



2017 SOAR GOALS

VISION STATEMENT OF THE UNIFIED GOVERNMENT

Uniquely Wyandotte --

A vibrant intersection of diversity, opportunity & distinctive neighborhoods.

An engaged community: healthy, fulfilled and inspired.

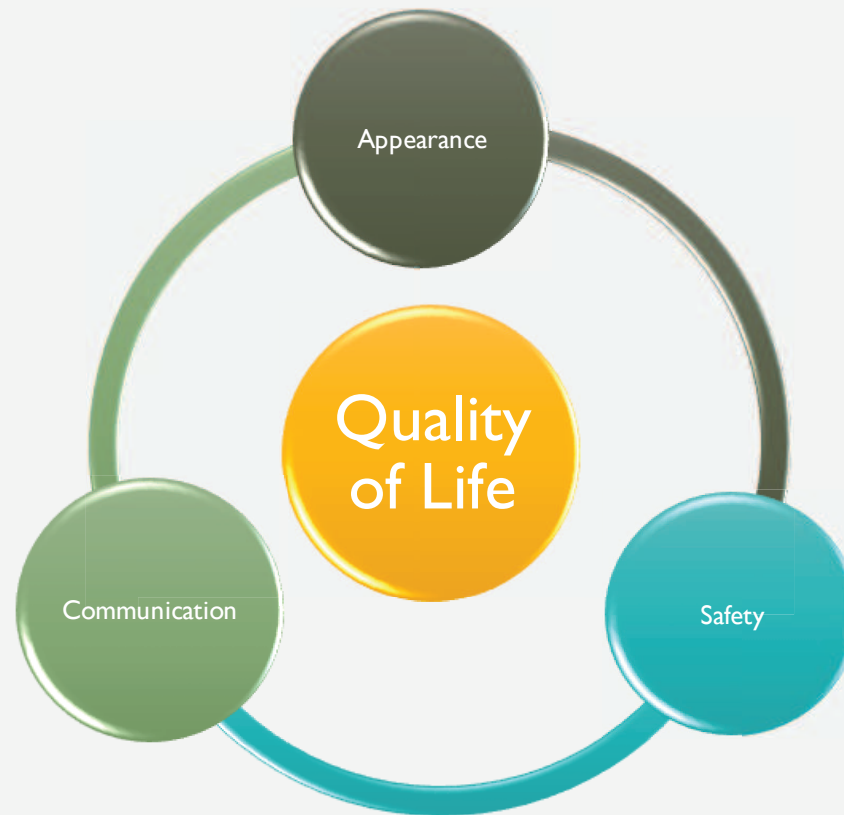


SOAR

**THE BEGINNING OF THE JOURNEY –
JANUARY 5, 2016 TO NOW...**

1/6/2017

GOAL: IMPROVE THE OVERALL QUALITY OF LIFE IN WYANDOTTE COUNTY





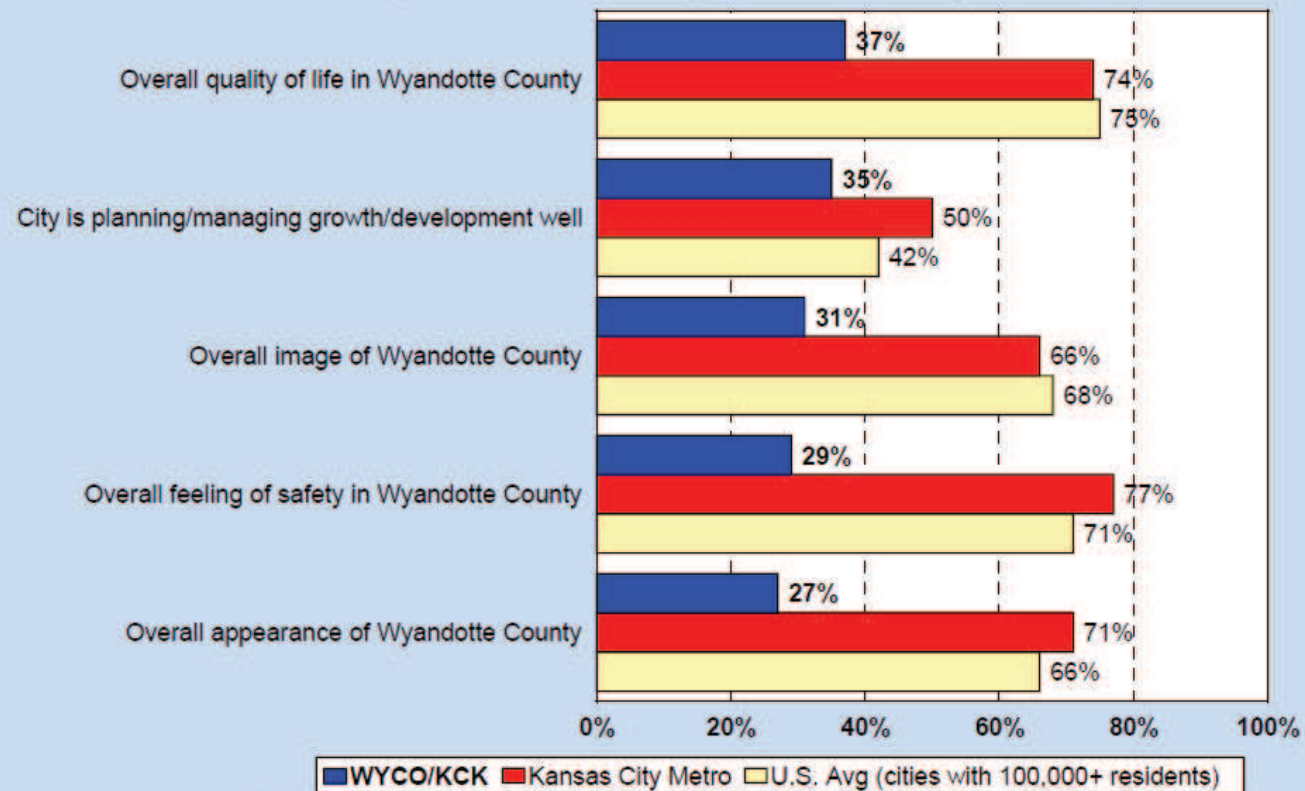
SOARING IN 2017

STARTING POINT

1/6/2017

Satisfaction with Items that Influence Perceptions of the City Wyandotte County/Kansas City, KS vs. Kansas City Metro vs. the U.S.

