The City's investment in these efforts has made it easier to learn from others and implement strong and effective programs. Some of these groups and programs include:

- Founding member of Next Century Cities
- Founding affiliate of National Digital Inclusion Alliance
- White House/HUD ConnectHome Initiative
- White House TechHire Initiative
- Collect Shift/Fossil Foundation LRNG Program
- KCMO has ranked in the top 3 in the Center for Digital Government's annual Digital Cities Survey since 2014



Photo by Colleen Doctorian



Contact your councilmembers



Mayor Pro Tem Scott Wagner

Wagner represents the 1st District at-large. For the 2015-2019 council term, Mayor Sly James appointed Wagner as Mayor Pro Tem, as well as Chairman of the Finance and Governance Committee. He also serves as a member of the Housing Committee. The 1st District includes most of the Clay County portion of Kansas City.

CONTACT

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Kimberly.randolph@kcmo.org

Councilwoman Heather Hall

Hall represents Kansas City's 1st District. For the 2015-2019 council term, Mayor Sly James has appointed Hall to serve as Vice Chair of the Small Business, Entrepreneurship and Jobs Committee. She also serves on additional committees: Neighborhood and Public Safety; Planning, Zoning and Economic Development; Youth Development; Health Commission Board; and Mid-American Regional Council Board of Directors.

CONTACT

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Heather.hall@kcmo.org

Councilwoman Teresa Loar

Loar represents Kansas City's 2nd District at-large. For the 2015-2019 council term, Mayor Sly James appointed Loar to serve as Chairwoman of the Small Business, Entrepreneurship and Jobs Committee. She also serves on three additional committees: Legislative, Housing and Airport.

CONTACT

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Teresa.loar@kcmo.org

Councilman Dan Fowler

Fowler represents Kansas City's 2nd District. For the 2015-2019 council term, Mayor Sly James appointed Fowler to serve as Chairman of the Ethics and Legal Review Committee, Vice Chair of the Housing Committee and Vice Chair of the Airport Committee. He is also a member of the Transportation and Infrastructure Committee.

CONTACT

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Councilman Quinton Lucas

Lucas represents the 3rd District at-large. For the 2015-2019 council term, Mayor Sly James appointed Lucas to serve as Chairman of the Housing Committee. In addition, Lucas serves as a member of the following committees: Neighborhoods and Public Safety; Planning, Zoning and Economic Development; Transportation and Infrastructure; Airport.

CONTACT

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Quinton.lucas@kcmo.org

Councilman Jermaine Reed

Reed represents Kansas City's 3rd District. He serves on the City's Transportation and Infrastructure Committee, Neighborhoods and Healthy Communities Committee, and Public Safety and Emergency Services Committee. He recently was re-elected to the National League of Cities (NLC) board of directors.

CONTACT

816-513-6513
Jermaine.reed@kcmo.org

Councilwoman Katheryn Shields

Shields represents Kansas City's 4th District at-large. For the 2015-2019 council term, Mayor Sly James appointed Shields to serve as Vice Chair of the Neighborhoods and Public Safety Committee, Vice Chair of the Youth Development Committee and as a member of the Legislative Committee.

CONTACT

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Katheryn.shields@kcmo.org

Councilwoman Jolie Justus

Justus represents Kansas City's 4th District. For the 2015-2019 council term, Mayor Sly James appointed Justus as Chair of the Airport Committee; Vice Chair of the Finance and Governance Committee; Co-Chair of the Legislative Committee and member of the Transportation and Infrastructure Committee. Jolie also serves as a member of the Midtown Housing Advisory Board, Truman Medical Center Board of Directors and 4th District Representative of the City Market Oversight Committee.

CONTACT

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Councilman Lee Barnes, Jr.

Barnes represents Kansas City's 5th District at-large. For the 2015-2019 council term, Mayor Sly James appointed Barnes as Vice Chair of the Planning, Zoning and Economic Development Committee. He is also a member of the Finance and Governance Committee and the Youth Development Committee.

