

KCMORE

KANSAS CITY, MO., RESIDENT ENGAGEMENT

 FALL/WINTER 2016



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



MAYOR

GREETINGS FROM JAMES

As we put the summer's sizzling heat behind us, I hope Kansas Citians will make time to enjoy all the festivities our city has to offer during the fall and winter months. And although this time of year often brings busy schedules, I hope that all residents find new ways to enjoy their city.

Over the summer, Kansas City was selected as one of eight cities to participate in the national LRNG City Challenge award from Collective Shift. LRNG is an innovative initiative that will ignite a shared vision to redesign learning for our kids, built upon the shared belief that all youth have the opportunity to succeed. It is a technology platform that enables cities to network their existing learning resources—like schools, libraries and community centers—and connect those resources directly to young people. LRNG connects youth to in-school, out-of-school, employer-based and online learning experiences that align with their interests and passions.

We're learning more and more here in Kansas City that in order to build a city for the future, we must be innovative and collaborative. And this initiative provides the perfect opportunity to do just that. It will take experiential learning to a whole new level and relies on the participation of its partners. You can be a part of it! For more information on how to become involved, visit www.kclrng.org.

Recently, the City launched its second year of the Innovation Partnership Program. This program provides a unique opportunity for startups across Kansas City to develop a use case and allows City Hall to explore, at no cost, how new technologies may improve City services in unique, forward-thinking ways. Partners meet with the Office of Innovation and receive 20 hours of office space in City Hall weekly throughout the program. In December, the partners will pitch their ideas to me and City Manager Troy Schulte. Partners were selected based on the ability to support economic development and operations strategies such as improving quality and efficiency of City services and operations, creating new markets and jobs, attracting and retaining top talent, and improving economic vitality, social equity and environmental quality. For more information visit www.ippkc.org.

Friends, we've made some great progress over the past year and I can't wait to see what sort of possibilities are waiting for us in 2017!



Sylvester "Sly" James
Mayor

Here's more:

What's the most popular video on the KCMO City Communications Office YouTube channel in the last six months? It's the mayor surprising the crowd at his State of the City address in March by singing "Kansas City" (more than 2,000 views). Check out this video and more on the City's YouTube channel at youtube.com/kcmocco.

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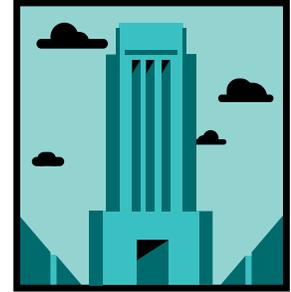
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About the cover:

Art Westport is just one of many events supported by the City's Neighborhood Tourist Development fund (NTDF). Learn more at kcmo.gov/NTDF.

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Throughout this publication, you will see the following color-coded dots accompanying each article. They represent which City Council strategic priority outcome areas the article addresses. Learn more about the City Council's priorities at kcstat.kcmo.org.

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



From nuisance to normal

CITY TEAM OFFERS A PATHWAY FOR PROBLEM PROPERTY OWNERS



The small two-story beige house with blue trim in Brookside was a fixer-upper when a young tech professional bought it in 2008. But he considered it a good investment and started dry wall repairs—until he lost his job a few months later when the economy collapsed. Embarrassed, he moved into a nearby apartment and continued to make minimal property tax payments. He never made any further improvements, and neighbors became concerned as the outside surface deteriorated and the weeds grew knee-high.

Six years later after a series of citations, the house made its way onto the City's receivership list of vacant nuisance structures. These are buildings that are considered a public detriment, whether or not they're in the process of foreclosure.

That's when the dynamic teamwork of the "problem house squad" kicked in. First, a crackerjack paralegal in the Law Department tracked down the man's phone number (a process that ranges from easy to arduous depending on an individual's paper trail or Internet presence). Then Chad Erpelding, a code enforcement officer in the Neighborhoods and Housing Services Department, called him on the phone to chat and arrange for a face-to-face meeting at the property. At that point Holly Dodge, an associate city attorney in the Law Department, joined in. She likes to be part of the onsite visits when Erpelding discusses plans with owners of nuisance properties.

"We created this program together—Chad and I," says Dodge. "We do a lot of educating. Our formula is to give the owners a chance by explaining the issues and the outcomes. We tell people if you want to work with us, here's our intent. If not, we'll probably see you in court where you'll face a forced property sale."

The Brookside house had a happy ending. The owner agreed to fix up the property enough to put it back on the market and it sold in 45 days.

"The guy was relieved, and the neighbors were ecstatic," says Dodge, who likens her teammate's role in these types of cases to that of a social worker. "Instead of making threats, Chad helps people think through the problem and prioritize. Not everyone likes what we have to say, but we're all trying to get to a certain point."

Most of the vacant nuisance properties have been ignored for several years by the time the Dodge-Erpelding squad (nicknamed "the dynamic duo" by the city manager) enters the picture. Foundation issues, rotten roofs, mold, water damage, plumbing, electrical and HVAC often must be repaired in both commercial and residential buildings. "Whew! We've seen some good stuff," says Dodge, while Erpelding notes they often come across vagrants living inside.

Although the properties may need similar repairs, they each have a unique situation,

he says. "I try to get the backstory and find out if it's a business gone wrong or a personal problem. I wear my heart on my sleeve—that's how I relate to the owner."

Erpelding's previous job in construction was a helpful experience when he joined the City five years ago, and his recent training through the University of Kansas Emerging Leadership Academy boosted his professionalism. "Being able to see the health and safety of the neighborhood improve makes me want to do this," he says.

Here's more:

What's legal and what's not? Go to kcmo.gov and type "common code violations" in the search bar. Check out helpful programs by typing "neighborhood support services."

Dodge began working as an attorney for the City 18 years ago, moving to Colorado for a time before returning to City Hall. The procedures she and Erpelding have developed for the receivership program are now being applied to the chronic nuisance program which involves properties associated with a high crime rate. As she puts it, "We take a holistic approach, but we also have a hammer to back up our position. Our goal is to empower property owners to be more responsible as we focus on making the city a better place to live."



*Chad Erpelding
& Holly Dodge*



Dollar house buyers begin improvements



It was a landmark for the Land Bank when the first buildings in the Dollar House Program were transferred to local families in August.

“We’re excited. I know it’s going to take time, but we just want to get in the house and start living in it,” says Jamaica Collins, whose immediate goal is to get the electricity working in her new purchase. While she and husband Michael Collins and their seven children hope to move into the house by next fall, they expect the entire renovation to take several years.

The dollar houses were pulled off the City’s demolition list last spring and offered to the public at bargain rates. They were not

in good shape—most had been vacant for years and many had been vandalized. Ted Anderson, Land Bank director, considers it a success that contracts on 37 of the 137 structures are being closed this fall. He says 81 applications were received, but many were for the same houses. Those properties not chosen will be demolished and the resulting vacant lots will then be for sale.

Anderson says three good things resulted from the program:

- Some 6,000 people who contacted the Land Bank are now aware of the agency, whose role is to get abandoned houses and vacant lots back on the tax rolls.
- The Land Bank staff became more efficient at processing paperwork, answering phone calls and responding to emails.
- More than three dozen houses slated for demolition now will be fixed up for families.

The City is considering a similar sale in the future, but the houses will be in better shape and offered at a higher price, maybe around \$3,000. Meanwhile, the dollar house participants have four months to fix the outside of their purchases up to code, and another eight months to fix the inside. Anderson plans to stay in regular contact with them. “We want these people to succeed,” he says.



\$7 million infusion coming to 18th and Vine



The City Council recently approved \$7 million for the next phase of improvements to the historic 18th and Vine Jazz District to jump-start a revitalization with two major goals—help Kansas City secure its spot as an world-famous destination and establish a vibrant connection to the Crossroads Arts District.

This influx of public funding is intended to be a catalyst to spur private investment toward a successful city-owned jazz district similar to Memphis’ legendary Beale Street entertainment district.

“It’s a valuable part of our city’s cultural fabric,” says 3rd District Councilman Jermaine Reed, the champion behind the

city-funding plan. “18th and Vine is a premier destination that helps put Kansas City, Missouri, on the map internationally.” Reed and City Manager Troy Schulte are recommending a three-year plan to spend about \$27.6 million to invigorate the area to levels forecast when revitalization efforts started in 1990. The City Council also is eager to find additional funding sources—private, federal and state—to support the project.

“This revitalization is essential for 18th and Vine, but it clearly has citywide benefits,” Schulte says. “That’s why the plan has built-in incentives to attract commercial and residential development because we want to end up with a sustainable district that

will flourish for many, many years to come.”

Phase one includes spending:

- \$1.5 million for design and construction work at the Buck O’Neil Education & Research Center
- More than \$400,000 for an outdoor amphitheater that will connect the district with the adjacent Kansas City MLB Urban Youth Academy, a \$14 million project already under construction

The money also will be used to buy property not currently under city control, stabilize the boarded-up historic Boone Theater and hire a property manager experienced in marketing, special events and redevelopment .



Reimagining local park design

TWIN CREEKS INSPIRES A NEW WAY OF THINKING



An international design contest is serving as inspiration for the future of the Twin Creeks area in Platte County, where KC Water Services has invested \$43 million by building sewer infrastructure throughout a natural area of woods and meadows.

If it was business as usual, this area would develop into a hopscotch of private subdivision lots backing up to two streams—First Creek and Second Creek—that cross the 15,000-acre region just east of the KCI Airport. But the City is trying an innovative approach, asking for ideas on how to make the most of the stream corridors by establishing a linear park around them. The intention is for this park to become a destination, preserve a wildlife corridor and serve as the spine for future residential and commercial growth.

“This is a unique opportunity to take a completely undeveloped area with the capacity for 70,000 people and create something special,” says John DeBauche, lead planner for the City Planning Department. “Our goal is to use the natural environment as an amenity to attract investment.”