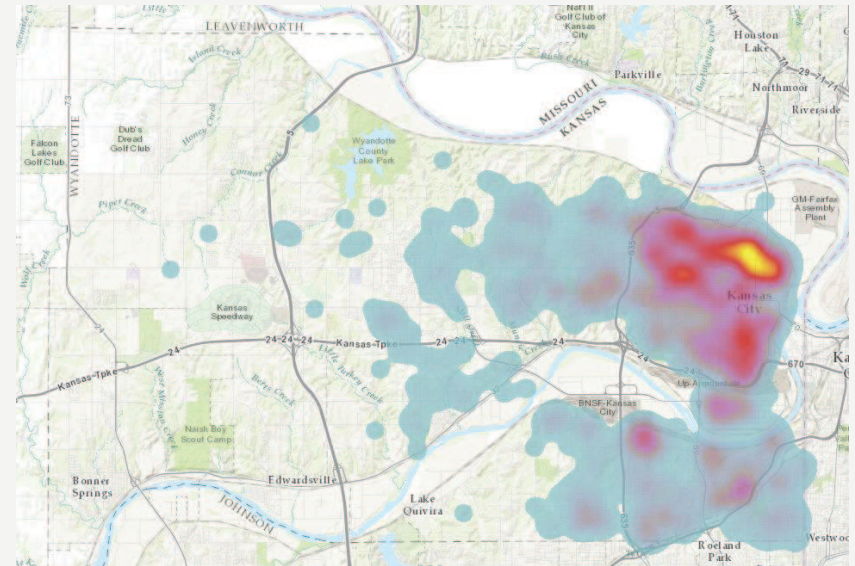
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2016 ETC Institute

BASELINE

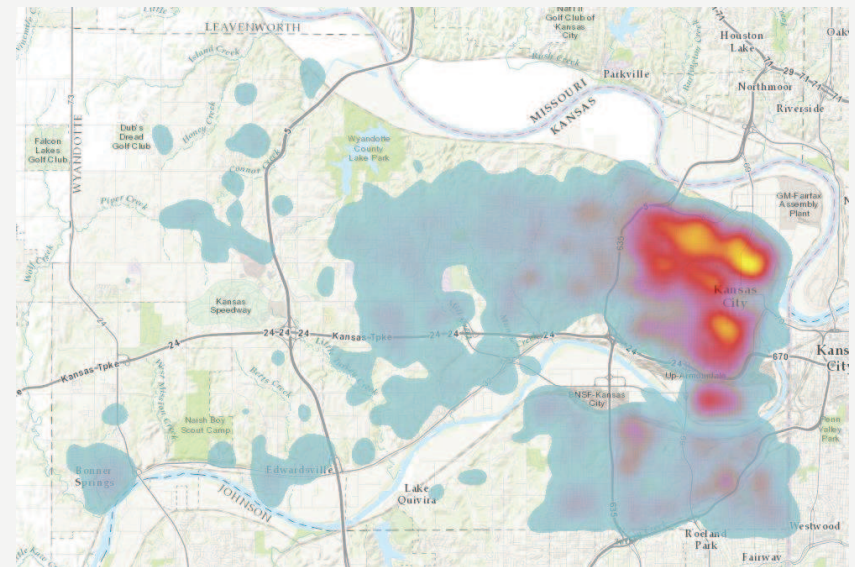
- Over 3,491 vacant parcels with structures
 - **813 structures are more than 3 years tax delinquent – i.e. tax sale eligible**
 - 477 of the structures are unfit
- 1,371 total unfit structures
- 534 structures have been demolished in the last five years
 - 188 more on demolition list, which is not comprehensive



