



GREETINGS FROM MAYOR JAMES

As the leaves begin to change colors and the temperatures begin to drop, many Kansas Citians are preparing for a fall season full of rest and renewal, and of course, Chiefs football!

Unveiled last March, the City's Women's Empowerment (WE) Initiative hit the ground running. In less than a year we have met nearly all of our objectives, including establishing a childcare exploratory task force to discuss options of providing childcare to City employees, developing a mentorship program within City Hall and helping women-owned businesses prosper.

In August my office partnered with Turn the Page KC and The Family Conservancy to host a conference to promote the importance of parents talking, reading and playing with their children each and every day. The community came out to support this initiative in a huge way, with 15 organizations making commitments to further this mission.

We are now on pace in Kansas City to secure the lowest homicide rate since 1968. This improvement is in large part thanks to KC NoVA, Kansas City's No Violence Alliance, a holistic approach to combating violence. That approach includes targeting the individuals in our community most likely to engage in violence and then giving them a choice—choose the help we offer in the form of social services or go to jail.

This city continues to grow and develop in ways like never before. Let's keep it rocking and rolling, Kansas City!



Sylvester "Sly" James
Mayor

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

● GOVERNANCE ● PUBLIC SAFETY ● NEIGHBORHOOD LIVABILITY
● HEALTHY COMMUNITIES ● ECONOMIC DEVELOPMENT ● PUBLIC INFRASTRUCTURE

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About the cover: The Big 20 event in August marked dynamic improvement in many areas of the Citizen Satisfaction Survey, including a 20-percentage-point increase over the past four years in satisfaction with the City's image. That's the fastest increase ever seen in this category, which is now at the highest recorded level. To share the good news, the City organized a parade of 20 "thank you" signs, each with actual quotes from residents. Thanks, Kansas City!

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EMPLOYEE SPOTLIGHT



HEALTHY COMMUNITY

INNOVATION THE DATA WRANGLERS

You can call them data wranglers. Or open data pioneers. Or process improvement wonks. But around City Hall, they're often referred to as Kate-and-Julie. This team of two senior management analysts has worked together for four years on figuring out measurable ways to accomplish City priorities.

"It's a great dynamic," says Julie Steenson. "I'm a list and task person who loves a blank piece of paper."

"And I drag my feet in the beginning, but I like to see a half-finished plan with lots of details that need editing," says Kate Bender. "We sometimes joke that Julie is the starter and I'm the closer."

The City has been collecting easy-to-measure data for a long time, but that information has not always been relevant. Steenson and Bender look at what can be improved, what are best practices and where the trends are going. Underlying everything is the goal of serving the public.

One favorite project is the Citizen Satisfaction Survey, a quarterly questionnaire sent to a random sampling of addresses. "It's thrilling to see all the little insights you get from this, and the impact citizens have," Bender says. For example, the City recently made a point to improve communications about snow removal and how routes are prioritized through news releases, videos, Facebook and Twitter. When residents were hit with back-to-back major snowfalls last winter, their satisfaction rate shot up.

Satisfaction with the Parks and Recreation Department also is on the rise. The survey revealed the high priority citizens place on mowing and

tree trimming, which helped officials reclassify that procedure from "routine" to "very important."

Data is useful internally, but Bender and Steenson hope it also will become a tool for citizens. For example, a proposal to save money by eliminating some code inspector positions was protested at a public budget meeting by a woman who used the City's own data to defend her concern.

In college both "suffered through statistics," Steenson says, realizing there was no connection made about what mattered in a system or how to influence decision-making. That all changed in their current jobs due to two things: the new era of big data where information can be analyzed on a large scale, and progressive leadership from City Manager Troy Schulte and the City Council. Also helpful is sharing floor space with the 311 Call Center.

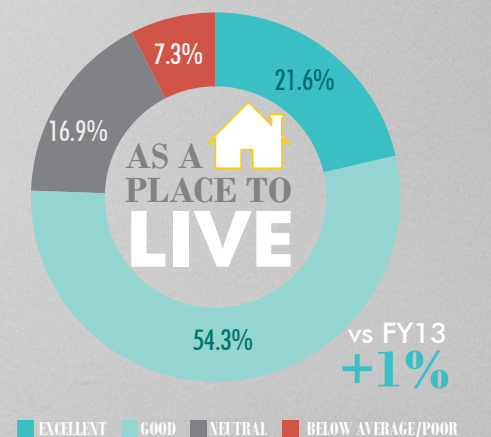
"We go to lots of public meetings to hear the voice of our customers, but it's awesome to think that every year, through the interactions people have with 311, we get to examine the needs of over 100,000 citizens seeking solutions to problems," Steenson says.

It's particularly rewarding when they discover an unnoticed relationship, like a high incidence of illegal dumping and requests for rat abatement in the same neighborhood. That observation resulted in a pilot program that combines education, special trash cans and vamped up rat control treatments.

"Data matters now," Bender says, with Steenson observing, "It's like the nuts and bolts of true city management—the ability to provide relevant information to help officials make good decisions."

EMPLOYEE SPOTLIGHT

FY2013-14 CITIZEN SATISFACTION DATA



KATE BENDER
& JULIE STEENSON



DEAD LETTER OFFICE ASKS FOR INPUT

WHAT LAWS ARE NO LONGER RELEVANT OR EFFECTIVE?



While Kansas City is on the cutting edge of many trends, it's also more than 150 years old. Some timeworn or no longer relevant rules are still on the books and they need tweaking or removal. To enlist the public's help, City officials have opened a "Dead Letter Office"—a website where residents and business owners can suggest out-of-date regulations to be repealed.

For example, the Bier Station is a craft beer business at 120 E. Gregory Blvd. The owner, John Couture, found there was an old law that could have stopped his business plan. "But the City really worked with us to adjust the ordinance to help new businesses like mine while still protecting neighborhoods," he says. "It took a while, but everyone was really supportive—council members John Sharp and Jim Glover, the mayor, Regulated Industries and especially John Pajor at the BizCare Center."

According to Rick Usher, an assistant city manager who focuses on small businesses and entrepreneurship, "The City has dealt with nearly every political, social, economic and environmental crisis since the Civil War. It's understandable that some laws are no longer effective or practical in today's economy."

Since the Dead Letter Office "opened" last June at kcmomentum.com, some 70 ideas have been submitted by 42 participants. City staff are reviewing these with the goal of reducing barriers to small business growth. The top three ideas concern off-street parking requirements for neighborhood businesses, easier rules for planting

street trees by storefront commercial and retail buildings, and more efficient ways to navigate the City's building plans review/permitting process.

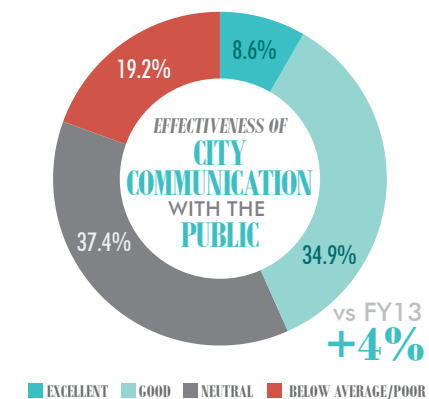
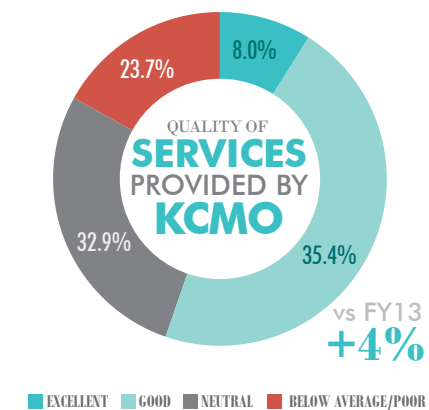
This is not the first time the City has asked for comments on impractical or obsolete ordinances and regulations. In 2011 and 2012 the City's Business Customer Service Center (KCBizcare) engaged small business owners on this topic. That outreach effort established the use of KC Momentum, the City's virtual town hall, as an efficient forum for such collaboration. The City Council already has repealed or modified several ordinances to help small businesses, including reducing the food handlers fee. Now it's the public's turn to join in the discussion as officials seek input from any interested citizen.