A task force first met to discuss the future of the area, dubbed Twin Creeks, about eight years ago. The idea for a design competition came about more recently from a partnership with Bloomberg Associates (a philanthropic consulting service for city governments founded by the former mayor of New York City). Last spring the consultants helped KCMO advertise the contest and assemble a national all-star panel of judges, including leaders of a world-famous urban planning group in Chicago and a landscape

architecture firm in Minneapolis, as well as New York City’s previous director of city planning who helped create the High Line park, East River Esplanade and other dynamic public spaces.

Eventually, 20 proposals were submitted by designers from seven countries (Japan, Portugal, India, Argentina, Canada, China and the United States) and three winners were chosen to receive an award in October. But that’s not the end of the story. During the coming months City officials will present the designers’ ideas in a traveling exhibit to gather comments from the public.

“We want to know what the community thinks—which ideas should be used for Twin Creeks and which might be used in other places,” DeBauche says.

For the contest, designers were asked to address ways a potential 7-mile-long linear park might connect with:

- trailhead centers
- parkways
- existing and low-density housing
- mixed-use development and a commercial neighborhood center

The ideas submitted range from establishing flyways with milkweed and native nectar plants for pollinators to building trailheads featuring small cafes, playgrounds, sports facilities and perhaps an amphitheater. Some proposals wax poetic about the area’s “flowing fields of remnant prairie and ridged ribs of cropland.” Others suggest a series of themed creekside parks (market, forum, exhibit, gardens, baths and fields) scalloped along a 200-foot-wide corridor. Still others recommend identifying

meadows that are allowed to flood and dikes where water is controlled.

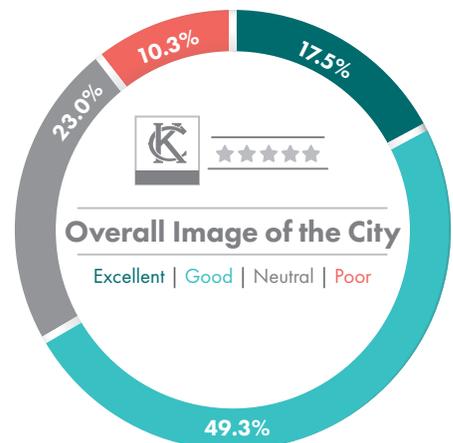
Here’s more:

Public meetings will be scheduled to showcase the Twin Creeks designs and gather comments beginning in October. See details at kcmo.gov by typing “Twin Creeks” in the search bar.

Right now the creek corridor is largely inaccessible, visible only at bridge crossings, says DeBauche, who describes the results of the competition as a kernel of an idea—something totally flexible but powerful enough to reinvigorate the future of local park design.

“This is not just a Planning Department project,” he says. “It’s a City initiative that also involves Water, Public Works, Parks, the Mayor’s Office and the City Manager’s Office. We’re taking everybody’s expertise and combining it into a team effort. We’re looking for a well-balanced, yet highly creative result.”

FY17 CITIZEN SATISFACTION RESULTS





Real-life CSI

NEW CRIME LAB MAKES IT EASIER TO ANALYZE EVIDENCE

The victim was stabbed 200 times before he collapsed atop a rotating fan which flung a spatter of red across the walls. The floor must have been equally stained, but the carpet absorbed the attacker's bloody footprints. When the Crime Scene Investigation team sprayed the area with leuco-crystal violet, however, the chemical compound reacted with trace amounts of hemoglobin to reveal a curious trail of purple footprints—in the shape of a triangle.

A few days later, the suspect was arrested. He had one leg; the other was strapped to an artificial limb with a three-sided rubber bottom.

In another case, investigators used thin steel trajectory rods to reconstruct a shooting near The Paseo. The path pointed to a surprising location where they found evidence of a third gunman that no one had expected.

It's an exciting job, say the Kansas City Police Department's four CSI supervisors: Jeremy Chappell, Melanie Bartch, Robert Fields and Lori Keller.

But it's not all smoking guns, dark-edged action and gritty glamour. There's paperwork (a lot of it), search warrant waits and meticulous crime scene examinations that may last six or seven hours. The grit, though—that's real.

"It's not uncommon for me to crawl into a dumpster looking for evidence," says Chappell, while others mention mud,

heat, cold, maggots and bugs. There's the emotional toll as well.

"We see the worst that people can do to each other," says Bartch. "While nobody deserves to be murdered, it's the cases involving the truly innocent that tug at your heartstrings a little more."

No day is typical, but there is a basic structure. The supervisors team up in pairs to work day and night shifts managing a group of 14 technicians. In addition to KCMO crimes, they process homicides throughout the region from Warrensburg to Edgerton and Maryville to Platte City. They're happy to be settled in the Police Department's new crime lab on the Leon Mercer Jordan campus at 2640 Prospect Ave.

Nearly the length of a football field, the \$19 million lab replaces a smaller, outdated facility. Now investigators can unload evidence in a secure area and work in separate chambers to make sure evidence remains uncontaminated.

Features include an indoor firing range and water tank for testing guns, a firearms "library" that will hold more than 3,000 recovered guns and parts, and a room (Faraday cage) that blocks electric fields to shield confiscated cell phones so they can't be wiped clean from a remote location. A scanning electron microscope is available for inspecting trace evidence and a digital evidence room is used to study computers and videos from cameras at convenience stores, parking garages, ATM machines, etc.

About 76 employees, including the CSI unit, work in the lab. Together, they handle 4,500 cases and 35,000 to 45,000 examinations each year. The new facility provides more high tech capabilities, but keeping up to date is a moving target. "Analyzing DNA is one of the most challenging things," says Linda Netzel, lab director. "It's changing lightning fast."

The CSI team uses sophisticated DNA techniques, but also tried-and-true tools such as brushing for fingerprints with graphite powder (a tactic familiar to Sherlock Holmes) and thoroughly photographing the crime area. "The difficult aspect of the job is figuring out what to analyze and which methods to use," Chappell says.

Making sure all employees use the same standards and procedures is another big component, says Keller, who manages quality assurance. Fields elaborates, "We not only have to follow detailed procedures, but we have to document that we're following the procedures. Then we label and package evidence which may be stored several years before the case is tried in court. That part of the job doesn't make for good entertainment."

Still, the popular forensic TV shows have been a boon for the field. "It's extremely competitive now," Chappell says. "There's never a shortage of qualified candidates for an opening."

Robert Fields

Lori Keller

Jeremy Chappell

Melanie Bartch

Here's more:

Police Chief Darryl Forte blogs at kcpdchief.blogspot.com

View crime reports by address at crimereports.com or go to kcmo.gov and enter "crime mapping" in the search box.



What to expect if you call 911



Hopefully, you'll never need to make an emergency call to 911. But if you do, it's good to be prepared about how the conversation will go. In KCMO you'll speak first with the Kansas City Police Department, where officers in the Communications Unit are trained to answer the phone with "Kansas City 911, call taker (the name of the officer on duty)." Right away the call taker will ask two things:

1. Do you need an ambulance?
2. Where? What's the address?

People who place a 911 call usually identify their immediate concern, such as "I need the Police, Fire Department, an ambulance, Animal Health, KCPL, the Water

Department," etc. If you don't quickly make your needs known, the call taker begins interviewing you to determine who should respond. If it's Fire or Emergency Medical Services, you'll be asked to stay on the line while your call is transferred.

For most calls, you'll be asked several location questions. KCPD, Fire or EMS then can send help even if they don't know the exact problem. After providing an address, you may be asked:

1. What is the phone number you're calling from?
2. Is this a house, apartment or business?
3. What is the apartment number, building number, business name, etc.?

4. What city and state are you calling from?
5. Tell me exactly what happened.

Your answer to that last question—"Tell me exactly what happened"—determines what kind of further questions you'll be asked. If it's a medical emergency, the EMS call taker then can provide instructions such as restrict food and drink, control bleeding, gather a list of medicines being taken, unlock the front door and secure family pets. There will be different instructions for other types of emergencies. Just don't hang up until the call taker tells you to.



New texting option for 911



"Call if you can, text if you can't." That's what Kansas City Police as well as 40 other public safety agencies in the metro area are saying about text messages to 911.

"We can get information from you much more quickly and will be able to pinpoint your location much better if you call," Chief Darryl Forté says. "But we understand there are some situations when speaking out could be dangerous—like during a kidnapping or home invasion—and that's what this service is made for. It's also beneficial for our deaf and speech-impaired residents."

The Mid-America Regional Council spent several months last winter working with cell phone carriers to make the text 911 feature a reality. This is important because cell

phones are now the primary way the public makes local 911 calls.

Although all public safety answering points in the region use the same technology, they have unique characteristics that may impact the success rate of texting to 911. That's why KCPD conducted tests throughout the city to see where text messages to 911 were getting through and where they weren't.

"We weren't satisfied with the test results, so we're encouraging people to continue to call 911 as we work on further improvements," says Major Karl Oakman of the Logistical Support Division.

Carriers that support 911 texts include AT&T, Sprint, T-Mobile and Verizon. Depending on the technology and the

device being used, other carriers may support these texts as well.

So remember: Call if you can, text if you can't. And if you do text 911, follow these tips:

- Don't use abbreviations and do give your address right away so responders can send help.
- Send only text characters. Do not send pictures, videos or emoticons.
- Do not copy other people on your 911 text. Send it to only one recipient.
- Texting 911 is not available when roaming.
- While disconnected phones can call 911, they cannot text 911.
- Beware of autocorrect.



City aims to lower energy usage

ENTERS PARTNERSHIPS WITH EPA, KCP&L



Five KCMO fire stations have joined a national program called the Battle of the Buildings to reduce energy usage this fall. Hosted by the U.S. Environmental Protection Agency, the program involves comparing data collected during the same three months in 2015 and 2016 to identify how improvements affect power and water consumption.

