

MARCH 2024

# UG STAT



County Administrator Monthly Report  
on Unified Government Priorities

## Introducing UG STAT

### *A Monthly Update on Commission Priorities*

Welcome to UG STAT - our new monthly reporting process to help educate and inform our elected officials, community and organization on our various department activities and progress.

Every other month, we will rotate which departments will be sharing updates with you. This will give you a deeper look into how our organization is operating and meeting the goals you have established for us through public policy and the 2024 adopted budget. This report is organized along the four 2024 UG Commission Priorities (see next page) although several updates could fall under more than one priority.

This month, we're kicking off UG STAT featuring departments that typically provide updates to the Economic Development & Finance Standing Committee, Neighborhood & Community Development Standing Committee, and/or Administration (& Human Services) Standing Committees. We have split the Administration & Human Services Committee reporting to better balance UG STAT each month.



In April 2024, stay tuned for more updates from departments that would otherwise share their quarterly or annual progress with the Public Works & Safety Standing Committee or (Administration &) Human Services Standing Committee. (see list of departments to the right)

We have also included an at-a-glance calendar at the end of this document. More detailed information is available on our [wycokck.org](http://wycokck.org) calendar but this should give you a sense of the depth and breadth of activities, programs, and meetings facilitated by the UG and our staff this month and next.

UG STAT is among the many changes you can anticipate in the coming years as we have launched a deep dive into our operations. We are looking for new ways to operate, improve customer service and community outcomes, and embrace the inevitable change needed to best serve our community. Keep reading for more information on how that is already shaping our day-to-day operations and please do not hesitate to reach out with any questions.

David W. Johnston, ICMA-CM  
County Administrator  
Unified Government of Wyandotte County and Kansas City, KS

# MARCH 2024

## DEPARTMENTS REPORTING

### *Economic Development & Finance and Neighborhood & Community Development*

- Budget, Research & Analysis
- Community Development
- Economic Development
- Finance
- Office of the Appraiser
- Planning & Urban Design
- Neighborhood Resource Center
- Register of Deeds
- Transportation

### *Administration*

- 3-1-1
- Clerk's Office
- Election Office
- Human Resources
- Legal
- Legislative Auditor
- Purchasing
- Strategic Communications
- Technology

---

*Stay tuned for the April 2024  
report which will include updates  
from the following:*

- Area Agency on Aging
- Community Corrections
- District Attorney
- District Court
- Emergency Management
- Human Services
- KCKFD
- KCKPD
- Municipal Court
- Parks & Recreation
- Public Health
- Public Works
- Wyandotte County Sheriff

## 2024 At-A-Glance

The Unified Government of Wyandotte County and Kansas City, KS (UG) Commission has identified four priorities for 2024. These priorities will guide budget development and an organizational deep-dive to improve internal operations, increase our efficiency, and address community outcomes. County Administration has been working with leadership across the UG to operationalize these priorities and establish a clear strategic vision for the organization.

### **PRIORITY ONE** **UPHOLD FISCAL SUSTAINABILITY**



#### **WHAT WE KNOW**

- We are over-extended in our use of debt and relied on reserves to balance budgets.
- Continued reliance on 11.9% BPU PILOT, a well-above-average franchise fee, is politically unfavorable, and a reduction will impact our general fund.
- Property valuations continue to increase, and public is demanding change, no matter the cost.

#### **WHAT WE NEED TO FIGURE OUT**

- How can the UG better understand our costs, identify savings and adapt to these changes?

### **PRIORITY THREE** **FOCUS ON SERVICE & COMMUNICATION**



#### **WHAT WE KNOW**

- Communications is consistently a top concern of the community, our staff, and elected officials.
- Staff regularly face angry, disgruntled customers.
- Our reputation, real or perceived, needs an overhaul.

#### **WHAT WE NEED TO FIGURE OUT**

- How do we foster a culture of excellent customer service internally and externally? How do we improve our reputation as a service provider and employer?

### **PRIORITY TWO** **FOSTER ECONOMIC DEVELOPMENT**



#### **WHAT WE KNOW**

- Benefits of development have had inequitable impacts across the county.
- Need more good paying jobs for our residents.
- Use of incentives have not resulted in the desired community benefits.
- Recent county-wide market study and PlanKCK economic development strategic plan provide starting point.

#### **WHAT WE NEED TO FIGURE OUT**

- How does the UG define economic development and what is our role in attracting new development?

### **PRIORITY FOUR** **IMPROVE INFRASTRUCTURE**



#### **WHAT WE KNOW**

- Conditions are getting worse with time. Many facilities and infrastructure (streets, bridges, pipes, etc.) are beyond their useful life.
- Limited to the resources available.
- We are not alone in the problems we face.
- World Cup 2026 is coming.

#### **WHAT WE NEED TO FIGURE OUT**

- How does the UG adapt to become an organization equipped to realistically tackle our infrastructure challenges?

*If reading this edition of UG Stat digitally, please be advised that there are hyperlinks throughout the document to referenced content and additional information.*



## PRIORITY ONE

# UPHOLD FISCAL SUSTAINABILITY

## New Chief Financial Officer Announced | County Administration

The UG is pleased to announce the hiring of **Dr. Shelley Temple Kneuvean** as Chief Financial Officer (CFO) who will begin her role in late March 2024.



“Dr. Kneuvean brings a strong foundation and understanding of what it takes to manage a government in addition to her financial background,” said **County Administrator David Johnston**. “Her diverse experience from Lee’s Summit to Jackson County and KCKCC greatly impressed the committee. With her enthusiasm about serving Wyandotte County, I am confident Dr. Kneuvean will bring a great spirit and leadership to our team.”

Dr. Kneuvean (pronounced “keh-KNEE-ven”) brings over 30 years of leadership and executive experience in financial and operational management to the Unified Government. Since 2014, she has immersed herself as CFO of educational institutions within the metro area, including the Kansas City, Kansas Community College. She gained valuable experience while serving as the Chief Operating Officer and Deputy Administrative Officer for Jackson County, MO for nearly eight years.

“I am excited to join the Unified Government as Chief Financial Officer,” said Dr. Kneuvean, “and to return to my roots in local government and serving the community. I look forward to contributing to the financial sustainability and strategic direction for the Unified Government.”

Dr. Kneuvean has direct experience and proven success in solving financial challenges and strategic planning and looks forward to helping the Unified Government set a new course for the future. As CFO, Dr. Kneuvean will work closely with staff, County Administration, Mayor’s Office and the UG Board of Commissioners to provide strategic financial direction and support the Commission priority of fiscal sustainability.

## DotteTalks: Community Conversations about our Budget | Budget, Research & Strategy and Strategic Communications

Kicking off on April 6 for the third year in a row, the UG is launching our DotteTalks, a series of five community outreach sessions across the county to share information about our current financial state, Commission priorities, and invite public input into how we can accomplish a balanced budget. This year, we have partnered with several Neighborhood Business Revitalization Organizations, including the Rosedale Development Association, Turner Community Connection, and the Downtown Shareholders who volunteered to co-host these events and help us engage a broader audience.

In addition, in response to community feedback from last year’s DotteTalks, the UG will be launching a two budget simulators in late March: a city general fund and county general fund version. This will allow for greater participation by non-KCK residents and will help simplify the challenge of trying to solve for both city and county services simultaneously. Information about the simulator and the April DotteTalks can be found on our website. Community members are encouraged to participate in both our DotteTalks and the budget simulator as this input will be shared with the UG Commission in May 2024 as part of the budget process.

## 2025 Budget Process | Budget, Research & Strategy

The Budget team kicked off the 2025 budget process with the UG Commission on Thursday, February 28 with a presentation of the Capital Improvement Plan. The next budget workshop for the UG Commission is scheduled for Thursday, March 21 when the team will facilitate a conversation on the Revenue Neutral Rate and potential consequences for the annual budget process for consideration. Here is the complete list of budget workshops currently planned for the Board of Commissioners:

- Budget Workshop #1: Thursday, February 28.
- Budget Workshop #2: Thursday, March 21, 5PM
- Budget Workshop #3: Thursday, April 4, 5PM

- Budget Workshop #4: Thursday, April 18, 5PM
- Budget Workshop #5: Thursday, May 18, 5PM

## 2025 Operating Budget Process | Budget, Research & Strategy

The Budget team will kick-off the 2025 Operating Budget Process on Wednesday, March 27. The County Administrator will provide direction to the departments as to how to approach the next budget year as they consider their funding requests. The Budget team will then follow-up with training for staff to enter their budget proposals into the Questica software.

## Department Deep Dives | Budget, Research & Strategy

Further to the direction of the County Administrator, the UG has launched a process of deep dives to enable us to better understand how we can create costs savings and efficiencies while also addressing the Commission Priorities. We are engaged in an effort to re-introduce Priority-Based Budgeting to how we develop our annual budget. Priority-Based Budgeting is an approach that emphasizes budget decisions and the allocation of funds based on the needs of the community. This approach also emphasizes the resources available as a starting point - rather than the previous year's expenditures

- and allocating funding to programs rather than departments.

The Budget team is also facilitating a deep dive into how the UG can address rising personnel costs and evaluating open purchase orders from last year that are still in-process. The Budget team is also performing due diligence, an examination of the state of project spending, for prior year capital projects with existing debt authority to ensure we are on-track.

## Credit Ratings | Finance

The UG credit ratings have been upheld by both agencies as of February 2024. Our S&P rating is AA-Stable and Moody's rating is A1-Stable.

## Bond/Note Sale | Finance

The UG held a bond/note sale on February 29, 2024 with the following outcomes:

- 20-Year Bond (3.55%): \$34.1 Million
- 10-Year Bond (2.97%): \$5.7 Million
- 1-Year Temp Note (3.68%): \$54.9 Million

## Bargaining Unit Negotiations | Legal

The UG Legal team is actively supporting the

# DotteTalks

A community-wide conversation about our budget

Five DotteTalks will be held across the county throughout the month of April 2024 to solicit feedback on community priorities for the 2025 city and county budget year.

### Get involved.

With your input, the Unified Government seeks to balance our budget, reduce our PILOT, and make improvements to support a thriving community.