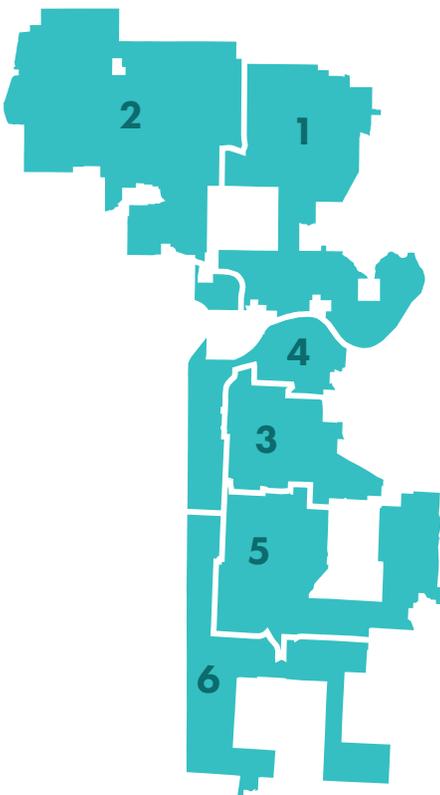
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Legislative Aide: Keema McCoy
Keema.mccoy@kcmo.org



L to R: Katheryn Shields, 4th District At Large; Quinton Lucas, 3rd District At Large; Teresa Loar, 2nd District At Large; Jolie Justus, 4th District; Scott Wagner, 1st District At Large, Mayor Pro Tem; Dan Fowler, 2nd District; Mayor Sly James; Kevin McManus, 6th District; Alissia Canady, 5th District; Scott Taylor, 6th District At Large; Heather Hall, 1st District; Jermaine Reed, 3rd District; Lee Barnes, Jr., 5th District At Large

Council Districts



Councilwoman Alissia Canady

Canady represents Kansas City's 5th District. For the 2015-2019 council term, Mayor Sly James appointed Canady to serve as Chairwoman of the Neighborhoods and Public Safety Committee and Vice Chair of the Ethics and Legal Review Committee. She also serves as a member of two additional committees: Housing; Small Business, Entrepreneurship and Jobs. She recently was appointed to the National League of Cities Public Safety and Crime Prevention federal advocacy committee.

CONTACT

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Councilman Scott Taylor

Taylor represents Kansas City's 6th District at-large. For the 2015-2019 council term, Mayor Sly James appointed Taylor as Chairman of the Planning, Zoning and Committee. He also serves as a member of the Small Business, Entrepreneurship and Jobs Committee.

CONTACT

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Katrina.foster@kcmo.org

Councilman Kevin McManus

McManus represents Kansas City's 6th District. For the 2015-2019 council term, Mayor Sly James appointed McManus to serve as Vice Chair of the Transportation and Infrastructure Committee and Co-Chair of the Legislative Committee. He has also been appointed to serve as a member of two additional committees: Finance and Governance; Ethics and Legal Review.

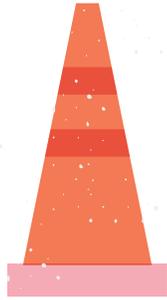
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New projects improve neighborhoods



Public Works

A new bridge downtown, 1 million streetcar rides and the City's first protected bike lanes were just a few benchmarks to wrap up a busy and productive 2016 for the Public Works Department. The department completed several capital projects, including the 20th Street Streetscape project in the historic Crossroads Art District and the second phase of the 135th Street reconstruction project. Public Works project managers also accepted MARC sustainability awards for environmentally-friendly methods on three capital projects -- Troost Streetscape, 20th Street Streetscape and the KC Road Diet Initiative.

Public Works continues to move forward in 2017. The City's north side will see progress on a project to upgrade a section of Northeast Pleasant Valley Road. The improvements will cross into Gladstone, spanning from North Indiana to North Brighton Avenue. The overhaul includes road realignment and widening, new sidewalks and bike lanes that will connect to bike trails in the area. Construction is already underway and will be completed in fall 2018. A second phase of improvements to Northeast Pleasant Valley Road, from North Brighton Avenue to Searcy Creek Parkway, is being designed.

Another northland project is slated to start this fall. The reconstruction of Englewood Boulevard from US 169 to Waukomis Drive is in the right-of-way acquisition process. The complete street project will bring new sidewalks and bike lanes and convert the roadway to a three-lane thoroughfare with new streetlights and traffic signals.