KC Momentum is easy to use. Once someone signs up and posts an idea, others can comment or add to the idea. Community leaders including the mayor, city manager, City Council members and department heads sometimes take part in the conversation, which provides them with helpful feedback on a variety of issues.

Some longtime ordinances sure to be reconsidered are those that require a license to sell coal door-to-door when homes were heated by stoves; a prohibition on washing windows on the outside of businesses between 8 a.m. and 8 p.m.; and a prohibition against allowing any water or slops to soak through floors or along the insides of walls to the inconvenience of persons below.

While some antiquated rules are harmless, others can hinder small business growth in unexpected ways. Usher points out that citizens and business owners usually know their industry's regulations better than City officials. The Dead Letter Office will help them work together to make Kansas City more business-friendly and more competitive on both a local and national scale.

FY2013-14 CITIZEN SATISFACTION DATA



BECOMING A SMART CITY



What if the Water Services Department could detect a change in pressure in our below-grade pipes and order maintenance before a costly water main break damages streets and nearby property?

What if street lights could adjust their brightness on full-moon nights to save energy?

What if City services and information could be easily accessed at a nearby kiosk?

These are just a few ways Kansas City can become a "smart city" by pairing existing technology with innovative uses. This fall Kansas City begins to explore a potential partnership with Cisco Systems Inc. and other companies to create a smart community in the downtown area.

In May City officials signed a letter of intent to access Cisco's Smart + Connected Communities, networking capabilities to test various high-tech improvements in parking, traffic flow, Wi-Fi, safety and communications. In the coming months Cisco will work with the City on developing a digital agenda to outline first steps.

Those steps most likely will be along Kansas City's new streetcar line which rolls through the heart of downtown—the region's Innovation District. One idea calls for interactive kiosks that engage residents and visitors at each transit stop. For example, visitors could access maps and information about city attractions and residents could report problems or make requests through the 311 Call Center.

"At this point, we can't even imagine all the potential uses for a smart city network," says Ashley Hand, the City's chief innovation officer. That's why Cisco and local business consultants at Think Big Partners propose creating a "living lab" to serve as an incubator for entrepreneurs who will tackle the City's greatest challenges: public safety, infrastructure maintenance, urban sustainability and community engagement.

Cisco calls the smart city movement part of "the Internet of Everything," a phrase which describes bringing connectivity and intelligence to devices making them smarter and more relevant. "Today there are more things connected to the Internet than there are people in the world. In the very near future, pretty much everything you can imagine will wake up," says the company's website.

The City is off to a smart start with a new open data ordinance that promotes transparency in government and offers opportunities for public-private partnerships. By publishing City data online, entrepreneurs can create simple visualizations such as maps and charts or download the data for further analysis. Kansas City is on the leading edge of the national trend to open city data portals to help create unique markets for third party applications that can provide citizens and businesses better access information.

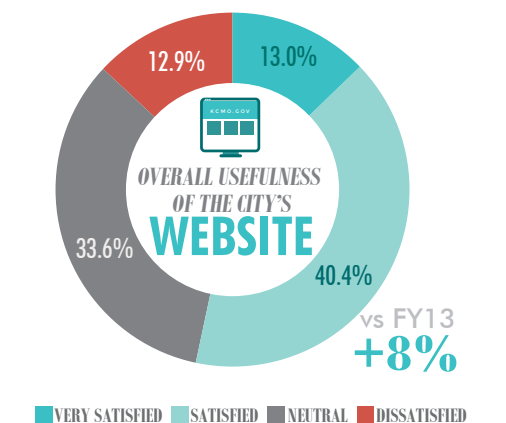
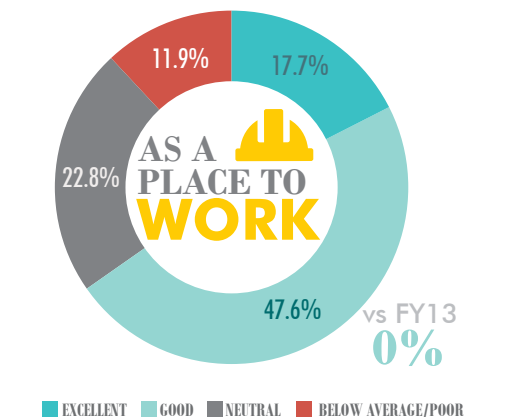
"Collecting real data through a smart city network is just the beginning," Hand says. "It's how we use that data to improve the livability of our

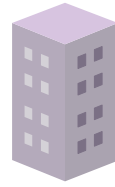
city and drive greater opportunity for our citizens that is so exciting."

The national spotlight has been on Kansas City as the first metro to get Google Fiber. And the boom in startups and entrepreneurial activity led to a recent New York Times profile focused on downtown redevelopment and the migration of millennials to Kansas City, Missouri.

Kansas City is becoming known as America's Creative Crossroads as arts and technology converge to take advantage of our digital synergy—a synergy that can grow in any way we can imagine.

FY2013-14 CITIZEN SATISFACTION DATA





ADVANCEKC FOCUSES ON BUSINESS PRIORITIES



How do we make Kansas City a better place to live, work and play?

This was the core question asked by community leaders during the creation of a citywide economic development plan called AdvanceKC. Adopted by the City Council in 2012, the plan's goal is to change the way we attract, expand and retain businesses by focusing on 10 priorities: arts and leisure, business climate, connectivity and collaboration, infrastructure development, innovation and entrepreneurship, mobility, public safety, talent development and education, target sector support, and urban land use and revitalization.

AdvanceKC's first project was to develop

a "competitive snapshot" comparing Kansas City to three benchmark cities—Indianapolis, Oklahoma City and Charlotte—as well as the state of Missouri and the nation. The snapshot looked at various statistics plus public input obtained from focus groups, interviews and an online survey.

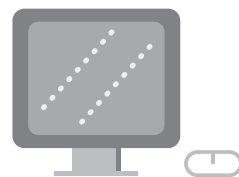
The community feedback combined with hard data already has led to improvements in how city leaders make important decisions.

One significant change so far has been the City Council's adoption of a new process for development projects seeking public incentives. Council members sought to make the process

more transparent, emphasizing the need for a clear benefit to the community.

Generally these benefits should include preserving and enhancing the local tax base and providing opportunities for increased income for residents. It's also favorable if a project leads to jobs in one of the city's targeted industry sectors, or increases density in areas of high unemployment and historic underinvestment.

In today's global economy, cities must be innovative in order to stay competitive. AdvanceKC is a step in that direction, helping to make Kansas City even better and more prosperous.



KCMO.GOV RECEIVES NATIONAL HONOR AND A LOCAL JUMP IN SATISFACTION



The City's new website is a winner! The City Communications Office revealed a new, search-based website in February. Recently the National Association of Government Webmasters recognized **kcmo.gov** with a Pinnacle Award for the best medium-sized city website.

The Pinnacle Awards are judged by both government and non-government professionals and are based on team size, content, organization, design, performance and flexibility, accessibility standards and interactivity.

