

STATE OF KANSAS)
WYANDOTTE COUNTY)) SS
CITY OF KANSAS CITY, KS)

SPECIAL SESSION, THURSDAY, FEBRUARY 13, 2020

The Unified Government Commission of Wyandotte County/Kansas City, Kansas, met in Special Session, Thursday, February 13, 2020, with eleven members present: Bynum, Commissioner At-Large First District; Burroughs, Commissioner At-Large Second District; Townsend, Commissioner First District; McKiernan, Commissioner Second District; Ramirez, Commissioner Third District; Johnson, Commissioner Fourth District; Kane, Commissioner Fifth District; Markley, Commissioner Sixth District; Walters, Commissioner Seventh District; Philbrook, Commissioner Eighth District; and Alvey, Mayor/CEO; presiding. The following officials were also in attendance: Doug Bach, County Administrator; Ken Moore, Chief Legal Counsel; Bridgette Cobbins, Unified Government Clerk; Melissa Sieben, Alan Howze, Gordon Criswell, Assistant County Administrators; Kathleen VonAchen, Chief Financial Officer; Jeff Fisher, Executive Director of Public Works; Mike Tobin, Deputy Director of Public Works; Greg Talkin, Neighborhood Resource Director; Kristen Love, Parks & Recreation; Patrick Holton, Code Enforcement Division Manager; Rachel Miskec, Manager, NRC; Logan Masenthin, SOAR Coordinator in General Services; Jenna Hiller, Delinquent Real Estate Manager; Chris Slaughter, Land Bank Manager; Rob Richardson, Director of Planning; Wilba Miller, Director of Community Development; Chris Cooley, GIS Director; and Officer Jay Doleshal, Sergeant-at-Arms.

MAYOR ALVEY called the meeting to order.

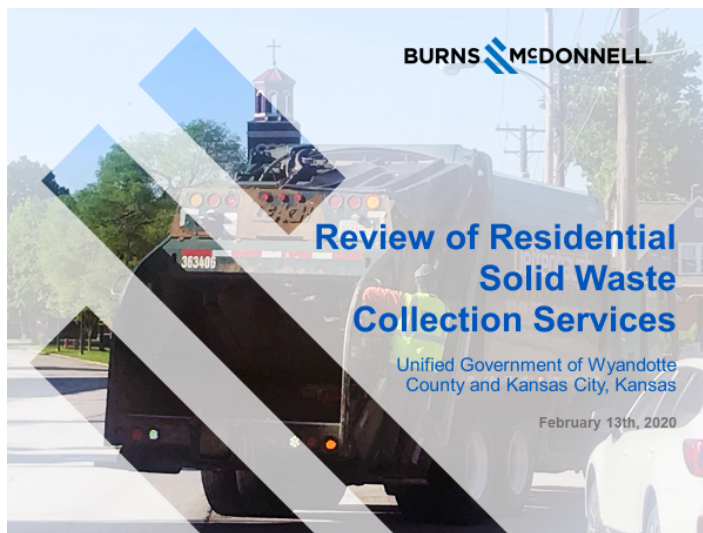
ROLL CALL: Johnson, Kane, Markley, Walters, Philbrook, Bynum, Burroughs, Townsend, McKiernan, Ramirez, Alvey.

NOTICE OF SPECIAL SESSION of the Unified Government of Wyandotte County/Kansas City, Kansas, to be held Thursday, February 13, 2020, at 5:00 p.m. in the 5th floor conference room of the Municipal Office Building for a Solid Waste Study Update followed by a SOAR Update.

CONSENT TO MEETING of the governing body of Wyandotte County/Kansas City, Kansas, accepting service of the foregoing notice, waiving all and any irregularities in such service and in

such notice, and consent and agree that we, the governing body, shall meet at the time and place therein specified and for the purpose therein stated.

Mayor Alvey said tonight we have two updates. The first will be a Solid Waste Study Update followed by a SOAR Update. I would ask all participants to please speak into the microphone. At this time, I will turn it over to Administrator Bach.



Doug Bach, County Administrator, said tonight the first item on the list is our Review of Residential Solid Waste Collection. This is an item that through over the course of the last couple of years we saw some service delivery that we were not as pleased with. Last year we engaged services with Burns & McDonnell for them to come in and do a more in-depth look at our services and how it pertains to our contract. That report is ready for us to be delivered tonight along with some recommendations to come from this. I will turn it over to Jeff Fisher who oversees the Solid Waste contract directly in his department.

Jeff Fisher, Director of Public Works, said with that introduction, I will introduce Laura Drescher real quick with Burns & McDonnell. She has been the lead on this study throughout and she is going to go through the presentation and highlight things. We would like to hold questions until the end, but by all means if there is something pressing, just stop us.

Agenda



BURNS & McDONNELL

Laura Drescher, Burns & McDonnell, said I have been with the firm about 10 years and I focus on solid waste work. During this presentation we're going to quickly go through an overall of why we were engaged and why the Unified Government brought us on, some of the key issues that we have observed throughout this process, some contract optimization options we've been working with the county on as well as some recommendations moving forward.



BMcD Team



Laura Drescher, PE
Lead Consultant/ Engineer



Scott Pasternak
Project Manager/
Principal Planner



Bob Craggs
Principal In Charge

- ▶ Solid Waste & Resource Recovery practice founded in 1970
- ▶ Provide a full suite of financial, operational, and engineering consulting services

BURNS & McDONNELL

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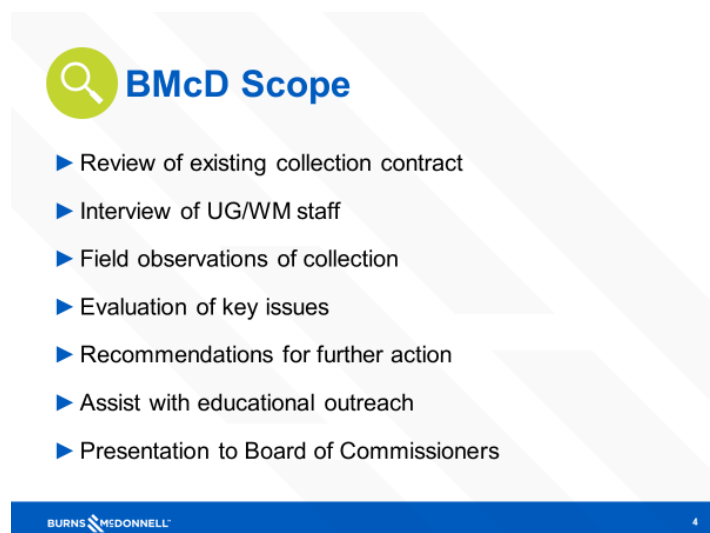
The team members we utilized on this project; myself, Scott Pasternak and Bob Craggs. We currently work for state and local governments and represent them in solid waste planning as well as procurement for solid waste services with private entities similar to your situation.

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We're part of the Solid Waste & Resource Recovery group that was founded in 1970 and between this team here we've done more than 50 solid waste and recycling plans across the country.



This is just showing some of our teams experience on solid waste planning. Again, we do focus on supporting state and local governments in solid waste planning which is unique to us. We can provide kind of a third party analysis of both operations and contracting. Some of my personal local clients include the City of Olathe, Johnson County, City of Lawrence, City of Columbia, MO and the City of Springfield, MO.



We were engaged early last spring, 2019, and our scope included a review of the existing collection contract. We had interviews with the Unified Government and Waste Management staff pertaining to residential collection. We conducted field observations of the collection process, evaluated the key issues and made recommendations for further action. We've also been assisting the Unified Government with educational outreach as well as this presentation to your Board.



Throughout this process the key issues are surrounding residential solid waste collection, trash and recycling.

Customer Service Issues & Actions Taken

- ▶ WM continuously missing pickups and completing collection past 5 PM
- ▶ WM no longer self-reporting misses and completion time to UG as of mid-August 2019
- ▶ UG staff are tracking 3-1-1 calls and inspecting routes confirm response to complaints and to determine potential penalties

We observed that Waste Management was continuously missing pickups and completing collection past 5 p.m. which is the contract completion date. As of mid-August 2019, Waste

Management was no longer self-reporting the misses and completion time to the Unified Government, so they were previously doing that between about February 2019 and August as we worked through this process.

The Unified Government, their staff, are currently tracking 311 contact center calls and inspecting the routes to confirm response to complaints that are filed and determine potential penalties to Waste Management for missed collections.



WM Performance Standards

WM website indicates exceptional pickup accuracy

Why choose Waste Management?

For starters, we have an amazing

99.9%

pickup accuracy.

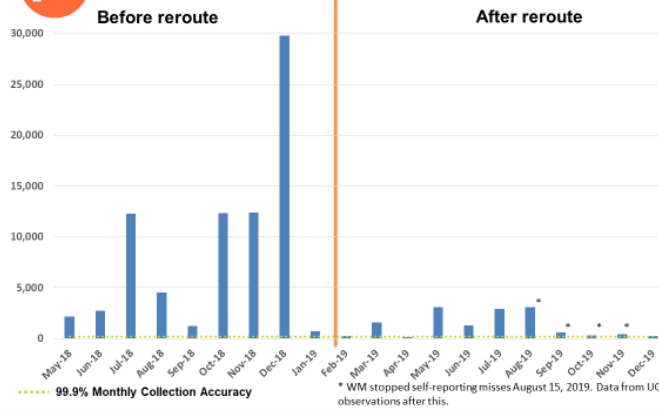
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In terms of a performance standard we utilize a missed analysis performance standard that is consistent with Waste Management advertising. Their website indicates exceptional pickup accuracy of 99.9% pickup accuracy. So, for this analysis that's what we used as a comparison.



WM Reported Missed Trash Collections



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This is looking at May 2018-December 2019 on the missed trash collections. You can see the orange line in the middle of that is a reroute that occurred in late January 2019. Previously they were having many more issues picking up the collections due to an imbalance in homes on the routes. That reroute made a significant difference in helping them to meet expectations. You can still see that small green line, which we will show it here in more detail shortly, but that green line represents that 99.9% collection accuracy every month.



Looking specifically—obviously, there are some significant missed collections prior to the reroute, but as you can tell since the reroute there has been significant improvement in that.

Since the reroute, you still see our green line down here that represents that 99.9% collection accuracy. Especially the last few months they have been doing a good job at collecting. We are still seeing a little bit past the time that they are required to stop collection, but there is an improvement over time.

I will note that from August through December these are quantities that are reported through 311 and by staff observing the routes and not necessarily Waste Management providing us that data or providing the Unified Government that data which that was occurring between February and August of 2019.

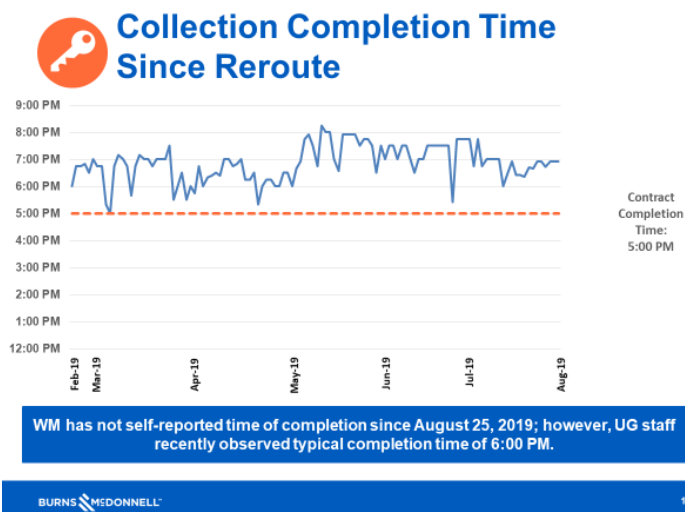


Penalties Assessed

MONTH	PENALTY	
May 2019	\$227,400	▶ Contractor has 24 hours after Complaint to correct before penalized \$200.00
June 2019	\$26,200	
July 2019	\$37,600	▶ \$200.00 penalty per 24 hours of Contractor's failure to make scheduled collection (i.e. per household or missed collection not per Complaint)
August 2019	\$33,400	
September 2019	\$25,400	▶ Penalty calculation provides up to 24-hour grace period due to known time of resolution
October 2019	\$59,200	
November 2019	\$39,800	
December 2019	\$36,400	
TOTAL 2019	\$485,400	

Based on these missed collections, the current contract has provisions for penalties. The contractor—after a complaint has been filed, the contractor has 24 hours to rectify the complaint or manage the complaint or they're penalized \$200 and that is a reoccurring \$200 for every 24 hours this missed collection continues. That is per household, not per complaint. This calculation provides up to a 24-hour grace period just because with the reporting on 311 and with some of the lack of communication on when that collection has been rectified, it's hard to calculate the number of 24-hours.

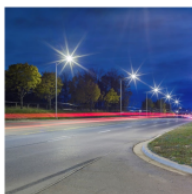
Since May 2019, as you can see, the Unified Government has assessed almost a half million dollars in penalties to Waste Management for missed collections for trash and recycling collection on residential routes and that has been deducted from their monthly payment each month.



Another performance matrix is the collection completion time, and this is looking at since the reroute. The contract completion time is 5 p.m. and between February 2019 and August 2019 when they were reporting this data, we were consistently above that anywhere from typically 6 to 8 p.m. Since then they have not been reporting it, but the Unified Government staff has been reporting that typically they're completing closer to 6 p.m. on most nights.

Importance of Time of Completion

- ▶ Collection after hours dangerous for hauler personnel and residents due to limited visibility, fatigue, and increased vehicular and pedestrian traffic
- ▶ Service reliability and confusion for residents reporting missed collection
- ▶ Nuisance for residents



So, why is the time of completion important to the Unified Government? Collection afterhours is very dangerous for both the hauler personnel and the residents due to limited visibility, fatigue, and the increased traffic both vehicular and pedestrian. Service reliability is also important so that residents aren't confused whether their trash was missed, and they should call it in as a complaint

or whether they're just running late for the day and they may take their trash in at that point as well as it being a nuisance for residents having it picked up afterhours when they are home.

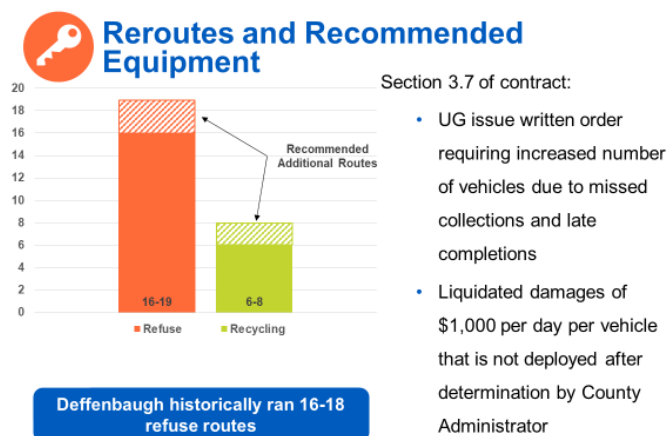


Reroutes and Recommended Equipment

- ▶ Reroute in February 2019 provides additional routes, balances homes collected per day
- ▶ Some improvement after reroute but still considerable missed collections and late completions
- ▶ BMcD used field data to estimate routes required to meet completion time and collection accuracy expectations

Again, we discussed a reroute occurred in February 2019. They provided additional routes and balanced the homes per day, so that was conducted because some areas of Wyandotte County have seen significant growth and had additional homes and they needed to balance it accordingly. There has been some improvement after the reroute, but we are still seeing considerable missed collections and late completion past that 5 p.m. contract time.

Burns & McDonnell used field data that we collected to estimate the number of routes that we would recommend to meet the completion time and to meet the collection accuracy expectations.



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Currently on the trash side they are running 16 routes and on the recycling side they are running 6 routes. We would recommend 19 for trash and 8 for recycling. That's 3 additional routes for trash and 2 additional routes for recycling. This is consistent with what Deffenbaugh previously ran just 16-18 on the trash side. Per the current Unified Government contract the Unified Government has the authority to write a written order requesting additional routes to meet the needs of a community and to meet the contract time and completion due to missed collections. Waste Management has the opportunity to respond to that. The County Administrator has the final say and if those additional vehicles or routes are not provided, there is \$1,000 per day per vehicle liquidity damages that can be assessed.

CONTRACT OPTOMIZATION

Optimizing the current contract; we did a brief review, or we'll do a brief review on the history of the contract.

Collection Contract History

- ▶ January 1, 2012: Contract signed between Deffenbaugh Industries and UG WYCO/KCK (UG)
- ▶ December 31, 2032: Contract term of 20 years
- ▶ Late 2014/ Early 2015: Waste Management, Inc. acquired Deffenbaugh Industries including Johnson County Landfill and UG collection contract and others



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It was signed in 2012 between Deffenbaugh Industries and the Unified Government. The term is through December 31, 2032, so it's a contract term of 20 years. You have about 12 years remaining on that. In late 2014/early 2015 Waste Management acquired Deffenbaugh which included the Johnson County landfill as an asset and all of their collection contracts including this one.