Vacant parcels concentration

BASELINE

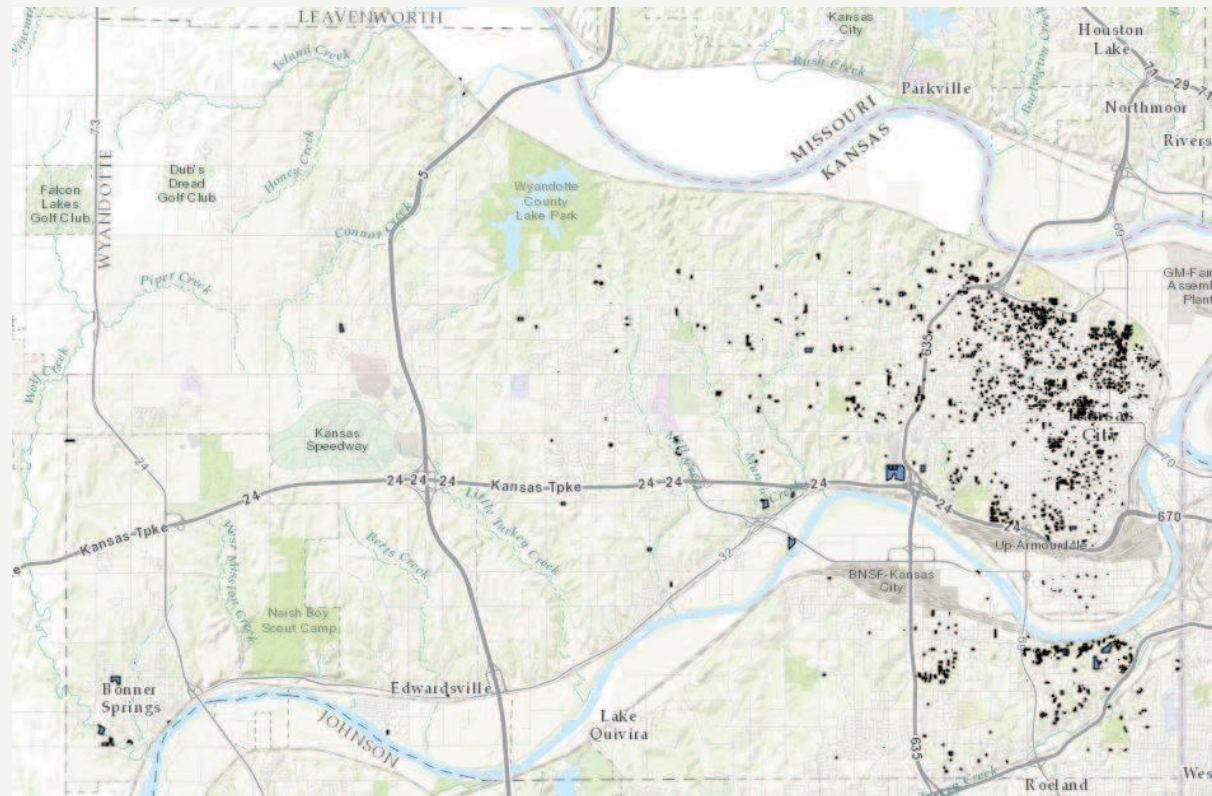
- 10.46% of parcels are tax delinquent
 - Year 2000 to current - \$29,618,892.78 in delinquent taxes representing 7,212 parcels
 - 6,826 parcels are currently tax sale eligible
 - or 94.6% of tax delinquent parcels are eligible for tax sale
 - In Johnson County 0.19% of parcels are delinquent and only 0.04% are tax sale eligible



Delinquent tax concentration

BASELINE

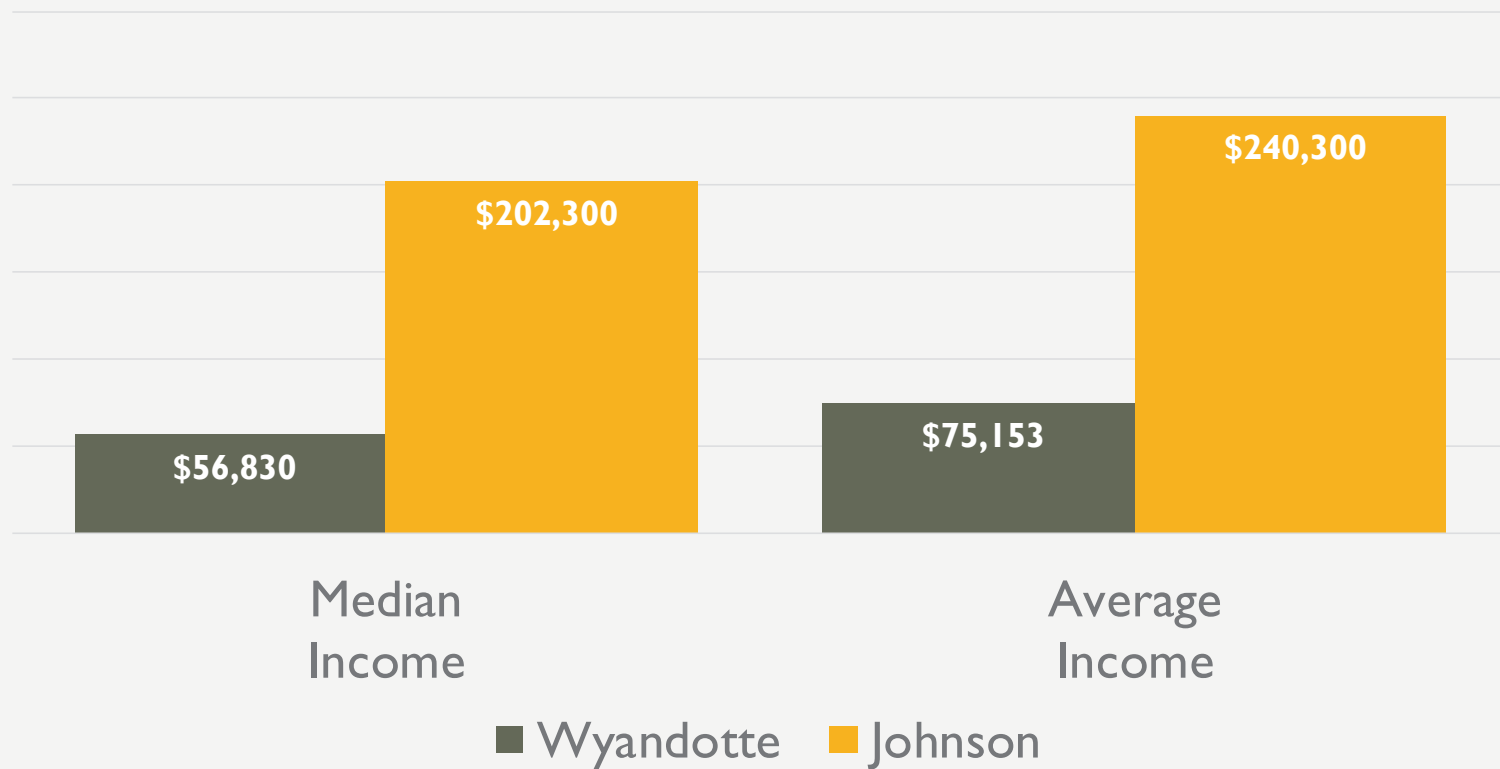
2,406 Land Bank properties and growing – || Structures