[wycokck.org](http://wycokck.org)



**ROSEDALE**  
Saturday, April 6, 3PM-5PM  
Rosedale Development Association  
1403 Southwest Boulevard

**DOWNTOWN**  
Wednesday, April 10, 6PM-8PM  
First Baptist Church  
500 Nebraska Avenue

**TURNER**  
Monday, April 15, 6:30PM-8:30PM  
Bristol Hill Methodist Church,  
4826 County Line Road

**BONNER SPRINGS**  
Tuesday, April 23, 6PM-8PM  
Bonner Springs Library  
201 N Nettleton Ave

**Stay tuned for more dates and locations!**



Scan for more calendar dates.

The budget simulator will also be available for community input on balancing the city and county budgets. All comments and feedback are shared with the UG Commission during the budget process.



negotiations with various bargaining units on new contracts.

Treasury Revenue Snapshot | Finance

MOTOR VEHICLE OPERATIONS - Program Participation	
Title and Registration	5,326
Registration Renewals	8,438

DELINQUENT REAL ESTATE - Tax Sale Participation	
Registered Bidders for Tax Sale 355 on June 26, 2024	53
Number of Parcels Included (as of February 27, 2024)	212

TAXES COLLECTED	
Real Estate and Personal Property Taxes Collected	\$9,700,000
Delinquent Real Estate and Personal Property Taxes Collected	\$1,000,000
Total Taxes Paid via PayIt Application (myWyCo app)	\$3,000,000

Grants & Reimbursements

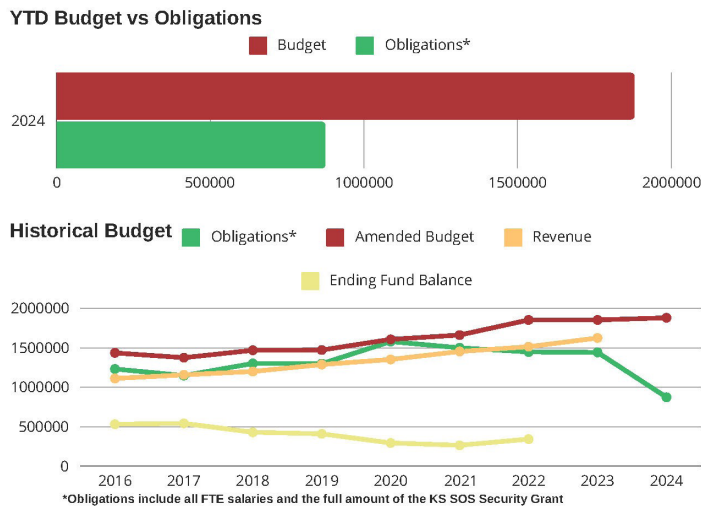
**AMERICAN RESCUE ACT PLAN (ARPA):** The UG received an allocation of \$87.5 Million in funds and, to date, has encumbered/spent \$52.9 Million.

**ELECTION OFFICE:** Per K.S.A. 25-2436 (c), “No election official shall knowingly accept or expend any moneys, directly or indirectly, from any person, except as provided in any acts of appropriation or as otherwise provided by law, for any expenditures related to conducting, funding or otherwise facilitating the administration of an election pursuant to law.”

The Election Office applied for the Kansas Secretary of State Physical Security Grant which requires a 10% match and has been approved for \$106,000.

All direct election expenses for the 2024 Presidential Preference Primary Election (March 19, 2024) and the Kansas City, Kansas Public Schools (USD 500) Special Election (May 7, 2024) will be reimbursed. Budget

snapshot provided in the following graphic (below).



**GRANT FINANCIAL ADMINISTRATOR:** This position is still open and the UG is accepting applications at [wycokck.org/careers](http://wycokck.org/careers)

**INTERDEPARTMENTAL GRANTS WORKING GROUP:** A collaboration between several UG departments and the Board of Public Utilities, this working group was initiated by the Planning & Urban Design Department in 2022 when it was clear that multiple agencies were competing and/or pursuing the same grant funding that came from the deluge of federal pandemic, infrastructure and climate change bills.

Following the initial success of the 2023 grant cycle, the working group has proposed an updated project list for the Board of Commissioners consideration. A Board resolution must be approved before any grant funding can be pursued or in the case of the Central Avenue Bridge replacement initiative, retroactively approved, as this project was submitted for the 2024 RAISE grant deadline last February.

All 13 projects, which include multiple carryovers from the previous year’s list will be reviewed at the next Public Works & Safety Standing Committee meeting on March 25.

Contract Management System | Procurement

The Procurement team is currently implementing a contract management system to manage UG contracts. This software, provided by the minority-owned business Reality Technology, will provide the following functionality:

- Document repository to ensure contract documents are available when needed. This repository will be searchable for both internal and external customers.
- Manage risk and insurance certificates so that notifications can be made 90-days prior to expiration.
- Automate notifications to both departments and suppliers of expiring contracts, renewals, and certificates of insurance.

The Procurement team will be engaging potential internal and external users of this new platform prior to launch - more details to come.

### 2024 Solicitations / Contracts To Date / Procurement

2024 To Date	
Bids	14
Request for Proposals	10
Sole Source Contracts	15
Piggyback Contracts	52
Emergency Contracts	9
Contract Renewals	10

### Parks Asset Management | Performance & Innovation

The Project Management Team in collaboration with the Parks & Recreation Department kicked off the process to scope and secure a Parks Asset Management platform.

Once installed this platform will improve the strategic management ability of the Parks Department with tracking elements such as hardscape and maintenance costs at high and low levels. This will improve the Parks ability to maintain departmental fiscal health and plan for future replacements of infrastructure, buildings and other park amenities.

### Cutting Software License Costs | Performance & Innovation

The Performance Team completed an assessment and action plan with Delinquent Real Estate and Treasury Team to reduce spend on form creation licenses and improve citizen experience. Project outcomes included the discontinuation of services with a duplicative service while maintaining citizen

experience and business processes. The reduction of licenses saves the UG \$1,000 per year and is great example of business process improvement.

### Digital Services Security | Performance & Innovation

The Performance Team embarked on a security review of the OpenForms Platform used internally and externally. OpenForms is the software used to support many of our online services and digital transactions. This action prevented additional storage costs of \$1,380. It also increases security to the platform and information contained therein.

### Sheriff Office Process Improvement | Performance & Innovation

The Performance Team completed a feasibility study with the Civil Process Team at the Wyandotte County Sheriff's Office. Through business process alignment we estimate that 130 labor hours saved annually.

### Streamlining Operations | Office of the Appraiser

The Office of the Appraiser is working to identify budget to implement a unified assessment and tax system that would eliminate duplicative tasks as well as save on IT infrastructure.

The team implemented mobile data collection capabilities in February to increase efficiency and accuracy of its field operations and has seen considerable time savings to date.

### Staff Time Reporting | Performance & Innovation

Between January 1 and February 29, 2024, 27,918 enter time transactions and 13,077 request time off transactions have been completed across the UG in Workday. Workday is our new enterprise-wide software to help us better management people and financials across the UG. The adoption of Workday has streamlined and digitized legacy manual, paper driven actions all while improving reporting and visibility.

### Budget Year-to-Date | Legislative Auditor

The Office of the Legislative Auditor reports its year-to-date actuals as \$82,221 out of the total 2024 budget of \$626,824.



PRIORITY TWO

# FOSTER ECONOMIC DEVELOPMENT

## Business Licenses | NRC

There are 6,422 businesses licensed in the city of Kansas City, Kansas. Nearly 70% or 4,458 of these business have already paid their 2024 occupation tax. The other 1,964 business licenses are delinquent as of March 1 and will begin accumulating a 10% delinquent fee every month their occupancy tax is not paid.

BUSINESS LICENSE MONIES COLLECTED	
2023	2024
\$1,600,054.25	\$1,541,702.00

## Food Trucks | NRC

The NRC has continued its efforts around food truck policies throughout the city, but especially focused in the area of 18th Street and Central Avenue. Staff has provided information and given a presentation to the KCKPD Community Police Officers regarding rules and what to look for when checking on the food trucks. The Business License team, in conjunction with Community Police, will be doing a blitz of the area in early March to ensure food trucks have paid their occupation tax and are following the guidelines set forth, mainly the hours of operation which currently are to end each day at 8pm.

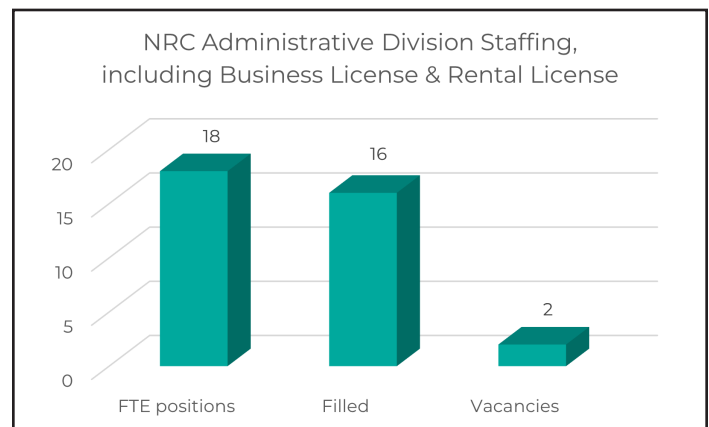
## Rental Licenses | NRC

Currently, there are 6,268 active rental licenses in the city. The NRC will be mailing out renewal notices the first week of April 2024.

RENTAL LICENSE MONIES COLLECTED	
2023	2024
\$19,473.60	\$13,741.00 <sup>1</sup>

RENTAL INSPECTIONS		
BY TYPE	JAN-FEB 2023	JAN-FEB 2024
Initial	52	115

RENTAL INSPECTIONS		
BY TYPE	JAN-FEB 2023	JAN-FEB 2024
Life, Health & Safety	47	61
Re-Inspection	83	61



## Short-Term Rentals | Planning & Urban Design

Following the adoption of the short-term rental policy, the UG completed a 2023 zoning blitz to address over 150 illegally-operating short-term rentals in Kansas City, Kansas.