Current Optimization Efforts

1. Refine process for updating house count annually
2. Refine reporting and resolution of complaints
 - Encourage public and UG staff use of 3-1-1 Contact Center
 - Recommend WM provide resolution time and date within 3-1-1

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Current optimization efforts that the Unified Government—we've been supporting the Unified Government on is refining the process for updating the house count annually. The contract has a specific method for this, but they have been working closely with Waste Management to use the

datasets that are now available to update that regularly. To refine the reporting and resolution of complaints, so the Unified Government and Waste Management have agreed to use 311 Contact Center for the basis of residents filing complaints. We are encouraging the public and UG staff to report missed collections through the 311 Contact Center. We would recommend Waste Management has access to the 311 center that they can provide resolution time and date to show that has been resolved.

Current Optimization Efforts

3. Enforce penalties in existing contract:
 - \$200 for each 24-hour period for failed collection (Section 7.02)
 - Deduct penalties from monthly payment
4. Evaluate if appropriate number of vehicles are utilized:
 - Liquidated damages of \$1,000 per day per vehicle that is not deployed after negotiations (Section 3.07)

The recommended enforcing the penalties within the contract; obviously, per Section 7.02 that's \$200 for each 24-hour period for failed collection and per the contract to deduct said penalties from the monthly payments. Evaluate if the appropriate number of vehicles are being utilized which per our evaluation we would recommend 3 additional trash vehicles and 2 additional recycling vehicles. If that is not deployed after negotiations, liquidated damages apply.



Current Optimization Efforts

5. Reserve vehicle(s) required (Section 3.02)
 - Encourage use of reserve vehicle for missed collections on separate route
6. Appropriate notification of changes in collection due to inclement weather

Additionally, the contract requires a reserve vehicle to be available. We would encourage Waste Management to use that reserve vehicle or one of their additional routes for missed collections rather than, you know, if they cannot get through Monday's route and they need to send that same driver out for the Tuesday, making sure we have an extra driver/truck available to run missed collections to try to rectify the previous day. As well as appropriate notification of changes in collection due to inclement weather, so the contract does not have provisions for inclement weather and missed collections pertaining to that but increasing communication so that Wyandotte County can appropriately communicate with their residents when collection is not safe to occur because of weather.



Current Optimization Efforts

7. Extension of contract daily completion time upon request
 - Hours of collection are 7:00 AM to 5:00 PM (Section 4.03)
 - Request WM notify and gain approval from UG for extended collection hours (no later than 6:00 PM recommended)
8. Recommend 2-3 field supervisors from WM based on number of routes

The current contract daily completion time; the hours of collection per the contract are 7 a.m. to 5 p.m. There would be an option that Waste Management could notify and gain approval to extend that perhaps to 6 p.m. That's what we would recommend to be the latest time that should be extended due to safety reasons. Based on our experience with other communities, we would recommend 2-3 field supervisors from Waste Management based on this number of routes to ensure they can provide the quality control needed to provide service that meets those expectations.

Current Optimization Efforts

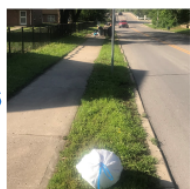
9. Resume increased communication through daily emails between UG and route managers
10. Continued community engagement to improve collection

Resume increased communication through daily emails between the UG and route managers, so again, that was occurring from February to August 2019. There was a lot of communication back and forth based on completion time what areas were missed throughout the community. We would encourage that to continue or to resume and continue community engagement to improve collection.

Current Set-Out Examples



Large volume bulk set-outs



Uncontained set-outs



Inconsistent set-out containers



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Just an example of some of the difficulties with the curbside collection especially on the trash side is that we do have large volume bulk set-outs. I'm sure many people have observed this in select areas occurring. We have uncontained set-outs so in this area not only—with this contract it's not only a take all system but it does allow for bags and a variety of containers. Some of these containers may not be up to code or may be difficult to handle like you see in some of these pictures, so it does pose difficulties and understanding the amount of material that may come in as well as what the regular schedule should be to complete all of the homes.

Community Engagement

- ▶ Provide educational outreach (and code enforcement, where applicable)
- ▶ Standardized recycling stickers for bins



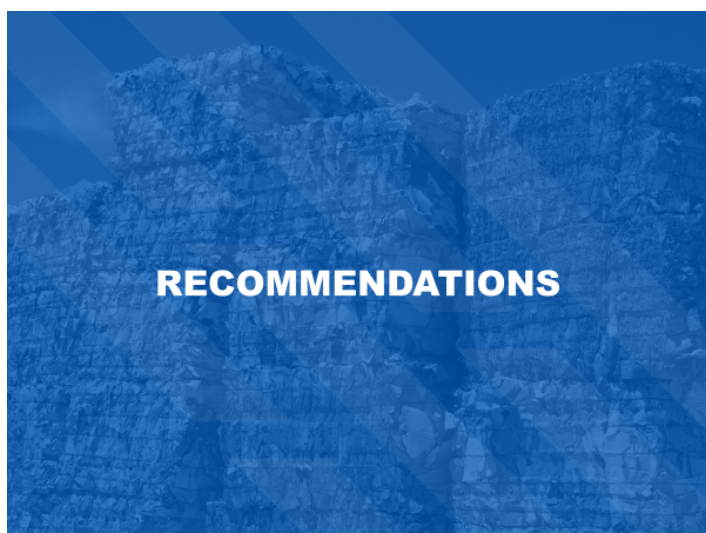
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We've been supporting the Unified Government in looking at how they can engage with the community and inform them to help this situation. Providing educational outreach and potentially code enforcement where that's appropriate. As you see on the right here this is a draft we're

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working on, a BPU flyer to go out that is a Trash & Recycling Guide to not only help residents to understand what can go into a recycling bin to decrease contamination, but also what type of trash containers are appropriate, when should they be set out, how to report illegal dumping or if you have missed collections, when you should have your trash set out. So, a lot of that information as well as we have another document that can be put on your website, social media and available at your office and Neighborhood Resource Center. We're also talking to staff about standardized recycling stickers for the bins, so looking at opportunities, like many of the local governments around this area are and standardizing some of these educational outreach so it's consistent whether people are moving across the metro that they are seeing the same information.



At this point with all the efforts that we've been working with the Unified Government we kind of have a few final recommendations.



Recommendations

1. Continued coordination with WM on collection status, service optimization, and community engagement.
2. Formally request additional routes be utilized (vehicles) to meet contract times and mitigate missed collections, per Section 3.07 of the contract.
3. Develop Solid Waste Management Plan 5-Year Update as required by KDHE to focus on long-term operations, programming, and infrastructure.

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Continued coordination with Waste Management and Unified Government staff on the collection status, service optimization options, and community engagement. We would recommend that you formally request additional routes be utilized to meet the contracts and time of 5 p.m. and mitigate missed collections per Section 3.07 of the contract. Develop a Solid Waste Management Plan 5-Year Update which is required by KDHE to focus on long-term solid waste operations at the county disposal option, the programs that you all provide and potentially necessary infrastructure for the future.

With that, I'm happy to open it up for questions.

Mayor Alvey said could we go back to slide 14? It says Deffenbaugh historically ran 16-18 refuse routes. I understand that one of the least safe jobs for any employee is solid waste collection. **Ms. Drescher** said that is correct. **Mayor Alvey** said when Waste Management bought out Deffenbaugh they changed the requirement and only allowed them to pick-up trash from one side of the street. **Ms. Drescher** said correct. **Mayor Alvey** asked, did that double the number of trucks, did it double the number of routes. I mean are we comparing apples to oranges here when we say 16-18, 16-19 routes; it would seem to me it would require certainly more personnel, more trucks, more routes to accomplish the same thing. I just want some clarification on that. **Ms. Drescher** said this is based on the number of trucks and routes and this would be comparing to apples and apples in terms of the number of trucks that would be required to pick-up the number of households within the county. They have increased with the reroute. They're at 16 trucks so they are getting consistent with what Deffenbaugh previously ran, but again, there are some

changes in the way that they operate. For example, picking up only one side and I think what we've seen by the missed collections is that oftentimes they may forget to come back and pick-up the other side and that accounts for the other side of the street. But, yes, this is an apples to apples comparison.

Mayor Alvey said could you go to slide 20? Hours of collection are 7 a.m. to 5 p.m. and yet they've often exceeded that, and they are still ranging above that. How does that compare to other communities and do you look at our road system compared to other road systems in other communities that may be newer, wider streets, turns are not as narrow. Frankly, I'm surprised some of the trash trucks make it down my neighborhood. Are they within range or are we on the high range of number of missed collections or late pick-ups? **Ms. Drescher** said on number of missed collections, you all are higher than what we would typically see in a community.

Mayor Alvey asked, can you correct for that based upon the infrastructure that's available to run the routes or do you. **Ms. Drescher** said based on the fact that they are still missing collections and they are continuously exceeding the contract completion time, that is why we would recommend they have more trucks on the streets so they can divide up the load more appropriately and also to have more supervisors on site. One thing that we have observed is that sometimes the misses have been reported to be collected, but when UG goes out to observe them, they have not been, so just some more oversight on Waste Management's part in terms of their quality control. We would not recommend, and most communities do not allow trash collection past the point of a certain period of time—past a certain time due to the safety of being on the road when it is dark outside. The City of Olathe oftentimes their trucks are coming in mid-afternoon because they really want to get off the road as soon as possible.

Mayor Alvey said when it says on slide 5, at some point February 2019—August 15 Waste Management stopped self-reporting misses. **Ms. Drescher** said yes. **Mayor Alvey** said so now we are collecting the data—it's explained at the bottom there. Waste Management stopped reporting self-reporting misses August 15th and so now we're doing the data collection. Contractually, is that something they're required to do or is that something—**Ms. Drescher** said contractually they are not required to self-report the missed collections back to the Unified Government. They were doing this as you worked through the reroute process to provide that information and based on some feedback that they were receiving from the Unified Government being displeased with services. Per the contract they are supposed to address the complaint, but

they're not necessarily required to self-report it back. **Mayor Alvey** said so they were collecting this data for their own purposes for the rerouting. **Ms. Drescher** said yes and sharing it with the Unified Government. Now, Unified Government staff—we're trying to get it through 311 Contact Center as well as the UG staff driving around and observing routes to confirm that those missed collections have been resolved.

Mayor Alvey said, Jeff, since we've been doing this do you think we're getting a pretty accurate count of the misses? **Mr. Fisher** said yes, I believe staff feels fairly confident that it's accurate.

Commissioner Kane said they're still not doing their job. Are they better, some. What do we pay these guys? **Mr. Bach** asked, do we have that number. **Mike Tobin, Deputy Director of Public Works**, said yes, the contract is roughly about \$8M a year including the Unified Government sites, residential trash collection and the recycling. **Commissioner Kane** said there's not a week that goes by that I don't get a complaint about these guys. They're really good about the 6 pick-up a.m. and p.m. and, Doug, I've mentioned this to you before; they are there early sometimes. I know everybody is getting up at that time, and I get it during the summer, but they don't pick-up when they say they are. On my street last week, they got the trash and missed the recycling on the other side, this last Monday, and the people are tired of calling 311. They're just fed-up with it. When they call us, the commissioners, and say what are you doing about it and, in fact, I've called some of our guys, please go pick that up, I'm tired of listening to it. If we're paying these folks \$8M, then maybe we need to fine them \$400 every time they miss some so the sting hurts.

If we performed our job like that, I think they would fire us. Somewhere we need to send them a warning shot that we've had enough of this and if it's 18 trucks or 20 trucks to perform the function at \$8M, we pay them enough money to throw those trucks out there. There is no doubt they need more supervisors so they can drive around, so I don't have to call Jeff and those guys, go pick this trash up. It's almost like they don't want to do it.

Ever since these guys have taken over there has been nothing but trouble and before we had a little bit of trouble, but nothing like what we're getting now. Maybe you guys numbers are showing is better, but like I said, a guy called the other day and they miss him every other week because he's in a cul-de-sac sitting off the back off 123rd Street. When you're going up a cul-de-

sac I don't know how—if you turn right, you're going to go right all the way around it, you don't have to turn the truck around. It's frustrating. This may look good on paper but it's not good and I'm disappointed.

Commissioner Philbrook said I have some of the same complaints that the Commissioner does, but I have some other questions. When we talk about field data, how reliable is this field data that we're saying we're collecting? I mean really because it sounds like a guesstimate to me because there are a lot of people that don't call because they are fed-up with the 311 system because they feel like nothing happens and they're not getting a response back from Waste Management. It's like wait a minute, big concern here, oh gee it sure does look different now that they're not reporting, so that means we've got to be missing a bunch of stuff. There is no way it got that much better consistently, and this isn't against our folks working for us, but they can't be out there. We don't have enough people to go out there following around every truck every day to know what's going on. I have questions around that for sure.

How do we—and I know nobody really has the answer to this, but how do we encourage people now that they're not reporting what they're really doing to call 311 to keep ping the problems when they haven't really seen the results? How do we encourage people to do that because that's really the biggest report mechanism is 311 and the commissioners. Am I off base on that? Somebody please clarify for me if you can.

Mr. Tobin said, Commissioner, to respond to your first part, we have two staff members that are, since Waste Management has taken over, been pretty much dedicated to tracking down the misses, correcting the misses, making sure that Waste Management does what they're supposed to do. Two people cannot cover every trash route. There are going to be misses, however, they have been very diligent, and I know you may not think these numbers have gotten as good as the chart looks, but they have gotten much better. They are doing a better job. Are they doing a great job, no.

To the second part of what you were saying, and help me out here, what did you ask on the second part? **Commissioner Philbrook** said I don't know, I asked too many of them and they all ran together. I just kept talking. I talked about the reporting and how accurate is the reporting. **Mr. Tobin** said I think with an improved educational piece that we are going to put out, I think we can get more people to call in on 311. I don't think everybody knows that they can call in on

311. **Commissioner Philbrook** said most of the people that call the commissioners say they are tired of calling, at least this commissioner, because they are tired of calling 311 and they're getting no response. What somebody tells me, I have to listen to what they tell me. I don't know how accurate their numbers are or anything because I'm not following that house either, so I have to go by word of mouth. Our citizens do have a right to complain about us not providing certain services and trash is a definite necessity because we have enough of that.

Ms. Drescher said I will say we're working on these community engagement efforts right now with this flyer, but we do anticipate as a part of the Solid Waste Management Plan to go more in-depth to look at where the Unified Government Solid Waste Program is going to go in the next 5, 10, 25 years and what the community engagement plan would need to be to make that successful. So, if you all were looking at making changes to that system, what would that be and how would that be appropriately communicated and engaging the community. **Commissioner Philbrook** said so you're talking about—you're asking now the commissioner actually work with you to engage the community. Is that what I'm hearing? **Ms. Drescher** said that would be a part of the plan process that we would identify.

Commissioner Philbrook said I'm just asking exactly because most of us don't mind engaging as long as we actually have some answers to give our folks and a lot of us have a lot of good connections that we can work with the folks out in the community and bring them together to give them the information to try to encourage them for 311. You just have to understand when you keep taking a drink of that lemonade and there's no sugar in it, eventually you just give up the lemonade. It's just the way it is. You don't get back what you want, you just get a lot of stuff, so I know you guys love my analogies, sorry. It was one of the cleanest analogies I could think of for right now because it is pretty cumbersome and it's a mess.

Having said all this, I appreciate all the work. It's not that I don't appreciate the work you're doing. I think that we're pushing a bolder uphill. I think that's probably the problem because we've had a lot of problems for a lot of years that have been building up and, yes, Deffenbaugh did a wonderful job, but Deffenbaugh was a local youngster when he started out in the 60's. He had family connections and he cared. This is a whole different ballgame. This is a big company that they want to make money, you can't blame them. Deffenbaugh didn't do bad either, but he took care of his people a lot better.

I think you're on the right track as far as community involvement and I think you need to involve all your commissioners and listen to what they have to say on getting this word out.

Commissioner Markley said just a couple of things. Jane, on your point about how do you get them to call 311, when they call me I tell them we can only fine them if you call 311 and most of the time they're really excited about the idea of getting back at Waste Management and they're excited to call in thinking they're going to get to fine them for the missed collections. I tell them this is how we are enforcing our contract and if we're going to get that fine, then you have to make those calls, so I don't pull any punches when it comes to that. **Commissioner Philbrook** said the downside to that though, Angela, is that when they don't hear back. **Commissioner Markley** said yes, that's true, there's no follow-up. **Commissioner Philbrook** said there is no follow-up. It's like I'm yelling and screaming into a vast universe and where is it going to stop. Yes, I know, I think we all do the same thing, but thank you for saying that. **Commissioner Markley** said it's very frustrating. **Commissioner Philbrook** said I feel for them because I call 311.

Commissioner Markley said the other thing I would say is I get missed pick-up calls as well, so I think we're all still getting some number of those calls. I will note from February through August, those are numbers including Waste Management self-reports, right? **Ms. Drescher** said correct. **Commissioner Markley** said so you can see where our staff numbers may not be that far off because when Waste Management was still self-reporting, but it was after the reroute, we still saw an improvement which isn't as evident in this slide as it was in the prior one since we zoomed in. No matter what, the reroute obviously created some level of improvement, so hopefully, our staff numbers sort of match up with that change.