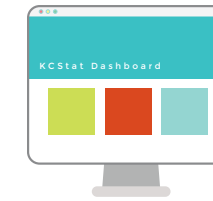
In addition to this award, the City's 2013-14 Citizen Satisfaction Survey showed an 8.3 percent increase among residents' satisfaction with the website and a 21.4 percent increase in satisfaction with information about City programs and services since 2005 (see page 3 for an explanation of The Big 20).

"Over the last several years, the City Communications Office has worked to engage residents and increase public involvement," says Chris Hernandez, city communications director. "The redesign of the website, the launch

of the Open Data Catalog, increased social media efforts and upgrades to Channel 2 have all been significant improvements."

John Hilderbrand, City web manager, points to the integration of the Open Data Catalog with the new website as a major accomplishment. This linkage provides transparency for City government by sharing information on everything from permits to potholes in a clear, concise format.

For tips on how to search for items on the website, view a short, humorous video at **kcmo.gov/faq**.



HOW IS THE CITY DOING? AT-A-GLANCE TOOL PROVIDES QUICK ANSWERS



Want a quick look at how well the City is meeting its strategic priorities? The KCStat dashboard is an online tool that provides an "at-a-glance" view into various issues and their current status. Operated by the Office of Performance Management, the dashboard lists data and information about the same issues covered in monthly KCStat meetings. Some residents like to watch or stream these meetings at **kcmo.gov/Channel 2** for an in-depth observance of City government. But that can be a lengthy process.

Instead, **kccstat.kcmo.org** has a dashboard that offers a shortened format organized by outcome area: public infrastructure, economic

development, public safety, customer service and communication, healthy communities, neighborhood livability, and governance.

Each outcome area has two to four priority "tiles" below it. Each tile shows a piece of data related to the issue and that data shows whether the issue is on track, near target, needs improvement or is "measuring" (which means a target has not been set). Clicking on a tile takes the viewer onto a page dedicated to that priority with additional measurements and narrative explaining the issue.

For example, the street maintenance tile shows that 28 percent of citizens are satisfied, which puts this measurement "on track." Clicking on the tile shows

the goal for this priority is to increase satisfaction to 31 percent by 2015; while this seems like a relatively low number, it's a major increase from the baseline in 2012 of 24 percent satisfaction. As you scroll down the page, explanation is provided for "Why is this a priority?" and "How can we measure it?" Additional data delves into the lane miles resurfaced by the City as well as the location of potholes and their repair time.

Since the KCStat dashboard was first rolled out a year ago, it has been fully populated with pages for each priority area and viewed more than 1,000 times per week, suggesting that its goal of being a resource for citizens and the community at large is being met.



CSA FOR CITY EMPLOYEES



Fresh, healthy food, a convenient pickup place and support for the local economy—what's not to like about the City's first CSA program?

From May through October employees were invited to participate in a community supported agriculture partnership with Good Natured Family Farms and the City's Health and Wellness program. More than 150 area family farms supplied produce, meat, eggs, dairy products and bread on a weekly basis. These items were

bundled and dropped off at five convenient locations for staff members.

Employees paid \$25 a week for an estimated \$35 of food, which included unusual items like Crenshaw melon, savoy cabbage and Asian pears. Unwanted items could be traded and all undelivered food was donated to a local food pantry.

More than 120 employees joined the program and officials plan to offer it again next spring as one of several

wellness options that encourage healthy nutrition, fitness, weight loss and disease prevention.

"This program provided delicious fresh fruits and vegetables that were locally grown, along with meat and dairy products from local family farms at a great price," said Councilman John Sharp, chair of the City's Health Care Trust. "Several employees have told me they're looking forward to participating again next spring."

PUBLIC SAFETY
SNOW JOB
PUSHING ASIDE WINTER



In autumn when most of us are thinking about falling leaves and football, the City's snow plow operators already are thinking about snow and ice. They take their tandem and natural gas trucks out for practice runs, learning routes and noting locations of steel plates and manhole covers. Oh yeah, and the locations of QuikTrips along the way. Those 24-hour stores help keep them going when they're jarred awake at 4:30 a.m. to prepare for a 12-hour shift clearing the roads.

Red Bull, music and cold air from an open window are the secrets to staying alert for Darrell Ransburg, Karl Harris and Jermaine Spikes, who admit the coming winter provides good job security. When they're not salting or plowing the city's 6,400 lane miles, they're often filling potholes and repairing concrete and road shoulder problems caused by freezing and thawing temperatures.

"I've started watching the news and weather reports a lot more," says Spikes, who says the hardest part of his job is plowing North Brighton Avenue in the Northland. A steep roadside drop-off and fewer streetlights along that route keep his adrenalin pumping. Sometimes he sees deer, as many as 10 outlined in dark silhouettes against the bright snow.

Harris, whose plowing area includes the Country Club Plaza, says he gets lots of friendly waves from people, while others get upset at the truck's slow speed or the snow that gets pushed up around their parked cars. Understandable, but where else can the snow go?

In constricted areas like downtown, the crews use a bobcat to clear sidewalks and haul the snow away in dump trucks

to the Missouri River.

"It works best when we team plow," says Ransburg, referring to the use of two or three trucks in a staggered formation on a wide street, each pushing the snow aside to the other. "That's a really quick way to get the job done."

The plowing generally falls to the Public Works Department, but additional trucks from Water Services and Parks and Recreation often are used at the onset of an event or for major snow accumulation. When fully staffed, these three departments have approximately 200 vehicles on city streets, including 65 pickup trucks assigned to residential routes. It takes about four hours to salt and eight hours to plow the primary and arterial street system for one cycle, and 12 hours to plow the residential system. The Aviation Department handles its own snow removal at the Kansas City International Airport and Charles B. Wheeler Downtown Airport.

Do the snow plow operators, themselves, ever get stuck? Not yet, but Harris carries a toilet kit during big winter storms, and Ransburg sometimes stays in a nearby hotel rather than try to make his way home. Occasionally the drivers sleep between shifts in the Municipal Service Center.

Last February crews battled two major snowstorms in one week, and a few weeks later, they plowed several inches during record low temperatures in March.

"I can do without winter," says Spikes. And as the days grow shorter and colder, that's a sentiment some would agree with.

EMPLOYEE
SPOTLIGHT



KARL HARRIS
& DARRELL RANSBURG
JERMAINE SPIKES



SO YOU GOT A TICKET



Getting a traffic ticket isn't the most pleasant experience, but it does happen. Some violations require mandatory court appearances. Others can be paid without going to court. Here is what you need to know.

If the ticket is payable, you may:

- Pay online at kcmo.gov/pay with a credit or debit card.
- Mail a check for the amount payable to "Violations Bureau" to P.O. Box 219381, Kansas City, MO 64121-9381. Write your ticket number in the memo field.
- Pay in person at the Violations Bureau on the first floor of the Kansas City Municipal Court, 1101 Locust St., 8 a.m.- 5 p.m. Monday-Friday.

If your case goes to court:

- The hearing time, date and courtroom are at the top of the ticket and on the summons you will receive by mail.
- You may obtain a first-time continuance (postponement) on some violations: see kcmo.gov/court, call 311 or visit the Violations Bureau window.
- Weapons and recording devices are prohibited. Do not consume food or drinks in the courtroom. Remove your hats and turn off cell phones during court.

If you plead guilty:

- The judge may impose a fine, jail sentence and/or probation with classes,

treatment or community service.

- Most fines are between \$1 and \$500, but some may go up to \$1,000. Jail sentences are up to 6 months.