The improvements include replacing light toggle switches with occupancy sensor switches, relocating a thermostat, installing low-flow showerheads, replacing incandescent lamps with LED lamps, replacing select light fixtures with LED light fixtures, providing energy-saving power strips, and in some cases,

repairing the building automation system. Behavior also is being targeted with poster messages such as “Electronics left plugged in continue to chug. If it’s charged or not in use, take time to unplug.”

Stations no. 23, 25, 35, 36 and 44 were chosen for the program based on their above-average energy usage. A savings of \$1,500 to \$2,000 over the three-month challenge period is expected.

The fire station energy challenge is part of a larger effort by the City to strategically manage energy throughout its building portfolio. Officials worked with Kansas City Power & Light and an outside consultant, CLEARresult, on a wider program that

involves mini-energy audits of the Tony Aguirre Community Center and the Convention Center.

The KCP&L program is a two-year initiative called Sustainability Circle that includes monthly meetings, one-on-one coaching and custom action plans. In addition to the City, participants are Bayer, Posty Cards, Kansas City Public Schools and the Kansas City Chiefs. Working together, the organizations are learning from each other’s experiences on ways to save energy. As a group they expect to reduce local CO2 emissions by over 170,000 metric tons while conserving 57 million gallons of water annually.



Are you on Nextdoor.com?

THE NEIGHBORHOOD WATCH GETS INNOVATIVE



When the Kansas City Police Department posted a surveillance photo of a Northland burglary suspect on Nextdoor.com, a member of that online forum immediately identified him. “It was great,” says Sarah Boyd. “I relayed the information to a detective in our North Property Crime Section and he told me, ‘I’m on it.’”

Boyd, a KCPD social media specialist, describes Nextdoor.com as a virtual neighborhood watch. The free, private network provides a way to quickly spread the word about break-ins or suspicious vehicles. It’s also a way to report lost pets, announce community events and

recommend home repair services.

“There are a lot of neighborhood Facebook groups around, but we prefer Nextdoor because it’s more secure,” Boyd says. “They actually verify that people live in a neighborhood before they’re allowed to join.”

She says the City began a formal partnership with Nextdoor a little more than two years ago. At that time 6,000 KCMO households had signed up; now there are 31,000. The network is organized into geographical areas, often based on subdivisions or homeowner groups. Boyd, along with other departments in the City,

uses Nextdoor to post news about safety alerts, neighborhood events and services. As a City official, she can view replies to her own posts, but cannot see other ongoing conversations.

Nextdoor adds to—not replaces—traditional neighborhood watch programs, Boyd says. “It’s a way for people to talk to their neighbors without going to a meeting.” KCPD still offers block watch training at each of the six patrol stations. “Ideally, we’d like people to be involved in both real life and online watch programs,” she says. See more information at kcmo.gov/nextdoor.



The City's premier backstage pass

A COOKINGHAM-NOLL FELLOW ROTATES THROUGH DEPARTMENTS AND MAKES A CHOICE



A 360-degree tour of the city. A backstage pass. A firsthand experience of the inner workings of government. That's how KCMO's innovative fellowship program for college students sometimes is described. And when Jordan Brown received notice that he would be part of the program, he was honored and elated.

"It's one of the premier opportunities for graduate students," says Brown, who was enrolled at the University of Kansas at the time. "You get to see how everything is glued together. The whole experience was outstanding."

The Cookingham-Noll Fellowships provide a stipend for two college students to rotate through various City departments over a two-year period. Afterward, the students often are hired into professional positions. A four-month stint in both the City Manager's Office and the Finance Department are required, and students select other departments according to their interest.

Brown, who served as a fellow from 2013-15, chose Convention and Entertainment Facilities and Parks and Recreation as part of his rotation. He liked hearing the discussion about a new convention hotel and witnessing how close the city came to getting the Republican presidential convention. At Parks he helped put together an information package for the department's accreditation process and he

was able to compare KCMO's operations with a similar but smaller department in Lawrence, where he previously interned. In the end, however, Brown was attracted to Finance, where staff "get to see a little bit of everything the city does." At the close of the program he landed a full-time job there as a budget analyst.

"I was surprised by how strenuous the budget preparation was," he says, citing the need to balance funding requests against a firm timeline and limited resources. "During November to February there's just a lot of work and planning that takes place. We always exceed 40-hour weeks. That's budget season."

In school Brown remembers studying the growth of public administration as a profession and learning how L. Perry Cookingham, city manager of Kansas City for nearly two decades, was a key figure in reforming local government after the Pendergast era. When Cookingham entered office, the city was \$20 million in debt. Within six months he had trimmed the payroll by 2,000 people and within a year and a half he had eliminated the city's debt. He also led a period when annexations more than doubled the city's size from 60 to 130 square miles.

"Cookingham's reforms helped shaped the profession," says Bob O'Neill, executive

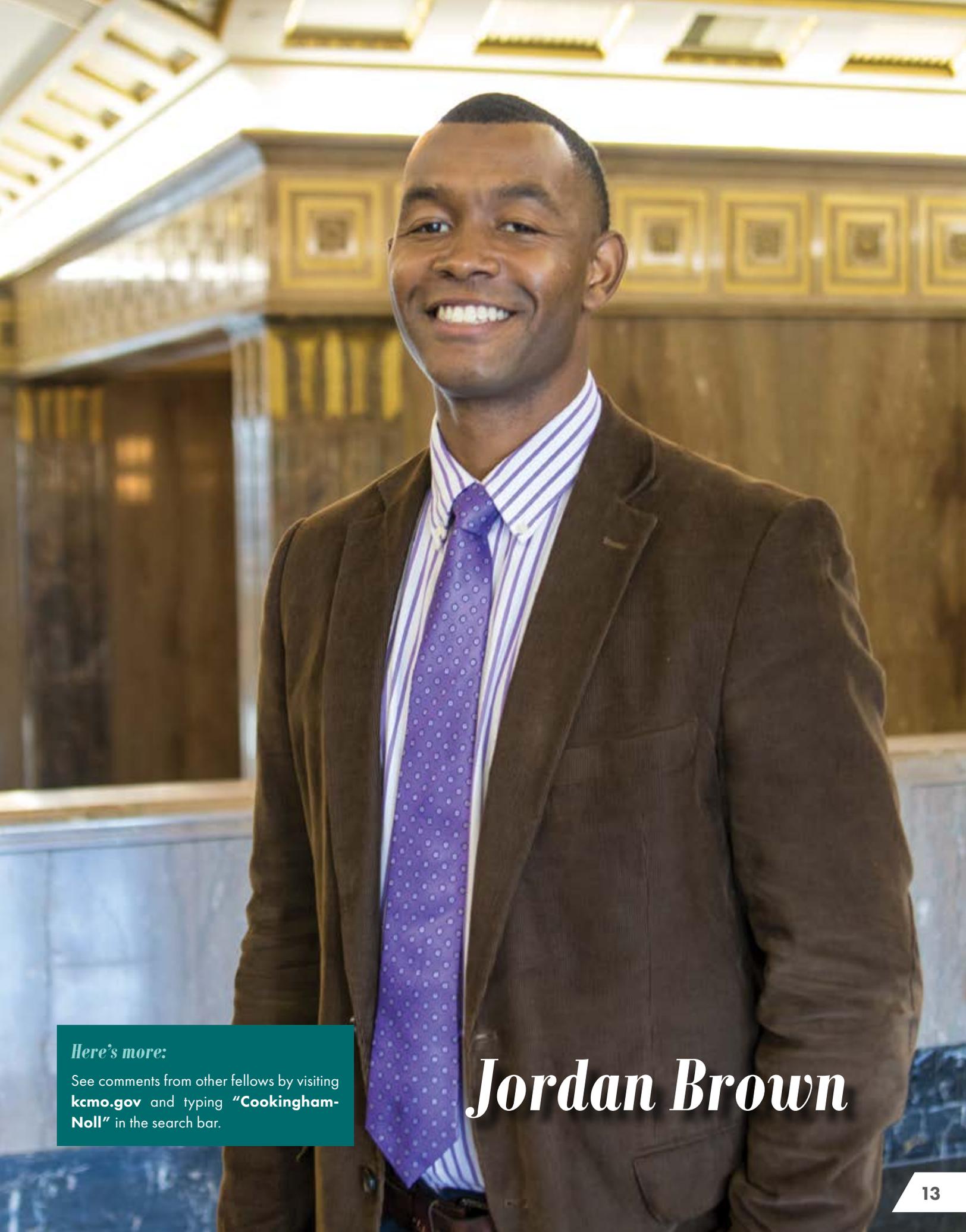
director of the International City/County Management Association which met in Kansas City in September. "The emphasis on equity, ethics and accountability was a brand new model."

A fellowship program established to honor Cookingham later was renamed to include Rich Noll, who came to City Hall as a Cookingham Fellow, himself, in the early '80s, working his way up to assistant city manager by 1995. Noll, highly respected for his integrity and leadership, died suddenly at age 51.

Beyond the program's namesakes, Brown has discovered many current exemplary leaders among KCMO staff. "There's a lot of great role models here, and a lot of best practices to learn."

He says the fellowship experience definitely expanded his professional knowledge. "In school you mostly work alone at your own speed, but in the real world relationships matter so much. Collaboration is a core skill and the better the collaboration, the better the product."

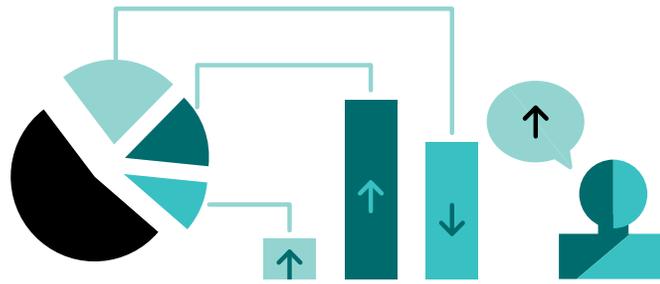
That's a lesson that goes beyond the books—a tenet that L. Perry Cookingham and Rich Noll surely would be proud to link their names with during any exploration of city government.