The last thing I would say is like any company, Waste Management has some really good employees and probably some really bad ones. But I would just encourage, and when I talk to constituents, I encourage them to recognize these guys are working their butts off and there aren't enough of them and sometimes their people aren't showing up to work. They've got one guy on a truck who is having to get out and go get the trash and put it in the truck and then go back in the front and sit in his chair. I just encourage people don't take it out on the workers. They are trying their best, they're trying to get out there and get your trash and they're doing a job that nobody else really wants to do, so be kind to them as they're trying to get their work done. It's not their

fault that we don't have the number of trucks we need and that we don't have the resources we need through Waste Management, so treat them kindly.

Commissioner McKiernan said I'll echo some of the comments that have already been made. When you put up this particular slide right here I thought, uh, Kirk, they must not have talked to the Prescott folks. We have a neighborhood where it's not just one house that's not getting picked up, it's an entire neighborhood. It's not just one day it's not getting picked up, it's week after week after week after week that it's not getting picked up. The entire neighborhood is very frustrated because they have been consistently reporting to Waste Management, to 311, to Mike, to Kirk, to myself and nothing seems to change. I agree with every optimization effort that's on the slide. I worry about Waste Management's capacity to comply with any of our optimization efforts.

In addition, we've had the opposite of missed pick-ups. We've had pick-ups that have come extraordinarily early and have interrupted neighborhood sleep by coming extraordinarily early and loudly. Again, it seems as if we've had week after week after week after week of back and forth emails and communication with no apparent change in behavior. So, again, I am skeptical of Waste Management's ability to actually work with us to positively solve any problem that we put before them.

I will say that in terms of optimization efforts, I think we definitely need your number two, definitely need to follow through on that. In terms of enforcing penalties, I would absolutely endorse that. I think if it's written into a contract we should make sure that they uphold a contract that they signed. I do think we need to evaluate if the appropriate number of vehicles are being used, your number five, reserve vehicles for missed collections; absolutely would be a wonderful tool so that when an entire neighborhood is missed, it's not well sorry, drag it back behind your house, we will be back next Wednesday, so it's not a week later that they come and rectify that situation.

I do think, and I don't see it on here, and I know that we've talked about it every now and then about increasing our efforts to communicate to everybody that puts trash out, let's put it in a bag, put it in a can, put it out the night before. I think if there is anything that we can do, and I think any of us driving in our neighborhoods, will see trash that is both too early and not properly sit out and contributes to blowing papers in the neighborhood.

If there is any way that we can find to improve the education of our residents on how and when to best put out their trash for efficient pick-up, I think that would be great. Did I just miss it and you had it there? **Ms. Drescher** said yes, that's a great note and all these things, as you said, these are things we can encourage Waste Management to do, but again, the way that these things can be enforced is through the penalties as well as through liquidated damages if you all formally request additional vehicles and that is not provided. There's that process for that as well as we are working right now on the community engagement here so this will be a BPU flyer working with staff on when to get that sent out to residents as well as something to go on the website, on social media. We will continue engaging on how to support you all and informing your residents. It says here when to put it out, what to put it out in, what you put recyclables in, what can be recycled and then how to report missed collections.

Commissioner McKiernan said I'm going to throw just one monkey wrench in your works. I don't get a paper BPU bill. I do eBill. I do it all online so anything you stick in an envelope I won't see unless I specifically go make an effort to find it. It's a huge amount of effort but doorhangers or postcards—it's a huge amount of effort and it's a huge amount of money, I get that, but doorhangers or postcards might be a better alternative if we really want to increase density of coverage as opposed to the BPU bill.

Commissioner Markley asked, would there be a way to find out from BPU who all does the eBill and then send postcards to those people and everybody that gets a paper bill gets it in the bill to reduce cost. **Commissioner McKiernan** said I'm guessing there would. I will be a contrarian just because I'm so good at it. Even when I get paper bills I go right for the bill and the return envelope and I throw everything else away without looking at it because I say to myself, I've seen this all before, it's the same stuff. Anyway, I'll stop.

Mr. Tobin said, Commissioner, we did fine them close to a half million dollars in 2019 and we are still fining them. This is a fine of some \$65-\$70K for January that hasn't been deducted yet from their payment, just for the record. **Commissioner McKiernan** said thank you. I appreciate that update.

Commissioner Burroughs said I don't know what they've been able to accomplish but I will state I haven't had a problem with my trash. My neighborhood has been very pleased with the service we've gotten over the last year. The two gentlemen that work our neighborhood are really good guys. I have a chance to go out and meet with them and visit with them in the mornings at times. During the summer there's cold water and actually I exchanged Christmas gifts with them at Christmas, so I do value the work that they do, and I've noticed newer trucks, so I appreciate that, and they are very timely. I can nearly set my watch and that's why I usually catch them in the morning.

I do have a comment I would like to make. I live over right by the Holliday Drive, close to the entrance to the Waste Management facility. On any given day that road is an absolute mess where the entrance ramp going to northbound I-435, from the entrance of the facility all the way down to the ramp almost to the Water Pollution Control facility, I call it liquid chocolate. It is so wet, and you can't see the median, the shoulders of the roads are so dirty and muddy you can't even tell where the shoulders stop and where they begin next to the road. If it rains, you'll carry the debris all the way down the street into your home nearly halfway to my house. That's a good 1.5 miles from the entrance of that because the muck is so bad and the odor that comes from that is terrible.

The ramp—I've already had one family member that's had an accident on that ramp because the ramp is so slick from the debris off of the truck whether it be mud, garbage, whatever it may be. I would just ask that whoever is responsible for maintaining the cleanliness of that road, it's a safety hazard, it's just a matter of time before somebody is going to slide out of that intersection into one of your trucks and heaven forbid it would be one of the trucks slide through that intersection and hit somebody. They have been picking up more of the trash and debris that is bound to be there, which I'm grateful for, but my number one complaint is the condition of the roadway where that block in front of the entrance clear down past the 435 entrance and exit ramp nearly to the Water Pollution Control station. The median, you can't even see the median. It's usually covered in mud so bad that you can't find it.

Anyway, that's the only complaint that I have. I'm pretty happy with my trash pick-up. I'm pleased to know that they are making progress and, hopefully, some of the others here will have the same success we've had on our side of the community. Just don't move my two guys or I will be complaining. **Mr. Fisher** said staff will look into the road issue tomorrow.

Commissioner Townsend said during the month of May through August with a slight decrease in June, it seems like whether it was pre-reroute or after reroute, those are the months during which we have the most missed pick-ups. I'm supposing it might have to do with vacations or what have you, I don't know, you can tell me. I'm interested in knowing since we know that's when we have the most pick-ups missed and the time of the year when you certainly don't want trash missed, what plans, if any, have been made to mitigate that and bring those numbers down? **Mr. Fisher** said one thing we hadn't mentioned yet that Melissa Sieben and I did, we were introduced to the new route manager and that person started in August and I'm pretty certain based on a conversation we had with him the reduction we see in September to date is to some degree because of him and how he manages the operations. It seems to be different than before. I was fairly impressed with that person. That's something we hadn't mentioned yet, but I think it's important to note. I don't know if I answered your question, but I did want to mention that.

Commissioner Townsend said we will have to see through '20 if his addition is really the reason we can look for these to go down. I'm not surprised September through December because most people aren't on vacation during that time.

I will say that when I've had calls from my constituents the customer service manager who had encouraged all of us and met with us I guess a couple of years ago to call him, I've done that, he's been responsive, but we do want to get in a situation where I don't have to call him as much.

I would certainly like to see an increase in the routes if you're proposing what I think you did for recycling. I think I'm the only one doing that on my block but still it's gotten better with the reliability of those pick-ups so I would like to see that, and I probably get half as many calls about recycling being missed as regular trash.

Mr. Bach said I want to make sure the Commission understands, we didn't present this information to you tonight from a standpoint that we are satisfied with the service we are getting. The work that was done while being delivered to the Commission was also a step in the process that we needed to have from a staff perspective to go through and do an analysis of the delivery or where the failures and delivery were being done by Waste Management. It's one of those things we have to look at it as a major service that's provided in our community and we want to find solutions. When we sat down with Waste Management, and I've said it to them, my goal is not to

penalize them a half million dollars a year. My goal is to pull up that penalty slide and be able to say there's nothing on it, it's zero because we want quality service. If it costs us \$8M, we pay it and we get the service we want and we're willing to pay for to get it done.

I don't want to have two staff members out following them around figuring out where they're failing to do their job every day of the week. We work way to hard through the budget process to get staff members assigned to do other things, other services we need in our community, so the fact we had to reassign these individuals from other duties they were doing to work on this because it is one of the highest priorities we have was nothing I wanted to do, but we needed to do it in order to follow along with this and keep up with it.

I do believe they've done better, and I think these numbers do fairly accurately reflect probably the change and the better service they're providing in our community. As the Commissioner pointed out, the correlation between our 311 calls and their reported misses come together somewhat, so it looks like that drop-off in where 311 and where our team is tracking them looks fairly accurate, so we do believe we've seen a great improvement in that regard. When I say great improvement, it doesn't mean great job. It means they've still got to do a lot of work because we don't want to have that happen.

This report has come forward to say they need to have more trucks running service delivery. That is a step in the process that we had to have so I can now send them the letter as we go back through that, analyze and say okay, here's our justification based on the analysis we had with Burns & McDonnell. You need to increase the number of trash trucks running in our community as well as the number of recycling trucks running. They have the right to come back and offer different answers to that, but that puts us in that stage of the process. That's a letter that will be going out now.

I think you've also discussed that making some evolution in our community is also necessary and that's one where we as a community have to look hard at where are we going to be in the future as far as contained trash. When we look at and we see litter blowing around in our community, that's because people sit out open bins on the trash five days a week. That trash then blows. That doesn't have anything to do with Waste Management. That's the way we are telling our customers that's okay to do it because we will pick it up any way. It needs to be contained. We're going to have to require it be contained or we're always going to have trash blowing around in our community. That step to help reduce litter in our community will also help Waste

Management. There are things like that we have to look at internally and evolve with while we work with Waste Management to continually improve their trash.

I just want to be clear; this is a report so you understand where we're at and we're going to continue pushing and working hard until we get our service back to the level it should be.

Mayor Alvey said thank you for that presentation. We're going to move on to our SOAR Update.



Melissa Sieben, Assistant County Administrator, said we are here with our 2019 and 2020 SOAR presentation. As you know, we always come with our group of SOAR Coordinators and we have a lot of them tonight, but the importance, again, is to show how we're working across departments to improve many things for the Unified Government, its residents and businesses.

I just want to emphasize that when we started this program almost four years ago now our goal, which the Mayor has been talking about this week, wants to improve the quality of life in Wyandotte County. We're going to be doing that and have been trying to do that the last three years through improving appearance, communication, and safety.



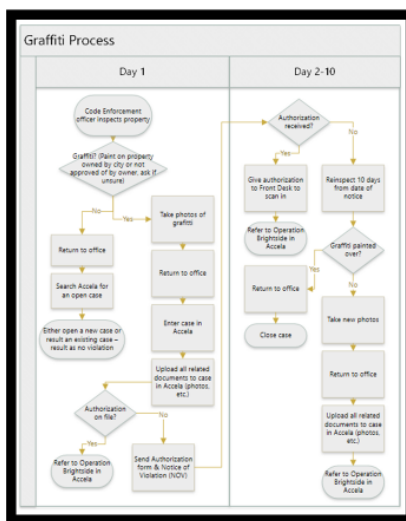
The quality of life in Wyandotte County is obviously critical to all of us. We live here and we really have put a lot of emphasis on that with our SOAR program.



Without further ado, we're going to turn over to a 2019 Year in Review and I'm going to have Greg Talkin speak on the first slide.

2019 PROPERTY MAINTENANCE ACCOMPLISHMENTS

- Developed workflow process documentation for all Code Enforcement processes
- Sent letters to 2018 "repeat offenders" of weeds/grass violations, decreasing time to abate by 14 days
- Hired new Codes manager - 12/13/2019
 - Position was vacant from 7/12/2019-12/12/2019
- Participated in multiple Accela training and visioning sessions in advance of 2020 upgrade



Greg Talkin, Neighborhood Resource Director, said in Code Enforcement/Property Maintenance we took the time to go back and map all of our processes as they were because over time we know we're continually working to improve those processes to increase the safety and the appearance of our community.

An example of one of the maps that we had done was weeds and last year we implemented a process to where if they were a habitual weed violator the year before, they got a notice from the get-go before the season even started and that was their notice; therefore, we were able to skip 14 days in that process to get it over to the abatement team and get it done.

Another item from the Property Maintenance section that actually was—this year we went without a Codes Manager for a good period of time in 2019. The position was vacant from 7/12 to 12/13. During that time Rachel Miskec acted as Interim, but she also had the Rental Licensing Program underneath her belt at the same time.

The one thing I got a loop back on this last bullet item on the Accela, this mapping that we've done that I mentioned the first point is very important as we move into Accela and mapping our processes we implement the new Accela.

2019 PROPERTY MAINTENANCE ACCOMPLISHMENTS, CONT.

- Automated the request process between Codes and Parks systems.
 - Accela now automatically creates requests in Lucy, which makes a consistent and reliable workflow
- Updated the standard for private boarding of structures to reflect UG's method
- 2019 UG Boarding
 - 137 total
 - 124 private properties boarded by the UG
 - 13 Land Bank properties



Kristen Love, Parks & Recreation, said the biggest thing in 2019 that we went through is we automated the process between Codes and Parks for the 14 day abatements that come across. In 2018 it was a report that was run through Accela and then emailed to each person that needed it, printed it out and then handed it to the crews to go get it done. Now Accela automatically generates a report every night and it shows up in our Lucy inbox each morning. To improve communication and make it more reliable that was just the best way to do it.

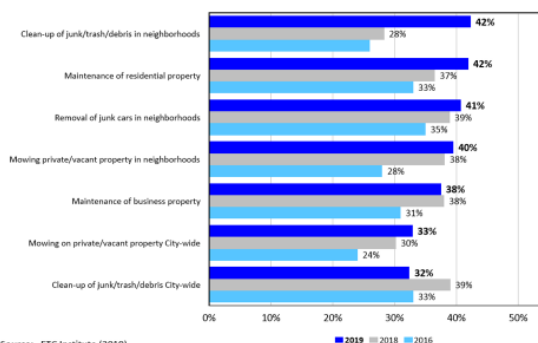
To improve safety and appearance we changed the public boarding standard to mimic the one that we use inhouse. So, now you'll see like this is an example of one we just did a few weeks ago. You'll see that everything is boarded, each opening, it makes it much safer for the community and also looks a whole lot better when you're driving past it.

PROPERTY MAINTENANCE SUCCESS – SNEAK PEAK AT RESIDENT SURVEY RESULTS

Satisfaction With Enforcement of Codes and Ordinances

Trends: 2016, 2018, and 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



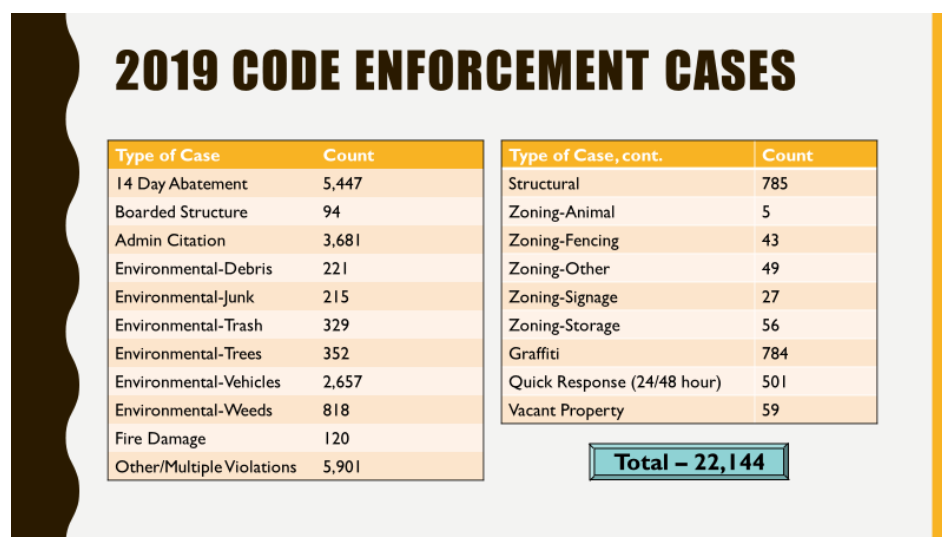
Source: ETC Institute (2019)

Ms. Sieben said we wanted to give you a sneak peek because we were really excited. This is how 2019 Survey Results and what you can see is over the last three years with the work that this team behind me has done, and many others that are not represented here tonight, we have significantly moved the needle in the area of code enforcement because it was where we needed to start. What we're seeing is on the top ones there we have a 14 point jump in our neighborhoods, what people are seeing, which is just absolutely amazing.

We're noting also here is some of things we're going to talk about for 2020, maintenance of business property and then trash and debris citywide. We just talked about litter a few minutes ago. That's something that we really are going to be working on is legal dumping as well as littering in the community.

The business maintenance, you can see a bit of a jump there, but we've leveled off. We have one Zoning Enforcement Officer and it's very difficult to kind of move that needle.