## Building Inspections | NRC

PERMITS ISSUED		
PERMIT TYPE	JAN-FEB 2023	JAN-FEB 2024
Commercial	21	13
Electrical Permit	221	185
Fire Suppression	9	8
Gas Permit	25	17
Mechanical Permit	126	101
New Single Family	9	16
Plumbing Permit	201	180
Pool-Spa	1	1

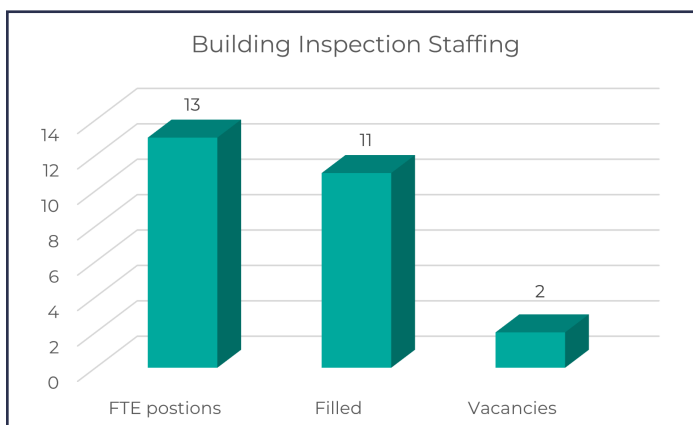
<sup>1</sup> Numbers will increase following the renewal reminder in April 2024 as payments are made.



PERMITS ISSUED		
PERMIT TYPE	JAN-FEB 2023	JAN-FEB 2024
Private Demolition	14	4
Re-Roof	4	3
Residential	72	78
Residential Solar Permit	28	36
Safe to Restore Electric	44	38
<b>Grand Total</b>	<b>775</b>	<b>680</b>

INSPECTIONS		
BY TYPE	JAN-FEB 2023	JAN-FEB 2024
Business Occupancy	32	28
Commercial	35	2
Electrical Permit	540	124
Gas Permit	35	30
Mechanical Permit	274	46
New Single Family	58	8
Plumbing Permit	515	195
Pool-Spa	1	1
Residential	106	30
Residential Solar Permit	63	16
Safe to Restore Electric	53	46
<b>Grand Total</b>	<b>1712</b>	<b>526</b>

BUILDING INSPECTION MONIES COLLECTED	
JAN-FEB 2023	JAN-FEB 2024
\$690,233.33	\$779,426.73



## Planning & Zoning At-A-Glance | Planning & Urban Design

REVIEW/REQUEST TYPE	2023 TOTALS
Land Entitlement Applications	322
Planning Engineering Reviews (Entitlements and Development Review)	455
Sign Permits	217
Narrow Lot Design Guidelines	19
Certificate of Appropriateness (Landmarks Commission)	11
Environs Review (Historic Preservation)	17
Zoning Enforcement Cases Opened	310
Administrative Citations Issues	50
Information & Technical Assistance Requests	54,606

## Permitting & Business License Technology and Process Improvements | Performance & Innovation

The Project Management Team led the kick-off for the Accela Modernization Project. This project consists of three parts; migration to a software-as-a-service solution from the current on premise platform, business process analysis plus report validation, and integrations to improve the customer facing web portal. This project is expected to improve the overall experience citizens and business owners have when completing tasks such as permitting and business licensing. This project is expected to be completed in the last quarter of 2024.

## Microtransit | Transit

**Microtransit** is an on-demand shuttle service that operates within designated zones in Wyandotte County. At \$3.00/ride, this transportation option provides a comfortable and convenient connection from existing local bus routes and other regional transit to major centers of activity and employment. Launched in October 2023, the UG has provided 1,766 trips with an average 4.9 (out of 5) ride rating. There is currently two zones in operation: **Midtown KCK** and **Edwardsville Microtransit Zones**.

The Edwardsville Microtransit Zone launched November 2023, connecting Woodend Road on the south to the Legends area and 101 State



## COUNTY APPRAISED VALUES INFORMATION SESSIONS

Important Notice:  
Beginning March 1, Wyandotte County property owners will begin receiving their property valuation notice in the mail. As required by the State of Kansas, the mass appraisal process uses market sales to determine value as of January 1. Limited supply and strong demand for Commercial and Residential properties caused increases in sales prices from the prior year, resulting in an increase in County Appraised values.

### JOIN US FOR AN INFO SESSION TO LEARN MORE

The Office of the Appraiser will be hosting community information sessions. Learn about the appraisal and appeal process.

<b>Saturday, March 2 at 10AM</b> <b>Beatrice Lee Community Center</b> 130 N 10th Street Kansas City, KS 66101	<b>Wednesday, March 6 at 6PM</b> <b>George Meyn Center</b> 126 Skille Avenue Bonner Springs, KS 66009	<b>Wednesday, March 13 at 6PM</b> <b>Turner Recreation Center</b> 833 S 50th Street Kansas City, KS 66106	<b>Wednesday, March 20 at 6PM</b> <b>Piper USD 203 Auditorium</b> 4400 N 107 St Kansas City, KS 66109
<b>Monday, March 4 at 6PM</b> <b>Eisenhower Recreation Center</b> 2501 N 72nd Street Kansas City, KS 66109	<b>Monday, March 11 at 6PM</b> <b>Joe Amayo Community Center</b> 2810 Metropolitan Avenue Kansas City, KS 66106	<b>Saturday, March 16 at 10AM</b> <b>via Zoom</b> Virtual Information Session Register for link at <a href="http://wycokck.org">wycokck.org</a>	<b>HOMEOWNER RESOURCE FAIR</b> <b>Monday, March 25, 5-8PM</b> <b>Municipal Building</b> 701 N 7th Street Tfwy Kansas City, KS 66101

**DON'T AGREE WITH THE VALUE OF YOUR PROPERTY? APPEAL BY MARCH 30.**

**[wycokck.org/appraiser](http://wycokck.org/appraiser)**



Learn about your property valuation and the appeal process



Discover programs and resources for homeowners



Apply for our tax rebate programs and find other savings

# Homeowner Resource Fair

**Monday, March 25, 2024, 5-8PM**  
**Municipal Building**  
**701 N 7th Street Tfwy, KCK**



With Community Partners:



### Resources Available:

- Appraisal Process and Appeals
- Code Enforcement
- Home-Based Businesses
- Home Repair Programs
- Garage Sale Permits
- Landlord and Tenant Education
- Lead Abatement Program
- Low-Cost Banking Services
- Maps and Other Property Info
- Public Safety
- Short-Term Rentals
- Services for Caregivers & Seniors
- Smoke Detector Program
- Tax Rebate Programs
- Transportation
- Water Quality Programs
- ...and more!

**[wycokck.org](http://wycokck.org)**

Following the success of 2023 outreach, the Office of the Appraiser has continued its engagement efforts across the county. In addition to meeting with each taxing jurisdiction, staff have are available to neighborhood groups requesting a presentation.

Avenue bus route. To date, we've received a limited number of rides. The UG met with Bonner Springs Tiblow to partner services in hopes of increased ridership. The UG will also collaborate with Strategic Communications to mail postcards to residents promoting the new service.

The UG is kicking off the procurement process for the **Northeast Microtransit Zone** with the request for proposal (RFP) anticipated within the next 30 days.

## Neighborhood Revitalization Act | Office of the Appraiser

The **Neighborhood Revitalization Act (NRA) Program** provides property owners the opportunity to receive a property tax rebate on additional taxes levied as a result of property improvements within designated NRA areas. The purpose of the tax rebate program is to promote revitalization through the rehabilitation, conservation, or redevelopment of property in order to protect the public health, safety, and welfare of Wyandotte county residents. The Office of the Appraiser continues to promote this program at all of its March 2024 information sessions being offered across the community.

## Property Valuation Info Sessions | Office of the Appraiser

The community concern over rising property values and taxes has not gone away. To help address confusion about the mass valuation process and educate the community about the ability to appeal property valuations, the Office of the Appraiser has been hosting **eight public outreach events**, including partnering with other departments for a March 25 Homeowner Resource Fair at the Municipal

Building. The Office of the Appraiser is meeting with the various taxing jurisdictions and reaching out to various community groups.

## Bi-State Sustainable Reinvestment Corridor | Planning & Urban Design

In partnership with the Mid-America Regional Council (MARC), the Planning & Urban Design and Public Works Departments, in collaboration with the City of Kansas City, Missouri (KCMO), the City of Independence, Missouri and the Kansas City Area Transportation Authority (KCATA), has selected the consultant team led by Stantec for Phase 1 of the Bi-State Sustainable Reinvestment Corridor project.

This first phase will further define and refine a new bi-state transit and community development corridor, support land use and zoning changes to match the transit investment and support transit-oriented communities, as well as study the important and increasingly deteriorated connections between Downtown KCK and Downtown KCMO.

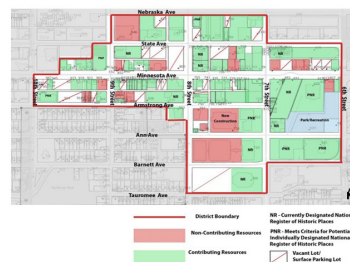
Phase 2 of the project is anticipated in 2025, which will launch preliminary engineering and other social, economic and physical infrastructure investment in the corridor. This inter-jurisdictional project was funded by a federal **Rebuilding American Infrastructure with Sustainability & Equity (RAISE)** grant in 2022, and the UG's local match for this project was provided by the ARPA local-match set aside fund created and approved by the Board of Commissioners.

Public meetings for this process are expected to begin in Summer 2024.

# Downtown KCK Officially Designated as Historic Commercial District

ICYMI: On Saturday, February 3, the Kansas State Historic Sites Board of Review (HSBR) unanimously approved the nomination of Downtown Kansas City, Kansas commercial district for the Register of Historic Kansas Places. This designation will allow property owners in downtown Kansas City, Kansas (KCK) to apply for state historic tax credits when rehabilitating downtown KCK commercial buildings, if desired. Next step: the federal government will consider our application to the National Register of Historic Places.

## District Boundaries



## DISTRICT AT-A-GLANCE

<b>117</b> Total Buildings/Sites	<b>85</b> Contributing
<b>10</b> Existing Historic Designations	<b>25</b> Non-Contributing

## KCK Redevelopment Initiative | Planning & Urban Design

The Planning & Urban Design Department has been leading a Request for Qualifications (RFQ) and subsequent Request for Proposals (RFP) initiative for three UG-owned properties (4th and Minnesota, 18th and Quindaro, and the former Indian Springs Mall site) since March 2023. As no lead developer submitted for the 18th and Quindaro RFQ in the summer 2023, the other two sites have since moved on to the RFP stage. On February 20, 2024, the RFP for 4th and Minnesota closed, and the UG's Selection Committee is currently in the process of confirming a lead development team for this downtown site.