If you plead not guilty:

- The court may hold trial that day or continue it to a later date.
- The prosecutor must prove your guilt beyond a reasonable doubt.
- You may be represented by an attorney and present evidence and witnesses. You may testify or choose to remain silent.
- If found not guilty, your case ends.
- If found guilty, the judge decides the penalty. You may file an appeal within 10 days for a new trial (trial de novo) in the Circuit Court.



PROBLEM-SOLVING COURTS PUT TREATMENT OVER PENALTIES



Envision parents once weakened by addiction now in recovery, reconnecting with their children. Envision a homeless veteran having repeated encounters with police due to mental illness now receiving treatment, job training and a place to live.

These sights are becoming common in Kansas City thanks to the Drug, Mental Health and Veterans Treatment courts operated by the Municipal Court. These problem-solving courts focus on the treatment and rehabilitation of qualified defendants rather than incarceration. And they work.

For example, Drug Court has a 60 percent completion rate. Meanwhile the national completion rate for

people receiving similar treatment independent of drug court is 39 percent. It costs about \$4,100 to provide someone substance abuse treatment for six months, but approximately \$12,000 to incarcerate that person for the same period of time. The difference is that specialty courts keep participants in treatment longer. They attend court frequently so judges can monitor their progress and hold them accountable. They bond with their case managers who know their families, their habits and what may cause them to relapse.

Drug Court:

Participants with substance abuse disorders receive a minimum of 12 months intense treatment, including

21 to 30 days of inpatient treatment and other services to achieve and maintain recovery.

Mental Health Court:

Participants with a qualified mental health diagnosis receive six to 12 months of mental health treatment. They must be realistically treatable within the mental health system and currently engaged in or willing to engage in outpatient mental health services.

Veterans' Treatment Court:

A hybrid of the Drug Court and Mental Health Court, this program works with the Veterans Administration. It reconnects many veterans with the Kansas City Veterans Affairs Medical Center.



PATROL DUTY FROM 10 FEET HIGH



How do you break up a fight and move 200 people away from a congested area in minutes with only two police officers? You put them on horseback.

The Kansas City Police Department's Mounted Patrol can expertly handle crowds and engage the public at the same time. According to Sergeant Joey Roberts, who supervises the patrol's six officers, "We've had cases where we're arresting a guy for drugs on one side of the horse while a couple and their kids come up on the other side wanting to pet it."

"We're so mobile and maneuverable," he says. "We can go through yards, rough terrain and brush. But the biggest advantage is height—we're 10 feet in the air. We can see and be seen at great distances."

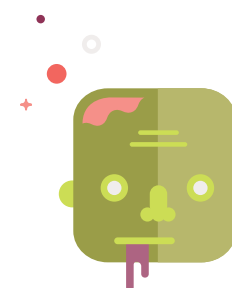
That height advantage is coupled with a heavy dose of public respect for the patrol's eight horses, which weigh an average 1,500 pounds each. Inside a blue barn at Camp Lake of the Woods in Swope Park, the animals are trained to be brave by pushing through various obstacles, starting with a turnstile contraption made with foam swimming noodles.

A typical morning for the patrol begins with throwing hay to the horses, followed by grain. Off-duty animals are turned into a nearby pasture, while others are groomed, tacked and led onto one of three trailers for transport to their assigned area. The mounted officers make routine patrols daily, usually in high-crime districts, when the temperature is between 20

to 95 degrees. The patrol also works at special events and the Country Club Plaza on Saturday nights.

Roberts says the operating costs for the animals are surprisingly low. Their barn was built with a federal grant in 1999 by the City's Parks and Recreation Department, and the mounted officers use it in return for organizing youth programs and patrolling Swope Park. A nonprofit group, Friends of the Mounted Patrol, helps with supplies, and all horses are donated.

Roberts matches horses and officers based on riding ability and personality. This fall he'll be fixing up a donated horse exercise machine. "Our horses are our partners," he explains. "We have to keep them in tiptop shape."



ZOMBIE PREPAREDNESS



Zombies are everywhere—movies, popular TV shows, books, the Internet, T-shirts and even emergency preparedness campaigns! These campaigns, much like the zombies themselves, are either loved or hated by the audience.

We can all reasonably agree that zombies aren't real, but there are plenty of other threats that are: tornados, flash floods, pandemics, hazardous materials incidents and

much more. If preparing for a zombie apocalypse gets you motivated and makes emergency preparedness fun, then by all means, do so. Just be safe and remember that people shuffling to the coffee pot in the morning only look like the walking dead. They'll probably perk up after a couple of cups.

To ensure that you're prepared for emergencies from A (avalanche) to Z (zombies) and everything in

between, consider taking an all-hazards approach. Your emergency plan should be adaptable to address unforeseen situations and scalable for the large disaster we hope never happens and the smaller emergencies that happen every day. You can get detailed information on plan development and kit contents, as well as more resources for zombie preparedness fun, by visiting our website at www.kcmo.gov/oem.

SUSTAINABILITY

OLD HOMESITE MATERIALS FIND NEW LIFE AT POLICE CAMPUS



In the spot where the City is building the East Patrol Station and Crime Lab campus, more than 130 mature trees and 70 pre-World War II houses once stood. They were removed to make way for construction, but parts of them will live on when the doors to the facility open in early 2016.

Reclaimed brick will cover part of the exterior walls and reclaimed lumber will line the community room as wood paneling. Other materials—door frames, cabinets and flooring—were sent to Habitat for Humanity's ReStore for resale, while old foundation stones were provided to a homeless shelter for a raised bed garden. It's all part of a new practice called deconstruction that aims to keep salvageable material from landfills.

"Sure, we saved the project some money," says Eric Bosch, City architect in the General Services Department. "But the more important thing is that everybody wins by using sustainable practices."

Bosch is especially enthused about a partnership with Urban Lumber Company, a local business that accepts logs from backyards and urban lots to process into boards for carpenters and artists. Because urban logs often contain bits of metal (from signs, clotheslines, etc.), there is little interest in this material from large commercial lumber companies.

Tim O'Neill, Urban Lumber manager, says he bypasses this problem by using an inexpensive \$25 saw blade. "If we hit a little metal, we can re-sharpen it. If we hit a lot, we just replace the blade."

At the 17-acre East Campus site, bordered by Prospect and Brooklyn avenues and 26th and 27th streets, he

marked the most valuable trees before the land was bulldozed. "The wood is great. We got a lot of unusual species out of that property," O'Neill says, naming hackberry, elm, sycamore, mulberry, sweetgum, walnut and tree of heaven.

O'Neill's business partners are two brothers who run Missouri Organic, a company that produces topsoil, compost and mulch. It's a natural fit. Any parts of the logs not viable for boards are ground up for mulch.

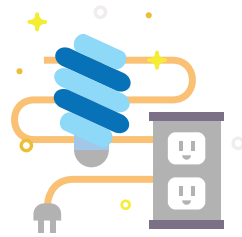
"A statistic that impresses me is that about 74 billion trees are located in the nation's cities," O'Neill says, citing a book called "Harvesting Urban Timber" by Sam Sherrill. "This is an amount equal to about one-fourth of the estimated 319 billion trees in the nation's commercial timberland. A lot of urban trees are wasted, but now we're starting to get smarter about our natural resources."

According to Bosch, while deconstruction is more popular in denser areas of the nation, it's a relatively new concept in the Midwest where land is plentiful. "We've gotten used to thinking that it's so much easier to throw things away," he says. "But when I went back to visit the station site and saw all those mature trees, I thought—we've got to save them. And then I remembered another project where JE Dunn (the general contractor) saved trees with great success, and I knew we could do it."

When the \$74 million campus is finished, Bosch will apply for LEED gold certification from the U.S. Green Building Council. The reuse of materials, especially the trees, should play a helpful role in achieving that status.