1/6/2017

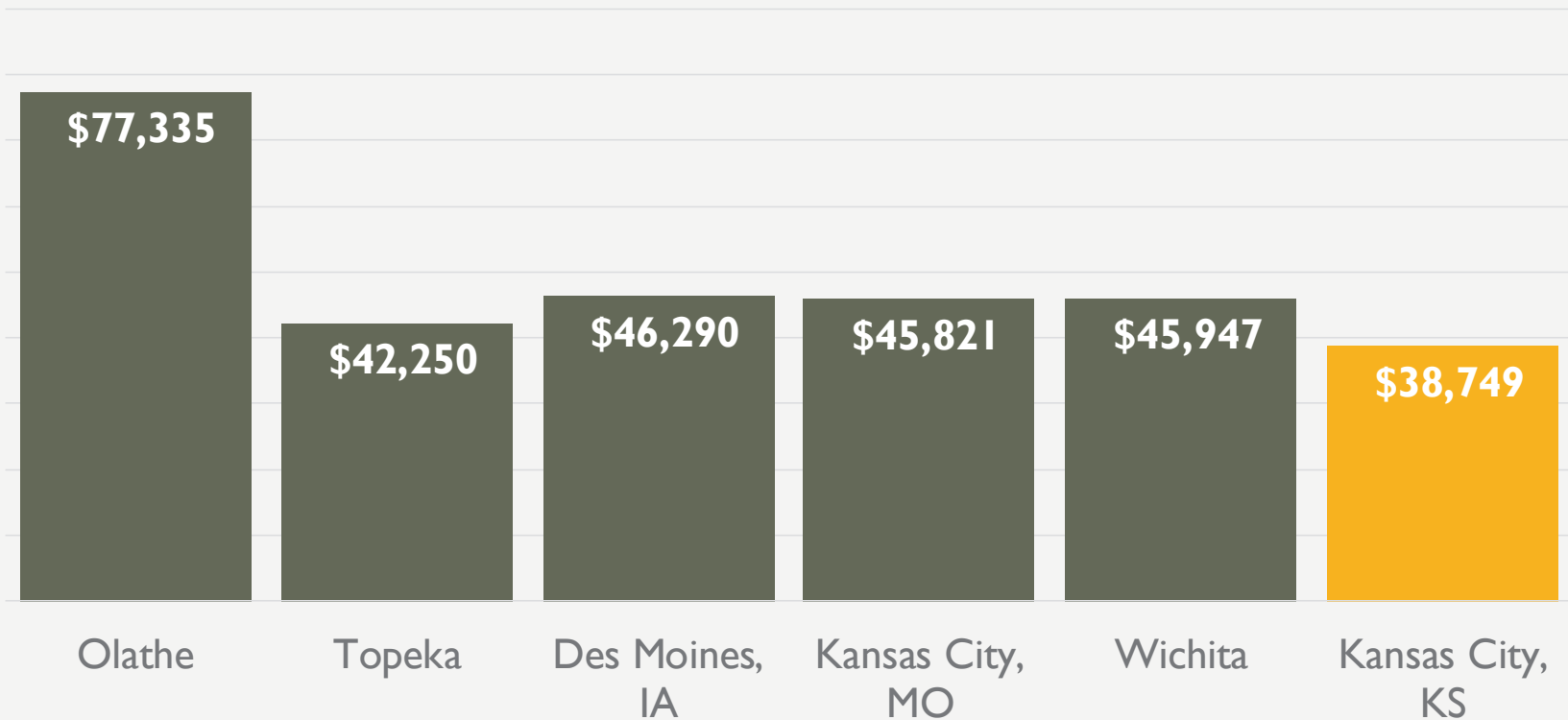
BASELINE

- 62,510 residential parcels



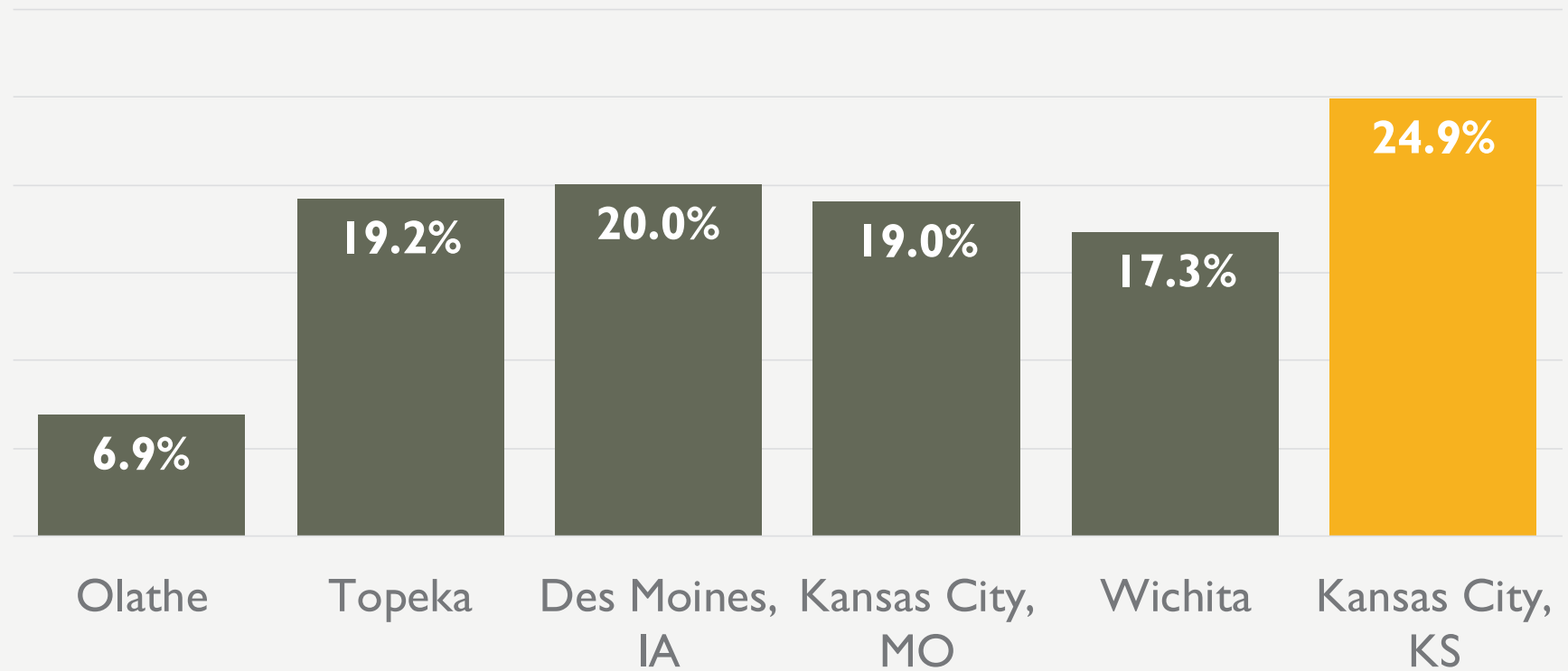
BASELINE

Median Household Income



BASELINE

Percent of individuals in poverty





HOW TO IMPROVE OVERALL APPEARANCE OF WYANDOTTE CO.

PROPERTY MAINTENANCE

GOAL:

**10,000 IMPROVEMENTS TO PROPERTIES BY THE END
OF 2021**

1/6/2017



2017 OPERATIONAL ENHANCEMENTS

PROPERTY MAINTENANCE

GOAL:

10,000 IMPROVEMENTS TO PROPERTIES BY THE END
OF 2021

1/6/2017

ORGANIZATIONAL ENHANCEMENT GOALS FOR 2017

PROPERTY MAINTENANCE AND ZONING

- Amend standard operating procedures for all trash/debris/junk complaints to immediately go into abatement process, remove two week notice before beginning process
- **Amend NRC standard operating procedure for all weed complaints to immediately go into abatement process to reduce the length of time from complaint call to actual abatement for mowing private parcels to 16 days. Currently it can be up to 8 weeks.**
- Develop and implement sharing of data between NRC and Aging Services
- **Develop and implement resolution based code program**
- Develop and implement a program for blight management, mowing, boarding and storm debris on UG properties and private properties needing abatement

ORGANIZATIONAL ENHANCEMENT GOALS FOR 2017

PROPERTY MAINTENANCE AND ZONING, cont.

- Develop a recognition program for individual property owners that improve the appearance of their property in a significant way
- **Develop a plan to strategically enforce the community that will to increase property maintenance index rankings in areas that are considered at risk or poorly maintained and promote continued efforts in areas that are considered to be well maintained**
- Establish baseline for zoning enforcement by type, notice to resolution, resolution to citation, and results

ORGANIZATIONAL ENHANCEMENT GOALS FOR 2017

VACANT STRUCTURES

- Establish vacant housing team for the UG
- Formalize the vacant structure reporting process.
- **Develop and implement management plan for vacant properties owned by the UG and those that are privately held.**
- **Design and implement a vacancy registry to assist in tracking and management of vacant properties**
- Develop structure security standards for vacant structures
- Identify and develop plan to attack zombie mortgages

ORGANIZATIONAL ENHANCEMENT GOALS FOR 2017

UNFIT STRUCTURES

- Reaffirm process to "flag" historical landmarks to prevent demolition, prevent building in floodplains, and share commercial code enforcement activities
- Develop a plan to remove previously burnt structures, both commercial and residential and recommend budget for 2018.