On Friday, February 23, 2023, the RFP for the former Indian Springs mall site was released and responses from pre-qualified development teams are due on April 1, 2024. After extensive public outreach regarding both sites, confirming the vision of multiple existing, relevant, codified long-range plans, and leveraging this public land to optimize desired outcomes, this new economic tool can help redefine community development in KCK. For the most up to date information about the entire RFQ/RFP redevelopment process, including next steps, other upcoming events, and documentation of the initiative to date, please visit [wycokck.org/redevelopment](http://wycokck.org/redevelopment)

## Land Bank Policy Update Underway | Planning & Urban Design

In 2023, the UG completed 78 land bank option agreements. On March 4, 2024, the Neighborhood and Community Development Standing Committee introduced the **DRAFT Land Bank policy amendments** for information only. The Standing Committee also took public testimony and questions about the policy update. Chairman Andrew Davis

encouraged interested parties and his fellow Commissioners to continue their community outreach and be prepared for discussion at their April 1, 2024 Committee meeting. This follows a comprehensive public engagement strategy that began in the summer of 2022. The DRAFT policy document is available for review on our website.

## Historic Preservation Plan Now Available in Spanish | Planning & Urban Design

Following up on its adoption in 2023, the Planning & Urban Design Department has continued working with the consultant to produce a full Spanish translation of the Kansas City, Kansas Historic Preservation Plan. The Planning & Urban Design Department has committed to translating all long-range plans moving forward into Spanish in order to work towards the Board of Commissioners' stated goals of being more equitable and transparent. While there are over 50 languages spoke in Kansas City, Kansas, Spanish is by far the second most spoken and written language in our community, and the work of being a more inclusive community continues. You can find the **English version** of the plan and the new **Spanish translation** on our website.

## Zoning Ordinance Interpretations UPDATE | Planning & Urban Design

The Planning & Urban Design Department has updated its mixed-use interpretations to allow mixed-use project in all commercial zones. Such projects will follow density and bulk guidelines of the recently adopted land use categories in order to protect and enhance local neighborhood character, updated parking and other standards for each transect. You can find this and all other **zoning code interpretations** on our website.



## PRIORITY THREE

# FOCUS ON SERVICE & COMMUNICATION

## EXTERNAL

### Chiefs Parade Park & Ride | Transit

The UG provided 1,153 round-trip rides from the 47th Street Transit Center to the HyVee Arena in Kansas City, Missouri for people attending the Chiefs Superbowl Parade. The UG reserved 16 buses to support the anticipated crowd, accommodating the passengers of 267 vehicles, while saving 76.34% on total costs.

### Microtransit and Paratransit Service Improvements | Transit

The UG launched the IRIS application to support **microtransit** and **paratransit services** in Wyandotte County. The cloud-based software system is cost-effective, reducing IT expenses and adding additional protection against data loss as well as substantially improving rider experience.



We launched the IRIS app for paratransit on January 22, 2024, enabling riders to book same-day service and receive integrated voice response ride reminders 24-hours and 30-minutes before pick-up. This is the first time UG Transit has been able to provide same-day bookings for this critical service.

### Building Inspection Process Improvement | NRC

To improve customer service to new businesses in our community with newly-permitted construction projects as well as existing businesses that are expanding business operations through a permitted building addition, the County Administration has directed the NRC Building Inspection Division to issue a Temporary Certificate of Occupancy (TCO) to new construction projects if all life, safety and health items are addressed.

This process improvement will make it easier for a

new business to occupy a new building or an existing business to occupy a building addition. With the new responsibility, the Building Inspection Division is actively devising methods to better track Temporary Certificates of Occupancy to make sure projects are completed before the expiration date. Once projects are completed and approved through the inspection process, a Certificate of Occupancy (CO) will be issued.

### Overgrown Vegetation Ordinances | NRC

Every year, at the beginning of Spring, we send out a notice to the owners of properties which have been found to be in violation of our overgrown vegetation ordinances within the previous 12 months. This notice serves as their first warning that failure to maintain the mowing of their property will result in the city abatement crew being automatically assigned to mow their grass for them. All charges for this work would then be billed back to the owner/offender.

### Homeowner Resource Fair | Strategic Communications

The UG will be hosting a **Homeowner Resource Fair** on Monday, March 25 from 5-8PM at the Municipal Building to bring together multiple programs and services for property owners. Homeowners will be able to apply for our tax rebate programs and learn more about the property appraisal and appeals process. With the participation of several departments, other information will be available on programs such as: code enforcement; home-based businesses; home repair programs; garage sale permits; landlord and tenant education; lead abatement; low-cost banking services; maps and other property information; public safety and community policing; short-term rentals; services for caregivers and seniors; smoke detector program; tax rebate programs; transportation; and water quality programs. The UG has also partnered with CHES Inc. for their low-cost BankOn program, CHWC, and the K-State Research and Extension of Wyandotte County to bring additional resources to this one-stop event for homeowners.



Stormwater Rate Communications | Performance & Innovation

The 3-1-1 Team, in collaboration with the Public Works Waste Management Division, prepared for and responded to the increased need for communications regarding changes in the wastewater billing process. This included the preparation and training of staff, scripting, and system preparation for tracking calls.

Call Center | 3-1-1

Between February 2, 2024 and February 27, 2024 the 3-1-1 team answered and documented 278 calls regarding wastewater. The 3-1-1 call center responds to an average of 53,137.6 calls per year.

The team is excited to report that the role of Lead Call Taker has been filled by Tina Terrazas, a 28+ year UG employee. Welcome!

Community Survey | Budget & Strategic Communications

The UG has finalized and will soon launch a request for proposals for a provider who can facilitate the 2024 community survey. This survey, which has previously been completed every other year, provides a statistically significant sample of our community population and sentiment about city and county services. The Budget, Research & Analysis team has been collaborating with Strategic Communications to rework and simplify survey questions to be more specific to the services and programs we offer, clarify respondent use of these services, and also shorten the overall length. The goal will be to release the survey in Fall 2024 to kick-off the community input process for the 2026 budget.

Neighborhood Engagement | Livable Neighborhoods

The Livable Neighborhoods Task Force identified Neighborhood Public Safety and Community Connectedness as their 2024 focus areas. Resident-led groups began committee meetings and will provide updates at the March 28 meeting.

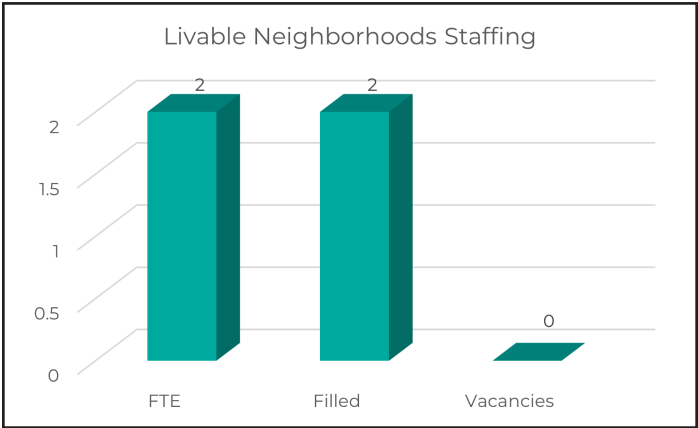
Livable Neighborhoods is launching a four-session civic education program called Civic Connect for residents to connect with UG employees to learn about departments, programs, and initiatives. For this first cohort, topics to be covered include

a Government 101 overview of our government model; solid waste; the budget process; finance and treasury; sanitary sewer and water pollution control; stormwater; property maintenance compliance and 3-1-1. Sessions begin March 12 and occur on the second Tuesday of the month through June 11, 2024.

Livable Neighborhoods Task Force has been identified as a lead agency for the 2024-2028 Community Health Improvement plan (CHIP). Work will be centered around Violence Prevention, focusing on community connectedness. In addition, Livable Neighborhoods has been working cross departmentally on projects such as Communities for All Ages, and problem solving around litter in the community.

LIVABLE NEIGHBORHOODS OUTREACH (as of 2/26/2024)	
Weekly E-Newsletter Subscribers	5,595
Facebook Page Followers	842
Instagram Account Followers	191
Printed newsletters as of 2/26/2024	610
Call hub messages as of 2/26/2024	63
Registered neighborhood groups as of 2/26/2024	54

MONTHLY MEETING ATTENDANCE	ONLINE	IN-PERSON
January 2024	38	36
February 2024	60	22





## Motor Vehicle Satisfaction | Finance

74 out of 86 customers rated their overall experience with the Motor Vehicle Offices as excellent, great or good. 12 out of 86 customers rated their overall experience as fair or poor.

The Finance Department has honored **Roxanna “Roxy” Serrano** with the Superior Customer Service Recognition. A resident called in to report that she is “one of the best UG employees he’s ever dealt with. She was efficient, knowledgeable, and processed his title/renewal with ease. She answered all of his questions and was very confident with herself and work.” Congratulations!



### Motor Vehicle Customer Testimonials

“I ABSOLUTELY adored the people who helped me. The wonderful, sweet, helpful girl helping me, name started with a B with pretty hair and face. Her manager helped me as well with all my questions and gave me support while I freaked about tax costs.”

“Treat you good and always let you know if you don’t have all information if needed.”



## Customer Service | Register of Deeds

The Register of Deeds continue to record documents daily having seen a slight increase this year. The office responds to community inquiries via walk-in, email and phone. The Register of Deeds is meeting with other offices across the state in March 2024 to learn more about the upcoming software implementation that will further modernize access to historic and current land records.

## Tax Rebate Program | Clerk’s Office

The Clerk’s Office has been facilitating the tax rebate program which launched on January 2, 2024. Community members can schedule appointments and transportation via 3-1-1 or walk-in to the Clerk’s Office for assistance in completing the required paperwork. Sessions are hosted at locations across the county and free transportation is available, if needed. A postcard mailer, created with Strategic Communications, was mailed to every Wyandotte County household in late December 2023 with information about the program.