Mr. Talkin said the next slide I'm going to have staff present, but before I do that, I missed an opportunity in the first slide I spoke on. I had mentioned the absence of Code Enforcement Manager because I don't know if the Commission is aware, but Patrick Holton has been appointed to that position as of the end of December and he has the next slide.



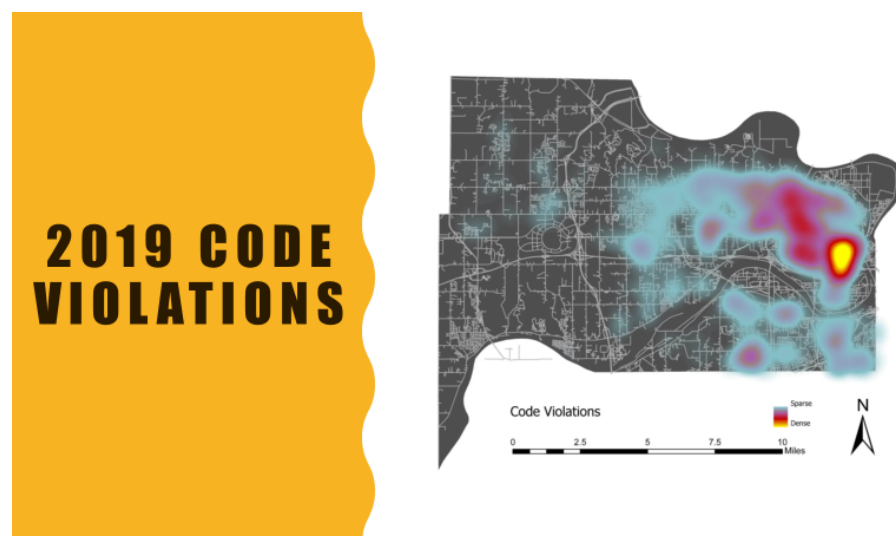
The slide is titled "2019 CODE ENFORCEMENT CASES" in bold black text. It features two tables with orange headers and a total count box at the bottom right.

Type of Case	Count	Type of Case, cont.	Count
14 Day Abatement	5,447	Structural	785
Boarded Structure	94	Zoning-Animal	5
Admin Citation	3,681	Zoning-Fencing	43
Environmental-Debris	221	Zoning-Other	49
Environmental-Junk	215	Zoning-Signage	27
Environmental-Trash	329	Zoning-Storage	56
Environmental-Trees	352	Graffiti	784
Environmental-Vehicles	2,657	Quick Response (24/48 hour)	501
Environmental-Weeds	818	Vacant Property	59
Fire Damage	120		
Other/Multiple Violations	5,901		

Total – 22,144

Patrick Holton, Code Enforcement Division Manager, said this slide just shows the number of codes cases which were created in 2019 pointing to the number of 22,144 total cases. That lead to about 55,000 inspections by our office which is about 2.5 inspections per case. I also wanted to

point out the emphasis on 14 day abatements and vehicle violations and how our office is working to effectively change the neighborhoods appearances and safety by getting rid of junk vehicles and also cleaning up the weeds, grass and trash in the neighborhoods with those types of cases.



Ms. Sieben said here's just a heat map showing where the violations are most common. Without further ado, we're going to turn this over to Rachel.

ADMINISTRATIVE CITATION FEE INCREASE

- Increased Administrative Citation fee schedule with Commission approval on 3/28/2019
 - Change fully implemented by 5/28/2019
- Total administrative citation cases in 2019 – 3,681
- Previous administration citation fee schedule
 - \$100
 - \$200
 - \$500
- Increased fee schedule (starting 5/28/2019):
 - Total cases 5/29/19-12/31/19 – 2,385
 - \$750 – 107 cases – 4.49%
 - \$1000 – 51 cases – 2.14%
 - \$1250 – 9 cases – 0.38%
 - \$1500 – 23 cases – 0.96%

Rachel Miskec, Manager, NRC, said on this slide what we're talking about is the administrative citation fee. The fee schedule was increased in March 2019. It appears from this slide that the increase has encouraged compliance because the fee has increased. The number of cases we had to apply that to has decreased. I will note that the nine cases on the \$1,250 fee is actually--\$1,250

is only used to fine those that don't register their vacant property. They aren't used for regular code cases so that's why the number is not following the pattern of dropping as the other ones are. It was also expanded for the use of the admin citations from not only Code Enforcement to include other departments. Several other departments including Zoning and Public Works and it is already helping them with their effectiveness as well.

Vacant Property Type	Count
Total Vacant Properties in Registry to date (May '18 – Feb '20)	1,141
Total Mortgage Held Vacant Properties to date	633 – 55%
Total Privately Owned Vacant Properties to date	508 – 45%
Mortgage Held Vacant Properties Added in 2019	284
Registered Mortgage Held Vacant Properties Added in 2019	230 – 81%
Privately Owned Vacant Properties Added in 2019	389
Registered Privately Owned Vacant Properties Added in 2019	23 – 6%

2019 VACANT PROPERTY REGISTRY ACCOMPLISHMENTS

This slide is regarding our vacant property registry. One thing to note on here is where it states that the mortgage held vacant properties, they're not necessarily vacant. They can be occupied but the fact that the mortgage is in default is what pushes them for the requirement for the registry.

Ms. Sieben said on to demolition.

2019 DEMOLITION ACCOMPLISHMENTS

- The additional \$2 Million added to the 2018 & 2019 demo budget allowed staff to clear the demolition backlog as far back as 2012
- 2019 total demolitions awarded:
 - 75 residential structures
 - 3 commercial structures
- Enhanced communication with the public by putting SOAR signage at all demolition sites
- 2019 determined straw waddles are the new standard
 - more attractive and easier to mow



DEMOLITION IN PROGRESS

Stabilization, Occupation, and Revitalization



SOAR is a 5-year plan to control some of the most pervasive challenges in the appearance, communication, and safety of Wyandotte County neighborhoods. Demolition is an important part of SOAR, as it removes dangerous and unfit buildings from these neighborhoods. Learn more at www.wyandotte.org/SOAR.

If you see any suspicious activity at this property (or any property) please call 911.

Contact the Demolition Program at (913) 575-8647 or visit www.wyandotte.org/NBC/Demolition

Mr. Talkin said I believe the Commission is aware that in the past in 2018 and 2019 you guys approved an additional \$2M for demo for those two years. That made a significant impact for us to clear all the backlog that we had on the property. Properties were on there as far back as 2010, maybe 2012. At the same time, we also entered SOAR and we also during that process were able to remove some properties from demo and get them to the tax sale Land Bank process and get them into the market and a few of them were also rehab. As of 2019—in 2019 we awarded 75 residential structures and 3 commercial structures. I will note, one of those commercial structures was on our list and radar for probably 15 years if not more.

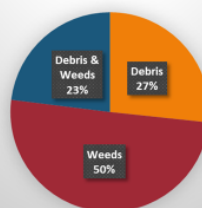
Enhanced communication with the public by putting SOAR signage at all demo sites. On the right-hand side there, that's an example of the sign that we now place out on the property when we go to write-up the spec which means that's going to be placed on the property of 2-3, maybe 4 weeks, before it's actually razed alerting the neighbors that there is going to be activity there.

In 2019 we also had done a test pilot comparing and moving to straw waddles because of the issues we were having with the regular silt fencing. It looked like torn up trash bags thrown up all over and if a lawnmower hit it, it was even worse. We've had a lot more success with the waddles. Even if they do get hit with a lawnmower they are 90% straw, there is some nylon string, but most of it is biodegradable and will mix in and Park crews have no issues with this straw. We have permanently moved that as part of our demo specs.

2019 ABATEMENT TEAM ACCOMPLISHMENTS, CONT.

- Parks caught up on abatement cases in December after NRC was asked to stop sending mowing requests after October 18th
- At their furthest behind, the Abatement team was 8.5 weeks behind.
 - For tax current properties, that means from the time the property owner received the initial notice to when the crew was able to complete the abatement was almost 11 weeks
- Budget staff created a separate program for Mowing in the budget so that exact costs can be more easily identified

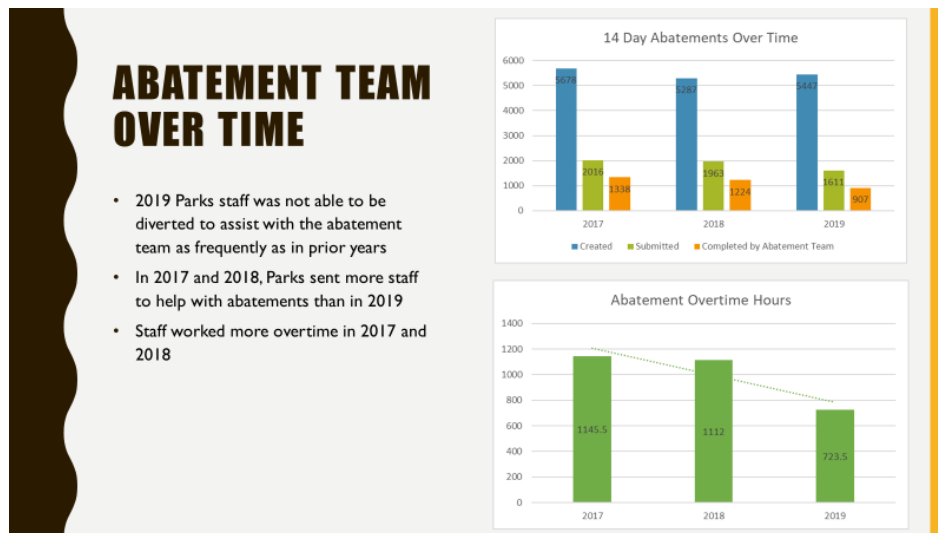
2019 Abatement Types



Ms. Love said some of the accomplishments from 2019 from the Abatement Team is by December we had completed all of the cases that had been sent over to us. We receive abatements all year, but the mowing, which you see the weed types of abatements, are about half of what we do. That season runs from about April to October. They can continue sending them over but at that point we're probably just not going to get to them by the end of the year.

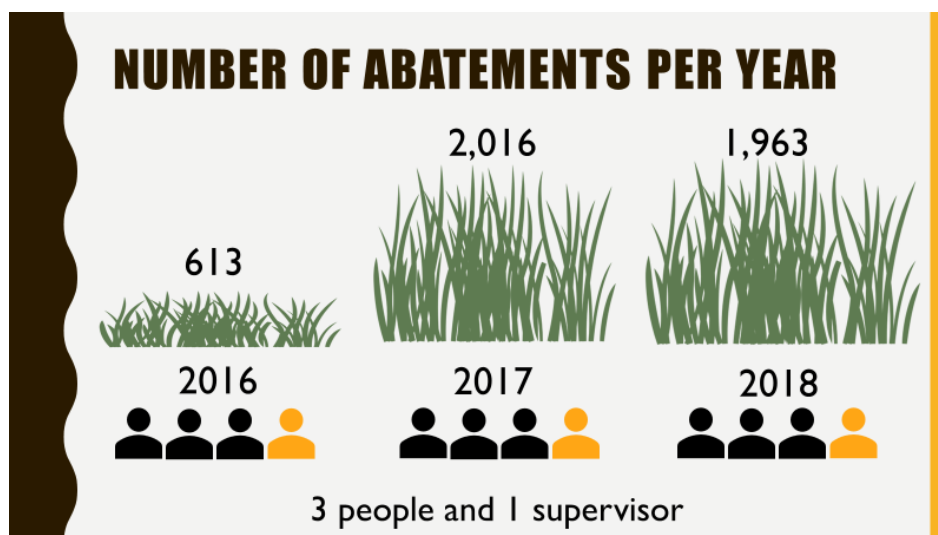
The biggest thing with our struggle is being about 8.5 weeks behind, but for the properties that are current on their taxes Code Enforcement will give them 14 days to take care of their issue and so the complainant has waited two weeks for the property owner to take care of it and now has to wait an additional 8.5 weeks bringing it to almost 11 weeks before they see a resolution of their issue. That's why we really pushed for the additional team that we have this year and I want to thank you guys for that.

Budget also came in and created a separate program for us so we can really see exactly how much money is allocated purely to mowing.



You will see that the graph on the top reflects that the number of abatements that we completed this year certainly is not a reflection of the numbers of cases that Code Enforcement creates. The decline that you see is less overtime worked. That is the biggest factor. There are a few other factors that we can talk about if you have some questions. Parks staff in 2017 and 2018 we were able to kind of move some of those folks who work in our Parks over to the Abatement Team to help us kind of get back on track, but last year we were just unable to do that.

Ms. Sieben said what you're seeing here is that we are also probably achieving better compliance from folks as well simply because we are still issuing the cases in about the same level but we're not even having as many go to abatement.

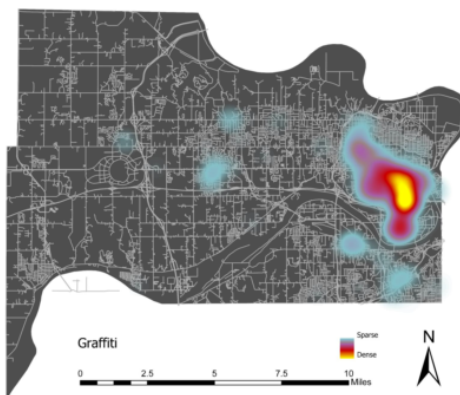


Just as a reminder, we shared this graphic with you last year just to show you kind of the number of staff that we had per the number of abatements that were coming over and how they were escalating. That's why the 11 weeks issue is going to be significantly impacted with the three individuals that will be starting this work and the equipment that's being currently procured for them, so we will double our efforts.



Logan Masenthin, SOAR Coordinator in General Services, said last year we kicked off some efforts to put together a multi-departmental team to work on graffiti prevention and then with graffiti abatement we also accomplished a lot in 2019. Through Public Works and Operation Brightside they were able to do 921 abatements. They worked 814 hours with two part-time employees and spent \$28K. This multi-departmental team is what we're excited about for 2020 and we will talk about that more.

2019 GRAFFITI CASES



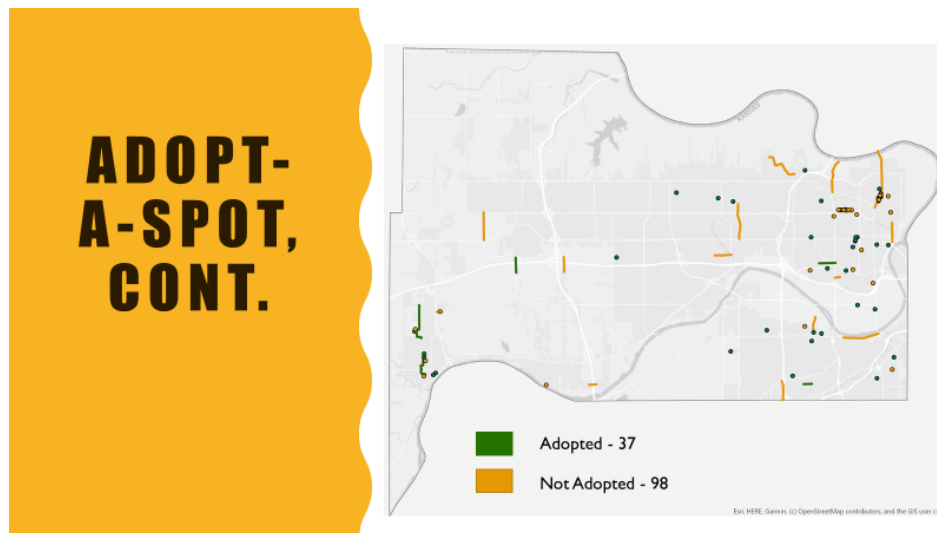
Another heat map for you to look at. **Ms. Sieben** said I think we'll just call this the District 2 SOAR. **Commissioner McKiernan** said but the beautiful thing is, going to graffiti, they are now abating it before I even see it. I get the report later. Yes, it was there, but these guys came by and it's gone now.

ADOPT-A-SPOT

- Allows groups to "adopt" parks, sections of street, or Land Bank lots in return for a sign with their name on it
 - Requires 3 cleanups a year for 2 years
- Launched in September with the adoption of Alvey Park by Mayor Alvey and his family
- Includes spots in Bonner Springs and Edwardsville
- **37 spots adopted so far**
- **98 spots still available**

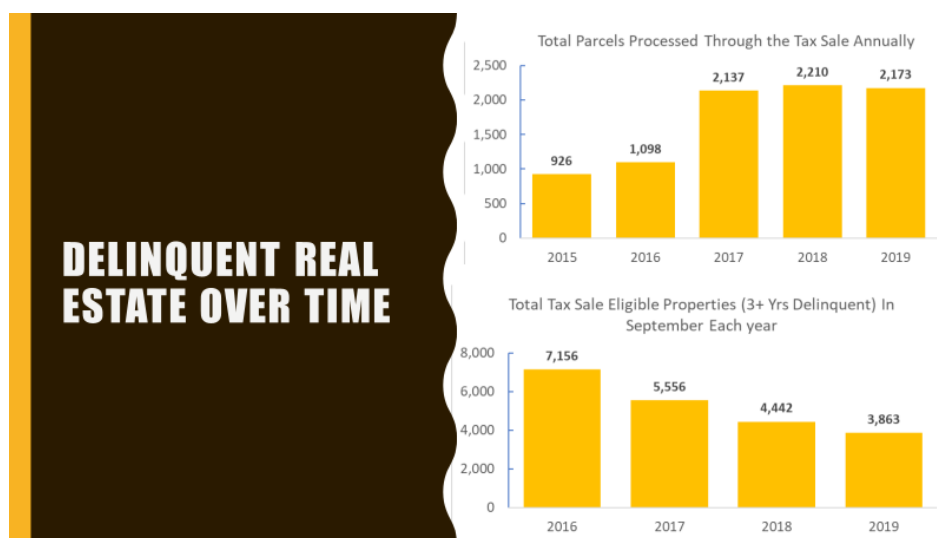


Ms. Logan said another cross departmental effort we did last year was create the brand-new Adopt-A-Spot Program. This was a really big push. We brought a lot of different staff together to create this and we were able to launch in September with the adoption of Alvey Park by the Mayor and his family. We were also able to reach out to Bonner Springs and Edwardsville and include spots in those locations. We have 37 spots adopted so far and 98 still waiting.