EMPLOYEE SPOTLIGHT

ERIC BOSCH



MAYOR'S ENERGY CHALLENGE

IT BEGINS BY BENCHMARKING



Big buildings use a lot of energy, and much of that is wasted. A new initiative called the City Energy Project aims to cut energy waste and reduce carbon emissions by dramatically improving the performance of buildings across the city.

The plan starts with increasing the number of Kansas City buildings which benchmark their energy consumption. A few months ago Mayor Sly James challenged local building owners and managers to commit to benchmarking their 2014 energy consumption with ENERGY STAR Portfolio Manager.

An ENERGY STAR score is an important metric that allows an apples-to-apples comparison between buildings and years. Scores are on a scale from 1 to 100, and equate to the percentage of energy efficiency; a score of 50 is average.

So why go through this benchmarking process? First, it can save building owners and tenants a lot of money. The U.S. Environmental Protection Agency estimates that the top 25 cities in 2013 saved more than \$1.4 billion in energy. Second, it's good for the environment. Those same top 25 cities reduced 7.3 million metric tons in greenhouse gas emissions. Lastly, it's good publicity for the building owner and tenant.

Committing to the Mayor's Energy Challenge is easy. A building owner starts by completing the online challenge commitment form available on the Kansas City Energy Project

website at kcenergyproject.org/mayors-challenge. Next, the owner is asked to create a profile in ENERGY STAR Portfolio Manager and enter the building's information. Each month the profile is updated with information from recent energy bills. Once you know how a building is performing, you can identify ways to improve the performance. The higher your ENERGY STAR rating, the lower your energy bill.

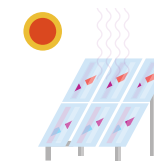
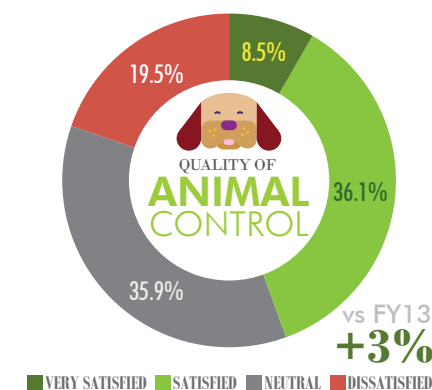
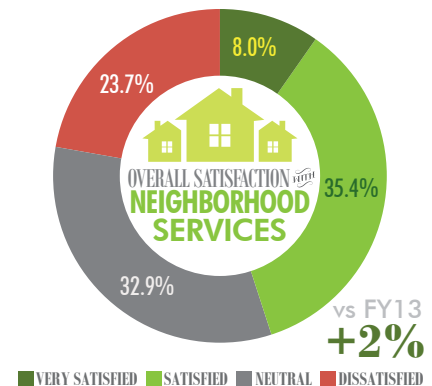
After just a short period, the 2014 Mayor's Energy Challenge is off to a great start! To date, 122 buildings have made the commitment and we're on our way to reaching the City's goal of 200 buildings getting an ENERGY STAR rating. The mayor's second goal for the challenge is for 50 of these buildings to achieve a score of 75 or better and apply for ENERGY STAR certification. Kansas City currently has 32 buildings that are ENERGY STAR 2013 certified, representing more than 16 million square feet of space.

One company excited about the challenge is JE Dunn, which built its LEED gold headquarters downtown five years ago. "Sustainable, green, energy efficient, LEED, ENERGY STAR, renewable energy, net zero—each of these terms has a desirable connotation and our customers want their building projects to have them," says Dave Barber, vice president and national director-Engineering Service. "But these attributes rarely become a reality without an economic analysis that justifies a premium cost. Without

benchmarking, the decisions to make such changes just don't happen."

Mayor James has set some ambitious goals for the Mayor's Energy Challenge, but the Kansas City Energy Project is a great resource for building owners and managers to help achieve them. And it will put us closer to making Kansas City healthier and more prosperous through energy efficiency.

FY2013-14 CITIZEN SATISFACTION DATA



KANSAS CITY SHINES WITH NEW SOLAR POWER



Kansas City is taking advantage of its abundant sunshine by putting it to work. The addition of solar panels on 57 buildings—community centers, police and fire stations, the City Market and Starlight Theatre—have made our city the largest user of on-site generated solar power in the State of Missouri.

The 25-kilowatt photovoltaic panels are each expected to generate about 300,000 kilowatts of power in the first year of operation for a total of more than 18 million kilowatts.

What does this mean to you as a resident? It means cleaner air and lower costs for electricity. Buildings represent 40 percent of

U.S. carbon emissions—more than the transportation or industrial sectors. In cities like ours, as much as 75 percent of carbon emissions come from buildings. By controlling greenhouse gases and reducing pollution, we'll save money and have cleaner air to breathe—especially important for people with respiratory or cardiovascular problems.

The City's commitment to energy efficient buildings exemplifies good stewardship of the taxpayers' dollars and a continuing commitment to environmental sustainability. The use of readily-available sunshine to power City buildings fulfills a commitment leaders made in 2006.

At that time, Kansas City had no energy resource initiatives, and the City Council passed a resolution calling for the installation of solar power systems on City-owned buildings as part of a climate protection plan. That pledge now has become a reality, and Kansas City is better for it.

The City's solar energy project is managed by the Facilities Services Division of the General Services Department. The division managed the installation of the panels after negotiating a cooperative agreement with Kansas City Power & Light and Brightergy, and now monitors the systems.



KC GREEN NEIGHBORHOOD WINNERS

PROGRAM RECOGNIZES LOCAL SUSTAINABILITY EFFORTS



Last year the City began a program to recognize sustainable communities. These are places where residents have found ways to support local foods, public gathering spots and playgrounds or ways to reduce stormwater runoff, yard waste, air pollution and energy costs.

This fall awards were presented to two 2014 KC Green Neighborhood winners: Manheim Park and Westside. They join the honor roll of existing KC Green Neighborhoods recognized in 2013: Avalon View, Center City, Ivanhoe and Pendleton Heights. In addition to street sign toppers, the honorees received an eco-gift and the opportunity to enroll in various City-sponsored workshops.

HISTORIC MANHEIM was spurred by the LEED platinum renovation of the Bancroft School into apartments and community spaces. The neighborhood was inspired to continue the momentum of this renovation into additional green projects and programs. Residents applied for and received a Tiger Grant used to improve sidewalks and plant more than 300 trees. The neighborhood partnered with Lincoln University Extension to install a community garden and educate residents about plants and gardening, including turning the numerous sweetgum balls that fall from area trees into mulch for flowerbeds. Manheim also sponsors biannual neighborhood cleanups.

WESTSIDE has worked hard to install rain barrels throughout the neighborhood to support its commitment to community and backyard gardens. Adjacent to the Tony Aguirre Community Center, residents planted a 2.5-acre garden and orchard and are currently working with MO-DOT to expand the garden to 20th Street. In addition, they are working to reduce energy costs by improving building insulation and installing energy efficient lighting in neighborhood buildings.

To find ideas and resources for making your neighborhood greener, visit kcmo.gov/kcgreen or call Colleen Doctorian at 816-513-1377.

DEVELOPMENT
A FORWARD TRACK
THE STREETCAR PROJECT ROLLS ON



For a civil engineer who has spent his career designing and managing transportation projects, Jason Waldron uses the word “exciting” a lot more than you would think.

That’s because his current work focuses on the KC Streetcar project—four sleek vehicles in shades of pearl, graphite and platinum that will roll along two miles of track connecting the city’s River Market with Union Station and Crown Center.