TOTAL PROCESSED APPLICATIONS		
BY LOCATION / TYPE	JAN 2024	FEB 2024
Argentine	\$2,348.00	\$8,605.19
Utility	\$1,148.00	\$1,915.19
Sales	\$1,200.00	\$2,000.00
Property	0.00	\$4,690.00
Area Agency on Aging	\$4,063.24	\$20,191.20
Utility	\$1,863.24	\$8,475.20
Sales	\$2,200.00	\$8,800.00
Property	0.00	\$2,916.00
Turner	0.00	\$4,365.69
Utility	0.00 <sup>1</sup>	\$759.69
Sales	0.00 <sup>1</sup>	\$800.00
Property	0.00 <sup>1</sup>	\$2,806.00
Eisenhower	\$6,921.03	\$27,066.04
Utility	\$2,290.91	\$6,109.04
Sales	\$2,600.00	\$6,400.00
Property	\$2,030.12	\$14,557.00
UG Annex	\$3,371.00	\$13,153.00
Utility	\$2,465.28	\$7,566.05
Sales	\$2,800.00	\$8,000.00
Property	\$3,371.00	\$13,153.00
Municipal Building	\$199,245.16	\$183,935.80
Utility	\$37,657.82	\$39,744.80
Sales	\$40,700.00	\$43,820.00
Property	\$120,887.34	\$100,371.00
TOTAL UTILITY	\$45,425.25	\$64,569.97
TOTAL SALES	\$49,500.00	\$69,820.00
TOTAL PROPERTY	\$126,288.46	\$138,493.00

Of the applications received to date, 181 payments have been mailed to applicants. 395 applications have been audited and processed for payment in the first week of March 2024. The remaining applications are pending audit.

1 Canceled due to weather.

APPLICATIONS BY COMMISSION DISTRICT	
Unable to Process	32
District 1	164
District 2	64
District 3	61
District 4	112
District 5	77
District 6	47
District 7	26
District 8	115
<b>TOTAL</b>	<b>698</b>

The program runs through April 15, 2024 and the Clerk’s Office will be participating in the upcoming Homeowner Resource Fair for processing of applications on-site.



### Tax Rebate Community Testimonials

“Very happy this program is offered at Argentine. The location is in my neighborhood. Had stopped applying for the rebate when City Hall was the only option because it was too complicated to get around and find parking. THRILLED about the PILOT relief and the amount of the rebate for utility and sales.”

“Wanted to express how much easier it is coming to Eisenhower for rebate services. Parking was easier and requires less walking. Very happy this service is available and even happier with the UG for coming out to the community.”

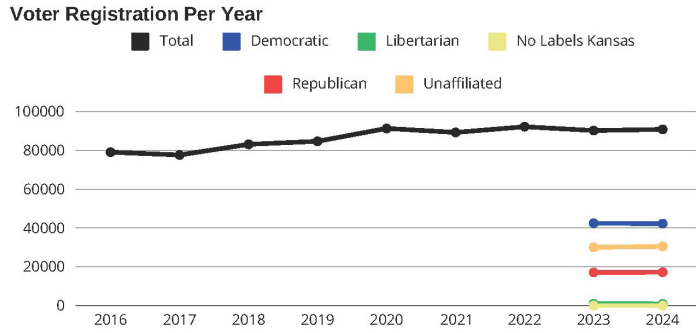
### Additional Staff Feedback

“Ms. Goff was just in at Aging and uses a cane for walking assistance. She wanted everyone to know how happy she was to be able to still get her rebates without going to City Hall with the difficult parking and long walk. She sends her thanks for our staff and program.”

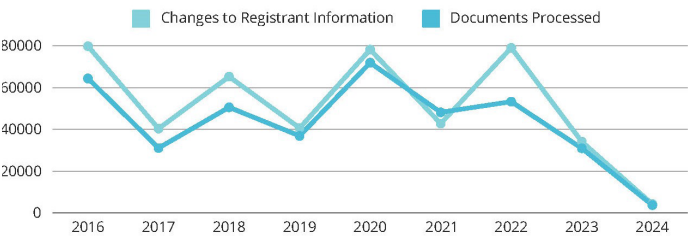
“My last citizen was so HAPPY with her \$400 refund she was almost moved to tears! She is struggling to afford pet care and this is the break she needed to provide food for her fur babies! She sends her appreciation and gratitude.”



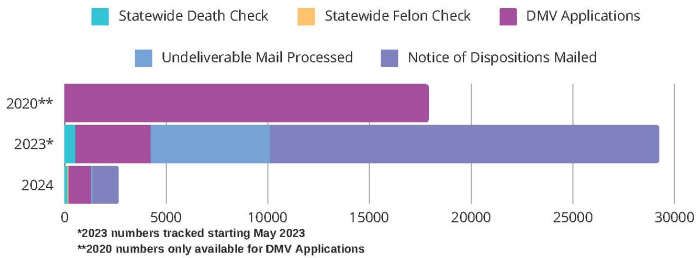
## Voter Registration | Election Office



Year-to-date, there have been 4,263 changes made to the voter registration database as provided by voters and 3,771 documents processed through the statewide voter registration database.



In compliance with the National Voter Registration Act (NVRA) and the Help America Vote Act (HAVA), the Election Office conducts list maintenance activities daily from the following sources:



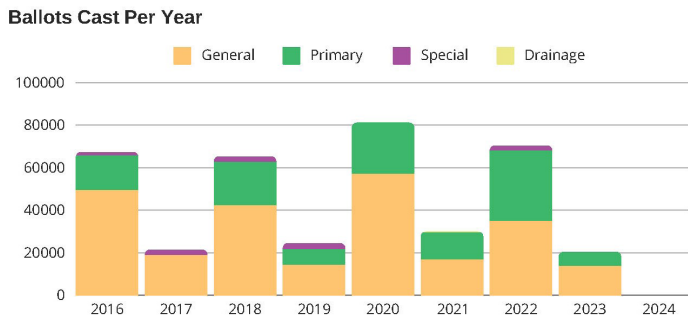
## Voter Education & Outreach | Election Office

The Election Office sent a “three ways to vote” mailer to 55,000+ households letting voters know of the upcoming March 19, 2024 Presidential Preference Primary and the options they have for voting advance by-mail, early in-person, or on election day.

An election day postcard was sent to 55,000+ households in Wyandotte County informing voters of their election day polling location, hours of early in-person voting locations, ballot drop box locations,

and a link to see a sample ballot online before voting.

The Election Office has processed and mailed approximately 1,650 advance by-mail ballots for the Presidential Preference Primary and continues to field questions from voters via phone, email and walk-ins.



### Polling Places & Election Workers | Election Office

The Election Office has updated election worker materials to streamline the training process. The team has sourced five early in-person and 30 election day polling places for the 2024 election cycle.

In preparation for the **Presidential Preference Primary Election** this month, the office has recruited, assigned, and communicated with ~300 election workers for the event. Training has begun for election workers with 27 total classes to be held. The Election Office has also engaged with the students of the Piper Real World Learning Program to develop a student election worker program.

### Election Readiness | Election Office

The Election Office has programmed and tested roughly 300 pieces of voting equipment by casting 11,865 ballots through every machine to ensure election accuracy. The office has also inventoried and applied tamper-evident seals to all election equipment being used to ensure proper chain-of-custody during the election process.

### Email Newsletters | Strategic Communications

Since launched last May 2023, the UG has added an additional 5,810 new subscribers to its email marketing database, GovDelivery, more than doubling the email distribution of newsletters such

as the weekly DotteNews. In addition, by offering new options to subscribers to select various topics (e.g. caregiver and senior resources; Wyandotte County Museum; DotteNews; etc.), we have seen a total of 27,980 subscriptions.

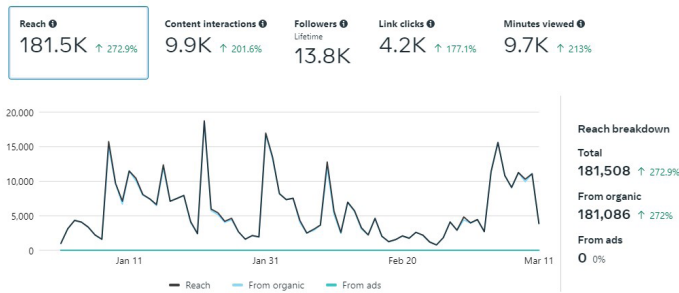
TOTAL EMAIL SUBSCRIBERS BY TOPIC	
TOPIC	SUBSCRIBERS
Careers	930
Development	930
Food & Healthy Living	1,686
Livable Neighborhoods	5,864
Media	162
Parks & Recreation	1,313
PlanKCK	1,506
Senior & Caregiver Wellness	1,264
Small Business	917
Volunteer	935
Weekly DotteNews	11,562
Wyandotte County Museum	5,922

Beginning this month, community members will also be able to subscribe to our media alerts and press releases for the latest information from the UG. By consolidating our media list through GovDelivery, we anticipate a more streamlined approach for reporters to request this information in an era when staff changes at media outlets are frequent.

### Social Media | Strategic Communications

While several departments oversee their own social media presence (Parks & Recreation, Public Health, KCKFD, KCKPD, Livable Neighborhoods), the Strategic Communications team oversees the general **Facebook** page, **YouTube** channel, **LinkedIn** account, and **Nextdoor** presence for the UG. While our team was short-handed for most of the first quarter, we have seen growth in the total number of followers and compare well to our peers in other cities/government agencies with similar social media use.

Among our 13,829 Facebook Followers, 70.6% are women; 50.5% are Kansas City, KS residents; 2.1% are Bonner Springs residents; and 1.3% are Edwardsville residents. There are 35,158 members within the



Facebook Analytics: Jan-Mar 11, 2024

Nextdoor area defined as “Wyandotte County.” This platform allows for more targeted outreach by neighborhood which is used when promoting specific community events and engagement opportunities. Our LinkedIn page currently has 2,667 followers and we have seen growth in the number of people who have listed the UG as their employer (total: 531). LinkedIn is used primarily to share staff announcements, progress on key internal initiatives, and job opportunities, and other employment-related information.

## KNOW LEAD KCK

Check out the new YouTube video explaining our lead abatement program by the Wyandotte County Public Health Department. This video is full of great information and has “chapters” added so you can refer back to the information at any time.

Our YouTube channel currently has 1,909 subscribers and has had 11,389 views since January 1, 2024. With the addition of a Community Storyteller, we are now able to create more timely videos, sharing updates with our community, explaining programs and services, and highlighting various aspects of Wyandotte County. The top video, which has held the lead for quite a while, is our **Historic Preservation Tour with Randy Greeves** on the Sauer Castle.