Here's more:

See comments from other fellows by visiting kcmo.gov and typing "Cookingham-Noll" in the search bar.

Jordan Brown



Your voice in City budgeting



You are more powerful than you realize when it comes to influencing how the City spends money.

You identified the strength and safety of our neighborhoods as the number one priority, and the City responded. Take a look at these recent City Council actions:

- Passed a \$10 million bond program to demolish 800 structures on the dangerous buildings list
- Allocated an extra \$600,000 to expand the schedule for bulky item pickup, leaf and brush drop-off, and recycling
- Increased the budget for mowing vacant properties by \$200,000
- Added six new codes enforcement positions to investigate complaints

“Maybe you feel your voice gets lost at the state and federal level,” says Scott Huizenga, KCMO Budget Office director. “But when you provide input at a citizen work session or through the citizen satisfaction survey, you’re talking directly to local decision-makers.”

There are several ways to take part in shaping the City’s five-year business plan, its annual budget and some 60 objectives that are hammered out each fall as an action plan.

Citizen work sessions are public meetings held at different locations every September through mid-October to gather budget input. Sometimes the sessions focus on large goals and sometimes on prioritizing

individual programs. This year it was all about the objectives—are the ones on our list the same as your vision for the city? Do some of them need to be modified? Are they realistic and time-focused?

To provide perspective, the Finance Department asked stakeholder groups to send a representative to the meetings. For example, the Heavy Constructors Association talked about roads and bridges, the Home Builders Association weighed in on planning, zoning and economic development, Bridging the Gap discussed environmental problems, and the Downtown Council commented on entrepreneurship.

City Manager Troy Schulte, Mayor Pro Tem Scott Wagner and several City Council members and staff attended the work sessions. After discussing the list of objectives, attendees also took part in an exercise on budget priorities.

If you missed the sessions this year, you can still contribute to the process through an online budget simulator called Balancing Act (kcmo.gov/balancingact). The City implemented this software to collect input from residents all year long as part of its outreach efforts.

“It’s an exercise in—if I ruled the world, or at least Kansas City—how would the budget look?” says Huizenga, who calls it the “play at home” version of the citizen work session exercises. Wagner adds, “Balancing Act is a unique way for residents to help us make the hard choices when it comes to our City’s resources. This web tool provides us a means to understand their

aspirational goals for Kansas City because we’re all in this together.”

When the Budget Office staff present the results of the citizen work sessions to the City Council in late October, they’ll present comments from Balancing Act at the same time.

Meanwhile, comments also are collected every year from an anonymous citizen satisfaction survey which asks people to rate what the City is doing well and what needs improvement. The surveys are collected via mail, phone and online—if you’re ever asked to participate, please do!

“Each year we get a little better with the budgeting process,” says Huizenga, who notes that the City is considered an industry leader in citizen engagement. “All this input definitely influences the process.”

The budget timetable

Oct. 27—City Council adopts the five-year financial plan

Feb. 9—City Council receives the annual submitted budget

March 23—City Council approves the submitted budget

May 1—new fiscal year begins

The City’s total budget is \$1.53 billion. Taxes and licenses supply \$1 billion and \$525 million is from business funds from departments like Water Services and Aviation which operate solely by service charges.



Film rebate boosts KCMO economy



Two new movies began filming in Kansas City in August thanks to a rebate program passed by the City Council earlier this year. "All Creatures Here Below" is an independent film written by and starring Overland Park native David Dastmalchian. A second film, "Different Flowers," is a debut feature written and directed by Kansas City native Morgan Dameron. Collectively the two films should result in \$920,722 being spent in KCMO.

The "All Creatures" producers can receive a rebate of up to approximately \$60,000; it's estimated they'll spend \$800,000 in Kansas City, Missouri, alone, over a four-week period. The film is about a young couple on the run who end up hiding out in Kansas City. Dastmalchian, who has appeared in a number of movies and TV shows, acted with fellow Kansas Citian Paul Rudd in last year's "Ant-Man" and is cast in the upcoming "Blade Runner" sequel which stars Ryan Gosling and Harrison Ford.

"Different Flowers" can receive up to a \$9,000 rebate and is expected to spend

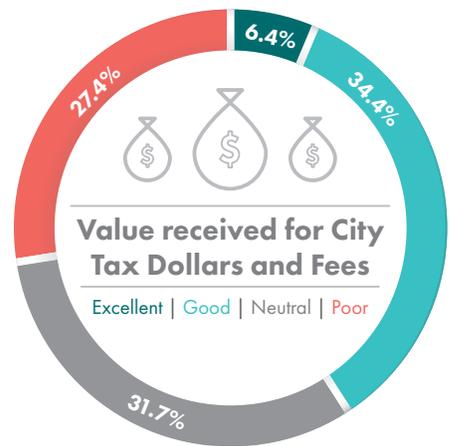
the full production cost of \$120,000 in KCMO. Shelley Long, best known for her role in the sitcom "Cheers," both produces and acts in the film, which is described as a road trip dramedy about two sisters with a rocky relationship.

According to Stephane Scupham, film commissioner at the KC Film & Media Office, 99 percent of "All Creatures" and 100 percent of "Different Flowers" is being filmed in the metro area. Scupham's office monitors the direct impact of such productions, including money spent, local hotel nights booked, percentage of shooting done in Kansas City and the number of local cast and crew members hired.

The City Council and the City's Office of Culture and Creative Services worked with her to develop the KCMO Film Development Program and make sure it includes measurable benchmarks. The program is unique because Kansas City is the only municipality in the United States to offer a local film incentive without a state incentive.

In addition to feature films, the cash rebate applies to TV productions, short films, music videos and advertising, but the projects must be big enough to make an economic impact. "That's the key factor," says Scupham.

FY17 CITIZEN SATISFACTION RESULTS



Keep Out the Rain KC

Help reduce sewage backups & overflows in our community

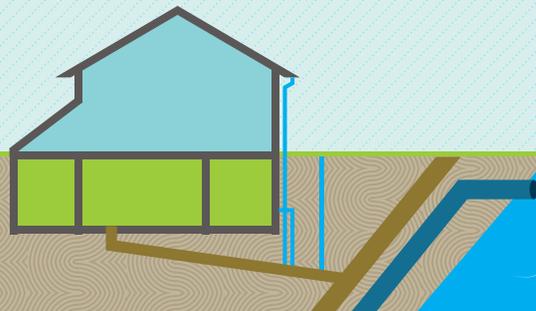


Your home could contain plumbing that is improperly connected to the sanitary sewer system, which in turn can cause sewer overflows that pollute our lakes, streams, and rivers.

You could be part of the solution. The only cost is your time.

Call **816-513-0200** or visit www.kcwaterservices.org/rain to find out if your property is eligible for a no-cost plumbing connection check-up, which could help keep our community clean, prevent sewer back-ups, and save money over the long-term.

Act now, this program will only be offered for a limited time.





Clear and safe runways

KCI FIELD MAINTENANCE CREWS TACKLE SNOW, ICE, PAVEMENT REPAIRS



As a cold front with high winds approached the Kansas City International Airport during the heavy travel days bookending Thanksgiving last year, Melissa Cooper and Rich Weems were on high alert.

The forecasting service they hire, an independent firm called Weather or Not, was mostly calling for rain. But with temperatures expected to hover around the freezing point, “there’s an outside chance this could turn bad,” advised an incoming phone call from the service.

Chances are something the KCI Field Maintenance Division doesn’t take. Their charge is keeping the runways and surrounding property safe and clear of winter precipitation on pavement surfaces. So in preparation for potential icy conditions, crews made certain that two trucks were filled with de-icing chemicals. Meanwhile, 1,000 tons of sand sat heaped in a storage facility and a fleet of trucks outfitted with snow blowers, sweepers and plow blades was parked and ready for action in the equipment storage barn.

If a dry snow falls on the airport’s 160 lane miles of runways and taxiways, the trucks blow and sweep it off. Wet or icy snow is scraped, sometimes after the pavement has been treated with chemicals that inhibit stickiness, much like a cooking spray for pans and skillets.

“Snow removal is sometimes science, sometimes luck,” says Cooper, who manages the division’s nearly 60 employees. “It’s really an art form.”

Cooper has been interested in aviation ever since high school, and once wanted to be a corporate jet pilot. She acquired a pilot’s license, but decided the lifestyle wasn’t appealing. “It’s a whole lot of hurry up and sit.” Still, she loved the industry, and earned degrees in aviation management, technology and safety. She joined KCI in summer 2014 after serving as assistant manager at the Downtown Airport.

At KCI she works closely with Weems, a former maintenance superintendent who now manages planning and engineering for major maintenance and minor construction projects. They, in turn, work with six crews responsible for: access and security; streetlights, airfield lights and lighted signs; pavement striping, non-lighted signs and a mobile radio system; landscaping, mowing, fencing and pavement repairs; and turf and pavement maintenance around the perimeter of the airport’s 10,000 acres.

“It’s a real point of pride for these guys not to let the runways close,” Weems says. “The crews who work in the airport environment are the only ones in town who can do these jobs well, and they know it.”

During the 2009 Christmas Blizzard when most of the Midwest was hit with two feet of snow, the KCI runways were closed for only 14 hours—a feat Weems calls “pretty remarkable” compared to longer shutdowns at other major airports. Decisions on whether or not to fly, however, are always made by individual airlines.

The Field Maintenance Division takes care of three runways at KCI, each about two miles long. The Federal Aviation Administration inspects these annually, literally measuring stripes, slopes, depressions and ruts with a ruler.

Weems notes that the Field Maintenance Division has one of the finest equipment storage buildings in the country. The “barn” is large enough to house 15 plows, seven blowers, two street sweepers and 10 front brooms. In addition to ongoing repairs and keeping the area clear after snow and ice, the crews also use the equipment after heavy rains when seagull-attracting earthworms slither onto the pavement.