Waldron is a fairly new employee but no stranger to local government. He collaborated with many City and local agencies as a consultant for HDR Engineering Inc., managing roadway, railway, park, trail and transit contracts.

“There was no culture shock,” he says, after joining the Public Works Department in 2013. In fact, he’s found the experience even better than he anticipated. “I knew it was all good coming in, but it’s exceeded my expectations.” In particular, three things have impressed him—the skills and work ethic of his coworkers; the current leadership at City Hall; and the immediate economic impact the streetcar has generated.

A New York Times article (Aug. 19, 2014) quotes Michael Knight with the Commerce Tower Group as saying the streetcar is one reason the group has begun a \$90 million renovation of a high-rise at 9th and Main streets. “The best plan really doesn’t matter if timing isn’t on your side, and in Kansas City, the timing couldn’t be better,” Knight said. “It’s like all the tumblers on a safe door lining up. Click—you’ve got a winner.”

The article lists other downtown

projects influenced by the streetcar line and the return of the millennial generation to urban centers: a \$79 million luxury residential tower called One Light in the Power & Light District; a \$63 million redevelopment of the Art Deco Power & Light Building; and a \$63 million residential and retail project near the Missouri River on 55 acres leased from the Port Authority.

Phase 2 planning is now on hold in response to the August election results, but that does not affect work on the downtown streetcar line, for which Waldron is the deputy project manager. In addition, construction of the vehicle maintenance facility is underway just east of the City Market.

By the end of October the difficult job of dealing with utilities and underground pipes up to 100 years old should be completed, and crews will continue to lay track into the streets. Work also has begun on building foundations for some 400 electrical poles along the route.

Construction of the streetcar line should be finished during fall 2015, followed by extensive testing and riders on board in early 2016. Follow the progress at kcstreetcar.org.

Waldron is especially proud of meeting one challenge: how to accommodate both streetcars and buses at each stop and still provide full access for passengers with disabilities. He helped a design team come up with an innovative multi-level platform to solve the problem.

“As an engineer, you don’t have many opportunities to work on an iconic project like this,” he says. “Every day is short. Every day is different. The year has flown by in a very, very good way.”

EMPLOYEE
SPOTLIGHT

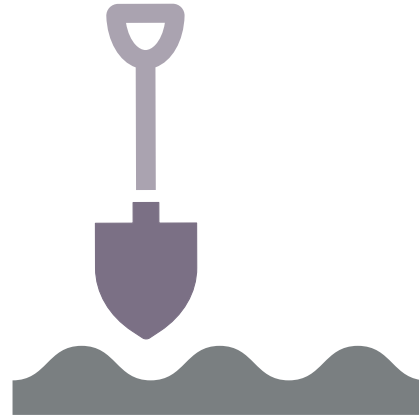
**COMING
SOON!**

Your Kansas City
Streetcar.



PROJECT WEBSITE kcstreetcar.org / PROJECT HOTLINE

JASON WALDRON



VACANT LOTS, ABANDONED HOUSES AWAIT NEW OWNERS



Since the Land Bank officially opened for business last June, the staff have been working through a mountain of paperwork. More than 4,000 properties needed research for title issues and encumbrances so that potential buyers can know exactly what they're getting into when they look at vacant lots and abandoned houses transferred from the City's delinquent tax sale list every year.

"Trying to put all that together has been more than we anticipated," says Ted Anderson, executive director. But much progress has been made, and this fall the focus shifts to marketing. The Land Bank is taking five new approaches to their search for responsible property owners:

1. "For sale" signs listing the Land Bank's website (kcmolandbank.org) and phone number (816-513-9020) will be posted on various properties.
2. Homeowner associations and neighborhood groups will be consulted about ways to partner. For example, some associations are waiving unpaid dues if a homeowner assumes responsibility for a vacant lot.
3. Informational flyers will be included in the paychecks of 3,500 City employees.

4. Tradesmen with "fixer-upper" skills or historical home aficionados who might want to renovate a house will be targeted.

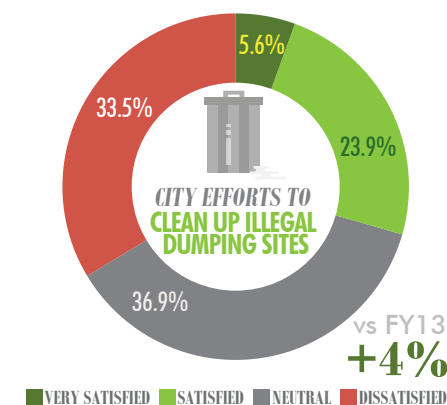
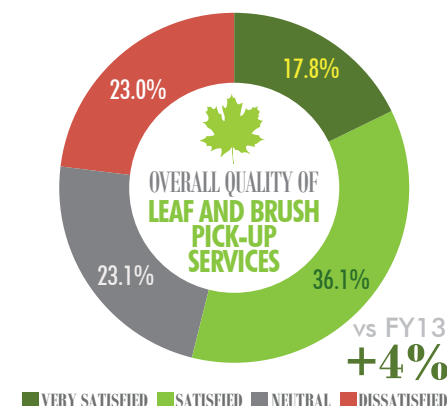
5. Philanthropists, churches and other sources of private funds will be encouraged to help establish mini-dog parks, baseball and soccer fields, community centers and gardens.

"There's not one magic bullet. It's a problem that's been building for 50 years," says Anderson. But he sees a silver lining. "Most land banks don't have half the property we have. We're so sprawled out. A lot of cities would consider this situation quite an opportunity."

Matt Keeney, Land Bank development specialist, adds another benefit. "People don't realize how easy it is to own property in Kansas City," he says. "You can purchase a house and put in as little as \$10,000 and a lot of sweat equity and be living rent-free in a couple of years."

Anderson points out that in some areas you can expand your yard or a neighborhood commons for under \$100. "We all crave clean, green space," he says. "Who wouldn't want more of that?"

FY2013-14 CITIZEN SATISFACTION DATA



PUBLIC WORKS CONSTRUCTION UPDATE



Although major construction projects such as the KC Streetcar usually draw the most public attention, the City's Public Works Department is hard at work on construction projects of all sizes. Whether dealing with street resurfacing, sidewalk improvements or bridge replacements, Public Works is building improvements that bring lasting benefit to the people of Kansas City.

The **JAMES STREET BRIDGE** project is scheduled for completion in October 2014. The bridge carries traffic between Kansas and Missouri over the Union Pacific Railroad tracks in the City's Central Industrial District. After years of use it required major rehabilitation. The City and the Unified Government of Wyandotte County and Kansas City, Kansas, are working together to bring the bridge up to acceptable standards. The improvements include replacement of the middle spans and bridge decking, installation of new sidewalks and streetlights, and repairs to the substructure of the bridge.

Crews are at work on improvements to **TROOST AVENUE**. The \$7 million street reconstruction project will install new pavement, curbs, sidewalks and streetscape elements between 23rd

and 30th streets. The northern section of Troost Avenue is being rebuilt for increased walkability and neighborhood interaction, while the southern section of the project primarily focuses on street restoration.

The first phase of the **135TH STREET** improvement project is scheduled for a mid-October completion. The two-lane road was classified as a secondary arterial in the City's Major Street Plan. The first phase includes the building of three 12-foot lanes between Holmes Road and Oak Street, curb and gutter improvements and sidewalks on both sides. Crews also improved storm drainage and water lines, provided street lighting and improved traffic signals. Final plans are now complete for the second phase, which will improve 135th Street between Oak Street and Missouri Highway 150.