Pending a final review of an updated social media strategy, the UG Human Resources Guide will be amended to incorporate a policy that more accurately reflects the current usage and requirements of social media management in the 21st century.

## Digital Signage | Strategic Communications

The Strategic Communications has been

programming the content on digital signage installed by the Department of Technology Services across multiple UG buildings. This includes featuring event fliers, **UG in a Minute** monthly video event recaps, and other timely information for the community and staff. We continue to work with departments on providing timely information through a variety of media for both online and in-person engagement.

## UG Recruitment Campaign | Strategic Communications

With the launch of Workday comes enhanced recruitment capabilities, including the ability to incorporate videos on job and career postings. The Strategic Communications team has been collaborating with Human Resources to prioritize the development of these videos to be fully launched at the **April 25, 2024 Career Expo at Memorial Hall**. This initiative will create a unified look and feel to our recruitment efforts and provide content that can be easily shared across multiple channels.

To date, there have been videos completed or under development for: Public Works – Street Division, Public Works – Water Pollution Control, Parks & Recreation, Sheriff's Correctional Specialist Cadet Program, Treasury, Neighborhood Resource Center, Transit, Fire Department, Juvenile Intake Services, and the Legal Department with more to come.

## INTERNAL

### Directors Meeting | County Administration

On February 13, the County Administrator convened a meeting of department leadership to establish clear expectations for the year, review the 2024 Commission Priorities, and discuss the importance of embracing change and the plans for our organization to address these changes. The discussion culminated in a brainstorm about our mission statement to realign all of our departments toward a common, shared direction. The County Administrator will reconvene this group in early April to continue the strategic planning effort.

## Annual Reporting and Ethics Complaints | Legislative Auditor

As required by UG Ordinance, the Legislative Auditor



reported on 2023 Commission and Mayor Travel in a report issued in February 2024. To date, the Ethics Administrator has fielded eight ethics complaints and provided one training session since January 2024. The Office of the Legislative Auditor currently has two vacancies.

**State Reporting Process Improvements | Clerk’s Office**

The Clerk’s Office completed the annual Motor Vehicle Report as required by the State of Kansas in January 2024. By leveraging existing software, the Clerk’s Office reduced the time spent by two departments and shorten the entire process from two weeks to one day. Additionally, by using this technology, the Clerk’s Office improved overall accuracy of the reporting process by eliminating manual data entry from ~15 separate spreadsheets.

**IT Support | Department of Technology Services (DOTS)**

As of February 29, 2024, DOTS has received 1215 support tickets for assistance. In an effort to increase reliability and strengthen our security posture, the technology team has worked to implement a new backup solution for data restoration as well as deploy a utility that will automatically deploy necessary security updates. This will keep laptops/desktops secure and ensure that as an organization we are compliant for future audits.

**Payroll Processing | Finance**

The Payroll team sent out 2,599 W2s on-time in early 2024. To date, the team has processed 10 payroll cycles in Workday, our new enterprise-wide software, without any major issues and finalized the 2021 Kansas Public Employees Retirement System (KPERS) audit.

**Public Meetings | Clerk’s Office**

Working with Strategic Communications, the Clerk’s Office has been working to improve agenda formats to be more user-friendly and automated. A new process for agenda item approvals is now in place, increasing internal accountability and ensuring all required departments review proposed agenda items. Leveraging this new and entirely digital process, the Clerk’s Office has created a new deadline schedule for agenda items and provided training to staff.

**Court Management Software | Performance & Innovation**

During the reporting period, the Project Management Team kicked off the Court Management System Deployment Project. The first phase of this project includes data conversion and validation.

The Project Management Team currently has 34 projects with the following status:

Total Number of Projects	34
Total Number of Active Projects	15
Total Number of Completed Phases/Projects	9
Total Number of Closed Projects	4
Total Number of Held Projects	6
Total Number of Projects Past Due Date	0

**Digital Records | Clerk’s Office**

Since January 2024 the Records Division, using a temp employee, has converted the inventory of 2,083 boxes from a paper inventory system to a software system that allows the information to be searchable. This project is ongoing. Inventory for nine UG departments has been converted digitally. The Clerk’s Office also collaborated with the KCKPD and NRC to eliminate the process of sending hard copies for weekly business by digitizing transfer of information.

The Clerk’s Office is also collaborating monthly with the Office of the Appraiser to streamline and develop process continuity regarding ownership updates and is now participating in the monthly Tax Administration Group meetings.

**Mail Services | Clerk’s Office**

Through February 2024, the Mail Division has distributed 13,813 incoming mail pieces from the US Postal Service and received 1,631 packages for UG departments.

**Staffing & Hiring | Human Resource**

The Unified Government has hired 55 new team members this January and February 2024. The team is currently planning for the **UG Career Expo on Thursday, April 25, 2024** - an annual event open to the public and hosted at Memorial Hall from 4-7PM.



Our Public Safety Recruiter Gina Nick was interviewed with Manuel DeLeon on KCTV5 “My KC Live” about recruitment opportunities at our police dispatch.

This is a busy time for the recruitment team as area high schools and other local organizations host career fairs. The HR recruiters and staff will be attending all events as invited, kicking off with the Turner High School Career Fair on Wednesday, February 28.

**Wellness Program | Human Resources**

The 2024 UG Wellness Incentive Program kicked off on January 1, 2024. Employees on our health plan are encouraged to participate in the core requirements along with the annual and quarterly events to earn up to \$600 for the year.

**Staffing & Coordination | Clerk’s Office**

The Clerk’s Office hired two new staff members in December and January to fill positions that had been open since the first quarter of 2023. Following the retirement of the Tax Levy Administrator in 2023, the current Tax Levy Administrator was hired in August 2023. After more than 40 hours of training, the Administrator completed the November assessment role and tax levy reports as required by the State of Kansas. The Clerk’s Office received notification in late November 2023 of the successful audit clearance.

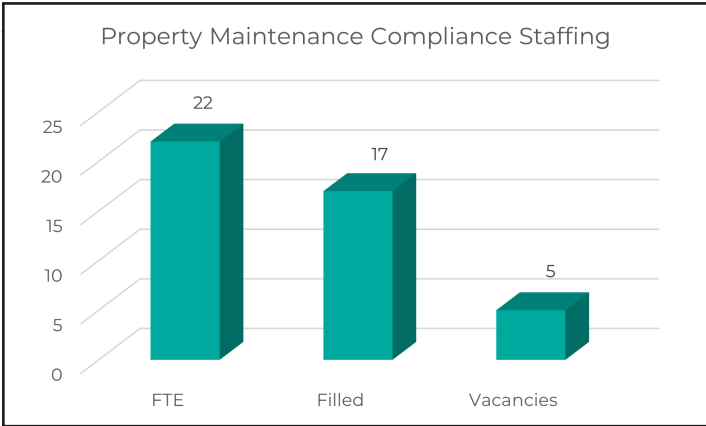
The Clerk’s Office has instituted weekly staff meetings to create a routine forum for information-sharing, training, and team-building for all staff members to improve morale, internal communication, and overall customer service.

**Property Maintenance Staffing | NRC**

In 2023, the NRC made budget recommendations to the County Administrator to eliminate two Inspector positions. By eliminating these two positions, it made room in our budget to reclassify several of our additional Inspector 1 positions into leadership roles within the division while still maintaining net savings. We were then left with the task of filling the five remaining Senior Property Maintenance Inspector positions. On February 21-22, 2024 we interviewed eight internal candidates to fill those five positions.

By promoting internal candidates, we will be left with five Inspector 1 positions to be filled over the next couple of months. This will leave our district coverage

lacking considerably. Normally, we ask our inspectors to not only respond to the complaints received by the citizens in a timely manner but to self-initiate cases for violations observed while on patrol. During this time of being significantly short-staffed, we will primarily be complaint driven while continuing to maintain the re-inspections for already existing cases.



**Staff Training | Transit**

The UG Transit Department convened an all-staff convening and training on Saturday, February 23 to recap 2023 accomplishments, discuss 2024 initiatives and provide key training on CPR, use of fire extinguishers, passenger assistance and customer service. This was the first time in recent memory that the entire team came together to foster a stronger internal culture and support for staff in all aspects of our transit operations.

**Accounting Audit, Processing & Staffing | Finance**

The 2022 audit was been completed in January 2024 and presented to Commission on March 7, 2024 with an unmodified or clean opinion. Work on the 2023 audit is beginning.

To date, the Accounting team has processed 141 payments for the 2024 tax rebate program. Overall, the team has processed 93,000 transactions in 2023 and 15,000 transactions in 2024, including supplier invoice requests and payments, customer deposits and refunds, and journal entries.

The Finance Department is working to fill three open positions. The Motor Vehicle team currently has three full-time vacancies; Treasury has two part-time vacancies and is hoping to fill a full-time Treasury Manager position; and the Delinquent Real Estate team has an open position for a full-time abstractor.



## PRIORITY FOUR

# IMPROVE INFRASTRUCTURE

## 2024-2029 Capital Improvement Plan | Budget, Research & Strategy

The 2024-2029 Capital Improvement Plan (CIP) process kicked off on Wednesday, February 28. This looks at all of our infrastructure, buildings, equipment, and technology needs across the entire organization and establishes funding priority recommendations. The Budget team has completed training for staff who will enter their proposals into the Questica Budget Software. All submissions from departments are due to the Budget team by Friday, March 22. At which time, the list of projects will be evaluated by four internal committees for ranking and further consideration. The committees include: the Infrastructure Core Group; the Facilities Core Group; the Technology Core Group; and the Equipment Core Group. Following a review by the County Administrator, the proposed project priority list will be presented to the UG Commission on Thursday, May 18 at 5PM as part of the fifth budget workshop.

## Home Repair Program | Neighborhood Resource Center (NRC)

The total 2024 home repair program budget of \$58,393 has been committed to complete approximately 25 projects. There are currently 32 wait-listed projects. Eligible home repair projects are those that would help low-income (200% federal poverty level) homeowners make home repairs, bring properties up to minimum housing codes, help senior citizens (60+) age in place and residents with disabilities live more comfortably in their homes, or eliminate blight and affect violence prevention strategies.