- Develop a legal means for boarding houses immediately after a fire
- **Develop a demolition and unfit structures review committee that will rank priorities for structures to assist with Resolutions Based Codes.**
- Develop a system to denote historic structures to move them through a fast tracked separate system

ORGANIZATIONAL ENHANCEMENT GOALS FOR 2017

DELINQUENT TAXES

- **In 2017, place into a tax sale the 813 structures that are vacant and more than 3 years tax delinquent**
- Reduce tax sale eligible properties in 2017 from 6,826 to 5,800

ORGANIZATIONAL ENHANCEMENT GOALS FOR 2017

LAND BANK

- Revise Commission approved Land Bank policies and procedures to be an asset for revitalization and reoccupation in distressed areas
- **Develop an approved process for donation of parcels with structures deemed unfit to be transferred swiftly to the Land Bank, thereby allowing approved private investors to rehab the property without further deterioration. Develop a plan to communicate these opportunities**
- **Develop a written policy for a rehabilitation program of Land Bank structures and fully implement by October 1, 2017.**
- Develop a cross functional team to identify, survey, develop legal description for parcels in the land bank and separate out easements and other UG properties as needed to a different GIS layers. Determine size of parcel.

ORGANIZATIONAL ENHANCEMENT GOALS FOR 2017

RENTERS AND LANDLORDS

- Develop and implement self-inspection guide for renters to return to NRC
- Enact affidavit for landlord compliant codes including fire alarm and fire alarm maintenance
- Work to formalize a process that ensures that a landlord of an unrepaired fire-damaged rental property is not able to get another rental license until the damaged property is repaired or demolished. Establish a formalized way of coordinating with Livable Neighborhoods, Human Services and Rental Licensing related to violations and share that at Standing Committee.
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ORGANIZATIONAL ENHANCEMENT GOALS FOR 2017

RENTERS AND LANDLORDS

- Transition rental inspections software entry to input detailed information in form fields, not in the comments section so we can capture detailed violations in 2018.
- Establish baseline in 2017 of registered landlords that are meeting threshold for new landlord recognition program. Award the first ever landlord recognitions for positive rentals in the 1st quarter of 2018.
- **Develop a rental recognition program with supporting criteria for registered landlords in 2017 and introduce to Standing Committee and implement recognition in April 2018 renewal program.**
- Formalize collection of data for rental houses that have fires.