Another visual representation for you.

Ms. Sieben said now on to Delinquent Real Estate with Jenna.



Jenna Hiller, Delinquent Real Estate Manager, said this is a overview of what has been happening in the last few years with delinquent real estate, delinquent tax sales. In 2016 we were only doing two sales a year and in 2017 we moved to three. As you can see, we doubled the amount of parcels we are processing through the sale tax annually and that has continued to stay stable. In the last six months we have filled three positions we had vacant and they are doing really well. I have a great staff and I'm really proud of what they're doing.

The bottom graph there is the backlog of tax sale eligible properties and as you can see that has been going down. When we talk about the backlog, these are not the ones that are just currently becoming tax delinquent. These are the ones that have been delinquent for multiple years and we are catching up to that. Right now, this is the number we have in CIC for tax delinquent for more than three years. I think we can get that caught up in the next 1.5 years at the rate we're going with the parcels were processing. I think we're on track to meet that goal.

Ms. Sieben said that was a SOAR goal from the very beginning, day one, and we made that promise that we would be tax current in five years.



Ms. Hiller said one of the things we have done has been a cross-departmental effort with Code Enforcement. Through the SOAR process we have discovered a lot of things that we were able to do that we had forgotten we could do. One is to be able to move a vacant or abandoned home into a tax sale after only one year of being delinquent. We had forgotten that somewhere along the line. So now that Codes is out and they see these places that are abandoned, they are reporting them to us and we've made that process easier for them to report to us that these are vacant and can confirm that there are no utilities, there's no one there and be able to get those moved into tax sales a lot quicker than we used to and not just sitting there for three years empty. I think that's a really big win for us and I really enjoy working with Code Enforcement. We're going to continue to evolve that relationship and improve that communication.

We have a banned bidders list which are for people that have been on a property and then don't come back and pay and they are banned from the tax sale for two years and they are not

allowed to bid. We've expanded that to include people who have paid for property but then make a motion to have it set-aside, so they're not able to bid on properties for two years either which keeps people from—if it's not sold in the tax sale—if someone buys it in the tax sale, I'm sorry, and it doesn't get paid for, I think I said set-aside, it goes back to the original property owner. That's not always a good thing and that's not really what we're going for here. This prevents that from happening if that's the reason.

Also, people really need to go out and check these properties out before they go bid on them and if they go and look at a place and they're like we don't want it, there's a tree growing in the middle of it, well, it was in the picture and that's part of the process, going out and making sure that this is a place you actually want to own.

Another really important piece is the Land Bank. These people who are banned from bidding can't buy from the Land Bank either. Also, last year one of our goals was to pilot a letter to people who have a little less than \$300 to save them money on court costs and we sent out 50 and we got no responses. We're going to work on that. We're going to continue to move forward with that.

TAX SALE 345 / 52
1006 South 55th Terrace
Starting Bid \$6,283.42

Fees not included:

Outstanding Code Citations: \$4,095.98

2019 Taxes: \$1,796.58

2019 Special Assessments: \$0.00

TAX SALE IMPROVEMENTS

Added additional information to slides in the tax sale that involve structures so that bidders are aware of additional costs to a property that are not part of the starting bid, such as current year taxes, fines, fees, special assessments, etc.

This is one of the big things we changed this year with that is the way the tax sale actually works. The thing you see on the right, the fees not included. That didn't used to be there with structures. It was just the starting bid. These are additional costs that are not part of the starting bid. This gives the bidders an opportunity to really think through if I buy this property am I—can I afford the \$1,200 or \$12K it's going to cost to own this place, it's not just to fix, all these other things

that come along with it. This is just transparency, good customer service and we also at the tax sale have people from Code Enforcement represented there to answer questions. We have Treasury who are there now, we have SOAR, we have a whole fleet of people who are there to answer questions and deliver good customer service during the tax sales.



2019 LAND BANK ACCOMPLISHMENTS

- Updated the Land Bank Policy in collaboration with the Land Asset Management Team
- Land Bank Rehab Program as of January 21, 2020
 - 52 total rehabs complete
 - 25 in 2019
 - 67 houses currently in the program inventory
 - 193 rehabbers in rehab pool
- Total value added to property appraisals through Land Bank Rehab Program – coming to Standing Committee in March!

Chris Slaughter, Land Bank Manager, said as you can see, we have some slides here or pictures of some of our before and after of our Rehab Program, so I'm just going to touch on some of the numbers there. This slide does represent a couple weeks ago, so currently we still have 52 completed rehabs, we had 25 done last year. We are down to 65 houses in the inventory and we have over 200 contractors in the program. The last thing I'll mention on this slide is next month when we get the—2020 appraised values come out; we will present those increases in appraised value that we've seen since the program has been started.

Ms. Sieben said we try to build up some interest in coming to the meetings next month.



Ms. Sieben said in 2019 many of you have heard us talking about our Land Asset Management Team. We like to call it when we go to the LAM or being on the LAM, but when you're on the LAM you get to work on some really fun and interesting stuff which we're going to flare it out a little more when we talk about what we're doing in 2020. There were multiple excellent things that came out of this group last year and we've also added in a couple other departments as we realized we need them to help us as well. Basically, what we're working on here is improving data, quality data purity and establishing processes and procedures that help protect our land as assets.



Mr. Slaughter said one of those things the slide does mention, we did update the policy last year. A couple other things that the land group has been working on is we do now have review process

for demolition and also any property that is requested to be donated to the Land Bank we go the LAM and present to them in case there are any issues we may not be aware of. Again, as Melissa stated, if we look at our properties as our assets, how is the best way that we turnaround and protect those for us and get the most investment out of that.

2019 LAND ASSET MANAGEMENT TEAM ACCOMPLISHMENTS, CONT.

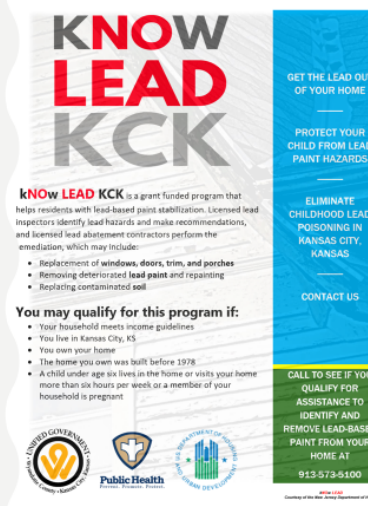
- Created formal process for Land Asset Management Team to decide whether Unfit buildings that are not immediately dangerous should be demolished or attempted to be rehabilitated by all available means.
- Process improvements included removing 21 structures from the Demolition list in 2017 to further evaluate whether or not they could be saved
 - Analysis of structures removed completed in 2019
 - 6 - placed back on the Demolition list
 - 4 - repaired or in the process of being repaired
 - 7 - purchased/redeemed in the Tax Sale, secure and being monitored by NRC staff
 - 4 - owned by Land Bank
 - 3 in the Land Bank Rehab Program



Rob Richardson, Director of Planning, said one of the things we've worked on really hard is figuring out what really should be demolished and what can be saved. Part of this team's role is to look at the properties. We have a set of criteria we go through to see should we demolish this, is it really ready to be demolished or can we save it. Through this process we were going to save probably 15 of these 21 structures so they will be rehabbed, put back on the market at a value between \$80-\$120K instead of spending \$10-\$15K to demolish it and having a big zero out there forever. That's been really effective for us and that's just one of the things we do at the different meetings. We spend a few minutes each time looking at these houses that are the demo list and really analyzing through the pictures and the folks that have been out to see them what should be done with those.

2019 COMMUNITY DEVELOPMENT ACCOMPLISHMENTS

- kNOw LEAD KCK Program in 2019
 - 25 Lead Paint Inspection/Risk Assessments and Healthy Homes Reports conducted
 - 20 homes completed the Lead-based paint remediation process and received Clearance reports to attach to Lead Safe Registry
 - 4 licensed and state certified contractors perform Lead Remediation in the program
 - 3 homes in the remediation process and 7 more under contract
 - 11 homes scheduled for Lead Inspection/Risk Assessments
 - \$331,462 spent on Testing and Remediation



KNOW LEAD KCK

GET THE LEAD OUT OF YOUR HOME

PROTECT YOUR CHILD FROM LEAD PAINT HAZARDS

ELIMINATE CHILDHOOD LEAD POISONING IN KANSAS CITY, KANSAS

CONTACT US

CALL TO SEE IF YOU QUALIFY FOR ASSISTANCE TO IDENTIFY AND REMOVE LEAD-BASED PAINT FROM YOUR HOME AT 913-573-5100

kNOw LEAD KCK is a grant funded program that helps residents with lead-based paint stabilization. Licensed lead inspectors identify lead hazards and make recommendations, and licensed lead abatement contractors perform the remediation, which may include:

- Replacement of windows, doors, trim, and porches
- Removing deteriorated lead paint and repainting
- Replacing contaminated soil

You may qualify for this program if:

- Your household meets income guidelines
- You live in Kansas City, KS
- You own your home
- The home you own was built before 1978
- A child under age six lives in the home or visits your home more than six hours per week or a member of your household is pregnant

Logos for the City of Kansas, Public Health, and the Department of Health are at the bottom.

Wilba Miller, Director of Community Development, said Community Development in partnership with the Health Department has been addressing the quality of life through the Lead Hazard Control and Healthy Homes Grant. This is where owner occupied homes with children under six can ask for an inspection and even the children under six who live, reside or visit there asks for a risk assessment to see if they have lead-based paint or if there are other healthy homes activities that need to be addressed. The owners may also have a resident that's pregnant there that would also qualify.

The total of 46 units have been addressed by the program to date and we have improved the safety of the residents, and sometimes the appearance of the home, through this lead remediation and the windows. We communicated with the public through billboards, BPU inserts, The Citizen and a speaker bureau for neighborhood groups.

2019 COMMUNITY DEVELOPMENT ACCOMPLISHMENTS, CONT.

- HOME Repair Program in 2019
 - 87 home repair grants totaling \$433,717
 - Included 38 roofs, 24 plumbing, 15 furnace, 6 electrical and 4 barrier removal grants
- Community Housing Investment Partnership (CHIP) Program in 2019
 - 14 CHIP loans
 - UG provided \$209,986 in down payment assistance and leveraged \$1,470,434 in first mortgage loans and \$156,851 in private funds for a total of \$1,837,271



Another way that we address the quality of life for residents is through addressing life, health and safety for low and moderate income residents. You can see in the pictures that we've done furnaces; you see the bad one and then the good one and then a roof, the bad one and a good one. During 2019 we did 87 home repairs that included roofs, plumbing, furnace, electrical and barrier removal grants.

Lastly, we address quality of life for residents through down payment assistance of quality affordable housing for low and moderate income residents and homebuyers. We've completed 14 CHIPS in 2019.

2019 NRSA/PARK DRIVE NEIGHBORHOOD ACCOMPLISHMENTS

- Launched new 118 18th St. bus route – the UG's 1st new bus route in over 10 years
- Completed curb and sidewalk improvements near Regan Park. The project includes a finished walking trail network that is approximately .25 miles long.
 - This feature improves walkability, as well as provides health and wellness opportunities.
- Central Area Master Planning process began
 - May 29 – Kickoff Steering Committee meeting & Community listening session public meeting
 - October 24 – 2 Steering Committee meetings



Ms. Masenthin said another thing we've been working on with SOAR is improving quality of life for Park Drive residents through the NRSA Program. In 2019 some of our big accomplishments

were launching the new 118 18th St. bus route, the UG's first new bus route in over 10 years. We also completed curb and sidewalk improvements near Regan Park which improved walkability and provides health and wellness opportunities. We kicked off the Central Area Master Planning process as well.

Commissioner Johnson asked, what district was that Logan that you just went through. **Ms. Masenthin** said that's District 4. **Commissioner Philbrook** said and a little bit of 8, thank you very much. **Ms. Sieben** said and a touch of 2.

2019 NRSA/PARK DRIVE NEIGHBORHOOD ACCOMPLISHMENTS, CONT.

- Completed Code Enforcement strategic effort (blitz) in the Park Drive Neighborhood/NRSA
 - Sent letters (1,023), in English and Spanish, to every resident before blitz to inform and educate them
 - Staff believes this helped lower the number of violations and cases required – 535 total



SOAR
Stabilization, Occupancy, and Revitalization

739 North 7th St., Suite 200
Kansas City, Kansas 66101

Phone: (913) 573-5356
Email: masenthin@wvackick.org

Park Drive Neighborhood Resident,

Hello from the Unified Government SOAR team and Park Drive Neighborhood Project! We are reaching out to let you know that Code Enforcement will be completing a strategic enforcement effort in your area May 13th through 17th, weather permitting.

A strategic code enforcement effort is when all Code Enforcement officers work in one area for a short period of time – usually a day or two. With more staff focusing on one area, the Officers will be able to find violations that might usually go unnoticed. You can help by making sure your property does not have any violations and by helping your neighbors understand common issues and how to avoid them.

Common code violations are:

- Excessive weeds/grass growth over eight inches
- House exterior in need of painting or repair
- Trash, junk, indoor furniture, or excess storage outside your home
- Inoperable or unlicensed vehicles or vehicles parked on the grass or in the yard

If you are unable to correct violations on your property by May 13th, you may receive a citation from Code Enforcement. Please contact us before this happens so we can work with you and discuss a plan to fix any issues. To learn more or ask questions, please contact Code Enforcement.

- Web: wvackick.org/CodeEnforcement
- Phone: (913) 573-5600
- Email: codeenforcement@wvackick.org

For more information on SOAR, please visit wvackick.org/SOAR and visit [wvackick.org/SOAR/Park Drive](http://wvackick.org/SOAR/ParkDrive) for more information on Park Drive specifically.

Thank you,
Park Drive Neighborhood Project

Mr. Talkin said for the NRSA area for Code Enforcement we had some lessons learned in this area. Basically, through using a lot of the aspects of SOAR like communication, by doing more communication in this area, by doing the walk with everybody, by doing additional education by mail, we feel like we were definitely able to make an impact for safety and appearance in this area and it was much easier. We notified everybody both in Spanish and English of issues in their neighborhood before we even started writing violations for a period of a year. Staff believes this helped lower the overall number of violations and cases required when we got to the point we started doing enforcement.

ROCK THE BLOCK

- The SOAR team partnered with Habitat for Humanity of Kansas City and the Kansas City Regional Association of Realtors to put on the first ever "Rock the Block" event in Kansas City, Kansas.
- Staff also partnered with the Prescott Neighborhood Group to help identify home owners for the project
- This event brought together over **200 volunteers** to revitalize **12 homes** in the Park Drive Neighborhood in KCK



Ms. Sieben said also with SOAR one of the goals we've had is teaming with community partners and a great example, in 2019 we were able to work with Habitat for Humanity who several years earlier we had asked about if it was possible we, the Unified Government/the City of Kansas City, Kansas could work with them on Rock the Block. We had the beauty of having over 200 volunteers spend a very intensive day in this Prescott neighborhood area working on 12 different homes. The beauty of it is that Habitat was in here weeks before and weeks after working with these residents. The sense of pride within this area we know has improved and it was a real blessing to have these partners work with us.

2019 LIVABLE NEIGHBORHOODS ACCOMPLISHMENTS

- 8 Good Neighbor Training sessions held
 - Livable Neighborhoods
 - Code Enforcement
 - Community Policing
 - Aging and Disability Resources and Human Services
 - Having a Clean Community Panel Discussion
 - Law Enforcement Panel
 - Public Works
 - Economic and Business Development



Mr. Talkin said Livable Neighborhoods in 2019, one of our major accomplishments was the continuation of the Good Neighbor Training. We did redirect a little bit of this. It used to be Good

Neighbor Training was a day long about once every quarter or maybe once every half a year. We broke it down into smaller segments holding them at night and Andrea has done a good job too. She is making this more robust in the fashion, for instance, the Law Enforcement Panel that was there, instead of just having the judges present or police, she brought in all of the legal aspects in that one to have everybody as a panel to discuss issues in the community.