On the city's east side, work is expected to start this summer on the 22nd -23rd Street corridor improvement project. The project will include road realignment, widening, new curbs and gutters, new sidewalks and storm sewer and water main upgrades between Brooklyn Avenue and Chestnut Avenue.

Crews are preparing to start work on several bridge projects this year. Just south of the Buck O'Neil Bridge, the rehabilitation of two bridges over the Union Pacific Railroad will start this spring. The Woodswether bridge viaducts will receive structural steel repairs, concrete and bridge joint replacement and more. The bridges are a vital connector to the historic West Bottoms.

Neighbors in the northland will see a new Old Tiffany Springs Road Bridge over I-29, about 500 feet north of the existing bridge. The new bridge will be a divided four lane roadway with sidewalks from North Congress Avenue to Northwest Skyview Avenue. Trail users will enjoy the connection from the bridge to the local trail system.

Work on the Paseo Bridge over Brush Creek is slated to bid this spring and includes repairs to the bridge railing and façade, which will reopen the Brush Creek walking trail and allow improved east-west pedestrian access through the area.

Parks and Recreation

Several adventurous play amenities were added to Kansas City parks, including a zip line and treetop adventure course,

Go Apel!, at Camp Lake of the Woods in Swope Park. A play experience that features hill slides, zip lines, rope structures, spinners and outdoor musical instruments was installed along Karnes Boulevard in Roanoke Park. Two 44-foot long embankment slides were introduced to the lower Concourse Playground in Kessler Park along with basketball court renovations and the installation of two Futsal courts. An all-inclusive playground opened in Tiffany Hills Park and a toddler-focused KaBOOM! playground was built in Hyde Park in just eight hours with help from hundreds of volunteers.

Our City of Fountains sprung back to life as two major fountains were reenergized in 2016. The William Volker Memorial Fountain's dramatic 28-foot waterfall fountain along Brush Creek in Theis Park, which had been dormant for several seasons, was repaired and activated. Additionally, the fountain's five bronze sculptures by Swedish artist Carl Milles were removed, cleaned, conserved, and reinstalled. The Henry Wollman Bloch Fountain, located in front of Union Station, also underwent massive renovation and upgrades that included the addition of beautiful new lighting and water jets with choreographed presentations.

A trail expansion and 350-foot pedestrian bridge connecting the Indian Creek and Blue River Trails were opened. This new section will eventually connect to the Trolley Track Trail. A Historic Northeast KC interchange at Independence Boulevard and Benton Boulevard was significantly improved and made safer with the addition of modern

traffic signal equipment, dedicated left turn lanes and crossing islands. The intersection was aesthetically enhanced through the installation of neighborhood markers, brick pavers and landscaping.

In 2017, KC Parks turns 125 years old and we continue to grow and improve! A few of our planned projects include playground resurfacing and equipment upgrades in the ever-popular Penguin Park and renovation of the outdoor pool at the former Vivion Road YMCA with a planned 2018 opening. The recently-acquired former McCoy Elementary school site will be further developed into a park with more amenities added. Historic Union Cemetery is getting a new and improved roadway and Arletta Park's shelter will be replaced and parking lot access added. New lighting in the Watts Mill area along Indian Creek Trail will also be installed.

The highly anticipated Kansas City MLB Urban Youth Academy (UYA), which features three state-of-the-art baseball fields, one softball field and indoor training facility, will be fully operational this fall. The project, located in Parade Park, enhances the iconic 18th & Vine District and supports the existing efforts of MLB to attract more youth to the game. UYA's initial goal is to serve approximately 800-1,000 youth, ages 6-18, per year. In addition to providing free, year-round baseball and softball instruction, the Academy will provide youth access to educational and vocational programs.

Many more KC Parks projects ranging from trail extensions and tree plantings to shelter improvements and new signage will take place throughout the City in 2017. Stay tuned!

KC Water hits a milestone in water infrastructure improvements

Water main breaks, an all-too-common sight in Kansas City just a few years ago, have fallen dramatically thanks to a program that recently hit a key milestone.