ORGANIZATIONAL ENHANCEMENT GOALS FOR 2017

COMMUNITY DEVELOPMENT

- Research and develop a process between the Appraisers Office and Community Development to let them know about completed improvements
- **Develop a process to ensure that those flipping homes are removing lead based paint**
- Examine UG development process in advance of the Zoning Code rewrite, include stakeholders from the public in review of development process.
- **Explore and report to Standing Committee regarding the development of a Community Based Development Organization or CBDO to allow for use of CDBG funds**
- Pursue DOE grants for energy efficiency for older homes as they become available



2017 MEASURES

PROPERTY MAINTENANCE

GOAL:

10,000 IMPROVEMENTS TO PROPERTIES BY THE END OF 2021

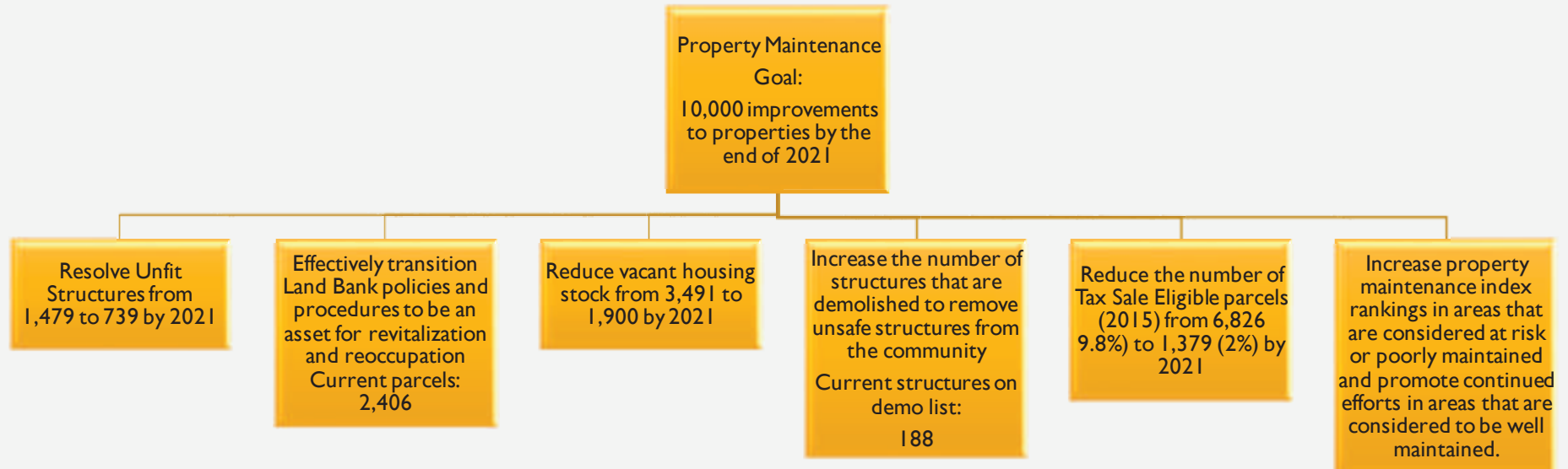
1/6/2017

MEASURES 2017 –OVERALL APPEARANCE

- Register at least 50% of vacant property's owners in new vacant property registry
- Reduce delinquency rate from 10.4% to 9%
- Transition Land Bank website listings to automated update in June 1, 2017.
- Apply for lead based paint grant through HUD to assist in remediation in older neighborhoods
- Work with the University of Kansas Planning Department to analyze data and select an area for the HUD NRSA program in areas deemed in need of intensive intervention to revitalize the neighborhood.

IMPROVE THE OVERALL APPEARANCE AND IMAGE OF WYANDOTTE COUNTY

2017-2021 Goals



10,000 INDIVIDUAL IMPROVEMENTS TO PROPERTIES BY THE END OF 2021

What counts as an improvement for:

- Vacant lot without structure to lot with structure
- Unfit structure to fit structure
- Vacant structure to occupied safe structure
- Unfit structure demoed
- Vacant structure demoed
- Structure demoed due to safety issue, i.e. fire or weather issues
- Land Bank property to private ownership
- Tax Sale Eligible to not Tax Sale Eligible
- Increase in Neighborhood Revitalization Program use by parcel
- Reduction for repeat offenders for code violations



HOW TO IMPROVE OVERALL FEELING OF SAFETY IN WYANDOTTE CO.

INCREASE THE OVERALL FEELING OF
SAFETY IN WYANDOTTE COUNTY FROM 29%
TO KANSAS CITY METRO* BENCHMARK OF
71% BY 2021



2017 OPERATIONAL ENHANCEMENTS

INCREASE THE OVERALL FEELING OF
SAFETY IN WYANDOTTE COUNTY FROM 29%
TO KANSAS CITY METRO* BENCHMARK OF
71% BY 2021

1/6/2017

ORGANIZATIONAL ENHANCEMENT GOALS FOR 2017

INFRASTRUCTURE

- Continue efforts to formalize sidewalk and trail development, seeking grants and funding through the UG CMIP process
- Convert hard copy data records to digital for streets that are curbed and guttered vs unimproved roadway to share infrastructure differences throughout Wyandotte County
- Full integration of Lucity into Streets Division
- Full integration of Lucity into Facilities
- Develop and Implement an electronic UG Pavement Index Ranking system
- Formalize the collection of data regarding debris removal by Public Works

ORGANIZATIONAL ENHANCEMENT GOALS FOR 2017

Mowing and Landscaping

- Develop processes and procedures for efficient and effective mowing practices within the Unified Government: Develop tiered mowing program to allocate resources to the highest priority mowing (such as residential lots with adjacent neighbors, parks and ROW); Fully integrate the mowing process into Lucity; Complete a GIS enabled dataset of all mowing by category (ROW, Parks, Land bank, etc.) and place in the data portal
- Develop and implement spraying programs for high priority (regional and local) parks in 2017
- Reassess watering program to increase beautification of UG Parks and Medians
- Develop a program to address large tree limbs and other related tree issues
- Strengthen parks beautification program through hiring of 2 new horticulturist to have a total of 4 FTEs in 2017
- Develop a tree maintenance program
- Document how something becomes the Unified Government's to mow
- Develop a public landscape maintenance plan
- Develop and implement plans to improve overall impression about maintenance of parks facilities