“This industry has no room for error,” sums up Cooper. “The people who work in aviation have a level of excellence I haven’t always found in other industries. We play by the rules and we emphasize safety. I’m proud to work with the maintenance crews because they understand that what they do impacts the entire airport economy.”



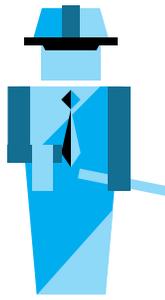
Here's more:

The Aviation Department operates Charles B. Wheeler Downtown and KCI airports and is **supported wholly by airport user charges.**

More than **10 million passengers arrive** and depart KCI annually via nonstop service to 44 destinations.

KCI terminal planning information is available on **FlyKCI.com.**

*Melissa Cooper
& Rich Weems*



Concierge service for developers

CITY OFFERS HELP NAVIGATING THE BUILDING PROCESS



Borrowing a concept from the hotel industry, the City Planning and Development Department rolled out a concierge service in June. The goal is to make the department more user-friendly.



"There's a lot of moving parts to the development process," says **Mike Mallon**, who left a planning job in a Denver suburb to work at City Hall as the new development concierge. "The process

can be hard—especially if you're unfamiliar with Kansas City—since every place does it differently. We want to be as transparent and efficient as possible."

The idea of establishing a concierge position was recommended two years ago after an extensive analysis of the department. In the past, projects sometimes fell into "gaps" as they moved between the review, approval and permitting phases. Mallon aims to make these transitions as smooth as possible.

"Developers don't like surprises. I try to lay out a road map for them and say, 'This is what you can expect.' My position helps minimize unpredictability," he says.

Already his phone is ringing more and more, and he hopes to have frequent conversations like the one with a national developer interested in building

apartments in the Northland. "He found the contact information for the concierge position online, and he was excited to talk with me," Mallon says. "He thought it was a great idea and he wished more cities would do this."

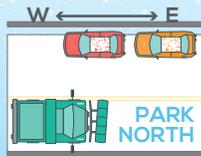
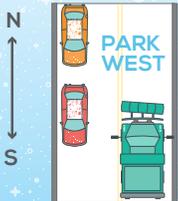
Mallon serves as a resource for large developers as well as residents planning a small addition to their homes, helping customers resolve issues that arise along the way by connecting them with the appropriate people to address their concerns. He's working on an easy-to-read development process flowchart that will be finished later this year.

"The analogy is that people like to shop at stores where they're treated well," he says. "That's our focus."

For more information go to kcmo.gov and type "planning concierge" in the search bar.

PLEASE STAY SAFE DURING WINTER WEATHER!

THE CITY APPRECIATES YOUR HELP AND COOPERATION



36 hrs



PARK ON NORTH OR WEST SIDE OF THE STREET

DO NOT PARK ON SIGNED EMERGENCY SNOW ROUTES

WAIT 36 HOURS AFTER SNOW STOPS FALLING TO CALL 311 OR TWEET TO @KCMO311

BE A GOOD NEIGHBOR. PLEASE REMOVE SNOW AND ICE FROM ANY SIDEWALKS ON YOUR PROPERTY

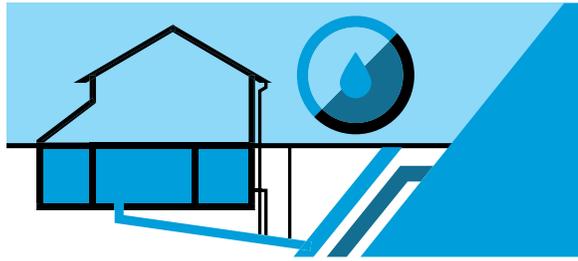


For more info, visit

KCMO.GOV/SNOW

THESE SERVICES AND MORE BROUGHT TO YOU BY

PUBLIC WORKS



Keep Out the Rain KC

GET A FREE FIX FOR IMPROPER PLUMBING CONNECTIONS



Here's an easy way to be a good citizen. A 15-minute evaluation of your home's plumbing connections may help reduce the City's wastewater overflow problem, save millions of dollars and improve the environment.

The evaluation, which is free for property owners, is part of a program called Keep Out the Rain KC. It's based on the idea that every little bit helps when it comes to reducing sewer system operating costs.

The evaluation team is on the lookout for sump pumps, gutter downspouts, area drains or uncapped cleanouts improperly connected to the sewer main. Rerouting these things is a minor job—there's no need to tear up a basement. Best of all, there's no cost to the property owner. If an eligible problem is found, KC Water Services will pay for a licensed, pre-qualified plumber to come out and complete the repair.

"My experience with the Keep Out the Rain KC team was great," says Sheri Onwiler, a homeowner in the Newcastle Neighborhood. "The team worked around my schedule, were punctual, informative and personable. I was really happy to do my part to keep costs down and improve our water quality in Kansas City."

The City is in the midst of a huge project to keep rainwater from entering the sewer system where it causes overflows of sewage into local creeks and rivers. And once rainwater enters the system, it must be treated at one of six wastewater treatment plants, driving up the price of clean water and maintenance expenses.

"We need everyone's help to address this problem and achieve cost-savings

for Kansas City," says Andy Shively, KC Water's chief engineering officer. "We're taking this approach because we believe that private plumbing connections contribute to more than half of the rainwater that enters the City's sewer system." He adds that residents with improper connections could be unknowingly intensifying sewer backups in the basement of a neighbor down the street.

In recent months more than 1,000 residents and business owners have participated in Keep Out the Rain KC, but crews still have lots more to do. Throughout the course of the six-year program, Keep Out the Rain KC evaluation teams will reach more than 55,000 homes.

"Most people don't consider what happens to rain after it hits the ground," says Shively, who notes that Kansas City is one of over 700 communities across the nation that must comply with regulatory standards for wet weather sewer overflows. Rainfall in Kansas City creates an average of 6.4 billion gallons of wastewater overflow each year, he says—that's enough to fill Arrowhead Stadium 26 times over.

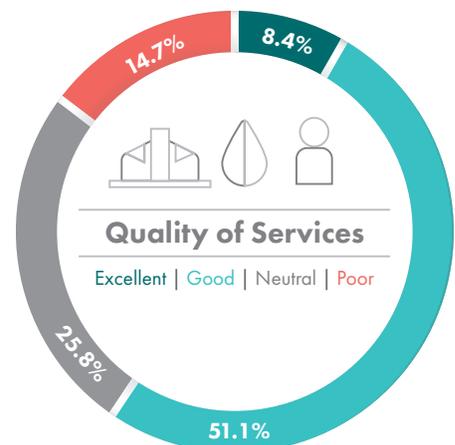
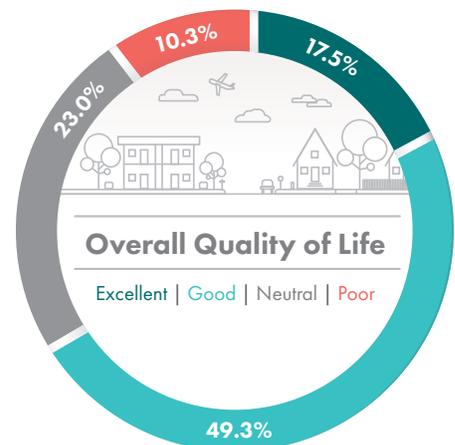
Keep Out the Rain KC is part of a 25-year overflow control program begun in 2009 when the City entered a federally mandated agreement with the Environmental Protection Agency to reduce sewer overflows. Under the agreement the City is also installing various green infrastructure improvements such as curbside rain gardens, cascades and permeable sidewalk pavement—all designed to capture and divert rainwater before it makes its way into KC Water's 1,700 miles of separate sewer system.

Participating in Keep Out the Rain KC can help save millions of dollars in future capital improvements and more importantly, protect public health and our environment.

Here's more:

Find out if your property is eligible for a free home evaluation by visiting kcwaterservices.org/rain or by calling 816-513-0200.

FY17 CITIZEN SATISFACTION RESULTS





Businesses rebound after streetcar construction

A NEW SURVEY WILL GAUGE THEIR EXPERIENCES SINCE MAY



Installing the streetcar tracks and replacing decades' old water mains was disruptive to some businesses along the route.

This fall the Downtown Council and KC BizCare (the City's business customer service center) are collaborating on an email survey of about 70 businesses since the streetcar began operating. "It's a way to take the temperature and ask 'What's been your experience so far?'" says John Pajor, BizCare director. "We'll analyze issues and identify solutions depending on the comments that surface."

Business owners' experiences will vary, but a pre-survey sampling shows that many already are finding a positive difference:



Pat Carroll runs a family business called Gallup Map at 1733 Main St. At first he was ambivalent about the streetcar. "I didn't know what to expect, and oh my gosh, the construction impacted me a lot. But that's water under the bridge." Now he's seeing increased foot traffic and impulse buys, like the visitor who recently walked in and bought an expensive framed map off the wall. "By the way," the customer told him, "I wouldn't have known about your store if it wasn't for the streetcar."

Carroll says he's heard the same message from at least 10 to 20 people, and he thinks there probably are many more who just haven't voiced it. "It's making me expand my hours and focus more on retail than business to business," he says, adding that he considered moving the store to Overland Park in the 1990s when downtown was in decline. Today he's thinking up new product lines like T-shirts with lettering and symbols from vintage Kansas City maps.

"You can tell that people are still excited about riding the streetcar," he says. "It's actually been a good thing for me."



Keith Novorr is the third generation owner of Michael's Clothing, a men's specialty store at 1830 Main St. He says the shop definitely suffered from inconveniences while the streetcar route was being installed, but business has picked up since May. "We've been here 110 years and all of a sudden the walk-in traffic is better."

Enough better, Novorr says, that now he and his son are adding more sportswear with slimmer cuts for a younger age group to their stock of regular cuts for middle-aged customers. He also reports success with selling a suit, shirt and tie package as an option to renting a tuxedo for special events like weddings.