Historically the UG has contracts with eight (8) Neighborhood and Business Revitalization organizations (NBRs). Each of these community organizations receives a grant of \$27,500, half of which requires a match by the organization. Reporting requirements have been updated for 2024 to provide increased accountability to ensure that the scope of services are being met.

## Fairfax Industrial Association Collaboration | NRC

The Neighborhood Resource Center convened a meeting with multiple UG departments and the Fairfax Industrial Association, which contributes to the maintenance of the district, to collaborate on best practices to maintain and address issues in the industrial district. The NRC has subsequently developed and distributed fliers of common violations to educate business owners of ordinances and their responsibilities.

The Neighborhood Resource Center plans to attend the Fairfax Industrial Association clean-up event on May 9 (10AM-12PM) to provide guidance and answer questions about UG ordinances. The department is working to develop a map of the district to clearly illustrate privately-owned parcels, UG-owned parcels, public right-of-way, and railroad property. Following this proactive communication with area stakeholders, the NRC will enforce compliance of ordinances through notices of violation and assessment of administrative citations for uncorrected violations.

## Property Maintenance Compliance By-the-Numbers | NRC

PROPERTY MAINTENANCE (JAN-FEB 2024)	
Complaints Received	309
Inspections	3,835

REVENUE COLLECTED	JAN-FEB 2023	JAN-FEB 2024
Revenue Collected	\$40,804.22	\$39,798.49

ADMINISTRATIVE CITATION CASES	JAN-FEB 2023	JAN-FEB 2024
Cases Entered	631	661
Billed <sup>1</sup>	\$363,475.00	\$360,875.00

<sup>1</sup> The administrative citation fines that are not paid will be processed on a quarterly basis and sent to Treasury to be added to the tax rolls as special assessments.

## Important Election Info

### UPCOMING 2024 ELECTION DATES

- March 19: Presidential Preference Primary
- May 7: USD 500 Special Election
- August 6: Primary Election
- November 8: General Election

### UPCOMING 2024 PRESIDENTIAL PREFERENCE PRIMARY DATES

- March 9: Early In-Person Voting Begins
- March 18: Early In-Person Voting Ends
- March 19: Presidential Preference Primary Election
- March 21: Selection of Contests and Precincts for Post-Election Audit
- March 22: Post-Election Audit
- March 27: Presidential Preference Primary Election Canvas

[wycovotes.org](https://wycovotes.org)

## EARLY VOTING LOCATIONS

Location	Hours of Operation
<b>Wyandotte County Election Office</b> 850 State Ave Kansas City, KS	Monday-Friday March 11-15: 8AM-5PM Saturday March 16: 10AM-4PM Monday March 18: 8AM-12PM
<b>Joe Amayo/Argentine Community Center</b> 2810 Metropolitan Ave Kansas City, KS	Monday-Friday March 11-15: 10AM-4PM Saturday March 16: 10AM-4PM
<b>Eisenhower Recreation Center</b> 2801 N 72nd St Kansas City, KS	
<b>Patricia Diane Kane Community Center</b> 3130 N. 122nd St Kansas City, KS	
<b>Edwardsville City Hall Training Room</b> 670 S. 4th St. Edwardsville, KS	

## Clifton Park Splash Project | Community Development

The UG Community Development Department has completed the funding of the Clifton Park Splash Pad project.

## Pierson Park Fiber Project | Performance & Innovation

The Project Management team reports completion of the Pierson Park conduit/fiber and is coordinating the efforts to complete additional paths in the area for final splicing. The team resolved an easement issue in the Fairfax Fire Station clearing the way for additional fiber improvement.

## Parks Security | Performance & Innovation

During the reporting period the Project Management Team found significant progress on the security

camera project with the installation of cameras in several Parks facilities. This included cameras in community centers plus working collaboratively to ensure shared access with security protocols.

## John Fiske Elementary Sidewalk and Crosswalk | Planning & Urban Design

As an implementation action item identified in the Armourdale Area Plan/Armourdale Fuerte, and in collaboration with the Armourdale Renewal Association, UG Planning & Urban Design Department and the Kansas City, Kansas School District, the UG's Public Works Department has begun construction on sidewalk gap closures, upgrades and improvements in and around John Fiske Elementary School (625 S Valley Street, KCK 66105). Students at the Elementary School are currently designing painted intersections for the Custer Avenue/S Valley Street and Shawnee Avenue/S Valley Street crosswalks as additional safety and accessibility enhancements that will be installed in April 2024. This project was funded by

a grant from the Burlington Northern San Francisco railroad and the UG’s 50/50 sidewalk match program.

Bus Shelter Improvements | Transit

The UG has procured 18 bus benches to be placed at designated high-priority shelter stations from 10th and Minnesota to the Legends Walmart. With support from the Buildings & Logistics team, who will be installing the benches, there are additional funds remaining to either a) allow for the purchase of additional benches or b) purchase a replacement bus shelter for the south side stop at 57th and State Avenue.

Procurement Accountability | Legislative Auditor

The staff of the Legislative Auditor are currently participating as non-voting members of four infrastructure-related requests for proposals to provide oversight to the process.

KCK Cold Weather Shelter | Community Development

The UG Community Development Department provided nearly \$92,000 in an emergency support grant to the KCK Cold Weather Shelter (550 State Avenue). Operated by Cross-Lines Community Outreach, the shelter was opened in mid-December 2023 and is available on a first-come, first-serve basis for nights when temperatures drop below 25 degrees Fahrenheit. Determination for when the shelter is open is made by 8AM each day at which time the community may call the hotline 913-214-1104 for more information.

HOME Program Grant | Community Development

Since January 2024, the HOME Repair Program, facilitated by the UG Community Development Department, has completed the following:

HOME REPAIR PROGRAM	
TYPE OF REPAIR	NUMBER
Furnace Installation	3
Sewer Line Replacement	1

HOME REPAIR PROGRAM	
TYPE OF REPAIR	NUMBER
Two-Floor Stairlift	1
Whole-House Electrical	2

Mail Room | Clerk’s Office

Due to the water pipe burst in January 2024, the Mail Division experienced some equipment failure due to water damage. Fortunately, the equipment was under warranty and replaced at no cost to the UG.

UGTV Broadcast System Replacement | Strategic Communications

UGTV is our public access channel and the UG currently has two production booths to broadcast and live stream public meetings from the Fifth Floor Conference Room and Commission Chambers. UGTV allows us to share public meetings and other important content with our community through online streaming, Roku and Apple TV, as well as Spectrum Channel 2. Equipment is outdated to the point of no longer able to receive security and program updates.

This first phase of the Broadcast System Replacement project will be to design an upgrade to our system to ensure continuity of service, improved production quality, and allow for better resource management. This design process will allow us to develop a capital replacement plan for this equipment, including network connectivity and conduit, hardware and software needs. It is anticipated that the UG will release a request for proposals to redesign the broadcast system by Q2 2024.

Ballot On-Demand Printers | Election Office

The Wyandotte County Election Office is responsible for administering all federal, state and local elections that fall within the jurisdiction of Wyandotte County. This include: conducting elections according to state and federal laws; processing and updating voter registration in the statewide voter registration database; finding adequate ADA-accessible polling places; recruiting and training election workers; answering public calls and questions pertaining to the election process; and working with federal and state partners to ensure the physical and cybersecurity of elections. The Election Office is in the process of

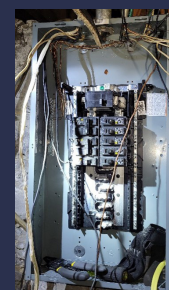
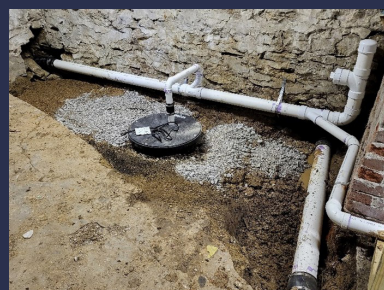
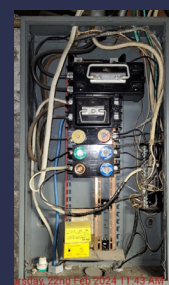
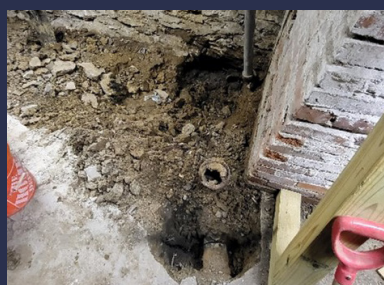


## HOME REPAIR PROGRAM HIGHLIGHTS

As a result of our HOME Program grant, the UG was able to provide some extremely needed repairs for a homeowner who had not had running water since 2018 (RIGHT). When the UG Community Development Program Coordinator, Randy Sestrich, arrived at the home, he noticed the condition of the homeowner's roof which needed replacement. In addition, the siding and windows were so deteriorated, that additional repairs had to be made as well but this is not covered by the program.

This homeowner is a hoarder and had not had anyone in the home for over five years. The UG worked with Hope Builders who hired a contractor to assist the homeowner in cleaning out the home enough to assess plumbing needs. It was determined that the homeowner's sewer line had completely collapsed. The UG provided a new sewer line and sump pump.

The installation of the sump pump presented an additional issue. The home was equipped with a very old 60amp fuse box which would not support the sump pump. This necessitated installing a new 100amp service panel. Since the work was completed, the homeowner called Randy to share that she had light and power to the half of her home not used in years.



**Friends of Yates** requested a stair lift (LEFT) to ensure clients access programs and classes on their second floor. The UG facilitated the installation of two lifts to improve accessibility and enable the organization to fulfill its mission.



implementing ballot on-demand printers for all early in-person voting locations. This would allow any person voting early in-person to vote either using a touch screen ballot or paper ballot like on election day.