ORGANIZATIONAL ENHANCEMENT GOALS FOR 2017

SAFETY

- Implement a weekly review of data related to parks safety incidents, including criminal activity and vandalism by June 1, 2017
- Research and consider an ordinance to use civil actions against property owners, including Landlords, to control crime problems, based on the COPS model.
- Implement Improved Parks Ranger program in 2017 with hiring an 1 FTE and formalize the relationship with Sheriffs Department in support of efforts to reduce vandalism and increase the perception of safety in UG Parks
- Complete an assessment of safety exposures in UG parks in conjunction with the Sheriffs Department, with recommendations for the future and utilize the Law Enforcement Study by studying historical data that the UG has in its data
- Start tracking and mapping intentionally set fires in 2015, 2016 and 2017

ORGANIZATIONAL ENHANCEMENT GOALS FOR 2017

ANIMAL SERVICES

- Fully implement a volunteer program to assist at the animal services facility by June 1, 2017 with two volunteers serving each day to socialize animals
- Implement new animal services policies
- Research how other municipalities are address packs of wild dogs and develop a comprehensive strategy to address the problem for the community.

ORGANIZATIONAL ENHANCEMENT GOALS FOR 2017

GRAFFITI and VANDALISM

- Develop standard operating procedures and response time to abate graffiti
- Document in Lucity cost to repair vandalism and graffiti incidents
- Track the number of graffiti or defacing of street signs, with the intention of using data for implementation of a proactive street sign program in 2019.
- Formalize process to collect data pertaining costs and incidents of graffiti and vandalism to be able to report for 2017



2017 MEASURES

INCREASE THE OVERALL FEELING OF
SAFETY IN WYANDOTTE COUNTY FROM 29%
TO KANSAS CITY METRO* BENCHMARK OF
71% BY 2021

1/6/2017

35

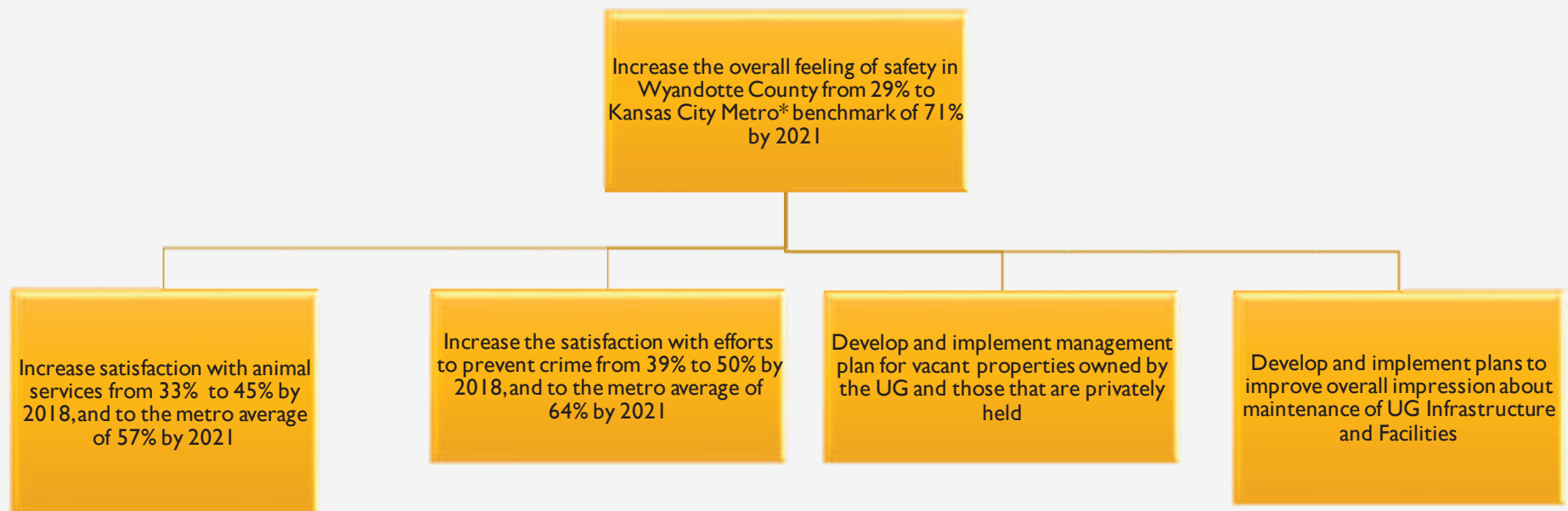
MEASURES 2017 – OVERALL SAFETY

- Increase the satisfaction of overall cleanliness of streets and other public areas from 31% to 45% by 2018
- Track and report the number and locations of street light maintenance work orders generated
- 1,623 of ADA compliant ramps as of 12/31/16 to 1,952, out of 5,570 that need to be completed
- Improve the quality of parks and recreation facilities from 50% in 2016 to 65% in 2018
- Improve overall appearance of Wyandotte County from 27% in 2016 to 45% in 2018
- Increase the perception of safety from 29% to 40% by 2018
- Increase the satisfaction with efforts to prevent crime by 2018 to 50%

IMPROVE THE OVERALL FEELING OF SAFETY IN WYANDOTTE COUNTY

2017-2021 Goals

*based on ETC Survey for 2016





2017 COMMUNICATION

SHARING SOAR

1/6/2017

38

COMMUNICATIONS GOALS FOR 2017

COMMUNICATION – Property Maintenance

- Develop an articles on property maintenance, junked vehicles
- Develop a proactive sign compliance letter
- Provide articles related to Planning and Zoning for Citizen Newsletter and ENEWS, including development process, zoning enforcement, and ENCODE
- Transition NRC webpages to new UG website and enhance information by providing examples to help residents and business understand their responsibilities for the overall appearance of Wyandotte County. Provide 24 hour a day online reporting of violations to NRC. Provide a prominent link to information on code violations so that the community can see what is happening in their neighborhood.