KC Water laid the 100th mile of new pipe under its ambitious Water Main Replacement program, which is designed to strategically improve the 2,800-mile system that delivers high-quality drinking

water to almost 500,000 Kansas City residents scattered over 319 square miles.

"Infrastructure is crumbling nationwide due to decades of neglect," said Terry Leeds, Director of KC Water. "We've implemented a strategic, data-driven approach aimed at catching up and getting ahead of water infrastructure improvements that will serve today's customers and future generations."

The replacement program isn't random. It's a data-driven process that began three years ago.

First, KC Water engineers pulled thousands of records to assess two things: 1) Likelihood of a water main failure – the physical factors affecting pipe in the ground (age, size, material, break history, soil conditions, etc.); and 2) Consequence of a water main failure – the impact of a particular water main break (for example, a water main break that disrupts water service to a large hospital would have a dramatically larger consequence as compared to a small water main break in a remote location).

Next, engineers divided the 2,800 miles of water main into 70,000 individual pipe segments. Each segment was graded and prioritized to identify water main segments that are more likely to fail and which would have the worst impact if that happened.

The results have been impressive. In Fiscal Year 2013 (May 1, 2012 through April 30, 2013), 67 water main breaks occurred for every 100 miles of pipe, well above the 25 breaks per 100 miles that occur on average nationally. In Fiscal Year 2014, the Water Main Replacement program was implemented. In the current fiscal year (May 1, 2016 through April 30, 2017), only 22.7 breaks have occurred per 100 miles, a 66 percent drop from four years ago. The improvements can be attributed to a combination of increased strategic investments and fewer drought years.

Given the age of Kansas City's system – KC Water pipe averages 44 years in service, and some of it was installed in the late 1800s – and other factors like the Midwestern freeze-thaw climate cycle, water main breaks will continue to occur.

But KC Water's strategic, data-driven Water Main Replacement program, which calls for replacing 28 miles of pipe per year, is going a long way toward minimizing the number of water main breaks and the disruptions they cause for customers.

Aviation

Recently added enhancements to the guest experience at KCI include the installation of brighter and more efficient in-terminal lighting, the addition of 700 new seats to the public areas of the terminals with easily accessible power outlets and an upgrade to the complimentary Wi-Fi network. Additionally, the Aviation Department has relocated the cell phone lot to a more convenient location. Underway is a project that will create a more efficient security screening process and bring additional restrooms, concessions and other amenities to passengers flying American, Frontier, Allegiant and Spirit. The Aviation Department has also partnered with KCP&L to bring charging stations for electric vehicles to the Economy Parking lots at KCI.

In 2016 Kansas City International Airport served more than 11 million passengers. 2017 will be highlighted by several new nonstop routes, including Southwest Airlines to Austin, Texas, and Allegiant to Destin/Ft. Walton Beach, Fla.

The KC Aviation Department owns and operates Kansas City International Airport and Charles B. Wheeler Downtown Airport. The department's mission is to provide outstanding airport services in a safe and cost-effective manner for the benefit of citizens, visitors, airlines and customers. The department is an enterprise fund department and is supported wholly by airport user charges. No general tax fund revenues are used for the administration, promotion, operations or maintenance of the airports in the system.



Kansas City publishes first Smart City data



The buzz about Kansas City, Missouri, being a Smart City strikes a familiar chord locally. That buzz recently hit a higher pitch with the release of Smart City data that explains how strategic analysis and application of this big data will be used to improve city performance.

“The Smart City sensors and digital tools are cool, but understanding how to use these tools, and the data that they generate, bridges the gap between cool and smart,” Kansas City Mayor Sly James said.

This investment in technology, which includes public Wi-Fi and interactive kiosks, makes Kansas City the most connected city in North America. An ambitious initiative that remains in its infancy, Smart City offers such bells and whistles as smart sensors that collect data in real time to help the City operate more efficiently.

The goal is to set the pace nationally to use

technological advances to change the way cities work when it comes to more efficiently managing infrastructure like traffic signals, streetlights and stormwater systems. Then, of course, there is the task of developing innovative ways to engage with residents and visitors. Some of these will undoubtedly fall within the City’s already defined digital roadmap to improve the delivery of City services, enhance the citizen experience and support entrepreneurship and economic development.