## Office Security | Election Office

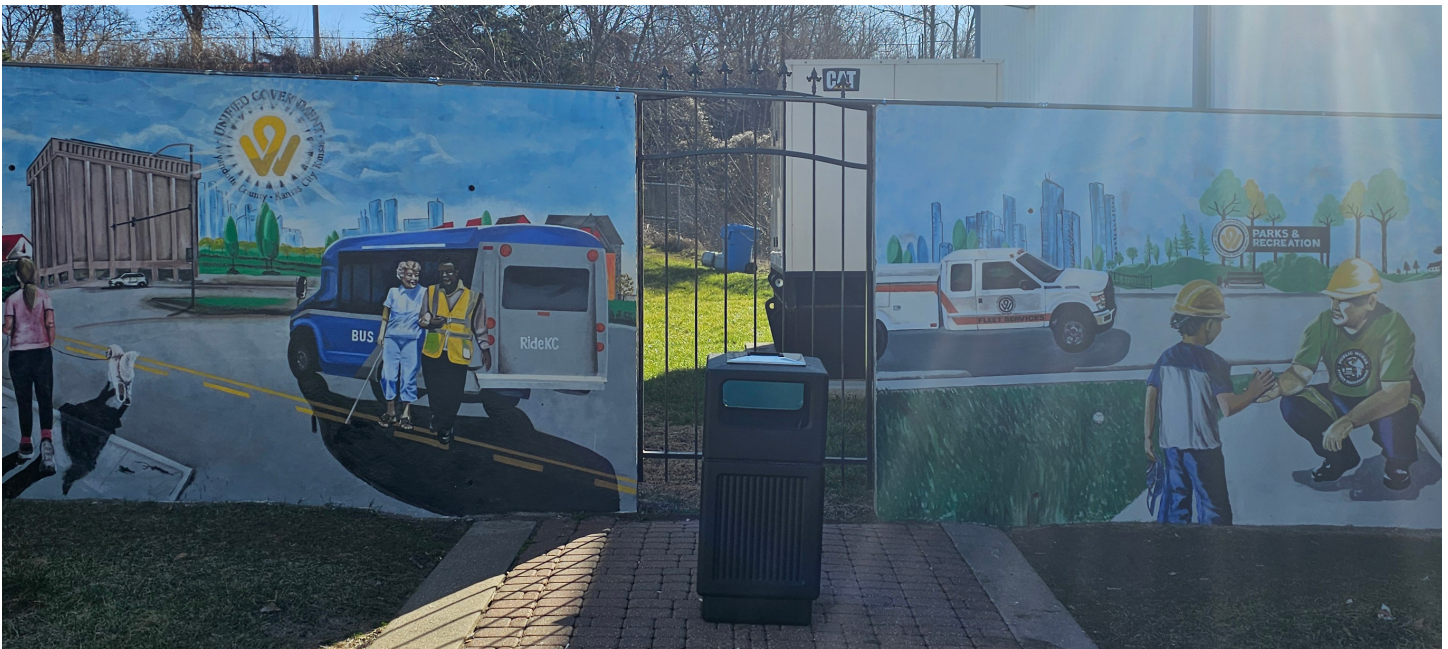
Election infrastructure was designated as part of the nation's critical infrastructure in 2017. The criteria for critical infrastructure is something that an "incapacity or destruction... would have a debilitating impact on security, national economic security, national public health or safety, or any combination" of them. For our Election Office, this includes voter registration databases; IT infrastructure and systems used to manage elections; voting systems; storage facilities for election infrastructure; and polling places.

The Election Office has recently completed renovations to the office to include a secure office space for staff and election works as well as a

dedicated tabulation room, ballot retention and storage, and unified voting equipment storage. The office is in the process of vastly improving physical security and access control through a grant provided by the Kansas Secretary of State. This grant will ensure compliance with best practices and regulations regarding the storage and access of election equipment deemed critical infrastructure including: access management, access logging, and two-person integrity in high-security areas.

## Fleet Campus Mural | Transit

Fleet Campus Mural was finalized in February 2024. The mural represents Transit, Streets, Parks and Recreation, and the Fleet Department. The mural's purpose is to inspire creativity and promote workplace pride, as it will reflect current staff and job responsibilities. The mural will support a sense of belonging, culture, unity, and cultural identity. The project was completed by Mural Inspirations by Rodney "Lucky" Easterwood, well-known for multiple murals in Kansas City, Kansas.



*A new mural by Rodney "Lucky" Easterwood highlights the work of the various departments co-located at the Fleet Center.*



Learn about your property valuation and the appeal process



Discover programs and resources for homeowners




Apply for our tax rebate programs and find other savings

# Homeowner Resource Fair

**Monday, March 25, 2024, 5-8PM**  
**Municipal Building**  
**701 N 7th Street Tfwy, KCK**

- Appraisal Process and Appeals
- Code Enforcement
- Home-Based Businesses
- Home Repair Programs
- Garage Sale Permits
- Landlord and Tenant Education
- Lead Abatement Program
- Low-Cost Banking Services
- Maps and Other Property Info
- Public Safety
- Short-Term Rentals
- Services for Caregivers & Seniors
- Smoke Detector Program
- Tax Rebate Programs
- Transportation
- Water Quality Programs
- ....and more!



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
 <b>AT-A-GLANCE</b> <b>MARCH 2024</b>					1 Hollywood Casino Grant Information Session (recording available)	2 Wyandotte County Lake Opening Day WyCo Property Appraisal Info Session
3	4 WyCo Property Appraisal Info Session Economic Development & Finance Standing Committee Neighborhood & Community Development Standing Committee Landmarks Commission Advisory Board on Human Relations & Disability Issues	5 KCKPD Coffee with a Cop	6 WyCo Property Appraisal Info Session	7 Full Commission Special Session: Capital Improvement Programs Full Commission Meeting	<div>             Apply for your tax rebates by April 15! Find more information at <a href="http://wycokck.org/taxrebates">wycokck.org/taxrebates</a> and call 3-1-1 today to schedule an appointment.           </div>	9 KCKPD Personal Safety Training for Women KCK Animal Services FREE Community Spay/Neuter Day
10	11 Youth Cooking Classes - Spring Break Camp Youth Basketball Skills Camp WyCo Property Appraisal Info Session Board of Zoning Appeals and City Planning Commission	12 CHAMPSS Food Program for Seniors Orientation Hiring Event CivicConnect Spring Cohort Launches	13 Law Enforcement Advisory Board Park Board WyCo Property Appraisal Info Session	14		16 WyCo Property Appraisal Virtual Info Session
17	18 Transit Operator Appreciation Day	19 Presidential Preference Primary	20 KCKPD Police Academy Testing WyCo Property Appraisal Info Session	21 2025 Budget Workshop with UG Commission	22 Community Emergency Response Team Training	23 Community Emergency Response Team Training
24 Community Emergency Response Team Training	25 Homeowner Resource Fair Public Works & Safety Standing Committee Administration & Human Services Standing Committee	26	27 Area Wide Advisory Council on Aging	28 Livable Neighborhoods Task Force Full Commission Meeting	29 Spring Holiday - UG Offices Closed	30 Easter Egg Extravaganza The Hunt is On Community Easter Egg Hunt WyCo Museum: Honoring Our Veterans <b>Last day to file property appraisal appeal.</b>
31						



If you are 65 years old or older on January 1, 2024  
OR disabled with an annual income of \$40,500 or less....

# You may be eligible for a tax rebate.

## WYANDOTTE COUNTY RESIDENTS

with a BPU Account



**BPU PILOT  
Relief**

who own property



**Property Tax  
Rebate**

## KANSAS CITY, KS RESIDENTS

who pay franchise fees on  
gas, Internet, cable, or phone



**Utility Tax  
Rebate**



**\$200 Sales  
Tax Rebate**

## Gather your documents and apply January 2, 2024 - April 15, 2024.

### Document Checklist

- ☐ Contact information
- ☐ Proof of 2023 income, including:
  - ☐ W2 and/or 1099
  - ☐ Social Security Income Statement
  - ☐ Railroad Retirement Statement
  - ☐ Veteran's Disability Statement
  - ☐ Bank Interest Statements
  - ☐ Food Stamp Award
  - ☐ Child Support Income

### Additional Property Tax Info

- ☐ Copy of real estate tax statement
- ☐ Amount of 2022 refund (if applicable)
- ☐ Blank bank deposit form with account number and routing information for electronic payment

### Additional Utility Info

- ☐ Copy of 2023 utility bills (BPU, gas, Internet, cable, and telecommunication services such as Google, Spectrum, AT&T and others).

**For questions or to  
schedule an appointment,  
call 3-1-1 (913-573-5311).**

**[wycokck.org/TAXREBATES](http://wycokck.org/TAXREBATES)**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<div>  <div> <b>AT-A-GLANCE</b>  <b>APRIL 2024</b> </div> </div> <p>All of these calendar events can be found with all details on <a href="http://wycokck.org">wycokck.org</a>. If viewing the digital copy of this calendar, you can click each event name for a link to the event details.</p>						
	1 Spring Open Burn Period Starts  Economic Development & Finance Standing Committee  Neighborhood & Community Development Standing Committee  Advisory Board on Human Relations & Disability Issues  Landmarks Commission	2 <div>  </div>	3	4 KCKPD Citizens Academy Spring 2024 2025 Budget Workshop with UG Commission  Full Commission Meeting	5 Dumpster Days	6 Dumpster Days  DotteTalks - Rosedale Development Association
7	8 Board of Zoning Appeals and City Planning Commission	9 CHAMPSS Food Program for Seniors CivicConnect Spring Cohort	10 Rights & Responsibilities for WyCo Renters and Advocates  Law Enforcement Advisory Board  Park Board  DotteTalks - Downtown Shareholders	11	12 Battle of the Badges Blood Drive  Pierson KCKFD Station 16 Ribbon Cutting and Open House	13 Kansas Health Yards Expo
14	15 DotteTalks - Turner Community Connection  <b>Tax Rebate Program DEADLINE!</b>	16 ServSafe Food Handler Course	17 KCKPD Police Academy Testing	18 Community Corrections Juvenile Advisory Board 2025 Budget Workshop with UG Commission-	19	20 Household Hazardous Waste Disposal  3rd Annual KCKPD Community Peace Walk
21	22 Public Works & Safety Standing Committee  Administration & Human Services Standing Committee	23 Area Agency on Aging Public Hearing  DotteTalk - Bonner Springs	24 Area Wide Advisory Council on Aging	25 Livable Neighborhoods Task Force  UG Career Expo  Full Commission Meeting	26	27 Hands-Only Health Fair
28	29	30 Spring Open Burn Period Ends				



**Unified Government of Wyandotte County  
and Kansas City, Kansas**

701 N. 7th Street Trafficway  
Kansas City, Kansas 66101  
913-573-5311

**wycokck.org**