2019 COMMUNITY OUTREACH

SOAR tabled or presented at the following events in 2019:

- 3/16 – Trash Pickup Service Event with AmeriCorps VISTA Program and Sharice Davids
- 5/9 – Community Resources/Health Fair put on by the Human Services department
- 5/14 – The Mayor's State of the Government Address
- 5/16 – Rosedale Development Association's Bike-In Movie
- 5/18, 6/15, 6/29 – Central Avenue Betterment Association's La Placita
- 5/18 – "Let's Move WyCo 5k" health fair and block party



Ms. Masenthin said I don't want to go through all of these, but we just want to highlight that SOAR continues to push for a lot of communication and engagement and one of the ways we do this is by attending events. We either table or present or participate in some way. Here's a couple of examples; trash pickup we did with Sharice Davids and the VISTA Program and Central Avenue Betterment Association's La Placita.

2019 COMMUNITY OUTREACH, CONT.

SOAR tabled or presented at the following events in 2019:

- 5/20 – Livable Neighborhood's Good Neighbor Training
- 5/21 – Presentation to Turner Community Connections, Inc.
- 6/9 – Block party in the NRSA, in partnership with Mission Adelante
- 8/24 – CHWC's Ice Cream Social
- 8/28 – 7-11's Slurpee with a Cop
- 9/28 – Adopt-A-Spot Launch Event
- 11/2 – Central Avenue Betterment Association's Day of the Dead parade
- 4/26, 8/29, 12/12 – Tax Sale



We also did—pictured here is Slurpee with a Cop. That was a new one we went to this year and the Day of the Dead parade is always a lot of fun.

2019 COMMUNICATIONS

- SOAR developed a proposed schedule of SOAR-related articles in 2019, which it shared with relative departments, Public Relations, and County Administration
- What SOAR members shared in the Citizen (and often E-News, social media, etc.):
 - ROW mowing process change and resident responsibilities
 - Adopt-A-Spot
 - Debris Removal



Right-of-Way Mowing

Thank you to everyone who mowed and mowed in the right-of-way on their property last year! In the past, Public Works mowed or trimmed the right-of-way in many areas, but the two most recent Citizen Surveys showed that street maintenance is a higher priority.

Street maintenance programs require a coordinated and disciplined approach to ensure only roadways last as long as possible. To meet the expectations of residents, the Board of Commissioners worked with staff to phase out right-of-way mowing in 2018. Beginning in 2019, Public Works will only mow and trim publicly-owned property in the right-of-way. This change allows Public Works to focus resources on costly replacement, aftercare, improvement, and increased public parking," said Chair Berra, Public Works Community Engagement Officer.

Beginning this spring, property owners are responsible for mowing or trimming grass and low branches within 12 feet of the surface of the street on the right-of-way on their property. Bushes and trees should also be maintained, but vegetation may not be entirely removed or killed without approval from the United Government. For undeveloped or agricultural land, property owners only need to maintain the first 200 feet from the road or curb edge.

The Public Works Department has focused on focusing on what is most important to everyone in Kansas City, Kansas through this change. To learn more about right-of-way mowing or trimming, visit www.kcmo.gov/streetmowing.

Adopt-A-Spot

As part of the 5-year Stabilization, Occupancy, and Rehabilitation (SOR) plan to address some of Wyandotte County's most persistent challenges in the appearance, communication, and safety of

neighborhoods, the United Government is excited to announce the Adopt-A-Spot WVC program.

The Adopt-A-Spot program is voluntary and designed for civic-minded groups, businesses, and organizations with an interest in keeping Bonner Springs, Edwardsville, and Kansas City, Kansas, litter-free. The Adopt-A-Spot program is open to families, youth organizations, civic groups, nonprofits, churches, schools, social organizations, entire organizations, and city, county or state agencies.

"Adopt-A-Spot WVC is a great way for community members to help beautify parks, patios, or streets, & Land Bank properties, and be recognized for their hard work," said Tanya Mawhin, SOAR Program Coordinator. In recognition of their hard work, program sponsors will receive an Adopt-A-Spot sign with their organization, business, or group name printed on it after performing at least three cleanup events during a three-year period.

Adopt-A-Spot WVC is open to everyone on a first-come, first-served basis. At this time, 14 parks, 15 portions of streets, and 14 Land Bank properties are eligible for adoption. The program, which will kick off officially in September 2019, is accepting location reservations now. To learn more and check out the list of adoptable spots, visit the Adopt-A-Spot WVC page at www.kcmo.gov/adopt.

Debris Removal

Do you or your neighbors have yard waste, recycling, or items stored? Drop it off at the Yard Waste & Recycling Center for free! The Center is open to Wyandotte County residents every Thursday, Friday, Saturday, and Sunday from 10 AM to 3 PM until November 30.

Yard Waste includes grass clippings, garden trimmings, leaves, and branches. Recyclables accepted include: clean, broken, and stained glass, newspapers, magazines, mixed office paper, cardboard, paperboard, aluminum cans, and various plastics. For a full list of acceptable items, visit the Yard Waste Management webpage at kcmo.gov/adopt.

The Center cannot accept stumps and logs larger than 12 inches in diameter or items more than four feet in length. Commercially generated yard waste is also not accepted.

We also continued to push for articles in The Citizen and communicate with residents that way. These are some examples of SOAR related articles that we had out there. Right-of-Way Mowing Changes, Adopt-A-Spot, Debris Removal.

2019 COMMUNICATIONS, CONT.

What SOAR members shared in the Citizen (and often E-News, social media, etc.):

- Economic Development information and topics
- Individual Land Bank Rehab Program success stories
 - Also vacant lots available

More Land Bank Rehab Program Success

The award-winning Land Bank Rehab Program hit a record high! 3817 N 55th St just cleared its final inspection to meet the program requirements. This recent daycare and former Knights of Columbus hall has always been zoned residential since its construction. The direction was to restore it to use as a private residence. The bank appraisal of this latest rehab came in at \$250,000! Talk about taking a



Land Bank Rehab Program Success stories and photos.

2019 COMMUNICATIONS, CONT.

What SOAR members shared in the Citizen (and often E-News, social media, etc.):

- Parks and Rec updates and news
- SOAR success in general



SOAR Shows 3 Years of Progress

Three years ago, Unified Government staff began tearing down bureaucratic silos to improve the community. Department leaders met and realized how processes to deal with blight, abandoned housing and code violations often stepped on each other and were not coordinated. That has all changed.

As 2019 is underway, the Unified Government of Wyandotte County and KC is wrapping up year three of a five-year initiative focused on improving quality of life through housing. Methodically, vacant houses are being turned into livable, taxpaying homes. The Stabilization, Occupation and Revitalization (SOR) program is on track to improve 10,000 blighted, abandoned and code-violating residences.

Parks and Rec News

By Angel Ochoa
Unified Government Staff

- In June kids from the community put crayons to paper to share their dream playground, which ultimately became a reality with support from Carlee and Kiboom! Kiboom! is the national non-profit dedicated to giving kids the childhood they deserve through grant, safe places to play. Elements from their drawings will be incorporated into design options for the playground. On June 5, 2019 a playground was built in 5 hours with the help of hundreds of volunteers.
- The 6th annual unofficial "Christmas in July" was a success. This event included activities for the whole family as well as a potluck lunch parade in the evening! There were fireworks, face painting, fishing derby, bounce houses, food and an outdoor movie at dusk. We had over 22 hours register for the best decorating contest bringing in a lot of creativity. Congratulations Many More on your 2nd time winning 1st place at Christmas in July best decorating contest.
- Start your weekend relaxation with FREE Yoga in the Field Yoga in the park will be held at Kase Park on September 20, 2019 10:30am-11:30am. Yoga instructor Mary Butler will lead you through a series of poses designed to improve balance, flexibility, and breathing. Please bring a towel or yoga mat and wear comfortable clothing. Kase Park is located at 1400 Easton Parkway, Kansas City, KS 66115.
- Sports programs being offered by Parks and Recreation this Spring include Flag Football, Youth Soccer, and pickleball. Bring your best game! For detailed information please stay tuned for our Fall and Winter program guide or contact Ochoa Shoppard at 913.573-8110.

Some Parks and Rec updates, SOAR success overall.

2019 COMMUNICATIONS, CONT.

What SOAR members shared in the Citizen (and often E-News, social media, etc.):

- Public Safety Improvements and drop in crime
- Strategic crime prevention efforts

Dramatic Drops in KCK Crime



Crime dropping; we really want to get our perception of safety and showing crime rates is really helpful with that.

2019 COMMUNICATIONS, CONT.

What SOAR members shared in the Citizen (and often E-News, social media, etc.):

- The importance of building permits and when they're needed
- Sidewalk maintenance cost sharing program

Sidewalk Cost Sharing Program

Maintaining concrete sidewalks doesn't just improve the appearance of neighborhoods, it also helps keep our families, friends, neighbors, visitors, and pedestrians safe. Like many municipalities around the United States, Kansas City, Kansas does not provide sidewalk maintenance, repair, or replacement services. However, the city does understand that investing in our infrastructure is an important part of improving health, wellness, and community pride. To help residents and neighborhoods replace damaged or aging sidewalks, the Unified Government's Public Works Department has established a cost-sharing program.

When Do I Need a Building Permit?

By Rob Richardson
CIC Staff

While some issues such as the ones that go before the Board of Zoning Appeals have more significant consequences, other actions property owners take can result in having to undo and redo work or get double permit fees. Below is a common list of items we see that can cause residents grief and how to avoid issues with the City. Please call the numbers listed to be sure you don't need City approval and before you begin. Some of the permit processes are very fast and others can take 40-60 days.

Permit improvements initiated by residents that require approval from the Department of Urban Planning and Land Use include:

1. Add ground when more existed previously or expanding the area of ground on the property.
2. Add on to or existing structure.
3. Add more than one accessory structure.
4. Start a business in your home especially if you family members will visit your home.
5. Have business on a property or less than five acres.
6. Build a large building, drive and or park over more than 50 percent of your rear yard.
7. Build a residential house more than 4 feet in height in your rear yard.
8. Build a fence in your front yard.
9. Install a permanent sign.
10. Double land into more lots or a home into more units.
11. Commercial storage for any equipment like trucks, dump trucks and other equipment on residential property.
12. Offer your home as a short term rental such as Airbnb.
13. Use off on annual from property, in excess of 50 cubic yards.

For questions or questions regarding one of the general issues above, please contact the Department of Urban Planning and Land Use at 913-573-5710 and one of the planners will be happy to assist you and one of the planners will be happy to assist you.

Common actions that probably need a permit from the Public Works Department:

1. Widening your driveway.
1. Widening your driveway.
2. Building a new or additional driveway.
3. Fill in or alter a roadside stormwater ditch.
4. Replace the culvert pipe under your driveway.

The Importance of Building Permits

By Jeff Carson
Chairman, Kansas City Kansas Board of Zoning Appeals

As a member and now Chair of the Kansas City Kansas Board of Zoning Appeals (BZA), the Board has several cases each year where someone has built something without a building permit. These cases come to the Board of Zoning Appeals through either code enforcement or neighbor complaints. There are two big problems that happen when construction occurs without a permit.

First, the public safety is compromised. Because no inspections were performed, safety inspections are a critical piece of having a great community and they protect those using the building. Typically, that protection is for your own family.

Secondly, if the work someone violates the zoning code it is too close to a property line, too tall or other issues, it comes to the Board of Zoning Appeals. We approved. Unfortunately, the state law says that if you create your own building by building without a permit we cannot grant a variance to the zoning code. This results in the person having to tear down what they built.

Those of us on the Board of Zoning Appeals and the City staff have having to tell someone to tear down what they just built but we are forced to do just that. I urge you to use common big headaches and get a building permit before you start your project. If you have questions you can contact building inspectors at 913-573-5820 or the Planning Department at 913-573-5710.

Mr. Richardson said I'm going to take this one. This is an Ounce of Prevention communications. We did articles on Sidewalk Cost Sharing so you can kind of help yourself, but we also start out with the blue column on the right here from our Planning Commission Board of Zoning Appeals Chairman Jeff Carson on the importance of building permits and what happens if you don't get one and you get caught because you have to tear stuff apart and that's not good. You waste a lot of money that way. We also to be compatible with that, we said when do you need a building permit, what things do you need a building permit for, and where do you go to get those, and how

do you find out if you need that or not. I thought that was real important on the Ounce of Prevention side of our communication strategy.

Commissioner Philbrook said since you did all that work and you put that together, is there a specific site that people can go to on our website and just pull that up and see it? **Mr. Richardson** said it's in The Citizen Newsletter, but each one of the different categories had somebody else to contact. When we talked about Building Inspection, Licenses or Planning & Zoning actions or something in Public Works, we had the contact in there for each different department.

Ms. Sieben said, Commissioner, I understand what you're talking about and as Mr. Howze will let you know, we are working on a website redo over the next period of time and clearly that is stuff we have to be able to do better. **Commissioner Philbrook** said so in other words, we don't have to go from point to point to point to pull all that together. It's altogether like Rob pulled it for this issue. Thank you very much. I appreciate that.

2019 COMMUNICATIONS, CONT.

What SOAR members shared in the Citizen (and often E-News, social media, etc.):

- Rental Licensing – rights of tenants
- Ways to be a good neighbor

THE CITIZEN WINTER 2019 7

Ways to Be a Good Neighbor in Your Neighborhood

SOAR (Stabilization, Occupation, and Revitalization) Work Completed:

- Completed 4,589 individual property improvements out of the 5-year goal of 10,000.
- Established the Land Bank Rehab Program to rehabilitate and occupy previously vacant and blighted homes.
- Improved boarding processes to better secure vacant homes and keep neighbors safe.
- Increased mowing frequency of parks and UG-owned property.
- Launched an open data portal at yourdata.wycoolk.org.

Help us improve the safety and appearance of Kansas City, Kansas. The Unified Government has already accomplished some of its SOAR goals and plans to do much more over the next 5 years, but we need your help! If everyone can be a good neighbor, we will improve the quality of life in Kansas City, Kansas.

Rental Licensing Department Protects Tenants

The Rental Licensing and Inspection division would like to ensure that you are aware of our function and the resources available to you. All residential rental property in Kansas City, Kansas is supposed to be licensed with us. We also perform inspections to make sure that the property you are living in is safe and maintained to the standards set forth by city codes.

Below is a list of common things to look for:

- Smoke detectors are required in each bedroom plus each level of the unit/home
- GFCI outlets are required in bathrooms
- Double keyed locks are not allowed
- Copper cannot be used for gas supply lines
- Windows must be operable, not blocked or boarded
- Handrails are required at sets of 4 or more stairwells
- Hot water tank and furnace must be vented properly and operational
- Electrical panel and circuits must be safe
- Exterior areas are free from weeds and plant overgrowth in excess of 8 inches, also free of junk and trash
- Address numbers are a minimum 4 inches in height, contrast with their background and are visible from the street

If you would like the Rental Licensing/Inspection division to do an interior inspection of the rental property you are leasing, please call our office at 913.373.6649 or email us at rentallicensing@wycoolk.org to schedule an inspection.

Ms. Masenthin some more Citizen examples here; Rental Licensing, Ways to be a good neighbor.

2019 COMMUNICATIONS, CONT.

- Public Works enhanced their website presence with integrated maps to help customers
- Parks and Recreation published program guides for Spring/Summer and Fall/Winter
- SOAR began coordinating with Health Department Communications staff to further SOAR's reach
- Community Development staff met with neighborhood groups to share the HOME Repair Program, kNOw LEAD KCK, and CHIP down payment assistance programs
- SOAR updated the SOAR webpage and mySidewalk dashboard with pictures and narrative on big wins in 2019
- Economic Development added webpages to their UG webpage:
 - Small business page
 - Opportunity Zone page (in coordination with WYEDC)
- Land Bank updated the Land Bank Rehab Program and Vacant Lot brochures in English and Spanish, put on webpage



Aside from The Citizen, we also helped push and collaborate with our departmental groups to get some other communications out there. A lot of the departments we worked with enhanced their websites this year. Parks & Rec again published program guides too this year. We began recording coordinating with the Health Department communication staff. Wilba mentioned her Community Development Speakers Bureau going out to speak to folks. We updated our own webpage and Land Bank updated their brochures as well.



Ms. Sieben said so now I know you're all just really excited and pumped to hear what we're going to do in 2020 because 2019 was pretty busy.

2020 SOAR THEMES



Illegal Dumping and
Littering



Data Hygiene



Vacancy Reduction



Early Detection of
Deteriorating Structures

Here's our theme for 2020 which is the second to the last year of this program as we first originally designated it. We can take push for more, but our theme this year are Illegal Dumping and Littering. We actually—our Police Department has joined us tonight and this is going to be a big engagement effort they're having with us. They've already started sharing the safety data last year and have been engaging with us this entire time, but this is going to be a huge lift with them to help Codes and our Public Works staff and all of us who live and work here to have a place that's much better in appearance and improves our quality of life by not having to deal with these kinds of disruptive dumping and littering places.

We're also going to continue our work on Data Hygiene because when we want to be able to share and report information to you, we don't want to have to deal with the 45 exceptions that are in our data. We want to get that right. It's going to take some time, but we have a very committed group that are interested in being able to share and report what we're doing and where we need help and where we're having success.