The City owns the data, which can be found on its Open Data Catalog.

“We’ve been testing the quality of the data collected through our Smart City infrastructure,” said Chief Innovation Officer Bob Bennett, “and now we will put it to work to benefit Kansas City residents.”

Public access to this data is readily available on a map that shows such real time items

like available parking, traffic flow and pedestrian hotspots, as well as the location of KC Streetcars. The projected Smart City infrastructure expansion will allow the City to use big data to drive decisions that save money through more efficient repairs and maintenance of streets, water lines and other infrastructure.

The data is being introduced via a platform operated by Xaqt, a technology firm working with the City to display the data. Kansas City published the data while co-hosting a national workshop with Think Big Partners and the National Institute of Standards and Technology (NIST), a federal agency within the U.S. Department of Commerce.

Kansas City’s methods for incorporating big data, protecting personal privacy and using the data to solve problems will lead the federal government’s efforts to set national standards and best practices.



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311



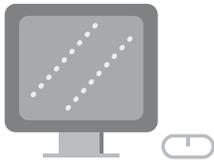
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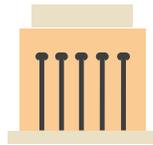
ANIMAL SHELTER

Call 311 or 816-513-9821.



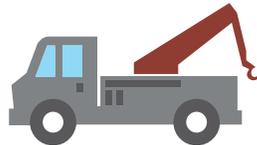
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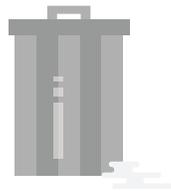
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Search for a towed vehicle at autoreturn.com or call 816-513-0670.



TRASH SERVICE

Call 311 or see kcmo.gov/trash.



CUSTOMER SERVICE

Call 311 or 816-513-0567 or email water.customerservice@kcmo.org.



ITEMS YOU CAN RECYCLE

CURBSIDE:

- Office paper
- Junk mail
- Newspapers
- Phone books
- Catalogs and magazines
- Manila folders
- Advertising inserts
- Brochures
- Corrugated cardboard
- Soft drink and beer cartons
- Cereal and shoe boxes
- Paper/hardback books
- Plastics #1-7 (lids may now be recycled)
- Cardboard egg cartons
- Pizza boxes (no food)
- Shredded paper (in paper bags)
- Drink cartons
- Aluminum cans/other metal cans
- Clamshells (deli or salad bar containers)
- Wax containers (milk and juice cartons)
- Clean aluminum foil and foil pans

ITEMS YOU CANNOT RECYCLE

CURBSIDE:

- Glass
- Plastic bags
- Styrofoam (including styrofoam egg cartons)
- Motor oil bottles
- Containers for household hazardous material
- Paper towels
- Tissues or napkins
- Plates or cups
- Gift wrap
- Photographs
- Blueprints and hanging file folders
- Bags that contained pet food
- Fertilizer
- Charcoal or kitty litter
- Metal pots

LEAF AND BRUSH

SET-OUT DATE SCHEDULE

SET OUT ALL SACKS AND BUNDLES BY 7 A.M.

Trash day	North REGION	Central REGION	South REGION
Monday	Monday, April 17	Monday, April 10	Monday, April 24
Tuesday	Tuesday, April 18	Tuesday, April 11	Tuesday, April 25
Wednesday	Wednesday, April 19	Wednesday, April 12	Wednesday, April 26
Thursday	Thursday, April 20	Thursday, April 13	Thursday, April 27
Friday	Friday, April 21	Friday, April 14	Friday, April 28

Curbside collection

- ▶ Same day as trash/recycling collection
- ▶ Curbside by 7 a.m.
- ▶ Limit of 20 sacks and/or bundles
- ▶ Paper sacks only.
- ▶ Brush bundled 4' x 2' with twine only
- ▶ No duct tape
- ▶ No trash
- ▶ Call 311 within 24 hours to report a miss.

HOURS ARE 7 A.M. TO 7 P.M. ON WEEKDAYS.

SPRING 2017