"Certainly the development around the streetcar has been positive," Novorr says. "The City promised development would follow when they started the project three years ago, and they weren't wrong."



The nonprofit Folk Alliance International produces an annual conference billed as "the world's largest gathering of the folk music industry and community." When the alliance designed a flyer for the upcoming 2017 conference (which includes the Kansas City Folk Festival at the Westin Crown Center on Feb. 19), they made sure to promote the streetcar as a free and convenient way to explore a two-mile loop of restaurants and art spaces.

"It's a big deal for us," says Erika Noguera, communications manager. "We consider the streetcar an incredible asset to entice our international delegates to come to Kansas City."

The conference, an industry event for business networking, has continued to grow since its beginning. Noguera expects 2,500 attendees from 20 countries to

attend the 29th annual event. She says the streetcar construction may have speeded up the closing of a small store operated by the Folk Alliance at 509 Delaware, "but we were headed toward that decision anyway." Now the closing has allowed the group to expand the office that was in the back of the shop so all staff can work at the same location—one that's just a few steps away from a streetcar stop.



Ashley Patton, co-owner of Posh KC, always asks new customers how they first heard about her blow dry bar and style salon at 1211 Main St. Often the answer is, "I saw your store from the streetcar."

Posh KC opened about the same time as the streetcar, so Patton can't assess any before-and-after impact. But she considers the Metro Center stop across from her storefront to be a free advertisement. "It definitely helps attract hotel guests who see us along the way. We get a lot of out of town visitors, especially during the week," she says. "It's a nice thing."



Plowboys Barbeque is one downtown business that didn't mind the streetcar construction. "We miss those workers," says owner Todd Johnson. "They really liked to eat at our place."

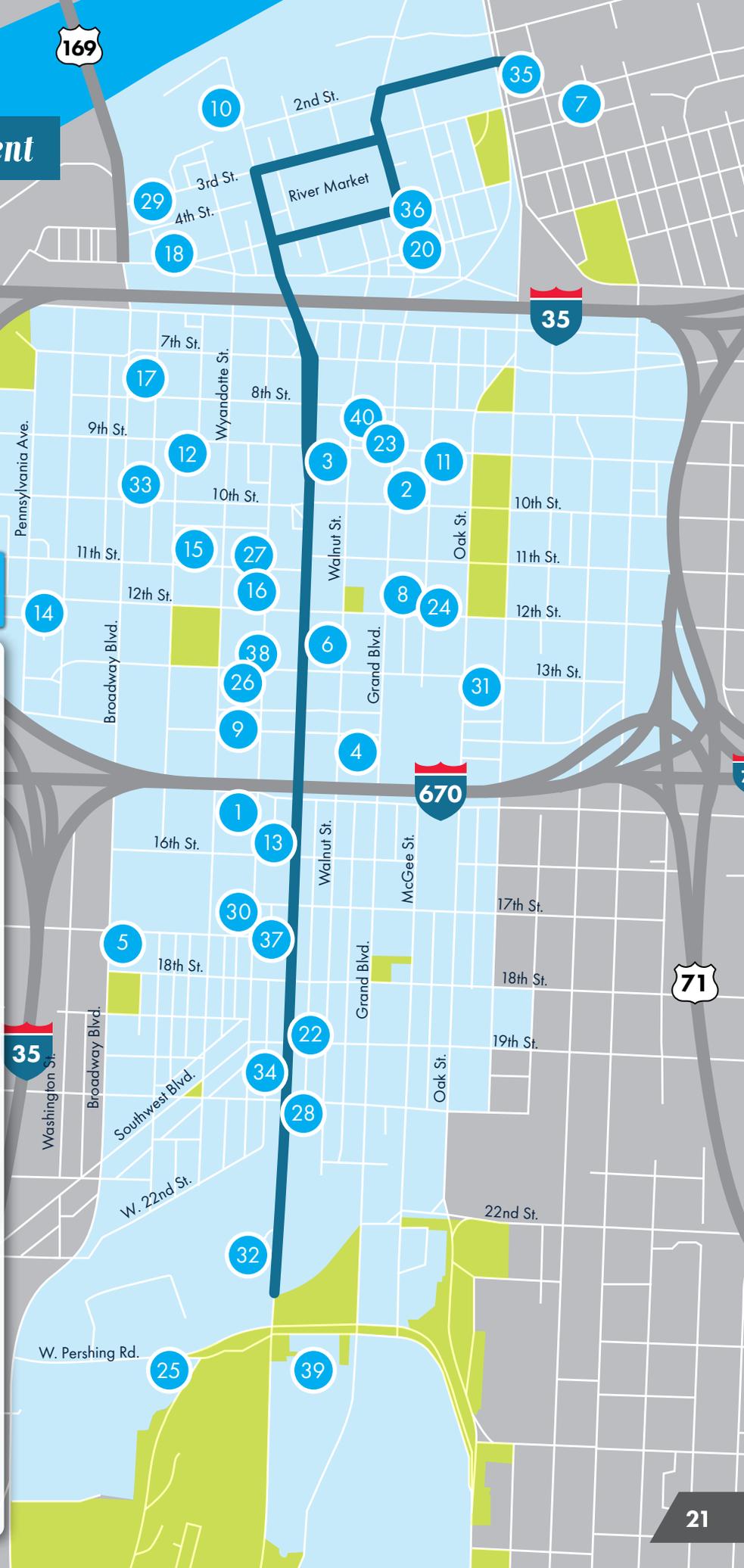
His restaurant is relocating in October to a new address at the southwest corner of 1111 Main St. The reasons for the move are varied and include outdoor seating space, a range hood for cooking French fries and a private meeting room. But Johnson also looks forward to being closer to a streetcar stop as well as the Sprint Center and the Kauffman Performing Arts Center. "With the streetcar we're expanding our universe to the Crown Center area," he says, "and we'll also be more visible."

Recent downtown development

Transportation Development District (TDD) Boundary
 Streetcar track

Total for Top 40 Projects: \$1,768,053,165
Total for All Projects \$1,848,805,040

#	Project Name	Value
1	Hyatt Convention Hotel	\$300,000,000
2	Grand Reserve (and associated improvements)	\$146,500,000
3	Commerce Tower Residential Conversion	\$139,000,000
4	Two Light Tower	\$105,000,000
5	UMKC Conservatory of Music & Dance	\$96,000,000
6	One Light (Cordish Condos)	\$79,000,000
7	Columbus Park Redevelopment	\$70,000,000
8	Traders on Grand	\$69,000,000
9	Kansas City Power & Light Building	\$63,000,000
10	2nd & Delaware Apartments	\$60,000,000
11	The Pickwick Bldg	\$55,000,000
12	21C Hotel/Savoy Hotel	\$47,500,000
13	Marriott Courtyard /Residence Inn	\$46,000,000
14	Summit on Quality Hill	\$42,423,000
15	YMCA (Lyric Building)	\$37,000,000
16	Fairfax Lofts / Hotel Indigo (formerly Brookfield bldg.)	\$33,300,000
17	The Boss & The Swofford Buildings at the Roasters Block (Folgers)	\$30,000,000
18	River Market West, Phase II	\$25,000,000
19	Arterra	\$24,000,000
20	The 531 Grand	\$24,000,000
21	Apex on Quality Hill	\$23,750,000
22	Corrigan Building/Alan Waterman	\$22,000,000
23	Scarritt Building	\$21,700,000
24	The Argyle Apartments	\$21,300,000
25	The Pershing Building	\$20,000,000
26	Power & Light North Residential	\$19,184,000
27	Mark Twain Tower	\$16,000,000
28	Hilton Home2 Suites	\$16,000,000
29	River Market West	\$16,000,000
30	1640 Baltimore Ave.	\$13,200,000
31	Holiday Inn Express	\$12,000,000
32	GSA Relocation	\$11,900,000
33	Broadway Apartments	\$10,500,000
34	Linden Street Partners	\$10,000,000
35	Streetcar Maintenance Facility	\$8,861,578
36	Centropolis on Grand	\$8,000,000
37	Globe Building	\$6,800,000
38	The Baltimore Club	\$6,725,780
39	Hall's Crown Center	\$6,408,807
40	Hampton Inn at the Gumbel Building	\$6,000,000

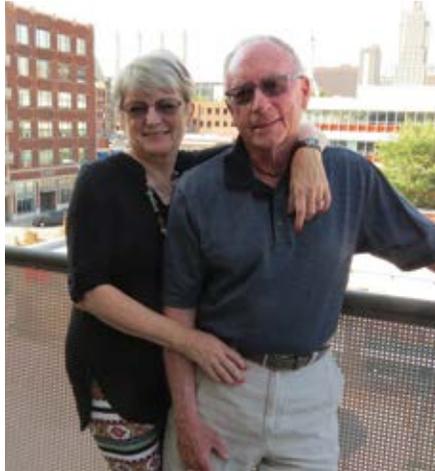




Downtown lifestyles



Karen Daugherty and Chris Lim



Diane and Dale Wassergord



Tonika and Bryan Benson, Sydney and Hayley
(Not pictured is one-year-old Morgan)

Millennials

Karen Daugherty and **Chris Lim** are a millennial couple who moved from Gladstone to a historic building converted into lofts two blocks west of the City Market. They rent a sunny one-bedroom apartment with a skyline view of the Central Business District. Daugherty often walks or takes a bus to City Hall where she works as a graphic designer. Lim, a pharmacist, usually drives to his job in Liberty—"just a straight shot on Highway 169 or I-35 North," he says.

"When we lived in the Northland, we never explored anything—it seemed like such a drive to get places," says Daugherty, who is planning an October wedding with Lim. "Being downtown is more convenient. It's easy now to check out new shops and restaurants."

They like to hop on the streetcar to shop for groceries at Cosentino's Downtown Market or eat in the area around Union Station. "It makes living here really easy," Daugherty says.