We're going to continue our work on Vacancy Reduction. As noted earlier, our private vacancy side has not been managed by the company that we had contracted with, but our staff feels that with the Accela upgrade that we can handle some of this on our own in-house.

One of the other things that came up through our process working with demos is that we need to do a better job doing early detection of deteriorating structures and working with some of our new tools that we are implementing in NRC to attack those sooner rather than later when they become a demolition.



2020 SOAR SUMMIT

- SOAR launched this year with an engaging and innovative day full of brainstorming and collaboration with staff on 1/15/20
 - 78 staff participated
- Topics included
 - 2020 departmental workplans
 - Useful tools/resources available at the UG
 - AmeriCorps VISTA, Survey 123 App, and Envisio Analytics
 - Brainstorming on how to address:
 - Illegal Dumping and littering
 - Identification of vacants
 - Early detection of deteriorating structures

We kicked off our year, some of you attended. We had a SOAR Summit and our SOAR Summit had over 78 staff there. We worked on our departmental workplans. We actually gave them time during that day to sit down and go through what they committed to doing with us in the last month of 2019. We gave them also some additional resources they might consider so we did some kind of sprint trainings on what AmeriCorps VISTA can do and how you might engage with them, a Survey 123 App that comes through our GSS Department with Chris Cooley and then an Analytics tool that we've just purchased with SOAR to help track data.

Lastly, we spent the afternoon doing these little kind of design workshops around illegal dumping, vacants and deteriorating structures so that we could gather ideas from everybody which we don't always get a chance to do and we're going to start working through those. As we were talking, illegal dumping is something we've already started to dive into.



This is a complementation map between 311 complaints and NRC. The Police Department uses these along with NRC. We will be using this to help us develop kind of strategies and tactics around illegal dumping. **Commissioner Bynum** said I do a lot of my 311 reporting on the my app. **Ms. Sieben** said the WYCO app. **Commissioner Bynum** said yes, myWYCO so I'm assuming that gets pulled over too. **Ms. Sieben** said of course. When I say 311 I mean myWYCO, I mean 311.

Ms. Sieben said anyway just to give you an idea we have some data. We're going to have a lot more data and we've got a group—a lot of us behind me all very interested in trying to figure out we can make a visible impact and improve our quality of life.

Mr. Richardson said, Melissa, I might add something to that. Monday at Planning Commission we were talking about an area by the Quindaro Ruins and there was noting of several illegal dumping spots. They're already on that map, so when I saw the map when it came out yesterday, I was happy to see that we were already working those spots people were talking about Monday night at Planning Commission.

LAND ASSET MANAGEMENT TEAM

- Resolve issues with UG properties that had taxes prior to UG acquisition and are delinquent
- Research improvement options for Contract for Deed
 - Contact Kansas League of Municipalities to see how feasible Contract for Deed improvements (similar to Illinois) will be in Kansas.
- Develop and implement procedure for managing taxable UG properties
- Return properties that were put in the Land Bank to clear taxes back to the proper agency
- Research and apply consistent set of names for UG owned properties



Chris Cooley, GIS Director, said I'm going to talk a little bit about our Land Asset Management Team. The big focus what we're doing this year that Melissa has already mentioned is our Data Hygiene cleanup. We have a lot of challenges with our records around our Land Assets. It's important because this is what drives our policy and decision-making around what we're going to do about all the assets that we have. It's particularly challenging around the stuff the UG owns and manages so Data Hygiene is really important. I give the one example that last year I did some work on this and it's something we're working on. Our system of record, we have 25 different variations of the name for UG-owned properties and you can think of every iteration of Kansas City, Kansas to BPU to the Unified Government and Wyandotte County. They're all pretty much in there. That's one of those things that we need to cleanup so we can get a clear and complete picture.

LAND ASSET MANAGEMENT TEAM, CONT.

- Decrease the amount of time it takes to abate taxes from new Land Bank parcels
 - Clear backlog of Land Bank parcels that need their taxes abated
- File applications for exemptions on UG properties that are missing exemptions
- Identify Land Bank lots in overland flow paths
- Develop policy to address parcels in overland flow drainage paths that are owned by the Unified Government
- Create value added attribute data for Land Bank parcels (including a flag for excessive ROW)



Mr. Slaughter said some other things the Land Asset Management Team is working on—the main thing I will highlight here is when we get property mainly from the tax sale or through donation and there are back taxes on it, we put in a request to have those abated. For quite a while there was a tremendous backlog that happened and through collaboration with the LAM Team and some of the other departments I think we’re going to be able to clear that backlog this year. That will just mean that when we sell these properties there are no more issues out there of people calling up and saying there are still some back taxes that’s owed. That’s one of the examples that the Land Asset Management Team is working on.

DELINQUENT REAL ESTATE

- Each tax sale has the desired result of a significant increase in tax payments in the Treasury Division from individuals redeeming the parcel from the tax sale
- The current schedule, which includes April and December, coincides with the busiest time of the year for tax collections in Treasury with the first half tax payments due December 20th and the second half due May 10
- Shifting the tax sales to January, June and October avoids the traditional tax payment seasons and spreads the workload to slower time periods
- The shift is not a move away from 3 tax sales a year, it simply realigns them



Ms. Hiller said one of the things that we’ve noticed as we’ve been going through this process is people are paying their taxes and so there’s a lot more traffic in the Court House. One of the things

that we have noticed is that two of our tax sales align with the first half of taxes being due in May and then the second half in December. I have that backwards. Anyway, it aligns with those and so there's a lot of traffic in Treasury, so to try and help alleviate that and, again, deliver better customer service we are realigning the times we are doing tax sales. We're still going to be doing three a year, but we're shifting them from April, August and December to January, June and October so there's not that overlay. This will mean that this coming year in 2020 we're only going to do two sales, but it is not going to affect our overall goal in the end. We're still going to meet clearing of the backlog in a year and a half.

TAX DELINQUENT COMMUNICATIONS

- **Mailings for Dollars Program**
 - \$300 and under letter
 - Less than 2 years delinquent
 - Notification that a property is going to be abstracted for a tax sale

Dear Neighbor,

We want to work with you! We recently discovered that your property has less than \$300 in back taxes. In order to save you \$225 in legal fees and court costs please contact our office to resolve this debt. Doing so will not only save you additional fees and court costs but could prevent this property from being processed as part of a future tax sale.

We hope to hear from you soon!

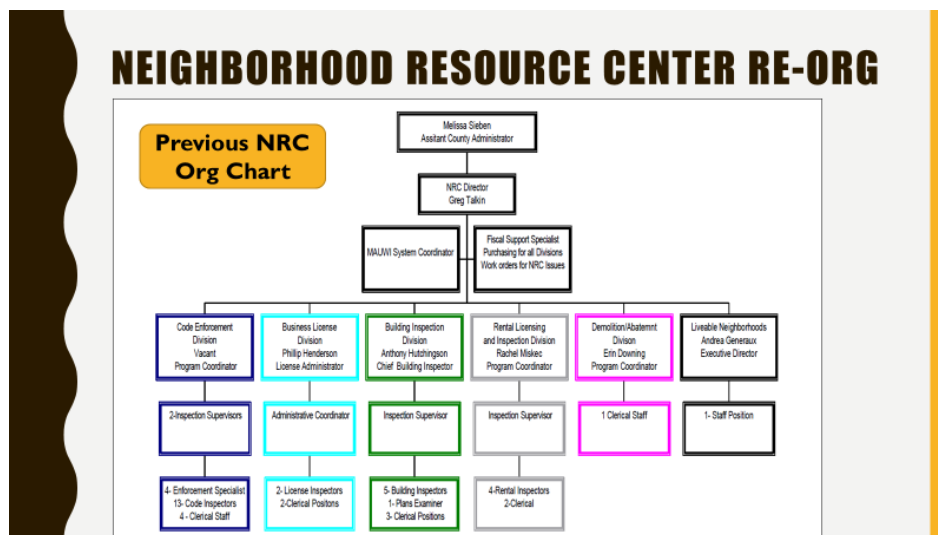
Sincerely,

Department of Delinquent Real Estate



Wyandette Neighbor
 42 Somewhere Ln.
 Kansas City, Kansas
 66101

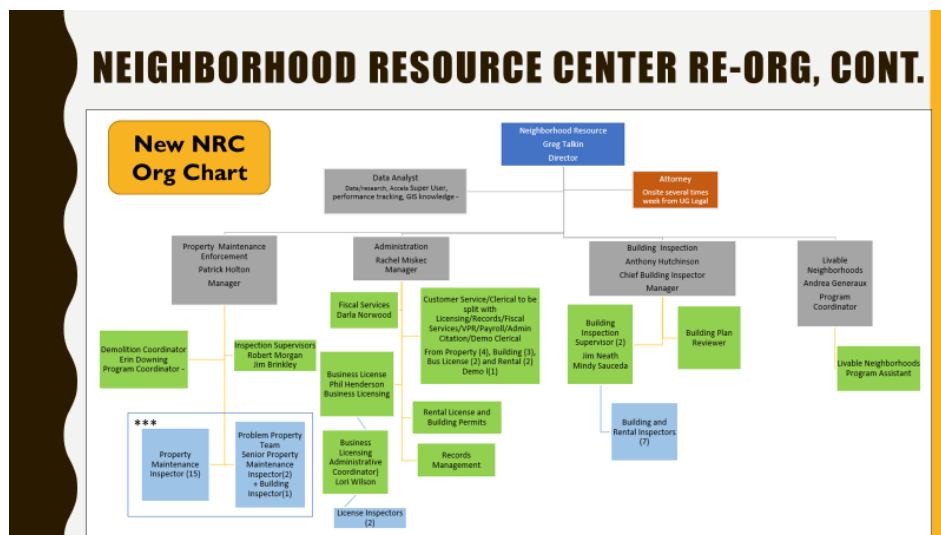
This is one of our goals to reach out to people because we are going to clear that backlog and we need to reach these people sooner. We're going to continue to work on ways to reach the public whether that be doorhangers or postcards we're going to look into ways to really get people's attention and get them to respond. Just a handwritten letter with delinquent real estate on it, they're not opening that apparently, so we're going to look into different ways that we can do that and reach the public sooner.



Ms. Sieben said this is where I get really excited. I'm turning it over to Greg.

Mr. Talkin said I'm very excited about this too. This was a long process that started early in 2019. I do want to thank many people in this process; Melissa who was actively involved, Rachel who was by my side a lot of times in working through this and a lot of our other staff and HR as I was consistently calling them and getting feedback and direction and them working with me to get this done. What you've got here is basically our previous organizational chart. I'm just going to make a few comments on this. The top, right underneath my name, the MAUWI System Coordinator, that portion has been moved to DOTS. Accela will be managed by the Department of Technology today.

You'll also notice that I have six different divisions basically under the old chart and underneath each one of those divisions you'll find several clerical positions that are spread throughout each one of those divisions.



Mr. Talkin said the new chart. Under the new chart you'll see that we're down to four divisions. We actually have one division that's administrative. Basically, we've moved all of our clerical positions into one pool. That is for many reasons. First of all, to develop the ability to back each other up and last year we had some issues with PI. We lost two staff members at the same time and lost a lot of information and so we want to prevent that in the future. It also prepares us for the future as we move into technology. This same team will also be customer service to those having problems doing stuff online. We're hoping to do a lot more online permitting and online payment for most of our processes in the future.

Also, one of our goals in this was to try to keep our Code Enforcement staff. Over time we've lost a lot of staff and we've had problems filling those positions, so it was kind of a move to entice staff to stay by asking them to get certified and then providing them an incentive to do that and then giving them a career path to move up the ladder so to say. We will have all of our staff that will move to a Property Maintenance Inspector once they receive their Property Maintenance Certification and have at least two years underneath their belt with good performance.

The other position we've now made is called a Problem Property Team. That Problem Property Team is going to handle our tough cases that are involved primarily at least initially that are unfit. That is going to involve two new staff, not new, let me correct myself and let me be clear on this, two reallocated positions. They are no new FTEs in this whole process. There was reclassifications and moving staff around to accomplish this. We will be reclassifying two of our current inspectors to a Senior Property Maintenance Inspector. They will be our top staff to help

address this and we've moved Building Inspector out of our Rental Licensing Program over to help that team too, so it's going to be a three person team as well as we will draw in other resources from other departments to help us get things done.

Commissioner Bynum said one thing I had experienced among these divisions is, for example, I would say Code Enforcement and Building Inspection were the two areas where I know I experienced this, so I've got a question the Code Inspector or the Building Inspector and if I email or call, it's days before I can hear from that person because they are in the field. **Mr. Talkin** said correct. **Commissioner Bynum** said I know I've spoken to you about this and I'm just wondering if—you know they can't return emails and phone calls and be in the field. They can't do all that. I'm just curious if some of that gets resolved with your reorg.

Mr. Talkin said the portion of being in the field, we're actually going to increase that time, but staff will have more communication via technology and the ability to do that. As far as Building Inspection, the issue I mentioned before, we had a backlog of phone calls and it was taking a lot longer than it should to return those calls and that we've gotten much better at. This move here will make us even better because it's not just the two that are in Building Inspection now, we'll have rollovers to have other people help and assist to, hopefully, answer those calls live.

Ms. Sieben said the idea is that from a pure customer service that like if you don't know who you're trying to connect with coming in, Rachel's team, the new Administrative Division, is going to have that ability to look up information, give you information and track down and connect with those inspectors who are in the field. Over time this is going to all really start to transform and the technology is a huge part of it.

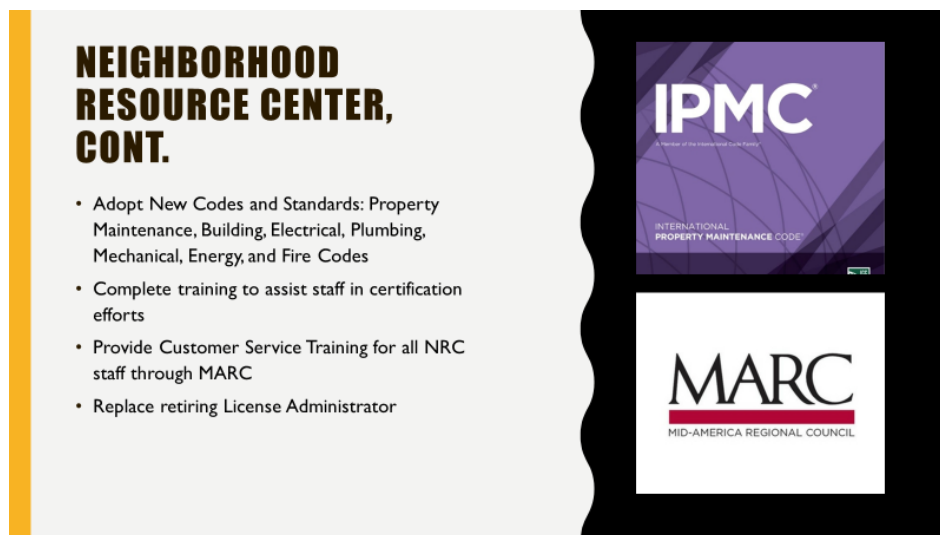
Mr. Talkin said just two more items—there are a number of items in this, but I'm just hitting the highlights. We are reclassifying another positions to become a Data Analyst for our office. We have been challenged in that area. We want to use data to more of our advantage to strategically do code enforcement, building inspection, and to help our SOAR partners get the job done to improve our community. That hopefully will also help us be able to communicate with administration and you guys more frequently with information and data that would be hopefully of interest.

NEIGHBORHOOD RESOURCE CENTER RE-ORG, CONT.

Timeline for Implementation:

Cross train	Reclass	Form	Fill
Merge and cross train administrative staff – now through December	Reclass Inspector positions to Property Maintenance Inspector – now through December	Form Problem Property Team – now through July 1st	Fill reclassified data analyst position – now through June 1st

The last item I want to mention here is one of the divisions that you seen under the old chart was Rental Licensing. You don't see Rental Licensing as a division up here. You do see the rental licensing component under the Administration and that's just the issuance of licenses and managing that. The inspection component has been moved to two different parts, partly into Building Inspection and partly in Code Enforcement. Both of those already had some involvement in rental. A lot of times they didn't know it. They would do inspections and didn't know it was rental property and then a lot of them were doing dual tasks, so we moved the full Inspection portion over to Building Inspection and provided part of that Licensing staff over there. We have moved the actual addressing of complaints that Code Enforcement does every day, and they have been doing a lot of that already, over there; so Rental staff is mixed in where it decreases those arrows going everywhere and it makes it much simpler for us over time to get that done. I did mention we did move one of the Rental staff into the Problem Property Team.