COMMUNICATIONS GOALS FOR 2017

COMMUNICATION – Vacant Structures

- Look at developing a vacant house signage program for people to report issues with the structure. Develop a brochure for neighbors to help them manage the property
- **Broadly advertise and promote new policies regarding vacancy to the community through news letters, fliers, public meetings and webpage and door to door communication**
- Provide UG Communications two Citizens Newsletters articles on fire safety related to vacant housing.
- Develop ongoing communication plan related to vacant housing to increase safety in neighborhoods
- Develop public service announcements related to vacant and blighted structures to air on UG TV

COMMUNICATIONS GOALS FOR 2017

COMMUNICATION – Delinquent Taxes and Land Bank

- **Development of a parcel specific communications plan for those that are delinquent 1 to 2 years, and include any codes violation reminders.**
- Produce two communication pieces annual for distribution through the UG Communications Division that educates property owners about the requirement to pay taxes annually and the consequences
- Develop a communication piece on the Land Bank to be published in the Citizen Newsletter to inform residents and businesses about this UG function.
- Communicate individual land bank success stories with each home rehabbed to be featured in UG Enews and other UG publications.

COMMUNICATIONS GOALS FOR 2017

COMMUNICATION - Rentals

- **Develop a rental rights brochure and or materials to be distributed to renters**
- **Develop and provide an education brochure to landlords at their annual renew or new sign up for the rental registry**
- **Educate renters about their rights for property maintenance by doing one direct mailing to renters**
- Provide at lease one article for the Citizen Newsletter on rental licensing outlining benefits for tenants
- Update Rental Licensing webpage information for role out of new UG website and link it to Human Services landlord and tenant disputes webpage

COMMUNICATIONS GOALS FOR 2017

COMMUNICATION – Community Development

- Develop and implement a publicity strategy for ENCODE
- Transition Planning webpages to new UG website and enhance website presence by adding ENCODE, integrate maps to help customers, and a request feature that will help to report zoning code violations.
- Transition Community Development webpages to new UG website and enhance website and integrate features to help customers interact online with programs
- Provide information on programs to assist property owners in the removal of lead based paint through Citizen Newsletter and on the website.
- Report to Standing Committee and or Full Commission on the work to implement the City-wide Master Plan, Rosedale Master Plan, and Downtown Master Plan
- **Develop targeted communications tools (such as Next-door, Facebook, and or regular US mail) to use with the NRSA program by December 31, 2017**

COMMUNICATIONS GOALS FOR 2017

COMMUNICATION - Infrastructure

- Transition Public Works webpages to new UG website and enhance website presence , integrate maps to help customers, and a request feature that will help to report infrastructure issues
- Provide strategies and projects related to SOAR services on Public Works webpages on new UG website
- Develop a communication plan to promote side walk maintenance cost sharing program at least once annually

COMMUNICATIONS GOALS FOR 2017

COMMUNICATION – Mowing and Landscaping

- Communicate new UG mowing program to community through the Enews, Facebook and other methods as determined appropriate by the UG Communications Division
- **Create a publicly visible live map or application of UG mowing operations and status in ARCGIS**
- Transition Parks and Recreation webpages to new UG website and enhance website presence by adding pictures of facilities, integrate maps to help customers, providing integrated online registration link, and a maintenance request feature that will help to report tall grass and/or vandalism.
- Provide three articles about Parks and Recreation Department, including volunteer partnerships such as Trail Nerds and Kaw Point Park, how to report an issue with a Park, and more for the Citizens Newsletter

COMMUNICATIONS GOALS FOR 2017

COMMUNICATION - Safety

- Communicate success stories against crime with the community through the Citizen Newsletter, Enews and social media.
- Share all of the programs to fight crime that Police Department provides on the new UG website. Additionally, share annual Police Department report with the public with coordination of the UG Communications Division
- Transition Police webpages to new UG website and enhance website presence , integrate maps to help customers, and a request feature that will help to report neighborhood crime issues
- Transition Fire webpages to new UG website and enhance website presence , integrate maps to help customers, and a request feature that will help to report fire safety issues

COMMUNICATIONS GOALS FOR 2017

COMMUNICATION – Animal Services

- Enhance Animal Services webpage to include numbers about adoption rates and programs provide by the UG Animal Services division. Coordinate links to Animal Services with UG Communications Division to ensure visibility on the UG website.
- Communicate via the Citizen Newsletter about various pet adoption programs, registration requirements and options, and the new the Pet Detective program. Newsletter/Enews/Social Media
- Develop a comprehensive marketing strategy to promote compliance with pet registration. Move from 10% registration of cats and dogs in 2016 to 70% compliance by 2021- Joint between Animal Services and PIO

COMMUNICATIONS GOALS FOR 2017

COMMUNICATION – Data Sharing

- Develop information for webpage on new UG website that addresses how to apply for Neighborhood Revitalization Areas, qualifications for Homestead Exemption, as well as information on the impact of code violations on appraisal values to a property and neighborhood. Link to NRC, Treasury, and Delinquent Tax webpages
- Provide market value analysis on the UG website
- Continue data tracking for other departments including % of bank owned properties, # of parcels delinquent, # of payers not escrowed, # of those in homestead, # of special assessments, and # of NRAs
- Develop and maintain online datasets to communicate with the public the number of parks maintained, the acres of the parks, the number of miles of trails and changes or improvements to City/County parks

QUESTIONS?

Uniquely Wyandotte --

A vibrant intersection of
diversity, opportunity &
distinctive neighborhoods.

An engaged community:
healthy, fulfilled and inspired.