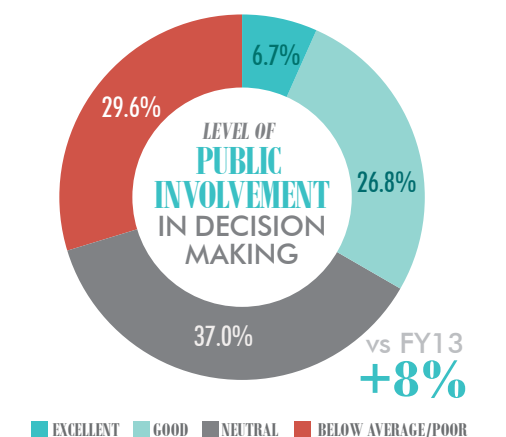
A long-overdue neighborhood sidewalk project wrapped up construction in late August. Crews replaced curbs and sidewalks along **60TH TERRACE** between Highland and Woodland avenues in District 5. Construction on the project started in mid-June.

The **NORTH BRIGHTON** improvement project is scheduled to reopen in late November. The project up-

graded the formerly unimproved street between Missouri Highway 210 and Parvin Road as a regional collector, with focus on better sight distance and lighting as well as a range of improvements designed to benefit residents living along the roadway. Curbs and gutters, sidewalks, retaining walls and a partially enclosed stormwater system will bring the roadway up to City standards.

For an interactive map of these and additional projects visit maps.kcmo.org/apps/cip/.

FY2013-14 CITIZEN SATISFACTION DATA



HEALTHY COMMUNITY *A PASSION FOR FAIR PLAY*



No matter what color your skin, you can encounter discrimination. It might be gender-based or related to your age. It might involve a disability or national origin. Whatever the case, the City's Civil Rights Enforcement Division is here to help.

That's the message from a six-member team in the Human Relations Department as well as the theme of a live radio show they produce. "Discrimination: Report it! Don't ignore it" airs from 11 to 11:30 a.m. each Saturday on KPRT 1590 AM. Team members take turns hosting guests, answering calls and playing trivia contests. Every week they gather on the 4th floor of City Hall to brainstorm topics.

The show celebrated its two-year anniversary in July as the only weekly live radio program on discrimination in the nation. Popular programs have included music of the civil rights era, dreadlocks in the workplace, racial profiling and the role of sports in integration.

At a recent conference sponsored by the U.S. Equal Employment Opportunity Commission, the Kansas City team gave a presentation about their outreach efforts, including the radio show and a new mobile app for filing complaints, sending photos and listening to archived shows. "We were swarmed by other attendees afterward," says Ayanna Hightower. "Even though we have a small staff, we were recognized for being so creative."

Team members stay active in the community by attending neighborhood fairs, making presentations, providing training and participating on panel discussions. "We don't advocate, but we enforce the City's ordinance and offer information," says Hightower, who notes that team members have a variety of backgrounds with degrees in

political science, sociology, criminology and law.

The civil rights ordinance the team enforces was passed in 1964 at a time when some establishments still refused to serve African Americans. During the past 50 years the law has expanded to address disabilities, sexual orientation and gender identity issues. Three big focus areas are employment, housing and public accommodations. In 2013 the team investigated 158 employment complaints, 58 housing cases and 11 public accommodations issues.

A landmark accomplishment includes national recognition for a housing sexual harassment case where a landlord was demanding sex from low-income tenants in government-subsidized housing. They also were instrumental in changing a Power & Light District dress code that targeted young black and Hispanic males, and they supplied statistics to organizations for a "ban the box" initiative that removed a requirement to initially list past criminal convictions on City job applications. Such convictions are now taken into account only after applicants are considered for jobs.

Smaller problems are important, too. Greta Wills says the team keeps a lookout in the community for such things as wheelchair access problems and rental housing signs that might say "mature adults only." In the future, they plan to address issues surrounding equal pay, caregivers and race relations.

"Our goal is to make sure the community knows who we are and that we're here to provide a service," Thomas Randolph says. "It's more than a job. It's embedded in our lives."

Hightower agrees. "We put our capes away at the end of the day, but it goes beyond 8 to 5. It's a passion."

EMPLOYEE SPOTLIGHT



**AYANNA HIGHTOWER, PAUL PIERCE,
GRETA WILLS, NATOYIA WILSON,
NAURICE BROWN & THOMAS RANDOLPH**



CITY SCORES WITH SWOPE SOCCER VILLAGE



Let the games begin! A ceremonial kickoff dedicated Phase II for Swope Soccer Village in September. The world-class complex now totals nine fields—three grass and six artificial turf—at 63rd Trafficway and Lewis Road. Improvements included new or upgraded lighting, fencing, parking, concessions, restrooms, landscaping and street work.

The village's first fall season is already sold out with 16,000 players from 170 soccer clubs scheduled to use the fields. The improvements were crucial

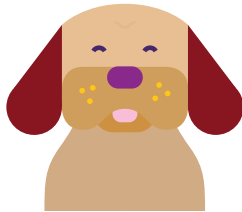
in helping the City secure commitments from the Big 12 and NCAA Division II and III to host men's and women's championship soccer events through 2017. Revenue and concessions are projected to make the operation self-sufficient.

"The soccer village is a smart use of taxpayer money and it helps fulfill several City Council priorities, including youth, parks and economic development east of Troost. This location, that is both urban and in a beautiful forest, gives the village a cool

factor and a uniqueness that will attract more attention than any other area soccer complex," said Mayor Pro Tem Cindy Circo.

Artwork commissioned through the City's One Percent for Art program also was installed. Local artist Jake Balcom designed three progressive sculptural forms, each beginning with the geometric shape of a soccer ball.

Additional improvements will be completed this spring under Phase III. For information, visit www.sportingkc.com/swope-park-training-center.



WORTH IT: BUYING A CITY PET LICENSE



When a red husky named Pierce escaped from his east Kansas City backyard in August, owner Mateo Cardiel and his girlfriend Melissa Lopez had just gone out for a bite to eat. They were surprised to receive a call from an animal control officer who had picked up their dog. And they were glad they had purchased a \$10 pet license from the City.

"We still don't know how he got out and about," Lopez said. "But it was very nice how well the license worked."

Not only were they quickly notified when Pierce was found, but they also were able to return home and wait for the dog to be delivered, without charge,

through a program called "Free Ride Home." Run by the City's animal control field officers, the program allows picked-up pets to avoid a ticket and bypass the animal shelter if their licenses are current and the owners can be contacted.

More than 9,000 lost or abandoned animals each year are received by the City's animal shelter at 4400 Raytown Road. Even if a licensed pet has to stay at the shelter for a short time, the owner is only charged half the regular fee.

Residents can take advantage of a package deal (good through 2014) that provides a City pet license, a rabies vaccination and tag, and a microchip

—all for \$30. The deal is a joint initiative called Project T.L.C. offered by the City and the local nonprofit Spay & Neuter Kansas City, which runs a low cost spay/neuter clinic at 1116 E. 59th St. (see <http://snkc.net/spay-neuter-information/calendar/> for hours of operation).

Residents also may license pets online at www.petdata.com, or purchase pet licenses, tags and microchips through a veterinarian.

All funds generated from City pet license sales support improved care and treatment of animals at KC Pet Project, the City's partner in running the animal shelter.



WASTEWATER TREATMENT PROJECTS ON SCHEDULE, UNDER BUDGET



Six projects to improve wastewater treatment recently were finished on schedule and way under budget by the City's Water Services Department. The projects, including an almost completely renovated wastewater treatment plant at Fishing River, were needed to meet heightened requirements by the Missouri Department of Natural Resources. The work was finished on time for nearly \$40 million less than the original budget of \$140 million.