Empty nesters

When **Dale** and **Diane Wassergord** retired, they sold their five-bedroom house in Overland Park and moved to a penthouse loft in the Crossroads Arts District. Their large rooftop deck offers a sweeping 270-degree view of the city to the north, east and south.

"We've never looked back," says Dale Wassergord. "We're much more active here than we would be if we stayed in the suburbs, and we've made so many terrific new friends. It's like a whole new world has opened up." The Wassergords have even developed a relationship with some of the nearby restaurant and business owners, which they say enhances their sense of community.

Last year the couple counted 75 restaurants within walking distance. Now the streetcar has extended that list. "Last night we caught a ride to meet friends at Pierpont's at Union Station," Diane Wassergord says. "It was great." Her husband adds, "It just keeps getting better downtown. It's a very exciting time."

Young families

Quality Hill Academy, a new charter school, was a big draw for the **Benson family** when they moved to a townhome just one block away at Washington and 10th streets. "This is the first urban school for my daughters—that's part of the excitement about living downtown," says Bryan Benson, who works in Olathe for the Johnson County government. His wife, Tonika, has a shorter commute to her KCMO job as a legal investigator for regulated industries.

The Bensons lived here previously, moving back after nearly 10 years in the Los Angeles area. Bryan Benson says the changes that have taken place make Kansas City seem more vibrant, like parts of Chicago where he grew up.

Sydney, 8, and Hayley, 5, look forward to school excursions on the streetcar to places such as Science City in Union Station and the Coterie Theatre in Crown Center. "We're thrilled with the streetcar," says school spokesperson Rosie Brennan. "We like to be out and about in the community."



Bike and trail update



More and more people like to bicycle and walk, both for exercise and as a way to get around town. Here's an update on projects that support these activities through Bike KC, a 600-mile plan adopted by the City Council in 2002.

More bike racks

In key business districts throughout downtown and from Zona Rosa in the Northland heading south to Brookside, 100 new bike racks emblazoned with the "KC" logo are being installed. The racks are funded by a \$15,000 federal grant.

Glow before you go

A safety education campaign for those who run, bike and walk at night is launching in October. "Glow before you go" messages will appear on the sides of buses, in radio ads and on social media, while reflective

giveaways will be handed out at local events. The campaign targets college students and young adults.

Signs for historic trails

The National Parks Service and the Oregon-California and Santa Fe trails associations partnered with the City to install 83 auto route tour signs along historic trail corridors where pioneers traveled west. The route runs from Sugar Creek, Missouri, to Gardner, Kansas, and an adjacent paved trail for cyclists and walkers follows some sections.

Green bike boxes

A bright green rectangular area painted on the pavement at 11th and Main streets is designed to give bicyclists a head start in front of cars at the intersection. Green boxes will be painted at additional intersections next year. When the light is red, motorists

should stop behind the box and not block access for cyclists.

Downtown Loop project

Grand Boulevard will serve as the spine for this 12-mile bikeway designed to improve urban cycling. The project largely involves restriping existing routes and is funded by federal transportation and local money. Specifications for the project have been revised and it is being rebid.

Emergency access markers

Posts with emergency access coordinates and mile markers have been placed every two-tenths of a mile along three paved trails in the City. If an emergency occurs, a caller can alert 911 with the specific coordinate of the nearest marker. This helps increase emergency response time.



Road diet update



Widening a street can make it safer for motorists, bicyclists and pedestrians. But a more cost-effective solution might be a road diet. This practice involves restriping segments (typically on four-lane undivided streets) to two lanes plus a center turn lane, leaving room on the sides for bike lanes, walkways and/or bus turnouts.

It's a trend that's sweeping the nation, and in 2014 the City Council passed a resolution directing the Public Works Department to analyze local road diet possibilities. Staff based on their study on two main criteria—average daily traffic should be less than 20,000 vehicles and peak hour traffic should be less than 1,000 vehicles per hour. From a list of 637 four-lane-street segments

in KCMO, they identified 54 that might benefit from a road diet.

The first road diet completed was Leeds Trafficway from Stadium Drive to Emanuel Cleaver II Boulevard, which was repaved and restriped in 2015. Other road diets finished or underway since then are: E. Gregory Boulevard from Oldham Road to Cleveland Avenue; N.E. 108th Street from Smalley Avenue to Cookingham Drive; and N.E. Barry Road from Kenwood Avenue to Highland Avenue. And while not officially a "diet," the reconstruction of the downtown Grand Boulevard bridge over I-670 will include a protected bike lane when it reopens.

Additional road diet projects for 2017 will

be decided in January or February based on the department's repaving schedule.

According to Jeff Martin, city engineer, while some four-lane roads have too much traffic to be considered, the list of possible road diet candidates is flexible. "As we do more of them, we'll get a better idea of what the traffic thresholds should be," he says.

The U.S. Federal Highway Administration reports that road diets reduce aggressive speeding and cut collisions by nearly 30 percent.

The list of current road diet candidates is stored in the City's open data catalog; Go to data.kcmo.org and enter "road diets" in the search bar.



Capital improvements roundup



Aviation

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, operation or maintenance of the airports in the system.

Phase two of a project to rehabilitate the **KCI Airport's east parallel runway** is underway. The \$44 million project includes replacing the 17-inch-deep concrete on the 150-foot-wide runway along with new lighting, shoulders and a new E-6 connector. KCI won a City environmental award for reusing the old concrete rubble for erosion control and bank stabilization around airport ponds. Federal Aviation Administration funds support this project and others below.

Design and cost estimates for another pavement rehabilitation project has kicked off for **KCI Taxiway B**. The construction phase for this \$22 million project will begin in 2017.

The **KCI Facilities Shop Complex** will provide new offices and shop space for maintenance needs of all facilities on the airport property. This \$6.4 million project includes the construction of a main building,

covered truck parking, a salt storage building and parking for employees and guests.

The **Downtown Airport's new Aircraft Rescue and Firefighting building** houses two fire trucks plus training and storage space. This \$2.7 million building helps improve emergency response times for on-call firefighters.

A multi-year project is underway to rehabilitate **48 relief wells** that continuously pump river water from behind the levee back into the Missouri River. These pumps are vital to keeping the Downtown Airport runways safe and dry. At KCI a complete **inventory of all drainage structures** and flow modeling will be used to manage existing and future stormwater systems.

One of the Downtown Airport's tenants, VML ad agency, plans to add 300 employees to its 400-employee base. VML will continue to occupy the existing terminal building, which will gain a new roof and barrel roof replacements plus upgraded utilities. Meanwhile, airport operations staff and snow removal equipment will move into a **new 30,000-square-foot maintenance building** being designed at the north end on Richards Road.

Parks and Recreation

The KC Parks Board and the employees of the KC Parks Department are dedicated to improving the quality of life, health and wellness of our community by providing socially equitable, community-driven

programming and environmentally sound natural resource management. This mission involves the stewardship of the parks, boulevards, parkways, fountains and facilities entrusted to their care.

The final phase of the 93-acre **Swope Soccer Village** was completed this year. The \$15.5 million public investment transformed underused and inadequate athletic fields into a world-class urban soccer complex, building upon a partnership with Sporting Kansas City and the minor league team KC Rangers (over 1,000 youth attend free clinics provided by these professional teams). The village features nine fields and attracts over 5,000 weekly visitors and regional/national events including Big 12 and NCAA championships.

Renovations to the 1920s-era **Waldo Water Tower** at 75th and Holmes began in 2015 and were finished this year. The Tower Park Neighborhood raised private funds and the City provided additional money through the Public Improvements Advisory Committee. Work included a new roof, bird screens, exterior ladder, access door, interior ladder, lamp posts, decorative fencing and LED lights plus fresh paint and concrete repairs.

Phase one began on the **Urban Youth Academy** in April. The existing features within Parade Park (Truman Road and The Paseo) are being removed and four new fields plus a playground, walking trail and basketball courts are being built

for an estimated cost of \$7 million. This phase should be completed by spring 2017. Phase two will include an indoor training facility, an outdoor gathering area and additional parking. The plan is for the Kansas City Royals to run the Youth Academy and provide inner city kids with free baseball equipment, uniforms, instructions and other opportunities.

Three landmarks in preserving the **City's boulevard and parkway system** occurred during the past year. First, boulevard and parkway standards and design guidelines were added to the City's development code. Second, the City's major street plan was revised to reflect the changes brought about by these standards and guidelines. Third, the National Parks Service approved our earliest parks and boulevards for listing on the National Register of Historic Places. Designed largely by George Kessler, the boulevard and parkway system was a prime example of the City Beautiful movement. The historic listing includes Kessler Park above the East Bottoms, Parade Park on The Paseo south of Truman Road, and Penn Valley Park, plus seven boulevards: Independence, Gladstone, Linwood, Armour, Benton, Broadway and The Paseo. The designation took three years to achieve. There are a total of 83 parcels representing Kessler's work and vision from 1893-1922 that qualify for this designation.

Public Works

Throughout the year the Public Works Department improves the roads, bridges, byways and parking infrastructure of Kansas City. The department's employees deal with large and small projects, ranging from major transit work to enhancing neighborhood routes.

Construction ended last summer on the expansion of **N. Jackson Avenue** between N.E. Vivion Road and the Gladstone City limits. The improvement added curbs, gutters and sidewalks on the roadway. Storm sewer improvements and major reconstruction upgraded the road to City standards.

Armour Boulevard residents and bicyclists will meet with Public Works staff this fall to discuss improving bicycle access. The improvements would add three miles of protected bike lanes between Broadway Boulevard and The Paseo.

Construction is scheduled to start in early 2017 on **The Paseo Boulevard bridge over Brush Creek**. The work includes repairs to the bridge railing and façade, lighting repair and modification of the planter box. Planned slope protection repair and construction of a new sidewalk will reopen the Brush Creek walking trail and allow improved east-west pedestrian access through the area.