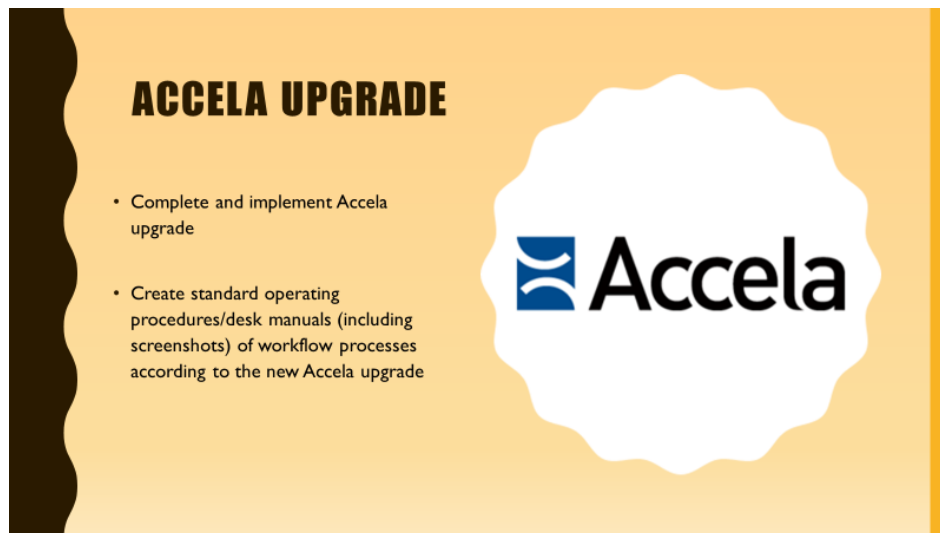


Along with that we've got just a few other small items that will keep us busy this year. We're planning on adopting new Code Standards. That's something all metro cities have pretty much been doing the end of last year and this year moving to the 2018 Standards. You're always a few years behind from what the standard actually is and purposely sometimes we try to be late so that way the other communities work out some of those items with their communities and we see what those are able to learn from those lessons. We will be moving these four to you guys to ask for approval later this year. We're currently forming and working with committee's to try to bring the best product forward and find out exactly what fits our community.

We'll also be working to provide more training, complete training, with our staff. That will help in our certification efforts that we're proposing. It will help staff move up and get incentives to move up, but it will provide more professionalism and consistency.

We're also going to working to provide customer service training to all of the Neighborhood Resource Center, but also we're going to be doing that for the Development Review Committee. That means our Development Review partners, BPU, Public Works; all those involved in the DRC process will also be going through that same training.

Last but not least, Phil Henderson will be retiring, he is currently License Administrator, in June so we will be working to fill that position as soon as we can.



Mr. Richardson said Accela is the new name for MAUWI so we will get used to it, not saying MAUWI and we're working on an upgrade. You got a little bit of an update on this recently at a Standing Committee Meeting, but currently we're finalizing the detailed timeline with the consultant for every detail of this process and it's a lot. It involves lots of departments and lots of different workflows.

In quarter one we're going to get the Cloud environment done and modernize our data so we have data left from systems the 70s and 80s and we're going to be upgrading all that so it's all in one system. We're analyzing all the workflows to make sure we have the workflow correct based on ordinance changes and other things and doing some quick fixes that will help the administrative staff that works with Accela to have a better workflow process and be more efficient in their time.

In quarter two we're going to have the new Citizen Access Portal out so it will be a big enhancement to communications. I know the Mayor's office asked me this, and maybe Commissioner Kane asked as well, about how to track Planning cases. It's clunky now, there's no way around it and I don't even use that system. I have another way that's easier for me with internal stuff, so we'll have a good system for that where you can track your cases. We'll get the upgrades to Accela and the Microsoft network necessary to make all that work together. We'll also begin implementing our new electronic plan review. We do electronic plan review now, but it's a clunky system that this non-tech guy create that I could do for what budget money we had about five years ago or six years ago and we're going to move into a system that is more widely used by the consulting world so we can talk back and forth much more efficiently.

Quarter three we'll get the online payment upgrades in place so you can really do an online application and you don't have to do the paper form. They'll fill that out and it will go directly into the system. Right now, on application day for Planning & Zoning my staff spends between a day and three days just entering the applications. That will be reduced significantly to checking the day that it was entered for accuracy. That will free up staff time for my folks to do other customer service better and it will help other departments as well.

We'll also do some final wrap-up on the transitions from the old system to the new and then move into an ongoing maintenance system. You've heard a lot of things that's going to enhance our communication with the development community and how the neighbors can track what's going on near them. That's going to be a lot of work that I'm going to be doing in my new position through the first three quarters of this year along with lots of other people from IT and all the other review departments. There's a lot of people working on this.

VACANT PROPERTY REGISTRY

- Private side of the vacancy registry was not completed by third-party vendor
- UG staff to develop and implement a management plan for vacant properties that are privately held



Ms. Miskec said as Melissa touched on earlier, ProChamps is our third-party vendor that handles our vacant property registry. They're not very well equipped to handle the private side of that vacant property registry. The private side would be those properties that don't have mortgages associated with them. Right now, the NRC staff is doing approximately 90% of the research and the notifying of these property owners to tell them to go to ProChamps to get registered. Our hopes are with the Accela upgrade that Rob just spoke about, that in 2020 we will be bringing that fully in-house and we'll be able to track that through Accela and since we're already doing all the work then we would reap all the benefits from that.

DEMOLITION

- Begin placing doorhangers on the residences around each demolition site
- Research/discuss alternative options to abandoning sewer and water lines for each demolition to find cost savings
- Current Demolition List:
 - 24 Residential Structures
 - 5 Land Bank owned- waiting on Landmarks Approval
 - 7 working with the owners to make repairs
 - 12 are pending demolition



Mr. Talkin said demolition; we spoke earlier about the signs placed in the yard. We're going to expand that communication piece this year by starting to add some doorhangers to the nearby residents to make them aware in case they don't see the sign about the activity that's getting ready to commence in their neighborhood. We also are going to start trying to research again if there are any other alternatives or, I don't really want to call them shortcuts, but I am to try to save some dollars on the sewer and water abandonment. Currently a lot of our projects—that component itself costs more than the demolition today. That has significantly increased our cost and some of that is compliant with consent decrees and some of it is other legal issues so there may be no way around it, but we want to look at it again to see if we can decrease those costs.

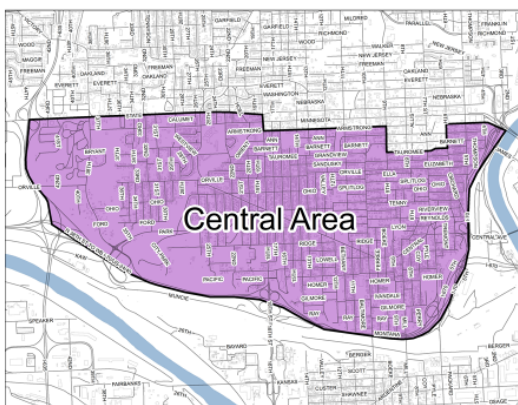
The last note is that, as you see, there are only 24 properties up there. That's less than—that's about 10% of what we used to have on that list. **Ms. Sieben** said part of the reorg is allowing Erin Downing who is in that position to also start doing work on our problem properties as well. She'll be able to do that and help out in the other areas.

LIVABLE NEIGHBORHOODS

- Hire and onboard new Livable Neighborhoods Neighborhood Liaison
 - Educate them on the SOAR program with SOAR Coordinator
- Implement improvements (outline created in 2019) to Livable Neighborhoods webpage with help and coordination from the SOAR coordinator
- Update Livable Neighborhoods Resource Guide

Livable Neighborhoods is Hiring!

Mr. Talkin said Livable Neighborhoods; I think a number of you might be aware we went a significant period of time without the Neighborhood Liaison. I will mention that is currently posted and we hope to fill that soon. That will help Andrea, the Director in that office, to be able to get more accomplished and her efforts this year will be to help communicate SOAR hopefully through the improvements in our website. We also plan on updating the Livable Neighborhoods Resource Guide this year.



PLANNING

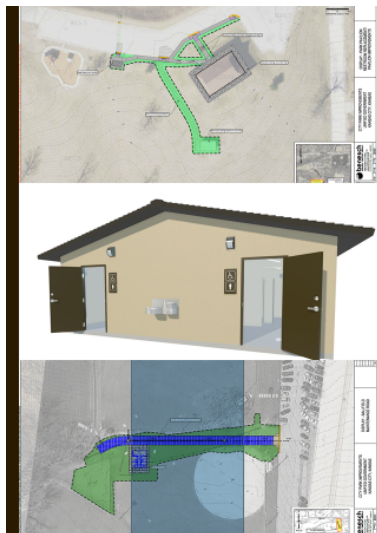
Complete the Central Area Master Plan

Analyze Zoning Enforcement needs and what is needed to improve compliance

Process map Zoning Enforcement officer standard operating procedures

Mr. Richardson said the Central Area Master Plan I think involves six different commission districts and we've done a great job of notifying the folks in the neighborhood of what we're doing with the Central Area Plan. The real update here is that the final big public meeting will likely

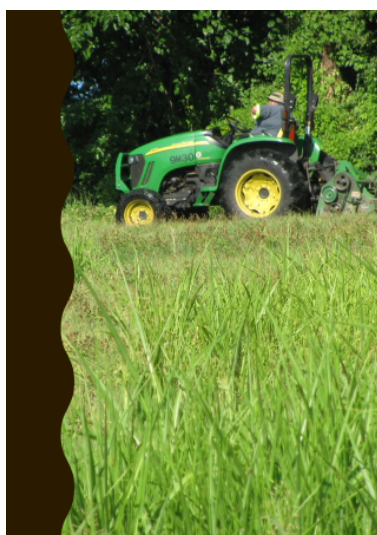
take place in April. They are working on that specific date and we'll start getting communications out on that.



NRSA/PARKS

- Complete the Central Area Master Plan
- Complete Code Enforcement blitz in the Park Drive Neighborhood in the second quarter
- Complete walking trail around Clifton Park that will connect it to City and Regan Park.
- Complete City Park Improvements
 - Rehabilitate large shelter/Pavillion
 - Replace small shelter
 - Install two new restrooms
 - Reconstruct parking lot at City Park ball field and Regan ballfield

Ms. Miller said we're going to continue on with the NRSA for Park Improvements. This year we're going to do a walking trail around Clifton Park. Staff has met with Parks & Rec and consultant to finalize the plans. The next stop, we'll be putting it out for bid and procurement of a contractor. A holdover from 2019 was City Park. As you know, we had to hire an archeologist to do a study there. This week we had a meeting with the archeologist, the contractor, and they are anticipating starting within the next month weather permitting.



ABATEMENT TEAM

- Crews will complete in field work orders beginning abatement 4/1/20
- Hired 3 new staff and are acquiring equipment

Ms. Love said for the Abatement Team in 2020 thank you guys so much for approving that additional team. Like I mentioned before, the mowing season kind of runs from April to October so Code Enforcement will be able to start writing up tax current properties in the middle of March. That way they get it to our table on April 1 and we can get started heading in that direction. With the new crew there will be a bit of a learning curve, especially with equipment, and then we're also deploying new technology to make the data a whole lot cleaner. Hopefully, we will be up and running and definitely be able to close that 11 week time gap.

PARKS MAINTENANCE

- Parks Maintenance will start utilizing Lucity
- Already completed in 2020:
 - Work orders for following types of assets
 - Entire parks, shelters, playground footprints, furniture, docks, fields, and courts
 - Buildings will be the next data set to be added
- Implement field tablets so crews can complete work orders in the field
- Train front desk staff to complete maintenance requests, which will then go to the supervisor's dashboard to be assigned to a crew

lucity™

For Parks Maintenance, we're actually going to stand them up in Lucity which is the same tracking software that we use for mowing. Now the maintenance supervisor and the techs that are out in the field will also have tablets where they can create requests or work orders against every asset in our parks. We're working with Building & Logistics and Public Works to get buildings as a data set so we can start doing work against so we can track all the improvements that are being made in our building.

The goal for our front desk staff will be—they will receive the complaints and then they can create the requests and it will be shipped off to the supervisor's so it will get handled quite quickly.

GRAFFITI PREVENTION

- Develop a comprehensive graffiti prevention policy with multi-departmental team
- Add graffiti reward information to the graffiti abatement letter sent to property owners by Code Enforcement
- Complete mural in collaboration with Community Policing and area youth



Ms. Masenthin said I mentioned this earlier, graffiti prevention, we kicked off a multi-departmental team in 2019. In 2020 we are working to develop a comprehensive graffiti prevention policy which includes adding graffiti reward information and communication and completing murals.

OTHER SOAR INITIATIVES

- Increase ISO (Insurance Services Office) Fire Suppression Rating from 2 to 1
 - Develop a process to capture and electronically track all the training being done in the Fire Department, down to the station level
- Create "dummy permits" (when Appraisers see work being done on a building but know there is no permit) with the NRC

Ms. Sieben said we are also working with the Fire Department who has not actually been mentioned specifically today, but they are also working with us. One of the things they want to do is continue to work on their data as well and help to continue to improve our ISO rating which in turns gives us a return in our pockets by reducing the cost of our insurance. Matt Willard would have been here tonight, but he was not able to attend. Oh, he's back there. Matt, you were going to do this slide. This was Matt's slide, but the Appraisers are actually helping NRC when they're

seeing work that's being done without a permit. They have a system to create what we're calling dummy permits, which doesn't sound very nice.

COMMUNICATIONS

- Promote the ability to make regular tax payments, rather than one large payment, in the PayIt mobile app or in person.
- Communicate sidewalk management program to the public through an article in the Citizen newsletter.
- Develop an article emphasizing the importance of proper disposal of trash and keeping private property free of junk and trash violations. Include illegal dumping concerns.
- Advertise Vacant Property Registry through neighborhood newsletters (work with Livable Neighborhoods), Citizen newsletter, and update website.
- Write Citizen newsletter article on the new Zoning code
- Develop an article for the Citizen newsletter on animal services - requirement to register pets, have the rabies vaccine, and keep them indoors, fenced, or leashed and cost of picking up pet from the shelter
- And more...



We have a whole litany of communications we're going to continue to work on again this year.



**SOAR IS PRODUCING OUTCOMES FOR
NEIGHBORHOODS FACING REAL
PROBLEMS
-
MAYOR ALVEY**

What I want to say last is what Mayor Alvey says about producing outcomes for our neighborhoods. I believe that's what this team is doing every day and I want to thank every single one of you for continuing to support the work that we're doing with SOAR to improve the quality of life in Wyandotte County.

Mayor Alvey said thank you again for all the work to all the team. We understand how hard it is. You're really out in the battle lines trying to create the quality of life, enforce that quality of life and I will say seeing the initial results back from the community survey, it's clear that our residents and businesses want really almost a militant approach to these problems in law enforcement, crime prevention, graffiti, street maintenance and going after codes and those kinds of things. That's really what I think our residents are demanding because they want a place that they feel safe and they're proud of. If we can accomplish that as you are trying—as you are working through this, then we're going to increase the values of our neighborhoods. We're going to solve our problems long-term, but these very hard steps have to be taken in order for us to get there.

Commissioner Markley asked, can you go back to the survey results. I think I said this before when we've been looking at survey's. You look at survey results and I think if you have a lot of surveys you're like 10 percentage points, what is that, but in reality even an uptake of one percentage point is huge because that means thousands of people have impacted that change, have made a different choice when they have done that survey. To have a 14 point increase is amazing, amazing, so we still have some areas for improvement here, those also are areas that are a focus in 2020. The cleanup of junk trash debris citywide was an area we went down in 2019 so it looks like we're moving toward addressing that with our goals for the coming year, but that's just huge and something definitely to be celebrated and I will look forward to celebrating it again when we have the non-preliminary results.

Ms. Sieben said, Commissioner, I just also wanted to say that we also received some benchmarking data today and what I want to applaud this team for we have moved up. We are no longer the lost leader in this area. Other people are going to start chasing us, so I'm very proud of what we've done, and that's folks are realizing it in the community.

Commissioner Markley said that's a nice segue to my next comment which was just that years ago I was told, and I think Brian was similarly told, that none of our complaining and none of our ideas were ever going to get us anywhere. Nothing was going to get done and no change we could make was going to help the situation, so I just want to thank you all for proving those people that said that wrong because you're obviously making an impact and it's an impact people are seeing every day. I like it because I can say I told you so, but I appreciate all of your

work and I want you to know that you are proving people wrong every day when you go out there and make these impacts in our neighborhoods.

I just want to say I'm super excited about the changes in Codes. Ever since my very first day on the Commission there has been ongoing discussions about how Codes could work better and what we could do, and we talked about everything from volunteers out there in the street to this sort of restructuring. So, I'm really excited to see us take that step forward and I think it's going to be really amazing.

Commissioner McKiernan said I will echo what Commissioner Markley said. I do have regarding this data, these are fantastic data, I'll echo everything, but specific to these data, I think these are fantastic data and they do prove that although it may take some time we can in fact accomplish what we set out to accomplish. I have one little bitty picky thing, even though these surveys were mailed out in 2019, the data is being revealed in 2020 and so it's an every two-year survey is what we're doing, so 2016, 2018, 2020; that would just be special. I feel that I have to almost apologize that my district closed nuclear yellow on the heat maps, but I think that's a testament to the fact that everyone is getting out and doing their job and following up and ensuring that there is completion of a ticket, a project, whatever it might be, and I appreciate that very much.

MAYOR ALVEY ADJOURNED

THE MEETING AT 6:51 p.m.

dt

Bridgette D. Cobbins
Unified Government Clerk

February 13, 2020