Three of the improvement projects rely on bleach-like chemicals (sodium

hypochlorite and sodium bisulfite) to safely treat and disinfect wastewater before it's returned to the Missouri River. The other three projects use lamps submerged in the water that emit ultraviolet light which damages the genetic material of harmful bacteria, viruses and other microorganisms. Although UV light is commonly used by many cities as an environmentally safe way to treat water, it's a new method for Kansas City.

Some 72 million gallons of water are treated by Water Services each day at its

six wastewater treatment plants. Due to the volume of water at the three largest facilities—Westside, Birmingham and Blue River—it's most practical to use chemical treatment. But at the three smallest plants—Todd Creek, Rocky Branch and Fishing River—UV light disinfection is the most effective and affordable solution.

These improvements reinforce the department's commitment to improving water quality in Kansas City today and for generations to come.



TURKEY BOWLING AND OTHER ICY ACTIVITIES



The idea came to Dan Smith after thinking about the famous turkey drop episode on the 1978 TV series "WKRP in Cincinnati." In one show, a station manager arranges to have live turkeys dropped from a helicopter as a promotional (and disastrous) stunt.

What could we do with turkeys and ice skating, he wondered, before coming up with the inspiration for Turkey Bowling on Ice. Contestants hurl 8-pound frozen turkey breasts across the ice to knock down bowling pins for a chance to win a 25-pound turkey. Second and third place winners take home the "bowling" breasts. The event, held the Saturday before Thanksgiving at the City's Line Creek

Ice Arena, kicks off a busy season that extends through March. But activities continue year-round at the arena (which is also a community center) at 5940 N.W. Waukomis Drive.

"Of all the ice rinks in town, we have the most ongoing programs," says Smith, who manages the rink and maintains a 10,000-pound electric Zamboni. Activities include lessons ranging from beginner to advanced, speed skating, synchronized skating, hockey and curling. The rink also offers a full service concession stand and hosts birthday parties, special needs children and adults, school groups and scouts. Admission is usually \$6 and skate rental, \$2.

LINE CREEK COMMUNITY CENTER:

Halloween costume party on ice
Tuesday, Oct. 28, 7-8:30 p.m.

Turkey bowling on ice
Saturday, Nov. 22, 2-3 p.m.

Santa on ice
Saturday, Dec. 20, 2-4 p.m.

Other upcoming events
The Parks and Recreation Department sponsors additional fall and winter events, including the Wilderness Run at Hodge Park, the Fairy Princess at Corinthian Hall, and holiday festivals and light displays. More information is at www.kcparks.org.

KNOW THE CODE



More than 66,000 property code citations were issued in 2012. Most of these violations are easily avoided, allowing property owners to remain both good neighbors and within the bounds of the law.

Property code violations are classified as one of two types: nuisance or property maintenance code issues. The Nuisance Code violations are generally found in yard areas around buildings. Property Maintenance Code

violations are related to minimum standards for the occupancy and maintenance of buildings and their premises.

Nuisance Code Violations

Property Maintenance Code Violations



Code violation investigations are usually spurred by a resident complaint, although some extreme cases may be observed by City staff during their routine activities.

When code violations are found on a property, a code enforcement inspector will mail violation letters to both the owner and/or occupant of the property in question. The letter gives the property owner and occupant an opportunity to deal with the violation before re-inspection of the property. If during

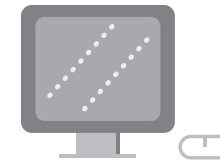
the re-inspection the code violations remain, photos are taken and citations are prepared and mailed to the owner and/or occupant.

If the violation remains after the third inspection, the owner will be mailed ticket/citation fees and an inspection fee. If the property owner fails to pay the bill, a lien will be placed on the property for the cost of the abatement. The bill will also be handed over for collection through a collection agency or a City attorney.

Most residential code violations in Kansas City are easily fixable with a little effort. The City's goal is not to levy fines and take people to court, but to keep our neighborhoods clean and safe. If you have questions about code violations, see www.kcmo.gov and type "common code violations" in the search bar. If you wish to report a code violation, call 311.

For more information visit: www.kcmo.gov/codeviolations

HANDY RESOURCE GUIDE



KCMO.GOV

Type the topic you're looking for in the search bar or see:

Kcmo.gov/news
(recent city news releases)

Kcmo.gov/social
(a list of who and what are on Twitter, Facebook and/or Youtube)

Kcmo.gov/nixle
(sign up for free community messages on your mobile phone or email)

Kcmo.gov/careers
(job openings in city government)

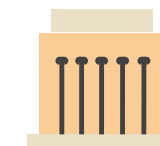
Kcmo.gov/bizcare
(how to start up a business and obtain licenses and permits)

Kcmo.gov/kcmore
(past issues of this magazine)



ANIMAL SHELTER

Call 311 or 816-513-9821.



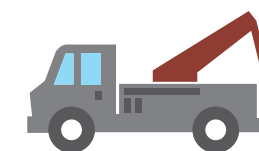
MUNICIPAL COURT TICKETS

See information at kcmo.gov/court or call 816-513-2700.



PARKS AND RECREATION

kcparks.org



TOW LOT

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



TRASH SERVICE

Call 311 or see kcmo.gov/publicworks/trash.



WATER DEPARTMENT CUSTOMER SERVICE

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



CHANNEL 2

Channel 2 is available around the clock. A dozen topics—including business and legislative sessions of City Council, the Weekly Report and Kansas City stories—are programmed according to a set schedule listed at kcmo.gov/channel2.

For live coverage see Time Warner Cable TV Channel 2 or 98.2, Google Fiber TV Channel 142 or online at kcmo.gov/citymanagersoffice/channel2.

Special features, FYIKC (answers to frequently asked questions), archived reports and other videos can be found on Youtube at youtube.com/user/KCMOCCO.

The City Communications Office operates Channel 2. Questions and comments may be emailed to communications@kcmo.org.



311 CALL CENTER

Call 311 or email 3-1-1.call.center@kcmo.org or visit kcmo.gov/311 for general questions and service requests, including:

- scheduling a bulky pickup
- reporting a codes violation
- reporting a pothole or streetlight problem

*****ECRWSEDDM****

Postal Customer

LEAF AND BRUSH SET-OUT DATE SCHEDULE

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

Trash day	North	Central	South
Monday	MONDAY, NOV. 17 & MONDAY, DEC. 15	MONDAY, OCT. 27 & MONDAY, DEC. 1	MONDAY, NOV. 3 & MONDAY, DEC. 8
Tuesday	TUESDAY, NOV. 18 & TUESDAY, DEC. 16	TUESDAY, OCT. 28 & TUESDAY, DEC. 2	TUESDAY, NOV. 4 & TUESDAY, DEC. 9
Wednesday	WEDNESDAY, NOV. 19 & WEDNESDAY, DEC. 17	WEDNESDAY, OCT. 29 & WEDNESDAY, DEC. 3	WEDNESDAY, NOV. 5 & WEDNESDAY, DEC. 10
Thursday	THURSDAY, NOV. 20 & THURSDAY, DEC. 18	THURSDAY, OCT. 30 & THURSDAY, DEC. 4	THURSDAY, NOV. 6 & THURSDAY, DEC. 11
Friday	FRIDAY, NOV. 21 & FRIDAY, DEC. 19	FRIDAY, OCT. 31 & FRIDAY, DEC. 5	FRIDAY, NOV. 7 & FRIDAY, DEC. 12

CURBSIDE COLLECTION

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

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

Fall 2014

Region Map



Missouri
River



Blue Ridge
Cut Off

63rd Street



KCWATERSERVICES.ORG/LEAF-BRUSH/