Phase two of construction on the **22nd-23rd Street connector** begins next spring. Plans include improving the connector street between Brooklyn and Chestnut, replacing curbs and gutters, sidewalks and storm and sanitary sewers. The project, which is planned for completion in mid-2018, will help the new Prospect MAX line revitalize the Prospect corridor. In addition to this work, Public Works staff assisted with a safety and walkability study of the area and are providing input to ensure that the Prospect MAX route creates the same levels of access and transformation that the Main Street and Troost MAX routes brought to their respective roadways.

Construction is on schedule for the second phase of the **135th Street** improvement project. The City previously expanded the roadway to three lanes from Holmes Road to Oak Street. Phase two will widen the roadway from Oak Street to Wornall Road, adding curbs and sidewalks, an enclosed drainage system, street lights and signalized intersections. Work should be completed in October.

Water Services

Almost every city in the country is facing the challenge of fixing outdated infrastructure. Over the next five years KC Water will invest \$1.8 billion in improvements that will touch neighborhoods throughout Kansas City. In the current fiscal year the department has scheduled 149 water, wastewater and

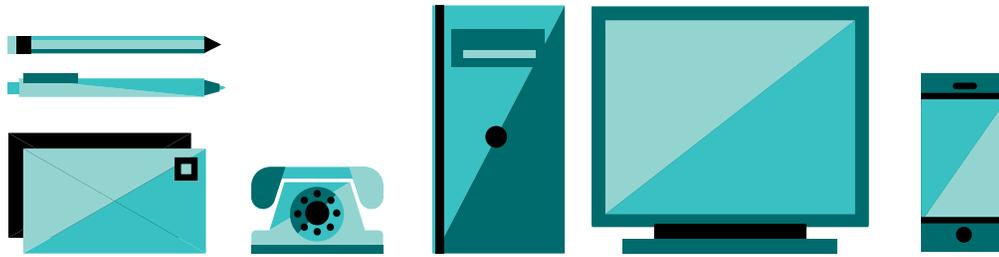
stormwater projects totaling \$326 million. These improvements are made possible by rates paid by customers who use the system and voters who approved the issuance of municipal revenue bonds.

In the early 1950s when Dwight Eisenhower was president, the City built a 36-inch water main to serve what would become Kansas City International Airport as well as residential and commercial growth north of the river. Construction began this summer on the third phase of a four-phase project to replace the old and undersized **Arrowhead Water Transmission Main**. A new 54-inch water main will add drinking water capacity, improve reliability and support Northland growth.

Work continues in the Crossroads Arts District to restore **Walnut Street storm sewers** (from Truman Road to E. 21st Street) that were constructed 130 years ago. The rehabilitation will serve growing residential and commercial development in the east Crossroads neighborhood and increase reliability to help reduce sewer backups.

Gravity moves wastewater from homes and businesses to treatment plants and the river. But in hilly Kansas City, **57 pump stations** (18 for drinking water and 39 for wastewater) are needed to move water where it needs to go. Decades-old pump stations serving different parts of the city are being rebuilt with new pumps and motors to expand capacity and achieve more energy efficient water movement.

About 100 million gallons of water are drawn each day from the Missouri River, and the same amount is ultimately returned to the environment. The water is treated and cleaned during the drinking water and wastewater processes, ensuring the water we return to the river is cleaner than when we found it. **Collector arms and scrapers at the treatment plants** remove solids in huge settling basins. At the Water Treatment Plant, two 60-year-old clarifiers have been replaced, and at the Blue River Wastewater Treatment Plant, four clarifiers are being replaced.



Old school or new social media? It's your choice

KEEP UP WITH CITY NEWS IN A VARIETY OF FORMATS



Traditional news releases play an important role in City communications and they're easy to find at kcmo.gov/news. The mayor's website lists additional releases at kcmayor.org under News and Media, and various offices and City Council districts issue releases as well. You can view an extensive list and choose which to receive at kcmo.gov/subscribe.

If you prefer videos, check out the City's YouTube channel at youtube.com/user/KCMOCCO or see live coverage of City Council meetings and a weekly report at kcmo.gov/channel2.

But if you like more interactive communication, several departments are using social media to create and share live events.

For example, City Planning and Development hosted a live question-and-answer session on Facebook in June on a design competition. Department director Jeffrey Williams and his staff answered queries about the Twin Creeks area in Platte County. The City hopes to develop this land as a linear park and is seeking fresh ideas.

"The RFP (request for proposals) process can be kind of static, but this opened up a whole new avenue of communicating in real-time," Williams says. The session generated 25 comments—all available for public viewing at kcmo.gov/designtwincreeks/.

The Kansas City Police Department used Facebook in May to live-stream a

memorial service for fallen officers. The ceremony, held at the police headquarters near 11th and Locust streets, recognized 119 officers who were killed on the job over the past 135 years. A video of the event, which included speeches, the mounted patrol and bagpipers playing "Amazing Grace," was posted on YouTube and Facebook at facebook.com/kcpolice/videos/1015005105202860/.

According to Sarah Boyd, public relations specialist, the event was well received by the public. She says KCPD is considering live streaming media conferences and award ceremonies in the future.

The Parks and Recreation Department recently used a different public engagement tool involving photos. The department promoted National Trails Day on June 4 by asking outdoor enthusiasts to take a picture on a KCMO trail and post it on Twitter at [#TrailsDayKC](https://twitter.com/TrailsDayKC) or on [Facebook.com/kcmoparks](https://facebook.com/kcmoparks).

Parks also issues a trivia challenge in the middle of every week. Photos of public art, playground equipment and park structures are posted on both Twitter at [#WhatsThatWednesday](https://twitter.com/WhatsThatWednesday) and Facebook at facebook.com/kcmoparks for viewers to correctly identify.

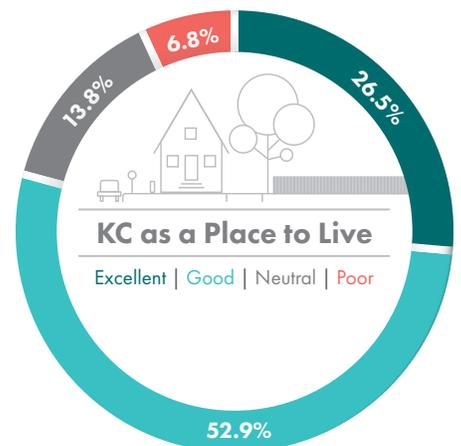
To take part in serious discussions about the city's future, go to kcmomentum.org to read about and comment on topics such as: regulating Uber and other ride-sharing operations, 18th and Vine

redevelopment, new plans for Red Bridge and Blue Ridge areas, a strategic master plan for parks, and KCMO's budget for the coming fiscal year.

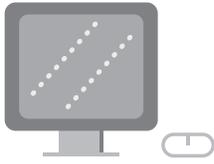
Here's more:

Mayor Sly James (@[MayorSlyJames](https://twitter.com/MayorSlyJames)) and City Manager Troy Schulte (@[KCMOManager](https://twitter.com/KCMOManager)) post daily on Twitter along with various other City officials. Go to kcmo.gov/social to view a list of all Twitter, Facebook, YouTube and other KCMO social media sites.

FY 17 CITIZEN SATISFACTION RESULTS



Resources



KCMO.GOV

Type your topic in the search bar or see:

KCMO.GOV/NEWS
(recent city news releases)

KCMO.GOV/SOCIAL
(Twitter, Facebook and/or Youtube)

KCMO.GOV/NIXLE
(free community messages on your mobile phone or email)

KCMO.GOV/CAREERS
(job openings in city government)

KCMO.GOV/BIZCARE
(how to start up a business and obtain licenses and permits)

KCMO.GOV/KCMORE
(past issues of this magazine)



311 CALL CENTER

Call 311 or 816-513-1313 or email 311.call.center@kcmo.org or visit kcmo.gov/311 for general questions and service requests.



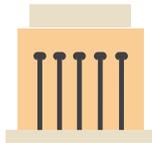
ANIMAL SHELTER

Call 311 or 816-513-9821.



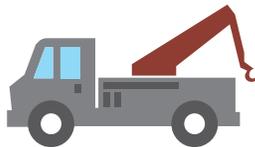
CHANNEL 2

See kcmo.gov/channel2 for live coverage of City Council, weekly city news and special events.



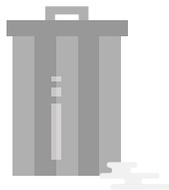
MUNICIPAL COURT TICKETS

See kcmo.gov/court to learn about the many ways you can look up a case or call 816-513-2700.



TOW LOT

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



TRASH SERVICE

Call 311 or see kcmo.gov/neighborhoods/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

*****ECRWSEDDM****

Postal Customer

LEAF AND BRUSH SET-OUT DATE SCHEDULE

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

Trash day	North	Central	South
Monday	MONDAY, NOV. 14 MONDAY, DEC. 12	MONDAY, OCT. 31 MONDAY, DEC. 5	MONDAY, OCT. 24 MONDAY, NOV. 28
Tuesday	TUESDAY, NOV. 15 TUESDAY, DEC. 13	TUESDAY, NOV. 1 TUESDAY, DEC. 6	TUESDAY, OCT. 25 TUESDAY, NOV. 29
Wednesday	WEDNESDAY, NOV. 16 WEDNESDAY, DEC. 14	WEDNESDAY, NOV. 2 WEDNESDAY, DEC. 7	WEDNESDAY, OCT. 26 WEDNESDAY, NOV. 30
Thursday	THURSDAY, NOV. 17 THURSDAY, DEC. 15	THURSDAY, NOV. 3 THURSDAY, DEC. 8	THURSDAY, OCT. 27 THURSDAY, DEC. 1
Friday	FRIDAY, NOV. 18 FRIDAY, DEC. 16	FRIDAY, NOV. 4 FRIDAY, DEC. 9	FRIDAY, OCT. 28 FRIDAY, DEC. 2

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.

Fall 2016

